

I am writing in relation to the train fare increase, if anyone in the new south wales government used city rail on a regular basis then we would see services improve.

1) Why do station staff start blowing a whistle while people are still getting off the train, if you read the cityrail website no one would get on a train as the staff continually blow their whistles, please give the whistles to kids who will have more fun with them.

2) travelling between town hall and central in any direction is a nightmare, getting around the stations is just as frustrating

3) when you transfer from city lines to country lines there are no indicator boards on the main stairway linking the country and city section, so you have to go and find the indicator boards to find what platform your train is leaving from today, its fun trying to guess what platform the newcastle train leaves from each day as the 5.46 train leaves from a different platform on a daily basis.

4) the seats on the train are narrow, have you tried siting on a country train with a bag or two, some of us sit on those trains for 4 or more hours a day,

5) if cityrail wanted to make the country trains more attractive they would find a way to provide cheap wifi internet access for those that use the service on a regular basis, this would find more country people leaving their cars at the station and catching the train.

6) information, morriset station and probably others have a poor PA system, if you are sitting in the waiting room its hard to hear announcements.

7) the toilets on the country trains are hard to use, if you have a bag it is not easy to get in the toilets as the doors open inwards, having the doors open outwards would make the toilets easier to get in and out of.

8) Emergency lighting, I was at morriset station during a storm, we suffered a localised blackout, basically there was no emergency lighting on the station, this would have been fun if there was more people. Other stations along the way also lost power completely and the only way for passengers to find their way off trains was for station staff to walk up and down the platform with a torch.

9) I was on the newcatle train last friday, I think it was the 27th July, the train suffered a complete power failure around ashfield, it was easy to identify it as a complete failure as the lights went out, air conditioning shut down and the trains electric engines stopped, so basically the only thing that kept us moving was the mass of the train. The train staff later identified the incident as a power failure.

There are many many more problems passengers face on a daily basis, this is just a few, so far country passengers are not finding many things to be happy about the city rail service.

regards

Paul.