

INQUIRY INTO PRIVATISATION OF BUS SERVICES

Name: Mr Peter Bower
Date Received: 21 February 2022

Partially
Confidential

I AM AN OCTOGENARIAN. I RELY ENTIRELY ON PUBLIC TRANSPORT. RECENTLY THE BUS ROUTES AND TIMETABLES AROUND NAREMBURN AND ST LEONARDS WERE PRIVATISED / ALTERED WITH VIRTUALLY NO CONSULTATION - OR NONE THAT I WAS AWARE OF. NO NEW ROUTES OR TIMETABLES WERE MADE AVAILABLE FOR PUBLIC CONSULTATION - SIMPLY THAT THAT CHANGES WERE COMING UP AND WELCOMING COMMENT ON THE GREAT UNKNOWN(S)!

DISGRACEFUL - A FARCE, BUT TYPICAL OF THIS GOVT'S ATTITUDE AND MODUS OPERANDI TOWARDS THE PAYING PUBLIC AND TAXPAYER!

AFTER THE EVENT I HAVE TO MAKE THESE COMMENTS:

- DELETION OF THE OLD 257 ROUTE AFFECTED ME BADLY
- THE NEW 115 ROUTE TO BRIDGE ST VS THE OLD BUS ROUTE VIA MARTIN PLACE AFFECTS ME BADLY
- THE NEW 114 /144 SET UPS AND TIMETABLING AFFECTS ME BADLY

CLEARLY THESE DECISIONS WERE FAIT ACCOMPLIS MADE PRIOR TO ANY CONSULTATION OR PUBLIC INPUT - AS WAS THE DECISION TO PRIVATISE.

I RECENTLY HAD CAUSE TO COMPLAIN ON LINE ABOUT THE 144 SERVICE, ONLY TO DISCOVER I HAD NO IDEA IT WAS NO LONGER A GOVT SERVICE BUT NOW A PRIVATE ONE! I RECEIVED A STOCK REPLY TAILORED TO MY SITUATION WHICH LEFT ME FEELING I HAD WELL AND TRULY WASTED THE EFFORT OF LETTING THE PROPRIETORS KNOW OF THEIR ABOMINABLE SERVICE.

(DRIVER DID NOT STOP WITH BUS NEAR EMPTY / OVERSHOT STOP / DESPITE MY DISTRESS AND WAVING FURIOUSLY / SAW ME BUT NO ATTEMPT MADE FOR PICK-UP.

HEREWITH COPY OF THEIR REPLY FOR YOUR PERUSAL:

Dear Peter

Thank you for you feedback regarding your experience with Keolis Downer Northern Beaches operated route 144 service on 15/02/2022.

Please allow me to apologise for any distress that you experienced.

Our drivers are faced with unique challenges and decisions every day while trying to get customers to their destination.

All Keolis Downer Northern Beaches Bus Operators are instructed to stop for intending passengers up until the service reaches its capacity in accordance with physical distancing measures.

I have investigated the incident, where a driver operating the service failed to stop TSN #206514, based on the information you have provided.

In order to continually improve our service and ensure our bus drivers are adhering to their Core Skills, the driver involved has been identified and this information has been passed on to the direct supervisor of the bus drivers involved for their further actions.

CCTV footage may be viewed as part of our investigation.

We will continue to address incidents of drivers failing to stop for passengers and as such, we really appreciate your feedback as it allows us to identify drivers involved and take appropriate actions where required.

Thank you for taking the opportunity to bring this incident to my attention and please accept my apology again for any inconvenience caused.

Regards,

Customer Service Officer

SEEMS LIKE MIGHT HAVE BEEN 'WORKING FROM HOME' PROCESSING STANDARD CORRO - NFA OR RESPONSIBILITY TAKEN?!