

Email

2 June 2005 10:22AM

To: ipart@ipart.nsw.gov.au

Subject: Review of Bus & Ferry Fares 2005

Dear Dr Mahoney,

When reviewing the fares, please take into account not only the views of the service providers, but also the users. The last two or three times Sydney Bus & Ferry fares have been increased, the news has reported that the increased revenue would be used to improve the services... we are still waiting for those improvements to be implemented.

I use both Sydney Buses & Sydney Ferries in a daily commute. The vehicles of both organisations are dirty and often in a bad state of repair. It is true that new buses are being purchased (as part of the NSW State Government budget, or have they pre-empted a fare increase?). The Rivercats in the Sydney Ferries fleet are in a terrible state. Work orders are not carried out, the vessels are dirty, fixtures are broken and they are often out of service (meaning another ferry with crew must be chartered - surely not a cheap alternative to maintenance). The Parramatta River services also need to run later into the evening (the vessels are equipped with both headlights and radar) in order to attract a greater patronage. Inner-harbour services run until midnight. Cityrail uses marketing, why don't the ferries try it if they need to increase passenger loads?

In short, on behalf of the users, please ensure that the promised service improvements are implemented if fares are to rise. To monitor this, you can simply ask the ferry crews and commuters.

Thanks and regards,

**Simon Clancy**