

Western Sydney Public Transport Users Comments - 2009

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During 2009 we have been asking people to fill in our survey that is on our blog. Based on their experience, we have had 31 suggestions from people about how to make public transport better for people in Western Sydney.

While most comments are still relevant, many were made before the Train timetable changes and the changes to Region 1 of the Bus Network on October 11, so some of these issues may have been addressed, and the comments should be considered in this context. Some comments refer to the changes to the bus routes that have occurred during the Bus Network Review during 2008/2009.

What would be the most important thing that would improve public transport for you?

1. The NSW Government not stealing bus routes from small arterial roads and place them as they say into 'straigher roads'! affecting young children, workers, elderly and disabled.
2. I work at Sydney Airport and live on the East Hills Line. I am very frustrated at being unable to use the train to go to work. The ticket prices for the airport station are so exorbitant that it is cheaper to drive a car and use the M5. Even if I was prepared to pay the high price of a weekly or monthly ticket, the trains do not stop at at the airport stations in the early morning which is the time many airport workers are starting or finishing work.
3. More direct journeys
4. Afternoon buses from panania station to picnic point. More frequent and cleverly timed buses in the morning from picnic point to panania. I have to leave my child at before school care coz the buses stop running so early. It's either that or make her walk over 2km to get to a later bus. She's 5.
5. Being able to get home without having to change trains. Sometimes it is up to two trains and it will be four with the new timetable.
6. having lower floor available at all times
7. Increased frequency
8. the public being reminded that the train belong to them and they should

take better care of them

9. efficient linking of connecting buses
10. to bring back the Mt Druitt bus service through St Clair
11. More integrated systems and planning for new housing developments.
12. More frequent service, but generally OK service
13. Faster, more frequent services with better connections.
14. Accessibility, frequency
15. Regular safe services esp on weekends and at night
16. More frequent services during the day
17. Faster integrated ticketing
18. Extend the rail network to be more practical for the area i.e. Carlingford to Epping rail line and Epping to Rouse Hill
19. Integrated fares and an integrated network. Good connections between modes. Improved frequencies.
20. price, physical access, timing
21. Less crowded buses and trains during peak periods
Clean public toilets that are open
22. if its run frequently, good connection with other buses, bus shelters, update timetables each bus stop, new buses with conditions, separate school bus from public buses extreme much noises from the school kids too much rights for kids on public bus and no respect for elderly and sick people on the bus it should be bus courtesy, no music on the bus coz sometimes driver uses loud music, unfortunately no bus rule at all.. and public transport very poor in Liverpool area, as Liverpool residents we are looking for u seeing great change on public transport and good bus connection with buses so we can join our activities without pain...without good transport we are isolated from our community.. Thank you for your attention
23. maximum runs every 10 min no matter how many passenger. bus shelter very important for extreme weather, updated timetable at bus stop, most passenger either old or kids will be V good if bus air conditioned bus, good manner and helpful drivers and no loud music no what so ever

24. nothing
25. If more trains continued to Campbelltown rather than stopping at Glenfield.
26. Better information about buses at railway stations, so I know which stand they go from and where they go. It's difficult to find this out at interchanges. Usually there aren't any maps.
27. more buses on week ends
28. Buses - more frequent service
Trains - more carriages and more frequent service during peak hours; extend peak hour times; renovate Town Hall platform for Western Line - too crowded and dangerous
29. reliability and timeliness
30. More capacity on the train
31. 2 things: 1. have the Southern Highlands train meet Cumberland line trains so I don't have 20 min wait between trains every morning and 2. reinstate direct trains Campbelltown to Parramatta currently very few active

What else would you like to tell us?

1. The connection of buses waiting for commuters at Mount Druitt Interchange have a direct two way communication with the Station Master of Mount Druitt Station as sometimes buses take off before you arrive to catch the bus!
2. Why do govts continue to subsidise private bus companies in WS as it is obvious that the companies can't or won't cater for the people's needs.
3. We pay taxes and high rent and are getting nothing out of it.
4. The new timetable is a pain in the bum. Here is a copy of what I have done online to the Penrith Press.

Also the new timetable is not going to make it any easier especially if you live at Kingswood, Werrington, Rooty Hill or Doonside..

As in the new timetables due out in October you cannot get a direct service from either Strathfield, Lidcombe or Granville in the afternoon peak. The last train in the afternoon peak to stop Strathfield and Granville

is 4.09pm and 4.19pm and with Lidcombe it is 4.04pm (an all stopper from there). Then the next direct service is not until 6.44pm(Strathfield), 6.49 (Lidcombe) and 6.55(Granville). This is all on the same train. During this time the trains to these areas also does not stop Westmead or Seven Hills.

All Cityrail is concern with is getting people out of the city in the afternoon and that is it. As I got this in an email that that a friend sent them. They are not going to do anything if people do not complain about this.

5. drivers being aware if the danger of turning corners too sharple
6. There is a better solution to transport infrastructure rather than spending \$100 billion on some useless Metros (AKA tunnels to nowhere)
7. vanderlisem and lack of garbage bins would be one of the gigest problems for rail travelers
8. it is very diificult to get connecting transport from Mt druitt to colyton this sevice hasnt improved in 20 years!
if i wont to got to colyton from mt druit. inoder to get ther by 3pm. in need to catch a bus at 12.50, then wait at St marys till after 2pm. by the time iget there it has taken 2 hors to go a very short distance. the same on the reurn jurney! this is mpossible! it can take 4 hors to go such a short way.
9. to have a bus turn up on time, friendlier drivers, timetables is a big must or putting a timetable on all bus shelters
10. The investment in public transport seems to be inefficiently allocatted and services are being stretched particualry in the rail network.
11. Getting around by public transport on a weekend is even harder than during the week. It shouldn't be difficult to get the kids to Saturday sport by public transport - but it's not really an option.
12. Traffic in Sydney is appalling, however public transport is worse. No governments are addressing this issue with the importance it deserves.
13. If only there was a rail link from Richmond or Windsor to Penrith and Campbelltown, the suburbs, the economic growth and the jobs available to our youth would prosper
14. To improve piblic transport need an assessment of need and options to address need not shots form the hip - idea after idea that do not work
15. We need a simple, zonal fare system for combinded public transport.

16. The NSW ALP, Treasury and the Ministry of Transport have abandoned western Sydney. The calibre of Hills district MPs is woeful - no wonder public transport is so bad here. It's scary to think that only 42% of new housing in Sydney will be within 800 metres of a public transport route (NSW Dept of Planning e-news April 2009). Yes, I think a Western Sydney public transport users association is a great idea. I'd be happy to be involved.
17. I would like to see some difference after this forum..and see more frequent bus..I would like to see bus connection from Liverpool to other shopping center ,to cross road center at casula, casula has very poor connection with other bus route,,,we suffer from depression because we are isolated and we can not reach our destination easily and we can not leave independen, I hope you can understand how much is the pain when you confined and notcan go any where only with public transport and you depend on public transport, as liverpool community we appreciate your concern about us ..Thank you again..hopping u make our life pleasent with encluding us to our community ...
18. we all use bus,,pls kids should respect no loud music or noise on the bus should be bus rule for kids , most of us senior, should be good frequent buses to Tafe colleges and connection to shopping centers, bus shelters and seats very important for seniors and disable ties and good connection between train and bus at least 8,10 min while getting of using the stairs the bus is gone so we have to wait another 30 min energy draining and V distressing for vulnerable people when is dark, treatment of bus drivers not helping the passengers, we appreciate if you take it for these issues for consideration, I hope u can change some of these problems. Thank you for your help.
19. I am concerned that demand responsive transport might not work for areas other than the most outer fringe areas. I'm concerned that they could be used as an excuse to put off decent route buses.
20. private bus standards usually very good
21. Trains - western line (Richmond and Penrith - Blue Mountain trains) should not stop at burwood or strathfield when travelling west from the city - enough trains for people wanting to alight at strathfield on the hornsby via stthrathfield line and liverpool and campbelltown lines. Put more carriages on the western lines during peak times - trains are packed especially between 6-7pm. There are still 3 six carriage trains that leave the city between 6.10 and 6.40pm each week day that are absolutely packed - they should be 8 carriage trains at the least. Considering the largest council area in NSW is the Blacktown area then a

concerted effort needs to be made to address the volume of train commuters from both Blacktown and Penrith areas.

Buses - private bus companies in the older areas of Blacktown provide very poor services - only interested in providing adequate services to the newer areas. Either force the bus companies to provide more frequent services to these areas or replace with government buses. Considering the major proportion of Sydney tax payers live in the western part of Sydney then surely we should be entitled to better public transport. If the NSW Government can not force private companies to provide better services then they should provide government buses as another option. People in the west have been patient, now is the time to provide the services we need. Have travelled regularly and supported public transport within Sydney for over 20 years and would just like to say this is the worst I have seen it in Western Sydney.

22. Secure bicycle parking at stations and safe bicycle routes important to me.

Also equity with respect to travel pass ticketing ie, busways doesn't accept travel pass is horribly inequitable.

23. travel between the Southern highlands and Parramatta is currently a challenge. If the timetables met properly and the cumberland line had more trains on it, many people would travel by train more often

24. The klms driven reflected as

10 for me, I catch a train

120 for a son attending Kingswood TAFE - no easy Public transport

600 for a daughter working at Arndel Park - no public transport

And well over 1000 per week for a husband employed by Telstra and now placed in the Northern Area which can mean day trips to the Entrance, frequently to the Northern Beachs.