

Subject: Sydney Ferries Corporation - Fare Increase Submission

Dear Sir/Madam,

I wish to submit an objection to the recently applied for submission for fare increases on the Sydney to Manly Ferry and Jetcat services.

This is on the following basis:

1. That there has already been an increase in fares during the current calendar year when fares were raised in January this year I believe.
2. That the standard of service has reduced during 2005/06 overall including :
 - more frequent cancelled or late services due to breakdown,
 - longer journeys overall due to late arrivals/departures,
 - the upgrade of Manly Wharf causing the reduction in timetabled services,
 - the clash of Ferries/Jetcats arriving at Manly at approximately the same time due to the lack of planning around the Manly Wharf upgrade (refer clash of 6.20/6.30 evening services from Circular Quay)5,
 - poor cleanliness of passenger facilities including soiled seats/floor/toilets etc.,
 - uncomfortable seats due to lack of padding,
 - safety concerns around lifejackets not sowed correctly under seats,
 - poor customer service information being provided to commuters where there are delays/cancellations.
3. That regular commuters are subsidising infrequent tourist travellers due to the lack of premium between single fares and multiple trip ticketing charges.

I believe overall there can be no justification for a fare increase on the basis of service or cost. Any increase allowed will cause me like many others I know who have been regular Manly Ferry/Jetcat travellers over many years to consider other means of transport such as driving my car to work. I imagine this is not the desired outcome by the authority, IPART or the government.

Yours sincerely

Paul O'Brien