

Sub16 Susan Kohlsdorf.txt

From: Susan Kohlsdorf
Sent: Sunday, 29 April 2007 4:22 PM
To: Committees
Subject: Public Submission for the inquiry into Action buses
Dear Hanna Jaireth, P&E Committee Secretary

I would like to make a submission for the inquiry into Action buses. I have outlined my main concerns below. Since the new timetable changes and cut down on bus services in the ACT, I have found the service insufficient and unreliable. I catch routes 23 and 24 from Isaacs. There is now only one bus per hour in off peak times. As a full time university student, I have classes at different times throughout the week and mainly travel during these off peak times. I now need to leave much earlier or later then necessarily to get to campus, which has been an inconvenience.

During February, there were a number of occasions where the 23 and 24 have arrived surprisingly 15-20minutes earlier then the advertised arrival times for my suburb. This has resulted in missing the bus and trying to find alternative transport. The same services leaving Woden also did not always travel the correct route back home (i.e. the 23 went the direction the 24 goes and vice versa).

The new timetable has resulted in the Intertown route (300 series) being extremely overcrowded. The bus frequently drives past stops along the way unable to pick up any further passengers because of the overcrowding.

There is also an issue regarding Actions ticketing service. I have been unable to purchase a weekly student ticket twice from the Woden bus Interchange on two occasions. On each occasion, I did not have any spare change, only my debit card. The ticketing booth at the Woden Interchange was closed so went to the enquiry counter to purchase my ticket. I was informed that Action does not sell Bus tickets and I would need to purchase my ticket from a newsagency. In the first instance, this was impossible as it was 8am before the shops were open, and the second time was on a Sunday afternoon, where the 23 and 24 are only every 2 hours. This meant I missed the bus because Action refused to sell me a ticket, so I had to catch a cab home instead.

My cab use has increased significantly as a result of Actions new timetables. I do not believe it is a wise move to cut so many bus services when global warming is a big issue now, and public transport is seen as an environmentally friendly option.

On the weekends it gets even worse with a bus only every two hours on the 23 and 24 (as well as on other suburbs routes). They also do not arrive at Woden, Civic or Belconnen Interchanges before 9am (with the exception of one service on the 924 on Saturday only), making it impossible for those who work in these areas on weekends to arrive at work on time.

Canberra's bus services are far behind those of other capital cities. Being the Nations Capital, we should be setting an example not cutting down on public transport.

Regards,
Susan Kohlsdorf