

Friday, 3 October 2008

Dear Sir,

Re: IPART 2008 Review of Bus Fares

I would like to object to the proposed increase in bus fares for the reasons outlined below and, importantly, as I have a need to use Sydney Buses to get to work (in a timely manner) ... to earn the salary ... to pay the taxes on which this and other infrastructure depends.

Basically, I need to get a bus in order to travel to Parramatta Station to catch a train to the city where I work and the following outlines my concerns with the current service:

- The buses are becoming more erratic in their scheduling – the 7.34 am bus usually arrives at Parramatta Interchange 10 minutes or more after the time stated in the timetable. This means that I and other commuters miss connections to the city.
- The buses after the 7.34 am bus are so late in arriving where I get on (as much as 20 minutes late) that travel to the city for work becomes unworkable as I arrive late.
- Parramatta Interchange has no indication of availability of buses and no-one to ask queries of. If buses do not turn up at night to take people home the only option we have is to use our mobile phones to ring the Transport Infoline – and that is often less than satisfactory because we rarely find out a reason for the bus not being there. This also provides more cost to the commuter by having to use our own phones.

Interestingly, there are indicator boards at each of the bus stands at Parramatta Interchange which appear to be set for illuminated information on them for bus arrivals but in the 12 months I have lived in that area they have never been operational.

- I have on a couple of occasions been so delayed in getting home by buses not turning up on time that I have had to take a taxi home in order to meet my commitments – this is an added cost which I do not like paying.
- 12 months ago there was a dedicated bus service to my suburb from Parramatta and it was very reliable but now this service extends to Epping which is adding to delays.
- I use public transport to travel to and from work yet still have to pay full registration, comprehensive car insurance, green slip insurance and maintenance for my car – there are no concessions for using public transport.

Over the years I have paid increasing fares and taxes in order that the transport infrastructure is brought up to and maintained at a good level – however this has not occurred. I do not believe that commuters such as myself deserve to be treated in such a poor manner when, after all, as I said earlier – I need to get to work ... to earn the salary ... to pay the taxes on which this and other infrastructure depends.

Thank you for the opportunity to provide a comment.

Yours faithfully,

Anne C. Formby