



MINISTRY OF TRANSPORT



Feedback from participants

Public forum
Bus contract regions 10 and 13

25 August 2008
6.30 pm – 8.30 pm
Bankstown Sports Club

The following matters have been raised by participants of the public forum during the question and answer session, the break-out sessions, provided on feedback forms, or placed on post-it notes on the feedback wall.

The public forum aimed to provide those with local, district and regional interests the opportunity to raise issues and other matters for consideration about the bus network. These matters have been considered as part of the Annual Review of bus services.

Responses to the questions raised by participants have been provided. Please note that in the spirit of a transparent consultation process, all participant comments have been listed. However, responses have not been provided to comments and opinions.

Questions concerning bus contract regions 10 and 13

Forum participants asked the following questions during the question and answer sessions, the break out sessions or placed them on the feedback wall.

Area	Region	Topic	Question and Response
Chester Hill	13	Broken link	Question: Why is the 907 discontinued that use to go to Chester Hill station?
			Response: Veolia bus route 916 (the former route 907) runs from Guildford, Old Guildford to Chester Hill.
Chester Hill	13	Broken link	Question: Can the Chester Hill to Fairfield connection be reinstated?
			Response: Veolia bus route 911 provides direct services to Bass Hill Plaza, for transfer to Veolia bus route 905 to Fairfield. Shopper Hopper S4 will have limited services extended from Chester Hill and Villawood Station into Fairfield.

Area	Region	Topic	Question and Response
Granville	13	Broken link	Question: Route 911 no longer travels in a direct route along Ferndell, Clyde to Granville Station. Why is it impossible for us to travel by bus to Granville Station or on to Parramatta?
			Response: Veolia Shopper Hopper S2 will be extended to provide limited services to Granville via Ferndell Street. Passengers would need to interchange at Granville to Parramatta bus and train services.
Bankstown, Bass Hill and Yagoona	13	Broken link	Question: Can the 911 go through Yagoona then on to Bankstown? Can it also go from Yagoona to Bass Hill shopping centre?
			Response: Veolia bus route 911 travels via Glassop Street on the south side of Bankstown. Passengers would need to interchange at Bankstown to the Veolia bus route 907, which travels between Bass Hill and Yagoona.
Merrylands	13	Broken link	Question: Can route 919 be restored?
			Response: Veolia bus route 908 will be re-routed along Bruncker Road to Rookwood Road, providing closer access to buses for residents of McMillan and Powell Streets.
Bankstown	13	Broken link	Question: Why does route 925 only go the Trotting Club?
			Response: Veolia bus route 925 also travels past Bankstown Hospital and East Hills Station. Further information about this question is needed.
Revesby	10	Broken link	Question: Why isn't there a service that travels down Sphinx Avenue Revesby?
			Response: Veolia Shopper Hopper S5 will provide limited services along Sphinx Avenue, between Padstow and Revesby.
Revesby	10	Broken link	Question: Why have you cancelled bus services to Yallambie Village aged care service?
			Response: The new Veolia Shopper Hopper S6 will provide services to and from Yallambie Village, linking Hydrae Street with Revesby and Padstow.
One Tree Point, Padstow Heights	10	Broken link	Question: Why have you discontinued services at One Tree Point, Churchill Road and Villiers Road, Padstow Heights?
			Response: Veolia bus route 927 operates to One Tree Point Monday to Saturday, providing access within 500 metres of most of Churchill Road. Route 948 operates 7 days per week from Clancy Street, which is less than 800 metres from the majority of Villiers Road.

Area	Region	Topic	Question and Response
Yagoona	13	Broken link	Question: Why doesn't the 911 go to Yagoona Station?
			Response: Veolia bus routes 910 and 907 provide services from Bankstown to Parramatta via Yagoona.
South Granville	13	Broken link	Question: Why have you bypassed Woodville Shopping Centre?
			Response: Veolia bus route 905 and Shopper Hopper S2 provide services to Woodville Shopping Centre.
General question	10 and 13	Bus fleet	Question: Why do some Veolia buses have the middle door bolted shut?
			Response: Earlier model buses were not built with rear-door safety interlocks and under recent changes to regulations, these rear doors can no longer be opened.
Bankstown	10 and 13	Bus stops	Question: Why is there no longer a bus shelter on Meredith Street, Bankstown?
			Response: This matter has been referred to Bankstown City Council, who is the responsible body.
Bankstown	13	Bus stops	Question: Can we divert buses off Rookwood Road as it's dangerous for elderly to cross six lanes of traffic?
			Response: Pedestrian access on Rookwood Road is via traffic signals. The Roads and Traffic Authority may be contacted with any concerns relating to pedestrian safety at traffic signals.
Sutherland	10	Bus stops	Question: Why does the night ride service stop at Sutherland Station?
			Response: This matter has been referred to the operator of Night Ride services, CityRail, for consideration.
General question	10 and 13	Bus stops	Question: Is it a legal requirement to provide disability accessible bus stops?
			Response: The Disability Discrimination Act requires 100% of bus stops to be accessible by 2022. A compliance timeframe has been prepared by the Commonwealth Government, which indicates that 25% of bus stops should be accessible by 2007. Local government is responsible for bus stop infrastructure.
Carramar	13	Community transport	Question: Can we have a shopper hopper from Villawood to Fairfield?
			Response: Veolia Shopper Hopper S4 will be extended for limited services from Villawood to Fairfield.

Area	Region	Topic	Question and Response
General Question	10 and 13	Contracts	Question: We have a preference for State Transit (STA) buses to service the routes rather than the private operator because STA provides cheaper fares and has travel passes and a diversified ticketing system. Why doesn't Veolia have a similar system?
			Response: All bus fares across the NSW metropolitan area are equal. All bus tickets are based on the number of sections a passenger wishes to travel. All of these bus sections are of equal value. The new weekly discount ticket was launched on 1 October, 2008, providing private bus passengers with a 20% discount on weekly bus tickets. Further information can be found at the Transport Infoline on 131 500 or via www.131500.info
Cabramatta	13	Interchanges	Question: Why are there no cross-regional links at Cabramatta Interchange between regions 3 and 13?
			Response: Cross regional services are available from Cabramatta to Villawood, Chester Hill and Regents Park and all have good bus and rail connections.
Auburn	13	Network coverage	Question: The closest bus stop to the Auburn Power Centre is a 20 minute walk away. Is there anything that can be done about this?
			Response: Bus services in this area are part of STA's bus contract region 6 and will be considered during the planning of the integrated bus network. Community consultation is expected to start in early 2009.
Sefton	13	Network coverage	Question: We have to walk further to bus stop located in Rose Street, Sefton. Why is Sefton skirted by the bus route?
			Response: Veolia bus routes 908 and 910 provide services within 400 metres of Sefton. Veolia Shopper Hopper S3 provides direct services to Sefton.
Regents park, Sefton and Villawood	13	Network coverage	Question: There are not enough bus routes from Sefton Station – Bankstown from Booth Street through Hector Street, Batt Street, Wellington Road to Rose Street. Can you consider putting on more services here?
			Response: Veolia bus routes 908 and 910 go to Bankstown providing access within 400 metres of most houses within Sefton.
Granville	13	Network coverage	Question: Why doesn't the 908 go to south Granville?
			Response: Veolia bus route 908 travels to South Granville up to Rawson Road.

Area	Region	Topic	Question and Response
Sefton, Yagoona	13	Network coverage	Question: Why doesn't route 908 service Yagoona, Sefton Station or Chester Hill?
			Response: Yagoona is serviced by Veolia bus routes 910 and 907. Chester Hill is serviced by Veolia bus route 910.
Bankstown	10 and13	Network coverage	Question: Why isn't there a bus route along Meredith Street in Bankstown to the specialist doctors in Kitchener Parade?
			Response: Bus routes 908, 909, 911 stop at the corner of Meredith Street and Rickard Road, leaving approximately a 270 metre flat walk to the end of Kitchener Parade.
Picnic Point	10	Network coverage/ School services	Question: Why is 923 cut off from the boatshed on Carinya Road? School students have too far to walk to the bus stop at Burns Road when they finish school early for sport.
			Response: Veolia bus route 923 provides standard school hour services – three in the morning and two in the afternoon.
Bankstown	10 and 13	New link comment	Question: Can you divert the buses along Chapel Road Bankstown with the occasional service to the hospital and then Northam Avenue?
			Response: Veolia bus route 926 provides a direct service to the hospital.
General question	10	New link comment	Question: Can we have route 927 returned to its former service level?
			Response: Veolia bus route 927 operates to One Tree Point Monday to Saturday, and Veolia bus route 948 operates 7 days a week from Clancy Street.
Georges Hall	13	No link	Question: Why can't we get a bus from Henry Lawson Drive to Georges Hall?
			Response: Veolia bus route 905 provides direct services from Georges Hall Shops to Bankstown, Bass Hill and Fairfield. Veolia bus route 911 will provide a new, limited servies to Ashcroft Street.
Chester Hill	13	No link	Question: Can we have the Priam Street and Elliston Street services reinstated?
			Response: Veolia Shopper Hopper S2 will provide new limited services between Chester Hill and Granville, via Priam Street and Elliston Street.
Bass Hill	13	No link	Question: Why is there no Bass Hill service to the beach?
			Response: Public transport from Bass Hill to the coast line is provided via bus links to the CityRail network.

Area	Region	Topic	Question and Response
Bass Hill	13	No link	Question: Why is there no Bass Hill to Sydney service?
			Response: Public transport from Bass Hill to Sydney is provided via bus links to the CityRail network.
Chester Hill, Sefton	13	No link	Question: Can we have a bus service to get to Chester Hill and Sefton shops?
			Response: Veolia Shopper Hopper S3 provides services to Chester Hill and Sefton shopping centres.
Sefton, Chester Hill	13	No link	Question: Why have our good links to Sefton Station along Wellington Road Sefton been removed?
			Response: Veolia bus route 910 provides services to Chester Hill Station. Veolia bus route 908 provides services to Regents Park Station.
Revesby	10 and 13	No link	Question: Can the bus pass the southern side of Revesby Station?
			Response: Buses travel on the northern side of Revesby Station to provide direct services to the shopping precinct. Passengers need to cross the rail line at Revesby Station to access facilities to the south of the station.
Chipping Norton	13	No link	Question: Can we have a bus service from Chipping Norton to Holsworthy Station?
			Response: Chipping Norton is provided good connections to its nearest Major Centre, which is Liverpool (also a Regional City).
Revesby	10	No link	Question: Why is the area west of The River Road excluded?
			Response: Veolia bus routes 922, 923 and 924 provide services to the west of River Road.
Georges Hall, East Hills	13	No link	Question: Why is there no corridor linking Georges Hall to East Hills Station?
			Response: Veolia bus routes 905 and 911 provide services to Bankstown, where passengers may interchange to Veolia Routes 922, 925 or 924 to East Hills Station.
Carramar	13	Roads	Question: Can we have a pedestrian crossing at Mitchell Street and Horsley Drive?
			Response: This matter has been referred to Fairfield City Council, who is the responsible body.

Area	Region	Topic	Question and Response
Greenacre	13	Route Design	Question: Can you provide an extra loop to the following area - instead of turning left at Wallis Street, to go all the way and turn left at Roberts Road, turn right to go around at Norfolk Road, then Waterloo Road then Hume Highway and finally turn left at Wallis Street to proceed to Strathfield?
			Response: Veolia bus route 913 in Chullora provides this loop.
Villawood	13	Route Design	Question: We now have longer walking distances to the nearest bus stops. Could you consider an alternative route of Miller Road, left into Mundamatta Street, right into Nurrag Street, right into Alcoomie Street, left into Lowana Street, Goodah Street, Alccomie Street then Belar Avenue? This puts the service in the middle of both old and new routes and takes the bus near Wran Leisure Centre.
			Response: This route is provided via Veolia bus route 905, which is a half hourly service travelling through the middle of the estate via Alcoomie Street with links to Fairfield, Villawood Station and shops. In the other direction services are available to Bass Hill Plaza and Bankstown Station.
Lidcombe	13	Route Design	Question: Why does the 909 bypass Lidcombe? There are no buses on one side of Lidcombe Station.
			Response: STA bus route 401 provides services to Newington and Homebush from the north side of the station. Bus services in this area are part of STA's bus contract region 6 and will be considered during the planning of the integrated bus network. Community consultation is expected to start in early 2009.
Chester Hill	13	Route Design	Question: Why is there no stop between Chester Hill Station and Moora Street?
			Response: Chester Hill CBD and Chester Hill Station are a short walk from Moora Street.
Sefton, Chester Hill		Service demand	Question: Can we have an easy access lift at Sefton Station and Chester Hill Station?
			Response: The cost involved in constructing new, or extending existing, station facilities can be substantial and with many other projects across the rail network also needing funding, priorities must be directed to those areas where the need is greatest. Accessibility upgrades at rail stations currently have an average cost of more than \$5 million. When funding priorities are next being considered, this request for an upgrade of Chester Hill and Sefton will be taken into consideration, along with the requests of other rail commuters.

Area	Region	Topic	Question and Response
Hammondville	13	Service demand	Question: Can we have a school service from Hammondville area to Menai?
			Response: Hammondville students are provided direct services to Holsworthy Station, where they may interchange to Padstow Station and transfer to Veolia bus route 962 to Menai.
General question	10 and 13	Service demand	Question: Why are there no services on ANZAC day?
			Response: Veolia operates a Sunday timetable on ANZAC Day.
Chullora	13	Service demand/ Span of hours	Question: The Primo Smallgoods factory has approximately 1,000 workers who need public transport to start work at 6am or 6.30am.
			Response: Veolia bus route 913 departs Bankstown Station at 5.56am arriving at Chullora at 6.17am. Alternative services are available on Veolia bus route 900 departing Bankstown at 5.01am, 5.31am and 6.01am. There is a short walk from Shellcote Road to Waterloo Road. Both the Ministry of Transport and Veolia have contacted Primo Smallgoods to discuss this matter.
Bankstown	10 and 13	Service Frequency	Question: There are currently insufficient buses to Bankstown Hospital. Can you consider the use of a shuttle bus between Bankstown Hospital and Bankstown Station, similar to that for the University campus?
			Response: STA bus route 487 provides half hourly services on weekdays and Saturdays between Bankstown Station and Bankstown Hospital. The Veolia bus route 926 is an hourly service from Revesby Heights to Bankstown Station via Bankstown Hospital.
General question	13	Service frequency	Question: Why is there no Sunday service on route 910?
			Response: Veolia bus route 910 provides services seven days and nights a week.
Bankstown, Georges Hall	13	Service frequency	Question: Why doesn't the 911 run on Sundays? Why are we stranded after 6.30pm from Bankstown to Georges Hall?
			Response: The former Veolia bus route 932, which was the main Glassop Street service, did not run on Sundays or after 6.00pm on weekdays. The western end of Glassop Street was formerly served by Veolia bus route 936, which finished at 6.30pm on weekdays. On Sundays a loop service used to operate, resulting in passengers being carried three times the distance of the normal route. The new network features standard direct Sunday services on Marion Street (Veolia bus route 905) and Hume Highway (Veolia bus route 907).

Area	Region	Topic	Question and Response
General question	13	Service frequency	Question: Why doesn't route 913 run on weekends? Why does this service stop at 6pm during the week?
			Response: The main bus route providing services in this area is Veolia bus route 900, which operates seven days a week, half-hourly during the weekdays.
General question	10 and 13	Service frequency	Question: Why doesn't the 926 operate on weekends?
			Response: Veolia bus route 926 operates Monday to Saturday.
Panania	10	Service frequency	Question: Can you increase services on Douglas Street?
			Response: Veolia bus route 923 provides half hourly services on Picnic Point Road adjacent to Douglas Street.
University of Western Sydney, Milperra	13	Service frequency	Question: Why don't buses run after 7.30pm from the University?
			Response: Veolia bus route 922 operates until 9.10pm to Bankstown or 9.47pm to East Hills Station. Services to Liverpool are available on Veolia bus route 900 until 7.30pm.
Holsworthy Station, Voyager Point, Sandy Point and Pleasure Point	13	Span of hours	Question: The school bus route 150 to Voyager Point, Sandy Point and Pleasure Point leaves Holsworthy Station at 4.23 pm. This makes it difficult for some students who arrive at the station at 4.29. The next bus is at 5.45 pm. Is it possible to delay this service by 10 minutes in order to pick up these students who arrive later than 4.23 pm?
			Response: Children travelling to schools outside of their local school catchment area often need to interchange buses or trains. Matters relating to an individual school child's travel can be referred directly to the Ministry of Transport's School Student Transport Scheme department. It is understood this particular matter has been addressed with the individual parent concerned and a resolution is being discussed.

Comments on bus contract regions 10 and 13

Forum participants asked that the comments listed in the table below be considered. Please note the following information contains the opinions and preferences of individual participants, which may not reflect the opinions or preferences of the Ministry of Transport or Veolia. However, all comments have been listed below so that all participants are provided information about the matters raised during the break-out sessions.

Area	Region	Topic	Comment or matter for consideration
Guilford	13	Broken link	Bus route 907 needs to reinstate its original route because crossing Woodville Road to the new route is dangerous.
Chester Hill-Parramatta & Bankstown	13	Broken link	Please don't remove bus route 908. I am totally dependent on this bus service, in order to get to Parramatta and Bankstown.
Sefton Station		Broken link	Good links to Sefton Station train line have been removed along Wellington Road.
Chester Hill	13	Broken Link	Services to Priam Street and Elliston Street Chester Hill should be reinstated and the frequency should be increased on the 910.
Chester Hill	13	Broken link	I want to be involved in the decision making for route 910. We want our service back!
Chester Hill	13	Broken link	The 910 bus route should be returned to its original route down Priam Street.
General Comment	13	Broken link	Bus route 919 should be restored.
Bankstown	13	Broken Link	Bus Route 922 doesn't connect properly with other services to Bankstown Hospital and rail services.
Revesby	10	Broken Link	The Turvey Street service to Revesby needs to be replaced.
General comment	10	Broken Link	We are unhappy with proposal to cut the 924. There is a lack of access to amenities without bus services.
Bankstown	10	Broken Link	The 925 bus route is the only service that goes to the trotting club and it is insufficient.
Revesby	10	Broken Link	Bus route 925 should be redirected to travel down Queen Street then to Revesby Station, to Panania Station and then East Hills. Transport is needed to Revesby Station in order to visit doctors and do shopping.
General comment	10	Broken Link	The 925 service needs to be replaced on Hunter Road.
Bankstown	10	Broken Link	The 926 route should be reinstated along Queen Street and then should continue onto Bankstown.

Area	Region	Topic	Comment or matter for consideration
Bankstown	10	Broken Link	The bus route 926 has been removed along Northam Ave and there is no need for every bus to travel along Chapel Roads, this is a mystery.
Revesby	10	Broken link	The Queen Street service to Revesby needs to be replaced.
Revesby, Heights Padstow	10	Broken link	The 926 service from Revesby Heights to Padstow needs to be replaced.
Revesby, Padstow	10	Broken link	The Sphinx Avenue route needs to be replaced.
Chester Hill	13	Broken link	I am against the changes to bus services as many people are disadvantaged.
General comment	13	Broken link	The old 906 needs to be replace the new 909.
Parramatta, Bankstown	13	Broken link	There is no direct service near Ferndell Street.
University of Western Sydney	10 and 13	Broken link	All university bus services have been cut back, including Bankstown, Parramatta, Westmead and Campbelltown with the exception of Penrith.
General comment	10	Broken link	Bus route 926 was well patronised and has now been discontinued. The walk for me is three and a half blocks which is difficult.
Bankstown, Condell Park	10	Broken link	Older people now find it very hard to access Bankstown to Condell Park on the old 935 and often don't go to their appointments.
Sefton, Chester Hill	13	Broken link	Many people are being disadvantaged by the recent changes. Difficult for them to access the services they need.
Birrong	13	Broken link	Due to the lack of bus services, the Birrong Bowling Club had to put on their own bus for patrons.
General comment	10 and 13	Broken link	Restore the bus services to the way they were before 2006.
General comment	10 and 13	Broken link	Retain all previous routes and timetables for services to regions 10 and 13.
General comment	10 and 13	Bus fleet	Minibuses may assist in some areas particularly in tight turning circles.
General comment	10 and 13	Bus fleet	There should be increased use of shuttle buses.

Area	Region	Topic	Comment or matter for consideration
General comment	10 and 13	Bus fleet	I suggest a specific service on demand for older people, such as a minibus. This could access more areas, not just direct routes.
General comment	10 and 13	Bus fleet	Smaller bus fleet eg 18 seaters should be used during off peak times as they do in London to reduce pollution and waste of services.
General comment	10 and 13	Bus fleet	Some of the Veolia buses have their middle doors bolted up.
General comment	10 and 13	Bus fleet	Having reviewed the Veolia website I am pleasantly surprised that this private bus operator has wheelchair accessible buses on 8 out of its 9 bus routes, advertises these on regular scheduled timetables and promotes this on their website. When the current fleet of inaccessible buses are replaced with accessible buses, hopefully the availability and frequency of accessible buses will increase.
Bass Hill	13	Bus shelters	The bus route 907 needs a new bus shelter at Johnston Road, Bass Hill.
Bass Hill	13	Bus stops	The relocation of bus stops to Johnston Road means more students and elderly people must cross road Hume Highway and walk much further.
Chester Hill	13	Bus stops	There should be a bus stop along Campbell Hill Road further north of Biara Street.
Granville	13	Bus stops	New bus stops along the 907 route now require TAFE students to cross busy road which is unsafe.
Yagoona	13	Bus stops	The only bus stops on Waruda Street, Yagoona are for students on bus route 908
Chester Hill	13	Bus stops	The 910 bus stop on Campbell Hill Road should be relocated further north of Biara Street.
Sefton	13	Bus stops	Sefton residents cannot comfortably access the 910 bus because stops are located up hill.
Revesby Station	10	Bus stops	Bus route 925 goes to every train station except for Revesby.
Condell Park	10	Bus stops	Public school students have to walk two or three blocks which is approximately one kilometre to get to the bus stop at Condell Park. This used to be 100 metres on bus route 925.
Bass Hill	13	Bus stops	Since the bus stop on routes 932 and 902 has moved from the Hume Highway to Bass Hill Plaza, there have been problems for older people who need to cross the road.
General Comment	10 and 13	Bus stops	There has been a decrease in the amount of bus stops, especially on bus routes where buses still pass by the previous site of a bus stop without stopping.
General comment		Bus stops	There are a large number of vandalised bus stops.

Area	Region	Topic	Comment or matter for consideration
University of Western Sydney	10 and 13	Bus stops	The safety of women at the University of Western Sydney waiting at bus stops at is an issue.
Sefton	13	Community transport	There is a need for a more regular Shopper Hopper to Sefton.
Villawood	13	Community transport	The Villawood Shopper Hopper only has four services a day. Veolia need to cater for the community needs.
General comment	13	Community transport	A Shopper Hopper needs to go to Ruby Avenue retirement village.
General comment	10 and 13	Community transport	There should be improved community transport to address transport disadvantaged.
General comment	10 and 13	Community transport	The steps on Shopper Hopper services are no good.
General comment	10 and 13	Community transport	The Shopper Hopper buses don't run often enough.
Granville, Sefton	10 and 13	Consultation	I was very disappointed with the arrangements around the Public Forum held last night at the Bankstown Sports Club. It would appear that the meeting was set to minimize the attendance of residents who have been most affected by the changes to the bus services in regions 10 and 13.
General comment	10 and 13	Consultation	The timing of the bus forum has restricted community involvement.
General comment	10 and 13	Consultation	The forum has been professionally managed, but how effective will the outcomes be, especially given previous experiences.
General comment	10 and 13	Consultation	There is a need for a clear response within six weeks.
General comment	10 and 13	Consultation	Very annoyed that the consultation was held at night. I contacted as many people as possible to tell them to get to the consultation to protest.
General comment	10 and 13	Consultation	There has been no response to previous letters addressed to the Veolia Bus Company.
General comment	10 and 13	Consultation	If outcomes from 2006 forums were discussed this evening then there would have been less frustration

Area	Region	Topic	Comment or matter for consideration
General comment	10 and 13	Consultation	One way communication is unproductive and has very negative connotations for those participating. I hope that the responses the participants were promised last night will arrive within six weeks and have more value for the residents than the information presented last night.
General comment	10 and 13	Consultation	Poor communication from the Ministry about the changing of bus routes. The community needs to know what their input will result in.
General comment	10 and 13	Cross-agency Co-ordination	Bus and university administration should liaise together to achieve maximum efficiency. For servicing university students a three way integrated system should be created which takes into account university finishing and starting times, train times and bus services.
General Comment	10 and 13	Driver training	Bus drivers are rude to visually impaired passengers.
General comment	10 and 13	Driver training	Bus routes 900, 922 and 926 don't wait for passengers to get on board. One driver questioned the validity of a person with a disability (guide dog). Bus drivers don't alert people when to get off at their stop.
General comment	10 and 13	Driver Training	Drivers need to drive safely with both hands on the wheel and manage unruly passengers.
General comment	10 and 13	Driver Training	Passengers with loud music should be curbed by the drivers.
General comment	10 and 13	Driver training	Buses sometimes stop at old stops/shelters
General comment	10 and 13	Driver training	Children should stand for adults
General comment	10 and 13	Driver training	Drivers often don't wait for passengers to sit down, which is unsafe. They are often rude, although there are also some good drivers.
General comment	10 and 13	Driver training	There is a lack of disability awareness training for drivers.
General comment	10 and 13	Driver training	Bus drivers don't know stops or routes to be able to tell the names of streets and where people need to get off.
General comment	10 and 13	Driver training	Drivers question validity of guide dogs and try to disallow guide dogs on buses.
General comment	10 and 13	Driver training	Some drivers don't have people skills. Some drive off or don't take the time to understand people from non-English speaking backgrounds.

Area	Region	Topic	Comment or matter for consideration
General comment	10 and 13	Driver training	There should be disability awareness training where drivers actually work one-on-one with someone who has a disability. This way they can see they are quite normal.
General comment	10 and 13	Driver training	Buses never pull into the gutter, which is not convenient for older people with back pain.
General comment	10 and 13	Driver training	There is a need for more driver training.
General comment	10 and 13	Driver training	Buses do not pull into kerb making it very difficult to get onto the bus with shopping bags.
General comment	10 and 13	Driver training	Two elderly women were refused entry onto a bus because they use walking frames. This is discrimination. They should be allowed on, just like mothers with strollers.
General comment	10 and 13	Driver training	Veolia bus drivers are rude and poorly trained.
General comment	10 and 13	Driver Training	Drivers need more training for dealing with passengers with disabilities.
General comment	10 and 13	Funding matters	If \$13.6 billion is being spent on transport, then older people and pensioners should also be considered.
Sefton, Chester Hill	13	Infrastructure	There should be lifts at Sefton and Chester Hills train stations.
General comment	10 and 13	Integrated ticketing	Accessible Ticket Vending machines including Braille and verbal announcements of fare should be considered.
General comment	10 and 13	Integrated ticketing	There should be concessions for international students.
General comment	10 and 13	Integrated ticketing	Lack of ticket integration with other modes of transport. There is a lack of ticketing options, similar to STA buses. This is an inequitably system which leads to people having to catch different buses with different pricing and ticketing systems.
General comment	10 and 13	Integrated ticketing	Initiate a travel pass system for the buses and trains.
General comment	10 and 13	Integrated ticketing	Tickets are too expensive
General comment	10 and 13	Integrated ticketing	Encourage people to catch buses by providing weekly tickets, no cash tickets.

Area	Region	Topic	Comment or matter for consideration
Bankstown	13	Interchanges	Turning circles are too narrow for buses to turn at Bankstown interchange.
Cabramatta	13	Interchanges	At Cabramatta interchange there are no cross-regional links between contract bus regions region 3 and 13
Holsworthy	10	Journey length	There is no need for bus service 902x. There should be a more suitable timetable that meets various needs. There is a need for additional 902 services during school hours.
Chester Hill, Parramatta, Bankstown	13	Journey Length	There is a long wait between buses on the 911 and 910 services which adds to travel time.
General comment	10 and 13	Journey length	Timetables need to be coordinated at interchanges.
Padstow, Menai	10	Journey Length	School Children currently must travel for one and a half hours to get to school by bus at Menai and Padstow.
General comment	10 and 13	Journey length	Timetable accuracy needs to be addressed.
General comment	10	Land use changes	A new road should be constructed Bernard Road to Dilke Road for the 927. There is currently vacant land adjacent to the retirement village.
Revesby	10	Modal Connections	A change to the 926 route to Revesby Station, Padstow Station and Bankstown Hospital, including Queen St would help many residents in area.
Canley Heights	13	Modal Connections	There is no commuter parking at Canley Heights.
General comment	10 and 13	Modal Connections	There needs to be more synchronising of bus and rail networks.
Chester Hill	13	Network Coverage	Services are less accessible for residents since the removal of the 818 Miller road service.
Villawood	13	Network coverage	We live at Lowana Street and Gundaroo St and the nearest bus stop requires a long walk of around 800 metres along with crossing a highway to access it.
Auburn	13	Network coverage	The route to Auburn Power Centre has been deleted and now the nearest bus stop is 20 minutes away.
Bankstown Chester Hill	13	Network coverage	Elderly people need to walk long distances to get to bus stops on bus route 907.
Guildford, Merrylands	13	Network coverage	The new 907 bus stop at Guildford is now too far from the station for many elderly residents to access other modes of public transport.

Area	Region	Topic	Comment or matter for consideration
Bankstown	10 and 13	Network coverage	Many facilities are on Meredith Street, Bankstown yet buses stop further away from them and you have to get out and walk long distances.
Sefton	13	Network coverage	Sefton is skirted by bus route 908 which means that there are long walking distances to bus stops in Rose Street.
Chester Hill Station	13	Network coverage	After getting off bus route 911 at Chester Hill station, the walking distance is too far to Waldon Road.
Picnic Point	10	Network coverage	School children need to walk 45 minutes to get to Picnic Point Road bus stop to catch bus route 923.
East Hills Railway Station	10	Network Coverage	Bus route 925 does not service the patrons from Diggers Club East Hills as what it was original intended to.
Revesby	10	Network coverage	Shoppers in Revesby have a long walk to the shops.
Condell Park	10	Network coverage	The 926 service does not access the whole of Condell Park only along Chapel Road therefore leaving many elderly people stranded in the area.
Carramar	13	Network coverage	Services to Ruby Street should be reinstated. The walk to services is now 20 minutes since the changes.
Chester Hill, Fairfield	13	Network coverage	On the route from Chester Hill - Fairfield (Woodville Road, Miller Road) it is too far to walk between stops on bus route 818.
General comment	13	Network coverage	Bus routes 900 and 922 are very good services.
General comment	10 and 13	Network Coverage	I am thankful for the buses and they have been very good to my Dad who has a walking stick. I cannot praise them enough.
Bass Hill	13	Network Coverage	There is a need for change at Bass Hill between the 911 and 905 services. Connection shouldn't be made at Bass Hill because 905 is half hourly and 911 is hourly. This needs to be managed.
East Hills and Padstow	10 and 13	Network Coverage	Bus routes 922 and 925 traverse the outskirts of East Hill and Panania and do not travel into the areas where the bulk of the RSL members live to access East Hills RSL club.
Picnic Point	10	Network coverage	The termination of 923 and 924 services have made people living at the end of Picnic Point Road to alight at Burns Road and it is a steep climb for residents to get to the bus stop.

Area	Region	Topic	Comment or matter for consideration
Padstow	10	Network coverage	Since the bus routes 926 and 924 no longer service Uranus Road, Padstow it is too far to walk to nearest bus stop.
Panania	10	Network Coverage	Please expand services on the S5 Shopper Hopper to the southern side of Panania station.
Auburn	13	Network coverage	From Auburn, there are no stops near Duck Creek.
Picnic Point	10	Network coverage	Walking distances between bus stops on Doris Street, Picnic Point are too far for the elderly.
General comment	10 and 13	Network coverage	The voluntary student union used to have shuttle buses between campuses. Now bus stop is 300 metres from main building. This raises safety concerns.
General comment	10 and 13	Network coverage	Some homes were bought by older people because there were bus stops nearby. These people were 80/90 years old.
General comment	10 and 13	Network coverage	There is good access to larger centres, although it is difficult to access smaller, local centres, particularly during off-peak times.
General comment	10 and 13	Network coverage	Patronage increases are due to petrol prices, not the new network.
General comment	10 and 13	Network coverage	The Overall network was working well prior to change "If it ain't broke, don't fix it".
General comment	10 and 13	Network coverage	Most routes are now more frequent, particularly in non-peak periods.
Picnic Point	10	Network coverage	There is a need for an afternoon service from Burns Road to Carinya Road
Bankstown, Parramatta	13	New Link Comment	Bus route 910 is now more evenly distributing public transport access in the area. It is benefiting many people. It is serving schools and supplementing connections to train.
Chester Hill	13	New Link Comment	The new 910 service is central, frequent, direct and gives more of the community access to public transport.
Chester Hill	13	New Link Comment	The new 910 service should be retained because it services more of the community. It should not be changed due to one person, disabled or not.
Chester Hill, Parramatta	13	New Link Comment	The 910 should stay as it is.
General comment	13	New link comment	I am perfectly happy with the 912 service although a more modern bus would be more comfortable.

Area	Region	Topic	Comment or matter for consideration
General comment	13	New Link Comment	There is a serious decrease in services since Veolia took charge, specifically on bus routes 911 and 907.
General Comment	10 and 13	New Link Comment	We want the bus the way it was 60 years ago.
Bankstown to Parramatta	13	New Link Comment	Present timetable should remain. Bankstown to Parramatta service is very convenient and always carrying many people.
Burwood to Bankstown	13	New Link Comment	The Burwood to Bankstown connection is very convenient for aging relatives.
Bankstown, Parramatta	13	New Link Comments	Although one person, widely publicised in the Express newspaper was disadvantaged, many other people, with disabilities too, have been advantaged by the changes. In our opinion, the service is more evenly distributed.
Chester Hill	13	New Link Comments	The bus service on Campbell Hill Road is most convenient and we would like it to stay as it is.
General comment	13	No Link	There is a request for the 901 to be restored.
Chester Hill, Fairfield	13	No link	Access to schools from Chester Hill to Fairfield is inadequate.
Chester Hill	13	No link	Campbell Hill Road has two bus services since the changes and Priam has none.
Yagoona	13	No link	There are no longer any services to Yagoona for medical practitioners.
General comment	13	No link	There is a need for buses in industrial areas to encourage use in the longer term. The bus route 909 achieves this.
Yagoona, Sefton, Chester Hill	13	No link	The 910 is out of the question for residents in Yagoona because it involves an uphill walk for people with heart problems. There is a need for some buses in Yagoona along Batt Street, Proctor Parade, Sefton Station and Chester Hill.
Panania, East Hills	10	No link	I have been a bus driver for 47 years and the 924 bus route should be reversed in order to travel from Panania, down Lambeth Street, right into Freda Street, right into Henry Lawson Drive, right into Lucas Road, left into Lehn Road then onto East Hills Station. The return trip should travel along Park Road, the reverse again.
East Hills	10	No link	The 926 needs to cater for older people, for example the East Hills RSL have only one bus near by.
Illawong	10	No link	Bus route 962 should run direct through Illawong

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Bankstown	10 and 13	No link	Chullora TAFE needs a new Bankstown service.
University of Western Sydney	10 and 13	No link	There are no links between University of Western Sydney campuses. In particular, Milperra and Campbelltown. Services should align with university finishing times.
University of Western Sydney	10 and 13	No link	There is a need for more services from University of Western Sydney to Bankstown and East Hills.
Auburn Hospital	13	No link	There is no Sunday service to Auburn Hospital at all.
Lidcombe Station - Auburn Power Centre	13	No link	It takes 16 minutes to walk to the door from Lidcombe Station to Auburn Power Centre or 30 minutes for unfamiliar customers.
Menai and Holsworthy	10	No link	Please consider a direct bus between Menai and Holsworthy. I think it would benefit both Liverpool and Sutherland Shires and be an important link in our transport system.
Panania	10	No link	Panania need more services from north to south of the suburb.
Panania, Revesby, East Hills	10	No link	There are no services on the north side of Panania, Revesby, and East Hills. This is important for the Chamber of Commerce, who have provided a submission.
Sefton, Yagoona West	13	No link	There is a lack of services from Sefton to Yagoona West.
Sefton Station	13	No link	There is a need for more services to Sefton Station.
Sefton Station	13	No link	The Sefton area is not easily accessible.
Villawood, Chester Hill	13	No link	We live in Belar Avenue Villawood, and previously the bus trip to Chester Hill took 5 to 10 minutes depending which route they went, and it was a 1 hourly service. Since Veolia have implemented these changes things are much worse.

Area	Region	Topic	Comment or matter for consideration
Wattle Grove, Moorebank	13	No link	There is a need for a service from Moorebank to Wattle Grove.
Westmead, Parramatta	13	No link	There are not enough buses to Westmead or Parramatta for medical services.
Yagoona West	13	No link	Yagoona West needs more services.
Bankstown	10 and 13	No link	There should be more services to Bankstown Hospital.
Georges Hall, East Hills	13	No link	No corridor exists that links up Georges Hall and East Hill train station.
General comment	10 and 13	Overcrowding	There is overcrowding on many buses which means there are not enough services, especially at peak times.
General Comment	10 and 13	Passenger Information	Improve accessibility on all bus services by introducing electronic signs, verbal announcements of upcoming stops.
General comment	10 and 13	Passenger Information	There is a request for more information generally; I am very interested in transport in general.
General comment	10 and 13	Passenger Information	I wrote to the Member for Bankstown and only received an acknowledgment letter.
General comment	10 and 13	Passenger information	There is a lack of signage about timetables.
Bankstown	13	Passenger information	Better signage is needed in temporary situations. When Centro Bankstown was under construction, passenger information for bus services was limited.
General comment	10 and 13	Passenger information	Consumer education is required about the routes, how to use them, ticketing and timetabling. Could provide training to the community especially older people using buses for the first time after they lose their licences. People are physically able to use buses but are fearful of the unknown.
General comment	10 and 13	Passenger information	When you ring the bus companies, you don't want to be put through to 131 500.

Area	Region	Topic	Comment or matter for consideration
General comment	10 and 13	Passenger information	You need to be able to contact bus company if a school bus does not arrive and 131 500 is not adequate for this purpose.
General comment	10 and 13	Passenger information, consultation	A petition has previously been sent to John Watkins with no reply.
Parramatta Interchange	13	Reliability	The 907 and 910 buses to Parramatta regularly depart early from B2 stand at the interchange.
Parramatta	13	Reliability	Bus routes 907 and 910 from Parramatta regularly depart early from the B2 interchange
Bankstown	13	Reliability	The 910 bus route takes around 10 to 15 minutes to get around Bankstown which is too long. All buses should go down Meredith Street.
Holsworthy	10	Reliability	Bus drivers should wait at the station for 5 -6 minutes to allow passengers to make connection for buses to Wattlegrove Shops. This is an important connection for routes 901 and 902.
		Reliability	Buses need to run on time, not too late or too early.
Fairfield to Liverpool	13	Retain Link	I am concerned about route 904. Please don't change this route as it is very convenient.
Georges Hall	13	Road suitability	There is a dangerous area near Georges Hall shopping mall. The safety issues are on Georges Crescent. Traffic could go down Ashcroft Avenue, Haig Avenue, and then Beale Street on bus route 936.
General comment	10 and 13	Road suitability	Safety to access stops needs to be considered.
Bankstown	10 and 13	Road suitability	Northam Road is unsuitable as there's no pedestrian crossing and only one island crossing between High and Edward Streets.
Bankstown	13	Roads	There is a big void around Chapel Road, as there are direct buses along the road but not outside the road corridor. Don't funnel routes to Bankstown and Chapel Road area.
Bankstown, Picnic Point	10	School services	There are no 923 buses to Carinya Road when school children get off early on Tuesday and Thursday afternoons (route 923)
Holsworthy	13	School services	There is a need for school bus services between 4.30pm and 5.30pm at Holsworthy station.
General comment	10 and 13	School services	Need to address safety of children walking to/from school
General comment	10 and 13	School services	Should school children be on their own school specific buses?

Area	Region	Topic	Comment or matter for consideration
General comment	10 and 13	School services	The public should have access to school services.
Bankstown Chester Hill	13	Service demand	Route 907 should have access to essential services e.g. doctors and shopping centre.
Sefton	13	Service demand	The elderly need to access doctors, chemists etc in Hector St, Chester Hill and also in Yagoona.
General comment	13	Service Demand	There are very few people currently using bus stops in the new housing estate on bus route 912.
Bankstown	10 and 13	Service Demand	Additional bus services to Bankstown Hospital would be welcomed by everyone.
General comment	10	Service demand	Bus services should link up with key amenities for example beaches, medical facilities, golf, bowls, Granville RSL, Legacy/Warwidows and banks that were previously serviced on bus route 926.
General Comment	10 and 13	Service demand	There is a skewing of service delivery to some demographics at the expense of others.
Bankstown, Condell Park	10 and 13	Service Demand	Additional transport required in Bankstown and especially Bankstown Hospital and University. There are also servicing gaps at Condell Park.
Chester Hill	13	Service demand	There is a need for more services to Chester Hill.
General comment	10 and 13	Service Demand	There is a lack of trains, especially on the weekend which means there is more demand on buses.
Sefton, Chester Hill	13	Service demand	Sefton has a doctor, a Hairdresser, a chemist, a Podiatrist, a Catholic Church and a school. Chester Hill post office and supermarket and these suburbs have no services.
Sefton, Chester Hill	13	Service Demand	At Sefton Station there is a doctor, hairdresser, chemist, podiatrist, Catholic Church and school. Chester Hill there is a post office and supermarket. Many people are being disadvantaged by the recent changes. It is difficult for them to access the services they need.
General comment	10 and 13	Service demand	A Shopper Hopper service needs at least three afternoon services to cater for community
General comment	10 and 13	Service demand	Older people need access to local medical facilities.
General comment	10 and 13	Service demand	Changes to bus services have limited the mobility of people and therefore affected the social activity also.

Area	Region	Topic	Comment or matter for consideration
General comment	10 and 13	Service demand	Changes to services have made older people house bound.
General comment	10 and 13	Service demand	There has been a skewing of services to some demographics and leaving other groups out especially the elderly.
General comment	10 and 13	Service demand	People don't want to change their lifestyle around bus services. People don't want to change their doctors, because they can't get to them due to changes in bus services.
General comment	10 and 13	Service demand	There is a need for better services for visually impaired who can't drive.
General comment	10 and 13	Service demand	An increase in patronage is meaningless unless the demographics of the area are considered.
South Granville	13	Service demand	There have been service improvements, which is positive. However the needs of some community members are not being met for example older people living in the South Granville area.
General comment	10 and 13	Service demand	The elderly have lost their independence along with the bus routes.
General comment	10 and 13	Service demand	There are not enough 'indirect' routes.
General comment	10 and 13	Service demand	The elderly are familiar with amenities on the old bus routes.
Revesby	10 and 13	Service demand	There is a need to consider the older community in the Revesby area.
General comment	10 and 13	Service demand	There is a need for more private transport.
General comment	10 and 13	Service demand	Changes have led to more use of taxis, which has increased costs. Changes have made it difficult to visit the hospital and it is now more difficult for families to visit.
General comment	10 and 13	Service demand	Services have moved to main roads which make them difficult to access. This change to direct services is leaving people out.
University of Western Sydney	10 and 13	Service Demand	Follow the University of Western Sydney system, increase service during the term and decrease services in between terms.
Chipping Norton	13	Service frequency	The timetable that services the new Chipping Norton Plaza is poor.

Area	Region	Topic	Comment or matter for consideration
Guildford, Merrylands	13	Service frequency	The reduction of bus services on the east side of Guildford Station is affecting access to Merrylands and Guildford shopping centres.
Sefton	13	Service frequency	The 908 is only an hourly service.
General comment	13	Service frequency	Bus route 911 should run every half hour throughout the day, not just at peak periods.
Bankstown, Picnic Point	10	Service frequency	There are limited 923 services to Carinya Road. There are only three services in the morning and two in the afternoon.
Bankstown, Picnic Point	10	Service frequency	There are limited 923 services on weekends which mean a long walk to Burns Road.
General comment	10	Service frequency	Introduce half hourly services to replace the current one hour 927 service.
General comment	10	Service frequency	Route 927 has been reduced from a half hourly to an hourly service which isn't good enough.
Fairfield, Cabramatta	10	Service frequency	Bus routes 826 and 927 run at similar times.
Picnic Point	10	Service frequency	The reduced bus services to Picnic Point Road and Lambeth Street are causing distress for residents beyond Burns Road.
General Comment	10 and 13	Service frequency	Hourly bus services on the night rider are not often enough.
Panania	10	Service frequency	There are currently 2 hour gaps between 9.50am and 11.50 am service and limited to four services per day on the S5 Shopper Hopper.
Panania	10	Service frequency	The timing of limited services makes it difficult to meet doctor appointments, specifically on the S5 Shopper Hopper.
Bankstown Hospital	10 and 13	Service frequency	Passengers are unable to make it on time to appointments at Bankstown Hospital due to infrequent buses.
General comment	10 and 13	Service Frequency	Some Shopper Hopper services only operate only four services a day and there are no services on weekends. This is not good enough.
Sandy Point, Picnic Point	10	Service frequency	There are currently very limited services to Sandy Point and Picnic Point.
General comment	10 and 13	Service frequency	Hourly services are not a proper service level.

Area	Region	Topic	Comment or matter for consideration
General comment	10 and 13	Service frequency	Buses sometimes run early and miss pick ups.
General comment	10 and 13	Service frequency	There seems to be no incentive for operators to increase services.
General comment	10 and 13	Service frequency	Bus services should operate later than 6pm on weekends.
General comment	10 and 13	Service Frequency	There has been a great loss of off peak services.
Granville	13	Service frequency, Network coverage	Buses are infrequent and walking distances are too far to bus route 908.
Yagoona	13	Service type	There used to be better services from Yagoona to Bankstown.
General comment	10 and 13	Service type	The Shopper Hopper services are a better transport option for the disabled and elderly due to their specific intent.
General Comment	10 and 13	Service Type	There are only four Shopper Hoppers, and there is a need for more.
General comment	10 and 13	Service type	An audit should be done in each area.
General comment	13	Span of hours	Bus routes 907 and 909 should run later from Monday to Friday.
General comment	10 and 13	Span of hours	There is a lack of late night services.
Sydney	10 and 13	Span of hours	Shopper Hopper buses back from city return too early, which forces shoppers to limit their activity.
General comment	10 and 13	Span of hours	There aren't enough services on the weekends.
General comment	10 and 13	Span of hours	Public Holiday services such as ANZAC Day are very limited.
Greenacre	13	Support review process	Information has been given to MP Stewart about cutting out Hillcrest, Highview and Chiswick Roads for pensioners who walk.

Area	Region	Topic	Comment or matter for consideration
General comment	10 and 13	Support review process	We were told that changes to the buses were only temporary on 19 November 2006. It was noted that it was a six month trial only.
General comment	10 and 13	Support review process	The letters to Connex and transit first which were published in Torch and Express went unanswered.

Please contact Jessica Lines on telephone 9268 2818 to advise if you notice an error in the information above, or if you believe your comment or matter has been omitted or incorrectly recorded.

Thank you for your participation to date. We look forward to your continued involvement.