



NSW Department of Transport
Annual Report 2001





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DIRECTOR GENERAL'S REPORT

This year has seen the Department of Transport face new challenges, including the refocus of its efforts towards improving outcomes for users of transport services.

It has been a year of lows and highs. Initially, systems problems and failures threatened confidence in our ability to deliver effective transport services in NSW. Then the outstanding success of transport for the Sydney 2000 Olympic Games demonstrated how well the systems can operate, even under the stress of record levels of usage and intense media scrutiny. Restoring and maintaining the credibility, effectiveness and safety of our public transport system is now the Department's key challenge.

To meet this challenge, the Department has been moving its focus from the traditional regulation of transport mode providers to active involvement in improving service outcomes for the customer. This shift in focus is on moving people and moving freight, not just the management of the transport mode or system of delivery. Of course, the effectiveness of the transport system is paramount, but the focus is on the efficiency, reliability, safety and value for money of the consumer's whole transport experience. This involves developing an integrated, whole-of-journey approach to transport planning across the transport portfolio, and beyond, to ensure effective transport solutions.

A key element of this process involves the Department driving reforms in transport industries, promoting improved performance by transport providers, and establishing a stronger leadership role within the transport portfolio and the wider community. We have adopted the corporate name Transport NSW to reflect and symbolise this development.

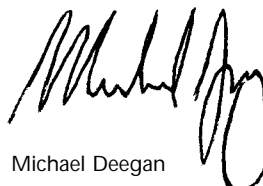
These changes required adjustments within the Department. During the year we restructured our operations to better align them with our strategic priorities. We commenced reviewing governance

structures both within the agency and across the transport portfolio. Our aim is to streamline communication to allow swifter and better integrated responses to issues. We have also revised all operational areas and modified our business plans and performance measures to support our lead agency role in managing and improving transport services to the community.

Shifts of this kind create stresses within organisations. I want to thank all of the Department's staff for their positive response and for maintaining services and standards in a period of change. With their continued support and dedication, we will achieve the high goals we have set ourselves.

It is my pleasure to submit the Annual Report of the NSW Department of Transport for the year ended 30 June 2001.

The report highlights progress made by the Department in meeting its performance targets and details achievements over the year and has been prepared in accordance with the relevant legislation.



Michael Deegan

Director General

KEY TRANSPORT INDICATORS

SYDNEYSIDERS ARE TRAVELLING MORE ON TRAINS AND BUSES THAN EVER, BUT AT THE SAME TIME OUR RELIANCE ON CARS IS INCREASING.

TRAIN TRIPS HAVE GROWN BY 11% FROM 1991/1992 TO 1999/2000, WITH BUS TRAVEL RISING BY 5%, BUT RELIANCE ON CARS CONTINUES WITH AN 18% INCREASE IN VEHICLE USE OVER THE SAME PERIOD.

PATRONAGE ON TRAINS, BUSES AND FERRIES AVERAGES MORE THAN 1.7 MILLION PASSENGER TRIPS PER DAY, COMPARED TO OVER 10 MILLION PRIVATE VEHICLE JOURNEYS.

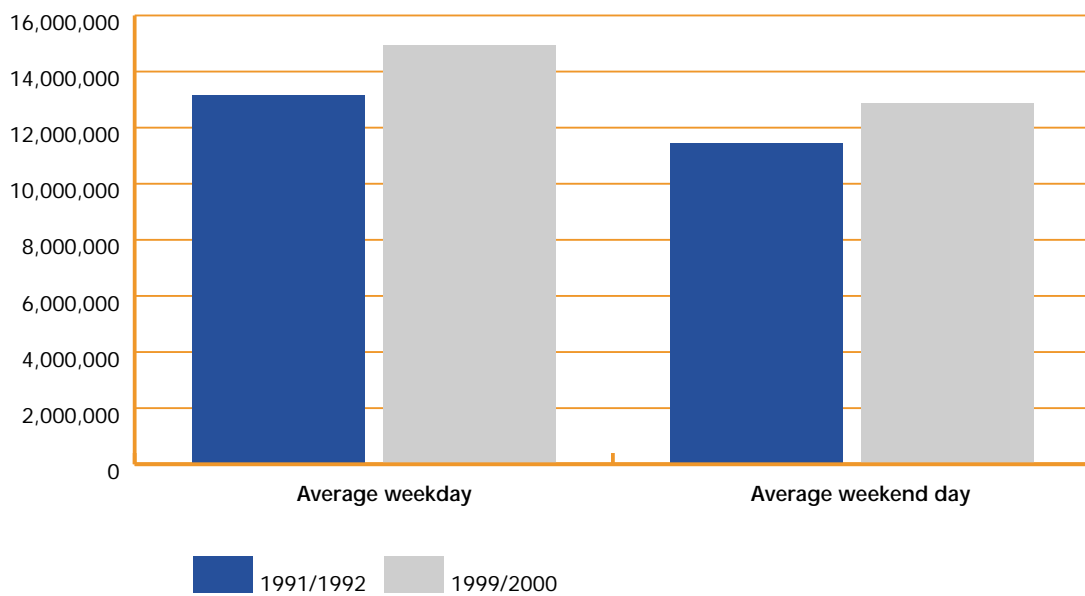
WE ARE TRAVELLING MORE FREQUENTLY, OVER LONGER DISTANCES AND SPENDING MORE TIME TRAVELLING, MAINLY FOR NON-WORK PURPOSES.

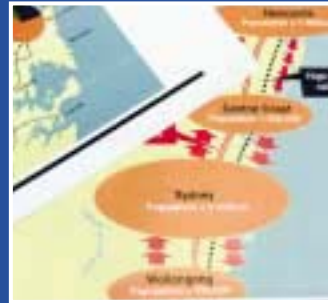
TEENAGERS ARE THE HIGHEST USERS OF PUBLIC TRANSPORT AND, ALONG WITH THOSE AGED OVER 70, THESE TWO GROUPS DO MORE WALKING THAN OTHER AGE GROUPS.

ON WEEKDAYS, PEOPLE ARE USING PUBLIC TRANSPORT MORE FOR SOCIAL AND RECREATIONAL PURPOSES AND TO CONDUCT PERSONAL BUSINESS.

Number of trips by Sydney residents, 1991/1992 and 1999/2000

Sydney residents made 14.9 million trips on an average weekday in 1999/2000, an annual increase of 1.6% from 1991/1992. The number of trips on each weekend day increased by 1.5% pa from 1991/1992 to 1999/2000. This compares with an annual population increase over that period of 1.2%.





Purpose of travel by Sydney residents on an average weekday, 1991/1992 and 1999/2000

Most trips on weekdays and weekends were for the purposes of social/recreation, to serve passenger needs and shopping. Social and recreational trips made up the highest proportion of trips on an average weekday. They represented 21% of all trips in 1999/2000 up from 20% in 1991/1992. Trips to serve the needs of passengers represented 20% of trips in 1999/2000 up from 18% and the proportion of trips for shopping decreased slightly from 19% to 18% over that period. Trips for work remained stable at 16% of all trips.

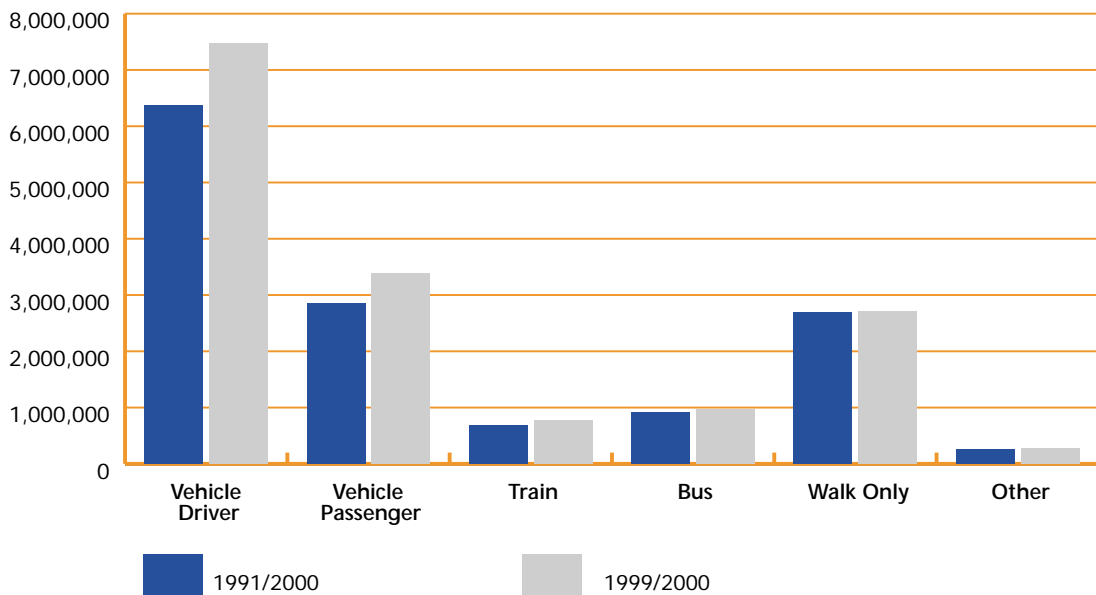
On weekend days the main purpose of travel was social and recreational trips at around 43% of all trips, followed by shopping trips (25%) and serving passenger needs (17%). Work trips accounted for around 4% of all trips on weekend days.

The main growth in travel from 1991/1992 to 1999/2000 on weekdays was for social/recreation, serve passenger and education/childcare trips, while on weekends the greatest growth was for the purposes of education/childcare, personal business and work.



Number of trips by mode by Sydney residents on an average weekday, 1991/1992 and 1999/2000

The number of trips by car increased between 1991/1992 and 1999/2000 resulting in an increase in the share of car trips to 70% of all trips on an average weekday in 1999/2000, up from 67% in 1991/1992. The number of trips by train on weekdays increased by 11% from 1991/1992 to 1999/2000 and the number of bus trips increased by 5%.



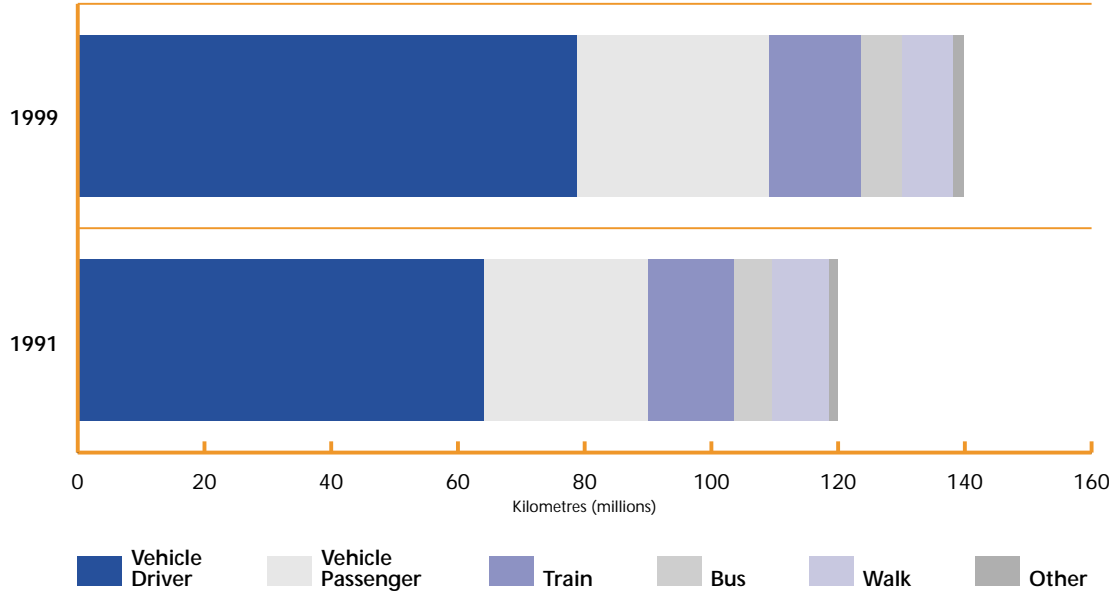


Total kilometres travelled by mode, average weekday 1991/1992 and 1999/2000*

Total kilometres travelled on all modes of transport on an average weekday rose 17% from 120 million kilometres in 1991/1992 to 140 million kilometres in 1999/2000, representing an annual growth rate of 2%.

Total travel time for each person on an average weekday increased by 6 minutes (or 8%) to 79 minutes from 1991/1992 to 1999/2000.

*For residents of the Sydney Statistical Division



STRATEGIC MANAGEMENT

Provide a pivotal, coordinating role to achieve the Government's transport priorities, and act as principal advocate for public transport, particularly for public transport users

Priorities

- **INCREASE THE PROVISION AND UTILISATION OF PUBLIC TRANSPORT.**
- **CREATE SMARTER AND MORE INTEGRATED TRANSPORT SOLUTIONS TO MEET COMMUNITY PASSENGER AND FREIGHT NEEDS.**
- **MEET THE CUSTOMER'S NEEDS FOR AN EFFICIENT, RELIABLE, COST EFFECTIVE AND SAFE TRANSPORT SYSTEM.**



Performance Highlights

Steering the Government's vision for transport

The Department of Transport has been given the task to maximise the transport legacy of the "best ever" Olympic Games, for the people of NSW, by building on successful inter-agency cooperation, integration of services and a strong customer focus to deliver a more efficient and responsive transport system.

The Department's role in transport strategy planning and coordination is being expanded significantly across all transport modes. The Department's structure has been re-aligned into six functional areas to meet these objectives: Transport Finance and Asset Management; Industry Reform; Transport Masterplanning and Infrastructure; Portfolio Corporate Business and Customer Services; Transport Safety Bureau; and Transport Communications.

With this strengthened mandate to lead policy, planning and financial management across the transport portfolio, the Department will ensure key Government decisions consider all relevant factors including customer requirements, land use planning, and cross-modal considerations.

Future Directions

- Improve finance and asset management across the transport portfolio.
- Reform transport industries to improve passenger services.
- Develop masterplans and implement infrastructure projects to deliver integrated transport solutions.
- Provide a framework for safe transport outcomes.
- Achieve a more customer-focussed management across the transport portfolio.
- Communicate the public transport message.

MEETING FUTURE TRANSPORT NEEDS

Meeting the transport needs of our growing communities by planning for the future

Priorities

- **DELIVER INITIATIVES UNDER ACTION FOR TRANSPORT 2010.**
- **COORDINATE ALL TRANSPORT-RELATED STRATEGIC MASTERPLANNING AND INTEGRATION OF TRANSPORT DECISION-MAKING.**
- **DEVELOP NEW INTEGRATED AND INTER-MODAL PASSENGER AND FREIGHT REFORMS.**
- **INTRODUCTION OF A SMARTCARD BASED INTEGRATED TICKETING SYSTEM – A MAJOR CHANGE TO SYDNEY'S TRANSPORT.**



Performance Highlights

Action for Transport 2010

Integrating Land Use and Transport Planning

With the Department of Urban Affairs and Planning (DUAP) and the Roads and Traffic Authority (RTA), the Department has:

- Initiated a project to assess the impact of a range of transport infrastructure and urban development scenarios over the next two decades utilising the Sydney Strategic Travel Model.
- Released an 'Improving Transport Choice' package to assist Local Government and developers to build transport friendly urban environments, including provision for cycling and walking.

Development of a Ports and Freight Strategy for NSW

Extensive stakeholder consultation with representatives of the Ports Corporations, industry and other Government agencies is proposed for early 2002 to progress this initiative.

Integrated Ticketing Project

The Department progressed the development of a single ticket smartcard for the travelling public on all rail, light rail, monorail, bus and ferry services in Greater Sydney Region. Key goals are:

- Preferred proponent for delivery to be announced early 2002.
- Designed and developed and tested from mid 2002 to mid 2003.
- Phased implementation of the system planned for end 2003 to mid 2005.

Central Sydney Transport Strategy

With the City of Sydney, the Department began preparing a joint development strategy for future transport needs and solutions for Central Sydney.

New Travel Survey Data and Analysis – 2000/2001 Household Travel Survey

New travel forecasts with home to work travel patterns for the Sydney Region based on different land and transport scenarios up to 2026 were prepared by the Transport Data Centre.

North West Sector Rail Link

The Department completed the pre-feasibility assessment and commenced two further detailed studies.



Future Directions

- Commence long term transport planning and strategies to take NSW beyond 2010.
- Develop integrated transport strategies for key regions and sub-regions, including Central Coast and Camden, and for key corridors including North West corridor and M5 corridor.
- Stimulate public debate about the future needs and options for Central Sydney's transport and prepare specific strategies and actions to improve the coordination, provision and management of transport services in and through Central Sydney.
- Work with Parramatta City Council to develop a Transport Management and Accessibility Plan for the Parramatta CBD and assist in developing a long term transport and development strategy for the Macquarie Park area as part of DUAP's Living Centres program.
- Enhance the forecasting of non-work travel and commercial vehicle travel in Sydney for implementation in 2002 and improve databases on travel behaviour and emerging sources of change (eg. internet usage, ageing of population).

CONNECTING COMMUNITIES

Build better communities by enhancing the transport system

Priorities

- **MANAGE AND IMPLEMENT ACTION FOR TRANSPORT 2010 PROJECTS.**
- **ENSURE NEW PROJECTS AND INITIATIVES MEET THE COMMUNITY'S TRANSPORT NEEDS AND ENCOURAGE THE GREATER UPTAKE OF PUBLIC TRANSPORT.**
- **IMPROVE TRANSPORT CHOICE AND ACCESSIBILITY.**
- **CONTINUE TO ENCOURAGE A SHIFT IN TRAVEL BEHAVIOUR FROM PRIVATE VEHICLES TO PUBLIC TRANSPORT FOR MAJOR EVENTS.**
- **CONTINUE TO ENHANCE AND MARKET THE 131 500 TRANSPORT INFOLINE AND WEBSITE www.131500.com.au.**

Performance Highlights

New Public Transport Links - Action for Transport 2010

Parramatta Rail Link (PRL)

Department of Transport, State Rail Authority (SRA) and Rail Infrastructure Corporation (RIC) continue to progress the new \$1.6 billion, 28km railway linking Parramatta and Chatswood via Epping. To be built mostly in tunnel, the Parramatta Rail Link will increase the long term capacity of the CityRail network, provide rail access to new areas and help improve air quality through increased public transport use.

Rapid Bus Only Transitways

The 95km, \$800 million transitways network will deliver high quality rapid bus services throughout Western Sydney. The first stage, the \$200 million 31km Parramatta-Liverpool Transitway, is scheduled for completion in 2003. A further 7 transitways are planned to be built and operated from 2003–2010.

131 500 Transport Infoline and Website

This service continued to play a significant role for the travelling public during 2000/2001. Achievements were:

- The Call Centre handled approximately 3,400,000 enquiries. (Over 320,000 were Interactive Voice Response calls although the majority were operator assisted).
- There were substantial increases in usage of the www.131500.com.au website.
- Private bus timetables were added to the system. This allowed electronic, multi-modal trip planning across services of private and State Transit Authority buses, CityRail and Sydney and Newcastle ferries.

Interchanges

In 2000/2001, approximately \$36 million was spent on planning and development of interchanges, funded from the Parking Space Levy. Five new or upgraded interchanges and ferry wharves opened during the year:

- Strathfield Bus/Rail Interchange.
- Circular Quay Bus/Ferry Interchange.
- Manly Bus/Ferry Interchange.
- Moore Park Bus Interchange.
- Springwood Car Park.

Construction commenced on Wyong Bus/Rail Interchange, Kogarah Car Park, Holsworthy Car Park, Gosford Car Park and Engadine Bus/Rail Interchange.

Inner West Light Rail Extension

The 3.5km Inner West Extension, linking Central Sydney to Annandale, Glebe and Lilyfield, opened in August 2000. Four million passenger trips have been recorded in the first year.

Western CBD Tourist Coach Layover Facility

This facility was opened and planning continues for establishment of a permanent 55-space facility at King St Wharf with a proposed opening date at the end of 2003.

Major Event Coordination

In addition to the responsibilities for coordination of across-portfolio transport planning and operations for major events, the Department has assumed post-Olympic Games responsibility from the Olympic Roads and Transport Authority (ORTA) for transport coordination of major events at Sydney Olympic Park.



Future Directions

- Continue progress on the major public transport infrastructure projects in *Action for Transport 2010* including the North West Sector Rail Link.
- Commencement of construction of the Parramatta Rail Link and Parramatta-Liverpool Rapid Bus Transitway.
- Examine feasibility of the further extension of Light Rail in to Central Sydney.
- Assess feasibility of regular cross-regional bus services to and from Sydney Olympic Park utilising the approach used for the Olympics and other major events.
- Explore potential for a transport strategy to address the needs of Indigenous people in Western Sydney.
- Implement a unique identifier for bus stops to be linked to the 131 500 Transport Infoline and Website to improve trip planning.
- Extend the provision of 'next service' calls across all transport modes via interactive voice response systems and information kiosks.
- Further improve the trip planning functionality on the 131 500 website, including map based planning.
- Coordinate a network-wide marketing strategy to lift the profile of public transport.

SAFE AND RELIABLE SERVICES

Regulating the State's public transport services to achieve a safe and reliable system

Priorities

- **CONTINUOUS IMPROVEMENT IN PUBLIC TRANSPORT SAFETY AND RELIABILITY OF ALL TRANSPORT MODES AND AT TRANSPORT FACILITIES INCLUDING LEVEL CROSSINGS.**
- **IMPROVE REGULATION OF PUBLIC TRANSPORT PROVIDERS TO ACHIEVE MORE FLEXIBLE, COMPETITIVE AND RESPONSIVE SERVICES.**
- **ASSIST THE GOVERNMENT IN ITS RESPONSE TO THE SPECIAL COMMISSION OF INQUIRY INTO THE GLENBROOK RAIL ACCIDENT.**
- **WORK WITH THE TAXI INDUSTRY AND OTHER STAKEHOLDERS TO ENSURE QUALITY TAXI SERVICE PROVISION IN NSW, TO DRIVE TAXI REFORMS AND ENSURE COMPLIANCE WITH STANDARDS.**
- **BUILD GREATER CAPACITY TO PROVIDE TRANSPORT SUPPORT TO EMERGENCY SERVICES.**
- **CONTINUOUS IMPROVEMENT IN MARINE SAFETY IN THE PORTS AND COASTAL WATERS OF NSW.**



Performance Highlights

Rail Safety and Regulation

The Department played a key role in supporting the Special Commission of Inquiry into the Glenbrook Rail Accident, the final report of which was delivered April 2001.

Level Crossings Improvements Program

The Department secured an increase of 50% funding to \$12 million over the next 3 years for acceleration of level crossing improvements, including:

- Improvement works at 24 level crossings with preparatory/design work for a further 15 sites.
- Development of uniform NSW model for assessing risk.
- Reduction of level crossings that pose an ongoing safety risk.

Rail Reform Initiatives

A new Rail Reform function was established with a brief to review, develop and implement policies and programs to optimise the performance of the NSW Rail Industry. Initially the Department has:

- Assisted with establishment of the Office of the Co-ordinator General of Rail.
- Assisted with a development framework for reforming the rail structure for consideration by Government following the Glenbrook Special Commission of Inquiry.
- Provided input for the preparation for the sale of Freight Rail Corporation and National Rail Corporation, particularly in relation to access and Community Service Obligations.

Bus Safety

The Department completed the 2-year installation program for surveillance cameras in 4,000 Government and private buses in Sydney, Newcastle, Central Coast and Wollongong. The Department continues to progress:

- Bus door safety strategies to prevent passengers being trapped by bus doors.
- Violence Prevention Guidelines.
- Management of school student behaviour on buses.

Bus and Ferry Reform Initiatives

The Department has established a Bus and Ferry Reform function to develop options for reform of existing bus arrangements to achieve higher service levels, increased patronage and improved performance. In the first instance the Branch began:

- Reviewing the legislative and regulatory framework to ensure a more responsible and flexible contracting regime and establish industry performance standards.
- Ensuring the Department's change initiatives and new programs, eg. Transitways, Integrated Ticketing, and School Student Transport Scheme, take into account existing bus contractual arrangements.
- Ensuring the Department is actively involved in changes in contractual and other arrangements for ferry services.

Transport Information Management System (TIMS)

The Department introduced a computer-based information system allowing 'front line' staff to better manage the accreditation of road-based public transport operators and authorisation of drivers of road-based transport in NSW.

Review of the Regulatory Framework for Community and Courtesy Transport Services

With funding from the NSW Department of Ageing, Disability and Home Care (DADHC), the Department of Transport began reviewing the definition and legal status of community and courtesy transport services, operator accreditation, driver authorisations and service standards. The Review is to be completed by late 2001.

Taxi and Hire Car Safety and Regulation

With the establishment of the Taxi and Hire Car Bureau within the Department in July 2000, there has been a consolidation of the compliance and policy functions. In the first instance, the Bureau:

- Recommended amendments to the *Passenger Transport Act 1990* to require the taxi industry to meet higher service performance standards.
- Increased taxi inspections by 300% to enforce customer service and safety standards.
- Organised for the release of 180 new licences, significantly increasing taxi numbers, especially for wheelchair passengers.
- Continued to progress driver safety strategies.

Marine Safety and Regulation

The Department continued to ensure enhanced performance standards, compliance and regulatory frameworks by way of:

- Port Safety Operating Licence and renewal processes.
- Development of the First Edition of the Marine Information Manual – Lord Howe Island.
- Development of new Marine Pollution Regulations to come into force September 2001.



Future Directions

- Increase minimum standards of safety, passenger comfort and service availability in the taxi and hire car industries through proposed revisions to the *Passenger Transport (Taxi-Cab Services) Regulation 1995* and the *Passenger Transport (Private Hire Vehicle Services) Regulation 1995*.
- Establish and implement enhanced rail performance and safety regulatory functions, to be agreed to by Government, to ensure a safe, reliable and efficient rail system.
- Monitor and report on implementation of the Glenbrook Inquiry recommendations.
- Implement an improved risk identification model to guide the work of the Level Crossing Strategy Council and explore the use of education, community awareness and other strategies to minimise the occurrence of incidents at level crossings.
- Conduct research and develop strategies to improve the safety and security of public transport workers.
- Facilitate the development of safety management systems for buses, ferries, taxis and transport interchanges.
- Achieve harmonisation of marine safety on a national basis.
- Simplify regulations for the hire car industry following recommendations by the Independent Pricing and Regulatory Pricing Tribunal (IPART) to encourage greater competition.
- Develop more rigorous management of NSW rail agencies including more stringent performance requirements for Community Service Obligation funding.

ACCESS

Initiating, implementing and funding strategies to achieve equity of access to transport services for the whole community

Priorities

- IDENTIFY THE SPECIAL TRANSPORT NEEDS OF THE COMMUNITY ON AN ONGOING BASIS.
- DEVELOP STRATEGIES TO IMPROVE ACCESS FOR WHEELCHAIR USERS AND LESS MOBILE MEMBERS OF THE COMMUNITY.
- ESTABLISH INCENTIVES FOR TRANSPORT PROVIDERS TO DELIVER EQUITY OF ACCESS.
- ENSURE VALUE FOR MONEY FROM CONTRACTED SERVICE PROVIDERS TO MEET COMMUNITY ACCESS REQUIREMENTS.
- DELIVER MORE EQUITABLE PUBLIC TRANSPORT CONCESSIONS.



Performance Highlights

Purchased Transport Services

Community transport outcomes are provided under Service Contracts with the State Rail Authority, State Transit Authority, the Rail Infrastructure Corporation, FreightCorp and private transport providers.

In the 2000/2001 financial year the Department allocated \$1.26 billion to government owned transport agencies and \$419 million in grants and subsidies to private transport operators, community groups and individuals, to ensure access to transport services.

Wheelchair Accessible Taxis

Following an Independent Pricing and Regulatory Tribunal Review, the Department has continued to make Wheelchair Accessible Taxi (WAT) licences more attractive. WAT licences are free in rural centres and the Department provides interest-free loans towards the cost of purchasing accessible taxis operating in country areas.

In consultation with the industry the Department is developing enhanced performance standards for wheelchair accessible taxis.

School Student Transport Scheme (SSTS)

The Department continues to provide for the largest and most generous scheme in Australia, covering around 686,000 students (60% of all students) at an annual cost of \$385.7 million – ie. approx \$560 per child.

With a continued budgetary increase in this demand driven scheme, the Public Accounts Committee is conducting an inquiry, due to report by the end of 2001, to advise on possible future directions.

Additionally, the Department contracted PricewaterhouseCoopers to review all bus contracts in place as at 31 March 2000 with a view to identify efficiency gains in both operations and administration of the scheme.

The Department is satisfied that bus services are operating generally in accordance with the scheme's requirements, and is now working through the recommendations to help improve the administration of the scheme.

Community Transport

During 2000/2001, \$14.5 million was allocated to 136 Government and non-Government organisations under the Home and Community Care Program, the NSW Community Transport Program and Area Assistance Program.

On average, community transport providers perform 85,560 trips per month assisting 24,633 disadvantaged people.

Accessible Public Transport Standards

Last year the Department was nominated as Chair of the Commonwealth/State Consultative Committee. A sub-committee of this Committee, the Bus and Coach Accessibility Group, was set up to review draft standards through consultation with manufacturers, operators and people with disabilities.

Transport Concessions

The Department allocated \$325 million last year to subsidise concession fares across the State (excluding the SSTS). The Department funds both private and public transport operators to deliver transport

outcomes for those people who are eligible for concession fares. This includes pensioners, seniors, school students, tertiary students, apprentices, trainees, vision impaired, welfare recipients, war widows, war veterans and ex-service people.

Costs of concessions and other assistance to the SRA and STA.

	Units	1998/1999	1999/2000	2000/2001
Service				
CityRail Services				
Total passengers, including concession recipients	mill	270.5	278.7	286.2
Total concession trips	mill	75.8	78.3	82.1
Average subsidy per trip, including concessions	\$	1.56	1.42	1.64
Average subsidy per trip, excluding concessions	\$	1.03	0.88	1.05
Average concession subsidy per trip	\$	1.89	1.95	2.03
Countrylink Services				
Total passengers, including concession recipients	mill	2.5	2.4	2.2
Total concession trips	mill	1.4	1.4	1.2
Average subsidy per trip, including concessions	\$	24.53	28.33	34.67
Average subsidy per trip, excluding concessions	\$	1.41	2.33	13.83
Average concession subsidy per trip	\$	41.30	44.57	38.34
State Transit Bus and Ferry Services				
Total passengers, including concession recipients	mill	211.8	218.3	222.5
Total concession trips	mill	111.3	114.1	118.0
Average subsidy per trip, including concessions	\$	0.79	0.82	0.87
Average subsidy per trip, excluding concessions	\$	0.21	0.23	0.25
Average concession subsidy per trip	\$	1.10	1.12	1.16



Future Directions

- Work towards accrediting a Wheelchair Accessible Taxi (WAT) network.
- Continue the release of WAT licences.
- Analyse and respond to the Human Rights and Equal Opportunities Inquiry into Australian wheelchair accessible taxi services.
- Undertake a review of the Half Fare Concession Scheme.
- Review the coverage of Concession Fare Entitlements.
- Finalise review and reform of the School Student Transport Scheme (SSTS) following the conclusion of the Public Accounts Committee Inquiry.

DELIVERING RURAL AND REGIONAL SERVICES

Improving transport services in regional
and rural NSW

Priorities

- **DEVELOP A RURAL AND REGIONAL TRANSPORT STRATEGY.**
- **ENSURE REGIONAL AND RURAL PRIORITIES ARE MET FOR PUBLIC TRANSPORT FACILITIES.**
- **STRENGTHEN THE REGIONAL SERVICE DELIVERY ROLE OF THE DEPARTMENT.**
- **IMPROVE TAXI SERVICE PROVISION ACROSS STATE AND TERRITORY BORDERS.**



Performance Highlights

Rural and Regional Unit

A new unit was established in May 2001 to ensure NSW Rural and Regional Transport needs are addressed. In the first instance, the unit initiated a 2-year pilot project in Dubbo and Broken Hill to develop integrated transport strategies as a possible model for regional and rural NSW.

NSW Border Issues

Restrictions on across-border taxi services between Canberra (ACT) and Queanbeyan (NSW) have been lifted for a trial period of one year, commencing July 2001, to allow taxis to operate in both jurisdictions.

Regional Public Transport Facilities and Services

The Country Public Transport Grants Scheme provided more than \$1.6 million in grants to 22 regional councils in country NSW, to build public transport facilities and improve regional tourism links.

Intrastate Air Transport

Reduced fares and increased patronage have been among the benefits arising from the introduction of service competition on the higher volume intrastate air routes.

The year was, nonetheless, a difficult one in the aviation industry. Some smaller operators on lower volume routes had difficulty remaining viable, with 12 centres in NSW losing their air services. The NSW Government convened an Air Transport Summit in June 2001, which resulted in the establishment of a 19-member working party to find ways of meeting the ongoing aviation needs of country NSW. In addition, the Minister for Transport obtained the agreement of the Australian Transport Council to review cost pressures on small regional air operators.

Rail Services in Regional NSW

Increased funding from \$167.2 million (1999/2000) to \$256.4 million was made available to Rail Infrastructure Corporation to ensure larger parts of the rail network are open and available for use by rail operators. \$72.2 million was made in service payments to the Freight Rail Corporation.

Future Directions

- Continue to promote the development of public transport infrastructure throughout regional and rural NSW.
- Develop strategies, in partnership with local communities and all key government and non-government agencies, to ensure a better co-ordinated approach to transport planning and service delivery in rural and regional NSW.
- Develop a practical model for the better delivery of passenger transport services in rural and regional NSW and promote its use across the State.
- Process 2001 Census 'Journey to Work' data for regional NSW to provide for the first time detailed employment and travel to work statistics for regional areas.
- Monitor and evaluate the success of the cross-border trial of taxi services between Canberra and Queanbeyan.
- Continue to represent rural and regional centres at a Commonwealth level to ensure country air services are maintained.

ENVIRONMENTAL RESPONSIBILITY

Helping communities minimise the impact of transport on the environment

Priorities

- **DEVELOP AND IMPLEMENT STRATEGIES AND PROJECTS TO MINIMISE THE IMPACT OF TRANSPORT ON THE ENVIRONMENT.**
- **COLLECT DATA TO MONITOR MEASURES SUCH AS THE RATE OF VEHICLE KILOMETRES TRAVELLED AND THE RATE OF PUBLIC TRANSPORT USE.**
- **DEVELOP STRATEGIES TO ENCOURAGE BICYCLE USE AND WALKING.**
- **LEAD TRANSPORT PORTFOLIO PARTICIPATION IN MEETING STATE AND NATIONAL ENVIRONMENTAL STRATEGY AND ASSESSMENT OBLIGATIONS.**
- **IMPLEMENT SOLUTIONS TO REDUCE PASSENGER AND FREIGHT TRANSPORT IMPACTS ON THE ENVIRONMENT (EG. MARINE, NOISE AND LAND POLLUTION IMPACTS).**