



Appendix one – List of 2017 recommendations

The table below lists the recommendations made in this report.



1. Financial reporting and controls

1.1 \$2.6 million in revenue not collected during 2016–17 through negative balance Opal cards. This represents 0.2 per cent of total annual passenger revenue. TfNSW advise the cumulative balance of negative balance Opal Cards is \$4.2 million as at 30 June 2017.

TfNSW should implement measures to prevent the loss of revenue from passengers tapping off with negative balance Opal cards.



2. Service delivery

2.1 There are no target measures on crowding for bus operators in any contract region.

Repeat issue. TfNSW should develop target measures on crowding for bus operators in all contract regions and publish the results.



Key



Low risk



Medium risks



High risks