

16 October 2008

Dear Sir/Madam

I am a regular commuter who travels between inner west and lower north shore for work every day. Below is a bit of my experience with travelling on CityRail:

-- Overcrowdness. The morning peak & after peak hours are a nightmare to me. Not only I have to squeeze into the carriage or be squeezed into the carriage, but also there is hardly a standing space without being touched by the other passengers, let alone a comfortable seat on the train. During hot days, you can imagine the unbearable temperature & smell. One day in last week, when I went to the Town Hall station, lots of commuters including me were blocked away from entering our platforms (1&2) by CityRail staff because of the overcrowdness on the platforms. I did say to the staff who were blocking me that: 'This is not the way to solve this problem. You should run more trains instead of stopping us from going home'. I was quite annoyed by the CityRail services.

-- Poor conditions. There is rarely a new train carriage with air-con on. Most of the time the train is not air-conditioned. When it was the hottest day in October on 03.10.08, my family & I sat on the train to City with no air-con at all enduring a nearly 40 degree.

As a world renown city, Sydney's rail way services are in such a contrast, it can't even compare with most of the developing countries in the world. I feel ashamed with our CityRail. I don't understand how they could even ask for a Fare Rise for such poor services.

I would like to strongly oppose to any fare rise proposal by CityRail.

Many Thanks

Nellie

-- A regular train commuter