
Appendix six – About the audit

Audit objective

This audit will examine how effectively transport agencies manage crowding at selected metropolitan train stations.

Audit criteria

We addressed the audit objective by assessing performance against the following criteria:

1. Transport agencies regularly collect sufficient data on train station crowding to inform decision making:
 - a) Transport agencies understand local factors that affect train station crowding.
 - b) Transport agencies have well defined crowding measurement methodologies or principles.
 - c) Sufficient data is used in developing and evaluating strategies.
 - d) Transport agencies understand risks related to train station crowding.
2. Transport agencies implement short and medium-term strategies to manage train station crowding:
 - a) Transport agencies have clear objectives for managing crowding at metropolitan train stations.
 - b) Transport agencies consider different ways of understanding and influencing commuter behaviour to manage train station crowding.
 - c) Strategies are designed and implemented to effectively manage train station crowding.
 - d) Strategies are evaluated or regularly reviewed.

Audit scope and focus

This audit focused on short and medium term strategies deployed by Sydney Trains and Transport for NSW. The audit did not look at the Sydney Metro.

Audit exclusions

The audit did not seek to:

- examine network capacity issues, including the effect on train station and on-train crowding because of projects intended to increase capacity across the network
- examine railway and building technical standards (e.g. platform length and width; and compliance with building codes)
- question the merits of government policy objectives.

Audit approach

Our procedures included:

1. interviews with relevant staff from Transport for NSW and Sydney Trains
2. examination of relevant documents, including legislation, policies, strategies, guidelines, procedures, reports and reviews
3. observing strategies to manage crowding on platforms
4. consultation with stakeholders
5. research into international practice.

The audit approach was complemented by quality assurance processes within the Audit Office to ensure compliance with professional standards.

We selected eight stations for inclusion in our audit scope. Our selection methodology aimed to identify stations where there may be crowding. We used data on customer entries and exits to stations to identify stations that experienced high customer demand over the last three years. We also considered advice from Sydney Trains on what stations experience crowding. In addition, we conducted a survey of our staff and a media review to identify any other stations not identified through our review of data or advice obtained. We ranked stations with a weighted score to determine their inclusion in scope.

Audit methodology

Our performance audit methodology is designed to satisfy Australian Audit Standard ASAE 3500 Performance Engagements and other professional standards. The standards require the audit team to comply with relevant ethical requirements and plan and perform the audit to obtain reasonable assurance and draw a conclusion on the audit objective. Our processes have also been designed to comply with requirements specified in the *Public Finance and Audit Act 1983* and the *Local Government Act 1993*.

Acknowledgements

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Audit cost

The estimated cost for the audit is \$285,000.