

Appendices

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Section cover image: Photo of Seacliff Bridge taken by RTA staff member Ben Beattie.

Appendix I. Major works

Project Description	Location	Status	Announced completion date	Estimated total cost (\$,000)	2009–10 exp (\$'000)	Previous years exp (\$'000)
Sydney						
Alfords Point Bridge Northern Approach, widen to four lanes	Padstow Heights		2011	44,000	10,716	6,210
Bangor Bypass Stage 2, Marsden Road to New Illawarra Road	Barden Ridge		2010	35,000	9,589	4,241
Camden Valley Way, Bernera Road to Cowpasture Road, widen to four lanes	Edmondson Park		2011	60,000	14,655	11,565
Camden Valley Way, Cowpasture Road to Cobbitty Road, widen to four lanes (planning)	Leppington – Harrington Park		N/A	N/A	2,405	3,099
Camden Valley Way, Cobbitty Road to Narellan Road, widen to four lanes	Harrington Park		2012	43,000	3,708	1,578
Cowpasture Road, M7 Motorway to North Liverpool Road, widen to four lanes	Hinchinbrook		2010	60,000	24,582	17,140
Cowpasture Road, Camden Valley Way to Main Street, widen to four lanes	Horningsea Park	Completed	2009	18,000	4,278	12,851
Falcon Street Pedestrian Bridge, Underpass and Ramp	Cammeray	Completed	2009	15,000	1,733	12,745
F3 Freeway to M2 Motorway Link (planning, Federal funded)	Wahroonga – Carlingford		N/A	N/A	6	6,201
F3 Sydney to Newcastle Freeway, Widening to six lanes Between Mt Colah and Cowan (State and Federal funded)	Mount Colah, Berowra, Cowan	Completed	2009	94,000	15,895	76,135
F5 Hume Highway, Widening, Brooks Road to Narellan Road (State and Federal funded)	Ingleburn – Campbelltown		2011	138,000	35,597	15,392
Hoxton Park Road, Banks Road to Cowpasture Road, widen to four lanes	Hoxton Park		2011	71,000	21,756	14,604
Inner West Busway along Victoria Road	Drummoyne, Rozelle		2011	175,000	89,885	37,898
M2 Enhancements, Windsor Road to Lane Cove Road (planning) *	Baulkham Hills – Macquarie Park		2013	550,000	3,484	1,838
M4 Extension (planning, State and Federal funded)	Strathfield		N/A	N/A	522	8,831
M5 Corridor Study (State and Federal funded)	Arncliffe		2011	15,000	5,516	3,389
M5 Enhancements, King Georges Road to Camden Valley Way (planning) *	Beverly Hills – Prestons		N/A	N/A	2,533	1,702
M5 East Tunnel Filtration	Bexley North		2009	65,000	11,038	46,259
Riverstone Railway Overpass (planning)	Riverstone		N/A	N/A	404	1,808
Great Western Highway						
Woodford to Hazelbrook, Station Street to Ferguson Avenue, widen to four lanes (State and Federal funded)	Woodford, Hazelbrook		2012	160,000	10,283	55,152

Project Description	Location	Status	Announced completion date	Estimated total cost (\$,000)	2009–10 exp (\$'000)	Previous years exp (\$'000)
Lawson, Ferguson Avenue to Ridge Street, widen to four lanes	Lawson		2012	220,000	53,826	61,692
Bullaburra, Ridge Street to Genevieve Road, widen to four lanes (planning)	Bullaburra		N/A	N/A	1,679	1,361
Bullaburra to Wentworth Falls, Genevieve Road to Tableland Road, widen to four lanes (planning)	Bullaburra, Wentworth Falls		N/A	N/A	7,868	2,916
Wentworth Falls East, Tableland Road to Station Street, widen to four lanes (State and Federal funded)	Wentworth Falls		2012	115,000	34,630	18,891
Mount Victoria to Lithgow (planning, State and Federal funded)	Mt Victoria-Hartley		N/A	N/A	3,701	3,958
Hume Highway						
Coolac Bypass (Federal funded)	Coolac	Completed	2009	171,000	10,134	159,541
Duplication of Sheahan Bridge, Gundagai (Federal funded)	Gundagai	Completed	2009	70,600	2,505	65,867
Holbrook Bypass (planning and preconstruction, Federal funded)	Holbrook		2013	N/A	7,325	2,245
Southern Hume Duplication (Federal funded)	Sturt Highway/Albury	Completed	2009	905,000	139,725	749,733
Tarcutta Bypass (Federal funded)	Tarcutta		2011	290,000	58,610	8,047
Woomargama Bypass (Federal funded)	Woomargama		2011	265,000	58,592	4,456
Pacific Highway						
Karuah to Bulahdelah Sections 2 and 3, Dual Carriageways (State and Federal funded)	Bulahdelah	Completed	2009	253,000	34,993	217,456
Bulahdelah Bypass, Dual Carriageways (State and Federal funded)	Bulahdelah		2012	315,000	20,583	58,966
Failford Road to Tritton Road (planning)	Failford		N/A	N/A	836	2,500
Cooperook to Moorland, Dual Carriageways (State and Federal funded)	Moorland	Completed	2010	202,000	72,662	124,920
Moorland to Herons Creek, Dual Carriageways (State and Federal funded) (Estimated Total Cost Includes an Estimate of Interest Earned)	Kew		2010	378,000	94,269	275,318
Herons Creek to Stills Road (State and Federal funded)	Herons Creek		2012	N/A	2,337	4,712
Oxley Highway to Kempsey (planning)	Port Macquarie – Kempsey		N/A	N/A	2,816	13,491
Kempsey Bypass (State and Federal funded)	Kempsey		2014	618,000	33,736	26,100
Warrell Creek to Urunga (planning and preconstruction, State and Federal funded)	Nambucca Heads		N/A	N/A	4,941	21,912
Coffs Harbour Bypass (planning, State and Federal funded)	Coffs Harbour		N/A	N/A	9,170	28,241
Coffs Harbour (Sapphire) to Woolgoolga, Dual Carriageways (State and Federal funded)	Woolgoolga		2014	705,000	84,929	34,662

Project Description	Location	Status	Announced completion date	Estimated total cost (\$,000)	2009–10 exp (\$'000)	Previous years exp (\$'000)
Woolgoolga to Ballina (planning)	Grafton, Maclean		N/A	N/A	3,607	55,416
Glenugie Upgrade, Dual Carriageways (State and Federal funded)	Glenugie		2011	60,000	14,480	556
Devils Pulpit Upgrade (planning, Federal funded)	Tabbimoble		2013	N/A	6,011	4
Ballina Bypass, Dual Carriageways (State and Federal funded)	Ballina		2012	640,000	184,835	287,772
Tintenbar to Ewingsdale (planning and preconstruction, State and Federal funded)	Bangalow		N/A	N/A	15,890	33,597
Banora Point Upgrade, including Sexton Hill (State and Federal funded)	Banora Point		2012	359,000	44,201	13,147
Princes Highway						
Lawrence Hargrave Drive Intersection Upgrade	Bulli		2010	26,000	9,258	10,237
Wollongong Northern Distributor Extension	Bellambi	Completed	2009	116,000	9,064	106,096
Oak Flats to Dunmore, Dual Carriageways	Dunmore	Completed	2009	108,000	11,357	96,540
Gerringong to Bomaderry (planning)	Gerringong, Berry, Bomaderry		N/A	N/A	17,101	11,646
South Nowra Duplication, Kinghorne Street to Forest Road (planning)	Nowra		2013	N/A	826	1,590
Conjola Mountain realignment (State and Federal funded)	Conjola	Completed	2010	58,000	25,854	29,643
Victoria Creek realignment (planning)	Central Tilba		2013	N/A	1,576	1,682
Dignams Creek realignment (planning)	Dignams Creek		N/A	N/A	262	291
Bega Bypass (planning, Federal funded)	Bega		N/A	N/A	1,789	605
Illawarra and South Coast						
Kings Highway improvements between Queanbeyan and Bungendore (State and Federal funded)	Queanbeyan – Bungendore		2011	26,300	11,075	8,506
Lanyon Drive, Tompsett Drive to ACT border duplication	Jerrabomberra		2011	8,000	2,625	533
Nowra to Nerriga Upgrade (State, Federal and Local government funded)	Nowra		2010	95,000	24,686	65,068
Central Coast						
Avoca Drive, Sun Valley Road to Bayside Drive, widen to four lanes	Green Point		2011	40,000	19,046	7,676
Central Coast Highway, Woy Woy Road Intersection Upgrade	Kariong		2011	18,000	3,437	1,430
Central Coast Highway, Brisbane Water Drive, Manns Road Intersection Upgrade (planning)	West Gosford		N/A	N/A	4,061	18,134
Central Coast Highway, Carlton Road to Matcham Road, widen to four lanes	Erina Heights		2011	100,000	18,522	13,620

Project Description	Location	Status	Announced completion date	Estimated total cost (\$,000)	2009–10 exp (\$'000)	Previous years exp (\$'000)
Central Coast Highway, Matcham Road to Ocean View Drive, widen to four lanes (planning and preconstruction)	Wamberal		2013	N/A	7,759	12,022
Pacific Highway, Tuggerah to Wyong, Anzac Road to Johnson Road, widen to four lanes	Tuggerah	Completed	2009	42,000	3,817	35,762
Pacific Highway, Wyong Road Intersection Upgrade (planning)	Tuggerah		N/A	N/A	47	49
Pacific Highway, Lisarow to F3 Stage 2, Glen Road to Burns Road, widen to four lanes	Ourimbah	Completed	2010	52,000	15,573	35,632
Pacific Highway, Lisarow to F3 Stage 3, Railway Crescent to Glen Road, widen to four lanes (planning)	Lisarow		N/A	N/A	3,678	2,609
Pacific Highway, Narara to Lisarow Upgrade, Manns Road to Railway Crescent (planning)	Narara – Lisarow		N/A	N/A	3,066	2,226
Terrigal Drive improvements	Erina – Terrigal		2012	N/A	655	2,272
Hunter						
F3 to Branxton Freeway (Hunter Expressway) (State and Federal funded)	Seahampton – Branxton		2013	1,700,000	42,344	48,799
Nelson Bay Road, Tourle Street bridge replacement	Mayfield	Completed	2009	44,000	3,755	35,659
Newcastle Inner Bypass, Shortland to Sandgate (planning and preconstruction)	Sandgate		N/A	N/A	9,779	2,609
Third Hunter River Crossing	Maitland		2011	65,000	32,924	15,614
North Coast and Northern NSW						
New England Highway, Sunnyside realignment (Federal funded)	Armidale	Completed	2010	13,500	6,402	4,569
Bruxner Highway, Alstonville Bypass (Federal funded)	Alstonville		2010	97,000	34,561	28,381
Oxley Highway, Upgrade from Wrights Road to The Pacific Highway	Port Macquarie		2011	158,000	19,194	29,633
South Western NSW						
Barton Highway safety improvements (Federal funded) – Capricorn Corner curve improvement	ACT, Yass	Completed	2010	4,000	2,726	581
Barton Highway safety improvements (Federal funded) – Gounyan curve improvement	ACT, Yass		2012	22,000	2,424	823
Barton Highway, upgrade including Murrumbateman Bypass (planning, Federal funded)	Murrumbateman		N/A	N/A	959	2,169
Western NSW						
Newell Highway, Moree Bypass (Federal funded)	Moree		N/A	56,200	13,045	38,160

*Does not include Private Sector Expenditure.

Appendix 2. Threatened Species Recovery Plan

The RTA is required by the *Threatened Species Conservation Act 1995* to report on the cost and progress of threatened species recovery plans.

Measures	Action taken to implement measures	Estimated annual cost	Status
<i>Acacia pubescens</i> (Downy Wattle) Threatened Species Recovery Plan			
Identify existing and potential threats to the <i>A. pubescens</i> population at Beverly Hills/Narwee on the M5 Motorway (north of Windarra Street).	Environmental Services representative 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 <i>A. pubescens</i> population at Beverly Hills/Narwee on the M5 (north of Windarra Street).	Asset Services to develop a threat and habitat management program to be incorporated into the maintenance plan for the F5 Freeway, with advice from Environmental Services representative. Asset Services to ensure that the program is implemented.	N/A	Interlink Roads has incorporated threat and habitat management of the species into landscaping management plans for the M5 Motorway.
Monitor the <i>A. pubescens</i> population at Beverly Hills/Narwee on the M5 (north of Windarra Street) on a regular basis to assess the effectiveness of the threat and habitat management programs.	Environmental Services representative to conduct at least an annual inspection of the population. Following each inspection, compare inspection records and initiate corrective action if required.	\$620	Inspection completed for 2006. The next inspection is due in September 2010.
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 Department of Environment Climate Change and Water (DECCW).	Environmental Services representative 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 DECCW 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 the species' recovery plan were considered in the Environmental Assessment (EA) for M5 West widening project. DECCW officers were consulted about removing <i>A. pubescens</i> as part of the proposal and this is also considered in the EA.
Prepare or review any relevant environmental policies or management plans with reference to the recovery plans and any future advice from DECCW.	Asset Services has added references to the <i>A. pubescens</i> recovery plan in the maintenance Environmental Management Plan for the M5 Motorway, with advice from Environmental Services representative.	N/A	Management plans implemented.
Forward to DECCW information on all planning decisions which affect populations of <i>A. pubescens</i> , including decisions that protect habitat as well as those that lead to reduction of habitat and/or individuals.	Environmental Services representative to advise project manager of this requirement. RTA project manager to forward the information to DECCW.	N/A	DECCW officers have been consulted about the need to remove 40 per cent of planted <i>A. pubescens</i> within the motorway corridor as part of the M5 West Motorway widening project. These individuals were planted during the original motorway construction. Potential offset and translocation measures are being discussed.

Measures	Action taken to implement measures	Estimated annual cost	Status
Caley's Grevillea (<i>Grevillea caleyi</i>) Threatened Species Recovery Plan			
Control of drainage runoff from Ryland Track in Ku-ring-gai Chase National Park.	Investigations to be made to determine controls of runoff from other side of road.	N/A	Site meeting undertaken with National Parks and Wildlife Service (NPWS) in November 2001. No further action required at this stage.
Sympathetic management of plants on roadways.	Inform maintenance contractor of appropriate maintenance techniques for minimising damage to <i>G. caleyi</i> .	N/A	Known locations of <i>G. caleyi</i> are included on the roadside corridor management plans.
Darwinia biflora (a shrub) Threatened Species Recovery Plan			
Endorsement of the <i>D. biflora</i> threatened species recovery plan.	Comments on draft recovery plan provided to NPWS.	N/A	Recovery plan approved in October 2004.
Public authorities will implement threat and habitat management programs on public lands.	Identify threats to population adjacent F3 Freeway at Mt Colah. Manage threats appropriately.	N/A	This population is situated some distance back from the freeway on top of a cutting. The population is relatively secure and is not under threat from any RTA activities.
Informed environmental assessment and planning decisions will be made.	<i>D. biflora</i> EIA guidelines to be used when considering any activity that may impact on the species.	N/A	Ongoing.
DECCW to be advised of any consents or approvals which affect <i>D. biflora</i> .	Advise NPWS when RTA proposals will affect <i>D. biflora</i> .	N/A	No projects required information to be forwarded to DECCW in 2009–10.
Microtis angusii (Angus Onion Orchid) Threatened Species Recovery Plan			
Consider the impact of any activities undertaken within areas under control of the RTA that are known to contain <i>M. angusii</i> or are potential habitat.	Environmental Services representative 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 DECCW and 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 recovery team member to share information with other recovery team members and update records accordingly.	N/A	Ongoing RTA involvement in recovery team.
Ensure that roadworks and road maintenance at the known location at Ingleside will not cause the destruction or degradation of any part of a <i>M. angusii</i> population, its habitat or potential habitat	Environmental services representative to advise relevant project manager of this requirement prior to any 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 that all environmental personnel are familiar with the location of <i>M. angusii</i> .	RTA Environmental Services to establish a central database for sensitive sites, including known and potential locations of <i>M. angusii</i> . RTA recovery team to brief Environmental Services on location of <i>M. angusii</i> populations and potential habitats.	N/A	Locations of sensitive sites have been included on the roadside Corridor Management Plans. Relevant Environmental Services staff have been briefed on the location of the <i>M. angusii</i> population.
Ensure that all site personnel are familiar with the location of <i>M. angusii</i> populations and potential habitat.	RTA recovery team member to provide information to maintenance contractors regarding identification of <i>M. angusii</i> , known and potential locations of <i>M. angusii</i> populations and preferred weed control methods.	\$630	Maintenance contractors advised of location, potential habitat and preferred weed control in population locations.

Measures	Action taken to implement measures	Estimated annual cost	Status
Warringah Council in consultation with the RTA and experts in the field will prepare a site management strategy for the Ingleside population.	Warringah Council has engaged a specialist to development a management strategy. RTA recovery team member to provide management strategy to maintenance contractors.	One off \$2500	Ongoing.
Notify DECCW of any new <i>M. angusii</i> populations discovered.	RTA recovery team member to notify DECCW when new populations of this species discovered.	N/A	No new populations have been identified by the RTA.
Warringah Council and the RTA will monitor the population of <i>M. angusii</i> at Ingleside.	Warringah Council are developing a monitoring procedure and management actions.	Estimated cost \$5000	RTA has agreed to contribute to annual monitoring. A monitoring program has been developed.
Duffys Forest Endangered Ecological Community Draft Recovery Plan			
Liaise with DECCW and Warringah, Pittwater and Ku-ring-gai councils to develop the Duffys Forest endangered ecological community recovery plan.	RTA recovery team member to share information with other recovery team members to develop action plans.	N/A	Ongoing RTA involvement in recovery team.
Public authorities will implement threat and habitat management programs on public lands.	Identification of threats to populations on RTA-controlled lands. Manage threats appropriately.	N/A	Areas of Duffys Forest within RTA-controlled lands have been identified. Sites have been included on the roadside corridor management plans.
<i>Isoodon obesulus</i> (Southern Brown Bandicoot) Threatened Species Recovery Plan			
Endorsement of the <i>I. obesulus</i> threatened species recovery plan.	Formal notification to NPWS.	N/A	RTA has endorsed plan.
Liaise with NPWS and Hornsby, Warringah, Pittwater and Ku-ring-gai councils to manage areas with known Southern Brown Bandicoot populations.	RTA recovery team member to share information with other recovery team members to develop action plans.	N/A	Ongoing RTA involvement in recovery team.
Ensure that environmental impact assessment surveys are conducted from May–October.	Environmental Services representative to advise relevant project manager of this requirement before any activity that may impact on this species. Project manager to advise EIA consultant of this requirement.	N/A	Ongoing.
<i>Litoria aurea</i> (Green and Golden Bell Frog) Threatened Species Draft Management Plan			
Review of the <i>L. aurea</i> management plan.	Formal notification to DECCW (Parks and Wildlife Division), Sydney Catchment Management Authority.	N/A	Draft plan reviewed.
Liaise with DECCW and Parramatta, Holroyd City and Auburn councils, and Sydney Catchment Management Authority to manage Green and Golden Bell Frog populations.	RTA recovery team member to share information with other recovery team members to develop action plans.	N/A	Ongoing RTA involvement in recovery team.
Ensure that environmental impact assessment surveys accommodate significance of original habitat as set out in DECCW guidelines.	Environmental Services representative to advise relevant project manager of this requirement prior to any activity that may impact on this species. Project manager to advise EIA consultant of this requirement.	N/A	Ongoing.

Appendix 3. Committees and significant advisory groups

RTA staff serve as members of many committees and advisory groups.

A list of significant committees and advisory groups can be found below.

The Services and Governance chapters provide detailed information on Austroads.

Road Safety Roundtable

The NSW Government assembled a road safety roundtable meeting on 9 July 2009 addressing the rising road toll in NSW. This forum provided an opportunity for key community groups, industry representatives and safety organisations to put forward and discuss their ideas. Representatives from the RTA included the Chief Executive, Director, NSW Centre for Road Safety and the Director, Regional Operations and Engineering Services.

Other participants at this meeting included representatives from:

- NSW Police.
- Victorian Police.
- Motor Accidents Authority.
- NRMA Insurance.
- NRMA Motoring and Services.
- Department of Local Government.
- Injury Risk Management Research Centre.
- The George Institute.
- Ministry of Transport.
- NSW Health.
- Department of Aboriginal Affairs.
- Pedestrian Council of Australia.
- Youth Advisory Council.
- Staysafe.
- Motorcycle Council of NSW.
- Bicycle NSW.
- Youthsafe.
- Heavy vehicle industry representatives.
- Transport Workers Union.
- Victims of Crime Assistance League.
- Community representative Dr Tasha Prabhakar.

National Road Safety Council

The Council was established in November 2009 and has seven members including the Director, NSW Centre for Road Safety.

The National Road Safety Council's main purpose is to contribute to a reduction in death and serious injury on Australian roads by working to enhance the national implementation of effective road safety measures.

The membership of the Council comprises:

- Mr Roger Cook AM (Chairman).
- Emeritus Professor MaryAnn Bin-Sallik, former Dean, Indigenous Research and Education, Charles Darwin University.
- Ms Ann Bunnell, Chair, Australian Foundation of the Alliance for Healthy Cities.
- Ms Freda Crucitti, President, Australian Automobile Association.
- Mr Wayne Gardner AM, former world motorcycle racing champion.
- Dr Soames Job, Director, NSW Centre for Road Safety, RTA, NSW.
- Professor Ian Johnston AM, Deputy Chairman, National Transport Commission.

Ambassadors

- Ms Melissa Doyle, Co-host of the Channel 7 Sunrise program.
- Mr Lindsay Fox AC, Founder of the Linfox Group, an Australian-based international transport and warehousing corporation.
- Assistant Commissioner John Hartley APM, Commander, Traffic Services Branch, NSW Police Force.
- Mr Neil Mitchell AO, Host of 3AW talk back radio.
- Mr David Wirrpanda, former AFL footballer and WA Young Australian of the Year 2009.

National Road Safety Executive Group

The role of the National Road Safety Executive Group (NRSEG) is to provide leadership, advice and guidance on national road safety initiatives to enable the implementation of a safe road transport system. The NRSEG performs this role through the Safety Standing Sub-Committee to the Australian Transport Council (ATC).

Dr Soames Job, Director, NSW Centre for Road Safety, RTA is now the Chair of this group. The Group comprises of the following members:

- Dr Soames Job, RTA, NSW.
- Iain Cameron, Office of Road Safety, WA.
- Maurice Cammack, Main Roads, WA.
- Angela Conway, Department of Infrastructure, Energy and Resources, TAS.
- Michael de Roos, RTA, NSW.
- David Eyre, Ministry of Transport, NZ.
- John Goldsworthy, Department of Infrastructure, Transport, Regional Development and Local Government, ACT.
- Robert Hogan, Department of Infrastructure, Transport, Regional Development, ACT.
- James Holgate, VicRoads.
- Julie Holmes, Department of Transport, Energy and Infrastructure, SA.
- Sue McIntosh, National Road Safety Council.
- Marj Morrissey, Department of Lands and Planning, NT.
- Joe Motha, Department of Infrastructure, Transport, Regional Development and Local Government, ACT.
- Bruce Ollason, Department of Transport and Main Roads, Qld.
- Pam Palmer, Department of Transport and Main Roads, Qld.
- De Jeff Potter, National Transport Commission.
- David Quinlan, Department of Territory and Municipal Services, ACT.
- David Shelton, VicRoads.
- Martin Small, Department of Transport, Energy and Infrastructure, SA.

Safety Standing Sub-Committee

The Standing Committee on Transport (SCOT) Safety Standing Sub-Committee develops advice to improve the public health outcomes and social impact of transport related trauma through delivering a safer transport system. The Director, Centre for Road Safety and General Manager, Safer Roads, are members.

RTA Local Government Liaison Committee

The RTA Local Government Liaison Committee's role is to enhance communication and promote cooperation between the RTA and local government on road and traffic issues of mutual interest. It is the peak body for this communication and cooperation.

Issues considered by the Committee during 2009–10 included the Regional Road Timber Bridge Partnership, council contracts for road maintenance, road classification, the mobility parking scheme, weight of loads groups, road safety funding, speed zoning and other freight transport issues such as higher mass limits.

Membership comprises the occupant of the following positions or their representative:

- Chief Executive, RTA (Chair).
- Director, Network Management, RTA.
- Director Customer and Regulatory Services, RTA.
- Director Regional Operations and Engineering Services, RTA.
- Director NSW Centre for Road Safety, RTA.
- President of the Local Government Association of NSW.
- President of the Shires Association of NSW.
- Executive Director of the Local Government and Shires Associations of NSW.
- Chair of the Associations' Economics Committee.

Transport Certification Australia Limited

Transport Certification Australia Limited (TCA) is a public company established to manage the national technical and business administration of the Intelligent Access Program on behalf of Australian road agencies. TCA's membership comprises all Australian state and territory road transport and traffic authorities, and the Federal Department of Transport and Regional Services. It is governed by a board of directors who are responsible for setting the strategic direction, supporting strategies and operating performance objectives of the TCA. Ann King, Director, Customer and Regulatory Services, RTA is the TCA board member for NSW.

National Motor Vehicle Theft Reduction Council

The Council aims to reduce motor vehicle theft through a collaborative response of industry and government. Ann King, Director Customer and Regulatory Services, RTA is a member of the Council which also includes insurance groups, federal and state government agencies and automobile associations.

Road Freight Advisory Council sub-committees

Three Road Freight Advisory Council (RFAC) sub-committees were established (Last Mile, Urban Freight and Five Star) with focused specialist effort on heavy vehicle priorities. These sub-committees enable the RTA and industry to work together to resolve industry issues relating to improved safety and productivity. Sub-committee members are also members of the RFAC.

Tow Truck Advisory Council

The Tow Truck Advisory Council (TTAC) facilitates consultation between the RTA, as the industry regulator and key industry stakeholders with a view to providing the people of NSW with safe and efficient towing services. The RTA's Terry Hickey, General Manager, Driver and Vehicle Policy co-ordinates meeting of the TTAC.

Climate Change Chief Executive Officers Group

The Department of Environment Climate Change and Water (DECCW) established the Climate Change Chief Executive Officers Group. Its role is to advise on the development and implementation of climate change policies, including the development of the NSW Climate Action Plan. The RTA's Chief Executive is a member of this group.

Climate Change Coordinating Groups

The DECCW has established Climate Change Coordinating Groups to support the Climate Change Chief Executive Officers Group and to assist the development and implementation of climate change policies, including the development of the NSW Climate Change Action Plan.

The RTA is represented on the Emissions Reduction Coordinating Group and the Adaptation Coordinating Group.

Land Transport Environment Committee

The RTA represents NSW on the Land Transport Environment Committee (LTEC).

LTEC was formed by Australia's National Environment Protection Council and the National Transport Commission to coordinate the development and introduction of initiatives to reduce the environmental impacts of motor vehicles (cars, trucks, buses etc).

LTEC is involved in initiatives such as setting emission standards for new and existing vehicles, developing fuel quality standards and setting Australia's vehicle noise standards.

Roadside Environment Committee

The purpose of the Roadside Environment Committee is to improve and enhance the management of roadsides in NSW through the engagement of community and key stakeholders.

Membership of the committee is formed by representatives of the following organisations:

- RTA, Nature Conservation Council Country Energy, Rural Fire Service, Rail Corp, Institute of Public Works Australia, Local Government Engineers, Shires Association of NSW, Livestock Health and Pest Authorities, DECCW, NSW Department of Lands and the Catchment Management Authorities (supporting member).

RTA Heritage Committee

The purpose of the RTA Heritage Committee is to discuss issues relating to strategic heritage management of RTA assets.

The RTA Environment Branch administers the committee and membership is formed by representatives of the Department of Planning, National Trust, Royal Australian Historical Society, Engineers Australia and community representatives with relevant specialist knowledge. The RTA also provides several representatives and manages committee business.

Environment Protection and Heritage Council / Australian Transport Council Vehicle Fuel Efficiency Working Group

The RTA is a member of the Environment Protection and Heritage Council / Australian Transport Council (ATC) Vehicle Fuel Efficiency Working Group which was tasked with providing a report on programs and incentives to encourage the uptake of more fuel-efficient and low emission vehicles, and providing advice on opportunities for regulatory and other reforms to improve vehicle fuel efficiency.

The Vehicle Fuel Efficiency Working Group is formed by representatives of the following organisations:

- RTA, DECCW, The Department of Infrastructure, Transport, Regional Development and Local Government (DOTARS) Department of Environment, Water, Heritage and the Arts (DEWHA), The Federal Department of Innovation, Industry, Science and Research, The Victorian Department of Innovation, Industry and Regional Development, various State Transport and Environmental agencies.

NSW Electric Vehicle Taskforce

The RTA is a member of the NSW Electric Vehicles Taskforce, an inter-agency group which was first convened in 2009. Other taskforce members include DECCW, Transport NSW, Department of Premier and Cabinet, NSW Treasury, Department of Services, Technology and Administration, Country Energy, EnergyAustralia, and Department of Industry and Investment.

The Taskforce considers the technology, infrastructure, policy and legislation necessary to support the uptake of electric vehicles.

Clean Air Healthy Communities Sub-Committee of the NSW Environment Trust

The purpose of the Clean Air Healthy Communities (CAHC) Sub-Committee is to advise the Environmental Trust on the priorities for expenditure of the CAHC Fund in accordance with Government priorities. The CAHC Sub-Committee is also involved with reviewing the CAHC Business Plan, program reports and annual reports. Membership of the Sub-Committee is formed by representatives of the following organisations: RTA, DECCW, NRMA, Future Climate Australian RARE Consulting, Local Government and Shires Association, Department of Commerce, Transport NSW and the Environment Trust.

Green Square Transport Coordination Committee

The RTA is represented on this committee which reviews transport strategies to support the development of the Green Square Urban Renewal Area.

Vicroads partnership meetings

The Vicroads Partnership group was established to coordinate programs and resolve cross-border issues between NSW and Victoria. Mike Veysey, Director Regional Operations and Engineering Services, and regional managers are part of the committee.

Austroads

Austroads is an association of Australian and New Zealand road authorities whose membership comprises the six state (including the NSW RTA) and two territory road transport authorities, DOTARS, the Australian Local Government association and the NZ Transport Agency (NZTA). Austroads' purpose is to contribute to improved Australian and New Zealand transport outcomes by:

- Providing expert advice to SCOT and ATC on road and road transport issues.
- Facilitating collaboration between road agencies.

- Promoting harmonisation, consistency and uniformity in road and related operations.
- Undertaking strategic research on behalf of road agencies and communicating outcomes.
- Promoting improved and consistent practice by road agencies.

Australian Asphalt Pavements Association

The Australian Asphalt Pavements Association (AAPA) is a representative industry association which promotes a progressive and innovative approach to the use of asphalt and bituminous products. As a major user of asphalt and bitumen, the RTA is a member of AAPA.

The Association is a non-profit organisation to promote the economic use of asphalt bound products based on sound technical and commercial grounds. Throughout its history, AAPA has maintained the objective of the dissemination of technical knowledge aimed at continual improvement in asphalt and bitumen bound technology. AAPA also works with the industry and regulators to establish and promote safe methods of work relating to asphalt/bitumen products.

World Road Association

The World Road Association (WRA) formerly Permanent International Association of Road Congress, is a leading international forum for analysis and discussion of the full spectrum of transport issues, related to roads and road transport. The RTA is a member of this association.

The WRA organises a quadrennial World Road Congress, coordinates Technical Committees and publishes a large number of reports including a quarterly magazine called *Routes/Roads*.

Some activities from RTA representatives include the following.

- Publication of articles in *Routes/Roads*.
- Presentation at plenary session of international congresses.
- Participation in panel sessions.
- Organisation of educational seminars.

Other

The RTA also provides representatives to a number of local and regional committees. These include technical and professional forums and institutions, university advisory boards, research reference groups, Australian standard committees, technology review panels, industry advisory committees, traffic committees and safety taskforces.

Appendix 4. Senior Executive Service performance statements

SES Level	2005-06	2006-07	2007-08	2008-09	2009-10
CEO under S.11A*	1	1	1	1	1
Level 6	6	5	5	6	4
Level 5	2	2	2	2	4
Level 4	10	10	11	8	9
Level 3	14	19	24	20	19
Level 2	12	7	3	0	0
Level 1	0	0	0	0	0
Other	0	1	0	0	3+
Total	45	45	46	37	37

Note: The number of SES positions occupied by women in the current year was three. The number of SES positions occupied by women in the 2008-09 was three.

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

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

Individual statements

Name:	Michael Bushby
Position:	Chief Executive
Level:	8
Period:	2009-10*
Total Remuneration Package:	\$435,800

* Mr Bushby was reinstated as Chief Executive in June 2010 after the Moroney Inquiry into the F3 incident, which occurred in April 2010.

Significant achievements in 2009-10

1 July 2009 – 13 April 2010, 27 June – 30 June 2010

During the period Mr Bushby continued to focus on delivering a safe, sustainable and efficient road transport system. 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.
- Continued implementation of the *RTA Corporate Plan 2008-12: Blueprint*, with Blueprint actions incorporated into the business planning cycle and subsequently reported on.
- Supported the continued implementation of the RTA's Aboriginal Action Plan 2006-2010.
- Oversaw strategic direction in the pursuit of business opportunities to improve services and generate investment for the road network.

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. Mr Bushby also oversaw 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, the Premier's Urban Transport Statement, the Metropolitan Strategy and Regional Strategies and Metropolitan Transport Plan.
- Led the RTA's involvement with other NSW transport and planning agencies including NSW Transport and Infrastructure, the Department of Planning, the Department of Environment, Climate Change and Water and the Office of the Coordinator General 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 Standing Committee on Transport (SCOT), the Austroads Board, Australian Road Research Board, National Heavy Vehicle Regulator Board and the Council of Australian Governments (COAG) Road Reform Plan Project Board. Represented the RTA on a range of high level Committees.
- Provided support to NSW Transport and Infrastructure in developing a range of planning and performance reporting frameworks and activities throughout the year.

Road development

- Oversaw the management and delivery of the RTA's \$1.84 billion road development program.
- Oversaw work with the Federal Department of Infrastructure, Transport and Regional Development (DOITRD) to implement the 5 year (2009/10 – 2013/14) Nation Building Program, including joint funding of \$3.6 billion for the Pacific Highway Upgrade.

Road management

- Continued to oversee negotiations to finalise alliance partnership contracts on the Tarcutta Bypass and Woomargama Bypass on the Hume Highway; the Lawson Upgrade on the Great Western Highway; the Glenugie Upgrade, Banora Point Upgrade and Kempsey Bypass on the Pacific Highway; the Hunter Expressway on the New England Highway; the Inner West Busway on Victoria Road; and the Woy Woy Road Intersection on the Central Coast Highway.
- Continued to lead the provision of efficient and safe management of traffic flow on the road network through effective management of the RTA's Transport Management Centre and the ongoing development of incident management strategies and programs.
- Continued to expand the bus priority measures across strategic bus corridors including the rollout of new GPS based bus priority systems to the entire State Transit Authority fleet of buses, and modification to traffic signals.
- 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.
- Oversaw the handback to public ownership of the M4 Motorway on 16 February 2010.
- Oversaw the establishment of the Transport Coordination Group in the Transport Management Centre.

Road use

- Oversaw the development of the \$170 million Road Toll Response package and continued to lead the delivery of a range of road safety programs and initiatives.
- 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.
- Oversaw the introduction of a demerit point scheme for learner drivers.
- Oversaw a range of road transport related legislation including changes and site selection for the new digital safety cameras and point-to-point heavy vehicle speed enforcement lengths, and regulation changes for child restraints.
- Oversaw the construction of a new heavy vehicle checking station at Pine Creek.
- Oversaw the introduction of an incremental pricing trial involving Performance Based Standards (PBS).
- Oversaw the increase in participation in the Intelligent Access Program (IAP).
- Continued to support bicycle and pedestrian facilities and infrastructure.

Name:	Ann King
Position:	Director; Customer and Regulatory Services (1 July 2009 – 13 April 2010) Acting Chief Executive* (14 April 2010 – 26 June 2010) Director; Customer Services+ (26 June 2010 – 30 June)
Level:	6
Period:	2009–10
Total remuneration package:	\$300,117

* Ms King acted as Chief Executive from 14 April 2010 – 26 June 2010, pending the recommendations of the Moroney Report into the F3.

+ The position of Director Customer Service was created on 26 June 2010 to drive a customer service culture across the organisation.

Significant achievements in 2009–10

14 April 2010 – 26 June 2010 Acting Chief Executive

During the period, Ms King continued to focus on delivering a safe, sustainable and efficient road transport system. She 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 allocation of the RTA's resources and budget across programs to achieve RTA results and services for the community and meet government priorities.
- Continued implementation of the *RTA Corporate Plan 2008–12: Blueprint*.
- Supported the continued implementation of the RTA's Aboriginal Action Plan 2006–2010.
- Oversaw strategic direction in the pursuit of business opportunities to improve services and generate investment for the road network.
- Supported the Moroney Report into the F3.

Inter-agency planning and delivery

- Led the RTA's contribution to the delivery of the NSW State Plan, contributing particularly to Better Transport and Liveable Cities.
- Oversaw the RTA's contribution to the implementation of the State Infrastructure Strategy, the Premier's Urban Transport Statement, the Metropolitan Strategy and Regional Strategies and Metropolitan Transport Plan.
- Led the RTA's involvement with other NSW transport and planning agencies including NSW Transport and Infrastructure, the Department of Planning, the Department of Environment, Climate Change and Water and the Office of the Coordinator General 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.

Road development

- Oversaw the management of the RTA's \$1.84 billion road development program.
- Oversaw work to implement the five year (2009/10 – 2013/14) Nation Building Program.

Road management

- Lead the provision of efficient and safe management of traffic flow on the road network through effective management of the RTA's Transport Management Centre.
- 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.

Road use

- Oversaw contributions 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.

1 July 2009 – 13 April, 2010

Director, Customer and Regulatory Services

- Implemented changes to speed break points and demerit points for speeding.
- Introduced demerit point scheme for learner licence holders.
- Commenced the diesel retrofitting demonstration project at Port Botany – 92 vehicles have been fitted with exhaust after-treatment devices.
- Implemented changes to the Graduated Licensing Scheme to allow one hour of structured driving tuition by a professional driving instructor to count for three hours towards the 120 hour driving experience log book requirement.
- Introduced an Aboriginal driver instructor program.
- Constructed a new heavy vehicle checking station at Pine Creek.
- Implemented a facial recognition technology system to assist in mitigating fraud.
- Promoted tolling products and services including coloured E-Toll Tags and the rental car tag trial.
- Continued management of the camera enforcement network including ongoing trials of Point-to-Point cameras and Automatic Number Plate Recognition systems.

- Continued management and promotion of the Intelligent Access Program (IAP) to better manage road access and compliance through satellite tracking.
- Piloted a Document Verification Service in partnership with the Attorney General's Department and the Document Verification Service Board.
- Delivered a range of online registry services, with 34.6 per cent of services conducted through myRTA.com.
- Introduced a new inspection station search facility to the RTA internet allowing people requiring a vehicle inspection to choose an Authorised Inspection Station that can provide the specific inspection that they need.
- Amalgamated Charlestown and Cardiff motor registries to a single location at Warners Bay and introduced Saturday trading. Narooma Motor Registry was relocated and refurbished to provide better facilities for customers and an online agency opened at Balranald.
- Introduced a demerit point checking service for Compulsory Third Party insurers.
- Introduced an online service to allow externally accredited licence assessors to update results over the internet following an older driver assessment.
- Refocused the RTA Directorate structure, enabling Customer and Regulatory Services (CaRS) to more effectively deliver services to customers and to promote more effective collaboration with business partners and stakeholders.
- Implemented Government Gateway – change of address facility.
- Commenced an incremental pricing trial involving a Performance Based Standards (PBS) approved quad axle semi-trailer; carrying additional tonnage and paying additional fees to council based on the additional tonnage to cover pavement wear and tear.
- Implemented a pilot training program for the tow truck industry.
- Managed the Customer and Regulatory Services legislative program.
- Implemented a trial of the engine brake noise technology to enforce the national in-service standard for engine brake noise approved by the Australian Transport Council (ATC).

Name:	Richard Boggon
Position:	Acting Director, Corporate Services
Level:	5
Period:	2009–10*
Total remuneration package:	\$253,523

* Acted in the position from 18 August 2009.

Significant achievements in 2009–10

Communication

- Won the silver award for the 2008–09 RTA Annual Report at the Australasian Reporting Awards.
- The RTA website ranked the number one most visited NSW Government website and the number one State Government website in 2009–10 (awarded by Hitwise).
- The pink plate promotion with the McGrath Foundation resulted in more than 5000 pink plates sold and more than \$110,000 raised.
- Launched the Slow Down Pledge encouraging young drivers and passengers to take an online pledge not to speed or get in the car with someone who speeds.
- Slow Down Road Shows visited more than 10 locations across the State, reaching more than 440,000 members of the community. Locations included the 2010 Royal Easter Show where the display won a Gold Commercial Exhibit Award for the second year running.
- Execution of an annual marketing strategy increasing the number of online transactions from 30.2 per cent in July 2009 to 38.8 per cent in June 2010.
- Partnered with Surfing NSW to promote Geared.com.au. The website delivers road safety messages for younger drivers.
- Provided media support to key road safety campaigns including:
 - Speed reduction on the Newell Highway.
 - Bus lanes in Parramatta.
 - Double demerit points.
 - Launch of the new national child restraint legislation.
 - Point to point heavy vehicle speed enforcement.
 - Safety cameras.
 - Mobile speed cameras.
- Provided media support to communicate changes to traffic management for key events including:
 - Repco World Rally championships in the Northern Rivers region.
 - Sydney Running Festival.
 - Sydney Spring Cycle.
 - Arrival of sailor Jessica Watson.
 - Sydney Morning Herald half marathon.
 - Lions Clubs International Parade in Sydney.
 - Breakfast on the Bridge.

- Launched the Ministerial Correspondence Network to improve the quality and timeliness of Ministerial documents.

Workforce capability

- Won the 'Reporting Excellence Award for Reporting Innovation for 2009' in recognition of outstanding efforts delivering high quality HR metric analytic reports. The RTA was also noted for its in-house capability development as being second to none within the Asia Pacific Community of Practice.
- Launched the RTA People Plan 2010, which achieved a special commendation in the 2009 Annual Human Resources Leadership Awards
- Engaged over 220 RTA employees to continue the knowledge of 18 subject matter experts (Sages) through a series of facilitated workshops designed to build a culture of knowledge sharing.
- Established the following programs as part of the Critical Skills initiative:
 - Road Designers in Training development program.
 - Policy Chapter development program.
 - Traffic Engineering Officer (TEO) in Training working party.
 - Ongoing Professional and Technical Development (OPTD) program.
 - Commenced the My Journey Program, targeting RTA staff aged 55+ to acknowledge their ongoing contribution to the RTA and focus on knowledge sharing, working intentions and retirement preparedness. Four seminars in were held involving 170 participants (equivalent to 12 per cent of the 55+ demographic).
 - Delivered an online portal for staff to access learning and development opportunities called Learning@RTA.
 - A Women-In-Engineering Summit was held with 60 school students from Years 11 and 12 attending.
 - Delivered workshops on Conversations for Performance to over 250 participants.
 - Implemented phase one of the online recruitment process, designed to streamline and improve the RTA recruitment process.
 - Launched the Onboarding Strategy to enhance achievement of RTA business results and employee retention.
 - Launched the Leadership@RTA intranet pages, providing a wide range of development tools and leadership information.
 - Implemented new flexible working hours arrangements.

Occupational health and safety

- The RTA was the winner of the WorkCover NSW Safe Work Awards 2009 in the category of Best Workplace Health and Safety Management System. This award recognised the RTA's effective health and safety management system, which has been implemented across the organisation, as the best of its kind in the public sector.
- A Contractor Safety Forum was held in November 2009 and was attended by more than 70 contractors and RTA employees.

- Concluded the fifth stage of the AlphaOne program for staff health and fitness.
- Implemented the annual influenza vaccination program with more than 3000 RTA employees vaccinated.
- OHS Branch worked jointly with Corporate Real Estate to ensure all new capital works and refurbishment projects comply with ergonomic and access requirements.
- Revised the *Traffic Control at Worksites* manual incorporating the revision of Australian Standard 1742, Manual of Uniform Traffic Control Devices, Part 3.
- Recognition of World Day for Safety and Health. Awareness of OHS was promoted through forums held across the State.
- Developed and implemented the Critical Tools for Safety Leaders to assist managers with OHS risk management and modelling safety leadership behaviours.

Information and communications technology

- RTA won the Australian Institute of Project Management Award for Excellence in Information Technology 2009, for the RTA Internet Protocol Telephony Transformation Project.
- Implemented the RTA's revised Information and Communications Technology (ICT) Strategy and Governance arrangements.
- Continued accreditation to ISO 27001 Information Security Management System.
- Delivered four major releases and 12 minor releases for the core DRIVES and eBusiness systems, providing enhancements and new functionality to support legislative changes as well as regulatory and process improvements.
- Upgraded the Transport Management Centre and Newcastle Contact Centre (corporate) phone system to Voice Over Internet Protocol (VOIP) to obtain business benefit and long-term cost savings.
- Implemented desktop video conferencing to contribute to a reduction in travel expenditure.
- Modified the Information Management and Information Technology (IM&IT) service desk in order to take on Transport NSW first level service desk calls.

Governance

- Ensured readiness for the implementation of the new *Government Information (Public Access) Act 2009* from 1 July 2010, through the provision of information on the RTA's website and training RTA staff in the requirements of the new legislation.
- Delivered 802 Ministerial briefings, 91 contentious issue briefings, one Community Cabinet briefing and 57 Cabinet Minute responses.
- Continued focus on improving the RTA's approach to critical governance tools such as business continuity management, the Delegations Manual and the organisation's policy development framework.

Name:	Peter Collins
Position:	Director, Network Management
Level:	6
Period:	2009–10*
Total remuneration package:	\$289,796

Significant achievements in 2009–10

- Developed and published three corridor strategies (Ballina to Tenterfield, Mona Vale to Macquarie Park and Queanbeyan to Bateman's Bay).
- Developed Minor Works Guidelines.
- Published the Rural Major Heavy Vehicle Rest Area Strategy.
- Conducted a Strategic Network Management Learning Workshop on 29 April 2010.
- Successfully managed the handback to public ownership of the M4 Motorway on 16 February 2010.
- Conducted a joint toll compliance review with the Better Regulation Office.
- Developed additional material on Toll Notices and Visitor Fast Facts as part of ongoing development and promotion of the Sydney Motorways Website.
- Established the Transport Coordination Group in the Transport Management Centre.
- Received and managed over 120,000 calls through 132 701 and 170,000 calls through the 131 700 Traffic Incident Hotline.
- Developed the Traveller Information Web Portal, including 64 web cameras, traffic flow information, live variable message sign messages and comprehensive traveller and public transport information.
- Successfully developed and implemented traffic management plans for the World Masters Games, REPCO World Rally Championship, V8 Supercars and Breakfast on the Bridge events.
- Installed a new video wall at the Transport Management Centre and refurbished the Transport Operations Room.
- Completed further works to improve traffic efficiency as part of the Pinch Point Program, including traffic signals at Heathcote Road and New Illawarra Road Lucas Heights and intersection improvements on the Princes and Cumberland highways and Old Windsor Road.
- Managed ongoing work on the implementation of the F3 Incident and Information Management System including completion of work on all 23 median crossovers.
- Managed ongoing enhancement of the Sydney Coordinated Adaptive Traffic System (SCATS).
- Successfully migrated SCATS communications from Permitted Access Private Line to replacement services.
- Completed documentation for the SCATS standard adaptive logic tables, along with a quality assurance process for their update and future changes. These tables are used worldwide where SCATS operates.

- Completed a further 15 bus priority infrastructure projects to a total of 113 completed projects as at 30 June 2010.
- Completed deployment of the new GPS based bus priority system to the entire STA fleet of over 2100 buses and modification of over 790 traffic signals to accept priority requests.
- Contributed to the NSW Government Bike Plan issued by the Premier on 16 May 2010 and development of a program of strategic cycleway works to commence in 2010–11.
- Completed works to enhance safety on a further six pedestrian crossings on multi-lane State roads with a total of 55 completed as at 30 June 2010.
- Completed Pedestrian Bridges at Parramatta Road, Haberfield (opened by the Minister on 28 August 2009) and Silverwater Road, Silverwater (opened on 8 December 2009).
- Managed ongoing delivery of the Railway Level Crossing site upgrade program.
- Conducted a sustainable transport workshop with Department of Planning, Parramatta Council and DECCW.
- Delivered the 2009–10 Infrastructure Asset Management Program including:
 - Completion of 24 major bridge repairs and 11 bridge replacements.
 - 4.22 per cent of the asphalt network resurfaced.
 - 11.22 per cent of the sprayed seal network resurfaced.
 - 0.98 per cent of pavement network rebuilt.
- Managed ongoing progress on the Timber Bridge Partnership Program with a total of 112 bridges completed as at 30 June 2010.
- Completed significant research with Australian Road Research Board underpinning calibration of a methodology for determining the remaining life of road pavements.
- Successfully completed a 10,000 km trial of the Danish Traffic Speed Deflectograph.
- Developed a pricing framework to support incremental pricing trials.
- Completed research with University of Technology, Sydney on the development of bridge deterioration models.
- Completed the road reclassification implementation with all regions gazetted.
- Completed a review of timber truss bridges.
- Coordinated the Directorate Staff Awards Program culminating in a presentation ceremony attended by about 120 staff in February 2010.

Name:	Geoff Fogarty
Position:	Acting Director, Major Infrastructure
Level:	6
Period:	2009–10*
Total remuneration package:	\$243,016

* Acting in position from 22 March 2010 – 30 June 2010. Appointed to the position 2 July 2010.

Significant achievements in 2009–10

22 March 2010 – 30 June 2010

- Mr Fogarty was acting in the position of Director Major Infrastructure for 3.5 months of the reporting period. During this time he provided leadership in the management of the annual \$1.84 billion Road Development Program with a focus on occupational health and safety, project development and project and contract management, urban design, community involvement and the environment.
- Led and managed the delivery of the RTA's \$1.84 billion Road Development Program.
- Maintained strategic partnerships with the Federal Department of Infrastructure, Transport and Regional Development (DOITRD), NSW Transport and Infrastructure and other State Government agencies, contractors, consultants and industry associations.
- Collaborated with Federal DoITRD on the implementation of the 5 year (2009/10 – 2013/14) Nation Building Program, including joint funding of \$3.6 billion for the Pacific Highway Upgrade.
- Oversaw the management of construction works on the Pacific, Hume, Great Western, Princes Highway, and Sydney's arterial network.
- Oversaw planning and development for the Pacific Highway Upgrade and Southern Hume Highway bypasses at Tarcutta, Holbrook and Woomargama.
- Oversaw and facilitated the negotiation to finalise alliance partnership contracts on five major projects: the Tarcutta Bypass and Woomargama Bypass on the Hume Highway; the Lawson Upgrade on the Great Western Highway; the Glenugie Upgrade, Banora Point Upgrade and Kempsey Bypass on the Pacific Highway; the Hunter Expressway on the New England Highway; the Inner West Busway on the Victoria Road; and the Woy Woy Road Intersection on the Central Coast Highway.
- Continued to lead and progress planning and development of the following key infrastructure projects:
 - Great Western Highway, Mount Victoria to Lithgow – preferred route option announcement.
 - Hume Highway, Holbrook Bypass – Environmental Assessment determination.
 - Pacific Highway, Devils Pulpit – Environmental Assessment display.

- Pacific Highway, Tintenbar to Ewingsdale – Tender invite.
 - Princes Highway, South Nowra, Warra Warra road to Forest Road Review of Environmental Factors determination.
 - Camden Valley Way, Cowpasture to Cobbitty Road – tender invited for Design Alliance.
 - Princes Highway: Mount Pleasant to Toolijooa Road – REF exhibition.
- Facilitated the awarding of construction contracts for the following major projects:
 - M2 Upgrade – Environmental Assessment exhibition commenced on 19 May 2010.
 - Pacific Highway, Bulahdelah Bypass.
 - Pacific Highway, Coffs Harbour (Sapphire) to Woolgoolga Duplication.
 - Pacific Highway, Banora Point Upgrade.
 - Central Coast Highway, Woy Woy Road Intersection Upgrade.
 - Hume Highway Tarcutta Bypass.
 - Major projects completed under Mr Fogarty's leadership and opened to traffic from March 2010 – June 2010 included:
 - Pacific Highway, Coopernook to Moorland.
 - Princess Highway, Conjola Mountain Realignment.
 - Facilitated negotiations with private sector providers on M2 Motorway Enhancement works and M5 Motorway Widening proposals
 - Continued to lead and develop improvements to project management within the RTA.
 - Continued to lead and manage the RTA's urban design policy.
 - Managed communications and community involvement activities to support the delivery of road infrastructure development, construction and maintenance programs, including:
 - The development and distribution of more than 1200 community updates, household notifications and displays, as well as more than 445 community meetings, workshops and stakeholder briefings relating to road infrastructure projects throughout the year.
 - The establishment of a map-based navigation system for construction and maintenance pages.
 - The establishment of the RTA's Multimedia Technology Panel.

Name:	Paul Hesford
Position:	Director, Finance and Performance
Level:	6
Period:	2009–10
Total remuneration package:	\$267,075

Significant achievements in 2009–10

Commercialisation

- The Commercial Development Committee (CDC) met on a monthly basis. The CDC provides strategic direction in the pursuit of business opportunities to improve services and generate investment for road maintenance.
- Sponsored the creation of the concession for the Special Number Plates business (announced in the 2008–09 Mini Budget) through a Request for Proposal and subsequent tender evaluation process.
- Oversaw the implementation of 34 new number plate styles, including the High Performance Vehicle licensed number plate which saw year-on-year revenue grow by 10 per cent.
- Delivered \$16 million in outdoor advertising revenue in 2009–10, a 7 per cent increase on the previous year.
- Oversaw the Property Sales and Rental Program, achieving \$56 million in revenue.

Financial management

- Unqualified accounts for 30 June 2009 were signed by the Auditor General.
- Directed the 2010–11 Budget negotiations with NSW Treasury and funding allocations across RTA programs.
- Oversaw integration with Transport NSW through monthly reporting of financial information and development towards a single integrated budget model.
- Completed phase 1 (proposal stage) of the Financial Systems organisation review.
- Oversaw implementation of the Westpac Integrated Banking Server to improve security of financial information submitted to the bank.
- Sponsored the collation and submission of Information and Communication Technology expenditure review returns to NSW Treasury.
- Sponsored the replacement of the Graphical Interface System for the presentation of property information.

Corporate financial advice

- Managed the program of financial advice on private sector infrastructure proposals including refinancing proposals for the M1 and M5 motorways.
- Sponsored an ongoing annual program of reviews for public-private partnerships.
- Annual indexation at December and June implemented for RTA products and services.
- Advice provided on a range of issues relating to the Lane Cove Tunnel, the sale of the Westlink M7 and the transfer of the M4 Motorway back into public ownership.

Planning and performance

- Led the RTA's response and reporting to the NSW Job Summit for the Transport and Logistics Roundtable.
- Provided specialist advice to Transport NSW in developing a corporate plan, corporate framework, Results and Services Plan, Total Asset Management approach and a performance framework for the Transport superagency.
- Oversaw the delivery of quarterly NSW State Plan performance reports and the revision of the NSW State Plan.

Business services (including corporate real estate)

- Relocated four motor registries into new sites, delivered one motor registry rebuild and major office accommodation at Newcastle, Octagon (Parramatta) and Eveleigh.
- Sponsored the commencement for delivery of a replacement Integrated Records and Document Management System.
- Sponsored the implementation of Web Cycle, a project for the ongoing automation of the RTA's accounts payable function.
- Employee Self Service extended to include RTA travel and accommodation through the successful implementation of a contract with the Hotel Network.
- Exceeded the NSW Government's 20 per cent usage target for E10 petrol.
- Strategic procurement generated savings of \$2 million.

Business strategy

- Sponsored the development and delivery of forecasting and accruals training with 31 sessions involving 370 attendees across the State.
- Developed and managed the production of the monthly Director's Message to enhance communication and information to the 400 RTA Directorate staff.

Name:	Louise Hicks
Position:	General Counsel 1 July 2009 – 28 February 2010
Level:	5
Period:	2009–10*
Total remuneration package:	\$233,545
Date in role:	2009–10

* Ms Hicks was appointed to the position of General Counsel, Transport NSW on 31 May 2010.

Significant achievements in 2009-10

1 June 2009 – 28 February 2010

General Counsel

- Provided ongoing support to the Chief Executive and the RTA Executive in the role of General Counsel.
- Managed the provision of legal services to RTA including the provision of in-house legal services.

- Participated on behalf of the RTA in the Treasury Review of external legal services.
- Undertook several leadership opportunities in other portfolios including training and development presentations, chairing the Information Communication Technology strategic review and participating in a number of organisational reviews. Appointed and acted as a member of the Governance Committee.
- Incepted a project to deliver a legal compliance framework for the organisation
- Commenced networking with other government agencies, including Transport NSW.

Name:	Dr Soames Job
Position:	Director, NSW Centre for Road Safety
Level:	5
Period:	2009–10
Total remuneration package:	\$270,229

Significant achievements in 2009–10

- Oversaw the development of the \$170 million Road Toll Response package and outsourced mobile speed camera program.
- Implemented the regulation changes on 1 March 2010 requiring all children under 7 years of age to be restrained in child restraints or booster seats.
- Managed the completion of field inspections and final report for the road safety assessments of 66 Aboriginal communities and associated roads to key facilities.
- Led the completion of project proposal, legislative changes and site selection for the new 200 digital safety cameras and 20 point-to-point heavy vehicle speed enforcement lengths. Delivery of 18 safety cameras and two point-to-point road lengths in 2009–10.
- Initiated implementation of the Newell Highway safety works and trial of the wide centreline treatment.
- Completed community workshops and field inspections for the Central West Transport Routes (CENWEST) review consisting of the Great Western Highway, Mitchell Highway and Mid Western Highway.
- Completed data collection for the new Speed Zone Mapping System, which will allow more efficient speed zoning and better records for Intelligent Speed Adaptation devices.
- Improved pedestrian safety through 12 new or expanded 40km/h high pedestrian activity zones.
- Continued to improve school zone visibility including the installation of flashing lights at 100 school zone sites and dragon's teeth pavement markings at over 1300 schools; commenced rollout of the fluorescence school zone signage and assisted the NSW Performance Audit of School Zones which identified clear road safety benefits of school zones.

- Successful completion of all data collection and initial reporting on the Intelligent Speed Adaptation Trial involving over 100 participant vehicles.
- Successfully completed 66 crash tests at Crashlab – 45 commercial and 21 research tests.
- Successfully developed and released the new Motorcycle Helmet Evaluation Program on 8 May 2010.
- Completed the Heavy Vehicle Roadworthiness survey and detailed analysis.
- Assessed 66 recall notices issued by vehicle manufacturers and took follow up action for 32 cases where the fault was considered a significant road safety risk.
- Managed revision of vehicle standards information for the raising and lowering of vehicles and vehicle dimension limits.
- Successfully managed the Enhanced Enforcement Program (EEP) including the launch of a new enforcement campaign 'In our sights...'
- Managed the random roadside drug testing program with over 28,000 roadside drug tests undertaken by NSW Police in 2009–10.
- Developed the expanded \$25 million safety works package for Picton Road as announced on 7 June 2010.
- Successfully hosted the Australasian Road Safety Research, Education and Policing Conference attracting the largest attendance ever for the conference and developed and delivered the Intelligent Speed Adaptation Conference in Sydney in November 2009. The RTA delivered 32 papers at the conferences.
- Appointed as one of seven members of the new National Road Safety Council
- Appointed as Chair of the National Road Safety Executive Group
- Appointed to the United Nations Global Road Safety Collaboration.
- Sponsored the Daily Telegraph's 'I-Promise' campaign – March to end April 2010.
- Completed annual state wide speed surveys.
- Completed qualitative and quantitative research into attitudes to speeding.
- Completed the *Road toll review* – 2003 to 2008.
- Initiated Austroads funded studies including the crash study focussing on prevention and the cost of injury crashes and a national survey into drivers' attitudes to speeding and speed enforcement.
- Led the introduction of improvements to crash data collection including the new fatal crash investigation protocol and improvements to crash records.
- Delivered expert evidence-based written and verbal evidence input to government enquiries including multiple OTSI investigations, NSW Staysafe and Victorian Parliamentary road safety enquiries.

Name:	Mike Veysey
Position:	Director, Regional Operations and Engineering Services
Level:	5
Period:	2009–10*
Total remuneration package:	\$252,902

* Acted in the position until December and was then formally appointed in 12 December 2009.

Significant achievements in 2009–10

- Mr Veysey provided leadership to the Regional Operations and Engineering Services Directorate in 2009–10.
- Delivered core programs of road development, road management and road use, amounting to \$1.9 billion to meet community needs across the state. Highlights included:
 - New England Highway, Sunnyside Realignment – opened to traffic 4 months ahead of schedule.
 - Barton Highway Capricorn Corner curve improvements – completed 4 months ahead of schedule.
 - Glen Road to Burns Road duplication (Narara to Ourimbah Stage 2) duplication – opened to traffic two months ahead of schedule.
 - Tuggerah Straight Stage 2 (Mildon Rd to Johnson Rd) duplication – works completed 4 months ahead of schedule.
 - Realignment of the Princes Hwy at Conjola Mountain – opened to traffic.
 - Princes Highway from Oak Flats to Dunmore – opened to traffic.
 - F3 Freeway rehabilitation projects – completed.
 - Heritage bridge near Sofala – Wallaby Rocks – restoration and strengthening completed.
 - Waterfall Way, Marx Hill – reconstruction and realignment completed and opened to traffic.
 - Gundaroo Bridge and approaches opened.
- Adopted 'Protect the peak' approach to road works to ensure minimal disruption to peak traffic in Sydney.
- Completed the next phase of the Government's school road safety package (School Zone Alert System) within the announced time frames with signage installed on 100 identified sites.
- Delivered key projects under the Pinch Point Program for congestion management on Sydney roads, including intersection widening and installation of new traffic signals on New Illawarra Road and Heathcote Road, Lucas Heights.
- Road and Fleet Services achieved excellent financial results by with an all-time high income of \$765 million and a surplus of \$71.9 million.

- External income of \$38.9 million secured collectively by business arms across the Directorate.
- Delivered major road safety projects across the State to support the RTA's role as the lead agency for the NSW State Plan priority of 'Improve road safety'. These included the review of speed zones on critical routes of the state network, projects under the Newell Highway Safety package and Picton Road Safety Program, implementation of the 40km/h high pedestrian activity areas across the Sydney Region and the Dragon's Teeth Project of safety works across 1624 schools in NSW.
- Installed Major Incident Management System infrastructure projects on the F3 Freeway to integrate information technology and decision systems into existing infrastructure. These included 16 variable message signs, 23 crossovers, eight CCTVs and eight Emergency Equipment Trailers.
- Reviewed incident management plans for key routes on the State Road Network, including plans for the Hume Highway, Snowy Mountains Highway and Princes Highway at Kiama.
- Expanded bus priority measures delivering 19 Strategic Bus Corridor treatments completed in 2009–10. The Strategic Bus Corridor Program (Sydney) has delivered 112 projects at a cumulative value of \$162 million (as at 30 June 2010).
- A number of technology projects delivered focussing on adaptive research into new technology, systems, materials and processes by Engineering Technology.
- Made considerable progress to increase the effectiveness of vehicle regulations by constructing improvements to inspection sites at Daroobalgie (near Forbes), Coolac, Pine Creek, Glencoe (New England Hwy) and Chinderah.
- Delivered a range of ITS projects to RTA and external clients, including 109 Variable Speed Limit Signs (VSLs) for the Sydney Harbour Bridge and Sydney Harbour Tunnel, over 300 VSLs and VMS for the Gateway Upgrade project in Brisbane and 32 remote-controlled road condition signs for outback South Australia using a satellite link.
- Leadership of the Aboriginal affairs and results for the RTA provided through implementation of the Aboriginal Action Plan 2006–10 and the Procedure for Aboriginal Cultural Heritage Consultation and Investigation, as well as road safety assessments completed within 66 Aboriginal communities.
- Maintained strong performance delivery culture through reporting and tracking of key performance indicators.
- Recognition of the Directorate's performance through external awards including two awards at the 2009 Excellence in NSW Surveying and Spatial Information Awards.

Name:	Brian Watters
Position:	Director, Major Infrastructure
Level:	6
Period:	2009–10*
Total remuneration package:	\$221,797

* In position from 1 July 2009– 19 March 2010. Mr Watters resigned from the RTA effective 19 March 2010.

Significant achievements in 2009–10

1 July 2009 – 19 March 2010

- During the 8.5 months that Mr Brian Watters was Director, Major Infrastructure, he provided leadership in the management of the \$1.84 billion pa Road Development Program with a focus on occupational health and safety, project development and project management, urban design, community involvement and the environment.
- Led and managed the delivery of the RTA's \$1.84 billion Road Development Program.
- Maintained strategic partnerships with the Australian Government, State Government agencies, contractors, consultants and industry associations.
- Managed negotiations with the Federal Department of Infrastructure, Transport and Regional Development (DOITRD) resulting in a record level of 5 year funding (2009/10 – 2013/14) in the Nation Building Program. This included joint funding of \$3.6 billion for the Pacific Highway Upgrade.
- Oversaw and facilitated the successful application for Infrastructure Australia funding of \$2.3 billion for the Hunter Expressway and Kempsey Bypass on the Pacific Highway, after ensuring these projects were 'ready to construct'.
- Oversaw the management of major construction works on the Pacific, Hume, Great Western and the Princes Highways.
- Oversaw the planning and development of the Pacific Highway Upgrade and the Southern Hume Highway bypasses at Tarcutta, Holbrook and Woomargama.
- Oversaw and facilitated the negotiation to finalise alliance partnership contracts on five major projects: the Tarcutta Bypass and Woomargama Bypass on the Hume Highway; the Lawson Upgrade on the Great Western Highway; the Glenugie Upgrade on the Pacific Highway; the Hunter Expressway; and the Inner West Busway on Victoria Road.
- Oversaw and facilitated the preliminary work towards introduction of alliance partnership contracts on four other projects: Banora Point Upgrade and the Kempsey Bypass on the Pacific Highway and the Woy Woy Road Intersection on the Central Coast Highway.
- Facilitated the awarding of the following construction contracts:
 - Bangor Bypass Stage 2, Marsden Road to New Illawarra Road.

- Camden Valley Way, Bernera Road to Cowpasture Road.
- Cowpasture Road, Camden Valley Way to Main Street.
- Great Western Highway Woodford to Hazelbrook – (Station Street to Winbourne Road).
- Great Western Highway: Lawson Upgrade, Ferguson Avenue to Ridge Street.
- Hume Highway, Tarcutta Bypass.
- Hume Highway, Woomargama Bypass.
- Pacific Highway, Glenugie Upgrade.
- Lanyon Drive Duplication to ACT Border.
- Princes Highway: Lawrence Hargrave Drive Intersection.
- Central Coast Highway, Carlton Road to Matcham Road .
- Hunter Expressway.
- Oxley Highway, Wrights Road to Pacific Highway.
- Barton Highway, Capricorn Corner Curve improvement.
- The following major projects were completed under Mr Watters' leadership and opened to traffic in 2009–10:
 - Cowpasture Road, Camden Valley Way to Main Street.
 - F3 Widening, Mt Colah to Cowan, 6 Lanes.
 - Hume Highway, Coolac Bypass.
 - Hume Highway Sheahan Bridge Duplication.
 - Hume Highway, Southern Hume Duplication.
 - Pacific Highway, Karuah-Bulahdelah Sections 2 & 3.
 - Pacific Highway, Lisarow to F3 Stage 2, Glen Rd to Burns Rd.
 - Princes Highway, Northern Distributor extension.
 - Princes Highway, Oak Flats to Dunmore.
 - New England Highway, Sunnyside Realignment.
 - Barton Highway, Capricorn Corner Curve Improvements.
- Continued to lead and develop improvements to project management within the RTA.
- Continued to lead and manage the RTA's urban design policy
- Commenced negotiations with private sector motorway operators to widen the M2 and M5 motorways.
- Commenced community consultation for the M5 East expansion.
- Oversaw the leadership and management of communications and community involvement activities to support the delivery of road infrastructure development, construction and maintenance programs, including:
 - The development and distribution of more than 1200 community updates, household notifications and displays, as well as more than 445 community meetings, workshops and stakeholder briefings relating to road infrastructure projects throughout the year.
 - The commissioning of Teamsite templates for construction and maintenance pages on the website.
 - Community days for the Northbridge safety fence, M5 Expansion, Filtration Plant and others.

Name:	Peter Wells
Position:	Acting Director, Customer and Regulatory Services
Level:	6
Period:	2009–10*
Total remuneration package:	\$267,651

* Acted in the position from 14 April – 30 June 2010.

Significant achievements in 2009–10

14 April, 2010 – 30 June 2010

- Implemented the RTA/State Debt Recovery Office (SDRO) 'Nous' project to allow the significant growth of the camera enforcement program.
- Enabled the lifting of SDRO sanctions in motor registries.
- Singleton, Wetherill Park and Raymond Terrace motor registries were relocated to new premises and opened for business between 31 May and 21 June 2010. The new premises provide customers and staff with modern facilities such as improved public seating, newly designed transaction counters and a new queuing system.
- Continued management of the camera enforcement network including ongoing trials of Point-to-Point camera and Automatic Number Plate Recognition systems.
- Progressed the implementation of the Point-to-Point and Safety Camera (Red-light/speed enforcement) programs.
- Promoted the use of Performance Based Standards and other higher productivity vehicles – 37 Performance Based Standards (PBS) combinations with permits to operate in NSW and 84 vehicle designs approved by the National Transport Commission's (NTC's) PBS Review Panel (PRP) under the PBS scheme.
- Progressed the establishment of a Green Truck Partnership (GTP) – an alliance between the RTA and the road transport industry. The GTP has commissioned independent testing of ten products that claim to improve the environmental performance of heavy vehicles. The testing will begin in the second half of 2010.
- Piloted an Aboriginal driver education program targeted to improving language, literacy, numeracy, computer skills and increasing the knowledge of road law 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.
- Introduced free NSW photo cards for war widows and progressed the extension of concessions for driver licences and registrations to all war widows.
- Progressed work to implement the Vehicle Safety and Compliance Certification Scheme (VSCCS) to replace the current Engineering Certification Scheme.
- Increased participation in the Intelligent Access Program (IAP) to 507 vehicles by 30 June 2010 – double the number of vehicles participating as at 1 July 2009.
- Reducing Directorate correspondence from a typical range of 300–400 items down to 100–140 items per month.

Appendix 5. Industrial relations

Awards/enterprise agreements

The RTA continued to implement the cost-savings initiatives resulting out of the 2008 wage negotiations.

Communication and consultation

The Peak Consultative Committee continued to be the primary point of consultation with salaried staff associations about business improvements impacting on RTA staff. The agreed consultative processes to discuss crucial industrial issues with all unions/associations continued. Forums and committees were convened periodically to address specific issues. The Single Bargaining Unit continued to be the main negotiation and consultation forum for wages staff.

Movements in salaries, wages and allowances

Salaried and wages staff received a four per cent increase in salaries from the first full pay period after 1 July 2009, in line with award provisions.

Industrial Relations Commission

The RTA was involved in 16 disputes lodged with the Industrial Relations Commission (IRC). Eleven were settled by conciliation or withdrawn prior to conciliation. One dispute was referred for arbitration and a decision was made in favour of the RTA. Four disputes remained unresolved as at 30 June 2010.

Twelve unfair dismissal applications were lodged. Ten were settled by conciliation. Two were referred for arbitration and one remained unresolved as at 30 June 2010.

Other ongoing matters at the IRC included one Award Variation Application and one Unfair Contract Claim.

Fair Work Australia

The RTA was involved in one Unlawful Termination dispute lodged with Fair Work Australia. The matter was resolved following conciliation.

GREAT appeals – promotional

Two promotional appeals were lodged with the Government and Related Employees Appeal Tribunal (GREAT). One appeal was disallowed and the other was withdrawn before the compulsory conference.

GREAT appeals – disciplinary

The RTA has one ongoing disciplinary appeal that was originally lodged in October 2008.

Lost time due to industrial action

A total of 99.4 equivalent full-time days were lost due to industrial action.

TABLE A5.1. TOTAL EFFECTIVE FULL-TIME EMPLOYEES BY CATEGORY

Year	Salaried staff	Wages staff	Casual staff	Total staff
2005–06	5150	1750	22	6922
2006–07	5173	1718	33	6924
2007–08	5395	1496	38	6929
2008–09	5359	1743	21	7123
2009–10	5502	1742	22	7266

Appendix 6. 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 that are available at work.

The RTA actively works to ensure that the mix of staff within the organisation reflects that of the communities it serves. 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 towards 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 persons with 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.

The RTA's key philosophy for equity is to ensure that identified target groups are encouraged in their input to the organisation's key result areas. RTA results are achieved through strategy review, policy and project support to increase recruitment, integration and inclusion and personal development of individuals within these groups.

Key actions for 2009–10 are listed below.

Towards gender equity

During 2009–10, participation by women in the RTA workforce remained at 35 per cent. Women now make up 18 per cent of the RTA Executive; however the organisation still needs to improve the development and support of women in management roles.

Various employment programs have targeted recruitment of women in 2009–10. These programs have included traineeships (31 individuals), para-professional recruitment (four), engineering scholarships (eight), engineering cadetships (four) and the RTA Graduate Program (12).

Skills development of female staff has been facilitated by active participation in:

- e+ Chartered status accreditation for engineers. The Professional Development program is offered by the RTA in partnership with Engineers Australia and rewards successful participants with an internationally recognised qualification as well as Chartered Membership with Engineers Australia.
- Top Steps programs to establish career pathways and individual development for women in middle management.
- Formal voice training to build confidence and clarity in verbal communications.
- Seminars, training and networking events 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.

The Spokeswomen's Program aims to provide a support network accessible to all RTA female staff to help them, through provision of information and activities, reach their full potential. The program held in August–September 2009 was fully subscribed at all venues across the state, with participation from more than 550 women and excellent evaluation results.

The RTA Professional Women's Network has hosted lunch meetings with high profile speakers for senior female staff across the organisation. The RTA has maintained an active membership of NSW Equal Employment Opportunity Practitioner's Association.

Increasing the number of women in engineering

Working in partnership with NSW universities offering civil engineering studies, RTA-led events are actively increasing female enrolments at engineering faculties. The organisation's female engineering graduates and para-professionals present interactive learning workshops at such events, building their own confidence and formal presentation skills, and acting as role models.

Female enrolments in engineering at the University of Technology, Sydney have escalated from nine per cent in 2008 to 14 per cent in the 2010 intake. University of Wollongong female engineering enrolments have increased from 9.5 per cent in 2009 to 15 per cent in 2010.

The RTA has co-sponsored the 2009–10 Women in Engineering calendar that is distributed across NSW secondary schools and TAFE colleges.

Increasing the employment and development of Aboriginal people

The NSW State Plan and 'Two Ways Together' economic development plan identify the need for senior executive performance targets to increase Aboriginal employment.

The 'Making It Our Business' strategic framework tracks the organisation's performance against key result areas. The RTA is reviewing its Aboriginal Action Plan 2006–10 and, in conjunction with 'Making It Our Business' 2010–15, is reporting against this plan to the RTA Executive and NSW Premier's Department. The RTA's Aboriginal Employment Plan 2010–15 is a subsidiary of the Aboriginal Action Plan which brings together these initiatives and has been the subject of wide consultation.

In 2009–10, Aboriginal staff made up more than 3.7 per cent of the RTA workforce. The RTA identified and filled Aboriginal entry-level positions including traineeships (25 individuals), apprenticeships (six), para-professional road designers (two), tertiary engineering scholars (two) and engineering cadets (two). The RTA participated in Indigenous career expos and developed a range of Aboriginal merchandise to promote RTA employment options.

In partnership with the Aboriginal Education Consultative Group NSW, RTA is supporting nine secondary scholarships for Aboriginal Year 11 and 12 students studying maths and science subjects (both engineering prerequisites).

Aboriginal_Jobs@rta.nsw.gov.au (email address and distribution network) 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 2009 Elsa Dixon grant submissions funded the establishment of:

- An Aboriginal Employment Coordinator within RTA's Workplace Diversity and Equity group.
- An Aboriginal Media Officer within RTA's Corporate Communication group.

The RTA is reviewing its Aboriginal Action Plan 2006–10 and, in conjunction with 'Making It Our Business' 2010–15, is reporting against this plan to the RTA Executive and NSW Premier's Department.

Increasing employment and participation of people with a disability

People who have disclosed a disability currently represent eight per cent of the RTA workforce. The RTA has Gold membership of the Australian Network on 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.

The RTA is developing greater inclusion of our staff and customers through the working of our Disability Steering Committee, training of our Customer Service Officers in motor registries state-wide and participation in the 'Don't Dis my Ability' (Department of Disability Ageing and Home Care) and 'Flags Ahoy' (National Maritime Museum) awareness campaigns. 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 a staff celebration in Miller Street, North Sydney on 30 November 2009 for International Day of Disability, with Professor Ron McCallum AO as the guest speaker. The RTA is continuing its 'Stepping into' internship program for final year university students with disability in a range of disciplines and currently hosts two Australian Para-Olympians as staff members.

Please refer to Appendix 8 for details of the Disability Action Plan.

Increasing the integration and retention of young people

The RTA metrics identified 6.7 per cent of our staff as aged less than 25 years. RTA's Employment Programs Unit continued to manage over 500 young people involved in the RTA's entry level programs. Its roles included student support, tertiary institution liaison and proactive participant placement for the RTA's range of targeted pathways.

The 2009 paraprofessional program expanded to build career pathways from electrical trades into traffic network modelling and to develop RTA skills on-the-job in property acquisition / asset management and 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.

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 eight per cent speaking a first language other than English. The RTA is a member of the Community Relations Commission (CRC) and the RTA is developing a new Multicultural Plan against the Multicultural Planning 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.

Key initiatives for workplace diversity and equity in 2010–11

Initiatives within the Workplace Diversity and Equity section are guided by the RTA Diversity and Equity Framework across six focus areas to increase the employment and development of: women into engineering, women into management, Aboriginal people, people with disability, youth and staff from multicultural backgrounds. The key initiatives for the coming year are:

- Improve EEO data collection, analysis and reporting.
- Encourage employee engagement through participation in projects, development opportunities and mentoring.
- Implement the RTA Diversity and Equity Framework and evaluate outcomes.
- Promote the Aboriginal Action Plan and Aboriginal Employment Plan and deliver culturally appropriate projects and programs to support the community through road safety, licensing and employment targets.
- Recruit and develop identified Aboriginal roles at all levels.
- Develop the RTA Disability Action Plan in consultation with internal and external stakeholder groups.
- Finalise the RTA Reasonable Adjustment Policy (which facilitates workplace adjustments as required) and support managers and staff in its implementation.
- Consult and develop strategies and measures for the RTA Multicultural Plan.
- Provide access to and encourage uptake of flexible work practices and provisions through a review, and update relevant RTA policies such as flexible work, job swap / job share, teleworking, reasonable adjustment, special leave provisions and access to first aid rooms for lactating mothers returning to work.
- Assess women's participation in sponsored programs, development opportunities, tertiary studies and research projects.
- Provide TAFE scholarships and entry pathways for equity group candidates in areas of skill shortage.
- Review recruitment programs to encourage opportunities and applicants for female apprenticeships and to ensure equitable access for disadvantaged groups including Aboriginal people and people with a disability.
- Grow the 'Stepping into' internship program for final year engineering/policy students with a disability.

TABLE A6.1. TRENDS IN THE REPRESENTATION OF EEO GROUPS

EEO GROUP	Benchmark	RTA 2006	% of total staff			
			RTA 2007	RTA 2008	RTA 2009	RTA 2010
Women	50	34	34	35	35	35
Aboriginal People and Torres Strait Islanders	2.6	1.8	1.9	1.8	1.7	3.7
People Whose Language First Spoken as a child was not English	19	16	16	16	18	18
People with a Disability	12	12	11	11	9	8
People with a Disability Requiring Work-related Adjustment	7	3.5	3.4	3.4	2.9	2.6

EEO GROUP	Benchmark	RTA 2006	Distribution Index			
			RTA 2007	RTA 2008	RTA 2009	RTA 2010
Women	100	86	86	87	87	89
Aboriginal People and Torres Strait Islanders	100	91	92	94	95	68
People Whose Language First Spoken as a Child was not English	100	105	107	111	109	113
People with a Disability	100	91	91	92	98	100
People with a Disability Requiring Work-related Adjustment	100	92	93	93	98	99

Appendix 7. Multicultural Policies and Services Program

The RTA has reviewed agency activities against the refreshed Multicultural Policies and Services Program (MPSP) framework and participated in the Community Relations Commission led 2009 project group to develop supporting training materials for the framework. The MPSP framework is a guide to the planning of cultural and language inclusion, innovation in delivery of culturally appropriate services and the monitoring of diverse customer needs and benefits derived from public sector programs.

Key MPSP activity areas include the following:

Planning and performance measurement

The RTA will develop a Multicultural Plan in consultation with line management. The plan will include key performance metrics and will outline plans for monitoring outcomes in key business areas. 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. The RTA's provision of services is 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, from induction to formal qualification oriented development, 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. Its 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 occurs through intranet, internet, public sector notices, newspaper and recruitment agency avenues.

Community Language Allowance Scheme (CLAS) accredited staff offer 14 languages and enhance customer service, particularly within motor registry venues.

The RTA provides selected work placements for overseas qualified engineers to build their local experience, practical knowledge and professional networks.

Access and equity

Research for the RTA Multicultural Plan will monitor changes in language and cultural group locations to ensure RTA services are accessible to all. Written driver licensing information is available in key community languages, with instruction 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

By May 2010, the RTA had surveyed 28 current Community Language Allowance Scheme (CLAS) officers. Together they offered 14 languages, and the surveys recorded recent incidence, usage and frequency within the work place. A majority of staff were found to use their community language on a daily basis, for an average of 30 minutes during direct customer service interactions. Many CLAS officers also assist via the phone for customers based at other locations or the RTA Contact Centre. The spread of languages offered has supported prompt, quality customer service and has limited formal interpreter costs.

Appendix 8. Disability Action Plan

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

The RTA continues to consult with disability specialists, communities and other transport agencies in refining its Disability Action Plan. The organisation has sourced external technical knowledge in its review of:

- Infrastructure pedestrian bridge accessibility.
- Motor registry retro-fitting.
- Planning for inclusive community events.

Through Equal Employment Opportunity metrics and our Disability Steering Committee, the RTA monitors its staff with disability to ensure the organisation is removing barriers and providing suitable workplace adjustments.

From December 2009 to February 2010, the RTA offered limited duration internships to five final year university students with a disability studying in Law, Human Resource, Systems Engineering and Property Economics disciplines. These internship placements include a physical site visit and a written accessibility report for the given staff location.

The RTA is currently piloting a work placement program aimed at placing Para-Olympic athletes into mainstream jobs. The RTA will continue to increase employment with these disability-specific entry pathways.

Proposed initiatives for disability planning for the 2010–11 period are listed in Appendix 6.

It is a legal requirement to have disability included in the Diversity and Equity Plan. This is also described in Appendix 6.

Appendix 9. Overseas travel by RTA officers

From 1 July 2009 – 30 June 2010, officers of the RTA travelled overseas on 25 occasions to undertake official duties for the RTA and the NSW Government. Details are presented in the table below.

TABLE A9.1. OVERSEAS TRAVEL BY RTA OFFICERS 2009–10

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.
Manager Client Liaison	Stockholm, Sweden	16th World Intelligent Transport Systems Congress
Manager Network Performance Development	Stockholm, Sweden	16th World Intelligent Transport Systems Congress
Manager Client Liaison	Nelson, New Zealand	Annual Sydney Coordinated Adaptive Traffic System (SCATS) New Zealand User Group meeting – present RTA's update on SCATS
Manager Traffic Systems Application	Nelson, New Zealand	Annual SCATS New Zealand User Group meeting – present RTA's update on SCATS
Manager Client Liaison	Singapore	To discuss Singapore VAX decommissioning project with Land Transport Authority (LTA) and finalise work
Manager Traffic Systems Application	Singapore	To discuss Singapore VAX decommissioning project with Land Transport Authority (LTA) and finalise work
Bitumen Inspector; Regional Operations and Engineering Services (ROES)	Port Moresby, Mount Hagan, Goroka, Kokopo and Madang, Papua New Guinea`	To test and certify Bitumen Sprayers owned by Global Construction Ltd – Papua New Guinea
Principal Bridge Engineer	Hong Kong	Present paper on 'Modern Bridge Load Testing and Assessment Techniques Developed by the RTA', at the Bridges Asia International Conference in Hong Kong
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
General Manager Corporate Planning and Performance	Tokyo, Japan	World Road Association (PIARC) meeting and seminar
Manager Signs and Delineation Assets	Nelson, New Zealand	New Zealand Road Markers Federation Conference
Manager Safer Roads Policy, Standards and Research	Auckland, New Zealand	Present papers including 'Guidelines for Retro-fitting Existing Roads to Optimise Safety Benefits: A Practitioner's Experience and Assessment of Options for Improvement' at Australasian Transport Research Forum (ATRF)
Manager Network and Corridor Planning	Auckland, New Zealand	Australasian Transport Research Foundation (ATRF) Conference
General Manager Corporate Planning and Performance	Wellington, New Zealand	Australia and New Zealand School of Government (ANZSOG) Executive Fellows Program
Manager Tolling Operations	Brazil, Colombia, North America	International Tolling Conference and Bilateral industry meeting, researching alternate tolling technologies and meeting client (AVIS P/L)
General Manager Corporate Planning and Performance	Bamako, Mali, Africa	World Road Association (PIARC) meeting and seminar
Senior Project Manager Corporate Planning and Performance	Washington, USA	Speaker at American Highway and Transportation Officials Conference, 89th Transportation Research Board (TRB) Annual Meeting
Principal Policy Manager; Light Vehicles,	Wellington, New Zealand	Australasian New Car Assessment Program and used Car Safety Rating meetings
Director Centre for Road Safety	New York and Washington, USA	United Nations Road Safety Collaboration meeting
General Manager Traffic Management	Christchurch, New Zealand	Austroads Network Task Force meeting
General Manager Corporate Planning and Performance	Lisbon, Portugal	Keynote speaker at the International Road Federation world meeting
Manager National Regulatory Policy	Christchurch, New Zealand	Austroads Freight Task Force meeting
General Manager Corporate Planning and Performance	Lisbon, Portugal	World Road Association (PIARC) Technical Committee meeting
Pavement Technologist ROES	Ancona, Italy	Present paper on 'Australia's Progress Towards Sustainable Construction Practices' at the 2nd International Conference on Sustainable Construction Materials and Technologies

Appendix 10. Freedom of Information

During 2009–10, the RTA received 3511 requests for information under the *Freedom of Information Act 1989* (FOI Act), compared with 2566 in 2008–09. In addition, 322 applications were brought forward from the previous period, making a total of 3833 applications to be processed. At the end of the 2009–10 reporting period, 553 applications were not completed.

The complexity and volume of documents sought from the RTA have increased significantly in the past 12 months. These applications seek access to maps, plans, and proposed and current road works. Furthermore, the use of FOI by insurance and finance companies continues to rise. The use of FOI by electronic tag operators is also a recent and significant change. The majority of these applicants use FOI to obtain the identity and address of registered operators of motor vehicles whom they are trying to trace. There has also been a marked increase in the number of applications lodged by the media, opposition members, community groups and solicitors. Of the 3035 requests completed, 297 applications applied for documents that were not held by the RTA, 2322 were granted in full, 168 were granted in part, 238 were refused and one was deferred. Fifteen were transferred to other agencies and 184 were withdrawn. Of those refused in full or part, one was refused on the grounds that the information was otherwise available and 43 were refused as the applicant did not pay the necessary fees. See Table A10.1 below for details of disallowing or restricting access.

Of those requests not granted in full, internal reviews were finalised for 16 decisions and two external appeals to the Ombudsman were finalised. There were two appeals completed at the Administrative Decisions Tribunal this year. A total of 2030 applications required consultation with 3593 third parties external to the organisation. The estimated operating cost of processing FOI requests was \$68,061 (\$60,150 in 2008–09) and fees received totalled \$31,455 (\$51,300 in 2008–09). There were no requests received for amendments to personal records. Any applications for amendment were processed under the *Privacy and Personal Information Protection Act 1998*. No requests were received for notations to personal records and no ministerial certificates were issued. A total of 672 applications were finalised after the statutory processing period. One of the factors contributing to this was the continuing high number of applications – an increase of 38.52 per cent on those received the previous year. Overall, there was a 34.27 per cent increase in the total applications processed in 2009–10 compared to 2008–09.

A number of business solutions have also been introduced to improve the efficiency and effectiveness of the FOI process and the area is restructuring a number of business processes. The RTA continued with the identification, computerised recording and provision of policy documents in accordance with the requirements of the FOI Act. The RTA's Statement and Summary of Affairs are published on its website at www.rta.nsw.gov.au.

FOI appeals to the Ombudsman

During 2009–10 two external appeals to the Ombudsman were commenced, or continued and concluded.

In the first case, on 28 January 2009, an application was made for a full set of documents associated with a decision to upgrade an RTA position. On 27 January 2009 the RTA determined to grant access to all of the documents held by the agency. The documents were released. However, on 13 February 2010 the applicant lodged an Internal Review claiming that they felt there were additional documents. On 26 February 2010 the initial determination was varied and an additional document was released. The applicant applied to the office of the NSW Ombudsman for External Review. Pursuant to 52A (1) (a) of the FOI Act, the office of the NSW Ombudsman suggested the RTA review its determination and grant access to additional documents that related to the subject matter although they may not have been covered by the original terms of the application. On 24 July 2010, the RTA reviewed the determination and granted access to additional documents.

In the second case, on 19 November 2009 an application was made for documents revealing the top 10 accident sites in NSW for the 2008–09 financial year or the 2008 calendar year. On 1 December 2010, the RTA determined to defer access to the information pending finalisation of the relevant report. On 24 December 2010 the report was released to the applicant along with advice there may be some variations between the version released and the final document and the applicant should compare the report provided to them with the final version placed on the RTA's website. Despite not having lodged an Internal Review application, the applicant lodged a complaint with the Ombudsman on 1 March 2010 that the RTA had failed to provide the documents he had originally sought. On 23 March 2010 the Ombudsman's office wrote to the RTA notifying of an External Review request by the applicant. On 23 April 2010 the RTA responded to the Ombudsman's enquiry, pointing out the applicant had not followed the requirements of Section 34 of the FOI Act. On 28 June 2010 the Ombudsman's office, satisfied in the RTA's handling of the matter, decided not to take any further action regarding the applicant's complaint.

FOI appeals to the Administrative Decisions Tribunal

There were two appeals to the Administrative Decisions Tribunal (ADT) that commenced in 2009–10.

On 7 October 2009 the RTA received an application from a legal firm for all documents relating to two nominated Penalty Notices. The third party was consulted but did not respond to the consultation letter. On 26 October 2009 the RTA advised the applicant that it had determined to release all of the documents in question. On 9 February 2010 a planning meeting was held at the ADT. It was pointed out that the subject of the appeal was outside the scope of the FOI Act. As a result of the meeting the applicant withdrew the application.

The second case had commenced on 26 May 2008 when an application was made for extensive documentation relating to

major RTA road projects. On 2 June 2009 the RTA had advised the applicant it was estimated it would take in excess of 1900 hours and \$50,000 to process the request. The applicant was asked to revise the terms of the application in order to avoid the RTA having to refuse the application on the grounds of an unreasonable diversion of resources.

Despite a number of telephone calls the matter was not resolved. The applicant asked for a list of the documents being sought and was advised that this exercise alone was estimated to take 250 hours. Therefore, on 13 July 2009 the RTA determined to refuse the application on the grounds of an unreasonable diversion of resources.

On 13 October 2009 a planning meeting was held at the ADT. Amongst other things it was pointed out the applicant had not lodged an Internal Review. The applicant agreed to withdraw the appeal.

TABLE A10.1. FOI STATISTICS 2009–2010

SECTION A: NUMBER OF NEW FOI APPLICATIONS

	Personal		Other		Total	
	2008–09	2009–10	2008–09	2009–10	2008–09	2009–10
FOI requests						
How many FOI applications were received, discontinued or completed?						
A1 New	23	9	2543	3502	2566	3511
A2 Brought forward	1	2	196	320	197	322
A3 Total to be processed	24	11	2739	3822	2763	3833
A4 Completed	23	10	2130	3025	2153	3035
A5 Discontinued	1	1	290	244	291	245
A6 Total processed	24	11	2420	3269	2444	3280
A7 Unfinished (carried forward)	0	0	319	553	319	553

SECTION B: DISCONTINUED APPLICATIONS

	Number of discounted FOI applications					
	Personal		Other		Total	
	2008–09	2009–10	2008–09	2009–10	2008–09	2009–10
Why were FOI applications discontinued?						
B1 Request transferred out to another agency (s. 20)			3	15	3	15
B2 Applicant withdrew request	1	1	149	183	150	184
B3 Applicant failed to pay advance deposit (s. 22)			112	43	112	43
B4 Applicant failed to amend a request that would have been an unreasonable diversion of resources to complete (s. 25(1)(1a))			26	3	26	3
B5 Total discontinued	1	1	290	244	291	245

SECTION C: COMPLETED APPLICATIONS

	Number of completed FOI applications						
	Personal		Other		Total		
	2008–09	2009–10	2008–09	2009–10	2008–09	2009–10	
What happened to completed FOI applications?							
C1	Granted or otherwise available in full	19	7	1533	2325	1552	2332
C2	Granted or otherwise available in part	1		436	168	437	168
C3	Refused	3	2	105	236	108	238
C4	Documents not held	0	1	56	296	56	297
C5	Completed	23	10	2130	3025	2153	3035

SECTION D: APPLICATIONS GRANTED OR OTHERWISE AVAILABLE IN FULL

	Number of FOI applications (granted or otherwise available in full)						
	Personal		Other		Total		
	2008–09	2009–10	2008–09	2009–10	2008–09	2009–10	
How were the documents made available to the applicant?							
All document requested were:							
D1	Provided to the applicant	20	7	1525	2308	1545	2315
D2	Provided to the applicant's medical practitioner			2	5	2	5
D3	Available for inspection			3		3	
D4	Available for purchase						
D5	Library material						
D6	Subject to deferred access			1	1	1	1
D7	Available by a combination of any of the reasons listed in D1–D6 above			1		1	
D8	Total granted or otherwise available in full	20	7	1532	2314	1552	2321

SECTION E: APPLICATIONS GRANTED OR OTHERWISE AVAILABLE IN PART

	Number of FOI applications (granted or otherwise available in part)						
	Personal		Other		Total		
	2008–09	2009–10	2008–09	2009–10	2008–09	2009–10	
How were the documents made available to the applicant?							
All document requested were:							
E1	Provided to the applicant			424	167	424	167
E2	Provided to the applicant's medical practitioner						
E3	Available for inspection			8		8	
E4	Available for purchase			5	1	5	1
E5	Library material						
E6	Subject to deferred access						
E7	Available by a combination of any of the reasons listed in E1–E6 above						
E8	Total granted or otherwise available in part	0	0	437	168	437	168

SECTION F: REFUSED FOI APPLICATIONS

	Number of refused FOI applications					
	Personal		Other		Total	
	2008-09	2009-10	2008-09	2009-10	2008-09	2009-10
Why was access to the documents refused?						
F1 Exempt	3	2	104	177	107	179
F2 Deemed refused			1	28	1	28
F3 Total refused	3	2	105	205	108	207

SECTION G: EXEMPT DOCUMENTS

	Number of FOI applications (refused or access granted or otherwise available in part only)					
	Personal		Other		Total	
	2008-09	2009-10	2008-09	2009-10	2008-09	2009-10
How were the documents made available to the applicant?						
Restricted documents						
G1 Cabinet documents (Clause 1)			42	6	42	6
G2 Executive Council documents (Clause 2)						
G3 Documents affecting law enforcement and public safety (Clause 4)			46	1	46	1
G4 Documents affecting counter-terrorism measures (Clause 4A)			12	8	12	8
Documents requiring consultation:						
G5 Documents affecting inter-governmental relations (Clause 5)						
G6 Documents affecting personal affairs (Clause 6)			267	252	267	252
G7 Documents affecting business affairs (Clause 7)			59	20	59	20
G8 Documents affecting the conduct of research (Clause 8)						
Documents otherwise exempt:						
G9 Schedule 2 exempt agency			3		3	
G10 Documents containing information confidential to Olympic committees (Clause 22)						
G11 Documents relating to threatened species, Aboriginal objects or Aboriginal places (Clause 23)						
G12 Documents relating to threatened species conservation (Clause 24)						
G15 Documents relating to judicial functions (Clause 11)				1		1
G16 Documents subject to contempt (Clause 17)						
G17 Documents arising out of companies and securities legislation (Clause 18)						
G19 Documents subject to legal professional privilege (Clause 10)			28	8	28	8

	Personal		Other		Total	
	2008–09	2009–10	2008–09	2009–10	2008–09	2009–10
G20 Documents containing confidential material (Clause 13)	3		63	3	66	3
G21 Documents the subject of secrecy provisions (Clause 12)			1		1	
G22 Documents affecting the economy of the State (Clause 14)						
G23 Documents affecting financial or property interests of the state or an agency (Clause 15)						
G24 Documents concerning operations of agencies (Clause 16)				6		6
G25 Internal working documents (Clause 9)			18	7	18	7
G26 Other exemptions (eg Clauses 20, 22A, and 26)		2		90		92
G27 Total applications including exempt documents	3	2	541	402	544	404

SECTION H: MINISTERIAL CERTIFICATES (S. 59)

	Number of ministerial certificates	
	2008–09	2009–10
How many Ministerial Certificates were issued?		
H1 Ministerial Certificates issued	0	0

SECTION I: FORMAL CONSULTATIONS

	Number of consultations	
	2008–09	2009–10
How many formal consultations were conducted?		
I1 Number of applications requiring formal consultation(s)	1521	2030
I2 Number of people formally consulted	2786	3593

SECTION J: AMENDMENT OF PERSONAL RECORDS

	Number of applications for amendment of personal records	
	2008–09	2009–10
How many applications for amendment of personal records were agreed or refused?		
J1 Agreed in full	0	0
J2 Agreed in part	0	0
J3 Refused	2	0
J4 Total	2	0

SECTION K: NOTATION OF PERSONAL RECORDS

	Number of applications for notation	
	2008–09	2009–10
How many applications for notation¹ of personal records were made (FOI Act s. 46)?		
K1 Number of requests for notation	0	0

1. A notation is a formal application to have a notation placed on a record following a refusal by an agency to change an alleged incorrect record.

SECTION L: FEES AND COSTS

	Assessed costs		Fees received	
	2008–09	2009–10	2008–09	2009–10
What fees were assessed and received for FOI applications processed (excluding applications transferred out)?				
L1 All completed requests	\$60,150	\$68,061	\$51,300	\$31,455

SECTION M: FEE DISCOUNTS

	Number of FOI applications (where fees were waived or discounted)					
	Personal		Other		Total	
	2008–09	2009–10	2008–09	2009–10	2008–09	2009–10
How many fee waivers or discounts were allowed and why?						
M1 Processing fees waived in full	6		195	39	201	39
M2 Public interest discounts				2		2
M3 Financial hardship discounts pensioner/child	2		22	35	24	35
M4 Financial hardship discounts non-profit organisation		1	131	167	131	168
M5 Total	8	1	348	243	356	244

SECTION N: FEES REFUNDED

	Number of refunds	
	2008–09	2009–10
How many refunds were granted as a result of significant correction of personal records?		
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	
	2008–09	2009–10	2008–09	2009–10	2008–09	2009–10
How long did it take to process completed applications? (Note: calendar days)						
O1 0–21 days – statutory determination period	10	4	427	1139	437	1143
O2 22–35 days – extended statutory determination period for consultation or retrieval of archived records FOI Act s. 59B)	9	2	980	1218	989	1220
O3 Over 21 days – deemed refusal where no extended determination period applies	2	1	213	105	215	106
O4 Over 35 days – deemed refusal where extended determination period applies	2	3	510	563	512	566
O5 Total	23	10	2130	3025	2153	3035

SECTION P: PROCESSING TIME, HOURS

		Number of completed FOI applications					
		Personal		Other		Total	
		2008–09	2009–10	2008–09	2009–10	2008–09	2009–10
How long did it take to process completed applications?							
P1	0–10 hours	23	10	1951	2821	1974	2831
P2	11–20 hours			76	182	76	182
P3	21–40 hours			67	13	67	13
P4	Over 40 hours			36	9	36	9
P5	Total	23	10	2130	3025	2153	3035

SECTION Q: NUMBER OF REVIEWS

		Number of completed reviews	
		2008–09	2009–10
How many reviews were finalised?			
Q1	Internal reviews		26
Q2	Ombudsman reviews		6
Q3	Administrative Decisions Tribunal ADT reviews	3	2

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
What were the results of internal reviews finalised?							
Grounds on which internal review requested							
R1	Access refused			2		2	
R2	Access deferred						
R3	Exempt matter deleted from documents			8	4	8	4
R4	Unreasonable charges						
R5	Failure to consult with third parties						
R6	Third parties views disregarded				2		2
R7	Amendment of personal records refused						
R8	Total			10	6	10	6

Plus deemed refusal²: 1

2. A deemed refusal is a formal term used to indicate an applicant lodged a formal complaint when an agency failed to determine an application within statutory timeframes.

Appendix II.

Ombudsman complaints

During 2009–10 the Ombudsman referred a total of 58 complaints to the RTA for investigation. These are described below.

In previous RTA Annual Reports, only complaints received via letter have been counted. However, this year in the interests of full disclosure and open reporting, all complaints received by letter, email and telephone have been logged for the 2009–10 Annual Report.

Note: The majority of complaints to the Ombudsman are dealt with informally between the Ombudsman and the RTA, or else the RTA responds directly to the person making the complaint without the need for further involvement by the Ombudsman.

July 2009

Complaint about the information on the RTA's website informing people about the steps to renew a driver licence.

The person making the complaint believed the information supplied was inadequate and possibly confusing. The RTA reviewed the information on the website and uploaded additional material, clarifying the information.

Complaint about a delay in processing an application for a NSW driver licence. The person had passed their driver test but, due to a difference of name on the RTA database, the RTA needed to carry out background checks to confirm their identity. This involved long delays, but the issue has now been resolved.

Complaint about the Medical Unit section of the Driver Licence Review Unit's assessment of Unsafe Driving Reports.

The RTA undertook to develop and document procedures for dealing with the variety of issues undertaken by the Medical Unit.

Request for driving suspension to be backdated as the person making the complaint claimed a suspension notice was sent to the wrong address. The person making the complaint had changed address after the suspension notice was sent and by law the RTA cannot change suspension start dates.

Complaint about a person being unable to change a name on a driver's licence, to include a capital letter in the middle of the first name, even though a change-of-name certificate was produced. In order for the RTA to accommodate the capital letter it would have to re-program its software and this is not currently viable.

August 2009

Complaint about a person being unable to renew their licence due to fraud investigations with which they were involved.

Someone else had tried to gain a licence illegally under the person's name and the RTA had to investigate this. The person making the complaint claimed that the RTA did not reply to enquiries about the status of the licence. The issue has now been resolved and person has been able to renew the licence.

Complaint about noise experienced in relation to the Inner West Busway Project. The RTA has apologised for the inconvenience and has made every effort to reduce noise impacts on local residents.

Complaint about the RTA's procedures for monitoring vehicles that are written off and then superficially repaired and re-registered. The RTA undertook a review and identified areas to improve the management of written-off vehicles.

September 2009

Complaint about difficulties in trying to change a name on a licence. Relevant forms had been completed at the Registry of Births, Deaths and Marriages; the RTA had previously mis-spelt the name and was unable to change it. The RTA required the person to change their birth certificate before the RTA could change the licence name.

Complaint about a person receiving toll notices issued before they owned the vehicle. Issue now resolved.

Complaint about the requirement to hand in number plates because the vehicle registration was cancelled for longer than three months. As this requirement is agreed RTA policy, the plates must be handed in and new ones purchased.

Complaint about damage to property, overgrown scrub and grass, and rubbish being dumped from the adjacent M7 Motorway. Operators of the M7 met with the person making the complaint and put in place remedial measures to address the concerns.

The person making the complaint had not received fines from the State Debt Recovery Office (SDRO) because the RTA held an incorrect address. The person making the complaint had been told that the address was changed at Goulburn Registry in 2008, even though they had never been to Goulburn and had lived at their current residence for 20 years. The RTA investigated the error and then reported back to Ombudsman.

The Ombudsman queried why the inclusion of additional information, such as noise defect notices, could not be provided under the Register of Encumbered Vehicles check performed before purchasing a car. The RTA has committed to include an assessment of providing vehicle defect information under its Vehicle History Check facility.

Complaint about the charges applied by the RTA for retrieving information from the Western Australian Department for Planning and Infrastructure regarding a licence that was previously held in WA. The issue was resolved and the person making the complaint was advised to return to the registry to obtain the unrestricted NSW licence.

Concerns about the circumstances surrounding a full rider licence issued from Bankstown Motor Registry after the rider passed the provisional PI test at Gosford Motor Registry. Two weeks later a letter was received stating that the licence was issued incorrectly. The issue is being investigated.

October 2009

Complaint received about an electronic tag account being accidentally closed by an RTA staff member. A refund was sent, minus \$6 for closing fee. The person making the complaint believes they should not have to pay the fee because it was an RTA error. The RTA has now refunded the closing fee and has put in place measures to limit similar errors happening in the future.

Complaint about a person not receiving a response from a previous complaint about siting and alterations to a Heavy Vehicle Inspection Station. A response was sent out and the issue resolved.

Complaint about a person not receiving a response to a letter to the RTA's Chief Executive about not being able to register a car in NSW because an identical VIN number existed in SA. SA has now corrected its records and the person making the complaint can register their car in NSW.

Complaint about a person being refused inclusion in the Noise Abatement Program when heavy vehicles were parking illegally adjacent their property. The issue was resolved as the Noise Abatement Program only deals with noise from arterial roads and not from trucks.

Complaint about problems registering a vehicle under a corporation's name. One letter had been sent to the Chief Executive, along with three follow up emails, and none were replied to. The issue was resolved and the person making the complaint was advised that a vehicle can be registered under a corporation's name.

Complaint about an electronic tag being declined due to insufficient money in the credit card account. The issue was resolved by the person making the complaint updating their details and paying the outstanding tolls. The account was re-activated.

November 2009

Complaint received from a person whose licence was suspended by the NSW Police Force for speeding. The RTA then also suspended the licence for the same infringement but for a different period of time. Because the person making the complaint appealed against the decision in court, the RTA could not legally lift their suspension period. The issue was discussed with the Ombudsman and resolved.

Complaint about a person not being able to renew their licence because it expired during a period of suspension. The matter was finalised.

Complaint regarding the suspension of a provisional P2 licence due to excess demerit points. The issue was resolved.

Customer service complaint against Goulburn Motor Registry. The person making the complaint received conflicting advice concerning driver restrictions due to a medical condition. No reply was received. A response was sent and the issue resolved.

Complaint about pensioners registering vehicles at motor registries but subsequently finding out that the registration was not processed and they were therefore driving unregistered. One person making the complaint subsequently lost their licence and was fined heavily by police. The RTA is to investigate.

Complaint about pedestrian overpass lifts being shut 6pm–6am. The issue was resolved.

Complaint that no response has been received from three letters about a signal box sent in the past three years. A response letter was sent out.

December 2009

The person making the complaint was charged twice for one service at a motor registry and did not receive a refund. System problems had prevented the motor registry from refunding money on the same day. A cheque was later sent out and the issue resolved.

Complaint about the start of a good behaviour period. The person making the complaint had not received correspondence to state when the period would start so assumed that it was from when they had signed the form. The person making the complaint ran a red light after he thought the period had ended but received a suspension from the RTA because of the different start dates. The RTA is to investigate.

Complaint as to why an offence was not recorded during a suspension period. The RTA was not notified of the offence until after the period and therefore points on the licence are still active.

Complaint about an unanswered letter about RTA Blue Slip inspection fees. The issue was resolved.

Complaint about electronic-tag notices being received for a vehicle that the person had not had access to since 2007. The RTA investigated and toll notices were waived.

January 2010

Allegations that a car sales yard obtains pink slips without vehicles actually being checked. The RTA is investigating.

The person making the complaint moved to Victoria and was unable to register the car because the database system stated that the vehicle had been written off. The person making the complaint purchased the car and it had been registered in NSW for the past three years, after having passed a written-off vehicle inspection. Each state has different inspection requirements so the RTA cannot comment on Victoria's inspection criteria.

Complaint about the failure to respond to a letter to RTA customer relations about the status of demerit points and whether the person making the complaint can receive assistance in the Driver Qualification Test due to a learning disability. The issue was resolved.

Complaint about conflicting advice received from RTA about how to convert a French rider licence to a NSW rider licence. The RTA is investigating.

Complaint about a written-off Ford Trader that passed a Heavy Vehicle Inspection Station inspection but was subsequently unable to be registered. The issue was resolved.

Complaint about an infringement notice received as a result of avoiding heavy vehicle checking stations. The person making the complaint had been issued with a warning before they avoided two more stations. The issue was resolved.

Complaint about the fee charged for changing from receiving email statements to quarterly paper statements. The person making the complaint had been given the wrong information and the issue is now resolved.

Complaint about being refused a licence due to leaving the country for a holiday and therefore not being in Australia for six months continuously as required. The RTA is willing to make an exemption if the person has an overseas licence that is valid or has recently expired.

February 2010

Complaint about inaccurate information on a Register of Encumbered Vehicles check leading to the purchase of a previously written-off vehicle without the purchaser's knowledge. The RTA is investigating the documents provided with the vehicle.

The Ombudsman contacted the RTA for information on demerit points and how long they stay active. The information was provided and the issue resolved.

Complaint from the Ombudsman concerning inconsistent information previously provided about an RTA employee and subsequent charges being laid against him. The RTA clarified the information provided to the Ombudsman.

Complaint about a delay in obtaining a Vehicle Identification Number (VIN). The RTA is investigating the issue.

Complaint about the refusal by Tamworth Motor Registry to provide an Auslan interpreter for a vehicle registration transfer. The RTA will provide staff at Tamworth Motor Registry and other registries with disability awareness training, and the RTA will develop a disability policy that provides RTA staff with guidance on the provision of assistance to customers.

Complaint about an electronic-toll charge incurred for a vehicle while the owner was overseas. The RTA has investigated and credited the account.

March 2010

Complaint about receiving toll notices for a car that the person does not own. The car dealership was responsible for nominating the incorrect owner. The drives database was updated and the issue resolved.

Complaint that the RTA has failed to satisfactorily investigate allegations about alleged corrupt conduct by a vehicle inspector. After investigation, the RTA found the inspector to be acting in accordance with his job role and within the law.

Issues with a licence renewal due to the fact that the person was an inmate at Junee Correctional Centre. The issues were resolved.

Complaint about issues with transferring vehicle registration to a non-NSW resident. They subsequently received an infringement notice because the transfer had not been processed correctly. The issue was resolved.

April 2010

The Ombudsman queried classification of vehicles allowed in loading zones.

Complaint regarding the disqualification of a person's driver licence and their subsequent reapplication. The licence had been refused because the person making the complaint had alcohol-related offences in different states. The RTA advised that a medical assessment was needed to determine alcohol dependency.

Complaint from the Ombudsman about a member of public who set up multiple electronic-tag accounts under the one name but did not receive account statements for any. The accounts will all be merged and statements will be sent out quarterly. Staff at all motor registries have been reminded of their customer service obligations and the need to check the system for existing accounts.

Complaint about issues with vehicles registered in NSW not being in a condition to qualify them for registration in other states. An interim letter was sent to the Ombudsman detailing that the RTA is currently investigating the letter and will write again once determination has been made.

Appendix 12. Consumer response

TABLE A12.1 NUMBER OF COMPLAINTS

Issue	2004–05	2005–06	2006–07	2007–08	2008–09	2009–10
Business systems	6	9	4	7	62	113
Driver licensing	338	401	399	348	269	320
Vehicle registration	231	195	79	152	130	165
Customer service	271	214	170	199	220	324
Organisational direction – management	16	19	20	26	23	15
Road asset provision – environment	7	3	17	20	9	15
Noise	513	296 ¹	12	19	21	10
Transport efficiency	181	32	50	31	39	25
Clearway towing		596	534	479	260	341
Road safety	1583	476	300	417	266	242

1. 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 13. 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 2009

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 6, and so much of the Act as relates to the Roads and Traffic Authority remainder; the Minister for Transport and the Minister for Ports and Waterways)

Transport Administration (General) Regulation 2005 (Part)

Transport Administration (Staff) Regulation 2005 (Part)

New legislation from 1 July 2009 – 30 June 2010

New Acts

Tow Truck Industry Amendment Act 2008

This Act was assented on 5 November 2008 and commenced in part (other than Schedule 1 [7], [8], [10], [11], [14] and [15] to that Act) on 27 April 2009. The remainder of the Act was proclaimed to commence on 18 December 2009.

The Act amended the *Tow Truck Industry Act 1998* to extend the maximum duration of a tow truck operator's licence, or a drivers certificate, from one year to three years (only if the applicant requests a three year licence or certificate and satisfies other probity requirements); to require tow truck operators to maintain a holding yard and to provide reasonable access to motor vehicles being held in the operator's holding yard; to allow the regulations, rather than the Roads and Traffic Authority (the RTA), to cap all fees and charges for the towing, storage and salvage of a motor vehicle, as well as for any related or ancillary service; to extend the prohibition on touting and soliciting for work at the scene of an accident; to ensure that an authorised officer, police officer or emergency services officer may direct any certified driver at the scene of an accident; and to make it an offence for the driver of a tow truck to allow a person to travel as a passenger in the driver's tow truck that is proceeding to or from the scene of an accident, except in certain circumstances.

Road Transport (Driver Licensing) Amendment (Demerit Points System) Act 2008

The Act was assented on 5 November 2008 and commenced in part by proclamation on 16 February 2009 and the remainder on 28 September 2009.

It amends the *Road Transport (Driver Licensing) Act 1998* to provide for a demerit points system for learner drivers and a more comprehensive demerit points system for provisional drivers, and it clarifies the effect of a notice of licence suspension or licence ineligibility issued for incurring demerit points where the driver holds licences for more than one class of vehicle. It also makes certain amendments to the *Road Transport (Driver Licensing) Regulation 2008* (clarifying licence ineligibility and making certain speeding offences demerit point offences for learner drivers), and to the *Road Transport (General) Regulation 2005* (appeal rights to the Local Court for learner and provisional drivers against certain RTA decisions).

Road Transport Legislation Amendment (Traffic Offence Detection) Act 2009

The Act was assented on 26 June 2009 and commenced by proclamation on 11 September 2009.

The Act amended the *Road Transport (Safety and Traffic Management) Act 1999* to enable evidence of the average speed of certain heavy vehicles between detection points to be used in proceedings to establish that speeding offences

involving such vehicles have been committed; to provide for the approval of devices for use in obtaining information to calculate the average speeds of such vehicles between detection points and for the use of such information as evidence in proceedings for speeding offences; to provide for an inspection period for approved digital red light camera devices that is consistent with other kinds of approved digital camera devices used to detect traffic offence; and to enable a device to be approved for use in detecting more than one kind of traffic offence.

Road Transport (General) Amendment (Consecutive Disqualification Periods) Act 2009

The Act was assented on 1 October 2009 and commenced by Proclamation on 27 November 2009.

The Act amended the *Road Transport (General) Act 2005* to provide an automatic mechanism to bring forward the commencement and completion dates of licence disqualification periods in cases where a disqualification ends prematurely because of a decision of a court on review. The amendment ensures disqualification periods are continuous and that a person is not eligible for a licence until all disqualification periods are served. The Act also made consequential amendments to the *Road Transport (Driver Licensing) Act 1998* and *Road Transport (General) Regulation 2005*.

Road Transport (Vehicle Registration) Amendment (Heavy Vehicle Registration Charges) Act 2009

The Act was assented to on 3 November 2009 and commenced by proclamation on 1 January 2010.

This Act amended the *Road Transport (Vehicle Registration) Act 1997* to enable registration charges to be imposed on heavy vehicles in accordance with nationally agreed reforms; repealed the *Road Transport (Heavy Vehicles Registration Charges) Act 1995* and the *Road Transport (Heavy Vehicles Registration Charges) Regulation 2006*; and made consequential amendments to certain other Acts and Regulations.

Road Transport (Vehicle Registration) Amendment (Special Number-Plates) Act 2009

The Act was assented to and commenced on 19 November 2009.

The Act amended the *Road Transport (Vehicle Registration) Act 1997* to provide for the Roads and Traffic Authority (RTA) to enter into commercial arrangements to create a concession for the marketing of special number-plates issued by the Authority. The Act also provided for the RTA to determine the design, format or content that constitutes a special number-plate as well as various minor amendments to the Act to clarify the powers of the RTA, and the power to make regulations under the Act, in connection with special number plates.

Road Transport Legislation Amendment (Miscellaneous Provisions) Act 2009

This Act was assented to and commenced in part upon assent on 14 December 2009 with the remainder of the Act commencing upon proclamation on 19 April 2010.

The Act amended road transport legislation to provide for the better enforcement and prosecution of camera-detected offences under road transport law and other amendments to *Road Transport Law*. The Act amended section 25A of the *Road Transport (Driver Licensing) Act 1998* to clarify for NSW Courts the operation of licence disqualification periods by rectifying an anomaly in the disqualification penalty for driving whilst disqualified and clarifying the date a disqualification ends where the disqualification is ended because of an appeal, annulment, quashing or on the matter being set aside by a Court. The Act also made amendments to the offence of 'unlicensed driving – never licensed' so that the offence also relies on a person never having held a licence within five years of being convicted (rather than being charged) clarified that a zero blood alcohol content (BAC) applies to a novice driver even if the licence is no longer current. It also clarified that a 0.02 legal BAC limit applies to a person who is supervising another person who is learning to drive a heavy vehicle and made other amendments to the operation of s.179 of the *Road Transport (General) Act 2005* which provides the legal regime for responsibility of camera-detected traffic offences.

Road Transport Legislation Amendment (Unauthorised Vehicle Use) Act 2010

This 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 formerly 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*.

New Regulations

Photo Card Amendment (Fees and Penalty Notice Offences) Regulation 2009

The regulation commenced on 1 July 2009 and amended the *Photo Card Regulation 2005* to increase the fees for the issue of a new Photo Card (from \$43 to \$44) and a replacement Photo Card (from \$20 to \$21); and increased the penalties for certain offences dealt with by way of a penalty notice issued under section 34 of the *Photo Card Act 2005* in relation to contraventions of certain provisions of that Act and a provision of the *Photo Card Regulation 2005*. The fee and penalty notice offence increases are generally in line with movements in the Consumer Price Index (averaged at 4.19 per cent and rounded to the nearest dollar).

Roads Amendment (Penalty Notice Offences) Regulation 2009

The regulation commenced on 1 July 2009 and amended the Roads Regulation 2008 to increase 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 are generally in line with movements in the Consumer Price Index (averaged at 4.19 per cent and rounded to the nearest dollar).

Road Transport (Driver Licensing) Amendment (Fees) Regulation 2009

The regulation commenced on 1 July 2009 and amended the Road Transport (Driver Licensing) Regulation 2008 to increase certain fees payable under the *Road Transport (Driver Licensing) Act 1998*. The fee increases are generally in line with movements in the Consumer Price Index (averaged at 4.19 per cent and rounded to the nearest dollar).

Road Transport (Vehicle Registration) Amendment (Fees) Regulation 2009

The regulation commenced on 1 July 2009 and amended the Road Transport (Vehicle Registration) Regulation 2007 to increase the registration fees and renewal of registration fees payable under the *Road Transport (Vehicle Registration) Act 1997* for motor vehicles and trailers; to increase certain fees payable for services provided by the Roads and Traffic Authority under that Act; and to omit the fees for premium number-plates in specially styled aluminium as a consequence of the number-plates having been phased out. The fee increases are generally in line with movements in the Consumer Price Index (averaged at 4.19 per cent and rounded to the nearest dollar).

Road Transport (Safety and Traffic Management) Amendment (Tow-away Charge) Regulation 2009

The regulation commenced on 1 July 2009 and amended the Road Transport (Safety and Traffic Management) Regulation 1999 to increase the tow-away charge for the removal of unattended motor vehicles or trailers from \$159 to \$166. The tow-away charge increase is generally in line with movements in the Consumer Price Index (averaged at 4.19 per cent and rounded to the nearest dollar).

Driving Instructors Amendment (Fees) Regulation 2009

The Regulation commenced on 1 July 2009 and amended the Driving Instructors Regulation 2009 to increase certain fees payable in connection with the administration of the *Driving Instructors Act 1992*. The fee increases are generally in line with movements in the Consumer Price Index (averaged at 4.19 per cent and rounded to the nearest dollar).

Road Transport Legislation Amendment (Penalty Levels and Fees) Regulation 2009

The regulation commenced on 1 July 2009 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*. It also increased the fees for access to information; the daily fee for the storage of an impounded motor vehicle; and the fees with respect to the clamping of vehicles. It also amended 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 projection of loading or equipment of vehicles; and an application to be accredited under a Mass Management Accreditation Scheme. The penalty level and fee increases are generally in line with movements in the Consumer Price Index (averaged at 4.19 per cent and rounded to the nearest dollar).

Road Transport (Driver Licensing) Amendment (Speeding Offences) Regulation 2009

The regulation commenced in part on 1 July 2009 and amended the Road Transport (Driver Licensing) Regulation 2008 to provide for increases in the number of points incurred at the 10, 20, 30 and 45km/h over the applicable speed limit and to amend the number of points incurred in respect of speeding offences. The Regulation also contained amendments similar to those in Schedule 2 (6) and (11) to the *Road Transport (Driver Licensing) Amendment (Demerit Points System) Act 2008*. Those amendments commenced on 28 September 2009.

Road Transport (General) Amendment (Speeding Offences) Regulation 2009

The regulation commenced on 1 July 2009 and amended the Road Transport (General) Regulation 2005 to provide for penalty increases at 10, 20, 30 and 45km/h over the applicable speed limit for class A (a vehicle of less than 4.5 tonnes), B (a vehicle over 4.5 tonnes but less than 12 tonnes) and C drivers (a vehicle over 12 tonnes). In each case, the penalty was increased by one penalty level if the speeding offence occurs in a school zone. The regulation did not change penalty levels in respect of an offence of exceeding the applicable speed limit by more than 30 or 45km/h.

Driving Instructors Regulation 2009

The regulation commenced on 1 September 2009. The purpose was to remake, with minor amendments, the provisions of the Driving Instructors Regulation 2003, which was repealed on 1 September 2009 by section 10 (2) of the *Subordinate Legislation Act 1989*. This regulation makes provision with respect to the following the circumstances: in which a person providing driving instructions is not a driving instructor for the purposes of the *Driving Instructors Act 1992*; the fees for driving instructors' licences and certificates; the display, and improper use or care, of driving instructors' licences; the records to be kept by driving schools and driving instructors; the requirements for comprehensive motor vehicle insurance in respect of motor vehicles used to provide driving instruction; the requirements for duplicate driving controls in driving instructors' vehicles; and savings and formal matters.

Road Transport (Driver Licensing) Amendment (Release of Photographs to Crime Commission) Regulation 2009

The regulation commenced on 4 September 2009 and amended the Road Transport (Driver Licensing) Regulation 2008 to extend the power of the RTA to release driver licence photographs and photographic images or matters contained in a database of those photographs to the New South Wales Crime Commission for the purpose of the investigation and prosecution of certain serious offences, as well as for the counter-terrorism purposes for which photographs can currently be released.

Road Transport (Driver Licensing) Amendment (Facial Recognition Technology) Regulation 2009

The regulation commenced on 11 September 2009 and amended the Road Transport (Driver Licensing) Regulation 2008 to allow for the use of facial recognition technology (biometric technology used to identify a person by a comparison of images, using various facial features such as a person's eyes, nose and mouth as the points of comparison) in the verification of the identity of people who apply for a driver licence, a certificate of registration or any other licence or authority that the Roads and Traffic Authority holds photographs in respect of and to check photograph databases to ensure that no person is recorded using more than one identity.

Road Transport (General) Amendment (Miscellaneous) Regulation 2009

The regulation commenced on 16 October 2009 and amended the Road Transport (General) Regulation 2005 to prescribe a series of existing offence provisions within the Road Transport (General) Regulation 2005 as fatigue-related offences for the purposes of section 154A of the *Road Transport (General) Act 2005*. The amendment allows an authorised officer to issue a direction to a driver whom the officer believes on reasonable grounds to have committed a fatigue-related offence where the driver is impaired by fatigue or there is a risk that the driver may be impaired by fatigue. It also increased the amount of penalties for the offences.

The Road Transport (General) Amendment (Class I Officers) Regulation 2009

The regulation commenced on 20 November 2009 and amended the Road Transport (General) Regulation 2005 to enable persons whose services the Office of State Revenue makes use of but who are not employed in that Office (such as temporary agency staff who are engaged by that Office) to issue penalty notices for certain offences under the road transport legislation in the same way as authorised persons who are employed in that Office may issue penalty notices for those offences.

Road Transport (General) Amendment (Penalty Notice Offences) Regulation 2009

The regulation commenced on 27 November 2009 and amended Schedule 3 (Penalty notice offences) to the Road Transport (General) Regulation 2005 to increase the penalty levels for certain offences, as well as to include certain offences for which penalty notices may be issued.

Tow Truck Industry Amendment (Maximum Fees) Regulation 2009

This regulation commenced on 18 December 2009 and amended the Tow Truck Industry Regulation 2008 to fix the maximum fees that can be charged by the holder of a tow truck operators licence or a tow truck drivers certificate for the towing, salvage or storage of a motor vehicle that has been involved in an accident or that has been stolen, or for any service that is related to the towing, salvage or storage of such a motor vehicle; and to prohibit the charging of a separate fee for certain specified services that are related or ancillary to the towing, salvage or storage of such a motor vehicle.

Tow Truck Industry Amendment (Scrap Metals Exemption) Regulation 2009

The regulation commenced on 18 December 2009 and amended the Tow Truck Industry Regulation 2008 to exempt persons who only tow motor vehicles for use as scrap metal from the requirement to hold a licence or a drivers certificate under the *Tow Truck Industry Act 1998*.

Road Transport (Vehicle Registration) Amendment (Heavy Vehicle Registration Charges) Regulation 2009

The regulation commenced on 1 January 2010 and amended the Road Transport (Vehicle Registration) Regulation 2007 to provide for consequential changes as a result of the commencement of the *Road Transport (Vehicle Registration) Amendment (Heavy Vehicle Registration Charges) Act 2009*.

The regulation provides for the following:

- a. Annual registration charges for chargeable heavy vehicles for the 2009–10 financial year that are 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.
- b. The calculation of refunds of registration charges on the cancellation of the registration of a chargeable heavy vehicle.
- c. Exemptions from registration charges for chargeable heavy vehicles that are based on the provisions of Part 4 of the *Road Transport (Heavy Vehicles Registration Charges) Act 1995* (as in force immediately before its repeal).
- d. Other consequential amendments.

Road Amendment (Isabelle Broadhead Child Restraint Measures) Rules 2010

The rules commenced on 1 January 2010 and amended the Road Rules 2008 to implement the amendments made to the Australian Road Rules by the National Transport Commission (Model Amendments Regulations: Australian Road Rules – Package No. 7) Regulations 2008 of the Commonwealth concerning the use of child restraints in motor vehicles and to make other related amendments.

Road Transport (Driver Licensing) Amendment (Child Restraint Measures) Regulation 2010

The regulation commenced on 1 March 2010 and amended the Road Transport (Driver Licensing) Regulation 2008 to provide for consequential changes as a result of the commencement of amendments to the Road Rules 2008 concerning the use of child restraints in motor vehicles.

Road Transport (General) Amendment (Miscellaneous) Regulation 2009

The regulation commenced on 1 March 2010 and amended the Road Transport (General) Regulation 2005 to provide for consequential changes as a result of the commencement of amendments to the Road Rules 2008 concerning the use of child restraints in motor vehicles.

Road Transport (Driver Licensing) Amendment (Release of Driver Licence Information) Regulation 2010

The regulation commenced on 26 February 2010 and amended the Road Transport (Driver Licensing) Regulation 2008 to enable the Roads and Traffic Authority to enter into agreements that will authorise the release to approved third parties of information as to whether a person has a current driver licence and whether there are any demerit points recorded against the person if the person consents to the release of the information. The Authority will be required to consult with the Privacy Commissioner before entering into such an agreement.

Road Transport (Vehicle Registration) Amendment (Inspections) Regulation 2010

The regulation commenced on 26 February 2010 and amended the Road Transport (Vehicle Registration) Regulation 2007 to provide that heavy vehicles of a class specified by the Roads and Traffic Authority may be inspected and tested at any place (other than on a road) to determine whether they are suitable for safe use or comply with the *Road Transport (Vehicle Registration) Act 1997* and the Road Transport (Vehicle Registration) Regulation 2007. Previously, such inspection or testing may only be carried out at authorised inspection stations.

Photo Card Amendment (Pensioner Concessions) Regulation 2010

The regulation commenced on 30 April 2010 and amended the Photo Card Regulation 2005 to exempt certain pensioners from the requirement to pay a fee for the issue of a photo card (which is a card issued by the Roads and Traffic Authority to residents of New South Wales who are over 16 and do not hold a driver licence and which can be used as evidence of age and identity).

The following nine regulations were published on the NSW Parliamentary Counsel's notifications website on 25 June 2010 and commenced on **1 July 2010** 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 1.83 per cent and rounded to the nearest dollar):

1. Driving Instructors Amendment (Fees) Regulation 2010.
2. Photo Card Amendment (Fees and Penalty Notice Offences) Regulation 2010.
3. Road Transport (Driver Licensing) Amendment (Fees) Regulation 2010.
4. Road Transport (Safety and Traffic Management) Amendment (Tow-away Charge) Regulation 2010.
5. Road Transport (Vehicle Registration) Amendment (Fees) Regulation 2010.
6. Road Transport (Vehicle Registration) Amendment (Heavy Vehicle Registration Charges) Regulation 2010.
7. Road Transport Legislation Amendment (Penalty Levels and Fees) Regulation 2010.*
8. Roads Amendment (Penalty Notice Offences) Regulation 2010.
9. Tow Truck Industry Amendment (Maximum) Fees Regulation 2010.

* The Road Transport Legislation Amendment (Penalty Levels and Fees) Regulation 2010 increased penalty notice levels by 5 per cent over and above the CPI increase for speeding offences. This implemented an initiative that was part of the Road Toll Response Package announced by the NSW Government in March 2010.

Appendix 14. 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 improve the State's road network infrastructure.

During 2009–10, contracts were brought to account for the sale of 90 properties for a value of \$33 million. Of these, 32 properties were valued at more than \$0.5 million each, with a total value of \$26 million. Major sales included properties in Sirius Road, Lane Cove (\$3.24 million), Jindera (\$1.47 million), Bangor (\$1.14 million), Pacific Highway, Lane Cove (\$1.1 million), and Willoughby (\$1.0 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 15.

Publications

The RTA produces a wide range of publications to assist customers, to promote road safety and new technology, and to fulfil statutory requirements under annual reporting, environmental and freedom of information legislation. Publications on driver licensing, vehicle registration and road safety are available free from motor registries.

The following new or substantially revised titles were issued during 2009–10.

Bicycle

- A guide to safe cycling, October 2009
- A handbook for bicycle riders, October 2009 (handbook)
- Getting around by bike? You need the RTA cycleways maps, August 2009 (brochure)
- Illawarra cycleways map, August 2009 (brochure)
- NSW BikePlan, May 2010 (booklet)
- NSW BikePlan, Cycling is a great way to get around, May 2010 (brochure)
- NSW BikePlan, Cycling is a great way to get around – Liverpool, May 2010 (brochure)
- NSW BikePlan, Cycling is a great way to get around – Parramatta, May 2010 (brochure)
- NSW BikePlan, Cycling is a great way to get around – Penrith, May 2010 (brochure)
- Riding in groups. A guide to riding safely on our roads. November 2009 (brochure)
- Share and be aware. Travelling together safely, October 2009 (brochure)

Corporate

- Aboriginal students. Walk the road with our mob. Apply for an RTA scholarship now. March 2010 (postcard)
- RTA Annual Report 2008–09
- Drive your career with an RTA Civil Engineering Cadetship, June 2010 (fact sheet)
- Drive your career with RTA Road Design Entry Level Programs, August 2009 (fact sheet)
- Drive your career with the RTA Computer Systems Engineering and Electrical Engineering, August 2009 (fact sheet)
- Drive your career with an RTA scholarship, January 2010 (fact sheet)
- Drive your career with RTA Public Policy, August 2009 (fact sheet)
- GEARED.com.au December 2009 (postcard)

- Graduate Recruitment and Development Program, March 2010 (brochure)
- RTA apprenticeships Bridge and wharf carpenter/painter, December 2009 (postcard)
- RTA apprenticeships Electrician/traffic signal technician, December 2009 (postcard)
- RTA apprenticeships Fitter/boilermaker/metal fabricator, December 2009 (postcard)
- RTA apprenticeships Plant mechanic, December 2009 (postcard)
- RTA traineeships Business (administration), December 2009 (postcard)
- RTA traineeships Business (motor registries) Certificate III, December 2009 (postcard)
- RTA traineeships Civil construction Certificate III, December 2009 (postcard)
- RTA traineeships Customer contact Certificate III, December 2009 (postcard)
- RTA traineeships Government Certificate III, December 2009 (postcard)
- Walk the road with our mob. Jobs for Aboriginal people, November 2009 (postcard)
- Your road to success. Drive your career with the RTA Graduate Program, March 2010 (postcard)

Driver and vehicle

- Accessorise your Mum this Mother's Day, April 2010 (flyer)
- Application for tow truck operators licence refusal provisions, June 2010 (fact sheet)
- Cashless tolling around Sydney, August 2009 (brochure)
- Caution: High Performance Plates available now, November 2009 (flyer)
- Dealer online enhancements pilot program: Information for pilot participants, November 2009
- Dealer online enhancements: Information for motor dealers, February 2010 (brochure)
- Demerit points Encouraging safe driving, September 2009 (brochure)
- Demerit points fact sheet, September 2009
- Don't risk driving an unregistered vehicle, April 2010 (brochure)
- Driving to Sydney these holidays? Don't forget to pack a tag or pass. February 2010 (brochure)
- Driving to Sydney? Don't forget to pack an RTA Short Term tag. June 2010 (brochure)
- Express Yourself Cars, Motorcycles, Trailers, Heavy Vehicles, November 2009 (brochure)
- Facial Recognition System, December 2009 (brochure)
- Getting your heavy vehicle driver licence, September 2009 (brochure)

- GR8 BIKE GR8 PL8 New plates now available, November 2009 (flyer)
- Heavy vehicles fact sheet for Bus and Coach Show, October 2009
- Information for primary producers, November 2009 (brochure)
- Love your team? NRL number plates for the truly devoted. February 2010 (flyer)
- Narooma Motor Registry is moving, July 2009 (flyer)
- National Driver Licence Classes, August 2009 (brochure)
- New learner driver rules, December 2009 (brochure)
- NSW photo card. Show who you are, July 2009 (brochure)
- NSW photo card. Show who you are, April 2010 (brochure)
- Queue management system information for driving schools, April 2010 (fact sheet)
- Queue management system information for motor dealers, April 2010 (fact sheet)
- Raymond Terrace Motor Registry is moving, May 2010 (flyer)
- RTA camera enforcement fact sheet: Fixed speed cameras, July 2009
- RTA strategy for major heavy vehicle rest areas for Metropolitan Sydney, January 2010
- Safety cameras fact sheet, March 2010 (brochure)
- Singleton Motor Registry is moving, April 2010 (flyer)
- The look of licences for under 18s is changing, May 2010 (flyer)
- Towing industry fact sheet: 3 year operators licences and drivers certificates, November 2009
- Towing industry fact sheet: Application for tow truck drivers certificate refusal provisions, November 2009
- Towing industry fact sheet: Applying for a scrap metals exemption authority, November 2009
- Towing industry fact sheet: Defined Sydney metropolitan region, November 2009
- Towing industry fact sheet: Non accident towing records, November 2009
- Towing industry newsletter, November 2009
- WELCME, March 2010 (plate brochure)
- Wetherill Park Motor Registry is moving, May 2010 (flyer)
- Wollongong Motor Registry is moving, June 2010 (flyer)
- Worried about the driving ability of an older driver? July 2009 (brochure)

Environment

- Environment Policy Statement, September 2009
- Oral History Program: Towards a safer system, Innovations in Australian road safety, May 2010 (report and CD)
- Oral history Gerringong to Bomaderry Princes Highway upgrade, December 2009 (CD)
- Sydney Harbour Bridge Conservation Management Plan, June 2010 (report)

Heavy vehicle

- Advanced Fatigue Management Checklist Operator Update, June 2010 (fact sheet)
- Applying for Basic Fatigue Management Operator Update, June 2010 (fact sheet)
- Basic Fatigue Management Checklist Operator Update, June 2010 (fact sheet)
- Driving overweight vehicles, October 2009 (brochure)
- Heavy vehicle driver fatigue counting work and rest time fact sheets, November 2009
- Heavy Vehicle Driver Fatigue Regulation Bus and Coach Industry update, August 2009
- Information for cotton transportation in NSW, April 2010 (brochure)
- Point-to-point speed enforcement of heavy vehicle, March 2010 (fact sheets)
- Reduce your heavy vehicle emissions Free TAFE course, September 2009 (brochure)
- Renewal of Driver Fatigue Livestock carriers exemption notice, December 2009 (brochure)
- RTA strategy for major heavy vehicle rest areas on key rural freight routes in NSW, January 2010
- Signatory Information Bulletin: Engineering certificate format and requirements, March 2010
- Vehicle standards information: Engineering Signatories, March 2010
- Vehicle standards information: Restricted Engineering Signatories, March 2010
- Vehicle Standards Information: Vehicle Dimension Limits, May 2010

Infrastructure

- Additional Crossing of the Clarence River at Grafton Traffic study for preliminary options, February 2010 (report)
- Additional Crossing of the Clarence River, Summerland Way, Grafton community update, February 2010
- Alford's Point bridge householder flyer, June 2010
- Alford's Point Road householder letter update regarding potential impact of road traffic noise, October 2009
- Alford's Point Road householder letter update regarding submission, October 2009

- Alford's Point Road Widening between Clancy Street and Alford's Point Bridge Addendum Review of Environmental Factors, October 2009 (report)
- Alford's Point road widening between Clancy Street and Alford's Point Bridge Issues Report, June 2010
- Alstonville Bypass community update, March 2010
- Ballina to Tenterfield Corridor Strategy, December 2009 (report)
- Bangor Bypass Stage 2 community update, March 2010
- Barton Highway display of proposed road boundaries Questions and Answers, May 2010 (fact sheet)
- Barton Highway duplication Preliminary environmental investigation, May 2010 (report)
- Bega Bypass community update, November 2009
- Beyond the Pavement: RTA urban design policy, procedures and design principles, August 2009
- Bringelly Road upgrade: Camden Valley Way to the Northern Road Access Strategy on community consultation, June 2010 (report)
- Bruxner Highway – Alstonville Bypass community update, September 2009
- Build it once – build it right for life, August 2009 (DVD)
- Bulahdelah upgrade community update, February 2010
- Bus Layover Warringah Freeway, Cammeray
- Review of Environmental Factors for alternate North Shore Cycleway, September 2009 (report)
- Bus Layover Warringah Freeway, Cammeray Supplementary Review of Environmental Factors, December 2009 (report)
- Bus Layover Warringah Freeway, Cammeray Main Review of Environmental Factors, April 2010 (report)
- Camden Valley Way to the Northern Road: Bringelly Road upgrade community update, December 2009
- Camden Valley Way upgrade Cobbitty Road, Harrington Park to Cowpasture Road, Horningsea Park community update, September 2009
- Camden Valley Way upgrade: Bernera Road Prestons to Cowpasture Road, Horningsea Park community update, October 2009
- Camden Valley Way upgrade: from Cowpasture Road, Horningsea Park to Narellan Road, Narellan Development of the concept design report on community consultation, August 2009
- Camden Valley Way upgrade: Narellan Road to Cobbitty Road, Harrington Park your comments sought community update, September 2009
- Central Coast Highway and Brisbane Water Drive / Manns Road Intersection community update, November 2009
- Central Coast Highway and Brisbane Water Drive / Manns Road Intersection upgrade preferred option display community update, March 2010
- Central Coast Highway and Brisbane Water Drive / Manns Road Preferred option report, March 2010
- Central Coast Highway and Brisbane Water Drive/ Manns Road Shortlisted access options issues report, March 2010 (report)
- Central Coast Highway and Brisbane Water Drive / Manns Road Value Management Workshop report, March 2010
- Central Coast Highway upgrade at Kariong community update, November 2009
- Central Coast Highway upgrade Carlton Road to Matcham Road Submissions Report, October 2009
- Central Coast Highway upgrade Matcham Road to Ocean View Drive Submissions Report, October 2009
- Central Coast Highway, Brisbane Water Drive and Manns Road intersection upgrade West Gosford access options shortlisting report, November 2009
- Central Coast Highway, Brisbane Water Drive and Manns Road intersection upgrade West Gosford Issues Report, October 2009 Revision 1
- Central Coast Highway upgrade: Carlton Road to Ocean View Drive community update, November 2009
- Construction of traffic flow improvements on King Georges Road, Beverly Hills community update, March 2010
- Devils Pulpit upgrade community update, May 2010
- New tidal flow scheme along Victoria Road in Drummoyne, October 2009 (fact sheet)
- Drummoyne Community Information day, October 2009 (postcard)
- F5 (Hume Highway) widening Campbelltown and Raby roads and rest area at Varroville community update, September 2009
- F5 Freeway (Hume Highway) widening Raby Road Campbelltown and pedestrian bridge between Claymore and Woodbine, January 2010 (fact sheet)
- Falcon Street pedestrian and cyclist facilities, August 2009 (postcard)
- Hampden Bridge essential maintenance planning for 2011 Preliminary issues paper, June 2010
- Hampden Bridge major maintenance project Householder letter, June 2010
- Heavy Vehicle rest area Pheasants Nest community update, March 2010
- How is noise addressed Q&As, July 2009 (brochure)
- Hunter Expressway Proposed Modification to the Project Approval, February 2010 (report)
- Iluka Road to Woodburn Devils Pulpit project Preliminary environmental assessment, September 2009 (report)
- Improvements to pedestrian safety Tongarra Road, Albion Park community update, May 2010
- Intersection upgrade at Princes Highway and President Avenue, Kogarah community update, November 2009
- Iron Cove water quality fact sheet, September 2009
- Kings Highway Kingsway Deviation REF Submission Report, December 2009

- Kings Highway: Kingsway Deviation Review of Environmental Factors main report and appendices, September 2009
- Lane Cove Tunnel: Post-opening traffic evaluation before and after study, October 2009 (report)
- Lane Cove Tunnel: Post-opening traffic evaluation local street improvements, October 2009 (report)
- Long Gully Bridge (The Northbridge Suspension Bridge) new safety barrier options analysis, September 2009 (report)
- Long Gully Bridge Installation of a safety barrier Review of Environmental Factors, February 2010 (updated version)
- Long Gully Bridge Installation of safety barrier report on community consultation, as at 22 September 2009
- Long Gully Bridge Review of Environmental Factors, January 2010 (report)
- M2 Upgrade community update, May/June 2010
- M2 Upgrade Environmental Assessment, May 2010 (report)
- M5 corridor expansion Community information day, February 2010 (community update)
- M5 corridor expansion moving goods, people and the economy Overview, November 2009 (report)
- M5 corridor expansion Q&A, November 2009 (fact sheet)
- M5 corridor expansion, November 2009 (postcard)
- M5 East filtration plant community update, September 09
- M5 East filtration plant, December 2009 (postcard)
- M5 East tunnel filtration trial community information day, March 2010 (community update)
- M5 Transport Corridor fact sheets About the project, The need for the project, Air quality and sustainability, Community amenity, Environment, Traffic, Noise and vibration, November 2009
- M5 Transport Corridor Study Preliminary overview report, November 2009
- M5 West widening Preliminary Environmental Assessment, March 2010
- M7 Motorway Cross City Tunnel and Lane Cove Tunnel post implementation review, March 2010 (report)
- Mona Vale to Macquarie Park Corridor Strategy September 2009 (report)
- Moree town centre bypass Gwydir Highway connection Environmental Assessment submissions report, March 2010 (report)
- Moree town centre bypass Gwydir Highway connection Modification to the Approved Project Environmental Assessment, October 2009 (report)
- Moree town centre bypass Gwydir Highway connection Noise and Vibration Assessment Working paper, October 2009 (report)
- Moree town centre bypass Gwydir Highway connection Traffic and Transport Assessment Working paper, October 2009 (report)
- Moree town centre bypass Gwydir Highway connection, October 2009 (Householder letter)
- Mulgoa Schoolhouse community update, March 2010
- New crossing of the Clarence River at Grafton Traffic study report, December 2009
- Northern Distributor extension Bellambi Lane and York Place community update, August 2009
- Northern Distributor extension community walk Sunday 29 November 2009 (flyer)
- Oxley Highway upgrade between Wrights Rd and Pacific Highway community update, February 2010
- Pacific Highway reconstruction Shark Creek Stage III Submissions Report, August 2009
- Pedestrian bridge over Epping Road, Marsfield community update, October 2009
- Pedestrian Crossing Upgrade Program: Great Western Highway, Blackheath report on community consultation from December 2008 to July 2009, May 2010 (report)
- Planning the opening of a road project guideline, August 2009 (report)
- Proposal to install a safety barrier on Long Gully Bridge, Northbridge, September 2009 (report)
- Proposed road widening on Hillsborough Road, Hillsborough, October 2009 (householder letter)
- Proposed truck rest area F5 Freeway community update, April 2010
- Proposed upgrade to intersection of Rookwood Road, George Street and Davis Lane, Yagoona community update, March 2010
- Queanbeyan to Batemans Bay Corridor Strategy September 2009 (report)
- Rail Level Crossing at Liverpool Street, Scone community update, November 2009
- Repainting of the Darling Harbour bridges community update, February 2010
- Road Safety improvements on the Hume Highway, Marulan, October 2009
- Road safety improvements on the New England Highway (Kelly Street) and Liverpool Street, Scone community update, January 2010 (community update)
- Rockdale Plaza Drive changes to intersection community update, December 2009
- RTA Alliance Projects and Communications, August 2009 (brochure)
- RTA determination of preferred option Intersection of Kelly Street (New England Highway) and Liverpool Street, Scone, May 2010 (internet report)
- Safety improvements at Weston community update, September 2009
- Safety improvements on Maitland Road (Pacific Highway) at Mayfield community update, December 2009
- Safety improvements on the New England Highway at East Maitland community update, December 2009
- Safety improvements on the New England Highway at Greta community update, September 2009

- Safety improvements on the New England Highway at Harpers Hill community update, September 2009
- Safety improvements on the New England Highway at Metford community update, September 2009
- Safety improvements on the Pacific Highway at Heatherbrae community update, November 2009
- Safety improvements to the Pacific Highway at Hexham, January 2010 (community update)
- Sapphire to Woolgoolga Rest area review community update, April 2010
- Schofields Road corridor Windsor Road to Richmond Road community update, April 2010
- Seals of Protection July 2009 Version 2 (brochure)
- Site Management get involved, May 2010 (DVD)
- Spit Road pedestrian bridge community update, June 2010
- Submissions Report Cameron's Corner, August 2009
- Swansea Bridge annual maintenance program 2009–10 community update, July 2009
- Sydney's Motorways. Your guide to using Sydney's Orbital Motorway network, February 2010 (brochure)
- Temporary closure of Alum Mountain Park community letter, September 2009
- The plan for the Pacific Highway, November 2009 (brochure and postcard)
- Tintenbar to Ewingsdale planning approval documents, February 2010 (report)
- Traffic Control at Work Sites manual, May 2010
- Traffic flow improvements on King Georges Road, Beverly Hills community update, October 2009
- Traffic flow improvements, King Georges Road at Beverly Hills community update, August 2009
- Truck Rest Area Strategy F5 Freeway Northbound Pheasants Nest to M5–M7 Interchange, March 2010 (report, fact sheet and household letter)
- Upgrade of Cowpasture and Hoxton Park roads community update, March 2010
- Varroville Heavy Vehicle Rest Area householder fact sheet, September 2009
- Warringah Freeway bus waiting area community update, March 2010
- Waterfall Way works program for 2010 community update, February 2010
- Wentworth Falls East Tableland Road to Station Street community update, February 2010
- Wianamatta Bridge community update, July 2009
- Windsor Bridge over the Hawkesbury River report on community consultation, November 2009 (report)
- Ferguson Avenue Ridge Street, Lawson community update, December 2009
- Lawson Watermain Supplementary REF, October 2009 (report and CD)
- Mount Victoria to Lithgow preferred route report, May 2010
- Mount Victoria to Lithgow preferred route, May 2010 (community update)
- Mount Victoria to Lithgow display of route options, October 2009 (community update)
- Mount Victoria to Lithgow Route Options Report Volumes 1–3, October 2009
- Water main adjustment work Ferguson Avenue to Kitchener Street, Lawson community update, October 2009
- Woodford to Hazelbrook community update, July 2009
- Woodford to Hazelbrook community update, March 2010

Hume Highway upgrade

- Duplication from the Sturt Highway to Table Top community update, December 2009
- Holbrook bypass Environmental Assessment community update, November 2009
- Holbrook bypass Environmental Assessment Volume 1–3, November 2009 (report and CD)
- Holbrook bypass Environmental Assessment Submissions Report, January 2010 (report and CD)
- Tarcutta Bypass Environmental Assessment (Volume 1–2), August 2009
- Tarcutta Bypass Environmental Assessment community update, September 2009
- Tarcutta bypass submissions report, October 2009 (report and CD)
- Tarcutta bypass community update, March 2010
- Woomargama Bypass community update, September 2009 and April 2010
- Woomargama Bypass: Environmental Assessment Volume 1–6, September 2009 (report and CD)
- Woomargama Bypass Environmental Assessment submissions report, November 2009 (report and CD)

Inner West Busway along Victoria Road

- Community Communication Strategy, July 2009 (report)
- Community update on lodging a complaint: Guidelines for lodging a complaint, September 2009
- Community update, February 2010
- Compliance Tracking Program, July 2009 (report)
- Construction Environmental Management Plan, July 2009 (report)
- Construction noise and vibration management plan, July 2009 (report)
- Construction notification, July 2009 (community update)

Great Western Highway

- Bullaburra East – Ridge Street, Lawson to Genevieve Road community update, March 2010
- Bullaburra West, January 2010 (community update)

- Cyclist and Pedestrian Improvements Review of Environmental Factors, November 2009 (report)
- Cyclist and pedestrian improvements Review of Environmental Factors community update, November 2009
- Heritage management plan, July 2009 (report)
- Household letter, July 2009
- Important information for bus users, June 2010
- IQ&As Information for local residents, February 2010 (fact sheet)
- Notification of noisy night work, July 2009 (community update)
- Noise Q&As August 2009 (fact sheet)
- Operational Noise Report, July 2009 (report)
- Parking Strategy, July 2009 (report)
- Project community update, June 2010
- Rozelle bus lane opening in December 2009 (postcard)
- Traffic Management Plan, July 2009 (report)
- Work on \$175 million bus way begins community update, August 2009

Princes Highway upgrade

- Gerringong to Bomaderry Householder letter; October 2009
- Gerringong upgrade Mount Pleasant to Toolijooa Road Review of environmental factors community update, April 2010
- Gerringong upgrade Mount Pleasant to Toolijooa Road Review of Environmental Factors April 2010 (main report plus appendices A–M and CD)
- Lawrence Hargrave Drive Intersection improvements community update, February 2010
- Oak Flats to Dunmore Opening event, October 2009 (flyer)
- South Nowra community update, November 2009
- South Nowra Kinghome Street to Warra Warra Road Review of environmental factors Submissions report, March 2010
- South Nowra Review of Environmental Factors, November 2009 (report)
- Victoria Creek Review of Environmental factors, December 2009 (report)

Pacific Highway upgrade

- Ballina bypass Teven Road and Combalum interchanges community update, November 2009
- Bangalow Southern bypass community update, March 2010
- Bangalow Southern bypass Decision Report, November 2009 (report and CD)
- Iluka Road to Woodburn Devils Pulpit upgrade Environmental assessment Volume 1-2, May 2010
- Kempsey bypass community update, June 2010
- Sapphire to Woolgoolga rest area review community update, September 2009

- Sapphire to Woolgoolga upgrade Rest area assessment submissions report, April 2010 (report and CD)
- Karuah to Bulahdelah sections 2 and 3, October 2009 (postcard)
- Sapphire to Woolgoolga upgrade Rest Area Assessment Report, September 2009 (report and CD)
- Warrell Creek to Urunga environmental assessment, January 2010 (community update)
- Warrell Creek to Urunga environmental assessment Report, January 2010 (Volumes 1–3 and CD)
- Wells Crossing to Iluka Road Glenugie upgrade flora and fauna assessment, July 2009 (report and CD)
- Wells Crossing to Iluka Road Glenugie upgrade environmental assessment, August 2009 (Volume 1–2 and CD)
- Wells Crossing to Iluka Road Glenugie upgrade Environmental Assessment Submissions report October 2009 (report and CD)
- Wells Crossing to Iluka Road Glenugie upgrade community update, August 2009
- Wells Crossing to Iluka Road Glenugie upgrade Display of environmental assessment, August 2009 (brochure and map)
- Wells Crossing to Iluka Road Glenugie upgrade Project approval documents, February 2010 (report)

Road safety

- 2009 Australasian Road Safety Research, Policing and Education Conference. Smarter Safer Directions, July 2009 (brochure)
- 2009 Australasian Road Safety Research, Policing and Education Conference and 2009 Intelligent Speed Adaption Conference Program and abstracts, October 2009 (program)
- A guide to safe cycling, June 2010 (brochure)
- A guide to using motorised wheelchairs, May 2010
- Alcohol Interlock Program Information for participants, July 2009 (report)
- Basic Fatigue Management Accreditation Guide, September 2009
- Bring the mob home safely. Helping learner drivers become safer drivers workshop presenter's manual, November 2009 (manual, CD, flyer)
- Child restraint safety ratings, your guide to buying child restraints, May 2010 (brochure)
- Choose Right Buckle Right, February 2010 (brochure)
- Do you know your licence conditions? July 2009 (brochure)
- Dragon's Teeth coming to 40km/h school zones, July 2010 (postcard)
- Get some tips! Come along to a free workshop to make your learner driver a safer driver, July 2009 (DL flyer)
- Heavy Vehicle Driver Fatigue law demerit point offences, November 2009 (internet bulletin)

- Heavy Vehicle Mass Limits, June 2010 (fact sheet)
 - Helping learner drivers become safer drivers for Arabic communities Presenter's Powerpoint and promotional resources, December 2009 (CD and flyer)
 - High Mass Limits (HML) State-road network overview, June 2010(map)
 - Higher Mass Limits fact sheet, June 2010
 - I promise to drive safely, take the I promise pledge, May 2010 (postcard)
 - Information for parents and carers about safety on wheels. The law and safety advice for bicycles, foot scooters, skateboards and rollerblades. May 2010 (brochure)
 - Intelligent Access Program – Driver obligation fact sheet , June 2010
 - Intelligent Access Program – Frequently asked questions, June 2010 (fact sheet)
 - Intelligent Access Program – Operator obligation fact sheet , June 2010
 - Intelligent Speed Adaptation (ISA) Training NSW ISA Trial 2009/10 Ver 1.0, October 2009 (DVD)
 - New national child restraint laws for 0–7 year olds now apply in NSW, June 2010 (Arabic, Chinese – Simplified, Chinese – Traditional, Croatia, Greek, Japanese, Korean, Serbia, Spanish, Vietnamese postcards)
 - New national child restraint laws for 0–7 year olds start 1 March 2010 Bring the mob home safely, February 2010 (postcard)
 - New national child restraint laws for 0–7 year olds start NSW 1 March 2010 (postcard)
 - New safety cameras enforce red light and speeding laws, March 2010 (postcard)
 - Paranoia Timetable Information Cards, November 2009
 - Reducing trauma as a result of crashes involving utility poles, September 2009 (industry publication)
 - Road safety community education publications, November 2009
 - Road safety issues around schools, Advice and take home notes for schools 2009, July 2009 (kit)
 - Roadside drug testing heavy vehicle drivers, March 2010 (brochure)
 - Safer motorcycle helmets, February 2010 (brochure)
 - SafeTscore scoring information and waiver, November 2009 (fact sheet)
 - School bus safety How parents can help, August 2009 (brochure)
 - School bus safety How parents can help, May 2010 (brochure)
 - Technical direction for road safety practitioners: Colour of wire rope safety barrier posts, March 2010
 - Technical direction Dragon's Teeth at School Zones, July 2009
 - Technical direction Placement of Bulk and Skip Waste Containers, July 2009
 - The NSW Intelligent Speed Adaptation Trial, October 2009 (brochure)
 - The NSW road safety education program catalogue Primary 2009 for principals and teachers, July 2009
 - Vehicle standards information: Carrying bicycles on motor vehicles, October 2009
 - Vehicle Standards Information: Engineering Signatories Revision 17, September 2009
 - Vehicle standards information: Raising and lowering vehicles, August 2009
- ## Traffic
- A guide to delegation to councils for the regulation of traffic, February 2010 (brochure)
 - Bondi Road Summer Period Weekend Clearway Trial Review Bondi Beach to Bondi Junction Train Station, August 2009 (report)
 - Driving to Sydney these holidays? Don't forget to pack an RTA short term tag, November 2009 (brochure)
 - Emergency traffic incident management pocket guide, October 2009 (booklet)
 - Road Traffic crashes in New South Wales Statistical Statement for the year ended 31 December 2008, December 2009 (internet report)
 - Roundabouts: A step-by-step guide, December 2009 (brochure)
 - Safety in Sydney's major road tunnels, June 2010 (brochure)
 - Technical direction: Approved retro-reflective sheeting materials for road signs, August 2009
 - Technical direction: Bicycle storage areas and advanced bicycle stop lines, July 2009
 - Technical direction: Police speed enforcement or presence on RTA work sites, August 2009
 - Technical direction: Prequalified retro-reflective raised pavement markers, October 2009
 - Technical direction: Traffic Control at Work Sites Training, February 2010
 - Technical direction: Use of prefabricated detector loops, April 2010
- ## Cost of this Annual Report
- 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.
- No summary brochure or CD-ROM versions of the report have been produced this year.
- The report is available on the RTA website at www.rta.nsw.gov.au, under 'Publications, statistics and forms'.

Appendix 16. Payments to consultants

Details of the amount paid to consultants in 2009–10 are provided below.

The RTA defines consultants in terms of the Department of the Premier and Cabinet's Guidelines for the Engagement and Use of Consultants' issued in July 2004.

TABLE A16.1. CONSULTANTS PAID MORE THAN \$50,000

Project Description	Consultant	Amount
SNP Concession Costs	UBS	\$2,219,826
SNP Concession Costs	Ernst & Young	\$2,006,545
SNP Concession Costs	Clayton Utz	\$1,502,087
Mobility Models for Infrastructure Workforce	PWC	\$322,963
M2 Deed Consolidation	KPMG	\$142,600
M5 Widening Project	Ernst & Young	\$177,866
SNP Concession Costs	Procure Group	\$108,190
SNP Concession Costs	NSW Treasury Crown Entity	\$87,255
Total		\$6,567,322

TABLE A16.2. CONSULTANTS PAID LESS THAN \$50,000

Total number of engagements	5
Total cost	\$108,422

* All amounts are GST exclusive

Appendix 17. Reporting of RTA contracts with third parties

Section 15A of the *Freedom of Information Act 1988* and the Premier's Memorandum No 2007-01 outline the requirements for disclosing information for certain government contracts and tenders (including panels) with the private sector. The RTA arranges for details of these contracts to be placed on its internet site under the category 'Doing business with us'. All contracts that are required to be disclosed will be published on the Department of Services, Technology and Administration eTender website at www.tenders.nsw.gov.au.

To date, the total value of reported contracts for the current financial year, less any material variations with the private sector, exceeds \$1.39 billion.

Any inquiries can be directed to the Manager, Government Information and Privacy Branch (GIPB) or the Senior Advisor, Privacy and Contract Reporting at RTA, T: (02) 8588 4983.

Appendix 18. Accounts Payment Performance 2010

TABLE A18.1. AGEING OF AMOUNTS UNPAID AT MONTH END

Quarter	Current	<30 days overdue	30–60 days overdue	60–90 days overdue	>90 days overdue
Sep 09	\$37,766,411.05	\$13,640,310.02	\$539,099.06	\$181,281.12	\$99,549.64
Dec 09	\$51,103,291.32	\$16,925,413.04	\$1,119,300.53	\$113,360.47	\$386,725.86
Mar 10	\$56,406,261.23	\$10,147,656.16	\$3,590,186.97	\$741,284.61	\$365,968.37
Jun 10	\$122,240,401.02	\$22,292,099.66	\$1,882,666.64	\$102,271.44	\$825,851.60

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 A18.2. ACCOUNTS PAYABLE PERFORMANCE

Quarter	Total accounts paid on time			
	Target %	Actual %	\$	Total
Sep 09	86%	94.03%	284,252,720.55	311,336,545.79
Dec 09	86%	95.42%	209,202,550.21	231,027,160.80
Mar 10	86%	87.99%	185,975,368.59	226,816,143.25
Jun 10	86%	93.31%	245,981,817.63	276,179,182.14

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

Appendix 19. Funds granted to non-government community organisations

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
DOES – Western Region	Gulgong Liquor Accord	\$7800	Road Use	Support of alternative transport project
DOES – Western Region	Bourke Aboriginal Medical Services	\$880	Road Use	Grant to conduct child restraint checking day
DOES – South West Region	Bicycle Wagga Wagga	\$2880	Road Use	Support Wagga Wagga Bike Week activities
DOES – Hunter Region	Myall Cycleway Taskforce	\$6100	Road Use	Bike Week event
DOES – Northern Region	Paul Davis – Welsh Memorial Foundation Inc	\$2000	Road Use	Erect road safety banners for Greg Inglis Inaugural Paul Davis – Welsh Memorial Junior Rugby League Tournament, Kempsey
DOES – Northern Region	Narwan Rugby League & Sporting Club	\$3000	Road Use	Erect road safety banners for 39th NSW Aboriginal Rugby League Carnival, Armidale, October 2009
DOES – Northern Region	Byron Bay Liquor Accord	\$25,000	Road Use	Support of alternative transport project
DOES – Northern Region	Coffs Harbour Liquor Accord	\$17,750	Road Use	Support of alternative transport project
DOES – Northern Region	Tamworth and District Liquor Accord	\$16,000	Road Use	Support of alternative transport project
DOES – Northern Region	Maclean – Lower Clarence Liquor Accord	\$1519	Road Use	Support of alternative transport project
DOES – Northern Region	Australian Drug Foundation	\$50,000	Road Use	Support of the 'Good Sports' program throughout mid-north and far-north NSW
Centre for Road Safety	Association of Independent Schools	\$260,000	Road Use	Road safety education program for independent schools providing in-service courses and road safety support to teachers in PDHPE and associated curriculum areas
Centre for Road Safety	Australian Drug Foundation Inc	\$550,000	Road Use	Annual funding in parts for the Good Sports Program
Centre for Road Safety	YouthSafe	\$400,000	Road Use	Road Safety initiatives for young drivers, looking at relevant issues eg peer pressure
Centre for Road Safety	Australian Road Transport	\$25,000	Road Use	Brake research to generate the National Code of Practice
Centre for Road Safety	Prince of Wales Medical	\$80,682	Road Use	Research for Optimising Production for Rear Seat Occupant
Customer and Regulatory Services	National Motor Vehicle Theft Reduction Council Inc.	\$172,125	Road Use	NSW Government funding has been on a 50:50 shared basis by the Police Minister and the RTA since the establishment of the National Motor Vehicle Theft Reduction Council (NMVTRC) in 1999. This shared funding arrangement was endorsed in 1998 by the then Premier and the Treasurer. The NMVTRC is an incorporated not-for-profit association which works in association with police, insurers, the motor trades, vehicle manufacturers, registration authorities and justice agencies in implementing theft reduction strategies
Network Management	Roadmarking Industry Association of Australia	\$20,000	Road Management	Support line marking and delineation industry
Environment Branch	NSW Wildlife Council	\$20,000	Road Use	Support council to coordinate the work of wildlife carer groups who assist in managing wildlife injured by traffic on roads
Environment Branch	Roadside Environment Committee	\$100,000	Road Use	Support the committee by funding its secretariat and meeting costs and assisting in its projects to promote best practice management of linear reserves and roadsides.

Appendix 20. Privacy Management Plan

The RTA reports on requests and complaints submitted under the *Privacy and Personal Information Protection Act 1998* (PIIP Act) and the *Health Records and Information Privacy Act 2002* (HRIP Act).

Statement of action taken by the RTA and results of reviews

Section 33(3) of the PIIP Act requires the RTA to provide a statement of action taken in complying with the requirements of the PIIP Act. The RTA is also required to supply statistical details of any review conducted by it or on behalf of the agency under Part 5 of the PIIP Act.

The RTA statement of action in complying with requirements of the PIIP Act are 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 PIIP 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 PIIP Act and are appropriately trained to apply the information protection principles.

The RTA has conducted, and is continuing to conduct, face-to-face training sessions for all staff to highlight the principles contained in the PIIP and HRIP Acts. The RTA is responsible for investigating and overseeing investigations into any alleged breaches of the PIIP Act and HRIP Acts. These investigations are referred to as a 'review of conduct' and must be finalised within 60 days under the PIIP Act.

A total of 20 internal reviews of conduct were investigated between 1 July 2009 and 30 June 2010. This is a decrease from the 40 investigations conducted between 1 July 2008 and 30 June 2009. Five matters were carried over from the previous financial year. There are presently seven matters that remain under investigation. The details of the completed matters for 2009–10 are as follows:

Privacy Review P/2009/19

On 4 July 2009 a customer requested a review of conduct, alleging that either the RTA or the NSW Fire Brigade (NSWFB) left a note on the windscreen of his motor vehicle. The investigation revealed neither the NSWFB nor the RTA had breached the customer's privacy and there was no improper access to his RTA records.

Privacy Review P/2009/20

On 14 July 2009 a customer requested a review of conduct, alleging the Sydney Airports Corporation (SAC) has issued him with a parking fine as the registered operator of his motor vehicle. The investigation revealed neither the SAC nor the RTA breached the customer's privacy and the access to the customer's RTA records was in accordance with the *Airports Act 1996* (Cwlth) and its regulations, the *Airports (Control of On-Airport Activities) Regulations 1997* (Cwlth).

Privacy Review P/2009/21

On 29 May 2009 a solicitor sought a review of conduct on behalf of his client, alleging the RTA released two of his previous addresses to his client's ex-wife without his consent or authority. The investigation revealed one of the two addresses had never been recorded on the RTA's records and the second address was obtained by the ex-wife prior to being recorded on the RTA's records.

Privacy Review P/2009/22

On 9 July 2009 a customer requested a review of conduct, alleging that the RTA had improperly disclosed his personal information to Australian National Car Parks Pty Ltd (ANCP). An audit of accesses to the customer's information was conducted, showing on 14 February 2006 ANCP brought proceedings by Summons in the Local Court and sought preliminary discovery pursuant to Part 5 Rule 2 of the Uniform Procedures Rules 2005 of the names and addresses of the owners of 294 vehicles. As a result, on 5 May 2009 and pursuant to the preliminary discovery sought by ANCP, the customer's name and address was extracted from the Driver and Vehicle System (DRIVES), an information system that controls all motor vehicle registration and driver licensing functions within the state of New South Wales. As a result of the investigation, it was confirmed the information was provided to ANCP according to the court discovery process.

Privacy Review P/2009/23

On 10 August 2009 a customer's complaint was referred to the RTA. The customer alleged the RTA had breached his privacy in regard to the collection, retention, security, accuracy and use of his health information in relation to a medical form for his driver licence. The investigation revealed no breaches of the Health Privacy Principles of the *Health Records and Information Privacy Act 2002* by the RTA.

Privacy Review P/2009/24

On 25 August 2009 a customer requested a review of conduct, alleging that the RTA had placed a restriction on his vehicle without advising him of the fact. This normally occurs when the RTA is advised there is a dispute over the ownership of a vehicle and the matter is before the courts. This meant the customer was unable to transfer or undertake any dealings with the vehicle other than to renew the registration. The investigation revealed no breach of privacy by the RTA.

Privacy Review P/2009/25

On 22 August 2009 a customer requested a review of conduct, alleging that the RTA had committed an invasion of his privacy by collecting more of his personal information than was necessary to determine his suitability to hold a driver licence. Although the investigation revealed no breach of privacy by the RTA, on 6 April 2010 the RTA appeared before the Administrative Decisions Tribunal (ADT) to attend a Planning Meeting.

Privacy Review P/2009/26

On 14 August 2009 a customer requested a review of conduct, alleging that the RTA had released her personal information without her consent. An audit of accesses to the customer's information was conducted, showing that in 2009 the ANCP brought proceedings by Summons in the Local Court and sought preliminary discovery pursuant to Part 5 Rule 2 of the Uniform Procedures Rules 2005 of the names and addresses of the owners of 294 vehicles. As a result, on 14 July 2009 and pursuant to the preliminary discovery sought by ANCP the customer's name and address was extracted from DRIVES. As a result of the investigation, it was confirmed the information was provided to ANCP according to the court discovery process.

Privacy Review P/2009/27

On 28 August 2009 a customer requested a review of conduct, alleging his address had been released by either the RTA or the NSW Police Force. An examination of the RTA records revealed that there had been no access of the customer's records by the NSW Police Force during the period in question and that the accesses by the RTA were in connection with transactions made by the customer. Therefore, there was no evidence to support the allegations and no breach of privacy was found to have occurred.

Privacy Review P/2009/28

On 18 August 2009 a customer requested a review of conduct, alleging the RTA had provide the wrong address to the State Debt Recovery Office (SDRO) and this had resulted in the customer having his driver licence suspended and incurring an additional fine. The investigation revealed the customer had changed his residential address, but not his mailing address. The SDRO sends its notices to mailing addresses. Therefore, there was no evidence to support the allegations and no breach of privacy was found to have occurred.

Privacy Review P/2009/29

On 19 September 2009 a customer requested a review of conduct, alleging the RTA did not have authority to release his personal information to the ANCP as it was a private company. The applicant subsequently withdrew his request on 19 October 2009.

Privacy Review P/2009/30

On 29 September 2009 a customer requested a review of conduct, alleging the RTA did not have authority to release his personal information to the ANCP as it was a private company. An audit of accesses to the customer's information was conducted, showing in 2009 the ANCP brought proceedings by Summons in the Local Court and sought preliminary discovery pursuant to Part 5 Rule 2 of the Uniform Procedures Rules 2005 of the names and addresses of the owners of 294 vehicles. As a result on 5 May 2009 and pursuant to the preliminary discovery sought by ANCP the customer's name and address was extracted from DRIVES. As a result of the investigation, it was confirmed the information was provided to ANCP according to the court discovery process.

Privacy Review P/2009/31

On 17 September 2009 a customer requested a review of conduct, alleging that someone from the RTA had disclosed his identity to an employee as the person who had lodged a complaint about her. An examination of RTA files and the subsequent investigation revealed no breach of privacy by the RTA.

Privacy Review P/2009/32

On 19 October 2009 a customer requested a review of conduct, alleging the RTA had improperly released copies of his driver licence and registration papers and details of his accounts and transactions with the RTA. An RTA audit officer interviewed the customer and the customer conceded some of the information could not have come from the RTA and the other information might, more likely, have been obtained from his home. Therefore, there was no evidence to support the allegations and no breach of privacy was found to have occurred.

Privacy Review P/2009/33

On 12 November 2009 a customer requested a review of conduct, alleging the RTA did not have authority to release his personal information to the ANCP. An audit of accesses to the customer's information was conducted, showing in 2009 the Australian National Car Parks Ltd Pty ANCP brought proceedings by Summons in the Local Court and sought preliminary discovery pursuant to Part 5 Rule 2 of the Uniform Procedures Rules 2005 of the names and addresses of the owners of 294 vehicles. As a result on 28 July 2009 and pursuant to the preliminary discovery sought by ANCP, the customer's name and address was extracted from DRIVES. As a result of the investigation, it was confirmed the information was provided to ANCP according to the court discovery process.

Privacy Review P/2009/34

On 16 November 2009 the Register of Births, Deaths and Marriages requested a review of conduct. The request arose as information had been received from a third party that he had obtained personal information in regard to other third parties

from the RTA. A number of investigations were conducted by the RTA and the NSW Police Force in regard to accesses to the licence records. The investigations revealed there was no evidence to support the allegations and no breach of privacy was found to have occurred.

Privacy Review P/2009/35

On 21 December 2009 a customer requested a review of conduct, alleging that her home and mobile telephone numbers and other personal information were inappropriately disclosed by the RTA to a driving school. The investigation revealed that the RTA did not hold the customer's home and mobile telephone numbers and there was no evidence to support the allegations and no breach of privacy was found to have occurred.

Privacy Review P/2010/01

On 25 January 2010 a customer requested a review of conduct, alleging the RTA had inappropriately disclosed a copy of an Unsafe Driver Report he had provided about a third party. The investigation revealed the RTA had released an abridged version of the report as the result of a Freedom of Information application, having consulted him as a third party. The abridged report did not reveal his personal information. There was no evidence to support the allegations and no breach of privacy by the RTA was found to have occurred.

Privacy Review P/2010/02

On 2 February 2010 a customer requested a review of conduct, alleging that the RTA or the NSW Police Force had improperly disclosed his mother's personal information following a minor traffic accident. Investigations revealed the information had been disclosed by a NSW Police Officer. The Police Officer had disclosed the information in accordance with the NSW *Police Service Handbook*. Accordingly, Sections 23 (5) (a) and 27 of the *Privacy and Personal Information Protection Act 1998* applied and no breaches were found.

Privacy Review P/2010/03

On 8 and 9 February 2010 an RTA employee requested a review of conduct, alleging that an RTA supervisor had breached his privacy. Investigations revealed a number of breaches of privacy. The supervisor was counselled and a formal apology was issued to the complainant. Staff in the area were also counselled in relation to their obligations under the *Privacy Act* and arrangements were made for a subsequent visit to the area to conduct further training of staff.

Privacy Review P/2010/04

On 19 February 2010 a customer requested a review of conduct, alleging that her mobile telephone number was inappropriately disclosed by the RTA. The customer stated she had received many text messages and phone calls from someone she had never met in her life who claimed to have obtained her mobile number from her car registration. The investigations revealed there was no evidence to support the allegations and no breach of privacy was found to have occurred.

Privacy Review P/2010/05

On 22 and 25 March 2010 a customer requested a review of conduct, alleging two RTA employees (father and daughter) inappropriately accessed his personal information in order to locate his current address. Following further enquiries with the customer it was determined that no one by the nominated name worked for the RTA from February 2000 until the date of the complaint. As a result, the investigations revealed there was no evidence to support the allegations and no breach of privacy was found to have occurred.

Privacy Review P/2010/06

On 25 April 2010 a customer requested a review of conduct, alleging that a third party had nominated her to receive a traffic fine in order to avoid having the points registered against his licence. After several attempts to contact the customer by email the complaint was discontinued as of 20 May 2010.

Privacy Review P/2010/07

On 16 March 2010 a customer requested a review of conduct, alleging the RTA had supplied the incorrect personal information to another state as a result of an offence. The customer did not dispute the offence but she did object to her previous name being supplied to the other jurisdiction. Investigations revealed the RTA had wrongly recorded the new name by leaving the previous name as the principal name instead of replacing it with her new details. The RTA took steps to ensure staff properly record data and issued a formal apology to the customer.

Privacy Review P/2010/08

On 24 May 2010 a customer requested a review of conduct, alleging the RTA had failed to properly record personal information regarding his need to wear spectacles when he transferred his licence from interstate in 2003. Investigations revealed the RTA employees had incorrectly recorded that the customer did not need spectacles to drive a motor vehicle, when he did. The RTA formally apologised for the error and ensured that staff were aware of their responsibilities.

Privacy Review P/2010/09

On 3 May 2010, Privacy NSW referred a complaint from a customer about a possible privacy issue involving her at a local motor registry. The customer stated she objected to her details being discussed in such a manner that other people in the motor registry could hear it. Although the customer did not request a formal review of conduct, she did request the staff take more care in the future. The Registry Manager undertook to counsel staff and ensure they understood the need for discretion when discussing certain private matters.

Privacy Review P/2010/10

On 24 May 2010 a customer requested a review of conduct, alleging the NSW Police Force had failed to advise him it was going to notify the RTA of a doubt as to the customer's ability to safely drive a motor vehicle. The customer also stated he had been unable to find any legislative authority for the NSW Police Force to pass on his personal information to the RTA. Investigations revealed the NSW Police Force is required, when attending a motor vehicle accident, to either issue an infringement or, if it believes the accident is due to an apparent medical condition, send a report to the RTA to have the customer medically assessed. The act of the Police providing the report is covered by the exemption in Section 24 (4) of the PIPP Act. Further it was determined that there was no breach of privacy by the RTA in dealing with this matter.

Privacy Review P/2010/11

On 2 June 2010 a customer requested a review of conduct, alleging that a third party had falsified his name in order to transfer a motor vehicle into her name. The customer subsequently decided to withdraw his request.

Privacy Review P/2010/12

On 11 June 2010 two customers requested a review of conduct, alleging that the RTA had incorrectly changed their address without their permission. This matter remains under investigation.

Privacy appeals to the Administrative Decisions Tribunal

One appeal to the ADT was continuing in 2009–10.

On 8 May 2007 and 17 September 2007 a former RTA employee commenced two separate sets of proceedings against the RTA in the Administrative Decisions Tribunal under the *Privacy and Personal Information Protection Act 1998* and the *Health Records Information Privacy Act 2002*. The proceedings are being heard together. The proceedings relate to appeals against seven separate 'internal review' decisions made by the RTA. Broadly, the allegations which form the subject of the proceedings are that the RTA:

- Disclosed the employee's personal and/or health information to unauthorised third parties without consent.
- Denied the employee access to documents she was entitled to access under the *Privacy and Personal Information Protection Act 1998*.
- Allowed unauthorised RTA employees to handle medical documentation relating to the employee in the process of compiling that information so it could be provided to the employee in response to a request by her.
- Breached the employee's privacy when the convenor of a selection committee contacted referees supplied by the employee.

- Breached the employee's privacy when an appeal document the employee had sent to the RTA was left on a fax machine overnight.
- Failed to follow its internal file management policies when handling information concerning the employee.
- Used medical documentation provided by the employee for purposes other than those for which they were provided.
- Wrongfully disclosed the employee's medical information when requesting HealthQuest to conduct a medical assessment of the employee's fitness for duties.

The proceedings were adjourned in 2007 at the request of the employee, and reactivated in early 2008. The hearing of various interlocutory matters was set down for 15–17 July 2008. On 17 July 2008, the ADT rejected the RTA's application to have a person appointed to represent the former employee on the basis that she was an 'incapacitated person'. The remaining interlocutory matters were not resolved on those dates and the hearing continued on 9–11 September 2008, 7 and 11 November 2008, 26 and 27 February 2009 and 14–16 April 2009. The ADT has reserved its decision. Once the interlocutory matters have been determined, the substantive applications will be heard.

A second matter was addressed previously under **Privacy Review P/2009/25**. As previously stated, on 22 August 2009 a customer requested a review of conduct, alleging that the RTA had committed an invasion of his privacy by collecting more of his personal information than was necessary to determine his suitability to hold a driver licence. Although the investigation revealed no privacy breaches by the RTA, on 6 April 2010 the RTA appeared before the ADT to attend a Planning Meeting.

At a Planning Meeting on 6 April 2010 the Judicial Member made the following directions:

- The respondent's Section 58 material, evidence and written submissions be filed by 7 May 2010.
- The applicant have until 28 May 2010 to file anything in reply.
- The Privacy Commissioner have until 4 June 2010 to file written submissions.
- The matter be set down for hearing on 16 June 2010.

The Hearing proceeded and the ADT is preparing its findings.

Appendix 21. Research and development

The RTA undertakes research and development (R&D) to identify and develop innovative solutions to materials, products, equipment, systems and processes to achieve business improvements as well as a range of research projects focussing on road safety. In 2009–10 approximately \$5.1 million was devoted to R&D activities throughout the RTA.

Specialist RTA staff undertake the R&D work, with some projects being undertaken 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, with some financial assistance from the Australian Research Council, have developed a robotic steel bridge maintenance unit for blast cleaning of steel. A prototype of a robotic steel bridge maintenance unit was trialled at the Sydney Harbour Bridge in March to May 2010. The RTA is investigating the possibility of manufacturing two steel bridge maintenance units that would greatly assist bridge workers.

The RTA has also recently completed a successful trial of the latest advance in traffic speed deflection technology from the Danish Road Directorate. This is important new research that promises to deliver a continuous automated data stream while avoiding the present occupational health and safety implications of the current stationary measurement.

The RTA also contributes to R&D work by Austroads.

Other projects undertaken in 2009–10 include the following:

Pavements

- Rehabilitation of pavements using foamed bitumen (FB) based on a newly purchased FB machine.
- Investigation into improving asphalt binder performance.
- Investigation into improving sealing binder performance.
- Australian Research Council (ARC) Linkage Project with the University of New South Wales (UNSW) to provide an integrated approach to modelling granular materials in a pavement system.
- Development of heavy duty sprayed seals.
- Development of warm asphalt mix technology.
- Investigate the value of bitumen emulsion sealing to the RTA.
- Manufactured sands.
- Collaborative glass in concrete pavement trial with Boral Resources (NSW) Pty Ltd at their Dunmore Quarry.
- Development of reinforced asphalt overlays.

- Identifying causes of inter-laboratory variability in RTA T363 – Accelerated mortar bar test.
- Investigate flexural fatigue characteristics of pavement concrete.
- Development of bridge deck surfacing.
- Review concrete mix design procedures.
- Investigate weather impacts on the construction of concrete pavements.

Bridges

- Assessment of sacrificial cathodic protection systems for concrete structures.
- Field trials of chloride extraction – Year 2.
- Fatigue investigation of light masts.
- Standard design for over-height vehicle protection strategy for bridges and tunnels.
- Trial innovative ultra high strength concrete retrofit method for Hollow Bridge members to resist extreme blast and impact loading.
- Self-compacting concrete.
- Develop standard weld procedures based on the types of steel obtained from dismantled steel bridges.
- Validation of mix design for generic steel fibre reinforced reactive powder concrete (ultra-high performance fibre reinforced concrete).

Geotechnical

- Investigation of fibre optical Bragg gratings technology in pavements, geotechnical and bridge structures.
- Management of acid rock in earthworks.
- Wireless monitoring.
- Behaviour of tunnels in sedimentary rocks in the Sydney Basin.
- Embankment construction using vacuum consolidation (co-funded by ARC, so a high priority project).

Road design engineering

- RDG issue – Aquaplaning Part 1: Depth of water flow: design and execute a series of experiments to validate our current theory for predicting the depth of water flow associated with aquaplaning.
- RDG issue – Design Fundamentals Part 2: Ability to see: Driver's ability to identify object.
- RDG issue – Design Fundamentals Part 4: The urban operating speed model.
- Longitudinal line marking mobile retro-reflectometer analysis.
- Improved line marking dispensing application systems.

Transport planning

- Preparing a standard brief for survey and analysis and selecting a panel of suitable consultants; surveys, analysis and reporting on land use types and update guide.

Road safety

- Completed the *Road toll review – 2003 to 2008*
- Delivered 32 papers at the Australasian Road Safety Research, Policing and Education Conference in November 2009.
- Intelligent Speed Adaptation trial – data collection completed and evaluation report being finalised.
- Roadside pedestrian detection system pilot – examining the potential of using automatic detection of pedestrians through intelligent object recognition systems.
- Initiated Austroads funded studies:
 - Crash study – cost and prevention.
 - National survey on attitudes to speeding and speed enforcement.
 - Point-to-Point enforcement.

Safer people

- Qualitative and quantitative study of attitudes to speeding in NSW.
- School road safety education awareness research.

Safer roads

Development of ongoing research and evidence-based policy development including:

- Rigorous crash reduction model.
- Crash testing of safety barriers and acceptance of safety barrier products.
- Wide centreline trial on the Newell Highway.
- Rural T-junctions.
- Stereotypical crash rates for rural roads.
- Crash data and Sideways-force Coefficient Routine Investigation Machine data climatic zones study.
- Published technical directions on:
 - Colour wire rope safety barrier posts.
 - Reducing trauma as a result of crashes involving utility poles.
 - Placement of bulk and skip waste containers.
 - Dragon's teeth at school zones.
- Incremental road safety principles study – published conference paper: *Implementing incremental safety principles to existing roads*.

Safer vehicles

Operating the Crashlab test facility and participating in a range of research and development projects focussing on road safety, including:

- Research into rear seat occupant protection, via an Australian Research Council Linkage Grant with the Prince of Wales Medical Research Institute and UNSW.
- Research into performance of motorcycle and pedal cycle helmets via an Australian Research Council Linkage Grant with UNSW.
- Crash tests to identify and demonstrate/educate re the safety implications of incorrect child restraint use.
- Crash test program and research study to determine performance of older vehicles and the impact of repair methods on crashworthiness.
- Heavy vehicle roadworthiness survey and analysis to determine the condition of heavy vehicles on-road in NSW.
- Finalisation of a system to provide a total safety score for a vehicle, incorporating crash avoidance, pre-crash safety, crash protection and post-crash safety systems and performance.
- Ongoing involvement in Australian New Car Assessment Program (ANCAP), Australian National Crash In-depth Study and Used Car Safety Ratings. Federal funding was secured for ANCAP crash testing and research.
- The Child Restraint Evaluation Program, to compare relative safety performance and ease of use for available child restraints.
- The Helmet Evaluation Program, to compare the relative safety performance and rider comfort features of commonly available motorcycle helmets.
- A comparison of the Hybrid III, ANOP Series and ANOQ series anthropomorphic test devices (ATD or crash test dummies) to determine their efficacy in use for child restraint evaluation in current and proposed AS/NZ Standard (1754) testing.
- Continued input to the development of AS/NZ standards for child restraints, motorcycle and bicycle helmets and other road safety related devices.
- A review of additional seats (dickie seats).

Appendix 22.

Driver and vehicle statistics

TABLE A22.1. NUMBER OF VEHICLES REGISTERED IN NSW AS AT 30 JUNE 2010 BY YEAR OF MANUFACTURE

Year of manufacture	No. of vehicles
Pre-1960	9076
1960–1964	8003
1965–1969	16,129
1970–1974	48,324
1975–1979	92,478
1980–1984	148,235
1985–1989	330,322
1990–1994	537,330
1995–1999	1,018,449
2000–2004	1,429,636
2005	336,019
2006	326,860
2007	356,968
2008	347,936
2009	319,422
2010	130,108
Unknown	17
Total	5,455,312

TABLE A22.2. NUMBER OF VEHICLES REGISTERED IN NSW AS AT 30 JUNE 2010 BY VEHICLE TYPE

Vehicle type	No. of vehicles
Passenger vehicles	3,032,041
Off-road vehicles	527,242
Small buses	18,162
Buses	15,045
Mobile homes	5425
Motor cycles	172,691
Light trucks	761,139
Heavy trucks	79,487
Prime movers	21,787
Light plants	3589
Heavy plants	6983
Small trailers	515,891
Trailers	295,705
Other vehicles	125
Total	5,455,312

TABLE A22.3. NUMBER OF VEHICLES REGISTERED IN NSW AS AT 30 JUNE 2010 BY VEHICLE USAGE

Vehicle usage	No. of vehicles
Private	3,757,161
Pensioner concession	699,347
Primary producer concession	98,293
Business general	759,149
Taxi	6,552
Public bus and coach	9,393
FIRS	4,458
Other vehicle usages	120,959
Total	5,455,312

TABLE A22.4. NSW LICENSED DRIVERS AND RIDERS AS AT 30 JUNE 2010

By sex	No. of licence holders	% of total
Female	2,315,322	48.3%
Male	2,476,159	51.7%
Total *	4,791,490	100.0%

* Including cases where licence holders' sex was not recorded.

By age group	No. of licence holders	% of total
16	56,079	1.2%
17	71,878	1.5%
18–25	609,767	12.7%
26–29	339,069	7.1%
30–39	919,901	19.2%
40–49	929,485	19.4%
50–59	828,019	17.3%
60–69	609,326	12.7%
70–79	313,870	6.6%
80+	114,094	2.4%
Unknown	2	0.0%
Total	4,791,490	100.0%

TABLE A22.5. NSW DRIVER AND RIDER LICENCES ON ISSUE AS AT 30 JUNE 2010

By licence class	No. of licences	% of total
C	4,246,897	80.4%
LR	82,947	1.6%
MR	123,048	2.3%
HR	201,780	3.8%
HC	113,554	2.1%
MC	18,960	0.4%
R	496,249	9.4%
Total	5,283,435	100.0%

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 23. Insurance

Principal Arranged Insurance

The RTA continues to provide principal arranged insurance (PAI) via its broker AON. The program covers three classes of insurance including:

- (1) All road and bridge construction and maintenance activities under contract and sub-contract works including third party liability.
- (2) All real estate building construction, fit-outs, maintenance and repair activities under contract and sub-contract works including third party liability.
- (3) Vehicular ferry insurance for the principle operator or owner of vehicular ferry for minor maintenance of land, ferries, ferry cables, ferry ramps, gates and amenities buildings and other incidental activity.

In 2009–10, the RTA introduced professional indemnity insurance for the contract works and third party liabilities arising from the PAI in Roads and Bridges.

Treasury Managed Fund

The Treasury Managed Fund (TMF) is a NSW Government arranged self insurance indemnity scheme operated by the NSW Treasury. The scheme covers assets and liability risk of participating government agencies. Indemnity cover includes workers compensation, legal liability, property damage, motor vehicles, miscellaneous covers, fidelity guarantee and travel.

Workers Compensation

The 2009–10 financial year premium decreased by seven per cent. The frequency of claims per 100 employees increased to eight principally due to a higher incident rate.

Motor Vehicle

The 2009–10 financial year premium increased by three per cent. The frequency of claims per 100 decreased as compared with 2008–09 year due to reduced claims despite a larger operating fleet.

Property

The 2009–10 financial year premium decreased by four per cent. Incurred claims have been static as compared to the 2008–09 financial year.

Liability

The 2009–10 financial premium remained constant. The average small claim size has been quite variable with the average claim size for 2009–10 being lower than previously projected. The average large claim has remained static as compared to the 2008–09 fund year.

FIGURE A23.1. WORKERS COMPENSATION PREMIUM COST AND CLAIMS FREQUENCY

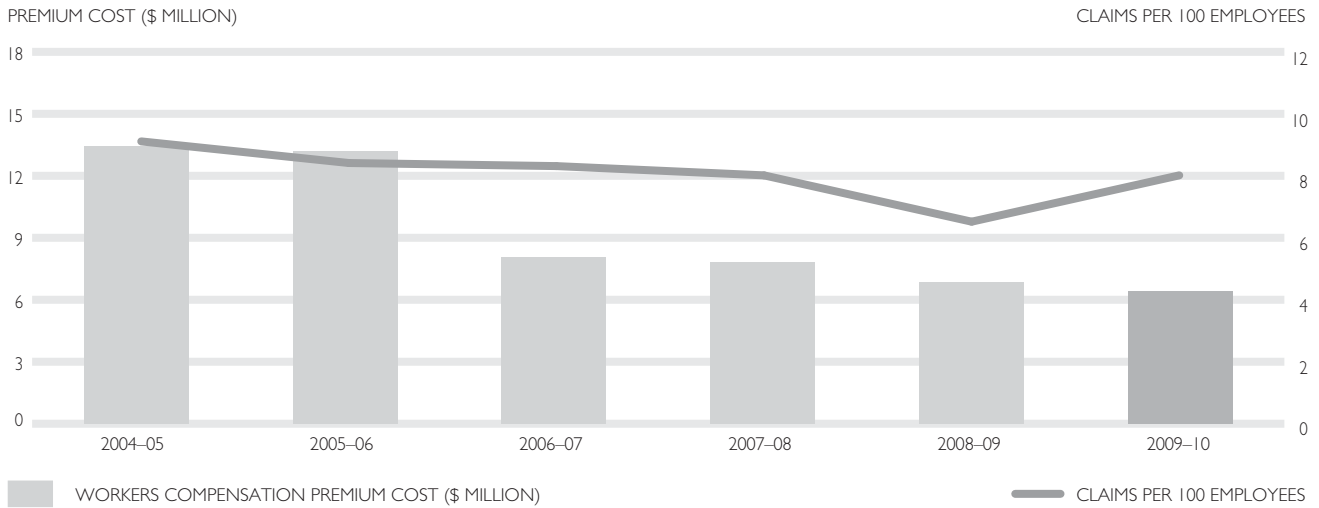


FIGURE A23.2. MOTOR VEHICLE PREMIUM AND MOTOR VEHICLE CLAIMS FREQUENCY

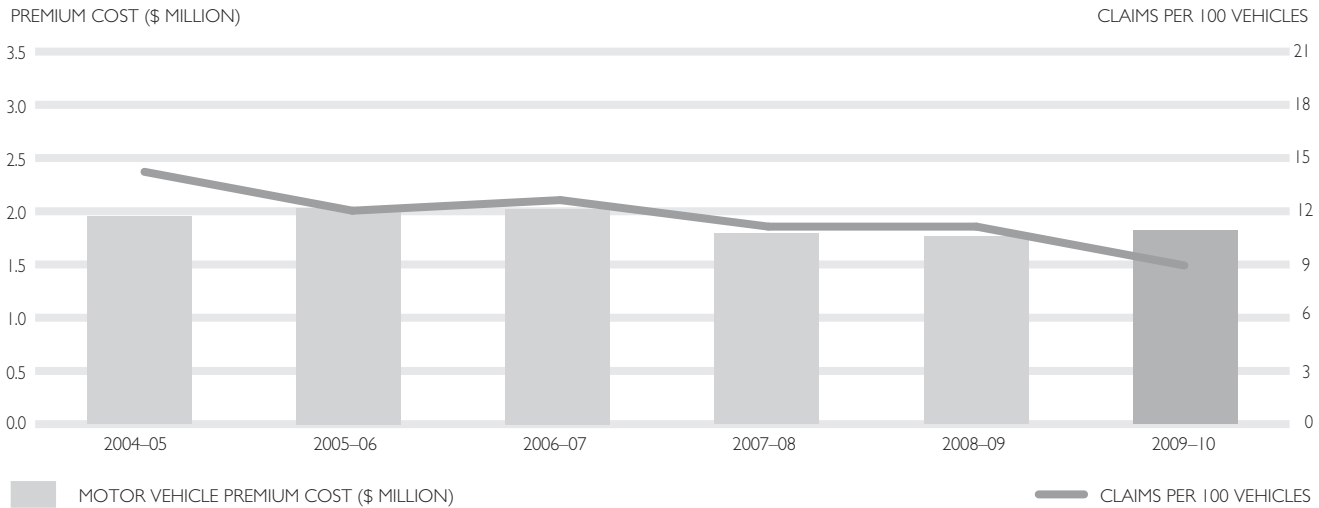


FIGURE A23.3. PROPERTY PREMIUM IN CURRENT DOLLAR

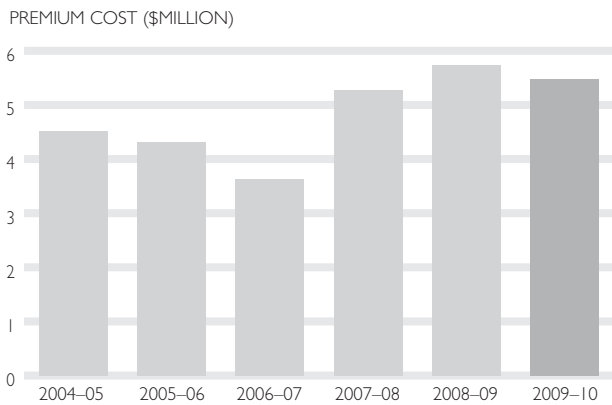
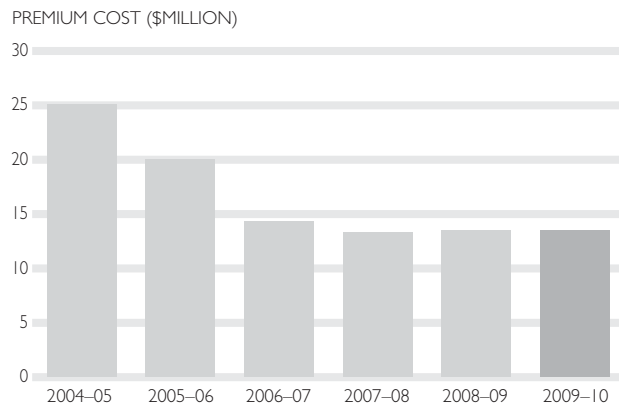
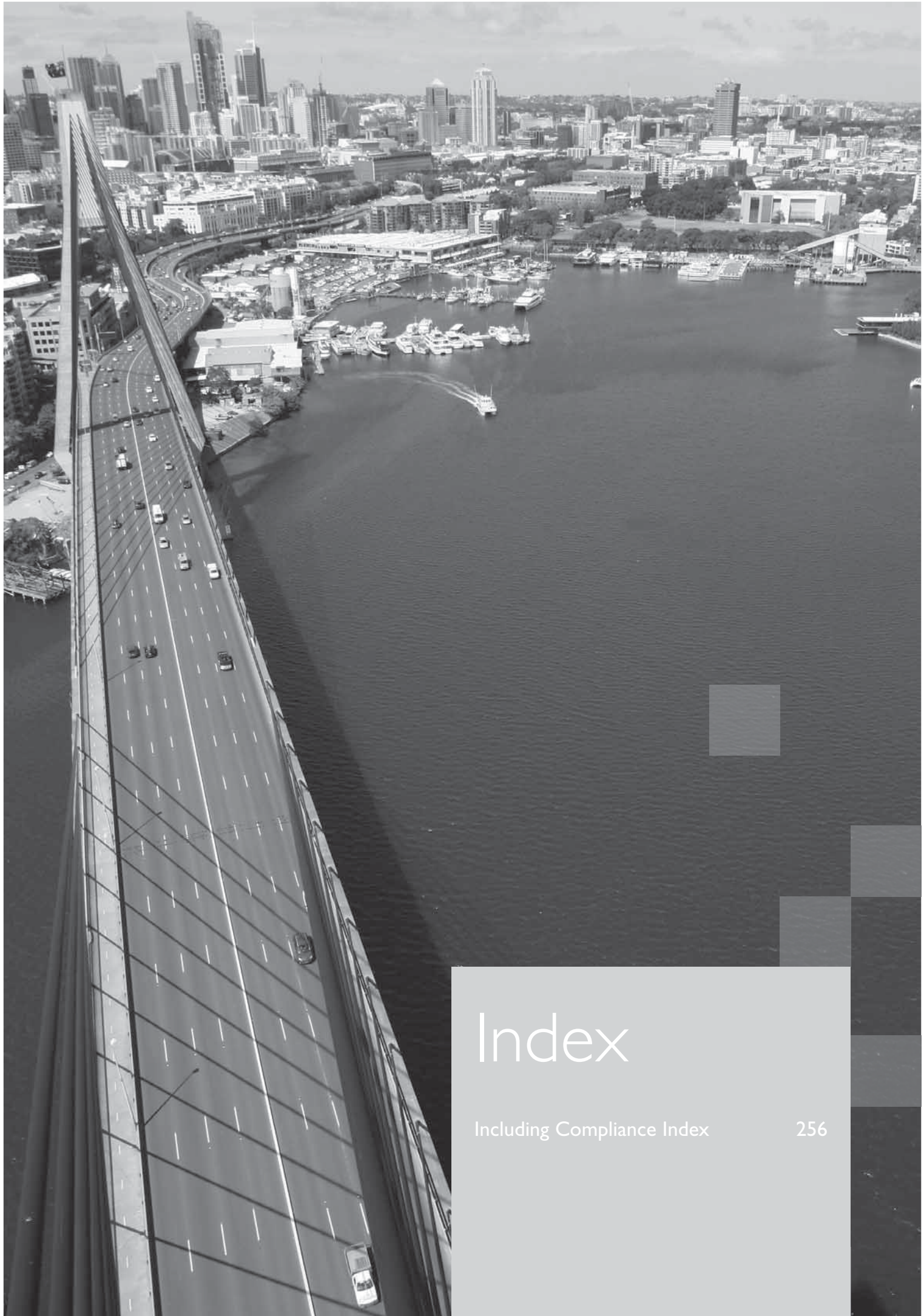


FIGURE A23.4. LIABILITY INSURANCE PREMIUM IN CURRENT DOLLAR





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Section cover image: View from the top of the western pylon of Anzac Bridge. Photo taken by RTA photographer Geoff Ward.

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