



MINISTRY OF TRANSPORT

ANNUAL REPORT 2008-09

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LETTER TO THE MINISTER

The Hon David Campbell MP

Minister for Transport
Minister for the Illawarra

Parliament House
Macquarie Street
SYDNEY NSW 2000

Dear Minister,

I am pleased to submit the Ministry of Transport's Annual Report for the year ended 30 June 2009.

This Annual Report has been prepared in accordance with the provisions of the *Annual Reports (Departments) Act 1985* and includes a Statement of Affairs, pursuant to the *Freedom of Information Act 1989*.

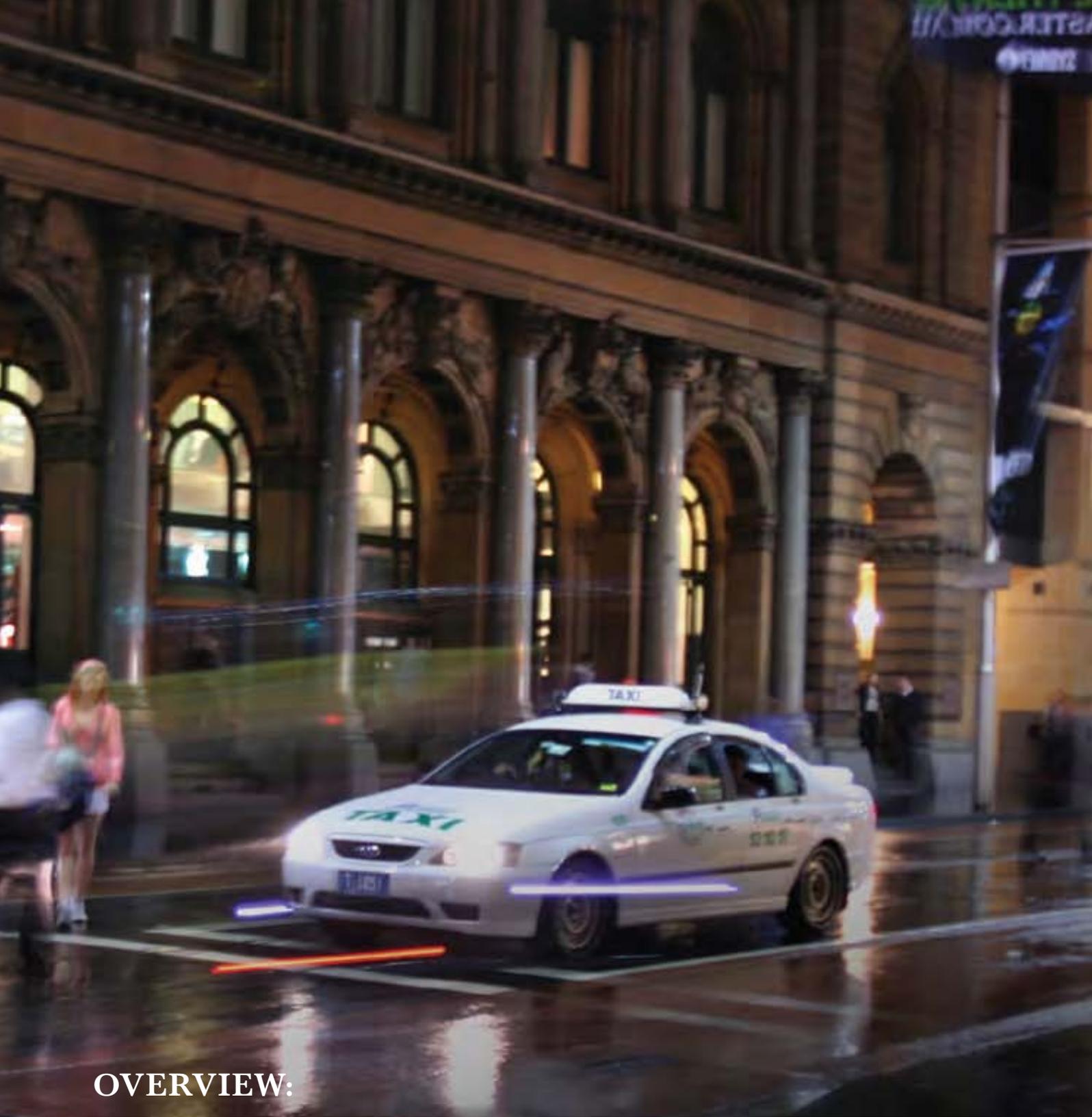
The report outlines the year's highlights and achievements against key result areas identified in the Ministry of Transport's Corporate Plan.

The establishment of NSW Transport and Infrastructure provides a significant opportunity to build on the substantial work undertaken and deliver improved transport outcomes.

Yours sincerely,



Les Wielinga
Director General
30 October 2009



OVERVIEW:

<i>Vision</i>	<i>Purpose</i>	<i>Culture Statement</i>	<i>Values</i>
A more effective transport system	<p>More capable, competitive and sustainable transport services</p> <p>Safe, reliable and clean transport services</p>	To develop a positive culture supported by clear objectives and good processes, that values people and recognises achievements	<p>We will be honest, ethical and transparent in our work. We will aim to deliver equitable service outcomes to the community</p> <p>We will treat our stakeholders, and each other, with respect</p> <p>We value the contribution of our staff and support their development</p>



OVERVIEW

THE MINISTRY OF TRANSPORT WAS ESTABLISHED IN 2003 AS THE LEAD AGENCY IN THE NSW TRANSPORT PORTFOLIO

WHO WE ARE

The Ministry of Transport was established in 2003 as the lead agency in the NSW transport portfolio. The Ministry provides strategic policy oversight and advice to the Minister for Transport on key policy and service initiatives that are designed to deliver a safe and reliable transport network across metropolitan, regional and rural New South Wales.

In this reporting year, the agencies that make up the NSW Transport portfolio include:

Ministry of Transport;
RailCorp;
State Transit Authority;
Sydney Ferries;
Transport Infrastructure Development Corporation;
Rail Infrastructure Corporation;
Public Transport Ticketing Corporation;
Office of Transport Safety Investigations;
Sydney Metro Authority; and
Independent Transport Safety and Reliability Regulator.

WHAT WE DO

Our primary goal is using our budget allocation of \$4.2 billion to improve transport services for the people of NSW.

We achieve this by:

- providing funding for NSW public transport services and major capital works;
- regulating the NSW bus, taxi and hire car industries; and
- managing NSW bus and ferry contracts.

At a policy level, we develop and coordinate high level transport priorities in NSW and implement them in collaboration with other government agencies. We are also responsible for integrating policies, regulations and service initiatives across transport in NSW.

We undertake strategic transport planning as well as network and service planning and implement initiatives to improve the efficiency and effectiveness of transport service delivery.

OVERVIEW

OUR CLIENTS AND STAKEHOLDERS

Our clients and stakeholders include:

- public transport users and the community;
- the Minister for Transport and the NSW Government;
- private transport operators;
- freight providers and users;
- community transport providers and users;
- NSW transport portfolio agencies;
- related NSW Government agencies including the Roads and Traffic Authority, the Department of Planning, the Department of Ageing, Disability and Home Care, and the Department of Community Services;
- central agencies including NSW Treasury and the Department of Premier and Cabinet;
- Commonwealth Government agencies including the National Transport Commission and the Department of Infrastructure, Transport, Regional Development and Local Government and the Department of Health and Ageing; and
- industry, consumer and other organisations including BusNSW, the NSW Taxi Council, the Commercial Vessels Association, NSW Council of Social Service, the Community Transport Organisation, local councils, People with Disabilities, Vision Australia, the Physical Disability Council of NSW, Spinal Cord Injuries Australia, the Isolated Children's Parents' Association and the Neighbour Aid Association.

CORPORATE PLAN

With approximately two million trips undertaken on rail, bus and ferry services across NSW on an average weekday – and with expected growth over time – it is imperative that we take a long term approach to transport services and infrastructure.

The Ministry of Transport Corporate Plan details our direction, priorities and values, and highlights major policy challenges. The Plan shows how the Ministry will contribute to the long term improvement of transport services in NSW across key result areas which include:

1. Improving performance across the NSW rail, bus and ferry networks;
2. Contributing to the provision of safe, reliable and secure transport services; and
3. Providing equitable and accessible transport to match community needs.

Note: For 2008-09, Key Result Areas (KRAs) have been realigned to reflect the results and services framework underpinning the budget process.

Major policy challenges

The Ministry's major policy challenges, as identified in a range of plans, including the Corporate Plan, were identified as:

- leading, planning and working with partner agencies to deliver more effective transport services;
- ensuring that the regulatory framework delivers safe, reliable and secure transport services;
- increasing the capacity and role of public transport in meeting community needs;
- ensuring financial resources are appropriately targeted to best meet transport service requirements;
- coordinating agencies for the delivery of transport infrastructure upgrades;
- contributing to a network of fast and reliable transport links to regional cities and major centres;
- implementing performance-based bus service contracts for the metropolitan, outer metropolitan and rural and regional areas of NSW;
- improving transport service provision for rural and regional areas of NSW;
- continuing accreditation of transport providers and improving service standards;
- implementing improvements to taxi services including reforms arising out of various reviews; and
- supporting the development and implementation of integrated ticketing across the Greater Sydney transport network.

OUR STRUCTURE

as at 30 June 2009

Our organisational structure has been designed to ensure we achieve our objectives effectively and efficiently within the legislative framework and available resources. The organisation consists of two key groups – the Policy and Strategic Coordination Group and the Transport Services Group – under which the various policy, planning, operational and corporate service areas are managed.

As at 30 June 2009, the Ministry employed 336 staff in four offices in Sydney, Parramatta, Newcastle and Wollongong, as well as regional transport coordinators and an Aboriginal Project and Liaison Officer, who are located across metropolitan, rural and regional NSW.

Additionally, the Ministry provides corporate services to the Transport Administration Corporation, the Public Transport Ticketing Corporation, the Independent Transport Safety and Reliability Regulator, the Office of Transport Safety Investigations and the Sydney Metro Authority.

For more information on the Ministry's human resources policies, including Equal Employment Opportunity and Occupational Health and Safety, please see Appendices 8 (page 85), 10 (page 87) and 23 (page 94).



For 2008-09, approximately \$590 million was spent on the provision of bus services in metropolitan and outer metropolitan areas.



HIGHLIGHTS

2008-2009



IMPROVING METROPOLITAN AND OUTER METROPOLITAN BUS SERVICES

For 2008-09, approximately \$590 million was spent on the provision of bus services in metropolitan and outer metropolitan areas.

Integrated networks were introduced in an additional seven metropolitan regions. Planning and consultation were progressed on a further four networks for introduction by the end of 2009.

Bus patronage growth for the year was particularly strong in those metropolitan areas where new networks had been bedded down – close to 16% in some cases. Overall bus patronage was strongest in areas serviced by private bus operators with an average of 5.6% growth across these Sydney regions.

350 new and replacement buses were added to the metropolitan and outer metropolitan fleets. These included 25 new high capacity buses, with 22 of these to cater for patronage growth on M2 services.

The procurement of 300 'growth' buses to service high demand routes in both metropolitan and outer metropolitan locations was progressed, with eight of these on the road by June 2009 and the remainder to be delivered by mid 2010.

A free CBD shuttle commenced in December 2008, running every 10 minutes between Circular Quay and Central and servicing around 3,000 passengers per day.

Another free service, the Gong Shuttle, was introduced in Wollongong in March 2009, connecting key destinations such as the shopping district, educational institutions, hospital, beach and train stations. It services an average of close to 6,000 passengers each weekday.

Initiatives to improve the efficiency of bus services in the Sydney CBD were introduced, including:

- extended bus lanes on Elizabeth and George Streets;
- standardised bus lane hours during the peaks;
- a mid-city interchange in Park Street, Sydney.

To further improve reliability and speed up boarding times, 42 cashless bus routes and a weekday cashless zone for the Sydney CBD were introduced for State Transit Authority services.

A discounted weekly ticket was introduced on private bus services with rollout commencing in October 2008.

The Sunday Funday ticket was introduced in December 2008, enabling families to travel across the public transport network all day at a cost of just \$2.50 per person. This is the first time that families serviced by private bus operators have been able to access a multimodal, discounted ticket.

From 22 June 2009 the TravelTen concession was also extended to pensioners, jobseekers, apprentices, and other concession holders – making it easier for them to use prepay services.

The first survey of customer satisfaction with bus services, undertaken by the Independent Transport Safety and Reliability Regulator in May, found that satisfaction levels were at least 70% for nine out of ten service aspects considered, with cleanliness of seats and driver friendliness rated most highly.

2008-2009 HIGHLIGHTS

*For 2008-09
CityRail patronage
growth was 2.9%.
On-time running was
95.2% compared
to 92.7% for the
previous year.*



IMPROVED RAIL SERVICES

Passenger

During 2008-09, amendments to the *Transport Administration Act 1988* re-established RailCorp (along with Sydney Ferries) as a NSW Government agency to improve governance arrangements. Among other things, these changes require RailCorp to provide services under a contract with the Director General of the Ministry of Transport.

The Ministry worked with RailCorp on key activities including:

- development of the new timetable to be introduced from October 2009;
- the acquisition of 626 new rail cars; and
- the introduction of customer service initiatives such as the Customer Charter, 14 day rail pass, improved dwell time management, and the development of proposals for automatic train protection systems to improve safety.

For 2008-09 CityRail patronage growth was 2.9%. On-time running was 95.2% compared to 92.7% for the previous year.

Freight

In June 2009, following an Expression of Interest process, the Ministry entered into the five-year Grain Rail Haulage Operating Agreement involving the transfer of rolling stock from Pacific National to GrainCorp and securing rail haulage operations on the branchline network.

Level crossings

The Level Crossing Strategy Council brings together road and rail agencies to coordinate safety improvements and oversee \$7 million annual program to upgrade priority level crossings, supplementing agency specific programs. For 2008-09 a major upgrade was undertaken at the Park Road Woonona level crossing. Engineering improvement works were undertaken at 12 crossings, 40 were the subject of minor works, and 33 were the subject of upgrade designs.

In February 2009 NSW benefited from the allocation of over \$42 million under the Federal Government's Boomgates for Level Crossings Program, with upgrades to 55 level crossings being delivered by the Australian Rail Track Corporation and RailCorp.

New rail safety legislation

The Ministry worked with the Independent Transport Safety and Reliability Regulator to introduce new national model safety legislation for NSW to ensure consistency across states, while maintaining NSW's high safety standards.

Seven additional secure taxi ranks were introduced, bringing the total number of secure ranks to 41.

FERRY SERVICES

An interim service contract was put in place with Sydney Ferries, pending the outcome of the market testing process which commenced following the Special Commission of Inquiry into Sydney Ferries. A new service contract is expected to be in place by April 2010.

A separate Expression of Interest process undertaken in February 2009 resulted in a private operator commencing operation of a high speed service between Manly and Circular Quay on a fully commercial basis.

The commencement of a commuter ferry service to and from Parramatta by the end of 2009 was also announced.

Patronage on Sydney Ferries increased by 2.5% for 2008-09. Sunday patronage grew significantly following the introduction of the Family Sunday Funday ticket, with June quarter results showing a 39% increase on the same time the previous year.

IMPROVED TAXI SERVICES

New network standards were introduced for all taxi networks in Sydney, Newcastle, Central Coast and Wollongong, requiring networks to meet benchmarks for service delivery which include telephone response times and passenger pick up times for all bookings, including those for wheelchair accessible taxis.

The number of Wheelchair Accessible Taxi licences on issue increased by 5.1%, and the incentive payment to drivers for carrying wheelchair bound passengers continued.

Seven additional secure taxi ranks were introduced, bringing the total number of secure ranks to 41.

The consideration of options to improve licensing arrangements was also progressed.

TRANSPORT PLANNING

During 2008-09, the Ministry through its Centre for Transport Planning and Product Development and other service planning functions participated in a range of initiatives to plan for and deliver future transport solutions.

These included: progressing Stage 1 and 2 of the Sydney Metro Network and South West Rail Link projects; developing south west and north west sector bus servicing plans; providing advice to the Department of Planning on sub-regional strategies, major projects and state significant sites; and working with relevant stakeholders to consider transport options for Barangaroo, Green Square, and the Newcastle City Centre.



In January 2009, the Sydney Metro Authority was established and a Chief Executive Officer appointed. The Sydney Metro Authority is managing the construction and delivery of the CBD Metro which will form the backbone of Sydney's long term metro plans.

In June 2009 the Premier announced the establishment of a new agency – NSW Transport and Infrastructure – to undertake transport coordination, policy and planning. A key priority for the new agency is the delivery of a Transport Blueprint to integrate transport and land use planning and to set the Government's strategic transport agenda over the longer term.

2008-2009 HIGHLIGHTS

TRANSPORT COORDINATION

Transport Info 131500 continued to be the major source of coordinated transport information for bus, rail and ferry services across the Greater Sydney Region, with more than 11 million contacts by telephone, e-mail and through the 131500.com.au website – a 22.3% increase on 2007-08 contacts.

Efficient and seamless interchange between transport modes improves transport network operations and is critical to passengers' satisfaction with the transport experience. In 2008-09, \$103.4 million was provided towards improvement of commuter car parks and transport interchanges.

The commuter carpark program is aimed at encouraging those living in outer suburbs to transfer to the rail network at key points rather than drive to work. During 2008-09, the Government extended its previous commitment to build 4,000 extra car park spaces for commuters, by an additional 3,000 new parking spaces. As a result, an extra 7,000 commuter car parking spaces will be delivered at 28 locations across the CityRail network over the next two years.

In May 2009, a 160-space commuter car park at Wentworthville was opened by the Premier, the Hon. Nathan Rees, MP. By 30 June, work was well underway on construction of new commuter car parks at Tuggerah, Morisset, Holsworthy, Campbelltown, Helensburgh, Windsor and Glenfield Seddon Park.

Transport interchanges are also a key means of coordinating services to meet passenger needs. For 2008-09, a major new transport interchange at Bankstown – a joint project between the Ministry of Transport and Bankstown Council – was completed, providing improved facilities such as a taxi rank, kiss and ride facility, and service information.

Planning and/or construction work to build interchange facilities progressed at Hurstville, Macarthur, Morisset, Windsor and Tuggerah.

The Ministry played a leading role in assisting the World Youth Day Coordination Authority to deliver centrally coordinated public transport services and integrated operational, communications and contingency plans.

The Ministry also provided essential management, coordination and oversight for the delivery of transport for major events, including special event buses at 16 major events at Sydney Olympic Park.

In June 2009, as part of the new NSW Transport and Infrastructure, the establishment of a Transport Coordination Group was announced. This brings together rail, bus and ferry operators to work with the Roads and Traffic Authority's Traffic Management Centre to manage and coordinate transport networks during the peaks, ensuring incidents are dealt with effectively and delays are minimised.

RURAL AND REGIONAL SERVICES

For 2008-09, approximately \$350 million was spent on the provision of rural and regional bus services under new bus contracts progressively rolled out from July 2008. The new contracts provide for improved funding arrangements, increased accountability, regular service reviews and community consultation.

Since January 2009, pensioners and seniors have benefited from the availability of a Regional Excursion Daily ticket providing all day travel at a flat rate of \$2.50 on local regular route bus services in country towns and regional centres. Expanded concession arrangements also mean that students and other eligible groups in country areas now benefit, for the first time, from the same entitlements as those

In May 2009, a 160-space commuter car park at Wentworthville was opened by the Premier, the Hon. Nathan Rees, MP. By 30 June, work was well underway on construction of new commuter car parks at Tuggerah, Morisset, Holsworthy, Campbelltown, Helensburgh, Windsor and Glenfield Seddon Park.

provided under metropolitan and outer metropolitan bus contracts.

The Ministry administered more than \$39 million through its Local and Community Transport programs to meet the needs of transport disadvantaged groups, many of which are located in regional areas. Regional coordinators continued to play a key role in developing innovative local transport solutions.

MAINTAINING SAFETY

In 2008-09, the Ministry completed 19,245 on-road inspections for bus, taxi and private hire vehicles, representing a 6.3% increase on 2007-08 inspections.

579 audits of bus operators, focusing on safety and maintenance standards, were undertaken.

Mandatory security cameras were introduced in all Sydney, Newcastle, Wollongong and Central Coast taxis. The Secure Taxi Rank Program, whereby ranks are attended by either security guards or feature CCTV, provided secure environments at more taxi ranks across NSW.



The Ministry played a leading role in assisting the World Youth Day Coordination Authority to deliver centrally coordinated public transport services and integrated operational, communications and contingency plans.





IMPROVING PERFORMANCE ACROSS THE NSW RAIL, BUS AND FERRY NETWORK

KEY RESULT AREA 1



\$103.4 million

provided towards improvement of commuter car parks and transport interchanges in 2008-09.

The Ministry is committed to improving performance across transport networks. In 2008-09, we provided strategic advice aimed at improving rail, bus and ferry services.

We are also committed to developing services that will meet the Government's transport targets. By 2016, 25% of commuter trips in Sydney are to be by public transport and 75% of commuter trips to the Sydney CBD during the peak are to be by public transport. The Government has made a commitment that reliability targets for transport modes will be consistently met (CityRail – 92% of services on time; Sydney Buses – 95% on time at departure and 80% passing the mid point of strategic corridors on time; and Sydney Ferries – 99.5% of services on time).

IMPROVING RAIL SERVICES

RailCorp provides passenger rail services in NSW. Its metropolitan CityRail network is also used to transport freight to key destinations.

The Ministry of Transport supports the Minister in the area of rail services by providing advice and assistance to ensure that regulatory, funding and service delivery arrangements are in line with the Government's objectives and deliver improved outcomes for customers.

The Ministry of Transport works directly with publicly-owned rail companies

– RailCorp and the Rail Infrastructure Corporation, as well as the Transport Infrastructure Development Corporation – to monitor the performance of NSW rail services and the delivery of rail projects, and to advise the Minister regarding opportunities for improvement.

The Ministry of Transport coordinates the development of whole-of-government strategies for the improvement of rail transport, particularly those issues with interstate and national impacts such as:

- national rail safety, with the Independent Transport Safety and Reliability Regulator;
- the interaction of private, State-owned and Commonwealth-owned rail operators and the Australian Rail Track Corporation; and
- inter-jurisdictional access and funding agreements.

During 2008-09, amendments to the *Transport Administration Act 1988* re-established RailCorp (along with Sydney Ferries) as a NSW Government agency, requiring it to provide services under a contract with the Director General of the Ministry of Transport.

While development of a service contract progressed, RailCorp continued to work

with the Ministry of Transport and report on its key activities including:

- development of the new timetable to be introduced from October 2009;
- the acquisition of 626 new rail cars under a Public Private Partnership; and
- the introduction of customer service initiatives such as the Customer Service Charter, 14 day rail pass to relieve pressure on queuing, improved dwell time management, and the development of proposals for automatic train protection systems to improve safety.

For 2008-09 CityRail patronage was 304.8 million passenger journeys, a 2.9% increase on the previous year. On-time running was 95.2% compared to 92.7% for the previous year.

CityRail fare increases

In 2008, the then Premier issued the Independent Pricing and Regulatory Tribunal (IPART) with a reference to review CityRail's regulatory framework focusing on revenue requirements, funding arrangements and fare structures.

The Ministry played a lead role in developing submissions, on behalf of Government, to this process, which resulted in IPART determining a four year price path, commencing with an average fare rise of 7.5% from January 2009. The Government submission was successful in lessening the impact of IPART's original proposed fare increase, particularly for longer distance commuters.



42 cashless bus routes
and a cashless zone operating in the Sydney CBD between 7am and 7pm Monday to Friday. By ensuring that all passengers have pre-purchased tickets, bus boarding times are dramatically improved, with flow on effects for bus reliability.



Rail Freight

In June 2009, the Ministry of Transport entered into the five-year Grain Rail Haulage Operating Agreement with GrainCorp which saw the transfer of eighteen 48 Class locomotives and 180 wagons from Pacific National to GrainCorp and secured rail haulage operations on the branchline network.

Along with industry representatives, the Ministry of Transport also participated in the Federal Government's NSW Grain Freight Review to develop long term sustainable solutions to issues related to grain haulage. The final report is due out later in 2009.

In 2008-09, the Ministry participated in the Port Botany Logistics Team, which aims to improve performance of one of Australia's most important ports. The Ministry also participated in the Project Control Group overseeing the construction of the Southern Sydney Freight Line, and continued to liaise with the Commonwealth on progressing Moorebank Intermodal Terminal. Both projects are essential to delivering the Government's target of 40% freight rail mode share to and from Port Botany.

The Ministry continued to work with the Australian Rail Track Corporation, Railcorp and the Transport Infrastructure Development Corporation to scope improvement projects for the Northern Sydney Freight corridor to improve the reliability of freight. These will inform the allocation of \$840 million over

five years for the corridor that was announced by the Federal Government as part of its Nation Building Program.

Level crossings

In 2008-09, the Director General of the Ministry continued to chair the Level Crossing Strategy Council, an interagency forum which meets bi-monthly to promote coordination between rail and road agencies regarding level crossing safety. The Council oversees the development and delivery of a \$7 million annual Level Crossing Improvement Program which funds level crossing safety improvement initiatives across NSW. This program supplements the safety improvement activities of each road and rail agency.

In this reporting year the Program and RailCorp jointly funded a major upgrade of the level crossing at Park Road, Woonona. New boom gates and an additional pedestrian level crossing were installed at the crossing and major road improvements were constructed to mitigate the risk of traffic queuing on the level crossing. The Program contributed \$1.057 million to this upgrade, in addition to which RailCorp contributed \$916,000.

The Program spent \$2.15 million on engineering improvement works at 12 crossings, \$437,000 on minor works at more than 40 crossings and \$2.23 million on upgrade designs for a further 33 crossings.

The Program also funded the ongoing maintenance and development of the Australian Level Crossing Assessment Model which assists with prioritising risk and allocating the funding program for each financial year.

In addition, NSW will benefit from the allocation, in February 2009, of over \$42 million under the Federal Government's Boomgates for Rail Crossings Program. This funding will see the installation of boomgates and other active control mechanisms at 55 high risk crossings across NSW. The Australian Rail Track Corporation is delivering these upgrades, with the exception of two being delivered by RailCorp.

Rail safety

In January 2009, the new *Rail Safety Act 2008* commenced, based on national model legislation and designed to deliver greater consistency across Australia in rail safety accreditation and other regulatory requirements.

The Ministry worked with the Independent Transport Safety and Reliability Regulator to assist with the introduction of the legislation and to ensure that NSW's high safety standards are maintained.

KEY RESULT AREA 1



IMPROVING BUS SERVICES

The Ministry of Transport continued to work collaboratively with operators and partner agencies to implement initiatives to improve bus service performance. This work has been a core focus, leading to significant service improvements for passengers.

This year, the Government provided approximately \$940 million in funding for the provision and improvement of bus services across the State.

In Sydney, the Ministry continued to administer the metropolitan and outer metropolitan contracts, providing contract payments approximately \$590 million to operators to deliver services in Sydney, Wollongong, Newcastle, the Central Coast and Blue Mountains.

Integrated networks, patronage growth and new buses

Integrated bus networks continue to be rolled out across the Sydney metropolitan area, with the aim of ensuring that service design reflects changing urban, employment and population needs, and provides fast, frequent and direct links to major patronage generators.

Integrated network development and implementation involves extensive community consultation. The new networks are also closely monitored during the first six months of operation, so that adjustments can be made if necessary.

During 2008-09, new integrated networks were rolled out in regions 2, 4, 9, 11 (Stage 1), 12, 14 and 15. Planning and consultation was also progressed for regions 1, 3, 5, 6, 7, 8 and 11 – all of which are scheduled to be implemented by early next year.

For a map of bus regions, see Appendix 40.

Outer metropolitan regions will undergo consultation in late 2009, with all revised bus networks due for implementation by mid 2010.

Compared with 2007-08, patronage on metropolitan bus services increased by 3.4 million passenger trips. Areas where integrated networks have been bedded down continue to show encouraging increases, up to 15.75% in some cases.

Average patronage increases, across metropolitan and outer metropolitan contracts by type of contract, were:

Metropolitan Bus Service Contracts (STA)	0.7% increase
Metropolitan Bus Service Contracts (Private)	5.6% increase
Outer Metropolitan Bus Service Contracts (STA)	1.7% decrease
Outer Metropolitan Bus Service Contracts (Private)	4.4% increase

NOTE: these figures exclude SSTS patronage

295 new and replacement buses were added to the Sydney metropolitan fleet during 2008-09. These included 25 high capacity buses to cater for increased demand, including 22 to improve services on the M2.

For the outer metropolitan areas of Blue Mountains, Wollongong, Central Coast and Newcastle, 55 new and replacement buses were added to the fleet for 2008-09.

In 2008-09 the Government announced that it would purchase 300 new buses for Sydney, the Illawarra, Blue Mountains, Central Coast and Newcastle via an investment of \$128.8 million over two years. By June, the first eight of these buses were on the road with the remainder to be delivered by mid 2010.

Bus priority measures

Throughout the year, the Ministry worked collaboratively with the Roads and Traffic Authority to implement bus priority measures on strategic bus corridors providing links to key patronage generators. Measures such as bus lanes and bus priority signals at intersections are being implemented at critical points to improve the reliability of services and reduce journey times.

For 2008-09, \$35.3 million was spent on 22 projects, including new bus lanes and bus priority works at Old Northern Road in Baulkham Hills (estimated total cost – \$10.4 million) and Condamine Street in Manly Vale (estimated total cost – \$8.8 million).

Bus priority will be greatly improved through the Road and Traffic Authority's Public Transport Information and Priority System (PTIPS). PTIPS uses satellite technology to communicate with the Road and Traffic Authority's traffic management system to direct traffic signal priority to late-running buses.

During 2008-09, PTIPS was rolled out on State Transit Authority buses with testing commencing on North Shore buses.

CBD Bus Strategy

The delivery of the CBD Bus Strategy – to streamline and improve the efficiency of bus services in the CBD – is well advanced. Initiatives introduced from July 2008 include:

- extension of bus lanes for the full length of George and Elizabeth Streets;
- standardisation of peak bus lane hours to 6am-10am and 3pm-8pm; and
- introduction of a new mid-city interchange in Park Street.

These measures have resulted in buses along Elizabeth and George Streets becoming, on average, 38% and 16% more reliable, respectively.

Passenger-focused initiatives

Initiatives to improve bus services with a strong passenger focus continued to be implemented across bus networks.

These included introduction, on State Transit Authority services, of 42 cashless bus routes and a cashless zone operating in the Sydney CBD between 7am and 7pm Monday to Friday. By ensuring that all passengers have pre-purchased tickets, bus boarding times are dramatically improved, with flow on effects for bus reliability.

In October 2008, the Government introduced a discounted weekly ticket on private bus services, providing private bus commuters for the first time with a 20% discount relative to ten single fares.

This was followed in December 2008 by the introduction of the Family Funday Sunday ticket, enabling families to travel across the public transport network all day – on a Sunday – at a cost of \$2.50 per person. This provides a particular benefit to families who use private bus services, as they are now able to access a multimodal, discounted ticket that applies across the entire CityRail, Sydney Ferries and metropolitan and outer metropolitan bus networks.

A new free CBD Shuttle started on 2 December, running in both directions between Circular Quay and Central providing a high frequency service seven days a week, including until 9pm on Thursdays for late night shoppers. The shuttle carried more than 580,000 passengers in its first five months. This service has proven very popular with office workers, shoppers and tourists, carrying around 3,000 people per day.

Another free service, the Gong Shuttle, was introduced in Wollongong in March 2009. Operating between 7am and 10pm from Monday to Friday, the shuttle runs every ten minutes during peak periods (7am – 9am and 3pm – 6pm) and every twenty minutes off-peak.

The weekend service runs every twenty minutes between 8am and 6pm. The Gong Shuttle services Wollongong's key destinations including the shopping district, Wollongong University Innovation Campus, Wollongong Hospital, City Beach, North Wollongong TAFE, and train stations at Wollongong, North Wollongong and Fairy Meadow. Since operations began on 18 March, more than 545,000 passengers used the service to 30 June 2009.

Fare increases

IPART determined an average increase of 5.5% for metropolitan and outer metropolitan bus fares, effective from 4 January 2009. The Ministry of Transport developed the Government submission to IPART's review, outlining the cost of service provision, service improvements and other relevant factors.

For rural and regional bus fares, IPART recommended an average fare increase of 8.5% effective from 4 January 2009.

In June 2009, the Ministry of Transport made a submission to IPART's 'Review of Fares for Metropolitan Bus Services for 2010 – proposed changed to IPART's fare setting approach' Issues Paper.

KEY RESULT AREA 1



IMPROVING FERRY SERVICES

During 2008, the Government response to the report of the Special Commission of Inquiry into Sydney Ferries was released. The Ministry has played a key role in implementing this response.

This has included the introduction of legislation to re-establish Sydney Ferries as a NSW Government Statutory Authority, rather than a State-Owned Corporation.

An interim service contract was put in place between the Director General of the Ministry and Sydney Ferries in December 2008, designed to strengthen performance obligations and reporting requirements while the broader market testing process for Sydney Ferries' services was underway.

This market testing process commenced in December 2008, resulting in tender documents being released to short-listed proponents in June 2009. A public sector comparator will be used to assess how efficient services offered by Sydney Ferries compare to those offered by the private sector. It is anticipated that a new service contract will be in place from April 2010.

An Expression of Interest process for a privately-operated high-speed ferry service between Manly and Circular Quay was also undertaken in December 2008. A contract was signed with a private operator to enable the service to be operated on a commercial basis to March 2010 while the future shape of ferry services on Sydney Harbour is determined.

In June 2009, the Premier announced that the Government will deliver a new commuter ferry service between Parramatta and the CBD. \$4 million per annum will be provided over two years to enable provision of additional RiverCat services to Parramatta during the morning and evening peaks, commencing at the end of 2009.

Sydney Ferries has experienced patronage growth of 2.5% over 2008-09. The introduction of the family Funday Sunday ticket has had a particular impact on weekend patronage with average Sunday patronage for the June 2009 quarter indicating a 39% increase compared to the same period for 2008.

Throughout the year, the Ministry held discussions with the private ferry industry on potential reforms to the contracting regime applying to private ferry operators, consistent with legislative amendments.

PRIVATE FERRY AND STOCKTON FERRY FARES

In November 2008 the Independent Pricing and Regulatory Tribunal (IPART) completed its review of fares for private ferry services and the Newcastle (Stockton) Ferry service, provided by the State-owned operator, Newcastle Buses and Ferries.

Based on this review, IPART recommended that the maximum fares for slow private ferries should increase by 7.2%, while for fast private ferries they should increase by 10.5% taking into account higher operating costs due to greater fuel usage for fast ferries. These changes were subsequently determined by the Director General of NSW Transport and Infrastructure, commencing in December 2008.

For the Newcastle (Stockton) Ferry service, IPART determined that the maximum fare would increase by 7.2%, with changes taking effect in January 2009.

IPART also decided to undertake a limited mid-year review of fuel costs for fast private ferry services in May 2009, with a view to adjusting the maximum fare for these services if diesel prices had increased or decreased by more than 10%.

Following the mid-year review, IPART found that diesel prices had decreased by 21.5% since November 2008. It recommended that the maximum fares for fast private ferries be reduced by 4.8% and this change was accepted by the Director General.



IMPROVING INFRASTRUCTURE

During the reporting period, the Ministry continued to progress infrastructure projects to facilitate easier and increased use of public transport.

In 2008-09, \$103.4 million was provided towards improvement of commuter car parks and transport interchanges.

The commuter carpark program is aimed at encouraging those living in outer suburbs to transfer to the rail network at key points rather than drive to work. During 2008-09, the Government extended its previous commitment to build 4,000 extra car park spaces for commuters, by an additional 3,000 new parking spaces.

As a result, an extra 7,000 commuter car parking spaces will be delivered at 28 locations across the CityRail network over the next two years.

In May 2009, a 160-space commuter car park at Wentworthville was opened by the Premier, the Hon. Nathan Rees, MP. By 30 June, work was well underway on construction of new commuter car parks at Tuggerah, Morisset, Holsworthy, Campbelltown, Helensburgh, Windsor and Glenfield Seddon Park.

In December 2008, a major new transport interchange at Bankstown – a joint project between the Ministry of Transport and Bankstown Council – was completed. It provides improved passenger facilities including a taxi rank, kiss and ride and

service information, and won a municipal engineering award for best design of a public works project.

The Ministry also progressed planning and/or construction of new interchanges at Hurstville, Macarthur, Morisset, Windsor and Tuggerah.

As well, the Ministry completed scoping studies for 14 interchanges across metropolitan Sydney, with each scoping study identifying options to upgrade facilities. A total of 37 interchanges have now been scoped for upgrade.

KEY RESULT AREA 1

On 11 June, the Premier announced the establishment of a new department, NSW Transport and Infrastructure, to take control of transport coordination, policy and planning functions.

MANAGING NETWORK PERFORMANCE DURING THE PEAKS

In June 2009, as part of the newly established NSW Transport and Infrastructure, the setting up of a Transport Coordination Group was announced. This brings together rail, bus and ferry operators to work with the Roads and Traffic Authority's Traffic Management Centre to manage and coordinate transport networks during the peaks, ensuring incidents are dealt with effectively and delays minimised.

PLANNING FOR FUTURE TRANSPORT SOLUTIONS

During 2008-09, the Ministry's Centre for Transport Planning and Product Development and other planning functions participated in a range of initiatives and processes to better understand, plan for and deliver future transport solutions aligned with population and land use changes. These included:

- facilitating a multimodal and whole of network approach in the planning and delivery of the CBD Metro;
- ongoing assessments in relation to the West Metro following allocation of \$91 million as part of the Commonwealth's Building Australia Fund;
- participating in the Roads and Traffic Authority's project team undertaking the M5 expansion study;
- working with RailCorp, the Roads and Traffic Authority, the Department of Planning and other relevant agencies to plan delivery of the South West Rail Link;

- providing advice to the Department of Planning on integrated land use and transport planning for ten draft sub-regional strategies and 116 major projects or state significant sites;
- providing advice to local government on integrated land use and transport planning for 47 draft local environmental plans; and
- developing South West and North West Sector bus servicing plans.

Other key planning initiatives involved:

- preliminary transport planning for the proposed Barangaroo development area;
- the release of the Green Square Transport Management and Accessibility Plan jointly funded with Landcom and the City of Sydney and the subsequent establishment of the Green Square TMAP implementation group to deliver on key actions; and
- participation on the Newcastle City Centre Revitalisation Taskforce which has resulted in a commitment to undertake detailed scoping of transport options.

Stage 1 Sydney Metro Network

In January 2009, the Sydney Metro Authority was established and a Chief Executive Officer appointed. The Sydney Metro Authority is managing the construction and delivery of the Stage 1 Sydney Metro Network which forms the backbone of Sydney's longer term metro plans.

On 30 June 2008, the Government announced eleven proposed stations and a corridor alignment for Stage 2 of the Sydney Metro between Westmead, Parramatta and the CBD.

Transport Data Centre

The Ministry's Transport Data Centre is a key resource in the planning and development of transport services to meet current and future needs. It undertakes a range of data collection, analysis and modelling activities to identify population and employment trends as well as current and future travel patterns.

The annual Household Travel Survey and other data sources inform the Strategic Travel Model and the Sydney Land Use Model which in turn have assisted the assessment of future metro, rail and motorway options.

Transport Blueprint

On 11 June, the Premier announced the establishment of a new department, NSW Transport and Infrastructure, to take control of transport coordination, policy and planning functions.

As part of this, the development of a Transport Blueprint for NSW was also announced, with the aim of setting the Government's strategic transport planning agenda for the next 25 years.

The Blueprint will be developed alongside the major review of the Metropolitan Strategy so that Sydney's transport and land use planning are inextricably linked.

For 2008-09, the Ministry provided more than \$39 million through Local and Community Transport Programs to assist transport disadvantaged people in NSW, including many in rural and regional locations.



KEY RESULT AREA 1

IMPROVING SERVICES TO RURAL AND REGIONAL NSW

Bus services

New bus contracts developed in consultation with the Rural and Regional Bus Reform Taskforce were progressively rolled out across country NSW from July 2008. The 754 contracts have replaced the previous 1,884 commercial and non-commercial contracts and, for 2008-09, were worth approximately \$350 million.

The new contracts incorporate improved funding arrangements to ensure sustainable services and include requirements for community consultation, regular service reviews and performance reporting.

To support the rollout of these contracts, the Ministry and BusNSW undertook an intensive bus operator information program, visiting around 35 key rural and regional locations. As at 30 June, the rollout was substantially completed.

Under the new contracts, rural and regional communities can now access the \$2.50 Regional Excursion Daily Ticket, enabling all day travel within, and to, regional centres and country towns where regular route services are provided. Expanded concession arrangements consistent with those in metropolitan and outer metropolitan areas have also been introduced.

These new fare arrangements have been available on regular bus services in rural and regional areas since 1 January 2009.

Air services

The Ministry of Transport regulates intrastate air routes by limiting competition on low volume routes and licensing these routes on a one licence per route basis.

2.04 million passengers flew on the intrastate air service network in NSW, representing a slight decline on 2007-08 patronage.

A new five-year licence term for all but two of the regulated routes started in March 2008, with a further three routes – Griffith, Lismore and Orange – deregulated due to their continued strong patronage growth over and above the 50,000 passengers per annum regulation threshold.

The application process for the remaining two routes (linking Sydney with Moree and Narrabri) was completed in late 2008, with operator licences issued in March 2009 to March 2013 to coincide with the current licensing period.

Community transport

For 2008-09, the Ministry provided more than \$39 million through Local and Community Transport Programs to assist transport disadvantaged people in NSW, including many in rural and regional locations.

In addition, the Country Passenger Transport Infrastructure Grants Scheme (CPTIGS) provided \$1.5 million in grants to improve passenger transport infrastructure in rural, regional and remote communities of NSW.

For more information about community transport services, see Key Result Area 3 on page 32.

Cross Border Transport Taskforce

On 27 April the Minister for Transport released the final report of the Cross Border Transport Taskforce, which the Government had established to investigate New South Wales – Queensland cross-border transport issues.

While public submissions advocated restoration of Casino – Murwillumbah train services, the Report concluded that residents' greatest need is for intra-regional connectivity and local transport; and that restoration of rail services on the line is not warranted.

The Government accepted the Report's three recommendations, which were:

- that no further work be advanced on potential rail links between northern New South Wales and south-east Queensland;
- that a cross-border liaison officer be nominated by both the New South Wales Ministry of Transport and by the Queensland Translink Transit Authority to provide continuing coordination of effort to better integrate public transport services on both sides of the border; and
- that Rail Infrastructure Corporation (RIC) be asked to assess the feasibility of enabling road traffic to traverse the rail line at an additional location in the Byron Bay township.

Since then, the Ministry has liaised with Translink to identify opportunities for improved coordination of services, and discussions between Council and rail agencies in relation to an additional rail crossing have commenced.

FUTURE DIRECTIONS

- Deliver a Transport Blueprint setting the Government's strategic transport plan for the next 25 years
- Finalise and implement a Rail Services Contract
- Complete the rollout of integrated bus networks to metropolitan and outer metropolitan regions
- Finalise the market testing process for Sydney Ferries services
- Ensure improved integration of bus and rail timetables
- Deliver network performance improvements during the peaks through the Transport Coordination Group
- Progress planning and scoping work for the Northern Sydney Freight Corridor
- Progress delivery of the Commuter Carpark Program and transport interchanges.

CONTRIBUTING TO THE PROVISION OF SAFE, RELIABLE AND SECURE TRANSPORT SERVICES

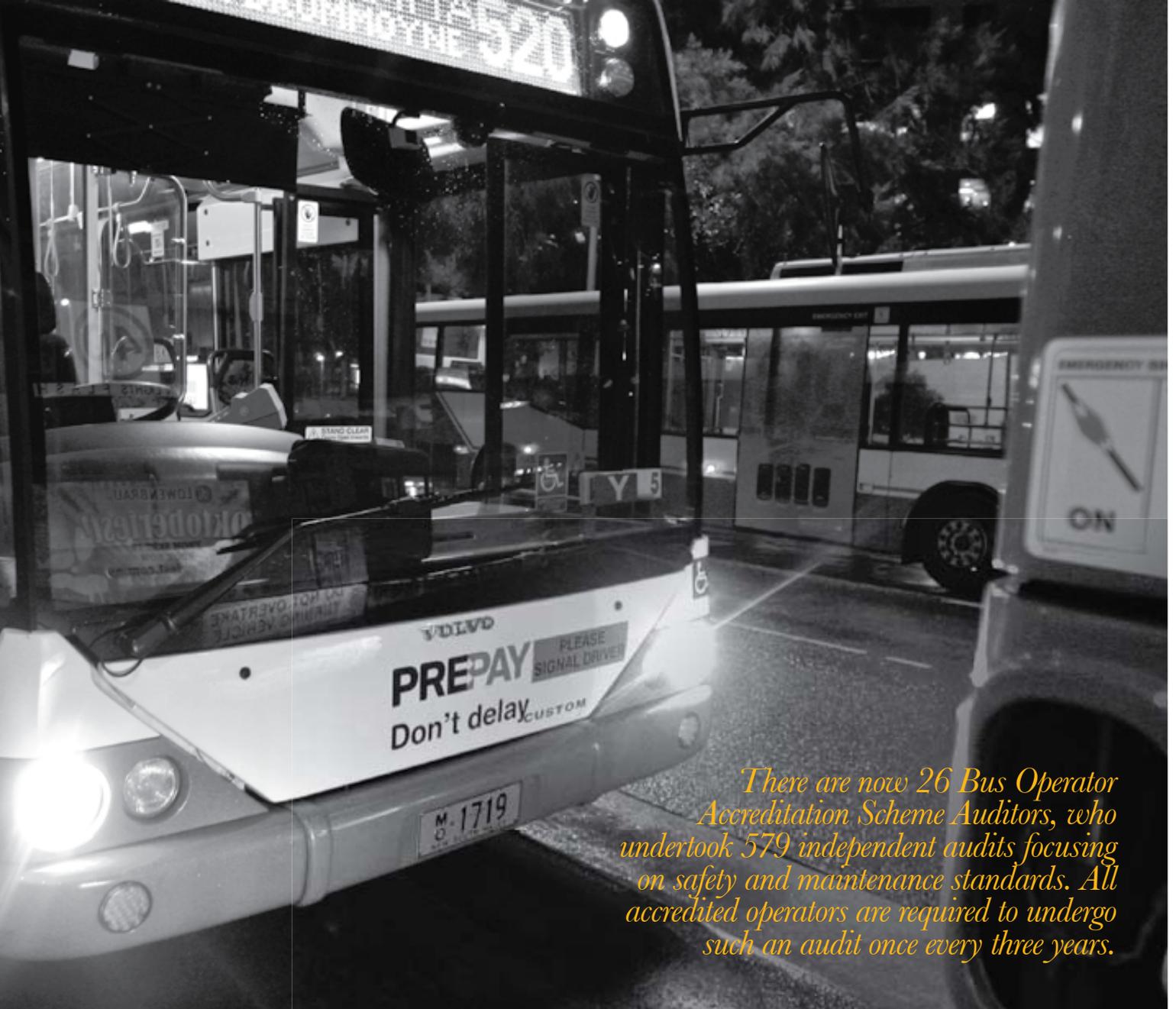
The Ministry plays an important role in ensuring that the people of NSW are provided with safe, reliable and secure transport services. The Ministry undertakes a range of activities to address safety issues, ensure the security of the transport system and improve and monitor reliability outcomes.

We contribute through a number of key strategies and initiatives including:

- regulation, licensing and accreditation of bus, taxi and hire car operators and drivers;
- development of operational safety policy and project initiatives;
- regular evaluation of the effectiveness of driver authorisation processes; and
- implementation of statutory responsibilities including transport security policy and emergency management arrangements.







There are now 26 Bus Operator Accreditation Scheme Auditors, who undertook 579 independent audits focusing on safety and maintenance standards. All accredited operators are required to undergo such an audit once every three years.

SECURITY AND EMERGENCY MANAGEMENT

The Ministry of Transport is responsible for NSW's counter terrorism transport security policy. We also hold statutory responsibilities under the *State Emergency and Rescue Management Act 1989* for the management of the Transport Services Functional Area.

Over recent years, the NSW Government has invested significant resources to ensure that essential services are prepared for any major emergency, including terrorism or a natural disaster. The Ministry participates in a range of national and state forums for the development of counter-terrorism measures. We also participate, along side other government agencies, in emergency management planning to ensure that the transport system is prepared for an emergency and able to recover.

Key activities undertaken in 2008-09 included coordinating transport security and emergency arrangements for World Youth Day, and conducting security assessments of key transport facilities in conjunction with transport operators and NSW Police.

The Ministry also assisted in the planning for and resolution of a number of events and emergencies, including:

- Mid Coast and Northern River Floods;
- emergency cartage of water to isolated townships;
- the H1N1 Human Influenza 09 disease; and
- participated in or facilitated a number of security and emergency management exercises to test planning and coordination arrangements.

ENSURING SAFETY

The Ministry continued to monitor, as a priority, the safety of bus and taxi services, focusing on critical areas including driver capability, driver and passenger security, and operator systems.

To ensure compliance with the *Passenger Transport Regulation 2007* – including safety and comfort standards – the Ministry completed 19,245 on-road inspections for bus, taxi and private hire vehicles, representing a 5.3 per cent increase on 2007-08 inspections.

There are now 26 Bus Operator Accreditation Scheme Auditors, who undertook 579 independent audits focusing on safety and maintenance standards. All accredited operators are required to undergo such an audit once every three years.

Other safety initiatives undertaken during 2008-09 included:

- introduction of the taxi driver medical assessment process;
- expansion of Secure Taxi Ranks to a total of 41 locations jointly identified with the taxi industry, NSW Police and local communities;
- application of the National Guidelines for Risk Assessment of School Bus Routes to help inform strategies to improve school bus safety for Government consideration;
- fitting of security cameras in every taxi across NSW;
- release of the draft taxi security system specification to stakeholders for introduction in 2009-10; and
- development of a new bus incident management database to enable electronic reporting of bus incidents to relevant bodies.

The Ministry also worked with the bus and taxi industries, unions and NSW Police through the Bus Driver Safety Working Group and the Taxi Driver Security Taskforce to develop strategies to address safety and security issues for drivers.

MONITORING BUS PERFORMANCE

In 2008-09, the Ministry carried out audits of all metropolitan and outer metropolitan bus contracts with a particular focus on reconciling patronage and revenue data.

The Performance Benchmarking Program, developed in consultation with industry experts, was also commenced. This will assess the performance of metropolitan and outer metropolitan bus operators against eight Key Result Areas, including on-time running, safety and customer satisfaction.

In May 2009, the Independent Transport Safety and Reliability Regulator undertook its first survey of bus users to measure their satisfaction with bus services. The results indicated that for all but one of the ten aspects of service addressed, the satisfaction level was at least 70%. The cleanliness of seats and bus driver friendliness were rated as the top aspects of Sydney's bus services.

TAXI SERVICE IMPROVEMENTS

A number of initiatives were undertaken in 2008-09 to improve taxi services.

New network standards were introduced for all taxi networks in Sydney, Newcastle, Central Coast and Wollongong with effect from July 2008. These standards require networks to meet benchmarks for service delivery such as telephone response times and passenger pick up times for all bookings, including those for wheelchair accessible taxis. Each network's performance against the standards is monitored on a monthly basis.

The Ministry will work to develop new network standards for country NSW to replace interim standards which apply in these areas.

For 2008-09, the number of Wheelchair Accessible Taxi licences issued increased by 7.65 per cent. The incentive payment to drivers of wheelchair accessible taxis for carrying passengers in wheelchairs was also continued.

Mandatory security cameras were introduced in all taxis effective from 1 September 2008.

Seven additional secure taxi ranks were introduced at the following locations:

- Albury (Olive Street)
- Bowral
- Hornsby
- Parkes (CCTV)
- Surry Hills (Oxford Street)
- Terrigal
- Wollongong (Corrimal Street)

This brings the total number of secure ranks to 41.

The consideration of options to improve licensing arrangements was also progressed.

TRANSPORT INFO 131500

The Ministry of Transport plays a key role in ensuring the community is informed on public transport service options. This year, the Ministry continued to engage with transport users and the community to provide transport information and to encourage effective two-way communication by:

- managing the Transport Info 131500 telephone and website services on behalf of the transport portfolio agencies;
- coordinating passenger information initiatives across the transport portfolio; and

- providing customer hotlines including 1800 numbers for community consultation on bus reform and taxi feedback.

Reliable and accurate transport information makes public transport more attractive to the public and supports increases in patronage.

In 2008-09, Transport Info 131500 continued to be the major source of transport related information in NSW.

11.6 million contacts were made to Transport Info 131500 including telephone calls, e-mails and website visits. This represents a 22.3 per cent increase on 2007-08.

There were more than nine million visitors to 131500.com.au with an average of 753,000 visitors a month. Service use peaked in March with 859,924 visitors to the site. The average monthly figure represents an increase of 26 per cent on 2007-08 figures.

To accommodate the increased traffic to the website, new hardware was added to the web hosting environment to improve functionality, reliability and speed.

The Transport Info 131500 mobile service – mobile.131500.info – provides passengers with access to timetable and service information direct to web-enabled mobile phones. In 2008-09, visitors to the mobile site increased by 189 per cent compared to 2007-08. The majority of mobile site visits occur between 5pm and 7pm.

Call centre operators handled 2.5 million transport information calls from customers. Just over 27 per cent of the calls received through the call centre were resolved using the Interactive Voice Response system – representing a marginal decrease on 2007-08.

In February 2009 the tender for a new contract for the Transport Info 131500 service was released. Transport operators provided input to the tender specifications and assessment processes. The new contract will be operational from July 2010 and will provide a platform for future service enhancements.

The Ministry also progressed the Transport Data Exchange Program, aimed at enabling web and application developers to access and provide transport information to customers in a range of suitable formats.

KEY RESULT AREA 2

COORDINATING PUBLIC TRANSPORT FOR MAJOR EVENTS

In 2008-09, the Ministry provided essential management for the delivery of transport for major events, including providing special bus services at 16 major events at Sydney Olympic Park.

Major event statistics 2008-09

<i>Event</i>	<i>Train</i>	<i>Bus</i>
AFL, Sydney Swans v Collingwood, July 2008	27,865	11,928
Rugby Test, Wallabies v All Blacks Rugby, July 2008	33,805	12,999
AFL, Sydney Swans v Geelong, August 2008	17,137	9,298
AFL Final, Sydney Swans v North Melbourne, September 2008	7,472	3,998
NRL Grand Final, October 2008	29,300	13,313
Andre Rieu Concerts, November 2008	24,471	14,211
Rugby, Waratahs v Crusaders, March 2009	11,500	5,791
Football, Socceroos v Uzbekistan, April 2009	25,600	7,763
AFL, Sydney Swans v Hawthorn, April 2009	9,060	6,915
2009 Sydney Royal Easter Show, April 2009	404,423	155,187
AFL, Sydney Swans v West Coast Eagles,	9,535	7,390
Football, Socceroos v Bahrain, June 2009	16,070	5,457
AFL, Sydney Swans v Collingwood, June 2009	14,170	8,572
ARL State of Origin II, June 2009	35,277	8,197
Rugby Test, Wallabies v France Rugby, June 2009	13,973	8,844
ARL, State of Origin III, June 2009	37,675	8,219
Total	717,333	288,082

The Ministry also:

- provided integrated event and transport ticketing to major events at ANZ Stadium, the Sydney Royal Easter Show and Future Music Festival;
- coordinated special transport arrangements for the Seven Bridges Walk event and Rugby League World Cup; and
- applied integrated event and special bus transport ticketing to the City to Surf.





FUTURE DIRECTIONS

- Provide additional security guidance for transport operators
- Strengthen transport precinct security and emergency response arrangements
- Assess bus operator performance against key result areas under the Performance Benchmarking Program
- Upgrade camera and duress alarm specifications for buses
- Introduction of taxi security systems specification
- Continue to engage stakeholders in developing appropriate transport information solutions
- Continue enhancements to and delivery of a coordinated passenger information service, in line with public expectations
- Award a new contract for the provision of Transport Info call centre and website services
- Apply integrated event and transport ticketing to ANZ Stadium major events and the Sydney Running Festival
- Coordinate bus transport services for the Sydney World Masters Games and Sydney 500 V8 Supercars

During 2008-09, a number of additional concession and other fare initiatives were introduced, including the:

- \$2.50 Regional Excursion Daily (RED) ticket; and*
- \$2.50 Family Funday Sunday ticket;*



PROVIDING EQUITABLE AND ACCESSIBLE TRANSPORT TO MATCH COMMUNITY NEEDS

Public transport is an important public service. It is the means by which many people access employment, education and essential services. It is also the only means by which some people can actively participate in their communities through sport, recreation and social contact.

For 2008-09 the Ministry continued to:

- administer a range of schemes and programs to assist identified groups to access the transport system;
- coordinate the accessible transport action planning process to assist transport operators and other relevant parties in meeting their obligations under the *Disability Discrimination Act 1992*;
- promote active transport opportunities; and
- provide advice on a range of fares, ticketing, accessibility and related issues to support Government objectives.

KEY RESULT AREA 3:

\$1.5 million
*allocated by the Ministry, in 2008-09,
of funding for 38 projects under
the Country Passenger Transport
Infrastructure Grants Scheme (CPTIGS)*



EXPANDED CONCESSION AND DISCOUNTED FARE ARRANGEMENTS

Improving access to mainstream public transport services through the provision of free and half-fare concessions to people in identified target groups is a key focus of the NSW Government.

NSW continues to provide the most generous transport concessions scheme in Australia, catering to a wide range of groups including pensioners, seniors, jobseekers, children and young people, school and full-time tertiary students, apprentices, trainees and people with disabilities, such as the vision impaired.

This year, the Ministry of Transport provided the following funding to allow transport operators to offer transport concessions, including:

- An estimated \$525 million for the provision of subsidised travel under the School Student Transport Scheme (SSTS) on buses, trains, ferries and other transport, including \$19.8 million for the Private Vehicle Conveyance Scheme
- \$188.4 million to RailCorp for concessions to pensioners and other beneficiaries;
- \$12.1 million to Sydney Ferries for concessions to pensioners and other beneficiaries; and
- \$23.1 million in subsidies to the 71,000 registered participants in the Taxi Transport Subsidy Scheme, who

undertook more than 2.1 million subsidised journeys.

During 2008-09, a number of additional concession and other fare initiatives were introduced, including:

- expanding concession entitlements on regular-route private bus services in rural and regional areas;
- introducing the \$2.50 Regional Excursion Daily (RED) ticket;
- introducing the \$2.50 Family Funday Sunday ticket;
- implementing a concession weekly for use on metropolitan private buses and a concession TravelTen for use on State Transit bus services;
- introducing the Companion Card for attendants of people with severe disabilities, which allows them to travel for free on public transport; and
- extending seniors' travel opportunities to interstate seniors, through participation in the Federal Government's national seniors reciprocity arrangement.

During the reporting year, the Government also announced, to commence from 1 July 2009:

- removing the CountryLink booking fee for pensioners using free travel entitlements for economy class travel; and
- making the 'Train Your Kids For \$1' fare on CountryLink available year round.

Processes for issuing transport concessions to tertiary students were reviewed in 2008 and updated guidelines provided to tertiary institutions who administer concessions on behalf of the Ministry. Concession guidelines for rural and regional bus operators were also developed, in consultation with BusNSW.

ELECTRONIC TICKETING

For 2008-09, the Ministry continued to provide policy advice on electronic ticketing and related reforms, and continued to work with the Public Transport Ticketing Corporation to progress delivery of an integrated electronic ticketing system for Sydney. Integrated ticketing will improve the passenger experience by facilitating seamless, cashless multi-modal travel.

Following an Expression of Interest, a select tender process with short listed proponents was commenced, with a view to a contract being let in early 2010.



\$39 million

provided by the Ministry in 2008-09 to community organisations and councils to provide a range of transport services to relevant target groups.

DISABILITY STANDARDS

Under the Commonwealth Disability Discrimination Act 1992, the Ministry for Transport has statutory responsibility for coordinating disability action plans in the NSW transport portfolio. The NSW Accessible Transport Action plan continued to provide guidance to transport agencies on:

- the guiding principles towards integrating accessible transport services; and
- progress to date and future strategies for the provision of accessible transport services.

The Ministry also provided input into the five year review of the Disability Standards for accessible public transport. The report into the review has been finalised and is presently with the Commonwealth Attorney General and Federal Transport Minister for consideration. The Ministry also assisted the Department of Premier and Cabinet on the provision of advice about proposed premises standards under Commonwealth legislation.

The Ministry also consults with stakeholders about compliance with the requirements of the Commonwealth Disability Discrimination Act 1992 and its 2002 Disability Standards for Accessible Public Transport. In October 2008, the Ministry held an Accessible Transport Consultative Group forum. This forum provides opportunities for transport agencies, industry representatives and the disability community to work together to reduce barriers to access across all transport modes and assess strategies to best meet the needs of the disability community. More information about the Accessible Transport Action Plan is located at the back of this report in Appendix 11.

WHEELCHAIR ACCESSIBLE TAXIS

In 2008-09, the Ministry of Transport continued the trial of an incentive payment to drivers of wheelchair accessible taxis when they carry passengers in wheelchairs. It complements other initiatives aimed at supporting the taxi industry in meeting its responsibilities for wheelchair taxi service levels, such as lower licence fees, interest free loans in country areas and free training for drivers.

INCREASING LOCAL TRANSPORT OPTIONS

Community transport meets the needs of specific transport-disadvantaged groups in the community – including isolated families, the frail aged, younger people with disabilities, and their carers – by providing access to recreation, shopping, medical care, and other services where conventional public transport systems are not generally considered viable or appropriate.

The Ministry administers three community transport programs:

- Home and Community Care (HACC) Community Transport Sub-program
- NSW Community Transport Program (CTP)
- Regional Transport Coordination (RTC) Program

KEY RESULT AREA 3:

A key focus for the Ministry is to encourage active transport by encouraging people to walk or cycle to

In 2008-09, the Ministry provided more than \$39 million to community organisations and councils to provide a range of transport services to relevant target groups.

Regional Transport Coordinators employed by the Ministry continued to work with local service providers and other stakeholders to increase transport options for disadvantaged people and communities.

Sixty three projects were funded under the Regional Transport Coordinator program for 2008-09, providing services to many isolated communities, and in some cases providing a form of public transport for the first time.

Examples of successful projects include taxi vouchers schemes, transport services for young people to access sport and recreational activities, bus driver training for Aboriginal people and membership-based carpool clubs.

The Ministry also continued to develop the role of the Lismore-based Aboriginal Project and Liaison Officer to provide a state-wide focus on improving transport options and outcomes for Aboriginal people.

For 2008-09 the Ministry also allocated \$1.5 million in funding for 38 projects under the Country Passenger Transport Infrastructure Grants Scheme (CPTIGS) for new or improved transport infrastructure to improve country passenger comfort and security in rural and regional NSW. These projects ranged from new bus signage and seating in Albury to bus shelters in Wagga Wagga to timetable displays in Maitland and a new taxi shelter in Cobar.

ENCOURAGING ACTIVE TRANSPORT

A key focus for the Ministry is to encourage active transport by encouraging people to walk or cycle to their destination or to access railway stations and bus stops.

The Ministry contributed, both financially and with staff resources, to the development and implementation of the Premiers Council for Active Living (PCAL) work plan. Ministry staff delivered presentations at PCAL Healthy Planning Workshops in Sydney, Wagga Wagga and Shellharbour.

In line with the Ministry's whole-of-government focus and commitment to the NSW State Plan objectives, we contributed to the work of a number of other State and Commonwealth agencies throughout the year to promote active transport options.

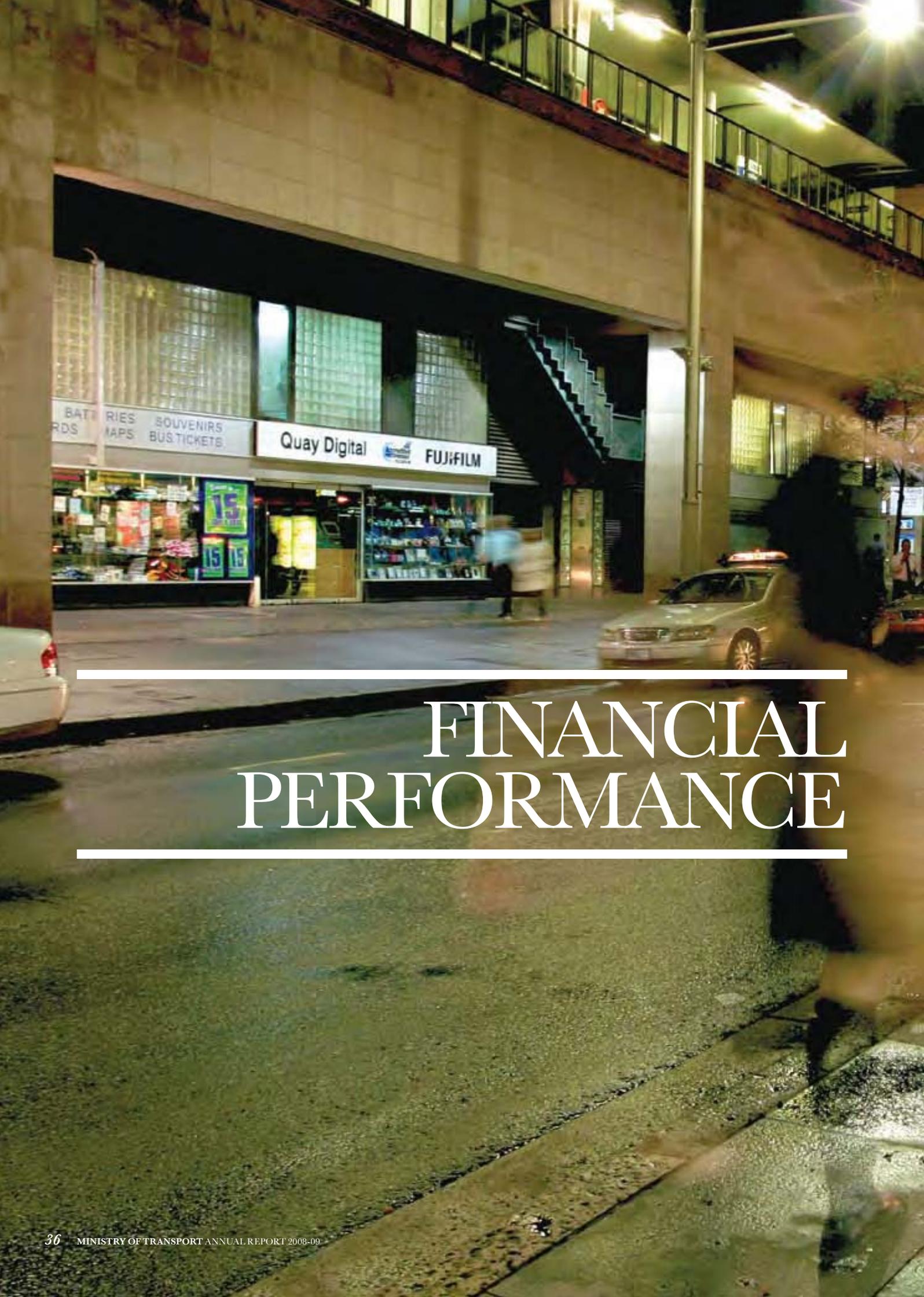
These included:

- the Department of the Environment, Conservation and Climate Change's On Your Bike and SMILE projects;
- the development of NSW Health's response to tackling the issue of obesity in accordance with the targets established in the NSW State Plan (S3) and the RTA's Draft Bike Plan; and
- the Greater Western Sydney Health Impact Assessment process.

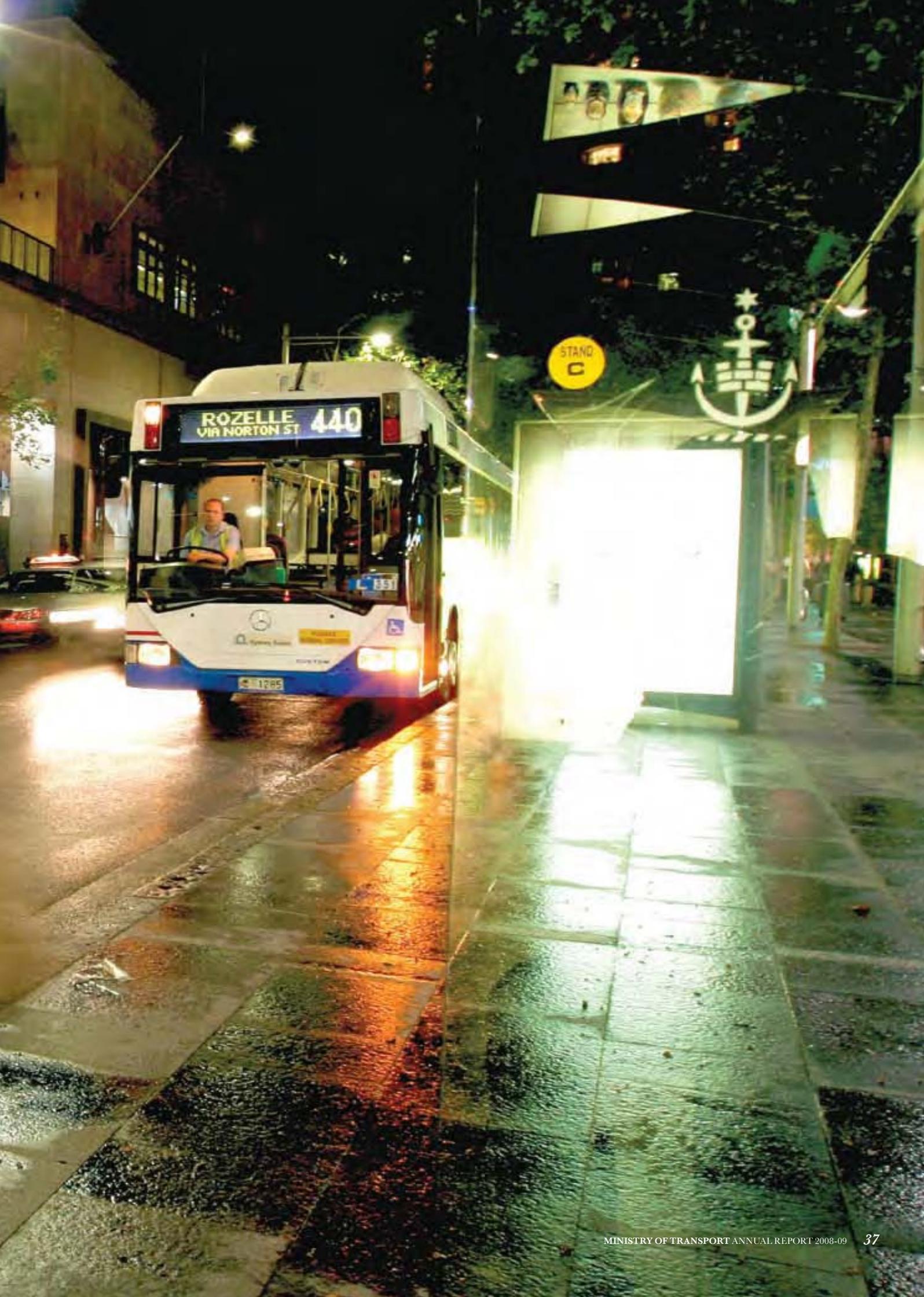
FUTURE DIRECTIONS

- Progress implementation of an integrated ticketing system
- Ensure fares and concession arrangements continue to meet community need and Government objectives
- Monitor implementation of accessible transport action plans
- Continue the development of innovative solutions to address transport disadvantage





FINANCIAL PERFORMANCE



FINANCIAL PERFORMANCE (UNAUDITED)

During 2008-09, the Ministry of Transport funded transport services provided by Government-owned and private sector operators to achieve equitable transport outcomes for the community of New South Wales. The Ministry also accredited and regulated passenger transport service providers and evaluated and audited their performance.

The Ministry in 2008-09 was responsible for a State budget allocation for transport of almost \$4.2 billion.

2008-09 OPERATING RESULT

The Ministry's net cost of services in 2008-09 was \$4,201.5 million, \$794.3 million higher than the 2007-08 amount of \$3,407.2 million. Total expenses also increased in 2008-09 to \$4,281.6 million compared to \$3,468.5 million in 2007-08.

The operating deficit for 2008-09 amounted to \$32.1 million compared to a surplus of \$11.7 million in 2007-08. This variation in the operating result was principally due to parking space levy funds received in previous years being expended during 2008-09.

Grants, subsidies and service contract payments were the Ministry's major expense items in 2008-09. In this regard the Ministry's expenditure included \$80.5 million provided to Sydney Ferries and \$2,742.8 million to rail services agencies, including RailCorp, the Transport Infrastructure Development Corporation and Rail Infrastructure Corporation. The Ministry also paid \$197.0 million for the Sydney Metro program, a total \$550.4 million to the State Transit Authority and private transport operators under the Metropolitan and Outer Metropolitan Bus System Contracts, with \$352.7 million provided for bus services in rural and regional areas of New South Wales.

In the Statutory Audit Report for the Ministry of Transport for the year ended 30 June 2009, the Auditor General referred to an increase in the amounts paid for rural and regional bus services in 2008-09 as compared to 2007-08. The increase in expenditure in 2008-09 was required to address the many deficiencies of the previous SSTS contracts that were identified by the Unsworth Review of Bus Services and the Rural and Regional Bus Reform Task Force. This explanation of the increase in expenditure was referred to in the Statutory Audit Report.

2008-09 BALANCE SHEET

The Ministry's Balance Sheet as at 30 June 2009 disclosed total assets of \$503.4 million. These assets included the net book value of 964 new additional and replacement buses (\$418.3 million) funded under the metropolitan and outer metropolitan bus contracts.

The disclosure of the lease arrangements for new buses in the Ministry's Balance Sheet contributed to an increase of \$119.3 million in the value of the Ministry's total assets as at 30 June 2009 as compared to 30 June 2008.

The Ministry's net assets totalled \$51.7 million as at 30 June 2009, \$32.1 million less than as at 30 June 2008 mainly due to the expenditure in 2008-09 of parking space levy funds received in previous years.

2008-09 CONSOLIDATED FUND ALLOCATIONS

In addition to an initial recurrent budget allocation of \$3,675.9 million, the Ministry received supplementations of \$500.0 million, which increased the 2008-09 recurrent budget allocation to \$4,175.9 million.

After allowing for savings, which were mainly achieved in grants and subsidies payments, the Ministry used \$4,164.6 million of this amount in meeting its operating expenditure.

The Ministry also had a capital allocation of \$1.6 million in 2008-09 which was mainly used to fund improvements in its management information systems.

FINANCIAL MANAGEMENT

During the financial year the Ministry continued to maintain and further improve its control over the financial aspects of its core business operations and related projects to ensure that it was successfully able to operate within its budget allocation for 2008-09.

**MINISTRY OF TRANSPORT
STATEMENT BY DIRECTOR GENERAL
FOR THE YEAR ENDED 30 JUNE 2009**

Pursuant to section 45F of the *Public Finance and Audit Act 1983*, I state that:

(a) The accompanying financial statements have been prepared in accordance with

- Applicable Australian Accounting Standards (which include Australian Accounting Interpretations);
- The requirements of the *Public Finance and Audit Act 1983* and Regulation; and
- The Financial Reporting Directions published in the Financial Reporting Code for Budget Dependent General Government Sector Agencies or issued by the Treasurer under section 9(2) (n) of the Act.

(b) The statements exhibit a true and fair view of the financial position and transactions of the Ministry; and

(c) There are no circumstances, which would render any particulars included in the financial statements to be misleading or inaccurate.



Director General

Date: 25 September 2009



GPO BOX 12
Sydney NSW 2001

INDEPENDENT AUDITOR'S REPORT

Ministry of Transport

To Members of the New South Wales Parliament

I have audited the accompanying financial report of the Ministry of Transport (the Ministry), which comprises the balance sheet as at 30 June 2009, the operating statement, statement of recognised income and expense, cash flow statement, service group statements and a summary of compliance with financial directives for the year then ended, a summary of significant accounting policies and other explanatory notes.

Auditor's Opinion

In my opinion, the financial report:

- presents fairly, in all material respects, the financial position of the Ministry as at 30 June 2009, and its financial performance for the year then ended in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations)
- is in accordance with section 45E of the *Public Finance and Audit Act 1983* (the PF&A Act) and the Public Finance and Audit Regulation 2005.

My opinion should be read in conjunction with the rest of this report.

Director-General's Responsibility for the Financial Report

The Director-General is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the PF&A Act. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on my audit. I conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the Ministry's preparation and fair presentation of the financial report 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 Ministry's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Director-General, as well as evaluating the overall presentation of the financial report.

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 Ministry,
- that it has carried out its activities effectively, efficiently and economically,
- about the effectiveness of its internal controls, or
- on the assumptions used in formulating the budget figures disclosed in the financial report.

Independence

In conducting this audit, the Audit Office of New South Wales has complied with the independence requirements of the Australian Auditing Standards and other relevant ethical requirements. The PF&A Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General, and
- 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.

S Bond

Sally Bond
Director, Financial Audit Services

29 September 2009
SYDNEY

OPERATING STATEMENT

for the Year Ended 30 June 2009

		Actual	Budget	Actual
	Notes	2009 \$'000	2009 \$'000	2008 \$'000
Expenses excluding losses				
Operating expenses				
Employee related	2(a)	38,747	36,843	33,461
Other operating expenses	2(b)	54,044	43,106	38,443
Depreciation and amortisation	2(c)	18,619	17,697	12,116
Grants and subsidies	2(d)	3,234,224	3,238,128	2,545,907
Finance costs	2(e)	26,148	24,044	16,804
Other expenses	2(f)	909,812	929,668	821,798
Total Expenses excluding losses		4,281,594	4,289,486	3,468,529
Less:				
Revenue				
Sale of services	3(a)	8,229	8,363	7,630
Investment revenue	3(b)	5,343	6,387	5,856
Retained taxes, fees and fines	3(c)	2,150	2,007	2,031
Grants and contributions	3(d)	60,969	46,944	45,539
Other revenue	3(e)	3,384	3,384	3,171
Total Revenue		80,075	67,085	64,227
Loss on disposal of assets	4	-	-	2,915
Net Cost of Services	23	4,201,519	4,222,401	3,407,217
Government Contributions				
Recurrent appropriation	6	4,164,615	4,175,908	3,414,547
Capital appropriation	6	1,595	1,595	2,121
Acceptance by the Crown Entity of employee benefits and other liabilities	8	3,249	2,148	2,232
Total Government Contributions		4,169,459	4,179,651	3,418,900
(DEFICIT)/SURPLUS FOR THE YEAR	19	(32,060)	(42,750)	11,683

The accompanying notes form part of these statements.

STATEMENT OF RECOGNISED INCOME AND EXPENSE

for the Year Ended 30 June 2009

		Actual	Budget	Actual
	Notes	2009 \$'000	2009 \$'000	2008 \$'000
TOTAL INCOME AND EXPENSE RECOGNISED DIRECTLY IN EQUITY		-	-	-
(Deficit)/Surplus for the Year	19	(32,060)	(42,750)	11,683
TOTAL INCOME AND EXPENSE RECOGNISED FOR THE YEAR	19	(32,060)	(42,750)	11,683

The accompanying notes form part of these statements.

BALANCE SHEET

as at 30 June 2009

		Actual	Budget	Actual
	Notes	2009 \$'000	2009 \$'000	2008 \$'000
ASSETS				
Current Assets				
Cash and cash equivalents	10	27,537	16,995	61,601
Receivables	11	15,740	21,822	23,165
Other financial assets	12	126	129	129
Total Current Assets		43,403	38,946	84,895
Non-Current Assets				
Other financial assets	12	241	254	254
Total other financial assets		241	254	254
Property, plant and equipment				
Leasehold improvements	13	89	89	181
Plant and equipment	13	1,624	1,424	1,424
Finance leased assets	13	418,338	360,352	262,592
Total Property, plant and equipment		420,051	361,865	264,197
Intangible assets				
Computer systems	14	10,612	6,124	9,020
Ultimo Pymont Light Rail Line	14	29,095	28,094	25,711
Total Intangible assets		39,707	34,218	34,731
Total Non-Current Assets		459,999	396,337	299,182
Total Assets		503,402	435,283	384,077
LIABILITIES				
Current Liabilities				
Payables	15	22,978	33,680	33,957
Provisions	16	4,018	3,707	3,707
Other	17	6,293	-	-
Borrowings	18	19,543	15,143	11,382
Total Current Liabilities		52,832	52,530	49,046
Non-Current Liabilities				
Payables	15	45	31	31
Borrowings	18	398,794	343,024	251,209
Total Non-Current Liabilities		398,839	343,055	251,240
Total Liabilities		451,671	395,585	300,286
Net Assets		51,731	39,698	83,791
EQUITY				
Accumulated funds	19	51,731	39,698	83,791
Total Equity		51,731	39,698	83,791

The accompanying notes form part of these statements.

CASH FLOW STATEMENT

for the Year Ended 30 June 2009

	Actual	Budget	Actual
	2009	2009	2008
	\$'000	\$'000	\$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee related	(35,096)	(34,695)	(31,219)
Grants and subsidies	(3,251,772)	(3,261,128)	(2,839,706)
Finance costs	(26,148)	(24,044)	(16,804)
Other including bus contract payments	(1,047,377)	(1,047,537)	(627,601)
Total Payments	(4,360,393)	(4,367,404)	(3,515,330)
Receipts			
Sale of services and grants received	78,356	64,793	54,772
Retained taxes, fines and fees	2,150	2,007	2,031
Interest Received	6,437	6,387	5,084
Goods and Services Tax received	87,566	88,000	58,632
Total Receipts	174,509	161,187	120,519
Cash Flows from Government			
Recurrent appropriation	4,170,908	4,175,908	3,414,547
Capital appropriation (excluding equity appropriation)	1,595	1,595	2,121
Cash transfers to Consolidated Fund	-	-	(3,425)
Net Cash Flows from Government	4,172,503	4,177,503	3,413,243
NET CASH OUTFLOWS FROM OPERATING ACTIVITIES (NOTE 23)	(13,381)	(28,714)	18,432
CASH FLOWS FROM INVESTING ACTIVITIES			
Advances (net of repayments) to taxi operators	16	-	-
Purchase of property, plant and equipment	(1,088)	(595)	(500)
Purchase of intangible assets	(4,184)	(1,000)	(3,224)
Payments for finance leased assets	(15,427)	(14,297)	(9,177)
NET CASH FLOWS FROM INVESTING ACTIVITIES	(20,683)	(15,892)	(12,901)
NET (DECREASE)/INCREASE IN CASH	(34,064)	(44,606)	5,531
Opening cash and cash equivalents	61,601	61,601	56,070
CLOSING CASH AND CASH EQUIVALENTS (Note 10)	27,537	16,995	61,601

The accompanying notes form part of these statements.

SERVICE GROUP STATEMENTS

for the year ended 30 June 2009

	Service Group 10.1		Service Group 10.2		Service Group 10.3		Not Attributable		Total	
	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000
MINISTRY'S EXPENSES AND INCOME										
Expenses excluding losses										
Operating expenses										
Employee related	18,954	14,901	7,381	6,940	12,412	11,620	-	-	38,747	33,461
Other operating expenses	29,330	18,841	4,262	2,653	20,452	16,949	-	-	54,044	38,443
Depreciation and amortisation	16,952	10,508	604	756	1,063	852	-	-	18,619	12,116
Grants and subsidies	1,415,233	764,449	320,772	304,582	1,498,219	1,476,876	-	-	3,234,224	2,545,907
Finance costs	26,148	16,804	-	-	-	-	-	-	26,148	16,804
Other expenses	-	-	359,454	292,048	550,358	529,750	-	-	909,812	821,798
Total Expenses excluding losses	1,506,617	825,503	692,473	606,979	2,082,504	2,036,047	-	-	4,281,594	3,468,529
Revenue										
Sale of services	2,467	2,296	5,672	5,197	90	137	-	-	8,229	7,630
Investment revenue	3,902	4,076	417	602	1,024	1,178	-	-	5,343	5,856
Retained taxes, fees and fines	-	-	-	-	2,150	2,031	-	-	2,150	2,031
Grants and contributions	13,051	6,737	38,016	34,337	9,902	4,465	-	-	60,969	45,539
Other revenue	3,384	3,171	-	-	-	-	-	-	3,384	3,171
Total Revenue	22,804	16,280	44,105	40,136	13,166	7,811	-	-	80,075	64,227
Loss on disposal of assets	-	2,915	-	-	-	-	-	-	-	2,915
Net Cost of Services	1,483,813	812,138	648,368	566,843	2,069,338	2,028,236	-	-	4,201,519	3,407,217
Government Contributions	-	-	-	-	-	-	4,169,459	3,418,900	4,169,459	3,418,900
NET (EXPENDITURE) / INCOME FOR THE YEAR	(1,483,813)	(812,138)	(648,368)	(566,843)	(2,069,338)	(2,028,236)	4,169,459	3,418,900	(32,060)	11,683
Administered Income										
Private Transport Operators' Fees	-	-	-	-	-	-	16,468	15,469	16,468	15,469
Port Cargo Access Charges	-	-	-	-	-	-	13,400	13,581	13,400	13,581
Fines	-	-	-	-	-	-	205	164	205	164
Total Administered Income	-	-	-	-	-	-	30,073	29,214	30,073	29,214

NSW Budget Paper No 3 has replaced program statements with service group statements. Service group statements focus on key measures of service delivery performance.

Service Group 10.1 correlates approximately to the former program "Transport Policy and Strategy" while Service Groups 10.2 and 10.3 correlate approximately to the former program "Contracting, Regulating and Transport Services." Comparative amounts have been reclassified to align with the change in focus from programs to service groups.

The names and purpose of each service group is summarised in Note 9. Appropriations are made on an agency basis and not to individual service groups.

SERVICE GROUP STATEMENTS

as at 30 June 2009

	Service Group 10.1		Service Group 10.2		Service Group 10.3		Not Attributable		Total	
	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000
MINISTRY'S ASSETS AND LIABILITIES										
Current Assets										
Cash and cash equivalents	11,290	52,083	6,395	3,466	9,852	6,052	-	-	27,537	61,601
Receivables	1,843	4,596	4,837	8,537	9,060	10,032	-	-	15,740	23,165
Other financial assets	-	-	126	129	-	-	-	-	126	129
Total current assets	13,133	56,679	11,358	12,132	18,912	16,084	-	-	43,403	84,895
Non-current Assets										
Other financial assets	-	-	241	254	-	-	-	-	241	254
Property, plant and equipment	418,788	263,013	211	198	1,052	986	-	-	420,051	264,197
Intangible assets	31,879	28,077	1,310	1,114	6,518	5,540	-	-	39,707	34,731
Total non-current assets	450,667	291,090	1,762	1,566	7,570	6,526	-	-	459,999	299,182
TOTAL ASSETS	463,800	347,769	13,120	13,698	26,482	22,610	-	-	503,402	384,077
Current Liabilities										
Payables	3,720	4,608	14,526	15,723	4,732	13,626	-	-	22,978	33,957
Provisions	1,770	1,774	722	668	1,526	1,265	-	-	4,018	3,707
Other	1,248	-	434	-	4,611	-	-	-	6,293	-
Borrowings	19,543	11,382	-	-	-	-	-	-	19,543	11,382
Total current liabilities	26,281	17,764	15,682	16,391	10,869	14,891	-	-	52,832	49,046
Non-current liabilities										
Payables	-	-	45	31	-	-	-	-	45	31
Borrowings	398,794	251,209	-	-	-	-	-	-	398,794	251,209
Total non-current liabilities	398,794	251,209	45	31	-	-	-	-	398,839	251,240
TOTAL LIABILITIES	425,075	268,973	15,727	16,422	10,869	14,891	-	-	451,671	300,286
NET ASSETS	38,725	78,796	(2,607)	(2,724)	15,613	7,719	-	-	51,731	83,791

The names and purpose of each service group is summarised in Note 9.

SUMMARY OF COMPLIANCE WITH FINANCIAL DIRECTIVES

for the Year Ended 30 June 2009

	2009			2008			
	Recurrent Appropriation \$'000	Expenditure/ net Claim on Consolidated Fund \$'000	Capital Appropriation \$'000	Expenditure/ net Claim on Consolidated Fund \$'000	Recurrent Appropriation \$'000	Capital Appropriation \$'000	Expenditure/ net Claim on Consolidated Fund \$'000
Original Budget Appropriation/Expenditure							
- Appropriation Act	3,675,897	3,664,604	1,595	3,247,859	3,268,549	3,510	2,121
- Additional appropriations	279,408	279,408	-	6,000	6,000	-	-
- S 22 PF&AA	38,400	38,400	-	-	-	-	-
- S 26 PF&AA - Commonwealth specific purpose payments	106,000	106,000	-	20,000	20,000	-	-
	4,099,705	4,088,412	1,595	3,273,859	3,294,549	3,510	2,121
OTHER APPROPRIATIONS/ EXPENDITURE							
- Treasurer's advance	1,000	1,000	-	54,688	54,688	-	-
- Transfer to/from another agency (S31 of the Appropriation Act)	75,203	75,203	-	86,000	86,000	-	-
	76,203	76,203	-	140,688	140,688	-	-
Total Appropriation/Expenditure/ Net Claim on Consolidated Fund	4,175,908	4,164,615	1,595	3,414,547	3,435,237	3,510	2,121
Drawdown against Appropriations (Note 6)		4,170,908	1,595	3,414,547			2,121
Liability to Consolidated Fund		6,293	-	-			-

The Summary of Compliance is based on the assumption that Consolidated Fund moneys are spent first (except where otherwise identified or prescribed). Liability to Consolidated Fund represents the difference between the "Amount Drawn Down against Appropriation" and the "Total Expenditure / Net Claim on Consolidated Fund".

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

for the Year Ended 30 June 2009

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Reporting Entity

The Ministry of Transport as a reporting entity comprises all the operating activities under its control including the Transport Administration Corporation.

The Transport Administration Corporation is established as a body corporate under S104D (3) of the *Transport Administration Act 1988*. The Corporation is a statutory body representing the Crown. The Corporation is, for the purposes of the *Public Finance and Audit Act 1983*, the *Annual Reports (Departments) Act 1985* or any other prescribed Act, taken to be part of the Ministry.

The Ministry of Transport is a New South Wales government department. The Ministry is a not-for-profit entity as profit is not its principal objective and it has no cash generating units. The reporting entity is consolidated as part of the NSW Total State Sector Accounts.

These financial statements have been authorised for issue by the Director General on 25 September 2009.

(b) Basis of Preparation

The Ministry's financial statements are a general purpose financial report, which has been prepared in accordance with:

- applicable Australian Accounting Standards (which include Australian Accounting Interpretations);
- the requirements of the *Public Finance and Audit Act 1983* and Regulation; and
- the Financial Reporting Directions published in the Financial Reporting Code for Budget Dependent General Government Sector Agencies or issued by the Treasurer.

Property, plant and equipment, investment property, 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 report items are prepared in accordance with the historical cost convention.

Judgements, key assumptions and estimations management has made are

disclosed in the relevant notes to the financial statements.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency.

(c) Statement of Compliance

The financial statements and notes comply with Australian Accounting Standards, which include Australian Accounting Interpretations.

(d) Administered Activities

The Ministry administers, but does not control, certain activities on behalf of the Crown Entity. It is accountable for the transactions relating to those administered activities but does not have the discretion, for example, to deploy the resources for the achievement of the Ministry's own objectives.

Transactions and balances relating to the administered activities are not recognised as the Ministry's income, expenses, assets and liabilities, but are disclosed in Notes 25 to 27 as "Administered Income", "Administered Assets" and "Administered Liabilities"

The accrual basis of accounting and applicable accounting standards have been adopted for the reporting of the administered activities.

(e) Finance costs

Finance costs are recognised as expenses in the period in which they are incurred in accordance with Treasury's mandate to general government sector agencies.

(f) Insurance

The Ministry's insurance activities are conducted through the NSW Treasury Managed Fund of self insurance for Government agencies. The expense (premium) is determined by the Fund Manager based on past claim experience. The Ministry also has insurance cover for heritage trains through a private sector insurance company.

(g) Accounting for Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST except that:

- The amount of GST incurred by the Ministry as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or as part of an item of expense and
- Receivables and payables are stated with the amount of GST included.

Cash flows are included in the cash flow statement on a gross basis. However, the GST component 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.

(h) Other expenses – payments to private and public bus operators

Payments to private and public bus operators are accounted for on an accrual basis in accordance with contractual obligations.

Under the Metropolitan and Outer Metropolitan Bus System Contracts arrangements, the Ministry established 15 regions in the Sydney Metropolitan area and 10 regions in the Outer Metropolitan area. The Ministry has signed contracts with the lead operators in each of these regions to fund their bus operations for a period of 7 years with the last of the current contracts expected to expire in December 2013.

In addition in 2008-09 the Ministry also signed new contracts with rural and regional bus operators. There are two types of these new contracts: Type A contracts are for the provision of school services and Type B contracts are for the provision of commercial services in rural areas. These contracts are for 5 and 7 years respectively.

Payments to private and public bus operators (including STA) are for services provided under these contracts. The cost of these contractual services is, therefore, reported under "Other expenses" instead of under "Grants and subsidies".

(i) Grants and subsidies

Grants and subsidies are protected and are generally funded out of Consolidated Fund allocations. As protected items, these grants and subsidies can only be used for the purposes determined by the Ministry and NSW Treasury as set out in

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

for the Year Ended 30 June 2009

the budget papers. The Ministry expends these grants and subsidies in accordance with the operating and capital performance of various transport agencies. Allocations received for this purpose, which have not been expended at year-end, are reported as a Liability to Consolidated Fund. Grants and subsidies are accounted for on a cash basis.

(j) *Income Recognition*

Income is measured at the fair value of the consideration or the contribution received or receivable. Additional comments regarding the accounting policies for the recognition of income are discussed below:

(i) *Parliamentary Appropriations and Contributions from Other Bodies:*

Except as specified below, parliamentary appropriations and contributions from other bodies (including grants and donations) are generally recognised as income when the Ministry obtains control over the assets comprising the appropriations and contributions. Control over appropriations and contributions is normally obtained upon the receipt of cash.

Unspent appropriations are accounted for as liabilities rather than income, as the authority to spend the money lapses, and the unspent amount must be repaid to the Consolidated Fund.

The liability is disclosed in Note 17 as part of "Current Liabilities – Other". The amount will be repaid and the liability will be extinguished next financial year.

(ii) *Rendering of services:*

Revenue is recognised when the service is provided.

(iii) *Investment revenue:*

Interest revenue is recognised using the effective interest method as set out in AASB 139 *Financial Instruments: Recognition and Measurement*.

(iv) *Taxi operators' accreditation renewal fees:*

In accordance with Treasury letter dated 24 June 1999 the Ministry has authority to retain the levy collected for Taxi Industry Committee operations and initiatives.

(k) *Assets*

(i) *Acquisitions of Assets*

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by the Ministry. 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.

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.

(ii) *Capitalisation Thresholds*

Property, plant and equipment (including computers and related IT equipment) and intangible assets costing \$5,000 and above individually (or forming part of a network costing more than \$5,000) are capitalised.

Emerging asset: The Ministry's emerging interest in the Ultimo-Pymont Light Rail Train system has been valued in accordance with NSW Treasury Policy Paper 06-8 *Accounting for Privately Financed Projects*. This policy required the Ministry to initially determine the estimated written down replacement cost by reference to the project's historical cost escalated by a construction index and the system's estimated working life. The estimated written down replacement cost was then allocated on a systematic basis over the concession period of 30.5 years using the annuity method and the Government bond rate of 6.74% at commencement of the concession period.

(iii) *Impairment of property, plant, equipment and intangible assets*

As a not-for-profit with no cash generating units, the Ministry is effectively exempted from AASB 136 *Impairment of Assets* and impairment testing of property, plant and equipment and intangible assets. This is because AASB 136 modifies the recoverable amount test to the higher of fair value less the 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.

(iv) *Depreciation and Amortisation*

Depreciation and amortisation are provided for on a straight-line basis for all depreciable assets so as to write off the depreciable amount of each asset as it is consumed over its useful life to the Ministry. The rates used are leasehold improvements (20%), office furniture and equipment (20%), computer equipment (20%), intangible assets relating to computer systems (20%). Finance leased assets are amortised on a systematic basis over their useful life (15 years) in accordance with the terms of the lease agreements.

(v) *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.

(vi) *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. Under the Metropolitan and Outer Metropolitan Bus System Contracts, payments to bus operators for the acquisition of new buses are considered to be in the nature of finance leases and are determined in accordance with AASB 117 *Leases*. As such these new buses are recognised at their fair value at the commencement of the lease term. The corresponding liabilities are established at the same amount. Lease payments are allocated between the principal component and the finance costs.

Operating lease payments are charged to the Operating Statement in the periods in which they are incurred.

(vii) *Intangible Assets*

The Ministry recognises intangible assets only if it is probable that future economic benefits will flow to the Ministry and the cost of the asset can be measured reliably.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

for the Year Ended 30 June 2009

Intangible assets are measured initially at cost. Where an 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 certain criteria are met.

The useful lives of intangible assets are assessed to be finite (refer to note (j) (iv) above). Intangible assets are subsequently measured at fair value only if there is an active market. As there is no active market for the Ministry's intangible assets, the assets are carried at cost less any accumulated amortisation.

(viii) Revaluation

The Ministry's non-specialised assets have short useful lives and are measured at depreciated historical cost which is used as a surrogate for fair value.

Finance Lease Assets are disclosed at Net Present Value which approximates the fair value of the asset and as such a revaluation of these assets is not required.

(ix) 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 continues to be based on the fair value (equivalent to the amortised cost) because the financial impact of using the interest rate method is immaterial.

(x) Impairment of financial assets

The loans and receivables are subject to an annual review for impairment. An allowance for impairment is established when there is objective evidence that the Ministry will not be able to collect all amounts due.

The amount of the allowance is the difference between the loans and receivables carrying amount and the present value of estimated future cash flows, discounted at the effective interest rate (where material). The amount of the impairment loss is recognised in the operating statement.

Any reversals of impairment losses are reversed through the operating statement if the reversal can be related

objectively to an event occurring after the impairment loss was recognised.

(xi) De-recognition of financial assets and liabilities

A financial asset is derecognised when the contractual rights to the cash flows from the financial assets expire or if the Ministry transfers the financial asset:

- where substantially all the risks and rewards have been transferred; or
- where the Ministry has not transferred substantially all the risks and rewards, if the entity has not retained control.

Where the Ministry has neither transferred nor retained substantially all the risks and rewards or transferred control, the asset is recognised to the extent of the Ministry's continuing involvement in the asset.

A financial liability is derecognised when the obligation specified in the contract is discharged or cancelled or expires.

(I) Liabilities

(i) Payables

These amounts represent liabilities for goods and services provided to the Ministry and other amounts. Payables are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement continues to be based on the fair value as this is not materially different from the amortised cost.

(ii) Borrowings (Deemed Finance Leases)

The current arrangements for the funding of new buses are considered to be deemed finance leases for reporting purposes. For further details refer to Note (j)(vi) above and Note 18.

(iii) Employee Benefits and Other Provisions

(a) Salaries and Wages, Annual Leave, Sick Leave and On-Cost:

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 at undiscounted amounts 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 12 months, is measured at present value in accordance with AASB 119 *Employee Benefits*. Market yields on government bonds are used to discount long-term annual leave.

Unused non-vesting sick leave 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, workers' compensation insurance premiums 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.

(b) Long Service Leave and Superannuation:

The Ministry's liabilities for long service leave and defined benefit superannuation are assumed by the Crown Entity. The Ministry accounts for the liability as having been extinguished resulting in the amount assumed being shown as part of the non-monetary revenue item described as "Acceptance by the Crown Entity of employee benefits and other liabilities".

Long service leave is measured at present value in accordance with AASB 119 *Employee Benefits*. This is based on the application of certain factors (specified in NSWTC 09/04) to employees with 5 or more years of service, using current rates of pay. These factors were determined based on an actuarial review to approximate present value.

The superannuation expense for the financial year is determined by using the formulae specified in the Treasurer's Directions. The expense for certain superannuation funds (i.e. Basic Benefit and First State Super) is calculated as a percentage of the employees' salary. For other superannuation funds (i.e. State Superannuation Scheme and State Authorities Superannuation Scheme), the expense is calculated as a multiple of the employees' superannuation contributions.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

for the Year Ended 30 June 2009

(c) Other Provisions

Other provisions exist when: the agency 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 agency has a detailed formal plan and the agency 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.

(m) Budgeted Amounts

The budgeted amounts are drawn from the budgets as formulated at the beginning of the financial year and with any adjustments for the effects of additional appropriations, s22, and s26 of the *Public Finance and Audit Act 1983* and s31 of the *Appropriation Act*.

The budgeted amounts in the operating statement and the cash flow statement are generally based on the amounts disclosed in the NSW Budget Papers (as adjusted above). However, in the balance

sheet, the amounts vary from the Budget Papers, as the opening balances of the budgeted amounts are based on carried forward actual amounts i.e. per the audited financial statements (rather than carried forward estimates).

(n) 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.

(o) Service Groups costing

Service Groups costs comprise direct costs and indirect costs. Direct costs relate to those activities that contribute specifically to the service delivery of one of the Service Groups. Indirect costs relate to those general activities that benefit all Service Groups. Indirect costs are allocated across the 3 service groups using methods that are systematic and rational and are applied consistently to all costs having similar characteristics.

Direct and indirect costs include employee related expenses, depreciation and amortisation, grants and subsidies, finance charges and operating expenses.

Assets and liabilities that could be attributed to one of the service groups were allocated to that service group. The

other assets and liabilities were allocated across the 3 service groups using methods that are systematic and rational and are applied consistently to all assets and liabilities having similar characteristics.

(p) New Australian Accounting Standards issued but not yet effective

Certain new accounting standards and interpretations have been published that are not mandatory for 30 June 2009 reporting periods. The following new Accounting Standard have not yet been adopted and are not yet effective:

- AASB 101, AASB 2007-8 and AASB 2007-10 "Presentation of Financial Statements" and
- AASB 2009-2 "Financial Instruments Disclosures"

It is considered that the adoption of these Standards in future periods will have no material financial impact on the financial statements of the Ministry of Transport.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

for the Year Ended 30 June 2009

2. EXPENSES EXCLUDING LOSSES

(A) EMPLOYEE RELATED EXPENSES COMPRISE THE FOLLOWING SPECIFIC ITEMS:

	2009 \$'000	2008 \$'000
Salaries (including recreation leave)	30,324	27,029
Superannuation – defined benefits plan	1,305	1,118
Superannuation – defined contribution plan	2,004	1,709
Long service leave	1,868	1,047
Workers' compensation insurance	256	186
Payroll tax and fringe benefit tax	2,433	2,142
Redundancies	557	230
	38,747	33,461

(B) OTHER OPERATING EXPENSES

Accommodation		
Property rent minimum lease payments	2,947	2,249
Other property costs	555	220
External services		
Call centre management fees	6,808	6,835
Contractors	26,940	15,763
Consultants	954	1,543
Legal services	2,320	1,142
Audit fees – internal	144	134
Audit fees – external	134	140
Others	177	159
Information Technology		
Communication lines	405	335
Other computer costs	1,289	1,846
Motor Vehicle running expenses		
Operating lease minimum lease payments	279	268
Other motor vehicle costs	401	321
Staff training and development costs	560	617
Administration		
Printing and stationery	931	619
Telephones	393	353
Postage and courier	331	334
Travel	396	292
Insurance	475	527
Others	2,318	1,609
Security and service payments for taxi drivers	5,287	3,137
	54,044	38,443

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

for the Year Ended 30 June 2009

	2009 \$'000	2008 \$'000
Employee related and other operating expenses include costs relating to the following:		
Various transport projects	17,396	9,634
Sydney Ferries reform	4,015	-
Integrated Transport Information Line	8,752	7,610
Taxi Advisory Committee activities	5,997	4,079
Major events support services (Note 2 (f))	606	474
Maintenance	432	252

Maintenance expenses do not include employee related costs.

(C) DEPRECIATION AND AMORTISATION

Depreciation (Note 13)		
Leasehold improvements	92	95
Plant and equipment	507	475
	599	570
Amortisation		
Finance leased assets (Note 13)	15,427	9,176
Computer systems (Note 14)	2,593	2,370
	18,020	11,546
	18,619	12,116

Amortisation on finance leased assets relates to the funding of new buses under Metropolitan and Outer Metropolitan Bus System Contracts (Note 1(k)(vi)).

(D) GRANTS AND SUBSIDIES

(i) Private transport operators		
Taxi transport subsidy scheme	23,067	21,756
	23,067	21,756
(ii) Community groups & certain Individuals		
Community transport groups	39,677	37,517
Private vehicle conveyance	19,792	19,849
	59,469	57,366
(iii) Rail Infrastructure Corporation		
Community service obligations	166,500	131,500
ARTC Infrastructure	23,239	50,000
Transitional funding	15,250	21,000
Redundancies	58,900	-
	263,889	202,500
(iv) Sydney Ferries		
School Students Transport Scheme	229	242
Concessions	12,063	11,944
Community service obligations	68,170	68,910
	80,462	81,096
(v) Freight rail services		
Community service obligations	868	1,095
	868	1,095

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

for the Year Ended 30 June 2009

	2009 \$'000	2008 \$'000
(vi) Other projects		
Rail expansion program	70,000	-
Sydney Metro program	197,000	-
Carpark and interchanges [#]	103,437	22,976
South Sydney freight line	16,470	29,570
North Sydney rail freight corridor	15,000	-
Transitway	-	1,640
Epping to Chatswood Rail Line grant	3,399	83,902
Other projects [#]	10,891	8,884
	416,197	146,972

[#] The Ministry used parking space levies collected in current (\$49m) and prior financial years (\$45m) (Note 10) to fund carparks and interchanges and other projects.

(vii) Other grants and subsidies		
Public Transport Ticketing Corporation	11,834	2,522
Local government transport projects	1,476	1,476
Community transport projects	665	691
Newcastle Port lease administration	154	148
Contracted passenger services	227	214
National Transport Commission	864	417
Miscellaneous	1,847	1,453
	17,067	6,921

(viii) Railcorp		
School Students Transport Scheme	35,029	30,329
Concessions	188,392	180,415
Community service obligation	1,179,165	1,236,271
Public Private Partnerships	8,986	17,648
Interest subsidy	53,433	30,338
Capital grant	908,200	533,200
	2,373,205	2,028,201

Total Grants and Subsidies	3,234,224	2,545,907
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(E) FINANCE COSTS

Finance lease interest charges	26,148	16,804
	26,148	16,804

Finance lease interest charges relate to the funding of new buses under Metropolitan and Outer Metropolitan Bus System Contracts (Note 1(k)(vi)).

(F) OTHER EXPENSES

Payments for services provided by private and public transport operators including STA

Metropolitan and outer metropolitan	550,357	529,751
Rural and regional	352,728	285,972
Major events	6,727	6,075
	909,812	821,798

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

for the Year Ended 30 June 2009

3. REVENUES

	2009 \$'000	2008 \$'000
(a) Sale of services		
Rendering of services	3,112	3,027
Revenue from major events	5,117	4,603
	8,229	7,630
(b) Investment revenue		
Interest on bank balances	5,343	5,856
	5,343	5,856
(c) Retained taxes, fees and fines		
Taxi operators' accreditation renewal fees	2,150	2,031
	2,150	2,031
(d) Grants and contributions		
Community transport groups	37,132	33,680
Integrated transport information service	3,756	4,376
World Youth Day event	5,229	239
Sydney Metro rail projects	12,837	-
Others including contributions received	2,015	7,244
	60,969	45,539
(e) Other revenue		
Emerging value of private sector provided infrastructure: Ultimo Pymont Light Rail Train Line	3,384	3,171
	3,384	3,171

4. LOSS ON DISPOSAL OF ASSETS

	2009 \$'000	2008 \$'000
Proceeds from disposal	-	-
Construction costs (Note 13)	-	2,915
Net loss on disposal of assets	-	2,915

5. CONDITIONS ON CONTRIBUTIONS

The Ministry collects taxi operators' accreditation fees which can only be used to fund taxi industry related operations and initiatives. The Ministry also receives grants from the Department of Ageing, Disability and Home Care which can only be used to fund the Home and Aged Care and Community (HACC) program. Related restricted cash assets are disclosed in Note 10.

6. APPROPRIATIONS

	2009 \$'000	2008 \$'000
Recurrent appropriations		
Total recurrent drawdowns from NSW Treasury (per Summary of Compliance)	4,170,908	3,414,547
Less: Liability to Consolidated Fund (Note 17) (per Compliance Summary)	(6,293)	-
Recurrent appropriations (per Operating Statement)	4,164,615	3,414,547
Capital appropriations		
Total capital drawdowns from NSW Treasury (per Summary of Compliance)	1,595	2,121
Less: Liability to Consolidated Fund (Note 17) (per Compliance Summary)	-	-
Capital appropriations (per Operating Statement)	1,595	2,121

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

for the Year Ended 30 June 2009

7. SIGNIFICANT ITEM - BORROWINGS (DEEMED FINANCE LEASES)

The funding of new buses under the Metropolitan and Outer Metropolitan Bus System Contracts are considered to be "deemed" finance leases and are reported in accordance with AASB 117 "Leases". The resulting finance leased assets (Note 13) and finance leased liabilities (Note 18) are reported in the balance sheet.

8. ACCEPTANCE BY THE CROWN ENTITY OF EMPLOYEE BENEFITS AND OTHER LIABILITIES

	2009 \$'000	2008 \$'000
The following liabilities and/or expenses have been assumed by the Crown Entity		
Superannuation – defined benefit	1,305	1,118
Long service leave	1,868	1,047
Payroll tax on superannuation - defined benefit	76	67
(Note 24)	3,249	2,232

9. SERVICE GROUPS OF THE MINISTRY

The Ministry has 3 service groups namely:

Service group 10.1: Transport Planning, Policy and Infrastructure Programs and Initiatives

Description: This service group covers provision of strategic transport policy oversight to the Minister and Government including the development of service network and policy options on rail, bus, ferry, freight and aviation. It also covers negotiation and management of transport capital funding arrangements consistent with transport priorities. The Ministry is the lead agency for co-ordinating delivery of transport priorities in the State Plan.

Service group 10.2: Targeted Transport Services

Description: This service group covers the provision of rail and ferry fare concessions and subsidies including those for school students and subsidies for taxi transport approved private vehicle usage and other community transport programs. It also includes the coordination of the implementation of the Accessible Transport Action Plan and organisation of major and special event transport services.

Service group 10.3: Transport Regulation, Service Provision and Contract Management

Description: This service group covers the management of bus service contracts and co-ordination of rail and ferry funding. It also covers the regulation of bus, taxi and hire car operators and drivers, compliance programs and implementation of safety management systems. Operational improvement and transport security policy, emergency management and the Integrated Transport Information Service are also covered.

10. CASH AND CASH EQUIVALENTS

	2009 \$'000	2008 \$'000
Cash at bank and on hand	27,537	61,601
	27,537	61,601

For the purposes of the Cash Flow Statement, cash and cash equivalents include cash at bank and cash on hand. Cash and cash equivalent assets recognised in the Balance Sheet are reconciled at the end of the financial year to the Cash Flow Statement as follows:

	2009 \$'000	2008 \$'000
Cash and cash equivalents (per Balance Sheet)	27,537	61,601
Closing cash and cash equivalents (per Cash Flow Statement)	27,537	61,601

Restricted cash and cash equivalents:

Cash at bank includes restricted cash relating to unspent Parking Space Levy (\$2m; 2008 - \$45m), taxi accreditation fees (\$3m; 2008 - \$7m) and HACC program (\$4m; 2008 - \$3m).

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

for the Year Ended 30 June 2009

11. RECEIVABLES

	2009 \$'000	2008 \$'000
Sale of services	7,072	5,260
Less: Allowance for impairment	26	26
	7,046	5,234
Goods and Services Tax – recoverable	6,713	14,887
Investment revenue receivable	1,913	3,007
Prepayments	68	37
	15,740	23,165
Movements in the allowance for impairment		
Balance at 1 July	26	26
Bad debts written off	-	-
Balance at 30 June	26	26

Details regarding credit risk, liquidity risk and market risk, including financial assets that are either past due or impaired are disclosed in Note 28.

12. OTHER FINANCIAL ASSETS

	2009 \$'000	2008 \$'000
At amortised cost		
Current Assets		
Repayable interest-free advances – Taxi operators	126	129
	126	129
Non-Current Assets		
Repayable interest-free advances – Taxi operators	241	254
	241	254
Advances to taxi operators		
Later than 1 year but not later than 2 years	99	107
Later than 2 years but not later than 3 years	71	76
Later than 3 years but not later than 5 years	71	71
	241	254

Details regarding credit risk, liquidity risk and market risk, including financial assets that are either past due or impaired are disclosed in Note 28.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

for the Year Ended 30 June 2009

13. PROPERTY, PLANT AND EQUIPMENT

	2009 \$'000	2008 \$'000
Leasehold improvements	3,574	3,574
Accumulated depreciation	3,485	3,393
Carrying amount at fair value	89	181
Plant and equipment	6,301	5,594
Accumulated depreciation	4,677	4,170
Carrying amount at fair value	1,624	1,424
Finance leased assets (Note 7)	447,133	275,960
Accumulated amortisation	28,795	13,368
Carrying amount at fair value	418,338	262,592
Total Property, plant and equipment	457,008	285,128
Accumulated depreciation and amortisation	36,957	20,931
Carrying amount at fair value	420,051	264,197

Reconciliations of the carrying amounts by asset class at the beginning and end of the current and comparative reporting periods are set out below:

Year ended 30 June 2009	Carrying amount 1 July 2008 \$'000	Additions \$'000	Amortisation/ Depreciation Expense \$'000	(Disposals) /Transfers \$'000	Carrying amount 30 June 2009 \$'000
Leasehold improvements	181	-	(92)	-	89
Plant and equipment	1,424	707	(507)	-	1,624
Finance leased assets	262,592	171,173	(15,427)	-	418,338
	264,197	171,880	(16,026)	-	420,051

Year ended 30 June 2008	Carrying amount 1 July 2007 \$'000	Additions \$'000	Amortisation/ Depreciation Expense \$'000	(Disposals) /Transfers \$'000	Carrying amount 30 June 2008 \$'000
Leasehold improvements	276	-	(95)	-	181
Plant and equipment	1,436	463	(475)	-	1,424
Transport infrastructure Systems (Note 4)	2,915	-	-	(2,915)	-
Finance leased assets	145,011	126,757	(9,176)	-	262,592
	149,638	127,220	(9,746)	(2,915)	264,197

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

for the Year Ended 30 June 2009

14. INTANGIBLE ASSETS

	2009 \$'000	2008 \$'000
Computer systems	21,657	17,472
Accumulated amortisation	11,045	8,452
Carrying amount at fair value	10,612	9,020
Ultimo Pyrmont Light Rail Line (UPLRL)		
Carrying amount at fair value	29,095	25,711
	29,095	25,711
Total intangible assets	50,752	43,183
Accumulated amortisation	11,045	8,452
Carrying amount at fair value	39,707	34,731

Reconciliation of the carrying amounts by asset class at the beginning and end of the current reporting period is set out below:

	Carrying amount 1 July 2008 \$'000	Additions \$'000	Amortisation Expense \$'000	Carrying amount 30 June 2009 \$'000
Year ended 30 June 2009				
Computer systems	9,020	4,185	(2,593)	10,612
Ultimo Pyrmont Light Rail	25,711	3,384	-	29,095
	34,731	7,569	(2,593)	39,707

	Carrying amount 1 July 2007 \$'000	Additions \$'000	Amortisation Expense \$'000	Carrying amount 30 June 2008 \$'000
Year ended 30 June 2008				
Computer systems	8,402	2,988	(2,370)	9,020
Ultimo Pyrmont Light Rail	22,540	3,171	-	25,711
	30,942	6,159	(2,370)	34,731

15. PAYABLES

	2009 \$'000	2008 \$'000
Current Liabilities		
Creditors	1,918	1,552
Accruals:		
Salaries and on-costs (note 16)	297	207
Transport schemes	12,509	20,408
Others	8,254	11,790
	22,978	33,957
Non-Current Liabilities		
Creditors	45	31
	45	31

Details regarding credit risk, liquidity risk and market risk, including maturity analysis of the above are disclosed in Note 28.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

for the Year Ended 30 June 2009

16. PROVISIONS

	2009 \$'000	2008 \$'000
Current Liabilities		
Recreation leave	3,350	3,097
Employee related oncost	668	610
	4,018	3,707
Aggregate employee benefits and related on-cost		
Provisions – current	3,350	3,097
Employee related oncost	668	610
Accrued salaries (Note 15)	297	207
	4,315	3,914

17. OTHER

	2009 \$'000	2008 \$'000
Liability - Consolidated Fund (Note 1(i)(i) and Note 6)	6,293	-
	6,293	-

18. BORROWINGS

	2009 \$'000	2008 \$'000
Current Liabilities		
Finance leases (Note 7 and 20(d))	19,543	11,382
	19,543	11,382
Non-Current Liabilities		
Finance leases (Note 7 and 20(d))	398,794	251,209
	398,794	251,209
	418,337	262,591
Repayment of Borrowings		
Not later than one year	19,543	11,382
Between one and five years	93,528	54,999
Later than five years	305,266	196,210
	418,337	262,591

The Ministry is contracted to fund the acquisition of new buses under the Metropolitan and Outer Metropolitan Bus System Contracts. This funding arrangement is considered to be a “deemed” finance lease.

Details regarding credit risk, liquidity risk and market risk, including maturity analysis of the above are disclosed in Note 28.

19. CHANGES IN EQUITY

	2009 \$'000	2008 \$'000
Opening equity	83,791	72,108
(Deficit)/surplus for the year	(32,060)	11,683
Balance at the end of the financial period	51,731	83,791

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

for the Year Ended 30 June 2009

20. COMMITMENTS FOR EXPENDITURE

	2009 \$'000	2008 \$'000
(a) Capital Commitments		
Aggregate capital expenditure contracted at balance date and not provided for:	3,286	2,100
Not later than one year	3,286	2,100
Later than one year but not later than five years	-	-
Total (including GST)	3,286	2,100

(b) Other Expenditure Commitments		
Aggregate other expenditure contracted for at balance date and not provided for:	3,853,606	2,353,174
Not later than one year	1,066,849	642,950
Later than one year but not later than five years	2,639,276	1,710,224
Later than five years	147,481	-
Total (including GST)	3,853,606	2,353,174

Other expenditure commitments include obligations under contracts with bus operators. The portion of these contracts relating to the funding of new buses is reported under finance Leased liabilities (Note 18).

(c) Operating Lease Commitments		
Future non-cancellable operating lease rentals not provided for:	11,497	9,763
Not later than one year	3,615	3,624
Later than one year but not later than five years	7,882	6,139
Later than five years	-	-
Total (including GST)	11,497	9,763

The Ministry leases its motor vehicles, office accommodation and some equipment. Input tax on all commitments estimated at \$284m (2008 - \$111m) will be recouped from the Australian Taxation Office.

(d) Finance Lease Commitments

The Ministry is contracted to fund the acquisition of new buses under the Metropolitan and Outer Metropolitan Bus System Contracts. This funding arrangement is a "deemed" finance lease and the finance lease commitments are as follows:

Minimum lease payments commitments:

Not later than one year	48,545	30,663
Later than one year but not later five years	194,179	122,651
Later than five years	406,280	269,034
Minimum lease payments	649,004	422,348
Less: Future finance costs	230,667	159,757
Present value of minimum lease payments	418,337	262,591

Present value of finance lease commitments:

Not later than one year	19,543	11,382
Later than one year but not later than five years	93,528	54,999
Later than five years	305,266	196,210
Present value of finance lease commitments	418,337	262,591

Classified as follows

Current liabilities (Note 18)	19,543	11,382
Non-current liabilities (Note 18)	398,795	251,209
	418,338	262,591

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

for the Year Ended 30 June 2009

21. CONTINGENT LIABILITIES AND GUARANTEES

Contingent Liabilities

The Ministry has no material contingent liabilities as at 30 June 2009 (2008 nil).

Guarantees

The Ministry holds guarantees of \$40m (2008 - \$70m) from Pacific National as security for contractual performance in its grain business for completion of the mandatory works specified in the New Works Deed.

In addition the Ministry also holds various performance bonds totalling \$24m relating to the provision of bus services under the Metropolitan and Outer Metropolitan Bus System Contracts.

22. BUDGET REVIEW

Net Cost of Services

The net cost of services for the 12 months ended 30 June 2009 was \$4,201m compared to the budget of \$4,222m, an underspending of \$21m. The main factors contributing to this result are summarised below:

- **Employee related expenses** were higher than budget due mainly to savings imposed by Treasury (\$.6m) at year-end and higher than expected non-cash employee oncosts (\$1.3m).
- **Other operating expenses** were approximately \$11m higher than budgeted expenditure mainly due to expenditure on major transport projects not budgeted for.
- **Grants and subsidies:** At \$3234m, grants and subsidies were slightly lower than budget of \$3238m due to savings in some programs.
- **Other expenses:** The savings of \$20m are principally due to higher than expected bus fare revenue and lower bus service costs for World Youth Day event.
- **Sale of services** of \$8.2m is in line with the budget of \$8.4m.
- **Investment revenue** is lower than budget due to lower interest rates and bank balances.
- **Grants and contributions** are higher than budget by \$14m due mainly to recoupment of rail project costs of \$12.8m not budgeted for.

Assets and Liabilities

The main changes in the Balance Sheet are set out below:

- **Cash** is higher than budget due mainly to the drawdown of 2008-09 allocations (\$6.3m) that was not spent and which is repayable in 2009-10.
- The **Receivables** are lower than budget mainly due to Goods and Services Tax claims outstanding at balance date.
- **Financed leased assets** have increased to reflect the acquisition of new buses under the metropolitan and outer metropolitan bus system contracts during 2008-09.
- **Borrowings** have increased to reflect amounts payable in regard to new buses acquired under the arrangements of the metropolitan and outer metropolitan bus system contracts during 2008-09.

Cash Flows

Net cash outflows from operating activities were lower than the budget due to higher GST recoupments and savings in some programs.

23. RECONCILIATION OF CASH FLOWS FROM OPERATING ACTIVITIES TO NET COST OF SERVICES AS REPORTED IN THE OPERATING STATEMENT

	2009 \$'000	2008 \$'000
Net Cash outflow from Operating Activities	(13,381)	18,432
Cash flows from Government/Appropriations	(4,172,503)	(3,413,243)
Non-cash revenue and expenses	2,999	3,171
Assets transferred free of charge	-	(2,915)
Acceptance by the Crown Entity of Employee Entitlements	(3,249)	(2,233)
Depreciation and amortisation	(18,619)	(2,940)
(Decrease)/Increase in receivables	(6,270)	2,432
Decrease/(Increase) in creditors	9,504	(9,921)
Net Cost of Services	(4,201,519)	(3,407,217)

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

for the Year Ended 30 June 2009

24. NON-CASH FINANCING AND INVESTING ACTIVITIES

During the period, the Ministry undertook the following non-cash financing and investing activities:

	2009 \$'000	2008 \$'000
Employees' entitlements and liabilities assumed by the Crown Entity (Note 8)	3,249	2,232
	3,249	2,232

25. ADMINISTERED ASSETS AND LIABILITIES

	2009 \$'000	2008 \$'000
Administered Assets		
Cash (see note below)	118	106
Total Administered Assets	118	106
Administered Liabilities		
Payables (see note below)	118	106
Total Administered Liabilities	118	106

Note: This amount represents Crown revenue collected but not remitted to the Crown (Note 1(d)).

26. ADMINISTERED INCOME

	2009 \$'000	2008 \$'000
Private transport operators fees	16,468	15,469
Port cargo access charges	13,400	13,581
Fines	205	164
	30,073	29,214

Administered income comprises revenue collected on behalf of the Crown Entity.

27. ADMINISTERED REVENUE - SCHEDULE OF UNCOLLECTED AMOUNTS

There were no uncollected amounts for Crown revenue at 30 June 2009 and 2008.

28. FINANCIAL INSTRUMENTS

The Ministry's principal financial instruments are outlined below. These financial instruments arise directly from the Ministry's operations or are required to finance the Ministry's operations. The Ministry does not enter into or trade financial instruments, including derivative financial instruments, for speculative purposes.

The Ministry's main risks arising from financial instruments are outlined below, together with the Ministry's objectives, policies and processes for measuring and managing risk. Further quantitative and qualitative disclosures are included throughout this financial report.

The Director General 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 Ministry, to set risk limits and controls and to monitor risks. Compliance with policies is reviewed by management on a continuous basis. The Financial Instruments Risk Management Policy is reviewed on an annual basis by the Audit and Risk Committee.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

for the Year Ended 30 June 2009

(a) Financial Instruments categories

	Note	Category	Carrying amount 2009 \$'000	Carrying amount 2008 \$'000
Financial Assets Class				
Cash and cash equivalents	10	N/A	27,537	61,601
Receivables	11	Loans and receivables (at amortised cost)	8,959	8,241
Other financial assets	12	Loans and receivables (at amortised cost)	367	383
Financial Liabilities Class				
Payables	15	Financial liabilities (at amortised cost)	23,023	33,988
Borrowings	18	Financial liabilities (at amortised cost)	418,337	262,591

The above table does not include statutory receivables and payables, prepayments and unearned income.

(b) Credit Risk

Credit risk arises when there is the possibility of the Ministry's debtors defaulting on their contractual obligations, resulting in a financial loss to the Ministry. 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 Ministry, including cash and receivables. No collateral is held by the Ministry. The Ministry has not granted any financial guarantees.

Cash

Cash comprises cash on hand and bank balances within the NSW Treasury Banking System. As such the Ministry's risk exposure in this area is insignificant.

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.

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. Debts, which are known to be uncollectible, are written off. An allowance for impairment is raised when there is objective evidence that the Ministry 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. No interest is earned on trade debtors. Sales are made generally on 30 day terms.

The Ministry is not materially exposed to concentrations of credit risk to a single trade debtor or group of debtors. The Ministry's debtors are mainly other NSW Government agencies and as such are not considered impaired.

The following debtors which are reported under "sale of services" in the receivables category of the balance sheet, are past due but are not considered impaired.

As at 30 June 2009 Overdue	Total \$'000	Past but not Impaired \$'000	Considered Impaired \$'000
Less than 3 months	1	1	-
Greater than 3 but less than 6 months	18	18	-
Greater than 6 months	160	160	-
	179	179	-
<hr/>			
As at 30 June 2008 Overdue	Total \$'000	Past but not Impaired \$'000	Considered Impaired \$'000
Less than 3 months	532	532	-
Greater than 3 but less than 6 months	6	6	-
Greater than 6 months	139	139	-
	677	677	-

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

for the Year Ended 30 June 2009

(c) Liquidity Risk

Liquidity risk is the risk that the Ministry will be unable to meet its payment obligations when they fall due. As a budget dependent agency the Ministry's primary source of cash inflows is the Consolidated Fund allocation to meet its ongoing operating and capital commitments including commitments to other transport agencies as set out in the budget papers approved by the NSW Parliament. The Ministry is prohibited without Treasury approval from making payments in excess of its approved allocation. As such the Ministry's exposure to liquidity risk including payment default is insignificant based on current Treasury policies and practices.

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. Treasurer's Direction 219.01 allows the Minister to award interest for late payment.

Accounting for deemed finance leases which are reported as borrowings is detailed in note 1(j)(vi) and note 18.

(d) 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 Ministry is not exposed to this class of risk because as reported above its main source of cash inflows is the Consolidated Fund allocations. The Ministry does not hold financial instruments for trading purposes and as such is not exposed to market or price risks.

(e) Interest Rate Risk

Interest rate risk is the risk that the value of the financial instruments will fluctuate due to changes in market interest rates. The Ministry's deemed finance leases (reported under borrowings) have fixed interest rates and the interest rate earned on its bank balances is determined by Treasury after taking into account the monthly average NSW Treasury Corporation (TCorp) 11am unofficial cash rate less a management fee.

The Ministry's exposure to interest rate risk is material. The exposure to interest rate risk is set out below. The interest rate band of +/- 1% was advised by Treasury.

INTEREST RATE CHANGES 2009	-1%		1%		
	Carrying amount \$'000	Profit \$'000	Equity \$'000	Profit \$'000	Equity \$'000
Financial Assets					
Cash	27,537	(952)	(952)	952	952
Receivables	8,959	-	-	-	-
Other financial assets	367	-	-	-	-
Total	36,863	(952)	(952)	952	952
Financial Liabilities					
Borrowings	418,337	-	-	-	-
Payable	23,023	-	-	-	-
Total	441,360	-	-	-	-

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

for the Year Ended 30 June 2009

INTEREST RATE CHANGES 2008	-1%		1%		
	Carrying amount \$'000	Profit \$'000	Equity \$'000	Profit \$'000	Equity \$'000
Financial Assets					
Cash	61,601	(911)	(911)	911	911
Receivables	8,241	-	-	-	-
Other financial assets	383	-	-	-	-
Total	70,225	(911)	(911)	911	911
Financial Liabilities					
Borrowings	262,591	-	-	-	-
Payable	33,988	-	-	-	-
Total	296,579	-	-	-	-

The carrying amount of the Ministry's financial instruments as set out in the table above are deemed to be equivalent to their fair value.

FINANCIAL INSTRUMENTS	Interest bearing		Non-Interest Bearing		Total carrying amount as per Balance Sheet		Weighted average effective interest rate	
	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000	2009 %	2008 %
Financial Assets								
Cash	27,537	61,601	-	-	27,537	61,601	5.61	6.43
Receivables	-	-	8,959	8,241	8,959	8,241	-	-
Other financial assets	-	-	367	383	367	383	-	-
Total	27,537	61,601	9,326	8,624	36,863	70,225		
Financial Liabilities								
Borrowings	418,337	262,591	-	-	418,337	262,591	7.42	7.52
Payable	-	-	23,023	33,988	23,023	33,988	-	-
Total	418,337	262,591	23,023	33,988	441,360	296,579		

29. AFTER BALANCE DATE EVENTS

Since the balance date, the Public Sector Employment and Management (Departmental Amalgamation) Order 2009 transferred all branches of the Ministry of Transport to the Department of Transport and Infrastructure and abolished the Ministry of Transport with effect from 27 July 2009.

END OF AUDITED FINANCIAL STATEMENTS

APPENDICES





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APPENDIX 1: MANAGEMENT AND STRUCTURE – INCLUDING EXECUTIVE PERFORMANCE STATEMENTS

Names, positions and qualifications of principal officers as at 30 June 2009

Name	Position	SES Level	Qualifications
Jim Glasson <i>(Resigned from the role effective 29 May 2009)</i>	Director General	7	Bachelor of Urban and Regional Planning, Land and Engineering Survey Drafting Certificate
Joanna Quilty	Acting Director General (30 May 2009 to 30 June 2009)	7	BA, BSW, Masters of Interdisciplinary Studies
Joanna Quilty	Deputy Director General, Policy and Strategic Coordination Group	6	BA, BSW, Masters of Interdisciplinary Studies
Peter Scarlett	Executive Director, Transport Services Group	6	B Ec Cert Commerce (Accounting Procedures)
Robert Chivers	Director Corporate Counsel and Legal	4	BA, Dip. Law
Bill Grant	Director, Transport Operations	4	BA (Hons)
Gail Connolly	Acting Director, Centre for Transport Planning and Product Development	4	Bachelor Town Planning (Hons. Class 1) and Graduate Certificate in Design and Technology
Andrew Nicholls	Director, Transport Policy and Reform	4	Bachelor of Arts (Hons.), Master of Management, Executive Master of Public Administration and Justice of the Peace.
Pauline Ross	Director, Ministerial Coordination	3	Bachelor of Arts, Master of Arts and Bachelor of Laws
Barry O'Neill	Acting General Manager, Contracts and Planning	3	Master of Transport Management and Certificate of Transport Management
Brendan Bruce	Director, Transport Planning	2	Bachelor of Laws (Honours), Professional Legal Studies

Number of Executive Positions at Each Level for the Current and Prior Reporting Periods.

SES Level	2006-07	2007-08	2008-09
1	0	0	0
2	1	1	1
3	4	3	2
4	1	4	4
5	0	0	0
6	2	2	2
7	1	1	1
8	0	0	0
Female Executive Officers	4	3	2

Under the Senior Executive Service (SES) reduction initiative from the Department of Premier and Cabinet, the Ministry had a reduction in the notional number of SES positions from fifteen to ten. With this reduction, one SES officer ceased employment before the completion of their contract.

Performance Statements – Substantive Senior Executive Service staff, Level 5 and above as at 30 June 2009

Name: Jim Glasson
Title: Director General
Remuneration Package: \$342,186 per annum
Level: SES Level 7

The Premier has indicated his satisfaction with the performance of the Director General, Mr Jim Glasson during 2008-09.

Mr Glasson met the requirements of his Performance Agreement for 2008-09,

specifically the overall coordination of activities across the transport portfolio, as well as directing and leading the activities and performance of the Ministry of Transport.

In 2008-09, Mr Glasson's significant achievements included:

- leading and coordinating with partner agencies to work towards meeting the *NSW State Plan* transport targets of increasing the share of peak hour journeys on a safe and reliable public transport system and improving the efficiency of the road network by targeting congestion hotspots. This has resulted in public transport service reliability targets being consistently met;
- overseeing the progressive implementation of strategic bus corridors to meet practical transport needs in the greater Sydney area and ensuring planning processes are in place to address longer term requirements;

APPENDIX 1: CONTINUED

- delivering high-level strategic direction leading to the achievement of performance and service-based contract arrangements for the provision of bus services across NSW including maintaining productive relationships with industry and the community to support better connections with public transport;
- ensuring that an effective framework is in place to regulate the safety of passenger transport in NSW;
- chairing a wide-range of interstate and interagency committees and representing the Ministry of Transport providing high-level direction and input into forums on transport including the CBD Mobility Forum;
- sustaining a coordinated state-wide transport effort on security policy and emergency management activities; and
- contributing to the successful delivery of transport services to support visitors and residents of Sydney during World Youth Day 2008 through strategic and operational planning including coordinated communication processes.

Mr Glasson resigned on 29 May 2009.

Name:	Joanna Quilty
Title:	Deputy Director General
Remuneration Package:	\$253,501 per annum
Level:	SES Level 6

The former Director General has expressed satisfaction with the performance of Ms Joanna Quilty in the reporting period to 30 June 2009.

Ms Quilty met the requirements of her Performance Agreement for 2008-09, unifying transport policy and planning to Government transport priorities. This included the ongoing analysis of transport issues and the formulation of effective and appropriate transport policies and strategies for passengers and freight, the provision of advice on industry development, investment opportunities and regulation initiatives.

In 2008-09 Ms Quilty's significant achievements included:

- delivering strategic direction across the service priorities identified in the *NSW State Plan*, the *State Infrastructure Strategy* and the *Urban Transport Statement*;
- effectively coordinating regional transport forums and community and stakeholder consultation in relation to the ongoing reform of the Bus Contracting system across NSW;
- continued roll-out of integrated bus networks and the commuter car park program;
- providing expert and independent transport policy advice on critical service, development, regulatory and performance issues and overall strategic leadership to support service priorities and transport improvement across New South Wales;
- ongoing improvements to passenger information through Transport Info 131500;
- implementation of key Government initiatives such as new rural and regional bus contracts, RED tickets, \$2.50 Sunday Funday and CBD and Wollongong free bus shuttles;
- provision of parliamentary and ministerial coordination services; and
- representing the Transport portfolio on a range of interagency committees and whole of Government initiatives.

Name:	Peter Scarlett
Title:	Executive Director, Transport Services Group
Remuneration Package:	\$292,016 per annum
Level:	SES Level 6

The former Director General has expressed satisfaction with the performance of Mr Scarlett in the reporting period up to 30 June 2009.

Mr Scarlett met the requirements of his Performance Agreement for 2008-09, specifically the effective allocation of funding for the provision of passenger transport services in NSW.

In 2008-09, Mr Scarlett's significant achievements included:

- providing leadership through the financial management of strategic transport priorities including major service and capital works projects totalling in excess of \$4 billion in 2008-09;
- delivering strategic level direction and high-level budgeting and financial performance advice across the NSW transport portfolio including on commercial management activities, coordination of forward estimates and allocation of infrastructure funding;
- facilitating the implementation of the performance management and budgeting system including the application of new reporting arrangements as part of the preparation of the financial statements;
- leading and directing a range of continuous improvement programs in the corporate governance areas including risk management, fraud and corruption prevention and internal controls; and
- overseeing the delivery of critical day-to-day corporate and information technology support functions to the organisation and to other areas of the transport portfolio.

APPENDIX 2: SIGNIFICANT COMMITTEES

In 2008-09, the following Ministry personnel provided representation to the Committees outlined below.

Significant Committees – Interdepartmental, State or National

Committee	Ministry Representative	Position
Australian Transport Council	Jim Glasson	Director General
Australian Transport Statistics Network	John Peachman	Senior Manager Transport and Land Use Data
Barangaroo Steering Committee	Jim Glasson	Director General
	Rodd Staples	Director Centre for Transport Planning and Product Development
Barangaroo Transport Access Working Group	Rodd Staples	Director Centre for Transport Planning and Product Development
	Terry Lee-Williams	Senior Manager Public Transport
Bays Precinct Steering Committee	Rodd Staples	Director Centre for Transport Planning and Product Development
	Peter Warrington	A/Director
Bus Priority Infrastructure Program Project Control Group	Peter Scarlett	Executive Director Transport Services Group
	Stephen Fox	Director Service and Capital Funding
	Brendan Bruce	Director Transport Planning
	Matthew James	Manager Bus Priority and Infrastructure Planning
CBD Metro Stations Working Group	Terry Lee-Williams	Senior Manager Public Transport
	Matthew James	Manager Bus Priority and Infrastructure Planning
Chief Executive Counter Terrorism Coordinating Group	Jim Glasson	Director General
CEOs Forum on Economic Development	Jim Glasson	Director General
	Cassandra Wilkinson	Director Rail Freight and National Policy
	Brendan Bruce	Director Transport Planning
Clean Air Healthy Communities (CAHC) Subcommittee to the NSW Environmental Trust Fund	Joanna Quilty	Deputy Director General
Commonwealth Grain Freight Review	Jim Glasson	Director General
Commuter Car Park Project Control Group	Jenny Dempsey	Program Manager Commuter Car Parks
	Brendan Bruce	Director Transport Planning
	Stephen Fox	Director Service and Capital Funding
Country Passenger Transport Infrastructure Grants Scheme Assessment Panel	Phil Drew	Senior Project and Liaison Officer
	John Hartmann	Project and Liaison Officer
	Mary Kerr	Metropolitan Transport Coordinator
Data Centre Strategy CIO Workshops	Keith Gregory	Chief Information Officer
Ferry Reform Steering Committee	Jim Glasson	Director General
	Joanna Quilty	Deputy Director General
	Ben Keneally (Part year)	Project Director Ferry Reform Group
	Bill Grant (Part year)	Project Director Ferry Reform Group
Freight and Logistics Council of NSW (FALCONSW) – amalgamation of the Air and Sea Freight Councils	Rosemary Donley	Senior Policy Officer
	Robert Carnegie	Senior Policy Officer
Green Square Coordination Group	Juliet Grant	Manager Transport Planning
Hunter Rail Project Control Group	Cassandra Wilkinson	Director Rail Freight and National Policy

APPENDIX 2: CONTINUED

Committee	Ministry Representative	Position
Interagency Standing Committee on Disability	Joanna Quilty	Deputy Director General
	Richard Langereis	Principal Policy Officer Transport Policy and Reform
Interagency Steering Committee for Planning Reform	Juliet Grant	Manager Transport Planning
	David Hartmann	Senior Transport Planner
Lane Cove Tunnel Public Transport Committee	Brendan Bruce	Director Transport Planning
	Matthew James	Manager Bus Priority and Infrastructure Planning
Level Crossings Strategy Council	Jim Glasson	Director General
	Helen Fitzgerald	Principal Policy Officer Rail Services
Major Events Coordination Committee	Jim Glasson	Director General
	Rodd Staples	Director Centre for Transport Planning and Product Development
Major Transport Review Project Control Group	Jim Glasson	Director General
Metropolitan CEOs Group	Jim Glasson	Director General
National Rail Level Crossing Group	Helen Fitzgerald	Principal Policy Officer Rail Services
Newcastle City Centre Taskforce Project Control Group	Brendan Bruce	Director Transport Planning
North West Metro Steering Committee	Jim Glasson	Director General
	Rodd Staples	Director Centre for Transport Planning and Product
Northern Sydney Freight Corridor Steering Committee	Brendan Bruce	Director Transport Planning
NSW Bike Plan Steering Committee	Juliet Grant	Manager Transport Planning
NSW Government Chief Executives Committee (CEC)	Jim Glasson	Director General
NSW Spatial Council	Tim Raimond	Director Transport Data Centre
NSW Statistical Coordination Forum	Tim Raimond	Director Transport Data Centre
NSW Statistical Senior Officers Group	Tim Raimond	Director Transport Data Centre
Passenger Information Review Group	Jody Connor	Director Stakeholder and Community Management
	Richard Langereis	Manager Community Education and Awareness
	Stacey Ryan	Manager Marketing and Stakeholder Relations
	Greg Nott	Manager Security and Emergency Management
	Craig Dunn	Director Transport Operations
	Kevin Robinson	Manager Capital Program
Pinch Points Project Control Group	Matthew James	Manager Bus Priority and Infrastructure Planning
Port Botany Logistics Taskforce	Jim Glasson	Director General
	Cassandra Wilkinson	Director Rail Freight and National Policy
Premier's Council for Active Living (Establish)	Juliet Grant	Manager Transport Planning
PTTC Board	Jim Glasson	Director General
	Joanna Quilty	Deputy Director General
PTTC Interagency Steering Group	Joanna Quilty	Deputy Director General
PTTC Senior Reference Group	Joanna Quilty	Deputy Director General
Rail Industry Safety and Standards Board (RISSB)	Joanna Quilty	Deputy Director General

APPENDIX 2: CONTINUED

Committee	Ministry Representative	Position
Redfern-Waterloo Human Services Plan – Implementation Senior Officers Working Group (ISOG)	Caroline Mason	Director Local and Community Transport
Redfern-Waterloo Transport Working Group	Mark Brimfield Phil Drew Mary Kerr	Senior Project and Liaison Officer Senior Project and Liaison Officer Metropolitan Transport Coordinator
Rollingstock PPP Project Review Group	Peter Scarlett	Executive Director Transport Services Group
Rural and Regional Bus Reform Taskforce	Joanna Quilty Deborah Sutton	Director Transport Policy and Reform, Manager Bus Reform
SCOT – Transport Security Working Group	Greg Nott	Manager Security and Emergency Management
South West Rail Link Project Control Group	Rodd Staples Terry Lee-Williams	Director Centre for Transport Planning and Product Senior Manager Public Transport
Standing Committee on Transport (SCOT)	Jim Glasson Joanna Quilty	Director General Deputy Director General
Standing Committee on Transport (SCOT) Standing Sub Committee – Network Performance	Lisa McGill Dimi Rigas	Senior Policy Officer Senior Policy Officer
Standing Committee on Transport (SCOT) Standing Sub Committee – Productivity and Efficiency	Lisa McGill Dimi Rigas	Senior Policy Officer
Standing Committee on Transport (SCOT) Standing Sub Committee – Environment	Lisa McGill Dimi Rigas	Senior Policy Officer
State Aviation Working Group	Joanna Quilty Robert Carnegie	Deputy Director General Senior Policy Officer
State Emergency Management Committee	Greg Nott	Manager Security and Emergency Management
Sydney CBD Bus Strategy – Implementation Working Group	Brendan Bruce Matthew James	Director Transport Planning Senior Manager Public Transport
Sydney Ferries Services Working Group	Andrew Nicholls	Director Transport Policy and Reform
Sydney Liquor Taskforce	Joanna Quilty	Deputy Director General
Transport CEOs Cluster Group	Jim Glasson	Director General
Transport CEOs Security Committee	Jim Glasson	Director General
Transport Regulators Executive Committee	Jim Glasson Bill Grant	Director General Director Transport Operations
Victoria Road Upgrade	Matthew James	Manager Bus Priority and Infrastructure Planning
West Metro/M5 Steering Committee	Jim Glasson Peter Warrington	Director General A/Director
World Youth Day Coordinating Authority Advisory Board	Jim Glasson	Director General
World Youth Day Traffic and Transport Sub-Committee	Jim Glasson	Director General
Worth Youth Day Transport CEOs Committee	Jim Glasson	Director General

APPENDIX 2: CONTINUED

Significant Committees – Agency

Executive	Jim Glasson, Joanna Quilty, Peter Scarlett, Robert Chivers, Craig Dunn, Bill Grant
City Senior Managers	Jim Glasson, Joanna Quilty, Brendan Bruce, Jody Connor, Chrissy Flanagan, Bill Grant, Andrew Nicholls, Greg Nott, Tim Raimond, Pauline Ross, Peter Warrington
Ministry of Transport Audit and Risk Committee	Peter Scarlett, Joanna Quilty, Bill Grant, Craig Dunn, Wendy Barrett
Bus Operations Committee	Craig Dunn, Barry O'Neill, Ross Elson, David Tooze, Brian Solomon, Arthur Rogers
Bus Driver Safety Committee	Craig Dunn, Barry O'Neill, Ross Elson, David Tooze, Brian Solomon, Arthur Rogers, Greg Nott
Wheelchair Accessible Taxis Committee	David Tooze
Information Management and Technology Steering Committee	Bill Dupesovski, Craig Dunn, Keith Gregory, Peter Scarlett, Reno Lucarini, Tim Raimond, Bill Grant
OH and S Steering Committee	Craig Dunn, Tammy Umasaran, David Pond, David Finlay, Michael Cashman, Chuck Hamilton, Glenn Sheedy, Ahmed Youssef, Robert Williams, Ross Elson, Kevin Robinson, Patricia Anderson
Staff Development Committee	Pauline Ross, Peter Scarlett, Bill Grant, Reno Lucarini, Craig Dunn, Michael Cashman

Significant Committees Ceased

Committee	Ministry Representative	Function
Air Freight Council	Robert Carnegie	Now forms part of the Freight and Logistics Council of NSW
Australian Passenger Transport Group	Cassandra Wilkinson	Superseded by new SCOT structure
GCIO Back Office Application Consolidation Committee	Keith Gregory	To reduce the total cost of ownership of prime corporate applications and to improve business processes
SCOT Rail Group	Jim Glasson	Superseded by new SCOT structure
Sea Freight Council	Jim Glasson	Now forms part of the Freight and Logistics Council of NSW
State Plan Modelling Senior Officer's Group	Rodd Staples Tim Raimond	To advise on targets for the State Plan
Urban Congestion Management Group	Joanna Quilty	Now forms part of the Standing Committee on Transport (SCOT) Standing Sub Committee – Network Performance
Urban Transport Implementation CEOs Group	Jim Glasson Joanna Quilty Rodd Staples Tim Raimond	Oversee implementation of Urban Transport Statement

APPENDIX 3: GRANTS TO NON-GOVERNMENT COMMUNITY ORGANISATIONS

Grants to Non-Government Community Organisations 2008-09

Community Organisations	Home and Community Care Funds	Community Transport Programme Funds	Area Assistance Scheme Funds	Grand Total
	\$	\$	\$	\$
Aboriginal Culture and Resource Centre (ACRC) Blue Mountains	75,311			75,311
Accessible Bridge Services Inc	200,612			200,612
Awabakal Newcastle Aboriginal Co-operative Ltd	172,731			172,731
Bankstown Community Transport Inc	819,091			819,091
Baptist Community Services (Auburn)	265,510	65,133		330,643
Baptist Community Services (Wagga Wagga)	203,744			203,744
Bathurst Community Transport Group Inc	278,249	70,556		348,805
Batlow Community Transport Service Inc	37,632	12,370		50,002
Bega Valley Community Transport Service Inc	159,922	21,621		181,543
Blacktown Community Transport Inc	820,587	49,206		869,793
Blind and Vision Impaired Support Group			8,341	8,341
Bungree Aboriginal Association Inc	111,996			111,996
CareWest Inc	106,189			106,189
Cessnock Community Transport Inc	223,589	155,617		379,206
Clarence Community Transport Inc	813,038	69,956	15,613	898,607
Coalfields Neighbourcare Inc	157,915			157,915
Coastwide Community Transport Inc	1,207,883	35,566		1,243,449
Coffs Harbour Bellingen and Nambucca Community Transport	888,743	76,436	60,681	1,025,860
Community Transport (Central Coast) Inc	1,103,866	28,228		1,132,094
Community Transport Group Of Port Stephens Inc	432,408	87,795		520,203
Community Transport Warren Inc	56,534			56,534
Community Wheels (Holroyd) Inc	840,017	119,296		959,313
Cowra Information and Neighbourhood Centre Inc	82,292	41,618		123,910
Disabled Alternative Road Travel Services	260,881			260,881
Dubbo Neighbourhood Centre Inc	301,446	11,484		312,930
Dungog and District Neighbourcare Inc	152,372	3,990	4,840	161,202
Far West HACC Services Inc (Broken Hill)	86,046	19,908		105,954
GREAT Community Transport Inc	938,878	36,981	32,269	1,008,128
Greater Inner West Community Transport Inc	846,067			846,067
Guriwal Aboriginal Corporation	130,202			130,202
Gwydir HACC Services Inc	294,397	18,086		312,483
Hastings Macleay Community Transport Service Inc	889,700	12,812		902,512
Holdsworth Street Community Centre Woollahra Inc	212,719			212,719
Hornsby Ku-ring-gai Community Aged/Disabled Transport Service	546,450			546,450
Illawarra Community Services Inc	436,492	33,831		470,323
Inner West Community Transport Inc	648,257			648,257

APPENDIX 3: CONTINUED

Grants to Non-Government Community Organisations 2008-09

Community Organisations	Home and Community Care Funds	Community Transport Programme Funds	Area Assistance Scheme Funds	Grand Total
	\$	\$	\$	\$
Intereach NSW Inc (Deniliquin)	113,870	17,868		131,738
Intereach NSW Inc (Griffith)	47,613	10,194		57,807
Inverell HACC Services Inc	152,561	7,188		159,749
Ivanhoe Community Transport	50,202			50,202
Kalianna Enterprises Inc	441,909	23,779		465,688
Lake Cargelligo and District Care For The Aged Association	108,189	7,332		115,521
Lane Cove Meeting House Association Inc	44,973			44,973
Leichhardt Community Transport Group Inc	436,183	63,992		500,175
Lithgow Community Transport (Translinc) Inc	207,038	31,920		238,958
Liverpool District Combined Senior Citizens Prog.		41,605		41,605
Lockhart and Districts Community Services Inc	51,459	11,804		63,263
Lower North Shore Community Transport Inc	509,838	35,130		544,968
Maitland Community Transport and Neighbour Aid Inc	446,584	65,741		512,325
Manly-Warringah Pittwater Community Transport Inc	596,724	38,608		635,332
Manning Valley and Area Community Transport Group Inc	807,179	120,528		927,707
Mercy Community Services	853,332	83,846		937,178
Murrumburrah-Harden Flexible Care Services Inc	34,353	3,030		37,383
Narrabri Home and Community Care Inc	124,743			124,743
Newcastle Community Transport Group Inc	586,313			586,313
Northern Illawarra Neighbour Aid Inc	58,992	13,582		72,574
Northern Rivers Community Transport Inc	804,510	70,863	5,908	881,282
Northern Rivers Social Development Council			85,100	85,100
Orange Community Resource Organisation (OCRO)	118,833			118,833
Oxley Community Transport Service Inc	312,695	98,812		411,507
Parkes and District Information and Neighbourhood Centre	222,843	45,154		267,997
Peak Hill Community Bus Committee Inc	16,472			16,472
Randwick-Waverley Community Transport Group Inc	732,925			732,925
Ryde-Hunters Hill Community Transport Association	482,942			482,942
Rylstone District Care and Transport	63,845			63,845
Scotland Island Residents Association Inc		15,207		15,207
Shoalhaven Community Transport Service Inc	627,025	116,765	46,879	790,669
Singleton HACC Services Inc	191,744			191,744
South East Neighbourhood Centre	238,414			238,414
South Sydney Community Transport Inc	714,235	69,636		783,871
South West Community Transport Inc	2,073,938	20,799		2,094,737
South West Community Transport Inc (Walomi Aboriginal)	76,030			76,030

APPENDIX 3: CONTINUED

Grants to Non-Government Community Organisations 2008-09

Community Organisations	Home and Community Care Funds	Community Transport Programme Funds	Area Assistance Scheme Funds	Grand Total
	\$	\$	\$	\$
Southern Highlands Community Transport Inc	682,991	76,172		759,163
St George Community Transport Project Inc	684,482	40,905		725,387
St George Community Transport Project Inc (Non medical)	168,585			168,585
Summit Care Inc	146,489	31,367		177,856
Sutherland Shire Community Transport Inc	657,759	30,399		688,158
Tenterfield Home and Community Care Committee Inc	206,336			206,336
Transcare Hunter Limited	76,606	7,776	24,568	108,950
Tweed Byron Ballina Community Transport Project Inc	1,066,742	43,741	29,474	1,139,956
Upper Clarence Valley Health and Welfare Council Inc	6,442			6,442
Upper Hunter Community Care Inc	249,809	23,329	73,703	346,841
Weddin Community Services Inc	81,170	11,996		93,166
Wee Waa and District HACC Association Inc		45,851		45,851
Western Region Community Transport Forum Inc	19,362			19,362
Western Sydney Community Forum			153,957	153,957
Wyalong and District Community Transport Group Inc	86,816			86,816
Young Community Transport Service Inc	140,418	14,840		155,258
TOTAL GRANTS TO NON GOVERNMENT COMMUNITY ORGANISATIONS	31,424,280	2,310,251	541,333	34,275,864

APPENDIX 4: LEGAL CHANGES

1. Legislative Change

(a) Acts

During the period 1 July 2008 to 30 June 2009 the following legislation administered by the Minister for Transport was enacted:

■ **Parking Space Levy Act 2009 No. 5** – Commenced 1 June 2009

This Act repeals the Parking Space Levy Act 1992 and provides for the imposition of a levy on parking spaces in certain areas and for the application of the revenue.

■ **Rail Safety Act 2008 No. 97** – Commenced 1 January 2009

This Act repeals the Rail Safety Act 2002 and provides for: Improvement of the safe carrying out of railway operations, the management of risks associated with railway operations, the control of particular risks arising from railway operations and the promotion of public confidence in the safety of the transport of persons or freight by rail.

■ **Transport Administration Amendment (Rail and Ferry Transport Authorities) Act 2008 No. 98** – Commenced 1 January 2009

This Act amends the Transport Administration Act 1988, the Passenger Transport Act 1990 and the State Owned Corporations Act 1989:

- (i) to change Rail Corporation New South Wales ('RailCorp') and Sydney Ferries from State Owned Corporations to statutory corporations having management structures and accountabilities similar to the State Transit Authority,
- (ii) to require RailCorp to enter into rail services contracts with the Director General of the Ministry of Transport as to the rail services (including rail passenger services) provided by it,
- (iii) to provide for new service contract provisions for regular ferry services (including ferry services operated by Sydney Ferries), while retaining the service contract provisions for existing regular ferry services,
- (iv) to make other minor consequential amendments, including provisions of a savings and transitional nature.

■ **Transport Administration Amendment (Metro Rail) Act 2008** – Commenced 27 January 2009

This Act amends the Transport Administration Act 1988 to facilitate the development, implementation and operation of metro railway systems by constituting the Sydney Metro Authority, a statutory authority having the function of developing metro railway systems and other related functions, and to provide generally for its management and functions and to make consequential amendments to other Acts.

(b) Regulations

During the period 1 July 2008 to 30 June 2009, regulations were made under Acts administered by the Minister for Transport, as follows:

Parking Space Levy Act 1992

■ **Parking Space Levy Amendment Regulation 2008** – Government Gazette No. 100 of 22 August 2008

The object of this regulation is to amend the Parking Space Levy Regulation 1997 to extend the exemption that applies to the owners of certain premises that are located in the City of Sydney that, immediately before 8 May 2003, were not part of the City of Sydney.

Parking Space Levy Act 2009

■ **Parking Space Levy Regulation 2009** – LW 29 May 2009 (see also Government Gazette No. 83 of 5 June 2009)

The object of this regulation (which comprised Schedule 2 to the Parking Space Levy Act 2009) is to prescribe those things necessary for the carrying out of the Parking Space Levy Act 2009.

Passenger Transport Act 1990

■ **Passenger Transport Amendment (Taxi Cab Licence) Regulation 2008** – Government Gazette No. 97 of 15 August 2008

The object of this regulation is to provide for circumstances in which the Director General of the Ministry of Transport may fix the licence fee for a taxi cab licence at less than the current value of the licence on the open market or decide not to impose a fee for the licence.

■ **Passenger Transport Amendment (Manly High Speed Ferry Services) Regulation 2008** – Government Gazette No. 158 of 19 December 2008

The object of this regulation is to amend the Passenger Transport Regulation 2007 to exclude high speed ferry services between Manly and Circular Quay from being included as regular ferry services for the purposes of the Passenger Transport Act 1990. The effect of this is that these services will not be required to be subject to ferry service contracts under Division 1A of Part 3 of that Act.

Rail Safety Act 2008

■ **Rail Safety (Drug and Alcohol Testing) Regulation 2008** – Government Gazette No. 158 of 19 December 2008

The objects of this regulation are:

- (i) to set out the requirements for drug and alcohol management programs of rail transport operators,
- (ii) to make it an offence for a rail safety worker to carry out rail safety work while the prescribed concentration of alcohol is present in the workers breath or blood or while under the influence of alcohol or any other drug,
- (iii) to set out the procedures for the testing of rail safety workers for alcohol or other drugs, on a random incident – based or targeted basis, including requirements for testing after admission to hospital as a result of an accident while carrying out rail safety work,
- (iv) to set out procedures for dealing with blood or urine samples taken under the regulation and for the analysis of those samples,
- (v) to make it an offence to refuse, without reasonable excuse, to undergo a breath test, an assessment of sobriety or a breath analysis or to provide a sample of blood or urine under the regulation,
- (vi) to make it an offence for a medical practitioner or nurse, without a reasonable excuse, to refuse or fail to take a sample or to fail to comply with other requirements of the regulation,
- (vii) to make it an offence to interfere or tamper with, or destroy, a sample of blood or urine provided under the regulation.

APPENDIX 4: CONTINUED

■ Rail Safety (General) Regulation

2008 – Government Gazette No. 158 of 19 December 2008

The objects of this regulation are:

- (i) to prescribe requirements for safety management systems for rail transport operators,
- (ii) to set out the matters that must be included in security management plans of rail transport operators,
- (iii) to prescribe requirements for consultation about, matters to be included in and the provision of information about, and the testing of, emergency management plans of rail transport operators,
- (iv) to prescribe requirements for health and fitness management programs of rail transport operators,
- (v) to prescribe requirements for consultation about, matters to be considered in the preparation of a requirement for fatigue management programs of rail transport operators,
- (vi) to require rail transport operators to provide conditions of work for rail safety workers that provide for adequate rest and enable workers to remain alert while on duty,
- (vii) to exempt rail transport operators from the requirement to comply with fatigue management standards of the Rail Safety Act 2008 relating to work conditions, if the operators comply with risk assessment and control measures and other requirements specified in the regulation,
- (viii) to prescribe the records that rail safety operators must keep relating to the training of their rail safety workers.

■ Rail Safety (Offences) Regulation

2008 – Government Gazette No 158 of 19 December 2008

The objects of this regulation are:

- (i) to re-make, with minor changes, the railway offences previously contained in the Rail Safety (General) Regulation 2003, which was repealed on the commencement of the Rail Safety Act 2008,
- (ii) to prescribe offences under the Rail Safety Act 2008, this regulation and the Rail Safety (General) Regulation

2008 that may be dealt with by issuing penalty notices and to prescribe the penalty that may be imposed for any such offence by a penalty notice.

Transport Administration Act 1988

■ Transport Administration (Staff) Amendment (Rail and Ferry Authorities) Regulation 2008

– Government Gazette No. 158 of 19 December 2008

The object of this regulation is to amend the Transport Administration (Staff) Regulation 2005 to re-make provisions relating to disciplinary proceedings, promotion appeals and reviews and disciplinary appeals for officers of RailCorp and Sydney Ferries. These provisions were formerly contained in the State Owned Corporations Regulation 2003 which ceased to have effect as a consequence of amendments made by the Transport Administration Amendment (Rail and Ferry Transport Authorities) Act 2008, which included the removal of the designation of RailCorp and Sydney Ferries as State Owned Corporations.

■ Transport Administration (General) Amendment (Chief Executive Officers) Regulation 2009

– LW 17 April 2009 (see also Government Gazette No. 65 of 24 April 2009)

The object of this regulation is to provide that references (in the continued terms and conditions relating to the existing RailCorp and Sydney Ferries CEOs) to certain offices that have ceased to exist are to be treated as references to the person who, under Part 3.1 of the Public Sector Employment and Management Act 2002, is the employer of Chief Executive Officers (namely the Minister administering that Act or his or her delegate).

2. Orders and Notices

(a) Orders

During the period 1 July 2008 to 30 June 2009, the following order was made concerning legislation administered by the Minister for Transport:

Subordinate Legislation Act 1989

■ Subordinate Legislation (Postponement of Repeal) Order 2008

– Government Gazette No. 100 of 22 August 2008

The object of this Order is to postpone the automatic repeal of (among others) the following regulations, from 1 September 2008 to 1 September 2009;

Rail Safety (Drug and Alcohol Testing) Regulation 2003, and

Rail Safety (General) Regulation 2003.

(b) Notices

During the period 1 July 2008 to 30 June 2009 the following Notices were published by the Ministry of Transport, concerning legislation administered by the Minister for Transport:

■ Government Gazette No. 93 of 1 August 2008

– Notice pursuant to s28AE of the Passenger Transport Act 1990 declaring ten (10) bus system contract regions.

■ Government Gazette No. 66 of 1 May 2009

– Notice pursuant to s60A of the Passenger Transport Act 1990 in respect of the determination of fares and approval to other arrangements for remuneration in connection with taxi cabs.

■ Government Gazette No. 93 of 26 June 2009

– Notice pursuant to s60A of the Passenger Transport Act 1990 in respect of the determination of fares and approval to other arrangements for remuneration in connection with taxi cabs.

3. Litigation

Proceedings in Courts and Tribunals (not including the Local Court) to which the Director General of the Ministry of Transport was a party during the period 1 July 2008 to 30 June 2009 included the following principal matters:

■ Federal Court of Australia

Application by Margaret Penhall-Jones (No. NSD 1129 of 2008) in respect of the decision of the Federal Magistrates Court of Australia in matters No. SYD 185/2005 and SYD 1233/2007. Proceedings discontinued by the Appellant by consent which served to confirm the decision of the Federal Magistrates Court of Australia in favour of the Ministry of Transport in matters no. SYG 185/2005 and SYG 1233/2007.

APPENDIX 5: MANAGEMENT AND ACTIVITIES

Internal and External Performance Reviews

The Ministry's Audit and Risk Committee directed an ongoing program of internal audits in 2008-09 in the key areas of:

- Information Technology Recoverability;
- Pre-tender Audit prior to the call of tenders for a card-based e-system for the *Taxi Transport Subsidy Scheme*;
- Review of Internet Banking Arrangements – post implementation of corporate online processes; and
- Occupational Health and Safety Audit of Policy and Procedures.

The Ministry primarily used audit services engaged in accordance with State Government Contract 7174 – *Audit and Audit Related Services, 2006-2009*. A specialist provider meeting value for money principles was engaged to audit Occupational Health and Safety Policy and Procedures.

The internal audit objectives were achieved in accordance with the approved internal audit plans. The internal audits assessed the adequacy and effectiveness of existing processes, identified weaknesses and recommended how the risks can be treated or better controlled. An emphasis was placed on identifying opportunities for improvements to assist staff effectively carry out their responsibilities.

Implementation plans were developed based on the improvement recommendations arising from each audit. Progress plans are reported on and reviewed by the Audit and Risk Committee until all actions are completed.

In addition, probity audit advice and service was provided for three key projects relating to tender arrangements in regard to Sydney Ferries market testing, the Integrated Transport Information System and the Taxi Transport Subsidy Scheme Electronic Payment System.

The Audit and Risk Committee met regularly throughout the reporting period, in accordance with the Corporate Governance Framework. The Committee is comprised of an independent Chair, senior Ministry executives and meetings are attended by representatives from the Audit Office of NSW.

The Ministry also participated in the NSW public sector 2008 Review of Governance Arrangements conducted by the Auditor-General of NSW. The findings of the Review were tabled in the Auditor-General's Report to Parliament in 2009. The findings from the review will be used as a self-assessment guide to further strengthen and sustain effective corporate governance processes and practices in the organisation.

Management Improvement Plan

The Strategic Management Calendar guided the Ministry's main planning, budgeting and reporting processes over 2008-09. The Results and Services Plan 2008-09 was further developed to reflect new and emerging issues and in particular the Ministry's lead role in coordinating with partner delivery agencies to progress the delivery of priorities under the New South Wales State Plan.

The Ministry has an Information Management and Technology Steering Committee in place to ensure the cost effective application of management of information communication and technology systems and resources across the Ministry. The Committee meets bi-monthly and is comprised of members of the Executive, the Chief Information Officer and other senior officers in the Ministry.

In 2008-09, the Ministry achieved certification to AS/NZS ISO/IEC 27001 Information technology – security techniques – Information security management systems (ISO 27001). Risk assessment and management is a key component of this certification.

APPENDIX 6: RESEARCH AND DEVELOPMENT

Listed below is a summary of completed research, as well as continuing research and development activities undertaken by the Ministry of Transport's Transport Data Centre (TDC) to 30 June 2009.

Primary Research

- Household Travel Survey: a continuous survey that provides comprehensive information on the travel patterns of residents of Sydney, Newcastle and Illawarra which is used to inform transport planning and policy, and monitor NSW State Plan targets for public transport mode share.
- Light Commercial Vehicle Attraction Rates Study: collected data on light commercial vehicle trips going to or from Sydney businesses and households, as input to the TDC's estimates of Commercial Vehicle Movements from its Freight Movement Model.
- Waste Movements Study: collected information on the origin and destination of trips made by vehicles carrying garbage/waste materials to fill a gap in our understanding of commercial vehicle movements.
- Working population profile: Census-derived employment and travel to work data has been produced and made available at very small area (travel zone) level with the assistance of the Australian Bureau of Statistics.

Model Development

- Strategic Travel Model: TDC has enhanced its Strategic Travel Model, used to produce a forecast of travel behaviour under different scenarios, so that it now models 7 different travel purposes, rather than just work and non-work travel.
- Sydney Land-use Model: Key inputs to travel forecasts are small area forecasts of where people will live and work in the future. TDC has developed new platforms to produce small area population and employment forecasts which reflect the Metropolitan Strategy and Metropolitan Development program, and produce estimates for every one of TDC's 2,700 travel zones across the Greater Metropolitan Area.
- Freight Movement Model: TDC has developed an improved platform for providing estimates of current and future year road freight movements between all travel zones in the Greater Metropolitan Area. The Freight Movement Model incorporates the latest Census data, updated classified traffic counts, and improved modelling processes to provide more reliable road freight movement estimates.
- Geographically Weighted Regression: the TDC has worked with the University of Sydney to apply a spatial analysis technique to understand the key variables that affect the amount of car use in different parts of Sydney.

Research and Development activities have lead to the production of a range of publications:

- 2006 Household Travel Survey Summary Report;
- Ferry Users in Sydney;
- TransFigures Bulletin on *Employment and Commuting in Sydney's Centres*; and
- *Serving Passengers – 'Are You Being Served'* – Conference paper presented at the PATREC Research Forum.

Listed below is a summary of completed research, as well as continuing research and development activities undertaken by the Ministry of Transport's Centre for Transport Planning Product and Development (CTPPD) to 30 June 2009.

- University of Sydney – research into existing travel.

CTPPD in partnership with the University of Sydney's Institute of Transport and Logistics Studies conducted research into the existing travel associated with the University of Sydney's operations.

Travel data was sourced from the bus and train operators (STA, RailCorp) and analysed with the aim of understanding the impact of the University generated travel on the public transport services at peak hours. The study's aim was to contribute to the understanding and improvement of public transport in Sydney.

APPENDIX 7: MAJOR WORKS IN PROGRESS

Information and Communications Technology Projects

The Ministry's business improvement program has continued to deliver both internal and industry/public-facing applications including enhanced bus contract payment systems and transport service delivery performance monitors and reporting.

APPENDIX 8: HUMAN RESOURCES

The Ministry, whilst supporting the formation of the Sydney Metro Authority and taking on the function of the Ferry Reform Project, maintained staffing levels similar to the last reporting period. This is reflected in the following summary staffing population table:

Staff Number by Category	2005 -06	2006 -07	2007 -08	2008 -09
Trainee	-	-	-	1
Department of Transport Officer known as DTO under the agencies Enterprise Agreement	217	262	299	297
Senior Officer	27	25	26	31
Senior Executive Officer	10	9	10	9
TOTAL	254	296	335	338

During the period there was, as part of the SES reduction initiative from the Department of Premier and Cabinet, a reduction in the notional number of SES roles within the Ministry. The reduction was from the previously approved notional number of 15 Senior Executive Service Officer positions to ten Senior Executive Service Officer positions.

During the period the Statutory and Other Officers Remuneration Tribunal awarded Chief Executive Officers and Senior Executive Service Officers within the Sector a 2.5 per cent remuneration increase. Application of the increase was undertaken within the Ministry with a focus on individual performance against their performance agreements and the overall organisational goals and objectives of the Ministry.

Also during the reporting period, non SES staff of the Ministry were afforded a four per cent wage rise under the Crown Employee's Salaries Award. The increase was effective from 11 July 2008 with 2.5 per cent of the increase being centrally funded and 1.5 per cent deriving from Ministry specific savings.

Savings for the 1.5 per cent component were identified through the development of a Savings Implementation Plan (SIP). The SIP,

whilst required by Central agencies – Department of Premier and Cabinet and Treasury – was developed within the agency and negotiated with the relevant unions at the local level.

Full implementation of the SIP within the Ministry has been overtaken following the Premier's announcement for the formation of NSW Transport and Infrastructure. It is anticipated that further consideration of the Plan and savings components will be reviewed with the formation of the new entity, however work continues to progress towards the implementation and achievement of the Plan.

Consultation arrangements continued to be used in the negotiation of the SIP and the implementation of new policies and procedures. In addition to the Joint Consultative Committee (JCC) the Ministry has a Sub JCC where specific case matters and procedural matters are discussed in greater detail.

Further consultation processes are in place through the Occupational Health and Safety Committee which operates in accordance with the Occupation Health and Safety Legislation. The Committee comprises staff representatives from all Ministry workplace locations and includes management representatives from across relevant areas of the Agency.

Focus has continued to be directed at the reduction of excess recreation leave accruals. In this regard a strategy was developed and implemented for local management to progress further achievements in the reduction of leave accruals and liabilities. The strategy is phased with implementation commencing in April/May 2008 with a number of milestones for review and progress reporting. The strategy has an implementation date to the end of 2009, at which point further review and consideration will be undertaken.

Code of Conduct and Ethics information sessions for all staff, temporary employees and contractors have now been delivered. Building on this, Fraud and Corruption Awareness sessions were delivered for all staff and contractors.

From the delivery of these sessions, the need has been identified for the review and subsequent development of new or enhanced policies. Work

has commenced on this project with significant progress being made in the current reporting period. Finalisation and implementation of the new documents, following Union consultation, is anticipated in the next reporting period as will be the delivery of additional information sessions tailored to assist staff and contractors in understanding their obligations and responsibilities resulting from the new policies and procedures.

APPENDIX 8: CONTINUED

Percent of Total Staff by Level

LEVEL	TOTAL STAFF (Number)	Subgroup as Percent of Total Staff at each Level			Subgroup as Estimated Percent of Total Staff at each Level				
		Respondents	Men	Women	Aboriginal People and Torres Strait Islanders	People from Ethnic, Ethno-Religious Minority Groups	People Whose Language First Spoken as a Child was not English	People with a Disability	People with a Disability Requiring Work-related Adjustment
< \$36,677	1	100%		100%	100.0%	100%			
\$36,677 - \$48,172									
\$48,173 - \$53,854	6	100%		100%		50%	17%	17%	
\$53,855 - \$68,147	65	98%	22%	78%	1.6%	27%	20%	8%	3.1%
\$68,148 - \$88,127	107	91%	42%	58%	1.0%	28%	15%	4%	3.1%
\$88,128 - \$110,160	73	93%	53%	47%		25%	24%	4%	2.9%
> \$110,160 (non SES)	77	97%	66%	34%	1.3%	12%	11%	4%	
> \$110,160 (SES)	9	78%	67%	33%					
TOTAL	338	94%	46%	54%	1.2%	23%	17%	5%	2.2%
Estimate Range (95% confidence level)					1.2% to 1.5%	22.1% to 24.4%	15.7% to 17.6%	4.7% to 5.5%	2.1% to 2.6%

APPENDIX 9: CONSULTANTS

Consultants over \$30,000

Name of Consultant	Purpose	\$'000
Booz and Co (Australia) Pty Ltd	Sydney Ferries Market Testing Project: Commercial Vessel and Alternative Ferry Repair Review	178
Ernst and Young	Financial Advisory Services	128
Price Waterhouse Coopers	Ferry Fleet Advisory Role and Parramatta River Service Analysis	160
Jenny Lee Rudolph	Strategic Transport Direction Paper	41
Parsons Brinckerhoff	North West and South West rail links	47
Department of Commerce	Qualitative and Quantitative research for various transport projects	35
Rail Advisory Services Pty Ltd	RailCorp Strategic Operations Plan 2040	68
JTA Australia	Establishing Transport and Logistics Workforce Advisory Group	41
Integrated Management Information System (IMIS)	Study, re: Light Commercial Vehicle movements in Metropolitan region to better understand traffic impact	117
Consultants under \$30,000		
Nine Engagements		139
Total		954

APPENDIX 10: EQUAL EMPLOYMENT OPPORTUNITY

Trends in the Representation of EEO Groups

EEO Group	Benchmark or Target	2007	2008	2009
Women	50%	51%	53%	54%
Aboriginal people and Torres Strait Islanders	2%	-	0.7%	1.2%
People whose first language was not English	20%	7%	9%	17%
People with a disability	12%	7%	6%	5%
People with a disability requiring work-related adjustment	7%	2.3%	1.7%	2.2%

Trends in the Distribution of EEO Groups

EEO Group	Benchmark or Target	2007	2008	2009
Women	100	82	88	87
Aboriginal people and Torres Strait Islanders	100	n/a	n/a	n/a
People whose first language was not English	100	101	97	97
People with a disability	100	99	102	n/a
People with a disability requiring work-related adjustment	100	n/a	n/a	n/a

An n/a reporting is recorded where the population and distribution size compared to the organisation population is below reportable level to maintain confidentiality.

EEO Resurvey

A resurvey of staff to update the Ministry's EEO data collection was carried out during the reporting period. Returned data was recorded, updated and has been reported on in the above table. This has led to some shift in the both the trends in representation and distribution of EEO group members.

Trainee Position

During the period temporary employment was offered to a trainee in the Ministry's Local and Community Transport area. This provides a development opportunity for a regional Trainee to broaden their experience, provide for exposure to and involvement in the provision of transport related services to the regional community.

Development Opportunities

A number of female staff have been provided with the opportunity to act in Senior Executive Service Officer roles during the reporting period. This has provided additional development opportunities to these staff members and assists with improving and further growing agency knowledge.

During the period 12 staff members, including five female staff members, received financial assistance following successful completion of course components under the provisions of the Ministry's Conditions of Employment Agreement.

Consideration was afforded to all lodged requests for financial assistance by the Staff Development and Training Committee. All requests for financial assistance during the reporting period were supported and approved by the Committee. Further to this the staff members were provided with access to study time and flexible working practices in support of their obligations to study and skill and knowledge development.

Two staff members, both female, were endorsed by the Staff Development Committee and the Director General in their nomination for the Executive Development Programs conducted through the Department of Premier and Cabinet. Additionally, during the period one staff member successfully completed an Executive Development Program through ANZOG.

The Ministry continued to participate in the Fast-track Graduate Recruitment Strategy, under the administration of the Department of Premier and Cabinet. This has now seen three female staff members gain experience within the Ministry before rotating to other agencies in the sector.

Recruitment

The Ministry recruits permanent staff using merit selection in accordance with the requirements of the Public Sector Employment and Management Act 2002.

Where a position is temporarily vacant, opportunities are offered to staff for relief in the roles either via higher duties allowance where the duration of the temporary vacancy is three months or less, or through an internal expressions of interest process where

the temporary vacancy is for a period greater than three months.

Policies and Procedures

A number of Ministry documents relating to recruitment – including the Applicants Information Pack and the Convenors Pack and relevant forms – have been reviewed and updated to reflect enhancements and changes in sector recruitment practices and requirements.

Following the release of the *Crown Employees (Public Service Conditions of Employment) Award 2009* and related provision of the Memorandum of Understanding attached to the wages claim, recruitment documents, forms and policies have been reviewed and where necessary updated in accordance with the new provisions.

With changes to the award and those flowing from the Memorandum of Understanding, work will be undertaken on a number of policy and procedure documents including a new Sick Leave Policy, Management of Excess Staff, Purchased Leave and variation to job evaluation processes and procedures.

Consultation of developed documents will be undertaken as required with the relevant unions and will include the draft Grievance Policy and Statement for a Harassment Free Workplace.

Future EEO Strategies for 2009-10

Development of new policies and procedures will be undertaken during the next reporting period. Where appropriate, development will include feedback from staff through focus groups, eg: the development of a revised Code of Conduct.

APPENDIX 11: DISABILITY PLANS

Under the Commonwealth *Disability Discrimination Act 1992*, the Ministry of Transport has statutory responsibility for coordinating disability action plans in the NSW transport portfolio. The Ministry updates the NSW Accessible Transport Action Plan on an ongoing basis to provide guidelines on:

- The responsibilities of transport agencies;
- The guiding principles towards integrating accessible transport services; and

- Progress to date and future strategies for the provision of accessible transport services.

The Ministry represents NSW on two Commonwealth forums which have been working on the five year review of the Disability Standards for Accessible Public Transport. The forums are:

- The Accessible Public Transport National Advisory Committee which is made up of government, industry and disability stakeholders; and
- The Accessible Public Transport Jurisdictional Committee which is made up of government stakeholders.

The Ministry also consulted extensively with stakeholders about compliance with the requirements of the *Commonwealth Disability Discrimination Act 1992* and its 2002 Disability Standards for Accessible Public Transport. The Ministry convened the Accessible Transport Consultative Group in November 2008. This forum provides opportunities for transport agencies, industry representatives and the disability community to work together to reduce barriers to access across all transport modes and assess strategies to best meet the needs of the disability community.

APPENDIX 12: LAND DISPOSALS

There were no land disposals during the reporting period.

APPENDIX 13: MINISTRY OF TRANSPORT PUBLICATIONS

2006 Journey to Work User Guide	Guidelines for Managing School Students' Behaviour on Buses - A Code of Conduct for Students and Procedures for Bus Drivers, Operators, School Principals and Parents/Carers (Code of Conduct Translations available in Arabic, Chinese, Samoan, Spanish, Vietnamese)	Operator Accreditation Packages (Bus, Taxi, Hire Car, 4WD, Motorcycle)
2006 Household Travel Survey (HTS) Summary Report (2008 Release)	Guidelines for the Management of Bus services	Report of the Cross Border Transport Taskforce
Annual Reports	Guidelines Relating to Drug and Alcohol Programs for Bus Operators	Safety Management System Handbook
Bus Operator Accreditation Scheme (BOAS) Auditors Handbook	Guidelines Relating to Drug and Alcohol Programs for Ferry Operators	School Students' Behaviour on Buses Brochure
Certified Bus Operator Accreditation Scheme (BOAS) Auditors	Hire Car Reports	School Students Transport Scheme Booklet (Translations available in English, Arabic, Chinese, Filipino, Spanish, Vietnamese)
Code of Conduct - Bus Operator Accreditation Scheme (BOAS) Auditors	Independent Pricing And Regulatory Tribunal (IPART) Reports and Reviews	Student Misbehaviour - User Guide for Bus Operators
Corporate Plan	Information Package to become an Authorised Taxi Network in the Metropolitan Transport District	Sydney Knowledge and Regulation Test - a Guide for Taxi Drivers
Country Transport Resource Kit	Interchange Access Guides	Tax Incentives for Public Transport Users
Cross Border Transport Taskforce - Discussion Paper	Interchange Guidelines for the Development of Public Transport Facilities	Taxi Industry Safety and Security Taskforce - Final Report December 2007
Cross Border Transport Taskforce - Final Report	Metropolitan and Outer Metropolitan Bus System Contract Documents (Various)	Taxi Industry Safety and Security Taskforce - Interim Report July 2007
Driver Authorisation Packages (Bus, Taxi, Hire Car, 4WD, Motorcycle)	MyRecords - User Manual	
Employment and Commuting in Sydney's Centres, 1996-2006		
Guide for Authorised Taxi-cab Network Providers and Tax-cab Network Services Standards for the Sydney Metropolitan, Newcastle and Wollongong Transport Districts and the Local Government Areas of Gosford and Wyong		

APPENDIX 14: OVERSEAS VISITS

Officer Name	Date	Destination	Purpose
Jim Glasson	August 2008	Singapore	To inspect metro systems, buses and taxis
Anne Purcell	September 2008	United Kingdom and Europe	To attend the 2008 international conference on survey methods in transport
Rodd Staples	September 2008	United Kingdom and Europe	To study Metro Rail Systems
Andrew Nicholls	November 2008	New Zealand	To attend the Executive Masters Australia/New Zealand School of Government
Greg Nott	November 2008	USA and Canada	To conduct transport security visits

APPENDIX 15: CONSUMER RESPONSE

Transport Info 131500 Initiatives in 2008-09

Reliable and accurate transport information makes public transport more attractive to the public and supports increases in patronage.

This year, Transport Info 131500 continued to be the major source of transport related information in NSW.

11.6 million contacts were made to the Transport Info 131500 call centre and internet services, including all call types, emails and website visits.

There were more than nine million visitors to the 131500.com.au website with an average of 753,000 visitors a month. Service use peaked in March with over 859,924 visitors to the site.

To sustain increased traffic to the site, new hardware was installed at the web hosting environment to improve functionality, reliability and speed. The new hardware will sustain the anticipated future increases in traffic to the site.

The Transport Info 131500 mobile phone internet service enables passengers to access timetable and service information direct to their

mobile phones. Over the last 12 months visitors to the mobile site increased by 189 per cent compared to the same period last year. The majority of mobile site visits occur during the 5pm to 7pm time period.

Call centre operators handled 2.5 million transport information calls from customers. Just over 27 per cent of the calls (over 680,370) received through the call centre were resolved using the Interactive Voice Response system – representing a marginal decrease on 2007-08.

Feedback Category

During 2008-09 the feedback issues were in the following main categories.

Transport Info 131500 Call Centre	Volume of Cases Per year	% of total cases	Rate of Incidents per 100,000 contacts	% difference from previous year
Incorrect information from agents	213	0.0083%	8.3	-8.62%
Agent Rude/Unhelpful	67	0.0026%	2.61	-11.62%
Agent Compliments	139	0.0083%	5.41	-42.76%
Interactive voice response complaints	68	0.0026%	2.65	0.72%

131500.com.au Website	Volume of Cases per year	% of total cases	Rate of Incidents per 100,000 contacts	% difference from previous year
Complaints and suggestions	595	0.0066%	6.58	-23.48%
Compliments	43	0.0005%	0.47	-24.51%

APPENDIX 16: GUARANTEE OF SERVICE

The Ministry's Customer Service Commitment was placed on the website and may be viewed by going to www.transport.nsw.gov.au/aboutus/customer-commitment.html.

The Ministry's Guarantee of Service is subject to periodic updates in order to ensure it remains appropriate to our customers needs.

APPENDIX 17: PAYMENT OF ACCOUNTS

Aged analysis at the end of each quarter.

Quarter	Current (Within due date) \$'000	Less than 30 days \$'000	Between 30 days and 60 days overdue \$'000	Between 60 days and 90 days overdue \$'000	More than 90 days \$'000
September	2,613	-	-	-	-
December	180	-	-	-	-
March	1,346	-	-	-	-
June	1,647	-	-	-	-

APPENDIX 18: TIME FOR PAYMENT OF ACCOUNTS

Accounts paid on time within each quarter.

Quarter	Target %	Actual %	Total Accounts paid on time \$'000	Total payments \$'000
September	100	99.7%	977,049	980,310
December	100	99.2%	952,263	960,415
March	100	99.2%	948,356	956,432
June	100	99.7%	1,478,743	1,483,919
				4,381,076

APPENDIX 19: RISK MANAGEMENT AND INSURANCE ACTIVITIES

The Ministry is committed to the ongoing continuous development and implementation of effective control and assurance systems, policies and processes to manage risks that may impact on business objectives. Specific policies and processes are contained in the Corporate Governance Framework, the Financial Instrument Risk Management Policy and the Fraud and Corruption Prevention Strategy. This includes the protection of assets, funding and staff and to minimise liabilities, both personnel

and public, against loss or incidents. The foundations of standard AS/NZS 4360:2004 are adopted and are reflected in the Corporate Governance Framework to manage risk.

An annual corporate-wide risk management workshop was conducted along with two issue-specific workshops in the area of Fraud and Corruption Prevention and Information Technology. The purpose of these workshops was to review existing risks and develop risk treatment plans. Additionally, risks are regularly

reviewed by the Ministry's Executive and by the Audit and Risk Committee.

The Audit and Risk Committee met quarterly throughout the reporting period, in accordance with the Corporate Governance Framework. The Committee is comprised of an independent Chair, senior Ministry executives and representatives from the Audit Office of NSW.

The Ministry continues to use the Treasury Managed Fund for its insurance purposes.

APPENDIX 20: DISCLOSURE OF CONTROLLED ENTITIES

The Ministry of Transport has no controlled entities.

APPENDIX 21: ETHNIC AFFAIRS PRIORITIES STATEMENT (EAPS)

The Ministry's print media includes information on the Code of Conduct and the School Students' Transport Scheme in five languages (in addition to those in English) which are accessible on the Ministry's Internet.

The Ministry, via Transport Info 131500 services, provides access to multilingual transport information and feedback

facilities for speakers of, Bosnian, Chinese, Croatian, French, German, Greek, Italian, Japanese, Korean, Macedonian, Polish, Russian, Serbian, Spanish, Turkish and Vietnamese.

It is a requirement of the outsourced Transport Info 131500 service contract that multilingual facilities equal those of English speakers.

Position descriptions for established positions within the Ministry contain EAPS responsibility statements which also form an overall part of the merit selection criteria when recruiting to vacant positions.

APPENDIX 22: OCCUPATIONAL HEALTH AND SAFETY (OHS)

As previously reported the Ministry has fostered a strong relationship with the Insurer therefore building on improvements made in Occupational Health and Safety including the management of workers' compensation and return to work programs. Whilst the Ministry still has a number of active claims, effort in consultation with workers, management and the Insurer continue to improve the overall position of the Ministry in this regard.

Enhancing the Ministry's current Occupational Health and Safety position has been further progressed through the continuation of quarterly Claims Review meetings with the Insurer. This has resulted in closure of a number of claims and has provided information and improved awareness.

Currently, the majority of claims relating to Ministry staff relate to 'journey incidents' (to and from work misadventures) involving a third party. The Ministry continues to work with and assist these staff members during periods of rehabilitation and return to work. Further, recover action from the third party by the Insurer is encouraged where possible and financially viable.

During the reporting period, the Ministry engaged an independent party to assess the adequacy of the Ministry's processes and systems in promoting a safe working environment and compliance with the Occupational Health and Safety Act 2000 and the Occupational Health and Safety Regulation 2001.

The report provided for a number of recommendations ranging from improvement in workplace inspection techniques and recording procedures by the Occupational Health and Safety Committee, to implementation of an OHS management system. These recommendations have been considered and endorsed by the Ministry's Audit and Risk Committee. Work will commence on strategies to progress and work towards implementation of the recommendations during the next reporting period. This will again further assist in enhancing the overall workplace environment and provided further opportunities for the reduction and management of risks.

Ministry of Transport Occupational Health and Safety Performance during 2008-09

Number of work related injuries occurring in the period	2
Number of journey to and from work injuries (outside the workplace) occurring in the period	2
Number of work related illnesses occurring in the period	0
Total weeks lost due to workplace-related injuries or illnesses occurring in the period	0.6
Total weeks lost due to journey to and from work injuries (outside the workplace) occurring in the period	6.9
Number of worker's compensations claims (from a workplace injury) lodged in the period	2
Number of worker's compensations claims (from journey to and from work injuries outside the workplace) lodged in the period	2
Number of prosecutions reported during the period	0
Prosecutions under the Occupational Health and Safety Act during the period	0

Ministry staff and their family members have access to external support services through the Employee Assistance program. The program is provided by Davidson Trahaire Corpsych. In keeping with Central Corporate Services reforms and savings initiatives, an agreement is in place with ServiceFirst that provides

access to support services in conjunction with a number of other government agencies. This in turn has delivered savings through economies of scale.

As the term of the current OHS Committee is drawing to a close in the next reporting period, the Ministry

has consulted with unions and sought concurrence for continuation of the committee arrangements. In accordance with legislation, the Ministry has called for nominations from interested staff to form membership of the new committee.

APPENDIX 23: WASTE REDUCTION

The Ministry shares responsibility in reducing waste by adopting A Waste Reduction And Purchasing Policy (WRAPP). The Ministry has included WRAPP principles in its corporate plan and general procurement procedures.

The Ministry runs a recycling program for waste paper which is part of a government contract.

During the last financial year, 120 computer parts were returned to an asset recovery team which is part of a Central Government agreement. A number of

unusable personal computers, servers, single monitors, printers, laptops etc. were disposed of through a computer recycling company. The Ministry also returned five photocopiers to a vendor.

The Ministry regularly recycles items from storage facilities which include furniture, workstations and workstation components. In the last financial year, approximately 80 per cent of items from storage facilities were recycled.

The Ministry sends mobile phones that are beyond repair to a recycling program

initiated to prevent mobile phones ending up in landfill. Included in the recycling program are unusable batteries and other mobile phone accessories.

All paper products used for printing and photocopying by the Ministry have a recyclable content of 80 to 100 per cent. There is also a recycling program for photocopier, printer and fax machine toner cartridges.

Discussions regularly take place with suppliers to assess the suitability of new and existing recyclable products on the market.

APPENDIX 24: MAJOR ASSETS

The Ministry's physical assets consist of office leasehold fit-outs, computer equipment and systems and office furniture. The Ministry leases its motor vehicles and office space.

In addition, the Ministry also reports in its financial statement the Government's emerging interest in the Ultimo Pyrmont Light Rail and the funding of new buses under the Metropolitan and Outer Metropolitan Bus System Contracts.

The funding of these buses is deemed to be finance leased assets.

APPENDIX 25: AMENDMENTS TO CODE OF CONDUCT

As foreshadowed in the last reporting period, and building on staff feedback gathered during the Fraud and Corruption Awareness and Prevention sessions, a review of the Ministry's Code of Conduct has been undertaken.

This review has resulted in the drafting of a revised Code of Conduct. As at 30 June, a draft Code of Conduct was prepared, along with a number of other policies and procedures, for consideration by the Ministry's Executive before consultation with the relevant unions.

The proposed Code continues to be in keeping with public sector requirements and establishes the fundamental expectations and standards of employee behaviour including ethical practice in the delivery and fulfilment of their roles.

APPENDIX 26: AFTER BALANCE DATE EVENTS

Since the balance date, the Public Sector Employment and Management (Departmental Amalgamation) Order 2009 transferred all branches of the

Ministry of Transport to NSW Transport and Infrastructure and abolished the Ministry of Transport with effect from 27 July 2009.

APPENDIX 27: ANNUAL REPORT COSTS AND AVAILABILITY DETAILS

The Ministry printed 50 copies of the 2008-09 Annual Report, which is also available through the Ministry's web site at www.transport.nsw.gov.au

At the time of publication, the Ministry's anticipated total external annual reporting cost to be in the area of \$25,000.

APPENDIX 28: FREEDOM OF INFORMATION (FOI)

FOI Statistical Report

Comparison with Previous Reporting Period

The Ministry of Transport received fifty FOI applications in the 2008–09 reporting period compared to 53 the previous year.

There were nine Internal Reviews requested by an applicant. Of these matters, one was subsequently referred to the Ombudsman's Office in respect

of a matter involving an application pursuant to the FOI Act.

The Administrative Decisions Tribunal (ADT) completed one review of a matter involving an application under the FOI Act.

Statistical Information

This statistical summary is set out in accordance with the provisions of the Freedom of Information Act 1989, the Freedom of Information Regulation

2005 and Appendix B of the NSW Joint FOI Manual of the NSW Department of Premier and Cabinet and the NSW Ombudsman.

SECTION A – NEW FOI APPLICATIONS

How many FOI applications were received, discontinued or completed?	NUMBER OF FOI APPLICATIONS					
	PERSONAL		OTHER		TOTAL	
	2007-08	2008-09	2007-08	2008-09	2007-08	2008-09
A1 New (including transferred in)	13	9	40	41	53	50
A2 Brought forward from 2007-08	2	2	6	2	8	4
A3 Total to be processed	15	11	46	43	61	54
A4 Completed	13	9	34	33	47	42
A5 Discontinued	0	2	10	7	10	9
A6 Total processed	13	11	44	40	57	51
A7 Unfinished (carried forward)	2	0	2	3	4	3

SECTION B – DISCONTINUED APPLICATIONS

Why were FOI applications discontinued?	NUMBER OF DISCONTINUED FOI APPLICATIONS					
	PERSONAL		OTHER		TOTAL	
	2007-08	2008-09	2007-08	2008-09	2007-08	2008-09
B1 Request transferred out to another agency (s.20)	0	0	8	4	8	4
B2 Applicant withdrew request	0	2	2	0	2	2
B3 Applicant failed to pay advance deposit (s.22)	0	0	0	3	0	3
B4 Applicant failed to amend a request that would have been an unreasonable diversion of resources to complete (s.25(1)(a1))	0	0	0	0	0	0
B5 Total discontinued	0	2	10	7	10	9

SECTION C – COMPLETED APPLICATIONS

What happened to completed FOI applications?	NUMBER OF COMPLETED FOI APPLICATIONS					
	PERSONAL		OTHER		TOTAL	
	2007-08	2008-09	2007-08	2008-09	2007-08	2008-09
C1 Granted in full	2	3	15	15	17	18
C2 Granted or otherwise available in part	9	5	6	10	15	15
C3 Refused	2	1	11	5	13	6
C4 No documents held	0	0	2	3	2	3
C5 Total Completed	13	9	34	33	47	42

APPENDIX 28: CONTINUED

SECTION D – APPLICATIONS GRANTED OR OTHERWISE AVAILABLE IN FULL

How were the documents made available to the applicant?	NUMBER OF FOI APPLICATIONS (GRANTED OR OTHERWISE AVAILABLE IN FULL)					
	PERSONAL		OTHER		TOTAL	
	2007-08	2008-09	2007-08	2008-09	2007-08	2008-09
All documents requested were:						
D1 Provided to the applicant	2	3	15	15	17	18
D2 Provided to the applicant's medical practitioner	0	0	0	0	0	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	0	0	0	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	2	3	15	15	17	18

SECTION E – APPLICATIONS GRANTED OR OTHERWISE AVAILABLE IN PART

How were the documents made available to the applicant?	NUMBER OF FOI APPLICATIONS (GRANTED OR OTHERWISE AVAILABLE IN PART)					
	PERSONAL		OTHER		TOTAL	
	2007-08	2008-09	2007-08	2008-09	2007-08	2008-09
Documents made available were:						
E1 Provided to the applicant	9	5	6	10	15	15
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	0	0	0	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	9	5	6	10	15	15

SECTION F – REFUSED FOI APPLICATIONS

Why was access to the documents refused?	NUMBER OF REFUSED FOI APPLICATIONS					
	PERSONAL		OTHER		TOTAL	
	2007-08	2008-09	2007-08	2008-09	2007-08	2008-09
F1 Exempt	2	1	10	4	12	5
F2 Deemed refused	0	0	1	1	1	1
F3 Total refused	2	1	11	5	13	6

APPENDIX 28: CONTINUED

SECTION G – EXEMPT DOCUMENTS

Why were the documents classified as exempt?	NUMBER OF FOI APPLICATIONS (REFUSED OR ACCESS GRANTED OR OTHERWISE AVAILABLE IN PART ONLY)					
	PERSONAL		OTHER		TOTAL	
	2007-08	2008-09	2007-08	2008-09	2007-08	2008-09
Restricted documents:						
G1 Cabinet documents (Clause 1)	1	0	7	1	8	1
G3 Documents affecting law enforcement and public safety (clause 4)	0	1	0	0	0	1
G6 Documents affecting personal affairs (Clause 6)	1	3	3	5	4	8
G7 Documents affecting business affairs (Clause 7)	0	1	4	7	4	8
Documents otherwise exempt:						
G19 Documents subject to legal professional privilege (Clause 10)	2	1	0	1	2	2
G20 Documents containing confidential material (Clause 13)	7	0	1	0	8	0
G24 Documents concerning operations of agencies (Clause 16)	0	0	0	0	0	0
G25 Internal working documents (Clause 9)	0	0	1	0	1	0
G27 Total applications including exempt documents	11	6	16	14	27	20

SECTION H – MINISTERIAL CERTIFICATES (S.59)

How many Ministerial Certificates were issued?	NUMBER OF MINISTERIAL CERTIFICATES	
	2007-08	2008-09
H1 Ministerial Certificates issued	0	0

SECTION I – FORMAL CONSULTATIONS

How many formal consultations were conducted?	NUMBER	
	2007-08	2008-09
I1 Number of applications requiring formal consultation	12	16
I2 Number of persons formally consulted	38	43

SECTION J – AMENDMENT OF PERSONAL RECORDS

How many applications for amendment of personal records were agreed or refused?	NUMBER OF APPLICATIONS FOR AMENDMENT OF PERSONAL RECORDS	
	2007-08	2008-09
J1 Agreed in full	0	0
J2 Agreed in part	0	0
J3 Refused	0	0
J4 Total	0	0

APPENDIX 28: CONTINUED

SECTION K – NOTATION OF PERSONAL RECORDS

How many applications for notation of personal records were made (s.46)?	NUMBER OF APPLICATIONS FOR NOTATION	
	2007-08	2008-09
K1 Applications for notation	0	0

SECTION L – FEES AND COSTS

What fees were assessed and received for FOI applications processed (excluding applications transferred out)?	ASSESSED COSTS		FEES RECEIVED	
	2007-08	2008-09	2007-08	2008-09
L1 All completed applications	\$1,590	\$2,420	\$1,590	\$1,620

SECTION M – FEE DISCOUNTS

How many fee waivers or discounts were allowed and why?	NUMBER OF FOI APPLICATIONS (WHERE FEES WERE WAIVED OR DISCONTINUED)					
	PERSONAL		OTHER		TOTAL	
	2007-08	2008-09	2007-08	2008-09	2007-08	2008-09
M1 Processing fees waived in full	0	0	1	0	1	0
M2 Public interest discounts	0	0	0	1	0	1
M3 Financial hardship discounts - pensioner or child	0	0	0	0	0	0
M4 Financial hardship discounts - non profit organisations	0	0	0	0	0	0
M5 Total	0	0	1	1	1	1

SECTION N – FEE REFUNDS

How many fee refunds were granted as a result of significant correction of personal records?	NUMBER OF REFUNDS	
	2007-08	2008-09
N1 Number of fee refunds granted as a result of significant correction of personal records?	0	0

SECTION O – DAYS TAKEN TO COMPLETE REQUEST

How long did it take to process completed applications? (Note: calendar days)	NUMBER OF COMPLETED FOI APPLICATIONS					
	PERSONAL		OTHER		TOTAL	
	2007-08	2008-09	2007-08	2008-09	2007-08	2008-09
O1 0-21 days - statutory determination period	4	1	0	8	4	9
O2 22-35 days - extended determination period for consultation or retrieval of archived records (s.59B)	0	1	0	7	0	8
O3 Over 21 days - deemed refusal where no extended determination period applies	8	7	23	2	31	9
O4 Over 35 days - deemed refusal where extended determination period applies	1	0	11	16	12	16
O5 Total	13	9	34	33	47	42

APPENDIX 28: CONTINUED

SECTION P – PROCESSING TIME: HOURS

How long did it take to process completed applications?	NUMBER OF COMPLETED FOI APPLICATIONS					
	PERSONAL		OTHER		TOTAL	
	2007-08	2008-09	2007-08	2008-09	2007-08	2008-09
P1 0-10 hrs	9	2	8	8	17	10
P2 11-20 hrs	1	3	9	7	10	10
P3 21-40 hrs	2	3	8	4	10	7
P4 Over 40 hrs	1	1	9	14	10	15
P5 Total	13	9	34	33	47	42

SECTION Q – NUMBER OF REVIEWS

How many reviews were finalised?	NUMBER OF COMPLETED REVIEWS	
	2007-08	2008-09
Q1 Internal reviews	3	9
Q2 Ombudsman reviews	1	1
Q3 ADT reviews	2	1

SECTION R – RESULTS OF INTERNAL REVIEWS

What were the results of internal reviews finalised?	NUMBER OF INTERNAL REVIEWS 2008-09					
	PERSONAL		OTHER		TOTAL	
	Original Agency Decision	Original Agency Decision	Original Agency Decision	Original Agency Decision	Original Agency Decision	Original Agency Decision
Grounds on which internal review requested	Upheld	Varied	Upheld	Varied	Upheld	Varied
R1 Access refused	0	0	6	2	6	2
R2 Access deferred	0	0	0	0	0	0
R3 Exempt matter deleted from documents	0	0		1		1
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	6	3	6	3

STATEMENT OF AFFAIRS

Under section 14 of the *Freedom of Information Act 1989*, the Ministry of Transport is required to publish an annual Statement of Affairs, describing the structure and functions of the Ministry of Transport, how these functions affect the public and how the public can participate in the Ministry's policy development. Additionally, the Statement of Affairs requires the inclusion of the categories of documents and how these can be accessed or amended by members of the public.

Structure and functions

The purpose of the Ministry of Transport is to:

- Provide policy advice to the Minister for Transport in relation to bus, rail, ferry, taxi/hire car, light rail, regional aviation, transport security, freight and logistics, and other policy issues;
- Provide reliable and up-to-date information on current and future travel patterns and employment and population trends through data collection and analysis; transport modelling; employment and travel forecasting; and population projections;
- Formulate, develop and coordinate strategic transport policy and work collaboratively with other agencies in developing and implementing future directions for transport policy and infrastructure development;
- Coordinate the activities of agencies within the Transport Portfolio including budget and funding for concession schemes, such as the School Student Transport Scheme;
- Contract bus services in NSW, with more than 2,000 commercial

and non-commercial contracts in operation;

- Regulate the private bus, taxi and hire car industries, including accreditation processes;
- Coordinate Community Transport services across NSW, serving more than 100,000 transport disadvantaged people; and
- Provide strategic coordination services.

The structure is detailed elsewhere in this Annual Report. Information on the structure and functions of the organisation is available publicly by visiting the NSW Transport and Infrastructure website at www.transport.nsw.gov.au.

Effect of functions on members of the public

The functions of the Ministry of Transport have an impact on members of the public through the provision of policy advice and services. These services include the management of budget resources, delivering accreditation, compliance and enforcement activities for bus, taxi and hire car operations, delivering reform of the bus industry, implementing Government policies, providing specialist policy advice on bus, rail and ferry transport, delivering effective passenger transport information and specialised services such as policy development and coordination across a range of transport functions to serve the people of NSW.

Categories of documents held by the Ministry

All Ministry of Transport policy documents are published in the

Government Gazette and online every six months in the Summary of Affairs, as required under the *Freedom of Information Act 1989*. A copy of the most recent Summary of Affairs can be found in the Government Gazette or by visiting www.transport.nsw.gov.au.

Categories of documents include:

- policy documents;
- documents on the internal administration of the Ministry; and
- policy and planning documents which assist the Minister for Transport.

Accessing and amending documents

Documents may be accessed in several ways, including via the internet at www.transport.nsw.gov.au, by contacting the relevant officer where shown in the Summary of Affairs, or alternatively by contacting the Freedom of Information Officer.

FOI and Privacy enquiries directed to the Freedom of Information Officer can be made by telephoning (02) 9268 2800 or writing to:

Freedom of Information Officer
NSW Transport and Infrastructure
GPO Box 1620
Sydney NSW 2001

APPENDIX 29: IMPLEMENTATION OF PRICE DETERMINATIONS

The Ministry of Transport made a submission to the Independent Pricing and Regulatory Tribunal (IPART) on 2009 bus fares. The Ministry recommended an overall fare increase for Metropolitan and Outer Metropolitan bus services of 5.45 per cent, in line with anticipated increases in the cost of operating bus services. IPART subsequently determined that an average increase of 5.5 per cent, after rounding, should apply.

Under the *Passenger Transport Act 1990*, the Director General of the Ministry of Transport is the determining authority for taxi, private ferry and rural and regional private bus fares. Under a one-year standing reference approved by the Premier in 2008, IPART provided recommendations to the Ministry

to assist the Director General to determine fares for some rural and regional bus services, private ferry and taxi services.

In 2008-09 the Director General made the following determinations based on IPART recommendations:

- Taxis: 3.8 per cent (urban) and 3.3 per cent (country) from 1 July 2008;
- Private ferry services: 7.2 per cent (slow services) and 10.5 per cent (fast services) from 1 December 2008; and
- Rural and Regional private buses: 8.5 per cent from 4 January 2009.

There was no fare review for Sydney Ferries in the reporting year, while the ferry services market process is being conducted.

Under the *IPART Act 1992*, IPART is the determining authority for CityRail fare determinations. In November 2008 the Government made a submission in response to IPART's draft determination for CityRail fares for 2008-12 supporting the cost reflective structure of the fares but raising concerns over the impact of the proposed increase on medium to long distance commuters.

In December 2008, the Tribunal made a four-year determination, with fares rising by 7.5 per cent on average in 2009, and a weighted average total of 12 per cent (plus inflation) over the four years. The new fares took effect from 4 January 2009.

APPENDIX 30: PRIVACY MANAGEMENT PLAN

Section 33(3) of the *Privacy and Personal Information Protection Act 1998* (PPIPA) requires each agency to report on privacy compliance issues within the agency and to provide statistical details of any Internal Review carried out under Part 5 of the PPIPA.

In compliance with the provisions of the PPIPA and the *Health Records and Information Privacy Act 2002*, the Ministry of Transport has a Privacy Management Plan and has appointed a designated privacy officer.

The Privacy Management Plan is available on the website at www.transport.nsw.gov.au.

The Privacy Officer's contact details are:

The Privacy Officer
NSW Ministry of Transport
GPO Box 1620

Sydney NSW 2001
Ph: 02 9268 2800
Fax: 02 9268 2225

Privacy Internal Reviews

During 2008-09, there were four internal reviews conducted by the Ministry of Transport under Part 5 of the *Privacy and Personal Information Protection Act 1998*.

APPENDIX 31: ACTS ADMINISTERED BY THE MINISTER FOR TRANSPORT

From 1 July 2008 to 30 June 2009, the administration of the following Acts was allocated to the Minister for Transport (a):

- *Air Navigation Act 1938 No. 9*
- *Air Transport Act 1964 No. 36*
- *Broken Hill to South Australian Border Railway Agreement Act 1968 No. 59*
- *Civil Aviation (Carriers' Liability) Act 1967 No. 64*
- *Glenreagh to Dorrigo Railway (Closure) Act 1993 No. 65*
- *National Rail Corporation (Agreement) Act 1991 No. 82*

- *Parking Space Levy Act 1992 No. 32 (b)*
- *Parking Space Levy Act 2009 No. 5*
- *Passenger Transport Act 1990 No. 39*
- *Rail Safety Act 2002 No. 96 (c)*
- *Rail Safety Act 2008 No. 97*
- *Railway Construction (East Hills to Campbelltown) Act 1983 No. 111*
- *Railway Construction (Maldon to Port Kembla) Act 1983 No. 112*
- *Transport Administration Act 1988 No. 109 (d)*

Note:

- (a) In addition to the Acts listed above from 8 August 2009, the Minister for Transport has joint administration of all Acts allocated to the Minister for Roads.
- (b) Repealed with effect 1/6/09.
- (c) Repealed with effect 1/1/2009.
- (d) Except part:
 - (i) the Minister for Roads and the Minister for Ports and Waterways to 7/9/08.
 - (ii) jointly with the Minister for Roads and part, the Minister for Ports and Waterways from 8/9/08.

APPENDIX 32: DEPARTURES FROM SUBORDINATE LEGISLATION

There were no departures from the requirements of subordinate legislation on the part of the Director General of the Ministry of Transport.

APPENDIX 33: ELECTRONIC SERVICE DELIVERY

Front Line Service and Customer Services

The Ministry provides a range of web-based front line and customer services. Services divide into those provided to specific customers such as bus operators, passenger transport drivers, schools and Ministry staff, and those to the general public.

Customer Specific

myRecords – on-line management of driver records for taxi and bus drivers and accreditation management for bus and taxi operators.

DAIS – driver authority status inquiry system for bus operators and taxi operators.

Student Misbehaviour – reporting application for bus operators to log student misbehaviour incidents with the Ministry.

ISSTS – Student travel subsidy management system used by bus operators, schools and Ministry staff.

Bus Incidents – reporting application for bus operators to lodge bus incidents to the Ministry, Office of Transport Safety Investigations and Police Assistance Line.

Taxi KPI – reporting application for taxi operators to report their Key Performance Indicator (KPI) information.

Bus Reporting KPI – reporting application for bus operators to lodge their KPI reports.

OSD – bus industry interface to the OSD system for the management of bus stop data. The OSD database will give a consolidated view of transport operational and spatial data for use within Ministry planning, Transport Info 131500 Call centre systems, RTA Public Transport Information and Priority System (PTIPS) and Electronic Ticketing systems.

General Public Facing

Transport Data Centre Information Management – Application to manage the registration and subscription of Transport Data Centre clients and the downloading of datasets. Includes a credit card gateway for payments.

Secure Bicycle Lockers – Application to administer the management of secure bicycle lockers as well as the ability to search for and book a bike locker online. Includes credit card gateway.

IFMS – complaints management system for the Taxi industry.

The Ministry of Transport provides comprehensive multimodal public transport information services via the Transport Info 131500 call centre and website. In 2008-09, the call centre handled more than two million enquiries. Website traffic grew by more than 20 per cent, with in excess of nine million visits throughout the year. In 2008-09, the Ministry worked with transport agencies to identify enhancements to the service that will provide more information through more channels to meet the growing public demand. These requirements were embedded in a request for tenders released in February 2009 seeking proposals from vendors capable of delivering the required benefits for the travelling public. The new contract will come into effect after the current contract expires in July 2010, and the improvements will be progressively rolled out from that time.

APPENDIX 34: CREDIT CARD CERTIFICATION BY DIRECTOR GENERAL

The Director General has certified that credit card usage in the Ministry in 2008-09 was in accordance with Premier's Memoranda and Treasurer's Directions.

APPENDIX 35: EXEMPTIONS

The Ministry of Transport did not apply for, or receive, any exemptions from the reporting provisions.

APPENDIX 36: CONTRACTING AND MARKET TESTING POLICY

The Ministry continued to source the following services through a contract arrangement:

- Remote Network Management;
- Computer Help Desk; and
- Disaster Recovery site hosting.

The Ministry of Transport is the lead agency for the Sydney Ferries Market Review Process on behalf of the NSW Government. In October 2008, the Premier announced the Government’s response to the 17 recommendations

made by the Special Commission of Inquiry into Sydney Ferries that was conducted by Mr Bret Walker SC.

To implement these recommendations, the Government is undertaking the Sydney Ferries Market Review process to test the prospects offered by the private sector against the prospects offered by continuing with Sydney Ferries. The two stage Expression of Interest process (EOI1 and EOI2) was completed in the 2008-09 reporting period and the Request for Tender (RFT) stage commenced on 1 June 2009.

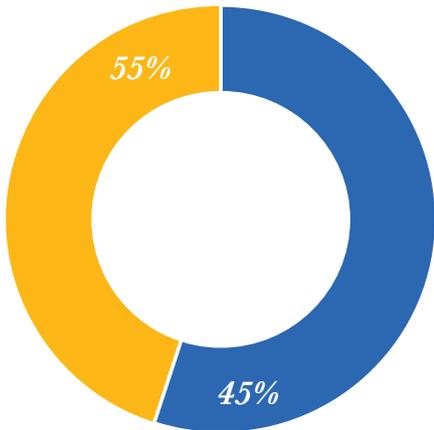
Subsequent to 30 June 2009, the RFT Process closed on 21 August 2009. RFT Responses are currently being assessed with the contract award date scheduled by the end of 2009.

The Ministry follows the procurement guidelines set out by the New South Wales Government and the State Contracts Control Board.

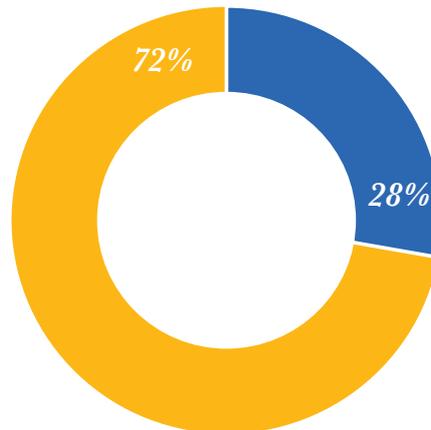
APPENDIX 37: LICENSING, ACCREDITATION AND AUDIT STATISTICS

- Number of Bus Driver Authorities Issued
- Number of Taxi Driver Authorities Issued

- Number of Bus Operator Accreditations Issued
- Number of Taxi Operator Accreditations Issued



Graph 1:
Driver Authorities Issued.



Graph 2:
Operator Accreditations Issued.

APPENDIX 38: COUNTRY PASSENGER TRANSPORT INFRASTRUCTURE GRANTS SCHEME

List of projects provided with grants in 2008-09 under the Country Passenger Transport Infrastructure Grants Scheme.

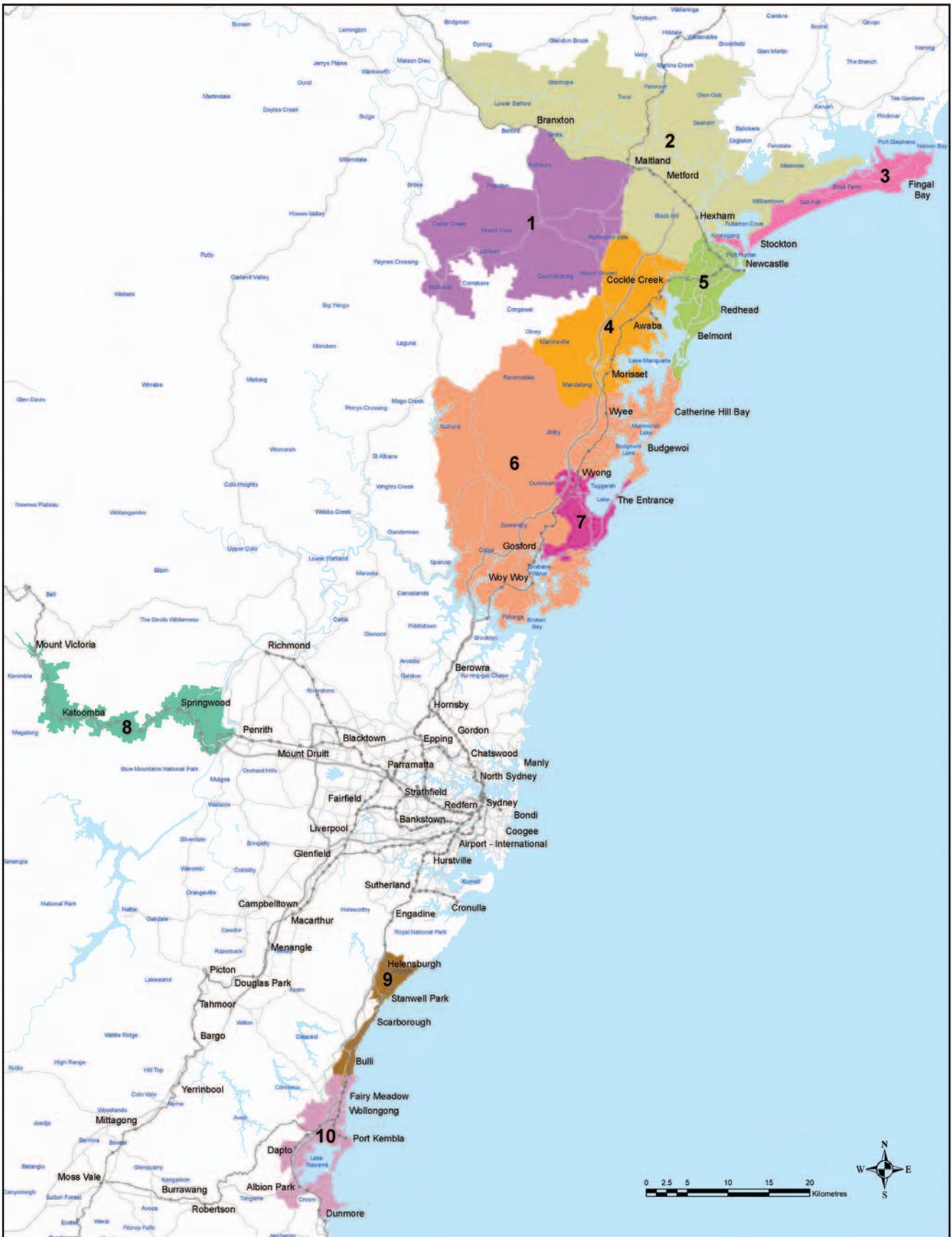
LGA	Proponent	Project Description	Town/s	Grant Approved
Albury	Albury City Council	Taxi rank infrastructure upgrade	Albury	\$50,600
Armidale Dumaresq	Armidale Dumaresq Council	All weather bus shelter	Armidale	\$8,045
Bega	Bega Valley Shire Council	Bus passenger shelter program	Tathra, Tura Beach, Merimbula, Pambula Beach	\$103,890
Bellingen	Bellingen Shire Council	Signage and lighting upgrades	Bellingen	\$7,419
Bellingen	Bellingen Shire Council	Installation of new bus shelters	Bellingen	\$63,391
Byron	Byron Shire Council	Bus stop infrastructure	Byron Bay	\$14,000
Cobar	Cobar Shire Council	All weather taxi shelter	Cobar	\$43,000
Deniliquin	Deniliquin Council	Timetable holders and bus shelter	Deniliquin	\$12,800
Dubbo	Dubbo City Council	Bus stop facility	Dubbo	\$29,000
Dubbo	Dubbo City Council	Upgrade three bus shelter facilities to disability standards	Dubbo	\$18,500
Griffith	Griffith City Council	Infrastructure improvement	Griffith	\$110,830
Guyra	Guyra Shire Council	Town bus stops	Tingha	\$13,030
Singleton, Maitland, Port Stephens	Hunter Valley Buses Pty Ltd	Bus route signage, timetable and information displays	Singleton - Maitland - Raymond Terrace - Port Stephens	\$78,796
Kiama	Kiama Municipal Council	Passenger amenity upgrades	Kiama	\$155,200
Lismore	Lismore City Council	Signage upgrade	Lismore	\$14,000
Lithgow	Lithgow City Council	Infrastructure improvement program: bus shelters	South Bowenfels, Little Hartley, Dargan, Portland	\$45,500
Lithgow	Lithgow City Council	Infrastructure improvement program: taxi shelter and security lighting	Lithgow	\$8,167
Maitland	Maitland City Council	Accessible bus stops and kerbside infrastructure	Maitland	\$119,836
Mid Western Regional	Mid Western Regional Council	Transport infrastructure improvement	Rylstone, Charbon	\$33,950
Moree Plains	Moree Plains Shire Council	Bus stop facilities	Moree	\$148,475
Murray	Murray Shire Council	Bus shelters	Moama	\$35,000
Narrabri	Narrabri Shire Council	Seating, access and security improvements	Narrabri	\$60,000
Orange	Orange Shire Council	Community passenger shelters	Orange	\$60,000
Shoalhaven	Shoalhaven City Council	Bus shelters, retrofitting for DDA, J-Poles, signs	Culburra, Ulladulla, Mollymook, Nowra, Bombaderry, Vincentia, Cambewarra, Kangaroo Valley, Greenwell Point, Worrigeer, Callala Bay, Currawong	\$100,970
Singleton	Singleton Council	New bus shelter	Singleton	\$16,672
Tamworth	Tamworth Regional Council	Install new bus shelters	Tamworth	\$34,730
Tamworth	Tamworth Regional Council	Install new two way communications system to taxi rank	Tamworth	\$3,607
Upper Hunter	Scone Neighbourhood Resource Centre	Erect bus shelters	Scone, Aberdeen	\$19,314
Upper Hunter	Upper Hunter Shire Council	Coach/rail terminal bus access platform	Scone	\$7,800
Wagga Wagga	Wagga Wagga City Council	New bus shelters	Wagga Wagga	\$72,500

APPENDIX 39: HERITAGE MANAGEMENT

The Ministry holds no heritage assets.

APPENDIX 40: BUS REGION MAP

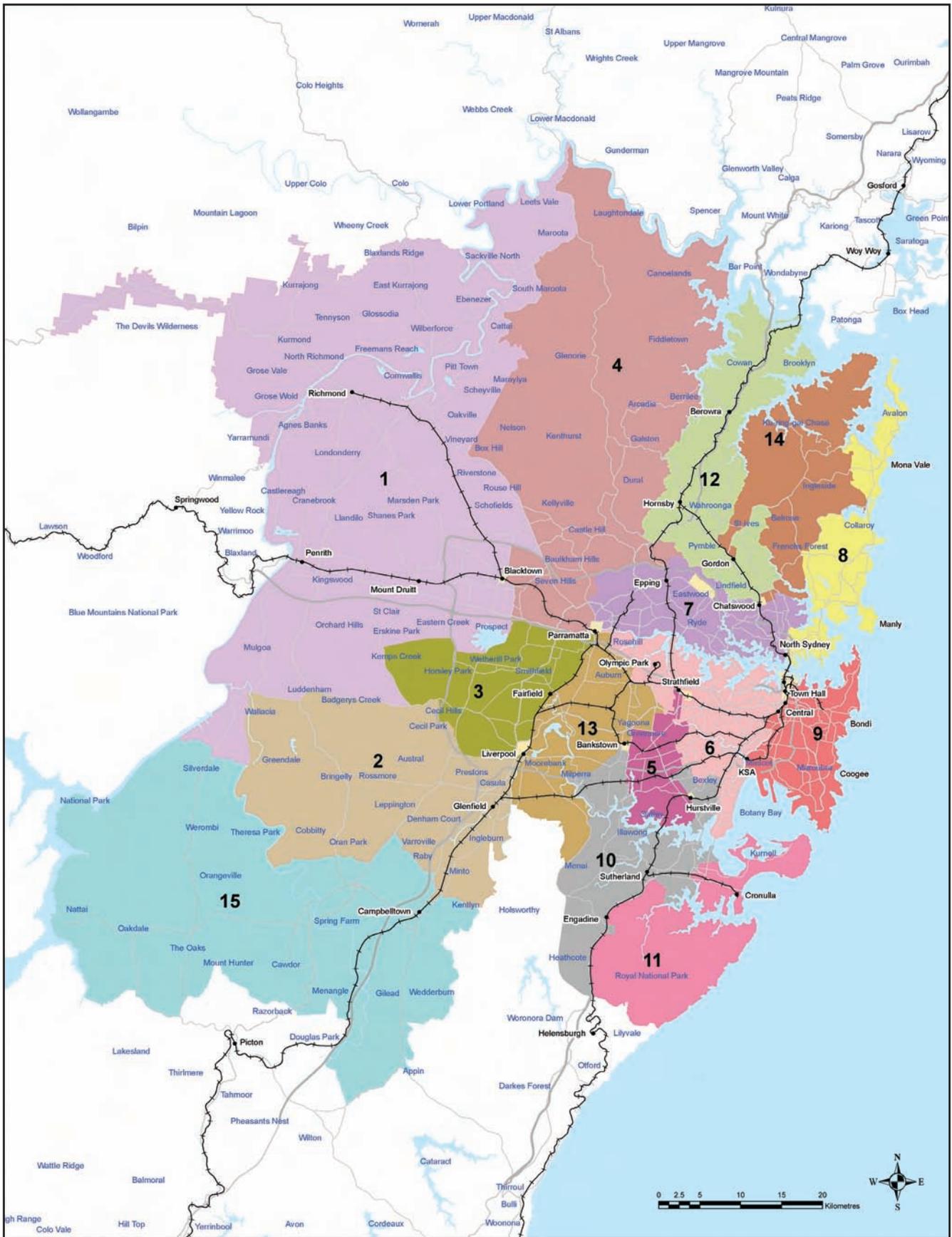
Outer Metropolitan Bus Contract Regions



Outer Metropolitan Bus Contract Regions

APPENDIX 40: CONTINUED

Metropolitan Bus Contract Regions



Metropolitan Bus Contract Regions

GLOSSARY OF TERMS AND ACRONYMS

The term...	refers to...
BCA	Bus and Coach Association
CPTIGS	Country Passenger Transport Infrastructure Grants Scheme
CTO	Community Transport Organisation
DADHC	NSW Department of Ageing, Disability and Home Care
HACC	Home and Community Care
Intermodal freight terminals	Where two or more modes of transportation meet to exchange cargo/freight, either directly or through intermediate storage. Intermodal freight terminals help to address the challenge of increased volumes of freight through strategic transport hubs and enable ports to increase capacity.
ITSRR	Independent Transport Safety and Reliability Regulator
MoT	NSW Ministry of Transport
NCOSS	Council of Social Services – NSW
OPR	Operator Performance Regime
OTSI	Office of Transport Safety Investigations
PIRG	Passenger Information Review Group
PTIPS	Public Transport Information and Priority System
PTTC	Public Transport Ticketing Corporation
RIC	Rail Infrastructure Corporation
SQI	Service Quality Initiative: The SQI payment is designed to motivate operators to improve performance in measures that relate to aspects of the passengers' experience other than punctuality and reliability, such as customer satisfaction, customer complaints handling, co-operation with other operators and the community and environmental performance. An SQI-weighted index will be developed for each operator; and the index will be used to compare operators against one another. The top six performing operators will receive a share of an SQI incentive, which is apportioned into monthly payments to be paid over the following year.
The Ministry	NSW Ministry of Transport
TIDC	Transport Infrastructure and Development Corporation
Tow Truck Authority	A statutory body responsible for regulating the Tow Truck industry

LOCATIONS AND CONTACTS

Correspondence to:

NSW Ministry of Transport
GPO Box 1620
SYDNEY NSW 2001

Offices of the Ministry of Transport are located at:

<i>Parramatta Office</i>	<i>Northern Region - Newcastle Office</i>	<i>Southern Region - Wollongong Office</i>	<i>Head Office</i>
16-18 Wentworth St Parramatta NSW 2150 Tel: (02) 8836 3100 Fax: (02) 8836 3199 Toll Free: 1800 227 774	Ground Floor 239 King St Newcastle NSW 2300 Tel: (02) 4929 7006 Fax: (02) 4929 6288 Toll Free: 1800 049 983	Level 6 NRMA Building 221-229 Crown Street Wollongong NSW 2500 Tel: (02) 4224 3333 Fax: (02) 4226 4117 Toll Free: 1800 049 961	Level 21 227 Elizabeth St Sydney NSW 2000 Tel: (02) 9268 2800 Fax: (02) 9268 2900 TTY: (02) 9268 2244 Email: mail@transport.nsw.gov.au Website: www.transport.nsw.gov.au

Local and Community Transport Regional Coordinators

Region

Mid North Coast	(02) 6648 7231 / 0438 255 543
South East	(02) 6229 7811 / 0417 218 876
New England /North West	(02) 6773 7015 / 0419 412 211
Orana	(02) 6884 6626 / 0437 032 335 / 0434 073 568
Central West	(02) 6339 4910 / 0419 619 003
Far West	(02) 6884 6626 / 0458 283 556
Illawarra	(02) 4224 3324 / 0438 659 139
Riverina/Murray	(02) 6921 3588 / 0418 227 996
Central Coast	(02) 4337 2313 / 0407 946 912
Hunter	(02) 4928 8716 / 0408 679 202

Telephone

General Enquiries: (02) 9268 2800

General Fax: (02) 9268 2900

TTY (for people with hearing impairments): (02) 9268 2244

Transport Infoline: 131 500 / 1800 637 500

Bus Operator Accreditation Renewal Hotline: 1800 227 774

Taxi Transport Subsidy Scheme (TTSS): 1800 623 724

Wheelchair Accessible Taxis: 1800 623 724

Taxi Complaints Hotline: 1800 648 478

Taxi driver, taxi operator licence and authorisation enquiries / renewals: (02) 9891 8900 / 1800 227 774

SSTS Appeals Panel: (02) 9268 2936

Freedom of Information and Privacy: (02) 9268 2800

Media Enquiries: (02) 9268 2800



BONDI JCT INTERCHANGE

381

JW 1916

Sydney Buses



PLEASE SIGNAL DRIVER

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