

Sent: Friday, 13 November 2009 2:29 PM
To: IPART Mailbox
Subject: 2009 Review of fares for metropolitan and outer metropolitan buses

To: IPART
Re: 2009 Review of fares for metropolitan and outer metropolitan buses

I am writing to express my disgust at the proposed increases to bus fares of up to 16% over the next four years. I am sure that most bus passengers share this sentiment although most people are either too busy to write in or they are resigned to the fact that nothing will change even if they take the time to do so.

I do not consider these increases fair or reasonable as bus services and standards seem to be getting worse instead of improving. We do not only have to contend regularly with buses that do not arrive on time, and when they do arrive are often very crowded, rude and discourteous drivers and those who do not stop when hailed.

I use the L38 buses which run from Ramsay St in Five Dock to the city on a daily basis and because I work flexible hours, have been able to take the bus at different times of the morning, and have been able to note the times the buses arrive. At times I have had to wait for more than 30 minutes for the bus to arrive. Although the 438 bus also do this route, the fact that they stop at every bus stop makes the journey to the city about 20 minutes longer.

Regardless of which time I go to the bus stop, the L38 buses always do not arrive on time. I do not see it as acceptable that if a bus is supposed to arrive at a certain time, it comes about 20 minutes late. I have also noticed that at times there are two of them arriving at the same time at the bus stop. This has happened on a number of occasions and therefore I suspect that is why when someone gets to the bus stop for the next bus they have to wait a much longer period. Only as recently as 14/10/09 the L38 bus that was meant to come at 8.05am came only at 8.44am. During this time, five 438 buses drove by!

I have written in to State Transit (you may wish to check with them with regards to the number of complaints received) to complain about this on numerous occasions but nothing seems to have been done about improving these services. In fact, they seem to be getting worse. I am sure that if bus drivers adhere to the timetable we will be getting buses that run on time.

In view of the above reasons, until and unless bus services improve, I do not see it fair or reasonable for an increase in bus fares. In fact, I think we are paying way too much in fares for the service we are getting. You may also wish to note that even with the current fares we are paying, Sydney commuters are paying fares that are far more expensive than those in other states in Australia and in other developed countries such as Denmark and London.

Janine Low-Kong