

Appendices

Appendix 1: Response from the agencies



Our Ref: SO17/02807
Your Ref: PA6581

Ms Margaret Crawford
Auditor-General of NSW
Audit Office of New South Wales
GPO Box 12
SYDNEY NSW 2001

Dear Ms Crawford

Performance Audit Report – Passenger Rail Punctuality

Thank you for the opportunity to respond to the final report on the performance audit of Passenger Rail Punctuality, which was provided to Transport for NSW on 7 March 2017.

Firstly, the Transport Cluster acknowledges the report's conclusion that rail agencies are well placed to manage the forecast increase in passengers for the short to medium term. This is a positive finding and reflects the significant hard work that Transport for NSW and Sydney and NSW Trains have put in over the past few years to greatly improve customer services on the train networks.

However, the report then implies that the Transport Cluster does not have specific approaches to deal with customer growth beyond that short to medium term period.

This finding is not supported by the facts.

Transport for NSW is currently either delivering or planning rail network upgrades in Sydney at an unprecedented level to both address current growth and longer term future demand.

This work commenced with the release of the *Long Term Transport Masterplan* and *Sydney's Rail Future* some 4 to 5 years ago. These documents set out the future needs and investments required to provide for a significant increase in customer numbers to 2030.

Most importantly, the NSW Government has then allocated significant amounts of funding annually so that these plans and policies can be effectively implemented. Transport for NSW and the train operators are now well on the way to providing for customer growth over the short, medium and long term.

This includes investments which have and will continue to provide for a range of new train services over the next 10+ years such as:

- The procurement of suburban and intercity trains for the Sydney and NSW Trains networks
- Sydney Metro services for both the North West and City & South West of Sydney
- Additional capacity on the Sydney Trains network unlocked by the design of the Metro
- New enabling track works to introduce the next short term timetable changes
- Further timetable planning into the 2020's including further simplifying the network
- New technologies and power supply upgrades across the Sydney Trains network
- A new Rail Operations Centre to provide a more modern approach to network control
- Further separation of freight and passenger train lines to provide more reliability
- Customer information and wayfinding which are providing continuous improvements

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- An Opal fares and ticketing system which provides even greater levels of integration
- A day in day out customer focus by the people of Sydney and NSW Trains

These initiatives are driving results. They have increased customer satisfaction significantly and punctuality has improved across much of the network. In this regard, we welcome the Audit Office's recognition that the cluster's use of a customer delay metric is leading practice and a positive development towards the priority of 'putting the customer at the centre of everything we do', and note the recommendations in the report.

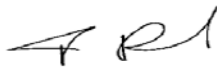
However, there is always more to do and we acknowledge the need for an ongoing need to plan for how to effectively manage the growth of the network and to maximise the efficient use of that network.

The growth rates we are now experiencing are significant even at an international level. In response we have significant amounts of medium term work underway. In addition, Transport for NSW has a ten year asset management plan (updated and agreed annually) which outlines the plans and priorities required to address growth of the train network across Sydney.

In addition, over the longer term, Transport for NSW has commenced the process of refreshing the Long Term Transport Masterplan. This involves working closely with the Greater Sydney Commission and Infrastructure NSW so that our plans are not undertaken in isolation. Rather, they are truly joined up with land use planning so Sydneysiders can understand how areas of Sydney will grow and how they will be served by a growing transport network, particularly the Sydney Trains network and Sydney Metro.

Within the above context I would request that the Audit Office reconsiders the conclusions made in terms of a lack of planning and/or investment to deal with train customer growth beyond the short to medium term. We do not agree with that conclusion and this letter simply outlines some of the significant investments underway to address customer growth. Those investments by their very nature will all be in place to respond to growth in the short to medium term, and in many instances, the long term as well.

Yours sincerely



Tim Reardon
Secretary, TfNSW

4 April 2017



Howard Collins, OBE
Chief Executive Sydney Trains
Acting Chief Executive NSW TrainLink