
Appendix one – Response from agency



Your ref: D2005059/PA0024
Our ref: GSD20/01955

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

Dear Ms Crawford

Thankyou for the opportunity to consider and respond to the Performance Audit Report on Train Station Crowding.

Prior to the impact of Covid-19, the Transport Cluster had seen ever increasing patronage on public transport within Greater Sydney, increases that were predicted to continue in the coming years. This includes an increase in Sydney Trains patronage over the last 5 years. Regardless of patronage increases, customer experience continues to be a key measure for service delivery. It is therefore critical for us to ensure our services are meeting customer and community needs.

The real opportunity and challenge for us is to work together to deliver a joined-up transport network across Greater Sydney, taking our customer service excellence to the next level at a time of ever increasing demand.

Customer journeys rarely involve a single trip or mode. Under the new Greater Sydney division, we are focused on giving our customers a consistently great transport journey and experience, regardless of what part of the network they are using or who is delivering it.

Transport for NSW welcomes the opportunity that the Performance Audit provides to enhance our approaches to managing station crowding, raising our customer experience and keeping our customers safe.

Transport for NSW accepts the recommendations and will implement these to improve the approaches we have in place to manage station crowding across key stations in our network, improving the experience for our customers.

We will work together as a cluster and with the Airport Link Company to improve our crowd management and reporting processes. In addition, in relation to recommendations 4 and 5, whilst the Travel Choices and Wayfinding programs were not specifically intended as tools used in the management of crowding, we recognise that reviewing the opportunity to leverage lessons learnt for future considerations is important in identifying opportunities to further improve our management of station crowding.

Yours sincerely

A handwritten signature in black ink, appearing to read "Elizabeth Mildwater".

Elizabeth Mildwater
A/Secretary 21 April 2020

Transport for NSW
18 Lee Street, Chippendale NSW 2008 | PO Box K659, Haymarket NSW 1240
T 02 8202 2200 | F 02 8202 2209 | W transport.nsw.gov.au | ABN 18 804 239 602