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COMMISSIONER FOR MOTOR TRANSPORT
NEW SOUTH WALES
Annual Report 1985-86

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BANKSTOWN MOTOR REGISTRY



Official opening by the Minister



Registry counter service

DMT



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New South Wales
Australia. 2018

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The Hon. R.J. Mulock, LL.B., M.P.,
Deputy Premier and Minister for Transport,
SYDNEY

Dear Mr Mulock,

I submit for your information and presentation to Parliament my Annual Report for the year ended 30th June, 1986.

In describing the operations of the DMT, the report highlights significant events during the review year and provides comparative financial statements and statistics relating to the Department's activities. For the first time, the Report also sets out the basis of future efforts to achieve innovative change in the way the Department conducts its business and how it is intended to improve service to our customers.

I acknowledge, with appreciation, the commitment and efforts of the Department's executive and the loyal and able assistance given by our staff during the year.

Yours faithfully,

Commissioner

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26 SEP 2008

**A MANIFESTO FOR
THE DEPARTMENT OF MOTOR TRANSPORT**

- The Manifesto
- A Future Vehicle Registration System
- An Overseas Study Tour

THE MANIFESTO

The first major function of the Department's new executive appointed at the beginning of 1986 was to construct a Manifesto for the DMT. Their purpose was to prepare a document which would make clear the Department's role in serving the community, which would identify the major priorities, issues and problems to be tackled and which would focus attention on the essential initiatives and innovative effort required of the Department. Their goal was to give effect to the commitment made in last year's report to service, quality and integrity. The Manifesto is to be reviewed each six months; that of 30 June, 1986 is presented below.

Pursuit of the following objectives is seen as essential to the fulfilment of our role in serving the community.

Objectives

1. Accurate identification and recording of all motor vehicles registered for use on N.S.W. roads and of the users responsible for the operation of those vehicles.
2. Accurate identification and recording of all persons licensed to drive on N.S.W. roads.
3. Ensuring that all registered vehicles are capable of safe operation.
4. Ensuring that all newly licensed drivers can drive safely.
5. Facilitating the Government's motor vehicle-related safety, revenue and welfare programs.
6. Ensuring that private bus and taxi services meet community needs.
7. Providing ready and cost-effective access to records to legitimate users.

Two themes underpin the DMT's approach to its task: serving our customers better and achieving our goals through innovation. These are reflected in both the priorities upon which we must concentrate our efforts and the challenges which we must address to achieve our objectives.

Priorities

1. Ensuring our customers receive prompt, efficient, consistent service and satisfaction in all their transactions.
2. Ensuring our staff are competent and motivated to give a consistently high level of service.
3. Ensuring our administrative and computing systems meet customers' expectations.
4. Ensuring our Motor Registries are optimally located and offer a level of accommodation consistent with community standards.
5. Promoting our services and interests throughout the community.
6. Providing efficient accounting systems and effective controls on expenditure.
7. Updating and simplifying our legislation.

Challenges

1. Focusing on issues that matter and disposing of issues that don't.
2. Achieving change in the face of entrenched systems, procedures and work practices.
3. Obtaining the involvement and commitment of our staff and overcoming inertia in attitudes and outlook.
4. Enhancing the capabilities of people in key positions.
5. Communicating our point of view.

Ten major initiatives have been identified as essential to overcoming problems, meeting priorities and achieving our objectives. They have been especially highlighted as justifying the attention and joint effort of the whole management team.

Major Initiatives

1. **Establish a Customer Service Centre.** In company with our new emphasis on the customer and the customer's point of view, a focus for their enquiries and problems is required. The current Telephone Enquiry Bureau is no longer able to fully meet the day-to-day needs of enquirers.

Our objective is to establish a Customer Service Centre which, with updated facilities, augmented staff and changed attitudes, will reduce enquiry workload at Motor Registries, provide a focal point for customer enquiries and be a barometer of customers' needs and expectations.

Implementation is planned to commence by 31st December, 1986.

2. **Extend Registry Services.** In accepting the results of our first community audit, we are committed to improving and extending services to our customers through –

- longer business hours
- better staffing arrangements
- acceptance of credit/debit cards
- collection of fees, etc on behalf of other Departments
- offering additional products.

Our objective is to extend services so as to ensure our customers receive the best possible service in their dealing with the Department.

Implementation is ongoing; a trial period of opening for business on Thursday nights and Saturday mornings has already commenced.

3. **Overhaul Vehicle Inspection Programs.** In addition to our concern about the need to develop clearer strategies for vehicle inspection programs, a Public Service Board efficiency audit has pointed to the need for a fundamental review of inspection requirements, and of the management of the Authorised Inspection Station Scheme.

Our objective is to question the rationale of our current vehicle inspection programs, and their overall costs and effectiveness, and to propose revised arrangements which will deliver better value in terms of safety benefits, costs to the Department and costs and convenience to vehicle owners.

A consultant is to be engaged to carry out this review and report early in 1987.

Major Initiatives (cont.)

4. **Overhaul Vehicle Registration System.** The vehicle registration system is 15 years old and has long since ceased to facilitate new and improved ways of doing business. It cannot achieve the standard that our customers expect from today's business institutions. The computer system is inefficient and requires a heavy allocation of maintenance resources. It is accepted that the system cannot be improved (to the extent required) by steady evolution — quantum steps are needed.

Our objective is, first, to design and install a new vehicle registration system incorporating the essential features only of the current system, being sufficiently robust to accommodate new initiatives, and requiring minimum maintenance resources. Secondly, to uplift the quality of the vehicle register and the transaction of registration business.

Work is proceeding on cutting out all unnecessary characteristics and procedures; on rationalising vehicle registration policies; and on evaluating the Alberta Government's MOVES computer system (see page 15).

5. **Uplift Staff Performance.** Achievement of all of our objectives and priorities depends upon the performance of our staff. However, staff excellence has been discouraged in the past by the absence of merit promotion, ineffective staff appraisal and insufficient training and development programmes.

Our objective is to uplift staff performance so that a consistently high level of service is provided: first, by motivating staff to use their imagination and to achieve higher standards; secondly, by better training of staff, particularly in the areas of supervision, management and registry and other work skills; and, thirdly, by improving communication and the information available to staff.

Legislation enabling promotion by merit is planned for the 1986 budget session, a staff performance appraisal system is to be introduced in January, 1987 and a system of excellence awards in July, 1987.

6. **Promulgate a Technology Development Plan.** One of our significant deficiencies over the past decade has been the absence of any documented vision of how technology should or could be used to provide better and cheaper services to our customers. As a result, the use of technology has been largely sporadic and incremental. The Public Service Board's efficiency audit of the vehicle registration system drew attention to this deficiency.

Our objective is to develop a feasible vision of how current technology can best be deployed, to set out a way of progressing towards that end, and to promulgate that vision and plan accordingly.

A computing policy statement has been drafted, equipment and systems used by vehicle registration and driver licensing authorities in North America have been examined and detailed documentation of our technology vision is planned for completion by the end of 1986.

Major Initiatives (cont.)

7. **Promulgate a Property Management Plan.** As part of our commitment to customer service and satisfaction, we must provide and maintain modern premises to service customer needs at Motor Registries, Vehicle Inspection Stations and other business offices.

Our objective is to establish the direction of future property planning and development, including the acquisition and development of premises, provision for high standards of maintenance and uniformity of business office presentation.

A consultant is to be engaged towards the end of 1986 to assist in the Plan's preparation.

8. **Implement STAYSAFE 2 Recommendations.** Arising from those remaining STAYSAFE 2 recommendations considered worthy of adoption, there are five proposals to be implemented —

- (i) a system of proof of identity for licence applicants;
- (ii) photo-bearing licence cards;
- (iii) a graduated licensing scheme;
- (iv) a revised demerit points scheme; and
- (v) minimum periods for holding a learner's permit.

Our objectives are to enhance the integrity and security of the licensing system and its value to the community through more rigorous issuing procedures and a more useful licence document; and to more directly relate the licensing system to safe and lawful driving behaviour by providing an incentive for responsible driving behaviour and a disincentive for irresponsible driving behaviour.

Details of the five proposals are currently under consideration by the Government. If approved, the new identity proving procedures could be implemented within 6 months and the photo-bearing licence cards and graduated licensing scheme within 12 months of Government approval.

9. **Implement STAYSAFE 3 Recommendations.** The principal initiative of the STAYSAFE 3 Report on Motorcycling Safety is to require applicants for learner's permits to successfully complete a pre-permit off-road practical riding test. Voluntary training courses for applicants and permit holders are also recommended. The training and testing is to be carried out by specially authorised motorcycling associations.

Our objective in supporting this and associated recommendations of STAYSAFE 3 is to obtain a substantial reduction in motor cycle crashes involving novice riders by restricting the issue of learner's permits to only those applicants who clearly demonstrate having the proficiency and skills necessary to safely ride a motorcycle.

Detailed proposals are being developed in discussion with motorcycling associations and will be submitted for consideration by the Government in early 1987.

10. **Promote the DMT's Public Profile.** In the past, we have relied on meeting the needs of customers without seeking a high public profile. Our community audit found that while there was a high level of awareness generally of the more popular services we provide, confusion existed as to the respective roles of the NRMA, DMR and DMT. There is also a clear need to better inform the community of our requirements and their obligations and to better assist them in meeting those requirements.

Our objective is to more effectively communicate details of services and requirements to potential and existing customers and to better inform the community generally of DMT's role, performance and value.

A strategy has been developed to improve the quality and utility of our publications, to make more effective use of advertising and promotion campaigns and to get closer to the media. Consultative forums are being established with major customer groups and organisations affected by the Department's activities.

Other significant projects underway within the various Directorates are also set out in the Manifesto. The following sample is intended to give the flavour of our current efforts, their nature and extent.

Other Significant Projects

- Tighter controls on vehicle and owner identification.
- Simplified calculation of weight taxes and insurance premiums.
- Simplified procedures for seasonal registrations (harvest and over snow vehicles).
- Introduction of fee surcharges for late registration transfers, and renewals.
- Issue of a commemorative bicentennial number plate.
- Submissions to the STAYSAFE heavy vehicle safety inquiry.
- Development of tachographs for heavy vehicles.
- Simplified procedures for dealing with breaches by taxi-cab drivers.
- Cancellation of licences/registrations for traffic and parking fine default.
- Review of the licence knowledge test.
- Simplified medical reporting for drivers and riders suffering certain disabilities.
- Complete transition of accounting systems to program budgeting.
- Full implementation of the computerised accounting system.
- Simplification of legislation for the regulation of private buses, taxis and hire cars.
- Development of a computerised personnel data system.
- Review of the Department's clerical entrance examination.
- Upgrading of training programs for management, supervisors and registry officers.
- Identification and correction of deficiencies in vehicle and licence records.
- Improved design of forms and reduction in the variety of forms.
- Providing support for the Vehicle Encumbrance Register.
- Establishing an effective computer-to-computer link between DMT and Police.
- Extension and upgrading of the on-line enquiry network to all Motor Registries.
- Implementation of the new School Student Transport Scheme.
- Implementation of changes flowing from the Taxi and Hire Car Review.
- Review of the Transport Districts' boundaries.
- Review of long distance bus services.

A FUTURE VEHICLE REGISTRATION SYSTEM

The current vehicle registration system maintains the records of 3.6 million motor vehicles. Each year it adds 300,000 new vehicles, issues 4 million renewal notices, handles 1.2 million ownership transfers, makes 0.8 million address changes and collects over \$1,000 million. About 90% of these transactions are handled face to face with customers over Motor Registry counters.

In doing this, the current system is characterised by cumbersome procedures, inefficiencies, little customer service, overworked Motor Registries, outmoded applications software, traditional keyed data entry and increasingly unacceptable record updating delays.

First assisted by computer in 1972, existing arrangements largely reflect manual processes in use prior to that time. Moreover, it is becoming increasingly apparent that in the foreseeable future it will be necessary to allow payment of registration renewals on a more frequent basis; a requirement which cannot possibly be met without major restructuring of the way the Department conducts its business.

Purpose

The DMT's purpose in seeking a new vehicle registration system arises from:

- a desire to make the necessary transactions by the public easier and more convenient;
- a need to expedite the updating of vehicle ownership records; and
- the opportunity to apply emerging card-based transaction processing techniques to revenue collection procedures.

While these objectives could be achieved by traditional means of incremental systems improvement, the combined effort, expense and delay compels consideration of ways to get more directly to the end position envisaged. In this regard, the important inputs will be knowledge of current registration requirements and practices; computer equipment supply and software development; and plastic cards, transaction terminals and banking/finance requirements.

Vision

The DMT's vision of a future vehicle registration system is based upon three things.

The first is a **CUSTOMER CARD**, being essentially a standard laminated plastic and magnetically-encoded (or chip-implanted) card.

For licensed drivers, such a card would also be their driver's licence, including a photograph and necessary licensing details. For individual vehicle owners not licensed to drive, such a card would be a photo-bearing identification card. For corporations, businesses and instrumentalities, the card would be a simple transaction card.

Customer cards would be mandatory for vehicle transactions and have an associated password, be valid for say five years, have encoded on them any special status the holder is entitled to (pensioner concessions, stamp duty exemptions, etc) as well as nominated bank account numbers for debiting charges.

The second component is a **VEHICLE CARD**, issued at the point of manufacture or importation or upon first registration of a vehicle in N.S.W. The card would in effect be an identification card for the vehicle concerned and have encoded on it unchangeable details such as make, model, year built and identification number as well as updateable details such as registration number, the current owner's Customer Card number and the date last certified as roadworthy.

Vehicle cards would be the equivalent of today's certificate of registration. They would be mandatory for certain transactions and passed from owner to owner on each sale of the vehicle.

The third component is a **TRANSACTION TERMINAL** which would accept Customer and Vehicle Cards together with certain keyed instructions and would validate card usage as well as transmit details to update the Department's records, debit pre-encoded bank accounts, update encoded information on Cards, print receipts and reports and issue registration labels.

Such terminals would be located in all Motor Registries. They could also be located in motor vehicle dealerships, in inspection stations and in shopping centres. They would be capable of handling all straightforward and routine registration business 24 hours a day, 7 days a week.

Application

To illustrate what is intended, here are some possible procedure outlines for common vehicle registration transactions.

- New vehicle registrations could be initiated and carried out by the parties to the sale of a new vehicle. At a Transaction Terminal in a new vehicle dealership, the new owner and the dealer would insert their Customer Cards and key in their passwords. The dealer would also insert the Vehicle Card obtained with the vehicle from the manufacturer or importer and key in the number of the registration plates allocated by the dealer to the vehicle. The Vehicle Card would be updated with the new owner's Customer Card number, a record of the vehicle created for the first time and added to the Department's register, the new owner's nominated bank account (if pre-encoded on the Customer Card) would be debited with the charges due and a registration label issued. The new owner would retain the updated Vehicle Card.
- Registration renewals would be initiated by the DMT sending the owner an invoice for charges due. Upon receipt of this invoice and following satisfactory roadworthiness inspection, the owner could visit a Transaction Terminal, insert Customer and Vehicle Cards and key the customer's password. The owner's nominated bank account would then be debited with the charges due, the Vehicle Card and the DMT's records updated and a registration label issued.
- Registration transfers could be initiated by the parties to a vehicle sale transaction. The old and new owners would visit a Transaction Terminal, insert their respective Customer Cards and key their passwords. The old owner would also insert the Vehicle Card. The new owner's nominated bank account would then be debited with the applicable transfer and stamp duty charges, the Department's ownership records updated, and the Vehicle Card updated with the new owner's Customer Card number. The Vehicle Card would be retained by the new owner.

Similar outlines are possible for transactions involving vehicle roadworthiness inspections, changes of address, searches of records, sale and transfer of special registration plates, payment of parking and traffic fines and checking on vehicle encumbrances.

In summary, over 11 million transactions worth more than \$1,000 million per annum could be initiated and carried out at Transaction Terminals by customers using their Customer Cards and Vehicle Cards.

Pre-requisites

Successful implementation of this vision requires a number of prior initiatives as well as simplification of and changes to the way the Department currently conducts its business. In brief, those pre-requisites identified so far are as follows:

- Introduction of photo-bearing driver's licence cards, currently before the Government for decision, using a card technology able to readily incorporate magnetic stripes and integrated circuit chips.
- Issue of Customer Cards to non-drivers and corporate customers.

- Introduction of new identity proving procedures for customers prior to issue of an initial Customer Card, currently also before the Government in connection with photo-bearing licence cards.
- Introduction of a standard Vehicle Identification Number system, currently under consideration within the ATAC forum and under discussion with the vehicle industry.
- Validation of existing vehicle and customer identification data.
- Modernisation of vehicle roadworthiness inspection procedures.
- Rationalisation and simplification of weight tax scales, stamp duty assessment, third party premium classifications and concessional registration arrangements.
- Delegation of simple registration tasks to motor dealers.
- Documentation of existing registration clerical and computer systems and procedures and enhancement and stabilisation of existing data entry, computing and revenue collection systems.
- Appraisal of overseas developments and intentions in vehicle registration systems and electronic funds transfer, and transaction terminal evaluation.

Directions for the Future

A major outcome of the study tour reported on in the next section was the synthesis and progression achieved in the Department's thinking about its future development strategy for advancing its vehicle registration system vision. In brief terms, the essential components of that strategy have been identified as follows:

- adaptation of the Alberta Government's MOVES vehicle registration computer system to New South Wales requirements;
- distributed processing as a means of lessening reliance on a large-scale central processor;
- decentralised data entry as a progression towards the on-line updating and front-counter environment of MOVES;
- provision of direct service access to motor dealers and inspection stations as a means of both improving service to motorists generally and lessening the need for investment in property assets; and
- progression of all of the above with a view to ultimately implementing systems available 24 hours each and every day at automatic teller-like machines driven by smart-cards.

The immediate technological priorities in progressing this strategy are first of all to extend the Department's existing remote terminal network to all Registries, then secondly to decentralise data entry operations, and thirdly to provide limited service access to motor dealers. Subsequently, MOVES can be used to replace existing applications software. In parallel with these efforts, attention needs to be directed at developing the practicality of smart-card technology.

At the same time, the DMT will need to introduce significant improvements to identify vehicles (the VIN system) and their owners, to streamlining assessment of vehicle taxes, stamp duty and insurance, and to ensuring the roadworthiness of vehicles.

Now that the major components of our development strategy have been decided, the next step towards achieving this vision will be a study to specify the detailed requirements of a new vehicle registration system including its technology and banking requirements; to assess the practicality, technical feasibility and customer acceptance of what is envisaged; to estimate the likely costs, resources, time scale and constraints; and to define an achievable phased or prioritised series of implementation steps.

AN OVERSEAS STUDY TOUR

In June, 1986 a study tour of several North American motor vehicle administrations and other sites was undertaken by the Commissioner accompanied by the Director, Information Systems and the Director, Vehicle Registration.

The tour had essentially three purposes and these were:

- to appraise the nature and success of the computing strategies implemented or under development by the administrations visited, with particular emphasis on the recently installed MOVES software in Alberta, Canada and the pilot smart-card* project in Wisconsin, USA;
- to assess the feasibility and value of applying Recognition Equipment's Input 80 optical character reader to the Department's computer updating process; and
- to see at first hand the latest developments in United Technologies' automated vehicle inspection stations.

Motor vehicle administrations visited were as follows:

- **California** Department of Motor Vehicles (driver licensing and vehicle registration)
Highway Patrol (vehicle inspection)
- **Arizona** Department of Health Services (vehicle emissions inspection)
Department of Transportation (vehicle registration)
- **Texas** Department of Public Safety (driver licensing)
Department of Highways and Public Transportation (vehicle registration)
- **Wisconsin** Department of Transportation (driver licensing and vehicle registration)
- **Alberta** Department of the Solicitor-General (driver licensing and vehicle registration).

Private corporations visited were:

- United Technologies (Hamilton Test Systems Inc) - automated vehicle inspection facilities (Arizona and Wisconsin)
- Recognition Equipment Inc - OCR equipment (Texas)
- CACI Canada Ltd - consultants in motor vehicle registration computer systems (Alberta).

Computing Strategies

It is clear that computing strategy is both a current and a crucial issue for motor vehicle administrations in North America. Despite the proliferation of on-line update, front-counter systems in banks and other financial institutions, the motor vehicle administrations visited were relatively new to such systems and still feeling their way.

The most advanced development seen was that in Alberta, Canada with 1.8 million licensed drivers, 2.3 million registered vehicles and 190 field offices on-line to the computer system. The new system, MOVES (for Motor Vehicles Systems) was designed and implemented with the substantial assistance of consultants. MOVES is regarded as the leading system of its type in North America and is currently being adapted to the needs of other vehicle administrations.

* A "smart-card" is a transaction card using an embedded microchip for data storage instead of the more familiar magnetic stripe.

The significant aspects of Alberta's strategy are dependence on a central processor, the overhead handicaps of a proprietary database package, need for considerable systems tuning and insufficient attention as yet to administrative decisions affecting the computer system's efficiency. Terminal response time is poor. On the positive side, however, is the new system's modular and robust design, its functionality, the ease with which taxing parameters can be altered and its general adaptability to new business needs.

It is clear from the North American experience that progression to on-line access and update systems at Motor Registry counters is not necessarily straightforward. There is evidence of centrally processed systems using data base packages in administrations the same size as or smaller than New South Wales being overly demanding on computing resources. There are also indications that too early commitment to specific decentralized equipment can be unnecessarily limiting on the ultimate effectiveness of the systems implemented. Administrations significantly larger than New South Wales have necessarily had to consider distributed processing but successful progress in this regard has not been great.

OCR Prospects

For some months previous to the study tour, consideration had been given to the viability of using Recognition Equipment Incorporated's Input 80 to replace and improve existing OCR equipment used to identify paid renewal transactions for computer update. The equipment has advanced capabilities, including reading hand-printed documents, and has been available since the early 1980s but not as yet installed in Australia. It offered the dual prospects of speeding up existing computer updating procedures as well as lessening reliance on traditional keyboard data entry with its associated RSI problems.

Inspection in California and Texas confirmed the equipment's ability to handle a variety of type fonts including controlled handprinting. Both users and the supplier, however, were not optimistic about the viability of this feature in a large-scale work environment. Together with its relatively slow speed and high cost, this diminished its potential to streamline existing processes.

Automated Inspection Stations

Discussions in Arizona and Wisconsin with the Hamilton Test Systems subsidiary of United Technologies revealed considerable progress by the company in implementing semi-automated inspection stations. Primarily involved up to now with exhaust emissions testing, recent moves by some States and overseas jurisdictions to give greater attention to roadworthiness inspections has provided the incentive for the company to apply currently available computer control and detection technologies to many of the quantitative aspects of vehicle roadworthiness inspections.

Of special interest at their Tucson, Arizona station were registration renewal booths staffed by the Department of Transportation at the end of each test lane and an experimental inspection lane using computer-controlled devices for testing brakes, suspension, wheel alignment, steering play and headlamp adjustment as well as exhaust emission and noise level.

These developments clearly indicate a concern for and success with bringing greater degrees of impartiality and efficiency to the vehicle inspection process and will be kept in mind during the proposed review by consultants of the Department's current vehicle inspection arrangements.

The Wisconsin Smart-Card Project

Initiated in 1983, the Wisconsin Smart-Card Project aims to demonstrate a motor vehicle administration business environment where the volume of paper necessary is reduced to an absolute minimum. Using three types of credit card-sized cards containing a microchip (one each for vehicles, owners and motor dealers/financiers) the pilot project aims to replace the paper documents of existing systems with maintenance of the records held on a central computer system and on the respective microchips. Considerably greater security and public convenience are the principal motivations for the pilot project.

To date the project has demonstrated a very limited range of transactions using smart-card readers/writers interfaced to a personal computer. Significant assistance in achieving this has been provided by one particular supplier of smart-cards.

The project was less advanced than anticipated prior to the tour. However, as would be evident from reading the previous section on a future vehicle registration system, the directions being pursued are clearly very appropriate to the way in which the Department wishes to eventually configure its business environment.

There will also be obvious benefits from keeping in touch and monitoring the development and acceptance of the technology among other North American administrations. In this regard the Director, Information Systems will attend a workshop on the project to be held in Wisconsin in late September, 1986. Consideration is also being given to establishing the DMT's own laboratory-scale demonstration of appropriate smart-card transactions.

Alberta's MOVES

The MOVES system recently implemented in Alberta to support the Province's administration of driver licensing and vehicle registrations is widely recognised as a benchmark for motor vehicle administrations seeking to upgrade or re-develop their computer systems. It provides full on-line, front-counter services together with the security and accessibility of a proven proprietary database software package.

In addition to these characteristics, the attractiveness of the system to the Department is in its demonstrated ability to cope with a level of business approaching that of N.S.W., the significant similarity in the business environment, and its functionality and modularity. The prospect is that the system could be successfully adapted to the Department's needs. This is to some extent confirmed by experiences in several American States which have either commenced such an adaptation or undertaken a detailed evaluation of the prospect. Moreover, the system's creators claim that the cost of such an adaptation would be a fraction of the likely cost of full systems development from scratch. This makes pursuit of the system as the basis for the Department's next generation of application systems a very worthwhile course economically. The timetable involved in settling upon the Department's detailed requirements, in phasing in significant enhancements to the Department's operation and services and in implementing a complete overhaul of its systems would also be considerably reduced.

There are significant concerns about the system's transferability to N.S.W., however, including the wisdom of accommodating the processing overheads of a proprietary database package, the ability of the system to handle the additional business demands envisaged for the Department's provision of better service to motorists and motor dealers in particular, and the degree to which the system would necessarily force the Department into continual dependence upon a particular range of large-scale processors.

To this end, it is intended, as a first step towards assessing the ability of MOVES to meet the Department's needs, intentions and strategic preferences, to have its creators, consultants CACI Canada Ltd., advise upon the prospect in response to a detailed statement of where the Department wants to head in the future.

Tour Outcome

The study tour provided the catalyst to significantly progress the DMT's plans for upgrading its services at Motor Registries. This was the result of a combination of the experiences gleaned from the people contacted, the variety of technical and administrative approaches observed and discussed, and the time of the officers involved to intensely review and explore possibilities without the interference of day-to-day activities. The tour confirmed the attractiveness of applications software systems available in Canada and of the prospects for using smart-card technology. It also revealed that significant opportunities are available for the automation of vehicle inspections and registration renewals.

As a result of the tour, the following technology development strategy has been decided upon:

- (i) the adaptation of the Alberta Government's MOVES software continue to be pursued;
- (ii) a distributed processing strategy be adopted in applying greater computer technology to the Department's business;
- (iii) decentralised data entry be used rather than greater use of large scale OCR equipment;
- (iv) assessment of the feasibility of smart-card technology be progressed by a further tour to the United States followed by the establishment of a laboratory-scale demonstration; and
- (v) a greater level of automation and impartiality be pursued in vehicle identification and inspection.

ACTIVITIES OF THE DEPARTMENT

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- Legislative Changes
- Vehicle Registration
- Driver Licensing
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- Personnel
- Information Systems

DEPARTMENT OF MOTOR TRANSPORT

COMMISSIONER
(Mr. Michael Butler)ASSISTANT COMMISSIONER¹ASSISTANT COMMISSIONER
(Mr. Ted Blackhall)DIRECTOR
DRIVER LICENSING
(Mr. Don Bell)

LICENSING BRANCH

(Mr. George Cohen)
suspend, cancel drivers' licences
approve under-age licences
review medical fitness
record traffic offences

DRIVER TESTING BRANCH

(Mr. Hilton Wickham)
suspend, cancel driving instructors' licences
Driver Examiners
driver testing policy
motor cyclist trainingDIRECTOR
VEHICLE REGISTRATION
(Mr. John Stott)

MECHANICAL ENGINEERING BRANCH

(Mr. Rodney Vaughan)
vehicle construction & safety standards
vehicle inspection programs, including heavy vehicle inspection

REGISTRATION SERVICES BRANCH

(Mr. John Archer)
general vehicle registration matters
public enquiries
oversight vehicle transfers

REGISTRATION POLICY BRANCH

(Mr. Frank Howarth)
policy development
design of systems and procedures
ATAC support

SPECIAL PLATES BRANCH

¹
promotion of special number plates
design of new platesDIRECTOR
INFORMATION SYSTEMS
(Mr. Chris Ailwood)

DATA PROCESSING BRANCH

(Mr. Kevin Brooks)
computer operations
software development

RECORDS MANAGEMENT BRANCH

(Mr. Tom Davis)
computer input preparation
records adjustment
information services

NEW SYSTEMS BRANCH

(Mr. Rod McLachlan)
user liaison
consultant supervision
technology assessmentDIRECTOR
REGIONAL SERVICES
(Mr. Phil Balding)

REGIONAL OPERATIONS BRANCH

(Mr. Ron Criss)
REGIONAL BRANCHES²
motor registries
regional & district offices
field operations

TRANSPORT POLICY BRANCH

(Mr. Richard Fleming)
public vehicle transport policy
taxis, private buses, hire cars,
private ferries, aircraft licences

PROPERTY BRANCH

(Mr. Roy Gibson)
property development program

2. CENTRAL METROPOLITAN

(Mr. Bernie Schipp)

WESTERN METROPOLITAN
(Mr. Allan Whitby)HUNTER
(Mr. Dick Swan)SOUTH EASTERN
(Mr. Bob Emery)NORTHERN
(Mr. Tom Dawson)WESTERN
(Mr. Alwyn Leader)SOUTHERN
(Mr. Brian Ansell)DIRECTOR
PERSONNEL
(Dr. Dawn Linklater)

INDUSTRIAL BRANCH

(Mr. Keith Layton)
industrial relations
staff numbers and records
promotions, transfers
salaries (awards)
staff circulars, manuals
leave (recreation, LWP,
maternity, etc.)

STAFF RESOURCES BRANCH

(Mrs. Judith Blayden)
recruitment
staff training & development
staff safety, health
workers compensation

EMPLOYMENT POLICY BRANCH

(Ms. Jade Novakovic)
personnel policy reviews
EEO policyDIRECTOR
FINANCE AND
ADMINISTRATION
(Mr. Les Apolony)

ACCOUNTS BRANCH

(Mr. Ian Gillespie)
accounting & budgetary
functions of DMT & TA
collection and disbursement
of funds
stores and supply
payroll

SERVICES BRANCH

(Ms. Jane Rothman)
policy files, messengers, mail
despatch
printing
public relations
administrative support

INTERNAL AUDIT BRANCH

(Mr. David Steinhoff)
auditing -- EDP and systems
evaluation
disciplinary investigations
fraudulent licensing and
registration enquiries
inspections of registries and
offices

LEGISLATION AND POLICY BRANCH

(Mr. Bob Reace)
general policy
legislation
ATAC liaison

LEGAL BRANCH

(Mr. Richard Ess)
prosecutions and appeals
conveyancing and general
legal workDIRECTOR
TRAFFIC AUTHORITY
(Mr. Harry Camkin)

T.A. ADMINISTRATIVE SERVICES BRANCH

(Mr. John Breadner)
secretarial &
administrative support
community liaison
public relations
adult education

T.A. POLICY AND RESEARCH BRANCH

(Mr. Bruce Hazel)
policy development and
administration
traffic engineering
traffic safety
traffic management

1. AWAITING NEW LEGISLATION.

PRINCIPAL OFFICERS AS AT 30th JUNE, 1986

M J BUTLER, BSc, MBA, MACS, MRAIPA, MCIT
 Commissioner for Motor Transport and
 Chairman, Traffic Authority of N.S.W.

E B BLACKHALL, LLB, MRAIPA
 Assistant Commissioner

P BALDING, AASA, CPA, ACIS,
 MIAA.
 Director,
 Regional Services

C R AILWOOD, BSc (Hons), MBA
 Executive Director,
 Policy Analysis Unit, and
 Acting Director,
 Information Systems

L G APOLONY, Dip Admin, MBA,
 MRAIPA
 Director,
 Finance & Administration

D G BELL
 Director,
 Driver Licensing

D LINKLATER, BA (Hons), PhD, Dip NEd,
 MCIT, MRAIPA, MAPS
 Director,
 Personnel

J STOTT, BSc (Technology)
 Director,
 Vehicle Registration

H L CAMKIN, BE, Dip T & CP,
 MIE AUST, FCIT, FRAIPA
 Director,
 Traffic Authority

The Commissioner and Assistant Commissioner are appointed by the Governor pursuant to provisions of the Transport (Division of Functions) Act 1932, the Transport (Division of Functions) Further Amendment Act 1952, the State Transport (Co-ordination) Amendment Act 1954, and the Transport (Division of Functions) Amendment Act 1957. M. J. Butler was appointed Commissioner on 6th April, 1985 for a term of seven years. E. B. Blackhall was appointed Assistant Commissioner on 15th May, 1985 for a term of seven years.

The other principal officers of the Department are appointed by the Commissioner.

ACCESS

The DMT's Head Office is located at 50-52 Rothschild Avenue, Rosebery, 2018 with general business hours of 8.30 a.m. to 4.30 p.m. on Mondays to Fridays. Its main switchboard can be contacted on (02) 662 5555.

Regional Offices, District Offices, Motor Registries and Vehicle Inspection Stations are at more than 90 locations throughout the State. Regional and District Offices have the same business hours as Head Office. Motor Registries provide service to the public between 9.00 a.m. and 4.00 p.m. on Mondays to Fridays and Vehicle Inspection Stations are open between 8.00 a.m. and 4.00 p.m. on weekdays.

OBJECTIVES

- Accurate identification and recording of all motor vehicles registered for use on N.S.W. roads and of the users responsible for the operation of those vehicles.
- Accurate identification and recording of all persons licensed to drive on N.S.W. roads.
- Ensuring that all registered vehicles are capable of safe operation.
- Ensuring that all newly licensed drivers can drive safely.
- Facilitating the Government's motor vehicle-related safety, revenue and welfare programs.
- Ensuring that private bus and taxi services meet community needs.
- Providing ready and cost-effective access to records to legitimate users.

LEGISLATIVE CHARTER

- Registration of motor vehicles and licensing of drivers; drink driving and certain other driving laws and penalties; mechanical fitness of vehicles; fitness of motorists to hold licences on the basis of competence, medical fitness and/or driving records (Motor Traffic Act).
- Collection on behalf of the Minister for Roads of tax payable in connection with registration of vehicles (Motor Vehicles Taxation Management Act and Motor Vehicles (Taxation) Act).
- Regulation and licensing of commercial goods carrying and passenger carrying road transport services; collection of tax on transfer of certain urban taxi-cabs (Transport Act, State Transport (Co-ordination) Act and Transfer of Public Vehicles (Taxation Act).
- Administration of compulsory motor vehicles third party bodily injury insurance scheme and collection of premiums for insurance effected with the Government Insurance Office (Motor Vehicles (Third Party Insurance) Act).
- Collection on behalf of the Stamp Duties Office of stamp duty payable on issue of new and transferred certificates of registration (Stamp Duties Act).
- Licensing of paid motor vehicle driving instructors (Motor Vehicle Driving Instructors Act).
- Licensing of tow-truck operators and drivers (Tow-truck Act).
- Administration on behalf of the Minister for Transport of the licensing of aircraft operated commercially on intrastate journeys (Air Transport Act).
- Licensing of passenger ferries operating in the Ports of Sydney and Newcastle (State Transport (Co-ordination) Act).
- Provision of the Secretariat of the Traffic Authority of New South Wales (Traffic Authority Act).

OTHER FUNCTIONS AND ACTIVITIES

- The Commissioner is Chairman of the Traffic Authority of New South Wales and an official member of the Board of the Urban Transit Authority of New South Wales. Both of these bodies present Annual Reports to Parliament. He is also a member of the Transport Strategy Advisory Committee, an advisor to the Ministerial Road Safety Committee and an advisor to the Australian Transport Advisory Council.
- The Department is responsible for the administration of the School Student Transport Scheme from January, 1986.

HIGHLIGHTS OF THE YEAR

Annual Determination of Fees and Charges

Legislative amendments now provide for all fees and charges to be determined annually by the Commissioner, with the concurrence of the Minister, and implemented by order published in the Government Gazette. An increase averaging 6.5% was gazetted on 6th June to take effect from 1st July, 1986, the first increase in fees since September, 1984.

Random Breath Testing

Legislation assented to in December, 1985 enabled Random Breath Testing to become a permanent feature of the Government's road safety efforts following a dramatically successful trial of three years.

New Licence Classes

A broader range of licence classes, conforming with the national system approved by ATAC, was introduced with effect from 1st August, 1985.

Heavy Vehicle Inspection Scheme

The Heavy Vehicle Inspection Scheme was extended State-wide from September, 1985 following a successful pilot scheme within the South-Eastern Region of the State.

New Forms for Vehicle Registration

The variety of vehicle registration certificate forms in use was halved during the year by eliminating special forms and by better design of more commonly used forms. Together with further form changes planned for future implementation, these changes are expected to achieve significant improvement in customers' understanding of requirements and turn-around times at Registry counters.

New Vehicle Transfer and Stamp Duty Arrangements

Requirements for both the seller and the buyer of a vehicle to separately declare the purchase price were introduced to reduce stamp duty evasion. Post-paid Notice of Disposal Cards were also introduced to allow owners to more conveniently and quickly notify the sale of vehicles. Both changes were accompanied by wide publicity and a sustained advertising campaign.

Data Entry Upgrade

A complete replacement of data entry terminals, desks and chairs has been undertaken. The need to provide a safe, injury-free work environment was the main criterion used in selecting the new equipment.

Computer System Upgrade

The operating system on the Department's IBM installation was upgraded to MVS/SP and a cross-domain link established with the Police Department's FACOM installation. A consultant's report was received on how best to extend the remote terminal network to all Motor Registries.

Audit of Vehicle Registration Procedures

The Public Service Board conducted a detailed efficiency audit of vehicle registration procedures and recommended action relating to stamp duty collection, registration renewals and transfers and other measures designed to achieve additional revenue worth over \$50 million per annum.

Primary Producer Concessions

As a result of the Public Service Board efficiency audit, persons claiming vehicle registration concessions as primary producers were required from May, 1986 to provide a certificate from a qualified accountant or tax agent in support of their application.

Closure of Police Motor Registries

Following the closure of Police Motor Registries in March, 1986, steps were taken to allow new vehicle dealers to register new vehicles on their premises. More convenient arrangements for re-registering seasonal-use vehicles and obtaining unregistered vehicle permits by telephone were also introduced.

Learner's Permits Computer System

From 1st August, 1985 all learner's permit records have been integrated with the driver's licence computer system.

Demerit Points Scheme Changes

From 1st March, 1986 offences relating to the use of seat belts, child restraints and motorcyclists' helmets attract two demerit points. Demerit points for speeding offences were increased from the same date.

New Accounting Basis

Work has been completed for the keeping of the Department's accounts on a program budgeting basis, effective from 1st July, 1986. Implementation will be assisted by the use of a computerised accounting system installed in June, 1985 and progressively utilised during the past year.

Computerisation of Personnel Records

Consultants were engaged to provide advice on the most appropriate strategies for keeping staff records on a computer-based system.

Reduction in Absenteeism

Absences due to illness averaged 9.9 days per head of staff, a further significant reduction on the figures for previous years. Further improvements are expected from major changes to sick leave conditions introduced during the year.

School Student Transport Scheme

In January, 1986 the DMT took over responsibility for administration of the free school travel scheme. At the same time the Government changed the eligibility criteria and directed the DMT to take other steps to reduce the cost of the Scheme. Savings so far amount to over \$11 million per annum.

Long Distance Bus Services

In September, 1985 the DMT commenced a major review of legislation and policies relating to regulation of long distance bus services.

LEGISLATIVE CHANGES

Five amending Bills were passed by the Parliament and 13 amendments to various regulations were made during the year under review.

NEW LEGISLATION

Transport (Fees and Charges) Amendment Act

This Act, cognate with the Miscellaneous Acts (Motor Transport Fees and Charges) Amendment Act, was assented to on 25th November, 1985 with effect from 1st July, 1986.

The amendments provide for all fees and charges payable under the Air Transport Act, 1964, the Motor Traffic Act, 1909, the Motor Vehicle Driving Instructors Act, 1961, the Motor Vehicle Taxation Management Act, 1949, the Motor Vehicles (Third Party Insurance) Act, 1942, the Recreation Vehicles Act, 1983, the State Transport (Co-ordination) Act, 1931 and the Transport Act, 1930 to be determined annually by the Commissioner, with the concurrence of the Minister, and implemented by order published in the Government Gazette.

An order providing for a general increase of approximately 6.5% in fees and charges payable under the various Acts from 1st July, 1986 was gazetted on 6th June, 1986.

Motor Traffic (Random Breath Testing) Amendment Act.

This Act, assented to on 10th December, 1985, amended the Motor Traffic Act to enable random breath testing, introduced on a three year trial basis on 17th December, 1982, to continue on a permanent basis.

Metropolitan Traffic (Amendment) Act

This Act was assented to on 10th December, 1985 and proclaimed with effect from 1st March, 1986 so as to –

- amend the Metropolitan Traffic Act to extend its operation to the whole of the State;
- increase the penalties under that Act;
- provide for the Act to be known as the General Traffic Act.

The cognate Local Government (Traffic) Amendment Act repealed Ordinance No. 34 under the Local Government Act which had previously regulated non-motor vehicle traffic in local government areas outside the Sydney, Newcastle and Wollongong Transport Districts.

Motor Traffic (Menacing Driving) Amendment Act

This Act, assented to on 21st April, 1986, amended the Motor Traffic Act to create a new driving offence of "menacing". This offence relates to driver conduct which causes another person the reasonable apprehension of harm, violence or injury to that person or that person's property in situations which may not constitute dangerous or reckless driving.

Motor Traffic (Unregistered Vehicles) Amendment Act

This Act, assented to on 21st April, 1986 with effect from 1st August, 1986, amended the Motor Traffic Act to place beyond doubt the rights of motorists to drive unregistered motor vehicles for purposes directly associated with effecting original registration.

NEW REGULATIONS

New Licence Classifications/Conductors' Licences

The Motor Traffic Regulations and the Transport (Public Vehicles) Regulations were amended, with effect from 1st August, 1985, to provide a broader range of licence classifications for drivers to conform with the national system endorsed by the Australian Transport Advisory Council. Additionally, the Transport (Public Vehicles) Regulations and the State Transport (Co-ordination) Regulations were amended to remove obsolete provisions concerning the licensing of conductors for public passenger vehicles.

Insurance of Mini-Buses Operated by Community Groups

Schedule 1 to the Motor Vehicles (Third Party Insurance) Act was amended on 6th September, 1985 to provide that vehicles owned by hospitals and charitable, benevolent or religious institutions and used in connection with an approved community transport project be exempt from the higher third party insurance premiums generally applied to "drive yourself" vehicles.

"No Smoking" Signs in Buses

In the interests of public health, the Transport (Public Vehicles) Regulations were amended on 20th September, 1985 to require that international "no smoking" signs be displayed in motor omnibuses operating in the Sydney, Newcastle and Wollongong Transport Districts.

Third Party Insurance Premiums for Recreational Vehicles

Schedule 1 to the Motor Vehicles (Third Party Insurance) Act was amended, with effect from 1st October, 1985, to provide a scale of third party insurance premiums for motor vehicles registered under the Recreation Vehicles Act.

Increase in Taxi Fares and Charges

The Transport (Public Vehicles) Regulations were amended on 22nd November, 1985 to provide increases in the charges for taxis operating in the Metropolitan, Newcastle and Wollongong Transport Districts. The new rates are \$1.00 flag fall, 60 cents per kilometre travelled, \$15.60 per hour waiting time and a maximum pre-arranged contract hiring charge in the Metropolitan Transport District of \$16.60 for the first hour and \$4.15 for each succeeding 15 minutes or part thereof.

Extension of the Heavy Vehicle Inspection Scheme State-wide

Amendments to the Motor Traffic Regulations and the Transport (Public Vehicles) Regulations were gazetted on 6th December, 1985, with effect from 1st January, 1986, to extend the Heavy Vehicle Inspection Scheme State-wide and to provide a revised scale of inspection fees for vehicles encompassed by the Scheme.

Australian Design Rules and National Draft Regulations

The Motor Traffic Regulations were amended on 27th December, 1985 to include a number of Australian Design Rules and amendments to the National Draft Regulations defining Vehicle Construction, Equipment and Performance Standards for Road Vehicles.

Rear Marking Plates for Heavy Vehicles

The Motor Traffic Regulations were amended, with effect from 1st July, 1986, to require reflective rear marking plates to be fitted to every motor vehicle and motor vehicle/trailer combination (other than a route service omnibus) having a gross vehicle weight in excess of 12 tonnes.

Third Party Insurance Increases

Schedule 1 to the Motor Vehicles (Third Party Insurance) Act was amended by regulation to effect a general increase of approximately 22.5% in third party insurance premiums for motor vehicles registered in N.S.W. The increases were effective from 15th February, 1986.

Non-Motorised Traffic in Country Areas

The Metropolitan Traffic (General) Regulations and Metropolitan Traffic (Pedestrian) Regulations, which previously controlled the movement of pedestrian, bicycle, horse and other non-motorised traffic in the Sydney, Newcastle and Wollongong Transport Districts were amended and renamed the General Traffic Regulations and General Traffic (Pedestrian) Regulations respectively, consequent upon the enactment of the Metropolitan Traffic (Amendment) Act, 1985.

Display of the Word "Taxi"

The Motor Traffic Regulations were amended on 2nd May, 1986 to provide that the word "taxi" must not be displayed on the roof of any motor vehicle other than a vehicle licensed as a taxi under the State Transport (Co-ordination) Act, or anywhere on the body of an unlicensed motor vehicle that has seating for more than 3 adult persons including the driver. The amendments also prohibit the fitting of a taximeter to any motor vehicle other than a licensed taxi.

Lifting Capacity for Tow-trucks

Amendments to the Motor Traffic Regulations were gazetted on 2nd May, 1986 to provide, with effect from 1st January, 1987, that the lifting capacity of the chassis of a tow-truck must be legibly and durably displayed on the rear of the vehicle.

Motor Vans and Three-Wheeled Trucks

Amendments to the Transport Act, Public Vehicles Regulations and Motor Traffic Regulations were gazetted on 27th June, 1986, with effect from 1st July, 1986, to remove references to motor vans and anachronistic provisions in respect of three-wheeled trucks.

VEHICLE REGISTRATION

During the year, all Head Office vehicle registration activities were consolidated into the Vehicle Registration Directorate. These activities include the follow-up and processing of incomplete registration transactions referred from Motor Registries; the processing and reconciliation of transfers of ownership; attending to general correspondence concerning vehicle registration matters; issue of special number plates; general administration of motor vehicle inspection programs; development and application of vehicle engineering standards; and the determination of vehicle registration policies for application throughout the Department.

NEW INITIATIVES

The Efficiency Audit

During the latter half of 1985, the Public Service Board conducted an efficiency audit of the motor vehicle registration function. The audit report was delivered to the Minister for Transport in January, 1986. A major part of the registration management function is now focussed on responding to the report and implementing those of its recommendations which were found to be worth pursuing.

1. Measures were taken to discourage evasion of stamp duty payable on transfer of registration (benefit estimated to be \$40 million per annum).
2. Action was initiated to achieve earlier and more accurate reporting of sales and transfers (\$6 million p.a.).
3. Action has been proposed to ensure on-time payment of registration renewals (\$1.6 million p.a.).
4. Measures were taken to significantly tighten control over the issue of registration concessions to primary producers (\$3 million p.a.).
5. Action was initiated to disallow the registration of business-owned vehicles at private rates (\$2.6 million p.a.).
6. Action was taken to expedite reviews, already in progress, of weight tax and third party insurance arrangements.
7. A proposal was made to the Australian Transport Advisory Council for development of more rigorous vehicle identification requirements.
8. A major review by independent consultants of the New South Wales vehicle inspection system was initiated.
9. Work was commenced to establish a blueprint for greater use of technology in transacting vehicle registration business and to overhaul the associated computer systems.

Transfers of Registration

Notifications of vehicle transfer are received either at Motor Registry counters or by mail. To effect a transfer of registration, the DMT requires a notification of disposal by the seller and an application for transfer from the buyer and customers are encouraged to submit these promptly and at the same time. Where only one of these components is satisfied, the Department must follow up the other party and list the vehicle as a pending transfer. 630,862 transfers fell into this latter category in 1985/86.

A major difficulty has been that buyers of vehicles are often slow to report their acquisitions, in ignorance of the requirements or perhaps in order to defer payment of transfer fees and stamp duty. Difficulties are compounded when vehicles change hands several

times in a short period and one or more transfers go unreported. In these cases, the follow-up of intermediate owners presents particular difficulties.

In May, 1986, certificates of registration and procedures were altered to better inform both buyers and sellers of their obligations and to simplify the procedures for effecting transfers. The seller now completes the relevant section on the back of the certificate and hands it to the buyer who then completes the transfer application section and presents it to the DMT with the necessary fees. Widespread publicity was given to these changes to encourage prompt notification of vehicle transfers.

Where buyers do not apply promptly for transfer, transactions can be expedited if sellers of vehicles can be encouraged to notify disposal independently of the buyer. Such notifications allow follow-up of buyers who do not finalise transfer of registration within the mandatory seven days. In association with initiatives aimed at improving collection of registration transfer fees and stamp duty, the Department introduced a new Notice of Disposal card which was made available through Motor Registries and Authorised Inspection Stations. The associated publicity warned of the dangers of selling vehicles without notifying the DMT - mainly the possibility that action for traffic infringements committed by the new owner might be directed at the previous owner.

The Notice of Disposal card was used for 18,559 transfer pending notifications between 6th May, 1986 and 30th June, 1986. This corresponds to a figure of about 120,000 for a full year. The Notice of Disposal Card and other initiatives aimed at encouraging prompt reporting of registration transfers, resulted in a marked increase in the Department's transfer processing workload in the latter months of the report year.

Primary Producer Concessions

The Motor Vehicles Taxation Management Act entitles some vehicle owners to registration at reduced rates for vehicles used in connection with primary production activities. In order to discourage false claims, a new system was introduced in May, 1986 whereby an application for primary producer registration had to be supported by a certificate from a qualified accountant or tax agent stating that the applicant's business records supported the application.

As at 30th June, 1986, the number of vehicles registered at Primary Producer rates was 118,711, down 2.6% from the figure of 121,878 which applied on 30th June, 1985. Although early results are encouraging, it is too soon as yet to assess the impact of the new requirements.

At the close of the report year, consideration was being given to minor modifications of the declaration procedures to simplify the work required of accountants and tax agents.

Surcharges on Late Payments

The late payment of registration charges, both at renewal and on transfer of registration has long been a problem for the DMT. It was proposed to address this issue by placing a surcharge on late payments: \$15 on late renewals; \$50 on late transfers. At the close of the report year, arrangements were well in hand to introduce the surcharge on late transfers in the last quarter of 1986. Surcharges on late renewals are still under consideration.

Dealer Registrations

With the closure of most country Motor Registries operated by the Police Department in March, 1986, many motor dealers in country towns were faced with the prospect of travelling long distances to register the new vehicles that they sold. It was recognised that this involved a significant cost increase for these dealers and a trial scheme was initiated in which dealers were permitted to hold number plates and issue interim registrations, subject to later confirmation and issue of registration certificates and labels by DMT.

At the close of the year, some 25 dealers had taken advantage of this scheme and the DMT was assessing the possibility of its extension to other centres.

Seasonally Registered Vehicles

Many farm vehicles are registered only for a short period each year, usually at harvest time. Until 1986, revival of registration of these vehicles required their submission to Motor Registries. This was inconvenient for owners and resulted in a seasonal overload for the DMT. Accordingly, in 1985/86, procedures were introduced to allow owners of seasonal-use vehicles to revive their registrations on the basis of simplified checks of identification by Authorised Inspection Stations.

Assurance of Roadworthiness on Transfer of Registration

For many years, the DMT has required proof of roadworthiness on renewal of registration by presentation of an inspection report (a "pink slip") from an Authorised Inspection Station. Late in 1985, at the request of the Department of Consumer Affairs, the DMT instituted arrangements to encourage similar inspections prior to private sales. Arrangements are now in train to amend the Motor Traffic Act and Regulations so that private sellers of vehicles are obliged to furnish buyers with "pink slips". (There are already longstanding consumer protection laws which require motor dealers to guarantee roadworthiness).

Parking Permits for the Disabled

The DMT issues parking authority cards to people whose ability to walk long distances is impaired. A card permits the holder to park a nominated vehicle without time restriction on most sign-posted parking spaces.

Prior to 1979, parking authorities did not carry any expiry date. From that time, a requirement was introduced for renewal after three years. As at 30th June, 1985 there were 14,657 authorities on issue but it was not known how many were actually in use. During the report year, a review was completed of the parking authority scheme. All existing permits were cancelled and a new series of permits was issued, valid for one year only, to gauge the actual demand. Issue of these new authorities was conditional upon provision of up-to-date medical certification. In the coming year, it is planned to establish the scheme on a three-year renewal cycle and to issue identifiably different cards to disabled persons who drive themselves, to disabled people who are driven by others, and to disabled persons' representative organisations.

At 30th June, 1986, 13,347 new permits were on issue, a reduction of 8.9% over the 1985 figure.

Driving Hours Limitations for Commercial Vehicle Operators

Drivers of specified commercial vehicles are obliged to observe daily and weekly limits on driving hours and must keep log books as testimony to their observance of the law.

The log book format is prescribed by law and books are furnished to drivers by the DMT upon application to any office. Central records are maintained of the log books on issue, in order to guard against multiple issues of books to individual drivers. Nonetheless, it is widely believed in the transport industry that multiple copies of books are held (usually being obtained by presentation of a driving licence from another State).

During the report year, some 23,318 log books were issued.

Because of concern about the scope for abuse of the log book system, in 1983 the Government requested an investigation of the feasibility of using tachographs for control of driving hours. Tachographs are vehicle-mounted instruments which record hours of operation, road speed and distance travelled. After a series of investigations during 1983/84 and 1984/85, the Government indicated in the report year that it favoured the replacement of log books by tachographs and the DMT was requested to proceed with more detailed planning. The National Road Freight Industry Inquiry also recommended the use of tachographs in its report.

In February, 1986, the DMT issued a public discussion paper on the proposal; it then held

consultations with industry associations and, in June, the Australian Transport Advisory Council endorsed the proposal, in principle, for national application.

DMT is now preparing detailed specifications for instruments and administrative procedures.

Registration of Ex-Government Vehicles

Unlike privately owned vehicles, Government vehicles, upon disposal, are deregistered and the buyers must submit them to Motor Registries for inspection and original registration procedures. Besides overloading some Sydney Motor Registries on Government vehicle sale days, this process is also thought to inhibit sale prices. To address these issues, a scheme was introduced in which approved staff in participating State Government Departments and Authorities may inspect sale vehicles before auction. Road-worthy vehicles are then offered with "pink slips" and other paperwork enabling immediate registration over the registry counter. The scheme offers to buyers a higher standard of presentation and more convenient registration procedures.

Interest in the scheme is growing with around one-third of New South Wales Government Departments now participating and the Commonwealth Government's Department of Local Government and Administrative Services about to join. The long-term benefit to all Departments should be higher resale prices for their vehicles, with reduced administration costs to all Departments - including the DMT.

Rear Marking Plates

A new measure to reduce involvement of heavy vehicles in rear-end crashes has been introduced in the form of retro-reflective rear marking plates. In line with a national policy endorsed by the Australian Transport Advisory Council, from 1st July, 1986 all vehicles and vehicle combinations over 12 tonnes will be required to display a pair of rear marking plates of specified design and dimensions. The aim of this measure is to improve the conspicuity of such vehicles at night or in other conditions of poor visibility. By the end of the report year the distinctive red and yellow marking plates had already become a common sight on N.S.W. roads.

Road Trains

In July, 1985 the DMT assumed responsibility for issuing permits for road trains in the far-west of the State. 130 permits were issued during the year. Stock-carrying road trains have been operating under Police permits in this area for many years. Under the new arrangements road trains may now carry all types of goods. The maximum permitted length of road trains is currently 35 metres. The operation of road trains is being monitored by a Working Party set up by the N.S.W. Traffic Authority which is reviewing both the length limit and the area of operation.

Double Articulated Vehicles ("B-Doubles")

Issue of permits to operate B-doubles outside the designated road train area was examined by the Road Train Working Party, following requests from commercial vehicle operators. The Working Party advised that B-doubles could be permitted on the route from Sydney to Canberra on a trial basis. The route was subjected on a pre-trial survey when a fully laden (53.4 tonnes) single articulated vehicle and a partially laden B-double were used in a test run in order to check the effect of maximum allowable gross mass on roads and highways and to examine the problems that might be encountered by long vehicles. Following successful completion of the pre-trial survey the Traffic Authority has approved extension of the trial for a period of two years and the DMT has issued road train permits for two double articulated vehicle combinations.

The trial commenced on 16th June, 1986 with restricted hours of operation (daylight hours only) under supervision from the Traffic Authority. Performance of B-doubles is being closely monitored and extension of operating hours will be considered after the review of the initial two months of the trial.

Single Uniform Type Inspection (SUTI)

When new models of vehicles are released, it is necessary to ensure that they conform to applicable design standards and to capture the registration data that is necessary for DMT records. This data is also compiled and circulated to motor dealers who may use it to register new vehicles without their presentation for DMT inspection. In 1985, the Australian Motor Vehicle Certification Board introduced a national system for type approval inspections of new makes and models. This system, the Single Uniform Type Inspection system (SUTI), currently applies only to passenger cars, light commercials and motorcycles but will soon be extended to include incomplete vehicles such as cab and chassis vehicles. The national system replaces the New Vehicle Certification Scheme previously operated by the Department.

SUTI first came into effect on 1st August, 1985 and so far 70 vehicle models have passed through the system.

Heavy Vehicle Inspection Scheme

The DMT's statewide programme of periodic roadworthiness inspections of heavy vehicles was implemented on 2nd September, 1985. During the year 43,126 heavy vehicles and public passenger vehicles were inspected. Of these 23,640 were found to be defective including 2,665 with major defects. The majority of inspections were arranged by appointment through a toll-free telephone booking service which operates from Botany Vehicle Inspection Station.

Vehicle Inspection Stations have been constructed at Wetherill Park, Botany and Carrington (Newcastle). At the end of the report year, a station was also under construction at Unanderra (Wollongong) and Heavy Vehicle Inspection facilities were being constructed as part of two new Motor Registries at Penrith and Queanbeyan. Almost half of the inspections are conducted outside the Sydney metropolitan area. In country areas, mobile teams work to an itinerary and conduct inspections at part-time sites in some 100 towns throughout the State.

The Mobile Inspection Division continued to conduct random roadside inspections of heavy vehicles and some pre-arranged inspections of fleets of vehicles throughout the State. During the year 5,792 vehicles were inspected. Of these 3,474 were found to be defective and 407 had major defects.

A separate annual report is produced on technical aspects of the Heavy Vehicle Inspection Scheme.

During the report year, a Heavy Vehicle Inspection Scheme Consultative Committee was formed to provide a mechanism for Government and Industry to streamline and improve the Heavy Vehicle Inspection Scheme. The Committee comprises representatives from the Bus and Coach Association, the N.S.W. Road Transport Association, the Institute of Road Transport Engineers, the Livestock and Grain Producers' Association, the Long Distance Road Transport Association and the Transport Workers' Union. The Committee met twice during the report year. Numerous minor matters were resolved. Preparation of an inspection guide for vehicle operators was commenced and the Department's training courses for its motor vehicle inspectors are being refined in the light of advice provided by the committee. Information sheets on rear marking plates for trucks were also improved.

CONTINUING OPERATIONS

Registration Statistics

During 1985/86 259,433 new vehicles were registered, 154,892 used vehicles were added to the register (transferred from other States or re-registered after a lapse in New South Wales registration) and 335,525 vehicle registrations lapsed or were cancelled. The Department also recorded 1,150,084 changes of registered owner - many vehicles are transferred more than once within the year.

At 30th June, 1986, there were 3,590,090 vehicles registered, an increase of 2.0% over the comparable figure for 1985. The composition of the register by vehicle type was:

	30 June 1986	30 June 1985	Variation
Passenger cars, Station wagons mini-buses, etc.	2,289,612	2,241,838	+ 2.1%
Taxis, Hire Cars, etc	5,538	5,473	+ 1.2%
Commercial vehicles (vans, utilities, etc) up to 5 tonnes empty weight	552,452	536,050	+ 3.0%
“For Hire” vans	601	629	- 4.5%
Commercial vehicles over 5 tonnes empty weight	43,901	43,675	+ 0.5%
Buses, coaches	8,037	7,979	+ 0.7%
Light trailers and caravans	525,350	514,385	+ 2.1%
Heavy trailers (over 2.5 tonnes empty weight)	15,474	15,112	+ 2.4%
Tractors, plant, machinery	25,064	24,732	+ 1.3%
Motor cycles	<u>124,061</u>	<u>130,883</u>	<u>- 5.2%</u>
TOTAL	<u>3,590,090</u>	<u>3,520,756</u>	<u>+ 2.0%</u>

Special Number Plates

The DMT offers 3 series of optional number plates:

Personalised Plates are supplied as white-on-black or black-on-yellow plates (depending on the alphabetical prefix requested) and buyers may choose any two-digit or three-digit alphabetical prefix (usually personal initials).

Custom-made Plates are supplied in the standard black-on-yellow format but customers may choose any combination of letters and numbers (but not numbers alone) from 1 to 6 digits.

Historic Plates are plates which show numbers only and which are made by the same process as was used for New South Wales' first number plates from 1910 to 1937.

Total plate sales for 1985/86 were \$3.5 million, \$0.7 million up on the previous year. Income was derived as follows:

Personalised Plates:	(37,173 pairs)	\$2,230,380
Custom-made Plates: New issues	(2,397 pairs)	431,460
Renewal of lease fees	(2,484 pairs)	447,120
Historic Plates: New issues	(152 pairs)	385,519
Transfers between owners	(94 pairs)	55,900

At the end of the report year, it was announced that the fee for issue of personalised plates would rise from \$60 to \$100 on 1st July, 1986. This resulted in an end of year rise in applications from the usual 600 to some 2,500 per week. Personalised plates in some prefixes are now exhausted or in limited supply and it has long been felt that they are underpriced. If sales are maintained at previous volumes in the prefixes remaining, income in this series could rise by about \$1.4 million in the year 1986/87.

During the report year, work progressed on the design and development of new number plate products. In particular, progress was made towards the development of a more attractive custom-made plate and consideration was being given to the future offer of such plates for direct sale, rather than annual lease. The DMT also embarked upon a restructuring of its number plate sales activities which, in 1986/87, is expected to lead to a significant improvement in income.

The Department believes that continued development of the issue of special number plates is a particularly useful investment in that it has the potential to offset compulsory government charges in other areas whilst satisfying a well-defined community demand. Flexibility in product design and marketing plus measures to guarantee authenticity are essential however, if competition from home-made and "black market" plates is to be avoided.

LPG in Caravans

LPG-fuel systems in motor vehicles have long required mandatory annual inspection by the DMT at specially approved Authorised Inspection Stations. In 1985, a survey was commissioned by the N.S.W. Plumbers, Gasfitters and Drainers Board of non-fuel LPG systems (such as are used in caravans and trailers for cooking, heating, refrigeration, etc). This survey indicated an alarming level of dangerous installations and the inspection requirement has been extended to LPG installations in caravans.

Authorised Inspection Stations Scheme

Authorised Inspection Stations are appointed in all parts of the State to carry out inspections of motor vehicles. The great majority of inspections are the annual roadworthiness checks of private vehicles for renewal of registrations. Some stations in remote areas are also involved in the clearance of defect notices and the inspection of vehicles for original registration.

At the end of the report year there were 5,938 Authorised Inspection Stations and approximately 12,100 Authorised Examiners. About 3 million vehicles were inspected through the Scheme. Regular checks are made on the operation of Authorised Inspection Stations to ensure that, as far as practicable, defective vehicles are not passed as fit. The DMT employs 26 Motor Vehicle Inspectors in this work and they also attend to the appointment of stations and examiners and give advice to station personnel on any problems that might arise.

Instances of neglect of or departure from proper standards by proprietors of Authorised Inspection Stations are considered by a Committee of Review which comprises representatives of the Motor Trader's Association of N.S.W., the Service Stations Association of N.S.W., the Institute of Automotive Mechanical Engineers and the Society of Automotive Engineers, and is chaired by the Department's Chief Inspector of Motor Vehicles. During the year the Committee dealt with 215 reports. Subsequently 137 Authorised

Inspection Stations and 151 examiners were disqualified or suspended from the scheme. 75 less serious cases were dealt with by the issue of warnings to proprietors and 67 examiners.

The Motor Traffic Regulations provide for appeals to Courts of Petty Sessions against decisions to refuse, cancel or suspend Authorised Inspection Station authorities and during the year 41 such cases were heard. 20 decisions were confirmed; in 13 cases the period of suspension was varied; in 8 cases the appeals were upheld.

During the report year, the activities of the Scheme were expended to cover inspections of vehicles prior to sale by private owners.

Pensioner Registration Scheme

During the year ended 30th June, 1986, 250,467 pensioner concession registrations were granted. The average saving for pensioners during 1985/86 was \$121. The total value of concessions granted under the Scheme, including fees, taxes and insurance, was \$30.42 million.

Tow-Truck Operators' Licences

The Tow Truck Act requires operators of tow trucks which are used for general recovery work to hold an operator's licence for each such vehicle. Similarly, any tow truck driver or driver's assistant must hold a driver's certificate. Tow trucks which are only used to recover vehicles belonging to the tow truck operator need not be licensed.

The Government has been considering the establishment of an independent Tow Truck Council to oversight the industry, but no decision has yet been taken to proceed. Therefore, during the report year, licences and certificates continued to be issued by the DMT and, at 30th June, 1986, there were 1,989 operators' licences and 6,158 driver's certificates on issue; these figures represent decreases of 2½% and 1% respectively on the comparable 1984/85 figures.

During the year engineering standards for tow trucks were upgraded to ensure that vehicle lifting capacity was properly specified and displayed.

The year's turnover of licences and certificates was as follows:

Applications for new operator's licences:

● applications granted without objection:	494
● applications denied:	5
● appeals against denials:	0

Applications for new driver's certificates:

● applications granted without objection:	1,184
● applications denied:	147
● appeals against denial:	16
● applications granted on appeal:	6

PERFORMANCE MEASURES

The following performance measures are proposed for future reporting on the DMT's vehicle registration activities.

Magnitude of Activities

- Size of vehicle population.
- Volume of original registrations.
- Volume of transfers of registration.
- Total cost of operation.

Efficiency

- Costs of processing individual transactions (original registrations, renewals, transfers, inspections).
- Turnaround time for transactions,
 - : customer contact time.
 - : total processing time.
- Fees charged for transactions.

Effectiveness

- Volumes of errors in vehicle and owner identifications.
- Proportion of transfers of ownership requiring follow-up.
- Inspection pass rates.
- Assessment of responses from customers and business associates.

DRIVER LICENSING

The DMT is responsible under the Motor Traffic Act for the issue of all driver's and rider's licences, ranging from learner's permits and provisional licences to licences to drive taxi-cabs, buses and articulated vehicles. The Driver Licensing Directorate is responsible for the development of effective procedures for the testing and licensing of applicants, for maintaining an accurate record of serious traffic offences and for the administration of the Provisional Licence and Demerit Points Schemes.

NEW INITIATIVES

Issue of Driving and Riding Instructor's Licences

Arising from concern expressed by some sections of the driving school industry that the test for driving instructors is not stringent enough, the testing procedures for such licences were reviewed. It is anticipated that new testing procedures will be implemented by December, 1986.

Staysafe Report on Motorcycle Safety (STAYSAFE 3)

At the close of the report year, the DMT had prepared a submission for the Minister's consideration about the Staysafe 3 recommendations. Of all the recommendations contained in Staysafe 3, those which will have the most significant impact relate to the introduction of a scheme for off-road pre-permit training and testing for motorcyclists. The DMT fully supports the concept of pre-permit training and testing as a road safety initiative and, in anticipation of the Government's acceptance of the scheme, has conducted preliminary investigations into the feasibility of commencing courses at selected locations.

New Licence Classes

A new system of licence classes based on recommendations endorsed by the Australian Transport Advisory Council was introduced on 1st August, 1985. The new classifications better equate with vehicle categories used in applying the Australian Design Rules and better reflect the types of vehicles now in common usage, particularly in the class one licence classifications.

Learner's Permit Computer System

On 1st August, 1985 learner's permit records were for the first time incorporated within the Department's driver's licence computer system. This provides on-line enquiry access and enables the gathering of statistical information for learner's permits similar to that currently available for driver's licences. The system also identifies drivers and riders who attempt to avoid licence penalties by the improper use of learner's permits.

Demerit Points Scheme Changes

On 1st March, 1986, in accordance with recommendations put forward by the Ministerial Road Safety Committee, the traffic safety-related offences of failing to wear a seat belt, allowing a child to travel unrestrained in a motor vehicle and failing to wear a helmet whilst travelling on a motorcycle were included in the demerit points scheme, each attracting two points.

On the same date the demerit point values for the offences of exceeding the speed limit by not more than 15 km/h, by more than 15 km/h but not more than 30 km/h and by more than 30 km/h were increased to three, four and six demerit points respectively.

CONTINUING OPERATIONS

Licensing Activities

Driver Examiners conducted 179,991 driving and riding tests with a pass rate of approxi-

mately 61% during the year. Eighteen new licence testing centres were established when the responsibility for licence testing at a number of country locations was transferred from the Police in March, 1986. Police still conduct driving and riding tests at some remote locations, mostly in the far western area of the State.

Listed below, in various classes, are the driver's and rider's licences in issue at 30th June, 1986. They represent an increase overall of 2.3% over the previous year.

	30 June 1986	30 June 1985	Variation
Class 1A (cars and light trucks) Seating up to 12 adults	2,621,616	2,606,366	2.4%
Class 1B (cars and light trucks) Seating up to 30 adults	47,445		
Class 2A (hire cars and country taxis) Seating up to 12 adults	6,564	6,994	5.6%
Class 2B (hire cars and country taxis) Seating up to 30 adults	820		
Class 3A (large rigid trucks) Weighing up to 13.9 tonnes	6,589	327,328	—
Class 3B (large rigid trucks) Any weight	320,718		
Class 4A (public passenger buses) Weighing up to 13.9 tonnes	431	50,672	5.3%
Class 4B (public passenger buses) Any weight	52,914		
Class 5A (articulated trucks) Weighing up to 22.4 tonnes	1,232	126,066	2.2%
Class 5B (articulated trucks) Any weight	127,613		
Taxi-cab driver (Transport Districts)	19,941	19,262	3.5%
Motorcycle rider	311,018	301,168	3.2%
TOTAL	3,516,901	3,437,856	2.3%

Traffic Offences

A record is maintained of traffic offences committed by individual motorists and such information is accessible, via computer terminals, by the Police Traffic Branch to deal with reports of further offences and to assist the courts in their determination of appropriate penalties.

453,430 driving offences (not including parking and other minor offences) were recorded against drivers during 1985/86, representing a decrease of 3.2% over the previous year. Liability for the offence of 364,791 cases was satisfied by payment of the penalty nominated under the infringement notice scheme. The remaining 88,639 cases resulted in 86,159 drivers being convicted by the courts and 2,480 persons being discharged pursuant to s.556A of the Crimes Act. Suspensions or disqualifications were ordered in 3,429 cases.

Conviction for more serious offences involving automatic disqualification numbered 27,820 an increase of 3,676 over the previous year. An additional 1,511 offences that result in automatic disqualification were discharged under s.556A of the Crimes Act without conviction. Of the 27,820 cases in which convictions were recorded only 1,271 were subject to the statutory period of disqualification and in the remaining 26,549 instances, the courts imposed other, and usually shorter, periods of disqualification.

Of the 21,599 cases brought before the courts involving offences of having the prescribed concentration of alcohol, 1,316 were discharged without conviction under s.556A of the Crimes Act.

Similarly of the 686 drivers brought before the courts on charges of driving under the influence of alcohol, 36 were discharged without conviction under s.556A of the Crimes Act.

Provisional Licence Scheme (Novice Drivers and Riders)

Prior to 26th March, 1985 first year provisional licences were subject to cancellation if the holder breached any one of the conditions of the licence. Since that date, these licence holders have been permitted to accumulate five demerit points before cancellation action is taken. During the year, 3,511 such licences were cancelled including 2,915 first year provisional licences and 596 subsequent first year provisional licences. This compares with 7,105 licences cancelled in 1984/85 and 10,882 in 1983/84.

Demerit Points Scheme

This scheme provides for drivers (other than first year provisional licence holders) to have their licences cancelled if they accumulate 12 or more demerit points in a two year period. During the year 11,566 licences were cancelled and 469 were suspended. This compares with 10,056 and 266 in the previous year.

Almost all those whose licences were cancelled opted to apply for a special provisional licence which carries a condition of automatic cancellation in the event of a further offence. Subsequently, 1,762 such licences were cancelled compared with 1,283 last year.

Other Licence Cancellations

Causes for other cancellations and suspensions in the review year included the conduct and habits of licensees (22), medical impairments (679) and other grounds (1,626). In the previous year, the comparative figures were, conduct and habits (19), medical impairments (768) and other grounds (924).

This year 1,158 applications for licences were refused compared with 1,174 in the previous year.

Assessment of Disabled Drivers

The Disabled Driver Assessment Centre, situated at the DMT's Head Office at Rosebery assists in making objective assessments of the physical capacity of those persons who have suffered strokes, spinal injuries and paralysis, amputations or deformities of the limbs to satisfactorily control a motor vehicle.

TABLE 1

CANCELLATION, SUSPENSION AND REFUSAL OF DRIVING LICENCES BY COURTS FOR THE MOST SERIOUS CATEGORY OF OFFENCES

TYPE OF OFFENCE	Decision of Court		DISQUALIFICATIONS IMPOSED													APPEALS				
	CON-VICTED	*DIS-CHARGED SECTION 556A	AUTOMATIC					Automatic Disqualification Varied By Court To								TOTAL	DIS-MISSED (CON-VICTION CONFIRMED)	DIS-ALLOWED (CON-VICTION QUASHED)	DIS-MISSED UNCONDITIONALLY	DIS-MISSED CONDITIONALLY
			THREE MTHS	SIX MTHS	ONE YEAR	THREE YEARS	FIVE YEARS	LESS THAN 3 MTHS	3 MTHS LESS THAN 6 MTHS	6 MTHS LESS THAN 1 YR	1 YEAR LESS THAN 3 YRS	3 YEARS LESS THAN 5 YRS	5 YRS OR MORE							
Learner Exceed .02 Alcohol	74	4	1	-	-	-	-	29	34	4	6	-	-	74	-	-	-	-		
Prov. Driver Exceed .02 Alcohol	224	9	-	-	-	-	-	131	81	8	4	-	-	224	4	-	-	-		
Drive whilst under Influence	650	36	-	-	1	1	-	2	30	188	293	77	58	650	49	13	1	2		
Drive with High Range Concentration of Alcohol	7131	290	-	-	-	63	45	5	6	1744	2900	1549	819	7131	570	17	12	17		
Drive with Middle Range Concentration of Alcohol	9327	696	-	-	99	37	-	12	3522	2406	2485	615	151	9327	445	8	18	7		
Drive with Low Range Concentration of Alcohol	3391	308	-	28	6	-	-	1739	811	606	178	17	6	3391	91	9	4	1		
Drive with Prescr. Concent of Alcoh. 0.05 but less than 0.08	71	7	-	-	1	-	-	2	24	15	19	8	2	71	3	2	-	-		
Drive with Prescr. Concent. of Alcoh. .008 or greater	65	2	-	-	-	1	-	1	7	6	22	20	8	65	5	-	-	-		
Refuse Breath Analysis Test	343	12	-	-	1	6	7	2	4	63	127	78	55	343	46	1	1	2		
Drive in Manner or at Speed Dangerous	3023	94	-	-	-	61	38	2	8	943	1173	588	210	3023	359	39	3	8		
Not Stop after Injury Accident, Sect. 8(1)	80	4	-	-	-	3	4	1	4	27	21	14	6	80	4	-	-	-		
Drive whilst Disqualified	3139	44	-	845	-	-	-	3	19	702	732	422	416	3139	284	7	5	3		
Culpable Driving	227	4	-	-	2	16	3	4	15	19	84	51	33	227	8	2	-	-		
By Negligent Act Cause Grievous Bodily Harm	66	1	-	-	-	2	-	-	-	7	37	15	5	66	1	-	-	-		
Breach of Recognisance	9	-	-	-	-	-	-	-	3	4	-	2	-	9	-	-	-	-		
TOTAL	27820	1511	1	873	110	190	97	1933	4568	6742	8081	3456	1769	27820	1869	98	44	40		

EXPLANATION: * Discharged pursuant to Section 556A of the Crimes Act, 1900.

Table 2 – Less serious offences dealt with by Courts or under the Infringement Notice Scheme

Nature of Offence	Traffic Infringement Penalty Paid	Decision of Court		
		Convicted	Dismissed Section 556A*	Suspension or Disqualification Ordered
Exceed speed limit	224,210	34,581	278	192
Negligent driving	33,403	10,443	742	475
Not stop after accident	–	1,233	180	793
Other offences (Cross unbroken centre line, etc.)	107,178	42,382	1,280	1,969
TOTAL	364,791	88,639	2,480	3,429

* Discharged pursuant to Section 556A of the Crimes Act, 1900.

Appeals to higher Courts against suspensions or disqualifications were heard in 235 cases of which 103 were allowed and 132 dismissed.

Table 3 – Suspension, cancellation and refusal of licences by the Commissioner

Grounds	Licence Suspended or Cancelled	Application Refused
Traffic Offences		
Provisional Licence Scheme		
– first year licences cancelled	2,915	–
– subsequent first year licences cancelled	596	–
– other than first year licences cancelled	(3) <i>These are 10 P's</i>	–
– 10P1 (probationary) licences cancelled	1,762	–
Demerit Points Scheme		
– licences suspended	469	–
– licences cancelled	11,566	–
Conduct and Habits	22	133
Medical Impairments	679	369
Other Grounds	1,626	656
TOTAL	19,638	1,158

There were 2,239 appeals to Local Courts in respect of the abovementioned suspensions, cancellations and refusals. 402 were allowed and 1,569 dismissed. 267 appeals were withdrawn.

Novice Motorcyclist Training

The off-road pilot training scheme for novice motorcycle riders, which was introduced in February, 1984, continued to operate in the grounds of the Granville College of Technical and Further Education. The pilot scheme, consisting of three 3-hour sessions, includes classroom theory, safety awareness and practical riding techniques and is being evaluated with regard to teaching methods and cost effectiveness. During the year 184 persons participated in 38 courses. The theft of four motorcycles during the year reduced the intake capacity for the courses for several months until replacement motorcycles became available.

Licensing of Driving Instructors

At 30th June, 1986 1,998 licences were in issue to driving instructors compared with 1,950 on 30th June, 1985. Six applicants were refused licences during the year. Three of these applicants appealed against the refusal to issue a licence and all three appeals were dismissed. During the year five licences were cancelled and one application for renewal of licence was refused.

Medical Guidelines for Drivers and Riders

As reported last year, with the co-operation of the Health Department and the relevant Medical Colleges, the DMT has developed new medical guidelines to assist medical practitioners in assessing the fitness of their patients to continue to hold a driver's licence.

The guidelines reflect a more enlightened approach to the licensing of drivers who suffer from such illnesses as epilepsy and diabetes and are sure to be welcomed by the medical profession and affected drivers.

A booklet entitled "Medical Guidelines for Drivers and Riders" has been produced and will be issued to all medical practitioners. The booklet will also be available to the general public at all motor registries throughout the State.

Automatic Periods of Disqualification

In cases where a Court orders that a driver or rider be disqualified for a period which is less than the minimum period or greater than the maximum period prescribed for the specific offence by s.10A of the Motor Traffic Act, the DMT treats such an order as a nullity and applies the appropriate automatic period of disqualification for the offence. This policy was decided upon following several meetings with the Chairman of the Bench of Stipendiary Magistrates and other Magistrates.

Although necessary and legally valid, such action is not desirable and proposals are before Parliament that the Justices Act be amended to permit a Magistrate to reopen a hearing where a person is convicted and an invalid penalty is imposed.

FINANCE AND ADMINISTRATION

The Finance and Administration Directorate is responsible for the collection and disbursement of almost \$1.2 billion per annum in revenue and the control of all Departmental expenditure. It is responsible also for the formulation of an extensive range of legislation having wide community impact. Major functions undertaken within the Directorate include accounting, auditing, legal and legislative activities, liaison with areas of central Government, and the provision of various ancillary services to other areas of the Department.

NEW INITIATIVES

Annual Determination of Fees and Charges

Legislation was passed to provide for the DMT's fees and charges to be adjusted annually in line with movements in salary rates applying in the Department. An increase of 6.5% was gazetted in June to apply from 1st July, 1986.

This will be the first increase since September, 1984. Since then the CPI has increased 15.6% and the Department has had to meet the following significant cost increases.

- The concessional vehicle registration scheme for pensioners costing the DMT over \$5 million per annum.
- The administration of the School Student Transport Scheme costing about \$3 million per annum.
- Taking over from Police Motor Registries in country towns, costing \$1.5 million per annum.
- Increases in salary costs of \$6 million per annum.

The proposed fee increase will provide only \$9 million towards meeting the above \$15.5 million cost increases and much greater efficiency will be required of the DMT to meet its full commitments.

Computerised Accounting System

The past year saw the progressive implementation of various accounting packages onto a Wang VS-65 computer system which was installed in the Accounts Branch in June, 1985. The packages include General Ledger, Accounts Payable, Asset Registers and sections of Accounts Receivable, together with some budget compilation on a financial modelling package.

The implementation of these fully-automated accounting systems has greatly contributed to the effectiveness and efficiency of the accounting function.

In January, 1986 DMT took over responsibility for the administration of the School Student Transport Scheme. Although this was not foreshadowed in June, 1985, the computer system made it possible to absorb a significant volume of additional work associated with payments to bus operators and parents under the Scheme.

Program Budgeting

Considerable effort was directed to the classification of the DMT's total activities by program in accordance with Government policy to budget on a program basis from 1st July, 1986. This will assist in the better management of financial resources and at the same time enable a reporting system which will be more meaningful to its users.

Four programs have been determined as best representing the activities of the Department

1. Driver Licensing and Motor Vehicle Registration
 - Driver Licensing and Driver Standards
 - Motor Vehicle Registration and Vehicle Standards
 - Central Records and Information Systems

2. Private Transport Services
3. Property Services and Administration
 - Property Services
 - Administrative Services
4. Statutory Payments

Use of CLIRS

The DMT's Legal Branch has become a subscriber to the Computerised Legal Information Retrieval System (CLIRS). Using a desk-top computer, legislation, regulations and legal references can be researched or accessed on-line. Software is being developed to provide a statistical information system in respect of the Branch's operations. This will allow details of prosecutions and advisings to be more readily and quickly accessible. The installation has the potential to make a significant contribution to the performance of the Legal Branch.

CONTINUING OPERATIONS

INTERNAL AUDIT

In compliance with the provisions of the Public Finance and Audit Act, the Internal Audit function was upgraded several years ago and is now organised around three main tasks.

Systems Audit

There were 22 systems audits programmed for the first year of the current three year audit plan. Eight of these were completed during the year. As at 30th June, 1986, there were a further three audits completed by field auditors but awaiting internal review, and three audits in progress. A lack of suitably trained and experienced staff has delayed progress in this area.

EDP Audit

There were five EDP reviews completed during the financial year, including three outside the plan relating to the introduction of the computerised accounting system. Two audits were in progress at year end.

Special Investigations

Fraudulent Licences and Registrations

There were 967 files referred to audit involving potentially fraudulent licences or registrations. 784 investigations were completed. There were 183 files on hand, awaiting review, as at 30th June, 1986.

Staff Disciplinary Enquiries

There were 38 enquiries involving possible misconduct or criminal behaviour by staff. Of these, 16 matters were still under investigation at the end of the year.

The 22 investigations completed during the year resulted in —

- five employees resigning during the course of investigations;
- the dismissal of three officers;

- the suspension of two officers;
- reports on a further six officers being referred to Branch Heads with action yet to be determined;
- no disciplinary action being judged warranted in five cases;
- four instances when no substance could be found to the allegations made.

Inspections of Regional and District Offices and Motor Registries

Audits were undertaken of 67 metropolitan and 30 country locations. Those inspections resulted in 24 reports being submitted to the relevant Regional Superintendents and effective action being taken to rectify the anomalies disclosed.

The audit program for Motor Registry inspections has been expanded to include in-depth checks of documentation associated with the issue of learners permits and drivers licences. This action stemmed from various anomalies detected during staff disciplinary investigations.

LEGAL

A major activity of the Legal Branch is appearing before Local Courts and the District Court to enforce legislation administered by the Department. Particulars of convictions obtained as a result of such proceedings are shown in Appendix A.

Convictions during the year totalled 2,828 as compared with 3,539 for the previous year, a decrease of 711 convictions.

	1985-86	1984-85
Motor Traffic Act and Regulations	1,565	1,990
Transport Act and Regulations	747	893
State Transport (Co-ordination) Act and Regulations	358	505
Motor Vehicles Taxation Management Act	157	151
Tow-truck Regulations	1	Nil
	<u>2,828</u>	<u>3,539</u>

The significant decrease in convictions can be attributed mainly to a substantial reduction in breach reports submitted for adjudication. This resulted from Inspectors being assigned to urgent duties associated with the takeover of the School Student Transport Scheme. The majority of prosecutions were instituted at Redfern Local Court. Most of these cases were not defended, being dealt with after a plea of guilty or, in the absence of the defendants, under s.75B of the Justices Act.

Details of the results of appeals from decisions of the Commissioner to cancel or suspend drivers' licences are shown in Appendix B. The total number of appeals was 1,679 less than in past years due essentially to the change in the provisional licence scheme whereby action to cancel does not now commence until a licensee has accrued five demerit points.

Civil actions were also instituted to recover monies due to the Department arising from dishonoured cheques. In the majority of cases the monies due were paid after action was instituted by way of the default summons under the Civil Claims Act.

In addition, a number of matters were handled before Transport Appeal Boards, the Transport Appeal Court, the Compensation Court and the Supreme Court. The Department was represented by a legal officer in appeals before the Transport Appeal Boards and by Counsel in the other jurisdictions.

Other functions undertaken include conveyancing, provision of legal advisings and drafting of legislation.

OTHER SERVICES

The Services Branch was formed in January, 1986 as part of the re-organisation of the

Department. The main functions of the new Branch are –

- Public Relations/Staff Newsletter;
- Forms, stationery, publications;
- Mail despatch;
- Issue of Motor Registry Circulars;
- Correspondence records;
- Word processing.

Public Relations

During the year, functions were arranged to mark the official opening of eight new Motor Registries and Inspection Stations.

Media releases were made in connection with a number of matters of interest to motorists generally including –

- Combined driving test and learner's permit fees
- Registration of harvest vehicles
- Increase in taxi-cab fares
- Closure of Police Motor Registries
- Demerit Points for driving offences
- Display of rear marking plates on trucks
- Heavy vehicle inspections
- Primary producers' concessional registration arrangements
- Increased motor vehicle registration and driver licence charges
- "Do's and Don'ts" Campaign (of buying and selling motor vehicles)

In response to representations received from the area, the Public Relations Officer visited the southern part of the State to speak with local television and radio stations regarding the closure of police registries. These visits were helpful in obtaining greater community understanding and acceptance of the new arrangements.

The Department's Staff Newsletter is issued on a fortnightly basis, providing information, of staff training courses, departmental circulars, staff appointments, and other items of interest. An Annual Report to Staff is also produced.

Despatch of Mail Items Through Australia Post

8,159,076 items of mail, mainly licence and registration renewal notices, were distributed through Australia Post during 1985/86. This was an increase of 378,496 (4.9%) over the previous year.

Ministerial Representations

The Department handled 3,439 Ministerial representations during the year, an increase of 1,662 (94%) over the previous year. 1,416 of the representations related specifically to the School Student Transport Scheme.

The 2,023 general representations dealt with were responded to on the following basis—

Completed within 3 weeks	695	34%
" " 3 - 5 weeks	640	32%
" after 5 weeks	<u>688</u>	<u>34%</u>
	2,023	100%

The main subjects of these representations were closure of Police Motor Registries 314 (16%), driver licensing matters 224 (11%), pensioner concessions 71 (4%) and Heavy Vehicle Inspection Scheme 63 (3%).

Representations to the Ombudsman

The Ombudsman approached the Department in relation to 43 matters during the year, an increase of 20 over the previous year. The increase can be attributed largely to ten related complaints concerning stolen Sigma vehicles which had their identifying numbers altered and were subsequently registered and sold to the complainants. These complaints are still under investigation.

Complaints

	Received by Ombudsman	Referred to DMT	Wrong Conduct Found
1980/81	N.A.	81	N.A.
1981/82	86	71	2
1982/83	94	43	3
1983/84	78	27	1
1984/85	59	23	Nil
1985/86	*	43	2

* Not available until publication of the 1985/86 Ombudsman's report.

AUSTRALIAN TRANSPORT ADVISORY COUNCIL (ATAC)

The Australian Transport Advisory Council, which includes the Commonwealth, State and Territory Ministers for Transport, provides a Ministerial level forum for discussion and resolution on a national basis of major matters of transport policy and administration.

A number of subordinate bodies, in which DMT officers participate, have been established to develop and provide expert advice to the Council on a wide range of matters. These include —

- **Road Safety Group (RSG).** Comprises representation at Head of Authority level and advises Council on policy considerations arising from the work of the Technical Advisory Committees listed hereunder and co-ordinates the work programs of those Committees. It exercises delegated powers in respect of minor technical amendments to Australian Design Rules and to the Consolidated National Draft Regulations defining vehicle construction, equipment and performance standards for road vehicles.
- **Road User and Trauma Advisory Committee (RUTAC).** Provides advice on the factors which contribute to road crashes with particular emphasis on road user attitudes and behaviour; on possible counter measures aimed at reducing the incidence of road crashes with particular emphasis on improved road user performance; and uniform adoption of best practice in relation to traffic laws, traffic management practices, enforcement and driver licensing. The Committee also provides advice on measures aimed at reducing the incidence and severity of road trauma.
- **Vehicle Standards Advisory Committee (VSAC).** Provides advice on safety standards in respect of the design, "on road" standards and equipment of motor vehicles and their loads.
- **Australian Motor Vehicle Certification Board (AMVCB).** The Board's principal function is to issue Certificates of Compliance with the Australian Design Rules for Motor Vehicle Safety for individual models of motor vehicles.
- **Advisory Committee on Vehicle Emissions and Noise (ACVEN).** The function of this Committee is to provide advice on motor vehicle exhaust emissions and noise standards.

- **Advisory Committee on Promotion and Education in Road Safety (ACPERS)**
This Committee develops and implements, with the endorsement of Council, co-ordinated plans for the production and distribution of traffic safety promotional and education material.
- **Advisory Panel on Recall and Unsafe Parts (APRUP).** The functions of this Panel include the monitoring of the application of the "Uniform Code of Practice for Safety Related Defect Campaigns" and the "Procedures for the Rectification of Safety Related Defects in Vehicles". The Panel is also responsible for the development of standards for automotive replacement parts and accessories.

CONFERENCE OF AUSTRALIAN AND NEW ZEALAND ROAD TRANSPORT AUTHORITIES (ANZTAC)

Representatives of the vehicle registration and driver licensing authorities of each State of Australia and New Zealand meet each year to consider developments and problems of common concern, to share experiences in these matters and to develop and maintain, as far as possible, uniform administrative policies.

The 1986 meeting was held in Perth on 28th-29th April and among many matters discussed were proposals which are designed to achieve more stringent procedures for driver licensing and tighter controls over the identification of vehicles and their owners.

PERFORMANCE MEASURES

The Directorate aims to develop useful measures of its performance in various areas and currently attention is being given to reporting performance using the following indicators.

Accounts

- Timeliness of monthly financial reports.
- Accuracy of major budget item forecasts.
- Accounting system computer downtime.

Legal

- Number of appeals and prosecutions dealt with.
- Percentage of successful prosecutions.

Internal Audit

- Level of achievement of audit plan.
- Outcome of audit recommendations
- Number of disciplinary and related investigations conducted and outcomes.

Legislation and Policy

- Number of legislation and regulation matters completed.
- Timeliness of Ministerial responses.

Services

- Community perception of DMT's image, role and major activities.
- Mail items despatched/staff utilised.
- Departmental publications reviewed and upgraded.

REGIONAL SERVICES

The Regional Services Directorate is the operational arm of the Department and is responsible for the provision of Motor Registry services, privately operated passenger carrying services, public vehicle policy and property acquisition, development and maintenance.

The Directorate consists of a Transport Policy Branch, a Property Branch, a Regional Operations Branch and seven Regional Branches.

NEW INITIATIVES

School Student Transport Scheme

In 1985 the Government decided to transfer responsibility for the free school transport scheme from the Education Department to the DMT. It was also decided to change the eligibility criterion for free travel from "greater than 1.6 km walking distance from school" to "greater than 1.6 km radial distance" but with an upper limit of 2.3 km walking distance. These changes took effect from the beginning of the first school term in 1986.

The takeover of responsibility and the new rules have been successfully implemented by the DMT and, together with other initiatives, have resulted in substantial savings for the Government.

Anomalies Tribunal – Appeals Relating to Health or Safety

As part of Government initiatives to modify the free school travel arrangements and as a result of changes to the eligibility criteria, the Government set up an Anomalies Tribunal to adjudicate upon applications by parents whose children were disadvantaged. The Tribunal dealt with 8886 applications; 7001 were submitted on safety grounds and 1885 on the health grounds. All those submitted on safety grounds were referred to the DMT for investigation. These applications have all been finalised and the parents notified of the outcome.

The applications submitted on health grounds were dealt with by the Tribunal. Upon its termination, all unprocessed applications were referred to the Department for investigation, and they also have now been finalised and the parents advised of the results.

Appeals Relating to Distance

12,855 submissions were received by the DMT from parents, whose children lived within the 1.6 km radial distance and were required to walk more than 2.3 km to school, seeking to have the children included in the free travel scheme. Of these, 4,241 were immediately upheld, 1,346 rejected and 7,268 required further investigation. Students whose appeals required further investigation were issued with an interim pass for the first school term 1986.

Preliminary results relating to appeals on distance were 75% upheld and 25% rejected.

Elimination of Unsafe School Routes

Resulting from safety issues raised by parents in appeals to the Anomalies Tribunal, the N.S.W. Traffic Authority, in conjunction with the DMT, is currently investigating safety issues with a view to submitting recommendations for the elimination of unsafe school routes.

Elimination of School Bus Changeovers

As part of the strategy for the elimination of changeovers from bus to bus it was decided to issue provisional service licences to the bus operators involved. In all but one case, the operators accepted this arrangement. However, in the remaining case, which involved forced changeovers in the Windsor area where estimated savings of about \$100,000 per annum could be achieved by the provision of direct services, the operator objected to the

issue of a provisional service licence and lodged an appeal with the Transport Appeals Court, which subsequently found in his favour. Steps are being taken to overcome the problems raised by this case.

Arrangements are well advanced for the provision of direct services at other locations throughout the State.

Redundancy Payments to Bus Operators

The Department also became responsible for redundancy payments to bus drivers whose services were no longer required as a result of changes to the eligibility criteria for free travel. As at 30th June, 1986, 10 applications had been received for redundancy payments. Of that number 4 had been approved and the remaining 6 were awaiting the provision of further advice from the bus companies concerned.

Payments totalling \$1,327.20 have been made to the two approved applicants.

Estimated Per Annum Cost Savings - School Student Transport Scheme

The main areas in which cost savings have been achieved so far as follows.

Changes to distance eligibility criterion	\$ 7,700,000
Elimination of 2 cent loading on school bus fares	2,500,000
Elimination of forced changeovers and rationalisation of route and charter services	<u>1,200,000</u>
	<u>\$11,400,000</u>

Closure of Police Motor Registries

To enable Police Officers to devote more time to duties for which they were especially trained - the detection and prevention of crime - on 1st March, 1986, 121 Police Stations located within an 80 km radial distance of a DMT Motor Registry ceased conducting registry business on behalf of the Department. To assist country people in these areas, the DMT developed a number of initiatives.

- (a) A contract was negotiated with Australia Post which enables residents in those areas where Police registry services were withdrawn to pay renewals of driver's licences and vehicle registrations at the local post office. A renewal facility was not previously available at Police Motor Registries.
- (b) Permits authorising the operation of unregistered vehicles on a public street can be obtained by telephone. Personal attendance at a motor registry was required previously.
- (c) Periodical permits to allow the use of self-propelled farm machinery or plant on public roads in rural areas when proceeding between properties used for primary production can now be renewed by post. Personal application was required previously.
- (d) New arrangements for the registration of harvest vehicles obviate the need for the vehicle to be presented at a motor registry for inspection prior to each "original" registration. A further proposal in the course of development calls for issue of special number plates to vehicles registered solely for the period of the harvest. The number plates will remain attached to the vehicle and the registration will be revived at harvest time each year by renewal process.
- (e) New car dealers were issued with a stock of number plates and interim registration labels and authorised to effect original registration of new cars. This innovation is being further developed to include second-hand unregistered vehicles.

- (f) Personal application is usually required when making an appointment for a driving test. Persons in towns affected by the closure of Police Motor Registries can make this appointment by telephone.
- (g) In conjunction with the closure of Police Motor Registries, new DMT shop-front Motor Registries were opened at Ballina, Coonabarabran and West Wyalong. Investigations are proceeding into the feasibility of opening similar offices at Yass and Tenterfield.

Consultation with Private Bus and Taxi Industries

Senior Officers of the Department established forums for regular liaison with Executive Officers of both the Bus and Coach Association and the Taxi Council to ensure that any changes in relation to the operation of private bus and taxi services can be given thorough and expert scrutiny before being implemented. The committees also provide an effective forum for both industries to raise any matters requiring attention at a senior level.

Taxi Drivers Seniority Register

The final seniority register for the issue of taxi licences was compiled during the year. Once this register has been exhausted any new issues of taxi licences will be competitively marketed by the DMT.

Review of Long Distance Bus Services

The DMT is reviewing legislation and policies relating to the regulation of long distance bus services. The need for it arose from the increased importance being placed on convenient transport facilities for country people in this State and the growing recognition of the significance of tourism to the economy. The review commenced in September, 1985.

Submissions were invited by means of letter, press advertisements and media releases, and 78 submissions have been received. The reviewers have travelled widely throughout the State in consulting with the public and representatives of many organisations. Relevant literature and reports have been studied and information and advice has been gathered from regulatory Authorities in other places.

The aspect which has emerged as being of central importance is the current policy of not permitting competition with existing long distance passenger services, which are mostly State Rail Authority services. The review has tentatively concluded that there would be benefits to the travelling public and to tourism if policy were to change, making competition possible with rail services and among coach operators.

At the end of the report year there were still concerns to be resolved, particularly in relation to effects on rail revenue, and the process of consultation was continuing.

CONTINUING OPERATIONS

New Motor Registries

The DMT's policy of providing better local services to its customers continued during 1985/86.

New Motor Registries constructed by the DMT were opened for business at Kempsey on 30th December, 1985 and Nowra on 28th January, 1986. Both of these replaced premises which were no longer able to cope with the current volume of transactions. Nowra Motor Registry also includes facilities for the inspection of heavy vehicles; that at Kempsey also includes premises for the District Office.

Construction of new Motor Registries at Penrith and Queanbeyan was in progress at year end and are expected to be completed during October and December, 1986 respectively.

New Motor Registries in leased premises were opened for business at the following locations:—

Toukley	19th August, 1985
St. Marys	30th September, 1985
Spring St., Sydney	4th November, 1985
Engadine	18th November, 1985
Chatswood	7th February, 1986
Ballina	24th February, 1986
Coonabarabran	3rd March, 1986
West Wyalong	3rd March, 1986
Bankstown	4th June, 1986

Negotiations are currently proceeding to open similar Motor Registries at Leichhardt, Canley Heights, Bondi Junction, Tenterfield and Yass.

Land was purchased at Port Macquarie for the construction of a new Motor Registry and negotiations commenced for the purchase of land at Bathurst and Orange.

Other Property Developments

Renovations and extensions to provide better service to the public and to improve staff accommodation were completed at Katoomba, Richmond and Beverly Hills Motor Registries. Major extensions to the premises at Miranda are expected to be completed in August, 1986.

Extensions to Warilla Motor Registry were also completed, and Dee Why Motor Registry was relocated on 19th May, 1986 in larger premises.

Extensions were commenced at Griffith and Raymond Terrace Motor Registries.

Extensive renovations of the Department's Head Office complex at Rosebery were also carried out.

Conversion of a warehouse purchased by the Department at Unanderra to carry out heavy vehicle inspections commenced in April, 1986. The inspection station is expected to be operational by January, 1987 and will handle all vehicle inspections for the Wollongong area.

Details of the DMT's property portfolio are set out in Appendix C.

Additional Employee Housing

Three houses were purchased at Lithgow, Muswellbrook and Singleton, to provide accommodation for staff.

Passenger Carrying Services

There was a small increase in total Public Vehicle Registrations as shown in the following table:—

	30th June 1986	30th June 1985	Variation
Metropolitan, Newcastle and Wollongong Transport Districts			
— Taxis	4,103	4,029	+1.8
— Buses	3,490	3,602	-0.3
— Hire Cars	243	245	-0.8
Country			
— Taxis	893	897	-0.4
— Buses	3,458	3,409	+1.4
— Hire Cars	67	78	-14.1
— Service Vehicles	2	2	—
Tourist Vehicles	217	180	+20.6
Other Public Vehicles (including school buses and wedding cars)	1,219	1,189	+2.5
TOTAL	13,792	13,632	+1.2

Private Bus Service Licences

In addition to the licences for buses themselves, service licences are required for the operation of bus services by private operators in the three Transport Districts.

Service licence fees are determined individually according to the return to the operator, the nature of the service and its effect (if any) on Urban Transit Authority transport operations. The legal maximum charge is \$8.00 per passenger per annum of the total licensed bus fleet capacity, but in the report year, and for many years previously, this maximum has not been applied. This matter however is currently being reviewed.

The total of such fees for private bus services amounted to \$50,437, the fees for the individual services varying from \$9.90 to \$976.62. Under the provisions of the Transport Act, the Urban Transit Authority is obliged to pay an amount equivalent to what would be payable if its bus services were operated under the authority of service licences. The fees paid by the Urban Transport Authority for its operations were \$30,000 (Metropolitan) and \$3,000 (Newcastle).

Motor vehicle tax payable on registration of buses is levied at special "bus" rates prescribed by the Motor Vehicles (Taxation) Act. Receipts from bus tax, details of which appear in the financial pages, totalled \$2,303,402 compared with last year's figure of \$2,119,843 and are applied to the maintenance of roads on bus routes.

Included in this amount is a contribution of \$1,047,802 from the Urban Transit Authority. Although legally obliged only to pay service licence fees (and not registration fees or motor vehicle tax) the Urban Transit Authority, as a matter of Government policy, has contributed amounts calculated (and subsequently distributed) on the same basis as motor vehicle weight tax paid by private bus operators.

Most of the revenue derived from these sources is distributed on a proportional basis to the authorities, mainly Councils, responsible for the maintenance of the roads used by buses. The basis of distribution and lists of individual amounts paid are contained in the financial statements.

Increased Bus Fares for Privately Operated Bus Services

A general fare increase was authorised for privately operated bus services with effect from November, 1985. The increase was designed to offset an increase of 7.21% in operational costs throughout the bus industry since the previous increase on 8th October, 1984. Proportional increases in the cost of weekly tickets were also authorised.

During the year, additional bus services were provided to new schools and newly developed areas. In some areas existing services were extended or diverted to achieve the required standard of service. 13 services were transferred and 1 service was amalgamated with another. Overall the number of operators decreased by 3.

As a result of continuing rationalisation programmes carried out in conjunction with the Urban Transit Authority, further improvements and expanded bus services were introduced in the Western Metropolitan Area.

Underpayment of Stamp Duty by Certain Bus Operators

Towards the end of the report year a check was commenced on the stated market value of buses presented for original registration by private bus operators. The check showed a significant understatement in Ad Valorem Stamp Duty. This has since been collected.

Bus Services - Transport Districts

	Sydney	Newcastle	Wollongong	Total
Operators				
1986	94	14	11	119
1985	97	14	11	122
Services				
1986	238	18	42	298
1985	237	20	46	303
Buses				
1986	1544	137	150	1831
1985	1541	142	150	1833

Country Bus Services

At the end of the report year 2,628 regular passenger carrying services (including special school charter services) were operating on fixed routes in country districts. Vehicles used to provide these services included 3,484 buses and 362 other vehicles.

Taxi Services

Taxis licensed for operation in the Metropolitan Transport District during periods of heavy demand - afternoons, night, and weekends - proved to be a worthwhile and innovative measure which significantly assisted in meeting public needs.

The Government-subsidised scheme for taxi transport for the severely disabled in the Sydney, Newcastle and Wollongong Transport Districts was further extended. Approval

was also given for special purpose taxis constructed and equipped for conveyance of disabled persons in wheelchairs to be registered and licensed for operation in additional country areas. Services now exist at Albury, Gosford, Inverell, Katoomba and Wagga Wagga for persons with disabilities.

Following a review of taxi services on the Central Coast, an additional three taxis have been licensed for operation in the Gosford area.

Taxis and Hire Cars

	Sydney		Newcastle		Wollongong		Country	
	1986	1985	1986	1985	1986	1985	1986	1985
Unrestricted *	2471	2464	137	133	118	118	893	897
Restricted	1374	1311	3	3	—	—	—	—
Total Taxis	3845	3775	140	136	118	118	893	897
Hire Cars	226	228	13	13	4	4	67	78
TOTAL	4071	4003	153	149	122	122	960	975

* Includes 41 licences issued for the operation of modified taxis for the carriage of disabled persons.

Ferry Services

There are 10 privately owned ferries operating for the conveyance of passengers in the Port of Sydney which are required to be licensed under the State Transport (Co-ordination) Act.

Regional Branches

The DMT divides its field work between seven Regional Branches each under the control of a Regional Superintendent. Regional Offices are located at Cammeray (Central Metropolitan), Chullora (Western Metropolitan), Newcastle (Hunter), Wollongong (South Eastern), Wagga Wagga (Southern) Armidale (Northern) and Dubbo (Western).

In turn, the Regions are divided into several districts which are administered by District Managers.

At 30th June, 1986 there were 96 Motor Registries employing 735 full time clerical and typing staff. The number includes several shop-front premises opened mainly in the Sydney, Newcastle and Wollongong areas, in or adjacent to large shopping complexes, providing a large range of registry facilities.

During the year Motor Registries handled 9,214,224 transactions, an increase of 198,484 (2.2%) over the previous year. An additional 306,403 were received by mail and processed at Head Office, a decrease of 64,632 (17.4%) on last year.

A number of Inspectors are employed in Regional Branches for purposes of enforcing provisions of the Acts and Regulations administered by the Department. They also carry out general enquiry work in relation to recoument of monies lost through dishonoured cheques, failure of persons to transfer motor vehicles and pay the required fees and similar investigations.

Since March, 1986, some officers have operated in a dual role of Inspector/Driver Examiner. They are located in country areas and travel between Motor Registries on a regular basis testing applicants for driver's licences as well as undertaking any enquiry work in the area.

The main types of breaches reported by Inspectors were:

Unregistered vehicle	—	306
Log book offences	—	800
Offences under the State Transport (co-ordination) Act	—	336
Offences under the Taxation Management Act	—	319
Unlicensed driver	—	105
Expired registration label	—	440
Not displaying number plates	—	143
Carry plates calculated to deceive	—	88
Fail to transfer	—	173
Public Vehicle offences	—	869
Miscellaneous	—	<u>364</u>
		<u>3,943</u>

In addition, Inspectors stationed in the Sydney Metropolitan Area investigated 1,355 complaints about taxi drivers.

Review of NSW Air Services

Aircraft used commercially for the carriage of passengers or goods within New South Wales must be licensed under the Air Transport Act. This licence is additional to the authority an operator must obtain from the Commonwealth Department of Aviation.

A major review of the State's air services, which was undertaken by an independent three-man committee, was completed in April, 1986.

The committee's report, entitled "Flying Towards 2000", contains 28 recommendations covering a wide range of matters including air route structure and development, competition and charter operations.

The recommendations are currently open for discussion and receipt of submissions from interested persons prior to review by the Minister.

PERSONNEL

The DMT's staff are its greatest resource. They deliver all of our services to our clients and, most importantly, are responsible for the quality of services delivered and the integrity of the Department's actions.

The Personnel Directorate is responsible for recruiting, developing, training and appointing staff; staff health and safety issues; industrial relations; staff amenities; and welfare. There are 100 staff in the Directorate, approximately 3.6 staff to cater for the personnel needs of every 100 staff.

NEW INITIATIVES

Staff Development

In keeping with a policy of continually developing the talents of our staff, the year saw a growth in the volume and range of staff development activities.

The programme-based approach to training became firmly established, and was widened in scope to include Equal Employment Opportunity and Occupational Health and Safety based courses.

Over 120 individual workshops and seminars were conducted during 1985/86, resulting in staff spending 2,128 days at seminars or workshops (80.2 days per 100 staff members). Topics covered ranged from "Report and Letter Writing Skills" to "Women and Management".

A variety of new projects were undertaken during the year. They included –

- renovation of the training rooms;
- initiation of full scale Review of Training for Motor Registry staff;
- development of a training strategy for the implementation of a Performance Appraisal System;
- establishment of an advisory committee to identify the training and development needs of general duties inspectors and motor vehicle inspectors.

In addition to their training role, the Staff Development Section also provided consultancy to management on development issues and counselling to staff on career development opportunities.

Performance Appraisal System

A Performance Appraisal System was finalised for introduction in early 1987. Before introduction, all staff will receive training in how the system operates. The system has been designed to evaluate job performance effectively, accurately and fairly. The major aim in introducing the system is to get people together, talking constructively to one another about their work and improvements that can be made.

Computerisation of Personnel Records

Consultants from Peat, Marwick, Mitchell Services have been employed to identify and define the most appropriate strategy to increase the efficiency and utility of staff records. This review will include consideration of the desirability of a computer-based system.

Staff records are currently maintained entirely manually on a series of card indexes and journals. Increasingly, demands from within and outside the DMT are severely stressing the ability of the manual systems to provide useful information quickly and accurately to assist in improving client service.

Improvements in Staff Communications

During the report year an Appointment Manual was produced and distributed throughout the Department. The manual describes policies and procedures in regard to promotion and the filling of vacancies.

Occupational Health and Safety

The DMT is preparing to improve the occupational health and safety of staff by establishing an Occupational Health Safety and Welfare section.

Already action has been taken to introduce a hearing conservation programme and to formulate a policy about Repetition Strain Injury.

Four qualified staff members have been designated as First Aid Officers within the Head Office complex and the First Aid Scheme will be extended to cover the Heavy Vehicle Inspection Stations.

The formation of Occupational Health and Safety Workplace Committees is proceeding.

Reduction in Work Absences

Absences from work, either as a result of illness or arising from a work-related accident, are clearly of concern to both management and staff.

Following a major review in 1982, a concerted effort has been made to better manage sick leave. In 1985/86 absence due to illness accounted for 989 days per 100 staff. This is a substantial reduction on absences in previous years; 1073 per 100 staff averaged during 1983, 1984 and 1985, and 1210 per 100 staff prior to the review.

The sick leave conditions have recently been reviewed again and significantly altered with the objective of further decreasing time lost due to sick leave, whilst providing assistance to affected staff members.

Absences due to work-related injuries were 131 days per 100 staff.

Workers' compensation and accident leave procedures have been significantly improved and are still under review.

Achievements in Employment and Career Opportunities

The past year has seen the DMT implement more of its EEO Management Plan strategies. In the area of recruitment and promotion, women entered work areas such as those of Inspectors, Computer Operators, Trade Apprentices and Engineers, and obtained management positions. At the same time, 11 male typists were appointed.

Training was provided for 3 people with disabilities under the Work Therapy Training Scheme, one of whom attained permanent employment in the Department. Furthermore, five trainees who were employed under the Aboriginal Administrative and Clerical Training Scheme (AACTS) gained permanent appointment and six new trainees were employed.

Other achievements have included –

- greater mobility between work classifications;
- the establishment of a career adviser network;
- an increase in the proportion of staff appointed with overseas qualifications from 11% in 1984 to 22% this year, an increase of 100% in two years;
- a revision of clerical entrance requirements as a result of which specific prerequisites (such as the School Certificate and Higher School Certificate) were removed for clerical entrance examination candidates, and 3 of the 4 subtests in the examination now have to be passed;

- review of the 1978 amalgamation of the male and female seniority lists resulting in exemption from the Primary Examination for all officers employed prior to 20th November, 1978.

CONTINUING OPERATIONS

Organisational Changes

Two major exercises during the year involved many movements of staff and consequent increased work within the Personnel Directorate –

- a review of the classification of all non-registry clerical positions was ongoing throughout the year - this involved the regarding of positions according to changes in the duties of positions that had occurred as a result of technological and administrative changes in the Department over the last few years; and
- executive responsibilities were reorganised leading to changed Branch structures and the creation of several new Branches.

As part of the reorganisation of executive responsibilities, a small Employment Policy Branch was formed in the Personnel Directorate, leaving operational matters in the hands of the Industrial and Staff Resources Branches.

Staff Employed

The total number of staff employed at 30th June, 1986 was 2,835. This figure included apprentices and officers employed on a part-time basis and was an increase of 156 over the previous report year. In addition, the Department has a complement of casual staff available to call on when required at Motor Registries.

Staff Numbers

	30 June 1986	30 June 1985
Metropolitan		
Males, full-time	1388	1415
Males, part-time	1	—
Females, full-time	838	742
Females, part-time	<u>60</u>	<u>45</u>
	2287	2202
Rest of State		
Males, full-time	356	317
Males, part-time	—	—
Females, full-time	179	154
Females, part-time	<u>13</u>	<u>6</u>
	548	477
Totals		
Males, full-time	1744	1732
Males, part-time	1	—
Females, full-time	1017	896
Females, part-time	<u>73</u>	<u>51</u>
TOTAL	2835	2679

The increase in staff over the previous year is attributable to the introduction of the Heavy Vehicle Inspection Scheme and the takeover of Police Motor Registries and the School Student Transport Scheme.

In addition, 46,234 hours of over-time were worked at a cost of \$717,017 (the equivalent of 2.5 days per staff member); and 110,426 hours of casual labour were employed at a cost of \$1,430,243 (the equivalent of 5.9 days per staff member).

Recruitment

During the past year a total of 373 new staff were employed comprising 111 clerks, 38 typists, 94 clerk-typists, 28 trade and 102 other staff. This compares with a total of 295 officers appointed during the previous year.

One of the objectives set for 1986/87 is to provide an optimum fit of the person appointed and the position to be filled by improving selection techniques. It is also intended to reduce delays in the filling of vacancies with a target of no longer than two months delay between receiving the request to fill a vacancy and the date of appointment.

External Studies

As well as providing on-the-job and in-house training, staff are encouraged to undertake relevant external courses. To assist them with their studies they are allowed liberal study leave. During the year, 91 officers comprising 40 females and 51 males took advantage of such leave which resulted in a total of 313.5 hours study leave being granted per 100 staff.

Industrial Relations

In addition to the 3.8% increase in wage and salary rates arising from the National Wage Case decision of 4th November, 1985, movements in salaries and allowances occurred in accordance with the National Wage Case Principles.

The majority of industrial matters arising during the year were resolved by way of negotiation with the staff associations.

Some matters dealt with before the relevant Industrial Tribunals included —

- anomaly claims by professional staff associations regarding pay for professional engineers and related grades under Principle 6 (a) and/or (b) of the National Wage Case of 1983;
- a 38 hour week for Information Officers employed in the Traffic Authority;
- a decision to not renew the period of temporary employment of an officer;
- a decision to dismiss an officer;
- disputes in relation to such matters as the payment of salary increments.

There were 21.4 days per 100 staff away from work because of industrial disputes, the majority of these occurring because of two stop work meetings, one to discuss the provision of relief staff in Metropolitan Motor Registries, the other to discuss a draft new Act for the administration of the Department.

Conditions of employment have been improved in the following areas —

- sick leave;
- travelling compensation;
- maternity leave;
- part-time leave without pay; and
- examination allowances.

Staff Amenities

A canteen is provided for staff at Head Office, the subsidy being in the order of \$12,900 per 100 Head Office staff. In addition, the Department continued to provide office accommodation to the Transport Employees Credit Union, and staff for a staff library and a social club (which runs a small shop and associated services) all of which are located at Head Office.

PERFORMANCE MEASURES

Performance measures will be reported in future years to give some indication of the level of activity, efficiency and achievement in the Personnel Directorate.

The level of activity can be assessed from measures such as —

- the numbers of staff who were employed, promoted, recruited or who resigned;
- the numbers of in-house workshops and seminars conducted;
- staff hours in attending in-house training and granted as study leave for external courses; and
- the number of leave applications.

DMT

Efficiency indicators will include such measures as (per 100 staff employed) the number of staff in the Directorate and absences due to illness, work-related injuries and industrial disputes.

Achievements will be indicated according to the major projects undertaken each year. In addition, other measures will be reported, such as the number of grievances (and percentage resolved); fulfillment of E.E.O. and affirmative action objectives; and the number of appeals (and percentage that are successful) against promotion and disciplinary actions.

INFORMATION SYSTEMS

The activities of the Information Systems Directorate encompass the Department's computing facilities, ensuring the integrity of driver licence, vehicle registration and associated records, and providing information from those records.

NEW INITIATIVES

The year saw significant achievements towards simplifying systems and procedures in the interests of better customer service at Motor Registry counters and lessened complexity for Motor Registry staff.

Consolidation of Forms

The variety of vehicle registration certificate forms in use was reduced during the year from 31 to 17. This was achieved by eliminating the use of special forms for goods-licensed lorries and lorries used in primary production. Early in the next year it is planned to further reduce the number of forms to 5 by using a single form for all cars, lorries and cycles other than public vehicles.

Re-design of Forms

In conjunction with changes necessary to implement the Department of Finance's dual price declaration procedure for stamp duty assessment in vehicle transfers, a new style of form layout was evolved. The opportunity was also taken at this time to review the essentiality of all information and requirements on affected vehicle forms and unnecessary items dropped. This new style with its lessened complexity and clear instructions to users will bring improvements in customers' understanding of requirements and in turn-around times at Registry counters.

Dual Declaration Procedure for Stamp Duty Assessment

Following reporting of the Public Service Board's efficiency audit of vehicle registration, a dual declaration procedure for declaring the value of vehicles for stamp duty assessment was introduced. This procedure, through changed provisions on relevant forms, requires both the seller and the buyer to separately declare the price at which a vehicle changed hands. The new procedure was directed at reducing stamp duty evasion and at the end of the report year the first evaluation of its impact was about to begin. The Department of Finance is hopeful of increasing stamp duty revenue by at least \$40 million in a full year.

Notice of Disposal Cards

A new service introduced during the year was the provision to all Motor Registries and Authorised Inspection Stations of pre-printed and post-paid Notice of Disposal Cards whereon vendors of vehicles could quickly and conveniently notify disposals while still handing the new owner the certificate of registration. Early advice of ownership changes assists the Department in maintaining up-to-date records and protects registered owners from liability for a new owner's parking offences. This service has been well received with up to 1000 Cards being received daily at the end of the report year after just two months availability.

Pensioner Concessions

Further changes to the arrangements for granting concessional registration to pensioners were effected during the year. The work of registry officers was simplified by the printing of relevant pensioner rates on all renewal certificates, obviating tedious rate card calculations before granting each concession. The work of Head Office staff was lessened in the follow-up of additional tax due from purchasers of vehicles from pensioners by providing Registries with a means of readily identifying when additional amounts are due.

Elimination of Titles

From January 1986 printing of personal titles on drivers licence renewals, on vehicle registration renewals and transfers, and on computer generated correspondence ceased. This change in practice was made principally as a result of concern in some sections of the community that specially titled persons might receive preferential treatment from police, particularly at random breath testing stations. It was also done because personal titles are irrelevant to matters of identity, security or road safety and their elimination simplified the task of introducing more stringent identification procedures in the future.

New Systems Branch

A New Systems Branch to complement the existing Data Processing and Records Management Branches was created during the year. This Branch has prime responsibility for defining the future systems environment, initiating system improvements and progressing them to implementation. It is envisaged that the Branch's structure will ultimately evolve into three strands concentrating on user liaison, consultant supervision and technological monitoring.

Data Entry Upgrade

Considerable effort was expended during the year in upgrading the work environment in the Department's two data entry areas. Latest generation terminals were installed together with fully adjustable desks and (shortly) chairs. As well, both areas were re-carpeted and at the Charlestown site lighting and other furnishings were replaced and new air conditioning installed. During the year a policy for the prevention and treatment of repetitive strain injury was developed with the assistance of occupational health advisers and seminars on injury prevention and assessment commenced. Three cases of strain injury arose during the year compared with twelve in the previous year.

Data Entry Operator Recruitment

Changes to the Department's long standing entrance requirement of 8500 keystrokes per hour for data entry operators saw persistent recruitment problems overcome during the year. The new policy allows candidates with a speed of between 7000 and 8500 to be taken on as trainees. Invariably such trainees reach the 8500 employment standard within weeks once fairly rudimentary familiarity with the Department's particular ways of working is achieved.

Network Extension

Further progress was made during the year towards extension of the remote terminal network to all Motor Registries and other Departmental offices with the engagement of Housley Computer Communications Pty. Ltd. to review the existing situation and intentions and propose the best way of achieving the extension. At the year end, the consultants report was imminent and it was anticipated that the extended network would be in place by early 1987. In the meantime, five additional metropolitan registries (Dee Why, Miranda, Bankstown, Castle Hill and Chatswood) were connected to the existing network with terminal equipment surplus to requirements elsewhere.

Daily Premium Payment Advices to GIO on Magnetic Tape

In the interests of improved efficiency and convenience the daily advice to the Government Insurance Office of third party insurance premium payments was converted from a paper listing to magnetic tape records. Benefits to both organisations have resulted.

Technical Challenges

Last year's report made mention of the pending operating systems upgrade to MVS/SP and creation of a cross-domain link with the Police Department's FACOM installation. Both of these challenges were met during the year. The operating system conversion

went particularly smoothly with virtually no disruption to services and the cross-domain link was demonstrated in a test environment. The major technical challenge in the coming year will be establishment of a similar link between the Department's IBM and WANG installations.

Mail Opening

Review of the Department's mail opening arrangements during the year resulted in overall savings of \$10,000 per annum in contractor payments.

Document Sorting

Changes to work procedures following an internal edp audit resulted in savings in manual document sorting equivalent to 6 full-time staff. Further attention will be directed to this area during the coming year.

CONTINUING OPERATIONS

The Directorate's routine operational activities continued during the year. At the end of the year 3.61 million drivers licence records (including learners permits for the first time) and 3.59 million registered vehicle records were being maintained. During the year 12.8 million update transactions were applied to these records, 18 million enquiries of them were processed, and 7 million renewal and transfer certificates were printed. The general level of computing business was up 4.2% on the previous year.

Re-organisation of Departmental activities during the year saw the creation of the Records Management Branch, having responsibility for the integrity of computer records and the provision of information services therefrom, and the Data Processing Branch, having responsibility for all computer operations, maintenance and programming activities.

PERFORMANCE MEASURES

Performance measures appropriate to the activities of the Directorate can be categorised into those which depict activity levels and movements, those which monitor the timeliness of service delivery, and those which measure achievements. In these categories the following measures are to be developed to a routine reporting stage during the coming year.

Activity levels

- | | |
|-------------------------------|---|
| — records maintained, | in millions of licences and registrations |
| — transactions processed, | in millions of updates and enquiries |
| — searches delivered, | in thousands by type |
| — certificates printed, | in thousands by type |
| — telephone enquiries handled | in thousands |
| — systems maintenance effort, | in programmer-hours |
| — new programming effort, | in programmer-hours |

Timeliness of Service

- | | |
|---------------------------------|---|
| — computer system availability, | in percent of total time CICS is available to users |
| — enquiry system response time, | in seconds for a "standard" remote terminal use |

- batch output deadlines met, in average days late per month and in average number of minutes late per occasion
- telephone enquiries lost, in average waiting time and in percent calls abandoned

Achievements

- record integrity, in transaction reject rates
- record accuracy, in average days between transaction lodgement and update
- service efficiency, in costs per transaction, in staff units per transaction, and in profitability of searches.

The placement of these measures on a routine reporting basis in the next twelve months will be a significant challenge for the Directorate.

**FINANCIAL ACCOUNTS, PERFORMANCE INDICATORS
AND APPENDICES**

- Financial Results
- The Department's Accounts
- Performance Indicators
- Appendices

FINANCIAL RESULTS

Amounts collected by the DMT are, by law, paid into separate funds held at the New South Wales Treasury. These funds are operated on a cash basis and are used mainly to finance activities closely related to traffic control, road maintenance and to meet the DMT's administrative costs.

In compliance with the Annual Reports (Statutory Bodies) Act, 1984 and the Public Finance and Audit Act, 1983, the Balance Sheet, Income and Expenditure Statement and Statement of Sources and Applications of Funds together with the accompanying notes, have been prepared on a modified accrual basis and appear elsewhere in this Report. The following notes, however, have been prepared on a cash basis.

Total Receipts and Payments

Total receipts for the year amounted to \$1,148,480,012 (\$1,021,606,570 in 1984/85) which represented an increase of \$126,873,442 (\$79,651,379) or 12.42% over that of last year.

Receipts were derived from the following sources:

	30 June 1986 (\$'000)	30 June 1985 (\$'000)
Drivers and Riders Licences	63,721	59,060
Public Vehicle Licences	2,827	2,647
Driving Test Fees and Learners Permits	7,103	5,569
Motor Vehicle Registrations	64,949	61,511
Transfers in ownership of Motor Vehicles	14,939	13,986
Commissions/contributions received	9,007	8,276
Vehicle Inspection and Special Plate Fees	7,836	5,554
Omnibus Tax, other Public Vehicles Tax and Service Licence Fees	2,890	2,884
Long Term Loans	—	4,800
Other	8,222	7,745
	<hr/> 181,494	<hr/> 172,032
Less Refunds	377	326
	<hr/> 181,117	<hr/> 171,706
Third Party Insurance Premiums (Net)	498,148	423,267
Motor Vehicle Taxation (Net)	355,084	325,135
Ad-Valorem Stamp Duty (Net)	114,131	101,500
Total Receipts	1,148,480	1,021,608
Security Deposits lodged during year	64	75
Cash Funds with Treasury	12,541	2,059
	<hr/> 1,161,085	<hr/> 1,023,742

Payments during the year were as follows:

	30 June 1986 (\$'000)	30 June 1985 (\$'000)
Cost of DMT Administration	78,561	69,590
Purchase of Assets (DMT)	5,870	6,838
Road Authorities (principally the Department of Main Roads)	357,436	327,236
Supervision of Taxi-cab ranks	8	15
Government Insurance Office	506,287	413,604
Stamp Duties Office	114,131	101,500
Cost of Police Traffic Services	76,121	76,382
Payments to Traffic Facilities Fund	18,259	14,170
Payment towards cost of Ambulance Services	750	750
Investments	177	734
Total Payments	<u>1,157,600</u>	<u>1,010,819</u>
Security Deposits refunded during year	97	382
Cash Funds with Treasury	<u>3,388</u>	<u>12,541</u>
	<u>1,161,085</u>	<u>1,023,742</u>

A statement of Receipts and Payments for the last five years is shown on page 72.

Road Transport and Traffic Fund

The Road Transport and Traffic Fund is the DMT's principal operating fund into which are paid all fees (as distinct from tax levy and weight tax) for motor vehicle registrations, drivers licences and other fees and charges, as well as the commission paid for collecting third party insurance premiums and ad-valorem stamp duty. Funds are applied to the cost of administration, the work of the Traffic Authority and the cost of Police supervision of traffic.

Revenue collected during the year amounted to \$178,226,715 (\$168,822,096), an increase over the previous year of \$9,404,619 (\$30,981,466). There was no increase in fees and charges during the financial year, the last increase being in September, 1984. The revenue collected fell short of budget expectations by \$3,153,585 (\$6,835,904) or 1.74%.

Expenditure on DMT administration, including asset purchases, amounted to \$84,430,606 (\$76,427,998) and increased over the previous year by \$8,002,608 (\$8,632,793) or 10.47%.

A statement of the Road Transport and Traffic Fund follows and a comparison of results with annual estimates is shown at page 73.

A statement of material works in progress outstanding at 30th June, 1986 is shown at page 74.

Road Transport and Traffic Fund

	30 June 1986 (\$'000)	30 June 1985 (\$'000)
Statutory Fees and Charges		
– Licences, Registrations and Other Fees	160,240	149,042
Contributions and Commissions		
– Commission on Insurance Premiums Collected - Government Insurance Office	7,698	6,660
– Contributions towards cost of Ad-Valorem Stamp Duty collected – Stamp Duties Office	1,252	1,032
– Councils contribution towards cost of Parking Meter Supervision	57	584
Long Term Loans	–	4,800
Other Income	8,980	6,704
	<u>178,227</u>	<u>168,822</u>
Security Deposits Lodged during year	64	75
Total Receipts	<u>178,291</u>	<u>168,897</u>
DMT Administration Costs	78,561	69,590
Purchase of Assets	5,870	6,838
	<u>84,431</u>	<u>76,428</u>
Investments	<u>177</u>	<u>734</u>
	84,608	77,162
Statutory Payments		
– Payments to Traffic Facilities Fund	17,776	13,500
– Payment towards cost of Ambulance Services	750	750
– Cost of Police Services in respect of supervision of traffic	76,121	76,382
	<u>179,255</u>	<u>167,794</u>
Security Deposits refunded during year	97	382
Total Payments	<u>179,352</u>	<u>168,176</u>

A balance of \$1,076,186 (\$355,167) was brought forward from 30th June, 1985; a balance of \$14,458 (\$1,076,186) remained at 30th June, 1986.

The cost of Police traffic services was assessed at \$68,369,000 (\$70,928,000) by an inter-departmental committee consisting of representatives from the DMT, the Police Department and the Treasury. This year \$76,121,300 (\$76,381,892) was made available towards that cost. The surplus of \$7,752,300 (\$5,453,892) reduces the accumulated shortfall from previous years to \$174,479,393 (\$182,231,693).

The cost of Police traffic services reduced over the previous year by \$2,559,000 or 3.61%. The cost was determined for the first time using the concept of program budgeting; specific costs relating to traffic supervision and control have been identified, to which have been added proportionate costs associated with Operational Support and Administrative Services.

Police Traffic Costs

Year	Contribution from RT & T Fund	Agreed Cost of Police Traffic Services	Accumulated Shortfall
	\$	\$	\$
1981	6,374,447	47,033,509	119,194,792
1982	11,676,425	54,092,426	161,610,793
1983	44,496,208	58,700,000	175,814,585
1984	51,986,000	63,857,000	187,685,585
1985	76,381,892	70,928,000	182,231,693
1986	76,121,300	68,369,000	174,479,393

Public Vehicles Fund

Under the Transport Act, 1930, buses, taxi-cabs and private hire cars in three specified areas embracing Sydney, Newcastle and Wollongong, defined as Transport Districts, are subject to additional registration and other special requirements, and certain revenue derived from them is payable into the Public Vehicles Fund. Administrative costs associated with the operation of the Fund are met from the Road Transport and Traffic Fund.

The Urban Transit Authority of New South Wales is the principal operator of bus services and contributed \$1,080,802 (\$929,414) or 37.40% of the total receipts of \$2,889,662 (\$2,883,706) from Omnibus Tax, other Public Vehicles Tax and Service Licence Fees.

The bus tax and service licences fees are distributed to the local authorities charged with the upkeep of roads over which the vehicles operate. Fifty councils and two other bodies concerned with the upkeep of New South Wales local road systems shared in the distribution of \$2,314,976 (\$2,051,181). A payment of \$483,000 (\$670,000) was also made to the Traffic Facilities Fund.

Public Vehicles Fund

	30 June 1986 (\$'000)	30 June 1985 (\$'000)
Omnibus Tax	2,304	2,120
Other Public Vehicle Tax	502	689
Service Licence Fees	84	75
Total Receipts	2,890	2,884
Payments to Councils	2,312	2,048
Capital Debt Reduction of UTA Bus Services	37	50
Assistance to Road Authorities	3	3
Payments to Traffic Facilities Fund	483	670
Supervision of Taxi Ranks	8	15
Total Payments	2,843	2,786

A balance of \$625,757 (\$527,977) was brought forward from 30th June, 1985; a balance of \$672,663 (\$625,757) remained at 30th June, 1986.

Third Party Insurance Collections

The DMT collects Third Party Insurance premiums for later disbursement, after the deduction of commission, to the Government Insurance Office which is the sole insurer under the Motor Vehicle (Third Party Insurance) Act.

Premium rates were adjusted by an average of 22.5% with effect from 1st February, 1986. As at 30th June, 1986, there were 3.6 million policies in force.

	30 June 1986 (\$'000)	30 June 1985 (\$'000)
Receipts		
Third Party Insurance Premiums collected	505,846	429,927
Payments		
Government Insurance Office	506,287	413,604
Department of Motor Transport – Collection Commission	7,698	6,660
	513,985	420,264

A balance of \$10,839,254 (\$1,176,376) was brought forward from 30th June, 1985; a balance of \$2,700,000 (\$10,839,254) remained at 30th June, 1986.

Motor Vehicle Taxation Collections

Motor vehicle taxation collections form part of the income of the Department of Main Roads and are made up of motor vehicle weight tax (other than that collected on public vehicles in the Transport Districts) and motor vehicle tax levy.

During the current financial year \$355,084,044 (\$325,134,726) was collected and paid to the Department of Main Roads without the imposition of a collection commission.

Stamp Duty Collections

Stamp duty, at the rate of 2% of a motor vehicle's market value, is collected on the issue of original certificates of registration and the transfer of existing certificates of registration.

During the current financial year \$115,383,215 (\$102,532,606) was collected, of which the DMT received a contribution of \$1,251,902 (\$1,032,291) towards the cost of collection.

THIS YEAR IN BRIEF AND A REVIEW OF THE PREVIOUS FOUR YEARS
STATEMENT OF RECEIPTS AND PAYMENTS FOR ALL FUNDS

	1985/1986	1984/1985	1983/1984	1982/1983	1981/1982
	\$'000	\$'000	\$'000	\$'000	\$'000
RECEIPTS					
Statutory Fees and Charges					
Licences, Registrations & Other Fees	160,240	149,042	118,828	111,575	83,549
Transfer from Advance Payment Account — prior years	—	—	6,139	—	—
Transfer from State Transport (Co-ordination) Fund — prior years	—	—	—	—	40
	160,240	149,042	124,967	111,575	83,589
Omnibus Tax, Other Public Vehicles Tax and Service Licence Fees	2,890	2,884	2,611	2,321	2,004
	163,130	151,926	127,578	113,896	85,593
Contributions and Commissions	9,007	8,276	7,286	7,848	6,031
Long Term Loans	—	4,800	—	—	—
Other Income	8,980	6,704	5,588	3,607	1,221
Motor Vehicle Taxation (Net)	355,084	325,135	309,326	264,903	227,225
Third Party Insurance Premiums (Net)	498,148	423,267	414,783	381,008	342,099
Ad-Valorem Stamp Duty (Net)	114,131	101,500	83,533	69,301	69,208
Collections in respect of Traffic Accident Research	—	—	—	—	1,285
TOTAL RECEIPTS	1,148,480	1,021,608	948,094	840,563	732,662
Security Deposits lodged during year	64	75	182	144	95
Cash Funds with New South Wales Treasury — 1st July	12,541	2,059	12,857	12,083	11,663
TOTAL FUNDS	1,161,085	1,023,742	961,133	852,790	744,420
PAYMENTS					
Operating Costs — Department of Motor Transport	78,561	69,590	65,125	61,670	57,693
Purchase of Fixed Assets	5,870	6,838	2,670	2,410	1,379
Distribution of Omnibus Tax and Service Licence Fees	2,352	2,101	1,902	1,643	1,455
Supervision of Taxi-cab ranks	8	15	15	15	15
Department of Main Roads	355,084	325,135	309,326	264,903	227,225
Government Insurance Office	506,287	413,604	419,533	380,947	340,435
Stamp Duties Office	114,131	101,500	83,533	69,301	69,208
Cost of Police Services in respect of supervision of traffic	76,121	76,382	51,986	44,496	11,676
Traffic Facilities Fund	18,259	14,170	17,901	13,675	20,663
Payment towards cost of Ambulance Services	750	750	750	750	750
Investments — New South Wales Treasury Corporation	177	734	48	—	—
Traffic Accident Research	—	—	—	—	1,735
TOTAL PAYMENTS	1,157,600	1,010,819	952,789	839,810	732,234
Transfer of Advance Payments Account — prior years	—	—	6,139	—	—
Transfer of State Transport (Co-ordination) Fund — prior years	—	—	—	—	40
Security Deposits refunded during year	97	382	146	123	63
Cash Funds with New South Wales Treasury — 30 June	3,388	12,541	2,059	12,857	12,083
	1,161,085	1,023,742	961,133	852,790	744,420

ROAD TRANSPORT AND TRAFFIC FUND (SPECIAL DEPOSITS ACCOUNT)
COMPARISON OF RESULTS WITH ANNUAL ESTIMATES

Results Year Ended 30.06.1985	Budget Year Ended 30.06.1985		Results Year Ended 30.06.1986	Budget Year Ended 30.06.1986	Budget Year Ending 30.06.1987
\$'000	\$'000		\$'000	\$'000	\$'000
		RECEIPTS			
		STATUTORY FEES AND CHARGES			
143,902	149,547	Motor Traffic Act, 1909	154,696	153,252	161,970
1,083	1,151	Transport Act, 1930	1,169	1,145	1,235
355	400	Motor Vehicle Taxation Management Act, 1949	388	382	411
2,854	2,805	State Transport (Co-ordination Act, 1931)	3,067	3,033	3,085
4	10	Air Transport Act, 1964	4	5	6
46	44	Motor Vehicle Driving Instructors Act, 1961	48	45	51
1,000	950	Transfers of Public Vehicles (Taxation) Act, 1969	1,120	950	1,130
124	122	Tow Truck Act, 1967	125	125	133
149,368	155,029		160,617	158,937	168,021
326	140	Less Refunds	377	221	352
149,042	154,889		160,240	158,716	167,669
8,276	8,104	CONTRIBUTIONS & COMMISSIONS	9,007	8,441	11,221
4,800	4,800	LONG TERM LOANS	—	3,500	2,000
6,704	7,865	OTHER INCOME	8,980	10,723	15,298
168,822	175,658	TOTAL RECEIPTS	178,227	181,380	196,188
75	—	Security Deposits lodged during year	64	—	—
355	—	Cash Fund with New South Wales Treasury — 1st July	1,076	—	—
169,252	175,658	TOTAL FUNDS	179,367	181,380	196,188
		PAYMENTS			
		OPERATING COSTS			
51,182	54,730	Salaries & Payments in the nature of Salaries & Wages	55,496	57,650	63,279
2,921	3,190	Postage, Telephone and Telex Charges	3,543	3,240	3,835
1,465	1,580	Printing, Stationery & Office Stores	1,831	1,804	1,915
146	148	Legal Costs	170	165	190
220	180	Motor Vehicle Registration Labels	225	211	221
1,436	1,575	Purchase of Motor Vehicle Number Plates	1,542	1,519	1,665
2,968	3,336	Payroll Tax	3,226	3,553	3,929
1,938	2,415	Superannuation	2,875	2,454	4,290
1,214	919	Travelling	1,507	1,625	1,930
603	810	Security Services	687	646	1,131
769	785	Maintenance Of Office Equipment	843	1,007	911
487	560	Maintenance of Motor Vehicles	568	663	670
1,799	2,731	Other Items	2,811	3,681	4,351
2,442	2,707	Building Maintenance, Rent, Light & Power	3,237	3,550	3,824
69,590	75,666		78,561	81,768	92,141
6,838	7,510	PURCHASE OF ASSETS	5,870	8,776	9,745
76,428	83,176		84,431	90,544	101,886
734	321	INVESTMENTS			
77,162	83,497	New South Wales Treasury Corporation	177	465	36
13,500	13,500	STATUTORY PAYMENTS	84,608	91,009	101,922
750	750	Payments to Traffic Facilities Fund	17,776	13,500	9,200
76,382	77,911	Payment towards cost of Ambulance Services	750	750	750
		Cost of Police Services in respect of supervision of traffic	76,121	76,121	84,316
167,794	175,658	TOTAL PAYMENTS	179,255	181,380	196,188
382	—	Security Deposits refunded during year	97	—	—
1,076	—	Cash Fund with New South Wales Treasury — 30th June	15	—	—
169,252	175,658		179,367	181,380	196,188

MATERIAL WORKS IN PROGRESS OUTSTANDING AT 30 JUNE 1986

Location	Expected Date of Completion	Actual Expenditure to 30 June 1986 (\$'000)
Penrith –		
Construction of a new Registry with Vehicle Inspection Facilities	Sept 1986	1,487
Queanbeyan –		
Construction of a new Motor Registry with Vehicle Inspection Facilities	Feb 1987	577
Miranda –		
Extensions to Motor Registry	Aug 1986	184
Unanderra –		
Construction of a Vehicle Inspection Station for the inspection of both light and heavy vehicles	Dec 1986	944
TOTAL		3,192

THE DEPARTMENT'S ACCOUNTS

- Balance Sheet
- Statement of Income and Expenditure
- Sources and Applications of Funds
- Notes To and Forming Part of Accounts

**COMMISSIONER FOR MOTOR TRANSPORT
DEPARTMENT OF MOTOR TRANSPORT
BALANCE SHEET AS AT 30th JUNE, 1986**

1985		NOTE	1986	
\$'000			\$'000	\$'000
	FINANCIAL POSITION			
	CAPITAL DEBT	4		
	Loans –			
4,800	New South Wales Treasury Corporation			4,845
1,112	New South Wales State Government Loan			1,099
5,912				5,944
	RETAINED EARNINGS			
782	Loan Repayment Reserve		959	
4,289	Asset Revaluation Reserve	3	9,324	
5,071				10,283
10,983				16,227
40,050	LESS: ACCUMULATED DEFICIENCY – 30th JUNE	13		43,942
(29,067)	TOTAL			(27,715)
	REPRESENTED BY:			
	FIXED ASSETS	3		
	Land and Building –			
30,906	At Market Value		39,603	
941	Leasehold Improvements –			
	At Cost (less Amortisation \$162,372)		1,078	
1,508	Machines and Equipment –			
	At Cost (less Depreciation \$1,771,097)		1,909	
277	Office Furniture –			
	At Cost (less Depreciation \$434,144)		328	
1,356	Motor Vehicles –			
	At Cost (less Depreciation \$716,351)		1,757	
34,988				44,675
	INVESTMENTS	5		
782	New South Wales Treasury Corporation (At Cost)			959
	CURRENT ASSETS			
20,976	Cash at Bank		25,839	
5,945	Cash on Hand		8,110	
153	Advances and Floats		180	
775	Stores and Materials	6	765	
624	Sundry Debtors	7	779	
	Cash Funds with the New South Wales Treasury –			
	Department of Motor Transport Third Party Insurance			
10,839	Suspense Account – Special Deposits Account		2,700	
626	Public Vehicles Fund – Special Deposits Account		673	
1,076	Road Transport and Traffic Fund - Special Deposits Account		15	
41,014				39,061
76,784	TOTAL ASSETS			84,695
	LESS: CURRENT LIABILITIES AND PROVISIONS			
282	Bank Overdraft		343	
38,386	Statutory Creditors		37,859	
1,028	Sundry Accruals		1,134	
48	Security Deposits		15	
	Provisions –	8		
43,642	Superannuation & Gratuities		49,205	
17,115	Long Service Leave		18,137	
5,350	Recreation Leave		5,717	
105,851	TOTAL LIABILITIES			112,410
(29,067)				(27,715)

The accompanying notes form part of these financial statements.

COMMISSIONER FOR MOTOR TRANSPORT
DEPARTMENT OF MOTOR TRANSPORT
STATEMENT OF SOURCES AND APPLICATIONS OF FUNDS FOR YEAR ENDED 30th JUNE, 1986

1985		NOTE	1986
\$'000			\$'000
	SOURCES OF FUNDS		
	Funds Flow from Operations		
	Operating Funds Inflow –		
151,926	Statutory Fees and Charges	10	163,130
8,276	Contributions and Commissions		9,026
6,309	Other Income		8,987
166,511			181,143
	Less: Operating Funds Outflow –		
70,464	Administrative Costs		78,657
96,047	Total Funds flow from Operations	14	102,486
—	Establishment of Prior Year Creditor balances	15	(457)
4,800	Loan Funds from New South Wales Treasury Corporation		—
395	Proceeds from Disposal of Real Estate		—
101,242			102,029
	Other Funds received by the Department		
423,267	Third Party Insurance Premiums (Net)		498,148
325,135	Motor Vehicle Taxation (Net)		355,084
101,500	Ad-Valorem Stamp Duty (Net)		114,131
951,144			1,069,392
	APPLICATIONS OF FUNDS		
93,403	Statutory Payments	14	97,482
6,838	Purchase of Fixed Assets		5,870
734	Purchase of Investments		177
13	Repayment of New South Wales State Government Loan		13
156	Decrease in Monetary Funds		(1,560)
101,144			101,982
	Other Funds were distributed to		
98	Public Vehicles Fund		47
413,604	Government Insurance Office		506,287
325,135	Department of Main Roads		355,084
101,500	Stamp Duties Office		114,131
9,663	Department of Motor Transport Third Party Insurance Collections Suspense Account		(8,139)
951,144			1,069,392
	MOVEMENT IN MONETARY FUNDS		
(14,017)	Decrease in Statutory Creditors		527
(1,028)	Increase in Sundry Accruals		(106)
307	Decrease in Security Deposits		33
156	Decrease in Stores and Materials		(10)
3	Increase in Sundry Debtors		155
10,482	Decrease in Cash Funds with the New South Wales Treasury		(9,153)
4,253	Increase in Cash and Cash at Bank		6,994
156			(1,560)

The accompanying notes form part of these financial statements.

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
OF THE COMMISSIONER FOR MOTOR TRANSPORT
DEPARTMENT OF MOTOR TRANSPORT
FOR YEAR ENDED 30 JUNE 1986**

Comparative figures for the previous financial year are shown on each financial statement and where appropriate as bracketed amounts in the notes hereto.

1. **ANNUAL REPORTS (STATUTORY BODIES) ACT, 1984**
The Annual Reports (Statutory Bodies) Act, 1984 is cognate with the Public Finance and Audit Act, 1983 and regulates the presentation of the Department's annual report to Parliament.

2. (a) **STATEMENT OF PRINCIPAL ACCOUNTING POLICIES**
The financial statements have been prepared having regard to Accounting Standards jointly promulgated by the National Councils of the Australian Society of Accountants and the Institute of Chartered Accountants in Australia.

In keeping with Departmental policy, endeavours have been made to fully disclose the financial activities of the Department.

(b) **ACCOUNTING BASIS**
 - (i) The financial statements have been prepared on a modified accrual basis whereby salaries and wages incurred but unpaid at year end, are brought to account as expenditure. Additionally, movements in provisions for Superannuation and Gratuities, Deferred Employee Benefits, Depreciation and Amortisation are reflected in the financial statements. Goods or services and interest have not been accrued. Treasury approval to this action has been sought in terms of Section 41B (2) of the Public Finance and Audit Act, 1983.
 - (ii) The financial statements have been prepared on the basis of historical cost except for Land and Buildings listed in the Balance Sheet at current market value.

3. **FIXED ASSETS**
 - (i) Provision is made in the Department's estimates each year for the purchase of assets and fully documented records of assets are being maintained.

For balance sheet purposes, Machines and Equipment and Office Furniture reflect purchases since 1st July, 1981.
 - (ii) Valuations of the Department's Land and Buildings were carried out by the Valuer-General's Department in 1986 and in keeping with Departmental policy, current valuations are obtained as new properties are acquired. Where no assessment has been undertaken on recently purchased properties, cost has been utilised in arriving at the current market value at 30th June, 1986 of \$39,603,456 (\$30,906,504). The appreciation in value of \$5,035,023 (\$4,288,862) has been transferred to the Asset Revaluation Reserve bringing the accumulated value to \$9,323,885 (\$4,288,862). The market value of all other assets has been estimated by Departmental officers.

	Cost 30/6/86 (\$'000)	Cost 30/6/85 (\$'000)	Market Value 30/6/86 (\$'000)	Market Value 30/6/85 (\$'000)
Land and Buildings				
- Head Office Building Complex	4,789	4,773	8,750	6,500
- Other Departmental Properties	25,490	21,845	30,853	24,406
	<u>30,279</u>	<u>26,618</u>	<u>39,603</u>	<u>30,906</u>
Leasehold Improvements	1,240	987	1,095	1,017
Machines and Equipment	3,680	2,493	1,909	1,508
Office Furniture	762	540	328	277
Motor Vehicles	2,473	1,865	2,785	1,917
	<u>38,434</u>	<u>32,503</u>	<u>45,720</u>	<u>35,625</u>

- (iii) The assessed cost of depreciation for the year ended 30th June, 1986 is \$1,427,497 (\$1,040,753) which brings the cumulative depreciation to \$2,921,592 (\$1,758,918).

The assessed cost of amortisation for the year ended 30th June, 1986 is \$116,375 (\$40,843) which brings the cumulative amortisation to \$162,372 (\$45,997).

Assets have been depreciated and amortised on a straight line basis based upon the estimated useful life of the assets.

4. LOAN BORROWINGS

(i) Loan funds from New South Wales Treasury Corporation

During the year there was no loan borrowings by the Department. However, deferred loan expenses of \$45,000 were brought to account, resulting in the total liability now being reflected.

Loan borrowings mature as follows:—

	30 June 1986 (\$'000)	30 June 1985 (\$'000)
Within 1 year	185	—
Between 1 and 2 years	805	185
Between 2 and 5 years	1,380	1,968
After 5 years	2,475	2,647
	<u>4,845</u>	<u>4,800</u>

(ii) State Government Loan

An amount of \$1,098,853 (\$1,112,153) is outstanding on a New South Wales Treasury advance of \$1,394,916 utilised for the purchase of the Department's Head Office complex.

Loan repayment is as follows:—

	30 June 1986 (\$'000)	30 June 1985 (\$'000)
Within 1 year	9,500	13,300
Between 1 and 2 years	9,500	9,500
Between 2 and 5 years	28,500	28,500
After 5 years	1,051,353	1,060,853
	<u>1,098,853</u>	<u>1,112,153</u>

(iii) Capital Debt Charges

Capital Debt charges incurred by the Department for the year amounted to \$913,649 (\$460,385). Included in the Capital Debt charges are interest payments in relation to the loans from the New South Wales Treasury Corporation; the State Government loan; flotation and management fees; and, in the current financial year, deferred loan expenses of \$45,000 brought to account.

5. INVESTMENTS

- (i) A loan repayment programme has been created to provide for the redemption of the Department's loan borrowings and, in this regard, an amount of \$958,800 (\$781,900) has been invested with the New South Wales Treasury Corporation.

Details of investments are as follows:—

Amount 30/6/86 (\$'000)	Amount 30/6/85 (\$'000)	Market Value 30/6/86 (\$'000)	Market Value 30/6/85 (\$'000)	Maturity	Interest Rate %
48	48	50	49	1.08.87	12.9
295	295	298	279	1.10.93	13.5
439	439	442	415	1.10.93	13.5
136	—	140	—	1.08.95	13.4
29	—	29	—	1.08.95	13.4
12	—	12	—	1.10.92	13.7
<u>959</u>	<u>782</u>	<u>971</u>	<u>743</u>		

- (ii) All investments have been made with the New South Wales Treasury Corporation and they are not listed on the stock exchange. Market value has been advised by the New South Wales Treasury Corporation and has been calculated on the buy-back redemption rate at 30th June, 1986.
- (iii) Amounts set aside are in accordance with Schedule 3 of the Public Authorities (Financial Accommodation) Act, 1981. Other amounts set aside have been assessed by Departmental officers.
- (iv) The adequacy of the loan repayment reserve will be reviewed on a regular basis.

6. STORES AND MATERIALS

Stores and Materials are valued at latest acquisition cost.

Stores and Materials purchased by the Department are for internal use and not for resale.

The Department's annual stocktake resulted in the following assessments:—

	30 June 1986 (\$'000)	30 June 1985 (\$'000)
Stores		
— General Stores	291	327
— Printing and Stationery	227	232
— Registration Number Plates and Labels	156	133
Materials		
— Electrical	51	49
— Building	40	34
	<u>765</u>	<u>775</u>

7. SUNDRY DEBTORS

Bad debts are written off after all avenues have been exhausted to collect them.

No provision has been made for Doubtful Debts.

Bad debts written off during the year totalled \$42,236 (\$74,518).

A dissection of outstanding debts is as follows:—

	30 June 1986 (\$'000)	30 June 1985 (\$'000)
(i) Short payments made in respect of the registration of motor vehicles	66	60
(ii) Dishonoured cheques relating to the payment of licences and motor vehicle registrations	645	526
(iii) Other Sundry Accounts	68	38
	<u>779</u>	<u>624</u>

8. EMPLOYEE BENEFITS

(i) Superannuation

An estimated liability exists in respect of employees' accrued superannuation entitlements, namely —

- (a) Employer's subsidy to the Public Authorities Superannuation Scheme, in respect of lump sum payments on retirements, estimated as \$40,690,000 (\$35,440,000).

The calculation of the Department's liability in respect to the Public Authorities Superannuation Scheme is based upon an actuarial calculation as at 30th June, 1983. This calculation has subsequently been updated by Departmental officers to the 30th June, 1986.

The calculation has assumed an interest rate of 14.2% per annum, a salary escalation of 10.5% per annum and a consumer price index movement of 10.0% per annum.

- (b) Gratuities under Section 132A of the Transport Act, 1930, estimated as \$8,515,326 (\$8,202,213).

The calculation of the Department's liability in respect of Gratuities under Section 132A of the Transport Act, 1930 has been calculated by Departmental Officers as at 31st May, 1986 and is based upon the salaries current at that time.

(ii) **Long Service Leave**

As at 30th June, 1986 the estimated liability in respect of long service leave entitlements stood at \$18,136,755 (\$17,114,692).

The liability has been calculated on the basis of current entitlements of employees who have completed five years of service and over.

(iii) **Recreation Leave**

The Department has continued to adopt a policy whereby staff are allowed to take leave progressively throughout the year. Permanent relief staff are provided in most work areas and staff are normally not permitted to carry forward excessive leave credits.

As at 30th June, 1986 the estimated liability in respect of recreation leave entitlements stood at \$5,716,512 (\$5,349,678).

(iv) **Sick Leave**

The cost of sick leave is met as it emerges and benefits lapse with termination of employment. No provision is made in the accounts for any outstanding liability.

9. **INSURANCES**

The Department generally carries its own insurance regarding Workers Compensation and Public Risk. Any liability is met from funds provided for expenditure during the year.

All other insurances are effected with the Government Insurance Office of New South Wales.

10. **CONTRIBUTIONS AND COMMISSIONS**

The amount under this heading consists of:—

	30 June 1986 (\$'000)	30 June 1985 (\$'000)
Commission on Insurance Premiums Collected - Government Insurance Office	7,698	6,660
Contributions towards cost of Ad-Valorem Stamp Duty collected — Stamp duties office	1,252	1,032
Councils contribution towards cost of Parking Meter Supervision	76	584
	<hr/> 9,026	<hr/> 8,276

11. OTHER INCOME

The amount under this heading consists of:—

	30 June 1986 (\$'000)	30 June 1985 (\$'000)
Lease of custom-made number plates	882	680
Sale of personalised number plates	2,233	1,937
Auction of numeral-only plates	390	317
Authorised Inspection Station fees	215	199
Heavy Vehicle Inspection fees	1,640	183
Search fees	1,141	1,160
Profit on disposal of real estate	—	284
Miscellaneous	2,089	1,391
Interest received	397	442
Profit on disposal of assets	266	—
	<u>9,253</u>	<u>6,593</u>

12. PAYMENTS TO BOARD MEMBERS

The following payments were effected to "Non-Officer" members of committees established within the Department's ambit of activities:—

	30 June 1986 (\$)	30 June 1985 (\$)
Taxi Advisory Council	168	665
Committee of Review - New South Wales		
Air Services	126,693	4,650
Committee of Review - Tourist Vehicle		
Licensing	614	329
Committee of Review - Pensioner and		
Unemployed Persons Subsidy Scheme	174	140
	<u>127,649</u>	<u>5,784</u>

13. STATUTORY PAYMENTS

Section 202(2) of the Transport Act, 1930 provides for various statutory payments to be made from the Road Transport and Traffic Fund. Moreover, Section 23(b) of the Traffic Authority Act, 1976 provides for the balance standing to the credit of the Road Transport and Traffic fund to be transferred to the Traffic Facilities Fund.

Legislation does not permit the retention of funds other than in relation to the Loan Repayment Reserve whereby funds must be utilised to repay loan borrowings. No other reserves and provisions included in the Department's Balance Sheet are acknowledged by the retention of funds. All previous and current operating cash surpluses have been cleared from the Department's operations by way of Statutory payments.

(i) Contribution towards the cost of Ambulance Services

A payment of \$750,000 (\$750,000) as a contribution towards the cost of ambulance services was made in terms of Section 202(2) (d5) of the Transport Act, 1930.

(ii) Contribution towards the Traffic Facilities Fund

An amount of \$13,500,000 (\$13,500,000) was paid from the Road Transport and Traffic Fund to the Traffic Facilities Fund in terms of Section 202(2) (I) of the Transport Act, 1930.

In addition, an amount of \$4,276,115 was paid from the Road Transport and Traffic Fund to the Traffic Facilities Fund in accordance with Section 23(b) of the Traffic Authority Act, 1976.

(iii) Contribution towards the cost of Police Traffic Services

The funds available from the Road Transport and Traffic Fund exceeded the agreed cost of Police services for the supervision and control of road transport and traffic as provided under Section 202(2) (a) of the Transport Act, 1930. The agreed cost of \$68,369,000 (\$70,928,000) was exceeded by \$7,752,300 (\$5,453,892) thus reducing the accumulated shortfall in respect of Police services to \$174,479,393 (\$182,231,693).

14. STATEMENT OF SOURCES AND APPLICATIONS OF FUNDS**(i) Reconciliation of Funds flow from Operations with Operating Surplus is as follows:—**

	30 June 1986 (\$'000)	30 June 1985 (\$'000)
Funds Flow from Operations	102,486	96,047
Plus: Profit on Disposal of Assets	266	284
Supervision of Taxi-cab ranks – Public Vehicles Fund	8	15
	102,760	96,346
Less: Deferred loan expenses	45	—
Depreciation and Amortisation	1,544	1,082
Provision for Superannuation and Gratuities	5,563	5,288
Provisions for Deferred Employee Benefits	1,389	1,529
Distribution to Public Vehicles Fund	2,890	2,884
	11,431	10,783
Operating Surplus	91,329	85,563

- (ii) Statutory payments shown in the Statement of Sources and Applications of Funds consist of:—

	30 June 1986 (\$'000)	30 June 1985 (\$'000)
Payments to Traffic Facilities Fund	18,259	14,170
Payment towards cost of Ambulance Services	750	750
Amount recouped to Consolidated Fund for Police Services in respect of supervision of traffic	76,121	76,382
Payments from the Public Vehicles Fund in relation to the distribution of Omnibus Tax and Service Licence Fees	<u>2,352</u>	<u>2,101</u>
	<u>97,482</u>	<u>93,403</u>

15. **PRIOR YEARS ADJUSTMENT**

A net prior years adjustment to the value of \$396,548 was effected by the establishment of Statutory Creditors to the value of \$457,348 and the inclusion of an additional property within the Land and Building classification at a cost of \$60,800.

16. **CONTRACTUAL COMMITMENTS**

Contractual commitments outstanding are detailed as follows:—

	30 June 1986 (\$'000)	30 June 1985 (\$'000)
Land and Building programme	1,999	2,667
Alterations to Buildings	122	
Plant and Equipment	<u>363</u>	
	<u>2,484</u>	

17. **AUDITOR'S REMUNERATION**

Payment to the Auditor-General of New South Wales in 1985/86 amounted to \$85,000 (\$82,000).

18. **SUPPLY OF GOODS AND SERVICES TO GOVERNMENT AUTHORITIES**

The Department of Motor Transport provides the staff and office accommodation for the Secretariat of the Traffic Authority of New South Wales. Salaries and other administrative costs are recovered from the Traffic Facilities Fund.

19. **TRANSPORT ACT, 1930**

- (i) Income of \$4,058,946 (\$3,966,484) includes an amount of \$2,889,663 (\$2,883,706) which is distributed to the Public Vehicles Fund. Particulars of the receipts of \$2,889,663 (\$2,883,706) and the payment made during the current year from the Public Vehicles Fund are shown in the following table:—

PUBLIC VEHICLES FUND (SPECIAL DEPOSITS ACCOUNT)

	30 June 1986 (\$'000)	30 June 1985 (\$'000)
Receipts		
Omnibus Tax:—		
Metropolitan	1,990	1,833
Newcastle	220	195
Wollongong	94	92
Other Public Vehicle Tax in Metropolitan, Newcastle and Wollongong Transport Districts	502	689
Service Licence Fees:—		
Metropolitan	72	66
Newcastle	9	6
Wollongong	3	3
TOTAL RECEIPTS	2,890	2,884
Fund Balance at 1st July	626	528
TOTAL FUNDS AVAILABLE	3,516	3,412
Payments		
Distribution to Municipalities, Shires and Other Authorities of Omnibus Tax:—		
Metropolitan	1,971	1,711
Newcastle	211	196
Wollongong	94	90
Traffic Facilities Fund	483	670
Supervision of Taxi-cab ranks	8	15
Distribution of Service Licence Fees:—		
Metropolitan	64	92
Newcastle	10	7
Wollongong	2	5
TOTAL PAYMENTS	2,843	2,786
Fund Balance at 30th June	673	626
	3,516	3,412

(ii) **Distribution from the Public Vehicles Fund**

Distribution from the Public Vehicles Fund includes the balance available at 31st March, plus 75% of the Government omnibus tax and service licence fees which are received in June each year. No administrative costs are charged to the Fund.

An amount of \$483,000 (\$670,000) was paid from the Public Vehicles Fund to the Traffic Facilities Fund in terms of Section 204(4) of the Transport Act, 1930.

COMMISSIONER FOR MOTOR TRANSPORT
DEPARTMENT OF MOTOR TRANSPORT
FINANCIAL STATEMENTS
FOR YEAR ENDED 30TH JUNE, 1986.

CERTIFICATION

On behalf of the Department of Motor Transport, we the undersigned are of the opinion that:

- (i) The financial statements of the Department of Motor Transport for the year ended 30th June, 1986 have been prepared in accordance with the provisions of the Public Finance and Audit Act, 1983; the Public Finance and Audit (Statutory Bodies) Regulation 1985; and the Treasurer's Directions.
- (ii) The Statement of Income and Expenditure, the Balance Sheet and the Statement of Sources and Applications of Funds together with the accompanying notes set out on the attached, exhibit a true and fair view of the financial position of the Department at the 30th June, 1986 and the transactions for the year then ended.
- (iii) At the date of signing there are no circumstances which would render any particulars included in the financial statements to be misleading.



M. J. BUTLER,
COMMISSIONER FOR MOTOR TRANSPORT.

11th August, 1986



I. R. GILLESPIE,
CHIEF ACCOUNTANT.

11th August, 1986

DMT



BOX 12, G.P.O.
SYDNEY, N.S.W. 2001

DEPARTMENT OF MOTOR TRANSPORT
AUDITOR-GENERAL'S CERTIFICATE

The accounts of the Commissioner for Motor Transport for the year ended 30 June 1986 have been audited in accordance with Section 34 of the Public Finance and Audit Act 1983.

In my opinion, the accompanying balance sheet, income and expenditure and funds statements, read in conjunction with the notes thereto, comply with Section 41B of the Act and exhibit a true and fair view of the financial position at 30 June 1986 and transactions for the year then ended.

A handwritten signature in cursive script, appearing to read "K.J. Robson".

K.J. ROBSON, FASA CPA
AUDITOR-GENERAL OF NEW SOUTH WALES

SYDNEY,
16 October 1986

This certificate refers to the financial information provided on pages 76 to 88 inclusive.

DMT

PERFORMANCE INDICATORS

Commencing in next year's Annual Report, performance indicators will be published for a variety of activities undertaken by the DMT. Some of the proposed measures are mentioned elsewhere in this report.

On the following pages are presented some overall indicators of the DMT's performance in terms of the revenue it collects, the cost of administration, the volume of transactions dealt with and staffing levels.

In future Annual Reports these tables and graphs will be augmented by measures relating to individual activities (such as driver licensing) to give a more complete picture of the DMT's performance.

TABLE 1: DMT RECEIPTS AND EXPENDITURE (\$M)

	TOTAL RECEIPTS	DMT INCOME				DMT EXPENDITURE
		RT & T	PUBLIC VEHICLES	ROAD MAINTENANCE	TOTAL	
1974	219.7	35.9	1.9	3.0	40.7	17.5
1975	272.7	51.0	1.8	3.9	56.7	26.7
1976	361.7	61.0	1.9	4.5	67.5	31.1
1977	417.0	62.4	1.1	5.0	68.6	35.5
1978	470.3	65.1	1.3	5.6	71.9	39.8
1979	515.3	67.8	1.4	5.7	74.9	41.8
1980	543.9	69.3	1.4	—	70.6	44.5
1981	626.7	76.2	1.6	—	77.8	50.8
1982	732.7	91.6	2.0	—	93.6	59.1
1983	840.6	122.4	2.3	—	124.7	64.1
1984	948.1	137.8	2.6	—	140.5	67.8
1985	1021.6	168.8	2.9	—	171.7	76.4
1986	1148.5	178.2	2.9	—	181.1	84.4
Increase	423%				345%	382%

Total Receipts includes third party insurance premiums, motor vehicle taxation, stamp duty on vehicle sales, registration, licence and transfer fees, etc.

DMT Expenditure excludes that on the Traffic Accident Research Unit and other staff now transferred to the Traffic Authority Secretariat whose cost is met from the Traffic Facilities Fund.

FIGURE 1: DMT RECEIPTS AND EXPENDITURE

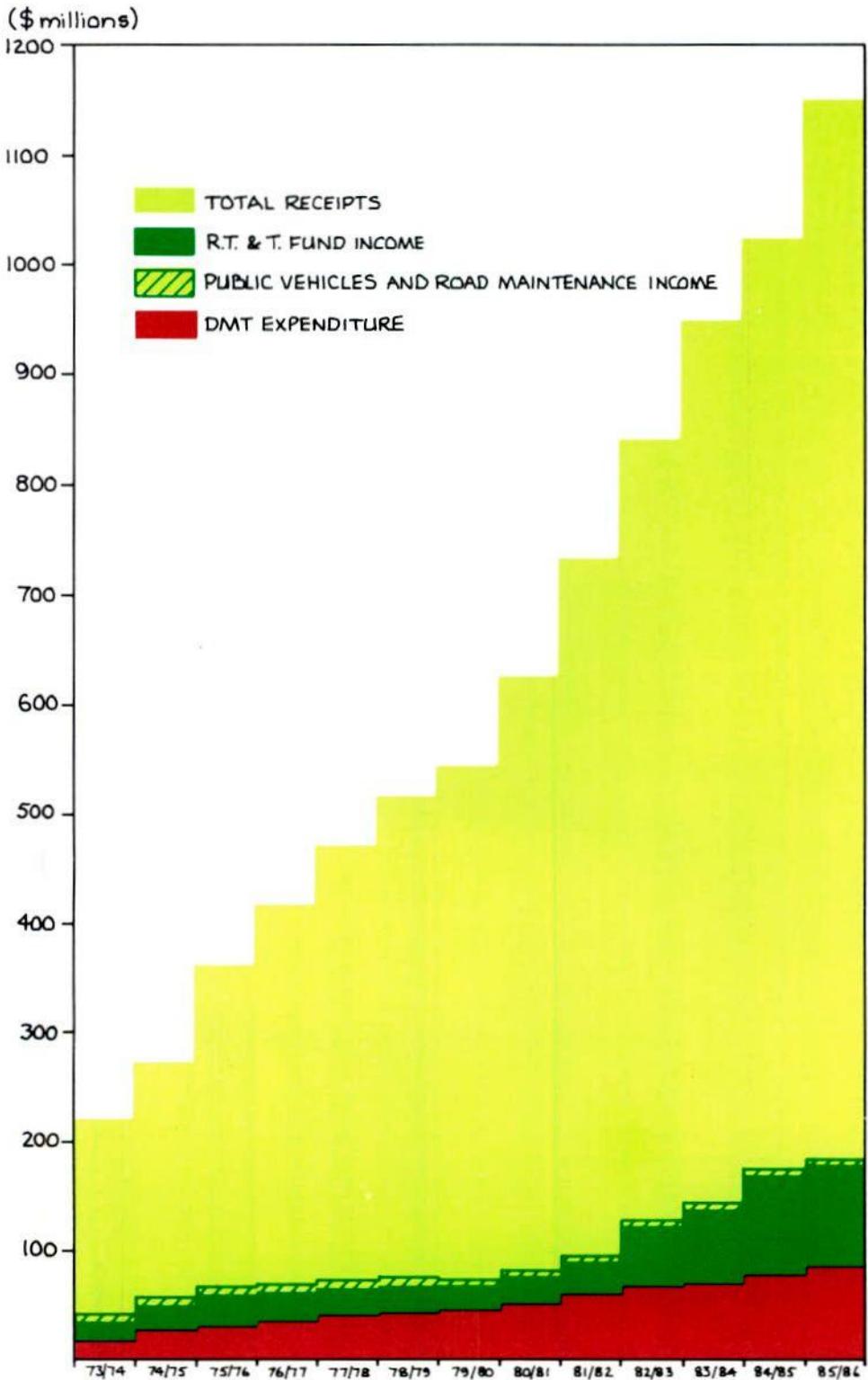


TABLE 2: DMT INCOME, EXPENDITURE AND SURPLUS (\$M)

	INCOME			EXPENDITURE			SURPLUS
	RT & T	ROAD MAINTEN- ANCE	TOTAL	RT & T	ROAD MAINTEN- ANCE	TOTAL	
1974	35.9	3.0	38.8	14.6	3.0	17.5	21.3
1975	51.0	3.9	54.9	22.8	3.9	26.7	28.2
1976	61.0	4.5	65.6	26.5	4.5	31.1	34.5
1977	62.4	5.0	67.4	30.5	5.0	35.5	32.0
1978	65.1	5.6	70.6	34.2	5.6	39.8	30.8
1979	67.8	5.7	73.6	36.1	5.7	41.8	31.8
1980	69.3	—	69.3	44.5	—	44.5	24.8
1981	76.2	—	76.2	50.8	—	50.8	25.4
1982	91.6	—	91.6	59.1	—	59.1	32.6
1983	122.4	—	122.4	64.1	—	64.1	58.3
1984	137.8	—	137.8	67.8	—	67.8	70.0
1985	168.8	—	168.8	76.4	—	76.4	92.4
1986	178.2	—	178.2	84.4	—	84.4	93.8
Increase			359%			382%	340%

The largest component of the DMT's income comes from registration and licence fees.

These have increased as follows:—

From Nov. 1974 \$10 (previously \$6)

From Mar. 1982 \$15

From Sept. 1984 \$20

FIGURE 2: DMT INCOME, EXPENDITURE AND SURPLUS

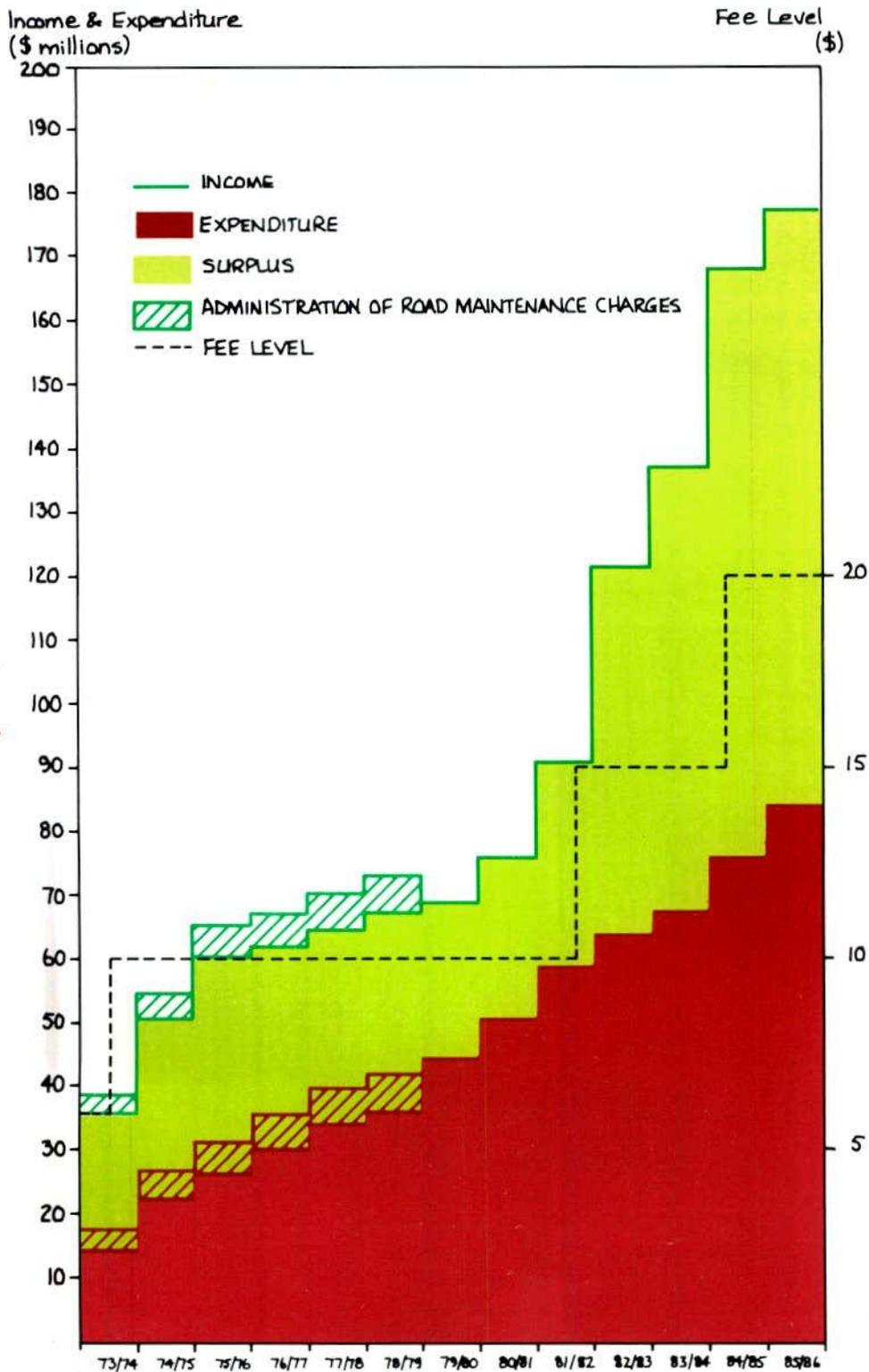


TABLE 3: DMT INCOME AND STATUTORY OBLIGATIONS (\$M)

	ACTUAL INCOME (RT & T FUND)	REQUIRED INCOME	SHORTFALL	ACCUMULATED SHORTFALL
				B/F 4.2
1974	35.9	37.3	1.4	5.6
1975	51.0	52.5	1.5	7.1
1976	61.0	61.7	0.7	7.8
1977	62.4	68.5	6.1	13.9
1978	65.1	76.2	11.1	25.0
1979	67.8	86.0	18.2	43.2
1980	69.3	104.6	35.3	78.5
1981	76.2	116.9	40.7	119.2
1982	91.6	134.0	42.4	161.6
1983	122.4	136.6	14.2	175.8
1984	137.8	149.7	11.9	187.8
1985	168.8	163.3	(5.5)	182.2
1986	178.2	170.5	(7.7)	174.5

Required Income is that needed to meet all of the obligations of the RT & T Fund. The shortfall occurs in meeting the cost of Police Traffic services.

The growing shortfall was overtaken during 1984/85 and surpluses for that year and 1985/86 have reduced the shortfall accumulated over the previous decade.

FIGURE 3: DMT INCOME AND STATUTORY OBLIGATIONS

Income & Shortfall
(\$ millions)

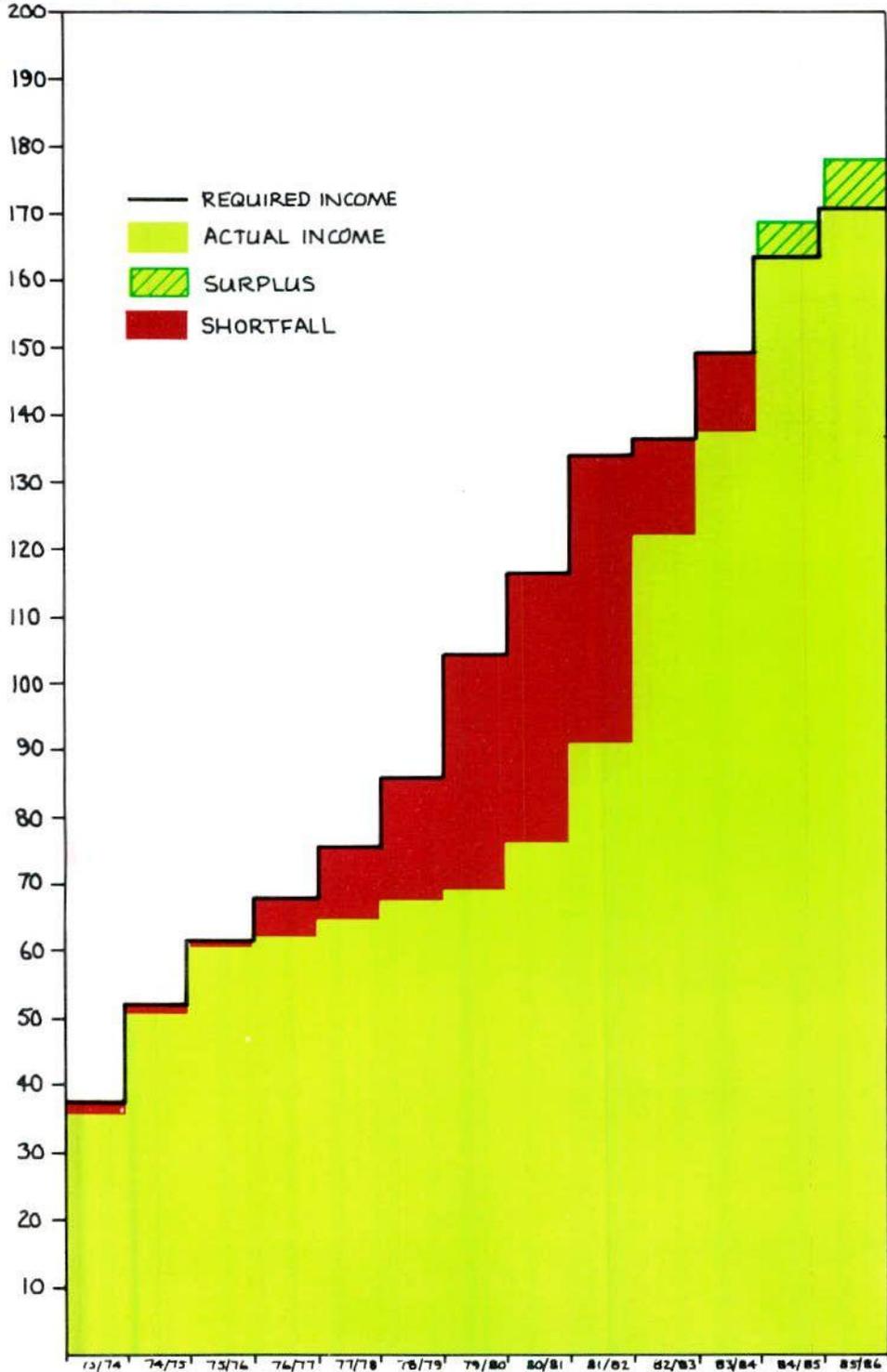


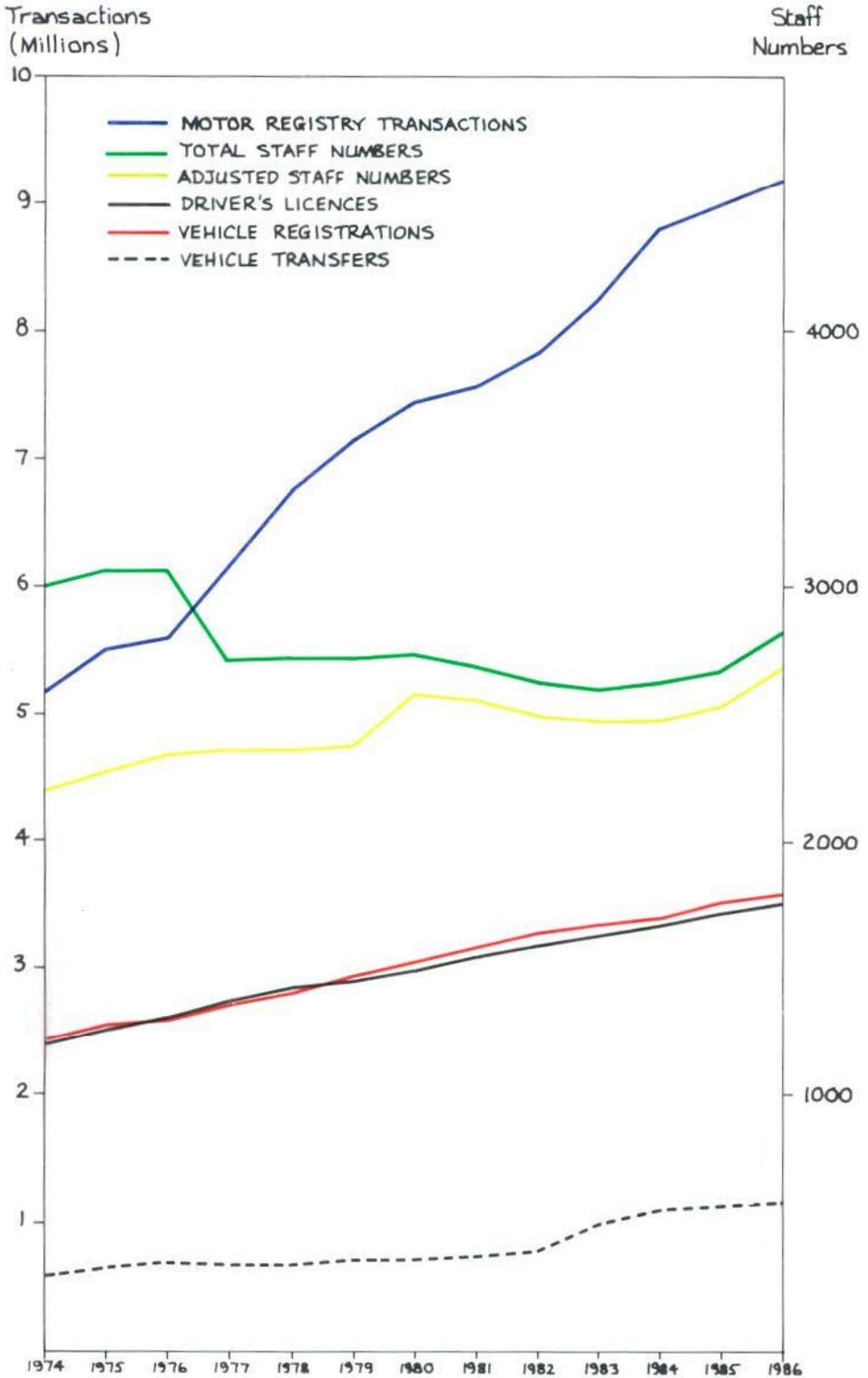
TABLE 4: DMT TRANSACTIONS (MILLIONS) AND STAFF NUMBERS

	DRIVER'S LICENCES	VEHICLE REGISTRATIONS	VEHICLE TRANSFERS	MOTOR REGISTRY TRANSACTIONS	TOTAL STAFF	ADJUSTED STAFF No.
1974	2.39	2.43	0.61	5.19	3013	2201
1975	2.53	2.56	0.64	5.52	3083	2276
1976	2.63	2.62	0.66	5.61	3085	2336
1977	2.74	2.71	0.63	6.21	2712	2349
1978	2.85	2.81	0.64	6.56	2721	2357
1979	2.89	2.93	0.71	6.78	2722	2358
1980	2.98	3.05	0.71	7.16	2733	2581
1981	3.09	3.18	0.74	7.46	2704	2554
1982	3.20	3.29	0.78	7.82	2637	2483
1983	3.27	3.35	1.00	8.26	2616	2471
1984	3.36	3.41	1.09	8.83	2639	2496
1985	3.44	3.52	1.13	9.02	2679	2524
1986	3.52	3.60	1.15	9.21	2835	2668
Increase	47%	48%	89%	77%	-6%	21%

Total Staff includes full-time and part-time staff.

Adjusted Staff Number makes allowance for part-time staff and excludes 385 staff transferred to the Department of Main Roads in July, 1976; 214 staff made surplus upon repeal of Road Maintenance Charges in May, 1979; and 130 staff attached to the Traffic Authority Secretariat.

FIGURE 4: DMT TRANSACTIONS AND STAFF NUMBERS



APPENDICES

- APPENDIX A — Convictions on Prosecutions Instituted.
- APPENDIX B — Result of Appeals Against Cancellations of Driver's Licences.
- APPENDIX C — Property Portfolio — Premises Owned By Department.
- APPENDIX D — Property Portfolio — Premises Leased By Department.

STATEMENT OF CONVICTIONS ON PROSECUTIONS INSTITUTED BY THE
DEPARTMENT OF MOTOR TRANSPORT FOR THE YEAR ENDED 30 JUNE 1986

Motor Traffic Act and Regulations:

Drive whilst unaccompanied by licensed driver	1
Driver without "L" sign	1
Fail to give notification/Alteration to Motor Vehicle	5
Fail to notify disposal	108
Fail to apply for transfer	204
Fail to surrender number plates within 3 days	13
Illegal use of Trader's plate	1
Drive without registration label affixed	54
Allow vehicle to be driven without registration label affixed	73
Permit to be driven with registration label issued in respect of another vehicle	1
Drive/Permit to be driven, registration label null and void	48
Drive vehicle not being suitable for safe use	1
Owner/Exceed length	1
Drive/Exceed length	16
Owner/Drive Exceed length	2
Exceed width	3
Exceed height	1
Unauthorised number plates	1
Not have number plate securely attached	14
Not have number plate securely attached to rear of vehicle	7
Fail to carry log book	199
Drive motor omnibus with door open	2
Drive/vehicle driving two trailers	4
Drawing more than one motor or other vehicle or trailer	1
Drive with loading and insecurely fastened	1
Not display weight	35
Fail to carry complete log book	272
Fail to produce authorised log book or duplicate	1
Permit not have prescribed number plate affixed properly	33
Unlicensed driver	54
Drive/permit unregistered vehicle to be driven	261
Furnish fake information in regard to C/R of licence	2
Unlawfully have number plate in possession	22
Drive whilst disqualified	2
Furnish false information in regard to lost number plates	1
Fraudulently use licence	1
Drive unregistered vehicle with plate calculated to deceive	53
Drive whilst suspended	1
Transfer number plates to another vehicle	4
Not have half hour rest	5
Drive for more than 12 hours	4
Permit driver to drive for more than 12 hours	1
Fail to produce licence for inspection	43
Fail to furnish information to authorised officer	1
TOTAL:	1558

Transport Act and Regulations:

Unlicensed driver	5
Fail to produce licence	47
Fail to display I.D. card	131
Improper use of I.D. card	3
Fail to notify change of address	6
Drive unclean taxi	4
Fail to produce vehicle for inspection	47
Demand booking fee	1
Fail to record particulars	1
Fail to issue receipt to hirer	1
Demand more than prescribed fare	6
Demand other than prescribed fare	8
Fail to carry out punctually a hiring	39
Fail to drive by shortest practicable route	7
Fail to afford every reasonable assistance	1
Fail to issue ticket	1
Taxi Meter not being sealed in prescribed manner	10
Set taximeter in motion before being hired	1
Fail to stop meter	19
Leave taxi unattended without taking due precaution	40
Leave taxi unattended cause obstruction to traffic	20
Fail to run to timetable	2
Fail to drive away from stand	1
Place taxi on disengaged stand	51
Fail to display "Vacant" sign	14
Fail to obscure a sign	8
Fail to display locality sign	1
Fail to accept a hiring immediately	48
Carry more than prescribed number of passengers	3
Fail to occupy first position on stand	4
Take precedence on stand	1
Not enter on daily work card time he commenced to drive	38
Fail to produce daily work card	9
Not produce signed daily work card	1
Tout for person to ride in vehicle	27
Permit vehicle to stand at a place other than a public stand	17
Leave driving seat	5
Multiple hire	1
Did an act calculated to result in persons entering cab	1
Permit person to be carried without consent of hirer	9
Eat meal inside vehicle	3
Smoke whilst conveying passengers	4
Leave taxi to attract notice by calling	13
Attract notice by calling	1
Start vehicle whilst passenger alighting/entering	4
Fail to observe dress rule	11
Fail to keep vehicle stopped for purpose of enquiry	3
Fail to stop for enquiry	12

Transport Act and Regulations (Continued):

False information	2
Incivility or Impropriety	52
Stand where vehicles prohibited	2
Owner fail to issue ticket	1
TOTAL:	747

State Transport (Co-Ordination) Act:

Operate/drive unlicensed vehicle	306
Operate/drive contrary to licence	44
Breach condition of permit	3
Impropriety	1
Permit person to enter taxi without consent of hirer	1
Smoke in vehicle	1
Cause to be conveyed a passenger	1
Fail to accept hiring immediately	1
TOTAL:	358

Motor Vehicles Taxation Management Act:

Fail to notify alteration to vehicle	114
Fail to pay additional tax	43
TOTAL:	157

Tow Truck Regulations:

Fail to produce towing authority form	1
TOTAL:	1

RESULT OF APPEALS AGAINST CANCELLATIONS OF DRIVER'S LICENCES

During the period July 1985 to June 1986 a total of 2,239 appeals were heard at Local Courts against the suspension and cancellation of licences by the Commissioner.

Details are as follows:

	1st Year Provisional Licences	Other Provisional Licences	Conduct, habits, medical and other	Demerit Points System	TOTAL
Allowed	93	85	160	64	402
Dismissed Outright	243	165	178	146	732
Dismissed with variation	357	340	76	64	837
Withdrawn	45	31	78	113	267
Struck Out	—	—	1	—	1
TOTALS:	738	621	493	387	2239
No Jurisdiction	—	—	—	—	—

COMMISSIONER FOR MOTOR TRANSPORT
DEPARTMENT OF MOTOR TRANSPORT
PROPERTY PORTFOLIO AT 30th JUNE, 1986

APPENDIX C

PROPERTY	ADDRESS	Approximate Date of Construction	Valuer General's Valuation (1986) \$	Costs Land & Building \$
MOTOR REGISTRIES AND REGIONAL AND DISTRICT OFFICES				
Albury	Cnr. Hume & Macaulay Streets	1981	335,000	479,888
Armidale	167 Rusden Street	1966	400,000	526,481
Bathurst	Cnr. Rankin & Durham Streets	1960	90,000	27,278
Bega	Cnr. Hill & Peden Streets	1962	100,000	31,632
Beverly Hills	Cnr. Cambridge Street & Stoney Creek Road	1963	350,000	212,721
Blacktown	Cnr. Patrick & Alpha Streets	1963	550,000	140,280
Broken Hill	Cnr. Blende & Iodide Streets	1966	75,000	66,155
Cammeray	303 Miller Street	1976	1,250,000	913,857
Campbelltown	Lindsay Street	1964	175,000	66,797
Campbelltown	Menangle Road & Tindall Street	1984	670,000	1,401,839
Casino	Cnr. Barker & Hickey Streets	1964	78,000	45,981
Cessnock	Cnr. North Avenue & Darwin Street	1968	135,000	87,849
Charlestown	Cnr. Pacific Highway & Frederick Street	1967	220,000	303,876
Chullora	95-97 Hume Highway	1953	1,000,000	360,143
Coffs Harbour	32-34 Gordon Street	1981	450,000	573,586
Cooma	Cnr. Soho & Massie Streets	1966	77,000	65,865
Cootamundra	Cnr. Cooper & Bourke Streets	1971	70,000	93,053
Cowra	97 Brisbane Street	1966	130,000	56,632
Deniliquin	346 Harrison Street	1973	154,000	167,947
Dubbo	1 Church Street	1967	346,000	362,299
Fairfield	32-36 Harris Street	1969	950,000	159,820
Five Dock	Cnr. Ramsay Road & Henley Marine Drive	1957	500,000	285,296
Forbes	Cnr. Farrand & Union Streets	1962	54,000	37,103
Glen Innes	152 Wentworth Street	1966	85,000	65,645
Gosford	Cnr. William & Albany Streets	1959	460,000	348,891
Goulburn	Cnr. Lagoon & Sterne Streets	1969	100,000	42,901
Grafton	15 King Street	1964	180,000	49,562
Griffith	Cnr. Yambil & Wyeela Streets	1965	160,000	48,783
Hornsby	324 Pacific Highway (& Bridge Road)	1983	1,150,000	1,502,550
Inverell	36-40 Campbell Street	1973	120,000	142,634
Katoomba	30 Park Street	1967	210,000	123,598
Kempsey	Lot 1881-3 South Street	1985	175,000	176,296
Kiama	64 Shoalhaven Street	1978	190,000	285,236
Kogarah	60A Gray Street	1977	400,000	575,671
Leeton	Cnr. Ash & Church Streets	1959	90,000	24,885
Lidcombe	Cnr. Swete & Mills Streets	1965	350,000	148,999
Lismore	Carrington Street	1963	425,000	271,009
Lithgow	Cnr. Eskbank Street & Main Street Lane	1960	92,000	35,617
Liverpool	357 Hume Highway	1977	825,000	709,711
Maitland	2 St. Andrews Street	1967	340,000	176,106
Manly	239 Pittwater Road	1958	400,000	146,045
Miranda	Cnr. President Avenue & Miranda Road	1960	350,000	313,757
Mittagong	97 Hume Highway	1969	165,000	77,866
Moree	57 Balo Street	1973	250,000	192,464
Mt. Druitt	32 Luxford Street	1978	125,000	303,152
Mudgee	Cnr. Perry Street & Byron Place	1971	225,000	85,407
Murwillumbah	142 Murwillumbah Street	1964	100,000	45,277
Muswellbrook	Cnr. Hill & Bridge Streets	1971	190,000	114,369
Narrabri	61 Maitland Street	1973	170,000	142,608
Newcastle	130 Parry Street	1958	450,000	650,810
Nowra	142 Junction Street	1962	165,000	120,702
Nowra	Cnr. Cumberland St & Flinders Road	1986	600,000	800,319
Orange	Cnr. Byng & McNamara Streets	1960	120,000	47,138
Parkes	Cnr. Church & Currajong Streets	1962	79,600	39,797
Parramatta	148-156 George Street	1953	7,600,000	353,814
Penrith	Unit 1 "The Terraces", 12 Tindale Street	1959	570,800	310,745
Queanbeyan	Farrer Place	1966	63,000	63,120
Raymond Terrace	53 William Street	1968	195,000	72,825
Richmond	Cnr. Windsor & Bosworth Streets	1969	300,000	89,873
Rosebery (H.O. Complex)	50-58 Rothschild Avenue	1918	8,750,000	4,789,590
Ryde	Cnr. Blaxland & North Roads	1961	420,000	85,629
Singleton	Cnr. Pitt & Bathurst Streets	1969	190,000	179,934
Tamworth	Cnr. Peel & Hill Streets	1960	370,000	160,954
Taree	Cnr. Albert & Pulteney Streets	1967	180,000	142,264
Toronto	136 Cary Street	1977	500,000	429,560
Tumut	Cnr. Richmond & Fitzroy Streets	1972	85,000	109,376
Tweed Heads	Greenway Drive, Tweed Heads South	1984	350,000	85,470
Wagga Wagga	2 Fox Street	1982	450,000	1,081,117
Wauchope	Cnr. Hastings & Young Streets	1976	100,000	226,010
Wellington	46 Warne Street	1973	100,000	91,111
Wollongong	Cnr. Kembla & Glebe Streets	1956	420,000	231,233
Wyong	Cnr. Anzac Avenue & Hely Street	1971	280,000	212,926
			32,823,800	22,989,734

PROPERTY PORTFOLIO AT 30th JUNE, 1986

PROPERTY	ADDRESS	Approximate Date of Construction	Valuer General's Valuation (1986) \$	Costs Land & Building \$
HEAVY VEHICLE INSPECTION STATIONS				
Carrington	Lot 11-17 Young Street	1984	700,000	959,376
Wetherill Park	Lot 32 Victoria Street	1984	1,500,000	1,430,628
Unanderra	107 Nolan Street	1985	750,000	944,237
			2,950,000	3,334,241
COTTAGES OWNED BY THE DEPARTMENT				
Armidale	15 Caroline Crescent	1968	68,000	40,500
Armidale	11 Laurence Avenue	1964	73,000	18,847
Bathurst	10 Vine Street	1970	54,000	39,456
Cooma Nth	15 Namala Street	1977	80,000	65,829
Cootamundra	22 Northcott Avenue	1973	68,000	64,605
Cowra	24 Kibbler Street	1972	60,000	51,228
Deniliquin	14 Greaves Crescent	1975	46,000	35,249
Dubbo	23 Margaret Crescent	1973	56,000	37,761
Dubbo	Cnr. Bailey & Jubilee Streets	1964	69,000	20,903
Forbes	40 Patterson Street	1970	51,000	34,851
Goulburn	35 Knox Street	1976	75,000	45,797
Grafton	318 Bent Street	1981	70,000	63,230
Gunnedah	15 Breen Street	1971	72,000	42,025
Leeton	14 Canal Street	1966	64,000	38,977
Lithgow	67 Methven Street	1976	80,000	80,101
Moree	28 Julia Place	1978	65,000	43,026
Mudgee	100 Robertson Street	1975	75,000	37,600
Muswellbrook	4 Eucalypt Avenue	1980	85,000	88,089
Muswellbrook	29 Shiraz Street	1983	70,246	70,246
Narrabri	9 Elizabeth Street	1978	87,000	43,025
Queanbeyan	1 Linaria Place	1971	85,000	39,594
Singleton	1 Halloran Avenue	1983	85,000	80,955
Ulladulla	130 Warden Street	1984	82,000	80,025
Wagga Wagga	32 Raye Avenue, Mt. Austin	1963	58,000	18,717
Wellington	169 Thornton Street	1984	65,000	60,450
Wollongong	29 Evans Street	1979	65,000	38,949
			1,808,246	1,280,035
VACANT LAND OWNED BY THE DEPARTMENT				
Gosford	Lot 6-7 Baren Street	(Part Construction)	—	280,007
Grafton	Lot 3 King Street	—	128,000	60,800
Gunnedah	Cnr. Conadilly & Wentworth Streets	—	45,000	26,098
Liverpool	Cnr. Elizabeth & George Streets	—	380,000	51,696
Penrith	Lot 2 York Road	—	700,000	1,487,308
Port Macquarie	Lot 5-6 Central Road	—	—	193,000
Queanbeyan	Arora Avenue	—	316,000	576,652
			1,569,000	2,675,561
GRAND TOTAL			39,151,046	30,279,571

PROPERTY PORFOLIO AS AT 30 JUNE 1986

Leased Premises

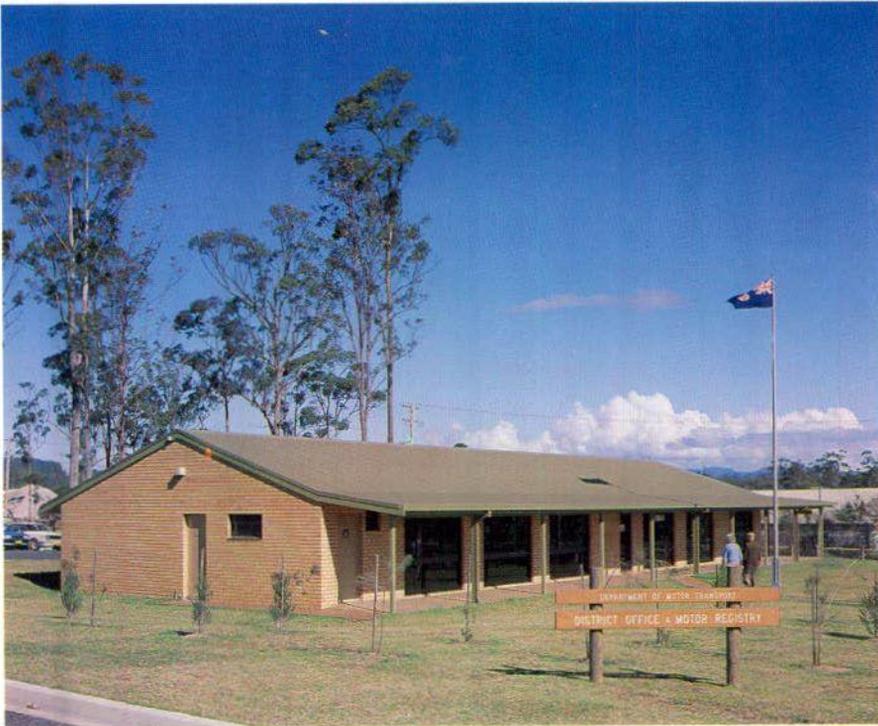
The Department also leases or otherwise occupies premises at locations listed hereunder to provide motor registry and payment office facilities as well as general office accommodation.

PROPERTY	ADDRESS	DATE OPENED
Ballina	Shops 1 & 2 Key West Shopping Centre, Pacific Highway	24.02.86
Bankstown	29 Marion Street	4.06.86
Batemans Bay	Shop 4 Pacific Plaza, 13 North Street	31.01.84
Bathurst	Suite A, M.M.I. Building, George & Russell Streets	1.10.83
Belmont	Shop 27, Jewellstown Plaza, Ntaba Road	29.01.85
Botany	10 Lord Street	2.09.85
Broken Hill	425 Blende Street	19.06.81
Castle Hill	Shop 32, Castle Towers Shopping Centre	1.02.85
Chatswood	Shop 7, 3 - 9 Spring Street	7.02.86
Corrimal	Shop 5, Parkview Mall, 94 Railway Street	10.12.84
Coonabarabran	Shop 8, 86 - 90 John Street	3.03.86
Dee Why	Shop 11, 12, Dee Why Centre, 27 - 33 Oaks Avenue	19.05.86
Engadine	Shop 3, 24 - 28 Station Street	18.11.85
Forster	Shop 10, Forster Towers, Wallis Street	6.06.84
Gunnedah	38 Abbott Street	25.02.63
Miranda	Shop 10, Miranda Market Place, Kiora Road	4.05.81
Moruya	Unit 12, 22 Ford Street	17.10.77
N.R.M.A. (Sydney)	N.R.M.A. House, 151 Clarence Street	7.11.77
Narrandera	Cnr Charles and King Streets	24.08.81
Penrith	Unit 1, "The Terraces", 12 Tindale Street	10.03.82
Queanbeyan	Suite 2, 131 Monaro Street	19.01.84
St. Marys	219 Queen Street	30.09.85
Sydney	"Swire House", 8 Spring Street	4.11.85
Toukley	38A Canton Beach Road	19.08.85
Ulladulla	Shop 9, Ulladulla Plaza	12.12.83
Wallsend	Shop 5, Summaland Shopping Centre, Nelson Street	7.01.85
Warilla	Shop A12, Warilla Grove Shopping Centre	31.10.83
West Wyalong	Bland Shire Council Chambers, Shire Street	3.03.86
Woy Woy	Chambers Place	18.09.78
Young	Cnr Lovell & Lynch Streets	1.06.83

DMT

NOTES

KEMPSEY DISTRICT OFFICE AND MOTOR REGISTRY



A new-style for D.M.T. country premises



Registry counter service



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