

Jack Ding

17/03/2006 10:33 AM

Cityrail Fair Review Submission

To whom it may concern:

Dear Sir/ Madam:

I am disappointed to know that Cityrail submitted fair review 2 March 2006.

I live in Parramatta area and everyday I take train to Redfern and change for bus (L09) for Port Botany Terminal. A lot of passengers working in the same area(Patrick Terminal; Millennium Court) are not happy with public transport services.

Recently I have noticed the significant improvement of train services but the bus service has not been improved to a satisfactory level.

3 Months ago, the 509PM L09 (last service of the day) bus turned out of Botany Bus Depot to Bumborah Point Road and went to Millennium Court, Instead of following the right route to come back to Bumborah Point Road where passengers waited at 3 different bus stops at the other side of the road, the bus went straight to Botany road and all the passengers waiting were ignored, as we all expected the L09 to come back, we did not get on the 5.16PM 309 service which was all stations and slow, we waited till 5.46 PM till the next 309 service turned up and we got on it and we all arrived home 1.5 hours late. The next morning I rang 131500 to lodge a complaint, the officer argued with me that the L09 went the right route, how it is possible that I get on L09 twice a day, five days a week, 50 weeks a year without knowing the right route it travels? I argued with the officer a long time on the phone before he finally realized he was wrong and promised that the Botany bus depot manager would give me a call, I waited for 3 month, one bothered to call me back.

The L09 service is bad and not dependable, 15 minutes late is quite normal. The problem is: if it is late, passengers still wait and will not get on the 309(all stations), normally it's after 20 minutes after L09 is overdue when we realize that it is cancelled and we get on the next 309. whenever this happens, we are at work at least 1 hour late, the same applies when we come back home from work.

I have written to State Trans Authority before and the service has been improved but not to a satisfactory level, now I am sick of calling 131500 to lodge complaint as it is not helping.

If necessary, I can ask all other passengers to sign a letter, we are strongly against Cityrail' fair review unless they really improve their service. If the service is really good, we are happy to pay any rise. It is not the money that we care, it is the service which causes passengers so much distress.

Thank you kindly for your consideration.

Sincerely yours

Jack Ding