

Peter

29/03/2006

Good morning,

Guys I have 3 questions please.

1. When are you going to turn what has become "The Orient Express" to Epping & Eastwood back into the "Intercity"

There was a 3/4 day attempt to do this a few months ago but since then I'm told it's "too hard".

A much more forthright campaign against people using the Southern service some time ago to go to Hurstville seemed to work ok so why not do that ?

It would mean people who are travelling well beyond Hornsby (Woy Woy in my case) don't have to sit around waiting for the next train and the people who do catch it dont have to put up with constant chatter, mobiles & women , even pregnant, being beaten to seats by oblivious young men.

2 Assuming the PA works & anyone can understand the dialect being whispered or shouted -- why is it on the late evening services many of the guards choose to read newspapers & smoke cigarettes in their box in total silence allowing people to cat nap to Gosford, Wyong or even Newcastle ? The cost in time &/or cabs can be significant.

3 Lastly, why is it many SRA staff, uniformed or not, seem to think they own the carriage. I'm talking about loud conversations or card games and bare or socked feet all over seats.

The card clan are a classic. Same train, same carriage, same time same 4-6 seats, oblivious to stares and as noisy and inconsiderate as you can get.

So if it's predictable avoid them ? -- sure, if you don't forget after being shunted off earlier trains, refer Ques. 1. Either way this sort of staff behaviour can hardly be called good client PR.

I believe the first two, mainly no.1 need serious attention. Can only trust someone will listen, at last.

Yours faithfully,