

**Question No: 86**

**Question:** Department of Transport and Works Staffing

**Date:** 12/11/91

**Member:** Mr STIRLING

**To:** MINISTER for TRANSPORT and WORKS

1. What is the projected staffing level for the Department of Transport and Works Construction Agency at 30 June 1991 for -

- (a) executive management;
- (b) repairs and maintenance;
- (c) construction management;
- (d) capital works design;
- (e) client services;
- (f) consultant services; and
- (g) contracts.

2. What is the staff composition of the Secretariat program by Public Service job classification.

3. What performance measures are applied to Department of Transport and Works functions.

4. What is the total number of staff within the Department of Transport and Works at the level of EO2 and above in 1991-92.

5. What is the salary cost of staff referred to in question 4.

**ANSWER**

1. As at 30 June 1991 this department's actual staffing levels were -

- (a) Executive Management 10
- (b) Repairs and Maintenance 234
- (c) Construction/Management 147
- (d) Capital Works Design 104
- (e) Client Services 42
- (f) Consultant Services 2
- (g) Contracts 15

TOTAL 554

2. The composition of Secretariat staffing was -

- 1 x Administrative Officer 8
- 1 x Administrative Officer 7
- 3 x Administrative Officer 6
- 1 x Administrative Officer 4
- 1 x Administrative Officer 2

3. (a) Transport

This activity has 2 prime functions namely policy and operations.

Policy - For policy and economic studies it has been proven both in Australia and overseas that statistical measures are meaningless. Program evaluation is used to measure the success of policy against objectives.

Operations - Statistical performance measures are used to measure output against the cost of output. This applies to Connellan Airport operations.

#### (b) Motor Vehicle Registry

Performance measurement at MVR is done mainly on a statistical basis across the various functions of driver licensing, METAL, vehicle registration, vehicle inspections, transport inspector breach reporting and prosecution action.

For driver licences, statistics are monitored on the number of theory and practical driver tests conducted daily, including the pass rate, failure rate and the number of repeat tests.

METAL courses are conducted at Alice Springs and Darwin. Again statistics are maintained on the number of applicants for each of the 3 course licence levels, the pass rate, the failure rate and the repeat licence tests.

Motor Vehicle Registrations (renewal of registrations) by region are recorded daily. Motor vehicle test shed inspections are carried out for heavy and light vehicles at test sheds in Darwin, Alice Springs and Nhulunbuy. Statistics are kept on the number of vehicles inspected daily, number of defected vehicles, and number of reinspections.

Transport Inspectors on field surveillance work report breaches on overloading, vehicle defects, unregistered and uninsured vehicles. Again statistical records are kept on each function performed and graphs are produced for analysis.

Prosecutions work performance is based upon the number of complaint actions lodged with the local court and the level of fees paid on fines imposed by the court.

MVR also sells information to customers: statistics are kept on search of records; number of searches carried out daily and revenue raised; commercial licences issued and renewed for tourist vehicles, taxis and buses are required by transaction.

#### (c) Darwin Bus Service

The Darwin Bus Service gathers information on revenue, costs, patronage, kilometres run and peak demand for buses. Major performance indicators are -

- revenue and costs per kilometre;
- average fare;
- cost recovery percentage;
- peak demand versus availability of buses.

These performance indicators are provided each year to the Australian City Transit Association which produces a year book showing comparisons between capital city transit authorities.

#### (d) Government Printing Office

The main performance indicator for the Government Printing Office is the

achievement of a break-even situation financially. Other indicators able to be monitored are -

- average processing time for quotations;
- actual hours taken versus estimated hours for each job;
- actual hours charged versus available hours;
- percentage of work delivered on time.

#### (e) Corporate Services

This activity services the department and some government agencies in financial management, staff development, human resource management and system development. The measure of effectiveness and efficiency is largely dependant upon client satisfaction with delivery of service. Some statistical tests are applied for example, the number of accounts processed by an accounting unit and cost compared to other units.

The means of providing these services is constantly under review with full advantage being taken of improved technology.

#### (f) Construction Agency

The NTCA is goal directed, and there is a commitment to management by objectives. Goals and objectives have been developed for all functional groups and subgroups. The overriding philosophy is to contribute to the social and economic development of the Northern Territory by the effective management of the resources and functions appropriated to it by government.

The performance indicators for the major functional areas of design, construction and maintenance are generally confined to 2 streams, strategic and operational.

Strategic goals have longer time horizons. They include interalia, effectiveness performance measures or indicators related to the broad objectives of the department and its programs as a whole.

The operational goals are based on shorter time frames for -

- assessment of performance against set target dates;
- specified identifiable achievements;
- development and use of human resources and information delivery.

#### Design

The degree of standardisation is extremely high. All design outputs are adaptations of standards, whether these conform to National Design Standards, Australian Standards, client standards, professional standards or codes of ethics. All aspects of NTCA activities are at least influenced by some formal standard. Standardisation is used as a control system to ensure service and product delivery within pre-stated quantitative and qualitative parameters, to reduce public liability due to negligence and to maximise benefits that may be gained from managing the risks to which a public utility is exposed.

#### Construction and Maintenance

The operational goals for these functional areas are simply -

- value for \$ spent;
- completion of projects on time, within budget and within design specification/scope of works;
- quality assurance criteria are also supplied to ensure the quality of works.

4. 1 x Chief Executive Officer  
3 x Executive Officer 3  
1 x Executive Officer 2

5. The total annual salary cost of the 5 positions mentioned in question 4 is \$373 438.