

## NO to any Fare increases

This is my second submission, since I forgot several issues. I don't see City Rail as a viable means of travel anymore and only travel by train to get to and from work. I wouldn't consider it for any other reason. In fact, every day I drive to the station at Gosford, I am ever so tempted to keep driving to Sydney, put up with the F3 traffic, pay \$20 each day for parking and incur the additional car costs.

### Off-Peak travel

I no longer bother catching trains on weekends or public holidays. There is no point, unless you want to spend half the day waiting and travelling, since it now takes an hour or longer to travel on weekends from the Central Coast. Thanks God I don't live in Newcastle as those train travellers have it far worse than me. Every weekend seems to be a track work weekend. I usually have to take time off work between Christmas and New Year, because it's almost impossible to get to Sydney by train from the Central Coast (Newcastle commuters, again my thoughts are with you). If I have a work function after work hours, I don't bother going, because the off peak train services to the Central Coast are so slow, stop at most stops and run so infrequently, its going to take me 2 hours or more to get home.

I think CityRail should be encouraging people to travel off-peak, not the other way around. I read someone's submission which stated that CityRail was in danger of becoming a peak only service. That sounds about right.

### RailCorp's "Pack of Lies" submission

I can't believe half the rubbish and statistics stated in that submission. Who did they interview? Did they tell those people they were being interviewed for a submission to raise fares? How can a train 5 mins late be on time? Of-course on-time running will improve if you have fewer services than before, how could it not?

Why is it that one line seems to get all the Millennium trains? Not that I think they are any good. The seats are far too uncomfortable and as a person over the height of 6 foot, I struggle to even fit into a seat with the amount of leg room available. Customer complaints have decreased, yes, but that's because most people have given up complaining. There's just no point in complaining, since nothing will ever get done about it. And what's this rubbish about a mystery shopper? What were the scripted questions? I bet there were no questions like - why is my train cancelled, again? When is the 7.46 going to arrive, its already 5 mins late? Was this mystery shopper an irate commuter, an off-peak or peak traveller?

It seems to me as if the report has been doctored to make it appear like things have improved, when they have not. Maybe they should have a read of *MX* newspaper each day and see the comments there. That might be a better representation of what commuters think about the service.

**Inflexible tickets**

My flatmate works shift work so he starts at 7pm at night and works till 7 am. He can't buy a return ticket (unless he buys it when he finishes at 7am), because he is travelling on two different days. How crazy is that? Can't CityRail's systems deal with 24 hour time?

**Intercity services that are not express services**

Why is it that Central Coast trains going to Sydney, via the North Shore line in the morning peak, stop at fewer stations and the Central Coast trains that travel up the North Shore Line in the afternoon peak, stop at almost every North Shore station? Why is there no express service to the Central Coast via the North Shore?