

I believe the bus fare should not be increased considering the poor service I have experienced with the local bus service.

We have been experiencing consistent delays with 545 bus. During the morning and afternoon peak hours, the buses are supposed to turn up every 10 minutes. However it often happens that I wait for at least 20-25 minutes then 2 or 3 buses come at the same time.

The most recent bad experience was in yesterday evening. I got off the train at Eastwood station at 5:30pm, watched the 545 Parramatta bus leaving in front of me although the bus driver saw me running behind the bus. Then according to the timetable, there should be the following 5:36pm and 5:46pm and 5:56pm buses. However I waited and waited, for half an hour, then at 6:02pm, a 545 Parramatta bus finally turned up and it was already crowded. After people squeezed into the bus, it was very crowded. Some people had to wait for the next one.

I am regular commuter of the train, bus. I have been very unhappy about both services. I feel the bus service is even worse than the train.

We wish to object the bus fare rise as it does not meet the service standard at all.

Anne from Eastwood

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