

8 November 2009

The Commissioner  
Independent Pricing & Regulatory  
Tribunal of NSW  
P.O. Box Q290  
QVB Post Office NSW



SUBMISSION AGAINST RAISING  
PUBLIC TRANSPORT FARES

Dear Sir/Madam,

I would like to submit my reasons against raising public transport fares for buses and trains. I travel on public transport quite frequently and find the service wanting greatly. I mainly use the bus service and find that it does not run to timetable & some services don't run at all.

Two examples recently of buses not keeping to timetables were on trips from Ashfield to Burwood on both days the bus was 15 & 20 mins late ( I was given the times by the transport hotline). On a return trip from Burwood to Ashfield last Saturday the expected bus didn't come (while waiting 3 NOT IN SERVICE buses and 2 ON CHARTER buses went by), everyone waiting was complaining and when our bus finally arrived we all embarked & had to tolerate the most dreadful stench for the entire trip.

The 464 & 466 buses to Mortlake have been cut back significantly and the 480 bus service was cut previously. The buses to Fivedock and Haberfield have been culled & we're supposed to pay an increase for this.

Regarding safety and comfort on the buses, they may be wheel chair friendly but they are not suitable or safe for any standing passengers with arm or shoulder disabilities because the straps you are meant to hold onto are too high & move around too much causing injury & pain.

Regarding trains, no point in catching the train, no where to sit, stations are overcrowded. The wait can be too long, there's too many announcements that trains are cancelled or running late.

The trains don't stop at the appropriate stations.

It's very difficult to disembark at Croydon or Burwood when so many trains don't stop at those stations but go straight through to Strathfield bypassing Croydon & Burwood.

Lastly, the trains are still not CLEAN.

I feel the public transport needs a lot of improvement before an increase is warranted.

Yours faithfully,

(MRS) R KRUGER