

**Submission
No 125**

INQUIRY INTO INTER-REGIONAL PUBLIC TRANSPORT

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As someone who has travelled on Countrylink services in the past from about 1989 to 2005 let me point out some things that need to be improved:

1. Countrylink needs to market itself to commuters (i.e. business travellers and regular users) currently it is too focused on the tourist.
2. Sleeper fares are currently quite high compared to a cheap one flight between Sydney-Brisbane and Melbourne to Sydney- to lower this maybe have a BYO Sleeper in which if you bring your own pillow or blanket etc. you get the fare say either half the price or much less but not including breakfast etc.
3. Timetables for Countrylink services whilst it is acknowledged they are tabled to suit the paths available to Countrylink there is no direct correlation between times and passenger and commuter needs. An example is that you can travel daylight from Brisbane to Sydney but not overnight yet the Sydney to Brisbane XPT operates at night and no daylight service. For example it is easy to operate a nightly service between Brisbane and Sydney for example departing at 6:00pm and arriving into Central at 8:00am (good for the Business traveller etc.).
4. Countrylink staff need to treat passengers like adults and not actually when announcing rules on the train (i.e. Non smoking etc) in a way that is friendly not headmaster style.
5. Countrylink needs to look at introducing a Frequent Rewards Scheme whereby after certain trips the passenger either gets the next trip free or at a much discounted rate.
6. Countrylink needs to be commended on having cheap fares over the past 12 months but needs to remember not everyone likes travelling Economy Class what about a sale for Sleeper fares.
7. The NSW Government should look at Tilt Train technology to replace the Countrylink XPT's in the future which would make travelling times faster on the existing XPT services which also means the NSW Government should fix the tracks to accommodate Tilt Train technology.
8. There should be at least another Sydney to Broken Hill Xplorer service.
9. Lounge cars should be re-introduced onto Countrylink services. In fact Queensland Rail's new Tilt Train to replace the Sunlander will have a lounge car carriage.
10. There should be DVD screens on all economy and first class carriages at the back of seats like what Airlines do this will reduce the frustration on what is sometimes a long journey between capital cities.
11. Maybe having an Airline style fold down seat beds like they do for International flights to appeal to the would-be business traveller.

12. All Countrylink train services that arrive at Central should aim to connect with each other (changing timings is a simple step).

13. TV Screens in carriages to show where the train is currently using GPS technology and what the next stop is.

14. Countrylink holiday packages should advertise prices from Adelaide, Perth, Brisbane, and Darwin. Currently Queensland Rail does because it knows it needs to increase patronage from the interstate tourist market.

I thank you for the opportunity to make a submission and look forward to the report and recommendations that come out of this inquiry.

Kind Regards

David Beres