

**Submission  
No 6**

## **INQUIRY INTO INTER-REGIONAL PUBLIC TRANSPORT**

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The Committee Manager  
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### **Inter-regional public transport Inquiry**

In general, the Countrylink train service from Queanbeyan-Canberra to Sydney is excellent. The trains are comfortable and the service is good. While it may not be the quickest mode of travel, it is certainly the most comfortable way between Queanbeyan-Canberra and Sydney. Indeed, generally, Countrylink deserves to be highly commended for this service!

However, there are problems – one general and one specific.

1. On most days, the trains operate three times in each direction. But on Tuesdays, Thursdays and Saturdays, they operate only twice (morning and midday) – there are no evening services. This is most inconvenient. The savings to Countrylink would be minimal or non-existent. It would be most desirable to have three trains a day every day, on a uniform timetable. I know from personal experience that many people turn away from Countrylink services because of the lack of evening services on these three days of the week.

2. The most vexing aspect of the current service is that it is applied with utmost rigidity. It is well known in the travel industry that Easter is always the busiest time of the year for travel demand. Yet Countrylink does not make any attempt to meet this high demand by scheduling a train on the Thursday evening of the Easter weekend (despite having approximately 2,000 years notice of the date). It should not operate more than its usual number of trains – that is probably not possible. But on the busiest travel day of the year, it should at least operate the normal number of trains. This is maintaining its practice of Tuesday/ Thursday/Saturday exceptionalism to the point of bizarreness! It was extremely poor service to the public and to the travellers of NSW and ACT. It causes many people in need of travel to be turned away and/or forced to use the dangerous roads.

Yours faithfully

Victor Isaacs