

Good Afternoon,

I would like to express my objection to a Citirail fare increase and to the removal of the discount on weekly tickets.

As a daily consumer of Citirail's service, I find it hard to justify a fare increase when the current level of service is poor, and on the decline. I have a number of issues with Citirail, some of which I've outlined below.

1. Commuters on the Campbelltown/Macarthur line seem to be the first to have services cancelled and/or redirected when trains aren't running to schedule. A number of times we've been kicked out at Glenfield to wait for another train as the trains first stop had been changed to Campbelltown without notice. I assume this is to make up a few extra minutes.

I've also noted 3 or 4 reasonably empty trains headed for other destinations, mainly East Hills and Blacktown, while the platform is filled with people waiting for a Campbelltown service. When the train finally arrives, people are forced to wedge themselves in to the carriage in case the next train is a long way off. This is not a safe practice, but one I've seen a number of times.

2. I'm of the opinion that Citirail should be forced to increase their productivity rather than be allowed to increase their fares. I can't count the number of times I've seen wasted citirail resources just standing around.

An example of this is from an incident that I witnessed just last week. On two consecutive days, no less than 13 citirail inspectors were present at Leumeah station to check tickets of people leaving the platform. In the twenty or so minutes I waited, seven people alighted at Leumeah which saw only two of the inspectors actually leave their seat to check passengers tickets.

With such inefficiencies in the system, I suggest there would be a great saving in tuning up the old clunker we now know as Citirail.

3. Customer Service is almost nonexistent in my experience with Citirail, and is at best, not positive. To give an example, I applied for a refund on a weekly ticket that had been "topped up" twice on a Friday so that we wouldn't have to wait in a massive line on the Monday for two weeks. My Fiancee became ill and was therefore not able to attend work. We saved the ticket which was used for three days at the end of the fortnight when Jazzy was able to return to work. When I applied for a refund on the ticket, I received a short and abrupt letter informing us that the refund was denied as the doctors certificate was unacceptable. Why must we have a certificate to apply for a refund? If we pay for a service that is not used, aren't we entitled to a refund? I accept that there are administration charges involved processing the refund which we were quite prepared to allow for. It seems that Citirail has just charged us \$86.00 for 3 days! travel and we seems powerless to do anything about it.

I could go on and on about my many gripes with Citirail but I fear email messages have a limit and I've gone on for quite a while in this one without mentioning all the recent media hype of safety or the filth, including needles, we find on trains.

In short, I feel that commuters are not receiving a good enough service for the fee's we're paying at the moment. Don't let them screw us again. Please!!!

Thanks & Regards,  
Mark Ashlin.