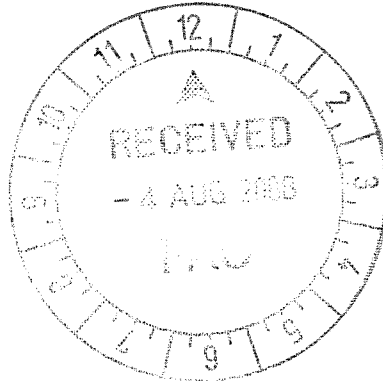


THE AUDIT OFFICE
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Mr Paul McLeay MP
Chair
Public Accounts Committee
Legislative Assembly
Parliament House, Macquarie Street
SYDNEY NSW 2000



4 August 2008

Dear Mr McLeay

**Examination of Auditor-General's Performance Audit Report
Connecting with Public Transport**

We have reviewed the submission provided by the NSW Ministry of Transport concerning the recommendations in the above performance audit report. Attachment 1 lists the report's recommendations.

Following tabling of the report, we were pleased that the Director-General of the Ministry of Transport indicated broad acceptance of the twenty two recommendations made.

The latest submission from the Director-General shows the progress being made in implementing the recommendations. We have not substantiated the submission. Our assessment of whether the responses address the issues raised in the original report, along with an assessment of progress, is provided in attachment 2.

I plan to forward a copy of this correspondence to the Director-General of NSW Ministry of Transport for his information.

I am happy to provide any further assistance the Committee may need in completing its examination.

Yours sincerely

Peter Achterstraat
Auditor-General

attachments

Attachment 1

Recommendations

We recommend that the Ministry of Transport:

Assign clear responsibilities

1. establish a coordinating and oversight entity to assess interchange standards, monitor interchange performance, plan access to the public transport system, and plan whole of network development (page 20)
2. establish clear responsibilities for interchange “ownership”, operation and maintenance (page 20)

Develop a more strategic approach

3. set performance objectives for interchanges such as demand levels, connectivity offered and cost-effectiveness achieved (page 26)
4. develop multi-modal transport plans to improve interchange planning and overall effectiveness (page 26)
5. further develop the ‘quality gap’ assessment using facility inspections against a set of specific standards and risk assessments (page 26)
6. develop and publish a ten year rolling plan for interchanges (page 26)

Develop and promote Best Practice

7. develop and issue Best Practice Guidelines for different categories of interchanges, including arrangements for integrated emergency and security response (page 29)
8. carry out a review against Best Practice Guidelines to assess the quality of the present interchange arrangements (page 29)
9. work in partnership with local stakeholders to identify ways of ensuring good quality multi-modal interchanges, particularly those where quality falls short of the Guidelines (page 29)

Provide better information

10. provide better information to the public, such as by including on the Transport Infoline 131500 website details of interchange layouts, transport services, kiss and ride facilities, park and ride facilities, taxi ranks and amenities (page 35)
11. enhance the Transport Infoline 131500 website journey planner such as by adding an ability to plan part of the journey by taxi or car, as a means of encouraging a change in travel behaviour (page 35)
12. develop a strategy to assess and, if necessary, improve brand awareness of the service (page 35)
13. establish and maintain an accurate inventory of existing facilities, site ownership by facility, transport services provided, capital amenities provided, identification of access attributes, capacity, utilisation and costs (page 35)
14. link the facilities inventory to a map including existing and planned bus, rail and ferry routes and services to develop a context for placing new facilities or expanding those already in existence (page 35)

**Systematically
evaluate
performance**

15. establish an evaluation process framework with performance objectives, performance monitoring and post evaluation to establish the impact of the interchange facilities on public transport (page 39)
16. establish a means of systematically reviewing the frequency and character of transport service provided at individual facilities to ensure that it is adequate for the purpose (page 39)

**Address the need
for long term
funding**

17. forecast long term funding requirements for development, operations, maintenance and security (page 44)
18. clearly state funding objectives and options for interchanges such as minimising the cost to commuters, minimising the cost to public agencies or promoting joint development (page 49)
19. promote joint development of interchanges using a more market-oriented approach (page 49)
20. continue to improve transparency in how Parking Space Levy funds are allocated to infrastructure projects by the use of criteria (including extent of achievement of the object of the PSL legislation) and evaluation of the relative merits of alternatives (page 49)
21. identify and assess the adequacy of funding sources for interchanges, including for operations, maintenance and security (page 50)
22. identify, secure and leverage further funding sources as necessary to address any shortfalls (page 50).

Attachment 2 - NSW Ministry of Transport

Recommendation	Action steps address issue?	Reported progress
1	Yes. Reported activities consistent with intent of recommendation. The Director-General, in his response to the audit, had indicated that the Ministry would review the option of establishing a coordinating body to oversight interchanges. It is not clear that this occurred.	Satisfactory, considering the limits to the role of the Ministry. The audit identified that most other major cities have established public transport authorities that exercise greater control over public transport arrangements.
2	Yes. Reported activity consistent with intent of recommendation.	Satisfactory
3	Yes.	The Ministry indicates it is setting objectives for new interchanges, but not the large number that already exist.
4	Yes. Reported activity consistent with intent of recommendation.	Satisfactory
5	Yes. Reported activity consistent with intent of recommendation.	Satisfactory.
6	Yes, although it is unclear how far ahead the Ministry are planning	Satisfactory
7	Yes. Reported outcome consistent with intent of recommendation.	Satisfactory
8	Yes. Reported outcome consistent with intent of recommendation.	Satisfactory
9	Yes. Reported activity consistent with intent of recommendation.	Satisfactory
10	Yes. Reported activity consistent with intent of recommendation.	Satisfactory
11	Yes. Reported activity consistent with intent of recommendation.	Satisfactory
12	Yes. Reported activity consistent with intent of recommendation.	Satisfactory
13	Yes. Reported outcome consistent with intent of recommendation.	Satisfactory
14	Yes. Reported outcome consistent with intent of recommendation.	Satisfactory
15	Yes. Reported activity consistent with intent of recommendation.	Satisfactory
16	Yes. Reported activity consistent with intent of recommendation.	Satisfactory
17	Not clear.	Unclear whether the Ministry will forecast total long term funding requirements, including operations, maintenance and security of new and existing interchanges.

18	Yes. Reported outcome consistent with intent of recommendation.	Satisfactory
19	Yes. Reported activity consistent with intent of recommendation.	Limited progress
20	Yes. Reported outcome consistent with intent of recommendation.	Satisfactory
21	Not clear - relates to 17 and 19	
22	Not clear - relates to 17, 19 and 21	