

To Whom It May Concern:

I would like to make a submission as against The increase in city rail train fares proposed in June 2007.

I daily commuter on Cityrail using both the North Shore and Northern Lines and I feel as regular commuter that the fare should not be increased due to the following reasons:

The first argument is that Cityrail sees fit to increase fares due to expenditure on capital improvements. I agree there has been improvement to some stations; however this is only getting them up to reasonable standards. My station which is Roseville is certainly below par the platform floods every time it rains, there are no accurate electronic boards showing when trains are departing we currently have the old ones the station master has to turn, which they regularly forget and can be hours out of date.

They also state the delivery of new trains, I hear of these new train but also realise I will never see or ride on one as they are not equipped to travel on the North Shore line. At the moment I would just like a train to not break down and get me there on time I don't even really mind that barely any of the trains are air conditioned

As mentioned in section 2.3 of the proposal \$781 Million was spent on these improvements last year which be it all fine with another major rail line coming in however they fail to mention the efficiency at which this money is managed. The Clearways project which has had \$117 Million spent on it is a total failure with a decrease in reliability and my trains are certainly overcrowded.

The work that is planned to be carried out is the bare minimum of what is required for people to pay for the service at all. The trains are very unreliable I have been late 4 out of 5 days this week alone, not to mention the overcrowding. I don't feel that they can get a fare increase because of these improvements as they are the bare requirements before the trains stop running all together, not to mention there is no mention of fixing the bottle neck that is the harbour bridge.

As for the fare comparison at least other networks provide on time reliable services that don't define over crowding at over 180% of seated capacity.

The major point is until reliability, overcrowding and the improvements in the conditions of transport at the moment I feel Ciirail owes me a refund due to the poor service it is currently providing I think the notices in MX on a daily basis just show what people go through just to get to work. I would happily pay more for an efficiently running train system that is on time, clean and meets the expectations of its commuters. I honestly don't see the problem with tax payer funding and as Cityrail stated they have had decrease patronage (did anyone stop and think this may be due to the appalling service they provide for both effieny and effectiveness.

I hope you will take my points into consideration when making a decision as to the increase in fares for city rail

Yours sincerely

Tiffany Lyons