



# **Transport for NSW**

## **Responses to Post-hearing questions**

Public Accounts Committee

**EXAMINATION OF THE AUDITOR GENERAL'S  
PERFORMANCE AUDIT REPORTS  
AUGUST 2019 – JUNE 2020 -  
CBD and South East Light Rail**

Hearing Date – 22 November 2021

## QUESTIONS ON NOTICE

**QUESTION:**

**1. Mr GURMESH SINGH: My final question on the same theme: Are special big event days audited under the same KPIs as regular journeys on that route?**

**ANSWER:**

Yes, Special Event services on the CBD and South East Light Rail are measured as Required Services in the same way as regular services.

**QUESTION:**

**2. Mr RYAN PARK: Just one: Would Transport for NSW recommend this project again? Do you stand by your recommendation in terms of light rail? I mean, it is a long time since we have even seen a project benefit. We know the cost has blown out. Do you stand by that?**

**ANSWER:**

The CBD and Sydney East Light Rail has reduced congestion and contributed to the overall liveability of the city of Sydney. These Light Rail lines service major education, sport and health facilities as well as transport hubs and create easier interchange points with other modes of transport including buses, ferries and trains. With a satisfaction rating of 96 per cent, the CBD and Sydney East Light Rail project continues to deliver significant benefits to its customers.

## SUPPLEMENTARY QUESTIONS

**QUESTION:**

**1. The Audit Report called on TfNSW to publicly report on benefits achieved during the first year of operations by April 2021.**

- **The response notes that Transport for NSW would be conducting a full benefits realisation analysis around the end of October 2021, based on data from April 2020 to April 2021. When do you expect this analysis to be completed?**
- **Given that patronage has been reduced due to COVID restrictions, have you done any work on estimating the long term benefits of the CSELR once restrictions are eased?**
- **When will updated information about the project benefits be publicly available?**

**ANSWER:**

A Benefits Realisation report is scheduled to be presented to Infrastructure NSW for its review in the first quarter of 2022. Updated information about project benefits will be made available following that review.

Given the COVID-19 pandemic and associated Public Health Orders, patronage and revenue are difficult to accurately project.