

I'd would like to outline a bad experience that i have with catching a train.. Quiet a simple task you would think but not when you have to deal with cityrail staff.

I needed to catch a train from the Central to Wollongong on the south line. I checked the web site and found the 4.06pm service suitable.

I allowed 20 mins to make a 5 min walk from my office to central station. I purchased my ticket from the booth on the ground floor area leading in from Eddy Ave for \$9 one way(expensive i thought) i asked the seller which platform the train left from and he didn't know and told me to check the screens. i walked to the screens I saw a service to Waterfall was due to depart at 3.50 from Platform 25 so i assumed that as Waterfall was on the Southline that also the Wollongong train would also depart from this platform. So i walked east and down the escalator towards platform 24 and 25. I asked the cityrail employee at the ticket gate if the 4.06 service to Wollongong was departing from this platform and he replied YES. Once i got down to the platform, the screens made no mention of the Wollongong service. I then located a staff member on the platform but she didn't have a large comprehension of the English language and had to check with someone else. Meanwhile, time is ticking away. She finally located another staff member who said that the Wollongong service departs from platform 15. i had to run from platform 25 up two escalators to locate platform 15.

When i got on the train, i definitely knew that \$9 was expensive. The train was smelly and had not been updated in 50 years.

Basically i had to ask 4 cityrail staff to get the correct answer to a very simple question that any member of staff working at Central station should know.

RailCorp should definitely NOT be granted to ticket increase until, all of the 50 year old trains have been replaced with modern trains.

Thanks for your time.

Martin Price