

Margaret Medley
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RE: Proposed Fare Increase - Trains

To Whom it May Concern,

I have traveled on the City rail network for more than 20 years, More recently for the past 25 years from Campbelltown to the City

To start off with the service was not too bad. But over recent years in particular since the implementation of the Airport link this line has been absolutely dreadful I very rarely experience a train that runs on time they are overcrowded and dirty and very noisy.

Also in summer the trains air conditioner hardly works the intercoms only seem to work when the guard wants to be heard otherwise especially in delays they defiantly don't work and everyone is left feeling angry and frustrated.

The fares that we pay at the moment are more than sufficient for the service that we do not get. When the train finally gets to the station I find that I have missed my connecting bus home that I should have been in time to catch and wait for up to 1 hour for the next one as it has quite often missed the bus company's peak period.

If the Cityrail Management want to save some money maybe all the Senior Staff/ Management could take a paycut until the services improve to commuters satisfaction.

Hoping you see the commuters point of view and do not grant the fare increase being asked for

If you wish to contact me please do so.

Thanks

Margaret Medley