
Sent: Wednesday, 29 October 2008 12:32 PM

Subject: Appauling record of Sydney trains

Hi there,

I wish to express my continued disgust at the state of trains in Sydney.

I have been a commuter all my life (I'm 36) and am continually amazed at just how atrocious our train systems are! I have been living in North Sydney for the past couple of years and catch the peak hour trains in the morning to go to work. Firstly, this 'station upgrade' has been going for close to a decade!!! What is with that??? Especially when there is noisy labour going on 24 hours a day, 7 days a week?

Besides the usual problem of overcrowding, yesterday morning when I (and hundreds of others attempted to board the train) I was immediately taken by the horrific stench as the carriage doors opened and thousands of commuters rushed out...I then realised that someone had thrown up all over the seats and floor and I quickly managed to run to another carriage whilst other commuters had little choice but to board this carriage. There didn't seem to be any staff to attend to this and of course no time or opportunity for me to alert anyone as I was lucky to be able to board in the first place!

I just cannot believe that there is so much constant emphasis on charging ridiculous train fares which are increasing exponentially(God forbid you accidently get the wrong ticket or get on the wrong train etc and you will definitely be terrorised, humiliated and slapped with a \$200 fine -regardless of the reason). This happened to me about 12months ago following a death in my family, which was completely disregarded.

Trains continually run late and/or out of timetable order. And that's if they're running at all ! Every 2-3weeks train do not run from North Sydney station to the city or going up the NorthShore line. 'Upgrades' is the usual reason cited yet, how many upgrades does a train or track need in one year??? If there are so many upgrades, why is the system never improved???

Why is it that even third world countries can achieve a more consistent transport system than Australia? What is the justification for constant fare increases -certainly not productivity and efficiency? Who was it that absurdly stated that the 'average commuter' earns about \$100,000 per year? I'd love to meet this wealthy commuter! If so, one would obviously have the luxury of a decent car and to be able to afford parking surely!

This is feedback which should be deemed valuable as well as obvious yet usually falls on deaf ears..