



**Government
of South Australia**

Department of Planning,
Transport and Infrastructure

Department of Planning, Transport and Infrastructure 2016-17 Annual Report

Department of Planning, Transport and Infrastructure

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To: Hon Stephen Mullighan MP
Minister for Transport and Infrastructure

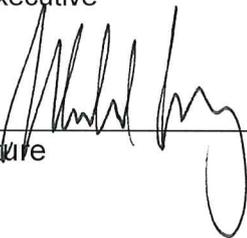
This annual report is presented to Parliament to meet the statutory reporting requirements of the *Public Sector Act 2009*, *Public Finance and Audit Act 1987* and other relevant Acts. Incorporated in this document is annual reporting by the Commissioner of Highways under the provision of the *Highways Act 1926* and by the Rail Commissioner under the provision of the *Rail Commissioner Act 2009* and meets the requirements of Premier and Cabinet Circular PC013 Annual Reporting.

This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.

Submitted on behalf of the Department of Planning, Transport and Infrastructure by:

Michael Deegan

Chief Executive


Signature _____ Date 28-9-17

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Section A: Reporting required under the *Public Sector Act 2009*, the *Public Sector Regulations 2010* and the *Public Finance and Audit Act 1987*

Agency purpose or role

Working together to connect the people and places of South Australia

The Department of Planning, Transport and Infrastructure works as part of the community to deliver effective planning policy, efficient transport, and valuable social and economic infrastructure. By harnessing the diversity of our purposes and people we strive to achieve positive outcomes that will improve the lifestyles of all South Australians every day.

Objectives

- Growth and job creation
- Enhanced liveability and connectivity between people and places, business and markets
- Community-focused and customer focused services
- Maximised use and return on infrastructure
- Optimised, safe and effective operations and workforce

Key strategies and their relationship to SA Government objectives

| Key strategy | SA Government objective |
|-------------------------|--|
| Growth and Job Creation | Creating a vibrant city Growing advanced manufacturing Realising the benefits of the mining boom for all Premium food and wine from our clean environment SASP Target 1 – Urban Spaces SASP Target 33 – Government Planning Decisions |
| Customer Experience | Creating a vibrant city An affordable place to live SASP Target 56 Strategic Infrastructure SASP Target 63 Use of Public Transport SASP Target 68 Urban development SASP Target 83 Recreation and Sport |
| Safe Travel | Safe communities, healthy neighbourhoods Creating a vibrant city SASP Target 2 Cycling SASP Target 22 Road Safety |

| Key strategy | SA Government objective |
|--|--|
| Healthy Neighbourhoods, Active Communities | An affordable place to live Safe communities, healthy neighbourhoods Premium food and wine from our clean environment SASP Target 68 Urban development SASP Target 2 Cycling |
| Effective and Sustainable Infrastructure | Creating a vibrant city Safe communities, healthy neighbourhoods Every chance for every child SASP Target 56 Strategic Infrastructure |

Agency programs and initiatives and their effectiveness and efficiency

| Program name | Indicators of performance/effectiveness/efficiency | Comments |
|-----------------------------|--|--|
| Integrated Public Transport | Metropolitan public passenger services, Total Boardings (2016-17): <ul style="list-style-type: none"> 74.8 million Performance against 2016-17 target (75.6 million): -1.1 % On-time running (arrivals within 4 minutes and 59 seconds of schedule): <ul style="list-style-type: none"> Bus: 92% (target 91%) Train: 94% (target 94%) Tram: 98% (target 99%) | Through balancing new infrastructure, new services and customer service, DPTI drives demand for public transport and enhances Adelaide's vibrancy. |
| Moving Freight | Continued major works on the North-South Corridor, the Torrens Road to River Torrens project, opened new Outer Harbor rail overpass over South Road and commenced major works on the Northern Connector and Darlington projects. Last Mile Freight Access Highlights: <ul style="list-style-type: none"> Approved Northern Expressway, Gawler Bypass link and Horrocks Hwy for 36.5m road trains from Roseworthy - Port Adelaide Approved 26m B-double along OD5 Rd and 36.5m road train access to Jamestown Saleyards from RM Williams Way | Moving Freight drives major road and marine projects for a more resilient transport system to move freight to places, businesses and markets. |

| Program name | Indicators of performance/effectiveness/efficiency | Comments |
|--|---|---|
| Transport Network Optimisation | <p>Number of road fatalities (preliminary result):</p> <ul style="list-style-type: none"> • 86 (target ≤ 86) <p>Number of serious injuries (preliminary result):</p> <ul style="list-style-type: none"> • 732 (target ≤ 600) <p>Resurfacing / reseal works 2016-17:</p> <ul style="list-style-type: none"> • Metro – 109 lane kilometres • Rural – 541 lane kilometres | South Australia optimises a high performing multi-modal transport network to provide safe and reliable journeys, informed travel choices, sustainable road access and improved customer experience. |
| Safe Communities, Healthy Neighbourhoods | <p>Children participating in sport or active recreation (number of Sports Vouchers redeemed 2016-17)</p> <ul style="list-style-type: none"> • 58 432 (target: 58 300; 2015-16 result 50 685) <p>30 Year Plan for Greater Adelaide updated and published.</p> <p>Planning Reform - Enacted transitional legislation for the <i>Planning, Development and Infrastructure Act 2016</i> and commenced implementation of new planning and development system.</p> | Safe communities and healthy neighbourhoods are created by promoting cycling, walking and public life to engage citizens actively and safely in their surrounds. |
| Government Infrastructure | <p>Value of building construction projects managed (excludes individual projects >\$300m in value)</p> <ul style="list-style-type: none"> • \$2531m (target \$2300m) <p>Client satisfaction (DPTI facilities/buildings only)</p> <ul style="list-style-type: none"> • 92% (target 92%) | DPTI delivers infrastructure for other government agencies, utilising skills in project management, procurement and collaboration to build South Australia. |

Legislation administered by the agency

As at 30 June 2017, the department was responsible for administering the following legislation:

Minister for Transport and Infrastructure

Adelaide Oval Redevelopment and Management Act 2011

Adelaide Railway Station Development Act 1984

Aerodrome Fees Act 1998

Air Navigation Act 1937

Air Transport (Route Licensing—Passenger Services) Act 2002

Alice Springs to Darwin Railway Act 1997

AustralAsia Railway (Third Party Access) Act 1999

Civil Aviation (Carriers' Liability) Act 1962

Commissioner of Public Works Incorporation Act 1917

General Tramways Act 1884

Geographical Names Act 1991

Golden Grove (Indenture Ratification) Act 1984

Government House Precinct Land Dedication Act 2016

Harbors and Navigation Act 1993

Heavy Vehicle National Law (South Australia) Act 2013

Highways Act 1926

Marine Safety (Domestic Commercial Vessel) National Law (Application) Act 2013

Maritime Services (Access) Act 2000

Metropolitan Adelaide Road Widening Plan Act 1972

Mile End Underpass Act 2005

Mobil Lubricating Oil Refinery (Indenture) Act 1976

**Morphett Street Bridge Act 1964*

Motor Vehicles Act 1959

National Soldiers Memorial Act 1949

Non-Metropolitan Railways (Transfer) Act 1997

North Haven Development Act 1972

North Haven (Miscellaneous Provisions) Act 1986

Oil Refinery (Hundred of Noarlunga) Indenture Act 1958

Passenger Transport Act 1994

Proof of Sunrise and Sunset Act 1923

Protection of Marine Waters (Prevention of Pollution from Ships) Act 1987

Public Employees Housing Act 1987

Rail Commissioner Act 2009

Rail Safety National Law (South Australia) Act 2012

Rail Transport Facilitation Fund Act 2001

Railways (Operations and Access) Act 1997

Railways (Transfer Agreement) Act 1975

Roads (Opening and Closing) Act 1991

Road Traffic Act 1961

South Australian Ports (Bulk Handling Facilities) Act 1996

South Australian Ports (Disposal of Maritime Assets) Act 2000

**Steamtown Peterborough (Vesting of Property) Act 1986*

Survey Act 1992

**Tarcoola to Alice Springs Railway Agreement Act 1974*

Terrorism (Surface Transport Security) Act 2011

Valuation of Land Act 1971

Victoria Square Act 2005

West Lakes Development Act 1969

Minister for Planning

Adelaide Cemeteries Authority Act 2001
Adelaide Show Grounds (Regulations and By-Laws) Act 1929
Character Preservation (Barossa Valley) Act 2012
Character Preservation (McLaren Vale) Act 2012
Commissioner for Kangaroo Island Act 2014
Development Act 1993
Linear Parks Act 2006
Planning, Development and Infrastructure Act 2016
Private Parking Areas Act 1986
West Beach Recreation Reserve Act 1987

Minister for Housing and Urban Development

Architectural Practice Act 2009

Minister for Road Safety

Nil

Minister for Recreation and Sport

Boxing and Martial Arts Act 2000
Recreational Greenways Act 2000
Recreation Grounds (Joint Schemes) Act 1947
Recreation Grounds Rates and Taxes Exemption Act 1981
Sports Drug Testing Act 2000

Minister for Racing

Racing (Proprietary Business Licensing) Act 2000
**Port Pirie Racecourse Site Act 1946*

Minister for Local Government

Local Government Act 1999
Local Government (Elections) Act 1999
Local Government (Implementation) Act 1999
Outback Communities (Administration and Management) Act 2009
South Australian Local Government Grants Commission Act 1992

Attorney-General - administered by the department

Bills of Sale Act 1886
Community Titles Act 1996
Electronic Conveyancing National Law (South Australia) Act 2013
Liens on Fruit Act 1923
Real Property Act 1886
Real Property (Registration of Titles) Act 1945
Registration of Deeds Act 1935
Strata Titles Act 1988
Stock Mortgages and Wool Liens Act 1924
Worker's Lien Act 1893

*Denotes Act of limited application

Organisation of the agency

Office of the Chief Executive – encompasses Portfolio Governance and Reform, Principal Cultural Advisor, and the Office of the Commissioner for Kangaroo Island.

People and Business Division - brings together our people and financial strengths.

- Customer and Information Services
- Investment Services
- Planning and Transport Policy
- People and Performance
- Commercial and Legal
- Portfolio Management Office
- Enterprise Information Management.

Safety and Service Division - puts safety and service at the forefront of everything we do and brings together our project development and building management skills.

- Asset Management
- Transport Operations
- Infrastructure Delivery
- Regulation.

Development Division– focuses on the economic opportunities that need to be realised to bring investment and employment to the State.

- Planning and Development
- Architecture and Built Environment
- Property
- Office of Recreation and Sport.

Employment opportunity programs

| Program name | Result of the program |
|---|--|
| <p>Work experience* Seven secondary students (5 males and 2 females) from across years 10, 11 and 12 participated in an unpaid work placement for up to five business days this year.</p> | <p>The work experience program was reviewed at the end of 2016, during this time, applications were still processed if a request was received. Applications reopened on 1 May 2017.</p> |
| <p>Internships The department hosted ten (recorded*) university students (7 males and 3 females) who undertook an unpaid placement in a variety of undergraduate and postgraduate discipline areas.</p> | <p>In the 2016-17 financial year the Internship program hosted 10 (recorded*) Interns (7 male and 3 female) in a variety of undergraduate and postgraduate discipline areas, including; Mechanical, Electrical and Civil/Structural Engineering, Psychology, Human Resources and Urban and Regional Planning, among others. The department is in the process of reviewing the program in order to improve and promote (internally and externally) a streamlined and desirable program.</p> |
| <p>Undergraduate Vacation Employment Over the 2016-2017 summer break, 47 undergraduates (37 males and 10 females) from six Institutes across Australia worked on projects in a range of disciplines.</p> | <p>The majority of projects (62 per cent) were in the Safety and Service Division. Successful candidates were recruited from 6 Institutes across Australia, with the majority submitted by students from the University of SA (UniSA).</p> |
| <p>Graduate Program Approximately 76 Graduates (49 males and 27 females) were employed from a wide range of discipline areas as a result of the Jobs4Youth initiative.</p> | <p>No data is available on the results on this program.</p> |

Note: *These figures are estimates only

Agency performance management and development systems

| Performance management and development system | Assessment of effectiveness and efficiency |
|--|---|
| <p>DPTI Operating Procedure 008: Managing our People outlines requirements for Performance, Development and Recognition - Developing our People.</p> <p>Data is entered into the CHRIS 21 Human Resource Management system and compliance reported bi-annually to the Office for the Public Sector.</p> | <p>78.09 per cent of employees (including managers and executives) participated in formal performance management reviews as at 20 June 2017.</p> <p>Effectiveness and efficiency not assessed in this reporting period.</p> |

| | |
|--|---|
| Performance management and development system | Assessment of effectiveness and efficiency |
| Executive Performance Management Program | The program incorporates the core competencies outlined in the South Australian Executive Service Competency Framework. It includes a Performance and Learning Agreement and is used to assess performance. |

Occupational health, safety and rehabilitation programs of the agency and their effectiveness

| Occupational health, safety and rehabilitation programs | Effectiveness |
|--|---|
| <p>Drug and Alcohol Management Program</p> <p>Under the <i>Rail Safety National Law Act 2012</i> a rail transport operator is required to have a drug and alcohol program to assist with managing workers fitness for work. The Rail Commissioner is required to have a drug and alcohol management program in place that complies with legislative requirements and provides information around drug and alcohol provisions.</p> | <p>During the 2016-17 period, 5177 alcohol tests and 837 drug tests were completed. To date, the program has randomly tested approximately 700 rail safety workers during the span of the financial year.</p> |
| <p>Health and Fitness Management Program</p> <p>To assist with managing the risks posed by the ill-health of rail safety workers. The National Standard for Health Assessment of Rail Safety Workers provides guidance for rail transport operators to meet these obligations.</p> | <p>The frequency of periodic health assessments of rail safety workers is based on risk of ill-health determined by age and safety critical level of the role.</p> <p>During 2016-17, a total of 284 people participated in the health monitoring tests and assessments:</p> <ul style="list-style-type: none"> • Category 1: Safety Critical = 198 • Category 2: Safety Critical = 66 • Category 3: Non-safety Critical = 20. |
| <p>Influenza Vaccination Program</p> <p>The department provides a yearly Voluntary Influenza vaccination program to employees. The program is run across 22 worksites and captures CBD, metro and regional locations.</p> | <p>On average the program uptake each year has been about 33 per cent of the total workforce. However, over the last four years there has been a steady increase in the participation rate up to 37 per cent, with the number of worksite increasing from 17 to 22. 40 per cent of the worksites involved in the program are regional locations.</p> |

| Occupational health, safety and rehabilitation programs | Effectiveness |
|---|---|
| <p>Employee Assistance Program The department offers employees and their immediate family members a short term counselling service for both work and personal related issues. The program also provides critical incident response as well as a specific manager assist program. A unique part of the department's Employee Assistance Program is that it offers an onsite walk and talk service. This service has traditionally been utilised by our field workers in both metro and regional locations.</p> | <p>The number of worksites utilising the onsite walk and talk service has increased from 12 locations to 17 locations in the last 12 months. The traditional face to face service has a consistent usage rate. The effectiveness of the program is based on feedback received through customer satisfaction surveys. 83 per cent of respondents to the client survey indicate they are satisfied with the service provided.</p> |
| <p>Rehabilitation Programs Generic workforce health/safety programs for injury management/prevention across the agency – i.e. manual handling. Individual Rehabilitation Programs tailored for individuals in relation to their injury and their work function – i.e. an Occupational Therapist undertaking a job analysis (which entails assessing work functions and providing recommendations about modifications to support the worker). This service is externally engaged.</p> | <p>The department achieved a significant reduction in new workplace injuries with 23 per cent fewer compared to the previous year. Workers compensation costs also reduced in the 2015 - 16 financial year.</p> |

Fraud detected in the agency

| Category/nature of fraud | Number of instances |
|-------------------------------|---------------------|
| Confirmed fraudulent activity | 1 |

Strategies implemented to control and prevent fraud

- Continue to implement and continuously improve fraud and corruption control strategies in line with Australian Standard 8001-2008 Fraud and Corruption Control.
- Development of an online Fraud and Corruption Control training tool to be mandated in the department.
- Continue to develop relationships between the Fraud and Corruption Control Officer and other business units to develop and plan projects and resources that mitigate any potential risks.
- Assess and test controls relating to fraud as part of internal audit processes.
- Continue to promote behaviour in line with Code of Ethics for the South Australian Public Sector.

Data for the past five years is available at: <https://data.sa.gov.au/data/dataset/fraud-detected-in-the-department-of-planning-transport-and-infrastructure>.

Whistle-blowers' disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Whistle-blowers' Protection Act 1993* Nil

Data for the past five years is available at: <https://data.sa.gov.au/data/dataset/whistle-blowers-disclosure-for-the-department-of-planning-transport-and-infrastructure>.

Executive employment in the agency

| Executive classification | Number of executives |
|--------------------------|----------------------|
| EXEC | 3 |
| SAES | 38 |

Data for the past five years is available at: <https://data.sa.gov.au/data/dataset/executive-employment-in-the-department-for-planning-transport-and-infrastructure>.

For further information, the [Office for the Public Sector](#) has a [data dashboard](#) on the breakdown of executive gender, salary and tenure by agency.

Consultants

The following is a summary of external consultants that have been engaged by the agency, the nature of work undertaken and the total cost of the work undertaken.

| Consultants | Purpose | Value |
|--|---|----------------|
| All consultancies below \$10 000 each | Nil | 00 |
| Consultancies above \$10 000 each | | |
| Halcrow Pty Ltd | 3000/3100 Class Railcar Structural | 146 540 |
| Ernst & Young | Work Value Assessments - Tram operators | 93 286 |
| Total all consultancies | 2 | 239 826 |

Data for the past five years is available at: <https://data.sa.gov.au/data/dataset/consultants-engaged-by-the-department-of-planning-transport-and-infrastructure>.

See also <https://www.tenders.sa.gov.au/tenders/index.do> for a list of all external consultancies, including nature of work and value. See also the Consolidated Financial Report of the Department of Treasury and Finance <http://treasury.sa.gov.au/> for total value of consultancy contracts across the SA Public Sector.

Financial performance of the agency

The following is a brief summary of the overall financial position of the agency. The information is unaudited. Full audited financial statements for 2016-17 are attached to this report.

The department received \$639.570 million in the budget, this is a 66 per cent increase on the previous year. This increase is predominately due to significant capital projects being undertaken.

In addition the department received:

- \$625.167 million in fees and charges, which was consistent with the previous year.
- \$557.025 million in Commonwealth funding to undertake significant capital projects, a significant increase from the previous year.

Overall total expenses was higher than budget expectations by 6 per cent due to:

- assets donated to other government agencies
- depreciation costs on assets previously classified as assets held for sale.

The department has assets worth \$28.635 billion. This consists mainly of network, land and building assets and Deposits at call with the Treasurer. The department has total liabilities of \$495.280 million. This mainly consists of employee entitlements and expenses due but not yet paid on supplies and services and capital projects.

Section B: Reporting required under any other Act or Regulation

Air Transport (Route Licensing-Passenger Services) Act 2002

Part 5 Section 19—Annual reports

(1) The administrative unit of the Public Service that is, under the Minister, responsible for the administration of this Act must, on or before 30 September in each year, present a report to the Minister on the operation and administration of this Act during the previous financial year.

(2) A report required under this section may be incorporated in the annual report of the relevant administrative unit.

(3) The Minister must, within 12 sitting days after receipt of a report under this section, cause copies of the report to be laid before each House of Parliament.

Reporting against the *Air Transport (Route Licensing-Passenger Services) Act 2002*

The following report is provided pursuant to section 19 of the *Air Transport (Route Licensing-Passenger Services) Act 2002*.

Operation and Administration of the Act in 2016-17

Adelaide - Port Augusta

Adelaide – Port Augusta was the only route subject to a Route Service Licence during the 2016-17 Financial Year.

The Licence expired on 31 December 2016 and Sharp Aviation Ltd, trading as Sharp Airlines committed to operate, under new licence conditions, for another three years to 31 December 2019. However, due to the declining patronage and revenues in both the regular Public Transport (RPT) and mining charters Sharp Airlines decided to exit the route on 30 May 2017 in accordance with the Licence agreement.

Subsequently, the department advertised nationwide for Expressions Of Interest (EOI) from qualified operators to fly the route in accordance with s5(3) of the *Air Transport (Route Licensing-Passenger Services) Act 2002*, “...to encourage an operator or operators of air services to establish, maintain, re-establish, increase or improve scheduled air services on the route.”

As at 27 June 2017 the department had received one EOI from a qualified operator.

A Route Licence was awarded to Regional Express Holdings Ltd (Rex) in early July 2017. The start date for air services is early September 2017, commencing no later than eight weeks from the date of commencement of the Licence.

Harbors and Navigation Act 1993

Part 2 Section 10—Annual report

(1) The CE must, on or before 31 October in each year, report on the administration of this Act during the preceding financial year.

(2) The Minister must, within six sitting days after receiving the report, cause copies to be laid before both Houses of Parliament.

Report on the administration of the *Harbors and Navigation Act 1993*

The following report is provided in accordance with Section 10 of the *Harbors and Navigation Act 1993* (the Act).

Registration and licences

Section 47 of the Act prohibits the operation of a motor boat unless the operator is the holder of a motor boat operator's licence or other qualification approved by the Chief Executive.

A range of training providers exist in South Australia providing boating safety courses with a mix of practical and/or theoretical assessment, to enable persons to obtain a boat operators licence from the department. The qualifications gained through these providers may be recognised by the CE in lieu of a formal examination.

During 2016-17 a review of the recognised boating safety training providers was conducted to ensure currency of the curriculum, and to provide the opportunity for new organisations to provide courses to facilitate the licensing of new boat operators.

Service SA Customer Service Centres and the District Council of Ceduna also provide the opportunity for boat operator licence examinations for intending boaters.

Currently there are 280 386 recreational boating licence holders and 1657 special permit holders in South Australia.

While 93 per cent of the approximately 60 000 total recreational boating fleet qualify for the six month registration option, only 24 per cent of the fleet took advantage of the opportunity. The remaining 76 per cent of the fleet have continued to use the 12 month option.

Canoes and kayaks

Canoes and Kayaks which are fitted with a small electric auxiliary motor are classified as a motor vessel and so must be registered, and the operator must be licensed. Many paddlers use small electric motors to provide a mantle of safety during outings, but find the registration and licensing requirement onerous. A pilot scheme to provide exemptions for these craft was commenced in 2014.

In 2016-17, 71 new exemptions were provided for these craft, and 16 annual renewals.

Boating safety

Safety strategies

The department facilitates an annual summer safety strategy which focuses on identified issues of safety and compliance in the boating community.

The 2016-17 summer focus was aimed at highlighting the benefit of wearing lifejackets when on the water, particularly for children.

Education and safety programs commenced during October 2016 to coincide with the traditional start of the SA boating season. A range of key messages and publications are used to convey boating safety information to the boating community.

Publications

The SA Recreational Boating Safety Handbook was reviewed and substantially updated to ensure currency and printed for distribution to marine resellers and Customer Service

Centres. Additional educational materials were created for distribution at boat shows and public events to convey key safety messages.

Marine Safety Officers attended displays at boat shows and public information sessions to engage with the boating community, provide advice and to answer questions.

Development Applications

Marine Operations provide expert advice to councils and the Department of Environment, Water and Natural Resources relating to potential hazards to navigation safety which may be created by riverfront developments, jetties and landings on the River Murray and aquaculture along the coast.

Australia New Zealand Safe Boating Education Group

Australia New Zealand Safe Boating Education Group (ANZSBEG) is a cross jurisdictional forum which brings together those responsible for the implementation of government policy on boating safety, those with a responsibility for the implementation of national/international training standards, small craft search and rescue and those that have direct communication links with the recreational boater.

The department hosted a conference in Adelaide where delegates discussed common issues of boating safety and shared ideas on educational programs and initiatives.

Lifejacket upgrade exchange program

The department has carried out extensive research and costings in preparation for the proposed lifejacket upgrade wearing campaign and education programs for the 2017-18 summer season.

Aquatic Activity Licences

Legislation provides for the granting of a licence to an organisation to use any waters within South Australia for the purpose of an aquatic sport or activity or other purpose. The department consults with the community and government stakeholders prior to the issue of any licence, and sets conditions to ensure the safe conduct of the activity.

Exemptions

Applications for exemptions from legislation are assessed and may be granted, to enable variation to safety equipment requirements, speed limits or other special needs to ensure the success of community events or works on the State's waterways.

During 2016-17, 110 Aquatic Activity Licences and 42 exemptions were issued for such events as races, exhibitions, fireworks displays, special works and construction.

Safe operation of vessels

The department employs a team of Marine Safety Officers who conduct routine and targeted patrols by land and by water to observe boating behaviors and to inspect vessels for compliance with safety equipment, registration and licensing requirements.

Approximately 4000 recreational and commercial vessels were inspected during 2016-17.

Of those inspected, 347 expiation notices were issued to the owners or operators for a range of offences, mostly related to the failure to carry items of safety equipment, or for operating whilst unlicensed or unregistered.

23 vessel accident reports were received by the department, of which 17 involved recreational vessels and 6 for commercial vessels.

Two fatalities occurred on the State's water ways in the past year from boating related incidents.

In April 2017 the Port Augusta City Council advised of safety concerns with regard to the old Great Western Bridge across the Northern Spencer Gulf. The department's Marine Operations installed buoyage to exclude vessel traffic beneath and within 40 metres of the bridge, under ministerial emergency powers to ensure the safety of boaters travelling the waterway.

Marine facilities

The State Government has contributed approximately \$2m towards boating facility upgrades in regional areas of South Australia that are owned and managed by Local Councils.

Works that have been completed include:

- Replacement of a timber structure with a pontoon system at Donovan's Landing
- Sealing of the carpark at the Beachport boat ramp
- Removal of the offshore breakwater at Baudin Beach (stage 1)
- Upgrade of the Solomontown boat ramp.

Works that are near completion include:

- Construction of a boat ramp, fixed platform and manoeuvring area at Weeroona Island
- Upgrade of the Port Hughes boat ramp, which includes a relocation of the launching ramps at Port Hughes and the construction of a concrete wharf
- Carpark extensions to the Encounter Bay boat ramp.

Thirty-four new lit beacons were installed and four existing beacons were upgraded to mark the navigation channels at Streaky Bay, Venus Bay and near Thevenard.

The South Australian Boating Facilities Strategic Plan was released by the Minister for Transport and Infrastructure on 30 June 2017 at the Boating Industry of Australia Boat Show breakfast. The Plan will be used to assess and prioritise new boating facility projects to ensure that maximum benefits are achieved for the community.

Legislation review

The department continued to explore options to vary legislation with regard to the wearing of lifejackets, with the intent to make wearing of lifejackets in specific circumstances mandatory by December 2017.

A 4 knot speed restriction on the waters of the River Murray at Long Island near Murray Bridge was revoked to enable the safe and unrestricted operation of vessels. The restriction was approved by Cabinet in 2009 in response to concerns regarding riverbank collapse during the low water conditions on the River Murray, but restoration of river levels in recent years has seen a reduction in risk resulting in the revocation of the restriction.

Two new restricted areas have been enacted in coastal areas of Adelaide during 2016-17.

Powerboats are now prohibited from operating within 200 metres of the shoreline at Henley Beach during daylight hours, from 1 December to 31 March each year. This was introduced at the request of the City of Charles Sturt and community action group Western Adelaide Coastal Residents Association.

A 4 knot speed limit for all traffic in the St Kilda entrance channel has been imposed to ensure the safe operation of vessels using the St Kilda boating marina and launching ramp.

Passenger Transport Act 1994

Part 3 Section 24A—Annual report

(1) The administrative unit of the Public Service that is, under the Minister, responsible for the administration of this Act must, on or before 30 September in each year, prepare a report on the operation and administration of this Act for the financial year ending on the preceding 30 June.

(2) The report must include specific reports on the following matters for the relevant financial year:

(a) levels of public utilisation of passenger transport services within the State;

(b) issues affecting the accessibility and utilisation of public transport within the State;

(c) the number and nature of complaints, compliments and submissions made to the Minister by members of the public under any centralised system established for the purpose under this Act;

(d) the general availability of taxis on taxi-stands in Metropolitan Adelaide, and response times to bookings within the taxi industry, and must also include any other information required by this Act.

(3) A report under this section may be incorporated into the annual report of the relevant administrative unit.

(4) The Minister must cause a copy of the report to be laid before both Houses of Parliament within 12 sitting days after the report is prepared.

Reporting against the *Passenger Transport Act 1994*

The department administers the *Passenger Transport Act 1994* (the PT Act) and Passenger Transport Regulations 2009 by planning, regulating and funding public transport services (bus, train and tram, taxi and hire car) across South Australia. Pursuant to section 24A of the PT Act the following report is provided.

Public transport bus services across metropolitan Adelaide are provided by three private bus providers, operating as SouthLink, Torrens Transit and Light-City Buses.

All metropolitan rail and tram services are operated by the department through the Rail Commissioner entity which has accreditation under the PT Act. Public transport services in regional South Australia are also administered by the department. These include regular route services (country bus services), provincial city services, integrated transport plans, special medical-related services and dial-a-ride services.

The department supports community passenger networks across regional South Australia and within metropolitan Adelaide. This program is established to facilitate access to transport for people who are transport disadvantaged. The program is jointly funded by the Commonwealth Home Support Program and the Department for Communities and Social Inclusion.

The department is committed to continually improving public transport services and infrastructure and making public transport more accessible and easier to use for all users. The bus fleet is now 90 per cent accessible (not including the rail substitute bus fleet made up of older buses kept in reserve for major rail works) compared to approximately 31 per cent in 2002.

The department's Station Upgrade Program continues to upgrade selected stations along metropolitan passenger rail lines to provide safer and more efficient services for train customers, with all improvements focusing on accessibility in line with the *Disability Discrimination Act 2002* for public transport services. Improved facilities for commuters include new shelters, improved lighting, platform furniture, additional cover, improved access, pedestrian crossings, bike enclosures, additional CCTV camera, new access paths and ramps, along with new car parking facilities.

Platform signage displays "If you need assistance to board a train, please notify staff at the accessible gate or wait near the first door of the leading train carriage." This message is also being displayed randomly on the station monitors. Department officers at the Adelaide Railway Station that monitor accessibility gates also provide 'sighted guide' assistance to passengers to board trains if needed. Information regarding accessible journeys is also published on the Adelaide Metro website.

Adelaide Metro boardings 2016-17 (millions)

The total patronage on the public transport system decreased by 0.1 per cent for the 2016-17 financial year. This decrease was largely due to line closures associated with the Torrens Road to Torrens River and Torrens Junction projects.

Total patronage by mode

| Bus | Tram | Train | Total Patronage* |
|--------|-------|--------|------------------|
| 51.123 | 9.258 | 14.381 | 74.763 |

Total patronage by passenger type

| Regular | Concession | Student | Seniors | Free Events | Special Passes | Total Patronage* |
|---------|------------|---------|---------|-------------|----------------|------------------|
| 21.506 | 24.072 | 12.359 | 7.737 | 8.665 | 0.425 | 74.763 |

Total patronage by ticket type

| Metrocard | Single trip | Daytrip | Free travel | Other | Total Patronage* |
|-----------|-------------|---------|-------------|-------|------------------|
| 57.325 | 7.555 | 1.219 | 8.665 | - | 74.763 |

Note: *The figures listed above include free travel data.

Special event services

On 23 October 2014, an amendment to the *Passenger Transport Act 1994* was enacted with respect to the management and funding of public transport for special events. The aim of the legislation is to facilitate the successful planning of special events in metropolitan Adelaide by requiring mandatory notification of major events and also to provide a mechanism for the costs of additional public transport services required for the event to be recovered where the event is considered a “commercial event”.

The key elements of the legislation include the requirement for venue managers to notify the department six months in advance (or as soon as the event is known) of any event expected to attract more than 5000 patrons and, where additional public transport services are required, that commercial events contribute to the cost of these extra services.

Events are classified as one of two different categories of event for the purposes of the legislation. The two categories are:

- **Commercial Events** – organised for profit where there is a fee for participants either in the form of a ticket or an indirect fee i.e. membership of a club or association; or
- **Community Events** – organised as not for profit, the event is open to the community and attendance is free or a voluntary donation from attendees may be sought.

Based on the information provided in the notification form, the department will make a determination regarding the need for additional or special public transport services to cater for the event and, where extra services are required, events categorised as “commercial” will be required to fund the services.

Integrated ticketing arrangements and funding contributions were successfully negotiated for a number of events, including the World Cup qualifier Socceroo’s v Saudi Arabia and the Adele concert at Adelaide Oval. Successful negotiations have been completed for the 2017-18 year including the Ed Sheeran concert at Adelaide Oval.

For the 2016-17 year, 50 per cent of the crowd for three AFL matches were carried on public transport services and a record 56 per cent for round 13 - Port Adelaide v Brisbane Lions.

The Adele concert at Adelaide Oval attracted a record crowd of 70 000 patrons, with 46 per cent of the crowd carried on public transport services.

Adelaide free services

The free City Connector service was introduced in the CBD and North Adelaide during January 2014 as a result of the integration of the City Free service funded by the department and the Adelaide Connector service operated by the Adelaide City Council. This integration enabled service and frequency improvements over previous services. Operating under contract with the Minister for Transport and Infrastructure, the City Connector has two dedicated routes. Additional late night services were provided during the Fringe Festival to encourage greater use of public transport within the City. A survey undertaken in March 2017 shows a weekly average of 22 946 passengers, nearly 2000 additional weekly passengers when compared to March 2016.

Regional services

The department regulates and contributes to funding transport services in some regional areas.

Regular route services operate across regional South Australia and link major centres to Adelaide. Services operate in the Barossa Valley, Murray Mallee, Mid North, Upper North, Far North, Riverland, Eyre, South East and Fleurieu regions.

Integrated transport services operate in the Coorong District Council, Karoonda East District Council, Murray District Council, Southern Mallee District Council, Mid Murray District Council, Southern Yorke Peninsula, Tatiara District Council, Eastern Riverland, Upper North, Mid North, Adelaide Hills, Victor Harbor and on Kangaroo Island.

Dial-a-Ride door to door services are provided in Gawler, Victor Harbor, Port Lincoln, Murray Bridge, the Copper Coast and Barossa Valley. These supplement regular timetabled services and extend the range of public transport options for these communities.

Based on data provided by country bus operators, country bus patronage in 2016-2017 was recorded as 745 398, a decrease of 3 per cent from the previous year.

The decrease in patronage has in part been attributed to cheaper regional airfares, internet banking/services/shopping and people generally choosing to use cars rather than travelling long distances on buses.

Provincial city bus services

Regular passenger services operate in South Australia's provincial cities of Port Lincoln, Port Pirie, Whyalla, Port Augusta, Murray Bridge and Mount Gambier. Provincial city services are a combination of town and school services.

Based on data provided by provincial city bus operators, patronage in 2016-17 was recorded as 425 940, unchanged from the previous year.

Complaints, commendations and submissions

Feedback on public transport

Feedback from customers about passenger transport services is welcomed as it provides the ability to improve and assess existing services and practices. Customers are presented with multiple opportunities to provide their feedback through the Adelaide Metro website, Adelaide Metro Infoline and InfoCentres, as well as social media such as Facebook and Twitter. Complaints represented approximately 0.01 per cent of total public

transport patronage (initial boardings and transfers) in the 2016-17 reporting year, with a reduction of 801 (an 8 per cent reduction) compared to the previous year.

The table below shows Feedback information on public transport

| Feedback | 2015-16 | 2016-17 |
|-------------------------------------|---------------|--------------|
| Commendations | 797 | 790 |
| Suggestions | 902 | 843 |
| Complaints | | |
| Service changes and service quality | 6 141 | 5 508 |
| Punctuality | 2 218 | 2 409 |
| Fares and ticketing | 953 | 737 |
| Passenger comfort | 899 | 775 |
| Other | 377 | 358 |
| Total complaints | 10 588 | 9 787 |

Feedback on taxi and small passenger vehicle (spv) services

The department receives complaints and commendations regarding taxis and small passenger vehicles. Complaints may lead to disciplinary action if a breach of the regulations under the Act is found to have occurred. Taxi complaints represented less than 0.01 per cent of the estimated eight million journeys provided in 2016-17.

The table below shows feedback information on taxis and small passenger vehicles

| Feedback | 2015-16 | 2016-17 |
|---------------|---------|---------|
| Commendations | 6 | 5 |
| Complaints | 375 | 318 |

Waiting times

The taxi centralised booking services reported that the average waiting time for general taxis in metropolitan Adelaide for 2016-17 was 8.5 minutes during the day (6am to 6pm), and 9.3 minutes at night (6pm to 6am). The figures include waiting times for phone-booked, hailed and taxi rank trips and meet the prescribed waiting time of 12 minutes, as stated in the conditions for accreditation.

There were 1035 general licenses in metropolitan Adelaide in 2016-17.

Access taxis

The taxi centralised booking services reported that the average waiting time for access taxis in metropolitan Adelaide for 2016-17 was 8.6 minutes during the day (6am to 6pm), and 9 minutes at night (6pm to 6am).

There are 102 general licenses with special conditions (Access Taxis).

Passenger Transport Standards Committee

The Passenger Transport Standards Committee (PTSC) is a statutory committee, established under the Act, responsible for exercising disciplinary powers under Part 4, Division 5 of the Act and for exercising or performing such other powers or functions as may be conferred on the PTSC by the Minister from time to time.

In 2016-17, the PTSC sat on 87 occasions and considered 338 matters including:

- 250 accreditation applications
- 88 disciplinary matters.

Of the 88 disciplinary matters, the PTSC:

- suspended the accreditation of 24 accredited persons for a period of time
- revoked the accreditation of 12 accredited persons and disqualified them for a period of time
- permanently disqualified one person from holding accreditation under the Act.

After holding an enquiry, the PTSC found no cause for disciplinary action against four accredited persons, while the remaining accredited persons were fined, required to undertake re-training or reprimanded.

The PTSC also determined that a country passenger transport operator undergo an audit by departmental officers on its business practices.

Reporting required under the *Carers' Recognition Act 2005*

The *Carers' Recognition Act* is deemed applicable for the following: Department for Communities and Social Inclusion, Department for Education and Child Development, Department for Health and Ageing, Department of State Development, Department of Planning, Transport and Infrastructure, South Australia Police and TAFE SA.

Section 7: Compliance or non-compliance with section 6 of the Carers Recognition Act 2005 and (b) if a person or body provides relevant services under a contract with the organisation (other than a contract of employment), that person's or body's compliance or non-compliance with section 6.

The principles of the Carers' Charter are incorporated into the department's strategic human resource framework, online training and corporate induction programs. Operating procedures set out the responsibilities of managers to assist employees to meet their caring responsibilities and provide a range of options to employees, including family carers' leave, flexible hours, flexible leave arrangements and access to special leave.

South Australians with severe and permanent disabilities which limit their capacity to use public transport independently are able to apply for transport assistance such as the Plus One Free Companion card and the South Australian Transport Subsidy Scheme. The Plus One Free Companion card provides assistance to people who cannot travel independently due to mobility, cognitive, sensory or communication impairments. Companion/carers accompanying Plus One Free Companion card holders travel on all Adelaide Metro bus, train and tram services free of charge.

The department also provides specific public transport information for carers via adelaidemetro.com.au, as well as the Adelaide Metro InfoLine and InfoCentres.

Section C: Reporting of public complaints as requested by the Ombudsman

Summary of complaints by subject

| Public complaints received by DPTI on Public Transport services | |
|--|----------------------------|
| Category of complaints by subject | Number of instances |
| Service changes and service quality | 5 508 |
| Punctuality | 2 409 |
| Fares and ticketing | 737 |
| Passenger comfort | 775 |
| Taxi and small passenger vehicle (spv) services | 318 |
| Other | 358 |

| Public complaints received by DPTI for other areas | |
|---|----------------------------|
| Category of complaints by subject | Number of instances |
| Service quality/delivery | 547 |
| Behaviour of staff | 72 |
| Service access/processes/procedures | 73 |
| Other complaints | 95 |

Data for the past two years is available at: <https://data.sa.gov.au/data/dataset/public-complaints-received-by-the-department-of-planning-transport-and-infrastructure>.

Complaint outcomes

| Nature of complaint or suggestion | Services improved or changes as a result of complaints or consumer suggestions |
|--|--|
| No announcements or showing on screens for Tonsley Trains on AFL game days | Rectified and now displaying on screens and being announced on all game days. |
| Store owners wishing to become Metrocard Agents with limited eligibility | Store owners can now become a Metrocard agent at any location once relevant fees have been paid. |

Appendix: Audited financial statements 2016-17