

# **TRANSPORT & INFRASTRUCTURE INDUSTRY BREAKFAST:**

## **Queensland's Infrastructure Projects**

**with David Quinn,**  
*CEO of Building Queensland,*  
**and Campbell Mason,**  
*CEO of Keolis Downer Gold Coast*



# Keolis Downer Gold Coast – Proud operator of



A presentation to: **French Australian Chamber of Commerce**

Presented by: **Campbell Mason**

Date: **17 March 2016**



# Keolis Downer – who are we?



**Keolis Downer is a joint venture (Keolis 51%, Downer 49%), formed in 2008 and incorporated in 2013 to focus on passenger transport in Australia-New Zealand.**

Keolis

**Revenue:** \$8.0 b in CY14

**Employees:** 55,000

**Operations:** in 17 countries carrying over 2.5bn passengers each year:

- **Rail:** over 1,300 train sets, 5,754km of network and 12 networks
- **Metro:** 489 trains over 240 km of metro, 6 systems
- **Light Rail:** over 1,120 trams, 660km of track
- **Bus:** c.24,400 buses

**Ownership:** 70% SNCF (French National Railways), 30% CDPQ (Canadian Pension Fund)

Downer  
Relationships creating success

**Revenue:** \$7.4 b in FY15

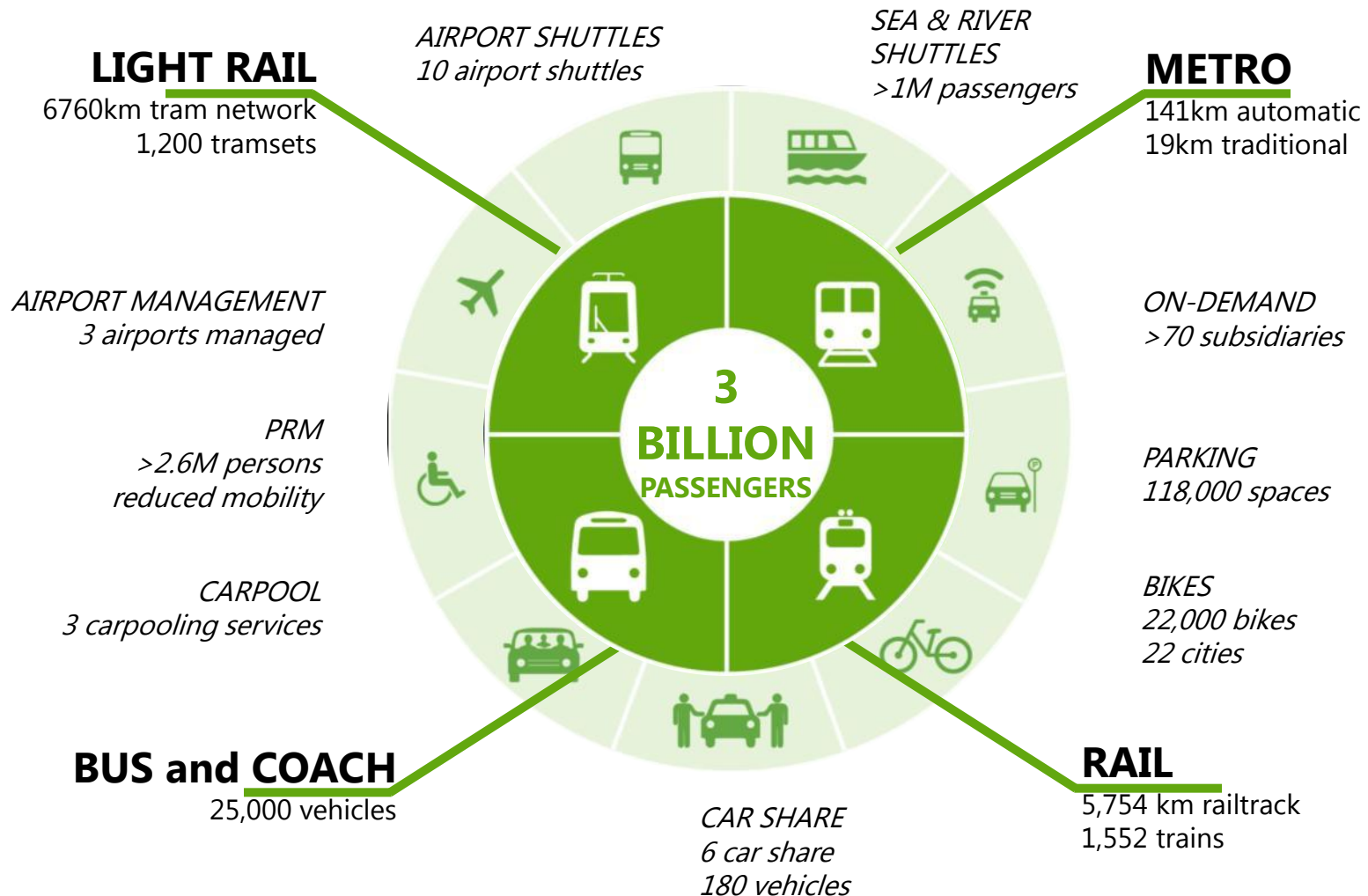
**Employees:** >20,000

**Divisions:** Infrastructure, Mining, Rail

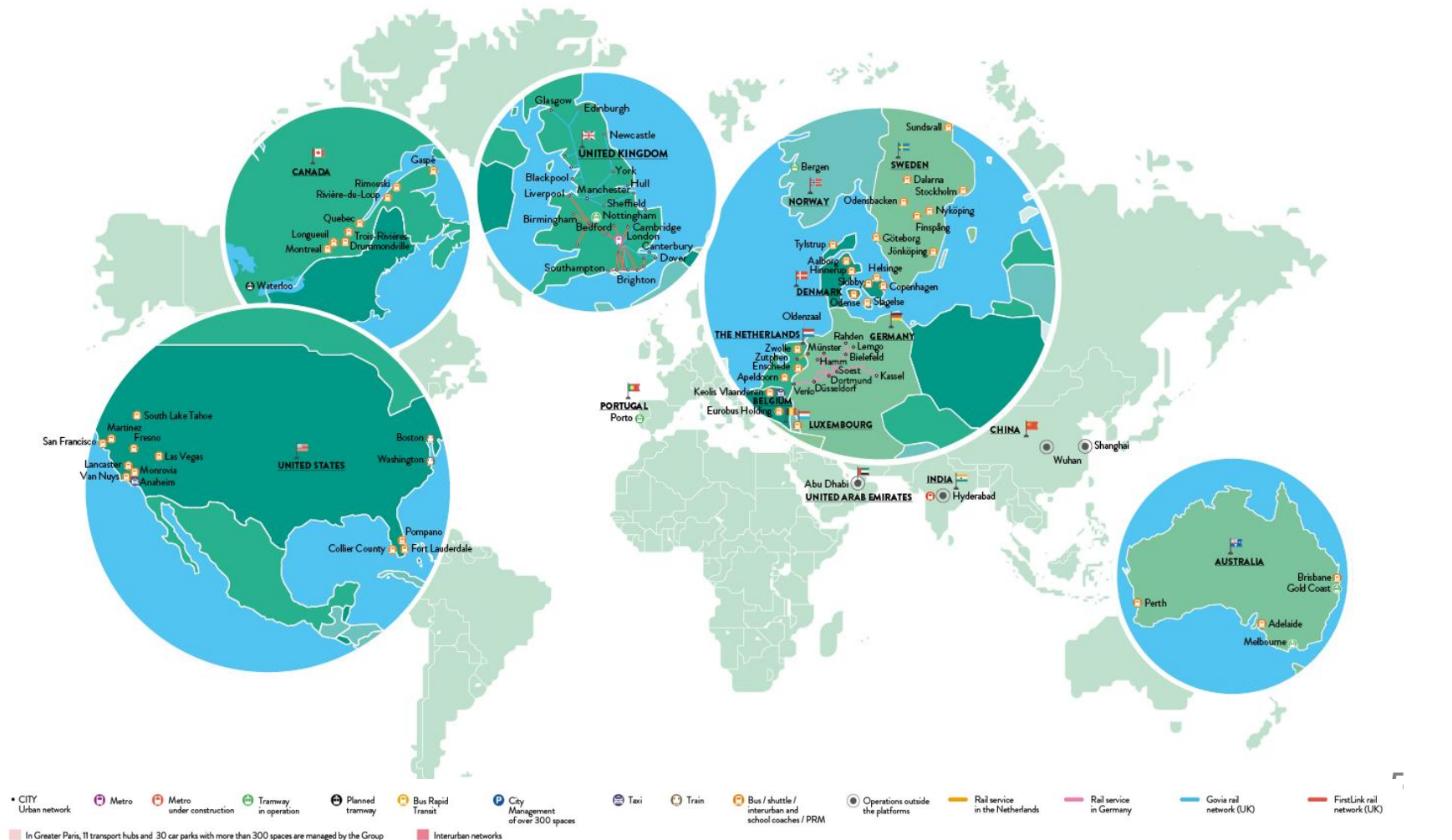
**Operations:** Provides comprehensive engineering and infrastructure management services to the Minerals & Metals, Oil & Gas, Power, Transport, Telecommunications, Water and Property sectors in Australia and New Zealand

**Ownership:** ASX listed, \$2.2 billion market cap

# Keolis worldwide



# Keolis Global Operations

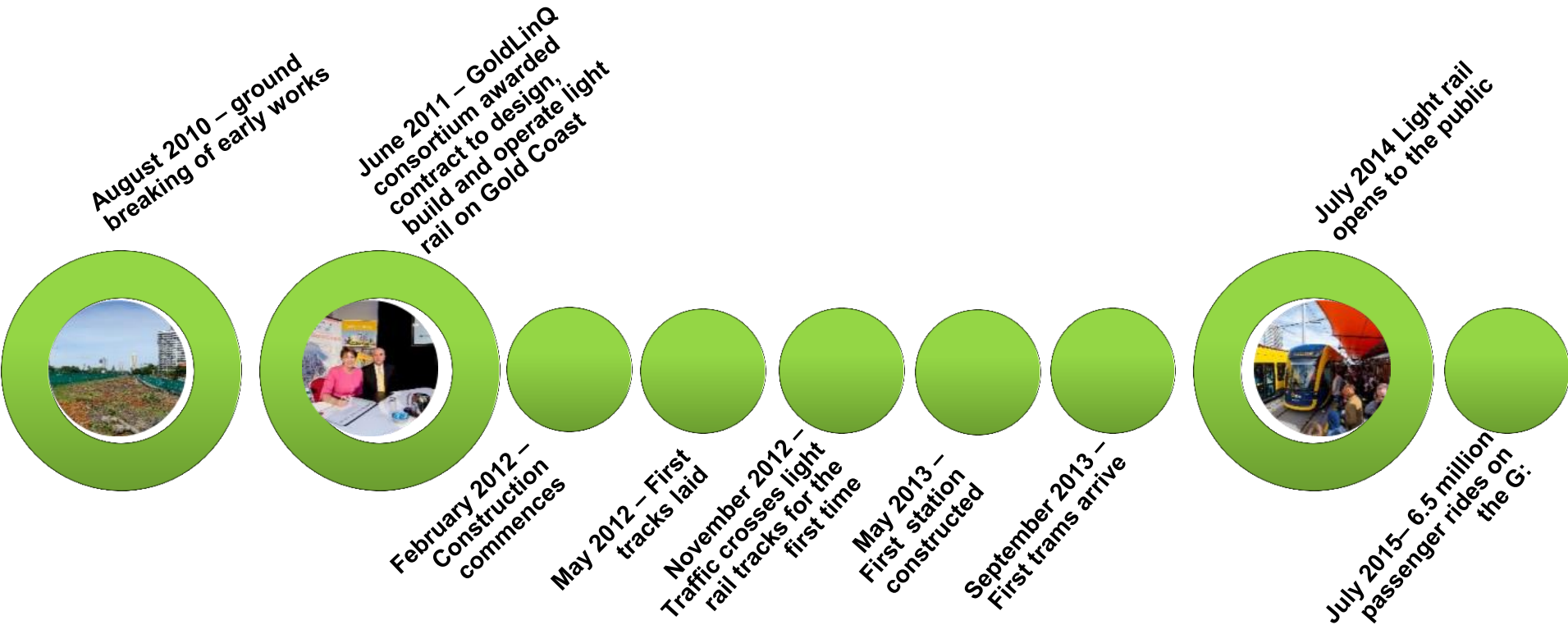




# G:Link today (Current alignment)



# Project timeline



# G:link vital statistics





# PPP contract model



# Community – during construction



## Stakeholder Feedback

## Pre Operations 2013

Recognition that the light rail is a significant benefit to the GC

58%

Agree that the light rail will be a reliable alternative to car travel

53%

Perceived personal benefit

35%

# Delivery phase





# Operational launch (July 2014)








# Community response (post commencement)



Stakeholder Feedback	Pre Operations (2013)	In Operation (2015)
Recognition that the light rail is a significant benefit to the GC	58%	78%
Agree that the light rail will be a reliable alternative to car travel	53%	74%
Perceived personal benefit	35%	56%

## TripAdvisor Reviewer Highlights

### Visitor rating

Excellent		352
Very good		119
Average		29
Poor		6
Terrible		11

### "Great service"

Runs regularly - clean and reliable. Best way to travel up and down from Broadbeach to Surfers. Runs till very late.



 Reviewed yesterday  
Lidobear, Frankfurt, Germany



# G:link today

- ✓ 'The G' – embraced by the community and part of the fabric of the Gold Coast
- ✓ Excellent operational performance
- ✓ Passenger satisfaction (89%)
- ✓ Widespread community support
- ✓ Integrated with TransLink network



# Integration with TransLink

**G:link**  
Gold Coast Light Rail



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**Love at first sight. The brand new G:**

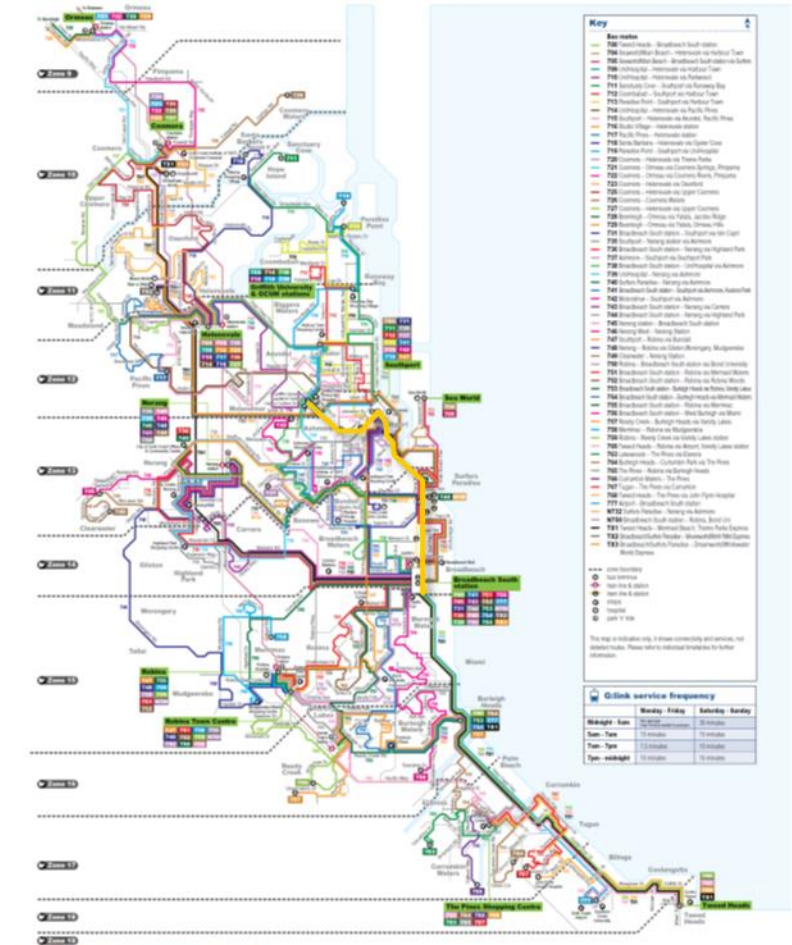
Full in love with TransLink's integrated network now including the Gold Coast Light Rail. Stop from Griffith University Hospital to Broadbeach South, 7 days a week.

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## Gold Coast network map

Effective 21 July 2014



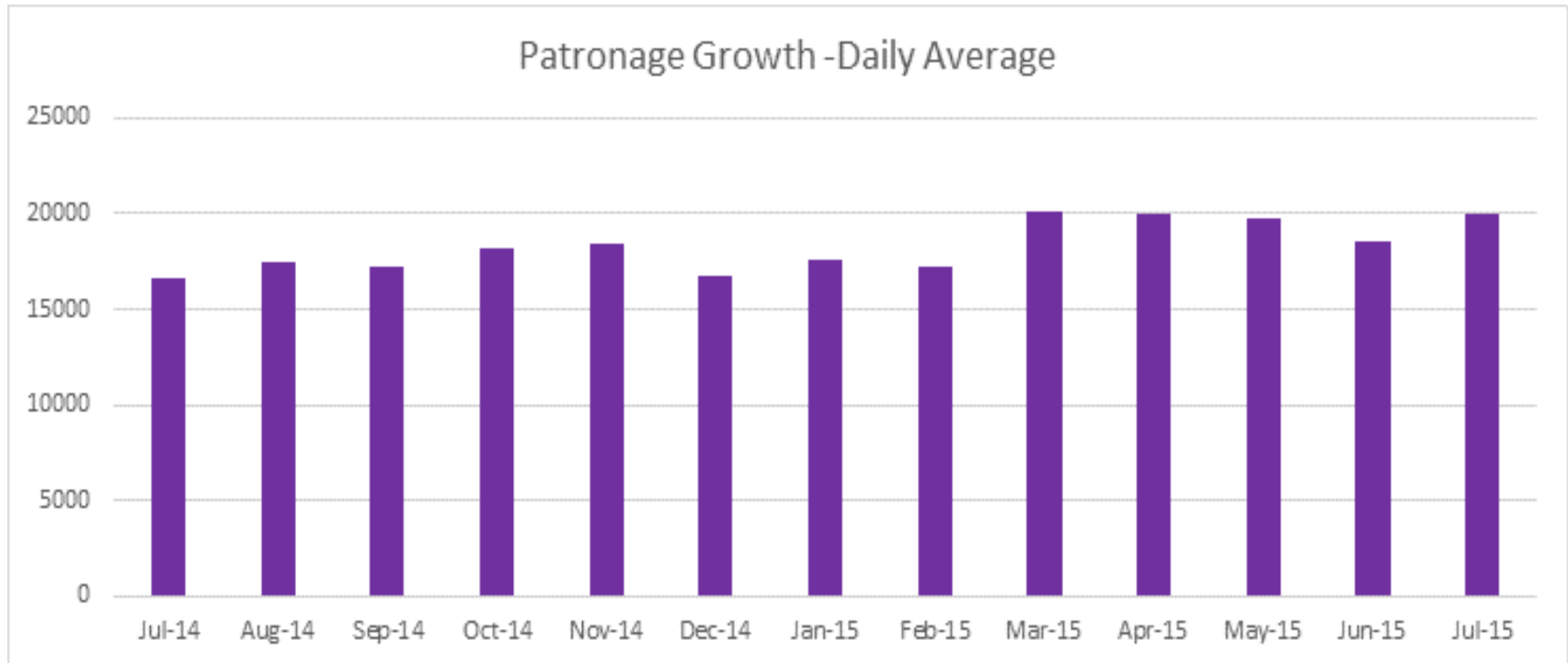
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Great state. Great opportunity.

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# Patronage growth



- Public transport usage on the Gold Coast has increased by 25% since the light rail was introduced
- Road traffic along the G:link route has reduced by 5% (after 1 year)



# Urban regeneration

**THE Gold Coast is riding the golden rail, with a \$6 billion building boom tracking alongside the trams.** (Gold Coast Bulletin, June 2015)



“Broadbeach has benefited from the light rail and the confidence in the market shown by the big investments at Jupiters and Pacific Fair particularly,” Cr Caldwell said.

# Stage 2 (procurement process approved)



- Aug 2015 – EOI for D&C announced by QLD gov't
- Oct 2015 – Fed, State and Local government joint funding announced
- April 2016 – targeted financial close
- Feb 2018 – Stage 2 operational target (pre Commonwealth Games)

- 7.3 kms added to alignment
- connecting link to heavy rail (at Helensvale)
- 3 additional stations
- 1 new park 'n ride (and 1 upgraded)
- 4 additional LRVs (fleet grows from 14 to 18)





# Stage 2 alignment



# Full governmental support

**Federal** - **Prime Minister Malcolm Turnbull**: "Construction of Stage 2 of Gold Coast Light Rail will provide the missing link from the Gold Coast to Brisbane"

**State** - **Deputy Premier and Transport Minister Jackie Trad** said the tram system had become: "the backbone of the Gold Coast's transport network". "Gold Coast Light Rail is a transformative piece of infrastructure and Stage 2 will continue to change the way people move and get around the Gold Coast."

**Local** - **Mayor Tom Tate**: "Everyone needs to do the math because these figures show there is no need for a feasibility study because we have a reality study". "These figures show it will only grow in the future and I do not know of any business, be it public or private, that has been so much more successful than the prediction"



# The future state: fully G:linked

Strong support for intermodal integration



# Success stories



- ✓ PPP structure (with multi governmental support) effective in delivering new transport infrastructure
- ✓ Smooth launch and ramp-up of a greenfield operation integrated with TransLink network
- ✓ Turnaround in community attitudes (and support for expansion)
- ✓ High passenger satisfaction
- ✓ Operational excellence (reliability and punctuality)
- ✓ Revenue protection controls
- ✓ Reference point for light rail developments in Australia and NZ
- ✓ Gender diversity



# Gender diversity



- Total females in our workforce 30%
- Female drivers 16%
- Female Customer Service Officers 48%
- Females in a senior management role 62.5% (5 out of 8 in our senior leadership team)

*Greenfield operations provide a great entry point for female participation into the Rail industry*



# Questions?

