

1 October, 2008

Dear Sir/Madam,

In response to your proposed bus fare increase I would like to comment on this fare increase proposal.

I am a regular user of Sydney buses and I have an objection to the fare increase.

I would not mind but the services are not so good.

I catch buses to work to the city each working day and the return trip in particular is a nightmare in the peak hour.

Not many buses go to Mosman Junction from Wynyard, Most terminate at Spit Junction and it is very hard to get on the few 247 or 244 buses. I really don't understand why so many buses terminate at Cremorne and Spit Junctions.

Some of your bus drivers have a bad attitude towards passengers, they drive off before people are seated. I don't think we should have to ask them to wait until we are seated.

It doesn't matter if the people are young or old they deserve to be treated as human beings.

When some drivers pull in to the bus stop they are too far away from the curb and it is hard for a small older person such as I to alight from the bus.

I have also noticed some drivers don't lower the step in the wheelchair access buses even when older people with walking sticks or limited movements are trying to get on or off the bus.

A bit of human compassion would be nice.

At Neutral Bay Junction I was left at the bus stop by a driver when I was trying to catch the 230 bus. He pulled in to the stop at the Young St end and I was standing near the actual bus stop He let his passengers alight and pulled out in to the traffic and didn't bother to see if anyone wanted the bus. I had to wait ½ an hour for another 230 bus. I needed this bus because it stops outside the door of where I live and I had shopping.

This is not a rare occurrence I have seen this happen time and time again.

Once again some of your drivers are not considering passengers. They need to remember without passengers they would not have a job.

One more thing I would like to mention, you would not have to increase the fares if some of your passengers were paying the right fares.

I see people using brown travel 10s when they should be using red travel 10s.

This happens regularly. These people are causing part of your problem.

The sections are not showing on most of the bus stops. If people are aware of the number of sections when they get on to the bus they don't have an excuse, they should use the correct ticket.

The innocent are paying for the guilty.

Yours faithfully

Norma Daisley (Ms)

