

# Appendices

## Roads and Traffic Authority of New South Wales Appendices for the period ended 30 June 2002

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## Appendix I

### Major works

Project	Announced completion	Estimated total cost \$'000	2001–2002 expenditure \$'000	Expenditure to 30 June 2002 \$'000
<b>SYDNEY MAJOR ROUTES DEVELOPMENT</b>				
<b>METROAD 2 – SYDNEY TO WINDSOR</b>				
LANE COVE TUNNEL M2 MOTORWAY TO GORE HILL FWY (PROPOSED PRIVATE SECTOR FUNDING)	2006	815,000	12,270	16,359
OLD WINDSOR RD, SEVEN HILLS ROAD INTERSECTION	2002	11,000	4,980	5,606
OLD WINDSOR RD/WINDSOR RD, SUNNYHOLT RD. TO MERRIVILLE RD: WIDENING (OPENED TO TRAFFIC 03/02)	2002	27,000	14,386	21,579
WINDSOR RD, MERRIVILLE RD. TO SCHOFIELDS RD: WIDENING	2003	11,000	481	532
WINDSOR RD, SCHOFIELDS RD. TO MILE END RD: WIDENING (PLANNING)	2003	13,000	3,467	3,487
WINDSOR RD, ROXBOROUGH PARK TO SHOWGROUND RD: WIDENING	2003	41,000	748	769
WINDSOR RD, PITT TOWN ROAD INTERSECTION	2003	4,500	240	240
HAWKESBURY NEPEAN FLOOD STRATEGY: WINDSOR RD, HENRY RD. TO CURTIS RD.	2003	6,500	5,687	6,269
HAWKESBURY NEPEAN FLOOD STRATEGY: HIGH LEVEL CROSSING AT SOUTH CREEK WINDSOR	2006	64,000	633	1,162
<b>METROAD 3 – BLAKEHURST TO MONA VALE</b>				
MONA VALE ROAD WIDENING BAHAI TEMPLE TO INGLESIDE RD.	2003	18,800	2,934	5,531
<b>METROAD 4 – SYDNEY TO LAPSTONE</b>				
WESTERN DISTRIBUTOR DARLING QUAYS WIDEN FROM KENT ST TO SOUTH OF KING ST.	2003	18,900	4,633	7,008
PARRAMATTA RD: UPGRADE FROM BROADWAY TO CONCORD RD. (PLANNING)	NA	50,000	168	267
<b>METROAD 5 – MASCOT TO MENANGLE</b>				
M5 EAST FREEWAY MASCOT TO BEVERLY HILLS (OPENED TO TRAFFIC 2001; FINALISATION OF ACQUISITION PROGRESSING)	2004	794,000	129,883	772,158
<b>METROAD 7 – HEATHCOTE TO WAHROONGA VIA CUMBERLAND HWY</b>				
THE HORSLEY DRIVE TO MERRYLANDS ROAD WIDENING TO 6 LANES (FEDERAL FUNDING, OPENED TO TRAFFIC 06/02)	2002	30,000	12,288	29,048
<b>WESTERN SYDNEY ORBITAL</b>				
WESTERN SYDNEY ORBITAL FROM CAMDEN VALLEY WAY AT PRESTONS TO M2 AT WEST BAULKHAM HILLS (FEDERAL AND PROPOSED PRIVATE SECTOR FUNDING)	2007	1,250,000	60,658	131,078
<b>GREAT WESTERN HIGHWAY (BLUE MOUNTAINS)</b>				
LINDEN BENDS STAGE 4: TOLLGATE DRIVE (EAST) TO HEPBURN ROAD WIDENING TO 4 LANES (FEDERAL FUNDING)	2003	16,000	1,717	2,736
LINDEN BENDS STAGE 5: WATER RESERVOIR TO TOLLGATE DRIVE (EAST) WIDENING TO 4 LANES (FEDERAL FUNDING, OPENED TO TRAFFIC 12/01)	2001	5,700	3,408	5,122
GREAT WESTERN HWY WOODFORD TO HAZELBROOK WIDENING TO 4 LANES (PLANNING, OPENED TO TRAFFIC 12/01)	NA	60,000	140	140
GREAT WESTERN HWY HAZELBROOK TO LAWSON WIDENING TO 4 LANES	2005–6	65,000	414	414
MOUNT HAY RD LEURA TO BOWLING GREEN AVE KATOOMBA WIDENING TO 4 LANES	2006	74,000	2,692	3,708
SHELL CORNER MORT ST. TO NELLIES GLEN RD. KATOOMBA WIDENING TO 4 LANES (FEDERAL FUNDING)	2004	34,300	2,529	3,973
BELLEVUE CRESCENT TO COX AVE MEDLOW BATH WIDENING TO 4 LANES AND NEW RAILWAY OVERPASS (FEDERAL FUNDING)	2003	15,700	1,377	1,979
SOLDIERS PINCH MT VICTORIA REALIGNMENT AND RECONSTRUCTION (FEDERAL FUNDING, OPENED TO TRAFFIC 06/02)	2002	18,000	10,753	13,437
<b>OTHER SYDNEY ROAD IMPROVEMENT</b>				
<b>SUTHERLAND TO MENAI</b>				
BANGOR BYPASS NEW ROAD BETWEEN OLD ILLAWARRA RD. AND AKUNA AVE, MENAI	2004	70,000	4,031	7,488
<b>PRINCES HIGHWAY</b>				
PRINCES HIGHWAY/ACACIA RD. INTERSECTION (OPENED TO TRAFFIC 07/02)	2002	4,000	2,796	3,078
<b>HORSLEY DRIVE</b>				
ELIZABETH ST TO MIMOSA RD. WIDENING	2003	7,000	980	1,782
<b>HOXTON PARK ROAD</b>				
BANKS ROAD TO HILL ROAD	2003	28,000	500	500
BANKS RD. TO COWPASTURE ROAD (PLANNING)	NA	33,000	73	73

Project	Announced completion	Estimated total cost \$'000	2001–2002 expenditure \$'000	Expenditure to 30 June 2002 \$'000
<b>LIVERPOOL TO SMITHFIELD ROUTE</b>				
COWPASTURE RD, UPGRADE FROM GREENWAY DRIVE TO WESTERN SYDNEY ORBITAL (PLANNING)	NA	23,000	209	2,236
COWPASTURE RD, NORTH LIVERPOOL RD. TO MOUNT ST (PLANNING)	2004	17,000	52	529
COWPASTURE RD, MOUNT ST TO ELIZABETH DR.	2003	21,000	1,738	2,607
<b>OTHER STATE ROADS IN SYDNEY</b>				
PORT HACKING RD/THE BOULEVARDE INTERSECTION	2003	7,080	1,508	1,633
CASTLE HILL RD/COUNTY DRIVE HIGHS RD. INTERSECTION (OPENED TO TRAFFIC 12/01)	2001	6,200	2,643	6,647
BEXLEY TO MASCOT CYCLEWAY	2003	10,000	3,688	5,810
PARRAMATTA TO GRANVILLE CYCLEWAY	2002	11,000	1,714	2,932
CROSS CITY TUNNEL (PROPOSED PRIVATE SECTOR FUNDING)	2004	640,000	28,688	38,760
<b>NEWCASTLE ROAD IMPROVEMENT</b>				
<b>NEW ENGLAND HIGHWAY</b>				
NEW ENGLAND HWY/GRADE SEPARATED INTERCHANGE/INTERSECTION WEAKLEYS DR, THORNTON RD. & ANDERSON DR WEST (PLANNING – FEDERAL FUNDING)	NA	23,000	1	829
ANDERSON DR TO THORNTON RD. LINK	2003	7,000	731	1,421
<b>NEWCASTLE INNER CITY BYPASS</b>				
WEST CHARLESTOWN BY-PASS FROM PACIFIC HIGHWAY, WINDALE TO KOTARA HEIGHTS	2003	100,000	31,640	83,536
<b>MORISSET – WALLSEND ROAD</b>				
MR217 DUPLICATION FROM BOORAGUL ROUNDABOUT TO SPEERS POINT ROUNDABOUT (PLANNING)	2006	25,000	149	1,359
<b>OTHER ROADS IN NEWCASTLE AREA</b>				
TOURLE ST BRIDGE OVER HUNTER RIVER SOUTH ARM, DUPLICATION (PLANNING)	NA	45,000	274	407
NELSON BAY RD. (MR108) RECONSTRUCTION FROM BOBS FARM TO PORT STEPHENS DRIVE (PLANNING)	2004	9,000	614	1,200
<b>CENTRAL COAST ROAD IMPROVEMENT</b>				
<b>PACIFIC HIGHWAY</b>				
RENWICK ST TO BROOK AVE DUAL CARRIAGEWAYS	2002	7,900	1,964	4,387
KARIONG TO DOYALSON ROUTE DEVELOPMENT	NA	18,000	115	137
<b>OTHER ROADS IN CENTRAL COAST</b>				
THE ENTRANCE ROAD (MR336) ROUTE DEVELOPMENT	NA	31,000	0	0
AVOCA DRIVE (MR504) ROUTE DEVELOPMENT	NA	15,000	0	1
<b>WOLLONGONG ROAD IMPROVEMENT</b>				
<b>PRINCES HIGHWAY</b>				
NORTHERN DISTRIBUTOR EXTENSION TO PRINCES HIGHWAY (PLANNING)	NA	42,000	854	2,162
OAK FLATS TO DUNMORE (PLANNING)	NA	114,000	176	3,439
INTERCHANGE PRINCES HIGHWAY AND NEW LAKE ENTRANCE ROAD (OPENED TO TRAFFIC 10/01)	2001	28,200	10,038	33,360
NORTH KIAMA BYPASS BETWEEN SHELLHARBOUR ROAD AT DUNMORE AND SPRING CREEK BOMBO (JOINT FUNDING)	2005	141,000	35,020	50,527
<b>RURAL – PRINCES HIGHWAY IMPROVEMENT</b>				
RECONSTRUCTION BETWEEN YELLOWPINCH AND MILLINGANDI SOUTH OF BEGA	2002	10,000	5,778	8,590
<b>RURAL – NEW ENGLAND HIGHWAY IMPROVEMENT</b>				
DEVIL'S PINCH REALIGN AND REGRADE FROM 22KM TO 27KM NORTH OF ARMIDALE (FEDERAL FUNDING)	2004	18,800	966	2,213
<b>RURAL – HUME HIGHWAY IMPROVEMENT</b>				
ALBURY BYPASS (PLANNING – FEDERAL FUNDING)	2006	199,000	36	29,188
<b>RURAL – GREAT WESTERN HIGHWAY</b>				
BROWNS GAP RD. TO MID HARTLEY RD. HARTLEY RECONSTRUCTION (PLANNING)	NA	26,000	0	1,337
RIVER LETT HILL, HARTLEY REALIGNMENT AND IMPROVEMENT TO STEEP GRADES (PLANNING)	NA	28,000	62	125
PROVISION OF 4 LANE DUAL CARRIAGEWAY FROM LAKE LYELL RD TO EXISTING DUAL CARRIAGEWAYS, SOUTH BOWENFELS	2003	6,000	1	1

## Appendix I (continued)

## Major works

Project	Announced completion	Estimated total cost \$'000	2001–2002 expenditure \$'000	Expenditure to 30 June 2002 \$'000
<b>RURAL – PACIFIC HIGHWAY IMPROVEMENT</b>				
KARUAH BYPASS DUAL CARRIAGEWAYS (JOINT FUNDING)	2004	123,000	22,435	28,449
KARUAH TO BULAHDELAH DUAL CARRIAGEWAYS (PLANNING)	NA	270,000	1,320	12,180
BULAHDELAH BYPASS DUAL CARRIAGEWAYS (PLANNING)	NA	150,000	1,592	3,485
COOLONGLOOK TO WANG WAUK DUPLICATE EXISTING HIGHWAY (JOINT FUNDING) (OPENED TO TRAFFIC 07/01)	2001	49,000	6,091	49,166
BUNDACREE CK TO POSSUM BRUSH DUPLICATE EXISTING HIGHWAY (PLANNING – JOINT FUNDING)	2006	107,000	839	3,940
TAREE TO COOPERNOOK DUPLICATE EXISTING HIGHWAY (JOINT FUNDING)	2006	59,000	5,524	9,043
COOPERNOOK DEVIATION DUAL CARRIAGEWAYS INCLUDING NEW BRIDGE OVER LANSDOWNE RIVER	2006	69,000	6,308	10,263
COOPERNOOK TO MOORLAND DUAL CARRIAGEWAYS (PLANNING)	NA	56,000	41	1,321
MOORLAND TO HERONS CREEK DUAL CARRIAGEWAYS (PLANNING)	NA	230,000	1,159	3,175
KEMPSEY TO EUNGAI UPGRADE DUAL CARRIAGEWAYS (PLANNING)	NA	365,000	2,271	2,373
BONVILLE BYPASS REPTON TO LYONS ROAD COFFS HARBOUR DUAL CARRIAGEWAYS	2008	127,000	1,306	10,377
LYONS ROAD TO ENGLANDS RD. COFFS HARBOUR DUAL CARRIAGEWAYS (JOINT FUNDING, OPENED TO TRAFFIC 05/01)	2001	73,000	2,759	66,725
SAPPHIRE TO WOOLGOOLGA DUAL CARRIAGEWAYS (PLANNING)	NA	280,000	869	1,542
HALFWAY CREEK TRUCK STOP DUAL CARRIAGEWAYS	2003	21,500	2,235	3,813
ULMARRA UPGRADE AND BYPASS (PART JOINT FUNDING)	NA	31,000	0	1,543
BALLINA BYPASS DUAL CARRIAGEWAYS (PLANNING)	2010	245,000	0	7,505
TANDYS LANE DEVIATION DUAL CARRIAGEWAYS (OPENED TO TRAFFIC 12/01)	2002	57,000	17,793	53,717
BRUNSWICK HEADS TO YELGUN DUAL CARRIAGEWAYS (INCLUDING BRUNSWICK HEADS BYPASS 2ND CARRIAGEWAY) (PLANNING – JOINT FUNDING)	2006	154,000	3,088	11,472
YELGUN TO CHINDERAH DUAL CARRIAGEWAYS (JOINT FUNDING, OPENED TO TRAFFIC 08/02)	2002	348,000	96,659	313,545
<b>RURAL – NEWELL HIGHWAY IMPROVEMENT</b>				
COONABARABRAN BYPASS FEASIBILITY STUDY (PLANNING – FEDERAL FUNDING)	2005	34,000	33	497
MOREE BYPASS ROUTE INVESTIGATION (PLANNING – FEDERAL FUNDING)	2005	35,000	467	2,124
<b>RURAL – CASTLEREAGH HIGHWAY</b>				
WIDENING OF RAIL OVERBRIDGE OVER MR55 AT LIDSDALE	2001	8,500	2,497	7,834
RECONSTRUCTION INCLUDING WIDENING OF BRIDGE OVER COXS RIVER BETWEEN LIDSDALE AND COXS RIVER (PLANNING)	2004	14,500	284	1,096
<b>OTHER RURAL ROADS IMPROVEMENT</b>				
<b>MID WESTERN HIGHWAY</b>				
KINGS PLAINS REALIGNMENT BETWEEN 27KM AND 31KM WEST OF BATHURST	2003	14,000	3,472	4,726
<b>BRUXNER HIGHWAY</b>				
ALSTONVILLE BYPASS (PLANNING)	NA	32,000	219	1,643
<b>GOLDEN HIGHWAY</b>				
DEVILS ELBOW REALIGNMENT	2002	4,000	253	536
<b>OTHER RURAL ROADS</b>				
BURLEY GRIFFIN WAY (MR84) DEVIATION 0KM TO 5KM WEST OF HUME HIGHWAY (PLANNING)	NA	6,500	211	275
MR92 NOWRA TO NERRIGA (LOCAL GOVT, STATE & FEDERAL FUNDING)	2006	80,000	2,219	2,219
MR54 REALIGNMENT BETWEEN 3KM AND 9KM NTH OF GOULBURN	2001	7,500	2,811	6,097
MR197 NEW BRIDGE AND APPROACHES OVER MURRAY RIVER AT HOWLONG (OPENED TO TRAFFIC 10/01)	2001	13,500	730	13,495
COROWA MR86 NEW BRIDGE AND APPROACHES OVER MURRAY RIVER (FEDERATION, NSW & VICTORIA FUNDING)	2004	19,000	1,016	2,297
EUSTON-ROBINVALE (MR583) NEW BRIDGE AND APPROACHES OVER MURRAY RIVER (FEDERATION, NSW & VICTORIA FUNDING)	NA	40,000	488	1,437
MOAMA-ECHUCA NEW BRIDGE AND APPROACHES OVER MURRAY RIVER (FEDERATION, NSW & VICTORIA FUNDING)	NA	36,000	27	57
<b>TRANSITWAYS</b>				
LIVERPOOL TO PARRAMATTA	2003	258,100	53,867	101,442
OTHER TRANSITWAYS (PLANNING)	NA	17,000	9,263	16,915

## Appendix 2

### Heritage and conservation register

The RTA has a responsibility to identify and manage the items of environmental heritage in its ownership, care or control. These items are predominantly bridges. However, the RTA is also responsible for a number of other items including vehicular ferries and property assets.

To assist heritage management and to meet its statutory obligation under Section 170 of the Heritage Act 1977, the RTA holds a heritage and conservation register. In accordance with Section 170A of Heritage Act, the RTA is required to provide a statement on the condition of items on its register in the annual report.

<b>No. items</b>		149
<b>State heritage register listings</b>		36
<b>Levels of significance</b>	State (Not Registered)	2
	Local	48
	Not Assessed	63
<b>Condition</b>	Good	23
	Fair	31
	Poor	53
	Not known or applicable	42

Conservation Management Plans were under preparation for all timber truss road bridges on the State Heritage Register; Lennox Bridge at Parramatta and Lansdowne Bridge.

It was established that items 2753, 2756, 10321 (milestones), 11022 (Towrang Bridge and culverts) and 4300004 (Cunninghams Point Bridge, Bombala) were not under the RTA's ownership, care or control. The NSW Heritage Council has been notified that they will be removed from the RTA Heritage and Conservation Register.

Investigations were continuing to establish whether items 4300310 (Pyes Creek Bridge, Cherrybrook), 12597 (Macquarie Street Gate House, Parramatta Park), 650 (a house in Kingston Street, Ashfield), 20433 (the Derringullen Creek area) and 4300521 (a house on the Princes Highway at Bulli) were within the RTA's ownership, care or control.

- An interpretation plan was proposed for item 15492 – the Sydney Harbour Bridge.
- An oral history was completed on the construction of item 4300309 – Gladesville Bridge.

- Damage from a vehicle impact was sustained by item 4253 – Lansdowne Bridge. Repairs were being planned.
- A statement of heritage impact was prepared for item 4300304 – Redbourneberry Bridge – to assess proposed modifications.
- The bridge over Five Day Creek at Kempsey – Item 4300008 – was closed. Possible relocation of the bridge was under investigation.

The NSW Heritage Council approved applications under Section 60 of the Heritage Act 1977 for the following work:

- The top chords of the Junction Bridge at Tumut – item 4300007 – were laminated. Replacement was not possible due to a shortage of suitable timber.
- Refurbishment work was planned for Carrathool Bridge over the Murray River – item 4300165.
- A proposal to lift spans in the Hinton and Dunmore bridges – items 9528 and 9544.

## Appendix 3

### Threatened species recovery plan

RTA action to implement measures from the *Acacia pubescens* (Downy Wattle) recovery plan

Measures	Action taken to implement measures	Estimated annual cost	Status
Identify existing and potential threats to the <i>A. pubescens</i> population at Beverly Hills/Narwee on the M5 (north of Windarra Street).	Environmental Services Representative to visit site and identify existing and potential threats to the population.	\$525	Site visited and extent of population mapped in 2000.
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 M5, with advice from Environmental Services Representative. Asset Services to ensure that the program is implemented.	\$1500	Interlink Roads have incorporated threat and habitat management of the species into landscaping management plans for the M5.
Monitor the <i>A. pubescens</i> population at Beverly Hills/Narwee on the M5 (north of Windarra Street) on a regular basis assess the effectiveness of the threat and habitat management programs.	Environmental Services Representative to conduct at least an annual inspection of the population, including photographic survey. Following each inspection compare inspection records and initiate corrective action if required.	\$525	Inspection completed for 2002.
Assess development activities with reference to the recovery plan, the EIA Guidelines for <i>A. pubescens</i> and future advice from NPWS.	Environmental Services Representative to advise Project Manager of this requirement if aware of the proposed activity prior to EIA process. Project Manager to advise EIA Consultant of this requirement. Environmental Assessor to ensure that the recovery plan, EIA guidelines and NPWS advice have been considered in all relevant EIAs. Environmental Assessor to take this requirement into account when preparing Decision Reports.	NA	<i>A. pubescens</i> was included in the Western Sydney Orbital Environmental Impact Statement. One individual was identified as being impacted. The assessment made reference to the Recovery Plan.
Prepare or review any relevant environmental policies or management plans with reference to the recovery plans and any future advice from the NPWS.	During next review of the Maintenance EMP for the M5, Asset Services to add references to the <i>A. pubescens</i> Recovery Plan with advice from Environmental Services Representative.	\$750	Maintenance EMP for the M5 was not reviewed in 2002.
Forward 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, to the NPWS.	Environmental Services Representative to advise Project Manager of this requirement. RTA Project Manager to forward the information to NPWS.	NA	All information was forwarded to NPWS regarding the affect of the Western Sydney Orbital on <i>A. pubescens</i> .

### *Grevillea Caleyi* draft threatened species recovery plan

Measures	Action taken to implement measures	Estimated annual cost	Status
Control of drainage runoff from Ryland Track in Ku-ring-gai Chase NP.	Investigations to be made to determine controls of runoff from other side of road.	–	Site meeting undertaken with 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> .	–	Training of maintenance contractors carried out in November 2001. Draft roadside management plan for Mona Vale Road completed, containing safeguards to protect <i>G. caleyi</i> .
Management of roadworks near Bahai Temple.	Minimisation of impact through involvement of Environmental Services Representative on Project Team. Audits and surveillances to be undertaken to ensure protective measures are implemented.	–	Review of Environmental Factors prepared. Stage 2 currently underway. Temporary fencing erected to protect remaining plants. Topsoil with potential seed has been used to revegetate cleared area in Garrigal NP. Audits and surveillances have been undertaken in accordance with CSD risk assessment procedures.
Poster/brochure for maintenance contractors.	Brochure prepared.	–	To be distributed to maintenance contractors.

*Darwinia biflora* draft threatened species recovery plan

Measures	Action taken to implement measures	Estimated annual cost	Status
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.	NA	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.	NA	No activity has been proposed in 2001–02 that may have an impact on the species.
NPWS 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> .	NA	No activity has been proposed in 2001–02 that will have an impact on the species.

*Microtis angusii* (Angus Onion Orchid) threatened species recovery plan

Measures	Action taken to implement measures	Estimated annual cost	Status
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 if aware of the proposed activity prior to EIA process. Project Manager to advise EIA Consultant of this requirement. Environmental Assessor to ensure that impact of a proposed activity is considered in all relevant EIAs. Environmental Assessor to take this requirement into account when preparing Decision Reports.	NA	No activity has been proposed in 2001–02 that may have an impact on the species.
Liaise with NPWS, Warringah Council, Pittwater Council and Ku-ring-gai Council 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.	In kind support	Ongoing RTA involvement in Recovery Team.
Ensure that roadworks/maintenance will not cause destruction of degradation to populations of <i>M. angusii</i> .	Environmental Services Representative to advise relevant Project Manager of this requirement prior to any activity that may impact on this species. Project Manager to include this requirement in any relevant contract documentation. Environmental Assessor to take this requirement into account when preparing Decision Reports for projects that may have an impact on this species.	NA	No activity has been proposed in 2001–02 that may have an impact on the species.
Ensure that all environmental personnel are familiar with the location of <i>M. angusii</i> .	RTA Environmental Services to establish central database for sensitive sites, including known and potential locations of <i>M. angusii</i> locations. RTA Recovery Team to brief Environmental Services Branch on location of <i>M. angusii</i> populations and potential habitat.	NA	Sensitive sites database established and species location recorded. Environmental Services Branch staff briefed on location of populations and potential habitat.
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.	\$750	Maintenance contractors advised of location, potential habitat and preferred weed control in population locations.
Ensure that Environmental Impact Assessment surveys are conducted between May and October.	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.	NA	No activity has been proposed in 2001–02 that may have an impact on the species.
Notify NPWS of any new <i>M. angusii</i> populations discovered.	RTA Recovery Team member to notify NPWS when new populations of this species are identified.	NA	No new populations have been identified by the RTA.

## Appendix 4

### Waste reduction and purchasing policy

#### Background

The NSW Government's Waste Reduction and Purchasing Policy (WRAPP) was instigated in 1997 to minimise the waste generated across all Government sectors and help increase the market for materials containing recycled content. The RTA's WRAPP Plan was submitted to the NSW Environment Protection Authority (EPA) in 1998 to document the steps that the RTA was taking to implement the WRAPP.

The RTA now has a statutory requirement, under the *Waste Avoidance and Resource Recovery Act 2001*, to report on WRAPP implementation within the RTA Annual Report. This is the first such report. It is intended to be a summary of the information that will be provided in a more detailed report to the EPA in the first half of 2003.

This report focuses on purchasing and waste management for office materials and the four main construction/maintenance materials – concrete, asphalt, vegetation and fill/virgin excavated natural materials.

#### Office waste avoidance

Avoiding waste means cutting down on the quantity of excess materials requiring management by reuse, recycling or disposal. This is the RTA's preferred management option.

#### Avoidance initiatives within motor registries

A survey of RTA motor registries illustrated a number of current initiatives to reduce paper consumption, including: double-sided printing and copying; reuse of paper for printing, copying and writing; electronic storage and communication of messages and files.

Waste reduction educational material was sent out to Registry managers with the annual survey, attempting to raise the profile of waste reduction and purchasing of recycled-content materials.

#### RTA internet and intranet sites

The RTA was an early adopter of web technology and has established wide-ranging Internet and Intranet sites. The Internet site provides public access to RTA publications in an electronic format, avoiding the need for a paper copy and a trip to the registry. The effectiveness of using the Internet as a communications medium, avoiding resource use, is illustrated in the table below.

Major initiatives to further improve the RTA Internet site during 2001–02 include:

- Near completion of a redesign of the Internet site to improve stakeholder access to information and RTA services. The impending introduction of content authoring within individual business groups will make information more timely and relevant for stakeholders, improving the ability of the RTA to use the Internet site as a communication tool.
- Continuing e-commerce initiatives so that all appropriate RTA business to employee, business to business and business to customer transactions will be online.

The RTA's Intranet site is a key tool for internal RTA communications with document search, corporate news, phone directories and other information available online, reducing the need for paper documents.

RTA publication	Number of 'hits' – 4 months of March to June 2002	Converted to annual figure (x3)	Publication mass (g)	Paper saved during 2001–02 financial year (kg)
Driver Knowledge Test	132,158	396,474	272 (est)	107,920
Road User Handbook	70,104	210,312	160	33,650
Hazard Perception Handbook	13,226	39,678	105	4,166
Second Hand Vehicle Purchasing Guide	10,211	30,633	15	459
Heavy Vehicle License Handbook	12,377	37,131	150	5570
A Guide to DART – The Driving Ability Road Test	7,404	22,212	40	888
Annual Report 2001	3,076	9,228	650	5998
Annual Environment Report 2001	821	2,463	215	530
<b>Total</b>	<b>249,377 hits</b>	<b>748,131 hits</b>	<b>–</b>	<b>159,181 kg</b>

### Construction and maintenance – waste avoidance

The RTA has implemented a number of initiatives to avoid the production of waste from construction and maintenance. Avoidance initiatives are outlined within standard RTA specifications, identified within the Environmental Impact Assessment process or may have become standard practices for some contractors. Examples of specific avoidance initiatives include:

#### A quality approach

- Contractors are required to implement a quality system approach for managing RTA contracts. This maximises the likelihood of project works possessing the required performance characteristics, minimising waste associated with rework or failure of works before end of design life.

#### Balancing of earthworks

- During the initial and detailed design processes for a project, all attempts are made to balance the amount of material required for road fills with the amount of spoil generated from cutting activities. This avoids the need for importing additional fill or exporting spoil from a project.

#### Deep lift in-situ stabilisation

- Production of waste has been avoided through the in-situ treatment of existing pavement materials with a cementitious binder.

#### Retexturing of bituminous surfaces

- The Frimokar process is a new innovative technology capable of retexturing smooth/flushed bituminous surfaces by waterblasting. The RTA has experienced some encouraging initial outcomes with this process. Skid resistance was improved considerably on both sprayed seals and asphalt using a high waterblast pressure.

### Office reuse and recycling initiatives

Paper and toner cartridge recycling is undertaken on a site-by-site basis. This ranges from near complete recycling within a major corporate building through to no recycling at many regional locations. Surveyed staff highlighted a number of barriers preventing full recycling of paper and toner cartridges. This was particularly evident in regional areas lacking economical recycling services. The survey of staff highlighted room for improvement, especially the need for improved staff knowledge of those materials that may be recycled, and the availability of recycling service providers.

#### Reuse and recycling initiatives within motor registries

Reuse and recycling practices within Motor Registries provide a good indicator of practices across the RTA's entire operations. Key reuse practices included: double-sided printing and copying; reuse of printed sheets or obsolete forms for printing, copying and writing pads; shredding and sending material to local community groups or animal-related businesses. The following table highlights the degree of paper recycling at registries.

Degree of registry paper	Recycling proportion of registries
some form of paper recycling	84%
recycling all paper	47%
recycling half of paper	28%
recycling little or no paper	25%

Recycling of used toner cartridges was reported by 27% of survey respondents, averaging at 1.6 toner cartridges recycled by each registry each year. The survey showed little increase in toner recycling compared to last year, with nearly one-quarter of respondents unsure of the yearly trend.



### Office waste audit

The RTA audited waste streams from seven general office and registry locations across the State in order to assess how successfully recyclable paper was being diverted from landfill. The following diversion rates were observed:

Audit location	Number of staff audited	Paper recycling rate
Blacktown Office	92	70%
Centennial Plaza Office	500	94%
Parramatta Office	129	78%
Port Macquarie District Office	38	57%
Blacktown Motor Registry	22.9	70%
Port Macquarie Registry	7.4	97%
Taree Motor Registry	7.9	86%

The average amount of recyclable paper sent for recycling by general office staff was 456 grams/person/day, with 29 grams/person/day being discarded with general waste. The figures for registry staff were 264 grams/person/day recycled and 58 grams/person/day disposed to waste. The following table provides estimated recycling and waste paper quantities across the RTA. The recycling rate for general office staff is expected to be higher since a larger proportion of these staff are located in metropolitan areas where recycling services are more available.

Staff category	Effective fulltime numbers	Estimated recyclable paper being recycled during 2001–02	Estimated recyclable paper disposed as general waste
General office staff	3178*	312 tonnes	20 tonnes
Registry staff	1045	168 tonnes#	168 tonnes#

\*Includes approximately 380 skill-hire staff. #Recycled quantity may need to be adjusted to account for security bins.

It is apparent that appropriate education and policy direction are required to increase the recycling of toner cartridges and office paper. The RTA will work throughout the 2002–03 financial year to overcome barriers previously preventing the recycling of paper and toners.

### Construction and maintenance – reuse and recycling initiatives

The RTA has formulated a number of initiatives to reuse waste from construction and maintenance activities. Examples of these initiatives include:

#### – Vegetative matter for silt control and landscaping

The upgrading of Armidale Road (MR74) between Horton's Creek and Clouds Creek extends for 13km and is being constructed in stages. The first 5.1km stage is complete. During the construction of the first stage, mulch material sourced on-site from vegetation waste was used for sediment control. This dramatically reduced the need to buy geotextile sediment fencing, reducing waste and maintenance costs.

#### – Vegetation materials on Karuah Bypass

Most trees cleared for this project were either sent away as millable timber or chipped for reuse in landscaping. The remainder were used for erosion control, fauna habitat or burnt in accordance with legislative requirements where otherwise unusable.

#### – Reuse of spoil

Spoil from upgraded areas of the Great Western Highway is being used as fill in areas currently being upgraded. It has also been possible to reuse approximately 100,000m<sup>3</sup> of poor quality material from cuttings at the Charlestown Bypass by being selective in the locations in which it can be used and using chemical stabilisation to improve its properties.

#### – Recycled aggregate concrete in noise barriers for urban freeways

Recycled aggregate concrete noise barriers utilise the porosity of the aggregate, which is further enhanced to produce a barrier, which absorbs sound energy in specific wavebands.

#### – Concrete slab replacements for road-base

The Chinamans Hollow to Neath project has 5632m<sup>3</sup> of concrete within the existing pavement for recycling. It is planned to crush the old concrete and reuse within the new pavement.

#### – Use of Virgin Excavated Natural Material (VENM) to prevent illegal dumping

The dumping of illegal waste along Heathcoate Road was targeted by the RTA in conjunction with Sutherland Shire Council, Liverpool City Council, Southern Sydney Waste Board, Waste Services Lucas Heights, Department of Defence and Gandangara Local Aboriginal Land Council.

The second stage of the Heathcoate Road project was to construct physical barriers along the roadside and prohibit the movement of potential illegal dumpers in the off-road area. Twenty-two earth mounds were built at locations along the road corridor that previously allowed off-road movement. These earth mounds have been mulched with greenwaste mulch from the Woronora Bridge Project and are being planted with species endemic to the surrounding area.

#### – Use of crushed sandstone in Cumberland Highway upgrade

This project, widening 2.4km of the highway from four lanes to six lanes, required 23,000m<sup>2</sup> of new pavement. A 300mm layer of crushed sandstone was used within the new pavement project, finding a valuable reuse for spoil material generated by other projects.

#### – Investigation of additional recycling initiatives

The Hunter Region has set up a group to review the method of treating, re-using, sale or disposal of road base, reclaimed asphalt pavement and concrete produced by maintenance activities.

#### – Maintenance activities in Sydney north

All materials from road maintenance (eg asphalt, granular and clays) are reused/recycled. Materials are put back into mixes, used for general construction or blended with other material for garden use. The contractor advises continued development of asphaltic mixes with greater recycled content. Asphaltic materials that previously only contained virgin materials, such as Stone Mastic Asphalts, are being developed by the contractor to include a recycled content.

#### – Reuse of Reclaimed Asphalt Pavement (RAP) in Sydney east and west

During the 2001–02 financial year, approximately 43,000 tonnes of RAP was produced in this area:

- 20% was returned to asphalt companies for reuse.
- 20% was sent to local councils.
- 20% was stockpiled for use in shoulder build-up work.
- 15% was stockpiled for use in bicycle tracks etc.
- 10% was used as backfill for medians.
- 10% was sent to Eastern Creek Raceway for mounds etc.
- 5% was sent to property owners for private roads.

## Appendix 4 (continued)

An estimate of the major waste materials produced and reused/recycled is provided in the following table:

Material	Estimated quantity of waste produced (tonnes)	Estimated quantity recycled or reused (tonnes)	Comments
Vegetation waste	15,460	15,150	Estimate based on material from clearing of the footprint of highway projects only. Material is usually processed into woodchip or mulch and recycled. Estimates of the quantity were converted from cubic metres to tonnes using a density conversion factor of 3:1 based on area cleared.
Concrete	13,840	7,780	Estimate. Primarily calculated on the basis of concrete aggregate reuse as supplied by contractors. Figures were converted from cubic metres to tonnes using the conversion factor 1.1 (t/m <sup>3</sup> ).
Fill/ VENM	6,418,770	5,350,170	Estimate. The proportion disposed to registered landfill disposal sites is small and the amount going to landfill primarily includes material used for capping and possibly was not attracting s.88 levies. Figures were converted from cubic metres using conversion factor 2.0 (t/m <sup>3</sup> ).
Asphalt	200,360	high	Estimate based on advice from contractors. Figures were converted from cubic metres to tonnes using conversion factor 1.6 (t/m <sup>3</sup> ).

### Reuse and recycling of reclaimed asphalt pavement within Sydney

The proportion of RAP reused and recycled across the state varies between and within regions. As noted above, reuse options for RAP vary from 'low-value' applications such as general fill, through to 'high-value' applications such as reuse within new asphalt mixes. The range of reuse options is illustrated by the following reuse/recycling rates within Sydney:

- Sydney North – 50,000 tonnes out of a possible 50,000 tonnes (100%)
- Sydney East and West – 43,000 tonnes out of a possible 43,000 tonnes (100%)
- Southern Region – 16,580 tonnes out of a possible 23,580 tonnes (70%)

### Purchase of paper products and toners with recycled content

The majority of the RTA's office products were ordered through a single supply contract during the year. This allowed easy compilation of the majority of office consumable purchases for this report. However, consumables purchased directly from other equipment suppliers – such as toners ordered directly from printer suppliers – have not been included in the table below. The RTA's introduction of an Integrated Management System is expected to improve the RTA's ability to track office consumables purchasing data.

Office consumable	Total quantity purchased	Total quantity purchased with recycled content	Comments
A4 and A3 paper	68,844 reams	1,452 reams	Includes: 115 reams of 50% recycled content. 922 reams of 80% recycled content. 415 reams of 100% recycled content.
Toilet paper	67,764	0	Quantity purchased is in terms of individual rolls.
Paper towels	49,303	16	Quantity purchased is in terms of individual items such as a roll or packet.
2003 diaries	1,598	0	–
Computer paper	100	0	–
Writing pads	8,143	1,935	This category is restricted to ruled writing pads.
Toner cartridges	1,110	Not available	This includes fax and inkjet cartridges.

Approximately 2% of A4 and A3 paper purchased through Q-Stores had recycled content. No information was available on the number of remanufactured toner cartridges purchased. Staff listed a number of barriers preventing them from increasing purchases of recycled-content paper products and toner cartridges. Major barriers relating to recycled paper products included: potential for causing printer/copier problems; unawareness if supplier has recycled range; inferior quality; restricted to using standard forms which may not contain recycled content; expense or waiting for an RTA-wide policy. Similarly, barriers preventing the use of remanufactured toner cartridges included: perceived or demonstrated poorer quality; recycled stock not offered by contracted supplier or suppliers in area; machine warranty issues; general preference for new toners; uncertainty whether toners could be purchased outside of the RTA's supply contract.

### Initiatives to increase recycled content of office consumables and printing paper

A corporate-wide policy on the use of recycled content paper and remanufactured toner cartridges will be completed during 2002–03, building on the draft Purchase of Recycled Paper Policy developed in 2001–02. Without an RTA-wide recycled-content office consumables policy in 2001–02, the use of recycled-content paper or toner cartridges was undertaken on a site-by-site basis. It is apparent that an RTA-wide policy is required to increase the use of recycled-content paper and remanufactured cartridges, supported by education to make staff aware of their options when purchasing these goods.

## Construction and maintenance – purchase of recycled content materials

### Specifications

RTA specifications continue to increasingly allow for recycled content. Changes to specifications this year included:

- G34 for maintenance works – Requirement for contractors to develop strategies for the purchase and use of products that have recycled content.
- G35 and G36 for construction works – Commenced revision to improve both purchasing of recycled content materials and reporting quantities, initiatives and barriers to the RTA.
- R75 – In Situ Pavement Recycling by Deep-Lift Cementitious Stabilisation. This specification allows a cost-effective method of pavement rehabilitation. The existing pavement material is mechanically incorporated with binding agents (by-products of the steel and electricity industries). The formation, once compacted, forms a bound pavement layer of higher strength.
- R178 Vegetation – Now allows the use of recycled paper as mulch.

Other key existing specifications allowing major use of recycled materials include:

- RTA QA Spec R116 Asphalt – Allowing up to 15% reclaimed asphalt pavement within asphalt.

- RTA QA Specs 3051/3052 – Allowing for the use of recycled materials within base and sub-base of pavements.
- RTA QA Spec 3071 (draft) – Allows for recycled content within selected formation material.
- RTA QA Spec 3252 – Allows use of scrap rubber within certain modified binder classes.
- RTA QA Spec R178 – Allows stockpiling and reuse of soil from site and the use of cellulose fibre mulch, which must be produced from *pinus radiata* plantation timber or from recycled paper.

### Field trials

Two blends of recycled crushed concrete (RCC) and reclaimed asphalt pavement (RAP) have been trialed in the field as unbound pavement material for roadbase. A trial has also been conducted for select formation material consisting of RAP and crushed bricks (60/40), complying with draft RTA Spec 3071. Conclusions from these trials include:

- Roadbase consisting of a blend of RAP and RCC can be produced to meet specification requirements.
- Select formation material consisting of a blend of RAP and recycled crushed bricks can be produced to meet specification requirements.
- There is a need for ongoing long-term field performance of these products with the aim of establishing a correlation between laboratory and field performance.

### Estimated purchasing of construction and maintenance materials

The following table provides estimated materials purchasing quantities.

Material	Estimated total quantity purchased/used (tonnes)	Estimated total quantity purchased/used with recycled content (tonnes)	Comments
Vegetation waste	6,104	6,104	Estimate. Figures estimated for landscaping area mulched. The material is primarily recycled from by-products of pine milling operations.
Concrete	377,280	0	Estimate. Figures estimated on a pro rata amount based on the proportion of total concrete required.
Fill/VENM	0	0	–
Asphalt	454,680	high (see table below for examples from Sydney maintenance regions)	Estimate. Based on annual purchase numbers. Figures have been converted from cubic metres to tonnes using the conversion figure 2.4 (t/m <sup>3</sup> ). Note approximately 20,000 tonnes of this material contained recycled slag aggregate.

Recycled content within asphalt mixes purchased by the RTA is illustrated by the following table.

RTA region	Quantity purchased	Quantity with recycled content	Comments
Sydney north	70,000 tonnes	65,000 tonnes	Specialty products of 5,000 tonnes which do not contain recycled material.
Sydney east and west	83,700 tonnes	76,000 tonnes	Specialty products of 7,700 tonnes which do not contain recycled material.

### Conclusion

The RTA is progressing its efforts to:

- Increase purchases of recycled content office and construction/maintenance products, where economically and technically viable.
- Improve the management of excess office and construction/maintenance materials.

The RTA will report annually to the public on our success in promoting the efficient use, reuse and recycling of resources, and the minimisation of waste.

## Appendix 5

### Committees and significant advisory groups

#### Roads and Traffic Advisory Council

Established under the Transport Administration Act 1988, the Roads and Traffic Advisory Council advises the RTA and the Minister on:

- The promotion of traffic safety.
- Improvements in the movement of traffic.
- Improvements in the movement of freight.
- Requirements of vehicle drivers.
- Requirements for roads and vehicles.
- Promotion of industrial development, primary production and tourism in relation to roads and traffic.
- Protection of the environment in relation to roads and traffic.
- Roads and traffic legislation.
- Any other matter relating to roads and traffic that the Council considers appropriate.

#### Membership

Membership of the Roads and Traffic Advisory Council is by appointment by the Minister for Roads and comprises representatives from various organisations. As at 30 June 2002, the Council comprised:

- Mr Bill Wallace (Chair), representing the road freight industry.
- Ms Di Collins, representing the NRMA Limited.
- Councillor John Wearne AM, representing the Local Government and Shires Associations.
- Mr Warrick Irvine, representing the Labour Council of New South Wales.
- Emeritus Professor Ron Huckstep, representing the medical profession.

There are also four ex-officio members:

- Chief Executive of the RTA.
- Director-General of the Department of Urban Affairs and Planning.
- Director-General of the Department of Transport.
- Commissioner of New South Wales Police Service.

#### Statutory bodies and committees representation

##### Western Sydney Roads and Traffic Committee

This independent committee, representing the community, was established in 1996 to monitor and verify expenditure of road funds approved for Western Sydney by the Minister for Roads. The NSW Government's commitment to the people of Western and South Western Sydney is to spend an average of \$160 million annually on road and road-related public transport infrastructure works in this region.

Committee members are:

- Chairperson – vacant.
- Manager, Policy, Planning and Economics, NRMA Ltd – Mr Marzi De Santi.
- Mayor, City of Blue Mountains, nominee of Western Sydney Regional Organisation of Councils – Mr Jim Angel.
- RTA adviser to the committee – Mr Mike Veysey, RTA.

##### ITS Standards Committee – IT23

The major achievable and highly reportable outcome is the generation of published Australian Standard AS 4962:2000 (Int) – Electronic Toll Collection – Transaction Specification for Australian Interoperability on the DSRC Link.

This standard is used across Australia as the basis for providing interoperable toll services via ETC to Australian motorists and permitting multiple tollway operators to select equipment suppliers from a range of different companies, supplying compatible equipment. Australia was the first country in the world to achieve this feat.

- Mr Peter Lardner-Smith, RTA – served as Chairman of the Electronic Tolling Collection Committee IT/23/5, part of the parent IT/23 ITS Committee over the year 2001–02.

##### Operations Code Reference Panel/Working Group 12 – AUSTRROADS

This working group was an inter-industry group of representatives from AUSTRROADS and several telecommunications carriers. Responsible for the publication by both AUSTRROADS and ACIF (Australian Communications Industry Forum) of documents titled 'Telecommunications in Road Reserves – Operational Guidelines for Installations'.

Working Group members included:

- Mr David Shatford – RTA.
- Mr David Wilson – RTA.

#### Road Freight Advisory Council

The Council provides a consultative forum for industry and Government to consider matters related to the development, co-ordination, planning and regulation and operation of road freight transport services in NSW.

Council members are:

- Mr Bob Angus – (Chair), Boral Transport.
- Mr Warrick Irvine – Transport Worker's Union.
- Mr John Pierce – NatRoad Limited.
- Mr Robert Richardson – Livestock Transporters Association of NSW.
- Mr Paul Campbell – NSW Road Transport Association.
- Mr Peter Dawson – Warehousing/distribution operator.
- Mr Trevor Smith – Small fleet operator.
- Mr John Morris – ARTA.
- Mr Bob Reece – RTA advisor.

There are three high-level road safety committees:

##### Government Agencies Road Safety Council (GARS)

- Mr Paul Forward, RTA (Chair).
- Mr John Feneley, Attorney General's Department.
- Mr Assistant Commissioner Ron Sorrenson, NSW Police.
- Mr Bill Bellew, NSW Health.
- Mr Kent Donaldson, Transport NSW.
- Mr David Bowen, Motor Accidents Authority.
- Mr Rob Randall, Department of Education and Training.
- Mr Garry Payne, Department of Local Government.
- Ms Catriona McComish, Department of Corrective Services.
- Ms Sue Sinclair, RTA.

**Purpose:** The purpose of GARS is to lead, at executive level, partnering and the opening up of new synergies between agencies of the NSW Government in the pursuit of road safety objectives.

##### RTA/Police Liaison Committee

For Police:

- Deputy Commissioner David Madden (alternate Chair).
- Assistant Commissioner Ron Sorrenson.
- Inspector Dave Evans.

For RTA:

- Mr Paul Forward (alternate Chair).
- Mr David Stuart-Watt.
- Ms Sue Sinclair.
- Mr Chris Ford.
- Mr Paul Willoughby.

**Purpose:** The RTA/Police Liaison Committee discusses road safety and traffic issues of a high-level policy or strategy nature. Its aim is to enhance the existing strategic partnership of these two key stakeholders in road safety and traffic matters.

##### Road Safety Task Force

- Mr Paul Forward, RTA (Chair).
- Mr Rob Carter, NRMA Ltd.
- Mr David Bowen, Motor Accidents Authority.
- Mr Les Tree, Ministry for Police.
- Deputy Commissioner David Madden, NSW Police.
- Professor Danny Cass, Children's Hospital Westmead.
- Dr Jane Elkington, Health consultant.
- Associate Professor Soames Job, University of Sydney (Psychology).
- Mr John Mills, MP, Member for Wallsend.

**Purpose:** The Road Safety Task Force was established by the Minister for Roads in January 2001 following an increase in fatalities in 2000, and especially a sharp increase in the Christmas/New Year period that year.

It was convened to bring individual views, experience, knowledge and skills from a group of road safety experts, and to make recommendations for improving the effectiveness of road safety interventions and initiatives to reduce the road toll over time.

## Appendix 6

### Senior executive performance statements (Level 5 and above)

Name:	Paul Forward
Position:	Chief Executive
Level:	8
Period in the position:	2001–2002
Total remuneration package:	\$312,334

Mr Forward led the development and implementation of key programs in the RTA's core business areas of road network infrastructure, road safety, road user management and traffic management. All programs were delivered as per agreed targets.

Mr Forward promoted efficiency gains and cost savings to achieve the Government's efficiency targets, with savings directed back into the roads program through the implementation of initiatives in road maintenance service delivery and other business improvements.

He led the development and maintenance of the State Road Network, focusing on strategic routes to meet the Government's economic objectives. Mr Forward oversaw the development of key road planning strategies to achieve better integrated transport planning. He led the development of strategic initiatives to facilitate the more efficient transport of freight within the State. Under his leadership the RTA progressed three major private infrastructure projects – the Cross City Tunnel, the Western Sydney Orbital and the Lane Cove Tunnel. Another major Government initiative, the M5 East Freeway, was opened well ahead of schedule.

Development of road safety initiatives by the RTA were led by Mr Forward and road safety programs coordinated across Government agencies. Mr Forward ensured that proactive Speed Management, Driver Fatigue and Drink Driving programs were developed and that, in co-operation with the Police Service, enforcement operations were targeted at these areas. He continued to lead the implementation of initiatives to improve the delivery of driver and vehicle services including the development and introduction of additional on-line services. Mr Forward ensured the improved delivery of services in regional and rural areas by expanding the Government Access Centre Program.

He made a significant personal contribution to improvements in the State road network performance. Under his leadership the RTA developed a number of bus priority measures for Sydney and Newcastle. Mr Forward opened a Central Coast Office to implement the RTA's responsibilities contained in the Central Coast Transport Strategy. He continued to pursue interoperability of electronic toll collection both within the Sydney metropolitan area and within other States. The management of environmental issues, including indigenous heritage issues, continued to be one of his major areas of focus.

Mr Forward continued to represent the Government's views at national forums such as the Standing Committee on Transport and Austroads. He continued to participate as a leading member of key coordinating bodies such as the Transport Coordination Committee. Mr Forward had significant dealings with key RTA stakeholders and was able to ensure that their views were included in RTA planning and other activities.

Name:	David Stuart-Watt
Position:	Director, Client Services
Level:	5
Period in position:	2001–2002
Total remuneration package:	\$200,615

Mr Stuart-Watt's major focus for this period has been on improving processes, the skill level of staff and integration of programs at the local level to fulfil community needs across the State. The core business of managing the delivery of client programs and projects was undertaken with emphasis on demonstrating competitive advantage and providing value for money.

Under Mr Stuart-Watt's leadership, the core programs of road development, road maintenance, road safety and traffic management, amounting to \$1.7 billion were delivered in accordance with forecasts. This included the delivery of the Timber Bridge Replacement and Rebuilding Country Roads programs, with significant savings through efficient packaged procurement processes.

Significant accomplishments for Mr Stuart-Watt include completion of the M5 East Freeway seven months ahead of schedule, accelerated progress on the Yelgun to Chinderah Freeway, (which is targeted for completion four months ahead of schedule), duplication works on Old Windsor Road and Great Western Highway, a new river crossing of the Murray River at Howlong and completion of the Raymond Terrace to Karuah duplication of the Pacific Highway.

Other achievements include wide attendance at learning workshops in the Road Safety, Traffic Management, Asset Management, Project Management and Project Development disciplines; and bringing a 'commercial' culture into the Directorate.

The Road Safety Program continues to deliver a number of high profile projects such as the Fixed Speed Camera Program; Operation Westsafe; extensions of the Alternate Transport and Research Program from Western Sydney into the Northern Beaches area; management of the 40km/h Schools Program; and the development of Motorcycle and Occupant Restraint Programs. These are supported by strategic multi-faceted education campaigns.

Through the Project Management Office, quality systems and quality certification have been extended through the State. The RTA's Estimating Manual was prepared and launched and best practice has been promoted. Mr Stuart-Watt has continued to chair the Authority's Steering Committee that is responsible for managing the development of a new project management system for the RTA.

Savings in excess of \$10 million were identified across the Directorate throughout 2001–02.

Mr Stuart-Watt strengthened partnerships with local Councils and has facilitated a much closer working relationship between the Police and RTA throughout the State.

Name: Ulf Fraser  
 Position: Director, Operations  
 Level: 5  
 Period in position: 2001–2002  
 Total remuneration package: \$196,914

Throughout the third year of activity of the Operations Directorate, Mr Fraser continued to focus heavily on achievement of the financial performance targets set, further reduction in OHS and overhead costs and on building an external works portfolio in Road Services and Fleet Services, in particular, to ensure delivery of maximum savings to the RTA during an ongoing period of heavy call on funds.

Under the leadership of Mr Fraser, RTA Operations successfully delivered works and services to the value of \$755 million and generated an operating surplus of \$56 million. Allowing for the \$36 million annual corporate management fee, this represented a \$20 million net surplus. Some \$24 million of work was won from external clients during 2001–02.

Road Services continued to operate successfully in the open market and earned \$462 million in income over the financial year – an increase of \$35 million over the previous year. The operating surplus of \$33 million achieved was up \$11 million compared to the previous year. Some \$17 million of work was won from external clients during 2001–02. The diverse range of projects won included the South Western Region bitumen sealing contract, upgrading of the Summerland Way at Dourigan's Gap north of Kyogle, the Monaro Highway cycleway construction in the ACT, Stage 2 of the Pacific Highway upgrade from Renwick Street to Brooks Avenue at Wyoming, variable message sign contracts at Cairns and Toowoomba, the Sturt Highway rehabilitation contract at Tubbo Station near Darlington Point, construction of the Grooms and Tenterfield Creek bridges at Tenterfield and Stage 1 of the Wondalga Road upgrade on the South West Slopes near Tumut. The largest project underway is the Pacific Highway dual carriageway upgrade at Halfway Creek south of Grafton.

Fleet Services earned some \$38 million during the year, including almost \$4 million from external clients, and achieved an operating surplus of \$4.5 million. The turnover and surplus figures were down somewhat compared to 2000–01.

RTA Operations as a whole continued to make substantial improvements in OHS and achieved a 9% reduction in the number of claims and a 35% reduction in claims liability in 2001–02 compared to the previous year. Road Services made the most significant contribution to this improved performance with a 19% reduction in the number of claims and a 45% reduction in claims liability. The commitment of Fleet Services to OHS was also recognised by its receipt of a Treasury Managed Fund award for the safety system in place throughout workshops in the State.

Mr Fraser continued his senior role on the RTA's Single Bargaining Unit involved in high level industrial negotiations with the unions/staff associations throughout the year and completed implementation of the workforce renewal initiative without any industrial dispute on this account. He was also an active member of the Audit and Continuous Improvement Steering Committees throughout the year as well as continuing his dual role as a director of ARRB Transport Research Ltd and as the RTA's member representative.

Name: Chris Ford  
 Position: Director, Traffic & Transport  
 Level: 5  
 Period in position: 2001–2002  
 Total remuneration package: \$191,363

Mr Ford has led significant improvements in network performance through the Transport Management Centre and the operational performance of the Sydney Harbour Bridge, Tunnel and Cahill Expressway. He has also made a significant contribution to the consolidation and strategic positioning of the authority's role in the management of traffic and transport.

Mr Ford has developed and maintained strong partnerships with a number of other organisations, particularly the Premier's Department, Police Service, Sydney City Council, City Rail and the State Transit Authority. Mr Ford's leadership of the traffic and transport planning and implementation of major events has built on the experience of the Sydney 2000 Olympic Games and included New Year's Eve 2001, Australia Day 2002, the Gay and Lesbian Mardi Gras and many other community and sports events. Under Mr Ford's leadership, the Directorate's contribution to the success of these major events has been formally acknowledged by the Premier and staff of the Premier's Department, the Lord Mayor of Sydney and the Minister.

Further achievements in 2001–02 by Mr Ford have been improvements to incident detection and response systems and improvements to traffic signal coordination using the Sydney Coordinated Adaptive Traffic System (SCATS). Mr Ford has led the development of a traffic modelling capability. This has been applied in helping define the scope of major works such as the Lane Cove Tunnel and Cross City Tunnel and identifying their traffic management requirements. Outcomes included the installation of a contraflow lane where the M5 East Freeway joins General Holmes Drive.

Mr Ford has directed programs to improve the traffic flow through the toll plazas on the Sydney Harbour Bridge and Tunnel, including the expansion of electronic tolling with interoperability with other motorways.

In addition to making traffic flow more efficient, Mr Ford has also led the development and implementation of programs to make alternatives to the motor car more attractive, through bus priority and provision of cycleways and pedestrian facilities.

The bus priority programs include a series of measures proposed by the State Transit Authority and opportunities identified by private operators to support improvements to their service strategies. Other initiatives included developing a pilot Bus Lane Monitoring System and applying red pavement overlays to bus lanes in the Sydney CBD and its approaches including Oxford Street, the Sydney Harbour Bridge and Warringah Expressway.

Mr Ford's achievements in 2001–02 also included expansion by 245km of the cycleway network, support for bicycle promotions such as the RTA Big Ride and Cycle Sydney and the development of Pedestrian Access and Mobility Plans (PAMPs), which are prepared as a joint project with local government and identify facilities to improve pedestrian mobility and safety.

Name: Brett Skinner  
 Position: Director, Finance  
 Level: 6  
 Period in position: 2001–2002  
 Total remuneration package: \$217,288

Mr Skinner successfully led the Finance Directorate during the period he was in the position and delivered a range of projects to improve the financial and commercial management of RTA resources.

Strategies to support the RTA's funding base were implemented including the development of the RTA's 2002–03 Budget with \$2.453 billion received for funding of the Roads Program. This included an additional \$60 million in annual revenue, generated from revised RTA user charges, which was successfully negotiated with NSW Treasury.

Mr Skinner was involved in the provision of financial advice on private sector infrastructure proposals including evaluation of proposals received for the Cross City Tunnel, Western Sydney Orbital and Lane Cove Tunnel. Financial modelling and advice on other proposals were also undertaken. Guidelines were established for business investment decisions and a number of proposals were evaluated.

He successfully directed the provision of strategic financial and management information and ensured that the annual accounts complied with statutory requirements. A major achievement was the successful on-time implementation of stage 1 of the IMS project for improved accounting and management information across the RTA.

A business framework to identify, assess and manage risks to minimise the RTA's exposures was further strengthened through the implementation of Principal Arranged Insurance. In addition, implementation of the Critical Control Management process in the Road User Management business won the Treasury's Managed Fund's 'Excellence in the Field of Risk Management' award.

Under the T Corp service level agreement and through their management under that agreement, savings in excess of \$1 million in interest rate costs were achieved in respect of the RTA's loan portfolio.

In the property area, 580 staff from various locations across the RTA were successfully relocated to the newly leased Octagon Building in Parramatta. Gross revenue of some \$50 million was earned from the property portfolio which exceeded initial targets for the year. An on-line property inquiry system was also successfully implemented.

Mr Skinner commenced a review of the Finance Directorate's functions, business processes and staffing needs to better align the Directorate's services with client needs.

Name: Mike Hannon  
 Position: Director, Road Network Infrastructure  
 Level: 6  
 Period in position: 2001–2002  
 Total remuneration package: \$226,095

Mr Hannon continued to focus on the RTA's strategic direction and Government priorities, overall management of the Road Network Infrastructure (RNI) programs and the implementation of the appropriate linkages between programs within RNI as well as with other Directorates.

Privately funded infrastructure is an important means of ensuring NSW has the motorways it needs to meet the increasing demands of passenger and freight travel. Mr Hannon led and managed the Directorate's involvement in the major privately funded strategic projects: the Cross City Tunnel (CCT), Lane Cove Tunnel (LCT) and the Western Sydney Orbital (WSO) and chaired the Interdepartmental Panel meetings with membership from Treasury, DOTARS, State Contracts Control Board, RTA and supported by expert technical, legal and financial advisers.

Mr Hannon also led and managed the Directorate's involvement in major projects such as Transitways, M5 East, F3 to Sydney Orbital Link.

He developed and maintained strategic partnerships with the Minister's Office, Federal Government, contractors, consultants, industry associations and internal service providers.

Mr Hannon oversaw the management of the development of key road planning strategies to achieve better integrated transport planning and better land use planning in consultation with Transport NSW, Planning NSW and other transport agencies.

Mr Hannon led the management of the \$650 million Infrastructure Maintenance Program and oversaw the successful delivery of the program including new funds for asset renewal, Rebuilding Country Roads Program including works to refurbish or replace 140 bridges over five years, and implementation of the NSW Government Road Maintenance Reform Package.

Mr Hannon chaired the Maintenance Contracting Reference Committee, comprising representatives from the Local Government Shires Association, Institute of Public Works Engineers Australia, Municipal Employees Union and the RTA, managing the implementation of Single Invitation Contracts for State Roads Maintenance.

Major initiatives completed under Mr Hannon's leadership included overseeing the implementation of the M5 East Freeway project, a major initiative completed ahead of schedule and opened to traffic in December 2001. The M5 East is providing improved access to Port Botany and Kingsford Smith Airport from southwest NSW, and the southwestern suburbs of Sydney.

Other achievements under Mr Hannon's leadership included the development and completion of key strategic development projects (on target) to support the Government's priorities:

- Great Western Highway – Linden Bend Stage 5, Soldiers Pinch.
- Princes Highway – Oakflats Interchange, Yellow Pinch Reconstruction.
- Castlereagh Highway – Lidsdale Rail Overbridge.
- Hume Highway – Bookham Bypass.
- Windsor/Old Windsor Road Projects – Seven Hills Road to Norbrik Road, Sunnyholt Road to Caddies Creek, Caddies Creek to Merriville Road.
- Castle Hill Rd – County Dr to High St intersection.
- Cumberland Highway widening – Horsley Drive/Merrylands Road.
- Murray River Bridges – Howlong Bridge and approaches.

Under Mr Hannon's leadership successful implementation of improvements to contract management were achieved including:

- A new arrangement with Principal Arranged Insurance to all new construction contracts from 1 October 2001. The RTA has secured rates locked in for three years at pre-September 11 premium.
- Professional indemnity insurance requirements that are consistent with agreed risk-allocations.
- The prequalification program for Councils undertaking work on State Roads, with 100% of Councils participating in Single Invitation Contracts now prequalified.
- Sub-contractor prequalification system including requirements for OHS and environmental management.

Name: Sue Sinclair  
 Position: Director, Road Safety and Road User Management  
 Level: 5  
 Period in position: 2001–2002  
 Total remuneration package: \$200,615

Ms Sinclair led the development of action plans for *Road Safety 2010* and implemented strategies to improve customer service, target compliance activities and enhance controls to reduce the potential for identity fraud and vehicle theft.

Ms Sinclair co-ordinated the development of Action Plans for Speed Management, Drink Driving, Driver Fatigue, Pedestrian Safety and Motorcyclist and Bicyclist Safety. An alcohol interlock program was also developed as an option for sentencing traffic offenders with the Road Transport Legislation Amendment (Interlock Devices) Bill 2002 tabled in Parliament.

Through co-operation with the Police Department, Ms Sinclair directed the expansion of a program of highly visible automatic digital Speed Cameras. An additional 12 fixed digital speed cameras were installed during the year taking the total in NSW to 62.

Road safety around schools was improved with 93% of schools now having a 40km/h speed zone. An additional 37 School Crossing Supervisors were also appointed in the year – an increase of 7% over the previous year. An Aboriginal Road Safety Coordinator was appointed to raise awareness of road safety issues among Aboriginal communities.

Customer access continued to be a major focus with the expansion of online Internet and telephone services. Online sales of number plates grew significantly during the year with 20% of special plate sales now online.

A trial of the new e-Safety Check system commenced to enable Authorised Inspection Stations (AIS) to transmit vehicle inspection (Pink Slip) information electronically to the RTA using either the Internet or telephone. With the expansion of e-Safety Check, an additional 2.5 million customers will have the opportunity to renew registration online.

The Online Booking system was introduced in January 2002 enabling registries to book Driver Knowledge and Hazard Perception tests online. In June 2002, the system was expanded to allow customers to book tests online through the Newcastle Call Centre and the system was expected to be available to customers on the internet in July 2002.

The Government Access Program was managed with the establishment of 29 new sites (making a total of 36 sites) and an in-principle agreement developed for Walgett Shire Council to provide services at Lightning Ridge. Seventeen types of transactions are provided and information is made available for eight State Government departments and agencies.

Nearly 93% of customers rated motor registry services as 'good' or 'very good' in an independent survey. A Compass benchmark study identified that the consolidated Newcastle Call Centre had a lower call abandonment rate and cost per contact and a higher level of productivity than other call centres.

Ms Sinclair directed the implementation of initiatives under the new Graduated Licensing System to improve the standard of driver licensing in NSW. The new Hazard Perception Test (HPT) was introduced on 2 July 2001 and the heavy vehicle driving test was also upgraded.

The Community Based Knowledge Testing Program was developed to assist people in the Aboriginal population living in remote areas of western NSW as well as people with low literacy skills in gaining a driver licence. The program was evaluated in 2001–02.

The audio facility of the Driver Knowledge Test was expanded to nine community languages. The facility allows applicants to listen to the questions and answer options in the languages available.

The integrity of the licensing system was further strengthened by enhancements to the online validation of birth and other certificates with the NSW Registry of Births, Deaths and Marriages and the introduction of new style photocards.

Ms Sinclair directed the RTA's compliance and enforcement functions to improve targeting of non-compliant operators and vehicles. More stringent penalties were introduced for offences detected by the Safe-T-Cam system. Measures to prevent rebirthing of stolen vehicles were strengthened.

Ms Sinclair directed development of a package of vehicle emissions reduction measures. Representations to the national Motor Vehicle Environment Committee have resulted in a package of more stringent vehicle emission and fuel standards and in the adoption of the Diesel National Environment Protection Measure for in-service diesel engines. A test and repair program for State Transit Authority buses was undertaken, with private sector bus and truck fleets now volunteering to join the program.

New demerit point penalties were introduced for noisy and smoky vehicles and for using a hand-held phone while driving. A Conditional Registration scheme was implemented in May 2002 to particularly benefit the farming community.

Arrangements were made to introduce the 'sleepy driver' legislation to provide for suspension of the driver licence of any driver who becomes incapable of controlling the vehicle and occasions death or grievous bodily harm.

Ms Sinclair played a key role in ensuring that the NSW position with respect to national road reform was developed and promoted. NSW implemented the National Heavy Vehicle Accreditation Scheme on 1 July 2001, allowing heavy vehicle operators to demonstrate through regular audit that their vehicles and drivers comply with regulatory standards.

### RTA Senior Executive service profile of positions

SES level	No. positions in the current year	2000–01	1999–00
CEO under S.I.I.A <sup>#</sup>	1	1	1
Level 6	2	2	5
Level 5	4	4	5
Level 4	7	7	15
Level 3	14	14	13
Level 2	14	15	1
Level 1	1	1	1
Other	1*	–	–
<b>Total</b>	<b>44</b>	<b>44</b>	<b>41</b>

\*The position of Director Strategic Projects was deleted and no other position has been created or graded.

<sup>#</sup>CEO position listed under S.I.I.A of the Statutory and Other Offices Remuneration Act 1975.

Note: Number of positions occupied by women in the current year is three.

The number of positions occupied by women in the previous year was also three.



## Appendix 7

### Internal audit

There is a growing public focus on the issue of Corporate Governance which has been broadly defined as a process used for the effective management of the total risks of a business in order to optimise value for the stakeholders.

The Control Management Services Branch (CMS) facilitates the necessary coordination and integration of a range of functions relating to Corporate Governance. These include internal audit, investigations, corruption prevention and a risk management process called Critical Control Management (CCM).

The effective, efficient and coordinated performance of these functions in turn facilitates the provision of support and advice to the CE and senior management in meeting the greater levels of accountability required to identify, assess and control the total risks associated with the RTA's operations.

#### Critical control management (CCM)

The implementation of CCM into the Road User Management business is a significant part of our efforts in this regard.

CCM has as its aim the achievement of two objectives:

- To raise line management's awareness of their responsibilities in regard to ensuring that the businesses for which they are responsible operate in an appropriately controlled environment.
- To provide a tool/process to enable management to satisfy themselves that the critical controls within their operations remain appropriate and operate on an ongoing basis.

The CCM process generally involves line management working with CMS staff to identify:

- Critical functions within the business.
- Major risks within these critical functions.
- Controls to address these major risks.
- A means by which line management can confirm that the controls continue to operate.

The implementation of the CCM process was awarded 1<sup>st</sup> Prize for Excellence in the Field of Risk Management at the Treasury Managed Fund's Risk Management Awards.

#### Internal audit

The internal audit function consists of three sections, Information Technology (IT), Financial and Operations and Engineering.

IT Audit had three areas of major focus during the year:

- Heavy involvement in the implementation of the Integrated Management System (IMS) at the Steering Committee and detailed development/testing levels.
- Pre-implementation reviews of several driver and vehicle initiatives including Safe-T-Cam, preparation for new photo-licence printers and associated tracking systems and the rollout of the mobile communications for Vehicle Regulation Inspectors.
- Ensuring that the RTA's e-commerce applications contain appropriate controls and that information security is managed in a manner that will protect the RTA information asset and the RTA Information Infrastructure.

Financial & Operations Audit focused on both identifying and addressing material risks, as well as ensuring that there is compliance with the RTA's policies and procedures. Systems, activities and asset categories identified as high risk were targeted during the year; and major reviews included audits of plant hire, fleet utilisation, corporate credit card and purchase card administration, security deposits and bank guarantees, network operations and the management of third party claims against the RTA.

Engineering Audit undertook both system and project based reviews of activities in Road Network Infrastructure, Client Services and Operations Directorates, to assess the appropriateness, effectiveness, compliance and efficiency of delivery. In consultation with line management and the Project Management Office, the audits have identified significant opportunities for improvement to current practices.

Some major reviews completed include:

- Economic Evaluation of RTA Projects.
- M5 East Project.
- RTA's Delegation Manual.
- Project Handover.

#### Investigations

The Investigation Section has two distinct units. The Internal Investigation Unit investigates all reported allegations of corruption committed by staff members. Where appropriate, matters are forwarded to RTA senior management to consider whether disciplinary action is required. Recommendations are made to line management to address any weaknesses or areas of concern relating to policies, procedures or controls highlighted by the investigations.

The External Fraud Unit addresses allegations of external fraud (ie committed by members of the public) and impacting on Road User Management. Outcomes from these matters are primarily referred to the NSW Police for investigation and prosecution and, as appropriate, to RTA senior management for them to address any policy, procedure and control issues.

This unit also addresses matters referred by law enforcement agencies relating to suspected fraudulent identities etc.

#### Corruption prevention

The Corruption Prevention Section continued to provide research, advice and education initiatives to facilitate the RTA's commitment to mandatory ethical, probity and performance standards as expected by the public, executive management and Government. Highlights of its activities during the year included:

- Conducting seminars around the State with new and existing staff as part of their induction or in response to identified needs, investigations or organisational changes.
- Probity audits of contracting processes.
- Providing advice on ethical issues in the workplace to many different staff members. Advice matters and investigation data fuelled research into a wide variety of areas.

## Appendix 8

### Risk management

#### Insurable risks

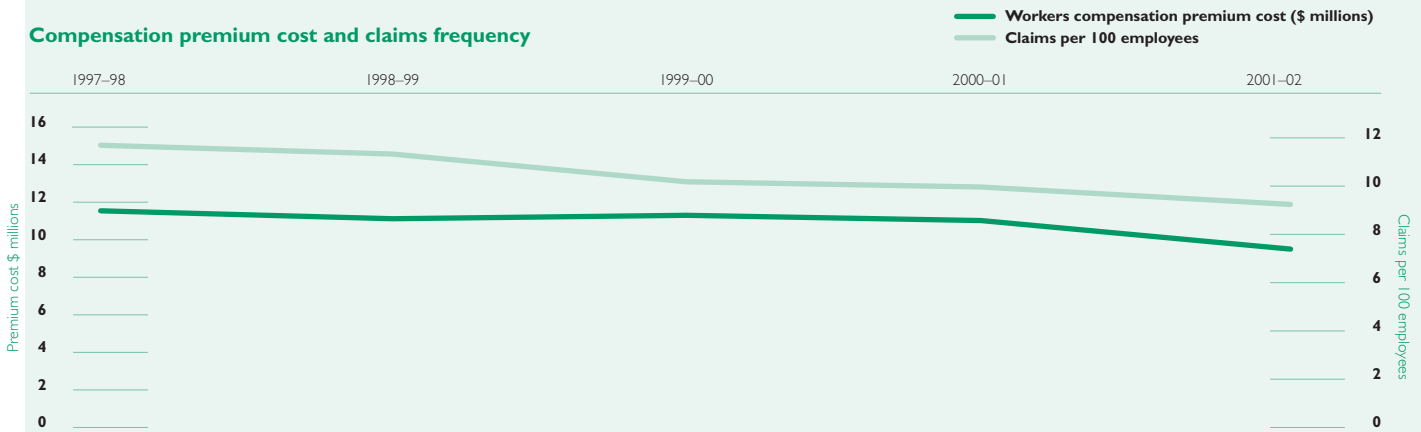
Principal Arranged Insurance (for works and third party liability) operated for all RTA's construction related contracts from 1 October 2001, covering the RTA, its contractors and their sub-contractors. Benefits flowing from this arrangement include:

- The RTA knows extent and currency of project insurance cover.
- No blame, as all parties involved in projects are covered by the one insurance arrangement.
- Overall insurance cost is minimised due to bulk purchase of cover.
- The RTA can assess contractor ability to manage project risks via claims statistics provided by the broker managing the insurance program.
- Insurance cover was purchased at a fixed rate for three years prior to premium increases and corresponding reductions in covers offered, following contraction of the Australian capacity to write cover in mid 2001 and the world-wide impact of the 11 September 2001 attack on the World Trade Centre.

#### Workers compensation

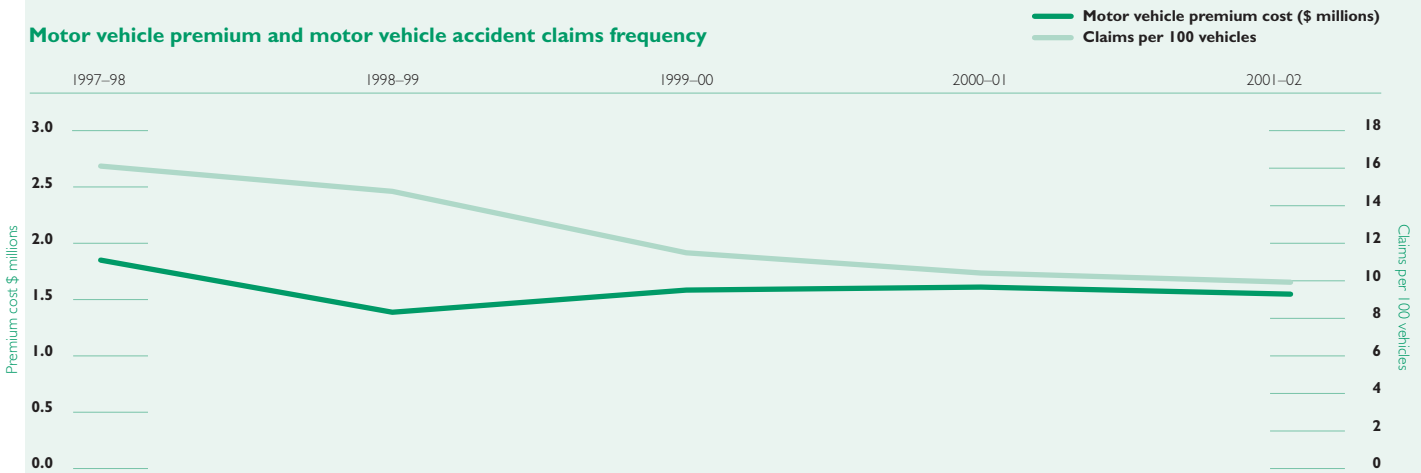
Frequency of claims has fallen by 8.3% compared to 1999-00 and by 7.5% when compared to last year. Based on current estimates and projections of claim costs there is a continuing reduction in premium costs. This demonstrates the commitment of RTA management and staff to improving workplace safety resulting in significant savings in both human and financial terms. The Treasury Managed Fund has paid the RTA \$14.7 million in premium rebates over the past three years.

### Compensation premium cost and claims frequency



Note: Premium costs are expressed as constant 2001-2002 dollars using Sydney CPI. 1999-2000 & 2000-01 final premium costs based on Treasury Managed Fund's estimates. 2001-02 premium cost is the premium deposit cost.

### Motor vehicle premium and motor vehicle accident claims frequency



Note: Premium costs are expressed as constant 2001-02 dollars using Sydney CPI. 2000-01 and 2001-02 final premium costs based on Treasury Managed Fund's estimates.

#### Motor vehicle

The number of claims per 100 vehicles has fallen by 12.9% when compared to 1999-2000. Estimated final premium costs for 2001-02 remain marginally below last year.

#### Property

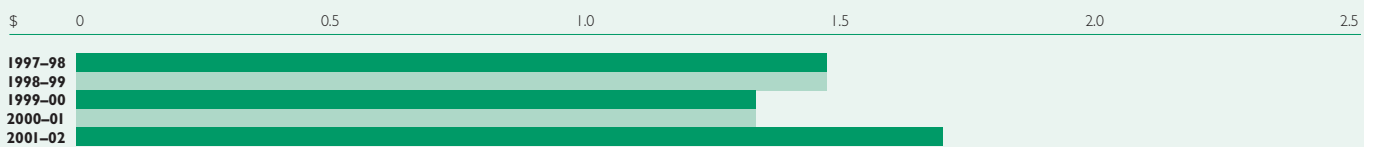
The 2001-02 premium increased by 22% when compared to last year. This increase is due to a significant increase in the replacement value of the RTA's bridge and related infrastructure assets insured through the Treasury Managed Fund.

#### Liability insurance premium

The 2001-02 liability insurance premium increased by 1.4% when compared to the previous year. This containment of premium costs was due to the RTA's continued focus on reducing this category of risk exposure and improving the management of claims.

**Property premium cost**

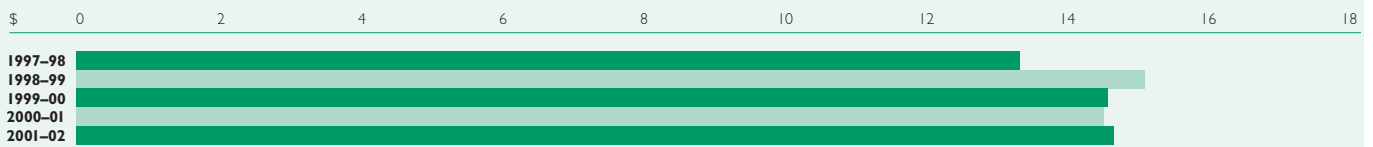
Premium cost \$M



Note: Premium costs are expressed as constant 2001-02 dollars using Sydney CPI.

**Liability insurance premium cost**

Premium cost \$M



Note: Premium costs are expressed as constant 2001-02 dollars using Sydney CPI.

**Appendix 9****Industrial relations****Awards/enterprise agreements**

The majority of staff are now covered by Awards. Wages staff working in Broken Hill and professional engineers remain covered by Enterprise Agreements.

The Awards for Olympic-related duties were rescinded.

**Communication and consultation**

Consultative groups representing management, spokeswomen, grievance officers and unions discussed matters under review, sought opinions to proposals including the implementation of outcomes resulting from enterprise bargaining, change management and workplace reforms.

**Movements in salaries, wages and allowances**

All staff received a 3% increase in salaries and wages from the first full pay period after 1 January 2002 as part of the public sector-wide salary increases totalling 16% to cover the period January 2000 to July 2003.

**Industrial relations policies and practices**

Following extensive negotiation with wages unions, a new competency-based classification structure was introduced for all staff covered by the Wages Staff Award. The assessment of staff in line with their classification began and was scheduled to be completed in August 2002.

The Unified Salary Scale (USS) has been implemented for all salaried staff apart from professional engineers. Negotiations with APESMA to implement the USS for Engineers are continuing.

**Industrial Relations Commission appeals**

Twelve unfair dismissal applications were lodged with the Industrial Relations Commission of New South Wales. Two decisions were made in favour of the applicants, four of the applications were settled in conciliation, five applications were withdrawn and one application was continuing.

**GREAT appeals****Promotional**

Nine promotional appeals were lodged with the Government and Related Employees Appeal Tribunal (GREAT). Five appeals were dismissed, one appeal was withdrawn and three were proceeding.

**Disciplinary**

No disciplinary matters were heard before GREAT.

**Reinstatement applications**

Two applications for reinstatement were lodged. One hearing was completed with the decision of GREAT pending and the other was yet to be heard. One outstanding decision was referred back to GREAT by the Supreme Court.

**Staff numbers 1997-98 to 2001-02**

Year	Salaried staff	Wages staff	Casual staff	Total staff
1997-98	4163	2116	346	6625
1998-99	4368	1893	238	6499
1999-00	4374	1870	181	6425
2000-01	4488	1781	195	6464
2001-02	4685	1647	155	6487

The RTA employs full-time, part-time and casual staff. Equivalent full-time staff at 30 June 2002 was 6487. Total staff numbers have decreased by 138, or 2.1% in the five years ended 30 June 2002.

## Appendix 10

### Equal employment opportunity

**Table 1 – per cent of total staff by level**

Level	Total staff no.	Subgroup as % of total staff in each category				Subgroup as estimated per cent of total staff in each employment category				People with a disability requiring work-related adjustment
		Respondents	Men	Women	Aboriginal	Racial, ethnic	Spoken as a child was not English	People with a disability		
<\$26,802	105	16%	78%	22%	–	24%	18%	18%	6%	
\$26,802–\$39,354	2002	39%	78%	22%	4.90%	18%	18%	18%	8%	
\$39,355–\$49,799	2330	61%	52%	48%	1.60%	17%	16%	11%	4%	
\$49,800–\$64,400	1121	64%	79%	21%	0.60%	13%	11%	11%	3%	
>\$64,400 (non SES)	1129	68%	89%	11%	0.10%	24%	22%	10%	2%	
SES	43	72%	93%	7%	–	6%	6%	13%	3%	
Total	6730	56%	71%	29%	1.80%	18%	17%	12%	4%	
<b>Estimated subgroup totals</b>	<b>–</b>	<b>3748</b>	<b>4771</b>	<b>1959</b>	<b>117</b>	<b>1194</b>	<b>1125</b>	<b>822</b>	<b>275</b>	

**Table 2 – per cent of total staff by employment basis**

Level	Total staff no.	Subgroup as % of total staff in each category				Subgroup as estimated per cent of total staff in each employment category				People with a disability requiring work-related adjustment
		Respondents	Men	Women	Aboriginal	Racial, ethnic	Spoken as a child was not English	People with a disability		
Permanent	Full time	5659	60%	79%	21%	2%	18%	17%	13%	4%
	Part time	668	39%	13%	87%	–	11%	12%	8%	3%
Temporary	Full time	222	21%	70%	30%	–	26%	15%	13%	2%
	Part time	138	1%	14%	86%	–	–	–	–	–
Contract	SES	43	72%	93%	7%	–	6%	6%	13%	3%
Casual	–	267	10%	72%	28%	4%	7%	7%	4%	4%
Total	–	6997	54%	72%	29%	2%	18%	17%	12%	4%
<b>Estimated subgroup totals</b>	<b>–</b>	<b>–</b>	<b>3775</b>	<b>4962</b>	<b>2035</b>	<b>122</b>	<b>1236</b>	<b>1165</b>	<b>855</b>	<b>285</b>

Notes: 1. Table 1 does not include casual staff 2. Figures for EEO groups other than men & women have been adjusted for the effects of non-response to the EEO data collection.

### Equal employment opportunity achievements

The RTA's Diversity & Equity Plan 2002–2007 was launched on 12 April 2002. The Plan builds on the significant strengths of the RTA's existing Disability Action Plan, Equal Employment Opportunity Outcomes Framework, Ethnic Affairs Priority Statement & Plan and the Aboriginal Action Plan. It is the umbrella document which sets directions and influences everything the RTA does for its staff and customers, such as providing services and products to customers with diverse needs. It also provides for employment and staff development in the workplace where the RTA is committed to diversity and equity and prevention of discrimination and harassment. The plan sets out aims and objectives covering all aspects of RTA operations and includes the Directorate responsible for the carriage of the task together with the intended timeframe.

Staff representing EEO groups provided input to develop or review all key initiatives introduced during the year, including the development of the Diversity & Equity Plan, Aboriginal Action Plan, Accessible Transport Action Plan for the Transport Portfolio, ongoing OHS and workplace reform initiatives.

Initiatives included:

- A number of diversity and equity focused positions were advertised including Aboriginal/Torres Strait Islander (ATSI) Registry Services Officer (Driver Testing), Aboriginal Road Safety Coordinator, Aboriginal Program Manager, Aboriginal Program Consultant, ATSI Business Administration Traineeship, School Projects Leader, Manager, Government Access Program, Manager, School Education Programs, Manager, Road User Safety Programs, Impaired Road User Program Manager, Project Officer – Community Based Driver Knowledge Testing, Project Manager, Safety Around Schools Program, Manager, Pedestrian and Vulnerable Road User Programs, Youth Programs Manager and Project Engineer, Pedestrian Bridges.
- Creation of scholarships for first year students in civil engineering, including a dedicated scholarship for an Aboriginal and a female student. Successful students gain RTA assistance to complete the civil engineering program.

- RTA Awards program continued with an Equity category. The Equity Award winner, the Walgett Bridge project which encouraged Aboriginal employment in the contractor workforce, subsequently won the Premier's Silver Award in the Equity category.
- A free childcare referral service and an Employee Assistance Program continued to meet the needs of staff including part-time and weekend childcare requirements. This service has a TTY (teletypewriter) number for the hearing impaired and has targeted services for Aboriginal people, people of an ethnic background and people with a disability.
- The Aged Care Advisory Service continued to help staff identify care options for their aged relatives. It provided access for ethnic staff and family members through an ethnic-specific database and had a TTY number
- The Spokeswomen's Network conducted Network Development Days across the State with presentations on issues of interest to women – further information is included in the **Our People** chapter of this report.

### EEO planned actions 2002–2003

The RTA plans to undertake the following actions in 2002–2003:

- Continue to implement the Diversity & Equity Plan and the Aboriginal Action Plan.
- Ensure accessibility of RTA's web site and content management system to people with a disability including those using assistive technologies.
- Complete the Review of the Disability Action Plan and finalise the development of an Accessible Transport Action Plan for the Transport Portfolio.
- Participate in the traineeships for people with a disability and Migrant Career Development Programs co-ordinated by ODEOPE.

## Appendix 11

### NSW Government Action Plan for Women 2000–2002

The RTA continues to work with the Department for Women on the Action Plan for Women to ensure that women's needs are recognised and addressed in Government policies and services.

In April 2002, the RTA launched its Diversity and Equity Plan 2002–2007. The Plan builds on the significant strengths of our existing Disability Action Plan. See Appendix 10 for more details.

The Aboriginal Action Plan 2001–2006 (AAP) was launched in September 2001. The development of the AAP resulted from the review of the Aboriginal Employment Equity Plan (1998–2003). The AAP clearly sets RTA priorities with regard to Aboriginal issues and also details how the RTA is going to achieve its goals in this area over the next five years.

Actions undertaken for specific ongoing initiatives under the NSW Government Action Plan for Women 2000–2002 include:

- Continuing to develop the network of bus only T-ways for connecting north and south Western Sydney.
- Continuing to implement initiatives aimed at increasing access for women from non-English speaking backgrounds, including making driver's knowledge tests available on audio in different community languages.

- The RTA participates in the Spokeswomen's Program conducted by the Premier's Department. As part of the program, the RTA has a Women's Liaison Officer and seven spokeswomen who provide support to female staff across NSW. The RTA conducted Network Development Days in 2001 called 'Be the Best you can Be'. These were one day programs to which all female employees were invited. There were 14 days conducted around NSW and approximately 300 staff attended the sessions.

For further details concerning the NSW Action Plan for Women contact the General Manager; Human Resources and Director; Equity.

## Appendix 12

### Ethnic affairs priority statement and plan 2002–03

#### Ethnic affairs priority statement

The RTA provides services to people in the most culturally diverse state in Australia. Our diverse range of customers includes individuals, private organisations, community and road transport groups, local councils and State Government agencies.

The RTA is committed to delivering quality services to road users and customers, including ethnic communities, people with disabilities, pedestrians and cyclists.

The RTA will continue to implement Ethnic Affairs programs throughout 2002–03.

**The following are RTA's ethnic affairs initiatives for 2001–02 which will also continue in 2002–03.**

#### Culturally sensitive strategic planning

The RTA Strategic Plan *The Journey Ahead*, emphasises a diversity focus by requiring managers to "Manage services to meet the needs of Aboriginal & Torres Strait Islander people, remote and ethnic communities, and people with special needs".

#### Diversity & equity plan

The RTA developed and launched the Diversity & Equity Plan (DEP) in 2002 to further strengthen its strategic and core business focus on diversity/ethnic affairs issues.

#### Road safety and traffic management campaigns

All Road Safety and Road User Management campaigns, where there is a press component, will identify and include an ethnic media component. In all Road Safety and Road User Management campaigns, conducted in geographic areas with ethnic communities, where press advertising was a campaign component, the RTA spent a minimum of 7.5% of the press dollars on ethnic press advertising.

**Estimated budget allocation 2002–03 – \$574,360**

#### Occupant restraints – material available in community languages

The RTA collaborated with the Department of Health to place information about occupant restraints on the Department of Health website in 14 community languages.

**Estimated budget allocation 2002–03 – \$1716**

#### Safer Routes to School Program (SRTS)

In 2001–02 the Safer Routes to School (SRTS) Program has continued to be supported by the RTA. This key Government initiative sought to improve the safety of school children travelling to and from primary school.

To ensure that parents/caregivers from ethnic communities can fully participate in the program, all relevant SRTS materials have been produced and distributed in Arabic, Chinese, Vietnamese, Spanish, Croatian, Serbian, Filipino, Turkish, Portuguese, Khmer, Tongan, Portuguese, Russian and Samoan. Interpreters will also be made available at a School Safety Committee level for ethnic families to better understand the SRTS Program and road safety issues for children. Supporting information and resources for parents/caregivers on passenger/pedestrian school travel and bicycle safety have been produced in community languages and distributed through schools.

**Estimated budget allocation 2002–03 – \$183,000**

#### Early childhood road safety education

Materials, including fact sheets and resources produced to support families in passenger safety, pedestrian safety and safe play will be produced in Arabic, Chinese (Mandarin), Vietnamese, Greek and Italian. These support programs in children's services and are made available to families who attend these services.

**Estimated budget allocation 2002–03 – \$4,500**

#### Multilingual driver knowledge test

The Driver Knowledge Test (DKT) is available in Arabic, Chinese, Croatian, Greek, Korean, Serbian, Spanish, Turkish and Vietnamese. The most appropriate languages to be included in the driver knowledge test will be the subject of continuing review. The RTA is developing an interactive internet version of the demonstration DKT in all above languages for all licence classes.

**Estimated budget allocation 2002–03 – \$20,000**

#### Free interpreter service

Interpreters supplied by the Community Relations Commission will provide all interpreter services, without cost to licence applicants.

**Estimated budget allocation 2002–03 – \$426,890**

#### Audio facility in driver knowledge test

An audio facility has been added to the RTA's driver knowledge test in Arabic, Mandarin, Turkish, Croatian, Greek, Korean, Serbian, Spanish and Vietnamese. Licence applicants from these communities, particularly those with a low level of literacy in their own language, can now listen to the test questions through a telephone handset as the questions appear on the computer screen.

**Estimated budget allocation 2002–03 – \$20,000**

## Appendix 12 (continued)

### Possible extension of community based driver knowledge test to ethnic communities

The community based driver knowledge test scheme, assisting mainly people in Aboriginal communities in gaining a learner driver's licence, was evaluated in 2001–02 and a decision will be made in 2002–03 on the continuation of the scheme and whether it can be expanded to other locations.

**Estimated budget allocation 2002–03 – \$80,000**

### Move ahead with street sense primary school program

All resources developed, many including images, were designed to show the social and cultural diversity of the population. The resource has been distributed to all schools in NSW free of charge, ensuring that all groups have access to the resources. Many of the parent 'take-home' notes are being translated into 12 community languages.

**Estimated budget allocation 2002–03 – \$22,500**

### The young driver high school program

The Young Driver high school program was launched in 1994 and is being redeveloped. Teachers are trained to deliver road safety education in Personal Development, Health and Physical Education programs for students in Years

9–12. The program addresses the key road safety issues for pre and novice drivers: speeding, driving under the influence of alcohol and/or drugs, driver fatigue and the use of occupant restraints.

Through a partnership with education sectors, all schools have consultancy support available to help them implement this program, including guidance on implementing road safety education to support the needs of students and parents from ethnic and Aboriginal and Torres Strait Islander communities.

'Road Whys' presentations are a component of the Young Driver program. These presentations are delivered to high school students including students from ethnic and Aboriginal and Torres Strait Islander communities.

**Estimated budget allocation 2002–03 – \$25,000**

### Migrant Work Experience program

The RTA continued to participate in the Migrant Work Experience program coordinated by ODEOPE and offered three placement opportunities.

**Estimated budget allocation 2002–03 – \$60,000**

## Appendix 13

### Disability action plan

#### Disability action plan/older people

The RTA continued to implement its Disability Action Plan. Achievements included:

- 95% of RTA corporate buildings and 96% of the 122 motor registries are disability accessible and some older RTA leased premises are progressively being upgraded to full accessibility.
- The RTA and State Transit undertook bus stop delineation trials for reducing car and truck parking infringements that prevent accessible buses from deploying ramps at bus stops.
- 63% of traffic signal sites in NSW are now fitted with audio-tactile buttons, improving the road environment for pedestrians and mobility impaired people.
- An audio facility is available on the RTA's Driver's Knowledge Test and Hazard Perception Test.
- The RTA's Design Guide requires that the requirements of people with disabilities be considered when installing emergency roadside telephones. All new rest areas (20 in 2001–02) have facilities suitable for people with disabilities.
- 24 local government areas within NSW have developed *Pedestrian and Mobility Plans* with funding assistance from the RTA. These plans identify the needs of all pedestrians within the study area. An action plan is developed highlighting the infrastructure required to improve access and mobility for all pedestrians.
- Advertising agencies have been instructed to ensure teletext captions are used in all RTA television commercials. In 2001–02, teletext was added to four commercials.
- The following documents have been published to provide certification requirements and construction and equipment standards for vehicles modified to transport people with disabilities and are available on the RTA's website:
  - Vehicle Inspectors' Bulletin No. 36 – Taxis Designed to transport people in wheelchairs.
  - Vehicle Standards Information No. 21 – Vehicles modified for people with disabilities.
  - Vehicle Standards Information No. 2 – Containing information on companies that can modify hand and foot controls.

– *The Regulatory Signs Manual*, including all regulatory signs that may be used in NSW including signs concerning people with a disability and children, was updated.

– An easy three-stage guide titled *How To Prepare A Pedestrian Access and Mobility Plan (PAMP)* was released to address issues concerning mobility impaired people. PAMPs are developed through partnerships between State and local governments, developers and other stakeholders.

– RTA Big Ride fundraising for people with MS continued. Since 1992 cyclists on the RTA Big Ride have raised \$2 million for the MS Society, last year raising over \$230,000.

– The RTA Guide for Older Drivers' continues to foster mobility while ensuring safety. The Mobility Parking Scheme assists those with permanent and temporary mobility disability issues. A special disability driving test continues to be available and allows drivers with a disability additional time for the test.

#### Disability action plan/older people planned actions 2002–2003

- Ensure that all Mobility Parking Scheme holders receive automatic renewal notices from January 2004.
- Review pedestrian strategies and State Road network standards to improve the quality of the road environment for pedestrians with a mobility impairment.
- Develop and implement Pedestrian and Mobility Plans with local councils.
- Assist Transport NSW to develop guidelines for *Improving Transport Choice* to encourage local government to consult with disability groups at early stages of transport and land use planning
- Develop a strategy to increase workforce participation by people with disabilities and assist their continued employment.
- Assist Transport NSW to provide information on accessible services to people with disabilities in regional and remote areas through Government Access Centres (GACs).

## Appendix 14

### Overseas visits by RTA Officers

From 1 July 2001 to 30 June 2002, RTA officers travelled overseas on 28 occasions to undertake official duties for the RTA and the NSW Government.

There were 15 visits by officers from the RTA's Traffic Systems Branch to Singapore, New Zealand, China, Mexico and the Philippines in connection with the installation, technical support, testing, reviewing and upgrading of the RTA's Sydney Co-ordinated Adaptive Traffic System (SCATS) which is used in these places. All associated costs incurred by the RTA on the SCATS visits are fully recoverable along with a margin of profit.

Also, at no cost to the RTA, overseas visits were made by:

- A Bitumen Inspector to Papua New Guinea for the testing and calibrating of bitumen sprayers.
- The General Manager, Compliance, and the General Manager, National Reform and Regulation, to attend a meeting of Austroads in Auckland and Wellington with New Zealand agency representatives.

Visits during 2001–2002, for which the costs were met by the RTA, were as follows:

- The Director, Road Safety and Road User Management, travelled to France and Germany to attend the Safe Highways of the Future Conference, the OECD and visit road safety and licensing authorities.
- The Director, Road Safety and Road User Management, attended a Public Sector Leaders Program in Wellington, New Zealand, partly funded by the State and Commonwealth Public Service Commissioners.

- The Director, Communications and Corporate Relations, the Director, Client Services, and the General Manager, Environment and Community Policy, travelled to Norway to investigate the design and management of road tunnels and ventilation equipment.
- The General Manager, Road Safety Strategy, attended conferences and discussions with agencies in Canada concerning alcohol interlock programs.
- The Director, Traffic and Transport, and the Manager, Electronic Tolling, on separate occasions travelled to Singapore, Malaysia and Hong Kong to investigate electronic tolling and integrated ticketing.
- The General Manager, Bicycles and Pedestrians, attended a symposium on Cycling Transport for Living in Christchurch, New Zealand.
- While on a private visit to Europe, the General Manager, Compliance Strategy, travelled to Great Britain to investigate compliance and enforcement activities.
- The General Manager, Motorway Services, attended a technical meeting of the Permanent International Association of Road Congresses (PIARC) in Chile.
- The Chief Executive, the Director, Road Safety and Road User Management, and the General Manager, Driver and Vehicle Strategy, attended the Austroads 26th Council Meeting and the Australian Transport Council (ATC) meeting in Auckland.
- While on a private visit to Europe, the Manager, Road Environment and Light Vehicle Standards, attended, in his official RTA capacity, a symposium and demonstration on intelligent vehicles held in Versailles, France.

## Appendix 15

### Freedom of information

In 2001–02 the RTA received 878 requests for information under the Freedom of Information Act 1989, compared with 513 in 2000–01. Forty-five applications were brought forward into the current period, compared to 19 in 2000–01. Ninety-one applications were not completed at the end of the reporting period.

FOI requests continued to be received for access to internal documents concerning decisions made, details of the history of motor vehicles, the names and addresses of certain Authorised Inspection Stations (AIS), the sources of complaint letters, accident reports on motor vehicles, documents relating to the planning, construction, maintenance and funding of roads and records relating to maintenance of the road system. A significant number of applicants continue to use FOI to obtain details of the history of motor vehicles. The use of FOI by legal practitioners and insurance investigators has continued to increase. The tightening of the availability of registration and licensing data in other jurisdictions is also believed to be a contributing factor in the increases in applications lodged with the RTA.

Of the 790 requests completed, 515 were granted in full, 47 in part, and 197 were refused, none were transferred to other agencies, none were deferred and 31 were withdrawn. Of the 197 applications refused in full or in part, 15 were refused on the grounds that the information was otherwise available, 128 were refused as the documents were not held by the RTA and 42 were refused as the applicant did not pay the necessary fees.

Of those requests not granted in full, six applicants sought an internal review of the decision (compared with eight in 2000–01) and three took the matter to the Ombudsman (the same number as the previous year).

There was one appeal to the Administrative Decisions Tribunal (compared with one the previous year).

Two hundred and seventy-six applications required consultation with a total of 412 third parties outside the RTA (174 applications required a total of 294 consultations in 2000–01).

Processing FOI requests cost an estimated \$54,611 (\$28,049 in 2000–01) and fees received totalled \$34,207 (\$26,030 in 2000–01). There was one request for amendments to personal records (one in 2000–01). There were no requests for a notation to personal records (none in 2000–01) and no Ministerial certificates have been issued in the last two years.

A total of 128 applications were finalised after the normal 35-day processing period. One of the major contributing factors was the continuing high number of applications during the reporting period, when compared to previous years. From 1999 to 2001 there was a 73% increase in applications over those periods prior to 1998–99. This was followed by a further 70.5% increase in applications in the current reporting period. In 2001 the RTA conducted a review of the resources available to the area responsible for FOI, Privacy and contract reporting. This resulted in the creation of a new unit to deal with these matters and an increase in the resources available for dealing with these vital functions. The RTA will continue to monitor the area over the next 12 months.

The RTA continued with the identification, computerised recording and the provision of policy documents in accordance with the requirements of the FOI Act. The RTA's Summary of Affairs is published on its website at [www.rta.nsw.gov.au](http://www.rta.nsw.gov.au).

#### FOI appeals to the ombudsman

There were three appeals to the Ombudsman in 2001–02.

On 7 May 2001 the applicant had applied for copies of documents submitted to the RTA as part of the Establish (Original) registration process for a motor vehicle. The RTA consulted with the third parties who had presented the vehicle for registration and received an objection to the release of the documents in question. On 30 May 2001 the RTA determined to release part of the documentation but withheld some documents on the grounds that they contained information relating to the third parties' personal affairs and that the release of the personal information would be unreasonable, under Clause 6, Schedule 1, of the FOI Act. On 19 June 2001 the applicant lodged an Internal Review against the RTA's determination. The RTA's Internal Review determination varied the original determination, but refused to release all the requested documents. On 1 August 2001 the third party lodged an appeal with the NSW Ombudsman's office. On 27 August 2002 the applicant lodged a complaint with the Ombudsman. On 31 August 2001 the Ombudsman advised the RTA that it would not be taking any further action with the application. However, the Ombudsman did recommend that the RTA re-examine the case. The RTA reviewed its Internal Review determination. On 13 September 2001, the RTA declined to vary its determination and continued with its claim for exemption. The applicant appealed to the NSW Administrative Decisions Tribunal on 15 October 2001.

## Appendix 15 (continued)

In the second case the applicant, an ex-RTA employee, lodged an FOI application, on 25 May 2001, seeking access to copies of any documents from employees of the RTA concerning the applicant. The RTA consulted four third parties and on 9 August 2001 a determination was made that some documents could not be located and others were exempt under clauses relating to confidential documents and agency operations. The applicant lodged an internal review application on 28 August 2001. On 7 September 2001 the internal review upheld the majority of the original determination. It determined not to claim exemption on some invoices from a third party, but did find additional exemption findings under legal professional privilege and protected disclosures on other documents. The third party was advised to lodge an objection with the Ombudsman if he objected to the RTA's revised determination. In January 2002 the RTA was advised that the applicant had lodged an appeal with the NSW Ombudsman. At the request of the Ombudsman, the RTA reconsidered its determination and on 12 February 2002 the RTA determined to withdraw its objections to the release of the documents and advised the applicant and the relevant third parties. The third parties were advised to lodge an appeal to the NSW ADT. The third parties did not appeal to the ADT and the documents were subsequently released.

In the third case the applicant made an FOI application on 26 November 2001 seeking access to a copy of an original driver licence application, the name of a registered operator of a motor vehicle and the driving record of another party. The applicant allegedly had experienced some problems with the Police and he alleged that the driving record of another party had been combined with his driving record in error. No documents were located for the first and last part of the request. A determination was made on 21 December 2001 that the documents relating to a copy of an original driver licence application and the driving record of a party were exempt, as they did not exist. The name of the registered operator was provided. The appli-

cant lodged an internal review application on 7 February 2002. The internal review upheld the original determination. The applicant lodged an appeal to the Ombudsman on 13 March 2002. The Ombudsman advised the applicant on 24 June 2002 that the RTA had acted appropriately in its determination and suggested that if the applicant maintained that the records were incorrect, he should lodge an application to have the records amended, under either the FOI or Privacy legislation.

### FOI appeals to the administrative decisions tribunal

There was one appeal to the ADT in 2001–02.

This is the first case referred to under the report on appeals to the NSW Ombudsman. The applicant lodged his appeal on 15 October 2001. After a preliminary meeting on 15 November 2001 the ADT issued a consent order on the RTA to allow it to reconsider its earlier opinions. The Judicial Member indicated that, on a preliminary examination of the circumstances, he felt that the applicant had a strong case to support the release of the documents. As a result of the ADT order the RTA made a further determination on 29 November 2001, to the effect that the documents should not be released. The applicant and the third party were advised accordingly. The RTA attended a further hearing before the ADT on 17 December 2001 and a formal hearing date was set for 19 February 2002. The RTA sought advice from senior counsel and, for a number of reasons, counsel recommended that the RTA should no longer oppose the release of the documents. As a result of advice received the RTA advised the applicant and the third party that it had decided not to oppose the release of the documents in question. Following this the third party sought to be joined as a party to the appeal to the ADT. Following further consideration the third party withdrew their objections and the RTA supplied the documents to the applicant, as part of a consent order, on 22 May 2002.

FOI requests	Personal 2000–01	Personal 2001–02	Other 2000–01	Other 2001–02	Total 2000–01	Total 2001–02
New (including transferred in)	36	27	458	806	494	833
Brought forward (incomplete requests from previous year)	5	3	14	42	19	45
Total to process	49	30	461	848	510	878
Completed	39	26	439	733	478	759
Transferred out	10	0	1	0	2	0
Withdrawn	2	2	16	29	18	31
Total processed	42	28	456	762	498	790
<b>Unfinished (carried forward)</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>89</b>	<b>8</b>	<b>91</b>

Results of FOI requests	Personal 2000–01	Personal 2001–02	Other 2000–01	Other 2001–02	
Grant in full		26	15	286	500
Grant in part		7	4	27	43
Refused		5	7	98	190
Deferred		0	0	1	0
<b>Completed</b>		<b>38</b>	<b>26</b>	<b>412</b>	<b>733</b>

Basis of disallowing or restricting access	Personal 2000–01	Personal 2001–02	Other 2000–01	Other 2001–02
Section 19 (application incomplete, wrongly directed)	0	0	0	0
Section 22 (deposit not paid)	1	0	17	42
Section 25 (1) (a1) Unreasonable diversion of resources)	0	0	0	0
Section 25 (1) (a) (exempt)	8	4	61	58
Section 25 (1) (b), (b1), (c), (d) (otherwise available)	1	4	9	11
Section 28 (1) (b) (documents not held)	3	2	40	124
Section 24 (2) (deemed refused, over 21 days)	0	0	1	0
Section 31 (4) (released to medical practitioner)	0	0	0	0
<b>Totals</b>	<b>13</b>	<b>10</b>	<b>127</b>	<b>235</b>



Days to process	Personal 2000-01	Personal 2001-02	Other 2000-01	Other 2001-02
0-21	19	17	295	418
22-35	3	4	45	191
Over 35	16	5	72	123
Over 21 (out of time)	0	0	0	0
Over 35 (out of time)	0	0	0	0
<b>Totals</b>	<b>38</b>	<b>38</b>	<b>412</b>	<b>732</b>

Hours to process	Personal 2000-01	Personal 2001-02	Other 2000-01	Other 2001-02
0-10	37	24	402	720
11-20	1	2	4	10
21-40	0	0	2	3
Over 40	0	0	4	0
<b>Totals</b>	<b>38</b>	<b>26</b>	<b>412</b>	<b>733</b>

Type of discount allowed on fees charged	Personal 2000-01	Personal 2001-02	Other 2000-01	Other 2001-02
Public interest	0	0	2	4
Financial hardship – pensioner/child	7	2	10	9
Financial hardship – non profit organisation	1	1	33	81
Totals	8	3	45	94
<b>Significant correction of personal records</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>

Grounds on which internal review requested	Personal				Other			
	Upheld 2000-01	Upheld 2000-01	Varied 2000-01	Varied 2000-01	Upheld 2000-01	Upheld 2000-01	Varied 2000-01	Varied 2000-01
Access refused	0	0	0	0	0	1	1	0
Deferred release	0	0	0	0	0	0	0	0
Exempt matter	0	1	0	1	4	1	3	1
Unreasonable estimate of charges	0	0	0	0	0	0	0	0
Charges unreasonably incurred	0	0	0	0	0	0	0	0
Amendment	0	0	0	0	0	0	0	0
<b>Totals</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>1</b>

## Appendix 16

### Ombudsman

The Ombudsman referred eight complaints to the RTA, compared with 13 in the previous year. Six of the complaints were referred by the Ombudsman to the RTA for investigation and two were referred for consideration and response direct to the complainants in the first instance. All of the matters were responded to by 30 June 2002. In some of these cases the Ombudsman's office declined to take the matter any further, based on the RTA response.

Complaints were received on the following matters:

- A complaint was received in late June 2000 regarding the upgrade of Abbott Road at Seven Hills. Detailed answers were provided to a series of questions asked by the Ombudsman in relation to noise tests. Following the RTA's responses, the Ombudsman advised that generally, on the evidence provided by the RTA, the complaint did not require further investigation. However, in relation to one aspect, the Ombudsman suggested that it would be useful for the RTA to adopt as a usual practice in all community consultation projects a position whereby the detection of any errors, anomalies or oversights are reported to the parties being consulted. In regard to community consultation, the RTA has developed the Community Involvement Practice Notes and Resource Manual. The Ombudsman was advised that the RTA proposed to undertake a review of this document in the 2001–02 financial year and the matters raised in relation to advice on errors, anomalies or oversights would be incorporated in this review.
- A complaint was received in late June 2001 from a person seeking to purchase land from the RTA. The land was acquired from her family by the former Cumberland County Council in 1954 for the Warringah freeway corridor and transferred to the former Department of Main Roads (DMR) in 1959. The Ombudsman sought the RTA's comments on a number of issues arising from the complaint. The RTA made a thorough investigation of all the matters raised and provided a detailed response to assist in the Ombudsman's review of the complaint.
- The Ombudsman wrote to the RTA seeking information concerning its procedures for managing motor vehicle damage claims up to \$1000. The RTA provided the Ombudsman with the requested information. The Ombudsman was also advised that the RTA's General Manager, Risk Management Branch, was available to discuss the matter further.
- In July 2001 the Ombudsman advised that the RTA's practice of recording enforcement action under the Fines Act on a driving history was to be the subject of an investigation under the Ombudsman Act and sought the RTA's comments and answers to a number of specific

questions. The investigation followed a complaint received, and responded to, earlier in the year from a State Member of Parliament on behalf of a person seeking to have details of the suspension of his driver's licence for non-payment of fines expunged from his driving history. The RTA provided the Ombudsman with further comments to assist with the investigation.

- A complaint was received from a motorcycle instructor regarding the circumstances surrounding the suspension of his accreditation to participate in the RTA's NSW Rider Training and Testing Scheme. The Ombudsman asked the RTA to answer a number of questions before making a decision on whether to make this matter the subject of an investigation under the Ombudsman Act. The RTA provided detailed answers to all of the Ombudsman's questions.
- A complaint was received from a person living interstate that the RTA refused to refund the cost of the unexpired portion of NSW motor registration on a vehicle he had purchased. In order to obtain a refund of the unexpired portion of the vehicle registration, any purchasers (including interstate purchasers) of NSW registered vehicles must first transfer the vehicle into their name. The RTA apologised for not informing the person of its current policy to facilitate a refund in such situations and, having established that the required documentation was provided, made the appropriate refund.
- A complaint was received that the RTA lost a person's personal identification records and changed her name on its records without gaining her permission. At the Ombudsman's request the RTA reviewed the circumstances of the complaint and wrote direct to the person concerned to clarify the specific matters raised in her letter to the Ombudsman. It was noted in the reply that the RTA's records indicated that the person's personal details had not been altered since May 1997 when she requested the RTA to include her married name on her motor vehicle's registration records. This affects both registration and driver licensing records. It was also pointed out that any personal records presented at that time, such as her Statutory Declaration, were kept in safe storage. Further, in regard to the person's last visit to a Motor Registry, as the transaction was not completed any personal documentation that was photocopied at the time was destroyed and no copies were kept at the registry or by staff members.
- A complaint was received from a person alleging corrupt conduct by a particular RTA vehicle inspector. The Ombudsman was advised that the RTA had invested a great deal of time trying to address this and other concerns raised by the complainant but to date had found no evidence on which to base taking action against the vehicle inspector.

## Appendix 17

### Customer feedback July 1 2001–30 June 2002

Issue	July 1999 – June 2000	July 2000 – June 2001	July 2001 – June 2002
Business systems	9	2	<b>12</b>
Driver licensing	103	151	<b>207</b>
Vehicle registration	100	150	<b>120</b>
Customer service	384	481	<b>310</b>
Organisation direction – management	26	56	<b>34</b>
Olympics	–	6	<b>–</b>
Road asset provision – environment	86	146	<b>251</b>
Noise	227	277	<b>325</b>
Transport efficiency	45	208	<b>186</b>
Road safety	1078	2303	<b>2300</b>
<b>Total</b>	<b>2058</b>	<b>3799</b>	<b>3745</b>

The RTA values and encourages customer feedback. It conducts an annual Customer Satisfaction Survey involving comprehensive interviews at every motor registry and a Community Attitudes Survey about every two years, involving at least 1000 households across NSW. One of the key aims of the surveys is to improve the RTA's performance to better meet community needs.

The RTA also receives written, verbal, faxed and e-mailed comments from members of the community throughout the year. This feedback is recorded, and issues are addressed throughout the organisation depending on the nature of the feedback. The RTA is currently updating its customer feedback system. Further details concerning improvements to our system resulting from feedback will be reported in the next annual report.

## Appendix 18

### Legal change

#### Legislation administered by the RTA on behalf of the Minister for Roads 2001–02

**Transport Administration Act 1988** No 109 (Part)  
Transport Administration (General) Regulation 2000 (Part 4)  
Transport Administration (Staff) Regulation 2000 (Part)

**Roads Act 1993** No 33  
Roads (General) Regulation 2000  
Road Transport (Mass, Loading and Access) Regulation 1996

**Road Transport (General) Act 1999** No. 18  
Road Transport (General) Regulation 1999  
Road Transport (General) (Short Descriptions and Penalty Notice Offences) Regulation 1999\*

**Road Transport (Safety and Traffic Management) Act 1999** No. 20  
Road Transport (Safety and Traffic Management) (Road Rules) Regulation 1999 (*which picks up the Australian Road Rules*), and  
Road Transport (Safety and Traffic Management) (Driver Fatigue) Regulation 1999

**Road Transport (Vehicle Registration) Act 1997** No 119  
Road Transport (Vehicle Registration) Regulation 1998

**Road Transport (Driver Licensing) Act 1998** No 99  
Road Transport (Driver Licensing) Regulation 1999

**Motor Vehicles Taxation Act 1988** No 111  
Motor Vehicles Taxation Regulation 1998

**Road Transport (Heavy Vehicles Registration Charges) Act 1995** No 72  
Road Transport (Heavy Vehicles Registration Charges) Regulation 1996

**Driving Instructors Act 1992** No 3  
Driving Instructors Regulation 1993

**Sydney Harbour Tunnel (Private Joint Venture) Act 1987** No 49  
Sydney Harbour Tunnel (Private Joint Venture) Regulation 1995

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

\* Replaced on 1 July, 2002 by the *Road Transport (General) (Penalty Notice Offences) Regulation 2002*. (published in NSW Gazette No. 106, 28 June, 2002)

The RTA initiated and had carriage of the *Western Sydney Regional Park (Revocation for Western Sydney Orbital) Act 2001* (No. 60) however, the administration of this Act is not allocated to the Minister for Roads.

#### New legislation from 1 July 2001– 30 June 2002

##### New acts

The **Road Transport Legislation Amendment (Heavy Vehicle Registration Charges and Motor Vehicle Tax) Act 2001** (No. 106) was assented to on 11 December 2001 and commenced on 18 February 2002. The Act amends the *Road Transport Heavy Vehicles Registration Charges Act 1995* and the *Motor Vehicles Taxation Act 1988* mainly with respect to motor vehicle taxation and heavy vehicle registration charges.

The **Western Sydney Regional Park (Revocation for Western Sydney Orbital) Act 2001** (No. 60) commenced on 17 August 2001 and it revoked the reservation under the *National Parks and Wildlife Act 1974* of certain land as part of the Western Sydney Regional Park and vested that land in the corporation sole known as the 'Minister administering the *Environmental Planning and Assessment Act 1979*'. The land will be used for the Western Sydney Orbital.

See also 'uncommenced legislation' (next page).

##### New regulations

The **Road Transport (Driver Licensing) Amendment (Demerit Points Offences and Penalties) Regulation 2001** commenced on 7 December 2001 and substituted a new Schedule containing the list of short descriptions of offences and demerit points for a number of offences under road transport legislation. (This reform achieved consistency between demerit points offences under the *Road Transport (Driver Licensing) Regulation 1999* and a table of demerit point offences endorsed by the Australian Transport Council).

The **Road Transport (Driver Licensing) Amendment (Fees) Regulation (No 2) 2001** commenced on 1 January 2002 and increases the fees payable for hazard perception tests, driver qualification tests and it fixed the fees payable for the driver knowledge test and for several types of RTA handbooks.

The **Road Transport (Driver Licensing) Amendment (Miscellaneous) Regulation 2001** commenced on 21 December 2001 and permits the RTA to not only correct any mistakes, errors or omissions in the driver licence register; but also to refuse an application for issue or variation of a driver licence if the applicant is already licensed and would be liable to be the subject of action based on accrued demerit points. This Regulation furthermore, addresses law revision updates, defined the Christmas 2001/New Year 2002 'long weekend' and prevents a driver with an expired driver licence from obtaining a new licence during a period of licence suspension. The Regulation also omitted a provision that created an exemption from licensing for the driver of a NSW Fire Brigades vehicle.

The **Road Transport (Driver Licensing) Amendment (Safe-T-Cam Zones) Regulation 2001** commenced on 21 December 2001 and increases the demerit points incurred for a range of offences where committed by drivers of certain heavy vehicles in a Safe-T-Cam zone.

The **Road Transport (Driver Licensing) Amendment (Suspension of Licences) Regulation 2001** commenced on 17 August 2001 and targets the 'sleepy driver' problem (where a driver becomes incapable of controlling his or her motor vehicle) by providing for the suspension of any such driver who, while driving a vehicle, occasions death or grievous bodily harm to some other person.

The **Road Transport (General) Amendment (Hire Trailer Appeals) Regulation 2001** commenced on 12 October 2001 and enables a person aggrieved by a decision of the RTA, where the decision is to vary, suspend or cancel a registered operator's accreditation under the Hire Trailer Maintenance Accreditation Scheme, to appeal to the Local Court against the decision (after an internal review by the RTA).

The **Road Transport (General) Amendment (Suspension of Licences) Regulation 2001** commenced on 17 August 2001 and restricts the power of the Local Court to allow an appeal against the suspension of a driver's licence that was applied under the 'sleepy driver' provisions.

The **Road Transport (General) (Short Descriptions and Penalty Notice Offences) Amendment (Safe-T-Cam Zones) Regulation 2001** commenced on 21 December 2001 and primarily, increased the penalties of a number of traffic offences involving heavy vehicles in a Safe-T-Cam zone.

The **Road Transport (General) (Short Descriptions and Penalty Notice Offences) Amendment (Traffic Management) Regulation 2001** commenced on 21 December 2001 and, apart from dealing with law revision type matters, creates a new class of enforcement officer, namely, Traffic Commanders (appointed or employed by the RTA) with the right to issue penalty notices for a variety of traffic offences particularly relating to stopping or parking.

The **Road Transport (Heavy Vehicles Registration Charges) Regulation 2001** commenced on 1 September 2001 and deals with a range of matters in serving the purposes of the *Road Transport (Heavy Vehicles Registration Charges) Act 1995* such as declaring particular types of vehicles as, and as not, a 'special purpose vehicle', prescribing axle load limits, as well as the method of determining permit charges, and calculating refunds of registration and permits.

## Appendix 18 (continued)

The **Road Transport (Safety and Traffic Management) (Road Rules) Amendment (Flashing Headlights) Regulation 2001** commenced on 7 December 2001 and allows emergency services vehicles to use flashing headlights when responding to an emergency.

The **Road Transport (Safety and Traffic Management) (Road Rules) Amendment (Parking Meters and Ticket Machines) Regulation 2001** commenced on 21 December 2001 and allows a person to park a vehicle in a metered parking space without the need to pay for unexpired time displayed on the meter and allows the use of a Smart card for payment of the fee indicated on a parking meter or ticket machine.

The **Road Transport (Safety and Traffic Management) (Road Rules) Amendment (Prohibited Areas) Regulation 2001** commenced on 23 November 2001 and prescribes the tunnels on the M5 East Freeway as 'prohibited areas' thereby legally banning those motor vehicles, trailers and tankers that carry 'dangerous goods' unless they are authorised by permit.

The **Road Transport (Vehicle Registration) Amendment (Fees) Regulation 2001** commenced on 1 July 2001 and increased the 'applicable scheduled fees' for a range of RTA services.

The **Road Transport (Vehicle Registration) Amendment (Fees) Regulation (No 2) 2001** fixes from 1 January 2002 the fees for the issue and replacement of number-plates, and increases the fees for the registration, renewal of registration, and inspection, of various categories of heavy vehicles from 1 March 2002.

The **Road Transport (Vehicle Registration) Amendment (Flashing Headlights) Regulation 2001** commenced on 7 December 2001 and allows emergency services vehicles to be fitted with headlights that are capable of flashing.

The **Road Transport (Vehicle Registration) Amendment (Hire Trailer Maintenance Management Accreditation Scheme) Regulation 2001** commenced on 12 October 2001 and provides for the establishment and recognition of the RTA Hire Trailer Maintenance Management Accreditation Scheme. (This enables the RTA to accept an accreditation of a registered operator in relation to a hire trailer under the Scheme as evidence that the hire trailer complies with the applicable vehicle standards.)

The **Road Transport (Vehicle Registration) Amendment (Traffic Management) Regulation 2001** commenced on 21 December 2001 and permits any RTA vehicle driven by a Traffic Commander or Traffic Emergency Patroller to be fitted with the facilities to display blue or red flashing or rotating lights and to sound a siren.

The following regulations increased fees and fixed penalties (and removed some obsolete matters) and they commenced on and from 1 July 2001 (although they were made by the Governor and subsequently gazetted on 29 June 2001):

- The **Driving Instructors Amendment (Fees) Regulation 2001**.
- The **Roads (General) Amendment (Penalty Notices) Regulation 2001**. (This Regulation increases penalties for penalty notice offences under the *Roads (General) Regulation 2000*.)
- The **Road Transport (Mass, Loading and Access) Amendment (Fees) Regulation 2001**.
- The **Road Transport (Vehicle Registration) Amendment (Fees) Regulation 2001**.
- The **Road Transport (Driver Licensing) Amendment (Fees) Regulation 2001**.
- The **Road Transport (General) Amendment (Fees) Regulation 2001**.
- The **Road Transport (General) (Short Descriptions and Penalty Notice Offences) Amendment Regulation 2001**. (This regulation substituted the list of short descriptions and increased penalties for penalty notice offences under the road transport legislation and the *Roads Act 1993*.)
- The **Road Transport (Safety and Traffic Management) (Driver Fatigue) Amendment (TFMS Fee) Regulation 2001**.
- The **Road Transport (Safety and Traffic Management) (Road Rules) Amendment (Tow-away Charge) Regulation 2001**.

## Uncommenced legislation (as at 30.6.02.)

The **Road Transport (General) Amendment (Operator Onus Offences) Act 2002** (No. 11) was assented to on 22 April 2002 and will commence on a date to be decided. The Act amends the *Road Transport (General) Act 1999* and in relation to operator onus offences, the Act reduces the opportunity for avoidance of infringement notices and the evasion of associated demerit points or licence sanctions.

## Regulations commencing on 1 July 2002

The **Road Transport (General) (Penalty Notice Offences) Regulation 2002** commenced on and from 1 July 2002 (although it was gazetted on 28 June 2002) and it replaces the *Road Transport (General) (Short Descriptions and Penalty Notice Offences) Regulation 1999*, and it omits short descriptions of offences and Police Service codes as well as increases penalties (payable pursuant to a penalty notice) generally, in line with the 4.7% movement in the CPI.

The **Roads (General) Amendment (Penalty Notices) Regulation 2002** commenced on and from 1 July 2002 (although it was gazetted on 28 June 2002) and increases penalties (payable pursuant to a penalty notice) generally, in line with the 4.7% movement in the CPI. This Regulation omits short descriptions of offences and Police Service codes.

The **Road Transport (Driver Licensing) Amendment (Demerit Points Offences and Penalties and Fees) Regulation 2002** commenced on and from 1 July 2002 (although it was gazetted on 28 June 2002) and specifies demerit points for the offences of starting, using or driving a noisy or smoky vehicle, driving too quickly for safe stopping at a pedestrian crossing, and using a hand-held phone whilst driving. This Regulation also increases penalties (payable pursuant to a penalty notice) generally in line with the 4.7% movement in the CPI.

The following additional regulations commenced on and from 1 July 2002 (although they were gazetted on 28 June 2002) and they also increase fees and fix penalties (payable pursuant to a penalty notice) generally in line with the 4.7% movement in the CPI:

- The **Driving Instructors Amendment (Fees) Regulation 2002**.
- The **Road Transport (Mass, Loading and Access) Amendment (Fees) Regulation 2002**.
- The **Road Transport (Vehicle Registration) Amendment (Fees) Regulation 2002**.
- The **Road Transport (Safety and Traffic Management) (Driver Fatigue) Amendment (Fees) Regulation 2002**.
- The **Road Transport (Safety and Traffic Management) (Road Rules) Amendment (Tow-away Charge) Regulation 2002**.

## Subordinate Legislation Act 1989

There were no departures from the *Subordinate Legislation Act 1989*.

## Judicial decisions affecting the RTA

### RTA v J McNamara

The RTA took action against one of its tenants in the Consumer Trader and Tenancy Tribunal, to obtain vacant possession to carry out major repairs. The tenant opposed the RTA's application on a number of grounds, primarily, that the premises were prescribed premises under the *Landlord and Tenant (Amendment) Act 1948* and accordingly, the Tribunal had no jurisdiction. The Tribunal held that it did have jurisdiction to hear the application because the Act did not apply to the RTA as the Crown. Further, the Tribunal held that that Act did not apply to this lease because it was entered into after the relevant date and vacant possession of the premises was obtained after the relevant date provided for in the Act. The tenant has appealed against the finding of the Tribunal to the Supreme Court of NSW Administrative Law Division, which will consider the appeal. The case was listed for hearing.

### RTA v Perry & Anor

The RTA compulsorily acquired approximately 9.44 hectares of land from the Perry family for certain upgrade works on the Pacific Highway at Coffs Harbour. The land taken by the RTA, provided 478,000m<sup>2</sup> of fill. The Land and Environment Court awarded \$1 million compensation. The RTA appealed to the NSW Court of Appeal, which ordered that the proceedings be remitted to the Land and Environment Court for a further hearing. Following this decision a suitable settlement was negotiated between the parties. The court had to consider competing established valuation principles.

**Ashfield Council v RTA**

The RTA compulsorily acquired 5590m<sup>2</sup> of land from Ashfield Council, of which 3241m<sup>2</sup> was parkland with the balance of 2349m<sup>2</sup> being Dobroyd Parade for the construction of the City West Link Road. Council was the trust manager of the parkland under provisions of the Crown Lands Act 1989. The matter went to the Land and Environment Court following the parties' inability to agree on the amount of compensation payable due to differing valuation evidence. The Land and Environment Court calculated compensation which was then discounted by two thirds on the basis of Hornsby Council v RTA. Council appealed to the Court of Appeal which held the trial judge erred in law in applying the two thirds discount as set out in the Hornsby case.

**Heawood v RTA & Muswellbrook Shire Council**

The applicants instituted action against Council and the RTA for compensation pursuant to s32 (2) of the Roads Act as a result of roadworks resulting in a significant change to the level of the adjoining street. Access to the applicant's property following completion of roadworks did exist, although in a different form and via a ramp, rather than almost level access as was the case previously. The Land and Environment Court held the applicants were entitled to make a claim for compensation. The RTA appealed unsuccessfully to the Court of Appeal.

**Palmer v RTA**

On 20 December 2001 Chief Justice Wood found that the RTA, Evans Shire Council and Pioneer Road Services Pty Ltd were liable to Lisa Palmer for the injuries she suffered on 27 February 1997 when driving on Peel Road which was maintained by Evans Shire Council on a grant from the RTA. Roadworks were being carried out at the time by Pioneer Road Services under contract to Evans Shire Council. The Plaintiff's car struck loose gravel on the roadway and went off the road. There was no protective fencing in place and the vehicle plunged 10 metres to the creek bed below. The Court found all three defendants liable, but found the RTA was not directly negligent. Further the Court held there was no act or omission for which the RTA was directly responsible but that the RTA's liability was solely vicarious and that its duty was non delegable under the principle outlined by the NSW Court of Appeal in RTA v Scroop (1998) 28MVR233. The Court further found on the RTA's cross-claims that the RTA was entitled to a full indemnity from both Council and Pioneer. The Court found that both Council and Pioneer had acted negligently. Judgment for \$16,347,477.79 was handed down on 4 February 2002. The RTA, Pioneer and Council instigated appeals to the Court of Appeal.

**Fisk v RTA and Mercantile Mutual Insurance**

On 6 July 1994 the Plaintiff was driving in a westerly direction on the M4 Motorway at Homebush, when another vehicle travelling in the opposite direction crossed the 9–10 metre wide grass median, became airborne resulting in a roof to roof impact with Fisk's (the plaintiff's) vehicle. The driver of the other vehicle was killed with the Plaintiff suffering severe brain damage. The Plaintiff sued the RTA and the CTP insurer of the other vehicle. The case against the RTA was that it breached its duty of care, in essence, because it did not build a barrier on the grass median which was alleged to be unsafe on a number of grounds. The Court found there was no negligence on the part of the RTA in the design of the road and that the Plaintiff's case against the RTA failed. The Plaintiff was awarded damages of \$7.5 million against the other defendant, the CTP insurer.

**RTA v Craig Hillyard**

The Magistrate upheld an appeal against a licence suspension for exceeding the relevant points. The last points which had accrued on the relevant record related to a camera detected traffic light offence which had been the subject of previous proceedings. The licence Appellant was not the driver in that matter and then the Magistrate dismissed that prosecution under section 10 of the Crimes (Sentencing Procedure) Act. The Magistrate commented that the Appellant was technically innocent of the disobey traffic light offence and that in his view the points should not accrue to the Appellant as he was not the driver at the time. Application for Judicial Review to the Supreme Court was instituted by the RTA. On 25 March, the Court delivered judgment, dismissing the RTA's appeal.

**RTA v Ryan, Pledge and Blue Mountains City Council**

In July 1994 the Plaintiff (aged 9 years) was struck by a motor vehicle and suffered serious injuries. She sued the driver of the other vehicle, the RTA and the Council on the grounds of negligence for the injuries she suffered and recovered a verdict against all three Defendants. The collision occurred on a service road running parallel to the Great Western Highway divided from it by a nature strip. She was in the company of her father crossing the nature strip when her father released her hand and she commenced crossing the service road when the collision occurred. An appeal was instituted by both the RTA and the Blue Mountains City Council against the decision. The Court of Appeal upheld the appeals and accordingly set aside the judgments against the RTA and Council. The judgment in favour of the Plaintiff against the driver of the vehicle remained. The relevant CTP insurer has sought special leave to the High Court on technical grounds associated with a view of the site by the trial judge in the original trial.

**AMP v RTA & Anor**

An RTA employee made a Workers Compensation claim for injuries suffered between February 1993 and March 1995. Whilst he had made Workers Compensation claims, he later made an application to extend the limitation period in relation to the February 1993 incident, which arose out of the use of a motor vehicle, so that he could proceed against the RTA as a registered owner of the vehicle. During these proceedings to extend the limitation period, he was subject to cross-examination. He committed suicide a few days later on 3 May 2000. His widow filed a Statement of Claim for damages pursuant to the Compensation to Relatives Act for nervous shock against the RTA, and obtained a judgment in the District Court against the RTA and its agent AMP as the relevant CTP insurer of the RTA's vehicle. The Court of Appeal found that the widow was not entitled to recover damages under the Compensation to Relatives Act, nor for nervous shock. The Plaintiff sought leave to appeal to the High Court but the application for special leave to appeal was dismissed.

**Cremona v RTA**

On 28 May 1993 a car driven by Dr Louis Cremona collided with the rear of a tipper truck driven by its owner Mr J Capelo. Mr Capelo was working pursuant to a contract with the RTA. Road rehabilitation works were being carried out that night on the southbound carriageway of the F6. The heavily laden truck made a u-turn on the central grass median and commenced to travel in the fast lane of the northbound carriageway. Dr Cremona was killed and his widow commenced proceedings in the Supreme Court. An application for summary judgment against the RTA was successful on 7 August 1998. On 24 July 2000 the trial judge awarded the Plaintiff \$5,091,601. The RTA appealed against the size of the damages award and the verdict was reduced by \$80,000. The major appeal point of the RTA – that Dowd J was in error in calculating compensation for the lost opportunity to enjoy superannuation benefits – was unsuccessful. If successful it would have reduced the verdict by approximately \$1 million. The Plaintiff was successful on a major point of her cross-appeal. The Court of Appeal increased the award for the Plaintiff by \$700,000, with a new total verdict of \$5,799,233. Special leave to appeal to the High Court against the Court of Appeal decision has been lodged.

## Appendix 19

### 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 Government policy.

During 2001–02 contracts were brought to account for the sale of 122 properties for a total value of \$35.924 million (net of GST). Of these, 25 properties were valued over \$0.5 million each, with a total value of \$26.093 million.

A property at Delhi Road, North Ryde was sold to the State Rail Authority NSW for \$4.596 million.

No properties were sold to people with a family or business connection between the purchaser and the person responsible for approving the disposal.

Proceeds from property sales are used to improve the State's road network infrastructure.

All documents relating to the disposal of properties are available under the *Freedom of Information (FOI) Act*.

## Appendix 20

### 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.

Technical and AUSTROADS publications are available for sale from the RTA Information and Reference Services, Pod D Level 1 Octagon Building, 99 Phillip Street, Parramatta (tel 02 8837 0151). The library's collection of books, journals, and CD-ROMs includes extensive coverage in the areas of road and bridge engineering, road safety, environment and management.

The following new or substantially revised titles were issued during 2001–02.

#### Bicycles

- How to prepare a bike plan – an easy 3 stage guide
- Sydney Cycleway

#### Community newsletters

- Dourrigans Gap Upgrade Project – Community Newsletter Issue No 4, September 2001
- Falls Road to West Street, Wentworth Falls – Community Update, May 2002
- Great Western Highway Upgrade: Woodford to Hazelbrook – Community Update, April 2002
- Great Western Highway: Shell Corner Upgrade – Albion Street to Watson Way, Katoomba – Start of Construction, May 2002
- Great Western Highway: Shell Corner Upgrade – Proposed Work, October 2001
- Great Western Highway Upgrade: Lawson – Community Update, Overview, November 2001
- Great Western Highway Upgrade: Green Parade Valley Heights – Community Newsletter, September 2001
- Improvements to the Pacific Highway through Ulmarra – Information Sheet, July 2001
- Main Road 92 Upgrade: Nowra to Nerriga – Upgrading Options, November 2001
- Main Road 92: Upgrade Hames Road, Nowra to Nerriga – Newsletter No 1, September 2001
- Medlow Bath Upgrade: Hydro Majestic Hotel to Cox Avenue, Medlow Bath – Start of construction, June 2002
- New Crossing of the Murray River between Cobram and Barooga – Newsletter No 1, October 2001
- North Kiama Bypass Project Implementation – Community Newsletter Bulli – Community newsletter No 4, May 2002
- Northern Distributor Extension, from Bellambi to Princes Highway, Bulli – Community newsletter No 3, July 2001
- Old Windsor Road/Seven Hills Road Intersection Upgrading – Community Update, October 2001
- Windsor Flood Evacuation Route, Preferred Option, Community Update, October 2001
- Miranda Five Ways – Community Update, May 2002
- Hoxton Park Road – Community Update, February 2002
- Bells Line of Road, Reconstruction of Traffic Signals – Grose Vale and Terrace Roads – Community Update, November 2001
- Bells Line of Road, Slope Remediation – Community Update, June 2002

- Proposed Upgrade of The Horsley Drive: Mimosa Road to Elizabeth Street, Wetherill Park
- Robinvale-Euston Bridge Replacement – Information Bulletin No 3
- Upgrading the Burley Griffin Way: Browning Deviation – Newsletter 1, January 2002
- Upgrading Windsor Road: Boundary Road to Henry Road, Vineyard – Community Update, April 2002
- Western Sydney Orbital – Community Update
- Dourrigans Gap – Upgrade Fact Sheet, March 2002
- Western Sydney Orbital – Community Update, March 2002 (brochure & poster)
- Sextons Hill Improvements – Update Fact Sheet, April 2002
- Waterfall Way – Fact Sheet 1, January 2002
- Waterfall Way – Fact Sheet 2, April 2002
- The Northern Road Upgrade – Community Update, June 2002
- Yarramundi Bridge – Community Update, November 2001
- Princes Highway/Acacia Road Intersection Upgrade – Community Update, August 2001

#### Pacific Highway

- Buladelah – Preferred Route Newsletter 3 (brochure)
- Coffs Harbour Highway Planning: Developing a Planning Strategy for the Pacific Highway – Coffs Harbour Information Sheet No 1, September 2001
- Coffs Harbour Highway Planning: Developing a Planning Strategy for the Pacific Highway, Coffs Harbour
- Kempsey to Eungai – Newsletter No 1, September 2001
- Karuah Bypass – Newsletter No 7
- Upgrading the Pacific Highway Fact Sheet
- Upgrading the Pacific Highway: Brunswick Heads to Yelgun Upgrade – Community Newsletter No 8, Nov 2001
- Upgrading the Pacific Highway: Brunswick Heads to Yelgun Upgrade Assessment of Route VA2 – Fact Sheet, Nov 2001
- Upgrading the Pacific Highway: Coffs Harbour Highway Planning – Developing a Planning Strategy for the Pacific Highway Coffs Harbour – Information Sheet No 2 March 2002
- Upgrading the Pacific Highway: Moorland to Herons Creek – Community Newsletter No 3
- Upgrading the Pacific Highway: Moorland to Herons Creek, – March 2002
- Upgrading the Pacific Highway: Taree to Coopernook (including Coopernook Bypass) – Community Newsletter No 5
- Upgrading the Pacific Highway: Yelgun to Chinderah – Community Newsletter No 3
- Upgrading the Pacific Highway: Yelgun to Chinderah – Fact Sheet
- Cudgen Road Tunnel
- Upgrading the Pacific Highway: Yelgun to Chinderah – Fact Sheet
- Bridges

#### Construction

- Bangor Bypass Project Outline Report
- Cross City Tunnel – Improving the heart of Sydney
- Cross City Tunnel (brochure)
- Murray River Crossing Strategy
- Pacific Highway Upgrade: Coolongolook to Wang Wauk – Official Opening (brochure)
- Upgrading the Pacific Highway: Brunswick Heads to Yelgun Upgrade – Design Review, Nov 2001

### Corporate

- Aboriginal Action Plan
- Code of Conduct and Ethics
- Corporate Plan: The Journey Ahead
- Diversity & Equity Plan 2002–2007
- Graduate to a Career with the RTA
- RTA Annual Report 2001 (Report & CD-ROM)

### Driver licensing publications

- Road Users Handbook (English & 10 community languages)
- Heavy Vehicle Drivers' Handbook
- Hazard Perception Handbook
- Motorcycle Riders' Handbook
- Sound advice CD and Tape with booklet
- A Guide for Older Drivers (booklet)
- A Guide for New Drivers (booklet)
- A guide to DART (booklet)
- Learner Driver Log Book
- Drivers from Overseas (brochure)
- Licence Classes: National Driver Licence Classes (brochure)
- Proof of Identity – How to prove who you are to the RTA (brochure)
- How to get your Rider's Licence (brochure)
- How to get your Heavy Vehicle Driver's Licence (brochure)
- Medical and Driving Tests (brochure)
- Serious Traffic Offence Penalties (brochure)
- Photo Storage to Prevent Fraud (brochure)
- Points and Your Licence (brochure)
- Driving and Dementia (brochure)
- Older Drivers – Advice to Family and Friends (brochure)
- MPS – Details of the Mobility Parking Scheme (brochure)
- Multi-Combination Driver Training and Assessment (brochure)
- How to get a Driving Instructor's Licence (brochure)

### Environment

- Bangor Bypass (promotional brochure)
- Bangor Bypass EIS Summary (brochure)
- Bangor Bypass Species Impact Statement
- Bangor Bypass Vol 1 Environmental Impact Statement
- Bangor Bypass Vol 2 Working papers
- Construction of the Gladesville Bridge Summary Report (RTA Oral History Program)
- Crossing the Blue Mountains: the Great Western Road – Self-guided tour
- Great Western Highway: Leura to Katoomba – Review of Environmental Factors Vol 1
- Great Western Highway: Leura to Katoomba – Review of Environmental Factors Vol 2: Urban Design Framework Report
- Great Western Highway: Leura to Katoomba
- Review of Environmental Factors Vol 3: Appendices
- Great Western Highway: Leura to Katoomba REF (brochure and poster)
- Lane Cove Tunnel – EIS (brochure)
- Lane Cove Tunnel – EIS Summary (booklet)
- M5 East Sub-regional Air Quality Management Plan Volume 1
- M5 East Air Quality Management Plan: Air Emissions Inventory
- M5 East Freeway: Solid Fuel Heater Buy Back Program
- Upgrading the Pacific Highway, Bundacree Creek to Possum Brush, EIS Summary Brochure
- Maintaining the Links: Maintenance of Historic Timber Bridges in NSW (video)
- Proposed Upgrade of the New England Highway at Devils Pinch Environmental Impact Statement Summary
- RTA Environment Report 2000
- RTA Environment Report 2001 (Report + CD-rom)
- RTA Environmental Noise Management Manual
- RTA Oral History: Developments in Concrete Pavements (CD and summary)
- Wentworth Falls – Review of Environmental Factors

### Freedom of information

- Customer Information Directory 2001
- Inside the RTA 2001

### Operations

- RTA Operations Newsletter No 2, No 3 and No 4

### Road safety

- 2001–2002 RTA/Police Road Safety Public Education Campaign Planner
- A Practical Guide to Addressing Road Safety Issues Around Schools
- A Simple Guide to Child Restraints – Buckle Up Everytime – 0–6 months
- A Simple Guide to Child Restraints – Buckle Up Everytime – 6 months and over
- A Simple Guide to Child Restraints – Buckle Up Everytime (posters)
- A Time to Choose – Drink Driving Presentation (booklet)
- 'Buckle up Both of You'
- Choose Right. Buckle Right (brochure)
- Choose Right. Buckle Right (Child Restraint package)
- Choose Right. Buckle Right (poster)
- Choose Right. Buckle Right (sticker)
- Click Clack Front 'n' Back (sticker)
- Community Road Safety Worksheet Pad for Primary Aged Children
- Helping Younger Drivers Become Safer Drivers Workshop Evaluation Sheet
- Kids & Traffic Road Sign (sticker sheet)
- Kids & Traffic sticker sheet
- Kids and Traffic Bumper sticker: Are your kids buckled up?
- Kids and Traffic Hold My Hand (stamp)
- Move Ahead with Street Sense Stage Two board games set – includes (A) Walking Home Safely Game, (B) Road Safety Ludo, (C) Barrier Game
- Move Ahead with Street Sense Stage Two photography kits and Stage One Bicycle Safety Photo Story set – includes (A) Road Safety photographs, (B) Pedestrian Safety Photographs Two, (C) Stage Two STOP!... THINK! photographs, (D) Stage One Bicycle Safety Photo Story
- Move Ahead with Street Sense story books set – includes (A) Where's Banjo's Mum?, (B) Hands are for holding when you're crossing the road, (C) Jeffrey
- No Belt No Brains. (seat belt brochure)
- Parent Parking Kit including School Road Safety Tips, Driving and Parking Safely at School, This Park Could Cost You Money, Order Form
- Problem Definition & Countermeasure Summary: Driver Fatigue
- Problem Definition and Countermeasure Summary: Pedestrian Safety
- Regret is such a short distance – Occupant Restraint Presentation (booklet)
- Research Notes 1/2001: Audit of 'Young Driver' Education Resources – Stage One and Two
- Research Notes 2/2001: Preliminary Research to inform the development of a road safety education resource for students in Years 7 and 8
- Research Report RR2/0 Youth Road Safety in NSW – A discussion paper
- Road Traffic Accidents in NSW 2000 – Statistics statement
- Road User Behaviour Study: Community Attitude Survey Report
- Road User Behaviour Study: Crash Data Analysis Report
- Road User Behaviour Study: Mass Media and Public Education Report
- Road User Behaviour Study: Observation Studies Report
- Road User Behaviour Study: Road Safety Enforcement and Deterrence Strategies Report
- Road User Behaviour Study: Summary Report
- Running on Empty – Driver Fatigue Presentation (booklet)
- Safe School Travel Brochure
- Safe School Travel Brochure – Pointers for parents and carers of primary school students
- Safe School Travel for Parents of Kindergarten Children
- School Bus Safety Resource: Parent Video, 'The Safest Way'
- School Bus Safety Resource: Stage 1 Kit – includes: Student Video, 'Bus Kids, Safe Kids' Version A; Student Video, 'Bus Kids, Safe Kids' Version B; Teacher Booklet; Bus Operator Booklet
- School Bus Safety Resource: Stage 2 Kit – includes Student Video, 'Bus Brothers' Version A; Student Video, 'Bus Brothers' Version B; Teacher Booklet; Bus Operator Booklet
- School Bus Safety Resource: Stage 3 Kit – includes Student Video, 'Bus Zone: The Computer Game Video' Version A; Student Video, 'Bus Zone: The Computer Game Video' Version B; Teacher Booklet; Bus Operator Booklet
- School Bus Safety: How Parents Can Help
- School Zone – what does this sign mean?
- Speeding Gets you Nowhere – Speeding Presentation (booklet)
- Strap it on your brain
- Street Sense Stickers Sheet Stage 1
- When cars are about...hold my hand and keep me safe (poster)

## Appendix 20 (continued)

### Traffic management

- Children's Crossings: A guide to their correct Use
- Guide to Parking Rules in NSW
- Guide to Parking Rules in NSW (booklet)
- Handy Guide to 1 2 3 of Parking (brochure)
- How to prepare a Pedestrian Access and Mobility Plan: An easy three stage guide
- Pay Parking Manual Version 2.0
- Permit Parking Version 2.0 manual
- Staying safe in Sydney's tunnels
- Using the M5 East

### Vehicle registration

- 14.6 Semi-trailers Information Sheet
- A Rest Area Strategy for NSW Roads (brochure)
- B-Double Information Sheet
- Increase in Heavy Vehicle Registration Charges
- Make your European car feel right at home
- NSW Driver & Vehicle Statistics 2000
- NSW Truck Rest Area Road Map
- NSW Vehicle Registration Statistics, January to March 2000
- NSW Vehicle Registration Statistics, April to June 2000
- NSW Vehicle Registration Statistics, July to September 2000
- NSW Vehicle Registration Statistics, October to December 2000
- NSW Vehicle Registration Statistics, January 2001
- NSW Vehicle Registration Statistics, February 2001
- NSW Vehicle Registration Statistics, March 2001

- NSW Vehicle Registration Statistics, April 2001
- NSW Vehicle Registration Statistics, May 2001
- NSW Vehicle Registration Statistics, June 2001
- NSW Vehicle Registration Statistics, July 2001
- NSW Vehicle Registration Statistics, August 2001
- NSW Vehicle Registration Statistics, September 2001
- NSW Vehicle Registration Statistics, October 2001
- NSW Vehicle Registration Statistics, November 2001
- NSW Vehicle Registration Statistics, December 2001
- Operators Guide to Oversize and Overmass Vehicle Movements
  - Permits for Non-Agricultural Vehicles including Mobile Cranes
  - Operators Guide to Oversize Vehicle Movements – Permits for Agricultural Vehicles
- Prime Moves – December 2001 issue
- Registration: Conditional Registration (brochure)
- Road Train Information Sheet
- Towing Trailers – Things you should know about towing
- Vehicle Inspectors Bulletin No 47 – Safety Recall: Argosy brake systems
- Vehicle Standards Information No 47 – Visibility Requirements for Night Travel of Oversize Grape Harvesters
- Why not get an e-Safety Check and pay your registration on-line?

In keeping with the RTA's commitment to waste reduction, the number of Annual Reports printed as full version hard copies has been halved to 500 in 2002. Building on positive feedback on the electronic version of the 2001 Annual Report, the printed version has been supplemented by 1500 user friendly multimedia CDs, accompanied by a brief summary report. The approximate production cost per unit of the 2002 Annual Report is \$31.00.

## Appendix 21

### Payments to consultants

Details of the amount paid to consultants in 2001–2002 are provided below.

Project	Consultant	\$
Probity audit in relation to the Western Sydney Orbital	Deloitte Touche Tohmatsu	40,298
Probity audit in relation to the Lane Cove & Cross City Tunnel projects	Paji Pty Ltd	38,874
Consultants costing \$30,000 or less	2	23,108
<b>Total</b>		<b>102,280</b>

The RTA also engages numerous contractors for professional services not classified as consultancies, including valuation, legal services, road and bridge design, investigation, construction supervision, preparation of environmental impact statements, as well as contract agency services and personnel.

## Appendix 22

### Reporting of all RTA contracts with third parties

On 27 April 2000 the government issued Premier's Memorandum 2000–11, which requires the disclosure of certain information on government contracts (including panels) with the private sector. This applies to any case where there was an opportunity for a number of parties to tender or express interest in supplying the goods or services.

As a result the Chief Executive issued Corporate Policy Statement No.33, "Disclosure of details of all RTA contracts with the private sector".

Generally, contracts are categorised as follows:

- Up to \$100,000
- \$100,000 to \$5 million
- Over \$5 million

Specific information is required, depending on the value of the contract.

The Records Access Unit either records the information on its own database or, where the contract value exceeds \$100,000, arranges for it to be placed on the RTA's web site under the category: Doing Business With Us.

To date the total value of reported contracts with the private sector exceeds \$318 million.

Any inquiries can be directed to the Privacy and Contract Reporting Co-ordinator on (02) 9218 3667.



## Appendix 23

### Account payment performance

#### Quarterly outstanding accounts for financial year 2001–02

Aged analysis at the end of each quarter

Quarter	Current	< 30 days overdue	Between 30–60 days overdue	Between 60–90 days overdue	More than 90 days overdue
September 2001	\$19,661,920.18	\$511,675.45	\$2,560.57	\$1,852.50	\$78,638.44
December 2001	\$17,008,973.89	\$2,243,707.42	\$12,393.28	\$2,199.45	\$1,298.250
March 2002	\$37,031,599.67	\$8,591,585.56	\$845,248.53	\$466,132.84	\$00.00
June 2002	\$68,968,194.20	\$14,743,755.49	\$1,325,609.25	\$76,075.27	\$887,414.00

Accounts paid on time within each quarter

Quarter	Total accounts paid on time		\$	Total amount paid
	Target %	Actual %		
September 2001	86%	90.3	\$462,123,203.21	\$489,914,635.04
December 2001	86%	86.3	\$435,139,847.67	\$468,078,298.17
March 2002	86%	84.3	\$322,281,732.68	\$347,415,726.24
June 2002	86%	88.7	\$414,912,042.37	\$434,656,849.36

#### Commentary

- Overall performance for the financial year has been in line with the targets.
- Individual Administration Centre payment performance is showing improvement.
- The reduction in overall performance between September and December Quarters is a result of a number of accounts staff being involved in SAP Integrated Management System (IMS) training sessions during November and early December.
- A new SAP IMS accounting system was introduced in March. This system is being modified to allow more precise reporting of overdue accounts.
- The performance of the December-March quarter is slightly down due to the implementation of the IMS system (Go live) where we experienced some teething problems.

## Appendix 24

### Funds granted to non-government community organisations

Event	Description	Organisation	Cost	Performance area
Grant	Ongoing coordination and management of native wildlife rescue work	Wildlife Information and Rescue Service	\$25,000	Environment and community policy
SunRace (May 2002)	Sponsorship of SunRace – solar car race from Adelaide to Sydney	Sustainable Energy Enterprise Developments	\$25,000	Environment and community policy
National Trust Heritage Festival	RTA participation in Festival	NA	In kind contribution to the value of \$65,000	Environment and community policy Road network infrastructure maintenance
Grant	Financial support for Roadside Environment Committee administration, research and the inaugural annual award scheme	Roadside Environment Committee	\$71,500 + \$25,000 for costs	Environment and community policy
Convict Trail Project	Miscellaneous items associated with the project operation	Convict Trail Project Inc	In kind contribution to the value of \$5000	Environment and community policy
Grant	Funding research being undertaken by the NSW Lantana Biological Control Task Force, including the release of biological control agents	NSW Lantana Biological Control Taskforce	\$5500	Environment and community policy
Motorcycle Awareness Week	For road safety campaigns during its annual Motorcycle Awareness Week	Motorcycle Council of New South Wales	\$20,000	Road Safety & Road User Management
Coolah Combats Driver Fatigue (October 2001)	Local road safety initiative	Coolah Health Council	\$960.50	Client services
Walk to Work (November 2001)	Local walk to work initiative	Quota International – Parkes	\$2000	Client services
Scooter Safety (March 2002)	Local road safety initiative	University of the 3 <sup>rd</sup> Age Inc – Orange	\$637.13	Client services
Sharing the Road brochure (May 2002)	Road safety publication	Australian Road Train Association	\$15,400	Client services
Back to Bike (September 2001)	Community bike ride	Wee Waa Anglican Church	\$800	Client services
Bike Week (September 2001)	Local Bike Week activities	Bathurst Bicycle User Group	\$2347	Client services
Headlights On (May – June 2002 continuing)	Local road safety campaign	Leeton Community Road Safety Group	\$5200	Client services
Griffith road safety (April – May 2002)	Local road safety campaigns	Griffith Road Safety Group	\$4813	Client services
Deniliquin road safety (March – June 2002 continuing)	Local road safety campaign	Deniliquin Road Safety Group	\$5637	Client services
Albury road safety (May – June 2002 continuing)	Local road safety campaigns	Albury Road Safety Group	\$5000	Client services
Bicycle Expo	Bicycle Promotion event	Bicycles Wagga Wagga	\$790	Client services
Dorrigo promotion (February 2002)	Promoting Dorrigo during Christmas/New year because of ongoing traffic restrictions during slip repairs on Waterfall Way	Dorrigo Chamber of Commerce	\$7555	Client services
Walk to Work Day (October 2001)	Encourage walking to work as part of a transport strategy	Pedestrian Council of Australia	\$25,000	Traffic and transport
RTA Cycle Sydney (November 2001)	Support for BikePlan 2010 by encouraging cycling as a viable transport alternative and promotion of safe cycling	Bicycle New South Wales	\$115,000	Traffic and transport
RTA Big Bike Ride – Manilla to Walcha (April 2002)	Promotion of safe cycling as part of 'Share the Road' with bicycles	Bicycle New South Wales	\$108,000	Traffic and transport
Walk Safely to School Day (April 2002)	Reinforce safe pedestrian behaviours around schools and school bus stops	Pedestrian Council of Australia	\$25,000	Traffic and transport
Graduated Licensing Scheme Workshops	Workshops for parents of learner drivers	KidSafe	\$4400	Client services

Event	Description	Organisation	Cost	Performance area
Driver Reviver (Various times)	Local contribution to Driver Reviver scheme	Lions Club of Morisset	\$19,524	Client services
Bicycle Education Research Trailer (June 2002)	Bicycle promotion and education	Gloucester District Baptist Church	\$3594	Client services
Dungog Pedal Fest (Sept 2001)	Bike ride during 2001 Bike Week	Dungog Bicycle Users Group	\$1000	Client services
Easy Intro and East/West is Best! Rides (Sept 2001)	Bike ride during 2001 Bike Week	Newcastle Cycleways Movement	\$400	Client services
Tour de Hunter (Sept 2001)	Bike ride during 2001 Bike Week	Lake Macquarie PCYC	\$992	Client services
Helmets Protect Heads (Sept 2001)	Bike ride during 2001 Bike Week	Muswellbrook PCYC	\$750	Client services

## Appendix 25

### Privacy

#### Privacy management plan

Statement of action taken by the RTA and statistical details of reviews.

Section 33(3)(a) the *Privacy and Personal Information Protection Act* requires the RTA to provide a statement of the action taken in complying with the requirements of the Act.

In order to comply with the Act the RTA:

- Has identified and considered the requirements of the Act – principles, codes, public register provisions and internal reviews.
- Identified collections of personal information for which the RTA is responsible.
- Ensured measures are in place to provide an appropriate level of protection for personal information.
- Developed and distributed the RTA's first Privacy Management Plan and placed it on the RTA's website to ensure it is available to clients.
- Established mechanisms to ensure RTA staff are aware of their obligations under the Act and appropriately trained to apply the information protection principles. The RTA is developing a training program which will incorporate Privacy issues and be presented to all RTA staff. A series of internal memos have been distributed to staff to highlight the needs of the Privacy Act.

Part of the role of the Records Access Unit is to address the RTA's responsibilities under the Privacy Act. The Privacy and Contract Reporting Co-ordinator is responsible for processing any allegations that improper use has been made of personal information. Such allegations are termed, under the Privacy Act, Reviews of Conduct.

The Privacy Act requires the Reviews of Conduct to be finalised within 60 days.

Nineteen Reviews of Conduct were received between 1 July 2000 and 30 June 2002. Details of the matters brought to the RTA's attention are:

- 1 On 4 September 2000, a customer asked the RTA to investigate the alleged improper release of information in his traffic offence record. At the time of the previous annual report the matter was still under investigation. Extensive and lengthy enquiries were conducted and the RTA determined that a casual RTA employee had improperly disclosed the complainant's personal driving records. Action was taken to ensure the casual employee was not offered any more work with the RTA. The customer was kept informed of the progress of the investigations. However, the latest of the letters sent to the customer was returned the RTA as 'unclaimed' and all attempts to locate the complainant were unsuccessful. The Privacy Commissioner was advised of the outcome of the investigations on 23 February 2002.

- 2 On 6 June 2001, a customer alleged that a staff member at a RTA motor registry had released her personal information without her authorisation. The matter was still under investigation at the time of the previous annual report. The *DRIVES* database was examined, and it was the RTA's view that there had been improper disclosure of the complainant's personal records. On 27 February 2002 the complainant was informed of the RTA's findings. The RTA apologised for the situation and undertook to ensure that the staff member was retrained and counselled.
- 3 On 29 June 2001, a customer alleged that personal information in the *DRIVES* database, relating to three customers, might have been released without authorisation. The matter was still under investigation at the time of the previous annual report. The only users of the records in question were representatives of the NSW Police. When previously contacted the NSW Police had stated that, as provided for in Section 27 of the *Privacy Act*, "the records in question were accessed for law enforcement purposes". On 16 July 2001 the complainant was advised accordingly, and stated that he would take the matter further with the NSW Police.
- 4 On 16 July 2001, a customer asked the RTA to investigate the alleged improper release of his details from the RTA's records, between 1 March 2001 and 25 June 2001. The RTA investigation of accesses gained to the complainant's records found that three RTA staff members and one Police officer had retrieved the records. The RTA was able to justify the accesses by RTA staff. However, the RTA did not know the details of the access by the Police officer. On 7 August 2001, the customer was advised of the findings and the fact that the RTA had determined not to take any further action.
- 5 On 25 July 2001, a customer asked the RTA to investigate the alleged improper release of personal information relating to her daughter, a friend and herself by a nominated RTA officer. The *DRIVES* database was examined, and it was the RTA's view that there was no record of the nominated staff member having accessed the personal records of the complaint or the other people nominated by her. On 13 August 2001 the complainant was informed of the RTA's findings.
- 6 On 30 July 2001, a customer wrote to the RTA and expressed his concern that RTA staff had improperly released his new address. An investigation revealed that the customer had supplied his new address as part of a shopping centre promotion and the marketing company had contacted him as a result. There had been no improper release of personal information by RTA staff. The customer was advised of the facts and, on 15 August 2001, the customer withdrew his complaint.

- 7 On 4 September 2001, a customer asked the RTA to provide details of all people who had accessed his personal information between 1 September 2000 and 31 August 2001. The RTA investigation of accesses gained to the complainant's records found that two RTA staff members, a State Debt Recovery Office staff member and one Police officer had retrieved the records. The RTA was able to justify the accesses by RTA and SDRO staff. However, the RTA did not know the details of the access by the Police officer. On 31 October 2001, the customer was advised of the findings and the fact that the RTA had determined not to take any further action.
- 8 On 21 September 2001, a customer asked the RTA to provide details of all people who had accessed his personal information between 1 July 2001 and 10 September 2001. The RTA investigation of accesses gained to the complainant's records found that two RTA staff members and one Police officer had retrieved the records. The RTA was able to justify the accesses by RTA staff. However, the RTA did not know the details of the access by the Police officer. On 3 October 2001, the customer was advised of the findings and the fact that the RTA had determined not to take any further action.
- 9 On 16 October 2001, a customer asked the RTA to provide details of all people who had accessed his personal information between 17 September 1999 and 10 October 2001. The RTA investigation of accesses gained to the complainant's records found that RTA staff members had accessed the records on 19 occasions and the Police had accessed the records on three occasions. The RTA was able to justify the accesses by RTA staff. However, the RTA did not know the details of the access by the Police. On 19 November 2001, the customer was advised of the findings and the fact that the RTA had determined not to take any further action.
- 10 On 17 October 2001, a customer asked the RTA to provide details of all people who had accessed her personal information between 1 April 2000 and 16 October 2001. The RTA investigation of accesses gained to the complainant's records found that RTA staff members had accessed the records on three occasions and the Police had accessed the records on six occasions. On 19 November 2001, the RTA advised the customer that it did not know the details of the access by the Police officer and it was still to investigate the accesses by RTA staff. On 1 July 2002, the customer was advised that the RTA had been able to justify the accesses by RTA staff and that the RTA had determined not to take any further action.
- 11 On 15 January 2002, a customer asked the RTA to establish whether her address had been improperly released. The RTA investigation of accesses gained to the complainant's records found that 13 RTA staff members had accessed the records in the period 1 December 2000 to 24 December 2001. On 2 May 2002, the customer was advised that the RTA had been able to justify the accesses by all except two RTA Call Centre staff. The two staff in question had left the RTA and, therefore, the RTA was not able to interview them. The customer had stated, during a telephone conversation with RTA staff investigating the complaint, that she believed the staff had come from a metropolitan motor registry. Based on these facts, the RTA had determined not to take any further action.
- 12 On 17 January 2002, a customer alleged that staff at one of two RTA motor registries had released her personal information to her ex-partner, without her authorisation. The RTA investigation of accesses gained to the complainant's records found that one RTA staff member had accessed the records for the purpose of renewing the customer's driver licence. On 10 July 2002, the customer was advised that the RTA was able to justify the accesses by RTA and that the RTA had determined not to take any further action. The RTA also advised the customer that the local court had provided the information to her ex-partner as part of a current court action they were both involved in.
- 13 On 1 February 2002, a customer complained that he had been involved in a road incident on 30 January 2002 and that the other party had threatened him that they had contacts in the RTA. The customer alleged he had received a threatening telephone call, the next morning, from someone who identified himself as the person who drove the car in the incident. The customer stated that the caller would have only had his registration number from the incident. The customer contacted the Police to ask how the other party would have obtained his name and/or address and was referred to the RTA. The RTA investigation of accesses gained to the complainant's records found that there was only one access of the customer's record on 30 January 2002, and this was by the NSW Police. There had also been an access to the customer's records by a RTA staff Call Centre member on 1 February 2002. However, the customer had confirmed that he had rung the Call Centre on that day. There were no other accesses. On 11 February 2002, the customer was advised of the findings and the fact that the RTA had determined not to take any further action. The customer indicated that he would take the matter up with the NSW Police.
- 14 On 8 February 2002, a customer alleged that she had recently changed her postal address and that shortly afterwards someone had contacted the RTA Call Centre to try and find out the details of the customer's address. The matter is currently under investigation.
- 15 On 21 February 2002, a customer alleged that her ex-husband was an ex-police officer whom, she believed, had contacts in many government organisations. The customer had changed her name and address and moved to the country to get away from her ex-husband. The customer was also seeking to take out an Apprehended Violence Order against her ex-husband. The matter is currently under investigation.
- 16 On 3 March 2002, a customer complained that she had renewed her driver licence and changed her name and her address after recently being married. She alleged that shortly afterwards a third party who had previously been sending her harassing letters, and who should not have known of her new details, started sending her harassing letters again. The RTA investigation of accesses gained to the complainant's records found that one Police officer and no other individuals had retrieved the records. The RTA did not know the details of the access by the Police officer. On 18 March 2002, the customer was advised of the findings and the fact that the RTA had determined not to take any further action.
- 17 On 8 April 2002, a customer alleged that a nominated RTA employee had improperly released her address. The RTA investigation of accesses gained to the complainant's records found that her records had only been accessed by one RTA officer and no other individuals during the period of the alleged offence. The RTA was able to justify the access by the RTA staff member, who was not the individual nominated by the customer. On 11 April 2002, the customer was advised of the findings and the fact that the RTA had determined not to take any further action.
- 17 On 6 May 2002, a customer, also an RTA employee, alleged that a fellow employee might have improperly accessed the complainant's personal information. The matter is currently under investigation.
- 19 On 5 June 2002, a customer alleged that a nominated RTA officer had improperly released his personal information to the customer's ex-wife. The matter is currently under investigation.

Privacy NSW has been notified of the receipt of all matters. The majority of matters were responded to within the statutory timeframe of 60 days. The system is being monitored to reduce the response time, where possible.

## Appendix 26

### Research and development

Investment in Research and Development continued to assist the RTA to maintain key skills and technologies in strategic critical areas. The RTA maintains strong alliances and partnerships with organisations undertaking similar fields of research.

In 2001–02 \$2.5 million was invested in 46 strategic research projects. The projects concerned road safety, road use, environmental matters, traffic and transport, infrastructure maintenance and network development. Examples of areas in which research was undertaken include:

- Simulation and crash testing of collapsible sign structures.
- Cost effective treatments of landscaped works.
- Control of noise from modular bridge expansion joints.
- Wildlife killed on road reserves.

## Appendix 27

### Driver and vehicle statistics and heavy vehicle infringements

#### No. of vehicles registered in NSW as at 30 June 2002 by year of manufacture

Year of manufacture	No. of vehicles
Pre–1960	8,547
1960–1964	10,747
1965–1969	23,374
1970–1974	84,344
1975–1979	187,061
1980–1984	403,289
1985–1989	722,355
1990–1994	939,622
1995–1999	1,330,455
2000	312,264
2001	290,599
2002	117,854
Unknown	74,556
<b>Total</b>	<b>4,505,067</b>

#### No. of vehicles registered in NSW as at 30 June 2002 by vehicle type

Year of manufacture	No. of vehicles
Passenger vehicles	2,733,704
Off-road passenger vehicles	271,276
Small buses	37,493
Buses	11,747
Mobile homes	7,489
Motorcycles	94,361
Light trucks	582,854
Heavy trucks	74,736
Prime movers	14,388
Light plant	7,648
Heavy plant	11,437
Small trailers	465,212
Trailers	192,052
Other vehicles	670
<b>Total</b>	<b>4,505,067</b>

#### No. of vehicles registered in NSW as at 30 June 2002 by vehicle usage

Year of manufacture	No. of vehicles
Private	2,985,696
Pensioner concession	586,080
Primary producer concession	98,829
Business general	685,624
Taxi	5,785
Public bus and coach	9,310
FIRS	2,041
Other vehicle usages	131,702
<b>Total</b>	<b>4,505,067</b>

#### Offence numbers by region: 2001–02

ITEM	Central west	North	South	Total
Defect Notices (Including HVIS activities)	22,232	13,192	20,735	56,159
Traffic infringement notices	3,155	3,113	3,484	9,752
Breaches (weight and longhand)	1,237	1,125	3,234	5,596

**Appendix 27** (continued)**NSW licensed drivers and riders as at end June 2002**

By sex	Number of licences	% of total
Female	2007554	47.4
Male	2231322	52.6
<b>Total*</b>	<b>4242506</b>	<b>100.0</b>

\*Including 0.09% cases where licence holder's gender was not recorded.

By age group	Number of licences	% of total
16 & under	39332	0.9
17	62175	1.5
18–25	563253	13.3
26–29	327403	7.7
30–39	902843	21.3
40–49	881182	20.8
50–59	701851	16.5
60–69	423576	10.0
70–79	275471	6.5
80 & over	65420	1.5
<b>Total</b>	<b>4242506</b>	<b>100.0</b>

**NSW drivers and riders licences on issue by licence class as at end June 2002**

By licence class	Number of licences	% of total
Class C	3683441	79.30
Class LR	72735	1.57
Class MR	104201	2.24
Class HR	234568	5.05
Class HC	131662	2.83
Class MC	13234	0.28
Class R	404924	8.72
<b>Total</b>	<b>4644765</b>	<b>100.0</b>

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