

"Phu, AiBinh"

Dear Officer,

I don't believe CityRail can justify the increase of the train fare since an increase of fare / price of a service / product should be linked to the customers' satisfaction which is, in turn, linked to the quality received from the use of such service / product.

CityRail never provide a quality to its commuters.

Some (most) carriages are dirty, smelly, & some seats are scrapped;

On the hot days some trains are just like ovens or sauna rooms;

Some security guards concentrate much more on fare evasions than the safety of the commuters – some people were robbed / assaulted at the train stations, on the platforms, or during the journey on the trains;

Trains are so jam-packed at peak hours that most commuters never get a seat on the trains everyday when travel to/from work;

Some trains skipped stops even at peak hours: one morning my train skipped Ashfield (scheduled stop) & stopped at Summer Hill (unscheduled stop). All of us were late to work on that morning; what made us angry was the exit of Ashfield is at the front whereas that of Summer Hill is at the end of the platform – so we walked a long way to change platform at Summer Hill & waited for the next train to travel back to Ashfield.

Toilette facilities in most train stations are so poor: dirty, no soap, no paper, wet floor, slippery. The worst customer service is that even the station staff are at the station, they refuse commuters to access the toilettes after 5pm or 6pm.

Some train stations have no lift or ramp for elderly or disabled commuters, or people travel with children, prams, trolleys, luggages, etc.

Some platforms are so wet or dangerous because staff let the banana skins (or the likes) lying on the floor - once I slipped off it & fell next to the trunk (or track) on the platform of Town Hall Station.

The running on time issue has never resolved. The worst is that sometimes there is no announcement at all. Many times the announcements on the train cannot be heard because of the speaker on the train are broken, or the conductors were not trained how to speak clearly at the speaker.

Unless CityRail improve the above, I strongly object the increase of train fare in July 2006.

AB Phu