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**Sent:** Wednesday, 5 November 2008 9:16 PM

**Subject:** rail fee review 2009-2012

I object to any further increases to rail fees and request a review of the management of the rail system.

Are there more managers, spin doctors and consultants than actual workers?

Rail management cannot even competently manage the basics of rail travel.

There are still six car trains in peak hour through the working weekday which results in overcrowding. There are too many people already in peak times to occupy eight carriage sets let alone six cars. To me peak hour is from 06:00 to 20:00 per working day.

Railway maintenance with track closures on NRL Grand Final day!

This would have to be one of the most greatest examples of rail management incompetence - not replacing old worn out carriages.

Train travel is good and reliable on my line, the station staff are usually good, even the railway security officers may have a bit of humanity but management needs to catch up with simple things - replace old carriages, not just reduce the number of cars, return to former faster travel times, more express trains. On the Hornsby via Strathfield line the express trains cease about 17:30. Guess when there are the most passengers - after that time.

Rail management do not even call users of trains passengers any more. Station announcements call us 'customers' not passengers. Customers sounds like shoppers not travellers.