

## **Point 1) Which review does my point relate to?**

The issue I have relates to:

Continual Fare Increases on the Cityrail train lines from the Central Coast and NO improvement in customer service relating to the KPI's in the **Transport — Issues Paper October 2007 - Review of the CityRail regulatoryframework.**

## **Point 2) Specific issues I would like to raise questions from the above listed document**

The following points were stated in the Review and I would like them substantiated with KPI accountability and measures that have been put into place.

### **What are the accountabilities that Cityrail must adhere to? From Page 2**

“It is also important to ensure that CityRail is held accountable for its performance. Improvements in the regulatory framework can be reinforced by and will help to improve RailCorp’s Statement of Corporate Intent (SCI) by providing clearer targets and benchmarks for managers to achieve.”

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### **What are the comments from the following points? From Page 15 Please note the points in BOLD**

“IPART seeks comment on the following:

1 Given the terms of reference, are the following proposed assessment criteria reasonable and balanced? What is the relative importance of each criterion?

- Provides CityRail with the discipline to provide efficient passenger rail services.
- **Reduces the costs and improves the quality, reliability and safety of passenger rail services for the benefit of consumers and taxpayers.**
- Promotes economic efficiency of rail services.
- Consistent with government policy objectives.
- Targeted to and proportionate with the problem.
- **Promotes clear and appropriate accountabilities.**
- Increases transparency of decisions.
- Consistent.
- Practical, pragmatic and feasible.
- **Simple and understandable.**

### **Why was there no other assessment criteria listed in point 2?**

2 Are there any other assessment criteria that IPART should consider?

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### **Where is the Draft Report that is due out this month? From Page 25**

“While this issues paper summarises the broader regulatory framework, the analysis and options presented here focus on the fare regulatory options available to IPART - Chapter 7 provides information on some of the economic fare regulation models. However, the review is likely to include recommendations that affect the broad regulatory framework. This will be addressed in IPART’s draft report due to be released in June 2008”

### **Where do you get your data? From page 39**

#### **Why isn’t an online survey available online for all people to review?**

“Passenger perceptions about CityRail’s level of service have also shown signs of improvement. Annual surveys of CityRail’s customers undertaken by ITSRR since 2004, ask respondents to rate the importance and quality of 37 aspects of service. Since 2004 the proportions of people with expectations met remained constant or improved for 11 out of the 13 aspects of service rated in 2007 as most important<sup>19</sup> (see Table 5.1).

Over 75 per cent<sup>20</sup> of train users responding to ITSRR’s 2007 survey were satisfied<sup>21</sup> with the cost of train travel. Almost half of train users surveyed (44 per cent) rated the cost of train travel as ‘good’ or ‘very good’.”

### **How is the current service being measured to substantiate fare increases? From Page 41**

#### **Why are the “Services Cancelled” and “Stops Skipped” left blank?**

**Table 5.2 CityRail target service standards**

<b>Performance indicator</b>	<b>State Plan</b>	<b>Commuter charter</b>	<b>Customer Service commitment<sup>(a)</sup></b>
On-time running	92% <sup>(b)</sup>	Not yet available	92%
Services cancelled	-	-	1%
Stops skipped	-	-	<1%

**Notes:**

**a** In addition CityRail makes commitments about station cleaning and equipment repairs, security (number of transit officers, emergency help points), service to people with special needs, customer information (aim to answer 80% of calls within 20 seconds), 98.5% of ticketing devices operating at all times, and providing advice concerning service changes.

**b** percentage of CityRail trains run on-time across the network.

**Source:** NSW State Plan, November 2006, Customer Service Commitment, CityRail website 25 July 2007.

### **What were the comments, they should be put into place before a rate increase (page 45)**

IPART seeks comment on the following:

6 What indicators of service standards would most effectively reflect the experience of CityRail customers?

7 Is there a useful single indicator of service standards?

8 What relative weights should be given to measures of operational performance (reliability and punctuality), timetable (quantity of timetabled services) and amenity (crowding, comfort, safety, information etc)?

9 How could the current measure of on-time running be improved?

### **Point 3) Refer to any relevant issues papers and reports.**

Please re-read your report (listed above), and inform myself and the public how Customer Service on the Cityrail lines is directly related to Fare increases!!

What are the final conclusions from the review?

Please keep these points in mind when composing a response

- How are the fare increases reflecting the quality of the service provided to customers?
- How is the fare system being improved to ensure ticket sellers comfortably manage demand?
- How will customers be encouraged in the future to pre purchase tickets in order to reduce delays and inefficiencies caused by cash fares?
- Why can't customers pre-purchase tickets online which could provide discounts of at least 10%?
- Why can't effective measures be taken to minimise fare evasion with less officers on more patrols?