



43 Belgrave St, Manly NSW 2095

The Hon David Elliott MP  
Transport Minister

March 14, 2023

Dear Mr Elliott

I wrote you a letter on 21st February and have not yet received a response. I urgently wish to follow up on my concerns in relation to the bus services on the Northern Beaches.

Every day I am hearing from people in the Manly Electorate that the situation continues to deteriorate in relation to the bus service. Cancellations, delays not updated in the App, and lack of service connections as I outlined in my previous letter. These issues have forced people on the Northern Beaches into their private cars and are creating a knock-on effect on traffic congestion.

The productivity loss in our community while parents are abandoning work to drive kids to school, or themselves are left waiting at bus stops beyond normal business hours, has a significant economic impact.

More concerning is the parents who are in distress at their children who are being left stranded at bus stops, or catching alternate routes, that puts their safety at risk. This morning I witnessed a mother who put their child on an alternate route to help her child to school, because the more appropriate 171x did not turn up; the prior bus was full, the app was not correct and her young daughter needed to get to school. Are you aware of these public safety decisions being made?

Is Keolis Downer Pty Ltd currently meeting their contractual service level agreement? Is there a financial consequence for not doing so? How does Keolis Downer decide which routes are canceled? Can you confirm Keolis Downer is meeting the minimum requirements for workplace safety? Are the timetables set by Transport NSW achievable in a safe manner? What additional steps have been taken to attract and retain local bus drivers to the service?

I ask again for transparency in relation to the service contract that the NSW Government has with Keolis Downer Pty Ltd. I would also like clarity on the financial incentive for Keolis Downer to win a Keoride contract with the NSW Government, over fulfilling their public transport contract, particularly in the suburbs of North Balgowlah, Balgowlah Heights, Balgowlah and Seaforth.

Thank you,

Joeline Hackman  
Independent Candidate for Manly