



Appendix two – Status of 2016 recommendations

Recommendation	Current status	
The cluster lead agency should:		
Develop target measures on crowding for bus operators in all contract regions and publish the results.	Repeat issue. TfNSW is working to identify how Opal data can be used to report patronage and provide overcrowding analysis. Refer to the Service Delivery chapter.	
Consider including financial penalties for not meeting each punctuality KPI in future contracts with bus operators.	An opportunity to implement the recommendation requires a contract renewal process to be finalised with STA, which did not occur during 2016–17.	
RailCorp and Sydney Trains:		
The transparency of operation of signalling priorities with operators be improved with the creation of TAHE and the operation of the new Rail Operations Centre in 2018.	Sydney Trains advised that sufficient internal controls and protocols are in place to manage potential conflicts of interest. The creation of TAHE and the Rail Operations Centre is expected to enhance transparency of this process.	
NSW Trains and OTSI should:		
Continue to focus on strategies to improve financial sustainability and less reliance on the NSW Government funding.	NSW Trains advised that management continually review strategies to improve financial sustainability over the budget estimate period and beyond. Taking opportunities, such as the new fleet project, to realise additional revenue and cost efficiencies will help address this. The recommendation was not addressed by OTSI as the agency does not generate revenue and is reliant on NSW Government funding.	
The Transport cluster agencies should:		
Terminate user access on a timely basis and ensure all user reviews are completed so access rights are appropriate.	TfNSW advised review of user access has occurred in every release of the ERP Program delivered to the Transport agencies. In addition, the access is assigned to the position and not the person in the Transport Equip (SAP) system and if a user is terminated, the access profile is automatically removed. Segregation of duty checks are performed on each assignment for access to the position.	
Continue reviewing the effectiveness of approaches to managing excessive annual leave in 2016–17.	Repeat issue. Employees continue to have excessive annual leave. The agencies advised they have policies to manage this leave, where managers are encouraged to discuss and develop leave plans for employees with excessive leave.	
Review project budgets and delivery schedules to address any impact of deferred implementation.	Transport advise the ERP Program has remained within the budget allocation of \$196.3 million. The Sydney Trains implementation was reviewed and found to be contained within the allocated funding even with the deferred implementation from January 2017 to July 2017.	
Fully addressed	Partially addressed	Not addressed