

3 March 2010

The Editor
Illawarra Mercury
By Email

Dear Editor

I would like to reassure Phyllis Davis that work on the Unanderra accessibility upgrade will be resume again shortly (*'What about Unanderra?'* Letters, 26 February 2011).

Any suggestion that work stopped due to a lack of funds is incorrect. The delays concern the location of the three new lifts planned for the upgrade and the relocation of underground services. We temporarily stopped work on the station upgrade in October last year to review these engineering issues.

Minor redesign work to allow construction to continue is almost complete and we are looking forward to continuing work in April to deliver this important upgrade.

RailCorp thanks the community in Unanderra for their patience while we work hard to improve the comfort and accessibility of the station for our customers.

Yours sincerely

Rob Mason
Chief Executive
RailCorp

City's trains off track

This week's heat brings into sharp relief the appalling service culture of Sydney's railways ("Steam trains leave travellers hot under the collar", February 3). It's an ominous signal.

I have just returned from Tokyo. Our shabby, un-airconditioned ovens on wheels and choking city stations are a dangerous physical abuse of train patrons and an international disgrace. I am deeply embarrassed for visitors to Sydney this summer. We are living in a city with steadily decreasing pride in the way we treat each other and our infrastructure.

Barry O'Farrell must take a hard look at the service culture of our railways and public institutions on behalf of locals and visitors. Sydneysiders and tourists pay top dollar for these services and we must all demand better. In this competitive global era we must overhaul and lift our service culture and rebuild pride to match international expectations. We are in denial about our performance and a long way short of an acceptable standard.

Andrew Barnum Erskineville