

To whom it may concern,

I am a frequent traveller to Wynyard 5 days a week for work - so I am on the train peak hours and I cannot believe how they can even think of increasing the fares whilst 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 Thornliegh who was so helpful to me when I left my shopping on the train. Now the trains are constantly late specially in the afternoon at Wynyard and NO REASON IS GIVEN - Like last week we were waiting on platform 3 for the Northern line and 2 mins before the arrival of the train - an announcement came (the screen wasn't working) and we were told that the train will depart from platform 5 - like sheep we all ran down there to be told the train will be late - do they think it is a big joke - they do not realise that all of us have worked all day and just want to go home or have a service worth the money we pay for it. I do agree with some commuters the way we are treated is as if the service is free. Also the staff at Wynyard should all be sent to a EXTENSIVE CUSTOMER SERVICE course.

Another thing also the state of these trains - they are absolutely FILTHY and some of them the outside is disgusting - it looks that they are transporting cows. Give us the good service and then you can think of increasing the fares. Sometimes I do catch the train from Waitara and this service is more of a joke there – always, always late and when I catch the Nth Shore train I am always late for work. Most of the time also there's no announcement why the trains are running late but I have known myself after have ran down the stairs to jump on the train - the guard can see me and a few others coming, but no they shut the door in our face and give us a smirk - what about when they are running late or when then cancel the service - Do they think they have to right to just cancel a service without warning.

I better stop now as I think I can write a book about the inefficiency of the trains.

Please take my point of view into consideration as most of the time I am so stressed about the trains. I wish I didn't have to catch trains at all and could afford catching the bus service.

Regards

Ruth  
A displeased commuter