






Appendix four – Status of 2017 and 2018 recommendations

The table below lists the statuses of the recommendations made in the 2017 and 2018 reports.

Recommendation	Current status	
The cluster lead agency should:		
Implement measures to prevent the loss of revenue from passengers tapping off with negative Opal cards.	<p>Changes were made to the airport stations to prevent customers with high negative balances exiting and to increase the minimum top up values for new cards at these stations.</p> <p>Negative balance Opal cards resulted in \$2.9 million in revenue not collected in 2018–19 (\$10.4 million since the introduction of Opal).</p> <p>TfNSW should implement further measures to prevent the loss of revenue from passengers tapping off with negative balance Opal cards.</p>	—
Develop target measures on crowding for bus operators in all contract regions and publish the results.	Transport for NSW has key performance indicators in its contracts with bus operators which requires the operator to notify the agency of overcrowded routes. There are no current plans to develop targets or publish crowding results, other than through transport apps which provide bus loading data on scheduled services.	—
Rail Corporation New South Wales 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.	<p>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.</p> <p>TAHE is not yet in operation.</p>	—
NSW Trains and Chief Investigator of the Office of Transport Safety Investigations should:		
Continue to focus on strategies to improve financial sustainability and less reliance on the NSW Government funding.	<p>NSW Trains continues to require a letter of financial support and reported an increase in negative net assets this financial year compared to 2018. The agency advised that management has implemented budget control measures, regional pricing reviews, benchmarking and outsourcing to improve cost recovery.</p> <p>The recommendation was not addressed by OTSI as the agency does not generate revenue and is reliant on NSW Government funding.</p>	—

Recommendation	Current status
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.	There were further user access issues across the cluster identified as part of our 2018–19 audits in relation to active accounts belonging to terminated staff. 
Continue reviewing the effectiveness of approaches to managing excessive annual leave.	Employees continue to have excessive annual leave. Agencies advised they have policies to manage excessive annual leave and leave plans were developed for employees with excessive leave at most agencies. However, 10.3 per cent of employees with excessive leave balances did not take any leave in 2018–19. 
Key	 Fully addressed
 Partially addressed	 Not addressed