



Blue Mountains Commuter & Transport User Assoc.

**Ref. IPART021**

**6<sup>th</sup> April 02**

Chairman  
Thomas G Parry.  
IPART.

Dear Sir.

The Association submission to IPART at this time wishes to submit the **following** to the Determination of Passenger Transport Fares.

The Association is concerned that we keep getting feedback from members in relation to the following

- Train presentation eg. air conditioning, toilets smelling or water on the floors graffiti on seats and rubbish that is not collected at terminal stations in the outer areas, PA announcements in cars not audible.
- On time **running** off peak and some peak periods.
- Ticketing in the Mountains is restrictive no travel ten type tickets.
- Sydney Yard has conflicting movements.

The Association therefore requests that the Customer Charter should reflect the operational and presentation of the trains services i.e practices and procedures that are documented for staff should be the basis of customer expectations.

There should be a traceable through an independent audit of all these expectations **from** the customer complaint back through the system to the procedures as prescribed by management

The image presented to the customer that the system is reactive and does not appear to be proactive.

An independent audit system should reveal the actual quality of service and reveals the improvement or deterioration of the service, the present system appears to be concerned on the ON TIME RUNNING in the peak hours only and what happens outside these hours is not of great concern.

We submit this for due consideration if State Rail does have such a system the Association would be pleased to have the information.

Yours sincerely

Paulo Trevaskis

