

Loss of CityRail staff backward move

I AM a pensioner, 87, and have just learned that CityRail intends to eliminate hundreds of staff from railway stations.

This is going to effect the whole system and at my local station 16 staff who have direct customer contact or safety roles will be lost.

No doubt a similar proportion will go at other stations.

If this goes ahead assistance for the elderly and infirm will be just about non-existent.

We will have to struggle with luggage and in many cases we will have to use the self-serve ticket machines because the ticket window will be closed.

In some cases stations will not be attended at all. I am also told that safety and security will not be a high priority and many platform employees who safely flag off trains and help us elderly on and off trains will also be non-existent.

What most concerns me is that representations to our state government MPs draw a blank. They don't seem interested or concerned.

I would hate to be a mother with young school children travelling by train. I would be petrified each day for their safe arrival at school or home. We need to rally against this backward move.

M. R. Buckley,
Wyoming

CITYRAIL needs to rethink its reasons for trying to fix something that is not broken.

I have become aware that the unattended 'valley' stations of Narara, Niagara Park and Lisarow will no longer be looked after by Gosford, but by Tuggerah.

Over the years I have always found these stations to be clean, the information board up to date and when I have used the passenger telephone it was answered promptly and efficiently by the Gosford station.

The future seems to be, remove a heap of staff from Gosford and transfer the responsibility for the 'valley' stations to Tuggerah.

But Tuggerah is not a 24/7 station. It closes about 8pm Monday to Friday and I believe in the future on Saturday and Sunday about 2pm.

What customer service is this? It's a giant step backwards. Leave the 'valley' stations with Gosford. They have done a great job to date, why change it for the worse?

Alyss Boyd,
Woy Woy