



Rail, Tram and Bus Union

MEDIA RELEASE

18 November 2014

Transport complaints skyrocket as jobs slashed

A dramatic increase in complaints to Sydney and NSW Trains is a clear indication of the impact the recent severe job cuts are having on customer service.

Rail, Tram and Bus Union NSW Secretary Alex Claassens said the Auditor-General's transport report to NSW Parliament released today highlights the impact the severe cuts to security staff and ticket sellers in particular is having on the service.

The Auditor General's report shows that in the past year complaints about security have risen by 26%, complaints about information have increased by 38%, complaints about ticketing by 50% and timetabling by close to 1000%.

RTBU NSW Secretary Alex Claassens said the report highlights what workers have been saying for a long time – that the Government has implemented irrational cost cutting measures at the expense of the travelling public.

"To slash ticket seller positions at a time when a completely new ticketing system was being introduced defies logic," Mr Claassens said.

"Then to make matters worse, the Government has completely refused to allow station staff to have anything to do with the new ticketing system.

"It's been a huge mistake and that's being highlighted in the big increase in complaints.

Mr Claassens also said the increase in security complaints is also a direct result of the Government's decision to remove dedicated security staff from the transport network.

"It's no coincidence that complaints have skyrocketed in the areas where jobs have been lost," Mr Claassens said.

"We're bound to see complaints about cleanliness increase in the next report too, because the government is in the process of contracting out our cleaning services to the private sector.

"Despite all the rhetoric that comes out of the Transport Minister's office, this report is yet another indication that the Minister is more focused on cost cutting than ensuring the smooth running of our public transport systems.

"It's quite obvious that if you cut the staff delivering customer service, the number of complaints will rise.

"This should act as a real wake up call for the people of NSW in the lead up to the next state election.

"It's time for the Transport Minister to turn her focus to the key issue she should always have been focused on – improving customer service on our transport systems."

For further information contact: Alana Mew, 0419 929 722