



Appendices

State Transit Authority of New South Wales

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Statutory Information

1. Summary of Land

In accordance with Section 41B(1)(d) of the Public Finance and Audit Act, 1983, stated below is a summary of the Authority's land holding as at 30 June 2008 according to actual use of the land.

Land Use Classification	\$000
Bus Depots	121,800
Minor Operational assets	439
Commercial properties	4,143
Total	126,382

Disposal of property

During the year State Transit did not dispose of any properties.

2. Capital Works Expenditure

Major Works	Completion Date	\$000
Bus Replacement Program		
5 Metro Buses		
3 Chassis delivered	June 09	1,245
250 Volvo Diesel Buses		
100 Buses delivered	June 11	22,955
255 Mercedes CNG Buses		
13 Buses delivered	June 11	29,704

Statutory Information

3. Consolidated Income and Expenditure Statements

Comparison between Actual and Budget

For the year ending 30 June 2008

Land Use Classification	2006/07 Actual \$'000	2007/08 Actual \$'000	2007/08 Budget \$'000	Variance \$'000	Variance %	2008/09 Budget \$'000
Income						
Operational revenue	513,250	541,056	531,022	10,034	1.9%	561,175
Interest	4,776	7,145	7,680	(535)	(7.0%)	11,394
Other revenue	23,002	23,727	22,232	1,495	6.7%	26,136
Total Income	541,028	571,928	560,934	10,994	2.0%	598,705
Expenditure						
Employee benefits	291,996	340,662	318,180	(22,482)	(7.1%)	335,536
Depreciation and amortisation	34,211	32,984	36,050	3,066	8.5%	34,465
Fleet running expenses	80,204	89,916	80,289	(9,627)	(12.0%)	104,575
Borrowing costs	5,545	5,652	8,084	2,432	30.1%	8,621
Other operating costs	96,406	100,195	91,194	(9,001)	(9.9%)	95,234
Total Expenditure	508,362	569,409	533,797	(35,612)	(6.7%)	578,431
Profit/(Loss) Before Tax	32,666	2,519	27,137	(24,618)	(90.7%)	20,274

2007-08 Financial Performance compared with 2006-07

The operating result represents a decrease of \$30.1 million compared with the \$32.7 million profit from the previous year. The change was significantly influenced by an unfavourable actuarial adjustment of \$22.2 million in retirement benefits provision.

Total revenue of \$571.9 million was an increase of \$30.9 million (5.7%) from the previous year of \$541 million. This increase was mainly due to higher operational revenue received from the Outer and Metropolitan Bus System Contracts (O/MBSC) of \$20.6 million. Revenue returned to the Government through the farebox also increased by \$13.7 million, resulting in a net increase in payments of \$6.9 million.

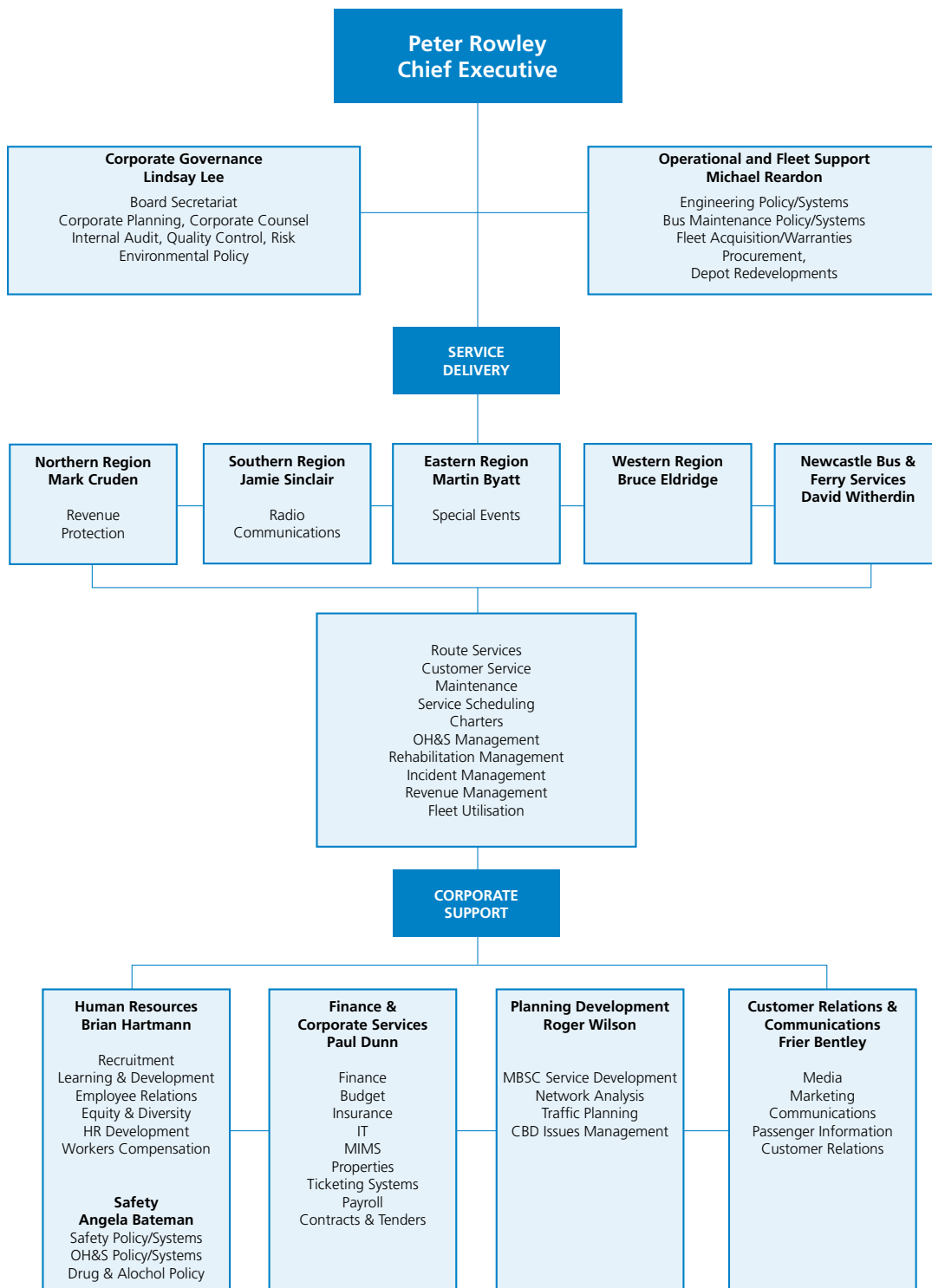
Outside the O/MBSC regime, revenue was higher than last financial year as a result of a \$4.9 million increase in bus charter income.

Excluding the adjustment for retirement benefits, payroll and related costs were \$14.5 million higher than the previous year. This was mainly due to a negotiated 4% increase in pay rates for bus drivers.

Fleet Running expenses were \$9.7 million higher than last year as a result of higher diesel fuel prices. The average diesel price per litre was 14.8% higher than the previous year, which resulted in an estimated increase of \$6.1 million in overall fleet running costs.

Organisational Items

4. Structure *



* As at 31 October 2008

Organisational Items

5. State Transit Board Members 2007/08

The Hon. Barrie Unsworth – Chairman

Mr Unsworth was appointed as Chairman of the State Transit Board in March 2004.

Mr Unsworth is the former Premier of NSW, Transport Minister in the Wran Government, Secretary of the Labor Council and Nominated Commissioner of the Public Transport Commission. He is a Director of RailCorp and Youth of the Streets Pty Ltd.

In 2003/04 Mr Unsworth carried out a major review of bus services in NSW at the request of the then Minister for Transport.

Mr Unsworth also sits as a member of the Audit Committee of the State Transit Board.

Keith Todd

Mr Todd was appointed to the Board in March 2004. He is the former Chairman of the Bus Industry Confederation and President of the Bus and Coach Association of NSW. He is also the former owner of Glenorie Bus Company. He currently chairs the Transport Management Committee of the Parramatta Rail Link. He is a Director of Parkview Leasing Pty Ltd and Chairman of the Transport Management Committee of the Transport Infrastructure Development Corporation.

Mr Todd has extensive experience in managing and operating bus companies. Mr Todd is the Chairman of the Audit Committee of the State Transit Board.

Matt Thistlethwaite

Mr Thistlethwaite is the Deputy Assistant Secretary of Unions NSW (formerly the Labor Council of NSW). He has experience in industrial relations and policy formulation in the public transport industry. Mr Thistlethwaite is a Member of the Racing Industry Advisory Council.

Mr Thistlethwaite was appointed to the Board in July 2005. Mr Thistlethwaite is a member of the Safety Committee of the State Transit Board.

Jan McClelland

Ms McClelland was appointed to the Board in March 2006. Ms McClelland is a management consultant (Managing Director, Jan McClelland and Associates Pty Ltd). Ms McClelland was previously the Director General of the Department of Education and Training and the Managing Director of the NSW TAFE Commission. Ms McClelland is the Chair of Buinesslink Pty Ltd and holds a number of directorships including the Boards of the Waste Recycling and Processing Corporation and the Festival Development Corporation. Ms McClelland is a member of the Safety Committee of the State Transit Board.

Denis Fitzgerald

Mr Fitzgerald was appointed to the Board in May 2007. Mr Fitzgerald is a senior teacher in the public education system. Mr Fitzgerald has extensive experience in industrial relations matters being previously the head of the NSW Teachers Federation and then holding a number of senior management positions in the union movement before returning to the teaching profession in recent years. Mr Fitzgerald is a member of the Executive of the NSW Teachers Federation. Mr Fitzgerald is a member of the Safety Committee of the State Transit Board.

Peter Rowley – Chief Executive

Mr Rowley was appointed as Chief Executive and as a Director of the State Transit Board in June 2008.

Organisational Items

Attendance At Board Meetings

In 2007/08 the Board met on 11 occasions and attendance was as follows:

Name	Meetings attended
The Hon BJ Unsworth	10
Mr D Fitzgerald	9
Ms Jan McClelland	8
Mr P Rowley	11
Mr M Thistlethwaite	9
Mr K Todd	11

Audit Committee

The Board has an Audit Committee to support it in fulfilling its responsibilities under the Transport Administration Act 1988.

The Audit Committee's role set out in its Charter is to assure the independence of the audit function, monitor corporate risk assessment and internal controls, review financial and other practices, review the quality and integrity of financial reports and oversee the responsibilities of the Internal Audit Manager.

The Audit Committee met on five occasions in 2007/08.

Committee members during 2007/08 were:

- Mr K Todd (Chairman)
- The Hon BJ Unsworth

Safety Committee

The Safety Committee met on two occasions in 2007/08.

Committee members during 2007/08 were:

- Ms J McClelland (Chair)
- Mr D Fitzgerald
- Mr M Thistlethwaite

Organisational Items

6. Legislation

The State Transit Authority is constituted as an operating body without policy or regulatory functions and is not charged with the administration of legislation. However, following is an overview of the legislation directly relevant to State Transit during the year under review.

Transport Administration Act

The State Transit Authority is created as a corporation by the Transport Administration Act 1988 and operates pursuant to that Act and the regulations made under the Act.

Regulations

The following regulations made under the Transport Administration Act 1988 had direct application to the State Transit Authority and were in force during the year under review:

- Transport Administration (Staff) Regulation 2005
- Transport Administration (General) Regulation 2005

Orders

Section 85 of the Transport Administration Act 1988 provides that the charges to be demanded by the State Transit Authority in respect of its bus or ferry services and/or any other purpose shall be as from time to time determined by the State Transit Authority.

See Item 8 – Implementation of 2007/08 Fares Determination for details of the Fares Orders.

Passenger Transport Act

State Transit, in common with other operators of public passenger services in New South Wales, is directly bound by the provisions of the Passenger Transport Act 1990 and the relevant regulations made under the Act.

Commercial Items

7. Government Funding and Social Program

Government funding consisted of the following:

Bus Systems Contracts

State Transit has entered into four separate Metropolitan Bus Systems Contracts (MBSC) and one Outer Metropolitan Bus Systems Contract (OMBSC) with the Ministry of Transport for the provision of bus services in Sydney and Newcastle. The term of each contract is seven years with the MBSC commencing on 1 July 2005 and the OMBSC on 1 July 2006.

Other Government Payments

Newcastle Ferry Services and Western Sydney Buses continued to receive payments from Government for providing free and concessional fares in 2007/08.

Concession reimbursements were also received from Government in the categories of pensioner and senior citizens, school students, tertiary students, the unemployed, other welfare recipients and blind civilians.

Additionally, State Transit's Stockton ferry was deficit funded in 2007/08.

8. Implementation of 2007/08 Fares Determinations

Under section 18(4) of the Independent Pricing and Regulatory Tribunal Act, State Transit is required, where there has been a determination by the Independent Pricing and Regulatory Tribunal, to include in its Annual Report particulars of how any such determination has been implemented.

The following tables summarises the determinations made by the Independent Pricing and Regulatory Tribunal in relation to Sydney bus and Newcastle bus and ferry fares and the fare changes implemented by State Transit.

1. A change in State Transit's fare scale, in accordance with the determination of the Independent Pricing and Regulatory Tribunal made in October 2007, was made by order published in Government Gazette No 167 of 9 November 2007, effective 11 November, 2007.

Ticket	IPART Determination	Implementation
Bus/Rail/Ferry TravelPasses	Bus/Rail/Ferry TravelPass fares will increase by \$2.00 for adults and \$1.00 for concessions.	All changes to Bus/Rail/Ferry TravelPass fares were within the Tribunal's guidelines.
DayTripper Ticket	The price of the BusTripper ticket will increase by 60 cents for adults and 30 cents for concessions.	The change to the price of the DayTripper ticket was within the Tribunal's guidelines.

Commercial Items

8. Implementation of 2007/08 Fares Determinations (continued)

2. A change in State Transit's fare scale, in accordance with the determination of the Independent Pricing and Regulatory Tribunal made in December 2007, was made by order published in Government Gazette No 186 of 28 December 2007, effective 2 January 2008.

Ticket	IPART Determination	Implementation
Sydney single ride bus fares	Price increases will apply to the following: Adult 1-2 Sections \$0.10 Adult 3-5 Sections \$0.10 Adult 6-9 Sections \$0.10 Adult 10-15 Sections \$0.20 Adult 16+ Sections \$0.20 Concession 1-2 Sections \$0.10 Concession 3-5 Sections \$0.10 Concession 6-9 Sections \$0.10 Concession 10-15 Sections \$0.10 Concession 16+ Sections \$0.10	All changes to single ride fares were within the Tribunal's guidelines.
Sydney TravelTens	Price increases will apply to the following: Adult 1-2 Sections \$0.80 Adult 3-5 Sections \$0.80 Adult 6-9 Sections \$0.80 Adult 10-15 Sections \$1.60 Adult 16+ Sections \$1.60 Concession 1-2 Sections \$0.40 Concession 3-5 Sections \$0.40 Concession 6-9 Sections \$0.40 Concession 10-15 Sections \$0.80 Concession 16+ Sections \$0.80	All changes to TravelTen fares were within the Tribunal's guidelines.
TravelPass Tickets (two-mode)	Adult Bus and Ferry TravelPasses will increase by either \$1.00 or \$2.00. Concession Bus and Ferry TravelPasses will rise by either \$0.50 or \$1.00.	All changes to TravelPass fares were within the Tribunal's guidelines.
BusTripper	The price of the BusTripper ticket will increase by \$0.40 for adults and \$0.20 for concessions.	The change to the price of the BusTripper ticket was within the Tribunal's guidelines.
Newcastle bus and ferry fares	The prices of the adult and concession 1 hour, 4 hours and All Day tickets will increase by between 10 and 30 cents. The price of the TimeTen 1 hour ticket will increase by 70 cents for the adult and by 30 cents for the concession. The price of the Stockton ferry single ride adult and concession tickets will remain unchanged.	All changes to bus and ferry fares in Newcastle were within the Tribunal's guidelines.
School Term Pass	The price of the School Term Pass will increase by \$1.20 to \$42.70.	The change to the price of the School Term Pass was within the Tribunal's guidelines.

Commercial Items

9. Funds Granted to Non-Government Community Organisations

State Transit made no payment to Non Government community organisations for the year 2007/08.

10. Liability Management Performance

In the year ending 30 June 2008, the market value cost of funds of State Transit's debt portfolio, which includes actual interest costs, accrued interest costs and the change in market capital value of the debt portfolio, was 5.22%, compared to the benchmark portfolio market cost of funds of 5.48%.

11. Investment Management Performance

State Transit invests its surplus short-term funds in NSW Treasury Corporation's Hour-Glass Cash Facility Trust. In the year ending 30 June 2008, State Transit's weighted average rate of return on the investment was 6.82% (net of fees and expenses). The NSW Treasury Corporation Hour-Glass Cash Facility Trust benchmark is the UBS Bank Bill Index and the benchmark return was 7.34% with no adjustment for fees and expenses.

12. Performance in Paying Accounts

State Transit's performance in paying trade creditor accounts during the year is set out below, in accordance with the requirements of the Annual Reports (Statutory Bodies) Regulation 2005:

Quarter	Amounts Paid on Time		Total Amount Paid	
	Target %	Actual %	\$000	\$000
September 2007	85	95	123,638	130,528
December 2007	85	93	106,852	115,306
March 2008	85	87	116,462	133,820
June 2008	85	88	94,984	107,036

Of the total number of invoices processed during the year, 84% were paid within the trading terms. There were no penalty interest payments made under clause 18 of the Public Finance and Audit Regulation 2005.

Quarter	Aged Transactions by Quarter			Total Amount
	Current	30-60	60-90+	\$000
September 2007	18,708	2,574	224	21,506
December 2007	20,465	1,313	45	21,823
March 2008	17,715	1,617	308	19,640
June 2008	20,835	2,249	197	23,281

Commercial Items

13. Risk Management and Insurance

State Transit's Risk Management Framework covers all areas of business activities and statutory compliance through the governance and risk structure overseen by the State Transit Board and its Audit Committee and Safety Committee. Continuous improvement under the ISO 9001:2000 Quality Management System has enhanced compliance and therefore the control of risk exposures.

State Transit's mature insurance program provided financial protection for the organisation during the year. The program spans general property, personal injury, consequential loss, motor, professional risks, general and marine liability. State Transit's risk profile has ensured lower premiums than experienced over recent years by the insured community.

The State Transit contract for insurance brokerage and claims management services has resulted in similar premiums to the previous year although the assets have increased by over 15%. The Compulsory Third Party insurance for the bus fleet is insured by Zurich Australian Insurance under Motor Accident Authority rating 6c.

14. Response to Matters Raised by the Auditor General

There were no significant issues in the 2007/08 outgoing Audit Report that required the Authority's attention.

15. Overseas Travel

During the year, State Transit officers undertook the following overseas trips:

1. Mr Roger Wilson – General Manager Planning

Date: 18 November – 27 November 2007

Destination: Singapore/Portugal

Purpose: International Benchmarking Group

2. Mr Warren Singleton – Driving Development Coordinator

Date: 20 October – 27 October 2007

Destination: Minneapolis

Purpose: Transit Trainers Workshop organised by the National Transit Institute

3. Martin Byatt – Depot Manager Kingsgrove

Date: 19 October – 27 October 2007

Destination: Berlin

Purpose: UITP training program of public transport managers

4. Martin Byatt – Acting General Manager Eastern Region

Date: 11 April – 27 April 2008

Destination: Madrid

Purpose: UITP training program of public transport managers

Commercial Items

16. Freedom of Information

During the financial year 2007/08, State Transit received 34 applications for information under the Freedom of Information Act 1989.

Section A – FOI Applications

	Personal	Other	Total
New (including transferred in)	4	28	32
Brought forward (incomplete from last year)	0	2	2
Total to Process	4	30	34
Complete	4	22	26
Transferred Out	0	0	0
Withdrawn	0	0	0
Total Processed	4	22	26
Unfinished (carried forward)	0	8	8

Section B – Result of FOI Applications

	Personal	Other	Total
Granted in full	3	13	16
Granted in part	0	6	6
Refused	1	3	4
Deferred	0	0	0
Completed	4	22	26

Section C – Reason for not providing access

	Personal	Other	Total
S25(1) (a) – exempt	1	3	4
S28 (1) (b) – documents not held	0	6	6
Total	1	9	10

Section D - Ministerial Certificates Nil

Section E - Formal Consultations Nil

Section F – Amendment of Personal Records Nil

Section G - Notation of Personal Records Nil

Commercial Items

16. Freedom of Information (continued)

Section H – Costs

Assessed Costs	Fees Received
\$63,600	\$930

Section I – Discount allowed on Fee Charged

	Personal	Other
Financial Hardship pensioner/child	0	0
Financial hardship – non-profit organisation	0	0
Other – Personal Records	\$90	0
Total	\$90	0

Section J – Days to process

Elapsed Time	Personal	Other
0 - 21 days	1	3
22 - 30 days	0	2
31 - 45 days	0	4
46+ days	3	13
Total	4	22

Section K – Hours to process

Processing Hours	Personal	Other
0-10 hours	1	2
11-21 hours	2	4
21-40 hours	1	3
40+ hours	0	13
Total	4	22

Section L – Reviews & Appeals

	Personal	Other
	0	3

Commercial Items

17. Consultancy and Professional Fees

The following table is a summary of consultants and professional services fees incurred during the year. Expenditure of the nature of providing a high level specialist or professional advice to assist decision-making by management is classified as Consultancy Fee. Generally it is the advisory nature of the work that differentiates a consultancy fee from other professional services.

1. Consultancy Fees	\$'000
(a) Where consultancy fees exceeded \$30,000	Nil
(b) Where consultancy fees paid were less than \$30,000 Fee paid to a consulting agency (Information Technology)	14
2. Professional Services	4,063

18. Committees (internal and external)

Internal Committees

Audit Committee

The Audit Committee established by the Board operates to support it in fulfilling its responsibilities under the Transport Administration Act 1988.

Safety Committee

The Safety Committee established by the Board oversees the safety program for workplace safety and operational safety for State Transit.

Direct Reports Committee

The Direct Reports Committee is the senior management committee for State Transit examining all policies and procedures for the organisation. The Direct Reports Committee has 5 sub-committees examining performance in detail against State Transit's priority areas: Safety Committee, Asset Management Committee, People Committee, Environment Committee and Quality Committee. The People Committee also oversees and directs the Ethical Affairs Priorities Statement strategies. Direct Reports conducts a monthly business review of all operations in depots against the main principal KPIs of the Corporate Plan.

19. Annual Environmental and WRAPP Report 2007/2008

Environmental Management Policy

State Transit's Environmental Management Policy was revised and reissued in 2007/08 under the Chief Executive's signature.

Executive Management Review

The Environmental Direct Reports Committee has met on four occasions in 2007/08 to review Environmental Management and address significant environmental issues related to State Transit operations.

Commercial Items

19. Annual Environmental and WRAPP Report 2007/2008 (continued)

Environmental Notices

During 2007/08, State Transit received two Environmental Penalty Notices from the Department of Environment and Climate Change (DECC) for 'motor vehicle emitting excessive air impurities'. All vehicles subject to air impurity notices are referred to the responsible depot for investigation and servicing.

Environmental Incidents

A total of 24 environmental incidents for in-service operation of the bus fleet were reported to the Environment Office, compared with the 13 reported in the previous financial year. This increased incidence reflects a heightened awareness of State Transit officers to report all environmental incidents. Incidents reported primarily related to spills or leaks resulting from accidents or mechanical failure. All environmental incidents are reviewed to ensure their appropriate management by the responsible Depot. The environmental incident report rate for 2007/08 is 0.12 incidents per million passenger trips.

Environmental Complaints Handling

In the 2007/08 financial year, 177 public environmental complaints were referred to the 131 500 number for Sydney Buses operations, compared with 153 for the previous year. The Environmental Complaint rate for Sydney Buses is 0.93 complaints per million passengers. The majority of these public complaints related to noise or smoke from buses.

Newcastle Buses received 10 complaints, compared with 9 complaints for the previous year, with a rate of 0.80 complaints per million passengers. Complaints are recorded in categories of 'noise, smoke, spillage or littering from bus' and 'depot noise pollution'. Public environmental complaints recorded on the 131 500 number are referred to the responsible depot for investigation and response.

Environmental Licenses

Following changes to the POEO (Scheduled Activities and Waste) Regulation, 2008, and the removal of 'waste activities' licensing category from Schedule 1 of the POEO Act, all of State Transit's existing licenses with the DECC for the storage and handling of class A, industrial or hazardous wastes were rescinded, with licenses listed on the DECC public register as no longer in force.

Dangerous Goods Licensing and Notification

The majority of State Transit depots store notifiable quantities of dangerous goods, mainly diesel fuel storage, and therefore have notified Workcover of these and other dangerous goods related stores held on the premises. The risks of dangerous goods storage is managed via Emergency Management Plans, Dangerous Goods Manifest, placarding, MSDSs, training and specialized dangerous goods stores.

Trade Waste Licenses

All Sydney bus depots have one or more Trade Waste Agreements with Sydney Water for the discharge of wastewaters to sewer, from bus, chassis wash, and service pit cleaning processes. All discharges are metered, sampled and monitored according to Sydney Water's agreement and acceptance conditions.

Environmental Risks

BP Australia, State Transit's bulk diesel fuel contractor, conducted Fuel System Compliance audits of the new Belmont above ground fuelling facility to establish compliance with existing fuel storage and delivery standards.

Commercial Items

19. Annual Environmental and WRAPP Report 2007/2008 (continued)

Sustainability

State Transit was accepted as a pledge signatory to the UITP Sustainability Charter in April 2008. Pledge signatory membership commits State Transit to adopting sustainability as a fundamental business objective.

Media Based Reporting – Air Quality and Emissions, Water, Noise, Lands, Energy and Waste

Air Quality

More than 60 clean Euro 5 diesel buses with SCR technology, and 13 new Euro 4 Mercedes CNG buses were delivered in 2007/08 as part of the previously announced 505 new buses contract. New fleet acquisitions helps to improve State Transit's overall fleet emissions profile and contributes to improved air quality in the Sydney region through the displacement of older Euro 2 bus emissions.

Investigation and remediation of lands for the new Leichhardt Depot Redevelopment have been completed and construction of the depot hardstand and service buildings commenced. The new depot will support some 200 clean, environmentally friendly CNG buses.

State Transit has applied for membership into the RTA Clean Fleet Program, an audited maintenance regime designed to maintain existing diesel vehicles at rated or optimal emission standards. This is achieved via adoption of stringent fault identification, scheduled maintenance, and diesel fuel quality maintenance procedures.

As a member of the NSW Cleaner Passenger Fleet Program, State Transit through State Fleet Services works to reduce total greenhouse emissions from its passenger fleet by leasing of vehicles with improved environmental performance scores and through the increasing use of E10 fuel.

Greenhouse Gas Emissions

Transport emissions derived from fuel combustion, using National Greenhouse Accounts Factors, were calculated as follows:

State Transit Service	Tonnes CO ₂ (e)
Passenger and Service vehicles under 3.5 tonnes	529
Newcastle Ferries Scope 1 direct emissions	242
Diesel Bus Fleet Scope 1 tailpipe emissions	97,575
CNG Bus Fleet Scope 1 tailpipe emissions	31,944
Total Transport Footprint	130,290 tonnes CO₂(e)

This total transport carbon footprint equates to approximately 640 tonnes CO₂-(e) per million passenger trips.

Scope 2 Greenhouse Gas Emissions for stationary sources, mainly in the form of electricity consumption accounted for 10,640,889 kWhrs or 9,470 tonnes of CO₂-e.

State Transit's total carbon footprint due to stationary and mobile sources equals 139,760 tonnes of CO₂(e). Given this exceeds the 125,000 tonne threshold for registration and reporting under the National Greenhouse and Energy Reporting Act, State Transit will be registering under this Act to measure, monitor and report its emissions annually commencing next year.

Commercial Items

19. Annual Environmental and WRAPP Report 2007/2008 (continued)

Water

State Transit bus depot operations consumed some 63,150kL of potable water at an average of 33.4kL per bus per annum. This consumption decreased by 9.6% from the previous financial year's consumption.

State Transit conserves potable water by the use of up to 80% recycled waters in bus wash facilities, with a 20% freshwater makeup to maintain clean bus wash waters. To comply with water restrictions State Transit's cleaners utilise buckets and squeegee mops to clean internal and window bus surfaces.

Stormwater

The prevention of stormwater pollution within depot environments is managed by a combination of signage, yard scrubbing, spill kits and spill response, bunding of spill risk structures, stormwater containment via Penstock or stormwater isolation valves and spill risk assessment and control of diesel fuel delivery and fuelling procedures.

For in-service prevention of spills our bus drivers contact the Radio Room for emergency assistance from the Fire Brigade and our fleet of customer service vehicles carry portable spill kits to enable a response to in-service spills in the event of an accident or mechanical failure.

Noise

During 2007/08, 12 cases of depot noise related complaints were recorded via the 131 500 public information access number. Depot based noise from bus start-ups, public announcement systems and garage radios are monitored and controlled via operational measures including noise surveys, standard operating procedures, restricted hours of operation for noisy equipment, and staff education and awareness of the importance of minimising noise and potential nuisance to nearby neighbours.

Contaminated and Remediated Lands

Burwood Bus Depot

A health risk assessment and environmental management plan has been developed for the ongoing management of Burwood contained and capped contamination, with the Voluntary Remediation Agreement with the DECC nearing closure.

Leichhardt Bus Depot

Extensive contaminated site investigation and remediation of lands for the new Leichhardt Bus Depot have been completed. A final site validation and remediation report and Environmental Management Plan has been issued for sign off by the DECC accredited auditor, under a voluntary audit process.

Leichhardt Tram Depot Remediation

Remediation of lands known as Lot 11, south of the existing Leichhardt Depot have been successfully completed under a voluntary remediation agreement with the DECC.

Energy – Electricity Consumption

In 2007/08 the Headquarters of State Transit tenancy within the Strawberry Hills Australia Post building consumed 9,161,889 kWhrs of energy whilst depot electricity consumption totalled 1,479,000 kWhrs. Total State Transit electricity consumption increased by 1% from the previous year's total.

Commercial Items

19. Annual Environmental and WRAPP Report 2007/2008 (continued)

Fuel Systems

State Transit conducts annual underground diesel fuel storage integrity tests to determine that tanks are tight. In addition, Cathodic Protection Systems are surveyed annually to ensure there is sufficient protective current to protect those assets from corrosion. Five depots have impressed current cathodic protection systems that are registered with the NSW Dept of Energy and Water, the remainder are protected by sacrificial anode systems.

Waste

Transpacific Industries Group commenced solid and liquid waste collection services for all of State Transit depots in September 2007, under a Total Waste Management contract. The contract provides for the collection and recycling of batteries, waste metal (ferrous and non ferrous), oil filters, waste oil, cardboard and paper and the collection and disposal of oily water and waste coolant. Additional waste collection services provided to State Transit by Transpacific include florescent tube recycling, turbo wash and parts washers liquid waste.

WRAPP Report

In accordance with Government requirements State Transit has reviewed and updated its WRAPP report for 2007/08.

From the commencement of the total waste management contract the following quantities of waste have been collected for recycling:

Waste Oil	1,214 tonnes
Waste Surfactants	48 tonnes
Paper	1260 cubic metres
Oil Filters	44,800 litres of oil filters crushed for scrap metal
Fluorescent Tubes	0.45 tonnes
Bus Batteries	> 35 tonnes
Steel	> 60 tonnes
Steel Drums	> 200 items

Commercial Items

20. NSW Sustainability Policy Targets

Water Target

Requirement

State Transit, as a budget dependant agency, is required under the new NSW Government Sustainability Policy to reduce its year 2005/2006 potable water consumption, i.e. 73,706 kilolitres, by 15%, to 62,650 kL by 2010/11. To achieve its target, State Transit must reduce its annual water consumption at a rate of 3% or 2,211kL per year.

Performance

The 2007/2008 financial year water consumption of 59,607 kL already exceeds the target.

Building Energy Use

State Transit, as a budget dependant agency, is required under the NSW Government Sustainability Policy to contribute to the State wide target of reducing greenhouse gas emissions from building energy use to 2000 levels (1.5m tonnes) by 2019/20 with interim targets of 1.74m tonnes by 2010/11, 1.67 m tonnes by 2013/14 and 1.59m tonnes by 2016/17.

To make an equivalent contribution to State wide targets, State Transit's Strawberry Hills headquarters current electricity consumption, measured at 1,479,000kWhrs or 1,316.3 tonnes of CO₂(e), in 2007/2008, must be returned to 2000 levels, which equates to 604,286kWhrs or 537.8 tonnes of CO₂(e) when State Transit headquarters was located on Level 29 of the Hyundi building in North Sydney. Thus, headquarters building energy use must be reduced by 59% to return headquarters building energy use to 2000 levels by 2019/2020.

Green Power

Government Agencies are to continue to purchase a minimum of 6% greenpower.

Currently, State Transit purchases 6% of its total electricity consumption as greenpower.

Environmental Performance of Buildings

Government owned or tenanted office buildings over 1000m² to:

- Obtain a NABERS rating by 31 Dec, 2008
- Achieve a NABERS rating of 4.5 stars for energy and water by 1 July 2011
- Achieve a NABERS rating of a target to be set by 30 June 2009 for waste and indoor environments by a date to be set.

Currently, the State Transit Strawberry Hills tenancy at the Australia Post headquarters building is rated at 4.5 stars, under the ABGR rating system. This is equivalent to a 4.5 Nabers Energy Rating. No Nabers water rating for the State Transit Strawberry Hills tenancy has yet been established.

Commercial Items

20. NSW Sustainability Policy Targets (continued)

Cleaner Government Fleet

Environmental Performance Score

NSW Cleaner Fleet target was to achieve an average environmental performance score of 12/20 by 2007/2008.

State Transit achieved an Environmental Performance score of 10.42/20 as of 2007/2008.

Greenhouse Gas Emission Reductions

NSW Cleaner Fleet target was to achieve a 20% reduction in greenhouse gas emissions by end of 2007/2008 based on 2004/2005 performance.

State Transit achieved a reduction of 24.4% of greenhouse gas emissions from 705 tonnes CO₂(e) in 2004/2005 to 533 tonnes CO₂(e) in 2007/2008.

21. Mobile Phones

Procedures for issuing mobile telephones to staff are outlined in State Transit's Telephone and Mobile Telephones Manual. The Chief Executive, General Managers and Depot Managers are responsible for the issuing of mobile telephones, as and when a business need is demonstrated. In 2007/08 there were 309 (242 in 2006/07) mobile telephones in use.

22. Credit Card Certification

This is to certify that Corporate Credit Cards are issued to State Transit's staff for business purposes and used in accordance with the "Credit Card use best practice Guide, (TPP05-01).



Certified by: Peter Rowley , Chief Executive Officer

Operational Items

23. Service Changes in Response to Community Consultation

Service adjustments were made in all regions to realign resources to better meet changes in demand in peak and off-peak periods.

Integrated Network Reviews

As part of the Ministry of Transport's program of bus reforms and in accordance with the Metropolitan and Outer Metropolitan Bus System Contracts, State Transit is required to review its regional networks to ensure services best reflect the needs of the travelling public.

State Transit has a number of network reviews currently underway. These will lead to changes designed to strengthen the bus network. These include:

- First stage of the Region 7 Western network review
- Region 5 Newcastle network review
- Region 9 Eastern Suburbs network review

Please see the Customer Service chapter of this report for further information.

24. Customer Response

	Sydney Buses	Newcastle Buses and Ferries	T-Way	Total
Complaints	27,903	1,539	205	29,647
Compliments	2,090	55	9	2,154
Suggestion	645	44	8	697
Query	804	81	10	895
Bus Smart*	1,319	1,814	0	3,133
Total	32,761	3,533	232	36,526

*Calls categorised as 'Bus Smart' include encouraged community feedback as part of State Transit's Integrated Network Reviews.

Main features of complaints were:

- Service complaints, including late running, lack of accommodation in peak periods and early running.
- Staff complaints, including poor driving, not stopping when signalled and rudeness.
- Ticket and fare evasion disputes.

Operational Items

25. Guarantee of Service

State Transit has renewed its commitment to raise performance standards on buses and ferries in Sydney and Newcastle to meet the objectives and deliverables of the State Plan and the Metropolitan and Outer Metropolitan Bus Service Contracts.

The commitment to customer service is supported by six main aims:

- To ensure that the service delivered reflects the travel needs of customers
- To operate buses and ferries with excellent safety standards for the benefit of passengers, staff, the general public and their property
- To provide bus and ferry services that meet high standards of frequency, timeliness, reliability and cleanliness
- To provide customers with complete, easily understood and up-to-date service information
- To develop a reputation for customer service through polite, courteous and helpful staff
- To make services more accessible for all passengers.

26. Disability Plans

State Transit maintains a Disability Strategic Plan under Section 9 of the Disability Services Act 1993 to ensure accessible public transport. It is also implementing the requirements of the Disability Standards for Accessible Public Transport 2002 under the Commonwealth Disability Discrimination Act. Progress in this area includes:

- 4,287 timetabled wheelchair accessible services on more than 204 routes across Sydney and Newcastle
- Purchase of 75 new wheelchair accessible buses bringing the total of accessible buses to 913 (>45% of fleet)
- Upgrade of 131500 website to provide wheelchair access trip planning
- Began disability access audit of over 10,000 bus stops and zones in Sydney and Newcastle to inform local municipal councils of where upgrade work is required
- Provision of disability awareness training to bus operators and other front line staff

Human Resource Items

27. Human Resources Statistics

Comparison of State Transit's staff by classification and full time equivalent over the five year period from July 2003 to June 2008

	2003/04	2004/05	2005/06	2006/07	2007/08
Operations	3,482	3,631	3,769	3,747	3,787
Maintenance	402	360	366	367	379
Administration	605	611	587	648	653
SES	13	13	13	14	11
Total	4,502	4,602	4,735	4,776	4,830
Average Full Time Equivalent	4,452	4,523	4,555	4,574	4,625
Casuals (included above)	78	82	69	54	66

Note: Figures are converted to FTEs for part time staff, and represent the average staffing levels for the year. (These figures do not include overtime hours).

28. Equal Employment Opportunity

Details of staff numbers by EEO group and income, as at June 2008 are set out below.

Level \$	Total Staff	Respon- dents	Men	Women	Aboriginal and Torres Strait Islanders	People from Racial, Ethnic, Ethno- Religious Minority Groups	People whose language first spoken was not English	People with a Disability	People with a Disability requiring Work related adjustment
< \$35,266	15	15	15	0	1	0	0	1	1
\$35,266 - \$46,319	3,589	2,846	3,280	309	30	683	735	83	83
\$46,320 - \$51,783	137	101	94	43	1	21	27	1	1
\$51,784 - \$65,526	561	315	492	69	2	73	72	12	12
\$65,527 - \$84,737	118	75	89	29	0	20	12	5	5
\$84,738 - \$105,923	96	71	70	26	0	12	13	2	2
>\$105,923 non SES	54	38	44	10	1	5	4	2	2
>\$105,923SES	0	0	0	0	0	0	0	0	0
Total	4,570	3,461	4,084	486	35	814	863	106	106

Headcount: Non-casual Employees at June by Remuneration Level of Substantive Position

Human Resource Items

28. Equal Employment Opportunity (continued)

Percent of total staff by EEO group and income as at June 2008.

Level \$	Total Staff	Respon- dents	Men	Women	Aboriginal and Torres Strait Islanders	People from Racial, Ethnic, Ethno- Religious Minority Groups	People whose language first spoken as a child was not English	People with a Disability	People with a Disability requiring Work related adjustment
<\$35,266	15	100%	100%		6.7%			7%	6.7%
\$35,266 - \$46,319	3,589	79%	91%	9%	1.1%	24%	26%	3%	2.9%
\$46,320 - \$51,783	137	74%	69%	31%	1.0%	21%	27%	1%	1.0%
\$51,784 - \$65,526	561	56%	88%	12%	0.6%	23%	23%	4%	3.8%
\$65,527 - \$84,737	118	64%	75%	25%		27%	16%	7%	6.7%
\$84,738 - \$105,923	96	74%	73%	27%		17%	18%	3%	2.8%
>\$105,923 non SES	54	70%	81%	19%	2.6%	13%	11%	5%	5.3%
>\$105,923 SES									
Total	4,570	76%	89%	11%	1.0%	24%	25%	3%	3.1%

29. Strategic Plan for Women

See report on Strategic Plan for Women Initiatives in the People section of this report.

30. Ethnic Affairs Priorities Statement and Agreements

The Corporate Plan is based on four key areas: safety, customer service, people and competitive business. The Ethnic Affairs Priority Statement strategies have been integrated in the people and customer service areas of the Corporate Plan with the key aim of developing equitable, inclusive and high performance services for all passengers and a service culture, which is trained, resourced and managed to achieve this target.

Program and Service Delivery

State Transit engages in consultation with ethnic communities regarding the introduction of new or changed bus services, using interpreters as required. In areas with a high level of ethnic diversity, brochures are produced in the predominant languages of the areas where the service changes are to be implemented.

During 2007/08, State Transit reviewed part of its western region between Parramatta and Epping. To cater for the predominant languages spoken in the area, brochures were produced in English, Chinese and Korean.

Tourism Service Information

During the year, State Transit reviewed its Tourism brochure advertising tourist tickets and Explorer services. For the first time, brochures were produced in Japanese, Chinese and Korean in addition to English. State Transit pays for advertising in major international tourism programs and features a link on the Sydney Explorer website www.sydneyexplorer.info/globetrotter for a Japanese translation of information.

Human Resource Items

30. Ethnic Affairs Priorities Statement and Agreements (continued)

Staffing

State Transit is a Registered Training Organisation. Since the implementation of the Traineeship Program in 2002, all new bus operators have been trained up to the competency of Certificate III in Transport and Distribution (Road Transport). There are modules in this program which incorporate dealing with customers from a culturally diverse background. These modules include the following:

- Working effectively with others – forms of communications
- Working in a socially diverse environment

All bus operators have been trained in these modules.

State Transit's Driver Skills Maintenance Program provides annual refresher training to existing bus operators to ensure that State Transit's customer service standards are consistently met for all passengers. A component of the program focuses on service requirements for customers of culturally diverse backgrounds.

State Transit's Management Development Program for managers and Certificate IV in Frontline Management for maintenance supervisory staff also provides staff with the skills and knowledge in fostering diversity and promoting equity in the workplace and delivering State Transit's services.

A significant proportion (25%) of State Transit employees come from a non-English speaking background. Because of the culturally and linguistically diverse background of the staff, the Learning and Development Unit has all training materials and guides written in plain English.

Retreat Spaces

State Transit demonstrates its commitment to ensuring employees from culturally diverse backgrounds can meet their religious obligations whilst at work. With 10 established retreat spaces across the organisation, employees can utilise these spaces for religious, spiritual or contemplative purposes.

Communications

The Transport Infoline website, www.131500.info, jointly supported by State Transit, RailCorp and the Ministry of Transport, has an introductory section translated into nine major languages other than English. These are Arabic, Chinese, Greek, Indonesian, Italian, Japanese, Korean, Spanish and Vietnamese. The TripPlanner on this website also gives an explanation of the facility in different languages.

Funded Services

State Transit supports the 131500 Transport Infoline and Your Say Line service, which are contracted out by the Ministry of Transport.

The company that runs these services has many staff who speak multiple languages, including many of the Asian languages and Spanish, to assist customers who are unable to discuss their issues or concerns in English.

State Transit is a client of the Department of Immigration and Multicultural Affairs, which runs the Translating and Interpreting Services (TIS), 131450, for people who do not speak English and for English speakers needing to communicate with them. TIS provides both telephone and on-site interpreters for non-English speakers. Through TIS, a three-way conversation can be arranged with the call centre agent, the caller and the interpreter. These interpreting services are paid for by State Transit.

Since 2006, interpreter services for the Your Say Line have been made available through the above arrangement in the following languages: Arabic, Bosnian, Chinese, Croatian, French, German, Greek, Italian, Japanese, Korean, Macedonian, Polish, Serbian, Turkish and Vietnamese.

Human Resource Items

30. Ethnic Affairs Priorities Statement and Agreements (continued)

Recruitment

During the 2007/08 financial year, State Transit developed and implemented a high profile advertising campaign to attract a wider section of the community to bus driving positions.

The advertising material aimed to broaden the perception of the type of people within the occupation by creating a sense of identity between prospective applicants and the job of a bus driver through a series of advertisements highlighting different aspects of the job.

The promotion targeted applicants from a range of ages and backgrounds.

In support of this advertising campaign, the jobs page on the State Transit website was updated to include fresh images and relevant information on the benefits of working for State Transit as a bus driver.

Advertisements encouraging people to visit the website were placed in prime positions in local and metropolitan press and on Internet job sites including jobs.nsw, the Australian Job Network, Seek, Mycareer and Careerone.

31. EEO Target Groups

Table 1: Trends in the Representation of EEO Groups

EEO Target Group	Benchmark or Target %	% of Total Staff			
		2005 %	2006 %	2007 %	2008 %
Women	50	10	10	11	11
Aboriginal people and Torres Strait Islanders	2	0.9	0.8	0.9	1.0
People whose language first spoken as a child was not English	20	27	26	25	25
People with a disability	12%	4	4	3	3
People with a disability requiring work-related adjustment	7%	4	3.7	3.3	3.1

Table 2: Trends in the Distribution of EEO Groups

EEO Target Group	Benchmark or Target	2005	2006	2007	2008
Women	100	110	109	113	117
Aboriginal people and Torres Strait Islanders	100	105	98	96	93
People whose language first spoken as a child was not English	100	94	95	94	95
People with a disability	100	108	103	105	106
People with a disability requiring work-related adjustment	100	108	103	105	106

Human Resource Items

Note 1: A distribution index of 100 indicates that the centre of the distribution of the EEO group across salary levels is equivalent to that of other staff. Values less than 100 mean that the EEO group tends to be more concentrated at lower salary levels than is the case for other staff. The more pronounced this tendency is, the lower the index will be. In some cases the index may be more than 100, indicating that the EEO group is less concentrated at lower salary levels

Note 2: Excludes Casuals

32. Occupational Health, Safety and Rehabilitation

As reported elsewhere in this report State Transit's increased focus on customer safety has resulted in a reduction of 28% in overall customer incidents in 2007/08.

State Transit's Lost Time Injury Frequency Rate (LTIFR) has continued on a downward trend over the past five years, although experienced a slight increase in the period 2007/08, from 22.2 to 23.9. Employee assaults have fallen by 36%, from 275 to 177.

State Transit commenced a comprehensive review of its Safety Management System (SMS) during the period. Aligned with the State Transit Strategic Plan, this major initiative will ensure State Transit continues to provide a safe environment for all its stakeholders well into the future.

The upgrade of bus CCTV systems continued throughout 2007/08 to improve driver and public safety. A total of 1,793 digital systems were fitted in State Transit buses during the reporting period, including retrofitting 1,711 of the existing fleet.

33. Code of Conduct and Protected Disclosures

The Code of Conduct is printed in the Employee Handbook which is a controlled document issued to all State Transit employees. The Employee Handbook is an authoritative source document relied on by both management and employees alike.

The Code of Conduct sets the standard of behaviour expected from employees.

Protected Disclosures

The subject matter of any allegation made as a protected disclosure is reported to the Audit Committee.

The Protected Disclosure Reporting system is working effectively and training of our senior staff has been completed.

The Protected Disclosure Reporting System procedures are included in the Employee Handbook. This is designed to ensure all staff are aware of the standards required in order to maintain a fraud and corruption free work environment and how they will be protected when reporting known or suspected corrupt behaviour.

Ethics

The focus of ensuring high ethical standards continued during the reporting period, supported, in particular, by training on protected disclosures. In addition, refresher training on full compliance with procurement policy and procedures was undertaken across all areas of State Transit during the reporting year to ensure that the possibility of corrupt or inappropriate practices would be avoided.

Human Resource Items

34. Privacy Management

In accordance with the Privacy and Personal Information Protection Act 1998, State Transit has implemented a Privacy Management Plan.

A copy of the Privacy Management Plan has been lodged with the Privacy Commissioner.

The plan requires employees to keep personal information secure and ensures that the information is only used for the purposes for which it is collected.

In accordance with the plan, State Transit informs all individuals at the time of collecting personal information what the information is to be used for and to whom the personal information will be passed to.

State Transit will continue to maintain and improve its current collection and storage of personal information to ensure it continues to satisfy the guidelines provided in the Act.

35. CES/SES Bands

Band	Number June 2007	Number June 2008
Level 7	1	1
Level 5	1	1
Level 4	7	8
Level 3	5	4
Total	14	14

36. Senior Executives' Qualifications

Senior Executives at 30 June 2008

Name	Position	Qualification
Frier Bentley	Director Customer Relations & Communications	BA (Comms)
Martin Byatt	A/General Manager Eastern	CTM
Mark Cruden	A/General Manager Western	CTM, Cert Urban Tpt Mgt, Cert Fitting & Machining
Paul Dunn	General Manager Finance & Administration	MBA, B Comm, ACA
Brian Hartmann	General Manager Human Resources	M Comm, Grad Dip ER, BA, Dip Teaching, MAHRI
Tony Haven	A/General Manager Northern	CTM
Lindsay Lee	Manager Corporate Governance	BA (Hons)
Michael Reardon	A/Director Operational Support	CTM
Peter Rowley	Chief Executive	MTM, CTM
Reg Ryan	Manager Corporate Finance	B Comm, FCPA
Jamie Sinclair	General Manager Southern	Adv Mgt Cert, Bus Mgt Cert, CTM
Roger Wilson	General Manager Planning	M Eng Sc, B Eng, CTM, MIE Aust
David Witherdin	General Manager Newcastle	B Eng (Civil)

Human Resource Items

37. SES Performance Review & Remuneration

John Lee, Chief Executive, SES Level 7

Period in position CEO 1 July 2007 – 10 August 2007

Peter Rowley, Chief Executive, SES Level 7

Period in position Acting CEO 11 August 2007 – 9 June 2008
CEO 10 June 2008 – 30 June 2008

Responsibilities

The Chief Executive is responsible for delivering State Transit's objectives: efficient, safe and reliable bus and ferry services; sound financial performance; social responsibility; contributions to ecologically sustainable development and regional development. The Chief Executive is responsible for developing and implementing State Transit's strategies as detailed in its Corporate Plan to meet these objectives.

Achievements

Mr Lee left State Transit in August 2007 to take up the position of Director General Department of Commerce.

Mr Lee and Mr Rowley managed State Transit effectively in 2007/08 maintaining Sydney and Newcastle Buses' reputation as a reliable public transport provider:

- On-time running performance improved in 2007/08 to reach a network wide result of 95.6% and reliability remained well over 99%.
- Significant ongoing improvements in mechanical reliability.

Key achievements for 2007/08 include:

- Exceptional growth in patronage across the Sydney Buses network with additional services introduced to meet the strong growth in peak periods.
- New network developed for Newcastle Buses following a comprehensive public consultation exercise
- State Transit played a key role in the development and operation of transport services during APEC in September 2007.
- During 2007/08 State Transit played a key role in the planning and development operation of transport services for the World Youth Day.
- Full year passenger revenues were 5.7% higher than the previous year.
- State Transit celebrated its 75th Anniversary of Government buses in New South Wales.
- The PrePay network of cashless bus services continued to expand across Sydney with significant time savings for all.
- All requirements were met for the four Metropolitan Bus System Contracts for Sydney Buses and the Outer Metropolitan Bus System Contract for Newcastle Buses.
- Security was maintained in the post-9/11 environment.
- Significant patronage growth of more than 10% by Western Sydney Buses on the Liverpool Parramatta Transitway.
- Introduced 73 low floor fully wheelchair accessible diesel Euro 5 powered buses and CNG powered buses.
- ISO 9001:2000 Quality certification maintained for State Transit's bus services.
- Significant investment made in the redevelopment of depots at Leichhardt, Brookvale and Ryde in accordance with the depot strategy of building capacity for the future.

Human Resource Items

The Board of State Transit and the Minister for Transport have indicated that they are satisfied that the performance targets specified in Mr Lee's and Mr Rowley's performance contracts have been achieved and exceeded.

SES Remuneration

State Transit had three executives in the report period whose remuneration equals or exceeds the minimum remuneration for Senior Executive Service, Level 5:

I. Chief Executive: John Lee (to 22 August 2007)

Total Remuneration Package: \$321,700 pa

Performance Payment 2007/08: State Transit Policy specifies that no performance payments are made.

II. Chief Executive: Peter Rowley (from 23 August 2007)

Total Remuneration Package: \$320,000 pa

Performance Payment 2007/08: State Transit Policy specifies that no performance payments are made.

III. General Manager, Finance & Administration: Paul Dunn

Total Remuneration Package: \$233,449 pa

Performance Payment 2007/08: State Transit Policy specifies that no performance payments are made.

Other

38. List of Publications

In 2007/08 State Transit produced and distributed:

- 2006/07 Annual Report
- 2007/08 Corporate Plan
- Bus timetables and region guides (various)
- Various brochures and flyers, including for a number of tourist products, new and special tickets, service changes, special events and safety material.
- Transit Times (19 editions)

39. Annual Report Publication Details

The State Transit Annual Report was produced in house and designed by Transit Graphics. The Annual Report is designed as a website document (PDF) able to be printed if required by individual users. To access this Annual Report and previous years' Annual Reports please go to www.sydneybuses.info/corporate/publications.htm. Five hundred copies were also produced at a cost of \$21.65 each.

40. Electronic Service Delivery

The State Government made a commitment via the ESD program to ensure that NSW Government agencies have the systems to do business and provide customer-focused services electronically (eGovernment) by December 2001. State Transit has implemented and continues to refine and expand its EDS program.

In the 2007/08 financial year more than 3.9 million people visited State Transit or associated websites, downloading over 1.5 million regular route timetables and over 1.2 million maps from the Sydney Buses and Newcastle Buses sites.

The key customer-focused services provided electronically via the Internet include:

1. Extensive information on our services and products including the facility to print personalised timetables.
2. Sophisticated travel planning system.
3. Employment opportunities.
4. Information on the School Student Transport Scheme.
5. Performance Reports.
6. Annual reports and corporate plan.

State Transit does business electronically wherever appropriate:

1. Tenders are advertised on our website together with full documentation and disclosure of contracts awarded are posted on our website.
2. Electronic procurement processes with major suppliers are in place and are being extended wherever suppliers have the capability to do business electronically.
3. The new Intranet provides staff with payroll, leave and FAQ electronic self-service facilities.

Other

41. Key Performance Indicators

In 2007/08 Dollars

	2003/04	2004/05	2005/06	2006/07	2007/08
Consolidated State Transit					
Total revenue ('000)	\$508,883	\$530,861	\$549,566	\$552,086	\$566,706
Total expenses ('000)	\$485,747	\$536,374	\$499,688	\$518,437	\$564,186
Patronage ('000)	200,002	200,274	200,568	201,733	206,340
Kilometres ('000)	88,915	88,962	89,038	88,358	89,443
Staff	4,470	4,533	4,564	4,568	4,682
Total revenue per passenger	\$2.54	\$2.65	\$2.74	\$2.74	\$2.75
Total revenue per Km	\$5.72	\$5.97	\$6.17	\$6.25	\$6.34
Passengers per vehicle Km	2.3	2.3	2.3	2.3	2.3
Cost per passenger	\$2.43	\$2.68	\$2.49	\$2.57	\$2.73
Cost per vehicle Km	\$5.46	\$6.03	\$5.61	\$5.87	\$6.31
Passengers per employee	44,743	44,181	43,946	44,162	44,071
Vehicle Km per employee	19,891	19,625	19,509	19,343	19,104
Fleet size - buses	1,926	1,943	1,927	1,978	2,027
Fleet size - ferries	2	2	2	2	2
Sydney Bus Services					
Total revenue ('000)	\$465,863	\$480,889	\$504,774	\$507,909	\$513,276
Total expenses ('000)	\$431,348	\$475,909	\$442,776	\$455,055	\$496,234
Patronage ('000)	187,223	186,486	185,987	186,999	191,312
Kilometres ('000)	78,593	78,993	79,117	78,290	79,277
Staff	3,775	3,854	3,820	3,920	4,039
Total revenue per passenger	\$2.49	\$2.58	\$2.71	\$2.72	\$2.68
Total revenue per Km	\$5.93	\$6.09	\$6.38	\$6.49	\$6.47
Passengers per vehicle Km	2.4	2.4	2.4	2.4	2.4
Cost per passenger	\$2.30	\$2.55	\$2.38	\$2.43	\$2.59
Cost per vehicle Km	\$5.49	\$6.02	\$5.60	\$5.81	\$6.26
Passengers per employee	49,595	48,393	48,688	47,704	47,366
Vehicle Km per employee	20,819	20,498	20,711	19,972	19,628
Changeovers per 100,000 Kms					
- mechanical	16.13	15.26	12.94	12.92	12.93
- traffic	4.53	3.98	4.51	4.30	4.16
Average bus vehicle age	13.0	12.8	12.7	12.6	13.2
Bus service reliability (on time)	96%	95%	95%	95%	96%
Fleet size - buses	1,729	1,745	1,733	1,790	1,832

Other

41. Key Performance Indicators (continued)

	2003/04	2004/05	2005/06	2006/07	2007/08
Newcastle Bus & Ferry Services					
Total revenue ('000)	\$34,996	\$35,230	\$35,944	\$46,346	\$46,594
Total expenses ('000)	\$46,519	\$43,600	\$42,914	\$43,738	\$44,378
Patronage ('000)	11,480	12,101	12,566	12,455	12,506
Kilometres ('000)	8,367	8,236	8,256	8,322	8,337
Staff	389	392	381	371	351
Total revenue per passenger	\$3.05	\$2.91	\$2.86	\$3.72	\$3.73
Total revenue per Km	\$4.18	\$4.28	\$4.35	\$5.57	\$5.59
Passengers per vehicle Km	1.4	1.5	1.5	1.5	1.5
Cost per passenger	\$4.05	\$3.60	\$3.42	\$3.51	\$3.55
Cost per vehicle Km	\$5.56	\$5.29	\$5.20	\$5.26	\$5.32
Passengers per employee	29,512	30,862	32,982	33,571	35,629
Vehicle Km per employee	21,509	21,005	21,669	22,431	23,752
Changeovers per 100,000 Kms					
- mechanical	10.95	12.26	8.93	9.01	5.71
- traffic	2.28	2.19	2.24	2.37	1.84
Average bus vehicle age	12.6	12.6	12.8	13.6	11.7
Bus service reliability (on time)	98%	98%	98%	98%	99%
Fleet size - buses	180	181	177	171	178
Fleet size - ferries	2	2	2	2	2
Western Sydney Buses					
Total revenue ('000)	\$3,316	\$3,957	\$4,402	\$4,495	\$5,297
Total expenses ('000)	\$6,931	\$6,791	\$6,320	\$6,281	\$6,860
Patronage ('000)	1,299	1,687	2,015	2,279	2,522
Kilometres ('000)	1,955	1,733	1,665	1,746	1,829
Staff	47	48	49	52	51
Total revenue per passenger	\$2.55	\$2.35	\$2.18	\$1.97	\$2.10
Total revenue per Km	\$1.70	\$2.28	\$2.64	\$2.57	\$2.90
Passengers per vehicle Km	0.7	1.0	1.2	1.3	1.4
Cost per passenger	\$5.34	\$4.03	\$3.14	\$2.76	\$2.72
Cost per vehicle Km	\$3.55	\$3.92	\$3.80	\$3.60	\$3.75
Passengers per employee	27,638	35,146	41,122	43,827	49,451
Vehicle Km per employee	41,596	36,098	33,980	33,577	35,863
Changeovers per 100,000 Kms					
- mechanical	8.18	11.72	9.37	8.93	5.52
- traffic	6.14	5.37	2.22	2.12	2.73
Average bus vehicle age	1.0	0.0	1.0	2.0	3.0
Fleet size - buses	17	17	17	17	17

Other

42. Contact Details

Hours of Service

8.30am to 5.00pm, Monday to Friday

Sydney Buses and Newcastle Buses and Ferry Information

131500, 6.00am to 10.00pm daily

Head Office

Level 1, 219-241 Cleveland Street,
Strawberry Hills NSW 2010
Telephone: (02) 9245 5777

Sydney Bus Depots

Brookvale	(02) 9941 5816
Burwood	(02) 9582 4444
Kingsgrove	(02) 9582 3015
Leichhardt	(02) 9582 5915
Mona Vale	(02) 9997 1258
North Sydney	(02) 9245 5260
Port Botany	(02) 9582 7614
Randwick	(02) 9298 6714
Ryde	(02) 9941 6814
Waverley	(02) 9298 6623
Willoughby	(02) 9941 9214

Western Sydney Bus Depot

Bonnyrigg (02) 9610 7724

Newcastle Bus Depots

Belmont (02) 4945 0333
Hamilton (02) 4947 1600

Newcastle Ferry Services

(02) 4974 1160

Website Addresses

www.sta.nsw.gov.au
www.sydneybuses.info
www.newcastlebuses.info