

MOTORCYCLE SAFETY IN NSW

Organisation: [REDACTED]
Name: [REDACTED]
Position: [REDACTED]
Date Received: 9/09/2015

Partially Confidential

[REDACTED]

08 September 2015

The Chairperson
NSW Parliamentary STAYSAFE Committee
Legislative Assembly
Parliament House
Macquarie Street
SYDNEY NSW 2000

Submission in respect to Motorcycle Safety in New South Wales.

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'PARTIALLY CONFIDENTIAL' BASIS, WITHOUT PREJUDICE.**

[REDACTED] [REDACTED] has an extensive history in the delivery of low-risk driver and motorcycle rider training programs.

[REDACTED]
[REDACTED]
[REDACTED]

The Company progressively expanded over the ensuing years and we currently deliver the program in numerous Regions throughout the State [REDACTED]

*	[REDACTED]
■	[REDACTED]
■	[REDACTED]
■	[REDACTED]
■	[REDACTED]
■	[REDACTED]
■	[REDACTED]

[REDACTED] annually trains 11,000 motorcyclists, we employ approximately 60 Riding Instructors and support staff and operate a fleet of 100 training motorcycles throughout the State.

The present rider training syllabus delivered to both Pre-Learner and Pre-Provisional trainees has evolved since the 1990 inception of The Scheme. In general terms, we believe that, although not perfect, the current syllabus is appropriate to address the most immediate needs of novice riders.

We have serious concerns however in respect to the current level of support that Contractors receive from the Roads and Maritime Service (RMS). The gradual decline in support over our [REDACTED] year association is seriously affecting our ability to continue to deliver a quality service to the public and to operate efficiently and effectively within the parameters of our Contracts.

The following items are those that most concern us and affect our operational ability:

* The position of Rider Training Coordinator/Chief Riding Instructor within the RMS has long been devolved, which is in Breach of RMS requirements. In the past, this person carried out a supervisory role within The Scheme and maintained quality assurance throughout the entire State. This included a support role to the Contractors in first point of contact if issues arose and was available for assistance and advice on a 7 days per week basis.

* Following devolvement/re-structure of the RTA/RMS the Customer Education Unit no longer exists. This section is now titled 'Enrolment Training' and the person currently appointed to support rider training does not hold either title and is not attached to 'Enrolment Training' but is attached to 'Operational Policy'. This person is required to carry out a multi-functional role with no authority to deal with the day-to-day issues requiring attention. e.g. Instructor Accreditations, Instructor Assessments, Instructor Training, equipment supply, stationary and accountable document supply, training syllabus issues and, [REDACTED]

This person is also tasked with the considerable responsibility of dealing with the day-to-day operational issues that arise at Motor Registries and Services NSW offices on a state-wide basis. This alone, I believe would be a substantial task.

* The position of Manager, Rider Training Unit has been devolved.

* The position of Policy and Program Analyst, Customer Education, is now devolved. This person performed the most supporting function to the Contractors.

* Following the re-structure/re-alignment of RTA to RMS the position of RMS Representative, under the Terms of the Contract, has not been filled by an appointed staff member.

* Following the same re-structure/re-alignment, the Position of Rider Training Coordinator has not been filled by an appointed staff member.

* It is in excess of two (2) years since the RMS have carried out an Audit of one of our Rider Training Centres. [REDACTED]

[REDACTED] We feel that these audits are essential to maintain consistency, quality control and service delivery.

* The RMS are required to provide safety vests for the on-road component of the Pre-Provisional rider training course. Despite numerous requests for re-supply it is now over 5 years since new items were issued. The current equipment no longer complies as it tattered and faded.

* It is now in excess of seven (7) years since the training syllabus for both the Pre-Learner and Pre-Provisional courses has been upgraded.

* Up until and 2007, the then RTA held regular meetings with the Contractors involved in the delivery of The Scheme. Such meetings were very informative and allowed an interaction

between all parties to discuss and sort operational issues etc. It is now eight (8) years since a meeting was convened. Regular meeting gives rise to consistency and the maintenance of a high standard of training and testing.

* The administration of the Motorcycle Operator Skills Test (M.O.S.T), which occurs immediately after Pre-Provisional rider training courses is carried out by the Contractors. The Specifications for the administration of this important test requires the use of Amphometer Speed Measuring Devices, also known as 'timing bars'. These devices accurately record terminal speed of an applicant's motorcycle during the 'Quick Stop' and 'Obstacle Turn' components. Timing Bars form an integral part of the Specifications for Testing and are a part of the testing Standard as set out by the RMS.

The original units were designed in the early 1990's and were progressively issued by the then RTA to each Contractor. The bars were robust and accurate. The original designer and manufacturer of the devices passed away in the late 1990's and as a result, servicing of the units was no longer available. The equipment progressively failed due to age and exposure to inclement weather and is therefore no longer in use. [REDACTED] another Provider was approached by the RTA to re-design a suitable replacement. A prototype new system was developed and was not adequately 'field-tested' prior to approximately [REDACTED] sets being ordered and distributed to Contractors. We believe that the cost of the new equipment was in the order of \$40,000. Within 3 to 4 weeks of use, the new bars began failing. [REDACTED]

[REDACTED] Timing is now carried out only by stopwatch which is not as accurate as the former electronic timing. I am lead to believe that no follow-up has been done with the manufacturer of these flimsy, inferior devices and the initial cost outlay has been a total waste of funds. Non-provision of this equipment is therefore in contravention of the 'Standard'.

* The issued training Manuals are both poorly presented and are in need of full upgrade including a shift to colour illustrations. The current versions of both are dated 2207 and 2008 respectively.

* The current audio/visual delivery of training within the classroom environment for both courses requires urgent upgrade to digital media in lieu of the current and far outdated A4 sized laminated cards in present use.

* Some Contractors within The Scheme are providing training motorcycles to trainees that are not within the Specifications for training motorcycle in that they are not fitted with crash protection bars. The fitment of this equipment significantly reduces the likelihood of a trainee being injured in the event of a fall. The RMS continually allow non-compliance which is not consistent with clearly identified requirements. Non-compliance results in significant cost saving by the Contractors during initial motorcycle preparation but can eventually lead to higher repair costs to motorcycles. This could potentially also lead to an increased chance of successful Civil Litigation, which exposes all involved, including the RMS for non-enforcement of requirements and not adequately providing sufficient 'duty of care' to trainees.

* In relation to the above issue and of serious concern is that fact that we have been informed that one Contractor operating within the Scheme has been given 'special permission' by the RMS to not have crash bars fitted to training motorcycles. This is clearly in conflict with the Specifications and was not communicated to the other Contractors involved, which clearly demonstrates favouritism towards the Company concerned. This is not only in Breach of Contract, but also lowers the safety standard by increasing the risk of injury to a trainee.

* Also of concern is the fact that the crash bar requirement is going to be made 'optional' with future Contracts owing to the pressure the one Contractor concerned has placed on the RMS which lowers the standard and again, jeopardises the safety of all trainees.

* The implementation of the Compulsory Rider Training Scheme resulted from recommendations by STAYSAFE. This initiative has resulted in a significant reduction in motorcycle road trauma. The RMS were given the responsibility of the implementation and administration of the Scheme. Our organisation believes that the core business of Road Safety is a joint venture by all parties concerned. Accordingly, as stakeholders, the Contractors are not supported to anywhere near the same extent in comparison to previous years. The Contractors are not given any feedback on current trends relative to motorcycle road trauma and are not encouraged or invited to become involved in aspects of the training syllabus to address perceived deficiencies in the curriculum. This is a sad waste of resources affecting those that are, in many circumstances, most eminently qualified to make suggestions for improvement.

* The joint venture we, as Contractors have entered into with the RMS is totally unbalanced as we are given very little support, supervision and accountability. The sheer dedication of the Contractors involved is keeping the Scheme afloat facing an increasing decline of support from within the RMS.

* Consideration should be given to the establishment of a '*RETURN TO RIDING*' course within the RMS Scheme. This point is raised to address those riders that obtained a Rider Licence many years ago and, for varying reasons, have not ridden for several decades since. As these people are still currently 'Licensed' to ride, they are therefore exposed; most of which have never had the benefit of formal rider training which significantly increases their risk of crashing. I would submit that these mature aged riders are statistically over-represented in road crash trauma. The addition of a voluntary, subsidised course offered by the RMS would create an opportunity for this category of riders to become involved in formal training, which would far reduce their likelihood of crashing.

SUMMARY:

In the mid 1990's the 'Scheme' was responsible for training somewhere in the order of 20,000 rider's annually. In 2015, I understand that that number has increased to over 50,000. Having the number more than doubling, with Contractor support diminishing to its current state to just one part-time person in a multi-role position with severely restricted and limited authority, does not equate.

Our Company sincerely believes that the Compulsory Rider Training and Testing Scheme is working well, despite requiring some necessary upgrades. We also believe that the Contractors involved are primarily responsible for keeping the Scheme afloat as a result of a dedicated commitment to the delivery of the program whilst remaining within the scope of our Contracts and operational ability.

The shortcomings, from our perspective result from the severe lack of involvement and support by the Roads and Maritime Services and the failure to engage interaction between all parties concerned.

Finally, it is of concern to our Company that this Inquiry was not brought to our attention by either the RMS or the Committee. [REDACTED] that has a direct influence on State-wide training that might be in a position to offer productive input into this process. I am aware that a similarly placed Company was also not made aware of this matter.

Forwarded for consideration.

[REDACTED]

[REDACTED]
[REDACTED]