



## **Submission to IPART re Review of Fares for City Rail in NSW 2006**

I wish to submit the following to be included in the IPART review of City Rail fares in NSW 2006.

Ian White 2/4/2006

### **Background**

My submission is based on regular travel as a commuter for work reasons from the lower Blue Mountains to the City - i.e. interurban services

My submission is against the fare increase for the following reasons:-

### **Asset Management**

Cleaning

- Toilets on trains (V class sets) not always functioning properly.

### **Efficiency**

On-time running

- Ongoing delays are experienced when service arrives near Redfern in morning. This naturally delays arrival at Central.
- Services arriving at Glenbrook in the evening can still be regularly late at least 10 to 15 minutes. Delays being experienced on the western line from Parramatta to Penrith.

Note: For example: The 7:37 am from Glenbrook is now scheduled to arrive at central at 8:46 am a journey time of 1 hour and 10 minutes. In past years the journey time was 1 hour.

- Interurban service has become a "de-facto" western line suburban service i.e. Penrith/Blacktown passengers. This creates overcrowding at Parramatta. Conversely upper mountains services have cut out some stops.

Cancellation and/or delays to departure

- It is not unusual to have departure delays at Central due to lack of crew.

### **Customer information**

- Clarity of advice to customers from station public address systems or train Internal communication systems can be non-functioning or not clearly Understandable.

### **Disability access**

- Glenbrook station has no easy access (steps only) for persons with a physical disability.

### **Interurban Tangara services**

- There are services to Springwood that are served by Tangara train sets. Previously introduced "Interurban Tangara" services with toilets are rarely seen. Services now mainly use the suburban Tangara sets - i.e. no toilets.

### **Proposed seating for new Interurban carriages**

A proposal for the new interurban carriages is to have seating comprising a set of three seats and two seats. The proposed three - seat set would compromise seat and aisle access and what comfort is available. One has to remember that some passengers spend up to two or more hours traveling.