

To whom it may concern

I am a Central Coast Commuter and am totally against a fare increase by CityRail.

I, like many other young people have been forced out of Sydney's home buying market because it is too expensive, so I purchased on the Central Coast. I commute to Sydney for work and the City Rail service is pathetic.

The main problems are:

Trains running late

Trains being cancelled

Not being informed of cancelled trains till 10mins after they were due to arrive.

Overcrowding

Express trains

Central Coast trains are never on time, one or two minutes here or there are annoying but can be tolerated, five to fifteen minutes late is just unacceptable, at 6.00am in the morning, 10-15 minutes is a VERY long time to wait for a train in the rainy cold weather!

Trains are cancelled too often on the central coast line, why? But more frustrating than anything is that the commuter is the last to know. I arrive 10 mins before my train is due, while I am waiting for the train I watch two trains go by me (as they are non express) and wait for my express train. However when CityRail cancel my train they don't let us know until 10 minutes after it was due or worse yet not at all. Surely CityRail know at least 10 mins in advance if not more, that the train is cancelled, even if the train was having mechanical errors, they could let us know so we have the option to take other trains.

I am constantly running late for work, and I can imagine how my employer is feeling, I am punctual to the train station and CityRail is letting me and my employer down. If I took an earlier train every day I would spend longer on the train and arrive only 5 mins earlier than I usually would because we have to stop at every damn station that no one gets on or off at!!

When trains are cancelled there is double the amount of people on the next train and you do not get a seat, I cannot believe that Mr Costa is suggesting a price increase which would mean I would have to pay over \$200 per month and not even be guaranteed a seat! That's a joke. Increasing fares will not increase my chances of getting a seat or guarantee it. This can be done now if the staff were given a wake up call and informed people as soon as possible of cancelled trains so as many people as possible can take earlier trains.

The Central Coast should have more express trains, the 5.12pm flyer is excellent but honestly who gets off at work at 5.00pm exactly and is close enough to central to make it in time to get on it. It is an 8 seater carriage that is never full!!! There needs to be express trains like the 5.12pm 'Flyer' but at decent times say 5.30pm, 5.54pm, 6.00pm and 6.30pm. These should be exclusive to CCC (Central Coast Commuters) and stop only at Hornsby on the way up to the Central Coast. I am sick of not being able to get a seat on the train because someone from Epping is sitting down, when they have other trains that they can take? We don't have a choice of trains! They do, they shouldn't be able to take CCC trains.

I wish CityRail staff and Management thought like commuters?

It is an outrage if the fares increase, the problems wont get fixed, City Rail will just keep asking and asking for more increases and we will still be stuck with an inefficient system.

Please do not approve a fare increase.

Thanks  
Tanya