

To whom it may concern,

I am writing to give my say on the proposal to increase RailCorp fares. To me it is quite simple, when I purchase a ticket I am then entitled to travel on the train at a scheduled time in a certain level of comfort. If these conditions are not met then I feel that I should get some form of discount. In the past years that I have been travelling by train I feel there has been a decline in the level of service with late and cancelled trains and many not being air conditioned. With RailCorp not providing an acceptable level of service I find the proposal to increase fares quite offensive.

And not only do I feel that the reliability and comfort of the trains needs to be improved before a fare increase should even be considered, I think the staff need to be better trained in customer service and more accountable.

A few months ago, myself and my girlfriend were taking the train home after a concert. The train was scheduled to stop at Westmead and did however the doors on the train were not opened and no passengers could get out. The train then went to the next station and the doors opened. The passengers who wanted to get off at Westmead went to the guard and asked why the doors weren't opened at Westmead only to be informed by the guard that they were. This took the 30 odd passengers by surprise as they had apparently all suffered some mass delusion that the doors had stayed closed. The guard refused to accept that he had not opened the doors and advised us to go to the other platform and catch a train back to Westmead. After going to the next platform and checking the time table we found, due to the time of night, there were no more trains and taxi's or walking the street in the middle of the night were the only option to getting to the destination that we had paid to get to. I found it very disappointing that not only would the guard take responsibility for his mistake but that he gave advice on what to do without checking whether it is correct. This just demonstrates to me, that at the current price I am not getting the service I am paying for so I think it is unreasonable to pay more money for an unsatisfactory service.

Yours faithfully

Daniel Stanning