I stongly oppose City rail increasing fares

on the 12.06.07 I boarded an express train from Campbelltown to Green Square approx 7.30
after being offloaded at Glenfield (1st Scheduled stop) I spent in excess of 35 minutes waiting for further updates that where not forthcoming
I then used my own inituative and boarded a train to get to East Hills in the hope of catching an all stations train to Green Square
2.15 hours to get to work this is unacceptable the service is worse than it was prior to the last fare increase
and to add insult to injury my return journey was 25 minutes late into Green Sqaure so on the whole that date in particular city Rail gets a big Zero

1.a complaint logged at 5.00pm to 131500 was left unanswered for 7 days
2. Station staff at Campbelltown where completely unhelpful when asking in regards to complaining to a person in authority
3. complaint no 5355447 was dealt with in a less than satisfactory way
(a) Cathryn told me that a ficticious storm caused devestation and destruction on the service that day (later refuted by Ben in his version of the day a passenger took seriously ill almost word for word the poster on trains that lead into the spin (untangling the lines) this is included further on in this email
4. No staff at Glenfield, East Hills or Green Square operated a microphone to appologise or give information in relation to continuing the journey or updating the reason for the delays

In closing this is not a service that needs to increase costs for services not provided and certainly not as in point 3.5 in City Rails submission City rail failed in all areas on one day 12.06.07
In paragraph 2 of this same section City Rail would be kidding the wider community if they believed that we the commuters could be appeased by Lies and misinformation of what they consider customer service
Further to Customer service I did not appreciate Cathryn's comment that the Maitland storm victims are worse of than myself (relevance please) I was left with a complete disregard for City Rail and their plight in raising more revenue to employee the likes of Cathryn of Customer Service

I refer to your email concerning your experience when using rail services on 12 June 2007.

Please accept my sincere apology on behalf of RailCorp for the inconvenience you experienced.

Investigation of train records confirms that train services were disrupted on the East Hills Line owing to a lady having been taken seriously ill on a train.

As the passenger could not be removed from the train until the ambulance arrived and medical staff assessed and stabilised her condition, prior to conveying her to hospital, it was necessary for those services travelling behind the stationary train to be held at platforms. I am sure you will appreciate that delays were unavoidable in the circumstances and it was necessary for train controllers to alter some services, to allow the timetable to recover as quickly as possible from this incident.

However, I was sorry to learn that there appears to have been a deficiency of communication with affected passengers on the day. RailCorp agrees that commuters deserve timely and accurate information about service changes and disruptions. In this regard, $22 million is being invested on new technology and training to communicate more effectively and clearly with passengers on trains and at stations.

Further investigation confirms that afternoon trains were disrupted due to emergency track repairs at Central. Having experienced problems with your morning travel, I can appreciate how frustrating this must have been for you.

You may be aware of the $1.8 billion Clearways Plan which will separate the network into five independent routes. Delivery of this plan will mean an incident in one part of the network will have a limited effect on services on other clearways. The Clearways Plan will remove bottlenecks and junctions, reduce congestion and delays, and allow for simpler timetables for more reliable and frequent services. Information regarding the Clearways can be viewed on the CityRail website at www.cityrail.info.

I should explain, however, that CityRail does not guarantee its services and is not required to compensate for service disruption. For this reason, the circumstances are not those for which a refund can be authorised.

Nevertheless, customer feedback is valuable for the purposes of monitoring staff performance and making service improvements, wherever possible, and I would like to thank you for taking the time to write to RailCorp on this matter.

BEN JOHNSON

General Manager

Ministerial Correspondence and Customer Relations

Kind Regards

Bebe Allen