

Author name: Name suppressed

Date of submission: Wednesday, 15 October 2025

Your submission for this review:

Date: 9October2025 Dear Sir/Madam, Re: Concern over Recent Ferry Fare Increase and Service Limitations I am writing as a regular user of the Palm Beach-Mackerel Beach ferry Service to express my deep concern regarding the recent increase in fares and the restrictive operating hours currently offered.

1. Fare Too High Impact on CostofLiving and Vulnerable Residents The new fare structure makes the ferry considerably more expensive than other publictransport options. For many commuters, a single ferry ride now costs much more than a typical bus and train journey, placing an undue financial burden on residents who rely on this service for work, education and daily errands.
- Costofliving pressure: Across New South Wales, households are grappling with rising housing costs, utility bills and grocery prices. An increase in ferry fares compounds these pressures, forcing families and residents to allocate a larger share of their limited budgets to basic transportation.
- Pensioner population: Our district has a significant proportion of senior citizens median age 57 yearsmany of whom live on fixed incomes. Higher fares disproportionately affect pensioners, reducing their ability to travel for medical appointments, social activities and essential services.
- Equity concerns: Public transport should act as a safety net, ensuring mobility for all socioeconomic groups. When fares exceed the cost of a standard bus ticket, the ferry ceases to be an accessible option for lowincome households and seniors, undermining the principle of universal, affordable transit.

2. Limited Operating Hours At present the ferries run only between 8am and 6pm (8pm Fridays), which severely restricts flexibility for passengers. These narrow windows do not accommodate the varied schedules of workers, students and families outside business hours, forcing many to seek alternative (often less convenient and expensive) forms of transport.
3. Need for Expanded Service Times I also request that the timetable be broadened to include additional morning and evening departures from say 7am to 9pm. An expanded service would better serve the communitys needs and enable outside hours access to transport.
4. Call for CommunityOriented Management Public transport should prioritize accessibility and affordability over profit. I therefore propose that the ferry service be restructured as a community serviceideally under the direct administration of the NSW Government, similar to our trains and buses. Nationalising the operation would ensure consistent standards, equitable pricing and alignment with broader transportation policy goals. Thank you for taking the time to consider these concerns. I look forward to seeing improvements that will benefit all residents who depend on our vital ferry network. Yours faithfully, [REDACTED]