

28 October 2008

**Subject:** Cityrail Fare Increase?

Hi IPART,

I've recently become aware of Cityrail's request to review ticket pricing and while I understand the service & infrastructure costs money – I find it ridiculous considering the quality of service I experience. I catch trains at the usual peak hours between Point Clare & Epping Stations, and regularly I experience –

- Trains that are between 5 and 20 minutes late
- Dirty train carriages that are very overdue for cleaning
- Train toilets are unusable & a major health hazard
- Schoolkids who are loud, abusive & do not know how to behave – I know if I made half the noise and mess they did, I would be escorted off the train by the guard at the very next stop & possibly fined. Yet they get a free pass, and I'm paying a considerable amount of money for the experience.

You may think this is an exaggeration, but I would encourage anyone to catch the same trains I do before passing judgement. **I strongly oppose any increase in fares – especially by the outrageous amounts suggested in their proposal.**

B Wells