

Sent: Wednesday, 5 November 2008 6:11 PM

Subject: Fare increase protest

Hello,

I wish to submit my absolute opposition to any rail fare increase before tangible and consistent improvements in my commuting experience are delivered.

I travel on the Illawarra/Cronulla line and more often than not experience dirty, damaged and overcrowded trains and absurdly and dangerously overcrowded platforms. My trains regularly arrive towing closed off carriages, seldom have air conditioning and are often filthy. To achieve the artificial "on time (!?)" measure, my evening trains sit stationary at Hurstville station for 5 - 10 minutes while no-one embarks nor disembarks.

When far too frequent delays occur they are mismanaged and mis-communicated.

The only time I ever see security guards, they are standing in large groups at Wynyard or Town Hall blatantly revenue-raking by catching the odd spotty teen-aged fare-evader and ignorantly and intimidatingly impeding the free flow of rush-hour passage. I

regularly observe anti-social or dangerously aggressive behaviour on evening trains and in a decade of commuting have yet to see a security guard present to deal with it.

A few weeks ago I stood on a Wynyard platform and waited an absurd 13 mins for a Cronulla train in rush hour. This is not unusual, but as if it were not poor enough, the entire time I stood there, a maintenance worker was testing the orange platform "security" phone. He rang several times and each time the thing rang and rang more yet went unanswered. Tremendously confidence-inspiring stuff.

So - if you want more money, take it from the salaries of the executive managers and the minister and replace it with performance-based reward only, but please do not further fleece the travelling public.