

Media Release

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Reminder for public input on 2011 rail charter

CityRail is reminding customers they have one week to suggest ideas for the 2011 Customer Charter.

CityRail's Customer Charter outlines its commitment to improve frontline services for the millions of passengers that use CityRail services every week.

Last month Transport Minister John Robertson invited passengers to provide input on specific initiatives they would like included in next year's rail Charter.

"The Customer Charter is CityRail's commitment to continually improve the service it provides to customers every day. It focuses on the key areas that customers have told us are amongst the most important to them," Acting Chief Operations Officer Tony Eid said.

"The charter outlines commitments concerning on-time train running, better management of crowding, cleaner trains and stations, fast ticket sales, quick and fair complaint handling, and accessible services and facilities.

"CityRail is working hard to deliver the remaining 2010 Customer Charter commitments and is now planning next year's Charter," he said.

Mr Eid called for more public input to the 2011 Customer Charter ahead of the 31 August deadline.

He said many customers had made suggestions for service improvements direct to CityRail managers at a series of local Meet the Manager events over the past three weeks.

Among the suggestions already received were requests for more passenger information at stations, enhanced announcements, increased security and more bike racks.

"Customers who would like to have their say on frontline service improvements they want included in next year's Customer Charter should visit www.cityrail.info and suggest how CityRail can further improve their journey," Mr Eid said.

Public submissions on the 2011 Customer Charter will close on 31 August 2010.