

Sonia Stephenson

Dear Mr Cox and Mr Watkins

The proposal by RailCorp to increase rail fares is ludicrous.

When they can provide:

- * on time and more trains
- * no cancellations
- * regular customer updates (instead of leaving us standing on the platform or sitting on the train wondering what the hell is going on)
- * air conditioned trains (instead of the sweat-boxes we have to travel on now),

then I, along with thousands of other disgruntled commuters, would be willing to accept a fare increase.

I am fed up with delays, not being kept informed of why there are delays or cancellations. Sick and tired of getting on a train that is over-crowded and hot.

There is no air conditioning on many of our trains and you cannot open the windows, or the vents are blowing hot air or no air at all.

Some people have to stand from the city to Parramatta before they get a seat.

I am also sick and tired of the foul language and racial slurs that spew out of some people's mouths and believe there should be more Transit Police or Guards on the train to remove people at the next station, because of their anti-social behaviour. If you complain to the guard, they ask you if you want to make a complaint and they make no attempt to remove the person/persons from the train at the next stop.

The proposal should **not** be endorsed at this time and should be rejected until RailCorp can provide a better customer experience.

Sonia Stephenson