

To whom it may concern,

CityRail wants feedback, ... not much point in giving feedback unless it is actioned! I've learnt that from dealing with CityRail customer service people. Popular public opinion/feedback appears not to have changed much over the last thirty years with CityRail. Sick and tired of hearing words like "understand" and "sorry", meaningless words that CityRail customer service people are trained and get paid to use.

Justification for fare increase ,.... hmmm! 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,...I'm still waiting for these alleged improvements. I travel the Cronulla-Central-Cronulla route six days a week and quite often in the afternoons this service will terminate at Sutherland. CityRail must think the public are so gullible and naive to believe the same rehearsed reasons announced over and over again. Reasons like "for today only", sometimes 3 times a weeks! or "due to the late running of this train" when the train is in fact on time or just 1 - 3 minutes late, remembering that it is CityRail that maintains that 5 - 10 minutes late is ok!

I've become so used to the Central to Cronulla service terminating at Sutherland station especially on Friday afternoons between 2:30 to 4pm that I now ask station staff at Central if this service is going to terminate at Sutherland. Two weeks ago I asked station staff and even the guard as I was boarding the train if this service was terminating at Sutherland, both replies were no! When the train arrived at Sutherland it was announced that this train was now 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. So many fare increases already over the past 25 years but I'm likely to be retired before I see any of these alleged improvements. I will have already paid for improvements that never happened during my time of travelling with CityRail.

Have a great day! Cheers Rick