Dear Sir/Madam

I am writing to express my concern at the proposed increase in train fares. I commute from Leumeah Station to Circular Quay for work and rarely a day goes by that I am not delayed by train problems either in the morning or at night.

A couple of examples:

1. Train was terminated at St.James station due to technical problems with delays before we could catch another train;

2. Train delayed by twenty minutes (with one cancelled in the middle), then the commuters from the previous cancelled train and this one all had to get into six carriages instead of the usual eight - you can image what it was like when we got to Central!

The conductor asked that we please not take our anger on the rail staff as this was out of their control - an indication of what these dedicated staff have to endure from angry commuters.

3. If I miss my train at 5.01 p.m. then I have to wait for around 25 minutes (on a good day when trains are running to time) in order to get the next train that stops at my station. As CityRail advertise a service that accommodates commuters during peak hours - when do they consider it to be peak hour?

4. If I catch an early train (6.22 am) then it is not air conditioned which means we all freeze in the winter and swelter in the summer.

I could give you many more examples however I am sure the above gives you a feel for my frustrations with the service.

I believe that CityRail need to show a track record of running on or near time for at least six months with minimal mechanical disruptions and cancellations. I was also alarmed when I heard that they have now increased the time they can be delayed by several minutes to improve their stats - where does it end?

I believe that commuters need to feel confident in the service they are paying for, in this instance most of us are "not happy Jan"! In a commercial world we would simply move our business elsewhere and get the service we are paying for however in this instance we are a captive audience.

We all essentially pay for the service by way of our taxes in the first instance and then are being expected to wear an increase to use what is currently a very poor service.

This I say a resounding THANKS BUT NO THANKS!