

Report on Achievement of 2004-05 Corporate Plan Priorities

Corporate Plan Priority for 2004-05	Result
Further strengthening of the Regulatory Model for transport safety	In 2004-05 ITSRR undertook a review of the statutory framework for rail operators and led and contributed to various projects on national rail regulatory reform.
Identification of safety issues and development of strategies to promote and improve safety	ITSRR has developed a methodology to identify key safety areas on which to focus in the forthcoming year. Priorities for 2005-06 are set out in ITSRR's Corporate Plan.
Prioritisation and implementation of strategies to meet ITSRR's responsibility for monitoring the reliability of transport services	ITSRR has developed and implemented a regular monitoring and reporting framework for the reliability of publicly funded mass transit systems in NSW.
Establishment and refinement of forums for consulting with rail, bus and ferry authorities, operators and their employees, the community and national transport agencies	ITSRR has established the Transport Regulators Executive Committee; developed MOU's with other safety regulators (such as WorkCover); and established consultative and working forums such as the Executive Safety Seminar series and the Rail Safety Package Steering Committee.
Increasing organisational capability through robust corporate management systems	ITSRR has developed the framework for a Corporate Management System, implemented a professional development program, and invested in information management and technology (IM&T) projects.
Development of a regulatory response to the recommendations of the final report of the Special Commission of Inquiry into the Waterfall Rail Accident (SCOI)	ITSRR has put in place a regular monitoring and reporting process to ensure that the SCOI recommendations accepted by Government are fully implemented.
For more detailed information on the above results, see pages 23-30.	

ITSRR's Key Functions



ITSRR regulates for rail safety in NSW.

Rail Safety Regulation

ITSRR is the safety regulator of the NSW rail industry. Regulation of rail safety is achieved through:

- accrediting railway operators' safety management systems to ensure they have the capacity to run operations safely;
- verifying compliance with the *Rail Safety Act 2002* and an operators' terms of accreditation through audits, inspections and investigations;
- issuing regulations and guidelines to rail operators to provide clarity and assistance to meet their safety obligations;
- monitoring the implementation of safety initiatives, safety recommendations and safety actions;
- collecting and analysing data from operators to identify safety trends and to better target regulatory activity;
- conducting research into safety issues to identify improvements for safety regulation in NSW; and

- conducting education and awareness activities to assist rail operators to understand and comply with their obligations.

Reliability Monitoring

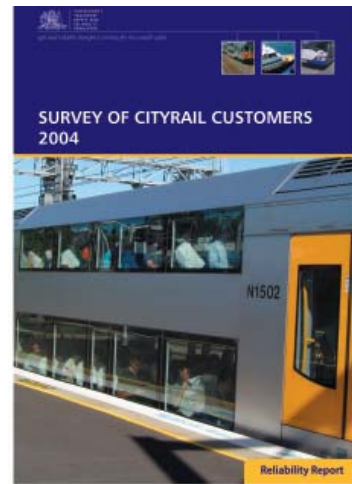
ITSRR has a role in providing advice on the performance of publicly funded transport services in relation to standards set by the NSW Government. ITSRR's function in respect to reliability relates primarily to monitoring and the preparation of reports to the Minister for Transport and the community, on reliability of publicly funded transport services.

Reliability is defined as incorporating the quality, effectiveness and efficiency of the service. It includes: fulfilling performance contracts as set by the Government (which are broader than just punctuality and include conditions on quality of service); ensuring the overall sustainability of infrastructure and networks; and any other matters as prescribed by the regulations.

In monitoring and reporting on reliability of publicly funded transport services, attention is paid to the following matters:

- fulfilment of obligations under contracts and arrangements relating to the provision of services, including timeliness and quality of services;
- management and administration of infrastructure, assets, resources and liabilities;
- customer attitudes and needs; and
- any other matters prescribed by the relevant regulations.

ITSRR's reliability monitoring role also complements its safety function. By understanding the pressures on the delivery of services and the management of infrastructure and other assets, ITSRR can identify potential conflicts between service standards and safety.



During the year, ITSRR released a report on the first independent survey of CityRail customers.

Strategic Coordination across Transport Modes

ITSRR provides strategic coordination and leadership on safety issues for public transport operations across rail, bus and ferry transport modes. This involves ITSRR working in cooperation with the regulators of buses (Ministry of Transport) and ferries (NSW Maritime) to promote consistency in safety regulation when appropriate. Reliability issues are also considered.

A primary mechanism for ITSRR to share and promote such work is, through the Transport Regulators Executive Committee (TREC).

Interaction also occurs with other safety-related agencies at the national level, particularly the

Australian Transport Council and the National Transport Commission, in respect to policy making and the development of national model rail safety legislation. ITSRR and the Office of Transport Safety Investigations (OTSI) also maintain contact and exchange of information with the Australian Transport Safety Bureau and transport safety regulators from other states.

Investigation

In 2004-05 ITSRR had two distinct investigation functions. To ensure compliance with the *Rail Safety Act 2002*, ITSRR undertook compliance investigations and initiated enforcement action as a result of investiga-

tion outcomes when appropriate. This function will continue to be undertaken by ITSRR following the separation of OTSI and ITSRR on 1 July 2005.

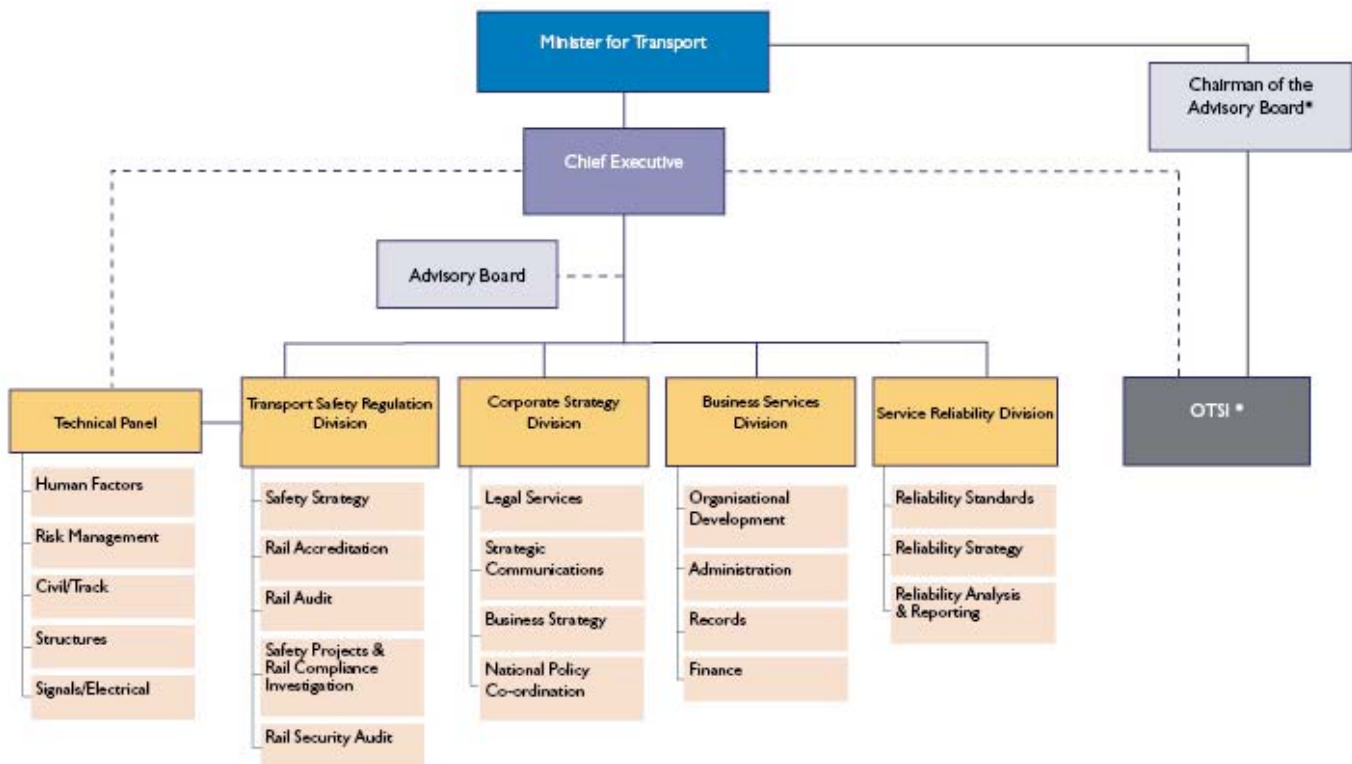
During 2004/05 OTSI undertook "just culture" investigations into serious rail, bus and ferry accidents and incidents and related transport safety issues. This function will continue to be undertaken by OTSI as a separate organisation.

The purpose of OTSI investigations is to identify what has occurred, why it has occurred and to recommend safety actions to rectify deficiencies and prevent recurrence of similar incidents. OTSI "just culture" investigations do not

seek to attribute blame, but rather establish the factors and sequences which have contributed to causing the incident. This helps identify relevant systemic issues that may need to be addressed.

OTSI also manages a Confidential Safety Information Reporting Scheme for employees of public passenger train, bus and ferry companies and freight rail operators. The Scheme enables employees to report information regarding safety occurrences and safety concerns they may be reluctant to report officially within their company, or where they have been unsuccessful in having previous internal reports addressed to their satisfaction.

ITSRR's Organisational Chart



* OTSI's reporting arrangements will change post July 2005 following the passage of amending legislation.

Forward Directions

Corporate Plan

July 05 - June 06



INDEPENDENT
TRANSPORT
SAFETY AND
RELIABILITY
REGULATOR

Vision
Safe and reliable transport services in New South Wales

Results

ITSRR works in partnership with transport operators and their employees to deliver the following results:

- Rail operators have effective safety management systems
- Rail operators have a continuously improving safety culture
- ITSRR identifies and alerts the rail industry to potential safety issues

ITSRR works in partnership with other transport safety regulators to deliver the following results:

- Government and the NSW public are informed about service reliability
- Consistent application of safety activity and public reporting across transport modes

Service Goals

In pursuit of its results, ITSRR provides the following services:

- Consistent and effective application of rail safety regulation
- Effective rail legislative and regulatory framework
- Rigorous analysis of rail safety performance information
- Effective communication to stakeholders on rail safety and transport reliability
- Provision of high quality advice and reporting on transport service reliability
- Excellence in ITSRR corporate governance
- Effective strategic management of ITSRR

Result Priorities 05-06

- Take action on identified rail safety management priorities
- Develop national model legislation and performance - based regulations for rail
- Verify and report on the implementation of the Waterfall Inquiry recommendations
- Establish and report on performance measures for transport regulators and across transport modes
- Provide advice to Government and publish reports on the performance and sustainability of publicly funded transport services

Service Priorities 05-06

- Develop and implement single integrated audit schedule, methodology and program for rail
- Define, document and implement ITSRR's corporate management system
- Define and implement effective framework to use and manage corporate knowledge
- Full implementation of ITSRR's corporate performance reporting framework
- Enhance ITSRR's capability to collect and utilise safety intelligence to determine safety management priorities for ITSRR's attention

Our Values

Professionalism: We are proud of the the quality, timeliness and independence of our work. We encourage the professional development of all our staff.

Transparency: We are open about our practices and policies, the information we collect and analyse, and the decisions we make.

Integrity: We strive to be fair, honest and trustworthy in all our dealings.

Innovation: We aim to take a leading role in transport safety and encourage the cross-fertilisation of skills and ideas across transport modes. Our practices are based on the collection and analysis of current information and ongoing learning, having a strong technical and research capability, and making decisions based on evidence.