

PART 13

Department of Transport and Main Roads

Summary of departmental portfolio budgets

Page	Agency	2009-10 Budget \$'000	2009-10 Est. act. \$'000	2010-11 Estimate \$'000
2-112	Department of Transport and Main Roads - controlled	3,686,239	3,552,056	3,655,789
	Department of Transport and Main Roads - administered	828,040	978,391	992,722
2-138	RoadTek	476,348	519,458	488,083
2-145	TransLink Transit Authority	1,155,851	1,204,917	1,383,804

Note:

1. Explanations of variances are provided in the financial statements.

DEPARTMENTAL OVERVIEW

MINISTERIAL RESPONSIBILITY

The Minister for Transport and the Minister for Main Roads are responsible respectively for the transport and roads functions of the Department of Transport and Main Roads.

STRATEGIC ISSUES

The department's purpose is to plan, deliver and manage a transport system that connects Queensland.

A well-developed integrated transport system is essential to the continued growth and maintenance of a healthy robust economy – connecting communities, providing access to services and supporting the conduct of commerce and industry throughout the State. The department has developed the following objectives in its 2010-14 Corporate Plan:

- a sustainable transport system which promotes economic growth and enhances liveability
- a safe transport system leading to improved health and wellbeing for Queenslanders
- an accessible transport system linking people to employment, education and services
- transport-related impacts on the natural, cultural and built environments managed for the community
- enhanced capability and capacity of the transport and logistics-related industries
- enhanced leadership and stakeholder relationships improving transport outcomes for Queensland
- capable people and contemporary processes and systems enabling us to achieve our corporate objectives.

These objectives assist the department to respond to a range of strategic challenges:

- provide adequate transport options to achieve economic and social outcomes
- engage people about transport system policies and investment choices
- ensure the department's contribution to Queensland's economy remains a key driver of decision-making
- manage the impacts of climate change on the transport system
- encourage the uptake of vehicles, or travel alternatives, that increase resilience to rising oil prices and reduce emissions
- enhance capability and capacity of the department and the transport and logistics-related industries.

The department is committed to addressing the following priorities:

- ensure safety underpins everything we do
- improve investment decisions to make the best use of available resources to support Queensland's economic development and quality of life
- engage community and stakeholders about choices to be made within the transport system
- increase the climate change preparedness and energy resilience of the transport system
- embrace current and emerging technologies to improve the transport system and customer service
- create an organisation and workforce that leads transportation into the future.

The department contributes to all five of the *Toward Q2: Tomorrow's Queensland* ambitions (strong, green, smart, healthy and fair) as outlined in the 2010-14 Corporate Plan.

2010-11 HIGHLIGHTS

The following significant activities are provided for in the 2010-11 Budget:

- the Government continues to progress the implementation of the South East Queensland Infrastructure Plan and Program with a key aim of catering for population growth and managing traffic congestion. Some major projects included in the plan are:
 - the Gold Coast Rapid Transit System project which involves delivery of stages of a light rail project from Parkwood to Broadbeach;
 - continuation of the Northern Busway between Enoggera Creek and Kedron;
 - continuation of the Eastern Busway between South East Busway and Main Avenue, including bus stations at Stones Corner and Langlands Park; and
 - continuation of construction and planning of cycle links across South East Queensland.
- continuation of construction of new recreational boating facilities across the State to ensure that future infrastructure demands can be met as the recreational boating population continues to grow
- continuation of a program to introduce upgraded vehicles into school fleets across Queensland
- continuation of the upgrading of the Bruce Highway between Cooroy and Curra (Section B – Sankeys Road to Traveston Road)
- commencement of the upgrading of the Port of Brisbane Motorway to provide a two-lane motorway extension from Lindum Road and Pritchard Street
- upgrading of the Bruce Highway between Ingham and Innisfail on the Cardwell Range
- continuation of the widening to four lanes of the Douglas Arterial on the Bruce Highway (Townsville Ring Road)
- continuation of the widening of the Pacific Motorway between Nerang and Worongary
- continuation of the upgrading of the Pacific Motorway between Springwood South and Daisy Hill
- continuation of the widening of the Labrador-Carrara Road between Melia Court and Smith Street Connection Road
- continuation of the intersection improvements on Gatton-Esk Road, between the Warrego Highway and the former Esk Shire boundary, north of Gatton
- completion of the construction of Forgan Bridge and approaches in Mackay
- progress planning and preliminary works for a grade-separated crossing over the Blackwater Rail Line connecting the Capricorn Highway to the proposed Gracemere-Stanwell industrial corridor, west of Rockhampton
- continuation of the Calliope Range deviation on the Dawson Highway, west of Gladstone
- introduction of a funding pool of \$30 million for councils in western Queensland to continue improving key roads for the benefit of all regional road users
- finalisation of *Connecting SEQ 2031 – An Integrated Regional Transport Plan South East Queensland* which provides a transportation response to the SEQ Regional Plan and assists in implementing outcomes from the 2010 Queensland Growth Summit
- hosting the National Heavy Vehicle Regulator, which will be a new body to regulate the licensing, registration and use of all Australian road vehicles larger than 4.5 tonnes from 1 January 2013, under a single national system of laws.

A number of projects and other initiatives directly target South East Queensland population growth demands and urban congestion. The department will continue to balance the needs of South East Queensland and regional requirements to support industry and improve community connectivity across the State.

All Transport and Main Roads projects will focus directly on improving transport safety, public transport services, productivity and efficiency, delivering Government commitments and addressing the need to protect our existing and expanding road and transport asset – on an efficient (whole-of-life) cost basis – now, and for future generations.

Principal priorities for 2010-11 include:

- continuing investment in the road and transport system, balancing the need for enhancements and preservation of an ageing network and sustaining employment in transport and related industries
- ensuring priority strategic planning activities are completed to provide high-level guidance on scope and desired outcomes for both road infrastructure and non-infrastructure investment
- developing consistent State-wide environmental systems and processes
- focusing on infrastructure and policies to promote safety.

RECENT ACHIEVEMENTS

- provided \$3.9 million support for 11 airport infrastructure projects in rural and remote areas through the Regional Airport Development Scheme
- expended \$12.5 million through the School Bus Upgrade Scheme to replace over 200 older school buses across Queensland
- completed the rollout of the SteepBUS program with 142 contracted buses that travel on the 85 gazetted steep roads across Queensland now complying with rollover standards with lap sash seat belts and an auxiliary braking system
- funded the supply and installation of CCTV systems in 125 buses providing general route services in regional urban areas
- expended in excess of \$14 million in taxi subsidies for people with a disability who experience profound difficulties using other modes of public transport
- expended \$4.7 million over the past three years to assist in the provision of wheelchair accessible taxi vehicles to 62 taxi service areas in rural and remote Queensland
- jointly funded premium bus interchange facilities in Rockhampton (\$0.6 million) and Toowoomba (\$0.46 million) and upgraded the Gregory Street Interchange in Mackay (\$0.26 million)
- progressed the federally-funded Boom Gates for Level Crossings Program to provide 66 rail level crossing upgrades in Queensland
- released the Western Brisbane Transport Network Strategy providing a blueprint for a sustainable transport future across Brisbane's western suburbs by integrating all modes of transport
- completed the Beerwah rail crossing project
- partnered with the Australian Government and Gold Coast City Council on the \$949 million Gold Coast Rapid Transit System project with stage one (a 13 kilometre light rail corridor connecting Griffith University to Broadbeach) anticipated to be operational by early 2014
- completed the 2.1 km section of the Eastern Busway from the Eleanor Schonell Bridge to the South East Busway at Buranda
- completed the 1.2 km section of the Northern Busway from the Royal Children's Hospital to Windsor including a new busway station at Royal Brisbane and Women's Hospital (RBWH)
- developed effective road safety campaigns including "Wake up to the signs", "Slow down stupid", "Share my story" and "Shifting gears"

- processed approximately 12 million customer service centre transactions including 8% growth across a range of self service options and continued to record strong customer satisfaction levels with transactional service delivery scoring 7.7 out of 10 in the latest customer survey
- responded to the grounding of the bulk-carrier *Shen Neng 1* by activating the National Marine Oil Spill Contingency Plan and establishing incident control rooms in Brisbane and Gladstone
- reached a settlement agreement on the *Pacific Adventurer* oil discharge incident and arranged reimbursement of \$7.5 million to agencies involved in clean up activities
- commenced operation of a new Vessel Traffic Service Centre in Townsville which provides ReefVTS and port services for Abbot Point, Lucinda and Townsville ports
- completed flood immunity improvements on the Flinders Highway between Julia Creek and Cloncurry, as part of the Sustainable Resource Communities initiative
- completed duplication of the Mackay-Bucasia Road, the only link between Mackay and Northern Beaches
- completed construction of a new bridge and approaches over the Endeavour River on the Endeavour Valley Road west of Cooktown
- provided funding of \$66 million (\$234 million over 4 years) as part of the Safer Roads Sooner initiative which ensures road safety funding is spent where it will make the greatest difference in addressing fatal and serious injury road crashes
- completed construction of 14 bridges as part of the Regional Bridge Renewal Program
- completed the \$824 million upgrade of the Wacol to Darra section of the Ipswich Motorway transforming the Centenary Highway interchange from a signalised roundabout to a multi-level, free flowing system interchange
- completed the \$366 million Centenary Highway extension from Springfield to join the Cunningham Highway at Yamanto to improve the standard of living for the growing western corridor communities
- completed the upgrade of the Ipswich / Logan Interchange resulting in improved safety, traffic flow, local access and improved travel times on the Ipswich Motorway
- completed the Peninsula Developmental Road (Lily Creek to Crocodile Gap) in August 2009, improving safety and travelling conditions to Cape York
- completed the upgrade of the Bruce Highway to six lanes between Uhlmann Road and Caboolture
- continued construction of the new Ted Smout Memorial Bridge between Brighton and Redcliffe
- completed the upgrade of the Mount Lindesay Highway to four lanes between Green Road/Fedrick Street and Rosia Road
- commenced the Bruce Highway upgrade to four lanes between Sankeys Road and Traveston Crossing Road
- introduced “Open Roads” legislation and policy to strengthen powers for authorised officers to move and/or remove vehicles, loads and other items from the road as quickly as possible
- introduced heavy vehicle recovery units and other “Open Roads” initiatives to reduce crash and incident-related traffic delays
- continued to roll out the five-year, heavy vehicle rest areas program to help drivers manage fatigue and improve road safety
- launched the redeveloped 131940 Traffic and Travel Information Website to assist the travelling public in making informed travel choices, with over 77 web live camera images on State-controlled roads across the State showing traffic conditions
- introduced free-flow tolling on the Gateway and Logan Motorways in July 2009.

DEPARTMENTAL SERVICES

The Government's Performance Management Framework is being progressively implemented. The Framework no longer uses the concepts of 'outputs' and 'performance measures' that were previously used in Service Delivery Statements. They are replaced with 'services' and 'service standards'. These terms are defined in the Budget Readers' Guide. Together, they begin to provide information about how efficiently and effectively agencies deliver services within their approved Budget.

All agencies reviewed their service structures and service standards as part of this transition year. Approved changes are included in this year's Service Delivery Statement. Results against measures that have been discontinued are included in Appendix A (Book 5 of the Service Delivery Statements) for this year only. A key aspect of improving performance information is reviewing performance data. As such, each year agencies will continue to review and improve their service standards to provide better information on the effectiveness and efficiency of their services.

Rail, Ports and Aviation Systems

The objective of this service is to provide efficient and effective rail, ports, freight and aviation systems. The service promotes better transport for Queensland through the coordination of transport policy, funding and investment initiatives relating to rail, port, freight and aviation systems. The service facilitates appropriate, efficient roles for transport modes across Queensland through the use of cost-effective transport logistics and management practices; manages rail and port infrastructure investments; oversees rail safety regulation; and provides financial assistance for rural and remote aviation systems. This service contributes to the following Government ambitions:

- Strong – *Creating a diverse economy powered by bright ideas*
- Fair – *Supporting safe and caring communities*
- Healthy – *Making Queenslanders Australia's healthiest people.*

Integrated Transport Planning

The objective of this service is to deliver a sustainable transport system which integrates transport planning and land use across all levels of government and across all modes. The service delivers integrated solutions for transport infrastructure, systems and services and development assessments. This service contributes to the following Government ambitions:

- Strong – *Creating a diverse economy powered by bright ideas*
- Green – *Protecting our lifestyle and environment*
- Smart – *Delivering world-class education and training.*

Road Use Management

The objective of this service is to promote safer and sustainable use of the road transport system. The service delivers policies, regulations, licensing, registration and accreditation systems and educational programs that promote and influence a safe, efficient, accessible and ecologically sustainable road transport system. The service also manages the legislation, revenue collection, and penalties and sanctions related to road use. This service contributes to the following Government ambitions:

- Strong – *Creating a diverse economy powered by bright ideas*
- Green – *Protecting our lifestyle and environment*
- Smart – *Delivering world-class education and training.*

Maritime Safety

The objective of this service is to manage the safe and environmentally sustainable movement of vessels using Queensland's waterways. The service fosters a safe and vibrant maritime community and industry in Queensland by managing and influencing the safety of vessels and their operation. The service's prime focus is delivery of improved safety and environmental outcomes and support for State-wide economic development and improved quality of life. This service contributes to the following Government ambitions:

- Strong – *Creating a diverse economy powered by bright ideas*
- Green – *Protecting our lifestyle and environment*
- Smart – *Delivering world-class education and training*
- Healthy – *Making Queenslanders Australia's healthiest people*
- Fair – *Supporting safe and caring communities.*

Public Transport Services

The objective of this service is to provide efficient, effective, safe and economically sustainable public transport services and promote increased cycling and walking. The service connects people, opportunities and places and removes barriers to access and mobility. The service aims to provide the community of Queensland with a high quality public transport system (including school services) through the facilitation of bus, ferry, train, taxi and air services. This service contributes to the following Government ambitions:

- Strong – *Creating a diverse economy powered by bright ideas*
- Green – *Protecting our lifestyle and environment*
- Healthy – *Making Queenslanders Australia's healthiest people*
- Fair – *Supporting safe and caring communities.*

Road System Planning

The objective of this service is to ensure the long-term development of Queensland's road network as part of an integrated transport system. Activities under this service seek to provide:

- continued economic development and employment opportunities across the State
- understanding of, and response to, long-term demand drivers relevant to the road system
- balanced investment between enhancement work and funding for maintenance, preservation and operations
- development of new road infrastructure and non-infrastructure initiatives to support safe and efficient travel
- efficiency of the network to support the growing freight task
- transport decisions that meet the Government's requirements for the community.

This service contributes to the following Government ambitions:

- Strong – *Creating a diverse economy powered by bright ideas*
- Green – *Protecting our lifestyle and environment*
- Healthy – *Making Queenslanders Australia's healthiest people.*

Road Program Development and Delivery

The objective of this service is to develop and manage integrated transport projects that provide a safe, efficient and reliable transport network, while ensuring value for money. The service manages the development, implementation and monitoring of the transport program to meet the targets outlined under the Queensland Road System Performance Plan, and includes expenditure on road maintenance activities, with overall works outlined in a four-year transport system program which is published annually. This service contributes to the following Government ambitions:

- Strong – *Creating a diverse economy powered by bright ideas*
- Green – *Protecting our lifestyle and environment*
- Healthy – *Making Queenslanders Australia's healthiest people.*

Road Corridor and Network Operations

The objective of this service is to protect our lifestyle and the environment by focusing on the safe, sustainable management and operation of the road network and corridors. The service's activities include traffic operations, traffic and traveller information, incident management, heavy vehicle management, road safety management, third party access management, and road corridor environmental management. This service contributes to the following Government ambitions:

- Strong – *Creating a diverse economy powered by bright ideas*
- Green – *Protecting our lifestyle and environment*
- Healthy – *Making Queenslanders Australia's healthiest people.*

Community Transport Access Support

The objective of this service is to provide funding grants under the Transport Infrastructure Development Scheme to local government road projects and works undertaken on Aboriginal and Torres Strait Islander community access improvement projects. This service contributes to the following Government ambitions:

- Healthy – *Making Queenslanders Australia's healthiest people*
- Fair – *Supporting safe and caring communities*
- Smart – *Delivering world-class education and training.*

STAFFING¹

Service	Notes	2009-10 Budget	2009-10 Est. actual	2010-11 Estimate
Services^{2,3}				
Rail, Ports and Aviation Systems		168	169	169
Integrated Transport Planning		213	214	215
Road Use Management		2,128	2,141	2,149
Maritime Safety		560	563	563
Public Transport Services		404	406	408
Road System Planning		303	305	307
Road Program Development and Delivery		2,544	2,560	2,567
Road Corridor and Network Operations		740	745	745
Community Transport Access Support		83	84	84
Total services		7,143	7,187	7,207
BUSINESS UNITS				
RoadTek		1,708	1,680	1,703
Total business units		1,708	1,680	1,703
Total		8,851	8,867	8,910

Notes:

1. Average full-time equivalents (FTEs) over the 12 months to 30 June.
2. Corporate FTEs are allocated across the services to which they relate.
3. Transport and Main Roads has a large part-time and casual workforce. The 2009-10 Estimated actual head count is 10,958.

2010-11 SERVICE SUMMARY¹

Service area	Total cost \$'000	Sources of revenue			
		State Contribution \$'000	User charges \$'000	C'wealth revenue \$'000	Other revenue \$'000
Rail, Ports and Aviation Systems	718,830	710,816	7,978	..	36
Integrated Transport Planning	73,437	58,074	14,849	..	514
Road Use Management	322,837	236,385	45,912	..	40,540
Maritime Safety	135,455	83,476	2,886	..	49,093
Public Transport Services	361,319	321,217	38,844	..	47,258
Road System Planning	31,546	29,614	1,868	..	64
Road Program Development and Delivery	1,775,223	1,697,030	59,010	..	47,577
Road Corridor and Network Operations	141,149	131,219	9,632	..	298
Community Transport Access Support	95,993	89,803	6,125	..	65
Total	3,655,789	3,357,634	187,104	..	185,445

Note:

1. Explanations of variances are provided in the financial statements.

ADMINISTERED ITEMS

Administered activities are those undertaken by the department on behalf of the Government.

DESCRIPTION

The department administers and operates the State-wide driver licensing system, marine licensing system and vehicle and vessel registration systems. The aim of these activities is to manage access to, and use of, the transport network including protection of the network from misuse. In addition, government funding to support the TransLink Transit Authority is injected via an administered expense item.

Review of Service Performance

Recent achievements and emerging Issues

Major Revenue Items

Major administered revenue items for 2009-10 are:

- Vehicle Registration \$1.268 billion
- Transport and Traffic Fees \$250 million

Major Expense Items

Major administered expense item for 2009-10 is:

- TransLink Recurrent Grants \$863.5 million

Future developments

Major Revenue Items

Major administered revenue items for 2010-11 are:

- Vehicle Registration \$1.318 billion
- Transport and Traffic Fees \$270 million

Major Expense Items

Major administered expense item for 2010-11 is:

- TransLink Recurrent Grants \$992.7 million

Financial statements and variance explanations in relation to Administered Items appear in the financial statements section.

DEPARTMENTAL STATEMENTS

PERFORMANCE STATEMENT

Service standards	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Service: Rail, Ports and Aviation Systems				
Rail fatalities per 100,000 population		0.10	0.08	0.10
Hospitalised rail casualties per 100,000 population	1	0.28	0.39	0.40
Number of level crossing collision occurrences per 1,000,000 train kilometres travelled	2	0.50	0.21	0.45
State contribution (\$000)		701,886	707,164	710,816
Other revenue (\$000)		38,586	8,557	8,014
Total cost (\$000)		740,472	715,721	718,830
Service: Integrated Transport Planning				
Percentage of integrated transport planning projects meeting milestones		80	82	90
Total value of transport studies and investigations (\$ million)	3	10.3	21	119
State contribution (\$000)		56,462	57,625	58,074
Other revenue (\$000)		15,059	18,319	15,363
Total cost (\$000)		71,521	75,944	73,437
Service: Road Use Management				
Road fatalities per 100,000 population		7.75	6.77	7.25
Hospitalised road casualties per 100,000 population	4	N/A	N/A	N/A
Compliance officer hours on-road	5	70,100	80,000	74,155
Road transport greenhouse gas emissions (1,000 tonnes, CO ₂ eq) per 100,000 population	6	388	385	--
Road transport greenhouse gas emissions (CO ₂ eq tonnes per capita)	7	New measure	New measure	3.85
Percentage of people in target audience who have high-level awareness of road safety campaigns	8	90	90	90
Percentage of national road transport reforms implemented within specified timeframes	8	100	100	100
Average wait time in Customer Service Centres (minutes)	9	10	9	10

Service standards	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Percentage of Call Centre calls answered within three minutes		80	81	80
State contribution (\$000)		194,656	167,337	236,385
Other revenue (\$000)		82,717	84,164	86,452
Total cost (\$000)		277,373	251,501	322,837
Service: Maritime Safety				
Marine fatalities per 100,000 registered vessels	7	New measure	New measure	5.3
Officer hours preparing for ship-sourced pollutants	8,10	10,000	9,000	10,000
Number of compliance actions taken for maritime breaches	8,11	12,000	11,400	10,500
Percentage of time international standards for Aids to Navigation are met	8	95	99	95
Percentage of vessel movements without serious incidents	8			
• pilotage areas		99.8	99.8	99.8
• ReefVTS area		99.8	99.95	99.8
Percentage of commercial and fishing ship applications responded to within statutory requirement	10,12			
• licensing		100	82	95
• registration		100	81	95
Percentage of vessels rated in need of very high monitoring priority	7	New measure	New measure	0.5
State contribution (\$000)		104,594	73,633	83,476
Other revenue (\$000)		11,032	54,383	51,979
Total cost (\$000)		115,626	128,016	135,455
Service: Public Transport Services				
Wheelchair accessible taxi response times compared to regular taxi fleet response times	7	New measure	New measure	
• Peak	- Regular - Wheelchair accessible			85% within 18 min 95% within 30 min
• Off Peak	- Regular - Wheelchair accessible			85% within 10 min 95% within 20 min
Number of hours of compliance activity directed at public transport-related target groups	13	14,300	16,500	14,300

Service standards	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Patronage on Government contracted				
• regional air services	8,14	220,000	238,000	240,000
• long distance bus services	7	New	New	135,000
• regional urban bus services	8	13,000,000	12,662,000	12,700,000
• regional ferry services	7	New	New	3,700,000
• Traveltrain services	8,15	447,000	440,000	446,000
Taxi Subsidy Scheme				
• passenger trips provided in contract area	8,16	2,000,000	1,683,000	1,719,000
• cost (\$) of subsidy per trip	7	New measure	New measure	8.71
User satisfaction ratings for public transport by service type (on a 1-100 scale)				
• Regional urban bus (Government contracted)		>65	70	65
• Regional urban ferry (Government contracted)	17	>65	N/A	N/A
• Taxi		>65	70	65
Cost (\$) of subsidy per passenger on Government contracted				
• regional air services	7	New	New	38.38
• long distance bus services	7	New	New	30.00
• regional urban bus services	7	New	New	2.22
• regional ferry services	7,18	New	New	16.42
• Traveltrain Services	15	324.38	329.54	311.66
State contribution (\$000)		324,868	325,166	321,217
Other revenue (\$000)		40,000	48,130	86,102
Total cost (\$000)		364,868	363,296	361,319
Service: Road System Planning				
Road system seal age (percentage of the State-controlled road network exceeding the optimal seal age)	19	18.8	17.1	16 - 19
Road system condition (the percentage of urban and rural State-controlled roads with condition better than the specified benchmark)	19			
• Urban		98	99	97 – 99
• Rural		95	98	97 – 99
State contribution (\$000)		48,211	28,730	29,614
Other revenue (\$000)		3,524	1,999	1,932
Total cost (\$000)		51,735	30,729	31,546

Service standards	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Service: Road Program Development and Delivery				
Percentage of major construction projects (road)				
• for which construction commenced no later than four months after the programmed commencement date	8	90	80	90
• completed no more than 10% after the programmed construction period	20	90	73	90
• costing less than 10% over the programmed estimate		90	90	90
State contribution (\$000)		1,728,237	1,654,499	1,697,030
Other revenue (\$000)		137,423	196,652	106,587
Total cost (\$000)		1,828,621	1,735,596	1,775,223
Service: Road Corridor and Network Operations				
Number of significant environmental incidents at road projects investigated by regulatory agencies	8,21	..	5	..
Fatalities per 100,000 population on State-controlled roads	8,22	3.77	3.83	3.65
Number of fatal crashes on State-controlled roads per 100 million vehicle kilometres travelled		0.54	0.55	..
Number of fatal crashes on State-controlled roads per 100 million vehicle kilometres travelled where the road condition was likely to be the primary contributing factor	7,23,24	New measure	New measure	N/A
Road Network Performance - Efficiency (Travel Speed)	7,25	New measure	New measure	N/A
• AM Peak				
• Off Peak				
• PM Peak				
Road Network Performance - Reliability (Travel Speed)	7,25	New measure	New measure	N/A
• AM Peak				
• Off Peak				
• PM Peak				
Road Network Performance - Productivity (Travel Speed & Flow)	7,25	New measure	New measure	N/A
• AM Peak				
• Off Peak				
• PM Peak				
State contribution (\$000)		123,891	128,138	131,219
Other revenue (\$000)		10,811	10,231	9,930
Total cost (\$000)		134,702	138,369	141,149

Service standards	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Service: Community Transport Access Support				
Bikeways – kilometres completed	26	69	55	41
Transport Infrastructure Development Scheme (TIDS) Funding (\$ million)	8,27	64.2	88.6	64.2
Black Spot – Australian Government funding on local government roads (\$ million)	28	21.7	18.6	12.1
State contribution (\$000)		137,157	106,656	89,803
Other revenue (\$000)		5,204	6,228	6,190
Total cost (\$000)		142,361	112,884	95,993

Notes:

- The 2010-11 Target/estimate has been revised to accommodate slip, trip and fall type occurrences. Slip, trip and fall type occurrences on the railway platform are considered as rail safety events and are included in this count.
- The 2010-11 Target/estimate has been revised as there are early indications in level crossing safety improvement.
- Significant increase in 2010-11 Target/estimate is due to the consolidation of the former departments' (Queensland Transport and Main Roads) strategic transport planning studies and investigations.
- Delays in receiving data sets from new reporting systems have impacted on the ability to report against this Service Standard.
- The estimated actual result is greater than the 2009-10 Target/estimate because of a greater focus being placed around on-road activities to prevent heavy vehicle fatigue-related accidents, such as 'Austrans' a joint State-wide operation undertaken with other agencies.
- Gas emissions are sourced from the Australian Greenhouse Emissions Information System website.
- New service standard introduced in 2010-11.
- Service standard title has been amended slightly from 2009-10 for clarity purposes.
- The average wait time has reduced due to more efficient use of resources and improved operational practices.
- The 2009-10 Estimated actual reflects the response efforts for the oil discharge incidents during the year.
- The 2010-11 Target/estimate has been revised to reflect the reduced number of compliance hours to be undertaken. Maritime Safety Queensland is continuing to enhance its compliance activities through targeted exercises based on a risk management approach to monitoring that may reduce the number of non-compliance actions taken as operators continue to adopt safer practices.
- This service standard is the result of combining two performance measures reported in the 2009-10 SDS. Some delays in processing licensing and registration applications occurred early in the year. Processing has returned to acceptable performance levels.
- The 2009-10 Estimated actual is slightly higher than targeted due to a greater direct focus through targeted activities such as taxi compliance work.
- The 2009-10 Estimated actual is more than targeted due to service performance and reliability of new contracted operators which has provided passengers certainty of travel. A small proportion of the increase can also be attributed to the recent flooding experienced in regional Queensland with road closures forcing a modal shift from road to air services.
- The 2009-10 Estimated actual reflects the impacts of a prolonged wet season and major regional flooding events.
- The 2009-10 Estimated actual is less than targeted due to tighter compliance controls and closer monitoring of trips and driver/member usage.
- User satisfaction data not currently collected for regional ferry services.
- Subsidy only relates to a single regional ferry service.
- The 2009-10 Target/estimate results as per actual 2008-09 results published in the department's 2008-09 Annual Report.
- The 2009-10 Estimated actual is less than targeted due to approval delays, resource constraints and the impact of prolonged wet weather across the State.
- A significant incident is defined as an incident that causes an impact costing more than \$5,000 to repair or is considered high risk from a risk assessment perspective. No incidents were prosecuted following investigation and all incidents were rectified to the satisfaction of the regulator and the community.
- The 2009-10 Target/estimate is based on the Australian Transport Council target of a 40% reduction in the number of fatalities for each 100,000 population over the 2001-2010 period as published in the national Road Safety Strategy 2001-2010. The 2010-11 Target/estimate reflects the December 2010 target from the 2001-2010 strategy. A new 10-year National Road Safety Strategy is currently under development, with new targets to be established around the end of 2010.
- Data not available as yet to provide an accurate 2010-11 Target/estimate.
- Due to complexities involved in determining causal factors for road crashes, results reported will reflect all instances where the road condition was a contributing factor.
- The system to produce congestion measures is currently under development and figures are not yet available. Further development of the STREAMS traffic management system and liaison with key stakeholders is required prior to reporting of this service standard.

26. The 2009-10 Estimated actual is lower than targeted due to works delayed or rescheduled as a result of wet weather and changes to local government works programs. The extent of bikeway lengths completed is influenced by the complexity and scope of works for individual projects.
27. The 2009-10 Estimated actual includes projects carried over from the previous year.
28. The 2010-11 Target/estimate excludes Black Spot Economic Stimulus Plan funding which ends in 2009-10.

INCOME STATEMENT

Department of Transport and Main Roads	Notes	2009-10 Budget \$'000	2009-10 Est. act. \$'000	2010-11 Estimate \$'000
Income				
Service revenue	1,11	3,429,962	3,248,948	3,357,634
User charges	2,12	169,532	242,776	187,104
Grants and other contributions	3,13	30,991	15,501	48,031
Other revenue	4,14	90,293	167,886	134,914
Gains on sale/revaluation of property, plant and equipment and investments		2,500	2,500	2,500
Total income		3,723,278	3,677,611	3,730,183
Expenses				
Employee expenses	5,15	512,355	516,729	539,458
Supplies and services	6,16	706,872	883,688	930,477
Grants and subsidies	7,17	905,805	873,877	861,429
Depreciation and amortisation	8,18	1,158,423	860,504	912,920
Finance/borrowing costs	9	79,089	81,151	77,559
Other expenses	10	178,148	190,560	188,399
Losses on sale/revaluation of property, plant and equipment and investments		145,547	145,547	145,547
Total expenses		3,686,239	3,552,056	3,655,789
OPERATING SURPLUS/(DEFICIT)		37,039	125,555	74,394

STATEMENT OF CHANGES IN EQUITY

Department of Transport and Main Roads	Notes	2009-10 Budget \$'000	2009-10 Est. act. \$'000	2010-11 Estimate \$'000
Net effect of the changes in accounting policies and prior year adjustments	
Increase/(decrease) in asset revaluation reserve	19	684,622
Net amount of all revenue and expense adjustments direct to equity not disclosed above	
Net income recognised directly in equity		684,622
Surplus/(deficit) for the period		37,039	125,555	74,394
Total recognised income and expense for the period		721,661	125,555	74,394
Equity injection/(withdrawal)	20,22	2,426,549	2,283,758	2,433,147
Equity adjustments (MoG transfers)	21	..	(2,800)	..
Total movement in equity for period		3,148,210	2,406,513	2,507,541

BALANCE SHEET

Department of Transport and Main Roads	Notes	2009-10 Budget \$'000	2009-10 Est. act. \$'000	2010-11 Estimate \$'000
CURRENT ASSETS				
Cash assets		154,768	157,494	164,428
Receivables	23	185,787	209,034	210,028
Other financial assets	
Inventories		15,806	14,270	14,390
Other	24	5,502	18,669	18,669
Non-financial assets held for sale		2,844	10	10
Total current assets		364,707	399,477	407,525
NON-CURRENT ASSETS				
Receivables		1
Other financial assets		227,460	228,079	237,869
Property, plant and equipment	25,32	64,251,010	48,165,958	50,658,778
Intangibles	33	131,978	133,451	141,089
Other	
Total non-current assets		64,610,449	48,527,488	51,037,736
TOTAL ASSETS		64,975,156	48,926,965	51,445,261
CURRENT LIABILITIES				
Payables	26	804,929	888,890	882,794
Accrued employee benefits	27	13,303	27,119	27,119
Interest-bearing liabilities and derivatives		64,961	64,588	69,185
Provisions	
Other		9,310	7,238	7,238
Total current liabilities		892,503	987,835	986,336
NON-CURRENT LIABILITIES				
Payables	
Accrued employee benefits		5,939	5,845	5,845
Interest-bearing liabilities and derivatives	28,34	1,065,515	1,028,057	1,040,311
Provisions	
Other	
Total non-current liabilities		1,071,454	1,033,902	1,046,156
TOTAL LIABILITIES		1,963,957	2,021,737	2,032,492
NET ASSETS/(LIABILITIES)		63,011,199	46,905,228	49,412,769
EQUITY				
Capital/contributed equity	29,35	61,135,463	46,892,177	49,325,324
Retained surplus/(accumulated deficit)	30,36	508,288	13,051	87,445
Reserves:				
- Asset revaluation reserve	31	1,367,448
- Other	
TOTAL EQUITY		63,011,199	46,905,228	49,412,769

CASH FLOW STATEMENT

Department of Transport and Main Roads	Notes	2009-10 Budget \$'000	2009-10 Est. act. \$'000	2010-11 Estimate \$'000
CASH FLOWS FROM OPERATING ACTIVITIES				
Inflows:				
Service receipts	37,48	3,429,962	3,302,663	3,357,634
User charges	38,49	175,918	297,309	193,490
Grants and other contributions	39,50	30,991	15,501	48,031
Other	40,51	238,764	506,344	473,385
Outflows:				
Employee costs	41,52	(512,355)	(516,729)	(539,458)
Supplies and services	42,53	(1,026,320)	(1,442,837)	(1,459,478)
Grants and subsidies	43,54	(905,805)	(897,737)	(861,429)
Borrowing costs		(79,210)	(81,272)	(77,680)
Other	44	(19,868)	(29,770)	(20,566)
Net cash provided by/(used in) operating activities		1,332,077	1,153,472	1,113,929
CASH FLOWS FROM INVESTING ACTIVITIES				
Inflows:				
Sales of property, plant and equipment	55	16,255	16,255	6,255
Investments redeemed	
Loans and advances redeemed	
Outflows:				
Payments for property, plant and equipment and intangibles	45,56	(3,758,658)	(3,534,974)	(3,553,458)
Payments for investments		(9,790)	(10,138)	(9,790)
Loans and advances made	
Net cash provided by/(used in) investing activities		(3,752,193)	(3,528,857)	(3,556,993)
CASH FLOWS FROM FINANCING ACTIVITIES				
Inflows:				
Borrowings	46,57	88,085	48,093	81,490
Equity injections	47,58	4,195,800	3,895,011	4,259,430
Outflows:				
Borrowing redemptions	59	(77,922)	(77,910)	(64,639)
Finance lease payments	
Equity withdrawals	47,58	(1,769,251)	(1,486,127)	(1,826,283)
Net cash provided by/(used in) financing activities		2,436,712	2,379,067	2,449,998
Net increase/(decrease) in cash held		16,596	3,682	6,934
Cash at the beginning of financial year		138,172	153,812	157,494
Cash transfers from restructure	
Cash at the end of financial year		154,768	157,494	164,428

ADMINISTERED INCOME STATEMENT

Department of Transport and Main Roads	Notes	2009-10 Budget \$'000	2009-10 Est. act. \$'000	2010-11 Estimate \$'000
Revenues				
Commonwealth grants	63	118,010	118,010	..
Taxes, fees and fines	60,64	1,735,873	1,747,335	1,804,965
Royalties, property income and other territorial revenue	
Interest		25	25	25
Administered revenue	61,65	828,040	978,391	992,722
Other		5,744	5,744	5,888
Total revenues		2,687,692	2,849,505	2,803,600
Expenses				
Supplies and services	
Depreciation and amortisation	
Grants and subsidies	61,65	828,040	978,391	992,722
Benefit payments	
Borrowing costs	
Other	
Total expenses		828,040	978,391	992,722
Net surplus or deficit before transfers to Government	62,66	1,859,652	1,871,114	1,810,878
Transfers of administered revenue to Government		1,859,652	1,871,114	1,810,878
OPERATING SURPLUS/(DEFICIT)	

ADMINISTERED BALANCE SHEET

Department of Transport and Main Roads	Notes	2009-10 Budget \$'000	2009-10 Est. act. \$'000	2010-11 Estimate \$'000
CURRENT ASSETS				
Cash assets	67	14,484	29,287	29,378
Receivables		34,535	34,949	35,050
Inventories	
Other		118,010	118,010	118,010
Non-financial assets held for sale	
Total current assets		167,029	182,246	182,438
NON-CURRENT ASSETS				
Receivables	
Other financial assets	
Property, plant and equipment		35,762	37,359	37,359
Intangibles	
Other	
Total non-current assets		35,762	37,359	37,359
TOTAL ADMINISTERED ASSETS		202,791	219,605	219,797
CURRENT LIABILITIES				
Payables	67	9,158	21,747	21,755
Transfers to Government payable		35,419	37,899	38,019
Interest-bearing liabilities	
Other		122,218	122,366	122,430
Total current liabilities		166,795	182,012	182,204
NON-CURRENT LIABILITIES				
Payables	
Interest-bearing liabilities	
Other	
Total non-current liabilities	
TOTAL ADMINISTERED LIABILITIES		166,795	182,012	182,204
ADMINISTERED NET ASSETS/(LIABILITIES)		35,996	37,593	37,593
EQUITY				
Capital/Contributed equity	68	53,353	35,996	35,996
Retained surplus/(Accumulated deficit)	68	(24,132)
Reserves:				
- Asset revaluation reserve	69	6,775	1,597	1,597
- Other	
TOTAL ADMINISTERED EQUITY		35,996	37,593	37,953

ADMINISTERED CASH FLOW STATEMENT

Department of Transport and Main Roads	Notes	2009-10 Budget \$'000	2009-10 Est. act. \$'000	2010-11 Estimate \$'000
CASH FLOWS FROM OPERATING ACTIVITIES				
Inflows:				
Administered item receipts	70,73	828,040	980,951	992,722
Grants and other contributions	74	118,010	118,010	..
Taxes, fees and fines	71,75	1,735,873	1,747,335	1,804,965
Royalties, property income and other territorial revenues	
Other		8,212	8,212	8,356
Outflows:				
Transfers to Government	71,75	(1,859,532)	(1,870,994)	(1,810,758)
Grants and subsidies	70,74	(828,040)	(980,951)	(992,722)
Supplies and services		20	20	20
Borrowing costs	
Other		(2,492)	(2,492)	(2,492)
Net cash provided by/(used in) operating activities		91	91	91
CASH FLOWS FROM INVESTING ACTIVITIES				
Inflows:				
Sales of property, plant and equipment	
Investments redeemed	
Loans and advances redeemed	
Outflows:				
Payments for property, plant and equipment and intangibles	
Payments for investments	
Loans and advances made	
Net cash provided by/(used in) investing activities	
CASH FLOWS FROM FINANCING ACTIVITIES				
Inflows:				
Borrowings	
Equity injections	72,76	708,109	577,974	560,888
Outflows:				
Borrowing redemptions	
Finance lease payments	
Equity withdrawals	72,76	(708,109)	(577,974)	(560,888)
Net cash provided by/(used in) financing activities	
Net increase/(decrease) in cash held		91	91	91
Administered cash at beginning of financial year		14,393	29,196	29,287
Cash transfers from restructure	
Administered cash at end of financial year		14,484	29,287	29,378

EXPLANATION OF VARIANCES IN THE FINANCIAL STATEMENTS

Income statement

Major variations between 2009-10 Budget and 2009-10 Estimated actual include:

1. The conditions outlined in the notes below have impacted on the amount of service revenue received by the department.
2. Variance reflects an increase in the level of recoverable road works undertaken for local governments, other government agencies and industry, higher than anticipated recoveries from TransLink Transit Authority for project management associated with the TransLink Station Upgrade Program works and increased reimbursements from Queensland Rail for property acquisitions.
3. Variance reflects the reclassification of Australian Government funding for the boomgates program to onpass to Queensland Rail Limited offset by a reimbursement from the Australian Maritime Safety Authority relating to the *Pacific Adventurer* oil spill.
4. Increase reflects the conversion of pilotage revenue from administered to controlled, a one-off increase in recoveries from Queensland Motorways Limited for land resumptions and an increase in developer contributions.
5. Variance due to staff required to continue the implementation of the New Queensland Driver Licence project, the transfer of motor pool staff from the Shared Service Agency, staff for the toll compliance prosecutions function, COAG business regulation and competition regulatory activities, ongoing delivery of congestion management initiatives and the Office of Sustainable Transport.
6. Variance reflects increased expenditure for Natural Disaster Relief and Recovery Arrangements (NDRRA) following severe flooding events and costs incurred in relation to the *Pacific Adventurer* and the *Shen Neng 1* oil spill response activities.
7. Decrease reflects the rationalisation of the Theebine to Kingaroy rail branch line and transfer of above rail infrastructure to the TransLink Transit Authority, offset by additional funding for regional public transport service growth, and air and long distance coach services.
8. Decrease in depreciation is due a revision of budget estimates as part of the road asset valuation process.
9. Variance reflects timing of borrowings for the New Queensland Driver Licence project.
10. Increase reflects a one-off payment to combat agencies in relation to the *Pacific Adventurer* oil spill response and an increase in enrolments and CPI effects associated with the School Transport Assistance Scheme.

Major variations between 2009-10 Estimated actual and the 2010-11 Estimate include:

11. The conditions outlined in the notes below have impacted on the amount of service revenue received by the department.
12. Variance reflects a reduction in the level of recoverable works expected to be undertaken for local governments, other government agencies and industry.
13. Variance reflects the Gold Coast City Council contribution to the Gold Coast Rapid Transit System project.
14. Decrease reflects a one-off increase in recoveries from Queensland Motorways Limited in 2009-10 for land resumptions related to the Gateway Upgrade project and reduced revenue from developer contributions in 2010-11.
15. Increase largely reflects the impacts of enterprise bargaining increases, ongoing implementation of New Queensland Driver Licence and additional funding for long service leave consistent with the whole-of-Government directive.
16. Variance primarily reflects a reduction in NDRRA funding in 2010-11 following the severe disaster events of 2009-10, offset by funding for the implementation of the New Queensland Driver Licence project.
17. Variance primarily reflects the funding for the boomgates program finishing in 2009-10.
18. Variance reflects the forecast completion of projects funded from the South East Queensland Infrastructure Plan and Program (SEQIPP) and the funding requirements of the New Queensland Driver Licence project.

Statement of changes in equity

Major variations between 2009-10 Budget and 2009-10 Estimated actual include:

19. Variance reflects the transfer of the asset revaluation reserve and retained surplus to capital/contributed equity as a result of the machinery-of-Government changes announced on 26 March 2009 and a decrease in the value of the road asset.
20. Variance is due to cash flow timing adjustments to projects funded by the Australian Government and SEQIPP.
21. Variance relates to payment for assets transferred to the State by Rio Tinto for the Yarwun Alumina Refinery expansion project at Gladstone.

Major variations between 2009-10 Estimated actual and the 2010-11 Estimate include:

22. Variance primarily reflects the fluctuation in expenditure on the capital works program. This includes Australian Government funding, SEQIPP outcomes and reimbursement of properties for the Airport Link.

Balance sheet

Major variations between 2009-10 Budget and 2009-10 Estimated actual include:

23. Increase in receivables reflects an increase in recoverable works and an increased receivable in relation to Airport Link.
24. Variance reflects the increased level of prepayments relating to employee costs, shared service agency payments and pilotage transfers due to the timing of year-end.
25. Movement reflects the revaluation of the written-down replacement value of the road asset following a comprehensive revaluation.
26. Increase in the level of payables primarily reflects the resumption of further land required for capital projects, the settlement of which is subject to negotiation with land owners.
27. Variance reflects an increase in annual leave levy payable to the Annual Leave Central Scheme.
28. Variance reflects borrowings including the Regional Bridge Renewal Program and the New Queensland Driver Licence project.

29. Variance reflects a decrease in the value of the road asset partly offset by the transfer of the asset revaluation reserve and retained surplus to capital/contributed equity as a result of the machinery-of-Government changes announced on 26 March 2009.
30. Variance reflects the transfer of the asset revaluation reserve and retained surplus to capital/contributed equity as a result of the machinery-of-Government changes announced on 26 March 2009, land revaluation decrements and a contribution from the Gold Coast City Council relating to the Gold Coast Rapid Transit System project.
31. Variance reflects the transfer of the asset revaluation reserve and retained surplus to capital/contributed equity as a result of the machinery-of-Government changes announced on 26 March 2009.

Major variations between 2009-10 Estimated actual and the 2010-11 Estimate include:

32. Movement reflects continued expenditure on the capital works program including contributions from the Australian Government and Gold Coast City Council in relation to the Gold Coast Rapid Transit System project and other projects funded by the SEQIPP.
33. Variance is due to the continued implementation of the New Queensland Driver Licence project.
34. Movement reflects forecast borrowing requirements including the New Queensland Driver Licence project.
35. Increase relates to contributions from the Australian Government in relation to the Gold Coast Rapid Transit System project and other projects funded through the SEQIPP.
36. Variance is due to the contribution from Gold Coast City Council in relation to the Gold Coast Rapid Transit System project.

Cash flow statement

Major variations between 2009-10 Budget and 2009-10 Estimated actual include:

37. The conditions outlined in the notes below have impacted on the amount of service revenue received by the department.
38. Variance reflects an increase in the level of recoverable road works undertaken for local governments, other government agencies and industry, higher than anticipated recoveries from TransLink Transit Authority for project management associated with the TransLink Station Upgrade Program works and increased reimbursements from Queensland Rail for property acquisitions.
39. Variance reflects the reclassification of Australian Government funding for the boomgates program to onpass to Queensland Rail Limited offset by a reimbursement from the Australian Maritime Safety Authority relating to the *Pacific Adventurer* oil spill.
40. Increase is primarily due to an increased GST receipt in line with the significant increase in the capital program of the department. Increase also reflects the conversion of pilotage revenue from administered to controlled, higher than anticipated recoveries from Queensland Motorways Limited for land resumptions and an increase in developer contributions.
41. Variance due to staff required to continue the implementation of the New Queensland Driver Licence project, the transfer of motor pool staff back from the Shared Service Agency, staff for the toll compliance prosecutions function, COAG business regulation and competition regulatory activities, ongoing delivery of congestion management initiatives and the Office of Sustainable Transport.
42. Variance primarily reflects increased expenditure for NDRRA following severe flooding events and costs incurred in relation to the *Pacific Adventurer* and the *Shen Neng 1* oil spill response activities.
43. Decrease reflects the rationalisation of the Theebine to Kingaroy rail branch line and transfer of above rail infrastructure to the TransLink Transit Authority, offset by additional funding for regional public transport service growth, and air and long distance coach services.
44. Increase reflects a one-off payment to combat agencies in relation to the *Pacific Adventurer* oil spill response and an increase in enrolments and CPI effects associated with the School Transport Assistance Scheme.
45. Variance is due to cash flow timing adjustments to projects funded by the Australian Government and SEQIPP.
46. Variance reflects timing of borrowings including the Regional Bridge Renewal Program and the New Queensland Driver Licence project.
47. Variance is due to cash flow timing adjustments to projects funded by the Australian Government and South East Queensland Infrastructure Plan and Program.

Major variations between 2009-10 Estimated actual and the 2010-11 Estimate include:

48. The conditions outlined in the notes below have impacted on the amount of service revenue received by the department.
49. Variance reflects a reduction in the level of recoverable works expected to be undertaken for local governments, other government agencies and industry.
50. Variance reflects the Gold Coast City Council contribution to the Gold Coast Rapid Transit System project.
51. Decrease reflects a one-off increase in recoveries from Queensland Motorways Limited in 2009-10 for land resumptions related to the Gateway Upgrade project and reduced revenue from developer contributions in 2010-11.
52. Increase largely reflects the impacts of enterprise bargaining increases, ongoing implementation of New Queensland Drivers License and additional funding for long service leave consistent with the whole-of-Government directive.
53. Variance primarily reflects a reduction in NDRRA funding in 2010-11 following the severe disaster events of 2009-10 offset by funding for the implementation of the New Queensland Driver Licence project.
54. Variance primarily reflects the funding for the boomgates program finishing in 2009-10.
55. The movement reflects a reduction in land assets to be disposed of in 2010-11.
56. The movement reflects continued expenditure on the capital works program including contributions from the Australian Government and Gold Coast City Council in relation to the Gold Coast Rapid Transit System project and other projects funded by the SEQIPP.
57. Increase reflects the net movement in debt servicing costs and draw-downs on approved borrowings.
58. Majority of the variation reflects the fluctuation in expenditure on the capital works program. This includes Australian Government funding, SEQIPP reprogramming and reimbursement of properties resumed for the Airport Link.
59. Majority of the decrease reflects the payout of roads infrastructure debt in 2009-10 therefore reducing redemption payments in 2010-11.

Administered income statement

Major variations between 2009-10 Budget and 2009-10 Estimated actual include:

60. Variance is predominantly due to greater than anticipated growth in registration receipts offset by a reclassification of pilotage revenue from administered to controlled.
61. Variance predominantly relates to an increase in funding for the Townsville Marine Industry Precinct and increases in the contract costs for rail services. These rail contracts are administered by TransLink Transit Authority.
62. The conditions outlined in the notes above have impacted the amount available to be transferred to the Consolidated Fund.

Major variations between 2009-10 Estimated actual and the 2010-11 Estimate include:

63. The movement reflects the final year of advance funding received from the Australian Government for capital works projects to be undertaken on the Bruce Highway between Townsville and Cairns.
64. Variance primarily relates to an increase in the revenue forecast for motor vehicle registrations.
65. Variance reflects increases in the cost of public transport service contracts administered by TransLink Transit Authority.
66. The conditions outlined in the notes above have impacted the amount available to be transferred to the Consolidated Fund.

Administered balance sheet

Major variations between 2009-10 Budget and 2009-10 Estimated actual include:

67. Variance reflects an increase in payables to Queensland Rail for NDRRA expenditure related to Queensland monsoonal flooding.
68. Variance reflects the transfer of the retained surplus to capital/contributed equity as a result of the machinery-of-Government changes.
69. Variance reflects the transfer of the asset revaluation reserve to capital/contributed equity as a result of the machinery-of-Government changes.

Administered cash flow statement

Major variations between 2009-10 Budget and 2009-10 Estimated actual include:

70. Variance predominantly relates to an increase in funding for the Townsville Marine Industry Precinct and increases in the contract costs for rail services. These rail contracts are administered by TransLink Transit Authority.
71. Variance is predominantly due to greater than anticipated growth in registration receipts offset by a reclassification of pilotage revenue from administered to controlled.
72. Variance due to cashflow timing adjustments to projects funded by the SEQIPP and a lapse of funding due to the pending sale of the Port of Brisbane.

Major variations between 2009-10 Estimated actual and the 2010-11 Estimate include:

73. Variance reflects increases in the cost of public transport service contracts administered by TransLink Transit Authority.
74. The movement reflects the final year of advance funding received from the Australian Government for capital works projects to be undertaken on the Bruce Highway between Townsville and Cairns.
75. Variance primarily relates to an increase in the revenue forecast for motor vehicle registrations.
76. Variance reflects a realignment in funding for rail projects.

Commercialised Business Unit

RoadTek

OVERVIEW

RoadTek is a major provider of transport infrastructure solutions throughout Queensland, providing civil construction and maintenance works and related services with a turnover in excess of \$500 million per year. It has a workforce of approximately 1,700 employees and operates from 29 locations throughout Queensland. In delivering a large, diverse program of works, RoadTek's number one priority is to embed a culture of safety in line with the Zero Harm philosophy. RoadTek's focus is on improving safety for road workers and road users.

REVIEW OF PERFORMANCE

Recent achievements

In 2009-10, RoadTek has:

- provided emergency and recovery response to communities across the State including restoring damaged roads and removing debris following major storms and flood events across Queensland through Natural Disaster Relief and Recovery Arrangements (NDRRA)
- provided safe training environments for plant and heavy machinery operation to develop our people and support the wider construction industry. The RoadTek Training Centre was launched in Townsville
- been recognised as a leading government business by the Customer Service Institute of Australia following the recertification audit
- delivered numerous projects for our customers across the State, including the substantial improvement in the structures inspection program
- implemented the SAP Program & Project Management module across all our business operations.

RoadTek continues to maintain a strong emphasis on business and project management performance, whilst maintaining certification against Australian and International standards in quality, safety, environment and customer service.

Future developments

In 2010-11, RoadTek will focus its efforts on achieving the following initiatives:

- continuing to drive a 'Zero Harm' philosophy across all our operations, supported by the continued roll out of the Safety Leadership Program. Our 'Zero Harm' philosophy is that our people go home in the same health as when they arrived at work
- developing strategic relationships within the department and across our wider customer and supplier groups
- continuing to build construction and business management capability, supporting good practice in both construction and maintenance activities. RoadTek will build capability in critical areas throughout the full construction lifecycle
- maintaining RoadTek as a sustainable commercial government business while delivering on government priorities.

The key challenge for RoadTek is to remain agile and able to respond in a challenging economic environment, enhancing opportunities to further enhance our business and maintain a highly capable workforce.

The Government's Performance Management Framework is being progressively implemented. The Framework no longer uses the concepts of 'outputs' and 'performance measures' that were previously used in Service Delivery Statements. They are replaced with 'services' and 'service standards'. These terms are defined in the Budget Readers' Guide. Together, they begin to provide information about how efficiently and effectively agencies deliver services within their approved Budget.

All agencies reviewed their service structures and service standards as part of this transition year. Approved changes are included in this year's Service Delivery Statement. Results against measures that have been discontinued are included in Appendix A (Book 5 of the Service Delivery Statements) for this year only. A key aspect of improving performance information is reviewing performance data. As such, each year agencies will continue to review and improve their service standards to provide better information on the effectiveness and efficiency of their services.

STATEMENTS

PERFORMANCE STATEMENT

Service standards	Notes	2009-10 Target/est.	2009-10 Est. actual	2010-11 Target/est.
Long term debt / equity	1,2	25%	22%	21.5%
Long term debt / total assets	3	14.6%	14%	14%
Return on equity	4	16%	19.6%	12%
Return on revenue (after tax)	1,5	3.7%	4.6%	3.2%
Profit margin (earnings before income tax / user charges)	1,5	5.5%	6.6%	4.5%
Lost time injury frequency rate	6	<20	20	<20
Plant utilisation (Plant Hire Services)		75%	75%	75%
Customers and stakeholders value RoadTek (on a scale of 1 to 5)		New measure	New measure	>4

Notes:

1. Service standard title has been amended slightly from previous year for clarity purposes.
2. As equity increases through profitable trading and with long term debt currently constant, this ratio remains relatively constant.
3. This ratio of debt gearing against total assets continues to improve with long term debt stable and a moderate increase in total asset value.
4. 2009-10 has exceeded expectations with an increased margin over a stable equity position. 2010-11 is expected to be slower, impacted by funding constraints.
5. Return on revenue and profit margin have improved over 2009-10 Budget, particularly due to increased revenue for Natural Disaster Relief and Recovery Arrangements (NDRRA) activities. The position in 2010-11 is expected to reduce due to funding constraints and a budgeted reduction in margin on projects.
6. In accordance with *Australian Standard 1885.1 – Workplace Injury and Disease Recording Standard*, Lost Time Injury Frequency is the number of lost time injuries, multiplied by one million and divided by the number of person-hours actually worked. An incident is defined as an injury that results in the loss of a shift (usually eight hours).

INCOME STATEMENT

RoadTek	Notes	2009-10 Budget \$'000	2009-10 Est. act. \$'000	2010-11 Estimate \$'000
Income				
User charges	1,7	500,666	552,804	507,517
Grants and other contributions		..	37	39
Other revenue		3,127	3,146	3,230
Gains on sale/revaluation of property, plant and equipment and investments	2	512	367	362
Total income		504,305	556,354	511,148
Expenses				
Employee expenses		135,035	141,944	146,092
Supplies and services	3,8	318,503	351,456	315,795
Grants and subsidies		89	109	114
Depreciation and amortisation	4	14,342	16,601	16,736
Finance/borrowing costs		3,613	3,382	3,410
Other expenses		3,686	4,567	4,594
Losses on sale/revaluation of property, plant and equipment and investments	5	1,080	1,399	1,342
Total expenses		476,348	519,458	488,083
Surplus or deficit before related income tax		27,957	36,896	23,065
Income tax expense/revenue	6,9	9,387	11,069	6,920
OPERATING SURPLUS/(DEFICIT) after related income tax		18,570	25,827	16,145

STATEMENT OF CHANGES IN EQUITY

RoadTek	Notes	2009-10 Budget \$'000	2009-10 Est. act. \$'000	2010-11 Estimate \$'000
Net effect of the changes in accounting policies and prior year adjustments	
Increase/(decrease) in asset revaluation reserve		27
Net amount of all revenue and expense adjustments direct to equity not disclosed above	
Net income recognised directly in equity		27
Surplus/(deficit) for the period		18,570	25,827	16,145
Total recognised income and expense for the period		18,597	25,827	16,145
Equity injection/(withdrawal)	
Equity adjustments (MoG transfers)	
Dividends paid or provided		(12,382)	(13,988)	(12,914)
Total movement in equity for period		6,215	11,839	3,231

BALANCE SHEET

RoadTek	Notes	2009-10 Budget \$'000	2009-10 Est. act. \$'000	2010-11 Estimate \$'000
CURRENT ASSETS				
Cash assets	10	11,195	1,131	1,065
Receivables	11	67,197	76,195	71,189
Other financial assets	
Inventories		24,091	21,769	21,769
Other		467	728	665
Non-financial assets held for sale	
Total current assets		102,950	99,823	94,688
NON-CURRENT ASSETS				
Receivables	
Other financial assets	
Property, plant and equipment	12	94,883	108,439	111,873
Deferred tax assets		1,350
Intangibles		99	16	16
Other	
Total non-current assets		96,332	108,455	111,889
TOTAL ASSETS		199,282	208,278	206,577
CURRENT LIABILITIES				
Payables	13	34,846	41,769	37,836
Interest-bearing liabilities and derivatives		29,000	29,000	29,000
Current tax liabilities	14,17	8,944	2,791	1,754
Accrued employee benefits		1,790	1,575	1,613
Provisions	
Other		297
Total current liabilities		74,877	75,135	70,203
NON-CURRENT LIABILITIES				
Payables	
Interest-bearing liabilities and derivatives	
Deferred tax liabilities	15	8,952	1,271	1,271
Accrued employee benefits	
Provisions	
Other	
Total non-current liabilities		8,952	1,271	1,271
TOTAL LIABILITIES		83,829	76,406	71,474
NET ASSETS/(LIABILITIES)		115,453	131,872	135,103
EQUITY				
Capital/contributed equity	16	..	47,826	47,826
Retained surplus/(accumulated deficit)		114,495	84,046	87,277
Reserves:				
- Asset revaluation reserve		958
- Other	
TOTAL EQUITY		115,453	131,872	135,103

CASH FLOW STATEMENT

RoadTek	Notes	2009-10 Budget \$'000	2009-10 Est. act. \$'000	2010-11 Estimate \$'000
CASH FLOWS FROM OPERATING ACTIVITIES				
Inflows:				
User charges	18	504,498	556,076	512,371
Grants and other contributions		..	37	39
Other		25,877	26,382	28,193
Outflows:				
Employee costs		(134,720)	(141,829)	(146,054)
Supplies and services	19,23	(346,540)	(384,858)	(344,479)
Grants and subsidies		(89)	(109)	(114)
Borrowing costs		(3,613)	(3,382)	(3,410)
Taxation equivalents paid	20,24	(11,367)	(12,817)	(7,957)
Other		(3,693)	(4,574)	(4,601)
Net cash provided by/(used in) operating activities		30,353	34,926	33,988
CASH FLOWS FROM INVESTING ACTIVITIES				
Inflows:				
Sales of property, plant and equipment	21	11,443	4,987	3,256
Investments redeemed	
Loans and advances redeemed	
Outflows:				
Payments for property, plant and equipment and intangibles		(28,075)	(26,007)	(24,396)
Payments for investments	
Loans and advances made	
Net cash provided by/(used in) investing activities		(16,632)	(21,020)	(21,140)
CASH FLOWS FROM FINANCING ACTIVITIES				
Inflows:				
Borrowings	
Equity injections	
Outflows:				
Dividends paid	22	(12,382)	(13,988)	(12,914)
Borrowing redemptions	
Finance lease payments	
Equity withdrawals	
Net cash provided by/(used in) financing activities		(12,382)	(13,988)	(12,914)
Net increase/(decrease) in cash held		1,339	(82)	(66)
Cash at the beginning of financial year		9,856	1,213	1,131
Cash transfers from restructure	
Cash at the end of financial year		11,195	1,131	1,065

EXPLANATION OF VARIANCES IN THE FINANCIAL STATEMENTS

Income statement

Major variations between 2009-10 Budget and 2009-10 Estimated actual include:

1. The increase in revenue is due to extensive flood damage work in North Queensland for Natural Disaster Relief and Recovery Arrangements (NDRRA).
2. The decrease in gains on sale is due to a tighter market for disposal of construction plant which has led to lower returns.
3. The increase in supplies and services is in line with revenue increase due to extensive flood damage work in North Queensland (NDRRA).
4. The increase in depreciation relates to the increased capital purchase program in property, plant and equipment.
5. The increase in losses on sale is due to a tighter market for disposal of construction plant.
6. The increase in income tax is due to an increased margin.

Major variations between 2009-10 Estimated actual and the 2010-11 Estimate include:

7. The decrease in revenue is in line with the reduced program of works.
8. The decrease in supplies and services reflects decreased business activity in line with reduced revenue.
9. The decrease in income tax is due to an expected reduced surplus before income tax.

Balance sheet

Major variations between 2009-10 Budget and 2009-10 Estimated actual include:

10. The decrease in cash is due to ongoing income tax commitments, dividend returns of 50% and increased expenditure on the capital equipment program.
11. The increase in receivables is due to the increased level of revenue.
12. The increase in property, plant and equipment is due to capital acquisitions to replace and increase plant holdings.
13. The increase in payables is in line with higher than budgeted revenue resulting in increased contractor and materials expenditure from additional works.
14. The decrease in tax liabilities is due to government incentives of 30% investment allowance applied on major plant purchases.
15. The decrease in deferred tax liabilities is due to take up of government incentives of 30% investment allowance along with a prior year tax adjustment.
16. The variation reflects the transfer of the asset revaluation reserve and retained surplus to capital/contributed equity as a result of the machinery-of-Government changes announced on 26 March 2009.

Major variations between 2009-10 Estimated actual and the 2010-11 Estimate include:

17. The decrease in tax liabilities is due to a budgeted reduction in profit margin for 2010-11 resulting from tighter economic conditions.

Cash flow statement

Major variations between 2009-10 Budget and 2009-10 Estimated actual include:

18. The revenue increase is due to flood damages repairs in North Queensland for NDRRA.
19. The increase in supplies and services outflows is in line with the increased revenue from flood damages repairs (NDRRA).
20. The increase in taxation equivalents paid is due to the increase in revenue.
21. The decrease in property, plant and equipment sales is due to fewer items of construction plant put to the disposal market as a result of reduced demand and lower sale proceeds.
22. The increase in dividends paid is due to RoadTek paying an additional dividend for departmental safety initiatives.

Major variations between 2009-10 Estimated actual and the 2010-11 Estimate include:

23. The decrease in supplies and services outflows is in line with the reduced program of works.
24. The decrease in taxation equivalents paid is due to the decrease in revenue.

Statutory Body

TransLink Transit Authority

OVERVIEW

The TransLink Transit Authority (TransLink) was established by the Government under the *Transport Operations (TransLink Transit Authority) Act 2008* to provide South East Queensland with the best possible public transport services at a reasonable cost to the community and Government.

In *Toward Q2: Tomorrow's Queensland*, the Government outlines its commitment under the Green ambition – *Cut by one-third Queenslanders' carbon footprint with reduced car and electricity use*. TransLink continues to contribute to this target by encouraging greater use of public transport in South East Queensland.

TransLink's role is to lead, plan, specify and provide mass transit for the people in South East Queensland. Key objectives for the organisation are to deliver a quality experience for the customer, whilst ensuring sustainable growth and improving service quality across the network.

REVIEW OF PERFORMANCE

Recent achievements

- **New Services** – six major new bus service packages were launched in 2009-10 with TransLink investing an additional \$14 million for new bus services. This was achieved through the delivery of over 190 new buses for growth, spares and an on-going replacement program, including two new 112 person capacity Superbuses. In addition to this, TransLink invested approximately \$25 million for new train services delivering services for 11 new three-carriage trains and providing additional passenger capacity.
- **Investing in Infrastructure** – in 2009-10, the \$7 million Petrie and \$1.8 million Bethania Rail Station upgrades were completed. A new 147 bay bus park 'n' ride and bus stop was constructed at Moggill Road, Kenmore at a cost of \$1.9 million. In addition, TransLink services also benefited from the Government's delivery of key pieces of infrastructure, including the Eastern and Northern busways and the extension of the Gold Coast rail line to the new Varsity Lakes station.
- **Ticketing** – *go* card use now makes up more than 60% of all weekly travel with the 100 millionth *go* card trip being achieved in April 2010. Off peak discounts, auto top-up and 300 additional *go* card retailers have also been added to the network.
- **Customer Satisfaction** – with a focus on customers, TransLink has equalled, if not bettered, its customer satisfaction ratings across all modes of transport since last year.

Future developments

- More than 220 new buses to cater for growth, spares and replacements, in addition to 12 new three-carriage trains will be introduced to the Translink network in 2010-11. These will deliver a range of bus and rail service improvements throughout the TransLink network, including the restructure of bus services in the Western region.

- Infrastructure projects scheduled for completion in 2010-11 include train park 'n' ride extensions at Dinmore, Ormiston, a new bus park 'n' ride at Park Ridge, and bus station park 'n' ride extensions at Bald Hills Bus Station, Bribie Island Bus Station, Greenbank RSL Bus Station and UQ Lakes Bus Station.

The Government's Performance Management Framework is being progressively implemented. The Framework no longer uses the concepts of 'outputs' and 'performance measures' that were previously used in Service Delivery Statements. They are replaced with 'services' and 'service standards'. These terms are defined in the Budget Readers' Guide. Together, they begin to provide information about how efficiently and effectively agencies deliver services within their approved Budget.

All agencies reviewed their service structures and service standards as part of this transition year. Approved changes are included in this year's Service Delivery Statement. Results against measures that have been discontinued are included in Appendix A (Book 5 of the Service Delivery Statements) for this year only. A key aspect of improving performance information is reviewing performance data. As such, each year agencies will continue to review and improve their service standards to provide better information on the effectiveness and efficiency of their services.

STATEMENTS

STAFFING¹

	Notes	2009-10 Budget	2009-10 Est. actual	2010-11 Estimate
	2	N/A	308	308

Notes:

1. Full-time equivalents (FTEs) as at 30 June.
2. 2009-10 Budgeted FTEs not reported as staffing table was not included in prior year Service Delivery Statement.

PERFORMANCE STATEMENT

Service standards	Notes	2009-10 Target/est.	2009-10 Est. actual.	2010-11 Target/est
Patronage on TransLink services – Bus, Rail and Ferry	1	191,000,000	185,200,000	188,000,000
Number of vehicle service kilometres in contract areas				
• Bus	2	93,000,000	92,873,044	95,848,524
• Rail	3	New	New	66,986,700
Total passenger “place” kilometres (millions)	4			
• Bus		New	New	5,942
• Rail		New	New	8,373
User satisfaction ratings of public transport by service type (on a 1-10 scale - 10 being excellent)				
• Bus		>7	7.0	>7
• Rail		>7	6.6	>7
• Ferry		>7	7.4	>7
Customer complaints on go card per 10,000 trips	5	New measure	New measure	<9.0
Percentage of unscheduled cancellations – Citytrain	3	<0.5	0.28	<0.5
Average on-time running performance in peak times – Citytrain	3	>92.5%	92.63%	>92.5%
Cost (\$) of subsidy per passenger trip – Bus, Rail and Ferry	6	New measure	New measure	5.46
State contribution (\$'000)		851,111	895,274	1,026,517
Other revenue (\$'000)		304,740	309,643	357,287
Total cost (\$'000)		1,155,851	1,204,917	1,383,804

Notes:

1. The introduction of the *go* card has resulted in much more accurate counting of passenger trips. In previous years, the use of paper tickets made it very difficult to accurately reflect passenger behaviour/activity. With progressive migration to *go* card technology a greater level of accuracy can be achieved in both counting passenger trips and forecasting future passenger activity.
2. The service standard for bus is based on the total number of in-service kilometres across the TransLink contracted fleet. Correspondingly for rail, the service standard applies to the total number of single carriages. Trains across the network may consist of a variable number of carriages.
3. The 2010-11 Target/estimate is based on the existing 2009-10 contract between TransLink and Queensland Rail Passenger. A new negotiated contract for 2010-11 may set a revised target.
4. "Place" kilometres are a measure of capacity provided on the network for both bus and rail. The service standard is calculated by multiplying the average vehicle capacity by the service kilometres for the year. This is then divided by 1,000,000 to give the resultant figure as place kilometres (millions). Average capacity both seated and standing for bus is 62; for rail it is 125 per carriage.
5. This new service standard has been added in order to measure the performance of the *go* card system and represents the number of complaints per 10,000 passenger trips. It is an average of the monthly results over the year.
6. This subsidy service standard represents the overall State contribution divided by the number of passenger trips.

INCOME STATEMENT

TransLink Transit Authority	Notes	2009-10 Budget \$'000	2009-10 Est. act. \$'000	2010-11 Estimate \$'000
Income				
User charges	1,8	328,117	334,733	382,107
Grants and other contributions	2,9	824,705	865,812	994,843
Other revenue	3,10	3,029	4,372	6,854
Gains on sale/revaluation of property, plant and equipment and investments	
Total income		1,155,851	1,204,917	1,383,804
Expenses				
Employee expenses	11	26,210	26,681	31,721
Supplies and services	4,12	573,535	585,154	655,406
Grants and subsidies	5,13	539,631	572,835	668,203
Depreciation and amortisation	6,14	16,172	18,562	22,576
Finance/borrowing costs		..	128	720
Other expenses	7,15	303	1,557	5,178
Losses on sale/revaluation of property, plant and equipment and investments	
Total expenses		1,155,851	1,204,917	1,383,804
OPERATING SURPLUS/(DEFICIT)	

STATEMENT OF CHANGES IN EQUITY

TransLink Transit Authority	Notes	2009-10 Budget \$'000	2009-10 Est. act. \$'000	2010-11 Estimate \$'000
Net effect of the changes in accounting policies and prior year adjustments	
Increase/(decrease) in asset revaluation reserve	
Net amount of all revenue and expense adjustments direct to equity not disclosed above	
Net income recognised directly in equity	
Surplus/(deficit) for the period	
Total recognised income and expense for the period	
Equity injection/(withdrawal)	16,17	36,993	16,120	42,648
Equity adjustments (MoG transfers)	
Total movement in equity for period		36,993	16,120	42,648

BALANCE SHEET

TransLink Transit Authority	Notes	2009-10 Budget \$'000	2009-10 Est. act. \$'000	2010-11 Estimate \$'000
CURRENT ASSETS				
Cash assets	18,24	2,046	30,324	47,348
Receivables		25,765	22,680	25,987
Other financial assets	
Inventories		471	910	311
Other		314	432	443
Non-financial assets held for sale	
Total current assets		28,596	54,346	74,089
NON-CURRENT ASSETS				
Receivables	
Other financial assets	
Property, plant and equipment	16,17	224,258	202,095	232,806
Intangibles	19,25	10,059	7,542	10,350
Other	
Total non-current assets		234,317	209,637	243,156
TOTAL ASSETS		262,913	263,983	317,245
CURRENT LIABILITIES				
Payables	20,26	15,829	25,871	30,033
Accrued employee benefits		3,016	3,573	3,900
Interest-bearing liabilities and derivatives		..	696	747
Provisions	
Other	22,27	5,265	17,355	24,176
Total current liabilities		24,110	47,495	58,856
NON-CURRENT LIABILITIES				
Payables	
Accrued employee benefits	
Interest-bearing liabilities and derivatives	21	..	8,801	8,054
Provisions	
Other	
Total non-current liabilities		..	8,801	8,054
TOTAL LIABILITIES		24,110	56,296	66,910
NET ASSETS/(LIABILITIES)		238,803	207,687	250,335
EQUITY				
Capital/contributed equity	16,17	238,803	210,456	253,104
Retained surplus/(accumulated deficit)	23	..	(2,997)	(2,997)
Reserves:				
- Asset revaluation reserve		..	228	228
- Other	
TOTAL EQUITY		238,803	207,687	250,335

CASH FLOW STATEMENT

TransLink Transit Authority	Notes	2009-10 Budget \$'000	2009-10 Est. act. \$'000	2010-11 Estimate \$'000
CASH FLOWS FROM OPERATING ACTIVITIES				
Inflows:				
User charges	28,35	324,314	348,322	387,112
Grants and other contributions	29,36	824,705	865,812	994,843
Other		2,788	4,280	5,363
Outflows:				
Employee costs		(26,069)	(26,604)	(31,394)
Supplies and services	30,37	(573,497)	(589,817)	(656,905)
Grants and subsidies	31,38	(539,631)	(578,974)	(668,203)
Borrowing costs		..	(128)	(720)
Other	32	(88)	1,162	(663)
Net cash provided by/(used in) operating activities		12,522	24,053	29,433
CASH FLOWS FROM INVESTING ACTIVITIES				
Inflows:				
Sales of property, plant and equipment	
Investments redeemed	33,39	360,000	860,000	1,020,000
Loans and advances redeemed	
Outflows:				
Payments for property, plant and equipment and intangibles		(50,003)	(43,605)	(54,361)
Payments for investments	33,39	(360,000)	(860,000)	(1,020,000)
Loans and advances made	
Net cash provided by/(used in) investing activities		(50,003)	(43,605)	(54,361)
CASH FLOWS FROM FINANCING ACTIVITIES				
Inflows:				
Borrowings	34,40	..	9,606	..
Equity injections	16,17	36,993	16,120	42,648
Outflows:				
Borrowing redemptions		..	(109)	(696)
Finance lease payments	
Equity withdrawals	
Net cash provided by/(used in) financing activities		36,993	25,617	41,952
Net increase/(decrease) in cash held		(488)	6,065	17,024
Cash at the beginning of financial year		2,534	24,259	30,324
Cash transfers from restructure	
Cash at the end of financial year		2,046	30,324	47,348

EXPLANATION OF VARIANCES IN THE FINANCIAL STATEMENTS

Income statement

Major variations between 2009-10 Budget and 2009-10 Estimated actual include:

1. Variance reflects an increase in revenue from a January 2010 fare increase and introduction of *go* card off peak discounts.
2. Variance due to additional funds allocated from mid-year budget review for the provision of additional transportation services.
3. Increase due to general increase in interest rates and effective cash management.
4. Variance reflects an increase in costs associated with transportation operators and technology partners.
5. Variance due to an increase in Community Service Obligations payments towards rail services.
6. Variance due to additional Smartcard equipment expenditure and infrastructure works in progress now completed as part of the 2009-10 financial year.
7. Variance due to legal fees as a result of revised outsource model and external audit fees not budgeted for in 2009-10.

Major variations between 2009-10 Estimated actual and the 2010-11 Estimate include:

8. Variance reflects an increase in revenue from a January 2010 fare increase, introduction of *go* card off peak discounts and anticipated further fare increases.
9. Increase due to additional funding provided for indexation and network growth in transportation services.
10. Further increase in investment income consistent with higher forecasted interest rates attributable to increased funding and forecasted revenues.
11. Increase due to full year impact of 2009-10 mid-year restructure and recognition of contracted roles to full time equivalents.
12. Increase due to the costs relating to indexation and associated growth to support additional transport services.
13. Variance reflects an increase in Community Service Obligations payments towards rail services and front line operations.
14. Increase consistent with additional capital program spends for 2010-11 and capital program spend deferred from 2009-10.
15. Increase due to *go* card household promotion to occur in 2010-11.

Statement of changes in equity

Major variations between 2009-10 Budget and 2009-10 Estimated actual include:

16. Decrease relates to capital program deferrals in 2009-10 due to timing of committed expenditures.

Major variations between 2009-10 Estimated actual and the 2010-11 Estimate include:

17. Increase due to capital program expenditure deferred from 2009-10 and adjustment as per TransLink Station Upgrade Program expenditure profile.

Balance sheet

Major variations between 2009-10 Budget and 2009-10 Estimated actual include:

18. Variance due to requirements for Smartcard deposits and unearned revenue resulting from the continued migration to Smartcard technology.
19. Decrease in intangibles due to delays in capital program.
20. Variance is a result of an increase in estimated end of year payables and an increase in *go* card deposits due to greater migration to Smartcard technology.
21. Variance reflects draw down on State Borrowing Program relating to the purchase of Smartcard technology.
22. Variance due to unearned revenue as a result of migration to Smartcard technology and recognition of advances for goods and services.
23. Variance due to carried-forward prior year loss.

Major variations between 2009-10 Estimated actual and the 2010-11 Estimate include:

24. Variance due to further requirements for Smartcard deposits and unearned revenue resulting from the continued migration to Smartcard technology.
25. Increase due to delays in capital program from prior year.
26. Variance reflects an increase in further requirements for *go* card deposits due to migration to Smartcard technology.
27. Increase in unearned revenue as a result of further migration to Smartcard technology.

Cash flow Statement

Major variations between 2009-10 Budget and 2009-10 Estimated actual include:

28. Variance reflects an increase in fare revenue and unearned revenue as a result of the migration to Smartcard technology.
29. Variance due to additional funds allocated from mid-year budget review for the provision of additional transportation services.
30. Variance reflects an increase in costs associated with transportation operators and technology partners.
31. Variance due to an increase in Community Service Obligations payments towards rail services.
32. Variance reflects an increase in requirements for *go* card deposits due to migration to Smartcard technology.
33. Increase due to effective cash management through the investment of surplus funds.
34. Variance reflects draw down on 2009-10 State Borrowing Program relating to the purchase of Smartcard equipment.

Major variations between 2009-10 Estimated actual and the 2010-11 Estimate include:

35. Variance reflects further anticipated increases in both fare revenue and unearned revenue as a result of the migration to Smartcard technology.
36. Increase due to funding relating to cost indexation and network growth of transportation services.
37. Increase due to the costs relating to indexation and associated growth to support additional transport services.
38. Variance reflects an increase in Community Service Obligations payments towards rail services and front line operations.
39. Further investment consistent with additional funding and forecasted revenues.
40. Variance reflects draw down on 2009-10 State Borrowing Program relating to the purchase of Smartcard technology.