



# Appendices

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Section cover image: Road and Fleet Services maintenance work on Tharwa Bridge, ACT. Photo taken by RTA staff member Brett McGregor, June 2011.

# Appendix I. Major works

**TABLE A I. I. MAJOR WORKS**

Project description	Location	Status	Announced completion date	Announced estimated total cost (\$'000)	2010–11 exp (\$'000)	Previous year's exp (\$'000)
<b>Sydney</b>						
Alfords Point Bridge Northern Approach, widen to four lanes	Padstow Heights		2011	42,000	13,972	16,925
Bangor Bypass Stage 2, Marsden Road to New Illawarra Road	Barden Ridge	Completed	2011	35,000	12,692	13,831
Bringelly Road, Camden Valley Way to The Northern Road (planning)	Bringelly		N/A	N/A	1,377	1,894
Camden Valley Way, Bernera Road to Cowpasture Road, widen to four lanes	Edmondson Park		2011	48,000	16,661	26,220
Camden Valley Way, Cobbitty Road to Narellan Road, widen to four lanes	Harrington Park		2012	33,000	8,147	5,285
Camden Valley Way, Cowpasture Road to Cobbitty Road, widen to four lanes (planning and preconstruction)	Leppington – Harrington Park		N/A	N/A	17,057	5,504
Cowpasture Road, M7 Motorway to North Liverpool Road, widen to four lanes	Hinchinbrook	Completed	2010	53,000	9,172	41,722
Erskine Park Link Road, Old Wallgrove Road to Lenore Lane	Eastern Creek		2013	55,000	3,809	3,083
F5 widening, Brooks Road to Narellan Road (State and Federal funded)	Ingleburn – Campbelltown		2011	116,000	34,836	50,989
General Holmes Drive, Remove Rail Level Crossing (planning, Federal funded)	Mascot		N/A	N/A	928	997
Hoxton Park Road, Banks Road to Cowpasture Road, widen to four lanes	Hoxton Park		2011	62,000	17,888	36,360
Inner West Busway along Victoria Road	Drummoyne, Rozelle	Completed	2011	175,000	45,683	127,783
M2 enhancements, Windsor Road to Lane Cove Road (State and private sector funded)*	Baulkham Hills – Macquarie Park		2013	550,000	6,956	5,321
M5 Corridor Study (State and Federal funded)	Arncliffe		2011	15,000	4,885	8,905
M5 widening, King Georges Road to Camden Valley Way (planning and preconstruction, State and private sector funded)*	Beverly Hills – Prestons		N/A	N/A	15,458	4,235
The Northern Road, Camden Valley Way to Bringelly Road (planning)	Oran Park		N/A	N/A	917	1,381
Riverstone Railway Overpass (planning)	Riverstone		N/A	N/A	166	2,212
Schofields Road, new rail bridge for future westerly extension of Schofields Road	Schofields		2011	13,000	2,169	0
Schofields Road, Tallawong Road to Richmond Road (planning)	Schofields		N/A	N/A	1,194	1,655

Project description	Location	Status	Announced completion date	Announced estimated total cost (\$'000)	2010–11 exp (\$'000)	Previous year's exp (\$'000)
Schofields Road, Windsor Road to Tallawong Road, widen to four lanes (planning and preconstruction)	Rouse Hill		N/A	N/A	9,050	0
Showground Road, Old Northern Road to Carrington Road (planning)	Castle Hill		N/A	N/A	600	309
<b>Great Western Highway</b>						
Bullaburra to Wentworth Falls, Genevieve Road to Tableland Road, widen to four lanes	Bullaburra, Wentworth Falls		2014	85,000	3,252	10,783
Bullaburra, Ridge Street to Genevieve Road, widen to four lanes	Bullaburra		2014	N/A	6,245	3,040
Kelso, Ashworth Drive to Stockland Drive, widen to four lanes (planning)	Kelso		N/A	N/A	1,039	868
Lawson, Ferguson Avenue to Ridge Street, widen to four lanes	Lawson		2012	220,000	47,714	115,518
Mount Victoria to Lithgow (State and Federal funded)	Mt Victoria, Hartley		N/A	N/A	11,090	7,658
Wentworth Falls East, Tableland Road to Station Street, widen to four lanes (State and Federal funded)	Wentworth Falls		2012	115,000	32,021	53,522
Woodford to Hazelbrook, Station Street to Ferguson Avenue, widen to four lanes (State and Federal funded)	Woodford, Hazelbrook		2012	160,000	27,310	65,435
<b>Hume Highway</b>						
Holbrook Bypass, dual carriageways (State and Federal funded)	Holbrook		2013	247,000	18,457	9,570
Tarcutta Bypass, dual carriageways (Federal funded)	Tarcutta		2011	290,000	138,311	66,658
Woomargama Bypass, dual carriageways (Federal funded)	Woomargama		2011	265,000	116,797	63,047
<b>Pacific Highway</b>						
Ballina Bypass, dual carriageways (State and Federal funded)	Ballina		2012	640,000	119,865	472,607
Banora Point Upgrade, including Sexton Hill (State and Federal funded)	Banora Point		2012	359,000	138,436	57,348
Bulahdelah Upgrade, dual carriageways (State and Federal funded)	Bulahdelah		2012	315,000	64,016	79,549
Coffs Harbour (Sapphire) to Woolgoolga, dual carriageways (State and Federal funded)	Woolgoolga		2014	705,000	140,270	119,591
Coffs Harbour Bypass (planning, State and Federal funded)	Coffs Harbour		N/A	N/A	2,721	37,411
Devil's Pulpit Upgrade, dual carriageways (State and Federal funded)	Tabbimoble		2013	77,000	4,273	6,015

Project description	Location	Status	Announced completion date	Announced estimated total cost (\$'000)	2010–11 exp (\$'000)	Previous year's exp (\$'000)
Failford Road to Tritton Road (planning)	Failford		N/A	N/A	1,059	3,337
Frederickton to Eungai (planning and preconstruction, State and Federal funded)	Clybucca		N/A	N/A	1,306	890
Glenugie Upgrade, dual carriageways (State and Federal funded)	Glenugie		2011	60,000	31,771	15,036
Hérons Creek to Stills Road (State and Federal funded)	Hérons Creek		2012	60,000	5,355	7,049
Kempsey Bypass, Dual Carriageways (Federal funded)	Kempsey		2013	618,000	142,725	33,736
Moorland to Herons Creek, Dual Carriageways (State and Federal funded)	Kew	Completed	2010	378,000	948	369,587
Oxley Highway to Kempsey (planning and preconstruction, State and Federal funded)	Port Macquarie – Kempsey		N/A	N/A	3,221	16,307
Tintenbar to Ewingsdale (State and Federal funded)	Bangalow		2014	N/A	66,393	49,487
Warrell Creek to Urunga (planning and preconstruction, State and Federal funded)	Nambucca Heads		N/A	N/A	16,090	26,853
Woolgoolga to Ballina (planning and preconstruction, State and Federal funded)	Grafton, Maclean		N/A	N/A	13,696	59,023
<b>Princes Highway</b>						
Bega Bypass (State and Federal funded)	Bega		2013	N/A	2,970	2,394
Berry to Bomaderry Upgrade (planning)	Berry, Bomaderry		N/A	N/A	560	538
Dignams Creek Realignment (planning)	Dignams Creek		N/A	N/A	2,603	553
Foxground and Berry bypasses (planning and preconstruction)	Berry		N/A	N/A	14,077	13,199
Gerringong Upgrade, Mount Pleasant to Toolijooa Road	Gerringong		2015	N/A	8,518	3,258
Lawrence Hargrave Drive intersection upgrade	Bulli	Completed	2010	24,000	4,011	19,494
South Nowra Duplication, Kinghome Street to Forest Road	Nowra		2013	62,000	4,341	2,417
Victoria Creek realignment	Central Tilba		2013	45,000	1,179	3,258
<b>Illawarra, South Coast and Monaro</b>						
Kings Highway improvements between Queanbeyan and Bungendore (State and Federal funded)	Queanbeyan – Bungendore	Completed	2011	27,000	7,209	19,581
Lanyon Drive, Tomsitt Drive to ACT border duplication	Jerrabomberra	Completed	2011	6,000	2,717	3,158
Nowra to Nerriga Upgrade (State, Federal and local government funded)	Nowra	Completed	2010	99,000	8,892	89,753

Project description	Location	Status	Announced completion date	Announced estimated total cost (\$'000)	2010–11 exp (\$'000)	Previous year's exp (\$'000)
<b>Central Coast</b>						
Avoca Drive, Sun Valley Road to Bayside Drive, widen to four lanes	Green Point	Completed	2011	38,000	10,279	26,721
Central Coast Highway, Brisbane Water Drive, Manns Road intersection upgrade (planning and preconstruction)	West Gosford		N/A	N/A	21,002	22,194
Central Coast Highway, Carlton Road to Matcham Road, widen to four lanes	Erina Heights		2012	75,000	22,876	32,142
Central Coast Highway, Matcham Road to Ocean View Drive, widen to four lanes	Wamberal		2013	80,000	9,861	19,780
Central Coast Highway, Wisemans Ferry Road intersection upgrade (planning)	Kariong		N/A	N/A	613	1
Central Coast Highway, Woy Woy Road intersection upgrade	Kariong	Completed	2011	18,000	8,104	4,867
F3 Freeway, Wyong Road interchange upgrade (planning and preconstruction)	Tuggerah		2013	N/A	1,291	1
Pacific Highway, Wyong town centre upgrade (planning)	Wyong		N/A	N/A	509	1,630
Pacific Highway, Wyong Road Intersection Upgrade (Planning)	Tuggerah		N/A	N/A	261	96
Pacific Highway, Lisarow to Ourimbah, Railway Crescent to Glen Road, widen to four lanes (planning)	Lisarow		N/A	N/A	1,637	6,287
Pacific Highway, Narara to Lisarow Upgrade, Manns Road to Railway Crescent (planning)	Narara – Lisarow		N/A	N/A	1,213	5,291
Terrigal Drive improvements	Erina – Terrigal		N/A	N/A	2,792	2,928
<b>Hunter</b>						
Hunter Expressway (F3 to Branxton) (State and Federal funded)	Seahampton – Branxton		2013	1,700,000	296,963	91,143
Newcastle Inner Bypass, Shortland to Sandgate	Sandgate		2013	133,000	24,548	12,388
Third Hunter River crossing	Maitland	Completed	2010	59,000	9,253	48,538
Thornton railway bridge	Thornton		2012	16,000	2,496	190

Project description	Location	Status	Announced completion date	Announced estimated total cost (\$'000)	2010–11 exp (\$'000)	Previous year's exp (\$'000)
<b>North Coast</b>						
Bruxner Highway, Alstonville Bypass (Federal funded)	Alstonville	Completed	2011	97,000	18,256	62,942
Oxley Highway, upgrade from Wrights Road to the Pacific Highway	Port Macquarie		2011	115,000	28,143	48,826
Summerland Way, additional crossing of the Clarence River at Grafton (planning)	Grafton		N/A	N/A	3,835	1,999
<b>South Western NSW</b>						
Barton Highway safety improvements, Gouyan Curve realignment (Federal funded)	Murrumbateman		2012	22,000	9,422	3,247
Barton Highway, upgrade including Murrumbateman Bypass (planning, Federal funded)	Murrumbateman		N/A	N/A	373	3,128
Olympic Highway, Kapooka Bridge and approaches (planning)	Kapooka		N/A	N/A	100	500
<b>Western NSW</b>						
Newell Highway, Moree Bypass Stage 1 (Federal funded)	Moree	Completed	2010	56,200	4,995	51,205

\* 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><i>Acacia pubescens</i> (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 to be incorporated into the maintenance plan for the M5.	N/A	Interlink Roads incorporated species threat and habitat management in landscaping management plans for the M5 Motorway.
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% 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>Grevillea caleyi (Caley's Grevillea) Threatened Species Recovery Plan</b>			
Control of drainage runoff from Ryland Track in Ku-ring-gai Chase National Park.	RTA to investigate and determine controls for runoff from other side of road.	N/A	No further action required at this stage.
Sympathetic management of plants on roadways.	RTA to 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>Microtis angusii (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 prior to 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 roadworks 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 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.
Consult with Warringah Council and experts on council's preparation of a site management strategy for the Ingleside population.	Warringah Council have engaged a specialist to development 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 have been identified by the RTA.
With Warringah Council, 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 as 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>Isoodon obesulus</i> (Southern Brown Bandicoot) Recovery Plan</b>			
Endorse the <i>I. obesulus</i> Threatened Species Recovery Plan.	RTA to formerly notify the 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 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.	N/A	Ongoing.
<b><i>Phascolarctos cinereus</i> (Koala) Recovery Plan</b>			
OEH will 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 of implementing engineering solutions and other public measures to reduce the adverse impacts of vehicles on koalas.	RTA to work closely with OEH to manage and research the impacts of roads on koalas. The RTA to implement mitigation measures to reduce adverse impacts on koalas.	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 offset measures undertaken in the priority conservation lands where practicable. (Offsets for impacts in growth to be in accordance with the Growth Centres Biodiversity Certification Order.)	Project teams working on project in areas containing Cumberland Plain Woodland advised of this measure.	No additional cost.	No offsets required or identified in 2010–11.
State and Australian government agencies will manage, to best practice standards, lands they own or for which they have care, control and management and: - contain any of the threatened biodiversity listed in Table 1 - are located within priority conservation lands or; if outside, have conservation as a primary management objective.	RTA to 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 practices to meet best practice standards.

# Appendix 3. Senior Executive Service performance statements

**TABLE A3.1.** SES NUMBERS 2006–07 TO 2010–11

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

Note: The number of SES positions occupied by women in the current year was five. The number of SES positions occupied by women in the 2009–10 was three.

\* 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 RTA underwent a structural realignment on 5 August 2010 to better align to the results of the RTA and Department of Transport and to put the customer at the heart of everything we do. The individual statements below relate to the organisational structure as at the end of June 2011.

## Individual statements

<b>Name:</b>	<b>Michael Bushby</b>
Position:	Chief Executive, Roads and Traffic Authority
Level:	8
Period:	1 July 2010 to 30 June 2011
Total remuneration package:	\$466,267

## Significant achievements in 2010–11

During this period Mr Bushby continued to focus on delivering a safe, sustainable and efficient road transport system. He oversaw the organisation's August 2010 structural realignment to better align the RTA results to the Department of Transport initiatives and to reflect the agency's focus to put the customer at the heart of everything we do. This realignment

was designed to better deliver the RTA's results and services for the community and to drive transport integration.

He directed a range of significant policy and infrastructure activities in support of the NSW Government priorities and led improvements to the management of the RTA's internal business operations.

## Organisational management

- Oversaw the appropriate allocation of the RTA's resources and budget across programs to achieve RTA results and services for the community and meet government priorities.
- Developed and relaunched the revised RTA Corporate Plan – *Blueprint Update 2011* to recognise achievements to date as well as to reflect the changes to the operating environment since the Blueprint's inception in 2008.
- Continued implementation of the RTA Corporate Plan with Blueprint actions incorporated into the business planning cycle and subsequent reporting.
- Oversaw the organisation's strategic direction in the pursuit of business opportunities to improve services and generate investment for the road network.
- Oversaw the development and implementation of a new Executive Charter for the organisation. The Executive are supported by a governance framework that is designed to deliver information to ensure decision-making and performance management are appropriate to deliver the agency results for the community.
- Championed a targeted focus on occupational health and safety (OHS) commitments and actions across the agency and oversaw improvements in the agency's OHS outcomes.
- Established the Commercial Services Directorate to centralise the RTA's commercial operations, delivering a contribution of \$159 million for road safety and maintenance programs.
- Continued to support further recruitment under employment programs, including graduates, cadets, trainees and apprentices.

## Inter-agency planning and delivery

- Continued to lead the RTA's contribution to the delivery of the *NSW State Plan*, contributing particularly to Better Transport and Liveable Cities. This also included the RTA's contribution to the delivery of other *NSW State Plan* priorities.
- Continued to oversee the RTA's contribution to the implementation of the State Infrastructure Strategy, *Metropolitan Plan for Sydney 2036*, regional strategies and *Metropolitan Transport Plan*.
- Led the RTA's involvement with other transport and planning agencies, including the Department of Transport and the Department of Planning, to ensure a whole-of-government focus was applied to the provision of road infrastructure as part of a sustainable and integrated transport and land use system.

- Represented the RTA at a national level, including on the Standing Committee on Transport/Transport Agencies Chief Executives, Productivity and Efficiency Standing Sub-Committee of SCOTI, the Austroads Board, ARRB Board, National Heavy Vehicle Regulator Board and the COAG Road Reform Plan Project Board. Represented the RTA on a range of other high level committees.
- Worked with the Department of Transport, the Director General and the project teams to support the initial stages towards developing a fully integrated transport authority.

### Road development

- Oversaw the management and delivery of the RTA's road development program.
- Oversaw the commencement of major construction on the Hunter Expressway.
- Oversaw the negotiations for planning approval and signing of the contract to widen the M2 Motorway.
- Oversaw the continued delivery of major infrastructure, including the opening of the Third Hunter River Crossing at Maitland and delivery of major milestones under the Pacific Highway Upgrade Program.

### Road management

- Continued to lead the provision of efficient and safe management of traffic flow on the road network, which included the ongoing development of incident management plans for key routes in the State road network.
- Continued to expand the bus priority measures across strategic bus corridors in Sydney.
- Oversaw contributions to the *NSW State Plan* priorities of maintain road infrastructure and improve the road network.
- Continued implementation of the Auditor General's Condition of State Roads recommendations.
- Continued to oversee works for the Pinch Point Program to improve traffic efficiency.
- Delivered the reconstruction and widening of sections of several major freight routes.

### Road use

- Supported the Auditor General in the review and audit of the camera enforcement program and site network.
- Witnessed the lowest financial year road toll in NSW since 1933–34.
- Extended the E-Toll business to 1.1 million active tags in circulation and processed over 3.5 million transactions per month on the Sydney Harbour Bridge and Sydney Harbour Tunnel combined.
- Oversaw the delivery of the F3 Incident Management Improvement Program, including the F3 travel time pilot, the F3 critical alerts pilot and construction of the crossover near the Hawkesbury River Bridge.

- Continued the implementation of the point-to-point speed enforcement program and oversaw the management of the camera enforcement network.
- Oversaw the introduction of new regulations to enable the RTA to both send and receive offences to and from other jurisdictions through the Demerit Points Exchange facility.
- Oversaw the continued delivery of the Road Toll Response Package and continued to lead the delivery of a range of road safety programs and initiatives.
- Introduced an 'overheight' in tunnels compliance/prevention model.
- Oversaw a combination of road safety programs to contribute to the *NSW State Plan* priority of improve road safety.
- Continued to oversee the research and implementation of initiatives to address safer people, safer roads, safer vehicles and technology.
- Continued to support bicycle and pedestrian facilities and infrastructure.
- Chaired the Road Freight Advisory Council for the Minister for Roads.

Name:	Ann King
Position:	Deputy Chief Executive & Director Customer Service
Level:	6
Period:	1 July 2010 to 30 June 2011*
Total remuneration package:	\$301,594

\* Tracy Camelutti was acting Director from 2 April to 30 June 2011.

### Significant achievements in 2010–11

- Ms King was appointed as the Deputy Chief Executive and the Director Customer Service in August 2010. During the period August 2010 to June 2011, she directed significant initiatives to ensure the delivery of NSW Government priorities and led significant improvements in relation to the RTA becoming a more customer focussed organisation.

During this period Ms King oversaw completion of the following:

- The F3 Incident Management Improvement Program, including:
  - Live Traffic NSW website.
  - Commuter Pack (glove box guide, animation, contra-flow video and new F3 web pages).
  - F3 Travel Time pilot.
  - F3 Critical Alerts pilot.
  - Enhanced variable message signs.
  - Crossover Construction north of Hawkesbury Bridge area.
  - F3 On Call Trial.

- F3 incident and traffic management plans.
- Enhanced Transport Management Centre communication protocols.
- Commencement of the Customer Focus Program and completion of all Work Streams in Phase 1 of the program as follows:
  - The Customer Expectations Survey of more than 6000 people in NSW and delivery of a 'Fact Book' of the results.
  - An internal cultural survey for the RTA, including a view of the current culture and the desired culture.
  - A technology plan, including high priority IT-related projects to deliver customer requirements.
  - Training of 30 Culture Champions representing various directorates across the organisation.
  - Delivery a comprehensive Culture and Change Plan aligned to evidence-based customer expectations with internal (cultural) and external (customer facing) initiatives.
- Establishment of the Dangerous Goods Working Party.
- Development and launch of the revised RTA Corporate Plan – *Blueprint Update 2011*.
- Establishment of Newcastle Motor Registry, which opened in June 2011.
- Roll out of the queue management system across all motor registries.
- Development of the RTA Road Projects Website (1300 pages).
- Establishment of Stakeholder Management Team and survey of key stakeholders to understand their needs and to establish a baseline measure of their engagement.
- Set up an issue tracking system to enable the coordination, monitoring and reporting of critical issues.
- Implementation of an annual stakeholder engagement plan for key RTA stakeholders.
- Coordination of the inaugural Transport NSW Industry Breakfast Series event.
- Introduced significant enhancements to the management of customer correspondence across the RTA.
- Coordination of the Slow Down Roadshow campaigns. The road show, featuring rugby legend Hazem El Mazri, launched on 18 September 2010. A number of road shows were later held featuring volunteer celebrities to ensure engaging interaction with the community on road safety issues.
- Launch of the Intelligent Speed Adaptation Trial.
- Launch of new road safety marketing campaigns 'Don't Rush' an anti-speeding marketing and a PR campaign featuring neurosurgeon Professor Brian Owler, was launched at Westmead Hospital. Extensive media coverage across NSW, broadcast and print media.

Other campaigns created, and on-air in 2010–11, included 'Don't Rush' Phase 2 Testimonial, 'Tap on the shoulder' (rural seatbelts), 'Wake up to the signs of fatigue', and 'Some things in your life are worth waiting for' (rail level crossings). All campaigns comprised multi-media execution, including television commercials and public relations activity.

- Development of opportunities to extend the reach to targeted audiences to further educate motorists and the community. 'Geared' was present at Surfing NSW contests along the east coast targeting 16 to 25-year-olds.
- Execution of campaigns to promote the RTA's electronic toll payment options.

In the period 2010–11 Ms King:

- Ensured the directorate regularly reviewed and assessed its contribution to the *NSW State Plan* priority 'Red Tape Reduction'. One of the key initiatives since August 2010 was to lift sanctions to allow customers to continue to do business with the RTA by accepting payments in motor registries for State Debt and Recovery Office (SDRO) enforcement orders by removing the requirement for a separate customer/SDRO transaction.
- Managed the directorate's responsibility in implementing the RTA's Aboriginal Action Plan to ensure that the RTA meets the needs of Aboriginal and Torres Strait Islander staff and the wider community. A number of initiatives were undertaken including:
  - Development of an audio tool kit for the driver knowledge testing (DTK).
  - Redesign of TAFE teaching materials for Aboriginal DKT course.
  - Launch of a new campaign to promote child safety seats with the Aboriginal community.
  - Consultation with Aboriginal focus groups on a number of infrastructure projects.

During this period, under Ms King's leadership, the following key performances were achieved:

- The annual customer satisfaction survey in motor registries showed 93 per cent of customers rated the overall quality of service as 'good' or 'very good'.
- Continued growth in online eligible transactions with a year-to-date average of 40 per cent.
- More than one million people visited the RTA Slow Down Roadshows in the past year.

During this period Ms King served as a key member of the following committees:

- F3 Response Steering Committee.
- Whole of Government Steering Committee.

During the period 12 April to 30 June 2011, Ms King led the RTA's contribution to the establishment of the Integrated Transport Authority's Customer Experience Division.

<b>Name:</b>	<b>Richard Boggon</b>
Position:	Director Commercial Services
Level:	5
Period:	1 July 2010 to 30 June 2011*
Total remuneration package:	\$274,507

\* Formally appointed to the position Director Commercial Services from 1 March 2011.

## Significant achievements in 2010–11

### Performance

- Mr Boggon provided leadership in the delivery of over \$1.3 billion of services to the community in 2010–11, with a focus on putting the customer at the heart of everything we do, occupational health and safety, environmental management, and business performance.
- Developed and implemented a commercial framework for core programs of road and bridge maintenance and construction, tolling, traffic and transport systems, property, special number plates, roadside advertising, incident response, event management, consulting and training services.
- Secured \$612 million of external income across all businesses in the directorate.
- Delivered a contribution of \$159 million to road safety and maintenance programs.
- Maintained a strong performance delivery culture through weekly, monthly, quarterly and annual performance management systems.

### Safety first

- Implemented a focus on safety first for all operations, resulting in over 30 per cent reduction in lost time injuries in the directorate compared to 2009–10.
- Developed High Speed High Volume Traffic Management Training for workers on the F3.
- Supported 'Stop and Reset 2011', where all Road and Fleet Services staff attended a safety induction session on their first day back at work after the Christmas break.

### Road and Fleet Services

- Road and Fleet Services achieved excellent financial results with an all-time high income of \$834 million and a surplus of \$56 million.
- Reconnected the Tharwa community with Canberra with the delivery of a new deck for the heritage Tharwa Bridge.
- Achieved practical completion of the \$35 million Moree Bypass Project Stage 1.
- Completed critical asphaltting works on Victoria Road for the 'Zipper' project on a very tight timeline.
- Maintained accreditation under the CSIRO-controlled Painting Contractor Certification Program.

- Obtained Austroads prequalification for Road and Fleet Services to tender for construction projects that are up to \$50 million in value.
- Developed a new website to improve the availability and accessibility of information about Road and Fleet Services.

### Tolling

- Expanded the E-Toll business to 1.1 million active tags in circulation, with growth of over 8,000 tags per month.
- Processed over 3.5 million transactions per month on the Sydney Harbour Bridge and Sydney Harbour Tunnel combined.
- Partnered with Avis and Budget Rent-a-Car to deliver an industry-first rental car tolling solution, cutting \$5.8 million of red tape and eliminating 300,000 toll notices for rental car customers each year.
- Partnered with StateFleet to trial the first end-to-end fleet tolling solution.
- Continued to support the Sydney Domestic Airport tolling outlet that enables the taxi industry to maintain access to the airport.
- Initiated the Tolling Products and Services Review to improve the E-Toll customer experience by making it faster and easier for customers to find information on tolling products and services.

### Commercial development

- Partnered with Plate Marketing Pty Ltd to implement a joint venture for the marketing of the myPlates business.
- Developed charitable agreements with the McGrath Foundation and the Prostrate Cancer Foundation of Australia for the sale of pink and blue special number plates respectively.
- Negotiated free and discounted media space on RTA advertising assets for delivery of road safety messages in the Sydney metropolitan area.
- Installed safety screens and repaired the Warringah Road pedestrian bridge at Forestville as part of improving the advertising asset.
- Commenced the Ennis Road/Milsons Point concourse refurbishment project.
- Managed 46 traffic control training providers and delivered 30,000 licence cards to holders assessed as competent to conduct traffic control on roadside worksites.
- Partnered with NICTA to receive the Outstanding Paper Award for Intelligent Transport Systems (ITS) papers presented at the 17th ITS World Congress in Korea.
- Replaced Brisbane City Council's outdated traffic management system with the market-leading SCATS solution.

## Fiscal strategy

- Won first prize in the 2011 Government Partnership Excellence Award from Infrastructure Partnerships Australia for work with the Motorway Projects Branch and Transurban on the M2 Motorway Upgrade Project.
- Collaborated extensively with NSW Transport to provide advice on road pricing, transport project evaluations and heavy vehicle charges, among other issues.
- Assisted other government organisations by providing pro-bono economic consulting work for the Cancer Institute NSW's anti-tobacco and anti-skin cancer campaigns.
- Completed the M7 refinancing and the M5 corridor assessment.

<b>Name:</b>	<b>Geoff Fogarty</b>
Position:	Director Infrastructure Services
Level:	6
Period:	1 July 2010 to 30 June 2011*
Total remuneration package:	\$284,174

\* Peter Crosby was acting Director from 2 May 2011 to 30 June 2011.

## Significant achievements in 2010–11

- Program of works of \$3.24 billion delivered to plan.
- Government's school road safety package (Dragon's Teeth Program in school zones) was delivered to all 3243 schools in NSW to a shortened timeframe and under budget.
- Management of network enhancement works with delivery of several key projects and milestones in 2010–11. These include:
  - Pacific Highway Upgrade Program:
    - Bulahdelah Bypass – main construction started in August 2010.
    - Moorland to Herons Creek Upgrade – final stage opened to traffic in July 2010.
    - Herons Creek to Stills Road Upgrade – construction started in March 2011.
    - Sapphire to Woolgoolga Upgrade – construction started in August 2010.
    - Ballina Bypass – opened Stage 1 (Cumbalum to Tintenbar) to traffic in March 2011.
    - Banora Point Upgrade – opened major traffic switch (Northern interchange) in January 2011.
    - Shark Creek Stage 3 improvement (minor work) – opened to traffic in February 2011.
    - Kempsey Bypass – award of Alliance contract for main roadworks in July 2010 and design and construction contract for major bridges in December 2010.
    - Tintenbar to Ewingsdale – invited tenders for design and construction contract in December 2010.
  - Planning approval obtained and the contract with Hills Motorway for the \$550 million upgrading of M2 Motorway signed.

- Waterfall Way – replacement of the old bridges across St Helena Creek and Four Mile Creek completed September 2010.
- Bruxner Highway – Alstonville Bypass opened to traffic in May 2011.
- Significant progress on the duplication of the Hume Highway with commencement of the Holbrook bypass and continuation of the Tarcutta and Woomargama bypasses.
- Avoca Drive between Sun Valley Road and Bayside Drive widened to four lanes in April 2011.
- Central Coast Highway upgraded with four lanes opened from Serpentine Road to Matcham Road and upgrades at Kariiong at the Woy Woy Road, Curringa Road and The Avenue intersections in March 2011.
- The Third Hunter River Crossing at Maitland opened in December 2010.
- Hunter Expressway – major construction commenced on the eastern section – four-lane freeway between the F3 and the New England Highway in August 2010. Major construction commenced on the western section of the project in April 2011.
- Morpeth Bridge – upgrade to the approaches completed in August 2010.
- Warringah Freeway Bus Layover Project opened in May 2011.
- Intersection improvements completed under the Pinch Point Program in Sydney, including Heathcote Road/New Illawarra Road.
- Both lanes of the bridge over Adelong Creek on the Snowy Mountains Highway opened to traffic in December 2010.
- Moree Bypass Stage 1 opened to traffic in December 2010.
- Reconstruction of the Newell Highway was completed at several critical stretches north of Moree (near Wallon Creek) through Peak Hill and north of Dubbo.
- Reconstruction and widening of sections of several major freight routes completed. These included the Mitchell Highway east of Orange, the Castlereagh Highway north of Coonamble, the Bathurst to Perthville Road south of Bathurst, the Barrier Highway west of Cobar, the Mid Western Highway east of Cowra and the Great Western Highway east of Bathurst.
- Lawrence Hargrave Drive – new overpass completed in October 2010.
- Construction of the new deviation of the Kings Highway on the outskirts of Queanbeyan was completed in December 2010.
- MR 92 – final section of the Nowra to Nerriga Upgrade sealed in September 2010.
- Repainting of Tuross Bridge on the Princes Highway completed in February 2011.

- Major road safety projects were delivered across the State to support RTA's role as the lead agency for the *NSW State Plan* priority on safer roads. These include the Picton Road safety program, safety and traffic improvements on the New England Highway at Scone, and continuing work in all regions to deliver the Blackspot programs.
- Incident management plans for key routes on the State Road Network were reviewed, including plans for the Princes, Kings, Newell, F3, Pacific, New England and Hume highways.
- RTA's Corporate Plan priority of expanding bus priority measures delivered with 19 strategic bus corridor treatments completed in 2010–11. A cumulative number of 130 treatments have now been delivered in the Strategic Bus Corridors Program, Sydney.
- New vehicle regulations structure finalised, regular training sessions held for managers, frontline staff and new inspectors, vehicle regulations. Work commenced on the roll out of the Vehicle Regulations OHS Culture Change Program.
- Enhanced focus on Aboriginal and cultural heritage matters through the delivery of workshops on child restraints and driver education, support to projects at consultation phases, and installation of Aboriginal culture and heritage display panels at rest areas.
- The directorate's performance continued to be recognised through external awards:
  - Ballina Bypass Alliance – Best Workplace Health and Safety Management System, Private Sector award for 2010 for the design and construction of the Ballina bypass section of the Pacific Highway upgrade and for the achievement of outstanding outcomes in work health and safety by adopting an integrated systems approach to safety.
  - The Hume Highway Woomargama Alliance project won the Abigroup Managing Director's Safety Excellence Award for 2010 and the Sinclair Knight Merz CEO Safety Innovation Award for 2010.
  - The Hume Highway Woomargama Alliance won the International Erosion Control Association Environmental Achievement Award, an award for an outstanding erosion and/or sediment control project, program, or system that demonstrates excellence in natural resource conservation and environmental protection.
  - Swansea Bridge gained a Highly Commended in the Engineering Excellence Awards (Sydney Division) in the Engineering for Regional Communities category.
  - Leadership provided to ensure prompt and commendable action by staff across the regions in response to natural disasters and flooding in various parts of the State, thereby enabling early commissioning of key affected routes.

<b>Name:</b>	<b>Paul Hesford</b>
Position:	Director, Finance and Corporate Services
Level:	6
Period:	1 July 2010 to 30 June 2011
Total remuneration package:	\$284,830

## Significant achievements in 2010–11

### Integrated Transport Agency

- Lead the RTA agency team in the creation of Transport for NSW.

### Business Services Group

- Scorecard for the year was 96.1 per cent against a target of 95 per cent. (Previous years: 93.8 per cent).
- Completed a three-month program to convert vendors from cheque to electronic funds transfer (EFT) to improve efficiency and control. EFT vendors have risen from 72 per cent to 86 per cent.
- Completed Albury Motor Registry refresh and Narranderra Depot green project as well as eTMC and Newcastle Registry/sector office.

### Human resource strategy

- Renewed the workforce with the recruitment of 53 graduates, 19 engineering cadets, 22 road designer and traffic engineering officers in training, 115 trainees and 26 apprentices.
- Oversaw the Student Management System and documented current employment programs processes.
- Oversaw the development and implementation of the Ongoing Professional and Technical Development (OPTD) Policy Program and the OPTD Engineers Program.
- Implemented the Conversations for Performance Program targeted at all frontline leaders.
- Sponsored continuation of the High Performance Project, with pilots successfully run across five areas.
- Sponsored the project management and change assistance for staff assigned to Department of Transport (DoT).
- Established a tri-partite reference group to conduct a Sydney Harbour Bridge health review.

### Financial management

- Unqualified accounts for 30 June 2010 were signed by the Auditor General.
- Sponsored the agency response to various Better Services and Value Taskforce reviews and NSW Treasury Expenditure Review Committee (ERC) submissions, including RTA Agency Expenditure Review, ICT Review and RTA ERC 10-year capital program reprioritisation exercise.
- Directed the 2010–11 Budget negotiations with Department of Transport and NSW Treasury.



- Implemented NSW Treasury mandated early hard close arrangements, including internal control and accounting systems certification.
- Implemented new DoT consolidated statutory accounts preparation processes.
- Sponsored the Implemented revised DoT integrated budget model arrangements, including budgeting, monthly performance reporting and communication protocols with NSW Treasury.

### Occupational health and safety (OHS)

- Sponsored the establishment of the seven high risk working parties within the RTA.
- Sponsored the successful roll out and implementation of EnSafe4 in October 2010.
- Championed the Global Corporate Challenge with 910 participants (130 teams) across the RTA.

### Information management and information technology

- Successfully completed the annual disaster recovery test for the data centres.
- Chaired the ICT Executive Committee which provided governance and leadership over the RTA's ICT.
- Championed the establishment of the review and advisory panel to work with the ICT Executive Committee to prioritise the ICT requests for 2011–12.

### Business strategy

- Sponsored the revision of the RTA's Delegations Manual to reflect the organisational realignment.
- Sponsored a business continuity testing program, with eight testing sessions undertaken during the year. A review of the Master Business Continuity Program was undertaken to simplify and enhance its readability.

Name:	Soames Job
Position:	Director, NSW Centre for Road Safety
Level:	5
Period:	1 July 2010 to 30 June 2011
Total remuneration package:	\$282,041

### Significant achievements 2010–11

- Implemented the \$170 million Road Toll Response Package including:
  - Development and delivery of \$35.7 million (year one of five) of safety works such as safety barriers, highway safety review and local road safety improvements.
  - Development of a motorcycle safety strategy in consultation with NSW Police, Motor Accidents Authority, NRMA and representatives from motorcycle riding community.

- Mobile speed cameras reinstated on 19 July 2010.
- Formed the Road Safety Advisory Council comprising government, industry and community stakeholders.
- Co-hosted the 5th National Indigenous Road Safety Conference held from 10 to 12 November 2010. Six RTA staff delivered presentations on Aboriginal road safety and licensing programs.
- Launched the new child restraints program evaluation brochure 2009–10 with information on the RTA website, including the new CREP.com.au website.
- Completed the largest trial of advisory Intelligent Speed Adaptation (ISA) technology outside of Sweden, with recent modelling of trial results showing that use of this technology could reduce fatal crashes by 19 per cent.
- Software development of ISA initiatives, including ISA in RTA fleet vehicles and the development of an ISA Smartphone application underway.
- Major Austroads sponsored crash study with the University of NSW to analyse over 100 injury crashes over three years underway and secured Austroads funding to undertake an in-depth motorcycle crash study.
- Worked with Corporate Communications to develop marketing campaigns such as the Professor Owl 'Don't Rush' and 'Testimonials' campaigns, rural seatbelt campaign and older pedestrian campaign.
- Successfully completed 50 crash tests at Crashlab, 14 commercial, 17 research and 19 Australasian New Car Assessment Program (ANCAP).
- Supported the NSW Audit Office performance audit on speed cameras (fixed, safety and mobile). The audit found that speed cameras do change driver behaviour and have a positive road safety impact.
- Improved test capability of Crashlab with a new ballistic cannon to test motorcycle helmet visors to the revised Australian Standard.
- Conducted three commercial research tests to inform development of a new global technical regulation for side pole impact protection.
- Conducted motorcycle helmet evaluations, assessing the protection and comfort provided with a first time funding contribution by the NRMA and TAC. Results promoted to users.
- Along with partners, ANCAP developed a future vehicle components roadmap that will contribute to a five-star vehicle assessment.
- Completed CENWEST route review (covering the Great Western, Mid Western and Mitchell highways) with an early program of works delivered in 2010–11 and the 2011–12 program finalised.
- GPS locations of speed zone signs were collected across the entire NSW network and uploaded into Speed link.
- Completed a wide centreline trial on the Newell Highway.

- Commenced implementing the NSW Government's 100-day commitment to review speed zones, revise the speed zoning guidelines and establish a customer website.
- Supported the implementation of changes to the national child restraint laws in close consultation with stakeholders, with an extensive education campaign through brochures, radio and press advertisements.
- Four point-to-point enforcement lengths installed. Two are issuing infringements and two are in warning mode.
- Ninety-one intersections in NSW fitted with operational safety cameras issuing infringements or warning letters.
- Completed annual statewide speed surveys.
- On 25 April 2011 completed the \$46.5 million flashing lights program, which commenced in 2008, to deliver flashing lights in 400 school zones over four years. Due to program efficiencies, an additional 124 school zones also received flashing lights by June 2011. There are now 689 school zones with flashing lights.
- By the end of December 2010, dragon's teeth were installed in all the State's school zones in accordance with RTA guidelines.
- Approximately 5000 new fluoro school zone signs have been installed, representing around a quarter of the state's school zones.
- The RTA provided an additional \$4 million to the annual \$10 million Enhanced Enforcement Program budget to enable the NSW Police Force to conduct additional operations.
- A three-year memorandum of understanding for the Sober Driver Program was signed by the RTA and Corrective Services on 1 November 2010.
- Managed the random roadside drug testing program with over 35,585 roadside drugs tests undertaken by NSW Police in 2010–11.
- Delivered expert evidence-based written and verbal evidence input to government enquiries, including multiple investigations for the Office for Transport Safety Investigations, NSW Staysafe and NSW Audit Office.
- Represented NSW at the International Standards Organisation. An international Road Safety Management Standard ISO39001 is currently under development with significant input from the Centre for Road Safety.
- The Director represented NSW at the United Nations Road Safety Collaboration meetings which saw the agreement on the Decade of Action, development of the draft delivery plan and a good practice guide.
- The Director presented Safe Systems principles at the New Zealand Trafanz Conference and to local councils in New Zealand (funded by New Zealand).
- Led a United Nations funded team reviewing road safety in Kuwait and presented talks at the GulfTraffic Conference (funded by the UN).

<b>Name:</b>	<b>Stephen O'Gorman</b>
Position:	General Counsel
Level:	5
Period:	25 October 2010 to 30 June 2011
Total remuneration package:	\$178,400*

\* Formally appointed to the RTA from 25 October 2010, the remuneration above relates to the period 25 October 2010 to 30 June 2011.

### Significant achievements in 2010–11

- Provided ongoing strategic legal advice to the Chief Executive and the RTA Executive in the role of General Counsel.
- Managed the provision of quality, cost effective and timely legal services to the RTA including:
  - Management of the RTA Legal Branch delivering in-house services.
  - Engagement by Legal Branch of external legal services from the RTA Legal Services Panel.
- Chaired the RTA Executive Legislation Committee and ensured the coordination of the RTA's legislative program.
- Managed the provision of legal services to support the RTA's delivery of significant RTA projects across each of the Legal Branch portfolio areas of environment and property, infrastructure, road transport law and corporate law.
- Led the 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:	6
Period:	1 July 2010 to 30 June 2011*
Total remuneration package:	\$286,386

\* John Statton was acting Director from 2 May 2011 to 30 June 2011.

### Significant achievements in 2010–11

- Conclusion of the regional roads Timber Bridge Partnership with 172 bridges provided. Final RTA expenditure was \$59.9 million. One hundred and forty-eight bridges were completed and opened to traffic. The remaining 24 bridges are currently under construction and will be completed over the next few months with council funding.
- Development of the first complete maintenance benchmarking report for 2009–10.
- Actively progressing the asset management practice. Statewide workshops completed, report received and action plan being developed.
- Implementation of the culvert risk assessment process and software.

- Trialling of the Pavement Management System on regional networks.
- Development of the timber truss bridge strategy with the Heritage Council.
- Completion of a review of the local government 'yellow book' website.
- Completion of the marginal cost analysis and report on freight impacts.
- Commencement of the Anzac Bridge maintenance works under the bridge works alliance.
- Completion of the review of the Strategic Asset Maintenance Plan for the 2011–12 TAM Plan.
- Completion of a review of long-term road maintenance needs as part of the expenditure review process for 2011–12.
- External review of maintenance procurement to identify potential improvements.
- Completion of revised scope of work for 2010–11 staged delivery of the \$48 million Spit and Military roads improvement package. Achievements included substantial construction of the Spit Road/Ourimbah Road tidal flow system, completion of the signalised access to the Spit West Reserve car park, provision of pedestrian fencing on Military Road between Cowles Road and Brady Street, and planning for a pedestrian bridge over Spit Road at Parriwi Road.
- Completion of the 8-Point Plan component of the \$28 million F3 Incident Management Infrastructure Project (Moroney Report Recommendation 1).
- Completion of the Incident Management Improvement Program component of the \$28 million F3 Incident Management Infrastructure Project (Moroney Report Recommendation 24). CCTV rollout contract awarded for completion by end of 2011.
- Documentation of strategic concept design for M4 Managed Motorways.
- Establishment of an effective partnership with Commercial Services Directorate to facilitate coordinated ongoing development of SCATS.
- Memorandum of understanding between the RTA and Transport NSW Transport Management Centre executed and in operation.
- Completion of the refurbishment of the Joint Operations Centre at the Transport Management Centre.
- Replacement of the video control system at the Transport Management Centre.
- Delivery of year six of the \$295 million Bus Priority on Strategic Corridors Program, including public transport information and priority system functionality. At the end of year six, a total of 139 projects have been completed across 28 corridors under the program.
- Development of the forward Bus Priority Infrastructure Program.
- Delivery of year one of the \$158 million *NSW BikePlan*.
- Completion of the pedestrian crossing upgrade program.
- Delivery of the Network Services Directorate Staff Awards Program, culminating in a presentation ceremony attended by about 120 staff in July 2011.
- Completion of the Moorland to Herons Creek section of the Pacific Highway – open to traffic July 2010.
- Completion of the Ballina Bypass Stage 1, Cumbalum to Ross Lane – open to traffic March 2011.
- Completion of the realignment of the Kings Highway near Queanbeyan – open to traffic October 2010.
- Completion of the Moree Bypass Stage 1, Newell Highway – open to traffic December 2010.
- Completion of the Alstonville Bypass, Bruxner Highway – open to traffic May 2011.
- Completion of the Lawrence Hargrave Drive intersection with the Princes Highway – November 2010.
- Completion of the sealing of the Nowra to Nerriga section of Main Road No 92 – open to traffic September 2010.
- Completion of the Lanyon Drive duplication near Queanbeyan – open to traffic April 2011.
- Completion of the Third Hunter River Crossing at Maitland – open to traffic December 2010.
- Completion of upgrade works on Avoca Drive, Sun Valley Road to Bayside Drive – open to traffic February 2011.
- Great Western Highway, Lawson Stage 1 (Bass to Ridge) open to traffic December 2010.
- Completion of the Bangor Bypass Stage 2 – open to traffic April 2011.
- Completion of the upgrade of Cowpasture Road, M7 to North Liverpool Road – open to traffic December 2010.
- Completion of the widening of the F5 Freeway, Brooks Rd to Campbelltown ramps – open to traffic December 2010.
- Completion of the new northbound on-load ramp from Raby Road to the F5 Freeway – open to traffic June 2011.
- Completion of the Inner West Busway along Victoria Road – open to traffic January 2011.

<b>Name:</b>	<b>Peter Wells</b>
Position:	Director, Regulatory Services
Level:	5
Period:	1 July 2010 to 30 June 2011*
Total remuneration package:	\$263,326

\* Formally appointed to the position Director Regulatory Services from 1 March 2011.

### Significant achievements in 2010–11

- Implemented the Graduated Licensing Scheme for Provisional (P2) riders on 1 July, 2011.
- Commenced issuing Australian Disability Parking permits in addition to NSW Mobility Parking Scheme permits through all motor registries.

- Introduced a new Regulation to provide for the transfer of offences from the jurisdictional schedule to the national schedule and provide the RTA with the legislative authority to both send and receive offences to and from other jurisdictions through the Demerit Points Exchange facility. The changes saw an increase in the national schedule from 23 core offence categories to 36 categories.
- Implemented changes to the Demerit Points Scheme increasing the demerit threshold for NSW unrestricted licence holders from 12 to 13 points (and to 14 for 'professional' drivers). Supporting regulations (to reduce the level of demerit points on 22 offences and including introduction demerit points for a Galston Gorge offence) were also gazetted.
- Reduced or removed demerit points for 22 offences. These included roundabout, indicator, bus lane and towing offences.
- Made enhancements to the 'owner onus' provisions of the *Road Transport (General) Act 2005* and the *Fines Act 1996* to provide for greater identification of offending drivers in camera detected matters and to enable the appropriate allocation of fines and demerit points.
- Introduced new laws for written-off vehicle management in NSW to improve consumer protection and vehicle safety as well as reduce the risk of vehicle theft, car re-birthing and related crime.
- Developed an 'early gains package' to improve access for higher productivity vehicles, resulting in improved access for higher productivity restricted-access vehicles on key livestock routes identified as part of the top 30 livestock connectivity centres.
- Developed the Livestock Mass Management Welfare Scheme in collaboration with Livestock and Bulk Carriers Association. The scheme enables vehicles to gain access to a 'floating mass' in recognition of the nature of the loads the vehicles carry.
- Commenced the Intelligent Access Program for Mobile Cranes replacing the Mobile Cranes Concession Benefit Scheme with the Urban Access Concession (UAC) from 5 October 2011. The UAC allows mobile crane operators increased access in urban zones during peak hours.
- Introduced flood relief for seasonally registered heavy vehicles to assist NSW farmers operating seasonally registered heavy vehicles in NSW flood-affected natural disaster areas.
- Introduced automatic number plate recognition. Vehicles detected by RTA enforcement cameras are checked for valid registration and CTP insurance.
- Established a whole-of-government Aboriginal round table forum for driver licensing practitioners to identify and confirm known barriers to licensing for Aboriginal people. The round table will commence the process of identifying solutions and gathering information to inform future consultations across government and with Aboriginal communities. Round table discussion was chaired by the Hon Penny Sharpe on 3 March, 2011 at Parliament House.
- Developed an over-height in tunnels compliance/prevention model, effectively stopping over-height vehicles from entering tunnels within the first weeks of operation.
- Contributed to the draft Heavy Vehicle National Law and Regulatory Impact Statement provided to Department of Transport in a consolidated NSW Government response submission to the National Transport Council.
- Conducted a joint tow truck compliance operation in collaboration with Inspectors Vehicle Regulation (IVR) and Bankstown Police Local Area Command in May.
- Launched the Authorised Crane Inspection Scheme, changing the procedure for renewing the registration of a mobile crane in partnership with the Crane Industry Association and third party providers.
- Expanded the pilot of an Aboriginal driver education program targeted to improving language, literacy, numeracy, computer skills and increasing the knowledge of road laws and road safety amongst Aboriginal people.
- Developed an Aboriginal communication resource program to assist with the dissemination of culturally appropriate resources to the Aboriginal community.
- Implemented concessions for driver licences and registrations to all war widows.
- Increased participation in the Intelligent Access Program (from 507 vehicles in 2009–10 to 605 vehicles by 30 June 2011).
- Worked with industry stakeholders from the Livestock Bulk Carriers Association, NSW Farmers Association, NatRoad, Australian Trucking Association, Veolia Transport and Viking Waste on publication of HML maps on the RTA internet site.
- Managed the amalgamation of Newcastle and Mayfield motor registries premises with the new site opening in June.
- Continued management of the camera enforcement network.
- Assisted the Auditor General in the review and audit of the camera enforcement program and site network.
- Progressed the implementation of the Point-to-Point Speed Enforcement Program.
- Continued to promote the use of Performance-Based Standards (PBS) and other higher productivity vehicles – 85 vehicle designs approved by the National Transport Commission's PBS Review Panel.
- Continued to progress the establishment of a 'Green Truck' partnership – an alliance between the RTA and the road transport industry. The partnership has commissioned independent testing of 10 products that claim to improve the environmental performance of heavy vehicles.

# Appendix 4. Industrial relations and policy

## Communication and consultation

Communications and consultation on award related employment matters were optimised through a number of regular forums held throughout the year with salaried and wages staff, unions and professional associations.

The Single Bargaining Unit is the main negotiation and consultation forum for wages staff. The Single Bargaining Unit met on four occasions in 2010–11.

The Peak Consultative Committee is the primary point of consultation between the RTA and the salaried staff associations. The Peak Consultative Committee met on 10 occasions in 2010–11.

## Movements in salaries, wages and allowances

RTA staff received the last of the four per cent increase in salaries on the first full pay period after 1 July 2010 in line with wages and salaried staff 2008 award agreements.

## Industrial Relations Commission

On 7 March 2011 a Major Industrial Case application was filed in the Industrial Relations Commission (IRC) by the Public Service Association for the creation of two new salaried staff awards, one for various NSW Government agencies including the Department of Premier and Cabinet, and the other for the RTA. A pay increase application for RTA wages staff was also lodged in the IRC pending the expiry of the RTA wages staff award on 30 June 2011.

The RTA was involved in seven disputes lodged with the IRC. One was withdrawn prior to conciliation. Two disputes were referred for arbitration and in both matters decisions were made in favour of the RTA. Four disputes remained unresolved as at 30 June 2011.

Nine unfair dismissal applications were lodged in the IRC. Eight were settled by conciliation and one matter was withdrawn by the applicant.

One consent application for an award variation was filed in the IRC and the award was varied.

There are seven ongoing matters before the IRC including three matters in dispute and three Award Variation Applications. One Unfair Contract Claim remained ongoing in 2010–11 and is still continuing.

From 1 July 2010 the Government and Related Appeals Tribunal was abolished and public sector appeals processes were transferred to the IRC. Thirteen promotional appeals were lodged with the IRC. Five were dismissed and eight were withdrawn before the compulsory conference.

## Lost time due to staff participation in industrial action

The number of days lost because of staff participation in industrial action in 2010–11 was 263.8.

**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

# 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 works to ensure that the mix of staff within the organisation reflects that of the communities we serve. The more diversity we build into our teams, the more creative and innovative our workforce will be, and the more responsive to the challenges ahead.

The RTA's Diversity and Equity Framework has 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.

Key achievements for 2010–11 are listed below.

### Towards gender equity

Improving female participation in the RTA workforce is critical to ensure the continued growth of the future workforce. Gender balance is monitored and reported monthly to directors and general managers. Women make up 35.3 per cent of our workforce, with a strong presence in frontline customer service roles of up to 70.4 per cent. The organisation has programs in place to develop and support women in management roles, however, further improvement is required to lift the number of women in the RTA Executive.

Table A5.1 shows the percentage of women in different RTA development pathways this year.

**TABLE A5.1.** PERCENTAGE OF WOMEN IN RTA DEVELOPMENT PATHWAYS 2010–11

Career	Percent
Traineeships	57.9
University scholarships (largely engineering)	34.4
Cadetships (civil engineering)	12.5
Para-professionals-in-training	22.4
Graduates (all disciplines)	25.2

The RTA profiled four female staff in the non-traditional roles of engineering, business analytics and information technology as part of the publication, *Breaking Through: Stories of women in non-traditional occupations*, to encourage further applicants in these areas. A project has commenced to attract women into the non-traditional construction trades.

Professional skills development of female staff has been 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 has been 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 RTA Professional Women's Network – hosting lunch meetings with external motivational speakers for senior female staff across the organisation.

The RTA has maintained an active membership of NSW Equal Employment Opportunity Practitioners' Association, with a representative on the committee and regular presentations from our human resource team.

The RTA has 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 has 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 para-professionals present interactive learning workshops at these events, building their own confidence and formal presentation skills, and acting as role models. The following events occurred in 2010–11:

- Hands On Engineering days at the University of Technology Sydney (August 2010, May 2011).
- Inaugural Women in Engineering residential weekend at the University of New England (November 2010).
- So You Think You Can Engineer? residential summit at the University of Wollongong (January 2011).

The RTA has established female student participation quotas (40 per cent) as part of our sponsorship at Great Engineering Challenge events. 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 sets 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 has been created to deliver the Aboriginal Employment Strategy.

The strategy is supported by the *'Walk the road with our mob'* DVD, which profiles 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 has participated in Indigenous career expos and sponsored the Indigenous Engineering Summer School in January 2011.

In partnership with the Aboriginal Education Consultative Group NSW, the RTA is supporting six secondary scholarships for Aboriginal Year 11 and 12 students studying maths and science subjects (both engineering pre-requisites). Two Aboriginal scholars who completed their Higher School Certificate (HSC) in 2010 have transitioned to RTA university cadetships studying civil engineering. A third 2010 HSC scholar will commence his tertiary science studies from 2012.

An Aboriginal-specific jobs site has been established along with targeted recruitment campaigns and a dedicated email address 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) has been

receiving and responding to regular enquiries from individuals and job service centres and acting as a distribution network for Aboriginal identified roles.

The Elsa Dixon grant submissions for two limited-duration Aboriginal policy intern roles have not been confirmed. One incoming policy graduate role has been specifically identified for Aboriginal recruitment.

Relationships with secondary and tertiary institutions and the Department of Premier and Cabinet have been 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.

The RTA Aboriginal Cultural Awareness Training Program has been reviewed, developed and implemented 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 seeks to ensure it is supporting staff with disabilities equitably, building its 'disability confidence' as an employer and facilitating any workplace adjustments that may be required. Currently some 3.6 per cent of staff identify as having a disability and are actively supported with workplace adjustments.

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

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

The RTA held staff celebrations in Newcastle and North Sydney locations for the 2010 International Day of Disability. Staff diversity was further celebrated with presentations at networking events, including the Raising the Bar 2011 conference (May 2011), and through input to best practice case studies. The RTA maintains Gold membership of the Australian Network on Disability.

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

## Increasing the integration and retention of young people

In total, 8.75 per cent of RTA staff are aged under 25 years. The RTA continues to manage over 650 young people involved in entry level programs. Its roles include student support, tertiary institution liaison and proactive participant placement for the RTA's range of targeted pathways.

An increasing number of scholars and cadets are transitioning into our Graduate Program with advanced knowledge of RTA systems and processes. This provides a link between the entry level programs and can reduce recruitment costs.

The 2010 Paraprofessional Program expanded to build career pathways from electrical trades into traffic engineering and network modelling and to develop on-the-job skills in road design.

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

An internal Graduate Committee of 10 members has been established as an extra-curricular group providing feedback on Employment Program procedures. The Graduate Committee also devises and facilitates 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 comes 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 are spoken by 27 frontline staff statewide.

The RTA is a member of the Community Relations Commission and has provided input to a new practitioners' resource in support of the Multicultural Policies and Services Program framework. The RTA, in partnership with Sydney Community College, has facilitated short-term work placements for skilled migrant engineers from varied engineering disciplines. These staff have made a valuable contribution and have delivered business outcomes for the RTA. The program has provided local public sector experience for candidates and fostered greater understanding of RTA business needs and skill shortages with training providers.

## Forward initiatives for workplace diversity and equity in 2011–12

Initiatives under the RTA's Diversity and Equity Framework focus 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 for the coming year are:

- Improve EEO data capture, analysis and reporting to provide proactive workplace adjustments and support, build diversity awareness for managers and improve retention and development of staff with special needs.
- Encourage employee engagement through participation in projects, development opportunities and mentoring.
- Promote the Aboriginal Employment Strategy and deliver culturally appropriate projects and programs to achieve our 2.6 per cent employment target.
- Recruit and develop identified Aboriginal roles at all levels.
- Establish 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.
- Develop and implement the RTA Disability Action Plan in consultation with internal and external 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 A5.2.** TRENDS IN THE REPRESENTATION OF EEO GROUPS

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

**TABLE A5.3.** TRENDS IN THE DISTRIBUTION OF EEO GROUPS

EEO GROUP	Benchmark	Distribution Index		
		RTA 2009	RTA 2010	RTA 2011
Women	100	88	89	89
Aboriginal people and Torres Strait Islanders	100	96	68	68
People whose language first spoken as a child was not English	100	109	113	111
People with a disability	100	99	100	95
People with a disability requiring work-related adjustment	100	98	99	96

## Appendix 6. Multicultural Policies and Services Program

The RTA has 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 covers 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 include the following:

### Planning and performance measurement

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

### Consultation and feedback

The RTA will continue to consult with communities and address issues raised via public feedback mechanisms, research and analysis. RTA services are highly ranked in external surveys. The organisation will continue to use staff expertise in community languages and geographic areas to deliver RTA services to NSW.

### Leadership

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

### Human resources

The RTA's recruitment strategies encourage 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, newspaper and recruitment agency avenues.

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

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

## Communication

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

## Social and economic development

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

## Community Language Allowance Scheme

In 2010–11 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 use their community language daily for an average of 30 minutes during direct customer service interactions. Many also assist via the phone customers visiting other locations or calling the RTA Contact Centre. The spread of languages offered has 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 continues to consult with disability specialists, communities and other transport agencies in refining its 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 Department of Transport. Currently 3.6 per cent of our staff identify as having a disability requiring workplace adjustment.

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 2010–11 have studied in diverse disciplines, including interpreting and translation, civil engineering and business. Placements include a physical site visit and a written accessibility report by an external provider for the given location. One human resource intern from the 2009 placement transitioned to the RTA's Graduate Program in February 2011. 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 International Day of Disability events (24 November and 3 December 2010) and with speaker presentations at networking events, the Raising the Bar 2011 conference (May 2011) and input to best practice case studies and practitioner resources.

Proposed initiatives for 2011–12 include:

- Improve EEO data capture, analysis and reporting to provide proactive workplace adjustments and support, build diversity awareness for managers and improve retention and development of staff with special needs.
- Encourage employee engagement through participation in projects, development opportunities and mentoring.
- Develop and implement the RTA Disability Action Plan in consultation with internal and external stakeholder groups.
- Finalise the RTA Reasonable Adjustment Policy and support managers and staff in its implementation.

It is a legal requirement to have disability included in the Diversity and Equity Plan. This is also described in Appendix 5.

## Appendix 8. Overseas travel by RTA officers

From 1 July 2010 to 30 June 2011, officers of the RTA travelled overseas on 20 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 2010–11**

At no cost to the RTA		
Position	Countries/cities visited	Purpose of visit
Business Partner	Stockholm, Sweden	16th World Intelligent Transport Systems Congress.
Project Engineer; Bridge Engineering	Bangkok, Thailand	Present 2 papers on 'Premature Fatigue Failure in a Horizontally Curved Steel Trough Girder Bridge' and 'Fatigue Implications of Growth in Heavy Vehicle loads and numbers on Steel Bridges' at the Bridge Conference – International Association for Bridge and Structural Engineering.
Senior Engineer Ventilation and Fire Safety	Auckland, New Zealand	Provision of specialist support to New Zealand Transport in issues relating to tunnel design, construction and operation, particularly in the areas of ventilation, fire safety and tunnel services/control systems.
Part or all costs met by the RTA		
Position	Countries/cities visited	Purpose of visit
Director NSW Centre for Road Safety	Geneva, Switzerland Paris and Lyon, France Berlin, Germany	Participation in UN Global Road Safety Collaborations meeting to plan the Global Decade of Action (Geneva). Meetings regarding research collaborations with Prof Regan (French National Institute for Transport & Safety). Participation in International Standards Organisations workshop preparing a Road Safety Standard (Berlin). Participation in Safe Systems workshop, Paris.
General Manager Safer Vehicles	Washington DC, USA	Attendance at 22nd Enhanced Safety of Vehicles Conference. Meetings with international members of Global Rollover Safety Research Project. Visits to University of Virginia Centre for Applied Biomechanics and US Insurance Institute for Highway Safety Research Centre.
Manager Regulations and Recall	Auckland, New Zealand	Attendance at meetings for/with the Australasian New Car Assessment Program Council and associated planning workshop, Australian National In-depth Crash Investigation Study and Used Car Safety Rating Steering Committee.
Manager Area Maintenance	San Francisco, Washington DC, Chattanooga, Auburn and Atlanta, USA	Participation on Australian Asphalt Pavement Association 2010 Study Tour.
General Manager Infrastructure Asset Management	Auckland, New Zealand	Attendance at Austroads Assets Task Force discussions with New Zealand Transport Agency.
Road Design Technologist	Auckland, New Zealand	Presentation to MX Association of Australasia conference.

*Manager Network Performance Development Manager Traffic Algorithm Development Manager Client Liaison	Busan, Korea	Presentations to 17th World Intelligent Transport Systems Congress.
*Manager Client Liaison Principal Systems Analyst – Traffic	Wellington, New Zealand	Presentations to Signal New Zealand User Group meeting.
Manager Traffic Systems Applications	Wellington, New Zealand	Attendance at Australia and New Zealand School of Government Executive Master of Public Administration Designing Public Policies and Programs course.
Acting General Manager Business Strategy	Washington DC, USA London, UK Belgium	Participation as an RTA representative on the Austroads Young Professionals Study Tour.
Project Manager Strategic Program Implementation	Wellington, New Zealand	Attendance at Australian and New Zealand School of Government to complete an Executive Masters in Public Administration.
Bitumen Inspector	Papua New Guinea	Provision of National Association of Testing Authorities-accredited testing, calibration and certification of bitumen sprayers for construction companies, on a fee-for-service basis.
Acting Director Business Strategy and Performance, DoT	Kuala Lumpur, Malaysia	Attendance at World Road Association Technical Committee meeting.
Acting Director Business Strategy and Performance, DoT	Cape Town, South Africa	Attendance at World Road Association Technical Committee meeting.
Acting Director Business Strategy and Performance, DoT	Helsinki, Finland Lisbon, Portugal	Attendance at World Road Association Technical Committee meeting.
General Manager Customer Service Branch	Wellington, New Zealand	Presentation to Australia and New Zealand School of Government.
General Manager Tolling	San Diego, San Francisco, USA	Attendance at International Bridge, Tunnel and Turnpike Association 78th Annual Meeting. Meetings with representatives of Golden Gate and Halifax Harbour bridges. Presentations to Bridge Management team and Board, Golden Gate Bridge (San Francisco).

\* Costs associated with this visit are fully recovered from the annual fees paid by each New Zealand SCATS user for SCATS maintenance, updates and support services.

# Appendix 9. Access to government information

On 1 July 2010 the *Freedom of Information Act 1989* was repealed, and replaced with the *Government Information (Public Access) Act 2009* (GIPA Act).

In the 2010–11 reporting year the RTA decided a total of 3,391 access applications including 584 applications carried forward from the previous financial year

In addition to providing an enforceable right to access government information, the GIPA Act requires the RTA to also disclose certain types of government information. The object of the GIPA Act, as provided by section 3 is as follows:

1. In order to maintain and advance a system of responsible and representative democratic Government that is open, accountable, fair and effective, the object of this Act is to open government information to the public by:
  - a. Authorising and encouraging the proactive public release of government information by agencies.
  - b. Giving members of the public an enforceable right to access government information.
  - c. Providing that access to government information is restricted only when there is an overriding public interest against disclosure.
2. It is the intention of Parliament:
  - a. That this Act be interpreted and applied so as to further the object of this Act.
  - b. That the discretions conferred by this Act be exercised, as far as possible, so as to facilitate and encourage, promptly and at the lowest reasonable cost, access to government information.

The GIPA Act provided that applications made under the *Freedom of Information Act 1989* were to be treated as GIPA access applications for a period of 12 months and that any existing applications were to be continued to be processed under the FOI Act as if it had not be repealed.

Under the GIPA Act there are four ways that the public is able to access government information:

1. Mandatory proactive release.
2. Authorised proactive release.
3. Informal release.
4. Access applications.

## Program for the release of government information

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

For example:

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

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

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

During 2010–11 a number of categories of documents were identified as being frequently sought by access application under the GIPA Act and considered to be within the public interest. As part of its proactive release program the RTA makes the following information available on its website:

- The number and location of speed cameras.
- Travel speeds in Sydney Metropolitan Area.
- RTA sponsorship.
- Safe-T Cam.
- Safe-T-Cam offences – updated quarterly.
- Heavy vehicle checking stations.
- Major Projects – State Budget Paper 2010–11.
- Sydney Harbour Bridge upgrade.
- Timber Bridge Partnership.
- Fatal crash statistics – updated daily (preliminary).
- Crash statistics – monthly bulletin (preliminary).
- Traffic volume data.
- Number of provisional licences cancelled and suspended.
- Total licences cancelled and suspended.
- Number of people who passed the driver knowledge test.
- Number of licence holders with 10 or more demerit points.
- Number of people issued with penalty notices (State Debt Recovery Office website).
- Customer satisfaction survey results.
- Motor registry waiting times.
- Driving test waiting times.

From May 2011 the RTA commenced a comprehensive review of the RTA's policies and procedures governing the application of the GIPA Act. This review led to a redevelopment of the RTA's GIPA policy and procedures, still in draft, which will assist staff in preparing and making available the RTA's publication guide, documents tabled in parliament, policy documents, disclosure log of access applications and register of government contracts.

## Government Information (Public Access) Act 2009

There has also been work on a refurbishment of the RTA's 'access to information' website to make it easier to use and provide a greater amount of information which will be updated regularly.

Recent changes to the receipt and processing of access applications has seen a marked decrease in the amount of time taken to send acknowledgement letters and conduct initial searches of the information sought. With recent upgrades to the record keeping systems, it is anticipated that these efficiencies will continue and more time will be left for the making of decisions under the GIPA Act.

### Access applications

During 2010–11 the RTA received 2,807 requests for information under the GIPA Act. Of these requests, 84 were initially invalid and 64 of these remaining invalid at the end of the reporting period.

In addition, there were 584 applications which carried over from the previous financial year which were made under the FOI Act. The below statistics reflect the current status of the application from the 2011–11 financial year as at 26 August 2011.

### Conclusive presumption against disclosure

Of the 2,807 access applications dealt with under the GIPA Act, there were only 9 in which access was refused because the application was for disclosure of information for which there was a conclusive presumption of overriding public against disclosure.

### Statistical information

Below is the statistical information as specified in Schedule 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	14	6	2	2	0	3	0	0
Members of Parliament	33	10	2	5	0	11	0	3
Private sector business	1,312	147	144	85	2	15	0	30
Not-for-profit organisations or community groups	54	0	37	97	0	8	0	8
Members of the public (application by legal representative)	164	25	15	44	8	14	0	10
Members of the public (other)	231	13	30	50	4	16	0	24

\* 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.

**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**	32	2	8	6	2	1	0	2
Access applications (other than personal information applications)	1,781	196	225	278	16	67	0	67
Access applications that are partly personal information applications and partly other	3	0	0	1	1	0	0	0

\* 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.

\*\* 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)	84
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	84
Invalid applications that subsequently became valid applications	20

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	4
Executive Council information	0
Contempt	0
Legal professional privilege	4
Excluded information	1
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	8
Law enforcement and security	2
Individual rights, judicial processes and natural justice	396
Business interests of agencies and other persons	11
Environment, culture, economy and general matters	1
Secrecy provisions	1
Exempt documents under interstate Freedom of Information legislation	2

**TABLE F.** TIMELINESS

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	2,248
Decided after 35 days (by agreement with applicant)	120
Not decided within time (deemed refusal)	315
<b>Total</b>	<b>2,743</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	4	4	13*
Review by Information Commissioner	0	1	6*
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* This total includes applications which have either been withdrawn by the applicant or are pending at time that this information was compiled.

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

	Number of applications for review
Applications by access applicants	19
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	5



# Freedom of Information Act 1989

## 2010–11 statistics

As at 1 July 2010 584 applications under the *Freedom of Information Act 1989* (FOI) remained outstanding. The following information relates to those outstanding files and provides statistics for the previous reporting period.

### SECTION A. NUMBER OF NEW FOI APPLICATIONS

	Personal		Other		Total	
	2009–10	2010–11	2009–10	2010–11	2009–10	2010–11
<b>FOI requests</b>						
<b>How many FOI applications were received, discontinued or completed?</b>						
A1 New	9	0	3,502	0	3,511	0
A2 Brought forward	2	0	320	584	322	584
<b>A3 Total to be processed</b>	<b>11</b>	<b>0</b>	<b>3,822</b>	<b>584</b>	<b>3,833</b>	<b>584</b>
A4 Completed	10	0	3,025	0	3,035	0
A5 Discontinued	1	0	244	0	245	0
<b>A6 Total processed</b>	<b>11</b>	<b>0</b>	<b>3,269</b>	<b>584</b>	<b>3,280</b>	<b>584</b>
A7 Unfinished (carried forward)	0	0	584	0	584	0

### SECTION B. DISCONTINUED APPLICATIONS

	Number of discounted FOI applications					
	Personal		Other		Total	
	2009–10	2010–11	2009–10	2010–11	2009–10	2010–11
<b>Why were FOI applications discontinued?</b>						
B1 Request transferred out to another agency (s. 20)	0	0	15	0	15	0
B2 Applicant withdrew request	1	0	183	0	184	0
B3 Applicant failed to pay advance deposit (s. 22)	0	0	43	0	43	0
B4 Applicant failed to amend a request that would have been an unreasonable diversion of resources to complete (s. 25(1)(1a))	0	0	3	0	3	0
<b>B5 Total discontinued</b>	<b>1</b>	<b>0</b>	<b>244</b>	<b>0</b>	<b>245</b>	<b>0</b>

## SECTION C. COMPLETED APPLICATIONS

	Number of completed FOI applications						
	Personal		Other		Total		
	2009–10	2010–11	2009–10	2010–11	2009–10	2010–11	
<b>What happened to completed FOI applications?</b>							
C1	Granted or otherwise available in full	7	0	2,325	562	2,332	562
C2	Granted or otherwise available in part	0	0	168	14	168	14
C3	Refused	2	0	236	8	238	8
C4	Documents not held	1	0	296	0	297	0
<b>C5</b>	<b>Completed</b>	<b>10</b>	<b>0</b>	<b>3,025</b>	<b>584</b>	<b>3,035</b>	<b>584</b>

## SECTION D. APPLICATIONS GRANTED OR OTHERWISE AVAILABLE IN FULL

	Number of FOI applications (granted or otherwise available in full)						
	Personal		Other		Total		
	2009–10	2010–11	2009–10	2010–11	2009–10	2010–11	
<b>How were the documents made available to the applicant?</b>							
All document requested were:							
D1	Provided to the applicant	7	0	2,308	562	2,315	562
D2	Provided to the applicant's medical practitioner	0	0	5	0	5	0
D3	Available for inspection	0	0	0	0	0	0
D4	Available for purchase	0	0	0	0	0	0
D5	Library material	0	0	0	0	0	0
D6	Subject to deferred access	0	0	1	0	1	0
D7	Available by a combination of any of the reasons listed in D1–D6 above	0	0	0	0	0	0
<b>D8</b>	<b>Total granted or otherwise available in full</b>	<b>7</b>	<b>0</b>	<b>2,314</b>	<b>562</b>	<b>2,321</b>	<b>562</b>

## SECTION E. APPLICATIONS GRANTED OR OTHERWISE AVAILABLE IN PART

	Number of FOI applications (granted or otherwise available in part)						
	Personal		Other		Total		
	2009–10	2010–11	2009–10	2010–11	2009–10	2010–11	
<b>How were the documents made available to the applicant?</b>							
All document requested were:							
E1	Provided to the applicant	0	0	167	14	167	14
E2	Provided to the applicant's medical practitioner	0	0	0	0	0	0
E3	Available for inspection	0	0	0	0	0	0
E4	Available for purchase	0	0	1	0	1	0
E5	Library material	0	0	0	0	0	0
E6	Subject to deferred access	0	0	0	0	0	0
E7	Available by a combination of any of the reasons listed in E1–E6 above	0	0	0	0	0	0
<b>E8</b>	<b>Total granted or otherwise available in part</b>	<b>0</b>	<b>0</b>	<b>168</b>	<b>14</b>	<b>168</b>	<b>14</b>

## SECTION F. REFUSED FOI APPLICATIONS

		Number of refused FOI applications					
		Personal		Other		Total	
		2009–10	2010–11	2009–10	2010–11	2009–10	2010–11
<b>Why was access to the documents refused?</b>							
F1	Exempt	2	0	177	8	179	8
F2	Deemed refused	0	0	28	0	28	0
<b>F3</b>	<b>Total refused</b>	<b>2</b>	<b>0</b>	<b>205</b>	<b>8</b>	<b>207</b>	<b>8</b>

## SECTION G. EXEMPT DOCUMENTS

		Number of FOI applications (refused or access granted or otherwise available in part only)					
		Personal		Other		Total	
		2009–10	2010–11	2009–10	2010–11	2009–10	2010–11
<b>How were the documents made available to the applicant?</b>							
Restricted documents							
G1	Cabinet documents (Clause 1)	0	0	6	0	6	1
G2	Executive Council documents (Clause 2)	0	0	0	0	0	0
G3	Documents affecting law enforcement and public safety (Clause 4)	0	0	1	0	1	0
G4	Documents affecting counter-terrorism measures (Clause 4A)	0	0	8	0	8	0
Documents requiring consultation:							
G5	Documents affecting inter-governmental relations (Clause 5)	0	0	0	0	0	0
G6	Documents affecting personal affairs (Clause 6)	0	0	252	20	252	20
G7	Documents affecting business affairs (Clause 7)	0	0	20	1	20	1
G8	Documents affecting the conduct of research (Clause 8)	0	0	0	0	0	0
Documents otherwise exempt:							
G9	Schedule 2 exempt agency	0	0	0	0	0	0
G10	Documents containing information confidential to Olympic committees (Clause 22)	0	0	0	0	0	0
G11	Documents relating to threatened species, Aboriginal objects or Aboriginal places (Clause 23)	0	0	0	0	0	0
G12	Documents relating to threatened species conservation (Clause 24)	0	0	0	0	0	0
G13	Plans of management containing information of Aboriginal significance (Clause 25)	0	0	0	0	0	0
G14	Private documents in public library collections (Clause 19)	0	0	0	0	0	0
G15	Documents relating to judicial functions (Clause 11)	0	0	1	0	1	0
G16	Documents subject to contempt (Clause 17)	0	0	0	0	0	0

	Number of FOI applications (refused or access granted or otherwise available in part only)					
	Personal		Other		Total	
	2009–10	2010–11	2009–10	2010–11	2009–10	2010–11
G17 Documents arising out of companies and securities legislation (Clause 18)	0	0	0	0	0	0
G18 Exempt documents under interstate FOI Legislation (Clause 21)	0	0	0	0	0	0
G19 Documents subject to legal professional privilege (Clause 10)	0	0	8	0	8	0
G20 Documents containing confidential material (Clause 13)	0	0	3	1	3	1
G21 Documents the subject of secrecy provisions (Clause 12)	0	0	0	0	0	0
G22 Documents affecting the economy of the State (Clause 14)	0	0	0	0	0	0
G23 Documents affecting financial or property interests of the state or an agency (Clause 15)	0	0	0	0	0	0
G24 Documents concerning operations of agencies (Clause 16)	0	0	6	0	6	0
G25 Internal working documents (Clause 9)	0	0	7	0	7	0
G26 Other exemptions (eg Clauses 20, 22A, and 26)	2	0	90	3	92	3
<b>G27 Total applications including exempt documents</b>	<b>2</b>	<b>0</b>	<b>402</b>	<b>25</b>	<b>404</b>	<b>25</b>

#### SECTION H. MINISTERIAL CERTIFICATES (S. 59)

	Number of ministerial certificates	
	2009–10	2010–11
<b>How many Ministerial Certificates were issued?</b>		
H1 Ministerial Certificates issued	0	0

#### SECTION I. FORMAL CONSULTATIONS

	Number of consultations	
	2009–10	2010–11
<b>How many formal consultations were conducted?</b>		
I1 Number of applications requiring formal consultation(s)	2,030	502
I2 Number of people formally consulted	3,593	610

#### SECTION J. AMENDMENT OF PERSONAL RECORDS

	Number of applications for amendment of personal records	
	2009–10	2010–11
<b>How many applications for amendment of personal records were agreed or refused?</b>		
J1 Agreed in full	0	0
J2 Agreed in part	0	0
J3 Refused	0	0
<b>J4 Total</b>	<b>0</b>	<b>0</b>

**SECTION K. NOTATION OF PERSONAL RECORDS**

		Number of applications for notation	
		2009–10	2010–11
<b>How many applications for notation<sup>1</sup> of personal records were made (FOI Act s. 46)?</b>			
K1	Number of requests for notation	0	0

**SECTION L. FEES AND COSTS**

	Assessed costs		Fees received		
	2009–10	2010–11	2009–10	2010–11	
<b>What fees were assessed and received for FOI applications processed (excluding applications transferred out)?</b>					
L1	All completed requests	\$68,061	\$27,664	\$31,455	\$4,279

**SECTION M. FEE DISCOUNTS**

	Number of FOI applications (where fees were waived or discounted)						
	Personal		Other		Total		
	2009–10	2010–11	2009–10	2010–11	2009–10	2010–11	
<b>How many fee waivers or discounts were allowed and why?</b>							
M1	Processing fees waived in full	0	0	39	0	39	0
M2	Public interest discounts	0	0	2	2	2	2
M3	Financial hardship discounts pensioner/child	0	0	35	7	35	7
M4	Financial hardship discounts non-profit organisation	1	0	167	5	168	5
M5	<b>Total</b>	<b>1</b>	<b>0</b>	<b>243</b>	<b>14</b>	<b>244</b>	<b>14</b>

**SECTION N. FEES REFUNDED**

		Number of refunds	
		2009–10	2010–11
<b>How many refunds were granted as a result of significant correction of personal records?</b>			
N1	Number of fee refunds granted as a result of significant correction of personal records	0	0

**SECTION O. DAYS TAKEN TO COMPLETE REQUEST**

	Number of completed FOI applications						
	Personal		Other		Total		
	2009–10	2010–11	2009–10	2010–11	2009–10	2010–11	
<b>How long did it take to process completed applications?</b> (Note: calendar days)							
O1	0–21 days – statutory determination period	39	0	1,139	120	1,143	120
O2	22–35 days – extended statutory determination period for consultation or retrieval of archived records FOI Act s. 59B)	2	0	1,218	388	1,220	388
O3	Over 21 days – deemed refusal where no extended determination period applies	35	0	105	59	106	59
O4	Over 35 days – deemed refusal where extended determination period applies	168	0	563	17	566	17
O5	<b>Total</b>	<b>244</b>	<b>0</b>	<b>3,025</b>	<b>584</b>	<b>3,035</b>	<b>584</b>

**SECTION P. PROCESSING TIME, HOURS**

		Number of completed FOI applications					
		Personal		Other		Total	
		2009–10	2010–11	2009–10	2010–11	2009–10	2010–11
<b>How long did it take to process completed applications?</b>							
P1	0–10 hours	10	0	2,821	485	2,831	485
P2	11–20 hours	0	0	182	73	182	73
P3	21–40 hours	0	0	13	24	13	24
P4	Over 40 hours	0	0	9	2	9	2
<b>P5</b>	<b>Total</b>	<b>10</b>	<b>0</b>	<b>3,025</b>	<b>584</b>	<b>3,035</b>	<b>584</b>

**SECTION Q. NUMBER OF REVIEWS**

		Number of completed reviews	
		2009–10	2010–11
<b>How many reviews were finalised?</b>			
Q1	Internal reviews	16	2
Q2	Ombudsman reviews	1	0
Q3	Administrative Decisions Tribunal ADT reviews	0	0

**SECTION R. RESULTS OF INTERNAL REVIEW**

		Number of internal reviews					
		Personal		Other		Total	
		Original agency decision	Original agency decision	Original agency decision	Original agency decision	Original agency decision	Original agency decision
		UPHELD	VARIED	UPHELD	VARIED	UPHELD	VARIED
<b>What were the results of internal reviews finalised?</b>							
Grounds on which internal review requested							
R1	Access refused	0	0	1	1	1	1
R2	Access deferred	0	0	0	0	0	0
R3	Exempt matter deleted from documents	0	0	0	0	0	0
R4	Unreasonable charges	0	0	0	0	0	0
R5	Failure to consult with third parties	0	0	0	0	0	0
R6	Third parties views disregarded	0	0	0	0	0	0
R7	Amendment of personal records refused	0	0	0	0	0	0
<b>R8</b>	<b>Total</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>

# Appendix 10. Ombudsman complaints

In the interests of improved customer service, the RTA established an account management relationship with the Office of the NSW Ombudsman in April 2011. This initiative allows more concise tracking, analysis and reporting of enquiries received.

During 2010–11 the Office advised that it had received a total of 216 complaints about the RTA. Of these, 108 were sent to the RTA for investigation.

The majority of these complaints were resolved through direct contact by the RTA with the Office's customer or investigation officer, either by telephone or email. In some instances more complex matters were dealt with through formal written correspondence. A summary of the types of complaints received is provided below.

Complaints received by the RTA grouped by subject:

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

Subject	Number of complaints
Speed cameras/speeding infringements	2
Licensing	13
Tolling and E-tags	9
Registration	13
Miscellaneous (incl those previously ungrouped prior to April 2011)	71
<b>Total</b>	<b>108</b>

## August 2010

**Customer failed an aged driving test** and was issued with a learner's licence. Records showed that the customer was not required to undertake a test. A driving licence was issued without the need for further testing.

## October 2010

**Complaint about short-term registration and an incorrect registration label.** Investigation showed that, for one renewal period, the customer was sent a 12-month registration label, rather than a 6-month registration label. The issue which led to an incorrect label being posted has been rectified.

## December 2010

**Customer applied to convert a Chinese licence to a NSW licence.** Verification was obtained from the Chinese licensing authority to support the type of licence to be issued.

## January 2011

**Complaint about receiving toll notices from Queensland Transport.** Customer advised the RTA that the vehicle had been sold to a new owner. RTA records were updated to show the new owner's details. Issue now resolved.

**Customer applied to convert a Victorian licence to a NSW licence.** Different names were shown on proof of identity documents presented by the customer when applying for a licence. The customer has been advised of RTA requirements.

## February 2011

**Complaint about the surrender of a driver's licence, the receipt provided at the time and the level of customer service provided.** A correct licence receipt was issued and the RTA apologised for the level of customer service provided and any inconvenience caused.

**Complaint about the transfer of a Queensland licence and the need to take out a learner licence.** Investigation showed that the customer was required to take out a learner licence in NSW as the Queensland licence had expired a considerable time ago.

**Complaint about the renewal of a vehicle's registration.** Investigation showed that the customer had not purchased compulsory third party (green slip) insurance at the time of transfer of registration, so that registration could not have been renewed at the time. The customer was advised about the process to re-establish the vehicle's registration.

## March 2011

**Complaint about the renewal of a vehicle's registration.** The customer had applied for a number plate transaction and believed, incorrectly, that the registration had been renewed at the same time. The customer was able to subsequently renew the vehicle's registration and the issue was resolved.

## April 2011

**Lodgement of notice of disposal for vehicle registration.** Investigations showed that the seller had advised a different acquisition date to that advised by the purchaser, resulting in the customer receiving fines. RTA records were updated and the issue resolved.

**Customer applied for a NSW photo card.** Customer was advised to apply for a birth certificate, which was not necessary, as proof of identity. The cost of the birth certificate was refunded to the customer.

**Customer applied for replacement number plates,** but was not advised about the correct process for applying for remake of personalised number plates. Arrangements have been made for the number plates to be re-issued to the customer.

## May 2011

### Complaint about online registration renewal using B-Pay.

The customer used an incorrect B-Pay reference number. Information relating to B-Pay payments on the RTA's website was updated to avoid any confusion, and the funds used to renew the registration of another vehicle were retrieved.

**Complaint about recognition of overseas motorcycle licence prior to issue of NSW licence.** Details were provided by email from the overseas licence authority so that the customer's licence could be upgraded. The issue has been resolved.

**Complaint about renewal of registration under pensioner concession.** The registration could not be renewed as the compulsory third party insurance had not been paid. Advice was provided to the customer on how to re-establish the vehicle's registration.

## June 2011

**Complaint about written-off vehicle information contained in the RTA's Vehicle History Check.** The customer stated that information relating to vehicles over 15 years of age could not be obtained, however, this information is available through the RTA's website. The issue has been resolved.

**Complaint about currency of registration.** Customer purchased a vehicle with a registration label which showed 12 months' registration, however, registration had already expired. Representations were made to State Debt Recovery Office on the customer's behalf after fines were issued. The issue has been resolved.

**Incorrect address shown on RTA records.** A postal address had not been deleted from a customer's records, which resulted in the customer not receiving penalty notices relating to fines issued. Representations were made to State Debt Recovery Office on the customer's behalf regarding enforcement costs incurred.

**Complaint regarding difficulty in transferring vehicle registration.** Assistance was provided to the customer to obtain suitable documentation to allow the transfer to proceed. Issue resolved.

# Appendix 11. Consumer response

**TABLE A11.1. NUMBER OF COMPLAINTS**

Issue	2004–05	2005–06	2006–07	2007–08	2008–09	2009–10	2010–11
Clearway towing	–	596	534	479	260	341	565
Customer service	271	214	170	199	220	324	431
Driver licensing	338	401	399	348	269	320	381
Road safety	1,583	476	300	417	266	242	234
Vehicle registration	231	195	79	152	130	165	212
Business systems	6	9	4	7	62	113	158
Transport efficiency	181	32	50	31	39	25	55
Organisational direction – management	16	19	20	26	23	15	31
Road asset provision – environment	7	3	17	20	9	15	20
Noise	513	296*	12	19	21	10	17

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

RTA policy is for all customer complaints to be entered 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 the role of 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.



# 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 2010 to 30 June 2011

### New Acts

#### **Road Transport Legislation Amendment (Unauthorised Vehicle Use) Act 2010**

The Act was assented to on 28 April 2010 and commenced by proclamation on 1 July 2010. The Act amended the *Road Transport (Vehicle Registration) Act 1997* to enable photographs taken by certain approved camera devices to be tendered and used in evidence for certain offences involving unauthorised vehicle use (such as the use of an unregistered or uninsured vehicle), and to confirm that generally only one person may be recorded as the registered operator of a registrable vehicle in the Register of Registrable Vehicles maintained under that Act (the Register). It also consolidated into one section all of the provisions currently in that Act relating to maintenance of the Register, as well as making consequential amendments to the *Road Transport (General) Act 2005* and the Road Transport (Vehicle Registration) Regulation 2007.

#### **Road Transport Legislation Amendment Act 2008**

This Act was assented to on 1 July 2008 with initial parts of the Act (Schedules 1 and 3) commencing by proclamation on 1 September 2008 and Schedule 4 by proclamation on 29 September 2008. Schedule 5 [2] – [9] of the Act commenced by proclamation on 13 August 2010 and amended the *Roads Act 1993* to streamline toll offence enforcement to make the law consistent with current laws for other road transport offences detected by cameras.

#### **Statute Law (Miscellaneous Provisions) Act 2010**

This Act was assented to on 29 November 2010. The object of the Act is to repeal and amend certain Acts and instruments for the purpose of effecting statute law revision and to make certain savings.

Section 1.25 of Schedule 1 amended Section 3 of the *Motor Vehicles Taxation Act 1988* to simplify the circumstances in which a pensioner is exempt from the need to pay tax on the registration of a motor vehicle with these amendments commencing on 1 January 2011. Section 1.30 of Schedule 1 amended the *Road Transport (Driver Licensing) Act 1998* to apply certain restrictions on the RTA's use, retention and release of identification photographs that it stores in relation to applications for driver licences, "proof of age" cards and various other licences and permits, including identification photographs in relation to applications for operator licences under the *Commercial Agents and Private Inquiry Agents Act 2004*. Sections 2.37 and 2.37 of Schedule 1 amended the *Road Transport (General) Act 2005* and Road Transport (Vehicle Registration) Regulation 2007 to omit redundant words. Schedule 4 of the Act also repealed schedule 2 of the Road Transport Legislation Amendment Act 2008 as this schedule was redundant due to later amendments to the *Road Transport (Driver Licensing) Act 1998*.

### **Roads Amendment (Private Railways) Act 2010**

This Act was assented to and commenced on 29 November 2010 and amended the *Roads Act 1993* in relation to the carrying out of road works by the RTA involving private and other rail infrastructure.

### **Road Transport (Vehicle Registration) Amendment (Written-off Vehicles) Act 2010**

This Act was assented to on 1 November 2010 and commenced on 31 January 2011. The object of the Act is to amend the *Road Transport (Vehicle Registration) Act 1997* and other legislation with respect to the notification, registration and management of written-off vehicles and to repeal the *Road Transport (General) Amendment (Written-off Vehicles) Act 2007*.

### **Road Transport (Driver Licensing) Amendment Act 2010**

This Act was assented to on 1 November 2010 and commenced on 31 January 2011. The Act amended the *Road Transport (Driver Licensing) Act 1998* and, among other things, increased the current number of demerit points that may be accumulated by unrestricted licence holders from 12 to 13 and increased the number of demerit points that can be accumulated by professional drivers from 12 to 14 on the basis of additional time spent on the roads.

## **New Regulations**

### **Driving Instructors Amendment (Fees) Regulation 2010**

The Regulation commenced on 1 July 2010 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 (averaged at 1.83 per cent and rounded to the nearest dollar).

### **Photo Card Amendment (Fees and Penalty Notice Offences) Regulation 2010**

The Regulation commenced on 1 July 2010 and amended the Photo Card Regulation 2005 and increased fees for the issue of a new Photo Card (from \$44 to \$45) and a replacement Photo Card (from \$21 to \$22), 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 (averaged at 1.83 per cent and rounded to the nearest dollar).

### **Road Transport (Vehicle Registration) Amendment (Heavy Vehicle Registration Charges) Regulation 2010**

The Regulation commenced on 1 July 2010 and amended the Road Transport (Vehicle Registration) Regulation 2007. The Regulation sets the annual registration charges for chargeable heavy vehicles for the 2010–11 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).

### **Roads Amendment (Penalty Notice Offences) Regulation 2010**

The Regulation commenced on 1 July 2010 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 (averaged at 1.83 per cent and rounded to the nearest dollar).

### **Road Transport (Driver Licensing) Amendment (Fees) Regulation 2010**

The Regulation commenced on 1 July 2010 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 (averaged at 1.83 per cent and rounded to the nearest dollar).

### **Road Transport Legislation Amendment (Penalty Levels and Fees) Regulation 2010**

The Regulation commenced on 1 July 2010 and amended the Road Transport (General) Regulation 2005 to increase the penalty levels for penalties for motor vehicle offences that are dealt with by way of 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. The penalty level increases for motor vehicle speeding offences under Rule 20 of the Road Rules 2008 were generally increased by 5 per cent above the Consumer Price Index increases (averaged at 1.83 per cent and rounded to the nearest dollar).

### **Road Transport (Safety and Traffic Management) Amendment (Tow-away Charge) Regulation 2010**

The Regulation commenced on 1 July 2010 and amended the Road Transport (Safety and Traffic Management) Regulation 1999 to increase from \$166 to \$169 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 (averaged at 1.83 per cent and rounded to the nearest dollar).

### **Road Transport (Vehicle Registration) Amendment (Fees) Regulation 2010**

The Regulation commenced on 1 July 2010 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 Roads and Traffic Authority. The fee increases were generally in line with movements in the Consumer Price Index (averaged at 1.83 per cent and rounded to the nearest dollar).

### **Tow Truck Industry Amendment (Maximum Fees) Regulation 2010**

The Regulation commenced on 1 July 2010 and amended the Tow Truck Industry Regulation 2008. The Regulation increased the maximum fees in line with movements in the Consumer Price Index (averaged at 2.01 per cent and rounded to the nearest dollar) 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 an accident or that had been stolen (or for any service that is related to the towing, salvage or storage of such a motor vehicle). The Regulation also updated the definition on Sydney Metropolitan Area by amending the list of local government areas.

### **Road Amendment (Child Seating and Restraint) Rules 2010**

The Regulation commenced on 12 July 2010 and amended the Road Rules 2008. The amended Rules provided that a passenger in a vehicle who was 4 to 7 years old may be seated in an additional vehicle seat in a part of the vehicle primarily used for the carriage of goods as long as he or she was appropriately restrained in that seat. The Rules also clarified the circumstances in which a passenger who was 4 to 7 years old was permitted to sit in the front row of a vehicle and applied certain seatbelt and restraint provisions to small bus passengers under 16 years of age.

### **Road Amendment (Parking Exemptions for Mobile Speed Camera Vehicles) Rules 2010**

The Regulation commenced on 16 July 2010 and amended the Road Rules 2008 to exempt persons conducting mobile speed camera operations for, or on behalf of, the Roads and Traffic Authority from certain provisions of the Road Rules that prohibit driving or stopping a vehicle on dividing strips or nature strips.

### **Road Transport (Driver Licensing) Amendment (Speeding and Keep Left Offences) Regulation 2010**

The Regulation commenced on 16 July 2010 and amended the Road Transport (Driver Licensing) Regulation 2008. The Regulation provided for an additional demerit point (and two additional points on long weekends when double demerit points apply), to be applied for a speeding offence under Rule 20 of the Road Rules 2008 by the driver of a class B or class C

motor vehicle (heavy vehicles) if evidence of average speed between detection points was used to establish the offence. This Regulation also provided that four demerit points to be applied for an offence under Road Rule 132 (1) and (2) where the offence was committed by the driver of a class B or class C motor vehicle that was in a Safe-T-Cam zone or an average speed detection zone.

### **Road Transport (General) Amendment (Keep Left Offences) Regulation 2010**

The Regulation commenced on 16 July 2010 and amended the Road Transport (General) Regulation 2005. Rule 132 of the Road Rules 2008 requires drivers to keep to the left of the centre of a road or of the dividing line on a road and prohibits the making of a U-turn across dividing lines. The object of this Regulation was to increase the penalty for an offence under Rule 132 of the Road Rules 2008 by a class B or class C motor vehicle (that is, a heavy vehicle) in a Safe-T-Cam zone or average speed detection zone, if the offence was dealt with by way of a penalty notice. The offence for those vehicles in those zones changed from a Level 5 penalty notice offence (currently \$258) to a Level 11 penalty notice offence (currently \$1,031).

### **Road Transport (Driver Licensing) Amendment (Demerit Point Offences) Regulation 2010**

The Regulation commenced on 1 August 2010 and amended the Road Transport (Driver Licensing) Regulation 2008. The Regulation updated the national schedule of demerit point offences to move certain offences from the national schedule of demerit point offences and include those offences in the schedule of additional demerit point offences, where those offences were not part of the national agreement and should not be included in the national schedule of demerit point offences.

### **Road Transport (Driver Licensing) Amendment (Over-height Vehicle Offences) Regulation 2010**

The Regulation commenced on 1 August 2010 and amended the Road Transport (Driver Licensing) Regulation 2008 to prescribe the number of demerit points incurred for disobeying a clearance or low clearance sign if the driver drives through or under (or attempts to drive through or under) a tunnel, bridge or other structure to which the sign relates.

### **Road Transport (General) Amendment (Over-height Vehicle Offences) Regulation 2010**

The Regulation commenced on 1 August 2010 and amended the Road Transport (General) Regulation 2005 to increase the penalty level for penalty notice offences relating to rule 102 of the Road Rules 2008 (which provides that a driver must not drive past a clearance sign, or low clearance sign, if the driver's vehicle is higher than the height indicated by the sign) from Level 3 to Level 14 if the offence was committed in circumstances in which the driver drove through or under (or attempted to drive through or under) a tunnel, bridge or other structure to which the sign relates.

### **Roads Amendment (Tollways) Regulation 2010**

The Regulation commenced on 13 August 2010 and amended the Roads Regulation 2008. The Regulation facilitated the use of an approved toll camera photograph of a trailer in prosecuting a toll offence committed by the driver of the vehicle towing the trailer and changes the way in which the classes of vehicles exempt from the requirement to pay a toll for the use of the Sydney Harbour Bridge or the Sydney Harbour Tunnel are identified. The Regulation applies the requirement that authorised officers of a toll operator wear a uniform and identity badge only when those officers are dealing with members of the public and omits definitions of terms that will be defined by the *Roads Act 1993* (as amended by the *Road Transport Legislation Amendment Act 2008*).

### **Road Transport (Vehicle Registration) Amendment (Number-Plates) Regulation 2010**

The Regulation commenced on 20 August 2010 and amended the Road Transport (Vehicle Registration) Regulation 2007 to facilitate the commercial arrangements for the issue of special number-plates, including the use and release of information by the RTA in connection with those arrangements. The Regulation also provided powers for the RTA to set fees for services provided; to alter the design of number-plates; and to waive, reduce or refund number-plate fees. It also extended provisions for the issue of bicycle rack number-plates; facilitated the transport on motor vehicles of personal mobility devices; and made minor amendments to provisions for the issue, allocation, reservation, transfer and replacement of number-plates.

### **Road Amendment (Exemptions for Stopping or Being on Freeways) Rules 2010**

The Regulation commenced on 22 October 2010 and amended the Road Rules 2008 to include specific exemptions for certain drivers stopping a vehicle on a freeway and certain pedestrians being on a road with a road access sign from being subject to prohibitions in the Rules. The amendments included diagrams of the permitted versions of traffic signs designating bus or truck parking areas.

### **Road Amendment (Security Industry Exemptions) Rules 2010**

The Regulation commenced on 22 October 2010 and amended the Road Rules 2008 to provide that specific parking and stopping restrictions did not apply to drivers of certain cash-in-transit vehicles and cash-in-transit escort vehicles engaged in picking up or delivering cash or other valuables. It also made an amendment to rule 245–1 in the nature of a law revision.

### **Road Transport (Safety and Traffic Management) Amendment (Declared Organisations) Regulation 2010**

The Regulation commenced on 22 October 2010 and amended the Road Transport (Safety and Traffic Management) Regulation 1999. The Regulation prescribed the Hunter New England Area Health Service as a declared organisation under

the *Road Transport (Safety and Traffic Management) Act 1999* for the purposes of being a parking authority with the power to establish parking schemes within its area of operation; clarified that a declared organisation must be a body constituted by or under an Act or a Government Department; and allowed certain authorised officers inspection and confiscation powers under Part 8 of the *Road Transport (General) Regulation 2005* in respect of mobility parking scheme authorities.

### **Road Transport (General) Amendment (Declared Organisations) Regulation 2010**

The Regulation commenced on 22 October 2010 and amended the Road Transport (General) Regulation 2005. The Regulation amended the definition of 'declared organisation' as a consequence of the amendment of a corresponding definition in the Road Transport (Safety and Traffic Management) Regulation 1999 by the Road Transport (Safety and Traffic Management) Amendment (Declared Organisations) Regulation 2010; allowed declared organisations to engage contractors to assist in the enforcement of parking schemes in their area of operations; allowed class 15 officers (persons employed by, or under the control and direction of, a declared organisation as enforcement officers) to issue penalty notices to drivers for parking a car in contravention of rule 203 (Stopping in parking area for people with disabilities) of the Road Rules 2008; and allowed authorised officers (other than class 3 or 4 officers) to issue penalty notices in respect of certain offences relating to mobility parking scheme authorities.

### **Road Transport (Driver Licensing) Amendment (Demerit Points Reductions) Regulation 2010**

The Regulation commenced on 31 December 2010 and amended the Road Transport (Driver Licensing) Regulation 2008 to remove demerit points for offences relating to entering or driving in roundabouts, towing vehicles, driving in a truck lane, driving in a tram lane and the use of indicators. The regulation also reduced the demerit points for offences relating to keeping left on multi-lane roads, keeping left of oncoming vehicles, keeping left of median strips, keeping left on two-way roads without dividing lines or median strips, and driving in a bus lane or in a T-way.

### **Road Transport (Driver Licensing) Amendment (Galston Gorge) Regulation 2010**

The Regulation commenced on 31 December 2010 and amended the Road Transport (Driver Licensing) Regulation 2008 by inserting an additional penalty of 6 demerit points for driving a truck across the Galston Gorge contrary to mass or length restriction signs.

### **Roads Amendment (M2 Motorway Upgrade Declaration) Regulation 2010**

The Regulation commenced on 24 December 2010 and declared the Roads and Traffic Authority to be the roads authority for certain public roads required for the upgrade of the M2 Motorway under the *Roads Act 1993*.

### **Photo Card Amendment (Fee Exemption for Pensioners) Regulation 2010**

The Regulation commenced on 1 January 2011 and amended the Photo Card Regulation 2005 to simplify the circumstances in which a pensioner was exempt from the need to pay a fee for a Photo Card (and therefore making it consistent with the pensioner exemption in the *Motor Vehicles Taxation Act 1988*).

### **Road Transport (Driver Licensing) Amendment (Fee Exemption for Pensioners) Regulation 2010**

The Regulation commenced on 1 January 2011 and amended the Road Transport (Driver Licensing) Regulation 2008 to simplify the circumstances in which a pensioner was exempt from the need to pay a fee for his or her driver licence (and therefore making those exemptions consistent with the pensioner exemption in the *Motor Vehicles Taxation Act 1988*).

### **Road Transport (Vehicle Registration) Amendment (Fee Exemption for Pensioners) Regulation 2010**

The Regulation commenced on 1 January 2011 and amended the Road Transport (Vehicle Registration) Regulation 2007 to simplify the circumstances in which a pensioner would be exempt from the need to pay a fee for the registration of a motor vehicle (and therefore making those exemptions consistent with the pensioner exemption in the *Motor Vehicles Taxation Act 1988*).

### **Road Transport (Driver Licensing) Amendment (Police Exemptions) Regulation 2011**

The Regulation commenced on 14 January 2011 and amended the Road Transport (Driver Licensing) Regulation 2008 to exempt police officers who are P2 licence holders from displaying a green P plate on police vehicles driven by them, and to exempt police officers driving police vehicles who are holders of a P1 licence from the 11pm to 5am driving curfew and the condition not to travel with more than one passenger who is less than 21 years of age.

### **Road Transport (General) Amendment (Penalty Notice Offences) Regulation 2011**

The Regulation commenced on 14 January 2011 and amended the Road Transport (General) Regulation 2005 to authorise RTA enforcement officers to issue penalty notices for over-height vehicle offences under the *Road Rules 2008* (and for certain driving offences under those Rules) that are committed in Safe-T-Cam zones or average speed detection zones (such as tail-gating or driving in the dark without lights on).

### **Roads Amendment (Barangaroo) Regulation 2010**

The Regulation commenced on 14 January 2011 and amended the Roads Regulation 2008 to declare the Barangaroo Delivery Authority to be the roads authority for certain public roads in Barangaroo.

### **Road Transport (General) Amendment (Written-off Vehicles) Regulation 2011**

The Regulation commenced on 31 January 2011 and amended the Road Transport (General) Regulation 2005 to omit provisions about written-off and wrecked vehicles from the regulations under the *Road Transport (General) Act 2005*; to provide that Part 2AA of the *Road Transport (Vehicle Registration) Act 1997* (which deals with written-off vehicles) is an applicable road law for the purposes of provisions of the *Road Transport (General) Act 2005* that provide for the issue of improvement notices to assist in enforcement of such laws; to provide for appeals to the Local Court from decisions of the Roads and Traffic Authority under the *Road Transport (Vehicle Registration) Act 1997* to refuse to issue an authorisation to repair a written-off vehicle; and to prescribe as penalty notice offences certain offences relating to written-off vehicles.

### **Road Transport (Vehicle Registration) Amendment (Written-off Vehicles) Regulation 2011**

The Regulation commenced on 31 January 2011 and amended the Road Transport (Vehicle Registration) Regulation 2007 as a consequence of amendments to the Road Transport (Vehicle Registration Act 1997 by the *Road Transport (Vehicle Registration) Amendment (Written-off Vehicles) Act 2010*. In particular it sets out the obligations on the RTA in maintaining a register of written-off vehicles, the registration of those vehicle and information that must be provided to the RTA regarding written off vehicles.

### **Road Transport (Driver Licensing) Amendment (Professional Drivers) Regulation 2011**

The Regulation commenced on 31 January 2011 amends the Road Transport (Driver Licensing) Regulation 2008 to prescribe the classes of persons who are professional drivers, and the classes of persons who are not professional drivers, for the purpose of Division 2 of Part 2 of the *Road Transport (Driver Licensing) Act 1998* provides for the suspension or refusal of a driver licence if the holder of, or applicant for, the licence incurs 13 or more demerit points, or 14 or more demerit points in the case of a professional driver, within a three-year period.

### **Road Transport (General) Amendment (Nomination Penalty Notice Offences) Regulation 2011**

The Regulation commenced on 28 January 2011 and amended the Road Transport (General) Regulation 2005 to distinguish between a first and a second or subsequent offence in providing for penalty notice amounts for offences against section 179 (6) of the *Road Transport (General) Act 2005* (of failing to nominate the driver of a vehicle at the time it was involved in a camera recorded offence) where the offence relates to a vehicle registered otherwise than in the name of a natural person.

### **Road Transport (Vehicle Registration) Amendment (Suspension of Registration) Regulation 2011**

The Regulation commenced on 28 January 2011 and amended the Road Transport (Vehicle Registration) Regulation 2007 to enable the RTA to suspend the registration of a motor vehicle if it appears to the RTA that a registered operator of the vehicle (being a corporation) has committed a second or subsequent offence under section 179 (6) of the *Road Transport (General) Act 2005* (of failing to nominate the driver of a vehicle at the time it was involved in a camera recorded offence) in relation to any vehicle of the registered operator in any three-year period. The amendments also enable the RTA to have regard to such repeated contraventions of section 179 (6) in deciding whether or not exemptions from certain registration requirements should apply to a vehicle of the registered operator that is registered outside of NSW but that is temporarily in NSW.

### **Road Transport (General) Amendment (Heavy Vehicle) Regulation 2011**

This Regulation commenced on 3 March 2011 and amended Part 6 (heavy vehicle driver fatigue) and Part 7 (heavy vehicle speeding compliance) of the *Road Transport (General) Regulation 2005* to include provisions consistent with the national heavy vehicle driver fatigue model legislation in relation to work undertaken within or outside a 100 kilometre radius of the driver's work base and enabled the undertaking of certain activities to be treated as part of rest time for the purposes of Part 6. It also varied certain requirements relating to the calculation of work and rest time in relation to drivers of buses providing bus services in accordance with service contracts under the *Passenger Transport Act 1990*, varied certain requirements relating to rest times for drivers working under AFM accreditation, and provided certain exemptions from the provisions of those Parts for emergency services drivers, drivers attending emergencies, local council employees driving within the relevant local government area, drivers of buses (other than buses used to provide public passenger services), drivers of buses providing bus services in accordance with service contracts under the *Passenger Transport Act 1990*, private hire vehicles, vehicles driven for the purposes of primary production and vehicles used in businesses the primary purpose of which is motor dealing, repair, inspection, maintenance or testing, the manufacturing of heavy vehicles or the hire and rental of heavy vehicles.

### **Road Transport (General) Amendment (Tracked Vehicles) Regulation 2011**

This Regulation commenced on 3 March 2011 and amended the Road Transport (General) Regulation 2005 to prescribe tracked vehicles (such as bulldozers and tractors) and vehicles on runners inside endless tracks as vehicles within the meaning of the *Road Transport (General) Act 2005*.

### **Road Transport (Safety & Traffic Management) Amendment (Tracked Vehicles) Regulation 2011**

This Regulation commenced on 3 March 2011 and amended the Road Transport (Safety & Traffic Management) Regulation 1999 to prescribe tracked vehicles (such as bulldozers and tractors) and vehicles on runners inside endless tracks as vehicles within the meaning of the *Road Transport (Safety & Traffic Management) Act 1999*.

### **Road Transport (Vehicle Registration) Amendment (Tracked Vehicles) Regulation 2011**

This Regulation commenced on 3 March 2011 and amended the Road Transport (Vehicle Registration) Regulation 2007 to prescribe tracked vehicles (such as bulldozers and tractors) and vehicles on runners inside endless tracks as vehicles within the meaning of the *Road Transport (Vehicle Registration) Act 1997*.

The following eight regulations were published on the NSW Parliamentary Counsel's notifications website on 1 July 2011 and commenced on 1 July 2011 and adjust fees and fixed penalties payable pursuant to a penalty notice generally in line with movements in the (Sydney) Consumer Price Index (averaged at 2.69 per cent and rounded to the nearest dollar):

1. Driving Instructors Amendment (Fees) Regulation 2011.
2. Photo Card Amendment (Fees and Penalty Notice Offences) Regulation 2011.
3. Road Transport (Driver Licensing) Amendment (Fees) Regulation 2011.
4. Road Transport (Safety and Traffic Management) Amendment (Tow-away Charge) Regulation 2011.
5. Road Transport (Vehicle Registration) Amendment (Fees and Heavy Vehicle Registration Charges) Regulation 2011\*
6. Road Transport Legislation Amendment (Penalty Levels and Fees) Regulation 2011.
7. Roads Amendment (Penalty Notice Offences) Regulation 2011.
8. Tow Truck Industry Amendment (Maximum) Fees Regulation 2011.

\* The Heavy Vehicle Registration charges increased by a factor of 2.4 per cent approved by the Australian Transport Council.

## 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.

During 2010–11 contracts were brought to account for the sale of 88 properties for a total value of \$41.5 million. Of these, 26 properties were valued at more than \$0.5 million each, with a total value of \$29.7 million. Major sales included properties in Stewart Street, Dundas (\$5.57 million), Queen Street, Ashfield (\$4.70 million), Newton Road, Mullengandra (\$1.52 million) and two properties in Boundary Street, Roseville (\$1.31 million and \$1.30 million).

No properties were sold to people with a family or business connection between the purchaser and 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 A14.1.** CONSULTANTS PAID MORE THAN \$50,000

Project description	Consultant	Amount (\$)
Special number plates concession	Ernst & Young	1,280,175
Special number plates concession	UBS AG	843,133
Customer centricity	PWC	627,230
M5 refinancing	Ernst & Young	604,749
Mobility of workforce study	PWC	541,866
Commercialisation of road safety	Ernst & Young	298,750
Heritage affairs	Navin Heritage Consultants	235,507
Information systems improvements	SMS consulting	216,000
Lane Cove Tunnel restructure	PWC	175,750
Indirect taxation	KPMG	154,021
M2 upgrade	KPMG	125,823
Economic benefit analysis of information projects	Deloitte	76,746
M7 refinancing	Ernst & Young	74,988
Review of SCATS traffic control system	Endpoint Corporation	58,965
<b>Total</b>		<b>\$5,313,703</b>

**TABLE A14.2.** CONSULTANTS PAID LESS THAN \$50,000

Total number of engagements	15
<b>Total</b>	<b>\$337,048</b>

# Appendix 15.

## Reporting of RTA contracts with private sector entities

As noted in Appendix 10, the *Freedom of Information Act 1989* was repealed and replaced with the *Government Information (Public Access) Act 2009* (GIPA Act) on 1 July 2011.

Under Part 3 of the GIPA Act, the RTA is required to maintain a register of government contracts that record 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 continues to mandate the disclosure of particular information about invitations to tender.

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

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

The format of the government contracts register is currently being reviewed and will be replaced along with the website refurbishment.

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

# Appendix 16

## Accounts Payment Performance 2011

**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 10	\$39,131,052.02	\$8,342,871.31	\$948,792.07	\$548,797.32	\$173,577.07
Dec 10	\$32,469,451.22	\$13,584,236.26	\$740,132.86	\$329,345.23	\$150,475.36
Mar 11	\$46,569,028.26	\$12,713,476.56	\$356,644.20	\$84,481.41	\$589,225.09
Jun 11	\$77,240,539.76	\$26,121,628.94	\$792,704.43	\$149,518.53	\$414,032.23

The value of creditors as at 30 June was high in comparison to previous records due to the RTA strictly adhering to terms of trade to optimise cashflow.

**TABLE A16.2.** ACCOUNTS PAYABLE PERFORMANCE

Quarter	Total accounts paid on time			
	Target %	Actual %	\$	Total (\$)
Sep 10	86%	92.03%	289,257,147.07	318,890,919.10
Dec 10	86%	91.76%	223,758,628.11	245,226,110.75
Mar 11	86%	89.70%	218,643,418.98	248,915,042.96
Jun 11	86%	90.48%	254,457,005.38	283,337,222.63

Accounts Payable Payment Performance exceeded the performance target for each quarter.



# Appendix 17.

## Funds granted to non-government community organisations for 2010–11

**TABLE A17.1.** FUNDS GRANTED TO NON-GOVERNMENT COMMUNITY ORGANISATIONS FOR 2010–11

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
CARS Directorate	National Motor Vehicle Theft Council	\$172,125	Road use	Theft reduction strategies.
CARS Directorate	Motorcycle Council	\$20,000	Road use	Motorcycle Awareness Week.
Centre for Road Safety	Association of Independent Schools	\$520,000	Road use	Road safety education grant for 2011.
Centre for Road Safety	Youthsafe	\$400,000	Road use	Program delivery of Youthsafe.
Centre for Road Safety	Australian College of Road Safety	\$4,909	Road use	Grant for the journal.
Centre for Road Safety	Police & Community Youth Clubs	\$3,000	Road use	Bike purchases and maintenance.
Chief Executive	Pedestrian Council of Australia	\$50,000	Road use	Sponsorship of the Bridges Walk and Walk to Work Day.
Infrastructure Services	Australian Drug Foundation	\$25,000	Road use	Support of the 'Good Sports' program.
Infrastructure Services	Rotary Club of Coffs Harbour City	\$4,000	Road use	Ride for a smile' bike ride to raise funds for Rotary Oceania Medical Aid for Children, while also promoting awareness of bicycle safety and helmet use.
Infrastructure Services	Myall Cycleway Taskforce	\$3,414	Road use	Bike Week event – Ride the Myall.
Infrastructure Services	Bicycle Wagga Wagga Incorporated	\$3,328	Road use	Promotion of Bike Week.
Infrastructure Services	Kari Aboriginal Resource Centre	\$3,000	Road use	Child restraint grant.
Infrastructure Services	Gulgong Liquor Accord	\$2,048	Road use	Alternative transport funding (year 2).
Infrastructure Services	Narbug Incorporated	\$1,193	Road use	Promotion of Bike Week.
Infrastructure Services	Broken Hill PCYC	\$1,155	Road use	Community bike ride event for Bike Week.
Network Services	NSW Wild Life	\$25,000	Road use	Contribution for caring for injured wild life on the roads.
Network Services	Amy Gillett Foundation	\$339,667	Road use	Sponsorship of 'Parra Pedal for the Amy Gillett Foundation' that was held on 14 February 2011.
Network Services	Bicycle NSW	\$316,000	Road use	Sponsorship of the '2010 NSW Government Spring Cycle'.
Network Services	Mr Carl Jones and Mr Michael Chijoff	\$10,000	Road use	First prize in the 'Bike Rack As Art' competition.
Network Services	Mr Rowen Wagner	\$5,000	Road use	Second prize in the 'Bike Rack As Art' competition.
Network Services	Mr Damien Butler	\$2,000	Road use	Third prize in the 'Bike Rack As Art' competition.

# 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 is presently in its second edition and available on the RTA website. The RTA also continues 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.

The RTA has commenced a comprehensive review of its Privacy Management Plan by examining its current management of personal information across the organisation with a particular emphasis on the circumstances in which information is disclosed outside the RTA. The review will continue through the end of 2011 with the intention of completely replacing RTA policies and procedures that govern the collection, retention, security, use, and disclosure of personal information.

During 2010–11 the RTA received nine requests for review of conduct under Part 5 of the Act. This was fewer than in 2008–09 and 2009–10 when the RTA received 20 and 40 requests respectively.

Three of the requests for review of conduct arose because there were concerns that personal information had been mistakenly changed, resulting in either an infringement notice being sent to the wrong address, or the notification for renewal of vehicle registration form not being received. In all three instances, evidence suggests a key stroke error/technical problem which incorrectly modified the personal information was the cause of the error.

Four separate reviews of conduct applications were made in respect of a suspicion that the RTA had improperly accessed and disclosed customers' personal information to other parties. Investigations revealed that, in three of these cases, there was no evidence of misconduct from the RTA and no breach of the information protection principles. In the remaining case, evidence suggests that the information did not originate from the RTA.

The other two requests for review of conduct were in relation to suspected disclosure of incorrect information and unnecessary retention of personal information. In both cases evidence suggests that there was no impropriety in respect of the conduct of any RTA staff and that information had been handled according to established protocols.

# 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 range of research projects focussing on road safety. In 2010–11 more than \$4.1 million was devoted to 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 (GAD) maintenance unit for blast cleaning of steel. The GAD, based on a new lightweight 22kg robot, is scheduled for completion and final testing in January 2012. Once fully trialled and proven on the Sydney Harbour Bridge, a second unit will be manufactured.

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.

Other projects undertaken in 2010–11 include the following:

## Pavements

- Rehabilitation of pavements using foamed bitumen (FB) based on the FB test machine.
- Investigation into improving asphalt binder performance – Year 2.
- Australian Research Council Linkage Project with the University of NSW on an integrated approach to modelling granular materials in a pavement system – Year 2.
- Study to improve performance of heavy duty sprayed seals.
- Study to increase in the application of warm asphalt mix technology – Year 2.
- Review and improvement of stone mastic, asphalt mix design procedure.
- Change in the specifications to allow a greater use of recycled materials as a replacement to quarried materials.
- Study on abrasion resistance of manufactured sands.
- Identification of causes of inter-laboratory variability in RTA T363 – accelerated mortar bar test.
- Investigation of flexural fatigue characteristics of steel fibre concrete pavements – Year 2. Research on gyratory compaction testing of recycled materials.
- Comparison of field-blended to factory-blended scrap rubber modified bitumen.

## Bridges

- Assessment of sacrificial cathodic protection systems for concrete structures – Year 3.
- Field trials and monitoring of chloride extraction systems – Year 3.
- Field testing of migratory corrosion inhibitors for concrete bridge rehabilitation.
- Establishment of design parameters for new light mast/ bridge combinations to prevent fatigue failures.
- Trial of innovative ultra-high strength concrete retrofit method for hollow bridge members to resist extreme blast and impact loading – Year 2.
- Research on self-compacting concrete – Year 2.
- Investigation into bridge deck joints and improved design methods.
- Validation of mix design for generic steel fibre, reinforced, reactive powder concrete (ultra-high performance fibre reinforced concrete) – Year 2.
- Completion of Stage 1 of study on over-height vehicle protection systems for bridges and tunnels.

## Geotechnical

- Further investigation of fibre optical Bragg Gratings technology for use in pavements, geotechnical and bridge structures.
- Completion of remote wireless monitoring using SCADA proof of concept with several important geotechnical sites monitored in real time using Logica software.
- Rockfall fencing design improvement project in conjunction with the University of Newcastle.
- Completion of final design method and technical direction for embankment construction using vacuum consolidation.

## Road design engineering

- Establishment of testing equipment and a test regime for road sign performance.
- Longitudinal linemarking mobile retro-reflectometer analysis.
- Further development of linemarking paint and bead dispensing systems for implementation in RTA linemarkers.

## Transport planning

- Analysis of Extensive Traffic Generation and Parking Survey carried out for shopping centre land use category.

## Business strategy and strategic projects

- NSW Centre for Road Safety participated in the restructure of the Injury Risk Management Research Centre to create the Transport and Road Safety research group to focus on road safety research.
- Commenced a three-year in-depth crash study (Austroads).
- Field tested vehicle based driver fatigue monitoring systems.
- Field tested vehicle 'black box' incident detection and recording system.
- Completed the Intelligent Speed Adaptation (ISA) trial.
- Completed pedestrian countdown timers trial.
- Completed literature review of the road safety benefits associated with implementation of Pedestrian User Friendly Intelligent (PUFFIN) technology.
- Commenced development of the NSW Motorcycle Safety Strategy.
- Completed research into the impact of fatigue and returning riders on motorcycle crashes.
- Research project: A review of Aboriginal coronial deaths due to road crashes 2000-2009.
- Reached a nationally agreed definition for the collection of serious injury data.
- Trialled and evaluated the effectiveness of various road safety technologies.

## Safer roads

- Research into wire rope barriers to evaluate the performance and effects of pre-existing barrier damage.
- Research trial into profile line marking undertaken.
- Curve radii research advice procedure.
- New centreline configurations research trial conducted at a number of locations.
- Preliminary assessment of Aboriginal fatalities on NSW roads was completed.
- Technology upgrade of the speed zone management system.
- Spatially referenced speed signs and zones data were collected and mapped.
- An extensive review of the NSW Speed Zoning Guidelines commenced.

- Research to introduce electronic ball bank indicators for curve advisory speed management.
- Research into establishing relationship between speed reduction and crash outcome.
- Research into heavy vehicle speed on steep grades.
- Research into pedestrian safety by introducing low speed environment (shared and slow zones).

## Safer people

- Aboriginal Road Safety Research Plan developed to support strategy implementation for 2011-12. Regional child restraint programs and bicycle safety programs scoped. The crash and licensing data linkage project commenced.
- Views of Aboriginal people sought through RTA road safety marketing research projects on child restraints.
- Market research and views of Aboriginal people sought on seatbelts and expansion of the 'Clip Every Trip' public education campaign.
- Literature review of best practice framework for Aboriginal community-based road safety programs.
- Literature review of best practice bicycle safety education for 5-18 year-olds.
- Literature review of the delivery of road safety messages to older pedestrians to inform development of the 'Walking Safely' older pedestrian campaign launched in May 2011.
- Roadside drug tests research into frequency of detected drugs.
- Annual speed surveys across the NSW network.
- Centre for Road Safety through Austroads conducted studies into point-to-point and attitudes to speeding.
- Research progressed, including speed limits for heavy vehicles, use of variable speed limit scheme, engineering measures for aerial speed enforcement, and directions on 40km/h school zones.
- Quantitative research investigating attitudes and risk perceptions of NSW drivers towards speeding and various methods of speed enforcement such as mobile speed cameras.
- Survey on the deterrent effects of penalties on drink driving.

## Safer vehicles

- During 2010–11, Crashlab conducted 50 Vehicle Crash Tests: 19 ANCAP; 14 Commercial and; 17 Research (road side furniture featured in 8 of the research tests).
- Conducted 3 commercial research tests to inform the development of a new Global Technical Regulation for side pole impact protection.
- Research into additional seats designed for children and development of a best practice recommendation.
- Child Restraints Evaluation Program (CREP) and development of the website ([www.CREP.com.au](http://www.CREP.com.au)).
- Research project into the crash worthiness of cars repaired using different types of repair qualities.
- The motorcycle helmet evaluation program enhancements to include wind tunnel testing.

## Environment

- Research into the effectiveness of wildlife crossing mitigation structures, such as underpasses and overpasses, for squirrel gliders and koalas with the Australian Museum, VicRoads and the University of Melbourne.
- Development of a methodology to measure carbon stocks of roadside vegetation and to maximise the carbon potential of roadsides.
- Completion of a trial into the use of energy control devices in street lights.
- Research into the acoustic performance of different pavement types.

# Appendix 20. Driver and vehicle statistics

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

Year of manufacture	No. of vehicles
1900–59	9,202
1960–64	7,892
1965–69	15,931
1970–74	46,109
1975–79	87,524
1980–84	136,288
1985–89	296,300
1990–94	470,628
1995–99	955,515
2000	254,260
2001	248,965
2002	274,063
2003	304,989
2004	317,737
2005	331,606
2006	323,665
2007	354,941
2008	347,668
2009	325,841
2010	359,935
2011	119,678
Unknown	19
<b>Total</b>	<b>5,588,756</b>

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

Vehicle type	No. of vehicles
Passenger vehicles	3,098,330
Off-road vehicles	520,957
Small buses	17,208
Buses	15,704
Mobile homes	6,082
Motor cycles	178,847
Light trucks	802,741
Heavy trucks	79,953
Prime movers	23,290
Light plants	3,188
Heavy plants	6,609
Small trailers	522,305
Trailers	313,427
Other vehicles	115
<b>Total</b>	<b>5,588,756</b>

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

Vehicle usage	No. of vehicles
Private	3,871,374
Pensioner concession	727,822
Primary producer concession	105,028
Business general	817,131
Taxi	6,917
Public bus and coach	7,069
FIRS	4,468
Other vehicle usages	48,947
<b>Total</b>	<b>5,588,756</b>

**TABLE A20.4.** NSW LICENSED DRIVERS AND RIDERS AS AT 30 JUNE 2011

By sex	No. of licence holders	% of total
Female	2,369,737	48.4%
Male	2,523,951	51.6%
<b>Total</b>	<b>4,893,688</b>	<b>100%</b>

Licence holders by age	No. of licence holders	% of total
16–19	281,846	5.8%
20–24	390,083	8.0%
25–29	427,070	8.7%
30–34	445,816	9.1%
35–39	480,534	9.8%
40–44	471,229	9.6%
45–49	469,718	9.6%
50–54	450,130	9.2%
55–59	396,788	8.1%
60–64	364,225	7.4%
65–69	269,916	5.5%
70–74	195,663	4.0%
75–79	128,555	2.6%
80–84	83,708	1.7%
85+	38,407	0.8%
<b>Total</b>	<b>4,893,688</b>	<b>100%</b>

**TABLE A20.5.** NSW DRIVER AND RIDER LICENCES ON ISSUE AS AT 30 JUNE 2011

By licence class	No. of licences	% of total
C	4,346,686	80.5%
LR	85,058	1.6%
MR	125,456	2.3%
HR	200,750	3.7%
HC	111,704	2.1%
MC	19,978	0.4%
R	509,112	9.4%
<b>Total</b>	<b>5,398,744</b>	<b>100%</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.

# Appendix 21. Insurance

## Principal arranged insurance

The RTA continues 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. New professional indemnity cover was initiated in February 2009. A similar program for real estate is now in place for all building construction, maintenance and repair contracts for 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 vehicles, property damage, legal liability, fidelity guarantee and travel.

## Workers compensation

The 2010–11 premium has increased by 1.1 per cent over the 2009–10 fund year. The frequency of claims per 100 employees is 7.9 which is a decrease of 12.2 per cent, principally due to a lower incident rate.

## Motor vehicle

The 2010–11 premium increased by 7.8 per cent over the 2009–10 fund year. The frequency of claims per 100 vehicles is 8.4 which is a decrease of 15 per cent due to a lower incident rate, compared with 2009–10 year.

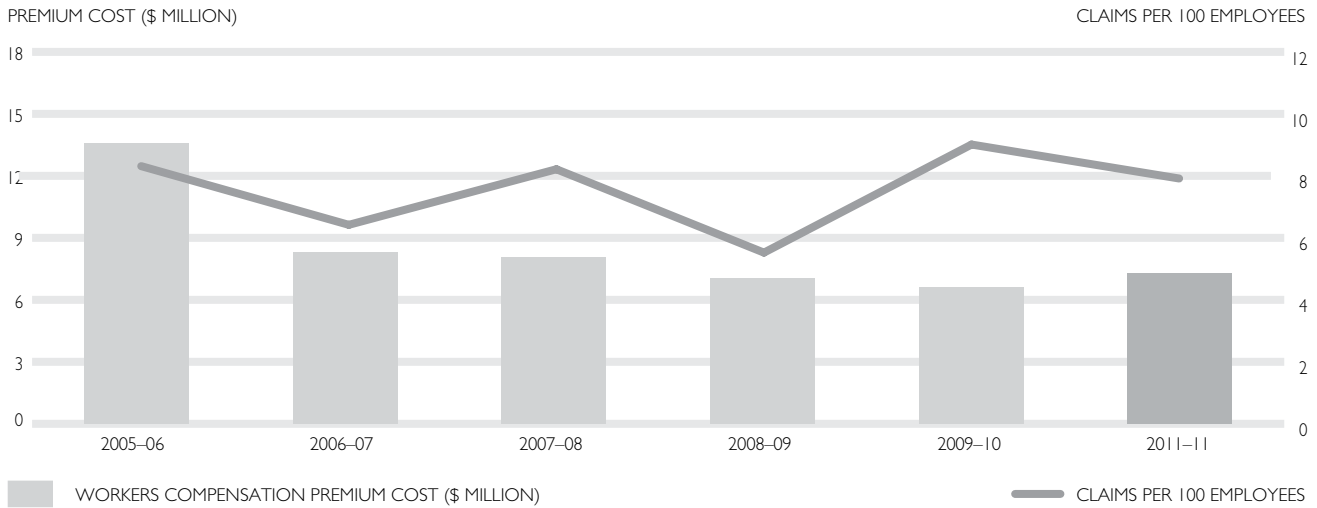
## Property

The 2010–11 premium decreased by 10 per cent over the 2009–10 fund year. Incurred claims have been static at low volume as compared to the 2009–10 fund year.

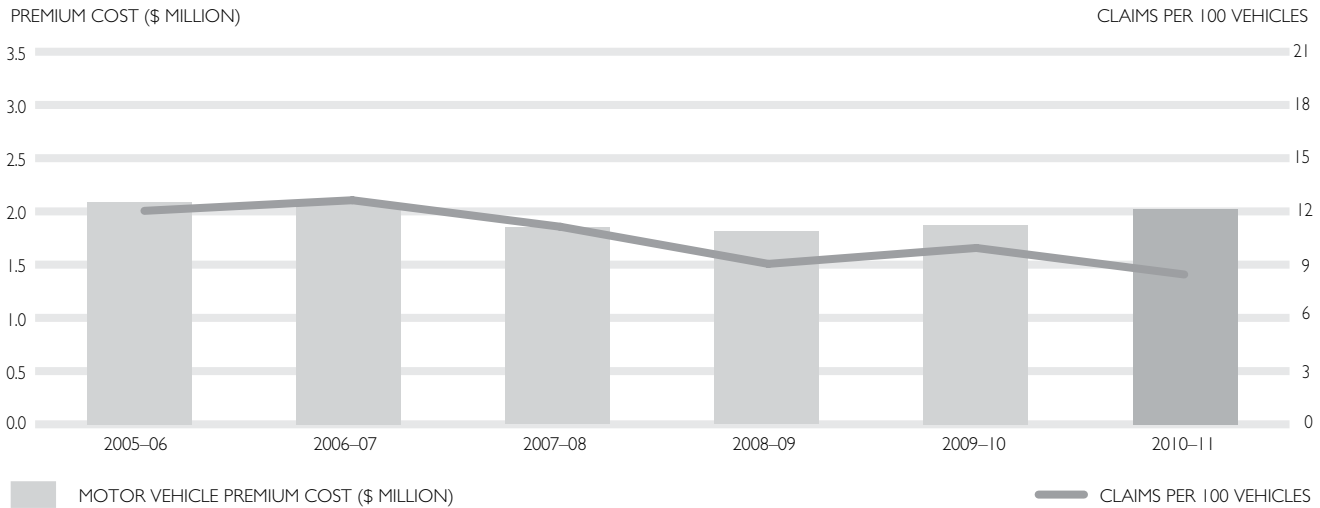
## Liability

The 2010–11 premium increased by 1.03 per cent over the 2009–10 fund year. The average small claim size and large claim size has remained static as compared to 2009–10 fund year.

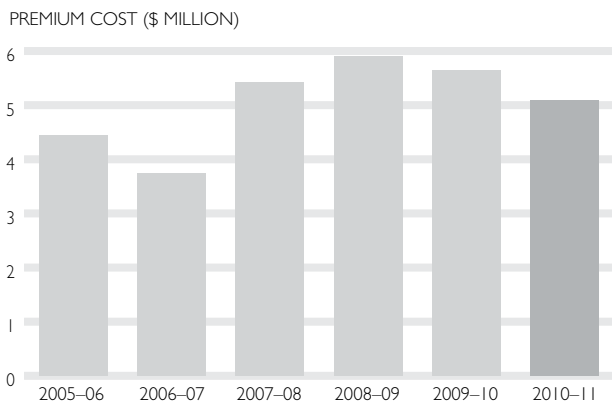
**FIGURE A21.1. WORKERS COMPENSATION PREMIUM COST AND CLAIMS FREQUENCY**



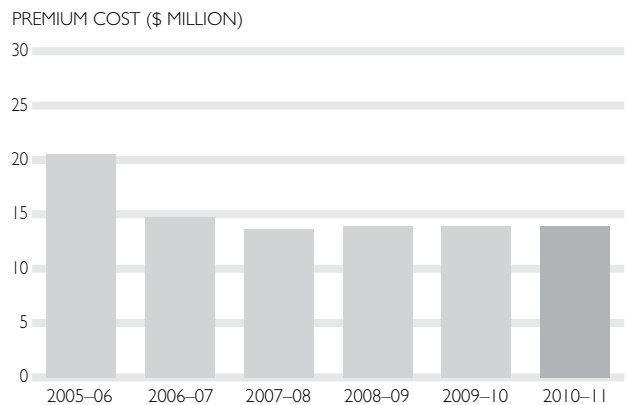
**FIGURE A21.2. MOTOR VEHICLE PREMIUM AND MOTOR VEHICLE CLAIMS FREQUENCY**



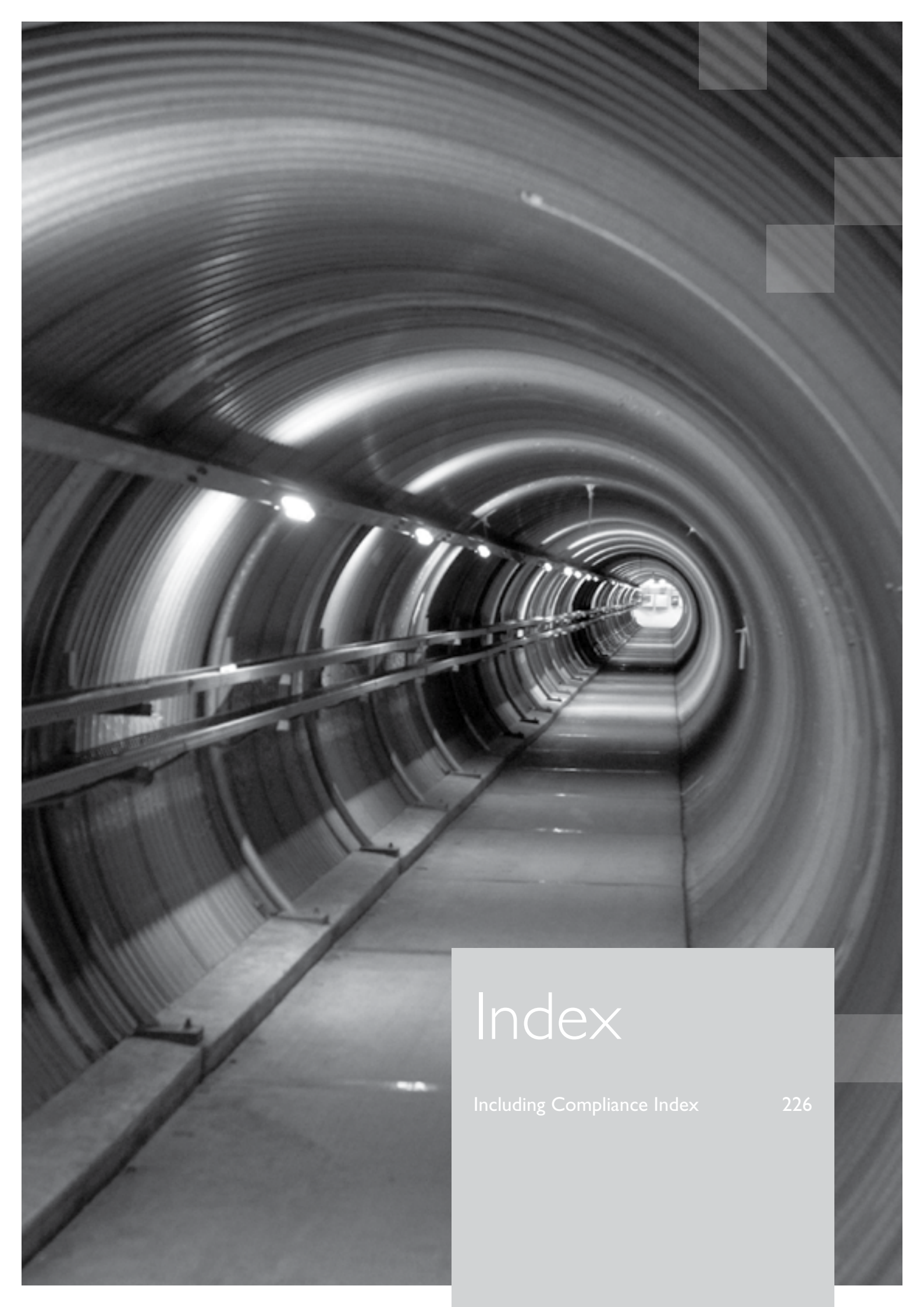
**FIGURE A21.3. PROPERTY PREMIUM IN CURRENT DOLLAR**



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







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## (Including Compliance Index)

The items in **bold** form the Compliance Index. This index lists the legislative requirements set out in the NSW Treasury checklist for public sector annual reporting and the pages on which the relevant information can be found. The checklist, including a detailed description of each requirement, is available at [www.treasurynsw.gov.au](http://www.treasurynsw.gov.au) (click on 'information for agencies' and then 'annual reporting').

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# Contact details

## General inquiries

13 22 13 (8.30am – 5pm Monday to Friday, 8.30am – noon Saturday)

## Traffic inquiries

132 701 (24 hours)

## To report traffic conditions, incidents and signal faults

131 700 (24 hours)

## RTA Sydney and Regional Offices

131 782

## International callers (outside Australia)

+61 2 4920 5500 (8.30am – 5pm Monday to Friday, 8.30am – noon Saturday AEST)

## [www.rta.nsw.gov.au](http://www.rta.nsw.gov.au)

myRTA.com customers can conduct registration renewals and transfers, book licensing tests, change their address, check their demerit points, carry out vehicle history checks, contact us, and much more.

### Head office

101 Miller Street  
North Sydney 2060  
Locked Bag 928 North Sydney 2059  
Telephone 131 782  
Facsimile 02 8588 4105  
DX 10516

### Sydney region

27-31 Argyle St Parramatta 2150  
PO Box 973 Parramatta CBD 2124  
Telephone 131 782  
Facsimile 02 8849 2760  
DX 28555 Parramatta

### Hunter

59 Darby St Newcastle 2300  
Locked Bag 30  
Telephone 131 782  
Facsimile 02 4924 0344  
DX 7813 Newcastle

### Northern

31 Victoria St Grafton 2460  
PO Box 576  
Telephone 131 782  
Facsimile 02 6640 1301  
DX 7610 Grafton

### Southern

Level 4, 90 Crown St Wollongong 2500  
PO Box 477 Wollongong East 2500  
Telephone 131 782  
Facsimile 02 4227 3705  
DX 5178 Wollongong

### South West

1 Simmons St Wagga Wagga 2650  
PO Box 484  
Telephone 131 782  
Facsimile 02 6938 1183  
DX 5407 Wagga Wagga

### Western

51-55 Currajong St Parkes 2870  
PO Box 334  
Telephone 131 782  
Facsimile 02 6861 1414  
DX 20256 Parkes

### Transport Management Centre

25 Garden St Eveleigh 1430  
PO Box 1625  
Strawberry Hills 2012  
Telephone 02 8396 1400  
Facsimile 02 8396 1425

To minimise environmental and financial impacts, the RTA does not produce many hard copies of its annual report. The report is available on the RTA website at [www.rta.nsw.gov.au](http://www.rta.nsw.gov.au), under 'Publications, statistics and forms'.

The total external cost of producing this report will be about \$80,000 which includes \$30,000 for design, \$20,000 for printing and \$30,000 for document development and editing services. Final invoices have not been received at time of publication so estimates have been based on revised quotes.



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**Roads and Traffic Authority of New South Wales**

For further enquiries  
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