

IPART RAILFARE REVIEW 2006. COMMUTER COUNCIL SUBMISSION NUMBER 5

PLEASE FIND BELOW A SUBMISSION RECEIVED FROM THE NORTHERN SUBURBS COMMUTER ASSOCIATION AND SUPPORTED IN GENERAL BY THIS COUNCIL'

1. Trains are now running slower resulting in later arrivals.
2. Many trains (including peak hours) have been reduced to six cars resulting in overcrowding (ie reduced capacity).
3. Also causing overcrowding in the reduction in the number of trains that actually run (ie again reduced capacity).
4. Trains continue to run late & out of timetable order, even on Saturday afternoon.
5. Some TVMs are not regularly maintained ie still shows messages like "Exact fare only" & "Coins only".
6. Staffing of ticket offices at some major stations are not adequate especially on Saturday mornings. This is especially crucial where adjacent TVMs are not maintained or where staff attend to Countrylink matters also.
7. There are too many shutdowns that disrupt services forcing passengers to use other modes of more convenient transport eg private cars. Following shutdowns, customers cannot see many results of these works. Customers need to know what work is being done, how frequent are the shutdowns & when will the shutdowns cease.
8. Provision of commuter parking seems to have taken been reduced in importance. Another obstacle for commuters to use public transport.

The above support the belief that Railcorp do not warrant any fare increase until they have attended to the customer's concern.