



2009–10  
ANNUAL  
REPORT

# Vision

A safe, sustainable and efficient road transport system.

# Values

The RTA continues to be a leader in many fields, including road safety, customer service, engineering, maintenance, accounting and workforce development. Our values should reflect this. That is why our values are:

- L** learning – committed to improving our business through developing our staff and our technical and professional capabilities.
- E** expertise – using our extensive experience to deliver quality results.
- A** accountability – being financially, environmentally and socially accountable.
- D** dynamic – striving to be an organisation that is innovative in its approach to all business activities and adaptive to change.
- E** equity – being open, honest, ethical and fair in all our dealings.
- R** responsiveness – achieving effective results through flexibility, efficiency and continuous improvement.
- S** safety – ensuring the community and our workforce are safe.

## LETTER TO THE MINISTERS

The Hon. David Borger BEc MP  
Minister for Roads  
Minister for Western Sydney

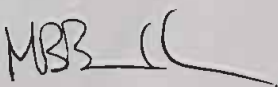
The Hon. John Robertson MLC  
Minister for Transport  
Minister for Central Coast

Governor Macquarie Tower  
1 Farrer Place  
Sydney NSW 2000

Dear Ministers







I have pleasure in submitting the Annual Report and Financial Statements of the Roads and Traffic Authority for presentation to the Parliament of New South Wales for the financial year ended 30 June 2010. It has been prepared in accordance with the *Annual Reports (Statutory Bodies) Act 1984* and the *Public Finance and Audit Act 1983*.

Yours sincerely



Michael Bushby | Chief Executive

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Front cover image: The major mechanical and electrical overhaul of Harwood Bridge, located on the Pacific Highway north of Grafton, was completed May 2010. Photographer Randolph Largerway.

This image: BridgeWorks Alliance members on Sydney Harbour Bridge at dawn, May 2010. Photo taken by RTA photographer Geoff Ward.

# Chief Executive's overview

## Key achievements and corporate focus

This has been another year of significant achievements and challenges for the RTA, which are highlighted throughout this report. The new financial year is often a good time to reflect on the year that was, particularly the lessons learnt, so that we can plan for the future.

The formation of Transport NSW on 1 July 2010 saw the RTA working in a new integrated operational environment. This new arrangement will see improved strategic levels of cooperation, efficiency and value across Transport NSW, while the RTA continues to focus on the delivery of our extensive program of works. We'll use the strategic direction in the NSW State Plan, *Transport NSW Corporate Plan 2010–14: Moving Together*, *RTA Corporate Plan 2008–12: Blueprint* and the Metropolitan Transport Plan to ensure we stay focused on delivery against our commitments and targets.

We will drive a strengthened focus on customer outcomes, with a focus on the provision of high quality services for the people of NSW.

The organisation will also continue to mainstream road safety and look at applying the same principles to Occupational Health and Safety and our approach to the environment.

The 2010–11 financial year will be a time to review and strengthen some of our governance mechanisms, such as committee structures and focus on risk management. We will also increase our focus on evaluating and developing the standards and measures we set for ourselves to drive, monitor, manage and report against our performance.

Reflecting on the achievements in this report, I look forward to the opportunities and challenges that lie before us. At the end of each chapter in this report more detail is provided on key initiatives that the RTA has planned for the year ahead as well as key setbacks we encountered.

One of the most significant challenges the organisation faced this year was a truck crash on the F3 on April 12 which caused significant delays to motorists.

The State Government appointed former NSW Police Commissioner Ken Moroney to lead the inquiry into the incident. The Government accepted the 33 recommendations made by Mr Moroney to improve a range of procedures and practices across several government agencies.

The lessons learnt since April 12 have strengthened our resolve to be an organisation which listens to its customers and has effective procedures in place to respond to major incidents.

## Transport

With the NSW population continuing to grow, the RTA needs to stay focused on providing a transport system that supports the movement of people and goods around the State and country. In the last year this included the planning and construction of more than 100 projects, with an investment of more than \$1.7 billion. Seventeen of these projects have been opened to traffic, and a further seven major stages have been completed.

Another key RTA role is the management of traffic and support of alternative transport on the road network. The RTA has become a world leader in this service, using the latest technologies to achieve new efficiencies. Likewise, a technology led GPS-based bus priority system has been deployed across the entire State Transit Authority fleet of more than 2100 buses, with more than 790 traffic signals modified to accept priority requests.

In addition to this, the RTA also achieved the following in 2009–10:

- 79km of four-lane divided highway opened on the Hume Highway.
- 45km of four-lane divided highway opened on the Pacific Highway.
- 12km of widening was undertaken on the F3 Freeway.
- The M4 Motorway was handed back to public ownership on 16 February 2010.

## Asset

As well as developing the network, the RTA also has the responsibility for striving to ensure the condition and value of our road network is optimised. This represents a significant challenge, with around 18,000km of State roads, nearly 3000km of Regional and local roads, some 5000 bridges and a range of other assets from tunnels to traffic signals.

We must maintain acceptable standards for our network, especially with a growing population and increasing traffic movements, and in relation to the growing freight task. This infrastructure is essential for our economic well-being and quality of life, now and in the future. In 2009–10, the RTA's infrastructure asset management program supported the following:

- Considerable re-surfacing and pavement works.
- The provision of a total of \$68 million in natural disaster relief to councils.
- The completion of 24 major bridge repairs and 11 bridge replacements.
- Continuing progress on the Timber Bridge Partnership Program with a total of 113 bridges completed as at 30 June 2010.

## Safety

The RTA continues to investigate imaginative and effective contributions towards maximising safety on our roads. Road traffic continues to increase and the road toll reached 225 (provisional data) in the first half of 2010. We are implementing a 'Safe system partnership' approach to road safety which has been effectively used elsewhere in the world. This approach recognises the inevitability of human error; and calls for a road environment that is more understanding and forgiving of road user error.

We delivered several key programs in 2009–10, including the following:

- The implementation of a five year, \$170 million Road Toll Response Package.
- Reinstating the Mobile Speed Camera Program.

- Commenced implementation of 200 new digital safety cameras and 20 point-to-point heavy vehicle speed enforcement lengths.
- Introduction of a Demerit Point Scheme for learner licence holders to encourage safe and responsible driving.
- Commencement of programs to improve school zone visibility including the installation of flashing lights at 100 school zone sites and dragon's teeth road pavement markings at over 1300 schools.
- New child restraint laws effective from 1 March 2010.

## Environment

The RTA is committed to minimising the impact of our work on the natural, cultural and built environments. This involves a combination of initiatives and statutory responsibilities from planning through to delivery. This included a new environmental assessment procedure for preparing Reviews of Environmental Factors, our first Environmental Sustainability Strategy, including key sustainability commitments and targets, and a Climate Change Action Plan.

More specifically, 2009–10 saw the RTA:

- Develop a road construction greenhouse gas emission calculator.
- Establish the preliminary Green Truck Partnership.
- Implement road-corridor landscape initiatives to reduce the RTA's carbon footprint.
- Develop a mobile engine brake noise camera.

## Services

We know that the delivery of better services comes from understanding and responding to the needs and expectations of the community of NSW. This includes a strong focus on communication and can be seen through, for example, our community consultation forums or providing information to the community about the comparative safety of new and used cars or child restraints.

One of our core operations is in providing licensing and registration services. While this has a public face via our motor registry network, we also seek to continually improve the

availability and range of services online, to provide quick, easy and efficient access to our services for all customers.

There were a number of achievements relating to how we deliver services during the past year, including the following:

- Ninety-three per cent of customers rated motor registry services as 'good' or 'very good' in a survey of customers conducted in May 2010.
- The introduction of facial recognition technology to verify licence and photo card holders and to combat identity fraud.

## Governance

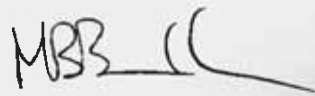
We continue to manage, monitor and adapt our governance and financial management functions to ensure the right mechanisms are in place for an agency as large and complex as the RTA. Last year saw the establishment of an RTA Governance Committee, a new Governance Framework and the establishment of an audit and risk attestation process to report on the implementation of the audit and risk management process across the organisation.

We also launched the RTA People Plan, providing focus on human resources required for the delivery of our overall corporate strategies and plans.

We also remained focused on our people by:

- Identifying critical skills and developing the critical skills initiative to address any gaps.
- Working to ensure our workplace culture presents opportunities and challenges for a wide array of talented and committed people.

Our achievements this past year could not happen without the dedication, loyalty, commitment and expertise of RTA staff. I would like to express my personal thanks and support to all staff.



**Michael Bushby**  
Chief Executive



“ This has been another year of significant achievements and challenges for the RTA, which are highlighted throughout this report. The new financial year is often a good time to reflect on the year that was, particularly the lessons learnt, so that we can plan for the future. ”

# RTA at a glance

## The formation of the RTA

The RTA is a NSW statutory authority that was established in 1989 under the *Transport Administration Act 1988*. It was formed through the amalgamation of the former Department of Main Roads, Department of Motor Transport and the Traffic Authority.

Since then, the RTA has joined with other transport agencies to form Transport NSW. The *Transport Administration Amendment Act 2010* (July 2010) saw the RTA become an Operating Entity within Transport NSW. As the lead public transport agency of the NSW Government, Transport NSW has primary responsibility for transport policy, planning and coordination functions, and the oversight of infrastructure delivery and asset management.

## The RTA's responsibilities

The RTA's primary responsibilities are to:

- Manage the road network and travel times.
- Provide road capacity and maintenance solutions.
- Test and license drivers and register and inspect vehicles.
- Improve road safety.

## Activities

The RTA's activities are diverse and extensive.

Key activities include:

- Managing traffic – a complex task which requires technological expertise, careful planning and the coordinated effort of engineers, planners and other staff. (See [Transport](#) chapter.)
- Managing the road network, to ensure the respective needs of motorists, public transport, freight, commuters and pedestrians are balanced. (See [Transport](#) chapter.)
- Designing and constructing new roads and bridges and maintaining and enhancing road transport infrastructure. (See [Asset](#) chapter.)
- Taking a central role in road safety, including implementing a 'safe system' approach to designing and managing the road network; encouraging safer driving through promotions, campaigns, testing and training; and working with the NSW Police Force and using licensing and registration functions to enforce and support safer road-user behaviour. (See [Safety](#) chapter.)
- Implementing sustainable practices and environmental management to ensure the environmental impacts of construction, maintenance, road travel and congestion are managed, minimised and mitigated. (See [Environment](#) chapter.)
- Delivering an increasing number of customer services, conveniently to the public through online, telephone, and an extensive motor registry network. (See [Services](#) chapter.)

- Ensuring the RTA operates in a transparent and accountable manner, and meets community expectations for probity. (See [Governance](#) chapter.)

## Key dimensions

### Assets and funding

The RTA manages a road network that includes:

- 17,984km of RTA-managed State roads, including 4316km of National Road Network, for which the Australian Government provides a funding contribution, and 147km of privately-funded toll roads.
- 2878km of regional and local roads in the unincorporated area of NSW.
- 5071 bridges, major culverts and 22 tunnels.
- 3811 traffic signals and other traffic facilities, systems and corridor assets.

The RTA's non-road assets include:

- 180 offices including 128 motor registries.
- Purpose-built facilities including the RTA Crashlab at Huntingwood, the Transport Management Centre at Eveleigh, the Document Management Centre Auburn, the Argyle Street office building in Parramatta and the RTA Contact Centre in Newcastle.
- Other facilities including work depots, motorcycle rider training centres, fleet workshops, mobile service units, laboratories and inspection stations.

The RTA holds road, bridge and traffic infrastructure with a depreciated value of \$58 billion, including land under roads. It also holds property, plant and equipment, private sector-provided infrastructure and other non-current assets with a depreciated value of nearly \$4 billion. The RTA owns assets which are held for road projects including heritage-listed properties which are tenanted, maintained and managed by RTA property staff.

The RTA Roads Program was \$4.3 billion (\$4,267 million) in 2009–10. This included, contributions from the State and Australian governments, and revenue raised directly by the RTA from road-user charges and other RTA generated revenue such as number plate sales, contributions to works from third parties, and sales of surplus properties.

### Licensing and registration

In 2009–10 the RTA provided registration and licensing services to 4.79 million licence holders and 5.46 million registered vehicles in NSW. The RTA managed about 22 million licensing and registration related transactions in the past year. For more information on licensing and registration please see the [Services](#) chapter.

## Employees

The RTA currently employs 7267 full time equivalent staff across NSW. About 48 per cent are employed in country locations and of these, 30 per cent are wages staff and 70 per cent salaried.

Given the diversity of the RTA's activities, staff work in a vast array of disciplines across many trades and professions. For more information on RTA staff, please refer to the [Governance](#) chapter.

## Stakeholders and the community

The RTA values its role in the community and undertakes significant stakeholder consultation. Its external customers and stakeholders include motorists, commuters, pedestrians and private organisations; construction industry, community and road transport groups; business groups, local councils and state and federal government agencies.

In 2009–10, local communities were involved in more than 250 different construction and maintenance projects. This involvement included community focus or liaison groups,

community meetings, community display and information sessions, distribution of community updates and household letters, community events and regular meetings between RTA staff and individuals. The RTA participates in a wide range of significant advisory groups and committees, as set out in Appendix 3. The RTA uses these and other avenues to remain informed about reports, reviews, impact statements and inquiries relevant to its operations and operating environment.

The RTA liaises with the Australian Government and other State and local governments across NSW.

## Strategic management framework

The strategic management framework (Figure 1) outlines the links between external drivers, internal planning and budgeting and delivery of outcomes. The RTA works within this framework to meet stakeholder priorities and expectations. The NSW State Plan and Metropolitan Transport Plan are two high level strategies that set direction and priorities for the RTA.

**FIGURE 1. RTA STRATEGIC MANAGEMENT FRAMEWORK**



## About this report

This annual report records a range of RTA achievements from the past financial year. Successes are noted and areas earmarked for further attention are also featured. Importantly, the annual report is a tool of accountability, through which the community can track the organisation's performance from the year and examine details of projects that interest them.

The report also provides a window on the internal management of the RTA, with details of financial arrangements, workforce management, community consultation programs and other matters of public interest.

A performance summary at the beginning of the report is backed by detailed reporting on every area of the RTA. This report includes many projects and other initiatives which have subsequently been completed and delivered. These post 30 June 2010 events (such as road openings) will be included in next year's report.

# Financial overview

## Underpinning RTA business delivery

The RTA continued to ensure that program delivery, investment decisions and commercial operations were underpinned by solid financial principles. This focus has been supported by the:

- RTA Finance Strategy Committee, which has provided strong direction for the alignment and allocation of funding of strategic priorities, and review and evaluation of budget performance across all RTA programs.
- The Commercial Development Committee which has provided strong direction in the pursuit of commercial opportunities to grow the RTA's own sources of revenue to fund the maintenance program.

A number of initiatives also supported these approaches, including:

- Partnerships between the Corporate Finance Strategy team and business areas to provide high level fiscal and economic leadership. This allows the RTA to optimise the benefits of public/private partnership road infrastructure projects and deliver sustainable revenue streams.
- Work of the specialist Commercial Strategy and Development team to drive a commercial approach to management of businesses and identify and develop commercial opportunities to contribute to RTA funding.
- Creation of the Special Number Plate Concession as announced in the Mini Budget of November 2008, through a request for proposal and tender evaluation process.

## Financial performance

Quantitative examples of the RTA's effective financial management include:

- Management of a \$4.3 billion funding and expenditure program.
- Generation of \$35 million proceeds from the sale of surplus property, plant and equipment.
- Revenue of \$398 million for the sale of general goods and services in a difficult economic climate.
- Management of a \$58 billion road network and operating asset portfolio.
- Management of a \$3 billion property asset portfolio.

Detailed financial results are shown in the Financial Statements (see page 113).

## Funding and expenditure

### Funding

Table 1 shows a year-on-year comparison of RTA funding sources. State funding comprises hypothecated motor vehicle weight taxes and outright consolidated fund allocations. Federal funding is provided under the Nation Building Program and the Building Australia Fund. RTA revenue comprises external commercial services revenue, toll receipts, road and transport grants, number plate and driving test fees, asset sales proceeds, interest received and other miscellaneous revenue. Non-cash revenue is excluded.

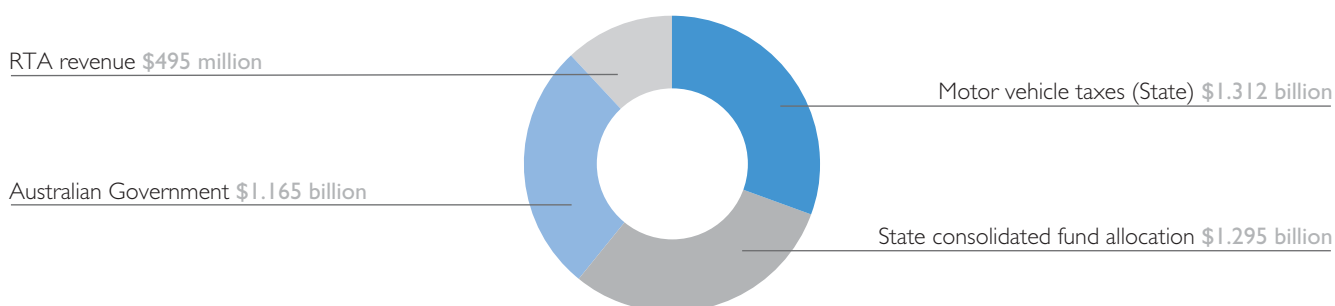
### Expenditure

Table 2 shows a year-on-year comparison of the overall RTA road program expenditure. The expenditure comprises operational expenses (excluding depreciation and non-cash items), capital works and acquisitions and financing monies spent against the RTA's broad service delivery groups.

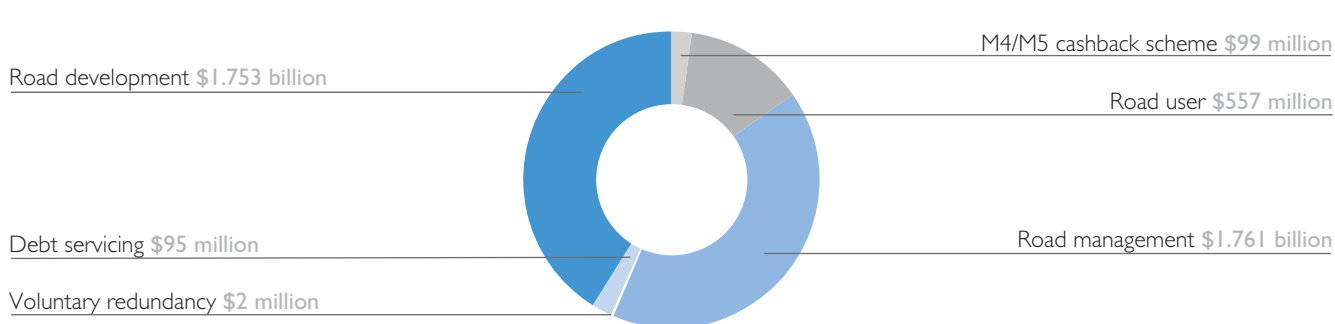


**TABLE 1. RTA FUNDING SOURCES**

Funding	(\$m) 2010	(\$m) 2009	% change
Motor vehicle taxes (State)	1,312	1,231	6.2
State consolidated fund allocation	1,295	1,308	-1.0
<b>State Government</b>	<b>2,607</b>	<b>2,539</b>	<b>2.7</b>
Australian Government	1,165	1,184	-1.6
RTA revenue	495	523	-5.7
<b>Total</b>	<b>4,267</b>	<b>4,246</b>	<b>0.5</b>

**FIGURE 2. RTA FUNDING SOURCES 2009–10****TABLE 2. RTA ROAD PROGRAM EXPENDITURE**

Expenditure	(\$m) 2010	(\$m) 2009	% change
Road development	1,753	1,823	-4.0
Road management	1,761	1,637	7.1
Road user	557	571	-2.5
M4/M5 Cashback scheme	99	108	-9.1
Debt servicing	95	103	-8.4
Voluntary redundancy	2	4	-100.0
<b>Total</b>	<b>4,267</b>	<b>4,246</b>	<b>0.5</b>



**FIGURE 3. RTA ROAD PROGRAM EXPENDITURE 2009–10 \$4.267 BILLION**

# Corporate framework

The RTA's corporate framework, which forms the basis of this report's structure, expresses the alignment between government priorities, and the RTA's vision, values and result areas. The framework clearly sets out the results that the RTA is working towards. The RTA makes a distinction between those results that it delivers for the NSW community and those results it uses to drive internal business processes. As such, the RTA's 'community results' define the agency in

terms of what it is trying to achieve for society and how the agency is aligned to current Government priorities. 'Business results', on the other hand, are used by the RTA to focus on how the agency operates. The framework provides a basis for integrated performance reporting that is aligned with business plans, the corporate plan and key result areas. The framework is consistent with NSW Treasury's results and services planning and reporting requirements.

## Community results



NSW STATE PLAN THEMES	Better Transport and Liveable Cities					
RTA VISION	A safe, sustainable and efficient road transport system					
RTA RESULTS	 <b>Transport</b> <span style="float: right;">PAGE 19</span> The road transport system supports reliable and efficient movement of people and goods			 <b>Asset</b> <span style="float: right;">PAGE 37</span> The condition and value of the road network meets acceptable standards		
INTERMEDIATE RESULTS	<b>Development</b> Network development meets future growth, populations and freight needs	<b>Alternatives</b> Alternative forms of transport are supported	<b>Traffic</b> People and freight movement and incident management are optimised	<b>Access</b> Heavy vehicle access to the road network is sustainable	<b>Maintenance</b> The road network has been maintained to the required condition and value	

## Business results

NSW STATE PLAN THEMES	Better Transport and Liveable Cities	
RTA VALUES	Values Learning – Expertise – Accountability – Dynamic – Equity – Responsiveness – Safety	
RTA RESULTS	 <b>Services</b> <span style="float: right;">PAGE 83</span> Meeting community needs	
INTERMEDIATE RESULTS	<b>Customers</b> High quality: <ul style="list-style-type: none"> <li>• Service delivery</li> <li>• Data integrity</li> <li>• Identity management</li> <li>• Accessibility</li> </ul>	<b>Stakeholders</b> Effective: <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Communication</li> <li>• Partnerships</li> <li>• Leadership in policy</li> </ul>

Sustainability principles are recognised in the framework's inclusion of economic, social, and environmental results. The framework enhances the shared responsibility principle where NSW Government agencies work in partnerships with other government agencies, local councils, the private sector and other stakeholders to achieve outcomes.

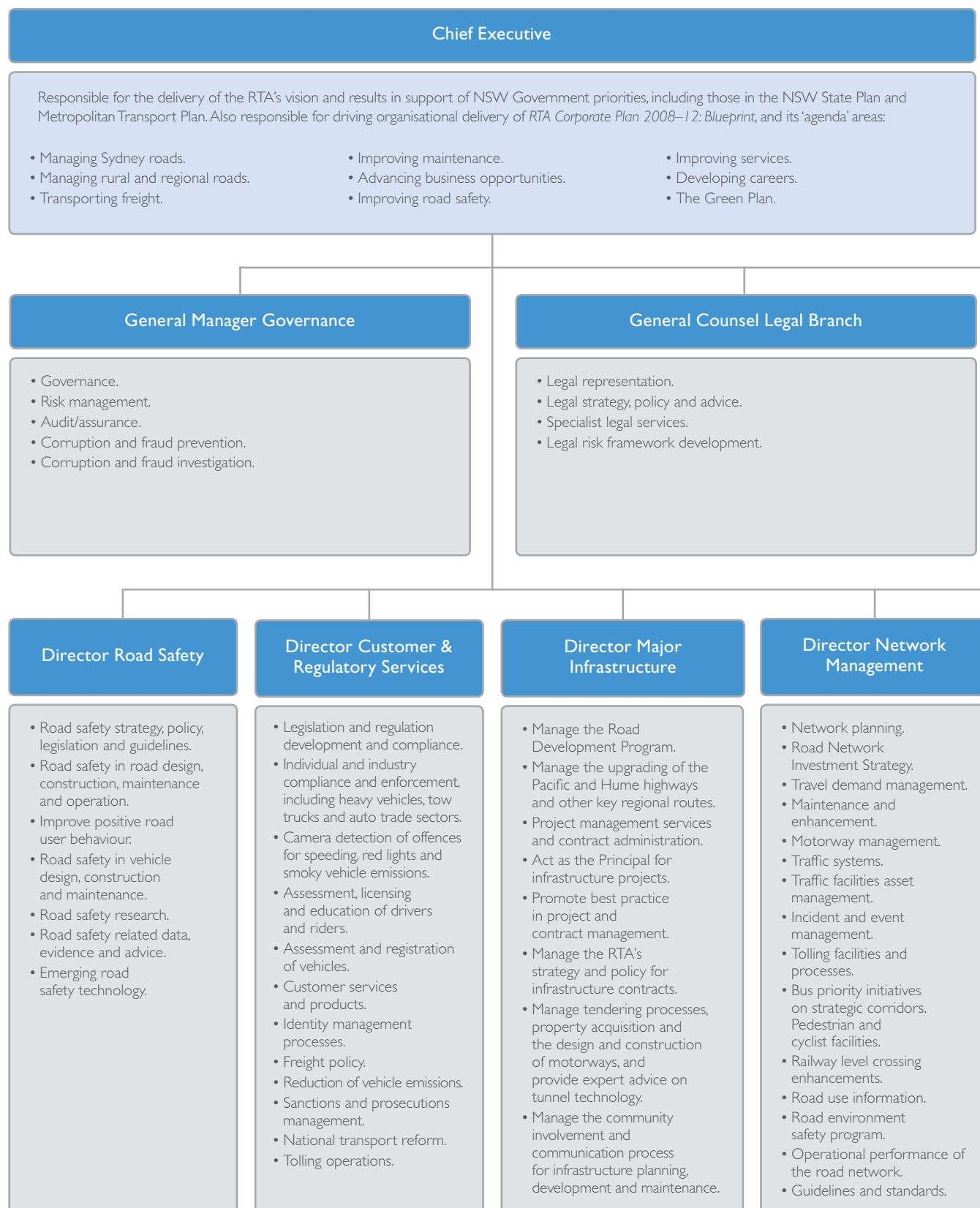
The framework is a tool used to demonstrate the contribution the RTA makes to the NSW State Plan and other government priorities and ensures that its strategies are transparent, accountable and fiscally responsible.

 <b>Safety</b> <span style="float: right;">PAGE 49</span> The safety of the road environment, vehicles and road user behaviour is maximised			 <b>Environment</b> <span style="float: right;">PAGE 67</span> Impacts on the natural, cultural and built environments are minimised		
<b>Roads</b> The safety of the road environment is maximised	<b>Vehicles</b> The safety of vehicles is maximised	<b>Users</b> The safety of road user behavior is maximised	<b>Infrastructure</b> The impact of roadworks on the environment is minimised and positive urban design outcomes produced	<b>Organisational</b> Use less resources, reduce waste and reduce our footprint	<b>Emissions</b> Contribute to a reduction in vehicle emissions

 <b>Governance</b> <span style="float: right;">PAGE 91</span> Aligning our investment and people to our vision		
<b>Financial</b> Advanced: <ul style="list-style-type: none"> <li>• Business opportunities</li> <li>• Accountability</li> <li>• Financial performance</li> </ul>	<b>Organisational</b> High quality: <ul style="list-style-type: none"> <li>• Planning and risk management</li> <li>• Performance management</li> <li>• Operational and information systems</li> <li>• Reporting framework</li> </ul>	<b>Our people</b> Delivering: <ul style="list-style-type: none"> <li>• High performance culture</li> <li>• Workforce capability</li> <li>• Diversity and equity</li> <li>• Occupational Health and Safety (OHS)</li> </ul>

# Organisational chart

As at 30 June 2010



The RTA is made up of seven directorates supported by the Environment branch, Governance branch and General Counsel. They work closely together to achieve results in all key areas. These business areas and their key tasks are outlined below.

During 2009–10 the Licensing, Registration and Freight Directorate underwent a refocus that better enabled it to meet the changing needs of its operating environment. The newly named Customer and Regulatory Services (CaRS) Directorate positions itself to be more effective in service delivery.



The RTA has since undergone a realignment.

# Executive profiles

As at 30 June 2010



**Michael Bushby | Chief Executive**

BE, BBus, MEng (Project and Construction Management), FAICD, MIE (Aust)

Michael has been the Chief Executive of the RTA since February 2009. This follows a career within the RTA in various roles as both Director and General Manager. Michael's experience has also given him the opportunity to become a board member of several national road bodies. Michael trained as a civil engineer and has nearly 30 years' experience in this area. He has qualifications in Business Management and holds an Engineering Masters degree in Project and Construction Management. Michael's focus for the past 20 years has been management of existing State road networks across both Tasmania and New South Wales. In Tasmania he held various roles in construction, maintenance and road asset management.



**Peter Collins | Director, Network Management**

BE (Civil)

Peter has more than 39 years' experience with the RTA. He has progressed through the engineering ranks since beginning as an RTA cadet and has held positions across the State including Regional Manager, Northern Region, and Director Regional Operations and Engineering Services. Peter has worked on a range of major road projects including the upgrade of the Pacific Highway. He is responsible for leading the planning, management and maintenance of the road network as Director of the Network Management Directorate.



**Paul Hesford | Director, Finance and Performance**

BSc (Hons), CA (ICAEW)

Paul was appointed to his current position in July 2008 after working in various roles for the RTA since 2005. Previously, he was the Group Financial Controller in the Asia Pacific Region for a US group. He has been Senior Manager for Audit for KPMG in its Darwin office and was Financial Controller for the government-owned Power and Water Authority. Before moving to Australia, Paul was a Chartered Accountant at KPMG in Britain.



**Ann King | Director, Customer and Regulatory Services**

Ann has more than 25 years' experience in customer-focused senior executive roles in both the public and private sector. Before joining the RTA, Ann held a number of director and senior management roles with companies including Nokia, Vodafone and NIB. Leading over 1 600 people, Ann's various responsibilities include licensing and educating the State's 4.72 million licence holders, managing State and national freight programs, managing compliance and enforcement programs, regulating the heavy vehicle and tow truck industries and leading various environmental initiatives. Ann has also designed industry award-winning customer service offerings within the RTA's Contact Centre, property and e-business disciplines.



**Richard Boggon | Acting Director, Corporate Services**

BCom, MBA, MAICD

Richard is an experienced executive with a diverse background across a range of industries in both private and public sectors. Richard's career has spanned domestic and international briefs in general management, transport and logistics management, sales and marketing management, manufacturing management, human resource management and management consultancy. Richard leads a dynamic team responsible for media, communication, marketing, information technology, human resources, occupational health and safety, ministerial correspondence and freedom of information.



**Dr Soames Job | Director, Centre for Road Safety**

PhD (Psych), BA (Psych, First class Hons), GAICD

Soames has more than 25 years' experience in program management, delivery, research, policy analysis and development in road safety. Soames was a key player in the introduction of random breath testing to NSW in his former position as Head of the then Alcohol and Drug Division of the Traffic Accident Centre. Soames has led the implementation of the RTA Safe Systems Partnership approach to road safety and is listed in *Who's Who in the World*, *Who's Who in Science and Technology*, *Who's Who in Health and Medicine*, and the *2000 Outstanding People of the 20th Century* for his work in road safety and health psychology. Soames' scientific publications include four books, 17 book chapters, more than 360 scientific papers and more than 260 conference papers.



**Mike Veysey | Director, Regional Operations and Engineering Services**

BE, MEngSc, Dip LR & Law

Mike has more than 30 years' experience in State and local government and has held a number of senior executive positions in the RTA including General Manager, Technology Strategy, and Regional Manager, Sydney. Mike is responsible for regional asset and network management and delivering regional construction and maintenance programs. He is also responsible for providing specialist engineering and technical support across the RTA.



**Geoff Fogarty | Acting Director, Major Infrastructure**

BE (Hons)

Geoff has more than 30 years' experience in the development and delivery of public infrastructure projects in New South Wales. Since joining the RTA in 2004, Geoff has overseen the delivery of major road projects in Sydney and contributed his expertise and experience to major projects across NSW, particularly through his participation in Alliance Leadership Teams. Geoff is currently responsible for leadership of the Road Development Program with a focus on project development, project and contract management, urban design and community involvement.



**Erica Adamson | General Manager, Environment**

BSc, MSc (Hons), LLB

Erica has extensive environmental management experience in the private and government sectors, including planning, assessment and delivery of some of Sydney's largest transport infrastructure projects – the Airport Railway Line, Chatswood to Epping Railway and the Lane Cove Tunnel. Erica has responsibility for environmental direction, policy and performance improvement across RTA.



**Rob McCarthy | General Manager, Governance**

ACA

Rob is a Chartered Accountant with more than 35 years' experience in the accounting profession, banking and the RTA. Before joining the RTA, he held a range of senior executive positions. He has been responsible for a number of major projects including the conversion of a building society to a trading bank, the starting of a life insurance company and more recently at the RTA, the development and implementation of governance and enterprise risk-management frameworks across the organisation.

As at 30 June 2010 the Legal Counsel position was not filled on a substantive basis.

# Performance overview

## Five years at a glance

Ongoing monitoring, assessment and reporting of performance indicators is a key component of the RTA's performance management framework. A range of performance indicators are used to track progress, drive improvements in service delivery and assess result achievement. The RTA is committed to reporting a range of performance data in a variety of forms, such as the NSW State Plan reports, Budget Paper 3 and Austroads' National Performance Indicators.

The following tables report RTA performance indicators against the key result areas of the corporate framework. The RTA continually reviews its performance information and where indicators have been changed, the historical figures presented below have been amended for comparative purposes. The notes accompanying the tables provide detail on individual indicators.

**TABLE 1. TRANSPORT (SEE PAGES 19–36)**



Indicator	2005–06	2006–07	2007–08	2008–09	Target 2009–10	Actual 2009–10	Target 2010–11
Change in urban traffic volume (% increase on previous year)	1.0	-0.2	0.8	0.1	0.5	0.8	0.5
Travel speed: seven major routes AM peak (km/h, urban)	32	30	30	31	30	31	30
Travel speed: seven major routes PM peak (km/h, urban)	42	41	43	43	41	42	41
Bus lane length (km)	89	98	112	126	133	133	142
Transit lane length (km) <sup>(i)</sup>	86	81	87	86	80	75	71
Cycleway length (km) – Off-road cycleways	1310	1395	1466	1510	1557	1557	1650
– On-road cycleways	2380	2645	2742	2795	2849	2843	2880
Average incident clearance time of 98% of unplanned incidents on principal transport routes (minutes) <sup>(ii)</sup>				34.66	<40 min	31.52	<40 min

(i) The reduction in transit lane length in 2009–10 is due to the conversion of the M4 transit lane to general traffic and the upgrade of transit lanes on Victoria Rd to bus lanes.

(ii) This target was included in the NSW State Plan under 'Improve the Road Network' for the first time in 2009. It measures the average incident clearance time of unplanned incidents on 17 principal transport routes across metropolitan Sydney.

**TABLE 2. ASSET (SEE PAGES 37–48)**



Indicator	2005–06	2006–07	2007–08	2008–09	Target 2009–10	Actual 2009–10	Target 2010–11
Ride quality: smoothness of State Roads (% good/% poor) <sup>(iii)</sup> <sup>(iv)</sup>	87.5/4.6	87.9/4.4	88.6/4.2	89.1/3.9	89.0/4.0	89.2/4.0	90/4.0
Pavement durability: cracking all State Roads (% good/% poor) <sup>(iii)</sup>	78.1/9.5	76.5/9.5	78.0/8.5	76.3/8.7	76.0/8.9	77.4/7.7	78/8.5
Benefit of development program (\$ million) <sup>(v)</sup>	2257	3041	4742	4174	4610	4220	4696
Major works completed within planned duration or within 10% over planned duration	82	75.3	95	92	90	91.4	90
Number of bridges on State Roads at 30 June limiting legal usage due to structural condition	0	0	1	0	0	0	0
Maintenance and reconstruction expenditure on State Roads per km of roadway (\$000) <sup>(vi)</sup>	36	40	45	47	46	48.1	50

(iii) An increase in maintenance funding in 2007–08 has resulted in improved ride quality and pavement durability results.

(iv) The 2010–11 target is an improvement towards achieving the NSW State Plan target of 93% good by 2016.

(v) Excludes private partnerships.

(vi) Reflects injection of funds into maintenance works in 2007–08 and 2008–09.



**TABLE 3. SAFETY (SEE PAGES 49–66)**


Indicator	2005–06	2006–07	2007–08	2008–09	Target 2009–10	Actual 2009–10	Target 2010–11
Fatalities/100,000 population <sup>(vii)</sup>	7.9	6.4	5.4	6.1	6.5	6.3	6.2
Fatalities/100 million vehicle km travelled <sup>(viii)</sup>	0.86	0.71	0.59	0.65	0.77	0.67	0.76
% of fatalities where speed was a factor	38	37	35	42	N/A	41	N/A
% of fatalities where illegal levels of alcohol was a factor <sup>(ix)</sup>	19	21	21	22	N/A	17	N/A
% of vehicle occupant fatalities who were not wearing an available restraint	16	16	16	23	N/A	13	N/A
% of fatalities where driver fatigue was a factor	19	19	17	16	N/A	20	N/A
Motor vehicle controllers aged 25 years or under involved in fatal crashes per 10,000 licence holders <sup>(x)</sup>	2.3	1.9	1.7	1.8	N/A	1.6	N/A
Fatal crashes involving heavy trucks per 10,000 heavy trucks on register <sup>(xi)</sup>	7.6	7.4	7.0	6.0	N/A	6.6	N/A
Heavy Vehicle Inspection Scheme: number of inspections	86,992	94,847	96,482	100,278	102,400	102,461	104,400
Heavy Vehicle Inspection Scheme: percentage of defect free vehicles	50.76	51.00	56.00	56.37	52.00	55.00	52.00

(vii) The 2009–10 crash data are provisional and subject to change. The 2008–09 and 2009–10 population data are preliminary and subject to change.

(viii) Travel estimates since 2008 have not yet been published by the ABS. The 2008–09 and 2009–10 travel estimates are based on long-term trend extrapolations from the most recent figure published for 2008.

(ix) The 2009–10 alcohol data is incomplete and may be undercounted at this stage due to the lag in processing alcohol blood samples.

(x) Licence holder statistics are based on RTA data.

(xi) Heavy truck registration statistics are based on RTA data.

**TABLE 4. ENVIRONMENT (SEE PAGES 67–82)**


Indicator	2005–06	2006–07	2007–08	2008–09	Target 2009–10	Actual 2009–10	Target 2010–11
Number of environmental penalty notices issued to the RTA	0	2	2	0	0	1	N/A
Number of non-compliances with environmental protection licences held by the RTA <sup>(xii)</sup>	0	0	14	1	N/A	21	N/A
RTA's total greenhouse gas emissions from direct energy consumption (tonnes CO <sub>2</sub> – equivalent) <sup>(xiii)</sup> <sup>(xiv)</sup>			112,090	114,030	111,593	-	N/A
RTA's total office energy consumption (GJ) (target of 75,989 GJ) <sup>(xiv)</sup>	73,203	80,032	72,361	71,052	N/A	-	N/A
RTA fleet environment score <sup>(xv)</sup> – passenger vehicle	10.4	10.7	12.3	12.6	13.1	13.4	13.5
– commercial vehicle	7.4	7.9	8.0	8.5	8.6	8.9	9.0

(xii) This indicator measures the number of non-compliances recorded with environment protection licenses held by the RTA.

(xiii) Historical data has been amended due to changes in the Australian Greenhouse Office method for converting energy use to greenhouse gas emissions.

(xiv) There is a 12 month lag in these figures.

(xv) These are Environmental Performance Scores (EPS) of all passenger vehicles and commercial vehicles in the RTA as at June 2010.

**TABLE 5. SERVICES (SEE PAGES 83–90)**

Indicator	2005–06	2006–07	2007–08	2008–09	Target 2009–10	Actual 2009–10	Target 2010–11
Use of RTA website (million visits)	11.35	13.97	16.45	21	25.6	27.5	22
Customers rating service as 'good or very good' (%)	95	93	93	94	>=90	93	>=90

**TABLE 6. GOVERNANCE (SEE PAGES 91–112)**

Indicator	2005–06	2006–07	2007–08	2008–09	Target 2009–10	Actual 2009–10	Target 2010–11
Workplace injuries/100 employees (EFT)	7.0	6.4	6.1	4.9	5.1	5.8	5.2
OHS liability workplace claims costs (\$ million) <sup>(xvi)</sup>	2.4	2.2	2.2	2.2	N/A	2.9	N/A
Separation rate of staff (%) <sup>(xvii)</sup>	6.29	8.46	8.4	7.62	N/A	7.15	N/A

(xvi) Excludes journey and recess away claims (those occurring at lunch time away from the workplace). The liability target of \$2.6 million is based on the Working Together pro rata target for 2006–07 of \$6000 per claim and a reported result of 430 claims.

(xvii) Separation rate is the proportion of staff that left the organisation. It includes salaried, wages and casual staff. The actual separation rate for 2005–06 was 9.92%. School Crossing Supervisors (accounting for 3.63%) were excluded due to the nature of their employment arrangements at the time; however since 10/10/05 they have been RTA employees and hence are included in subsequent years.

# Transport NSW

Transport NSW was formally established on 1 July 2010 under the *Transport Administration Amendment Act 2010*. Even before this, the RTA was actively involved in working on cross-transport mode teams, and building relationships within the transport portfolio, in order to integrate into Transport NSW.

## Establishment of the Transport Coordination Group

The Transport Coordination Group was successfully established in the Transport Management Centre (TMC) and commenced operations on Monday 6 July 2009. The purpose of the Transport Coordination Group is to monitor, identify and initiate service delivery improvements for commuter related transport, focusing on the Sydney CBD and its major approaches. This is achieved by exercising a 'real time' transport coordination function for the 'AM' and 'PM' commuter peaks. The Transport Coordination Group also includes a transport media and communication function to the public.

TMC staff members have been actively supporting this new structure through undertaking planning and business support tasks, as well as providing senior operational staff to positions within the Transport Coordination Group.

## National transport reform activities

The RTA worked closely with Transport NSW to develop consistent and coordinated contributions for the national transport reform agenda, which included:

- The national regulators for heavy vehicles and the reform of heavy vehicle charges.
- Rail and maritime.
- Various strategic research initiatives.
- Proposals from the National Transport Commission and the sub-committees of the Standing Committee on Transport.

## Integrating transport planning

The RTA is working closely with Transport NSW to establish an integrated transport planning group within Transport NSW to address road, rail, bus, ferry, port and airport planning for the reliable and efficient movement of people and goods.

The RTA also continues to work closely with Transport NSW in the planning of the forward road development program and to progress specific infrastructure projects.

## Budget process change management

The RTA has been working with transport agencies on the development of a single integrated budget across all Central Divisions and Operating Entities within Transport NSW.

The key objective is to enable strategic and flexible resource allocation across the transport portfolio that optimises 'whole of transport' outcomes, priorities and service delivery.

## Corporate and shared services

The RTA has been working with Transport NSW on the consolidation of corporate and shared services across the transport agencies. Since February 2010, the RTA has provided a full-time resource for Transport NSW to assist the development of the Transport Shared Services model and RTA functional specialists have participated in scoping assessment workshops.

## Information management and information technology

The RTA is providing inter-agency support to Sydney Ferries through the following:

- Providing staff on secondment for program management support of the Ferry Operations and Customer Information System.
- Secondment of staff to Sydney Ferries.
- Assessment, scoping and design of identity management (corporate directory) work to facilitate a transition of payroll from Sydney Ferries to the RTA.
- Enabling the Sydney Ferries Wide Area Network.

The RTA is providing support for Transport NSW through:

- Migration of the Transport NSW Level 1 Help Desk from Unisys to the RTA Help Desk.
- Enabling the Transport NSW Wide Area Network.
- Provision of staff time for team lead functions for the following projects:
  - Networks and Standard Operating Environment.
  - Data Centre Outsourcing Contracts initiative.
  - Enterprise Architecture initiative.

## Marketing, communication and community involvement

The RTA's marketing and communication staff are providing support for Transport NSW through the following:

- Development of operational media protocols for the Transport Coordination Group, transport agencies and the RTA.
- Participation in Transport NSW communication forums.
- Involvement in Transport NSW working parties to focus on Transport NSW brand and image, and website development.

The RTA has also worked closely with Transport NSW on integrating planning and community involvement and communication.

## Human resources

RTA staff have been providing support to Transport NSW through change management, communication and industrial relations support for RTA staff being assigned to Transport NSW. The RTA has also provided change management and communication support for the transfer of payroll, human resource systems and basic finance functions from Sydney Ferries to the RTA.

## Corporate planning and performance related change management activities

The RTA worked closely with Transport NSW on a range of corporate planning and performance related activities in 2009–10, including the development of the following:

- The *Transport NSW Corporate Plan 2010–14: Moving Together* and an associated communication strategy, which was formally launched by the Director General Transport NSW on 9 July 2010.
- *The Transport NSW Results and Services Plan*.
- An approach for the management of future Total Asset Management submissions to NSW Treasury.

- An Executive Performance Management approach for the Transport NSW Executive (Deputy Directors General and Chief Executives).

The RTA also undertook preliminary work on the development of a Transport NSW performance information dashboard, which aims to provide the Transport NSW Executive with information for timely decision making.

## Governance related activities

The RTA continues to work with Transport NSW on a range of governance related activities, including the following:

- Representing the RTA in newly formed committees relating to audit and risk.
- Providing input into the formation of Transport NSW's Governance Committee of which the RTA is a member.
- Project managing the implementation of a single audit, risk and investigation computer system into all portfolio agencies.

## RTA Corporate Plan 2008–12: Blueprint

*RTA Corporate Plan 2008–12: Blueprint*, sets the priorities and milestones for the short term. The 'Blueprint' agenda does not cover all aspects of the RTA's operations, but clearly demonstrates areas of focus. These are the tasks the organisation has set itself to achieve:

- Managing Sydney roads.
- Managing rural and regional roads.
- Transporting freight.
- Improving maintenance.
- Advancing business opportunities.
- Improving road safety.
- Improving services.
- Developing careers.
- The Green Plan.

To ensure a focus on the implementation of the Blueprint within the broad scope of the RTA's responsibilities, the RTA Blueprint commitments have been integrated into existing RTA business planning and monitoring mechanisms.

Blueprint is aligned with the NSW State Plan. It clearly outlines the corporate framework and provides the direction for the organisation over the coming years to achieve its results and deliver its services. Blueprint drives the organisational planning and performance management processes.

The following logo is used to highlight where significant work has progressed on a Blueprint related activity. Watch out for these symbols throughout this report. View the Blueprint in full at [www.rta.nsw.gov.au](http://www.rta.nsw.gov.au).



## Helping you to find your way

The report has been colour coded by chapter to make it easy to navigate:



A compliance index demonstrates how statutory reporting requirements have been met. This index is included in the main index on page 255, and the compliance items are highlighted in bold for easy reference.

REVIEW OF OPERATIONS

# Transport

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## Key achievements in 2009–10

The planning and construction of around 100 major projects with a total expenditure of more than \$1.7 billion (excluding private sector expenditure), opening 17 of these projects to traffic, and completing a further seven major stages of these projects.

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The handback to public ownership of the M4 Western Motorway on 16 February 2010.

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Completion of deployment of the new GPS based bus priority system to the entire State Transit Authority fleet of over 2100 buses and modification of over 790 traffic signals to accept priority requests.

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Completion of a number of key corridor projects and corridor upgrades including:

- 79km of four-lane divided highway opened on the Hume Highway.
- 45km of four-lane divided highway opened on the Pacific Highway.
- 12km widening of the F3 Freeway.





REVIEW OF OPERATIONS

# Transport

**RTA result: The road transport system supports reliable and efficient movement of people and goods**

## The NSW road transport system

The transport system is crucial to the economic prosperity and well-being of the NSW community. The RTA's role is to maintain, develop and operate the major road network to meet the needs of a growing population. This includes the day-to-day transport requirements of individuals and the growing freight task. In this role, the RTA manages a major program of new road and bridge works, from the inner suburbs of Sydney to the far corners of NSW.

The RTA also promotes alternatives to motor vehicle travel – such as public transport, cycling and walking – through the provision of infrastructure and a range of innovative programs to encourage sustainable methods of transport.

A key RTA role is the management of traffic on the road system. The RTA leads the world in technology to promote the efficient movement of traffic. The RTA also takes the lead in managing traffic during major planned events and unplanned incidents.

This chapter outlines the RTA's management of the road transport system over the past year. It is divided into four main sections:

**Development** – major projects and developments on motorways and other roads.

**Alternative transport** – buses, bicycles and pedestrians.

**Traffic** – speed and traffic flow.

**Challenges and the way forward.**

Chapter cover image: A prefabricated steel bridge is lifted into position as part of a bridge duplication at Lawson, October 2009. Photo taken by RTA staff member Dominic Callaghan.

## Development

### Project delivery

Appendix I contains details of progress on all major works.

### Motorways

#### M2 Motorway upgrade

The RTA received a proposal to enhance and widen the M2 Hills Motorway (M2) from Transurban which holds the concession for the motorway. The proposal includes widening sections of the motorway from two to three lanes and construction of new west-facing ramps at Windsor Road and east-facing ramps near Herring Road, Macquarie Park.

The M2 is one of Sydney's busiest road corridors, providing an important link in the Sydney Orbital between the Westlink M7 Motorway (M7) and the Lane Cove Tunnel and carrying around 100,000 vehicle trips and more than 17,000 bus passengers a day.

Upgrading the M2 would improve safety, relieve congestion and prepare for additional growth, with 140,000 new homes and 100,000 new jobs planned for Sydney's north-west during the next 25 years.

The RTA signed an in-principle agreement with M2 Hills Motorway in October 2009 to develop the detailed design and environmental assessment (EA) for the upgrade. The EA was displayed for community comment during May and June 2010, and subject to planning approval, construction could commence before the end of 2010. Construction is expected to take two years to complete.



This artist's impression shows the proposed west-facing ramps at Windsor Road, part of the M2 Motorway upgrade.

## M4 Motorway handover

Australia's first Public Private Partnership, the M4 Western Motorway (M4), was successfully transferred from Statewide Roads Ltd and returned to public ownership on 16 February 2010. The most noticeable outcome of this handover was the removal of the toll for the M4.

To maintain traffic flow, a number of infrastructure enhancement projects were undertaken to assist traffic management. Improvements included:

- Removal of the eastbound 24 hour T2 transit lane.
- Upgrading M4 interchanges at James Ruse Drive and Homebush Bay Drive.
- Installing five variable message signs and traffic management devices.
- Removal of the toll plaza area, which began on 16 February, after the toll charge was removed.

These were all completed on schedule. The RTA now maintains and operates the M4 on behalf of the people of NSW.

## M5 East filtration trial

In April 2008, construction began on a \$65 million trial filtration plant to remove particulate matter and nitrogen dioxide from air extracted from the western end of the M5 South West Motorway (M5) East westbound tunnel. The plant was commissioned and began operating in early 2010.

The plant is capable of continuously drawing 200m<sup>3</sup> of air per second from the westbound tunnel and removing particulate matter from this air. Some 50m<sup>3</sup> per second of this is then further treated to remove nitrogen dioxide before all of the treated air is returned to the tunnel.

The operational trial of the plant commenced in March 2010 and is planned to take up to 18 months. The RTA will assess the efficiency of the filtration systems and the plant's effectiveness in reducing visible haze in the westbound tunnel.



Motorway Projects Branch representatives visit the M5 East filtration site in March 2010.

## M5 Motorway widening

The RTA received a proposal from Interlink Roads, concession holder of the M5 Motorway, to widen sections of the motorway to three lanes in both directions between Camden Valley Way and King Georges Road.

High traffic volumes on the M5, especially during peak periods, are a source of delay and frustration for motorists. Widening the M5 from four to six lanes would improve the level of service and help cater for future growth in south-west Sydney.

The RTA signed an initial agreement with Interlink Roads in December 2009 to develop the proposal. The RTA is currently preparing environmental assessment documents and exhibition of the environmental assessment is expected in late 2010. Subject to planning approval and a contract being agreed for the delivery phase of the work, construction could commence in 2011.

## M5 transport corridor study and M5 East expansion



The Australian and NSW governments have committed \$15 million for a feasibility study into potential improvements to the M5 transport corridor between Port Botany/Sydney Airport and south-west Sydney.

The study has examined a preferred transport strategy which outlines improvements to public transport services and capacity enhancement options for the M5 East Motorway. The initial preferred option was released for public consultation in November 2009.

The initial submissions period for community feedback on a proposed expansion of the M5 transport corridor closed on 12 March 2010. Consideration of the submissions and reporting of the findings is in progress. Preparations for the next phase of consultation, including a review of options for eastern access, are also in progress.

## Pacific Highway Upgrading Program



The Pacific Highway not only links Sydney and Brisbane, but also passes through regions that continue to experience NSW's highest rates of population growth. This growth has increased pressure on the road transport system. In response, the RTA has overseen improvements in road infrastructure to allow safe and efficient transport along the route.

The Pacific Highway is part of the National Land Transport Network. The Australian and NSW governments have been jointly upgrading the Pacific Highway since 1996.

The Pacific Highway upgrade is being delivered in three stages:

- **Stage 1:** Hexham to Port Macquarie, Raleigh to Woolgoolga and Ballina to the Queensland border.
- **Stage 2:** Port Macquarie to Raleigh.
- **Stage 3:** Woolgoolga to Ballina.



Together, the State and Australian governments have committed \$3.6 billion to continue the upgrade of the highway over five years to mid 2014 to complete Stage 1 and start Stage 2.

By June 2010, 322km of the highway's 667km length were double-lane divided road. Since 1995, travel time savings of about 80 minutes and 70 minutes for heavy and light vehicles respectively have been achieved. A further 79km of highway are under construction, 20km under preconstruction, 115km under environmental impact assessment, and all other sections have the preferred route identified, with concept designs finalised for most of these.

The number of fatal crashes has fallen from 32 in 1996 to 19 in 2009, despite a 50 per cent increase in traffic on much of the highway.

### Karuah to Bulahdelah sections 2 and 3



Construction on this \$253 million project began in March 2007, to provide 23km of dual carriageway, generally following the existing highway alignment. The project included seven pairs of new bridges and rest areas on the northbound carriageway at Nerong Waterholes and the southbound carriageway at Browns Flat. The upgrade was completed in October 2009.

### Bulahdelah Bypass

Early work and detailed design began following planning approval in October 2007. The first stage of early earthwork construction has been completed south of the Myall River. The contract for major works was awarded in April 2010, and the \$315 million project is expected to be opened to traffic in 2012.



### Cooperook to Herons Creek

The Cooperook to Herons Creek project incorporates the \$202 million Cooperook to Moorland and \$378 million Moorland to Herons Creek upgrades. Construction of these upgrades, which were combined to achieve economies of scale, began in October 2007 and the roads were opened to traffic progressively with the final section expected to open in late July 2010. The combined project provides 32.2km of dual carriageway, including bypasses of Moorland, Johns River and Kew.



Aerial view of the Pacific Highway (Cooperook to Herons Creek) showing Johns River Bypass, looking north.

### Kempsey Bypass

In its 2009–10 Budget, the Australian Government announced accelerated funding of \$618 million to fast-track the Kempsey Bypass. The 14.5km bypass is a vital section of the Pacific Highway upgrade which will help to improve road safety and freight transport efficiency. The early works and main roadworks for the bypass will be delivered by an alliance and the Macleay River floodplain bridge works will be delivered by a design and construct contract. The early works commenced in December 2009 and major construction commenced in June 2010. It is planned that this work will be open to traffic in 2014.



### Coffs Harbour (Sapphire) to Woolgoolga

This jointly funded project was declared Critical Infrastructure – a project that is essential for the State for economic, social or environmental reasons – by the Minister for Planning in December 2006. The contract for the design and construct project was awarded in April 2010. The project will provide 25km of four-lane divided carriageway controlled access highway. Five interchanges are to be provided as well as a bypass of Woolgoolga. Construction is expected to commence in August 2010 with completion scheduled for 2014.



### Glenugie upgrade

The Australian Government has confirmed funding of \$54 million for the \$60 million Glenugie Upgrade Project, between Coffs Harbour and Grafton. The project is being fast-tracked with the Environmental Assessment completed in late 2009. An alliance agreement, that is, an agreement between the project owner and one or more other parties for the coordinated delivery of a project, was finalised in December 2009. Construction commenced in January 2010. The project is expected to be completed in late 2011.





## Devils Pulpit

A design alliance has been formed to undertake environmental assessment and detailed design for the project. The Environmental Assessment for the 6.4km project was displayed in May and June 2010 and a submissions report is being prepared. The project will provide 5km of new divided carriageways and also provide earthworks for a further 1.4km of second carriageway. Subject to planning approval, construction is expected to commence in mid 2011, with completion expected in 2013.



## Ballina Bypass

An alliance for the main construction of the bypass was formed in June 2008, and detailed design was completed in December 2008.

The \$640 million Ballina Bypass project will provide 11.6km of dual carriageway, extending from south of Ballina at the intersection of the Bruxner and Pacific highways to north of Ballina at the intersection with Ross Lane at Tintenbar. Construction work is now well advanced with significant progress made during 2009–10. Work has been carried out on the Cumbalum to Ross Lane section this year and is expected to be completed in late 2010. The work is expected to be opened progressively with final completion in 2012.



## Tintenbar to Ewingsdale

Concept design for the proposed Tintenbar to Ewingsdale project has been completed and planning approval was received in January 2010. The project will provide 17km of four-lane divided carriageway between the Ballina Bypass (currently under construction) and the Ewingsdale interchange. Expressions of interest for project design and construction have closed and are being assessed. Preconstruction investigations are underway with commencement of major construction planned for 2012. Construction of some early works commenced in April 2010 on the southern tie-in to the Ballina Bypass (part of Tintenbar to Ewingsdale Project).



## Banora Point

An alliance for the construction of the \$359 million 2.5km highway upgrade at Banora Point was formed in August 2009. The project is being jointly funded by the NSW and Australian governments. Preliminary works commenced in December 2009 and major construction commenced in May 2010. The project is expected to be completed in late 2012.



## Sydney region projects

### Alfords Point Bridge northern approach

The contract was awarded for the \$44 million Alfords Point Bridge northern approach in June 2009, with construction commencing in October 2009. The final stage is expected to be opened to traffic in mid 2011, and will eliminate tidal flow traffic arrangements from Alfords Point Road.

## Bangor Bypass Stage 2

The contract for the \$35 million Bangor Bypass Stage 2 was awarded in June 2009. Construction commenced in December 2009 with the project expected to be opened to traffic in late 2010.

## Camden Valley Way

In July 2009, the RTA awarded a contract for the \$60 million upgrade of Camden Valley Way between Bernera Road and Cowpasture Road. Construction commenced in September 2009 and is expected to be completed in mid 2011. In addition, the RTA progressed the \$43 million four-lane upgrade of Camden Valley Way between Cowpasture Road and Narellan Road by awarding the contract for the project in June 2010. This section is expected to be opened to traffic in 2012.



Excavators trim the verges on Camden Valley Way between Bernera Road and Cowpasture Road.

## Cowpasture Road

Cowpasture Road was a 12.8km, two-lane, undivided arterial road from the roundabout at The Horsley Drive, Wetherill Park to Camden Valley Way, Leppington. It is being progressively upgraded to a four-lane divided road, fully funded by the NSW Government.

Construction of the \$18 million upgrade from Main Street to Camden Valley Way began in June 2008 and was opened to traffic in November 2009. A contract was awarded for the \$60 million final stage of the Cowpasture Road upgrade, from North Liverpool Road to the M7, in November 2008. Construction began in January 2009, and completion is expected in late 2010.

## F3 Freeway, Cowan to Mount Colah

Construction began in January 2007 to widen an 11.5km section of the F3 Freeway between Cowan and Mount Colah from four to six lanes. The \$94 million project was jointly funded by the Australian and NSW governments and was progressively opened to traffic, with the final section completed in November 2009. Now the F3 has six continuous lanes between the southern end of the freeway at Wahroonga and the Gosford exit at Kariong, a distance of approximately 43km.



## F5 Freeway, Brooks Road to Narellan Road



This \$138 million project involves widening of the F5 Freeway from four to eight lanes between Brooks Road and Raby Road and from four to six lanes between Raby Road and Narellan Road. It also includes a pedestrian bridge over the F5 between Claymore and Woodbine. The upgrade will improve travel times and safety for local and long-distance traffic, improve traffic flow and alleviate congestion. This project is being delivered in stages to minimise disruption to traffic during construction. Work commenced between Brooks Road and Raby Road in 2009 and is scheduled for completion in late 2010. The final stage between Raby Road and Narellan Road is expected to be opened in late 2011.

## Hoxton Park Road

Hoxton Park Road is being progressively upgraded to provide a divided road of at least four lanes and an off-road cycleway. It carries the Liverpool to Parramatta Bus Transitway on two separate, central lanes between Banks Road and Brickmakers Creek. A contract was awarded in February 2009 for the \$71 million final section between Cowpasture Road and Banks Road and work is expected to be completed in mid 2011.



A crane lifts planks into position on Hinchinbrook Bridge, Hoxton Park Road.

## New Illawarra Road and Heathcote Road intersection

An upgrade of the intersection of New Illawarra Road and Heathcote Road, Lucas Heights was opened in March 2010. The project involved the installation of traffic signals at the intersection of New Illawarra Road and Heathcote Road at Lucas Heights, and a redesign of the intersection to reduce the traffic congestion and improve the safety of the intersection.

## Great Western Highway



The Great Western Highway Upgrade Program is improving travel times for motorists and providing a safer road environment for all road users including pedestrians and cyclists. The NSW Government has contributed \$360 million towards the upgrade, with the Australian Government contributing \$100 million and committing a further \$300 million.

### Woodford to Hazelbrook

Work continued on the \$160 million upgrade between Woodford and Hazelbrook, with the Oaklands Road local traffic railway underpass and Hazelbrook Parade completed. Widening of the highway between Winbourne Road and Ferguson Avenue was opened to traffic in September 2009. A contract was awarded for the final stage from Station Street to Winbourne Road in January 2010, and construction has commenced. This project, funded by the NSW and Australian governments, is expected to be completed in late 2012.

### Lawson



Construction of the \$220 million upgrade between Ferguson Avenue and Ridge Street began in March 2009 under an alliance agreement. Construction is underway between Bass and Ridge streets and is expected to be completed by early 2011. Construction of Stage 2 between Ferguson Avenue and Bass Street also commenced April 2010. This section also includes the relocation of 600 metres of the main western rail line and is expected to be completed in late 2012.

### Wentworth Falls East



A contract has been awarded for the \$115 million joint funded upgrade of the section between Tableland Road and Station Street. Construction began in June 2009 and is expected to be completed in 2012.

### Mt Victoria to Lithgow

Investigations and planning continued to develop options for the upgrade of the Great Western Highway between Mt Victoria and Lithgow. Extensive community consultation for selection of a new route continued during the year. The preferred route was announced in May 2010. The NSW and Australian governments have committed \$250 million towards the upgrade of the highway between Mt Victoria and Lithgow. A total of \$15 million of federal funds was allocated in the 2010-11 budget to commence a package of safety works on the existing highway as part of this project. Realignments at Little Hartley and River Lett Hill have also been committed.

### Other projects on the Great Western Highway



Detailed design continued on the remaining sections of the highway to be upgraded between Bullaburra and Wentworth Falls. The Review of Environmental Factors was determined for the section between Ridge Street, Lawson and Genevieve Road, Bullaburra in November 2009.

## Hume Highway

### Southern Hume Highway Duplication

In June 2006, the NSW and Australian governments signed a Memorandum of Understanding to accelerate 67km of highway duplication (upgrade to four-lane divided road standard) with the Australian Government providing \$800 million to complete the work by December 2009. Two alliance teams for the duplication were engaged in December 2006; the Northern Hume Alliance for 35km and the Hume Highway Southern Alliance for 32km. Work began in October 2007 and the 65km section (2km shorter than the previous highway route) was progressively opened to traffic from mid 2009 and completed in December 2009. Completion of this section leaves only 21km of the Hume Highway as single carriageway through the towns of Tarcutta, Holbrook and Woomargama.



### Bypasses of Tarcutta, Holbrook and Woomargama

Alliance agreements were finalised for the \$290 million Tarcutta Bypass and the \$265 million Woomargama Bypass in February 2010, and construction work is progressing well on both projects and expected to be completed in late 2011. Environmental assessment work continued during the year for the Holbrook Bypass and planning approval was obtained in April 2010. Tenders for construction of the Holbrook Bypass are expected to be invited in August 2010.



The first blast at the northern end of the Woomargama Bypass project, Hume Highway.

### Sheahan Bridge duplication, Gundagai

The contract to design and construct the Sheahan Bridge duplication was awarded in September 2007. The \$70.6 million project was fully funded by the Australian Government and was completed in 2009. Traffic was switched to the new bridge in May 2009 to enable essential maintenance on the existing bridge. Both bridges were available to traffic as dual carriageways in December 2009.



### Coolac Bypass

A contract was awarded in February 2007 for the \$171 million Coolac Bypass project and construction began in May 2007. The project included a 12km four-lane divided road bypass and a 4km reconstruction of the northbound carriageway between Muttama Creek and the Dog-on-the-Tuckerbox. The project was opened to traffic in August 2009. The project was fully funded by the Australian Government.



## Other regional projects

### Newell Highway

#### Moree Town Centre Bypass

The bypass will remove heavy vehicles from the town centre and improve safety and access. A contract was awarded in August 2007 for Stage 1 construction, which includes road work and a new Mehi River Bridge. Work continued in 2009–10 and is expected to be completed in early 2011. The \$56.2 million project is fully funded by the Australian Government.



### Princes Highway

#### Lawrence Hargrave Drive intersection upgrade

A contract for construction of the \$26 million major upgrade of this intersection at the foot of Bulli Pass was awarded in August 2009. The new intersection will provide a bridge to separate northbound traffic on Lawrence Hargrave Drive from traffic on the Princes Highway and will significantly improve road safety, reduce congestion and improve traffic flows. The project is expected to be completed in late 2010.



The Bulli intersection upgrade, Princes Highway.

### Wollongong Northern Distributor

The major construction contract for the \$116 million Northern Distributor extension of 3km through Wollongong's northern suburbs from Bellambi Lane to the Princes Highway at Molloy Street, Bulli was awarded in December 2006 and work began in April 2007. The project was opened to traffic in December 2009. It provides a four-lane divided carriageway with four new intersections along the route (including grade separated intersections at Campbell Street and Park Road).





### Oak Flats to Dunmore

A contract for the \$108 million, 5.5km four-lane divided carriageway deviation of the Princes Highway linking the Oak Flats Interchange with the North Kiama Bypass was awarded in February 2007 and work began in June 2007. Work to upgrade Shellharbour Road to four lanes to provide improved connectivity with the Princes Highway was undertaken by the RTA and was completed in September 2008. The Oak Flats to Dunmore deviation was opened to traffic in October 2009. This completes a four-lane route between Sydney and south of Kiama, significantly contributing to improved road safety, reduced congestion and improved traffic flows on the Princes Highway.



### Gerringong to Bomaderry

Work continued on planning for the future upgrade of the Princes Highway between Gerringong and Bomaderry. A number of route options were displayed in November 2007. The preferred route, including access arrangements for Gerringong and Berry, was announced in June 2009. As part of the June 2009 announcement, the RTA advised its decision to progress the upgrade program as three separate projects for the purpose of concept design and environmental assessment.

The type of environmental assessment for each project will reflect the level of environmental impact.

These projects are:

- Gerringong Upgrade (Mount Pleasant to Toolijooa Road).
- Foxground and Berry Bypass (Toolijooa Road to Schofield's Lane).
- Berry to Bomaderry Upgrade (Schofield's Lane to Moss Vale Road).

A review of environmental factors for the Gerringong upgrade was placed on display for community comment in June 2010. Planning continues for the Foxground and Berry bypasses and the proposed upgrade between Berry and Bomaderry.

### South Nowra road safety improvements

Planning work continued for a four-lane upgrade of the Princes Highway at South Nowra, between Kinghorne Street and Forest Road, with planning approval being finalised during 2009–10. Tenders for construction are expected to be invited in the first half of 2011 with the project scheduled to be completed in 2013.

### Conjola Mountain realignment

Funding for this \$58 million project includes a \$10 million contribution from the Australian Government arranged by the Southern Region of Councils. A contract for Stage 1 (bridge over Conjola Creek) was awarded in August 2007 and completed in December 2008. A contract for the remaining work was awarded in October 2008 and completed in April 2010.

### Hunter Expressway – F3 Freeway to Branxton

In May 2009, the Australian Government announced \$1.451 billion (in addition to \$49 million previously provided) and the NSW Government committed a further \$200 million to construct the Hunter Expressway. During 2009–10, the RTA continued planning and preconstruction work for the 40km link between the F3 Freeway at Seahampton and the New England Highway west of Branxton. The four-lane divided road will relieve congestion on the New England Highway through Maitland and provide a high standard east–west connection between Newcastle and urban centres in the lower Hunter. The project will be broken into two contracts to reflect the complexity and challenges involved. Procurement processes for these contracts are progressing well and these are expected to be awarded in late 2010.

This project will also provide a direct boost to the NSW economy, is expected to create significant direct and indirect employment in the Hunter region and is scheduled to be opened to traffic in 2013.



Hundreds of core samples were extracted from the ground for analysis as part of geotech investigations for the Hunter Expressway project.

### Other Newcastle and Hunter projects

#### Newcastle Inner City Bypass

Planning continued for the Newcastle Inner City Bypass to provide a high standard orbital road linking Newcastle's radial road network. Planning is progressing on the next stage of the bypass between Sandgate Road, Shortland and the Pacific Highway at Sandgate. Detailed design, land acquisition and public utility adjustments were progressed in 2009–10. A contract for early works was awarded in May 2010 for earthworks and utility adjustments, with tenders for the main contract expected to be invited in late 2010.

Preliminary planning for the Rankin Park to Jesmond section that would pass to the west of John Hunter Hospital has been finalised and a preferred route adopted for inclusion in Newcastle City Council's Local Environment Plan. Although it is not expected that this section of the bypass will be needed for many years, identification of the preferred route will provide certainty for local residents and businesses about the location of the proposed upgrade.

### Tourle Street bridge replacement, Mayfield West

Construction began in October 2007, replacing the existing Tourle Street Bridge. The \$44 million project to provide a new two-lane crossing of the Hunter River was opened to traffic in May 2009. The removal of the old steel truss bridge continued during 2009–10 and is expected to be completed in late 2010.

### Third Hunter River crossing at Maitland

Preliminary work began in March 2007 for a new two-lane road and bridge crossing of the Hunter River between East Maitland and Bolwarra. Stage 1 of the project, comprising an upgrade of the intersection at the New England Highway and Melbourne Street and the installation of traffic signals at the Melbourne Street/Lawes Street and Pitnacree Road intersection in East Maitland, was completed in October 2007. Stage 2 work, consisting of bridge work over the Hunter River and roadworks between Paterson Road, Bolwarra and Melbourne Street, East Maitland, began in July 2009 and is planned to be completed in 2011. This \$65 million project is fully funded by the NSW Government.



## Central Coast projects

### Avoca Drive upgrade, Sun Valley Road to Bayside Drive, Green Point

Planning was completed in 2008 to extend the four-lane divided road south of Sun Valley Road for a further 1.2km to complete a continuous four lanes between the Central Coast Highway and Davistown Road. In April 2009, Gosford City Council began early works on a new link road as part of the project. A contract for major roadworks was awarded in June 2009 and construction commenced in September 2009. The \$40 million project is expected to be opened by mid 2011.



### Central Coast Highway (The Entrance Road), Carlton Road to Matcham Road, Erina Heights

The \$100 million upgrade of this 2.2km length of highway will extend the four-lane divided carriageway from Erina to the north, and will significantly contribute to the four lanes planned for the section between the F3 at Kariong and Tumby Road at Wamberal. A contract was awarded in December 2009 and construction commenced in February 2010. The project is expected to be completed in late 2011.



### Central Coast Highway (The Entrance Road), Matcham Road to Ocean View Drive, Wamberal

Planning continued for the upgrade of this 2.2km length of highway. The project is the final stage of a four-lane carriageway between the F3 at Kariong and Tumby Road at Wamberal. The planning approval for the project was achieved in June 2009 and construction contract is expected to be awarded in late 2010, with the project expected to be opened to traffic in 2013.



### Central Coast Highway, Woy Woy Road intersection upgrade, Kariong

Planning continued for the upgrade of this critical intersection which controls access from the Woy Woy Peninsula and Gosford to the F3 Freeway. The \$18 million upgrade will increase the capacity of the intersection and reduce congestion that regularly extends towards the F3 Freeway in the afternoon peak periods. A school development by the Department of Education and Training at Kariong will change the demands at The Avenue, and a developer-funded pedestrian underpass is being coordinated with the road upgrade. A contract for the major construction works was awarded in March 2010 and is expected to be completed in early 2011.



## Pacific Highway

### Glen Road to Burns Road, Ourimbah

A contract was awarded in March 2008 for Stage 2 of the Pacific Highway widening between Glen Road and Burns Road, Ourimbah. Construction began in March 2008 and the \$52 million project was opened to traffic in January 2010.



### Tuggerah to Wyong

The final stage of the \$42 million widening of the Pacific Highway from one lane to two lanes in each direction between Anzac Road and Johnson Road, with improved intersections, pedestrian facilities and a dedicated off-road cycleway, was opened to traffic in October 2009.



## Other projects

### Lanyon Drive, Queanbeyan

Design work to extend the four-lane section of Lanyon Drive from Tomsitt Drive (NSW) to the Monaro Highway (ACT) is being managed by ACT Roads with input from the RTA. The contract was awarded in October 2009 and construction is in progress. The project is expected to be opened to traffic in early 2011.

### Nowra to Nerriga

Stage 1 of the reconstruction of Main Road No. 92 over a length of 24km was completed in June 2007. A contract for Stage 2 was awarded in July 2007, involving the reconstruction of a 9km section through Bulee Gap, including a new bridge. This work was opened to traffic in August 2009. A contract was awarded for Stage 3 in December 2008 with completion expected in late 2010.



### Kings Highway improvements

This \$26.3 million project involves improvements along the Kings Highway between Queanbeyan and the new defence facility near Bungendore. The improvements include shoulder widening, intersection upgrades and a realignment on the eastern approach to Queanbeyan. Captain's Flat Intersection was completed in October 2009. The construction of the realignment commenced in February 2010 and is expected to be completed in early 2011.



### New England Highway, Sunnyside realignment

This \$13.5 million upgrade of 2km of the New England Highway from 17–19km north of Armidale is designed to improve the road alignment to a safe 100km/h standard and to provide a consistent travel speed along the highway. Work commenced in March 2009 and was completed in January 2010. This project was fully funded by the Australian Government.



### Bruxner Highway, Alstonville Bypass

The 6.6km Alstonville Bypass is estimated to cost \$97 million, and will provide significant benefits including quicker journey times, improved traffic flow and safety, and reduced through-traffic and congestion in Alstonville. Construction began in April 2009 and is expected to be completed in late 2010. This project is fully funded by the Australian Government.

### Oxley Highway, Wrights Road to the Pacific Highway

This \$158 million project involves the realignment and widening of a 6km section of the Oxley Highway to provide a four-lane divided road from Wrights Road to the Pacific Highway, west of Port Macquarie. The project will improve road safety and provide shorter travel times for motorists travelling from the Pacific Highway and surrounding areas into Port Macquarie. It will also reduce traffic noise for residents living near the highway and improve access for all road users, including cyclists and pedestrians. Preliminary works began in February 2008 and the construction contract was awarded in October 2009. Major works commenced in January 2010 and are expected to be completed in late 2011.



Aerial view of the Oxley Highway upgrade at Port Macquarie, to the west from Wrights Road roundabout.

## Network and corridor planning

*Network and Corridor Planning Practice Notes* were published in 2008. The team for this project won an Award for Planning Excellence in the category of Transport Planning in December 2009 from the Planning Institute of Australia NSW. See the Awards section on page 110 for further details.

The RTA published the first three corridor strategies in 2009–10, including Ballina to Tenterfield, Queanbeyan to Batemans Bay and Mona Vale to Macquarie Park.

This represents a significant contribution to the RTA's integrated strategic network and corridor planning processes to deliver a safe, sustainable and efficient road transport system.

The focus for each corridor strategy reflects the three key elements of current corridor performance:

- Road design and asset condition.
- Traffic efficiency.
- Road safety.

The strategic responses look at both the short term (five years) and longer term (25 years), based on the 'most likely' future scenario. These documents will assist in improving the RTA's capacity to manage and strategically enhance the road network.

Each corridor strategy is published on the internet, giving the public access to the documents. It is anticipated that the documents will be used to guide and analyse the need for the development of specific projects. To view the three corridor strategies and the *Network and Corridor Planning Practice Notes*, visit the RTA website.

## Alternative transport

### Bus priority

#### Inner West Busway along Victoria Road



The Inner West Busway, including the Iron Cove Bridge duplication, seeks to improve the efficiency and reliability of bus services between Gladesville Bridge and The Crescent at Rozelle, by providing city bound bus lanes during the AM and PM peak periods.

The project is estimated to cost \$175 million. Following extensive community consultation the proposal was revised to minimise local impacts while still providing the required improvements to public transport. Planning approval was achieved in March 2009. Construction has begun, and the project is expected to be opened to traffic in early 2011.

## Strategic bus corridors



The release of the NSW Government's Review of Bus Services in 2004 identified 43 strategic bus corridors across the Sydney metropolitan area, four in Newcastle, two in Wollongong and two on the Central Coast. NSW Treasury allocated an initial \$90 million to the RTA's budget over three years (2005–06 to 2007–08) to implement bus priority measures on strategic bus corridors. A further \$100 million was allocated over four years from 2008–09 to accelerate the delivery of the Bus Priority Infrastructure Program. The funding is in addition to the RTA's \$15 million annual bus priority allocation. Bus priority measures include bus lanes, transit lanes, priority traffic signals and bus bays along major bus corridors. Initial emphasis for the introduction of bus priority measures has been placed on the Sydney corridors, particularly those connecting the centres of Parramatta, Bankstown, Hurstville, Burwood and Macquarie Park.

**By June 2010, 112 bus priority infrastructure projects had been completed across Sydney. Construction was continuing on a further eight projects.**

The Public Transport Information and Priority System (PTIPS) improves bus reliability by giving traffic signal priority to late running buses. Buses are tracked in real time using GPS technology. Buses requiring support to maintain timetable commitments are given priority at traffic signals. PTIPS also provides real time information to bus passengers via variable message signs at selected bus stops. It also provides accurate information on fleet and scheduling performance to enhance bus management and service planning. PTIPS is now fully deployed to the entire State Transit Authority fleet of more than 2100 buses and more than 790 traffic signal sites have been modified to accept priority requests. This number of buses is anticipated to rise to 4000 when those of the 15 metropolitan private bus companies are equipped.

Initial indications are that PTIPS is saving more than 7500 minutes of bus travel time per week in Sydney and Newcastle.

## Bicycle programs

The RTA recognises that bicycle riding is an affordable, flexible, healthy and environmentally friendly form of transport. Promoting bicycle riding is an important part of the NSW Government's planning and transport strategy, particularly as it can reduce traffic congestion and reduce impact on the environment.

The RTA has lead work to prepare, and start implementing, a new, whole-of-government NSW BikePlan. The plan was completed on behalf of the Premier's Council for Active Living, as a joint project of the RTA and Department of Environment, Climate Change and Water. The NSW BikePlan was released on 16 May 2010 by the Premier and the Minister for Roads. More than 10 NSW Government agencies have lead responsibility for actions in the NSW BikePlan, reflecting the many different benefits of increased cycling.



The NSW BikePlan contains more than 150 actions to encourage more people to enjoy safer cycling in all parts of the State and to help achieve NSW Government targets for efficient transport systems, a cleaner natural environment, friendlier communities, and better population health. These targets include a priority added to the NSW State Plan in 2010 to increase the cycling mode share of trips under 10km in Greater Sydney to five per cent by 2016. The RTA will report against this target annually, which will require the existing mode share of cycling in Greater Sydney roughly to treble.

Bicycle usage increased by nearly 20 per cent during 2009 on Sydney routes that the RTA monitors with permanent bicycle counters. Compared with 2008, there was especially strong growth in weekday bicycle trips using the Sydney Harbour Bridge cycleway (30 per cent) and the Anzac Bridge shared path (25 per cent).



## Bicycle infrastructure

The RTA is committed to making comprehensive provision for bicycles in new major road infrastructure and maintenance work. During 2009–10, bicycle facilities were constructed as part of the following road upgrades:

**Ballina Road (Bruxner Highway), Lismore** – Construction of a shared-use path from Gallagher Drive to Rous Road, Lismore.

**Chatswood to North Sydney** – Design development of the section of shared-use path between Merrenburn Avenue, Naremburn Chatswood and the Ridge Street Bridge, North Sydney.

**Cowpasture Road** – Construction of shared-use paths from Camden Valley Way to Main Street, Horningsea Park.

**Falcon Street cyclist and pedestrian facilities** – Pedestrian and cyclist bridge over the Warringah Freeway between Falcon Street at North Sydney and Merlin Street in Neutral Bay.



**Glendale to Wallsend** – Design development of a shared-use path along the disused tramway corridor from Frederick Street, Glendale to Ganney Road, Wallsend.

**Great Western Highway** – Construction of a shared-use path from Winbourne Road to Ferguson Avenue, Hazelbrook, and from Bass Street to Ridge Street, Lawson.

**Kincumber Broadwater** – Construction of a shared-use path along the western foreshore of the Kincumber Broadwater from Broadwater Drive, Saratoga to Carrack Road, Kincumber.

**Learmonth Park, Bathurst** – Construction of a shared-use path along Raglan Creek from Church Lane to Heresford Street, Bathurst.

**Mulwala Irrigation Canal, Mulwala** – Construction of a shared-use cantilevered bridge across the Mulwala Irrigation Canal, along Melbourne Street.

**Pacific Highway** – Construction of shared-use paths along the Pacific Highway from Burns Road to Glen Road, Ourimbah, and from Anzac Road to Johnson Road, Tuggerah.

**Princes Highway** – Construction of the Farrell Road pedestrian and cyclist bridge and shared-use paths: along Campbell Street under the Northern Distributor to Thompson Street; along Thompson Street from Kialoa Road to Park Road; and along the Northern Distributor from Park Road to Davidson Avenue and from Cotterill Avenue to Watts Lane. Construction of a shared-use railway level crossing east of the Dunmore Railway Station and shared-use paths along Tabbita Road and Shellharbour Road.

Other key cycleway projects specifically funded through the RTA's bicycle programs during 2009–10, included:

**Unanderra Railway Level Crossing** – Construction of a signalised and gated shared-use crossing of the South Coast Railway line at the Princes Highway, south-east of Nolan Street, Unanderra.

In recognition that most cycling takes place on local roads, the RTA offers joint funding to NSW local councils for the development and implementation of their local bicycle networks. During 2009–10, more than \$4.8 million was provided in matching funding towards 101 local cycleway projects in 76 local government areas.

Altogether, total RTA expenditure on bicycle facilities in 2009–10 was \$12.7 million and these funds helped to build more than 95km of cycleways, 48km of which were on-road (primarily road shoulders) and 47km off-road (paths).

## The promotion of cycling

The RTA continued to support community events that encourage greater use of cycling. These included the City of Sydney Spring Cycle in September 2009 and the MS Sydney to the 'Gong Ride in November 2009. Around 11,000 and 10,000 bicycle riders participated in these events respectively. The RTA also promoted the benefits of cycling and safe cycling behaviour at the 'Ride for Life' and the 'Cronulla International Grand Prix' cycling events.

A Statewide marketing campaign to support NSW Bike Week (26 September to 4 October 2009) was undertaken, including the placement of banners on overhead bridges in Sydney together with street pole banners in North Sydney. The 2009 NSW Bike Week mail-out to advise every NSW primary and secondary school generated the strongest demand for cycling resources to date. Around 8400 people participated in 44 NSW Bike Week events across the State, with the RTA providing seed funding to more than 40 bicycle events organised by local communities throughout the State.

The RTA continued to support National Ride to Work Day (14 October 2009). RTA staff were encouraged to ride to work to assist with a national effort by bicycle riders to reduce greenhouse emissions. RTA offices across the State held initiatives such as 'ride to work day breakfasts', throughout the year, to encourage staff participation.

The RTA produced a number of publications to encourage safe cycling, including the new *Riding in Groups – A guide to riding safely on our roads*. This was a joint collaboration of the NSW Police Force, Bicycle NSW, Cycling NSW and the RTA, and was initiated by the Bicycle Advisory and the Road Freight Advisory Councils.

## Pedestrians

The RTA implemented a number of initiatives to improve pedestrian access and safety. Facilities for pedestrians included pedestrian crossings; refuges; additional audio-tactile push buttons to assist vision-impaired pedestrians; kerb ramps; and pedestrian fencing. Key programs of works for pedestrians in 2009–10 included the following:

**Pedestrian bridges** – Construction was completed on bridges at Parramatta Road, Haberfield, and Silverwater Road, Ermington. Preparations for a bridge at Epping Road, Marsfield were well advanced.

**State road multi-lane pedestrian crossing upgrades** – By 30 June 2010, 55 of the 59 sites in the RTA's program to upgrade pedestrian crossings on multi-lane State Government-controlled roads had been upgraded. Traffic signals were installed at 43 sites. The remaining sites are scheduled to be completed in 2010.

**Pedestrian facilities** – A further \$3 million was spent in 2009–10 on pedestrian improvements on the arterial road network including 36 pedestrian facility projects.



By 30 June 2010, 55 of the 59 sites in the RTA's program to upgrade pedestrian crossings on multi-lane State Government-controlled roads had been upgraded.



**Local government pedestrian facilities** – Matched funding of \$1.4 million was provided to 60 local councils in 2009–10. This funding was used for 33 specific pedestrian facility works identified on the local network as well as continuing the implementation of councils' Pedestrian Access and Mobility Plans (PAMPs). These PAMPs have been prepared by councils, with RTA assistance, to determine measures which enhance safety, convenience and mobility in key areas of pedestrian movement, such as links between public transport, employment centres and other public venues.



To celebrate International Day for People with Disability (3 December 2009), the RTA and the Australian Institute of Transport Planning and Management once again conducted a 'Universal Access Workshop: the practical side of providing for people with disabilities'. The workshop provided participants with an insight into the design implications of ensuring access for people with disabilities; a summary of current Australian practice; and practical activities to demonstrate the barriers faced by people with disabilities when accessing road infrastructure. The workshop was held on 3 December 2009 and was well attended by council officers, consultants and RTA staff.

The RTA is installing an automated pedestrian counter on the pedestrian path on Sydney Harbour Bridge and a combined pedestrian and bicycle counter on the Anzac Bridge shared path for an enhanced understanding of trends in road use patterns.

## Travel demand management

The increase in traffic volumes expected during the next two to three decades requires increased efficiency in roads and public transport. The RTA develops and implements travel demand initiatives designed to increase the efficient use of the road network. These initiatives include promoting modes of travel that are viable alternatives to conventional, single-occupant motor vehicle travel.

During 2009–10, the RTA implemented a number of measures, including:

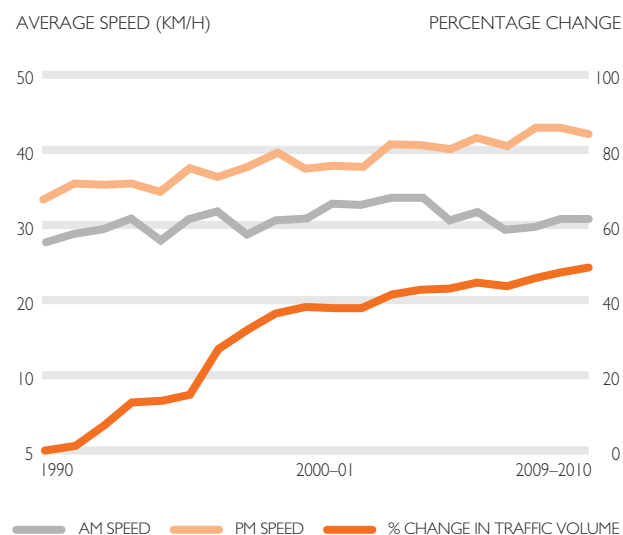
- Teleworking (working from home)** – The RTA promoted a manual to assist people in setting up and implementing a teleworking program within their organisation. A *NSW Teleworking Manual: A comprehensive guide to setting up and implementing a teleworking program* can be found on the RTA's website.
 
- Improved priority for pedestrians** – The RTA commenced a trial near Redfern Station of measures to improve the priority given to pedestrians at traffic signals. The initiative is designed to encourage walking and the use of public transport.
- Workplace Travel Guide** – The RTA has participated in the development of a *Workplace Travel Guide*. The Guide aims to assist employers with reducing car travel by promoting walking, cycling and use of public transport as viable transport options to their employees. The *Workplace Travel Guide* can be found on the Premier's Council for Active Living website.
 

## Traffic

### Speed and traffic volume trends

The trends in AM and PM peak speeds on the seven major routes to and from Sydney have remained broadly consistent despite a growth in traffic on these routes of 47 per cent since 1990.

**FIGURE 4. SPEED AND TRAFFIC VOLUME TRENDS, SYDNEY, 1990–2010**



Between 2008–09 and 2009–10, overall travel speeds have remained unchanged for the AM peak period and decreased slightly for the PM peak period.

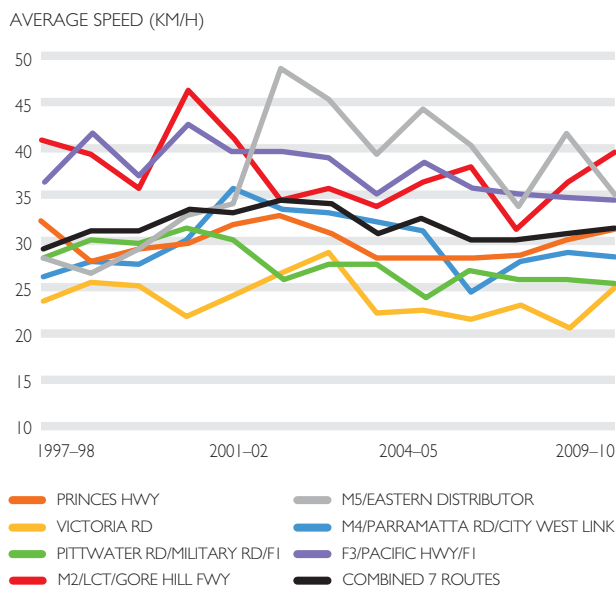
For the AM peak, the overall average speed of 31 km/h was unchanged between 2008–09 and 2009–10. Of the seven routes, speeds improved on three routes and were lower for four routes. Of these four, three corridors recorded only slight decreases of 1 km/h.

For the PM peak, there was a slight decrease from 2008–09 and 2009–10 in the overall average speed from 43 to 42 km/h. There was a reduction in speed on the M4 Western Motorway corridor, from 39 to 35 km/h, as a result of roadworks to remove the toll plazas. The Pittwater Road corridor decreased from 38 to 34 km/h due to delays in the Warringah area during the November survey period. The Pacific Highway/F3 Freeway corridor improved from 50 to 53 km/h following the completion of road widening near Berowra. There was also a small positive change on Victoria Road from 33 to 34 km/h and the Princes Highway was unchanged at 32 km/h.

Figure 5 shows the patterns in overall speeds on the seven routes in the AM peak since 1997.



**FIGURE 5. AM PEAK SPEED TRENDS, SYDNEY, 1997–2010**



## Incidents and special events

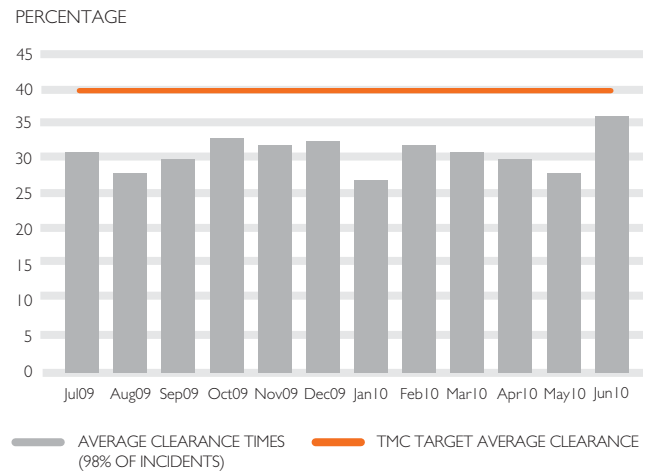
The RTA's Transport Management Centre (TMC) is responsible for 24-hour monitoring and management of the NSW road network. The TMC was opened in September 1999 to provide leading traffic management capability for the Sydney 2000 Olympics and celebrated its 10th year of operation in 2009.

The TMC works to clear unplanned incidents such as traffic crashes and breakdowns as quickly as possible and also ensures the impact of planned incidents such as roadworks are minimised.

The average incident clearance time of 98 per cent of unplanned incidents on Principal Transport Routes (PTR) has consistently measured below the target of 40 minutes. The annual average clearance time was 31.5 minutes, a reduction of nine per cent from the 2008–09 result of 34.66 minutes.

In 2009–10 there have been ongoing technology improvements at the TMC, including improvements to the video wall, a refurbished Transport Operations Room and a new version of the interagency computerised electronic messaging system.

**FIGURE 6. CLEARANCE TIMES FOR UNPLANNED INCIDENTS, 2009–10**



The TMC employs field-based traffic commanders to provide onsite incident management capability. Traffic Emergency Patrols are deployed on major routes in Sydney and surrounding areas to identify incidents and assist as they occur. Members of the public can report incidents as they happen via the 131 700 Traffic Incident Reporting Line. In 2009–10, this line received over 170,000 calls.

A Statewide network of closed circuit television cameras, variable message signs and variable speed limit signs enable the TMC to effectively detect, monitor and work to resolve incidents.

A key function of the TMC is to provide up-to-date traffic information and this is communicated via the RTA's 'Live Traffic' website, the 132 701 Traffic Information Line and roadside variable message signs.

TMC staff effectively plan and implement safe traffic arrangements for major events, ensuring minimal impact to the non-event community.

2009–10 saw a number of new and unique events, including the inaugural Breakfast on the Bridge, V8 Supercars at Homebush Bay and REPCO World Rally.

Annual marquee events including New Year's Eve, the City to Surf and Mardi Gras Festival continue to be successfully supported.

## Incident management and traffic monitoring improvements

Incident management and traffic monitoring capability continue to be expanded at the TMC. Infrastructure improvements included the following:

- The \$30 million incident response system for the F3 Freeway between Wahroonga and Ourimbah has been substantially completed and includes median crossovers, Variable Message Signs and other monitoring equipment.
- The number of Variable Message Signs controlled by the TMC has increased to more than 200 Statewide, with additions on the F3 Freeway and Hume Highway.
- Installation of Variable Speed Limit Signs on the Sydney Harbour Bridge and Gore Hill Freeway, providing greater flexibility and safety in traffic management.
- Refurbishment of the Transport Operations Room within the TMC has commenced, including installation of a new video wall. Further enhancements to the video control system and other decision making tools are planned for 2010–11.



## Traffic signal coordination

The essential task of moving traffic efficiently on the arterial road network is carried out by the Sydney Coordinated Adaptive Traffic System (SCATS), a computerised area traffic control system designed and developed by RTA traffic engineers. This world-leading system responds to traffic conditions in real-time by coordinating traffic signal timings to provide smooth traffic flows, and by processing requests for bus and emergency service priority at intersections. SCATS continued to be a success, with an expanding international market. At 30 June 2010, SCATS was licensed to 32,847 intersections in 141 cities across 24 countries worldwide.

The RTA currently distributes SCATS through an authorised distributors' network. The role of the SCATS distributors is to sell licences for SCATS and other related software internationally (excluding Australia, New Zealand and Singapore). Annual upgrade arrangements are in place with all RTA-supported SCATS users in Australia, New Zealand and Singapore. The annual update arrangements, along with local and international sales of SCATS and related products, also provide a guaranteed annual income stream to offset SCATS development and support costs.



The RTA continually improves SCATS and releases a new version each year. An Australian SCATS user group meets once a year to discuss SCATS enhancements. SCATS remains at the forefront of modern technology due to the feedback from SCATS users throughout Australia and worldwide, as well as ongoing innovation in design by RTA traffic engineers. The RTA

Commercial Development Committee has agreed to increase funding to 'future proof' the SCATS software as the next step in ensuring SCATS remains one of the elite adaptive traffic control systems internationally. This has many benefits, one of which is to ensure the public of NSW has the best traffic system available now and into the future.

For the past 30 years, SCATS has relied on direct telecommunication lines to control the operation of traffic signals by connecting them to computers across the State. However alternative connection solutions were needed before Telstra's planned withdrawal of its Permitted Attachment Private Line (PAPL) services on 31 March 2010. During the last two years, 2648 traffic lights in NSW were migrated to the RTA's new 'IP-over-phone line' solutions. As a result, the RTA is no longer tied to a single leased commercial telecommunications service or technology solution – providing future commercial and technical options and a 50 per cent reduction in telecommunications costs – a saving of about \$2.4 million per year.

To research longer-term enhancements to support SCATS capabilities, the RTA is continuing its collaborative research and development agreement with National ICT Australia Limited (NICTA). As NICTA is partly funded by the Australian and NSW governments, this collaboration comes at no financial cost to the RTA, other than the resource costs for staff working with NICTA researchers. The ARC Centre of Excellence for Mathematics and Statistics of Complex Systems (MASCOS) has been engaged to support the development of a statistical framework to guide traffic simulation studies.

See pages 87 and 93 to read more.



SCATS in action: Synchronising traffic lights to gaps in traffic, and coordinating vehicle flow.



## Intersection and corridor improvements

Locations requiring improvements in traffic flow are identified by monitoring congestion and travel times on key routes. Improvements made at these locations include construction of traffic signals, roundabouts and general intersection upgrades.



The Pinch Point Strategy is a NSW Government initiative aimed at improving traffic flows at key congestion points on Sydney's major arterial road corridors. This five year strategy was announced by the Premier in November 2006 and \$100 million was committed to improvements on the road network, from 2007–12.

The Pinch Point Strategy is targeting peak hour traffic 'hot spots' on 23 corridors in Sydney and is implementing measures to provide more reliable travel times. Corridor strategies have been prepared and the identified works are underway.

Projects completed in 2009–10 as part of the Pinch Point Strategy include:

- Installation of traffic signals at Heathcote Road and New Illawarra Road, Lucas Heights.
- On King Georges Road, new traffic signals at Edgbaston Road, Beverly Hills and a right turn bay extension at Connells Point Road, South Hurstville.
- On Princes Highway, increased right turn bay capacity at Port Hacking Road and Formosa Street, Sylvania.
- On Cumberland Highway, increased right turn bay capacity at Briens Road and Redbank Road, Northmead.
- On Old Windsor Road, increased right turn bay capacity at Sunnholt Road, Parklea, Seven Hills Road, Baulkham Hills and Powers Road, Winston Hills.

Other locations where intersection improvements have been completed or progressed in 2009–10 included:

- Captain Cook Drive and Cawarra Road, Caringbah – traffic signal upgrade.
- Douro Street and Market Street, Mudgee – roundabout.
- Hillsborough Road Industrial Area, Warners Bay – upgrade package.
- Kingsway and Gannons Road, Caringbah – traffic signal upgrade.
- M4 Western Motorway and The Northern Road, Glenmore Park – upgrade package.
- Mitchell Highway at Bradwardine Road, Windradyne – roundabout.
- Mulgoa Road and Jamison Road, Jamisontown – new traffic signals.
- Snowy Mountains Highway and Jounama Road – intersection upgrade.

## Traffic and transport modelling

The RTA continues to utilise 'advanced micro-simulation' – a vehicle-by-vehicle traffic modelling system designed to simulate scenarios such as changed traffic conditions – for the detailed modelling of complex traffic operations. For example, this was used to model the effects of the handover of the M4.

Detailed simulation models have been developed and are being maintained for:

- F3 Freeway.
- M2 Hills Motorway.
- Pinch Point.
- Sydney Airport and surrounds.
- Sydney CBD.
- The Central Coast Road Network.
- Warringah Freeway and Sydney Harbour crossings.

Many of these models incorporate a link to the SCATS signal control system that allows the actual signal operation to be modelled. The linkage to SCATS is one of several add-ons developed for the RTA to enhance the capabilities of traffic micro-simulation.

These models are supported by traffic models using a range of modelling techniques from intersection level analysis through to strategic modelling of the entire Sydney Greater Metropolitan Area. The RTA is continuing to develop and enhance traffic modelling guidelines to improve the standard of modelling throughout NSW.

# Challenges and the way forward

## Development

The RTA is working to meet the expectations of Sydney motorists in relation to reducing delay, management of congestion and maintenance of travel time. In addition it is addressing the need to meet increasing demands to ensure efficient traffic flow at unplanned events. Key priorities and challenges include:

- The creation of Transport NSW will help strengthen integrated planning and better partnerships with other agencies including the Department of Environment, Climate Change and Water (DECCW) and the Department of Planning (DoP), and particularly with the other NSW transport agencies. The RTA will continue to build closer relationships with DoP and DECCW to help streamline the approval process for high priority infrastructure projects, so that government infrastructure priorities can be achieved.
- The Australian Government's Nation Building Program continues to drive a substantial proportion of the RTA's Road Development Program including the Pacific Highway upgrade and the three Hume Highway town bypasses (Tarcutta, Woomargama and Holbrook) that will complete a four-lane divided highway between Sydney and Melbourne. Delivering these priority projects on time and budget is a key challenge for the RTA.
- Construction of high priority projects funded through the Building Australia Fund will continue, including the \$1.7 billion Hunter Expressway (F3 to Branxton link) and the \$618 million Kempsey Bypass on the Pacific Highway.
- Participation with other NSW Government agencies in the implementation of the NSW State Plan, Metropolitan Transport Plan, Transport NSW Corporate Plan, State Infrastructure Strategy, and Metropolitan and Regional Strategies.
- Work with Transport NSW and NSW Treasury to improve the Total Asset Management data requirements including project justification and prioritising in the State Infrastructure Strategy.
- Improvements to the Sydney Motorway network including widening the M2 Motorway and the M5 West Motorway, and planning for the M5 East expansion.
- The forward program of major projects to service Sydney's growth areas, primarily the north-west and south-west growth centres and the Western Sydney Employment Area, will continue to be a key focus of the RTA's liaison with Transport NSW and the DoP.
- Completion of the upgrades of Cowpasture Road and Hoxton Park Road to four lanes, the Inner West Busway along Victoria Road, the F5 Freeway widening between Ingleburn and Campbelltown, Alfords Point Bridge northern approach and Bangor Bypass Stage 2, and planning for the upgrade of Camden Valley Way to four lanes between Cowpasture Road and Cobbitty Road.
- The Australian and NSW governments have committed \$3.6 billion to continue the upgrade of the Pacific Highway over the five years to mid 2014. This includes construction of the Bulahdelah upgrade, Kempsey Bypass, Coffs Harbour (Sapphire) to Woolgoolga upgrade, Glenugie upgrade, Devils Pulpit upgrade, Ballina Bypass, Tintenbar to Ewingsdale upgrade and Banora Point upgrade.
- Continuing planning and preconstruction activities for the remaining Pacific Highway upgrade projects required to complete a four-lane divided highway between Sydney and Brisbane: Oxley Highway to Kempsey, Frederickton to Eungai, Warrell Creek to Urunga, and Woolgoolga to Ballina.
- Completing the upgrade of the Great Western Highway to four lanes between Sydney and Katoomba including completion of the Lawson upgrade, Woodford to Hazelbrook, and Wentworth Falls East sections by 2012.
- Deliver a range of essential projects on the Central Coast including upgrading various sections of the Central Coast Highway and completing the upgrade of Avoca Drive to four lanes between the Central Coast Highway and Davistown Road.
- Completion of the Lawrence Hargrave Drive intersection upgrade and construction of other projects on the Princes Highway, including the Gerringong upgrade, completing four lanes through South Nowra, realignment of the highway at Victoria Creek and the bypass of Bega.
- Completion of the third Hunter River crossing at Maitland and the Shortland to Sandgate section of the Newcastle Inner City Bypass.
- Completion of the bypasses of Moree and Alstonville.
- Implementation of urban design corridor strategies to ensure a whole-of-government approach to land use and transport planning.

## Alternative transport

Key priorities and challenges include:

- Operational integration and performance of 1000 new buses onto the RTA's bus corridors.
- Continue delivery of the four year \$100 million accelerated Bus Priority Infrastructure Program.
- Commence the deployment of the Public Transport Information and Priority System (PTIPS) to private bus operators.
- Progress implementation of the NSW BikePlan, including associated cycleway network development and promotional initiatives.



- Provide improved traffic signal priority to pedestrians in high volume pedestrian activity areas.
- Promote teleworking and transport choices that can increase the effective use of the road network by reducing the number of single occupant private motor vehicle trips.
- Continue working with businesses, local councils and other organisations to develop and implement workplace travel plans which promote sustainable travel.

## Traffic

The following actions are planned in order to address challenges and optimise service delivery:

- Deliver improved traveller communication through the enhanced Live Traffic website and adoption of new technology.
- Continue delivery of major events, including Breakfast on the Bridge, Sydney Running Festival, New Year's Eve celebrations, World Surfing Championships and the World International Triathlon Championships.
- Establish the former M4 Control Room as a back-up site for the TMC.
- Work to retain the skills, knowledge and expertise that risk being lost through staff retirements in key sections, particularly Transport Operations and TMC Systems.
- Continue implementing the \$100 million Pinch Point Strategy in Sydney.
- Continue to enhance incident management services.
- Continue to enhance the operational capability of the Sydney Coordinated Adaptive Traffic System.
- Engage with road users to assist in determining maintenance priorities.

## F3 Freeway incident

On Monday 12 April 2010, a 16 tonne truck travelling north on the F3 Freeway near Jolls Bridge, collided with a fully laden fuel carrier. The incident caused significant traffic delays for more than 10 hours.

On 14 April 2010, Premier Kristina Keneally appointed former NSW Police Commissioner, Mr Ken Moroney, and commissioned an inquiry into the RTA's response to the crash on the F3 Freeway.

The results of the inquiry were released on 26 June 2010. The Moroney Report detailed 33 recommendations, which were accepted in principle by the NSW Government.

As a result the RTA reviewed key learnings from this incident and initiated the F3 Incident Management Improvement Program to help address these. The program has three major streams of work:

- Infrastructure.
- Operations.
- Customer focus, information and communication.

The outcomes from this program will be to enhance operations, infrastructure, communication and customer care in the event of further serious incidents on the F3.

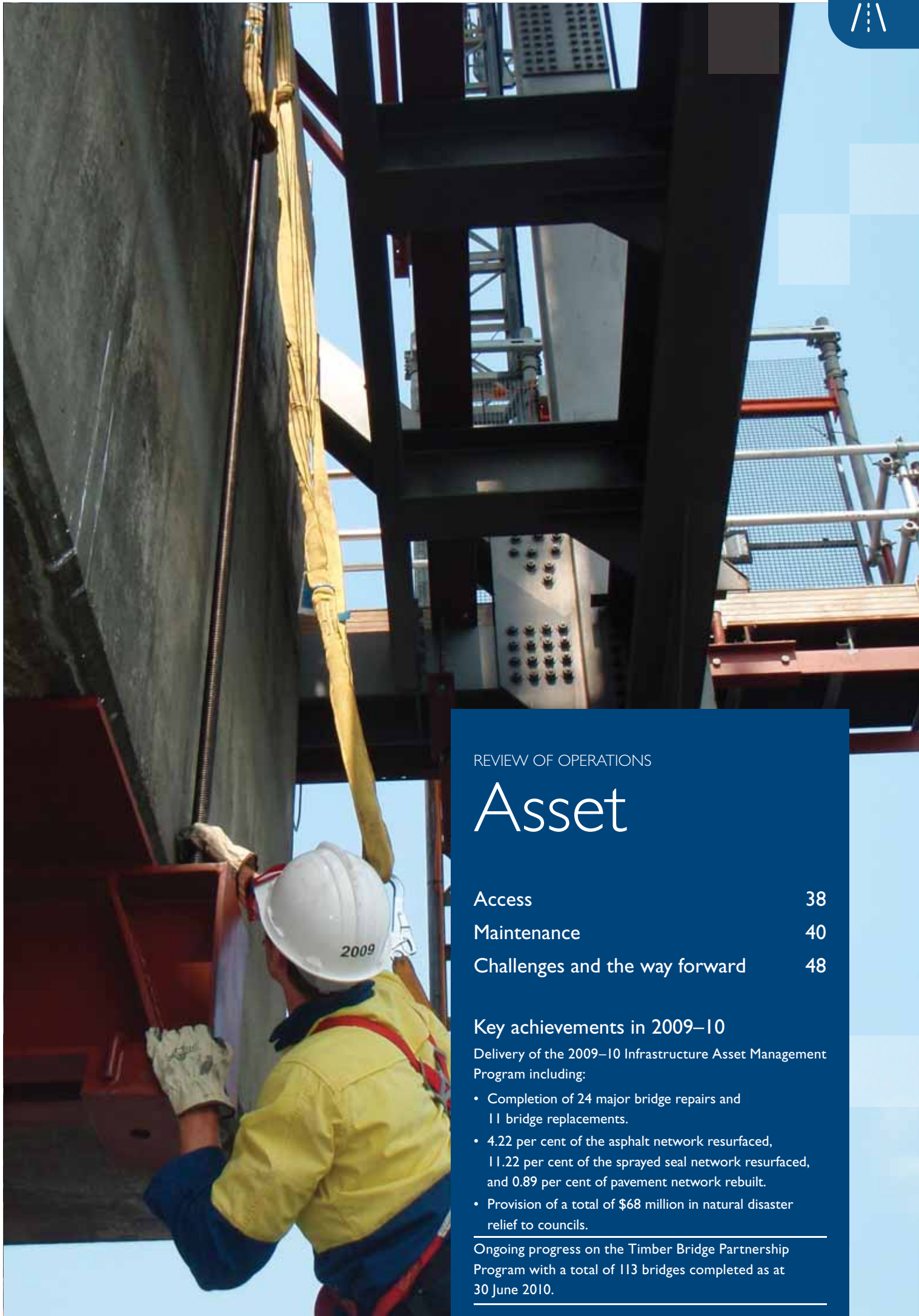
## Power failure

Continuity of operations plans have been reviewed and updated following an external power failure on 2 September 2009 which caused interruptions to the operation of the TMC. Additionally, off-site support services are being established to ensure that disruption to operations are minimised.

## Technology

Changes in technology present both an opportunity and a challenge for IT based systems. This will apply to SCATS as the system develops in the future. Large format outdoor advertising is likely to reach saturation by 2014. As this occurs advertising revenue per site will decrease. The RTA has embarked on a strategy to ensure that advertising revenue is optimised.

Maintaining strong commercial growth is important because it provides additional funds for road maintenance and services. A number of strategies have been put in place to continue revenue growth of the commercial revenue portfolio. These include product innovation, increased market penetration and new markets.



REVIEW OF OPERATIONS

# Asset

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## Key achievements in 2009–10

Delivery of the 2009–10 Infrastructure Asset Management Program including:

- Completion of 24 major bridge repairs and 11 bridge replacements.
- 4.22 per cent of the asphalt network resurfaced, 11.22 per cent of the sprayed seal network resurfaced, and 0.89 per cent of pavement network rebuilt.
- Provision of a total of \$68 million in natural disaster relief to councils.

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Ongoing progress on the Timber Bridge Partnership Program with a total of 113 bridges completed as at 30 June 2010.

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REVIEW OF OPERATIONS

# Asset

**RTA result: The condition and value of the road network meets acceptable standards**

## The road asset

The RTA manages around 18,000km of State roads, as well as nearly 3000km of Regional and local roads in NSW. The RTA is also responsible for more than 5000 bridges and a range of other assets such as traffic signals and tunnels.

The RTA is tasked with maintaining this enormous network to acceptable standards, in the context of an increasing population and increasing number of commuter and freight vehicles using roads.

The network is crucial to communities across NSW – in many ways it is the social and economic lifeblood of the State. This chapter details the work the RTA is doing to maintain the system, and shows what performance levels have been reached in the past year.

NSW is also a major gateway to Australia for goods coming in and leaving our shores. For this reason, the road network's role in assisting freight transport is essential. This chapter details how freight access is being managed across the road network in the face of continuing strong growth in the freight task.

This chapter outlines the RTA's management of the road network to ensure its condition and value meets acceptable standards. It is divided into three main sections:

**Access** – sustainable access for freight.

**Maintenance** – management of roads and infrastructure.

**Challenges and the way forward.**

Chapter cover image: Maintenance works on the Harwood Bridge, located on the Pacific Highway north of Grafton, December 2009. Photo taken by RTA staff member Tim Jarrold.

## Access

### Intelligent Access Program



The Intelligent Access Program (IAP) is a multi-jurisdictional initiative that allows road agencies to use certified satellite-based tracking technology to remotely check whether heavy vehicles are complying with conditions such as load limits and approved access to the road network.

This program has been in operation since 1 July 2006 (although mandatory from 1 July 2009 for all operators that intend to operate at Higher Mass Limits) and is an outstanding example of how state and territory governments, along with the Australian Government, adopted a strategic vision and worked collaboratively on a truly national road transport reform.

Satisfying a key part of the NSW Government's AusLink funding commitments with the Australian Government, the RTA was the first agency in Australia to make immediate use of the IAP and uses the program to monitor the expansion of the HML network.

The IAP experienced significant growth during 2009–10, with five service providers certified by Transport Certification Australia and 507 vehicles being fully enrolled in the program in NSW as at 30 June 2010. This represents an increase of 258 vehicles or 104 per cent growth from 30 June 2009. In addition, a further 71 vehicles were at various stages of enrolment at the end of 2009–10.

The RTA is currently developing policy which supports the mandatory enrolment of specific types of cranes in the program. This would provide improved access arrangements to relevant crane operators and improved compliance assurance for NSW roads.



Truck on the Coolac Bypass, Hume Highway.

### Austroads Freight Program

Austroads programs are managed on a rotational basis between Australian states and territories and New Zealand. Between 1 July 2007 and 30 June 2010, NSW assumed responsibility for management of the Austroads Freight Program and on 1 July 2010 handed over management to Victoria.



The primary objective of the Freight Program is to enable improved road freight operations and to integrate these with other transport modes in the context of rapidly increasing freight demand. The program focuses on the research, development and completion of a number of projects in the following areas:

- The use of technology in data collection.
- Best-practice models and tools for operators and regulators.
- Managing freight growth.
- Improving heavy vehicle access.

The Freight Program is supported by a taskforce, which includes senior staff from both freight and heavy vehicle policy and operational areas of Austroads' member organisations.

The task force work is undertaken in the context of:

- Increasing freight demand.
- Changed federal/state funding arrangements for road and rail infrastructure development and maintenance.
- Changing international standards for freight movement (eg container sizes) and heavy vehicle manufacture.
- A recognised need for better integration of the road and other transport modes.

Significant projects completed in 2009–10 through the Austroads Freight Program included:

- Freight Task – Industry Stakeholder Assessment.
- Feasibility study – Parking and rest opportunities in areas zoned for industrial purposes.
- A report into local government and the future freight task.
- Competency and Capability Matrix for Regulators.

## Performance Based Standards



The nationally agreed Performance Based Standards (PBS) Regulatory Framework for heavy vehicles operating in NSW focuses on how well a heavy vehicle 'performs' on the road, rather than prescriptive dimension and mass limits. A PBS vehicle's performance is assessed against an agreed set of safety and infrastructure protection standards. The PBS approach enables innovation in the transport industry and achieves community benefits such as improved productivity, safer performance and the least possible impact on the road infrastructure.

At 30 June 2010, there were 37 PBS combinations with permits to operate in NSW and 84 vehicle designs approved by the National Transport Commission's (NTC) PBS Review Panel (PRP) under the PBS scheme. RTA played an active role on the PRP, attending all meetings and voting in favour of these combinations. Extensive work has been carried out with sections of industry wishing to operate new higher productivity vehicles. An example of the successful outcome of these discussions are the additional 'Super B' combinations that have commenced operating at Port Botany and the quad axle PBS approved semi-trailer carrying fully loaded containers of export meat from an abattoir to a private rail head in Dubbo.

The road network in NSW is continually being assessed for its capability to carry (and therefore be classified for use by) various PBS vehicles. In principle, routes have been identified for the different categories of PBS vehicles throughout NSW. These now appear on the NTC PBS website.

## Road Freight Advisory Council sub-committees

Two Road Freight Advisory Council (RFAC) sub-committees were established to focus specialist effort on heavy vehicle priorities. These sub-committees enable the RTA and industry to work together to resolve industry related issues.

### Last mile access sub-committee

The RTA and local government are responsible for the operation and management of the State's road pavement, bridge and road corridor infrastructure. The freight task is projected to double in size over the next 20 years and this means increased heavy vehicle movements will be required to deal with this task. The number of movements can be minimised if it is possible to use more productive vehicles that can safely carry more freight.

Individual councils are responsible for determining if Restricted Access Vehicles (those exceeding general access mass limits) are suitable to operate on their roads. The ability to 'optimise' freight productivity is often constrained by council approval required for access to higher productivity Restricted Access Vehicles, usually for the first and last mile (1.6km) of a journey.

In early 2010, the Road Freight Advisory Council established a sub-committee to consider 'Last mile' issues, which includes access for vehicles operating at Higher Mass Limits, 4.6 metre high vehicles and B-Doubles as well as the development of the AB-Triple and B-Triple networks.

### Urban freight issues sub-committee

Curfew issues in urban areas, in particular night-time deliveries, primarily relate to access to off-road sites, for example supermarkets in shopping centres. In this situation, network access is not necessarily the issue which inhibits more efficient industry operations. The issue relates to the planning and consent conditions imposed upon the property owner that affect heavy vehicle access, which has consequences for the optimum use of the road network by requiring freight deliveries to be scheduled during daytime and peak traffic periods.

In early 2010 the Road Freight Advisory Council established a sub-committee to focus on delivery curfews in urban areas and in particular night time access to retail outlets. Managing this issue requires close cooperation and collaboration with local government and the NSW Department of Planning due to the interfaces with planning laws and community noise concerns.



## National heavy vehicle chain of responsibility expansion



Chain of responsibility (CoR) legislation commenced in 2005 following the introduction of the *Road Transport (General) Act 2005*. CoR requires that all parties in the road transport and logistics supply chain have specific obligations under road transport law to prevent offences occurring. These parties include: consignor, consignee, loader, operator, scheduler and prime contractors who must take steps to prevent breaches under road transport law.

To date, strategies have been developed and successfully deployed for mass, dimension and load restraint, fatigue and speeding compliance. Investigations continue into various heavy vehicle industry sectors with the continued focus on education, used before sanctions and enforcement action to achieve compliance. The education process is ongoing and has gathered increased interest, especially with off-road parties in the logistics supply chain. Areas of the legislation that require strengthening have been included for consideration before the introduction of the Road Transport Consolidated Draft. This Bill and other amendments are soon to be considered by parliament. These provisions will enhance CoR legislation ensuring it is workable and allows for the desired outcomes.

## Maintenance

### Road management

The 184,859km NSW road network is a significant public asset, providing access across NSW for commuters, travellers, business and freight.

The road system can be divided into four categories:

- 17,984km of RTA-managed State roads including 4316km of National Network, for which the Australian Government provides a funding contribution, and 147km of privately funded toll roads.
- 2970km of RTA-managed Regional and local roads in the unincorporated area of NSW.
- 18,257km of council-managed Regional roads, which receive significant State grant funds administered by the RTA.
- 145,648km of council-managed local access roads, funded by local ratepayers and Australian Government programs such as the Financial Assistance Grants and the Roads to Recovery Program.

The RTA is also responsible for maintaining and operating:

- 3811 traffic signal sites.
- 7000 street lights.
- 434 traffic intelligent transport systems.
- 5071 bridges, major culverts and 22 tunnels.

- Five automated tidal flow systems.
- 56,000km of longitudinal line markings and other pavement markings.
- Two million reflective raised pavement markers.
- 72,000 guide signs with major structures and 190,000 parking, regulatory and warning signs.
- Nine vehicular ferries.

Other RTA assets associated with the road corridor include road shoulders, verges, drains, rest areas, slopes, retaining walls, noise walls, traffic barriers, signs and smaller culverts.

The RTA faces considerable challenges in managing the maintenance and renewal of the NSW road and bridge infrastructure to ensure it is safe and reliable, both now and into the future. Currently over 40 per cent of road pavements are more than 30 years old (Figure 7) and 82 bridges are over 100 years old (Figure 8). This requires strong risk management, practical planning and robust analysis of the future usage and performance of the road network.

Road users are keen to see roads maintained to provide a smooth journey. A performance indicator in the 2010 State Plan is to improve the quality (smoothness) of urban and rural State roads, so that 93 per cent of roads meet the national standard by 2016. During 2009–10 the road smoothness over the State network increased by 0.1 per cent.

The Auditor-General's 2006 performance audit, *Condition of State Roads* recognised that: "The RTA has done well to recognise the importance of measuring structural condition and progressively improve its methods to do so". The report made 14 recommendations for improvements. The RTA has initiated 12 projects to address the recommendations with 10 specific deliverables and two which are ongoing. The RTA has effectively completed seven of the specific recommendations and is well advanced to achieve other improvements. During 2009–10 specific achievements included:

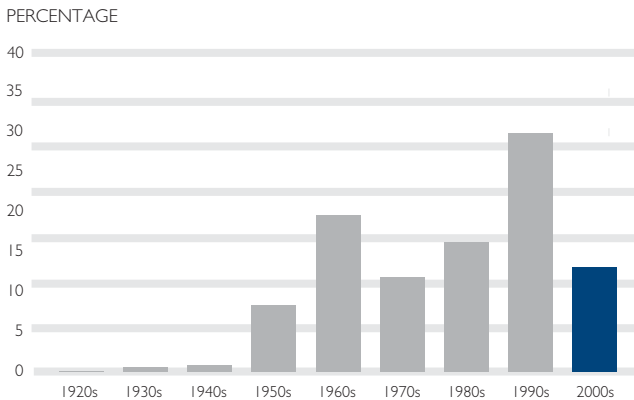
- Updating work selection guidelines (to improve regional consistency).
- Completing a pavement condition model to predict structural performance in roads. Network-wide strength testing has been undertaken and has been supplemented in 2009–10 by 10,000km of strength testing using the Danish Traffic Speed Deflectometer (TSD). Further details about the TSD are provided later in this section.
- Commencing development of the corporate pavement management system (PMS) to improve analysis of road pavement needs and management of road pavement maintenance programs. Further details about the PMS are provided later in this section.
- Developing a methodology to predict the future condition of bridges.
- Analysing community costs and benefits associated with alternative approaches to road closures to undertake maintenance works.



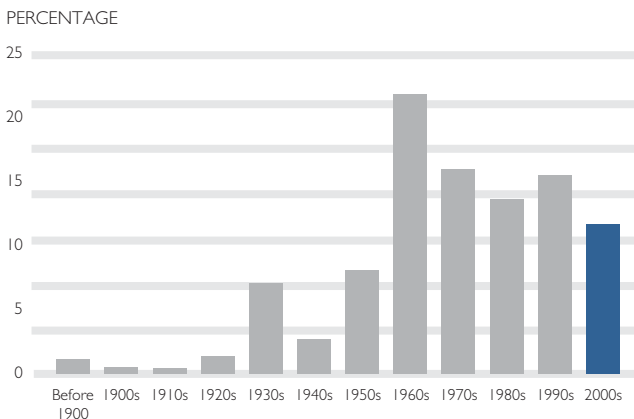


The outcomes of the projects resulting from the Auditor-General's report will improve the RTA's capability to assess overall funding needs and distribute funds more effectively across the road network. The projects will also ensure consistent strategies are used across NSW and help the RTA to set appropriate condition targets and strategies for achieving the targets.

**FIGURE 7. DISTRIBUTION OF CONSTRUCTION PERIOD FOR ALL STATE ROADS (INCLUDING NATIONAL NETWORK) AS AT 30 JUNE 2010**



**FIGURE 8. DISTRIBUTION OF CONSTRUCTION PERIOD FOR ALL BRIDGE SIZE STRUCTURES**



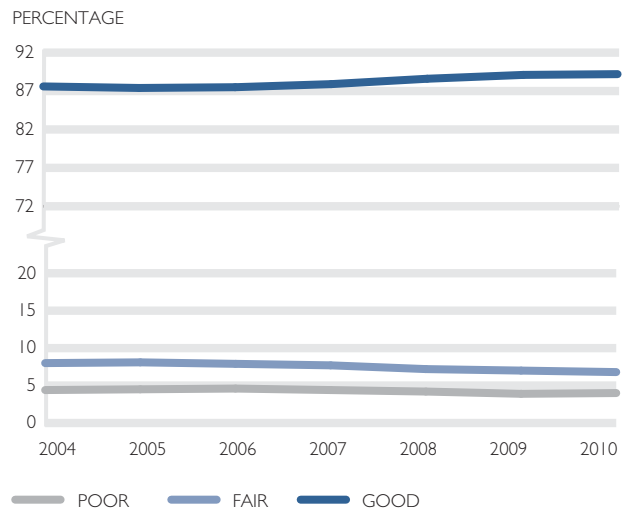
## Infrastructure condition

The RTA has historically used the following performance indicators to demonstrate the condition of the infrastructure it manages:

- Ride quality:** This is a measure of the longitudinal profile and undulations of the road surface and is measured using vehicle-mounted laser technology. Smoother roads are more comfortable to drive and ride on and reduce the heavy vehicle dynamic loads that result in increased road damage. Smoother roads also cause less damage to vehicles and save fuel. The indicator is reported in terms of the percentage of travel on roads with 'good', 'fair' or 'poor' smoothness. The percentage of travel on roads with 'good' smoothness is a State Plan indicator with a target of 93 per cent smooth travel by 2016.

- Pavement durability:** This is a measure of the amount of surface cracking on the road. Cracks let water in, which can cause softening of the underlying road pavement leading the road to deteriorate prematurely. The road surface plays an important role in providing both a safe running surface for traffic and a waterproofing layer to protect the underlying pavement from moisture. Cracking is measured at highway speed by automated technology using the RTA's road-crack vehicle.

**FIGURE 9. RIDE QUALITY ON STATE ROADS**



The overall ride quality on State roads has remained stable compared to 2008–09 and has not shown the overall improvement trend from recent years (Figure 9).

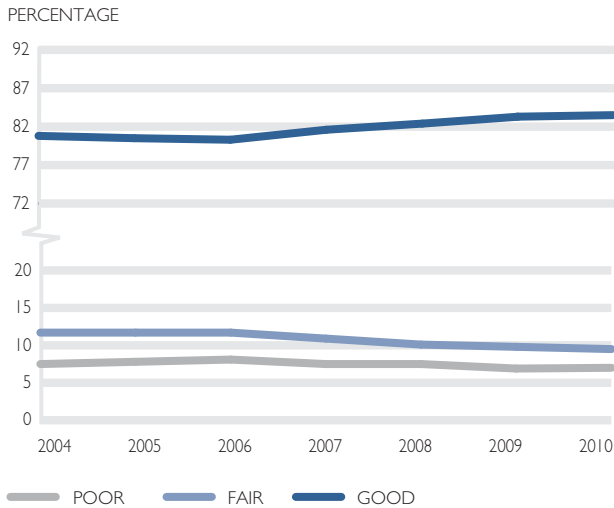
During 2009–10 the RTA carried out significant works on the State road network that contributed to improving the smoothness of roads. This included:

- Delivery of 284km of new carriageway.
- Rebuilding or upgrading of 223km of carriageway (1.37 per cent of the road network).
- 180km of asphalt resurfacing (4.22 per cent of the asphalt network).

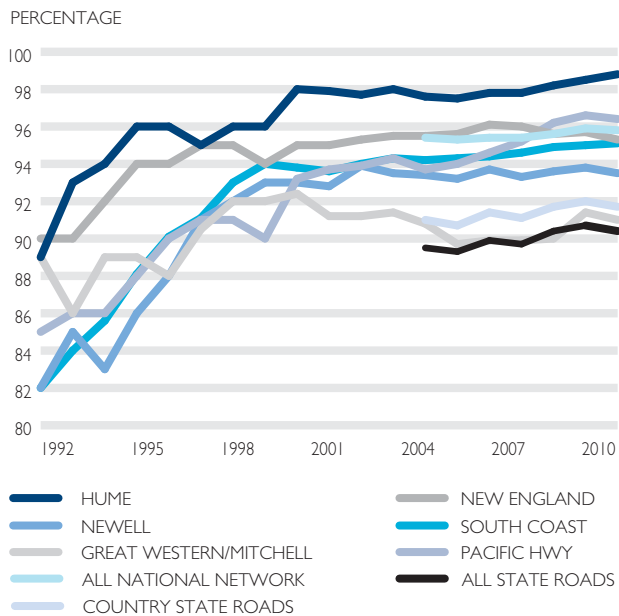
On Sydney roads there has continued to be a gradual improvement in the amount of travel on 'good' roads (Figure 10). This has been assisted by the increased level of resurfacing achieved across the Sydney network. When looking at the actual roughness of various road corridors (Figure 11) the Hume and South Coast networks have shown an improvement whilst other corridors in the north and west of the State have generally shown a slight increase in roughness since last year. This correlates with higher than average rainfall in these areas over the past two years. The presence of water can greatly accelerate the deterioration of roads especially natural gravel materials.



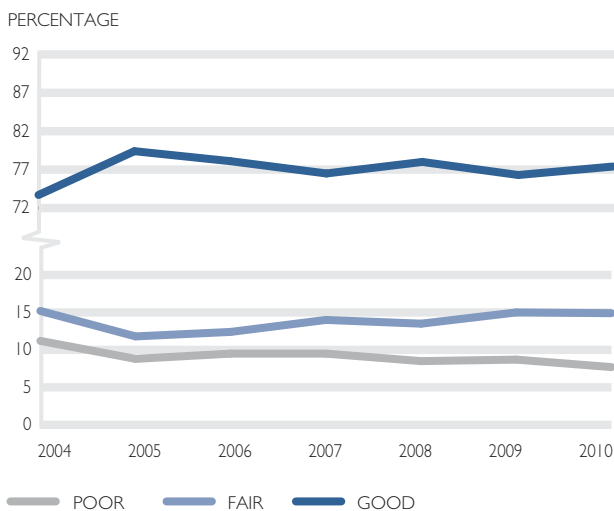
**FIGURE 10. RIDE QUALITY ON SYDNEY STATE ROADS**



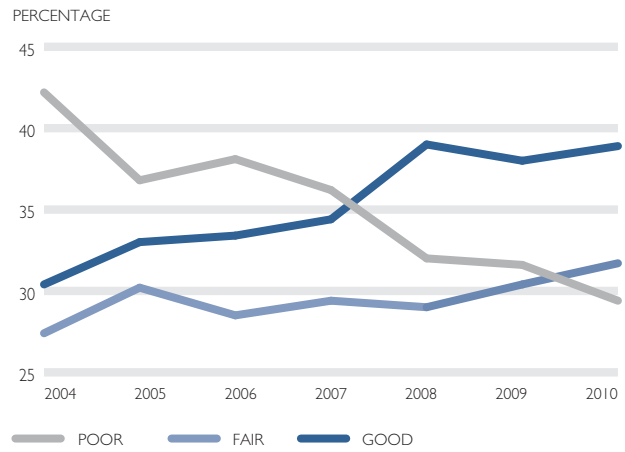
**FIGURE 11. ROAD SURFACE ROUGHNESS PER CENT GOOD ON SELECTED STATE ROADS**



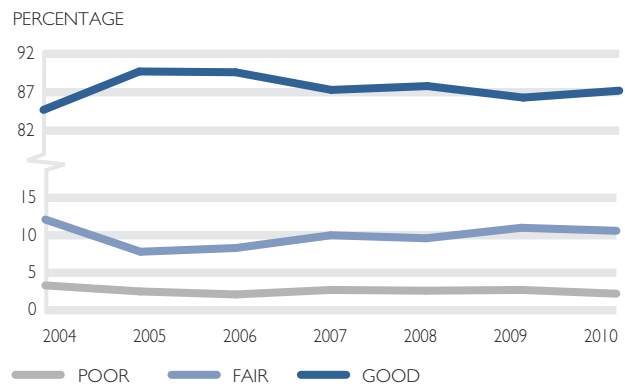
**FIGURE 12. PAVEMENT DURABILITY – ALL STATE ROADS**



**FIGURE 13. PAVEMENT DURABILITY – URBAN STATE ROADS**



**FIGURE 14. PAVEMENT DURABILITY – RURAL STATE ROADS**



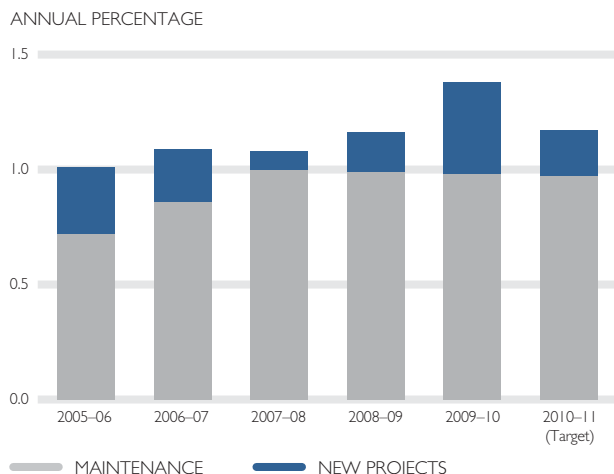
Pavement durability on the rural network has remained relatively stable over the last six years with extent of poor rated road cracking remaining at very low levels. Greater attention is required to minimise cracking on rural roads as rural pavements are more susceptible to variations in moisture. The RTA has minimised the potential adverse affects of increased rainfall by implementing a road pavement preservation strategy that focuses on:

- Rehabilitating roadside drainage.
- Maintaining the waterproof protective seal.
- Widening roads so that water runs further away from the road, thereby reducing soakage.
- Improving the surface of the road so water sheds off it.

Urban roads in general display a higher level of cracking than rural roads but tend to be more resilient as they are made of manufactured materials like asphalt. The RTA has recently increased its funding and focus on urban roads and has achieved a significant improvement in road condition, with the level of poor cracking dropping from a high of 42.2 per cent in 2004 to a low of 29.4 per cent in the current year.

As road pavements continually deteriorate over time, the RTA must eventually rebuild roads to ensure that the road network is sustainable and to restore pavement conditions to acceptable standards. The RTA mainly rebuilds existing road pavements through its maintenance program but new road carriageways also contribute to this aim.

**FIGURE 15. REBUILDING OF ROAD PAVEMENTS**



The contribution of rebuilding activity from new works is dependent on the nature of projects undertaken in any year, and whether they involve rebuilding existing pavement, or provision of new infrastructure. The contribution from new works tends to fluctuate from year to year. In 2009–10 the contribution to rebuilding from new infrastructure works was very high. As a consequence of this and the increased maintenance funding directed to rebuilding activities since 2007–08, the RTA exceeded its 2009–10 target and achieved the highest rate of road rebuilding since 2001.

## Maintenance programs

The Infrastructure Asset Management Program establishes priorities for maintenance work and replacement activities on a risk basis to support ongoing safe and reliable travel on NSW roads. Roads constitute one of the largest public assets managed by government. Carefully planned maintenance programs are required to protect the original investment in these assets to ensure their service into the future. Affordable service levels are prioritised across the various components of the road infrastructure and programs are developed in line with corporate maintenance program guidelines. Routine maintenance work is delivered through a mixture of external council contracts and in-house providers. Maintenance specifications set consistent minimum levels of service and specify requirements for identifying and rectifying defects, procedures and management systems for worker safety, traffic control and safety, environmental protection and work quality.

Achievements during 2009–10 included delivery of the \$1.105 billion Infrastructure Maintenance Program which represented an increase of \$16 million compared to 2008–09. Significant program outcomes included:

- Completion of 24 major bridge repairs and 11 bridge replacements.
- 1.90 million m<sup>2</sup> of asphalt surface replaced (4.22 per cent of the asphalt network).
- 13.93 million m<sup>2</sup> of bitumen surface resealed (11.22 per cent of the sealed network).
- 1.65 million m<sup>2</sup> of road pavement rebuilt and/or widened (0.89 per cent of the total network).

## Traffic Facilities Maintenance Program

The RTA delivered a \$109 million Traffic Facilities Maintenance Program, in addition to the Infrastructure Asset Management Program. Significant program outcomes included:

- \$4.9 million for upgrade of ageing traffic assets.
- Repainting of 16,794km of longitudinal line marking in rural areas using water-borne paint.
- Maintenance of 3811 sets of traffic signals.
- \$20 million for traffic block grants provided to local council.
- \$15.5 million to local council to support the provision of adequate lighting on important traffic routes.



Maintenance works on traffic signals.

## Asset Renewal Program

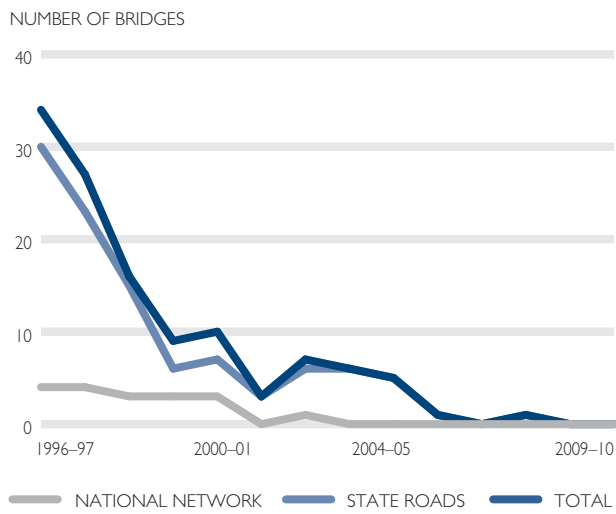
Since 2001, all of the funds from a series of increased RTA charges have been directed into maintenance of the RTA's State roads and bridges. The majority has been spent on rural roads and, in 2009–10, this expenditure was \$81.67 million.

Major works recently completed under the Asset Renewal Program include the reconstruction of:

- John Renshaw Drive at Black Hill.
- Waterfall Way at Marx Hill.
- Newell Highway north of Gilgandra.
- Newell Highway at Mungle Creek north of Moree.
- Mid Western Highway east of Cowra.
- Refurbishment of Harwood Bridge on the Pacific Highway.
- Widening of the Castlereagh Highway near Gulgong.
- Widening of the Silver City Highway at Coombah.



**FIGURE 16.** NUMBER OF BRIDGES ON STATE ROADS AND NATIONAL ROADS WITH CONSTRAINTS ON USERS, 1996–2010



In 2009–10, no bridges on State roads were ‘constrained’. A bridge is constrained if it is closed to traffic completely or a temporary lane, load or speed restriction is imposed on travel. Bridges constrained for planned maintenance or traffic incidents are excluded from these figures. Constraints in previous years have included bridges:

- With load or speed limits.
- Which were closed or washed away.
- With a temporary support system in place.

### Slope stability

During 2009–10 a total of 35 slopes were remediated at a cost of \$13.5 million. The RTA’s risk management approach identified the key slopes to be remediated. Unfortunately some very heavy rainfall across NSW led to additional slope stability problems. This was particularly evident in the northern region where extreme rainfall caused the partial closure of the Oxley Highway west of Wauchope. At the same time, in the Sydney region, slope stability problems were experienced on Galston Gorge Road and Hawkesbury Road.

### Culverts

During 2009–10, the RTA further improved management processes for culverts. A culvert management framework policy was adopted in September 2009. In accordance with this policy a Culvert Management Committee was established to provide advice on the management of culverts.

By 30 June 2010, around 45,000 of an estimated 60,000 culverts had been inspected by accredited inspectors with data collected on the physical dimensions and condition of each culvert.

A guideline and training package to enable staff to conduct culvert risk assessments has been prepared. A pilot training course was trialled with formal training to commence in July. To facilitate the process, a user-friendly software risk assessment application has been developed and made widely available.

A total of \$16 million was spent on the rehabilitation of culverts and drains to extend their life and to ensure they were functional. The RTA took advantage of some innovative techniques and products which are available for repairing and re-lining culverts.

### Pavement Management System



In 2009–10, the RTA commenced implementation of a new Pavement Management System (PMS) to support decision-making. With a new PMS, the RTA will be better placed to direct limited budget resources for sustained performance, to raise confidence levels in decision-making, to validate investment decisions, and to support funding submissions. The RTA-PMS will involve improved business processes complemented by new decision support software tailored to assist policy, strategy, and the development of the pavement program across the NSW road network. The RTA has purchased software from Deighton Associates (Canada) as its decision support tool.

Good pavement management stems from blending engineering judgement and local knowledge with sound asset management principles. The RTA-PMS and associated business processes will support the principles of good asset management, namely:

- Clearly linking policy goals and decisions at all levels.
- Creating connection between investment decisions and expected results.
- Creating linkage between project selection and program level impacts.
- Taking a long-term view and minimising cost over the life of an asset.
- Improving quality of data that supports decision-making.
- Exposing performance that feeds back into the decision making processes.
- Ensuring clear accountabilities for performance improvement.

Further, the RTA-PMS will allow the RTA to model the long-term effect of funding scenarios and external influences such as climate change and changes in traffic loading on pavement performance.

### Estimating ‘structural remaining life’ of roads



Estimating how long road pavements are going to last is a critical factor in determining maintenance programs. Australian road authorities generally do not have a sufficiently robust capability to forecast the long-term future structural condition of road pavements. In accordance with best practice elsewhere, the RTA has used surrogate indicators such as pavement age, road smoothness and road surface cracking. However, these methods do not reflect the structural remaining life very well. The only way to determine the remaining life is to measure the deflection of the road under a load, similar to that experienced when a heavy truck passes over the road. The RTA has recently developed sophisticated models that provide greater insight into the structural adequacy of the road network based on

extensive laboratory testing and field testing. The methodology for this model was delivered by ARRB in 2009–10. The benefits of an improved understanding of the remaining life of structures include:

- A more accurate assessment of the sustainable level of road replacement needed.
- Better alignment of resources and outcomes.
- Ability to develop models that provide confidence that long-term road condition targets can be achieved.
- Value for money – better information for identifying the best repair; optimal timing and location of repairs.
- Minimisation of the overall cost of maintaining roads at appropriate condition levels over the long-term.

## Measuring the strength of roads

In October 2009, the RTA and the Danish Road Directorate established an agreement to use new vehicle based technology to assess the condition of roads on the NSW road network. This vehicle is known as the Traffic Speed Deflectometer (TSD). The RTA has collected and applied deflection data for use in pavement assessment and pavement design procedures for many years. Earlier methods for measuring pavement strength are costly and can cause disruption to road users as the test equipment must be operated while stationary or at very low speeds. The TSD has the major advantage of being operated at traffic speed. The recently completed trial has demonstrated that readings from the equipment are reliable and repeatable. The RTA is currently analysing the data collected by testing about 10,000km of State roads so as to form a better understanding of the structural adequacy of its road pavements. These outputs will be incorporated into the new Pavement Management System.



The 10,000km trial of the Danish Traffic Speed Deflectometer was successfully completed in June 2010.



The Danish Traffic Speed Deflectometer.

## Bridge modelling

The RTA and the University of Technology, Sydney have developed a model for predicting the future condition of bridges based on currently available bridge inspection data. The software developed could analyse historical data and predict deterioration of bridge elements. Based on element deterioration, it is possible to predict the future condition of bridges or groups of bridges selected on a particular route, region, design era, material type or structure type etc. This software will be validated in 2010–11 to assess the reliability of predictions for the software to be a useful tool for bridge asset management in the RTA.

## Sydney Harbour Bridge Strategy

The RTA has been developing a long-term maintenance strategy for the Sydney Harbour Bridge (SHB). Once completed it will guide the RTA on:

- Maintenance, rehabilitation and replacement of bridge elements.
- Maintenance logistics and access arrangements.
- Long-term funding and delivery of maintenance.

As part of the development of long-term maintenance strategy for the SHB, the following work has already been completed:

- Review of national and international bridge maintenance practices of similar structures.
- SHB information system and 3D model.
- SHB inspection and condition rating procedure.
- Condition rating of representative sample of the SHB elements.

## Sydney Harbour Bridge

The Bridgeworks Alliance (BWA) is an alliance between the RTA, Baulderstone, Freyssinet Australia and Aurecon. It was formed to deliver strengthening and upgrade works on the bridge to significantly extend its lifespan. After a period of intensive design development, trials, and rigorous personnel training, BWA commenced construction in early 2008. The project was substantially completed early 2010 and was almost finalised by mid 2010. It delivered a final scope that includes:

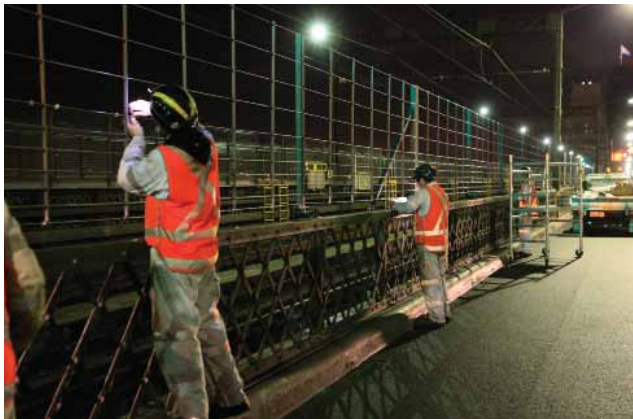
- Temporary arch access systems to facilitate strengthening.
- New main span under-deck access gantries.
- Upgraded access gantry support rails.
- Strengthened arch structure.
- New fire protection and deck drainage systems and improved expansion joints.
- Refurbishment of existing access gantries.
- Erection of a 1.4km fence extension separating the road and rail corridors.



The upgrade works were unique and technically demanding, and required exacting tolerances on a scale never previously undertaken in Australia. In response to these significant challenges, the BWA developed ground-breaking solutions. The project included a truly integrated team, a unique approach to safety, an uncompromising approach to quality commensurate with a Heritage Listed global icon. Innovative solutions were developed and implemented in an extremely constrained environment. This included an arch access system that allowed construction of the work with no unplanned delays to stakeholders and the installation of two Olympic swimming-pool-sized underdeck gantries to allow construction access to meet the challenging construction program.

A unique risk profile existed on the Sydney Harbour Bridge upgrade project as a result of both the critical nature of its location and the highly technical construction works. Much of the work was undertaken at height, requiring substantial items of steelwork to be installed directly over road, rail and harbour traffic, with the potential for dropped objects having catastrophic consequences, far beyond the norm. Safety was paramount for the project and a zero-harm culture was adopted by the alliance to address this issue.

This project, once complete in early August 2010, will be seen as a success technically, as well as in the way the alliance team were able to manage the many complex needs of the bridge environs in achieving their goal.



Night works on Sydney Harbour Bridge.

## Harwood Bridge

The lift span of the Harwood Bridge underwent a major mechanical and electrical overhaul costing over \$7 million. The lift span towers 43m above the bridge deck and this height presented unique lifting and access challenges. A pair of resident osprey birds also required careful attention to ensure that this protected species was not harmed during the project. The project was completed in May 2010 and was delivered under an alliance with the RTA Road and Fleet Services (RFS), ahead of time and with savings of approximately \$0.75 million.



Overhaul of Harwood Bridge, over the Clarence River.

## Timber truss bridges

The RTA manages 48 timber truss bridges in NSW. Of these 48 bridges, eight are on State roads, 20 are on Regional roads and 20 are on local roads. All of these bridges are of heritage significance with 29 of them listed on the NSW State Heritage Register. In 2009–10 the RTA completed a comprehensive strategic review of these structures to identify the most suitable representative set of timber truss bridges for long-term conservation that can meet the evolving operational needs of the road network. A detailed submission has been presented to the Heritage Branch of the NSW Department of Planning seeking the approval of the Heritage Council.



## Funding assistance to local councils

The RTA offers full or partial funding to councils under a range of programs. The total funds disbursed in 2009–10 amounted to \$261 million, with \$174.7 million of this being grants for improving their urban and rural roads. Some of these specific programs are detailed below.

### Timber Bridge Partnership

On 28 October 2006 the Premier announced that the NSW Government would invest \$60 million in a three year Timber Bridge Partnership for councils to upgrade their timber bridges on Regional roads, with funding provided on a 50:50 matching basis. The program has been extended to June 2011.





Under the program, 171 of the 285 timber bridges on Regional roads in October 2006 have been approved for funding. During the year, councils requested that eight bridges previously approved be withdrawn from the program, while two bridges were added. A further 17 bridges have been replaced under other programs.

Expenditure during 2009–10 was \$17.9 million, with 57 bridges completed and opened to traffic, bringing the number of bridges upgraded under the partnership to 113, as at 30 June 2010.

### Regional Road Block Grant and REPAIR Programs

The RTA provides ongoing funding assistance to councils for Regional roads by way of the Regional Roads Block Grant and Repair and Improvement of Roads (REPAIR) Programs.

The Block Grant Program provides every council with an entitlement grant which councils use on their Regional roads, according to council priorities. Councils may also apply for additional assistance for project grants on a 50:50 funding basis for major rehabilitation and development works on Regional roads. In 2009–10 the RTA provided Block Grants of \$130.8 million and REPAIR Program allocations of \$26.5 million.

### Natural disaster repairs

Disasters cause severe and widespread hardship. The NSW Government funds repairs to RTA-managed State roads damaged by declared natural disasters and provides significant financial assistance to local councils to bring their roads and bridges back to their pre-disaster condition.

There were a significant number of natural disaster events throughout NSW during 2009–10, particularly on the North Coast, where some communities were impacted by up to five separate disaster events.

During the year, the RTA managed \$80.5 million of NSW Government funds to repair damage arising from declared storms and floods. Each claim required careful assessment to ensure compliance with the RTA's Natural Disaster Guidelines established with local government, as well as compliance with the Australian Government's Natural Disaster Relief and Recovery Arrangements. Major areas of expenditure during the year included:

- Impacts from the June 2007 Hunter Central Coast flooding – \$2.1 million.
- Impacts from the May 2009 North Coast flooding – \$35.2 million.
- Other North Coast storms and floods – \$9.5 million.
- February 2010 Far West flooding – \$6.8 million.
- March 2010 Riverina flooding – \$5.0 million.

The extensive nature of many of these events means that restoration works will continue into 2010–11 and, in some cases, later years.



The north coast of NSW experienced extensive flooding in May 2009 resulting in maintenance work during the 2009–10 financial year.

### Other funding assistance

The RTA provides significant funding assistance to councils across a range of other smaller but important programs. In 2009–10 the RTA provided more than \$30.2 million for programs covering: installation and maintenance of traffic management devices such as lines and markings; subsidies towards the cost of providing high standard lighting on key traffic routes; council employment of road safety officers; council operation of programs to check heavy vehicle weights of loads; measures to address road safety black spots on council roads and provision for pedestrian amenity and safety facilities; contributions towards the maintenance of public bus routes, and provision of bicycle paths.

### NSW Road Classification Review

Reclassification of a number of roads commenced from 1 July 2009. This followed a State-wide review of road classifications to reflect changes in road function and importance due to changes in land use, economic activity patterns, population distribution and construction of new roads.

More than 1100km of roads affecting 75 councils have been reclassified.

The NSW Government is providing an additional \$10.5 million over three years in Regional road funding to support the reclassifications, including the provision of transitional funding adjustments.

The classification of roads as State, Regional or local is a key element in the allocation of road jurisdiction and funding between the State and local governments. Periodic reviews of classification are necessary to support effective allocation of available resources to the State and Regional routes of greatest significance to the economic and social travels needs of NSW inhabitants.



# Challenges and the way forward

## Access

There are a number of challenges facing NSW in providing access to the varied requirements of the freight transport industry. The RTA will meet these challenges by:

- Addressing increasing freight volumes using NSW roads.
- Managing diverse and multiple needs of different industry groups utilising different vehicle combinations.
- Working with local government to ensure complete access across routes.
- Maintaining the safety and sustainability of the road network.
- Increasing driver safety and compliant road use through mobile speed and point-to-point camera programs.
- Participating in a new Road Freight Advisory Council sub-committee in 2010–11 to consider strategies to reduce incidents involving over height heavy vehicles.

## Maintenance

The future challenges facing the RTA in managing the NSW road network need to be considered within the context of population growth, economic prosperity and environmental sustainability. The priorities of the NSW State Plan and the findings within the NSW Auditor-General's report on the 'Condition of State Roads', are significant influences on RTA performance in this area.

To meet these challenges the RTA will:

- Continue to assess the maintenance and operational risks to critical road infrastructure and road systems.
- Continue to divert funds, where possible, to critical maintenance activities.
- Continue to strengthen older RTA bridges and to facilitate wider use of higher productivity vehicles across the network, where possible.
- Improve capability to model the impacts of increasing freight movements on the road network.
- Continue to consult with local government, internal providers and industry on infrastructure planning and freight access.
- Continue to implement the recommendations of the NSW Auditor-General's report.
- Continue to seek improvements in technology supporting road maintenance assessment and maintenance treatments.

- Continue to seek to increase the level of asphalt resurfacing and pavement rebuilding within available funding.
- Continue to review the RTA's 10 year Strategic Asset Maintenance Plan.
- Implement consistent service and technical standards.
- Continue the development of a comprehensive pavement management system to enhance decision making.
- Enhance the project delivery of maintenance and minor work through the alliance model with internal providers and road maintenance contracts with local councils.
- Seek opportunities for increased efficiencies in maintenance delivery.
- Continue to influence project development processes to deliver new infrastructures or systems that are robust and reliable to ensure long-term operation and minimum maintenance.
- Engage with road users to assist in determining maintenance priorities.
- Maintain and improve condition of regional networks with an expanding asset base with funding constraints.
- Manage risks associated with ageing operating systems on major bridge and tunnel infrastructure and sourcing technical skills to address these risks.

Another major challenge for the RTA is the sustainable rebuilding of assets to ensure they continue to be serviceable. As a response to this, the RTA seeks to apply leading research and the latest technology to improve the RTA's capability to more accurately forecast the structural condition of road pavements and to get the longest life out of maintenance treatments. Further description of this work is presented in Appendix 21.

## Benchmarking

Benchmarking is undertaken to compare the performance of road maintenance activities carried out by various council providers and the RTA's internal maintenance workforce. Problems continued to be experienced in 2009–10 in producing timely and meaningful benchmarking data on maintenance activities across the State.

New systems will commence later in 2009–10 and a new benchmarking framework will be reassessed in early 2010–11, with new reports expected to be available from September 2010.



# NSW Centre for Road Safety

The NSW Centre for Road Safety (CRS) is the peak body responsible for road safety in NSW. The Centre's goal is to reduce the number and cost of road fatalities and key injuries to the community by providing Road Safety to a wide and key audience for decision-making across government and the road-using public. The Centre works to develop and coordinate the State-wide road safety strategy, programs and campaigns.

The Centre's role is supported by the NSW's Safe System Framework approach to road safety, its four pillars are:

- Safer People Behaviour
- Safer Vehicles
- Safer Roads
- Safer Users

The Centre also develops and promotes policies and effective working relationships with other state, federal and local government agencies and community organisations, particularly NSW Police, Motor Accident Authority, NRSWA, local councils and the education sector in support of the State's road safety strategy plan.

The Centre is committed to being the world-leading centre for road safety research, innovation, policy and strategy through the support of expert knowledge within the Centre and the creation of top-level partnerships with relevant partners.

A key aim for the Centre is to directly contribute to the highest NSW roads reputation.



## REVIEW OF OPERATIONS

# Safety

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### Key achievements in 2009–10

Initial implementation of a five year, \$170 million Road Toll Response Package and outsourced Mobile Speed Camera Program.

Commenced implementation of new 200 digital safety cameras and 20 point-to-point heavy vehicle speed enforcement lengths.

A program to improve school zone visibility including the installation of flashing lights at 100 school zone sites and dragon's teeth pavement markings at over 1300 schools.

Introduction of a Demerit Point Scheme for learner licence holders to encourage safe and responsible driving. The scheme extends the zero-tolerance approach and automatic suspension applying to speeding by P1 drivers to include learner drivers.

Implementation of new child restraint laws from 1 March 2010.

Commencement of the Helmet Evaluation Program, an annual assessment of new model motorcycle helmets.



# Safety

**RTA result: The safety of the road environment, vehicles and road user behaviour is maximised**

## The RTA and road safety

In the 2008 calendar year, NSW experienced its lowest number of fatalities since 1944 (374 fatalities). However, the road toll for 2009 increased to 453. This result represented an increase of 21 per cent over the previous year, but was the first annual increase since 2002.

Furthermore, this increased road toll level persisted for the first half of 2010. During the first six months of 2010, provisional data indicated that there were 225 fatalities on NSW roads, the same number as for the corresponding period in 2009.

The RTA is implementing a 'Safe system partnership' approach to road safety, used effectively in Europe. This approach recognises that human error is inevitable and requires vehicles, roads and roadside environments that are forgiving of road user error.

Road safety is a key priority for the RTA and it is being 'mainstreamed' throughout the organisation. Under this approach, all managers are accountable for road safety outcomes relevant to their area of responsibility. Road safety performance indicators and road safety impact statements guide investment decisions. Road safety impact statements are completed for all work programs to ensure programs and projects meet desired road safety outcomes. The Executive Road Safety Management Committee oversees a coordinated approach to road safety.

This chapter outlines the RTA's management of safety issues in the road transport system over the past year. It is divided into six main sections:

**Fatalities** – data, trends and key factors.

**NSW Centre for Road Safety** – improving road safety.

**Safer roads** – better safety of roads.

**Safer vehicles** – better safety features in vehicles.

**Safer road users** – better safety for road users.

**Challenges and the way forward.**

Chapter cover image: The NSW Centre for Road Safety display at the 2009 Australasian Road Safety Research, Policing and Education Conference. Photographer Geordie McRae.

## Fatalities

There were 453 fatalities on NSW roads in 2009 – a 21 per cent increase from 2008 when 374 people died on our roads. The 2009 result was still the third lowest annual NSW road toll since 1945, when the population was less than half that of 2009.

The NSW fatality rate per 100,000 population in 2009 was 6.3, up from 5.3 in 2008, but still the third lowest figure since records began in 1908. This figure compares favourably with the rate for the whole of Australia, which was 6.8 fatalities per 100,000 population in 2009. International comparisons show NSW ahead of other Organisation for Economic Cooperation and Development countries such as France (6.9 fatalities per 100,000 population), New Zealand (8.6), Italy (8.7) and the United States (12.3), but still behind the leaders the Netherlands (4.1), the United Kingdom (4.3) and Sweden (4.3).

The revised NSW State Plan states, as its primary road safety target: "We will reduce road fatalities to 4.9 per 100,000 population by 2016." The 2009 result (6.3 fatalities per 100,000 population) lies slightly below the target line to achieve the target for 2016. The original NSW State Plan road safety target of less than 0.7 fatalities per 100 million vehicle kilometres was achieved in 2008 (0.57 fatalities per 100 million vehicle kilometres). The RTA travel estimates, based on extrapolated Australian Bureau of Statistics travel data, indicate that the fatality rate per 100 million vehicle kilometres in NSW in 2009 was 0.67.

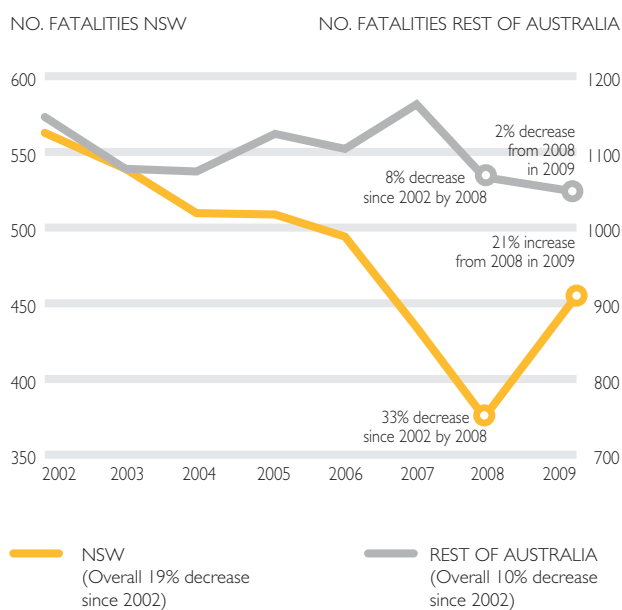
## Factors in crashes

Analysis of fatal crashes for the calendar year ending 31 December 2009 revealed that:

- Speeding was a factor in around 46 per cent of fatalities.
- At least 21 per cent of fatalities were the result of a crash involving a driver or rider with a blood alcohol level above the legal limit.
- At least 21 per cent of people killed in motor vehicles were not wearing available restraints.
- Driver fatigue contributed to about 17 per cent of fatalities.
- At least nine per cent of motorcyclists killed were not wearing helmets. Motorcyclists accounted for 15 per cent of fatalities.



**FIGURE 17: TRENDS IN ROAD FATALITIES**  
NSW VS REST OF AUSTRALIA 2002–09



## NSW Centre for Road Safety

The NSW Centre for Road Safety is working to become a world-class road safety centre for policy development, high-level research, advice and delivery of behavioural change strategies. The Centre is overseeing the 'mainstreaming' of road safety into all RTA programs and developing plans to continue to improve road safety.

The Centre consists of four specialist areas – safer vehicles, safer people, safer roads and road safety technology. Each of these 'four pillars' of road safety represents a key component of the RTA 'Safe system partnership' (SSP) approach to road safety. This approach is based on the premise that the road, vehicles and the road environment must be designed and maintained with the recognition that motorists *do make mistakes*. It challenges road designers, vehicle manufacturers, network development, management decision-makers and vehicle regulation managers to achieve a balance in the key factors on the road network. This requires the following:

- Designing, constructing, maintaining and regulating a road system so that the impact and forces on the human body generated by crashes are less than those resulting in fatality or chronic debilitating injury.
- Designing, constructing and improving roads and roadsides to reduce the risk of crashes.
- Regulating or encouraging the development and adoption of high quality active and passive safety systems in vehicles.
- Speed management.
- Educating road users and encouraging them to obey the road rules.

- Using enforcement and penalties to deter road users from breaking the rules.
- Ensuring a program of targeted research to strengthen our knowledge and understanding of the interactions between different components of the safe system and the most cost-effective interventions for identified situations.
- Promoting shifts in community attitudes and behaviours relating to a number of factors, including speeding and impaired driving.
- Providing a Graduated Licensing Scheme that promotes safety and competence, NSW drivers progress through a three phase licensing stage and four tests (computer based and on-road), with driving restrictions being reduced as more on-road experience is gained.

The RTA policy, *Mainstreaming road safety across the RTA*, acknowledges the RTA's SSP approach by requiring RTA business areas to contribute to, and be accountable for, improved road safety outcomes. Another key element of this approach is the emphasis on partnerships with road-user and partner organisations (such as the NSW Police Force and Motor Accidents Authority).

The Centre provides strategic leadership to external partner organisations, the NSW community and internal RTA business areas to influence road-safety outcomes.

Highway safety reviews provide a clear example of the application of the safe systems approach. Reviews of the Pacific, Princes and Newell highways identified minor safety works and enforcement measures which have reduced fatalities on these highways. Following a safety review, \$30 million of safety works and initiatives are being delivered on the Newell Highway over the next three years. The first year of safety works was delivered in 2009–10.

## Road Safety Roundtable

As a result of the deeply concerning increase in the NSW road toll in 2009, the then Minister for Roads (the Hon. Michael Daley, MP) and the Minister for Police (the Hon. Tony Kelly, MLC) convened the NSW Road Safety Roundtable on 9 July 2009. The Roundtable was established to seek input from key experts in the field of road safety to examine current trends and issues and to develop practical strategies. These experts represented government, non-government organisations and community stakeholders.

The key strategies identified at the Roundtable include:

- Investigate new ways to use camera technology (including mobile speed cameras).
- Review penalties for repeat offenders.
- Roll out safety measures for pedestrians such as pedestrian fencing and 40km/h pedestrian zones where appropriate.

The NSW Government released the outcomes of the Roundtable on 2 September 2009. The RTA and the NSW Police Force are working together to progressively deliver the strategies and actions arising from the Roundtable.



## Road Toll Response Package

On March 29, 2010 the NSW Government announced a \$170 million road safety package and the re-introduction of mobile speed camera enforcement.

The RTA developed the Road Toll Response Package in response to the growing road toll and a significant increase in speed-related crashes, and to support the NSW State Plan objective to improve road safety and reduce fatalities (target of 4.9 per 100,000 population by 2016). The Package incorporates key actions from the Road Safety Roundtable (July 2009) and includes many of the successful initiatives being implemented by Victoria, South Australia, ACT and Queensland.

This Road Toll Response Package includes the following:

- Mobile speed cameras re-introduced from 19 July 2010 across NSW. Mobile speed camera locations and guidelines are determined by the NSW Centre for Road Safety in consultation with the NSW Police Force and NRMA Motoring and Services. Six cameras will be operating initially from 19 July 2010 and this will increase to 12,200 hours per month by July 2011. The mobile speed camera operations are outsourced to a private contractor working from marked cars parked by the side of the road and play an important part in the RTA's ability to reduce speeding related incidents.
- Activation of speed enforcement on all 200 safety camera locations.
- Increase in speeding fines by five per cent from 1 July 2010.
- Repeat offender strategy – commencing with issue of a warning letter at 6 demerit points and targeted communication.
- Allocation of additional \$5 million per annum for road safety marketing (includes mobile speed camera awareness campaign) for two years.
- Allocation of \$10 million per annum (for five years) for highway reviews of six State highways (Great Western, Mid Western, Mitchell, Oxley, Sturt and New England highways) with implementation of a tailored package of safety works.
- Allocation of \$10 million per annum (for five years) for wire rope barriers, audio tactile lines and road widening to prevent crashes including head-on and run-off road on curve crashes and/or reduce the severity of injury from a crash.
- Allocation of \$9 million per annum (for five years) for targeted safety works for council-managed roads with a serious crash history.
- Allocation of \$4 million per annum for pedestrian fencing (for three years) to protect pedestrians at intersections and long busy roads.
- Additional (five) chain of responsibility investigators to address heavy vehicle safety issues.
- Investigation of a five star safety accreditation scheme for the heavy vehicle industry to encourage best driving practices and reward companies that foster safe driving practices.

- Allocation of \$5 million to conduct a pilot study of electronic work diaries.
- Investigation of measures to improve safety for vulnerable road users.

## Australasian Road Safety Research, Policing and Education Conference

The NSW Centre for Road Safety hosted the 2009 Australasian Road Safety Research, Policing and Education Conference at Darling Harbour, Sydney, from 11–13 November 2009.

The conference attracted more than 530 delegates including international road safety experts, police, engineers, health representatives, state road agencies, local government representatives, council road safety officers, research academics and government authorities.

The conference provided the Centre with an opportunity to showcase innovation, progress and new directions in road safety. This included different engineering approaches to improving safety on rural roads, strategies to assist young drivers to be safer drivers, options with regard to setting and enforcing speed limits and methods to deliver safe driving messages to the community.

As part of the conference, several important papers were released, including a report on safety assessments of roads and roadsides for Aboriginal communities.

Along with the conference, the Centre also hosted a Regional Road Safety Knowledge and Management Program funded through the World Bank Global Road Safety Facility. The program provided international delegates with the opportunity to present their country's key road safety challenges and achievements in a supportive professional environment.

This program aimed to increase low and middle income nations to manage road safety in their countries, road safety knowledge transfer and promote infrastructure and policy development.

The Centre, through the support of AusAid, was able to fund the participation of 14 delegates from low and middle income countries to attend the 2009 conference along with the Regional Road Safety Management Program.



## Intelligent Speed Adaptation Conference



The NSW Centre for Road Safety hosted the first international Intelligent Speed Adaptation (ISA) Conference on 10 November 2009 at the Sydney Convention Centre.

The conference was highly successful, with over 150 delegates from 10 countries attending the event. Representatives from government, industry and research agencies discussed the latest results from ISA trials conducted in Australia and around the world. The Centre's aim in conducting the conference was to stimulate discussion about the future of ISA and examine some of the challenges faced in moving from research to implementation.



This road safety technology research vehicle was exhibited at the first international conference on ISA, held at Darling Harbour in November 2009.

## Safer roads

### Road condition

The RTA is implementing the 'safe systems' approach as a guide for best road safety practice. The approach focuses on the way different elements of the road system interact with each other to reduce impact on road trauma. As a result, the road network is strategically planned, designed, built, maintained and operated to warn, inform, guide and control the road user in relation to their required actions on the road. Most critically, the system must accept that people will make mistakes and must be designed to minimise the consequences when a road user makes an error.

### Speed zoning guidelines training

Following the release of the new Speed Zoning Guidelines in May 2009, training was successfully conducted across NSW. Training outlined the principles and procedures to be applied in determining appropriate speed limits on NSW roads. In particular, it focused on setting speed limits using the Safe System Principles to manage risk and using the speed zone management system.

The guidelines ensure that speed zoning is made to be more sensitive to the conditions and crash history of the road. The NSW Centre for Road Safety continues to monitor implementation of the guidelines.

### Speed limits

The NSW Centre for Road Safety reviewed speed limits on numerous roads across NSW and made adjustments to better reflect road safety and driving conditions. Examples include the Newell Highway (Victoria to Queensland), Cargo Road (Cargo to Orange), Epping Road (Macquarie Park), Kings Hill Road (Mulgoa), Chain-O-Ponds Road (Mulgoa), New Canterbury Road (Canterbury), Fisher Road (Lynwood Avenue to Pittwater Road, Dee Why), Strongs Road (Shoalhaven), Kangaloon Road (East Kangaloon), Pacific Highway (Merewether to Charlestown) and Ocean View Drive (Central Coast Highway to Terrigal Drive). This has the impact of ensuring that speed zoning is more sensitive to the road conditions.

### Speed Zone Management System

For the first time it is possible to record and map the locations of all speed limit signs and zones in NSW using the newly developed Speed Zone Management System. It captures speed data, provides an asset register, helps facilitate speed reviews and is enabling a trial of an in-car speed zone warning system (ISA). The data from the Speed Zone Management System are also used for travel times for the Safe-T-Cam system which targets speeding heavy vehicles. All speed zones along all NSW roads were mapped into the database by June 2010. Validation of this data will continue into 2010–11.

### Road safety and Aboriginal communities

The RTA led the assessment of road safety issues affecting 66 Aboriginal communities. The assessments were undertaken in close consultation with the communities and local councils. The assessments focus on roads within communities as well as the roads connecting Aboriginal communities with the nearest townships. The RTA submitted the final report on the assessments, including identification of works and estimates of costs, to Aboriginal Affairs NSW in late January 2010.

### Pedestrian areas

During 2009–10, 40km/h pedestrian activity areas (areas of high pedestrian activity with 40km/h speed limit to protect pedestrians) were installed or upgraded in 12 pedestrian areas. The program included the installation of traffic calming measures, as well as provision of safe and convenient pedestrian crossings and 40km/h speed limits.

For information on initiatives undertaken to improve pedestrian access and safety please see the Transport chapter.



## Road safety impact statement

A new road safety impact statement / safety benefit cost ratio (BCR) calculation model was developed and implemented to improve the accuracy of the road safety economic evaluation and road safety impact statement process. These analytical tools are superior to all existing models as they sensitively quantify the safety outcomes of new engineering works. This model facilitated an improved methodology that focused on the impact of trauma rather than just on crashes.

A comprehensive training program on the new model was delivered to stakeholders across the RTA and local government.

## Crashcam

The RTA's Crashcam Program is a recording system which provides invaluable footage of crashes, 'near miss' incidents and driver behaviour to help determine the causes of crashes and identify appropriate remedial treatments. The program continued in 2009–10 and two new Crashcam sites were installed – one site at the intersection of New South Head Road and McLachlan Avenue, Sydney, and the second site at the intersections of, the Oxley Highway and Kable Street, Tamworth.

## Safety upgrade programs

### Crash related treatments

A total of \$25.3 million in State funds was spent in 2009–10 on treatments to 146 high crash risk locations. Work by the RTA included intersection improvements, road realignments, clear zone enhancements and safety barrier installation.

**The Federal Government's Nation Building Black Spot Program, administered by the RTA, contributed a further 253 crash reduction projects with funding of \$54 million.**

### Great Western, Mitchell and Mid Western highways

The NSW Centre for Road Safety conducted a review of road safety during June 2010 on the Great Western Highway, Mitchell Highway and the Mid Western Highway. The review team comprised RTA staff, NSW Police Force officers and community representatives. For the first time, a number of community information workshops were also held as part of the review process which invited councils, local community, local transport operators and emergency service representatives. A report on the review will be released during 2010–11.



## Newell Highway

A review of road safety was conducted on the Newell Highway and as a result of the review, \$30 million is being spent over a three year period commencing from 2009–10. The \$30 million package includes new line-marking and signposting to provide motorists with better guidance, safety barriers and the upgrade of a number of minor intersections and new signs warning drivers of upcoming intersections. A total of \$9.3 million has been spent in 2009–10.

The NSW Centre for Road Safety is also conducting a trial of a number of new wide centreline delineation configurations on the Newell Highway. These will further separate opposing traffic flows on rural undivided roads and cater for overtaking manoeuvres, where appropriate. This wide centreline is expected to have a beneficial effect on reducing crashes caused by fatigue and driver inattention.



New wide centreline being trialled on the Newell Highway.

## Picton Road

In February 2009, the NSW Government announced a \$12 million dollar program of safety improvements for Picton Road and the Federal Government also allocated \$3.7 million under the Federal Stimulus Package to help upgrade Picton Road. A total of \$10.1 million has been spent on the program to date with the overall program to be finished by mid 2011. Works undertaken to date include the following:

- Median barrier and widening at the Eastern Curve.
- Median barrier and widening west of Cordeaux Colliery.
- Asphalt overlay south of the NRE Colliery entrance.
- Upgrade left turn at the Almond Street junction.
- Curve widening and median barrier at the Mt Keira Road junction.
- Reinstating the median between Hume Highway and Janderra Lane.

On 7 June 2010, the NSW Government announced an additional \$25 million package of safety works for Picton Road over the next three years. This program of works will provide further treatments including median barriers, overtaking lanes





and curve improvements. The road safety improvements will address the most prevalent types of crashes occurring along this busy road, such as off-road to the right, head-on and wet road surface crashes. These improvements have been designed to reduce the impact of these crashes and the incidence of vehicles crossing onto the wrong side of the road.

## Rural Rest Area Strategy

The Rural Rest Area Strategy was released by the Minister for Roads on 25 March 2010 in response to heavy vehicle fatigue legislation introduced in September 2008. The strategy is based on the National Transport Commission's *National Guidelines for the Provision of Rest Area Facilities* and internal RTA work enhancing those guidelines. The strategy aims to identify and provide a major heavy vehicle rest area every 100km along key rural freight routes by upgrading an existing site, constructing a new facility or enhancing a site near a service station.

The new rest area sites will meet the basic needs of heavy vehicle drivers by offering improved amenities and providing rest opportunities to reduce driver fatigue.

The RTA has been allocated a total of \$17.8 million under the Federal Government's four year \$70 million Heavy Vehicle Safety and Productivity Program for 2008–12, which has been matched by the NSW Government. The program will assist in delivering a significant part of the major heavy vehicle rest areas identified in the rural rest area strategy.

The joint \$35.5 million program has committed to the following projects:

- 10 new rest areas on the Newell, Princes, Barrier and Sturt highways.
- 42 rest area upgrades on the F5 Freeway and Hume, Newell, Sturt, Great Western, Mitchell and Princes highways.
- Pre-building work on three bridges in Orange, Singleton and Warialda and strengthening of a steel bridge over the Hunter River at Denman, which would make the Golden Highway available for Higher Mass Limit vehicles to use.

## Railway level crossing upgrades

The State-wide Railway Level Crossing Improvement Program is jointly funded by the RTA and Transport NSW. In 2009–10 the program expenditure was \$10 million, which included seven construction projects and four design projects. A major railway level crossing upgrade package was completed this year at Riverstone, Sydney.

## Safer roads research into engineering treatments

The NSW Centre for Road Safety conducted eight full-scale crash tests during 2009–10 as part of its research into improving the road safety outcomes of road infrastructure (engineering treatments) for road users. These crash tests were undertaken for the 'Safety barriers comparative testing' project which is comparing the performance and road user outcomes

between wire rope safety barriers, guard rail and concrete safety barriers. The results of this project will be analysed and released during 2010–11.

## Utility poles in the road corridor

The NSW Centre for Road Safety published policy guidelines on *Reducing trauma as a result of crashes involving utility poles* in August 2009. The Centre is working with relevant utility agencies to progressively reduce the fatalities resulting from utility pole trauma.

## Technical directions

The NSW Centre for Road Safety released three technical directions during 2009–10 to improve road safety outcomes for road users including: *Dragon's teeth at School Zones*; *Placement of bulk and skip waste containers*; and *Colour of wire rope safety barrier posts*.

# Safer vehicles

## Intelligent Speed Adaptation



The RTA conducted a trial of Intelligent Speed Adaptation (ISA) technology with ISA devices being installed in more than 110 cars in the Illawarra region (Wollongong, Shellharbour and Kiama).

ISA is an in-car speed warning device that advises drivers of the speed limit and can also physically limit the vehicle's travelling speed.

More than 7.5 million speed compliance data records were collected from GPS data recorders fitted to vehicles as part of the trial.

Early results from the project released in November 2009 showed that advisory ISA is effective in reducing the proportion of time drivers spend travelling over the speed limit. The results showed that the time spent travelling more than 5km/h above the speed limit almost halved when the advisory ISA system was installed into trial vehicles.



The ISA technology on trial warns drivers when they travel over the speed limit.

## Power-assisted pedal cycles

The NSW Centre for Road Safety has taken national leadership in an initiative to revise the defining characteristics of power-assisted pedal cycles. The Centre is working on a submission to the relevant federal authorities proposing changes to the specifications for power-assisted pedal cycles in both the Australian Design Rules which specify the technical requirements, and the Australian Road Rules, which specify how they are used. The proposed characteristics should encourage the uptake of the cycling, increase the variety and quality of products available to the public, and maintain road safety.

## Heavy vehicle roadworthiness survey

The RTA has surveyed heavy vehicle roadworthiness every three years since 1992. The survey involves roadside inspection of around 1600 heavy and public passenger vehicles, with major and minor defects identified and recorded. The vehicles are selected at random, within pre-defined target numbers, according to vehicle type and category. The survey allows the RTA to track trends in heavy vehicle roadworthiness so it can strategically target compliance enforcement resources to the most significant risks. The survey also allows the RTA to measure the effectiveness or impact of any regulatory changes to heavy vehicle safety standards or maintenance regimes. The latest survey was completed in 2009 and detailed results have been made available to other RTA stakeholders to enhance enforcement programs and to the heavy vehicle industry.

## Crashlab

The RTA Crashlab, part of the NSW Centre for Road Safety, provides a broad range of testing services to government and industry clients. As the only government-owned road safety facility of its kind in Australia, Crashlab provides comprehensive research capabilities and unbiased testing of vehicle occupant and road user protection technologies and equipment. The testing contributes to ongoing improvement in equipment and vehicle safety standards, and roadside barrier design and use.

During 2009–10, Crashlab conducted 66 vehicle crash tests and 430 dynamic sled tests on child restraints, seat belts, bus seats, aircraft seats, wheelchair restraints and miscellaneous devices. Around 24,000 impact tests were conducted on bicycle and motorcycle helmets. In addition, more than 120 tests were conducted on fall arrest devices covering industrial safety, sporting and recreational harnesses for product development and certification to the Australian Standard.

Crashlab's research testing included a comparison of wire rope, steel guardrail and concrete safety barriers against a range of vehicles from a small 820 kg passenger sedan up to an eight tonne truck at speeds up to 100km/hr. The results of this research will be used to enhance guidelines on the optimal application of safety barriers for the greatest road safety benefit.

Crashlab obtained and developed new equipment to assess the safety performance of motorcycle helmet visors and external projections such as peaks and ventilation ducts. As part of its product certification work, Crashlab developed additional test methods to evaluate new and existing child restraints to the revised Australian Standard AS/NZS 1754:2010. The 66 vehicle crash tests conducted in the crash barrier included a test program commissioned by the Department of Infrastructure, Transport, Regional Development and local government. This formed part of international research on the development of a global technical requirement for vehicle occupant protection against side-on impacts with trees and poles. Crash test dummies and Crashlab's diverse expertise continues to help the Australian Army to develop enhanced occupant seating providing protection against landmines for military vehicles.



RTA staff member Andrew Stanley preparing a crash test dummy in a process referred to as 'dummy calibration'.



## Australasian New Car Assessment Program

The RTA is a major sponsor of the Australasian New Car Assessment Program (ANCAP), which has crash tested and reported on over 300 vehicles since 1993. Since ANCAP began, safety levels in cars have increased significantly. It is expected that a combination of the testing regime and public demand for safer cars will increase the availability of vehicles with higher safety ratings. The program highlighted the risk of cheaper, poor safety-rated imports with some vehicles tested in 2010 scoring the two lowest ratings.

Of particular note this year is the success of Australian manufactured cars that were tested, with the Ford Falcon utility wagon (FG series styleside box), Holden Commodore VE Omega utility wagon and Toyota Aurion (AT-X) achieving the maximum five-star safety rating.

## Used Car Safety Rating

The RTA is a major sponsor of the Used Car Safety Rating (UCSR) scheme, which provides consumers with a comparative assessment of the overall crash safety rating of a vehicle. This includes its impact on unprotected road users and occupants of other vehicles, based on actual crash data.

In 2009–10, UCSR data covered vehicles manufactured between 1982 and 2008 that were involved in more than three million crashes between 1987 and 2008 (based on reports to police in Australia and New Zealand).

The *Used Car Safety Ratings Buyer's Guide 2010* covers the majority of popular vehicles available in the Australian marketplace. It lists safety ratings for 199 vehicles. The UCSR brochures are distributed through RTA motor registries and NRMA branches and are available on the RTA website.

Separate studies have shown a strong correlation between the ANCAP score for new vehicles and the UCSR score, which is based on real world safety performance.

## Child Restraint Evaluation Program

This is an ongoing program that annually assesses new models of child restraints and the brochure is updated accordingly. In this year's version, the way the restraints are rated has been improved, providing a five-star rating system that better reflects the comparative performance beyond that required by the standards for child restraints sold on the Australian market. This is to align Child Restraint Evaluation Program (CREP) results with commonly accepted five-star safety rating schemes (such as Australasian New Car Assessment Program) and to ensure that poor performance in one test is not masked by a very good performance in another. In 2009–10, an additional 10 child restraints were evaluated and the 2010 brochure, which included 44 child restraint models in 67 configurations is planned to be released in July 2010.



RTA staff member Darren Small: Child restraints are rigorously tested as part of the RTA's evaluation process.

## Helmet Evaluation Program

The Helmet Evaluation Program (HEP) is a new program that commenced in 2009–10 to annually assess new models of motorcycle helmets. The results are presented in a brochure titled *Safer Motorcycle Helmets: Your guide to choosing and buying motorcycle helmets*, released on 8 May 2010. In the 2009–10 program, 12 helmets (eight full face and four open face helmets) were evaluated both in term of crash protection and comfort level performance as well as the likelihood for the helmets to fit a wide range of head sizes.

## Pedal and motorcycle helmet performance study

The RTA is co-funding an Australian Research Council Linkage Grant project that aims to assess and improve the performance of helmets via a study of their performance in real world crashes. The project will analyse impact characteristics and injury outcomes, utilising laboratory testing and numerical simulation. It is recognised that helmet design can influence inappropriate or non-use, therefore the study will investigate how to improve the use of helmets through design. The body of understanding of the biomechanics of head and neck injury will also be improved. Most of the project phases have been completed, including the ergonomic study of helmet fit and retention, cyclist speeds and speed perception and development and utilisation of the oblique helmet rig. Trauma data from St George Hospital (200 cases) have been received and are currently being analysed to assess the pattern of injury in pedal and motorcyclists.

## Laboratory evaluation of child safety harnesses

The RTA was a partner in a research program with Prince of Wales Medical Research Institute on the safety performance of child safety harnesses when used correctly and incorrectly. The results were compared to the performance of a lap-sash seat belt. The findings suggest that the risks associated with child safety harness systems most likely outweigh any potential benefits, in frontal impacts at least.



The program results were published in the September 2009 issue of the *Accident Analysis and Prevention Journal* and presented at the RTA-hosted Road Safety Research, Policing and Education Conference in November 2009. The results of this research are being incorporated into training and public education programs as well as informing policy and regulation development.

## Pedestrians and four-wheel drive vehicles

The University of Adelaide's Centre for Automotive Safety Research has been funded by the RTA to explore the appropriateness of test procedures for assessing the safety of 4WDs in pedestrian crashes – specifically child head impacts, adult head impacts and impact to the lower extremities.

The study shows that the addition of a bull bar to the front of a vehicle increases the speed of the pedestrian's head impact with the bonnet, resulting in increased risk of more severe head injuries. This speed increase appears to be more a product of the geometry of the bull bar than its material. This suggests that bull bar geometries could be altered to improve pedestrian protection. Combined with a soft material, such as polymer, this may lead to a safer bull bar designs for pedestrians.

## Optimising protection for motor vehicle rear-seat occupants

While a significant amount of research and development engineering has been applied to front seat occupants to protect them in crashes and minimise injuries, safety for rear seat occupants has been left behind. The NSW Centre for Road Safety has funded a research program to be undertaken by NeuRA (Neuroscience Research Australia). NeuRA has established a partnership with the Monash University Accident Research Centre's Australian National Crash In-Depth Study to evaluate a range of real world crashes in which rear seat occupants have been injured. In 2009–10, the researchers compared the risk of injury to front and rear seat occupants in cars made between 1990–96 to that in newer cars. They found that front seats have far outstripped rear seats in terms of safety features, resulting in adults now being better protected sitting in the front seat than in the rear. Furthermore, while all adults in newer cars are relatively safer in the front seat, the effect is greater for older adults. In addition, children are still safer sitting in the rear seat.

## Vehicle Safety Compliance Certification Scheme

Work progressed to implement the Vehicle Safety and Compliance Certification Scheme to replace the current Engineering Certification Scheme. It will provide a mechanism to ensure that only people licensed under the scheme can assess modified, individually constructed, and imported vehicles and certify compliance with applicable vehicle standards. A review of the scheme was completed, including extensive industry consultation workshops on the proposed scheme framework and competency criteria, and new vehicle standards. Work is progressing to implement regulatory changes by early 2011.

## Mobile crane safety

Introduction of an annual roadworthiness inspection scheme for mobile cranes is under way. The RTA consulted with the Crane Industry Association on the design and business rules for the scheme, including examiner qualifications and the communication strategy for implementing the scheme. The RTA carried out mock inspections with industry representatives including delegates from the Crane Industry Association and the Motor Traders' Association during May. The inspections were performed by RTA Inspectors Vehicle Regulation and industry Heavy Vehicle Examiners. The scheme is scheduled for implementation by September 2010.

## Office of Transport Safety Investigations

Crashes involving buses are often investigated by the Office of Transport Safety Investigations (OTSI) to determine their causes and to decide on recommendations to reduce the incidence of such crashes. OTSI recommendations considered by the NSW Centre for Road Safety included the design of an externally mounted footrest on a bus. In 2009–10, the RTA provided information to the Department of Infrastructure, Transport, Regional Development and Local Government to support an amendment to the Australian Design Rules to improve bus safety.

Further, in 2009–10, the Centre coordinated the provision of advice to OTSI in relation to various bus safety investigations. The Centre provided:

- Updates on the RTA's response to OTSI recommendations relating to the following:
  - The serious injuries of a young cyclist after being struck by a bus on 12 November 2007 at Parklea.
  - The importation and registration of overseas-sourced buses in NSW (systemic investigation).
  - Bus accidents occasioning death and serious injury West Pennant Hills, Rutherford and Sydney CBD.
- Information to assist in the investigation into the death of a nine year old pedestrian struck by a school bus at Ingleburn on 5 August 2009, and comments on draft report.
- Comments on a draft OTSI report and coordinating the RTA response to the final report into the investigation into a bus wheel separation incident at Medowie on 8 February 2010.
- Assistance on its investigation into a fatal coach crash at Barrengarry Nature Reserve on 14 May 2010.

## Staysafe inquiries

The RTA provided detailed submission and appeared at the public hearings for two Staysafe inquiries including:

- Pedestrian Safety.
- Heavy Vehicle Safety.



# Safer road users

## New drivers

In 2006, a total of 80 P plate drivers were involved in fatal crashes in NSW. This figure fell to 68 in 2007 and then decreased further to 61 in 2008 and 57 in 2009.

Young drivers aged 17–25 years represented 14 per cent of all licensed drivers. In 2006 they were involved in 30 per cent of all fatal crashes, while in 2009 they were involved in 24 per cent of all fatal crashes.

Preliminary crash data show a 50 per cent decline in fatalities from crashes involving speeding provisional P1 licence drivers in 2009 compared to 2006

In 2009, the RTA continued to introduce further reforms to improve the safety of new drivers. Major speeding reforms were extended to target provisional P2 licence holders. As of 1 July 2009, changes were made to the number of demerits for speeding offences committed by P2 licence holders. P2 drivers and riders will have their licence suspended for any second speeding offence.

The RTA continued to communicate road safety messages to young people through its sponsorship of the RTA SpeedBlitz Blues, and the Youthsafe Injury Prevention Program. Youthsafe held a forum on community-based mentoring programs to investigate safe transport options.

The RTA, working with local councils, continued to deliver 'Helping learner drivers become safer drivers' workshops across NSW local government areas. These workshops inform supervisors of learner drivers of the licence conditions for learner and provisional plate licence holders. Culturally appropriate resources and advertising support targeted workshops for Aboriginal and Arabic communities.

## Child road safety

### Child restraints

**New national child restraint laws were introduced on 1 March 2010.**

All children up to seven years old must now be safely fastened into the correct restraint for their age and size. A ministerial exemption order was made to provide parents and carers with a transitional period until 30 June 2010 to enable them to fully comply with the new laws. The new laws were supported by a public awareness campaign in February and June 2010.

The NSW Centre for Road Safety in cooperation with the NRMA and Royal Automobile Club Victoria have tested 44 child restraints and published the results in the brochure *Child Restraint Safety Ratings: Your guide to buying child restraints*.



The new laws were advertised in a public awareness campaign.

## School zones

### Flashing lights

The RTA continues to implement a range of initiatives to improve child road safety in and around school zones. The NSW Government's \$46.5 million Flashing Lights Program, which began in 2008, is delivering flashing lights to 100 school zones a year over four years.

The RTA selects the school zone sites for the rollout on an ongoing basis to maximise road safety in school zones. The school zone sites chosen are based on a number of factors, including crash history, crash risks, approaching speed limits, road environment and visibility, ensuring that schools with the highest priority get flashing lights first.

Under the four year program, flashing lights had been installed in 251 school zones as at 30 June 2010. The total number of school zones with flashing lights is 416.

### Fluorescent school zone signs

School zone signs are being upgraded with fluorescent yellow/green panels as part of the RTA's ongoing maintenance program. Over 3000 school zone signs have fluorescent panels.

### Dragon's teeth

'Dragon's teeth' are triangular road markings that are being painted at the start of each of NSW's 10,000 school zones to further increase their visibility for motorists and provide a constant reinforcement to slow vehicles to 40km/h around schools in school zone times.

\$14 million was allocated to roll out the Dragon's Teeth Program in NSW. A total of \$4.1 million has been spent in 2009–10 with the overall program expected to be completed by December 2010.

## Performance audit of school zones

The NSW Audit Office conducted a performance audit in 2009 to determine if school zone initiatives have made a difference to safety around schools. The audit concluded that fatalities and injuries involving school-aged pedestrians has decreased significantly between 1998 and 2008, in line with the introduction of a range of measures targeting safety around schools. The RTA is strongly committed to increasing safety for children across the road network and especially during school travel times.



## Early childhood education

The Early Childhood Road Safety Program, funded by the RTA, delivers road safety education and information to those who work with and support children aged under five years and their families. The 2009–10 summer edition of the *Kids and traffic gazette* was also sent to every NSW children's service in NSW.

## Primary education

During 2009–10, additional road safety education resources were developed and produced to meet the increased demand from schools. A range of resources were updated including several helmet posters, road safety and signs stickers, brochures on safe school travel and school bus safety and *The law and safety advice for bicycles, foot scooters, skateboards and rollerblades*. The demand for kindergarten orientation day road safety packs for students commencing primary school has doubled.

*Road safety issues around schools: Advice and take home notes for schools* is a publication which communicates advice about safety around schools to parents, carers and the school community. This has been updated to include current child road safety information and to promote newly available brochures and posters to parents and carers.

Work has commenced on a draft Request for Proposal for the development of the Stage 3 road safety education resource. This resource will incorporate the use of the interactive white board in NSW classrooms.

## High school education

During 2009, an independent and external evaluation assessed the penetration and recognition of road safety education by current students in NSW schools and recent former students in both rural and metropolitan areas. All student interviews were conducted outside of the school environment to ensure that the results would be completely independent of any influence by teachers or schools.

Interviewees demonstrated a widespread recognition of specific materials from each of the stages of road safety educational resources produced by the RTA school education program:

- Messages and themes about risks faced and how to be safer as a pedestrian, as a passenger in cars (buses), especially the use of seat belts, were widely recalled.
- For young driver materials/resources, drink driving was the most acknowledged issue followed by the effects of speed.
- Topics recalled as being taught included drink driving, seat belts and speeding.

Almost all of the students interviewed (98 per cent secondary school and 97 per cent primary school) showed evidence of exposure to one or more of the key themes of the NSW School Road Safety Education Program materials.

This research demonstrates that students do remember key road safety education themes and messages that were a part of their school-based educational experiences. The majority of road safety

education material is recognised through this study as having being presented by the students' classroom teachers from their own school. Their recall of key road safety messages is consistent with those highlighted in the RTA's educational school resources.

## Aboriginal road safety

### Aboriginal Driver Instructor Program

Research has identified that many regional and remote Aboriginal communities suffer from a lack of licensed mentor drivers and access to qualified driving instructors. This program aims to build the capacity of Aboriginal communities to assist its members with achieving the required 120 hours of supervised driving instruction. The program aims to train 30 Aboriginal driving instructors during 2010–12. The program was piloted in 2009 and is now available in western NSW.

### Aboriginal Driver Education Program

Research has identified that low levels of literacy amongst Aboriginal communities is a significant barrier for driver licensing outcomes. The RTA has developed a program designed to enable Aboriginal people to read and understand the *RTA road users' handbook*. The program focuses on improving language, literacy, numeracy and computer skills, and increasing the knowledge of road law and road safety amongst Aboriginal people. A pilot course was conducted during May and June 2010. A Driver Knowledge Test (DKT) fee exemption has been introduced for Aboriginal people who complete this training. The course is nationally accredited, with participants who successfully complete the course receiving a qualification in Access to Work and Training. TAFE NSW will be implementing the program across NSW from 2011.

### Aboriginal communication resources

An Aboriginal communication resource program has been developed to assist with the dissemination of culturally appropriate resources to the Aboriginal community. The first Aboriginal licensing communication resource is a DVD containing Driver Knowledge Training questions and answers presented as audio and visual, using Aboriginal talent. It is scheduled for release in 2010.

## Drink and drug driving

### Alcohol Interlock Program

The Alcohol Interlock Program is available for courts as an option in sentencing drivers convicted of certain serious drink driving offences. The program allows convicted drivers to suspend part of their licence disqualification period if they install an alcohol interlock device in their car and obtain an interlock driver licence. An alcohol interlock is an electronic device that tests a driver's breath and prevents a motor vehicle from being started if the driver's concentration of alcohol exceeds the pre-set limit of





0.02. The benefits of the program are that offenders are able to continue to drive legally and have a greater chance of maintaining employment if they need to drive a car as part of their job.

More than 1919 interlock licences have been issued and 1156 participants have successfully completed the program to date. In 2009–10, 356 interlock licences were issued.

## Drug driving

Roadside drug testing (RDT), which uses oral fluid samples to test for the presence of three illicit drugs, began in NSW in January 2007. Since RDT began, the NSW Police Force has conducted 66,209 roadside drug tests of 14,738 heavy vehicle drivers and 49,700 light vehicle drivers. Of these, 1330 drivers, or one in 50, tested positive to one or more of the illicit drugs.



## Sober Driver Program

The NSW Sober Driver Program is an education and relapse prevention program for repeat drink drive offenders who are convicted of two or more offences within five years. The program's overall goal is to reduce drink driving re-offending. The program is funded by the RTA, and delivered by Community Offender Service Branch of Corrective Services NSW. A total of 7616 participants have enrolled in the program to date.

In 2009–10, the course was delivered 74 times in 42 locations across NSW, with 629 people completing the program. The second major independent evaluation of the program has begun with the final evaluation report due in late 2010.



## Road safety marketing campaigns

### Campaigns

Road safety campaigns are key components of public education strategies to raise community awareness of important road safety issues and encourage behavioural change. The RTA uses a wide range of communication channels to deliver public education and road safety messages so as to maximise the road safety benefits achieved by these campaigns.

### Drink driving

Drink driving continues to be a major problem and is the second biggest behavioural issue to be addressed, after speeding. The RTA's 'Paranoia' campaign highlights the risk of being caught by mobile Random Breath Tests (RBT). The campaign challenges the driver to think twice before drinking and driving due to the unpredictability of mobile policing. It uses the key message 'Mobile RBT. You won't know where. You won't know when.'

This campaign has continued to run on television, radio, in print and outdoor media, and online. Evaluation shows the campaign is still reaching the target audience and was noticed and remembered by them.



### Double demerit points

Double demerit points are enforced during high-risk periods, such as holiday long weekends. The RTA continued to run its 'Don't blow your licence' campaign on television, radio, online and in print media. This campaign is conducted during every holiday double demerit period. Research shows the campaign continues to be effective especially in reminding people of the association between the double demerit period and speeding and seat belt offences.

### 'Speeding. No one thinks big of you.'

The RTA extended the use of the award-winning 'Pinkie' advertising. The 'Speeding. No one thinks big of you' advertising campaign ran during the year on television and in cinemas, continuing to target young males. In 2009 this campaign won the prestigious Grand Effie advertising award. See the Awards section on page 109 for further details.

### Motorcycle safety

The campaign for safe cornering on motorcycles continued throughout 2009–10. Motorcycle and scooter sales have increased in recent years and this campaign is designed to appeal to motorcyclists while prompting riders to think about the technical issues associated with riding corners safely. The campaign ran in motorcycle magazines and also on outdoor panels on popular motorcycle routes where available.

### Targeting speeding heavy vehicle drivers

Point-to-point speed enforcement cameras are a new technology where the average speed between two points is measured to determine if a driver has been speeding. These cameras are being introduced to manage speeding in the heavy vehicle industry. All vehicles over 4.5 tonnes are affected by the *Road Transport Legislation Amendment (Transport Offence Detection) Act 2009*.

The key theme and tagline for the campaign is 'The law of averages now applies.' This highlights the crucial message about how the technology works. The campaign ran in industry magazines and print media, on outdoor billboards on roadsides and in truckstops, as well as online and on radio.



### School safety

At the start of each school term, the RTA provided short scripts to radio stations and funded the delivery of live on-air messages on school zone operating hours across NSW, targeting the end-of-school and back-to-school weeks to remind drivers about 40km/h school zones.



## Driver fatigue

Fatigue is one of the major behavioural issues associated with road crash and trauma on NSW roads. The RTA targeted driver fatigue through radio advertising and continued the Driver Reviver Program to encourage drivers to take a rest break, particularly on longer trips over holiday weekends. The RTA supports the Driver Reviver Program, providing guidance on road safety at Driver Reviver sites and promotion through advertising and variable message signs (VMS). Comprehensive information is also available on the RTA website at [www.rta.nsw.gov.au](http://www.rta.nsw.gov.au). Driver fatigue advertising is mainly targeted at holiday periods where there is high volume of traffic and people are known to drive long distances or outside normal driving hours.

## Rail level crossing motorist awareness campaign

Research has shown that two thirds of rail level crossing collisions occur in rural or regional areas. Every year since 2002, a motorist awareness campaign has been implemented to raise awareness of rail level crossings. This campaign is managed by the RTA on behalf of the Level Crossing Strategy Council, whose membership includes RailCorp, Rail Infrastructure Corporation and Australian Rail Track Corporation.

## Enhanced enforcement policing advertising support

A new outdoor image and campaign message was introduced to support local enforcement operations which are conducted by regional police commands throughout the year. The on-road police presence reminds drivers to keep to the road rules and works to deter drivers engaging in unsafe driving. The campaign message, 'Speeding? You're in our sights', was used across NSW in outdoor, press and radio formats and with local images and road toll information.

## Safety cameras

The introduction of new digital technology in cameras to catch drivers who run red lights at intersections with traffic lights provided an opportunity to conduct a campaign to raise driver and community awareness of the risks of speeding through intersections and running a red-light. The new digital cameras, called 'safety cameras', are installed at intersections with a history of fatal crashes. The advertising campaign ran throughout the State using radio, press, outdoor advertising and online advertising to inform drivers. The key message was that 'Red light cameras enforce red light and speeding laws' and it finished with a reminder to 'Think twice at traffic lights.'

## Changes to speeding penalties campaign

Changes to the existing demerit point scheme for all motorists, motorcyclists and heavy vehicle drivers came into effect on 1 July 2009. A short-term campaign communicating these speeding penalties changes used print, radio, outdoor and online media. In addition, there was a direct mail-out to all 420,000 provisional drivers outlining the specific changes which applied to them.



## Child restraint legislation campaign

On 1 March 2010, new national child restraint laws, the 7th Amendment package of the Australian Road Rules (Rule 266), were introduced in NSW for children up to seven years of age. A comprehensive campaign, specifically aimed at parents and carers, ran from February– June 2010. The campaign was a mix of media advertising including targeted print media, magazines, radio, outdoor and online and was supported by posters in shopping centres and parent rooms. Every early childhood centre and primary school in NSW was also notified of the changes, and a letter and supporting campaign material was distributed to parents and carers.

## RTA SpeedBlitz Blues sponsorship

For the eighth year, the RTA was the major sponsor of the NSW men's cricket team, the RTA SpeedBlitz Blues. The sponsorship aims to change driver attitudes towards speeding by making it socially unacceptable. It provides an invaluable opportunity to use players as well-respected, non-authoritative sources to communicate with drivers about the consequences of speeding. The sponsorship is valued at \$1.7 million over a three year term.

During this financial year, a number of new initiatives were implemented to leverage the sponsorship, including launching a new online campaign called the 'Slow Down Pledge' at [www.slowdownpledge.com.au](http://www.slowdownpledge.com.au).

The Slow Down Pledge is an initiative encouraging drivers and passengers to take the pledge to slow down on the roads. This was launched on 16 December 2009 by the then Minister for Roads and Transport, the Hon David Campbell MP and the RTA Chief Executive.

To promote the anti-speeding message, three domestic cricket matches incorporated interactive road safety events featuring the RTA's crashed car display. The display was also featured at a community day in Wollongong, along with six players from the RTA SpeedBlitz Blues.

A number of RTA SpeedBlitz Blues players also travelled with 'On the Road', an interactive educational road show. It visited more than 25 secondary schools across NSW, reaching over 4250 students. In 2009–10, for the first time, the road show was expanded to include Wetherill Park TAFE. More than 500 students were involved in this presentation.

A number of competitions also ran throughout the season including a competition at the 2010 Royal Agricultural Society of NSW Sydney Easter Show.



Cricket fans encouraged to take the RTA's Slow Down Pledge at a domestic cricket match.





## Local Government Road Safety Program

The Local Government Road Safety Program is a partnership between the RTA and NSW local councils. The RTA and councils will continue to jointly fund the positions of road safety officers employed in NSW councils to develop and implement educational and behavioural road safety projects within their local communities until 30 June 2012. Council road safety officers continue to consult with local police, health and community groups, council rangers, liquor accords and local businesses to develop and deliver local road safety projects.

During 2010–11, the NSW Centre for Road Safety, with the assistance of regional RTA officers and local councils, will conduct a pilot to test an alternative funding model and approach to the implementation of local road safety projects. The RTA through, the Centre, is strongly committed to maintaining an effective partnership with councils to deliver local road safety projects.

## Regulation and enforcement

### Enhanced Enforcement Program

The Enhanced Enforcement Program (EEP) is a partnership of the RTA and the NSW Police Force to reduce road trauma.



The program, which began in 1995, builds on the success of State-wide operations to reduce fatalities and injuries on all NSW roads. State-wide operations are conducted during periods of high travel volumes, for example school holidays, with additional operations conducted throughout the year. From 1 July 2009 to the end of February 2010, the RTA has funded enhanced enforcement to support police operations targeting speeding, drink driving, fatigue, heavy vehicle safety, and seatbelt and helmet use. These operations are now underpinned by detailed crash data that clearly outline the road safety priorities. EEP operations are supported with communication campaigns which are conducted State-wide and locally.

### Combating speed

On 29 March 2010, the then Minister for Transport and Roads announced the re-introduction of mobile speed cameras to help address the rising road toll. The Minister also announced that all safety cameras would enforce speeding as well as red light offences.

#### Safety cameras

As part of RTA's commitment to road safety and the reduction of the road toll, new safety cameras are being installed across urban and rural NSW.

Safety (red light and speed) cameras address the extremely dangerous behaviour of vehicles running red lights and speeding. Research indicates that red light cameras reduce

casualty crashes by 25 to 30 per cent. The RTA is replacing outdated wet film red light cameras with safety cameras (digital red-light speed cameras) at 200 intersections. They will be placed in locations with a history of a high crash rate. These cameras will be installed over four years at intersection across NSW.

As at 30 June 2010, there are 25 sites at various stages of development. One site, St Johns Road Canley Vale, is currently issuing infringements, 16 sites are at the 'warning letter phase', two sites are being commissioned, one site is ready to be certified and a further five sites are under construction.

### Mobile Speed Camera Program

Mobile speed cameras are being re-introduced from 19 July 2010 across NSW. Mobile speed camera locations and guidelines are determined by the NSW Centre for Road Safety in consultation with the NSW Police Force and NRMA Motoring and Services. Six cameras will be operating initially from 19 July 2010 and this will increase to approximately 12,200 hours per month by July 2011. The mobile speed camera operations play an important part in the RTA's ability to reduce speeding related incidents.



### Point-to-Point Camera Program for heavy vehicles

There are 20 point-to-point speed enforcement lengths planned to enforce heavy vehicle speeding across NSW by 2011. Each site will have bi-directional cameras installed to track vehicles travelling in both directions. The lengths of road proposed for point-to-point enforcement are highways that are known heavy vehicle freight routes with a significant heavy vehicle crash history. This new enforcement technology has been targeted at heavy vehicles because they are over-represented in serious road crashes.



Point-to-point camera technology measures the time it takes a heavy vehicle to travel between two points and calculates the average speed of the heavy vehicle. When the vehicle's average speed is higher than the average speed for the length of road, an infringement will be issued for speeding.

At 30 June 2010, two point-to-point lengths were operating – on the Pacific Highway between New Italy and Harwood (north of Grafton) and on the Great Western Highway, between Meadow Flat and Raglan (east of Bathurst).

#### Fixed speed cameras

At 30 June 2010, 172 fixed speed cameras were operating in NSW. Fifty-six of the cameras were operating in country NSW and 116 in metropolitan areas.



## Attitudes to speeding

The NSW Centre for Road Safety has conducted a large scale survey into community attitudes to speeding. This research involved the survey of 1500 drivers. The results of the survey were presented at the 2009 Australasian Road Safety Research, Policing and Education Conference. This research has been used to inform the development of behavioural programs and will continue to be used in the development of further behavioural projects including public education campaigns to address speeding.



## Slow Down Road Show

The RTA began its community Slow Down Road Show in late 2008. The show aims to deliver messages directly to the community about the consequences of speeding in an effort to change driver behaviour. It is an interactive display that features two crashed cars – one crashed at 60km/h and the other at 100km/h.

The Slow Down Road Show continued its travels throughout 2009–10. During this time, the road show visited more than 10 locations across NSW, reaching more than 440,000 members of the community. Locations included the Royal Agricultural Society of NSW's 2010 Royal Easter Show, where the display won a Gold Commercial Exhibit Award for the second consecutive year. See the Awards section on page 111 for further details.



The Slow Down Road Show display at the Royal Easter Show, April 2010.

## Changes to speed break points and demerit points for speeding

A new penalty regime was introduced on 1 July 2009 to reduce speed-related deaths and injuries on NSW roads. Low-level speeding offences were redefined in 10km/h break points, with the lowest band attracting one demerit point. Fines and demerit points were increased for higher level speeding offences with speeding penalties for provisional P2 licence holders also strengthened.

## Demerit points scheme for learner drivers

A demerit points scheme for Learner licence holders was introduced on 28 September 2009. The scheme provides an extension of the zero-tolerance approach and automatic suspension applying to speeding by provisional P1 licence holders to include learner drivers. Under the scheme, a learner licence is suspended, or a licence application or renewal refused, for a period of three months if the learner incurs 4 or more demerit points within a three year period. The minimum number of demerit points for any speeding offence committed by a learner is 4. The allocation of demerit points for certain traffic offences is designed to encourage safe and responsible driving.

## Changes to learner log book provisions

In December 2009, changes were implemented to the Graduated Licensing Scheme to allow one hour of structured driving tuition by a professional driving instructor to count for three hours towards the 120 hour driving experience log book requirement. Learner drivers still need to complete a total of 120 hours of driving; up to 30 hours will be recorded in the driver's log book for 10 hours of professional driving instruction.

## Road transport legislation – consecutive disqualification periods

Amendments to road transport legislation were delivered on 27 November 2009. These were designed to remove an anomaly where a person becomes eligible to apply for a licence even though disqualification periods set by the courts are still to be served. The legislation ensures that all licence disqualification periods that have been ordered by the courts are served before a licence can be issued.

## 'Fail to nominate' provisions introduced

Enhancements were made to legislation to strengthen and streamline processes for registered operators to nominate an offending driver at the time a camera-recorded traffic offence or parking offence was committed. This will enable the appropriate allocation of fines and demerit points and reduce red tape in the fine collection process.

## Heavy vehicle initiatives

### Fatigue reform

The RTA continues to consult industry stakeholders on the implementation of national heavy vehicle driver fatigue model laws in NSW following their introduction in September 2008. As a result, industry comment was sought on a range of amendments to the NSW laws, including a permanent work diary exemption for local area journeys, exemptions to reduce unnecessary paperwork for farmers, community transport services and motor repairers and dealers, and more flexibility in driver rest break requirements. In addition, the RTA identified a range of necessary improvements to the national model laws, including changes to demerit point offences, the rules for counting work and rest time and the design of driver work diaries.



The new laws enhance the National Heavy Vehicle Accreditation Scheme to provide more flexible driver work and rest time limits to operators with effective fatigue management systems. During 2009–10, the RTA granted 531 NSW based operators Basic Fatigue Management accreditation.

In September 2009, five Sydney public transport bus operators were granted Advanced Fatigue Management (AFM) accreditation under new heavy vehicle driver fatigue laws. AFM accreditation contributes to Sydney's night-time bus services, including the Night Ride network, being able to operate safely and efficiently.

## Heavy Vehicle Checking Stations

The RTA's eight Heavy Vehicle Checking Stations (HVCS) are a key part of the RTA's heavy vehicle enforcement program and are strategically located on major freight routes.

In December 2009, the RTA opened its eighth HVCS on the Pacific Highway in Bonville. This new HVCS will give RTA inspectors the ability to carry out checks on heavy vehicles travelling north on the Pacific Highway and completes the RTA's 'whole of route' heavy vehicle enforcement strategy for the Pacific Highway.

Additionally, the RTA is planning to enhance the targeting of heavy vehicles at HVCS by improving analysis of intercepts, optimising screening settings, and modifying screening software. The RTA will also improve the management of heavy vehicles as they transit through a screening lane by installing Transportable Infra-Red Traffic Logger units in the 2010–11 financial year.

## Safe-T-Cam

Safe-T-Cam is an investigative tool used to record and monitor heavy vehicle movements and to detect potential breaches of road transport law and forms part of the RTA's overall compliance and enforcement strategy for heavy vehicles operating in NSW. Safe-T-Cam detects and provides data on heavy vehicle incidents relating to:

- Driver fatigue.
- Registration.
- Failure to enter heavy vehicle checking stations.

Over the past 12 months, the Safe-T-Cam network was audited as part of the NSW Auditor General's investigation into heavy vehicle accidents. The final report made specific recommendations concerning improvements needed to optimise the functioning of the Safe-T-Cam network.

As part of the RTA's response to the Auditor General's recommendations, the RTA conducted a review of the Safe-T-Cam business model. PricewaterhouseCoopers was successful in the tender process and reviewed the current business model with an aim to recommending a best-practice business model for the network covering policy development, integration with other compliance strategies, provision of IT software and services, maintenance of the infrastructure, and definition of roles and responsibilities of the stakeholders.

The recommendations stemming from this review have been distributed to all internal stakeholders to the network for comment. A working party comprising representatives from RTA stakeholder groups is due to meet in July 2010 to develop an implementation plan of the recommendations.

During the first six months of 2010, the RTA developed policy and procedures documentation outlining the business rules to be applied to potential offences detected by the Safe-T-Cam network. This, and a review of the Three Strikes Policy, completes a review cycle started in 2009 that involved updating policy and procedures to reflect changes to the adjudication process and general practices around the use of Safe-T-Cam.

## Automatic Number Plate Recognition

The RTA began evaluating new Automatic Number Plate Recognition (ANPR) camera technology as part of its efforts to reduce the number of unregistered vehicles on NSW roads. The RTA is helping the CrimTrac Agency (Commonwealth Department of Justice) in its scoping study into ANPR technology.

Trials of three ANPR camera systems at Clunies Ross Street, Prospect, and three at the Great Western Highway, Eastern Creek, are coming to a conclusion. The trials are establishing clear benchmarks for equipment performance that will form a part of tender requirements for future camera programs.

# Challenges and the way forward

## Fatalities

After six consecutive years of reductions in the road toll, NSW is experiencing a significant increase which is eroding some of the gains made since 2002. Developing and implementing further initiatives to reduce road trauma will be essential. Some of the key challenges for road safety are:

- Freight activity on NSW roads will increase at roughly twice the rate of increase for all motor vehicle travel.
- Lifestyle choices and increasing petrol prices over the past decade have led to significant increases in motorcycle registrations and pedal cycle usage resulting in lower occupant protection in the event of a crash.
- The recovery of the farming sector in NSW after the lengthy drought can be expected to contribute to increased travel on country roads, particularly farming produce haulage by heavy trucks.
- The NSW population is expected to 'age' over the next three decades with the proportion of those aged 70 years or more increasing from 10 per cent to 17 per cent by 2036, and those aged 80 years or more increasing from four per cent to eight per cent over the same period. Crash statistics show that the elderly are over-represented amongst pedestrian fatalities and drivers involved in fatal crashes.



- The expected entry into the passenger and light truck market of manufacturers from developing countries is expected to bring an influx of cheap imported vehicles. Independent crash testing of these vehicles suggests that they have a relatively poor crash performance. The low cost of these vehicles is also attractive to our worst performing drivers, in particular the young and inexperienced as well as the elderly and frail.

## Safer roads

The fundamental challenge for the RTA as it develops safer roads is to further integrate the safe system approach to minimise the severity of road crashes. Initiatives include:

- Facilitate and undertake collaborative research, analysis and investigation of road safety engineering strategies targeted at promoting best practice and road safety engineering innovation.
- Exchange road safety knowledge, information and research to build safer road partnerships with road safety practitioners in NSW and beyond.
- Represent the RTA on peak committees and forums to provide leadership and constructive influence in the development of NSW, local and national road safety outcomes.
- Develop, implement and monitor performance in improving safety of NSW roads and roadsides.
- Integrate road safety engineering into policies, planning, strategies, business processes, programs and operations across the RTA.
- Continue partnerships with agencies such as the Department of Planning, Energy Australia and Integral Energy to address road safety concerns with infrastructure such as utility poles and roadside advertising.
- Deliver key safety works on the Newell Highway, Great Western Highway, Mitchell Highway and Mid Western Highway and undertake a safety review of the New England Highway.
- Review, implement and monitor the NSW Speed Zone Guidelines and associated policies and support system.
- Lead and monitor the development and implementation of pedestrian activity areas, including the Sydney CBD 40km/h speed zone project.
- Deliver safety works under the 'Safety barriers', 'Council managed roads' and 'Pedestrian fencing' programs.
- Develop strategies to implement works on roads identified in the Aboriginal community assessments undertaken for the Aboriginal Affairs NSW.
- Investigate measures at signalised intersections to improve pedestrian safety and amenity.
- Investigate, develop, review and implement training sessions on promoting safer roads practices and best practices.

## Safer vehicles

The RTA will continue to advocate and advise on safer vehicles. The challenges in this area will be to encourage more:

- Australian manufacturers to achieve the maximum five-star result in the ANCAP testing.
- Manufacturers to make electronic stability control a standard item in all models.
- Consumers to demand safer vehicles with comprehensive safety features.
- Manufacturers and consumers to adopt the ISA technology in vehicles.
- Purchasing of five star ANCAP rated vehicles as basic models rather than the purchasing of additional safety features found in luxury vehicles.

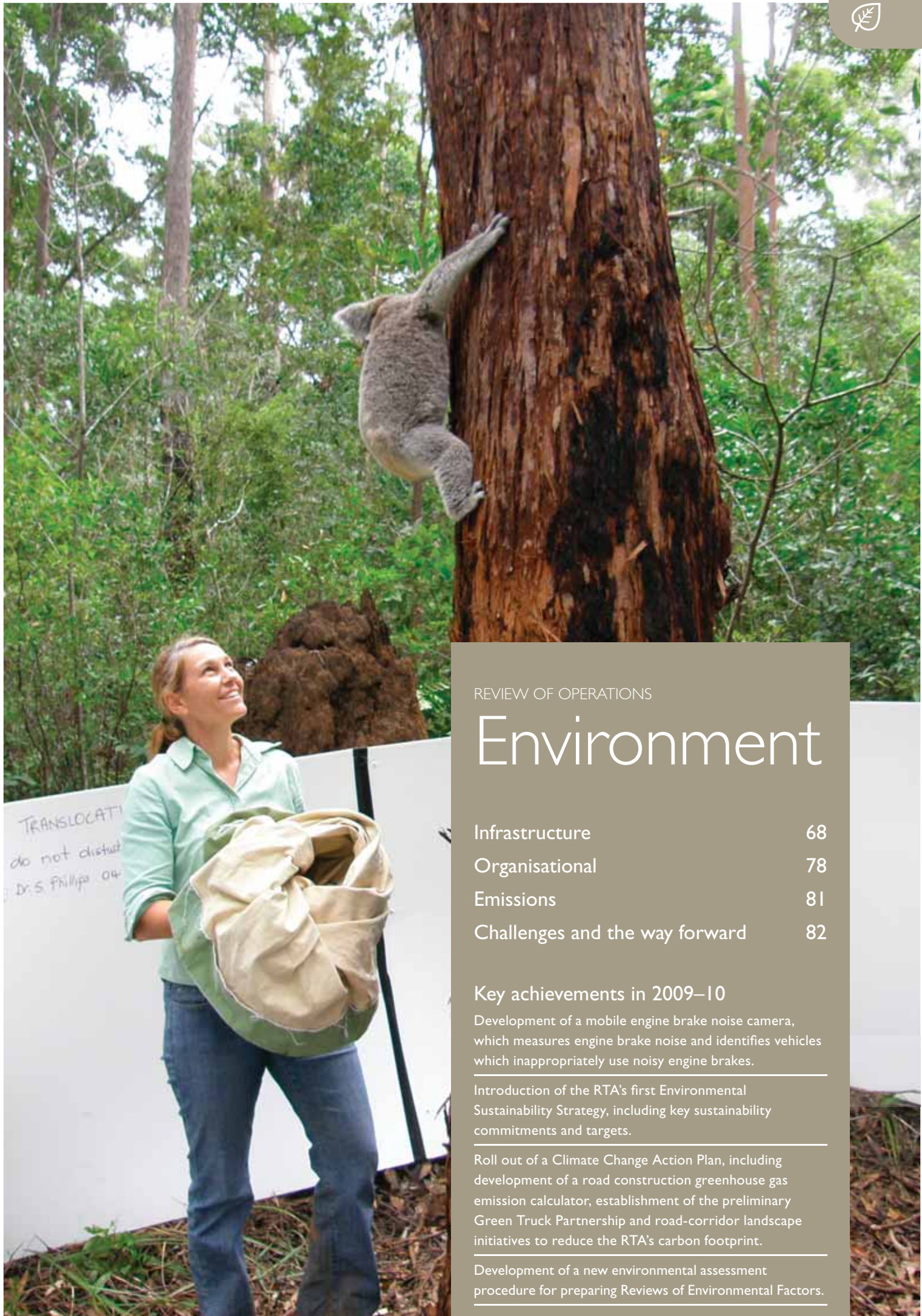
Increasing fuel costs are leading to the increased use of motorcycles, scooters, bicycles, and smaller and more fuel efficient cars, which generally offer their occupants less protection in a crash. The RTA continues to promote ANCAP as a means of choosing the safest vehicle within price and environmental performance parameters.

The forecast increase in the number and size of heavy vehicles and the increases in smaller light vehicles and motorcycles present a real road safety challenge.

## Safer road users

The key focus is to continue to develop and evaluate initiatives to target unsafe road user behaviour. Initiatives include:

- Continue community education and enforcement to reduce speeding.
- Continue to implement initiatives to increase child road safety across NSW, including the further installation of flashing lights in school zones and the installation of 'dragon's teeth' pavement markings and fluoro school zone signage to improve the visibility of school zones.
- Continue to meet the challenge of highlighting the impacts of speeding.
- Review school and community road safety education programs and campaigns to ensure their ongoing relevance and effectiveness.
- Implement high visibility RTA / NSW Police Force operations to target speeding, drink driving, fatigue, heavy vehicle safety, seatbelt use and helmet use.
- Implement point-to-point speed enforcement for heavy vehicles and introduce safety cameras.
- Pilot the new Local Government Road Safety Program.
- Amend the Australian Road Rules to enhance road safety where required.
- Continue the focus on heavy vehicle driver fatigue and refresh fatigue campaigns for light vehicles.
- Complete the \$14 million Dragons Teeth Program to reinforce the visibility of school zones.



REVIEW OF OPERATIONS

# Environment

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## Key achievements in 2009–10

Development of a mobile engine brake noise camera, which measures engine brake noise and identifies vehicles which inappropriately use noisy engine brakes.

Introduction of the RTA's first Environmental Sustainability Strategy, including key sustainability commitments and targets.

Roll out of a Climate Change Action Plan, including development of a road construction greenhouse gas emission calculator, establishment of the preliminary Green Truck Partnership and road-corridor landscape initiatives to reduce the RTA's carbon footprint.

Development of a new environmental assessment procedure for preparing Reviews of Environmental Factors.



# Environment

RTA result: Impacts on the natural, cultural and built environments are minimised

## The RTA and the environment

The RTA aims to minimise the impact on the natural, cultural and built environments in all of its activities. This ranges from improving the organisations' environmental footprint, to working to reduce emissions from vehicles and protecting threatened species and biodiversity during road works. The RTA also has statutory responsibilities to assess the environmental impact of its infrastructure projects as part of the planning process.

This chapter outlines the RTA's measures to minimise impact on the environment over the past year. It is divided into four main sections:

**Infrastructure** – environmental initiatives related to construction and maintenance of roads and bridges.

**Organisational** – internal measures to improve the RTA's use of resources.

**Emissions** – cutting down emissions from vehicles.

**Challenges and the way forward.**

Chapter cover image: RTA staff member Simone Garwood releasing a koala into a nearby conservation area as part of a translocation project for koalas affected by the Oxley Highway upgrade near Port Macquarie.

## Infrastructure

### Infrastructure planning and road works

#### Environmental assessment

The *Environmental Planning and Assessment Act 1979* (EP&A Act) provides the framework for environmental assessments where the RTA identifies measures to avoid, minimise, mitigate, manage, monitor and, in some cases, offset the environmental impact of its activities.

The RTA is committed to setting an industry benchmark for quality environmental impact assessment. The RTA's framework for ensuring quality environmental assessment is the Environmental Impact Assessment Guidelines. An important initiative developed over 2009–10 was the Environmental Assessment Procedure for Project Reviews of Environmental Factors (REFs).

During 2009–10, the Minister for Planning approved six RTA projects under Part 3A of the EP&A Act. These approvals included:

- Erskine Park Link Road Concept Plan (Western Sydney Employment Hub).
- Glenugie upgrade (Pacific Highway).
- Holbrook Bypass (Hume Highway).
- Tarcutta Bypass (Hume Highway).
- Tintenbar to Ewingsdale (Pacific Highway).
- Woomargama Bypass (Hume Highway).

In addition, the Minister for Planning approved several modifications to RTA projects that were assessed under Part 3A of the EP&A Act. Modifications were approved for the following projects:

- Banora Point (Pacific Highway).
- F3 Freeway – Branxton Link. (Hunter Expressway)
- Kempsey to Eungai (Pacific Highway).
- Main Road 92 upgrade project (Nowra to Nerriga)
- Sapphire to Woolgoolga (Pacific Highway).

During the year, the RTA determined 212 REFs. These assessments examine potential environment impacts of projects assessed under Part 5 of the EP&A Act. The REFs were prepared in accordance with the RTA's Environmental Impact Assessment Guidelines.

The RTA referred six projects to the Australian Government Department of Environment, Water, Heritage and the Arts (DEWHA) for a decision on whether assessment and approval would be required under the Commonwealth *Environmental Protection and Biodiversity Conservation Act 1999* (EPBC Act). Where projects have or are likely to have a significant impact on a matter of national environmental significance (known as a 'controlled action' under the EPBC Act), approval is required from the Australian Government Minister for the Environment.



## CASE STUDY

### Glenugie upgrade – Partnerships in environmental impact assessment



In June 2009, the Glenugie upgrade (Pacific Highway) received funding under the Nation Building Fund, contingent upon construction commencing in January 2010.

The project team included project development staff, environmental specialists and the private sector contractor working in close cooperation to ensure high quality environmental assessment in a short timeframe. The project team developed a collaborative approach and engaged early and meaningfully with regulatory agencies for the environmental assessment of this critical infrastructure. Environmental issues were flagged early in the assessment process. For example, the impact upon the threatened species Square-fruited Ironbark (*Eucalyptus tetrapleura*) and Swamp Tea-tree (*Melaleuca irbyana*) and the need for offsets were identified. Discussions with the NSW Department of Environment, Climate Change and Water (DECCW) and DEWHA contributed to a biodiversity offset strategy developed concurrently with the environmental assessment in order to manage the impact on these species.

Partnerships across the organisations and effective consultation with government agencies resulted in the efficient production of a high quality environmental assessment and EPBC Act referral.



High visibility flagging protects vegetation on the Glenugie upgrade construction site.

The referred projects included:

- Glenugie upgrade (Pacific Highway).
- Holbrook Bypass (Hume Highway).
- M2 Motorway upgrade.
- Tarcutta Bypass (Hume Highway).
- Tintenbar to Ewingsdale (Pacific Highway).
- Woomargama Bypass (Hume Highway).

The M2 Motorway upgrade was determined not to be a 'controlled action'. The remaining projects were all 'controlled actions', requiring approval from the Minister for the Environment.

Visit the RTA website at [www.rta.nsw.gov.au](http://www.rta.nsw.gov.au) for more information on the environmental impact assessment of RTA projects, including the projects mentioned here.

### Environmental performance

The RTA recognises that effective environmental management is essential for successfully undertaking its activities and ensuring the long-term sustainability of the NSW road infrastructure. The RTA's strategic environmental direction and broad environmental objectives are outlined in the Green Plan section in the *RTA Corporate Plan 2008–12: Blueprint*, available on the RTA website. To achieve these objectives, the RTA maintains an environmental management system (EMS) which provides a structured approach to planning and implementing environmental protection measures.

The RTA has recently undertaken a review of its EMS and developed an improvement plan for a more effective EMS. The revised EMS will deliver the following outcomes:

- Enhanced planning elements to better link the RTA's environmental aspects and impacts with organisational environmental objectives, targets and programs.
- Better integration of the EMS with other RTA management systems.
- Improved processes and procedures for project environmental risk assessment.
- Revised contract environmental specifications that will deliver improved contractor environmental performance.
- Development and implementation of the RTA-wide environmental awareness training program.
- Implementation of a comprehensive EMS internal audit program.

The RTA is required to hold environment protection licences (EPLs) under the *Protection of the Environment Operations Act 1997* (POEO Act) for certain activities that trigger the licensing schedule in the Act. For the year 2009–10, the RTA held 13 EPLs under the Act. These EPLs were issued for the activities shown in Table 7.



**TABLE 7. ENVIRONMENT PROTECTION LICENCES  
ISSUED 2009–10**

Project/site name	Licensed activity
Ashby Dry Dock	Marina and boat repair facility
Bulahdelah Bypass	Road construction
Central Coast Highway	Road construction
F3 Freeway Widening	Road construction
F5 Freeway Widening	Road construction
Great Western Highway – Woodford to Hazelbrook	Road construction
Lawson Rail Alignment	Railway systems activity
Mewburn's Gravel Quarry	Hard rock gravel quarrying
Mortlake Slipway	Marina and boat repair facility
Newcastle Inner City Bypass	Road construction
Oxley Highway Upgrade	Road construction
Rockdale Depot	Transport of waste
Wagga Depot	Transport of waste

In 2008, amendments to the POEO Act resulted in more stringent licensing requirements for waste management and the potential need to license large waste-storage stockpiles. Because of these potential implications, DECCW issued the RTA a temporary exemption to waste storage (stockpile) licensing. During 2009–10, the RTA undertook a comprehensive audit of its stockpile sites and reviewed the environmental management processes for those sites. While the audit showed that the vast majority of stockpiles managed by the RTA present a very low environmental risk, and only a few held sufficient material to require licensing, the RTA will be carrying out a comprehensive program to improve the environmental performance of its stockpile sites.

In the past year, the RTA continued its program of voluntary licence compliance audits as part of its environmental performance improvement program and annual return of EPLs. The audits revealed 21 non-compliances, which was an increase compared to last year. These non-compliances range from administrative issues such as community communication requirements and failure to include requirements of site inspection reports to some potentially serious water quality discharges from road construction sites. These types of non-compliances have been, or are in the process of being, rectified and the RTA will use the audits' results to improve compliance and procedures.

During 2009–10, the RTA received one Penalty Notice from DECCW for a breach of a licence condition on the Oxley Highway Upgrade.

## Noise management

### Engine compression brake noise

Throughout 2009–10, progress continued on the use of engine brake noise technology to allow future enforcement of a national standard for engine brake noise. As part of this trial, the RTA installed a fixed noise camera site at Mount Ousley, which has been used to trial and test different equipment. The RTA has also been conducting field trials of a 'prototype' relocatable trailer and portable sound monitoring devices. It is proposed to use these technologies for enforcement purposes at locations with high levels of engine brake noise once trials have been concluded and a regulatory framework has been implemented.

The engine brake noise camera trailer system is a 'world first' innovation and the Road User Strategic Projects Technical Team, which pioneered this, was awarded the 2009 RTA Staff Award for Environmental Sustainability.



The mobile engine brake noise camera trailer system at work.

### Noise Abatement Program

In 2009–10, the RTA spent \$2.6 million treating 57 dwellings exposed to high levels of road traffic noise under the RTA's Noise Abatement Program. Architectural noise treatments include sealing around doors and windows, installing mechanical ventilation and replacing doors and windows with acoustically rated units. The majority of building treatments were provided in the Sydney region (approximately 47 homes) with the remaining treatments in the Illawarra, Hunter and Northern regions of NSW.

### NSW Government noise policies

The RTA was a large contributor to the development of the draft Road Noise Policy that was released by DECCW in June 2010 for public comment. The RTA acknowledges the importance of addressing the impact of road traffic noise during road projects and recognises the direct effects traffic noise can have on those living around heavily trafficked roads.





## Land and water

### Erosion and sedimentation management procedures

The RTA is committed to improving performance in limiting construction site erosion and controlling sedimentation. As part of this commitment, the RTA Erosion and Sedimentation Management Procedure was endorsed in November 2009. The procedure replaces the former RTA Erosion and Sedimentation Risk Assessment Procedure, 2005.

The purpose of the procedure is to identify potentially high risk projects in the concept design stage of project development. The procedure provides a process to manage identified risks through design and construction including the use of specialist soil conservation consultants. The requirements of the procedure are implemented through the RTA Major Project Management System, ProjectPack.



Stormwater controls minimise erosion on the Ballina Bypass construction site.

### Erosion and sedimentation control training

As part of its commitment to improving erosion and sedimentation control performance, the RTA has continued to provide two-day technical training to RTA staff including project managers, site engineers, environment staff, surveillance officers and designers. This year, 108 RTA staff were trained across NSW.

The RTA also facilitated delivery of this training to key representatives from some of its major project construction contractors. During 2009–10, 35 contractor staff received training.

### Environmental performance reviews

The RTA conducted a series of environmental performance reviews on major projects in 2009–10. These reviews included site inspections and assessment of compliance with environmental requirements, with a focus on erosion and sedimentation control performance. In 2009–10, the RTA reviewed the Cowpasture Road and Hoxton Park Road projects in Sydney Region, the River Lett Hill project in Western Region, Alstonville Bypass and the Oxley Highway upgrade in Northern Region and the Ballina Bypass on the Pacific Highway.



The outcomes of the reviews are reported to the RTA's Environment Executive Committee. They inform the Executive of performance issues and good examples of innovative techniques and provide recommendations for improvement in site practices and policy directions. The RTA has used the outcomes of these reviews to convey environmental performance expectations to senior management from major project contractors.

### Contaminated land management

The RTA continued to identify and manage contaminated land as part of project development, property purchase and RTA property sales. The works ranged from minor assessments of potentially contaminated stockpiles to complete route assessments for new projects.

Surplus sites that the RTA sells are assessed to ensure they are suitable for the intended land use. Depending on the results of technical investigations, the RTA may use various remediation techniques to ensure sites are suitable for sale.

### Protecting biodiversity

Biodiversity refers to the variety of life forms, including different plants and animals and the genes they contain and the ecosystems in which they live. Australian ecosystems contain many species found nowhere else in the world. Road reserves often contain important biodiversity that is rare in the surrounding landscape. The RTA is committed to the protection of biodiversity along road reserves and considers biodiversity issues carefully during route selection and road design for all infrastructure projects.

Biodiversity protection is achieved through the development and implementation of environmental impact assessment policy, guidelines and procedures; stringent environmental specifications; regular environmental audits and inspections of construction sites; and environmental awareness training for RTA staff and council workers. An outline of how the RTA protected and worked to enhance biodiversity in 2009–10 is included in Table 8 on page 72.

An example of the RTA's commitment to biodiversity is the monitoring of threatened species taking place as part of the Glenugie Upgrade Project, Pacific Highway. Monitoring for Rufous Bettong (*Aepyprymnus rufescens*), Yellow-bellied Gliders (*Petaurus australis*) and Spotted-tailed Quolls (*Dasyurus maculatus*) is being carried out to assess the effectiveness of fauna crossing structures.

### Threatened species

The RTA contributed to a number of threatened species recovery plans prepared by DECCW in accordance with Part 4 of the *Threatened Species Conservation Act 1995*. Refer to Appendix 2 for full details.





**TABLE 8. BIODIVERSITY PROJECTS**



Activity	Purpose	Progress
Developing measures to minimise road impacts on biodiversity.	Management of wildlife on roads.	The RTA is part of a community working party to investigate measures to minimise roadkill in Pittwater and Warringah local government areas. The RTA is researching the issue of road kill and animal collisions at a Statewide level involving collaborations with DECCW and the NSW Wildlife Council.
Contribution to the NSW Wildlife Council.	Management of wildlife on roads.	The RTA provided \$20,000 to the NSW Wildlife Council, which coordinates wildlife carer groups and advises carers on wildlife management policy.
Fund research into effects of road construction and operation on koala ( <i>Phascolarctos cinereus</i> ) populations adjacent to the Pacific Highway at Bonville.	Koala population research.	The RTA has funded the Australian Museum to research the effectiveness of mitigation structures such as underpasses and overpasses for koalas. Sensors have recorded koalas using the underpasses.
Development of draft guidelines for protecting biodiversity during construction and maintaining connectivity.	Provide best-practice guidance and encourage consistency across NSW in protecting biodiversity during construction activities and maintenance works.	Draft biodiversity guidelines in consultation with DECCW and Industry & Investment NSW (Fisheries) have been developed.
Research into the effectiveness of measures to allow threatened fauna to move across roads.	Minimise impacts on biodiversity.	The RTA participated in a joint research project with VicRoads and the University of Melbourne to determine the effectiveness of fauna crossing structures for roads. Preliminary results are being used in the design of crossing structures for RTA projects.
Monitoring of the Purple Copper Butterfly ( <i>Paralucia spinifera</i> ) at Lidsdale.	Minimise impacts to biodiversity.	The RTA provided funds for the monitoring of and ongoing maintenance works for a population of Purple Copper Butterfly translocated from the road reserve of the Castlereagh Highway near Lithgow in 2005–06. Enhancement works on site have been effective at retaining a viable population on site.
Vegetation management at Beverley Grove adjacent to the M5 East Motorway.	Minimise impacts on biodiversity.	The RTA continues to manage a remnant patch of vegetation containing the endangered ecological community of the Cooks River/Castlereagh Ironbark Forest. The RTA has entered into a contract with the National Trust to carry out bush regeneration works.
Green and Golden Bell Frog ( <i>Litoria aurea</i> ), Arncliffe.	Minimise impacts on biodiversity.	The RTA continues to manage the Green and Golden Bell Frog population in ponds constructed as a compensatory measure for the M5 East Motorway. Regular monitoring of the frog population has been carried out since 2000. 2009–10 was a good season for the Green and Golden Bell Frogs at Arncliffe with two separate breeding events. The RTA is seeking to establish a management committee with Council and the Department of Planning for ongoing operation of the ponds.
Duffys Forest endangered ecological community.	Minimise impacts on biodiversity.	The RTA owns two adjacent parcels of land in Frenchs Forest containing Duffys Forest endangered ecological community. A plan of management has been prepared by the RTA to maintain the forest. The bush regeneration of the area is being managed by the National Trust Bushland Management Service.
Hume Highway threatened species monitoring program.	Minimise impacts on biodiversity.	The monitoring includes threatened woodland birds, reptiles and fish. Monitoring of Squirrel Glider use of the glider pole structures suggests Squirrel Gliders are using the structures and populations are being maintained.
Biodiversity offsets.	Offsetting for unavoidable biodiversity impacts.	A Biodiversity Offset Strategy for the Hume Highway Duplication was developed in consultation with the Nature Conservation Trust is being implemented. Offset strategies were approved for the Hume Highway bypasses at Tarcutta and Woomargama and the following sections of the Pacific Highway upgrade: <ul style="list-style-type: none"> <li>• Glenugie upgrade.</li> <li>• Sapphire to Woolgooga.</li> <li>• Kempsey to Eungai.</li> </ul>



## Roadside environment

The RTA continued to support the Roadside Environment Committee (REC) and funded the REC's secretariat and meeting costs in 2009–10. The REC is a multi-agency advisory body that promotes the management of linear reserves to balance environmental, social and economic values. The REC member organisations are:

- Catchment Management Authorities.
- Country Energy.
- Department of Environment, Climate Change and Water.
- Institute of Public Works Engineering Australia.
- Land and Property Management Authority.
- Livestock Health and Pest Authorities.
- Local Government and Shires Association.
- Nature Conservation Council.
- RailCorp.
- NSW RTA.
- Rural Fire Service (RFS).

Key achievements for the REC in 2009–10 included:

- A strategic plan for 2010–13 was developed and included goals for development of environmental management best practice for linear roadside reserves; training, awareness and promotion of the REC.
- An audit of roadside vegetation management plans (RVMPs) was carried out in NSW, finding 73 per cent of councils surveyed had RVMPs but very few were readily available to the public.
- A stakeholder mailing list and review of the REC speaker's kit and website was carried out as part of the communication plan.
- Two electronic REC newsletters were produced and emailed to over 140 stakeholders across NSW and interstate.
- Discussions with the RFS were initiated regarding the development of a strategic approach to bushfire management in linear reserves.
- Clear zone assessment spreadsheet trials are taking place. The aim is to provide a simple approach to assessing and treating hazardous road segments or sites while minimising any adverse impacts on biodiversity.
- A number of presentations were given to the REC. These included BioBanking (DECCW), Roadside Environment Program (Hunter and Central Coast Regional Environmental Management Strategy), Spatial Information eXchange (Land and Property Management Authority), Austroads Guidelines (RTA), and litter reduction strategies (DECCW).

## CASE STUDY

### Translocation of koalas, Oxley Highway upgrade

The RTA is currently upgrading a section of the Oxley Highway, near Port Macquarie. The upgrade passes through an area of habitat known to consist of a koala (*Phascolarctos cinereus*) population of regional and State significance.

The environmental impact assessment for the project determined a significant impact on the local koala population as a result of the loss of known breeding and foraging habitat, fragmentation of known core and secondary habitat and restriction or modification to the movement of the local koala population.

With the support of DECCW, NSW Koala Preservation Society, the RTA and two independent scientific peer reviewers, a proposal to translocate affected koalas to a nearby conservation area was developed. The translocation proposal was approved by DECCW. Biolink Environmental Consultants and the NSW Koala Preservation Society carried out the translocation on behalf of the RTA. Koala translocations began in February 2010.

Nine adult koalas and two joeys were successfully moved into the conservation area. Radio tracking collars were used to monitor how the koalas use and move about in their new environment. Information gathered from the radio tracking study indicated that each animal has established a home range with repeated use of favoured feed trees. The translocation project will continue to be monitored until 2012. Information gathered will assist in developing national translocation methodology for koalas as part of the action under the National Koala Conservation and Management Strategy 2009–14.



RTA staff member Simone Garwood: A translocated koala is released in her new home.



## Heritage

### Aboriginal culture and heritage

The RTA's Procedure for Aboriginal Cultural Heritage Consultation and Investigation sets out a clear process for all RTA projects to ensure effective and appropriate consultation with the Aboriginal community. The procedure has continued to be monitored throughout its first two years of implementation. Amendments already adopted include an increase in the rate paid to Aboriginal Sites Officers engaged under the procedure, to bring payments in line with current market rates.

#### Aboriginal Heritage Impact Permits

DECCW issued 12 Aboriginal Heritage Impact Permits (AHIPs) under Sections 87 and/or 90 of the *NSW National Parks and Wildlife Act 1974*. These permits allow the RTA to undertake investigations on, or remove Aboriginal archaeological sites or objects. Permits were obtained for the following RTA projects:

- Aberdeen Bridge replacement project.
- Barton Highway – Gounyan Curves duplication.
- Bega Bypass.
- Camden Valley Way – Narellan Road to Cobbitty Road.
- Cudgong pavement reconstruction.
- Erskine Park Link Road.
- Gerringong upgrade.
- Great Western Highway – Woodford to Hazelbrook Stage 5 upgrade.
- Main Road 92 upgrade – Stage 3.
- Oxley Highway upgrade.
- Princes Highway – Gerringong to Bomaderry upgrade.
- Princes Highway – Victoria Creek upgrade.

Aboriginal archaeological investigations, not requiring AHIPs, were also undertaken for the Hume Bypass projects and Pacific Highway upgrade projects.

### Heritage and Conservation Register

The Section 170 Heritage and Conservation Register, required by the *Heritage Act 1977*, was submitted to the Heritage Council in December 2009. The register documents in detail the RTA's State and locally significant heritage assets. The register currently has 319 items, predominantly bridges, but also including movable heritage, archaeological items and buildings. A Geographic Information System interface search tool has been developed for internal RTA use to allow for more flexible access to data held on the register.

The Director of the Heritage Branch, NSW Department of Planning, congratulated the RTA on the quality of its register which was formally endorsed on 7 July 2010.

The register is available for the public to view on the Environment pages of the RTA website at [www.rta.nsw.gov.au](http://www.rta.nsw.gov.au).



The RTA's Section 170 Register list includes Ferry No. 7, Ashby Dry Dock, as a moveable heritage item.

### State Heritage Register

The RTA has 37 items on the NSW State Heritage Register, primarily bridges. This year the Yooroonah Tank Barrier, which crosses Waterfall Way at Ebor and partly lies within the road reserve, was added to the State Heritage Register. The tank barrier consists mainly of timber posts and cast concrete tetrahedra as well as supporting structures and is one of the best preserved of the local defence lines built in World War II remaining in NSW.



The 1942 Yooroonah Tank Barrier at Waterfall Way is now listed on the State Heritage Register.

The Heritage Council approved the following work on State Heritage items listed under the *Heritage Act 1977*:

- Chatswood Reservoir / Boundary Road intersection.
- Dunmore Bridge refurbishment.

#### Oral history

The RTA's Oral History Program supplements the organisation's documented history with spoken word recollections of the people involved in all aspects of its technical, operational and policy development.

The most recently completed oral history, *Towards a safer system: innovations in Australian road safety* interviewed 29 people, many within the RTA or its predecessors, who made significant contributions to the development of a road safety culture in Australia.

The oral history of toll collection on Sydney Harbour Bridge is nearing completion. The oral history records the memories of the people who collected the tolls, the politics of the workplace and the impact of operational changes.

MP3 versions of the oral histories are available for download from the Environment pages of the RTA website at [www.rta.nsw.gov.au](http://www.rta.nsw.gov.au).

## Other heritage activities

### RTA Heritage Committee

The RTA's Heritage Committee meets quarterly to discuss issues relating to the management of heritage assets and policy development for heritage conservation. The committee includes representatives from:

- Engineers Australia.
- The Heritage Branch, NSW Department of Planning.
- The National Trust of Australia (NSW).
- The Royal Australian Historical Society.

The Committee has entered its 30th year and three members have sat on the Committee since the beginning. Originally formed to discuss the conservation of historic bridges, the role of the group has expanded. Over its 30 years the committee has provided specialist guidance to RTA on the value of its heritage resource for the people of NSW. The meetings also present projects which have significant heritage issues and provide an opportunity for stakeholders to raise issues with the RTA.

### CASE STUDY

#### Archaeology at Alstonville

The Alstonville Bypass impacts on an area of vacant land opposite the site of the former Ocean View Hotel, which was built in 1884 and demolished by 1908. A large refuse deposit on the vacant land was assessed as having archaeological potential, as it was associated with the hotel and life on the rural frontier at the time of Federation in 1901.

The RTA commissioned an archaeologist to undertake an excavation to sample the deposit and to explore questions about the relative balance of trade items from NSW and Queensland (at the time these states were separate colonies vying for economic dominance). The excavation looked for evidence of lifestyles at this relatively remote location.

The artefact material recovered included large amounts of bottle glass, plus domestic and personal items. The artefacts are undergoing analysis and will be offered to the local historical society for their collection.



Archaeologists excavate a site associated with the late 19th century Ocean View Hotel which will be impacted by the Alstonville Bypass.

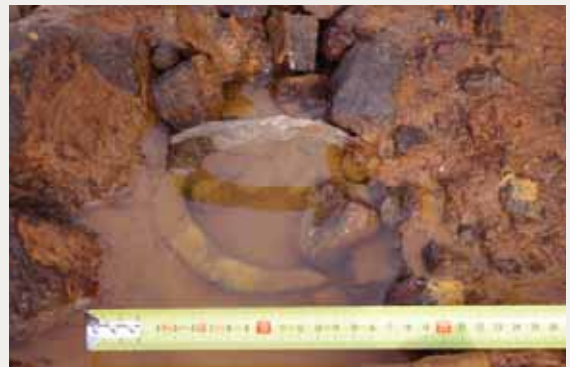
### CASE STUDY

#### Conservation of historic road pavement

Construction and maintenance works frequently reveal old road surfaces buried beneath the modern road pavement. Current road construction works through the Blue Mountains town of Lawson have revealed several substantial stretches of cut sandstone block road formation, probably dating from the mid 19th century.

Old road construction techniques display the different needs of 19th century roadmakers compared to those of today. Generally local materials were used wherever possible to reduce costs, and labour-intensive techniques were employed. Workers, whether convicts, contractors or unemployment relief workers, built many of NSW's most important roads by hand.

The RTA's policy is to retain old road fabric where possible beneath new road surfaces. Detailed archival recording to NSW Heritage Council standards complements the preservation and provides future researchers with needed information. If retention is not possible, due to poor condition or design constraints, then RTA works in consultation with local government and the Heritage Branch, Department of Planning to find alternative interpretative methods. These can include salvage of the road material for use in other public works and installations.



This horse shoe was found embedded in a wheel rut on an exposed mid 19th century roadway uncovered on the Great Western Highway, Lawson. The scale is in centimetres.



## Urban design policy

Roads and streets and their bridges, footways, cycleways and verges are a major part of our cities, towns and the countryside and, as such, have a powerful influence on the form, function and character of the places in which we live. In recognition of this, the RTA has developed an urban design approach to its infrastructure works, with three main concerns:

1. How infrastructure fits into and helps shape its context (including built form, topography and landscape).
2. How connectivity and the general permeability of the movement of people is provided in a place.
3. The design quality (including durability, liveability and aesthetics) of the public domain and the visual experience of travel.

These goals are developed in the RTA's urban design policy, *Beyond the Pavement: RTA urban design policy, procedures and design principles* which was the recipient of the 'Australia Award for Urban Design 2010'. The policy is accompanied by other guidelines on bridges, noise walls, landscape and slope stabilisation. Two further guidelines on water sensitive road design and vandalism avoidance are under development.

*Beyond the Pavement: RTA urban design policy, procedures and design principles*, received the 'Australia Award for Urban Design 2010'.



A related document *Guidelines for landscape character and visual impact assessment* sets down a methodology for assessing the impact of a project on both the general character of an area as well as on the residential and other viewpoints in that area. This guideline provides clear reporting on potential impacts and promotes design iteration to avoid and minimise those impacts, and thereby improve the project urban design outcome.

Further policy development work this year has included research investigating the carbon asset of the state road landscape. The study has investigated the carbon cycle in relation to the road network and how best to manage and safeguard it. The study has also developed and tested a method for calculating the total carbon stored in all trees, shrubs and soil throughout the whole 20,000 or so kilometres of the State road network. The next stage of the work will be to apply this method to calculate the RTA's total carbon inventory.

## Integrating urban design into infrastructure project development and delivery

In the RTA, urban design thinking is applied in all stages of project development and delivery:

- In the **initiation phase** when network and corridor strategies are developed with urban design objectives governing their implementation.
- In the **development phase** when options are assessed and design outcomes developed which maximise benefits to the built and natural environment.

- In the **implementation phase** when designs are refined and design quality pursued in the detailed design and construction stages
- In the **finalisation phase** when projects are reviewed and landscapes are established for the operation of the road.

### Urban design in the initiation phase

The RTA takes a broad approach to the planning of its roads, recognising that all projects need to be designed as a part of a road corridor, or network strategy, which responds to the contexts in which they are situated. For example, the Pacific Highway Corridor Urban Design Framework helps guide the planning and design of all Pacific Highway projects north of Newcastle. Other urban design frameworks developed this year include studies for the North West and South West Growth Centres in Sydney. These have focused on integrating land use and transport planning to help produce liveable new population centres for Sydney.



This artist's sketch shows Transit Boulevard, one of the road types used in the urban design frameworks for the Sydney Growth Centres.

### Urban design in the development phase

An urban design approach continued to be applied successfully on projects in the options investigation and development stages.

Of note this year has been route selection and refinement work for Mount Victoria to Lithgow on the Great Western Highway. Urban design objectives played a significant role in helping to finalise the preferred corridor and investigate the impact of the proposal on the communities and landscape along this historic and challenging route.



Great Western Highway, Victoria Pass.



Significant urban design input has also occurred on the privately funded M2 Motorway and M5 Motorway west upgrades. Project planning has involved a strong focus on visual impacts and the achievement of an appropriate urban design outcome for the areas through which the motorways pass.

### Urban design in the implementation phase

The 2009–10 year proved to be a significant year in the implementation phase of projects. Urban design input was applied across a wide range of projects around the State. The Hunter Expressway and Kempsey Bypass projects have been undergoing detailed design development throughout much of the year with multi disciplinary collaborations set up between engineers, urban designers and environmental experts.

The construction of Pacific Highway upgrades including Coopernook to Herons Creek and Ballina Bypass continued to require design monitoring. The Banora Point upgrade project commenced this year with significant urban design input into the detailed design including the architectural and landscape development of the viaduct, the landbridge and park, the high walled cuttings through the Banora Point ridge line and the gateway interchange for Tweed Heads.

Detailed design commenced for the final stage of the Great Western Highway Lapstone to Katoomba upgrade at Bullaburra East and continues to implement the urban design objectives of the Great Western Highway Urban Design Framework.

Construction of the Inner West Busway in Drummoyne and Rozelle continued, with significant work carried out on Iron Cove Bridge. Design decisions made in 2008, such as tapering piers, setback from the old bridge and the slender girder with cantilevered deck are now able to be seen in their built form. Proposals for the new King Georges Park area (used as a construction site) have been developed in liaison with the council and residents and design work was finalised for the ramp connection from the new bridge to the 'Bay Run'.



Construction of the new bridge adjacent to the existing bridge over Iron Cove Bay, June 2010.

The Northern Distributor extension in Wollongong was also completed in December 2009. The project includes new cycleways and footpaths, bridges, noisewalls and landscape, all designed to create a distinct identity for the project and good connections along and across the road. The grey blue signature colour used on the project represents the misty blue of the Illawarra escarpment, which provides a nearby backdrop to the coastal plain.



Northern Distributor extension in Wollongong, November 2009.

### Urban design in the finalisation phase

Urban design involvement in projects includes landscape design and management input. When the project is completed it is only the beginning for the establishment and eventual maturation of the landscape. Consequently, ongoing monitoring, plant replacement, plant thinning and trimming, grass cutting and adaptation of the landscape is an important area of work.

The Pacific Highway, Bonville Bypass opened in 2008 and is a good example of the need for monitoring. Just two years after opening, the landscape has grown significantly with acacias and gums regenerating extensively throughout the project. Selective clearing will be needed to avoid maintenance problems in future years.



Vegetation growth on the Bonville Bypass, Pacific Highway, in June 2010, just two years after opening.



# Organisational

The RTA is one of the largest infrastructure and service organisations in Australia and we recognise our activities have an impact on the environment. This section summarises the key organisational environmental impacts and highlights how the RTA is moving towards becoming a more environmentally sustainable organisation.

## Environmental sustainability strategy

In June 2010 the RTA's Environment Executive Committee endorsed the environmental sustainability strategy *Towards a more sustainable RTA*. The strategy aims to provide staff, contractors and the community with a shared understanding of the environmental sustainability issues relevant to the RTA and includes a series of sustainability commitments and targets in the key environmental theme areas.

- Air quality.
- Biodiversity.
- Climate change.
- Energy management.
- Heritage.
- Liveable communities.
- Materials selection.
- Waste management.
- Water management.

The commitments in the strategy will be used to guide the identification of environmental sustainability opportunities in the RTA so that they can be translated into specific actions to be incorporated into existing RTA business processes.

Implementation of the strategy will deliver a number of benefits to the RTA including:

- Reducing greenhouse gas and other air emissions associated with our operations.
- Reducing the RTA's environmental footprint by better management of energy, water, waste and the way the organisation designs, builds and operates roads.
- Attracting and retaining talented staff who want to work for an organisation committed to environmental sustainability.
- Reducing potential environmental and economic risks.
- Enhancing research and development opportunities.
- Promoting a culture of innovation.

## RTA Australian Institute of Management Sustainability Training Project

The Australian Institute of Management (AIM) in conjunction with the RTA and Canon Australia has been successful in receiving funding from the DECCW to develop and trial a training program to increase the skills of executives and managers in environmental sustainability and energy efficiency. The training program will focus on integrating sustainability through strategic planning, cultural change, workplace policies and practices.

Funding is provided through the NSW Government's \$20 million Energy Efficiency Training Program.

# Resources and waste

## Energy

The RTA reports in October of every year on its direct energy consumption, in accordance with the NSW Government Energy Management Policy (GEMP) and NSW Government Sustainability Policy<sup>1</sup>.



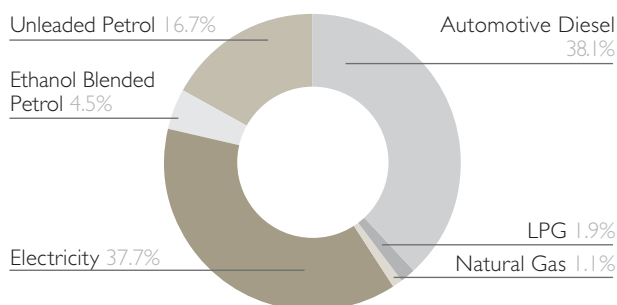
In 2008–09 the RTA consumed around 745,893 gigajoules (GJ) of energy. The RTA's major direct energy uses include electricity to operate traffic signals, street lights and buildings, and diesel and petrol for road machinery and RTA vehicles. The RTA uses minor amounts of LPG and natural gas for heating buildings, light vehicles and plant and asphalt manufacture.

There was a significant increase in the consumption of both LPG and ethanol blended petrol (E10) in the light vehicle fleet in 2008–09 compared to previous years.

The RTA's direct energy usage profile for 2008–09, in terms of proportion of energy consumed (gigajoules) by energy source, is shown in Figure 18.

**FIGURE 18. RTA ENERGY USE PROFILE**

(Per cent of direct energy consumption as measured in gigajoules)



## Environmental performance of RTA light vehicle fleet

The environmental performance score (EPS) is a rating score out of 20 given to all light vehicles sold in Australia and is based on the greenhouse gas emissions and air quality impact of vehicles. The higher the EPS score the better the environmental performance of a vehicle.

The NSW Cleaner Government Fleet Program sets performance targets for government fleets including:

- A target average EPS for passenger vehicle fleets of 13.5 by June 2011.  
The RTA average EPS was 12.55 as at June 2009 and 13.42 as at June 2010 and is continuing to trend upward towards the target.
- A target average EPS for commercial vehicle fleets of 9 by June 2011.  
The RTA average commercial vehicle EPS was 8.48 as at June 2009 and 8.93 as at June 2010 and is continuing to trend upward towards the target.

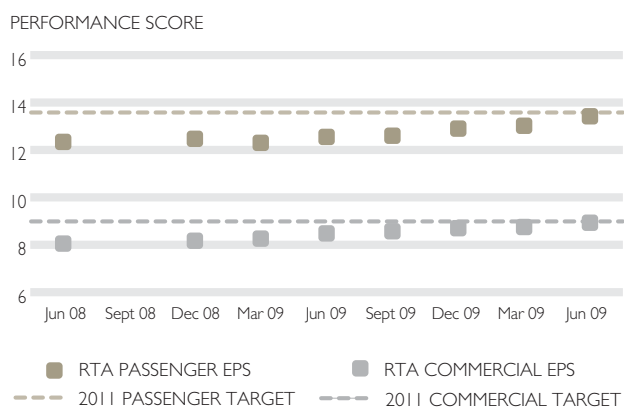
<sup>1</sup> Due to the time delay in obtaining data and collating energy reports, all annual report energy data is 12 months in arrears.





Figure 19 shows how the RTA is tracking against target EPS for the light vehicle fleet since June 2008.

**FIGURE 19. ENVIRONMENTAL PERFORMANCE SCORE FOR THE RTA LIGHT VEHICLE FLEET**

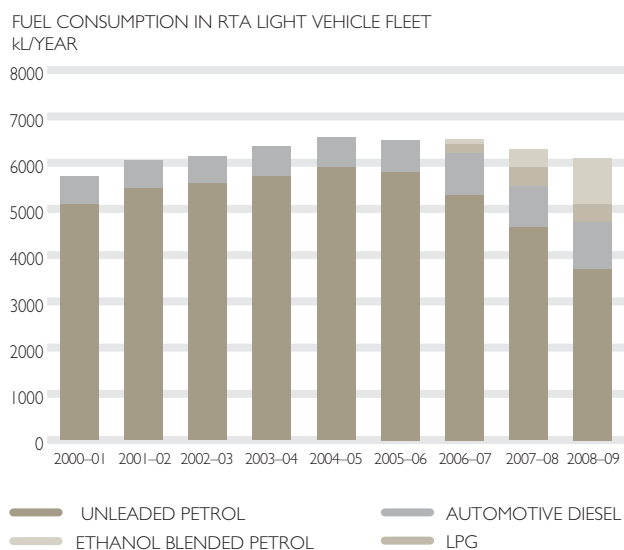


### Fuel consumption in RTA light vehicles

There has been a significant decrease in the amount of unleaded petrol consumed in the past three years (see Figure 20). This is attributable to the increasing environmental performance of fleet vehicles including greater use of E10, a greater number of LPG fuelled vehicles compared to previous years and increased fuel efficiency of petrol-powered motor vehicles.

A target 20 per cent of all fuel used in government fleet light motor vehicles should be E10. The use of E10 in the RTA light vehicle fleet has been gradually increasing, from 15.8 per cent in July 2008 to 23.2 per cent in July 2009, exceeding the NSW Government target.

**FIGURE 20. FUEL CONSUMPTION IN RTA LIGHT VEHICLE FLEET**



Note: Ethanol blended petrol data not collected before 2006-07

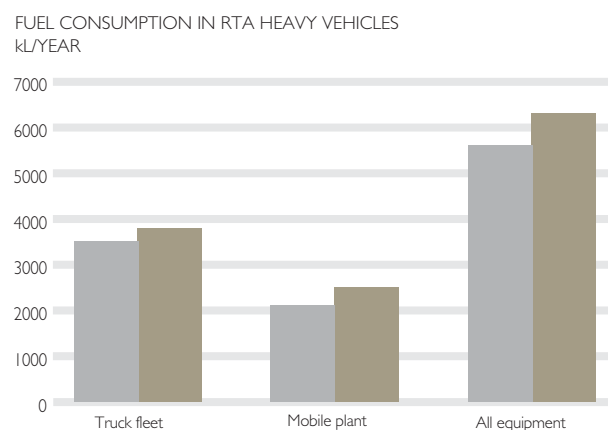


### Fuel consumption in RTA heavy vehicles

The RTA owns and operates a truck fleet of 672 heavy vehicles and about 608 items of heavy plant and equipment, such as heavy rollers and water tankers.

The fleet consumed about 6.4 million litres of diesel in 2008-09, which is approximately a 14 per cent increase in consumption compared to the previous year (see Figure 21). The RTA is currently piloting an eco-driving training course for its heavy vehicle operators to reduce diesel fuel consumption.

**FIGURE 21. FUEL CONSUMPTION IN RTA HEAVY VEHICLE FLEET**



### RTA Waste Reduction and Purchasing Policy

The RTA reports every two years to DECCW on the progress of its Waste Reduction and Purchasing Policy (WRAPP). The latest WRAPP progress report was submitted in October 2009. WRAPP initiatives implemented by the RTA include:

#### Procurement of construction-related goods and services

In relation to use of recycled materials, road construction contracts include RTA technical specifications that state the type, quality and quantity of construction materials to be used. A number of RTA specifications allow for the use of recycled materials in road construction and maintenance.

The range of applications for recycled materials is increasing as technology develops and field trials prove the suitability of recycled materials as substitutes for raw products. For example:

- Following extensive testing and trials the RTA has amended its specifications to allow re-used crumbed rubber derived from waste tyres in spray bitumen and asphalt mixes.
- RTA specifications were revised to allow for the use of powdered glass as a pavement binding agent. All RTA construction and maintenance specifications contain environmental management specifications.
- Development of an internal guide for road designers and





project managers that lists the commonly used recycled materials in road construction and maintenance along with the relevant RTA specifications that allow for their use.

### Procurement of administrative goods and services

The RTA continues to include WRAPP principles (and/or specific requirements relating to WRAPP) in tenders and contracts as they are reviewed. This involves:

- Specifying that all new office fit outs more than 1000m<sup>2</sup> achieve a minimum four-star rating under the Green Building Council rating scheme where cost effective.
- Specifying that all timber and timber products used in new and refurbished RTA buildings and road infrastructure projects be sourced from sustainably managed forests which have obtained Forest Management Certification. (The re-use of felled timbers from road construction activities is permitted provided legal approval has been granted for their removal as part an environmental assessment process.)

### Integration of WRAPP principles in corporate planning and policy

- The RTA WRAPP targets for waste management have been incorporated as part of the sustainability strategy, including sustainable building strategy for RTA properties.
- WRAPP principles and targets are being incorporated into RTA Depot Management plans.

## Climate change

### Climate Change Action Plan

The Executive endorsed the RTA Climate Change Action Plan in October 2009. This plan aims to build the RTA's capacity to manage the transition to a low carbon economy.

The plan outlines how the RTA will:

- Reduce its carbon footprint.
- Help to reduce the carbon footprint of road transport.
- Adapt the RTA road transport system to the impacts of climate change.
- Manage the RTA's transition to a low carbon economy.

Key actions which have been undertaken for 2009–10 include:

- Development of a road construction greenhouse gas emission calculator.
- Investigation of future opportunities for reductions in tunnel power consumption.
- Trialling of measures outlined in the Heavy Vehicle Fleet Emissions Plan.
- Investigation of opportunities to reduce the RTA's carbon footprint through road-corridor landscape initiatives.
- Development of a Vehicle Emissions Measure for NSW that will enable changes in vehicle emissions to be tracked.

- Establishment of the Green Truck Partnership (GTP). Ten technologies were identified for assessment during a trial which commenced in 2009–10.
- Provided support to DECCW for the development of an electric vehicle strategy for NSW and provided input into the NSW and National Electric Vehicle Taskforces.



### Electric vehicles

The RTA is a member of the NSW Electric Vehicles Taskforce, an inter-agency group which was first convened in 2009. The Taskforce considers the technology, infrastructure, policy and legislation necessary to support the uptake of electric vehicles.

The RTA provided input into the Taskforce's initial recommendations report, which has been accepted by the NSW Government. Electric vehicles must now be included in Government fleets as they become available and recharging facilities must be available for these vehicles.

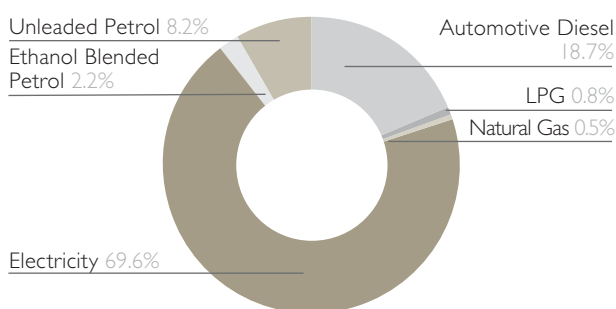
The RTA has ordered a Mitsubishi i-MiEV, the first mass produced electric vehicle available in Australia. The RTA will also install charge points at several locations.

### RTA greenhouse gas emissions

Reducing RTA greenhouse gas emissions is an objective of the Green Plan section in the *RTA Corporate Plan 2008–12: Blueprint* and the Climate Change Action Plan. All carbon based energy sources consumed by the RTA generate greenhouse gas emissions. The proportion of the RTA's direct greenhouse gas emissions by energy source for 2008–09 is shown in Figure 22.

**FIGURE 22. RTA'S DIRECT GREENHOUSE GAS EMISSIONS PROFILE**

(Per cent of direct greenhouse gas emissions as measured in tonnes of carbon dioxide equivalent)



In 2008–09 the RTA emitted 114,030 tonnes of greenhouse gas (measured in units of carbon dioxide equivalent) which was an increase of 1.7 per cent on 2007–08. This is due to the increase in use of automotive diesel and E10 which only partly offset the reduction in unleaded petrol use.



An Energy Savings Action Plan is in place to produce improved performance in energy efficiency and greenhouse gas emissions. The following are examples of initiatives being implemented.

#### Energy efficiency audits of RTA buildings

The RTA owns or leases approximately 380 buildings including administration offices, motor registries, works centres, depots and heavy vehicle inspection stations.



Energy audits were conducted on the top 40 energy consuming buildings in June 2010. These 40 buildings combined consume approximately 60 per cent of RTA's property energy use. The audit reports include energy efficiency recommendations. Cost-effective measures will be implemented over the next year to reduce energy demand and greenhouse emissions.

#### Greenstar rating for RTA Head Office

The Green Building Council of Australia (GBCA) awarded the RTA with a four-star rating for the fit out of RTA's head office at 101 Miller Street, North Sydney. The four-star rating represents 'best practice' in sustainable office design and construction.



Key sustainability initiatives included use of low volatile organic carbon paint, adhesives and sealants, workstations, tables, chairs and compactors made out of recyclable materials, use of alternative materials to PVC, individually switched lighting zones, proximity and good access to public transport and water efficient fixtures and fittings. A credit point was earned for innovation by exceeding the green star benchmark for PVC minimisation. More than 80 per cent of the waste generated during construction phase was recycled.

#### Eco-driving training

In June 2010 the RTA piloted an eco-driving training course for RTA staff who drive heavy vehicles. Eco-driving is a driving style that emphasises smooth driving to reduce fuel consumption. Common eco-driving techniques include:



- Shifting up through the gears as soon as possible.
- Maintaining a steady speed in the optimal engine revolutions per minute range.
- Avoiding heavy and/or sudden acceleration or braking.
- Using the highest gear possible.
- Looking ahead to anticipate the actions of other drivers and predict likely changes and interruptions to traffic flow.

The RTA drivers who participated in the trial achieved an average fuel saving of 18 per cent in metropolitan conditions. The RTA is finalising a training video and program to train other heavy vehicle operators during 2010–11.

#### Green Truck Partnership

The Green Truck Partnership (GTP) was established 1 July 2009 and is an alliance between the RTA and the road transport industry. The GTP has been initiated following concerns from road transport operators about a gap in the availability of independent research findings of products that seek to improve the environmental performance of heavy vehicles. At present, heavy vehicle operators are relying on information from manufacturers when seeking to purchase a product to improve the environmental performance of their heavy vehicle.

The GTP has commissioned independent testing of a number of products that claim to improve the environmental performance of heavy vehicles. The testing will begin in the second half of 2010.



## Emissions

### Diesel Retrofit Program

The Diesel Retrofit Program aims to improve the emissions performance of heavy diesel vehicles operating in the Sydney Greater Metropolitan area. Under the program, after-treatment devices are fitted to a vehicle's exhaust system to filter out particulate matter, resulting in improved air quality.

The continuing success of the program has led to further funding being provided by DECCW for a co-contribution style retrofit program. Eleven fleets are participating in the co-contribution program and 92 vehicles have been fitted with these devices, with orders for additional devices for 80 additional vehicles committed to the program.



### Clean Fleet Program

The Clean Fleet Program is an audited vehicle maintenance program designed to improve air quality by reducing diesel emissions. Participants are eligible to seek a fuel tax credit under the Federal Fuel Tax Credits Program. Participants must meet standards for using clean fuel, correct engine settings, regular vehicle maintenance and effective fault identification and repair.

At June 2010 there were 6805 vehicles in the program (including Metropolitan Bus System contract operators and RTA vehicles).



### Alternative fuels

The RTA continues to conduct emissions tests on a variety of vehicles to assist the liquid petroleum gas (LPG) aftermarket equipment industry (the industry that converts vehicles to LPG after they are bought). The testing ensures that LPG fitted vehicles continue to meet applicable emissions standards. Twenty-nine LPG kits were tested in 2009–10.



## Diesel emissions awareness course

The RTA sponsors a free TAFE course designed for truck and bus owners, drivers and operators, diesel mechanics and fleet and workshop managers on 'How to reduce heavy vehicle emissions'. One module of the course details how to join the Clean Fleet Program. The course is run throughout NSW in Sydney, Shellharbour, Kurri-Kurri, Tamworth and Wagga Wagga. The course was extended during 2009–10 to Coffs Harbour, Dubbo, Taree and Wollongbar TAFEs. In 2009–10, a total of 41 courses were run with 281 participants attending.

## Light vehicle emissions testing

In 2009–10, the RTA conducted 1075 emissions tests for light vehicles at Botany and Penrith motor registries. Vehicles are referred for testing by DECCW and modified vehicles are referred by engineering certification signatories.

## Smoky vehicle enforcement

During 2009–10 RTA inspectors reported 32 vehicles that were considered to be emitting excessive vehicle smoke to DECCW. This resulted in 10 Penalty Infringement Notices and three advisory letters being issued by the DECCW.

## Vehicle emission standards

New emission standards (Euro 5) were introduced from 1 January 2010. These apply to new model heavy vehicles which run on diesel, liquefied petroleum gas, petrol or natural gas and have a gross vehicle mass greater than 3.5 tonnes. The new standards are aimed at achieving improved air quality.

## Vehicle emissions training

Training sessions were run for the University of Western Sydney environmental students and TAFE apprentice motor mechanics to demonstrate the RTA's light vehicle emissions testing facilities. During 2009–10 a total of 95 students attended these sessions.

## Reduction in fuel use for ferries

A continuing program to replace the vehicular ferries on the Hawkesbury River resulted in reduced fuel use. The improved hull design of the new ferries has lessened the risk of oils and contaminants entering the waterways and has minimised the impact on shorelines.

# Challenges and the way forward

## Infrastructure

Several areas for improvement have been identified over the course of this year. These included improving the process for efficient delivery of high quality environmental assessments by:

- Continuing to develop, review and implement the Environmental Impact Assessment guidelines.
- Delivering training for RTA project staff.

Preventing environmental incidents on construction sites is a primary concern. The RTA will continue to drive improvements in contractor environmental performance by:

- Developing new educational tools for contractors.
- Developing more effective contract specifications.
- Producing technical guidance for high-risk erosion and sedimentation control issues.
- Facilitating the delivery of RTA developed erosion and sedimentation training packages for key project staff and local councils.

Effectively managing the impact of linear infrastructure on fauna movement is a continuing issue. The RTA is working to understand the effectiveness of connectivity measures to better inform fauna habitat connectivity strategies on future projects by:

- Monitoring and researching fauna use of connectivity measures.
- Developing best practice benchmarks.

The RTA is improving the delivery of the Noise Abatement Program by reviewing the procedure for prioritising noise-affected residents for treatment and mitigation measures used for architectural treatment of residences.

## Organisational

Mainstreaming sustainability into existing business practices is a future challenge. The RTA will improve sustainability outcomes by:

- Implementing the RTA Sustainability Strategy.
- Raising staff awareness through sustainability education initiatives.

## Emissions

To reduce fleet vehicle emissions, the RTA will support operators of heavy vehicles by continuing to promote the Clean Fleet Heavy Vehicle Maintenance Program and Diesel Retrofit Program.



## REVIEW OF OPERATIONS

# Services

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### Key achievements in 2009–10

Motor registry services exceeded the customer satisfaction target of more than 90 per cent in a survey of customers conducted in May 2010. Ninety three percent of customers rated motor registry services as 'good' or 'very good'.

The RTA's range of online services continued to grow and improve.

The RTA introduced facial recognition technology to verify the identity of licence and photo card holders in NSW and to combat identity fraud.



REVIEW OF OPERATIONS

# Services

RTA result: Meeting community needs

## The RTA's services

The RTA works to meet the needs and expectations of its broad range of customers and stakeholders, such as those who use its licensing and registration services and those who are affected by the RTA's roadwork and management of the NSW road system.

The RTA provides its services in many ways, including through an extensive network of motor registries which are the central point for licensing and registration transactions. This network also provides important information to the community about issues such as the comparative safety of new and used cars and the safety and ease of use of child restraints.

This chapter outlines how the RTA has worked to meet the needs of the people of NSW over the past year. It is divided into three main sections:

**Customers** – accessible, high quality, data integrity and identity management.

**Stakeholders** – a focus on effective consultative, communication and partnerships.

**Challenges and the way forward.**

Chapter cover image: Community celebration to mark the opening of the Northern Distributor extension, November 2009. Photographer Geordie McRae.

## Customer service

RTA services are delivered through motor registries, agencies, online, the RTA Contact Centre, Government Access Centres (GACs) and itinerant sites for regional and rural customers.

In 2009–10 the RTA provided registration and licensing services to 4.79 million drivers and 5.46 million registered vehicles in NSW.

## Motor registries

The RTA has a network of 128 motor registries, a Contact Centre, six GACs and 34 agencies offering RTA services. To support regional and rural customers, services are also provided at 37 itinerant sites in remote areas.

In 2009–10, the motor registry network was improved through the relocation and refurbishment of several sites:

- Charlestown and Cardiff motor registries were amalgamated to a single new location at Warners Bay, which opened for business on 27 July 2009, providing modern and comfortable facilities for customers and staff. Trading hours were extended to include Saturday trading. This location also provides a processing facility for motor dealers in the Newcastle and Central Coast areas.
- Narooma Motor Registry relocated to new premises in August 2009 during a major shopping centre redevelopment project. The new motor registry is within walking distance of the previous location.
- Wetherill Park Motor Registry relocated to new premises in June 2010, providing enhanced driver testing facilities for customers, including 10 dedicated driver testing counters and 20 driver testing applicant car parking spaces. The new location is only a short distance from the previous location, making it accessible and convenient for the local community.
- A number of motor registry upgrades were undertaken during 2009–10, including relocations for Singleton and Raymond Terrace. The new premises provide customers and staff with modern facilities which incorporate the latest design features such as improved public seating, newly designed transaction counters and a new queuing system.
- Maclean Motor Registry had a complete refurbishment within Council chambers.
- Balranald Council Agency was converted to an online agency. An agency is a third party provider, such as a local council or a police station, which conducts driver licensing and vehicle registration business on behalf of the RTA, usually in remote areas.

A new workforce management scheme has been implemented in all motor registries and a new queue management system is currently being rolled out, and has been installed in 61 per cent of motor registries to date. These new state-of-the-art systems will provide forecasting and scheduling information to allow motor registry managers to better manage customer waiting times and associated staffing requirements.



Wetherill Park Motor Registry now features state-of-the art customer facilities including a new voice operated queuing system.

## RTA Contact Centre

The Contact Centre provides support to over 3.7 million customers annually by offering accurate and timely information on licence, registration and tolling services over the telephone.

Customers can obtain information or choose to complete business while on the telephone rather than visit a motor registry.

## Government Access Program

The Government Access Program (GAP) provides services to customers in rural and remote NSW through a network of Government Access Centres (GACs). In 2009–10 the GAP continued to deliver these services, which includes transactions ranging from receipting payments to providing information and referrals for agency services that were completed on behalf of nine key State government agencies.

These services were provided in addition to the GAC host agency core business. The successful introduction of a new online service (OneGov Direct Access Service) for RTA hosted GACs has delivered significant benefits to the RTA by removing numerous paper-based processes and allowing content to be tailored to specific RTA requirements. It is intended that OneGov Direct Access Service will be made available to all non-RTA hosted GACs in 2010–11 so that these host agencies may gain similar benefits.

## Tolling

### E-Toll tags

Most of Sydney's motorways are toll roads and some are fully electronic, meaning that motorists need a tag or a pass to use them. Advertising campaigns were launched before Christmas and Easter to promote E-Toll tags and passes to people who might be driving into Sydney for the holiday periods. An online campaign was launched in May and June 2010 to promote the tags and a mobile E-Toll stand was developed to promote the tags at shows, events and shopping centres.

### Rental car tolling solutions

In order to provide a comprehensive and cost-effective tolling solution to rental car customers, the RTA has been running an on-road trial for the past 12 months with a major rental car company. This solution also has potential for other rental car companies.

The trial proved to be successful in eliminating the toll notices incurred by rental car customers, and provided them with a cost-effective and effortless means of paying tolls. This solution also eliminated the associated processing overheads that rental car companies and toll road operators incur in processing toll notices, which has resulted in a significant saving of time and cost.

The solution provides customers with a choice in relation to their tolling arrangements. When hiring a rental car, they can opt into the arrangement with the RTA at a cost of \$2 per day plus tolls incurred, or they can utilise their own electronic tag or purchase a Casual User Pass.

This RTA-initiated tolling solution provides a comprehensive alternative to current tolling products offered to rental car customers and also offers a more economical and efficient process for Australian toll roads to collect tolls from rental car customers.

### E-Toll office at Sydney Airport

The closure of the E-Toll office at Milsons Point in October 2009 impacted greatly on the taxi industry, as it formed approximately 95 per cent of the office's customer base. In order to continue to provide E-Toll services to the industry, the office was relocated to Sydney Airport, adjacent to the taxi holding precinct. It opened for business on 2 November 2009 with the support of the NSW Taxi Industry Council. Currently the site provides frontline support to the NSW taxi industry, with over 50 customers per day.

### Coloured E-Toll tags

Coloured E-Toll tags have been added to the suite of electronic tolling products available through the RTA E-Toll. Tags are now also available in a range of 10 colours (black, white, pink, royal blue, red, green, yellow, purple, orange and light blue) and are available to new and existing customers via myRTA.com. From 2010–11, customers will also be able to purchase coloured E-Toll tags over the counter at any motor registry.



## Online services

The RTA's range of online services continued to grow and improve in 2009–10.



### RTA website

The RTA website recorded more than 27.5 million visits in 2009–10, a 31 per cent increase on 2008–09. The site continued to maintain its unrivalled position as the most visited NSW Government website and the number one State Government website in 2009–10 (awarded by Hitwise).

### myRTA.com

myRTA.com allows customers to complete a wide range of RTA transactions in a secure online environment, including renewing vehicle registration, changing address details and booking licence tests.

For 2009–10, the proportion of eligible transactions completed online increased from 30.2 per cent to 38.8 per cent, representing an additional 760,000 transactions on the previous year.

This growth was encouraged by marketing activity throughout the year, including a presence at the NSW Royal Easter Show, and a number of campaigns promoting the myRTA.com brand and services such as myRego, myAddress, myTests and Vehicle History Check.

### myRego

The RTA's myRego system allows customers to renew their vehicle registration via the internet or telephone. During 2009–10, the RTA redesigned its myRego internet application, based on usability testing, to better meet customers' needs. In 2009–10, 2.135 million vehicle registrations were renewed via myRego, which represented approximately 45 per cent of all eligible registration renewals.

### Dealer online

The RTA's dealer online (DOL) system allows motor dealers to conduct registration transactions online. In 2009–10 the RTA implemented significant system enhancements and new transactions to DOL. These enhancements included the facility to register new light trailers and conduct registration renewals, with enhanced functionality to better suit motor dealer requirements.

The percentage of new vehicles registered via DOL increased from 49.8 per cent in July 2009 to 71.4 per cent in June 2010, representing a total of 195,000 new vehicles registered online.

### New inspection station search facility

A new inspection station search facility was added to the RTA internet site in February 2010, replacing an internet page previously titled e-Safety Check. The new search is not confined to e-Safety Check stations and allows people requiring a vehicle inspection to choose an Authorised Inspection Station that can provide the specific inspection that they need. The search can be done by suburb, town or postcode and includes all NSW postcodes including station locations outside NSW.

## Vehicle History Check

The RTA has continued to promote its Vehicle History Check service online at myRTA.com. It is a new information service for people considering buying a second hand car currently registered in NSW.

The service, which was launched in March 2009, is a comprehensive search of a vehicle's history and costs \$18 per search.

The service has been promoted throughout the year on the RTA website and Geared.com.au and a press advertising campaign was executed in June 2010. Posters and flyers were displayed in motor registries.

### Licensing reforms for older drivers

An online facility was introduced to allow externally accredited licence assessors to update results over the internet following an older driver assessment. The online system is an efficient service as it allows the assessor to check an older driver's eligibility before undertaking the assessment and removes the need for the older driver and the assessor to attend a motor registry following the assessment. Approximately 85 per cent of assessment results are updated through the new service.

### Sydney motorways website

The motorways website at sydnemotorways.com.au provides the public with comprehensive motorway information, including entry and exit points and toll costs. In 2009–10 there were more than 248,000 visits to the website (a six per cent increase on 2008–09) and 69,804 toll calculations (a two per cent increase on 2008–09).

### Geared

Geared.com.au is a site for 16–25 year olds, which aims to be the definitive source of all the information that they need, including how to gain and keep their licence. The site promotes safe driving skills to young people, who are over-represented in crash statistics. In 2009–10 there were more than 215,000 visits to the website (an 18 per cent increase on 2008–09).

### Pink plates

The RTA has continued to promote its partnership with the McGrath Foundation, a charity dedicated to promoting breast cancer awareness and fundraising for specialist breast care nurses in Australia.

Since April 2009, for every set of pink plates sold, the RTA has donated \$15 (\$50 for Prestige Plates) to the charity. This offer has been promoted through numerous advertising campaigns as well as on the RTA website, Geared.com.au and myPlates.com.au.



### Sydney Coordinated Adaptive Traffic System

Sydney Coordinated Adaptive Traffic System (SCATS) is sold throughout Australia and internationally. It has been distributed to 141 cities in 24 countries worldwide, controlling more than 32,000 intersections.





The SCATS website was launched in October 2009 and promotes ongoing sales of SCATS products and provides technical advice and support to existing SCATS customers, distributors and traffic signal controller manufacturers. Its audience includes existing and prospective SCATS customers, SCATS distributors, equipment manufacturers and RTA technicians.

See pages 33 and 93 to read more.



Screenshot of the SCATS website homepage.

## RTA Live Traffic website

The RTA Live Traffic website at [livetrafficnsw.com.au](http://livetrafficnsw.com.au) is being enhanced to improve the customer experience and help motorists make the best possible travel decisions. It will provide more information about incidents, roadworks, special events and hazards. This will be displayed on a dynamic map, providing greater functionality to allow trip planning, filtering for current conditions, access to 66 live web cameras and live variable message signs showing real-time traffic messages.

## myPlates

During 2010, the [myPlates.com.au](http://myPlates.com.au) website experienced a 76 per cent increase in visitors and a 91 per cent increase in page views. This growth can be attributed in part to improvements in branding across all marketing material that promoted the website to customers. Also supporting this growth were direct electronic marketing activities through partners such as the National Rugby League, Holden and the McGrath Foundation. The RTA introduced a series of improvements to its website's layout and educational material. These improvements included the new 'Products and pricing' dynamic page, the 'Hints and tips' pages and the 'Small business case studies'.



## Customer Insights Panel

The RTA's Customer Insights Panel was established in October 2009 to obtain customer opinions, feedback and input on a wide range of RTA products, services, policies, communication and challenges to assist with current and future RTA direction and policy decisions.

The market research company Taylor Nelson Sofres was

engaged to build the Customer Insights Panel. A representative sample of 1 500 RTA customers was recruited both online and through RTA motor registries to complete monthly online surveys throughout the year.

The results of the surveys have been used to refine the RTA's approach to customer and interaction.

## Identity management

### Facial recognition technology

In December 2009, the RTA introduced a Facial Recognition System (FRS) to verify the identity of licence and photo card holders in NSW and hence combat identity fraud and improve security. All photographs in the RTA's computer system are analysed by a facial recognition system. The system works by measuring the distances between facial features (eg eyes, nose, and mouth), and then comparing the measurements against other images stored in the RTA's database to check if the person already exists in the system. The system will recognise if a person tries to apply for more than one licence or photo card. It can also confirm the identity of existing licence and photo card holders by comparing them to their previously stored images.



### Austrroads Registration and Licensing Program

Austrroads is the association of Australian and New Zealand road transport and traffic authorities and aims to promote improved road transport outcomes. Austrroads members are the six Australian state and two territory road transport and traffic authorities; the Department for Infrastructure, Transport, Regional Development and Local Government; the Australian Local Government Association; and the New Zealand Transport Agency. Austrroads utilises the expertise of its member organisations to achieve its outcomes.



The Austrroads Registration and Licensing Task Force (RLTF) is responsible for progressing initiatives that focus on enhancing the security and integrity of registration and licensing information.

The RTA continues to take a lead role within the RLTF in the development of national policy initiatives to improve the security and integrity of registration and licensing information and harmonise practice in these areas across Australia. In 2009–10, the RTA commissioned a research report for the use of additional electronic technologies that can be used by road transport agencies to look at registration and vehicle



management, including enforcement activities.

The RTA also contributed to the RLTF program through its participation in the following projects:

- Review of overseas licensing undertaken to provide a uniform approach to overseas licence recognition.
- Development of a policy framework to inform the national recognition of roadworthiness entry standards to enhance customer service and mitigate potential risk for registration of re-birthed vehicles.
- The assessment of medical fitness to drive procedures to ensure they are robust and appropriate.
- National review of heavy vehicle and motorcycle instructor training and assessment standards to promote a national approach to the training and assessment of heavy vehicle and motorcycle instructors through the creation of common competency standards and national assessment instruments.

## National Exchange of Vehicle and Driver Information System

The National Exchange of Vehicle and Driver Information System (NEVDIS) provides all Australian road agencies with access to national registration and licensing information. NEVDIS assists in reducing licence fraud, vehicle theft and vehicle fraud.

The RTA hosts the NEVDIS Administration Unit under a Memorandum of Understanding between Austroads and the RTA. The NEVDIS Administration Unit responds to the day-to-day operational demands of registration and licensing jurisdictions, vehicle manufacturers or importers and police jurisdictions in relation to driver and vehicle management issues.

Key highlights during 2009–10 included the following.

- A strategic review of NEVDIS objectives and service delivery model to support future business direction.
- Completion of a strategy study into commercialisation of NEVDIS data.
- Development of the interface for the Commonwealth Document Verification Service to enable authorised participating government agencies including the RTA to verify key identification documents including driver licences and passports in real time.
- Commencement of a data quality assessment of NEVDIS data and improved automated data cleansing programs.
- A data realignment exercise between NEVDIS and Victoria's vehicle registration system scanned around six million records and corrected over 20,000 of them.
- Enhancements to the Demerit Point Exchange System and the support of new 9 digit licence numbers for Queensland.
- Completion of the business requirements document with the Attorney General's Department for the Personal Property Securities Register (PPSR) project, which is a national system to replace REV's, the current system for identifying vehicles carrying a debt. Also the successful negotiation of a funding agreement and commencement of development of software for the implementation of PPSR.

The focus of NEVDIS over next three years will be on improving business and operational efficiency, data quality, and attaining sustainable funding through initiatives to seek alternative sources of funds. Also, NEVDIS capabilities will be expanded via key projects such as: PPSR, the Vehicle Information Request System and importing historical data to build towards a national data set and registration/licensing functions.

## NSW Photo Cards

Pensioners and war widows who apply for a NSW Photo Card from 30 April 2010 will not be charged a card fee. A NSW Photo Card is a voluntary card for people who do not hold a current NSW driver licence or other form of photo identification, to help them access government services and commercial goods and services that require photo identification. War widows under 60 years of age receive concessions on their driver licence and vehicle registration. This change means that all war widows are now able to receive free NSW Photo Cards.

## Weight tax changes

In February 2010, the NSW Premier announced changes to light motor vehicle weight tax rates to increase revenue for transport infrastructure and promote the use of lighter, more environmentally responsible vehicles. 'Hybrid' motor vehicles (such as petro-electric vehicles) are exempt from the changes to motor vehicle tax. Other groups or vehicles not affected by these changes are pensioners, eligible carers, private registered operators of motor vehicles modified for wheel chair access, trailers and motorcycles. This initiative commenced on 1 July 2010, and will be administered through the existing RTA registration system.

## Tow truck legislation

### Three year operator licences and driver certificates

In December 2009, the *Tow Truck Industry Amendment Act 2008* came into operation. This amended the *Tow Truck Industry Act 1998* to extend the maximum term for a tow truck operator licence and driver certificates to three years. The changes support financial and administrative savings for both industry applicants and the RTA. Before these amendments, operator licences and driver certificates could only be granted for up to a maximum of 12 months. As of 30 June 2010, 50 operator licences and 212 driver certificates had been issued for three years.

### Scrap Metal Exemption Authority

The *Tow Truck Industry Amendment (Scrap Metals Exemption) Regulation 2009* came into force in December 2009. The object of this legislation is to exempt people who use crane-type tow trucks to tow motor vehicles to scrap-metal facilities from the requirement to hold a tow-truck operators licence or a driver's certificate under the *Tow Truck Industry Act 1998*. These amendments represent administrative and financial savings, and a reduction in red tape, for a specific segment of the towing industry. As of 30 June 2010, 20 Exemption Authorities had been issued.



## Tow Truck Industry Pilot Training Program

The RTA, in partnership with the Transport and Logistics Industry Skills Council, completed a pilot training program for the tow truck industry in December 2009. Tow truck licensees were invited to participate with three Registered Training Organisations (RTOs) engaged by the Skills Council to implement the pilot program. This incorporated training and assessment of 34 tow truck drivers in six metropolitan and four regional areas.

The program includes four specific units of competency in the Transport and Logistics Training Package (TLI07). It is the first nationally accredited tow truck driver program to provide qualifications that can be transferred between state jurisdictions and between various job categories within the wider transport industry. The program is aligned to the National Training System and will assist in improving the profile of the industry, both amongst the general public and for those considering the tow truck industry as a choice for employment or career progression.

## Stakeholders

### COAG Road Reform Plan

The COAG Road Reform Plan (CRRP) Project Board was established in July 2009 to deliver a feasibility study by December 2011 considering alternative models of heavy vehicle road charging and funding, including mass-distance-location based charging. Subject to COAG agreement, the CRRP Project Board will also oversee the implementation by December 2014 of an alternative heavy vehicle charging and funding regime.

The reform of the national heavy vehicle charging and funding arrangements represents a significant opportunity to improve the efficiency and safety of heavy vehicles operating in NSW and support the long-term sustainability of funding of NSW roads.

The RTA, in consultation with a multi-jurisdictional team, prepared a Policy Framework establishing the objectives and principles for the CRRP to guide the development of the reform, and an Evaluation Framework to ensure that the reforms remain consistent with those objectives and principles. These frameworks were endorsed by the Australian Transport Council in April 2010.

The RTA has been actively involved in the development and assessment of heavy vehicle charging and funding reform options, including in the technical analysis required to support the assessment of reform options.

### National Heavy Vehicle Regulator

In July 2009, COAG decided to establish a single National Heavy Vehicle Regulator (NHVR) to improve productivity and safety in the heavy vehicle sector.

A key future milestone is the signing of a National Partnership Agreement by the Australian and State and Territory governments in late 2011. This document will outline the manner in which governments will cooperate to establish a National Heavy Vehicle Regulator by the end of 2012.

The NHVR and the national law will be implemented nationally through template law. Queensland will be the host jurisdiction for the national law, the NHVR Act and the NHVR office. The NHVR and the national law are to be operational on 1 January 2013.

The RTA is supportive of the NHVR initiative and has been actively involved in the development of tools for the NHVR once it becomes active. Achieving road safety and asset protection are the underlying principles of NSW's continued participation in this reform.

## Construction industry

The RTA relies on the construction and related industries to deliver infrastructure projects efficiently and effectively. The RTA regularly consults with the industry through meetings with industry associations, one-on-one meetings with contractors and consultants, industry briefings and quality forums. The RTA has a contractor performance reporting system to encourage its service providers to operate at the standard expected.

## Community consultation

The relationship between the RTA as a service provider and the NSW community is dynamic. The RTA seeks community feedback and input to its service delivery through both formal and informal channels such as:

- Responding to consumer or stakeholder complaints, correspondence and inquiries.
- Media liaison.
- Marketing and promotion.
- Product and service launches and openings.
- Research via tools such as surveys or focus groups.
- Meetings and representations.

The RTA works with the community in an open, consultative and inclusive manner. Throughout 2009–10, the RTA continued to involve the community when its activities and decisions were of interest to residents and stakeholders. The RTA worked with residents, property holders, organisations, interest groups, local communities, the driving community, road transport groups, local councils and both State and federal agencies.

The RTA prepared targeted and flexible community involvement programs for traffic, safety, construction and planning projects across NSW. Over 250 projects are the subject of community discussions each year. These programs involved:

- Providing information through letters, questionnaires, community updates and information brochures, the website, advertisements, displays and information phone lines.
- Holding public meetings, policy round tables, community consultative groups, workshops and discussions with residents at their homes.
- Calling for public submissions, distributing questionnaires and surveys and market research.



In 2009–10, community involvement activities included:

- At least 19 different community consultative groups that met several times to resolve specific issues.
- More than 445 community meetings, workshops and briefings for stakeholders.
- About 61 separate display topics, and over 60 staffed display sessions.
- More than 1200 community updates, and household letters widely distributed.
- More than 35 other community events, such as staffed marquees at public events, celebrations of completed work, road or bridge naming events and safety road shows.



Community consultation on the Bulahdelah upgrade landscaping plan, June 2009.

## Other community involvement

### Breakfast on the Bridge

On Sunday 25 October 2009, around 6000 people attended the first ever community picnic on Sydney Harbour Bridge. The RTA was involved in managing the closure of the bridge redirecting traffic, and communicating the temporary closures to the community and road users.

The bridge was closed fully to traffic from 1am, when a convoy of 10 semi-trailers and seven rigid trucks and trailers were led onto the bridge for the laying of more than 10,000 m<sup>2</sup> of real turf across lanes 1 to 6, pylon to pylon. All turf laying – a first for the ‘coat hanger’ – was completed by 5am.

An event fair was set up, with coffee carts, hay bales, apple trees, music, vintage vehicles, 15 cows and a piano. Ticket holders arrived from 6.30am for the two hour event, with RTA cleaning crews starting the ensuing clean up shortly after 9.30am.



Picnickers leave Sydney Harbour Bridge after breakfast.

# Challenges and the way forward

## Customer service

The following actions are planned in order to address challenges and optimise service delivery:

- The use of E-Tolls has grown considerably over the last few years and the RTA is currently investigating the possibility of offering customers additional payment channels where an E-toll can be used as the method of payment, instead of cash or credit cards.
- Deliver services that meet customer needs by enhancing the myRTA website to improve usability and expand the range of transactions that can be undertaken online. The introduction of an online service to replace registration documents and driver licences is scheduled for May 2011.
- Implementation of the F3 report recommendations to improve customer services.

## Weight tax exemptions

The RTA had already developed a paper on ‘Registration Futures’ to provide a number of vehicle registration business improvements, when the February 2010 NSW Government announcement was made that there would be a one-off increase in motor vehicle weight tax rates for light motor vehicles to help fund the Metropolitan Transport Plan to take effect from 1 July 2010. Subsequent exemptions for hybrid vehicles, and further exemptions announced in May 2010 for holders of the Commonwealth Carer Allowance, and wheelchair accessible vehicles, expanded the scope of the work. Budget and time constraints meant that major IM&IT system changes could not be implemented in time and manual work-arounds and a Ministerial Exemption Order were required ahead of the legislation coming into effect.

The challenge for the RTA in 2010–11, will be integrating the weight tax exemptions with the RTA’s broader proposals to restructure the vehicle registration system which includes vehicle environmental factors impact, vehicle safety and various road user charging models.



REVIEW OF OPERATIONS

# Governance

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## Key achievements in 2009–10

Development of a tailored RTA Governance Framework and establishment of an RTA Governance Committee, providing assurance to the Executive that the framework is in place and operating effectively.

Establishment of an audit and risk attestation process to report on the implementation of the audit and risk management process across the organisation.

Launch of the RTA People Plan, which is the HR focus from the overall Corporate Strategy and Plan.

Identification of critical skills and development of the Critical Skills Initiative addressing key skill shortages.



REVIEW OF OPERATIONS

# Governance

RTA result: Aligning our investment and people to our vision

## Governance of the RTA

The RTA is one of Australia's largest asset managers and services providers, with a multi-billion-dollar budget servicing millions of customers, communities and stakeholders. For this reason, the RTA seeks to uphold the highest standards of organisational governance, coupled with sound strategic planning and performance management across its business.

This chapter outlines how the RTA has worked over the past year to strengthen organisational governance. It is divided into four sections:

**Financial governance** – business opportunities, accountability and performance.

**Organisational governance** – executive, strategic and business planning, business improvements, governance and risk management.

**Our people** – including developing a high performance culture, workforce capability, diversity and equity and Occupational Health and Safety (OHS).

**Challenges and the way forward.**

Chapter cover image: A new employee safety campaign was launched in March 2010, designed to encourage staff to stop and think about what they need to do to work safely, and to take action to make their workplace safe. Sydney Harbour Bridge Alliance Rigger Gary Digance wears his safe work gear. Photo taken by RTA photographer Geoff Ward.

## Financial governance

### Financial strategy

Financial strategy within the RTA is directed towards facilitating effective decision-making regarding the allocation of resources to deliver programs and services to the NSW community. The focus during 2009–10 has remained on enhancing business efficiency and risk management across all RTA operations through the provision of timely, accurate and relevant information and reporting systems. The Finance Strategy Committee continued its governance role, including the direction of funding allocations and review of program and resource budget performance.

The financial strategy is supported by the following key reporting and review areas:

### Policy and procedure review

An ongoing review and update of financial policies and procedures is conducted to ensure that the RTA has a robust Financial Management Framework to mitigate risk and to support the RTA's statutory and business requirements. Policy and procedure focus areas in 2009–10 were procurement card use, banking and cash receipting and development of an insurance policy and procedure manual.

### Financial dashboard

The RTA's financial dashboard continues to provide business critical advice to the RTA Executive and senior management by providing a single consistent reference point to aid key decision-making across all RTA operational areas. During the year, minor enhancements were made to improve reporting on the RTA's commercial businesses.

### Management reporting

There was continued reporting emphasis on the alignment of program expenditure with specific funding allocations and receipts. This process continued to be refined in terms of matching government appropriations received to their source, nature and underlying funded program.

During 2009–10, the RTA developed and refined monthly reporting of operating results, financial position and capital works to Transport NSW, in addition to existing management and stakeholder reporting.

### State Plan framework

The NSW State Plan guides the RTA's operations and activities. The RTA developed a Financial Framework to monitor expenditure against State Plan priorities for which the RTA is a lead or partner agency. The RTA tracks initial budget allocations to these priorities as well as movements in the budgets, together with the reasons for any changes. Actual expenditure is closely monitored.



## Transport NSW

As part of the evolution of Transport NSW during 2009–10, the RTA worked with transport agencies on the development of a single integrated budget spanning all operating entities within Transport NSW. The key objective of this budget approach was to increase capacity for a 'whole-of-transport-system approach' to financial resource allocation that will significantly enhance efficiencies among the individual transport operating entities. As part of this process, the RTA continues to be responsible for developing its own budget, within the framework of all NSW strategic transport plans for aggregation into the Transport NSW single integrated budget.

## Strategic investment

Sound strategic investment decisions are fundamental to the development of a strong and sustainable road system for NSW. The priorities set out by the NSW State Plan require targeted investment to support program delivery.

The Commercial Development Committee (CDC) continued to steer the process of pursuing business opportunities to improve services and generate additional resources for investment in maintenance. The CDC prioritises, approves and controls commercial initiatives. This Evaluation and Approval Framework provides a governance model that enables the RTA to develop business opportunities within market constraints.

The governance of strategic investment decisions is through the Finance Strategy Committee, which integrates strategic risk and a robust Investment Decision Framework. The assessment of risk is managed through the Corporate Risk Framework, which continues to be refined.

## Corporate card and purchasing card

The RTA's use of corporate credit and purchasing cards has been in accordance with the Premier's memorandum and the Treasurer's directions.

## Financial performance

For details of the RTA's financial performance in 2009–10, refer to the Financial Statements (see page 113).

## Advancing business opportunities

### Traffic information and systems

The RTA collects traffic-related data from a variety of intelligent transport systems and continues to improve and increase the types of real-time traffic information provided to commercial subscribers and the public. RTA traffic information now includes traffic volumes, traffic conditions, some motorway data, planned events, special events and road occupancies. Trials for collecting real-time travel time information were successfully completed in 2010.

The RTA-developed SCATS (Sydney Coordinated Adaptive Traffic System) is now used in 141 cities worldwide. During the year, a dedicated SCATS website – [www.scats.com.au](http://www.scats.com.au) – was commissioned to promote and support both the SCATS product and SCATS users.

Revised annual upgrade arrangements are in place with all RTA-supported SCATS users in Australia, New Zealand and Singapore. This revision motivates SCATS users to employ the latest version of the SCATS software, reducing the demand on RTA resources to support superseded versions. The annual update arrangements, along with local and international sales of SCATS and related products, also provide a guaranteed annual income stream to offset SCATS development and support costs.

See pages 33 and 57 to read more.

### Special Number Plates

The Special Number Plates business continued its strong revenue growth, bringing in \$62 million, which was a 12 per cent increase on 2008–09 like-for-like revenues (which excludes the 2008–09 plate auction revenue). A series of marketing initiatives supported this growth, including new partnerships with Sydney Telstra 500 and the Sydney Film Festival.

Revenues were buoyed by strong new car sales during the year. The business also added to its product portfolio, expanding the range of colour plates available for motorcycles and launching the High Performance Plate range in conjunction with the Sydney Telstra 500 event. The financial year ended with the business launching the State's first ever corporate-branded special number plate with SG Fleet.

### RTA Road and Fleet Services

The RTA's commercial arm, Road and Fleet Services (RFS), provides comprehensive road, bridge and traffic facility construction and maintenance services, and complementary plant and equipment supply and maintenance. The RFS enjoyed another good year in a challenging business environment, achieving a record income of \$765 million and a surplus of \$71.9 million, representing a rate of return of 9.4 per cent. This was achieved with lower than predicted overheads and increased productivity of staff.





These results were achieved through a combination of effective planning, strong commercial focus and a rigorous pursuit of increased efficiency. RFS responded to the NSW Government's mini-budget cost-saving targets by undertaking a comprehensive review of its work practices and implementing a series of cost-saving initiatives. One major change was the move to roadside maintenance by contracts on selected road corridors. Contracts were awarded for mowing, weed spraying and rest area cleaning, allowing staff to return to more critical road maintenance tasks. Competitive pricing and the reduction in plant and equipment required for roadside maintenance will deliver substantial long-term cost savings to the RTA and the community.

In response to the *RTA Corporate Plan 2008–12: Blueprint* agenda item of Advancing Business Opportunities and new external income targets, RFS developed a marketing strategy to expand its client base and develop new markets for its products and services. The strategy included a review of market opportunities and business models and the nomination of dedicated client managers. One of the first steps taken under this strategy was to approach all agencies in Transport NSW to advise them of the capabilities of RFS and its ability to contract to these agencies cost-effectively. This resulted in additional work including reconstruction of bus depots and other infrastructure works. Coupled with its existing external work program, the new strategy saw RFS achieve \$33.4 million in external income. Securing external work supplements RTA income for essential programs and maintains a high level of commercial rigour in the business.

Various counter-measures were implemented during the year to address the increase in lost time injuries. These included a thorough review of the overall approach to safety as part of the annual Safety Summit, reinforcement of safety programs and close monitoring of performance trends. RFS also implemented the 'Stop and Reset' Program to reinforce safety basics. As a clear demonstration of management commitment to safety as the top priority, work stopped at all RFS sites in January and May 2010 for all teams to review their safety practices.

RFS continued its record in progressive technical innovation.

Some examples of achievements include:

- Design and construction of new line-marking trucks by the Fleet Services Section. These set a new benchmark in productivity, safe operations and environmental protection. The state-of-the-art machines have attracted significant interest from other road authorities, with good prospects for sales into this market.
- Construction of a new vehicular ferry for Sackville and the development of an automated lane changing trailer for the M5.
- Refinement to the Variable Message Sign (VMS) and Variable Speed Limit Sign (VSLS) technology by Sydney Traffic Services' ITS Manufacturing Unit, thereby strengthening its client base. Installation and commissioning of 109 VSLS for the Sydney Harbour Bridge, development of portable VSLS for roadworks and development of remote controlled, variable road condition signs for outback South Australia using satellite technology were particular highlights.

- Mechanical and electrical upgrade of the Harwood lift span bridge, completed ahead of schedule, under budget and with innovations in site safety and efficiency. Innovations implemented for the project are transferable to similar lift span bridges in NSW, including Hexham and Batemans Bay.
- Removal of the M4 Motorway toll plaza structure over two nights in March with minimal disruption to traffic. The redundant plaza structure was removed safely in one piece using a 300 tonne crane.
- Full implementation of the Field Input Data Operations (FIDO) maintenance management system, completed in conjunction with the work practices project. FIDO is now achieving its intended function – real-time, electronic capture and recording of road maintenance data.

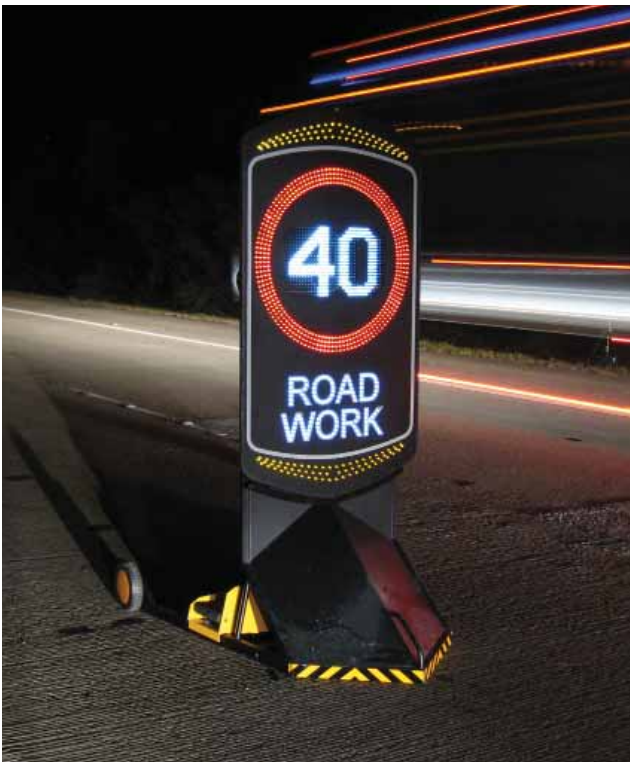
Other key achievements included:

- Completion of the Coombah Shoulder Widening Project on the Silver City Highway south of Broken Hill, undertaken in a Significant Indigenous Heritage Area with the risk of unearthing human remains.
- Effective management of the Alliance contracting approach to deliver maintenance and other minor works during the year. Improved resource distribution, higher staff productivity and meticulous scoping and planning of the program of works ensured an even and balanced distribution of work across the year, delivering 47 per cent of the approved CFA Program in the first half of the year.
- Innovations in processes adopted for the mechanical and electrical upgrade of Wardell Bridge. These utilised unique repair methods to avoid fabrication of brand new sheaves, and innovative work techniques to work around a threatened species, thereby reducing project cost and time.
- Cost efficiencies through strategic design and competitive tendering for the Warringah Freeway bus layover project.
- Efficiencies in packaging pavement and corridor works, bundling of major pipe repairs (on Alpine Way) and route-based environment assessments on bridges.
- Development of improved techniques through leading research in pavement technology by the specialist groups in the Engineering Technology Branch. This included development of warm asphalt mix technology, development of heavy duty sprayed seals, trial of manufactured sands in asphalts and concrete pavements and development of reinforced asphalt overlays.
- Use of alternate pavement materials (eg substituting CEMEX DGB20 for heavy duty material on Gilgandra Truck Stop project).
- Efficiencies through reuse/reduction of material including reduction in sub-base and earthwork, reduced overlays, disposal of soil, regrades to reduce imported material and use of in-place select in cuts.
- A number of productivity gains were achieved through improvements to designs. Examples include:
  - Use of lower cost architectural treatments on Avoca Drive upgrade.





- Redesign of carriageways and lane merge modifications on Tuggerah Straight Stage 2.
- New style of contract for minor repairs during cleaning and inspection of culverts.
- Redesign and deletion of gabion drop structures (energy dissipating devices to cascade water down a steep embankment; a method used where it is not practical to construct drainage lines on steep grades) and energy dissipators on Main Road 92.
- Exceeded the combined revenue target of \$55 million for rents receivable from leased properties and property sales.
- Developed a new model for the delivery of large format advertising signs on RTA-owned land, which is forecast to deliver 12 per cent increase in revenue to the RTA in 2010–11.
- Signed a contract with a media group for 17 signs in the Sydney metropolitan area and achieved an overall seven per cent increase in revenue from outdoor advertising contracts at a time when the industry reported year-on-year contraction.
- Completed the timely sale of a \$28 million redevelopment site known as Willoughby Market Gardens, despite a depressed development market due to the global financial crisis.
- Established the remote connection of several country-based real estate agencies to the RTA's Property Information System, delivering improvements in property management functions including cost savings in administrative functions and property cyclical maintenance.



Award winning Portable Variable Speed Limit Sign (VSL) for roadworks.

## Organisational governance

### Executive

The Chief Executive, seven Directors, General Counsel, General Manager Governance and General Manager Environment together form the Executive of the RTA.

The Chief Executive manages and controls the affairs of the RTA and is involved in all major decisions about policy and planning. The Chief Executive also has a wider role in interacting with heads of other transport and road agencies in NSW, across Australia, and internationally. The Chief Executive is accountable to the Minister for Roads and Parliament for the RTA's overall performance and compliance.

The RTA Executive supports the Chief Executive in ensuring effective governance of the organisation and has collective responsibility for key functions related to organisational strategy and performance. The Executive meets weekly to discuss operational issues, with meetings to discuss policy and strategy held once a month. Executive Committees manage a number of key issues within the RTA.

Each committee comprises directors and key managers from across the organisation to ensure an integrated approach to the management of these issues.

For more information about organisational governance, including the organisational structure, see page 10.



**TABLE 9. EXECUTIVE COMMITTEES**

Committee name	Purpose		
<b>Legislation</b>	<p>To oversee the RTA 's legislative program including:</p> <ul style="list-style-type: none"> <li>• Developing and reviewing organisational priorities for legislation.</li> <li>• Coordinating cross directorate legislative proposals.</li> <li>• Directing and overseeing strategic legislative projects.</li> <li>• Providing advice to the Chief Executive on legislative matters.</li> </ul> <p>The committee meets bi-monthly.</p>		
<b>Road safety</b>	<p>To review the RTA 's development and implementation of road safety strategy, policy and initiatives, including:</p> <ul style="list-style-type: none"> <li>• Leading the development and integration of a road safety culture and ensuring effective coordination of road safety initiatives across the organisation.</li> <li>• Reviewing the NSW road toll including crash factors and trends.</li> <li>• Overseeing the development and implementation of specific road safety initiatives.</li> <li>• Determining the road safety priorities across the State.</li> <li>• Developing and implementing a communication plan that will convey road safety priorities to the whole of the RTA.</li> <li>• Reviewing road safety objectives and targets set out in other directorate and branch business plans.</li> <li>• Reviewing the RTA's road safety performance and assessing the extent to which RTA delivered and sponsored projects and programs are contributing to road safety outcomes.</li> <li>• Reviewing the Road Safety Impact Statement for the RTA's annual Road Maintenance Plan and Traffic Management Plan.</li> <li>• Reviewing the contribution that major projects make to achieving road safety benefits.</li> <li>• Overseeing research activities.</li> </ul> <p>The committee meets bi-monthly.</p>		
<b>Environment</b>	<p>To provide strategic direction and leadership to RTA environmental programs and policies including:</p> <ul style="list-style-type: none"> <li>• Promoting and monitoring implementation of initiatives in the RTA's Green Plan, which is a chapter in the <i>RTA Corporate Plan 2008–12: Blueprint</i>.</li> <li>• Mainstreaming environmental performance improvement initiatives across the RTA.</li> <li>• Reviewing environmental performance and improvement priorities.</li> <li>• Reviewing incident trends and ensuring effective management response.</li> <li>• Ensuring effective coordination of resources to implement performance improvement strategies, environmental policy and incident management across the RTA.</li> </ul> <p>The committee meets bi-monthly.</p>		
<b>Commercial development</b>	<p>To steer the RTA's commercial strategy and to ensure the appropriate and coordinated identification, prioritisation and delivery of commercial opportunities. Responsibilities include:</p> <ul style="list-style-type: none"> <li>• Endorsing commercial budgets and business plans for identified business units.</li> <li>• Referring endorsed commercial budgets to the Finance Strategy Committee for approval.</li> <li>• Holding business units accountable for the successful delivery of commercial opportunities and recording of cash return on investment.</li> <li>• Approving expenditure on external consultants contracted by business units in support of their commercial strategies or opportunities.</li> </ul> <p>The committee meets monthly.</p>		
<b>Audit and risk</b>	<p>To provide independent assurance to the Chief Executive that the RTA's risk and control frameworks are operating effectively on an ongoing basis, and related external accountability requirements are being met.</p> <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> <p>In terms of audit, the Committee:</p> <ul style="list-style-type: none"> <li>• Approves the internal audit programs.</li> <li>• Reviews performance of internal and external audit functions.</li> <li>• Reviews internal control frameworks.</li> <li>• Approves related external reporting of financial information.</li> <li>• Reviews compliance with audit and finance related policies, procedures, central agency requirements and applicable laws and regulations.</li> </ul> </td> <td style="vertical-align: top; width: 50%;"> <p>In terms of risk management, the Committee:</p> <ul style="list-style-type: none"> <li>• Reviews the organisation's Risk Management Framework.</li> <li>• Reviews the RTA's risk profile.</li> <li>• Reviews compliance with risk-management standards, policies, central agency requirements, relevant legislation and regulations.</li> <li>• Approves internal and external risk reporting.</li> </ul> </td> </tr> </table> <p>The committee meets at least once a quarter.</p>	<p>In terms of audit, the Committee:</p> <ul style="list-style-type: none"> <li>• Approves the internal audit programs.</li> <li>• Reviews performance of internal and external audit functions.</li> <li>• Reviews internal control frameworks.</li> <li>• Approves related external reporting of financial information.</li> <li>• Reviews compliance with audit and finance related policies, procedures, central agency requirements and applicable laws and regulations.</li> </ul>	<p>In terms of risk management, the Committee:</p> <ul style="list-style-type: none"> <li>• Reviews the organisation's Risk Management Framework.</li> <li>• Reviews the RTA's risk profile.</li> <li>• Reviews compliance with risk-management standards, policies, central agency requirements, relevant legislation and regulations.</li> <li>• Approves internal and external risk reporting.</li> </ul>
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Committee name	Purpose
<b>Finance strategy</b>	<p>To set the direction of the RTA's financial strategy, including:</p> <ul style="list-style-type: none"> <li>• Assessing the allocation and/or reallocation of funding for priority programs.</li> <li>• Formulating the organisation's finance strategy including setting of bottom line targets, approving operating and capital projects and allocating internal budget funds in accordance with the RTA's priorities.</li> <li>• Developing financial governance arrangements.</li> <li>• Monitoring the expenditure of funding against approved budgets.</li> <li>• Monitoring the realisation of benefits from organisational reform initiatives.</li> <li>• Managing processes including financial planning, budgeting, project estimating and performance reporting.</li> <li>• Reviewing forward programs for both State and federal funds.</li> </ul> <p>The committee meets monthly.</p>
<b>Governance</b>	<p>To provide reasonable assurance to the Executive that the RTA has in place an appropriate governance framework that is operating effectively.</p> <p>The Governance Committee reviews:</p> <ul style="list-style-type: none"> <li>• The effectiveness of the RTA's Governance Framework and its operation.</li> <li>• The effectiveness of governance reporting, both internally and externally.</li> <li>• General governance issues affecting the organisation on behalf of the Executive.</li> </ul> <p>The committee meets at least twice a year.</p>
<b>Workforce and reform</b>	<p>To coordinate and facilitate a strategic approach to organisational efficiency and workforce development and renewal, including:</p> <ul style="list-style-type: none"> <li>• Monitoring the implementation of the RTA People Plan.</li> <li>• Overseeing the Business Improvement Program including setting priorities and reviewing project progress and outcomes.</li> <li>• Recommending priorities for the development and implementation of strategic workforce initiatives.</li> <li>• Oversee workforce renewal and succession planning to ensure sustainable workforce capability.</li> <li>• Providing advice to the Chief Executive and Executive on options for addressing significant workforce related matters.</li> <li>• Establishing and reviewing organisational priorities for learning and development including consideration of applications for financial assistance for identified tertiary courses.</li> <li>• Evaluating the effectiveness of relevant strategic workforce initiatives and policies.</li> </ul> <p>The committee meets bi-monthly.</p>
<b>Occupational health and safety</b>	<p>To review the RTA's occupational health and safety (OHS) performance and provide strategic direction on OHS programs and policies, including:</p> <ul style="list-style-type: none"> <li>• Reviewing of OHS performance and advice on priorities for allocation of OHS resources.</li> <li>• Reviewing of serious incidents.</li> <li>• Ensuring effective coordination of risk management, OHS policy, claims and management across the RTA.</li> <li>• Monitoring the effectiveness of the implementation of the RTA OHS Strategic Plan.</li> </ul> <p>The committee meets bi-monthly.</p>
<b>Information communications technology (ICT)</b>	<p>To provide oversight and reasonable assurance to the RTA Executive that the RTA has in place an effective and efficient organisation-wide ICT Strategy and Governance Framework. This includes:</p> <ul style="list-style-type: none"> <li>• Ensuring the ICT Strategy and Framework is focused on delivering the RTA's business strategy across the RTA.</li> <li>• Maximising the overall benefits to be realised from investment in ICT projects.</li> <li>• Supporting business areas in delivering cost saving initiatives as part of the NSW Treasury ICT expenditure review.</li> </ul> <p>The committee meets monthly.</p>

## Executive appointments and remuneration

The Minister is responsible for approving the Chief Executive's appointment and contract, and for determining remuneration.

The Chief Executive approves senior executives' appointments and contracts. The contracts have a term of up to five years and include annual performance agreements. The Chief Executive determines the remuneration of senior executives in accordance with determinations issued by the Statutory and Other Offices Remuneration Tribunal. For additional information on executive appointments, remuneration and performance see Appendix 4.



## Strategic and business planning

### Integrated planning

The RTA uses corporate strategic plans to link results and services with broader government priorities and to align internal business plans. This keeps us focused on the results we deliver for NSW and communicates the RTA's contribution to government priorities.

The RTA uses the *RTA Corporate Plan 2008–12: Blueprint*, the Results and Services Plan and the Total Asset Management approach to communicate this strategic intent to the NSW Government.

The RTA's strategic direction and planning are also driven through the Corporate Framework (see pages 8-9) that defines the RTA's high level results and priorities, and is an integral component of the Corporate Plan. It sets the strategic direction that is filtered through layers of integrated plans to ensure a focus on achieving the RTA's results. The RTA Corporate Plan, business plans, operational plans and some individual plans are linked through the common language of the RTA's results.

These high level results are also translated throughout the organisation through internal strategic plans that help to drive and coordinate business activities. These internal strategic plans are often cross-directorate plans that provide a 3–5 year strategic direction, and set priorities for key areas of business (core and business support functions) and policy. These plans also provide the basis for making decisions about the allocation of resources and set out medium- to long-term performance targets. These plans are in line with NSW Treasury, Department of Premier and Cabinet, and Transport NSW guidelines and advice (where required).

Planning and performance reporting guidelines exist within the organisation to maintain an effective and consistent planning and performance reporting system.

### NSW State Plan

The NSW State Plan sets out the priorities for government action, designed to deliver better services and improve accountability across the public sector.

The RTA is the lead agency responsible for delivering a number of NSW State Plan targets within Better Transport and Liveable Cities priorities. These include Improve the Road Network, Maintain Road Infrastructure, Improve Road Safety and Increase Walking and Cycling. The RTA is in partnership with other agencies to contribute to various other NSW State Plan priorities.

These key priorities challenge the RTA to improve the efficiency of the road network, reduce fatalities on the roads, maintain and invest in infrastructure, and support healthier living through cycling and walking.

## Metropolitan Transport Plan

The Metropolitan Transport Plan was released in February 2010, setting a transport vision for Sydney, a 'city of cities'. It aims to effectively link Sydney's land-use planning with its transport network.

Rapid urban growth is currently presenting challenges with planning and development of population centres, and the transport response to this. The RTA is contributing to this long-term vision for transport and infrastructure which impacts on the way Sydney functions effectively. This includes jobs, services and housing and improvement of connections between them.

The RTA will be leading a number of essential services including: getting Sydney moving to promote a happier, healthier lifestyle; improving the bus network including strategic bus corridors; and increasing the efficiency of the road network.

The plan was released for public comment in 2010 and will be merged with the Metropolitan Strategy in the second half of 2010, to form the Metropolitan Plan.

### Key strategic committees

The RTA uses a number of non-executive committees to drive and monitor the strategic direction of its works:

- The Network Committee meets each month to provide road network management leadership and advice, and discuss and support road network management activities across the RTA. This committee provides a forum for:
  - Coordinating network planning activities.
  - Discussing the Total Asset Management approach, with reference to Road Network Capital Investment Plans, Road Network Strategic Asset Management Plan and State Infrastructure Strategy.
  - Considering operational activities, including recent and developing route delays.
  - Incorporating road safety and freight productivity outcomes into network management activities.
- The Major Projects Review Committee meets each month to consider and endorse the scope of all development projects with an estimated cost of \$10 million or more and major traffic management projects or other sensitive projects as determined by the Chief Executive.

## Business improvements

### Workplace change and culture

The Workplace Change and Culture Business Improvement Program is driving initiatives to ensure the RTA delivers integrated, efficient and customer-focused services. Key organisational change and business improvement programs continued to be managed across the RTA throughout 2009–10, including the following:

- Business improvement projects to implement saving



initiatives to fund the wages and salary increases from the 2008 award negotiations. Key initiatives implemented included new arrangements for overnight accommodation, video conferencing facilities and sick leave management.

- Further development and implementation of the High Performance Framework to better support business units to deliver results required to achieve the RTA Corporate Plan. The focus of the framework is to build the capability of RTA leaders to understand the environment required to enable high performance for teams and individuals. 2009–10 saw the rollout of a number of skill-building workshops for managers and team leaders to enhance their ability discuss and support performance improvement with team members.
- Completion of new organisational arrangements for vehicle regulations, ensuring that the RTA is given the Inspectorate that it needs to meet the emerging challenges of the next 5–10 years and position the RTA optimally in advance of the establishment of the National Heavy Vehicle Regulator in 2010.
- Completion of new organisational arrangements for Governance Branch to ensure that the structure adequately underpinned the Branch's revised mandate. It is now required to develop, improve and facilitate governance within the RTA and to improve the overall efficiency and effectiveness with which the Branch operates.



## Information and Communication Technology Strategy

This year, the RTA implemented the revised Information and Communications Technology (ICT) Strategy and governance arrangements, with the inaugural meeting of the ICT Executive Committee occurring in November 2009. The ICT Strategy has been developed to enable the RTA to:

- Improve the alignment and cross-organisation leveraging of ICT investment and infrastructure to meet the RTA's goals.
- Improve the balance between supply and demand to efficiently meet the needs of the RTA and the wider community.
- Increase the transparency of funding of ICT projects across the organisation and prioritise ICT initiatives and projects, according to areas of greatest need.
- Identify core capabilities or technologies where skills need to be enhanced, developed or procured.
- Improve the realisation of benefits for ICT investment.
- Improve the performance of the RTA's ICT in the eyes of our customers, stakeholders and staff.

Work is continuing across the organisation to implement consistent governance arrangements for ICT projects and to roll out a communication strategy across the organisation.

## Information technology projects

In the 2009–10 financial year, the RTA delivered over 100 major projects ranging in cost from \$100,000 to \$4 million. These projects included upgrades to core RTA technology infrastructure across NSW and the development and enhancement of key systems to support road safety and regulatory programs.

The RTA also delivered core infrastructure to establish three new motor registries, relocate three existing motor registries, and upgrade telecommunications capabilities to support 3G connectivity for all motor registries across NSW. Core infrastructure was also delivered to 23 site offices, supporting major road building projects across NSW.

The RTA delivered four major releases and 12 minor releases for the core DRIVES and e-Business systems. These provide enhancements and new functionality to support legislative changes, regulatory and process improvements, and outcomes for customers.

### RTA Wide Area Network Upgrade

The RTA successfully completed the upgrade of its Wide Area Network, facilitating high bandwidth data paths between its major Sydney corporate offices and data centres. The high-speed fibre links cater for data replication, data backup and video conferencing and provide business continuity capability in the event of a major failure.

The motor registry network infrastructure was improved with the replacement of Integrated Services Digital Network backup services with the latest 3G technology telecommunications infrastructure. This provides the business continuity and sustained levels of service required by the public of NSW in the event of motor registry main network link failures.

The RTA continued to build on its investment in voice over internet protocol (VOIP) by migrating the Transport Management Centre and the RTA Contact Centre facilities to this technology. See the Awards section on page 109 for details of this project, which won the Australian Institute of Project Management Award.

### Video conferencing

The RTA successfully deployed significant Statewide room-to-room based video conferencing infrastructure. This initiative formed part of the overall RTA efficiency and cost-savings program, in addition to decreasing the carbon footprint by reducing the need to travel. The infrastructure comprises 37 room facilities spread across 23 RTA offices.



Michael Bushby, RTA Chief Executive, demonstrates new video conferencing technology.



### Information technology benchmarking

Benchmarking of the RTA's information technology (IT) services has resulted in overall cost efficiency and productivity improvements in 2009–10. Productivity improvements featured across all key areas of IT support including Desktop, Service Desk, Management Services and Storage. Additionally, the benchmarking study also showed continuing improvements in customer satisfaction resulting in the highest levels of satisfaction ever recorded at 3.8 out of 5. (The previous highest recorded was 3.7 out of 5, in 2005.)

### IT security accreditation

The RTA continued to enhance the security of customer information. Two key IT areas of the organisation – the Transport Management Centre and Information Management and Information Technology Branch – were audited by a third party certification body in 2010 and were successful in retaining their accreditation.

The audits were to ensure compliance with the international standard for information security management ISO 27001. The standard requires that risks to information be managed to reduce the likelihood of breaches of confidentiality, compromises in integrity or system failures which prevent access to information. The RTA also continues to work towards compliance to the Payment Card Industry Data Security Standard.

### Disaster recovery exercise

The annual data centre disaster recovery (DR) test took place in mid 2009. The exercise involved simulating major network failures at the North Ryde Data Centre, resulting in all services that have dedicated contingency being failed over to the Ultimo Data Centre (GSDC). RTA application testing was then performed to verify that these systems had 'recovered' successfully at GSDC, determining where continuity of service could be achieved in the event of such a network failures.

Any issues highlighted during the DR test, which could not be resolved on the weekend itself, were captured and the appropriate internal and/or external technical teams were engaged to investigate further. The high level purpose of performing such a DR test is essentially to identify such problems and implement appropriate solutions to avoid future recurrences of the same problems in the event of a similar (real life) scenario. To this end, the 2009 DR test was considered a success.

### DRIVES Vendor Management Framework

In 2009, the RTA tendered for CA: GEN and Java software development services. The tender resulted in three proponents being appointed. The main driver for panel appointment was to satisfy the increasing demand in the development area. As part of this engagement, a detailed Vendor Management Framework was developed to bridge the gap between business needs and the technical management of vendors engaged to provide development services related to DRIVES systems. This was achieved by developing and sustaining an effective and beneficial operational partnership with DRIVES vendors.

### Web Gateway for NSW Agencies

The 'Web Gateway for NSW Agencies' application was developed, allowing customers to save time on change-of-address notifications. Once the customer has notified one agency that they have changed address, then all agencies will be subsequently advised. To date, the participating agencies are the NSW Electoral Commission and the State Debt Recovery Office (SDRO). The participating agencies also benefit from cost savings related to mail-outs and processing of 'return to sender' procedures and data entry. These initiatives have improved the data integrity of both the Electoral Roll and the SDRO.

### Information Management and Information Technology Quality Control Section

Information Management and Information Technology's Quality Control Section has tested over 70 projects, processed hundreds of change requests and raised and retested over 3800 defects across the RTA in the last 12 months, expending an effort of 82,000 hours of testing.

### Integrated Management System

The Integrated Management System (IMS) is the RTA's strategic platform for managing people, time and money. Based on the SAP ECC6 suite of software, it supports finance, purchasing, human resources, payroll, project management, self-service leave management, the Cashback scheme and several internal Help Desks.

Improvement initiatives undertaken during the year include the following:

- Enhancement of technical configuration change management processes in Solution Manager.
- Automation of training course requests and approval using Online Learning module.
- Automation of hotel broker accommodation bookings and payments in the Employment Self-Service portal.
- Continuing transition from position-based to role-based authorisation and security profiles.
- Commencement of a feasibility study to integrate property portfolio management within the SAP real estate module.
- Commencement of an organisational review of the Financial Systems Support and IMS HelpDesk Team.

### Westpac Integrated Banking System

The RTA successfully implemented an automated system solution for the transfer of electronic funds transfer (EFT) payment files to the RTA's corporate banker (Westpac). EFT files were previously manually handled by RTA staff when uploading to the banking system.

The RTA approached Westpac in seeking assistance with improvements in payment processing and worked closely with Westpac, Fujitsu and Qvalent (suppliers of IT systems) to develop a total business and system solution that:



- Provides a secure straight-through-processing and automated method for the RTA to submit payment files.
- Delivers and receives information in a format required by the RTA's Integrated Management System.
- Supports the automation of data processing within the RTA to provide:
  - Savings of time via faster transfer of financial data files.
  - Significantly lower fraud risk.
  - Greater productivity by reducing the resources needed to previously undertake the file transfer process manually.

The development of the user interface by the RTA is the first of its kind among all NSW Government agencies. In addition to overcoming the technical challenges presented, the project was successfully delivered within the agreed timeframe, on budget.

### Readsoft Webcycle

The Readsoft Webcycle project was successfully implemented in November 2009. This software allows the automation of the end-to-end accounts payable function through the scanning of invoices, automated matching and by utilising workflow for the certification and approval process.

This has improved the controls over accounts payable through automated matching, workflow, online approvals, validation and processing. It has provided cost savings and efficiencies through the ability to manage the end-to-end process; it has improved cash management and allowed a more consistent approach to accounts payable; and it has helped achieve a better balance between volumes, skills and resources.

It also provides a platform for future improvements in the accounts payable function, which will allow further efficiencies and cost savings.

## Governance and risk

### Governance Framework

The Governance Branch leads the RTA in adopting and implementing the RTA Governance Framework in close partnership with the Executive and staff responsible for the RTA's day-to-day operations. The RTA Governance Framework identifies 14 key elements that are fundamental to achieving good governance within the RTA. It documents the key processes, systems and tools that need to be in place to ensure that these key elements are operating effectively across the organisation.

### INTERNAL AUDIT AND RISK MANAGEMENT ATTESTATION FOR 2009–10 FINANCIAL YEAR FOR THE ROADS AND TRAFFIC AUTHORITY, NSW

I am of the opinion that the Roads & Traffic Authority, NSW has internal audit and risk management processes in place that are, in all material respects, compliant with the core requirements set out in Treasury Circular NSW TC 09/08 Internal Audit and Risk Management Policy. As a consequence the senior management of the Roads & Traffic Authority are able to understand, manage and monitor the organisation's risk exposures.

I am also of the opinion that the Audit and Risk Committee for Roads & Traffic Authority is constituted and operates in accordance with the independence and governance requirements of Treasury Circular NSW TC 09/08. The Chair and members of the Audit and Risk Committee are:

1. Michael Ellis, independent Chair
2. Dr Elizabeth Coombs, independent member
3. Greg Fletcher, independent member
4. Peter Wells, Acting Director Customer and Regulatory Services, internal member
5. Geoff Fogarty, Director Major Infrastructure Services, internal member

In addition, I note the following as per Section 1.2.8 of TPP09/05:

*"The department head or governing board of the statutory body is required to set out which service delivery model for the Internal Audit function has been established in the department or statutory body, including the reasons for establishing that model, in the annual Attestation Statement required by the Policy."*

In this regard the RTA's Governance Branch has adopted a "co-sourced" service delivery model, as defined in the policy, ie:

*"... co-sourced service delivery with in-house management, where the department or statutory body provides and manages internal audit services through a combination of in-house resources and contracted services delivered by an appropriately qualified third party provider".*

A major reason for this is related to the diverse nature of the RTA's operations, ie they include a strong focus on large infrastructure projects as well as a strong front-line community presence in regard to, for instance, the licensing of road users and registration of vehicles for use on the roads. In conjunction with the current climate of rapid technological change this means that, to effectively manage its major risks, a wide range of technical engineering, financial and ICT audit and risk expertise is required. My view is that a co-sourcing model is the most effective and efficient way to procure this.

Michael Bushby | Chief Executive



## Risk management

The RTA has a well-established, enterprise-wide Risk Management Framework which describes the RTA's approach to risk management. It consists of a set of key elements that provide the foundations (ie assumptions, principles, values, policy, roles, accountabilities, rules for decision making) and processes (ie systems, tools and templates) for developing, implementing, monitoring, reviewing and continually improving risk management.

This systematic approach to risk allows the consistent identification and assessment of the major risks for each area of the RTA's business operations and for the organisation as a whole. Risks are managed and regularly reviewed at all levels of the organisation as part of the business management and performance reporting systems and processes.

## Internal audit / assurance

The Governance Branch provides an auditing and associated assurance function that is focused primarily on the four areas of high risk to the RTA – licensing and vehicle registration management, information technology, engineering and financial and operational aspects.

### Customer and regulatory services

Over the year, the RTA undertook regular monitoring of motor registry operations, other service delivery channels and back office functions supporting customer and regulatory services business. The Risk Management Framework and the control environment for dealing with the exposures in these operations is continually reviewed and strengthened to ensure controls remain effective and appropriate. Lessons learned from the outcomes of investigations and other reviews of the business are incorporated into the risk management program, to ensure effective management of risk.

### Information technology

Information technology (IT) audits this year covered newly purchased and installed systems, systems under development and, to a limited extent, those in production. IT security and e-commerce audits focused on aspects of operating systems such as access and permissions security. A major strategy of the IT audit staff was to maintain membership of a range of internal steering committees and working parties. This allowed them to focus on critical IT processes and systems, IT security and e-commerce, IT infrastructure and the provision of risk / control advice on projects that were identified as high risk to the organisation. Audit and risk staff also worked closely with business units on risk assessments of new IT initiatives, system purchases and developments.

Some of the major reviews included:

- Integrated Management System upgrade.
- Corporate Data Warehouse – Vehicle Regulation.
- National Heavy Vehicle Accreditation Scheme.
- Court and Case Management System.

## Engineering

A major part of the RTA's operations are engineering related, and the independent review carried out by this group of qualified and experienced engineers represents an important assurance function for the Chief Executive.

The main focus of the group continued to be the review of major engineering programs, systems and products. Major reviews undertaken included:

- Pacific Highway – overall program review.
- Strategic Bus Corridor Program.
- Major Drainage Rehabilitation Program.
- Ballina Bypass Alliance – geotechnical audit (Pacific Highway).
- Alliance Maintenance Agreement – product quality audit.

Audits were prioritised on the basis of the identification and analysis of major operational risks and on an assessment of the control environment in place to address these risks. In conjunction with the cooperation of line management, audit outcomes resulted in the identification and addressing of a range of exposures.

### Finance and operations

The Annual Financial and Operational Audit Program's coverage included the RTA's financial support functions and a range of activities in road safety, traffic management and other RTA business units. The audit projects included an independent assessment of risks and compliance with policies, procedures and Treasury guidelines to provide assurance to the Chief Executive that these were being complied with.

Some of the key audit projects for the 2009–10 year included:

- Budgeting and financial forecasting.
- Efficiency improvement and wages strategy savings.
- General receipting and banking.
- Purchase order and service entry release process.
- RTA property acquisitions.
- RTA property sales and leasing.
- School crossing supervisors.
- Vendor creation.

The Financial and Operations Assurance Section also performed audits of selected administration centres in Business Services Group and an independent review of year-end accruals for the NSW Audit Office.





## Corruption and fraud investigations

The Corruption and Fraud Investigations (CFI) Section's major responsibility is to manage the organisation's relationship with the Independent Commission Against Corruption (ICAC).

In this regard it performs or oversees a range of internal corruption and fraud investigations, as well as investigations into maladministration and serious and substantial waste.

Where appropriate, matters are investigated and outcomes forwarded to RTA senior management to action, including consideration of disciplinary action against appropriate staff. Recommendations highlighted by these investigations are also referred to line management, to address any weaknesses or areas of concern relating to risks, policies, procedures or controls, and to internal audit for consideration in the preparation of their audit programs.

As part of its role managing the organisation's relationship with ICAC, CFI refers allegations of corruption to it in compliance with the *Independent Commission Against Corruption (ICAC) Act 1998*. Fraud by community members that impact on the RTA's business are primarily referred to the NSW Police Force for investigation and prosecution and, where appropriate, are further referred to RTA senior management to address any policy, procedure and control issues.

## Corruption and fraud risk management

In addition to the investigation of allegations of corruption and fraud, the RTA also developed and implemented a Corruption and Fraud Prevention Framework. This includes a range of initiatives to minimise the risk of corrupt and fraudulent activity by staff and business partners. Highlights during the year included:

- The delivery of corruption and fraud / ethics seminars to 117 staff, across high risk business environments to reinforce the corruption resistant culture of the RTA.
- The provision of anti-corruption information through the RTA's intranet.
- The provision of advice to staff and management on a wide range of corruption risks and ethical, probity and policy issues.

# Our people

## A safe and healthy workplace

### RTA's safety beliefs

The RTA is committed to providing a safe and healthy workplace and eliminating conditions or hazards that could result in personal injury or ill health. Workplace health, safety, and welfare in road and traffic operations are always given precedence over production demands.

The RTA has four safety beliefs. These are:

- All injuries can be prevented.
- Safety first, work second.
- Everyone is responsible for safety.
- Working safely is a condition of employment.

The RTA Executive provides leadership that supports these safety beliefs and facilitates a strong safety culture, ensuring the safety and well-being of RTA staff.



Posters promoting the RTA's four safety beliefs were displayed in workplaces across the State as part of the RTA's employee safety campaign.

## Policy and Commitment Statement

The RTA Occupational Health and Safety (OHS) Policy Statement confirms the RTA's commitment to providing leadership, direction, resources and support, to ensure workplaces are safe and without risk to health. The policy states that the cooperation and involvement of all employees at every level is required to achieve the RTA's health and safety objectives. The policy describes the RTA's safety beliefs 'All injuries can be prevented Safety first – work second; Everyone is responsible for safety, and Working safely is a condition of employment.' In particular, the policy confirms the RTA's commitment to effective consultation between management and employees on the development, implementation and refinement of the OHS program and seeks the cooperation of all employees to achieve OHS objectives.



## Risk management

A risk-management approach to OHS continues to be applied to all of the RTA's activities. Significant OHS risks are addressed in the areas of construction, road maintenance, traffic control, working at heights, working near utilities and effective workplace implementation of OHS policies and procedures. A variety of targeted risk assessment approaches have been applied to these areas, including:

- Project 'whole-of-life' risk control documents – a risk assessment at the concept and design stage aimed at improving OHS through better design.
- Environment and safety risk assessment undertaken by stakeholders for projects in the range of \$250,000 to \$5 million, with an OHS development plan for major projects worth more than \$5 million.
- Situational awareness risk assessment to provide traffic signal and maintenance crews with tools to identify and deal with risks encountered during routine maintenance at each site.
- Risk profiles developed by each RTA business area so that hazards can be eliminated or controlled, and reviewed on an ongoing basis.

See the Awards section on page 111 for details of RTA winning the Workcover NSW Safe Work Awards 2009.

## Road maintenance

The 2010 Safety Summit for Road and Fleet Services managers identified key focus areas in OHS. These included improving the quality of SAFE Engagements (ie management tool to conduct safety conversation with employees), increasing near-miss reporting, disseminating lessons from incidents, working on foot around plant, working near utilities, working near traffic, dispelling the fallacy of 'no time for safety' and looking out for one another to create a culture of mutual protection.

The RTA Road and Fleet Services Branch continued to maintain certification to AS 4801 (Australian Standard for Occupational Health and Safety Management Systems) and accreditation with the Office of the Federal Safety Commission.

## Utilities

Utility 'strikes', such as unprecedented contacts with electricity, gas, water and telecommunication services, continued to be a major cause of potentially serious incidents. The RTA has issued a number of safety alerts to reinforce the requirement for risk mitigation and implementing controls for overhead and underground utilities strike. Through quarterly RTA Utilities Coalition meetings, incident information and prevention strategy is discussed and actions are developed for reducing utilities strike.

## Contractor safety

The RTA continued to achieve a high safety performance for its projects and set benchmark standards in OHS management of contractors. The RTA positively engages its contractors on OHS matters through various forums and briefings. The annual contractor safety forum provided an opportunity to share best practice. The forum, held in November 2009, was attended by more than 100 contractors and RTA employees. They discussed tools and systems to drive stronger safety cultures and performance. The breakfast briefing and quarterly Contractor Coalition meetings at RTA's sites are other modes of knowledge sharing with contractors.

The RTA's Contractor Prequalification and Audit Program provides robust approach to ensure compliance of OHS at every project site.

The G22 specification is being revised to simplify some of the OHS requirements for contractors, and key performance indicators are being included as a guide. These measures will be implemented to enhance the RTA's safety performance over the coming 12 months. The Specification RTA G22 contains the RTA's requirements for both the contractor's corporate OHS management system and project OHS management plan. Specification RTA G22 is a 'proforma' model specification and must be customised by the tender documenter for each specific project. Customisation requires insertion of the various OHS issues into the body of G22. It is recommended that G22 specific OHS management plan is aligned with the RTA OHS management plan.

## OHS program delivery

The RTA delivers its OHS program through specialist OHS staff including regional OHS facilitators, line managers and their staff. This ensures there is ownership of OHS activities in each local workplace. Audits and inspections ensure that each area of the RTA is implementing the OHS management system. Each area is required to complete an annual self-assessment of compliance. The Executive OHS Committee oversees the results of these assessments to ensure that they are carried out and to identify trends or issues to be addressed in the following year.

## OHS performance reporting

The RTA continued to use forward (lead) and delayed (lag) performance indicators to measure OHS performance. A strategy to increase near-miss reporting began in 2008–09 with a target ratio of at least one near-miss reported for every injury. Near-miss reporting increased significantly in 2009–10 but continued to lag behind the number of injuries recorded with a near-miss to injury ratio of 0.7. Education in near-miss reporting via the Critical Tools for Safety Leaders workshops and an improved incident management system, will drive near-miss reporting and ensure that the target is met in 2010–11.



The RTA's online incident reporting and investigation system has been subject to a complete system upgrade over the course of 2009–10, with the new version due to be released early in the 2010–11 financial year. The upgraded system allows incident reporting and investigation to be carried out more easily and will drive better quality investigations. The system is expected to be a significant factor in increasing near-miss reporting and in preventing repeat incidents.

### Staff health fitness and well-being

The fifth stage of the AlphaOne Program was concluded and, as in previous years, the assessment results showed a range of individual improvements. RTA staff from all regions and different business units had the opportunity to receive health information which provided them with the skills and knowledge to review and manage their own health, fitness and quality of life. Many staff used the online program to continue with their actions to monitor and improve their health and fitness.

More than 3000 employees accessed the annual influenza vaccination program with a view to reducing exposure to the annual flu strains, including H1N1.

OHS staff have worked jointly with Corporate Real Estate to ensure that all new capital works and refurbishment projects have had the benefit of meeting all ergonomic and access requirements.

### Details of injuries and prosecutions under OHS Act

#### OHS incidents

The most significant risks of serious injury to RTA employees and contractors include working in the vicinity of traffic and moving plant, working at heights and utilities. The most common cause of workplace injuries across the RTA in 2009–10 was 'body stressing' (ie manual handling and/or ergonomic injuries). A tragic incident occurred on 10 June 2009 when a B double truck hit RTA's parked maintenance vehicle, resulting in a fatal injury to one of the RTA's employees. The RTA's management team established a senior working party to address risk associated with our workers while working on road corridors including maintenance activities. The focus of the working party is to implement strategies reducing risk of an injury or incident to our workers while working near high speed high volume traffic.

#### Prosecutions

There was one prosecution for a breach of the *Occupational Health and Safety Act 2000* (OHS Act) in 2009–10. This prosecution is for an incident involving a fatality to a sub-contractor on Epping Road in 2008.

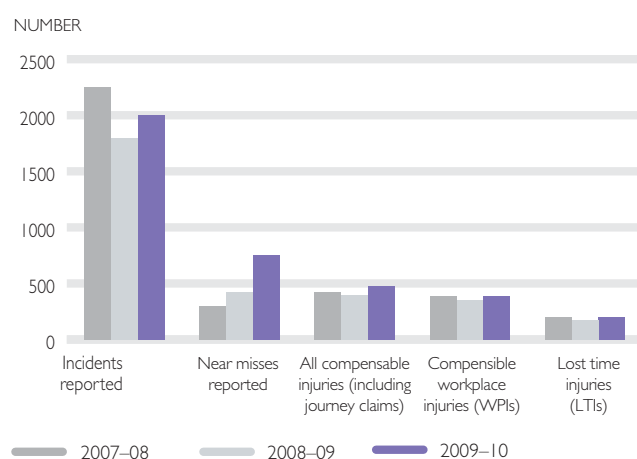
### OHS indicators

The near-miss reporting strategy was effective, showing a considerable increase in near-miss incidents reported in 2009–10. Lag indicators (ie injuries and workers compensation claims) remain consistent or slightly higher than previous years. Strategies have been implemented to drive down injuries in 2010–11.

**TABLE 10.** OHS STATISTICAL INDICATORS

Performance indicator	2007–08	2008–09	2009–10	Change on previous year
Incidents reported	2204	1788	1996	12% increase
All injuries (incl. first aid only)	1108	956	1081	13% increase
Near misses reported	294	419	760	81% increase
Near miss: injury ratio	0.27	0.44	0.70	59% increase
All compensable injuries (including journey claims)	427	377	470	25% increase
Total claims costs (\$ million)	\$2.6	\$2.7	\$3.2	19% increase
Compensable workplace injuries	412	352	418	19% increase
Lost time injuries	190	156	193	24% increase

**FIGURE 23.** OHS PERFORMANCE INDICATORS





**TABLE II. FIVE YEAR WORKPLACE INJURY AND WORKERS COMPENSATION TREND**

	2005-06	2006-07	2007-08	2008-09	2009-10
All workers compensation claims	548	473	427	377	470
Workplace injuries	492	430	412	352	418
Average number of work-related claims per 100 employees	7.4	6.4	6.1	4.9	5.8

### Facilitate the appropriate use of flexible work options

The RTA has a strong history of supporting staff through flexible work practices (including pre and post retirement). As the organisation continues to face the challenges of an ageing workforce, critical skill shortages and the current economic climate, flexible work practices support the retention of both staff and knowledge, boost staff satisfaction, and provide assistance with workforce planning.

Flexible work options will be piloted with staff over the age of 55, with the view to organisational roll out. Flexible work practices allow staff to combine work and personal responsibilities. They benefit the organisation through greater productivity, flexibility and efficiency.

### Align work and development plans with business plans

There has been a continued focus on developing a High Performance Framework to better support our business to deliver results required to achieve the RTA Corporate Plan. The RTA has been building the capability of its leaders to understand the environment required to enable high performance for teams and individuals. During the year it conducted skill building workshops for managers and team leaders to enhance their ability and discuss and support performance improvement with team members. The next phase of the RTA High Performance Framework will be to link individual work and development plans to the RTA business planning process so that all employees are able to plan, measure and monitor their contribution to achieving the RTA Corporate Plan 2008-12: Blueprint and Transport NSW Corporate Plan 2010-2014: Moving Together.

### Recognition of specialist engineers

As a result of the RTA agreeing to a change in the engineers' award, a professional engineer, regardless of their grade for field of engineering, can now apply to be

recognised as a specialist. Following consultation with a range of internal and external stakeholders, a policy and procedures were developed. This provides the framework to facilitate the claim for specialist skill. Being successful in claiming a specialist skill is an important initiative which recognises and rewards those specialists.

### Knowledge continuity

Over 220 RTA employees were engaged to 'continue' the knowledge of 18 subject matter experts (known as 'sages') through a series of facilitated workshops designed to build a culture of knowledge sharing. This is particularly important within the organisation as it assists with business continuity.

### MyJourney

The new MyJourney Program targets all RTA staff aged 55 and over to acknowledge their ongoing contribution to the RTA and focus on knowledge sharing, working intentions and retirement preparedness. This program began with four out of the 20 planned seminars being delivered by the end of June. This involved 170 participants, which is equivalent to 12 per cent of the 55 and over demographic. A further 26 per cent are enrolled to attend during the 2010-11 financial year.

### Improvements to the RTA learning centre

In August 2009 the RTA delivered an online portal for staff called Learning@RTA. It aims to help staff access learning and development opportunities and offers a one-stop location for training services. It provides a catalogue of approved training programs for electronic application and approval and has created the foundation for delivery of e-Learning programs. The system replaced a paper-based process.

From August 2009, 70 per cent of all training requests were received through the learning centre, with the remaining 30 per cent mainly consisting of field staff who did not have access to a computer. The learning centre objective is to support organisational success through a system that enables targeted skill and knowledge development for both immediate and future requirements. Identifying and building the right skills at the right time are outcomes that are enabled via the online learning centre.

The e-Learning Project was a key achievement this year. This involved the registration of all training online, making a total of 79 e-Learning packages available to staff.





## Targeted recruitment programs



The RTA's targeted employment programs bring graduates, para-professionals, apprentices and trainees into the organisation. Through these programs, the organisation provides both financial support and work experience to ensure that the skills needed by the RTA are grown progressively and professionally. The RTA also works with the State's leading universities to support and attract students through a program of scholarships and cadetships.

### Apprentices

The Trade Apprenticeship Program rotates apprentices between workshops and work sites across NSW to ensure they gain exposure to a broad range of skills and experiences. In 2009–10 the RTA recruited apprentices across a range of trade classifications including electricians, painters, bridge and wharf carpenters and plant mechanics. In June 2010 the RTA employed 74 trade apprentices.



RTA Metal fabricator apprentice Matt Kemenade.

### Traineeships

RTA trainees are working towards a variety of vocational education and training qualifications. Trainees are located in the RTA Contract Centre, regional offices, administration centres, motor registries, road construction and other RTA functional centres. As at 30 June 2010, the RTA employed 126 trainees.

### Graduate Recruitment and Development Program

RTA graduates come from a range of disciplines such as survey, urban design, town planning, transport planning, policy, traffic and transport, engineering, computer systems engineering, environment and community liaison. Over recent years, the Graduate Recruitment and Development Program (GRAD) has consistently averaged a retention rate of 97 per cent. At 30 June 2010, the RTA employed 144 graduates.

## Undergraduate scholarships, rural cadetship and para-professional programs



The RTA's Undergraduate Scholarship Program encourages university undergraduates to consider careers in the roads industry. The rural cadetship scheme targets undergraduates from rural NSW and aims to support engineering and related professions to return to these rural communities to work after completing their degree. At 30 June 2010, the RTA supported undergraduates studying the disciplines of engineering and surveying. A total of 37 of the 144 graduates are employed in the RTA's Rural Cadet Scheme.

The RTA's para-professional programs are proving to be very successful in generating renewable pools of talent in critical technical skill areas. These programs combine on-the-job experience with a course of study towards the attainment of an Associate Diploma of Engineering. At 30 June 2010, there were 60 participants in the programs with 53 of those in the Road Designer in Training Program.

## Transforming recruitment in the RTA



The RTA's e-Recruitment project is an online recruitment system to streamline and improve the RTA recruitment process. It aims to maximise the RTA's opportunity to find, communicate with and appoint quality candidates and will assist in streamlining and automating operational work associated with the selection and appointment processes within the RTA.

Phase I of the RTA's e-Recruitment project went live on 11 December 2009. Completion of this phase delivered the following benefits:

- Internal and external candidates can apply for positions online simply and quickly.
- Relationship management with candidates has improved through better communication processes. These include automated acknowledgement of applications and the ability to track individual applications through the recruitment process and candidate surveys.
- Recruitment administration has been streamlined. This includes the automation of various previously manual and paper-based tasks, resulting in a reduction in time spent on administration and improved 'time to fill' timeframes.
- The RTA has the capacity to build talent pools to source candidates for future vacancies.
- Online data provides a better understanding of which advertising media are yielding the best applicant results.

The implementation of phase one of the e-Recruitment system has also provided an opportunity to streamline the management of excess staff across the RTA. All deployment records have been entered into the e-Recruitment system and from 1 July 2010 tracking and reporting of excess staff will be via the new system, replacing previous manual record keeping. Further work is being undertaken to perform job-matching for excess staff via the e-Recruitment system.



## Internal communication

With about 7267 full-time equivalent staff spread across NSW and a diverse workforce, both in age and professions, internal communication is a priority at the RTA.

The RTA has three main communication tools to engage staff about organisational issues, projects, policies and events – a Chief Executive team briefing, the staff magazine *Momentum* and the RTA intranet.

A monthly team brief from the Chief Executive provides managers across the business with a framework for two-way communication with their teams about issues of strategic importance.

The RTA staff magazine, *Momentum*, features key achievements, projects and activities in which staff are involved. There are 11 issues a year and each issue includes a branch profile to introduce the team and explain their roles and functions.

Staff news is published on the RTA's intranet home page. This is the main vehicle for more time-critical announcements and information. This year has seen an increased use of internal newsletters to promote business-specific information, such as the Human Resources Strategy Branch's *People Matters* and the refocused *Health & Safety News*.

There is also a dedicated intranet for frontline staff called 'Frontline'. Key news and policy updates relating to customer service are located here.

In March 2010, the RTA also launched a new employee safety campaign called 'Stop.Think.Act.' The campaign forms part of a plan to promote a strong safety culture within the organisation. At the centre of the campaign are four safety beliefs. These safety beliefs form the core key messages of the campaign. A visual identity with a strong call to action and striking colours was developed for the campaign to ensure that safety remains top of mind with all employees. A series of staff engagement activities and supporting collateral such as posters have been integral to the roll out of the campaign. The campaign will be evaluated to benchmark its success and impact on encouraging staff to 'stop' and 'think' about what they need to do to work safely, and to take 'action' to make their workplace safe.

In 2010–11 the challenge for the organisation will be to develop policies and guidelines for Web 2.0 communication tools and evolve channels that further enhance opportunities for internal communication.

## Austrroads capability taskforce

The objective of the capability task force is to provide Austrroads member authorities with national strategies, including skills attraction and development, to ensure sustainable levels of capability relating to technical skills specific to the roads sector. These skills include road and bridge design, construction and maintenance, traffic management, project delivery and project management and road safety.

2009–10 saw the RTA-led Capability Taskforce Project, the National Skills Marketing Plan, come to fruition, with a multimedia campaign deployed across all states and territories. The campaign seeks to influence course and subject choices for final year high school students and first year university students respectively, leading to an increased talent pool of suitably skilled engineers, surveyors, project managers and other roads specific technical disciplines. Early results show that the campaign is achieving its objectives, with applications for graduate positions within road authorities in most states and territories increasing markedly since the campaign launch.

The RTA also project managed the delivery of Austrroads Capability Taskforce, *The Australia and New Zealand Roads Capability Analysis 2009 Update*. The report built on the results and methodology of the original 2006 report. The 2009 Update report included more robust processes for the collection of data and greater scrutiny to underlying assumptions about the nature of the current and future labour forces.

The report will inform Capability Taskforce strategies in coming years as to the specific capability needs of the roads sector in terms of what skills are needed, where they are needed, and when.

## Staff awards

The RTA Staff Awards continue to recognise excellent performance in areas of critical importance to the RTA. These awards provide an opportunity to acknowledge and reward staff who have made an outstanding contribution.

An awards presentation ceremony was held on 26 February 2010. The then Minister for Transport and Roads, the Hon. David Campbell MP, attended the event and presented 18 awards to 62 winners. Winners included staff from eight regional and seven metropolitan work locations.

The Road User Strategic Projects Technical Team, which pioneered the engine brake noise camera trailer system, was awarded the 2009 RTA Staff Award for Environmental Sustainability.



## Staff achievements

RTA staff members, employees and contractors received a number of external awards and accolades from industry and professional organisations, acknowledging their high standard of achievements. The sample here presents a snapshot of the year's successes.

### Commendation for Courage

John Wall, Principal Analyst Road, Safety Technology, NSW Centre for Road Safety received the State Emergency Service's highest honour a 'Commendation for Courage' for his outstanding display of bravery in helping save a truck driver's life.



RTA staff member and SES volunteer John Wall.

### 2009 Civil Contractors Federation Earth Award

Hume Highway Southern Alliance (comprising Abigroup, Sinclair Knight Merz and the RTA) won this award in Category 5, for projects over \$75 million. The project involved the duplication of over 30km of the Hume Highway in south western NSW.

The Civil Contractors Federation Earth Awards recognise excellence in civil construction, environmental management and project management. The Alliance team won the award for demonstrating excellence in all of these areas, in particular for setting a new benchmark in environmental management, minimising inconvenience to Australia's busiest freight route, construction innovations, addressing problems that arise in working in extreme conditions and working safely.

### 2009 Effie Awards

The RTA advertising campaign 'Speeding. No one thinks big of you' won the Grand Effie for the most effective campaign in the inaugural Australian Effie Awards. Clemenger BBDO, Sydney produced the campaign, better known as 'Pinkie', on behalf of the RTA.

The Advertising Federation of Australia introduced the awards in 1990 as the Advertising Effectiveness Awards, to showcase the power and effectiveness of advertising and marketing in Australia. 'Speeding. No one thinks big of you' also won three gold EFFIEs in the Best State Campaign, Most Original Thinking and Government, Corporate and Social Services Categories.

### 2009 National Award for Bridge Design

Hume Highway Southern Alliance won this award at the Cement Concrete and Aggregates Australia Public Domain Awards, for its innovative design of Tumbarumba Bridge on the Hume Highway. The bridge was designed by Alliance members Leighton Contractors and Jackson Teece Architects.

Urban Designer Michael Sheridan said the award was a great recognition for the Alliance, and explained how all disciplines were brought together to produce a well integrated design, which is the essence of what the new urban design policy framework *Beyond the Pavement* is meant to achieve.

### Australian Institute of Project Management Award

The RTA has won a prestigious Australian Institute of Project Management Award for the RTA Internet Protocol (IP) Telephony Transformation Project. The project delivered the new IP telephone system with 216 sites receiving 6500 handsets – representing a major investment in new equipment and technology.

An IP phone is a more powerful, centrally controlled telephone system that is scalable and integrates more easily with PC applications such as the RTA phone directory. The project created a standardised platform across the RTA, which meant a reduction of operating costs.

### Dual ISO accreditation

Following two rigorous external audits, the Transport Management Centre (TMC) in Eveleigh successfully achieved dual re-certification to the International Standard ISO 27001:2006 Information security management system and the revised International Standard ISO 9001:2008 Quality management systems.

International Standards Organisation (ISO) develops and maintains standards used to ensure global consistency and business excellence. These standards are recognised in over 162 countries. To maintain this dual certification is testament to the TMC's adoption of world's best business practices. TMC is the only business unit within RTA to secure dual accreditation.



## Cement Concrete and Aggregates Australia Public Domain Awards

An innovative bicycle path constructed in Broken Hill received national honours with a commendation in the 'Paths Category' at the Cement Concrete and Aggregates Australia Public Domain Awards at The Mint in Sydney. The project was supported through part funding by the RTA and the efforts of RTA Western Region staff.

The awards put a spotlight on the best examples of infrastructure found in the public domain across Australia, setting benchmarks in cost effectiveness, innovation, functionality, durability and aesthetics.

## NSW Excellence in Surveying and Spatial Information Awards

This year the RTA achieved a successful result in every category entered.

As one half of a joint venture with Sinclair Knight Merz (SKM), the RTA won the 'Extra Dimension' category with its submission 'A New Approach to the Capture and Documentation of Road Infrastructure'. In the highly competitive Cadastral Surveying category, the RTA was awarded 'Highly Commended' (second place) for Steve Bennett's 'Cadastral Survey for the Sea Cliff Bridge deviation of Lawrence Hargrave Drive near Clifton'.

There were an impressive seven RTA submissions in the University Student Projects of the Year. The category was won by RTA GRAD Narelle Underwood for her project 'The Surveyor's Role in Developing a Sustainable Society', while RTA GRAD Ryan Fifield received a 'Highly Commended' accolade for his project 'Strata Titles: Issues and Innovations'.



Steve Bennett, Registered Land Surveyor, Goulburn office; Alexandra Lyle, RTA GRAD, Parramatta; Grant Kilpatrick, Survey Manager Southern Region; Jim Ollis, recently retired Manager Survey Technology & Practice, Parramatta; Narelle Underwood, RTA GRAD, Wollongong; Chris Harrison, A/Director Regional Operations & Engineering Services; Ryan Fifield, RTA GRAD, Parramatta; Mark Gordon, RTA Manager Surveying.

## Reporting Excellence Award for Reporting Renovation

The RTA has also been recognised for its outstanding efforts in delivering high quality analytic reports. In awarding the 'Reporting Excellence Award for Reporting Renovation for 2009', the judging panel noted that the organisation has crafted sophisticated reports that are aligned to the business and associated audience's needs.

## 2009 National HR Leadership Awards

This is the premier awards program for recognising Australian Best Practice organisations.

The RTA won a special commendation for its People Plan, including the knowledge continuity initiative – a great credit to the organisation.

## NSW Planning Institute Awards

The Planning Institute of Australia presents annual awards for excellence, innovation and achievement in urban and regional planning in and by NSW planners.

A group from the Strategic Network Planning Branch in Network Management received an Award for Planning Excellence. This was in the category of Transport Planning, for publication of the RTA's *Network and Corridor Planning Practice Notes*.



Members of this award winning team: from left to right – Marco Morgante, Paul Wade, Natalie Camilleri, Jennifer Adam, and John Brewer.





## Indigenous Support Award

For many years, the RTA has supported the Indigenous Australian Engineering Summer School. This is an annual five day live-in program which provides 20 Aboriginal students entering Years 10, 11 and 12 with a taste of engineering as a career.

Richard Boggon, Acting Director Corporate Services, was presented an award on behalf of the RTA by Vice Patron, General Michael Jeffery, AC, as a show of appreciation for the considerable support provided to the Summer School.



Richard Boggon, Acting Director Corporate Services receiving the award from former Governor-General Michael Jeffery on behalf of the RTA.

## NSW Woman of the Year

The RTA Southern Region's Road Safety and Traffic Manager, Trish McClure, was named the '2010 Woman of the Year for Keira Electorate'.

Trish was nominated for her work with children with disabilities and their families as President of the Para Meadows Foundation which she established with a couple of friends some eight years ago. The Foundation has raised significant funds to assist in enhancing the quality of life for children with disabilities and their families in the Illawarra.



Former Minister for Roads, David Campbell and Trish McClure: Trish was presented with her award at the Premier's Reception for International Woman's Day at Parliament House on 8 March 2010.

## 2010 Gold Commercial Exhibit Award, Royal Agricultural Society of NSW

RTA's stand at the Sydney Royal Easter show won this prestigious award for the second year running. The interactive and informative display featured in the Home Garden and Lifestyle Hall, and included the RTA's Slow Down Roadshow, a toll booth, a display of the evolution of child restraints, the Slow Down Pledge, and for the first time a careers display.



Representatives from the Royal Agricultural Society of NSW Rolfe Chyrstal, Chief Steward (left) and Glen Dudley (right) present Michael Stanley, Manager Workforce Capability, Karen Edwards, General Manager Human Resource Strategy and Melinda Kelly from Corporate Communication the gold award.

## WorkCover NSW Safe Work Awards 2009

The RTA won the category of Best Workplace Health and Safety Management System. This award recognised the RTA's effective health and safety management system which has been implemented across the organisation, as the best of its kind in the public sector.



# Challenges and the way forward

## Financial governance

The introduction of number plates with 7–10 characters was delayed due to a range of issues raised by key stakeholders. These issues and potential impacts require further review and consultation before this project can proceed.

Investigation of the proposal to have Special Number Plates delivered directly from the manufacturer to the customer will take longer than originally anticipated. RTA technology staff are working closely with the vendor and other key participants to assist the delivery of this project.

The impact of the Global Financial Crisis on the Australian economy resulted in the RTA's commercial activities operating in a depressed economic environment. RTA's growth in commercial revenue slowed as a result.

The following actions are planned in order to address challenges and optimise service delivery:

- The RTA is developing new ventures, and is seeking to optimise commercial returns for the NSW Government and the community by leveraging innovation and intellectual property within the RTA, along with its specialist technical and professional services capacity.
- A number of strategies have been put in place to continue revenue growth of the commercial revenue portfolio through product innovation, increased market penetration, and new market development.
- Resource investment decisions for delivering both core operations and new ventures will need to sustain a focus on outcomes for the community, and also be timely and responsive to new market opportunities. Ongoing review of potential commercial opportunities and the capability required to deliver these, will support timely commencement of new ventures for the RTA.

## Organisational governance

The size, complexity and diversity of the RTA make the development and implementation of governance strategies and tools to achieve organisational objectives both difficult and time consuming. Broadening and formalising the governance role (as distinct from the day-to-day management role) of the Senior Executive will be a key focus.

In response to current challenges, over the coming year, the RTA plans to:

- Review the Executive Charter and establish a new Executive Committee Framework and supporting systems to facilitate the achievement of the RTA's corporate objectives.

- Develop a framework to provide assurance that the RTA's operations and activities comply with applicable laws and other legal requirements.
- Review the RTA's Policy Development Framework to better enable the organisation to coherently formulate policy, and ensure consistent application and good practice. This initiative will include improved accountability and enhanced evidence based decision making.
- Review RTA risk maturity, including its Risk Management Framework, strategies and processes.

## Our people

### Human resources

The most significant challenges that face HR include:

- Global economic challenges.
- The ageing workforce.
- Critical skills shortages.
- Growing demands on the NSW road system.

To meet the challenges ahead the RTA needs a workforce with the right mix of professional, technical and management skills. The RTA is building on the agenda outlined in *RTA Corporate Plan 2008–12: Blueprint*, through three broad streams of activity. These are:

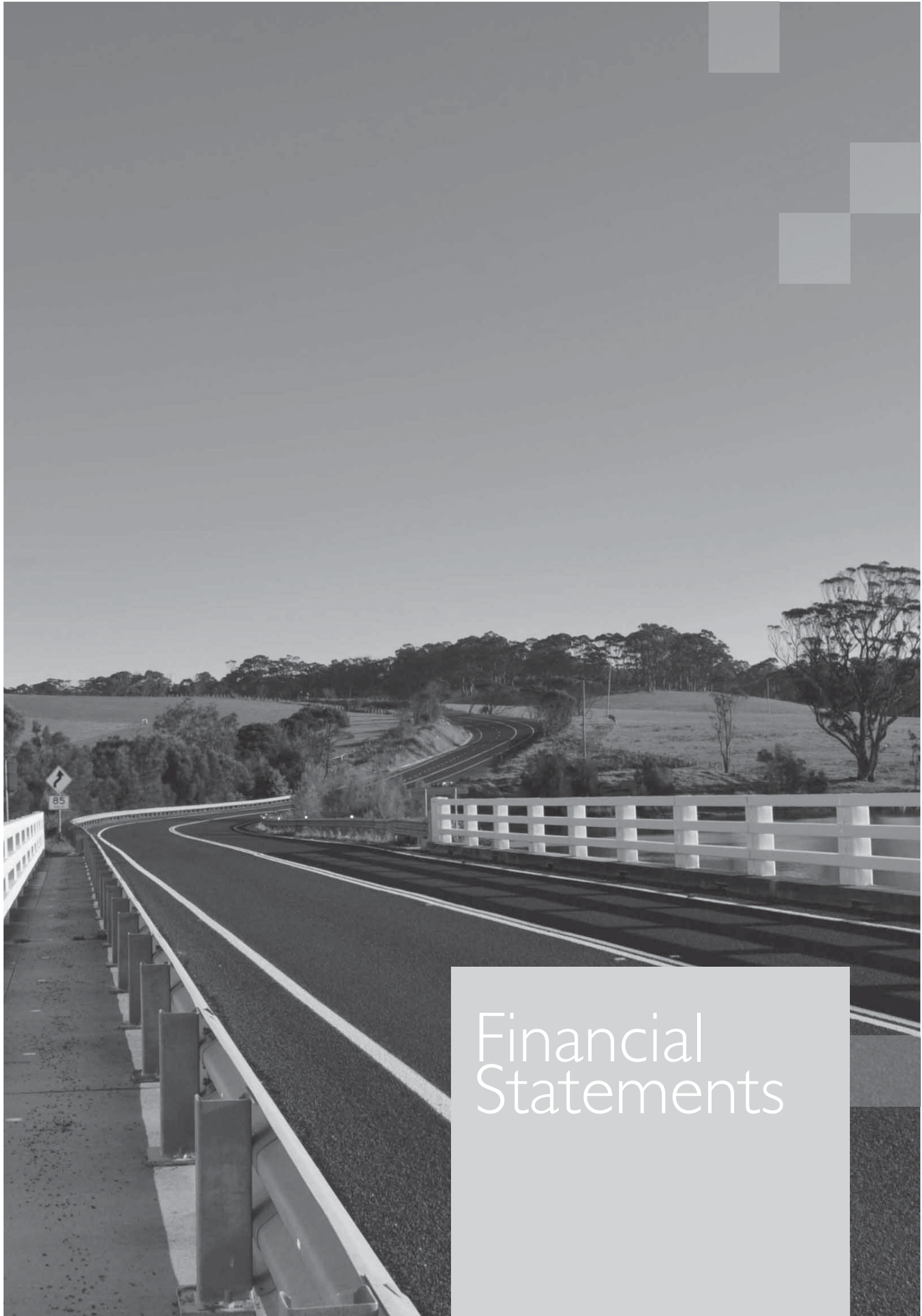
- Renewing our workforce: recruiting motivated, skilled and ambitious staff and developing ways to retain our experienced staff and plan for their successors when they decide to move on.
- Growing our own: developing our people, their leadership potential, skills and expertise, through a suite of programs.
- Driving innovation: sustaining the RTA's performance by fostering innovation across all areas of the RTA.

### OHS

Working near high-speed, high-volume traffic continues to pose the greatest risk to RTA staff and contractors. A significant work program continues to address the management of this risk and will continue to be a key priority into the future. Similarly, working near mobile construction plant and in the vicinity of underground and overhead utilities also present continuing challenges.

Increasing near-miss reporting is an important proactive strategy aimed at better identification and control of risks before injuries occur. Near-miss reporting is also an important component of the strategy to prevent high consequence incidents through site-specific risk-control mechanisms.

Ensuring strong safety leadership is critical to achieving a safe work culture. Strategies to strengthen leadership skills include training and mentoring programs and implementation of leadership tools such as SAFE Engagements, reward and recognition and performance management programs.



# Financial Statements

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Section cover image: Corunna Lake Bridge, located on the Princes Highway south of Narooma.  
Photo taken by RTA staff member Farhana Jesmin.



GPO BOX 12  
Sydney NSW 2001

## INDEPENDENT AUDITOR'S REPORT

### Roads and Traffic Authority of New South Wales

To Members of the New South Wales Parliament

I have audited the accompanying financial statements of the Roads and Traffic Authority of New South Wales (the Authority), which comprises the statement of financial position as at 30 June 2010, the statement of comprehensive income, statement of changes in equity, statement of cash flows, service group statements and a summary of compliance with financial directives for the year then ended, a summary of significant accounting policies and other explanatory notes for both the Authority and the consolidated entity. The consolidated entity comprises the Authority and the entities it controlled at the year's end or from time to time during the financial year.

#### Auditor's Opinion

In my opinion, the financial statements:

- present fairly, in all material respects, the financial position of the Authority and the consolidated entity as at 30 June 2010, and of their financial performance for the year then ended in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations)
- are in accordance with section 41B of the *Public Finance and Audit Act 1983* (the PF&A Act) and the Public Finance and Audit Regulation 2010

My opinion should be read in conjunction with the rest of this report.

#### Chief Executive's Responsibility for the Financial Statements

The Chief Executive is responsible for the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the PF&A Act. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

#### Auditor's Responsibility

My responsibility is to express an opinion on the financial statements based on my audit. I conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

## Independent audit report (page 2)

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the Authority's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Authority's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Chief Executive, as well as evaluating the overall presentation of the financial statements.

I believe the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

My opinion does *not* provide assurance:

- about the future viability of the Authority
- that it has carried out its activities effectively, efficiently and economically
- about the effectiveness of its internal controls
- about the assumptions used in formulating the budget figures disclosed in the financial statements.

### Independence

In conducting this audit, the Audit Office of New South Wales has complied with the independence requirements of the Australian Auditing Standards and other relevant ethical requirements. The PF&A Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General
- mandating the Auditor-General as auditor of public sector agencies, but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office of New South Wales are not compromised in their role by the possibility of losing clients or income.



Peter Achterstraat  
Auditor-General

12 October 2010  
SYDNEY

# Statement by the Chief Executive and the Director, Finance and Corporate Services

## ROADS AND TRAFFIC AUTHORITY

YEAR ENDED 30 JUNE 2010

Pursuant to Section 41C (1B) and (1C) of the Public Finance and Audit Act 1983, we declare that in our opinion:

1. The accompanying financial statements exhibit a true and fair view of the Authority's financial position as at 30 June 2010 and financial performance for the year then ended
2. The statements have been prepared in accordance with the provisions of the Public Finance and Audit Act 1983, the Public Finance and Audit Regulation 2010, the Treasurer's Directions and the directives of the Financial Reporting Code.

Further we are not aware of any circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.



Michael Bushby  
Chief Executive  
8 October 2010



Paul Hesford  
Director, Finance and Corporate Services  
8 October 2010

## Statement of comprehensive income for the year ended 30 June 2010

	Notes	Consolidated			Parent	
		Budget 2010 \$'000	Actual 2010 \$'000	Actual 2009 \$'000	Actual 2010 \$'000	Actual 2009 \$'000
<b>Expenses Excluding Losses</b>						
Operating Expenses						
– Employee Related	2(a)	520,841	568,670	553,253	672,767	906,105
– Other Operating Expenses	2(b)	416,773	416,861	473,877	416,861	473,877
Maintenance	2(b)	598,620	572,479	604,661	572,479	604,661
Depreciation and Amortisation	2(c)	915,926	921,125	853,456	921,125	853,456
Grants and Subsidies	2(d)	286,970	743,333	310,026	743,333	310,026
Finance Costs	2(e)	45,372	95,492	102,535	95,492	102,535
<b>Total Expenses Excluding Losses</b>		<b>2,784,502</b>	<b>3,317,960</b>	<b>2,897,808</b>	<b>3,422,057</b>	<b>3,250,660</b>
<b>Revenue</b>						
Sale of Goods and Services	3(a)	354,669	398,484	386,317	398,484	386,317
Investment Revenue	3(b)	5,594	8,064	10,027	8,064	10,027
Grants and Contributions	3(c)	40,071	359,457	47,707	359,457	47,707
Other Revenue	3(d)	117,697	141,665	112,687	141,665	112,687
<b>Total Revenue</b>		<b>518,031</b>	<b>907,670</b>	<b>556,738</b>	<b>907,670</b>	<b>556,738</b>
Gain on Disposal	4(a)	231	3,124	1,213	3,124	1,213
Other Gains/(Losses)	4(b)	(1,000)	(54,300)	(34,024)	(54,300)	(34,024)
<b>Net Cost Of Services</b>	<b>25</b>	<b>2,267,240</b>	<b>2,461,466</b>	<b>2,373,881</b>	<b>2,565,563</b>	<b>2,726,733</b>
<b>Government Contributions</b>						
Recurrent Appropriation	5	1,563,835	1,556,214	1,578,527	1,556,214	1,578,527
Capital Appropriation	5	2,456,187	2,215,735	2,144,518	2,215,735	2,144,518
<b>Total Government Contributions</b>		<b>4,020,022</b>	<b>3,771,949</b>	<b>3,723,045</b>	<b>3,771,949</b>	<b>3,723,045</b>
<b>SURPLUS FOR THE YEAR</b>		<b>1,752,782</b>	<b>1,310,483</b>	<b>1,349,164</b>	<b>1,206,386</b>	<b>996,312</b>
<b>Other Comprehensive Income</b>						
Net Increase/(decrease) in Asset Revaluation Reserve		429,640	4,534,061	4,579,198	4,534,061	4,579,198
Superannuation Actuarial Gains/(Losses)		-	(104,097)	(352,852)	-	-
<b>Other Comprehensive Income for the year</b>		<b>429,640</b>	<b>4,429,964</b>	<b>4,226,346</b>	<b>4,534,061</b>	<b>4,579,198</b>
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>		<b>2,182,422</b>	<b>5,740,447</b>	<b>5,575,510</b>	<b>5,740,447</b>	<b>5,575,510</b>

The accompanying notes form part of these financial statements.



## Statement of financial position as at 30 June 2010

	Notes	Consolidated				Parent		
		Budget 2010 \$'000	Actual 2010 \$'000	Actual 2009 \$'000	1 July 2008 \$'000	Actual 2010 \$'000	Actual 2009 \$'000	1 July 2008 \$'000
<b>ASSETS</b>								
<b>Current Assets</b>								
Cash and Cash Equivalents	8	209,039	184,029	186,179	179,958	184,029	186,179	179,958
Receivables	9(a)	147,538	147,227	147,560	129,655	147,227	147,560	129,655
Inventories		10,715	10,878	10,715	10,245	10,878	10,715	10,245
		367,292	342,134	344,454	319,858	342,134	344,454	319,858
Non-Current Assets Held for Sale	12	40,893	48,647	40,893	71,122	48,647	40,893	71,122
<b>Total Current Assets</b>		<b>408,185</b>	<b>390,781</b>	<b>385,347</b>	<b>390,980</b>	<b>390,781</b>	<b>385,347</b>	<b>390,980</b>
<b>Non-Current Assets</b>								
Other Financial Assets	9(b)	114,750	117,946	108,529	98,402	117,946	108,529	98,402
Property, Plant and Equipment								
– Land and Buildings	10(a)	3,225,497	3,024,255	2,996,887	2,890,778	3,024,255	2,996,887	2,890,778
– Plant and Equipment	10(b)	139,773	197,560	161,478	140,279	197,560	161,478	140,279
– Infrastructure Systems	10(c)	87,475,545	58,225,145	52,465,863	46,787,236	58,225,145	52,465,863	46,787,236
<b>Total Property, Plant and Equipment</b>		<b>90,840,815</b>	<b>61,446,960</b>	<b>55,624,228</b>	<b>49,818,293</b>	<b>61,446,960</b>	<b>55,624,228</b>	<b>49,818,293</b>
Intangible Assets	11(b)	26,457	26,786	30,788	19,599	26,786	30,788	19,599
Private Sector Provided Infrastructure	11(a)	655,133	527,216	539,105	448,419	527,216	539,105	448,419
<b>Total Non-Current Assets</b>		<b>91,637,155</b>	<b>62,118,908</b>	<b>56,302,650</b>	<b>50,384,713</b>	<b>62,118,908</b>	<b>56,302,650</b>	<b>50,384,713</b>
<b>Total Assets</b>		<b>92,045,340</b>	<b>62,509,689</b>	<b>56,687,997</b>	<b>50,775,693</b>	<b>62,509,689</b>	<b>56,687,997</b>	<b>50,775,693</b>
<b>LIABILITIES</b>								
<b>Current Liabilities</b>								
Payables	13	608,100	640,064	609,710	551,601	1,541,072	1,386,704	955,840
Borrowings	14	140,548	194,118	140,548	141,306	194,118	140,548	141,306
Provisions	16	242,469	250,013	237,469	213,493	-	-	-
Other	17	149,583	148,316	144,273	138,008	145,142	139,224	134,968
<b>Total Current Liabilities</b>		<b>1,140,700</b>	<b>1,232,511</b>	<b>1,132,000</b>	<b>1,044,408</b>	<b>1,880,332</b>	<b>1,666,476</b>	<b>1,232,114</b>
<b>Non-Current Liabilities</b>								
Borrowings	14	1,161,775	1,126,471	1,246,492	1,311,218	1,126,471	1,246,492	1,311,218
Provisions	16	538,854	647,821	534,476	187,706	-	-	-
Other	17	319,006	345,203	357,793	366,730	345,203	357,793	366,730
<b>Total Non-Current Liabilities</b>		<b>2,019,635</b>	<b>2,119,495</b>	<b>2,138,761</b>	<b>1,865,654</b>	<b>1,471,674</b>	<b>1,604,285</b>	<b>1,677,948</b>
<b>Total Liabilities</b>		<b>3,160,335</b>	<b>3,352,006</b>	<b>3,270,761</b>	<b>2,910,062</b>	<b>3,352,006</b>	<b>3,270,761</b>	<b>2,910,062</b>
<b>Net Assets</b>		<b>88,885,005</b>	<b>59,157,683</b>	<b>53,417,236</b>	<b>47,865,631</b>	<b>59,157,683</b>	<b>53,417,236</b>	<b>47,865,631</b>
<b>EQUITY</b>								
Reserves		42,267,482	31,639,207	27,356,026	22,912,873	31,639,207	27,356,026	22,912,873
Accumulated Funds		46,617,523	27,518,476	26,061,210	24,952,758	27,518,476	26,061,210	24,952,758
<b>Total Equity</b>		<b>88,885,005</b>	<b>59,157,683</b>	<b>53,417,236</b>	<b>47,865,631</b>	<b>59,157,683</b>	<b>53,417,236</b>	<b>47,865,631</b>

The accompanying notes form part of these financial statements.

## Statement of changes in equity for the year ended 30 June 2010

	Accumulated Funds		Asset Revaluation Reserve		Total Equity	
	Consolidated	Parent	Consolidated	Parent	Consolidated	Parent
	2010	2010	2010	2010	2010	2010
Notes	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Balance at 1 July 2009</b>	26,061,210	26,061,210	27,356,026	27,356,026	53,417,236	53,417,236
Change in Accounting Policy	-	-	-	-	-	-
<b>Restated Total Equity at 1 July 2009</b>	<b>26,061,210</b>	<b>26,061,210</b>	<b>27,356,026</b>	<b>27,356,026</b>	<b>53,417,236</b>	<b>53,417,236</b>
<b>Surplus / (Deficit) for the year</b>	<b>1,310,483</b>	<b>1,206,386</b>	<b>-</b>	<b>-</b>	<b>1,310,483</b>	<b>1,206,386</b>
<b>Other Comprehensive Income</b>						
Net Increase / (Decrease) in Asset Revaluation Reserves						
- Land and Buildings	-	-	(42,108)	(42,108)	(42,108)	(42,108)
- Infrastructure	-	-	4,573,820	4,573,820	4,573,820	4,573,820
- Plant and Equipment	-	-	2,349	2,349	2,349	2,349
Superannuation Actuarial Gains/(Losses)	(104,097)	-	-	-	(104,097)	-
Transfer on disposal	-	-	-	-	-	-
<b>Other Comprehensive Income for the year</b>	<b>(104,097)</b>	<b>-</b>	<b>4,534,061</b>	<b>4,534,061</b>	<b>4,429,964</b>	<b>4,534,061</b>
<b>Total Comprehensive Income for the year</b>	<b>1,206,386</b>	<b>1,206,386</b>	<b>4,534,061</b>	<b>4,534,061</b>	<b>5,740,447</b>	<b>5,740,447</b>
<b>Transfers Within Equity</b>						
Asset Revaluation Reserve Balance Transferred to Accumulated Funds on Disposal of Asset						
	250,880	250,880	(250,880)	(250,880)	-	-
<b>Transactions with owners in their capacity as owners</b>						
Increase/(Decrease) in Net Assets from Equity Transfers						
18	-	-	-	-	-	-
<b>Balance as at 30 June 2010</b>	<b>27,518,476</b>	<b>27,518,476</b>	<b>31,639,207</b>	<b>31,639,207</b>	<b>59,157,683</b>	<b>59,157,683</b>

The accompanying notes form part of these financial statements.

## Statement of changes in equity for the year ended 30 June 2010

	Notes	Accumulated Funds		Asset Revaluation Reserve		Total Equity	
		Consolidated	Parent	Consolidated	Parent	Consolidated	Parent
		2009	2009	2009	2009	2009	2009
		\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Balance at 1 July 2008</b>		43,752,057	43,752,057	35,053,304	35,053,304	78,805,361	78,805,361
Change in Accounting Policy	1x(i)	(18,799,299)	(18,799,299)	(12,140,431)	(12,140,431)	(30,939,730)	(30,939,730)
<b>Restated Total Equity at 1 July 2008</b>		<b>24,952,758</b>	<b>24,952,758</b>	<b>22,912,873</b>	<b>22,912,873</b>	<b>47,865,631</b>	<b>47,865,631</b>
<b>Surplus / (Deficit) for the year</b>		<b>1,349,164</b>	<b>996,312</b>	<b>-</b>	<b>-</b>	<b>1,349,164</b>	<b>996,312</b>
<b>Other Comprehensive Income</b>							
Net Increase / (Decrease) in Asset Revaluation Reserves							
- Land and Buildings		-	-	126,671	126,671	126,671	126,671
- Infrastructure		-	-	4,452,527	4,452,527	4,452,527	4,452,527
- Plant and Equipment		-	-	-	-	-	-
Superannuation Actuarial Gains/(Losses)		(352,852)	-	-	-	(352,852)	-
Transfer on disposal		-	-	-	-	-	-
<b>Other Comprehensive Income for the year</b>		<b>(352,852)</b>	<b>-</b>	<b>4,579,198</b>	<b>4,579,198</b>	<b>4,226,346</b>	<b>4,579,198</b>
<b>Total Comprehensive Income for the year</b>		<b>996,312</b>	<b>996,312</b>	<b>4,579,198</b>	<b>4,579,198</b>	<b>5,575,510</b>	<b>5,575,510</b>
<b>Transfers Within Equity</b>							
Asset Revaluation Reserve Balance Transferred to Accumulated Funds on Disposal of Asset							
		136,045	136,045	(136,045)	(136,045)	-	-
<b>Transactions with owners in their capacity as owners</b>							
Increase/(Decrease) in Net Assets from Equity Transfers							
	18	(23,905)	(23,905)	-	-	(23,905)	(23,905)
<b>Balance as at 30 June 2009</b>		<b>26,061,210</b>	<b>26,061,210</b>	<b>27,356,026</b>	<b>27,356,026</b>	<b>53,417,236</b>	<b>53,417,236</b>

The accompanying notes form part of these financial statements.

# Statement of cash flows for the year ended 30 June 2010

	Notes	Consolidated			Parent	
		Budget 2010 \$'000	Actual 2010 \$'000	Actual 2009 \$'000	Actual 2010 \$'000	Actual 2009 \$'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>						
<b>Payments</b>						
Employee Related		(511,463)	(563,988)	(550,101)	(563,988)	(550,101)
Grants and Subsidies		(214,112)	(283,158)	(232,511)	(283,158)	(232,511)
Finance Costs		(44,596)	(95,033)	(101,882)	(95,033)	(101,882)
Other		(1,386,507)	(1,324,727)	(1,328,291)	(1,324,727)	(1,328,291)
<b>Total Payments</b>		<b>(2,156,678)</b>	<b>(2,266,906)</b>	<b>(2,212,785)</b>	<b>(2,266,906)</b>	<b>(2,212,785)</b>
<b>Receipts</b>						
Sale of Goods and Services		353,669	453,569	427,637	453,569	427,637
Interest Received		5,616	8,021	10,305	8,021	10,305
Other		395,632	327,916	348,396	327,916	348,396
<b>Total Receipts</b>		<b>754,917</b>	<b>789,506</b>	<b>786,338</b>	<b>789,506</b>	<b>786,338</b>
<b>Cash Flows from Government</b>						
Recurrent Appropriation		1,563,835	1,556,214	1,578,527	1,556,214	1,578,527
Capital Appropriation		2,456,187	2,215,735	2,144,518	2,215,735	2,144,518
<b>Net Cash Flows from Government</b>		<b>4,020,022</b>	<b>3,771,949</b>	<b>3,723,045</b>	<b>3,771,949</b>	<b>3,723,045</b>
<b>NET CASH FLOWS FROM OPERATING ACTIVITIES</b>	<b>25</b>	<b>2,618,261</b>	<b>2,294,549</b>	<b>2,296,598</b>	<b>2,294,549</b>	<b>2,296,598</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>						
Proceeds from Sale of Land and Buildings, Plant and Equipment and Infrastructure Systems		39,005	70,357	48,647	70,357	48,647
Purchases of Land and Buildings, Plant and Equipment and Infrastructure Systems		(2,550,413)	(2,291,189)	(2,263,412)	(2,291,189)	(2,263,412)
Other		-	-	-	-	-
<b>NET CASH FLOWS FROM INVESTING ACTIVITIES</b>		<b>(2,511,408)</b>	<b>(2,220,832)</b>	<b>(2,214,765)</b>	<b>(2,220,832)</b>	<b>(2,214,765)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>						
Payment of Finance Lease Liabilities		-	(9,417)	(20,684)	(9,417)	(20,684)
Repayment of Borrowings and Advances		(83,993)	(66,450)	(54,928)	(66,450)	(54,928)
<b>NET CASH FLOWS FROM FINANCING ACTIVITIES</b>		<b>(83,993)</b>	<b>(75,867)</b>	<b>(75,612)</b>	<b>(75,867)</b>	<b>(75,612)</b>
<b>NET INCREASE/(DECREASE) IN CASH</b>		<b>22,860</b>	<b>(2,150)</b>	<b>6,221</b>	<b>(2,150)</b>	<b>6,221</b>
Opening Cash and Cash Equivalents		186,179	186,179	179,958	186,179	179,958
<b>CLOSING CASH AND CASH EQUIVALENTS</b>	<b>8</b>	<b>209,039</b>	<b>184,029</b>	<b>186,179</b>	<b>184,029</b>	<b>186,179</b>

The accompanying notes form part of these financial statements.

## Service group statements for the year ended 30 June 2010

	Road Development *		Road Management*		Road Use*		M4/M5 Cashback Scheme*		Not Attributable		Total	
	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>RTA's expenses and income</b>												
<b>Expenses Excluding Losses</b>												
Operating Expenses												
– Employee Related	7,740	12,865	252,363	256,322	305,878	281,158	2,689	2,908	-	-	568,670	553,253
– Other Operating Expenses	-	-	124,118	176,460	196,593	192,815	96,150	104,602	-	-	416,861	473,877
Maintenance	-	-	572,479	604,661	-	-	-	-	-	-	572,479	604,661
Depreciation and Amortisation	-	-	907,181	842,427	13,944	11,029	-	-	-	-	921,125	853,456
Grants and Subsidies	-	-	727,107	298,460	16,226	11,566	-	-	-	-	743,333	310,026
Finance Costs	-	-	95,492	102,535	-	-	-	-	-	-	95,492	102,535
<b>Total Expenses Excluding Losses</b>	<b>7,740</b>	<b>12,865</b>	<b>2,678,740</b>	<b>2,280,865</b>	<b>532,641</b>	<b>496,568</b>	<b>98,839</b>	<b>107,510</b>	<b>-</b>	<b>-</b>	<b>3,317,960</b>	<b>2,897,808</b>
<b>Revenue</b>												
Sale of Goods and Services	-	-	129,261	123,005	269,223	263,312	-	-	-	-	398,484	386,317
Investment Revenue	-	-	2,016	2,507	6,048	7,520	-	-	-	-	8,064	10,027
Grants and Contributions	11,341	14,794	347,773	31,096	343	1,817	-	-	-	-	359,457	47,707
Other Revenue	-	-	141,665	112,687	-	-	-	-	-	-	141,665	112,687
<b>Total Revenue</b>	<b>11,341</b>	<b>14,794</b>	<b>620,715</b>	<b>269,295</b>	<b>275,614</b>	<b>272,649</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>907,670</b>	<b>556,738</b>
Gain/(Loss) on Disposal	-	-	3,972	1,269	(848)	(56)	-	-	-	-	3,124	1,213
Other Gains/(Losses)	-	-	(49,433)	(31,754)	(4,867)	(2,270)	-	-	-	-	(54,300)	(34,024)
<b>Net Cost Of Services</b>	<b>(3,601)</b>	<b>(1,929)</b>	<b>2,103,486</b>	<b>2,042,055</b>	<b>262,742</b>	<b>226,245</b>	<b>98,839</b>	<b>107,510</b>	<b>-</b>	<b>-</b>	<b>2,461,466</b>	<b>2,373,881</b>
Government contributions**			-	-	-	-	-	-	3,771,949	3,723,045	3,771,949	3,723,045
<b>SURPLUS/(DEFICIT) FOR THE YEAR</b>	<b>3,601</b>	<b>1,929</b>	<b>(2,103,486)</b>	<b>(2,042,055)</b>	<b>(262,742)</b>	<b>(226,245)</b>	<b>(98,839)</b>	<b>(107,510)</b>	<b>3,771,949</b>	<b>3,723,045</b>	<b>1,310,483</b>	<b>1,349,164</b>
<b>Other Comprehensive Income</b>												
Increase/(Decrease) In Asset												
Revaluation Reserve	-	-	4,534,061	4,579,198	-	-	-	-	-	-	4,534,061	4,579,198
Superannuation Actuarial Gains/ (Losses)	-	-	(55,171)	(187,012)	(48,926)	(165,840)	-	-	-	-	(104,097)	(352,852)
<b>Total Other Comprehensive Income</b>	<b>-</b>	<b>-</b>	<b>4,478,890</b>	<b>4,392,186</b>	<b>(48,926)</b>	<b>(165,840)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>4,429,964</b>	<b>4,226,346</b>
<b>TOTAL COMPREHENSIVE INCOME</b>	<b>3,601</b>	<b>1,929</b>	<b>2,375,404</b>	<b>2,350,131</b>	<b>(311,668)</b>	<b>(392,085)</b>	<b>(98,839)</b>	<b>(107,510)</b>	<b>3,771,949</b>	<b>3,723,045</b>	<b>5,740,447</b>	<b>5,575,510</b>

\* The description and objectives of each activity are summarised in Note 7.

\*\* Appropriations are made on an agency basis and not to individual service groups. Consequently, government contributions are included in the "Not Attributable" column.

	Road Development *		Road Management*		Road Use*		M4/M5 Cashback Scheme*		Not Attributable		Total	
	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009

\$'000    \$'000    \$'000    \$'000    \$'000    \$'000    \$'000    \$'000    \$'000    \$'000    \$'000    \$'000

## RTA's assets and liabilities

### Current Assets

Cash and Cash Equivalents	-	-	46,006	46,545	138,023	139,634	-	-	-	-	184,029	186,179
Receivables	14,999	9,948	92,410	112,237	39,120	24,912	698	463	-	-	147,227	147,560
Inventories	-	-	10,334	10,179	544	536	-	-	-	-	10,878	10,715
Non-Current Assets Held For Sale	-	-	48,642	40,878	5	15	-	-	-	-	48,647	40,893
<b>Total Current Assets</b>	<b>14,999</b>	<b>9,948</b>	<b>197,392</b>	<b>209,839</b>	<b>177,692</b>	<b>165,097</b>	<b>698</b>	<b>463</b>	<b>-</b>	<b>-</b>	<b>390,781</b>	<b>385,347</b>

### Non-Current Assets

Other Financial Assets	-	-	117,946	108,529	-	-	-	-	-	-	117,946	108,529
Property, Plant and Equipment												
– Land and Buildings	-	-	2,667,747	2,642,612	356,508	354,275	-	-	-	-	3,024,255	2,996,887
– Plant and Equipment	-	-	56,051	40,888	141,509	120,590	-	-	-	-	197,560	161,478
– Infrastructure Systems	2,398,655	2,836,719	55,797,935	49,595,374	28,555	33,770	-	-	-	-	58,225,145	52,465,863
<b>Total Property, Plant and Equipment</b>	<b>2,398,655</b>	<b>2,836,719</b>	<b>58,521,733</b>	<b>52,278,874</b>	<b>526,572</b>	<b>508,635</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-61,446,960</b>	<b>55,624,228</b>
Intangible Assets	-	-	6,696	7,697	20,090	23,091	-	-	-	-	26,786	30,788
Other	-	-	527,216	539,105	-	-	-	-	-	-	527,216	539,105
<b>Total Non-Current Assets</b>	<b>2,398,655</b>	<b>2,836,719</b>	<b>59,173,591</b>	<b>52,934,205</b>	<b>546,662</b>	<b>531,726</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-62,118,908</b>	<b>56,302,650</b>
<b>TOTAL ASSETS</b>	<b>2,413,654</b>	<b>2,846,667</b>	<b>59,370,983</b>	<b>53,144,044</b>	<b>724,354</b>	<b>696,823</b>	<b>698</b>	<b>463</b>	<b>-</b>	<b>-</b>	<b>-62,509,689</b>	<b>56,687,997</b>

### Current Liabilities

Payables	264,162	243,099	180,521	174,215	195,315	192,346	66	50	-	-	640,064	609,710
Borrowings	-	-	193,024	139,515	1,094	1,033	-	-	-	-	194,118	140,548
Provisions	-	-	132,005	125,071	115,474	111,356	2,534	1,042	-	-	250,013	237,469
Other	-	-	23,070	25,720	125,198	118,477	48	76	-	-	148,316	144,273
<b>Total Current Liabilities</b>	<b>264,162</b>	<b>243,099</b>	<b>528,620</b>	<b>464,521</b>	<b>437,081</b>	<b>423,212</b>	<b>2,648</b>	<b>1,168</b>	<b>-</b>	<b>-</b>	<b>1,232,511</b>	<b>1,132,000</b>

### Non-Current Liabilities

Borrowings	-	-	1,126,471	1,246,492	-	-	-	-	-	-	1,126,471	1,246,492
Provisions	-	-	343,345	282,022	303,988	250,780	488	1,674	-	-	647,821	534,476
Other	-	-	342,441	354,727	2,762	3,066	-	-	-	-	345,203	357,793
<b>Total Non-Current Liabilities</b>	<b>-</b>	<b>-</b>	<b>1,812,257</b>	<b>1,883,241</b>	<b>306,750</b>	<b>253,846</b>	<b>488</b>	<b>1,674</b>	<b>-</b>	<b>-</b>	<b>2,119,495</b>	<b>2,138,761</b>
<b>TOTAL LIABILITIES</b>	<b>264,162</b>	<b>243,099</b>	<b>2,340,877</b>	<b>2,347,762</b>	<b>743,831</b>	<b>677,058</b>	<b>3,136</b>	<b>2,842</b>	<b>-</b>	<b>-</b>	<b>3,352,006</b>	<b>3,270,761</b>
<b>NET ASSETS</b>	<b>2,149,492</b>	<b>2,603,568</b>	<b>57,030,106</b>	<b>50,796,282</b>	<b>(19,477)</b>	<b>19,765</b>	<b>(2,438)</b>	<b>(2,379)</b>	<b>-</b>	<b>-</b>	<b>-59,157,683</b>	<b>53,417,236</b>

\* The description and objectives of each activity are summarised in Note 7.

## Administered expense and income

### Administered Income

Transfer Receipts	-	-	-	-	-	-	-	-	-	-	-	-
Consolidated Fund												
– Taxes, Fees and Fines	-	-	-	-	-	-	-	-	495,279	435,593	495,279	435,593
– Stamp Duty	-	-	-	-	-	-	-	-	586,300	538,164	586,300	538,164
– Motor Vehicle Weight Tax and Fines	-	-	-	-	-	-	-	-	1,316,612	1,236,331	1,316,612	1,236,331
– Other	-	-	-	-	-	-	-	-	33,237	34,877	33,237	34,877
<b>Total Administered Income</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2,431,428</b>	<b>2,244,965</b>	<b>2,431,428</b>	<b>2,244,965</b>
<b>Administered Income less Expense</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2,431,428</b>	<b>2,244,965</b>	<b>2,431,428</b>	<b>2,244,965</b>

\* The description and objectives of each activity are summarised in Note 7.

\*\* Administered liabilities are disclosed in Note 23.

## Summary of compliance with financial directives for the year ended 30 June 2010

	2010				2009			
	Recurrent Appropriation \$'000	Expenditure / net claim on consolidated fund \$'000	Capital Appropriation \$'000	Expenditure/ net claim on consolidated fund \$'000	Recurrent Appropriation \$'000	Expenditure/ net claim on consolidated fund \$'000	Capital Appropriation \$'000	Expenditure/ net claim on consolidated fund \$'000
<b>Original Budget Appropriation/ Expenditure</b>								
Appropriation Act	1,563,835	1,556,214	2,456,187	2,215,735	1,536,128	1,523,361	2,115,154	2,115,118
S26 PF&AA – Commonwealth Specific Purpose Payments	-	-	-	-	55,000	55,000	29,400	29,400
<b>Other Appropriations/ Expenditure</b>								
Treasurer's Advance	-	-	-	-	166	166	-	-
Section 22A(2) – Motor Vehicle Taxation Act (Hypothecation of Motor Vehicle Tax)	-	-	-	-	-	-	-	-
Transfers To/From Another Agency (S31 of The Appropriation Act)	-	-	-	-	(3,522)	-	-	-
Other Adjustments	(1,967)	-	-	-	(1,325)	-	-	-
<b>Total Appropriations/ Expenditure/Net Claim on Consolidated Fund (Includes Transfer Payments)</b>	<b>1,561,868</b>	<b>1,556,214</b>	<b>2,456,187</b>	<b>2,215,735</b>	<b>1,586,447</b>	<b>1,578,527</b>	<b>2,144,554</b>	<b>2,144,518</b>
<b>Amount Drawn Down Against Appropriation</b>		1,556,214		2,215,735		1,578,527		2,144,518
<b>Liability to Consolidated Fund</b>		-		-		-		-

The summary of Compliance is based on the assumption that Consolidated Fund moneys are spent first.

Consolidated funding for the RTA's Road Program is classified as recurrent and capital appropriation based upon the way in which the appropriations are expended. The Program, as part of its appropriation, receives all the revenue from motor vehicle taxes in accordance with the Motor Vehicle Taxation Act, with the level of the funds from the motor vehicle taxes not known until 30 June each year.

Liability to Consolidated Fund represents the difference between the 'Amount drawn down against Appropriation' and the 'Total Appropriations/Expenditure/Net Claim on Consolidated Fund'.

# Notes to and forming part of the Financial Statements of the Roads and Traffic Authority for the year ended 30 June 2010

## I. Summary of significant accounting policies

### (a) Reporting entity

The Roads and Traffic Authority (the RTA) was established in 1989 under the *Transport Administration Act 1988* and is a Statutory Body pursuant to Schedule 2 of the *Public Finance and Audit Act 1983* (PFAA). The Authority comprises all the entities under its control and it reports on the following transactions:

#### Roads and Traffic Authority

- Testing and licensing drivers and registering and inspecting vehicles;
- Managing road usage to achieve consistent travel times, particularly during peak periods, by reducing congestion delays and helping the community use the road system more effectively;
- Improving road safety by encouraging better road user behaviour, ensuring compliance with regulations, improving roads and enhancing vehicle standards;
- Arterial road development, construction and maintenance, to meet community, environmental, regulatory and economic needs; and
- Administration of the M4/M5 Cashback Scheme.

#### Roads and Traffic Authority Division (The Division)

The Division was established on 17 March 2006 pursuant to Part 2 of Schedule 1 of the *Public Sector Employment and Management Act 2002*. The Division's objective is to provide the personnel services to the RTA.

The accounts of the RTA are consolidated as part of the NSW Total State Sector Accounts.

The RTA has been assessed as a not-for-profit entity for accounting purposes.

These consolidated financial statements for the year ended 30 June 2010 has been authorised for issue by the Audit and Risk Committee on 8 October 2010.

### (b) Basis of preparation

The RTA's consolidated financial statements are general purpose financial statements which have been prepared in accordance with:

- Applicable Australian Accounting Standards (includes Australian Accounting Interpretations);
- The requirements of the *Public Finance and Audit Act 1983* and *Public Finance and Audit Regulation 2010*; and
- The Financial Reporting Directions published in the TPP 10-1 'Financial Reporting Code (FRC) for Budget

Dependent General Government Sector Agencies' or issued by the Treasurer under Section 9(2) (n) of the *Public Finance and Audit Act 1983*.

In the event of any inconsistency between accounting standards and legislative requirements, the latter prevails.

Property, plant and equipment, assets (or disposal groups) held for sale and financial assets at 'fair value through profit or loss' and available for sale are measured at fair value. Other financial statement items are prepared in accordance with the historical cost convention.

Cost is based on the fair value of the consideration given in exchange for assets.

Judgements, estimates and associated assumptions made by management about carrying values of assets and liabilities are disclosed in the relevant notes to the financial statements.

Unless otherwise stated, all amounts are rounded to the nearest one thousand dollars (\$'000) and are expressed in Australian currency.

The accounting policies set out below have, except where stated, been applied consistently to all periods presented in these consolidated financial statements, and have been applied consistently by the consolidated and parent entities.

Certain comparative amounts have been restated due to the change in accounting policy for Land under Roads (refer to note 1(x)), and a change in capitalisation methodology (refer to note 1(y)).

### (c) Principles of consolidation

These financial statements have been consolidated in accordance with Australian Accounting Standard AASB 127 *Consolidated and Separate Financial Statements* and includes the assets, liabilities, equities, revenues and expenses of the RTA including those entities controlled by the RTA.

The Division is a controlled entity of the RTA. Control is achieved when one entity has the power to govern the financial and operating policies of another entity.

In the process of preparing the consolidated financial statements for the economic entity consisting of the controlling and controlled entities, all inter-entity transactions and balances have been eliminated.

### (d) New and revised Australian Accounting Standards and Interpretations

The RTA did not early adopt any new or revised accounting standards that are not yet effective.

The following new or revised Accounting Standards and Interpretations have not yet been adopted and are not effective as at 30 June 2010:



## AASB & Interpretations AASB Standards & Interpretations

AASB 9 & AASB 2009-11	AASB 2009-11 – Amendments to Australian Accounting Standards arising from AASB 9 Financial Instruments [AASB 1, 3, 4, 5, 7, 101, 108, 112, 118, 121, 127, 128, 131, 132, 136, 139, 1023 & 1038 and Interpretations 10 & 12] [1 Jan 2013]
AASB 2009-5	AASB 2009-5 – Further amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 5, 8, 101, 107, 117, 118, 136 & 139] (1 Jan 2010)
AASB 2009-9	AASB 2009-9 – Amendments to Australian Accounting Standards – Additional Exemptions for First-time Adopters
AASB 124 & AASB 2009-12	2009-12 – Amendments to Australian Accounting Standards [AASB 5, 8, 108, 110, 112, 119, 133, 137, 139, 1023 & 1031 and interpretations 2, 4, 16, 1039 & 1052] (1 January 2011)
AASB 2009-13 & Interpretation 19	AASB 2009-13 Amendments to Australian Accounting Standards arising from Interpretation 19 [AASB 1] (1 July 2010)
AASB 2010-1	AASB 2010-1 Amendments to Australian Accounting Standards – Limited Exemption from Comparative AASB 7 Disclosures for First-time Adopters [AASB 1 and AASB 7] (1 July 2009)

It is considered that the adoption of these Standards and Interpretations in future periods will have no material financial impact on the financial statements of the RTA.

### (e) Service groups

AASB 1052 Disaggregated Disclosures requires agencies to disclose financial information about service costs and achievements on an activity basis. RTA discloses expenses and income in the Statement of Comprehensive Income that can be attributable to each of the major service activities. It also discloses the assets deployed and liabilities incurred that are reliably attributable to their activities. Attributions were primarily based on specific service group's general ledger program codes. Government contributions are disclosed in the "Not Attributable" column.

### (f) Administered activities

The RTA administers, but does not control, the collection of various fees, fines and levies on behalf of the Crown Entity. Monies collected on behalf of the Crown Transactions Entity are not recognised as the RTA's income but are separately disclosed in the Service Group Statements – Administered Expenses and Income. The RTA is accountable for the transactions relating to those administered activities but does not have the discretion, for example, to deploy the resources for the achievement of its own objectives.

Transactions and balances relating to the administered activities are not recognised as the Authority's income, expenses, assets and liabilities, but are disclosed in the accompanying schedules as

"Administered Income", "Administered Assets and Administered Liabilities" in accordance with AASB 1050 Administered Items.

Expenses incurred in collecting monies on behalf of the Crown Entity are recognised as the RTA's expenses and are reported within the Road Use Program.

The accrual basis of accounting and all applicable accounting standards have been adopted for the reporting of administered income.

### (g) Income recognition

Income is measured at the fair value of the consideration or contribution received or receivable. Income is recognised in accordance with AASB 118 *Revenue* when the Authority has control of the good or right to receive, it is probable that the economic benefits will flow to the Authority and the amount of the income can be measured reliably. The accounting policies for the recognition of income are discussed below:

#### (i) Parliamentary appropriations and contributions

Parliamentary appropriations and contributions from other bodies (including grants and donations) are generally recognised as income when the Authority obtains control over the assets comprising the appropriations and contributions. Control over appropriations and contributions, is normally obtained upon the receipt of cash.

Unspent appropriations at year end are recognised as liabilities as the authority to spend the money lapses and the unspent amount must be repaid to the Consolidated Fund.

#### (ii) Sale of goods and rendering of services

Revenue from the sale of goods is recognised when the RTA transfers the significant risks and rewards of ownership of the assets. User charges are recognised as revenue when the RTA obtains control of the assets that result from them.

Revenue from the rendering of services is recognised when the service is provided or by reference to the stage of completion.

#### (iii) Rental income

Rental income is recognised as revenue on an accrual basis, in accordance with AASB 117 *Leases* on a straight-line basis over the lease term.

#### (iv) Investment revenue

Interest revenue is recognised using the effective interest method as set out in AASB 139 *Financial Instruments: Recognition and Measurement*.

#### (v) Gains and losses

Gains and losses generally arise from adjustments to the measurement of assets and liabilities. They include gains and losses on asset disposals and fair value adjustments to physical and financial assets.

## **(vi) Emerging Interests in Private Sector Provided Infrastructure (PSPI) projects**

The value of the emerging right to receive the PSPI asset is treated as the compound value of an annuity that accumulates as a series of equal annual receipts together with a calculated notional compound interest. The discount rate used is the NSW TCorp 10-year government bond at the commencement of the concession period.

In relation to the right to receive infrastructure assets, the recognition is on a progressive basis relative to the concession period.

## **(vii) Amortisation of Deferred Revenue on PSPI Projects**

Reimbursement of development costs in the form of up front cash payments are treated as deferred revenue with an annual amortisation amount recognised over the life of the concession period.

## **(h) Employee benefits and other provisions**

### **(i) Salaries and wages, annual leave, sick leave and on-costs**

Liabilities for salaries and wages (including non-monetary benefits), annual leave and paid sick leave that fall due wholly within 12 months of the reporting date are recognised and measured in respect of employees' services up to the reporting date where it is probable that settlement will be required and where they are capable of being measured reliably on an undiscounted basis on the amounts expected to be paid when the liabilities are settled.

Long term annual leave that is not expected to be taken within twelve months is measured at present value in accordance with AASB 119 *Employee Benefits*. Market yields on 10 year government bonds are used to discount long-term annual leave.

Sick leave accrued by employees of the RTA is all non-vesting and does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

The outstanding amounts of payroll tax and fringe benefits tax, which are consequential to employment, are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised. Workers compensation that may be applicable to leave entitlements has not been recognised as this expense is based on actual premiums paid, determined from past claims history, and not as a general percentage raise on salaries and wages.

### **(ii) Long service leave and superannuation**

RTA assumes the long service leave liability for employees with 5 or more years of service and all superannuation liabilities. These liabilities are recognised in the Statement of Financial Position. The long service leave is measured at present value in accordance with AASB 119 *Employee Benefits*. This is

based on the application of the valuation ratio at the 10 year Commonwealth government bond rate at the reporting date to employees with five or more years of service, using current rates of pay. This ratio is determined based on an actuarial review to approximate present value.

In accordance with AASB 101 *Presentation of Financial Statements*, all annual leave and unconditional long service leave are classified as current liabilities, even where the authority does not expect to settle the liability within 12 months. This does not necessarily align with the distinction between short-term and long-term employee benefits under AASB 119 *Employee Benefits*.

### **Defined contribution plans**

Contributions to defined contribution superannuation plans are expensed when incurred.

### **Defined benefit plans**

For defined benefit plans, the actuarial valuations are carried out at each reporting date by Pillar Administration and the actuarial superannuation gains and losses are recognised outside operating surplus in the Statement of Changes in Equity in the period in which they occur as per NSW Treasury's mandate.

The defined benefit position recognised in the Statement of Financial Position represents the present value of the defined benefit obligation, adjusted for unrecognised past service costs, net of the fair value of the plan assets.

### **(iii) Other provisions**

Other provisions exist when, the RTA has a present legal or constructive obligation as a result of a past event; it is probable that an outflow of resources will be required to settle the obligation; and a reliable estimate can be made of the amount of the obligation.

Any provisions for restructuring are recognised only when an agency has a detailed formal plan and the RTA has raised a valid expectation in those affected by the restructuring that it will carry out the restructuring by starting to implement the plan or announcing its main features to those affected.

If the effect of the time value of money is material, provisions are discounted at 5.25%, which is a pre-tax rate that reflects the current market assessments of the time value of money and the risks specific to the liability.

### **(i) Borrowing costs**

Borrowing costs are recognised as expenses in the period in which they are incurred, in accordance with Treasury's Mandate to not-for-profit general government sector agencies.

## (j) Insurance

The RTA's insurance activities are conducted through the NSW Treasury Managed Fund Scheme of self insurance for Government agencies. The expense (premium) is determined by the Fund Manager based on past claim experience. CTP Insurance is with a private sector provider arranged by NSW Treasury.

The RTA also arranges Principal Arranged Insurance (PAI) Scheme, which provides cover for all parties involved in its construction projects. The premium cost is amortised over the term of the contract.

## (k) Accounting for the Goods and Services Tax (GST)

Income, expenses and assets are recognised net of the amount of GST, except that:

- The amount of GST incurred by the RTA as a purchaser that is not recoverable from the Australian Taxation Office (ATO) is recognised as part of the cost of acquisition of an asset or as part of an item of expense.
- Receivables, payables, accruals and commitments are stated with the amount of GST included.
- Cash flows are included in the Statement of Cash Flows on a gross basis. However, the GST components of cash flows arising from investing and financing activities which is recoverable from, or payable to, the Australian Taxation Office are classified as operating cash flows.

## (l) Asset management policy

### Acquisition of assets

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by the RTA. Cost is the amount of cash or cash equivalents paid or the fair value of the other consideration given to acquire the asset at the time of its acquisition or construction or, where applicable, the amount attributed to that asset when initially recognised in accordance with the requirements of other Australian Accounting Standards.

The cost of assets constructed for own use includes the cost of materials, direct labour and foreign exchange gains and losses arising during construction as well as an appropriate proportion of variable and fixed overhead costs that can be reliably attributed to the assets.

Assets acquired at no cost, or for nominal consideration, are initially recognised at their fair value at the date of acquisition.

Fair value is the amount for which an asset could be exchanged between knowledgeable, willing parties in an arm's length transaction.

### Capitalisation thresholds

Property, plant and equipment and intangible assets costing above \$10,000 individually or forming part of a network costing more than \$10,000 are capitalised. Some computer equipment and intangible assets costing above \$1,000 are capitalised.

## Valuation and depreciation

Physical non-current assets are valued in accordance with the 'Valuation of Physical Non-Current Assets at Fair Value' Policy and Guidelines Paper (TPP 07-01). This policy adopts fair value in accordance with AASB 116 *Property, Plant and Equipment*.

Property, plant and equipment is measured on an existing use basis, where there are no feasible alternative uses in the existing natural, legal, financial and socio-political environment. However, in the limited circumstances where there are feasible alternative uses, assets are valued at their highest and best use.

Fair value of property, plant and equipment is determined based on the best available market evidence, including current market selling prices for the same or similar assets. Where there is no available market evidence, the asset's fair value is measured at its market buying price, the best indicator of which is depreciated replacement cost.

The RTA revalues each class of property, plant and equipment at least every five years or with sufficient regularity to ensure the carrying amount of each asset in the class does not differ materially from its fair value at reporting date. The last revaluation was completed on 30 June 2010 (vehicular ferries) and was based on an independent assessment. Further details on asset revaluations can be found in note 10.

Non-specialised assets with short useful lives are measured at depreciated historical cost, as a surrogate for fair value.

When revaluing non-current assets by reference to current prices for assets newer than those being revalued (adjusted to reflect the present condition of the assets), the gross amount and the related accumulated depreciation are separately restated.

Otherwise, any balances of accumulated depreciation at the revaluation date in respect of those assets are credited to the asset accounts to which they relate. The net asset accounts are then increased or decreased by the revaluation increments or decrements.

Revaluation increments are credited directly to the asset revaluation reserve, except that, to the extent that an increment reverses a revaluation decrement in respect of that class of asset previously recognised as an expense in the surplus/deficit, the increment is recognised immediately as revenue in the surplus/deficit.

Revaluation decrements are recognised immediately as expenses in the surplus/deficit, except that, to the extent that a credit balance exists in the asset revaluation reserve in respect of the same class of assets, they are debited directly to the asset revaluation reserve.

As a not-for-profit entity, revaluation increments and decrements are offset against one another within a class of non-current assets, but not otherwise.

Where an asset that has previously been revalued is disposed of, any balance remaining in the asset revaluation reserve in respect of that asset is transferred to accumulated funds.

## Impairment of property, plant and equipment

As a not-for-profit entity with no cash generating units, the Authority is effectively exempted from AASB 136 *Impairment of Assets* and impairment testing. This is because AASB 136 modifies the recoverable amount test to the higher of fair value less costs to sell and depreciated replacement cost. This means that, for an asset already measured at fair value, impairment can only arise if selling costs are material. Selling costs are regarded as immaterial.

### (i) Plant and Equipment

Asset	Valuation Policy	Depreciation Policy
Plant, Equipment and Vehicles	Depreciated historical cost	Depreciated on the straight-line method over the estimated useful life between 5 and 60 years
Computer Hardware	Depreciated historical cost	Depreciated on the straight-line method over the estimated useful life between 3 and 5 years
Electronic Office Equipment	Depreciated historical cost	Depreciated on the straight-line method over the estimated useful life between 5 and 10 years

The carrying amount is considered to reflect the fair value of these assets.

Depreciation and valuation policies in respect of operational assets are subject to annual review.

Estimates of useful life for depreciation and amortisation purposes have been determined with regard to a number of factors including the expected retention period by the entity and the underlying physical, technical and commercial nature of the assets as defined in AASB 116 *Property, Plant and Equipment*. In accordance with this standard the shortest alternative useful life is applied.

### (ii) Land and buildings

Asset	Valuation Policy	Depreciation Policy
Land and Buildings in Service Works Administration Properties Officers Residences	Land and buildings in service are generally valued at value in use (land) and depreciated replacement cost (buildings). Where such properties are rented externally they are valued at current market value. Land and Buildings in Service are revalued biannually.	Buildings – Depreciated on the straight-line basis over the estimated useful life of 40 years.
Land and Buildings Acquired for Future Roadworks Rentable or Surplus Properties	Current Market Value The average Rateable Value Per Hectare of Urban and Rural Areas within each Local Government Area (LGA). The distinction between urban and rural areas was determined by reference to the general land classification profile within each LGA. Land and Buildings Acquired for Future Roadworks are revalued progressively over a 3 year cycle.	No depreciation charged as buildings are not purchased to generate revenue but ultimately to be demolished for roadworks.
Vacant land	The average Rateable Value Per Hectare of Urban and Rural Areas within each Local Government Area (LGA). The distinction between urban and rural areas was determined by reference to the general land classification profile within each LGA.	No depreciation charged on vacant land.
Leasehold Improvements (Minimum capital value \$10,000)	Depreciated historic cost/revalued amount.	Amortised over the period of the lease, or the useful life if the leasehold improvement, whichever is shorter.

Included in the value of land and buildings in service is an amount of \$14.330 million (2009: \$14.330 million) for buildings on Crown land. As the RTA effectively “controls” this Crown land, it has been included in the RTA’s Statement of Financial Position. Should such Crown land be transferred or disposed of, associated buildings are written off in the year the transfer or disposal takes place.

The RTA’s land and buildings are valued by registered valuers. Land and Buildings Acquired for Future Roadworks comprise Untenanted Land for Roads which is revalued annually and Rental Properties and Surplus Properties which are revalued progressively within a 3 year timeframe. The selection of assets within Land and Buildings Acquired for Future Roadworks to be revalued in each reporting period within the current progressive revaluation is made by reference to the asset’s acquisition date or previous revaluation date.

Commencement date of the current progressive revaluation: 1 July 2008

Completion date of the current progressive revaluation: 30 June 2011

For details refer to Note 10(a)

**(iii) Infrastructure systems**

<b>Asset</b>	<b>Valuation Policy</b>	<b>Depreciation Policy</b>
<b>Roads:</b>		
Earthworks	Depreciated replacement cost	Indefinite life with the exception of road segments subject to: Slope instability (25-50 years); Mine subsidence (100 years); Unsealed pavement surface (100 years).
Pavement	Depreciated replacement cost	Depreciated over estimated useful life dependant on pavement surface 15 years (unsealed) 20-50 years (flush seal/asphalt) 25-50 years (asphalt/concrete) 40-50 years (concrete)
Corridor assets	Depreciated replacement cost	Depreciated over estimated useful life of 100 years
<b>Bridges:</b>		
	Depreciated replacement cost	Depreciated over estimated useful life dependant on bridge type
Timber structure		60 years
Concrete structures		100 years
Steel structures		100 years
X Trusses (timber and steel)		60 years
High Value Bridges		200 years
Bridge Size Culverts/Tunnels		100 years
<b>Traffic Signals:</b>	Depreciated replacement cost	Depreciated over estimated useful life of 20 years
<b>Traffic Control Network:</b>		
	Depreciated replacement cost	Depreciated over estimated useful life of
Traffic Systems		5-20 years
Transport Management Centre		5-20 years
Variable Message Signs		30 years
<b>Land under roads and within road reserves</b>	The urban Average Rateable Value per hectare within each Local Government Area (LGA) adjusted by an "open spaces ratio". The "open spaces ratio" is derived from open spaces data provided by the Valuer-General and is used to adjust average rateable value to approximate englobo value.	No depreciation applied as land does not have a limited useful life
<b>Sydney Harbour Tunnel:</b>		
	Depreciated replacement cost	Depreciated over estimated useful life depending on asset type:
Immersed Tube		100 years
Mechanical & Electrical		20 years
Pavement		20 years
Earthworks		100 years

The determination of unit replacement rates for road, bridge and traffic control signal infrastructure valuations is carried out at least every five years by suitably qualified engineering contractors and employees of the RTA.

These assets are recorded initially at construction cost and the annual percentage increase in the Road Cost Index (RCI) is applied each year until the following unit replacement review is undertaken. Subsequent to the review, infrastructure is valued using the unit replacement rates, adjusted by the Road Cost Index as applicable.

Land under roads and within road reserves are revalued annually by applying the most recent urban rateable average value per hectare provided by the Valuer-general to the land under roads and within reserves within each Local Government Area (LGA), and adjusting this value by the "open spaces ratio" (see note 1(x) for more details). The valuations are based on certain assumptions including property being vacant and therefore do not take into account costs that may be incurred in removing roads and other improvements. The Valuer-General's urban average rateable values are calculated by reference to land values only and do not include the value of any improvements.

The Australian Valuer-General are currently developing a standard methodology for valuing Land under Roads. This method may differ from the methodology currently used by the RTA.

Major works-in-progress are valued at construction cost and exclude the cost of land, which is currently disclosed as land under roads.

#### (iv) Intangible assets

The RTA recognises intangible assets only if it is probable that future economic benefits will flow to the RTA and the cost of the asset can be measured reliably. Intangible assets are measured initially at cost. Where an Intangible asset is acquired at no or nominal cost, the cost is its fair value as at the date of acquisition.

All research costs are expensed. Development costs are only capitalised when the following criteria are met:

- i. the technical feasibility of completing the intangible asset so that it will be available for use or sale;
- ii. the intention to complete the intangible asset and use or sell it;
- iii. the ability to use or sell the intangible asset;
- iv. the intangible asset will generate probable future economic benefits;
- v. the availability of adequate technical, financial and other resources to complete the development and to use or sell the intangible asset; and
- vi. the ability to measure reliably the expenditure attributable to the intangible asset during its development.

The useful lives of intangible assets are assessed to be finite and are carried at cost less any accumulated amortisation.

Asset	Valuation Policy	Amortisation Policy
Intangible Assets	Depreciated Historical cost	Amortised on the straight-line method over the estimated useful life of between 3 and 10 years

Intangible assets are tested for impairment where an indicator of impairment exists. If the recoverable amount is less than its carrying amount the carrying amount is reduced to recoverable amount and the reduction is recognised as an impairment loss.

#### (v) Private Sector Provided Infrastructure (PSPI)

In respect of the infrastructure assets; M2, M4 Service Centre, M5 Motorways, the Eastern Distributor, the Cross City Tunnel, the Westlink M7 Motorway and the Lane Cove Tunnel, the RTA values each right to receive asset by reference to the RTA's emerging share of the written down replacement cost of each asset apportioned using an annuity approach. Under this approach, the ultimate value of the right to receive the property is treated as the compound value of an annuity that accumulates as a series of equal annual receipts together with an amount representing notional compound interest.

#### (vi) Cultural collection assets

The RTA has minor Cultural Collection items such as prints, drawings and artefacts that cannot be reliably valued and are considered immaterial.

#### (vii) Leased assets

A distinction is made between finance leases which effectively transfer from the lessor to the lessee substantially all the risks and benefits incidental to ownership of the leased assets, and operating leases under which the lessor effectively retains all such risks and benefits.

Where a non-current asset is acquired by means of a finance lease, the asset is recognised at the lower of its fair value and the present value of minimum lease payments at the commencement of the lease term. The corresponding liability is established at the same amount. Lease payments are allocated between the principal component and the interest expense. Subsequent to initial recognition, the asset is accounted for in accordance with the accounting policy applicable to that class of asset.

Operating lease payments are charged to the Statement of Comprehensive Income in the periods in which they are incurred.

### (m) Major inspection costs

The labour cost of performing major inspections for faults is recognised in the carrying amount of an asset as a replacement of a part, if the recognition criteria are satisfied.

### (n) Restoration costs

The estimated cost of dismantling and removing an asset and restoring the site is included in the cost of an asset, to the extent it is recognised as a liability.

### (o) Maintenance

Day-to-day servicing costs or maintenance are charged as expenses as incurred, except where they relate to the replacement of a part or component of an asset, in which case the costs are capitalised and depreciated over the life of the asset.

### (p) Inventories

Inventories held for distribution are stated at cost. Cost is calculated using the weighted average cost or "first in first out" method. Inventories consist mainly of raw materials and supplies used for the construction and maintenance of roads, bridges and traffic signals.

The cost of inventories acquired at no cost or for nominal consideration is the current replacement cost as at the date of acquisition. Current replacement cost is the cost the agency would incur to acquire the asset on the reporting date.

Inventories (other than those held for distribution) are stated at the lower of cost and net realisable value. Cost is calculated using the weighted average cost or "first in first out" method.

Net realisable value is the estimated selling price in the ordinary course of business less the estimated costs of completion and the estimated costs necessary to make the sale.

### (q) Capitalisation of expenditure

Expenditure (including employee costs and depreciation) in respect of road development and construction, bridge and tunnel replacement and some road safety and traffic management are capitalised as infrastructure systems (refer to Note 2(a)).

### (r) Non-current assets held for sale

The RTA has certain non-current assets classified as held for sale, where their carrying amount will be recovered principally through a sale transaction not through continuing use. This condition is regarded as met when the sale is highly probable, the asset is available for immediate sale in its present condition and the sale of the asset is expected to be completed within one year from the date of classification. Non-current assets held for sale are recognised at the lower of carrying amount and fair value less costs to sell. These assets are not depreciated while they are classified as held for sale. Refer to Note 12 for details.

### (s) Other assets

Other assets including prepayments are recognised on a cost basis.

### (t) Budgeted amounts

The budgeted amounts are drawn from the budgets as formulated at the beginning of the financial year and with any adjustments for the effects of additional appropriations under s21A, s24 and/or s26 of the *Public Finance and Audit Act 1983*.

The budgeted amounts in the Statement of Comprehensive Income and Statement of Cash Flows are generally based on the amounts disclosed in the NSW Budget Papers (as adjusted above). However, in the Statement of Financial Position, the amounts vary from the Budget Papers, as the opening balances of the budgeted amounts are based on carried forward actual amounts: i.e. per the audited financial statements (rather than carried forward estimates).

### (u) Financial instruments

The following accounting policies were applied to accounting for financial instruments. Additional disclosures regarding carrying amount and risk management disclosures are presented at Notes 15.

#### (a) Financial assets

##### (i) Cash and cash equivalents

Cash and cash equivalents in the Statement of Financial Position comprise cash on hand, cash at bank and short-term deposits and include deposits in the NSW Treasury Corporation's (TCorp) Hour-Glass cash facility, Treasury Corporation deposits (less than 30 days) and other at-call deposits that are not quoted in an active market. These are considered to have an insignificant risk of changes in value. Bank overdrafts are included within liabilities.

In accordance with AASBI 39, cash and cash equivalents are measured at fair value with interest revenue accrued as earned such that fair value is reflected at no less than the amount payable on demand.

For the purposes of the Statement of Cash Flows, cash and cash equivalents consist of cash and cash equivalents as defined above, net of outstanding bank overdrafts.

##### (ii) Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. These financial assets are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method, less an allowance for any impairment of receivables. Short-term receivables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

An allowance for impairment of receivables is established when there is objective evidence that the entity will not be able to collect all amounts due. The amount of the allowance is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted at the effective interest rate. Bad debts are written off as incurred.

### (iii) Other financial assets

Other financial assets consist of non-derivative financial assets measured at amortised cost, using the effective interest method (refer Note 9(b)).

### (iv) Impairment of financial assets

All financial assets, except those measured at fair value through profit and loss, are subject to an annual review for impairment. An allowance for impairment is established when there is objective evidence that the entity will not be able to collect all amounts due.

For financial assets carried at amortised cost, the amount of the allowance is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted at the effective interest rate. The amount of the impairment loss is recognised in the Statement of Comprehensive Income.

Any reversals of impairment losses are reversed through the Statement of Comprehensive Income, where there is objective evidence. Reversals of impairment losses of financial assets carried at amortised cost cannot result in a carrying amount that exceeds what the carrying amount would have been had there not been an impairment loss.

### (v) Derecognition of financial assets

A financial asset is derecognised when the contractual rights to the cash flows from the financial assets expire; or if the RTA transfers the financial asset:

- where substantially all the risks and rewards have been transferred; or
- where the RTA has not transferred substantially all the risks and rewards, if the entity has not retained control.

Where the RTA has neither transferred nor retained substantially all the risks and rewards or transferred control, the asset is recognised to the extent of the Authority's continuing involvement in the asset.

## (b) Financial liabilities

### (i) Payables

These amounts represent liabilities for goods and services provided to the RTA and other amounts, including interest. Payables are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method. Short-term payables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

### (ii) Borrowings

Borrowings are recorded initially at fair value, net of transaction costs. Loans are not held for trading and are recognised at amortised cost using the effective interest method.

Amortised cost is the face value of the debt less unamortised premiums. The discount or premiums are treated as finance charges and amortised over the term of the debt.

Finance lease liabilities are recognised in accordance with AASB 17 Leases. Minimum lease payments made under finance leases are apportioned between the interest expense and the reduction of the outstanding liability. The finance expense is allocated to each period during the lease term so as to produce a consistent periodic rate of interest on the remaining balance of the liability.

### (iii) Derecognition of financial liabilities

A financial liability is derecognised when the obligation specified in the contract is discharged or cancelled or expires.

When a lender replaces an existing financial liability with one on significantly different or modified terms, the Authority derecognises the original liability and recognises the new liability. It then recognises the difference in their carrying amounts in the Statement of Comprehensive Income.

### (iv) Financial guarantees

A financial guarantee contract is a contract that requires the issuer to make specified payments to reimburse the holder for a loss it incurs because a specified debtor fails to make payment when due in accordance with the original or modified terms of a contract arrangement.

Under AASB 139, financial guarantee contracts are recognised as a liability at the time the guarantee is issued and initially measured at fair value, where material. After initial recognition, the liability is measured at the higher of the amount determined in accordance with AASB 137 *Provisions, Contingent Liabilities and Contingent Assets* and the amount initially recognised, less accumulated amortisation.

The RTA carries out minor works contracts for entities outside of the NSW public sector. In order to tender for the contracts and remain on an equal footing the RTA is required to lodge a security deposit in the form of bank guarantee. Under the *Public Authorities and (Financial Arrangements) Act 1987*, the RTA has an approved limit of \$3M till 30 June 2010 from TCorp.

The RTA has reviewed its financial guarantees and determined that there is no material liability to be recognised for financial guarantee contracts as at 30 June 2010 and as at 30 June 2009. However, refer Note 21 regarding disclosures on contingent liabilities.



## (v) Equity transfers

The transfer of net assets between agencies as a result of an administrative restructure, transfers of programs / functions and parts thereof between NSW public sector agencies are designated as contributions by owners and recognised as an adjustment to "Accumulated Funds". This treatment is consistent with AASB 1004 *Contributions* and Australian Interpretation 1038 *Contributions by Owners Made to Wholly Owned Public Sector Entities*.

Transfers arising from an administrative restructure between not-for-profit entities and for-profit government departments are recognised at the amount at which the asset was recognised by the transferor immediately prior to the restructure. In most instances this will approximate fair value.

All other equity transfers are recognised at fair value, except for intangibles. Where an intangible has been recognised at amortised cost by the transferor because there is no active market, the Authority recognises the asset at the transferor's carrying amount. Where the transferor is prohibited from recognising internally generated intangibles, the Authority does not recognise that asset.

## (w) Comparative information

Except when an Australian Accounting Standard permits or requires otherwise, comparative information is disclosed in respect of the previous period for all amounts reported in the financial statements.

## (x) Changes in accounting policies & accounting estimates

### (i) Land under roads

In accordance with NSW Treasury Circular 10/07 – *Land under Roads*, the RTA has changed its accounting policy in regards to the valuation of Land under Roads (LUR) and will now value all Land under Roads and in Road Reserves at englobo (unimproved & pre-subdivision) value.

The RTA will be using a proxy for englobo value derived from "open spaces" data to value LUR. The RTA's new valuation methodology involves applying a ratio (derived from the average difference between Urban Average Rateable Value (ARV) and Open Spaces data) to Urban ARV data to arrive at englobo value.

Open Spaces is a LGA zoning classification that includes parks, easements, beach surrounds, reserves, golf courses and other disused unclassified vacant land. The Open Space zoning classification is consistent with the generally accepted meaning of englobo as open spaces, similar to land under roads, have no feasible alternative use and are largely undeveloped. Englobo value provides a more relevant means of valuing LUR when contrasted to ARV, as ARV reflects the value of land that is developed, and has alternative uses, for example commercial and residential land.

The change in accounting policy decreases the RTA's 30 June 2009 Land under Roads asset balance from \$37,337.08m to \$4,079.73m, with \$14,481.82m of this decrease applied to the asset revaluation reserve, and the remaining amount to accumulated funds. Prior year grants to councils and NCOS were also reduced by \$35.134m. Prior period comparatives have been restated to reflect the new accounting policy. See note 27 for further details.

### (ii) Vehicular ferries useful lives

The RTA has assessed the useful lives of its vehicular ferry assets and will now depreciate all newly constructed vehicular ferries over a useful life of 60 years. The useful lives of all existing ferries have also been reviewed and in some cases, the useful lives have been revised.

This change has been treated as a change in accounting estimates as required by AASB 116 – Property Plant and Equipment, and no retrospective adjustments to accumulated depreciation have been made. As a result of this change in accounting estimates yearly depreciation expense for the ferries asset class will decrease from \$0.538m to \$0.448m.

## (y) Changes to prior year comparative information

The RTA has completed a review of its capitalisation methodology and has made revisions to the way it reports capitalised expenditure. From this review, RTA is able to offset all capitalised expenditure items against their original expenditure type. This revised methodology provides a more accurate presentation of non-capitalised expenditure items. Prior year comparatives for Note 2 have been re-stated as per the requirements of AASB 101 – *Presentation of Financial Statements*. Prior year employee related expenditure has been restated to \$553.253m (previously \$533.543m); operating expenditure has been restated to \$473.877m (previously \$403.477m) and maintenance to \$604.661m (previously \$694.771m). The net impact on total expenses from the changes is nil.

## (z) Equity and reserves

### (i) Asset revaluation reserve

The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets. This accords with the agency's policy on the revaluation of property, plant and equipment as discussed in note 1 (l).

### (ii) Accumulated funds

The category of accumulated funds includes all current and prior period retained funds.

## 2. Expenses excluding losses

### (a) Employee related expenses

Employee related expenses comprise the following specific items:

	Consolidated		Parent	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
Salaries and Wages (Including Recreation Leave)	411,919	390,206	-	-
Skill Hire Contractors	66,147	60,617	66,147	60,617
Long Service Leave	20,471	19,729	-	-
Superannuation – Defined Benefit Plans *	15,762	7,650	-	-
Superannuation – Defined Contribution Plans	20,765	21,154	-	-
Workers' Compensation Insurance	4,899	5,250	-	-
Payroll Tax And Fringe Benefits Tax	26,262	29,110	-	-
Personnel Services	-	-	606,620	845,488
Redundancy	1,668	4,263	-	-
Other	777	15,274	-	-
	<b>568,670</b>	<b>553,253</b>	<b>672,767</b>	<b>906,105</b>
Allocations of Employee Related Expenses To Programs				
– Capitalised to Infrastructure	226,716	210,272	226,716	210,272
– Operating Programs (Including Maintenance)	568,670	553,253	672,767	906,105
	<b>795,386</b>	<b>763,525</b>	<b>899,483</b>	<b>1,116,377</b>

Included in the above are employee related expenses of \$214.758 million (2009: \$206.580 million) related to maintenance.

\* Superannuation actuarial losses of \$104.097 million (2009 \$352.852 million loss) are recognised in the Statement of Comprehensive Income. Total Superannuation expense, including actuarial gains/losses recognised in the Statement of Comprehensive Income is \$140.624 million (2009: \$381.656 million).

### (b) Other operating expenses

Auditor's Remuneration – Audit of Financial Statements	595	572	595	572
Consultants and Other Contractors	48,088	60,233	48,088	60,233
Fleet Hire and Lease Charges	12,230	11,687	12,230	11,687
Sydney Harbour Tunnel Operating Fees	25,973	25,215	25,973	25,215
ERS Agreement Contingent Expense	433	3,228	433	3,228
M4/M5 Cashback Refund	94,012	102,046	94,012	102,046
Data Processing	18,920	16,217	18,920	16,217
Advertising	19,314	16,160	19,314	16,160
Payments to Councils And External Bodies	25,480	45,868	25,480	45,868
Lease and Property Expenses	47,689	40,108	47,689	40,108
Travel and Legal Expenses	15,734	19,791	15,734	19,791
Office Expenses	31,345	28,360	31,345	28,360
Other	42,687	40,658	42,687	40,658
Contract Payments	34,361	63,734	34,361	63,734
	<b>416,861</b>	<b>473,877</b>	<b>416,861</b>	<b>473,877</b>

## Infrastructure maintenance

Major reconstruction of road segments on State Roads are capitalised and as such not charged against maintenance expenditure. The RTA capitalised \$202.346million of such works (2009: \$209.859 million).

The RTA expended \$80.446 million in 2010 (2009: \$47.218 million) on natural disaster restoration works from State funds, and \$184.542 million in 2010 (2009: \$180.047 million) on block grants and other maintenance grants to councils for Regional and Local Roads. The majority of this expenditure was classified as maintenance grants to councils.

	Consolidated		Parent	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
Maintenance Expenses in Statement of Comprehensive Income	572,479	604,661	572,479	604,661
Maintenance Related Employee Expenses (refer to Note 2a)	214,758	206,580	214,758	206,580
<b>Total Maintenance Expenses Including Employee Related</b>	<b>787,237</b>	<b>811,241</b>	<b>787,237</b>	<b>811,241</b>
Maintenance Grants to Councils (refer to Note 2d)	252,228	219,901	252,228	219,901
Capitalised Maintenance	202,346	209,859	202,346	209,859
<b>Total Maintenance Program</b>	<b>1,241,811</b>	<b>1,241,001</b>	<b>1,241,811</b>	<b>1,241,001</b>

## (c) Depreciation and amortisation

Depreciation Raised Against Operational and Property Assets	24,260	20,717	24,260	20,717
Depreciation Raised Against Infrastructure	890,908	828,203	890,908	828,203
Amortisation of Intangible Assets	5,957	4,536	5,957	4,536
	<b>921,125</b>	<b>853,456</b>	<b>921,125</b>	<b>853,456</b>

## (d) Grants and subsidies

Grants Under Road Safety Program	16,224	12,610	16,224	12,610
Maintenance Grants to Councils	252,228	219,901	252,228	219,901
Roads and Bridges Transferred to Councils	474,881	77,515	474,881	77,515
	<b>743,333</b>	<b>310,026</b>	<b>743,333</b>	<b>310,026</b>

## (e) Finance costs

Interest Expense From Financial Liabilities Not At Fair Value Through Profit and Loss	38,181	41,994	38,181	41,994
Debt Guarantee	3,000	3,000	3,000	3,000
Finance Lease Interest Charges	50,222	51,894	50,222	51,894
Other	4,089	5,647	4,089	5,647
	<b>95,492</b>	<b>102,535</b>	<b>95,492</b>	<b>102,535</b>

### 3. Revenue

#### (a) Sale of goods and services

	Consolidated		Parent	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
<b>Sale of goods</b>				
Number Plates	81,690	75,295	81,690	75,295
<b>Rendering of services</b>				
Third Party Insurance Data Access Charges	15,607	14,617	15,607	14,617
Toll Revenue (Sydney Harbour Bridge)	83,170	82,344	83,170	82,344
Toll Revenue (Sydney Harbour Tunnel)	42,619	41,787	42,619	41,787
E-Tag Revenue	11,786	10,424	11,786	10,424
Heavy Vehicle Permit Fees	1,419	1,359	1,419	1,359
Sanction Fees Payable Under the Fines Act	10,315	9,006	10,315	9,006
Rental Income	24,992	25,225	24,992	25,225
Works and Services	37,891	37,654	37,891	37,654
Advertising	16,014	14,740	16,014	14,740
Fees for Services	55,320	45,972	55,320	45,972
Publications	7,578	8,110	7,578	8,110
Miscellaneous Services	10,083	19,784	10,083	19,784
	<b>398,484</b>	<b>386,317</b>	<b>398,484</b>	<b>386,317</b>

#### (b) Investment revenue

Interest	<b>8,064</b>	<b>10,027</b>	<b>8,064</b>	<b>10,027</b>
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#### (c) Grants and Contributions

NSW Government Agencies				
– MOT / Transport NSW / Transport Infrastructure	5,523	10,993	5,523	10,993
– Other	21,534	15,097	21,534	15,097
Local Government	3,784	5,077	3,784	5,077
Roads and Bridges Transferred from Councils	313,422	-	313,422	-
Other Government Agencies	3,261	4,206	3,261	4,206
Private Firms and Individuals	11,933	12,334	11,933	12,334
	<b>359,457</b>	<b>47,707</b>	<b>359,457</b>	<b>47,707</b>

Contributions received during 2009/2010 were recognised as revenue during the financial year and were expended in that period with no balance of those funds available at 30 June 2010 (2009: Nil).

## (d) Other revenue

	Consolidated		Parent	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
Amortisation of Deferred Revenue on Private Sector Provided Infrastructure (PSPI) Projects	11,575	11,575	11,575	11,575
Value of Emerging Interest of PSPI				
– M2 (Refer Note 11(a))	4,789	4,620	4,789	4,620
– M4 (Refer Note 11(a))	19,846	23,410	19,846	23,410
– M5 (Refer Note 11(a))	17,119	12,935	17,119	12,935
– Eastern Distributor (Refer Note 11 (a))	5,531	3,754	5,531	3,754
– Cross City Tunnel (Refer Note 11 (a))	16,219	9,517	16,219	9,517
– Western Sydney Orbital M7 (Refer Note 11 (a))	32,123	22,970	32,123	22,970
– Lane Cove Tunnel (Refer Note 11(a))	24,864	13,480	24,864	13,480
– Loan to Sydney Harbour Tunnel Company	6,222	5,826	6,222	5,826
M2 And Eastern Distributor Promissory Notes	3,195	4,301	3,195	4,301
Fuel Tax Credits	182	314	182	314
Other	-	(15)	-	(15)
	<b>141,665</b>	<b>112,687</b>	<b>141,665</b>	<b>112,687</b>

## 4. Gains/(losses) on disposal

### (a) Gains/(losses) on disposal

<b>Gain on Sale of Property, Plant and Equipment</b>				
– Proceeds from Sale	34,674	66,068	34,674	66,068
– Carrying Amount of Assets Sold	(31,550)	(64,855)	(31,550)	(64,855)
<b>Net Gain on Sale of Property Plant and Equipment</b>	<b>3,124</b>	<b>1,213</b>	<b>3,124</b>	<b>1,213</b>

### (b) Other gains/(losses)

Allowance for Impairment of Receivables	(3,349)	(3,033)	(3,349)	(3,033)
Bad Debts (Written Off) / Recovered	(3,140)	6	(3,140)	6
Carrying Amount of Infrastructure Assets Written Off	(47,811)	(30,997)	(47,811)	(30,997)
<b>Total Other Gains/(Losses)</b>	<b>(54,300)</b>	<b>(34,024)</b>	<b>(54,300)</b>	<b>(34,024)</b>

## 5. Appropriations

### Recurrent Appropriation

Total Recurrent Drawdowns from NSW Treasury (Per Summary of Compliance)	1,556,214	1,578,527	1,556,214	1,578,527
	<b>1,556,214</b>	<b>1,578,527</b>	<b>1,556,214</b>	<b>1,578,527</b>

### Capital Appropriation

Total Capital Drawdowns from NSW Treasury (Per Summary of Compliance)	2,215,735	2,144,518	2,215,735	2,144,518
	<b>2,215,735</b>	<b>2,144,518</b>	<b>2,215,735</b>	<b>2,144,518</b>

## 6. Individually significant items

### (a) Write-down of infrastructure assets

	Consolidated		Parent	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
Infrastructure Assets Written Down	<b>47,810</b>	<b>30,997</b>	<b>47,810</b>	<b>30,997</b>

The following infrastructure assets were written off during 2009/2010.

	Replacement Costs \$'000	Accumulated Depreciation \$'000	WDRC \$'000
Bridges	28,767	(12,273)	16,494
Traffic Signals Network	228	(88)	140
Traffic Control Network	12,044	(5,868)	6,176
WIP	25,000	-	25,000
	<b>66,039</b>	<b>(18,229)</b>	<b>47,810</b>

### (b) Transfers resulting from the road re-classification review

	Consolidated		Parent	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
Infrastructure Assets Transferred to Councils	(361,335)	-	(361,335)	-
Infrastructure Assets Transferred from Councils	313,422	-	313,422	-
	<b>(47,913)</b>	<b>-</b>	<b>(47,913)</b>	<b>-</b>

## 7. Service groups of the agency

### (a) Road development

**Description:** This service group seeks to ensure safe and efficient movement of people and goods on the arterial road network to facilitate and support changes in land use and the economy, facilitate greater use of public transport and meet environmental targets. Services include planning, designing, scheduling and delivering the development of the road network capacity.

### (b) Road management

**Description:** This service group seeks to ensure safe, reliable movement of people and goods on the arterial road network and manage the primary arterial network to retain the value and quality of the infrastructure as a long-term renewable asset. Services include maintenance and rebuilding works, traffic control systems, incident and special event management systems, route management strategies including the provision of priority for buses and facilities for cyclists and pedestrians, maintaining traffic facilities and providing financial assistance grants to local government to assist councils to manage their infrastructure on the secondary arterial road network

### (c) Road use

**Description:** This service group seeks to implement initiatives to increase safe road use behaviour; to ensure that drivers and riders are eligible, competent and identified, and vehicles meet roadworthiness and emission standards, and a high standard of customer service is maintained. Service objectives include reducing the trauma and cost to the community of road deaths and injuries. The program aims to reduce adverse impacts of vehicles on roads and the environment and ensure compliance with licensing, registration and network access requirements.

### (d) M4 / M5 Cashback Scheme

**Description:** This service group covers the reimbursement of motorists for the toll component paid using Electronic Toll Tags on the M4 and M5 Motorways when driving NSW privately registered cars and motorcycles.

## 8. Current assets – cash and cash equivalents

	Consolidated		Parent	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
RTA Operating Account	15,784	9,007	15,784	9,007
Security Deposits	50,580	49,370	50,580	49,370
Remitting Account, Cash in Transit and Cash on Hand	48,759	52,952	48,759	52,952
TCorp – Hour Glass Cash Facility	64,678	70,927	64,678	70,927
On Call Deposits	3,966	3,725	3,966	3,725
Other	262	198	262	198
	<b>184,029</b>	<b>186,179</b>	<b>184,029</b>	<b>186,179</b>

Cash and cash equivalent assets recognised in the Statement of Financial Position are reconciled at the end of the financial year to the Statement of Cash Flows as follows:

Cash and Cash Equivalents (Per Statement of Financial Position)	184,029	186,179	184,029	186,179
Closing Cash and Cash Equivalents (Per Statement of Cash Flows)	<b>184,029</b>	<b>186,179</b>	<b>184,029</b>	<b>186,179</b>

Refer to Note 15 for details regarding credit risk, liquidity, risk and market risk arising from financial instruments.

## 9. Current assets/non-current assets – receivables and other financial assets

### (a) Current Receivables

Sale of Goods and Services	27,692	29,088	27,692	29,088
Goods and Services Tax – Claimable from the Commonwealth	34,881	23,134	34,881	23,134
Other	106	3,636	106	3,636
	<b>62,679</b>	<b>55,858</b>	<b>62,679</b>	<b>55,858</b>
Less: Allowance for Impairment *	(3,411)	(3,741)	(3,411)	(3,741)
	<b>59,268</b>	<b>52,117</b>	<b>59,268</b>	<b>52,117</b>
Prepayments	33,551	5,765	33,551	5,765
Unissued Debtors	47,503	44,175	47,503	44,175
Dishonoured Credit Cards	189	244	189	244
	<b>140,511</b>	<b>102,301</b>	<b>140,511</b>	<b>102,301</b>
Accrued Income				
– Interest	151	108	151	108
– Property Sales	5,112	40,795	5,112	40,795
– Other	1,453	4,356	1,453	4,356
<b>Total Current</b>	<b>147,227</b>	<b>147,560</b>	<b>147,227</b>	<b>147,560</b>

\* The allowance for impairment primarily relate to amounts owing as a result of commercial transactions (eg debts raised for performance of services or goods) and tenants who vacate premises without notice whilst in arrears.

Refer to Note 15 for details regarding credit risk, liquidity risk, and market risk, including financial assets that are either past due or impaired.

Movement in the Allowance for Impairment				
Balance as at 1 July	3,741	1,342	3,741	1,342
Amounts Written Off During the Year	(3,679)	(634)	(3,679)	(634)
Increase in Allowance Recognised in Statement of Comprehensive Income	3,349	3,033	3,349	3,033
Balance as at 30 June	<b>3,411</b>	<b>3,741</b>	<b>3,411</b>	<b>3,741</b>

## (b) Non-current other financial assets

### Non-Current Financial Assets (at Amortised Cost)

Loan to Sydney Harbour Tunnel Company	97,786	91,564	97,786	91,564
Promissory Notes (refer to Note 11(a))	20,160	16,965	20,160	16,965
	<b>117,946</b>	<b>108,529</b>	<b>117,946</b>	<b>108,529</b>

## 10. Non-current assets – property, plant and equipment

Consolidated and Parent	Land and Buildings \$'000	Plant and Equipment \$'000	Infrastructure Systems \$'000	Total \$'000
<b>As at 1 July 2009 – Fair Value</b>				
Gross Carrying Amount	3,008,522	263,986	74,034,536	77,307,044
Accumulated Depreciation	(11,635)	(102,508)	(21,568,673)	(21,682,816)
Net Carrying Amount	<b>2,996,887</b>	<b>161,478</b>	<b>52,465,863</b>	<b>55,624,228</b>
<b>As at 30 June 2010 – Fair Value</b>				
Gross Carrying Amount	3,043,054	314,411	77,118,242	80,475,707
Accumulated Depreciation	(18,799)	(116,851)	(18,893,097)	(19,028,747)
Net Carrying Amount	<b>3,024,255</b>	<b>197,560</b>	<b>58,225,145</b>	<b>61,446,960</b>

A reconciliation of the carrying amount of each class of property, plant and equipment at the beginning and end of the current reporting period is set out below:

### Year ended 30 June 2010

Net Carrying Amount at Start of Year	2,996,887	161,478	52,465,863	55,624,228
Additions	191,405	51,819	2,078,739	2,321,963
Disposals	(28,828)	(1,577)	(47,810)	(78,215)
Transfers to Councils	-	-	(474,881)	(474,881)
Transfers from Councils	-	-	313,422	313,422
Net Revaluation Increment Less Revaluation Decrements	(41,869)	-	455,256	413,387
Depreciation Expense	(9,917)	(14,343)	(890,908)	(915,168)
Transfer to/from Assets Held for Sale	(8,786)	1,033	-	(7,753)
RCI And Other Adjustments/WIP	(217)	2,349	4,027,442	4,029,574
Transfer Out	(74,420)	(3,199)	(2,220,542)	(2,298,161)
Transfers In	-	-	2,518,564	2,518,564
Net Carrying Amount at End of Year	<b>3,024,255</b>	<b>197,560</b>	<b>58,225,145</b>	<b>61,446,960</b>

### As at 1 July 2008 – Fair Value

Gross Carrying Amount	2,907,716	234,017	62,502,912	65,644,645
Accumulated Depreciation	(16,938)	(93,738)	(15,715,676)	(15,826,352)
Net Carrying Amount	<b>2,890,778</b>	<b>140,279</b>	<b>46,787,236</b>	<b>49,818,293</b>

### As at 30 June 2009 – Fair Value

Gross Carrying Amount	3,008,522	263,986	74,034,536	77,307,044
Accumulated Depreciation	(11,635)	(102,508)	(21,568,673)	(21,682,816)
Net Carrying Amount	<b>2,996,887</b>	<b>161,478</b>	<b>52,465,863</b>	<b>55,624,228</b>



A reconciliation of the carrying amount of each class of property, plant and equipment at the beginning and end of the current reporting period is set out below:

<b>Consolidated and Parent</b>	Land and Buildings \$'000	Plant and Equipment \$'000	Infrastructure Systems \$'000	Total \$'000
<b>Year ended 30 June 2009</b>				
Net Carrying Amount as at Start of Year	2,890,778	140,279	77,726,966	80,758,023
Change in Accounting Policy (See Note 1(x))	-	-	(30,939,730)	(30,939,730)
Restated Carrying Amount at Start of Year	2,890,778	140,279	46,787,236	49,818,293
Additions	151,142	51,549	2,058,877	2,261,568
Disposals	(86,732)	(1,678)	(30,997)	(119,407)
Transfers to Councils	-	-	(77,515)	(77,515)
Net Revaluation Increments less Revaluation Decrements	126,492	-	6,179,797	6,306,289
Depreciation Expense	(7,176)	(13,541)	(828,203)	(848,920)
Transfer (to)/from Assets Held for Sale	29,240	989	-	30,229
RCI and Other Adjustments/WIP	(75)	-	(1,650,119)	(1,650,194)
Transfer Out	(106,782)	(16,120)	(755,721)	(878,623)
Transfers In	-	-	782,508	782,508
<b>Net Carrying Amount at End of Year</b>	<b>2,996,887</b>	<b>161,478</b>	<b>52,465,863</b>	<b>55,624,228</b>

**(a) Land and buildings – consolidated and parent**

	Works Administration Properties and Officers' Residences		Land and Buildings Acquired for Future Roadworks	Leasehold Improvements	Total
	Land \$'000	Buildings \$'000	\$'000	\$'000	
<b>Year ended 30 June 2010</b>					
Net Carrying Amount At Start of Year	168,569	125,065	2,664,311	38,942	2,996,887
Additions	-	13,686	177,719	-	191,405
Disposals	-	-	(28,828)	-	(28,828)
Net Revaluation Increments less Revaluation Decrements	(60)	-	(41,809)	-	(41,869)
Depreciation Expense	-	(3,549)	-	(6,368)	(9,917)
Transfer to Assets Held for Sale	-	-	(8,786)	-	(8,786)
Reclassifications	60	(11,714)	(60)	11,714	-
Adjustments/WIP	-	(217)	-	-	(217)
Transfer to Infrastructure	-	-	(74,420)	-	(74,420)
<b>Net Carrying Amount at End of Year</b>	<b>168,569</b>	<b>123,271</b>	<b>2,688,127</b>	<b>44,288</b>	<b>3,024,255</b>
<b>Year ended 30 June 2009</b>					
Net Carrying Amount At Start of Year	140,139	110,687	2,620,296	19,656	2,890,778
Additions	-	5,146	123,823	22,173	151,142
Disposals	-	108	(86,840)	-	(86,732)
Net Revaluation Increments less Revaluation Decrements	35,488	30,805	60,199	-	126,492
Depreciation Expense	-	(3,428)	-	(3,748)	(7,176)
Transfer to Assets Held for Sale	-	-	29,240	-	29,240
Reclassifications	(7,058)	(18,178)	24,375	861	-
Adjustments/WIP	-	(75)	-	-	(75)
Transfer to Infrastructure	-	-	(106,782)	-	(106,782)
<b>Net Carrying Amount at End of Year</b>	<b>168,569</b>	<b>125,065</b>	<b>2,664,311</b>	<b>38,942</b>	<b>2,996,887</b>

Land and buildings for future road works comprise untenanted land for road works (average rateable value \$1,869 million), surplus properties (market value: \$373.672 million) and rentable properties (market value: \$493.555 million).

Category of Land and Building Acquired for Future Roadworks	Aggregate carrying amount \$'000
Revalued as part of the current progressive revaluation and carried at fair value as at 30 June 2010 less, where applicable, any subsequent accumulated depreciation.	819,092
Untenanted land for Roads – revalued annually not subject to progressive revaluation.	1,869,035
<b>Total Land and Buildings Acquired for Future Roadworks at 30 June 2010</b>	<b>2,688,127</b>

## (b) Plant and equipment – consolidated and parent

	Plant Equipment and Motor Vehicles \$'000	Computer Hardware \$'000	Electronic Office Equipment \$'000	Total \$'000
<b>Year ended 30 June 2010</b>				
Net Carrying Amount at Start of Year	118,307	42,823	348	161,478
Additions	8,706	41,133	1,980	51,819
Disposals	(1,573)	(1)	(3)	(1,577)
Depreciation Expense	(9,706)	(4,559)	(78)	(14,343)
Transfer from Assets Held for Sale	1,033	-	-	1,033
Reclassifications	2,349	-	-	2,349
Transfers Out	-	(3,099)	(100)	(3,199)
<b>Net Carrying Amount at End of Year</b>	<b>119,116</b>	<b>76,297</b>	<b>2,147</b>	<b>197,560</b>
<b>Year ended 30 June 2009</b>				
Net Carrying Amount at Start of Year	119,778	20,075	426	140,279
Additions	13,357	38,171	21	51,549
Disposals	(1,309)	(365)	(4)	(1,678)
Depreciation Expense	(8,821)	(4,625)	(95)	(13,541)
Transfer from Assets Held for Sale	989	-	-	989
Reclassifications	668	(668)	-	-
Transfers Out	(6,355)	(9,765)	-	(16,120)
<b>Net Carrying Amount at End of Year</b>	<b>118,307</b>	<b>42,823</b>	<b>348</b>	<b>161,478</b>

## (c) Infrastructure Systems – consolidated and parent

Infrastructure systems are valued as follows:

	Roads \$'000	Land under Roads \$'000	Bridges \$'000	Sydney Harbour Tunnel \$'000	Traffic Signals Network \$'000	Traffic Control Network \$'000	Major Works in Progress \$'000	TOTAL \$'000
<b>Year ended 30 June 2010</b>								
Carrying Amount at Start of Year	34,581,028	4,079,734	9,335,365	706,100	327,637	58,953	3,377,046	52,465,863
Additions	288,575	-	27,892	-	7,401	30,833	1,724,038	2,078,739
Disposals	-	-	(16,494)	-	(140)	(6,176)	(25,000)	(47,810)
Transfers to Councils	(383,650)	(62,108)	(29,123)	-	-	-	-	(474,881)
Transfers from Councils	263,984	33,395	16,043	-	-	-	-	313,422
Net Revaluation Increments less Revaluation Decrements	-	431,291	-	23,965	-	-	-	455,256
Depreciation Expense	(712,602)	-	(120,638)	(21,397)	(26,923)	(9,348)	-	(890,908)
Transfers In	2,185,176	74,420	258,968	-	-	-	-	2,518,564
Transfers Out	-	-	-	-	-	-	(2,220,542)	(2,220,542)
RCl and Other Adjustments / WIP	3,387,502	-	609,363	-	27,967	2,610	-	4,027,442
<b>Net carrying amount at end of year</b>	<b>39,610,013</b>	<b>4,556,732</b>	<b>10,081,376</b>	<b>708,668</b>	<b>335,942</b>	<b>76,872</b>	<b>2,855,542</b>	<b>58,225,145</b>
<b>Year ended 30 June 2009</b>								
Previously Reported Carrying Amount at Start of Year	28,669,792	34,855,376	10,874,927	702,895	328,618	56,211	2,239,147	77,726,966
Change in Accounting Policy – Note 1(x)	-	(30,939,730)	-	-	-	-	-	(30,939,730)
Restated Carrying amount at start of year	28,669,792	3,915,646	10,874,927	702,895	328,618	56,211	2,239,147	46,787,236
Additions	125,921	-	17,570	-	11,015	10,751	1,893,620	2,058,877
Disposals	-	-	(29,967)	-	(172)	(858)	-	(30,997)
Transfers to councils	(43,864)	(11,497)	(22,154)	-	-	-	-	(77,515)
Net revaluation less revaluation decrements	6,007,121	148,798	-	23,878	-	-	-	6,179,797
Depreciation expense	(661,449)	-	(113,552)	(20,673)	(25,086)	(7,443)	-	(828,203)
Transfers in	483,507	26,787	272,214	-	-	-	-	782,508
Transfers out	-	-	-	-	-	-	(755,721)	(755,721)
RCl and other adjustments / WIP	-	-	(1,663,673)	-	13,262	292	-	(1,650,119)
<b>Net carrying amount at end of year</b>	<b>34,581,028</b>	<b>4,079,734</b>	<b>9,335,365</b>	<b>706,100</b>	<b>327,637</b>	<b>58,953</b>	<b>3,377,046</b>	<b>52,465,863</b>

Traffic signals, traffic control network and all bridges were subject to a full revaluation in 2007/08 and roads were subject to a full revaluation in 2008/09.

The RTA leases the Sydney Harbour Tunnel under agreement with the Sydney Harbour Tunnel Company (SHTC). The agreement transfers ownership of the tunnel to the RTA at the end of the lease term in 2022 (see note 19 for further details). At 30 June 2010 the net carrying amount of leased infrastructure assets was \$708.668 million (2009: \$706.100 million).

## 11. Non-current assets – intangible assets and other

### (a) Private Sector Provided Infrastructure

	Consolidated		Parent	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
<b>M2 Motorway</b>				
Carrying Amount at Start of Year	38,122	33,502	38,122	33,502
Valuation Increment/(Decrement)	(1,426)	-	(1,426)	-
Annual Increment – Emerging Right to Receive	4,789	4,620	4,789	4,620
<b>Carrying Amount at End of Year</b>	<b>41,485</b>	<b>38,122</b>	<b>41,485</b>	<b>38,122</b>
<b>M4 Motorway/Service Centre*</b>				
Carrying Amount at Start of Year	207,046	183,636	207,045	183,636
Reclassification of M4 infrastructure assets	(223,502)	-	(223,502)	-
Valuation Increment/(Decrement)	(368)	-	(368)	-
Annual Increment – Emerging Right to Receive	19,846	23,410	19,846	23,410
<b>Carrying Amount at End of Year</b>	<b>3,022</b>	<b>207,046</b>	<b>3,022</b>	<b>207,046</b>
<b>M5 Motorway</b>				
Carrying Amount at Start of Year	107,591	94,656	107,591	94,656
Valuation Increment/(Decrement)	24,860	-	24,860	-
Annual Increment – Emerging Right to Receive	17,119	12,935	17,119	12,935
<b>Carrying Amount at End of Year</b>	<b>149,570</b>	<b>107,591</b>	<b>149,570</b>	<b>107,591</b>
<b>Eastern Distributor</b>				
Carrying Amount at Start of Year	27,882	24,128	27,882	24,128
Valuation Increment/(Decrement)	11,771	-	11,771	-
Annual Increment – Emerging Right to Receive	5,531	3,754	5,531	3,754
<b>Carrying Amount at End of Year</b>	<b>45,184</b>	<b>27,882</b>	<b>45,184</b>	<b>27,882</b>
<b>Cross City Tunnel (CCT)</b>				
Carrying Amount at Start of Year	35,279	25,762	35,279	25,762
Valuation Increment/(Decrement)	21,595	-	21,595	-
Annual Increment – Emerging Right to Receive	16,219	9,517	16,219	9,517
<b>Carrying Amount at End of Year</b>	<b>73,093</b>	<b>35,279</b>	<b>73,093</b>	<b>35,279</b>
<b>Western Sydney Orbital (M7)</b>				
Carrying Amount at Start of Year	84,975	62,005	84,975	62,005
Valuation Increment/(Decrement)	27,334	-	27,334	-
Annual Increment – Emerging Right to Receive	32,123	22,970	32,123	22,970
<b>Carrying Amount at End of Year</b>	<b>144,432</b>	<b>84,975</b>	<b>144,432</b>	<b>84,975</b>
<b>Lane Cove Tunnel</b>				
Carrying Amount at Start of Year	38,210	24,730	38,210	24,730
Valuation Increment/(Decrement)	7,356	-	7,356	-
Annual Increment – Emerging Right to Receive	24,864	13,480	24,864	13,480
<b>Carrying Amount at End of Year</b>	<b>70,430</b>	<b>38,210</b>	<b>70,430</b>	<b>38,210</b>
<b>Total Carrying Amount at End of Year</b>	<b>527,216</b>	<b>539,105</b>	<b>527,216</b>	<b>539,105</b>
<b>Totals</b>				
Carrying Amount at Start of Year	539,105	448,419	539,105	448,419
Reclassification of M4 infrastructure assets	(223,502)	-	(223,502)	-
Valuation Increment/(Decrement)	91,122	-	91,122	-
Annual Increment – Emerging Right to Receive	120,491	90,686	120,491	90,686
<b>Carrying Amount at End of Year</b>	<b>527,216</b>	<b>539,105</b>	<b>527,216</b>	<b>539,105</b>

\* Ownership of the M4 Motorway (excluding the M4 Service Centre) reverted to the RTA on the 15 February 2010. In accordance with TPP 06-8 Accounting for Privately Financed Projects and AASB 116 Property, Plant and Equipment, these assets were reclassified to Infrastructure Assets (roads & bridges) and Property Plant and Equipment (buildings) and revalued at fair value.

## M2 Motorway

To facilitate the financing, design and construction of the Motorway, the RTA leased land detailed in the M2 Motorway Project Deed for the term of the Agreement.

Until the project realises a real after tax internal rate of return of 12.25 percent per annum, the rent is payable, at the Lessee's discretion, in cash or by promissory note. On achievement of the required rate, the rent is payable in cash. Under the terms of the lease, the RTA must not present any of the promissory notes for payment until the earlier of the end of the term of Agreement or the achievement of the required rate of return.

Payments for the rents for the Trust Lease and the Trust Concurrent Lease for the year ended 30 June 2010 have been made by promissory notes in the value of \$7.960 million (2009: \$7.737 million) and \$1.990 million (2009: \$1.934 million) respectively. The RTA, as at 30 June 2010, has received promissory notes for rent on the above leases totalling \$116.184 million (2009: \$106.234 million). The term of the Agreement ends on the forty fifth anniversary of the M2 commencement date, (i.e. 26 May 2042), subject to the provisions of the M2 Motorway Project Deed. The net present value of these promissory notes, as at 30 June 2010, is \$7.768 million (2009: \$6.185 million).

The RTA has, from the date of completion of the M2 Motorway on 26 May 1997, valued the asset by reference to the RTA's emerging share of the depreciated replacement cost of the asset at date of hand back over the concession period calculated using the effective interest rate method (refer Note 1(g)(vi)).

Under the terms of the Project Deed, ownership of the M2 Motorway will revert to the RTA on the earlier of the achievement of specified financial returns outlined in the Deed or 45 years from the M2 Commencement Date of 26 May 1997. Based on the historical rental returns, the conservative period of 45 years has been used to calculate the RTA's emerging share of the asset.

## M4 Service Centre

Ownership of the M4 Motorway excluding the M4 Service Centre was reverted to the RTA on the 15 February 2010. In October 1992, the RTA and the Concession Holder entered into the M4 Service Centre Project Deed under which RTA agreed to acquire land and lease the land to the Concession Holder. The Concession Holder agreed to finance, design, construct, maintain and operate two service centres which are located on each carriageway of the M4 at Eastern Creek.

The M4 Service Centres were opened for use on 1 January 1993. The Concession Holder will operate, maintain and repair the service centres until 31 December 2017, after which the service centres will be transferred back to the Government at nil value.

The RTA values the service centre asset by reference to the RTA's emerging share of the depreciated replacement cost of the asset over the period of the concession period calculated using the effective interest rate method (refer Note 1(g)(vi)).

## M5 Motorway

The RTA has valued the M5 Motorway by reference to the RTA's emerging share of the depreciated replacement cost apportioned over the period of the concession agreement calculated using the effective interest rate method (refer Note 1(g)(vi)).

Ownership of the M5 Motorway will revert to the RTA on 22 August 2023. The initial concession period for the M5 Motorway was for the period 14 August 1992 to 14 August 2022. In consideration for the Concession Holder undertaking construction of an interchange at Moorebank (M5 Improvements), the initial concession period was extended to 22 August 2023.

The M5 Motorway Call Option Deed provides that if, after at least 25 years from the M5 Western Link commencement date of 26 June 1994, the RTA determines that the expected financial return has been achieved, the RTA has the right to purchase either the business from the Concession Holder or the shares in the Concession Holder. The exercise price under the M5 Call Option Deed will be based on open market valuation of the business or shares.

## Eastern Distributor

An agreement was signed with the Concession Holder on 27 June 1997 to finance, design, construct, operate, maintain and repair the Eastern Distributor which was opened to traffic on 23 July 2000.

In consideration of the RTA granting to the Concession Holder the right to levy and retain tolls on the Eastern Distributor, the Concession Holder is required to pay concession fees in accordance with the Agreement. From the date of Financial Close, which occurred on 18 August 1997, the Concession Holder has paid \$195 million by way of promissory notes (being \$15 million on Financial Close and \$15 million on each anniversary of Financial Close). A further \$2.2 million was received in cash six months after Financial Close and \$8 million in cash on the third anniversary of Financial Close. Under the Agreement, the promissory notes show a payment date (subject to provisions in the Project Deed) of 24 July 2048 and, as at 30 June 2010, the promissory notes have a net present value of \$12.392 million (2009: \$10.780 million).

Under the terms of the Project Deed, ownership of the Eastern Distributor will revert to the RTA on the earlier of the achievement of specified financial returns outlined in the Deed or 48 years from the Eastern Distributor Commencement Date of 23 July 2000. The conservative period of 48 years has been used to calculate the RTA's emerging share of the asset.

## Cross City Tunnel

An agreement was signed with the Concession Holder on 18 December 2002 to design, construct, operate and maintain the Cross City Tunnel. Major construction started on 28 January 2003. The Cross City Tunnel was completed and opened to traffic on 28 August 2005.

The Concession Holder was placed into receivership in 2006/07. The Receivers subsequently sold the CCT asset to a private operator in June 2007.

The construction cost was \$642 million with the cost being met by the private sector. Under the terms of the agreement, an external party will operate the motorway until 18 December 2035, after which the motorway will be transferred back to the Government.

The RTA values the asset by reference to the RTA's emerging share of the depreciated replacement cost of the asset over the period of the concession period calculated using the effective interest rate method (refer Note 1(g)(vi)).

Reimbursement of certain development costs was received by the RTA from the operator in the form of an upfront cash payment. The amount of this payment was \$96.860 million.

## Westlink M7 Motorway

An agreement was signed with the Concession Holder on 13 February 2003 to design, construct, operate and maintain the Westlink M7 Motorway. Major construction started on 7 July 2003 and the completed motorway was opened to traffic on 16 December 2005.

The construction cost was \$1.54 billion. The Federal Government contributed \$356 million towards the cost of the project with the remainder of the cost being met by the private sector. The RTA had responsibility under the contract for the provision of access to property required for the project. Under the terms of the agreement, the Concession Holder will operate the motorway until 14 Feb 2037, after which the motorway will be transferred back to the Government.

The RTA values the asset by reference to the RTA's emerging share of the depreciated replacement cost of the asset over the period of the concession period calculated using the effective interest rate method (refer Note 1(g)(vi)).

Reimbursement of certain development costs were received by the RTA from the operator in the form of an upfront cash payment. The amount of this payment was \$193.754 million.

## Lane Cove Tunnel

An agreement was signed with the Concession Holder on 4 December 2003 to finance, design, construct, operate and maintain the Lane Cove Tunnel Project. Major construction started on 24 June 2004 and was opened to traffic on 25 March 2007.

The construction cost was \$1.1 billion, with the cost being met by the private sector. The RTA was responsible under the contract for the provision of access to property required for the project, which were identified by the Project Deed. Under the terms of the agreement, The Concession Holder designed and constructed the motorway and will operate the motorway until 9 January 2037 after which the motorway will be transferred back to the Government.

The RTA values the asset by reference to the RTA's emerging share of the depreciated replacement cost of the asset over the period of the concession period calculated using the effective interest rate method (refer Note 1(g)(vi)).

Reimbursement of certain development costs were received by the RTA from the operator in the form of an upfront cash payment. The amount of this payment was \$79.301 million.

## (b) Other Intangible Assets – consolidated and parent

	Software	
	2010 \$'000	2009 \$'000
<b>As at 1 July</b>		
Cost	103,958	88,443
Accumulated Amortisation and Impairment	(73,170)	(68,844)
<b>Net Carrying Amount</b>	<b>30,788</b>	<b>19,599</b>
<b>As at 30 June</b>		
Cost	104,739	103,958
Accumulated Amortisation and Impairment	(77,953)	(73,170)
<b>Net Carrying Amount</b>	<b>26,786</b>	<b>30,788</b>
Net Carrying Amount at Start of Year	30,788	19,599
Additions	-	15
Disposals	(1,144)	(98)
Amortisation Expense	(5,957)	(4,536)
Transfer In from PPE	3,099	15,808
<b>Net Carrying Amount at End of Year</b>	<b>26,786</b>	<b>30,788</b>

## 12. Non-current assets held for sale

	Consolidated		Parent	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
<b>Assets Held for Sale</b>				
Balance 1 July				
Land and Buildings <sup>(i)</sup>	39,349	68,589	39,349	68,589
Plant and Equipment	1,544	2,533	1,544	2,533
Transfer (to)/from Land & Buildings	8,786	(29,240)	8,786	(29,240)
Transfer (to)/from Plant and Equipment	(1,032)	(989)	(1,032)	(989)
	<b>48,647</b>	<b>40,893</b>	<b>48,647</b>	<b>40,893</b>
<b>Balance 30 June</b>				
Land and Buildings	48,135	39,349	48,135	39,349
Plant and Equipment	512	1,544	512	1,544
	<b>48,647</b>	<b>40,893</b>	<b>48,647</b>	<b>40,893</b>

(i) The RTA has an annual sales program for the sale of surplus properties that are placed on the market throughout the year. No impairment loss was recognised on reclassification of the land as held for sale as at the reporting date.

## 13. Current liabilities – payables

Trade Creditors <sup>(i)</sup>	175,654	162,707	175,654	162,707
Creditors Arising from Compulsory Acquisitions	21,767	14,849	21,767	14,849
Personnel Services	-	-	907,608	782,000
Accrued Expenses				
– Salaries, Wages and On-Costs	6,600	5,006	-	-
– Works Contract Expenditure	224,829	219,333	224,829	219,333
– Work Carried Out by Councils	67,883	55,222	67,883	55,222
– Interest	9,038	8,581	9,038	8,581
– Other (including non works contracts)	134,281	143,380	134,281	143,380
Other	12	632	12	632
	<b>640,064</b>	<b>609,710</b>	<b>1,541,072</b>	<b>1,386,704</b>

(i) The average credit period on purchases of goods is 30 days. The RTA has financial risk management policies in place to ensure that all payables are paid within the credit timeframe.

(ii) Details regarding credit risk, liquidity risk and market risk, including a maturity analysis of the above payables are disclosed in Note 15.

## 14. Current/non-current liabilities – borrowings

### At Amortised Cost

#### Current

TCorp Borrowings	162,473	113,805	162,473	113,805
Treasury Advances Repayable	1,793	1,693	1,793	1,693
Finance Leases (Note 19)	29,852	25,050	29,852	25,050
	<b>194,118</b>	<b>140,548</b>	<b>194,118</b>	<b>140,548</b>

#### Non-Current

TCorp Borrowings	491,103	579,521	491,103	579,521
Treasury Advances Repayable	10,246	12,039	10,246	12,039
Finance Leases (Note 19)	623,538	653,390	623,538	653,390
Other	1,584	1,542	1,584	1,542
	<b>1,126,471</b>	<b>1,246,492</b>	<b>1,126,471</b>	<b>1,246,492</b>

Details regarding credit risk, liquidity risk and market risk, including a maturity analysis of the above borrowings are disclosed in Note 15.

## 15. Financial instruments

The RTA's principal financial instruments are outlined below. These financial instruments arise directly from the RTA's operations or are required to finance the RTA's operations. The RTA does not enter into or trade financial instruments, including derivative financial instruments, for speculative purposes. The RTA's main risks arising from financial instruments are outlined below, together with the RTA's objectives, policies and processes for measuring and managing risk. Further quantitative and qualitative disclosures are included throughout these financial statements.

The Chief Executive has overall responsibility for the establishment and oversight of risk management and reviews and agrees policies for managing each of these risks. Risk management policies are established to identify and analyse the risks faced by the RTA, to set risk limits and controls and to monitor risks. Compliance with policies is reviewed by the Audit and Risk Committee on a continuous basis.

### (a) Financial instrument categories

Financial Assets	Note	Category	Carrying Amount	Carrying Amount
			2010 \$'000	2009 \$'000
<b>Class:</b>				
Cash and Cash Equivalents	8	N/A	184,029	186,179
Receivables <sup>1</sup>	9	Loans and receivables (at amortised cost)	78,795	118,661
Other Financial Assets	9	Loans and receivables (at amortised cost)	117,946	108,529
<b>Financial Liabilities</b>				
<b>Class:</b>				
Payables <sup>2</sup>	13,17	Financial liabilities measured at amortised cost	766,850	735,645
Borrowings	14	Financial liabilities measured at amortised cost	1,320,589	1,387,040

1. Excludes statutory receivables and prepayments (i.e. not within scope of AASB 7).

2. Excludes statutory payables and unearned revenue (i.e. not within scope of AASB 7).

### (b) Market risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. The RTA's exposures to market risk are primarily through interest rate risk on borrowings and other price risks associated with the movement in the unit price of the Hour Glass Investment facilities. The RTA has no exposure to foreign currency risk and does not enter into commodity contracts.

The effect on profit and equity due to a reasonably possible change in risk variable is outlined in the table below, for interest rate risk and other price risk. A reasonably possible change in risk variable has been determined after taking into account the economic environment in which the RTA operates and the time frame for the assessment (i.e. until the end of the next annual reporting period). The sensitivity analysis is based on risk exposures in existence at the balance date. The analysis is performed on the same basis for 2009 and assumes that all other variables remain constant.

#### (i) Interest Rate Risk

Exposure to interest rate risk arises primarily through the RTA's interest bearing liabilities. This risk is minimised by undertaking mainly fixed rate borrowings, primarily with NSW Treasury Corporation (NSW TCorp).

NSW TCorp manages interest rate risk exposures applicable to specific borrowings of the RTA in accordance with the debt management policies determined by the NSW Debt Management Committee (DMC), to a benchmark and other criteria similar to those applying to the Crown debt portfolio and receives a fee for this service.

TCorp uses derivatives, primarily interest rate futures, to establish short-term (tactical) and longer term (strategic) positions within agreed tolerance limits to manage portfolio duration and maturity profiles. At reporting date the carrying value of borrowings and derivatives (net of funds held at call) managed by TCorp stood at \$653.576 million (2009: \$693.326 million).



RTA does not account for any fixed rate financial instruments at fair value through profit and loss or as available for sale. Therefore for these financial instruments, a change in interest rates would not affect profit or loss or equity. A reasonably possible change of +/- 1% is used, consistent with current trends in interest rates. The basis will be reviewed annually and amended where there is a structural change in the level of interest rate volatility.

The RTA's exposure to interest rate risk is set out in the table below.

	Carrying amount	\$'000 -1%		\$'000 1%	
		Profit	Equity	Profit	Equity
<b>2010</b>					
<b>Financial Assets</b>					
Cash and Cash Equivalents	184,029	(1,366)	(1,366)	1,366	1,366
<b>Financial Liabilities</b>					
Borrowings	1,320,589	(207)	(207)	207	207
<b>2009</b>					
<b>Financial Assets</b>					
Cash and Cash Equivalents	186,179	(1,414)	(1,414)	1,414	1,414
<b>Financial Liabilities</b>					
Borrowings	1,387,040	(1,258)	(1,258)	1,258	1,258

#### (ii) Other Price Risk – TCorp Hour -Glass facilities

Exposure to 'Other Price Risk' primarily arises through the investment in the TCorp Hour-Glass Investment facilities, which are held for strategic rather than trading purposes. The RTA has no direct equity investments and holds units in the following Hour-Glass Investment Trusts:

Facility	Investment Sectors	Investment Horizon	2010 \$'000	2009 \$'000
Cash facility	Cash, Money Market Instruments	up to 1.5 years	64,678	70,927

The unit price of each facility is equal to the total fair value of the net assets held by the facility divided by the total number of units on issue for that facility. Unit prices are calculated and published daily.

NSWTCorp is the trustee for each of the above facilities and is required to act in the best interest of the unit holders and to administer the trusts in accordance with the trust deeds. As trustee, TCorp has appointed external managers to manage the performance and risks of each facility in accordance with a mandate agreed by the parties. However, TCorp, acts as manager for part of the Cash Facility. A significant portion of the administration of the facilities is outsourced to an external custodian.

Investment in the Hour-Glass facilities limits the RTA's exposure to risk, as it allows diversification across a pool of funds with different investment horizons and a mix of investments.

NSWTCorp provides sensitivity analysis information for each of the Investment facilities, using historically based volatility information. The TCorp Hour-Glass Investment facilities are designated at fair value through profit or loss and therefore any change in unit price impacts directly on profit (rather than equity). A reasonably possible change is based on the percentage change in unit price (as advised by T-Corp) multiplied by the redemption value as at 30 June each year.

	Change in unit price +/- 1%	Impact on profit/loss	
		2010 \$'000	2009 \$'000
Hour-Glass Investment – Cash Facility		1,093	1,137

## (c) Credit risk

Credit risk arises when there is the possibility of the RTA's debtors defaulting on their contractual obligations, resulting in a financial loss to the RTA. The maximum exposure to credit risk is generally represented by the carrying amount of the financial assets (net of any allowance for impairment).

Credit risk arises from the financial assets of the RTA, including cash, receivables and authority deposits.

Credit risk associated with the RTA's financial assets, other than receivables, is managed through the selection of counterparties and establishment of minimum credit rating standards. Authority deposits held with NSW TCorp are guaranteed by the State.

	Banks		Governments		Other		Total	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
<b>Financial Assets</b>								
Cash	74,700	72,505	109,329	113,674	-	-	184,029	186,179
Receivables	-	-	-	-	78,795	118,661	78,795	118,661
Other	-	-	-	-	117,946	108,529	117,946	108,529
<b>Total Financial Assets</b>	<b>74,700</b>	<b>72,505</b>	<b>109,329</b>	<b>113,674</b>	<b>196,741</b>	<b>227,190</b>	<b>380,770</b>	<b>413,369</b>

### (i) Cash

Cash comprises cash on hand and bank balances within the NSW Treasury Banking System. Interest is earned on daily bank balances at the monthly average NSW TCorp 11am unofficial cash rate, adjusted for a management fee to NSW Treasury.

### (ii) Receivables –trade debtors

All trade debtors are recognised as amounts receivable at balance date. Collectibility of trade debtors is reviewed on an ongoing basis. Procedures as established in the Treasurer's Directions are followed to recover outstanding amounts, including letters of demand. An allowance for impairment is raised when there is objective evidence that the entity will not be able to collect all amounts due. This evidence includes past experience, and current and expected changes in economic conditions and debtor credit ratings. Debts which are known to be uncollectible are written off. No interest is earned on trade debtors. Sales are made on 30 day terms.

The RTA is not materially exposed to concentrations of credit risk to a single trade debtor or group of debtors. Based on past experience, debtors that are not past due (2010: \$16.774 million; 2009: \$19.159 million) and not less than 6 months past due (2010: \$1.325 million; 2009: \$2.259 million) are not considered impaired and together these represent 65% of the total trade debtors.

The only financial assets that are past due or impaired are 'sales of goods and services' and "other" in the 'receivables' category of the Statement of Financial Position. (Refer to Note 9(a))

	\$'000		
	Total <sup>1,2</sup>	Past due but not impaired <sup>1,2</sup>	Considered impaired <sup>1,2</sup>
<b>2010</b>			
< 3 months overdue	5,108	4,689	419
3 months – 6 months overdue	2,038	1,807	231
> 6 months overdue	4,087	1,325	2,761
<b>2009</b>			
< 3 months overdue	9,384	6,430	2,954
3 months – 6 months overdue	1,395	1,282	113
> 6 months overdue	2,983	2,309	674

1. Each column in the table reports "gross receivables".

2. The ageing analysis excludes statutory receivables, as these are not within the scope of AASB 7 *Financial Instruments: Disclosures* and excludes receivables that are not past due and not impaired. Therefore, the "total" will not reconcile to the receivables total recognised in the Statement of Financial Position.

### (iii) Other financial assets

The repayment of the Sydney Harbour Tunnel Loan ranks behind all creditors to be paid. Redemption of the M2 and Eastern Distributor promissory notes is dependent upon counterparties generating sufficient cash flows to enable the face value to be repaid.

#### (iv) Authority deposits

The RTA has placed funds on deposit with TCorp, (which has been rated "AAA" by Standard and Poor's). These deposits are similar to money market or bank deposits and can be placed "at call" or for a fixed term. For fixed term deposits, the interest rate payable by TCorp is negotiated initially and is fixed for the term of the deposit, while the interest rate payable on at call deposits can vary. The deposits at balance date were earning an average interest rate of 3.574% (2009: 4.674%), while over the year the weighted average interest rate was 2.650% (2009: 4.239%) on a weighted average balance during the year of \$10.385 million (2009: \$9.633 million). None of these assets are past due or impaired.

#### (d) Fair value

Financial instruments are generally recognised at cost, with the exception of the TCorp Hour-Glass facilities, which are measured at fair value. As discussed, the value of the Hour-Glass Investments is based on the Authority's share of the value of the underlying assets of the facility, based on the market value. All of the Hour Glass facilities are valued using 'redemption' pricing.

The amortised cost of financial instruments recognised in the Statement of Financial Position approximates the fair value, because of the short term nature of many of the financial instruments. The future cash flows of the M2 and Eastern Distributor promissory notes are discounted using standard valuation techniques at the applicable yield having regard to the timing of the cash flows.

The fair value of the Sydney Harbour Tunnel finance lease liability is calculated based on the present value of the minimum lease liability, discounted at the interest rate implicit in the lease agreement.

#### (e) Fair value recognised in statement of financial position

The RTA uses the following hierarchy for disclosing the fair value of financial instruments by valuation technique:

- Level 1 – Derived from quoted prices in active markets for identical assets / liabilities.
- Level 2 – Derived from inputs other than quoted prices that are observable directly or indirectly.
- Level 3 – Derived from valuation techniques that include inputs for the asset / liability not based on observable market data (unobservable inputs).

	Level 1 \$'000	Level 2 \$'000	Level 3 \$'000	2010 Total \$'000
<b>Financial Assets at Fair Value</b>				
TCorp Hour-Glass Investment Facility	-	109,329	-	109,329
	-	<b>109,329</b>	-	<b>109,329</b>

The table above only includes financial assets, as no financial liabilities were measured at fair value in the Statement of Financial Position. There were no transfers between level 1 and 2 during the period ended 30 June 2010.

#### (f) Liquidity risk

The RTA manages liquidity risk by maintaining adequate reserves, banking facilities and reserve borrowing facilities by continuously monitoring forecast and actual cash flows.

Liquidity risk is the risk that the RTA will be unable to meet its payment obligations when they fall due. The RTA continuously manages risk through monitoring future cash flows and maturities planning to ensure adequate holding of high quality liquid assets. The objective is to maintain a balance between continuity of funding and flexibility through the use of overdrafts, loans and other advances.

The RTA has a Come and Go Facility with TCorp valued at \$100 million that has current approval to 30 June 2010 for cash management purposes (2009: \$100 million). This year the facility was used occasionally to fund shortfalls incurring a total interest charge of \$0.026 million (2009: \$0.031 million)

	Consolidated		Parent	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
Financing arrangements				
Unrestricted Access was Available at the Statement of Financial Position				
Date to the Come and Go Facility	-	-	-	-
Total Facility	100,000	100,000	100,000	100,000
Used at Statement of Financial Position Date	-	-	-	-
<b>Unused at Statement of Financial Position Date</b>	<b>100,000</b>	<b>100,000</b>	<b>100,000</b>	<b>100,000</b>

During the current and prior years, there were no defaults or breaches on any loans payable. No assets have been pledged as collateral. The RTA's exposure to liquidity risk is deemed insignificant based on prior periods' data and current assessment of risk.

The liabilities are recognised for amounts due to be paid in the future for goods or services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in Treasurer's Direction 219.01. If trade terms are not specified, payment is made no later than the end of the month following the month in which an invoice or a statement is received.

The table summarises the maturity profile of the RTA's financial liabilities, together with the interest rate exposure.

Maturity Analysis and interest rate exposure of financial liabilities

	\$'000					\$'000		
	Weighted Average Effective Int. Rate	Nominal Amount <sup>(1)</sup>	Interest Rate Exposure			Maturity Dates		
Fixed Interest Rate			Variable Interest Rate	Non- interest bearing	< 1 yr	1-5 yrs	> 5 yrs	
<b>2010</b>								
<b>Payables:</b>								
Accrued Salaries, Wages and On-Costs	-	6,600	-	-	6,600	6,600	-	-
Trade Payables	-	175,654	-	-	175,654	175,654	-	-
Other Current Payables	-	21,766	-	-	21,766	21,766	-	-
Accrued Expenses	-	436,044	-	-	436,044	436,044	-	-
Sydney Harbour Tunnel Tax Liability	-	25,583	-	-	25,583	1,835	4,797	18,951
Holding Accounts	-	101,203	-	-	101,203	101,203	-	-
<b>Borrowings:</b>								
Advances Repayable	5.84%	12,039	12,039	-	-	1,793	8,213	2,033
Tcorp Borrowings	5.97%	754,869	734,132	20,737	-	212,018	516,351	26,500
Sydney Harbour Tunnel Finance Lease Liability	7.70%	1,007,723	1,007,723	-	-	78,062	414,836	514,825
Other Loans and Deposits	6.63%	1,584	1,584	-	-	393	1,109	82
<b>2009</b>								
<b>Payables:</b>								
Accrued Salaries, Wages and On-Costs	-	5,006	-	-	5,006	5,006	-	-
Trade Payables	-	162,707	-	-	162,707	162,707	-	-
Other Current Payables	-	14,849	-	-	14,849	14,849	-	-
Accrued Expenses	-	427,148	-	-	427,148	427,148	-	-
Sydney Harbour Tunnel Tax Liability	-	25,329	-	-	25,329	1,793	4,371	19,165
Holding Accounts	-	100,606	-	-	100,606	100,606	-	-
<b>Borrowings:</b>								
Advances Repayable	5.84%	13,732	13,732	-	-	1,693	7,833	4,206
Tcorp Borrowings	5.67%	803,207	677,379	125,828	-	255,016	410,599	137,592
Sydney Harbour Tunnel Finance Lease Liability	7.70%	1,082,994	1,082,994	-	-	75,271	419,083	588,640
Other Loans and Deposits	5.93%	1,542	1,542	-	-	-	1,333	209

(1) The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities and therefore will not reconcile to the balance sheet.

## 16. Current/non-current liabilities – provisions

	Consolidated		Parent	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
Employee Benefits and Related On-Costs				
Current				
Annual Leave <sup>(i)</sup>	44,250	40,992	-	-
Long Service Leave <sup>(ii)</sup>	197,469	188,580	-	-
Employee Related On-Costs <sup>(i),(ii)</sup>	8,294	7,897	-	-
	<b>250,013</b>	<b>237,469</b>	-	-
Non-Current				
Superannuation	611,150	499,564	-	-
Long Service Leave <sup>(ii)</sup>	8,228	7,858	-	-
Other <sup>(i),(ii)</sup>	28,443	27,054	-	-
	<b>647,821</b>	<b>534,476</b>	-	-
<b>Total Provisions</b>	<b>897,834</b>	<b>771,945</b>	-	-
Aggregate Employee Benefits and related on-costs				
Provisions – Current	250,013	237,469	-	-
Provisions – Non-current	647,821	534,476	-	-
Accrued Salaries, Wages and On-Costs (Note 13)	6,600	5,006	-	-
	<b>904,434</b>	<b>776,951</b>	-	-

(i) The value of annual leave, including on-costs, expected to be taken within twelve months is \$37.928 million (2009: \$35.300 million) and \$20.136 million (2009: \$18.743 million) after twelve months.

(ii) The value of long service leave expected to be taken within twelve months is \$25.886 million (2009: \$25.108 million) and \$202.859 million (2009: \$193.547 million) after twelve months.

### Provision for superannuation – consolidated

Superannuation statements include both employer and employee superannuation assets and liabilities as prescribed by AASB 119 *Employee Benefits*.

### General description of the plan

The Pooled Fund holds in trust the investments of the closed NSW public sector superannuation schemes:

- State Authorities Superannuation Scheme (SASS)
- State Superannuation Scheme (SSS)
- State Authorities Non-contributory Superannuation Scheme (SANCS).

These schemes are all defined benefit schemes – at least a component of the final benefit is derived from a multiple of member salary and years of membership. All the Schemes are closed to new members.

Actuarial gains and losses are recognised outside of profit or loss in the year they occur.

The following information has been prepared by the scheme actuary.

### Superannuation position for AASB 119 purposes

	SASS Financial Year to 30 June 2010 \$'000	SANCS Financial Year to 30 June 2010 \$'000	SSS Financial Year to 30 June 2010 \$'000	Total \$'000
Accrued Liability	544,593	84,394	1,007,871	1,636,858
Estimated Reserve Account Balance	(429,964)	(63,356)	(532,388)	(1,025,708)
	114,629	21,038	475,483	611,150
Future Service Liability	(55,429)	(25,859)	(35,705)	(116,993)
<b>Net (Asset)/Liability Recognised in Statement of Financial Position</b>	<b>114,629</b>	<b>21,038</b>	<b>475,483</b>	<b>611,150</b>

	SASS Financial Year to 30 June 2009 \$'000	SANCS Financial Year to 30 June 2009 \$'000	SSS Financial Year to 30 June 2009 \$'000	Total \$'000
Accrued Liability	491,663	76,059	908,205	1,475,927
Estimated Reserve Account Balance	(407,203)	(60,656)	(508,504)	(976,363)
	84,460	15,403	399,701	499,564
Future Service Liability	(57,447)	(28,749)	(35,917)	(122,113)
<b>Net (Asset)/Liability Recognised in Statement of Financial Position</b>	<b>84,460</b>	<b>15,403</b>	<b>399,701</b>	<b>499,564</b>

All Fund assets are invested by Superannuation Trustee Corporation at arm's length through independent fund managers.

### Reconciliation of the present value of the defined benefit obligation

	SASS Financial Year to 30 June 2010 \$'000	SANCS Financial Year to 30 June 2010 \$'000	SSS Financial Year to 30 June 2010 \$'000	Total \$'000
Present Value of Partly Funded Defined Benefit Obligation at The Beginning of The Year	491,663	76,059	908,205	1,475,927
Current Service Cost	11,125	3,609	5,741	20,475
Interest Cost	26,537	4,067	49,788	80,392
Contributions by Fund Participants	6,823	-	5,892	12,715
Actuarial (Gains)/Losses	39,694	6,977	71,383	118,054
Benefits Paid	(31,249)	(6,318)	(33,138)	(70,705)
<b>Present Value of Partly Funded Defined Benefit Obligation at the End of the Year</b>	<b>544,593</b>	<b>84,394</b>	<b>1,007,871</b>	<b>1,636,858</b>

	SASS Financial Year to 30 June 2009 \$'000	SANCS Financial Year to 30 June 2009 \$'000	SSS Financial Year to 30 June 2009 \$'000	Total \$'000
Present Value of Partly Funded Defined Benefit Obligation at The Beginning of The Year	472,399	70,460	740,966	1,283,825
Current Service Cost	10,691	3,588	4,457	18,736
Interest Cost	29,694	4,365	47,470	81,529
Contributions by Fund Participants	6,890	-	6,196	13,086
Actuarial (Gains)/Losses	5,917	3,540	156,888	166,345
Benefits Paid	(33,928)	(5,894)	(47,772)	(87,594)
<b>Present Value of Partly Funded Defined Benefit Obligation at the End of the Year</b>	<b>491,663</b>	<b>76,059</b>	<b>908,205</b>	<b>1,475,927</b>

## Reconciliation of the fair value of fund assets

	SASS Financial Year to 30 June 2010 \$'000	SANCS Financial Year to 30 June 2010 \$'000	SSS Financial Year to 30 June 2010 \$'000	Total \$'000
Fair Value of Fund Assets at the Beginning of The Year	407,203	60,656	508,504	976,363
Expected Return on Fund Assets	33,859	5,069	42,242	81,170
Actuarial Gains/(Losses)	5,606	376	7,975	13,957
Employer Contributions	7,722	3,573	913	12,208
Contributions by Fund Participants	6,823	-	5,892	12,715
Benefits Paid	(31,249)	(6,318)	(33,138)	(70,705)
<b>Fair Value of Fund Assets at the End of the Year</b>	<b>429,964</b>	<b>63,356</b>	<b>532,388</b>	<b>1,025,708</b>

	SASS Financial Year to 30 June 2009 \$'000	SANCS Financial Year to 30 June 2009 \$'000	SSS Financial Year to 30 June 2009 \$'000	Total \$'000
Fair Value of Fund Assets at the Beginning of The Year	457,610	69,275	601,445	1,128,330
Expected Return on Fund Assets	35,938	5,456	47,600	88,994
Actuarial Gains/(Losses)	(74,458)	(12,121)	(99,929)	(186,508)
Employer Contributions	15,151	3,940	964	20,055
Contributions by Fund Participants	6,890	-	6,196	13,086
Benefits Paid	(33,928)	(5,894)	(47,772)	(87,594)
<b>Fair Value of Fund Assets at the End of the Year</b>	<b>407,203</b>	<b>60,656</b>	<b>508,504</b>	<b>976,363</b>

## Reconciliation of the assets and liability recognised in the statement of financial position

	SASS Financial Year to 30 June 2010 \$'000	SANCS Financial Year to 30 June 2010 \$'000	SSS Financial Year to 30 June 2010 \$'000	Total \$'000
Present Value of Partly Funded Defined Benefits at End of the Year	544,593	84,394	1,007,871	1,636,858
Fair Value of Fund Assets at End of the Year	(429,964)	(63,356)	(532,388)	(1,025,708)
<b>Net (Asset) / Liability Recognised In Statement of Financial Position At The End Of the Year</b>	<b>114,629</b>	<b>21,038</b>	<b>475,483</b>	<b>611,150</b>

	SASS Financial Year to 30 June 2009 \$'000	SANCS Financial Year to 30 June 2009 \$'000	SSS Financial Year to 30 June 2009 \$'000	Total \$'000
Present Value of Partly Funded Defined Benefits at End of the Year	491,663	76,059	908,205	1,475,927
Fair Value of Fund Assets at End of the Year	(407,203)	(60,656)	(508,504)	(976,363)
<b>Net (Asset) / Liability Recognised In Statement of Financial Position At The End Of The Year</b>	<b>84,460</b>	<b>15,403</b>	<b>399,701</b>	<b>499,564</b>

## Expense recognised in surplus for the year

	SASS Financial Year to 30 June 2010 \$'000	SANCS Financial Year to 30 June 2010 \$'000	SSS Financial Year to 30 June 2010 \$'000	Total \$'000
Current Service Cost	11,125	3,609	5,741	20,475
Interest on Obligation	26,537	4,067	49,788	80,392
Expected Return on Fund Assets (Net of Expenses)	(33,859)	(5,069)	(42,242)	(81,170)
<b>Expense/(Income) Recognised</b>	<b>3,803</b>	<b>2,607</b>	<b>13,287</b>	<b>19,697</b>

	SASS Financial Year to 30 June 2009 \$'000	SANCS Financial Year to 30 June 2009 \$'000	SSS Financial Year to 30 June 2009 \$'000	Total \$'000
Current Service Cost	10,691	3,588	4,457	18,736
Interest on Obligation	29,694	4,365	47,470	81,529
Expected Return on Fund Assets (Net of Expenses)	(35,938)	(5,456)	(47,600)	(88,994)
<b>Expense/(Income) Recognised</b>	<b>4,447</b>	<b>2,497</b>	<b>4,327</b>	<b>11,271</b>

## Amount recognised in other comprehensive income

	SASS Financial Year to 30 June 2010 \$'000	SANCS Financial Year to 30 June 2010 \$'000	SSS Financial Year to 30 June 2010 \$'000	Total \$'000
Actuarial (Gains)/Losses	34,088	6,601	63,408	104,097

	SASS Financial Year to 30 June 2009 \$'000	SANCS Financial Year to 30 June 2009 \$'000	SSS Financial Year to 30 June 2009 \$'000	Total \$'000
Actuarial (Gains)/Losses	80,375	15,660	256,817	352,852

## Cumulative amount recognised in other comprehensive income

	SASS Financial Year to 30 June 2010 \$'000	SANCS Financial Year to 30 June 2010 \$'000	SSS Financial Year to 30 June 2010 \$'000	Total \$'000
Actuarial (Gains)/Losses	121,483	18,046	239,772	379,301

## Actual return on fund assets

	SASS Financial Year to 30 June 2010 \$'000	SANCS Financial Year to 30 June 2010 \$'000	SSS Financial Year to 30 June 2010 \$'000	Total \$'000
Actual Return on Fund Assets	37,841	5,445	46,244	89,530

	SASS Financial Year to 30 June 2009 \$'000	SANCS Financial Year to 30 June 2009 \$'000	SSS Financial Year to 30 June 2009 \$'000	Total \$'000
Actual Return on Fund Assets	(44,750)	(6,666)	(58,607)	(110,023)



## Fund assets

The percentage invested in each asset class at the balance date:

	30 June 2010	30 June 2009
Australian Equities	31.00%	32.10%
Overseas Equities	26.80%	26.00%
Australian Fixed Interest Securities	6.10%	6.20%
Overseas Fixed Interest Securities	4.30%	4.70%
Property	9.50%	10.00%
Cash	9.60%	8.00%
Other	12.70%	13.00%

## Expected rate of return on assets

The expected return on assets assumption is determined by weighting the expected long-term return for each asset class by the target allocation of assets to each class. The returns used for each class are net of investment tax and investment fees.

## Valuation method and principal actuarial assumptions at the reporting date

### a) Valuation method

The Projected Unit Credit (PUC) valuation method was used to determine the present value of the defined benefit obligations and the related current service costs. This method sees each period of service as giving rise to an additional unit of benefit entitlement and measures each unit separately to build up the final obligation.

### b) Economic assumptions

	30 June 2010	30 June 2009
Salary Increase Rate (Excluding Promotional Increases)	3.50%	3.50% pa
Rate of CPI Increase	2.50%	2.50% pa
Expected Rate of Return on Assets	8.60%	8.13% pa
Discount Rate	5.17%	5.59% pa

## Historical information

	SASS Financial Year to 30 June 2010 \$'000	SANCS Financial Year to 30 June 2010 \$'000	SSS Financial Year to 30 June 2010 \$'000	Total \$'000
Present Value of Defined Benefit Obligation	544,593	84,394	1,007,871	1,636,858
Fair Value of Fund Assets	(429,964)	(63,356)	(532,388)	(1,025,708)
(Surplus)/Deficit in Fund	114,629	21,038	475,483	611,150
Experience Adjustments – Fund Liabilities	39,694	6,977	71,383	118,054
Experience Adjustments – Fund Assets	(5,606)	(376)	(7,975)	(13,957)

	SASS Financial Year to 30 June 2009 \$'000	SANCS Financial Year to 30 June 2009 \$'000	SSS Financial Year to 30 June 2009 \$'000	Total \$'000
Present Value of Defined Benefit Obligation	491,663	76,059	908,205	1,475,927
Fair Value of Fund Assets	(407,203)	(60,656)	(508,504)	(976,363)
(Surplus)/Deficit in Fund	84,460	15,403	399,701	499,564
Experience Adjustments – Fund Liabilities	5,917	3,540	156,888	166,345
Experience Adjustments – Fund Assets	74,458	12,121	99,929	186,508

	SASS Financial Year to 30 June 2008 \$'000	SANCS Financial Year to 30 June 2008 \$'000	SSS Financial Year to 30 June 2008 \$'000	Total \$'000
Present Value of Defined Benefit Obligation	472,399	70,460	740,966	1,283,825
Fair Value of Fund Assets	(457,610)	(69,275)	(601,445)	(1,128,330)
(Surplus)/Deficit in Fund	14,789	1,185	139,521	155,495
Experience Adjustments – Fund Liabilities	(23,538)	138	(11,564)	(34,964)
Experience Adjustments – Fund Assets	57,145	6,081	106,961	170,187

	SASS Financial Year to 30 June 2007 \$'000	SANCS Financial Year to 30 June 2007 \$'000	SSS Financial Year to 30 June 2007 \$'000	Total \$'000
Present Value of Defined Benefit Obligation	489,099	69,623	734,718	1,293,440
Fair Value of Fund Assets	(411,205)	(37,753)	(784,113)	(1,233,071)
(Surplus)/Deficit in Fund	77,894	31,870	(49,395)	60,369
Experience Adjustments – Fund Liabilities	7,547	(1,540)	(54,318)	(48,311)
Experience Adjustments – Fund Assets	(21,801)	(2,159)	(46,741)	(70,701)

	SASS Financial Year to 30 June 2006 \$'000	SANCS Financial Year to 30 June 2006 \$'000	SSS Financial Year to 30 June 2006 \$'000	Total \$'000
Present Value of Defined Benefit Obligation	471,698	70,059	750,583	1,292,340
Fair Value of Fund Assets	(370,708)	(34,720)	(669,479)	(1,074,907)
(Surplus)/Deficit in Fund	100,990	35,339	81,104	217,433
Experience Adjustments – Fund Liabilities	979	(4,450)	(77,765)	(81,236)
Experience Adjustments – Fund Assets	(31,372)	(3,807)	(54,383)	(89,562)

#### Expected Contributions

	SASS Financial Year to 30 June 2010 \$'000	SANCS Financial Year to 30 June 2010 \$'000	SSS Financial Year to 30 June 2010 \$'000	Total \$'000
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Expected Employer Contributions to be paid in the next reporting period	7,232	3,274	884	11,390
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	SASS Financial Year to 30 June 2009 \$'000	SANCS Financial Year to 30 June 2009 \$'000	SSS Financial Year to 30 June 2009 \$'000	Total \$'000
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Expected Employer Contributions to be paid in the next reporting period	7,303	3,387	929	11,619
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## Funding arrangements for employer contributions

The following is a summary of the 30 June 2010 financial position of the Fund calculated in accordance with AASB 25 – *Financial Reporting by Superannuation Plans*.

	SASS Financial Year to 30 June 2010 \$'000	SANCS Financial Year to 30 June 2010 \$'000	SSS Financial Year to 30 June 2010 \$'000	Total \$'000
Accrued Benefits	486,434	76,666	708,279	1,271,379
Net Market Value of Fund Assets	(429,964)	(63,356)	(532,388)	(1,025,708)
<b>Net (Surplus)/Deficit</b>	<b>56,470</b>	<b>13,310</b>	<b>175,891</b>	<b>245,671</b>

	SASS Financial Year to 30 June 2009 \$'000	SANCS Financial Year to 30 June 2009 \$'000	SSS Financial Year to 30 June 2009 \$'000	Total \$'000
Accrued Benefits	448,930	69,924	671,912	1,190,766
Net Market Value of Fund Assets	(407,203)	(60,656)	(508,504)	(976,363)
<b>Net (Surplus)/Deficit</b>	<b>41,727</b>	<b>9,268</b>	<b>163,408</b>	<b>214,403</b>

Recommended contribution rates for the entity are:

SASS	SANCS	SSS
multiple of member contributions	% member salary	multiple of member contributions
1.06	2.07% pa	0.15

## Funded method

The method used to determine the employer contribution recommendations at the last actuarial review was the Aggregate Funding method. The method adopted affects the timing of the cost to the employer.

Under the Aggregate Funding method, the employer contribution rate is determined so that sufficient assets will be available to meet benefit payments to existing members, taking into account the current value of assets and future contributions.

## Economic assumptions

The economic assumptions adopted for the current actuarial review of the Fund were:

Weighted-Average Assumptions	2010	2009
Expected Rate of Return on Fund Assets Backing Current Pension Liabilities	8.3% pa	8.3% pa
Expected Rate of Return on Fund Assets Backing Other Liabilities	7.3% pa	7.3% pa
Expected Salary Increase Rate	4.0% pa	4.0% pa
Expected Rate of CPI Increase	2.5% pa	2.5% pa

## Nature of asset/liability

If a surplus exists in the employer's interest in the Fund, the employer may be able to take advantage of it in the form of a reduction in the required contribution rate, depending on the advice of the Fund's actuary.

Where a deficiency exists, the employer is responsible for any difference between the employer's share of fund assets and the defined benefit obligation.

## Provision for Long Service Leave (LSL)

Long service leave is measured at present value in accordance with AASB 119 *Employee Benefits*. This is based on the application of the valuation ratio at the Commonwealth government bond rate at the reporting date to employees with five or more years of service, using current rates of pay. This ratio is determined based on an actuarial review to approximate present value.

The actuarial assessment is based on the accrued long service leave liabilities and employee data of the RTA as at 31 December 2007. Long Service leave accrued at the rate of 4.4 days per annum for the first ten years of service and then at the rate of 11 days per annum.

Employees who exit with less than five years service get no benefits. Those who leave with between five and seven years service have been assumed to only receive benefits if exiting due to death, disability or age retirement. Benefits are paid in service or on exit after seven years service on a pro rata basis.

## Assumptions:

An allowance has been determined for each relevant on-cost separately to the LSL liability, as their accounting treatment and the adoption of liability is different to the LSL liability. The on-costs to LSL present value liabilities are:

Payroll Tax	5.65%
Superannuation	9.00%
Superannuation Accruing While on LSL	3.60%
LSL Accruing While on LSL	1.60%
Annual Leave Accruing While on LSL	3.00%

As workers compensation is determined without direct reference to salary, and does not accrue while an employee is on long service leave there is no future workers compensation expense that will be incurred when currently accrued LSL is taken during future service, and hence there is no attaching on-cost.

Assumptions about rates of taking leave in service are based on historical details of payments of LSL for calendar years 2005–2007 and projected future payments are broadly consistent with this data. It has been assumed that 6 days of LSL will be taken per year by employees who are eligible.

General salary increases of 4% per annum have been assumed for all future years, consistent with NSW Treasury expectations for the NSW public sector in the medium term.

Promotional salary increases have been assumed at rates based on NSW public sector superannuation scheme rates expected to reasonably reflect employees' promotional salary experience.

The rates of resignation, death, age retirement and ill-health retirement assumed have been adopted from superannuation valuations of NSW public servants. Withdrawal rates for those with less than 10 years of service are based on experience from NSW and other superannuation schemes.

The discount rate is based on the 10 year bond rate at 30 June, but adjusted from a semi-annual rate to an annual rate.

## 17. Current/non-current liabilities – other

	Consolidated		Parent	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
<b>Current</b>				
Statutory Creditors	20,213	16,512	20,213	16,512
Unearned Rent on M4 And M5 Motorways	731	2,227	731	2,227
Sydney Harbour Tunnel Tax Liabilities	1,834	1,793	1,834	1,793
Income Received in Advance	12,263	11,063	12,263	11,063
Holding Accounts	101,203	100,606	98,029	95,557
Lease Incentive	497	497	497	497
Deferred Revenue – Reimbursement on Private Sector Provided Infrastructure	11,575	11,575	11,575	11,575
	<b>148,316</b>	<b>144,273</b>	<b>145,142</b>	<b>139,224</b>
<b>Non-Current</b>				
Unearned Rent on M4 And M5 Motorways	8,208	8,938	8,208	8,938
Sydney Harbour Tunnel Tax Liabilities	23,749	23,536	23,749	23,536
Make Good Provisions	2,000	2,000	2,000	2,000
Lease Incentive	2,528	3,026	2,528	3,026
Deferred Revenue – Reimbursement on Private Sector Provided Infrastructure	308,718	320,293	308,718	320,293
	<b>345,203</b>	<b>357,793</b>	<b>345,203</b>	<b>357,793</b>
<b>Current</b>				
Sydney Harbour Tunnel Past Tax Liability	1,496	1,455	1,496	1,455
Sydney Harbour Tunnel Future Tax Liability	338	338	338	338
	<b>1,834</b>	<b>1,793</b>	<b>1,834</b>	<b>1,793</b>
<b>Non-Current</b>				
Sydney Harbour Tunnel Past Tax Liability	13,629	14,294	13,629	14,294
Sydney Harbour Tunnel Future Tax Liability	10,120	9,242	10,120	9,242
	<b>23,749</b>	<b>23,536</b>	<b>23,749</b>	<b>23,536</b>

Under the M4 lease agreement, \$46.615 million was received from the Concession Holder as rent in advance. In accordance with generally accepted accounting principles, this revenue is brought to account over the period of the lease. This treatment is summarised as follows:

Rent Earned in Prior Years	45,120	42,745	45,120	42,745
Rent Earned in Current Year	1,495	2,375	1,495	2,375
Unearned Rent as at 30 June	-	1,495	-	1,495
	<b>46,615</b>	<b>46,615</b>	<b>46,615</b>	<b>46,615</b>

The land acquisition loan of \$22.000 million, based on the cost of land under the M5 originally purchased by the RTA, was repaid in June 1997 by the Concession Holder. The repayment of the loan is considered to be a prepayment of the remaining rental over the period of the concession agreement. In accordance with AASB 117, this revenue is brought to account over the period of the lease.

In consideration for the Concession Holder undertaking construction of an interchange at Moorebank (M5 Improvements) on the M5 Motorway, the original concession period (to 14 August 2022) has been extended by 1.11 years to 22 August 2023.

The treatment is summarised as follows:

	Consolidated		Parent	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
Rent Earned in Prior Years	12,331	11,601	12,331	11,601
Rent Earned in Current Year	731	731	731	731
Unearned Rent as at 30 June	8,938	9,668	8,938	9,668
	<b>22,000</b>	<b>22,000</b>	<b>22,000</b>	<b>22,000</b>

Under the various Private Sector Provided Infrastructure \$369.915 million was received following the letting of the Lane Cove Tunnel, Cross City Tunnel and Western M7 Motorway contracts as reimbursement of development costs. NSW Treasury have mandated the adoption of TPP 06-08 "Accounting for Privately Funded Projects", which requires revenue to be brought to account over the period of the concessions. The treatment is summarised as follows.

Amortisation of Deferred Revenue in Prior Years	38,047	26,472	38,047	26,472
Amortisation of Deferred Revenue in Current Year	11,575	11,575	11,575	11,575
Unearned Reimbursement as at 30 June	320,293	331,868	320,293	331,868
	<b>369,915</b>	<b>369,915</b>	<b>369,915</b>	<b>369,915</b>

## 18. Increase/decrease in net assets from equity transfer

Premiers Memorandum No. 2008-06 instructed that all General Government Sector and Public Trading Enterprise (excluding State Owned Corporations) agency-owned office buildings will vest in the State Property Authority from 1 July 2008.

Total Assets	-	(23,905)	-	(23,905)
Total Liabilities	-	-	-	-
Net Increase/(Decrease)	-	<b>(23,905)</b>	-	<b>(23,905)</b>

## 19. Commitments for expenditure

### (a) Capital commitments

Aggregate capital expenditure for the road works contracted for at balance date and not provided for:

Not Later Than 1 Year	1,002,981	587,545	1,002,981	587,545
Later Than 1 Year and Not Later Than 5 Years	1,594,290	591,957	1,594,290	591,957
Later Than 5 Years	280	34,870	280	34,870
Total (Including GST)	<b>2,597,551</b>	<b>1,214,372</b>	<b>2,597,551</b>	<b>1,214,372</b>

### (b) Other expenditure commitments

Aggregate other expenditure for the acquisition of goods and services contracted for at balance date and not provided for:

Not Later Than 1 Year	505,967	265,355	505,967	265,355
Later Than 1 Year and Not Later Than 5 Years	118,964	145,859	118,964	145,859
Later Than 5 Years	341,105	389,819	341,105	389,819
Total (Including GST)	<b>966,036</b>	<b>801,033</b>	<b>966,036</b>	<b>801,033</b>

### (c) Operating lease commitments

Operating lease commitments relate to property, IT equipment and light and heavy motor vehicles. Operating lease commitments are not recognised in the financial statements as liabilities. Total operating lease commitments are as follows:

	Consolidated		Parent	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
Not Later Than 1 Year	69,164	59,635	69,164	59,635
Later Than 1 Year and Not Later Than 5 Years	147,799	113,928	147,799	113,928
Later Than 5 Years	67,826	71,506	67,826	71,506
<b>Total (Including GST)</b>	<b>284,789</b>	<b>245,069</b>	<b>284,789</b>	<b>245,069</b>

The Property Operating Lease commitments are as follows:

Payable No Later Than 1 Year	40,641	33,420	40,641	33,420
Payable Later Than 1 Year and Not Later Than 5 Years	114,526	88,458	114,526	88,458
Payable Later Than 5 Years	67,826	71,506	67,826	71,506
<b>Total (Including GST)</b>	<b>222,993</b>	<b>193,384</b>	<b>222,993</b>	<b>193,384</b>

In respect of property leases, the RTA has various lessors with leases that have specific lease periods ranging from 1 year to 20 years.

The IT Operating Lease commitments are as follows:

Not later than 1 year	-	119	-	119
Later than 1 year and not later than 5 years	-	-	-	-
<b>Total (including GST)</b>	<b>-</b>	<b>119</b>	<b>-</b>	<b>119</b>

IT equipment operating leases are existing leases negotiated with Dell Computer Pty Ltd., Fujitsu Australia Ltd. and Macquarie IT Pty Ltd. The RTA changed its policy effective 2007/08, to purchasing rather than leasing IT assets.

The Light Motor Vehicle Operating Lease commitments are as follows:

Not later than 1 year	22,143	20,679	22,143	20,679
Later than 1 year and not later than 5 years	23,367	20,035	23,367	20,035
<b>Total (including GST)</b>	<b>45,510</b>	<b>40,714</b>	<b>45,510</b>	<b>40,714</b>

The Light Motor Vehicle Lease is with State Fleet Services and is financed through the Department of Service, Technology and Administration by the NSW Treasury.

The Heavy Motor Vehicle Operating Lease commitments are as follows:

Not later than 1 year	6,380	5,417	6,380	5,417
Later than 1 year and not later than 5 years	9,906	5,435	9,906	5,435
<b>Total (including GST)</b>	<b>16,286</b>	<b>10,852</b>	<b>16,286</b>	<b>10,852</b>

The heavy motor vehicle lease is held and financed with Orix and Essenda.

The total commitments detailed above include GST input tax credits of \$329.58 million (2009: \$187.916 million) that are expected to be recoverable from the ATO

## (d) Sydney Harbour Tunnel Finance Lease Liability

Minimum Lease Payment Commitments In Relation to Tunnel Finance Lease Payable as Follows:

	Consolidated		Parent	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
Not Later Than 1 Year	78,062	75,271	78,062	75,271
Later Than 1 Year And Not Later Than 5 Years	414,836	419,083	414,836	419,083
Later Than 5 Years	514,825	588,640	514,825	588,640
Minimum Lease Payments	1,007,723	1,082,994	1,007,723	1,082,994
Less: Future Finance Charges	354,333	404,554	354,333	404,554
<b>Present Value of Minimum Lease Payments</b>	<b>653,390</b>	<b>678,440</b>	<b>653,390</b>	<b>678,440</b>

The present value of finance lease commitments is as follows:

Not Later Than 1 Year	29,852	25,050	29,852	25,050
Later Than 1 Year And Not Later Than 5 Years	217,608	206,075	217,608	206,075
Later Than 5 Years	405,930	447,315	405,930	447,315
	<b>653,390</b>	<b>678,440</b>	<b>653,390</b>	<b>678,440</b>

Classified as:

Current (Note 14)	29,852	25,050	29,852	25,050
Non-Current (Note 14)	623,538	653,390	623,538	653,390
	<b>653,390</b>	<b>678,440</b>	<b>653,390</b>	<b>678,440</b>

### Sydney Harbour Tunnel

In June 1987 the RTA and Sydney Harbour Tunnel Corporation (SHTC) entered into an Ensured Revenue Stream ('ERS') Agreement, whereby RTA agreed to make payments to SHTC to enable it to meet its financial obligations arising from the operation and maintenance of the Tunnel and repayment of principal and interest on the funds it borrowed for the design and construction of the Tunnel.

Following the guidelines set out in NSW Treasury Policy Paper 06-08 *Accounting for Privately Financed Projects*, RTA has accounted for the Sydney Harbour Tunnel and related ERS Agreement as a finance lease arrangement in accordance with the requirements of AASB 117 Leases.

The carrying amount of the Sydney Harbour Tunnel finance lease liability has been calculated based on the present value of the minimum lease liability, discounted at the interest rate implicit in the ERS Agreement.

Contingent lease payments represent liabilities that were considered contingent at the inception of the lease but have since been confirmed. Specifically, contingent lease payments include increases in the ERS liability resulting from fluctuations in the weighted index component of the ERS Agreement (e.g. CPI fluctuations) and adjustments to the amount payable resulting from ERS clause 4.1(a) renegotiations such as GST on the Tunnel tolls. Contingent lease payments are charged as expenses in the period they are incurred and amounted to \$0.433 million for the period ending 30 June 2010 (2009: \$3.228 million).

## 20. Events after the reporting period

### Special Number Plates partnering arrangement

The RTA has announced that Plate Marketing Pty Ltd (part of the LicenSys group) has been appointed to manage and operate the myPlates Special Number Plates business under a 15 year partnering arrangement. They will be responsible for managing the marketing of the myPlates business to NSW motorists. The new arrangement is expected to provide the following benefits for Special Number Plate customers:

- A strong focus on customer service and satisfaction.
- Significant investment into brand development to increase awareness of myPlates.
- Convenient and effective ways to purchase Special Number Plates.
- Frequent and targeted product releases to meet customer needs.
- Flexibility around pricing and promotions.



Standard number plates will remain with the RTA, ensuring a low cost number plate option for motorists. The RTA will continue to be responsible for number plate policy and all regulatory considerations related to vehicle registration. The new partnering arrangement will commence on 1 October 2010.

## Transport NSW

Following the passing of the Transport Administration Amendment Act 2010 the Department of Transport and Infrastructure changed its name to Transport NSW with effect from 1 July 2010. The legislation gives Transport NSW, through the direction of the Director General, responsibility for the planning, procurement, delivery and coordination of transport services and infrastructure in NSW. Effectively, the RTA will be controlled by Transport NSW.

As a result of these legislative changes Transport NSW will be preparing consolidated financial statements of these transport agencies for the year 2010–11.

## 21. Contingent assets and contingent liabilities

AASB 137 *Provisions, Contingent Liabilities and Contingent Assets* adopts a "prudent" approach and requires disclosure of each class of contingent liabilities and contingent assets.

There are several significant contractual disputes with an estimated total contingent liability of \$25.000 million (2009: \$33.000 million). Compulsory property acquisition matters under litigation have an estimated contingent liability of \$52.946 million (2009: \$54.653 million).

The RTA has certain obligations under contracts with private sector parties with the performance of these obligations guaranteed by the State. The current guarantees outstanding are for the Sydney Harbour Tunnel, the M2 Motorway, The Eastern Distributor; the Cross City Tunnel, the Western Sydney Orbital and the Lane Cove Tunnel. There is no reason to believe that these guarantees are ever to be exercised.

## 22. Native title

The Commonwealth's legislation (Native Title Act) and the New South Wales statute (Native Title (New South Wales) Act) have financial implications for New South Wales Government Agencies generally.

In this regard the RTA has undertaken an assessment of the impact on its financial position. This assessment indicates as at 30 June 2010, there were no Native Title claims which have been initiated against the RTA (2009: nil).

## 23. Administered liabilities

	Consolidated		Parent	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
<b>Administered Liabilities</b>				
Other	252,572	199,945	252,572	199,945
<b>Total Administered Liabilities</b>	<b>252,572</b>	<b>199,945</b>	<b>252,572</b>	<b>199,945</b>

The amount of multiple licence fees issued in the current year is approximately \$146.000 million (2009: \$116.000 million). The maximum period of licence is 5 years. First year licences are not deemed to be a liability. The outstanding liability above represents the remaining 4 years. Refer to Note 1.(f) for further details.

## 24. Budget review

### (a) Net cost of services

The RTA's original 2009/10 budget was \$2,267m as per the Statement of Comprehensive Income.

On 22 October 2009 the Minister approved an increase of \$12m in the RTA's NCOS to reflect revised accounting arrangements for the Sydney Harbour Tunnel. On 26 February 2010 the Minister approved an additional increase of \$314m in the RTA's NCOS to reflect the net effect of road transfers to and from the RTA.

After the above NSW Treasury approvals the RTA's revised NCOS budget was \$2,593m. The actual net cost of services of \$2,461 million was \$132 million less than the revised budget. This favourable variance to budget was primarily due to lower than budget transfers of

infrastructure assets to councils (\$315m) offset by lower than budget receipt of infrastructure assets (\$87m) from councils, an overspend on maintenance grants to councils (\$52m) due predominantly to increased natural disasters spending, and \$43m worth of infrastructure asset disposals not budgeted for. Other significant items included a \$29m increase in PSPI revenue due to a revision of the RTA's PSPI valuation parameters and SNP concession costs of \$6m.

## (b) Assets and liabilities

Non-current assets decreased by \$29.5 billion when compared to budget. This is principally due to the change in accounting policy for Land under Roads (\$33.2 billion decrease), and a \$4.5 billion increase in infrastructure asset values due to the current year revaluation.

Total liabilities have increased by \$192m when compared to budget. This is primarily due to the increased defined benefit superannuation liability (\$107m over budget) as a result of the \$104m actuarial loss not budgeted for, and a \$32m increase in current payables due to higher than budget trade creditors and accruals.

## (c) Cash flows

Actual results show a \$25 million lower closing cash position of \$184m when compared to the budget of \$209 million. This is driven mainly by a \$240m lower than budget capital appropriation and \$75m higher than budget cash flows from operating activities due predominantly to higher than budget maintenance grants to councils (\$52m). These items were offset by higher than budget proceeds from sale of assets of \$31 million, and lower than budget cash expenditure on assets (\$260m).

## 25. Reconciliation of cash flows from operating activities to net cost of services

Reconciliation of cash flows from the operating activities to the net cost of services as reported in the Statement of Comprehensive Income.

	Consolidated		Parent	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
Net Cash used on operating activities	<b>2,294,549</b>	<b>2,296,598</b>	<b>2,294,549</b>	<b>2,296,598</b>
Cash Flows from Government/Appropriations	(3,771,949)	(3,723,045)	(3,771,949)	(3,723,045)
Adjustments For Revenues & Expenses Not Involving Cash				
Net (Loss)/Gain on Sale of Plant and Equipment	3,124	1,213	3,124	1,213
Right to Receive on PSPI	120,491	90,686	120,491	90,686
Roads and Bridges Transferred from Councils	313,422	-	313,422	-
Roads and Bridges Transferred to Councils	(474,880)	(77,515)	(474,880)	(77,515)
Infrastructure Assets Written Down (Note 6 (A))	(47,811)	(30,997)	(47,811)	(30,997)
Depreciation/Amortisation	(921,125)	(853,456)	(921,125)	(853,456)
Non Cash Personnel Services	-	-	(104,097)	(352,852)
Other	6,222	(1,542)	6,222	(1,542)
	<b>(1,000,557)</b>	<b>(871,611)</b>	<b>(1,104,654)</b>	<b>(1,224,463)</b>
Adjustments for Cash Movement in Operating Assets and Liabilities				
Increase/(Decrease) in Receivables	40,033	15,485	40,033	15,485
Increase/(Decrease) in Inventories	162	470	162	470
(Increase)/Decrease in Creditors	(20,615)	(68,060)	(20,615)	(68,060)
(Increase)/Decrease in Provisions*	(3,089)	(23,718)	(3,089)	(23,718)
	<b>16,491</b>	<b>(75,823)</b>	<b>16,491</b>	<b>(75,823)</b>
<b>Net Cost of Services (As Per Statement of Comprehensive Income)</b>	<b>(2,461,466)</b>	<b>(2,373,881)</b>	<b>(2,565,563)</b>	<b>(2,726,733)</b>

\* Excludes non-cash adjustments of \$104.097 million (2009: \$352.852 million) relating to superannuation actuarial losses against employee provisions.

## 26. Non cash financing and investing activities

### Non-Cash/Revenue/Expenses

Transfers from Councils	313,422	-	313,422	-
Transfers to Councils	(474,880)	(77,515)	(474,880)	(77,515)
Right to Receive on PSPI	120,491	90,686	120,491	90,686
	<b>(40,967)</b>	<b>13,171</b>	<b>(40,967)</b>	<b>13,171</b>

## 27. Change in accounting policy

### (a) Land under Roads

In accordance with NSW Treasury Circular 10/07 – *Land under Roads*, the RTA has changed its accounting policy in regards to the valuation of Land under Roads (LUR) and will now value all Land under Roads and in Road Reserves at englobo (unimproved) value.

The change in accounting policy decreases the RTA's 30 June 2009 Land under Roads asset balance from \$37,337.08m to \$4,079.73m, with \$14,481.82m of this decrease applied to the asset revaluation reserve, and the remaining amount to accumulated funds. Prior year grants to councils and NCOS were also reduced by \$35.134m. Prior period comparatives have been restated to reflect the new accounting policy. Refer to Note 1(x)(i) for further details.

### Statement of comprehensive income for the year ended 30 June 2010

	Consolidated			Parent		
	Previous Policy \$'000	Adjustments \$'000	Revised Policy \$'000	Previous Policy \$'000	Adjustments \$'000	Revised Policy \$'000
<b>Expenses Excluding Losses</b>						
Grants and Subsidies	1,167,505	(424,172)	743,333	1,167,505	(424,172)	743,333
<b>Total Expenses Excluding Losses</b>	<b>3,742,132</b>	<b>(424,172)</b>	<b>3,317,960</b>	<b>3,846,229</b>	<b>(424,172)</b>	<b>3,422,057</b>
<b>Revenue</b>						
Grants and Contributions	497,539	(138,082)	359,457	497,539	(138,082)	359,457
<b>Total Revenue</b>	<b>1,045,752</b>	<b>(138,082)</b>	<b>907,670</b>	<b>1,045,752</b>	<b>(138,082)</b>	<b>907,670</b>
<b>Net Cost of Services</b>	<b>2,747,556</b>	<b>(286,090)</b>	<b>2,461,466</b>	<b>2,851,653</b>	<b>(286,090)</b>	<b>2,565,563</b>
<b>SURPLUS FOR THE YEAR</b>	<b>1,024,393</b>	<b>286,090</b>	<b>1,310,483</b>	<b>920,296</b>	<b>286,090</b>	<b>1,206,386</b>
<b>Other Comprehensive Income</b>						
Net Increase/(decrease) in Asset Revaluation Reserve	4,373,481	160,580	4,534,061	4,373,481	160,580	4,534,061
<b>Other Comprehensive Income for the year</b>	<b>4,269,384</b>	<b>160,580</b>	<b>4,429,964</b>	<b>4,373,481</b>	<b>160,580</b>	<b>4,534,061</b>
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>	<b>5,293,777</b>	<b>446,670</b>	<b>5,740,447</b>	<b>5,293,777</b>	<b>446,670</b>	<b>5,740,447</b>

### Statement of comprehensive income for the year ended 30 June 2009

<b>Expenses Excluding Losses</b>						
Grants and Subsidies	345,160	(35,134)	310,026	345,160	(35,134)	310,026
<b>Total Expenses Excluding Losses</b>	<b>2,932,942</b>	<b>(35,134)</b>	<b>2,897,808</b>	<b>3,285,794</b>	<b>(35,134)</b>	<b>3,250,660</b>
<b>Net Cost of Services</b>	<b>2,409,015</b>	<b>(35,134)</b>	<b>2,373,881</b>	<b>2,761,867</b>	<b>(35,134)</b>	<b>2,726,733</b>
<b>SURPLUS FOR THE YEAR</b>	<b>1,314,030</b>	<b>35,134</b>	<b>1,349,164</b>	<b>961,178</b>	<b>35,134</b>	<b>996,312</b>
<b>Other Comprehensive Income</b>						
Net Increase/(decrease) in Asset Revaluation Reserve	6,931,949	(2,352,751)	4,579,198	6,931,949	(2,352,751)	4,579,198
<b>Other Comprehensive Income for the year</b>	<b>6,579,097</b>	<b>(2,352,751)</b>	<b>4,226,346</b>	<b>6,931,949</b>	<b>(2,352,751)</b>	<b>4,579,198</b>
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>	<b>7,893,127</b>	<b>(2,317,617)</b>	<b>5,575,510</b>	<b>7,893,127</b>	<b>(2,317,617)</b>	<b>5,575,510</b>

## Statement of financial position as at 30 June 2010

	Consolidated			Parent		
	Previous Policy \$'000	Adjustments \$'000	Revised Policy \$'000	Previous Policy \$'000	Adjustments \$'000	Revised Policy \$'000
<b>ASSETS</b>						
– Infrastructure Systems	91,035,822	(32,810,677)	58,225,145	91,035,822	(32,810,677)	58,225,145
Total Property, Plant and Equipment	94,257,637	(32,810,677)	61,446,960	94,257,637	(32,810,677)	61,446,960
<b>Total Non-Current Assets</b>	<b>94,929,585</b>	<b>(32,810,677)</b>	<b>62,118,908</b>	<b>94,929,585</b>	<b>(32,810,677)</b>	<b>62,118,908</b>
<b>Total Assets</b>	<b>95,320,366</b>	<b>(32,810,677)</b>	<b>62,509,689</b>	<b>95,320,366</b>	<b>(32,810,677)</b>	<b>62,509,689</b>
<b>Net Assets</b>	<b>91,968,360</b>	<b>(32,810,677)</b>	<b>59,157,683</b>	<b>91,968,360</b>	<b>(32,810,677)</b>	<b>59,157,683</b>
<b>EQUITY</b>						
Reserves	45,960,443	(14,321,236)	31,639,207	45,960,443	(14,321,236)	31,639,207
Accumulated Funds	46,007,917	(18,489,441)	27,518,476	46,007,917	(18,489,441)	27,518,476
<b>Total Equity</b>	<b>91,968,360</b>	<b>(32,810,677)</b>	<b>59,157,683</b>	<b>91,968,360</b>	<b>(32,810,677)</b>	<b>59,157,683</b>

## Statement of financial position as at 30 June 2009

<b>ASSETS</b>						
Infrastructure Systems	85,723,210	(33,257,347)	52,465,863	85,723,210	(33,257,347)	52,465,863
Total Property, Plant and Equipment	88,881,575	(33,257,347)	55,624,228	88,881,575	(33,257,347)	55,624,228
<b>Total Non-Current Assets</b>	<b>89,559,997</b>	<b>(33,257,347)</b>	<b>56,302,650</b>	<b>89,559,997</b>	<b>(33,257,347)</b>	<b>56,302,650</b>
<b>Total Assets</b>	<b>89,945,344</b>	<b>(33,257,347)</b>	<b>56,687,997</b>	<b>89,945,344</b>	<b>(33,257,347)</b>	<b>56,687,997</b>
<b>Net Assets</b>	<b>86,674,583</b>	<b>(33,257,347)</b>	<b>53,417,236</b>	<b>86,674,583</b>	<b>(33,257,347)</b>	<b>53,417,236</b>
<b>EQUITY</b>						
Reserves	41,837,842	(14,481,816)	27,356,026	41,837,842	(14,481,816)	27,356,026
Accumulated Funds	44,836,741	(18,775,531)	26,061,210	44,836,741	(18,775,531)	26,061,210
<b>Total Equity</b>	<b>86,674,583</b>	<b>(33,257,347)</b>	<b>53,417,236</b>	<b>86,674,583</b>	<b>(33,257,347)</b>	<b>53,417,236</b>

## Statement of financial position as at 31 July 2008

<b>ASSETS</b>						
Infrastructure Systems	77,726,966	(30,939,730)	46,787,236	77,726,966	(30,939,730)	46,787,236
Total Property, Plant and Equipment	80,758,023	(30,939,730)	49,818,293	80,758,023	(30,939,730)	49,818,293
<b>Total Non-Current Assets</b>	<b>81,324,443</b>	<b>(30,939,730)</b>	<b>50,384,713</b>	<b>81,324,443</b>	<b>(30,939,730)</b>	<b>50,384,713</b>
<b>Total Assets</b>	<b>81,715,423</b>	<b>(30,939,730)</b>	<b>50,775,693</b>	<b>81,715,423</b>	<b>(30,939,730)</b>	<b>50,775,693</b>
<b>Net Assets</b>	<b>78,805,361</b>	<b>(30,939,730)</b>	<b>47,865,631</b>	<b>78,805,361</b>	<b>(30,939,730)</b>	<b>47,865,631</b>
<b>EQUITY</b>						
Reserves	35,053,304	(12,140,431)	22,912,873	35,053,304	(12,140,431)	22,912,873
Accumulated Funds	43,752,057	(18,799,299)	24,952,758	43,752,057	(18,799,299)	24,952,758
<b>Total Equity</b>	<b>78,805,361</b>	<b>(30,939,730)</b>	<b>47,865,631</b>	<b>78,805,361</b>	<b>(30,939,730)</b>	<b>47,865,631</b>

## End of audited financial statements



GPO BOX 12  
Sydney NSW 2001

## INDEPENDENT AUDITOR'S REPORT Roads and Traffic Authority Division

To Members of the New South Wales Parliament

I have audited the accompanying financial statements of the Roads and Traffic Authority Division (the Division), which comprises the statement of financial position as at 30 June 2010, the statement of comprehensive income, statement of changes in equity, statement of cash flows for the year then ended, a summary of significant accounting policies and other explanatory notes.

### Auditor's Opinion

In my opinion, the financial statements:

- present fairly, in all material respects, the financial position of the Division as at 30 June 2010, and its financial performance for the year then ended in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations)
- are in accordance with section 41B of the *Public Finance and Audit Act 1983* (the PF&A Act) and the Public Finance and Audit Regulation 2010

My opinion should be read in conjunction with the rest of this report.

### The Chief Executive's Responsibility for the Financial Statements

The Chief Executive is responsible for the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the PF&A Act. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

### Auditor's Responsibility

My responsibility is to express an opinion on the financial statements based on my audit. I conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the Division's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Division's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Chief Executive, as well as evaluating the overall presentation of the financial statements.

## Independent audit report (page 2)

I believe the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

My opinion does *not* provide assurance:

- about the future viability of the Division
- that it has carried out its activities effectively, efficiently and economically
- about the effectiveness of its internal controls

### Independence

In conducting this audit, the Audit Office of New South Wales has complied with the independence requirements of the Australian Auditing Standards and other relevant ethical requirements. The PF&A Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General
- mandating the Auditor-General as auditor of public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office of New South Wales are not compromised in their role by the possibility of losing clients or income.



Peter Achterstraat  
Auditor-General

12 October 2010  
SYDNEY

# Statement by the Chief Executive and the Director, Finance and Corporate Services

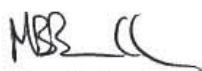
## ROADS AND TRAFFIC AUTHORITY DIVISION

YEAR ENDED 30 JUNE 2010

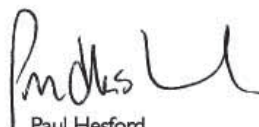
Pursuant to Section 41C (1B) and (1C) of the Public Finance and Audit Act 1983, we declare that in our opinion:

1. The accompanying financial statements exhibit a true and fair view of the Division's financial position as at 30 June 2010 and financial performance for the year then ended
2. The statements have been prepared in accordance with the provisions of the Public Finance and Audit Act 1983, the Public Finance and Audit Regulation 2010 and the Treasurer's Directions.

Further we are not aware of any circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.



Michael Bushby  
Chief Executive  
8 October 2010



Paul Hesford  
Director, Finance and Corporate Services  
8 October 2010

## Statement of comprehensive income for the year ended 30 June 2010

	30 June 2010 \$000	30 June 2009 \$000
<b>Income</b>		
Personnel Services	805,781	1,024,338
<b>Total Income</b>	<b>805,781</b>	<b>1,024,338</b>
<b>Expenses</b>		
Salaries and Wages (including recreation leave)	580,321	544,680
Long Service Leave	25,517	23,973
Superannuation – defined benefit plan	22,123	11,271
Superannuation – defined contribution plan	28,457	27,348
Workers Compensation Insurance	6,515	6,870
Payroll Tax and Fringe Benefits Tax	36,306	37,806
Redundancy	1,668	4,263
Other expenses	777	15,275
<b>Total expenses</b>	<b>701,684</b>	<b>671,486</b>
<b>Operating Result</b>	<b>104,097</b>	<b>352,852</b>
<b>Other Comprehensive Income for the year</b>		
Superannuation actuarial gains/(losses)	(104,097)	(352,852)
<b>Total Comprehensive Income for the year</b>	<b>-</b>	<b>-</b>

The accompanying notes form part of these financial statements

## Statement of financial position as at 30 June 2010

	Notes	30 June 2010 \$000	30 June 2009 \$000
<b>Assets</b>			
Receivables	2(a)	998,371	860,201
<b>Total Assets</b>		<b>998,371</b>	<b>860,201</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Payables	3(a)	100,537	88,256
Employee Benefits Provisions	3(b)	250,013	237,469
<b>Total Current Liabilities</b>		<b>350,550</b>	<b>325,725</b>
<b>Non-Current Liabilities</b>			
Employee Benefits Provisions	3(c)	647,821	534,476
<b>Total Non-current Liabilities</b>		<b>647,821</b>	<b>534,476</b>
<b>Total Liabilities</b>		<b>998,371</b>	<b>860,201</b>
<b>Net Assets</b>		<b>-</b>	<b>-</b>
<b>Equity</b>			
Accumulated Funds		-	-
<b>Total Equity</b>		<b>-</b>	<b>-</b>

The accompanying notes form part of these financial statements



## Statement of changes in equity for the year ended 30 June 2010

	Notes	30 June 2010 \$000	30 June 2009 \$000
Balance at 1 July		-	-
Surplus / (Deficit) for the year		104,097	352,852
Other Comprehensive Income			
Superannuation Actuarial Gains/(Losses)		(104,097)	(352,852)
Total Other Comprehensive Income for the year		(104,097)	(352,852)
Total Comprehensive Income for the year		-	-
Balance as at 30 June		-	-

The accompanying notes form part of these financial statements

## Statement of cash flows for the year ended 30 June 2010

	Notes	2010 \$000	2009 \$000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Payments</b>			
Employee Related		-	-
Total Payments		-	-
<b>Receipts</b>			
Sale of Services		-	-
Total Receipts		-	-
NET CASH FLOWS FROM OPERATING ACTIVITIES		-	-
CASH FLOWS FROM INVESTING ACTIVITIES		-	-
CASH FLOWS FROM FINANCING ACTIVITIES		-	-
NET INCREASE / (DECREASE) IN CASH		-	-
Opening Cash and Cash Equivalents		-	-
CLOSING CASH AND CASH EQUIVALENTS		-	-

The accompanying notes form part of these financial statements

# Notes to and forming part of the Financial Statements of the Roads and Traffic Authority Division for the year ended 30 June 2010

## I. Summary of significant accounting policies

### (a) Reporting entity

The Roads and Traffic Authority Division (The Division) is a division of the Government Service of NSW, established pursuant to Part 2 of Schedule 1 of the *Public Sector Employment and Management Act 2002* as amended. It is a not-for-profit entity as profit is not its principal objective. It is consolidated as part of the NSW Total State Sector Accounts. It is domiciled in Australia and its principal office is at 101 Miller Street North Sydney NSW.

The Division's objective is to provide personnel services to the Roads and Traffic Authority of NSW (RTA).

These financial statements have been authorised for issue by the Audit Committee on

8 October 2010.

### (b) Basis of preparation

The Division's financial statements are general purpose financial statements which have been prepared in accordance with:

- applicable Australian Accounting Standards and Interpretations (which include Australian equivalents to International Financial Reporting Standards (AEIFRS)); and
- the requirements of the *Public Finance and Audit Act 1983 and Regulations*.

In the event of any inconsistency between accounting standards and legislative requirements, the latter are given precedence.

Generally, the historical cost basis of accounting has been adopted and the financial report does not take into account changing money values or current valuations. However, certain provisions are measured at fair value. See note 1(g).

Judgements, estimates and associated assumptions about carrying values of assets and liabilities that are not readily apparent from other sources are based on historical experience and various other factors that are believed to be reasonable under the circumstance. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised. Judgements, estimates and assumptions made by management are disclosed in the relevant notes to the financial statements.

Accounting policies are selected and applied in a manner which ensures that the resulting financial information satisfies the concepts of relevance and reliability.

Unless otherwise stated all amounts are rounded to the nearest one thousand dollars (\$'000) and are expressed in Australian currency.

### (c) New Accounting Standards and Interpretation

The Division did not early adopt any new accounting standards that are not yet effective.

The following new Accounting Standards and Interpretations have not yet been adopted and are not effective as at 30 June 2010:

AASB & Interpretations	AASB Standards & Interpretations
AASB 9 & AASB 2009-11	AASB 2009-11 – Amendments to Australian Accounting Standards arising from AASB 9 Financial Instruments [AASB 1, 3, 4, 5, 7, 101, 108, 112, 118, 121, 127, 128, 131, 132, 136, 139, 1023 & 1038 and Interpretations 10 & 12] [1 Jan 2013]
AASB 2009-5	AASB 2009-5 – Further amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 5, 8, 101, 107, 117, 118, 136 & 139] (1 Jan 2010)
AASB 2009-9	AASB 2009-9 – Amendments to Australian Accounting Standards – Additional Exemptions for First-time Adopters
AASB 124 & AASB 2009-12	2009-12 – Amendments to Australian Accounting Standards [AASB 5, 8, 108, 110, 112, 119, 133, 137, 139, 1023 & 1031 and interpretations 2, 4, 16, 1039 & 1052] (1 January 2011)
AASB 2009-13 & Interpretation 19	AASB 2009-13 Amendments to Australian Accounting Standards arising from Interpretation 19 [AASB 1] (1 July 2010)
AASB 2010-1	AASB 2010-1 Amendments to Australian Accounting Standards – Limited Exemption from Comparative AASB 7 Disclosures for First-time Adopters [AASB 1 and AASB 7] (1 July 2009)

It is considered that the adoption of these Standards and Interpretations in future periods will have no material financial impact on the financial statements of the Division.

## (d) Income recognition

Income is measured at the fair value of the consideration received or receivable. Revenue from the rendering of personnel services is recognised when the service is provided and only to the extent that the associated recoverable expenses are recognised.

## (e) Receivables

A receivable is recognised when it is probable that the future cash inflows associated with it will be realised and it has a value that can be measured reliably. It is derecognised when the contractual or other rights to future cash flows from it expire or are transferred.

Receivables are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method, less an allowance for any impairment of receivables. Short-term receivables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial. An allowance for impairment of receivables is established when there is objective evidence that the Division will not be able to collect all amounts due. The amount of the allowance is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted at the effective interest rate. Bad debts are written off as incurred.

## (f) Payables

Payables include accrued wages, salaries, and related on costs (such as payroll tax, fringe benefits tax and workers' compensation insurance) where there is certainty as to the amount and timing of settlement.

A payable is recognised when a present obligation arises under a contract or otherwise. It is derecognised when the obligation expires or is discharged, cancelled or substituted.

Payables are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method. Short-term payables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

## (g) Employee benefit provisions and expenses

Provisions are made for liabilities of uncertain amount or uncertain timing of settlement.

Employee benefit provisions represent expected amounts payable in the future in respect of unused entitlements accumulated as at the reporting date. Liabilities associated with, but that are not, employee benefits (such as payroll tax) are recognised separately.

Superannuation and leave liabilities are recognised as expenses and provisions when the obligations arise, which is usually through the rendering of service by employees.

Long-term annual leave (i.e. that is not expected to be taken within twelve months) is measured at present value using a discount rate equal to the market yield on government bonds.

Superannuation and long service leave provisions are actuarially assessed at each reporting date and are measured at the present value of the estimated future payments.

All other employee benefit liabilities (i.e. for benefits falling due wholly within twelve months after reporting date) are assessed by management and are measured at the undiscounted amount of the estimated future payments.

The amount recognised for superannuation provision is the net total of the present value of the defined benefit obligation at the reporting date, minus the fair value at that date of any plan assets out of which the obligation are to be settled directly.

The amount recognised in the Operating Result for superannuation is the net total of current service cost, interest cost, and the expected return on any plan assets. Actuarial gains or losses are recognised outside profit and loss in the Other Comprehensive Income in the year they occur.

The actuarial assessment of superannuation provisions uses the Projected Unit Credit Method and reflects estimated future salary increases and the benefits set out in the terms of the plan. The liabilities are discounted using the market yield rate on government bonds of similar maturity to those obligations. Actuarial assumptions are unbiased and mutually compatible and financial assumptions are based on market expectations for the period over which the obligations are to be settled.

In accordance with AASB 101, all annual leave and unconditional long service leave are classified as current liabilities, even where the Division does not expect to settle the liability within 12 months. As this does not necessarily align with the distinction between short-term and long-term employee benefits under AASB 119, the Division has disclosed the amount expected to be settled after more than 12 months for each liability line item that combines amounts expected to be settled no more than 12 months after the reporting date and more than 12 months after the reporting date.

## (h) Comparative information

Except when an Australian Accounting Standard permits or requires otherwise, comparative information is disclosed in respect of the previous period for all amounts reported in the financial statements.

## 2. Current assets

### (a) Receivables

	30 June 2010 \$'000	30 June 2009 \$'000
Personnel services receivable	<b>998,371</b>	<b>860,201</b>

## 3. Current liabilities/non-current liabilities

### (a) Payables – current

Accrued expenses	6,600	5,006
Payroll Tax	3,176	5,049
GST Payable	90,761	78,201
	<b>100,537</b>	<b>88,256</b>

### (b) Provisions – current

Annual Leave <sup>(i)</sup>	44,250	40,992
Long service leave <sup>(ii)</sup>	197,469	188,580
Employee Related on costs	8,294	7,897
	<b>250,013</b>	<b>237,469</b>

### (c) Provisions – non-current

Superannuation	611,150	499,564
Long Service Leave	8,228	7,858
Employee related on costs	28,443	27,054
	<b>647,821</b>	<b>534,476</b>

### (d) Aggregate employee benefits and related on-costs

Provisions – current	250,013	237,469
Provisions – non-current	647,821	534,476
Accrued salaries, wages and on-costs	6,600	5,006
	<b>904,434</b>	<b>776,951</b>

(i) The value of annual leave, including on costs, expected to be taken within twelve months is \$37.928 million (2008–09: \$35.300 million) and \$20.136 million (2008–09: \$18.743 million) after twelve months.

(ii) The value of long service leave expected to be taken within twelve months is \$25.886 million (2008–09: \$25.108 million) and \$202.859 million (2008–09: \$193.547 million) after twelve months.

### Provision for Superannuation

Superannuation statements include both employer and employee superannuation assets and liabilities as prescribed by AASB 119 *Employee Benefits*.

### General description of the plan

The Pooled Fund holds in trust the investments of the closed NSW public sector superannuation schemes:

- State Authorities Superannuation Scheme (SASS)
- State Superannuation Scheme (SSS)
- State Authorities Non-contributory Superannuation Scheme (SANCS).

These schemes are all defined benefit schemes – at least a component of the final benefit is derived from a multiple of member salary and years of membership. All the Schemes are closed to new members.

Actuarial gains and losses are recognised outside of profit or loss in the year they occur.

The following information has been prepared by the scheme actuary.

## Superannuation position for AASB 119 purposes

	SASS Financial Year to 30 June 2010 \$'000	SANCS Financial Year to 30 June 2010 \$'000	SSS Financial Year to 30 June 2010 \$'000	Total \$'000
Accrued liability	544,593	84,394	1,007,871	1,636,858
Estimated reserve account balance	(429,964)	(63,356)	(532,388)	(1,025,708)
	114,629	21,038	475,483	611,150
Future Service Liability	(55,429)	(25,859)	(35,705)	(116,993)
<b>Net (asset)/liability recognised in Statement of Financial Position</b>	<b>114,629</b>	<b>21,038</b>	<b>475,483</b>	<b>611,150</b>

	SASS Financial Year to 30 June 2009 \$'000	SANCS Financial Year to 30 June 2009 \$'000	SSS Financial Year to 30 June 2009 \$'000	Total \$'000
Accrued liability	491,663	76,059	908,205	1,475,927
Estimated reserve account balance	(407,203)	(60,656)	(508,504)	(976,363)
	84,460	15,403	399,701	499,564
Future Service Liability	(57,447)	(28,749)	(35,917)	(122,113)
<b>Net (asset)/liability recognised in Statement of Financial Position</b>	<b>84,460</b>	<b>15,403</b>	<b>399,701</b>	<b>499,564</b>

All Fund assets are invested by Superannuation Trustee Corporation at arm's length through independent fund managers.

## Reconciliation of the present value of the defined benefit obligation

	SASS Financial Year to 30 June 2010 \$'000	SANCS Financial Year to 30 June 2010 \$'000	SSS Financial Year to 30 June 2010 \$'000	Total \$'000
Present value of partly funded defined benefit obligation at the beginning of the year	491,663	76,059	908,205	1,475,927
Current service cost	11,125	3,609	5,741	20,475
Interest cost	26,537	4,067	49,788	80,392
Contributions by Fund participants	6,823	0	5,892	12,715
Actuarial (gains)/losses	39,694	6,977	71,383	118,054
Benefits paid	(31,249)	(6,318)	(33,138)	(70,705)
<b>Present value of partly funded defined benefit obligation at the end of the year</b>	<b>544,593</b>	<b>84,394</b>	<b>1,007,871</b>	<b>1,636,858</b>

	SASS Financial Year to 30 June 2009 \$'000	SANCS Financial Year to 30 June 2009 \$'000	SSS Financial Year to 30 June 2009 \$'000	Total \$'000
Present value of partly funded defined benefit obligation at the beginning of the year	472,399	70,460	740,966	1,283,825
Current service cost	10,691	3,588	4,457	18,736
Interest cost	29,694	4,365	47,470	81,529
Contributions by Fund participants	6,890	-	6,196	13,086
Actuarial (gains)/losses	5,917	3,540	156,888	166,345
Benefits paid	(33,928)	(5,894)	(47,772)	(87,594)
<b>Present value of partly funded defined benefit obligation at the end of the year</b>	<b>491,663</b>	<b>76,059</b>	<b>908,205</b>	<b>1,475,927</b>

## Reconciliation of the fair value of fund assets

	SASS Financial Year to 30 June 2010 \$'000	SANCS Financial Year to 30 June 2010 \$'000	SSS Financial Year to 30 June 2010 \$'000	Total \$'000
Fair value of Fund assets at the beginning of the year	407,203	60,656	508,504	976,363
Expected return on Fund assets	33,859	5,069	42,242	81,1710
Actuarial gains/(losses)	5,606	376	7,975	13,957
Employer contributions	7,722	3,573	913	12,208
Contributions by Fund participants	6,823	-	5,892	12,715
Benefits paid	(31,249)	(6,318)	(33,138)	(70,705)
<b>Fair value of fund assets at the end of the year</b>	<b>429,964</b>	<b>63,356</b>	<b>532,388</b>	<b>1,025,708</b>

	SASS Financial Year to 30 June 2009 \$'000	SANCS Financial Year to 30 June 2009 \$'000	SSS Financial Year to 30 June 2009 \$'000	Total \$'000
Fair value of Fund assets at the beginning of the year	457,610	69,275	601,445	1,128,330
Expected return on Fund assets	35,938	5,456	47,600	88,994
Actuarial gains/(losses)	(74,458)	(12,121)	(99,929)	(186,508)
Employer contributions	15,151	3,940	964	20,055
Contributions by Fund participants	6,890	-	6,196	13,086
Benefits paid	(33,928)	(5,894)	(47,772)	(87,594)
<b>Fair value of fund assets at the end of the year</b>	<b>407,203</b>	<b>60,656</b>	<b>508,504</b>	<b>976,363</b>

## Reconciliation of the assets and liability recognised in the statement of financial position

	SASS Financial Year to 30 June 2010 \$'000	SANCS Financial Year to 30 June 2010 \$'000	SSS Financial Year to 30 June 2010 \$'000	Total \$'000
Present value of partly funded defined benefits at the end of year	544,593	84,394	1,007,871	1,636,858
Fair value of Fund assets at end of year	(429,964)	(63,356)	(532,388)	(1,025,708)
<b>Net Liability/(Asset) recognised in Statement of Financial Position at end of year</b>	<b>114,629</b>	<b>21,038</b>	<b>475,483</b>	<b>611,150</b>

	SASS Financial Year to 30 June 2009 \$'000	SANCS Financial Year to 30 June 2009 \$'000	SSS Financial Year to 30 June 2009 \$'000	Total \$'000
Present value of partly funded defined benefits at the end of the year	491,663	76,059	908,205	1,475,927
Fair value of Fund assets at end of year	(407,203)	(60,656)	(508,504)	(976,363)
<b>Net Liability/(Asset) recognised in Statement of Financial Position at end of year</b>	<b>84,460</b>	<b>15,403</b>	<b>399,701</b>	<b>499,564</b>

## Expense recognised in operating result

	SASS Financial Year to 30 June 2010 \$'000	SANCS Financial Year to 30 June 2010 \$'000	SSS Financial Year to 30 June 2010 \$'000	Total \$'000
Current service cost	11,125	3,609	5,741	20,475
Interest on obligation	26,537	4,067	49,788	80,392
Expected return on Fund assets (net of expenses)	(33,859)	(5,069)	(42,242)	(81,170)
<b>Expense/(income) recognised</b>	<b>3,803</b>	<b>2,607</b>	<b>13,287</b>	<b>19,697</b>

	SASS Financial Year to 30 June 2009 \$'000	SANCS Financial Year to 30 June 2009 \$'000	SSS Financial Year to 30 June 2009 \$'000	Total \$'000
Current service cost	10,691	3,588	4,457	18,736
Interest on obligation	29,694	4,365	47,470	81,529
Expected return on Fund assets (net of expenses)	(35,938)	(5,456)	(47,600)	(88,994)
<b>Expense/(income) recognised</b>	<b>4,447</b>	<b>2,497</b>	<b>4,327</b>	<b>11,271</b>

## Amount recognised in other comprehensive income

	SASS Financial Year to 30 June 2010 \$'000	SANCS Financial Year to 30 June 2010 \$'000	SSS Financial Year to 30 June 2010 \$'000	Total \$'000
Actuarial (gains)/losses	34,088	6,601	63,408	104,097

	SASS Financial Year to 30 June 2009 \$'000	SANCS Financial Year to 30 June 2009 \$'000	SSS Financial Year to 30 June 2009 \$'000	Total \$'000
Actuarial (gains)/losses	80,375	15,660	256,817	352,852

## Cumulative amount recognised in other comprehensive income

	SASS Financial Year to 30 June 2010 \$'000	SANCS Financial Year to 30 June 2010 \$'000	SSS Financial Year to 30 June 2010 \$'000	Total \$'000
Actuarial (gains)/losses	121,484	18,044	239,772	379,300

## Actual return on fund assets

	SASS Financial Year to 30 June 2010 \$'000	SANCS Financial Year to 30 June 2010 \$'000	SSS Financial Year to 30 June 2010 \$'000	Total \$'000
Actual return on fund assets	37,841	5,445	46,244	89,530

	SASS Financial Year to 30 June 2009 \$'000	SANCS Financial Year to 30 June 2009 \$'000	SSS Financial Year to 30 June 2009 \$'000	Total \$'000
Actual return on fund assets	(44,750)	(6,666)	(58,607)	(110,023)

## Fund assets

The percentage invested in each asset class at the balance date:

	30 June 2010	30 June 2009
Australian equities	31.00%	32.10%
Overseas equities	26.80%	26.00%
Australian fixed interest securities	6.10%	6.20%
Overseas fixed interest securities	4.30%	4.70%
Property	9.50%	10.00%
Cash	9.60%	8.00%
Other	12.70%	13.00%

## Expected rate of return on assets

The expected return on assets assumption is determined by weighting the expected long-term return for each asset class by the target allocation of assets to each class. The returns used for each class are net of investment tax and investment fees.

## Valuation method and principal actuarial assumptions at the reporting date

### a) Valuation method

The Projected Unit Credit (PUC) valuation method was used to determine the present value of the defined benefit obligations and the related current service costs. This method sees each period of service as giving rise to an additional unit of benefit entitlement and measures each unit separately to build up the final obligation.

### b) Economic assumptions

	30 June 2010	30 June 2009
Salary increase rate (excluding promotional increases)	3.50%pa	3.50%pa
Rate of CPI Increase	2.50%pa	2.50%pa
Expected rate of return on assets	8.60%	8.13%
Discount rate	5.17%pa	5.59%pa

## Historical information

	SASS Financial Year to 30 June 2010 \$'000	SANCS Financial Year to 30 June 2010 \$'000	SSS Financial Year to 30 June 2010 \$'000	Total \$'000
Present value of defined benefit obligation	544,593	84,394	1,007,871	1,636,858
Fair value of Fund assets	(429,964)	(63,356)	(532,388)	(1,025,708)
(Surplus)/Deficit in Fund	114,629	21,038	475,483	611,150
Experience adjustments – Fund liabilities	39,694	6,977	71,383	118,054
Experience adjustments – Fund assets	(5,606)	(376)	(7,975)	(13,957)

	SASS Financial Year to 30 June 2009 \$'000	SANCS Financial Year to 30 June 2009 \$'000	SSS Financial Year to 30 June 2009 \$'000	Total \$'000
Present value of defined benefit obligation	491,663	76,059	908,205	1,475,927
Fair value of Fund assets	(407,203)	(60,656)	(508,504)	(976,363)
(Surplus)/Deficit in Fund	84,460	15,403	399,701	499,564
Experience adjustments – Fund liabilities	5,917	3,540	156,888	166,345
Experience adjustments – Fund assets	74,458	12,121	99,929	186,508



	SASS Financial Year to 30 June 2008 \$'000	SANCS Financial Year to 30 June 2008 \$'000	SSS Financial Year to 30 June 2008 \$'000	Total \$'000
Present value of defined benefit obligation	472,399	70,460	740,966	1,283,825
Fair value of Fund assets	(457,610)	(69,275)	(601,445)	(1,128,330)
(Surplus)/Deficit in Fund	14,789	1,185	139,521	155,495
Experience adjustments – Fund liabilities	(23,538)	138	(11,564)	(34,964)
Experience adjustments – Fund assets	57,145	6,081	106,961	170,187

	SASS Financial Year to 30 June 2007 \$'000	SANCS Financial Year to 30 June 2007 \$'000	SSS Financial Year to 30 June 2007 \$'000	Total \$'000
Present value of defined benefit obligation	489,099	69,623	734,718	1,293,440
Fair value of Fund assets	(411,205)	(37,753)	(784,113)	(1,233,071)
(Surplus)/Deficit in Fund	77,894	31,870	(49,395)	60,369
Experience adjustments – Fund liabilities	7,547	(1,540)	(54,318)	(48,311)
Experience adjustments – Fund assets	(21,801)	(2,159)	(46,741)	(70,701)

	SASS Financial Year to 30 June 2006 \$'000	SANCS Financial Year to 30 June 2006 \$'000	SSS Financial Year to 30 June 2006 \$'000	Total \$'000
Present value of defined benefit obligation	471,698	70,059	750,583	1,292,340
Fair value of Fund assets	(370,708)	(34,720)	(669,479)	(1,074,907)
(Surplus)/Deficit in Fund	100,990	35,339	81,104	217,433
Experience adjustments – Fund liabilities	979	(4,450)	(77,765)	(81,236)
Experience adjustments – Fund assets	(31,372)	(3,807)	(54,383)	(89,562)

### Expected contributions

	SASS Financial Year to 30 June 2010 \$'000	SANCS Financial Year to 30 June 2010 \$'000	SSS Financial Year to 30 June 2010 \$'000	Total \$'000
Expected employer contributions to be paid in the next reporting period	7,232	3,274	884	11,390

	SASS Financial Year to 30 June 2009 \$'000	SANCS Financial Year to 30 June 2009 \$'000	SSS Financial Year to 30 June 2009 \$'000	Total \$'000
Expected employer contributions to be paid in the next reporting period	7,303	3,387	929	11,619

## Funding arrangements for employer contributions

The following is a summary of the 30 June 2010 financial position of the Fund calculated in accordance with AAS 25 – Financial Reporting by Superannuation Plans.

	SASS Financial Year to 30 June 2010 \$'000	SANCS Financial Year to 30 June 2010 \$'000	SSS Financial Year to 30 June 2010 \$'000	Total \$'000
Accrued benefits	486,434	76,666	708,279	1,271,379
Net market value of Fund assets	(429,964)	(63,356)	(532,388)	(1,025,708)
Net (surplus)/deficit	56,470	13,310	175,891	245,671

	SASS Financial Year to 30 June 2009 \$'000	SANCS Financial Year to 30 June 2009 \$'000	SSS Financial Year to 30 June 2009 \$'000	Total \$'000
Accrued benefits	448,930	69,924	671,912	1,190,766
Net market value of Fund assets	(407,203)	(60,656)	(508,504)	(976,363)
Net (surplus)/deficit	41,727	9,268	163,408	214,403

### Recommended contribution rates for the entity are:

SASS	SANCS	SSS
multiple of member contributions	% member salary	multiple of member contributions
1.06	2.07% pa	0.15

### Funded method

The method used to determine the employer contribution recommendations at the last actuarial review was the Aggregate Funding method. The method adopted affects the timing of the cost to the employer.

Under the Aggregate Funding method, the employer contribution rate is determined so that sufficient assets will be available to meet benefit payments to existing members, taking into account the current value of assets and future contributions.

### Economic assumptions

The economic assumptions adopted for the current actuarial review of the Fund were:

Weighted-Average Assumptions	2010	2009
Expected rate of return on Fund assets backing current pension liabilities	8.30% pa	8.30% pa
Expected rate of return on Fund assets backing other liabilities	7.30% pa	7.30% pa
Expected salary increase rate	4.00% pa	4.00% pa
Expected rate of CPI increase	2.50%pa	2.50%pa

## Nature of asset/liability

If a surplus exists in the employer's interest in the Fund, the employer may be able to take advantage of it in the form of a reduction in the required contribution rate, depending on the advice of the Fund's actuary.

Where a deficiency exists, the employer is responsible for any difference between the employer's share of fund assets and the defined benefit obligation

## Provision for Long Service Leave (LSL)

Long service leave is measured at present value in accordance with AASB 119 *Employee Benefits*. This is based on the application of the valuation ratio at the Commonwealth government bond rate at the reporting date to employees with five or more years of service, using current rates of pay. This ratio is determined based on an actuarial review to approximate present value.

The actuarial assessment is based on the accrued long service leave liabilities and employee data of the RTA as at 31 December 2007. Long Service leave accrued at the rate of 4.4 days per annum for the first ten years of service and then at the rate of 11 days per annum.

Employees who exit with less than five years service get no benefits. Those who leave with between five and seven years service have been assumed to only receive benefits if exiting due to death, disability or age retirement. Benefits are paid in service or on exit after seven years service on a pro rata basis.

## Assumptions:

An allowance has been determined for each relevant on-cost separately to the LSL liability, as their accounting treatment and the adoption of liability is different to the LSL liability. The on-costs to LSL present value liabilities are:

Payroll Tax	5.65 %
Superannuation	9.0 %
Superannuation accruing while on LSL	3.6 %
LSL accruing while on LSL	1.6 %
Annual Leave accruing while on LSL	3.0 %

As workers compensation is determined without direct reference to salary, and does not accrue while an employee is on long service leave there is no future workers compensation expense that will be incurred when currently accrued LSL is taken during future service, and hence there is no attaching on-cost.

Assumptions about rates of taking leave in service are based on historical details of payments of LSL for calendar years 2005–2007 and projected future payments are broadly consistent with this data. It has been assumed that 6 days of LSL will be taken per year by employees who are eligible.

General salary increases of 4% per annum have been assumed for all future years, consistent with NSW Treasury expectations for the NSW public sector in the medium term.

Promotional salary increases have been assumed at rates based on NSW public sector superannuation scheme rates expected to reasonably reflect employees' promotional salary experience.

The rates of resignation, death, age retirement and ill-health retirement assumed have been adopted from superannuation valuations of NSW public servants. Withdrawal rates for those with less than 10 years of service are based on experience from NSW and other superannuation schemes.

The discount rate is based on the 10 year bond rate at 30 June, but adjusted from a semi-annual rate to an annual rate.

## 4. Audit fee

During 2009–10 an expense of \$7,000 (2009: \$6,500) excluding GST was incurred by the Division for the audit of the financial statements by The Audit Office of NSW which was fully paid for by the Roads and Traffic Authority of NSW.

## 5. Related party transaction

### (a) Relationship between RTA and the Division

As a result of the Public Sector Employment Legislation Amendment Act 2006 (PSELAA), from 17th March 2006 previous employees of the RTA are now employees of the RTA Division of the Government Service of New South Wales (the Division).

The Division is a controlled entity of the RTA and its only function is to provide personnel services in the form of employee related activity to the RTA.

### (b) Transactions between RTA and the Division

RTA Division provides personnel services to RTA. Information related to personnel services is as follows:

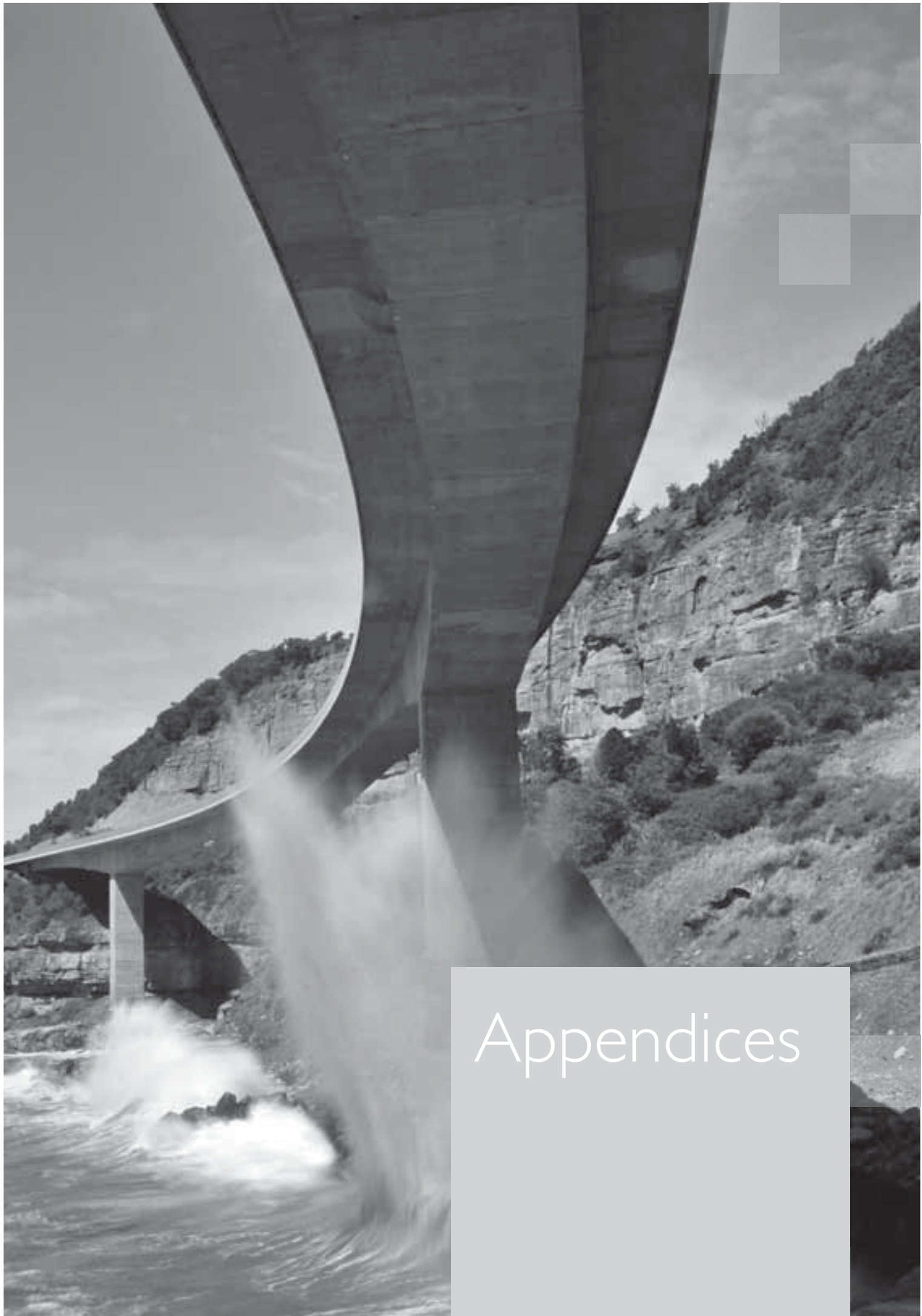
(i) Personnel services provided	\$805.781 million	(2008–09: \$1,024.338 million)
(ii) Receivable due from the RTA	\$998.371 million	(2008–09: \$860.201 million)

The receivable is unsecured and the consideration to be provided on settlement will be equal to the total payables and provisions of the Division. No provision for doubtful debts relating to the receivable has been raised nor has an expense been recognised during the period in respect of bad or doubtful debts due from the RTA.

## 6. Events after the reporting period

There are no significant after balance date events.

## End of audited financial statements



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

# Appendix I. Major works

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

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



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

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

\*Does not include Private Sector Expenditure.

# Appendix 2. Threatened Species Recovery Plan

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

Measures	Action taken to implement measures	Estimated annual cost	Status
<b><i>Acacia pubescens</i> (Downy Wattle) Threatened Species Recovery Plan</b>			
Identify existing and potential threats to the <i>A. pubescens</i> population at Beverly Hills/Narwee on the M5 Motorway (north of Windarra Street).	Environmental Services representative to visit site and identify existing and potential threats to the population.	N/A	Site visited and extent of population mapped in 2000. Sites have been included on the roadside corridor management plans.
Develop and implement a threat and habitat management program for the <i>A. pubescens</i> population at Beverly Hills/Narwee on the M5 (north of Windarra Street).	Asset Services to develop a threat and habitat management program to be incorporated into the maintenance plan for the F5 Freeway, with advice from Environmental Services representative. Asset Services to ensure that the program is implemented.	N/A	Interlink Roads has incorporated threat and habitat management of the species into landscaping management plans for the M5 Motorway.
Monitor the <i>A. pubescens</i> population at Beverly Hills/Narwee on the M5 (north of Windarra Street) on a regular basis to assess the effectiveness of the threat and habitat management programs.	Environmental Services representative to conduct at least an annual inspection of the population. Following each inspection, compare inspection records and initiate corrective action if required.	\$620	Inspection completed for 2006. The next inspection is due in September 2010.
Assess development activities with reference to the recovery plan, the Environmental Impact Assessment (EIA) guidelines for <i>A. pubescens</i> and future advice from the Department of Environment Climate Change and Water (DECCW).	Environmental Services representative to advise project manager of this requirement if aware of the proposed activity before the EIA process. Project manager to advise EIA consultant of this requirement. Environmental assessor to ensure that the recovery plan, EIA guidelines and DECCW advice have been considered in all relevant EIAs. Environmental assessor to take this requirement into account when preparing decision reports.	N/A	<i>A. pubescens</i> populations and the species' recovery plan were considered in the Environmental Assessment (EA) for M5 West widening project. DECCW officers were consulted about removing <i>A. pubescens</i> as part of the proposal and this is also considered in the EA.
Prepare or review any relevant environmental policies or management plans with reference to the recovery plans and any future advice from DECCW.	Asset Services has added references to the <i>A. pubescens</i> recovery plan in the maintenance Environmental Management Plan for the M5 Motorway, with advice from Environmental Services representative.	N/A	Management plans implemented.
Forward to DECCW information on all planning decisions which affect populations of <i>A. pubescens</i> , including decisions that protect habitat as well as those that lead to reduction of habitat and/or individuals.	Environmental Services representative to advise project manager of this requirement. RTA project manager to forward the information to DECCW.	N/A	DECCW officers have been consulted about the need to remove 40 per cent of planted <i>A. pubescens</i> within the motorway corridor as part of the M5 West Motorway widening project. These individuals were planted during the original motorway construction. Potential offset and translocation measures are being discussed.

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

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

# Appendix 3. Committees and significant advisory groups

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

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

The Services and Governance chapters provide detailed information on Austroads.

## Road Safety Roundtable

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

Other participants at this meeting included representatives from:

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

## National Road Safety Council

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

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

The membership of the Council comprises:

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

## Ambassadors

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

## National Road Safety Executive Group

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

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

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

## Safety Standing Sub-Committee

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

## RTA Local Government Liaison Committee

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

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

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

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

## Transport Certification Australia Limited

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

## National Motor Vehicle Theft Reduction Council

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

## Road Freight Advisory Council sub-committees

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

## Tow Truck Advisory Council

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

## Climate Change Chief Executive Officers Group

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

## Climate Change Coordinating Groups

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

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

## Land Transport Environment Committee

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

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

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

## Roadside Environment Committee

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

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

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

## RTA Heritage Committee

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

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

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

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

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

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



## NSW Electric Vehicle Taskforce

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

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

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

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

## Green Square Transport Coordination Committee

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

## Vicroads partnership meetings

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

## Austrroads

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

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

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

## Australian Asphalt Pavements Association

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

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

## World Road Association

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

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

Some activities from RTA representatives include the following.

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

## Other

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

# Appendix 4. Senior Executive Service performance statements

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

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

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

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

## Individual statements

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

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

## Significant achievements in 2009-10

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

During the period Mr Bushby continued to focus on delivering a safe, sustainable and efficient road transport system. He directed a range of significant policy and infrastructure activities in support of the NSW Government priorities and led improvements to the management of the RTA's internal business operations.

## Organisational management

- Oversaw the appropriate allocation of the RTA's resources and budget across programs to achieve RTA results and services for the community and meet government priorities.
- Continued implementation of the *RTA Corporate Plan 2008-12: Blueprint*, with Blueprint actions incorporated into the business planning cycle and subsequently reported on.
- Supported the continued implementation of the RTA's Aboriginal Action Plan 2006-2010.
- Oversaw strategic direction in the pursuit of business opportunities to improve services and generate investment for the road network.

## Inter-agency planning and delivery

- Continued to lead the RTA's contribution to the delivery of the NSW State Plan, contributing particularly to Better Transport and Liveable Cities. Mr Bushby also oversaw the RTA's contribution to the delivery of other NSW State Plan priorities.
- Continued to oversee the RTA's contribution to the implementation of the State Infrastructure Strategy, the Premier's Urban Transport Statement, the Metropolitan Strategy and Regional Strategies and Metropolitan Transport Plan.
- Led the RTA's involvement with other NSW transport and planning agencies including NSW Transport and Infrastructure, the Department of Planning, the Department of Environment, Climate Change and Water and the Office of the Coordinator General to ensure a whole-of-government focus was applied to the provision of road infrastructure as part of a sustainable and integrated transport and land use system.
- Represented the RTA at a national level, including on the Standing Committee on Transport/Transport Agencies Chief Executives, Productivity and Efficiency Standing Sub-Committee of Standing Committee on Transport (SCOT), the Austroads Board, Australian Road Research Board, National Heavy Vehicle Regulator Board and the Council of Australian Governments (COAG) Road Reform Plan Project Board. Represented the RTA on a range of high level Committees.
- Provided support to NSW Transport and Infrastructure in developing a range of planning and performance reporting frameworks and activities throughout the year.

## Road development

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

## Road management

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

## Road use

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

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

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

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

## Significant achievements in 2009–10

### 14 April 2010 – 26 June 2010 Acting Chief Executive

During the period, Ms King continued to focus on delivering a safe, sustainable and efficient road transport system. She directed a range of significant policy and infrastructure activities in support of the NSW Government priorities and led improvements to the management of the RTA's internal business operations.

### Organisational management

- Oversaw the allocation of the RTA's resources and budget across programs to achieve RTA results and services for the community and meet government priorities.
- Continued implementation of the *RTA Corporate Plan 2008–12: Blueprint*.
- Supported the continued implementation of the RTA's Aboriginal Action Plan 2006–2010.
- Oversaw strategic direction in the pursuit of business opportunities to improve services and generate investment for the road network.
- Supported the Moroney Report into the F3.

### Inter-agency planning and delivery

- Led the RTA's contribution to the delivery of the NSW State Plan, contributing particularly to Better Transport and Liveable Cities.
- Oversaw the RTA's contribution to the implementation of the State Infrastructure Strategy, the Premier's Urban Transport Statement, the Metropolitan Strategy and Regional Strategies and Metropolitan Transport Plan.
- Led the RTA's involvement with other NSW transport and planning agencies including NSW Transport and Infrastructure, the Department of Planning, the Department of Environment, Climate Change and Water and the Office of the Coordinator General to ensure a whole-of-government focus was applied to the provision of road infrastructure as part of a sustainable and integrated transport and land use system.

## Road development

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

## Road management

- Lead the provision of efficient and safe management of traffic flow on the road network through effective management of the RTA's Transport Management Centre.
- Oversaw contributions to the NSW State Plan priorities of 'Maintain road infrastructure' and 'Improve the road network'.
- Continued implementation of the Auditor General's Condition of State Roads recommendations.

## Road use

- Oversaw contributions to the NSW State Plan priority of 'Improve road safety'.
- Continued to oversee the research and implementation of initiatives to address safer people, safer roads, safer vehicles and technology.
- Continued to support bicycle and pedestrian facilities and infrastructure.

## 1 July 2009 – 13 April, 2010

### Director, Customer and Regulatory Services

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

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

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

\* Acted in the position from 18 August 2009.

## Significant achievements in 2009–10

### Communication

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

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

### Workforce capability

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

### Occupational health and safety

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

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

### Information and communications technology

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

### Governance

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

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

### Significant achievements in 2009–10

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

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

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

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

## Significant achievements in 2009–10

### 22 March 2010 – 30 June 2010

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

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

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

## Significant achievements in 2009–10

### Commercialisation

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

### Financial management

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

### Corporate financial advice

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



## Planning and performance

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

## Business services (including corporate real estate)

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

## Business strategy

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

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

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

## Significant achievements in 2009-10

### 1 June 2009 – 28 February 2010

#### General Counsel

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

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

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

## Significant achievements in 2009–10

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

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

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

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

## Significant achievements in 2009–10

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

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

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

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

## Significant achievements in 2009–10

### 1 July 2009 – 19 March 2010

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

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

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

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

## Significant achievements in 2009–10

### 14 April, 2010 – 30 June 2010

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

# Appendix 5. Industrial relations

## Awards/enterprise agreements

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

## Communication and consultation

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

## Movements in salaries, wages and allowances

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

## Industrial Relations Commission

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

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

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

## Fair Work Australia

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

## GREAT appeals – promotional

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

## GREAT appeals – disciplinary

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

## Lost time due to industrial action

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

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

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

# Appendix 6. Equal Employment Opportunity

## Diversity and equity in the RTA

Equal Opportunity Employment (EEO) is about ensuring that all employees have equal access to the opportunities that are available at work.

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

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

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

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

Key actions for 2009–10 are listed below.

### Towards gender equity

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

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

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

- e+ Chartered status accreditation for engineers. The Professional Development program is offered by the RTA in partnership with Engineers Australia and rewards successful participants with an internationally recognised qualification as well as Chartered Membership with Engineers Australia.
- Top Steps programs to establish career pathways and individual development for women in middle management.
- Formal voice training to build confidence and clarity in verbal communications.
- Seminars, training and networking events run by the Institute of Public Administration Australia – including formal certified training in project management.
- Financial assistance and study leave provisions to support female staff in postgraduate study.

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

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

### Increasing the number of women in engineering

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

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

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

### Increasing the employment and development of Aboriginal people

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

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

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

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

Aboriginal\_Jobs@rta.nsw.gov.au (email address and distribution network) has been receiving and responding to regular enquiries from individuals and Job Service Centres and acting as a distribution network for Aboriginal identified roles.

The 2009 Elsa Dixon grant submissions funded the establishment of:

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

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

## Increasing employment and participation of people with a disability

People who have disclosed a disability currently represent eight per cent of the RTA workforce. The RTA has Gold membership of the Australian Network on Disability. The RTA seeks to ensure it is supporting staff with disabilities equitably, building its 'disability confidence' as an employer and facilitating any workplace adjustments that may be required.

The RTA is developing greater inclusion of our staff and customers through the working of our Disability Steering Committee, training of our Customer Service Officers in motor registries state-wide and participation in the 'Don't Dis my Ability' (Department of Disability Ageing and Home Care) and 'Flags Ahoy' (National Maritime Museum) awareness campaigns. The RTA ensures that new or renovated premises comply with the National Access to Premises legislation and is making Transport Access Guides available to the public for key RTA locations.

The RTA held a staff celebration in Miller Street, North Sydney on 30 November 2009 for International Day of Disability, with Professor Ron McCallum AO as the guest speaker. The RTA is continuing its 'Stepping into' internship program for final year university students with disability in a range of disciplines and currently hosts two Australian Para-Olympians as staff members.

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

## Increasing the integration and retention of young people

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

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

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

An internal Graduate Committee of 10 members has been established as an extra-curricular group providing feedback on Employment Program procedures. The Graduate Committee also devises and facilitates the annual Graduate Development Day for some 300 graduates, cadets and scholars.

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

The RTA's workforce comes from a wide cross-section of cultural and ethnic backgrounds with greater than eight per cent speaking a first language other than English. The RTA is a member of the Community Relations Commission (CRC) and the RTA is developing a new Multicultural Plan against the Multicultural Planning and Services program framework.

The RTA, in partnership with Sydney Community College, has facilitated short-term work placements for skilled migrant engineers from varied engineering disciplines. These staff have made a valuable contribution and have delivered business outcomes for the RTA. The program has provided local public sector experience for candidates and fostered greater understanding of RTA business needs and skill shortages with training providers.

## Key initiatives for workplace diversity and equity in 2010–11

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

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

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

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

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



# Appendix 7. Multicultural Policies and Services Program

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

Key MPSP activity areas include the following:

## Planning and performance measurement

The RTA will develop a Multicultural Plan in consultation with line management. The plan will include key performance metrics and will outline plans for monitoring outcomes in key business areas. The strategic planning process includes all diversity groups across the NSW community.

## Consultation and feedback

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

## Leadership

All staff training, from induction to formal qualification oriented development, is linked to the leadership framework, encouraged by individual work and development planning and accessible to all staff.

The RTA is a technical leader in road safety, infrastructure, network management and related engineering fields. Its technical teams provide and source personnel from across the world and undertake professional development to augment their cultural competencies.

## Human resources

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

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

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

## Access and equity

Research for the RTA Multicultural Plan will monitor changes in language and cultural group locations to ensure RTA services are accessible to all. Written driver licensing information is available in key community languages, with instruction at assessment phase reinforced by hand signals and universal signage.

## Communication

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

## Social and economic development

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

## Community Language Allowance Scheme

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

# Appendix 8. Disability Action Plan

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

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

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

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

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

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

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

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

## Appendix 9. Overseas travel by RTA officers

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

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

At no cost to the RTA		
Position	Countries/cities visited	Purpose of visit
Business Partner	Stockholm, Sweden	16th World Intelligent Transport Systems Congress
Project Engineer; Bridge Engineering	Bangkok, Thailand	Present 2 papers on 'Premature Fatigue Failure in a Horizontally Curved Steel Trough Girder Bridge' and 'Fatigue Implications of Growth in Heavy Vehicle loads and numbers on Steel Bridges' at the Bridge Conference – International Association for Bridge and Structural Engineering.
Manager Client Liaison	Stockholm, Sweden	16th World Intelligent Transport Systems Congress
Manager Network Performance Development	Stockholm, Sweden	16th World Intelligent Transport Systems Congress
Manager Client Liaison	Nelson, New Zealand	Annual Sydney Coordinated Adaptive Traffic System (SCATS) New Zealand User Group meeting – present RTA's update on SCATS
Manager Traffic Systems Application	Nelson, New Zealand	Annual SCATS New Zealand User Group meeting – present RTA's update on SCATS
Manager Client Liaison	Singapore	To discuss Singapore VAX decommissioning project with Land Transport Authority (LTA) and finalise work
Manager Traffic Systems Application	Singapore	To discuss Singapore VAX decommissioning project with Land Transport Authority (LTA) and finalise work
Bitumen Inspector; Regional Operations and Engineering Services (ROES)	Port Moresby, Mount Hagan, Goroka, Kokopo and Madang, Papua New Guinea`	To test and certify Bitumen Sprayers owned by Global Construction Ltd – Papua New Guinea
Principal Bridge Engineer	Hong Kong	Present paper on 'Modern Bridge Load Testing and Assessment Techniques Developed by the RTA', at the Bridges Asia International Conference in Hong Kong
Senior Engineer Ventilation and Fire Safety	Auckland, New Zealand	Provision of specialist support to New Zealand Transport in issues relating to tunnel design, construction and operation, particularly in the areas of ventilation, fire safety and tunnel services/control systems

**Part or all costs met by the RTA**

Position	Countries/cities visited	Purpose of visit
General Manager Corporate Planning and Performance	Tokyo, Japan	World Road Association (PIARC) meeting and seminar
Manager Signs and Delineation Assets	Nelson, New Zealand	New Zealand Road Markers Federation Conference
Manager Safer Roads Policy, Standards and Research	Auckland, New Zealand	Present papers including 'Guidelines for Retro-fitting Existing Roads to Optimise Safety Benefits: A Practitioner's Experience and Assessment of Options for Improvement' at Australasian Transport Research Forum (ATRF)
Manager Network and Corridor Planning	Auckland, New Zealand	Australasian Transport Research Foundation (ATRF) Conference
General Manager Corporate Planning and Performance	Wellington, New Zealand	Australia and New Zealand School of Government (ANZSOG) Executive Fellows Program
Manager Tolling Operations	Brazil, Colombia, North America	International Tolling Conference and Bilateral industry meeting, researching alternate tolling technologies and meeting client (AVIS P/L)
General Manager Corporate Planning and Performance	Bamako, Mali, Africa	World Road Association (PIARC) meeting and seminar
Senior Project Manager Corporate Planning and Performance	Washington, USA	Speaker at American Highway and Transportation Officials Conference, 89th Transportation Research Board (TRB) Annual Meeting
Principal Policy Manager; Light Vehicles,	Wellington, New Zealand	Australasian New Car Assessment Program and used Car Safety Rating meetings
Director Centre for Road Safety	New York and Washington, USA	United Nations Road Safety Collaboration meeting
General Manager Traffic Management	Christchurch, New Zealand	Austroads Network Task Force meeting
General Manager Corporate Planning and Performance	Lisbon, Portugal	Keynote speaker at the International Road Federation world meeting
Manager National Regulatory Policy	Christchurch, New Zealand	Austroads Freight Task Force meeting
General Manager Corporate Planning and Performance	Lisbon, Portugal	World Road Association (PIARC) Technical Committee meeting
Pavement Technologist ROES	Ancona, Italy	Present paper on 'Australia's Progress Towards Sustainable Construction Practices' at the 2nd International Conference on Sustainable Construction Materials and Technologies

# Appendix 10. Freedom of Information

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

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

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

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

## FOI appeals to the Ombudsman

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

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

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

## FOI appeals to the Administrative Decisions Tribunal

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

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

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

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

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

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

**TABLE A10.1.** FOI STATISTICS 2009–2010

### SECTION A: NUMBER OF NEW FOI APPLICATIONS

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

### SECTION B: DISCONTINUED APPLICATIONS

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

**SECTION C: COMPLETED APPLICATIONS**

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

**SECTION D: APPLICATIONS GRANTED OR OTHERWISE AVAILABLE IN FULL**

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

**SECTION E: APPLICATIONS GRANTED OR OTHERWISE AVAILABLE IN PART**

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

## SECTION F: REFUSED FOI APPLICATIONS

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

## SECTION G: EXEMPT DOCUMENTS

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



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

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

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

#### SECTION I: FORMAL CONSULTATIONS

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

#### SECTION J: AMENDMENT OF PERSONAL RECORDS

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

#### SECTION K: NOTATION OF PERSONAL RECORDS

	Number of applications for notation	
	2008–09	2009–10
<b>How many applications for notation<sup>1</sup> of personal records were made (FOI Act s. 46)?</b>		
K1 Number of requests for notation	0	0

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

## SECTION L: FEES AND COSTS

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

## SECTION M: FEE DISCOUNTS

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

## SECTION N: FEES REFUNDED

	Number of refunds	
	2008–09	2009–10
<b>How many refunds were granted as a result of significant correction of personal records?</b>		
N1 Number of fee refunds granted as a result of significant correction of personal records	0	0

## SECTION O: DAYS TAKEN TO COMPLETE REQUEST

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

**SECTION P: PROCESSING TIME, HOURS**

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

**SECTION Q: NUMBER OF REVIEWS**

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

**SECTION R: RESULTS OF INTERNAL REVIEW**

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

Plus deemed refusal<sup>2</sup>: 1

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

# Appendix II.

## Ombudsman complaints

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

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

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

### July 2009

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

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

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

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

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

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

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

### August 2009

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

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

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

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

### September 2009

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

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

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

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

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

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

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

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

## October 2009

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

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

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

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

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

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

## November 2009

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

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

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

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

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

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

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

## December 2009

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

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

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

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

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

## January 2010

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

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

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

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

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

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

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

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

## February 2010

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

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

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

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

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

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

## March 2010

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

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

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

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

## April 2010

**The Ombudsman queried classification of vehicles allowed in loading zones.**

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

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

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

## Appendix 12. Consumer response

**TABLE A12.1** NUMBER OF COMPLAINTS

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

1. Total noise complaints compiled in the Noise Abatement Program Geodatabase.

RTA policy is for all customer complaints to be entered into the corporate record management system. Complaint numbers shown in the table are compiled from that system.

As detailed throughout this report, the RTA takes the role of stakeholder engagement seriously. The RTA reviews all complaints and improves its services appropriately. Details of improved services can be found in the main body of the annual report.

# Appendix 13. Legal change

## Legislation Administered by the Minister for Roads

(Act then Regulation)

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

### ***Driving Instructors Act 1992 No. 3***

Driving Instructors Regulation 2009

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

Motor Vehicles Taxation Regulation 2008

### ***Photo Card Act 2005 No. 20***

Photo Card Regulation 2005

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

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

Road Transport (Driver Licensing) Regulation 2008

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

Road Transport (General) Regulation 2005

Road Transport (Mass, Loading and Access) Regulation 2005

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

Road Transport (Safety and Traffic Management) Regulation 1999

Road Rules 2008

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

Road Transport (Vehicle Registration) Regulation 2007

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

Roads Regulation 2008

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

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

Tow Truck Industry Regulation 2008

***Transport Administration Act 1988 No. 109*** (Part 6, and so much of the Act as relates to the Roads and Traffic Authority remainder; the Minister for Transport and the Minister for Ports and Waterways)

Transport Administration (General) Regulation 2005 (Part)

Transport Administration (Staff) Regulation 2005 (Part)

## New legislation from 1 July 2009 – 30 June 2010

### New Acts

#### ***Tow Truck Industry Amendment Act 2008***

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

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

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

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

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

#### ***Road Transport Legislation Amendment (Traffic Offence Detection) Act 2009***

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

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



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

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

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

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

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

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

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

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

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

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

#### ***Road Transport Legislation Amendment (Miscellaneous Provisions) Act 2009***

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

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

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

This Act was assented to on 28 April 2010 and commenced by proclamation on 1 July 2010.

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

### **New Regulations**

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

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

### **Roads Amendment (Penalty Notice Offences) Regulation 2009**

The regulation commenced on 1 July 2009 and amended the Roads Regulation 2008 to increase the penalties for offences dealt with by way of a penalty notice issued under section 243 of the *Roads Act 1993* in relation to contraventions of certain provisions under the Roads Regulation 2008. The increases are generally in line with movements in the Consumer Price Index (averaged at 4.19 per cent and rounded to the nearest dollar).

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

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

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

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

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

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

### **Driving Instructors Amendment (Fees) Regulation 2009**

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

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

The regulation commenced on 1 July 2009 and amended the Road Transport (General) Regulation 2005 to increase the penalty levels for penalties for motor vehicle offences that are dealt with by way of penalty notices issued under Part 5.3 of

the *Road Transport (General) Act 2005*. It also increased the fees for access to information; the daily fee for the storage of an impounded motor vehicle; and the fees with respect to the clamping of vehicles. It also amended the Road Transport (Mass, Loading and Access) Regulation 2005 to increase the fees for the issue of a Class 1, 2 or 3 permit, or a permit under Division 6 or 7 of Part 2 of that Regulation; the issue of a permit exempting a person from the operation of any of the provisions of clause 53 (1) of that Regulation relating to the projection of loading or equipment of vehicles; and an application to be accredited under a Mass Management Accreditation Scheme. The penalty level and fee increases are generally in line with movements in the Consumer Price Index (averaged at 4.19 per cent and rounded to the nearest dollar).

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

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

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

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

### **Driving Instructors Regulation 2009**

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

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

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

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

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

### **Road Transport (General) Amendment (Miscellaneous) Regulation 2009**

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

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

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

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

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

### **Tow Truck Industry Amendment (Maximum Fees) Regulation 2009**

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

### **Tow Truck Industry Amendment (Scrap Metals Exemption) Regulation 2009**

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

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

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

The regulation provides for the following:

- a. Annual registration charges for chargeable heavy vehicles for the 2009–10 financial year that are consistent with the provisions of the *Model Heavy Vehicle Charges Act* set out in the National Transport Commission (Model Heavy Vehicle Charges Act) Regulations 2008 of the Commonwealth.
- b. The calculation of refunds of registration charges on the cancellation of the registration of a chargeable heavy vehicle.
- c. Exemptions from registration charges for chargeable heavy vehicles that are based on the provisions of Part 4 of the *Road Transport (Heavy Vehicles Registration Charges) Act 1995* (as in force immediately before its repeal).
- d. Other consequential amendments.

### **Road Amendment (Isabelle Broadhead Child Restraint Measures) Rules 2010**

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

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

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

### **Road Transport (General) Amendment (Miscellaneous) Regulation 2009**

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

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

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

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

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

### **Photo Card Amendment (Pensioner Concessions) Regulation 2010**

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

The following nine regulations were published on the NSW Parliamentary Counsel's notifications website on 25 June 2010 and commenced on **1 July 2010** and adjust fees and fixed penalties payable pursuant to a penalty notice generally in line with movements in the (Sydney) Consumer Price Index (averaged at 1.83 per cent and rounded to the nearest dollar):

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

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

## Appendix 14. Land disposal

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

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

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

# Appendix 15.

## Publications

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

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

### Bicycle

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

### Corporate

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

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

### Driver and vehicle

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

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

## Environment

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

## Heavy vehicle

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

## Infrastructure

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

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

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



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

### Hume Highway upgrade

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

### Inner West Busway along Victoria Road

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

### Great Western Highway

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

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

### Princes Highway upgrade

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

### Pacific Highway upgrade

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

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

### Road safety

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

- Heavy Vehicle Mass Limits, June 2010 (fact sheet)
  - Helping learner drivers become safer drivers for Arabic communities Presenter's Powerpoint and promotional resources, December 2009 (CD and flyer)
  - High Mass Limits (HML) State-road network overview, June 2010(map)
  - Higher Mass Limits fact sheet, June 2010
  - I promise to drive safely, take the I promise pledge, May 2010 (postcard)
  - Information for parents and carers about safety on wheels. The law and safety advice for bicycles, foot scooters, skateboards and rollerblades. May 2010 (brochure)
  - Intelligent Access Program – Driver obligation fact sheet , June 2010
  - Intelligent Access Program – Frequently asked questions, June 2010 (fact sheet)
  - Intelligent Access Program – Operator obligation fact sheet , June 2010
  - Intelligent Speed Adaptation (ISA) Training NSW ISA Trial 2009/10 Ver 1.0, October 2009 (DVD)
  - New national child restraint laws for 0–7 year olds now apply in NSW, June 2010 (Arabic, Chinese – Simplified, Chinese – Traditional, Croatia, Greek, Japanese, Korean, Serbia, Spanish, Vietnamese postcards)
  - New national child restraint laws for 0–7 year olds start 1 March 2010 Bring the mob home safely, February 2010 (postcard)
  - New national child restraint laws for 0–7 year olds start NSW 1 March 2010 (postcard)
  - New safety cameras enforce red light and speeding laws, March 2010 (postcard)
  - Paranoia Timetable Information Cards, November 2009
  - Reducing trauma as a result of crashes involving utility poles, September 2009 (industry publication)
  - Road safety community education publications, November 2009
  - Road safety issues around schools, Advice and take home notes for schools 2009, July 2009 (kit)
  - Roadside drug testing heavy vehicle drivers, March 2010 (brochure )
  - Safer motorcycle helmets, February 2010 (brochure)
  - SafeTscore scoring information and waiver, November 2009 (fact sheet)
  - School bus safety How parents can help, August 2009 (brochure)
  - School bus safety How parents can help, May 2010 (brochure)
  - Technical direction for road safety practitioners: Colour of wire rope safety barrier posts, March 2010
  - Technical direction Dragon's Teeth at School Zones, July 2009
  - Technical direction Placement of Bulk and Skip Waste Containers, July 2009
  - The NSW Intelligent Speed Adaptation Trial, October 2009 (brochure)
  - The NSW road safety education program catalogue Primary 2009 for principals and teachers, July 2009
  - Vehicle standards information: Carrying bicycles on motor vehicles, October 2009
  - Vehicle Standards Information: Engineering Signatories Revision 17, September 2009
  - Vehicle standards information: Raising and lowering vehicles, August 2009
- ## Traffic
- A guide to delegation to councils for the regulation of traffic, February 2010 (brochure)
  - Bondi Road Summer Period Weekend Clearway Trial Review Bondi Beach to Bondi Junction Train Station, August 2009 (report)
  - Driving to Sydney these holidays? Don't forget to pack an RTA short term tag, November 2009 (brochure)
  - Emergency traffic incident management pocket guide, October 2009 (booklet)
  - Road Traffic crashes in New South Wales Statistical Statement for the year ended 31 December 2008, December 2009 (internet report)
  - Roundabouts: A step-by-step guide, December 2009 (brochure)
  - Safety in Sydney's major road tunnels, June 2010 (brochure)
  - Technical direction: Approved retro-reflective sheeting materials for road signs, August 2009
  - Technical direction: Bicycle storage areas and advanced bicycle stop lines, July 2009
  - Technical direction: Police speed enforcement or presence on RTA work sites, August 2009
  - Technical direction: Prequalified retro-reflective raised pavement markers, October 2009
  - Technical direction: Traffic Control at Work Sites Training, February 2010
  - Technical direction: Use of prefabricated detector loops, April 2010
- ## Cost of this Annual Report
- The total external cost of producing this report will be about \$80,000 which includes \$30,000 for design, \$20,000 for printing and \$30,000 for document development and editing services. Final invoices have not been received at time of publication so estimates have been based on revised quotes.
- No summary brochure or CD-ROM versions of the report have been produced this year.
- The report is available on the RTA website at [www.rta.nsw.gov.au](http://www.rta.nsw.gov.au), under 'Publications, statistics and forms'.

# Appendix 16. Payments to consultants

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

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

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

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

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

Total number of engagements	5
<b>Total cost</b>	<b>\$108,422</b>

\* All amounts are GST exclusive

# Appendix 17. Reporting of RTA contracts with third parties

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

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

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

# Appendix 18. Accounts Payment Performance 2010

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

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

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

**TABLE A18.2.** ACCOUNTS PAYABLE PERFORMANCE

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

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

# Appendix 19. Funds granted to non-government community organisations

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

# Appendix 20. Privacy Management Plan

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

## Statement of action taken by the RTA and results of reviews

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

The RTA statement of action in complying with requirements of the PIIP Act are outlined in its Privacy Management Plan, which is presently in its second edition and available on the RTA website. The RTA also continues to do the following:

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

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

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

### Privacy Review P/2009/19

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

### Privacy Review P/2009/20

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

### Privacy Review P/2009/21

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

### Privacy Review P/2009/22

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

### Privacy Review P/2009/23

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

### Privacy Review P/2009/24

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

### **Privacy Review P/2009/25**

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

### **Privacy Review P/2009/26**

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

### **Privacy Review P/2009/27**

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

### **Privacy Review P/2009/28**

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

### **Privacy Review P/2009/29**

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

### **Privacy Review P/2009/30**

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

### **Privacy Review P/2009/31**

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

### **Privacy Review P/2009/32**

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

### **Privacy Review P/2009/33**

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

### **Privacy Review P/2009/34**

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



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

#### **Privacy Review P/2009/35**

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

#### **Privacy Review P/2010/01**

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

#### **Privacy Review P/2010/02**

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

#### **Privacy Review P/2010/03**

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

#### **Privacy Review P/2010/04**

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

#### **Privacy Review P/2010/05**

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

#### **Privacy Review P/2010/06**

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

#### **Privacy Review P/2010/07**

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

#### **Privacy Review P/2010/08**

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

#### **Privacy Review P/2010/09**

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

## Privacy Review P/2010/10

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

## Privacy Review P/2010/11

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

## Privacy Review P/2010/12

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

## Privacy appeals to the Administrative Decisions Tribunal

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

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

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

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

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

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

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

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

The Hearing proceeded and the ADT is preparing its findings.

# Appendix 21. Research and development

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

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

The RTA and the University of Technology Sydney, with some financial assistance from the Australian Research Council, have developed a robotic steel bridge maintenance unit for blast cleaning of steel. A prototype of a robotic steel bridge maintenance unit was trialed at the Sydney Harbour Bridge in March to May 2010. The RTA is investigating the possibility of manufacturing two steel bridge maintenance units that would greatly assist bridge workers.

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

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

Other projects undertaken in 2009–10 include the following:

## Pavements

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

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

## Bridges

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

## Geotechnical

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

## Road design engineering

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

## Transport planning

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

### Road safety

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

### Safer people

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

### Safer roads

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

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

### Safer vehicles

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

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

# Appendix 22.

## Driver and vehicle statistics

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

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

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

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

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

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

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

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

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

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

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

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

# Appendix 23. Insurance

## Principal Arranged Insurance

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

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

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

## Treasury Managed Fund

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

## Workers Compensation

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

## Motor Vehicle

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

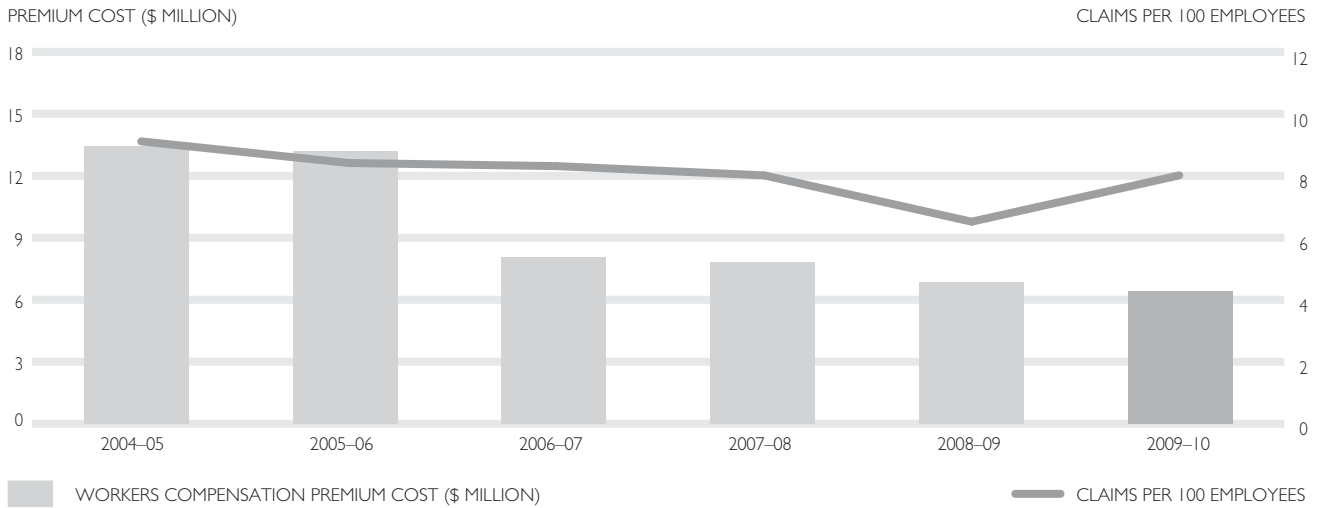
## Property

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

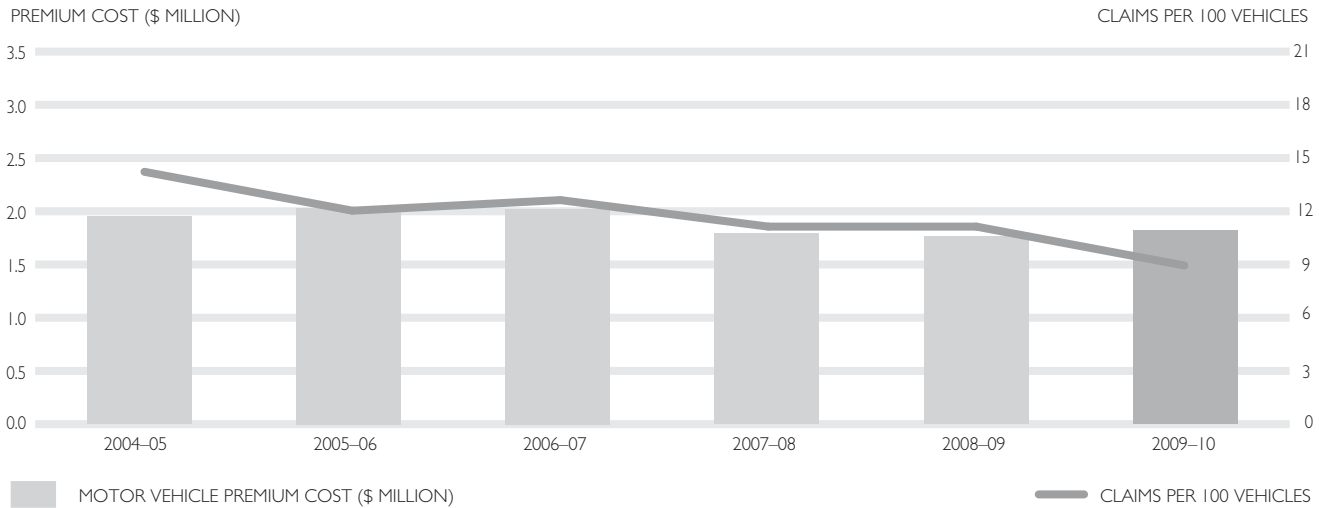
## Liability

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

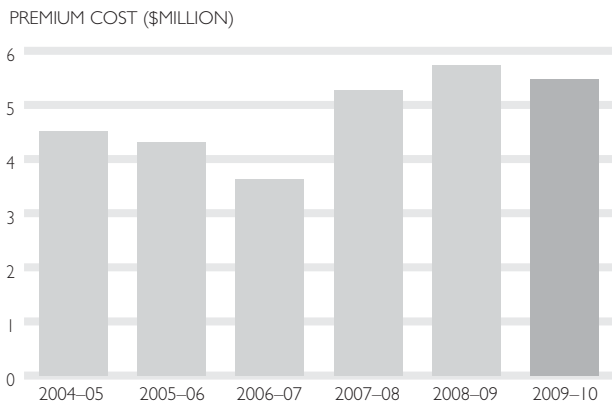
**FIGURE A23.1. WORKERS COMPENSATION PREMIUM COST AND CLAIMS FREQUENCY**



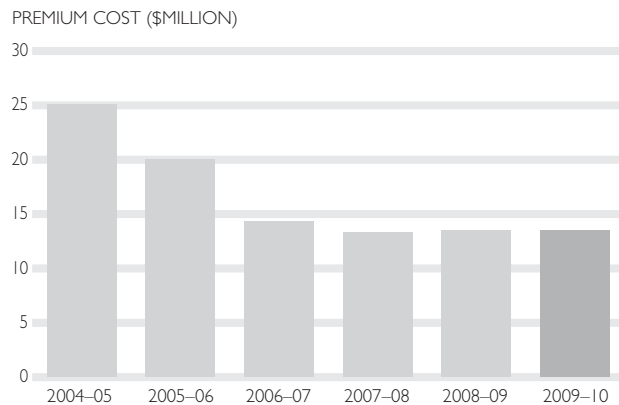
**FIGURE A23.2. MOTOR VEHICLE PREMIUM AND MOTOR VEHICLE CLAIMS FREQUENCY**



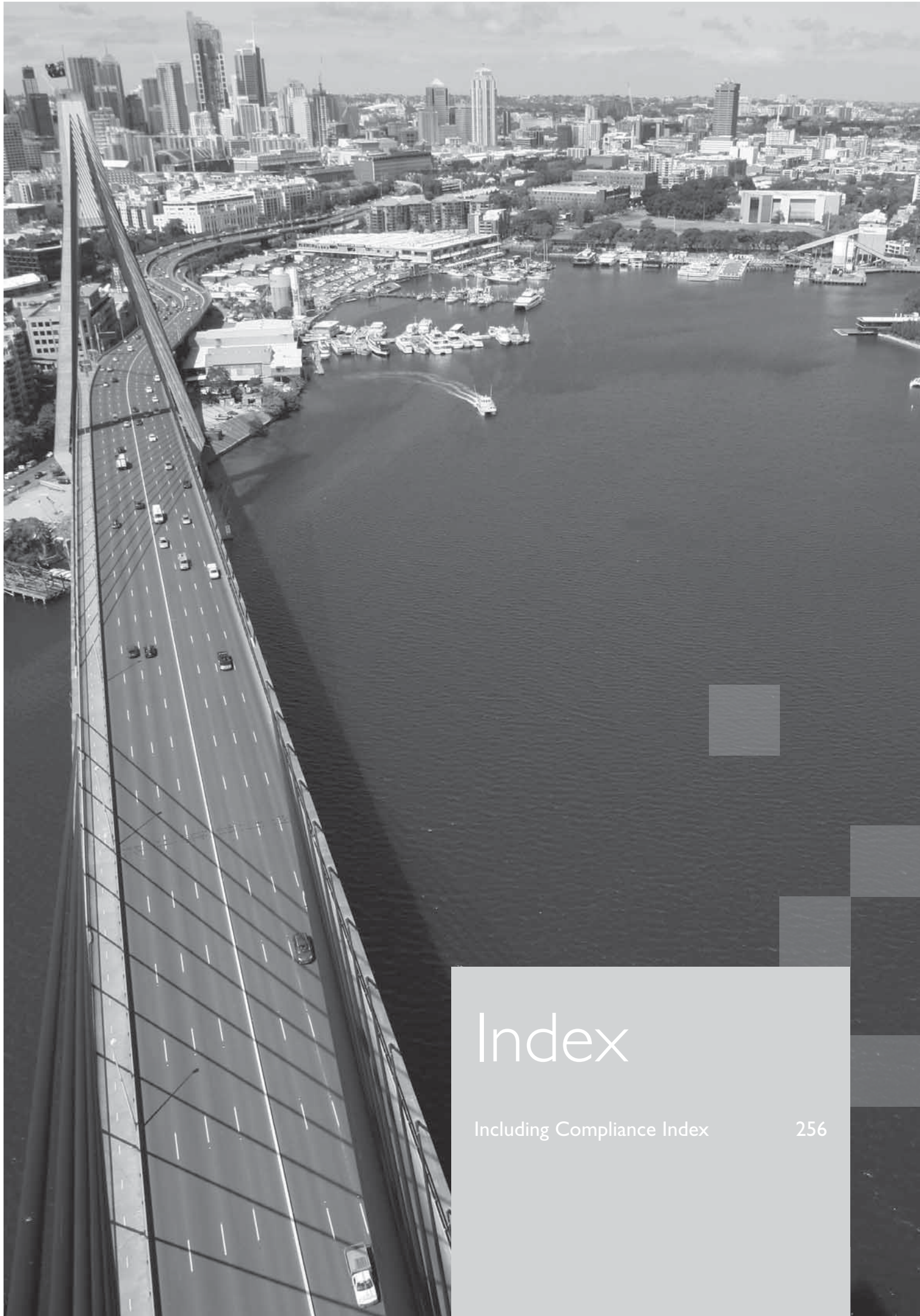
**FIGURE A23.3. PROPERTY PREMIUM IN CURRENT DOLLAR**



**FIGURE A23.4. LIABILITY INSURANCE PREMIUM IN CURRENT DOLLAR**







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Including Compliance Index

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# Index

## (Including Compliance Index)

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

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