

Section 1

Highlights 2013–14

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Improving our infrastructure

- Roads and Maritime delivered a record \$3 billion capital program of work including major state-shaping projects:
 - The opening of the Hunter Expressway, linking Newcastle with the greater Hunter region.
 - The completion of the Hume Highway duplication, providing a minimum four-lane highway for more than 800 kilometres between Melbourne and Sydney.
 - Planning work for WestConnex and NorthConnex motorways, providing vital links in our metropolitan road network and improving freight access.
 - The establishment of the WestConnex Delivery Authority in November 2013.
 - The ongoing delivery of the Pacific Highway Upgrade Program, spanning 670 kilometres in total.
 - The ongoing delivery of the Princes Highway upgrade, improving access and safety for the state's South Coast.
 - The continued delivery of the Commuter Wharf Upgrade Program, with construction starting on Drummoyne and Mosman Bay wharves.
 - Ongoing delivery of vital bridge upgrade projects as part of the Bridges for the Bush Program to improve freight productivity in rural and regional areas.
- Delivered \$1.55 billion in maintenance and repair work on roads and bridges across the State, including \$432 million in Block Grants, Repair and Improvement of Roads (REPAIR) funding and forecasted natural disaster funding to local councils.

Improving safety outcomes

- Roads and Maritime supported the introduction of the National Heavy Vehicle Regulator and the National Domestic Commercial Vessel regulatory system, delivering nationally consistent systems and improving safety on our waterway networks.
- Started work on a \$43 million upgrade to the Bells Line of Road, which will include the provision of new overtaking lanes and safety work.
- Delivered 73 Federal Black Spot projects and 72 State Black Spot projects.
- Conducted 210 speed zone reviews across NSW, resulting in 132 speed zone changes.
- Installed school-zone flashing lights to 101 schools before the start of the 2014 school year.
- In January 2014, completed preliminary safety work on Mona Vale Road following a fatal crash between Foley Street and Samuel Street in October 2013.
- Delivered the second phase of the Safer Driver Course to the community, helping younger drivers learn more about road safety and reducing their compulsory supervised driving hours.
- Worked with Transport for NSW to deliver a program of life jacket awareness initiatives across the State as part of the Boating Safety Communications and Education Strategy 2012-15, including promoting the use of life jackets at key boating areas.
- Created 18 new Boating Education Officer positions in December 2013 to help promote boating safety throughout the State.

Delivering value for money

- Roads and Maritime achieved savings of \$245.8 million.
- Refined and finalised our organisational model to deliver greater operational and service capabilities aligned to Roads and Maritime's core accountabilities of building infrastructure, managing journeys and maintaining assets.
- Introduced an innovative new stewardship arrangement for the maintenance of the road network in the Sydney region. In November 2013, we awarded two new contracts to private sector joint ventures (adding to an existing contract already in place). This will deliver \$76.8 million of efficiency savings over the next four years.
- Started transitioning the maintenance of our Intelligent Transport Systems to the private sector, with two contracts awarded in May 2014 to maintain traffic control signals, variable message and speed signs, traffic monitoring devices, enforcement and advanced warning systems.

Working with industry and our stakeholders

- Roads and Maritime led the development of operational policy for the road freight industry to achieve improved road safety, asset management and customer and community outcomes.
- Improved access to the road network for heavy vehicles by developing strategies to improve compliance and safety management across the road freight and logistics sector, including in-vehicle technologies and access-related transport systems.
- Worked with public utility organisations to improve planning and minimise disruption to services during project construction.

- Held a range of industry forums and workshops with key partners and agencies to strengthen networks and improve project delivery coordination.
- Partnered with local councils to deliver key boating infrastructure upgrades and key maintenance programs across the State.
- Partnered with the private sector, following an unsolicited proposal, to start planning work on NorthConnex.
- Developed new delivery models for WestConnex, NorthConnex and the Pacific Highway upgrade from Woolgoolga to Ballina to harness the capability and early involvement of the private sector.
- Chief Executive representation on external committees and boards including (the National) Transport and Infrastructure Senior Officials' Committee, Australian Road Research Board (ARRB Group), Roads Australia Board, Austroads Board and WestConnex Delivery Authority Board.
- Worked with Transport for NSW (Centre for Road Safety) and NSW Police to deliver a detailed road safety review of a section of Appin Road. As a result of the review, work has started to improve safety on this corridor.

Improving customer services and experiences

- Roads and Maritime increased online transactions from around 5.35 million in 2012–13 to more than 5.95 million in 2013–14, by improving our customers' access to services when and where they want them.
- We played a central role in the launch of Service NSW – providing NSW customers with a 'one-stop-shop' for government services. This year we transitioned registry services and the Newcastle customer contact centre to Service NSW, enabling the successful opening of 18 new service centres.

- Built on the success of our annual contribution to major events including the Sydney to Hobart Yacht Race, New Year's Eve and Australia Day by taking part in the management of the International Fleet Review in October 2013. Hundreds of our staff volunteered to ensure the success of this event on and around Sydney Harbour and on the NSW South Coast. More than 40 warships, 16 tall ships and 8000 naval personnel from more than 20 nations participated in this week-long event to commemorate the centenary of the first entry of the Royal Australian Navy Fleet into Sydney Harbour. The event attracted hundreds of thousands of visitors and participants. The event was conducted in the safest possible environment thanks to Roads and Maritime-enforced special event conditions and navigation restrictions, including exclusion zones and speed, wash and anchoring restrictions, as well as event clearways and special public transport services.
- Improved customer access to real-time travel information services, through increased variable message signs, updates on the Roads and Maritime website and email alerts.
- Completed the rollout of the new alpha-numeric route numbering system, making it easier for motorists to navigate our roads and bringing NSW into line with other states and territories.

Recognising excellence

In 2013–14 a number of our projects received awards, an acknowledgement of the leading role we play in the delivery of infrastructure and services throughout NSW:

- *Premier's Public Sector Award for Infrastructure:* Pacific Highway - Kempsey Bypass project.
- *Sustainability Leadership Award, United Nations Association of Australia World Environment Day Awards 2013:* Pacific Highway - Kempsey Bypass project.
- *Civil Contractors Federation Earth Awards (NSW) for excellence in civil construction (Category 5: projects valued at more than \$75 million):* Pacific Highway - Kempsey Bypass project.
- *2013 National Engineering Excellence Award:* The Hunter Expressway Alliance.
- *Australian Institute of Landscape Architects NSW Awards:* The Pacific Highway Woolgoolga to Ballina upgrade and Pacific Highway Glenugie upgrade.
- *Colin Crisp Award from Engineering Heritage Australia (Highly Commended):* The Dunmore Bridge Capacity upgrade.
- *WorkCover NSW Safework Awards (Category - best solution to an identified workplace health and safety issue):* ANZAC Bridge Maintenance Project/Bridge Solutions Alliance.
- *Civil Contractors Federation Earth Awards (NSW) for Excellence in Civil Construction (Category 4: projects valued from \$20 to \$75 Million):* ANZAC Bridge Maintenance Project/Bridge Solutions Alliance.