



Transport
Roads & Traffic
Authority

2010–11
ANNUAL
REPORT



Vision

A safe, sustainable and efficient road transport system.

Values

The RTA values reflect those of the Department of Transport. They are the qualities that reflect what the transport cluster stands for and underpin everything we do, the way we interact with each other, the community and our partners in business. They guide our work in delivering customer focused services and integrated transport solutions. That is why our values are:

Integrity – We are committed to working honestly, ethically, transparently and fairly.

Accountability – We seek to achieve the best possible use of our resources, and take responsibility for our decisions and outcomes.

Responsiveness – We are responsive to, and proactively seek to address the needs of the NSW community. We are dedicated to improvement and delivering customer focused services.

Teamwork – We work together in dynamic, integrated teams and partnerships to deliver high quality transport results for NSW.

Safety – We are committed to the safety, wellbeing and security of the NSW community and our employees.

LETTER TO THE MINISTERS

The Hon. Duncan Gay
Minister for Roads and Ports


The Hon. Gladys Berejiklian
Minister for Transport

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 2011. 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

Contents

ABOUT THIS REPORT

This annual report records a range of RTA achievements from the past financial year. Successes are noted along with areas earmarked for further attention. Importantly, the annual report is an accountability tool, through which the community can track the organisation's performance over the year and examine details of project delivery.

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 2011 events (such as road openings) will be included in next year's report.



Front cover image: Moree Bypass on the Newell Highway just before sunrise: Stage 1 opened to traffic December 2010. Photo taken by RTA staff member Cindy Nutley, March 2011.

Inside front cover: Providing access via multiple modes – The M7 Motorway and shared pathway at Cecil Hills. Photographer Roger D'Souza.

OVERVIEW	2
Chief Executive's overview	2
RTA at a glance	4
Financial overview	6
Corporate framework	8
Organisational chart	10
Executive profiles	12
Performance overview	14
REVIEW OF OPERATIONS	17
 TRANSPORT	17
RTA result: The road transport system supports reliable and efficient movement of people and goods	
Development	18
Alternatives	27
Traffic	29
 ASSET	33
RTA result: The condition and value of the road network meets acceptable standards	
Access	34
Maintenance	37
 SAFETY	45
RTA result: The safety of the road environment, vehicles and road user behaviour is maximised	
Fatalities	46
Safer roads	47
Safer vehicles	50
Safer road users	51
 ENVIRONMENT	59
RTA result: Impacts on the natural, cultural and built environments are minimised	
Infrastructure	60
Organisational	68
Emissions	72
 SERVICES	73
RTA result: Meeting community needs	
Customers	74
Stakeholders	78
 GOVERNANCE	81
RTA result: Aligning our investment and people to our vision	
Financial	82
Organisational	84
Our people	90
FINANCIAL STATEMENTS	95
APPENDICES	169
INDEX	225
Including Compliance Index	
CONTACT DETAILS	IBC

Chief Executive's overview

“ The RTA had a **successful year in the delivery of major programs and projects** in what has been a challenging year. ”

Michael Bushby | Chief Executive



Key achievements and corporate focus

The RTA had a successful year in the delivery of major programs and projects in what has been a challenging year. This report highlights our achievements and what we've delivered as well as our focus for the future.

In 2010–11 the RTA delivered projects and programs aligned with the corporate framework result areas (see pages 8-9). These results outline our end-point goals and help us stay on track. This report has been structured by result area to summarise our key achievements in the context of our core business.

Transport

As demand grows, the NSW Government is under increasing pressure to provide quality infrastructure and traffic management solutions to facilitate the efficient movement of people and goods around NSW and the country. Last year, the RTA managed the planning and construction of more than 100 major projects, with an investment of more than \$1.9 billion. Twelve of these projects were opened to traffic, and a further 14 major stages have been completed.

Through an integrated approach, the RTA continued to work closely with the Transport Management Centre in managing the road network, and with a key focus on customer service we launched the Live Traffic NSW website. This website was designed to provide real time information to customers to allow them to better plan their journey.

Our ongoing commitment to sustainable and public transport was also demonstrated through the completion of infrastructure projects designed to support bus use, such as the Inner West Busway and the Cammeray bus layover facility.

Asset

We have a huge responsibility to look after our large asset base for the people of NSW. This is a significant challenge with around 18,000km of State roads, and nearly 3,000km of regional and local roads. In 2010–11 we spent \$140.4 million on the maintenance of the State's roads and bridges.

There were a number of significant natural disasters during 2010–11 that put further pressure on this challenge. Through the investment of \$152.9 million, works were undertaken to repair damage from disasters such as floods and storms – helping to keep communities connected through quality infrastructure.

We also worked with the heavy vehicle industry to support the movement of freight through and across NSW. Some initiatives highlighted included increasing mass limits for complying buses and facilitating the movement of larger, heavier loads, while also monitoring the impact on the road network asset.

Safety

Road safety remains a key priority. While provisional data for 2010–11 points to the lowest number of fatalities for a financial year since 1933–34, sadly, there were still 367 (provisional figure) fatalities during the year. We continue to implement a 'Safe Systems Approach', recognising that human error is inevitable and require vehicles, roads and roadside environments that are forgiving of road user error.

Several road safety projects were implemented during 2010–11, including the delivery of 67 engineering solutions under the Road Toll Response Package and the launch of a new speeding campaign featuring Professor Brian Owler, a neurosurgeon at Westmead Hospital.

As well as managing RTA programs and projects, we also continued to work with government partners to deliver road safety outcomes, such as through the Enhanced Enforcement Program with the NSW Police Force and the Local Government Road Safety Program.

Environment

We also focused on minimising the impact of the road network and our operations on the natural, cultural and built environments. We undertook environmental performance reviews of major construction projects, secured a licence to recycle roadwork material and harnessed new technology to manage the energy used in street lights.

2010–11 also saw the continued rollout of the Environmental Sustainability Strategy and the RTA Climate Change Action Plan, including changes to the specifications for materials used in road building and using the RTA's greenhouse gas calculator to estimate construction project emissions.

Urban design thinking was applied in all stages of project development and delivery, such as through the use of technology during the design process to visualise the impact of different fence types on the Anzac bridge.

Services

2010–11 was a year of renewed customer focus for the RTA. The RTA must provide a high quality and efficient service through 126 motor registries, online services, the RTA Contact Centre and Government Access Centres with more than 4.89 million licence holders and 5.59 million registered vehicles in NSW. In May 2011 our annual customer satisfaction survey for motor registries indicated that ninety-four per cent of customers rated services as 'good' or 'very good'.

Online services grew in 2010–11, with online transactions exceeding 4 million for the first time. We remain committed to providing customers with a range of service options and solutions.

We also continued to engage with stakeholders to understand their perspective so that we could feed community expectations into our decision making. In 2010–11 this took the form of more than 400 planning, construction and maintenance project forums.

Governance

As a public sector entity, we hold ourselves to high standards of transparency and accountability. In 2010–11, we rolled out a new executive framework and executive committee structure that was put in place to support the Executive in managing and governing the agency.

Financial governance achievements included the integration, for the first time, of the RTA's financial reporting with that of transport – an important step on the path to integration.

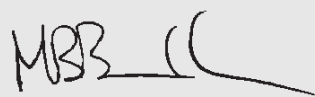
This was also a year of continued focus on our people. From the rollout of an employee safety campaign through to the new MyJourney retirement support approach, the RTA remains committed to supporting and developing its workforce now and into the future.

This is also a time of change for transport and our agency. A new agency, Roads and Maritime Services, will be formed later this year. It will focus on service delivery, building and maintaining roads, conducting driving tests, issuing licences and registrations, compliance and overseeing harbours and waterways.

It will create a streamlined, customer focused organisation delivering frontline services to road, harbour and waterway users. This is why, as we form as a new agency, we will put the customer at the heart of everything we do – to stay focused on what is important to the people of NSW.

This will also occur in the context of the formation of Transport for NSW. We will continue to partner with our transport counterparts to drive an integrated approach to transport across NSW and provide improved outcomes for customers.

Finally, I'd like to acknowledge the professionalism, dedication, flexibility and hard work of all RTA staff across NSW who delivered these achievements. As we continue through this period of change, there's still much to do – but the work over the past year puts us in a good position to continue delivering positive outcomes for the customers, community and economy of NSW.



Michael Bushby
Chief Executive

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.

The RTA is an operating agency within the NSW transport portfolio structure headed by the Department of Transport (formerly Transport NSW).

As the lead public transport agency of the NSW Government, the Department of Transport has 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 Systems Approach' to designing and managing the road network; encouraging safer driving through promotions, campaigns, testing and training; 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 road maintenance, construction and network operations 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:

- 18,028km of RTA-managed State roads, including 4,323km of National Road Network, for which the Australian Government provides a funding contribution, and 147km of privately-funded toll roads.
- 2,970km of regional and local roads in the unincorporated area of NSW.
- 5,130 bridges, major culverts and 23 tunnels.
- 3,867 traffic signals and over 12,000 other traffic facilities, systems and corridor assets.

The RTA's non-road assets include:

- 126 motor registries, seven Government Access Centres, 34 agencies (including 29 online council agencies) and 44 itinerant sites which provide face-to-face customer service across NSW.
- Purpose-built facilities including the RTA Crashlab at Huntingwood, the Transport Management Centre at Eveleigh, the Document Management Centre in Auburn 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 over \$59 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 over \$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 \$4.8 billion in 2010–11. This included contributions from the NSW 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 2010–11 the RTA provided registration and licensing services for 4.89 million licence holders and 5.59 million registered vehicles in NSW. The RTA managed about 22.7 million licensing and registration related transactions over the year. For more information on licensing and registration please see the **Services** chapter.

Employees

The RTA currently employs 7,523 full-time equivalent (FTE) staff across NSW. This includes wages and salaried staff, school crossing supervisors, participants in targeted employment programs and 499 FTE staff currently assigned to the Department of Transport. About 46 per cent are employed in regional locations and, of these, 14 per cent are wages staff and 32 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 community and stakeholder consultation. Its customers and stakeholders include motorists, commuters, pedestrians, private organisations, the construction industry, community groups, road transport groups, business groups, local councils and NSW and Australian government agencies.

In 2010–11 local communities were involved in more than 400 different construction and maintenance projects. RTA stakeholder involvement included community focus or liaison groups, meetings, displays and information sessions, distribution of community updates and household letters, events, a new Road Projects website, and regular meetings between RTA staff and interested groups and individuals.

The RTA participated in a wide range of significant advisory groups and committees. The RTA uses these and other avenues to remain informed about and contribute to reports, reviews, impact statements and enquiries relevant to its operations and operating environment.

The RTA liaises with the Australian Government, other states and local governments across NSW on road and transport matters.

RTA planning and performance framework

The RTA planning and performance framework provides a snapshot of the RTA's approach to planning and performance. Plans are aligned through external and internal layers, monitored and reported against at appropriate points in the year. It is also used in an internal or external communication of performance or as evidence for delivery or decision-making during a performance discussion.

Performance reports are created for a specific use or forum, and their usefulness is reviewed regularly to prevent reporting burden and duplication of effort.

The RTA uses the planning and performance framework to focus organisational activity on and measure progress towards meeting stakeholder priorities and needs.

FIGURE 1. RTA PLANNING AND PERFORMANCE FRAMEWORK

	PLANNING	REPORTING	FORUM
EXTERNAL	<ul style="list-style-type: none"> • <i>NSW State Plan</i> • Department of Transport Corporate Plan • <i>Metropolitan Transport Plan</i> 	<ul style="list-style-type: none"> • Annual Report • <i>NSW State Plan</i> reporting • Budget papers 	<ul style="list-style-type: none"> • NSW Parliament • Department of Premier and Cabinet • Public domain • NSW Treasury
AGENCY LEVEL	<ul style="list-style-type: none"> • <i>Blueprint Update 2011</i> • Strategic plans 	<ul style="list-style-type: none"> • Director-General performance papers • Executive papers • Executive indicators 	<ul style="list-style-type: none"> • Department of Transport Executive • Director-General performance meetings • RTA Executive meetings • Committees
BUSINESS LEVEL	<ul style="list-style-type: none"> • Business plans • Work and development plans • Senior Executive Service agreements 	<ul style="list-style-type: none"> • Chief Executive performance papers • Work and development review • Senior Executive Service reports 	<ul style="list-style-type: none"> • Chief Executive performance meetings • Business area performance meetings • Staff

Financial overview

Supporting RTA community and business results

The RTA continued to undertake its community and business activities within a financially responsible decision-making and governance framework. Key elements of that framework are:

- RTA Finance Strategy Committee – which provides strong direction for the alignment and allocation of funding and strategic priorities as well as reviewing and evaluating financial performance across all RTA programs.
- Commercial Development Committee – which steers the RTA's commercial strategy and ensures the appropriate and coordinated identification, prioritisation and delivery of commercial opportunities.
- RTA Governance Committee – which provides reasonable assurance to the Executive that the RTA has in place an appropriate governance framework that is operating effectively.

The RTA demonstrated its commitment to advancing business opportunities through the formation of the Commercial Services Directorate in August 2010. The directorate has two primary functions:

- As a service delivery arm that brings together a range of RTA service businesses, sub-contractors and industry partners.
- As an advisory group that provides commercial advice in developing RTA commercial strategy and funding models.

The directorate employs a commercial framework and a customer-centric approach to drive efficiencies and improve customer satisfaction, delivering a contribution of \$159 million to road safety and maintenance programs in the 2010–11 financial year.

Financial performance

Detailed financial results are shown in the Financial Statements (see page 95).

The introduction of *Transport Administration Amendment Act 2010* means that the RTA is no longer a budget dependent agency. The majority of funding is now sourced as grants from the Department of Transport (DoT). The effect of this is that the financial statements no longer include budget-related information, including any commentary on performance against budget.

The RTA achieved an excellent financial result for the year. The key results include:

- Various business initiatives resulted in increases across all cash revenue areas, with an aggregate increase of 7.3 per cent over the previous year.
- Marketing of special number plates by the new concessionaire resulted in an increase in sales revenue of over 6 per cent.
- Improving operating efficiencies resulted in a decrease in the deficit from operating activities of 5.8 per cent or \$143 million.
- The capital program increased the value of the road network and other operating assets by \$2,584 million.

Funding and expenditure

Funding

State funding comprises motor vehicle weight taxes and direct cash grants from the NSW Government via the DoT. Australian Government funding is provided under the Nation Building Program and the Building Australia Fund partnership arrangements.

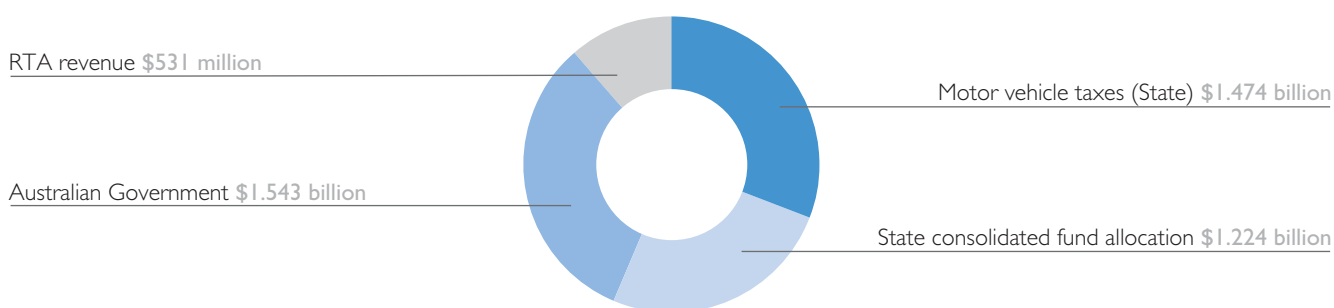
RTA-sourced revenue includes, primarily, revenue from Sydney Harbour Bridge and Sydney Harbour Tunnel toll receipts, rental income, external commercial services, fees for services provided, advertising and E-Toll revenue. Non-cash revenue has been excluded.

Expenditure

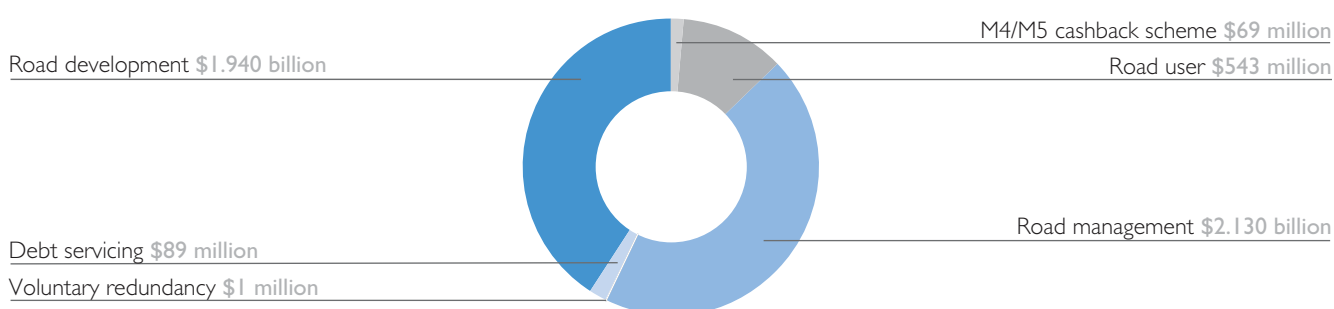
Expenditure comprises operational expenses (excluding non-cash items) incurred in achieving the RTA's community and business results and capital investment to enhance the value of the road network.

TABLE 1. RTA FUNDING SOURCES

Funding	(\$m) 2011	(\$m) 2010	% change
Motor vehicle taxes (State)	1,474	1,312	12.3
State consolidated fund allocation	1,224	1,295	-5.5
NSW Government	2,698	2,607	3.50
Australian Government	1,543	1,165	32.4
RTA revenue (cash)	531	495	7.3
Total	4,772	4,267	11.8

FIGURE 2. REVENUE 2010–11**TABLE 2. RTA ROAD PROGRAM EXPENDITURE**

Expenditure	(\$m) 2011	(\$m) 2010	% change
Road development	1,940	1,753	10.6
Road management	2,130	1,761	20.9
Road user	543	557	-2.5
M4/M5 Cashback scheme	69	99	-30.3
Debt servicing	89	95	-6.3
Voluntary redundancy	1	2	-50.0
Total	4,772	4,267	11.8




FIGURE 3. OPERATING EXPENDITURE 2010–11 \$4.772 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.

NSW STATE PLAN PRIORITIES	Better transport and liveable cities					
TRANSPORT VISION	A transport system that maximises benefits for the community and the economy					
RTA VISION	A safe, sustainable and efficient road transport system					
TRANSPORT COMMUNITY RESULTS	Travel The movement of people and goods is efficient and reliable Accessibility The availability of transport options are aligned to the needs of the community and the economy			Asset Transport infrastructure meets appropriate standards		
RTA COMMUNITY RESULTS	 Transport PAGE 17 The road transport system supports reliable and efficient movement of people and goods			 Asset PAGE 33 The condition and value of the road network meets acceptable standards		
INTERMEDIATE RESULTS	Development Network development meets future growth, population and freight needs	Alternatives Alternative forms of transport are supported	Traffic People and freight movement and incident management are optimised	Access Heavy vehicle access to the road network is sustainable	Maintenance The road network has been maintained to the required condition and value	
NSW STATE PLAN PRIORITIES	Better transport and liveable cities					
VALUES	Integrity			Accountability		
TRANSPORT BUSINESS RESULTS	The community, partners and stakeholders are consulted and informed about transport issues					
RTA BUSINESS RESULTS	 Services PAGE 73 Meeting community needs					
INTERMEDIATE RESULTS	Customers High quality service delivery, data integrity, identity management and accessibility			Stakeholders Effective consultation, communication, partnerships and leadership in policy		



The framework is consistent with NSW Treasury's results and services planning and reporting requirements.

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 partnership 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.

The RTA corporate framework is consistent with the Department of Transport corporate framework.



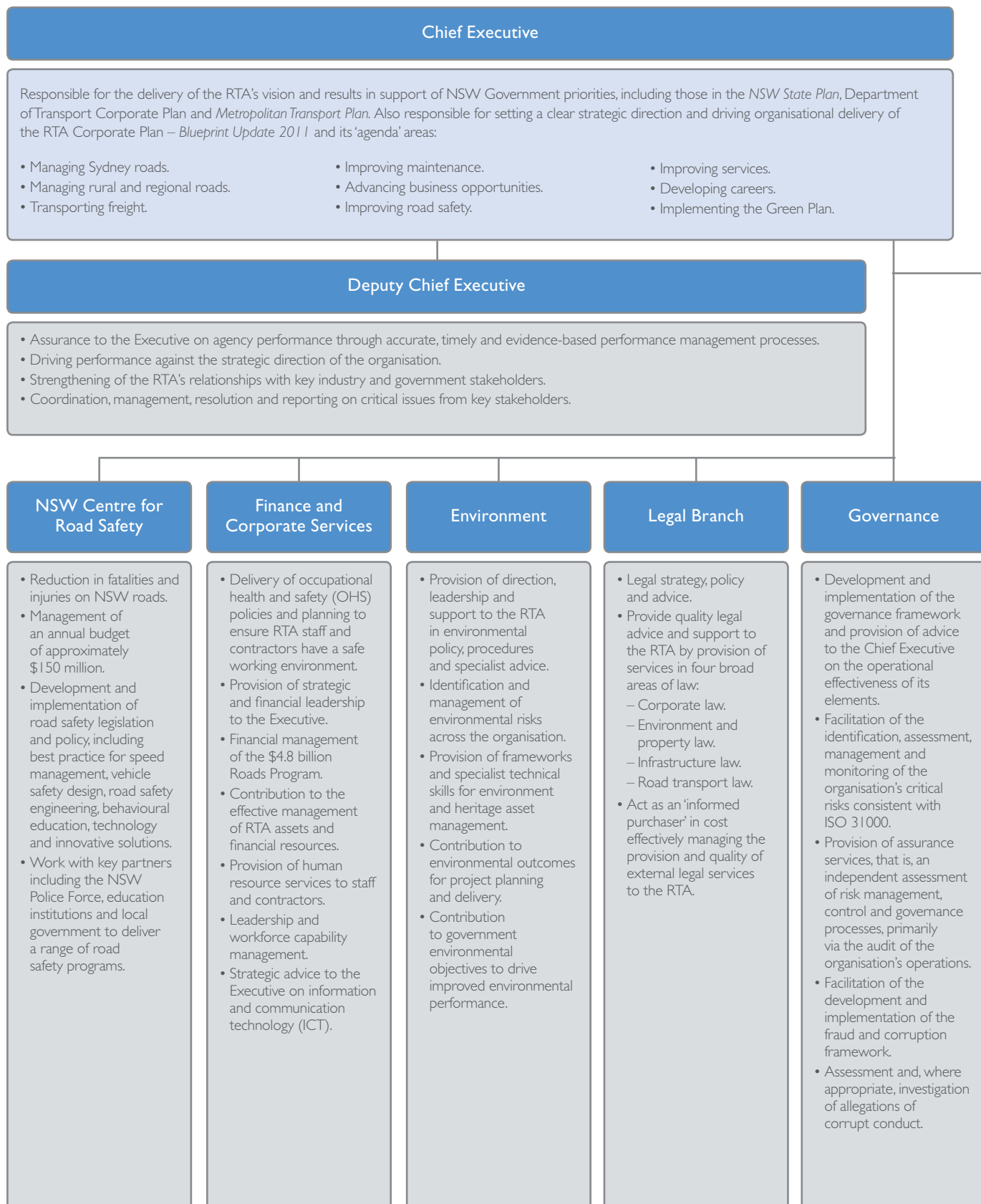
Safety Transport in NSW is safe			Environment The impact of transport on the environmental is minimised		
 Safety PAGE 45 The safety of the road environment, vehicles and road user behaviour is maximised			 Environment PAGE 59 Impacts on the natural, cultural and built environments are minimised		
Roads The safety of the road environment is maximised	Vehicles The safety of vehicles is maximised	Users The safety of road user behavior is maximised	Infrastructure The impact of roadworks on the environment is minimised and positive urban design outcomes produced	Organisational Use less resources, reduce waste and reduce our footprint	Emissions Contribute to a reduction in vehicle emissions



Responsiveness		Teamwork		Safety
<ul style="list-style-type: none"> • Effective governance is in place to deliver our results and services • Value for money is delivered across an integrated budget • Occupational health and safety is strengthened • Workforce commitment and capacity is supported and developed 				
 Governance PAGE 81 Aligning our investment and people to our vision				
Financial Advanced business opportunities, accountability and financial performance		Organisational High quality planning and risk management, performance management, systems and reporting frameworks		Our people Delivering a high performance culture, workforce capability, diversity and equity and OHS

Organisational chart

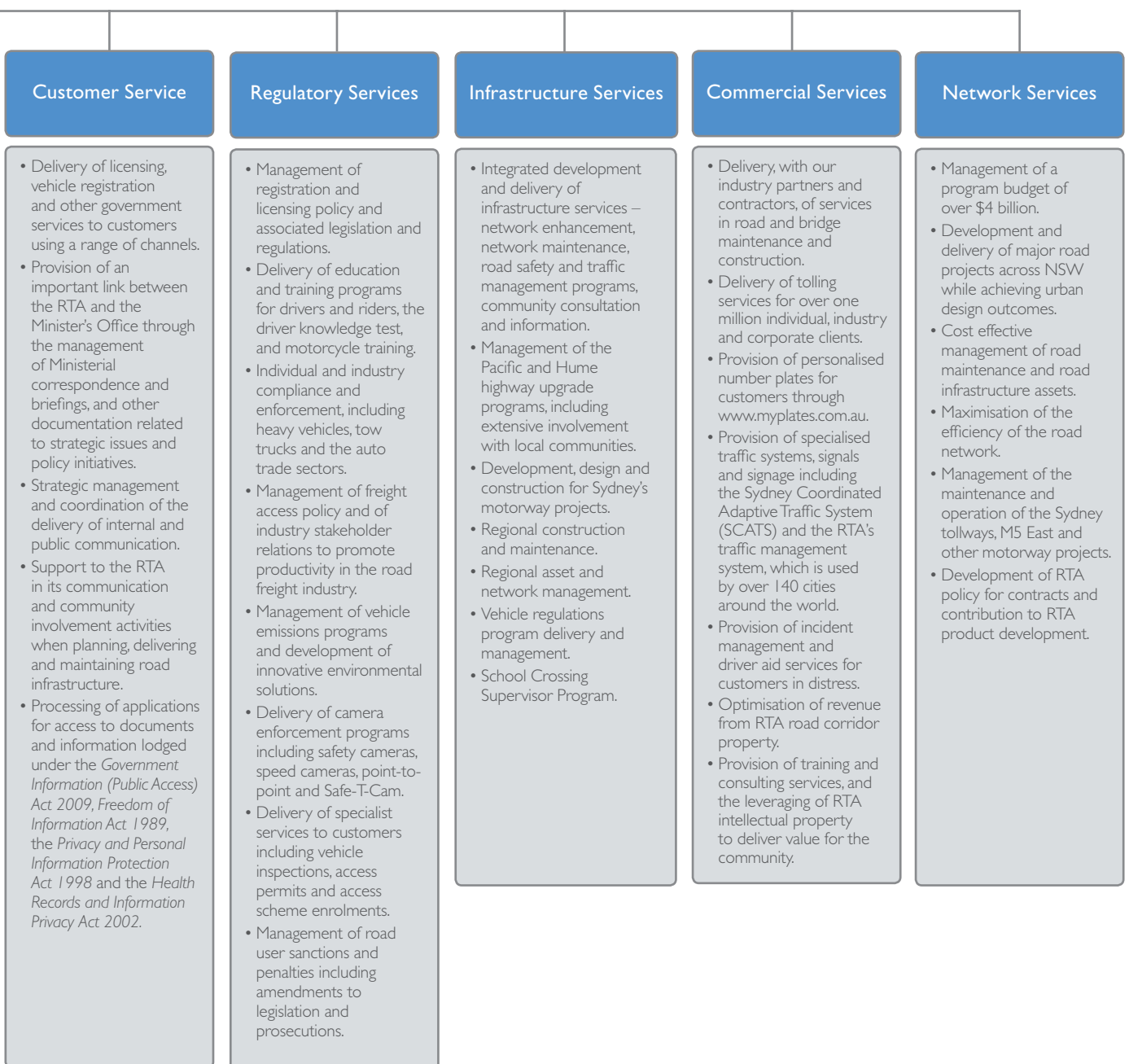
As at 30 June 2011



The RTA is made up of seven directorates, 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.

On 5 August 2010 the RTA underwent a structural realignment to improve customer service and community outcomes. This realignment included the formation of the following service-focused directorates:

- Customer Service Directorate.
- Commercial Services Directorate.
- Finance and Corporate Services Directorate.
- Infrastructure Services Directorate.
- Network Services Directorate.
- Regulatory Services Directorate.



Executive profiles

As at 30 June 2011



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 NSW.



Ann King | Deputy Chief Executive, Director, Customer Service

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. Ann's various responsibilities include delivery of licensing, vehicle registration and other services to customers, management of internal and public communication and management of ministerial correspondence and briefings. Ann has designed industry award-winning customer service offerings within the RTA's Contact Centre, property and e-business disciplines.



Peter Wells | Director, Regulatory Services

BSc MScMed

Peter is responsible for delivering camera enforcement functions, managing registration and licensing policy, delivering driver education and training, developing freight access policy and managing environmental programs. Peter has over 17 years' regulatory experience in areas including environmental protection, financial fraud investigation, motor vehicle emissions, auditing and community education/engagement. Before joining the RTA in 2008, Peter held other roles including the chair and founding member of the Australasian Environmental Law Enforcement and Regulatory Network.



Mike Veysey | Director, Network 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 Director, Regional Operations & Engineering Services. Mike is responsible for planning, developing, maintaining and managing the road network while providing technical, technological, project and contract management support to internal/external clients and providers. Mike was responsible for all roadwork programs, totalling \$3.7 billion in 2010–11.



Geoff Fogarty | Director, Infrastructure Services

BE (Hons)

Geoff has more than 30 years' experience in the development and delivery of public infrastructure projects in NSW. Since joining the RTA in 2004, Geoff has overseen the delivery of major road projects in Sydney and contributed his expertise to major projects across NSW. Geoff is currently responsible for the project development and delivery of the regional construction and maintenance programs – building and maintaining roads, bridges, traffic facilities and safety engineering works across the State road network. In addition, he manages the upgrade programs for Sydney's motorways, the upgrade of the Pacific and Hume highways, as well as the School Crossing Supervisor Program and the enforcement of regulations for heavy vehicles on NSW highways.

**Richard Boggon | Director, Commercial Services**

MBA, BCom, GAICD, FAIM

Richard is an experienced executive with a diverse background across a range of industries in both private and public sectors. He has worked extensively across Australia, the United States, the Asia Pacific region and Europe in a variety of senior roles. Richard is accountable for commercial results and leads a dynamic team providing a range of services for individual, corporate and government customers in road and bridge construction and maintenance, tolling, personalised number plates, commercial property and advertising, technical services, incident management and driver aid, specialised traffic and transport signals and systems.

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

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

Soames has more than 30 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.

**Paul Hesford | Director, Finance and Corporate Services**

BSc (Hons), CA (ICAEW)

Paul was appointed as Director, Finance and Corporate Services 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.

**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 and banking professions. Before joining the RTA, he held a range of senior executive positions in the banking industry. In addition he has been responsible for a number of major projects including the conversion of a building society to a trading bank, establishment 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.

**Stephen O'Gorman | General Counsel**

BA, LLB (Hons)

Stephen is an experienced solicitor who has worked for 15 years advising both public and private sector clients. Prior to joining the RTA as General Counsel in October 2010, Stephen had extensive experience as an external legal adviser to the organisation. Stephen is responsible for directing and managing the RTA's legal function and Legal Branch to ensure the efficient and cost effective delivery of quality legal services.

Performance overview

Five years at a glance

As a large and complex organisation, the RTA uses a large amount of information to drive performance, as well as to measure progress and delivery. Ongoing monitoring, assessment and reporting of performance indicators are 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 publicly available forms, such as the *NSW State Plan* reports, Budget Paper 3 and Austroads' National Performance Indicators.

The following tables provide a snapshot of RTA performance indicators against the 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. Further performance indicator information is also found within the chapters and appendices of this report.

TABLE 3. TRANSPORT (SEE PAGES 17–32)



Indicator	2006–07	2007–08	2008–09	2009–10	Target 2010–11	Actual 2010–11	Target 2011–12
Change in urban traffic volume (% increase on previous year)	-0.2	0.8	0.1	0.8	0.5	0.9	0.5
Travel speed: seven major routes AM peak (km/h, urban)	30	30	31	31	30	29	30
Travel speed: seven major routes PM peak (km/h, urban)	41	43	43	42	41	42	41
Benefit of development program (\$ million) ⁽ⁱ⁾	3,041	4,742	4,174	4,220	4,696	5,920	5,000
Major works completed within planned duration or within 10% of planned duration	75.3	95	92	91.4	90	96	90
Bus lane length (km)	98	112	126	133	142	147	156
Transit lane length (km) ⁽ⁱⁱ⁾	64	70	69	58	53	53	53
Cycleway length (km): Annual increase in off-road cycleways ⁽ⁱⁱⁱ⁾	88	68	41	45	93	68	64
Cycleway length (km): Annual increase in on-road cycleways ⁽ⁱⁱⁱ⁾	216	77	126	349	37	106	102

(i) Excludes private partnerships.

(ii) The reduction in transit lane length since 2009–10 includes the conversion of the M4 transit lane to general traffic and the upgrade of transit lanes on Victoria Road to bus lanes.

(iii) New measure.

TABLE 4. ASSET (SEE PAGES 33–44)



Indicator	2006–07	2007–08	2008–09	2009–10	Target 2010–11	Actual 2010–11	Target 2011–12
Ride quality: smoothness of State roads (% 'good' / % 'poor') ^{(i) (ii) (iii)}	90.4/2.9	90.7/3.1	91.6/2.6	91.5/2.8	92.2/N/A	91.2/3.0	91.3/N/A
Pavement durability: cracking all State roads (% good / % poor) ^{(i) (iv)}	76.5	78.0	76.3	77.4	78.0	78.1	78.0/N/A
Number of bridges on State roads at 30 June limiting legal usage due to structural condition	0	1	0	0	0	0	0
Maintenance and reconstruction expenditure on State roads per km of roadway (\$000) ^(v)	40	45	47	48	50	50	52

(i) An increase in maintenance funding in 2010–11 has resulted in improved ride quality and pavement durability results.

(ii) The 2011–12 target is an attempt to hold the current condition given the increased deterioration rate due to heavy and prolonged rains in order to achieve the *NSW State Plan* target of 93 per cent 'good' by 2016.

(iii) The RTA has adopted national reporting standards. Metric is now based on International Roughness Index (IRI).

(iv) The 2011–12 target is an attempt to hold the current condition given the fact of increased deterioration rate due to heavy and prolonged rains.

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

TABLE 5. SAFETY (SEE PAGES 45–58)


Indicator	2006–07	2007–08	2008–09	2009–10	Target 2010–11	Actual 2010–11	Target 2011–12
Fatalities/100,000 population ⁽ⁱ⁾	6.4	5.4	6.1	6.2	6.2	5.0	5.4
Fatalities/100 million vehicle km travelled ⁽ⁱⁱ⁾	0.71	0.59	0.65	0.66	0.76	0.53	0.56
% of fatalities where speed was a factor	37	35	42	42	N/A	43	N/A
% of fatalities where illegal levels of alcohol were a factor ⁽ⁱⁱⁱ⁾	21	20	22	19	N/A	17	N/A
% vehicle occupant fatalities who were not wearing an available restraint	16	16	23	13	N/A	18	N/A
% of fatalities where driver fatigue was a factor	19	17	16	20	N/A	15	N/A
Motor vehicle controllers aged 25 years or under involved in fatal crashes per 10,000 licence holders ^(iv)	1.9	1.7	1.8	1.6	N/A	1.3	N/A
Fatal crashes involving heavy trucks per 10,000 heavy trucks on register ^(v)	7.4	7.0	6.0	6.2	N/A	4.8	N/A
Heavy Vehicle Inspection Scheme: number of inspections ^(vi)	94,847	96,482	100,278	102,461	104,400	103,622	104,863
Heavy Vehicle Inspection Scheme: % of defect-free vehicles	51.00	56.00	56.37	55.00	52.00	52.20	52.00

(i) The 2009–10 and 2010–11 crash data are provisional and subject to change. The 2009–10 and 2010–11 population data are preliminary and subject to change.

(ii) Travel estimates since 2008 have not yet been published by the ABS. The 2008–09, 2009–10 and 2010–11 travel estimates are based on long-term trend extrapolations from the most recent figure published for 2008.

(iii) The 2010–11 alcohol data is incomplete and may be undercounted at this stage due to the lag in processing alcohol blood samples. Finalised alcohol data published in the previous annual report have been revised following improvements in the matching of alcohol and licence class data, consequently there are minor changes to alcohol involvement data for 2007–08 and earlier.

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

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

(vi) Target is based on trend for last 2 years.

TABLE 6. ENVIRONMENT (SEE PAGES 59–72)


Indicator	2006–07	2007–08	2008–09	2009–10	Target 2010–11	Actual 2010–11	Target 2011–12
Number of environmental penalty infringement notices issued to the RTA	2	2	0	1	N/A	4	0
Number of non-compliances with environmental protection licences held by the RTA ⁽ⁱ⁾	0	14	1	21	N/A	14	N/A
RTA's total greenhouse gas emissions from direct consumption (tonnes CO ₂ -equivalent) ⁽ⁱⁱ⁾	118,005	112,090	114,030	109,715	N/A	–	N/A
RTA's total office energy consumption (GJ) (target of 75,989 GJ) ⁽ⁱ⁾	80,032	72,361	71,052	64,776	N/A	–	N/A
RTA fleet environmental score – passenger vehicles ⁽ⁱⁱⁱ⁾	10.7	12.3	12.6	13.4	13.5	13.8	–
RTA fleet environmental score – commercial vehicles ⁽ⁱⁱⁱ⁾	7.9	8.0	8.5	8.9	9.0	9.5	–

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

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

(iii) These are Environmental Performance Scores (EPS) of all passenger vehicles and commercial vehicles in the RTA as at June 2011. The RTA met its 2010 targets set by the Office of Environment and Heritage (OEH). The OEH is currently developing new targets for 2012 and beyond for all agencies.

Performance overview

TABLE 7. SERVICES (SEE PAGES 73–80)



Indicator	2006–07	2007–08	2008–09	2009–10	Target 2010–11	Actual 2010–11	Target 2011–12
Use of RTA website (million visits)	13.97	16.45	21	27.5	22	25.75	N/A
Customers rating service as “good” or “very good” (%) ⁽ⁱ⁾	93	93	94	93	≥90	94	≥90

(i) A target for 2011–12 will be set once website arrangements have been finalised under the new structure.

TABLE 8. GOVERNANCE (SEE PAGES 81–94)



Indicator	2006–07	2007–08	2008–09	2009–10	Target 2010–11	Actual 2010–11	Target 2011–12
Compensable workplace injuries/100 employees (EFT) ⁽ⁱ⁾	6.4	6.1	4.9	5.8	5.2	4.9	4.4
OHS liability workplace claims costs (\$ million) ⁽ⁱ⁾	2.2	2.2	2.2	2.9	N/A	2.0	N/A
Separation rate of staff (%) ⁽ⁱⁱ⁾	8.46	8.4	7.62	7.15	N/A	8.32	N/A

(i) Excludes journey and recess away claims (those occurring at lunch time away from the workplace).

(ii) Separation rate is the proportion of staff that left the organisation. It includes salaried, wages and casual staff.

RTA Corporate Plan

The RTA's Corporate Plan – *Blueprint Update 2011* sets the priorities and milestones for the short term. The 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 Update 2011* within the broad scope of the RTA's responsibilities, the *Blueprint Update 2011* commitments have been integrated into existing RTA business planning and monitoring mechanisms.

Blueprint Update 2011 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 Update 2011* drives the organisational planning and performance management processes.

The following logo is used to highlight where significant work has progressed on a *Blueprint Update 2011* related activity. Watch for these symbols throughout this report. View the *Blueprint Update 2011* in full at www.rta.nsw.gov.au.

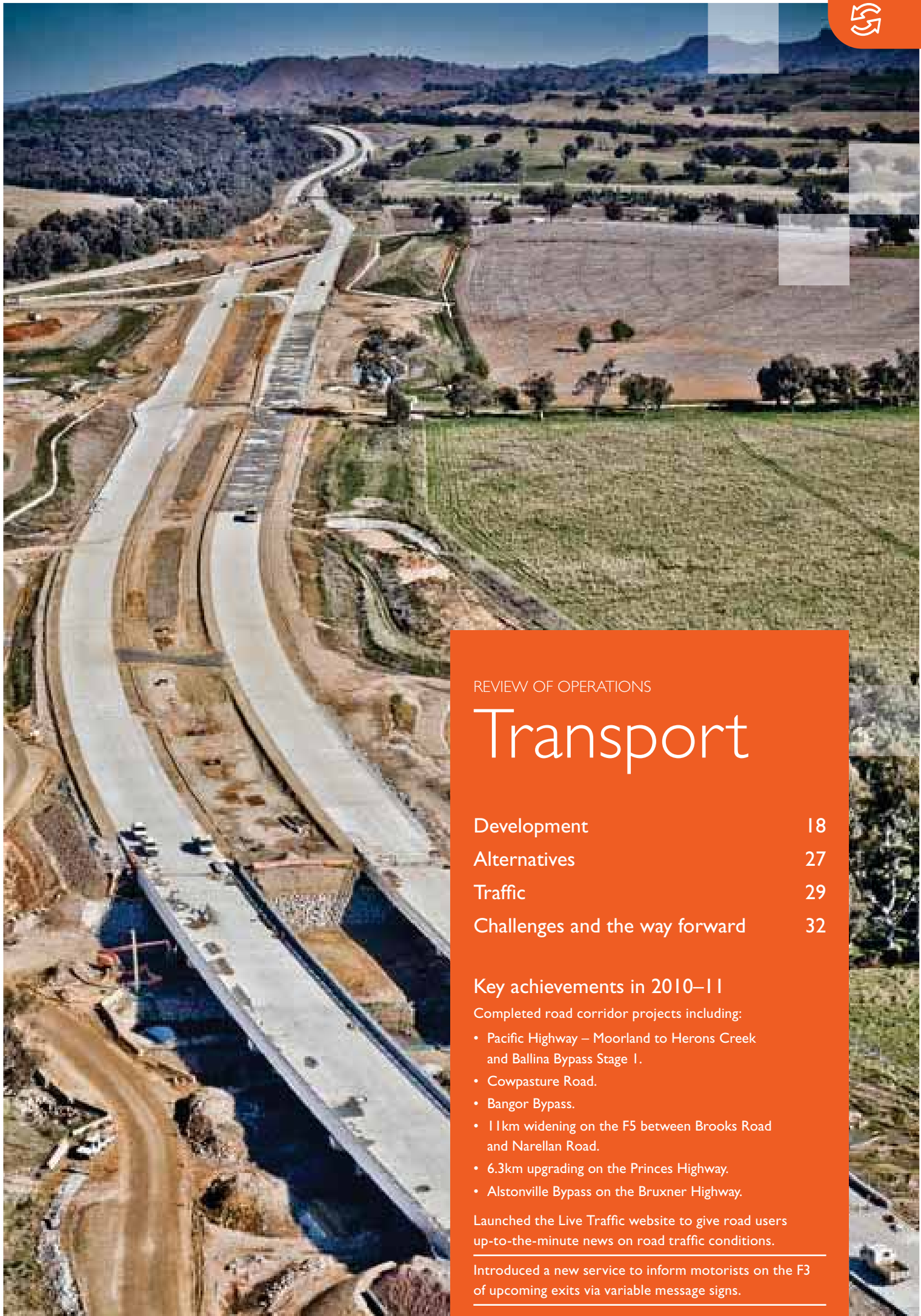


Helping you to find your way

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 225, and the compliance items are highlighted in bold for easy reference.



REVIEW OF OPERATIONS

Transport

Development	18
Alternatives	27
Traffic	29
Challenges and the way forward	32

Key achievements in 2010–11

Completed road corridor projects including:

- Pacific Highway – Moorland to Herons Creek and Ballina Bypass Stage 1.
- Cowpasture Road.
- Bangor Bypass.
- 11 km widening on the F5 between Brooks Road and Narellan Road.
- 6.3 km upgrading on the Princes Highway.
- Alstonville Bypass on the Bruxner Highway.

Launched the Live Traffic website to give road users up-to-the-minute news on road traffic conditions.

Introduced a new service to inform motorists on the F3 of upcoming exits via variable message signs.



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 wellbeing 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.

Alternatives – buses, bicycles and pedestrians.

Traffic – speed and traffic flow.

Challenges and the way forward.

Chapter cover image: Aerial view showing construction of Woomargama Bypass including bridges, earthworks and concrete pavements. Photo by Lightbox Imageworks, May 2011.

Development

Project delivery

Appendix I contains details of progress on all major works.

Motorways

M2 Motorway upgrade



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

Upgrading the M2 will improve traffic 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 project extends over 14.5km from Windsor Road, Baulkham Hills to Lane Cove Road, North Ryde and involves:

- Widening sections of the eastbound and westbound carriageways from two to three lanes.
- Providing west-facing on and off ramps at Windsor Road.
- Providing an on ramp at Christie Road and an off ramp at Herring Road.
- Widening the Norfolk Road Tunnel.
- Building a permanent cycle facility.

Construction work began in January 2011 and is expected to be completed in the first half of 2013. Extensive information regarding the project is on the project website at www.hillsm2upgrade.com.au.



Work on the new M2 on and off ramps at Windsor Road, Baulkham Hills, June 2011.

M5 East filtration trial

Construction of the M5 East Tunnel air filtration plant started in April 2008 and was completed in March 2010 with public inspections. An 18-month air filtration trial is underway with the plant used daily. The purpose of the trial is to improve tunnel air quality in a section of the westbound tunnel and evaluate the performance of air filtration technology, including:

- Electrostatic precipitation for the removal of particles from tunnel air;
- Denitrification for the removal of nitrogen dioxide from the tunnel air.

M5 West widening

The project involves widening of 20km of the M5 South West Motorway between King Georges Road, Beverly Hills and Camden Valley Way, Casula. It includes:

- Additional lanes on the M5 for the majority of its length by pavement widening in the median, asphalt overlays and new linemarking.
- An upgraded operations management control system, including a new control room building at Hammondville and variable message signs on the motorway and surrounding arterial roads.
- Extensive additional noise walls along the M5.

The environmental impact assessment for the project was displayed for community comment in September/October 2010. The majority of the comments received concerned traffic noise. The project has since been revised to provide significantly more noise barriers along the motorway. A number of submissions also suggested the need to widen the motorway between Fairford Road and King Georges Road in the eastbound direction. Again, the project has since been revised to include this work, as supported by further traffic modelling. The RTA and the motorway company, Interlink Roads, are working together to develop the project and agree on financial arrangements.

Pacific Highway Upgrade Program

The Pacific Highway links Sydney and Brisbane but also passes through local areas with growing populations.



Communities are active in the development of the highway to ensure their needs are being met.

In response, the RTA has provided road infrastructure for safe and efficient transport along this key transport corridor.

The highway is part of the National Land Transport Network. The NSW and Australian governments have been jointly upgrading the Pacific Highway since 1996, achieving travel time savings to date of about 80 minutes and 70 minutes for heavy and light vehicles respectively.

The two governments spent \$3.9 billion on the highway upgrade to 2009 and have committed \$3.65 billion to continue the upgrade over the five years to mid 2014. It comprises:

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

As at June 2011 (the end of year two of the current program), 337km of the Pacific Highway is dual carriageway (double-lane divided road). This is about 51 per cent of the final highway length of 664km. Around 67km of the dual carriageway highway is currently under construction and about 128km is being prepared for construction. Planning is also being progressed on the remaining sections of highway.

This year the RTA significantly improved public information available on the Pacific Highway Upgrade with a new website, interactive products, videos explaining construction techniques and more. Customer feedback has been positive.

Major upgrading activities in 2010–11 are outlined below.

Priority 1: Hexham to Port Macquarie, Raleigh to Woolgoolga and Ballina to the Queensland border

Coopernook to Herons Creek

The RTA formed an alliance with contractors in September 2006 to design and construct the 33km dual carriageway upgrade of the Pacific Highway from Coopernook to Herons Creek (incorporating the Coopernook to Moorland and Moorland to Herons Creek projects).

This \$580 million project was jointly funded by the NSW and Australian governments and is the longest single upgrade project carried out on the Pacific Highway to date.

Construction started in late 2007 and the new carriageway was progressively opened to traffic from January 2010, with the final stage opening in July 2010. The completed project provided about 163km of continuous dual carriageway between Bulahdelah and Port Macquarie.

Construction included building bypasses of the villages of Moorland, Johns River and Kew. The upgrade is expected to significantly improve safety for local residents by rationalising property access points to the new highway and bypassing three villages; improving road conditions by providing continuous dual carriageway between Coopernook and Herons Creek; and removing the bottleneck at the signalled intersection at Kew.

The project involved the construction of new twin bridges at Two Mile Creek, Moorland railway bridge, Pipe Clay Creek, Holey Flat Creek, Tom Cat Creek, Stony Creek, Ross Glen railway bridge, Walkers Creek and Herons Creek. A new major bridge for southbound traffic was built over the Camden Haven River. Interchanges were also built at Moorland South, Johns River and Kew.



Banora Point

An alliance for the construction of the \$359 million highway upgrade at Banora Point was formed in August 2009. Major construction for the 2.5km Banora Point upgrade started in December 2009. As the project is in an urban area, door-knocking, community meetings and weekly information updates are essential to its success. The community has formed several groups that interact frequently with the RTA. Construction is well advanced over the full length of the project. There was a major traffic switch in February 2011 at the northern section of the project, which has allowed the whole site to be under construction. In addition, 47 super-T girders were delivered and stored on site to build the southern valley viaduct. Some of these super-T girders have already been put in place.

Construction is progressing well and the project is expected to be opened to traffic mid 2012 and fully completed in late 2012.



First span of super-T girders erected for the southern valley viaduct, Banora Point, May 2011.

Ballina Bypass

Construction of the 12km bypass of Ballina is well advanced. The \$640 million project is expected to be completed in mid 2012. Major construction started in May 2008 and the northern section of the project was opened to traffic in March 2011. Completed work to date includes the Teven Road bridge and bridge work for the Emigrant Creek central bridge and the flood relief bridge between Teven Road and Cumbalum. Sealing and linemarking for all completed local roads and property accesses is expected to be completed by the end of June 2012.

To explain how the RTA is addressing deep, soft soils, a video with animations of local construction techniques was sent to local interest groups and was well received.



Teven interchange on the Ballina Bypass, May 2011.

Tintenbar to Ewingsdale

Concept design for the proposed Tintenbar to Ewingsdale project has been completed and planning approval received in January 2010. The project will provide 17km of four-lane divided carriageway between the Ballina Bypass and the Ewingsdale interchange. It includes the provision of twin tunnels to avoid the steep grades of St Helena Hill. Tenders closed in early 2011. Construction will begin in early 2012.

Bulahdelah Bypass

Construction is well advanced on the \$315 million, 8.6km bypass of Bulahdelah. Major construction started in August 2010, the site is fully cleared and earthworks are progressing. Bridge work is also progressing with the new overpass bridge linking Bulahdelah township to Alum Mountain in place and the first girders installed on the bridge over the Myall River during May 2011. Work is advancing on the other bridges and structures along the full length of the project. Other recent work includes drainage, controlled blasting in the major cuttings and revegetation work. The project is expected to be completed in late 2012.

Sadly, in 2004 three people from the same family lost their lives in a road crash in the area. The RTA, having worked with the family and with strong local endorsement, included in the southern interchange design a memorial site called 'Our Girls Memorial'.



Aerial view of the temporary Myall River Bridge and new bridge works, Bulahdelah Bypass, January 2011.

Herons Creek to Stills Road

Construction of the 3.5km upgrade of the northbound carriageway between Herons Creek to Stills Road started in March 2011. The \$60 million project is jointly funded by the NSW and Australian governments. A number of environmental management measures are underway including mulching and recycling of timber, construction of sedimentation control basins and the relocation of Koala Bell plants. Clearing and excavation work is also underway. The project is expected to be completed in late 2012.

Coffs Harbour (Sapphire) to Woolgoolga

The \$705 million major construction project for the 25km Sapphire to Woolgoolga Upgrade started in August 2010. Earthwork and drainage work is continuing. Controlled blasting is also underway about 1km southwest of Woolgoolga. The project is expected to be completed in early 2014.



Earthworks near Greys Road on the Sapphire to Woolgoolga Upgrade, January 2011.

Priority 2: Port Macquarie to Raleigh

Kempsey Bypass

In its 2009–10 Budget, the Australian Government announced accelerated funding to fast-track the Kempsey Bypass under the Building Australia Fund. Major construction for the 14.5km bypass started in June 2010. Flood management was a real concern for the local community and the \$618 million project includes a 3.2km bridge crossing of the Macleay River and floodplain, the longest in Australia.

Construction is well underway, with earthwork, utility relocations and flood mitigation work, including work with the local community on property protection measures, completed. The project remains on-track for completion ahead of schedule by mid 2013.

Work is also underway on a number of overbridges including at Crescent Head Road and the north coast railway line. The site for building the Macleay River bridge is established and geotechnical investigations are underway, with piling foundations to begin in July 2011.

Planning and preconstruction activities are proceeding on the 105km of undeveloped sections between Port Macquarie and Raleigh, including Warrell Creek to Urunga, Frederickton to Eungai and Oxley Highway to Kempsey.

Priority 3: Woolgoolga to Ballina

Planning and community consultation is continuing on the 155km undeveloped section between Woolgoolga and Ballina, including the early purchase of some properties following requests by members of the community.

Glenugie Upgrade

Major construction for the 7km upgrade south of Grafton started in March 2010. Pavement work, kerb and guttering and drainage work is continuing. The installation of fauna fencing and aerial rope crossings is either underway or complete. The \$60 million upgrade is expected to be open to traffic in late 2011.

Devil's Pulpit

Planning approval for the Devil's Pulpit upgrade project was obtained in February 2011 and the contract for construction has been awarded. The project will provide 6km of new divided carriageways and also provide another 3km of median wire rope safety barriers. Major construction is expected to begin in late 2011, with completion expected in mid 2013.

Princes Highway

Bega Bypass

Milestones achieved over the year include completion of the concept design, display of the Review of Environmental Factors and, in December 2010, receipt of planning approval. Tenders will be invited in 2011–12.

Gerringong to Bomaderry Upgrade

The current NSW Government is investing \$500 million in the upgrade of the Princes Highway between Gerringong and Bomaderry. The RTA is now planning to provide the four-lane highway with median separation as three separate projects:

- 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 Cambewarra Road).

Gerringong Upgrade

Planning approval was obtained in November 2010. Following this, Registrations of Interest to design and construct the project were invited on 15 November 2010. Tenders were subsequently invited from a shortlist of tenderers on 3 March 2011.

Foxground and Berry Bypass

Planning is continuing. An application for approval under Part 3A of the *Environmental Planning and Assessment Act 1979* was submitted in December 2010 and the environmental assessment requirements of the Director General of the NSW Department of Planning were issued in February 2011.



Berry to Bomaderry Upgrade

Planning for this project is continuing. The concept design and environmental impact assessment for the proposal should be completed in the 2011–12 financial year.

Lawrence Hargrave Drive Intersection

The overpass was officially opened to traffic in July 2010. Community feedback was used to refine the design of the project. Road safety around Bulli Public School was improved after consultation with the school community and local residents – maintaining safety for both local and through motorists.

South Nowra Kinghorne Street to Forest Road

Upgrading 6.3km of the Princes Highway to four lanes between Kinghorne Street and Forest Road at South Nowra will link the existing four-lane section of the highway through the Nowra central business district immediately to the north with the four-lane section of highway to the south. This will result in at least four lanes on the Princes Highway between Bomaderry and the Jervis Bay turnoff.

The RTA has completed an environmental impact assessment and detailed design of this project. Pre-construction activities including property acquisitions and preliminary utility relocations are nearing completion. Construction is expected to start in late 2011 and the new section of highway should open to traffic in 2013.

Victoria Creek realignment

The construction contract has been awarded for the \$45 million upgrade of the Princes Highway between Narooma Road (the Old Princes Highway) and Corkhill Drive at Central Tilba 13km south of Narooma. The preferred option will use a new alignment which closely follows the existing reserved road corridor shown on the Eurobodalla Shire Council Local Environment Plan, but improves the road geometry, providing greater road safety improvements and causing less disruption to traffic during construction. Major works have begun and construction is scheduled to be completed by 2013.

Great Western Highway

Wentworth Falls East

The new eastbound carriageway from Old Bathurst Road (west) to Tableland Road was opened to a single lane of traffic travelling in each direction in May 2011. The existing carriageway between Dalrymple Avenue (east) and Tableland Road is being rebuilt, including new utility services, drainage, retaining walls and local access roads. Pedestrian traffic lights have been installed across the new carriageway west of Tableland Road to improve safety for school children and others using the bus stop. Construction of the new westbound carriageway between Dalrymple Avenue (east) and Station Street continues. Community notification of construction work and traffic changes is ongoing.

Lawson Upgrade, Ferguson Avenue to Ridge Street

The first (western) stage of the upgrade between Bass and Ridge streets opened to traffic on 17 December 2010, providing four lanes, upgraded intersections, new traffic signals at San Jose and New streets and connections to Blue Mountains City Council's township improvement works. Construction work between Ferguson Avenue, Hazelbrook and Bass Street, Lawson, including a new bridge over the railway and a 600m long rail realignment, is underway.

The project has major benefits for the local community and through traffic, including improved road safety, travel times, road access, and cyclist and pedestrian safety. Communities have been kept informed and offered alternative accommodation where necessary during weekend and night work over the rail shutdown. Community involvement is ongoing.

Bullaburra

The Great Western Highway is being delivered in two sections at Bullaburra – Bullaburra East, and between Bullaburra and Wentworth Falls.

The RTA is proposing to widen the existing two-lane highway to a four-lane divided highway between Ridge Street, Lawson and 600m west of Genevieve Road, Bullaburra. Land acquisitions are being progressed and designs finalised to prepare the Bullaburra east project for construction. This project is undergoing detailed design work. Some changes were made to the draft design originally displayed to the public for environmental and safety reasons. The RTA communicated these to the community and is holding ongoing discussions with Bullaburra community groups and Blue Mountains City Council regarding property acquisition and adjustments.

Planning between Bullaburra and Wentworth Falls was completed in late 2010 and tenders for construction invited in January 2011. There is considerable community interest and affected property owners have been closely involved. Construction is expected to commence in late 2011 and be completed in 2014.

Hume Highway

The duplication of the Hume Highway is well advanced and 2010–11 saw the following milestones:

- Construction of the \$247 million Holbrook Bypass started.
- Construction of the Woomargama Bypass including bridges, earthworks and concrete pavements continued.
- Construction of the Tarcutta Bypass including bridges, earthworks and concrete pavements continued.
- Additional landscaping and traffic mitigation works on the Albury Bypass started.

A feature of each of the Hume Highway projects has been the efforts of the construction teams to support fundraising for local activities, facilitate site visits and make presentations to local school students and service clubs.





Aerial view of the Tarcutta Bypass, June 2011.

May 2011 marked the official start of construction of the \$247 million Holbrook Bypass project. The Australian and NSW government-funded project represents the final stage in the upgrade of the Hume Highway into a four-lane, divided highway between Sydney and Melbourne.

The 9.5km bypass will provide easy entry and exit to the north and south of the town as well as twin bridges over Culcairn Road and Ten Mile Creek. Work on the Holbrook Bypass is expected to be completed in 2013.

The new bypass will improve safety for local residents by reducing the number of cars and trucks on Holbrook's local streets. The route selection for the bypass was confirmed with stakeholder involvement and the final design improved following discussion with landowners and transport operators. This project is employing many local residents and injecting millions into the local economy.

Sydney area

Bangor Bypass

The final link in the Bangor Bypass was completed on 20 April 2011. This means the Bangor Bypass project, which started in 2003, became fully operational. The new north-south link provides a 1.2km road linking New Illawarra Road in the south with Bangor Bypass (east-west link) and Alford's Point Road in the north.

The Bangor Bypass now provides an important cross-regional link between the key residential and employment centres of Sutherland and Bankstown. The final link improves access between Heathcote and Alford's Point roads. One of the main features of the project was traffic lights at the intersection of Old and New Illawarra roads to replace the roundabout and a 115m long, 3.5m high retaining wall. The construction involved 30,000m³ of earthworks and the installation of more than 30,000m² of new pavement.



The four-lane Bangor Bypass opens to traffic, April 2011.

Alford's Point Bridge northern approach and bridge over Henry Lawson Drive

The new bridge over Henry Lawson Drive was opened to two lanes of traffic in May 2011. In 2010-11 construction of the \$44 million northern approach to the Georges River Bridge continued and is expected to open to traffic in late 2011.

F5 Freeway widening

The NSW and Australian governments have committed \$116 million to widen the F5 Freeway between Ingleburn and Campbelltown. Widening of the 11km of the F5 Freeway between Brooks Road, Ingleburn and Narellan Road, Blair Athol is being undertaken by Nace Engineering Pty Ltd. Construction began in February 2009 and completion is scheduled for late 2011. The following sections of widened freeway opened to traffic on 22 December 2010:

- Southbound, 6km of four-lane freeway between Brooks and Raby roads.
- Northbound, 2km of four-lane freeway between Brooks Road and Denham Court exit ramp.
- Northbound 4km of three-lane freeway between the Denham Court exit ramp and Raby Road.

The new Raby Road ramp onto the F5 was opened to traffic on 6 June 2011. The upgrade of the F5 between Campbelltown and Ingleburn is expected to be open by the end of 2011.



Construction of noise wall on the F5 Freeway, November 2010.



Cowpasture Road Upgrade

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 was progressively upgraded to a four-lane divided road, fully funded by the NSW Government.

Construction of the final \$53 million upgrade between the M7 Motorway and North Liverpool Road began in January 2009 and opened to traffic in December 2010.

The upgrade links new residential areas and employment zones, and provides a regional freight link between Prestons, Wetherill Park and Smithfield industrial estates. Cowpasture Road also forms an important link to the M7 Motorway, with an interchange near Hoxton Park Road. The upgrade provides improved access for local motorists as well as a safer road environment for all road users.

Camden Valley Way, Cobbitty Road to Narellan Road

Camden Valley Way is a major arterial road linking Liverpool, Camden and Harrington Park in Sydney's south. The upgrade of Camden Valley Way to a four-lane divided road between Bernera and Cowpasture roads is expected to open to traffic in July 2011. Planning and pre-construction for the upgrade of Camden Valley Way between Cowpasture Road and Cobbitty Road is continuing. Work to upgrade Camden Valley Way between Narellan and Cobbitty roads, Harrington Park began in August 2010. Construction of the upgrade is progressing well and is expected to be completed in 2012.

Erskine Park Link Road

The new road will provide a vital link to the Western Sydney Employment Area, which comprises more than 2,200 hectares and is expected to accommodate 40,000 jobs. The Western Sydney Employment Area is located adjacent to the intersection of the M4 and M7 motorways.

The Erskine Park Link Road will link Lenore Lane and Old Wallgrove Road, providing a vital connection between the Western Sydney Employment Area and the M7 Motorway. Tenders for construction were invited in November 2010 and the contract awarded in May 2011. The construction works are scheduled to begin in the second half of 2011, with completion scheduled in 2013.

Hunter region

The Hunter Expressway

The \$1.7 billion Hunter Expressway is a 40km, four-lane freeway between the F3 near Seahampton and the New England Highway, west of Branxton.

The Australian Government committed \$1.5 billion while the NSW Government is contributing up to \$200 million for the project.

Major construction started in August 2010. The 13km eastern section of Hunter Expressway is being built by the Hunter Expressway Alliance. Since the start of major construction, the alliance has treated mine voids beneath Sugarloaf Range and built a number of site access intersections on John Renshaw Drive, George Booth Drive and Buchanan Road. It has also started earthworks, retaining walls, drainage and bridge work along the eastern section of the route. Animations of the innovative construction techniques are on the RTA's Road Projects website (www.rta.nsw.gov.au/roadprojects).



The Hunter Expressway Alliance received praise from the Awabakal Land Council for the positive example of Aboriginal consultation and engagement as well as for the Aboriginal cultural awareness training program conducted by RTA.

Major construction started on the western section of the project in April 2011. This section comprises 27km of four-lane divided road from just east of Kurri Kurri to the New England Highway west of Branxton. A virtual reality model was created to help explain the new arrangements to residents and businesses, which was well received.

This Hunter Expressway project will provide a direct boost to the NSW economy, directly creating more than 800 jobs and indirectly 2,400 jobs.



Aerial view of the Buchanan Interchange, Hunter Expressway, May 2011.

Harry Boyle Bridge, third Hunter River crossing



The \$59 million Third Crossing of the Hunter River at Maitland, including the Harry Boyle Bridge, opened to traffic on 3 December 2010. The RTA, in conjunction with the *Maitland Mercury*, ran a competition to name the bridge. The winning entry was announced at a community celebration on 6 November 2010. Finishing works including final road surfacing are expected to be completed by October 2011.



The completed Third Crossing of the Hunter River at Maitland, including the Harry Boyle Bridge, December 2010.

Newcastle Inner City Bypass, Shortland to Sandgate

Work is continuing for a four-lane divided carriageway extension of the Newcastle Inner City Bypass for 1.8km between Shortland and Sandgate. The \$133 million extension will pass underneath Sandgate Road at Shortland, with a bridge over Deepbridge Creek and the main northern railway line, past the western side of Sandgate Cemetery and join the Pacific Highway at Sandgate.

The main contract was awarded to Reed Constructions in February 2011. Initial construction activities began in April 2011 and include establishing the site, installing sediment and erosion controls and piling works for the three main bridge sites. The project is expected to open to traffic in 2013.

Removal of the old Tourle Street bridge

The contract for the removal of the old Tourle Street bridge between Mayfield and Kooragang Island was awarded in December 2009. The demolition of the steel-truss bridge used a temporary bridge for two cranes to remove the bridge a span at a time. Strict environmental controls were placed on the removal of the six bridge piers, which had been supported by numerous large diameter piles cut 1m below mud level. The work also removed over 200 original falsework piles embedded in mud. The demolition work was innovative as no barges were used, and the cutting of large steel encased and steel reinforced piles 1m below mud level and 3m below water level was done without using explosives.

Central Coast



Central Coast Highway Upgrade, Carlton Road to Matcham Road

The \$75 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. The 500m section between Serpentine Road and Matcham Road opened to traffic in March 2011. Full construction is scheduled for completion in 2012.

Central Coast Highway Upgrade, Matcham Road to Ocean View Drive

This \$80 million, 2.2km, upgrade of the highway between the F3 at Kariong and Tumby Road at Wamberal is the final project to provide four-lane carriageway. A contract for major roadworks was awarded in November 2010 and construction started in January 2011. The project is expected to be opened to traffic in 2013.

Avoca Drive widening, Sun Valley Road to Bayside Drive

Planning was completed in 2008 to complete a continuous four lanes between the Central Coast Highway and Davistown Road. A contract for major roadworks for the 1.2km section between Sun Valley Road and Bayside Drive was awarded in June 2009 and construction started in September 2009. The \$38 million project opened to traffic in February 2011.

Wyang Road intersections

High priority projects for Wyong Road included planning and preconstruction activities for the Wyong Road/F3 Sydney–Newcastle freeway interchange improvements and planning the Wyong Road/Pacific Highway intersection upgrade at Tuggerah. The preferred proposal for the Wyong Road/F3 Freeway interchange upgrade was on public display from December 2010 until February 2011. Pre-construction activities will be finalised in late 2011.

Northern region

Bruxner Highway, Alstonville Bypass

The 6.6km Alstonville Bypass provides 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 was officially opened by the Hon. Anthony Albanese MP, Federal Minister for Infrastructure and Transport on 27 May 2011. This \$97 million project was fully funded by the Australian Government.



Waterfall Way bridge replacement

Waterfall Way is one of the main routes linking the New England region with the North Coast and is an important road for tourism, commerce and primary production. Two bridges, across St Helena and Four Mile creeks, around 2km apart, were rebuilt to provide wider and stronger bridges on better alignments. The upgrades were undertaken to improve road safety on Waterfall Way and to ensure that the road can continue to safely carry legal loads into the future. The \$8.5 million project was fully funded by the NSW Government and work was completed in September 2010.

Western region

Newell Highway, Moree Bypass Stage 1

The \$56.2 million Moree Bypass removes heavy vehicle traffic from the town centre of Moree and improves safety and access for local traffic and pedestrians.

A contract was awarded in August 2007 for Stage 1, which included road work and a new Mehi River Bridge. Stage 1 opened to traffic on 13 December 2010.



The completed Mehi River Bridge on the Moree Bypass, December 2010.

South West region

Adelong Creek bridge

The Adelong Creek and Adelong Flood Channel bridges are located on the Snowy Mountains Highway in Adelong, south west NSW. These timber beam bridges were modified 10 years ago with the addition of concrete decks. While the modifications extended their life in the short term, they continued to deteriorate. The bridges also lacked the capacity to safely handle increasing freight traffic. This, combined with high maintenance costs and difficulties in obtaining suitable timber, resulted in the replacement of the two bridges with one new structure. It consists of four spans of 15.5m each, totalling 62m in length.

Preconstruction began in December 2007. Two lanes opened to traffic in December 2010 and the official opening was held on 17 February 2011, one month ahead of schedule and despite significant flooding.

Southern region

Main Road 92 upgrade, Nowra to Nerriga

The Nowra to Braidwood Road, Main Road 92, is classified as a Regional Road under the responsibility of Shoalhaven City and Palerang councils. In 1988 the Australian Government declared Main Road 92 a Road of National Importance, in recognition of its potential as a significant route between Canberra and the South Coast. The Main Road 92 upgrade was initiated by the Australian Government. It was constructed in three stages, with the final stage opened in September 2010.

Stage 1, the 24km upgrade from Hames Road to Morton National Park was opened to traffic in June 2007. Stage 2, a 9km section from 44km west of Hames Road (near the Touga Road intersection just east of the Bulee mountain area at Billy's Hill) was opened to traffic in September 2009. Stage 3 delivered over 20km of upgraded road from Tianjara Falls to Billy's Hill near Bulee Gap.

The full 54km \$99 million upgrade of Main Road 92 between Nowra and Nerriga is now complete and was marked by a family fun day held in Nerriga in October 2010. With RTA sponsorship, the Nerriga Progress and Sports Association hosted the celebrations and more than 1,200 visitors enjoyed the village fair atmosphere. A highlight was the ribbon cutting ceremony by Kevin Smith, Nerriga's oldest resident.

The local community was kept informed during construction of the project through numerous meetings and email updates.



Kings Highway deviation

Construction work on the Kings Highway realignment on the outskirts of Queanbeyan was completed in December 2010. Major construction on the realignment began in January 2010. Four lanes have replaced two lanes on this busy section of the Kings Highway. The new deviation is the largest single part of the \$27 million Kings Highway Upgrade completed by the RTA on behalf of the NSW and Australian governments to cater for the new Defence Headquarters near Bungendore.

Lanyon Drive duplication

The Lanyon Drive duplication addresses the increase in traffic congestion and delays caused by development and increased traffic volumes along Lanyon Drive from Tomsitt Drive across the ACT border to the Monaro Highway. The work consisted of constructing a dual carriageway with two traffic lanes in each direction. The existing bridge at Jerrabomberra Creek was widened and a new bridge constructed to accommodate the dual carriageway.

The \$19 million project, jointly funded by the NSW, Australian and ACT governments, was completed on time and \$2 million under budget. Construction commenced in January 2010 and the deviation was fully opened to traffic in April 2011.

Australian Defence Force Memorial Plantation

In November 2010 the Governor-General of Australia officiated at the dedication of the Australian Defence Force Memorial Plantation, which comprises 50,000 trees planted by the RTA. The plantation stands on Remembrance Driveway near the Mount Annan Botanic Garden. The RTA organised the dedication in partnership with the Remembrance Driveway Committee, Governor-General's Office and Department of Premier and Cabinet and produced a printed program and DVD depicting theatres of war, including peacekeeping missions since the Vietnam War.



Memorial wall identifying the start of the Australian Defence Force Memorial Plantation, Remembrance Driveway, Hume Highway.

Alternatives

Supporting bus priority

Inner West Busway

Victoria Road is one of Sydney's busiest transport corridors, carrying around 75,000 vehicles and 40,000 bus passengers per average weekday across Iron Cove Bridge.



The \$175 million Inner West Busway project provides 3.5km of new, dedicated peak hour bus lanes through Drummoyne and Rozelle.

It also includes improved cyclist and pedestrian facilities through Rozelle and Drummoyne.

The first buses travelled on the Inner West Busway in January 2011, following the opening of the new Iron Cove Bridge to westbound traffic. The installation of a moveable concrete median barrier on Victoria Road marks a first for Australian roads and safely provides the additional capacity for a dedicated bus lane in the morning peak period.

By improving bus travel times and encouraging more people to use public transport, the new bus lanes will assist efforts to reduce congestion and vehicle emissions. The project is providing city-bound bus commuters with travel time savings of up to 17 minutes in the morning peak period.



The completed \$175 million Inner West Busway, January 2011.



Strategic bus corridors

The objective of strategic bus corridors is to improve travel time reliability, using both infrastructure solutions and the Public Transport Information and Priority System (PTIPS). 2010–11 was the sixth year of a seven-year, \$295 million bus priority program.

To June 2011 a total of 134 bus priority projects had been completed on strategic bus corridors, including 16 in 2010–11, at a total cost of \$265 million. These corridors are described on the RTA's Road Projects website, www.rta.nsw.gov.au/roadprojects. Bus priority treatments, established in close consultation with neighbouring residents and businesses, include intersection improvements, bus priority 'B' signals at traffic lights, road widening and installation of red bus lanes, bus-only lanes and transit lanes. A \$10 million bus layover facility was opened in May 2011 on the Warringah Freeway at Cammeray. Since the program began, the length of bus lanes has increased from 78km to 147km.

Technology roll out to State Transit Authority buses

PTIPS uses satellite technology to identify late-running buses and communicate with the RTA traffic management system to give priority to those buses at traffic signals. The system has been installed on all State Transit Authority buses in Sydney and Newcastle and is now being extended to private buses. Over 870 traffic signals have now been activated to enable priority for late-running buses. PTIPS also provides real-time bus status information to support the recently implemented SMS Real Time Bus Information Service now in operation.

Supporting cycling

Information and events

As part of delivering the *NSW BikePlan*, the NSW Government launched a website that provides a user-friendly and comprehensive source of all NSW Government cycling information (www.bicycleinfo.nsw.gov.au). The website includes safety tips and road rules for beginner riders, a calendar of sporting and social cycling events, and a compendium of NSW cycleway maps. It was developed by the RTA in collaboration with government agencies and major cycling organisations including Bicycle NSW and Cycling NSW.

As part of the RTA's program to encourage more people to cycle, it sponsored major community cycling events, including the NSW Government Spring Cycle, the Parra Pedal for the Amy Gillett Foundation, MS Sydney to the Gong Ride and NSW Bike Week. These events receive strong community support. A total of 9,476 cyclists participated in the NSW Government Spring Cycle held on 17 October 2010, a 10.1 per cent increase since 2006. There were also events held across the State as part of NSW Bike Week in 2010, with 49 events attracting 5,450 participants.



Cyclists gather in Parramatta Park for the inaugural Parra Pedal.

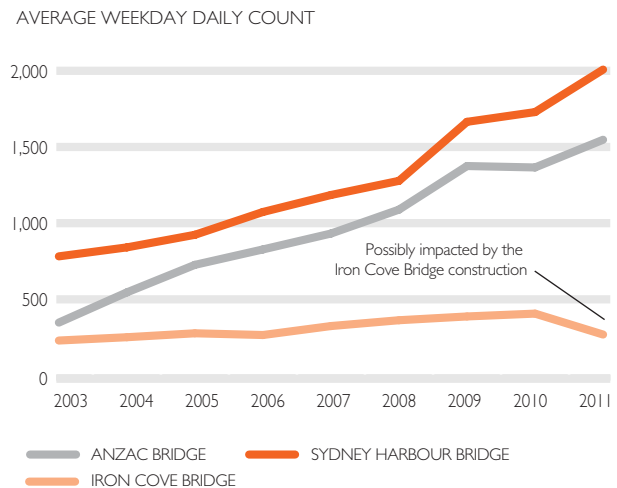
Cycle count reporting

The RTA began developing a cycle count reporting system to gather improved statistics on cycle use. When complete, the system will include external data such as weather information, which will enhance the RTA's ability to track trends and performance. The new system will also allow weekly updating of cycle counts. The initial phase will be completed by October 2011.

The table below charts cycle use of the Sydney Harbour, Anzac and Iron Cove bridges from 2003 to 2011. It clearly shows that there are now twice as many weekday cyclists using the Sydney Harbour Bridge compared to five years ago. The same trend is evident on all major cycle routes into the city.

Cycleway counter data for the year ended 30 June 2011 indicates that the Sydney Harbour Bridge cycleway had the highest average daily count over weekdays and weekends (1,390).

FIGURE 4. ANNUAL AVERAGE WEEKDAY CYCLE COUNT



According to the latest NSW Bicycle Network GEOdatabase information, NSW has 8,746km of cycleways. This is an increase of 174km on 2009–10. Road shoulders (2,742km, excluding high-speed roads), shared paths (2,440km) and shoulders or breakdown lanes on freeways and rural highways zoned at 90km/h or higher (2,205km) comprise most of the total cycleway length.

Pedestrians

Pedestrian infrastructure



The aim of pedestrian facility programs is to improve safety, mobility and access, particularly in areas of high pedestrian activity. Typical projects include preparation of Pedestrian Access and Mobility Plans, provision of kerb ramps, new crossings at signalised intersections, and new traffic control signals for pedestrians.

Sixty-five pedestrian infrastructure projects were delivered on the State road network across NSW. These were fully funded by the RTA at a cost of \$3.9 million. A further 61 projects were undertaken on regional and local roads in local government areas around the State, with funding matched dollar-for-dollar by local councils to an RTA contribution of \$1.5 million.

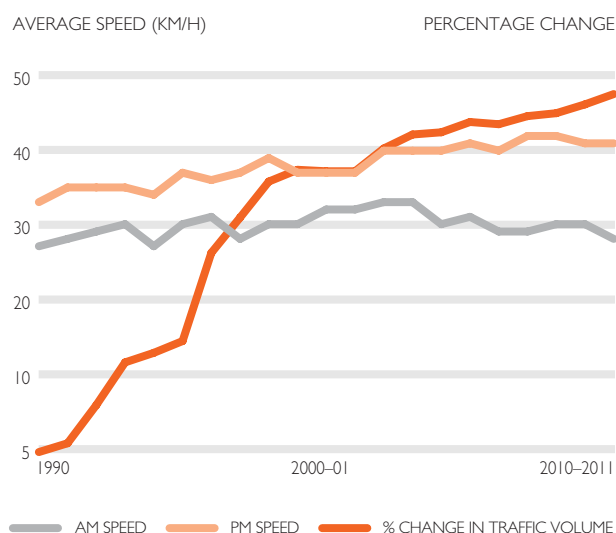
Additionally, two major pedestrian bridge projects approached construction this year. A contract was awarded for the Epping Road Marsfield project, which will begin construction in 2011–12. The Anzac Parade Moore Park project is in the initial scoping stages with residents and stakeholders. Their input and a comprehensive pedestrian and cycle study will inform the final design.

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 of 49 per cent since 1990, as shown in Figure 5 below.

FIGURE 5. SPEED AND TRAFFIC VOLUME TRENDS FOR SEVEN MAJOR ROUTES TO AND FROM SYDNEY



Between 2009–10 and 2010–11 overall travel speeds have decreased for the AM peak period and remained unchanged for the PM peak period.

For the AM peak there was a decrease in the overall average speed from 31 to 29km/h from 2009–10 to 2010–11. Speeds were generally lower across each of the seven routes, with decreases of up to 3km/h. The M4 corridor was down from 28 to 25km/h, which appears to reflect changes in travel patterns following removal of the toll. The M2/Lane Cove Tunnel/Gore Hill Freeway corridor decreased from 39 to 36km/h, which had been expected due to road works and associated reductions in speed limits. The other five corridors all recorded slight decreases of 2km/h or less.

For the PM peak, the overall average speed of 42km/h was unchanged between 2009–10 and 2010–11. The speed on the M4 corridor was up from 35 to 39km/h, a reversal of the reduction in 2009–10 caused by road works to remove the toll plazas. The M2/Lane Cove Tunnel/Gore Hill Freeway corridor decreased from 65 to 60km/h and, as for the AM peak, this was due to road works and speed limit changes. The speed on the Victoria Road corridor decreased from 34 to 31km/h due to road works during the November 2010 survey period, however, speeds had improved by the March 2011 survey following the completion of the Inner West Busway. The changes on the other four corridors were minor.

In September 2011 the RTA published the first Key Roads Performance Report, which reports peak period travel times for over 100 roads in the Sydney, Newcastle, Central Coast and Wollongong regions for a three-month period. Over time, this more extensive reporting will form the basis for annual comparisons of travel speeds in NSW, enabling a broader perspective than the seven routes reported to date.

Managing major incidents



The Transport Management Centre uses advanced monitoring, communication and traffic flow systems to manage the NSW road network 24 hours a day, seven days a week. It works to make journey times more consistent, respond to and clear traffic incidents as fast as possible, and help road users choose the best routes and modes of travel with quality up-to-date information.

Incident management is controlled using sophisticated traffic management systems and the field response capacity of the Traffic Command Unit (Traffic Commanders) and Traffic Emergency Patrols. In 2010–11 there were over 200,000 calls to the 131 700 Incident Reporting Hotline.

The 39.98 minute average incident clearance time for 98 per cent of unplanned incidents on principal transport routes remained below the target of 40 minutes, even though more routes were included in the target.



Special event management

The Transport Management Centre has a lead responsibility in the preparation of plans for both major government and international special events, including the City 2 Surf, New Year's Eve celebrations and World International Triathlon Championships. It works closely with Events NSW, the Department of Premier and Cabinet, transport agencies, other government departments and event promoters to manage safe and successful events while minimising impacts on the non-event community. This function includes planning and delivering public transport to and from specified events by negotiating transport levy and service level contracts, together with integrated event transport ticketing.

Accessing traffic information

F3 travel time system

In November 2010 a new service was introduced on the F3 Freeway to provide road users with estimated travel times to upcoming exits based on the current traffic flow.

The service displays travel time estimates on variable message signs between Wahroonga and Ourimbah, which are updated every 3 minutes. It uses fixed tag readers to detect vehicles as they travel between various points on the freeway and then calculates the average time to move between these points as the estimated travel time.

The service allows road users to monitor traffic flow during their journey. Increasing travel times may be the first indication to road users of heavier traffic ahead, and give them the option to take an earlier exit and an alternative route to get where they are going. The travel time estimates can also be viewed on the Live Traffic NSW website by road users before they start their journey on the F3.

The service, which is the first of its type in NSW, has received positive feedback overall from regular commuters and other users of the F3 and will be rolled out for the M4 and M7 motorways during 2011–12.



Travel time display on the F3.

F3 critical alerts message service

In December 2010 the RTA piloted a new service for road users – alerts to their email or mobile phone about significant delays on the F3 Freeway. Road users register for the free service through the RTA or Live Traffic NSW website, and can choose to receive alerts by email, SMS or recorded text-to-voice message. When there is heavy traffic, a crash or other incident on the F3 that causes significant delays to normal travel times, alert messages are sent to advise customers of conditions so they can make alternative travel arrangements. An alert message is also sent to notify customers when the incident has been cleared or traffic has returned to normal.

The F3 was chosen for this pilot because it is one of the busiest roads in NSW, used by more than 78,000 vehicles every day and up to 3,800 vehicles an hour during peak travel times. The F3 is also a unique road in terms of its infrastructure as there are fewer exits than other major roads and motorways in the NSW network, and therefore fewer opportunities for road users to exit the freeway once they are travelling on it.

At 30 June 2011 8,842 customers had registered for the F3 critical alerts service. From the launch of the service in December 2010 and the end of June 2011, alerts were sent for nine incidents.

Live Traffic NSW

In September 2010 the RTA launched the new Live Traffic NSW website (www.livetraffic.com) providing motorists with up-to-the-minute news of incidents and conditions that affect their journeys. The website helps motorists make the best possible travel decisions, thereby contributing to the safe and efficient management of our roads. Features include:

- Latest traffic information including incidents, road works, major events, fires, floods, and alpine conditions.
- Access to 66 live traffic cameras with images updated every 60 seconds.
- Traffic flow information on major NSW State roads that shows if traffic is light, medium or heavy.
- A trip planner allowing users to view journeys on a map and filter information to show current conditions or scheduled road work and events for a specified date.
- Trip planning features such as heavy vehicle checking stations, rest areas, train stations, ferry wharves, and more.
- Travel time information on the F3.

From its launch to 30 June 2011, the website received more than 2.8 million visits.



A screenshot of the new Live Traffic NSW website.

Pinch point strategy reduces congestion

The network management or 'pinch point' strategy aims at improving traffic flows at key congestion points on 23 of Sydney's major arterial road corridors. Information is on the RTA's Road Projects website (www.rta.nsw.gov.au/roadprojects). It targets peak hour traffic pinch points and develops and implements treatments to maintain travel speeds, provide reliable travel times and improve the information available to Sydney motorists. The allocation for the strategy is \$100 million over the five years from 2007–08 to 2011–12.

To June 2011 a total of \$70.3 million had been spent, including \$27.3 million in 2010–11.

Corridors treated in 2010–11 included the Princes, Cumberland, Pacific and Hume highways and Old Windsor Road. Travel time delays during weekday morning and afternoon peak periods have been reduced where projects have been implemented. Local congestion at other times has also been reduced in some instances.

Although separately funded, improvements on the Spit Road–Military Road corridor are also continuing. Works in 2010–11 totalled \$9 million and included tidal flow at Spit and Ourimbah roads and intersection improvements at Spit and Parriwi roads, Mosman.



Extended right turn bay southbound into Greenwich Road on the Pacific Highway, completed under the 'pinch point' program June 2011.



Challenges and the way forward

Having the customer at the heart of everything we do in transport infrastructure means:

- Improved planning in collaboration with residents and businesses.
- Close liaison with local communities about construction impacts.
- Ensuring our decisions are evidence-based and transparent.
- Recognising the important role communities play as custodians of their local area.

In the lead up to the NSW Centenary of Anzac Commemoration between 2014 and 2018, the RTA will undertake consultation with a range of stakeholders and provide support to the NSW Government's initiatives to commemorate this important period in history.

Development

The creation of Transport for NSW and Infrastructure NSW will help strengthen integrated planning and partnerships with other agencies, particularly other NSW transport agencies. The RTA will continue to build closer relationships with organisations such as The Department of Planning and Infrastructure and the Office of Environment and Heritage to help streamline the approval process for high priority infrastructure projects, so that government infrastructure priorities can be achieved.

The focus for the future will be on:

- Community engagement on RTA projects to negotiate local benefits or project improvements.
- Preparation of good business cases for motorway projects to demonstrate community benefits in line with the requirements of the NSW and Australian governments.
- Improvement of procedures for the effective management of development works to place our customer at the heart of what we do.
- Ongoing funding requirement to upgrade security measures for critical infrastructure.
- Work with other states on projects of mutual interest, for example, with VicRoads on community concerns on Murray River bridge projects.

Australian and NSW government priorities will continue to drive the RTA's Road Development Program, specifically the upgrade of the Pacific Highway, construction of bypasses to complete a four-lane divided highway between Sydney and Melbourne and delivery of the NSW Government's \$200 million congestion and safety works package across the State.

Delivering these priority projects on time and budget will be a key challenge for the RTA, as will be managing a vast array of projects in consultation with stakeholders.

Alternative transport

The RTA will continue to implement the *NSW BikePlan* and develop strategic bus corridors and bus transport hubs. The next corridors to be addressed will be Victoria Road from Parramatta to Gladesville and the northern beaches from Mona Vale to Seaforth.

Traffic

With the success of the travel time system for the F3, motorists have growing expectations regarding availability of up-to-the-minute information on travel times on key arterial roads, a trend also driven by interstate and international developments. The challenges for the RTA and Traffic Management Centre will be to ensure continual improvement in critical message alerts, the Live Traffic NSW website and motorway travel information to meet best practice and examine how use of emerging technologies can enhance communication with motorists planning trips and on the road.

A key challenge for the future is reform of heavy vehicle charges and funding arrangements. This is contentious, reflecting the potential impacts such reform could have on the heavy vehicle industry, users of road freight services and on the current funding arrangements and investment commitments of Australian, State and local governments. NSW will continue to be actively engaged in the development of and negotiations over the reform agenda to ensure the development of appropriate and balanced reforms that reflect the needs of the NSW freight industry, businesses and communities.



REVIEW OF OPERATIONS

Asset

Access	34
Maintenance	37
Challenges and the way forward	44

Key achievements in 2010–11

Spent \$471.3 million in road pavement maintenance delivering:

- 1.43 million m² of asphalt resurfacing (3.2 per cent of the asphalt surfaced network).
- 12.00 million m² of sprayed bitumen resurfacing (9.59 per cent of the sealed network).
- 1.88 million m² of road pavement rebuilt, including widening (1.01 per cent of the total network).

Spent \$140.4 million on the maintenance of State bridges, including 23 major repairs, the replacement of the Morpeth Bridge approaches and replacement of Adelong Creek Bridge.

Managed \$152.9 million of NSW Government funds to repair damage arising from natural disasters such as from storms and floods.

Spent \$10.9 million upgrading 35 timber bridges under the Timber Bridge Partnership – bringing the total number of bridges completed to 148 with another 24 nearing completion.



Asset

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

The road asset

The RTA manages 18,028km of State roads, as well as 2,970km of regional and local roads in NSW. The RTA is also responsible for 5,130 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 meet 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: Repainting of Tom Ugly's Bridge on the Georges River between Blakehurst and Sylvania. Photo taken by RTA photographer Geoff Ward, June 2011.

Access

National heavy vehicle reforms

The RTA Chief Executive is a member of the governance board directing a feasibility study into options for the reform of heavy vehicle charging and funding arrangements. The board reports through the Transport and Infrastructure Senior Officials Committee (TISOC) and Standing Committee on Transport and Infrastructure (SCOTI) on a six-monthly basis ahead of delivery of the final report to the Council of Australian Governments by end 2011. The RTA is actively involved in the national arrangements for the delivery of this work.

The following stages were completed towards the feasibility study in 2010–11:

- The former Australian Transport Council approved the Stage 1 to 3 reports.
- A Preliminary Findings Consultation Paper was issued on 27 June 2011, and an extensive public consultation process started.

Subject to the outcome of the public consultation process and further research and analysis, detailed findings and recommendations will be prepared for inclusion in the final feasibility study report. These will form the basis of advice to the TISOC and SCOTI in late 2011, ahead of SCOTI submitting the final feasibility study to the Council of Australia Governments. Should the council approve the recommendations, further work will be undertaken in 2012 on developing detailed options for the reform of heavy vehicle charging and funding arrangements for implementation by end 2014.

The Department of Transport and the RTA have been actively involved in the development of the research and analysis arising from this reform. National debate is now focusing on the governance and resourcing arrangements that will be required to deliver the later parts of this reform, which includes options that align to NSW expectations.

'Last mile' access for heavy vehicles

The Road Freight Advisory Council's Last Mile Sub-committee, established in 2010, supported an 'early gains' package to address road access issues affecting cargo delivery. Tasks completed under the package to 30 June 2011 include:

- Approval of all 108 routes relevant to the top 30 livestock centres for 4.6m high vehicles.
- Approval of an additional 30 Higher Mass Limits (HML) vehicle routes relevant to the top 30 livestock centres.
- The development of new route assessment guidelines for 4.6m high vehicles.
- A study to analyse supply chains in country NSW that rely on rural State roads. The findings are informing HML priorities.



- Level 2 assessments of 5,071 RTA-managed bridges. Of these, 156 are on State roads while 97 are on other roads that are not capable of HML B-Double access. The RTA will explore options for prioritising works to upgrade these bridges or alternate routes.
- Review of HML maps. The updated maps are now publicly available on the RTA website.

Oversize and overmass heavy vehicle policy changes

Over the years the demand by oversize and overmass vehicles for access to the NSW road network has increased. In 2009–10 the RTA issued 19,838 permits for such vehicles and 22,363 permits in 2010–11. Since 2001 there has been a 60 per cent increase in permit numbers.

In November 2010 the RTA developed a risk management framework to address road safety, traffic management and infrastructure issues associated with oversize and overmass vehicle movement. A draft policy manual was developed to clearly define the steps involved in assessing oversize and overmass permit applications, and the roles and responsibilities of relevant RTA staff. The draft manual will go to industry for feedback in September 2011 and, when finalised, will be published on the RTA website.

Movements during the December 2010 floods

The 2010–11 Christmas period saw extreme weather conditions, including flooding, which affected the NSW harvest season, especially in the Western Zone. As a result, there were restrictions introduced on wide and heavy vehicle movements that limited wide loads to 3.5m and heavy loads to 77t on and west of the Newell Highway. To accommodate the harvest season, agricultural machinery and trucks transporting oversize harvest machinery out of flood-affected areas in western NSW to the Western Zone east of the Newell Highway were exempt from these travel restrictions.

However, machinery and truck drivers were advised to exercise caution to prevent damage to roads and unnecessary risk to other road users.

Cotton machinery movements for the harvest season

In May 2011 the RTA approved an exemption to allow Class 1 permits to be issued for overmass cotton picker machines operating during the cotton harvest season. These machines have been designed to improve efficiencies in the cotton industry by decreasing the number of workers and the equipment required to harvest cotton. In the longer term, their use will decrease the amount of cotton harvesting machinery on the roads. Their mass and axle configuration, however, adversely impacts road infrastructure, in particular, bridges.

As the operation of these vehicles was a key part to the 2011 cotton harvest, the RTA issued permits with conditions. The maximum distance for these machines to be 'walked'

was limited to 80km. Those travelling longer distances had to be 'floated' with an additional pilot vehicle at the front of the vehicle.

The RTA also provided an exemption for vehicles transporting oversize cotton harvest machinery to travel on the Newell Highway from sunrise Friday 22 April 2011 until sunset Sunday 24 April 2011 inclusive. Generally oversize vehicles cannot travel during the Easter holiday period. However, due to the lateness of Easter in 2011, the longer than usual Easter holiday period and disruptions to agricultural activity caused by extreme weather conditions, the RTA allowed this exemption so that the cotton harvest could be finished uninterrupted.

Facilitating the movement of larger and heavier loads

With the opening of new mines in the Hunter Valley there has been a considerable increase in oversize and overmass vehicle movements from Queensland. These have the potential to cause traffic disruption, infrastructure damage and road safety risks.

The RTA therefore worked with relevant stakeholders on a package that addresses potential risks, consulting with the regions in order to better understand specific regional issues. The package provides operators with information on the types of documentation they need to supply in order to apply for a permit to move an oversize overmass load and illustrates the potential risks of such loads to give operators a greater appreciation of the nature of the proposed movement so that they can take mitigating action.

Oversize overmass movements in excess of 7m in width will not be automatically granted a permit. Where operators cannot comply with this requirement, the RTA will work with them on a case-by-case basis to achieve a solution. This process has proved successful and the RTA is proactively working with operators and adopting a more educative approach to the issue.

Increase in mass limit for complying buses

BusNSW requested an increase in the gross mass limit for complying buses and in February 2011 the Class 3 Complying Bus Mass Limit Exemption Notice 2011 was gazetted. In return for the 0.5t increase in the gross mass limit, additional bus safety features are required, such as anti-lock braking, electronic braking or electronic stability control. These features optimise brake wear, reduce response times and braking distance, protect vehicles from rollover, skidding and under braking and assist driving stability.

New dimension limits for grain augers

On 1 October 2010 the Class 1 Grain Auger Combination Notice 2010 was gazetted.

Due to the increase in demand for the longer size machines available on the market, a review of the dimension and travel requirements in the Grain Auger Combination Exemption Notice 2007 had been necessary pending its renewal.



Following discussions with the grain auger industry and comparisons of the various makes and sizes of grain augers available, new parameters which balanced the need for grain auger transporters and the safety of other road users were determined. Accordingly, the new allowable dimension limits for the rear overhang and width of the grain auger combinations were increased in the new Notice. The increase is subject to stricter travel requirements, namely the requirement for at least one pilot vehicle.



An oversize overmass vehicle on the road.

Intelligent Access Program

The Intelligent Access Program (IAP) is a national 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. The IAP grew during 2010–11 and, as at 30 June 2011, there were 605 vehicles fully enrolled in the program.

The program was also extended to mobile cranes from 27 June 2011 following work by the RTA and the crane industry.

A three-month transition period is currently in operation to allow sufficient time for NSW crane operators to enrol and have IAP certified equipment installed in their cranes by an IAP service provider. Enrolment will be mandatory for all high risk cranes from 5 October 2011.

Higher Mass Limits

In a key customer service improvement initiative, the RTA made Higher Mass Limits maps available on the website from 30 June 2011. Transport operators can now determine whether the Intelligent Access Program is suitable for their operations by viewing the maps.

In addition, the RTA expanded road access for Higher Mass Limits vehicles by abolishing exclusion zones. The whole of NSW is now eligible for Higher Mass Limits assessments.

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. 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 road infrastructure.

At 30 June 2011 there were 49 PBS vehicle design combinations with permits to operate in NSW, of which 23 were permits to operate at level 2 access, meaning an assessment must be made regarding the roads they can operate on. The National Transport Commission PBS Review Panel approved 77 vehicle designs under the PBS scheme in 2010–11. The RTA continued to play an active role on the panel, attending all meetings and voting in favour of these combinations.

The NSW road network 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 National Transport Commission PBS website.

Livestock Welfare Mass Management Accreditation Scheme

In December 2010 the NSW Government approved the implementation of the NSW Livestock Welfare Mass Management Accreditation Scheme to improve the safety and productivity of the NSW meat and livestock industry. The scheme was developed by the Ministerial Livestock Loading Working Group which comprises representatives from the RTA and the NSW Livestock and Bulk Carriers Association. In recognition of the challenges inherent in the transportation of live loads, the scheme enables livestock transport operators to access higher productivity masses equivalent to Concessional Mass Limits, which are about 5 per cent above existing general mass load limits, and Higher Mass Limits, which are about 10 per cent above existing general mass load limits.



Livestock loaded in line with the livestock calculator.

Transport of wool bale concessions

On 30 June 2011 the Minister for Roads and Ports announced a 2.7m width concession for the transport of wool bales in NSW. The concession is for 12 months and a number of conditions apply to ensure road safety issues are adequately addressed.

The impetus for the concession came from the RTA's work with industry to resolve non-compliance with the 2.5m width limit for transport loads. (Wool baling processes and the dimension and structure of wool bale packs mean that, when loaded and restrained tightly on a vehicle, the bales bulge beyond the allowed limit.) Taking a lead role, the RTA established the Wool Bales Transport Working Group, which is made up of representatives from the RTA and from the wool industry, including the NSW Farmers Association and NatRoads.

The concession is a good result for drivers, farmers, industry members and stakeholders alike.

It demonstrates how government, the RTA and the wool industry can work together to respond to industry needs while ensuring that the safety of all road users is not compromised.

The RTA plans to investigate the safety risks associated with the overwidth movement of wool bales to ensure that further compliance initiatives are clearly supported with solid evidence and sound, risk-based information.

Maintenance

Managing a large asset base

The road system can be divided into four categories:

- 18,028km of RTA-managed State roads including 4,323km of the National Road Network, for which the Australian Government provides a funding contribution, and 147km of privately-funded toll roads.
- 2,970km of RTA-managed Regional and local roads in the unincorporated area of NSW.
- 18,231km of council-managed Regional roads, which receive significant State grant funds administered by the RTA.
- 145,565km 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:

- 1,423 school zone flashing light signs.
- 3,867 traffic signal sites.
- 9,800 street lights.
- 5,130 bridges and major culverts and 23 tunnels.
- 5 automated tidal flow systems.
- 56,000km of longitudinal linemarkings and other pavement markings.
- 2 million reflective raised pavement markers.
- 71,698 guide signs for major structures and 84,192 parking, 66,018 regulatory and 39,181 warning signs.
- 9 vehicular ferries.
- Intelligent traffic systems including 251 variable message signs, 135 variable speed signs and 824 CCTV cameras.

The RTA faces considerable challenges in maintaining and renewing the NSW road and bridge infrastructure to ensure it is safe and reliable, both now and into the future. Strong risk management, practical planning and robust assessment of the likely future usage and performance of the road network are essential. Currently over 41 per cent of road pavements are more than 30 years old (Figure 6). Seventy-eight bridges are over 100 years old and a further 991 are over 50 years old. (Figure 7).

Road management

The extended wet weather this year impacted the RTA's capacity to complete the planned resurfacing, rebuilding and upgrading works, and saw RTA and council personnel working for extended periods under trying conditions to achieve:

- 1.43 million m² of asphalt resurfacing.
- 12.00 million m² of sprayed bitumen resurfacing.
- 207km of rebuilding and upgrading.





Other achievements in road asset management in 2010–11 included:

- Implementation of the culvert risk assessment process and software.
- Achievement of a \$8.38 million efficiency saving by improving work practices.
- Completion of the five-year Timber Bridge Partnership program, with a total of 172 bridges replaced on regional roads.
- Introduction of a world's best practice pavement management system to optimise expenditure on pavement works.
- Development of the Timber Truss Bridge Strategy to balance network freight operations needs and heritage preservation.
- Completion of the marginal cost analysis of freight impacts on road pavements.
- Review of long-term maintenance need as part of Treasury's Expenditure Review Committee process for 2011–12.

FIGURE 6. DISTRIBUTION OF CONSTRUCTION PERIOD FOR ALL STATE ROADS (INCLUDING NATIONAL NETWORK) AS AT 30 JUNE 2011

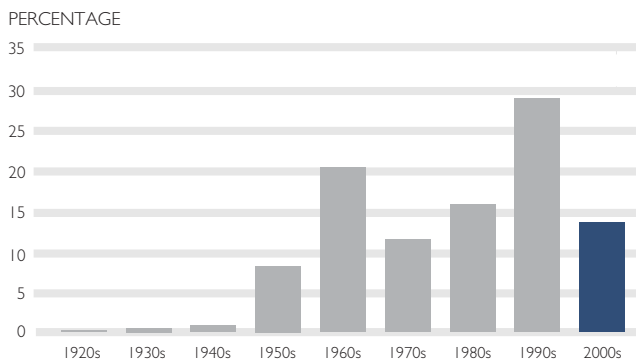
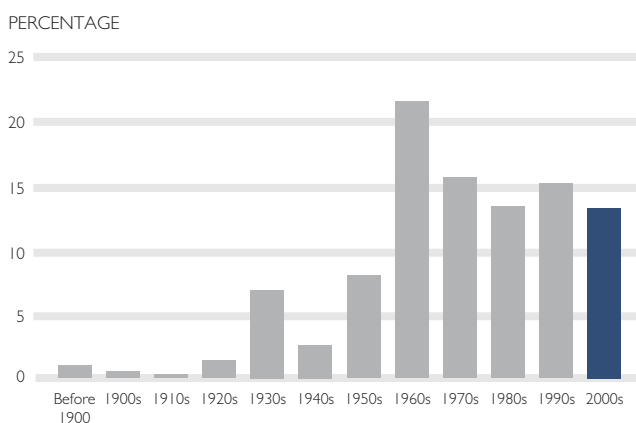


FIGURE 7. DISTRIBUTION OF CONSTRUCTION PERIOD FOR ALL BRIDGE SIZE STRUCTURES

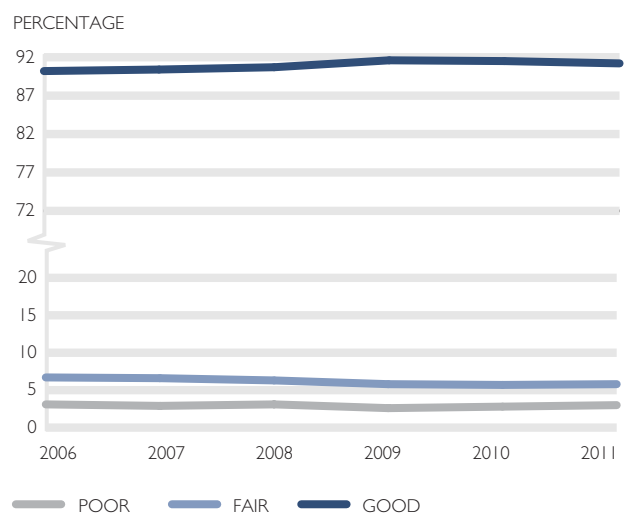


Infrastructure condition performance

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 *NSW 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 soften the underlying road pavement and lead to premature deterioration. 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 8. RIDE QUALITY ON STATE ROADS



The overall ride quality on State roads has remained effectively stable over the past two years with a decrease in 2010–11 of 0.3 per cent to 91.2 per cent compared with 2009–10. (Figure 8).

During 2010–11 the extensive wet weather impacted the ride quality of the State roads in two ways. Water flooding or soaking into the pavements caused the pavement structure and its surface to weaken, which accelerated destabilisation by heavy vehicles. The weather also delayed significant amounts of pavement rebuilding and resurfacing, which improve ride quality if undertaken. The balance between wet weather and works undertaken has generally resulted in minimal change to ride quality across the State.



Despite the adverse weather conditions, the RTA carried out significant works on the State road network that contributed to the smoothness of roads. This included:

- Delivery of 55km of new carriageway.
- Rebuilding or upgrading of 207km of carriageway.
- 135km of asphalt resurfacing.

Figures 9 to 13 show ride quality and pavement durability performance for different types of roads.

FIGURE 9. RIDE QUALITY ON SYDNEY STATE ROADS

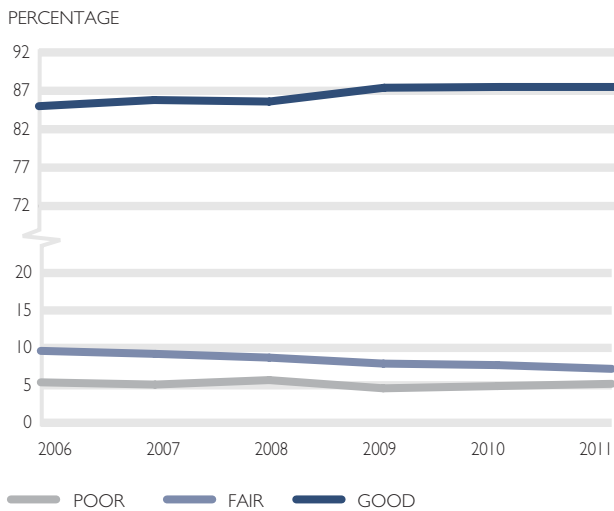


FIGURE 10. ROAD SURFACE ROUGHNESS PER CENT 'GOOD' ON SELECTED STATE ROADS

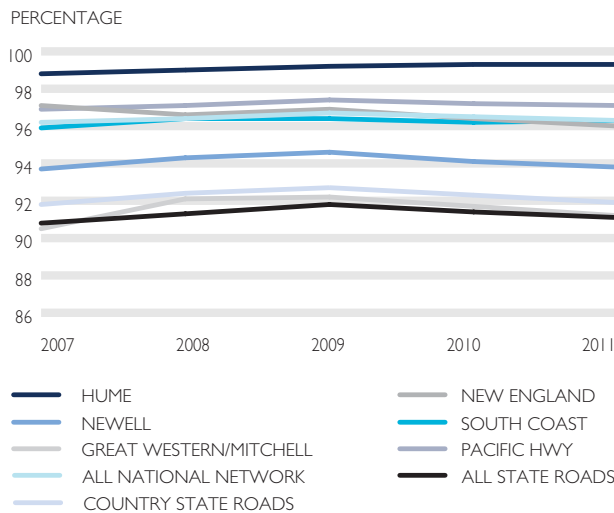


FIGURE 11. PAVEMENT DURABILITY – ALL STATE ROADS

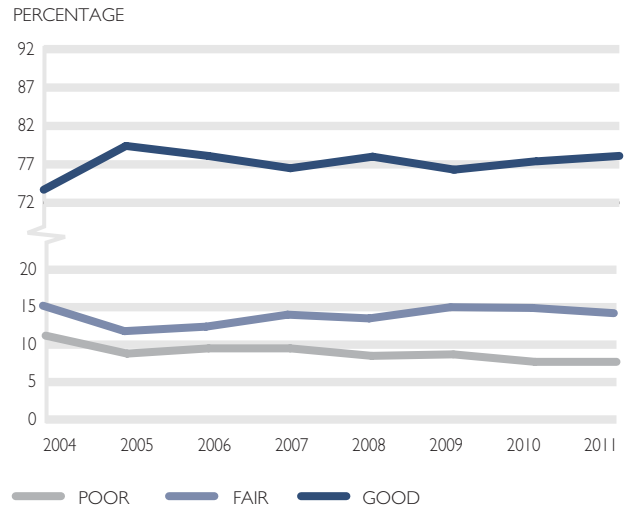


FIGURE 12. PAVEMENT DURABILITY – URBAN STATE ROADS

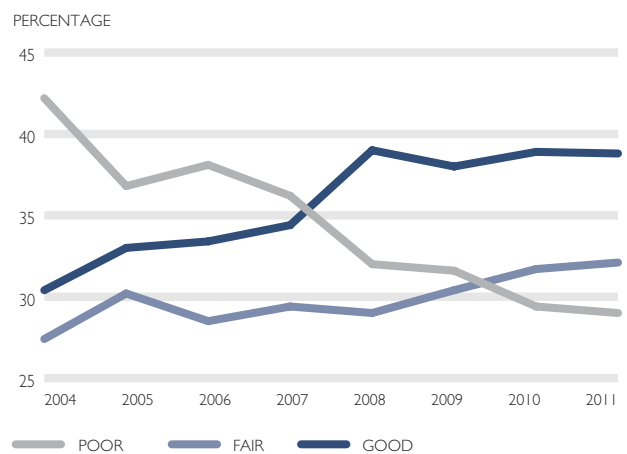
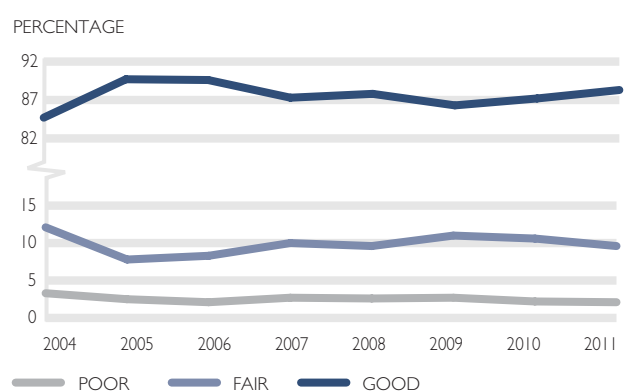


FIGURE 13. PAVEMENT DURABILITY – RURAL STATE ROADS



Pavement durability on the rural network has been relatively stable over the last seven years with the extent of road cracking remaining at very low levels. Greater attention is required to minimise cracking on rural roads, which are more susceptible to variations in moisture. This year there was a \$30 million increase in the reactive maintenance required on rural State roads due to prolonged wet weather compared to the previous year which had been drier.

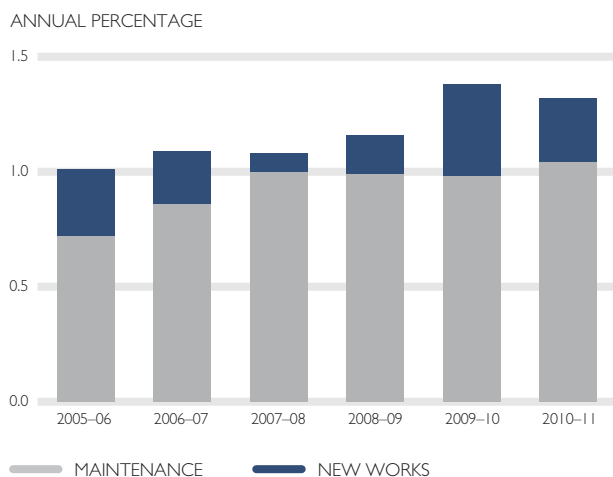


The RTA will continue to place high priority on minimising the potential adverse affects of increased rainfall by implementing a road pavement preservation strategy that focuses on:

- 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 29.0 per cent in the current year.

FIGURE 14. 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 2010–11 the contribution to rebuilding from new infrastructure works was 55km, that is, an additional 0.2 per cent of the State road network. As this new work is delivered to a high standard, it will require minimal maintenance for many years. Demand for maintenance funding will continue to rise due to an ageing network, of which 41 per cent is older than 30 years, and an increasing freight loading, which reflects regional economic growth.

Maintenance programs

The RTA spent more in 2010–11 on State road maintenance than in any previous year, excluding the \$196 million spent on restoration of natural disaster damage on State, local and Crown roads. The high level of spending indicates continued commitment to providing safe travel and managing the asset.

Road pavement maintenance

During the year \$471.3 million was spent on road pavement maintenance delivering:

- 1.43 million m² of asphalt resurfacing (3.2 per cent of the asphalt surfaced network).
- 12.00 million m² of sprayed bitumen resurfacing (9.59 per cent of the sealed network).
- 1.88 million m² of road pavement rebuilt, including widening (1.01 per cent of the total network).

Road corridor maintenance

The RTA spent \$107 million on the routine maintenance of roadside assets, which includes vegetation, drainage, slopes, rest areas, noise walls, safety barriers and fencing. Heavy rainfall throughout the year led to the prolific growth of roadside vegetation, highlighted blocked culverts, contributed to slope failures, and led to an increased number of road incidents requiring an emergency response.

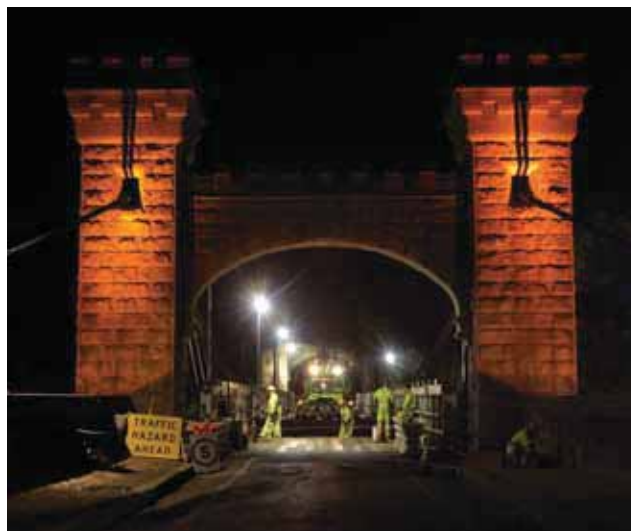
Graffiti vandalism remains a significant community problem and a recurrent impost on financial resources. The RTA is actively working with the Department of Attorney General and Justice and other stakeholders to address the issue.

Bridge maintenance

Bridge maintenance is dominated by heritage bridges. Excluding the Sydney Harbour Bridge, at least 42 per cent of bridge expenditure is on heritage bridges, which represent only 5 per cent of bridge stock.

During the year \$140.4 million was spent on the maintenance of State bridges. Program delivery included:

- Completion of 23 major bridge repairs.
- Replacement of Adelong Creek Bridge.
- Replacement of Morpeth Bridge approaches.
- Repair of 10 other bridges.



Maintenance work on Hampden Bridge, Kangaroo Valley, June 2011.

Sydney Harbour Bridge

In 2010–11 the RTA repainted around 15,000m² of the Sydney Harbour Bridge. Work carried out included the complete removal and repainting of 10,000 m² of southern approach spans and maintenance painting of 5,000m² of the main arch.

In view of the significance of the structure, the RTA is preparing a long-term maintenance strategy which describes the most appropriate investment regime for maintaining the bridge in a condition that will:

- Allow reliable delivery of the services required.
- Protect its original structure from deterioration for an indefinite period.
- Do both cost effectively.

The experience gained on the Canal Road, St Peters upgrade is being utilised to upgrade the Electronic Lane Control System of the Sydney Harbour Bridge. The old system is proprietary and outdated, with high maintenance costs. The work on the upgrade has already been started, with new software currently being developed.

Anzac Bridge

The RTA continues to work with industry and local land and water users to improve management of critical infrastructure. In 2010–11 an alliance was formed to undertake key maintenance upgrades on the Anzac Bridge. The alliance has allowed the RTA to bring together the strengths of our own organisation, Australian contractors and world best practice to undertake maintenance works that will preserve the bridge while minimising impact on road and water users. The announcement of the preferred scope of maintenance work was accompanied by an animation of the robot technology to be used on the cables.

Higher Mass Limits Bridge assessments

To support NSW Government and industry initiatives, the RTA has been identifying roads and bridges unable to carry the higher productivity vehicles which will reduce operating costs when introduced to the road network. A particular concern has been the capacity of bridges, many of which are over 100 years old and built for much lower vehicle loads.

By the end of 2010–11 RTA had completed assessment of its bridges for the increased weight from Higher Mass Limits (HML) B-Double type vehicles, identifying 152 bridges on State roads as not suitable for HML loading. A more comprehensive assessment is being undertaken of these bridges to determine how to make the necessary improvements to the most critical structures.

Morpeth Bridge

Morpeth Bridge spans the Hunter River at Morpeth near Maitland. It is a timber truss bridge constructed in 1898 and has an overall length of 281m. Morpeth Bridge is maintained by the RTA and is of significant heritage importance. After a full refurbishment of this historic bridge in previous years, the approach spans were replaced in 2010–11 with more durable materials to reduce future maintenance and minimise user

Traffic facilities

The RTA conducted a commercial field trial of an innovative application method of waterborne road marking paint that produces markings of much higher visibility. The trial demonstrated the value of the application method, implementation of which is being progressed. This will lead to better road safety outcomes and a potential reduction in maintenance frequency.

The upgrade of the Canal Road, St Peters tidal flow system was completed, replacing an outdated system that was costly to maintain. The current control technologies now in place will reduce maintenance costs and increase the life of the asset. The project was completed at a cost of \$2 million at the end of 2010.

Slope stability

Around 59 slopes were remediated at a cost of \$15.3 million with projects selected using a risk management process.

Heavy rainfall across NSW throughout the year led to additional slope stability problems. At the end of June 2011 slope failures accounted for at least 10 road restrictions. There were restrictions on roads throughout the State, including on the Bells Line of Road, Oxley Highway, Waterfall Way, Summerland Way and the Kings Highway. Planning and design for the remediation of these slopes is progressing. This work often requires temporary lane or road closures and the RTA is grateful to motorists for their patience.

Culverts

By 30 June 2011 all culverts on the State road network had been inspected by accredited inspectors. Information on the location, size and condition of more than 70,000 culverts was collated and is being used to assess risks and prioritise high risk locations for inclusion in the drainage repair program.

Training in the assessment of culvert risk was delivered to around 90 staff and consultants. This has facilitated a more systematic approach to the risk assessment and prioritisation of culvert remediation works.

A total of \$12.8 million was spent on the rehabilitation of culverts and drains to ensure their functionality and durability.

Pavement management system

The RTA began development of a new pavement management system in late 2009 to support improved decision-making. The system involves creating models of pavement deterioration for each type of pavement across State roads for integration in a software package. When operational, it will enable the RTA to determine the best funding and works regime for road pavements across the State network.





The project progressed well in 2010–11 with the completion of a working system suitable for corporate applications. As accurate data about the asset inventory, condition and usage are essential to successful system implementation, a significant exercise was undertaken to identify data gaps, quality issues and data improvement tasks.

The RTA pavement management system is being developed using a phased approach with a view to starting simply and adding functions over time. The phased approach allows the RTA to quickly adopt many of the system benefits while facilitating continuous learning and improvement.

The next development phase will focus on:

- Providing web-based access to the system across the organisation.
- Refining and validating system outputs.
- Training staff.

Remaining pavement life

The structural capacity of pavements is critical to both their current condition and future performance. Although pavements are designed and built in accordance with structural principles, the in-service measurement of pavement strength has been difficult. Road agencies have had to rely on surface condition as the key indicator.

Australian road agencies generally do not have a sufficiently robust capability to forecast the long-term structural condition of in-service road pavements.

The RTA has therefore developed a sophisticated model to gain greater insights into the structural adequacy of the road network based on extensive laboratory and field testing.

The methodology for this model requires the following inputs:

- Pavement condition and inventory data.
- Pavement deflection data.
- Traffic data.
- Detailed climatic data on rainfall and temperature.

In 2010–11 RTA began to implement this methodology. Most of the data inputs required are readily available in the RTA's corporate system except some inventory and climatic data. Working with NSW Office of Environment and Heritage, RTA has derived a sub-grade soil map for the State to provide the required inventory data. Detailed data on rainfall and temperature has also been sourced through the Bureau of Meteorology. The RTA is currently processing all data into the format required for application of the methodology.

Marginal cost of road wear analysis

As part of the development of the Council of Australian Governments (COAG) Road Reform Plan (CRRP), the (former) Australian Transport Council and COAG have agreed that heavy vehicle prices should be set with reference to, amongst other things, the marginal costs of road wear associated with heavy vehicle activity.

It is important that the marginal cost of road wear associated with heavy vehicles is estimated as accurately as possible so that the impact of heavy vehicles on roads is neither over nor undervalued. The National Transport Commission/Australian Road Research Board have developed complex models to provide insight into this issue.

Their work is to form the basis of CRRP advice to the newly established Standing Committee on Transport and Infrastructure and COAG on a number of pricing issues, including the relative differences between the likely prices for different road types and the potential benefits from different pricing options. This analysis is expected to play a large role in guiding the assessment of pricing reform options within the CRRP.

To enhance its understanding of the issue and encourage debate, the RTA completed its own research on the marginal cost of road wear through a pavement life cycle costing analysis. The RTA also continues to encourage debate with the other parties on methodological differences to ensure the best possible estimate of the marginal cost of road wear.

Benchmarking road maintenance delivery



The RTA has an ongoing focus on improving the efficiency of road maintenance delivery. Benchmarking provides the opportunity to compare the cost of delivery of different providers and different delivery models delivering the same services under comparable conditions. During the last financial year, the original benchmarking framework has been substantially revised with the primary aim of providing more timely and accurate performance data to a range of stakeholders involved in the delivery of maintenance activities.

Current delivery is via a mix of models:

- A performance specified 10-year maintenance contract in North East Sydney (450km).
- Road maintenance council contracts with 78 councils in rural areas (8,430km).
- Internal maintenance alliances with the RTA Road and Fleet Services (9,004km).
- Other maintenance contracts.

Benchmarking data is indicating that road maintenance activities in NSW are very competitive when compared to the other states and that maintenance delivered under council contracts and internal alliances is competitive with that delivered by private contractors. Specifically:

- Traffic and freight demand is the main driver of maintenance activity and cost. When compared to other states on a \$/tonne kilometre basis, NSW maintenance expenditure rates are below the Australia-wide average.



- Benchmarking data between the RTA's Road and Fleet Services and councils demonstrate comparable unit rates for similar activities under similar conditions.
- Benchmarking between internal and contractor delivery in Sydney is demonstrating comparable costs.

Benchmarking data inform mechanisms established to continually review performance and gain improvements in both process and pricing. Peer review groups of council representatives meet regularly to review benchmarking information to drive performance improvements. Similarly Roads and Fleet Services is continually reviewing unit rates and identifying efficiency opportunities.

Funding assistance to local councils

The RTA offers full or partial funding to councils under a range of programs. Some of these specific programs are detailed below.

Timber Bridge Partnership progress

The \$60 million Timber Bridge Partnership to assist councils to upgrade timber bridges on regional roads started on 28 October 2006. Funding is on a 50:50 matching basis. Under the program 172 of the then 285 timber bridges were approved for funding. The program was completed in June 2011.



Expenditure by the RTA during 2010–11 was \$10.9 million and 35 bridges were completed and opened to traffic. As at 30 June 2011, 148 bridges had been upgraded, with work half funded by an RTA contribution of \$59.9 million. At the same date a further 24 bridges were under construction and due for completion in early 2011–12. All RTA funding was expended at 30 June 2011 and any residual works will be completed using council funds.



New Leslie's Bridge, Manning River, completed under the Timber Bridge Partnership, December 2010.

Regional Road Block Grant and REPAIR programs

The RTA provides ongoing funding to councils for roads classified as Regional Roads in their area. Funding is by way of the Regional Roads Block Grant and the Repair and Improvement of Roads (REPAIR) programs. The former provides every council with an entitlement grant for use according to their priorities. The works undertaken are usually associated with maintenance of pavements, bridges and roadside.

Under the REPAIR Program, councils may also apply for additional assistance on a 50:50 funding basis for major rehabilitation and development works on Regional Roads.

In 2010–11 the RTA provided Block Grants of \$132.9 million and REPAIR Program allocations of \$27.1 million. While councils deliver essential improvements to their networks using these funds, funding demand continues to increase in many areas due to the impact of freight and an ageing pavement and bridge infrastructure.

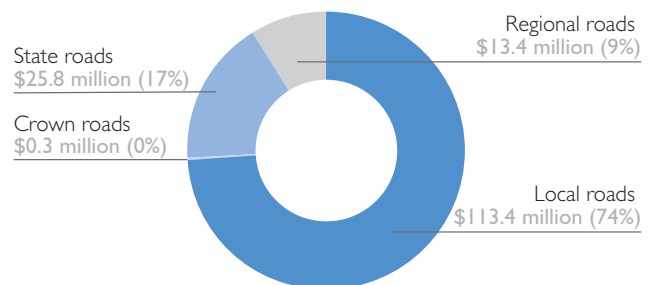
Natural disaster repairs

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 an unprecedented number of natural disasters throughout almost the whole of NSW during 2009–10 and 2010–11, with some communities impacted on a number of occasions by separate disasters. In 2010–11 95 local government areas were declared natural disasters.

During the year the RTA allocated \$152.9 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 with the Australian Government's Natural Disaster Relief and Recovery Arrangements.

FIGURE 15. NATURAL DISASTER EXPENDITURE 2010–11



Major expenditure was on works to rectify damage caused by:

- Five separate North Coast floods between February and October 2009 – \$22.6 million.
- North west NSW flooding in December 2009 – \$16.7 million.
- Mid western NSW flooding in December 2010 – \$43.2 million.
- Western NSW flooding in February 2010 – \$9.6 million.
- Riverina flooding in March and October 2010 – \$25.4 million.

The extensive nature of many of these events means that restoration works will continue into 2011–12 and, in some cases, later years, with over \$200 million in outstanding damage remaining to be restored as at 30 June 2011.



Challenges and the way forward

Access

There are a number of challenges facing NSW in providing road access to more efficient freight vehicles while continuing to improve road safety and protect infrastructure. The RTA will meet these challenges by:

- Addressing increasing freight use of NSW roads.
- Managing the diverse and multiple transport needs of different community groups utilising different vehicle combinations.
- Working with local government to ensure end-to-end access for transport routes.
- Increasing on-road safety for heavy vehicle drivers and all other road users by targeting through education and compliance heavy vehicle speeding and driver fatigue.
- Developing policy, strategic and operational responses to the National Heavy Vehicle Regulator framework.

Maintenance

Flooding across broad areas of the road network and consequent soaking of many road pavements showed that, while current maintenance practices have minimised the impacts, access on major routes is at risk without an increase in pavement reconstruction and strengthening. Prolonged wetting of under-strength pavements makes them very vulnerable under heavy freight vehicles. Loss of freight access has severe impacts to all parts of the freight chain from the producer; to the hauler and product receiver.

The increasing severity of flooding could also endanger a number of older bridges, the loss of which would cut highway access for a significant period, forcing extensive detours. The RTA must identify a program of capital renewal to mitigate this risk.

Key areas of focus include:

- Identifying assets that are at the highest risk.
- Improving understanding of how road assets are performing.
- Improving the efficiency of maintenance delivery.

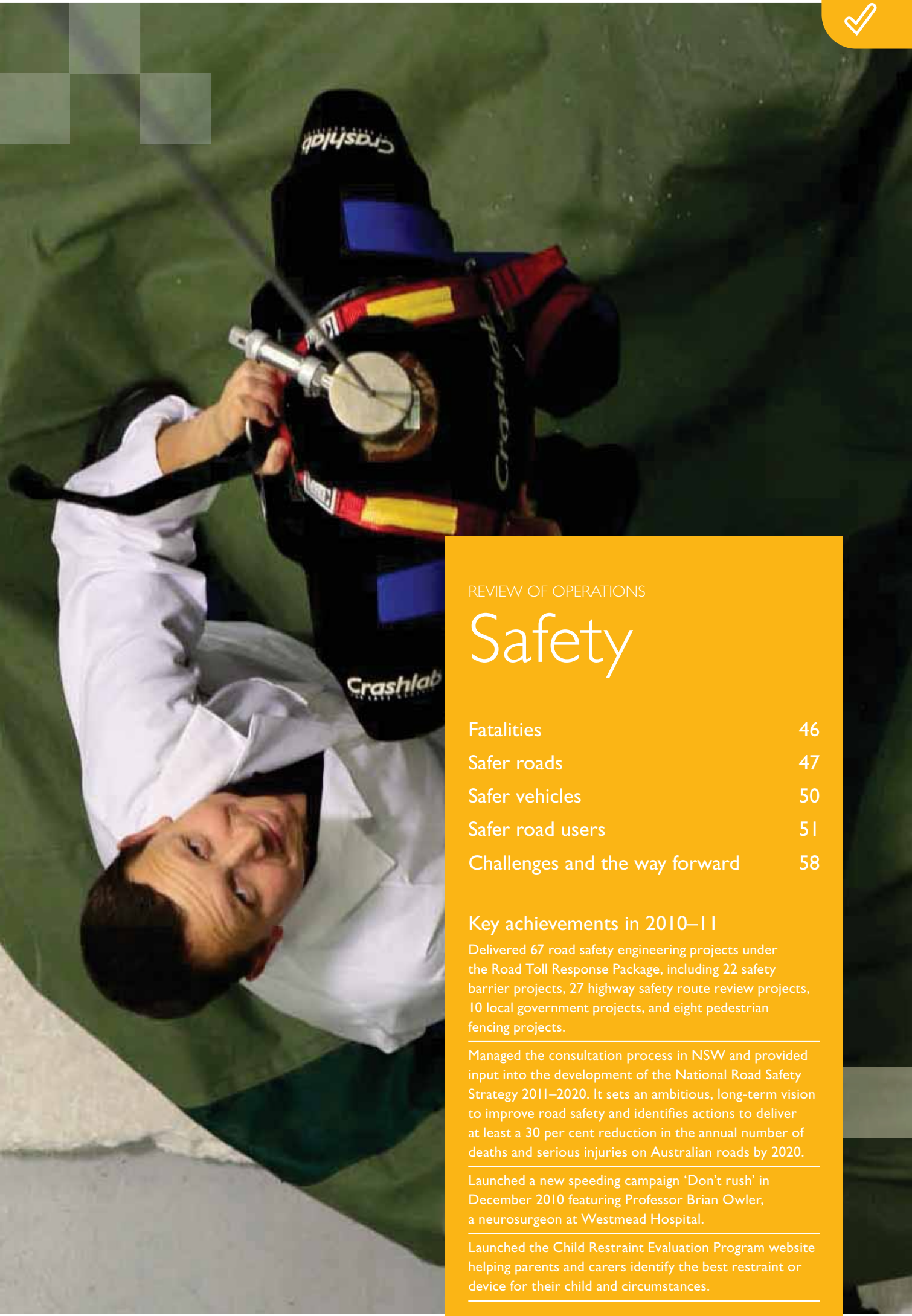
Strategies will include:

- Examining options to increase the contestability in road maintenance delivery.
- Enhance delivery of maintenance and minor work through the alliance model with internal and external providers including road maintenance contracts with local councils.
- Continuous enhancement of maintenance processes to achieve improvements in unit rates for key maintenance activities such as resurfacing and heavy patching.
- Assessment, funding and delivery of repairs to damage caused during natural disaster events.
- A coordinated approach to management of overmass and overdimension vehicles to address road safety and asset related risks.
- Management of the risks associated with ageing operating systems on major bridge and tunnel infrastructure and the sourcing of technical skills to address these risks.
- Management of drainage structures and their deficiencies.

The future challenges facing the RTA in managing the NSW road network need to be considered within the context of urban and freight growth, economic prosperity and environmental sustainability. The priorities of the *NSW State Plan* are significant influences on RTA performance in this area. Integration of the RTA within the Department of Transport will provide significant opportunities to share management expertise and synergies with other asset management agencies.

In addressing damage caused by extreme weather and other maintenance challenges, the RTA will review its 10 year Strategic Asset Maintenance Plan to align it with emerging needs. It will also:

- Continue to assess the maintenance and operational risks to critical road infrastructure and road systems.
- Work with local government to remove the backlog in repair works arising from natural disasters during 2010–11.
- Continue to seek improvements in technology supporting road maintenance assessment and maintenance treatments.
- Continue to improve the asset management capacity of the RTA so that the organisation has the systems, information, skills and structures to support the asset management task into the future.
- 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 details are in Appendix 19.



REVIEW OF OPERATIONS

Safety

Fatalities	46
Safer roads	47
Safer vehicles	50
Safer road users	51
Challenges and the way forward	58

Key achievements in 2010–11

Delivered 67 road safety engineering projects under the Road Toll Response Package, including 22 safety barrier projects, 27 highway safety route review projects, 10 local government projects, and eight pedestrian fencing projects.

Managed the consultation process in NSW and provided input into the development of the National Road Safety Strategy 2011–2020. It sets an ambitious, long-term vision to improve road safety and identifies actions to deliver at least a 30 per cent reduction in the annual number of deaths and serious injuries on Australian roads by 2020.

Launched a new speeding campaign 'Don't rush' in December 2010 featuring Professor Brian Owler, a neurosurgeon at Westmead Hospital.

Launched the Child Restraint Evaluation Program website helping parents and carers identify the best restraint or device for their child and circumstances.



Safety

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

The RTA and road safety

With 421 recorded fatalities in the 2010 calendar year (provisional figure as at 1 January 2011), NSW achieved the second lowest annual figure since 1945 (with 411 fatalities) – the lowest annual figure since 1945 occurred in 2008 (with 374 fatalities).

Furthermore, the decreased road toll continued into the first half of 2011. During the 12 months ending June 2011, provisional data indicated that there were 367 fatalities on NSW roads, the lowest financial year outcome since 1933–34 (with 319 fatalities).

These outstanding results can be attributed to the implementation of the 'Safe Systems Approach' to road safety and in particular to the delivery of the Road Toll Response Package announced in March 2010.

The 'Safe Systems Approach' recognises that human error is inevitable and requires vehicles, roads and roadside environments that are forgiving of road user error.

The Road Toll Response Package was developed in response to the 2009 road toll increase and in consultation with NSW road safety stakeholders and community groups. With funding of \$170 million over five years, the Road Toll Response Package includes a number of initiatives to improve safety on NSW roads.

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

Fatalities – data, trends and key factors.

Safer roads – better safety of roads.

Safer vehicles – better safety features in vehicles.

Safer road users – better safety for road users.

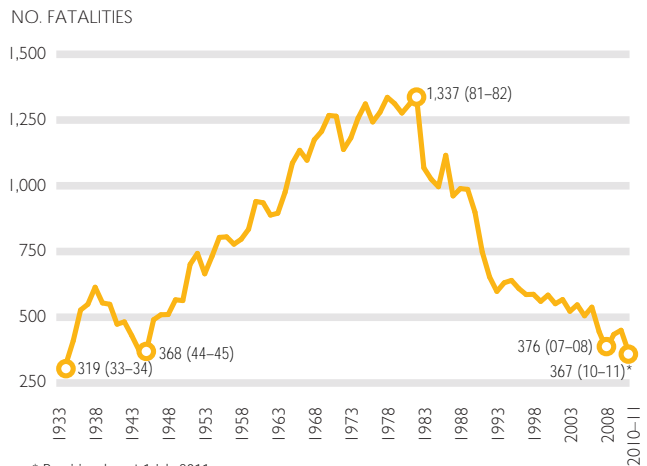
Challenges and the way forward.

Chapter cover image: RTA staff member Darren Small testing the fall protection standard of safety harnesses – one of the many tests carried out at Crashlab. Photo taken by RTA photographer Geoff Ward.

Fatalities

Provisional data for 2010–11 indicates that there were 367 fatalities, 18 per cent fewer than in 2009–10 and the lowest number for a financial year since 1933–34.

FIGURE 16. FATALITIES, NSW, 12 MONTHS ENDING JUNE, 1933–34 TO 2010–11



* Provisional as at 1 July 2011

Analysis of the provisional fatal crash data for the financial year ending 30 June 2011 revealed that:

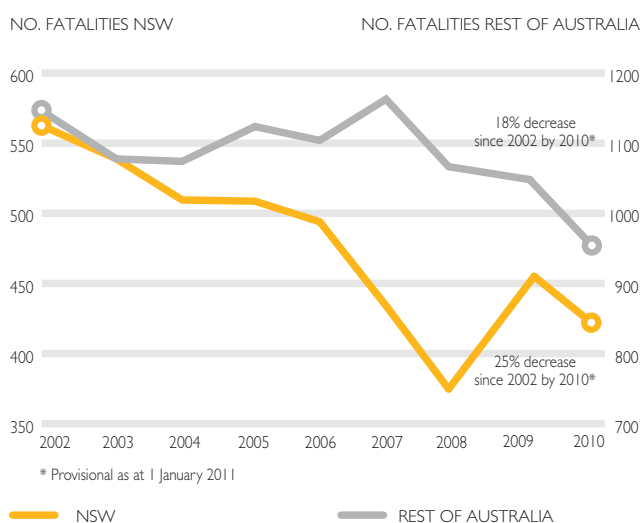
- Speeding was a factor in around 43 per cent of fatalities.
- At least 17 per cent of fatalities were the result of a crash involving a driver or rider with a blood alcohol level above the legal limit.
- At least 18 per cent of people killed in motor vehicles were not wearing available restraints.
- Driver fatigue contributed to about 15 per cent of fatalities.
- At least 7 per cent of motorcyclists killed were not wearing helmets. Motorcyclists accounted for 15 per cent of fatalities.

NSW continues to outperform the rest of Australia in terms of fatality reductions.

Since 2002 fatalities have decreased in NSW by 25 per cent while fatalities for the rest of Australia have decreased by 18 per cent. Compared to the road toll improvements for the rest of Australia, it is estimated that NSW has saved an extra 442 lives since 2002.



FIGURE 17. TRENDS IN ROAD FATALITIES NSW VS REST OF AUSTRALIA 2002–10



The NSW fatality rate per 100,000 population in 2010 was 5.8 (provisional figure), down from 6.4 in 2009, the second lowest figure since records began in 1908. This figure compares favourably with the rate for the whole of Australia, which was 6.1 fatalities per 100,000 population in 2010. International comparisons show NSW ahead of other Organisation for Economic Cooperation and Development countries such as France (6.8 fatalities per 100,000 population), Italy (7.1), New Zealand (8.9) and the United States (11.1), but still behind the United Kingdom (3.8), the Netherlands (3.9) and Sweden (3.9).

The *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 2010 result confirms that NSW is on track to achieve the target. The original 2016 road safety target of fewer than 0.7 fatalities per 100 million vehicle kilometres has been achieved each year since 2008, with provisional figures indicating that there were 0.61 fatalities per 100 million vehicle kilometres in 2010.

National Road Safety Strategy

The *National Road Safety Strategy 2011–2020* was developed throughout the year, with workshops across the states and significant input from the NSW Centre for Road Safety, including public consultation.

The final strategy was released following the Australian Transport Council meeting on 20 May 2011. It sets an ambitious long-term vision to improve road safety and identifies a series of actions to deliver at least a 30 per cent reduction in the annual number of deaths and serious injuries on Australian roads by 2020.

The draft strategy was released for stakeholder and community consultation in NSW in December 2010 and around 700 submissions were received. The Centre managed the NSW consultation process and assessed a number of the submissions received by the Australian Government.

The Centre has begun implementation of the strategy actions and is initiating the development of a NSW road safety strategy outlining the key road safety strategies and actions to be implemented over the next decade to reduce road trauma.

Road Toll Response Package

The NSW Road Toll Response Package was developed in March 2010 to address a rise in the 2009 road toll. In 2010–11 a total of 67 road safety engineering projects were delivered under the package, including 22 safety barrier projects, 27 highway safety route review projects, 10 local government projects, and eight pedestrian fencing projects. Other activities included:

- Development of the Motorcycle Safety Strategy (including stakeholder consultation workshops and identification of early initiatives).
- A review of literature on user-friendly intelligent crossing technology to improve pedestrian safety.
- Road safety communication campaigns.
- Investigation of a five star safety rating system for heavy vehicle operations.
- Development of a pilot of electronic work diaries for heavy vehicle drivers.

United Nations Decade of Action for Road Safety 2011–2020

The NSW Government, in partnership with the NSW Chapter of the Australasian College of Road Safety, held a media launch and seminar at Parliament House on 11 May 2011 to support the global launch of the Decade of Action for Road Safety 2011–2020. This initiative from the World Health Organisation aims to raise awareness of road safety issues and halve global road deaths and injuries over the decade. Australia is a signatory to this action, which the NSW Government supports.

Safer roads

Speed zone mapping

The aim of the RTA's statewide mapping project is to collect spatially referenced speed zone data derived from speed sign GPS locations.

The mapping creates a data platform to facilitate integration with other spatial systems, and supports the development of SpeedLink, the interactive RTA speed zone management system for the NSW road network.





Mapping achievements over the year included:

- Uploading of over 216,000km of spatially referenced speed zone data to SpeedLink.
- Creation of a spatial dataset of over 10,000 speed zones and validation for compatibility with corporate geographic information systems.
- Spatial identification and mapping of all school zones and 40km/h high pedestrian areas into SpeedLink and completion of a system technology upgrade.

High pedestrian activity areas

The NSW Centre for Road Safety developed schemes for the installation of 40km/h high pedestrian activity areas in partnership with councils with the aim of creating low speed travelling environments in busy areas. There are more than 80 high pedestrian activity areas across NSW, with an additional five new/expanded areas installed during 2010–11.



Highway safety reviews

The NSW Centre for Road Safety conducts route reviews to examine crash risk locations and gather community input on crash and road safety issues. In the reporting period the Centre reviewed routes on the CENWEST Route, which incorporates the Great Western, Mitchell and Mid Western highways, and on the New England Highway from Maitland to the Queensland border. The review teams consisted of representatives from the RTA, NRMA, NSW Police Force and local communities. As part of the process there were a number of workshops to engage with the community on local issues. Works programs and behavioural strategies to improve safety on highways are being developed based on the review findings.



Highway safety review on the New England Highway, December 2010.

Safety program

The RTA spent \$94.7 million in 2010–11 on engineering treatments specifically targeting road safety.

This included spending on the Australian and State black spot programs, the Road Toll Response Package, the Heavy Vehicle Safety and Productivity Program, dragon's teeth markings for school zones and the Picton Road and Newell Highway safety reviews.

In total \$24.1 million was spent in the Australian Government's Nation Building Black Spot Program under which 125 crash reduction projects were completed. NSW Black Spot Program spending of \$17.3 million included treatment of 56 high crash risk locations around the State with works such as traffic signals, roundabouts and turning bays, road realignments, safety barrier installation and clear zone enhancements. \$28.7 million was spent on safety treatments under the Road Toll Response Package. A further \$7.8 million was spent following the Newell Highway safety review.



Wire rope safety barriers on the New England Highway at Maitland, November 2010.

Picton Road safety program

The RTA is delivering a \$42.6 million program of safety improvements on Picton Road to reduce the number and severity of the most common types of crashes. It includes upgrading sections of the road to reduce the risk of vehicles losing control in the wet, improving linemarking and medians to better separate opposing traffic and reduce the potential for head-on crashes, and installing new enforcement bays to give police more opportunities to catch dangerous drivers. By June 2011 a total of \$21.2 million had been spent. Thanks to a \$12 million funding injection from the new NSW Government, the full program is expected to be delivered by mid 2013.



Better facilities for truck drivers

The Australian and NSW governments are each investing \$9.76 million in the second round of the Heavy Vehicle Safety and Productivity Program. In 2010–11 work began on five new rest areas and rest area upgrades at 10 existing sites. The rest areas, which are located on the Newell, Princes, Hume, Mitchell and New England highways, are due for completion by the end of the next financial year. To June 2011 \$18.4 million had been spent on rest areas under the program, including \$6.8 million in 2010–11.

Sydney Harbour Tunnel – overheight vehicle management

Traffic on the Warringah Freeway was disrupted on more than 50 occasions in 2010 when overheight vehicles ignored repeated warnings and blocked the southbound entry to the Sydney Harbour Tunnel. As a result, the Minister for Roads requested that a committee be formed to investigate strategies for reducing this type of incident. Operating under the direction of the Road Freight Advisory Council, the Overheight Vehicle Sub-committee initiated a program to improve overheight vehicle behaviour generally and mitigate the risks for infrastructure, with the Sydney Harbour Tunnel a priority.

In January 2011 a new traffic management system comprising traffic lights triggered by overheight detectors was commissioned on the southbound approach to the tunnel. The standard traffic lights are familiar to drivers and provide a clear message to stop when directed. Tunnel safety cameras enforce the red lights and the fixed and variable signage has been upgraded to improve communication to motorists. Introduction of the system has all but eliminated overheight incidents at this location, minimising any impact on the surrounding network.

Community input to Great Western Highway safety planning

The RTA held road safety community workshops at Hartley and Mount Victoria in June 2011 to consider possible responses to issues identified through earlier community consultation and a road safety review of the Great Western Highway between Mount Victoria and Lithgow. In light of the feedback received, the RTA decided against closing right turning access into and out of Mitchells Lookout and is developing safe turning options.

Dragon's teeth

By the end of December 2010 triangular road markings called 'dragon's teeth' had been installed in all the of the State's 3243 school zones in accordance with RTA guidelines. The markings will increase zone visibility and enhance safety around schools.

Wide centreline trial

The NSW Centre for Road Safety has undertaken a trial of the effectiveness of a wide, audio-tactile centreline on the Newell Highway in separating traffic and reducing head-on crashes. Early results have indicated many benefits from this treatment and the wide centreline will be recommended for rural roads where a dual carriageway is not an immediate option.

Register of Road Safety Auditors website

The NSW Centre for Road Safety redeveloped the Register of Road Safety Auditors website and launched it with a new website domain, www.roadsafetyregister.com.au. The RTA maintains the register to verify auditors' performance credentials and promote their professional development. It is a valuable resource for RTA project managers, NSW local government and other stakeholders.

Pedestrian countdown timers trial

Following a recommendation from the NSW Office of Transport Safety Investigation and the NSW Staysafe Committee, the NSW Centre for Road Safety investigated the potential safety benefits of pedestrian countdown timers. The RTA, in partnership with City of Sydney Council, implemented a trial of countdown timers at two intersections in the Sydney CBD.



Pedestrian countdown timers on trial.



Testing safety barriers

The RTA Crashlab, part of the NSW Centre for Road Safety, tests safety barriers by crashing vehicles into the barriers under controlled conditions. The results help ensure the most appropriate barriers are used on roads to reduce the severity of crash outcomes. Eight tests were conducted during 2010–11 involving aluminium and concrete median barriers, wire rope safety barriers with objects in the deflection zone, and damaged wire rope safety barriers. One of the significant findings was that, even if previously damaged in a crash, wire rope safety barriers protect the occupants of errant vehicles.

Safer vehicles

Intelligent Speed Adaptation



The RTA published the results from the largest Intelligent Speed Adaptation (ISA) trial in the southern hemisphere in October 2010.

ISA is a system that advises drivers or physically limits the vehicle's speed when a driver is exceeding the speed limit. The trial found that speeding was reduced in 89 per cent of vehicles fitted with an advisory system. Modelling indicates that, if all vehicles in the trial area were fitted with an advisory device, there would be an 18.5 per cent reduction in fatalities and a 19.2 per cent reduction in injuries. The RTA is now working to develop an Intelligent Speed Adaption smart phone application and install ISA devices in RTA carpool vehicles.

Electronic Stability Control

Electronic Stability Control (ESC) is a computerised technology that improves a vehicle's stability by detecting and minimising loss of control and skidding.

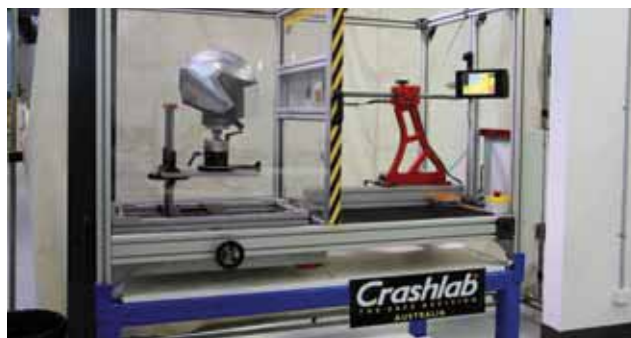


In June 2009 the Australian Government announced the introduction of Australian Design Rule 31/02 to require ESC for new passenger vehicle models from November 2011 and all new vehicles from November 2013. Research by Monash University Accident Research Centre has shown ESC has been associated with a 32 per cent reduction in single vehicle driver injury crashes, a 59.6 per cent reduction in driver injury rollover crashes, and an 81.6 per cent reduction in 4WD rollover crashes.

The NSW Centre for Road Safety continues to encourage the uptake of this technology, including actively promoting Electronic Stability Control through the NSW Government fleet, providing information to fleets and individual consumers, and assisting in development of the Australasian New Car Assessment Program (ANCAP) roadmap of required safety technologies for a vehicle to be awarded a high ANCAP safety rating.

Crash tests

Crashlab conducted 50 crash tests including 17 road safety research tests, 19 ANCAP safety rating tests and 14 commercial tests (consisting of six vehicle and eight roadside furniture tests). The laboratory also conducted over 600 dynamic sled tests for the re-certification of over 33 different models of child and infant restraints to the newly amended Australian Standard, AS 1754:2010. In total, Crashlab conducted 767 dynamic sled tests on child restraints, seat belts, bus seats and miscellaneous devices as well testing 317 batches of bicycle and motorcycle helmets and conducting 124 tests on fall arrest devices for compliance with their respective Australian Standards.



Motorcycle helmet testing at Crashlab.

National crash database

The NSW Centre for Road Safety participates actively as a member of the project steering body for the national crash database. It also collects NSW cases for the database and, to 30 June 2011, had contributed 29 cases, including vehicle and crash site inspections. Information from the database is used to develop countermeasures to address particular road safety risks.

Vehicle repairability

The NSW Centre for Road Safety conducted a research study to assess the crashworthiness of vehicles which were repaired using vehicle manufacturer's recommended practice and other typical NSW repair industry practices. Results from the study have shown that cars repaired using both practices have only a slight reduction in crash protection compared to their original ANCAP performance. The results of this research have been used to validate the written-off vehicle assessment criteria, which form the basis of safety decision-making under the Written-off Vehicle Regulations 2010.



Additional seat study

The NSW Centre for Road Safety conducted a study to assess the safety performance of additional seats when used by children between the ages of four and seven years without a booster seat. The results indicate that there is an increased risk of abdominal, head and lower extremity injuries to children occupying these seats compared to children occupying suitable child restraints in standard vehicle seats in the event of a crash.

Child Restraint Evaluation Program

This program gives child restraint buyers independent and consistent information on the levels of protection from injury that child restraints provide in a crash and the ease with which they can be used correctly. The information is now available through the Child Restraint Evaluation Program website (www.crep.com.au) which the Minister for Roads and Ports launched at the 2011 Royal Easter Show.

The website helps parents and carers decide which is the best restraint or device for their child and their circumstances.

The new website complements the existing RTA brochure, *Child Restraint Safety Ratings: Your guide to buying child restraints*, which is updated annually.

Review of vehicle inspection schemes

New fees for proprietors of stations authorised to inspect vehicles were introduced in July 2010. The future fee structure will be included in the broader review of the Authorised Inspection Scheme which started in early 2011. The initial phase of this review of the principal third party vehicle inspection schemes has been completed. It included a detailed risk analysis of scheme design and administration, an audit of the scheme's management and research of customer perceptions.

Reform of the Authorised Unregistered Vehicle Inspection Scheme will be rolled out in 2011-12, delivering substantial benefits to customers. In addition, the Engineering Certification Scheme will be replaced by the Vehicle Safety Compliance Certification Scheme.

RTA Authorised Crane Inspection Scheme

A new RTA Authorised Crane Inspection Scheme was launched during August 2010. Formulated through the RTA's partnership with the Crane Industry Association and third party providers, the scheme changes the procedure for renewing the registration of a mobile crane.

Under the new scheme, cranes with an 'SP2' configuration are inspected annually. (SP2 cranes are mobile cranes with more than 12t gross vehicle mass and overmass on one or more axles or axle groups.) The scheme covers both purpose-built and truck-based cranes and will ensure that cranes covered under the scheme meet consistent safety check standards across NSW.

In addition, changes to road transport regulations allow an authorised examiner to inspect cranes at suitable and convenient locations other than authorised inspection stations, which will benefit the industry as there are more than 900 cranes in NSW that require annual inspection.

National benchmark for regulating written-off vehicles

New laws to improve written-off vehicle management in NSW started on 31 January 2011. The new laws aim to improve consumer protection and vehicle safety as well as reduce the risk of vehicle theft, car re-birthing and related crime.

The NSW reforms were developed by the RTA in partnership with the Department of Premier and Cabinet, NSW Police Force and the Office of Fair Trading. They represent a major government-wide push to clamp down on organised crime selling severely damaged and poorly repaired vehicles to unsuspecting buyers. Light vehicles that are written-off can no longer be repaired and re-registered, and – with very limited exemptions – can only be sold for scrap or parts. The new laws apply to all NSW light vehicles including trailers, caravans and motorcycles.

Safer road users

School zone flashing lights

In 2010 flashing lights were installed at 274 school zones, bringing the total of zones covered to 689. Due to efficiencies developed during the four-year program, the RTA was able to cover an additional 124 school zones over the year. The RTA will roll out a new \$13 million program over the next four years to cover an additional 540 school zones.



School zone flashing lights on Carrington Road at Waverley Catholic College, upgraded June 2011.



Combating speed

Safety cameras

Safety cameras have now been installed at 91 high risk intersections across the State following installations at 71 intersections in the reporting period. The cameras enforce both red light and speeding offences and improve the safety of intersections by deterring drivers from running red lights and speeding. Safety camera locations are selected based on strict criteria that include the number of casualty crashes at an intersection, the cost of these crashes to the community and suitable site conditions. The safety camera program has been supported in the reporting year with an advertising campaign to inform motorists and road users.

Mobile speed cameras

The mobile Speed Camera Program was re-introduced in July 2010. Mobile speed cameras are intended to reduce speed-related crashes across the whole network because the unpredictability of the camera location leads to a reduction in speeding at all times, rather than just on the approach to a camera.

The program, operations for which were outsourced, was supported with an extensive media and public education campaign. The RTA worked with key stakeholders including the NRMA and NSW Police Force in the development of selection criteria for enforcement locations.

Since the reintroduction of speed cameras, over 9,500 infringement notices have been sent to offenders.

A community survey of 1,500 NSW drivers in May 2011 established that 72 per cent approved marked mobile speed cameras.

Auditor-General's Performance Audit

The NSW Government requested the Auditor-General to examine the road safety benefits of speed cameras including fixed speed cameras, safety cameras and mobile speed cameras. The RTA prepared a detailed data analysis and submission as background for the Audit.

Point-to-point enforcement

In 2010–11 point-to-point speed enforcement was installed on four lengths of road in NSW – the Great Western Highway between Raglan and Meadow Flat, the Pacific Highway between New Italy and Harwood, the Pacific Highway between Woodburn and Wardell and the Federal Highway from the Hume Highway to Collector. Point-to-point is used to enforce heavy vehicle speeding and is being installed on routes with a history of heavy vehicle crashes. The program has been supported with an advertising campaign targeted at heavy vehicle drivers.



Speed penalties increase

From 1 July 2010 speeding penalties increased by 5 per cent as part of the Road Toll Response Package to strengthen speeding deterrence.

RTA SpeedBlitz Blues sponsorship

For the ninth 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 three years. In October 2010 the then Minister for Roads announced a two-year extension of the sponsorship to June 2013.

Among activities to leverage the sponsorship was the 'Slow Down Pledge', a Facebook initiative to encourage drivers and passengers to take the pledge to slow down on our roads. As at 30 June 2011 2,554 had taken the pledge. To promote the anti-speeding message and encourage pledging, the RTA held interactive road safety events featuring its crashed car display, bowling nets and pledge pods. These events were held at ANZ Stadium, Blacktown Olympic Park and the Sydney Cricket Ground Stadium.

A number of RTA SpeedBlitz Blues players also travelled with 'On The Road', an interactive educational road show. It visited 14 secondary schools, including 10 in regional areas, and four TAFE colleges across NSW, reaching over 5,000 students.



An RTA volunteer helps run a Cricket Road Safety Expo at ANZ Stadium.



Slow Down Road Show

The Slow Down Road Show aims to tell the community about the consequences of speeding. It is an interactive display that features two crashed cars – one crashed at 60km/h and the other at 100km/h.

In 2010–11 the show visited more than 17 locations across NSW, reaching more than 420,000 members of the community. Locations included the 2011 Royal Easter Show, where the display won a Gold Commercial Exhibit Award for the third consecutive year. A targeted series of road shows was also conducted with retired NRL player Hazem El Masri acting as a road safety ambassador. The series visited 11 locations between October 2010 and February 2011.



The Slow Down Road Show at Parramatta farmer's market, October 2010.

Enhanced Enforcement Program

The Enhanced Enforcement Program is a partnership between RTA and the NSW Police Force to reduce trauma by undertaking statewide operations to target particular behaviours such as speeding, drink driving, fatigue and non-seatbelt/helmet wearing.

The NSW Centre for Road Safety provided additional funding to enable the NSW Police Force to undertake Operation Maintain 2, which targeted drink driving in the lead-up to the Christmas holiday period. The operation was immediately followed by the regular statewide Christmas holiday operation, Safe Arrival, which extended the high profile police presence on NSW roads.

Local Government Road Safety Program

The RTA approved and funded more than 300 safety projects by local councils across NSW during 2010–11. Projects involved a range of initiatives to target road safety issues and behaviours, including pedestrian safety, speeding, fatigue, motorised wheelchairs, child restraints, drive-to-conditions and



fleet safety. The NSW Centre for Road Safety also conducted a successful pilot with 15 NSW local councils trialling recommended changes to the program delivery model.

Driver Reviver

The NSW Centre for Road Safety provided more than \$350,000 to support the NSW Driver Reviver Program which is operated by volunteers at 83 sites across NSW. The program raises awareness of fatigue and provides refreshments for travellers.

Consultation on motorcycle safety

Under the Road Toll Response Package, the NSW Centre for Road Safety has been working with motorcycle representatives in the development of a new motorcycle safety strategy for NSW. There were four stakeholder consultation workshops held during the year to inform strategy development, which will be completed in late 2011.

There were also a number of early initiatives including:

- Increasing distribution of the *Good Gear Guide* which offers advice on protective clothing.
- Undertaking research on fatigue, returning riders and an in-depth motorcycle crash study.
- Expanding the use of the 'Check twice for bikes' and safe cornering campaigns.
- Expanding the Helmet Evaluation and Rating Program.

Drink and drug driving

Random roadside drug testing

Under an ongoing partnership, the NSW Centre for Road Safety funded the NSW Police Force to conduct 35,585 drug tests on drivers and riders across NSW. Roadside drug testing, which tests oral fluid samples for the presence of three illicit drugs, began in NSW in January 2007. Since then, the NSW Police Force has tested 21,188 heavy vehicle drivers and 80,701 light vehicle drivers. Of these 1,872, or one in 53, tested positive to one or more illicit drugs.



Sober Driver Program

The NSW Sober Driver Program is an education and relapse prevention program for drink drive offenders who are convicted of two or more offences within five years. The goal is to reduce drink drivers re-offending. The RTA funds the program which is delivered by Corrective Services NSW. As at 30 June 2011 there have been 8,236 participants in the program.

In 2010–11 the course was delivered 56 times in 37 locations across NSW, with 465 people completing the program. An external review conducted by ARTD consultants determined that the program was still effective in reducing recidivism.



Alcohol Interlock Program

An alcohol interlock is an electronic device fitted to a car that tests the driver's blood alcohol concentration (BAC) and allows the car to start only if the recorded BAC is below 0.02. The Alcohol Interlock Program is available to courts as an option in sentencing drivers convicted of certain serious drink driving offences. Participants can suspend part of their licence disqualification period if they have an alcohol interlock device installed in their car and obtain an interlock driver licence. Since the program began, 2,241 interlock licences have been issued (315 in 2010–11) and 1513 participants have successfully completed the program.

Changes to the Demerit Points Scheme

The Demerit Points Scheme is a national program that allocates penalty points (demerits) for a range of driving offences. The scheme is designed to encourage safe and responsible driving. Along with financial penalties, demerit points provide a strong incentive to drive within the law.

Demerit points for 22 offences reduced or removed

From 31 December 2010 demerit points for 22 offences committed on or after this date were reduced or removed. These included roundabout, indicator, bus lane and towing offences. Demerit points for key road safety offences such as speeding and seatbelt use remain unchanged.

Demerit point threshold

On 31 January 2011 the Demerit Points Scheme was changed to increase the demerit point threshold for suspension of an unrestricted licence from 12 demerit points to 13. The concept of a 'professional driver' was also introduced. A professional driver, which includes a truck, bus or taxi driver, has a 14 demerit point threshold. Demerit points are also no longer to be assigned to an offence where the court finds the offender guilty of a demerit point offence but dismisses the matter under section 10 of the *Crimes (Sentencing Procedure) Act 1999*.

Road safety education

School Road Safety Education Program Refresh Project

The RTA's School Road Safety Education Program has responded to the changing needs of students and teachers to deliver relevant, respected and best practice road safety teaching and learning strategies. A Refresh Project was conducted during 2010–11 to build on the excellent work of the program over the last 25 years to ensure that it remains at the forefront of educational best practice.

By continuing to work with our school education partners and incorporating developments in pedagogy, technology and behavioural change theory, the RTA should ensure the program remains relevant and responsive well into the future.

Early childhood program



The NSW Early Childhood Road Safety Education Program continued to inform services, peak organisations and family support agencies about the national changes in child passenger safety rules in the new child restraint legislation in NSW. Ongoing professional support was also offered to around 3,400 early childhood services and all tertiary early childhood students in TAFE colleges and universities

across NSW. All centres have received

copies of four wooden child restraint jigsaw puzzles together with samples of available brochures, road safety information, translations of child restraint information and contact details for the Early Childhood Road Safety Education Program at Macquarie University.

Young driver safety

The RTA funded Youthsafe to develop the *Plan 2* DVD, a new resource to engage young people in discussions about planning safe travel strategies. It is available for use in TAFE programs and youth centres. In partnership with Communities NSW, the RTA promoted road safety messages to more than 12,000 young people through the Youth Week Rock Band Concert and competition.



Youth Week Rock Band winners Pennyblack, April 2011.

Aboriginal road safety

Aboriginal driver education

As more than half of the Aboriginal population lives in rural and remote localities, transport is a major issue and impacts on their ability to access basic services such as health and education, as well as work opportunities. Research has identified that, while Aboriginal people might be keen to obtain a driver's licence, low literacy and financial capacity can act as barriers.

The RTA formed a partnership with the Department of Justice and Attorney General and TAFE NSW to develop a nationally accredited driver education course to assist Aboriginal people obtain their NSW Learner driver licence. The course uses the *RTA Road Users Handbook* to improve student reading, writing and numeracy skills and increase road law and road safety knowledge in Aboriginal communities. A pilot was conducted at Mt Druitt TAFE during 2010, with several students passing the driver knowledge test to obtain their Learner driver licence.

Following the pilot's success, the course was expanded to Campbelltown, Kempsey, Toronto and Wellington. A fee exemption for the driver knowledge test was introduced and, as an additional incentive, participants successfully completing the course were eligible to receive an accredited qualification in 'Access to Work and Training'.

New Aboriginal communication resources

The RTA developed the *Aboriginal Road Safety Communication Plan* to ensure that road safety messages are delivered in a culturally appropriate way. Using the plan, Aboriginal road safety resources were developed to support a campaign about the new child restraint laws for children aged 0 to 7 years. The campaign features Aboriginal people in radio and press advertisements and Aboriginal children in the parent information booklet.

National Indigenous Road Safety Conference

The 5th National Indigenous Road Safety Conference was held in Coffs Harbour in November 2010 hosted by the Australian Department of Infrastructure and Transport and the NSW Centre for Road Safety. Centre staff delivered presentations on Aboriginal assessments, strategic planning, licensing and research.

Aboriginal culture and heritage on display

Six new display panels were installed at rest areas on the Princes Highway at Minnamurra as part of a fatigue management project. The intention is to encourage travellers to take longer breaks from driving and increase their awareness of local Aboriginal culture and history. The project provided a fantastic opportunity to showcase the partnership between the RTA and the local Aboriginal community. A further rest area in the Southern Region (Waldrons Swamp) was completed in June 2011.

Road safety marketing campaigns



Seatbelts

Non-use of seatbelts remains one of the four major behavioural factors associated with road trauma.

The 'Clip Every Trip' seatbelt campaign was introduced in late 2010 and aired throughout the reporting period. The campaign, which was the first road safety campaign in NSW to use computer generated images, targeted residents in rural communities including farmers and tradesmen. Aboriginal communities were also included in the campaign.

The campaign aimed at encouraging all drivers and passengers to correctly use their seatbelt for every trip, no matter how short the trip is or how well they know the local roads. The highly memorable advertising ran on television, outdoor signs, online and radio and achieved nearly 70 per cent recall among the target audience.



A seatbelt comes to life and taps the driver on the shoulder to remind him to 'Clip Every Trip'.



Driver fatigue

The 'Wake up to the signs' driver fatigue campaign ran in December 2010 and during the June 2011 long weekend. Evaluation showed that almost half of all NSW drivers were likely to have noticed the campaign, with the television commercial considered easy to understand, believable and informative. As a result of having seen the campaign, the target audience was more aware of the signs of fatigue and the dangers of driving fatigue and less likely to drive tired to get home sooner.

Bicycle safety

The RTA developed a radio campaign promoting the safety benefits of wearing a bicycle helmet to teenagers and adults. The campaign was supported by a radio and online competition, which generated several hundred entries.

Changing attitudes and behaviour on speeding

In December 2010 the RTA launched a new speeding campaign, 'Don't Rush', featuring Professor Brian Owler, a neurosurgeon at Westmead Hospital, in phase 1 and road crash survivors and their family and friends in phase 2. The campaign used a range of media including TV, radio and online. Seventy-five per cent of NSW drivers were exposed to each phase of the campaign, which feedback shows is having an impact on driver behaviour and attitudes in relation to speeding, and the secondary message about driving when fatigued.



Professor Owler, who features in the 'Don't rush' campaign, along with road crash survivors.

Managing unauthorised driving

A campaign to create awareness about changes to legislation that impacted unregistered drivers was launched in August 2010. The five-week campaign informed NSW drivers that from 30 August enforcement cameras could be used to detect unregistered and/or uninsured drivers.

Safety for elderly pedestrians

The RTA developed a new pedestrian campaign for older road users which targeted drivers and reinforced safe pedestrian practices. The key pedestrian messages were: 'Plan your trip', 'Wait for vehicles to stop', 'Look both ways', and 'Use marked crossings'. These were displayed on club television monitors and in seniors' magazines. A presentation for delivery by community professionals in the local community was also developed. The campaign successfully reached the target audience and received positive feedback.

Heavy vehicle initiatives

Heavy vehicle national law

In July 2009 the Council of Australian Governments agreed to the establishment of a uniform independent National Heavy Vehicle Regulator responsible for regulating all heavy vehicles over 4.5t. The establishment of the Regulator is expected to remove inefficiencies arising from inconsistent state and territory requirements, streamline regulatory arrangements, reduce the compliance burden for business, and reduce transport costs.

Heavy vehicle electronic work diaries pilot

In March 2010 the NSW Government announced the Road Toll Response Package, which includes \$5 million over three years (2010–13), for an operational pilot of electronic work diaries involving other states. This project aims to test the National Transport Commission's *Electronic Systems for Heavy Vehicle Driver Fatigue and Speed Compliance: Draft Policy Paper* and the Austroads *Draft Performance-Based Specification for Electronic Work Diaries and Heavy Vehicle Speed Monitoring*. The pilot, which has strong support from industry and all jurisdictions, is being undertaken in three stages.

The scope for Stage 1 was developed in consultation with all participating jurisdictions and police agencies and the National Transport Commission. It involved resolution of a significant number of complex issues, including sourcing systems and participants for Stage 1, developing an intercept strategy, developing software to replicate the written work diary, establishing business systems, designing the pilot methodology and selecting and training participants. Planning was successfully completed on time.

Stage 1 (the in-field component) will begin in July 2011 and will test and refine the procedures and business systems to be used in Stage 2.



Improving truck safety performance

Fatal crashes involving heavy vehicles have declined significantly over the last decade, particularly in NSW, compared to an increasing freight task. However, given the anticipated increase in freight task, improvement to road safety performance is critical.

The Five Star Trucking Accreditation Scheme is an industry-led initiative designed to support best practice and proactively reinforce safety and compliance. The idea is to reward operators, drivers and customers who invest in safety through a rating system. In the first stage of scheme development a sub-committee will examine a range of scheme options that came out of review of other rating systems and consideration of the impact on existing accreditation systems. The sub-committee will meet in 2011–12.

Fatigue

A \$5 million heavy vehicle rest area on the Hume Highway at Pheasants Nest was completed in November 2010. Jointly funded by the Australian and NSW governments, the rest area includes spaces for 24 B-Doubles, appropriate night lighting, a walkway and fence for pedestrian safety and a covered area with tables and benches.



The Pheasants Nest heavy vehicle rest area, completed in November 2010.

Chain of responsibility investigators

As part of the Road Toll Response Package, the RTA employed five additional 'chain of responsibility' investigators. Their employment has increased the RTA's capacity to undertake strategic investigations into commercial and operational practices to encourage greater compliance by heavy vehicle drivers and operators with speed and fatigue laws.

Safe-T-Cam

The RTA has 24 Safe-T-Cam sites located on major freight routes across NSW. Combined with 11 Safe-T-Cam sites operated by the South Australian Department of Transport, Energy and Infrastructure, the Safe-T-Cam network continues to target heavy vehicles which have travelled at excessive average speed, travelled beyond prescribed driving hours, attempted to avoid detection by Safe-T-Cam, failed to enter a heavy vehicle checking station or are unregistered.

The aim of Safe-T-Cam is to reduce the risks associated with heavy vehicle driver fatigue in an effort to prevent crashes.

In 2010–11 Safe-T-Cam operations led to the issue of 4,780 Company Notices to Produce Records and 345 Driver Notices to Produce Records.

A broad road safety role

The NSW Centre for Road Safety responded to various enquiries and reports such as:

- The NSW Office of Transport Safety Investigations report into the fatal crash in the Barrengarry Nature Reserve.
- The Staysafe Committee's Heavy Vehicle and Vulnerable Road Users inquiries.

Staff presented papers at the Australasian Road Safety, Policing and Education Conference in Canberra. The Centre also formed the new Road Safety Advisory Council in December 2010. Comprising road safety stakeholders across a variety of areas, the council oversees the development of road safety initiatives in NSW.



Challenges and the way forward

There are many challenges to improving road safety in NSW. The continued trend for speeding is concerning and will require strong communication strategies to highlight the dangers and consequences of speeding. The ageing population in NSW will impact road safety and strategies need to be developed to improve safety for elderly drivers and pedestrians.

Lifestyle choices over the past decade have led to significant increases in motorcycle and scooter registrations, pedal cycle usage and smaller, lighter vehicles. Freight activity is expected to increase significantly resulting in increasing truck movements and larger, longer trucks. The interaction between the growing number and variety of road users presents a challenge for road safety.

The release of the *National Road Safety Strategy 2011–2020* presents an opportunity to work with other Australian jurisdictions to develop and implement a range of road safety initiatives.

The continuation of programs, policies and road infrastructure upgrading and development to improve the safety of roads is critical to achieving further road safety gains. The work to influence manufacturers to improve the safety of vehicles and increase consumer awareness of safety features at point of sale is also important to further improving vehicle safety.

Safer roads

The NSW Centre for Road Safety is working closely with the community to ensure speed limits are set carefully to reflect safety and road user expectations. A new website has been developed to allow people to register their concerns with particular speed limits and signs. This information will be used to prioritise review of speed limits and signs in NSW. The website will also feature detailed information on the principles used to set speed limits.

The Centre will continue to work with the NSW Police Force, community and NRMA to carrying out route reviews. These reviews have previously seen significant reductions in injuries and fatalities and will continue to contribute to reducing the NSW road toll and serious injuries. The Road Toll Response Package will continue to assess priority locations for the rollout of wire rope safety barriers as a key safety infrastructure treatment.

The NSW Government has committed \$200 million across the state for the four years for a package to tackle congestion and safety on key routes. The package of works encompasses a broad range of projects including intersection improvements, overtaking lanes, bridge upgrades and traffic management upgrades. The projects are a mix of works on State and council roads. The challenge is to manage the vast range of projects with the various stakeholders to ensure the program is delivered within cost, time and project scope.

Safer vehicles

Encouraging people into safer vehicles will help reduce the road toll and associated road trauma. Australia has a relatively old fleet (compared to other developed countries) and finding ways to encourage increased scrapping will be important, if we are to discourage older vehicles with fewer safety features ending up in the hands of novice drivers, who are those most at risk of crashing.

The Centre will continue a number of significant projects in 2011–12, including providing improved vehicle safety information to help fleet managers and individual consumers choose safer vehicles and reducing the barriers for young drivers to driving safer vehicles.

Safer road users

A key focus is to continue engaging with the community and stakeholders to develop strategies and programs to target unsafe road user behaviour. Compliance and enforcement will still be crucial to ensuring the safety of all road users.

Speeding remains a significant factor in fatalities and injuries on NSW roads along with non-restraint usage and drink driving. The Centre will work with the NSW Government to ensure community awareness of these problems, along with continued targeted policing of unsafe illegal behaviours.

The Centre will develop a new NSW Road Safety Strategy for the next decade, drawing on the initiatives in the *National Road Safety Strategy 2011–2020* but setting actions specific for NSW.

The RTA is currently scoping the development of safe driver incentives such as a licence discount and has initiated the review of learner driver arrangements, including the development of a new Safer Drivers course.

The RTA will also consider the recommendations of the Auditor-General's Performance Audit once released.



REVIEW OF OPERATIONS

Environment

Infrastructure	60
Organisational	68
Emissions	72
Challenges and the way forward	72

Key achievements in 2010–11

Conducted environmental performance reviews on sections of the Great Western, Pacific and Central Coast highways which resulted in clearer directions to contractors on erosion and sediment control.

Secured an Environmental Protection Licence for establishment of a roadworks material recycling centre at Unanderra. The new centre will improve the sustainability of RTA operations by increasing the volume of recycled material used in road building.

Trialled energy control devices in street lights that can potentially cut energy consumption by around a quarter. Implementation of the technology is being considered.



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. Work ranges from improving the organisation's environmental footprint, to reducing 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: Unidentified bug found on an evapotranspiration bed during an environmental inspection of the Mundoonan rest stop toilet treatment facility. Photo taken by RTA staff member Sarah Webb, July 2010.

Infrastructure

Biodiversity

Protecting biodiversity

Biodiversity is the variety of life forms, including different plants and animals, the genes they contain and the ecosystems in which they live. Australian ecosystems contain many species found nowhere else in the world. Roadsides often contain important biodiversity that is rare in the surrounding landscape.

The RTA is committed to protecting biodiversity along roadsides and considers biodiversity issues carefully during route selection and road design for all infrastructure projects.

Biodiversity protection is achieved through development, review and implementation of environmental impact assessment policy and guidelines, stringent environmental specifications, regular environmental inspections of construction sites, and environmental awareness training for RTA staff and council workers. An outline of how the RTA has protected and aimed to enhance biodiversity in 2010–11 is included in Table 18 on page 61.

Biodiversity performance review

Biodiversity performance reviews, which aim to confirm that biodiversity is being protected and managed appropriately on RTA projects, were conducted on the following projects in 2010–11:

- Hunter Expressway.
- Holbrook Bypass (early works).
- Hume Highway Upgrade.
- Banora Point Upgrade.
- Bulahdelah Bypass.
- Sapphire to Woolgoolga section of the Pacific Highway Upgrade.
- Woomargama Bypass.

The reviews identified where biodiversity mitigation measures could be improved, for example, improving procedures for access to exclusion zones.

Biodiversity training roll out

A new one-day training course on managing and protecting biodiversity was developed internally and delivered to all RTA regions in 2010–11 to guide staff and contractors in managing biodiversity throughout a project and during maintenance works.



**TABLE 18. BIODIVERSITY PROJECTS**

Activity	Purpose	Progress
Develop measures to minimise road impacts on biodiversity.	Manage wildlife on roads.	The RTA has investigated potential options to reduce road kill in Pittwater and Warringah local government areas. Some short-term measures have been implemented. Further investigation into the most appropriate long-term measures is being carried out.
Contribute to the NSW Wildlife Council.	Manage wildlife on roads.	The RTA provided \$25,000 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.	Research koala population.	The RTA 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 and overpasses.
Develop draft guidelines for protecting biodiversity during construction and maintenance works.	Provide best practice guidance and encourage consistency across NSW in protecting biodiversity during construction activities and maintenance works.	Guidelines for protecting and managing biodiversity on RTA projects were finalised. The biodiversity guidelines will be published on the RTA internet for use by RTA staff and contractors.
Monitor the effectiveness of measures to allow threatened squirrel gliders to move across the Hume Highway.	Minimise impacts on biodiversity.	The RTA continues to support joint research with VicRoads and the University of Melbourne to determine the effectiveness of crossing structures for squirrel gliders. Results to date indicate they are being used by squirrel gliders. Results are being used in the design of crossing structures for other RTA projects.
Manage vegetation 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 a contract with the National Trust to carry out bush regeneration works.
Manage 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. Monitoring indicates the 2010–11 season was excellent for Green and Golden Bell Frogs at Arncliffe and frog numbers continue to increase.
Maintain 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 was prepared by the RTA to maintain the forest. The bush regeneration of the area is being managed by the National Trust Bushland Management Service.
Monitor Pacific Highway threatened species.	Minimise impacts on biodiversity.	In 2010–11 the RTA began a monitoring program studying the impact of highway development on populations of Spotted-tailed quolls and Rufous bettongs and the effectiveness of crossing structures.
Implement biodiversity offsets.	Purchase and manage land to offset the unavoidable biodiversity impacts of a project.	The RTA continued to develop and implement biodiversity offset strategies for a range of projects including the Hume Highway Duplication, Hume Highway bypasses and the Pacific Highway Upgrade.



CASE STUDY

Relocation of the Giant Barred Frog, Pacific Highway Upgrade

An example of the RTA's commitment to biodiversity is the work undertaken on the Sapphire to Woolgoolga section of the Pacific Highway Upgrade. On this project it was necessary to relocate a small population of the endangered Giant Barred Frog (*Mixophyes iteratus*) to nearby suitable sites. The relocation was undertaken in accordance with a biodiversity management strategy approved by the Office of Environment and Heritage. The strategy included strict hygiene and management protocols, including the use of frog exclusion fencing to ensure there were no unintended impacts on the species.



An endangered Giant Barred Frog reddied for relocation.

Threatened species

The RTA contributed to a number of threatened species recovery plans prepared by the NSW Office of Environment and Heritage (OEH) in accordance with Part 4 of the *Threatened Species Conservation Act 1995*. Refer to Appendix 2 for full details.

Roadside environment

The RTA continued to support the Roadside Environment Committee and funded the committee's secretariat and meeting costs in 2010–11. The committee's goal is to achieve the best possible environmental management of NSW roadsides and other linear reserves, for example, rail corridors, travelling stock reserves, Crown reserves and utility easements.

The member organisations are:

- Catchment management authorities.
- Essential Energy.
- Institute of Public Works Engineering Australia.
- Land and Property Management Authority.
- Livestock health and pest authorities.
- Local Government and Shires Association of NSW.
- Nature Conservation Council.
- Office of Environment and Heritage (OEH).
- RailCorp.
- RTA.
- Rural Fire Service.
- TransGrid.

Key achievements in 2010–11 included:

- Surveying and mapping implementation of local council Roadside Vegetation Management Plans in NSW.
- Developing learning outcomes for local council road maintenance and construction staff to assist councils develop their roadside management training programs.
- Developing a community fact sheet on Significant Roadside Environment Area signage.
- Initiating a project with the Sydney Weeds Committee to:
 - Review processes for managing weeds in linear reserves in the Sydney area.
 - Identify and map locations of key and priority weeds in linear reserves in the Sydney area.
 - Recommend improved processes for managing roadside weeds in the Sydney area.

The report from the study is due later in 2011 and the committee will assess whether its recommendations can be transferred to linear reserve management in other parts of the State.

- Sponsoring a special edition of *Australasian Plant Conservation* on linear reserve environmental management. The journal included three articles from committee member agencies.
- Maintaining and upgrading the committee website, which averaged 134 hits per month, and producing and distributing four editions of the committee newsletter.



CASE STUDY

Road crossing for woodland birds at Woomargama

One of the challenges for the Woomargama Bypass project was to provide opportunities for a number of threatened woodland birds to move across the road. These included the Brown Treecreeper, the Diamond Firetail, the Black-chinned Honeyeater and the Hooded Robin. A dual carriage road, such as the Woomargama Bypass, may deter some threatened woodland birds from crossing the road to reach suitable habitat.

The RTA prepared a wildlife crossing management plan to describe how the safe passage of key fauna species across the Woomargama Bypass, including threatened woodland birds, would be achieved. The plan was developed in consultation with the OEH and the Department of Primary Industries. The RTA also sought advice on the plan from recognised fauna experts. Crossing measures described in the plan included landscape treatments around bridge crossings for Sandy Creek and Mountain Creek.

A woodland bird underpass was constructed in the Mount McKenzie section of the Woomargama Bypass. The underpass comprises two arches designed to allow an unobstructed view of habitat on either side of the alignment. The design also includes revegetation of box gum woodland adjacent to the structure to provide a better corridor for bird movement between woodland areas. This is the first time a mitigation structure has been designed specifically for woodland birds and its value will be monitored as part of a threatened species monitoring program.



The woodland bird underpass on the Woomargama Bypass.

Environmental planning and assessment

The environmental framework

The *Environmental Planning and Assessment Act 1979* (EP&A Act) establishes the process for environmental impact assessment and approval. The *Environmental Impact Assessment Guidelines* are the RTA's framework for ensuring quality environmental assessment.

Managing environmental requirements for projects of State or regional significance



In 2010–11 two RTA infrastructure projects of State/regional significance were approved by the Minister for Planning under Part 3A of the EP&A Act, which requires that environmental assessments are undertaken. These were the:

- Devil's Pulpit Upgrade (Pacific Highway), on which construction will begin in the new financial year.
- M2 widening project, on which construction started in January 2011.

As part of the Part 3A approval process, the Department of Planning and Infrastructure displays the environmental assessments and invites public submissions. Environmental assessments prepared under Part 3A were exhibited during this period for three projects:

- Warrell Creek to Urunga Upgrade (Pacific Highway).
- Oxley Highway to Kempsey (Pacific Highway).
- M5 West widening project.

For the Warrell Creek to Urunga Upgrade, issues raised by the community and council included the potential for the project to exacerbate flooding near Macksville. The RTA commissioned an independent review of the flood modelling, which confirmed the model was an appropriate representation of flood behaviour. Flooding impacts are not expected to be excessive. This project is currently being considered for approval.

Around 255ha of native vegetation and fauna habitat will be cleared for both the Warrell Creek to Urunga and the Oxley Highway to Kempsey upgrade projects. These losses will be offset by the protection of land with similar vegetation types. Offset packages will be developed in consultation with the Office of Environment and Heritage.

Fauna habitat connectivity has been enhanced by the inclusion of underpasses and rope bridge overpasses in the project design.



For the Oxley Highway to Kempsey Upgrade, community interest focussed on issues such as the location of service roads. The RTA has and will continue to work in consultation with the community to resolve the details of service roads for this project.

Traffic noise was a major environmental issue associated with the M5 widening. Noise modelling has been revised, supported by more detailed traffic modelling, and additional noise barriers will be built along the length of the motorway. The scope of the widening was also increased to include a section between Fairford and King Georges roads (eastbound), in response to community submissions.

The Director-General of the Department of Planning and Infrastructure issued environmental assessment requirements for one project, Foxground and Berry Bypass (Princes Highway). Environmental investigations began as part of the preparation of the assessment.

In 2010–11 the RTA developed a new template and guidance note for Part 3A environmental assessments reports, which were added to the *Guidelines for Environmental Impact Assessment*. The template and guidance note for preliminary environmental assessment reports, which support Part 3A applications, were also updated. The new and updated documents consolidated learnings from Part 3A projects assessed and approved in earlier years. Awareness of Part 3A processes and procedures was extended across the organisation through information sessions.



Terry's Creek upgrade, part of the M2 widening project, in construction, June 2011.

Managing Part 5 reviews of environmental factors

Part 5 of the EP&A Act applies to activities that do not require development consent under Part 4 or approval under Part 3A. Part 5 applies to the majority of RTA projects. For these projects, the RTA is the proponent of the works and prepares a review of environmental factors report prior to determining whether or not the project should proceed. The report examines the potential environmental impacts of projects, assesses whether or not the impacts would be significant, and identifies measures to avoid, minimise, mitigate and, in some cases, offset impacts.



In 2010–11 reviews of environmental factors were exhibited for public comment for seven projects:

- Camden Valley Way Upgrade – Cowpasture Road to Cobbitty Road.
- Central Coast Highway Upgrade/Brisbane Water Drive, West Gosford.
- Bega Bypass, Princes Highway.
- Erskine Park Link Road.
- Gerringong Upgrade – Princes Highway.
- North Parramatta bus lanes – Church Street, Parramatta.
- Pacific Highway Upgrade – Lisarow to Ourimbah (Stage 3A).

Six submissions were received during the display of the review for the Lisarow to Ourimbah project. A report is now being prepared to summarise and respond to issues raised. Further investigations into the design of the Camden Valley Way project and its impact on a threatened shrub species, *Pimelea spiciflora*, are being undertaken in consultation with the Office of Environment and Heritage and the Department of Planning and Infrastructure. An addendum review is being prepared to consider design refinements to the Bega Bypass project.

Construction began on the North Parramatta bus lanes project in March 2011. The remaining projects have been determined to proceed to construction. The RTA determined a further 294 reviews of environmental factors in 2010–11.

The RTA trialled a new environmental assessment procedure for reviews, identifying where improvements could be made to ensure that reviews were efficiently prepared and of high technical standard. To build consistency across the organisation in applying the procedure, introductory sessions were held for project management and environmental staff across all RTA regions. Formal training is currently being developed.

Environmental performance improvement

During the year the RTA undertook a detailed analysis of environmental incident data from the last three years. Spills made up the largest percentage of the incidents reported, however, the vast majority of these incidents were minor in nature, were cleaned up by site staff and did not result in any offsite impact. The most common cause of spills involved oil spills from burst hydraulic hoses, fuel spills and paint spills.

Of the more serious environmental incidents, erosion and sediment control-related incidents (such as dewatering of sediment basins and uncontrolled contaminated water discharge) were the most significant, followed closely by unauthorised works such as clearing of vegetation outside the boundary of projects.



Incidents relating to the environmental impact assessment process generally fall within one of three categories, namely incorrect application of the RTA's routine and minor works procedure, failure to implement environmental safeguards set out in the review of environmental factors and exceeding the scope of the works described in the review. In response, the RTA has developed an improvement strategy which comprises guidance and training in the key areas described above. A training program is being made available to both RTA and external contractor staff to reduce risk of these serious incidents and improve our environmental performance.

Improving contractor environmental performance



The RTA continued to work closely with its external contractors to improve their environmental performance to meet our expectations and the broader environmental objectives of the NSW Government.

The RTA tracks contractor environmental performance through analysis of environmental audit and inspection reports. Reporting improvements initiated by the RTA have resulted in provision of better information, which has enabled the organisation to give more comprehensive feedback to contractors about statewide performance. A review of environmental contract specifications was undertaken during the year and led to clearer requirements for contractors undertaking road construction and maintenance works.

Environmental performance reviews of major construction projects were conducted on eight projects on the Pacific, Great Western and Central Coast highways. The reviews, which focused on erosion and sedimentation control, identified compliance risks and examples of innovative and good performance. The RTA has used the reviews to brief senior management on performance and prepare for discussion with contractors regarding environmental performance improvement.

Road works recycling facility

The RTA secured an Environmental Protection Licence to allow construction of a roadworks material recycling facility at Unanderra. The facility will assist with the sustainability of roadworks operations by increasing the rate of recycling of materials. The first stage of construction, the hard standing area, proceeded using transferred stockpile materials as these became available. Completion of the facility is scheduled for the 2011–12 financial year.

Koala management on the Oxley Highway Upgrade

The upgrade to a section of the Oxley Highway near Port Macquarie is nearing completion. The road passes through an area of koala habitat of regional and State significance.

Under an approved translocation plan, 11 koalas were moved into a nearby conservation area in 2009–10 and their adjustment monitored with radio tracking collars. Continued monitoring in 2010–11 confirmed a successful translocation. The koalas have stayed within the conservation area, maintained social cohesion and now appear to be functioning as an established population. Monitoring will continue until 2012. The information gathered will assist in developing a national translocation methodology for koalas under the National Koala Conservation and Management Strategy 2009–14.

Noise management

Noise Abatement Program

In 2010–11 the RTA treated 57 dwellings exposed to high levels of road traffic noise under the 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 (around 40 homes) with the remaining treatments focused in the Northern and Illawarra areas of the State. The RTA allocated \$3 million to the program in 2010–11. This will be increased to \$8 million in 2011–12 to help reduce the backlog of residences waiting for treatment.

The eligibility criteria for the program and the method of prioritising offers of treatment were reviewed and amended to create a simpler and more equitable process. The prioritisation of treatment is now based on the date of application to the program. This new approach provides more certainty on when treatment will be delivered. The changed eligibility criteria include making the program available where building development was approved before 1 January 2009 to align with requirements for new buildings in the State Environmental Planning Policy (SEPP) (Infrastructure) 2007, and extending the availability of architectural acoustic treatment where the period of residency is less than seven years on a cost sharing basis.

Under the Infrastructure SEPP, for new developments in locations already significantly exposed to road traffic noise, noise abatement is the responsibility of the relevant developers.

Training

Noise awareness training began in June 2011 in Sydney and was followed by training in Wollongong, Newcastle and Grafton. Around 90 RTA staff attended. Following strong interest, an additional six sessions are planned for July to August 2011 in Wagga Wagga, Sydney, Gosford and Grafton.



Land and water management

Management of construction site dewatering

Dewatering is required following rain to remove ponded stormwater from construction sites and maintain sedimentation controls such as basins. It has been identified as a critical risk for construction project delivery.

The RTA released the new *Technical Guideline – Environmental Management of Construction Site Dewatering* in April 2011 to improve due diligence in managing construction projects. Supporting its release were specification changes that set out the RTA's minimum requirements in managing dewatering activities and require construction contractors to prepare work method statements for these activities.



Dewatering a sediment basin via siphoning on the Pacific Highway Upgrade at Glenugie.

Erosion and sedimentation training

The RTA has reviewed and updated the two-day erosion and sedimentation training package with the NSW Soil Conservation Service. Staff in all regions have been trained and the RTA has facilitated delivery of the training package to contractors to improve understanding of environmental management requirements and techniques to improve performance.

Heritage

Timber truss bridge conservation

The RTA manages 48 timber truss bridges across NSW, many of which are listed on the NSW State Heritage Register. When built these bridges carried loaded bullock drays and trucks of about 16t. The general access limit is now 42.5t and, although these timber bridges can be modified to bear this load, they are unable to handle the higher loads that are becoming more common in the freight industry.



During 2009–10 the RTA prepared a draft timber truss bridge strategy, which identified a representative sample of bridges that it could retain in permanent operation while replacing the remainder over time. This was presented to the NSW Heritage Council in late 2010. In cooperation with the Heritage Council, the RTA will undertake public consultation during late 2011 to seek community input on its proposed approach before finalising the strategy.

Sydney Harbour Bridge tolling – oral history

The catalyst for this project was the introduction of cashless tolling on Sydney's icon in January 2009. The oral history was based on interviews with 11 people who had been involved in all aspects of tolling – toll collectors, supervisors and managers, technicians and engineers. It discusses the evolution of tolling on the bridge from the early days of collectors standing on platforms exposed to the weather to the arrival of electronic tag technology and the final removal of a human presence when tolling went cashless. The oral history was released in March 2011 and is available on the RTA website.

CASE STUDY

Aboriginal archaeological investigations

Construction of the Hume Highway duplication and town bypasses impacted on a number of archaeological sites identified in consultation with Aboriginal communities along the route. During September 2010 four years of archaeological excavations finished, revealing occupation dating back 6,500 years. Aboriginal sites officers from 40 local community organisations helped to reveal continuity in occupation of the land, connection between different cultural areas and use of the environment. Adhering to the *Procedure for Aboriginal Cultural Heritage Consultation and Investigation*, the RTA identified and consulted with knowledge holders and Aboriginal community members to identify measures to minimise the impact of road construction on Aboriginal cultural heritage.



Archaeological excavations being undertaken for the Hume Highway Upgrade, July 2010.



Aboriginal cultural heritage consultation



The RTA complies with the *National Parks and Wildlife Act 1974*, which sets out the requirements for impacts to Aboriginal heritage objects and places. In 2010 the Act was amended, with significant changes to the penalty regime and the introduction of new codes of practice and guidelines.

RTA heritage specialists updated the organisation's *Procedure for Aboriginal Cultural Heritage Consultation and Investigation* to reflect the changes. This is an essential tool for project managers to ensure they comply with the legislation and minimise the risks of accidental impacts on Aboriginal heritage.

CASE STUDY

St Patricks Cemetery, North Parramatta – managing heritage issues

The widening of Church Street at North Parramatta to install a southbound bus lane encroached on the edge of Australia's oldest Catholic cemetery – the heritage-listed St Patricks Cemetery. In close consultation with the Heritage Branch of the Department of Planning, Parramatta City Council and the community, the RTA undertook archaeological remote sensing and monitoring to ensure that no unmarked burials were impacted. This work also allowed the correct original boundary line of the cemetery to be confirmed and a new boundary fence to be installed, restoring the cemetery's original rural character.



The main gate at St Patricks Cemetery, North Parramatta after restoration.

Urban design

Urban design policy

Policy work this year included:

- Finalisation of research investigating the carbon asset of the State road landscape. The study investigated the carbon cycle in relation to the road network and how best to manage and safeguard it. The study also developed and tested a method for calculating the total carbon stored in all trees, shrubs and soil throughout the network.
- Development of the draft guideline, *Contributing to liveable communities: roads as links and places*, which sets out a process for assessment of a project's effect on such urban design aspects as pedestrian connectivity, comfort, safety, amenity and general quality of life. The guideline is currently being piloted on a number of different projects.

Urban design in project development and delivery

In the RTA, urban design thinking is applied in all stages of project development and delivery: the initiation phase, the development phase, the implementation phase and the finalisation phase.

In the **initiation phase** network and corridor strategies are developed with urban design objectives governing their implementation. For example, this year the Campbelltown Road, Newcastle Road – F3 to Broadmeadow and Bells Line of Road planning studies included urban design input.

In the **development phase** options are assessed and design outcomes developed which maximise benefits to the built and natural environment. Of note this year was development and refinement of the Gerringong to Bomaderry concept designs including the Berry Bypass. Urban design objectives were at the heart of the development of the design to ensure a road that fits well with the beautiful south coast landscape and attractive tourist towns such as Gerringong and Berry.

In other work relating to the development phase, an urban design concept plan and visual impact assessment was prepared for the 150km long section of the Pacific Highway between Woolgoolga, north of Coffs Harbour, and Ballina. The plan identifies the main character zones of this vast tract of land and assesses the effect the road would have, and how urban design principles can help fit the road into the landscape.

In the **implementation phase** designs are refined and design quality pursued in the detailed design and construction stages. In 2010–11 construction of the Hunter Expressway, Banora Point Upgrade and Kempsey Bypass continued with multi-disciplinary collaborations between engineers, urban designers and environmental experts. Completed projects showing the benefit of urban design in the implementation phase included the Alstonville Bypass, Adelong Bridge and Inner West Busway, including the new Iron Cove Bridge.

In the **finalisation phase** projects are reviewed and landscapes are established for the operations stage of a road. When the project is completed it is only the beginning for the establishment and eventual maturation of the



landscape. The prime example this year of urban design in the finalisation phase was completion of the Australian Defence Force Memorial Plantation of 50,000 trees along Remembrance Drive to the south west of Sydney. Two stone location markers were designed and located at each end of the memorial plantation, which was opened by the Governor-General in November 2010.



Urban design in the development phase: photomontage illustrating the visual impact of the proposed fence types on Anzac Bridge.

Organisational

Environment Executive Committee

The committee meets bi-monthly and provides strategic direction and leadership to RTA environmental programs and policies. Its major activities and achievements for 2010–11 included:

- Promoting and monitoring implementation of initiatives in the RTA's Green Plan, which is a chapter in the *Blueprint Update 2011*.
- Reviewing RTA management responses to environment incidents and identifying improvement strategies to reduce incidents.
- Tracking contractor environmental performance trends and providing strategic direction for contractor performance improvement.
- Providing effective coordination of resources to implement performance improvement strategies, environmental policy and incident management across the RTA.
- Providing strategic review and endorsement of environment procedures and guidelines.

Environmental sustainability strategy

Following the release of the RTA's environmental sustainability strategy in June 2010, the RTA has continued to integrate sustainability projects into many areas of its business. Some key sustainability initiatives implemented include:

- Completion of a trial into the use of energy control devices in street lights that adjust the power to the lamp according to remaining lamp life. The trial, conducted over a six-month period, demonstrated up to a 23 per cent reduction in energy consumption with the installation of the control equipment. The RTA is now considering amending its street specification to allow for its use.
- Expansion of the Diesel Retrofit Program to include retrofits of off-road equipment.
- Changes to the RTA's specifications for asphalt to allow use of warm asphalt additives which will allow asphalt to be produced at lower temperatures.
- Changes to the RTA's specification for road sub-base materials to permit an increase in the quantity of certain recycled building materials to be used.
- Installation of rainwater tanks at Yennora and Narrandera works centres.
- Development of new environmental specifications for printed material.

Climate change

RTA Climate Change Plan



The RTA Climate Change Plan is a key element in helping the RTA to become more sustainable.

The RTA reports twice yearly on progress against specific climate change actions in the plan. The RTA also reports on climate change performance indicators through annual reporting of greenhouse emissions from fuel and electricity use to the NSW Government (under the NSW Government Sustainability Policy) and internal reporting of the Vehicle Emissions Measure.

Key initiatives completed in 2010–11 include:

- Identifying options for reducing street lighting energy consumption.
- Calculating construction emissions for a range of infrastructure projects using the RTA's greenhouse gas calculator.
- Supporting the development of nationally agreed methods for measuring and benchmarking road construction greenhouse emissions.



- Investigating the effect on vehicle emissions of various strategies for traffic signal control.
- Developing a program with other road and environment agencies to improve understanding of vehicle emission modelling.
- Developing updated speed and acceleration-based emission factors from in-service vehicle emission testing data.

Greenhouse gas emissions

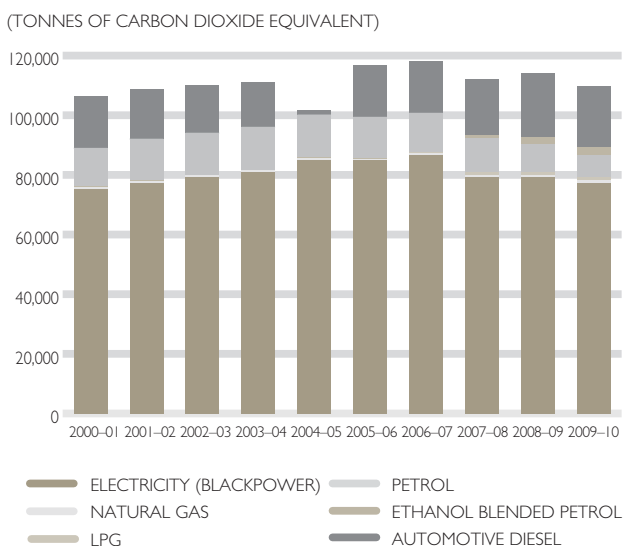
Reducing RTA greenhouse gas emissions is an important objective. Specifically, the organisation has set a target of reducing its greenhouse gas emissions by an average of 2 per cent per annum until 2020.

In 2009–10 the RTA reduced its greenhouse gas emissions by 3.7 per cent on the previous year. Historical trends in greenhouse gas emissions since 2000–01 are shown in Figure 19. The main sources of emissions are the operation of the RTA's buildings, street lights, traffic signals and vehicle fleet. The reduction in emissions was largely due to:

- Reduction in diesel use (4 per cent).
- Reduction in petrol use (13 per cent).
- Reduction in building energy use (5 per cent).

The RTA is continuing to implement strategies to reduce its energy consumption and greenhouse gas emissions. For example, at the Campbelltown Motor Registry a new energy efficient air conditioning system has been installed and the ceiling lowered to reduce the volume of air that needs to be heated or cooled.

FIGURE 19. TOTAL GREENHOUSE GAS EMISSIONS



Reducing the RTA's carbon footprint

Improved environmental performance from the light vehicle fleet

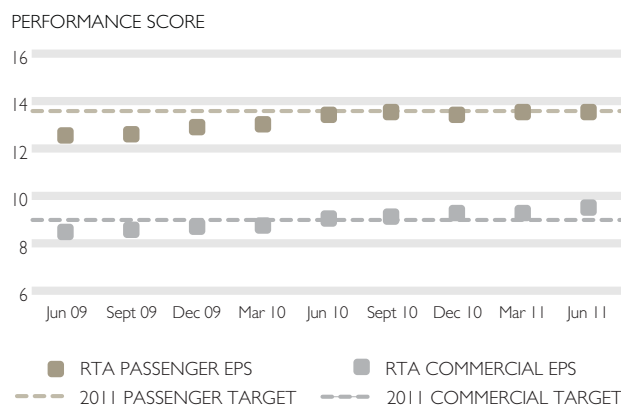
The Environmental Performance Score (EPS) is a rating out of 20 given to all light vehicles sold in Australia and is based on the greenhouse gas emissions and air quality impact of vehicles. The higher the score the better the environmental performance of a vehicle.

The NSW Cleaner Government Fleet Program sets performance targets for government fleets as follows:

- A target average Environmental Performance Score for passenger vehicle fleets of 13.5 by June 2011. The RTA average EPS was 13.42 as at June 2010 and 13.78 as at June 2011. The passenger vehicle target has been met and exceeded.
- A target average Environmental Performance Score for commercial vehicle fleets of 9 by June 2011. The RTA average EPS was 8.93 as at June 2010 and 9.51 as at June 2011. The commercial vehicle target has been met and exceeded.

Figure 20 shows the RTA's improving EPS for its light vehicle fleet which is due to the implementation of a cleaner fleet procurement policy.

FIGURE 20. ENVIRONMENTAL PERFORMANCE SCORE FOR THE RTA LIGHT VEHICLE FLEET

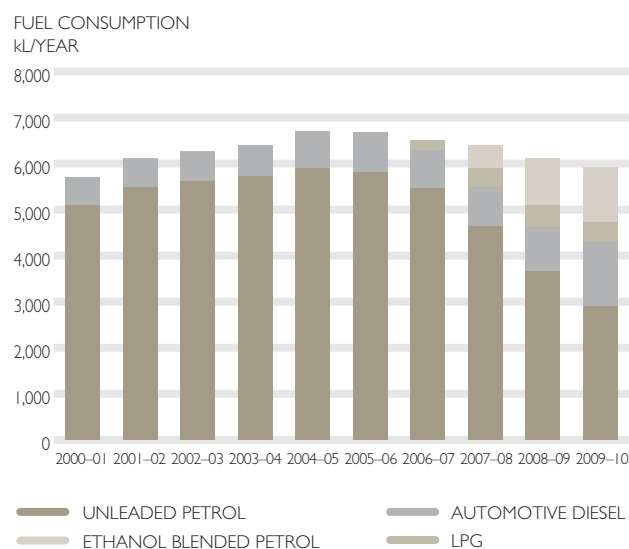


There was a continued decrease in the use of unleaded petrol in 2009–10 compared to previous years and a corresponding increase in diesel, LPG and ethanol blended petrol (E10) used in the RTA's light vehicle fleet. This trend is shown in Figure 19. The decreased use of unleaded petrol is largely due to the increasing availability of E10 fuels and the improving environmental performance of fleet vehicles (as demonstrated by the increasing EPS score in Figure 21).

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 26 per cent in June 2009 to 36 per cent in June 2010 and 63 per cent in June 2011, far exceeding the NSW Government target.



FIGURE 21. FUEL CONSUMPTION IN THE RTA LIGHT VEHICLE FLEET 2000–01 TO 2009–10 (KL/YEAR)



Note: Ethanol blended petrol data not collected before 2006–07

Eco-driving to reduce heavy vehicle fuel use

The consumption of diesel by the RTA’s heavy vehicle fleet is currently responsible for about 30 per cent of the RTA’s direct energy consumption and about 15 per cent of its carbon footprint. This means controlling fuel use and greenhouse gas emissions from the operation of the heavy vehicle fleet is an important element of managing the RTA’s overall energy use and carbon footprint. In 2010–11 the RTA commissioned development of an eco-driving training program to improve the efficiency of fuel use in RTA heavy vehicles. The program will be delivered to RTA heavy vehicle drivers in 2011–12.

Road Corridor Carbon Landscape Project

Stage I of the Road Corridor Carbon Landscape Project consisted of an investigation of opportunities to reduce the RTA’s carbon footprint through corridor landscape initiatives. Three reports were prepared by consultants:

- A carbon inventory methodology report, which outlined a methodology to quantify carbon stock and carbon stock change in the public road landscape in NSW. It was tested on three regions.
- A carbon landscape management techniques report, which provided an overview of determinants of carbon stock in the landscape and described baseline scenarios for assessment of alternative landscape management techniques.
- A new carbon landscape management report, which compared the outcomes of alternative landscape carbon management techniques.

Stage 2 of the project applied the carbon inventory methodology developed in Stage 1 on a statewide basis. This involved undertaking carbon inventory calculations and some sensitivity analysis of various management scenarios to assist in future policy/strategic planning. As of June 2011 a baseline inventory for each of the management regions and preliminary sensitivity analysis of various management scenarios had been undertaken. The project is expected to be completed in early 2011–12.

CASE STUDY

Electric vehicle on trial

RTA has further demonstrated its commitment to environmental sustainability by leasing one of Australia’s first fully electric passenger vehicles, the i-MiEV (Mitsubishi innovative Electric Vehicle). Only 40 of these vehicles have been imported into Australia and, as the lead road agency in the State, the RTA is taking the opportunity to trial the new vehicle technology.

The i-MiEV is powered by an electric engine and lithium ion batteries and emits zero ‘drive time’ greenhouse gas and other air emissions. The batteries are charged through a standard 240 volt, 15 amp power plug or can be fast charged in 30 minutes using quick charge power stations, which are currently being rolled out in major cities around Australia. The vehicle has a top speed of 130 km/h and a range of up to 160km once fully charged.



The RTA’s i-MiEV, one of Australia’s first fully electric passenger vehicles.



Energy efficiency

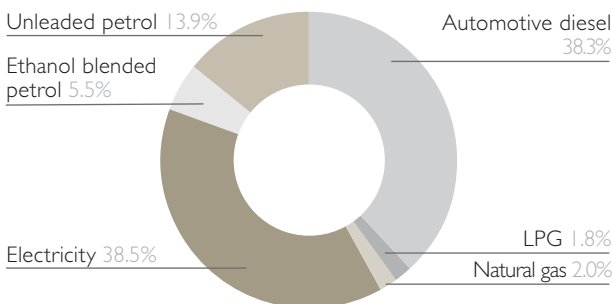
The RTA reports in October of every year on its direct energy consumption, in accordance with the NSW Government Energy Management Policy and NSW Government Sustainability Policy.

In 2009–10 the RTA consumed 708,180 gigajoules 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. In addition, minor amounts of LPG and natural gas are consumed for heating buildings, fuelling some light vehicles and for manufacturing asphalt. The RTA’s energy use profile for 2009–10 is shown in Figure 22.

On 1 January 2011 the RTA signed a contract with United Group Limited for the management of the RTA’s real estate portfolio. A key element of the contract is to identify energy efficiency measures in buildings and make recommendations to the RTA. In addition to this engagement, the RTA continued to implement the recommendations from energy efficiency audits undertaken of its most energy consuming buildings. This included upgrading older air-conditioning systems in offices, motor registries and work centres with more energy efficient systems.

FIGURE 22. ENERGY USE PROFILE 2009–10

(Per cent of direct energy consumption as measured in gigajoules)



1 Because of the time delay in obtaining data and collating energy reports, all annual report energy data is 12 months in arrears.

Waste Reduction and Purchasing Plan

The RTA reports every two years to the Office of Environment and Heritage on the progress of its Waste Reduction and Purchasing Policy (WRAPP). The last progress report was submitted in October 2009, with the next report due for submission in August 2011.

Initiatives implemented by the RTA since the last progress report include:

- Amendment of specifications to allow reuse of crumbed rubber from waste tyres in spray bitumen and asphalt mixes, and reuse of a broader range and increased quantities of recycled construction waste in sub-surface road pavement layers.
- Development of a specification for the recycling of bridge timbers. The aim is to maximise opportunity for safe recovery and reuse of bridge timbers. Reuse of bridge timbers has been problematic due to uncertainty about the use of timber treatment chemicals. This resulted in potentially valuable used timbers being sent to landfill. The new specification provides a process for testing used bridge timbers before and after processing at timber mills and defines acceptable contaminant limits to allow for their reuse.
- Development of an e-learning sustainability awareness module that incorporates WRAPP information and awareness activities. The module will form part of the RTA’s online training program and will be available to all staff wishing to learn more about sustainability issues.



Emissions

Diesel Retrofit Program

The Diesel Retrofit Program this year was much broader in scope. The RTA continued to work with the Office of Environment and Heritage to improve the emissions performance of heavy diesel vehicles operating in the Sydney greater metropolitan area by fitting after-treatment devices to exhaust systems to filter out particulate matter, resulting in improved air quality. The Office also extended the scope of the program to include fitting exhaust after-treatment catalysts to non-road vehicles. The RTA provided funding to fit devices to trucks accessing Port Botany, Port Kembla, Port of Newcastle and Cooks River Rail Yard to assist the NSW Government in meeting national air quality goals. Eighty-six devices were fitted across all projects during 2010–11.



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 if they meet standards for using clean fuel, correct engine settings, regular vehicle maintenance and effective fault identification and repair.

A promotional mail-out to high profile organisations and NSW Government authorities took place in November 2010 and the program was advertised in the December edition of *Australasian Transport News*. As at June 2011 there were 6,702 vehicles in the program (including 2,061 State Transit Authority buses and 595 RTA vehicles). Clean Fleet is a voluntary program.

Green Truck Partnership

The Green Truck Partnership is an alliance between the RTA and the road transport industry. The partnership was initiated following concerns from road transport operators about a gap in the availability of independent research on products that seek to improve the environmental performance of heavy vehicles. At present, heavy vehicle operators rely on information from manufacturers when seeking to purchase a product to improve the environmental performance of their heavy vehicle fleet.

The steering group to oversee the Green Truck Partnership consists of representatives of the road transport industry and public sector. During 2010–11 five technology trials of biodiesel, compressed natural gas, liquified natural gas, lift trailer axles and automatic gearbox technology were completed. Economic benefits with regard to fuel savings range from \$1.15 to \$19.30 per 100km depending on the technology.

Challenges and the way forward

Improving the environmental performance on our road construction and maintenance projects will be a key focus next year. The RTA will continue developing tools to assess environmental performance, share knowledge and experience with contractors, and provide training opportunities to achieve better outcomes.

Enhancing the quality and efficiency in the delivery of environmental assessment reports prepared by professional service contractors is another focus. To efficiently deliver quality assessments, the RTA aims to embed environmental staff in project teams, ensure that the early scoping of impacts is thorough, and better manage the performance of professional service contractors. A formal process has been established to benchmark quality environmental impact assessments and will be promoted through implementation of the new procedure for review of environmental factors and extensive training for staff and contractors.

The recent repeal of Part 3A of the *Environmental Planning and Assessment Act 1979* and the introduction of new planning requirements for State significant infrastructure under Part 5.1 of the Act will present the RTA with new challenges in delivering major projects that have significant environmental impacts. To ensure that projects are appropriately assessed, the RTA will modify existing guidelines so that environmental impact statements prepared under Part 5.1 meet the intent and spirit of the amended legislation.

The Australian Government's price on carbon emissions also poses a challenge, but one which the RTA had anticipated. It will add impetus to the programs in the RTA Climate Change Plan to reduce greenhouse emissions, and hence exposure to the effects of a carbon price.

The RTA is committed to reducing the environmental impact of its operations and embedding the principles of environmental sustainability in all aspects of its operations. It is focusing on developing a 'green culture' across its workforce. Central to achieving this is equipping staff with the skills and awareness they need to consider the environmental effect of any work they plan to do. A new sustainability e-learning module has already been introduced and included in staff induction.



REVIEW OF OPERATIONS

Services

Customers	74
Stakeholders	78
Challenges and the way forward	80

Key achievements in 2010–11

Ninety-four per cent of customers rated motor registry services as 'good' or 'very good' in a survey conducted in May 2011 (against a target of more than 90 per cent).

Installation of a state-of-the-art queue management system was completed for all 126 motor registries in October 2010 to enable a more efficient, high-level customer service, and provide greater customer access through a multi-lingual interface.

The myRTA.com site was redesigned to incorporate customer feedback and new features. Customers can now easily change their address details and renew their registrations, among other services.

A Mobile E-Toll Office was developed to provide easier access to a range of tolling products and information.



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: Competition winners arrive for New Year's Eve celebrations on the Cahill Expressway. Photo taken by RTA photographer Geoff Ward, December 2010.

Customers

Motor registries

Survey indicates increased customer satisfaction

The RTA aims to excel at providing the most efficient, effective and accessible services for its customers at optimal cost.

Motor registry services exceeded the customer satisfaction target of greater than 90 per cent in an independent survey of 1,246 customers conducted in May 2011. Ninety-four per cent of customers rated services as 'good' or 'very good'. The results have shown a consistently high level of satisfaction over the past several years.

Queue management system installed

The installation of a state-of-the-art queue management system was completed for all 126 motor registries in October 2010. This new integrated system enabled motor registries to:

- Provide a higher level of customer service by efficiently rostering staff to meet customer demand.
- Provide an aesthetically pleasing first point of contact for customers that reflected the RTA brand.
- Improve customer access through provision of a multi-lingual interface.

Workforce management system improves service

The roll out of the motor registries' new electronic workforce management system was completed in 2010. This leading software was introduced into motor registries in order to:

- Improve customer satisfaction.
- Increase staffing efficiencies.
- Enhance management productivity.
- Provide specialised reporting.

Introduction of the system has allowed the RTA to forecast the right staff levels at the right time, thereby improving customer satisfaction. Management productivity has been enhanced with the improvements in staffing efficiency and the introduction of specialised reporting.

New motor registries

In 2010–11 the motor registry network was improved through the relocation and refurbishment of several sites:

- Wollongong Motor Registry relocated to new premises which opened for business on 9 August 2010.
- Burwood and Campsie motor registries were amalgamated to a new location at Burwood, which opened for business on 13 September 2010.

Mayfield and Newcastle motor registries were amalgamated to a new location at Newcastle, which officially opened on 20 June 2011.



These new motor registries provide state-of-the-art equipment and facilities for both customers and staff.

In addition, a number of motor registry upgrades were undertaken, including refurbishment of Griffith Motor Registry (April 2011) and Albury Motor Registry (May 2011). Both upgraded locations provide customers and staff with modern facilities which incorporate the latest design features, such as improved public seating, newly designed transaction counters and merchandise display units.

Disability access and facility upgrades to a number of motor registries were also completed, including Inverell (January 2011), Kiama (May 2011) and Deniliquin (June 2011).



The new amalgamated motor registry at Newcastle, June 2011.

RTA Contact Centre

Together with motor registries, the RTA Contact Centre is often the first point of contact for customers with the agency, either through telephone or email enquiries. Contact Centre staff conducted more than 3.4 million transactions in 2010–11.

Over the year the Contact Centre began upgrading the telephone system, which has increased the availability of lines. As a result customer waiting times, particularly during peak periods, have been reduced by over one minute.

A new disaster recovery 'warm site' was established which will allow the Contact Centre to continue to serve RTA customers in the event of emergencies arising at the Centre's physical location. Calls can be immediately redirected to this new site so that disruptions to customer service are minimised.

New technology improves customer interaction

In April 2011 the Contact Centre began utilising a new customer interactive management and interactive voice response system. This new technology replaces legacy telephone systems and associated infrastructure, and significantly improves staff interaction with customers. It enhances the efficiency and effectiveness of staff

in addressing customer enquiries by allowing the business to better understand customer requirements and immediately route calls to subject matter experts anywhere within the RTA. Also improved is the RTA's capability to handle critical events such as bushfires, major traffic incidents or other emergency situations that impact NSW road users.

Mobile E-Toll Office

In order to provide easy access to tolling information and products, the RTA has developed a Mobile E-Toll Office. This year the office was deployed at seven major events and a number of shopping centre precincts across the State. Thousands of people attended the stand at major events, including the Royal Easter Show, the Hunter Transport Awareness Day, and the Bathurst 1000 and Telstra 500 V8 Supercar races.

The Mobile E-Toll Office adds to the suite of E-Toll customer focused initiatives, including the E-Toll office at Sydney Airport, that supports over 17,000 industry customers, and the rental car tolling solution delivered by AVIS and Budget Rent-a-Car.

Online services

Use of online services increases



The number of transactions processed online continued to grow.

The percentage of eligible online transactions increased from 38.1 per cent in 2009–10 to 42.7 per cent in 2010–11, an increase of 680,000 transactions.

This year the total number of transactions via myRTA.com exceeded 4 million for the first time, with a total of 4.021 million transactions completed. The site was redesigned to incorporate customer feedback and usability testing, ensuring a better customer experience. The redeveloped site also saw the introduction of an instructional video demonstrating the online address change service to customers. The video has proved very successful, with in excess of 17,000 hits since its upload in February 2011.

After a successful promotion of the myAddress online address change service, the overall percentage of online address changes grew from 20 per cent in July 2010 to 27.4 per cent in June 2011, representing an additional 128,000 online address changes.

The RTA's myRego system allows customers to renew their vehicle registration via the internet or telephone. During 2010–11 2.46 million vehicle registrations were renewed via myRego, which represented around 46 per cent of all eligible registration renewals for the entire year.



The RTA's Dealer Online system allows motor dealers to conduct registration transactions online.

The percentage of new vehicles registered via the system increased from 70.2 per cent in July 2010 to 80.5 per cent in June 2011, representing a total of 244,000 new vehicles registered online.

The RTA is planning further enhancement and new online services to further increase the number of transactions done online.

Geared website reaches young drivers

Geared.com.au is an RTA website with important information for young drivers, including road safety and licensing information. The RTA partnered with Surfing NSW to have co-branded signage displayed at over 30 junior surf events. The partnership proved to be an ideal platform for the RTA to promote the young driver site to 16 to 20-year-olds along the NSW coast. In 2010–11 the site had a 73 per cent increase in traffic compared to a 54 per cent increase in 2009–10.

The partnership will end in December 2011, at which time an evaluation will be undertaken and a decision made on extension of the partnership into 2012.



Screenshot of the Geared website homepage.

myE-toll website now easier to use

As part of a redesign of the myRTA self-service facility, the myE-Toll website was relaunched. The site, which makes it easy for customers to find the services they want, allows them to open a new tag account, purchase a casual user pass, or pay a toll notice. The improvement in ease and accessibility of the new website has increased the percentage of new tag accounts opened via myE-Toll from 32 per cent in July 2010 to 45 per cent in June 2011.

The myE-Toll portal also allows existing customers to 'top up' their account, view and update contact information, and download tax invoices and usage statements for free. In response to customer feedback, the RTA increased the usage statements history online from 12 months to 18 months, giving customers better information about their tolling account.



Website provides a single access point

Motor registries provide a range of services on behalf of other agencies, including the State Debt Recovery Office and Maritime.

The OneGov Direct Access Service, a joint project of the RTA and the Department of Finance and Services, was originally developed for use by RTA Government Access Centres. In July 2010 the OneGov website became available to non-RTA centres, providing a single point of access to government services, products and information for centre officers. OneGov also facilitates the renewal of Maritime NSW licensing and registration products at all RTA motor registries, including RTA Government Access Centres.

Information for the community

Road Projects website refreshed



The Road Projects website at www.rta.nsw.gov.au/roadprojects (formerly the Construction and Maintenance website) was redeveloped to give customers easier access to information about the RTA's road infrastructure projects across the State. This included an engaging new design, better navigation, interactive features and a consistent layout. As at 30 June 2011 the 954-page website featured around 5,440 images, 7,320 documents and 188 videos/animations.

Since the launch in May 2011 there have been more than 63,906 visits to the website and 324,101 page views. Feedback has included:

- "It is nice and easy to navigate. I like it because it is very intuitive."
- "Just wanted to say I love the new site. So easy to quickly find the projects that I want to know about. Great look and great ease to move around the site. Well done!"
- "Your new construction section of the website is awesome! So much easier to navigate, and much clearer. Well done!"



Screenshot of the new RTA Road Projects website homepage.



Bells Line of Road online community forum

In November 2009 the NSW and Australian governments announced a Long Term Strategic Corridor Plan for Bells Line of Road.

While a major upgrade of Bells Line of Road is not required until after 2033, long-term planning must start now in order to address future transport requirements and development pressures, particularly in the north west sector of Sydney.

Community consultation on the future of the Bells Line of Road corridor was undertaken between 1 November 2010 and 31 January 2011 following the publication of the *Background Summary and Corridor Objectives Report*. It included the RTA's first online discussion, which took place via a forum-specific section of the Road Projects website and received 4,599 actual visits in the fourth quarter last year. Twenty per cent of people who visited the site participated by posting comments/questions. Those who chose not to post a comment read what others had posted and used this to inform themselves – much like a community meeting.



The online community forum for the Bells Line of Road plan.

Considering the project under discussion concerned strategic planning and not an actual proposal, the number of people visiting the online forum (excluding RTA staff) indicated that the website was highly successful. An evaluation of the forum found that it met its stated aim of being an open and inclusive means of consultation and attracted a broad demographic and geographic range of participants. The behaviour of participants was exemplary.

Property owner guide to RTA land acquisition

In 2010 the RTA recognised the need to update and improve advice to landowners who are directly affected by RTA work or who may be involved in a property purchase with the RTA. The updated *Land Acquisition Information Guide* gives people an understanding of what to expect from the RTA if their property is to be acquired. Information in the guide is used as a basis for further discussion between the community and RTA property management staff. Presented in plain English, the publication is one of the clearest guidelines on the relevant state acquisition process in Australia.

F3 commuter pack on incident management and driver response

When a crash or incident on the F3 causes lane closures, traffic can quickly build up and create unavoidable delays. To equip users to deal with these situations the RTA developed a special commuter pack. It has both printed and online material and aims to help road users understand how major incidents on the F3 are managed and how they should respond if they are about to travel, heading towards the freeway or already on the F3 when an incident occurs.

A printed 'glove box guide' for travelling on the F3 was developed to advise road users on what to do in the event of a major road incident.

Included is a map marked with all entry and exit points, train stations and detour routes along the freeway. The guide was distributed to customers in Sydney, the Central Coast and Hunter regions via registration renewal notices, motor registries and NRMA customer care centres.

New web pages were also published on the RTA website with information for customers about incident management on the F3. The new material includes an animation of a major incident to demonstrate how traffic on the freeway can be affected and how road users should respond. A video showing how a contra flow is implemented to manage traffic during major road incidents was also developed to help road users understand the process.

Road and Fleet Services

Projects that delivered significant customer benefits over the reporting year included:

- Continued repainting and resurfacing projects at Tom Ugly's Bridge where the RTA's innovative use of an underslung scaffolding system resulted in cost savings of more than 20 per cent.
- Completion of the dragon's teeth program across NSW ahead of time and budget.
- Completion of the \$12 million Mulgoa and Jamison Road intersection reconstruction at Penrith.
- Rehabilitation and strengthening of the ceiling beams in the Kings Cross Tunnel.



Outside NSW, Road and Fleet Services (RFS) successfully designed, manufactured and installed a full-colour variable message sign at Gungahlin Drive in Canberra. As the result, RFS was asked to provide technical and engineering expertise in the expansion of the ACT's traffic management systems. RFS also completed a \$9.5 million restoration of the heritage-listed Tharwa Bridge.

The project included several Australian engineering firsts – intricate fabrication of timber trusses and the longest (110m) stress-laminated timber component ever constructed to replace the bridge deck. RFS also negotiated a contract to construct and supply two state-of-the-art linemarkers to Queensland Main Roads.

RFS completed the Ryde and Tempe bus depot reconstruction projects valued at \$10.6 million for the State Transit Authority without restricting their normal operations.



Restoration of the heritage-listed Tharwa Bridge, November 2010.

War Widows Concession

The War Widows Concession was implemented in January 2011. Pensioners and war widows applying for a NSW photo card are exempt from fees and all war widows, irrespective of age, will not have to pay for their driver's licence or vehicle registration. The NSW photo card is a voluntary identification card for people who do not hold a current NSW driver's licence or other form of photo identification to help them prove who they are.

Australian Disability Parking Permits

The RTA worked with the Australian Disability Parking Working Group on development of the Australian Disability Parking Scheme. The RTA began issuing Australian Disability Parking permits in addition to NSW Mobility Parking Scheme permits in September 2010. The permits must be displayed together to gain parking concessions.

The Australian Disability Parking Permit aims to replace over 100 different permit types across Australia and make it easier for permit holders when travelling interstate. The common design for the new national permit will ensure easy recognition by all enforcement officers across Australia. The permit also includes enhanced security features to help reduce permit misuse.

Stakeholders

Account managers appointed for key stakeholders

The RTA introduced dedicated account managers for some of its key stakeholders including NRMA Motoring & Services, the Pedestrian Council of Australia, the NSW Taxi Council and the NSW Ombudsman's Office. Their role is to work towards improving relations and collaboration on strategic issues. They give stakeholders a point of contact with the RTA and allow the organisation to better understand and coordinate stakeholder issues. For example, the RTA has been able to work more closely with the NRMA on a number of initiatives including the roll out the comprehensive F3 commuter pack and promotion through motor registries of the Australian Government/Australian Automobile Association 'Keys2drive' initiative for younger drivers. The NRMA and the RTA now meet quarterly to discuss roads matters.

Inaugural industry forum

The Transport Industry Forums were established to engage with corporate stakeholders and business groups and allow them to hear first-hand from transport leaders. The inaugural event on 25 August 2010 was attended by both the Minister for Transport and Minister for Roads. Two hundred stakeholders attended to hear Department of Transport (DoT) Director General Les Wielinga speak about the formation of DoT and the *Metropolitan Transport Plan*.

Road Freight Advisory Council

The Road Freight Advisory Council's main role is to advise the NSW Government on policies relating to heavy vehicle safety and economic productivity. Council membership comprises industry leaders who have expressed support for the council as an effective forum to work with government on key issues.

The council has several very active sub-committees, including the Five Star Sub-committee whose work is highlighted in the Safety chapter of this report.

The Last Mile Access Sub-committee

The sub-committee was formed to consider 'last mile' issues, which include access to roads for vehicles operating at Higher Mass Limits, 4.6m high vehicles and B-Doubles, as well as the development of networks for higher productivity vehicles. During 2010 the sub-committee developed an early gains package which identified several deliverables that could be completed or substantially progressed by early 2011. Areas for improving 'last mile' access for heavy vehicles in 2011 were proposed and, if supported, will build on achievements gained through the package. These included:

- Publication of assessment guidelines for 4.6m high vehicles.
- Increased access for 4.6m high vehicles to all major livestock centres.



- Review of Higher Mass Limits access in NSW.
- Identification of improvements to access application processing times.

In May 2011 the Road Freight Advisory Council endorsed the establishment of a Metropolitan Last Mile Sub-group reporting to the sub-committee to focus on the particular challenges of last mile access in the metropolitan areas of Sydney, Newcastle and Wollongong.

More detail on the work of the sub-committee appears in the Access section of the Asset chapter.

The Urban Freight Sub-committee

The sub-committee was formed to investigate delivery curfews in urban areas and, in particular, night-time access to retail outlets. Work completed includes:

- Developing a strategy to reduce time-based restrictions on heavy vehicle access which affect urban freight deliveries.
- Improving network utilisation and supply chain efficiency.
- Addressing the amenity, environmental and safety concerns of the community.
- Developing a hierarchy of strategic freight routes for the greater metropolitan area.

The Overheight Vehicles Sub-committee

The sub-committee was formed to identify and recommend strategies to prevent overheight incidents, with special consideration of technological and infrastructure measures, legislative options, educational programs and alternative route options.

Their final report went to members of the Road Freight Advisory Council, the Transport Operations Logistics Group and industry associations on 24 January 2011. A team was formed within the RTA to implement the report recommendations and will develop a business case for a program to significantly reduce the incidents associated with overheight vehicles travelling through tunnels and under bridges in NSW.

Motor Accidents Authority and RTA consultative forum

The inaugural Motor Accidents Authority and RTA forum was held in May 2011 and aimed at facilitating closer working relationships between senior managers on strategic issues. Issues identified ranged from national projects, such as national heavy vehicle reforms, insurance law, road safety research and programs, data exchange improvements and enhancements to registration and number plate schemes.

Education and profile building at AgQuip, Gunnedah

The AgQuip Field Day at Gunnedah is the largest of its type conducted in country NSW and this year attracted around 560 exhibitors representing some 2,500 companies.

More than 100,000 people attended, mainly farmers, transport operators, heavy vehicle drivers and families.

Two exhibitions provided the RTA with the opportunity to raise its profile in rural NSW and liaise with customers in a friendly and informative environment. The aim was to educate road users regarding relevant rules and regulations, thereby improving road safety. Topics discussed at AgQuip included driver fatigue, load restraint, vehicle roadworthiness, registration, licences, mass loading and access, child restraints, seatbelts and vehicle safety.

The 'regular' RTA customers had the opportunity to make enquiries not normally made during interception due to time constraints or concern that they may bring about enforcement action. Children's activities were incorporated, allowing time for adults to engage with RTA staff. Access to the RTA website was made available for information on road safety, career opportunities with the RTA, licensing and regulation, and heavy vehicles.

National Heavy Vehicle Regulator

The Council of Australian Governments is establishing a single National Heavy Vehicle Regulator to improve productivity and safety for the heavy vehicle industry. It is expected to be operational on 1 January 2013.

The RTA has a special team tasked with implementing the regulator within the organisation. Activities to date include working closely with the Department of Transport on submissions to the regulator's office and detailed planning to scope the size of the change required within the RTA. Achieving road safety and asset protection while reducing the regulatory burden on industry are the underlying principles of NSW's continued participation in this reform.

Tow truck industry training

In 2009 the RTA, in partnership with the Transport and Logistics Industry Skills Council, completed a pilot training program for the tow truck industry. 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 is designed to improve the profile of the industry, both amongst the public and those considering the tow truck industry as a choice for employment or career progression. Under the second phase of the pilot program, which began in October 2010, 58 tow truck drivers from the far north coast and western Sydney were trained.

NSW Farmers Association

RTA held quarterly meeting with the NSW Farmers Association to discuss key issues over the year and in 2011-12 will attend the association's annual conference. Attendance at stakeholder events allows RTA representatives to liaise with customers in a friendly, informal environment.



Transport Operations Logistics Group

The Transport Operations Logistics Group is an active industry forum that provides advice and feedback to the RTA on proposed legislation and implementation of new policy or procedures that impact either the road freight industry or the freight logistics chain. The RTA briefs the group on proposed changes, with recent briefings including the introduction of the National Heavy Vehicle Regulator and the introduction of electronic work diaries.

The group receives updates on heavy vehicle road safety issues and members are encouraged to communicate this information to their stakeholders. For example, the number of drivers involved in fatalities who had not been wearing seat belts was recently highlighted and was taken up by group members as an issue requiring greater industry awareness.

Community consultation

The RTA consults with communities and stakeholders on the delivery of road planning, infrastructure construction and maintenance, including:

- Residents and businesses.
- Public transport users, motorists, pedestrians and cyclists.
- Planners and construction groups.
- Commuters, road transport operators or holiday makers.
- Local, state and Australian government agencies and others.

In 2010–11 local communities were engaged in discussion of more than 400 different planning, construction and maintenance projects.

RTA consultation involved letterbox drops of over 1,929 newsletters and flyers, more than 1,095 meetings, events and staffed displays, and updating of over 1,300 pages on the website.

The RTA participates in a wide range of advisory groups to remain informed and to consult about reports, reviews, impact assessments and enquiries relevant to the operation of the road network.



Ballina Bypass Senior Project Engineer Mark Gallagher presents to the community.

New Year's Eve event on Cahill Expressway

Since 2000 the RTA has closed the Cahill Expressway on New Year's Eve and hosted a family-friendly ticketed event at the site for the fireworks over Sydney Harbour. The road deck is transformed into a festival village with catering stalls, entertainers and a family atmosphere. Tickets for the 2010 event were distributed through a public competition run in print media and on the RTA website. More than 1,700 family passes of five tickets each were available via the public competition to either the 9pm or midnight firework sessions.

Challenges and the way forward

Customer service

The RTA is operating in an environment in which the community and NSW Government expect that there will be opportunities for involvement, consideration of diverse community ideas and open and transparent decision-making. It is also facing increased customer demand for online information, services and interaction, including through social media.

To put the customer at the heart of everything we do, and keep improving customer service in this environment, the RTA will:

- Expand self-service options for customers, including online replacement registration and licensing products.
- Further increase its online presence to ensure the website is an extension of conversations with RTA communities.
- Implement business standardisation and simplification programs.

Non-payment of tolls

Consistent with the RTA's commitment to put the customer at the heart of everything we do, improvements to tolling compliance on the Sydney Harbour Bridge, Sydney Harbour Tunnel and NSW private motorways will focus on customer needs and circumstances. In a break with past approaches that punished offenders, work has already started on identifying incentive-based and reward strategies to reduce the small number of repeat toll offenders.

Stakeholders

The RTA will continue to work towards strengthening relationships with key stakeholders. It will build on a program already in operation that focuses on introducing systems for better coordination, management and resolution of critical issues, which has already resulted in improved responsiveness to stakeholder issues.



REVIEW OF OPERATIONS

Governance

Financial	82
Organisational	84
Our people	90
Challenges and the way forward	94

Key achievements in 2010–11

Implemented a new approach to governance, including a new executive charter, executive committee structure and committee management system.

Relaunched the corporate plan as *Blueprint Update 2011* to recognise achievements since the plan was first published and reflect changes to the operating environment.

Launched a new professional development program for engineers to build the RTA's engineering capability now and into the future.

Integrated RTA financial information into the financial statements for the Department of Transport.

Conducted extensive training to ensure managers have the 'critical tools' for safeguarding the occupational health and safety of team members.



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, which includes 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 – business opportunities, accountability and performance.

Organisational – executive, strategic and business planning, business improvements, audit/assurance 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.

Financial

Financial strategy

Financial strategy within the RTA is directed towards facilitating effective decision-making regarding the optimal allocation of financial resources in delivering its programs and services to the NSW community. The strategy continued through 2010–11 and focused on enhancing business efficiency and risk management across all RTA operations through the provision of timely, relevant and accurate 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 activities.

Financial reporting

Reform of the RTA's financial reporting framework is in progress.

The goal is to significantly enhance the ability of the financial reporting framework to meet the information requirements of all stakeholders as well as accurately describing the day-to-day RTA activity undertaken to achieve community objectives and business results.

A key part of the reform is a review of the underlying accounting processes in order to significantly strengthen the integrity of financial data supporting RTA decision-making.

The RTA's financial dashboard continues to provide important business information to the RTA Executive and senior management. In line with the financial reporting reform, the dashboard structure is under review to ensure that information on financial performance is consistently defined and measured across the organisation.

Policy and procedure review

Accounting processes are continually reviewed to enhance the integrity of financial data supporting RTA decision-making.

An ongoing review and update of financial policies and procedures is conducted to ensure the robustness of the financial management framework to mitigate risk and support the RTA's business and statutory compliance requirements.

Corporate framework

The RTA's corporate framework aligns its community and business objectives with *NSW State Plan* priorities. The RTA continues to monitor expenditure against those priorities for which it is a lead or partner agency. The RTA tracks funding budgets for these priorities as well as movements in the budgets and the reasons for any changes. Actual expenditure is closely monitored.



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 Services Directorate was established during 2010–11 and is responsible for pursuing business opportunities to improve services and generate additional resources for investment in the RTA's road and service delivery programs.

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.

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 2010–11, refer to the Financial Statements (see pages 95–168).

Department of Transport integrated budget

As the lead transport agency of the NSW Government, the Department of Transport (DoT) has primary responsibility for transport policy, planning and coordination functions and the oversight of infrastructure delivery and asset management. The RTA is an operating entity within the transport agency cluster.

2010–11 saw the first consolidation of RTA financial information into the financial statements of the Department. All required compliant information was delivered to enable successful completion of the consolidated financial statements. The RTA continues to work with the Department and other operating entities within the cluster on the implementation of an integrated budget. The key objective is to enable strategic and flexible financial resource allocation across the transport portfolio that optimises whole-of-transport outcomes, priorities and service delivery.

Department of Transport shared services support

In July 2010 the NSW Government published the *Blueprint for Corporate and Shared Services in NSW*. The Blueprint provides a framework for the consolidation of corporate and shared services across government through six shared service providers across the nine clusters.

Transport Shared Services (TSS) is one of the six shared service providers and is responsible for delivering transactional, functional and value added services to all the agencies which are part of the Department. The RTA's Business Services Group was the first business unit to be assigned to TSS on 22 November 2010. Since that time, personnel from the RTA's Information Management and Information Technology and Human Resources Strategy branches have also been assigned to TSS.

Transport Shared Services now comprises around 1,000 personnel from across the transport portfolio. Work has been underway since November 2010 on transforming TSS into one of the best shared service centres in Australia.

Advancing business opportunities

Building a framework to pursue commercial opportunities

As part of the RTA realignment in August 2010, the Commercial Services Directorate was formed as both a service delivery arm for the RTA, and as an advisory group optimising public and economic value from RTA commercial interests, assets, partnerships, agreements, and operations. In delivering services, the directorate is embedding a culture of putting the customer at the heart of everything the RTA does, ensuring safety first, implementing environmental management and driving business performance.

The Directorate has implemented a comprehensive governance framework to drive commercial financial performance, strategic planning and reporting, and ensure a rigorous approach to managing commercial risk and assurance, business improvement and change management. Overseen by a special committee of the RTA Executive, it delivers critical funds for road safety and maintenance programs through innovation, reducing costs and strengthening relationships with our customers and industry partners.

The Tolling Group was the first business to have a new commercial framework designed and implemented. The new framework, to operate from 1 July 2011, aligns its financial performance with industry standards by providing a commercial methodology for building a leaner, more efficient business and allowing an improved customer experience.

Traffic information and systems

The Sydney Coordinated Adaptive Traffic System (SCATS) continues to be the premier intelligent transport system in the world and is now deployed in over 140 cities in 25 countries. SCATS expanded domestically in Queensland, with the RTA delivering the SCATS solution to Brisbane City Council to significantly improve the reliability and performance of their traffic management systems.

The Commercial Services Directorate began implementation of the SCATS business model to distribute their Intelligent Transport Systems products.





Road and Fleet Services

Road and Fleet Services (RFS) deliver road network maintenance and construction for the RTA and external customers.

RFS is a full-service engineering operation, with experienced teams of engineers and work delivery teams located strategically around NSW. RFS employs around 2,200 staff to carry out its tasks, with the majority employed in rural and regional areas. Over 150 are apprentices and trainees in various disciplines, making RFS a significant training ground for rural youth. RFS subcontracts over 30 per cent of its work through subcontractors and industry partners.

RFS made substantial improvements in all aspects of its business by exceeding all safety targets and embedding a culture of environmental performance, particularly in the recycling and reuse of materials. RFS demonstrated its capacity to provide effective emergency response services for the wider community during extreme weather conditions. Emergency road repairs, traffic control and assistance in flood response highlighted the commitment and dedication of staff.

RFS delivered record levels of work in 2010–11, completing \$777 million of internal projects for the RTA and \$57 million of projects for external clients.

Project highlights included:

- Completion of the \$35 million Moree Bypass.
- Delivery of the \$9 million 'dragon's teeth' project to improve school zone safety at all NSW schools.
- The \$9.5 million reconstruction of the heritage-listed Tharwa Bridge for the ACT Government.
- Bus depot reconstruction works for the NSW State Transit Authority valued at over \$7 million.

Going forward, the NSW Government and the RTA is examining options to introduce greater contestability in the provision of road maintenance services, increasing private sector participation in the delivery of these services for the community.



Work underway at Tempe bus depot for the State Transit Authority.

RTA tags in rental cars

In December 2010 the RTA, in partnership with Avis and Budget Rent-a-Car, implemented an industry-first national solution for rental car companies to provide cost effective, convenient and seamless access for rental car customers to the national toll road network. Previously, customers were required to make their own arrangements for toll payments before hiring a rental vehicle. As rental customers are often unfamiliar with electronic tolling, rental car companies were inundated with toll notices which led to additional costs for customers – as high as \$60 per trip. The rental car tolling solution, which uses tags permanently installed in all Avis and Budget Rent-a-Car vehicles, eliminates these toll notices and ensures a positive motoring experience for rental car customers.

myPlates

In 2010 the myPlates concession through Plates Marketing Pty Ltd was established to develop an agile new business model which focussed on managing the product range and increasing sales. The concession model contributed to a \$5 million increase in revenue from \$62 million in 2009–10 to \$67 million in 2010–11. Customer focused marketing campaigns were undertaken, which included an extensive integrated Mother's Day campaign through the *Daily Telegraph* and key social media channels. This campaign was also supported by the charitable partnerships with the McGrath Foundation and the Prostrate Cancer Foundation of Australia.



Organisational

Executive

The Chief Executive manages and controls the affairs of the RTA in accordance with any direction from the Director General of the Department of Transport, the Minister for Roads and Ports, or the Minister for Transport 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 agencies in NSW, across Australia, and internationally. The Chief Executive is accountable to the Minister for Roads and Ports and to Parliament for the RTA's overall performance and compliance.

Executive framework

In 2011 the RTA's Executive implemented a new approach to how it managed and monitored the organisation.

This approach included a new executive charter, executive committee structure and committee management system

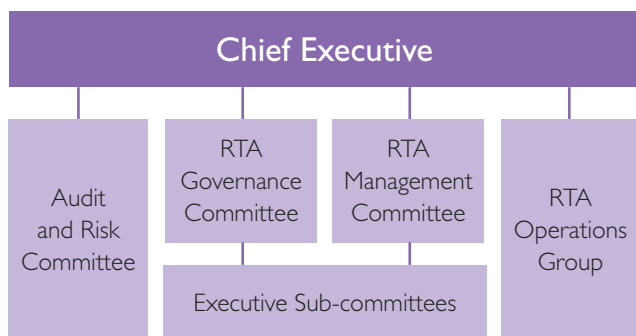


which outlines how the RTA Executive as a whole supports the Chief Executive in ensuring the effective governance of the organisation. These changes led to the formation of the RTA Governance Committee as the peak governance forum to focus on the longer-term future of the organisation and specifically on matters concerning strategy, policy, risk, resource priorities, organisational integrity and the monitoring of overall organisational performance.

The RTA Management Committee was also formed. This enables the Executive to focus on the management of the organisation in the context of business and strategic priorities for the current period by monitoring current performance, particularly any issues or risks that could affect the current delivery of RTA results and services. Both committees meet on a monthly basis and are supported by a committee management system that ensures critical decisions are addressed by the Executive in a timely and efficient way.

Management of the RTA is also supported by a range of executive committees that address a number of key issues within the RTA, for example, commercial development, occupational health and safety, and the environment. These committees typically comprise directors and key managers from across the organisation to ensure an integrated approach to the management of these issues. As part of the new approach to governance a number of innovations were also implemented to ensure the flow of appropriate information to these committees to facilitate their effective support of the Executive in achieving its objectives. Figure 23 demonstrates the relationship between the organisation's peak committees.

FIGURE 23. RTA COMMITTEE STRUCTURE



For more information about organisational governance, including the organisational structure, see pages 10-11.

Governance

The Governance Branch continues to lead the organisation in adopting and implementing the RTA's governance framework in close partnership with the Executive and staff responsible for day-to-day operations. The framework identifies the key elements that are fundamental to managing and monitoring 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. The framework is continually improved through a program of works which is based on the results of an annual governance survey of the RTA Executive and senior management.

INTERNAL AUDIT AND RISK MANAGEMENT ATTESTATION FOR 2010-11 FINANCIAL YEAR FOR THE ROADS AND TRAFFIC AUTHORITY OF NEW SOUTH WALES

I am of the opinion that the Roads and Traffic Authority 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 the Roads and 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. Greg Fletcher, independent chair.
2. Dr Elizabeth Coombs, independent member.
3. Michael Ellis, independent member.
4. Peter Wells, Director Regulatory Services, internal member.
5. Geoff Fogarty, Director 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 foundation and processes for developing, implementing, monitoring, reviewing and continually improving risk management. The RTA invited Vero Risk Services of Suncorp Group to assess the RTA's level of risk management maturity based on their enterprise risk management framework self-assessment tool. The assessment, which was carried out in 2010–11, involved interviews with staff throughout the organisation and a review of key corporate documents. It found that:

- The RTA's overall framework maturity score of 82 per cent is indicative of an agency that has a highly mature approach to enterprise risk management.
- Integration of risk management into all aspects of the RTA's business is a fundamental tenet of the agency's approach.
- The RTA has a clearly defined holistic approach to enterprise risk management and is focussed on the continual improvement of this approach.

Audit and Risk Committee

The Committee meets at least once a quarter and provides independent assurance to the Chief Executive that the RTA's risk and control frameworks are operating effectively and related external accountability requirements are being met.

In terms of audit, the committee:

- Approves, and monitors the implementation of, the internal audit programs.
- Reviews performance of internal and external audit functions.
- Reviews the internal control framework.
- Approves related external reporting of financial information.
- Reviews compliance with audit and finance related policies, procedures, central agency requirements and applicable laws and regulations.

In terms of risk management, the committee:

- Reviews the organisation's risk management framework.
- Reviews the RTA's Risk Profile.
- Reviews compliance with risk-management standards, policies, central agency requirements, relevant legislation and regulations.
- Approves internal and external risk reporting.

Internal audit/assurance

Department of Transport

As part of the integration with the Department of Transport (DoT), the RTA was involved in new transport-wide initiatives in the area of audit and assurance. Projects include:

- Piloting coordinated shared audits across the DoT operating entities.
- Implementing a new audit and risk database in cooperation with DoT that will facilitate consistent audit and risk related reporting across the cluster.

Engineering

A major part of the RTA's operations are engineering-related and the Engineering Assurance Group provides independent and objective assessments of civil engineering operations. The Group's work is based on the development and implementation of a risk based audit program covering the organisation's major engineering programs, projects, systems, processes and products.

Major reviews carried out in the 2010–11 financial year included:

- Environmental audit and inspection systems.
- Maintenance alliances cost management pain/gain review.
- Bridge Rehabilitation Program.
- AusLink Black Spot Program.
- Speed Management Engineering Program.

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 consultation with line management, audit outcomes resulted in the identification and implementation of a range of improvements to the engineering operations. For example, in the Bridge Rehabilitation Program audit it was agreed that the consistent application of probabilistic estimating as per Road and Fleet Services business rules would improve project estimating.

Customer and regulatory services

The RTA undertakes regular monitoring of motor registry operations, other service delivery channels and back office functions supporting the customer and regulatory services business. This year specific projects included enforcement adjudication and replacement licences. The risk management framework and related 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 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.

Major reviews included:

- Transport Management Centre Development Program – video system upgrade.
- Property information and management system.
- Integrated management system vehicle regulation timesheet and rostering.
- E-Toll Modernisation Program.
- Court and case management system.

Significant findings at the project level led to improved management of project risk. Cross-audit analysis identified 'root cause' issues, which led to more fundamental improvements in, for example, the Project Management Office.

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 related objectives were being met.

The key audit projects for the 2010–11 year included:

- Budgeting and financial forecasting.
- Efficiency improvement and wages strategy savings.
- General receipting and banking.
- Purchase order and service entry release process.
- Debt management.
- RTA property sales and leasing.
- Procurement.
- Driver licensing.
- Freedom of Information.

Corruption and fraud investigations

The main responsibility of the Corruption and Fraud Investigations Section 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 serious maladministration and serious and substantial waste.

On completion of an investigation, an assessment is made and, where appropriate, outcomes of matters investigated are forwarded to RTA senior management to action. This may include management consideration of a number of alternatives, including disciplinary proceedings against appropriate staff. Where protected disclosure requirements apply, there is strict adherence to the prescribed obligations and formal management of relevant information. Recommendations arising from both investigations and corruption and fraud risk assessment are 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.

In compliance with Section 11 of the *Independent Commission Against Corruption (ICAC) Act 1998*, the Corruption and Fraud Investigations Section also refers allegations of corruption to ICAC and manages delivery of notices and other requests the RTA receives from the ICAC. Fraud by community members that impacts 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 or control issues.

The Section also oversees the organisations legislative requirements under the *Protected Disclosures Act 1994*, now known as the *Public Interest Disclosures Act 1994*.

Key achievements for 2010–11 include:

- Detailed assessment and investigation of allegations.
- Meeting legislative obligations under the ICAC Act.
- Delivery of corruption prevention training to new staff.

Corruption and fraud risk management

In addition to the investigation of allegations of corruption and fraud, the RTA has a corruption and fraud control framework, for which the Corruption and Fraud Investigations Section has centralised oversight. This includes a range of initiatives to minimise the risk of corrupt and fraudulent activity by staff and business partners. In particular it involves:

- Delivery of corruption and fraud/ethics seminars to staff across high risk business environments to reinforce the corruption resistant culture of the RTA.
- Provision of anti-corruption information through the RTA's intranet.
- Provision of expertise and advice to staff and management on a wide range of corruption risks and ethical, probity and policy issues.



Blueprint Update 2011

The RTA updated and relaunched its Corporate Plan – *Blueprint Update 2011* in February 2011 to recognise the achievements to date as well as to reflect on the changes to the operating environment since the Blueprint's inception in 2008. These changes and influences have included the:

- Revision of the *NSW State Plan* in 2010.
- Formation of the transport superagency on 1 July 2010.
- Release of recommendations in the *Report of the Inquiry into the Roads and Traffic Authority's Response to an incident on the F3 on 12 April 2010*.
- Structural realignment of the RTA on 5 August 2010.

As well as recognising the RTA's successes and highlighting changes to the RTA's operating environment, *Blueprint Update 2011* highlights the agency's high level strategic influences and provided clarity for 2011 business planning processes.



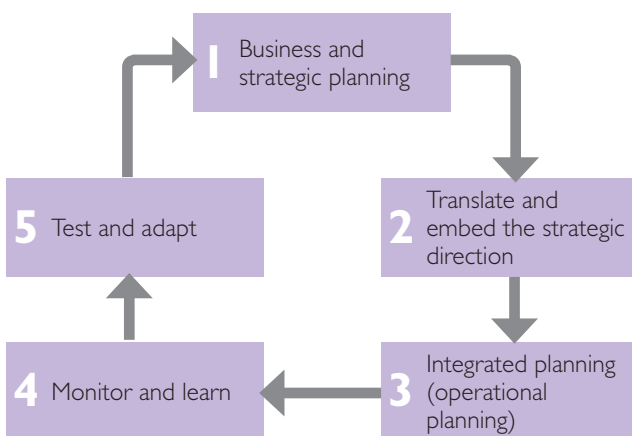
Delivery of *Blueprint Update 2011* achievements have been highlighted with the Blueprint logo throughout this Annual Report. The *Blueprint Update 2011* can be viewed in full at www.rta.nsw.gov.au.

Delivering priorities

RTA planning and performance cycle

The RTA uses a cyclical approach to planning and performance to deliver integrated planning, drive improvements in performance and ensure a focus on continual improvement. Figure 24 demonstrates the RTA's approach.

FIGURE 24. RTA PLANNING AND PERFORMANCE CYCLE



This approach is consistent with the Department of Transport performance cycle (see page 15 of *Moving Together*).

Integrated planning

Integrated planning ensures that the RTA's strategic direction is cascaded through the layers of planning, through and across the agency, to ensure clear lines of accountability and delivery. The RTA's application of integrated planning can be seen in the RTA suite of integrated plans (see page 89).

The RTA uses corporate strategic plans to link results and services with broader government priorities and to align internal business plans. The *Blueprint Update 2011*, the *Results and Services Plan* and the total asset management approach are used to communicate its strategic intent to the NSW Government.

The RTA's strategic direction and planning are also driven through the corporate framework (see pages 8-9), which 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 are often cross-directorate plans that provide a three-to-five-year strategic direction, and set priorities for key areas of business (core and business support functions) and policy. They also provide the basis for making decisions about the allocation of resources and set out medium to long-term performance targets. The plans are in line with NSW Treasury, Department of Premier and Cabinet, and Department of Transport guidelines and advice.

Planning and performance reporting guidelines exist within the organisation to maintain an effective and consistent planning and performance reporting system.

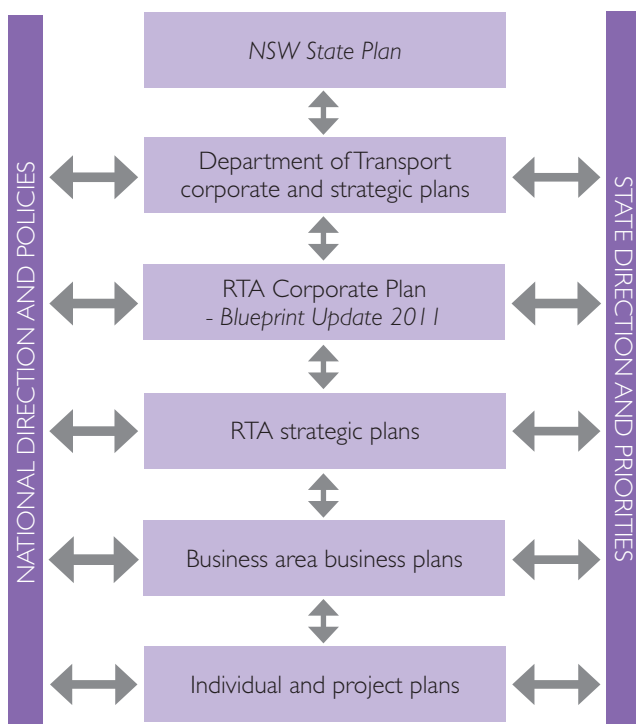
RTA suite of integrated plans

RTA business and strategic plans come together to form a hierarchy of plans — a complementary and integrated suite of plans (Figure 25). These also provide a hierarchy of aligned and integrated frameworks focussed on the organisation's key outcomes and output groups.

The *NSW State Plan*, Department of Transport Corporate Plan and *Metropolitan Transport Plan* are three high level strategies that set direction and priorities for the RTA.



FIGURE 25. RTA SUITE OF INTEGRATED PLANS



NSW State Plan

The *NSW State Plan* sets the NSW Government priorities to 2016 and provides goals and priorities for government agencies on which to focus their delivery efforts. These are designed to meet community priorities by delivering better services and improving accountability across the public sector.

The RTA is the lead agency responsible for delivering a number of *NSW State Plan* priorities within the Better Transport and Liveable Cities chapter. These include Improve the Road Network, Maintain Road Infrastructure and Improve Road Safety. The RTA is in partnership with other agencies to contribute to various other *NSW State Plan* priorities, such as Increase Walking and Cycling.

The key *NSW State Plan* priorities are monitored through set targets that have been embedded throughout the RTA's layers of planning and performance.

A revised State Plan will be released in September 2011, to coincide with the budget. *NSW 2021: A plan to make NSW number one* will be a 10-year plan that will guide policy and budgetary decision making across the NSW Government. It will set long term goals and measurable targets, and outline immediate actions that will help to deliver on those goals.

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.

In December 2010 the *Sydney Metropolitan Strategy* was updated and integrated with the *Metropolitan Transport Plan* to form the *Metropolitan Plan for Sydney 2036*.

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.

Business continuity

Business continuity management is the planning, preparation and response to a disaster or disruption to your critical business activities, processes or services.

RTA business continuity planning was progressed during 2010–11. A business continuity testing program was developed and implemented, with eight testing sessions undertaken by 30 June 2011. Business continuity plans were revised as a result of the tests. A review of the master plan for the Central Recovery Team was also undertaken.

Planning and performance guidelines

The RTA's *Planning and Performance Guidelines* were updated in November 2010 to coincide with the RTA internal restructure, integration with Department of Transport and beginning of the annual business planning cycle. The guidelines were updated to assist RTA officers in understanding the RTA's approach, requirements and expectations in relation to planning and performance.

Five workshops were held for business strategy staff and other RTA officers involved in business or strategic planning and performance activities. These workshops aimed to increase common understanding of both the RTA's planning and performance approach and the mandatory government requirements for reporting. Planning and performance reporting are key elements in meeting the RTA's corporate governance requirements.

Information and communication technology strategy

The RTA progressed implementation of the information and communication technology (ICT) strategy during 2010–11. This included enhancements to governance processes and ensuring early identification of capital funding requirements and strong alignment to organisational priorities. As part of the strategy, the Review and Advisory Panel was established to assist in prioritising projects and programs of work, and provide advice and recommendations to the ICT Executive Committee.



Our people

A safe and healthy workplace

Occupational Health and Safety Executive Committee

The committee, which meets bi-monthly, reviews the RTA's occupational health and safety (OHS) performance and provides strategic direction on OHS programs and policies, including:

- Leading continuous improvement in safety culture across the RTA.
- Reviewing of OHS performance and providing advice on priorities for allocation of OHS resources.
- Reviewing OHS serious incidents and identifying trends and lessons learnt for the organisation.
- Ensuring effective coordination of risk management, OHS policy, claims and management across the RTA.
- Monitoring the effectiveness of the implementation of the RTA OHS Strategic Plan.
- Conducting a site audit to verify effective implementation of OHS strategies.

Significant achievements in 2010–11 include:

- The Ensafe upgrade which increased efficiency and user friendliness.
- Employee campaign 'Our Safety' and roll out of the RTA's Four Safety Beliefs.
- Completion of the 2010 internal OHS review with participation of all directorates.
- Roll out of the 'Critical Tools for Safety Leaders' training to all RTA managers and supervisors.
- Establishment of the seven high risk working parties.

OHS performance

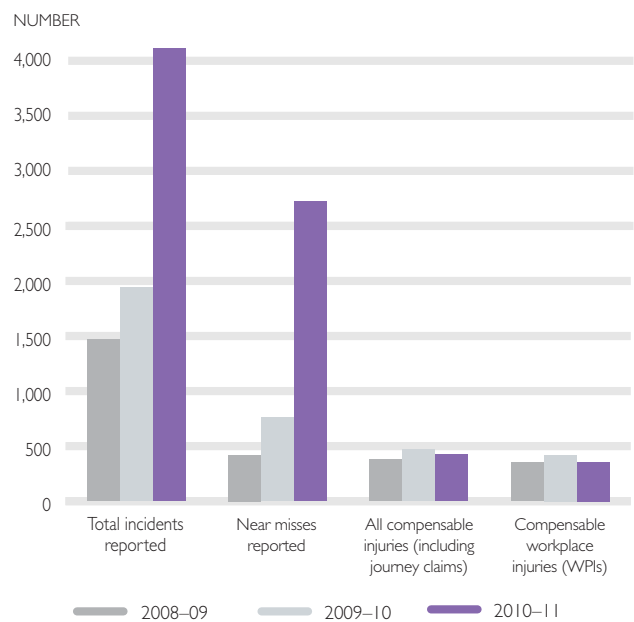
The reporting of near misses is a lead indicator in identifying significant risks to RTA employees and contractors. A near miss is an incident or situation resulting from exposure to a hazard that has the potential to cause injury or damage. Reporting near misses helps identify hazards so that action can be taken before someone gets hurt. Research shows that where near miss reporting increases, injuries actually decrease.

In 2010–11 the 'Our Safety' campaign and the continued roll out of the Critical Tools for Safety Leaders' reinforced the need to report near misses. The near miss reporting strategy continued to show great success with reporting of near misses indicating an increase of over 250 per cent on the previous financial year. Overall injury numbers for 2010–11 show a slight increase over the previous year largely due to an increase in minor injuries reported. However, injuries resulting in a workers compensation claim showed a substantial decrease compared to 2009–10.

TABLE 9. OHS STATISTICAL INDICATORS

Performance indicator	2008–09	2009–10	2010–11	Change on previous year
Near misses reported	419	760	2,721	258%
Lost time injuries	156	193	165	-15%
All other injuries (incl first aid only)	800	888	1,113	25%
Other reported incidents (excl asset/property damage)	93	99	111	12%
Total incidents reported	1,468	1,940	4,110	112%
Near miss: injury ratio	0.44	0.7	2.21	216%
All compensable injuries (incl journey claims)	377	470	423	-10%
Total claims costs (\$m)	2.7	3.2	2.2	-31%
Compensable workplace injuries	352	418	357	-15%

FIGURE 26. OHS PERFORMANCE INDICATORS



Prosecutions

There were three prosecutions for a breach of the *Occupational Health and Safety Act 2000*. These concerned a fatality to a sub-contractor on Alford's Point Road in 2006, a fatality in 2009 when a B-Double truck hit a parked RTA maintenance vehicle, resulting in a fatal injury to one of the RTA's employees, and injuries to two RTA employees after a scaffold collapsed in 2008. The RTA was also fined \$180,000 after prosecution for an incident involving a fatality to a sub-contractor on Epping Road in 2008.



'Our Safety' campaign

The health and safety of the workforce is a core value for the RTA and it is committed to the following safety beliefs:



- All injuries can be prevented.
- Safety first, work second.
- Everyone is responsible for safety.
- Working safely is a condition of employment.

During 2010–11 the 'Stop.Think.Act. – Our Safety' campaign continued to be rolled out to embed our safety beliefs across the organisation.

The campaign encourages staff to stop and think about what they need to do to work safely, and to take action to make their workplace safe.

The campaign is one of several strategies to promote a strong safety culture within the organisation.

In addition to this campaign, all RTA managers, supervisors and/or team leaders were required to conduct an 'Our Safety' team workshop to further embed safety as a priority across the organisation. The workshops involved all staff discussing the importance of safety in their work environment. The workshops were run across the State and proved highly successful.

The RTA continues to engage with its contractors through two established activities: the Contractors Forum held once a year and the Contractors and Utilities Coalition, which holds quarterly meetings to identify best practice solutions for OHS challenges in the civil construction industry and discuss OHS risks in road construction and maintenance projects.

Reducing health and safety risks

The OHS Executive Committee identified the top seven high risk activities for RTA employees and contractors. Working parties have been established to identify and implement strategies to reduce the following risks:

1. Work near or around utilities – this includes power lines above ground and gas/water under ground.
2. Work in the vicinity of a mobile plant.
3. Work near traffic.
4. Driver testing risks.
5. School crossing supervisor drive-throughs.
6. Violence/harassment by members of the public.
7. Driving incidents resulting from fatigue, driver or passenger behaviour.

Incident reporting system upgrade

EnSafe4 is the RTA's online reporting system for incidents, hazards, and injuries. The successful roll out of EnSafe4 in October 2010 provided a more user friendly system and improved incident reporting and investigation.

Critical Tools for Safety Leaders roll out

During 2010–11 all managers and supervisors were required to participate in a one-day OHS workshop to learn the 'critical tools' for managing OHS. The 'Critical Tools for Safety Leaders' workshop aimed to ensure managers and supervisors can identify, assess and control OHS risks, understand near miss reporting, conduct quality incident investigations and understand how their own behaviour influences their team's attitude to safety.

By 30 June 2011, 674 managers and supervisors had attended the training sessions.

The journey to retirement



MyJourney is an RTA seminar for staff aged 50 and over particularly aimed at those approaching retirement.

The seminar covers a range of topics, including the important contribution these staff make to the RTA, and provides an opportunity to discuss a range of flexible work options to consider as they approach retirement. During 2010–11 there were 21 seminars held across NSW, including at least one in each region and several within the Sydney metropolitan area. There were more than 950 participants in the targeted 50-plus age group. Feedback was positive, with over 52 per cent of staff engaging in health checks, 45 per cent taking up financial planning and 13 per cent requesting for flexible work options.

Women in Engineering

The RTA has implemented strategies to help attract women into non-traditional roles. Four RTA women (including two engineers) were profiled as part of the NSW government publication, *Breaking Through: Stories of Women in non-traditional occupations*, which was distributed across NSW schools, TAFE colleges and universities. The RTA is also piloting new strategies to attract women into our trade apprenticeships, including the career transition of female candidates from RTA traineeships to apprenticeships.

Four Women in Engineering events for girls in Years 10 to 12 were sponsored in partnership with the University of Technology, Sydney, the University of New England and the University of Wollongong, reaching 440 young women and helping RTA cadet engineers develop their presentation skills.



Employing people with a disability

In supporting NSW Government efforts to build a talented and responsive workforce that reflects the diversity of the population, the RTA implemented programs to attract and retain people with a disability. Through both the Australian Paralympic Workplace Diversity Program and the 'Stepping Into' Disability Internship Program, the RTA has provided opportunities for temporary or permanent employment for appropriately qualified people with a disability in both professional and administrative roles.

The programs recognise and value the participation of people with different life and work experiences while helping to identify and minimise workplace barriers to inclusion.

Developing skills to meet future organisational needs



Through continued development of the Critical Skills Initiative, the RTA has identified future skills, knowledge gaps and priority needs across the organisation.

To meet identified needs, it launched the Ongoing Professional and Technical Development (OPTD) Program, which has a number of specialist streams. The OPTD Program for Engineers aims to build and maintain the RTA's engineering capability to enable it to achieve objectives now and into the future. Focusing on road safety engineering in its inaugural year, the program provided over 4,347 hours of professional development to 549 RTA participants and 41 council engineers. Design of the Policy Stream was finalised with the specific aim of growing the level of expertise in policy creation and maintenance. OPTD policy programs will begin in the next financial year.



Professor Ian Johnston addresses attendees at the Ongoing Professional and Technical Development Program launch, July 2010.

Employment programs

The RTA's suite of employment programs, which are designed to prepare people with little or no work experience for entry level positions, continue to set the benchmark in the NSW public sector. With more than 600 people participating across the full suite of programs, the RTA continued to develop programs for the retention of quality staff. At 30 June 2011 the RTA employed:

- 151 graduates across 17 disciplines.
- 83 apprentices completing nine trades.
- 205 trainees in seven different types of traineeships.
- 66 people working towards five para-professional qualifications.
- 64 engineering cadets.

Additionally, the RTA provides support to its program participants and the broader community through:

- The Graduate Mentoring Program.
- Investigation of internal transition of female trainees to trade-based apprentice roles.
- Support to 35 students in five universities with RTA-sponsored engineering scholarships.
- Support to six Aboriginal HSC students through the Aboriginal HSC Scholarship Program.

Internal communication

The internal communication strategy for 2010–11 focussed on improving face-to-face and multi-directional communication within the RTA. This included conducting an audit of internal communication tools and channels available across the organisation.

In 2011 a monthly Chief Executive video message was introduced to improve message consistency and allow the Chief Executive to be more visible to staff. This replaced a written Team Brief but still allowed managers to discuss message content with their teams.

The RTA's monthly staff magazine, *Momentum*, was redesigned to bring it into line with the organisation's visual identity and to make it more appealing to staff. An online interactive version was also developed as part of the redesign. The RTA's intranet continued to be a key source of time critical information for staff, with news items and supporting images posted daily. Key news and policy issues relating to frontline staff continued to be posted on *Frontline*, the organisation's dedicated intranet for customer service staff.

Our award-winning staff

Environmental achievement

The Hume Highway Woomargama Alliance of the RTA, Abigroup and Sinclair Knight Mertz won the International Erosion Control Association Environmental Achievement Award, an award for an outstanding erosion and/or sediment control project, program, or system that demonstrates excellence in natural resource conservation and environmental protection.



Safety

The Ballina Bypass Alliance comprising the RTA, Leighton Contractors, AECOM, SMEC and Coffey Geotechnics won the award for Best Workplace Health and Safety Management System at the sixth annual SafeWork Australia awards. The Alliance is constructing the \$640 million bypass.



SafeWork Award recipients: Ballina Bypass Alliance team for the Best Workplace Health and Safety System – from left Brett Smythe, Alliance Leadership Team member; Brendan Luke, Safety Manager; Geoff Fogarty, RTA Director Infrastructure Services; Annie Stante, Communications Manager; and Tony Stante, Alliance Manager with The Hon Michael Daley MP and WorkCover Chief Executive Lisa Hunt.

Royal Easter Show

The RTA's stand at the Sydney Royal Easter Show won the Gold Commercial Exhibit Award for the third year running. The interactive display in the Home Garden and Lifestyle Hall, included the RTA's Slow Down Road Show, a toll booth, an interactive child restraint display, the 'Slow Down Pledge' and, for the first time, information for young people via Geared.com.



RTA staff proudly display the gold award for best commercial exhibit at the Sydney Royal Easter Show.

Government partnership

The RTA was jointly awarded the 2011 Government Partnership Excellence Award, along with Transurban, for the M2 Motorway Upgrade project. The award was presented at Infrastructure Partnership Australia's National Infrastructure Awards. It recognised the RTA's work in developing sound public private partnerships for the delivery of major infrastructure projects.

Road design

The upgrading of the road from Leura to Katoomba from two lanes to four won the Australian Institute of Landscape Architects NSW 2010 Award of Excellence for Design in Road Infrastructure Projects. The judges praised the "sensitive design".

Surveying and spatial information

At the 2010 NSW Excellence in Surveying and Spatial Information Awards, the RTA continued its successful run, taking out the Extra Dimension & Innovation category. The joint entry from the RTA and McMullen Nolan Surveyors was highly commended in the Mobile Laser Scanning for Data Capture of Infrastructure category.

Online performance

For the seventh year in a row, the RTA won the Hitwise Online Performance Award for the NSW Government agency recording the highest number of annual website visits.

Annual reporting

The RTA won silver in the Australasian Reporting Awards for its 2009–10 annual report. This is the second silver in a row and a move up on the bronze of the previous three years.

Individual staff awards

Sam Ireland, a second year civil construction trainee at the RTA's Ballina District Office, won the Intermediate Award at the NSW inter-agency awards for trainees.



Professor Marie Bashir, Governor of NSW, with RTA trainee Sam Ireland.



Challenges and the way forward

Financial governance

The RTA continues to demonstrate fiscal responsibility with both capital expenditure and deficit before grants performance achieving results within the NSW Treasury limits. The challenge is to continue to deliver services within budget constraints and achieve significant savings efficiency targets over the next four years' forward estimates.

Commercial services

Against a backdrop of a likely slowing economy, the challenge for the RTA's commercial business will be maintaining growth to ensure continued delivery of vital funds for road safety and maintenance programs. Several initiatives are in place to optimise customer experience and revenue growth. These include:

- Completion of the direct delivery project for myPlates, allowing customers to receive special number plates at their home or workplace without attending a motor registry.
- Completion of a systems and software upgrade to allow a more customer focussed service offering for traffic control training services.
- Continued implementation of the Tolling Improvement Program, including improving the ease with which customers find and understand existing tolling products and services information on the RTA website and in motor registries.
- Completion of the strategy to provide a consistent approach to managing surplus properties across the RTA.
- Completion of a review of Intelligent Transport Systems capabilities to enhance the service provided to existing customers as well as increasing market breadth.

Organisational governance

With the creation of Transport NSW and Roads and Maritime Services, the RTA will review governance arrangements to ensure it delivers on its governance commitments, including probity, risk management, planning and performance reporting requirements in its new operating environment.

As part of the formation of Roads and Maritime Services, the RTA will:

- Deliver an executive charter, executive committee framework and associated systems to support the Roads and Maritime Services Executive in the formation of the new agency and maintain high governance standards.
- Review RTA risk maturity, including its risk management framework, strategies and processes.
- Drive an integrated corporate planning and performance cycle that responds to changes to the organisational structure and the operating environment and provides clarity and focus for the organisation.
- Ensure an appropriate framework is developed to provide assurance that the proposed Roads and Maritime Services operations and activities comply with applicable laws and other legal requirements.
- Review the policy development framework to better enable the organisation to coherently formulate operational policy, and ensure consistent application and good practice.

Our people

The ageing RTA workforce will lead to an increasing number of retirements in the coming years, which will create challenges for knowledge and expertise transfer in specialist areas. Work is ongoing to ensure knowledge continuity.

The geographic distribution of the RTA's operational arms and skill shortages in specialised functions, such as bridge engineering, are making it more difficult to maintain adequate technical and specialist expertise skills in the required locations. Imbalances of skills across the State can result in a void in expertise and impact on project delivery. This is being addressed through mobility and recruitment strategies and continuous focus on skills enhancement.



Financial Statements

Contents

Roads And Traffic Authority of New South Wales

Independent audit report	97
Statement by the Chief Executive and the Director, Finance and Corporate Services	99
Statement of comprehensive income	100
Statement of financial position	101
Statement of changes in equity	102
Statement of cash flows	104

Notes to and forming part of the financial statements

1. Summary of significant accounting policies	105
2. Revenue	117
3. Expenses excluding losses	118
4. Gains (losses) on disposal	120
5. Grants from Department of Transport/ Appropriations from NSW Treasury	120
6. Individually significant items	121
7. Current assets – cash and cash equivalents	122
8. Current assets/non-current assets – receivables and other financial assets	122
9. Non-current assets – property, plant and equipment	123
10. Non-current assets – intangible assets and other	127
11. Non-current assets held for sale	130
12. Current liabilities – payables	130
13. Current/non-current liabilities – borrowings	131
14. Financial instruments	131
15. Current/non-current liabilities – provisions	137
16. Current/non-current liabilities – other	145
17. Commitments for expenditure	146
18. Events after the reporting period	148
19. Contingent assets and contingent liabilities	149
20. Native title	149
21. Administered income and expenses	149
22. Administered assets and liabilities	149
23. Reconciliation of cash flows from operating activities to surplus for the year from continuing operations	150
24. Non cash financing and investing activities	150

Roads And Traffic Authority Division of the Government Services of New South Wales

Independent audit report	151
Statement by the Chief Executive and the Director, Finance and Corporate Services	153
Statement of comprehensive income	154
Statement of financial position	154
Statement of changes in equity	155
Statement of cash flows	155

Notes to and forming part of the financial statements

1. Summary of significant accounting policies	156
2. Current assets	160
3. Current liabilities/non-current liabilities	160
4. Audit fee	167
5. Related party transaction	167
6. Events after the reporting period	168

Section cover image: View from the top of the western pylon of Anzac Bridge. Photo by RTA photographer Geoff Ward, September 2011.



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 2011, the statement of comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information of 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:

- give a true and fair view of the financial position of the Authority and the consolidated entity as at 30 June 2011, and of their financial performance for the year then ended in accordance with Australian Accounting Standards
- are in accordance with section 41B of *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 and the PF&A Act, and for such internal control as the Chief Executive determines is necessary to enable the preparation of the financial statements that are free from material misstatement, whether due to fraud or error.

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. Those standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about 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 entity'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 entity'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.

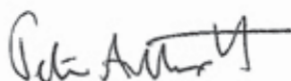
My opinion does not provide assurance:

- about the future viability of the Authority or consolidated entity
- that it has carried out its activities effectively, efficiently and economically
- about the effectiveness of internal control
- about the security and controls over the electronic publication of the audited financial statements on any website where they may be presented
- about any other information, which may have been hyperlinked to/from the financial statements.

Independence

In conducting my audit, I have 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

5 October 2011
SYDNEY

Statement by the Chief Executive and the Director, Finance and Corporate Services

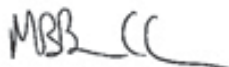
ROADS AND TRAFFIC AUTHORITY

YEAR ENDED 30 JUNE 2011

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 and notes thereto exhibit a true and fair view of the Authority's financial position as at 30 June 2011 and financial performance for the year then ended
2. The statements have been prepared in accordance with the provisions of applicable Accounting Standards (which include Australian Accounting Interpretations), 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
22 September 2011



Paul Hesford
Director, Finance and Corporate Services
22 September 2011

Statement of comprehensive income for the year ended 30 June 2011

	Notes	Consolidated		Parent	
		Actual	Actual	Actual	Actual
		2011	2010	2011	2010
		\$'000	\$'000	\$'000	\$'000
Revenue					
Sale of Goods and Services	2(a)	429,748	398,484	429,748	398,484
Investment Revenue	2(b)	14,794	8,064	14,794	8,064
Grants and Contributions	2(c)	141,645	359,457	141,645	359,457
Other Revenue	2(d)	172,277	141,665	172,277	141,665
Total Revenue		758,464	907,670	758,464	907,670
Expenses Excluding Losses					
Operating Expenses					
– Employee Related Expenses	3(a)	587,397	568,670	589,079	672,767
– Other Operating Expenses	3(b)	451,884	416,861	451,884	416,861
Maintenance	3(b)	621,308	572,479	621,308	572,479
Depreciation and Amortisation	3(c)	849,156	921,125	849,156	921,125
Grants and Subsidies	3(d)	373,538	743,333	373,538	743,333
Finance Costs	3(e)	89,131	95,492	89,131	95,492
Total Expenses Excluding Losses		2,972,414	3,317,960	2,974,096	3,422,057
Gains/(Losses) on Disposal of PP&E	4(a)	6,887	3,124	6,887	3,124
Other Gains/(Losses)	4(b)	(111,659)	(54,300)	(111,659)	(54,300)
Deficit from operations before Recurrent Grants		(2,318,722)	(2,461,466)	(2,320,404)	(2,565,563)
Recurrent grant from DoT	5	1,693,334	–	1,693,334	–
Appropriation from NSW Treasury	5	–	1,556,214	–	1,556,214
Deficit from operations before Capital Grants		(625,388)	(905,252)	(627,070)	(1,009,349)
Capital grant from DoT	5	2,547,457	–	2,547,457	–
Appropriation from NSW Treasury	5	–	2,215,735	–	2,215,735
Surplus for the year from continuing operations		1,922,069	1,310,483	1,920,387	1,206,386
Other Comprehensive Income					
Net Increase/(Decrease) in Asset Revaluation Reserve					
		(591,677)	4,534,061	(591,677)	4,534,061
Superannuation Actuarial Gains/(Losses)		(1,682)	(104,097)	–	–
Total Other Comprehensive Income		(593,359)	4,429,964	(591,677)	4,534,061
TOTAL COMPREHENSIVE INCOME FOR THE YEAR		1,328,710	5,740,447	1,328,710	5,740,447

The accompanying notes form part of these financial statements.

Statement of financial position as at 30 June 2011

	Notes	Consolidated		Parent	
		Actual	Actual	Actual	Actual
		2011	2010	2011	2010
		\$'000	\$'000	\$'000	\$'000
ASSETS					
Current Assets					
Cash and Cash Equivalents	7	296,649	163,026	296,649	163,026
Receivables	8(a)	145,785	147,227	145,785	147,227
Inventories		12,498	10,878	12,498	10,878
		454,932	321,131	454,932	321,131
Non-Current Assets Classified as Held for Sale	11	44,469	48,647	44,469	48,647
Total Current Assets		499,401	369,778	499,401	369,778
Non-Current Assets					
Other Financial Assets	8(b)	121,419	117,946	121,419	117,946
Property, Plant and Equipment					
– Land and Buildings	9(a)	3,254,377	3,024,255	3,254,377	3,024,255
– Plant and Equipment	9(b)	186,534	197,560	186,534	197,560
– Infrastructure Systems	9(c)	59,245,724	58,225,145	59,245,724	58,225,145
Total Property, Plant and Equipment		62,686,635	61,446,960	62,686,635	61,446,960
Private Sector Provided Infrastructure	10(a)	665,242	527,216	665,242	527,216
Intangible Assets	10(b)	45,876	26,786	45,876	26,786
Total Non-Current Assets		63,519,172	62,118,908	63,519,172	62,118,908
Total Assets		64,018,573	62,488,686	64,018,573	62,488,686
LIABILITIES					
Current Liabilities					
Payables	12	730,376	640,064	1,644,499	1,541,072
Borrowings	13	136,121	194,118	136,121	194,118
Provisions	15	279,908	277,659	–	–
Other	16	138,502	127,313	136,292	124,139
Total Current Liabilities		1,284,907	1,239,154	1,916,912	1,859,329
Non-Current Liabilities					
Borrowings	13	1,067,029	1,126,471	1,067,029	1,126,471
Provisions	15	632,005	620,175	–	–
Other	16	354,458	345,203	354,458	345,203
Total Non-Current Liabilities		2,053,492	2,091,849	1,421,487	1,471,674
Total Liabilities		3,338,399	3,331,003	3,338,399	3,331,003
Net Assets		60,680,174	59,157,683	60,680,174	59,157,683
EQUITY					
Reserves		30,960,340	31,639,207	30,960,340	31,639,207
Accumulated Funds		29,719,834	27,518,476	29,719,834	27,518,476
Total Equity		60,680,174	59,157,683	60,680,174	59,157,683

The accompanying notes form part of these financial statements.

Statement of changes in equity for the year ended 30 June 2011

	Accumulated Funds		Asset Revaluation Reserve		Total Equity	
	Consolidated	Parent	Consolidated	Parent	Consolidated	Parent
	2011	2011	2011	2011	2011	2011
Notes	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Balance at 1 July 2010	27,518,476	27,518,476	31,639,207	31,639,207	59,157,683	59,157,683
Surplus / (Deficit) for the year	1,922,069	1,920,387	–	–	1,922,069	1,920,387
Other Comprehensive Income						
Net Increase / (Decrease) in Asset Revaluation Reserves	–	–	(591,677)	(591,677)	(591,677)	(591,677)
Superannuation Actuarial Gains/(Losses)	(1,682)	–	–	–	(1,682)	–
Other Comprehensive Income for the year	(1,682)	–	(591,677)	(591,677)	(593,359)	(591,677)
Total Comprehensive Income for the year	1,920,387	1,920,387	(591,677)	(591,677)	1,328,710	1,328,710
Transfers Within Equity						
Asset Revaluation Reserve Balance Transferred to Accumulated Funds on Disposal of Asset	87,190	87,190	(87,190)	(87,190)	–	–
Transactions with owners in their capacity as owners						
Increase/(Decrease) in Net Assets from Equity Transfers	6(c) 193,781	193,781	–	–	193,781	193,781
Balance as at 30 June 2011	29,719,834	29,719,834	30,960,340	30,960,340	60,680,174	60,680,174

The accompanying notes form part of these financial statements.

Statement of changes in equity for the year ended 30 June 2011

	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
Balance at 1 July 2009	26,061,210	26,061,210	27,356,026	27,356,026	53,417,236	53,417,236
Surplus/(Deficit) for the year	1,310,483	1,206,386	–	–	1,310,483	1,206,386
Other Comprehensive Income						
Net Increase/(Decrease) in Asset Revaluation Reserves	–	–	4,534,061	4,534,061	4,534,061	4,534,061
Superannuation Actuarial Gains/(Losses)	(104,097)	–	–	–	(104,097)	–
Other Comprehensive Income for the year	(104,097)	–	4,534,061	4,534,061	4,429,964	4,534,061
Total Comprehensive Income for the year	1,206,386	1,206,386	4,534,061	4,534,061	5,740,447	5,740,447
Transfers Within Equity						
Asset Revaluation Reserve Balance Transferred to Accumulated Funds on Disposal of Asset	250,880	250,880	(250,880)	(250,880)	–	–
Balance as at 30 June 2010	27,518,476	27,518,476	31,639,207	31,639,207	59,157,683	59,157,683

The accompanying notes form part of these financial statements.

Statement of cash flows for the year ended 30 June 2011

	Notes	Consolidated		Parent	
		Actual	Actual	Actual	Actual
		2011	2010	2011	2010
		\$'000	\$'000	\$'000	\$'000
CASH FLOWS FROM OPERATING ACTIVITIES					
Payments					
Employee Related		(573,497)	(563,988)	(573,497)	(563,988)
Grants and Subsidies		(328,159)	(283,158)	(328,159)	(283,158)
Finance Costs		(87,651)	(95,033)	(87,651)	(95,033)
Other		(1,442,760)	(1,345,730)	(1,442,760)	(1,345,730)
Total Payments		(2,432,067)	(2,287,909)	(2,432,067)	(2,287,909)
Receipts					
Sale of Goods and Services		488,893	453,569	488,893	453,569
Interest Received		14,679	8,021	14,679	8,021
Other		390,193	327,916	390,193	327,916
Total Receipts		893,765	789,506	893,765	789,506
Cash Flows from Government					
Recurrent Grant from DoT		1,693,334	–	1,693,334	–
Capital Grant from DoT		2,547,457	–	2,547,457	–
Recurrent Appropriation		–	1,556,214	–	1,556,214
Capital Appropriation		–	2,215,735	–	2,215,735
Net Cash Flows from Government		4,240,791	3,771,949	4,240,791	3,771,949
NET CASH FLOWS FROM OPERATING ACTIVITIES	23	2,702,489	2,273,546	2,702,489	2,273,546
CASH FLOWS FROM INVESTING ACTIVITIES					
Proceeds from Sale of Land and Buildings, Plant and Equipment and Infrastructure Systems		31,580	70,357	31,580	70,357
Purchases of Land and Buildings, Plant and Equipment and Infrastructure Systems		(2,479,533)	(2,291,189)	(2,479,533)	(2,291,189)
NET CASH FLOWS USED IN INVESTING ACTIVITIES		(2,447,953)	(2,220,832)	(2,447,953)	(2,220,832)
CASH FLOWS USED IN FINANCING ACTIVITIES					
Payment of Finance Lease Liabilities		(29,852)	(25,050)	(29,852)	(25,050)
Repayment of Borrowings and Advances		(91,061)	(50,817)	(91,061)	(50,817)
NET CASH FLOWS USED IN FINANCING ACTIVITIES		(120,913)	(75,867)	(120,913)	(75,867)
NET INCREASE/(DECREASE) IN CASH		133,623	(23,153)	133,623	(23,153)
Opening Cash and Cash Equivalents		163,026	186,179	163,026	186,179
CLOSING CASH AND CASH EQUIVALENTS	7	296,649	163,026	296,649	163,026

The accompanying notes form part of these financial statements.

Notes to and forming part of the Financial Statements of the Roads and Traffic Authority for the year ended 30 June 2011

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 the RTA and all the entities under its control and it reports on the following transactions:

Roads and Traffic Authority

- Testing and licensing drivers;
- 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 M5 Cashback Scheme.

Roads and Traffic Authority Division (The Division)

- Provision of personnel services to the RTA.

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 has been the only controlled entity of the RTA during the reporting period.

The accounts of the RTA are consolidated as part of the Department of Transport Accounts which 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 2011 have been authorised for issue by the Chief Executive of the RTA on the date that the accompanying statement under s.41C(1C) of the *Public Finance and Audit Act 1983* was signed.

(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 (including Australian Accounting Interpretations);

- The requirements of the *Public Finance and Audit Act 1983*;
- *The Public Finance and Audit Regulation 2010*; and
- Specific directions issued by the Treasurer.

In the event of any inconsistency between accounting standards and legislative requirements, the latter prevails.

In prior years the RTA was a Budget Dependent General Government Agency and prepared its financial statements in accordance with TPP 10-1 – *Accounting Policy: Financial Reporting Code for Budget Dependent General Government Sector Agencies*. As a result of the Transport Administration Amendment Act 2010, the RTA is no longer a Budget Dependent agency, and is therefore no longer required to follow TPP 10-1. The major changes resulting from this decision are that the RTA will no longer report information on service groups, the summary of compliance with financial directives, or budget information.

The financial statements have been prepared on a going concern basis which assumes that the RTA is expected to be able to pay its debts as and when they fall due and continue in operation without any intention or necessity to liquidate or otherwise wind up its operations. Despite current liabilities exceeding current assets at year end, the RTA's continued operation and ability to pay its debts are assured because the NSW Government funds the majority of the RTA's operations via allocation of funds under the annual state budget Appropriation Act. The 2011/12 Budget Papers include a budget for Grants and Contributions of \$4,737 million payable to the RTA in the 2011/12 financial year.

Refer to note 18 for disclosure on the Transport for NSW restructure.

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. Refer to note 1(w) for a summary of critical accounting estimates judgements and assumptions determined when preparing 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.

(c) Principles of consolidation

These financial statements have been consolidated in accordance with Australian Accounting Standard AASB 127 *Consolidated and Separate Financial Statements* and include the assets, liabilities, equities, revenues and expenses of the Authority 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

Australian Accounting Standards and Interpretations that have recently been issued or amended but are not yet effective have not been adopted for the financial reporting period ended 30 June 2011. The RTA's assessment of the impact of these new standards and interpretations is set out below:

Standard	Summary of key requirements/changes	Applicable to Financial year commencing on	Impact on Reporting Entity's Financial Statements
AASB 2009-14 Amendments to AASB 119 Employee Benefits	Contribution prepayments to defined benefits superannuation schemes to be recognised as an asset.	1 July 2011	Expected to have no significant impact.
AASB 2010-4 Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project (AASB 1, AASB 7, AASB 101, AASB 134 and Interpretation 13)	Key changes include: <ul style="list-style-type: none"> • Emphasis of AASB 7 (Financial Instruments) quantitative and qualitative disclosures to enable users to evaluate the entity's exposure to financial instruments risks. • Clarification of the content of changes in equity. • Guidance regarding disclosures of significant events and transactions. 	1 July 2011	Impact is insignificant as the RTA's financial statements comply fully with AAS.
AASB 2010-5 Amendments to Australian Accounting Standards	This Standard makes numerous editorial amendments to AAS and Interpretations.	1 July 2011	The amendments have no major impact on reporting requirements.
AASB 1054 Australian Additional Disclosures	This Standard sets out the Australian-specific disclosures for entities that have adopted Australian Accounting Standards. This standard contains disclosure requirements additional to IFRS.	1 July 2011	The amendments have no major impact on reporting requirements.
AASB 2011-1 and AASB 2011-2 Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project	The Standards delete Australian specific guidance or relocate it if it is still considered necessary in the Australian context as part of the Australian and New Zealand harmonisation project.	1 July 2011	The amendments have no major impact on reporting requirements.
AASB 2009-11 Amendments to AASB 9 Financial Instruments, and AASB 2010-7 Amendments to AASB 9 Financial Instruments	Amendments address the classification, measurement and derecognition of financial assets and liabilities and use a single approach to determine whether a financial asset is measured at amortised cost or fair value replacing the previous 4 classifications in AASB 139. Financial liabilities are measured at amortised cost or fair value through profit or loss.	1 July 2013	Preliminary assessment is that classification and measurement for cash and cash equivalents and most receivables currently held by the RTA is not likely to change under the new requirements.
AASB 1053 Application of Tiers of Australian Accounting Standards and AASB 2010-2 Amendments to Australian Accounting Standards arising from reduced disclosure requirements	Establishes a differential financial reporting framework: "Tier 1" entities are to be fully compliant with AAS whilst "Tier 2" entities have reduced disclosure requirements.	1 July 2013	No impact as the RTA is expected to maintain current full compliance practice with AAS.

AASB 2011-3 Amendments to Australian Accounting Standards – Orderly Adoption of Changes to the ABS GFS Manual and Related Amendments [AASB 1049]	This Standard makes amendment to AASB 1049 Whole of Government and General Government Sector Financial Reporting, including clarifying the definition of the ABS GFS Manual, facilitating the orderly adoption of changes to the ABS GFS Manual and related disclosures.	1 July 2012	The amendments have no major impact on reporting requirements.
AASB 2011-4 Amendments to Australian Accounting Standards to Remove Individual Key Management Personnel Disclosure Requirements.	This Standard makes amendment to AASB 124 Related Party Disclosures to remove individual key management personnel disclosure requirements.	1 July 2013	The amendments have no major impact on reporting requirements.
AASB 13 Fair Value Measurement	This Standard: (a) defines fair value; (b) sets out in a single Standard a framework for measuring fair value; and (c) requires disclosures about fair value measurements.	1 July 2013	The amendments have no major impact on reporting requirements.
AASB 2011-8 Amendments to Australian Accounting Standards arising from AASB 13	This Standard provides guidance for amendments to Australian Accounting Standards arising from AASB 13.	1 July 2013	The amendments have no major impact on reporting requirements.

The RTA has also reviewed the following accounting standards and interpretations and concluded that they are not applicable to the RTA consolidated financial statements:

- AASB 2010-6 Amendments to Australian Accounting Standards – Disclosures on Transfers of Financial Assets.
- AASB 2010-8 Amendments to Australian Accounting Standards – Deferred Tax: Recovery of Underlying Assets.
- AASB 2010-9 Amendments to Australian Accounting Standards – Severe Hyperinflation and Removal of Fixed Dates for First-time Adopters.
- AASB 2010-10 Further Amendments to Australian Accounting Standards – Removal of Fixed Dates for First-time Adopters.
- AASB 2009-12 Amendments to AASB 124 Related Party Disclosures (2009).
- AASB 2011-5 Amendments to Australian Accounting Standards – Extending Relief from Consolidation, the Equity Method and Proportionate Consolidation.
- AASB 2011-6 Amendments to Australian Accounting Standards – Extending Relief from Consolidation, the Equity Method and Proportionate Consolidation – Reduced Disclosure Requirements.
- AASB 2011-7 Amendments to Australian Accounting Standards arising from the Consolidation and Joint Arrangements Standards.
- AASB 10 Consolidated Financial Statements.
- AASB 11 Joint Arrangements.
- AASB 12 Disclosure of Interests in Other Entities.
- AASB 127 Separate Financial Statements.
- AASB 128 Investments in Associates and Joint Ventures.

(e) 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 are not recognised as the RTA's revenue but are separately disclosed in the Administered Income and Expenses note (refer to note 21). The RTA is accountable for the transactions relating to these 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 as "Administered Income and Expenses" (refer to note 21), and "Administered Assets and Liabilities" (refer to note 22) 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.

The accrual basis of accounting and all applicable accounting standards have been adopted for the reporting of administered income in notes 21 and 22.

(f) Income Recognition

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. Income is measured at the fair value of the consideration or contribution received or receivable. The accounting policies for the recognition of income are discussed over page:

(i) Grants from the Department of Transport

Following the passing on 9 June 2010 of the Transport Administration Amendment Act 2010, the RTA is now effectively controlled by the Department of Transport. As a result the RTA receives capital and recurrent grants from the Department of Transport instead of receiving budget appropriations directly from NSW Treasury as in previous years.

These grants are generally recognised as income when the Authority obtains control over the assets comprising the grants. Control over grants is normally obtained upon the receipt of cash.

(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 a PSPI asset is treated as the compound value of an annuity that accumulates as a series of receipts together with a calculated notional compound interest. The discount rate used is the NSWTCorp 10-year government bond rate at the commencement of the concession period.

The revenue 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 on a straight-line basis over the life of the concession period.

(g) 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 based 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 increase on salaries and wages.

(ii) Long Service Leave and Superannuation

RTA assumes the long service leave liability for all employees and all superannuation liabilities. These liabilities are recognised in the Statement of Financial Position. Long service leave is measured at its 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, 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, 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.

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 the Authority has a detailed formal plan and 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 a pre-tax rate that reflects the current market assessments of the time value of money and the risks specific to the liability.

(h) 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.

(i) 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 claims experience. Compulsory third party insurance is with a private sector provider arranged by NSW Treasury.

The RTA also arranges Principal Arranged Insurance (PAI) which provides cover for all parties involved in its construction projects. The premium cost is amortised on a straight-line basis over the term of the contract for all insurance policies.

(j) 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.

(k) 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. Items below these amounts are expensed in the period in which they are incurred.

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 a fair value approach 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 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 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. Further details on asset revaluations can be found in note 9.

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, the increment is recognised immediately as revenue.

Revaluation decrements are recognised immediately as expenses, 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 at least every 2 years.	Buildings – Depreciated on the straight-line basis over the estimated useful life of 40 years.
Land and Buildings Acquired for Future Roadworks (LAFFRW)	Untenanted Land for Future Roadworks - 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. Rentable or Surplus Properties -Revalued progressively over a 3 year cycle. The valuation is carried out by a registered valuer.	No depreciation is 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 is charged on vacant land.
Leasehold Improvements	Depreciated historic cost/revalued amount.	Amortised over the period of the lease, or the useful life of the leasehold improvement, whichever is shorter.

Individual LAFFRW parcels required for road construction are transferred to land under roads WIP when road construction commences. The date of transfer is the construction start date as detailed in the construction contract. At time of transfer, LAFFRW parcels are deemed to have no feasible alternative use and are revalued downwards to value in use (englobo value).

Included in the value of land and buildings in service is an amount of \$16.385 million (2010: \$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 financial 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 9(a).

(iii) Infrastructure Systems

Asset	Valuation Policy	Depreciation Policy
Roads: 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.
Bridges:	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
Heritage Bridges		200 years
Bridge Size Culverts/Tunnels		100 years
Traffic Signals:	Depreciated replacement cost	Depreciated over estimated useful life of 20 years.
Traffic Control Network:	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
Land under roads and within road reserves	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 (unimproved and pre-subdivision land).	No depreciation applied as land does not have a limited useful life.
Sydney Harbour Tunnel:	Depreciated replacement cost	Depreciated over estimated useful life depending on asset type:
Immersed Tube		100 years
Mechanical & Electrical		20 years
Pavement		20 years
Earthworks		Indefinite life

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". 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.

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 using 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 certain private sector provided 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.

(l) 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.

(m) 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.

(n) 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.

(o) Inventories

Inventories are initially measured at cost. Cost is calculated using either 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.

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.

(p) Capitalisation of Expenditure

Expenditure (including employee costs and operational asset 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 3(a)).

(q) 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 rather than 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 11 for details.

(r) Other Assets

Other assets including prepayments are recognised on a cost basis.

(s) Financial Instruments

The following accounting policies were applied to accounting for financial instruments. Additional disclosures regarding carrying amount and risk management disclosures are presented in note 14.

(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 (TCorp) Hour-Glass cash facility, Treasury Corporation deposits (with maturities of 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 8(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 in the following circumstances:

- 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 117 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 \$3 million until 30 June 2011 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 2011 and as at 30 June 2010. Refer to note 19 regarding disclosures on contingent liabilities.

(t) 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.

(u) 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.

(v) 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(k).

(ii) Accumulated Funds

The category of accumulated funds includes all current and prior period retained funds.

(w) Critical Accounting Estimates, Judgements and Assumptions

In the application of accounting standards, management is required to make judgements, estimates and assumptions about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and various factors that are believed to be reasonable under the current set of circumstances. Actual results may differ from these estimates.

Management evaluates these judgements, estimates and assumptions on an ongoing basis. Revisions to estimates are recognised in the period in which the estimate is revised if the revision effects only that period or in the period of the revision and future periods if the revision effects both current and future periods.

Significant judgements, estimates and assumptions made by management in the preparation of the consolidated financial statements are outlined below:

Property, plant and equipment	Note 1(k) and note 9
Private Sector Provided Infrastructure	Note 1(k) and note 10(a)
Employee benefits	Note 1(g) and note 15

(x) Changes in Accounting Estimates (PSPI)

The RTA has adjusted the useful life assumptions for its seven PSPI assets in the 2010/11 financial year. This change in accounting estimates has increased the final written down replacement cost that the RTA will receive at the end of the various concession periods from \$6,926 million to \$10,469 million. The RTA has adjusted the annuity amount commencing from 1 July 2010 over the remaining life of the concession periods to capture the new written down value. The difference of \$3,453 million will therefore be accrued over the next 37 years.

The impact in the 2010/11 financial year from this change in accounting estimates was an increase of \$31m in the value of the RTA's emerging interest in these PSPI assets.

2. Revenue

(a) Sale of goods and services

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Sale of goods				
Number Plates	86,626	81,690	86,626	81,690
Rendering of services				
Third Party Insurance Data Access Charges	16,769	15,607	16,769	15,607
Toll Revenue (Sydney Harbour Bridge)	85,903	83,170	85,903	83,170
Toll Revenue (Sydney Harbour Tunnel)	43,103	42,619	43,103	42,619
E-Tag Revenue	12,887	11,786	12,887	11,786
Heavy Vehicle Permit Fees	1,595	1,419	1,595	1,419
Sanction Fees Payable Under the Fines Act	10,395	10,315	10,395	10,315
Rental Income	23,609	24,992	23,609	24,992
Works and Services	57,058	37,891	57,058	37,891
Advertising	18,207	16,014	18,207	16,014
Fees for Services	54,975	55,320	54,975	55,320
Publications	7,108	7,578	7,108	7,578
Miscellaneous Services	11,513	10,083	11,513	10,083
	429,748	398,484	429,748	398,484

(b) Investment revenue

Interest	14,794	8,064	14,794	8,064
----------	---------------	--------------	---------------	--------------

(c) Grants and Contributions

NSW Government Agencies				
- Department of Transport	8,565	5,523	8,565	5,523
- Other	18,652	21,534	18,652	21,534
Local Government	2,057	3,784	2,057	3,784
Roads and Bridges Transferred from Councils	98,305	313,422	98,305	313,422
Other Government Agencies	3,067	3,261	3,067	3,261
Private Firms and Individuals	10,999	11,933	10,999	11,933
	141,645	359,457	141,645	359,457

Contributions received during 2010/2011 were recognised as revenue during the financial year and were expended in that period with no balance of those funds available at 30 June 2011 (2010: Nil).

(d) Other revenue

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Amortisation of Deferred Revenue on Private Sector Provided Infrastructure (PSPI) Projects	12,179	11,575	12,179	11,575
Value of Emerging Interest of PSPI				
– M2 (Refer Note 10(a))	13,267	4,789	13,267	4,789
– M4 (Refer Note 110(a))	956	19,846	956	19,846
– M5 (Refer Note 10(a))	15,519	17,119	15,519	17,119
– Eastern Distributor (Refer Note 10 (a))	14,221	5,531	14,221	5,531
– Cross City Tunnel (Refer Note 10 (a))	21,224	16,219	21,224	16,219
– Western Sydney Orbital M7 (Refer Note 10 (a))	43,015	32,123	43,015	32,123
– Lane Cove Tunnel (Refer Note 10(a))	29,824	24,864	29,824	24,864
– Loan to Sydney Harbour Tunnel Company	6,645	6,222	6,645	6,222
M2 And Eastern Distributor Promissory Notes	1,489	3,195	1,489	3,195
Fuel Tax Credits	183	182	183	182
Principal Arranged Insurance Refund	8,124	–	8,124	–
Other	5,631	–	5,631	–
	172,277	141,665	172,277	141,665

3. Expenses excluding losses

(a) Employee related expenses

Employee related expenses comprise the following specific items:

Salaries and Wages (Including Recreation Leave)	441,655	411,920	–	–
Skill Hire Contractors	58,381	66,147	58,381	66,147
Long Service Leave	15,585	21,247	–	–
Superannuation – Defined Benefit Plans	12,389	15,762	–	–
Superannuation – Defined Contribution Plans	25,716	20,765	–	–
Workers' Compensation Insurance	8,365	4,899	–	–
Payroll Tax And Fringe Benefits Tax	23,950	26,262	–	–
Personnel Services	–	–	530,698	606,620
Redundancy	1,356	1,668	–	–
	587,397	568,670	589,079	672,767
Allocations of Employee Related Expenses To Programs				
– Capitalised to Infrastructure	243,715	226,716	243,715	226,716
– Operating Programs (Including Maintenance Costs)	587,397	568,670	589,079	672,767
	831,112	795,386	832,794	899,483

Included in the above are employee related expenses of \$195.907 million (2010: \$214.758 million) related to maintenance.

* Superannuation actuarial losses of \$1.682million (2010 \$104.097 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 \$39.787 million (2010: \$140.624 million).

(b) Other operating expenses

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Auditor's Remuneration - Audit of Financial Statements	627	595	627	595
Works Contractors and Consultants	70,074	48,088	70,074	48,088
Fleet Hire and Lease Charges	9,498	12,230	9,498	12,230
Sydney Harbour Tunnel Operating Fees	26,752	25,973	26,752	25,973
ERS Agreement Contingent Expense	4,604	433	4,604	433
M4/M5 Cashback Refund	64,638	94,012	64,638	94,012
Data Processing	25,453	18,920	25,453	18,920
Advertising	23,287	19,314	23,287	19,314
Payments to Councils and External Bodies	23,679	25,480	23,679	25,480
Lease and Property Expenses	48,094	47,689	48,094	47,689
Travel and Legal Expenses	16,276	15,734	16,276	15,734
Office Expenses	32,238	31,345	32,238	31,345
Contract Payments	58,696	34,361	58,696	34,361
Other	47,968	42,687	47,968	42,687
	451,884	416,861	451,884	416,861

Infrastructure maintenance

Major reconstruction of road segments on State Roads are capitalised and as such not charged against maintenance expenditure. The RTA capitalised \$174.822 million of such works during the year (2010: \$202.346 million).

The RTA expensed \$151.391 million in 2011 (2010: \$80.446 million) on natural disaster restoration works from state funds, and \$182.427 million in 2011 (2010: \$184.542 million) on block grants and other maintenance grants to councils for regional and local roads.

Maintenance Expenses in Statement of Comprehensive Income	621,308	572,479	621,308	572,479
Maintenance Related Employee Expenses (refer to Note 3a)	195,907	214,758	195,907	214,758
Total Maintenance Expenses Including Employee Related	817,215	787,237	817,215	787,237
Maintenance Grants to Councils (refer to Note 3d)	308,982	252,228	308,982	252,228
Capitalised Maintenance	174,822	202,346	174,822	202,346
Total Maintenance Program	1,301,019	1,241,811	1,301,019	1,241,811

(c) Depreciation and amortisation

Depreciation of Operational and Property Assets	25,994	24,260	25,994	24,260
Depreciation of Infrastructure Assets	817,216	890,908	817,216	890,908
Amortisation of Intangible Assets	5,946	5,957	5,946	5,957
	849,156	921,125	849,156	921,125

(d) Grants and subsidies

Grants Under Road Safety Program	19,177	16,224	19,177	16,224
Maintenance Grants to Councils (note 3(b))	308,982	252,228	308,982	252,228
Roads and Bridges Transferred to Councils	45,379	474,881	45,379	474,881
	373,538	743,333	373,538	743,333

(e) Finance costs

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Interest Expense From Financial Liabilities Not At Fair Value Through Profit and Loss	39,696	38,181	39,696	38,181
Debt Guarantee	–	3,000	–	3,000
Finance Lease Interest Charges	48,210	50,222	48,210	50,222
Other	1,225	4,089	1,225	4,089
	89,131	95,492	89,131	95,492

4. Gains/(losses) on disposal

(a) Gains/(losses) on disposal

Net Gain on Sale of Property, Plant and Equipment

– Proceeds from Sale	42,813	34,674	42,813	34,674
– Carrying Amount of Assets Sold	(35,926)	(31,550)	(35,926)	(31,550)
Net Gain on Sale of Property Plant and Equipment	6,887	3,124	6,887	3,124

(b) Other gains/(losses)

Allowance for Impairment of Receivables	(311)	(3,349)	(311)	(3,349)
Bad Debts (Written Off) / Recovered	(187)	(3,140)	(187)	(3,140)
Carrying Amount of Assets Written Off	(111,161)	(47,811)	(111,161)	(47,811)
Total Other Gains/(Losses)	(111,659)	(54,300)	(111,659)	(54,300)

The majority of the assets written off during the year were infrastructure assets. In cases where the RTA constructs a new infrastructure asset that substantially replaces an existing asset (rather than performing work to maintain the existing asset), the capitalised value of the original asset is written off and the new asset is included within the additions to infrastructure assets (note 9(c)).

5. Grants From Department Of Transport/ Appropriations from NSW Treasury

Recurrent Grants/Appropriations

Recurrent Appropriations from NSW Treasury	–	1,556,214	–	1,556,214
Recurrent Grants from Department of Transport	1,693,334	–	1,693,334	–
	1,693,334	1,556,214	1,693,334	1,556,214

Capital Grants/Appropriations

Capital Appropriations from NSW Treasury	–	2,215,735	–	2,215,735
Capital Grants from Department of Transport	2,547,457	–	2,547,457	–
	2,547,457	2,215,735	2,547,457	2,215,735

As a result of the Transport Administration Amendment Act 2010, the RTA no longer receives appropriations from NSW Treasury. The RTA is now effectively controlled by the Department of Transport (DoT) and receives capital and recurrent grants directly from Department of Transport.

\$1.422 billion (2010: \$1.071 billion) of the \$2.547 billion capital grants relates to federal funding. The equivalent figure for the recurrent grants is \$120.735 million (2010: \$93.848 million). Federal funding is appropriated to the Department of Transport through NSW Treasury.

6. Individually significant items

(a) Write-down of infrastructure assets

	Consolidated		Parent	
	2011	2010	2011	2010
	\$'000	\$'000	\$'000	\$'000
Infrastructure Assets Written Down	96,348	47,810	96,348	47,810

The following infrastructure assets were written off during 2010/2011.

	Replacement Costs \$'000	Accumulated Depreciation \$'000	WDRC \$'000
Roads	73,379	(17,628)	55,751
Land Under Roads	6,409	–	6,409
Bridges	26,787	(10,025)	16,762
Traffic Signals Network	14	(14)	–
Traffic Control Network	8,863	(1,173)	7,690
WIP	9,736	–	9,736
	125,188	(28,840)	96,348

(b) Staff assigned to the Department of Transport

As part of a restructure of NSW Transport agencies, during the year, the management of certain functions of the RTA's activities have been assigned to the Department of Transport. The costs, including employee related costs, related to these functions continue to be borne by the RTA and are included within the RTA's expenses in the Statement of Comprehensive Income. During the year, the RTA has incurred expenses of \$32.924 million relating to these assigned functions. Funding for the majority of these expenses was included in the RTA budget for the 2010–11 financial year, however the Department of Transport has contributed \$1.903 million relating to certain assigned functions. This amount has been included in other revenue in the Statement of Comprehensive Income.

(c) Assets recognised for the first time – Road over Rail Bridges

	Consolidated		Parent	
	2011	2010	2011	2010
	\$'000	\$'000	\$'000	\$'000
Assets recognised for the first time	193,781	–	193,781	–

The RTA has recognised 141 road over rail bridges with a total value of \$193.781 million as assets for the first time in the current financial year. The risks and benefits of ownership of these assets are shared between the RTA and either RailCorp or the Country Rail Infrastructure Authority (the Rail Authorities). The decision to recognise these bridges as assets of the RTA for the first time was made in conjunction with these entities as well as the Department of Transport as both the RTA and the Rail Authorities receive economic benefits from these bridges. The periodic inspection, maintenance and repair of these bridges is the responsibility of the Rail Authorities who receive government funding for this purpose.

As a result of this change, the RTA has recorded an increase in the bridge asset balance (refer note 9) and a corresponding amount as an equity transfer in the Statement of Changes in Equity to reflect the initial recognition of these assets. The valuation of the bridges has been performed on a similar basis to other bridges controlled by the RTA.

7. Current assets – cash and cash equivalents

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
RTA Operating Account	7,182	13,141	7,182	13,141
Remitting Account, Cash in Transit and Cash on Hand ⁽ⁱ⁾	34,621	32,856	34,621	32,856
TCorp – Hour Glass Cash Facility	247,610	110,158	247,610	110,158
On Call Deposits	6,900	6,609	6,900	6,609
Other	336	262	336	262
	296,649	163,026	296,649	163,026

Cash and cash equivalent assets recognised in the Statement of Financial Position reconcile and agree to the Statement of Cash Flows.

Details regarding credit risk, liquidity risk and market risk, including a maturity analysis of borrowings are disclosed in note 14.

(i) The remitting account balance above does not include cash of \$20.600 million (2010: \$21.003 million) relating to administered revenue held by the RTA as at 30 June (refer to note 22).

8. Current assets/non-current assets – receivables and other financial assets

(a) Current Receivables

Sale of Goods and Services	27,445	27,692	27,445	27,692
Goods and Services Tax – Claimable from the Commonwealth	34,051	34,881	34,051	34,881
Other	548	106	548	106
	62,044	62,679	62,044	62,679
Less: Allowance for Impairment ⁽ⁱⁱ⁾	(3,719)	(3,411)	(3,719)	(3,411)
	58,325	59,268	58,325	59,268
Prepayments	6,848	33,551	6,848	33,551
Unissued Debtors	57,702	47,503	57,702	47,503
Dishonoured Credit Cards	149	189	149	189
	123,024	140,511	123,024	140,511
Accrued Income				
– Interest	265	151	265	151
– Property Sales	16,345	5,112	16,345	5,112
– Other	6,151	1,453	6,151	1,453
Total Current	145,785	147,227	145,785	147,227

(ii) 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.

Details regarding credit risk, liquidity risk and market risk, including maturity analysis of borrowings are disclosed in note 14.

Movement in the Allowance for Impairment

Balance as at beginning of financial year	3,411	3,741	3,411	3,741
Amounts Written Off During the Year	(187)	(3,679)	(187)	(3,679)
Increase in Allowance Recognised in Statement of Comprehensive Income	495	3,349	495	3,349
Balance as at end of financial year	3,719	3,411	3,719	3,411

(b) Non-current other financial assets

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Non-Current Financial Assets (at Amortised Cost)				
Loan to Sydney Harbour Tunnel Company	104,431	97,786	104,431	97,786
Promissory Notes (refer to Note 10(a))	16,988	20,160	16,988	20,160
	121,419	117,946	121,419	117,946

9. Non-current assets – property, plant and equipment

	Land and Buildings \$'000	Plant and Equipment \$'000	Infrastructure Systems \$'000	Total \$'000
Consolidated and Parent				
As at 1 July 2010 – Fair Value				
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	3,024,255	197,560	58,225,145	61,446,960
As at 30 June 2011 – Fair Value				
Gross Carrying Amount	3,275,944	299,348	79,045,327	82,620,619
Accumulated Depreciation	(21,567)	(112,814)	(19,799,603)	(19,933,984)
Net Carrying Amount	3,254,377	186,534	59,245,724	62,686,635

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 2011				
Net Carrying Amount at Start of Year	3,024,255	197,560	58,225,145	61,446,960
Additions	189,580	45,253	2,349,960	2,584,793
Disposals	(34,917)	(15,782)	(96,348)	(147,047)
Transfers to Councils	–	–	(45,379)	(45,379)
Transfers from Councils	–	–	98,305	98,305
Assets Recognised for the First Time	–	–	193,781	193,781
Net Revaluation Increment Less Revaluation Decrements	105,180	–	(284,948)	(179,768)
Depreciation Expense	(11,482)	(14,512)	(817,216)	(843,210)
Transfer (to)/from Assets Held for Sale	4,995	(817)	–	4,178
RCI And Other Adjustments/WIP	11,369	(124)	(412,179)	(400,934)
Transfer Out	(34,603)	(25,044)	(896,539)	(956,186)
Transfers In	–	–	931,142	931,142
Net Carrying Amount at End of Year	3,254,377	186,534	59,245,724	62,686,635
As at 1 July 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	2,996,887	161,478	52,465,863	55,624,228
As at 30 June 2010 – Fair Value				
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	3,024,255	197,560	58,225,145	61,446,960

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:

Consolidated and Parent	Land and Buildings \$'000	Plant and Equipment \$'000	Infrastructure Systems \$'000	Total \$'000
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	3,024,255	197,560	58,225,145	61,446,960

(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	\$'000
Year ended 30 June 2011					
Net Carrying Amount At Start of Year	168,569	123,271	2,688,127	44,288	3,024,255
Additions	–	9,219	179,154	1,207	189,580
Disposals	–	(519)	(34,398)	–	(34,917)
Net Revaluation Increments less Revaluation Decrements	(2,439)	12,700	94,919	–	105,180
Depreciation Expense	–	(3,238)	–	(8,244)	(11,482)
Transfer (to)/from Assets Held for Sale	–	–	4,995	–	4,995
Reclassifications	(5,990)	(6,600)	7,997	4,593	–
Adjustments/WIP	–	(25)	–	11,394	11,369
Transfer to Infrastructure	–	–	(34,603)	–	(34,603)
Net Carrying Amount at End of Year	160,140	134,808	2,906,191	53,238	3,254,377
Year ended 30 June 2010					
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)/from 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)
Net Carrying Amount at End of Year	168,569	123,271	2,688,127	44,288	3,024,255

Land and buildings acquired for future road works comprise untenanted land for road works (average rateable value \$1,990.590 million), surplus properties (market value: \$452.757 million) and rentable properties (market value: \$462.844 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 2011 less, where applicable, any subsequent accumulated depreciation.	\$915,601
Untenanted land for Roads – revalued annually not subject to progressive revaluation.	\$1,990,590
Total Land and Buildings Acquired for Future Roadworks at 30 June 2011.	\$2,906,191

(b) Plant and equipment – consolidated and parent

	Plant Equipment and Motor Vehicles \$'000	Computer Hardware \$'000	Electronic Office Equipment \$'000	Total \$'000
Year ended 30 June 2011				
Net Carrying Amount at Start of Year	119,116	76,297	2,147	197,560
Additions	11,826	32,747	680	45,253
Disposals	(15,522)	(132)	(126)	(15,780)
Depreciation Expense	(11,292)	(3,168)	(52)	(14,512)
Transfer (to)/from Assets Held for Sale	(817)	–	–	(817)
Other Adjustments	(2)	(124)	–	(126)
Transfers Out	(13,143)	(11,901)	–	(25,044)
Net Carrying Amount at End of Year	90,166	93,719	2,649	186,534
Year ended 30 June 2010				
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 (to)/from Assets Held for Sale	1,033	–	–	1,033
Reclassifications	2,349	–	–	2,349
Transfers Out	–	(3,099)	(100)	(3,199)
Net Carrying Amount at End of Year	119,116	76,297	2,147	197,560

(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
Year ended 30 June 2011								
Carrying Amount at Start of Year	39,610,013	4,556,732	10,081,376	708,668	335,942	76,872	2,855,542	58,225,145
Additions	202,242	–	151,632	–	9,233	56,442	1,930,411	2,349,960
Disposals	(55,751)	(6,409)	(16,762)	–	–	(7,690)	(9,736)	(96,348)
Transfers to Councils	(35,319)	(4,589)	(5,471)	–	–	–	–	(45,379)
Transfers from Councils	93,329	4,046	930	–	–	–	–	98,305
Assets recognised for the first time*	–	–	193,781	–	–	–	–	193,781
Net Revaluation Increments less Revaluation Decrements	–	(360,860)	–	75,912	–	–	–	(284,948)
Depreciation Expense	(630,285)	–	(131,074)	(18,824)	(27,177)	(9,856)	–	(817,216)
Transfers In	512,380	34,603	384,159	–	–	–	–	931,142
Transfers Out	–	–	–	–	–	–	(896,539)	(896,539)
RCI and Other Adjustments/WIP	(238,912)	–	(165,639)	–	(10,434)	2,806	–	(412,179)
Net carrying amount at end of year	39,457,697	4,223,523	10,492,932	765,756	307,564	118,574	3,879,678	59,245,724
Year ended 30 June 2010								
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)
RCI and Other Adjustments/WIP	3,387,502	–	609,363	–	27,967	2,610	–	4,027,442
Net carrying amount at end of year	39,610,013	4,556,732	10,081,376	708,668	335,942	76,872	2,855,542	58,225,145

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 17 for further details). At 30 June 2011 the net carrying amount of this leased infrastructure assets was \$765.756 million (2010: \$708.668 million).

* Road over rail bridges not maintained by the RTA

There are a number of road over rail bridges in NSW where the RTA controls roads that pass over railway corridors. Due to safety and other requirements related to the railway lines under these bridges, the periodic inspection, maintenance and repair of most of these bridges is the responsibility of either RailCorp or the Country Rail Infrastructure Authority. In such cases, these entities will receive funding from the NSW Government to carry out maintenance activities.

At 30 June 2011 the RTA has recognised 141 such bridges which have been included in the bridge asset balance above. The total value of these bridges is \$193.781 million. The expected depreciated replacement cost and estimated useful life of these bridges has been determined assuming that the Rail Authorities will carry out regular maintenance activities in order to ensure that their full service potential is realised. Refer to note 6(c) for further details of the initial recognition of these assets.

10. Non-current assets – intangible assets and other

(a) Private Sector Provided Infrastructure

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
M2 Motorway				
Carrying Amount at Start of Year	41,485	38,122	41,485	38,122
Valuation Increment/(Decrement)	–	(1,426)	–	(1,426)
Annual Increment – Emerging Right to Receive	13,267	4,789	13,267	4,789
Carrying Amount at End of Year	54,752	41,485	54,752	41,485
M4 Motorway/Service Centre*				
Carrying Amount at Start of Year	3,022	207,046	3,022	207,046
Reclassification of M4 infrastructure assets*	–	(223,502)	–	(223,502)
Valuation Increment/(Decrement)	–	(368)	–	(368)
Annual Increment – Emerging Right to Receive	956	19,846	956	19,846
Carrying Amount at End of Year	3,978	3,022	3,978	3,022
M5 Motorway				
Carrying Amount at Start of Year	149,570	107,591	149,570	107,591
Valuation Increment/(Decrement)	–	24,860	–	24,860
Annual Increment – Emerging Right to Receive	15,519	17,119	15,519	17,119
Carrying Amount at End of Year	165,089	149,570	165,089	149,570
Eastern Distributor				
Carrying Amount at Start of Year	45,184	27,882	45,184	27,882
Valuation Increment/(Decrement)	–	11,771	–	11,771
Annual Increment – Emerging Right to Receive	14,221	5,531	14,221	5,531
Carrying Amount at End of Year	59,405	45,184	59,405	45,184
Cross City Tunnel (CCT)				
Carrying Amount at Start of Year	73,093	35,279	73,093	35,279
Valuation Increment/(Decrement)	–	21,595	–	21,595
Annual Increment – Emerging Right to Receive	21,224	16,219	21,224	16,219
Carrying Amount at End of Year	94,317	73,093	94,317	73,093
Western Sydney Orbital (M7)				
Carrying Amount at Start of Year	144,432	84,975	144,432	84,975
Valuation Increment/(Decrement)	–	27,334	–	27,334
Annual Increment – Emerging Right to Receive	43,015	32,123	43,015	32,123
Carrying Amount at End of Year	187,447	144,432	187,447	144,432
Lane Cove Tunnel				
Carrying Amount at Start of Year	70,430	38,210	70,430	38,210
Valuation Increment/(Decrement)	–	7,356	–	7,356
Annual Increment – Emerging Right to Receive	29,824	24,864	29,824	24,864
Carrying Amount at End of Year	100,254	70,430	100,254	70,430
Total Carrying Amount at End of Year	665,242	527,216	665,242	527,216
Totals				
Carrying Amount at Start of Year	527,216	539,105	527,216	539,105
Reclassification of M4 infrastructure assets	–	(223,502)	–	(223,502)
Valuation Increment/(Decrement)	–	91,122	–	91,122
Annual Increment – Emerging Right to Receive	138,026	120,491	138,026	120,491
Carrying Amount at End of Year	665,242	527,216	665,242	527,216

* 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

The RTA entered into a contract with the concession holder to design, construct, operate and maintain the M2 Motorway. 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.

To facilitate these works, 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, 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. 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.

Payments for the rents for the leases for the year ended 30 June 2011 has been made by 2 promissory notes in the value of \$8.225 million (2010: \$7.960 million) and \$2.056 million (2010: \$1.990 million) respectively. The RTA, as at 30 June 2011, has received promissory notes for rent on the above leases totalling \$126.465 million (2010: \$116.184 million). The net present value of these promissory notes as at 30 June 2011 is \$8.615 million (2010: \$7.768 million).

The RTA has, from the date of completion of the M2 Motorway, valued the asset by reference to the RTA's emerging share of the estimated 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(f)(vi)). 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.

The NSW Government announced the Hills M2 Upgrade on Tuesday, 26 October 2010. Construction of the upgrade commenced in December 2010. The upgrade will take approximately 2 years to complete and the existing M2 concession period will be extended for 4 years after the final completion of the project. The estimated initial construction cost is \$550 million. The RTA will not recognise an emerging asset for the upgrade until the upgrade is complete.

M4 Service Centre

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 RTA 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(f)(vi)).

M5 Motorway

The RTA entered into a contract with the concession holder to design, construct, operate and maintain the M5 Motorway. The initial concession period for the M5 Motorway was for the period 14 August 1992 to 14 August 2022. 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(f)(vi)).

In consideration for the concession holder undertaking construction of an additional interchange at Moorebank (M5 Improvements), the initial concession period has been subsequently 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 \$210 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 2011, the promissory notes have a net present value of \$8.372 million (2010: \$12.392 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 RTA.

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(f)(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 February 2037, after which the motorway will be transferred back to the RTA.

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(f)(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 RTA.

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(f)(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	
	2011	2010
	\$'000	\$'000
As at 1 July		
Cost	104,739	103,958
Accumulated Amortisation and Impairment	(77,953)	(73,170)
Net Carrying Amount	26,786	30,788
As at 30 June		
Cost	129,205	104,739
Accumulated Amortisation and Impairment	(83,329)	(77,953)
Net Carrying Amount	45,876	26,786
Net Carrying Amount at Start of Year	26,786	30,788
Additions	–	–
Disposals	(8)	(1,144)
Amortisation Expense	(5,946)	(5,957)
Transfer In from PPE	25,044	3,099
Net Carrying Amount at End of Year	45,876	26,786

11. Non-current assets held for sale

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Assets Held for Sale				
Balance 1 July				
Land and Buildings	48,135	39,349	48,135	39,349
Plant and Equipment	512	1,544	512	1,544
	48,647	40,893	48,647	40,893
Balance 30 June				
Land and Buildings	43,140	48,135	43,140	48,135
Plant and Equipment	1,329	512	1,329	512
	44,469	48,647	44,469	48,647

Land and buildings held for sale include properties that have been identified as no longer required to fulfil long-term plans for road development and also administration properties surplus to RTA needs. Plant and equipment held for sale mainly consists of heavy equipment. The RTA has a sales program for these assets once they have been identified as surplus which includes actively marketing the assets throughout the financial year. The assets classified as held for sale above are available for sale as at the end of the financial year and RTA management expect that they will be sold within 12 months. No impairment loss was recognised on reclassification of the land as held for sale as at the reporting date.

12. Current liabilities – payables

Trade Creditors ⁽ⁱ⁾	147,121	175,654	147,121	175,654
Creditors Arising from Compulsory Acquisitions	23,191	21,766	23,191	21,767
Personnel Services	–	–	923,189	907,608
Accrued Expenses				
– Salaries, Wages and On-Costs	9,066	6,600	–	–
– Works Contract Expenditure	287,058	224,829	287,058	224,829
– Work Carried Out by Councils	109,102	67,883	109,102	67,883
– Interest	10,481	9,038	10,481	9,038
– Other (including non works contracts)	144,347	134,281	144,347	134,281
Other	10	12	10	12
	730,376	640,063	1,644,499	1,541,072

(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 14.

13. Current/non-current liabilities – borrowings

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
At Amortised Cost				
Current				
TCorp Borrowings	98,701	162,473	98,701	162,473
Treasury Advances Repayable	1,898	1,793	1,898	1,793
Finance Leases (Note 17)	35,126	29,852	35,126	29,852
Other	396	–	396	–
	136,121	194,118	136,121	194,118
Non-Current				
TCorp Borrowings	469,437	491,103	469,437	491,103
Treasury Advances Repayable	8,348	10,246	8,348	10,246
Finance Leases (Note 17)	588,412	623,538	588,412	623,538
Other	832	1,584	832	1,584
	1,067,029	1,126,471	1,067,029	1,126,471

Details regarding credit risk, liquidity risk and market risk, including a maturity analysis of the above borrowings are disclosed in Note 14.

14. 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
			2011 \$'000	2010 \$'000
Class:				
Cash and Cash Equivalents	7	N/A	296,649	163,026
Receivables ⁽ⁱ⁾	8	Loans and receivables (at amortised cost)	104,885	78,795
Other Financial Assets	8	Loans and receivables (at amortised cost)	121,419	117,946
Financial Liabilities				
Class:				
Payables ⁽ⁱⁱ⁾	12/16	Financial liabilities measured at amortised cost	845,807	766,850
Borrowings	13	Financial liabilities measured at amortised cost	1,203,150	1,320,589

(i) Excludes statutory receivables and prepayments (i.e. not within scope of AASB 7).

(ii) 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 material 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 end of the financial year. The analysis is performed on the same basis for 2010 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 \$568.138 million (2010: \$653.576 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 impact on the RTA's Surplus/Deficit and Equity is set out in the table below assuming a 1% change in variable interest rates.

	Carrying amount at 30 June \$'000	1% decrease in interest rate		1% increase in interest rate	
		Surplus/Deficit \$'000	Equity \$'000	Surplus/Deficit \$'000	Equity \$'000
2011					
Financial Assets					
Cash and Cash Equivalents	296,649	(2,629)	(2,629)	2,629	2,629
Financial Liabilities					
Borrowings	1,203,150	162	162	(162)	(162)
2010					
Financial Assets					
Cash and Cash Equivalents	163,026	(1,366)	(1,366)	1,366	1,366
Financial Liabilities					
Borrowings	1,320,589	207	207	(207)	(207)

(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	2011 \$'000	2010 \$'000
Cash facility	Cash, Money Market Instruments	up to 1.5 years	247,610	110,158

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	Impact on profit/loss	
		2011 \$'000	2010 \$'000
Hour-Glass Investment – Cash Facility	+/- 1%	2,470	1,093

(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. The RTA does not hold any collateral and has not granted any financial guarantees.

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 NSWTCorp are guaranteed by the State.

	Banks		Governments		Other		Total	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Financial Assets								
Cash	49,039	52,868	247,610	110,158	–	–	296,649	163,026
Receivables	–	–	–	–	104,885	78,795	104,885	78,795
Other	–	–	–	–	121,419	117,946	121,419	117,946
Total Financial Assets	49,039	52,868	247,610	110,158	226,304	196,741	522,953	359,767

(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 Treasury Corporation (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. Collectability 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 (2011: \$17.570 million; 2010: \$16.774 million) are not considered impaired and these represent 64% of the total trade debtors. There are no debtors which are currently not past due or impaired whose terms have been renegotiated.

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 8(a))

		\$'000	
	Total ^{(i) (ii)}	Past due but not impaired ^{(i) (ii)}	Considered impaired ^{(i) (ii)}
2011			
< 3 months overdue	6,992	6,610	382
3 months – 6 months overdue	1,536	767	769
> 6 months overdue	3,772	1,204	2,568
2010			
< 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

(i) Each column in the table reports "gross receivables".

(ii) 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 4.566% (2010: 3.574%), while over the year the weighted average interest rate was 3.673% (2010: 2.650%) on a weighted average balance during the year of \$9.774 million (2010: \$10.385 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	2011 Total \$'000
Financial Assets at Fair Value				
TCorp Hour-Glass Investment Facility	–	247,610	–	247,610
	–	247,610	–	247,610

	Level 1 \$'000	Level 2 \$'000	Level 3 \$'000	2010 Total \$'000
Financial Assets at Fair Value				
TCorp Hour-Glass Investment Facility	–	110,158	–	110,158
	–	110,158	–	110,158

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 2011.

(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. See note 1(b) for information on going concern.

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 2011 for cash management purposes (2010: \$100 million). This year the facility was used occasionally to fund shortfalls incurring a total interest charge of \$0.011 million (2010: \$0.026 million).

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'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	–	–	–	–
Unused at Statement of Financial Position Date	100,000	100,000	100,000	100,000

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		
	Interest Rate Exposure					Maturity Dates		
	Weighted Average Effective Int. Rate	Nominal Amount ⁽ⁱ⁾	Fixed Interest Rate	Variable Interest Rate	Non- interest bearing	< 1 yr	1-5 yrs	> 5 yrs
2011								
Payables:								
Accrued Salaries, Wages and On-Costs	–	9,066	–	–	9,066	9,066	–	–
Trade Payables	–	147,121	–	–	147,121	147,121	–	–
Other Current Payables	–	23,191	–	–	23,191	23,191	–	–
Accrued Expenses	–	550,998	–	–	550,998	550,998	–	–
Sydney Harbour Tunnel Tax Liability	–	24,894	–	–	24,894	1,876	5,159	17,859
Holding Accounts	–	90,748	–	–	90,748	90,748	–	–
Borrowings:								
Advances Repayable	5.84%	10,246	10,246	–	–	1,898	8,348	–
Tcorp Borrowings	5.71%	670,119	653,924	16,195	–	132,764	537,354	–
Sydney Harbour Tunnel Finance Lease Liability	7.70%	929,661	929,661	–	–	80,952	333,885	514,824
Other Loans and Deposits	6.40%	1,228	1,228	–	–	396	832	–
2010								
Payables:								
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	–	80,200	–	–	80,200	80,200	–	–
Borrowings:								
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

(i) The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities and therefore will not reconcile to the balance sheet.

15. Current/non-current liabilities – provisions

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Employee Benefits and Related On-Costs				
Current				
Annual Leave ⁽ⁱ⁾	70,635	58,064	–	–
Long Service Leave and related on-costs ⁽ⁱⁱ⁾	209,273	219,595	–	–
	279,908	277,659	–	–
Non-Current				
Superannuation	618,647	611,150	–	–
Long Service Leave ⁽ⁱⁱ⁾	13,358	9,025	–	–
	632,005	620,175	–	–
Total Provisions	911,913	897,834	–	–
Aggregate Employee Benefits and related on-costs				
Provisions – Current	279,908	277,659	–	–
Provisions – Non-current	632,005	620,175	–	–
Accrued Salaries, Wages and On-Costs (Note 12)	9,066	6,600	–	–
	920,979	904,434	–	–

(i) The value of annual leave, including on-costs, expected to be taken within twelve months is \$47.519 million (2010: \$37.928 million) and \$23.116 million (2010: \$20.136 million) after twelve months.

(ii) The value of long service leave expected to be taken within twelve months is \$21.553 million (2010: \$25.886 million) and \$201.078 million (2010: \$202.734 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 in other comprehensive income 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 2011 \$'000	SANCS Financial Year to 30 June 2011 \$'000	SSS Financial Year to 30 June 2011 \$'000	Total \$'000
Accrued Liability	551,011	84,534	1,021,550	1,657,095
Estimated Reserve Account Balance	(433,578)	(65,233)	(539,637)	(1,038,448)
	117,433	19,301	481,913	618,647
Future Service Liability	(50,075)	(23,446)	(29,281)	(102,802)
Net (Asset)/Liability Recognised in Statement of Financial Position	117,433	19,301	481,913	618,647

	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)
Net (Asset)/Liability Recognised in Statement of Financial Position	114,629	21,038	475,483	611,150

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 2011 \$'000	SANCS Financial Year to 30 June 2011 \$'000	SSS Financial Year to 30 June 2011 \$'000	Total \$'000
Present Value of Partly Funded Defined Benefit Obligation at The Beginning of The Year	544,593	84,394	1,007,871	1,636,858
Current Service Cost	11,051	3,733	5,081	19,865
Interest Cost	26,938	4,121	51,155	82,214
Contributions by Fund Participants	6,847	–	6,399	13,246
Actuarial (Gains)/Losses	6,134	(967)	(6,067)	(900)
Benefits Paid	(44,552)	(6,747)	(42,889)	(94,188)
Present Value of Partly Funded Defined Benefit Obligation at the End of the Year	551,011	84,534	1,021,550	1,657,095

	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)
Present Value of Partly Funded Defined Benefit Obligation at the End of the Year	544,593	84,394	1,007,871	1,636,858

Reconciliation of the fair value of fund assets

	SASS Financial Year to 30 June 2011 \$'000	SANCS Financial Year to 30 June 2011 \$'000	SSS Financial Year to 30 June 2011 \$'000	Total \$'000
Fair Value of Fund Assets at the Beginning of The Year	429,964	63,356	532,388	1,025,708
Expected Return on Fund Assets	35,264	5,185	44,243	84,692
Actuarial Gains/(Losses)	(1,633)	(43)	(907)	(2,583)
Employer Contributions	7,688	3,482	403	11,573
Contributions by Fund Participants	6,847	–	6,399	13,246
Benefits Paid	(44,552)	(6,747)	(42,889)	(94,188)
Fair Value of Fund Assets at the End of the Year	433,578	65,233	539,637	1,038,448

	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)
Fair Value of Fund Assets at the End of the Year	429,964	63,356	532,388	1,025,708

Reconciliation of the assets and liability recognised in the statement of financial position

	SASS Financial Year to 30 June 2011 \$'000	SANCS Financial Year to 30 June 2011 \$'000	SSS Financial Year to 30 June 2011 \$'000	Total \$'000
Present Value of Partly Funded Defined Benefits at End of the Year	551,011	84,534	1,021,550	1,657,095
Fair Value of Fund Assets at End of the Year	(433,578)	(65,233)	(539,637)	(1,038,448)
Net (Asset) / Liability Recognised In Statement of Financial Position At The End Of the Year	117,433	19,301	481,913	618,647

	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)
Net (Asset) / Liability Recognised In Statement of Financial Position At The End Of The Year	114,629	21,038	475,483	611,150

Expense recognised

	SASS Financial Year to 30 June 2011 \$'000	SANCS Financial Year to 30 June 2011 \$'000	SSS Financial Year to 30 June 2011 \$'000	Total \$'000
Current Service Cost	11,051	3,733	5,081	19,865
Interest on Obligation	26,938	4,121	51,155	82,214
Expected Return on Fund Assets (Net of Expenses)	(35,264)	(5,185)	(44,243)	(84,692)
Expense/(Income) Recognised	2,725	2,669	11,993	17,387

	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)
Expense/(Income) Recognised	3,803	2,607	13,287	19,697

Amount recognised in other comprehensive income

	SASS Financial Year to 30 June 2011 \$'000	SANCS Financial Year to 30 June 2011 \$'000	SSS Financial Year to 30 June 2011 \$'000	Total \$'000
Actuarial (Gains)/Losses	7,766	(924)	(5,160)	1,682

	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

Cumulative amount recognised in other comprehensive income

	SASS Financial Year to 30 June 2011 \$'000	SANCS Financial Year to 30 June 2011 \$'000	SSS Financial Year to 30 June 2011 \$'000	Total \$'000
Actuarial (Gains)/Losses	129,249	17,122	234,612	380,983

	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 2011 \$'000	SANCS Financial Year to 30 June 2011 \$'000	SSS Financial Year to 30 June 2011 \$'000	Total \$'000
Actual Return on Fund Assets	35,572	5,142	44,043	84,757

	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

Fund assets

The percentage invested in each asset class at the balance date:

	30 June 2011	30 June 2010
Australian Equities	33.40%	31.00%
Overseas Equities	29.50%	26.80%
Australian Fixed Interest Securities	5.70%	6.10%
Overseas Fixed Interest Securities	3.10%	4.30%
Property	9.90%	9.50%
Cash	5.10%	9.60%
Other	13.30%	12.70%

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 2011	30 June 2010
Salary Increase Rate (Excluding Promotional Increases)	3.50%	3.50%
Rate of CPI Increase	2.50%	2.50%
Expected Rate of Return on Assets	8.60%	8.60%
Discount Rate	5.28%	5.17%

Historical information

	SASS Financial Year to 30 June 2011 \$'000	SANCS Financial Year to 30 June 2011 \$'000	SSS Financial Year to 30 June 2011 \$'000	Total \$'000
Present Value of Defined Benefit Obligation	551,011	84,534	1,021,550	1,657,095
Fair Value of Fund Assets	(433,578)	(65,233)	(539,637)	(1,038,448)
(Surplus)/Deficit in Fund	117,433	19,301	481,913	618,647
Experience Adjustments – Fund Liabilities	6,134	(967)	(6,067)	(900)
Experience Adjustments – Fund Assets	1,633	43	907	2,583

	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)

Expected Contributions

	SASS Financial Year to 30 June 2011 \$'000	SANCS Financial Year to 30 June 2011 \$'000	SSS Financial Year to 30 June 2011 \$'000	Total \$'000
Expected Employer Contributions to be paid in the next reporting period	7,258	3,228	960	11,446

	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

Funding arrangements for employer contributions

The following is a summary of the 30 June 2011 financial position of the Fund calculated in accordance with AASB 25 – *Financial Reporting by Superannuation Plans*.

	SASS Financial Year to 30 June 2011 \$'000	SANCS Financial Year to 30 June 2011 \$'000	SSS Financial Year to 30 June 2011 \$'000	Total \$'000
Accrued Benefits	495,777	77,719	734,327	1,307,823
Net Market Value of Fund Assets	(433,578)	(65,233)	(539,637)	(1,038,448)
Net (Surplus)/Deficit	62,199	12,486	194,690	269,375

	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

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

Contributions are set after discussion between the employer, STC and NSW Treasury.

Economic assumptions

The economic assumptions adopted for the current actuarial review of the Fund were:

Weighted-Average Assumptions	2011	2010
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 all employees 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 March 2011. Long Service leave is 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	5.45%
Superannuation	11.00%
Superannuation Accruing While on LSL	4.40%

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, financial years 2008-2011 (9 months for 2011) 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 3.5% 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 RTA and NSW public sector 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.

16. Current/non-current liabilities – other

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Current				
Statutory Creditors	17,788	20,213	17,788	20,213
Unearned Rent on M5 Motorways	680	731	680	731
Sydney Harbour Tunnel Tax Liabilities	1,876	1,834	1,876	1,834
Income Received in Advance	13,986	12,263	13,986	12,263
Holding Accounts	90,748	80,200	88,538	77,026
Lease Incentive	497	497	497	497
Deferred Revenue – Reimbursement on Private Sector Provided Infrastructure	12,179	11,575	12,179	11,575
Other	748	–	748	–
	138,502	127,313	136,292	124,139
Non-Current				
Unearned Rent on M5 Motorways	7,578	8,208	7,578	8,208
Sydney Harbour Tunnel Tax Liabilities	23,018	23,749	23,018	23,749
Income Received in Advance	13,251	–	13,251	–
Lease Incentive	2,031	2,528	2,031	2,528
Deferred Revenue – Reimbursement on Private Sector Provided Infrastructure	295,934	308,718	295,934	308,718
Other	12,646	2,000	12,646	2,000
	354,458	345,203	354,458	345,203
Current				
Sydney Harbour Tunnel Past Tax Liability	1,538	1,496	1,538	1,496
Sydney Harbour Tunnel Future Tax Liability	338	338	338	338
	1,876	1,834	1,876	1,834
Non-Current				
Sydney Harbour Tunnel Past Tax Liability	12,880	13,629	12,880	13,629
Sydney Harbour Tunnel Future Tax Liability	10,138	10,120	10,138	10,120
	23,018	23,749	23,018	23,749

Unearned Rent and Deferred Revenue on Motorways

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	46,615	45,120	46,615	45,120
Rent Earned in Current Year	–	1,495	–	1,495
Unearned Rent as at 30 June	–	–	–	–
	46,615	46,615	46,615	46,615

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 to 22 August 2023.

The treatment is summarised as follows:

	Consolidated		Parent	
	2011	2010	2011	2010
	\$'000	\$'000	\$'000	\$'000
Rent Earned in Prior Years	13,062	12,331	13,062	12,331
Rent Earned in Current Year	680	731	680	731
Unearned Rent as at 30 June	8,258	8,938	8,258	8,938
	22,000	22,000	22,000	22,000

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	49,622	38,047	49,622	38,047
Amortisation of Deferred Revenue in Current Year	12,179	11,575	12,179	11,575
Unearned Reimbursement as at 30 June	308,114	320,293	308,114	320,293
	369,915	369,915	369,915	369,915

17. 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	1,814,063	1,002,981	1,814,063	1,002,981
Later Than 1 Year and Not Later Than 5 Years	1,602,294	1,594,290	1,602,294	1,594,290
Later Than 5 Years	266	280	266	280
Total (Including GST)	3,416,623	2,597,551	3,416,623	2,597,551

(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	623,634	505,967	623,634	505,967
Later Than 1 Year and Not Later Than 5 Years	190,772	118,964	190,772	118,964
Later Than 5 Years	100,971	341,105	100,971	341,105
Total (Including GST)	915,377	966,036	915,377	966,036

(c) Operating lease commitments

Operating lease commitments relate to property, 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	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Not Later Than 1 Year	71,391	69,164	71,391	69,164
Later Than 1 Year and Not Later Than 5 Years	138,164	147,799	138,164	147,799
Later Than 5 Years	50,619	67,826	50,619	67,826
Total (Including GST)	260,174	284,789	260,174	284,789

The Property Operating Lease commitments are as follows:

Payable No Later Than 1 Year	41,423	40,641	41,423	40,641
Payable Later Than 1 Year and Not Later Than 5 Years	106,317	114,526	106,317	114,526
Payable Later Than 5 Years	50,619	67,826	50,619	67,826
Total (Including GST)	198,359	222,993	198,359	222,993

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 Light Motor Vehicle Operating Lease commitments are as follows:

Not later than 1 year	22,556	22,143	22,556	22,143
Later than 1 year and not later than 5 years	22,527	23,367	22,527	23,367
Total (including GST)	45,083	45,510	45,083	45,510

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	7,412	6,380	7,412	6,380
Later than 1 year and not later than 5 years	9,320	9,906	9,320	9,906
Total (including GST)	16,732	16,286	16,732	16,286

The heavy motor vehicle lease is held and financed with Orix and Esanda.

The total commitments detailed above include GST input tax credits of \$417.447 million (2010: \$329.58 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	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Not Later Than 1 Year	80,952	78,062	80,952	78,062
Later Than 1 Year And Not Later Than 5 Years	333,885	414,836	333,885	414,836
Later Than 5 Years	514,824	514,825	514,824	514,825
Minimum Lease Payments	929,661	1,007,723	929,661	1,007,723
Less: Future Finance Charges	(306,123)	(354,333)	(306,123)	(354,333)
Present Value of Minimum Lease Payments	623,538	653,390	623,538	653,390

The present value of finance lease commitments is as follows:

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Not Later Than 1 Year	35,126	29,852	239,772	379,301
Later Than 1 Year And Not Later Than 5 Years	182,482	217,608	182,482	217,608
Later Than 5 Years	405,930	405,930	405,930	405,930
	623,538	653,390	623,538	653,390
Classified as:				
Current (Note 13)	35,126	29,852	35,126	29,852
Non-Current (Note 13)	588,412	623,538	588,412	623,538
	623,538	653,390	623,538	653,390

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 \$4.604 million for the period ending 30 June 2011 (2010: \$0.433 million).

18. Events after the reporting period

Transport NSW

On 15 July 2011, the Minister for Transport and the Minister for Roads and Ports announced their intention to restructure the delivery of Transport services in New South Wales. This proposed restructure includes the establishment of a new Integrated Transport Authority ('Transport for NSW') which will have responsibility for the overall delivery of transport services to customers in NSW. As part of these changes, the majority of the current functions carried out by the RTA, as well as functions carried out by NSW Maritime, will be transferred to a new body, Roads and Maritime Services, which is to be established. Certain functions of the RTA will also be transferred to Transport for NSW. It is expected that the RTA will be wound up.

At the time of signing the financial statements, legislation to affect these changes had passed through both houses of the NSW Parliament and received assent but the date of proclamation has not been determined. In addition, a number of the details of the restructure are yet to be finalised. As such, it is not possible to determine the financial impact of the above changes on the RTA or the likely timing of the changes. As such, these financial statements have been prepared on a going concern basis. As part of the restructure, all existing liabilities and obligations of the RTA will be settled or transferred to another Transport entity. Refer to note 1(b) for the RTA's assessment of the going concern assumption as it relates to the preparation of these financial statements.

19. 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 \$28.590 million (2010: \$25.000 million). Compulsory property acquisition matters under litigation have an estimated contingent liability of \$79.969 million (2010: \$52.946 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. The RTA has no reason to believe that these guarantee clauses will be exercised in the foreseeable future.

20. 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. The RTA has undertaken an assessment of the impact of this legislation on its financial position. This assessment indicates that as at 30 June 2011, there were no Native Title claims which had been initiated against the RTA (2010: nil).

21. Administered Income and Expenses

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Administered Income				
Consolidated Fund				
- Taxes, Fees and Fines	479,218	495,279	479,218	495,279
- Stamp Duty	587,977	586,300	587,977	586,300
- Motor Vehicle Weight Tax and Fines	1,477,927	1,316,612	1,477,927	1,316,612
- Other	39,687	33,237	39,687	33,237
Total Administered Income	2,584,809	2,431,428	2,584,809	2,431,428
Total Administered Expenses	-	-	-	-
Administered Income less Expenses	2,584,809	2,431,428	2,584,809	2,431,428

22. Administered Assets and Liabilities

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Administered Assets				
Remitting account, cash in transit and cash on hand	20,600	21,003	20,600	21,003
Total Administered Assets	20,600	21,003	20,600	21,003
Administered Liabilities				
Holding accounts (current/non-current liabilities other)	20,600	-	20,600	-
Other	294,873	252,572	294,873	252,572
Total Administered Liabilities	315,473	252,572	315,473	252,572

The amount of multiple licence fees issued in the current year is approximately \$160.331 million (2010: \$146.000 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(e) for further details.

The holding accounts and remitting account balances above represent fees collected by RTA motor registries that have not been remitted to the third party they are being administered for (generally NSW Treasury).

23. Reconciliation of cash flows from operating activities to surplus for the year from continuing operations

Reconciliation of cash flows from operating activities to the Statement of Comprehensive Income.

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Net Cash from operating activities	2,702,489	2,273,546	2,702,489	2,273,546
Adjustments For Revenues & Expenses Not Involving Cash:				
Net Gain on Disposal of Plant and Equipment	6,887	3,124	6,887	3,124
Right to Receive on PSPi	138,026	120,491	138,026	120,491
Roads and Bridges Transferred from Councils	98,305	313,422	98,305	313,422
Roads and Bridges Transferred to Councils	(45,379)	(474,880)	(45,379)	(474,880)
Assets Written Down (note 4(b))	(111,161)	(47,811)	(111,161)	(47,811)
Depreciation/Amortisation	(849,155)	(921,125)	(849,155)	(921,125)
Non Cash Personnel Services	–	–	(1,682)	(104,097)
Other	–	6,222	–	6,222
	(762,477)	(1,000,557)	(764,159)	(1,104,654)
Adjustments for Cash Movement in Operating Assets and Liabilities				
Increase/(Decrease) in Receivables	(12,676)	40,033	(12,676)	40,033
Increase/(Decrease) in Inventories	1,620	162	1,620	162
(Increase)/Decrease in Creditors	5,511	388	5,511	388
(Increase)/Decrease in Provisions*	(12,398)	(3,089)	(12,398)	(3,089)
	(17,943)	37,494	(17,943)	37,494
Surplus for the year from continuing operations	1,922,069	1,310,483	1,920,387	1,206,386

* Excludes non-cash adjustments of \$1.682 million (2010: \$104,097 million) relating to superannuation actuarial losses against employee provisions.

24. Non cash financing and investing activities

Non-Cash/Revenue/Expenses

Transfers from Councils	98,305	313,422	98,305	313,422
Transfers to Councils	(45,379)	(474,880)	(45,379)	(474,880)
Assets Recognised for the First Time	193,781	–	193,781	–
Assets Written Down	(111,161)	(47,811)	(111,161)	(47,811)
Asset Revaluation Increment/Decrement	(591,677)	4,534,061	(591,677)	4,534,061
Right to Receive on PSPi	138,026	120,491	138,026	120,491

For further details on the assets recognised for the first time, see note 6(c).

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 2011, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information.

Opinion

In my opinion, the financial statements:

- give a true and fair view of the financial position of the Division as at 30 June 2011, and of its financial performance for the year then ended in accordance with Australian Accounting Standards
- 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 and the PF&A Act and for such internal control as the Chief Executive determines is necessary to enable the preparation of the financial statements that are free from material misstatement, whether due to fraud or error.

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. Those standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about 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 entity'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 entity'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 that 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 control
- about the security and controls over the electronic publication of the audited financial statements on any website where they may be presented
- about any other information which may have been hyperlinked to/from the financial statements.

Independence

In conducting my audit, I have complied with the independence requirements of the Australian Auditing Standards and other relevant ethical pronouncements. 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

5 October 2011
SYDNEY

Statement by the Chief Executive and the Director, Finance and Corporate Services

ROADS AND TRAFFIC AUTHORITY DIVISION

YEAR ENDED 30 JUNE 2011

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 and notes thereto exhibit a true and fair view of the Division's financial position as at 30 June 2011 and financial performance for the year then ended
2. The statements have been prepared in accordance with the provisions of applicable Accounting Standards (which include Australian Accounting Interpretations), 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
22 September 2011


Paul Hesford
Director, Finance and Corporate Services
22 September 2011

Statement of comprehensive income for the year ended 30 June 2011

	2011 \$000	2010 \$000
Revenue		
Personnel Services	751,657	805,781
Total Revenue	751,657	805,781
Expenses		
Salaries and Wages (including recreation leave)	628,431	580,321
Long Service Leave	21,500	26,294
Superannuation – defined benefit plan	17,387	22,123
Superannuation – defined contribution plan	35,221	28,457
Workers Compensation Insurance	10,349	6,515
Payroll Tax and Fringe Benefits Tax	35,731	36,306
Redundancy	1,356	1,668
Total expenses	749,975	701,684
Surplus/(Deficit) for the year	1,682	104,097
Other Comprehensive Income for the year		
Superannuation actuarial gains/(losses)	(1,682)	(104,097)
Total Comprehensive Income for the year	–	–

The accompanying notes form part of these financial statements

Statement of financial position as at 30 June 2011

	Notes		
Assets			
Current Assets			
Receivables	2(a)	1,015,508	998,371
Total Current Assets		1,015,508	998,371
Non-Current Assets			
Receivables	2(b)	–	–
Total Non-Current Assets		–	–
Total Assets		1,015,508	998,371
Liabilities			
Current Liabilities			
Payables	3(a)	103,595	100,537
Employee Benefits Provisions	3(b)	279,908	277,659
Total Current Liabilities		383,503	378,196
Non-Current Liabilities			
Employee Benefits Provisions	3(c)	632,005	620,175
Total Non-current Liabilities		632,005	620,175
Total Liabilities		1,015,508	998,371
Net Assets		–	–
Equity		–	–
Accumulated Funds		–	–
Total Equity		–	–

The accompanying notes form part of these financial statements.

Statement of changes in equity for the year ended 30 June 2011

	Notes	2011 \$000	2010 \$000
Balance at 1 July		–	–
Surplus / (Deficit) for the year		1,682	104,097
Other Comprehensive Income			
Superannuation Actuarial Gains/(Losses)		(1,682)	(104,097)
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 2011

	Notes	2011 \$000	2010 \$000
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee Related		–	–
Total Payments		–	–
Receipts			
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 2011

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 and also the Department of Transport and Roads and Traffic Authority (RTA) 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).

The financial statements have been prepared on a going concern basis which assumes that the Division is expected to be able to pay its debts as and when they fall due and continue in operation without any intention or necessity to liquidate or otherwise wind up its operations.

These financial statements have been authorised for issue by the Chief Executive of the RTA on the date that the accompanying statement under s.41C(1C) of the *Public Finance and Audit Act 1983* was signed.

(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 (including Australian Accounting Interpretations);
- The requirements of the *Public Finance and Audit Act 1983*;
- The *Public Finance and Audit Regulation 2010*;
- Specific directions issued by the Treasurer.

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

Australian Accounting Standards and Interpretations that have recently been issued or amended but are not yet effective have not been adopted for the financial reporting period ended 30 June 2011. The Division's assessment of the impact of these new standards and interpretations is set out below:

Standard	Summary of key requirements/changes	Applicable to Financial year commencing on	Impact on Reporting Entity's Financial Statements
AASB 2009-14 Amendments to AASB 119 Employee Benefits	Contribution prepayments to defined benefits superannuation schemes to be recognised as an asset.	1 July 2011	Expected to have no significant impact.
AASB 2010-4 Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project (AASB 1, AASB 7, AASB 101, AASB 134 and Interpretation 13)	Key changes include: <ul style="list-style-type: none"> • Emphasis of AASB 7 (Financial Instruments) quantitative and qualitative disclosures to enable users to evaluate the entity's exposure to financial instruments risks. • Clarification of the content of changes in equity. • Guidance regarding disclosures of significant events and transactions. 	1 July 2011	Impact is insignificant as the RTA's financial statements comply fully with AAS.
AASB 2010-5 Amendments to Australian Accounting Standards	This Standard makes numerous editorial amendments to AAS and Interpretations.	1 July 2011	The amendments have no major impact on reporting requirements.
AASB 1054 Australian Additional Disclosures	This Standard sets out the Australian-specific disclosures for entities that have adopted Australian Accounting Standards. This standard contains disclosure requirements additional to IFRS.	1 July 2011	The amendments have no major impact on reporting requirements.
AASB 2011-1 and AASB 2011-2 Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project	The Standards delete Australian specific guidance or relocate it if it is still considered necessary in the Australian context as part of the Australian and New Zealand harmonisation project.	1 July 2011	The amendments have no major impact on reporting requirements.
AASB 13 Fair Value Measurement	This Standard: <ul style="list-style-type: none"> (a) defines fair value; (b) sets out in a single Standard a framework for measuring fair value; and (c) requires disclosures about fair value measurements. 	1 July 2013	The amendments have no major impact on reporting requirements.
AASB 2009-11 Amendments to Australian Accounting Standards arising from AASB 9	Amendments address the classification, measurement and derecognition of financial assets and liabilities, and use a single approach to determine whether a financial asset is measured at amortised cost or fair value replacing the previous 4 classifications in AASB 139. Financial liabilities are measured at amortised cost or fair value through profit or loss.	1 July 2013	Preliminary assessment is that classification and measurement for cash and cash equivalents and most receivables currently held by the RTA is not likely to change under the new requirements.
AASB 1053 Application of Tiers of Australian Accounting Standards and AASB 2010-2 Amendments to Australian Accounting Standards arising from reduced disclosure requirements	Establishes a differential financial reporting framework: "Tier 1" entities are to be fully compliant with AAS whilst "Tier 2" entities have reduced disclosure requirements.	1 July 2013	No impact as the RTA is expected to maintain current full compliance practice with AAS.
AASB 2011-3 Amendments to Australian Accounting Standards – Orderly Adoption of Changes to the ABS GFS Manual and Related Amendments [AASB 1049].	This Standard makes amendment to AASB 1049 Whole of Government and General Government Sector Financial Reporting, including clarifying the definition of the ABS GFS Manual, facilitating the orderly adoption of changes to the ABS GFS Manual and related disclosures.	1 July 2012	The amendments have no major impact on reporting requirements.
AASB 2011-4 Amendments to Australian Accounting Standards to Remove Individual Key Management Personnel Disclosure Requirements	This Standard makes amendment to AASB 124 Related Party Disclosures to remove individual key management personnel disclosure requirements.	1 July 2013	The amendments have no major impact on reporting requirements.
AASB 2011-8 Amendments to Australian Accounting Standards arising from AASB 13	This Standard provides guidance for amendments to Australian Accounting Standards arising from AASB 13.	1 July 2013	The amendments have no major impact on reporting requirements.

The Division has also reviewed the following accounting standards and interpretations and concluded that they are not applicable to the Division's financial statements.

- AASB 2010-6 Amendments to Australian Accounting Standards – Disclosures on Transfers of Financial Assets.
- AASB 2010-8 Amendments to Australian Accounting Standards – Deferred Tax: Recovery of Underlying Assets.
- AASB 2010-9 Amendments to Australian Accounting Standards – Severe Hyperinflation and Removal of Fixed Dates for First-time Adopters.
- AASB 2010-10 Further Amendments to Australian Accounting Standards – Removal of Fixed Dates for First-time Adopters.
- Interpretation 19 Extinguishing Liabilities with Equity Instruments.
- AASB 2009-12 Amendments to AASB 124 Related Party Disclosures (2009).
- AASB 2011-5 Amendments to Australian Accounting Standards – Extending Relief from Consolidation, the Equity Method and Proportionate Consolidation.
- AASB 2011-6 Amendments to Australian Accounting Standards – Extending Relief from Consolidation, the Equity Method and Proportionate Consolidation – Reduced Disclosure Requirements.
- AASB 2011-7 Amendments to Australian Accounting Standards arising from the Consolidation and Joint Arrangements Standards.
- AASB 10 Consolidated Financial Statements.
- AASB 11 Joint Arrangements.
- AASB 12 Disclosure of Interests in Other Entities.
- AASB 127 Separate Financial Statements.
- AASB 128 Investments in Associates and Joint Ventures.

(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 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

(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 Division 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 increase on salaries and wages.

(ii) Long Service Leave and Superannuation

The Division assumes the long service leave liability for all employees and all superannuation liabilities. These liabilities are recognised in the Statement of Financial Position. 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, 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, 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.

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.

(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.

(i) Critical Accounting Estimates, Judgements and Assumptions

In the application of accounting standards, management is required to make judgements, estimates and assumptions about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and various factors that are believed to be reasonable under the current set of circumstances. Actual results may differ from these estimates.

Management evaluates these judgements, estimates and assumptions on an ongoing basis. Revisions to estimates are recognised in the period in which the estimate is revised if the revision effects only that period or in the period of the revision and future periods if the revision effects both current and future periods.

Significant judgements, estimates and assumptions made by management in the preparation of the consolidated financial statements are outlined below:

Employee benefits	Note 1 (g) and note 3
-------------------	-----------------------

2. Current assets/non-current liabilities

(a) Receivables – current

	2011 \$000	2010 \$000
Personnel services receivable	1,015,508	998,371

(b) Receivables – non-current

Personnel services receivable	–	–
-------------------------------	---	---

3. Current liabilities/non-current liabilities

(a) Payables – current

Accrued expenses	9,066	6,600
Payroll Tax	2,210	3,176
GST Payable	92,319	90,761
	103,595	100,537

(b) Provisions – current

Annual Leave and related on-costs ⁽ⁱ⁾	70,635	58,064
Long service leave and related on-costs ⁽ⁱⁱ⁾	209,273	219,595
	279,908	277,659

(c) Provisions – non-current

Superannuation	618,647	611,150
Long Service Leave and related on-costs	13,358	9,025
	632,005	620,175

(d) Aggregate employee benefits and related on-costs

Provisions – current	279,908	277,659
Provisions – non-current	632,005	620,175
Accrued salaries, wages and on-costs	9,066	6,600
	920,979	904,434

(i) The value of annual leave, including on costs, expected to be taken within 12 months is \$47.519million (2010: \$37.928 million) and \$23.116 million (2010: \$20.136 million) after 12 months.

(ii) The value of long service leave expected to be taken within 12 months is \$21.553 million (2010: \$25.886 million) and \$201.078 million (2010: \$202.734 million) after 12 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 in Other Comprehensive Income 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 2011 \$'000	SANCS Financial Year to 30 June 2011 \$'000	SSS Financial Year to 30 June 2011 \$'000	Total \$'000
Accrued liability	551,011	84,534	1,021,550	1,657,095
Estimated reserve account balance	(433,578)	(65,233)	(539,637)	(1,038,448)
	117,433	19,301	481,913	618,647
Future Service Liability	(50,075)	(23,446)	(29,281)	(102,802)
Net (asset)/liability recognised in Statement of Financial Position	117,433	19,301	481,913	618,647

	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)
Net (asset)/liability recognised in Statement of Financial Position	114,629	21,038	475,483	611,150

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 2011 \$'000	SANCS Financial Year to 30 June 2011 \$'000	SSS Financial Year to 30 June 2011 \$'000	Total \$'000
Present value of partly funded defined benefit obligation at the beginning of the year	544,593	84,394	1,007,871	1,636,858
Current service cost	11,051	3,733	5,081	19,865
Interest cost	26,938	4,121	51,155	82,214
Contributions by Fund participants	6,847	–	6,399	13,246
Actuarial (gains)/losses	6,134	(967)	(6,067)	(900)
Benefits paid	(44,552)	(6,747)	(42,889)	(94,188)
Present value of partly funded defined benefit obligation at the end of the year	551,011	84,534	1,021,550	1,657,095

	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)
Present value of partly funded defined benefit obligation at the end of the year	544,593	84,394	1,007,871	1,636,858

Reconciliation of the fair value of fund assets

	SASS Financial Year to 30 June 2011 \$'000	SANCS Financial Year to 30 June 2011 \$'000	SSS Financial Year to 30 June 2011 \$'000	Total \$'000
Fair value of Fund assets at the beginning of the year	429,964	63,356	532,388	1,025,708
Expected return on Fund assets	35,264	5,185	44,243	84,692
Actuarial gains/(losses)	(1,633)	(43)	(907)	(2,583)
Employer contributions	7,688	3,482	403	11,573
Contributions by Fund participants	6,847	–	6,399	13,246
Benefits paid	(44,552)	(6,747)	(42,889)	(94,188)
Fair value of fund assets at the end of the year	433,578	65,233	539,637	1,038,448

	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)
Fair value of fund assets at the end of the year	429,964	63,356	532,388	1,025,708

Reconciliation of the assets and liability recognised in the statement of financial position

	SASS Financial Year to 30 June 2011 \$'000	SANCS Financial Year to 30 June 2011 \$'000	SSS Financial Year to 30 June 2011 \$'000	Total \$'000
Present value of partly funded defined benefits at the end of year	551,011	84,534	1,021,550	1,657,095
Fair value of Fund assets at end of year	(433,578)	(65,233)	(539,637)	(1,038,448)
Net Liability/(Asset) recognised in Statement of Financial Position at end of year	117,433	19,301	481,913	618,647

	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 the 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)
Net Liability/(Asset) recognised in Statement of Financial Position at end of year	114,629	21,038	475,483	611,150

Expense recognised in operating result

	SASS Financial Year to 30 June 2011 \$'000	SANCS Financial Year to 30 June 2011 \$'000	SSS Financial Year to 30 June 2011 \$'000	Total \$'000
Current service cost	11,051	3,733	5,081	19,865
Interest on obligation	26,938	4,121	51,155	82,214
Expected return on Fund assets (net of expenses)	(35,264)	(5,185)	(44,243)	(84,692)
Expense/(income) recognised	2,725	2,669	11,993	17,387

	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)
Expense/(income) recognised	3,803	2,607	13,287	19,697

Amount recognised in other comprehensive income

	SASS Financial Year to 30 June 2011 \$'000	SANCS Financial Year to 30 June 2011 \$'000	SSS Financial Year to 30 June 2011 \$'000	Total \$'000
Actuarial (gains)/losses	7,766	(924)	(5,160)	1,682

	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

Cumulative amount recognised in other comprehensive income

	SASS Financial Year to 30 June 2011 \$'000	SANCS Financial Year to 30 June 2011 \$'000	SSS Financial Year to 30 June 2011 \$'000	Total \$'000
Actuarial (gains)/losses	129,249	17,122	234,612	380,983

	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 2011 \$'000	SANCS Financial Year to 30 June 2011 \$'000	SSS Financial Year to 30 June 2011 \$'000	Total \$'000
Actual return on fund assets	35,572	5,142	44,043	84,757

	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

Fund assets

The percentage invested in each asset class at the balance date:

	30 June 2011	30 June 2010
Australian equities	33.40%	31.00%
Overseas equities	29.50%	26.80%
Australian fixed interest securities	5.70%	6.10%
Overseas fixed interest securities	3.10%	4.30%
Property	9.90%	9.50%
Cash	5.10%	9.60%
Other	13.30%	12.70%

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 2011	30 June 2010
Salary increase rate (excluding promotional increases)	3.50%	3.50%
Rate of CPI Increase	2.50%	2.50%
Expected rate of return on assets	8.60%	8.60%
Discount rate	5.28%	5.17%

Historical information

	SASS Financial Year to 30 June 2011 \$'000	SANCS Financial Year to 30 June 2011 \$'000	SSS Financial Year to 30 June 2011 \$'000	Total \$'000
Present value of defined benefit obligation	551,011	84,534	1,021,550	1,657,095
Fair value of Fund assets	(433,578)	(65,233)	(539,637)	(1,038,448)
(Surplus)/Deficit in Fund	117,433	19,301	481,913	618,647
Experience adjustments – Fund liabilities	6,134	(967)	(6,067)	(900)
Experience adjustments – Fund assets	1,633	43	907	2,583

	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)

Expected contributions

	SASS Financial Year to 30 June 2011 \$'000	SANCS Financial Year to 30 June 2011 \$'000	SSS Financial Year to 30 June 2011 \$'000	Total \$'000
Expected employer contributions to be paid in the next reporting period	7,258	3,228	960	11,445

	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

Funding arrangements for employer contributions

The following is a summary of the 30 June 2011 financial position of the Fund calculated in accordance with AAS 25 – Financial Reporting by Superannuation Plans.

	SASS Financial Year to 30 June 2011 \$'000	SANCS Financial Year to 30 June 2011 \$'000	SSS Financial Year to 30 June 2011 \$'000	Total \$'000
Accrued benefits	495,777	77,719	734,327	1,307,823
Net market value of Fund assets	(433,578)	(65,233)	(539,637)	(1,038,448)
Net (surplus)/deficit	62,199	12,486	194,690	269,375

	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

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

Contributions are set after discussion between the employer; STC and NSW Treasury.

Economic assumptions

The economic assumptions adopted for the current actuarial review of the Fund were:

Weighted-Average Assumptions	2011	2010
Expected rate of return on Fund assets backing current pension liabilities	8.30%	8.30% pa
Expected rate of return on Fund assets backing other liabilities	7.30%	7.30% pa
Expected salary increase rate	4.00%	4.00% pa
Expected rate of CPI increase	2.50%	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 all employees 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 Division as at 31 March 2011. Long Service leave is 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	5.45%
Superannuation	11.00%
Superannuation accruing while on LSL	4.40%

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 corresponding on-cost.

Assumptions about rates of taking leave in service are based on historical details of payments of LSL for calendar years 2005-2007, financial years 2008-2011 (9 months for 2011) 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 3.5% 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 the Division and NSW public sector 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 2011 an expense of \$7,200 (2010: \$7,000) 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 17 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
\$751.657 million
(2010: \$805.781 million)
- (ii) Receivable due from the RTA (as at 30 June)
\$1,015.508 million
(2010: \$998.371 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

Transport for NSW

On 15 July 2011, the Minister for Transport and the Minister for Roads and Ports announced their intention to restructure the delivery of Transport services in New South Wales. This proposed restructure includes the establishment of a new Integrated Transport Authority ('Transport for NSW') which will have responsibility for the overall delivery of transport services to customers in NSW. As part of these changes, the majority of the current functions carried out by the RTA, as well as functions carried out by NSW Maritime, will be transferred to a new body, Roads and Maritime Services, which is to be established. Certain functions of the RTA will also be transferred to Transport for NSW, and all staff employed by the RTA Division will be transferred to the Roads and Maritime Services Division. It is expected that the RTA and the RTA Division will be wound up.

At the time of signing the financial statements, legislation to affect these changes had passed through both houses of the NSW Parliament and received assent but the date of proclamation has not been determined. In addition, a number of the details of the restructure are yet to be finalised. As such, it is not possible to determine the financial impact of the above changes on the Division or the likely timing of the changes.

As such, these financial statements have been prepared on a going concern basis. Refer to note 1(a) for the Division's assessment of the going concern assumption as it relates to the preparation of these financial statements.

End of audited financial statements



Appendices

Contents

Appendix 1. Major works	171
Appendix 2. Threatened Species Recovery Plans	176
Appendix 3. Senior Executive Service performance statements	179
Appendix 4. Industrial relations and policy	189
Appendix 5. Equal Employment Opportunity	190
Appendix 6. Multicultural Policies and Services Program	193
Appendix 7. Disability Action Plan	194
Appendix 8. Overseas travel by RTA officers	195
Appendix 9. Access to government information	197
Appendix 10. Ombudsman complaints	207
Appendix 11. Consumer response	208
Appendix 12. Legal change	209
Appendix 13. Land disposal	215
Appendix 14. Payments to consultants	215
Appendix 15. Reporting of RTA contracts with private sector entities	216
Appendix 16. Accounts Payment Performance 2011	216
Appendix 17. Funds granted to non-government community organisations	217
Appendix 18. Privacy Management Plan	218
Appendix 19. Research and development	219
Appendix 20. Driver and vehicle statistics	221
Appendix 21. Insurance	223

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

Appendix I. Major works

TABLE A1.1. MAJOR WORKS

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

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

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

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

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

* Does not include Private Sector Expenditure.

Appendix 2. Threatened Species Recovery Plans

The RTA is required by legislation to report on the cost and progress of threatened species recovery plans.

TABLE A2.1. THREATENED SPECIES RECOVERY PLANS

Measures	Action taken to implement measures	Estimated annual cost	Status
<i>Acacia pubescens</i> (Downy Wattle) Recovery Plan			
Identify existing and potential threats to the <i>A. pubescens</i> population at Beverly Hills/ Narwee on the M5 (north of Windarra Street).	RTA staff to visit site and identify existing and potential threats to the population.	N/A	Site visited and extent of population mapped in 2000. Sites have been included on the roadside corridor management plans.
Develop and implement a threat and habitat management program for the above population.	RTA to develop a threat and habitat management program to be incorporated into the maintenance plan for the M5.	N/A	Interlink Roads incorporated species threat and habitat management in landscaping management plans for the M5 Motorway.
Regularly monitor the above population, assess the effectiveness of threat and habitat management programs.	RTA to conduct at least an annual inspection of the population, compare inspection records and initiate corrective action if required.	\$620	RTA inspected site September 2010. No corrective action required.
Assess development activities with reference to the recovery plan, the Environmental Impact Assessment (EIA) guidelines for <i>A. pubescens</i> and future advice from the National Parks and Wildlife Service (NPWS).	RTA staff to advise project manager of this requirement if aware of the proposed activity before the EIA process. Project manager to advise EIA consultant of this requirement. Environmental assessor to ensure that the recovery plan, EIA guidelines and NPWS advice have been considered in all relevant EIAs. Environmental assessor to take this requirement into account when preparing decision reports.	N/A	<i>A. pubescens</i> populations and recovery plan considered in the Environmental Assessment (EA) for M5 West widening project. Office of Environment and Heritage (OEH) consulted about removing <i>A. pubescens</i> as part of the proposal. This also considered in the EA.
Prepare or review any relevant environmental policies or management plans with reference to the recovery plans and future advice from NPWS.	References to the <i>A. pubescens</i> recovery plan to be included in the Maintenance Environmental Management Plan for the M5.	N/A	Management plans implemented.
Forward to NPWS information on all planning decisions affecting populations of <i>A. pubescens</i> , including decisions that protect habitat and those leading to reduction of habitat/individuals.	RTA to forward the information to NPWS as required.	N/A	OEH officers consulted about the need to remove 40% of planted <i>A. pubescens</i> within the motorway corridor as part of the M5 West widening project. These were planted during the original motorway construction. Potential offset and translocation measures being discussed.

Measures	Action taken to implement measures	Estimated annual cost	Status
<i>Grevillea caleyi</i> (Caley's Grevillea) Threatened Species Recovery Plan			
Control of drainage runoff from Ryland Track in Ku-ring-gai Chase National Park.	RTA to investigate and determine controls for runoff from other side of road.	N/A	No further action required at this stage.
Sympathetic management of plants on roadways.	RTA to inform maintenance contractor of appropriate maintenance techniques for minimising damage to <i>G. caleyi</i> .	N/A	Known locations of <i>G. caleyi</i> included on roadside corridor management plans.
<i>Microtis angusii</i> (Angus Onion Orchid) National Recovery Plan			
Consider impact of activities undertaken in areas controlled by the RTA that are known to contain <i>M. angusii</i> or are potential habitat.	RTA to advise project manager of this requirement during the development of projects if aware of the proposed activity prior to EIA process. Environmental assessor to take this requirement into account when preparing decision reports.	N/A	Ongoing.
Liaise with OEH, Warringah, Pittwater and Ku-ring-gai councils to achieve and maintain a permanent record of the location of <i>M. angusii</i> populations and potential habitats.	RTA to share information with other recovery team members and update records accordingly.	In-kind support.	Ongoing RTA involvement in recovery team.
Ensure roadworks and road maintenance at the known location at Ingleside will not cause destruction or degradation of any part of a <i>M. angusii</i> population, its habitat or potential habitat.	RTA to advise relevant project manager of this requirement prior to activity that may impact on this species. Environmental assessor to take this requirement into account when preparing decision reports for projects that may have an impact on this species.	N/A	Ongoing.
Ensure all environmental personnel familiar with the location of <i>M. angusii</i> .	RTA to establish central database for sensitive sites, including known and potential locations of <i>M. angusii</i> . RTA to brief Environmental Services Branch on location of populations and potential habitat.	N/A	Locations of sensitive sites included in the roadside corridor management plans. Relevant RTA staff briefed on the location of the <i>M. angusii</i> population.
Ensure all site personnel familiar with the location of <i>M. angusii</i> populations and potential habitat.	RTA to provide information to maintenance contractors regarding identification of <i>M. angusii</i> , its known and potential locations and preferred weed control methods.	N/A	Maintenance contractors advised of location, potential habitat and preferred weed control in population locations.
Consult with Warringah Council and experts on council's preparation of a site management strategy for the Ingleside population.	Warringah Council have engaged a specialist to development a management strategy. RTA recovery team member to provide management strategy to maintenance contractors.	One off cost of \$2,500.	Ongoing.
Notify NPWS of any new <i>M. angusii</i> populations discovered.	RTA recovery team member to notify NPWS when new populations of this species discovered.	N/A	No new populations have been identified by the RTA.
With Warringah Council, monitor the population of <i>M. angusii</i> at Ingleside.	Warringah Council developing a monitoring procedure and management actions.		Warringah Council undertaking the monitoring program as to guide management of the sites. The population count indicates numbers are increasing.

Measures	Action taken to implement measures	Estimated annual cost	Status
<i>Isoodon obesulus</i> (Southern Brown Bandicoot) Recovery Plan			
Endorse the <i>I. obesulus</i> Threatened Species Recovery Plan.	RTA to formerly notify the NPWS.	N/A	RTA has endorsed plan.
Liaise with NPWS, Hornsby, Warringah, Pittwater and Ku-ring-gai councils to manage areas with known <i>I. obesulus</i> populations.	RTA to share information with other recovery team members to develop action plans.	In-kind support.	Ongoing RTA involvement in recovery team.
Ensure that EIA surveys conducted between May and October:	RTA to advise relevant project manager of this requirement prior to activity that may impact on this species.	N/A	Ongoing.
<i>Phascolarctos cinereus</i> (Koala) Recovery Plan			
OEH will approach the RTA to align its policy and practice with the NSW Koala Recovery Plan; exchange information and work on producing plans, given that koalas move across roads/highways; and ensure the RTA has an active program of implementing engineering solutions and other public measures to reduce the adverse impacts of vehicles on koalas.	RTA to work closely with OEH to manage and research the impacts of roads on koalas. The RTA to implement mitigation measures to reduce adverse impacts on koalas.	N/A	Ongoing exchange of information.
Cumberland Plain Threatened Species Recovery Plan			
Where impacts on the threatened biodiversity listed in Table 1 are unavoidable, as part of any consent, approval or licence that is issued, ensure offset measures undertaken in the priority conservation lands where practicable. (Offsets for impacts in growth to be in accordance with the Growth Centres Biodiversity Certification Order.)	Project teams working on project in areas containing Cumberland Plain Woodland advised of this measure.	No additional cost.	No offsets required or identified in 2010–11.
State and Australian government agencies will manage, to best practice standards, lands they own or for which they have care, control and management and: - contain any of the threatened biodiversity listed in Table 1 - are located within priority conservation lands or; if outside, have conservation as a primary management objective.	RTA to identify relevant lands under its care and control and manage in accordance with best practice standards.	No additional costs identified.	RTA has identified relevant land. It will review management practices to meet best practice standards.

Appendix 3. Senior Executive Service performance statements

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

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

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

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

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

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

Individual statements

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

Significant achievements in 2010–11

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

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

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

Organisational management

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

Inter-agency planning and delivery

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

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

Road development

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

Road management

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

Road use

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

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

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

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

Significant achievements in 2010–11

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

During this period Ms King oversaw completion of the following:

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

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

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

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

In the period 2010–11 Ms King:

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

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

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

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

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

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

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

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

Significant achievements in 2010–11

Performance

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

Safety first

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

Road and Fleet Services

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

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

Tolling

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

Commercial development

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

Fiscal strategy

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

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

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

Significant achievements in 2010–11

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

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

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

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

Significant achievements in 2010–11

Integrated Transport Agency

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

Business Services Group

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

Human resource strategy

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

Financial management

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

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

Occupational health and safety (OHS)

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

Information management and information technology

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

Business strategy

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

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

Significant achievements 2010–11

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

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

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

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

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

Significant achievements in 2010–11

- Provided ongoing strategic legal advice to the Chief Executive and the RTA Executive in the role of General Counsel.
- Managed the provision of quality, cost effective and timely legal services to the RTA including:
 - Management of the RTA Legal Branch delivering in-house services.
 - Engagement by Legal Branch of external legal services from the RTA Legal Services Panel.
- Chaired the RTA Executive Legislation Committee and ensured the coordination of the RTA's legislative program.
- Managed the provision of legal services to support the RTA's delivery of significant RTA projects across each of the Legal Branch portfolio areas of environment and property, infrastructure, road transport law and corporate law.
- Led the development of RTA Legal Branch capability as a high performing legal team, including operating as informed purchasers of external legal services, consistent with best in-house legal service practice.

Name:	Mike Veysey
Position:	Director Network Services
Level:	6
Period:	1 July 2010 to 30 June 2011*
Total remuneration package:	\$286,386

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

Significant achievements in 2010–11

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

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

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

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

Significant achievements in 2010–11

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

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

Appendix 4. Industrial relations and policy

Communication and consultation

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

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

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

Movements in salaries, wages and allowances

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

Industrial Relations Commission

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

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

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

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

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

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

Lost time due to staff participation in industrial action

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

TABLE A4.1. TOTAL EFFECTIVE FULL-TIME EMPLOYEES
BY CATEGORY

Year	Salaried staff	Wages staff	Casual staff	Total staff
2005–06	5,150	1,750	22	6,922
2006–07	5,173	1,718	33	6,924
2007–08	5,395	1,496	38	6,929
2008–09	5,359	1,743	21	7,123
2009–10	5,502	1,742	22	7,266
2010–11	5,744	1,762	17	7,523

Appendix 5. Equal Employment Opportunity

Diversity and equity in the RTA

Equal Opportunity Employment (EEO) is about ensuring that all employees have equal access to the opportunities available at work. The RTA actively works to ensure that the mix of staff within the organisation reflects that of the communities we serve. The more diversity we build into our teams, the more creative and innovative our workforce will be, and the more responsive to the challenges ahead.

The RTA's Diversity and Equity Framework has six key focus areas:

- Developing female RTA staff for more senior management positions.
- Encouraging women to undertake engineering careers.
- Increasing the employment and development of Aboriginal people at all levels of responsibility.
- Increasing the employment of people with a disability.
- Encouraging our youth towards tertiary studies in engineering and related technical fields where there are skill shortages.
- Continuing the inclusion of skilled migrant workers within RTA project teams.

Key achievements for 2010–11 are listed below.

Towards gender equity

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

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

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

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

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

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

- e+ Chartered status accreditation for engineers.
- 'Lucy' mentoring program to facilitate short-term work placement of tertiary students in non-traditional engineering and information technology degrees.
- Top Steps programs to establish career pathways and individual development for women in middle management.
- Women Moving Forward Program to provide a distance learning option for career development to reach our regional staff.
- Formal voice training to build confidence and clarity in verbal communication and influencing skills.
- Leadership and formal presentation roles at sponsored events.
- Seminars and training run by the Institute of Public Administration Australia, including formal certified training in project management.
- Financial assistance and study leave provisions to support female staff in postgraduate study.

Ongoing professional development has been facilitated through networking activities including:

- The Spokeswomen's Program – accessible to all RTA female staff to help them reach their full potential through the provision of information days and activities.
- The RTA Professional Women's Network – hosting lunch meetings with external motivational speakers for senior female staff across the organisation.

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

The RTA has strengthened its strategic partnerships with NSW universities, TAFE colleges, commercial training providers and other government agencies to remain informed and connected with best practice initiatives to build gender equity.

Increasing the number of women in engineering

The RTA has provided guest speakers to schools and sponsored key Women in Engineering events to actively increase female enrolments at NSW engineering faculties.

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

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

The RTA has established female student participation quotas (40 per cent) as part of our sponsorship at Great Engineering Challenge events. These events raise the awareness of senior high school students, their parents and teachers of the pathways into and reward gained from non-traditional roles.

Increasing the employment and development of Aboriginal people

The Aboriginal Employment Strategy sets a strategic framework for improving recruitment, development and retention of Aboriginal people across the RTA. The strategy was officially launched at the 2011 NAIDOC celebrations. The dedicated position of Aboriginal Employment Officer has been created to deliver the Aboriginal Employment Strategy.

The strategy is supported by the 'Walk the road with our mob' DVD, which profiles current Aboriginal staff, their roles and services provided to community. This resource will be widely distributed and is to be used by school careers advisors, at career fairs and Indigenous career expos. The RTA has participated in Indigenous career expos and sponsored the Indigenous Engineering Summer School in January 2011.

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

An Aboriginal-specific jobs site has been established along with targeted recruitment campaigns and a dedicated email address to improve Aboriginal employment, career development and retention rates across salary levels at a rate similar to non-Aboriginal staff. Aboriginal_Jobs@rta.nsw.gov.au has been

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

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

Relationships with secondary and tertiary institutions and the Department of Premier and Cabinet have been strengthened to help ensure the availability of suitable Aboriginal graduates, cadets and trainees. Increased numbers in our target areas are evidence of the partnerships' success.

The RTA Aboriginal Cultural Awareness Training Program has been reviewed, developed and implemented to meet the needs of all staff, including project managers, motor registry staff and selection panel members.

Increasing employment and participation of people with a disability

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

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

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

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

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

Increasing the integration and retention of young people

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

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

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

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

An internal Graduate Committee of 10 members has been established as an extra-curricular group providing feedback on Employment Program procedures. The Graduate Committee also devises and facilitates the annual Graduate Development Day for some 300 graduates, cadets and scholars and RTA presence at selected careers fairs.

Increasing the participation of staff members with a multicultural background

The RTA's workforce comes from a wide cross-section of cultural and ethnic backgrounds with greater than 18 per cent speaking a first language other than English. Twelve community languages are spoken by 27 frontline staff statewide.

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

Forward initiatives for workplace diversity and equity in 2011–12

Initiatives under the RTA's Diversity and Equity Framework focus on increasing the employment and development of women in engineering, women in management, Aboriginal people, people with disability, youth and staff from multicultural backgrounds.

The key initiatives for the coming year are:

- Improve EEO data capture, analysis and reporting to provide proactive workplace adjustments and support, build diversity awareness for managers and improve retention and development of staff with special needs.
- Encourage employee engagement through participation in projects, development opportunities and mentoring.
- Promote the Aboriginal Employment Strategy and deliver culturally appropriate projects and programs to achieve our 2.6 per cent employment target.
- Recruit and develop identified Aboriginal roles at all levels.
- Establish the Women in Trades project to attract and retain female apprentices.
- Partner with the Leadership Practice to develop gender-specific projects evolving from executive talent reviews.
- Develop and implement the RTA Disability Action Plan in consultation with internal and external stakeholder groups.
- Finalise the RTA Reasonable Adjustment Policy and support managers and staff in its implementation.
- Implement the RTA Multicultural Plan, including a pilot of retreat spaces at key locations for use by staff for religious purposes or return to work health requirements.

TABLE A5.2. TRENDS IN THE REPRESENTATION OF EEO GROUPS

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

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

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

Appendix 6. Multicultural Policies and Services Program

The RTA has developed a plan to reflect the revised Multicultural Policies and Services Program framework and participated in the Community Relations Commission project to publish a supporting practitioners' resource. The program framework covers cultural and language inclusion, innovative delivery of culturally appropriate services, the monitoring of diverse customer needs, and evaluation of benefits derived from public sector programs.

Key activities include the following:

Planning and performance measurement

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

Consultation and feedback

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

Leadership

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

Human resources

The RTA's recruitment strategies encourage applicants from diverse backgrounds, with both short and long-term development opportunities offered across the organisation. Promotion of RTA employment opportunities is through intranet, internet, public sector notices, newspaper and recruitment agency avenues.

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

The RTA will pilot the provision and use of retreat spaces at key locations for staff to access for religious purposes or return to work health requirements.

Access and equity

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

Communication

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

Social and economic development

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

Community Language Allowance Scheme

In 2010–11 the RTA had 27 CLAS officers offering 12 spoken languages to facilitate frontline customer services. Annual surveys record the usage and frequency of CLAS interactions within the work place. Most CLAS officers use their community language daily for an average of 30 minutes during direct customer service interactions. Many also assist via the phone customers visiting other locations or calling the RTA Contact Centre. The spread of languages offered has supported prompt quality customer service.

Appendix 7. Disability Action Plan

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

The RTA continues to consult with disability specialists, communities and other transport agencies in refining its Disability Action Plan. RTA disability employment strategies contribute to the Employability program targets set by NSW Department of Premier and Cabinet and the Ready, Willing and Able program target set by Department of Transport. Currently 3.6 per cent of our staff identify as having a disability requiring workplace adjustment.

RTA monitors and reviews staff who have disclosed disability to ensure the organisation is removing barriers and providing suitable workplace practices and adjustments.

The RTA has attracted skilled applicants by offering limited duration internships to final year university students with a disability. Interns recruited in 2010–11 have studied in diverse disciplines, including interpreting and translation, civil engineering and business. Placements include a physical site visit and a written accessibility report by an external provider for the given location. One human resource intern from the 2009 placement transitioned to the RTA's Graduate Program in February 2011. The RTA also supports a work placement program for Paralympic athletes. The RTA will continue to increase employment with these disability-specific entry pathways.

We celebrated our inclusion of staff with disability at International Day of Disability events (24 November and 3 December 2010) and with speaker presentations at networking events, the Raising the Bar 2011 conference (May 2011) and input to best practice case studies and practitioner resources.

Proposed initiatives for 2011–12 include:

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

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

Appendix 8. Overseas travel by RTA officers

From 1 July 2010 to 30 June 2011, officers of the RTA travelled overseas on 20 occasions to undertake official duties for the RTA and the NSW Government. Details are presented in the table below.

TABLE A8.1. OVERSEAS TRAVEL BY RTA OFFICERS 2010–11

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

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

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

Appendix 9. Access to government information

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

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

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

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

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

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

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

Program for the release of government information

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

For example:

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

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

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

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

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

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

Government Information (Public Access) Act 2009

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

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

Access applications

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

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

Conclusive presumption against disclosure

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

Statistical information

Below is the statistical information as specified in Schedule of the Government Information (Public Access) Regulation 2009.

TABLE A. NUMBER OF APPLICATIONS BY TYPE OF APPLICANT AND OUTCOME*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	14	6	2	2	0	3	0	0
Members of Parliament	33	10	2	5	0	11	0	3
Private sector business	1,312	147	144	85	2	15	0	30
Not-for-profit organisations or community groups	54	0	37	97	0	8	0	8
Members of the public (application by legal representative)	164	25	15	44	8	14	0	10
Members of the public (other)	231	13	30	50	4	16	0	24

* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision.

TABLE B. NUMBER OF APPLICATIONS BY TYPE OF APPLICATION AND OUTCOME*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications**	32	2	8	6	2	1	0	2
Access applications (other than personal information applications)	1,781	196	225	278	16	67	0	67
Access applications that are partly personal information applications and partly other	3	0	0	1	1	0	0	0

* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision.

** A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

TABLE C. INVALID APPLICATIONS

Reason for invalidity	No of applications
Application does not comply with formal requirements (section 41 of the Act)	84
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	84
Invalid applications that subsequently became valid applications	20

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	4
Executive Council information	0
Contempt	0
Legal professional privilege	4
Excluded information	1
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

TABLE E. OTHER PUBLIC INTEREST CONSIDERATIONS AGAINST DISCLOSURE: MATTERS LISTED IN TABLE TO SECTION 14 OF ACT

	Number of occasions when application not successful
Responsible and effective government	8
Law enforcement and security	2
Individual rights, judicial processes and natural justice	396
Business interests of agencies and other persons	11
Environment, culture, economy and general matters	1
Secrecy provisions	1
Exempt documents under interstate Freedom of Information legislation	2

TABLE F. TIMELINESS

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	2,248
Decided after 35 days (by agreement with applicant)	120
Not decided within time (deemed refusal)	315
Total	2,743

TABLE G. NUMBER OF APPLICATIONS REVIEWED UNDER PART 5 OF THE ACT (BY TYPE OF REVIEW AND OUTCOME)

	Decision varied	Decision upheld	Total
Internal review	4	4	13*
Review by Information Commissioner	0	1	6*
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
Total	0	0	0

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

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

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

Freedom of Information Act 1989

2010–11 statistics

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

SECTION A. NUMBER OF NEW FOI APPLICATIONS

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

SECTION B. DISCONTINUED APPLICATIONS

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

SECTION C. COMPLETED APPLICATIONS

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

SECTION D. APPLICATIONS GRANTED OR OTHERWISE AVAILABLE IN FULL

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

SECTION E. APPLICATIONS GRANTED OR OTHERWISE AVAILABLE IN PART

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

SECTION F. REFUSED FOI APPLICATIONS

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

SECTION G. EXEMPT DOCUMENTS

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

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

SECTION H. MINISTERIAL CERTIFICATES (S. 59)

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

SECTION I. FORMAL CONSULTATIONS

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

SECTION J. AMENDMENT OF PERSONAL RECORDS

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

SECTION K. NOTATION OF PERSONAL RECORDS

		Number of applications for notation	
		2009–10	2010–11
How many applications for notation¹ of personal records were made (FOI Act s. 46)?			
K1	Number of requests for notation	0	0

SECTION L. FEES AND COSTS

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

SECTION M. FEE DISCOUNTS

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

SECTION N. FEES REFUNDED

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

SECTION O. DAYS TAKEN TO COMPLETE REQUEST

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

SECTION P. PROCESSING TIME, HOURS

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

SECTION Q. NUMBER OF REVIEWS

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

SECTION R. RESULTS OF INTERNAL REVIEW

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

Appendix 10. Ombudsman complaints

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

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

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

Complaints received by the RTA grouped by subject:

TABLE A10.1. COMPLAINTS RECEIVED BY SUBJECT

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

August 2010

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

October 2010

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

December 2010

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

January 2011

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

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

February 2011

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

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

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

March 2011

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

April 2011

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

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

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

May 2011

Complaint about online registration renewal using B-Pay.

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

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

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

June 2011

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

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

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

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

Appendix II. Consumer response

TABLE A II.1. NUMBER OF COMPLAINTS

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

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

RTA policy is for all customer complaints to be entered into the corporate record management system. Complaint numbers shown in the table are compiled from that system. As detailed throughout this report, the RTA takes the role of stakeholder engagement seriously. The RTA reviews all complaints and improves its services appropriately. Details of improved services can be found in the main body of the annual report.

Appendix 12. Legal change

Legislation administered by the Minister for Roads

(Act then Regulation)

Campbelltown Presbyterian Cemetery Act 1984 No. 19*

Driving Instructors Act 1992 No. 3

Driving Instructors Regulation 2003

Motor Vehicles Taxation Act 1988 No. 111

Motor Vehicles Taxation Regulation 2008

Photo Card Act 2005 No. 20

Photo Card Regulation 2005

Recreation Vehicles Act 1983 No. 136 (Parts 4 and 6)

Road Transport (Driver Licensing) Act 1998 No. 99

Road Transport (Driver Licensing) Regulation 2008

Road Transport (General) Act 2005 No. 11

Road Transport (General) Regulation 2005

Road Transport (Mass, Loading and Access) Regulation 2005

Road Transport (Safety and Traffic Management) Act 1999 No. 20

Road Transport (Safety and Traffic Management)
Regulation 1999

Road Rules 2008

Road Transport (Vehicle Registration) Act 1997 No. 119

Road Transport (Vehicle Registration) Regulation 2007

Roads Act 1993 No. 33 (except parts administered by the Minister for Climate Change and the Environment, Minister for Local Government and Minister for Lands).

Roads Regulation 2008

Sydney Harbour Tunnel (Private Joint Venture) Act 1987 No. 49

Tow Truck Industry Act 1988 No. 111

Tow Truck Industry Regulation 2008

Transport Administration Act 1988 No. 109 (Part)

Transport Administration (General) Regulation 2005 (Part)

Transport Administration (Staff) Regulation 2005 (Part)

*The *Campbelltown Presbyterian Cemetery Act 1984 No. 19* was repealed by Schedule 4 of the *Statute Law (Miscellaneous Provisions) Act 2011* on 8 July 2011.

New legislation from 1 July 2010 to 30 June 2011

New Acts

Road Transport Legislation Amendment (Unauthorised Vehicle Use) Act 2010

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

Road Transport Legislation Amendment Act 2008

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

Statute Law (Miscellaneous Provisions) Act 2010

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

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

Roads Amendment (Private Railways) Act 2010

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

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

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

Road Transport (Driver Licensing) Amendment Act 2010

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

New Regulations

Driving Instructors Amendment (Fees) Regulation 2010

The Regulation commenced on 1 July 2010 and increased certain fees payable in connection with the administration of the *Driving Instructors Act 1992*. The fee increases were generally in line with movements in the Consumer Price Index (averaged at 1.83 per cent and rounded to the nearest dollar).

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

The Regulation commenced on 1 July 2010 and amended the Photo Card Regulation 2005 and increased fees for the issue of a new Photo Card (from \$44 to \$45) and a replacement Photo Card (from \$21 to \$22), as well as increasing the penalties for certain offences under section 34 of the *Photo Card Act 2005* for contraventions of certain provisions of that Act and a provision of the Photo Card Regulation 2005. The fee and penalty notice offence increases were generally in line with movements in the Consumer Price Index (averaged at 1.83 per cent and rounded to the nearest dollar).

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

The Regulation commenced on 1 July 2010 and amended the Road Transport (Vehicle Registration) Regulation 2007. The Regulation sets the annual registration charges for chargeable heavy vehicles for the 2010–11 financial year (consistent with the provisions of the *Model Heavy Vehicle Charges Act* set out in the National Transport Commission (Model Heavy Vehicle Charges Act) Regulations 2008 of the Commonwealth).

Roads Amendment (Penalty Notice Offences) Regulation 2010

The Regulation commenced on 1 July 2010 and increased the penalties for offences dealt with by way of a penalty notice issued under section 243 of the *Roads Act 1993* in relation to contraventions of certain provisions under the Roads Regulation 2008. The increases were generally in line with movements in the Consumer Price Index (averaged at 1.83 per cent and rounded to the nearest dollar).

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

The Regulation commenced on 1 July 2010 and increased certain fees payable under the *Road Transport (Driver Licensing) Act 1998*. The fee increases were generally in line with movements in the Consumer Price Index (averaged at 1.83 per cent and rounded to the nearest dollar).

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

The Regulation commenced on 1 July 2010 and amended the Road Transport (General) Regulation 2005 to increase the penalty levels for penalties for motor vehicle offences that are dealt with by way of penalty notices issued under Part 5.3 of the *Road Transport (General) Act 2005*; the fees for access for information; the daily fee for the storage of an impounded motor vehicle; and the fees for the clamping of vehicles. Amendments were also made to the Road Transport (Mass, Loading and Access) Regulation 2005 to increase the fees for the issue of a Class 1, 2 or 3 permit, or a permit under Division 6 or 7 of Part 2 of that Regulation, the issue of a permit exempting a person from the operation of any of the provisions of clause 53 (1) of that Regulation relating to the protection of loading or equipment of vehicles, and an application to be accredited under a Mass Management Accreditation Scheme. Except for penalties for motor vehicle speeding offences, the penalty level and fee increases were generally in line with movements in the Consumer Price Index. The penalty level increases for motor vehicle speeding offences under Rule 20 of the Road Rules 2008 were generally increased by 5 per cent above the Consumer Price Index increases (averaged at 1.83 per cent and rounded to the nearest dollar).

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

The Regulation commenced on 1 July 2010 and amended the Road Transport (Safety and Traffic Management) Regulation 1999 to increase from \$166 to \$169 the tow-away charge for the removal of unattended motor vehicles or trailers. The tow-away charge increase was generally in line with movements in the Consumer Price Index (averaged at 1.83 per cent and rounded to the nearest dollar).

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

The Regulation commenced on 1 July 2010 and amended the Road Transport (Vehicle Registration) Regulation 2007 and increased certain registration fees and renewal of registration fees payable under the *Road Transport (Vehicle Registration) Act 1997* for motor vehicles and trailers and increased certain fees payable for services provided by the Roads and Traffic Authority. The fee increases were generally in line with movements in the Consumer Price Index (averaged at 1.83 per cent and rounded to the nearest dollar).

Tow Truck Industry Amendment (Maximum Fees) Regulation 2010

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

Road Amendment (Child Seating and Restraint) Rules 2010

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Roads Amendment (Tollways) Regulation 2010

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

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

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

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

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

Road Amendment (Security Industry Exemptions) Rules 2010

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

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

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

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

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

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

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

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

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

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

Roads Amendment (M2 Motorway Upgrade Declaration) Regulation 2010

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

Photo Card Amendment (Fee Exemption for Pensioners) Regulation 2010

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

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

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

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

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

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

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

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

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

Roads Amendment (Barangaroo) Regulation 2010

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Appendix 13. Land disposal

The RTA owns property for administrative purposes and acquires property for road construction. Properties that are surplus to requirements are disposed of in accordance with NSW Government policy. Proceeds from property sales are used to support and improve the State's road network infrastructure.

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

No properties were sold to people with a family or business connection between the purchaser and the person responsible for approving the disposal. All documents relating to the disposal of properties are available under the *Government Information (Public Access) Act 2009*.

Appendix 14. Payments to consultants

TABLE A14.1. CONSULTANTS PAID MORE THAN \$50,000

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

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

Total number of engagements	15
Total	\$337,048

Appendix 15.

Reporting of RTA contracts with private sector entities

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

Under Part 3 of the GIPA Act, the RTA is required to maintain a register of government contracts that record information about each government contract to which the RTA is a party that has (or is likely to have) a value of \$150,000 or more.

Also, the Premier's Memorandum No 2007-01 continues to mandate the disclosure of particular information about invitations to tender.

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

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

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

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

Appendix 16

Accounts Payment Performance 2011

TABLE A16.1. AGEING OF AMOUNTS UNPAID AT MONTH END

Quarter	Current	<30 days overdue	30–60 days overdue	60–90 days overdue	>90 days overdue
Sep 10	\$39,131,052.02	\$8,342,871.31	\$948,792.07	\$548,797.32	\$173,577.07
Dec 10	\$32,469,451.22	\$13,584,236.26	\$740,132.86	\$329,345.23	\$150,475.36
Mar 11	\$46,569,028.26	\$12,713,476.56	\$356,644.20	\$84,481.41	\$589,225.09
Jun 11	\$77,240,539.76	\$26,121,628.94	\$792,704.43	\$149,518.53	\$414,032.23

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

TABLE A16.2. ACCOUNTS PAYABLE PERFORMANCE

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

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

Appendix 17.

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

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

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

Appendix 18. Privacy Management Plan

The RTA complies with the *Privacy and Personal Information Protection Act 1998* (the Act).

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

The RTA statement of action in complying with requirements of the Act is outlined in its Privacy Management Plan, which is presently in its second edition and available on the RTA website. The RTA also continues to do the following:

- Identify and consider the requirements of the Act, such as principles, codes, public register provisions and internal reviews.
- Identify collections of personal information for which the RTA is responsible.
- Ensure measures are in place to provide an appropriate level of protection for personal information.
- Establish mechanisms to ensure RTA staff are aware of their obligations under the Act and are appropriately trained to apply the information protection principles.

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

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

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

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

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

Appendix 19. Research and development

The RTA has a research and development program which identifies and develops innovative solutions to materials, products, equipment, systems and processes to achieve business improvements as well as range of research projects focussing on road safety. In 2010–11 more than \$4.1 million was devoted to such activities throughout the RTA.

Specialist RTA staff undertake the work, some in collaboration with universities or outsourced to specialist research groups. There has been an increased focus on research into the performance of roads and bridges to assist planning of long-term maintenance needs and programs.

The RTA and the University of Technology Sydney continued development of a grit-blasting assistive device (GAD) maintenance unit for blast cleaning of steel. The GAD, based on a new lightweight 22kg robot, is scheduled for completion and final testing in January 2012. Once fully trialed and proven on the Sydney Harbour Bridge, a second unit will be manufactured.

The RTA also contributes to research and development work funded by Austroads in conjunction with other road authorities to apply new technologies nationally or to assist with filling knowledge gaps on the impact of increasing vehicle loadings on existing infrastructure.

Other projects undertaken in 2010–11 include the following:

Pavements

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

Bridges

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

Geotechnical

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

Road design engineering

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

Transport planning

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

Business strategy and strategic projects

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

Safer roads

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

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

Safer people

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

Safer vehicles

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

Environment

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

Appendix 20. Driver and vehicle statistics

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

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

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

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

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

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

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

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

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

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

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

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

Appendix 21. Insurance

Principal arranged insurance

The RTA continues to provide principal arranged insurance via its broker, Aon. The program covers its contractors and sub-contractors for all construction and maintenance for roads and bridges for contract works and third party liability. New professional indemnity cover was initiated in February 2009. A similar program for real estate is now in place for all building construction, maintenance and repair contracts for contract works and third party liability.

Treasury Managed Fund

The Treasury Managed Fund is a NSW Government arranged indemnity scheme operated by the NSW Treasury, which provides indemnity cover for workers compensation, motor vehicles, property damage, legal liability, fidelity guarantee and travel.

Workers compensation

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

Motor vehicle

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

Property

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

Liability

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

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

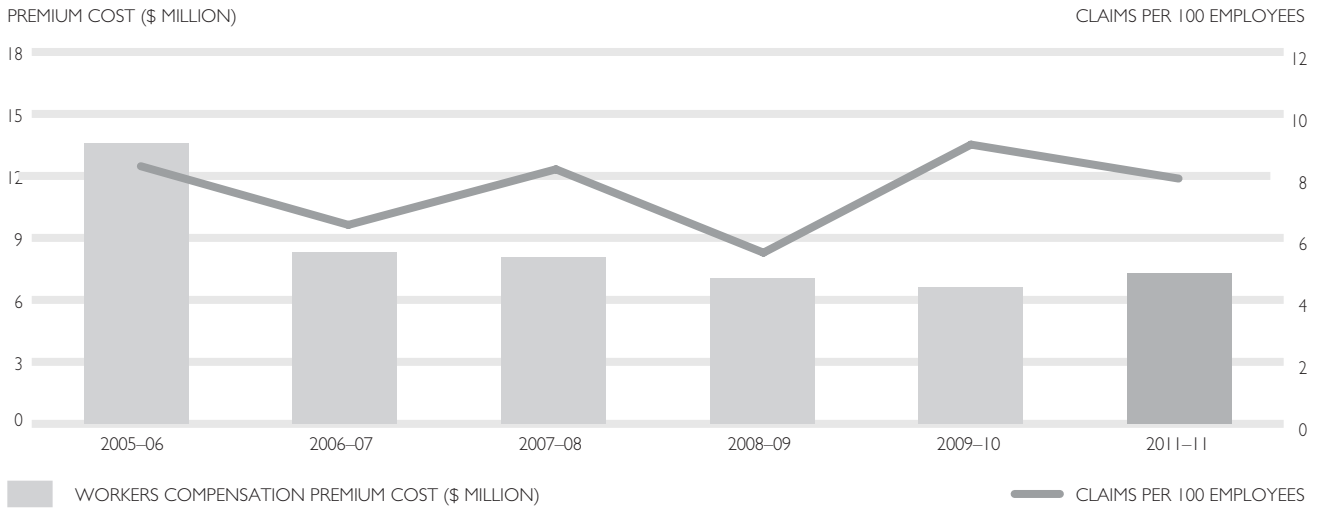


FIGURE A21.2. MOTOR VEHICLE PREMIUM AND MOTOR VEHICLE CLAIMS FREQUENCY

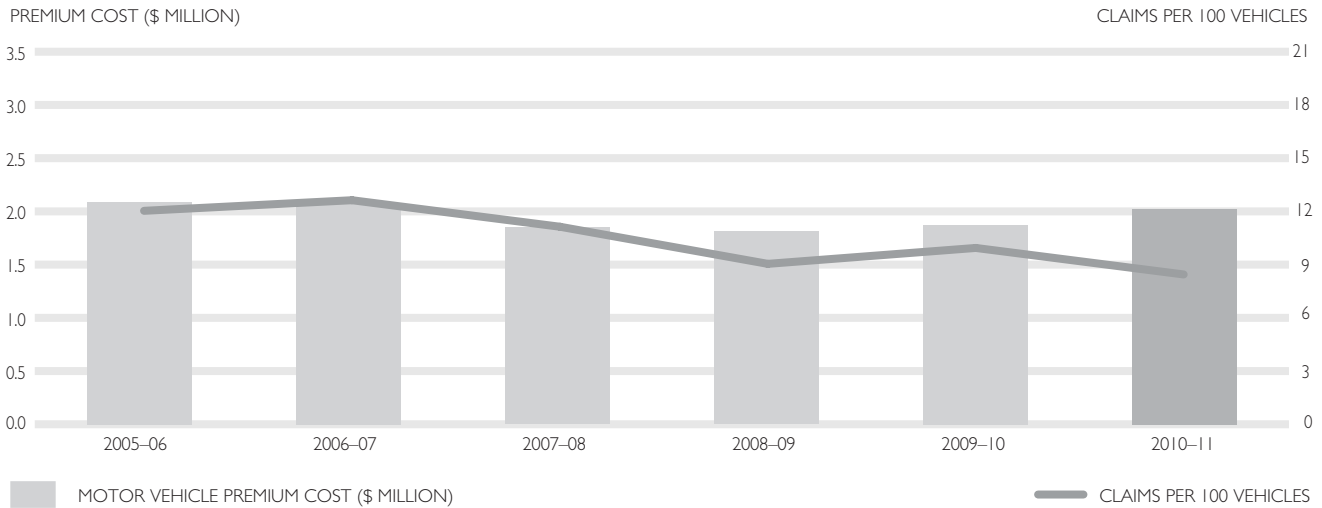


FIGURE A21.3. PROPERTY PREMIUM IN CURRENT DOLLAR

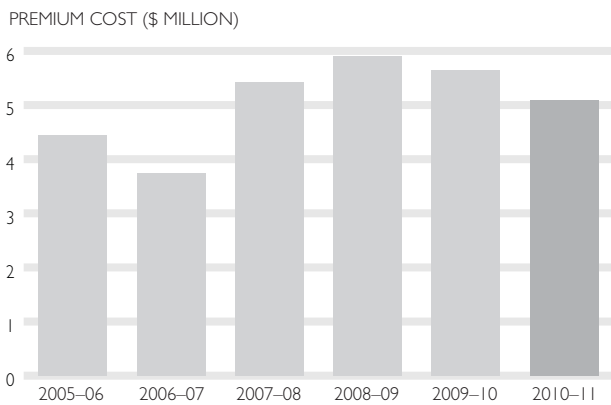
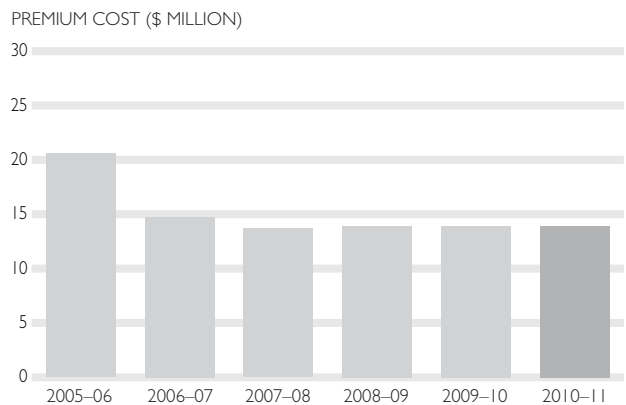
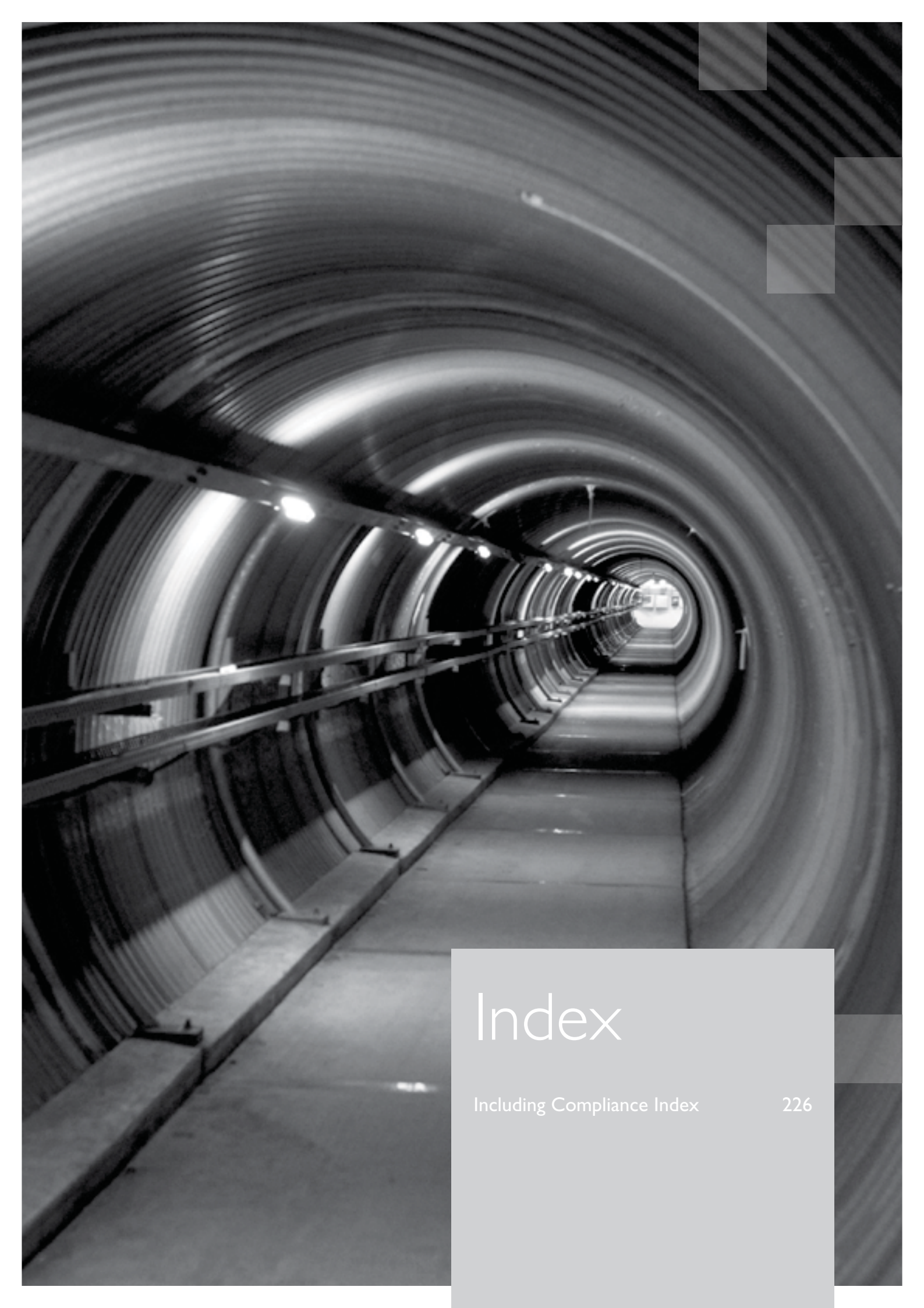


FIGURE A21.4. LIABILITY INSURANCE PREMIUM IN CURRENT DOLLAR





Index

Including Compliance Index

226

Index

(Including Compliance Index)

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

The principal entries for each listing are highlighted in *italics*.

A

Aboriginal people 55, *66-67*, 191

Access Inside back cover

Access to government information 197-206

Accounts 95-168

Additional matter for inclusion in annual reports

- **Privacy Management Plan 218**
- **After balance date events 148**
- **Total external costs of report Inside back cover**
- **Non-printed formats Inside back cover**
- **Internet address of report Inside back cover**

Adelong Creek Bridge *26, 33*

AgQuip 79

Agreements with the Community Relations Commission 192, 193

Aims and objectives 8-9

Air quality 19, 69

Alstonville Bypass 17, *25, 67, 175, 183*

Alternative transport 27-28

Anzac Bridge 28, *40, 68*

Application for extension of time N/A

Assets 2, 4, *33-44, 109-115, 160*

Audit 10, 12, 51, 65, 71, 72, *85, 86, 87, 90*

Auditor General *97-98, 151-152, 180, 184*

Australian Defence Force Memorial Plantation *27, 68*

Austrroads 14, 56, 180, 182

Awards 92-93

B

Ballina Bypass *20, 93*

Bangor Bypass 17, *23*

Banora Point *20, 60, 67*

Biodiversity 60-63

Black spots 48, 86

Bridges 2, 4, 6, 11, 14, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 32, 33, 34, 37, 38, *40-41, 43, 44, 63, 66, 67, 68, 77*

Budgets 5, 6, 82, 83

Bulahdelah Bypass *20, 60*

Bus corridors *28, 32, 89*

Buses *27, 28, 35, 72*

C

Campaigns 4, 45, 47, 52, 53, 55-56, 84

Cashback scheme 7

Central Coast Highway *25, 59, 64, 65*

Challenges 32, 44, 58, 72, 80, 94

Charter 4-5

Chief Executive 2-3, 10, *179-180*

Child restraints 45, *51, 53, 74, 79*

Clean Fleet Program 72

Climate change 3, *68-70, 72*

Commercial Services Directorate 6, 11, *83*

Community Language Allowance Scheme 194

Complaints (see Ombudsman)

Condition of State roads (see Infrastructure condition)

Consultants 215

Consumer response 208

Contractors 41, 42, 43, 44, *65*

Contracts with private sector entities 216

Corporate framework *8-9, 14, 16, 83, 88*

Corporate plan 5, 10, 16, 68, 81, 82-83, 88-90, 94

Corruption and fraud 87

Councils 4, 5, 9, 10, 22, 26, 29, 32, 37, *42-43, 44, 45, 47, 48, 49, 53, 58, 60, 61, 62, 63, 92*

Cranes *36, 51*

Crashlab 4, 50

Credit card certification 83

Culverts 4, 37, 40, *41*

Customers inside front cover; 3, 4, 5, 8, 11, 16, 19, 30, 32, 36, 51, 57, *71-80, 83, 84, 86, 92, 94*

Cycling 14, 18, 22, 27, *28, 29, 32, 56, 58, 80, 89*

D

Demerit Points Scheme 54

Diesel Retrofit Program 68, *72*

Disability access 75

Disability parking permits 78

Disability Action Plan 194

Disclosure of controlled entities 105

Disclosure of subsidiaries N/A

Dragon's teeth 48, *49, 77, 84*

Driver and vehicle statistics 221-222

Department of Transport insider front cover; 2, 4, 5, 6, 9, 10, 31, 44, 57, 72, 79, *83, 108*

Driver fatigue 15, 44, 46, 53, *56, 57, 79, 91*

Drink and drug driving 15, 46, *53-54, 58*

E

Eco-driving 70

Economic or other factors 6-7, 14-16

Energy efficiency 71

Enforcement 11, 46, 48, 52, *53, 56, 58, 78, 79, 86*

Environment *59-71, 176-178*

Environmental Performance Score 69

Environmental planning and assessment 63-65

Equal Employment Opportunity 190-192

Ethics 87

E-toll 6, 73, 75, 76, 87

Executive 12-13, 84, 85, 170-188

Exemptions N/A

F

F3 Freeway 17, 24, 25, 29, 30-31, 32, 67, 77, 88

F5 Freeway 17, 23

Fatalities 3, 10, 15, 46-47, 50, 58, 80

Fatigue 15, 44, 46, 53, 56, 57, 79, 91

Financial overview 6-7

Financial statements 95-168

Financial strategy 82-83

Freedom of Information Act 201-206

Freight 4, 8, 10, 16, 18, 24, 26, 32, 34-37, 38, 40, 43, 44, 49, 57, 58, 66, 78-80

Fuel 38, 64, 68, 69-70, 71, 72

Funding 4-5, 6-7, 19, 21, 23, 24, 29, 31, 37, 40, 41, 43, 44, 53, 56, 68, 72, 82, 89

Funds granted to non-government community organisations 217

G

Geared website 76, 93

Great Western Highway 22, 36, 48, 49, 52, 59, 65

Green Plan (see corporate plan)

Green Truck Partnership 72

Greenhouse gas emissions 3, 69, 70

Governance 3, 4, 5, 6, 9, 10, 11, 31, 81-94

Government Information and Privacy Act 197-200

H

Heavy vehicles 2, 11, 31, 34-37, 42, 49, 56-57, 68, 70, 72, 76, 78-79

Helmets 46, 50

Heritage 4, 10, 32, 38, 40, 41, 55, 66-67, 78, 84

Higher mass limits 34-37, 41, 78-79

Highways 17, 19-27, 28, 29, 31, 32, 35, 41, 44, 45, 47, 48, 49, 52, 55, 57, 59, 60, 61, 62, 63, 64, 65, 66, 67, 92

Holbrook Bypass 22, 23, 60

Human resources 90-94, 189-194

Hume Highway 22-23, 27, 31, 39, 52, 57, 60, 61, 66, 92

Hunter Expressway 24-25, 60, 67

I

Implementation of price determination N/A

Incidents 8, 18, 29-31, 40, 49, 75, 77, 79, 91

Inclusion of unaudited financial statements N/A

Independent Auditor's Report 97-98, 151-152

Industrial relations 189

Information and communication technology 83, 86-87, 89

Infrastructure condition 35, 36, 38-39

Inner West Busway 2, 17, 27, 67, 77

Insurance 79, 188, 207, 208, 223

Intelligent Access Program 36

Intelligent Speed Adaptation 47, 50

Intelligent Transport Systems 83

Internal audit and risk management policy attestation 85

Investment performance 6-7, 95-168

Iron Cove Bridge 17, 27, 28, 67

J

K

Kempsey Bypass 21, 67

L

Land and water management 66

Land disposal 215

Lane Cove Tunnel 18, 29

Learner drivers 55

Legal change 209-214

Legislation 54, 56, 67, 72, 80, 86, 209-214

Letter of submission inside front cover

Liability management performance 16, 223-224

Licences 5, 15, 54, 55, 78, 79, 86

Live Traffic website 2, 17, 30, 31

Livestock Welfare Mass Management Accreditation Scheme 36

Local government 4, 5, 9, 10, 22, 26, 29, 32, 37, 42-43, 44, 45, 47, 48, 49, 53, 58, 60, 61, 62, 63, 92

M

M2 Motorway 17, 18, 29, 63, 64, 93

M4 Motorway 7, 24, 29, 30

M5 Motorway 7, 17, 19, 29, 61, 63, 64

M7 Motorway 18, 24, 30

Major incidents 29-30, 77

Major works 19-28, 171-175

Maintenance 37-43

Management and activities 2-3, 17-94

Management and structure 10-13, 179-188

Marketing 6, 55, 84

Metropolitan Transport Plan 5, 10, 78, 88, 89

Minister for Roads and Ports inside front cover; 37, 51, 84

Mobile E-Toll Office 73, 75

Mobile speed cameras 52

Moree Bypass 26, 84

Motor Accidents Authority 79

Motor registries 3, 4, 71, 73, 74-76, 77, 78, 94

Motorcycles 6, 46, 47, 49, 50, 51, 53, 58
myPlates 84, 94

Multicultural Policies and Services Program 193-194

N

National Heavy Vehicle Regulator 44, 56, 79, 80

Natural disasters 33, 40, 43, 44

New car assessment 50

New England Highway 24, 48, 49

New Year's Eve event 80

Newcastle and Hunter projects 24-25

Newell Highway 26, 35, 39, 48, 49

Noise management 19, 22, 23, 40, 64, 65

Non-government organisations 217

NSW Auditor General 97-98, 151-152, 180, 184

NSW Centre for Road Safety 10, 13, 45-58

NSW Farmers Association 37, 79

NSW Police Force 4, 10, 48, 51, 52, 53, 56, 58, 87

NSW State Plan 5, 8, 9, 10, 14, 16, 38, 44, 47, 82, 88-89

Number plates 6, 11, 84, 94

O

Occupational health and safety 9, 10, 81, 82, 85, 90-91

Ombudsman complaints 207-208
OneGov website 76
Online forum 77
Online services 3, 75-76
Organisational chart 10-11
Overseas travel 195-196
Oxley Highway 21, 41, 63, 65

P

Pacific Highway 17, 19-21, 25, 29, 31, 39, 52, 59, 61, 62, 63, 65, 66, 67

Pavements 22, 37-39, 40, 41-42

Payment of accounts 216

Payment to consultants 215

Pedestrians 4, 5, 22, 26, 27, 29, 48, 49, 56, 58, 80

People with a disability 93

Performance and numbers of executive officers 179-188

Performance indicators 14-16, 38, 46, 68, 90

Performance overview 14-16

Photo card 78

Pinch point strategy 31

Point-to-point speed enforcement 52

Police (see NSW Police Force)

Princes Highway 17, 21-22, 31, 49, 55, 64

Privacy Management Plan 218

Professional development 91-92

Property owner guide 77

Public availability of annual reports 261

Q

R

Recovery plans 62, 176-178

Recruitment 94, 191-192, 193

Recycling 2, 21, 59, 65, 71, 84

Register of Road Safety Auditors website 49

Registration 4, 5, 51, 58, 73, 74, 75-76, 77, 78, 79, 80, 85, 221-222

Registries (see motor registries)

Requirements arising from employment arrangements N/A

Research and development 219-221

Ride quality 14, 38

Risk management and insurance 86-87, 223

Risk 10, 35, 36, 37, 41, 44, 48, 50, 51, 52, 57, 58, 65, 66, 67, 82-83, 84, 85, 86-87, 90, 91, 94

Road and Fleet Services 42, 77-78, 83, 84, 86

Road corridors 17, 18, 29, 31, 40, 70

Road Freight Advisory Council 34-35, 49, 78-79

Road Projects website 5, 24, 28, 31, 76, 77

Road safety 4, 10, 11, 16, 21, 22, 26, 35, 37, 41, 44, 45-58, 76, 79, 82, 83, 87, 89, 92, 94

Road toll 3, 10, 15, 45, 46-47, 48, 50, 52, 56, 57, 58

Roads and Maritime Services 3, 72, 94

Roads Program 5, 10

Roadside environment 46, 62

RTA Contact Centre 4, 75

RTA corporate plan (see corporate plan)

RTA Crashlab (see Crashlab)

S

Safe-T-Cam 11, 57

Safety cameras 11, 49, 52

SCATS (see Sydney Coordinated Adaptive Traffic System)

Schools 49, 51, 52, 54, 91

Seatbelts 53, 54, 55, 79

Senior Executive Service performance 179-188

Shared services 83

Slow Down Road Show 52, 53, 93

Special events 30

Speed trends 29

Speed zones 47-48

Speeding 3, 44, 45, 46, 50, 52, 53, 54, 56, 58

Sponsorship 26, 52, 84

Staff 3, 5, 91-93, 189, 190-194

Stakeholders 5, 8, 9, 10, 23, 29, 32, 35, 37, 40, 42, 47, 49, 52, 53, 57, 58, 74, 78-80, 82

Strategic management framework 5

Summary review of operations 17-94

Sydney Coordinated Adaptive Traffic System 11, 83

Sydney Harbour Bridge 6, 28, 40, 66

Sydney Harbour Tunnel 6, 49, 80

T

Tharwa Bridge 78, 84

Threatened species 60, 61, 62, 63, 176-178

Timber bridges 33, 38, 43, 66

Timber truss bridges 38, 66

Time for payment of accounts 216

Tolls 4, 6, 11, 29, 37, 66, 73, 75, 76, 80, 84, 87, 93, 94

Tow truck industry 79

Traffic signals 4, 22, 28, 34, 48, 69, 71

Traffic volume 14, 27, 29, 42

Transport for NSW 32

Transport Management Centre 4, 30, 87

Transport NSW 4, 78, 86, 94

Transport Operations Logistics Group 79, 80

Travel times 4, 17, 19, 22, 27, 28, 29, 30, 31, 32

Trucks (see heavy vehicles)

U

United Nations Decade of Action for Road Safety 47

Urban design 67-68

Used cars 74, 195

V

Vehicle emissions 9, 11, 27, 68-69

Vehicle inspections 11, 51

Vehicle safety 10, 48, 49, 50, 51, 58, 78, 79

Vision inside front cover

Values inside front cover

W

War widows concession 78

Waste Reduction and Purchasing Plan 71

Water 38, 40, 64, 66

Websites 75-76, 77, 93

Weight tax 6

Wool bale concessions 37

Workforce capability 10, 82, 92

X

Y

Young drivers 54, 58, 76

Z

Contact details

General inquiries

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

Traffic inquiries

132 701 (24 hours)

To report traffic conditions, incidents and signal faults

131 700 (24 hours)

RTA Sydney and Regional Offices

131 782

International callers (outside Australia)

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

www.rta.nsw.gov.au

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

Head office

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

Sydney region

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

Hunter

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

Northern

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

Southern

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

South West

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

Western

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

Transport Management Centre

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

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

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



Roads and Traffic Authority of New South Wales

For further enquiries
www.rta.nsw.gov.au | 13 22 13

RTA/Pub. 11.461
ISSN 1449 0056
