



The Hon Andrew Constance MP
Minister for Transport and Roads
Leader of the House

Our Ref: 01014084

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 6 February 2020 by Mr Chris Minns, Member for Kogarah, regarding bus privatisation.

The NSW Government is focused on ensuring the community has the very best transport services that our cities and regions deserve.

Across our state, the vast majority of bus and ferry services are operated by the private sector under the oversight of Transport for NSW.

The franchising of the remaining three metropolitan bus regions - Regions 7, 8 and 9 - will complete the great success story that the franchising reforms have brought to more than 600,000 customers who catch buses across Sydney each day.

As previous franchising reforms have rolled out, customer satisfaction with buses has increased significantly. Since 2012, customer satisfaction across all bus regions has increased from 79 per cent in 2012 to 91 per cent in 2019.

The message from customers is clear: they want more buses, more often and with greater flexibility and options to meet their needs, and they are happy with how those services are being delivered through the franchising reforms.

There are dozens of large Australian and international bus operators that have perfected and refined bus operations over many decades and in many jurisdictions, carefully fine tuning operations from the biggest cities of Europe to the smallest towns in outback Australia. These operators can bring their experience to Sydney to ensure our customers are getting the very best service, which everyone has come to expect in a world-class city like Sydney.

For Regions 7, 8 and 9, the NSW Government will continue to own the buses and other assets such as depots. The Government will continue to regulate timetables, routes, bus stop locations, and strict safety and service standards. Fares will continue to be set by the Government, passengers will also continue to use their Opal cards or Contactless payment system as they currently do, and concessions will stay the same.

We want to take bus services to a new level. Franchising Sydney's remaining bus regions will deliver more services, better services, more driver jobs and better innovation and better environmental outcomes with the move towards zero-emission buses.

I trust this information is of assistance.

Yours sincerely

A handwritten signature in black ink, appearing to read "A Constance". The signature is fluid and cursive, with the first letter 'A' being particularly large and stylized.

09/03/2020

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