

28 October 2008

Subject: CityRail form of regulation review; Review of CityRail fares, 2009-2012

Dear Sirs/Madam,

I would like to protest against the recommended price increases for rail fares recommended in your draft report dated October 2008. Previously we were advised that rail fare increases would be subject to improvement in services. At this time I can only state that, my observations indicate that rail services over the last 5 years have decreased rather than increased.

There appears to be an increase in;

- Overcrowding of trains (nearly impossible to board a Penrith train at Wynyard Station between 5.00 pm and 6.00 pm weekdays);
- Increase in breakdowns and delays during peak hour;
- Rudeness by station staff;
- Increase in rail security (except at night, weekends or in high crime area's)
- Increase in rubbish on trains;
- Delays and cancellations of trains due to maintenance work.

There does however appear to be a decrease in:

- Number of services run during peak hour;

I would question why a fare increase of 18% as of 1 January 2009 and a 30% increase over the next four years could be justified without any visible gains in productivity or service. I agree that that fare increases are required CPI increases should be sufficient. Under the current economic environment most employees will not see pay increases equal to the current CPI and further burden on overstretched household incomes are not required.

Thank you

Vincent