

**Submission
No 11**

INQUIRY INTO INTER-REGIONAL PUBLIC TRANSPORT

Name: Ms Eulyce ArkleySmith

Date Received: 18/03/2012

Ms Eulyce Arkleymith

Here is a copy of a recent letter outlining a problem with the current service.

The complaint was that an international visitor with a young child, had travelled from Sydney, unaware that a booking for the bus was necessary. They arrived in Lithgow to be told that there was no room on the bus, and she would have had to wait 2 hours for the next one with a small child and luggage. I drove to Lithgow to collect them. It is bad enough for those of us who know the system but for people whose English is not as good as ours it is even more difficult.

This bus service is constantly unreliable for people unaware of the necessity to book and to book for the right time bus.

With the uncertainty of the time you will be returning from Sydney, it is easier to drive to Mount Victoria than to rely on the bus. On some occasions the bus has been full on the way to Sydney for the train I needed. The whole situation is entirely unsatisfactory.

From [REDACTED]
To [REDACTED]
Subject: Your CountryLink feedback
Date: Fri, 16 Mar 2012 16:06:49 +1100

Dear Ms Arkleymith

Thank you for your feedback regarding CountryLink services to Bathurst.

I'm sorry to hear that your international visitors were unable to obtain a seat on the bus to Bathurst and I thank you for taking the time to write to us with your concerns.

Seats must be reserved on these buses as capacity is limited. Also should there be a disruption to a connecting CityRail we are aware of which customers are affected and can hold the coach or make alternative arrangements. If there are seats available on a service you can make a booking anytime up until the bus leaves at Lithgow station.

I appreciate the time you've taken to contact us and can assure you that your concerns have been forwarded to our General Manager CountryLink for follow up action.

Again, please accept my apologies and if I can be of any further assistance to you, please contact me on [REDACTED] Your reference number is [REDACTED]

Yours sincerely,

[REDACTED]
[REDACTED]
RailCorp