

# Appendices

## Contents

Appendix 1. Major works	117
Appendix 2. Threatened Species Recovery Plans	121
Appendix 3. Senior Executive Service performance statements	124
Appendix 4. Industrial relations and policy	129
Appendix 5. Equal Employment Opportunity	130
Appendix 6. Multicultural Policies and Services Program	133
Appendix 7. Disability Action Plan	134
Appendix 8. Overseas travel by RTA officers	135
Appendix 9. Access to government information	136
Appendix 10. Ombudsman complaints	139
Appendix 11. Consumer response	140
Appendix 12. Legal change	141
Appendix 13. Land disposal	143
Appendix 14. Payments to consultants	143
Appendix 15. Reporting of RTA contracts with private sector entities	144
Appendix 16. Accounts Payment Performance	144
Appendix 17. Funds granted to non-government community organisations	145
Appendix 18. Privacy Management Plan	146
Appendix 19. Research and development	146
Appendix 20. Driver and vehicle statistics	148
Appendix 21. Insurance	149

# Appendix I. Major works

**TABLE AI.1. MAJOR WORKS**

Project description	Location	Status	Announced completion date	Announced estimated total cost (\$'000)	1 July–31 Oct 2011 exp (\$'000)	2010–11 year's exp (\$'000)
<b>Sydney</b>						
Alfords Point Bridge northern approach, widen to four lanes	Padstow Heights	Completed	2011	42,000	4,048	13,972
Bangor Bypass Stage 2, Marsden Road to New Illawarra Road	Barden Ridge	Completed	2011	35,000	1,169	12,692
Bringelly Road, Camden Valley Way to The Northern Road (planning)	Bringelly		N/A	N/A	352	1,377
Camden Valley Way, Bernera Road to Cowpasture Road, widen to four lanes	Edmondson Park	Completed	2011	48,000		16,661
Camden Valley Way, Cobbitty Road to Narellan Road, widen to four lanes	Harrington Park		2012	33,000	6,589	8,147
Camden Valley Way, Cowpasture Road to Cobbitty Road, widen to four lanes (planning and preconstruction)	Leppington – Harrington Park		N/A	N/A	5,306	17,057
Erskine Park Link Road, Old Wallgrove Road to Lenore Lane	Eastern Creek		2013	55,000	381	3,809
F5 widening, Brooks Road to Narellan Road (State and Federal funded)	Ingleburn – Campbelltown		2011	116,000	9,706	34,836
General Holmes Drive, remove rail level crossing (planning, Federal funded)	Mascot		N/A	N/A	147	928
Hoxton Park Road, Banks Road to Cowpasture Road, widen to four lanes	Hoxton Park	Completed	2011	62,000	5,023	17,888
M2 enhancements, Windsor Road to Lane Cove Road (State and private sector funded)*	Baulkham Hills – Macquarie Park		2013	550,000	1,080	6,956
M5 Corridor Study (State and Federal funded)	Arncliffe		2011	15,000	2,079	4,885
M5 widening, King Georges Road to Camden Valley Way planning and preconstruction (State and private sector funded)*	Beverly Hills – Prestons		N/A	N/A	961	15,458
The Northern Road, Camden Valley Way to Bringelly Road (planning)	Oran Park		N/A	N/A	1,430	917
Schofields Road, new rail bridge for future westerly extension of Schofields Road	Schofields		2011	13,000	10,316	2,169
Schofields Road, Tallawong Road to Richmond Road (planning)	Schofields		N/A	N/A	502	1,194
Schofields Road, Windsor Road to Tallawong Road, widen to four lanes (planning and preconstruction)	Rouse Hill		N/A	N/A	974	9,050
Showground Road, Old Northern Road to Carrington Road (planning)	Castle Hill		N/A	N/A	184	600

Project description	Location	Status	Announced completion date	Announced estimated total cost (\$'000)	1 July–31 Oct 2011 exp (\$'000)	2010–11 year's exp (\$'000)
<b>Great Western Highway</b>						
Bullaburra to Wentworth Falls, Genevieve Road to Tableland Road, widen to four lanes	Bullaburra, Wentworth Falls		2014	85,000	513	3,252
Bullaburra, Ridge Street to Genevieve Road, widen to four lanes	Bullaburra		2014	N/A	1,091	6,245
Kelso, Ashworth Drive to Stockland Drive, widen to four lanes (planning)	Kelso		N/A	N/A	717	1,039
Lawson, Ferguson Avenue to Ridge Street, widen to four lanes	Lawson		2012	220,000	13,915	47,714
Mount Victoria to Lithgow (State and Federal funded)	Mt Victoria, Hartley		N/A	N/A	6,204	11,090
Wentworth Falls East, Tableland Road to Station Street (widen to four lanes, State and Federal funded)	Wentworth Falls		2012	115,000	11,925	32,021
Woodford to Hazelbrook, Station Street to Ferguson Avenue (widen to four lanes, State and Federal funded)	Woodford, Hazelbrook		2012	160,000	17,639	27,310
<b>Hume Highway</b>						
Holbrook Bypass, dual carriageways (State and Federal funded)	Holbrook		2013	247,000	16,443	18,457
Tarcutta Bypass, dual carriageways (Federal funded)	Tarcutta		2011	290,000	38,780	138,311
Woomargama Bypass, dual carriageways (Federal funded)	Woomargama		2011	265,000	26,049	116,797
<b>Pacific Highway</b>						
Ballina Bypass, dual carriageways (State and Federal funded)	Ballina		2012	640,000	29,283	472,607
Banora Point Upgrade, including Sexton Hill (State and Federal funded)	Banora Point		2012	359,000	46,997	57,348
Bulahdelah Upgrade, dual carriageways (State and Federal funded)	Bulahdelah		2012	315,000	23,211	79,549
Coffs Harbour (Sapphire) to Woolgoolga, dual carriageways (State and Federal funded)	Woolgoolga		2014	705,000	57,211	119,591
Coffs Harbour Bypass (planning, State and Federal funded)	Coffs Harbour		N/A	N/A	476	37,411
Devil's Pulpit Upgrade, dual carriageways (State and Federal funded)	Tabbimoble		2013	77,000	1,362	6,015
Failford Road to Tritton Road (planning)	Failford		N/A	N/A	467	1,059
Frederickton to Eungai (planning and preconstruction, State and Federal funded)	Clybucca		N/A	N/A	3,643	1,306
Glenugie Upgrade, dual carriageways (State and Federal funded)	Glenugie		2011	60,000	9,836	31,771

Project description	Location	Status	Announced completion date	Announced estimated total cost (\$'000)	1 July–31 Oct 2011 exp (\$'000)	2010–11 year's exp (\$'000)
Hérons Creek to Stills Road (State and Federal funded)	Hérons Creek		2012	60,000	5,392	5,355
Kempsey Bypass, Dual Carriageways (Federal funded)	Kempsey		2013	618,000	80,674	142,725
Moorland to Herons Creek, Dual Carriageways (State and Federal funded)	Kew		2010	378,000	413	948
Oxley Highway to Kempsey (planning and preconstruction, State and Federal funded)	Port Macquarie – Kempsey		N/A	N/A	3,535	3,221
Tintenbar to Ewingsdale (State and Federal funded)	Bangalow		2014	N/A	8,022	66,393
Warrell Creek to Urunga, planning and preconstruction (State and Federal funded)	Nambucca Heads		N/A	N/A	4,735	16,090
Woolgoolga to Ballina planning and preconstruction (State and Federal funded)	Grafton, Maclean		N/A	N/A	2,824	13,696
<b>Princes Highway</b>						
Bega Bypass (State and Federal funded)	Bega		2013	N/A	1,088	2,970
Berry to Bomaderry Upgrade (planning)	Berry, Bomaderry		N/A	N/A	95	560
Dignams Creek Realignment (planning)	Dignams Creek		N/A	N/A	320	2,603
Foxground and Berry bypasses (planning and preconstruction)	Berry		N/A	N/A	6,777	14,077
Gerringong Upgrade, Mount Pleasant to Toolijooa Road	Gerringong		2015	N/A	3,536	8,518
South Nowra Duplication, Kinghorne Street to Forest Road	Nowra		2013	62,000	2,905	4,341
Victoria Creek realignment	Central Tilba		2013	45,000	4,106	1,179
<b>Central Coast</b>						
Central Coast Highway, Brisbane Water Drive, Manns Road intersection upgrade (planning and preconstruction)	West Gosford		N/A	N/A	4,501	22,194
Central Coast Highway, Carlton Road to Matcham Road, widen to four lanes	Erina Heights		2012	75,000	7,979	32,142
Central Coast Highway, Matcham Road to Ocean View Drive, widen to four lanes	Wamberal		2013	80,000	9,672	19,780
Central Coast Highway, Wisemans Ferry Road intersection upgrade (planning)	Kariong		N/A	N/A	311	1
F3 Freeway, Wyong Road interchange upgrade (planning and preconstruction)	Tuggerah		2013	N/A	353	1
Pacific Highway, Wyong town centre upgrade (planning)	Wyong		N/A	N/A	204	1,630
Pacific Highway, Wyong Road Intersection Upgrade (planning)	Tuggerah		N/A	N/A	133	96
Pacific Highway, Lisarow to Ourimbah, Railway Crescent to Glen Road, widen to four lanes (planning)	Lisarow		N/A	N/A	513	6,287

Project description	Location	Status	Announced completion date	Announced estimated total cost (\$'000)	1 July–31 Oct 2011 exp (\$'000)	2010–11 year's exp (\$'000)
Pacific Highway, Narara to Lisarow Upgrade, Manns Road to Railway Crescent (planning)	Narara – Lisarow		N/A	N/A	253	5,291
Terrigal Drive improvements	Erina – Terrigal		N/A	N/A	1,006	2,928
<b>Hunter</b>						
Hunter Expressway (F3 to Branxton) (State and Federal funded)	Seahampton – Branxton		2013	1,700,000	158,804	296,963
Newcastle Inner Bypass, Shortland to Sandgate	Sandgate		2013	133,000	14,069	24,548
Thornton railway bridge	Thornton		2012	16,000	2,734	2,496
Upgrade of roundabouts on the New England Highway at Maitland (planning)	Maitland		N/A	45,000	2	Nil
Nelson Bay Road (Stage 3) Bobs Farm to Anna Bay, Port Stephens widen to four lanes (planning, Hunter Infrastructure Investment Fund)	Anna Bay		N/A	63,000	132	2
<b>North Coast</b>						
Oxley Highway, upgrade from Wrights Road to the Pacific Highway	Port Macquarie		2011	115,000	14,086	28,143
Summerland Way, additional crossing of the Clarence River at Grafton (planning)	Grafton		N/A	N/A	1,248	3,835
<b>South Western NSW</b>						
Barton Highway safety improvements, Gounyan Curve realignment (Federal funded)	Murrumbateman		2012	22,000	4,898	9,422
Barton Highway upgrade including Murrumbateman Bypass (planning, Federal funded)	Murrumbateman		N/A	N/A	37	373
Olympic Highway, Kapooka Bridge and approaches (planning)	Kapooka		N/A	N/A	529	100

\* Does not include private sector expenditure.

# Appendix 2. Threatened Species Recovery Plans

The RTA is required by legislation to report on the cost and progress of threatened species recovery plans.

**TABLE A2.1. THREATENED SPECIES RECOVERY PLANS**

Measures	Action taken to implement measures	Estimated annual cost	Status
<b>Acacia pubescens (Downy Wattle) Recovery Plan</b>			
Identify existing and potential threats to the <i>A. pubescens</i> population at Beverly Hills/ Narwee on the M5 (north of Windarra Street).	RTA staff to visit site and identify existing and potential threats to the population.	N/A	Site visited and extent of population mapped in 2000. Sites have been included on the roadside corridor management plans.
Develop and implement a threat and habitat management program for the above population.	RTA to develop a threat and habitat management program for incorporation into the maintenance plan for the M5.	N/A	Interlink Roads incorporated species threat and habitat management in landscaping management plans for the M5.
Regularly monitor the above population, assess the effectiveness of threat and habitat management programs.	RTA to conduct at least an annual inspection of the population, compare inspection records and initiate corrective action if required.	\$620	RTA inspected site September 2010. No corrective action required.
Assess development activities with reference to the recovery plan, the Environmental Impact Assessment (EIA) guidelines for <i>A. pubescens</i> and future advice from the National Parks and Wildlife Service (NPWS).	RTA staff to advise project manager of this requirement if aware of the proposed activity before the EIA process. Project manager to advise EIA consultant of this requirement. Environmental assessor to ensure that the recovery plan, EIA guidelines and NPWS advice have been considered in all relevant EIAs. Environmental assessor to take this requirement into account when preparing decision reports.	N/A	<i>A. pubescens</i> populations and recovery plan considered in the Environmental Assessment (EA) for M5 West widening project. Office of Environment and Heritage (OEH) consulted about removing <i>A. pubescens</i> as part of the proposal. This also considered in the EA.
Prepare or review any relevant environmental policies or management plans with reference to the recovery plans and future advice from NPWS.	References to the <i>A. pubescens</i> recovery plan to be included in the Maintenance Environmental Management Plan for the M5.	N/A	Management plans implemented.
Forward to NPWS information on all planning decisions affecting populations of <i>A. pubescens</i> , including decisions that protect habitat and those leading to reduction of habitat/individuals.	RTA to forward the information to NPWS as required.	N/A	OEH officers consulted about the need to remove 40 per cent of planted <i>A. pubescens</i> within the motorway corridor as part of the M5 West widening project. These were planted during the original motorway construction. Potential offset and translocation measures being discussed.

Measures	Action taken to implement measures	Estimated annual cost	Status
<b><i>Grevillea caleyi</i> (Caley's Grevillea) Threatened Species Recovery Plan</b>			
Control drainage runoff from Ryland Track in Ku-ring-gai Chase National Park.	Investigations to determine controls of runoff from opposite side of road.	Nil	No further action required at this time.
Sympathetic management of plants on roadways.	Inform maintenance contractor of appropriate maintenance techniques for minimising damage to <i>G. caleyi</i> .	N/A	Known locations of <i>G. caleyi</i> included on roadside corridor management plans.
<b><i>Microtis angusii</i> (Angus Onion Orchid) National Recovery Plan</b>			
Consider impact of activities undertaken in areas controlled by the RTA that are known to contain <i>M. angusii</i> or are potential habitat.	RTA to advise project manager of this requirement during the development of projects if aware of the proposed activity before the EIA process. Environmental assessor to take this requirement into account when preparing decision reports.	N/A	Ongoing.
Liaise with OEH, Warringah, Pittwater and Ku-ring-gai councils to achieve and maintain a permanent record of the location of <i>M. angusii</i> populations and potential habitats.	RTA to share information with other recovery team members and update records accordingly.	In-kind support.	Ongoing RTA involvement in recovery team.
Ensure roadwork and road maintenance at the known location at Ingleside will not cause destruction or degradation of any part of a <i>M. angusii</i> population, its habitat or potential habitat.	RTA to advise relevant project manager of this requirement prior to activity that may impact on this species. Environmental assessor to take this requirement into account when preparing decision reports for projects that may have an impact on this species.	N/A	Ongoing.
Ensure all environmental personnel are familiar with the location of <i>M. angusii</i> .	RTA to establish central database for sensitive sites, including known and potential locations of <i>M. angusii</i> . RTA to brief Environmental Services Branch on location of populations and potential habitat.	N/A	Locations of sensitive sites included in the roadside corridor management plans. Relevant RTA staff briefed on the location of the <i>M. angusii</i> population.
Ensure all site personnel familiar with the location of <i>M. angusii</i> populations and potential habitat.	RTA to provide information to maintenance contractors regarding identification of <i>M. angusii</i> , its known and potential locations and preferred weed control methods.	N/A	Maintenance contractors advised of location, potential habitat and preferred weed control in population locations.
Prepare a site management strategy for the Ingleside population (Warringah Council, in consultation with RTA and experts).	Warringah Council has engaged a specialist to develop a management strategy. RTA recovery team member to provide management strategy to maintenance contractors.	One-off cost of \$2,500.	Ongoing.
Notify NPWS of any new <i>M. angusii</i> populations discovered.	RTA recovery team member to notify NPWS when new populations of this species discovered.	N/A	No new populations identified by RTA.
Warringah Council and RTA will monitor the population of <i>M. angusii</i> at Ingleside.	Warringah Council developing a monitoring procedure and management actions.		Warringah Council undertaking the monitoring program to guide management of the sites. The population count indicates numbers are increasing.

Measures	Action taken to implement measures	Estimated annual cost	Status
<b><i>Isodon obesulus</i> (Southern Brown Bandicoot) Recovery Plan</b>			
Endorse the <i>I. obesulus</i> Threatened Species Recovery Plan.	Formal notification to National Parks and Wildlife Service (NPWS).	N/A	RTA has endorsed plan.
Liaise with NPWS, Hornsby, Warringah, Pittwater and Ku-ring-gai councils to manage areas with known <i>I. obesulus</i> populations.	RTA to share information with other recovery team members to develop action plans.	In-kind support.	Ongoing RTA involvement in recovery team.
Ensure that Environmental Impact Assessment (EIA) surveys conducted between May and October.	RTA to advise relevant project manager of this requirement prior to activity that may impact on this species. Project manager to advise EIA consultant of this requirement.	N/A	Ongoing.
<b><i>Phascolarctos cinereus</i> (Koala) Recovery Plan</b>			
OEH to approach the RTA to align its policy and practice with the NSW Koala Recovery Plan; exchange information and work on producing plans, given that koalas move across roads/highways; and ensure the RTA has an active program for implementing engineering solutions and other public measures to reduce adverse impacts of vehicles on koalas.	RTA works closely with OEH to manage and research the impacts of roads on koalas. The RTA implements mitigation measures to reduce adverse impacts of vehicles on koalas on relevant road projects	N/A	Ongoing exchange of information.
<b>Cumberland Plain Threatened Species Recovery Plan</b>			
Where impacts on the threatened biodiversity listed in Table 1 are unavoidable, as part of any consent, approval or licence that is issued, ensure offsets undertaken in priority lands where practicable. (Offsets for impacts in growth to be in accordance with the Growth Centres Biodiversity Certification Order.)	Project teams working in areas containing Cumberland Plain Woodland advised of this measure.	No additional cost.	No offsets required or identified July–Oct 2011.
State and Australian government agencies will manage, to best practice standards, lands they own or for which they have care, control and management and: <ul style="list-style-type: none"> <li>Contain any of the threatened biodiversity listed in Table 1</li> <li>Are located within priority conservation lands or, if outside, have conservation as a primary management objective.</li> </ul>	RTA will identify relevant lands under its care and control and manage in accordance with best practice standards.	No additional costs identified.	RTA has identified relevant land. It will review management to meet best practice standards.



# Appendix 3. Senior Executive Service performance statements

**TABLE A3.1.** SES NUMBERS 2006–07 TO 31/10/11

SES Level	2006–07	2007–08	2008–09	2009–10	2010–11	31/10/2011
CEO under S.11A*	1	1	1	1	1	1
Level 6	5	5	6	4	5	5
Level 5	2	2	2	4	3	3
Level 4	10	11	8	9	10	10
Level 3	19	24	20	19	18	18
Level 2	7	3	0	0	0	0
Level 1	0	0	0	0	0	0
Other	1	0	0	3+	0	0
<b>Total</b>	<b>45</b>	<b>46</b>	<b>37</b>	<b>37</b>	<b>37</b>	<b>37</b>

Note: The number of SES positions occupied by women in the current period was five. The number of SES positions occupied by women in 2010–11 was five.

\* Chief Executive Officer position is listed under S.11A of the *Statutory and Other Officers Remuneration Act 1975*.

+ Two additional positions were created as shadow positions and one was an unattached position.

The Roads and Traffic Authority was abolished on 31 October 2011, the individual statements below relate to the organisational structure as at the end of October 2011.

Michael Bushby was the Chief Executive of the Roads and Traffic Authority until 28 October 2011. During his time in the position he directed a range of policy and infrastructure activities in support of the NSW Government priorities. Mr Bushby also oversaw the delivery of the initiatives and significant achievements as outlined below to contribute to a safe, sustainable and efficient road transport system.

## Individual statements

<b>Name:</b>	<b>Ann King</b>
Position:	Deputy Chief Executive & Director Customer Service
Level:	Level 6
Period:	1 July 2011 to 31 October 2011
Total remuneration package:	\$103,098

### Significant achievements 1 July 2011 to 31 October 2011

- Provided real time traffic information to motorists for the F3 and M7 motorways via variable message signs and Smartphone applications.

- Implemented the F3 Pilot Critical Incident Alert project ('opt-in' customer messaging services) to the NSW public. Customers receive incident alerts through multiple channels (email, SMS and text to voice). Subscription as at 31 October 2011 is 10,440 people, including 22 inactivate accounts.
- Implemented capability to order replacement driver licences at myRTA.com.
- Launched the easy-to-use, interactive Safer Roads website to encourage motorists and pedestrians to report dangerous or confusing sections of roads for repair. This included a capability for subscribers to obtain an email alert in relation to changed speed zones in their nominated region.
- Partnered with Tourism NSW in finalising new rest area signs and display structure templates, achieving consistency across NSW for the first time.
- Deployed the Queue Management System with electronic Workforce Management (eWFM) production environment to provide an integrated resource management system. All motor registries have successfully migrated to remediate eWFM.
- Partnered with Southern Region Road Safety to launch the first ever online forum to engage Braidwood residents and Kings Highway users in offering their ideas and opinions concerning roadside hazards. More than 100 online comments were made.

<b>Name:</b>	<b>Richard Boggon</b>
Position:	Director Commercial Services
Level:	Level 6
Period:	1 July 2011 to 31 October 2011
Total remuneration package:	\$95,660

## Significant achievements | July 2011 to 31 October 2011

### Performance

- Delivered more than \$437 million of services for the community.
- Continued to embed a safety first culture, achieving a 20 per cent reduction in lost time injuries against the same period in 2010.
- Secured \$212 million of external income across all businesses in the Directorate.
- Delivered a contribution of \$53 million to road safety, development and maintenance programs.
- Strengthened our management system by commencing a program to embed governance and risk management.
- Maintained a strong performance delivery culture through weekly, monthly, quarterly and annual operational and strategic reviews.

### Road and Fleet Services

- Successfully extended the accreditation by the federal Safety Commission to deliver federally-funded projects to 2014.
- Delivered two state-of-the-art line-marking vehicles to the Queensland Department of Transport and Main Roads.
- Completed major repairs to the historic Hampden Bridge in Kangaroo Valley, receiving positive public feedback on the way the project was managed.
- Achieved a significant milestone on the Kariong Underpass project with a traffic switch to the new carriageway.
- Ensured safety first by stopping all RTA asphalt works across NSW for one day in late August to allow asphalt contractors to 'Stop and Reset' their safety systems following a serious incident.
- Received an ACT Engineering Excellence Award with the Tharwa Bridge project being 'highly commended'.
- Developed an environmentally-sound recycling program for bridge timber in consultation with the RTA's Legal and Environment branches, ending seven years of timber stockpiling across NSW in the absence of an approved disposal program.

### Tolling

- Continued to expand the 1.1 million customer base through the progressive implementation of a program to improve the customer experience.
- Released a new customer-friendly website update which has reduced telephone enquiries and improved the customer experience.
- In partnership with Avis and Budget rental companies, introduced a national tolling solution for rental car customers to make using the Sydney Motorway Network and other Australian Toll Roads much easier for tourists and travellers, as well as reducing administrative costs for industry.
- Upgraded the video recognition system for the Sydney Harbour Bridge and Tunnel to improve automation accuracy and reduce manual intervention in number plate validation.
- Improved the process of issuing account statements which reduced the period of time for customers to receive quarterly statements by five days.

### Commercial Development

- Launched a program to simplify special number plate pricing to make it easier for customers to understand pricing for special number plates.
- Achieved a 75 per cent clearance rate at auctions of surplus property, compared to a market average of 57 per cent, while maintaining value for the RTA.
- Expanded Sydney Coordinated Adaptive Traffic System (SCATS) penetration of the United States market through the sale of 50 intersections to San Jose.
- Implemented camera testing of new number plate products at the Crashlab facility, reducing costs and eliminating the need to close roads and inconvenience motorists.
- Renewed the myPlates agreement with the McGrath Foundation until July 2012, building on a donation to date of more than \$150,000.

<b>Name:</b>	<b>Geoffrey Fogarty</b>
Position:	Director Infrastructure Services
Level:	Level 6
Period:	1 July 2011 to 31 October 2011
Total remuneration package:	\$95,660

## Significant achievements | July 2011 to 31 October 2011

- Delivered a program of works worth \$1.1 billion.
- Managed network enhancement works and delivered several key projects and milestones.

These included:

- Pacific Highway Upgrade:
  - Glenugie Upgrade – northern section of four-lane motorway and southern southbound carriageway traffic switch in October 2011.
  - Sapphire to Woolgoolga Upgrade – Hoys Road Bridge completed in September 2011.
  - Devil's Pulpit Upgrade – contract awarded July 2011.
  - Tintenbar to Ewingsdale Upgrade – contract awarded October 2011.
  - Woolgoolga to Ballina – preferred option announced (Tyndale to Maclean) August 2011.
- Hunter Expressway:
  - Precast super T girders successfully installed on bridges BW002 and BW003 over the F3 Northbound carriageway in October 2011
  - South Maitland Rail connection work completed on 14 October 2011.
- Hampden Bridge – major rehabilitation works completed in October 2011.
- Hume Highway duplication – completion of works on Woomargama and Tarcutta bypasses which opened to traffic in November 2011.
- Barton Highway upgrade at Gounyan Curves – official opening by Federal Member Andrew Leigh and State Member Katrina Hodgkinson.
- HW10 Pacific Highway San Remo passing lanes completed 25 August 2011.
- Eight projects completed under the Pinch Point Program in Sydney at a total value of \$16.5 million.
- RTA's Corporate Plan priority of expanding bus priority measures delivered with three strategic bus corridor treatments completed.
- Delivered major road safety projects across the State. These include four significant speed limit reviews on the Sydney road network, progressive delivery of the safety program on the Newell Highway, completion of safety works on the first stage of Nambucca to Urunga on the Pacific Highway and a range of works under the Road Toll Response Package.
- Completed significant pavement reconstruction and rehabilitation works in regional and metropolitan areas, including slope and wall stability improvements and culvert strengthening. Flood damage assessments were completed for 26 LGAs and the Unincorporated Area of far Western NSW.
- Delivered important traffic management initiatives across the State, including installation of intelligent warning signs on the Princes Highway, signing of memoranda of understanding with Jerilderie, Narrandera, Murrumbidgee, Carrathool and Wagga Wagga councils for the provision of Emergency Traffic Incident Management Plans for the Newell, Sturt and Mid Western highways and multi-agency incident debriefs.

- Completed the M5 East Tunnel air filtration trial in September 2011. A technical evaluation report of the filtration trial was well advanced.
- The Directorate's performance continued to be recognised through external awards:
  - The Hume Highway Mine Subsidence Management project team won the 'Infrastructure' category at the 2011 Premier's Public Sector Awards.
  - The Adelong Creek Bridge replacement project was a finalist in the 2011 Engineers Australia – Engineering Excellence Awards.

<b>Name:</b>	<b>Paul Hesford</b>
Position:	Director Finance & Corporate Services
Level:	Level 6
Period:	1 July 2011 to 31 October 2011
Total remuneration package:	\$98,535

### Significant achievements 1 July 2011 to 31 October 2011

- SAP Multi-tenancy implemented for Sydney Ferries, includes payroll, ESS/MSS and identity management.
- Aboriginal Employment Strategy and Aboriginal Employment DVD launched at NAIDOC week on 7 July 2011.
- Human Resource Strategy Metrics Team won the 2011 Return on Integration Award at the Asia Pacific Successfactors Conference for their work on developing and integrating HR Metrics and analytic insights for their stakeholders.
- Staff Awards — this annual event provides an opportunity to acknowledge and reward staff who have made an outstanding contribution to the organisation. The Sydney Harbour Bridge Asset Management team won the 2011 staff award for occupational health and safety (OHS).
- Implemented DRIVES Help Desk back-up site for Newcastle Contact Centre.
- Continued support to the working parties of the top seven OHS high risk activities.
- Successfully completed the Global Corporate Challenge. The RTA was awarded a trophy for its achievements and overall 4th rank in Australia.
- Achieved an unqualified audit report from the Audit Office of NSW for the year ended 30 June 2011.

<b>Name:</b>	<b>Soames Job</b>
Position:	Director Centre for Road Safety
Level:	Level 5
Period:	1 July 2011 to 31 October 2011
Total remuneration package:	\$94,876

### Significant achievements 1 July 2011 to 31 October 2011

- Began issuing additional crash data information to local government on an opt-in basis relating to fatal crashes in their area.
- Published the revised *NSW Speed Zoning Guidelines* in October 2011. The review of the guidelines was a key initiative of the audit with the objective to develop new policies that support a simpler speed limit regime and reduce the number of speed limit changes.
- Trialled a wide, audio, tactile centre line designed to improve safety on undivided carriageways, publishing the results on the RTA website. The trial originated from a safety review of the Newell Highway.
- Training in the new database to capture all speed zone information began July 2011.
- Established the full program of engineering safety works for 2011–12 and started implementation of 65 projects across NSW. A statewide crash cluster analysis was completed to develop programs for 2012–13.
- Introduced new practices for road safety auditing and published new practice guidelines and supporting information sheets.
- Initiated a safety review of 38 decommissioned camera locations, following the Auditor General's report on the effectiveness of speed cameras, to identify safety issues and develop alternative treatments where appropriate.
- Conducted quantitative research on drivers' attitudes to speeding.
- Conducted a tender evaluation process to engage program manager/s to manage, administer and operate the NSW Alcohol Interlock Program.
- A Bill was introduced to Parliament amending the *Crimes (Sentencing Procedure) Act 1999* to create an aggravating factor where a child under the age of 16 is a passenger in a motor vehicle.
- Completed a pilot to trial a proposed new delivery model for the Local Government Program. In the pilot 14 NSW councils carried out 13 local road safety projects.
- Involved the Centre for Road Safety as a research partner in a University of NSW led project to investigate rollover safety and develop a suitable consumer test that can discriminate rollover protection safety between vehicles.

<b>Name:</b>	<b>Stephen O'Gorman</b>
Position:	General Counsel
Level:	Level 5
Period:	1 July 2011 to 31 October 2011
Total remuneration package:	\$86,601

### Significant achievements 1 July 2011 to 31 October 2011

- Provision of strategic and independent legal advice to the Chief Executive and the RTA Executive.
- Managed the provision of quality, cost effective and timely legal services to the RTA including:
  - The delivery of in-house legal services by RTA Legal Branch.
  - Engaging external legal services from the RTA Legal Services Panel.
- Managed the provision of legal services to support the RTA's delivery of significant projects across each of the Legal Branch portfolio areas of environment and property, infrastructure, road transport law and corporate law.
- Continued development of RTA Legal Branch capability as a high performing legal team, including operating as informed purchasers of external legal services, consistent with best in-house legal service practice.

<b>Name:</b>	<b>Mike Veysey</b>
Position:	Director Network Services
Level:	Level 6
Period:	1 July 2011 to 31 October 2011
Total remuneration package:	\$98,535

### Significant achievements 1 July 2011 to 31 October 2011

- Opening of the four lanes from Bernera to Cowpasture roads, Camden Valley Way to traffic July 2011.
- Completion of the tidal flow removal and two lanes in each direction on the northern approach on the Alford's Point Bridge which opened to traffic August 2011.
- Completion of works for Lawson Stage 1 project, Great Western Highway when new Town Centre carpark opened on August 2011.
- F5 widening:
  - Campbelltown Road off-ramp opened to two lanes August 2011.
  - Traffic switches on ramps Narellan Road, southbound and northbound August 2011
  - Traffic switch to median lanes from Raby Road to Narellan Road August 2011.

- Beginning of work September 2011 on Woolgoolga to Ballina, Pacific Highway.
- Intersection of Terrigal Drive and Bellbird Avenue opened to traffic September 2011.
- Completion of pedestrian bridge at Hazelbrook, Great Western Highway, September 2011.
- Wentworth Falls East, Great Western Highway – two-way traffic switched onto the new westbound carriageway between Dalrymple Avenue east and Station Street in September 2011.
- Construction contract awarded for Great Western Highway, Bullaburra West, September 2011.
- Completion of design and scoping for ANZAC Bridge Refurbishment Phase 1.
- Hoxton Park Road opened to traffic October 2011.
- Beginning of Erskine Park Link Road construction October 2011.
- Start of construction work October 2011 to realign the M4 lanes at the old toll plaza.
- Glenugie Upgrade, Pacific Highway opened to traffic October 2011.
- Delivery of the Network Services Directorate Staff Awards Program, culminating in a presentation ceremony attended by about 120 staff in July 2011.

<b>Name:</b>	<b>Peter Wells</b>
Position:	Director Regulatory Services
Level:	Level 5
Period:	1 July 2011 to 31 October 2011
Total remuneration package:	\$83,510

### Significant achievements 1 July 2011 to 31 October 2011

- Provided leadership to the Regulatory Services Directorate.
- Maintained a strong performance delivery culture through reporting and tracking of key performance indicators.
- Represented the RTA on a range of high level committees.
- Launched the 'P' Driver project in NSW on 18 October 2011. The project aims to improve the behaviour of young drivers through an innovative education program.
- Implemented changes to Authorised Vehicle Stations online which will allow electronic processing of blue slips for unregistered light vehicles, pink slips for heavy vehicles, brown slips for unregistered heavy vehicles and defect notice clearance.
- Continued the management of the camera enforcement network and progressed the implementation of key camera systems including point-to-point and safety cameras.

- Published Aboriginal community information on the RTA website. This provides a range of information on registration and licensing with links to specific areas of the RTA website.
- Upgraded Botany Rider Training facility to increase capacity by 3,800 applicants per annum.
- Enrolled more than 250 individual high risk cranes in the Intelligent Access Program.
- Published two Livestock Loading calculators for the B-double 9 axle and 6 axle single trailer combinations on the RTA website in mid July.
- Progressed work to replace the current Engineering Certification Scheme with the Vehicle Safety and Compliance Certification Scheme.
- Progressed work on the National Heavy Vehicle Regulator implementation, coordinating work across the RTA and linking to Transport NSW.
- Began Stage 1 of the operational pilot of Electronic Work Diaries including nine transport operators, 27 vehicles, 10 suppliers of pilot systems and around 20 enforcement officers from the RTA, NSW Police, VicRoads and Victoria Police.
- Continued to implement a program of legislative changes and undertake investigation and prosecutions to ensure compliance including 21 chain of responsibility investigations.
- Assisted the Auditor General in the review and audit of the camera enforcement program and deactivated cameras in line with the Auditor General's findings.
- Facilitated participation of RTA staff in the NSW Police Prosecutor Education Program. The program will enhance skills for RTA Court Advocates to undertake complex prosecutions.
- Implemented hay bale exemptions in August to allow vehicles transporting baled hay and/or straw to exceed the statutory limit of 2.5m.
- Implemented changes to the Class 2 B Notice removing the requirement to carry the notice, therefore reducing the burden on industry and simplifying the process required to comply with road transport law.
- Participated in Operation SAFERIDE, a joint project with NSW Police Force targeting taxi safety.
- Successfully upgraded the Vehicle Emissions Enforcement System resulting in improved performance. A strategy briefing is being prepared assessing the feasibility of expanding the system to other tunnels or on-road sites.

# Appendix 4. Industrial relations and policy

## Communication and consultation

Communications and consultation on award-related employment matters were optimised through regular forums with salaried and wages staff, unions and professional associations.

The Single Bargaining Unit was the main negotiation and consultation forum for wages staff. It met once between July and October 2011.

The Peak Consultative Committee was the primary point of consultation between the RTA and the salaried staff associations. The committee met on four occasions during the period.

## Movements in salaries, wages and allowances

RTA staff received a pay increase of 2.5 per cent from the first pay period after 1 July 2011.

## Industrial Relations Commission

The RTA was involved in one dispute lodged with the Industrial Relations Commission (IRC) that was settled in conciliation.

A previous decision that found in the RTA's favour was appealed with the decision pending as at 31 October 2011.

Two unfair dismissal applications were lodged in the IRC and were ongoing as at 31 October 2011.

From 1 July 2010 the Government and Related Appeals Tribunal was abolished and public sector appeals processes were transferred to the IRC. Two promotional appeals were lodged with the IRC. One was withdrawn before the compulsory conference and the other remains pending.

## Lost time due to staff participation in industrial action

The number of days lost because of staff participation in industrial action in the period was 90.8.

**TABLE A4.1.** TOTAL EFFECTIVE FULL-TIME EMPLOYEES BY CATEGORY

Year	Salaried staff	Wages staff	Casual staff	Total staff
2005–06	5,150	1,750	22	6,922
2006–07	5,173	1,718	33	6,924
2007–08	5,395	1,496	38	6,929
2008–09	5,359	1,743	21	7,123
2009–10	5,502	1,742	22	7,266
2010–11	5,744	1,762	17	7,523
As at 31 Oct 2011	5685	1731	17	7433
Variances to last year	-59	-31	0	-90

**TABLE A4.2.** EMPLOYMENT CATEGORY GROUPS

Employment category groups	
Salaried staff	Wages
Cadets	Apprentices
Graduates	School Crossing
Salaried	Wages
Senior executive staff	Wages – trainees
Trainees	
exclude casual	exclude casual

Casual = casual status



# Appendix 5. Equal Employment Opportunity

## Diversity and equity in the RTA

Equal Opportunity Employment (EEO) is about ensuring that all employees have equal access to the opportunities available at work. The RTA actively worked to ensure that the mix of staff within the organisation reflected that of the communities we served.

The RTA's Diversity and Equity Framework had six key focus areas:

- Developing female RTA staff for more senior management positions.
- Encouraging women to undertake engineering careers.
- Increasing the employment and development of Aboriginal people at all levels of responsibility.
- Increasing the employment of people with a disability.
- Encouraging our youth towards tertiary studies in engineering and related technical fields where there are skill shortages.
- Continuing the inclusion of skilled migrant workers within RTA project teams.

## Towards gender equity

Improving female participation in the RTA workforce was critical to ensure the continued growth of the future workforce. Gender balance was monitored and reported monthly to directors and general managers. Women made up 35.2 per cent of our workforce (31 October 2011), with a strong presence in frontline customer service roles of up to 70.7 per cent (31 October 2011). The organisation had programs in place to develop and support women in management roles.

A Women in Trades project has begun to attract women into the non-traditional construction trades. Application numbers increased slightly (to two per cent), however, selection is not yet complete for the 2012 intakes. It is expected that continued work with local schools may yield notable results in future years.

Professional skills development of female staff was facilitated by active participation in:

- e+ Chartered status accreditation for engineers.
- 'Lucy' mentoring program to facilitate short-term work placement of tertiary students in non-traditional engineering and information technology degrees.
- Top Steps programs to establish career pathways and individual development for women in middle management.
- Women Moving Forward Program to provide a distance learning option for career development to reach our regional staff.
- Formal voice training to build confidence and clarity in verbal communication and influencing skills.
- Leadership and formal presentation roles at sponsored events.
- Seminars and training run by the Institute of Public Administration Australia, including formal certified training in project management.
- Financial assistance and study leave provisions to support female staff in postgraduate study.

Ongoing professional development was facilitated through networking activities including:

- The Spokeswomen's Program – accessible to all RTA female staff to help them reach their full potential through the provision of information days and activities.
- The Professional Women's Network – hosting lunch meetings with motivational speakers for senior female staff across the organisation.

The RTA maintained active membership of NSW Equal Employment Opportunity Practitioners' Association, with regular presentations from our human resource team.

The RTA strengthened its strategic partnerships with NSW universities, TAFE colleges, commercial training providers and other government agencies to remain informed and connected with best practice initiatives to build gender equity.

## Increasing the number of women in engineering

The RTA provided guest speakers to schools and sponsored key Women in Engineering events to actively increase female enrolments at NSW engineering faculties. The organisation's female engineering graduates and paraprofessionals presented interactive learning workshops at these events, building their own confidence and formal presentation skills, and acting as role models.

The following events occurred in the July to October period:

- Great Engineering Challenge at University of New South Wales (2 August).
- Great Engineering Challenge at Dubbo (3 August).
- Hands On Engineering day at the University of Technology Sydney (12 August).

The RTA established female student participation quotas (40 per cent) as part of our sponsorship at Great Engineering Challenge events in partnership with Engineers Australia. These events raise the awareness of senior high school students, their parents and teachers of the pathways into and reward gained from non-traditional roles.

## Increasing the employment and development of Aboriginal people

The Aboriginal Employment Strategy set a strategic framework for improving recruitment, development and retention of Aboriginal people across the RTA. The strategy was officially launched at the 2011 NAIDOC celebrations. The dedicated position of Aboriginal Employment Officer was created to deliver the Aboriginal Employment Strategy.

The strategy was supported by the 'Walk the road with our mob' DVD, which profiled current Aboriginal staff, their roles and services provided to community. This resource will be widely distributed and is to be used by school careers advisors, at career fairs and Indigenous career expos. The RTA participated in Indigenous career expos and sponsored the Indigenous Engineering Summer School in January annually.

In partnership with the Aboriginal Education Consultative Group NSW, the RTA is supported six secondary scholarships for Aboriginal Year 11 and 12 students studying maths and science subjects (both engineering pre-requisites). The recruitment campaign for 2012 school year commencement has attracted a diverse pool of candidates. Of our three HSC scholars graduating in 2011, one gained early entry into civil engineering and one will begin a business degree. The third candidate is developing an initial career in professional soccer.

Targeted recruitment campaigns and a dedicated email address reached NSW communities and helped to improve Aboriginal employment, career development and retention rates across salary levels at a rate similar to non- Aboriginal staff. [Aboriginal\\_Jobs@rta.nsw.gov.au](mailto:Aboriginal_Jobs@rta.nsw.gov.au) received regular inquiries from individuals and job service centres and acted as a distribution network for Aboriginal identified roles.

The Elsa Dixon 2011 grant submissions for two limited-duration Aboriginal policy intern roles were confirmed, and recruitment began. One female Aboriginal archaeology cadet has started under the National Indigenous Cadetship Program and will undertake work placement within RTA Environment and Aboriginal Programs branches throughout her degree studies.

Relationships with secondary and tertiary institutions and the Department of Premier and Cabinet were strengthened to help ensure the availability of suitable Aboriginal graduates, cadets and trainees. Increased numbers in our target areas are evidence of the partnerships' success. Fifteen traineeship/apprenticeship positions were identified and recruitment for February 2012 intakes has begun.

The RTA Aboriginal Cultural Education Training Program was evaluated, revised and re-introduced to meet the needs of all staff, including project managers, motor registry staff and selection panel members.

## Increasing employment and participation of people with a disability

The RTA sought to ensure it was supporting staff with disabilities equitably, building its 'disability confidence' as an employer and facilitating any workplace adjustments that may be required. Some 3.6 per cent of staff identified as having a disability and are actively supported with workplace adjustments.

The RTA attracted technically skilled staff to the organisation through the 'Stepping into' limited duration internship program for university students with disabilities. Interns in policy and engineering disciplines maintained part-time employment while completing their final year studies. RTA projects formed the basis for some engineering thesis.

The RTA supported five Australian Paralympian staff members who balanced their sporting commitments with part-time work. Our entry level programs in 2011 attracted candidates with a range of disability-related needs. Support included disability-specific training for supervisors and introduction of technological software tools to ensure accessibility to project work. The RTA ensured that new or renovated premises comply with the National Access to Premises legislation and made Transport Access Guides available to the public for key RTA locations.

The RTA held staff celebrations in Grafton, Wollongong and North Sydney locations for the 2011 International Day of Disability. Staff diversity was promoted with an organisation-wide themed screen saver. We have provided short-term work placement trials for many external people returning to work following injury or illness. The RTA maintained Gold membership of the Australian Network on Disability and assisted with development of the new publication, *Employers Guide to Partnering with Disability Employment Services*.

Please refer to Appendix 7 for details of the Disability Action Plan.



## Increasing the integration and retention of young people

In total, 7.46 per cent (31 October 2011) of RTA staff were aged under 25 years. The RTA continued to manage over 650 young people involved in entry level programs. Its roles included student support, tertiary institution liaison and proactive participant placement for the RTA's range of targeted pathways.

An increasing number of engineering scholars and cadets transitioned into our Graduate Program with advanced knowledge of RTA systems and processes. This provided a link between the entry level programs and reduces recruitment costs.

The RTA Young Professionals Network was an active forum for staff aged under 35 years. It offered a range of social and business networking events in key locations and presented regular profiles of members via 'The Young Ones', a regular feature in the Momentum staff newsletter.

An internal Graduate Committee of 10 members was established as an extra-curricular group providing feedback on Employment Program procedures. The Graduate Committee also devised and facilitated the annual Graduate Development Day for some 300 graduates, cadets and scholars and RTA presence at selected careers fairs.

## Increasing the participation of staff members with a multicultural background

The RTA's workforce came from a wide cross-section of cultural and ethnic backgrounds with greater than 18 per cent speaking a first language other than English. Twelve community languages were spoken by 27 frontline staff statewide, directly supporting customer service. The Community Language Allowance scheme was reviewed biennially.

The RTA was a member of the Community Relations Commission and provided input to a new practitioners' resource in support of the Multicultural Policies and Services Program framework.

Our Multicultural Plan was drafted in consultation with all directorates.

## Forward initiatives for workplace diversity and equity in 2012

Initiatives under the RTA's Diversity and Equity Framework focused on increasing the employment and development of women in engineering, women in management, Aboriginal people, people with disability, youth and staff from multicultural backgrounds.

The key initiatives were to:

- Support employee disclosure of special needs to facilitate proactive workplace adjustments, build diversity awareness for managers and improve retention and development of all our staff.
- Establish internal networking groups for equity profile staff including an Aboriginal network, disability network and women in engineering network
- Encourage employee engagement, especially those from minority group backgrounds, through participation in projects, development opportunities, networking and mentoring.
- Promote the Aboriginal Employment Strategy and deliver culturally appropriate projects and programs
- Recruit and develop identified Aboriginal roles at all levels to achieve our 2.6 per cent employment target.
- Expand and evaluate the Women in Trades project to attract and retain female apprentices.
- Partner with the Leadership Practice to develop gender specific projects evolving from executive talent reviews.
- Provide input to the Transport for NSW Disability Action Plan, then implement of the agency Disability Action Plan in consultation with stakeholder groups.
- Finalise the RTA Reasonable Adjustment Policy and support managers and staff in its implementation.
- Implement the RTA Multicultural Plan, including a pilot of retreat spaces at key locations for use by staff for religious purposes or return to work health requirements.

**TABLE A5.1.** TRENDS IN THE REPRESENTATION OF EEO GROUPS

EEO GROUP	Benchmark	% of total staff			
		RTA 2009	RTA 2010	RTA 2011	As at 31 Oct 2011
Women	50	35.2	34.7	35.2	35.2
Aboriginal people and Torres Strait Islanders	2.6	1.7	3.7	3.5	3.07
People whose first spoken language as a child was not English	19	17.6	17.8	18.7	16.9
People with a disability	N/A	8.8	8	7.5	7.09
People with a disability requiring work-related adjustment	1.5	2.8	2.6	2.3	2.52

# Appendix 6. Multicultural Policies and Services Program

The RTA developed a plan to reflect the revised Multicultural Policies and Services Program framework and participated in the Community Relations Commission project to publish a supporting practitioners' resource. The program framework covered cultural and language inclusion, innovative delivery of culturally appropriate services, the monitoring of diverse customer needs, and evaluation of benefits derived from public sector programs.

Key activities included the following:

## Planning and performance measurement

The RTA planned to implement and report on the plan in partnership with line management and customer services. The strategic planning process was to include all diversity groups across the NSW community.

## Consultation and feedback

The RTA continued to consult with communities and address issues raised via public feedback mechanisms, research and analysis. The organisation continued to use staff expertise in community languages and geographic areas to deliver RTA services to NSW.

## Leadership

All staff training was linked to the leadership framework, encouraged by individual work and development planning and accessible to all staff. The RTA was a technical leader in road safety, infrastructure, network management and related engineering fields. Our technical teams provided and sourced personnel from across the world and undertook professional development to augment their cultural competencies.

## Human resources

The RTA's recruitment strategies encouraged applicants from diverse backgrounds, with both short and long-term development opportunities offered across the organisation. Promotion of RTA employment opportunities is through intranet, internet, public sector notices, newspapers and recruitment agency avenues.

Community Language Allowance Scheme (CLAS) accredited staff offered 12 languages and enhanced customer service, particularly within motor registries. The RTA provided selected work placements for overseas qualified engineers to build their local experience, practical knowledge and professional networks.

The RTA planned to pilot the provision and use of retreat spaces at key locations for staff to access for religious purposes or return to work health requirements.

## Access and equity

The RTA Diversity Advisor monitored changes in language and cultural group locations based on 2011 census data to ensure RTA services were accessible to all. Written driver licensing information was available in nine key community languages, with instructions at assessment phase reinforced by hand signals and universal signage.

## Communication

The RTA authenticated and distributed critical identity and licence documentation on behalf of the NSW Government. The RTA translated key documents and assessment tools into a range of community languages. CLAS officers were part of this information and communication network. Communication of road safety messages included captioning on specified television programs and the use of native speakers on selected radio channels.

## Social and economic development

The RTA contracted service providers through approved government panels or via public tender processes. Evaluation and appointment of providers was based on the published criteria, including the core knowledge, skills and experience required of the contractor. The RTA requested specific cultural diversity outcomes in areas including Aboriginal participation in construction.

## Community Language Allowance Scheme

In 2011 the RTA had 27 CLAS officers offering 12 spoken languages to facilitate frontline customer services. Annual surveys record the usage and frequency of CLAS interactions within the work place. Most CLAS officers used their community language daily for an average of 30 minutes during direct customer service interactions. Many also assisted via the phone customers visiting other locations or calling the RTA Contact Centre. The spread of languages offered supported prompt, quality customer service.

# Appendix 7. Disability Action Plan

Disability action planning is underpinned by the *Disability Services Act 1993* (NSW) and the *Disability Discrimination Act 1992* (Cwlth).

The RTA together with disability providers, communities and other transport agencies are developing a Transport for NSW Disability Action Plan. RTA disability employment strategies contribute to the employability program targets set by NSW Department of Premier and Cabinet and the Ready, Willing and Able program target set by Transport for NSW. Currently 3.6 per cent of our staff identify as having a disability requiring workplace adjustment.

The RTA monitors and reviews staff who have disclosed disability to ensure the organisation is removing barriers and providing suitable workplace practices and adjustments.

The RTA has attracted skilled applicants by offering limited duration internships to final year university students with a disability. Interns recruited in 2011 are from mechatronics, civil engineering and business degree strands. Placements include a physical site visit and a written accessibility report by an external provider for the given location. The RTA also supports a work placement program for Paralympic athletes. The RTA will continue to increase employment with these disability specific entry pathways.

We celebrated our inclusion of staff with disability at an International Day of Disability events (5 October 2011 in Wollongong) with a Paralympian master of ceremonies, two past interns and a local carer as key speakers. Staff diversity was promoted with an organisation wide themed screen saver. We have provided short-term work placement trials for many external people returning to work following injury or illness. The RTA maintains Gold membership of the Australian Network on Disability and assisted with development of the new publication, *Employers Guide to Partnering with Disability Employment Services*.

Proposed initiatives for 2012 include:

- Establishing an internal disability network.
- Taking an electronic subscription to Link magazine to increase staff awareness of new technology and research.
- Making an input to development and implementation of the Transport for NSW Disability Action Plan, in consultation with stakeholder groups.
- Finalising the RTA Reasonable Adjustment Policy and supporting managers and staff in its implementation.

It is a legal requirement to have disability included in the Diversity and Equity Plan, which is covered in Appendix 5.

## Appendix 8. Overseas travel by RTA officers

Between 1 July 2011 and 31 October 2011, officers of the RTA travelled overseas on seven occasions to undertake official duties for the RTA and the NSW Government. Details are presented in the table below.

**TABLE A8.1.** OVERSEAS TRAVEL BY RTA OFFICERS 1 JULY 2011 TO 31 OCTOBER 2011

At no cost to the RTA		
Position	Countries/cities visited	Purpose of visit
Executive Manager Transport Strategy & Systems	Singapore	Sydney Coordinated Adaptive Traffic System (SCATS) VAX Services Migration Agreement.
Senior Engineer Ventilation and Fire Safety	Auckland, New Zealand	Assist in tender process for Waterview Connection Project (road tunnel).
Part or all costs met by the RTA		
Position	Countries/cities visited	Purpose of visit
Director Commercial Services	Hong Kong, Beijing, Shanghai, and Guangzhou, China	Represent the RTA's commercial operations in China, specifically the Sydney Coordinated Adaptive Traffic System (SCATS), as part of the Premier's Business Delegation to China.
Commercial Manager Traffic Systems, Manager Traffic Algorithm Development, and Executive Manager Transport Strategy & Systems	Orlando, USA	Present to the 18th World Congress on Intelligent Transport Systems.
Manager Safer Roads Systems, NSW Centre for Road Safety	Rotorua, New Zealand	Attend the 2011 Australasian Road Marking Conference and Exhibition.
Senior Bridge Engineer Senior, and Surveillance Officer	Xiegang Town, Dongguan and Shenzhen, China	Assess the technical competency of steel fabricator for the Hunter Expressway project and monitor steel fabrication for it.
Deputy Chief Executive/Director Customer Service	Edmonton, Canada	Present at the Transport Association of Canada (TAC) Annual Conference on the Australian road situation and attend conference sessions. Address the TAC Executive at their annual general meeting.

# Appendix 9. Access to government information

## Program for the release of government information

The RTA made a significant amount of information available to members of the public and published many brochures, information sheets and technical documentation about its various functions. These documents were widely available through a variety of means.

For example:

- Publications on driver licensing, vehicle registration and road safety were available free from motor registries.
- Technical and AUSTRROADS publications were available for sale from the RTA Library Services at Level 3, 27 Argyle Street, Parramatta NSW 2150, telephone: 8849 2913.

The RTA's library's collection of books, journals and CD-ROMs included extensive coverage in the areas of road and bridge engineering, road safety, environment and management.

The agency was constantly preparing and reviewing information which it made available to the public through these, and other means, details of which are contained in the current Publication Guide 2011.

A list of information which the RTA proactively released was available on the RTA website.

## Access applications

In the period 1 July to 31 October 2011 the RTA received 872 requests for information under the *Government Information (Public Access) Act 2009* (the GIPA Act). Of these requests, 75 were initially invalid, with 51 remaining invalid at the end of the reporting period.

## Conclusive presumption against disclosure

Of the 821 access applications dealt with under the GIPA Act, there was only one in which access was refused. This was because the application was for disclosure of information for which there was a conclusive presumption of overriding public interest against disclosure.

## Statistical information

Below is the statistical information as specified in Schedule 2 of the Government Information (Public Access) Regulation 2009.

**TABLE A.** NUMBER OF APPLICATIONS BY TYPE OF APPLICANT AND OUTCOME\*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	3	0	0	0	0	0	0	0
Members of Parliament	1	0	0	0	0	0	0	0
Private sector business	188	185	145	35	8	3	0	7
Not-for-profit organisations or community groups	0	0	29	24	0	0	0	3
Members of the public (application by legal representative)	27	8	13	10	4	1	0	4
Members of the public (other)	54	20	24	17	1	1	0	8

\* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

**TABLE B.** NUMBER OF APPLICATIONS BY TYPE OF APPLICATION AND OUTCOME\*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	6	4	2	0	1	0	0	1
Access applications (other than personal information applications)	270	210	209	86	12	5	0	21
Access applications that are partly personal information applications and partly other	3	1	0	0	0	0	0	0

\* A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

**TABLE C.** INVALID APPLICATIONS

Reason for invalidity	No of applications
Application does not comply with formal requirements (section 41 of the Act)	75
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	75
Invalid applications that subsequently became valid applications	24

**TABLE D.** CONCLUSIVE PRESUMPTION OF OVERRIDING PUBLIC INTEREST AGAINST DISCLOSURE: MATTERS LISTED IN SCHEDULE 1 OF ACT

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	1
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**TABLE E.** OTHER PUBLIC INTEREST CONSIDERATIONS AGAINST DISCLOSURE: MATTERS LISTED IN TABLE TO SECTION 14 OF ACT

	Number of occasions when application not successful
Responsible and effective government	1
Law enforcement and security	1
Individual rights, judicial processes and natural justice	419
Business interests of agencies and other persons	1
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

**TABLE F.** TIMELINESS

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	774
Decided after 35 days (by agreement with applicant)	14
Not decided within time (deemed refusal)	48
<b>Total</b>	<b>836</b>

**TABLE G.** NUMBER OF APPLICATIONS REVIEWED UNDER PART 5 OF THE ACT (BY TYPE OF REVIEW AND OUTCOME)

	Decision varied	Decision upheld	Total
Internal review	0	3	3
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	1	1
Review by Administrative Decisions Tribunal	0	0	0
<b>Total</b>	<b>0</b>	<b>4</b>	<b>4</b>

\* The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**TABLE H.** APPLICATIONS FOR REVIEW UNDER PART 5 OF THE ACT (BY TYPE OF APPLICANT)

	Number of applications for review
Applications by access applicants	5
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

# Appendix 10. Ombudsman complaints

Complaints received by the RTA grouped by subject:

**TABLE A10.1. COMPLAINTS RECEIVED BY SUBJECT**

Subject	Number of complaints
Speed cameras/speeding infringements	0
Licensing	8
Tolling and E-tags	3
Registration	7
Miscellaneous	7
<b>Total</b>	<b>25</b>

## July 2011

Concerns raised by RTA staff about safety and cleanliness issues when a driving instructor conducted lessons with a dog in the vehicle. These issues are currently being investigated.

## August 2011

Number plates were stolen and inappropriately used on another vehicle. The customer's concerns were investigated and new number plates issued.

A customer received a penalty notice for 'driving unaccompanied on a learner licence'. The customer also held an overseas driver licence but did not, however, disclose details of that licence when applying for a NSW learner licence. The matter was investigated and advice provided to the Ombudsman.

Complaint regarding information about proof of identity (POI) shown on the RTA website. The customer raised concerns regarding the POI documents required to apply for a NSW photocard. These concerns were investigated and resolved when a photocard was issued.

Complaint about the level of service provided when a customer attended a motor registry and contacted the E-Toll business centre. The issues the customer raised have been investigated and resolved.

## September 2011

Complaint about the registration of a written-off vehicle and the delay in responding. The registration of a repairable writeoff has been investigated and the issue resolved.

Customer applied for replacement number plates online, but was not able to surrender both existing number plates when he attended the motor registry, in line with RTA policy. The customer's concerns were investigated and resolved, and the number plates issued.

Tolling fees could not be debited from a customer's expired credit card. In addition, the customer experienced difficulties with the tag not working properly. This issue is currently being investigated.

## October 2011

Complaint about the renewal of vehicle registration. An administrative error resulted in registration not being renewed and the customer received penalty notices for driving an unregistered and uninsured vehicle. Representations were made to the Local Court on the customer's behalf. The RTA subsequently withdrew the penalty notices.

Complaint regarding the name shown on a mobility parking authority card. The customer's concerns were investigated and resolved, and a card was subsequently issued.



## Appendix II. Consumer response

RTA policy is to enter all customer complaints into the corporate record management system. Complaint numbers shown in the table are compiled from that system. As detailed throughout this report, the RTA takes stakeholder engagement seriously. The RTA reviews all complaints and improves its services appropriately. Details of improved services can be found in the main body of the annual report.

**TABLE AII.1. NUMBER OF COMPLAINTS RECEIVED**

Issue	2005–06	2006–07	2007–08	2008–09	2009–10	2010–11	1 July – 31 Oct 2011
Clearway towing	596	534	479	260	341	565	163
Customer service	214	170	199	220	324	431	142
Driver licensing	401	399	348	269	320	381	131
Road safety	476	300	417	266	242	234	27
Vehicle registration	195	79	152	130	165	212	79
Business systems	9	4	7	62	113	158	36
Transport efficiency	32	50	31	39	25	55	10
Organisational direction – management	19	20	26	23	15	31	1
Road asset provision – environment	3	17	20	9	15	20	5
Noise	296*	12	19	21	10	17	4

\* Total noise complaints compiled in the Noise Abatement Program Geodatabase.

# Appendix 12.

## Legal change

### Legislation administered by the Minister for Roads

(Act then Regulation)

**Campbelltown Presbyterian Cemetery Act 1984 No. 19\***

**Driving Instructors Act 1992 No. 3**

Driving Instructors Regulation 2003

**Motor Vehicles Taxation Act 1988 No. 111**

Motor Vehicles Taxation Regulation 2008

**Photo Card Act 2005 No. 20**

Photo Card Regulation 2005

**Recreation Vehicles Act 1983 No. 136 (Parts 4 and 6)**

**Road Transport (Driver Licensing) Act 1998 No. 99**

Road Transport (Driver Licensing) Regulation 2008

**Road Transport (General) Act 2005 No. 11**

Road Transport (General) Regulation 2005

Road Transport (Mass, Loading and Access) Regulation 2005

**Road Transport (Safety and Traffic Management) Act 1999 No. 20**

Road Transport (Safety and Traffic Management) Regulation 1999

Road Rules 2008

**Road Transport (Vehicle Registration) Act 1997 No. 119**

Road Transport (Vehicle Registration) Regulation 2007

**Roads Act 1993 No. 33** (except parts administered by the Minister for Climate Change and the Environment, Minister for Local Government and Minister for Lands)

Roads Regulation 2008

**Sydney Harbour Tunnel (Private Joint Venture) Act 1987 No. 49**

**Tow Truck Industry Act 1988 No. 111**

Tow Truck Industry Regulation 2008

**Transport Administration Act 1988 No. 109 (Part)**

Transport Administration (General) Regulation 2005 (Part)

Transport Administration (Staff) Regulation 2005 (Part)

\*The Campbelltown Presbyterian Cemetery Act 1984 No. 19 was repealed by Schedule 4 of the Statute Law (Miscellaneous Provisions) Act 2011 on 8 July 2011.

### New legislation from 1 July – 31 October 2011

New Acts

*None during period*

New Regulations

#### 1. Driving Instructors Amendment (Fees) Regulation 2011

The Regulation started on 1 July 2011 and increased certain fees payable in connection with the administration of the *Driving Instructors Act 1992*. The fee increases were generally in line with movements in the Consumer Price Index.

#### 2. Photo Card Amendment (Fees and Penalty Notice Offences) Regulation 2011

The Regulation started on 1 July 2011 and amended the Photo Card Regulation 2005 and increased fees for the issue of a new Photo Card (from \$45 to \$46) as well as increasing the penalties for certain offences under section 34 of the *Photo Card Act 2005* for contraventions of certain provisions of that Act and a provision of the Photo Card Regulation 2005. The fee and penalty notice offence increases were generally in line with movements in the Consumer Price Index.

#### 3. Road Transport (Driver Licensing) Amendment (Fees) Regulation 2011

The Regulation started on 1 July 2011 and increased certain fees payable under the *Road Transport (Driver Licensing) Act 1998*. The fee increases were generally in line with movements in the Consumer Price Index.

#### 4. Road Transport Legislation Amendment (Penalty Levels and Fees) Regulation 2011

The Regulation started on 1 July 2011 and amended the Road Transport (General) Regulation 2005 to increase the penalty levels for penalties for motor vehicle offences that are dealt with by penalty notices issued under Part 5.3 of the *Road Transport (General) Act 2005*; the fees for access for information; the daily fee for the storage of an impounded motor vehicle; and the fees for the clamping of vehicles. Amendments were also made to the Road Transport (Mass, Loading and Access) Regulation 2005 to increase the fees for the issue of a Class 1, 2 or 3 permit, or a permit under Division 6 or 7 of Part 2 of that Regulation, the issue of a permit exempting a person from the operation of any of the provisions of clause 53 (1) of that Regulation relating to the protection of loading or equipment of vehicles, and an application to be accredited under a Mass Management Accreditation Scheme. Except for penalties for motor vehicle speeding offences, the penalty level and fee increases were generally in line with movements in the Consumer Price Index.

**5. Road Transport (Safety and Traffic Management) Amendment (Tow-away Charge) Regulation 2011**

The Regulation started on 1 July 2011 and amended the Road Transport (Safety and Traffic Management) Regulation 1999 to increase from \$169 to \$174 the tow-away charge for the removal of unattended motor vehicles or trailers. The tow-away charge increase was generally in line with movements in the Consumer Price Index.

**6. Road Transport (Vehicle Registration) Amendment (Fees and Heavy Vehicle Registration Charges) Regulation 2011**

The Regulation started on 1 July 2011 and amended the Road Transport (Vehicle Registration) Regulation 2007 and increased certain registration fees and renewal of registration fees payable under the *Road Transport (Vehicle Registration) Act 1997* for motor vehicles and trailers and increased certain fees payable for services provided by the RTA. The fee increases were generally in line with movements in the Consumer Price Index. The Regulation also sets the annual registration charges for chargeable heavy vehicles for the 2011–12 financial year (consistent with the provisions of the *Model Heavy Vehicle Charges Act* set out in the National Transport Commission (Model Heavy Vehicle Charges Act) Regulations 2008 of the Commonwealth).

**7. Roads Amendment (Penalty Notice Offences) Regulation 2011**

The Regulation started on 1 July 2011 and increased the penalties for offences dealt with by way of a penalty notice issued under section 243 of the *Roads Act 1993* in relation to contraventions of certain provisions under the Roads Regulation 2008. The increases were generally in line with movements in the Consumer Price Index.

**8. Tow Truck Industry Amendment (Maximum Fees) Regulation 2011**

The Regulation started on 1 July 2011 and amended the Tow Truck Industry Regulation 2008. The Regulation increased the maximum fees in line with movements in the Consumer Price Index that could be charged by the holder of a tow truck operator's licence or a tow truck driver's certificate. The fee increases related to the towing, salvage or storage of a motor vehicle that had been involved in a crash or that had been stolen (or for any service that is related to the towing, salvage or storage of such a motor vehicle).

**9. Road Transport (Driver Licensing) Amendment (Release of Photographs to Identify Security Strike Team) Regulation 2011**

This Regulation started on 1 July 2011 and amended the Road Transport (Driver Licensing) Regulation 2008 to allow the RTA to release certain photographs or photographic images that it stores to the Identity Security Strike Team (Sydney). The relevant photographs relate to driver licences, 'proof of age' cards and licences and permits under the *Firearms Act 1996*, the *Security Industry Act 1997*, the *Weapons Prohibition Act 1998* and (from 7 January 2011) the *Commercial Agents and Private Inquiry Agents Act 2004*.

## Significant judicial decisions

RTA v Australian National Car Parks Pty Ltd – The Supreme Court refused to grant the RTA leave to appeal from a judgment of the Local Court. The Local Court had ordered the RTA to release to Australian National Car Parks Pty Ltd the names and addresses of registered vehicle operators pursuant to an application for preliminary discovery.

## Appendix 13. Land disposal

The RTA owns property for administrative purposes and acquires property for road construction. Properties that are surplus to requirements are disposed of in accordance with NSW Government policy. Proceeds from property sales are used to support and improve the State's road network infrastructure.

In the four months ended 31 October 2011 contracts were brought to account for the sale of 27 properties for a total value of \$11.276 million. Of these, five properties were valued at more than \$500,000 each, to a total value of \$7.971 million. Major sales included properties in Riverview Road, Earlwood (\$3.5 million and \$1.675 million), Schofields Road, The Ponds (\$1.5 million), Ramsgate Road, Ramsgate (\$691,000) and Palmdale Road, Ourimbah (\$605,000).

No properties were sold to people with a family or business connection to the person responsible for approving the disposal. All documents relating to the disposal of properties are available under the *Government Information (Public Access) Act 2009*.

## Appendix 14. Payments to consultants

**TABLE AI4.1.** CONSULTANTS PAID MORE THAN \$50,000

Project description	Consultant	Amount (\$)
Commercial businesses strategy	Ernst & Young	155,100
Overtime management	Third Horizon	57,143
Asset management systems review	GHD	105,614
Customer focus	PWC	442,009
<b>Total</b>		<b>759,866</b>

**TABLE AI4.2.** CONSULTANTS PAID LESS THAN \$50,000

Total number of engagements	3
<b>Total</b>	<b>68,969</b>
<b>Total cost</b>	<b>828,834</b>

# Appendix 15.

## Reporting of RTA contracts with private sector entities

Under Part 3 of the *Government Information (Public Access) Act 2009*, the RTA was required to maintain a register of government contracts that records information about each government contract to which the RTA is a party that has (or is likely to have) a value of \$150,000 or more.

Also, the Premier's Memorandum No 2007-01 mandates the disclosure of particular information about invitations to tender.

The RTA's government contracts register and tender disclosure information was available on the Department of Services, Technology and Administration eTender website at [tenders.nsw.gov.au](http://tenders.nsw.gov.au).

The RTA also maintained a separate register of government contracts which was on its website and available for view by class of contract.

Any inquiries about the RTA's tender of contract disclosure can be directed to, Manager, Compliance, Government Information and Privacy Branch on telephone 02 8588 4990.

# Appendix 16

## Accounts Payment Performance

**TABLE A16.1.** AGEING OF AMOUNTS UNPAID AT MONTH END

Quarter	Current (\$)	<30 days overdue (\$)	30–60 days overdue (\$)	60–90 days overdue (\$)	>90 days overdue (\$)
Sep 11	44,329,920.83	13,847,487.06	1,899,477.65	569,529.60	646,135.82
Dec 11	43,196,179.28	7,449,952.48	295,403.07	57,526.73	71,197.76

**TABLE A16.2.** ACCOUNTS PAYABLE PAYMENT PERFORMANCE – TRADE VENDORS

Quarter	Total accounts paid on time			
	Target %	Actual %	\$	Total (\$)
Sep 11	86	92.91	312,627,819.80	330,020,159.55
Dec 11	86	92.96	67,844,876.12	84,449,749.44

Accounts payable payment performance exceeded the performance target for each quarter.

Dec 11 quarter only captures the October month data as RTA amalgamated to RMS.

# Appendix 17.

## Funds granted to non-government community organisations

**TABLE A17.1.** FUNDS GRANTED TO NON-GOVERNMENT COMMUNITY ORGANISATIONS | JULY TO 31 OCTOBER 2011

Directorate/Region	Name of recipient organisation	Amount of grant (\$)	Program area as per Budget Paper	Nature and purpose of the project including aims and target audience
Sustainable Transport Traffic Management, Network Services	Bicycle NSW	240,000	Road use	Sponsorship of the '2011 Government Spring Cycle'
Regulatory Services	National Motor Vehicle Theft Council	172,125	Road use	Theft reduction strategies
Northern	Australian Drug Foundation	12,500	Road use	Support of the 'Good Sports' program
Northern	New Italy Museum	1,430	Road use	Contribution to 'Driver Reviver' site management
Western	Greenethorpe Soldiers Memorial Hall Committee Inc.	4,356	Road use	Community bike ride event for Bike Week
Western	Kristy Faris	1,855	Road Use	Community bike ride for Bike Week
Western	Mudgee Bicycle User Group	183	Road use	Bike Week associated activities
Sydney	Art Cycle Inc Windsor Cycling Inc.	780 1,550	Road use	Bike Week promotion
Hunter	Hawks Nest Tea Gardens Progress Assoc Inc.	1,289	Road use	Bike Week event – Tea Gardens
South West	Bicycle Wagga Wagga Inc.	7,400	Road use	Promotion of Bike Week – Wagga Wagga
South West	Australian Drug Foundation	3,332	Road use	'Good Sports' – Drink Drive Campaign
South West	Birchbrook Court P/L TA Albury Bicycle Superstore	1,600	Road use	Promotion of Bike Week – Wagga Wagga
South West	Narbug Inc.	1,500	Road use	Promotion of Bike Week – Narrandera

## Appendix 18. Privacy Management Plan

The RTA complies with the *Privacy and Personal Information Protection Act 1998 (the Act)*. Section 33(3) of the Act requires the RTA to provide a statement of action taken in complying with the requirements of the Act. The RTA is also required to supply statistical details of any review conducted by or on behalf of the agency under Part 5 of the Act.

The RTA statement of action in complying with requirements of the Act is outlined in its Privacy Management Plan, which was in its second edition and available on the RTA website.

The agency continued to do the following:

- Identify and consider the requirements of the Act, such as principles, codes, public register provisions and internal reviews.
- Identify collections of personal information for which the RTA is responsible.
- Ensure measures are in place to provide an appropriate level of protection for personal information.
- Establish mechanisms to ensure RTA staff are aware of their obligations under the Act and are appropriately trained to apply the information protection principles.

During the period 1 July to 31 October 2011 the RTA received two requests for review of conduct under Part 5 of the Act.

One of these applications was from an RTA customer who wished to challenge the cancellation of their NSW driver licence. While the investigation found that there was no indication of any breach of the information protection principles, the customer has applied to the NSW Administrative Decisions Tribunal for a review of the decision.

The other review of conduct was in respect of suspected improper access to the customer's personal information by a third party who has access to RTA records. A review of the RTA's records failed to identify any evidence which supported the suspicion that there had been any improper access to the customer's personal information and found no breach of the information protection principles.

## Appendix 19. Research and development

The RTA has a research and development program which identifies and develops innovative solutions to materials, products, equipment, systems and processes to achieve business improvements as well as a range of research projects focussing on road safety.

Between 1 July and 31 October 2011, more than \$1.3 million was spent on such activities throughout the RTA.

Specialist RTA staff undertake the work, some in collaboration with universities or outsourced to specialist research groups. There has been an increased focus on research into the performance of roads and bridges to assist planning of long-term maintenance needs and programs.

The RTA and the University of Technology Sydney continued development of a grit-blasting assistive device maintenance unit for blast cleaning of steel. The grit-blasting assistive device, based on a new lightweight 22kg robot, is scheduled for final testing in January 2012.

The RTA also contributes to research and development work funded by Austroads in conjunction with other road authorities to apply new technologies nationally or to assist with filling knowledge gaps on the impact of increasing vehicle loadings on existing infrastructure.

Some of the specific research and development activities undertaken during the period 1 July to 31 October 2011 were as follows:

### Pavements

- Development of supplements Part 4I – Earthworks Materials and Part 4F – Bituminous Binders to Austroads technical guidelines on roads.
- Review of the final draft of research report on the Melbourne warm asphalt mix trial.
- Continued development of a guide for design of concrete pavements under differential settlement.
- Continued development of the Specification R73 'Construction of Plant Mixed Heavily Bound Pavement Course'.

### Bridges

- Monitoring of sacrificial cathodic protection systems now in place on bridge concrete structures.
- Continued on-site testing of the grit-blasting assistive device to ensure its productive and safe operation.

### Geotechnical

- Completion of a research report on the current status of fibre optical Bragg gratings technology for use in pavements, geotechnical and bridge structures.
- Continuation of remote wireless monitoring of slope sites using SCADA.
- Addition of a new module to the RTA Refract software enabling analysis of the quality of the raw seismic data produced by consultants.
- Completion of a revised RTA Earthworks Specification (R44).

## Materials technology

- Upgrading of nine pavement material test methods.
- Continued research on alternative power and communications for ITS installations. This is to investigate and produce a guide document on possible technologies for the provision of power and communications to Intelligent Transport System sites and their advantages, disadvantages and whole-of-life-cycle costs.
- Continued development of an LED in-pavement light. Stage 1 is to conduct preliminary design and prepare a design feasibility report with recommendations for further action, namely further work or project termination.
- Evaluation of radar-based vehicle detection to determine whether a non-intrusive (above-ground) vehicle detection system (radar) can be a suitable alternative to in-road loop detectors in terms of accuracy and reliability of the vehicle detection data.

## Safer road users

- Research carried out to determine the profile of the drug driving population from roadside drug testing. The report was presented at the Road Safety Research, Policing and Education Conference 2011.
- Research project carried out to examine the usage rates of in-vehicle driver distractions. The project aimed to quantify the prevalence and current usage patterns of in-vehicle and portable devices by car drivers and light and heavy commercial vehicle drivers in NSW.
- Collaboration between the Centre for Road Safety and Regulatory Services Directorate on inclusion of questions to examine the usage and deterrence of mobile phones in a larger research study.
- Conduct of quantitative research on drivers' attitudes to speeding which found significant support for speed cameras and that around one in four drivers speed all or most of the time.
- Conduct of annual speed surveys to measure trends in speeding across NSW.
- Presentation of a research paper at the national road safety conference which documents the development of a tool which translates speeding identified in speed surveys into a risk measure.

## Safer roads

- Trial of an innovative, wide, audio tactile centre line designed to improve safety on undivided roads, with the results published on the RTA website.
- Review and subsequent revision of the *NSW Speed Zoning Guidelines*.

## Safer vehicles

- Completion of research into crashworthiness of repaired vehicles to support the recently introduced Written-Off Vehicle Regulations.
- Initiation of projects with the Australian National Crash In-depth Study to ensure cases of raised/modified 4WD and RV/SUV are included, to determine the increased crash risk associated with certain modifications (especially raised suspension).
- Initiation of a project with Monash University Accident Research Centre via the Vehicle Safety Research Group to estimate the increased risk of crashing associated with larger A pillar dimensions which can obscure the driver's vision in critical directions.
- Continued research into heavy vehicle safety features.
- Participation in the development of Australian Standards for child restraint accessories.
- Completion of research into the safety of children under the age of seven years when positioned on additional (third row) seats.

## Business strategy and strategic projects

### Road Toll Response Package

- Completion of a literature review by Queensland University of Technology into how fatigue is likely to affect motorcycle rider behaviour, its probable contribution to motorcycle crashes and the associated crash risk, including proven successful countermeasures and further research requirements.
- Completion of a literature review by Queensland University of Technology on 'returning riders' to understand if this is a potential motorcycling crash risk category that requires attention in the NSW Motorcycle Safety Strategy.
- Engagement of the University of NSW to conduct literature review into repeat traffic offenders to inform the development of a repeat offenders strategy.
- Initiation, in conjunction with Austroads, of a three-year, in-depth motorcycle crash study as part of the NSW Motorcycle Safety Strategy. Neuroscience Research Australia will lead the study.
- Undertaking of the Motorcycle Attitudinal Quantitative Research Study to underpin the communications activities proposed as part of the NSW Motorcycle Safety Strategy.
- Receipt of the final report from Monash University Accident Research Centre on the review of road safety benefits associated with Pedestrian User Friendly Intelligent crossings technology.
- Development of the general evaluation framework for the Road Toll Response Package.



# Appendix 20.

## Driver and vehicle statistics

**TABLE A20.1.** NUMBER OF VEHICLES REGISTERED IN NSW AS AT 30 SEPTEMBER 2011 BY YEAR OF MANUFACTURE

Year of manufacture	No. of vehicles
1900–59	9,200
1960–64	7,859
1965–69	15,838
1970–74	45,400
1975–79	85,756
1980–84	133,185
1985–89	288,191
1990–94	455,091
1995–99	939,897
2000–04	1,392,665
2005	330,362
2006	322,675
2007	354,304
2008	347,199
2009	325,895
2010	364,186
2011	208,603
Unknown	23
<b>Total</b>	<b>5,626,329</b>

Note: data is extracted quarterly therefore figures are based on most recent figures obtained

**TABLE A20.2.** NUMBER OF VEHICLES REGISTERED IN NSW AS AT 30 SEPTEMBER 2011 BY VEHICLE TYPE

Vehicle type	No. of vehicles
Passenger vehicles	2,887,844
Off-road vehicles	950,653
People movers	71,077
Small buses	16,386
Buses	15,221
Mobile homes	6,061
Motor cycles	167,072
Scooters	13,747
Light trucks	547,243
Heavy trucks	79,963
Prime movers	23,047
Light plants	3,030
Heavy plants	6,436
Small trailers	521,027
Trailers	317,405
Other vehicles	117
<b>Total</b>	<b>5,626,329</b>

Note: data is extracted quarterly therefore figures are based on most recent figures obtained

**TABLE A20.3.** NUMBER OF VEHICLES REGISTERED IN NSW AS AT 30 SEPTEMBER 2011 BY VEHICLE USAGE

Vehicle usage	No. of vehicles
Private	3,899,323
Pensioner concession	735,905
Primary producer concession	104,747
Business general	819,750
Taxi	6,986
Public bus and coach	7,156
FIRS	4,556
Other vehicle usages	47,906
<b>Total</b>	<b>5,626,329</b>

Note: data is extracted quarterly therefore figures are based on most recent figures obtained

# Appendix 21. Insurance

**TABLE A20.4.** NSW LICENSED DRIVERS AND RIDERS AS AT 31 OCTOBER 2011

By sex	No. of licence holders	% of total
Female	2,386,349	48.5%
Male	2,538,378	51.5%
<b>Total</b>	<b>4,924,727</b>	<b>100.0%</b>

Licence holders by age	No. of licence holders	% of total
16–19	281,431	5.7%
20–24	393,542	8.0%
25–29	429,046	8.7%
30–34	449,779	9.1%
35–39	477,413	9.7%
40–44	476,191	9.7%
45–49	467,973	9.5%
50–54	453,651	9.2%
55–59	400,166	8.1%
60–64	364,452	7.4%
65–69	278,188	5.6%
70–74	198,620	4.0%
75–79	130,342	2.6%
80–84	84,313	1.7%
85+	39,620	0.8%
<b>Total</b>	<b>4,924,727</b>	<b>100.0%</b>

**TABLE A20.5.** NSW DRIVER AND RIDER LICENCES ON ISSUE AS AT 31 OCTOBER 2011

By licence class	No. of licences	% of total
C	4,375,546	80.5%
LR	85,404	1.6%
MR	126,426	2.3%
HR	201,410	3.7%
HC	111,595	2.1%
MC	20,359	0.4%
R	514,190	9.5%
<b>Total</b>	<b>5,434,930</b>	<b>100.0%</b>

Note: The total number of licences on issue exceeds the total number of licensed drivers and riders, because people who hold two licence classes (to drive and ride) are counted twice.

## Principal arranged insurance

The RTA continued to provide principal arranged insurance via its broker AON. The program covers its contractors and sub-contractors for all construction and maintenance for roads and bridges for contract works and third party liability. A similar program for real estate is now in place for all building construction, maintenance and repair contract works and third party liability.

## Treasury Managed Fund

The Treasury Managed Fund is a NSW Government arranged indemnity scheme (operated by The NSW Treasury), which provides indemnity cover for workers compensation, motor vehicle, property damage, legal liability, fidelity guarantee and travel.

## Workers compensation

Insurance premiums are calculated on an annual basis. 2011-12 premiums are not available as at 31 October 2011. Consequently premium rates for 2010-11 indexed by the September 2011 CPI have been applied for the period July to October 2011.

## Motor vehicle

Insurance premiums are calculated on an annual basis. 2011-12 premiums are not available as at 31 October 2011. Consequently premium rates for 2010-11 indexed by the September 2011 CPI have been applied for the period July to October 2011.

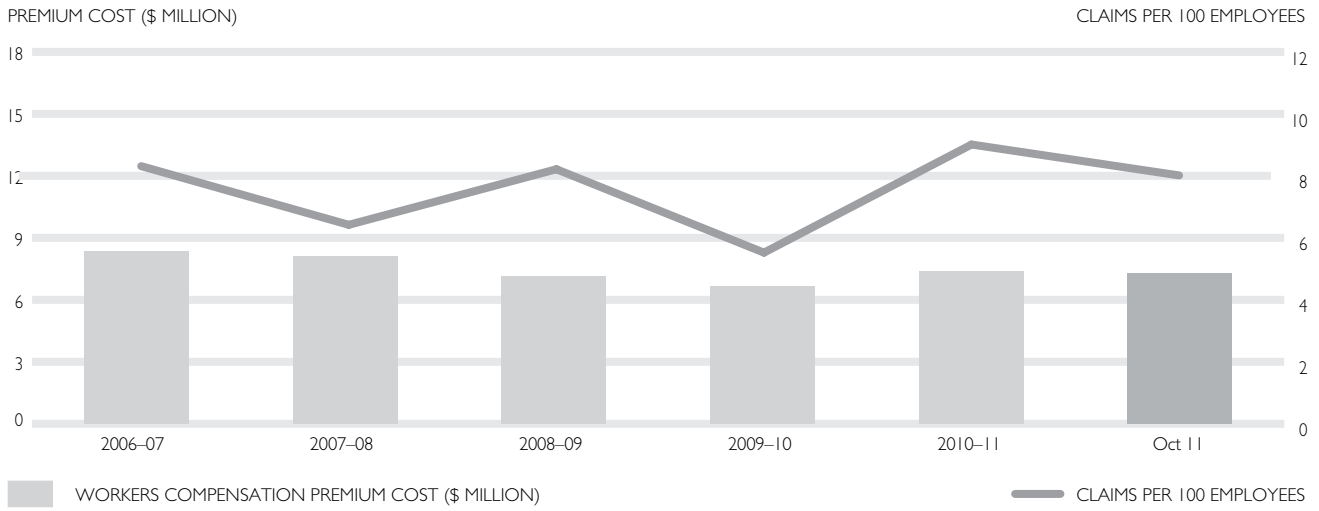
## Property

Insurance premiums are calculated on an annual basis. 2011-12 premiums are not available as at 31 October 2011. Consequently premium rates for 2010-11 indexed by the September 2011 CPI have been applied for the period July to October 2011.

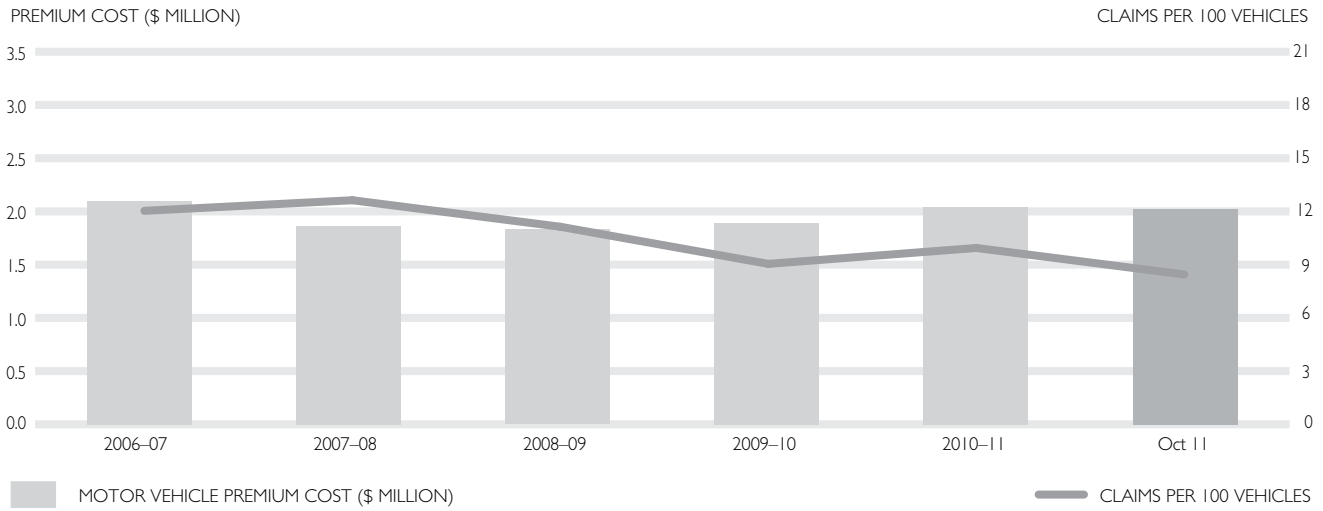
## Liability

Insurance premiums are calculated on an annual basis. 2011-12 premiums are not available as at 31 October 2011. Consequently premium rates for 2010-11 indexed by the September 2011 CPI have been applied for the period July to October 2011.

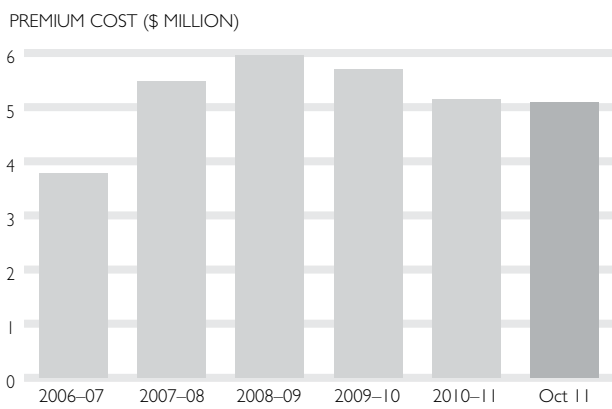
**FIGURE A21.1. WORKERS COMPENSATION PREMIUM COST AND CLAIMS FREQUENCY**



**FIGURE A21.2. MOTOR VEHICLE PREMIUM AND MOTOR VEHICLE CLAIMS FREQUENCY**



**FIGURE A21.3. PROPERTY PREMIUM IN CURRENT DOLLAR**



**FIGURE A21.4. LIABILITY INSURANCE PREMIUM IN CURRENT DOLLAR**

