

**Leone Cripps**  
28/03/2006

RailCorp submission re: fare increase

Good Morning

I really didn't think I would bother to respond to this but as a long suffering commuter on the Richmond line who travels 5 days per week from Windsor to Wynyard; who accesses different trains in the morning and afternoon depending upon child care arrangements; who cuts lunch breaks to make up time when trains are late in the morning; who has to phone eldest son or child care to arrange late pick up when trains are late in the evening YESTERDAY was the last straw!

The 7.26am was 15 mins late into Wynard after we waited for the 'crew' to board train at Blacktown (last week we waited 20 mins for a driver). I then left work early to make sure I was back in time to collect youngest son from child care - I arrived at Wynard in time to catch the 4.39pm to Windsor to be informed that this train was departing from Blacktown today! I boarded the next crowded train to Penrith. Sitting downstairs, hemmed in with commuters, with my briefcase + two bags, imagine my dismay when we arrived at Strathfield to hear that the Richmond line train was now sitting at Platform 1 (we were on 3/4). Running together with other commuters I boarded the train on Platform 1 only to find that the indicator board said departure time 5 mins. Gee.... it would have been nice to have known that.

5 mins...no such luck, 20 mins later we depart Strathfield (no announcement until the very last ..signal problems?) ... by this time I have made 4 phone calls and sent numerous SMS to track down eldest son to collect youngest son from care.

... and they want to increase fares! There is only one reliable train in the morning and that is the 6.26am from Windsor ... and if it is critical that I open office or have an early meeting I make sure I am on this train even though it means I need to get up at 4.30am to catch it!

Leone Cripps