

**Sent:** Wednesday, 15 October 2008 8:31 PM

**Subject:** Proposed Four-year 25% train fare rise

Dear Sirs,

I am writing to oppose the proposed increase to the train fares after having juts borne the increase in train fares from January 2008.

The basis for my objections are based on the following –

1. The service levels of the trains system are appalling. The on-time running of the train system is low compared to the other states in Australia.
2. Over-crowding during peak hours is a major hazard.
3. Low train maintenance efforts resulting in breakdowns.
4. Poor management accountabilities leading to corrupt practices by lower level managers and field supervisors – as widely reported in the press.
5. The existing customers are already paying for the management inefficiencies. This has to stop.
6. A lack of a service charter to the customer.
7. Unless the service levels are improved, no fare increase is justified. The service is inadequate – how can there be a one-sided contract to provide a poor train service to the travelling public?

I trust that my submission will be given due consideration.