

5<sup>th</sup> March 2006  
J. Hawkins

To The Chairman  
Independent Pricing and Regulatory Tribunal,

Prior to the new timetable introduction, CityRail claimed that a shortage of drivers following the Waterfall inquiry and Mellenium train problems had caused the rail timetable mess. The shortage of drivers should have been overcome by now. As appears is the Mellenium train problem.

The following is an abridged version of my response to customer feedback of the proposed 2005 timetable sent to CityRail in Dec 2004.

“

**A new timetable - customer feedback**

Thank you for commenting on CityRail's proposed timetable for 2005.

A summary of customer responses will be published on this website in early 2005.

**Name:** John Hawkins

**CityRail line(s) on which I travel/am interested:** Airport East Hills

**CityRail stations I travel between:** Minto and St James

**Is your feedback related to school travel?** No

**Is your feedback related to disability access?** No

**Comments:** Having travelled to work by rail to Sydney from Campbelltown and return for the past 28 years I have seen all the good improvements to times travelled be ruined within the AIRPORT LINE YEARS. The opening screen says it all...select AIRPORT/EASTHILLS line...the majority of commuters from Campbelltown/Narellan/Camden/Southern Highlands etc. have had their elections dominated by promises for decades of a faster service to the city. We finally get it...and then we are forced to forgo our faster service to support an AIRPORT LINE that we have very little use for. The new timetable assumes that the CAMPBELLTOWN commuters want to subsidise the AIRPORT line with 16 minutes each of their every working day. Well that is not so. Perhaps a shuttle from Central to Wolly Creek/ Easthills and back, which only needs 2 to 4 trains, would cater for airport commuters. Put the rest back VIA SYDENHAM and avoid all the congestion and delays. I might even get back to the 45 minute trip I had when the EAST HILLS to CAMPBELLTOWN line first opened not so long ago.

“

It did not surprise me that CityRail did not act on my comments.

Not only did my comments not hit home with CityRail, travel times for the majority of commuters became longer than I predicted. Most of the regular commuters from the old 6:09am to the city are found on the 5:52am train.

I have not been asked for feedback since the introduction of the new timetable, nor have I been included in any survey about on time running of trains.

On time running does not seem to have any relationship with travel times and on time running up to 5 minutes later than advertised time can add even longer.

Well to get to the point of all this.

**Before the introduction of the new timetable, I spent approx. 15 minutes extra twice a week on the homeward trip and 6 minutes extra once in 3 weeks on the way in to work. On average about 32 minutes extra travel time per week more than advertised old timetable (with the driver shortage).**

**After the introduction of the new timetable (Without the driver shortage), I now spend in excess of 150 minutes extra travel time per week compared to the old timetable.**

When Michael Costa was in charge he wanted to remove timetables all together so that on time running could not be taken into account for price rises.

Bye all means if a price rise is necessary lets have it.

Do not justify it by slight of hand or so called timetable improvements.

Can we please have a timetable designed to return our old travel times not one designed to manipulate fare increases.

All I ask is to give me back the precious little free time I once had, I am willing to pay and have been beaten into this submission.

Regards,  
John Hawkins.