

## Message from the Chief Executive



Welcome to the final Regulator for 2007.

I would like to begin this edition by recommending industry take note of ITSRR's recently published Annual Report and Annual Transport Industry Safety and Reliability Reports. These reports detail ITSRR's corporate activities and performance and industry's safety and reliability outcomes for 2006-07. More information is available on pages 4 and 5.

On 20 November 2007 ITSRR, jointly with Public Transport Safety Victoria (PTSV), launched a unique package of resources to assist the rail industry in mitigating the risk of human factors related incidents.

The package is part of a national project to develop a "Rail Resource Management" training program for rail safety workers.

I would like to thank PTSV for its leadership and assistance in working collaboratively with ITSRR to develop the resources and ITSRR Advisory Board member Rob Lee for his guidance throughout the project.

On a personal note I would like to thank Mick Quinn (who recently left his role with ITSRR as Executive Director, Rail Safety Regulation) for his dedication and hard work while working with us. I wish him well in his future endeavours, particularly in his new role of Deputy Chief Executive Officer of Operations at the Civil Aviation Safety Authority (CASA).

Finally, as 2007 draws to a close, I would like to acknowledge everyone who worked in partnership with ITSRR throughout what has proved to be another productive year.

I hope you all have a wonderful festive season and look forward to working with you again in 2008 as we strive for continued improvement in rail, bus and ferry safety in NSW.



Carolyn Walsh  
Chief Executive  
ITSRR

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## Update on proposed changes to NSW rail safety legislation

NSW is committed to working with the National Transport Commission, the State's rail industry and other Australian regulators to introduce consistent rail safety legislation and improve safety management in Australia.

To progress the reforms, the Independent Transport Safety and Reliability Regulator (ITSRR) released the NSW Rail Safety Bill 2007 and supporting draft Regulations (both based on the national models) for public consultation in March and September/October 2007 respectively.

The draft Bill has been refined following the consultation process and ITSRR is reviewing industry feedback on the draft Regulations.

While the Government remains committed to rail safety reform, in order to ensure consistency between rail safety and occupational health and safety laws in NSW, the proposed amendments to rail safety legislation will not be introduced to Parliament until the outcomes of the Stein Inquiry into the Occupational Health and Safety Act 2000 have been considered fully.

ITSRR is continuing to work on systems and processes to support the new legislative regime when it is introduced.

For background information on the National Model Legislation, visit ITSRR's website at [www.transportregulator.nsw.gov.au](http://www.transportregulator.nsw.gov.au)

## Training to reduce errors and accidents

A package of training resources is now available to help the Australian rail industry minimise safety incidents caused by human error.

The package – comprising Guidelines for Rail Resource Management (RRM) and a Training Toolkit – is the first of its kind in the rail industry. The resources are intended for use by accredited rail operators, and/or organisations who conduct rail

safety work in Australian and New Zealand.

RRM is a specialised form of human factors training, designed to provide employees with the knowledge, skills and attitudes to minimise and mitigate error, improve operational performance and prevent serious accidents.

It is a practical and potentially a very valuable means of enhancing safety and efficiency, thereby adding to public confidence and sustaining the 'bottom line'. For example, the Canadian Pacific Railway recorded a 46% decrease in human-caused accidents as a result of its RRM program.

The National Rail Resource Management Project is a joint industry and government initiative sponsored by the Rail Safety Regulators Panel (RSRP) and led by ITSRR and Public Transport Safety Victoria (PTSV) with the support of the Australasian Railway Association (ARA).

Industry briefings on the RRM materials will be held in 2008.

The Guidelines for RRM and a Best Practice Review are available from ITSRR's website: [http://www.transportregulator.nsw.gov.au/human\\_factors.html](http://www.transportregulator.nsw.gov.au/human_factors.html)

For more information contact ITSRR's Human Factors Expert, Barbara Klampfer -

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From left to right: Roger Jowett, Rail, Tram and Bus Union, Melissa Radke, Queensland Transport, Mick Quinn, ITSRR, Julie Bullas, Queensland Transport, and Phil Sochon, Australasian Railway Association, following the Sydney launch of the Guidelines.

## Rail safety forum under review

A review of the Rail Safety Strategic Forum's (RSSF) terms of reference, including its focus and membership, was the key topic discussed when the Forum met for the final time in 2007 on 12 December.

The 16-member Forum, established in 2005, is aimed at facilitating open and transparent communication between ITSRR, its accredited operators and rail unions. It provides ITSRR, operators and unions with the opportunity to exchange ideas and discuss safety issues of strategic importance facing the rail industry.

As they brainstormed ideas about how the Forum could be enhanced, attendees at the December meeting agreed that the RSSF provides a valuable opportunity to network and discuss issues and ideas with colleagues from across the industry.

In early 2008, Forum members will consider revised terms of reference after which input will be sought from across the rail industry before the terms and Forum's membership are finalised.

For more information contact Jacqui Fitzgerald in ITSRR's Strategic Communications team on 8263 7129.

## Rail certification seminar

Rail certification took centre stage at an Executive Safety Seminar hosted by ITSRR and attended by around 60 people on 19 November 2007 at The Mint, Sydney.

The seminar featured guest speakers from the rail, heavy vehicle, aviation and maritime industries and examined how each industry differs in its approach to independent certification.

ITSRR would like to thank all the presenters for giving their time to share their knowledge and views on how certification works within their industry.

Presentations from the seminar are available

on ITSRR's website via the following link: <http://www.transportregulator.nsw.gov.au/aboutUs/seminar07.html>

ITSRR will continue its series of Executive Safety Seminars in 2008 so keep an eye on our website for information on future events.

## Mick Quinn moves on to aviation

ITSRR has regrettably farewelled Mick Quinn, Executive Director of the Rail Safety Regulation Division, after almost two years working with ITSRR.

Mick has taken up the role of Deputy Chief Executive Officer of Operations with the Civil Aviation Safety Authority (CASA).

His extensive experience in safety management systems and conducting safety audits, both of which are key elements of rail safety regulation in NSW, will be sorely missed.

Colin Holmes, ITSRR's Director, Rail Audit, Accreditation and Compliance, will act in the role of Executive Director, Rail Safety Regulation, while the process of recruiting a new Executive Director is undertaken.



Recently departed Executive Director Rail Safety Regulation, Mick Quinn.

## Annual and Industry Reports released



Stronger rail safety requirements, progress in implementing Waterfall Inquiry recommendations, improving trends in some key safety incident categories on the State's rail network, and increases in patronage on metropolitan rail, bus and ferry services were among the highlights of 2006-07, three annual reports published by ITSRR have revealed.

The reports are:

- The Annual Rail Industry Safety Report covering safety issues based on analysis of key safety incidents on the NSW rail network;
- The Annual Transport Reliability Report covering publicly funded rail, bus and ferry transport in NSW; and
- ITSRR's Annual Report outlining its corporate performance as a NSW Government authority.

The Annual Rail Industry Safety Report shows that the number of incidents for many key safety incident categories in 2006-07 remained consistent with that observed historically with continuing downward trends in several areas.

Some categories recorded increases compared to previous years as a result of changes in reporting requirements and improvements in detecting and recording incidents.

Through its audit and compliance program, ITSRR will continue to work with the rail industry to further reduce the number of rail safety incidents over time.

Key findings of the Report were:

- The number of rail-related passenger and public fatalities in 2006-07 was at, or close to, the lowest of the last 10 years and there were no multi-fatality accidents for the fourth year in a row.
- There is a decreasing trend in the number of trespasser/suicide-related fatalities over the last 10 years.
- A long-term increasing trend in both on and off-train fires over the last 10 years. The increase was due largely to vandalism-related activity such as lighting of papers on passenger trains.
- A decreasing trend in the number of mainline derailments over the last 10 years.
- The number of level crossing collisions in 2006-07 was the lowest observed over the last 10 years and there was a decreasing trend in the number of collisions with road vehicles at level crossings with passive protection, that is, equipped with warning signs.

The Annual Transport Reliability Report 2006-07 is more extensive than in previous years. It analyses reliability in terms of the quality, effectiveness and efficiency of publicly funded transport services and also examines the asset sustainability of the Government's rail businesses.

The Report's key findings were:

- CityRail's overall operational performance met standards set by the Government and public complaints fell.
- CityRail patronage increased by around 3% to recover to levels of 2002. However, crowding on-board trains is increasing in importance for passengers.
- Metropolitan bus patronage rose by 2.7% and passenger complaints increased markedly.

## Annual and Industry Reports released continued...

- Ferry patronage increased by between 0.5% and 1%. Reported operational performance remained strong but customer complaints increased substantially.
- There has been further improvement in infrastructure condition in RailCorp's Metropolitan Rail Area network and this will need to continue to address the maintenance backlog that had developed up to 2002.

Highlights of ITSRR's corporate performance in its Annual Report 2006-07 include:

- Development of the Draft Rail Safety Bill 2007 to implement nationally consistent rail safety legislation in NSW.
- Continued progress in implementing Waterfall Inquiry recommendations.
- Introduction of a mandatory guideline for the safety management systems of accredited rail operators.
- Conduct of research into bus performance, practices for procurement of public transport by governments around the world, and the perceptions of CityRail customers.
- Development and implementation of a framework for NSW rail, bus and ferry regulators to monitor the implementation of recommendations from independent safety investigation reports.

Copies of all three reports (printed as two publications) are being distributed to all accredited operators in December. The reports can also be accessed via ITSRR's website [www.transportregulator.nsw.gov.au](http://www.transportregulator.nsw.gov.au) under Publications.

## CityRail Customer Survey

Punctuality, train frequency, journey time, and the clarity of announcements on CityRail trains have all improved in the perception of train users according to ITSRR's annual Survey of CityRail Customers.

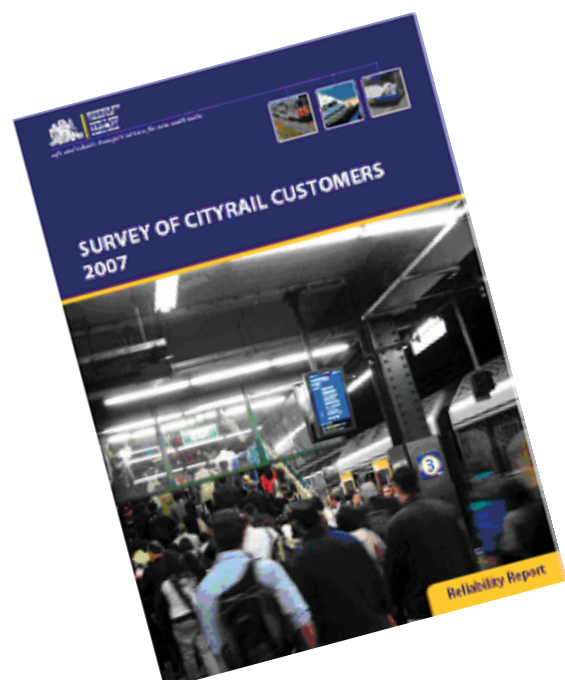
The survey – which looked at the first six months of 2007 and sampled 2,755 train commuters and 515 non-commuters from Sydney, the Blue Mountains and the Central and South Coasts – found that crowding in peak hour trains was the only aspect of service that CityRail users perceive to have worsened in the last 12 months.

ITSRR uses the survey findings to provide independent information and advice to Government, RailCorp and the community on service quality issues associated with CityRail.

The survey included questions relating to the experiences of train users' and their perceptions of CityRail services and asked train users to rate 37 aspects of service in terms of both importance and quality.

A full version of the survey can be viewed via the following link:

[http://www.transportregulator.nsw.gov.au/publications/reports/cityrail\\_survey07/cityrail\\_survey07.html](http://www.transportregulator.nsw.gov.au/publications/reports/cityrail_survey07/cityrail_survey07.html)



## Eleventh Quarterly Waterfall Report

ITSRR has published the eleventh quarterly report on the implementation of the NSW Government's response to the Special Commission of Inquiry (SCOI) into the Waterfall Rail Accident.

Further progress was made during the quarter on a number of the remaining recommendations with no slippages reported.

The major areas of activity during the reporting period 1 July 2007 to 30 September 2007 were:

- RailCorp provided ITSRR with a revised Rail Management Centre Competence Management Action Plan (Recommendations 1 and 20).
- ITSRR commenced consultation on draft regulations including requirements to ensure that rolling stock is fit for purpose (Recommendation 30).
- RailCorp commenced installation of equipment for its trials of Automatic Train Protection (ATP) technology which began in November 2007 (Recommendation 32).
- The National Transport Commission (NTC) continued work on the development of an appropriate amendment to the National Model Regulations to set requirements for data loggers (Recommendations 36 and 37).
- RailCorp developed a procedure for auditing faults identified during train preparation to determine whether they should have been

detected on stabling by the operating crew (Recommendation 53).

- RailCorp continued recruiting and filling Team Leader positions with the aim of submitting its claim for closure by 31 December 2007 (Recommendation 71).

At the end of the reporting period, the cumulative implementation progress to date for all 177 recommendations (including 127 recommendations and 50 sub-elements) was:

- 167 recommendations verified and closed
- 2 recommendations previously claimed for closure by RailCorp have been given a revised target date and status - open-acceptable response
- 2 recommendations are open-acceptable response and will be verified upon receiving RailCorp's claim for closure
- 1 recommendation is currently claimed for closure by RailCorp and is being verified by ITSRR
- 1 recommendation (the introduction of national communications technical standards) will be implemented by 2010
- 4 recommendations referred to the National Transport Commission (NTC) have revised implementation timeframes based on advice from the NTC.

The eleventh quarterly Waterfall Report is available on ITSRR's website:

[http://www.transportregulator.nsw.gov.au/publications/reports/waterfall\\_reports07/waterfallreports07.html](http://www.transportregulator.nsw.gov.au/publications/reports/waterfall_reports07/waterfallreports07.html)

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