

I wish to protest about the proposed four year 25% increase.

I protested in 2006 about the price increase, which went ahead in the face of complaints against by the long-suffering public.

I set out my protest against this new proposed hike rise herewith:

1. The price hike is not justified as **there have really been no major improvements in quality of facilities provided**. The train system has been left to run down for decades with hardly any improvements being made.
2. The price hike is not justified because I feel like **I am being made to pay a penalty for the wrongdoers existing in the corporation** who have committed fraud and stolen millions of dollars of money (which should have gone to improving and maintaining the system) through their scurrilous “jobs for friends” (or themselves) over the last decade or so (and who, even though they have been found guilty of corruption will no doubt not pay any of it back). The money they stole was public money to be used for the rail system. Now we are being asked to pay more when we have already paid. The public cannot be penalised for fraud of this type.
3. The price hike is not justified as **there are fewer “local” Lindfield trains** for me to catch either in the mornings or in the evenings.
4. The price hike is not justified because **the trains are still running late**. When the trains are running late **my station is excluded EVERY TIME**. The burden is not shared by other stations. When the Lindfield or Gordon locals run late they still exclude Roseville EVERY TIME. They never exclude Wollstonecraft or Waverton. Always Roseville. It takes longer to get to Roseville from the City than it does to get to those two stations.
5. The price hike is not justified because **there are still constant delays**, sometimes forcing me to spend double the amount of time to get to or from work. In the evening it now takes me about 45 plus minutes to an hour to get home. Before the timetable change about 10 years ago it used to take to take only about 30 minutes. The sign on the Pacific Highway at Roseville stating t hat the trip from Roseville to the city is “25 minutes” is a gross deception and should have been removed years ago.
6. The price hike is not justified because **Railcorp cancels trains late at night without notifying the public and leaves innocent travellers stranded on stations late at night with no protection and no way of getting home**. This happened a few weeks ago one night at

Roseville, when my daughter's friend was trying to get home to Kirribilli at about 11.30 p.m. The trains were just cancelled! There was a mentally unstable man on the station banging on the vending machines, and loudly yelling out swear words and other ramblings, who frightened the few waiting travellers. Luckily my daughter's friend was able to stay at my house for the night.

7. The price hike is **not justified because the off peak incentive will be stopped**. I travel off peak. I travel off peak for two reasons – (1) the cheaper price and (2) because I can't bear being stuffed into a carriage like a sardine. But now the trains in the mornings are fewer and they are once again becoming more crowded. I find it especially insulting that there should be a price hike in the off peak tickets. If the price was the same for off peak and peak hour, then you would see a large increase in people travelling during peak hour. This would inevitably make the morning peak hour even more unbearable for the peak hour paying public. **The off peak incentive is a big plus** for travellers like me, which helps Railcorp spread the load.
8. The price hike is not justified as **there is still no form of Tcard** in operation. I have used the trains in many countries and wonder why we can't have just the same system as the Hong Kong Octopus card for instance, instead of wasting millions of taxpayers' funds on inventing a new one which has never eventuated and which I think now we are being sued by the company for breach of contract. The travelling public are still forced to queue up every time they wish to travel and face the all too often occurrence of no staff to sell tickets, or vending machines not working, before they can purchase a ticket, and on top of that miss a train and have to wait another 20 or more minutes to get the next train to their destination.
9. The price hike is not justified because **the trains are still dirty**. I have seen no improvement in this area at all since the last time I mentioned it. It is actually worse. Every time I get on a train I have to check that where I propose to sit to has not been smeared with dirt, urinated on, have old dry soft drink drips on, or smells awful, has chewing gum stuck near it, or, in general, is too risky to sit on and ruin my clothes.
10. The price hike is not justified because **the seating** in the Tangara trains **is uncomfortable and rigid** and the seating on the Millenium trains are extremely uncomfortable –like flat boards with material simply stuck on.
11. The price hike is not justified because **there is still smoking on stations and trains**. Most mornings at Roseville there is usually at least one person (sometimes two) at the southern end smoking or sitting on the seats under the steps smoking, and I cop the offending poisonous end of it.

12. The price hike is not justified because **50% or less of the trains I catch** in the afternoons in summer **are non-air conditioned**. And if there is no air conditioning the windows are unable to be opened. This is quite stressful, especially during high summer. There have been many times when I have nearly passed out from the claustrophobic and foul smelling atmosphere on the way home. The outside heat was more bearable than what the inside heat!
13. The price hike is **not justified** simply because there have been improvements in staff at stations. Overall, I find the staff at all the stations I visit, especially Roseville, very good. It goes without saying that staff in any organisation should be professional and treat their customers courteously. Why should the public have to pay more just because the staff on the train system have finally been made to treat us customers the way they should be treating us?
14. The price hike is not justified when you have six carriage trains going every single stop to Hornsby or beyond during peak hour. It is crowded before it even gets to Town Hall!
15. The price hike is not justified by using **non-airconditioned, late running, dirty trains**, that take longer to get home.
16. The price hike is **not justified if you are going to give less for more**. That is the proposal to reduce the number of seats for the travelling public.