

5 November 2008

Submission on City Rail Fare Increase

The proposed fare increase by City Rail is just unfair to regular commuters. With the current financial crisis happening, it is just unfair to impose more cost to City Rail commuters. If City Rails' service and carriages are good, I won't be writing this letter.

The trains are in awful conditions: dirty, smells vomit and wee, seats are sticky with dirt and aircondition/heater does not work properly. If trains are not late even once on a fortnight would be a miracle!

Some customer service staffs are good but some are just rude. I commend the staffs at Beverly Hills station, they are always giving up to date information to customers when there are delays.

How can a city like Sydney have a railway system so antiquated and have the guts to ask for fare increase again! They increased the fares a couple of years ago and no improvement happened. Other major cities (eg New York, Montreal, Toronto and Singapore) around the world have cheaper and better service than what we have here.

I oppose to City Rail's fare increase until they improve the conditions of the train and the service that customers pay for.