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OFFICE



NEW SOUTH WALES

Annual Report 1984-85



Wetherill Park Vehicle Inspection Station



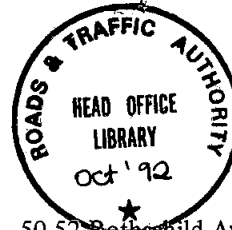
Carrington Vehicle Inspection Station



Botany Vehicle Inspection Station

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50-52 Rothschild Avenue,
Rosebery.

Box 28, G.P.O., Sydney,
N.S.W. 2001

Telephone: 662 5555

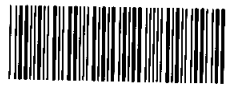
The Hon. R.J. Mulock, LL.B., M.P.,
Deputy Premier and Minister for Transport,
SYDNEY.

Dear Mr Mulock,

I submit for your information and presentation to Parliament the Annual Report of the Department of Motor Transport for the year ended 30th June, 1985.

The report describes the work of the Department during the review year, includes comparative financial statements for that year and the previous year, and introduces some improvements in presentation and content.

I acknowledge, with appreciation, the loyal and able assistance given by the staff of the Department during the year.



L049347

Yours faithfully,

Commissioner

ISSN 0467 5290



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UPLIFTING OUR PERFORMANCE: THE DEPARTMENT'S PERSPECTIVE

THE BASICS

Of fundamental importance to the success of any organisation is that it is given meaning and purpose. A vision which is clear, self-evident and resilient and which gives meaning to its people and the work they do. A goal which commands commitment, loyalty and effort and whose achievement brings respect and self-esteem.

The Department of Motor Transport has committed itself to service, quality and integrity. The task of management is to give real meaning and action to these ideals, to manage and nurture them by ensuring our attention is always focussed on their achievement and our efforts are always concentrated on those few key objectives which give effect to their underlying purpose.

The Department's goals are to be achieved by insisting on service, quality and integrity in all that we do. By directing our attention and efforts at our customers' requirements and not our own internal affairs. By taking notice of what our customers say. By being as helpful and flexible as possible in handling their enquiries and complaints. By being obsessed with quality and with value for money. By being thoroughly competent. By insisting on high standards of work, conduct and reliability. By ridding ourselves of dishonest staff and bad practices. By recognising personal values and rewarding honest efforts.

And, especially, by innovation.

Achieving quality and service in the Department's business sets a challenge. What gets produced at the counter, gets consumed at the counter. There is no sampling of the production line, no opportunity for rejection of bad lots. The growing variety of exceptions to general rules and the need to respond to substantial changes in the community's requirements demands that more and more individuals make decisions on matters for which a routine answer no longer exists. Self-generated quality control by the people in our motor registries, on the road and in head office is essential to our success. It is something which they must work at every day. Their decisions are the key to improved service and quality and their actions the source of the Department's integrity.

As a public authority, we have a responsibility to meet the community's requirements. As one which impacts the daily lives of almost every citizen of the State, we have an accompanying duty of care. As one which seeks achievement through major change, that responsibility and duty of care are greatly increased. Only when fully satisfying the community's requirements becomes second nature to every one of us and innovation is wholeheartedly embraced will consistently high standards of service, quality and integrity be achieved.

These basic tenets were not invented by this Department. They have been around for a long time and recognised by successful organisations and their customers as the key to success. As in a number of other places, in this Department they are receiving renewed emphasis.

THE MANAGEMENT ENVIRONMENT

It has often been observed by management consultants and writers that the key to successful change is having on side the commitment and authority of the person who really calls the shots. In public sector organisations, no such single person any longer exists. To achieve genuine, substantial and lasting improvements it is necessary to enlist



the support of the Minister, the Public Service Board, the Premier's Department, the Treasury, the Attorney General's Department and the relevant unions. In many cases, the support of other organisations, both public sector and private, must also be sought.

Not surprisingly, as one consultant has observed, the odds are stacked against major changes being agreed to and carried through effectively in a public sector environment because of the widespread dispersal of power. And the bigger the stakes, the harder it is to assemble the forces because inevitably you threaten traditional demarcations and wisdoms and venture into the political arena. Major change is a rare event for most public authorities and, accordingly, few managers have experience in managing its definition and implementation.

This compartmentalizing of power tends also to encourage a parochial and inward-looking approach to problem solving, featuring a conservative bias and a negative view at the expense of enterprise. A 'keep-the-lid-on' approach which gives patching over problems and cost-cutting priority over enhancement of quality and value, and the delivery of new services. Central agencies, in particular, frown upon experimentation and abhor mistakes.

The dispersal of power also prevents action until the full range of potentially relevant factors is accounted for. A proposal is reviewed, then the review is reviewed. Comprehensive 'grand' plans are put together — plans which are overly complex and impractical, expensive and near to impossible to implement. Delays in reviewing and deciding, premature announcements, a rush to act on the basis of inadequate preparation, and cynicism and hostility on the part of those affected are almost inevitable. Success isn't.

Having the 'right' ideals, the 'right' objectives and the commitment of management and staff is not enough for successful innovation. The real world of the public sector cannot be ignored or made to go away. In addition to establishing networks of co-operative effort within the organisation, similar networks involving the central agencies as well as major customer groups, suppliers and partners must be established and made productive. To reduce isolation and potential conflict, to create mechanisms for the exchange of information and new ideas, to obtain a wider perspective on problems and broaden the search for solutions, and to focus attention from a wide spectrum on getting genuine improvement in service and value for money.

STIMULI FOR INNOVATION

During the past five years or so, the Department has been the subject of a number of significant reviews. These include the Lower Inquiry, the Management and Strategy Review conducted by W. D. Scott & Co., Inquiries by the Parliamentary Joint Standing Committee on Road Safety and the Parliamentary Public Accounts Committee, Efficiency Audits conducted by the Public Service Board and numerous investigations by the Ombudsman. In addition, several independent inquiries have been held on matters related to the Department's administration including the road freight industry, the tow truck industry, the school pupil conveyance scheme and the current review of air services within N.S.W. Significant reviews have also, of course, been undertaken on the Department's own initiative by its Policy Analysis Unit, by ad hoc project teams and in connection with the preparation of its E.E.O. Management Plan.

All of these reviews have provided a continuous stimuli for improvement in the Department's operations and management. As a whole, however, they tend to reflect the pre-occupation mentioned earlier of public sector management with its internal affairs, with efficiency and economy and regulation; they are not primarily directed towards achieving improved services for the public. The Ombudsman's investigations, instigated usually as a result of a customer's complaint, and representations to the Minister, come closest to directly addressing the provision and quality of services. Even here, however, of usual concern is a marginal improvement in an isolated activity or the elimination of a specific bad practice.



The effect has been pressure on management to direct its efforts to fixing discrete internal problems rather than improving quality and service on a broad front and to patching over problems left by our past rather than setting goals for future achievement. And it is not simply a matter of delegating internally-oriented issues down the line so that more senior management can direct its attention elsewhere. Managerial, specialist and advisory skills are scarce and, in any case, it is expected that all these reviews and inquiries receive full and careful consideration at the highest level.

Nevertheless, it must be acknowledged that the reviews have produced some benefits on a wider front. They have generated an increasing awareness of the need for better service and for greater care and integrity. They have been used as 'springboards' for innovation on a larger scale wherever possible. The success with which many of the issues have been handled has developed confidence in our ability to achieve real improvements and has created an atmosphere of progressiveness. Finally, our successes are establishing our reputation as an organisation intent on uplifting its performance.

It is time to remedy this imbalance in management's attention and efforts. To provide leadership in new directions. To enhance our managerial and specialist resources. To upgrade the competence of our people and the facilities which they use. To build upon our successes and growing reputation. To more actively pursue service, quality and integrity by looking to the future and focussing on our customers' requirements.

THE COMMUNITY AUDIT

Early in 1985 the first step was taken to remedy the imbalance in the Department's outlook and efforts. A firm of management consultants was engaged to undertake a community audit of the Department's performance.

The study commenced with a series of in-depth interviews with representatives of major customer groups and organisations having close ties with the Department. In addition, some 130 personal interviews were administered to a sample of customers in metropolitan and country motor registries. This was followed by a detailed questionnaire to almost 10,000 recent customers to rate the importance of various service attributes and how well the Department performed against each attribute. Almost 2,000 people responded to the questionnaire within 3 weeks of its distribution.

The results of the study were reported by the consultants towards the end of October, 1985 and issues for attention by management have been identified.

The majority of organisations interviewed confirm that the Department's services are improving; and that they are satisfied with the ready access, availability and assistance from senior levels of management. Some are concerned, however, that the Department's behaviour is parochial and primarily oriented towards revenue collection. Several complained of sluggish responses to their initiatives and suggestions.

There is a strong demand by private sector bodies for the establishment of consultation forums, in which there are genuine exchanges of views and meaningful negotiation on the introduction of change. They would also like to see greater consistency of interpretation between motor registries on changes to policies and procedures introduced by the Department.

Government agencies believe the Department could contribute more actively and effectively towards the enforcement of legislation administered by those agencies through improved access to records and better inter-departmental information flows.

Overall, 40% of customers are completely or very satisfied, 40% fairly satisfied and 20% somewhat or very dissatisfied with the service they receive. The level of satisfaction correlates directly with perceived waiting time, and almost 33% of customers thought the waiting time was unreasonable. When asked to nominate specific problems they encount-



ered, and areas where they thought improvement was needed, customers most often mentioned the need for reduced waiting time and speedier service, additional staff, particularly during peak work periods, and more convenient hours of business.

The analysis of service attributes by comparison of their importance in the customers' eyes with the Department's perceived performance showed that, most of all, customers wanted to be charged prices which were reasonable, wanted attention given to service in peak periods and wanted provision of a speedier service overall. They also emphasized the need to be served by competent staff, for simple procedures and for forms that were easy to use. The Department was seen by its customers as somewhat conservative and bureaucratic.

The analysis also showed that the Department's opening of payment offices in major shopping centres has been successful in ensuring more convenient locations are available with adequate parking for customers. It also showed that the Department's staff were regarded by the public as honest and reliable, competent, helpful and courteous and able to handle enquiries and complaints quickly and efficiently.

In directing attention and effort to providing better service, the perceived strengths will not be forgotten. They will be used as the ground from which to build up the Department's performance in areas identified by its customers as needing most attention.

Finally, the results show that a special group of customers, motor dealers, stand out from the rest. They are the least satisfied of the Department's customers. They have consistently higher expectations, especially in terms of those service attributes which have been grouped together under the heading of "Personal Service" — that is, competent and helpful staff able to provide a speedy service and deal with problems quickly. They are much more inclined to see the Department as bureaucratic, conservative, inefficient and unfriendly. Clearly, special attention needs to be given to the service provided to this group of customers.

MANAGEMENT STRUCTURE AND PERFORMANCE MEASUREMENT

In conjunction with the community audit of the Department's performance, the consultants were commissioned to provide advice on the development of performance measures for the Department. In their report, the consultants commented on the complexity of legislation covering the Department's functions and operations and on the dispersal of power and responsibility for certain functions between the Department and other authorities, a now familiar theme.

They also commented, however, on the dispersal of responsibilities across the Department's branch structure, hindering the definition and isolation of management responsibility and the development of effective performance measures. This deficiency had been recognised for some time and has been addressed to date on the basis of incremental change, with not entirely satisfactory results.

This year, plans to completely reorganise the Department's management arrangements and branch structure were brought to a conclusion. Under the proposed structure there will be six Directors, heading up specific functional areas of the Department's administration. They will have more compact and clearly defined responsibilities by bringing together related and inter-dependent functions in a more logical and consistent structure. Important functions such as personnel, driver licensing and computing have been allocated individual directorships so that they will receive the level of attention they now demand. The new Directors are expected to be the chief motivating force in effecting continual improvements in the Department's performance. It is planned that appointments be made to these positions early in 1986.



At the same time, legislation is being prepared to cover the constitution, management and staffing of the Department, replacing an array of complex, outdated and generally unsatisfactory legislation going back to the railways legislation at the turn of the century. Promotion by merit is a feature of the new legislation. It is proposed that this be submitted to Parliament in 1986.

Because of the inter-relationship between this Department's responsibilities and those of other authorities and privately run businesses, the consultants have suggested performance measures which reflect **Key Result Areas** (where the Department has some measure of control over the outputs) and **Community Areas of Interest** (where the Department has some measure of influence over the outputs but is not responsible for the provision of the ultimate service to the public).

For each of the Department's areas of responsibility, measures of performance have been suggested to indicate success in terms of these two factors. The measures are also designed to reflect corporate achievement and to assist in planning and control of the Department's work at various levels of management.

Consideration of the consultant's report and the development of a set of performance measures will be completed for reporting upon in the next Annual Report.

THE MANAGEMENT AGENDA

As indicated at the outset, the Department has committed itself to service, quality and integrity. It has already taken action out of that commitment. Action to better understand what our customers want. To better establish our management team and direct its attention and efforts towards the most worthwhile and productive objectives. To build up the Department's managerial and specialist resources and the competence of its staff as a whole. To carefully monitor, evaluate and report its performance. To develop networks within and external to the Department to overcome the institutional barriers to success.

All of this is essential to the Department's achievement of its goals.

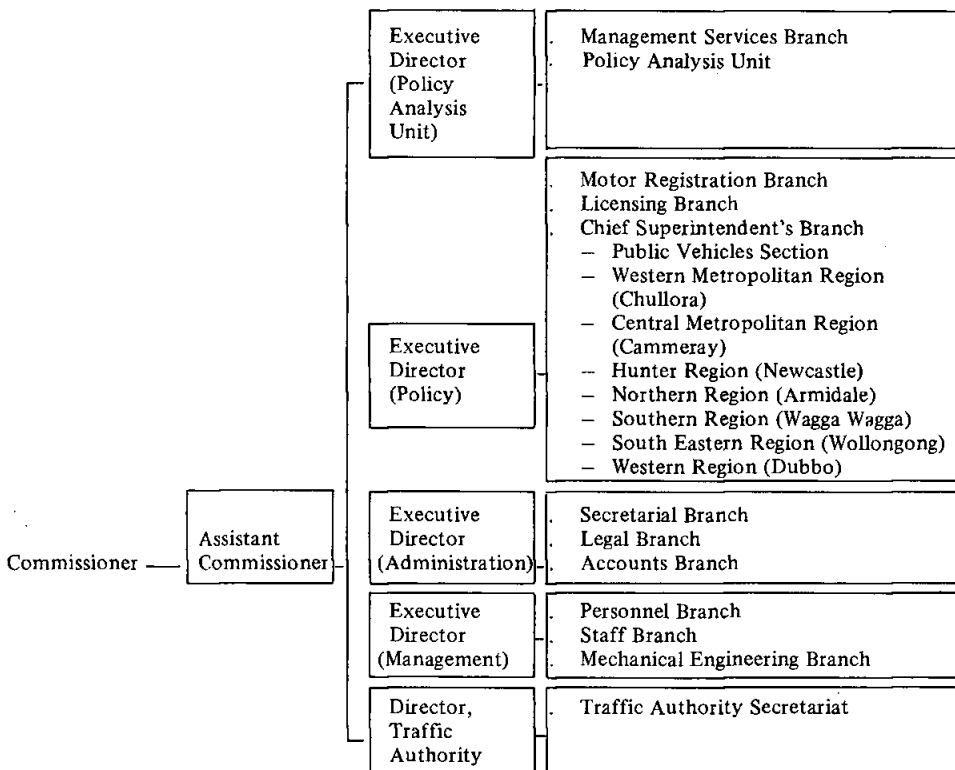
Most of all, however, our goals will be achieved through innovation. By boldness, energy and inventiveness. By people using their imagination. By stimulating people to act and giving them the power to do so. By permitting them discretion in return for their commitment. By management's focussing on new fields and redirecting and rebuilding our workforce.

By creating an atmosphere of the inevitability of success. And by building success upon success, by making every job — and everyone — a winner.

It is management's job to see that this happens. With patience, thoughtfulness and determination. The measures of management's performance will be its enterprise and the degree of its successes over its failures.



ORGANISATION CHART



ACCESS

The Department'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 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.



PRINCIPAL OFFICERS AS AT 30th JUNE, 1985

M. J. BUTLER, B.Sc., M.B.A., M.A.C.S.,
M.R.A.I.P.A., M.C.I.T.
Commissioner for Motor Transport and
Chairman, Traffic Authority of N.S.W.

E. B. BLACKHALL, LL.B.
Assistant Commissioner

K. R. BAIN
Executive Director (Management)

C. R. AILWOOD, B.Sc. (Hons), M.B.A.
A/Executive Director
(Policy Analysis Unit)

L. G. APOLONY, Dip. Admin.,
M.R.A.I.P.A. - A/Executive Director
(Administration)

D. G. BELL
A/Executive Director
(Policy)

H. L. CAMKIN, B.E., Dip T & C.P.,
M.J.E. Aust., F.C.I.T., F.R.A.I.P.A.
Director, Traffic Authority

R. J. APOLONY
A/Secretary

J. R. CRISS
A/Chief Superintendent

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 previous Commissioner, J.W. Davies, retired on 5th April, 1985.

The other principal officers of the Department are appointed by the Commissioner. The acting capacity of five of the seven reflected a pending re-structuring of the Department's executive management.



AIMS AND OBJECTIVES

- To promote safe and competent driving on New South Wales' roads.
- To establish and maintain vehicle safety standards.
- To license drivers and register motor vehicles.
- To ensure privately operated passenger transport services are capable of meeting the needs of the public.
- To make effective and efficient use of the Department's staff, material and financial resources in the service of the public.
- To meet the above aims in a manner that promotes positive, satisfying and responsible working relationships.
- To develop the total organisation on a progressive basis.

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 Air Transport Act for the licensing of aircraft operated commercially on intrastate journeys.
- 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).



HIGHLIGHTS OF THE YEAR

There are few significant new initiatives included in the highlights of the year. This is, essentially, for two reasons. First, resignations and retirements had a severe impact at the Department's senior management level and curtailed fresh work by its Policy Analysis Unit. Extensive preparations to ensure strengthening of the executive structure over the longer term and delays in appointments reduced the management resources available for initiating and progressing new ventures.

Secondly, many earlier initiatives were finalised during the year requiring substantial detailed management effort for their successful implementation. Involvement with inquiries such as that by STAYSAFE and the National Road Freight Industry Inquiry also required significant management involvement.

Reduced charges for Pensioners' Vehicles

From 1st July, 1984, eligible pensioners were exempted from payment of registration fees, weight tax and tax levy, and allowed a significant discount on third party insurance premiums. The concession affected over 200,000 vehicles with an average saving of \$115. The concession was extended to incapacitated ex-service personnel from 1st July, 1985.

Heavy Vehicle Inspection Scheme

Two new inspection stations especially designed for heavy vehicles were completed at Wetherill Park and Carrington, a third was under construction at Botany and a property had been purchased at Unanderra for a fourth station as at the end of year. State-wide implementation of the Scheme is scheduled for September, 1985.

Road Trains

A major review was undertaken in collaboration with the Traffic Authority and its constituent bodies of the requirements for the use of road trains within New South Wales. Arrangements were subsequently made for the issue of road train permits to become a function of the Commissioner for Motor Transport from 1st July, 1985.

New Licence Classes

A new system of licence classes based on recommendations endorsed by the Australian Transport Advisory Council was developed for introduction in 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 by class one licence holders.

Learner Permits Computer System

At the same time that arrangements were made to handle the new licence classifications, learner permit records were for the first time incorporated within the Department's driver licence computer system. This will provide the same enquiry access to and statistical information on learner permits as is currently available for driver licences. It will also assist in identifying drivers and riders who attempt to avoid licence penalties by the improper use of learner permits.



Medical Assessment Guidelines

An extensive review of medical requirements for the issue of driver licences was undertaken in conjunction with the Health Department and the relevant Medical Colleges. The review had particular regard to conditions of epilepsy and diabetes, and vision problems. The new arrangements provide for assessment by an individual's own doctor using guidelines supported by licensing and medical authorities. They represent a breakthrough in having standards which more closely reflect the involvement of medical conditions in crashes and which permit assessment of applicants on their individual merits.

Organ Donor Provisions

Following proclamation of certain provisions of the Human Tissue Act in June, 1984 and discussions with Health Department representatives, driver and rider licence forms were progressively amended from October, 1984 to include provision for the holder to indicate consent to organ donation in the event of death.

Response to STAYSAFE 2 Report

From 2nd April, 1985 it became an offence for a learner or provisional licence holder to drive or ride with a blood/alcohol content of 0.02% or more.

From 1st May, 1985, the age at which a learner's permit to drive could be issued was reduced to 16 years allowing young learners the opportunity to gain driving experience under supervision for up to 12 months before obtaining a provisional drivers licence. At the same time, the demerit points scheme was extended to provisional licensees to replace the previous arrangement of automatic loss of licence for a single minor offence.

Detailed proposals for the introduction of a graduated licensing scheme incorporating life-time licences for deserving drivers, colour-coded licence cards bearing a photograph of the licensee, more rigorous identity proving procedures and a more effective demerit points scheme have been prepared and are under consideration by the Government.

The National Road Freight Industry Inquiry

In September, 1984 the Chairman of the National Road Freight Industry Inquiry, presented the Inquiry's Report (the May Report) to the Federal Minister for Transport. Perhaps the most significant recommendation was for the introduction of Federal legislation to provide for the licensing of vehicles and operators engaged in interstate trade. This would mean that such operators would pay road charges which cannot be levied under State registration.

Other significant matters included in the 98 recommendations examined in detail by the Department for the Government's consideration included —

- introduction of a graduated truck driver licensing scheme;
- removal of fees on out-of-State vehicles;
- elimination of truck speed differentials;
- installation of tachographs.

Traffic Infringement Records

In October, 1984, a new computer system was implemented to allow, via magnetic tape transfer, receipt of traffic infringement data from the Police Department and processing of police requests concerning the names and addresses of offenders. The system



involves the receipt and processing of 10,000 such items each day and has resulted in significant savings in clerical and data entry costs.

Computing Equipment Upgrade

In June, 1985 the Department installed two IBM 4341 computers to replace its ageing central processors. This resulted in a significant upgrade in the Department's processing capacity and was achieved at a very economic cost.

Promotion of Staff

During the year a series of decisions by the Transport Appeal Board and the Supreme Court covering the promotion of officers led to significant changes in policies covering eligibility for promotion and rights of appeal.

First, all staff qualified for a particular position now have an equal right to apply and be considered for appointment regardless of their current classification. In other words, clerical positions are no longer the preserve of clerks or driver testing positions the preserve of driver examiners, for example.

Secondly, in considering promotions where seniority rules apply, the senior applicant must be demonstrably suitable to carry out the duties of the position applied for, and in a fully reliable, competent and efficient fashion.

Occupational Health and Safety

The Department has employed an Occupational Health Nurse to assist in ensuring healthy working conditions and safe working practices.

In addition, a major review of policies and procedures relating to workers' compensation claims was completed. The Department is a self-insurer for workers' compensation and saves over \$300,000 per annum in insurance premiums. The review included policies and procedures covering processing of applications, obtaining of medical reports and witnesses' statements, examination of liability and placement of injured employees on other duties. The review resulted in new procedures designed to protect the Department's interests as an employer whilst dealing with claims quickly and fairly having regard to the evidence in support of them.

Computerised Accounting System

In order to achieve more effective financial control and efficiencies in the processing of accounts, a computerised accounting system has been installed. The system will also permit the development of a program budgeting and financial reporting system.

Tenders were called in February, 1985 and the selected equipment installed and the first systems implemented by the end of June.

Public Accounts Committee Investigations

Submissions were made during the year to assist the Parliamentary Public Accounts Committee in its enquiries into Year-End Spending and Investment Practices. As well, following the Department's appearance before the Committee in July, 1984, a number of reports on specific aspects of the Department's administration were provided to the Committee, including the costs of providing information to the Police and Attorney-



General's Departments, the implication of the failure of vendors and purchasers of motor vehicles to comply with the law, progress made with recommendations arising from the Management and Strategy Review in 1980, the justification for the 33% general increase in fees from 1st September 1984, the basis of the formula for assessing the Sydney City Council's contribution to parking meter enforcement, and the Department's contribution to the cost of Police traffic services in 1982/83.

Collection of Outstanding Parking Fines

The Department gave evidence before the Public Accounts Committee on this matter in July, 1984. Subsequently, in collaboration with the Premier's and Attorney-General's Departments, a detailed proposal was prepared for the automatic cancellation of licences of those drivers and riders who do not pay their traffic fines. This penalty was to be an alternative to the existing provisions of arrest and imprisonment.

Following careful consideration by the Government the proposal was rejected in favour of other remedies to outstanding fine collection and other alternatives to imprisonment.

Taxi and Hire Car Review

Following publication of the Final Report and Recommendations in early 1984, discussions progressed between the Government and industry and union representatives on implementation of the recommendations. As at June, 1985, substantial agreement had been reached on the major issues.

In line with the findings of the Review, in December, 1984 approval was given for the issue of 140 additional taxi licences but with hours of operation restricted to ensure availability at night and on weekends. This action has substantially succeeded in overcoming taxi shortages at those times.

Review of Air Services

An independent committee of review was appointed by the Minister in May, 1985 to examine policies and practices for regulating passenger air services operating wholly within the State. The Committee is to make use of external consultants and will be assisted in the selection and management of those consultants by the Department's Policy Analysis Unit. A report is expected in 1986.

Review of Long Distance Bus Operations

In June, 1985 the Minister approved of terms of reference for a review by the Department's Policy Analysis Unit of the regulation of intrastate long distance bus services. The review will be extensive and call for public and industry submissions. It is expected to take about 18 months.

New Motor Registries and Payment Offices

The Department's property development programme continued during the year with the opening of a new Motor Registry at Campbelltown in May, 1985 and new Payment Offices in leased premises at Corrimal in December, 1984, at Wallsend and Belmont in January, 1985 and at Castle Hill in February, 1985. As well, land was purchased at Nowra, Penrith, West Gosford and Queanbeyan for the construction of new Motor Registries and negotiations commenced to build a new Motor Registry at Kempsey.



Closure of Police Registries

During the year plans were drawn up in consultation with the Commissioner of Police for country Police Stations within a reasonable distance of a Departmental Motor Registry to cease conducting registry business on behalf of the Department. Implementation is planned for early 1986.

Increased Security over Registration and Licence Documents

During the year new procedures were implemented in motor registries to ensure duplicate licences, registration certificates and labels were not issued to false addresses. In addition, persons requesting renewal of licences and registrations without their renewal notices were subjected to the same procedures.

Automatic Periods of Disqualification

From 1st November, 1984 in drink-driving cases where a Court has ordered a period of disqualification of a driver's licence less than the minimum period or greater than the maximum period prescribed by Section 10A of the Motor Traffic Act, the Department has treated such an order as a nullity and applied the appropriate automatic period of disqualification for the offence. The Department's action in this regard followed several meetings with the Chairman of the Bench of Stipendiary Magistrates and other Magistrates.

This procedure has generally had the effect of extending the disqualification period. Following criticism from some members of the legal profession and others, the Department sought an opinion from the Crown Solicitor as to whether the practice being followed was soundly based. At the end of the report year the Crown Solicitor's opinion was being awaited.



LEGISLATIVE CHANGES

New legislation and regulations outlined in the following pages resulted from discussion with Government bodies and at conferences and committee meetings held during the year.

NEW LEGISLATION

Motor Vehicles (Pensioner's Taxation and Registration) Amendment Act.

This Act, assented to on 13th June, 1984 with effect from 1st July, 1984, amended the Motor Traffic Regulations with regard to fees and the Motor Vehicles Taxation Management Act, 1949 to exempt eligible pensioners owning motor vehicles from the tax levy and weight tax. Concurrent amendments of the Motor Vehicles (Third Party Insurance) Act, 1942 allowed for a concessional premium payable by eligible pensioners.

Motor Vehicles (Third Party Insurance) Amendment Act, 1984.

This Act, assented to on 28th June, 1984 with effect from 1st July, 1984, made extensive amendments to the Motor Vehicles (Third Party Insurance) Act, 1942 to provide principally for:

- a third-party policies scheme, called the Department of Motor Transport Third Party Insurance Scheme, of which the Government Insurance Office of N.S.W. is the Manager;
- the Government Insurance Office as the sole insurer in regard to third-party policies;
- personal injury claims previously made to the nominal defendant to be made against the Government Insurance Office, as are such similar claims previously made against the owners or drivers of motor vehicles;
- the basis for calculating premiums payable for third-party policies;
- the Government Insurance Office to pay claims out of the Third-Party Fund;
- the abovementioned reduced premiums payable in respect of pensioners owning motor vehicles.

Motor Traffic (Road Safety) Amendment Act, 1985.

This Act, assented to on 2nd April, 1985, amended the Motor Traffic Act to make it an offence for the holder of a learner's permit or a first year provisional driver's licence to drive with a blood/alcohol content of 0.02% or more. It also made it an offence for the supervising licensed driver seated alongside a learner to be under the influence of alcohol or a drug or to have a blood alcohol content of 0.05% or more.

NEW REGULATIONS

Increase in Fees

Amendments to the Regulations under the Motor Traffic Act, Transport Act, State Transport (Co-ordination) Act, Motor Vehicles (Third Party Insurance) Act, Tow-Truck Act, Motor Vehicle Driving Instructors Act, Air Transport Act and Motor Vehicles Taxation Management Act provided for an increase in fees for licences and other motor traffic tran-



sactions payable from 1st September, 1984. The fee increases included that of a driver's licence from \$15 to \$20 per annum, learner's permit from \$10 to \$14 per annum and motor car and lorry registrations from \$15 to \$20.

In addition, fees in relation to motor cycle registrations and riders' licences were brought into line with car registration and driver licence fees respectively.

Cancellation of Provisional Licences

The Motor Traffic Regulations were amended on 12th October, 1984 to provide further grounds by which a provisional licence may be cancelled by the Commissioner for Motor Transport. This relates to instances where an enforcement order is issued under Section 100L of the Justices Act for any of the prescribed offences under the Self-Enforcing Infringement Notice Scheme introduced from 1st July, 1984.

Keep Left Unless Overtaking

The Motor Traffic Regulations were amended on 30th November, 1984 to require motorists not to drive in the right-hand lane while travelling upon any expressway or other multi-laned road where the speed limit is in excess of 80 km/h or where a "Keep Left Unless Overtaking" sign is displayed except for the purpose of overtaking another vehicle or turning right.

Increased Taxi-cab Fares

The Transport (Public Vehicles) Regulations were amended on 7th December, 1984 to provide for increases in the charges for taxi-cabs operating in the Metropolitan, Newcastle and Wollongong Transport Districts. The new rates are 95 cents flag fall, 57.5 cents per kilometre, \$13.80 per hour waiting time, and a maximum pre-arranged contract hiring charge in the Metropolitan Transport District of \$15.65 for the first hour and \$3.91 for each succeeding 15 minutes or part thereof.

Termination of Taxi Hirings

The Transport (Public Vehicle) Regulations were amended on 14th December, 1984 to enable the driver of a taxi-cab to terminate a hiring and receive the fare if the hirer or any person accompanying the hirer becomes violent, or is disturbing the peace or is affected by alcohol or any drug to an extent likely to cause annoyance to another person.

Introduction of Childrens Crossings and "Pelican Crossings"

Regulations under the Motor Traffic Act and the Metropolitan Traffic Act were amended-

- on 11th January, 1985 to provide for the introduction of special children's crossings distinct from marked pedestrian "zebra" crossings. Children's crossings operate only when "children crossing" flags or signs are displayed and drivers are required to stop at the stop line whilst any pedestrian is in the crossing, and proceed only after the crossing is completely clear.
- on 15th March, 1985 to provide for the use of Pedestrian Light Controlled (Pelican) crossings to operate only at certain mid-block pedestrian-activated traffic signal sites.



Low Clearance Signs

The Motor Traffic Regulations were amended on 11th January, 1985 to provide for the mandatory observance of any "Low Clearance" and "Clearance" traffic control sign located at a bridge or overhead structure.

Learners Permits

The Motor Traffic Regulations were amended on 26th April, 1985 to provide for a learners permit to drive a motor vehicle (not a motor cycle) to be obtained at 16 years of age. The minimum age of 16 years 9 months for learner riders was not altered.

Fittings for Number Plates

The Motor Traffic Regulations were amended on 3rd May, 1985 to permit number plates to be fitted to the centre or either the off or near side of the front and rear of a motor vehicle. Previously number plates were required to be fitted to the centre or off side only of a motor vehicle.

Driving of Police Vehicles Outside Edge Lines

The Motor Traffic Regulations prohibit drivers of motor vehicles from driving on, across or outside an edge line except when turning at an intersection; when directly leaving from or entering on to the carriageway; when overtaking another vehicle under certain circumstances; or when stopping. The Regulations were amended on 3rd May, 1985 to permit members of the Police Force to drive on, across or outside any edge line for the purpose of enforcement.

Carriage of Bulky Items on Public Motor Vehicles

The Transport (Public Vehicles) Regulations and the State Transport (Co-ordination) Regulations were amended on 3rd May, 1985 to make it clear that bulky articles, including surfboards, may be carried by a passenger on a public passenger vehicle provided that such articles do not inconvenience any other person.

Giving Way to Emergency Vehicles

The Motor Traffic Regulations were amended on 28th June, 1985 to provide for a more flexible approach to be adopted by drivers of motor vehicles when giving way to emergency vehicles viz, police, ambulance, fire brigade vehicles. This amendment brought the Regulations into line with the National Road Traffic Code.

Road Trains

The Motor Traffic Regulations were amended on 28th June, 1985, with effect from 1st July, 1985, to regulate the operations of road trains in the western area of the State by conditions laid down by permits issued by the Commissioner for Motor Transport. Previously permits to operate road trains were issued by the Commissioner of Police.

Pensioner Vehicle Concessions

Further amendments to the Motor Traffic Regulations and the Motor Vehicles (Third Party Insurance) Act on 28th June, 1985 extended the existing benefits of the pensioner concession scheme to eligible incapacitated ex-service personnel on and from 1st July, 1985.



DRIVER LICENSING

CONTINUING ACTIVITIES

All motor vehicle drivers, except a few exempt classes of drivers, are required to be licensed under the Motor Traffic Act. The Department provides for the issue of learner permits, provisional licences, licences to drive taxi-cabs in the Metropolitan, Newcastle and Wollongong Transport Districts, motorcycle rider and five other classes of licences graded by the type, size and/or use of the vehicle to be driven.

Departmental Driver Examiners conducted 177, 511 driving and riding tests with a pass rate of approximately 61% during the year. Police also conducted driving and riding tests on behalf of the Department at a number of country locations.

Listed below, in various classes, are the driver and rider licences in issue at 30th June, 1985. They represent an increase overall of 2.3% over the previous year.

| | 30th June, 1985 | 30th June, 1984 |
|---------------------------------------|-----------------|-----------------|
| Class 1 (cars and light trucks) | 2,606,366 | 2,542,756 |
| Class 2 (hire cars and country taxis) | 6,994 | 6,738 |
| Class 3 (large rigid trucks) | 327,328 | 325,692 |
| Class 4 (public passenger buses) | 50,672 | 46,158 |
| Class 5 (articulated trucks) | 126,066 | 123,700 |
| Taxi-cab driver (Transport Districts) | 19,262 | 19,799 |
| Motorcycle rider | 301,168 | 292,830 |
| TOTAL: | 3,437,856 | 3,357,673 |

Traffic Offences

The Department maintains a record 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.

There was a total of 468,648 driving offences (not including parking and other minor offences) recorded against drivers during 1984/85, representing an increase of 18.4% over the previous year. Liability for the offence in 361,540 cases were satisfied by payment of the penalty nominated under the infringement notice scheme. Of the balance, 107,108 offences resulted in conviction by the courts with 3,164 persons being discharged pursuant to Section 556A of the Crimes Act. Suspensions or disqualifications were ordered in 3,500 cases. Conviction for offences involving automatic disqualification from driving numbered 24,144 a reduction of 1,091 over the previous year.

An additional 1,336 offences that result in automatic disqualification from driving were discharged under Section 556A of the Crimes Act without conviction. Of the 24,144 cases in which convictions were recorded only 1,338 were subject to the statutory period of disqualification and in the remaining 22,806 instances, the courts imposed other, and usually shorter, periods of disqualification.

Of the 18,512 cases brought before the courts involving offences of having the prescribed concentration of alcohol, 1,147 were discharged without conviction under Section 556A of the Crimes Act.

Similarly, of the 644 drivers brought before the courts on charges of driving under the influence of alcohol, 35 were discharged without conviction under Section 556A of the Crimes Act.



A licence may be refused, cancelled or suspended by the Commissioner in the light of the motorist's driving record.

Provisional Licence Scheme

This Scheme provides for newly licensed drivers to remain relatively offence free in their first 12 months. During the year, 8,546 licences were cancelled under the Provisional Licence Scheme. Included in these cancellations were 6,197 first year provisional licences, 908 subsequent first year provisional licences, 158 other provisional licences, and 1,283 special provisional licences issued following cancellation of an unconditional licence. This overall level of cancellation compared with 12,885 in the previous year, the 34% decline in cancellations being largely a result of the changes made to the Scheme in May, 1985 allowing first year provisional licensees to accumulate 4 demerit points without having their licence cancelled.

Demerit Points Scheme

This Scheme provides for licences to be cancelled if a prescribed limit of demerit points is exceeded in a set period. During the year 10,016 licences were cancelled and 266 were suspended. This compares with 8,394 and 188 in the previous year.

Causes for other cancellations and suspensions in the review year included the conduct and habits of licensees 19, medical impairments 768, and other grounds 924. In the previous year, the comparative figures were 26, 712 and 267.

This year 1,174 applications for licences were refused compared with 1,098 in the previous year.

There were 3,989 appeals to Courts of Petty Sessions in respect of the abovementioned cancellations, suspensions and refusals which resulted in 1,436 being allowed and 2,553 being dismissed. Appeals were withdrawn in 204 cases and in 2 cases it was held that the courts had no jurisdiction.

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 230 persons participated in 45 courses.

Assessment of Handicapped Drivers

The Handicapped Driver Assessment Centre, situated at the Department's Head Office at Rosebery, assists in making objective assessments of the physical capacity of those persons who have suffered strokes, spinal injuries with paralysis, or amputations or deformities of the limbs to satisfactorily control a motor vehicle. During the year 39 assessments were carried out, most of the persons assessed being referred from medical rehabilitation units.



Licensing of Driving Instructors

At 30th June, 1985, 1,950 licences were in issue to driving instructors compared with 2,160 on the 30th June, 1984. Thirteen (13) applicants were refused licences during the year. One of these applicants appealed against the refusal to issue a licence and the appeal was dismissed. During the year two licences were cancelled and one application for renewal of licence was refused.

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 | | | |
|---|-------------------|---------------------------|---------------------------|----------|----------|-------------|------------|---|-------------------------|----------------------|------------------------|-------------------------|---------------|-------|---------------------------------|--------------------------------|----------------------------|-----------------|--|
| | | | AUTOMATIC | | | | | Automatic Disqualification Varied By Court To | | | | | | | | | | | |
| | CON-VICTED | *DIS-CHARGED SECTION 556A | THREE MTMS | SIX MTMS | ONE YEAR | THREE YEARS | FIVE YEARS | LESS THAN 3 MTMS | 3 MTMS LESS THAN 6 MTMS | 6MTMS LESS THAN 1 YR | 1 YEAR LESS THAN 3 YRS | 3 YEARS LESS THAN 5 YRS | 5 YRS OR MORE | TOTAL | DIS-MISSED (CON-VICTION FIRMED) | ALLOWED (CON-VICTION QUASH-ED) | DIS-MISSED UNCONDITIONALLY | CON-DITION-ALLY | |
| | | | | | | | | | | | | | | | | | | | |
| Learner Exceed .02 Alcohol | — | — | — | — | — | — | — | — | — | — | — | — | — | — | — | — | — | — | |
| Prov. Driver Exceed .02 Alcohol | 2 | — | — | — | — | — | — | 1 | 1 | — | — | — | — | 2 | — | — | — | — | |
| Drive whilst under Influence | 609 | 35 | — | — | — | 7 | 3 | 1 | 21 | 159 | 259 | 117 | 42 | 609 | 54 | 13 | 1 | 2 | |
| Drive with High Range Concentration of Alcohol | 6168 | 240 | — | — | — | 56 | 41 | 9 | 5 | 1530 | 2402 | 1483 | 642 | 6168 | 562 | 5 | 11 | 21 | |
| Drive with Middle Range Concentration of Alcohol | 8152 | 633 | — | — | 92 | 44 | — | 11 | 3090 | 1982 | 2249 | 589 | 95 | 8152 | 390 | 10 | 16 | 20 | |
| Drive with Low Range Concentration of Alcohol | 2854 | 266 | — | 30 | 15 | — | — | 1378 | 657 | 581 | 170 | 19 | 4 | 2854 | 65 | 6 | 1 | 4 | |
| Drive with Prescr. Concent. of Alcoh.-0.05 but less than 0.08 | 94 | 6 | — | — | 2 | — | — | 2 | 30 | 32 | 21 | 7 | — | 94 | 5 | 3 | — | 2 | |
| Drive with Prescr. Concent. of Alcoh.-0.08 or greater | 95 | 2 | — | — | 2 | 2 | — | 2 | 8 | 18 | 32 | 25 | 6 | 95 | 15 | 4 | — | — | |
| Refuse Breath Analysis Test | 281 | 17 | — | — | — | 8 | 4 | 1 | 1 | 68 | 104 | 70 | 25 | 281 | 50 | 4 | 4 | 1 | |
| Drive in Manner or at Speed Dangerous | 2732 | 80 | — | — | — | 76 | 17 | 6 | 21 | 828 | 1076 | 570 | 138 | 2732 | 351 | 47 | 14 | 15 | |
| Not Stop after Injury Accident. Sect. 8(1) | 69 | 4 | — | — | — | 7 | 1 | — | 2 | 16 | 18 | 21 | 4 | 69 | 3 | 1 | — | — | |
| Drive whilst Disqualified | 2745 | 45 | — | 900 | — | — | — | 9 | 7 | 607 | 671 | 331 | 220 | 2745 | 262 | 12 | 4 | 1 | |
| Culpable Driving | 287 | 3 | — | — | 4 | 16 | 10 | 4 | 1 | 37 | 103 | 80 | 32 | 287 | 12 | — | — | — | |
| By Negligent Act Cause Grievous Bodily Harm | 52 | 5 | — | — | — | — | 1 | — | 4 | 8 | 27 | 10 | 2 | 52 | 3 | 2 | — | — | |
| Breach of Recognisance | 4 | — | — | — | — | — | — | — | 1 | 1 | — | — | 2 | 4 | — | — | — | — | |
| TOTAL | 24144 | 1336 | — | 930 | 115 | 216 | 77 | 1424 | 3849 | 5867 | 7132 | 3322 | 1212 | 24144 | 1772 | 107 | 51 | 66 | |

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 | Decision of Court | | | |
|---|-----------------------------------|----------------|---------------------------|--|
| | Traffic Infringement Penalty Paid | Convicted | Discharged Section 556A * | Suspension or Disqualification Ordered |
| Exceed speed limit | 225,173 | 49,169 | 699 | 464 |
| Negligent driving | 30,834 | 9,381 | 694 | 375 |
| Not stop after accident | — | 1,007 | 137 | 603 |
| Other offences (Cross unbroken centre line, etc.) | 105,533 | 47,551 | 1,634 | 2,058 |
| TOTAL | 361,540 | 107,108 | 3,164 | 3,500 |

Appeals to higher Courts against suspension or disqualifications were heard in 351 cases of which 154 were allowed and 197 dismissed.

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

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 | 6,197 | — |
| — subsequent first year licences cancelled | 908 | — |
| — other than first year licences cancelled | 158 | — |
| — 10P1 (probationary) licences cancelled | 1,283 | — |
| Demerit Points Scheme | | |
| — licences suspended | 266 | — |
| — licences cancelled | 10,056 | — |
| Conduct and Habits | 19 | 94 |
| Medical Impairments | 768 | 448 |
| Other Grounds | 924 | 632 |
| TOTAL | 20,579 | 1,174 |

There were 3,989 appeals to Courts of Petty Sessions in respect of the abovementioned suspensions, cancellations and refusals. 1,436 were allowed and 2,553 dismissed. 204 appeals were withdrawn and in 2 cases it was held that the court had no jurisdiction.

NEW INITIATIVES

New Licence Classes

A new system of licence classes, generally in line with recommendations put forward by the Australian Transport Advisory Council in July, 1983, was developed for introduction on 1st August, 1985. The new classifications provide, amongst other things, for a basic licence classification which permits the driving of any motor vehicle (except a public



passenger vehicle or motor cycle) equipped to seat not more than twelve adults including the driver and not exceeding 4.5 tonnes manufacturer's gross vehicle mass rather than the current New South Wales criterion of two tonnes tare mass. The practical effect of the new classifications will, however, not be great as the existing and proposed criteria encompass essentially the same groups of vehicles.

Medical Assessment Guidelines

In association with representatives of the Royal Australian College of Physicians, the Royal Australian College of Ophthalmologists, the Australian Association of Neurologists and the Department of Health standards in respect of diabetes, epilepsy and vision were reviewed. New standards were agreed to by those participating in the review and it is intended to issue all medical practitioners with a booklet designed to assist them in their assessment of the medical fitness of individuals to drive or ride motor vehicles. Further comment is being sought from a number of medical colleges and associations prior to the booklet being distributed.

Combining of Fees for Learners

With the intention of streamlining procedures and reducing costs, arrangements have been made for the fees for issuing learner permits and conducting practical driving tests to be combined from 1st August, 1985. From that date applicants for learner permits will pay for the permit as well as for up to two practical driving tests at the time of the permit's issue.

Reduction of Permit Age

From 1st May, 1985 the age at which a learner permit to drive could be issued was reduced to 16 years. However, the licensing age was not reduced, meaning that learners issued with permits at 16 years of age remained permit holders for at least 12 months. The age at which learner permits to ride can be issued remained at 16 years 9 months.

Provisional Licence Scheme Changes

From 1st May, 1985 the Provisional Licence Scheme was changed to allow provisional licensees to accumulate up to 4 demerit points without having their licences cancelled. This relaxation of the cancellation provision of the Scheme was intended to afford novice drivers the opportunity of 1 or 2 minor traffic offences without impediment to the learning experience.



VEHICLE REGISTRATION

CONTINUING ACTIVITIES

The Motor Traffic Act requires that all motor vehicles used on public streets be properly registered with the Department. During the year 281,182 new vehicles were registered for the first time, 147,491 second-hand vehicles were re-registered, and 1,130,989 transfers of vehicle ownership were effected. This level of registration activity compared with 250,257, 144,454, 1,089,143 respectively in the previous year.

At 30th June, 1984 and 1985 the registered vehicle populations were as follows:

| | 30th June, 1984 | 30th June, 1985 |
|---------------------------------|-----------------|-----------------|
| Motorcycles | 132,848 | 130,883 |
| Cars, sedans and station waggon | 2,176,755 | 2,241,838 |
| Lorries up to 2 tonnes | 415,776 | 441,890 |
| Lorries over 2 tonnes | 133,597 | 137,835 |
| Caravans and trailers | 514,878 | 529,497 |
| Tractors and plant | 24,202 | 24,732 |
| Public Vehicles | 13,586 | 14,081 |
| TOTAL: | 3,411,642 | 3,520,756 |

Special Plate Schemes

The Department offers three types of special plates for registered owners wanting a registration plate different from that generally available. The Personalised Plate Scheme allows selection of a specific plate or plate prefix from the general issue series. At \$50 up to 1st September, 1985 and \$60 thereafter, sales during the year were 33,185 for total revenue of \$1,914,690. Sales have been increasing for the past three years. Revenue from the Scheme was up 22% on the previous year.

The Custom-made Plate Scheme allows selection of any inoffensive combination of up to six letters, or letters and numbers, for a registration plate. At a lease fee of \$180 per year, total revenue during the year from existing leases and new sales was \$672,460. This was the highest yearly revenue from the Scheme since it commenced in 1981. Revenue from the Scheme was up 32% on the previous year.

The Numeral-only Plate Scheme allows bidders at public auctions to vie for the purchase of selected numbers from the Department's most prestigious plate series - those consisting of numbers only. An auction of these plates was not held during the year, but the Department facilitated trading in these plates - the only series of its plates which can be legally traded at present - by arranging the first Private-Vendors Auction on behalf of private owners of these plates wanting to sell them. 25 plates were offered and 19 of them were sold for a total of \$186,800. These sales together with private treaty sales contributed to 72 plates changing hands during the year for transfer fees totalling \$25,100. At 30th June, 1985, 1,254 numeral-only plates were on issue.

Heavy Vehicle Drivers Log Books

Drivers of motor vehicles with an unladen weight in excess of two tonnes are required to maintain a prescribed log book of hours of driving and periods of rest. This requirement applies where a vehicle is operated outside a radius of 80 km from its usual depot. Log books are obtainable personally by drivers from the Department in New South Wales or from corresponding authorities in other States or Territories. A charge to cover production costs is made for each book.



Of the 22,743 log books issued by the Department this year, 19,990 were issued to New South Wales drivers and 2,753 to drivers from other States.

Licensing of Tow-truck Operators and Drivers

Operators of tow-trucks are required to hold a licence for each tow-truck and each driver or off sider to hold a driver's certificate under the Tow-truck Act. At 30th June, 1985 2,041 licences and 6,218 certificates were in issue. This represents an increase of 128 and 109 respectively over the previous year.

During the year 13 applications for licences and 137 applications for certificates were refused, 13 applications for renewal of certificates were refused and 2 certificates were cancelled. One application for renewal of a licence was also refused. 25 appeals against the refusal to grant a certificate resulted in 15 such appeals being upheld.

Disabled Persons Parking Authorities

To assist disabled persons who have permanently lost the use of one or both legs or are severely physically handicapped and unable to walk or able to walk only short distances, the Department issues an authority card for display on the windscreen of a vehicle when it is being used by the disabled person.

Motor vehicles being used by holders of such authorities may be parked without any time limit (and, when parking meters are provided, without charge) in those sections of streets where period parking is permitted and signposted but only where the permitted period is in excess of 30 minutes.

At 30th June, 1985 there were 14,657 authorities held by eligible persons.

Pensioner Registration Scheme

The Pensioner Registration Scheme, introduced on 1st July, 1984, provides for free registration, exemption from weight tax and tax levy, and reduced third party insurance premiums for pensioners who hold current pensioner health benefits cards. The scheme will be further extended as from the 1st July, 1985 to include incapacitated ex-service personnel who were previously entitled to a 90% rebate of weight tax and tax levy.

During the year ended 30th June, 1985 206,864 pensioner concession registrations were granted. The average saving for pensioners during the year was \$115. The total concession granted under the Scheme for the year was \$23.7 million.



VEHICLE STANDARDS

CONTINUING ACTIVITIES

The Motor Traffic Regulations set out standards for the design and construction of motor vehicles and require that all registered vehicles be maintained in roadworthy condition. The aim is to minimise the effects of vehicle design factors on traffic safety and quality of the environment.

Departmental policies require regular inspections of motor vehicles in use on public streets, the examination of those about to be registered for such use and the enforced repair of vehicles found to be defective. These policies are implemented by skilled motor vehicle inspectors employed by the Department and a State-wide network of privately owned Authorised Inspection Stations.

Private Vehicles

Manufacturers and distributors of light commercial vehicles, motor cycles and trailers are encouraged to submit new models of their range of vehicles to the Department for inspection. As a result of these inspections, vehicle specifications are circulated to motor registries and new vehicle dealers. This enables certification of fitness of new vehicles for registration without taking the vehicle to a motor registry. This scheme is State-wide and is an effective cost saver, not only to the Department but to accredited motor dealers.

Authorised Inspection Station Scheme

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

During the report year, a new edition of the publication, "Rules for Authorised Inspection Stations" was produced and distributed to all stations. Copies are also available for purchase by the public.

At the end of the report year there were 6,124 Authorised Inspection Stations and approximately 12,500 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 Department 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 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. and the Institute of Automotive Mechanical Engineers, and is currently chaired by the Department's Chief Inspector of Motor Vehicles. During the year the Committee dealt with 186 such reports. Subsequently 132 Authorised Inspection Stations and 142 examiners were disqualified or suspended from the scheme. 92 less serious cases were dealt with by the issue of warnings to 41 proprietors and 51 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 33 such cases were heard. Sixteen decisions were confirmed; in six cases the period of suspension was varied; in 11 cases the appeals were upheld.



Motor Vehicle Inspector Training

Two full-time motor vehicle inspector training officers are employed to develop and implement training programs for new and existing staff. During the year 5 courses were conducted. Each course ran for 7 weeks and 26 new employees successfully completed the course.

Training classes were also conducted for Authorised Inspection Station examiners on the inspection of vehicles fuelled by Liquefied Petroleum Gas (LPG). Four classes were held and 69 examiners were subsequently authorised as Authorised Inspection Station LPG examiners.

Heavy Vehicle Inspection Scheme

The Department's pilot programme of periodic roadworthiness inspections of heavy vehicles continued during the report year in the south east of the State. During the year 5,584 heavy vehicles and public passenger vehicles were inspected. Of these 2,530 were found to be defective including 226 with major defects. The majority of inspections were arranged by appointment through a toll-free telephone booking service which operates from the Department's Head Office.

At the time of preparation of this report, the introduction of the heavy vehicle inspection scheme State-wide was planned for September, 1985 and many sites throughout the State have been inspected for suitability as inspection sites. Heavy Vehicle Inspection Stations were built at Wetherill Park and Carrington. The construction of a station at Botany was proceeding and was expected to be completed in July, 1985. Additionally, property was purchased at Unanderra which when converted to an inspection station would replace a leased site that currently services the Wollongong area.

The Mobile Inspection Division continued to conduct random roadside inspections of heavy vehicles and pre-arranged inspections of fleets of vehicles throughout the State. During the year 16,558 vehicles were inspected. Of these 10,586 were found to be defective and 1,181 had major defects. The Department produces a separate annual report on the Heavy Vehicle Inspection Scheme.

Defective Vehicle Notices

Defect notices are issued whenever registered vehicles are examined and found to be defective by the Department's Motor Vehicle Inspectors or by police officers. The total number of Defect Notices issued during the year was 31,035 compared with 31,970 in the previous year.

Where a defect notice is issued for a serious fault, an adhesive label is attached to the windscreen of the defective vehicle. It is an offence for any person other than a member of the Police Force or an authorised officer of the Department to obliterate or interfere with such a label. Serious faults in systems such as brakes or steering usually result in the issue of notices which immediately prohibit any further use of the vehicles. Vehicles having less serious defects are permitted to continue in use provided that the repairs are effected in a nominated time. In all cases, vehicles must be submitted to a Departmental or Police motor registry after they have been repaired.

The Department is also advised by the State Pollution Control Commission, which administers the Clean Air Act and Regulations, of any notice of suspension of a registration served on a vehicle owner; and of the prohibition of the registration of a particular motor vehicle or class of motor vehicle. During the year advice of the suspension of the registrations of 112 vehicles was received and 28 of these remained at the end of the year.

FINANCE

Balance Sheet

Statement of Income and Expenditure

Source and Application of Funds

Public Vehicle Fund

Payments from Public Vehicle Fund

Notes to and Forming Part of Accounts

Comparison of Results to Estimates

Year in Review and Previous Four Years

Material Works in Progress

(a)

**COMMISSIONER FOR MOTOR TRANSPORT
DEPARTMENT OF MOTOR TRANSPORT
BALANCE SHEET AS AT 30th JUNE, 1985**

| 1984 | | 1985 | | 1984 | | 1985 | |
|--------------|---|--------------|--------------|------------|---|-----------|------------|
| \$ | CAPITAL & RETAINED EARNINGS | \$ | \$ | \$ | FIXED ASSETS (Note 3) | \$ | \$ |
| | Capital Debt | | | 26,484,276 | Land and Buildings (At Market Value) | | 30,906,504 |
| | Loan Funds from New South Wales Treasury Corporation (Note 4 (i)) | | 4,800,000 | 68,786 | Leasehold Improvements - (At cost) | 987,109 | |
| — | New South Wales State Government Loan(Note 4 (ii)) | | 1,112,153 | 5,154 | Less: Provision for Amortisation | 45,997 | |
| 1,125,613 | | | | 63,632 | | | 941,112 |
| | | | | 1,204,958 | Machines & Equipment (At cost) | 2,493,109 | |
| 1,125,613 | | | 5,912,153 | 415,332 | Less: Provision for Depreciation | 985,282 | |
| | Retained Earnings | | | 789,626 | | | 1,507,827 |
| | Accumulated Deficiency 1st July 1984 (Note 2 (b) (i)) | (34,246,493) | | 380,754 | Office Furniture (At cost) | 540,377 | |
| (36,847,349) | Plus Deficiency for the year | (5,803,056) | | 110,209 | Less: Provision for Depreciation | 263,704 | |
| 2,600,856 | | | | 270,545 | | | 276,673 |
| | | | | 1,691,776 | Motor Vehicles (At cost) | 1,865,475 | |
| (34,246,493) | | | (40,049,549) | 192,624 | Less: Provision for Depreciation | 509,932 | |
| 47,900 | Loan Repayment Reserve | | 781,900 | 1,499,152 | | | 1,355,543 |
| | Asset Revaluation Reserve (Note 3 (ii)) | | 4,288,862 | | | | |
| 4,053,335 | | | | | | | |
| (29,019,645) | TOTAL FUNDS | | (29,066,634) | 29,107,231 | | | 34,987,659 |

| CURRENT LIABILITIES AND PROVISIONS | | | INVESTMENTS (Note 5(i),(ii),(iii) & (iv)) | | |
|---|---|-------------|--|---|------------|
| 272,852 | Bank Overdraft | 281,873 | | Loan Repayment Reserve - New South Wales Treasury Corporation (At cost) | 781,900 |
| 24,368,695 | Statutory Creditors | 38,385,992 | 47,900 | | |
| 38,354,115 | Provision for Deferred Liabilities (Note 8 (i)) | 43,642,213 | | CURRENT ASSETS | |
| 15,878,642 | Provision for Long Service Leave (Note 8 (ii)) | 17,114,692 | 17,189,677 | Cash at Bank | 20,976,176 |
| 5,056,542 | Provision for Recreation Leave (Note 8 (iii)) | 5,349,678 | 5,474,665 | Cash on Hand | 5,944,805 |
| — | Sundry Accruals | 1,028,206 | 147,527 | Advances and Floats | 153,337 |
| 355,167 | Security Deposits | 47,980 | 618,915 | Stores and Materials (Note 6) | 774,782 |
| 84,286,013 | | 105,850,634 | 620,933 | Sundry Debtors (Note 7) | 624,144 |
| | | | | Cash Funds with the New South Wales Treasury — | |
| | | | | Department of Motor Transport | |
| | | | | Third Party Insurance Collections | |
| | | | 1,176,376 | Suspense Account - Special | |
| | | | | Deposits Account | 10,839,254 |
| | | | 527,977 | Public Vehicles Fund - Special | |
| | | | | Deposits Account | 625,757 |
| | | | 355,167 | Road Transport & Traffic Fund - | |
| | | | | Special Deposits Account | 1,076,186 |
| | | | 26,111,237 | | 41,014,441 |
| 55,266,368 | | 76,784,000 | 55,266,368 | | 76,784,000 |

The accompanying notes form part of these financial statements.

COMMISSIONER FOR MOTOR TRANSPORT

DEPARTMENT OF MOTOR TRANSPORT

STATEMENT OF INCOME AND EXPENDITURE FOR YEAR ENDED 30th JUNE, 1985

(c)

| 1984 | EXPENDITURE | 1985 | 1984 | INCOME | 1985 |
|------------|---------------------------------------|-------------------|------------------|------------------------------------|------------------|
| \$ | | \$ | \$ | | \$ |
| | ADMINISTRATIVE COSTS | | | STATUTORY FEES AND CHARGES | |
| 48,367,943 | Salaries, Wages and Allowances | 46,754,302 | 120,852,903 | Motor Traffic Act, 1909 | 143,902,127 |
| 2,902,083 | Payroll Tax | 2,968,067 | 3,460,914 | Transport Act, 1930 | 3,962,752 |
| 43,764 | Travelling Concessions to Employees | 43,306 | | Motor Vehicle Taxation Management | |
| 1,035,562 | Travelling Expenses | 1,170,678 | 288,396 | Act, 1949. | 354,815 |
| 70,000 | Workers Compensation Settlements | 145,784 | | State Transport (Co-ordination) | |
| | Provision for Superannuation and | | 2,028,482 | Act, 1931. | 2,853,669 |
| 1,382,685 | Gratuities (Note 8 (ii)) | 7,225,568 | 4,095 | Air Transport Act, 1964 | 4,825 |
| | Provision for Deferred Employee | | | Motor Vehicle Driving Instructors | |
| — | Benefits (Note 8 (iii) and (iii)) | 6,985,306 | 34,918 | Act, 1961 | 46,200 |
| 75,000 | Audit Fees (Note 12) | 82,000 | | Transfers of Public Vehicles | |
| 2,291,188 | Postage | 2,220,502 | 991,711 | (Taxation) Act, 1969 | 1,000,009 |
| | Depreciation and Amortisation | | | Tow Truck Act, 1967 | 123,859 |
| — | Charges (Note 3 (iii)) | 1,081,596 | 92,182 | | |
| 601,987 | Telephone, Telex Charges | 700,427 | | | |
| 1,562,019 | Printing, Stationery, Office Stores | 1,304,720 | 127,753,601 | | 152,248,256 |
| 288,617 | Advertising and Promotions | 208,390 | 165,122 | Less Refunds | 326,239 |
| 152,611 | Data Processing Services | 207,413 | | | |
| 322,510 | Office Rent | 321,857 | | | |
| 617,247 | Heat, Light and Power | 637,812 | 127,588,479 | | 151,922,017 |
| 229,658 | Capital Debt Charges (Note 4 (iii)) | 460,385 | | | |
| 451,090 | Security Services | 603,172 | | | |
| 557,189 | Maintenance of Motor Vehicles | 481,288 | | | |
| 744,674 | Maintenance of Office Equipment | 768,737 | | CONTRIBUTIONS BY OTHER | |
| 1,399,139 | Maintenance of Building and Equipment | 1,484,499 | | STATUTORY AUTHORITIES | |
| 135,877 | Motor Vehicle Registration Labels | 258,593 | | Commission on Insurance Premiums | |
| 1,174,772 | Motor Vehicle Number Plates | 1,392,707 | | Collected - Government Insurance | |
| 769,282 | General Expenses | 841,050 | | Office | 6,659,851 |
| 27,431 | Loss on Disposal of Real Estate | — | 6,357,511 | Contribution towards cost of | |
| 15,000 | Supervision of taxi-cab ranks | 15,000 | | Ad-Valorem Stamp Duty collected | |
| | | | 854,490 | - Stamp Duties Office | 1,032,291 |
| 65,217,328 | TOTAL OPERATING EXPENDITURE | 78,363,159 | 74,288 | Councils contribution towards cost | |
| | | | | of Parking Meter Supervision | 584,113 |
| 75,253,027 | Operating Surplus (Note 14) | 88,427,810 | 7,286,289 | | 8,276,255 |

| | | | | | |
|-------------|--|-------------|-------------|------------------------------------|-------------|
| | | | 508,538 | OTHER INCOME | |
| | | | 1,574,738 | Lease of custom-made number plates | 679,917 |
| | | | | Sale of personalised number plates | 1,936,927 |
| | | | 1,410,600 | Auction of numeral only | |
| | | | 54,034 | registration plates | 316,950 |
| | | | 173,606 | Authorised Inspection Stations | 198,936 |
| | | | 864,121 | Heavy Vehicle Inspection Fees | 182,664 |
| | | | 47,859 | Search Fees | 1,159,710 |
| | | | — | Unclaimed Moneys | 49,827 |
| | | | 914,112 | Profit on Disposal of Real Estate | 283,869 |
| | | | 47,979 | Miscellaneous | 1,341,516 |
| | | | | Interest Received (Note 5 (v)) | 442,381 |
| | | | 5,595,587 | | 6,592,697 |
| 140,470,355 | | 166,790,969 | 140,470,355 | TOTAL OPERATING INCOME | 166,790,969 |
| 47,900 | Transfers to Loan Repayments Reserve (Note 5 (i)) | 734,000 | 75,253,027 | Operating Surplus | 88,427,810 |
| 17,901,525 | STATUTORY PAYMENTS (NOTE II) | | | | |
| 750,000 | Payments to Traffic Facilities Fund | 14,170,000 | | | |
| | Payments towards cost of Ambulance Services | 750,000 | | | |
| 51,986,000 | Amount recouped to Consolidated Fund for Police Services in respect of supervision of traffic | 76,381,892 | | | |
| 1,966,746 | Distribution of Omnibus Tax & Service Licence Fees to Municipalities, Shires and Other Authorities | 2,194,974 | (2,600,856) | Deficit for the Year | 5,803,056 |
| 72,652,171 | | 94,230,866 | 72,652,171 | | 94,230,866 |

The accompanying notes form part of these financial statements.

COMMISSIONER FOR MOTOR TRANSPORT
DEPARTMENT OF MOTOR TRANSPORT
STATEMENT OF SOURCE AND APPLICATION OF FUNDS
FOR YEAR ENDED 30th JUNE, 1985

| 1984 | SOURCE OF FUNDS | 1985 |
|-------------|---|--------------|
| \$ | | \$ |
| 127,588,479 | Funds Flow from Operations | |
| 7,286,289 | Operating Funds Inflow – | |
| 5,595,587 | Statutory Fees and Charges | 151,922,017 |
| 140,470,355 | Contributions from Statutory Authorities | 8,276,255 |
| | Other Income | 6,308,828 |
| | | 166,507,100 |
| 65,189,897 | Less: Operating Funds Outflow – | |
| 75,280,458 | Administrative Costs | 70,464,279 |
| .. | Total Funds flow from Operations (Note 14) | 96,042,821 |
| 40,000 | Loan Funds from New South Wales Treasury Corp. | 4,800,000 |
| 75,320,458 | Proceeds from Disposal of Real Estate | 394,970 |
| | | 101,237,791 |
| 414,783,072 | Other Funds received by the Department | |
| 309,325,531 | Third Party Insurance Premiums (Net) | 423,266,985 |
| 83,533,338 | Motor Vehicle Taxation (Net) | 325,134,726 |
| 882,962,399 | Ad-Valorem Stamp Duty (Net) | 101,500,315 |
| | | 951,139,817 |
| | APPLICATION OF FUNDS | |
| 72,604,271 | Statutory Payments | 93,496,866 |
| 2,669,951 | Purchase of Fixed Assets | 6,837,598 |
| 47,900 | Purchase of Investments | 734,000 |
| 13,610 | Repayment of New South Wales State Govt. Loan | 13,460 |
| (15,274) | Increase in Monetary Funds | 155,867 |
| 75,320,458 | | 101,237,791 |
| 419,532,965 | Other Funds were distributed to | |
| 309,325,531 | Government Insurance Office | 413,604,107 |
| 83,533,338 | Department of Main Roads | 325,134,726 |
| | Stamp Duties Office | 101,500,315 |
| | Department of Motor Transport Third Party | |
| | Insurance Collections | |
| (4,749,893) | Suspense Account | 9,662,878 |
| 882,962,399 | | 951,139,817 |
| | MOVEMENT IN MONETARY FUNDS | |
| | Increase in Statutory Creditors | (14,017,297) |
| | Increase in Sundry Accruals | (1,028,206) |
| | Decrease in Security Deposits | 307,187 |
| | Increase in Stores and Materials | 155,867 |
| | Increase in Sundry Debtors | 3,211 |
| | Increase in Cash Funds with the N.S.W. Treasury | 10,481,677 |
| | Increase in Cash and Cash at Bank | 4,253,428 |
| | | 155,867 |

The accompanying notes form part of these financial statements

DEPARTMENT OF MOTOR TRANSPORT
PUBLIC VEHICLES FUND (SPECIAL DEPOSITS ACCOUNT)
STATEMENT OF RECEIPTS AND PAYMENTS FOR YEAR ENDED 30th JUNE, 1985

| 1984 | RECEIPTS | 1985 | 1984 | PAYMENTS | 1985 |
|-----------|--|-----------|-----------|---|-----------|
| \$ | | \$ | \$ | | \$ |
| 473,840 | Balance brought forward | 527,977 | | Distribution to Municipalities, Shires and other Authorities of Omnibus Tax- | |
| 1,632,525 | Omnibus Tax:- | 1,832,756 | 1,573,032 | Metropolitan | 1,710,990 |
| 176,825 | Metropolitan | 195,108 | 170,773 | Newcastle | 195,654 |
| 79,589 | Newcastle | 91,979 | 78,225 | Wollongong | 89,808 |
| | Wollongong | | 640,000 | Payment to Traffic Facilities Fund | 670,000 |
| 644,579 | Other Public Vehicle Tax in Metropolitan, Newcastle and Wollongong Transport Districts | 688,733 | 15,000 | Payment of supervision of taxi-cab ranks | 15,000 |
| | Service Licence Fees:- | | | Distribution of Service Licence Fees:- | |
| 66,038 | Metropolitan | 66,132 | 70,167 | Metropolitan | 92,299 |
| 6,209 | Newcastle | 5,730 | 6,124 | Newcastle | 7,191 |
| 5,561 | Wollongong | 3,268 | 3,868 | Wollongong | 4,984 |
| 2,611,326 | TOTAL RECEIPTS | 2,883,706 | 2,557,189 | TOTAL PAYMENTS | 2,785,926 |
| | | | | Balances carried forward:- | |
| | | | 415,606 | Omnibus Tax:- | |
| | | | 39,143 | Metropolitan | 537,372 |
| | | | 21,794 | Newcastle | 38,598 |
| | | | 8,339 | Wollongong | 23,964 |
| | | | 37,987 | Other Public Vehicle Tax | 12,071 |
| | | | 3,305 | Service Licence Fees:- | |
| | | | 1,803 | Metropolitan | 11,820 |
| | | | | Newcastle | 1,846 |
| | | | | Wollongong | 86 |
| 3,085,166 | | 3,411,683 | 3,085,166 | | 3,411,683 |

The accompanying notes form part of these financial statements.

DEPARTMENT OF MOTOR TRANSPORT
 PAYMENTS FROM PUBLIC VEHICLES FUND (SPECIAL DEPOSITS ACCOUNT)
 FOR THE YEAR ENDED 30th JUNE, 1985

to Councils and other Authorities required to maintain roads used by bus services
 in reduction of the capital debt of the Urban Transit Authority (Bus Division) Services

| 1984 | METROPOLITAN TRANSPORT DISTRICT – COUNCILS – | 1985 |
|---------|---|---------|
| \$ | | \$ |
| 32,674 | Ashfield | 37,671 |
| 24,947 | Auburn | 28,761 |
| 94,047 | Bankstown | 108,430 |
| 13,082 | Baulkham Hills | 15,083 |
| 78,453 | Blacktown | 90,419 |
| 8,766 | Botany | 10,107 |
| 28,459 | Burwood | 32,811 |
| 3,792 | * Camden | 4,374 |
| 20,489 | Campbelltown | 23,623 |
| 75,457 | Canterbury | 86,998 |
| 20,491 | Concord | 23,625 |
| 18,382 | Drummoyne | 21,195 |
| 55,695 | Fairfield | 64,213 |
| 39,227 | Holroyd | 45,227 |
| 29,049 | Hornsby | 33,493 |
| 5,061 | Hunters Hill | 5,835 |
| 31,411 | Hurstville | 36,216 |
| 22,229 | Kogarah | 25,628 |
| 27,518 | Ku-ring-gai | 31,729 |
| 11,003 | Lane Cove | 12,685 |
| 47,024 | Leichhardt | 54,215 |
| 49,697 | Liverpool | 57,299 |
| 16,178 | Manly | 18,652 |
| 40,097 | Marrickville | 46,230 |
| 13,227 | Mosman | 15,250 |
| 31,168 | North Sydney | 35,935 |
| 52,235 | Parramatta | 60,224 |
| 21,613 | Penrith | 24,918 |
| 95,607 | Randwick | 110,183 |
| 47,004 | Rockdale | 54,192 |
| 35,160 | Ryde | 40,537 |
| 19,177 | Strathfield | 22,110 |
| 37,405 | Sutherland | 43,125 |
| 298,434 | Sydney | 305,756 |
| 36,200 | Warringah | 41,737 |
| 35,845 | Waverley | 10,631 |
| 48,903 | Willoughby | 56,381 |
| 2,997 | Windsor | 3,456 |
| 1,018 | * Wollondilly | 1,174 |
| 36,318 | Woollahra | 14,038 |

| | | |
|-----------|---|-----------|
| | AUTHORITIES – | |
| 1,058 | Health Commission (Lidcombe Hospital) | 1,221 |
| 1,518 | Necropolis Trustees (Rookwood) | 1,752 |
| 1,608,115 | | 1,757,139 |
| 35,084 | Capital Debt Reduction | 46,150 |
| 1,643,199 | TOTAL - METROPOLITAN | 1,803,289 |
| | NEWCASTLE AND DISTRICT TRANSPORT DISTRICT – | |
| | COUNCILS – | |
| 117,796 | Newcastle | 136,851 |
| 35,393 | Lake Macquarie | 28,618 |
| 18,044 | * Port Stephens | 26,901 |
| 1,067 | * Great Lakes | 2,720 |
| 1,499 | * Maitland | 4,116 |
| 36 | * Wyong | 44 |
| 173,835 | | 199,250 |
| 3,062 | Capital Debt Reduction | 3,595 |
| 176,897 | TOTAL - NEWCASTLE | 202,845 |
| | WOLLONGONG TRANSPORT DISTRICT - (Note 3) | |
| | COUNCILS – | |
| 72,607 | Wollongong | 79,841 |
| 8,524 | * Shellharbour | 14,023 |
| 141 | * Campbelltown | 44 |
| 822 | * Kiama | 884 |
| 82,094 | | 94,792 |
| 1,902,190 | COMBINED GRAND TOTAL | 2,100,926 |

- NOTES:
1. The amount each Council or Authority receives reflects the number and weight of the buses and the amount of time-tabled running.
 2. The amount applied as "Capital Debt Reductions" is half of the service licence fees for the services in the respective Transport Districts.
 3. No provision has been made for capital debt reduction as the Urban Transit Authority bus services do not operate in the Wollongong Transport District.
 4. Councils Denoted (*) although not within the Transport Districts under which they are listed, share in the payment because buses registered in those districts operate on their roads.

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
OF THE COMMISSIONER FOR MOTOR TRANSPORT
DEPARTMENT OF MOTOR TRANSPORT
FOR YEAR ENDED 30th JUNE, 1985**

The financial statements have been reported in amounts rounded to the nearest dollar. Comparative figures for the previous financial year are shown on each financial statement and wherever possible 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.

(b) CHANGES IN ACCOUNTING POLICIES

- (i) The Department has adopted an accrual accounting system for this financial year and has produced for the first time an Income and Expenditure statement and Balance sheet.

As a result comparative figures for the previous financial year do not reflect the change in accounting policy in relation to:

Salaries, Wages and Allowances
Provision for Superannuation and Gratuities
Provision for Deferred Employee Benefits
Depreciation and Amortisation Charges.

The establishment of the various asset and liability balances for inclusion in the balance sheet has resulted in an accumulated deficiency of \$34,246,493 brought forward as at 1st July, 1984.

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

(c) ACCOUNTING BASIS

- (i) The financial statements have been prepared on an accrual basis whereby material items incurred but unpaid at year end, are brought to account as expenditure.
- (ii) The Department is keeping proper accounts and records of its transactions and affairs in accordance with present Government accounting conventions.

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 1983 and in keeping with Departmental policy, current valuations are obtained as new properties are acquired. Where no assess-

(i)

| | | |
|---|---------------------------------------|-----------|
| | AUTHORITIES - | |
| 1,058 | Health Commission (Lidcombe Hospital) | 1,221 |
| 1,518 | Necropolis Trustees (Rookwood) | 1,752 |
| 1,608,115 | | 1,757,139 |
| 35,084 | Capital Debt Reduction | 46,150 |
| 1,643,199 | TOTAL - METROPOLITAN | 1,803,289 |
| NEWCASTLE AND DISTRICT TRANSPORT DISTRICT - | | |
| | COUNCILS - | |
| 117,796 | Newcastle | 136,851 |
| 35,393 | Lake Macquarie | 28,618 |
| 18,044 | * Port Stephens | 26,901 |
| 1,067 | * Great Lakes | 2,720 |
| 1,499 | * Maitland | 4,116 |
| 36 | * Wyong | 44 |
| 173,835 | | 199,250 |
| 3,062 | Capital Debt Reduction | 3,595 |
| 176,897 | TOTAL - NEWCASTLE | 202,845 |
| WOLLONGONG TRANSPORT DISTRICT - (Note 3) | | |
| | COUNCILS - | |
| 72,607 | Wollongong | 79,841 |
| 8,524 | * Shellharbour | 14,023 |
| 141 | * Campbelltown | 44 |
| 822 | * Kiama | 884 |
| 82,094 | | 94,792 |
| 1,902,190 | COMBINED GRAND TOTAL | 2,100,926 |

- NOTES:
1. The amount each Council or Authority receives reflects the number and weight of the buses and the amount of time-tabled running.
 2. The amount applied as "Capital Debt Reductions" is half of the service licence fees for the services in the respective Transport Districts.
 3. No provision has been made for capital debt reduction as the Urban Transit Authority bus services do not operate in the Wollongong Transport District.
 4. Councils Denoted (*) although not within the Transport Districts under which they are listed, share in the payment because buses registered in those districts operate on their roads.

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
OF THE COMMISSIONER FOR MOTOR TRANSPORT
DEPARTMENT OF MOTOR TRANSPORT
FOR YEAR ENDED 30th JUNE, 1985**

The financial statements have been reported in amounts rounded to the nearest dollar. Comparative figures for the previous financial year are shown on each financial statement and wherever possible as bracketed amounts in the notes hereto.

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As a result comparative figures for the previous financial year do not reflect the change in accounting policy in relation to:

Salaries, Wages and Allowances
Provision for Superannuation and Gratuities
Provision for Deferred Employee Benefits
Depreciation and Amortisation Charges.

The establishment of the various asset and liability balances for inclusion in the balance sheet has resulted in an accumulated deficiency of \$34,246,493 brought forward as at 1st July, 1984.

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

(c) ACCOUNTING BASIS

- (i) The financial statements have been prepared on an accrual basis whereby material items incurred but unpaid at year end, are brought to account as expenditure.
- (ii) The Department is keeping proper accounts and records of its transactions and affairs in accordance with present Government accounting conventions.

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 1983 and in keeping with Departmental policy, current valuations are obtained as new properties are acquired. Where no assess-

ment has been undertaken on more recently purchased properties, cost has been utilised in arriving at the current market value at 30th June, 1985 of \$30,906,504 (\$26,484,276). The appreciation in value of \$4,288,862 has been transferred to the Asset Revaluation Reserve. The market value of all other assets has been estimated by Departmental officers.

| | Cost at 30/6/1985 | Cost at 30/6/1984 | Market Value 30/6/1985 | Market Value 30/6/1984 |
|---------------------------------|----------------------|----------------------|---------------------------|---------------------------|
| | \$ | \$ | \$ | \$ |
| Land and Buildings | | | | |
| - Head Office Building Complex | 4,772,591 | 4,741,411 | 6,500,000 | 6,500,000 |
| - Other Departmental Properties | 21,845,051 | 17,689,530 | 24,406,504 | 19,984,276 |
| Leasehold Improvements | 987,109 | 68,786 | 1,017,364 | 99,041 |
| Machines and Equipment | 2,493,109 | 1,204,958 | 1,507,827 | 789,626 |
| Office Furniture | 540,377 | 380,754 | 276,673 | 270,545 |
| Motor Vehicles | 1,865,475 | 1,691,776 | 1,916,638 | 1,691,776 |
| | <u>32,503,712</u> | <u>25,777,215</u> | <u>35,625,006</u> | <u>29,335,264</u> |

- (iii) The assessed cost of depreciation for the year ended 30th June, 1985 is \$1,040,753 which brings the cumulative depreciation to \$1,758,918 (\$718,165).

The assessed cost of amortisation for the year ended 30th June, 1985 is \$40,843 (\$3,635) which brings the cumulative amortisation to \$45,997 (\$5,154).

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

The Department did not draw down its approved loan borrowing for the year ended 30th June, 1984. However, on the direction of the Treasurer, the loan borrowing entitlement was held within Treasury and made available to the Department during this current financial year.

During the year the Department's full loan borrowing entitlement of \$4,800,000 was obtained from the New South Wales Treasury Corporation.

At 30th June, 1985, loan borrowings mature as follows:-

| | \$ |
|-----------------------|------------------|
| Within 1 year | — |
| Between 1 and 2 years | 185,000 |
| Between 2 and 5 years | 1,968,000 |
| After 5 years | <u>2,647,000</u> |
| | <u>4,800,000</u> |

By rolling over individual loans at maturity date, it is the intention of the Department to maintain the value of loans raised for a period of ten years from date of acquisition.

(ii) State Government Loan

An amount of \$1,112,153 (\$1,125,613) is outstanding on a New South Wales Treasury advance of \$1,394,916 utilised for the purchase of the Department's Head Office complex.

(iii) **Capital Debt Charges**

Capital Debt charges paid by the Department for the year amounted to \$460,385 (\$229,658).

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 \$781,900 has been invested with the New South Wales Treasury Corporation.

Details of investments are as follows:-

| Date of Investment | Amount \$ | Market Value \$ | Maturity | Interest Rate % |
|--------------------|----------------|--------------------|------------|--------------------|
| 28.06.1984 | 47,900 | 49,438 | 01.08.1987 | 12.9 |
| 21.06.1985 | 438,600 | 414,828 | 01.10.1993 | 13.5 |
| 21.06.1985 | 295,400 | 279,389 | 01.10.1993 | 13.5 |
| | <u>781,900</u> | <u>743,655</u> | | |

- (ii) All investments have been made with 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, 1985.
- (iii) The amounts set aside have been assessed by Departmental Officers and are considered adequate to meet loan repayments upon maturity. The assessment anticipates a future interest rate of 12% per annum, with all interest received being re-invested.
- (iv) The adequacy of the loan repayment reserve will be reviewed on a regular basis.
- (v) Interest received by the Department for the year amounted to \$442,381 (\$47,979).

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:-

| | At 30.06.1985 \$ | At 30.06.1984 \$ |
|---|------------------------|------------------------|
| Stores | | |
| - General Stores | 326,829 | 214,243 |
| - Printing and Stationery | 232,163 | 197,899 |
| - Registration Number Plates and Labels | 132,845 | 127,425 |
| Materials | | |
| - Electrical | 48,534 | 48,476 |
| - Building | 34,411 | 30,872 |
| | <u>774,782</u> | <u>618,915</u> |

ment has been undertaken on more recently purchased properties, cost has been utilised in arriving at the current market value at 30th June, 1985 of \$30,906,504 (\$26,484,276). The appreciation in value of \$4,288,862 has been transferred to the Asset Revaluation Reserve. The market value of all other assets has been estimated by Departmental officers.

| | <u>Cost at 30/6/1985</u> | <u>Cost at 30/6/1984</u> | <u>Market Value 30/6/1985</u> | <u>Market Value 30/6/1984</u> |
|---------------------------------|------------------------------|------------------------------|-----------------------------------|-----------------------------------|
| | \$ | \$ | \$ | \$ |
| Land and Buildings | | | | |
| - Head Office Building Complex | 4,772,591 | 4,741,411 | 6,500,000 | 6,500,000 |
| - Other Departmental Properties | 21,845,051 | 17,689,530 | 24,406,504 | 19,984,276 |
| Leasehold Improvements | 987,109 | 68,786 | 1,017,364 | 99,041 |
| Machines and Equipment | 2,493,109 | 1,204,958 | 1,507,827 | 789,626 |
| Office Furniture | 540,377 | 380,754 | 276,673 | 270,545 |
| Motor Vehicles | 1,865,475 | 1,691,776 | 1,916,638 | 1,691,776 |
| | <u>32,503,712</u> | <u>25,777,215</u> | <u>35,625,006</u> | <u>29,335,264</u> |

- (iii) The assessed cost of depreciation for the year ended 30th June, 1985 is \$1,040,753 which brings the cumulative depreciation to \$1,758,918 (\$718,165).

The assessed cost of amortisation for the year ended 30th June, 1985 is \$40,843 (\$3,635) which brings the cumulative amortisation to \$45,997 (\$5,154).

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

The Department did not draw down its approved loan borrowing for the year ended 30th June, 1984. However, on the direction of the Treasurer, the loan borrowing entitlement was held within Treasury and made available to the Department during this current financial year.

During the year the Department's full loan borrowing entitlement of \$4,800,000 was obtained from the New South Wales Treasury Corporation.

At 30th June, 1985, loan borrowings mature as follows:-

| | \$ |
|-----------------------|------------------|
| Within 1 year | — |
| Between 1 and 2 years | 185,000 |
| Between 2 and 5 years | 1,968,000 |
| After 5 years | <u>2,647,000</u> |
| | <u>4,800,000</u> |

By rolling over individual loans at maturity date, it is the intention of the Department to maintain the value of loans raised for a period of ten years from date of acquisition.

(ii) State Government Loan

An amount of \$1,112,153 (\$1,125,613) is outstanding on a New South Wales Treasury advance of \$1,394,916 utilised for the purchase of the Department's Head Office complex.

(iii) **Capital Debt Charges**

Capital Debt charges paid by the Department for the year amounted to \$460,385 (\$229,658).

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 \$781,900 has been invested with the New South Wales Treasury Corporation.

Details of investments are as follows:-

| Date of Investment | Amount \$ | Market Value \$ | Maturity | Interest Rate % |
|--------------------|----------------|--------------------|------------|--------------------|
| 28.06.1984 | 47,900 | 49,438 | 01.08.1987 | 12.9 |
| 21.06.1985 | 438,600 | 414,828 | 01.10.1993 | 13.5 |
| 21.06.1985 | 295,400 | 279,389 | 01.10.1993 | 13.5 |
| | <u>781,900</u> | <u>743,655</u> | | |

- (ii) All investments have been made with 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, 1985.
- (iii) The amounts set aside have been assessed by Departmental Officers and are considered adequate to meet loan repayments upon maturity. The assessment anticipates a future interest rate of 12% per annum, with all interest received being re-invested.
- (iv) The adequacy of the loan repayment reserve will be reviewed on a regular basis.
- (v) Interest received by the Department for the year amounted to \$442,381 (\$47,979).

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:-

| | At 30.06.1985 \$ | At 30.06.1984 \$ |
|---|------------------------|------------------------|
| Stores | | |
| - General Stores | 326,829 | 214,243 |
| - Printing and Stationery | 232,163 | 197,899 |
| - Registration Number Plates and Labels | 132,845 | 127,425 |
| Materials | | |
| - Electrical | 48,534 | 48,476 |
| - Building | 34,411 | 30,872 |
| | <u>774,782</u> | <u>618,915</u> |

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 \$74,518 (\$103,040).

A dissection of outstanding debts is as follows:—

| | At <u>30.06.1985</u> \$ | At <u>30.06.1984</u> \$ |
|--|-------------------------------|-------------------------------|
| (i) Short payments made in respect to the registration of motor vehicles | 60,068 | 58,088 |
| (ii) Dishonoured Cheques relating to the payment of licences and motor vehicle registrations | 525,816 | 535,566 |
| (iii) Other Sundry Accounts | <u>38,260</u> | <u>27,279</u> |
| | 624,144 | 620,933 |

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 Board, in respect of lump sum payments on retirements, estimated as \$35,440,000 (\$30,004,000).

The calculation of the Department's liability in respect to the Public Authorities Superannuation Board is based upon an actuarial calculation as at 30th June, 1983. This calculation has subsequently been updated by Departmental officers to the 30th June, 1985.

The actuarial calculation assumed an interest rate of 12% 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 \$8,202,213 (\$8,350,115).

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, 1985 and is based upon the salaries current at that time.

(ii) Long Service Leave

As at 30th June, 1985 the estimated liability in respect of long service leave entitlements stood at \$17,114,692 (\$15,878,642).

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

(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, 1985 the estimated liability in respect of recreation leave entitlements stood at \$5,349,678 (\$5,056,542).

(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. **PAYMENTS TO BOARD MEMBERS**

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

| | |
|--|-------------|
| | \$ |
| Taxi Advisory Council | 665 |
| Committee of Review - New South Wales Air Services | 4,650 |
| Committee of Review - Tourist Vehicle Licensing | 329 |
| Committee of Review - Pensioner and Unemployed Persons Subsidy Scheme | 140 |
| | <hr/> 5,784 |

11. **STATUTORY PAYMENTS**

(i) **Contribution towards Ambulance Services**

A payment of \$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**

Amounts of \$13,500,000 and \$670,000 were paid from the Road Transport and Traffic Fund and Public Vehicles Fund, respectively to the Traffic Facilities Fund in terms of Sections 202 (2) (1) and 204 (4) of the Transport Act, 1930.

(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 \$70,928,000 was exceeded by \$5,453,892 thus reducing the accumulated shortfall in respect of Police services to \$182,231,693.

(iv) **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.

12. **AUDITOR'S REMUNERATION**

Fees paid to the Auditor-General of New South Wales in 1984/85 amounted to \$82,000.

13. **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.

14. **STATEMENT OF SOURCE AND APPLICATION OF FUNDS**

Reconciliation of Funds Flow from Operations with Operating Surplus is as follows:-

| | \$ | \$ |
|--|------------------|------------------|
| Funds Flow from Operations | | 96,042,821 |
| Plus: Profit on Disposal of Real Estate | | <u>283,869</u> |
| | | 96,326,690 |
| Less: Depreciation and Amortisation | 1,081,596 | |
| Provision for Superannuation and Gratuities | 5,288,098 | |
| Provision for Deferred Employee Benefits | <u>1,529,186</u> | <u>7,898,880</u> |
| Operating Surplus | | 88,427,810 |

15. **CONTRACTUAL COMMITMENTS**

Contractual commitments of \$2,667,000 relating to the Department's Land and Building programme remain outstanding at 30th June, 1985.

16. **PUBLIC FINANCE AND AUDIT (STATUTORY BODIES) REGULATION, 1985 - EXEMPTION**

The Department has sought exemption in respect of:-

Clause 4 (1) (1) which refers to the presentation of accounts on a programme or activity basis.

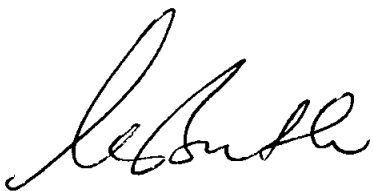
The Department has not been required by the Treasury to identify items of income and expenditure on a programme or activity basis and whilst it is envisaged that such a requirement may become operative from the 1st July, 1986 the Department is not in a position at this stage to fully disclose income and expenditure by programme or activity.

COMMISSIONER FOR MOTOR TRANSPORT
DEPARTMENT OF MOTOR TRANSPORT
FINANCIAL STATEMENTS
FOR YEAR ENDED 30TH JUNE, 1985

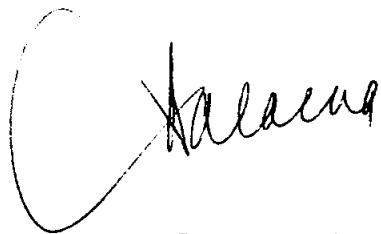
CERTIFICATION

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, 1985 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 Source and Application 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, 1985 and the transactions for the year then ended.
- (iii) At the date of signing there are no circumstances which would render any particulars in the financial statements to be misleading.



M.J. BUTLER,
COMMISSIONER FOR MOTOR TRANSPORT,
9th August, 1985



P.A. BALDING,
CHIEF ACCOUNTANT,
9th August, 1985

DEPARTMENT OF MOTOR TRANSPORT
AUDITOR-GENERAL'S CERTIFICATE

The accounts of the Commissioner of Motor Transport for the year ended 30th June, 1985, 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 account and funds statement of the Commissioner for Motor Transport and the receipts and payments statement of the Public Vehicles Fund, 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 30th June, 1985 and transactions for the year then ended.



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

SYDNEY,
18th October, 1985

**COMMISSIONER FOR MOTOR TRANSPORT
DEPARTMENT OF MOTOR TRANSPORT
ROAD TRANSPORT AND TRAFFIC FUND (SPECIAL DEPOSITS ACCOUNT)
COMPARISON OF RESULTS TO ANNUAL ESTIMATES**

| | Appropriation Year Ended 30/6/85 | Results Year Ended 30/6/85 | Budget Estimates Year Ending 30/6/86 |
|---|---|---|---|
| REVENUE | \$ | \$ | \$ |
| Statutory Fees and Charges | | | |
| Motor Traffic Act, 1909 | 149,547,300 | 143,902,127 | 153,251,500 |
| Transport Act, 1930 | 1,150,600 | 1,082,778 | 1,145,300 |
| Motor Vehicle Taxation Management Act, 1949 | 400,200 | 354,815 | 381,800 |
| State Transport (Co-Ordination Act, 1931) | 2,804,400 | 2,853,669 | 3,032,400 |
| Air Transport Act, 1964 | 10,000 | 4,825 | 5,100 |
| Motor Vehicle Driving Instructors Act, 1961 | 44,100 | 46,200 | 45,000 |
| Transfers of Public Vehicles (Taxation) Act 1969 | 950,000 | 1,000,009 | 950,000 |
| Tow Truck Act, 1967 | 122,300 | 123,859 | 125,400 |
| | 155,028,900 | 149,368,282 | 158,936,500 |
| Less Refunds | 140,000 | 326,239 | 220,200 |
| | 154,888,900 | 149,042,043 | 158,716,300 |
| Contributions by Other Statutory Authorities | 8,104,000 | 8,276,255 | 8,441,000 |
| Long Term Loans | 4,800,000 | 4,800,000 | 3,500,000 |
| Other Income | 7,865,100 | 6,703,798 | 10,723,000 |
| | 175,658,000 | 168,822,096 | 181,380,300 |
| EXPENDITURE | | | |
| Salaries and Payments in the nature of Salaries and Wages | 54,730,000 | 52,210,422 | 57,650,000 |
| Postage, Telephone and Telex Charges | 3,190,000 | 2,920,929 | 3,240,000 |
| Printing, Stationery and Office Stores | 1,580,000 | 1,464,598 | 1,803,900 |
| Legal Costs | 148,000 | 146,277 | 165,000 |
| Motor Vehicle Registration Labels | 180,000 | 220,322 | 210,500 |
| Purchase of Motor Vehicle Number Plates | 1,575,000 | 1,436,398 | 1,519,000 |
| Payroll Tax | 3,335,400 | 2,968,067 | 3,553,000 |
| Superannuation | 2,415,100 | 1,937,470 | 2,454,440 |
| Travelling | 919,400 | 1,213,984 | 1,625,400 |
| Security Services | 810,000 | 603,172 | 646,000 |
| Maintenance of Office Equipment | 784,900 | 768,737 | 1,007,000 |
| Maintenance of Motor Vehicles | 560,000 | 486,949 | 662,960 |
| Other Items | 3,052,200 | 2,533,406 | 4,145,800 |
| Building Maintenance, Rent, Light & Power | 2,707,000 | 2,441,875 | 3,550,000 |
| Purchase of Assets | 7,510,000 | 6,837,598 | 8,776,000 |
| | 83,497,000 | 78,190,204 | 91,009,000 |
| STATUTORY PAYMENTS | | | |
| Traffic Facilities Fund | 13,500,000 | 13,500,000 | 13,500,000 |
| Ambulance Services | 750,000 | 750,000 | 750,000 |
| Police Traffic Services | 77,911,000 | 76,381,892 | 76,121,300 |
| | 175,658,000 | 168,822,096 | 181,380,300 |

COMMISSIONER FOR MOTOR TRANSPORT
DEPARTMENT OF MOTOR TRANSPORT
THIS YEAR IN BRIEF AND A REVIEW OF THE PREVIOUS FOUR YEARS
PRINCIPAL FINANCIAL STATISTICS – 1980/1981 to 1984/85

| | 1984/1985 | 1983/1984 | 1982/1983 | 1981/1982 | 1980/1981 |
|---|----------------------|--------------------|--------------------|--------------------|--------------------|
| | \$ | \$ | \$ | \$ | \$ |
| Income— | | | | | |
| Motor Vehicle Registration Tax | 328,014,700 | 311,947,277 | 267,152,993 | 229,148,478 | 184,080,238 |
| Fees and Charges (Registration, Licence Fees etc.) and Other Income | 151,463,681 | 125,968,740 | 113,608,847 | 84,472,950 | 71,352,131 |
| Tonne-Kilometre Charges (heavy lorries) | — | — | — | — | 13,060 |
| Third Party Insurance premiums | 423,266,985 | 414,783,072 | 381,008,050 | 342,098,764 | 302,583,258 |
| Fees and Charges - State Transport (Co-ordination) Act. | 2,853,669 | 2,028,482 | 1,921,509 | 1,175,882 | 741,005 |
| Stamp Duty (vehicle registrations) | 101,500,315 | 83,533,338 | 70,066,918 | 69,918,282 | 61,826,570 |
| Contribution towards cost of collections for Third Party Insurance | 6,659,851 | 6,357,511 | 5,884,865 | 5,256,273 | 3,765,957 |
| Receipts for issue of specially made number plates | 2,933,794 | 3,493,876 | 1,684,669 | 1,261,545 | 1,442,195 |
| TOTAL | 1,016,692,995 | 948,112,296 | 841,327,851 | 733,332,174 | 625,804,414 |
| Expenditure— | | | | | |
| Cost of Police Traffic Services | 76,381,892 | 51,986,000 | 44,496,208 | 11,676,425 | 6,374,447 |
| Administrative costs, Department of Motor Transport | 78,363,159 | 65,217,328 | 64,094,224 | 60,822,962 | 52,708,882 |
| Traffic Facilities Fund- (Traffic Authority Act,1976) | 14,170,000 | 17,901,525 | 13,675,000 | 20,663,000 | 18,878,057 |
| Funds provided for roads - Councils etc. | 2,194,974 | 1,966,746 | 1,642,973 | 1,454,984 | 1,081,664 |
| Department of Main Roads | 325,134,726 | 309,325,531 | 264,903,389 | 227,224,509 | 182,537,675 |
| Collected for and remitted to- Government Insurance Office | 413,604,107 | 419,532,965 | 380,946,504 | 340,434,856 | 302,583,258 |
| Stamp Duties Office | 101,500,315 | 83,533,338 | 70,066,918 | 69,918,282 | 61,826,570 |
| Payment towards the cost of Ambulance Services | 750,000 | 750,000 | 750,000 | 750,000 | 750,000 |
| Transfers to Loan Repayment Reserve | 734,000 | 47,900 | — | — | — |
| TOTAL | 1,012,833,173 | 950,261,333 | 840,575,216 | 732,945,018 | 626,740,553 |

MATERIAL WORKS IN PROGRESS OUTSTANDING AT 30th JUNE, 1985

Details relating to these outstanding works in progress are itemised below—

| LOCATION | EXPECTED DATE OF COMPLETION | ACTUAL EXPENDITURE TO 30th JUNE, 1985 |
|--|-----------------------------------|---|
| BOTANY — Construction of a Vehicle Inspection Station for the inspection of both light and heavy vehicles | January, 1986 | \$ 888,510 |
| NOWRA — Construction of a new Motor Registry with Inspection Facilities | January, 1986 | 111,075 |
| PENRITH — Construction of a new Motor Registry with Inspection Facilities | June, 1986 | 310,745 |
| UNANDERRA — Construction of a Vehicle Inspection Station for the inspection of both light and heavy vehicles | May, 1986 | 756,947 |
| TOTAL | | 2,067,277 |



Road Train Permits

Extensive development work was completed at the end of the report year for the transfer of authority for the issue of road train permits from the Commissioner of Police to the Commissioner for Motor Transport. The new arrangements were gazetted to become effective from 1st July, 1985 with existing police permits remaining valid until mid-1986. A previous limitation of road trains to the carriage of livestock only was lifted to provide for the cartage of all goods. Permits will only be issued to road train hauling units which comply with nationally agreed construction requirements. Pending a review of the first twelve months of the permit scheme, road trains will be limited to an overall length of 35 metres and the existing road train operational area which is essentially the western division of the State.

Liquefied Petroleum Gas (LPG) Fuelled Vehicles

During the report year, the Department continued with its programme of routine inspection of LPG fuelled vehicles. This involves inspection by Departmental motor vehicle inspectors at the time of an initial LPG installation, and annual inspection thereafter by Authorised Inspection Stations. Examiners at these stations are specifically trained by the Department and at the end of the year there were 458 stations throughout the State authorised for LPG inspections.

The number of LPG fuelled vehicles on the New South Wales register had increased by 33% to 6,602 at 30th June, 1985. Two thirds of these have dual-fuel systems and can operate on either petrol or LPG.

In addition to annual inspection of the LPG installation, the LPG fuel tank must be periodically tested to ensure its continued safety. In the absence of information from other sources, the Department published information for the public on suitable testing locations.

Liaison has also taken place with other government authorities with a view to assisting in enforcing safety requirements for LPG installations in caravans and trailers.

Enquiries

An important function of the Department is ensuring that the motor trade and industry, and the public, have ready access to information about the Department's technical requirements concerning vehicle construction and roadworthiness. During the year, the Department's technical enquiries service responded to 23,645 telephone enquiries and 395 written enquiries.

Vehicle Modifications and Accessories

Vehicles which require modification or fitment of major accessory items in order to meet their owner's needs, are assessed by inspection, and by examination of technical reports submitted to the Department. Where a modification or accessory is to be marketed in commercial quantities, it may be eligible for approval under the Department's Type Approval Scheme. During the year 3,778 individually modified vehicles were assessed, and 54 Type Approvals were issued.

Assessment of Specialised Vehicles

Some types of specialised vehicles require assessment for rating purposes before registration. During the year, the lifting and towing capacities of 150 tow-trucks, and the passenger and luggage capacities of 740 buses were assessed, while preparations were



made for the commencement of road train assessments for permit purposes in July, 1985.

Other special-purpose vehicles cannot fulfil their purpose if built fully within the constraints of the Motor Traffic regulations, and require individual assessment, frequently in co-operation with the Police and the Department of Main Roads. These assessments result in suitable conditions being imposed on the use of such vehicles to ensure that public safety is preserved and pavement loads are not excessive. During the year 129 special purpose vehicles were assessed.

NEW INITIATIVES

In addition to vehicle inspection and assessment activities, the Department investigates and provides advice to the New South Wales Government about a variety of technical issues. At a national level, the Department's senior engineering personnel participate in the work of the technical committees which advise the Australian Transport Advisory Council on design and construction of motor vehicles. Matters dealt with in these areas in 1984/85 included:

- standards for motor vehicle spare parts;
- the adequacy of recall procedures for faulty motor vehicles;
- noise and exhaust emission standards, including the introduction of unleaded petrol;
- rear marker plates for increased conspicuity of heavy vehicles;
- review of road vehicle limits being undertaken under the auspices of the National Association of Australian State Road Authorities.

Number Plate Location

As a result of representations from the vehicle manufacturing industry, concerning difficulties with transferring number plates from the left hand side of the front and rear of imported vehicles, the Regulations were amended to provide for their fitting to the centre or either side of the front and rear of vehicles.

Fire Brigade Vehicles

Vehicles operated by the Board of Fire Commissioners have been exempt from registration under the Motor Traffic Regulations and thus were not necessarily annually inspected for roadworthiness as is the case for all other government vehicles. After discussion with the Board, it was agreed that these vehicles should be registered and receive annual inspection prior to registration renewal. This has now been instituted.



INFORMATION SYSTEMS

CONTINUING ACTIVITIES

The Department maintains its records of licensed drivers and registered motor vehicles on computers located in its Head Office at Rosebery. The predominantly IBM installation operates 24 hours a day and 7 days a week to provide continual access for police in their checking of drivers and vehicles.

Each weeknight some 60,000 update transactions are applied to the 3.4 million licence and 3.8 million vehicle records. As well, some 50,000 enquiry transactions are processed each weekday, 16,000 emanating from police activities. Each weekend an average of 130,000 licence and vehicle renewal notices are printed.

The Department's computing installation consisted at year end of two IBM4341 MO2 processors, running under IBM's OS/VS1 and VM operating systems and having access to almost 11 Gigabytes of on-line disc storage. Connected to this configuration for enquiry purposes were 108 local terminals at Head Office, 36 remote terminals at 27 Motor Registries (predominantly metropolitan) and some 250 terminals in the Police Department controlled by that Department's own installation. Terminal access was also available to the Government Insurance Office (for assessment of third party personal injury claims) and the Department of Consumer Affairs (for monitoring the activities of second-hand car dealers).

NEW INITIATIVES

Traffic Infringement Data on Magnetic Tape

October 1984 saw the implementation of a system of magnetic tape exchanges with the Police Department to transfer the details of paid traffic infringements and enforcement orders to licensees' conviction records. Together with requests for the name and address of parking offenders, these new arrangements involve daily receipt and return of an average of 10,000 tape records and have resulted in significant savings in clerical and data entry effort over previous procedures. Licensees' records of traffic offences are also now more quickly updated for use by traffic police on patrol.

Similar procedures were also established during the year with the Department of Main Roads to provide the names and addresses of the owners of trucks detected carrying greater than their legal weight limits.

Computing Equipment Upgrade

Late in the report year the Department took advantage of a special offer from IBM Australia to replace its ageing central processors with the two IBM4341s. These replaced an IBM370/158 installed in 1975 and a NAS AS5 installed in 1979. Together with some other items of equipment, this upgrade significantly increased the Department's computing capacity, lessening the incidence of failures, lowering costs of operation and ensuring continued operations for at least the next two years.

Operating Systems Upgrade

Concurrent with the equipment upgrade, the Department late in the report year moved to upgrade the major operating system used on its computing installation from OS/VS1



to MVS/SP. Together with the establishment of an SNA link with the Police Department's FACOM installation, the migration to the new operating environment will provide the major technical systems challenges for the coming year.

Terminal Network Extensions

Work commenced during the year to progressively extend the Department's terminal network to all of its metropolitan and country registries. A substantial task, this work will involve identifying the special characteristics of the business at many locations, identification of a suitable terminal device, re-configuration of communication lines and, most probably, an upgrading of the computing installation's remote communication controllers. The principal aim of this work is to improve the Department's service to its customers at remote locations.



PERSONNEL AND INDUSTRIAL RELATIONS

CONTINUING ACTIVITIES

Employment

The total number of staff employed by the Department at 30th June, 1985 was 2,679. This figure included apprentices and officers employed on a part-time basis and was an increase of 40 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 EMPLOYED AS AT 30th JUNE

| METROPOLITAN | 1985 | 1984 |
|--------------------|------------|------------|
| Males | 1415 | 1425 |
| Females, full-time | 742 | 724 |
| Females, part-time | 45 | 19 |
| | <hr/> 2202 | <hr/> 2168 |
| REST OF STATE | | |
| Males | 317 | 315 |
| Females, full-time | 154 | 149 |
| Females, part-time | 6 | 7 |
| | <hr/> 477 | <hr/> 471 |
| TOTALS | | |
| Males | 1732 | 1740 |
| Females, full-time | 896 | 873 |
| Females, part-time | 51 | 26 |
| | <hr/> 2679 | <hr/> 2639 |

Recruitment

The year to 30th June, 1985 saw a 14.5% increase in recruitment over the previous year with 65 clerks, 120 typists, 2 trade and 108 other personnel being employed - a total of 295, compared with a total of 252 in 1983/84.

Career Opportunities

During the report year, the Department maintained steady progress in the implementation of strategies in its Equal Employment Opportunity Management Plan. Increased representation of Aborigines was achieved through the National Employment Strategy for Aborigines Scheme (NESA) and the Aboriginal Administrative and Clerical Training Scheme (AACTS). Despite several resignations the Department now has six applicants training under both schemes.

The Department has also continued to afford training under the Work Therapy Training Scheme for disabled persons and work experience opportunities have been provided for students from 19 schools.



Several notable achievements were accomplished in accordance with requirements set out in the Department's Equal Employment Opportunity Plan. These were:

- opportunities were given to staff to change their career paths and four changes took place during the report year. Two clerks transferred to positions as Scientific Officers and two others became Field Officers.
- a student from the Adult Migrant Education Service was given the opportunity to gain work experience in the Department.
- a network of Branch Contact Persons was established, these officers assisting with the implementation of E.E.O.; and
- one clerk became the first female Inspector to be employed by transfer from the clerical ranks to the Inspector classification.

Staff Development

Twenty workshops and seminars were conducted for Departmental staff on topics ranging from Executive Stress to Letter and Report Writing. A scheme for planning and reviewing staff performance was also trialled during the year and considerable preparatory effort directed at upgrading the Department's staff development activities.

External Studies

Staff of the Department are encouraged to wherever possible undertake external studies to complement on-the-job and in-house training. To assist them, study leave is available for external courses considered relevant to their duties or the Department generally. 111 officers (32 female, 79 male) were granted 11,394 hours study leave during 1984/85, representing an investment by the Department of approximately \$130,000.

Counselling and Support

During the year, confidential assistance through counselling and referral to expert support services was provided to 698 female and 238 male officers and their families. These services included legal and work-related advice, worker relationship counselling, and family and bereavement counselling and assistance.

Industrial Relations

In addition to the 2.6% increase in wage and salary rates arising from the National Wage Case decision of 6th April, 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 Department's staff associations. An increase in emphasis on matters relating to occupational health and safety has been evident, particularly in the area of Data Entry operations and the inspection of heavy vehicles at Heavy Vehicle Inspection Stations.

Matters placed before the relevant Industrial Tribunals included:

- applications for award variation in respect of the payment of higher grade allowances to senior and salaried officers;
- disputes in relation to such matters as the payment of salary increments;



- a decision to include certain qualifications as an essential requirement in a job advertisement.

NEW INITIATIVES

Staff Development Priorities

In keeping with the Department's policy of continually developing the talents of its staff through on-the-job training supplemented by appropriate in-house and external training activities, 1984/85 saw a major re-assessment of staff development priorities.

Senior staff development positions were filled with experienced training professionals, and a number of research and development projects were commenced with a view to upgrading the Department's staff development activities. These projects included:

- a survey of organisational training needs;
- development of new training activities;
- the introduction of standardised training course nomination procedures; and
- upgrading of the staff development lending library and audio-visual equipment resources.

Foundations were also laid for the implementation of a program-based approach to training staff. Preliminary activities in this area included piloting of Career Development Workshops in the Hunter Region and Supervisor Development Workshops at Head Office.

Occupational Health and Safety

During the year the Department employed an Occupational Health Nurse whose responsibilities are to assist the Department meet legal and ethical obligations to its employees in relation to health and working environment. Programmes are currently being developed to educate staff in the need for health promotion and safety training in the workplace.



FINANCE AND ADMINISTRATION

CONTINUING ACTIVITIES

Financial Results

Amounts collected by the Department are, by law, paid into separate funds held at the New South Wales Treasury. These funds are used mainly to finance activities closely related to traffic control, road maintenance and to meet the administrative costs of the Department.

The Department's annual accounts are consolidated to include the Road Transport and Traffic Fund and Public Vehicles Fund in order to fully present the total operations of the Department and at the same time comply with the provisions of the Public Finance and Audit Act, 1983, the Public Finance and Audit (Statutory Bodies) Regulations Act, 1985 and the Treasurer's Directions. Detailed financial statements for the year appear elsewhere in this report.

Total income for the year amounted to \$1,016,692,995 which represented an increase of \$68,580,699 or 7.23% over that of last year.

Income was derived from the following sources:—

| | |
|--|-----------------|
| Licences | \$ 61,707,096 |
| Driving Fees and Permits | 5,569,096 |
| Motor Vehicle Registrations | 61,510,565 |
| Transfers in ownership of Motor Vehicles | 13,985,814 |
| Commissions/contributions received | 7,692,142 |
| Inspection and Plate Fees | 5,553,564 |
| Omnibus Tax | 2,119,843 |
| Other | 8,979,088 |
| | <hr/> |
| | 167,117,208 |
| Less Refunds | 326,239 |
| | <hr/> |
| | 166,790,969 |
| Third Party Insurance Premiums (Net) | 423,266,985 |
| Motor Vehicle Taxation (Net) | 325,134,726 |
| Ad-Valorem Stamp Duty (Net) | 101,500,315 |
| | <hr/> |
| Total Income | \$1,016,692,995 |
| | <hr/> |
| Total Expenditure for the year amounted to | \$1,012,833,173 |
| | <hr/> |
| Major expenditure during the year was as follows:— | |
| Road Authorities (principally the Department of Main Roads) | 327,329,700 |
| Government Insurance Office - Third Party Insurance Premiums collected | 413,604,107 |
| Stamp Duties Office - Ad-valorem stamp duty on certain registration certificates | 101,500,315 |
| Police Services (traffic and motor registry duties) | 76,381,892 |



| | |
|---|------------|
| Payment to Traffic Facilities Fund under Section 202(2) (1) and 204(4) of the Transport Act, 1930 | 14,170,000 |
| Ambulance Services | 750,000 |
| Cost of Administration | 78,363,159 |
| Transfers to Loan Repayment Reserve | 734,000 |

Road Transport and Traffic Fund

The Road Transport and Traffic Fund is the Department's principal operating fund into which is paid all fees (as distinct from tax levy and weight tax) for motor vehicle registrations, driving licences and other fees and charges, as well as the commission paid by the Government Insurance Office on third party insurance premiums collected on its behalf. Funds are applied to the cost of the Department's administration, the administration of the Traffic Authority Secretariat and the cost of Police supervision of traffic.

Revenue collected during the year amounted to \$168,822,096, an increase over the previous year of \$30,981,466 or 22.5%. The increase in revenue was primarily due to the Department increasing its fees and charges in September, 1984 to maintain a significant contribution towards the cost of Police traffic services. The revenue collected fell short of budget expectations by \$6,835,904 or 3.9%. Additional revenue for Capital Works was obtained by loan borrowings of \$4,800,000 from the New South Wales Treasury Corporation.

Expenditure during the year on the cost of the Department's administration increased over the previous year by \$6,179,452 or only 9.5%. This result reflects the continued efficiencies and economies being implemented within the Department whilst maintaining initiatives to improve road safety and the level of service to the public.

Expenditure on Capital Works rose by \$4,167,647, an increase of 156%. This increase is primarily due to the establishment of Heavy Vehicle Inspection Stations at Wetherill Park, Botany, Carrington, and Unanderra.

RECEIPTS

| | \$ |
|--|--------------------|
| Registration, Licence and Other fees | 149,042,043 |
| Commission (on G.I.O. third party insurance premiums) | 6,659,851 |
| Contribution Stamp Duties Office | 1,032,291 |
| Councils Contribution towards Cost of Parking Meter Supervision | 584,113 |
| Long Term Loan | 4,800,000 |
| Sundry Income | 6,703,798 |
| Total | <u>168,822,096</u> |

PAYMENTS

| | \$ |
|--|--------------------|
| Administrative costs | 71,352,606 |
| Cost of Police Traffic Services | 76,381,892 |
| Contribution to Traffic Facilities Fund | 13,500,000 |
| Contribution towards Ambulance Services | 750,000 |
| Purchase of Assets (land, building etc.) | 6,837,598 |
| Total | <u>168,822,096</u> |



The cost of Police traffic services was assessed at \$70,928,000 by an inter-departmental committee consisting of representatives from the Department, the Police Department and the Treasury. This year \$76,381,892 was made available towards the cost of Police traffic services. The surplus of \$5,453,892 reduces the accumulated shortfall in respect of the Department's contribution to \$182,231,693.

The agreed cost of Police traffic services has increased over the previous year by \$7,071,000, or 11.0%.

| Year | Contribution from R.T. & 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 |

Public Vehicles Fund

Under the Transport Act, 1930, buses, taxi-cabs, private hire cars and vans 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 collection and payments of moneys from 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 \$929,414 of the total receipts of \$2,883,706 from Bus Tax, 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. Where a government bus service is in operation within a transport district one-half of the service licence fees are applied in reduction of the capital indebtedness of the government transport undertaking. Where no government bus service operates the whole of the service fees are distributed to the local authorities. Fifty councils and two other bodies concerned with the upkeep of New South Wales local road systems, shared in the distribution of \$2,051,181.

Revenue for the Fund is obtained from weight tax paid on the registration of public vehicles in the Transport Districts and from fees for bus service licences. These licences are distinct from the licences for the buses themselves. During the year 303 such service licences were issued.

The Fund is used to reduce the capital debt of the bus services operated by the UTA an amount equal to half the service licence fees collected for bus services in the Metropolitan and Newcastle Transport Districts, to assist authorities - mainly local councils - in maintaining roads to the extent of all bus tax on the remainder of the service licence fees collected, and to contribute to the Traffic Facilities Fund used for traffic control activities all of the weight tax collected on public vehicles.



RECEIPTS

| | \$ |
|----------------------|------------------|
| Bus Tax | 2,229,843 |
| Public Vehicle Tax | 688,733 |
| Service Licence Fees | 75,130 |
| Total | <u>2,883,706</u> |

PAYMENTS

| | |
|--|------------------|
| Payments to Councils | 2,048,208 |
| Capital debt reduction of UTA bus service | 49,745 |
| Assistance to Road Authorities | 2,973 |
| Traffic Facilities Fund | 670,000 |
| Administrative costs for taxi-rank supervision | 15,000 |
| Total | <u>2,785,926</u> |

A balance of \$527,977 brought forward from 1983/84 was held in the fund at the start of the year, and a balance of \$625,757 remained at 30th June, 1985.

Third Party Insurance Collections

On 1st April, 1984 the Government announced that the Government Insurance Office would be the sole insurer under the Motor Vehicles (Third Party Insurance) Act and that the new arrangement would be known as the Department of Motor Transport Third Party Insurance Scheme. The day-to-day administration of the scheme remained, however, with the Government Insurance Office.

Under the new arrangement, the Department continues to collect Third Party Insurance Premiums for later disbursement, after the deduction of commission, to the Government Insurance Office.

Premium rates were adjusted by an average of 10% with effect from 1st March, 1985. As at 30th June, 1985 there were 3.5 million policies in force.

RECEIPTS

| | \$ |
|--|--------------------|
| Third Party Insurance Premiums collected | <u>429,926,836</u> |

PAYMENTS

| | |
|--|--------------------|
| Government Insurance Office | 413,604,107 |
| Department of Motor Transport Collection Commission | 6,659,851 |
| Total | <u>420,263,958</u> |

A balance of \$1,176,376 brought forward from 1983/84 was held at the start of the year and a balance of \$10,839,254 remained at 30th June, 1985.



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.

In 1984/85, \$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.

In 1984/85, \$103,564,897 was collected and \$102,532,606 paid to the Department of Finance after deduction of a collection commission of \$1,032,291.

Prosecutions

Convictions for offences under the various Acts administered by the Department totalled 3539 for the year, an increase of almost 50% of the previous year.

| | 1983/84 | 1984/85 |
|---|---------|---------|
| Motor Traffic Act and Regulations | 1,465 | 1,990 |
| Transport Act and Regulations | 711 | 893 |
| State Transport (Co-ordination) Act and Regulations | 203 | 505 |
| Motor Vehicles Taxation Management Act | 19 | 151 |

The most significant increase in prosecutions and convictions was in the area of enforcement under the State Transport (Co-ordination) Act and the Motor Vehicles Taxation Management Act. 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 convictions obtained are set out in the following table.



CONVICTIONS ON PROSECUTIONS INSTITUTED IN THE YEAR ENDED 30th JUNE, 1985

MOTOR TRAFFIC ACT AND REGULATIONS

| | |
|--|-----|
| Fail to give notification of alteration to motor vehicle | 5 |
| Fail to notify disposal | 57 |
| Fail to apply for transfer | 177 |
| Fail to surrender number plates within 3 days | 2 |
| Illegal use of traders plates | 1 |
| Drive/Permit - carry goods on trader's plate | 1 |
| Drive without registration label affixed | 62 |
| Allow vehicle to be driven | 52 |
| Permit to be driven reg. label of other vehicle | 3 |
| Drive with reg. label null and void | 55 |
| Drive vehicle not suitable for safe use | 8 |
| Owner - exceed length | 4 |
| Drive - exceed length (11 metres) | 2 |
| Drive - exceed length (17 metres) | 16 |
| Drive - exceed length (17 metres - omnibus) | 7 |
| Exceed length owner/driver | 9 |
| Exceed width | 8 |
| Exceed height | 1 |
| Drive/exceed overhang | 1 |
| Fail to produce vehicle for inspection | 1 |
| Permit use of unauthorised number plate | 1 |
| Unauthorised number plates | 1 |
| Not have number plate securely attached | 45 |
| Not have number plate attached to rear of vehicle | 3 |
| Drive vehicle drawing two trailers | 4 |
| Drive not have number plate securely attached to rear | 11 |
| Drive omnibus with door open | 1 |
| Drive with loading insecurely fastened | 2 |
| Not display aggregate weights | 68 |
| Make false statement to obtain log book | 4 |
| Furnish false information | 7 |
| Fail to carry log book | 291 |
| Fail to carry completed log book | 354 |
| Unlicensed driver | 98 |
| Permit unlicensed driver to drive | 2 |
| Drive unregistered vehicle | 321 |
| Permit unregistered vehicle to be driven | 153 |
| Unlawful possession of number plate | 16 |
| Drive unregistered vehicle | 62 |
| Permit number plates to be used on other vehicle | 6 |
| Not have half hours rest | 5 |
| Drive for more than 12 hours | 11 |
| Not have 5 hours rest | 2 |
| Permit driver to drive for more than 12 hours | 2 |
| Fail to produce licence for inspection | 48 |

TOTAL: 1,990



TRANSPORT ACT AND REGULATIONS

| | |
|---|-----|
| Unlicensed driver | 15 |
| Fail to produce licence | 67 |
| Fail to display identity card | 126 |
| Fail to notify change of address | 4 |
| Fail to comply with terms of notice | 2 |
| Drive unclean taxi-cab | 7 |
| Fail to produce vehicle for inspection | 66 |
| Stand on a public street | 8 |
| Set taxi-meter in motion | 2 |
| Fail to give correct and proper change | 3 |
| Fail to record particulars | 1 |
| Demand other than prescribed fare | 4 |
| Fail to carry out punctually a hiring | 19 |
| Fail to drive by shortest route | 3 |
| Demand more than prescribed fare | 4 |
| Fail to afford reasonable assistance | 1 |
| Fail to issue ticket | 1 |
| Fail to set meter in motion | 3 |
| Fail to keep meter in motion | 1 |
| Fail to stop meter | 22 |
| Leave cab unattended (without precaution) | 48 |
| Leave cab unattended (cause obstruction) | 31 |
| Fail to drive away from stand | 6 |
| Place taxi on disengaged stand | 73 |
| Fail to display "Vacant" sign | 33 |
| Unauthorised sign | 1 |
| Fail to obscure "Vacant" sign | 8 |
| Fail to display locality sign | 2 |
| Fail to accept a hiring immediately | 56 |
| Allow greater number of passengers | 1 |
| Fail to occupy first position | 2 |
| Permit taxi stand abreast | 1 |
| Take precedence on stand | 6 |
| Not enter on daily work card | 53 |
| Fail to produce daily work card | 16 |
| Fail to put particulars on daily work card | 2 |
| Did not produce for inspection daily work card signed | 1 |
| Tout for person to ride in vehicle | 25 |
| Permit vehicle to stand other than public stand | 32 |
| Fail to accept hiring for conveyance | 1 |
| Leave driving seat | 7 |
| Multiple hire | 7 |
| Permit person to be carried | 7 |
| Did eat his meal inside vehicle | 7 |
| Did smoke whilst conveying passengers | 7 |
| Leave taxi to attract notice/calling | 22 |
| Start vehicle whilst passenger alighting | 3 |
| Fail to dress in clean and proper manner | 1 |



| | |
|--------------------------------|----|
| Fail to dress to rule | 30 |
| Fail to stop for enquiry | 6 |
| False information | 2 |
| Impropriety | 50 |
| Reasonable request | 3 |

TOTAL: 893

STATE TRANSPORT (CO-ORDINATION) ACT

| | |
|---|-----|
| Operate/drive contrary to licence | 127 |
| Operate/drive unlicensed vehicle | 375 |
| Breach condition of permit | 1 |
| Carry passenger upon front step | 2 |

TOTAL: 505

MOTOR VEHICLES TAXATION MANAGEMENT ACT

| | |
|--|----|
| Fail to notify alteration to vehicle | 73 |
| Fail to pay additional tax | 78 |

TOTAL: 151



Appeals

During the year a total of 3,918 appeals were heard at Local Courts against decisions to suspend or cancel driver licences. This level of appeal represented an 18% decline from that of the previous year.

OUTCOME OF APPEALS AGAINST LICENCE CANCELLATIONS OR SUSPENSIONS

| | 1ST YEAR PROVISIONAL LICENSEES | CANC. OF PROV. LICENCE AFTER POINTS SYSTEM CANCELLATION | OTHER THAN 1ST YEAR PROVISIONAL LICENSEES | DEMERIT POINTS SYSTEM CANCELLATIONS | TOTAL |
|-----------------------------|--------------------------------------|--|--|--|-------|
| Allowed | 1,173 | 51 | 124 | 26 | 1,374 |
| Dismissed Outright | 344 | 118 | 180 | 87 | 739 |
| Dismissed with variation | 1,313 | 170 | 64 | 52 | 1,599 |
| Withdrawn | 55 | 8 | 75 | 66 | 204 |
| Struck Out | 2 | — | — | — | 2 |
| TOTALS | 2,897 | 347 | 443 | 231 | 3,918 |
| No Jurisdiction | 1 | 1 | — | — | 2 |

The overall decrease in the level of appeals was the result of decreases in the level of appeal in all categories of cancellation or suspension action. However, the number of appeals allowed increased significantly, and the numbers of appeals dismissed, with and without variation, decreased significantly.

NEW INITIATIVES

Computerised Accounting System

The financial year saw the implementation of a fully automated and integrated accounting system. The system, based on a Wang VS-65 computer, supports 15 terminals and 3 personal computers together with accounting packages developed by Wilson Computer Services. The financial applications include General Ledger, Accounts Payable, Accounts Receivable, Stores Purchasing, and Budgets, together with a financial modelling system.

The Wang VS-65 equipment was chosen after an extensive evaluation of tenders received in reply to the Department's call for tenders in February, 1985. Computer equipment was installed in June, 1985 and accounting systems will be progressively implemented during 1985/86.

When fully installed, the system will contribute greatly to the efficiency of the Department's Accounts Branch.



TRANSPORT REGULATION AND LICENSING

CONTINUING ACTIVITIES

Public Vehicles

In most areas the numbers of vehicles registered to provide public transport services increased.

| | 30th June, 1985 | 30th June, 1984 |
|--|-----------------|-----------------|
| Transport Districts | | |
| — Taxis | 4,029 | 3,888 |
| — Buses | 3,602 | 3,543 |
| — Hire Cars | 245 | 245 |
| Country | | |
| — Taxis | 897 | 902 |
| — Buses | 3,409 | 3,190 |
| — Hire Cars | 78 | 76 |
| — Service Vehicles | 2 | 2 |
| Tourist Vehicles | 180 | 153 |
| Other Public Vehicles (including school buses and wedding cars) | 1,189 | 1,143 |

Taxis and Private Hire Cars

Taxis and private hire cars in the Transport Districts are subject to registration under the Transport Act as well as registration and licensing under the Motor Traffic and State Transport (Co-ordination) Acts, respectively. During the year the number of taxis licensed to operate in the Transport Districts was increased by 3.6% while there was a small decline in the number of taxis operating elsewhere. The number of hire cars operating remained virtually constant.

An increase in the maximum fare chargeable for a taxi service became effective from 7th December, 1984. The new rates are 95 cents flag fall and 57.5 cents per kilometre.

Restrictions which required taxis to be operated from allotted zones in Wollongong and from within Shellharbour were removed on 20th November, 1984 to allow all taxis in the area to compete on an equal footing.

The 140 additional taxis licensed for operation in the Metropolitan Transport District were restricted to working between 2.00 p.m. and 6.00 a.m. on weekdays, 12.00 noon Saturdays to 6.00 a.m. Mondays and public holidays. These restrictions were imposed with the consent of operators in an endeavour to improve the supply of taxis to the public at night time.

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



The subsidised scheme for taxi transport of severely disabled persons was further extended during the year. Special purpose taxis for use by disabled persons in wheel chairs were for the first time licensed for use outside the Transport Districts and at year end such services were available in Katoomba, Gosford, Albury, Wagga Wagga and Inverell.

The proportion of all taxis not restricted to particular operational zones or time was increased marginally during the year from 66.7% to 67.4%.

| | Metropolitan | | Newcastle | | Wollongong | |
|---------------------|--------------|-------|-----------|------|------------|------|
| At 30th June | 1985 | 1984 | 1985 | 1984 | 1985 | 1984 |
| Taxis | | | | | | |
| Unrestricted* | 2,464 | 2,462 | 133 | 133 | 118 | — |
| Restricted | 1,311 | 1,172 | 3 | 3 | — | 118 |
| | 3,775 | 3,634 | 136 | 136 | 118 | 118 |
| Private Hire | | | | | | |
| Cars | 228 | 228 | 13 | 13 | 4 | 4 |
| | 4,003 | 3,862 | 149 | 149 | 122 | 122 |

* Includes 34 licences issued for the operation of modified taxi-cabs for the carriage of disabled persons.

Private buses

While the number of private bus operators declined marginally overall during the year, the number of services provided and the number of buses operating increased marginally.

PRIVATE BUS OPERATIONS AT 30TH JUNE, 1985

| | Metropolitan | Newcastle | Wollongong | Total |
|------------------|--------------|-----------|------------|-------|
| Operators | | | | |
| 1985 | 97 | 14 | 11 | 122 |
| 1984 | 102 | 14 | 11 | 127 |
| Services | | | | |
| 1985 | 237 | 20 | 46 | 303 |
| 1984 | 225 | 20 | 45 | 290 |
| Buses | | | | |
| 1985 | 1,541 | 142 | 150 | 1,833 |
| 1984 | 1,531 | 139 | 144 | 1,814 |



The maximum fares chargeable for privately operated bus services were increased from 8th October, 1984 by an average of 6.8%.

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. One service was transferred and four services were amalgamated into one company resulting in the number of operators decreasing by five.

Examination continued during the year in association with the Department of Education, into the most efficient methods of providing bus services for school children, having in mind the limitations on the funds available for this purpose.

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

Ferries

The 12 privately-owned passenger ferries operating on Sydney and Newcastle Harbours continued during the year.

Air Services

Licences for the operation of aircraft on commercial air services, of either full airline or commuter standard, within N.S.W. are issued and renewed by the Department under the Air Transport Act, 1964. At 30th June, 1985 there were 260 aircraft licensed to operate regular or charter services, or both, within the State.

The growth of commuter operations has been the most significant development in commercial air services within the State in recent years. Generally, these services are regarded as a worthwhile complement to full airline standard services provided by the two major carriers (Air N.S.W. and East-West Airlines). One third of all passengers travelling by air within the State now use commuter services.

During the report year aircraft were licensed to operate new commuter services between Gosford, Palm Beach and Rose Bay, between Gosford and Sydney, between Forster and Sydney, and between Moruya, Canberra, Orange, Cudal and Dubbo.

NEW INITIATIVES

Review of Air Services

In 1985 the Minister for Transport appointed a committee of three to review the existing policies and practices for regulating passenger air services within the State and to advise on what changes, if any, might improve the provision of those services to the public. The Review Committee is chaired by Mr John Riley, O.B.E., a former chairman of East-West Airlines, and also includes Mr A. (Bill) Bedsor, a prominent North Coast businessman, and Mr Don Burton, a former M.L.C. and transport union official. The Review Committee is being supported by the Department's Policy Analysis Unit and intends to also make extensive use of external consultants.

The Committee, which can be contacted at 99 Elizabeth Street, Sydney (telephone 233 5873), is due to report its findings and recommendations by 31st December, 1985.



Review of Long Distance Bus Services

In June, 1985 the Minister for Transport approved of terms of reference for a review by the Department's Policy Analysis Unit of intrastate long distance bus services. These are bus services carrying passengers over distances in excess of 80 km within New South Wales.

The review will concentrate on defining and clarifying the existing policies and practices used by the Department in regulating this sector of the private transport service industry, and thereafter, on assessing the benefits and costs of that regulation to the travelling public with a view to advising on the need for continued regulation and any changes which might improve the services.

The review is expected to seek public and industry submissions and extend over 18 months.



REAL ESTATE AND PROPERTY DEVELOPMENT

The Department continued throughout the year its policy of replacing inadequate motor registry premises with modern offices and acquiring land for future development within the limits of funds available for capital works. The Department has progressively added to its property portfolio each year and has built up a valuable and productive holding.

New Registries

A new motor registry was opened at Campbelltown on 13th May, 1985. Land was purchased at Nowra on which work was commenced for the construction of a motor registry and heavy vehicle inspection station with expected completion by the end of 1985. Land was also purchased at Penrith, West Gosford and Queanbeyan for the proposed construction of new motor registries with heavy vehicle testing facilities.

Negotiations were entered into with the local council to build a new motor registry at Kempsey. An agreement was reached for the Council to build a much larger new registry on its land in exchange for taking over the Department's existing property.

New Shop-front Payment Offices

At locations where it was considered that motor registry facilities should be provided on a restricted basis, i.e. to handle mainly renewals and other relatively simple items, arrangements were made to lease shop-front premises for this purpose. Such facilities were made available at Corrimal (opened 10th December, 1984) Wallsend (opened 7th January, 1985), Belmont (opened 29th January, 1985) and Castle Hill (opened 1st February, 1985).

New Inspection Stations

As part of the State-wide introduction of the Heavy Vehicle Inspection Scheme, work was commenced on the construction of Inspection Stations at Wetherill Park and Carrington with anticipated completion in the latter part of 1985. Arrangements were also undertaken for the modification of leased premises at Botany for this purpose.

Additional Employee Housing

At Ulladulla, a house was purchased on 1st February, 1985 for use as staff accommodation.

Renovations

Alterations and additions to provide better service to the public and improve staff accommodation were completed at Blacktown and Five Dock Motor Registries and commenced at Richmond Motor Registry.

Arrangements are also proceeding for proposed extensions and alterations at Miranda, Katoomba, Beverly Hills and Cammeray Motor Registries.

At Head Office, the staff car park was completely resurfaced and the yard at the rear of the Southern Office Block was concreted. Internal refurbishments were completed in the Traffic Authority, Mechanical Engineering Section and Plate Room and work was commenced on refurbishing the garage.

Work was also proceeding to update fire prevention controls and the update of security controls and lighting at Metropolitan motor registries was completed.



THE COMMUNITY AUDIT AND PERFORMANCE MEASUREMENT REVIEW

One of the highlights of the year was the formulation of the community audit concept and the engagement in April, 1985 of management consultants Price Waterhouse Urwick to conduct the audit and an associated assignment to define appropriate performance measures for regular reporting in accordance with the Annual Reports Act.

The Community Audit

The concept of a community audit arose from the need to select from a multitude of possible performance measures those which might be most meaningful to the Department's client community. Such performance measures ought to reflect the Department's priority for improvements in the nature and delivery of its services.

The audit called for finding out about those aspects of the Department's services and ways of working considered deficient or annoying by its clients and comparing them with the relevant perceptions and priorities of its senior managers. This naturally led to a determination of priorities for service improvement as well as some surprises for senior managers about the level of awareness among them of the client community's needs.

The first stage of the audit involved detailed one-to-one interviews between the consultants and the Department's senior managers and between the consultants and senior representatives of the Department's organisational clients, such as the Police Department, the Attorney-General's Department, the Motor Trader's Association, the Bus and Coach Association, etc. These interviews and the perceptions collected were reported on in June, 1985. The major finding was that whereas the Department's senior managers believed its services to be improving, not all its client organisations supported this belief and significant incidences of parochial attitudes and inconsistent treatment of issues and customers were revealed. As well, Government organisations among the Department's clientele generally believe that the Department should be doing more to assist the achievement of their objectives.

The second stage of the audit involved a survey of recent customers with a mailed questionnaire. 10,000 such customers were selected from the Department's computer records and mailed the questionnaire by the consultants. Almost 2,000 recipients completed and returned the questionnaire - a response rate about twice that of the consultants' expectations. The nature and distribution of those recipients, and the conformity of their aggregate responses with those of a control group, assured their representativeness.

The analysis of the questionnaire responses was reported on in October, 1985 and the major findings were:

- there is an extremely high level of awareness generally in the community of the Department's services, but some residual confusion with the N.R.M.A. and the Department of Main Roads;
- some 80% of customers are satisfied with the service they receive from the Department, with country clients being generally more satisfied than city clients;
- truck drivers and motorcyclists showed no difference in their overall satisfaction level to that of ordinary motorists, but taxi drivers and especially motor dealers were generally less satisfied than ordinary motorists;
- two-thirds of motor registry customers take only 15 minutes or less to do their business and believe this length of time to be reasonable;
- of the Department's customers, 10% use the mail, 9% send someone to a motor registry and the remaining 81% attend motor registries personally;



- the aspect of the Department's service considered most important by customers is the competence of the staff with whom they have to deal, and what is more, this same aspect is the one where customers generally believe the Department is performing best;
- in terms of performance, second to having competent staff, customers rated the Department high in terms of the convenience of its motor registry locations, the ease with which forms can be completed, the ready availability of information and the helpfulness of staff;
- the Department was generally perceived to be performing worst in the speed of its service, the attention to customers in peak business periods and the level of its charges;
- in terms of the size of the gaps between customer's service expectations and their perceptions of what they receive, the greatest disparities are in the level of charges, staffing in peak business periods and the speed of service generally;
- the Department is viewed by all of its client groups as honest, even by motor dealers who are otherwise generally critical. As well, the Department is perceived overall as being reliable and somewhat helpful but at the same time verging on being bureaucratic and conservative. However, in terms of friendliness and efficiency, it is not generally viewed favourably. Country customers view the Department more positively than city customers.

These findings, other less significant ones, and their supporting evidence have provided the Department with much useful and objective information on how and where the Department can improve its communications with clients and the services provided to them. 1985/86 will see the first moves to capitalise upon this information.

Moreover, the success of the community audit concept has been such that the Department is considering using its methodology as an annual or biennial barometer of customer satisfaction and of senior management's grasp on the condition of its business.

The Performance Measurement Review

In association with the community audit the consultants also undertook a performance measurement review of the Department. This involved appraising the results of the community audit, reviewing the Department's charter, objectives, organisation and ways of working, and devising a framework for the identification of appropriate performance measures. The consultants believed it necessary to think about the Department's responsibilities in two areas, namely;

- **Key Result Areas**, where there is some measure of Departmental control over outputs;
- **Community Areas of Interest**, where outputs can be influenced but there is no responsibility for the provision of the ultimate service to the public.

In the Key Result Areas the consultants suggested a range of appropriate performance measures but in the Community Areas of Interest, community indicators were suggested in place of performance measures to reinforce the difference between being able to influence but not entirely control the outcome of the Department's efforts.

Once again the consultants report on this review, received in October, 1985, contained much useful information and proposals for placing the Department's relationship with its clientele on a more meaningful and productive basis for both parties. It is confidently expected that 1985/86 and onwards will see the development and implementation of these concepts.

**COMMISSIONER FOR MOTOR TRANSPORT
DEPARTMENT OF MOTOR TRANSPORT
PROPERTY PORTFOLIO AT 30th JUNE, 1985**


| MOTOR REGISTRIES AND REGIONAL AND DISTRICT OFFICES | | | | |
|---|---|---|--|----------------------------------|
| PROPERTY | ADDRESS | Approximate Date of Construction | Valuer's General Valuation (1983) | Costs Land & Building |
| | | | \$ | \$ |
| Albury | Cnr. Hume & Macauley Streets | 1981 | 275,000 | 479,888 |
| Armidale | 167 Rusden Street | 1966 | 275,000 | 526,481 |
| Bathurst | Cnr. Rankin & Durham Streets | 1960 | 80,000 | 27,278 |
| Bega | Cnr. Hill & Peden Streets | 1962 | 66,000 | 31,632 |
| Beverly Hills | Cnr. Cambridge Street & Stoney Creek Road | 1963 | 250,000 | 212,721 |
| Blacktown | Cnr. Patrick & Alpha Streets | 1963 | 425,000 | 140,280 |
| Broken Hill | Cnr. Blende & Iodide Streets | 1966 | 90,000 | 66,155 |
| Cammeray | 303 Miller Street | 1976 | 750,000 | 913,857 |
| Campbelltown | Menangle Road and Tindall Street | 1984 | — | 1,360,404 |
| Casino | Cnr. Barker & Hickey Streets | 1964 | 65,000 | 45,981 |
| Cessnock | Cnr. North Avenue & Darwin Street | 1968 | 130,000 | 87,849 |
| Charlestown | Cnr. Pacific Highway & Frederick Street | 1967 | 350,000 | 303,876 |
| Chullora | 95-97 Hume Highway | 1953 | 1,000,000 | 360,143 |
| Coffs Harbour | 32-34 Gordon Street | 1981 | 250,000 | 573,586 |
| Cooma | Cnr. Soho & Massie Streets | 1966 | 77,000 | 65,865 |
| Cootamundra | Cnr. Cooper & Bourke Streets | 1971 | 60,000 | 93,053 |
| Cowra | 97 Brisbane Street | 1966 | 70,000 | 56,632 |
| Deniliquin | 346 Harrison Street | 1973 | 135,000 | 167,947 |
| Dubbo | 1 Church Street | 1967 | 263,000 | 362,299 |
| Fairfield | 32-36 Harris Street | 1969 | 550,000 | 159,820 |
| Five Dock | Cnr. Ramsay Road & Henley Marine Drive | 1957 | 360,000 | 285,296 |
| Forbes | Cnr. Farrand & Union Streets | 1962 | 50,000 | 37,103 |
| Glen Innes | 152 Wentworth Street | 1966 | 70,000 | 65,645 |
| Gosford | Cnr. William & Albany Streets | 1959 | 300,000 | 348,891 |
| Goulburn | Cnr. Lagoon & Sterne Streets | 1969 | 75,000 | 42,901 |
| Grafton | 15 King Street | 1964 | 123,000 | 49,562 |
| Griffith | Cnr. Yambil & Wyeela Streets | 1965 | 135,000 | 48,783 |
| Hornsby | 324 Pacific Highway (& Bridge Road) | 1983 | 650,000 | 1,492,546 |
| Inverell | 36-40 Campbell Street | 1973 | 110,000 | 142,634 |
| Katoomba | 30 Park Street | 1967 | 170,000 | 58,854 |
| Kempsey | 22 Tozer Street | 1964 | 105,000 | 76,864 |
| Kiama | 64 Shoalhaven Street | 1978 | 150,000 | 285,236 |
| Kogarah | 60A Gray Street | 1977 | 300,000 | 575,671 |
| Leeton | Cnr. Ash & Church Streets | 1959 | 90,000 | 24,885 |
| Lidcombe | Cnr. Swete & Mills Streets | 1965 | 300,000 | 148,999 |
| Lismore | Carrington Street | 1963 | 295,000 | 271,010 |

| | | | | |
|--|---|------|------------|------------|
| Lithgow | Cnr. Eskbank Street & Main Street Lane | 1960 | 78,000 | 35,617 |
| Liverpool | 357 Hume Highway | 1977 | 600,000 | 709,711 |
| Maitland | 2 St. Andrews Street | 1967 | 300,000 | 176,106 |
| Manly | 239 Pittwater Road | 1958 | 200,000 | 145,656 |
| Miranda | Cnr. President Avenue & Miranda Road | 1960 | 220,000 | 114,287 |
| Mittagong | 97 Hume Highway | 1969 | 130,000 | 77,866 |
| Moree | 57 Balo Street | 1973 | 200,000 | 192,464 |
| Mount Druitt | 32 Luxford Street | 1978 | 325,000 | 303,152 |
| Mudgee | Cnr. Perry Street & Byron Place | 1971 | 180,000 | 85,407 |
| Murwillumbah | 142 Murwillumbah Street | 1964 | 110,000 | 45,277 |
| Muswellbrook | Cnr. Hill & Bridge Streets | 1971 | 210,000 | 114,369 |
| Narrabri | 61 Maitland Street | 1973 | 110,000 | 142,608 |
| Newcastle | 130 Parry Street | 1958 | 400,000 | 650,810 |
| Nowra | 142 Junction Street | 1962 | 160,000 | 120,702 |
| Orange | Cnr. Byng & McNamara Streets | 1960 | 90,000 | 47,138 |
| Parkes | Cnr. Church & Currajong Streets | 1962 | 65,000 | 39,797 |
| Parramatta | 148-156 George Street | 1953 | 1,600,000 | 353,442 |
| Penrith | Unit 1, "The Terraces", 12 Tindale Street | 1959 | 375,000 | 310,745 |
| Queanbeyan | Farrer Place | 1966 | 85,000 | 63,120 |
| Raymond Terrace | 53 William Street | 1968 | 185,000 | 72,825 |
| Richmond | Cnr. Windsor & Bosworth Streets | 1969 | 225,000 | 89,873 |
| Rosebery (H.O. Complex) | 50-58 Rothschild Avenue | 1918 | 6,500,000 | 4,772,591 |
| Ryde | Cnr. Blaxland & North Roads | 1961 | 300,000 | 85,629 |
| Singleton | Cnr. Pitt & Bathurst Streets | 1969 | 160,000 | 179,934 |
| Tamworth | Cnr. Peel & Hill Streets | 1960 | 400,000 | 160,954 |
| Taree | Cnr. Albert & Pulteney Streets | 1967 | 110,000 | 142,264 |
| Toronto | 136 Cary Street | 1977 | 450,000 | 429,559 |
| Tumut | Cnr. Richmond & Fitzroy Streets | 1972 | 70,000 | 109,376 |
| Tweed Heads | Greenway Drive, Tweed Heads South | 1984 | 650,000 | 85,470 |
| Wagga Wagga | 2 Fox Street | 1982 | 320,000 | 1,081,117 |
| Wauchope | Cnr. Hastings & Young Streets | 1976 | 90,000 | 226,010 |
| Wellington | 46 Warne Street | 1973 | 75,000 | 91,111 |
| Wollongong | Cnr. Kembla & Glebe Streets | 1956 | 320,000 | 231,233 |
| Wyong | Cnr. Anzac Avenue & Hely Streets | 1971 | 230,000 | 212,926 |
| | | | 23,967,000 | 21,689,773 |
| HEAVY VEHICLE INSPECTION STATIONS | | | | |
| Carrington | Lot 11-17 Young Street | 1984 | — | 948,675 |
| Wetherill Park | Lot 32 Victoria Street | 1984 | — | 1,353,854 |
| Unanderra | 107 Nolan Street | — | 750,000 | 756,947 |
| | | | 750,000 | 3,059,476 |

PROPERTY PORTFOLIO AT 30th JUNE, 1985

| COTTAGES OWNED BY THE DEPARTMENT | | | | |
|-------------------------------------|------------------------------------|----------------------------------|-----------------------------------|-----------------------|
| PROPERTY | ADDRESS | Approximate Date of Construction | Valuer's General Valuation (1983) | Costs Land & Building |
| | | | \$ | \$ |
| Armidale | 15 Caroline Crescent | 1968 | 58,000 | 40,500 |
| Armidale | 11 Laurence Avenue | 1964 | 56,000 | 18,847 |
| Bathurst | 10 Vine Street | 1970 | 45,000 | 39,456 |
| Cooma North | 15 Namala Street | 1977 | 65,000 | 65,829 |
| Cootamundra | 22 Northcott Avenue | 1973 | 62,000 | 64,605 |
| Cowra | 24 Kibbler Street | 1972 | 51,000 | 51,228 |
| Deniliquin | 14 Greaves Crescent | 1975 | 43,000 | 35,249 |
| Dubbo | 23 Margaret Crescent | 1973 | 52,000 | 37,761 |
| Dubbo | Cnr. Bailey & Jubilee Streets | 1964 | 69,000 | 20,903 |
| Forbes | 40 Patterson Street | 1970 | 48,000 | 34,851 |
| Goulburn | 35 Knox Street | 1976 | 58,000 | 45,797 |
| Grafton | 318 Bent Street | 1981 | 68,000 | 63,230 |
| Gunnedah | 15 Breen Street | 1971 | 62,000 | 68,123 |
| Leeton | 14 Canal Street | 1966 | 51,000 | 38,977 |
| Moree | 28 Julia Place | 1978 | 59,000 | 43,027 |
| Mudgee | 100 Robertson Street | 1975 | 65,000 | 37,600 |
| Muswellbrook | 4 Eucalypt Avenue | 1980 | 90,000 | 88,089 |
| Narrabri | 9 Elizabeth Street | 1978 | 60,000 | 43,025 |
| Queanbeyan | 1 Linaria Place | 1971 | 54,000 | 39,594 |
| Singleton | 1 Halloran Avenue | 1983 | — | 72,325 |
| Ulladulla | 130 Warden Street | 1984 | 81,500 | 80,025 |
| Wagga Wagga | 32 Raye Avenue, Mt. Austin | 1963 | 43,000 | 18,717 |
| Wellington | 169 Thornton Street | 1984 | 60,000 | 60,447 |
| Wollongong | 29 Evans Street | 1979 | 46,000 | 38,949 |
| | | | 1,346,500 | 1,147,154 |
| VACANT LAND OWNED BY THE DEPARTMENT | | | | |
| Campbelltown | Lindsay Street | — | 185,000 | 66,797 |
| Gosford | Lot 6-7 Baren Street | (Part Construction) | — | 187,793 |
| Gunnedah | Cnr. Conadilly & Wentworth Streets | — | — | 30,000 |
| Liverpool | Cnr. Elizabeth & George Streets | — | 320,000 | 51,696 |
| Nowra South | Cnr. Cumberland St & Flinders Road | (Part Construction) | — | 111,075 |
| Penrith | Lot 2 York Road | " | — | 163,836 |
| Queanbeyan | Arora Avenue | " | — | 139,867 |
| | | | 505,000 | 751,064 |
| GRAND TOTAL | | | 26,568,500 | 26,647,467 |



| | |
|---|----------------------|
|  | 08999 |
| VEHICLE No | <input type="text"/> |
| WAS INSPECTED ON | <input type="text"/> |
| AND FOUND TO COMPLY WITH PRESCRIBED REQUIREMENTS | |
| Signature of Inspector | |

TYPICAL ITEMS CHECKED DURING AN INSPECTION

