

Tow Truck Authority of NSW

Annual Report 98-99



Tow Truck Authority of NSW Annual Report 1998/99

A MESSAGE FROM THE CHAIRMAN

I look back on 1998/99 with a great sense of personal satisfaction.

When, in March last year, the Minister for Transport, the Hon Carl Scully, MP, commissioned me to undertake a comprehensive review of the tow truck industry in NSW, I expected strong opposition from an industry that I understood to be rife with violence and corruption. As I acknowledged in my Report to the Minister, however, while support for reform was widespread, no sector of the community was more committed to change than the towing industry itself.

The success of the Government's reform package is due, in no small part, to the co-operation of those industry members who have unfailingly put the good of the industry first, sometimes even before their own commercial interests. The majority of industry members have recognised that it is well and truly time to rid their industry of those elements that have given it a bad name. They are looking to the blueprint for reform that I outlined in my Final Report to the Government to put a stop to the standover tactics and the escalating violence that had created a culture of fear on the streets.

As Chair of the Board of the new Tow Truck Authority (TTA) I am looking forward to 1999/2000 as the year which will bear testimony to the past twelve months of exhaustive research, consultation and planning. In close consultation with members of the industry and other key stakeholders, the operational features of the new job allocation scheme, the centrepiece of the Government's regulatory reforms, are nearing finalisation as I write. I look forward to inviting the Minister for Transport to launch the operation of the job allocation call centre early in the year 2000.

I am privileged to have been able to serve, first as Chair of the Tow Truck Industry Council and then as Chair of the TTA's Board, in a year that has marked a turning point for the towing industry. It remains for me to express my appreciation for the efforts of the staff of the TTA who have worked hard over the past six months to bring the reform process to this crucial point. In particular, I would like to thank the General Manager of the TTA, Ms Frances Marshall, whose untiring energy and enthusiasm have galvanised industry support for my reform proposals, and ensured the creation of a job allocation system that will work.



PETER ANDERSON

A MESSAGE FROM THE GENERAL MANAGER

In my first six months as General Manager of the Tow Truck Authority, my first priority has been to re-establish good lines of communication with members of the tow truck industry. As General Manager of the industry regulator, I am very conscious of the need to find real, not bandaid, solutions to the problems that have plagued the industry over the past decade.

This has meant listening to what industry members have had to say, finding out what really happens out there on the streets, and crafting solutions that meet everyone's needs: the Government, being responsible for preserving law and order; the needs of the accident victims and other road users; and the needs of legitimate business people who operate towing services.

Over the past six months, we have been listening to what the tow truck industry has to say through consultations with the industry members who represent tow truck operators and drivers on the Tow Truck Industry Advisory Council (TTIAC), through Focus Group sessions on the proposed reforms, and through industry surveys. But, as many of you will already know, I am also keen to meet, one on one, with as many operators and drivers as I can. I hope that over the next twelve months, I will get to know many more members of this industry so the TTA can make sure that it targets its efforts to meet the industry's greatest needs.

I am looking forward to 1999/2000, in which our challenge will be, not so much in keeping up the momentum, as finding the time to do everything that we have planned. This includes finalising the operational features of the job allocation scheme; drafting the new Regulation and proclaiming the *Tow Truck Industry Act 1998*; finding the right tenderer for the job allocation call centre; and putting in place a targeted enforcement and audit program to underpin the regulatory reforms; and addressing other key industry concerns, like driver training.

My sincere thanks to all those who have supported me in this very challenging, and exciting time. In particular, I would like to thank my Chairman, the Hon Peter Anderson, and my Deputy Chair, Mr Paul O'Sullivan; members of the TTIAC and especially the industry representatives who have given so much of their own time to help us get it right; and the staff of the TTA, who are working hard to make it all happen.

Finally, I would like to take this opportunity to invite all members of the industry to get involved in the industry reform. I look forward to working with you all over the coming year.



FRANCES MARSHALL



WHAT IS THE TOW TRUCK AUTHORITY AND WHAT DOES IT DO?

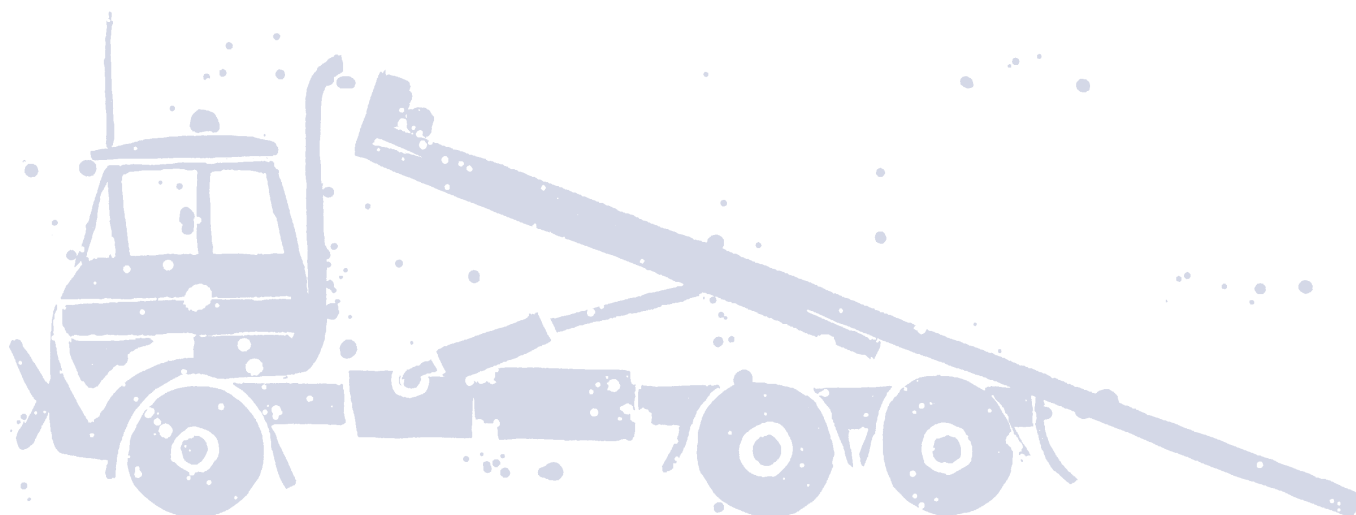
The Tow Truck Authority (TTA), which has taken over from the Tow Truck Industry Council (TTIC), was constituted on 19 February 1999. It came into being through the partial proclamation of the *Tow Truck Industry Act 1998* (which is destined, later this year, to repeal and replace the *Tow Truck Act 1990*). The TTA is a statutory body responsible to the Minister for Transport, and Minister for Roads, the Hon Carl Scully, MP, for regulating the tow truck industry.

This means that the TTA is responsible for making sure that both the operators of towing businesses and tow truck drivers comply with the requirements of the *Tow Truck Act 1989* and the *Tow Truck Regulation 1990*.

Primarily, the TTA does this through licensing operators, certifying drivers, investigating complaints, and through on-road enforcement.

The TTA is also responsible for developing polices to improve the regulation of the tow truck industry. Under the leadership of the Hon Peter Anderson, and in consultation with the tow truck industry, the TTA is currently putting in place the changes necessary to implement the full scope of the Government's reform package. This process includes drafting the *Tow Truck Industry Regulation*, which will establish the new job allocation scheme for accident and some other kinds of towing work.

The TTA is supported in its role as industry regulator by the new Tow Truck Industry Advisory Council (TTIAC), which is responsible for advising the TTA on strategic directions for the towing industry.



THE GOALS OF THE TTA

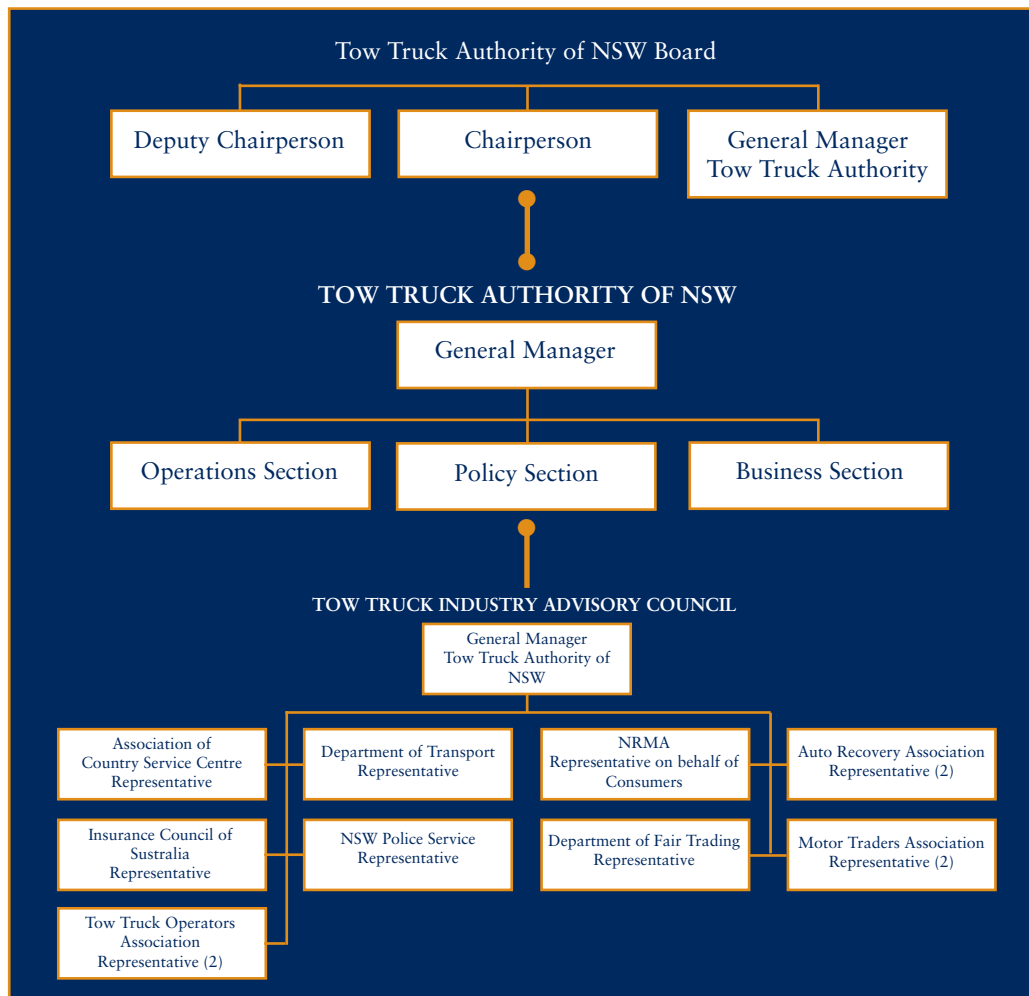
The TTA has three primary goals. These are to:

- *Ensure that the tow truck industry delivers safe and reliable services to road users*
- *Improve the image of the tow truck industry through training and promoting professional conduct*
- *Make sure that there is a level playing field, so that operators and drivers who work within the regulatory framework are not at a competitive disadvantage.*

WHERE IS THE TTA?

The TTA is located at Level 1, 20 Charles Street, Parramatta, NSW 2150, (telephone 8836 6200).
The TTA's hours of business are 8:30 to 5:30, Monday to Friday.

STRUCTURE OF THE TTA



MEMBERSHIP OF THE BOARD

The members of the TTA's Board are as follows:

The Hon Peter Anderson, BA (Pol Stud), AM - Chair

Principal of Peter Anderson and Co, Peter Anderson served for over 15 years in the NSW Legislative Assembly as the Member for Nepean, Member for Penrith and Member for Liverpool, and for more than 6 years as a Minister under the Wran and Unsworth Governments, holding the Police, Emergency Services, Health and Community Services portfolios. Peter Anderson was appointed to the position of Chair of the TTIC by the Minister for Transport on 25 March 1998, and to the Chair of the TTA's Board on 19 February 1999. He is the author of the Review of the Tow Truck Industry in NSW.

Peter is a member of the Board of the Darling Harbour Authority, Chair of the Penrith Regional Gallery and the Lewers Bequest and a Director of the Joan Sutherland Performing Arts Centre.

Paul O'Sullivan, AM, MBE - Deputy Chair

Chief Executive of the NSW Division of the Australian Red Cross, Paul O'Sullivan served for some 35 years in the Australian Army, retiring with the rank of Brigadier. During his career, he commanded the Holsworthy based 1st Brigade; served as Military Attache in Washington, DC and as Chief of Staff at the Victoria Barracks, Paddington; and presided over the Inquiry into the Black Hawk helicopter accident in North Queensland.

Paul is a graduate of the Army Command and Staff College and the Joint Services Staff College. He holds degrees in politics, history and business administration. He is a Fellow of the Australian Institute of Company Directors and a Fellow of the Australian Institute of Management.

Frances Marshall, MRD, B App S, AIMM, ADRA - General Manager

Frances Marshall was appointed to the position of General Manager, Tow Truck Authority on 18 January 1999. Frances Marshall has 15 years in senior management positions in the NSW Public Service, mainly with the NSW Police Service, the Public Service Board, the Department of Community Services, and the Department of Education. She specialises in construction management, change management, and implementing reform programs.

Since it was established on 19 February 1999, the Board of the TTA has met four times on 18 March 1999, 28 April 1999, 18 May 1999, and 11 June 1999. Attendance at meetings of the Board is as follows:

The Hon Peter Anderson (Chair):	4
Mr Paul O'Sullivan (Deputy Chair):	3
Ms Frances Marshall (General Manager):	4

MEMBERSHIP OF THE TTIAC

The TTIAC comprises the General Manager of the TTA (who is the Chairperson of the TTIAC), and 13 part time members, appointed by the Minister for Transport and Minister for Roads, the

Hon Carl Scully, MP. The TTIAC's part time membership comprises 2 representatives from the Motor Traders Association (MTA); 2 representatives from the Auto Recovery Association (ARA); 1 person from the NRMA to represent the interests of motorists; 1 representative from the Insurance Council of Australia (ICA); 1 person to represent the interests of tow truck operators and drivers from regional NSW; an officer of the Roads and Traffic Authority (RTA); an officer of the NSW Police Service; an officer of the NSW Department of Fair Trading and an officer of the Department of Transport.

On 24 May 1999 date, under s13(3)(j) of the *Tow Truck Industry Act 1998*, the Minister appointed two representatives from the newly formed Tow Truck Operators Association (TTOA) to the TTIAC.

Members of the TTIAC for the period to June 1999 were as follows:

Frances Marshall - Chair

Phillip Martin - MTA

Proprietor and Director of Retriever Towing, with 44 years experience in the towing industry, Phil Martin has been a member of the MTA since 1972. He has represented the MTA, which is one of the tow truck industry's peak bodies, on the TTIC since 1990.

Bruce O'Neill - MTA

Managing Director of O'Neills (Newcastle) Pty Ltd, Bruce O'Neill has 25 years experience in the towing industry and was Chairperson of the MTA's Towing Operations Section until 1999. He has represented the MTA on the TTIC since 1995.

Andrew Gottwald - ARA

Proprietor of C&A Towing, and with 42 years experience in the tow truck industry, Andy Gottwald is Chairperson of the ARA, which represents the interests of tow truck operators and drivers. He has served on the TTIC since 1994.

Graeme Walker - ARA

Proprietor of Transtar Towing Service and Vice Chair of the ARA, Graeme Walker has 25 years experience in the towing industry. He was appointed as a member of the TTIC, representing the ARA, on 20 February 1998.

Dick Simpson - NRMA

Manager of the NRMA's Motoring Stream, as the NRMA representative on the TTIAC, Dick Simpson represents the interests of the motorists. He was appointed to the TTIAC on 1 September 1998 and served until March 1999.

Neil Travers - ICA

National Motor Vehicle Assessing Manager for Mercantile Mutual Insurance Co, Neil Travers has represented the interests of insurers on the TTIC since 1990. He has 26 years experience in the motor trade, and 18 years experience in the insurance industry.

Leslie Bond - NSW Country operators and drivers

Proprietor of 083 Motors at Yass, Chair of the Towing and Road Service Committee of the Association of Country Service Centres, and a member of the MTA, Les Bond served as a Deputy Member of the former TTIC since October 1997. He has 25 years experience in providing towing services in country NSW, and brings this experience, and his knowledge of the needs of the bush, to the TTIAC.

Douglas Walsham - RTA

Manager, Driver & Vehicle for the RTA's Central Services Division, Doug Walsham has been a member of the TTIC since 1994. As a long-standing employee of the RTA, he has some 30 years experience in the transport sector.

Ron Sorrensen - NSW Police Service

Commander of Traffic Services for the NSW Police Service, Ron Sorrensen has extensive experience and expertise in traffic management.

Colleen Moore - Department of Fair Trading

Director of the Department's Consumer Service and Education Division, Colleen Moore represents the interests of the motoring public and other consumers of towing services.

Pamela Sayers - Department of Transport

Executive Director, Vehicle Transport Services, Pamela Sayers has considerable senior management experience and a broad knowledge of the transport industry.

Steven Willis - TTOA

Managing Director of Combined Towing Services, Steven Willis is a foundation member and the President of the TTOA, which represents tow truck operators and drivers. He has 23 years experience in the tow truck industry.

Kevin Waters - TTOA

Proprietor and Manager of Kevin Waters Towing, Kevin Waters is a foundation member and Treasurer of the TTOA. He has 26 years experience in the towing industry.

Since it was established on 19 February 1999, the TTIAC has held 3 meetings. Attendance is as follows:

Frances Marshall (Chair):	3
Phil Martin:	3
Bruce O'Neill:	3
Andrew Gottwald:	3
Graeme Walker:	2
Neil Travers:	3
Les Bond:	2
Doug Walsham:	3

Ron Sorrensen:	2
Colleen Moore:	3
Pamela Sayers (per Phillip Drew):	2
Steven Willis:	1
Kevin Waters:	1

MEMBERSHIP OF THE TOW TRUCK INDUSTRY COUNCIL

From 1 July 1998 until February 1999, the Hon Peter Anderson (Chairperson), Phillip Martin, Bruce O'Neill, Andrew Gottwald, Graeme Walker, Neil Travers, and Doug Walsham served on the Tow Truck Industry Council which has been replaced by the new TTIAC.

HIGHLIGHTS FOR 1998/99

- In July 1998, the NSW Government adopted the recommendations contained in the Interim Report of the Hon Peter Anderson's Review of the Tow Truck Industry in NSW.
- The resulting *Tow Truck Industry Bill 1998* passed through Parliament in the Spring session, with bipartisan support.
- In November 1998, the *Tow Truck Regulation 1990* was amended as an interim measure to improve protection for motorists and law-abiding tow truck operators and drivers. The amendments to the Regulation aimed to reduce unacceptable practices at the accident scene; ensure that the motorist (and not the tow truck driver) determines the destination of the tow; make the duties and obligations of tow truck operators and drivers more clear; increase the penalties for flouting the rules; and introduce more effective enforcement measures.
- In December 1998, the Hon Peter Anderson submitted the Final Report of his Review of the Tow Truck Industry in NSW to the Minister for Transport, providing a blueprint for real and long lasting industry reform. The Final Report, which was released to the public in early February 1999, contained a model for the new job allocation scheme.
- The *Tow Truck Industry Act 1998* was partially proclaimed on 19 February 1999 in order to constitute the Tow Truck Authority of NSW and the Tow Truck Industry Advisory Council. The Hon Peter Anderson was appointed to the position of Chairperson of the Tow Truck Authority's Board, Mr Paul O'Sullivan was appointed to the position of Deputy Chair, and Ms Frances Marshall to the position of General Manager, TTA.
- A comprehensive survey was sent out to all tow truck operators in March 1999, in order to provide the TTA with a 'snapshot' of the industry, and to gauge operator's responses to the proposed model for the job allocation scheme. Almost 25% of the industry responded to the survey. As a point of comparison, a 10% response rate is generally considered to be good. The survey showed that 47% of the respondents supported the Government's reform package; 39% of respondents were unsure about the proposed job allocation scheme, but acknowledged the need for change; and only 14% opposed reform.

- The TTA moved to new, more geographically central and more accessible premises in Parramatta.
- In the month of April, the TTA held well attended Focus Group sessions to expand on the issues raised in the response to the industry survey, and to get industry's input into the yet-to-be-finalised operational features of the job allocation scheme recommended in the Anderson Report.
- Focus Group sessions were also held in April with the managers of tow truck businesses to discuss the changes in the *Tow Truck Industry Act 1998* to record keeping and other administrative requirements. This is the first time those in charge of the administration of towing businesses have come together. An Administrator's Network has been formed to share information and expertise, and to help the industry achieve best practice in the administration of their businesses.
- In the Focus Group sessions, tow truck operators raised concerns about the competencies of drivers who have been certified to drive tow trucks. In response, in June 1999, the TTA sent out surveys to all operators to help identify the training needs of tow truck drivers.
- Similarly, in the Focus Groups, operators raised concerns about the high cost of workers' compensation premiums, and the level of unsafe practices in the towing industry. To identify the weaknesses in the occupational health and safety procedures in the industry, and help to plan for progressive improvement, in June 1999 the TTA sent out a comprehensive occupational health and safety surveys to all operators and drivers.
- On 18 June 1999, the Minister for Transport and Minister for Roads, the Hon Carl Scully MP, visited the TTA's new premises to meet the members of the TTIAC and the TTA's staff. The Minister personally thanked the industry members on the Council for their contribution to industry reform, and asked them to convey his appreciation to their members. Mr Scully said that the industry's commitment to reform had exceeded all of his expectations.

REVIEW OF OPERATIONS

The objectives of the TTIC for the 1998/99 financial year were to:

- Implement a training package for tow truck drivers and operators
- Implement the recommendations for industry reform arising from the Hon Peter Anderson's review of the tow truck industry
- Increase on-road enforcement, particularly at the scene of motor vehicle accidents.

In the first half of the reporting period, the TTIC concentrated its efforts on completing the review of the tow truck industry and implementing the recommendations for industry reform.

Finalising the operational features of the new job allocation scheme, and the regulatory framework that will replace the *Tow Truck Regulation 1990* has dominated the first six months of the TTA's operations.

IMPLEMENTING THE RECOMMENDATIONS OF THE ANDERSON REPORT

Consultation

Since the TTA came into being early in 1999, its priority has been to re-establish clear lines of communication with the towing industry. It was recognised that consultation was integral to the success of the Anderson review, and essential for successful implementation of the full scope of the Government's reforms. With this in mind, the TTA has continued to involve the towing industry and other key stakeholders in all stages of the reform process.

Industry survey on job allocation

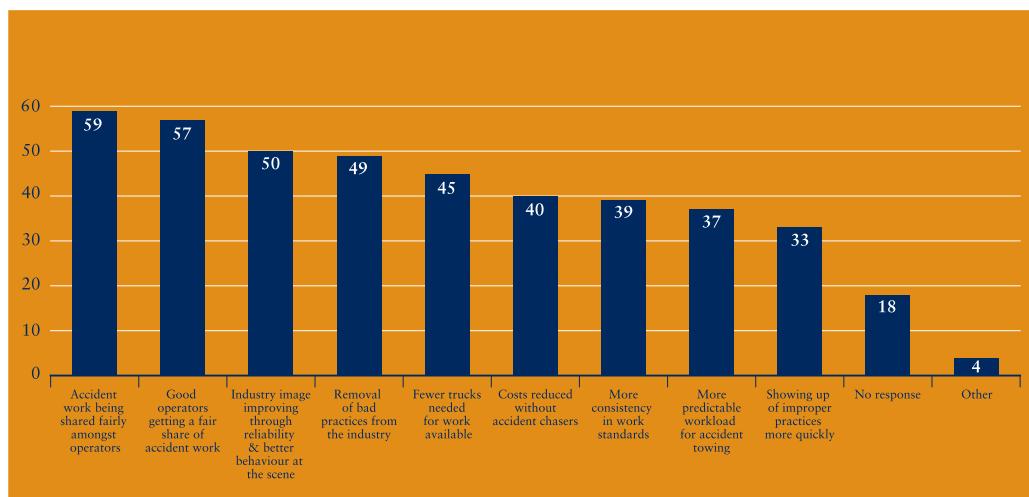
One of the TTA's first actions was to send out surveys to all licensed operators to gauge their response to the model for the job allocation system proposed in the Anderson Report.

An overwhelming response was received, with almost 25% of the industry returning completed surveys. Of those who responded, 47% supported the proposed Scheme; 39% sought more information, but acknowledged the need for reform, and only 14% opposed to reforms.

The responses to the surveys confirmed the findings of the Anderson Report. 86% of the operators who responded to the survey considered the top 3 problems in the industry to be:

1. Too many tow trucks racing to accidents
2. Improper and unfair practices used to obtain accident tows
3. Intimidation of motorists at the accident scene.

TOTAL RESPONSES AS PERCENTAGES



All respondents except those 14% who oppose change, identified serious problems in the towing industry that need to be addressed as a matter of urgency. While the industry considers racing to an accident, the use of improper practices to get towing work, and intimidation of motorists to be the top 3 problems, these are closely followed by fighting between drivers at the accident scene. It is worth noting that the industry also considers post-accident damage to vehicles (inflicted by the tow truck driver in order to increase the value of the repair job and hence the 'drop fee') and inflation of insurance premiums due to vehicles going missing to be serious problems. These responses confirm the findings of the Anderson Report.

These operators, even those who are unsure about the proposed job allocation system, look to the Government's reform package to:

- Ensure a fairer distribution of accident work and in particular, make sure that legitimate operators are not 'heavied' out of accident towing
- Improve the image of the tow truck industry by getting rid of bad practices and ensuring a more reliable service and better standards of behaviour at the accident scene
- Reduce operational costs by allowing operators to reduce the size of the fleet needed to chase work, and getting rid of under the table payments, such as spotters fees.

It is worth noting that of those who opposed job allocation, or who were unsure about the proposed system, few had any ideas about alternatives. The vast majority of operators did not respond to questions asking for options instead of job allocation. Interestingly, those who did indicated that unfair and improper practices need to be prevented. They believed accident work should be shared more fairly between operators, that the industry should provide a better standard of customer service, and that the infliction of post accident damage to vehicles needed to be stopped.

It is also interesting to note that despite initial concern about job allocation from tow truck operators from the bush, the majority of respondents to the surveys were from non-metropolitan areas. Importantly, the vast majority of respondents from rural and regional areas supported the introduction of job allocation, identifying similar problems in the industry to their city counterparts.

Focus Group sessions on job allocation

In April 1998, the TTA held 5 well attended Focus Group sessions to expand on the issues raised in the survey responses, and to get industry's input on the yet-to-be-finalised operational features of the job allocation scheme recommended in the Anderson Report. Issues raised in the Focus Group sessions confirmed the survey responses and the findings of the Anderson Report.

Country operators who attended the sessions were unanimous in their call to expand job allocation to regional NSW.

Job Allocation

Working closely with the tow truck industry, the TTA has finalised the operational features of the job allocation scheme, based on the system outlined in the Anderson Report. As noted previously, 86% of operators who responded to the TTA's surveys considered the top 3 problems in the industry to be:

1. Too many tow trucks racing to accidents
2. Improper and unfair practices used to obtain accident tows
3. Intimidation of motorists at the accident scene.

The job allocation scheme will address these concerns by ensuring that only the number of tow trucks needed to clear an accident scene will attend, and imposing heavy penalties on those who contravene the system.

In response to overwhelming support from rural and regional operators, when it becomes operational, the new scheme will cover the whole of NSW.

Regulatory Reform

While the centrepiece of the Government's reform of the regulatory framework is undoubtedly the job allocation system, the *Tow Truck Industry Act 1998* introduces a number of broad reforms to licensing arrangements and the operation of tow trucks, that will underpin the allocation scheme and ensure its successful operation.

Interim amendments to the *Tow Truck Regulation 1990* were designed as a stopgap measure, tackling some of the worst symptoms of a dysfunctional industry through:

- Improvements to management at accident scenes by giving additional powers to the Police, and other authorised officers, such as emergency services officers
- Giving motorists absolute choice about the destination of the tow
- Improving auditing by better use of the towing authorities that must be completed before a vehicle can be towed from an accident scene
- Improving enforcement by increasing penalty levels and allowing for greater use of infringement notices for dealing with less serious offences.

Working closely with the industry through the TTIAC, the TTA has been preparing a Regulation that will replace the *Tow Truck Regulation 1990* and provide a solid framework for long lasting change. Among other things, the new Tow Truck Industry Regulation will:

- Implement job allocation
- Help to define 'fit and proper' character requirements by prescribing both mandatory and discretionary grounds for refusing an application for a tow truck operator's licence and a tow truck driver's certificate
- Help to make licence holders more accountable for the actions of their drivers

- Expand the use of towing authorities to improve the audit trail and ensure compliance. As required under the *Subordinate Legislation Act 1989*, a Regulatory Impact Statement (RIS) for the new Regulation is also being prepared for public comment. It is anticipated that the RIS will be circulated early in the next reporting cycle.

IMPROVING ON ROAD ENFORCEMENT

In the second half of the reporting period, the TTA made considerable progress towards its goal of redefining enforcement. While still hampered by the constraints of the 1989 Act, the interim amendments to the Regulation have broadened the scope for the use of infringement notices, enabling staff to concentrate on investigating serious complaints.

To help streamline the administrative procedures that keep enforcement officers off the road, the TTA is currently:

- Finalising strict policy guidelines for the assessment of applications for drivers' certificates and operators' licences
- Working on comprehensive guidelines for handling complaints to establish when an offence warrants a warning, an infringement notice or further disciplinary action.

With proper guidelines in place for assessing applications and investigating complaints, the TTA will achieve better consistency in its approach to its role as the licensing and regulatory body for the tow truck industry. Under the leadership of the TTA, there will be more stability in the industry, and this will benefit both tow truck operators and the motoring public.

During the second half of the reporting period, the TTA worked to establish a targeted enforcement program and comprehensive audit program. These programs will support the implementation of the new regulatory regime and help guarantee the success of the job allocation system. The efforts of the TTA's compliance officers will be backed up by:

- Police Officers on secondary employment
- Information from the RTA and the NSW Police Service (which will be used to identify 'hot-spots')
- Better access to technology (such as portable computers)
- Ongoing investigation skills training.

In particular, in the first twelve months of the operation of job allocation, enforcement staff will be closely monitoring accident scenes to prevent any attempts to 'pirate' allocated tows.

Complaints and disciplinary hearings

In the period from 1 July 1998 to 30 June 1999, 180 complaints were received about the actions of tow truck operators and drivers. This represents a 35% decrease on the 1997/98 figures. Of the complaints received, all were considered to warrant further investigation.

TRAINING PACKAGES FOR OPERATORS AND DRIVERS

For a number of years, the tow truck industry has intended to implement mandatory training for tow truck drivers/operators. A number of concepts have been investigated, but to date no significant progress has been made in identifying the skills and competency levels required nor in ascertaining the industry's opinion as to what would constitute the essential requirements.

The TTA has commenced an in-depth review of the training needs in the towing industry in order to determine what skills should be considered a mandatory requirement, and to what level of competency tow truck drivers should be trained. The scope of the training needs that are being identified by tow truck operators range from basic literacy and numeracy, to knowledge of towing regulations, the road rules and penalties, to mechanical knowledge and competent driving skills. It is envisaged that a precise training package will be determined by October 1999, with a provider in place by early 2000. This will be a milestone achievement for the towing industry.

KEY OUTCOMES FOR 1999/2000

- Proclaim the *Tow Truck Industry Act 1998* and introduce and implement the new Regulation
- Implement and manage the operation of the new job allocation scheme
- Implement enforcement and audit programs
- Implement a comprehensive driver training program
- Continue to work with the tow truck industry to establish a deliverable program of reforms that will improve the industry's standing in the community and its standards of service delivery.

ADMINISTRATIVE MATTERS

Consultants

Neither the former TTIC nor the TTA used the services of any consultants costing more than \$30,000 in the 1998/99 financial year.

Freedom of Information

Freedom of information requests have been handled for the TTA and the former TTIC by the Department of Transport.

Funding

The former TTIC and the TTA fund their operations from fees raised through the licensing of tow truck operators and the certification of tow truck drivers.

Exemption from annual reporting requirements

The TTIC, which was replaced by the TTA on 19th February 1999, was exempted by Treasury in the 1994/95 financial year from reporting on staff training and development, equal employment opportunity (EEO) and risk management.