

27 June 2022



Ms Abigail Boyd MLC
Chair, Portfolio Committee 6
Parliament House
Macquarie St
Sydney NSW 2000

Via email: portfoliocommittee6@parliament.nsw.gov.au

Dear Chair

**Keolis Downer to the NSW Legislative Council's inquiry into the privatisation of bus services
– Questions on Notice and Supplementary Questions**

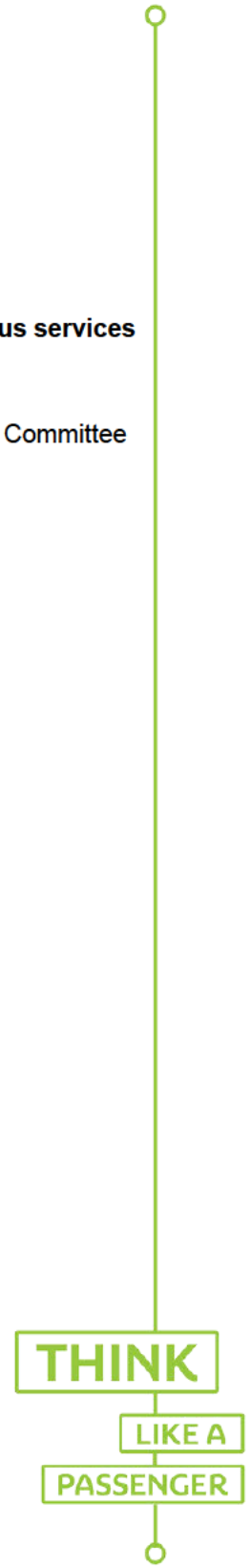
Please find enclosed Keolis Downer's answers to the NSW Legislative Council Portfolio Committee No.6's inquiry supplementary questions.

Yours sincerely,

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Questions on Notice

Patronage Incentive Payments:

The CHAIR: But you are saying that there is no incentive payment at the moment for Keolis Downer under either the Newcastle contract or your northern beaches contract?

CHRISTIAN PORTER: No, I don't believe there is.

The CHAIR: When was that operating until?

MARK DUNLOP: In terms of the northern beaches contract, 100 per cent there is no incentive payment. In terms of the Newcastle contract, I will take it on notice.

- GSBC8 – Northern Beaches Contract
No Patronage Incentive Payment exists.
- NISC – Newcastle Contract
A nominal capped patronage incentive exists which equates to 0.09% of annual contract revenue.

Northern Beaches Patronage

The CHAIR: I understand that in the northern beaches region at the end of 2021 the patronage was down. Obviously there was COVID and a bunch of other things. On 2019 levels it was down by about 58 per cent and a bit less when you look at it compared to 2017 levels. What is that looking like now?

MARK DUNLOP: Certainly passengers are starting to come back to the network. I caught the B-Line down here today—full standing load. Yes, COVID impacted and you had seating restrictions or capacity restrictions on the buses. Naturally patronage did tail away. I would say it is coming back quite strongly in the northern beaches.

The CHAIR: Are you able to take on notice the actual figures for the latest half year or quarter?

Patronage numbers for Opal and Contactless Payment by month since Keolis Downer Northern Beaches commenced operation.

21-Nov	21-Dec	22-Jan	22-Feb	22-Mar	22-Apr	22-May
1,405,102	1,385,252	1,041,729	1,306,234	1,559,748	1,455,982	1,692,872

It is to be noted that bus capacity restrictions were implemented in order to follow the NSW Government's COVID public health orders related to the management of the spread of COVID-19. This meant that capacity was limited to 70% of occupancy in the buses to respect social distancing rules. This average patronage level is aligned with what is observed nationally in the industry, where the average patronage is down by around 20-30% overall.