



Transport
for NSW

Your ref: D20/25899
Our Ref: PI20/00001

Mr Greg Piper MP
Legislative Assembly Public Accounts Committee
PAC@parliament.nsw.gov.au

Dear Mr Piper

Thank you for your correspondence about the Auditor-General's performance audit report – Transport Access Program, seeking further information in relation to the inquiry.

Please find attached Transport for NSW's response to the questions asked by the Committee, to inform the current review of Performance Audit reports 306-315, for inclusion in the Committee's report.

If you have any further questions, please contact Parliamentary Services at

[REDACTED]

Yours sincerely

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Carol-Anne Nelson
A/Secretary

15/07/2020

PUBLIC ACCOUNTS COMMITTEE

Auditor-General's performance audit report – Transport Access Program

1. The Audit recommended that within one month of finalising the TAP3 project list, Transport for NSW should publish a schedule of stations and wharves that it plans to upgrade with an estimated time of construction. The Committee notes that the North Sydney Wharf upgrade project is in the design and planning stage, however, there is no indication on your website when this project is expected to be completed.

- **What is the projected construction commencement and completion date for North Sydney wharf project?**

Answer:

- The estimated construction commencement date for North Sydney Wharf is mid-2021, and the estimated project completion date is in late 2021. This has been updated on the Transport Access Program page on the Transport for NSW (TfNSW) website.

- **When will public transport meet its legal obligations under the Disability Standards for Accessible Public Transport?**

Answer:

- To meet the intent of the DSAPT, TfNSW needs to demonstrate its commitment in removing barriers and discrimination progressively through time.
- This is achieved through implementation of the TfNSW Disability Inclusion Action Plan 2018-2022. Programs such as the Transport Access Program are a key deliverable of the Plan, to progressively upgrade ferry wharves and trains stations to improve accessibility of the transport network.
- TfNSW has publicly acknowledged that it will not meet compliance targets for the prescriptive requirements of the Disability Standards for Public Transport. This is due to a range of technical and financial reasons across all modes, as well as the complexity in trying to measure compliance.
- The delivery in accessibility improvements across the Transport cluster is done in a prioritised manner to consider impacts such as maintaining transport operations and resourcing requirements, along with current market and industry capacity.

2. Your response indicated that an audit of Disability Standards for Accessible Public Transport 2002 compliance across all public transport networks was expected to be concluded by October 2020.

- **Do you still expect to conclude this audit by October 2020? If not, why not?**

Answer:

- The Invitation to Tender for the DSAPT compliance audit was issued to an open market on 3 March 2020 and closed on 17 April 2020. The contract for the DSAPT compliance audit has been awarded in June 2020 and will take 22 weeks to complete with a current estimated completion date in November 2020.

- **What improvements have been made to how Transport for NSW measures, and publicly reports on, accessibility outcomes for people with disability?**

Answer:

- TfNSW is currently undertaking audits across the ferry and train networks which will provide data on the current accessibility of these locations. It is expected this work will be completed by November 2020.
- The information, once gathered, will be used to provide customers with more accurate information on accessibility features and support improved journey planning. The information will also support better future planning for compliance upgrades across the network.
- Information regarding current and planned upgrades, that are part of the Transport Access Program Tranche Three, are published on the Transport Access Program page on the TfNSW website.
- TfNSW is also supporting the Commonwealth and Queensland Government's work on the modernisation the Disability Standards for Accessible Public Transport 2002.