

**Submission
No 20**

INQUIRY INTO PRIVATISATION OF BUS SERVICES

Name: Ms Jennifer Parsonage

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Over the past few years due to timetable changes and removal of bus routes, it has become increasingly difficult to travel by bus. The most recent removal of many bus routes in the Eastern suburbs where I live has been harsh and leaves many people without a regular bus route close to their home or place of work. Now it often takes 2 or even 3 different bus to travel what used to be possible on one bus, which of course increases travel time considerably.

Also, buses are often late, crowded, don't arrive, or are already full and can't pick up passengers. All the recent route removals and changes have resulted in longer travel times and more user frustration. The public transport system including buses was far better in previous years, as everyone who relies on public transport knows. And no-one blames the drivers who did an incredible job as essential workers during the worst of the pandemic and lockdowns. The service downgrades have been caused by government policies and decisions, made without consideration of the views and needs of the users of our public transport system.

In my opinion, there should be more bus routes, running more frequently using smaller electric buses. Many people cannot afford cars, fuel and parking expenses, and our public transport system should be there to support them as well as non drivers such as children, the elderly, people with disabilities and visitors to our city.

Thank-you.