



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEE NO. 6 – TRANSPORT AND THE ARTS

## **BUDGET ESTIMATES 2024-2025**

### **Supplementary questions**

Portfolio Committee No. 6 – Transport and the Arts

**Transport**

**(Graham)**

Hearing: Wednesday 12 March 2025

**Answers due by:** 5.00 pm Tuesday 8 April 2025

**Budget Estimates secretariat**

Phone (02) 9230 2740

[BudgetEstimates@parliament.nsw.gov.au](mailto:BudgetEstimates@parliament.nsw.gov.au)

**BUDGET ESTIMATES 2024-2025**  
**SUPPLEMENTARY QUESTIONS**

<b>Questions from Hon Mark Banasiak MLC</b>
---

**E-Mobility**

- (1) In the RSAC Briefing Paper and the 2020 e-Scooter Advisory Committee's Recommendations it states "Transport has been engaging with stakeholders about the regulation of sharing schemes in NSW since 2023." In 2020 the e-Scooter Advisory Committee, chaired by TfNSW and comprised of all the key stakeholders in NSW were unanimous in making a series of recommendations which included: Minimum age 17 with a licence. A number plate. Insurance. No riding on footpaths. A maximum speed limit of 10 km/h on Shared Paths. Why did the "Active Transport" team at TfNSW completely ignore all this expert advice and even fail to mention it in their briefing paper?
- (2) The 7-page RSAC briefing paper did not mention pedestrians once, nor did it discuss the deaths, serious injuries, and hospital admissions in states like Queensland and Victoria. Vision Australia's survey has found that over 90% of its members now feel unsafe on footpaths due to e-Rideables.

How does the Minister respond to these omissions and the safety concerns of pedestrians and people with disabilities? And has he referred this matter to the Minister for Disability Inclusion?

- (3) E-Scooters are banned on footpaths in Victoria, even LA bans them on footpaths. Queensland reduced the speed limit on paths from 25 km/h to 12 km/h, yet they are still seeing a significant increase in deaths and serious injuries and ballooning hospital costs. Is the Minister considering allowing all e-Rideables including e-Bikes on all footpaths in NSW at 15 km/h

**Boating and Maritime facilities**

- (4) How many public boating facilities have parking for the disabled who have a vehicle and trailer and where can the disabled find this information?
- (5) How does a disabled, elderly or a boater with limited mobility decide which ramp to use or best suits them?

- (6) What steps is TfNSW taking to ensure people with disabilities have equal access to information and services when it comes to boating in NSW?
- (7) Does the TfNSW-Maritime Boat Ramp Website ( <https://maps.transport.nsw.gov.au/egeomaps/boat-ramps-map/index.html> ) provide details as to which public boating facilities have enhancements for the Disabled and Aged, and if not why and when will this be implemented?
- (8) How many public boating facilities that recreational boaters have access to, have a Davit to help wheelchair bound boaters into boats or the fittings to accommodate a Davit?
- (9) Does TfNSW-Maritime know how many Disabled and aged people have a boating licence and own a registered vessel?
- (10) Currently, the TfNSW-Maritime website has details relating to public boat ramps, however, the details are not complete in regard to the number of parking spaces available. When will the website be updated to reflect details that boaters need?
- (11) In Presse Releases associated with the Sydney Boat Show, Minister Haylen and, the Executive Director Mark Hutchings, stated that there would be a focus on safer access to our waterways for the disabled and aged. That was August 2024- What has been implemented to achieve the commitment.
- (12) It has been established that Mark Hutchings heads the committee in regard to the disbursement of the Waterways Funds
  - (a) How many members are on the committee chaired by Mark Hutchings?
  - (b) What are the expertise and qualifications of this committee?
  - (c) What experience do they have with general recreational boating?
  - (d) How familiar are they with trailer boat launching/retrieving?
  - (e) How familiar are they with hazards that recreational boaters encounter at public boating facilities?
  - (f) How many committee members actually have a direct involvement or participate in recreational boating?
  - (g) How many committee members have a current boating licence and how many have a registered vessel?

- (13) What does TfNSW-Maritime have in place to ensure that applicants who received funding from the (BBP-BNP-BIDP) are maintaining the assets in accordance with the engineering/manufacturers, recommendations to ensure:- performance, reliability, and longevity?
- (14) Does TfNSW-Maritime have evidence of the routine and preventative maintenance of assets where public funds have been provided (Schedules) ?
- (15) Do TfNSW-Maritime attend any random checks on the performance of assets during the life of complying with the terms and conditions of the application?
- (16) Are TfNSW-Maritime pro-active in identifying the potential replacement of ageing assets, or await for applications?
- (17) According to data from TfNSW-Maritime recreational boating is increasing, hence what is TfNSW-Maritime doing to address the increased needs required by recreational boaters to ensure that public boating facilities are capable of capacity requirements for parking facilities adjoining the actual boat ramp, including provision for preparation, wash-down and safe entry and departure?

#### **Boating Infrastructure for Communities Grants Program.**

- (18) With the formal application stage expected to commence February 24th, 2025 and expected to conclude March 31st, 2025 how much funding has been allocated for this stage or year 1 of the Boating Infrastructure for Communities Grants Program?
- (19) Where does the rest of the money go and why is it not spent to fix the terrible state of our boat ramps in NSW?
- (20) Under the current Register of Interest (ROI) process for Boating Infrastructure for Communities Grants Program how many register of interests were received?
- (21) What was the total amount of funding requested as part of this register of interest?
- (22) One of the stipulations was 50% funding, how many applicants under the ROI agreed to the 50% contribution, how many for 25% and how many for zero contributions?
- (23) Of the ROI applicants who agreed to 50% contribution, what the total funding amount was sought by all of these combined?
- (24) Of the ROI applicants who agreed to 25% contribution, what the total funding amount was sought by all of these combined?

- (25) Of the ROI applicants who agreed to 0% contribution, what the total funding amount sought by all of these combined?

<b>Questions from Hon Chris Rath MLC (on behalf of the Opposition)</b>
--

**Station upgrades**

- (26) Seek an update of rail station announced upgrades relevant to the announced ToDs What is the latest on announced upgrade works and the announced timetable, relevant to each station listed? Please report by station.

- (a) Adamstown?
- (b) Booragul?
- (c) Cardiff?
- (d) Corrimal?
- (e) Gordon? ‘
- (f) Hamilton?
- (g) Killara?
- (h) Kogarah?
- (i) Kotara?
- (j) Lidcombe?
- (k) Lindfield?
- (l) Morisset?
- (m) Newcastle Exchange?
- (n) Roseville?
- (o) Teralba?
- (p) Turella?
- (q) Wyong and
- (r) Woy Woy?

- (27) Seek update on future metro plans connecting Westmead to Western Sydney Airport?

- (28) When will a business a case commence to examine metro connection, Westmead to Western Sydney Airport?
- (29) Seek update on future metro plans – Linking Bankstown to Overall?
- (30) When will a business a case commence to examine metro connection, Bankstown to Overall?

### **South West Metro**

- (31) The financial cost of the announced delay to the South West Metro line?
- (32) When will the South West Metro line be open?
- (33) Causes for the delay to the South West Metro?
- (34) What are the reported union demands relating to the South West Metro?
- (35) What is the commercial cost of the announced delay relating to existing contracts and supplier arrangements?
- (36) Detail the envisaged impact on local business following the announced delay to the South West Metro line?
- (37) Detail the envisaged impact on commuters following the announced delay to the South West Metro line?
- (38) Detail the change in passenger numbers relating to the M6 and the M8 train line since the closure of the Bankstown line?
- (39) Would a timetable change be considered in light of commuter reports of over-crowded trains relevant to the T6 and T8 lines?
- (40) Commuters report overcrowded commuter parking at affected stations. Any possible solutions available?

### **Wallerawang Railway Station**

- (41) When did restoration works commence on Wallerawang Railway Station following the \$7 million funding commitment in 2022?
- (42) What date are the works scheduled to be completed?
- (43) When will passenger trains be restored to Wallerawang Railway Station?

### **North Shore / Northern Beaches bus disruptions**

- (44) What has been the loss of daily passenger numbers by the removal of articulated buses from North Shore and Northern Beaches?
- (45) What has been the loss of daily seat numbers and capacity from the loss of these services?
- (46) What interim measures are under consideration to address the extensive delays, wait times and long queues relating to the current drastic shortage of buses covering the North Shore, Northern Beaches and CBD before the arrival of the new articulated buses, expected September 2025?
- (47) Is there any capacity to use some of the double-decker buses that are at the viewers depots on these services?
- (48) Is there any capacity to use the metro rail replacement buses as an interim measure, given they are only required in the event of short-term line closures? Have any operators been approached? What discussions have been held?
- (49) Are any other government buses available as an interim measure?
- (50) What is the precedence of meeting public transport needs in the event of extensive bus shortages? When was the last bus shortage of this scale experienced and how was it addressed?
- (51) Has consideration been given to engaging private bus operators as an interim measure? Have any operators been approached?
- (52) When will the announced new articulated bus fleet be in full operation?
- (53) Any measures to fast track the arrival of the new buses given the dire situation with thousands of commuters inconvenienced and school children unable to travel to school?
- (54) What communication is being provided to commuters to advise of the extensive delays, wait times and long queues relating to the current drastic shortage of buses covering the North Shore, Northern Beaches and CBD?

## **Transport for NSW / Sydney Trains / Buses**

### **Media Operations**

#### **Social Media**

- (55) How many official social media accounts does Transport for NSW and Sydney Trains operate across all platforms?
- (a) Can you provide a detailed list of all active social media accounts, their platform, purpose, and number of followers?
- (56) What metrics and KPIs does Transport for NSW use to measure the effectiveness of its social media engagement?
- (57) How many posts, tweets, and responses were made in the past 12 months across all accounts?
- (58) How many negative comments or complaints have been received on Transport for NSW social media in the past 12 months, and what percentage were responded to?
- (a) What were the main themes of complaints – please categorise
- i. Industrial Action
  - ii. Train delays
  - iii. Bus delays
  - iv. Complaints about the Minister / Premier
  - v. Compliments
- (59) How many posts have been deleted, hidden, or removed due to negative feedback or complaints?
- (60) How does Transport for NSW differentiate between responding to genuine commuter concerns and engaging in public relations spin?
- (61) What is the process for escalation when a customer makes a complaint via social media, and how many complaints have actually been resolved via social media?
- (62) How many full-time equivalent (FTE) staff are employed solely for managing Transport for NSW and Sydney Trains social media?
- (63) Can you provide the breakdown of job titles, salaries, and total expenditure on social media staff?



- (64) How many external consultants, contractors, or third-party agencies have been engaged for social media management in the past three years, and at what total cost?
- (65) What is the total cost of managing Transport for NSW's social media operations in the current financial year?
- (66) Has Transport for NSW conducted any reviews or audits into whether social media staffing levels and expenditure are justified?
- (67) How much has Transport for NSW spent on social media advertising, boosted posts, and sponsored content in the past two years?
- (68) Can you provide a detailed breakdown of expenditure by platform, campaign, and financial year?
- (69) What percentage of social media content is organic versus paid or promoted?
- (70) Has Transport for NSW engaged influencers or third-party social media personalities to promote its services? If so, at what cost?
- (71) How does Transport for NSW justify spending taxpayer dollars on social media advertising when commuters are facing increased fares and transport delays?
- (72) Who approves the messaging and content posted on Transport for NSW's social media accounts?
- (73) Does Transport for NSW have a written social media policy for staff, and can this be tabled?
- (74) What training is provided to social media staff to ensure responses are appropriate, accurate, and compliant with public service obligations?
- (75) How does Transport for NSW ensure that political neutrality is maintained in its social media content?
- (76) Have any Transport for NSW employees faced disciplinary action over inappropriate or misleading social media posts in the past three years?
- (77) What is the process for handling viral complaints or significant backlash on social media, and how many times has this process been triggered in the past two years?
- (78) How many social media complaints have been escalated to Ministerial level, and what percentage resulted in policy changes or action?
- (79) What specific third-party platforms, software, or tools does Transport for NSW use to schedule, monitor, and analyse social media content, and what are the associated costs?

- (80) How many staff members have admin access to 'Transport for NSW and Sydney Trains' social media accounts, and what security measures are in place to prevent unauthorised access?
- (81) Has 'Transport for NSW' used artificial intelligence (AI) or automated bots to manage or respond to social media interactions, and if so, what was the cost and rationale?
- (82) What is the retention policy for social media data, including deleted posts, hidden comments, and direct messages, and is this information subject to GIPA requests?

### **Media Engagement**

- (83) How many full-time equivalent (FTE) staff work in media and communications for Transport for NSW?
- (84) Can you provide a full breakdown of job titles, salaries, and responsibilities for all media and communications staff?
- (85) How many media and communications staff have been added or removed in the past two years, and what is the justification for these changes?
- (86) How many media and communications staff report directly to the Secretary of Transport for NSW?
- (87) How many Transport for NSW media staff have previously worked in ministerial or political offices, and can you provide a list of their names and roles?
- (88) Can you provide a full organisational structure of Transport for NSW's media and communications team?
- (89) Have any media and communications staff resigned or been dismissed in the past 12 months, and for what reasons?
- (90) How many external contractors or consultants are engaged in media and communications, and what is the justification for outsourcing instead of using internal staff?
- (91) How many daily or weekly meetings does the Transport for NSW media team have with the Minister's office, and what is discussed?
- (92) Has the Minister's office ever directed Transport for NSW to delay or suppress media responses to journalists or the public?
- (93) Have there been any politically sensitive or embarrassing media inquiries that Transport for NSW refused to respond to, and why?

- (94) Have journalists ever been given different responses to the same question, and who decides what information to provide?
- (95) What instructions are media staff given regarding negative or critical media inquiries, and can those instructions be tabled?
- (96) How does Transport for NSW distinguish between politically beneficial messaging and providing the public with factual, unbiased information?
- (97) Can you provide all internal communications guidelines used by Transport for NSW media staff?
- (98) Have any Transport for NSW employees been reprimanded, warned, or dismissed for providing inaccurate or misleading media responses?
- (99) How many media enquiries has Transport for NSW received in the past 12 months, and how many were refused or not answered?
- (100) How many media enquiries have been delayed beyond a reasonable response time, and what was the reason?
- (101) Can you provide a full breakdown of all media inquiries by outlet and topic, and how Transport for NSW responded?
- (102) Have any journalists lodged formal complaints about a lack of transparency in responses from Transport for NSW?
- (103) How many media responses have been vetted, changed, or censored before being approved for release?
- (104) What is the standard turnaround time for responding to media enquiries, and how does this compare to actual response times?
- (105) How many crisis meetings has the Transport for NSW media team held in response to negative stories, and what was the outcome?
- (106) Has Transport for NSW ever instructed its media team to withhold or delay public information regarding safety, delays, or incidents?
- (107) What is the standard protocol for handling major incidents, delays, or controversies, and who signs off on media responses?
- (108) Have there been instances where Transport for NSW knew about a major problem but delayed telling the public?

- (109) How many times has the Secretary or Minister (or their office) intervened to change the wording of an official media response?
- (110) Can you provide all internal correspondence related to crisis communications handling in the past 12 months?
- (111) How many Transport for NSW executives have received formal media training, and what is the cost of this training?
- (112) Can you provide all internal guidelines for Transport for NSW media staff on how to engage with journalists?
- (113) Has Transport for NSW ever run media simulations or rehearsals for potential negative stories, and if so, what scenarios were covered?
- (114) What disciplinary processes exist for media staff who mislead journalists or fail to provide accurate public information?
- (115) Has Transport for NSW ever conducted internal reviews on how effectively it handles media inquiries, and what were the findings?

**Paid media / advertising / Paid partnerships**

- (116) What is the total amount spent by Transport for NSW on paid media, sponsorships, and partnerships over the past three years, broken down by financial year?
- (117) Can you provide a full list of all media outlets, influencers, and third parties that have received advertising or partnership funding from Transport for NSW?
- (118) What percentage of paid media spending goes to government-friendly or politically aligned media outlets, and how does this compare to spending on independent or critical media?
- (119) Can you confirm whether Transport for NSW has ever paid for advertorials, sponsored articles, or media segments that were not explicitly disclosed as paid content?
- (120) Have any government ministers, political staff, or Premier's Office representatives been involved in decision-making regarding which media organisations receive paid media or sponsorship funds?
- (121) Has Transport for NSW ever engaged influencers, celebrities, or social media personalities to promote its services or campaigns, and what was the total cost of these engagements?
- (122) Can you provide a breakdown of Transport for NSW's sponsorship deals, including events, organisations, and industry partnerships that have received funding?

- (123) Has Transport for NSW ever provided financial support to media programs, journalists, or editorial initiatives that report on transport policy or infrastructure?
- (124) What safeguards are in place to ensure that media partnerships do not influence editorial independence or prevent critical reporting on Transport for NSW failures?
- (125) Has Transport for NSW paid for 'soft PR' or reputation management campaigns disguised as community engagement or public awareness?
- (126) How much has Transport for NSW spent on digital and social media advertising over the past three years, and which platforms have received the most funding?
- (127) Has Transport for NSW ever paid for boosted social media posts, online engagement campaigns, or comment moderation services, and what was the total cost?
- (128) Can you confirm whether Transport for NSW has ever engaged third-party firms to track, manage, or shape public sentiment on social media?
- (129) Have any Transport for NSW-paid digital campaigns been targeted specifically at political messaging, industrial action disputes, or damage control after government failures?
- (130) How many taxpayer-funded paid media campaigns were abandoned, delayed, or revised due to negative public reception, and what was the financial loss of these failed campaigns?
- (131) Can you provide a list of all advertising agencies, PR firms, and media buying companies that Transport for NSW has engaged over the past three years, along with contract values?
- (132) What specific performance metrics are used to evaluate whether Transport for NSW's paid media campaigns deliver value for money?
- (133) Has Transport for NSW ever conducted internal reviews or audits into its media partnerships and advertising spending, and if so, can those reports be tabled?
- (134) Have any paid media campaigns been created for transport projects or initiatives that were later cancelled or delayed, resulting in wasted advertising expenditure?
- (135) Can you confirm whether any paid media deals between Transport for NSW and media outlets have been contingent on favourable or neutral coverage of government transport policies?

### **3rd Party Advertising on Sydney Trains, Platforms, Buses and Ferries**

- (136) Who are the third-party companies currently contracted to manage advertising across Transport for NSW stations, platforms, trains, buses, and ferries, and what are the details of their contracts (including duration and revenue-sharing terms)?
- (137) Can you provide a breakdown of the revenue Transport for NSW has received from these third-party advertising contracts over the past five years, including yearly comparisons?
- (138) Are there any performance clauses or minimum revenue guarantees in these contracts, and has Transport for NSW ever had to renegotiate or enforce penalties for underperformance?
- (139) What is the process for selecting third-party advertising operators, and when was the last time these contracts were put to open competitive tender?
- (140) Has Transport for NSW ever considered bringing advertising revenue generation in-house instead of outsourcing, and what cost-benefit analysis has been conducted on this?
- (141) What specific guidelines and policies govern what types of advertisements are permitted on Transport for NSW assets, and who enforces these policies—the department or the third-party contractors?
- (142) Has Transport for NSW, the Minister’s Office, or any government agency ever directed an advertising contractor to reject, approve, or modify an advertisement based on political or ideological reasons?
- (143) Have any political parties, government agencies, unions, or advocacy groups received discounts, preferential treatment, or exclusive access to advertising space on public transport? If so, what are the details?
- (144) Has Transport for NSW received any complaints or legal challenges regarding advertising censorship or refusal of certain ads, and what were the outcomes?
- (145) Can you confirm whether Transport for NSW leadership or third-party advertising contractors have ever been approached by external groups—including political parties—requesting that certain ads be rejected or prioritised?

### **Internal Communications**

- (146) How many full-time staff are employed specifically to manage internal communications within Transport for NSW, and what is their total salary bill?

- (147) Does Transport for NSW track or monitor staff communications, including internal emails, Teams messages, or Signal groups? If so, under what authority?
- (148) Have there been any internal complaints or concerns from staff about being unable to speak freely or feeling pressured to follow a specific narrative in internal communications?
- (149) Can you provide a full list of internal communications platforms and chat groups used by Transport for NSW employees, including WhatsApp, Signal, or other encrypted apps?
- (150) Have there been any internal directives instructing staff not to put certain matters in writing for fear of GIPA or parliamentary scrutiny?
- (151) Has Transport for NSW ever engaged consultants or PR firms to craft internal messaging, and if so, at what cost?
- (152) How many internal messages, emails, or documents have been marked “Not for GIPA” or classified to avoid public disclosure?
- (153) Have any whistleblowers or internal staff been reprimanded for raising concerns about internal communications practices, and what protections exist?
- (154) Have internal communications ever been used to spin or manipulate the narrative on controversial issues, such as industrial action, train delays, or budget cuts?

### **3rd Party Messaging platforms**

- (155) Have the Secretary of Transport for NSW, senior executives, or ministerial staff ever used WhatsApp or Signal to discuss departmental matters, including transport policy, infrastructure delays, or industrial action?
- (156) Can you confirm whether Transport for NSW retains records of WhatsApp or Signal messages exchanged between the Secretary and the Minister’s office for government business? If not, why not?
- (157) Have there been any instances where WhatsApp or Signal messages were used to direct departmental decisions or approvals without a formal paper trail?
- (158) Are there any Transport for NSW policies or guidelines governing the use of encrypted messaging apps for official business? If so, can you table them?
- (159) How many messages on WhatsApp or Signal between the department and the Minister’s office have been set to disappear or auto-delete, and what justification exists for that?

- (160) Has Transport for NSW ever conducted an audit or review of WhatsApp and Signal use within the department to ensure compliance with record-keeping obligations?
- (161) Have any instructions been given to delete or avoid creating records of certain conversations on WhatsApp or Signal to circumvent scrutiny, such as GIPA requests?
- (162) Have any official government decisions, directives, or media talking points been issued via WhatsApp or Signal instead of formal email or departmental channels?
- (163) Have there been any security breaches, leaks, or lost government data due to the use of WhatsApp or Signal between Transport for NSW and ministerial staff?
- (164) Can you provide the names and roles of all Transport for NSW senior officials and ministerial staff who are part of any WhatsApp or Signal groups discussing government business?
- (165) Have any encrypted messaging apps (WhatsApp, Signal, Telegram, etc.) been used for communication between the Premier's Office, the Premier's Department, the Minister's Office, and Transport for NSW on transport issues? If so, why weren't official government channels used?
- (166) Can you confirm whether any decisions, directives, or approvals related to Transport for NSW have been issued exclusively via WhatsApp or Signal, bypassing formal email or Cabinet processes?
- (167) Have any instructions been given from the Premier's Office or the Minister's Office to Transport for NSW executives to discuss sensitive matters on WhatsApp or Signal instead of via official correspondence?
- (168) Have any messages between the Premier's Department, the Minister's Office, and Transport for NSW been set to disappear or auto-delete? If so, can you provide a list of who enabled this function and why?
- (169) Have any public servants within Transport for NSW, the Premier's Department, or Ministerial offices been directed to use WhatsApp or Signal to avoid scrutiny, FOI, or GIPA requests?
- (170) Has there been any recorded discussion between the Premier's Office, Minister's Office, and Transport for NSW about ensuring that certain messaging app conversations remain outside GIPA laws?



- (171) Can you provide a full list of WhatsApp or Signal groups that contain members from the Premier's Office, the Premier's Department, the Minister's Office, and Transport for NSW? If not, why?
- (172) Have any crisis management strategies, media talking points, or policy positions been drafted or coordinated using WhatsApp or Signal, rather than via departmental email or formal ministerial correspondence?
- (173) Have any high-level staff in Transport for NSW, the Premier's Office, or the Minister's Office refused to provide access to WhatsApp or Signal records when requested by auditors or legal teams?
- (174) Has Transport for NSW, the Premier's Department, or the Minister's Office ever been warned by legal, IT, or security teams about the risks of using WhatsApp or Signal for government business? If so, what action was taken?

### **Internal Committees**

- (175) How many diversity councils, working groups, committees, and advisory panels operate within Transport for NSW, and what is the total cost of running them?
- (176) Can you provide a full list of all internal working groups and diversity committees, their stated objectives, members, and the amount of paid staff time dedicated to them?
- (177) How many full-time employees at Transport for NSW work exclusively on diversity, inclusion, and equity programs rather than core transport operations?
- (178) Has Transport for NSW ever hired consultants, facilitators, or external trainers to run diversity and inclusion workshops, and if so, at what total cost over the past two years?
- (179) Have any diversity or inclusion working groups been consulted on operational decisions, such as hiring, infrastructure planning, or transport policy? If so, what expertise do they bring to those discussions?
- (180) Can you provide all internal correspondence and minutes from meetings where diversity groups or working groups provided input on transport policy or hiring?
- (181) Has Transport for NSW ever created or enforced quotas or hiring targets for certain demographic groups? If so, can you provide documentation proving this has not led to the exclusion of better-qualified candidates?
- (182) Can you provide a full breakdown of funding, grants, or sponsorships given to external organisations through Transport for NSW's diversity and inclusion initiatives?

- (183) Has Transport for NSW's executive leadership team ever received complaints or concerns from staff about diversity programs interfering with operational efficiency?
- (184) Have any Transport for NSW employees been required to undergo diversity, equity, or inclusion training, and if so, how much has been spent on mandatory training programs?
- (185) Has Transport for NSW ever removed, altered, or rebranded any existing projects due to recommendations from diversity groups?
- (186) How many diversity programs at Transport for NSW have measurable KPIs tied to actual transport outcomes rather than abstract inclusion metrics?
- (187) Have any staff members at Transport for NSW been disciplined, warned, or reprimanded for questioning diversity programs or speaking out about their effectiveness?
- (188) Can you confirm whether diversity groups at Transport for NSW ever engage in political advocacy or activism beyond their internal role within the agency?
- (189) How many taxpayer-funded hours are spent annually on meetings, reports, training sessions, and policy development related to diversity and inclusion, and how does that compare to time spent improving transport services?
- (190) What is the total cost of designing, producing, and distributing diversity-related lanyards, posters, and branding materials across Transport for NSW in the past three years?
- (191) Can you provide a full breakdown of suppliers, contracts, and costs for all diversity-related promotional materials, including posters, lanyards, and staff resources?
- (192) How many different lanyard designs have been issued for diversity and inclusion purposes, and what was the justification for each?
- (193) Can you confirm whether any Transport for NSW employees have been pressured or mandated to wear diversity lanyards as part of their uniform or workplace expectations?
- (194) How many taxpayer-funded hours have been spent by Transport for NSW staff on meetings, committees, and working groups discussing diversity branding initiatives such as lanyards, posters, and flags?
- (195) Has Transport for NSW ever engaged consultants or branding firms to develop diversity-themed materials, and if so, what was the cost and selection process?

- (196) How many posters, brochures, or digital diversity awareness campaigns have been created by Transport for NSW, and can you provide evidence of any measurable impact on transport service quality?
- (197) What formal procurement processes were followed in awarding contracts for diversity-related branding materials, and can you confirm whether these contracts were competitively tendered?
- (198) Has Transport for NSW conducted any cost-benefit analysis to assess whether funds spent on diversity branding initiatives could have been better allocated towards improving transport safety, reliability, or frontline services?

### **Crime on Transport**

- (199) How many violent crimes have been recorded on Sydney Trains, buses, and ferries in the past two years, broken down by type of offence (assaults, sexual assaults, robberies, vandalism, and other serious incidents)?
- (200) How many crimes on public transport in the past two years have resulted in an arrest and conviction?
- (201) Can you provide the top 20 most dangerous train stations, bus stops, and ferry wharves based on crime reports over the last two years?
- (202) What proportion of serious incidents reported on Sydney public transport occur between 7:00 PM and 5:00 AM, and what additional security measures have been introduced during these hours?
- (203) How many Transit Officers, NSW Police Transport Command officers, and security personnel are currently deployed across the network, and how does this compare to the number deployed two years ago?
- (204) Can you provide a breakdown of repeat offences, showing how many offenders have committed multiple crimes on Sydney Trains, buses, and ferries over the past two years?
- (205) Have there been any attempted murders, stabbings, or fatal attacks on Sydney's public transport network in the past two years, and what immediate security changes were made in response?
- (206) How many sexual assaults and harassment cases have been reported on Sydney public transport in the last two years, and what percentage of these cases resulted in charges being laid?

- (207) What percentage of public transport-related crimes in the past two years involved offenders who were already out on bail or had prior convictions?
- (208) How many crimes on Sydney Trains, buses, and ferries in the past two years were committed by individuals who were evading fares, and how many of these cases resulted in penalties or arrests?
- (209) How many reported hate crimes related to antisemitism, Islamophobia, or other racial and religious hate have occurred on Sydney's public transport network in the past two years?
- (210) Can you provide a breakdown of hate crimes committed on Sydney Trains, buses, and ferries, specifying how many were antisemitic, Islamophobic, or targeted other minority groups?
- (211) How many arrests and prosecutions have resulted from reported incidents of antisemitism or Islamophobia on public transport over the past two years?
- (212) Can you provide a month-by-month breakdown of hate crime incidents across public transport routes, and what patterns have emerged?
- (213) What percentage of reported antisemitic and Islamophobic attacks on public transport involved repeat offenders or individuals already known to authorities?
- (214) Have there been instances of hate-motivated physical assaults, verbal abuse, or threats on Sydney's public transport network, and how many resulted in hospitalisation or serious injuries?
- (215) Have there been any recorded instances of organised extremist groups targeting public transport with hate-motivated graffiti or coordinated vandalism attacks?
- (216) How many instances of antisemitic or Islamophobic graffiti, vandalism, or extremist messaging have been recorded on Sydney Trains, buses, and ferries in the past two years?
- (217) Can you confirm whether antisemitic or Islamophobic graffiti has ever been found in government-owned or leased transport infrastructure, including train stations, bus stops, or ferry terminals?
- (218) What is the standard protocol for reporting and removing hate-motivated graffiti, and how quickly are offensive messages removed from public transport property?
- (219) Have there been reports of repeat locations where antisemitic or Islamophobic graffiti is appearing, and what measures have been taken to prevent repeat offences?

- (220) Have Transport for NSW or NSW Police ever identified individuals or groups responsible for hate-motivated vandalism, and have any been prosecuted?
- (221) What percentage of reported antisemitic and Islamophobic crimes on public transport result in police investigations, and how many lead to formal charges?
- (222) Can you provide a list of train stations, bus stops, or ferry wharves that have been identified as hotspots for hate-motivated crime and graffiti?
- (223) Have there been any instances where Transport for NSW employees or contractors failed to report antisemitic or Islamophobic graffiti or hate incidents, and what disciplinary action was taken?
- (224) How many complaints have been lodged by Jewish, Muslim, or other religious or cultural organisations regarding hate-motivated incidents on public transport in the last two years?
- (225) Has Transport for NSW ever refused or delayed providing crime data related to antisemitism or Islamophobia on public transport to media or advocacy groups?
- (226) What additional security measures have been implemented in response to rising reports of antisemitism and Islamophobia on Sydney's public transport network?
- (227) How many Transit Officers or police transport officers have been trained to specifically deal with hate crimes on public transport, and what guidelines do they follow?
- (228) Has Transport for NSW conducted any internal reviews or audits into how hate-motivated crimes and vandalism are reported, investigated, and prosecuted on the public transport network? If so, can these reports be tabled?

### **Industrial Action**

- (229) How many separate industrial actions have been taken by the Electrical Trades Union (ETU) and Rail, Tram and Bus Union (RTBU) against Transport for NSW over the past 18 months, and what has been the total economic impact?
- (230) What percentage of all service disruptions on Sydney Trains, Metro, and bus services over the past 18 months were directly caused by industrial action or union-related work stoppages?
- (231) How many instances have there been where union actions deliberately targeted peak-hour commuters, and was there any attempt by Transport for NSW or the government to legally prevent this?

- (232) Has Transport for NSW offered any private concessions or side deals to the ETU or RTBU to prevent further industrial action? If so, why have these not been made public?
- (233) Can you provide a full list of all meetings (and when and where) between Transport for NSW executives, government ministers, and representatives of the ETU and RTBU over the past 18 months?
- (234) Have any internal working groups, special committees, or task forces been created within Transport for NSW to handle industrial relations disputes? If so, what are their membership structures, objectives, and reporting lines?
- (235) Have any members of these internal working groups or committees been given additional allowances, bonuses, or government-funded travel expenses as part of their involvement?
- (236) Has Transport for NSW ever sought external legal advice on potential High Court or Fair Work Commission challenges to ongoing industrial action? If so, why hasn't the government pursued stronger action?
- (237) Has Transport for NSW conducted internal risk assessments on the impact of prolonged union actions on passenger safety, particularly relating to infrastructure, maintenance, and security gaps?
- (238) How many times has Transport for NSW formally requested intervention from the Fair Work Commission in response to industrial action, and what were the outcomes?
- (239) Can you confirm the total taxpayer cost of all union pay demands, lost productivity, and operational slowdowns due to industrial action over the past 18 months?
- (240) How many times have Transport for NSW executives signed off on decisions that directly benefited unions, such as extended paid breaks or additional allowances, outside of formal agreements?
- (241) Have Transport for NSW or the Minister's Office ever signed off on temporary or unofficial agreements with the ETU or RTBU, outside of enterprise bargaining agreements?
- (242) Have any Transport for NSW staff received warnings, disciplinary action, or been dismissed for leaking industrial action plans, insider negotiations, or internal strategies to the unions?
- (243) Has Transport for NSW conducted any internal investigations into whether ETU or RTBU-affiliated employees have deliberately slowed work, engaged in work-to-rule tactics, or sabotaged infrastructure maintenance during disputes?

- (244) How many instances of unauthorised leave or sick leave surges have been recorded within Transport for NSW's workforce during key periods of industrial action?
- (245) Can you provide any evidence that Transport for NSW executives or HR departments have internally discussed firing or replacing striking workers, even if this was ultimately not pursued?
- (246) How many times has the NSW Police Transport Command been directly involved in dealing with industrial action disruptions, and what additional costs have been incurred for law enforcement?
- (247) Has Transport for NSW ever considered, modelled, or drafted contingency plans for automation or outsourcing of unionised roles, and what would be the projected cost savings?

### **Operations**

- (248) Can you provide a line-by-line breakdown of spend on Transport for NSW's executive leadership team, including salaries, bonuses, travel, hospitality, and discretionary expenses?
- (249) How many contracts awarded by Transport for NSW in the last three years have been over budget, behind schedule, or required additional taxpayer-funded bailouts?
- (250) Have there been any instances where Transport for NSW paid contractors, consultants, or third parties for work that was never completed or had to be redone? If so, how much was lost?
- (251) Can you provide the total cost of Transport for NSW's internal investigations, external reviews, and performance audits over the past two years, and what percentage of these resulted in meaningful policy changes?
- (252) How many instances of fraud, financial misconduct, or procurement breaches have been reported within Transport for NSW in the past three years, and how many resulted in disciplinary action or criminal charges?
- (253) How many GIPA requests have been denied, heavily redacted, or significantly delayed by Transport for NSW in the past two years, and what were the most common reasons for refusal?
- (254) Has Transport for NSW ever been instructed by the Premier's Office or a Minister to withhold, delay, or alter the release of politically damaging information?

- (255) Can you confirm whether any departmental meetings, policy discussions, or infrastructure planning decisions have taken place in private WhatsApp or Signal groups outside of official government channels?
- (256) Over the last 2 years have any journalists, advocacy groups, or MPs been informally blacklisted from receiving responses to information requests or media inquiries due to their reporting on Transport for NSW failures?
- (257) How many public servants currently employed by Transport for NSW have no formal transport, infrastructure, or engineering background, yet hold positions of influence over key decision-making?
- (258) Can you provide a breakdown of all consultants currently engaged by Transport for NSW, their fees, contract terms, and whether they were previously government employees?
- (259) How many Transport for NSW employees are currently on “work from home” arrangements, and how does this compare to the number of frontline transport staff required to be physically present?
- (260) How many internal grievances, bullying complaints, or HR disputes have been lodged within Transport for NSW in the past two years, and how many resulted in disciplinary action?
- (261) Can you provide a list of every public transport infrastructure project that has been delayed, scaled back, or abandoned since the election of the Minns Labor Government?
- (262) How many incidents of track failures, derailments, or system-wide shutdowns have occurred across the Sydney Trains network in the past two years, and how many were due to maintenance failures?
- (263) How many reports, warnings, or internal recommendations have been made in the past three years regarding safety risks on Sydney’s rail network, and how many have been ignored or deferred?
- (264) How much taxpayer money has been spent on consultants, reviews, and risk assessments for the Sydney Metro project without a single train yet running on the new lines?
- (265) Can you confirm how many frontline transport workers—such as drivers, station staff, and maintenance crews—have quit or taken early retirement in the past two years due to concerns over safety, job security, or working conditions?



## **PCard / Corporate Card**

- (266) What is the total number of PCards (Procurement Cards) and corporate credit cards currently in use across Transport for NSW, and who is authorised to hold them?
- (267) Can you provide a full breakdown of all corporate card transactions over the past two years, including vendor names, transaction amounts, and justifications for purchases?
- (268) How many late fees, interest charges, or penalties have been incurred on corporate cards by Transport for NSW employees in the past three years, and what was the total cost to taxpayers?
- (269) How many instances of policy breaches related to PCard or corporate card use have been recorded, and what disciplinary action was taken against the employees responsible?
- (270) Has Transport for NSW ever conducted internal audits into corporate card spending, and can you provide copies of those audit reports, including any red flags identified?
- (271) Can you confirm whether any corporate card transactions were flagged as suspicious, excessive, or unnecessary, and what actions were taken in response?
- (272) How many Transport for NSW corporate card holders have been caught using their card for personal or non-work-related expenses, and what was the total amount repaid?
- (273) Can you provide a list of the top 10 vendors or companies receiving payments from Transport for NSW corporate card transactions, and the total amount spent with each?
- (274) How many corporate cards have been lost, stolen, or otherwise compromised over the past three years, and what security measures were put in place to prevent fraud?
- (275) Can you confirm whether any corporate card spending was used for restaurants, entertainment, accommodation, or travel expenses beyond what is necessary for work?
- (276) How many times has a Transport for NSW corporate card holder been warned, suspended, or had their card privileges revoked due to misuse or policy breaches?
- (277) Has Transport for NSW ever paid annual fees, foreign transaction fees, or hidden bank charges on its corporate cards, and what was the total cost of these fees in the past two years?
- (278) Can you provide a detailed breakdown of corporate card spending on office supplies, gifts, hospitality, or other non-essential expenses, and how these expenditures were justified?

(279) Has Transport for NSW ever engaged in “split transactions”—where payments are deliberately divided into smaller amounts to avoid procurement scrutiny? If so, how many times?

(280) How many PCard and corporate card transactions have been retrospectively approved, and why were these transactions processed without prior approval?

#### **PCard / Corporate Card – Leadership team**

**Josh Murray, Trudi Mares, Camilla Drover, Matt Fuller, Howard Collins, Brenda Hoang, Tracey Taylor, Sally Webb, Matt Longland, Roger Weeks, Peter Regan, Anthony Wing**

(281) Can you provide a detailed breakdown of all PCard and corporate card transactions made by each leadership team member over the past two years, including dates, amounts, vendors, and purposes?

(282) What are the individual PCard or corporate card limits assigned to each member of the Transport for NSW leadership team, and who approved these limits?

(283) How many instances of policy breaches related to PCard or corporate card usage have been identified among the leadership team, and what disciplinary actions were taken in response?

(284) Have any leadership team members incurred late fees, interest charges, or penalties on their corporate cards in the past three years? If so, what is the total amount of these charges, and have they been reimbursed to Transport for NSW?

(285) Can you confirm whether any leadership team members have used their PCards or corporate cards for personal expenses, and if so, were these amounts promptly reimbursed?

(286) How many transactions lacking proper documentation or receipts have been submitted by leadership team members, and what measures have been implemented to address this issue?

(287) Have there been any instances of card misuse, such as splitting transactions to circumvent approval limits, among the leadership team? If so, what corrective actions were taken?

(288) Can you provide the total annual expenditure incurred by each leadership team member using PCards or corporate cards over the past two years, and how does this compare to their allocated budgets?

(289) Have any leadership team members delegated their PCard or corporate card usage to subordinates, and does this comply with Transport for NSW's policies?

- (290) How often are audits conducted on the PCard and corporate card transactions of the leadership team, and have any audits revealed irregularities?
- (291) Can you confirm whether any leadership team members have made cash withdrawals using their corporate cards, and if so, were these transactions compliant with Transport for NSW's policies?
- (292) Have any leadership team members used their PCards or corporate cards for expenses at venues or events that could be perceived as inappropriate or unrelated to official business?
- (293) What training and guidance have been provided to leadership team members regarding appropriate PCard and corporate card usage, and have any members failed to complete this training?
- (294) Can you provide a list of vendors with whom leadership team members have incurred the highest expenses using PCards or corporate cards, and explain the necessity of these expenditures?
- (295) Have any leadership team members' PCards or corporate cards been suspended or revoked due to misuse, and what were the circumstances leading to such actions?

#### **Leadership Team Office Structures – Transport for NSW**

**Josh Murray, Trudi Mares, Camilla Drover, Matt Fuller, Howard Collins, Brenda Hoang, Tracey Taylor, Sally Webb, Matt Longland, Roger Weeks, Peter Regan, Anthony Wing**

- (296) Can you provide a full, up-to-date organisational chart detailing the structure of each leadership team member's office, including all staff roles, reporting lines, and areas of responsibility?
- (297) How many staff members are currently employed within each leadership team member's office, and how does this compare to staffing levels in the past three years?
- (298) What percentage of Transport for NSW leadership staff are former ministerial or political advisors, and how many have direct links to the current or previous labor governments?
- (299) How many meetings, calls, or emails have each leadership team member and their senior staff had with the Minister for Transport's Office, the Premier's Office, and the Premier's Department over the past 12 months? Can you provide logs or summaries of these engagements?

- (300) What is the decision-making hierarchy between Transport for NSW's leadership team and the Minister's Office? Are leadership team members required to seek approval from the Minister or the Premier's Department before making key operational decisions?
- (301) Has Transport for NSW created any internal committees, advisory boards, or task forces that include members from the Minister's Office or the Premier's Department? If so, what are their objectives, and who sits on them?
- (302) Can you provide the total annual expenditure on salaries, allowances, travel, and office costs for the support staff and advisors attached to each leadership team member?
- (303) How many former staff from the Minister for Transport's Office or the Premier's Office have been hired by Transport for NSW leadership offices in the past two years, and formally of the Carr, Iemma, Rees or Keneally governments and into what roles?
- (304) Has the Minister's Office, Premier's office, or the Premier's Department ever issued informal or formal directives instructing Transport for NSW leadership staff on how to handle politically sensitive matters, media engagements, or infrastructure announcements?
- (305) Can you confirm whether any Transport for NSW leadership staff have ever been seconded, loaned, or temporarily assigned to work within the Minister's Office, the Premier's Office, or the Premier's Department? If so, what were the circumstances?

### **General questions**

#### **CFMEU meetings**

- (306) Given ministerial diary disclosures do not include all meetings and provide exceptions to disclosures, since 28 March 2023, have you met with the CFMEU?

#### **ETU meetings**

- (307) Given ministerial diary disclosures do not include all meetings and provide exceptions to disclosures, since 28 March 2023, have you met with the ETU?

#### **Ministerial disclosures to The Cabinet Office**

- (308) On what date did you last update/make a ministerial disclosure to The Cabinet Office?

#### **Department(s)/Agency(s) Employees**

- (309) How many redundancies were processed by each Department(s)/agency(s) within your portfolio responsibilities since 28 March 2023?
- (a) Of these redundancies, how many were:

- i. Voluntary?
- ii. Forced?
- (b) What was the total cost of all redundancies in each Department/agency within your portfolio responsibilities?
- (c) On what page are redundancies published in the respective Department(s)/Agency(s) Annual Reports?

### **Department(s)/Agency(s) Annual Reports**

- (310) On what date were the annual report(s) from 2023-24 for each department / agency in your portfolio published?
- (311) Were the annual report(s) from 2023-24 for each department / agency in your portfolio printed?
  - (a) If yes, what was the printing cost(s) for each department / agency?
- (312) Did the annual report(s) from 2023-24 for each department / agency in your portfolio use in part or full an external production / body / consultant to draft?
  - (a) If yes, what was the cost(s) for each department / agency?
- (313) In what month will the 2024-25 annual report(s) for each department / agency in your portfolio be published?
- (314) Will the 2024-25 annual report(s) for the department / agency in your portfolio include a printed copy?
  - (a) If yes, how much is budgeted for printing in 2024-25 for each department / agency?

### **State Records Act**

- (315) Have you and your ministerial office had training and/or a briefing about the State Records Act from State Records NSW and/or The Cabinet Office and/or Premier's Department?
  - (a) If yes, when?

### **Advertising**

- (316) On what page is advertising published in the respective Department(s)/Agency(s) annual report(s)?

### **Department(s)/Agency(s) Gifts and Hospitality Register**

- (317) Does your portfolio department(s)/agency(s) have a gifts and/or hospitality register?

- (a) If yes, is it available online?
  - i. If yes, what is the website URL?

### **Ministerial staff disclosure of gifts and/or hospitality**

(318) Does your ministerial office keep a register of gifts and/or hospitality for staff to make disclosures?

- (a) If yes, what is the website URL?

(319) Have any staff members in your office been the recipient of any free hospitality?

- (a) What was the total value of the hospitality received?
- (b) Are these gifts of hospitality declared?

### **Ministerial Code of Conduct**

(320) Since 28 March 2023, have you breached the Ministerial Code of Conduct?

- (a) If yes, what was the breach?

### **Credit Cards**

(321) Have you ever been issued with a credit card by a NSW Government department(s) and/or agency(s) since 28 March 2023?

- (a) If yes, under what circumstance?
- (b) If yes, what items and expenditure was undertaken?

(322) Do public servants in your portfolio department(s)/agency(s) been issued with department/agency credit cards?

(323) If yes, what is the website URL of the credit card policy?

### **Department(s)/agency(s) desk or office**

(324) Do you have a desk or office in your portfolio department(s)/agency(s) building(s)?

### **Senior Executive Drivers**

(325) As at 1 February 2025, how many senior executives in your portfolio department(s) / agency(s) have a driver?

### **GIPA Applications – Ministerial Office**

(326) Has your Ministerial Office received a GIPA Application(s) since 28 March 2023?

- (a) If yes, how many?
- (b) If yes, what is the website URL of the disclosure log?

**GIPA Applications – Department(s)/Agency(s)**

(327) Since 28 March 2023, have you and/or your ministerial office given instructions to your portfolio department(s)/agency(s) in relation to Government Information (Public Access) Act application(s)?

**GIPA Act – Disclosure Log Website URL**

(328) What is the website URL for the GIPA Act disclosure log each of your portfolio department(s) / agency(s)?

**TikTok**

(329) Are you on TikTok?

- (a) If yes, do you access TikTok from a NSW Government device?

**Signal**

(330) Are you and/or your ministerial staff on Signal?

- (a) If yes, do you and/or your ministerial staff access Signal from a NSW Government device?
- (b) If yes, does Signal comply with the State Records Act?

**Training**

(331) Since 28 March 2023, have you had training from an external stakeholder that included an invoice and payment paid for using your ministerial budget?

- (a) If yes, what is the description of training?
- (b) If yes, how much?

**Cabinet documents**

(332) Since 28 March 2023, have you shared Cabinet documents with your Parliamentary Secretary?

**Parliamentary Secretary**

(333) Does your Parliamentary Secretary have pass access to your ministerial office?

(334) Does your Parliamentary Secretary have a desk in your ministerial office?

(335) Has your Parliamentary Secretary ever used your Ministerial Vehicle?

#### **Media releases and statements**

(336) Are all the ministerial media releases and statements issued by you publicly available at <https://www.nsw.gov.au/media-releases>?

(a) If no, why?

#### **Overseas Travel**

(337) As Minister, do you approve overseas travel for public servants from your portfolio department(s)/agency(s)?

#### **Data Breaches**

(338) Does your portfolio department(s)/agency(s) keep a register of data breaches in accordance with the Privacy and Personal Information Protection (PPIP) Act?

(339) If yes to 338, what is the website?

#### **Discretionary Fund**

(340) As Minister, do you have a discretionary fund?

(a) If yes, what department(s) / agency(s) administer it?

(b) If yes, what is the website URL detailing expenditure?

#### **Qantas Chairman's Lounge**

(341) Are you a member of the Qantas Chairmans Lounge?

#### **Local Government Councillors**

(342) How many of your Ministerial staff is a local government councillor(s)?

<b>Questions from Ms Abigail Boyd MLC</b>
---

#### **Transport for NSW Disability Inclusion Action Plan (DIAP)**

(343) Given that Transport for NSW's current DIAP is dated from 2018 to 2022, when will an updated DIAP be delivered?

(a) What is the reason for the delay?



## **Access restrictions**

- (344) My office has been contacted by an individual who is a wheelchair user and tried to book a trip with TrainLink to attend the Blue Mountains Music Festival on Sunday 16 March, and was advised via Trip Planner of the following message: “some services on this line may not be wheelchair accessible. Please contact NSW TrainLink on 131 500 ahead of your journey to confirm if your trip will be accessible.” What are you doing to ensure that wheelchair users don’t have to call ahead every time they use public transport because it may or may not be accessible?
- (a) Do you accept that this is an unacceptable and discriminatory burden to place on people with disability?
- (345) Transport has previously advised that it is replacing the ageing NSW regional rail fleet of XPT, XPLOER and Endeavour trains. How many of these are still in use across NSW and which lines do they service?
- (346) As of 17 March 2025, the Transport for NSW’s ‘travel alerts’ web page listed 20 alerts for access restrictions at train stations which are listed as “out of service” for a time period of “ongoing - until further notice”. Given how important these services are for many in the community who require them, what are you doing to ensure progress of these incidents are resolved as soon as possible?

## **Questions to the Point to Point Commissioner**

- (347) Can you provide a detailed explanation of how the Commission’s complaint handling system works, for consumers, providers and operators, drivers and the role of the Commission?
- (348) What regulatory reform needs to happen to properly capture large taxi and rideshare companies like A2B and Uber under your remit?
- (a) What exactly are your powers in relation to these companies and your ability to carry out effective fraud detection measures, safety checks, complaint-handling and enforcement?
- (349) What is the Commission’s resourcing capacity for its:
- (a) Complaint handling system?
- (b) Ability to investigate and monitor compliance?
- (c) Enforcement?

(350) In each of the last 5 years, how many complaints have you received in relation to each of the following matters, broken down into the service providers or operators involved, the outcome of complaints, what action was taken (eg. how many were investigated, dropped due to not enough evidence, prosecuted, driver dismissed, referred to police, etc) and where the complaint was made (eg. via the Taxi Fare Hotline, the online taxi fare complaints form or other)?

- (a) Assistance animal refusals?
- (b) Disability discrimination, harassment, abuse, etc? (please detail the type of incidents however this is recorded)
- (c) Fraud in relation to disabled passengers?
- (d) Sexual violence, abuse, harassment, etc?

(351) In each of the last 5 years, how many total calls has the Taxi Fare Hotline received?

<b>Questions from Ms Cate Faehrmann MLC</b>
---

**Contamination and related monitoring at the St Peters interchange Westconnex site**

(352) With respect to monitoring reports and data provided by consultants to Transport for NSW (TfNSW) regarding the WestConnex St Peters Interchange for the period 1 January 2020 to present day, regarding compliance with Environmental Protection License (EPL) 4627:

- (a) What oversight, review, and/or analysis of those reports and data has been undertaken by TfNSW staff?
- (b) What communication has occurred between TfNSW and the Environmental Protection Authority (EPA) regarding the adequacy of that data?

(353) What was the cost to TfNSW in consultants' fees for the monitoring and report for each of the financial years between June 2020 and June 2024?

(354) Why didn't TfNSW publish any annual monitoring reports for the period 2020 to 2022?

- (a) Was monitoring conducted during this period?

(355) In reviewing the reports and data for compliance with EPL4627 regarding the WestConnex St Peters Interchange site:

- (a) Did TfNSW identify any monitoring data that was not satisfactory between the reporting years of 2020 and 2024?
  - (b) If yes, what issues were identified regarding the unsatisfactory data and what actions were taken as a result?
- (356) What is the estimated cost, over each of the next 3 financial years, of remediating contaminated land at the WestConnex St Peters Interchange site?
- (357) In relation to the “minor errors” identified by the NSW Environmental Protection Authority in reports and data provided to consultations for TfNSW for the period 1 January 2020 to present regarding compliance with EPL4627:
- (a) What were these errors;
  - (b) On what basis were they deemed to have been “minor”;
  - (c) What are the implications of such errors; and
  - (d) What steps, if any, were taken by TfNSW to mitigate against any negative implications of such errors?
- (358) In the last financial year, how much money did Transport for NSW spend on engaging external contractors to undertake research/investigations and prepare reports to inform projects led by the Department?
- (359) How does this compare with expenditure on the same in the past five financial years?
- (360) In relation to permanent staff employed by Transport for NSW:
- (a) What is the total number currently employed and how does this compare with the number for the past five financial years; and
  - (b) Of these, how many roles include subject matter expertise or specialist policy knowledge in their specific remit and how does this compare with the number for the past five financial years?

### **Opal Cards**

- (361) On 10 January I wrote to your office about the fact that light rail workers are the only NSW transport staff not provided with free public transport by way of an employee opal card. Why is this the case?
- (362) When will we see the next generation Opal system and what is this delay costing the taxpayer?

### **E-micromobility**

- (363) Are the e-micromobility parking guidance on track to be developed in 2025?
- (364) How will Transport for NSW ensure local councils and stakeholders are consulted in developing these guidelines?
- (365) Will the updated guidance include dedicated parking infrastructure or enforcement measures to prevent obstruction of footpaths and roads?
- (366) Will the Government commit to establishing a clear and accountable governance framework for road space allocation on both state and local roads?

### **Get Active Program**

- (367) Will the Government commit to increasing funding for the Get NSW Active Program in the next Budget?
- (368) What criteria are used to determine which projects receive funding, and how does the Government ensure fair distribution across councils?
- (369) Will the Government consider a doubled budget year on year with clear commitments in each and every NSW Budget as recommended by Bicycle NSW?

### **Narrowing of Bronte Road**

- (370) Will there be a review of the Waverley Council's narrowing of Bronte Road in its "Streetscape upgrade" works given the road takes buses and parked SUVs making passing distances unsafe?

### **Inner West Bus Services**

- (371) Will the government investigate the introduction of a direct service between Annandale and the City via the Anzac Bridge?
- (372) There is no school bus for kids to get to Balmain Senior Secondary College if they live in Ultimo or Pyrmont. What responsibility does the government take for making sure students have a viable and reliable option for getting public transport to school?

### **Barangaroo**

- (373) Why was the Barangaroo Metro Station entrance built almost one kilometre away from the Barangaroo Ferry Wharf?
- (374) Does the Government plan to construct and operate another Ferry Wharf adjacent to the Barangaroo Metro at the entrance to Nawi Cove?

## **Glebe Island**

- (375) How soon can the Government make the Glebe Island Bridge able to support a pathway from Pyrmont to Rozelle for walkers, cyclists, wheelchairs and push-chairs?
- (376) Would the Government consider a temporary lightweight crossing platform for the Glebe Island Bridge while the historic swing bridge mechanism is repaired?

## **Metro design and fire safety**

- (377) Are elevated walkways, used to assist access and egress of rescue efforts in tunnel rescue incidents, included in the Sydney Metro Western Sydney Airport design guidelines?
- (a) If yes, have these design elements been tendered for construction and will they be delivered?
- (b) If not, is this consistent with other Sydney Metro projects?
- i. What cost savings does the change in design represent to the project?
  - ii. Have emergency service agencies been consulted on the changes?