



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Transcript

1. The Hon. PENNY SHARPE: Minister, that is terrific. You have given up your right to take Dixers. The Government has given up its time. If you want to continue with this Dixer you can, but it is a basic question. How much has all of the new rebranding and signage cost the taxpayers of New South Wales?

Ms GLADYS BEREJIKLIAN: The branding and the signage has not finished, because we made an effort to ensure that we branded things—

The Hon. PENNY SHARPE: If you do not know the answer you can take the question on notice, or you can give me the cost to date.

Ms GLADYS BEREJIKLIAN: Can you please let me finish my answer?

CHAIR: Order! Please allow the Minister to answer the question.

Ms GLADYS BEREJIKLIAN: My point is that this is an ongoing piece of work. We are still going through the rebranding. As old things retire, as we order new letterhead for example, or as we order new livery, the new branding takes shape. The point I am making is there are always ongoing costs associated with branding in public transport. We have made sure that within those costs we are presenting the customer with a consolidated point of information and a consolidated point of reference. I am sure there is a relevant line item in the budget that deals with these costs which would have existed when you were in Government.

The Hon. PENNY SHARPE: Actually it does not, Minister. Could you at least agree to take on notice the cost to date and to provide it to the Committee?

Ms GLADYS BEREJIKLIAN: Can I agree to take on notice the fact that it is not just the rebranding; it is also tied up with customer information. For example, customers have train, bus and ferry apps they did not have before. Customers now have access to additional information and an online presence. When you talk about a specific line item, I would put to you that the costs are part of the ongoing importance we place on making sure customers have information to transport. I also want to place on the record that by consolidating the number of brands and logos we are actually saving money. I would put to you that instead of having 11 different agencies with their own branding we have one Transport for NSW and operators who have contracts with Transport for NSW. If you look at the medium to long term, we are saving money.

The Hon. PENNY SHARPE: So you would be happy to provide those costs to the Committee?

Ms GLADYS BEREJIKLIAN: Of course we will provide the relevant line item which relates to customer information.

**Answer:**

The cost to date for developing the new 'Hop' brand for public transport, including trains, buses, ferries and light rail, is \$634,975.

This cost includes:

- a review of the thousands of different logos, posters, signs, websites and brochures on the network
- development of an integrated brand strategy
- design of a new brand and style guide
- customer testing.

This is the first time in the State's history we have one integrated brand for transport to make it easier for customers to find information and better understand the public transport system. We expect the consolidation of material will reduce ongoing costs.

Transport for NSW is testing the State's first integrated wayfinding system to help customers navigate trains, buses, ferries and light rail.

The initial estimate for supply and installation at the four test sites is approximately \$600,000 (Circular Quay station, wharf and bus stops, Milsons Point station and wharf, Martin Place station and Springwood station).



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2-6. The Hon. PENNY SHARPE: Again I remind you that I am not asking you about that. I am asking about the cost of your resignation and rebranding.

CHAIR: The Hon. Penny Sharpe will come to order and allow the Minister to answer the question.

Ms GLADYS BEREJIKLIAN: The cost of RailCorp had exceeded more than \$10 million a day after you had slashed services. In relation to the consultancies engaged, I will refer to the Director General or anyone else from Transport for NSW who is in a better position than I to respond to that question.

Mr WIELINGA: I will need to take it on notice and we will endeavour to provide you with the information.

The Hon. PENNY SHARPE: In that case can you confirm the following figures. Can you confirm that the wayfinding pilot project, which is about signage, was approved in 2012 for about \$4.5 million?

Mr WIELINGA: I will take it on notice.

The Hon. PENNY SHARPE: And that that was originally supposed to be for Milsons Point, Circular Quay, Martin Place and Bondi Junction but Bondi Junction has been deferred?

Mr WIELINGA: I need to take it on notice.

The Hon. PENNY SHARPE: Thank you. Can you also take on notice that the plan had been that all ferry wharves would be upgraded with the signage? Could you confirm to me how many ferry wharves are uncompleted, given they were supposed to be done by March 2013?

Mr WIELINGA: Okay.

The Hon. PENNY SHARPE: Thank you. Mr Wielinga, can you also confirm that there has recently been approved another \$5 million for the Wayfinding projects for further rollout?

Mr WIELINGA: Look, I am not aware of any of these. I will take it on notice.

**Answer:**

Approximately \$600,000 is being spent installing new wayfinding signage at the four test sites at Circular Quay station, wharf and bus stops, Milsons Point wharf and station, Martin Place station and Springwood station.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00777



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**Question:**

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7. The Hon. PENNY SHARPE: They will provide all of that. Is the estimation in terms of the number of trains that run the single-deck trains with 1,300 per train basically work on the idea that there will be four people per square metre standing?

Mr STAPLES: There is a range of options in the way that the trains will be configured and we are working with industry at the moment in terms of the layout of the trains as part of the tender process. I cannot give specific figures at this particular point in time because we are looking to get the experience and knowledge of international partners in terms of the nature of the trains to make sure they give the best customer layout. But certainly there is a range of figures in terms of crowding, but we will not be outside of any sort of normal benchmark, whatever we have.

The Hon. PENNY SHARPE: But you are using the 1,300 figure. Can you just confirm that that is on the basis that basically, with people standing, you have got four people per square metre?

Mr STAPLES: I do not have the specific information.

The Hon. PENNY SHARPE: Can you take it on notice and get back to us?

Mr STAPLES: Sure.

**Answer:**

The trains are part of the third major contract – the Operations, Trains and Systems contract – which is currently out to tender. It is appropriate to wait for the two consortia who are bidding for this contract to advise how they propose to deliver these trains.

**Gladys Berejiklian MP**  
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PQ13/00779



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**Question:**

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8. Dr MEHREEN FARUQI: What is the budget allocation for cycleways over the next two years?

Ms GLADYS BEREJIKLIAN: I do not have the figure in front of me but I am sure one of my team can get you that figure during the course of the—

Dr MEHREEN FARUQI: If you can take it on notice, that will be great.

Ms GLADYS BEREJIKLIAN: In relation to 2013-14 there is \$33.9 million in capital and recurrent funding for the next year. I will ensure that I get the next figure for you as well on forward estimates.

**Answer:**

2014-15 allocations will be made available as part of the 2014-15 budget process.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00780



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**The Hon. PAUL GREEN:** What is the protocol in terms of disallowed vouchers? How do you deal with that? How do the drivers get feedback why it has been disallowed?

**Mr REARDON:** The management of the regime is through the Roads and Maritime Services. Instead of taking up the Committee's time, I might take that on notice.

**Answer:**

I am advised:

Transport for NSW provides Taxi Companies with online access to docket and wheelchair incentive claims data so they may review the status of subsidy claims, correct and resubmit dockets for payment (in limited circumstances) and also lodge appeals on behalf of drivers and operators. This online portal also allows Taxi Companies to generate a number of reports which identify unpaid dockets attributed to each taxi operator. Taxi drivers can obtain a summary of any unpaid dockets from their Taxi Company.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00782



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**Question:**

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10. The Hon. PAUL GREEN: Thank you. In respect of the cycleway strategy and budget, Minister, you mentioned about \$39 million was allocated. What section or portion has been allocated to regional or rural areas? In respect of their ability to get access to that money, how do they ensure they get their fair share of funding?

Ms GLADYS BEREJIKLIAN: Can I please take that on notice, Mr Green? I have seen the figure somewhere. Obviously we are keen not only to have a strategy for cities but also for regional New South Wales, which is why we consulted so much during the transport master plan. I was very pleased to hear the importance placed on cycling in regional communities, not just for tourism, but generally to access and venues. I have just been given some information which says that more than \$800 million has been allocated to match council expenditure on local cycleway projects to improve infrastructure? sorry, 8 million. I did not mean to say 800 million. Your eyes would have lit up if I said 800 million. Sorry to excite you unnecessarily. That would have been a big mislead in the Committee, would it not? It was only 8 million? I should not say "only"? but \$8 million has been allocated to match council expenditure on local cycleway projects, and that is primarily to improve infrastructure at a local level by engaging with councils to ensure we understand their needs as opposed to imposing what we think should happen. That is a subset of the budget in the next 12 months.

**Answer:**

I refer to the answer I gave in the 2013 Budget Estimates hearing.

More than \$8 million has been allocated to match council expenditure on local cycleway projects.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00785



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**Question:**

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11. The Hon. PAUL GREEN: What impacts will the changes to the Inner West light Rail have on the morning city bound peak hour traffic?

Ms GLADYS BEREJIKLIAN: Do you mean in terms of patronage?

The Hon. PAUL GREEN: In terms of the load, yes.

Ms GLADYS BEREJIKLIAN: Obviously we are very pleased that the Inner West light Rail extension is going along very well. I am hoping that passengers will be able to use the service early next year I have said the first half of next year but I am obviously hoping that the project goes well and we can have people using it next year. I think it will have a very positive impact on travel to the central business district. Obviously in the future when the CBD and South East Light Rail is built that will have further benefits. One of the things we did when we came to government actually we did it in the first 100 days was to extend the use of concession cards on the light rail and we have seen a huge jump in patronage since the equivalent period the year before. We are finding that by making the light rail more accessible we are getting more people onto the light rail. I can give you specific projections on anticipated light rail but I will take that on notice.

**Answer:**

The delivery of the Inner West Light Rail Extension is the first step in the Government's plans to extend light rail in Sydney.

When the Inner West Light Rail Extension opens there will be an initial ramp up period as customers get accustomed to the service. Transport for NSW will monitor patronage during and after this period.

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Minister for Transport

PQ13/00787





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**12. The Hon. PENNY SHARPE:** If you look at the breakdown of the complaints from Harbour City Ferries, which I assume you are pretty familiar with because there is a monthly report, there is a significant number of complaints that deal specifically with the fact that when cruise ships come into the overseas passenger terminal they are significantly delaying Manly ferries in particular. Are you aware of that?

**Mr GAMMIE:** Yes.

**The Hon. PENNY SHARPE:** What is happening in relation to managing that issue?

**Mr GAMMIE:** I will have to come back to the member on the detail on that. I have to say that that is only one of the smaller areas of complaints so it is perhaps not the number one focus.

**Answer:**

(12) I am advised:

Transport for NSW is working with Harbour City Ferries to minimise any disruptions to Sydney Ferries services arising from cruise ship movements at the Overseas Passenger Terminal.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00790



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**13. The Hon. PENNY SHARPE:** It is a fairly significant number but I am happy to accept that. Would you be concerned if Harbour City Ferries were looking at putting up posters? I will cut to the chase here. I have an email from Harbour City Ferries that speaks specifically about this issue. It basically says, "Given the amount of complaints recently on the Manly service generated by cruise vessels berthing at the Quay I feel we need to notify the public in advance of vessel movements in and out of the Quay that might affect services, similar to the posters that we notify people of tidal restrictions on the Parramatta service." Do you think that is a reasonable thing to do given the delays?

**Mr GAMMIE:** I am not really across the specific issue but if they are going to put posters up they do require our agreement to that. I will have to come back to you on that point.

**Answer:**

(13) I am advised:

Transport for NSW and Harbour City Ferries work in close collaboration in developing passenger information strategies.

Senior management at Harbour City Ferries has advised they do not intend to display posters regarding cruise ship movements.

**Gladys Berejiklian MP**  
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PQ13/00792



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**Question:**

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14. **The Hon. PENNY SHARPE:** What is perhaps more concerning in these emails is that people from Harbour City Ferries have indicated that they are not particularly keen on the posters. They say, "Our customers want us to fix the problem; not pass it onto them." That is very commendable, but the next suggestion is quite disturbing, "Maybe we can get a petition going with the customers on social media and the local politicians if we can't influence change alone." That suggests to me that they do not have a very good relationship with your office or feel as if they are able to raise this issue if, firstly, you are not aware of it and, secondly they are considering running local campaigns via passengers to get the issue fixed.

**Mr GAMMIE:** Harbour City Ferries are not allowed to run separate campaigns. Anything they do requires approved by our office. I am not aware of every detail of what is going on, but my team are. Certainly there would be no provision where we would allow them to do such a thing.

**The Hon. PENNY SHARPE:** Has your team had any discussions with maritime services in relation to the Overseas Passenger Terminal issues to do with cruises?

**Mr GAMMIE:** Again, I will have to come back to you on that specific question.

**Answer:**

(14) I am advised:

Transport for NSW is working with Harbour City Ferries to minimise any disruptions to Sydney Ferries services arising from cruise ship movements at the Overseas Passenger Terminal.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00797



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**Question:**

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15. Dr MEHREEN FARUQI: Where is the budget coming from to improve wharves?

Ms GLADYS BEREJIKLIAN: Just generally speaking, because of the way that we manage transport services, we are able to reduce back-office costs and put money into the front line. We have worked very hard to reduce tasks which were inefficient and to put those resources into the front line. I am very proud of that. That is why we have been able to afford all the extra services. I understand the wharf upgrade program is currently funded by Roads and Maritime Services [RMS] but is in transition to Transport for NSW. Was that the nature of your question?

Dr MEHREEN FARUQI: I wanted to know what the budget was and whether there is any delay in the program.

Ms GLADYS BEREJIKLIAN: There is no delay at all. In fact, I am pleased with the progress we are making. We have a strategy not only to improve existing wharves but also to look at new wharves in areas where there is growth. We have already upgraded a number of wharves since we have been in government. I am pleased with the progress we are making through the Transport Access Program. In the past, in every mode of transport and even within modes money to upgrade wharves, stations or other such infrastructure was disparate in different funds or different pots of money with different administration. We have pulled it all together so now we are able to look at those issues in a holistic way.

Dr MEHREEN FARUQI: What is the design life of the proposed upgrade of the wharves?

Ms GLADYS BEREJIKLIAN: We are taking into account the customer experience, so in particular for ferry wharves we look at things such as?

Dr MEHREEN FARUQI: Is the design life 25 years, 50 years? What is the design life?

Ms GLADYS BEREJIKLIAN: I can provide more information on that, but initially we look at the customer experience, for example, in relation to protection from weather.

Dr MEHREEN FARUQI: Could you take that on notice?

Ms GLADYS BEREJIKLIAN: Certainly.

**Answer:**

I am advised:

The design life for ferry wharves that have recently been upgraded is 50 years.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00793



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Minister for Transport

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**Question:**

Transcript

16. The Hon. PENNY SHARPE: Welcome to Sydney and to New South Wales. Minister, it has been reported to me that in the last four weekends, from Friday to Sunday night, there have been seven reports of assaults causing actual bodily harm, 30 reports of common assault, and four reports of indecent assaults on the trains. I do not necessarily think that you will be able to confirm that for me today, but could you take that on notice and come back to the Committee to confirm that?

Ms GLADYS BEREJIKLIAN: I certainly can, Ms Sharpe, but I was also pleased to hear in a report last week, I think you were involved in the media story, when it was stated that the number of assaults on customers has decreased by 16 or 18 per cent. That was reported a few days ago in the story in which you appeared. I will certainly be happy to take that on notice and to assure you and the Committee that I take safety and security on the network very seriously.

**Answer:**

Crime statistics are provided by the NSW Bureau of Crime Statistics and Research (BOCSAR) when measuring trends in recorded offences on the rail network, and are publicly available.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00794



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
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**Question:**

Transcript

17. The Hon. PENNY SHARPE: Minister, are you aware that at Central station currently public announcements are being made to passengers and people who move through Central station that thieves are active in the area?

Ms GLADYS BEREJIKLIAN: I have even heard those announcements myself before. I think it is appropriate to warn customers of what we think might be an issue. Mr Collins, add to that, if there is anything you would like to add to that.

Mr COLLINS: Yes. I think it is certainly an important thing to make people aware. It is quite common in many world cities for people who are unfamiliar to have their wits about them. Sometimes during times when they are unfamiliar upon arrival, the last thing they think about is looking after their possessions, so I think it is a sensible thing to do.

The Hon. PENNY SHARPE: Sure, that is fine. Would one of you or either of you be able to take on notice the last time period in which these announcements were being made, whether they a new thing and when they were introduced?

Ms GLADYS BEREJIKLIAN: I have certainly heard them frequently in the last few years. I have not heard any change in policy in that regard. But we are happy to take that on notice.

The Hon. PENNY SHARPE: I am happy for you to take that on notice. Just come back to on the last time they were done and how frequently, et cetera.

Ms GLADYS BEREJIKLIAN: Yes.

**Answer:**

Sydney Trains stations can play pre-recorded announcements or make manual announcements about a range of customer service and operational matters.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00795



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
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18. The Hon. PENNY SHARPE: Have the number of contract security guards been increased at Central station, or maybe Mr. Collins?

Ms. GLADYS BEREJIKLIAN: Contract security guards? Do you mean as in?

The Hon. PENNY SHARPE: Not transits, not Police Transport Command [PTC], but Chubb or whoever.

Ms. GLADYS BEREJIKLIAN: I will have to take that on notice, unless any of our rail operators have the answer. I am happy to take that on notice.

Mr. COLLINS: All I can say is that we have seen a major increase in the number of visible police in the area, thanks to the new relationship we have got there. Certainly the visibility of our station staff, which is an important part of security, has improved a lot over the last few months.

The Hon. PENNY SHARPE: Thank you, Mr. Collins, Would you be able to, on notice, come back to me and provide the figures for the number of contract security guards that there were in 2013 and how many are budgeted for in 2013-14?

Mr. COLLINS: Certainly we can give a breakdown of the areas where we are providing security guards. It might not be specific to Central station.

**Answer:**

The current number of security guards will remain largely the same for both financial years ending 30 June 2013 and 30 June 2014.

Security guard services are currently provided to railway stations, maintenance centres, sidings and yards across NSW.

The NSW Police Force now manages security for the entire public transport network under a dedicated Police Transport Command.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00796



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**Budget Estimates Hearing 2013-14**  
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19. The Hon. PENNY SHARPE: Anything you can give us would be good. Minister, as I am sure you are aware, the next redeployment of transit officers begins again at the end of next week. I think it is next Saturday. Can you confirm that that means there will be less than 100 transit officers left on the rail network?

Ms. GLADYS BEREJIKLIAN: I know at the moment there are about 130 transit officers. I am not sure of the time frame you are discussing, but I am happy to take that on notice. I do want to stress also that, in relation to the Police Transport Command, as I said I take safety and security very seriously on the network. I think any of us who use public transport want to make sure there is a strong physical presence. I have been really pleased with the outcomes of the Police Transport Command because, unlike before, we have seen real evidence of what that sharing of intelligence does. We now have police who are able to access the closed-circuit television [CCTV] footage and deploy staff where they think it is necessary. I am very pleased with the result. I also want to add that some of the transit officers have actually applied and joined successfully the Police Force. Some have been deployed in other parts of Transport. I want to thank them for what they have done, but there is no doubt that nothing replaces a police presence. It is one of the things I am most proud of being able to do in the past two years. I think it really sends a strong message to anybody that when you are in and around the Transport network, you have to be on your best behaviour.

**Answer:**

I refer to my answer on 19 August.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00771





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Minister for Transport

**Budget Estimates Hearing 2013-14**  
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20. The Hon. PENNY SHARPE: Mr. Collins, can you confirm that there are currently 100 former transit officers in redeployment, which means that they are on full pay but they are not working on the trains?

Mr. COLLINS: This is part of a transition between the new Transport officers and working with the NSW Police transport section. This is really the old regime going out, which we did not feel was effective. We have moved forward in trying to ensure that we have Transport officers which are both customer friendly and supportive but also provide that level of security along with the police. It is a much more effective regime. I think the old regime was not appropriate.

The Hon. PENNY SHARPE: But can you confirm to me that there are currently 100 former transit officers in redeployment, on full pay, and not on the trains?

Mr. COLLINS: As part of our process for reform, there are a number of people in all sorts of jobs who are moving from their current roles. We are doing all we can to find alternative roles, and many of those transit officers have found roles. We will continue to do that, but as we find that moves on, we will obviously end up with a small number of people who will be in that position.

The Hon. PENNY SHARPE: I appreciate that. You do not have to give it to me now, and you can take it on notice, but can you confirm how many there are currently?

Mr. COLLINS: Those numbers change every day. We certainly could provide that number today but it moves further down.

The Hon. PENNY SHARPE: Great. In that case, could you also confirm to me the final date when you think there will be no transit officers left on the rail network?

Mr. COLLINS: I do not think we can confirm the final date. We are working very hard to ensure that number is reduced over time. We are working with the individuals as we find more roles for them.

The Hon. PENNY SHARPE: But in terms of actually taking them off active duty on the trains, can you confirm that you expect in December for the last of the transit officers to be gone?

Mr. COLLINS: I can certainly find that date out but I am not sure there is a specific date in mind when we intend to do that.

Ms. GLADYS BEREJIKLIAN: We are working with the Police Transport Command to make sure that, as police come on, the transit officers come off. That is a collaborative approach. Mr. Gammie might have something to add to that.

Mr. GAMMIE: I can confirm that, by the end of this year, transit officers will not be operating on the network.

**Answer:**

These numbers change frequently as responsibility shifts to the Police Transport Command.



**Gladys Berejikian MP  
Minister for Transport**

PQ13/00772



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Transcript

21. The Hon. PENNY SHARPE: Given that there are 100 and possibly up to 200 transit officers who are going to be in redeployment and given that the Police Transport Command continues to be significantly under-staffed, are you saying that there is no way that you would consider keeping transit officers actively patrolling trains until the Police Transport Command reaches authorised strength?

Ms GLADYS BEREJIKLIAN: We have set strong benchmarks on performance and on what constitutes having a safe network. The department takes advice from Police on a regular basis because Police have the intelligence and can give advice as to how we can best manage security. If you were to ask me do I think it was safer having the old transit officer network or the Police Transport Command, without hesitation I would say that what we have now—

The Hon. PENNY SHARPE: That is not the question I am asking.

Ms GLADYS BEREJIKLIAN: I think it is the heart of the question you are asking me.

The Hon. PENNY SHARPE: No it is not actually. The heart of the question is what is the best number of officers to have on the rail network? There are now fewer than there ever have been. We can argue about the numbers but they are about half the number there were when you came into Government.

Ms GLADYS BEREJIKLIAN: That is not true.

The Hon. PENNY SHARPE: As I said, we can argue about the numbers. What I am saying to you is, there are 200 trained people who are used to patrolling trains and have some skills who would be able to be deployed on the network for a longer period of time, while the Police Transport Command is building up strength. You are saying that you are not prepared to deal with that. In the meantime, what you are going to do is to send all those people to deployment, keep paying them, not have them on the trains but continue to have this gaping hole in security on the network.

Ms GLADYS BEREJIKLIAN: I know the issue you raise is one that the unions raise but I need to do what is in the best interests of the customer. That is my motivation.

Mr COLLINS: If I may add to that. In London, where I had 800 police officers in a similar unit, my experience is that it is not about the number of people. You can have people walking around looking like bouncers and perhaps intimidating the customers but in London we took them away. The combination of customer-friendly transport officers and the abstraction deployment of officers is critical. It

is not just about a number; it is about where those officers get deployed, how they are managed and how they work with our transport people. I have seen that model work. I think the model we are adopting here has great merit.

The Hon. PENNY SHARPE: You are comfortable with the fact that the number of fines issued in relation to fare evasion has almost halved since the removal of the transit officers?

Mr COLLINS: The recent data that we have has reversed that. We have seen a significant improvement and that is probably why you have seen quite a few officers around.

The Hon. PENNY SHARPE: Thirty-three at Town Hall seemed a little excessive.

Mr COLLINS: Yes, very busy. I dare say, most of them were dealing with 33 people at the time. We have seen a significant improvement in dealing with the reductions of people falsely travelling on concessions and an improvement in dealing with penalties for people travelling incorrectly.

The Hon. PENNY SHARPE: I am very interested in your comments about numbers on the network. I understand that for Western Sydney on Friday and Saturday nights between 40 and 50 people used to be rostered on to do security. Can you confirm how many used to be rostered on Friday and Saturday nights for security across the train network in Western Sydney? You may have to take the question on notice.

Mr COLLINS: I know that we have recently looked at and provided support through policing on specific locations and trains.

The Hon. PENNY SHARPE: When you say you have looked at providing support, what sort of support?

Mr COLLINS: On trains at certain times of the evening we have provided additional support. The issue here though is about intelligence policing. Everything moves around. If you provide a resource just purely in a certain location, that can move the next week to another. I have had several meetings already with Max Mitchell. We have shared our experience. I am very confident that we are going in the right direction here.

The Hon. PENNY SHARPE: That is fine. Again I ask you to take on notice and confirm those figures for rostering Friday and Saturday nights.

Mr COLLINS: Rostering of what?

The Hon. PENNY SHARPE: Previous rostering of transit officers: How many were rostered on Friday and Saturday nights? My advice is that it was between 40 and 50 in Western Sydney. I want to know whether that is correct.

Mr COLLINS: We can certainly do that.

**Answer:**

The NSW Police Force now manages security for the entire public transport network, including Guardian Services, under the dedicated Police Transport Command (PTC).

The PTC makes all decisions on where and when staff should be deployed.



**Gladys Berejiklian MP  
Minister for Transport**



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Transcript

22. The Hon. PENNY SHARPE: Obviously, the Guardian trains are very important when you talk about enhanced security. Guardian trains take people out of the city on Friday and Saturday nights, particularly those working in the city, and they are guaranteed to have security. Would you again take on notice and provide the number of CCTV operators, transit officers and station staff dedicated to the operation of the Guardian trains now? Could you then provide information on how you expect the Guardian trains will operate once the Police Transport Command takes over?

Mr. COLLINS: We can provide that data. I think in a more general point, there is ongoing review of how we deploy our new resources, particular police and station staff. We are seeing a greater visibility of all those individuals. I am very keen to ensure that we continue to maintain the safety of Sydney trains. In terms of many other networks around the world, Sydney is a pretty safe place to travel, even late at night.

**Answer:**

The NSW Police Force now manages security for the entire public transport network, including Guardian Services, under the dedicated Police Transport Command.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00774



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Transcript

23. The Hon. PENNY SHARPE: I asked this question of the Minister for Police. I am assuming someone will have an answer for it. Last week I was travelling on a train when the guard made an announcement that if there were issues with people smoking, graffiti or antisocial behaviour one option was to call 000. No intermediary was offered other than trying to find station staff. Can you confirm what is happening regarding announcements for passengers on trains?

Mr. COLLINS: I do not think that is policy. In fact, we want to keep those 000 lines clear for immediate emergency. We are working on using social media. I know again in a conversation with Max Mitchell that we are looking, as I have previously done in London, at providing all sorts of alternative communication so that if people are not in imminent danger they can communicate and get that message straight to the New South Wales police. Obviously, we would encourage everybody if they feel threatened or in immediate danger to seek the best form of support. That can be the guard, station staff or calling 000.

The Hon. PENNY SHARPE: Is there no intermediate step? I know there are help points, obviously, on some trains, but not all. Is there an intermediate number? At the moment there are the 131500 report graffiti stickers or whatever inside the train. Currently, there is the 000, emergency and another number that I do not know off the top of my head, which I think is for rail security. Is that right Mr. Mason?

Mr. COLLINS: Yes.

Mr. MASON: I believe that is so. I will certainly come back to you on that. There certainly used to be a number advertised on the trains. I am pretty sure it is still there.

Mr. COLLINS: It is still there I think.

**Answer:**

The NSW Police Force now manages security for the entire public transport network under a new dedicated Police Transport Command.

For any non-emergency related incidents of smoking, graffiti or anti-social behavior, passengers should call the Police Assistance Line on 131 444.

To report any emergency and life threatening incidents, passengers should call the 000 number immediately.

Guards on Sydney Trains have guidelines for making customer announcements that focus on destination information, disruptions and other relevant customer information.

There is no directive for guards to advise customers to call 000 regarding people smoking, graffiti or anti-social behaviour.

A handwritten signature in blue ink, appearing to read 'Gladys Berejiklian', with a stylized flourish at the end.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00776



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Transcript

24. The Hon. PENNY SHARPE: Can you confirm that that is remaining and what will be the instructions to passengers? I do not think anyone here wants to see 000 clogged up with people wanting to report seeing someone smoking on the train by calling 000.

Mr COLLINS: I think the important thing is that as we all move into the world of other communication forms, certainly in that area we have to keep up with the times. There will be other opportunities to use a wider range of media to communicate non-emergency items.

The Hon. PENNY SHARPE: Social media is something in which I am quite interested Mr Collins. I am not sure I am asking the right person; is there currently a review of Twitter arrangements for the 131500 line?

Mr COLLINS: That may be more one of my Transport for NSW colleagues.

Ms GLADYS BEREJIKLIAN: That is actually in Tony Braxton-Smith's team in customer experience. Tony is not here today. Can I take that on notice?

The Hon. PENNY SHARPE: Yes. I wanted to say that I know there has been a customer survey about how people would like to use it. I thought it was very good. It seems to me that what people particularly want is more interactivity when they are asking questions. It is a very static broadcast service at the moment.

Mr COLLINS: My experience is that we have used almost line by line social media and live updates, which gives people good information. It is used extensively in Europe and America. It certainly is something I am looking to encourage here. It is certainly supported by Tony Braxton-Smith.

**Answer:**

Transport for NSW is undertaking a review of the effectiveness of its social media channels, including Twitter.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00778





**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
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**Question:**

Transcript

25. The Hon. PENNY SHARPE: Obviously, there is much interest in speeding up the journey between Sydney and Newcastle in particular. What work, if any, is being done on that, aside from plans for express trains beyond that?

Ms GLADYS BEREJIKLIAN: I will let the train operators speak on that issue, but obviously from our perspective the big challenges we face are things like stopping patterns, which has an impact on travel time and what that means. Obviously maintaining infrastructure to ensure greater speed?

The Hon. PENNY SHARPE: That is fine. I was just wondering whether there was any specific work being done on the Newcastle to Sydney?

Ms GLADYS BEREJIKLIAN: It is obviously ongoing. I place on record that that work is ongoing.

I will ask Mr Collins and Mr Mason to provide comment as expert rail operators?

The Hon. PENNY SHARPE: That is fine. I have got one minute left. If you can take that on notice and come back to me, that would be fantastic.

**Answer:**

Transport for NSW is preparing a long term plan for regional rail (an action item of the Long Term Transport Master Plan) that will include connecting road coaches. This plan will outline options to enhance rail passenger services through timetable, fleet and targeted track improvements.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00781



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
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**Question:**

Transcript

26. The Hon. PENNY SHARPE: That is fine. I have got one minute left. If you can take that on notice and come back to me, that would be fantastic. Mr Mason, have there been any costings done in your area or, indeed, anyone else's—this might be one for Mr Wielinga—on the cost of the change to light rail in The Hunter at the Wickham interchange?

Ms GLADYS BEREJIKLIAN: Ms Sharpe, if you do not mind, I will ask Ms McNally to answer that question.

The Hon. PENNY SHARPE: Yes.

Ms GLADYS BEREJIKLIAN: She runs the Planning and Programs team—

The Hon. PENNY SHARPE: If we are taking up other people's time, I am happy for you to take it on notice.

Ms McNALLY: Okay.

**Answer:**

A tender has been released to explore options for where light rail could travel and how it will support the revitalisation of the Newcastle CBD.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00783



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
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**Question:**

Transcript

27. The Hon. PAUL GREEN: In terms of the strategy you have for vandalism, how many prosecutions have been successful?

Ms GLADYS BEREJIKLIAN: I cannot answer government wide as to how many prosecutions have been successful, but I can certainly give you an update on some of the initiatives we have taken, if you do not mind.

The Hon. PAUL GREEN: It is frustrating getting new trains and then having them vandalised or graffitied.

Ms GLADYS BEREJIKLIAN: Yes. On top of the initiatives we have in relation to graffiti, we have done extra projects. For example, we are investing about \$ 11.5 million in targeting cleaning blitzes. During 2013 we will be undertaking an additional, more than 117,000 cleaning hours on top of the normal every day cleaning, and that includes deep cleaning. You may have heard recently I spoke publicly about the fact that some of our carriages and seats had not had deep cleaning for 12 years. They had been cleaned but not the deep cleaning required. So now we have an ongoing program to maintain that. Deep-cleaning of Waratah trains is now completed every 30 days. On top of the daily cleaning we are also making sure we do that deep cleaning to maintain as much as we can.

On top of the regular cleaning on Millennium carriages, for example, we are also doing an extra clean every 30 days. Between October last year and June this year we have undertaken a 27,000 hour cleaning blitz on the interior of our trains to make sure that we address those issues. In addition to that, we have also put bins back on stations. That is very important because when you have nowhere to throw any rubbish it becomes easier to leave it behind. Evidence shows here and elsewhere that when you maintain the cleanliness of a network people are less likely to cause any damage. I note that one of the things that Mr Collins said to me when he came here was that we have to do something about graffiti, we have to reduce the incidence, and we are certainly working hard to make that happen.

The Hon. PAUL GREEN: You do not have any statistics on prosecutions?

Ms GLADYS BEREJIKLIAN: I am sorry I do not in relation to—

The Hon. PAUL GREEN: Would you be able to take that on notice?

Ms GLADYS BEREJIKLIAN: To the extent that it is limited to my portfolio; I suspect it is government wide.

**Answer:**

This is a matter for the Minister for Police and Emergency Services.

A handwritten signature in blue ink, appearing to read 'G. Berejiklian', with a stylized flourish at the end.

**Gladys Berejiklian MP  
Minister for Transport**

PQ13/00784



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Transcript

28. The Hon. PAUL GREEN: Would you be able to track whether the South Coast line has a higher trackwork average than other lines?

Ms GLADYS BEREJIKLIAN: I will ask the rail experts to comment but the challenge with that line is the freight task with that line as well. Obviously for the first time we have an integrated strategy to work with freight operators and in passenger services. If Mr Mason or Mr Collins has any comments about the additional trackwork required then I am happy for them to talk about it.

Mr MASON: Certainly we have been doing some signalling and receiving down there over the last couple of years. We have almost finished that now I believe. I think the signalling is due by the end of 2014, so that will certainly open up some of the trackworks. Clearly we have been working with the freight operators down there as well to open up new sidings.

The Hon. PAUL GREEN: When do you think that might reduce all this trackwork to a level that has a consistent train service?

Mr MASON: I look to my colleague on my left who will actually do all the trackwork with me, but we will certainly come back to you. We have a five-year plan.

Mr COLLINS: There are still some critical points to deal with but the good thing is that the work they are doing now is you get in, you fix it and then you do not have to come back for some time. There are a lot of points in crossings to replace but once they are done? it does require some open heart surgery as I have said on record, and it does mean occasionally people get the inconvenience but long term it will mean less weekend closures.

**Answer:**

It is anticipated that the major upgrades resulting in this additional trackwork will be completed in 2014.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00786



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
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**Question:**

Transcript

29-31. The Hon. PENNY SHARPE: Are you able to inform the Committee how many extra buses have been put on Friday and Saturday nights to take people from Kings Cross to Central station?

Mr ROWLEY: I do not have that information on me. I can get back to you on those figures.

Ms GLADYS BEREJIKLIAN: Mr Reardon can answer that question. He was in charge of the Kings Cross strategy on transport.

Mr REARDON: The Kings Cross Plan of Management involved putting on extra services direct to Central from Kings Cross and increasing the N100. In terms of the direct service from Kings Cross to Central, that service still operates on a frequency that augments the N100. So there are two destinations from Kings Cross into the city, both are linked to the broader NightRide services throughout the network.

The Hon. PENNY SHARPE: Would you be able to give me the detail about the frequency of those services on notice?

Mr REARDON: I can do.

The Hon. PENNY SHARPE: Are you able to give me the patronage on those services?

Mr REARDON: We track the patronage on a weekly basis on those services to ensure—

The Hon. PENNY SHARPE: Would you be able to provide that to the Committee since it started?

Mr REARDON: We can take into account some of the work that has been undertaken to date but I will take that one on notice as well.

Ms GLADYS BEREJIKLIAN: Ms Sharpe, I have just been given some information that might assist in your question. Since Friday 12 October last year there has been an additional six bus services an hour to Central to link up with the NightRide buses. This means there are now a total of eight buses operating each hour from Kings Cross.

The Hon. PENNY SHARPE: Starting from what time?

Ms GLADYS BEREJIKLIAN: I will have to get back to you on the time, but I can say this includes four new direct services to Central with no stops in between. Buses also operate from Kings Cross to Town Hall four times an hour. On advice that I have we estimate that about 20,000 people have used the new bus services since the introduction of the late-night transport initiatives.

The Hon. PENNY SHARPE: Would you provide on notice the figures on how many people are getting on those buses on a Friday or Saturday night?  
Ms GLADYS BEREJIKLIAN: Yes.

**Answer:**

I am advised:

Since October 2012, there have been 8 buses operating each hour from Kings Cross between 1am to 5am on Friday and Saturday nights.



**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00788



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
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**Question:**

Transcript

32. The Hon. PENNY SHARPE: Mr Rowley, will you give me the latest updated patronage figures on the Metrobuses?

Mr ROWLEY: I do not have those at hand.

The Hon. PENNY SHARPE: Will you take that on notice?

Mr ROWLEY: I can take that on notice.

Ms GLADYS BEREJIKLIAN: As a regular user, they are pretty good.

Mr ROWLEY: If you want detail I cannot give you that off hand, but I can?

The Hon. PENNY SHARPE: That is all right. I accept that they are good. I use them too.

Ms GLADYS BEREJIKLIAN: Anecdotally, people are saying to us to put more on.

**Answer:**

I am advised:

The number of passenger boardings (excluding school students) for the 13 Metrobus routes in the 2012/13 financial year was 22,057,189.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00789





**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
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**Question:**

Transcript

33. Dr MEHREEN FARUQI: Sure. Thank you. I would really appreciate it if, on notice, you could provide me with the costs of overtime, both Sundays and during the weekdays.

Mr ROWLEY: Okay.

**Answer:**

I am advised:

The cost of overtime in State Transit during 2012-13 was \$42.5 million. This is a reduction of 11.3 per cent from 2010-11.

State Transit advises that operating overtime every Sunday is the most economical way to provide services on a Sunday.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00791