

Sent: Wednesday, 5 November 2008 10:26 PM

Subject: CITYRAIL FARE INCREASES

Hi

My gripes & objections to the fare rises are :-

If the number of submissions is less than expected, this may be due to people being distracted by the economic circumstances. Or perhaps not as aware of how to protest, not as aware of the deadline.

We have seen reports of corruption & waste in Cityrail. How much of the fare increase is due to "losses" because of this ? How do we know it's fixed ? How much of the proposed increase will be wasted. We need proof of sustainable management reform before showering Cityrail with dollars

The Chatswood - Epping link is behind the original schedule, & probably behind the original budget. Are we paying for plain bad management ?

The Oscars have smaller, harder, & more uncomfortable seats than the V-set Tangara trains they replace on the Central Coast. Going south, at my station, Narara, the guards don't always enable the opening of the doors on the back car of the front-4 set, so we have to scramble for a decent seat in the rear 4 cars (nigh impossible), or change to find a better seat in the front 4 cars at Gosford, where those getting on the front 4 cars at Gosford get first pick. This is just plain unfair. Just stop the front-4 cars on the platform at Gosford, & tell anyone wanting to get off at Narara to ride in the front 4 cars, how hard is that . . . Cityrail folks seem to be unable to think ...

When trains run late, we hardly ever get an apology.

Guards messages are never consistent - different guards on the same train over time will say different things, & some say nothing,

Going North, a few times this year, the train has NOT stopped at Narara according to schedule. Indeed, this evening, it went from Gosford to Lisarow - missing 2 stops !! - , when it was an all stations Gosford to Wyong. There was no apology. Was the driver asleep, or lacking concentration, was the train actually "in safe hands" ? I don't appreciate paying more for travelling on what may be (at times) an unsafe train.

Running times are no quicker. Instead stopping times at some stations compared to previous years/timetables have increased

There are still overall many trains which are not air conditioned

The ticketing system sucks - recently I was ill for a week, with a monthly ticket, and it was too hard to go about trying to get a partial refund. I should be able to get a ticket for a given number of trips. Make it easy !!

Despite being allowed to make a round return trip from Gosford to Wynyard via N.Shore going South & returning via Central/Epping, I can't break my journey at Central, wherer I have to change trains anyway, so I can't make use of all the facilities at Central (e.g. buying hot food in winter).

All this is clearly NOT "service" worth paying any extra for