

28th October 2008

Dear IPART,

I have been a train commuter for the last 22 years. Over the last 5 to 6 years I have seen a steady decline in the quality and efficiency of our rail network.

I don't see how it is fair to increase fares by 25% while the entire system is in decline. An increase in line with inflation is hard enough to swallow when the system is not managed properly. 25% is farcical, we are basically telling city rail don't worry how bad you let the system get, the public will still pay for your service.

For a 25% increase, I would like a guarantee that the system will be improved. Travelling times will be reduced (not increased as they have been in the last couple of years) On time running and train reliability improved. If for any reason these things don't happen, then City rail should be accountable and I should be entitled to a rebate on the increase as I have not got value for money.

The current scheme to increase fares will drive people away from using public transport and will end up leaving city rail with less revenue not more, at least it might solve some of the overcrowding issues.

Regards
Dennis