

Tuesday, 21 October

Subject: RE: Review of fares for City Rail 2009

I was informed that my previous email was not allowed to go onto the website due to the content.

So I will now try and write this in better terms.

City Rail is a failed system of a horrible government they are asking us the taxpayer to give them more money and in return they will TRY and fix the system not good enough to me mate.

When the CEO is on over \$100K a year and you have Senior Manager's embezzling money and handing out dodgy repair contracts I don't see why us the taxpayers should have to fund the repair bill for this.

I see this as City Rail's fault and ask why they didn't pick this up earlier I am a disgraced that it went on for as long as it did.

This then brings me to my next issue train breakdowns I was on the train that broke down on the Harbour Bridge last year and I was not happy infact I remember a disabled man who could not get off the train ringing the 131500 number and asking someone to assist him he was told "your call has been recorded and a manager will call you within the next 3 days" how does this help the guy to get out of the train.

I was on a train going to gosford from Woy Woy (4 stops) on Sunday I left around 1120 and arrived in Gosford at 1330 over 2 hours later due to a train breaking down on the tracks.

When I returned later in the day I was waiting at gosford only to be told my train back to Woy Woy was running 23min late.

I could go on forever with the plague of problems affecting City Fail here are a few others.

1 the guards don't speak clear enough and some don't speak English

2 the transit officers are arrogant and demanding when I show them a ticket dated 3 weeks ago they don't even bother looking at it they just give it back and say thanks why are they there they don't do anything but try and be rent a cops

3 the trains are only on time 5% of the time

4 there are senior executives getting paid over \$100k a year when some people find it hard to eat a decent meal and pay for their train fare.

5 last year several staff were found to embezzle over \$100k from cityrail and now you say you can't afford to pay to run the service.

6 City Rail is intending to MOVE Warnervale station half a km up the road so it is easier to get to a new train yard they want to build their wasting thousands of dollars.

When I was working rotating rosters shifts I was late on several occasions (mostly on afternoon or evening shifts) and I was given 2 written warnings for it this was due to trains always arriving late most of the time due to trains breaking down in places like Hawkesbury River (where there is no

phone reception) I was told one more and I would be sacked I have since changed jobs but this like this can lead to law suits

I am very disappointed that the state government is demanding that we as the taxpayer pay more for a service that I haven't seen one speck of improvement to it is basically saying we are increasing tax they haven't forced us to pay it by taking from your wages they have forced you to pay it by saying do this or you can't go to work.

Nathan Rees came out and said the state was broke when he took over and instead of cutting peoples pays (his included) and the amount of benefits they get he decides we should pay the penalties of his predecessor.

Reconsider this increase as for someone traveling from Woy Woy to Central each day it would cost me up to \$59 a week this does not mean I get a pay rise it means that I am out of pocket for a stuff up by the state government and the staff at City Fail

Look at Europe and Hong Kong and ask them about train services they are a lot better

Fix the system then ask us for money

Matthew McLean