

Hello,

I am writing disputing the amount of fare increases sought for a substandard service being provided.

I am a regular user of train services from Tempe to the City and on a daily basis. I find the trains are often very dirty along with all the underground train stations where they need a good scrub. At Tempe Station, Dog sxxt is littered at the stairs leading to the station for weeks on end and no station staff has bothered to clean up the mess. I think the staff is hoping for the rain to wash it away.

On this line, trains are often delayed, cancelled without any notification/announcements and the boards not even updated. If Cityrail wants to increase the ticket price, they need to deliver a satisfactory service before an increase can be warranted. Until the service have dramatically improved such as customer satisfaction, cleanliness and reliability, I am totally against the fare increase especially train users have put up in substandard service for so long.

Disgruntled traveller!