Ms Helen Minnican  
Clerk of the Legislative Assembly  
Parliament House  
Macquarie Street  
SYDNEY NSW 2000

Dear Ms Minnican,

I write in response to the petition lodged on 8 March 2018 by Ms Yasmin Catley MP, Member for Swansea, regarding the Newcastle Transport network.

Keolis Downer designed the new transport network using an evidence-based approach. The network design was informed by extensive community consultation including the Voice of Newcastle program, Opal data, and existing staff knowledge.

The new bus network is delivering more than 1,000 extra services per week. This has provided customers with improved connections between major hubs and other transport modes such as ferries and trains.

Route 11, 12, 13 and 14 bus services now operate every 15 minutes during the day on weekdays and new services have been introduced to Broadmeadow and Cardiff stations.

In addition to the new routes, an On Demand bus trial is operating in parts of Lake Macquarie.

Newcastle Transport appreciates the customer feedback it has received since the new bus network began on 14 January 2018. It has also analysed more than 60,000 bus trips. It is committed to using this information to make refinements which will improve connections and reliability for Newcastle customers. I have passed your feedback to Newcastle Transport, so it can be included in this process.

I trust this information is of assistance.

Yours sincerely,

THE HON ANDREW CONSTANCE MP

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