

**Submission
No 128**

THE TRANSPORT NEEDS OF SYDNEY'S NORTH-WEST SECTOR

Name: Ms Christine Robinson

Date received: 16/10/2008

To Whom it may Concern,

I am writing in order to voice my concern at the lack of funding, planning and infrastructure in public transport for the Hills district. I have been a resident of Winston Hills my whole life and have been working in the city since 2005. I have always found the services provided to this area insufficient, however am sad to report that even in the 4 short years I have been using them, they have declined even further as need in the area has grown, while services have remained stagnant and out-dated.

As a hillsbus passenger I have experienced an expensive yet unreliable and irregular service. Of greatest concern is the extreme overcrowding which occurs on these buses due to their inability to meet demand. Buses are often taking on far more passengers than their allowed capacity, and passengers are often traveling at high speed along the M2, standing in the 'no stand' zone beside the driver. This is extremely dangerous, both for passengers who have little to hold onto in these 'no stand' areas, and also for drivers whose line of sight to windows and side mirrors is inhibited by standing passengers. Another common practice due to insufficient services is that scheduled services are often directed past my own stop by bus controllers in order to remain empty enough to pick-up passengers further along the line. This is extremely frustrating for passengers at my stop who have chosen specific services in order to be at a destination on time and find themselves bypassed time and time again.

Sadly these negatives out way positive introductions in Hillsbus services. Despite the recent reduction to the cost of buying weekly tickets I remain unhappy with the services provided and find choosing to travel to work the 'green' way a constant source of frustration and anger at our governments inability to provide for the people.

It is my wish that you keep these comments in mind going into the upcoming parliamentary enquiry, and do something to improve public transport for the hardworking people of the Hills district.

Regards

Christine Robinson