

Ray Burns – Submission CityRail review

The attachments I have forwarded are taken from the free mX Newspaper given out freely each day in the City. You will note that they are from commuters all over Sydney and not just one particular rail line.

These are the happy and satisfied Commuters CityRail uses to justify their application for a fare rise. The standard of the system is such that there is no way whatsoever they can honestly ask for an increase and use the excuse they have provided an improved service.

If CityRail is given this fare increase, they will just plod along as they have been doing and the system will never get any better. They need the message sent to them that the system has to improve to justify a fare increase and the statistics they provide to support their application has to be honest because what they have provided so far is from a Fairy Tale.

Ray Burns

New ticket costs just aren't fare

I am a frequent traveller to Wynyard five days a week for work - so I am on the train at peak hour - and I cannot believe they can even think of increasing the fares while the service is still appalling.

One thing I can say is that I have come across a few staff members who are very nice.

There's a lady at Pennant Hills and one at Thornleigh who was so helpful to me when I left my shopping on the train.

LETTER OF THE DAY



Now the trains are constantly late, especially in the afternoon at Wynyard, and no reason is given.

Letter of the day winner will receive 2 games with shoe hire anytime Monday to Thursday. Winner will be contacted by mX.

STRIKE
BOWLING BAR

Email sydtalk@mynet.com.au (No attachments. Include name, address and day phone number.)

Recently we were waiting on platform 3 for the Northern line and two minutes before arrival of the train an announcement came (the screen wasn't working) and we were told that the train would depart from platform 5.

Like sheep we all ran down there, to be told the train would be late.

Do they think it is a joke?

I agree with some commuters: we are treated as if the service is free.

- Ruth, Pennant Hills

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VENT
YOUR
SPLEEN

**Southwest
matters too**

It's 6.30pm, 31C and I'm on yet another non airconditioned train on the Macarthur line. Just because we live in the southwest doesn't mean we're plebs.

- Dave Padstow

Action louder than words

CityRail wants feedback, but there is not much point unless it acts on it.

I've learnt that from dealing with CityRail customer service people.

I have been travelling with CityRail for the past 25 years and there have been several fare increases in that time.

Justification is always for improved services, but we are still waiting for these alleged improvements.

I travel the Cronulla-Central-Cronulla route six days a week and quite often in the afternoons it will terminate at Sutherland.

CityRail must think the public are gullible and naive to believe the same rehearsed reasons.

Two weeks ago I asked station staff if this service

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was terminating at Sutherland and was told "no".

When the train arrived at Sutherland it was announced that this train was terminating and CityRail wonders why people get angry, upset and frustrated.

Come on CityRail, get in touch with real people and their very real concerns.

I'll gladly accept a fare increase when I'm experiencing improved services.

— Rick, Cronulla

CityRail time is unique

Synchronising your watch with Greenwich is not much use with CityRail.

You should synchronise it with "CityRail time".

That is what I did. Now I don't miss a train that has left two minutes early.

The time on my CityRail watch automatically adjusts by plus or minus to make sure I always think it is on time.

CityRail time is truly an

amazing phenomenon, with the CityRail Time Lords defining their own time and their own universe.

It would be nice if they had a train that travelled back in time so we could reach our destination before we left.

Imagine back when everyone got a seat, there was more fresh air and no annoying MP3 players or mobiles.

— George, Westleigh

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CLEANING DAY: How many weeks will it be until CityRail cleans the graffiti at Summer Hill station? It's been two weeks so far.

— Dion, Croydon

Stand up to un-fare hike

I would like to object to the fare increase by state rail.

I have been travelling from Parramatta to Town Hall for two years and have had to stand up all the way to work if I catch a train after 7am and all the way home if I catch a train from Town Hall after 5pm.

I am also at a loss when I see a six-carriage train pull into Town Hall station at 4.40pm most days and also at 6.25pm recently.

Airconditioning on all trains should be a must.

— Helen, North Parramatta

NOT FUNNY: CityRail is a joke. My trains are late, crowded and not airconditioned. No prize for guessing why the roads are clogged.

— Geoff, Menai

Rises just not fare

I disagree with any fare rises. If anything, the fares should be reduced.

Services are significantly reduced and we commuters suffer the consequences.

Trains are now constantly packed and most (especially on the Liverpool line) are not airconditioned.

It makes me physically sick to stand for an hour in a packed train in 40-50C heat with no airconditioning and often no ventilation and no windows that open.

We are being treated worse than cattle. Trains are slower than in 1938 when the city-Liverpool trip took 55 minutes.

Now in 2006 it is up to 62 minutes and that is when they actually run on time — which is often not the case — or are not cancelled.

Trains also tend to stop in
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the heat in the sun for 20-30 minutes while you are just cooking alive inside and no one bothers to even make an announcement.

In short, the fares are high enough already, the service is clearly sub-standard and CityRail and the Government should not be paid more for bad services.

In fact, they should be ashamed.

— Peter, Liverpool

Snail's pace to the city

Jim (mX, Monday), why don't you get on a snail if you think that will get you from North Sydney to Wynyard faster.

— Mick, Cronulla

LETTER OF THE DAY



I have to say this off-peak fare increase is encouraging.

Encouraging me to find alternatives to the CityRail system, that is.

It will now work out cheaper for me to drive into Ultimo to visit friends, instead of catching the train to Central.

There is also the bonus of not being stuck on the Central platform on the return trip, as yet another late evening train down the Bankstown line is cancelled or running out of timetable order.

One wonders how CityRail can ask for any increase in off-peak prices, when it has cut the number of off-peak services, and is also trying to encourage commuters back to the train system.

The mind further boggles at the extent of the increase that is being asked for.

In almost every major city in the world that I have been to, the public transport system is much cheaper and also better serviced.

Madrid was wonderful with its Metro system.

The Vancouver SkyTrain was cheap and efficient, with trains arriving every four minutes in peak hour, and every eight minutes until late at night.

The Singapore SMRT system is fast, cheap and easy.

All are heads and shoulders above the Sydney rail system.

Surely Sydney should be able to match, or better, these other systems.

Or at least stop asking for outrageous price increases

Power is in voters' hands

The best way for people to vent their anger over the state of CityRail is at the ballot box.

Anyone who commutes and votes for this government needs treatment.

It's no good saying "We need more money to fix the woes of under-investment".

Trust the ALP to cock up the finances of the state and then moan we give GST away.

I'd be happy to pay more for my rail ticket, but only when it has been fixed.

This government is not getting my money until I see the goods.

— Peter, Bronte

Explain details of survey

I did the train survey late last year — on an inbound city train about 3pm in the afternoon on my way to a Christmas function.

There was plenty of room on this airconditioned train, vacant seats all around me.

A far cry from my regular

peak hour train — which is overcrowded and in some cases not airconditioned.

The State Government should explain how and at what times the survey was conducted before using it to increase peak-hour fares.

— Karen, Hornsby

[mX Newspaper 7Mar06](#)

when offering a lesser service.

We are one of the best cities in the world, after all.

— Davo, city

Complex web on track to confuse

mX Newspaper 28Feb06

I'm not going to count those cancelled or delayed services of last week again.

I guess that we all know this too well.

Maybe you are already sitting on one of those trains while you are reading this.

Instead, I just want to give you some of my thoughts about the "untangling our complex rail network" ads on the trains.

If you ask me "Did you know that a sick passenger on a train at Berowra can affect trains to Penrith?" I would answer no, at least not before I moved to Sydney.

But I do know that other networks have to deal with sick passengers as well.

LETTER OF THE DAY



"CityRail has one of the most complex rail networks in the world, having developed over nearly 150 years."

If RailCorp calls this a "complex rail network", what would they call networks in other big cities such as Paris or New York?

We are getting more and

more kinds of announcements which tell us what we should not do.

I'm glad to see that they have \$1 billion to spend on the so-called Rail Clearways plan to improve their service.

I can only hope that they haven't yet spent too much because I still can't feel any difference.

If they keep on spending money on graphic designers and marketing experts to print this kind of poster, \$1 billion is surely not

much. Instead of making customers happier, they are only making themselves feel better.

"By 2010, RailCorp will have built additional track."

Now, that sounds all too good to be true. Do you really want us to believe that you will be able to do something in the next five years which you couldn't do in the past 150 years?

— Phuoc, Carlton

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STRIKE
EVENING

Email: striketalk@westleas.com.au (No staff reply, include name, address and day phone number)