

Hi

On Tuesday 28/2/2006 I caught my usual 6.12am from Mittagong, which should get me to St James station at about 8.20-8.25 after catching the connecting service at Macarthur.

This train finally got to ST James at 9am. Some problems with the state of the art Milemon that had the siren on for half the train trip.

Then to cap it off the 5.20pm from St James was cancelled without explanation and a silver rattler without air conditioning to macarthur got me to Campbelltown to meet my connecting service, and it was only 20 minutes late.

I mean it's only a 4hr 20 min round trip, minimum, what's another 50minutes on to the journey? At least cityrail got me home eh? What more can a customer expect? I pay \$64 a week and Cityrail gets me home, fair exchange. Last week two Milemons were without aircondition for half the trip to Campbelltown. Now as these were very warm days and Milemons don't have windows it shouldn't be long before someone with high blood pressure or a heart condition dies on one of your steam boxes. Wonder where the liability will run. I mean people don't have to catch the train home. They can always wait for another train with a/c to get them home. Cityrail has no responsibility to provide adequate service do they? It's not like money has changed hands. It's not like a level of service has been promised. It's not like anyone gives a stuff, because the people who run cityrail don't use the train. They'd rather drive and contribute to pollution and congestion and road fatalities.

Get real.

When you can offer a product that works, and is reliable, then consider charging a fair price. Until then pull your head in and get it right.

Sam West