

**Submission
No 115**

INQUIRY INTO PRIVATISATION OF BUS SERVICES

Name: Mr Fulin Yan
Date Received: 23 March 2022

Madame Chair, Mr Deputy Chair and honourable members,

Today I make a submission to this inquiry because I've simply had enough. I've had enough of how everyday citizens are affected by the privatisation of bus services across Sydney.

The drivers' manners have just gone with the privatisation of services I use. The punctuality is mostly not present. 3 to 5 minutes late is now the norm for Busways North West in some cases I've experienced up to 10 minutes late on a service that's supposed to run every 15 minutes.

The overcrowding issue surrounding it is also blatant. Especially during covid times, I believe the private companies are putting their profit before everything. the Route 545 run by Busway North West during afternoon peak hours is filled to the rim and many times people are forced to wait for the next service due to the bus reaching capacity.

And just this afternoon (23/3), the school special service 602w, students were crammed in like sardines. There's no alternative for some of them as it's the only bus on the line and they have no alternative way home. On Monday (21/3), the driver decided to only let the safe number on board leaving over 15 students stranded at school. Before when it was still operated by State Transit Authority, they were responsive, they offered solutions.

I am sick and tired of making complaints to Transport NSW, it just doesn't work now. They come back with pointless bureaucratic messages with no solid change implemented. Every time they are contacted they provide a response along these lines "Busways would like to apologise for the inconvenience caused and would also like to thank you for bringing this matter to our attention."

No real action is ever taken. Unlike when STA was running the services there were actions.

I thank the committee for the opportunity to speak about this matter. If I may be of any assistance, please do not hesitate to contact me for further information.