

Notice Given: 19 November 2008

Asked by: The Hon Matthew Mason Cox MLC

Page: 3 (Budget Estimates Transcript)

Question:

Mr Mason Cox to the Minister for Transport, Minister for the Illawarra:

The Hon. MATTHEW MASON-COX: Mr Glasson, do the figures in the mini-budget take account of the likely administrative costs associated with the collection of the co-payment?

Mr GLASSON: I could not tell you whether they are net or whether they are gross, but I will come back to you on that.

The Hon. MATTHEW MASON-COX: Perhaps you could elucidate the possible options.

Answer:

I am advised:

The Ministry of Transport understands that the Treasury estimates are based on gross receipts.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Matthew Mason-Cox MLC

Page number: 4 (Budget Estimates Transcript)

Question:

The Hon. MATTHEW MASON-COX: I refer to the Richmond line duplication entry in the mini-budget. Appendix A-10 reads a little strangely. In the first year, that is 2008-09, we are talking about a deferral of the duplication of the Richmond line. As a result of that deferral there appears to be a cost to the budget of \$10 million rather than a saving. Am I reading that correctly?

Mr GLASSON: That is the way it appears.

The Hon. MATTHEW MASON-COX: To what would you attribute that cost, given that the item deals with a deferral of costs?

Mr GLASSON: Just to clarify, that item deals not just with a deferral on the Richmond line; it deals also with a range of other clearway-related projects.

The Hon. MATTHEW MASON COX: That is right, yes.

Mr GLASSON: I expect it is a netted-off amount against some works that are still in progress.

The Hon. MATTHEW MASON-COX: It occurs to me that, if you were to defer a cost, there would be a budget saving rather than a budget cost.

Mr GLASSON: These are costs against a previously published program. This deals with not just things that have been deferred or cancelled; it deals also with the delivery of the balance of things such as the Kingsgrove to Revesby and Cronulla duplication. I am reading it as a net adjustment against previously published forecasts for that basket of projects.

The Hon. MATTHEW MASON-COX: Could you clarify that for the Committee, as it appears rather odd?

Mr GLASSON: Yes.

CHAIR: In clarifying that could you spell out what would be the saving as a result of deferring stage two of the Richmond line duplication?

Mr GLASSON: I am happy to take that question on notice.

Answer:

I am advised:

The entry on page A-10 of the Mini Budget papers relates to the entire Clearways program and not just the Richmond line duplication. To clarify the figures, the entry in 2008-09 of \$10 million is a reduction in expenditure and the remaining years are increases.

These figures represent movements in expenditure against a previously compiled Clearways program and deals with the balance of Clearways projects such as the Kingsgrove to Revesby quadruplication and Cronulla line duplication as well as projects that have been deferred or cancelled.

The line of figures is a net adjustment against previous forecasts for the program of Clearway projects.

The budget for stage two of the Richmond line duplication from Schofields to Vineyard was \$316 million.

David Campbell MP
Minister for Transport
Minister for the Illawarra

Notice Given: 19 November 2008

Asked by: The Hon Matthew Mason-Cox MLC

Page number: 5 (Budget Estimates Transcript)

Question:

The Hon Matthew Mason-Cox: What savings would be achieved as a result of suspending these five minor country regional network services, moving management services into a competitive process and merging the agency with RailCorp? What savings would be achieved? I note that you subsumed those savings in the cost of maintaining the network as a whole. Could you separate out those figures?

Mr Glasson: I am happy to take that question on notice.

Answer:

I am advised:

If services on these lines are suspended from 1 July 2009, costs in the order of \$1.5 million would be avoided.

The Rail Infrastructure Corporation (RIC) has estimated that savings in the vicinity of \$5-\$10 million per annum would be achieved by moving management services into a competitive process.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

**BUDGET ESTIMATES
QUESTION ON NOTICE**

LEGISLATIVE COUNCIL

Notice Given: 19 November 2008

Asked by: The Hon Jenny Gardiner MLC

Page number: 6

Question:

CHAIR: In relation to the 300 additional buses, which have been announced, has the order for those buses been formally placed?

Mr GLASSON: No, it has not. We had a briefing of the operators, the chassis suppliers and the coachbuilders a little over a week ago. We are currently going through a process of allocation of those buses and once we have done that we will be giving advice to the Minister and then we will be authorising purchase.

CHAIR: Do you have an idea of how long that might take?

Mr GLASSON: I would not want to say right now, but we are certainly working on it as a priority because we want to get those buses ordered and on the road as quickly as possible.

CHAIR: Can you advise the Committee of the total project cost for those buses?

Mr GLASSON: The capital costs for the buses are in the mini-budget, but there are operational costs associated with those buses that I believe are somewhere else in the mini-budget. I would need to take on notice the precise annual operating costs, but they were allocated under our standard contracts, which include the capital and the operating costs.

Answer:

I am advised:

Please see the attached table for information.

	2008-09 Budget \$000	2009-10 Estimates \$000	2010-11 Estimates \$000	2011-12 Estimates \$000
Provide 300 additional buses over 2 years (2009-10 and 2010-11) to increase service capacity and frequency.				
-Recurrent Costs	...	-12,000	-36,000	-49,000
-Capital Costs	...	-84,000	-86,000	...


**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: Ms Lee Rhiannon MLC

Page number: 7 (Budget Estimates Transcript)

Question:

Ms LEE RHIANNON: Mr Glasson, how much was paid into the special deposits account called the Public Transport Facilities Fund in the financial year 2007-08?

Mr GLASSON: Can I take that on notice? I do not have that figure to hand.

Ms LEE RHIANNON: I want to know how much was paid out of the fund in that year. Do you need to take that on notice?

Mr GLASSON: I am happy to do that.

Answer:

I am advised:

The amount paid into the Ministry of Transport's public transport facilities fund in 2007-08 was \$50.3 million, which incorporates interest earned from the Fund.

The amount paid out of the Ministry's public transport facilities fund in 2007-08 was \$33.5 million, with the balance of funds committed against current works in progress.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Matthew Mason-Cox MLC

Page number: 7 (Budget Estimates Transcript)

Question:

The Hon. MATTHEW MASON-COX: One of my favourites is the entry under RailCorp, "Manage all non-operational property on a commercial basis", with a saving of \$17 million over three financial years. How are they being managed at the moment if not on a commercial basis?

Mr MASON: Currently we have a number of operational properties, which would include stations and maintenance depots and facilities such as those, and non-operational properties as well. We have gone to the marketplace and we have market tested the leases for such things as non-operational property, but this strategy is having a landlord concept whereby one group alone deals with non-operational properties and we get a more commercial outcome by amalgamating the management structure and the best deal for the taxpayer by having a more structured approach to property. It is just an improvement we see, where it is not possible within our own structure, for non-operational property.

The Hon. MATTHEW MASON-COX: So this is a new approach that is being implemented?

Mr MASON: It is a consolidation of an existing disparate approach.

The Hon. MATTHEW MASON-COX: Is there any reason why it has taken so long to identify this as a potential area where you could make savings?

Mr MASON: It is part of a continuous improvement. One is always looking to improve. Property is a very difficult thing to manage and there are some very small lots, which commercially are not necessarily going to bring us great return.

The Hon. MATTHEW MASON-COX: Can you give us a few examples?

Mr MASON: If I could take that on notice I could give you a response.

The Hon. MATTHEW MASON-COX: Yes, giving us a few examples of what you will be doing, what some of the properties are, where they are located and what you expect to derive so far as dealing with them on a commercial basis would be useful?

Mr MASON: Certainly.

Answer:

I am advised:

Non-operational properties include CBD office accommodation and premises rented to retail, industrial and commercial tenants. RailCorp will continue to pursue opportunities to improve rental yields, reduce vacancies, ensure value for money from maintenance and cleaning activities, and achieve rental savings.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: Ms Lee Rhiannon MLC

Page number: 8 (Budget Estimates Transcript)

Question:

Ms LEE RHIANNON: Has any money been spent on Parramatta railway station?

Mr GLASSON: Certainly the interchange works at Parramatta were partly funded by parking space levy funds.

Ms LEE RHIANNON: Only the interchange?

Mr GLASSON: Yes, that would be my understanding, but I will clarify that for you.

Answer:

I am advised:

A contribution of \$65 million was made from the parking space levy to the Transport Infrastructure Development Corporation (TIDC) towards works on the bus interchange component of the Parramatta Transport Interchange.

The Interchange, which opened in February 2006, provided a new bus interchange and incorporated construction work on Parramatta Station.

The station works included refurbishment and extension of the platforms and western concourse of the station, with new facilities including lifts, escalators, increased weather protection, and new lighting.

Work to the value of \$208 million covering the interchange, station and associated rail systems and track infrastructure (including land acquired) was transferred on completion of the project to RailCorp by TIDC. Further assets were transferred to the Roads and Traffic Authority.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: Ms Lee Rhiannon MLC

Page number: 8 (Budget Estimates Transcript)

Question:

Ms Lee Rhiannon MLC: Has any of the parking space levy revenue been spent on railway stations?

Mr GLASSON: It would have been spent on interchanges adjacent to railway stations. I will take that on notice. I would not give you a categorical "No" now, but the criteria for the expenditure of the funds are quite clear.

Answer:

I am advised:

Over the past five years, no parking space levy funds have been spent on railway stations.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: Ms Lee Rhiannon MLC

Page number: 8 (Budget Estimates Transcript)

Question:

Ms LEE RHIANNON: Is there currently or has there been any past contention between RailCorp and local councils about the way this parking space levy [PSL] money is spent?

Mr GLASSON: I would think not because the Ministry of Transport and not RailCorp administers that money. But once again I am happy to come back and answer that.

Answer:

I am advised:

The distribution of parking space levy revenue is managed by the Ministry of Transport.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: Ms Lee Rhiannon MLC

Page number: 8 (Budget Estimates Transcript)

Question:

Ms LEE RHIANNON: Did any of the expenditure of fund moneys not meet the stated aim of PSL to improve access to public transport?

Mr GLASSON: I think the answer to that would be no, but I am happy to take that on notice and clarify and confirm that for you. We go through a detailed process of evaluating things that it is expended against.

Answer:

I am advised:

All expenditures from the public transport facilities fund have been spent in accordance with the *Parking Space Levy Act 1992*.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Lee Rhiannon MLC

Page: 9 (Budget Estimates Transcript)

Question:

The Hon Lee Rhiannon MLC to the Minister for Transport, Minister for the Illawarra:

Ms LEE RHIANNON: In what areas of existing car parks are there ongoing discussions?

Mr MASON: The specific councils?

Ms LEE RHIANNON: Yes?

Mr MASON: Penrith is one area where we have been having ongoing discussions, but we are coming to a landing on that.

Ms LEE RHIANNON: Are there any others?

Mr MASON: I would be incorrectly quoting here. I can take it on notice, if you like.

Ms LEE RHIANNON: You will take that on notice?

Mr MASON: Yes.

Answer:

I am advised:

On 12 November 2008 the Government announced new arrangements which would see RailCorp responsible for the ownership, operation and maintenance of commuter car parks.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Matthew Mason-Cox MLC

Page number: 12 (Budget Estimates Transcript)

Question:

The Hon. MATTHEW MASON-COX: I have a question about the payouts for RailCorp's workers. Why did they receive such a large payout when compared to other New South Wales public service redundancy programs? Can you explain that to me?

Mr MASON: I need to take on notice the precise details. This was an agreement between RailCorp and the Government some months ago.

The Hon. MATTHEW MASON-COX: It is mentioned in the Auditor-General's report and it notes that an employee with 25 years' service is entitled to double the existing public sector voluntary redundancy entitlement if they become redundant with RailCorp. That seems like a very generous entitlement, does it not?

Mr MASON: I will take on notice the precise details as to what the package is. I do not have the precise details here.

The Hon. MATTHEW MASON-COX: The Auditor-General refers to this as being part of the industry restructuring that was put in place at the time of RailCorp's formation to assist employees to accept voluntary redundancy. How long has it been in place now?

Mr MASON: New South Wales RailCorp was incorporated in 2004 so the ongoing Rail Infrastructure Corporation/State Rail/RailCorp restructuring has been happening since then, but this package is more recent than that so I would like to come back on notice with the precise details of the package.

The Hon. MATTHEW MASON-COX: When it was actually put in place, the rationale for it, given that the restructuring has been ongoing since 2004, the implications of the latest round of decorporatisation so far as RailCorp is concerned, and the implications of that in relation to the redundancy package deal that has been struck.

Mr MASON: Certainly.

Answer:

I am advised:

The package discussed by the Auditor General has been available to RIC and State Rail Authority staff displaced as part of the restructuring arising from the formation of RailCorp.

The RailCorp redundancy package is structured differently from the public sector package but the maximum amount available to staff is the same as the public sector package (64 weeks).

David Campbell MP
Minister for Transport
Minister for the Illawarra

Notice Given: 19 November 2008

Asked by: The Hon. Matthew Mason-Cox MLC

Page number: 13 (Budget Estimates Transcript)

Question:

The Hon. MATTHEW MASON-COX MLC: What is the status of the commuter ombudsman now that RailCorp has been decorporatised?

Mr GLASSON: Can we take that on notice, please? I would need to clarify exactly what that status is right now.

CHAIR: Yes, that is fine.

Answer:

I am advised:

The Parliament has recently passed legislation to reconstitute RailCorp as a NSW Government agency (a statutory authority).

This will provide me as the Minister responsible with greater control over how RailCorp fulfills its responsibilities. RailCorp will also be required to operate under a service contract with the Ministry of Transport; a legislative requirement that already applies to bus and ferry services. This will enable Government to set requirements and standards for the delivery of RailCorp's services including in areas such as customer service, reliability, cleanliness, community consultation and public reporting, and to monitor performance.

These mechanisms will more effectively ensure that the Government holds RailCorp to account for the level and standard of the services it provides to the public.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Matthew Mason-Cox MLC

Page number: 13 (Budget Estimates Transcript)

Question:

The Hon. MATTHEW MASON-COX: What sort of response did you get to the expression of interest process for the integrated ticketing project?

Mr GLASSON: There was a strong response. I could not give you the details of the precise numbers but there was a strong response to that process.

The Hon. MATTHEW MASON-COX: Would you provide us with the number of people who responded?

Mr GLASSON: Yes, provided that is in accordance with the normal tender guidelines.

The Hon. MATTHEW MASON-COX: Just exactly where are we up to in the process now?

Mr GLASSON: There is now the evaluation process proceeding from that expression of interest.

The Hon. MATTHEW MASON-COX: What is the next timetable item? We go through an expression of interest process and evaluation and then you make a decision. Where are we in the timetable for finishing and having an agreed tender?

Mr GLASSON: I do not have those dates with me but I am happy to provide them.

The Hon. MATTHEW MASON-COX: Could you give us a timetable of key events?

Mr GLASSON: Sure.

Answer:

I am advised:

Fifteen Australian and international entities responded to the Public Transport Ticketing Corporation's Expression of Interest which closed on 16 October. This information is available on a number of government websites including at www.pttc.nsw.gov.au.

As stated in the Expression of Interest documentation released by the PTTC on 29 August 2008, the EOI stage will be followed by a Request for Proposal to be issued in the first quarter of 2009, with the contract award stage scheduled to occur in early 2010.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Matthew Mason-Cox MLC

Page number: 13 (Budget Estimates Transcript)

Question:

The Hon. MATTHEW MASON-COX: Could you confirm how much has been set aside for the project as a whole?

Mr GLASSON: I do not have the previous estimates but I am happy to provide that.

The Hon. MATTHEW MASON-COX: Mr Glasson, could you also provide how much will be spent for each year of the project as well the term of the contract that will be negotiated with the successful bidder and also confirm that integrated ticketing, the Holy Grail, will be available to the public?

Mr GLASSON: To the extent that that is possible. Certainly the terms and the delivery schedule cannot be known until such time as there is a contract in place and that has been negotiated. I am happy to provide an indicative time line.

Answer:

I am advised:

The NSW Government is committed to an electronic ticketing system. Commuters will have a single, electronic smartcard ticket that will deduct the correct fare each time they travel.

The new ticket will operate on the CityRail network, metropolitan and outer-metropolitan public and private bus services and Sydney Ferries.

The project proposal stage is expected to provide an indication of the costs involved. The NSW Government remains confident that the cost of the ticketing system will be outweighed by its long term benefits to commuters.

As stated in the Expression of Interest documentation released by the Public Transport Ticketing Corporation on 29 August 2008, the contract award stage is scheduled to occur by early 2010.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Jenny Gardiner MLC

Page number: 14 (Budget Estimates Transcript)

Question:

CHAIR: Would the project team have consulted any outside experts on the project at this stage?

Mr GLASSON: Certainly the project team has outside experts under contract to them in a range of fields, including a shadow operator and financial advisers.

CHAIR: Would it be possible for the Committee to be advised of what reports they have put into the team as to the project? We would like to know how much their reports cost, if you outsourced them for some expert advice.

Mr GLASSON: I think that information has been disclosed previously, but I will certainly get it for you.

Answer:

I am advised:

There are a number of contractors who were engaged to work on the North West Metro project who have since transferred to the CBD Metro project. All contractors were engaged to provide direct input to a product definition report for the North West Metro, and they have subsequently undertaken work for the CBD Metro. In respect to the shadow operator and financial advisers, the cost of producing this work was approximately \$2 million.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Jenny Gardiner MLC

Page number: 14 (Budget Estimates Transcript)

Question:

CHAIR: Would you be able to find out from the team what feasibility studies have been done and when they were done?

Mr GLASSON: Sure.

CHAIR: And what the outcome was?

Mr GLASSON: To the extent that that is available, yes. This information and this work has been provided to Cabinet. To the extent that it is available rather than Cabinet in confidence, I am happy to take that on notice.

Answer:

I am advised:

A number of feasibility studies have been prepared in relation to bringing Metro Rail to Sydney. The feasibility work undertaken for the CBD Metro is part of a Cabinet submission.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Jenny Gardiner MLC

Page number: 14 (Budget Estimates Transcript)

Question:

CHAIR: What is the timetable envisaged? Just for the record, what is the completion date when it will be up and running for that metro?

Mr GLASSON: I would have to go back to the Premier's press release on that. I will get that for you.

Answer:

I am advised:

It is planned that the CBD Metro will be completed and operational by 2015.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Jenny Gardiner MLC

Page number: 15 (Budget Estimates Transcript)

Question:

CHAIR: This follows on from a question I asked earlier today. Do you know how many in the team are working specifically on the CBD Metro?

Mr GLASSON: They are doing a combination of things at the moment. They are wrapping up the project definition study on the north-west and working on the CBD. The CBD always formed part of the North West Metro. There was always ongoing work in relation to how that metro from the north-west would integrate into the CBD. It is not possible to divide those people and say that this one is doing this and that one is doing that. They are working on it.

CHAIR: They are working on multiple aspects of the overall metro project.

Mr GLASSON: Correct.

CHAIR: If you cannot split up the work they do for the various metro projects, would you be able to provide the Committee with the weekly costs of the team to the Government?

Mr GLASSON: Yes. I am happy to provide the number of people and the notional costs around it, yes.

CHAIR: That would be appreciated.

Answer:

I am advised:

The metro team currently comprises of approximately 47 government employees assigned from various agencies with a weekly cost of around \$130,000.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Matthew Mason-Cox MLC

Page number: 18 (Budget Estimates Transcript)

Question:

The Hon. MATTHEW MASON-COX: So it is just conceptual; there is no formal plan to introduce single-deck carriages at this point in time?

Mr MASON: There is ongoing work to come to that conclusion.

The Hon. MATTHEW MASON-COX: When do you expect that ongoing work to be completed?

Mr MASON: We are still working it through in terms of getting a plan.

The Hon. MATTHEW MASON-COX: Best guess?

Mr MASON: I would not want to guess in this arena.

The Hon. MATTHEW MASON-COX: Once you work through that option and you are comfortable with it, then you will take it to Cabinet, presumably, to get the Government to endorse that as the operational strategy of RailCorp?

Mr MASON: There are a number of stages to go through before we get to that stage.

The Hon. MATTHEW MASON-COX: Indulge me. What stages do you have to go through?

Mr MASON: I will take that on notice. We have got a lot of work to do.

The Hon. MATTHEW MASON-COX: If you could also take on notice what you would see as the timetable for a typical project of working through that type of program in order to finalise it for presentation to Cabinet for decision, so that we can get an understanding of where this is going and what the likely time line might be?

Mr MASON: I am happy to provide a typical program for a typical builder distance.

Answer:

I am advised:

A typical program for introducing a single deck fleet would take 5-7 years, depending on the size of the order. RailCorp needs to undertake capacity and technical reviews and an operational assessment before making a submission to Cabinet.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Jenny Gardiner MLC

Question:

Ms Gardiner to the Minister for Transport, Minister for the Illawarra:

CHAIR: RailCorp has recruited in the last 18 months or so 20 middle managers, including some from overseas. Are you able to advise the Committee on the total cost of those 20 who have been added to the middle management layer?

Mr MASON: I could not here give you the precise cost, or whether it was 20 either, so I will take it on notice.

Answer:

I am advised:

RailCorp has recruited 19 Customer Service Managers. Of these 5 were internal RailCorp employees and 14 were external appointments. None of the external appointments were from overseas.

The positions have salaries ranging between \$100,000 to \$147,000.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Jenny Gardiner MLC

Page number: 19 (Budget Estimates Transcript)

Question:

CHAIR: Could I ask you some RailCorp questions in relation to staffing issues? Firstly, how many RailCorp employees have car spots? Do you know that?

Mr MASON: I could not answer that one. I will have to take it on notice. Could you clarify, is that the CBD? We have station staff who park alongside the station now in the various suburbs.

CHAIR: In the CBD and at stations.

Mr MASON: At all stations, okay.

Answer:

I am advised:

There are 232 parking spaces available in the Central Precinct with 1338 employees with permits to park in the spaces.

Staff have access to dedicated staff parking facilities at around 25% of stations outside the CBD, in particular at stations where train crew sign on for duty. These facilities are not dedicated and are on a first come first served basis.

Staff located at the remaining stations rely on the parking capacity available to the general public.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Jenny Gardiner MLC

Page: 20 (Budget Estimates Transcript)

Question:

Ms Gardiner to the Minister for Transport, Minister for the Illawarra:

CHAIR: Can you advise the Committee how many complaints RailCorp has received in the past 12 months regarding staff bullying?

The Hon. AMANDA FAZIO: Is that bullying other staff or passengers?

Mr MASON: I will take that on notice as well, I am afraid.

CHAIR: The Hon. Amanda Fazio has tried to assist me by asking whether that was bullying of the staff or of passengers, but I am interested in bullying within the staff culture of RailCorp, which we have looked at before. That would be of assistance. If you have any statistics on bullying of passengers, we would be interested in that as well. I do not know if you do.

Mr MASON: I do not have that precise information. I do not believe it would be in my statistics database. I certainly have a number of complaints by passengers and things like that.

CHAIR: But not specifically in terms of bullying.

Mr MASON: No.

Answer:

I am advised:

RailCorp established the Grievance Advisory Service (the Service) to assist staff or managers involved in a grievance. In addition to this service staff can approach the Workplace Conduct Unit (WCU), their immediate supervisor/manager, or the relevant General Manager, Human Resources.

0.16% of RailCorp staff were involved in matters of bullying and harassment.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Jenny Gardiner MLC

Page number: 20 (Budget Estimates Transcript)

Question:

CHAIR: Can you advise us how many RailCorp employees are on the unattached list?

Mr MASON: I am afraid I will have to take that on notice as well.

CHAIR: You might then have to take this on notice: If you could provide us with the annual cost associated with that unattached list?

Mr MASON: Certainly. So, total cost of the unattached list. Is that total employment costs or salary wages costs?

CHAIR: Both would be okay.

Mr MASON: Okay.

Answer:

I am advised:

There are 28 RailCorp employees on the unattached list.

All of the staff identified are being effectively utilised by performing available, suitable and meaningful work within RailCorp, or are being assisted with other opportunities including future placement within RailCorp.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Jenny Gardiner MLC

Page: 20-21 (Budget Estimates Transcript)

Question:

The Hon Jenny Gardiner MLC to the Minister for Transport, Minister for the Illawarra:

CHAIR: Are there any interim measures that are being taken in relation to safety issues at Town Hall, especially with respect to fire exits?

Mr MASON: We did some work over the past few years in terms of fire systems and fire escapes, and there is no projected work there apart from the fact that we are doing some work at the moment on increasing the size of the platforms by removing some of the rooms to try to provide more space on the platforms. I do not believe there is any extra work in the budget as far as fire exits. But I will take that on notice and come back with precise details if there are any.

Answer:

I am advised that the answer provided by Mr Mason is correct.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Jenny Gardiner MLC

Page number: 21-22 (Budget Estimates Transcript)

Question:

CHAIR: Can you give us a rundown on what you think are the most important things that you are doing—you might need to take on notice a list of the other initiatives that you have taken—to make sure that the recommendations are implemented? What are the most important ones that you have already achieved or are working on?

Mr SMITH: We developed a self-reform program which we called Ferries 2010 and we launched that earlier this year. It broke down a variety of initiatives—in fact, several hundred initiatives—into three main areas. One was what we called ferries safety, one was ferry service, which is customer service, and the third was called ferry smart, which essentially is better ways of running the business. On the safety side of it, which is obviously the priority, we have initiated a range of improvements in training of our staff pursuing what we call crew-based rosters for the afloat staff so that a master has the same engineer, the same boat and the same crew each service they deliver. So the master can take responsibility for the training of that group of people. We are close to concluding that particular process. I am happy to take those details notice.

Answer:

I am advised:

The current status of the significant improvement projects undertaken as part of the Ferries 2010 project is summarised in the table below.

Major Initiatives
<u>Safety and Environment Initiatives</u>
1. Introduce crew based rosters.
2. Roll out a Risk Management Framework to support the fully integrated Safety, Health, Environmental and Quality Management System (SHEQ).
3. Continue to roll out the vessel data recording system.
4. Implement environmental projects including participation in the NSW Sustainability Advantage Program and an assessment of a biofuel trial.
<u>Customer Service Initiatives</u>
5. Implement the 'real time' Ferry Operations and Customer Information System (FOCIS) at Circular Quay and all wharves serviced by Sydney Ferries to provide better information for customers, controlling officers and vessel masters.
<u>Efficiency Initiatives</u>
6. Negotiate a single Maritime Enterprise Agreement.
7. Implement a Total Asset Management Plan.
8. Capital investment to update legacy business applications.

Major Initiatives

David Campbell MP
Minister for Transport
Minister for the Illawarra

Notice Given: 19 November 2008

Asked by: The Hon Jenny Gardiner MLC

Page number: 22 (Budget Estimates Transcript)

Question:

CHAIR: Have you got any figures on the improvement in patronage?

Mr SMITH: In terms of numbers?

CHAIR: Yes.

Mr SMITH: In October, for example, we had a 15 per cent growth—I do not have the actual numbers here. I can give you the physical number but not percentages. The year to date is a 9.5 per cent increase in our patronage.

CHAIR: Could you supply those figures on notice?

Mr SMITH: Yes.

Answer:

I am advised:

The table below contains the information on patronage between 2007-08 and 2008-09.

Patronage	October 2007/08	October 2008/09	Variance	% Growth
Month	1,076,056	1,238,565	162,509	15.10%
YTD	4,194,481	4,587,001	392,520	9.36%

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Jenny Gardiner MLC

Page number: 28(Budget Estimates Transcript)

Question:

CHAIR: With respect to maintenance of the ferries, can you advise how much has been spent on chartering private services in the past year as a result of ferry breakdowns?

Mr SMITH: I will take that question on notice if I could, please, Chair.

Answer:

I am advised by Sydney Ferries that the charter of private services in 2007-08 was primarily to ensure consistency of service provision during its vessel re-engining program.

Sydney Ferries has also advised that the full cost of vessel hire was approximately \$1.9 million in 2007-08.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Jenny Gardiner MLC

Page number: 28 (Budget Estimates Transcript)

Question:

CHAIR: Could you provide the Committee with the dollar figure of what was spent on maintenance in the past year and how that compares with the previous year?

Mr SMITH: Yes, certainly. I will see if I have that figure here for you. It is best if I take that on notice, the exact global figure.

Answer:

I am advised that:

In the 2007-08 year, total maintenance expenditure was \$27.174 million. In the 2006-07 year, total maintenance expenditure was \$23.853 million.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Jenny Gardiner MLC

Page number: 28 (Budget Estimates Transcript)

Question:

CHAIR: With respect to charity sponsorship and the ferries, do you think that charities should receive free and subsidised travel on Sydney Ferries for sick and disadvantaged children?

Mr SMITH: We actively support many charities at Sydney Ferries and provide opportunities for those sorts of excursions and that sort of behaviour. Westmead Children's Hospital, for example, we are routine sponsors of that activity, Bandage Bear Day and various other activities. We are quite active in that domain. We are constantly asked for more and there is always that balance required.

CHAIR: Is there any review of that model of helping people in those charity circumstances? Is that under review at the moment?

Mr SMITH: What we did was try to capture all the various bids to make some judgement about how far we can go with various charitable requests and to make sure there was an equitable distribution of our efforts to charities across the various domains. There were a number of charities that had had longstanding, decades of support from Sydney Ferries that we needed to take control of. So under a review that we did, we did wind back some of that but distributed more fairly across the entire network. We found that many of the charities were in particular focal areas and we wanted to more equitably distribute them throughout our presence.

CHAIR: Is there a document that summarises that review?

Mr SMITH: We do have an internal review document on that.

CHAIR: Would it be possible to provide that to the Committee?

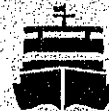
Mr SMITH: Yes, we can certainly do that.

Answer:

I am advised:

Attached is the Sydney Ferries sponsorship review summary as requested.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**



Sydney Ferries

SPONSORSHIP REVIEW

SPONSORSHIP REVIEW SUMMARY

Background

Sydney Ferries is approached by an increasing number of organisations ranging from hospitals, schools, sport clubs, individuals, for a range of support on a reasonably regular basis. The contact is through letters, emails, phone calls, verbal requests, and even through the Transport Infoline and customer service channels.

There is currently no formal framework to support an assessment and decision making process nor is there standard documentation to support the process.

Historically the approach has been informal rather than an overall strategic view which takes into account a number of factors, from a commercial point of view and a corporate citizenship point of view or social responsibility.

It is important to note that despite this the process seems to have been transparent albeit without correct procedure and record keeping. It is however a possibility that this did exist previously; however due to corporatisation and a high staff turnover has resulted in a loss of corporate memory in the process.

Budget

Sydney Ferries has given in excess of \$60,000 in charitable and sponsorship donations over the past 6 years.

It is further estimated based on the number and type of requests that regularly come in around over \$10 000 has been given out in the form of tickets, passes and free travel that was neither captured nor documented.

Future

A Sponsorship Policy, Guidelines for Sponsorship Seekers document and Application Packages is being prepared by Sydney Ferries for consideration by Sydney Ferries Executive and Board in January 2009.

Clear written guidelines which are easily and publicly accessible to allow Sydney Ferries to ensure a consistent and fair approach to all requests for donations and sponsorship. These are to be made available via the Sydney Ferries website and in any other location deemed appropriate and necessary.

It is important to note that the review and subsequent policy development and guidelines are not intended to prohibit charitable or sponsorship support but rather to ensure equitable and consistent distribution of those funds to a broad recipient base rather than a handful on an exclusionary ongoing basis.

Notice Given: 19 November 2008

Asked by: The Hon Jenny Gardiner MLC

Page number: 28 (Budget Estimates Transcript)

Question:

CHAIR: In relation to the fleet replacement for the ferries, can you advise how much has been spent on fleet replacement in the past year?

Mr SMITH: I will have to take on notice the exact amount. We were given an allocation in this past financial year to support our fleet replacement. I believe in the order of about \$500,000 has been expended in support of the various studies and activities we have done in developing our fleet replacement business case that has been lodged with the Government. I would like to come back with the exact figure, but it is in that order.

Answer:

I am advised:

In 2007-08 expenditure against the fleet replacement strategy (capital project) was \$488,400.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Matthew Mason-Cox MLC

Page number: 31 (Budget Estimates Transcript)

Question:

CHAIR: With respect to the southwest rail link, can you tell us what the plans are in relation to that rail line as it stands at the moment?

Mr MASON: Currently the southwest rail link down to Leppington has been deferred. We build capacity for the railway at the Glenfield area, but there is a deferral of the extension of the railway at this stage.

The Hon. MATTHEW MASON-COX: Until when?

Mr GLASSON: The budget papers have the first stage to be complete by 2014.

The Hon. MATTHEW MASON-COX: The second stage?

Mr GLASSON: The second stage is not mentioned here.

CHAIR: Can you advise how much has been spent on the project so far?

Mr MASON: I would have to take that on notice I am afraid, as to the RailCorp expenditure.

Answer:

I am advised:

As at November 2008, \$18.5 million has been spent on activities relating to the South West Rail Link project, not including land acquisition by the Department of Planning.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Jenny Gardiner MLC

Page: 31 (Budget Estimates transcript)

Question:

The Hon Jenny Gardiner MLC to Minister for Transport, Minister for the Illawarra:

CHAIR: Has the review of opportunities for private sector involvement in the provision and management of commuter car parks been finalised?

Mr GLASSON: The first report that we commissioned has been finalised, but the Government has not made any response to that consideration at this time.

CHAIR: Do you know when it was finalised?

Mr GLASSON: I would have to take that on notice.

CHAIR: Would you be able to provide the report to the Committee?

Mr GLASSON: I will look at that. Ultimately, it may be a document that is going to Cabinet, in terms of that consideration. But I will consider that, and if possible I will make it available.

Answer:

I am advised:

The report on the review of opportunities for private sector investment in commuter car parks is available on the Ministry of Transport website.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Jenny Gardiner MLC

Page: pp 31-32 (Budget Estimates Transcript)

Question:

CHAIR: If the next stage does not proceed, will councils be compensated for the significant investments they have already made?

Mr GLASSON: I do not think at this stage there is a contemplation that the second stage would not proceed. I think it is a matter of time.

CHAIR: Some unknown time down the track, so to speak?

Mr GLASSON: I am happy to take that on notice and see if there is a further indication around that time. But, clearly, it will be linked to the development of that area by the Growth Centres Commission.

Answer:

I am advised:

The South West Growth Centre is developing slower than previously forecast. At present, there is no sign of strong market demand for land despite the recent rezoning of Edmondson Park, Oran Park and Turner Road.

The decision as to when to implement stage 2 of the South West Rail Link will be taken on the basis of the future take up of land development in the Leppington and Edmondson Park area.

The Government is continuing to acquire the land required to develop Stage 2 of South West Rail Link.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Jenny Gardiner MLC

Page number: 32 (Budget Estimates Transcript)

Question:

Chair: With respect to the Glenfield Station interchange, can you advise when that will be complete?

Mr Mason: I am afraid I will have to come back to you on that; I do not have the precise detail with me.

Answer:

I am advised:

The upgrade of Glenfield Station, including the Easy Access upgrade, is scheduled for completion in 2013. The provision of additional commuter car parking via a new multi-storey car park will be delivered in mid 2010. The remainder of works for Stage 1 of the South West Rail Link will be complete in 2014.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Matthew Mason MLC

Page: 34 (Budget Estimates Transcript)

Question:

The Hon. MATTHEW MASON-COX: In relation to the south-west rail extension, the mini-budget mentions two stages. The first stage will be completed by 2014. When do you expect the second stage, the building of the line, to be completed?

Mr GLASSON: I think I have taken that on notice already but I will give you some clarity around that.

The Hon. MATTHEW MASON-COX: That would be excellent.

Answer:

I am advised:

The decision as to when to implement stage 2 of the South West Rail Link will be taken on the basis of the future take up of land development in the Leppington and Edmondson Park area.

The Government is continuing to acquire the land required to develop Stage 2 of South West Rail Link.

**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008
Asked by: The Hon Jenny Gardiner MLC
Page number: 32 (Budget Estimates Transcript)

Question:

CHAIR: I understand that 22 properties have been purchased along the southwest corridor so far. Can you advise how much that cost in aggregate?

Mr GLASSON: Could we take that on notice? We need to give you a precise figure on that.

Answer:

I am advised:

The Department of Planning advises 22 properties have been acquired along the South West Rail Link alignment at an approximate cost of \$63 million.



**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Jenny Gardiner MLC

Page number: 32 (Budget Estimates Transcript)

Question:

CHAIR: With respect to the easy access upgrades at Springwood and Katoomba stations, are they underway?

Mr MASON: I will take that on notice, but I believe not.

CHAIR: If you cannot answer that now, can you advise us when they are expected to get underway and when they are expected to be completed?

Mr MASON: Our budget shows Eastwood, Emu Plains and Lindfield being done this year.

CHAIR: So Katoomba and Springwood are not imminent, by the sound of it?

Mr MASON: They are not in the budget for this year.

CHAIR: If you could check in terms of the priorities, that would be good.

Mr MASON: Will do.

Answer:

I am advised:

The Springwood Easy Access upgrade was completed in November 1998 at a cost of \$2.6 million. As part of the upgrade, Springwood Station received a lift, a new ramp and stairs, a new subway, canopies to the stairs, as well as a ramp and platform.

The Katoomba Easy Access upgrade was completed in December 2001 at a cost of \$3.2 million. As part of the upgrade, Katoomba Station received two lifts - one from the street to the subway and one from the subway to the platform.



**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Matthew Mason-Cox MLC

Page number: 33 (Budget Estimates Transcript)

Question:

CHAIR: I will ask another question about RailCorp. Can you advise us how much RailCorp has spent on legal fees defending claims made against the organisation by former or current RailCorp employees in the past year?

Mr MASON: If I could take that on notice as well.

The Hon. MATTHEW MASON-COX: Similarly for RailCorp's appearances before the various inquiries by the Independent Commission Against Corruption?

Mr MASON: Certainly.

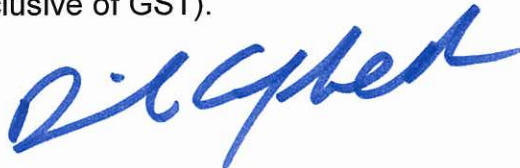
CHAIR: The various inquiries by Independent Commission Against Corruption would be appreciated.

Answer:

I am advised:

Legal fees in relation to claims by former or current employees against the organisation in 2007-2008 total \$645,037.37 (inclusive of GST).

Legal fees in relation to matters before ICAC in 2007-2008 is \$813,644.54 (inclusive of GST).



**David Campbell MP
Minister for Transport
Minister for the Illawarra**

Notice Given: 19 November 2008

Asked by: The Hon Jenny Gardiner MLC

Page number: PP 33-34 (Budget Estimates Transcript)

Question:

CHAIR: There has been controversy about difficulties for people to park at Epping to catch the new train.

Mr MASON: I think Mr Glasson might take that on notice.

CHAIR: Mr Glasson, in relation to the opening of the Chatswood to Epping line with a shuttle service in February, car parking at Epping station is a matter of concern. What provisions are there to make sure that passengers on that new service will be able to park and ride?

Mr GLASSON: I am not familiar with the detail of the concerns at Epping but I am happy to get some information on that.

CHAIR: Would you provide information about the provision of car parking to cater for the expected new service?

Mr GLASSON: Yes.

Answer:

I am advised:

The Epping to Chatswood Rail Line will provide direct rail access for the first time to the growing North Ryde/Macquarie Park area via three new world class stations at Macquarie University, Macquarie Park and North Ryde.

When complete, each new and upgraded station on the Epping to Chatswood Rail Line including Epping and Chatswood stations will provide easy access facilities, improved links with other public transport services such as buses and taxis, and safe pick-up and drop-off areas for private vehicles.

I can advise that during the planning phase of the new line, it was recommended that these provisions, rather than car parks, be included to encourage commuters to use public transport to reach the stations.



**David Campbell MP
Minister for Transport
Minister for the Illawarra**