

**Subject:** Sydney Ferries Corporation - Fare Increase Submission

## **To whom it may concern**

This email is to register my objection to the proposed submission to increase the fares on the Sydney to Manly Ferry and Jetcat services. Principally, this is because:

- I seem to recall that has already been a relatively recent increase in fares on the service in the last financial year.
- The NSW Government's reasons for its request for an increase seemed to concentrate on higher fuel costs. However, since that time, the underlying price of oil has decreased to previous levels (ie, the stated excuse for the need for the increase is no longer relevant).
- The standard of service, particularly on the Jetcats, has declined considerably from when I started using the service 6 or so years ago. I accept that this is partly to do with the current Manly wharf upgrade but the complete lack of foresight in planning around the shared usage of the wharf (the 6.30 service to Manly in particular, as well as the failure to provide any Jetcat service from Manly between 7.45am and 8.25am (peak commuting time!)) makes the current service unattractive as it is. Lack of cleanliness of facilities (eg. dirty, broken seats) is another factor.
- It should be an aim for the NSW Government to encourage greater usage of the ferries and Jetcats to reduce the congestion on roads that are already overloaded at peak times (eg. Spit Junction, Military Road). The mis-match between ferry prices and bus prices to the CBD already encourage lower income earners to take the bus rather than the ferry. Separately, by imposing even higher fares on the Jetcats (and/or reducing the level of service), higher income earners are more likely to decide to drive their own vehicles into the CBD. Both outcomes are surely regrettable from any sensible public policy and environmental perspective and will only add to peak time congestion on the roads.
- There are other alternatives to increasing fares across the board: there seems to be a ludicrous over-staffing of the wharfs by SFC employees of very low quality (evidenced by poor communication, poor planning and a general failure to recognise that they are in a customer-service orientated environment (it is my observation that rudeness and a general sense of idleness are

commonplace)). Another possibility might be to distinguish the fares more significantly between regular users and tourists (ie. no increases to Ferry 10s, Jetcat 10s or season tickets, but increases for occasional, single and day return tickets).

I am happy to discuss any of these issues observations with any of your representatives on the telephone number below.

Please note these are my own personal opinions and not those of my firm.

Yours faithfully

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**Richard Gordon**