



Appendix one – Status of 2016 and 2017 recommendations

Recommendation	Current status	
The cluster lead agency should:		
Implement measures to prevent the loss of revenue from passengers tapping off with negative Opal cards.	TfNSW is working with its ticketing vendor to implement system changes to reduce revenue loss due to negative exits as well as investigating other measures to reduce the occurrences.	
Develop target measures on crowding for bus operators in all contract regions and publish the results.	TfNSW has key performance indicators in its contracts with bus operators on crowding which requires the operator to advise TfNSW of full buses. There are no current plans to develop targets or publish crowding results, other than through live crowding apps.	
Consider including financial penalties for not meeting each punctuality KPI in future contracts with bus operators.	The new region 6 contract (effective from 1 July 2018) and the Newcastle Integrated Services contract contains these clauses.	
RailCorp and Sydney Trains:		
The transparency of operations of signalling priorities with operators will be improved with the creation of TAHE and the operation of the new Rail Operations Centre (ROC) in 2018.	A revised operations protocol was made effective from 1 January 2018. The protocol continues to be based around ensuring the least number of passengers are impacted by any issues on the network. TAHE and ROC are not yet in operation.	
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. Budget control measures, regional pricing reviews, benchmarking and outsourcing are all opportunities that have been implemented to improve cost recovery. The recommendation was not addressed by OTSI as the agency remains reliant on NSW Government funding.	
The Transport cluster agencies should:		
Remove user access for terminated staff on a timely basis and ensure all user reviews are completed so access rights are appropriate.	While most user access issues raised in 2016–17 have been resolved, there were further user access issues across the cluster identified as part of our 2017–18 audits.	
Continue reviewing the effectiveness of approaches to managing excessive annual leave.	Agencies advised they have policies to manage excessive annual leave and leave plans were developed for employees with excessive leave. There have been small reductions in excess leave at most agencies.	
Fully addressed	Partially addressed	Not addressed