

Sarah Lovell
24/03/2006

Objection to Proposed CityRail Fair Increases

Dear Sir/Madam,

I travel from Macquarie Fields to the City via the Airport/East Hills line every week day and I am now writing to give a few reasons why the CityRail fares should not be increased.

Late running services (especially Friday afternoons) - this was a problem that was supposed to be fixed by the new timetable, however, it is still occurring. Admittedly, it is not as often as before the timetable changed, but it is still occurring too often to say that customers are satisfied with the service. We are not satisfied. Trains being cancelled - this week the 7.28 service from Campbelltown to Blacktown train has been cancelled at Macquarie Fields every day. Although I don't catch this train, I can imagine the frustration of the people who do.

Trains stopping for long periods without explanation - trains often stop between stations for long periods of time without any explanation at all. It would be less frustrating for passengers if they knew what was going on.

Intercoms not working on the older trains - A lot of the older trains have little or no sound coming from the speakers when the guard is making an announcement. This is a problem if they were actually making an announcement in relation to a delay or, even worse, in an emergency situation.

There are many frustrations that a regular train traveller must endure, please don't let fare increases be added to that list.

Regards

Sarah Lovell