

15/03/2006 02:58 PM

State Rail fare increases

I am a commuter on the Central Coast line and write to voice my complaints at the lack of service still being provided by State Rail.

There was an occasion one recent morning during peak period where 2 consecutive trains comprised fewer carriages than usual and the 7.13am to the City via North Shore was cancelled - no reason given. The afternoon trip was no better. And why can't the timetable be arranged so that departing Hornsby trains to the City wait a few minutes to allow commuters from the Central Coast trains to board. There needs to be more thought put into timetabling.

What's more, as the service has gone backwards due to fewer, slower trains and longer travel time, then perhaps the fares should be reduced to what they were years ago.

Today, further troubles - with a lightning strike being the excuse for delays between Hawkesbury River and Berowra. It's amazing how often that section of the track is hit by lightning!

You can imagine my disgust when I read that State Rail had undertaken a survey of customer satisfaction by selecting people randomly from the phone book. This method of survey has absolutely no merit. Undertake a survey during peak periods by commuters who use the system on a daily basis would have been far more appropriate. Of course, State Rail would be aware of the results of that survey.

Whilst the increases are minimal, I consider that until a service is provided that commuters expect, there should be no increase again this year.

Regards,
Karen Thorpe