

City Rail feedback
Importance: High

Hello,

I am writing proposal to increase rail fares.

I can not see how this is justified as services have not increased or improved in the last 10 years that I have been catching the train to work (from Springwood to Wynyard).

Thoughts;

- If we want to actually encourage people to catch the train, it needs to be more affordable (or a tax deduction for workers) & not increase the fares
- Why would people be more inclined to catch the train when the services are not improving and always late - is it true City rail regards 'on time' being within 10min of the expected arrival time? That is a joke, in China & Hong Kong they have millions more people & trains run ontime to the second.

(this also greatly affects current inflation, property prices & rental availability – if the train went further, was cheaper, clean, safe & reliable then more people could commute from greater distances such as Goloburn, Bathurst & Newcastle and therefore this would allow these regional towns to grow)

- It would be more fare to week day commuters to only pay for the trips you use (like Bus 'travel 10' tickets)
- It extremely annoys me that I pay more than 2x the fare, & get on the train an earlier in the morning traveling from Springwood on a country train, but have to endure complaining passengers from Granville who push onto the train to only go one stop.
- City rail staff & Transit officers are a joke, neither do much work & don't care in the slightest – especially when I see dozens of staff standing around at Central Station every day
- Mountains trains should NOT stop at suburban platforms, as these trains are overcrowded by short distance commuters
- It is a good idea to have entry & exit stairwells at Central platforms, but its pointless when the platform entry stairs are crowded with people using them to exiting the train. I continually ask platform staff, who say 'what should I do, its not my problem' I have issued complaints at 131500 several times & never had a response.

Some reply would be appreciated

Kind regards,

Matthew Wellings