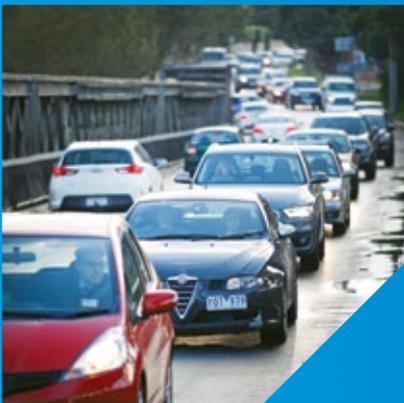


RACV
Directions
2015

What's important
to our 2.1 million
members



RACV exists to deliver valued benefits to our members and their communities by informing and advising them, representing members' interests and providing them with assistance when in need by delivering excellent products and services in our fields of motoring, mobility, leisure, assurance, financial services, social well-being and the home.

Contents

Foreword	4
A history of representing members	4
What's important to our members	6

1 An integrated transport system

<u>The importance of mobility</u>	<u>10</u>
<u>Metropolitan transport priorities</u>	<u>12</u>
<u>Regional transport priorities</u>	<u>14</u>
<u>The need for better planning</u>	<u>16</u>
<u>Congestion</u>	<u>18</u>
<u>Public transport</u>	<u>20</u>
<u>Bicycle riding</u>	<u>22</u>
<u>Motorcycling</u>	<u>24</u>
<u>Pedestrians</u>	<u>26</u>
<u>Smarter use of our network</u>	<u>28</u>
<u>Sustainable mobility</u>	<u>30</u>
<u>Alternative fuels</u>	<u>32</u>

Part of a national voice	72
--------------------------	----

2 A safer transport system

<u>The safe system</u>	<u>36</u>
<u>Safer roads</u>	<u>38</u>
<u>Safer speeds</u>	<u>40</u>
<u>Child safety</u>	<u>42</u>
<u>Young drivers</u>	<u>44</u>
<u>Older road users</u>	<u>46</u>
<u>Enforcement</u>	<u>48</u>
<u>Alcohol and drugs</u>	<u>50</u>
<u>Driving while tired</u>	<u>52</u>
<u>Distraction</u>	<u>54</u>
<u>Vehicle safety technology</u>	<u>56</u>
<u>Fleet safety</u>	<u>58</u>

3 A fairer deal

<u>Transport funding</u>	<u>62</u>
<u>Motoring taxes and charges</u>	<u>64</u>
<u>Fuel prices</u>	<u>66</u>
<u>Buying and owning a car</u>	<u>68</u>
<u>Vehicle theft</u>	<u>70</u>

Foreword

Victoria's economy and liveability rely on a transport network that moves people and goods safely, efficiently and reliably. An integrated approach is required to meet our transport needs. It is not about one mode of transport versus another. It is about achieving a balance between the needs of different users and uses of our transport network.

RACV regularly engages with members via market research, written correspondence, the telephone, social media and face-to-face consultation, to identify the issues of greatest concern across our membership. This feedback together with technical research and stakeholder engagement informs our policy development.

RACV Directions 2015 outlines the issues that are important to our members in the areas of mobility, safety and affordability. It details the policy positions and the advocacy, education and information programs that we have developed to address these issues. Through this work, RACV seeks a better integrated transport system, a safer transport system and a fairer deal for our members and the broader Victorian community. These three key objectives form the themes of this document.

RACV welcomes your feedback and we invite members to use the details provided at the end of this document to continue to help us with your views.

"RACV is independent from political interests and is knowledgeable and understanding of road and transport issues through speaking with both experts and members."

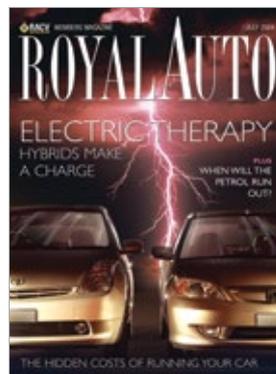
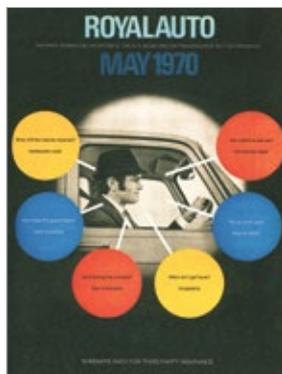
Robert, 36–45 years old, middle Melbourne

Kevin White

President and Chairman of the Board

Colin Jordan

Managing Director and Chief Executive Officer



The RACV member magazine has been produced for more than 90 years.

RACV History

A history of representing members

RACV was established in 1903 to represent motorists and provide facilities and services for members. At a time when Australians were first starting to embrace the automobile, RACV sought to provide members with independent advice and information, and to promote their interests in the areas of mobility, safety and consumer protection.

More than a century later, our members continue to value the role we play. While we have a strong motoring heritage and

many members value their car, they tell us that what they ultimately value is their mobility, whether it be by private vehicle, public transport, bicycle or foot. Today, three quarters of our members use public transport as well as a private vehicle and they expect their travel to be safe, efficient and affordable regardless of the mode they use. They support RACV pursuing a balanced and integrated approach to meeting their transport needs and they value access

to independent advice and research to help them make more informed decisions about their travel. Our members have told us that they would like to be involved in the conversation and continue to help shape our policy and advocacy agenda. With the emergence of the digital age, there are now more opportunities than ever before for RACV to engage with members and to do so via the channels that best suit their needs.



Victoria's economy and liveability rely on a transport network that moves people and goods safely, efficiently and reliably. An integrated approach is required to meet our transport needs. It is not about one mode versus another. It is about achieving a balance between the needs of different users and uses of our transport network. RACV pursues improved outcomes for all Victorians particularly in the areas of mobility, safety and affordability.

What's important to our members: better integrated transport, safety and a fairer deal

On average, there is an RACV member in three out of every four Victorian households. Not only does this give RACV access to the views of a significant cross section of the Victorian community, it means that the collective voice of our members carries significant weight.

How we engage with our members

In order to understand the issues of greatest concern across our membership we regularly poll our members. This research is conducted by independent market research agencies to ensure that samples are representative and that the results are statistically significant and collected in accordance with established market research practices*.

In addition to this, RACV regularly invites all members to share their views and experiences on specific issues through surveys such as the biennial Redspot Survey about road congestion, the On Track Survey, which looks at rail transport issues, Pothole Patrol about road maintenance and most recently the member issues survey promoted

in RoyalAuto. Members also communicate with us regularly via telephone, email, mail, social media and face-to-face consultation.

RACV works in partnership with key stakeholder groups representing a diverse range of Victorian business, transport and community-based organisations. This further assists us in developing an understanding of, and responding to, member needs on a range of transportation issues.

How policy is formed

RACV develops policy positions based on scientific and market research, technical advice and broad consultation with members and key stakeholders. These positions are considered by RACV's Board, which is elected by members, and we then promote these policies to government and other stakeholders. Policies and advocacy activities are detailed each month in the President's Column in RoyalAuto and are communicated via our website, social media, publications and mass media.

RACV also provides a range of information, advisory and educational programs to assist members to stay safe and mobile and to be aware of their rights and responsibilities as consumers.

Directions 2015

RACV Directions 2015 outlines the issues that are important to RACV members. It provides a snapshot of the current issues and emerging trends affecting our members and the role RACV plays in representing their interests, through advocacy activities and a range of education, awareness and information programs. Guided by extensive consultation, research and technical expertise, Directions 2015 seeks to inform members, stakeholders, government and industry of RACV's position on these issues and how we are advocating they should be addressed.

Who are RACV's members?

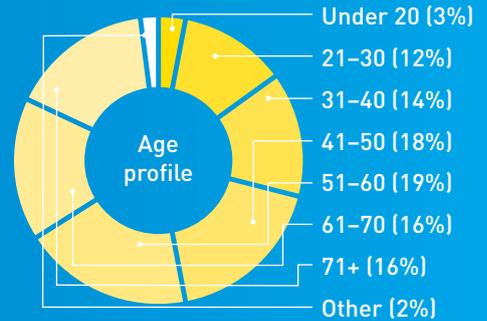
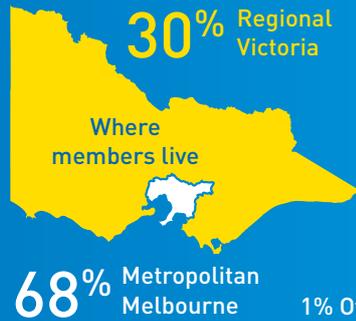
2.1 million RACV members:



48%
Male

48%
Female

3% Undisclosed



Please note: Percentages may not add up to 100% due to rounding.

75% of members want engagement in RACV's advocacy with preferred channels being:

71%
Online surveys

42%
Survey forms on RACV website

30%
Survey forms in RoyalAuto magazine

75% of members use public transport with one in five using it weekly or more

93% believe RACV should have a voice in the community about transport, mobility and safety issues

Members support an integrated approach with:

94% in favour of RACV calling for better roads

94% in favour of RACV calling for better public transport

Top issues for RACV members include:

83% Road user behaviour

78% Fuel prices

75% Personal safety on public transport

75% Road quality

73% Quality of existing public transport services

73% Public transport improvements

72% Younger driver safety

72% Road congestion

72% Road infrastructure

70% Child safety

RACV seeks to achieve three key objectives on behalf of our members and the Victorian community, and these form the themes of RACV Directions 2015:

1 An integrated transport system:

Members value their mobility. They want a transport system that moves them efficiently between destinations. They support improvements to both the public transport system and road network to address their concerns about congestion and the negative impact it has on their lives and the broader Victorian community. They would like real-time information and advice to help them make smarter choices about when, where and how they travel.

2 A safer transport system:

Members expect their travel to be safe. They are concerned about risky road user behaviour, such as driving under the influence of drugs or alcohol, speeding and mobile phone use. They believe the transport system should be designed to cater for the needs of all road users and protect the vulnerable, including pedestrians and cyclists. They recognise that education, enforcement and the engineering of our roads and vehicles all have a role to play in reducing road trauma.

3 A fairer deal:

Members are concerned about the increasing costs of transport, from the rising costs of fuel and vehicle ownership to the affordability of public transport. They want independent advice and research to make more informed decisions and better understand their rights, whether it is at the fuel pump, at the car dealer or when it comes to repairing or maintaining their vehicle. They also expect a fairer deal when it comes to the motoring taxes they pay, with a greater share being reinvested in road and public transport improvements.

1

An integrated transport system for our members

"It doesn't really happen in the country, but in the city traffic jams are a big problem. It affects the West Gate to the city turn off and you can't predict it, it's very annoying."



The importance of mobility	10
Metropolitan transport priorities	12
Regional transport priorities	14
The need for better planning	16
Congestion	18
Public transport	20
Bicycle riding	22
Motorcycling	24
Pedestrians	26
Smarter use of our network	28
Sustainable mobility	30
Alternative fuels	32



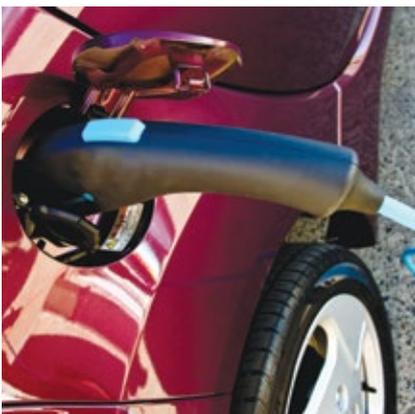
Members value their mobility. They want a transport system that moves them efficiently and reliably between destinations, regardless of the mode or combination of modes they may use.



"Having recently travelled overseas where other major cities have [airport] links into the city, I cannot understand why Melbourne does not. There's the bus to Southern Cross, but that's not convenient!"



"I am an avid cyclist and motorist. I obey the rules when using either transport means. I will not ride within 10km of the city on any road as I feel it is too unsafe to do so."



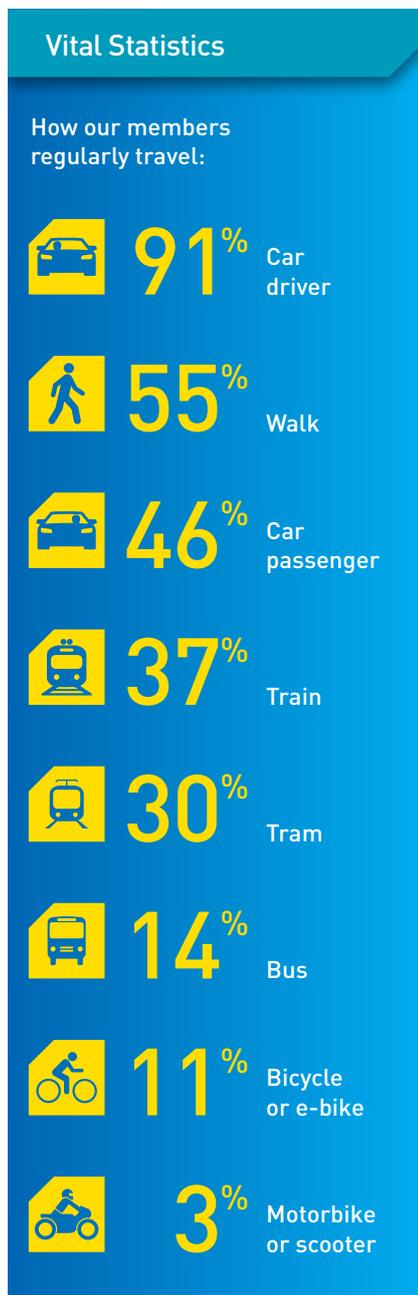
"There needs to be provision of both roads and public transport options to meet the needs of new communities as they are being established, not decades later."



The importance of mobility

One in three regional Victorians and one in five residents in outer metropolitan Melbourne have missed out on a work or social opportunity because of limited transport options where they live.

RACV Growing Pains market research 2012/2013



Members value their mobility. They rely on the transport system to access jobs, education and essential services, to participate in social and recreational activities and to connect with their communities and each other.

Many members rely heavily on the car to meet their mobility needs, with a recent survey showing 74 per cent believe their car is an important part of their daily life. However, issues such as congestion and air quality, particularly in our cities, are major concerns for members and the cost of owning a vehicle weighs heavily on the average household budget.

For many Victorians, particularly those living in regional Victoria or in Melbourne's outer suburbs, there is little choice but to drive. In comparison with inner and middle Melbourne, these areas are not well serviced by public transport and residents also have access to fewer local employment opportunities. This often means long commutes on congested roads or overcrowded public transport.

For those who cannot or choose not to drive, social and recreational activities are often forgone due to lack of transport alternatives, which can lead to isolation, loneliness and in some cases depression and ill-health. For many older and disabled people, not driving has a large impact on their quality of life, as they are unable to access necessary health care and social services.¹

For other groups of non-drivers, such as young people, those on lower incomes, new immigrants and people with mobility-impairment, a lack of access to transport is a significant barrier to getting to work or study and contributes to the cycle of disadvantage.

Victorians need more efficient and reliable public transport services, running more often to more locations across town. Over 85 per cent of the kilometres travelled via public transport occurs on roads using buses and trams. A connected and continuous road network is critical in enabling these services to operate efficiently. Importantly, many people use a combination of public and private transport to meet their needs and this requires an integrated approach.

RACV conducts extensive consultation with members, the broader Victorian community, local and state governments and other stakeholders to identify solutions to the transport and mobility issues facing Victorians. We assist our members to maintain their mobility for as long as possible through senior driver education programs, advice on driving with a disability or health issue (such as dementia) and advice on public and community transport options. RACV also represents our members' interests on a number of committees and stakeholder groups.

¹Experiences of non-drivers, RACV, 2009



*RACV's brochure **keeping mobile – vehicle modifications for drivers and passengers with a disability** discusses many things that people with a disability should consider, such as whether vehicle modifications are the best option and provides information on licensing and registration requirements.*

What RACV wants

- /// There needs to be an integrated and balanced approach in addressing the community's needs, recognising that both public and private transport modes have a role to play.
- /// Investment in roads should benefit all road users by providing footpaths, cycling facilities, bus stops, bus lanes and space for private and commercial vehicles.
- /// Transport and land use plans must include adequate provision for the transport needs generated by existing and future development.
- /// Public transport infrastructure and service requirements should be planned as part of new residential developments and delivered by the time residents move in.

Metropolitan transport priorities

“In addition to servicing one of the fastest growing residential growth corridors in Australia, Greensborough & Rosanna Roads also perform the role of de facto freeway links. These are minor arterial roads at best and are now at saturation point during peak hour. This is not a sustainable situation.”

Greg, 46–59 years old, middle Melbourne

Melbourne’s population is projected to grow from four to six million people over the next 30–40 years and the number of trips made each day will grow from 13 million to 20 million¹. Over the next 20 to 30 years, our road and rail networks will also have to accommodate a doubling in the amount of freight and commercial traffic.

RACV has a long-standing position that an integrated and balanced approach is needed to address Melbourne’s current and future transport needs. RACV supports several key road and public transport projects to reduce congestion, constraints on Victoria’s economy and the trauma of road crashes, while improving community wellbeing.

Constructing the missing link between the M80 Metropolitan Ring Road (Greensborough) and the M3 Eastern Freeway/EastLink is RACV’s highest priority project. This will complete the ring road around Melbourne and relieve congestion in the north-eastern suburbs. This link is of critical importance to the freight sector as it will complete the route from the south-east industrial sites, especially around the Dandenong area and ultimately the Port of Hastings, to the M31 Hume Freeway.

The East-West Link from the M3 Eastern Freeway to the M2 Tullamarine Freeway/CityLink, with an extension to the M80 Western Ring Road via the Port, is essential to provide an alternative to the M1 West Gate Freeway-Monash Freeway corridor and relieve inner area congestion. Increasing rail capacity in the inner-city will enable the rail network to accommodate forecast growth in freight and commuter demand.

RACV’s transport agenda also includes a program to remove rail level crossings as identified by respondents to the RACV

Redspot Survey, the upgrade of the Dandenong Rail Corridor and construction of the Melbourne Airport rail link.

Between 2001 and 2011, 58 per cent of metropolitan population growth has been concentrated in outer Melbourne, particularly in the growth areas of Cardinia, Casey, Hume, Melton, Whittlesea and Wyndham. Over the next 30–40 years, approximately one million more people are expected to move into these outer areas². RACV has been tracking the transport provision in outer Melbourne for over a decade and it is still failing to keep up with population growth. In 2012, RACV’s Outer Melbourne Growing Pains report identified a \$7.4 billion package of road and public transport projects needed to address the backlog. Without an accelerated and ongoing program of works and better planning, residents will continue to face daily battles with congestion, overcrowded public transport and missing transport links.

Victoria stands to receive a significant boost in transport funding over coming years, with recent budget allocations towards a number of the major projects on RACV’s list. While this investment is welcome, the transport challenge will continue to grow and RACV will continue to work with key stakeholders and engage with members to identify emerging transport needs.

Vital statistics

Members’ top transport improvements to address congestion in Melbourne:

93% said improve the road system

76% said improve the public transport system

54% said improve traffic management and signals

48% said ban trucks in the right hand lane of freeways

48% said reduce number of level crossings

MAP KEY

 Projects needing funding

KEY PROJECTS

- 1 Metro Ring Road completion
- 2 East West Link
- 3 Melbourne Metro Rail Capacity Project
- 4 Melbourne Airport Rail link
- 5 Dandenong rail line project



¹State Government of Victoria, Plan Melbourne – Metropolitan Planning Strategy 2014

²Bureau of Infrastructure, Transport and Regional Economics (BITRE) Report 125, 2011

What RACV wants

/// The following metropolitan transport projects should be delivered:

- Metropolitan Ring Road completion
- Melbourne Airport Rail Link
- Melbourne Metro Rail Capacity Project
- East–West Link and
- Dandenong Rail Line Upgrade.

/// Ongoing works programs are needed to:

- remove level crossings across metropolitan Melbourne commencing with five a year for ten years;

- address major bottlenecks on the transport network commencing with those identified by Victorians in RACV's biennial Redspot Survey;
- eliminate the road and public transport backlog in outer metropolitan Melbourne [see RACV Outer Metropolitan Growing Pains, 2012].

/// The following operational and service improvements are required:

- improve the operation of Hoddle Street, particularly the intersections of Johnston Street, Victoria Street and Swan Street;
- increased SmartBus services, including upgrading Doncaster Area Rapid Transit (DART);

- provide four lanes on the M1 Monash Freeway at the Warrigal Road Bridge and increase speed limits east of Toorak Road;
- adopt and implement a prioritised list to extend existing clearways in Melbourne and introduce 24/7 clearways on major arterial roads;
- ban trucks in the right hand lane on all freeways with three or more lanes in each direction;
- implement an expanded program to address the deteriorating appearance of our road and rail corridors through immediate removal of graffiti, weeds and litter.

Regional transport priorities

“More train services are required daily. It is just not good enough that people who live in the country areas of Victoria are so disadvantaged.”

Helen, 55–64 years old, regional Victoria

Regional Victoria generates a quarter of Victoria’s economic output, one-third of the State’s exports¹ and will accommodate 800,000 additional people over the next 40 years². As the population grows, it is critical that the transport network is able to keep up with demand.

In 2013/14, RACV consulted with our members and regional Victorian communities, local government and industry to identify the projects needed to strengthen the transport links that

connect regional population centres, not just to Melbourne, but to each other and to the communities surrounding them.

As part of the RACV Regional Growing Pains project, we met with members across the State and heard from almost 8,000 people via the associated Regional Transport Needs survey. The survey found regional Victorians want better maintained roads, more frequent rail services and improved public transport options.

The condition and maintenance of our roads remains the biggest road-related concern, with RACV community consultation revealing many residents are hesitant to travel on regional roads and highways. Their rough and potholed state presents a hazard for car drivers, motorcyclists and bicycle riders and increases the vehicle maintenance burden on regional families and businesses. In response to member feedback, RACV launched a Facebook and media campaign called ‘Pothole Patrol’ in 2013. The Government responded with an additional \$170 million towards road maintenance and rehabilitation over the next three years. The underlying issue, however, is that the current allocation does not allow

maintenance of the whole network to the required standard. An adjustment to the base funding is required. At present, only about four per cent of the state highway network is being resurfaced each year and RACV estimates that this needs to be increased to at least eight per cent to prolong the life of the network.

A lack of adequate transport options leaves regional Victorians at higher risk of social isolation than other parts of the State. Not everyone can drive or has access to a private vehicle. Public transport alternatives are therefore particularly important for groups such as the elderly, people with a disability, low-income earners and those who are too young to hold a licence. Via our On Track survey, regional rail users told us they struggled with infrequent services, difficulty in finding parking at their station and trains not running on time.

Fifty-five per cent of road fatalities occur on regional roads, despite the fact that only 25 per cent of the population lives there. RACV, together with other Australian motoring clubs, participates in the Australian Road Assessment Program (AusRAP). AusRAP assesses

Vital statistics

48%

of regional Victorians want better maintained roads.

31%

are concerned with the frequency or reliability of V/Line train services.

34%

were, or knew someone who was, unable to get to a work, medical or social engagement due to poor transport in the past 12 months.

“Getting heavy vehicles out of major centres – this would not only improve road safety but greatly reduce congestion ... big trucks and suburban traffic should not be in the same mix.”

Phil, 60+ years old, regional Victoria



the design elements of our major highways in accordance with the standards of the International Road Assessment Program (iRAP), a worldwide movement to improve the safety of roads. The program shows how a relatively small investment in simple safety

measures such as safety barriers, sealed shoulders and centreline rumble strips can prevent thousands of deaths and serious injuries on our regional highways. RACV will continue to explore these issues through consultation, market

research and stakeholder engagement and pursue Federal and State Governments to adopt the \$4.6 billion blueprint of regional road and public transport infrastructure projects identified in Regional Growing Pains (2014).

¹Victoria the Freight State, Department of Transport Planning and Local Infrastructure (DTPLI), 2013
²Victoria in Future, Department of Planning and Community Development (DPCD), 2012

What RACV wants

- /// A package of road and public transport infrastructure improvements is needed over the next decade to support growth in regional Victoria and its ten largest cities, as identified in RACV Regional Victoria Growing Pains (2014).
- /// Improve V/Line train frequency, upgrade railway stations and improve local public transport, walking and cycling connections in regional Victorian population centres.

- /// Upgrade the following sections of the regional highway network to at least a 4-star AusRAP standard:
 - Complete the duplications of the Western Highway from Ballarat to Stawell; Princes Highway West from Geelong to Colac and Princes Highway East from Traralgon to Sale.
 - Construct bypasses of Shepparton on the Goulburn Valley Highway and Traralgon on Princes Highway East.

- /// Upgrade 1 and 2-star sections of the freeway and major highway network to a 3-star minimum AusRAP standard within five years.
- /// Newly constructed sections of highway should achieve an AusRAP safety rating of no less than 4-stars.
- /// Road maintenance funding should be progressively increased from four per cent to ensure that by 2017 at least eight per cent of the State highway network is resurfaced or rehabilitated every year.

The need for better planning

“Having to catch three buses and wait over an hour to get to the other side of the neighbouring suburb is just plain wrong.”

Harrison, 25–29 years old, outer Melbourne

Vital statistics¹

1.5 in residents in outer Melbourne said they would not have invested so much in their vehicles nor needed as many cars if there were better public transport options available when they first moved in.

Each year, households in outer suburban areas collectively spend approximately

\$1.5 billion

running a second vehicle to meet their transport needs.

In the inner city, there are more than

5000 jobs per square kilometre compared to fewer than

100 per square kilometre in the outer suburbs.

The median work journey in the City of Port Phillip is 8 kilometres compared to

32.5 km in Melton.

For too long, the demand for housing has pushed Melbourne’s boundaries outward faster than the provision of adequate transport infrastructure and services by governments to support these developments. This has resulted in high levels of congestion, disconnected communities and limited transport options beyond the private car. As the population continues to grow, it is clear that a new approach to planning is needed to ensure these problems are not perpetuated.

Clustering housing, jobs and services in outer suburban hubs and key regional centres will reduce the demand for travel, encourage greater use of public transport, bicycle riding and walking, and take the pressure off our already congested and overcrowded road and rail networks into central Melbourne. It can also encourage counter-peak travel as people in inner and middle suburbs travel outwards to access opportunities in these activity centres and increase demand for cross-town travel.

New developments should be designed to cater for all road users and recognise that people will often use a mix of transport modes to meet their needs. Roads should include provision for footpaths, separated cycling facilities, bus stops, bus lanes and space for private and commercial vehicles.

There are many examples of old residential estates where roads have been built too narrow to allow regular bus services to comfortably pass each other. Bus stops should be connected by a continuous, sealed footpath network to enable everyone to access them safely. Train stations should be accessible by bus, foot, wheelchair, bicycle, taxi and car. For some, finding a car park at the local train station can be the difference between a five minute car trip to the station or a 35 kilometre drive on a congested freeway during peak hour.

RACV’s Growing Pains reports present a blueprint of the transport projects needed to support existing and future populations in outer Melbourne and regional Victoria. RACV has actively pursued a better planning approach through formal submissions and presentations to the Victorian Ministerial Advisory Panel that prepared the metropolitan planning strategy Plan Melbourne. On behalf of our members, we will continue to emphasize the need for a longer term, integrated land-use and transport plan. We will engage with key stakeholders and pursue the development of a long term investment strategy to deliver the pipeline of projects needed across both metropolitan Melbourne and regional Victoria (pages 12 to 15).

¹ Growing pains: Keeping pace with transport needs in outer Melbourne and Geelong, RACV, 2012



What RACV wants

- /// Transport and land use plans should be integrated and take into account the role of all transport modes in moving goods and people more efficiently.
- /// New urban development should cluster jobs, people and services closer together in outer suburban and regional hubs to minimise the demand for travel.
- /// Public transport infrastructure and service requirements should be planned as part of new residential developments and delivered by the time residents move in.
- /// Melbourne needs an agreed, integrated landuse and transport vision that has multi-party support.

Congestion

“Congestion is a big issue. Bridges are a massive concern. It is absolute hell on bridges such as the Bolte and the West Gate because they are key links into the city. It impacts your life because you need to leave earlier and factor it in.”

Carly, 18–25 years old, middle Melbourne

Vital statistics

88%

of Victorians believe congestion is worse than it was five years ago, 92% expect congestion to get worse in five years' time.

93%

of Victorians believe improvements to the road system, including improved traffic management and signals, eliminating level crossings and banning trucks from the right hand lane on freeways are needed to combat congestion.

76%

believe the public transport system needs to be improved.

9%

Only of Victorians believe that there is no solution and road congestion is inevitable.

Congestion increases travel time and vehicle operating costs for all forms of road-based transport, including private cars, taxis, trams, buses and commercial vehicles. It impacts negatively on the liveability of our cities and the environment and its effects cascade through the entire economy. Congestion costs Victorians \$3 billion per year in additional travel time and resources with this figure set to rise to \$6 billion by 2020¹.

Potential solutions to congestion include relatively simple traffic management measures, local projects to fix congestion hotspots, upgrades to road and public transport infrastructure, vastly improved public transport services and major new infrastructure projects. Members support an integrated approach with 93 per cent nominating improvements to the road network and 76 per cent supporting improvements to the public transport network as potential solutions to congestion.

There are competing demands for scarce road space, and as demand increases, new ways of managing the use of that space will be needed. On-street parking is one of the most inefficient uses of valuable road space in congested metropolitan areas. The use of clearways is an important short-term initiative to help improve congestion and will benefit drivers, bicycle riders, freight

transportation, residents and public transport users alike. The removal of level crossings across Melbourne will also significantly reduce road congestion and improve safety for all road users. The improvement of public transport services needs measures such as the introduction of platform stops for trams and turn restrictions, at certain intersections, to reduce delays to trams and move more people, more efficiently.

Through the biennial Redspot Survey, RACV asks its members to identify locations that frustrate road users due to congestion and delay. The results of the survey are used to compile the Top 10 locations that frustrate Victorians, which RACV then seeks to have addressed through road and public transport upgrades. The survey, which has run since 1991, has proven to be very effective, with the State government spending or committing over \$1.1 billion to fix 47 Redspots that have appeared in the Top 10 over the life of the program.

Traffic information is important so that people can choose how and when to travel, and what route to use at any particular time. Technology also has the potential to significantly improve the way we manage the movement of people and goods on the network.

¹ Bureau of Transport and Regional Economics, 2007



“Level crossings should be addressed as a priority. Many hold up traffic and send shock waves well back from the specific location ...”

Katrina, 36–45 years old, middle Melbourne

Longer term, it will be necessary to reform what is currently an inefficient system of road user charges and taxes. An effective road pricing system would replace fuel excise and the other Federal and State taxes that exist now. It would charge people according to where, when and what they choose to drive. All revenue should be reinvested in road and public transport improvements.



In 2014, over 8,000 Victorians nominated their most frustrating and congested locations on the road network via RACV's Redspot Survey.

What RACV wants

- /// Remove chokepoints to reduce delays for private and commercial vehicles, trams, buses and trains by:
 - extending clearways on selected routes during weekdays and Saturday mornings and implementing 24/7 clearways on selected major arterial roads;
 - implementing an ongoing program to remove major level crossings in Melbourne.
- /// Enable more efficient management and use of the existing network by:
 - banning trucks in the right hand lane on all freeways with three or more lanes in each direction;
 - exploring further deployment of intelligent transport system management tools such as ramp metering, lane use management systems, variable speed limits and variable message signs;
- providing better multi-modal information to help road users make more informed decisions about which route and transport mode they take, including extending the Drive Time system on freeways and introducing it to major arterial routes.
- /// Minimise delays caused by incidents and works by:
 - deploying rapid response services to clear break-downs and crashes on major arterial routes;
 - improving the management of lane closures for roadworks and building construction and reducing their occurrence.

Public transport

“Not every member of our family is of driving age and getting around town is sometimes impossible if the public transport system doesn’t operate at decent hours. The local bus stops running at 7pm.”

Annette, 46–59 years old, outer Melbourne

Vital statistics

75%

of members use public transport at least once a month and just over 1-in-5 do so weekly or more.

64%

find themselves in situations when they would like to use public transport but cannot.

What limits how often people use public transport?

44%

said public transport services do not run often enough,

40%

said public transport does not go where they want to travel and

38%

said public transport hours of operation do not suit their needs.

RACV advocates for better public transport services and infrastructure together with better roads, as part of an integrated approach to improving our transport system and providing better mobility options for our members.

Three quarters of RACV members use public transport at least once a month and just over 1-in-5 do so weekly or more. Members tell us that a variety of factors impinge on their use of public transport including the quality of services, unsuitable routes, limited operating hours and a lack of reliability.

In 2013 more than 4,600 Victorians responded to our On Track survey, which found train users want more frequent and reliable services, more car parks, more toilets and improved security. Accessibility of train stations is another key concern for users. Provision of dedicated paths for bicycle riders and pedestrians, secure storage and parking facilities for bicycles and safe drop-off zones should be provided at train stations. Bus services should run more frequently, directly and reliably to train stations and there should be better coordination between bus and train timetables. Adequate parking should also be provided at train stations, particularly where there are limited transport alternatives.

RACV has identified a number of key public transport projects needed to improve the operation of the network and to alleviate congestion. These include the completion of the Melbourne Metro Rail Capacity Project, upgrade of the Dandenong rail corridor, removal of metropolitan railway level crossings and construction of the Melbourne Airport rail link. A continuous, connected road network is also needed to support the majority of public transport kilometres, which are travelled on roads via buses and trams. RACV supports measures to improve the flow of on-road public transport such as traffic signal priority at intersections and dedicated bus lanes on key public transport routes. RACV also supports better real-time multi-modal traveller information so that public transport users can make more informed travel decisions.

Almost two thirds (64 per cent) of members have found themselves in situations when they would have liked to make a trip using public transport but couldn’t because of the quality or lack of services available to them. This is more pronounced in Melbourne’s outer suburbs and in regional Victoria where public transport services are more limited¹.

¹ Growing Pains: Keeping pace with transport needs in outer Melbourne and Geelong, RACV, 2012



Public transport services should be provided earlier in new communities. Too often, public transport services are delivered many years after residents have already moved in and invested in a second or third car. One in five residents surveyed by RACV said that they would not have invested so much in their vehicles or needed as many cars if there were better public transport options available when they first moved in.

RACV pursues the interests of members through ongoing research, advocacy and partnerships such as the Road User Collaborative (RUC), comprised of the stakeholders that represent Melbourne's transport users including, Yarra Trams, Bus Association of Victoria, Metro Trains, the Victorian Taxi Association, Bicycle Network Victoria, Victorian Transport Association and RACV.

What RACV wants

Public transport services should be reliable, frequent, coordinated across modes and affordable.

The following major public transport projects should be delivered:

- Melbourne Metro Rail Capacity Project;
- Melbourne Airport rail link;
- upgrade of Dandenong/Cranbourne rail corridor;
- increased frequency and reliability of V/Line rail services in regional Victoria;
- expansion of SmartBus services across Melbourne.

Railway stations should be accessible by all road users through the provision of walking and cycling paths, adequate car parking and bicycle storage facilities and connectivity with other public transport services.

Governments should continue to invest in Melbourne's tram system with newer vehicles and tram stops featuring shelters and information systems, and (where appropriate) trams should have priority in mixed traffic and physical separation from other traffic.

Bus services in outer Melbourne and regional centres should be extended in terms of frequency, route coverage and hours of operation to meet demand.

A continuous, connected and well-managed road network is essential to the provision of good on-road public transport.

Public transport users should have access to real-time, multi-modal traveller information so that they can make more informed decisions about the best route and mode or combination of modes to meet their needs.

Bicycle riding

“Even where there are bike paths like St Kilda beach, there’s no separation between pedestrians and bikes. It makes me drive to work much more than I’d like.”

Bill, 26–35 years old, middle Melbourne

Bicycle riding is an increasingly popular activity, whether it is used for commuting, fitness or leisure. Fifty-three per cent of RACV members have one or more bicycles in their household, 11 per cent use a bicycle or eBike regularly and on average they ride three to four times

per week. Many drivers are also riders, and riders are also drivers.

On average, seven bicycle riders are killed each year on our roads and another 37 are hospitalised for more than 14 days due to injuries¹. Both riders and drivers make mistakes, but most often the rider is worse off in any collision with a motor vehicle. RACV supports mandatory wearing of bicycle helmets. RACV encourages motorists to maintain a safe clearance between their vehicle and bicycle riders on the road, but does not believe mandating a minimum passing distance of one metre will be effective.

RACV supports enhanced safety and infrastructure for bicycle riders by representing members on a number of technical and planning bodies, including the Cycling Reference Group, and working with key stakeholders. In 2013, RACV joined with the Amy Gillett Foundation and other organisations on a State government funded project to produce the brochure Sharing Roads and Paths. Information on road rules is also provided via our website and RoyalAuto. Our Street Scene primary school program teaches young children about bicycle, pedestrian and passenger safety.

Together with awareness and education programs, RACV believes road authorities should work with schools to provide safe

routes to school for pedestrians and cyclists. There are significant benefits in encouraging more children (and their parents) to walk or ride to school including improved health outcomes, reduced congestion and less demand for car parking.

More off-road bicycle paths and on-road lanes should be provided to support safe cycling. On-street parking, not traffic lanes, should be removed to provide permanent bicycle lanes where extra space is required. RACV is concerned that the increased installation of dedicated bicycle facilities in inner-suburbs has been at the expense of road capacity and facilities for mobility impaired pedestrians. It is important that road space for other road users is not reduced when bicycle facilities are provided and that safety and amenity is not compromised.

RACV supports the introduction of electric bicycles or ‘eBikes’ that have a small electric motor to assist a rider when they are pedalling. Twenty-six per cent of members support the use of eBikes, which can help people increase their physical activity in situations when they wouldn’t otherwise be able to – for example, when a health issue makes riding difficult or when a destination would ordinarily be too far away.

The road rules apply to both drivers and bicycle riders and it is important that

Vital statistics

57%

of Victorians want more dedicated off-road bicycle paths for riders.

39%

want more dedicated on-road lanes.

64%

want more education for bicycle riders about how to share the road with cars.

46%

want more education for drivers about sharing the road with riders.

¹ Transport Accident Commission (TAC)



Sharing roads and paths provides information about rules and safe behaviours for all road users when interacting with riders and for riders themselves.

they obey these laws. RACV does not support bicycle registration. With many riders being children, millions of bikes already in Victorian households and the absence of both a unique identifier on each bike frame and rider licensing, RACV believes bicycle registration would be an unnecessary and costly burden that can be avoided by improvements in facilities for riders and improved attitudes between drivers and riders.

RACV participates in Bicycle Network's Ride to Work Day and sponsors the RACV Great Victorian Bike Ride. RACV operates the Melbourne BikeShare scheme and offers members Bike Assist to help riders in the event that their bicycle cannot be ridden due to a crash, mechanical problem or puncture.



What RACV wants

/// A connected bicycle network should be delivered as part of an integrated, multi-modal road network.

/// Off-road bicycle paths and on-road lanes should be increased. On-street parking, not traffic lanes, should be removed to provide permanent bicycle lanes where extra space is required.

/// More high-standard, off-road paths should be provided for bicycle riders.

/// Road authorities should work with schools to provide safe routes to school for pedestrians and bicycle riders.

/// Drivers and riders should responsibly share the road, drive and ride sensibly and within the road rules.

/// Minimum passing distances should not be mandated, but public education campaigns are needed to encourage drivers to be aware of cyclists and ensure they pass them safely.

/// Funding for education programs to increase awareness of the safety benefits of higher visibility clothing and lights.

/// Evaluate ways to ensure cyclists who break the law are identified and penalised appropriately.

Motorcycling

“As a motorcycle rider, I believe there should be more education for motorists to respect our right to travel in safety.”

Mervyn, 60+, Regional Victoria

Vital statistics

The number of motorcycle and scooter registrations in Victoria grew by

62%

between 2003 and 2011.

In the event of a crash, a rider is most likely to sustain injuries to their legs, with

48%

of all injured riders having leg injuries¹.

Around **9%** of Victorian licence holders hold a motorcycle licence².

Learner motorcycle riders are approximately

3 times

more likely to be involved in a crash than full motorcycle licence holders³.

RACV advocates for improved transport services and enhanced safety for all our members, including those who ride motorcycles. RACV research shows that about seven per cent of RACV's members own one or more motorcycles and three per cent report using a motorcycle or scooter regularly. Those who use a motorcycle regularly ride five to six times per week.

In 2014, 30 motorcycle riders and passengers were killed on Victorian roads. Motorcyclists represent 12 per cent of the annual road toll but only about four per cent of registered vehicles in Victoria and less than one per cent of vehicle kilometres travelled⁴. Unfortunately, the over-representation of motorcyclists in the road toll has been consistent.

RACV strongly supports investment in safer road infrastructure to help prevent crashes and minimise the consequences of crashes if they do occur. The introduction of the Motorcycle Safety Levy (MSL) in 2002 was triggered by the over-representation of motorcycle riders and pillion passengers in Victoria's road crash statistics. The funds go directly towards targeted safety initiatives, including improvements to high-risk locations for riders (Blackspots), and ensuring safety infrastructure like crash barriers have extra features to protect riders. An independent evaluation of the Motorcycle Blackspot Program showed

a 40 per cent reduction in motorcycle casualty crashes at the 54 high risk road lengths treated from 1997 to 2007⁵.

The use of protective clothing by motorcyclists has the potential to greatly reduce the injury risk to motorcyclists⁶. RACV supports the introduction of a requirement for all riders to wear protective clothing. We also support requirements under the new motorcycle Graduated Licensing Scheme (GLS) for learner and novice riders to wear light or high visibility clothing and believe this should be extended to all riders.

Identifying motorcycles to enforce road rules is an issue for Victoria Police and the Department of Justice. Motorcycles don't have a regular front number-plate, and with most speed cameras photographing the front of speeding vehicles, speeding motorcyclists have been able to avoid penalties that are enforced for other road users. Consequently, an evaluation of all the available options to address this is required, including modifying existing and future speed camera installations.

Lane splitting and lane filtering are two behaviours that may cause friction between riders and other road users. Lane splitting is when riders weave between moving vehicles and lane filtering is when riders ride between stationary vehicles in queues, for example at intersections. Although



its legal status is currently unclear, lane filtering is widely undertaken by riders to bypass queues of vehicles at intersections. RACV supports lane filtering, but not lane splitting. RACV also does not support motorcycles using bicycle lanes because of the risk of serious injury should a motorcycle be involved in a collision with a bicycle rider.

RACV represents members on the Victorian Motorcycle Advisory Group that discusses and advises VicRoads about issues affecting motorcycle riders.

“I worry about motorcycles cutting in between cars at such a speed that you blink and suddenly they are coming up beside you. Yes, we are meant to watch out for them, but golly they make it hard sometimes!!”

Michelle, 46–59 years old, outer Melbourne

¹ roadsafety.vic.gov.au

² Transport Accident Commission (TAC)

³ Graduated Licensing for motorcycle riders: A discussion paper, Victorian State Government, 2010

⁴ Transport Accident Commission (TAC)

⁵ Evaluation of the Motorcycle Blackspot Program, Monash University Accident Research Centre (MUARC), 2007

⁶ de Rome, L et al, Motorcycle protective clothing: Protection from injury or just the weather?, Accident Analysis and Prevention, 2011

What RACV wants

- /// Continue to implement a graduated licensing system for motorcycle riders.
- /// Continue the Motorcycle Safety Levy in Victoria, to ensure a dedicated fund for motorcyclist safety.
- /// Evaluate ways to ensure motorcyclists who break road rules are detected and penalised appropriately, consistent with what is enforced for other road users.
- /// Implement regulatory reform to allow lane filtering past stationary queued vehicles when safe to do so, but not lane splitting.
- /// Continue public education campaigns on the need for drivers to be aware of motorcyclists and for motorcyclists to ride safely.
- /// Introduce a requirement for all riders to wear protective clothing.
- /// Introduce a requirement for all riders to wear light or high visibility clothing, commencing with learner and novice riders.
- /// Consumer information for protective clothing should be developed in collaboration with industry to provide consumers with better advice about the safest products available.

Pedestrians

“We have no footpaths in the local streets which makes walking dangerous and difficult, particularly as I have a small child in a pram.”

Kristy, 26–35 years old, outer Melbourne

Pedestrians are particularly vulnerable in the traffic environment. In 2013, 36 pedestrians were killed on Victorian roads, accounting for 15 per cent of the road toll. Over half of those killed every year are over 50 years of age and a third are aged over 70². The over-representation of older pedestrians

in severe crashes is of growing concern, particularly as our population ages. RACV provides information and advice to older road users about how to stay safe through the Years Ahead Road Safety for Seniors program.

Young children are also at risk as pedestrians. Death and injury from low speed run overs are preventable and research indicates that pedestrian collisions involving children are more likely to occur at the beginning of unsupervised travel, when their road safety skills and understanding are low³. RACV provides primary school age children with a free educational program on how to stay safe on the roads, with a particular focus on how to be safe as a pedestrian. The Street Scene program is delivered to more than 25,000 students each year.

Parents have an important role to play in preventing or reducing the risky road user behaviours of their children on the road. This can be achieved by simply setting a good example and modelling positive road safety behaviours when their children are around. RACV's website also provides tips and advice for parents on ways to help teach their children to act safely near roads and driveways.

Most pedestrian injuries involving children occur close to home. Driveways can be a particularly hazardous area and drivers should always check to ensure there are no children around their vehicle when reversing. The RACV Reversing Visibility Index was developed to help motorists compare how well a variety of cars perform when it comes to their rearward visibility. Technologies such as rear visibility cameras and sensors can markedly increase reversing safety, although they should never be relied upon solely.

Both motorists and pedestrians can behave in ways that expose them to increased risks. In places with high pedestrian activity, RACV supports targeted, time-based, lower-speed limits to reduce the risk to pedestrians. However, pedestrians must also act responsibly and within the law, including using crossings and obeying traffic signs and signals.

Pedestrian avoidance systems use camera, radar or laser technologies to detect pedestrians in the path of the vehicle and apply the brakes if necessary. RACV believes these systems have great potential and their development and adoption should be promoted.

Vital statistics

In the City of Melbourne approximately

70%

of short trips (under 2km) are walked.

In the inner suburbs more than

50%

of short trips are walked.

In outer Melbourne walking drops to around

25%

of short trips¹.

¹ Victoria Walks

² Transport Accident Commission

³ Congiu, M., Whelan, M., Oxley, J., Charlton, J., D'Elia, A. & Muir, C. (2008). Child Pedestrians: Factors Associated with Ability to Cross Roads Safely and Development of a Training Package. Monash University Accident Research Centre, Report 283.



RACV supports measures to sensibly make places like Melbourne's CBD safer and more accessible for pedestrians. This includes closing some roads to motor vehicles, for example, Elizabeth Street from Bourke Street to Flinders Street. This must be balanced with measures to ensure that motor vehicles can move efficiently within the CBD on selected routes, like King Street and Latrobe Street and the CBD has reliable motor vehicle access to and from the suburbs.

More broadly, the specific needs of pedestrians, particularly vulnerable pedestrians such as the elderly and disabled, must be taken into stronger consideration in the design of roads and new developments.

What RACV wants

- /// Standards and guidelines should ensure that roads and bicycle facilities address the specific needs of pedestrians, including those who are mobility impaired.
- /// The State Government should work with local government to develop and fund a plan to link train stations, tram stops and bus stops to the footpath network, particularly in outer Melbourne.
- /// Parents should be encouraged to educate their children on road safety from an early age and act as positive role models.
- /// Increase community awareness about driveway safety, reversing visibility and the danger of low speed run overs involving children.
- /// Older pedestrian safety should continue to be addressed by education programs such as RACV's Years Ahead Road Safety for Seniors Program.
- /// The development and adoption of pedestrian detection and avoidance systems, and measures to minimise pedestrian injury should be encouraged in the design of new vehicles.
- /// Road authorities should work with schools to provide a safe road environment for pedestrians and bicycle riders.
- /// Implement targeted, time-based, 40 km/h speed zones where and when high pedestrian related crashes justify a lower limit.
- /// Extend the Blackspot program in areas where there are a high number of pedestrian and bicycle rider crashes.

Smarter use of our network

“The cost of ITS technologies is modest compared to the heavy construction components of transport projects. More importantly, ITS technologies add value to projects by making them safer, more efficient and more user friendly.”

*Susan Harris, Chief Executive Officer,
Intelligent Transport Systems Australia (ITSA)*

Vital statistics

The M1 ‘managed motorways’ upgrade included freeway ramp signals regulating traffic entering the freeway, electronic lane use management signs, and driver information signs providing advance notice of traffic conditions and incidents. A preliminary study revealed:

Accident reductions exceeding

30%

Reduction in greenhouse gas emissions by

40

tonnes a day and a saving of 16,500 litres of fuel a day.

Peak travel time reductions of up to

40%

Increased travel speeds from

79 to 87 km/h

during AM peak and

50 to 85 km/h

during PM peak¹.

Intelligent transport systems (ITS) have improved the way we manage our network and how we communicate with each other on the road. As smart technology further infiltrates everything from our vehicles to our mobile devices, there are ever increasing opportunities to improve the efficiency, safety and reliability of the transport network.

ITS can be used to improve traffic flows and better manage traffic incidents on the network. Variable Messages Signs (VMS) alert motorists about emergencies, delays, detours, travel times and traffic conditions. Lane use management systems (LUMS) and ramp metering enable lanes to be opened and closed remotely, speed limits to be adjusted and the volume of vehicles entering the freeway to be managed. These systems enable drivers to adjust their route to avoid incidents and congestion, subsequently reducing frustration and saving time. Reduced stress and better information also results in fewer incidents, and therefore improves freeway safety. From an operational perspective, VMS contributes to improved traffic performance, decreased congestion, more consistent speeds and improved travel time reliability. RACV supports Government investment in managed motorway projects, like that being undertaken on the M1 corridor and believes elements of managed motorways should be expanded to other routes.

Traffic signal phasing (timing) is reviewed periodically to account for changes in traffic volumes. However, if greater resources were allocated towards monitoring network operation and if signal phasing were reviewed more frequently, significant efficiency and safety improvements could be achieved. Melbourne’s traffic signal technology should also be upgraded to make the most of advanced traffic management systems and reduce congestion for motorists and on-road public transport. For example, new vehicle tracking technology that more dynamically responds to tram and bus demands to minimise delays, while reducing overall congestion, are needed.

Technology can enable the collection and communication of better travel time information for both drivers and public transport users. This information can affect the route that people travel, the time they travel and the mode or combination of modes they use. Real-time information or live updates can also help alleviate the stress of not knowing how long you will have to wait in congestion or for your next bus to arrive. Currently, tools such as Tram Tracker provide commuters with mobile updates on the status of their public transport services, as do electronic signs at tram stops and selected SmartBus stops. Drivers have access to information about traffic conditions online, via

¹ VicRoads



Image courtesy of VicRoads

selected mobile applications and some in-car navigation units. RACV encourages government agencies to provide real-time data to enable development of trip planning tools that integrate information about train, tram and bus services with road traffic conditions to help Victorians to spend their travel time more wisely.

The collective application of communication and computers in

vehicles is called telematics. RACV promotes the growth of in-car telematics through its ownership of Intelomatics Pty Ltd, which provides services including safety and security, real-time traffic information and navigation. RACV's Connected Vehicle product combines an in-car device with a smartphone application that gives members direct access to live traffic information, vehicle diagnostics,

navigation and Roadside Assistance. Telematics will continue to enable smarter, safer and more efficient use of transport networks by enabling vehicles to 'talk' to each other (vehicle-to-vehicle or V2V), to the surrounding infrastructure (vehicle-to-infrastructure or V2I) and to emergency and traffic management service providers.

What RACV wants

- /// The Drive Time system should be extended, including introducing it to major arterial routes.
- /// 'Managed motorways' should be implemented on all existing and new freeway routes in Melbourne.
- /// Real-time multi-modal traveller information and integrated trip planning tools are needed so members and the community can make more informed choices about their journey, whether it be by public or private transport or a combination of both.

- /// Extend the use of telematics to enable smarter, safer and more efficient use of transport networks in particular vehicle-to-vehicle (V2V) and vehicle-to-infrastructure (V2I) systems.
- /// Traffic signal systems in Melbourne should be upgraded to make the most of advanced intelligent technology. Intelligent traffic signal phasing that dynamically responds to tram and bus demands to minimise delays, while reducing overall congestion, are needed.

- /// Greater resources should be dedicated to road network monitoring and periodic reviews of signal phasing in order to improve the operation of intersections, improve traffic signal coordination to achieve better "green wave" progression and reduce delays.
- /// Privacy and personal information must be protected in all ITS applications.

Sustainable mobility

“I really care about the environment and the impact my driving has. At the same time, I want to be able to do this without taking a substantial hit to the hip pocket.”

Andy, 36–45 years old, middle Melbourne

The environmental performance of cars is improving, however transport remains the fastest growing source of emissions in Australia, increasing by more than 53 per cent in the period between 1990 and 2013¹. Passenger cars alone account for more than half of all transport sector emissions (and about nine per cent of total emissions), with levels having increased by more than 26 per cent during the same period.

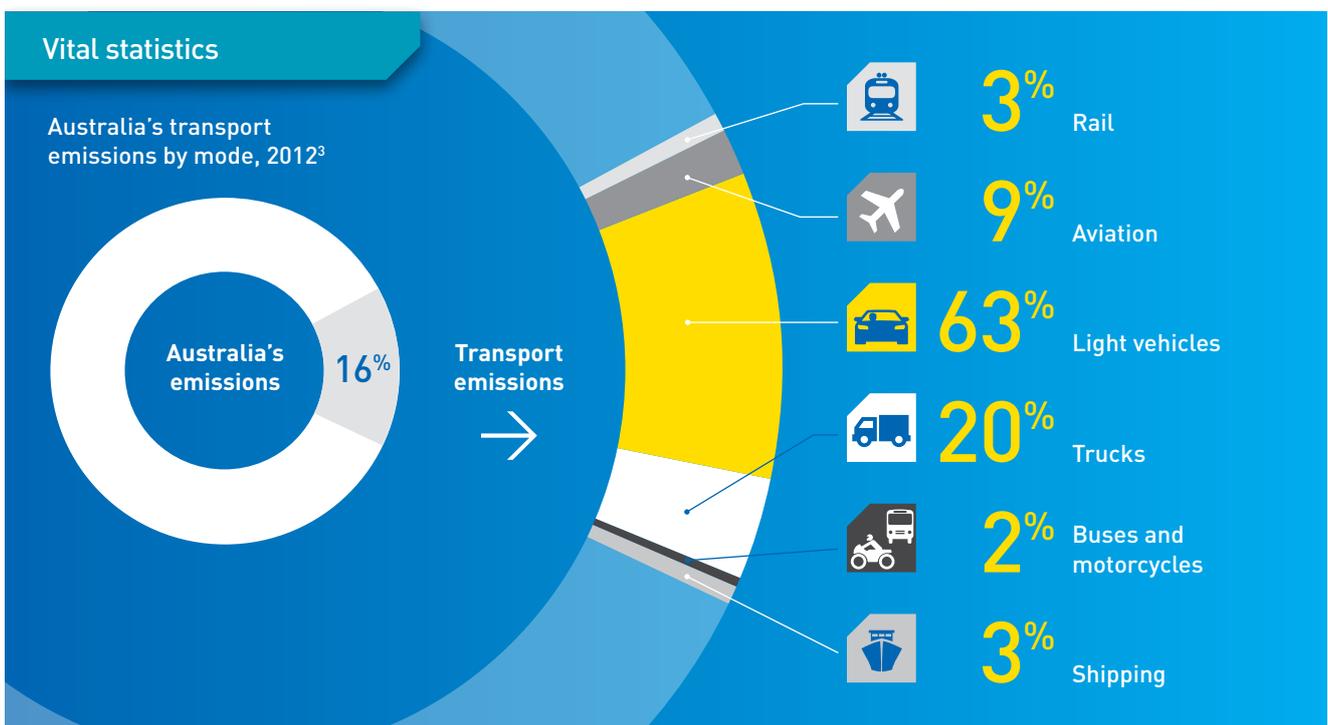
Six out of ten motorists are genuinely concerned about the environment, with congestion and air quality being major concerns, particularly in our cities. The

rising cost of fuel also weighs heavily on members' household budgets with 88 per cent of Australian motorists ranking this as their top concern in terms of motoring costs².

RACV provides information and educational resources to help members reduce their environmental impact and save money. This includes tips on eco-driving and how to save fuel, tools to encourage car-pooling and car-sharing, information about new technologies such as electric vehicles and eBikes, and fuels such as biofuels. RACV GreenZone and Drive Day events

provide a unique opportunity for RACV members and fleet managers to test drive and learn about the environmental and cost-saving attributes of a wide variety of Australia's most fuel-efficient cars and eBikes.

RACV advocates for the adoption of policies to encourage a wider mix of power and fuel systems. Australia's road vehicle emission standards for new vehicles have been progressively tightened over the past 40 years, with the first stage of the Euro 5 emission standards for light vehicles introduced in November 2013.





A total of 170 schools and over 6,000 students, teachers and parents took part in Energy Breakthrough in 2014, competing in the human and hybrid powered vehicles as well as more humble pushcarts that they built themselves.

Programs such as the RACV GreenWheels Buyers Guide (www.greenwheels.com.au) provide a dedicated website to help new car buyers select a low-emission vehicle that best suits their needs, and the means to calculate cost and greenhouse savings achieved by switching to a low-emission vehicle. The site also offers a calculator that enables fleet managers to compare the greenhouse gas emissions and potential savings for multiple vehicles of the same make and model.

RACV advocates for, and supports, more sustainable transport including public transport, cycling, walking and green motoring. RACV is also committed to ensuring it is environmentally responsible

in the conduct of its business through involvement with the Victorian Waste Wise Program and achieving environmental certifications for our businesses and carbon offsets.

Through our community partnership program, RACV has supported both the Royal District Nursing Service (RDNS) in a two-year trial of electric vehicles in their metropolitan fleet and CERES, a leading community environment centre, to deliver the Energy Smart Choices – Educating Schools and Communities program. RACV's Energy Breakthrough is an annual schools challenge that supports education and innovation in energy efficient technologies.

What RACV wants

- /// The Federal Government should modify the relevant Australian Standards to align with current Euro fuel quality standards in order to reduce sulphur content and achieve improved efficiency.
- /// The Government should develop appropriate vehicle fuel efficiency standards to provide clear net benefits to Australian motorists through reduced fuel consumption and CO₂ emissions to improve motoring affordability.
- /// Federal and State Governments should encourage the development and uptake of low-emission vehicles by offering appropriate incentives to consumers.
- /// RACV, together with Australian motoring clubs, should continue to support the dissemination of consumer information to encourage the purchase of low emission vehicles and fuels, efficient driving and alternatives such as carpooling.
- /// Government should support taxation policy that encourages energy efficient vehicles.

¹ Australia National Greenhouse Gas Inventory, Department of Environment, 2013

² Australian Automobile Association Motoring Survey, 2012

³ Australian Government Climate Change Authority, 2014

Alternative fuels

“I worry about carbon emissions. We could have a healthier planet. Maybe we could have an incentive to convert to alternative, cleaner fuels.”

Margaret, 60+ years old, middle Melbourne

Vital statistics

24%

of Victorian motorists believe we should develop and use alternative fuels to reduce the impact cars have on the environment.

Petrol-powered vehicles account for

79%

of registered vehicles across Australia¹.

Diesel-powered vehicles account for

18.5%

of registered vehicles across Australia².

Combined worldwide sales of hybrid and plug-in electric vehicles will reach 6.6 million annual units by 2020 and comprise almost

7%

of the total light-duty vehicle market³.

The majority of cars in Australia are currently powered by petrol. However, as world oil reserves are consumed and the price of petrol increases, we need to consider alternative technologies and fuels in order for motoring to be sustainable, both environmentally and financially.

RACV encourages vehicle manufacturers, traditional fuel companies, biofuel makers and other energy suppliers to consider alternative fuel options in order to reduce the impact of motor vehicles on the environment and provide consumers with greater choice.

Liquefied Petroleum Gas (LPG) has long been an alternative automotive fuel and is the most widely available alternative with mature distribution infrastructure. As well as being a greener fuel, Victoria has vast quantities of LPG, assisting with energy security. Many vehicles can be converted to use LPG and RACV participates in the Australian Alternative Fuels Resource Board (AAFRB), which accredits individuals and registers businesses that undertake alternative fuel conversions and servicing to ensure they comply with the AAFRB Code of Practice and relevant Australian Standards.

Recent record high prices could discourage LPG usage and RACV continues to monitor prices to keep members informed of where they can find the cheapest fuel. RACV also tracks

trends in wholesale prices and encourages fuel retailers to pass on savings to consumers as quickly as possible when prices fall.

Ethanol blend fuels also present a viable alternative to fossil fuels in the short-term. Manufacturers approve the use of ethanol blends up to 10 per cent in most modern cars and flex-fuel cars that can operate on ethanol blends of up to 85 per cent are also available. Depending on how it is produced, ethanol has the potential to be a sustainable and environmentally friendly fuel. A major barrier to acceptance of ethanol blend fuels is its reduced energy content meaning that a car running on ethanol will use more fuel to travel the same distance. If there is no corresponding reduction in price then using ethanol blend fuels can lead to higher motoring costs.

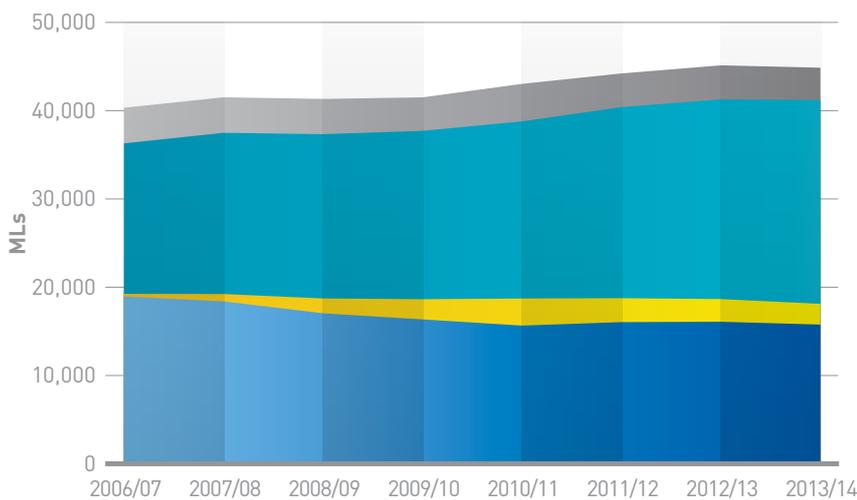
There continue to be developments made with fossil fuels that will prolong their use. Further development of engine technologies in recent years has led to improved fuel consumption for petrol engines and this has assisted in reducing the environmental impact of cars. As we have seen with ultra-low sulphur diesel and the influx of diesel cars available on the market, tightening fuel quality standards to reduce the sulphur content of petrol and match more stringent international standards will remove one of the barriers to high-technology, low-emission engines reaching Australia.



¹ Australian Bureau of Statistics, Motor Vehicle Census 9309.0, January 2014
² ibid

³ Navigant Research, Electric Vehicle Market Forecasts, 2013
⁴ Bureau of Resources and Energy Economics BREE, Australian Petroleum Statistics, 2014

Consumption of major liquid fuels (MLs), 2006/07 to 2013/14⁴



- Liquefied Petroleum Gas
- Diesel
- Ethanol Blend Petrol
- Petrol

What RACV wants

- /// There should be greater transparency regarding the pricing regimes for all fuels and subsidies, where applied.
- /// Victoria should not mandate that a certain percentage of petrol sold must be ethanol, as is the case in New South Wales.
- /// There should be clear labelling about ethanol content at the pump.
- /// Governments should continue to encourage the use of LPG by ensuring that supplies, subsidies and supporting infrastructure is maintained.
- /// The Federal Government should develop standards for electric vehicle design and charging infrastructure.

RACV supports continual review of fuel quality standards to enable vehicle manufacturers to ensure that the most modern engine technologies are available to our members.

Alternative drivetrains such as electric vehicles and hybrids are also playing a part in reducing the environmental impact of motoring. These cars can assist to reduce vehicle tailpipe emissions in areas of high congestion and slow moving traffic such as cities. Electric vehicles have the ability to provide zero emission motoring when charged by renewable electricity such as wind or solar, however non-renewable energy simply shifts the pollution elsewhere. The largest drawback of electric vehicles is their

range and its impact on their use. RACV supports trials to investigate the real-world usability of electric vehicles including the Victorian Government electric vehicle trial and the two-year trial of electric vehicles RACV has undertaken with the Royal District Nursing Service (RDNS).

RACV keeps motorists informed about alternative fuels by publishing the daily price of petrol, LPG and diesel on our website, and by publishing articles in RoyalAuto on alternative fuels and the impact of fuel on the environment. RACV also undertakes research on the suitability of alternative fuels and advocates that if alternative fuels are introduced, they must meet minimum quality standards.

2

A safer transport system for our members

The safe system	36
Safer roads	38
Safer speeds	40
Child safety	42
Young drivers	44
Older road users	46
Enforcement	48
Alcohol and drugs	50
Driving while tired	52
Distraction	54
Vehicle safety technology	56
Fleet safety	58

"Speed limits should be consistent. There are main roads where the limit can change two or more times in a one or two kilometre stretch."



"Is it safe to use a second hand child restraint?"



RACV makes a significant contribution to road safety in Victoria through programs that aim to achieve safer vehicles, safer roads and safer road users.



"What safety features should I be asking for when I buy my new car? Won't they just come as standard?"



"Improve safety on regional and country roads. The country is no less important than the city. City people have a choice in whether to drive, often country people don't."



"As a parent supervising a learner driver, I felt worried about my own driving habits ... it's a long time since I looked at road rules. I was thinking, am I instructing properly?"



The safe system

“Government commits to making roads, vehicles and roadsides safer through engineering safer infrastructure, and creating a strong safety environment, but everybody needs to commit to making the right choices and doing the right thing to stay safe. Government will support the community to meet this commitment through engineering, education and enforcement.”

Victorian Road Safety Strategy 2013–2022

RACV supports the Safe System approach to road safety in which improving the safety of drivers, vehicles and roads is of mutual importance. These are the three pillars encapsulated in the United Nations Road Safety Global Plan for the Decade of Action for Road Safety 2011–2020.

RACV is making a significant contribution to the Decade of Action through its road safety programs and similarly, we expect all three levels of government to

continue legislating, regulating and funding initiatives aimed at further reducing road trauma.

RACV represents the needs of its members as road users of all kinds and helps to educate, inform and encourage safe road use at all times. RACV conducts market research to better understand public attitudes and perceptions about road safety and seeks to inform its members and the community through awareness campaigns about issues such as young driver safety, driveway safety, child restraints and fatigue. We offer road safety education programs for school students, learner drivers and their parents, and older drivers. We also provide a voice on road user behaviour issues and submissions to government on issues such as motorcycle safety, safety regulations and the standards used by medical practitioners to assess fitness to drive.

Whilst education and enforcement are important elements, most crashes occur when ordinary people make mistakes. By building safer roads and vehicles, we can develop a safer system to help reduce the risk of crashes occurring as a result of human error and when they do occur, reduce the likelihood of injury or death and the severity of injury.

It has been estimated that nearly half of current road deaths could be prevented

through safer roads. RACV is a partner in the Australian Road Assessment Program (AusRAP), a program dedicated to ensuring the design of our roads protects users from hazards, whether those users be drivers, passengers, riders or pedestrians.

Research shows that if every motorist bought a vehicle with the 'best in class' safety features, the rate of serious injury could reduce by 40 per cent¹. RACV encourages the adoption of safety technologies in vehicles by informing members and the community about their safety benefits. RACV provides consumer information on the relative safety performance of new and used cars, utilising information from the Australasian New Car Assessment Program (ANCAP) and the Used Car Safety Ratings (UCSR) program.

For decades, the focus has been on fatalities from road crashes and less on the serious injuries that can leave people and their families affected for a lifetime. Progress with programs that encourage safer road user behaviour, safer roads and safer vehicles is reflected in the downward trend in the road toll; however the absolute number of serious injuries is not decreasing at the same rate. Measures to decrease the severity of injuries are now required.

Vital statistics

83% of Victorian motorists listed road safety as one of their top transport related concerns.

To improve road safety:

60% called for improving the quality of roads,

60% supported tougher penalties for dangerous driver behaviour and

53% supported increased testing for drugs and alcohol.

¹ Newstead S, Watson L and Cameron M, 2004. A Model for considering the 'total safety' of the light passenger vehicle fleet, report 228, MUARC, Clayton, Victoria.

² Transport Accident Commission

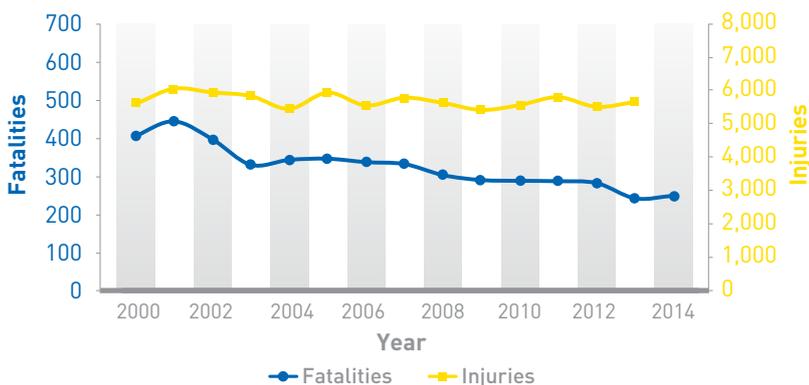


What RACV wants

- /// Road safety policy should be based on the Safe System approach that recognises the importance of safer road users, safer vehicles and safer roads, with commitment from all levels of government to pursue all three.
- /// Victoria should target a reduction of 50 per cent in the number of deaths and serious injuries on our roads over the next ten years, in line with the targets adopted by the Federation Internationale de l'Automobile (FIA) and the United Nations Decade of Action for Road Safety.
- /// Improve the safety of national highways to a minimum of 3-stars (AusRAP) on existing sections of the major highway network and a minimum of 4-stars (AusRAP) on new sections.
- /// Increased funding should be provided by governments and their agencies to support vehicle safety programs such as the Australasian New Car Assessment Program (ANCAP) and Used Car Safety Ratings (UCSR).
- /// Campaigns encouraging safer road user behaviour in relation to issues such as drugs, alcohol, fatigue and speeding should be continued.

- /// Road safety initiatives should be evidence-led and governments should avoid introducing programs that have no road safety benefit or are counter-productive to road safety.
- /// Road safety programs should be evaluated to ensure they are effective and provide investment value.

Victorian Road Toll: Fatalities and Injuries²



Safer roads

“A priority should be the safety of the roads. All roads should be looked at and given a tick of approval if they are safe and if they are unsafe, they should be immediately fixed!!”

Katie, 18–25 years old, regional Victoria

Most crashes occur when ordinary people make mistakes. Safer roads minimise the chance of these crashes happening, and if they do occur, they minimise the severity of the crash.

RACV, together with other Australian motoring clubs, participates in the Australian Road Assessment Program (AusRAP). AusRAP assesses the design elements of our major highways in

accordance with the standards of the International Road Assessment Program (iRAP), a worldwide movement to improve the safety of roads. It measures the inherent safety of a road by inspecting features such as lane width, shoulder width and the presence of safety barriers. Between 1- and 5-stars are awarded to sections of roads, reflecting the level of safety which is ‘built-in’, with 1-star being the least safe and 5 stars the safest.

RACV has assessed 2,885 kilometres of Victoria’s national highways and found that nearly a quarter of the network is at a 1- or 2-star standard. RACV has identified a program of works that shows an investment of approximately \$580 million could save 2,800 people from death or serious injury on Victorian’s National Highway Network over the next 20 years. The program involves simple measures such as centreline rumble strips and safety barriers in medians to prevent head-on crashes, and rumble strips and sealed shoulders on the edge of the road to reduce run-off road crashes. Providing or sealing shoulders can improve the safety of one and two-star roads to three-stars or better.

While RACV has rated the national highway network, there is no measure of how safe the rest of the State road network is. RACV believes that the AusRAP star rating methodology should be used by the State Government to assess our highways, so that Victorians know how safe a road is before they use it.

Within metropolitan areas, removing roadside hazards and installing crash barriers is important. Freeway management systems have safety benefits too. At a local level, local area traffic management and street design contribute to safer roads for all types of road users, including drivers, motorcyclists, bicycle riders and pedestrians.

RACV represents members’ interests in the development of Australian standards and regulations, and via bodies including the National Road Safety Strategy Panel, the Victorian Road Safety Reference Group and the Blackspot Program consultative committee. RACV provides funds and assistance for road safety research and expert advice to members on road safety and traffic issues.

Vital statistics¹

Sealing roadside shoulders can reduce head-on and run-off-road crashes by up to

40%

Installing wire rope barriers can reduce run-off-road casualty crashes by up to

79%

Adding a median can reduce head-on crashes by

90%

Replacing a rigid pole with a frangible pole reduces the likelihood of a fatal crash by

60%

“No person should be killed or seriously injured on Australia’s roads.”

National Road Safety Strategy 2011 to 2020

¹ AustRoads

AusRAP star ratings measure the inherent safety of a road, which is determined by its features.



What RACV wants

Upgrade 1 and 2-star sections of the freeway and major highway network to a 3-star minimum AusRAP standard within five years.

New sections of highway should be constructed to achieve an AusRAP safety rating of no less than 4-stars.

The State Government should adopt the Australian Road Assessment Program (AusRAP) star rating system to rate the State-managed road network (designated M, A, B and C routes) in partnership with RACV.

The TAC-funded \$1 billion Safer Road infrastructure program for State roads should be continued over the next decade.

Complete the duplications of A1 Princes Highway East to Sale, A1 Princes Highway West to Colac, A18 Western Highway to Stawell, construction of the Shepparton Bypass on the A39 Goulburn Valley Highway and the Traralgon bypass on A1 Princes Highway East.

Safer speeds

“I understand why there is a lower speed limit when roadworks are going on, but what about other times? Do you have to slow down or have they just forgotten to take the sign down? It’s hard to know.”

Naji, 60+ years old, middle Melbourne

Vital statistics

Community support for current speed limits:

73%

believe they are about right;

19%

believe they are too low;

3%

believe they are too high.

45%

of members believe better speed limit signage would improve road safety.

34%

of members believe speed cameras should only be used in high risk locations.

79%

of motorists believe that speed limit signs around roadworks are often left up after the works are finished.

Speed management is an important component of a safe and efficient road system. Speed limits should take into account the road standard, roadside conditions, abutting land use, traffic volumes and the mix of traffic types (including bicycle riders, pedestrians, on-road public transport and commercial vehicles).

RACV believes that drivers must drive to the conditions and within the posted speed limit, recognising that in order to be effective, speed limits must be clearly signed, consistent and appropriate for their environment.

RACV surveys show that most members believe current Victorian speed limits are suitable. However they are concerned about inconsistency (where roads that look the same have different speed limits), multiple speed limit changes over short distances and hard-to-see signage.

RACV has campaigned for simplified speed limits; in particular to address the frequent changes that can occur along a single road. In 2013 major changes were announced to the setting of speed limits in Victoria, and RACV has supported many of the proposals aimed at improving consistency and clarity for motorists. However, RACV considers that the elimination of the 70km/h and 90km/h speed limits is unnecessary, and defaulting to the lower limits of 60km/h and 80km/h respectively is not acceptable or likely to gain community acceptance.

RACV does not support blanket speed limit reductions. Members are more likely to accept speed limit reductions when and where there is a higher risk to other road users. Time-based speed limits can be an effective means of lowering speeds when risks are high to other road users like pedestrians and bicycle riders around schools. Therefore, RACV believes the default 50 km/h limit should remain on all local urban roads and supports targeted, time-based 40km/h speed limits only in local road school zones and high risk pedestrian crash zones.

Variable speed limits are also supported for major freeways to smooth traffic flow and increase safety when road conditions are poor or when there are hazards or incidents on the roadway.

RACV inspections at roadworks sites across Melbourne identified problems with speed limit signage at about 30 per cent of locations. Incorrectly or poorly signed sites can mislead motorists and put the lives of road workers at risk if drivers start ignoring speed limit signs or prematurely increasing their speed after seeing too many poorly signed sites.

RACV represents member views on the VicRoads Speed Limits Advisory Group, and the Government Reference Group for Roadside Worksite Safety and Traffic Management.



What RACV wants

- /// Speed limits should be set consistently on similar roads to enable motorists to confidently anticipate the speed limit.
- /// There should be fewer speed limit changes along a continuous stretch of road.
- /// All speed limits should be clearly signed.
- /// 70km/h and 90km/h speed zones should not be removed.
- /// Stronger oversight of contractors implementing roadworks speed limits is needed to ensure limits are fair and credible.
- /// The default 50 km/h limit should apply on all local urban roads.
- /// Significant sub-arterial roads that connect neighbourhoods should have a minimum posted speed limit of 60 km/h.
- /// RACV opposes blanket reductions. 40km/h speed limits should only apply in targeted, time-based, high pedestrian crash zones and school speed zones.
- /// The speed limit on Geelong Road and the Geelong Ring Road should be increased to 110 km/h.

Child safety

Parents have an important role to play in preventing or reducing the risky road user behaviours of their children. This can be achieved by simply setting a good example and modelling positive road safety behaviours when their children are around.

Road crashes are the most common cause of accidental death for Australian children, with child pedestrians and bicycle riders particularly vulnerable. Most bicycle rider and pedestrian injuries involving children occur close to the home. Younger children are also at risk in and around driveways.

A child being injured by a car reversing in their own driveway is every parent's nightmare. The RACV Reversing Visibility Index was developed to help motorists compare how well a variety of cars perform when it comes to their rearward visibility. RACV also works collaboratively with TAC, KidSafe and the Sesame Street Workshop on initiatives such as the 'Elmo Stays Safe' campaign aimed at teaching parents and children about road safety.

RACV is also supportive of efforts to ensure that children with a disability are

able to travel safely and is a partner in the Transportation of Children and Youth with Additional Needs (TOCAN) Committee.

Parents have an important role to play in preventing or reducing the risky road user behaviours of their children when on the road. This can be achieved by setting a good example and modelling positive road safety behaviours when their children are around. RACV's website also provides tips and advice for parents on ways to help teach their children to use the road environment safely.

The RACV Street Scene program, consisting of free road safety education sessions on passenger, pedestrian and bicycle safety, reaches more than 25,000 Victorian primary school students each year.

RACV is also involved in the Child Restraint Evaluation Program (CREP),

a collaborative research and promotion initiative involving stakeholders across Australia, that aims to provide parents with objective information about the safety of child restraint products. RACV research indicates that while parents and carers want to ensure that their children are safe when travelling in their car, more than 70 per cent of child restraints are not installed correctly. To ensure correct installation, parents and carers can visit an RACV restraint fitting station to get their child restraint correctly installed by a trained fitter.

RACV provides information and advice to our members and the community about child restraints and has a number of resources to assist including our online video series Nino's Child Restraint Challenge, which was developed in conjunction with TAC and is available in multiple languages.

Vital statistics

More than

70%

of child restraints are not installed correctly.

'Elmo Stays Safe' Road Safety Campaign

123 SESAME STREET

KidSafe Making a Safe World for Kids 30 years

Proudly Supported By HOLDEN RACV TAC



What RACV wants

- /// Government should increase funding for awareness campaigns and provide advice to encourage parents to educate their children on road safety from an early age and act as positive role models.
- /// Awareness campaigns and advice should be provided by State Government via maternal health and early childhood centres to encourage parents/carers to purchase the safest possible child restraint and ensure it is correctly installed.
- /// Enhanced education campaigns should be implemented by State and Local Government to inform parents and carers of the dangers of leaving children unattended in cars and the importance of driveway safety.
- /// State Government should provide evidence-based support, advice and access to appropriate and safe child restraints for children with additional needs.
- /// Teachers should be supplied with additional resources and support to deliver effective road safety education as part of the curriculum in all schools.

Young drivers

“120 hours is a well-chosen figure. I worked it out over two years – it was roughly an hour a week. If learners are not doing an hour a week, there is no progression, but with the constant practice, I could see the gradual, but consistent confidence growing.”

Peter, aged 46–59, Outer Melbourne

Gaining a driver’s licence is seen as rite of passage for young people. As well as a sense of independence, a car gives some young people better access to

education, employment, social and sporting activities. However, there are considerable risks for young drivers in their first few years of driving.

In 2013, drivers aged between 18 and 25 years accounted for 18 per cent of driver fatalities, but only 13 per cent of licensed drivers². The transition from supervised driving to solo driving is critical. While supervised learner drivers have few crashes, probationary drivers are involved in crashes at three times the rate of experienced drivers³.

RACV believes that learning to drive should be a partnership between the learner, the supervising driver (usually a parent or carer) and a qualified driving instructor. RACV is involved in the Keys2drive program, which encourages parents to become more involved in the learner driver period by providing them and their learner driver with a free one hour driving lesson. This federally funded national program was developed by the Australian Automobile Association (AAA) and is based, in part, on the ‘Parents Plus’ program developed by RACV.

RACV is supportive of Victoria’s graduated licensing system for young drivers because it ensures a minimum level of on-road driving practice for learners and limits a probationary driver’s exposure to driving under high risk conditions. Unfortunately, some young people have difficulty accessing a supervising driver and/or a vehicle

to obtain their mandatory 120 hours of practice. The VicRoads L2P Learner Driver Mentor Program matches eligible young people with fully-licensed volunteer mentors and provides them with access to a sponsored vehicle, which they can use to get supervised driving experience. RACV helps to promote the program and encourages members to consider becoming mentors. The State Government should continue to fund programs such as this to assist disadvantaged youth in obtaining their licence.

Within the first six months of obtaining their licence, young people are exposed to the most danger on our roads due to their inexperience. They are also the most likely to drive vehicles that are lacking in safety features. RACV campaigns for initiatives that will make 5-star vehicles more accessible to this group. RACV supported VicRoads amendments to the Graduated Licensing Scheme, which implement a common-sense power-to-weight formula that allows probationary drivers access to a broader range of safer vehicles.

As part of a coordinated effort with the TAC, VicRoads and Victoria Police, RACV encourages parents to play an active role in their young driver’s safety with the aim of reducing the incidence of road crashes; and in particular for their newly licensed probationary drivers to limit driving at night for the first six months.

Vital statistics¹

Young drivers are

30 times

more likely to crash when they first start driving on their Ps because of inexperience and tendency to take more risks.

A young driver’s risk of being involved in a fatal crash is over

4 times

higher when carrying two or more passengers than when travelling alone.

The more practice a learner driver can have in all road conditions, the safer they will be on the roads when they get their probationary licence.



1 Transport Accident Commission (TAC)

2 Ibid

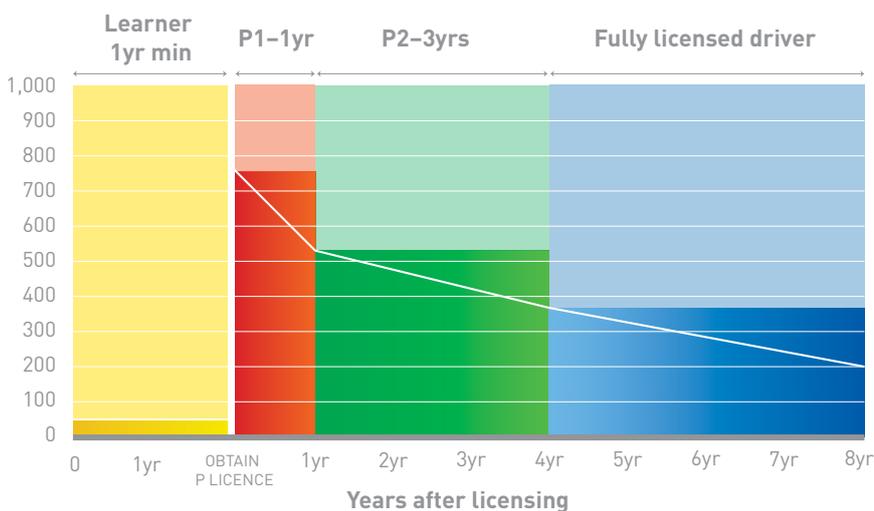
3 Healy D, Victoria's Graduated Licensing System Evaluation: Interim Report, 2012

4 VicRoads

RACV is involved in research exploring early factors that may indicate a tendency for high risk behaviour and is a partner in the P Drivers Project, a large scale road safety research project, aiming to reduce the number of crashes involving young drivers in their first years of solo driving. RACV research has also

found there is currently no evidence that shows that off-road defensive driver training for young drivers has any demonstrable road safety benefits. RACV engages with secondary schools to encourage students to think about and address the road safety issues that are most relevant to their age group.

Number of Victorian drivers in casualty crashes per two months (over a three year period 2009–2011)⁴



What RACV wants

- /// The results of the current P Drivers Project should inform future driving education programs.
- /// Driver training and young driver education programs that have no scientific evidence of their safety benefits should be avoided.
- /// A discounted registration fee should be offered to all probationary drivers who register a 5-star car and maintain clear driving records.
- /// Government should provide ongoing funding for programs to assist young, disadvantaged people to obtain 120 hours of supervised driving experience.

Older road users

“Older people are asked to stop driving, but if they don’t have reliable, cheap and easy transport near their door, it becomes impossible.”

Stewart, 60+ years old, outer Melbourne

Vital statistics

In a survey of older non-drivers:

66%

who stopped driving said they made the decision on their own.

42%

decided to stop driving due to health, followed by **10%** who claimed a loss of confidence.

When asked about the most commonly used transport alternative:

54% used taxis

34% used electric mobility scooters

26% used buses.

Around **50%** found it difficult to visit family or friends after they had stopped driving.

A majority of older Victorians have driven all their adult life. Research suggests that they intend to continue doing so for as long as possible but they are aware of their limitations and avoid situations in which they do not feel comfortable¹. RACV believes that every driver should take responsibility for their own driving ability and be able to continue to drive for as long as they are safe to do so.

When compared with other age groups such as young drivers, older drivers do not represent a major road safety problem in Victoria. The main concern is that frailty increases with age, and as a result, older people are more likely to sustain a serious injury if involved in a crash. People aged over 80 years of age are five times more likely to be seriously injured in a crash compared to those who are 50 years of age. With the proportion of people aged 65 and above expected to grow from 14 per cent to around 21 per cent of the population by 2051², the safety of older drivers becomes an even more critical issue.

RACV encourages older drivers to make safer car buying decisions by providing information on our website, and resources such as Make the Right Choice – vehicle safety advice for older drivers.

Dementia is a key road safety issue in an ageing population. It is estimated that the crash risk of a person diagnosed with dementia is between two and eight times

higher than those without dementia. RACV research found that many people with dementia do not understand their condition, or its impact on their ability to drive safely. This research has also led to the development of resources such as ‘Dementia, driving and mobility’ to support those with dementia and their families.

RACV offers a free one-hour presentation called Years Ahead Road Safety for Seniors, which is aimed at helping older drivers remain safe on the road for as long as possible. Years Ahead has been running since 1997 and is delivered to approximately 8,000 people in 180 groups per year. The Years Ahead Lifestyle series is an extension to this program and covers topics beyond road safety by providing older people with advice and information in the areas of healthy ageing and mobility, and personal and home safety.

RACV represents its older members and provides information and advice through various channels such as RoyalAuto, the internet and the media. Additionally, the RACV DriveSchool Senior Drivers’ program offers practical tuition, assessments and solutions to assist older drivers to continue driving for as long as they are safe to do so. RACV resources are also available to assist members in using public transport, taxis and community transport to maintain their mobility.

¹ VicRoads

² Victoria in Future, Department of Transport, Planning and Local Infrastructure, 2014

³ Dementia and driving, RACV, 2013



“It is important to plan for our future mobility and start thinking about the important issues of how to maintain our mobility, even if we wish to limit our driving, need to stop driving temporarily because of illness or medication, or decide to give up driving completely.”

RACV Years Ahead presenter

What RACV wants

- /// Licence restrictions should not be placed on drivers on the basis of age alone. Impairment, not age is the key to determining driving ability and licensing.
- /// Compulsory re-testing of drivers should not occur. No current licence screening test can predict subsequent crash involvement.
- /// The State Government should provide an increased level of training to a wide range of health professionals about the medical conditions that can impair an individual's fitness to drive.
- /// State and Federal Governments should provide greater access to subsidised driver assessment services for those that have a medical condition and need to be assessed regularly, particularly in regional areas.
- /// Traffic engineers and vehicle manufacturers should consider the specific needs of older drivers in the design and planning process.
- /// Both State and Local Government should increase funding to provide alternative transport services for older people, in particular for older people with dementia.
- /// State and Local Governments should provide information programs to support older people during the transition from driver to non-driver.
- /// The State Government should offer a discount for all older drivers who register a 5-star car and have clear driving records.

Enforcement

“Too many people get away with breaking the law and endangering others.”

Amanda, 26–35 years old, outer Melbourne

Enforcement is an important aspect of road safety. Members tell us that they understand why enforcement is necessary but they need to be confident that enforcement efforts are focussed on delivering maximum road safety benefits.

Most people drive safely and according to the law. However, the small percentage of motorists who deliberately break the law, including drink-drivers and those driving under the influence of drugs, tend to be over represented in road crashes and require targeted programs and tougher sanctions.

red-light camera fines is now dedicated to fund road safety improvements, a move that RACV has long supported to reaffirm the link between enforcement and road safety.

In regards to low-level speeding, RACV believes the demerit points system in Victoria should be reviewed in light of recent reforms in South Australia that resulted in the fine for low-level speeding being decreased from \$260 to \$155, and the demerit points being increased from one to two points for each offence. The change sends a clear message to the community that speed enforcement is about safety and not revenue raising.

In 2012, the role of Australia’s first independent Road Safety Camera Commissioner was established to undertake investigations relating to the integrity, accuracy and efficiency of the camera system. RACV has strongly supported the role of the Commissioner and provides independent advice and information on member issues concerning speed enforcement.

RACV provides members and the community with advice about road rules and their legal obligations as road users via regular features in RoyalAuto, eNews, online and via social media. RACV also conducts research to better understand community concerns and attitudes towards enforcement, penalties and road safety.

Unlicensed drivers and riders are also over represented in road crashes³. RACV is concerned about unregistered vehicles on the road because of the risk that they may not be roadworthy, creating both a road safety and legal issue. RACV supports the further rollout of new enforcement technology such as Automatic Number Plate Recognition (ANPR), which is highly effective in detecting unlicensed drivers and unregistered vehicles and can act as a strong deterrent.

Both covert and overt enforcement are essential components of any road safety strategy. However fines are sometimes viewed as ‘revenue raising’ rather than a genuine road safety measure. Speed cameras should only be used at locations where there is a high crash risk or proven speed related safety problem. RACV has successfully advocated that the location of all fixed cameras should be made public and they are now available on the Victorian Government’s Cameras Save Lives website, www.camerassavelives.vic.gov.au Revenue collected from speeding and

Vital statistics

22%

of motorists believe that greater enforcement is needed to curb speeding and improve road safety.

99%

Approximately of motorists checked by speed cameras are complying with the speed limit¹.

1 in 4

Drivers and riders killed in the five years between 2008 and 2012 had a BAC greater than the legal limit of 0.05².

¹ Transport Accident Commission (TAC)

² *ibid*

³ Victorian Road Safety Action Plan 2013–2016, Victorian Government, 2013



What RACV wants

Proceeds from traffic fines should be used to fund road safety improvements rather than going into general government revenue, in the same way traffic safety cameras and on-the-spot speeding fines are.

The State Government should reduce the financial penalty and increase the demerit points for low-level (less than 10km/h) speeding offences.

Victorians should be granted free online access to photographs of infringements from road safety cameras.

Speed limiting devices (Intelligent Speed Assist – ISA) should be fitted in the vehicles of repeat speeding offenders in conjunction with behavioural programs to address the underlying issues.

The roll out of automatic number plate recognition (ANPR) technology should be expanded to an increased number of police vehicles and at red-light and speed camera sites to detect unregistered vehicles and unlicensed drivers or riders.

Red-light cameras should be installed at level crossings where there is a compliance issue.

Alcohol and drugs

“People still need to be educated that it is a privilege to drive and that drug- and drink-driving is not acceptable.”

Kim, 46–59 years old, inner Melbourne

Drink-driving has played a significant role in road trauma for many years and is still one of the biggest killers on Victorian roads. Statistics show that although the vast majority of people

(99.7 per cent) breath-tested by Victoria Police are not found to have exceeded the illegal blood alcohol limit, approximately one quarter of drivers and riders killed in Victoria had a Blood Alcohol Concentration (BAC) greater than 0.05. More alarmingly, many exceeded the legal BAC limit by at least three times⁴.

Research shows 30 per cent of drink-drivers are repeat offenders and that many offenders continue to drive even when their licence is suspended or cancelled. Additionally, a high proportion of repeat drink-drivers are alcohol addicted, pointing to a broader, underlying health and social issue.

Drivers under the influence of drugs also pose a significant road safety risk. Approximately 37 per cent of drivers and motorcyclists killed on Victoria’s roads in the past five years were detected with illicit drugs in their system, the most common of which were cannabis and stimulants⁵.

RACV believes that the current BAC level of 0.05 for fully licensed drivers and a zero limit for learners and probationary drivers, public transport and truck drivers, and driving instructors

is appropriate. RACV supports random breath testing for alcohol and drug testing as well as the expansion of the interlock program for repeat offenders and impoundment of vehicles of higher level offenders.

Research into vehicle-based sanctions shows that immediately confiscating the offender’s vehicle greatly reduces the likelihood of the offender continuing to drive while impaired. Vehicle impoundment can also benefit the community by removing some of the most dangerous drivers from our roads who do not seem to be influenced by licence suspension laws.

RACV monitors developments around the world to identify road safety countermeasures that are proving to be effective and canvasses the views of our members towards them.

RACV provides advice to members and the community about their legal obligations as drivers, the road safety risks of driving under the influence of drugs or alcohol and the consequences. RACV also raises awareness amongst older drivers through its Years Ahead program of the potential risks associated with prescription medications and driving.

Vital statistics

83%

of our members are most concerned about risky road user behaviour.

44%

of Victorians support harsher penalties and 32% support increased testing to curb drink and drug driving.

0.08 BAC

At **0.08 BAC** drivers are five times more likely to have a crash than before they started drinking¹.

Drink driving accounted for approximately **1 in 4** driver and rider fatalities over the last five years.

¹ Transport Accident Commission (TAC)

² *ibid*

³ *ibid*

⁴ Drink Driving Statistics, TAC, 2014

⁵ Drug Driving Campaign, TAC, 2014



Image: The Victoria Police Image Library, 2010

What RACV wants

Expand the alcohol ignition lock program for convicted drink-drivers to include a requirement of participants to undertake alcohol rehabilitation programs.

Expand the drug testing program to improve road safety and undertake further research and development into roadside testing for a broader range of illicit drugs.

Extend vehicle impoundment legislation to include first-time drug-driving offenders.

Information on the effects of drugs on driving and associated penalties should be an integral part of the education process for new drivers and included in public awareness programs.

Driving while tired

“It’s not as socially unacceptable ... driving while tired as opposed to drink driving.”

Ari, 18–25 years old, middle Melbourne

Vital statistics¹

Driver fatigue contributes to more than

20%

of road crashes in Victoria.

Shift workers are

6 times

more likely to be involved in a fatigue related road crash than other workers.

Sleep apnoea affects up to

15%

of adults and triples crash risk.

Young drivers are more likely to risk driving while tired to meet work, study or social demands.

Research shows that a person who has been awake for 17 hours faces the same risk of a crash as a person who has a BAC reading of 0.05 g/100ml and is twice as likely to have an accident as a person with zero blood alcohol content who is not fatigued².

Fatigue occurs due to either a lack of quality sleep or driving at times when the driver would normally be asleep. It can affect decision making and reaction time, increasing crash risk not only on long-distance journeys but during short, everyday trips.

The groups who are at greatest risk of being involved in a fatigue related crash are shift workers (including heavy vehicle drivers), those with sleep disorders and young drivers due to lifestyle factors such as juggling social activities, employment and study.

Fleet fatigue management and safe driving policies should be implemented in any workplace where business-related travel occurs.

RACV provides members with online information about the dangers of driving while tired, how to identify the symptoms of fatigue and that sleep is the only remedy. Coffee, fresh air or turning up

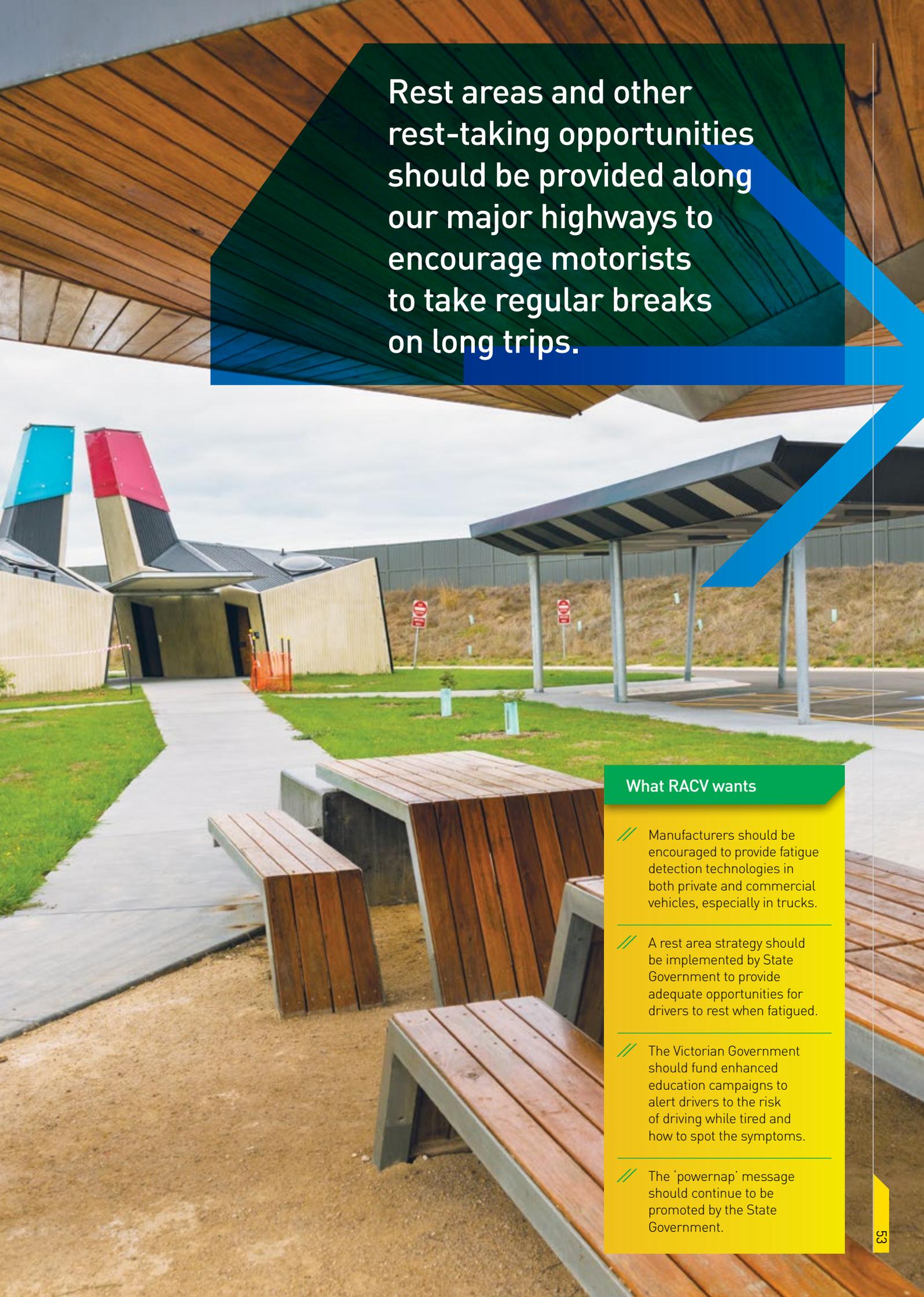
the air conditioner are popular methods to combat the effects of fatigue, however at best they have a short term benefit. For this reason, the ‘15 minute powernap’ message is still an important one and one that should continue to be promoted.

On long distance journeys, RACV research shows that people are more likely to stop and take a break at rest areas that are well serviced, maintained and accessible. RACV provides information regarding location, available facilities and the condition of rest areas along Victoria’s major highways so the travelling public can incorporate rest breaks into their long distance trip planning.

In situations where fatigue starts to take effect, emerging vehicle technologies such as fatigue warning systems and video-based lane departure technology have the potential to detect fatigue and alert the driver. Engineering measures such as rumble strips along centre and edge line marking, sealed shoulders, safety barriers and removal of roadside hazards can all help to assist drivers to avoid a crash or reduce the severity of a crash should they fall asleep at the wheel.

¹ Transport Accident Commission (TAC)

² ibid



Rest areas and other rest-taking opportunities should be provided along our major highways to encourage motorists to take regular breaks on long trips.

What RACV wants

- /// Manufacturers should be encouraged to provide fatigue detection technologies in both private and commercial vehicles, especially in trucks.
- /// A rest area strategy should be implemented by State Government to provide adequate opportunities for drivers to rest when fatigued.
- /// The Victorian Government should fund enhanced education campaigns to alert drivers to the risk of driving while tired and how to spot the symptoms.
- /// The 'powernap' message should continue to be promoted by the State Government.

Distraction

“You just have to watch cars from behind to see that when a person is talking or texting on a phone, their driving becomes erratic and dangerous to those around them.”

Heidi, 46–59 years old, regional Victoria

Driving is a complicated task and distractions can affect a driver’s reaction time, their ability to maintain control of their vehicle and their ability to monitor what’s going on around them.

Visually demanding tasks that require drivers to divert their attention away from the road such as dialling or texting

on a mobile phone have a higher crash risk than cognitive tasks such as talking on a phone². RACV supports current laws that impose strict penalties for the illegal use of mobile phones.

RACV recommends drivers switch off their mobile phone while driving. If a driver must make or receive calls through a hands-free system, calls should be kept as short as possible. Adjusting the radio, changing CDs or searching through digital music files can also cause drivers to take their eyes off the road for a dangerous amount of time while driving. RACV encourages drivers to input their destination on their GPS and program music selections before commencing their journey.

Passengers are one of the most common in-vehicle distractions. Peer-age passengers can be particularly distracting for newly-licensed drivers who are four times more likely to be involved in a fatal crash if they are carrying more than one passenger. RACV strongly supported the introduction of peer passenger restrictions for probationary drivers, introduced in 2008 as part of Victoria’s Graduated Licensing System.

RACV conducts research to monitor emerging vehicle technologies and their impacts on road safety, including technologies that combat distraction with visual or audio warnings. RACV is supportive of vehicle manufacturers developing in-vehicle systems that minimise their potential to distract drivers.

Drivers can also become distracted where there are competing road signs or in areas where there is visual clutter. RACV supports VicRoads removing or relocating signs where messages conflict or have the potential to distract drivers.

The dangers of distraction apply to all road user groups. RACV research on pedestrians showed that distraction due to mobile phones and personal music players has been found to affect situational awareness and safe crossing behaviour, leading to an increase in the risk of injury in traffic environments.

Vital statistics¹

The use of a mobile phone while driving increases crash risk by up to

4 times

Texting increases the risk of a crash or a near-crash by up to

15 times

for car drivers and over

20 times

for truck drivers.

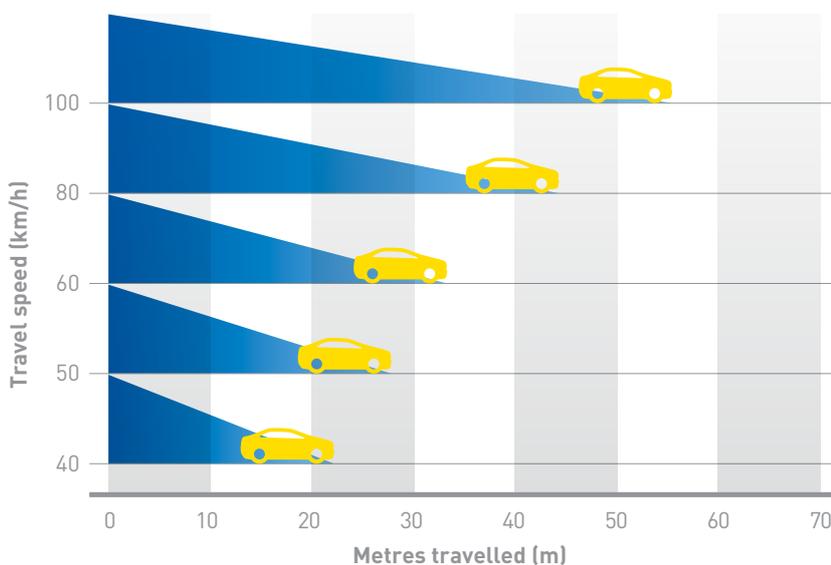
Road users who take their eyes off the road for two seconds or longer double their crash risk.

¹ Transport Accident Commission [TAC]

² Risks associated with in-vehicle technology use while driving, VicRoads, 2010



How far will you travel 'blind' if you take your eyes off the road for two seconds?



What RACV wants

- /// Increased government funding for research and promotion of technology that minimises the risk of distraction.
- /// Greater enforcement of illegal mobile phone use by drivers.
- /// Government and community campaigns to warn drivers and pedestrians of the dangers of distraction should continue and be expanded to include the distractions of in-car technology.
- /// Road authorities should ensure roadside advertising and signage strategies minimise visual clutter for road users.

Vehicle safety technology

“Car dealers always ask you about window tinting and rust proofing and people spend a fortune. But they never ask you about safety features.”

Reeta, 46–59 years old, inner Melbourne

Vital statistics

You have twice the chance of being killed or seriously injured in an ANCAP 1 star rated vehicle compared to an ANCAP 5 star rated vehicle¹.

AEB (Autonomous Emergency Braking) has the potential to reduce fatal crashes by at least

20–25%
and injury crashes by

25–35%²

Head protecting airbags can reduce driver deaths in the event of a side impact crash by up to

40%³

In-vehicle safety technologies can help drivers avoid crashes, protect them in the event of a crash and also signal emergency services to ensure treatment is received as quickly as possible in the event of an injury.

RACV is a member of the Australasian New Car Assessment Program (ANCAP), which provides information to consumers about the occupant protection performance of new cars. ANCAP is jointly supported by all motoring clubs in Australia and works to bring pressure on car manufacturers to improve safety features. Many companies, including RACV, require a minimum ANCAP star rating as a prerequisite in company fleet purchases. RACV is also a partner in the Used Car Safety Ratings (UCSR) program that provides consumer information on the relative safety performance of used cars.

An increasing number of advanced safety technologies such as autonomous emergency braking (AEB), lane departure warning, blind spot warning and intelligent cruise control are emerging into the mainstream vehicle market. AEB in particular will have a major effect on safety, with predictions indicating that its mainstream introduction may reduce fatalities by as much as 28 per cent over the next 15 years. In order to encourage uptake of such life-saving features ANCAP has a requirement that each year manufacturers must include more of these emerging technologies in order to be eligible for a 5-star rating.

Unfortunately, new technologies often take years to become available on the Australian market and even then, are often offered as optional extras rather than as standard.

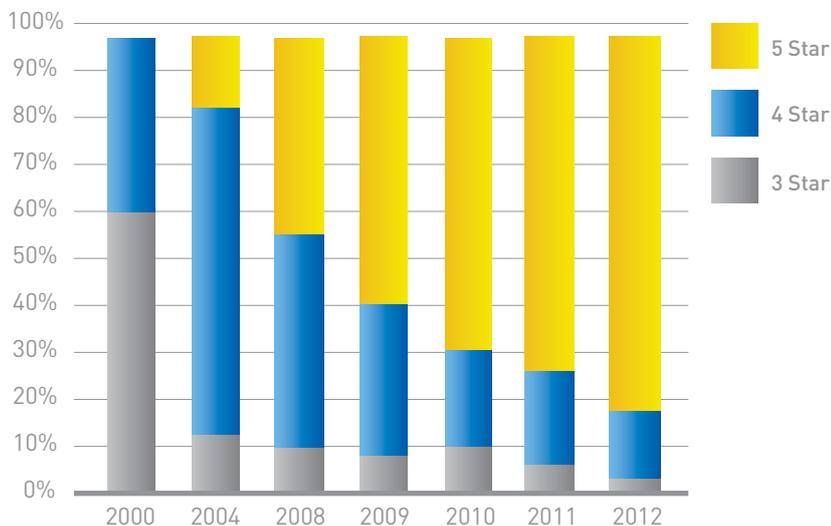
The Safe Cars Save Lives Vehicle Safety Technology Roadshow is a partnership between RACV, VicRoads, TAC and Bosch Australia that allows members of the public to learn about, and actually experience, in-vehicle safety technology through a simulator.

New technologies are also being developed that will allow vehicles to connect to each other and to the surrounding infrastructure. These are often referred to as vehicle-to-vehicle (V2V) or vehicle-to-infrastructure (V2I) communications. V2V technologies allow vehicles to send messages to one another regarding their position and speed, and potentially any emergency information and allow the vehicle and driver to react accordingly. V2I technologies allow the infrastructure on the road to send messages to nearby vehicles regarding traffic signals, intersections, stop signs and incidents.

RACV promotes the growth of in-car communications technologies to improve safety and mobility. RACV is also an active member of Intelligent Transport Systems (ITS) Australia through which we promote the application of technology to improve safety, sustainability and efficiency.



Growing availability of five-star cars: ANCAP safety ratings (as a percentage of all ANCAP ratings published in that year)⁴



¹ Australasian New Car Assessment Program (ANCAP)

² Transport Accident Commission

³ Insurance Institute for Highway Safety, USA, 2006

⁴ ANCAP

What RACV wants

- /// Vehicles sold in Australia should have the same level of safety equipment and occupant protection as comparable overseas models.
- /// Increased funding should be provided for programs such as Australasian New Car Assessment Program (ANCAP) and Used Car Safety Ratings (UCSR).
- /// As in-vehicle safety technologies emerge onto the market, manufacturers should fit them as standard in all models and not just offer them as optional extras.
- /// There should be increased targeted inspections by Police or road authorities for obvious faults like worn tyres, but not compulsory periodic vehicle inspections as they are not cost effective.
- /// Both State and Federal Governments should better position Australia to benefit from, and contribute to, ITS developments around the world by:
 - encouraging research and development into advanced technologies such as autonomous emergency braking, lane departure warning, driver alertness systems and connected vehicle technologies;
 - using legislative and regulatory reform to support earlier implementation of the most promising technologies into the Australian vehicle fleet;
 - offering appropriate incentives to encourage car manufacturers to increase the fitment of vehicle safety technologies in new models; encouraging and facilitating demonstration projects to raise consumer awareness of beneficial technologies;
 - collaborating with industry, key stakeholders and the community to identify beneficial technologies, promote their benefits and encourage earlier adoption.
- /// Connected vehicle technologies, particularly those based on Vehicle-to-Vehicle communication should be promoted through the Vehicle Safety Technology Roadshow as they become available.

Fleet safety

“If fleet operators order advanced safety features there is a flow-on to the national vehicle fleet: fleet vehicles are turned over at low mileages and sold on the second-hand market and hence make these features available to the general public.”

Australasian College of Road Safety

Vital statistics¹

Road crashes are the most common form of work-related fatalities, injuries and absence from work in Australia.

Fleet drivers on average travel

20 times

the distance of other drivers.

1/4

of all company cars in Australia are involved in crashes each year.

Implementing a

fleet purchasing

policy and a

safe driving

policy can reduce many of the risks associated with driving for work.

In Australia, about 30 per cent of travel in passenger and light commercial vehicles comprises business trips² and over 40 per cent of all new light vehicles are purchased by businesses or government³. This means that vehicle manufacturers and importers are heavily influenced by fleet purchasers concerning the type of vehicles they market and the equipment they fit.

RACV is pleased to note that many large fleets, particularly government and resource companies, are using their buying 'clout' to specify high safety equipment levels and in particular making 5-star ANCAP a prerequisite. However a significant proportion of fleets are operated by sole traders or small businesses where purchasing decisions are based more on cost or the features of a vehicle rather than its safety performance. In recent years, there have been a number of utes and commercial vehicles that have achieved a 5-star ANCAP safety rating, but a number of popular models still on the market achieve only 3 stars.

RACV believes that companies with fleet vehicles should have explicit policies concerning vehicle purchase and fleet vehicle use, particularly in relation to the purchase of safe vehicles and their safe operation by drivers. Fleet vehicles are generally sold to private buyers within a few years, meaning the purchasing decisions made by fleet operators can significantly influence the safety profile of vehicles available on the general Australian market.

RACV has developed its own stringent policies for vehicle purchasing and vehicle use, including the stipulation of a minimum 5-star ANCAP rating for passenger vehicles and minimum 4-star ANCAP rating for light commercial vehicles. RACV seeks to encourage the adoption of safety technologies by providing advice about which vehicles are safest through ANCAP.

The RACV Safe Driver Training program offers driver safety courses, training and workshops for businesses wanting to improve their employees' driving skills, behaviour and knowledge in a safe learning environment.

¹ Transport Accident Commission [TAC]

² Australian Bureau of Statistics (2011). Survey of Motor Vehicle Use

³ Anderson, R. (2012) The Safety Attributes of Registered Passenger Vehicles and Vehicles Involved in Serious Crashes in South Australia, Centre for Automotive Safety Research



What RACV wants

- /// All fleet managers should have explicit vehicle purchasing and usage policies that include safety and environmental criteria.
- /// Fleet policies should specify a minimum 5-star ANCAP rating for the purchase of new passenger vehicles.
- /// Vehicle manufacturers should be encouraged by government to increase the safety of the commercial vehicle fleet by introducing more 5-star models on the market.
- /// Where ANCAP ratings are not available, fleets should adopt a 'best practice' approach to vehicle specification, including features such as Forward Collision Avoidance Technology (FCAT) systems (for example Autonomous Emergency Braking (AEB), Electronic Stability Control (ESC) and Intelligent Speed Adaptation (ISA).

3

A fairer deal for our members

<u>Transport funding</u>	<u>62</u>
<u>Motoring taxes and charges</u>	<u>64</u>
<u>Fuel prices</u>	<u>66</u>
<u>Buying and owning a car</u>	<u>68</u>
<u>Vehicle theft</u>	<u>70</u>

"I am concerned about how the average person will afford to travel once petrol prices become beyond the reach of most."



Members want a fairer deal when it comes to transport funding and charges, the rising costs of motoring and protection of their rights as consumers.



"We live in regional Victoria with a limited and costly rail service to Melbourne. It is more costly for rural Victorians as the fuel costs more and we have to travel further for services."



"Investment in infrastructure has not kept up with the increasing population."



"I think the ONE transport problem lies in the change of governments...we need a cohesive approach to the problem, not one driven by the politics of the day."

Transport funding

“Motorists demonstrate significant concern with transport planning and road conditions – they want a fairer deal from governments. Poor planning and a lack of transport funding are now impacting on people’s lifestyles and the ease at which they can get around.”

Motoring Report, Australian Automobile Association, 2013

Vital statistics

How should new transport infrastructure be funded?

42%

of Victorians support increases in the rates paid by commercial land owners in the area that would benefit from the project.

35%

support charging users of new infrastructure through tolls or ticket levies.

35%

support borrowing money to build and operate infrastructure.

26%

support selling off government assets to generate funds for new infrastructure.

13%

support raising general taxes.

1%

support not building new infrastructure.

Funding for the transport system is provided by Federal, State and Local government. However, the sheer magnitude of investment needed to meet Victoria’s transport challenge is beyond the capacity of annual government budgets alone to deliver. While this does not absolve governments of their funding obligations, a different approach is needed as current funding arrangements are clearly falling short of the community’s need for better road and public transport networks.

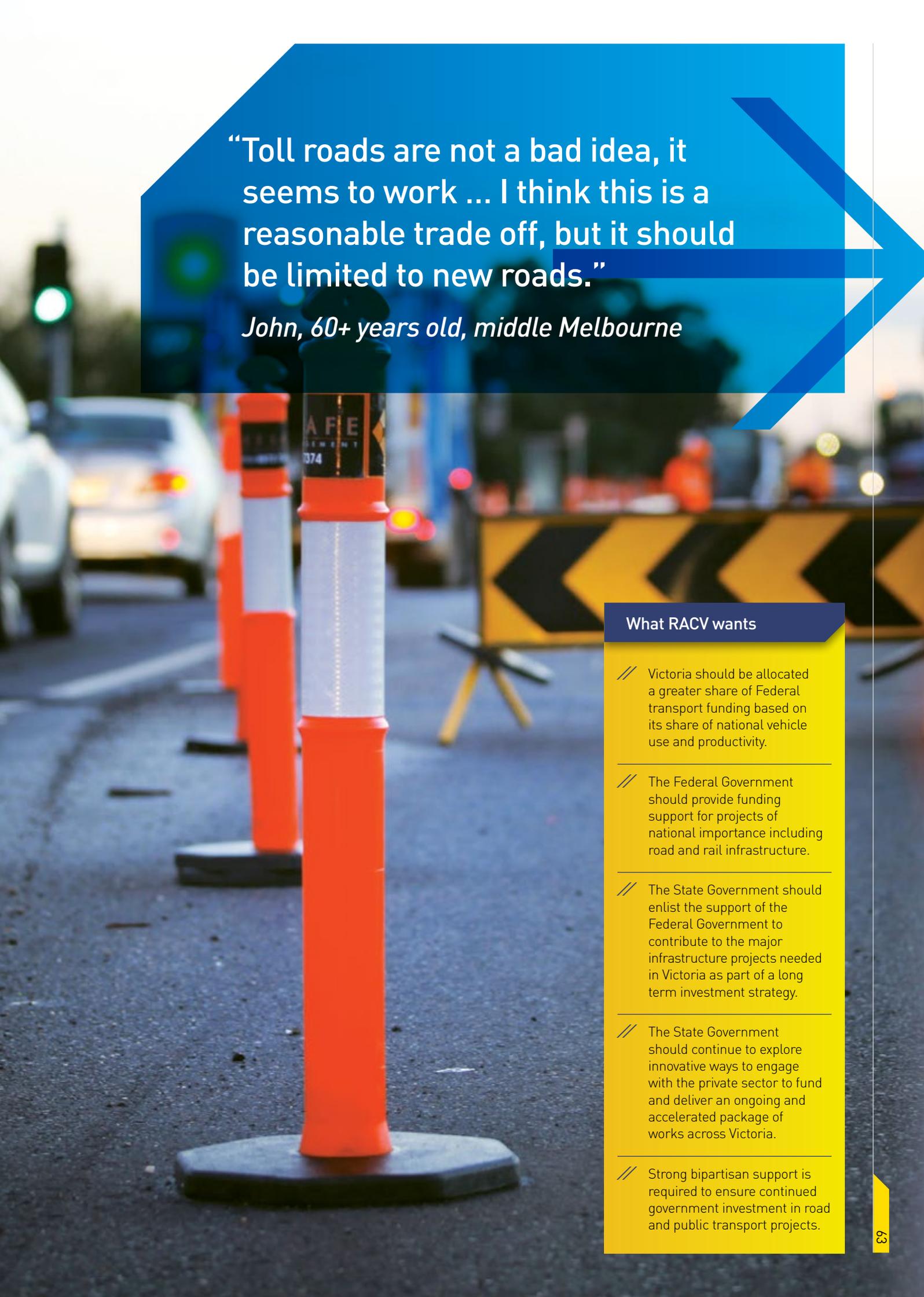
RACV has long proposed that the Federal Government must support the Victorian State Government to develop a longer term investment strategy – one that commits to an ongoing program of works by engaging with the private sector to deliver the necessary projects. This investment strategy should show how a long term transport infrastructure plan for Victoria will be financed and funded and would include the following:

- securing financial support from the Federal Government, including proposing the establishment of a National Transport Infrastructure Investment Fund;
- long term borrowing at a state and federal level to fund infrastructure;
- engagement of the private sector through public private partnerships (PPP);

- value capture arrangements based on development opportunities; and
- taxation reform, including motoring taxes.

RACV is pleased to note that more innovative funding mechanisms and public private partnerships (PPP) are being employed to deliver critically needed transport improvements. Melbourne’s Peninsula Link project was delivered under an ‘availability’ PPP model whereby a private sector partner designs, builds, finances and operates the project for an agreed period of time (25 years in this case) and the State Government makes payments to them based on the road being available for use and their performance operating the road (e.g. maintenance, incident response). No direct charges, such as tolls, are imposed on users of the road under this model.

Victoria simply cannot afford to continue on the current path and see only a handful of projects built each year for the next 20 years. The use of new funding mechanisms has the potential to deliver Victoria’s transport needs at a pace that will address the concerns of our members and the needs of a growing population. Strong bipartisan support is required to ensure continued government investment in road and public transport projects.



“Toll roads are not a bad idea, it seems to work ... I think this is a reasonable trade off, but it should be limited to new roads.”

John, 60+ years old, middle Melbourne

What RACV wants

- // Victoria should be allocated a greater share of Federal transport funding based on its share of national vehicle use and productivity.
- // The Federal Government should provide funding support for projects of national importance including road and rail infrastructure.
- // The State Government should enlist the support of the Federal Government to contribute to the major infrastructure projects needed in Victoria as part of a long term investment strategy.
- // The State Government should continue to explore innovative ways to engage with the private sector to fund and deliver an ongoing and accelerated package of works across Victoria.
- // Strong bipartisan support is required to ensure continued government investment in road and public transport projects.

Motoring taxes and charges

“How much money is taken from motorists in the form of registration and fuel excise and how much is returned to improving road conditions? Are we getting real value for our motoring dollar?”

Len, 60+ years old, regional Victoria

Victorians are concerned about the costs of motoring. Governments continue to tax motorists heavily, through Federal fuel excise, GST and State-based charges such as registration and stamp duty.

The current system of road user charging does not work. There is also no direct link between the revenue collected from various fees, taxes and charges paid by

motorists and the level of spending on roads and other forms of transport. Only around one third of existing revenue from fuel excise is invested in transport projects by the Federal Government.

Furthermore, the current approach for charging road users is not sustainable in the long-term. Vehicles have become more fuel efficient over time and the adoption of hybrid and other alternative fuel vehicles is increasing, resulting in a plateau in the revenue collected by the Federal Government and distributed to the states.

In 2013, RACV joined forces with the Australian Automobile Association (AAA) and its constituent clubs to lobby the Federal Government for reform of existing motoring charges and taxes, in order to develop a more equitable system for motorists and address the reducing revenue available for transport projects.

Unlike other forms of national infrastructure such as telecommunications, gas, water and electricity, motoring

charges and taxes are not based on ‘consumption’ or ‘use’ of the network. RACV believes that fuel excise and other charges should be abolished and replaced with a new road user charging system made up of two components: an access charge and a user charge. The access charge would be minimal, would be the same in every state and would simply cover the cost of administering access to the road system. The user charge would be based on when, where and how much a motorist travels. All revenue collected should be reinvested in road and public transport improvements.

In 2014, RACV supported the release of a joint AAA and Infrastructure Partnerships Australia discussion paper Road Pricing and Transport Infrastructure Funding: Reform Pathways for Australia. Governments must engage with the community on this critical issue to develop a fairer, more equitable system and this paper is an important step in getting the public discussion started.

Vital statistics¹

89%
believe the majority of fuel excise collected should be spent on transport infrastructure.

Top cost concerns for Victorian motorists:

- 85%** Fuel
- 79%** Insurance
- 74%** Servicing and repairs.

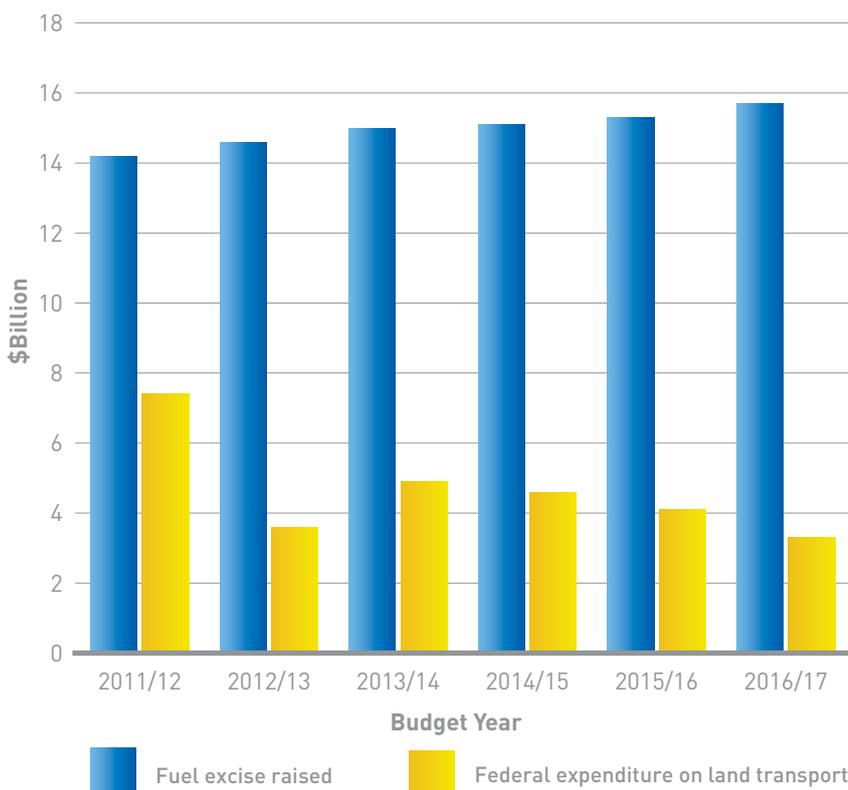
“The current system of transport network pricing is no longer fit for purpose. The system of road pricing embeds inequities, cross-subsidies and distortions and has been the result of organic growth, rather than developed as part of a well-considered strategy or plan.”

Infrastructure Partnerships Australia, 2014

¹ Motoring Report, Australian Automobile Association (AAA), 2013
² Commonwealth Budget Papers



Fuel excise collections versus Federal expenditure on transport (2011 to 2017)²



What RACV wants

- /// There should be a clear and direct link between the taxes paid by motorists and government investment in transport infrastructure.
- /// A larger share of the revenue collected from motoring taxes such as fuel excise should be reinvested in transport improvements.
- /// The Federal and State Governments should commit to developing a fairer and more efficient system of charging road users that replaces current Federal and State road taxes with a road user charge.
- /// The Productivity Commission should conduct a broad-ranging enquiry into the most appropriate method to charge for road use.
- /// Government, in consultation with the community and key stakeholders, should conduct a trial of road user charging, to identify a fairer, more equitable and transparent system.

Fuel prices

“If the prices of bread or milk varied as much as fuel prices do, there would be a Royal Inquiry!”

Steven, 46–59 years old, Inner Melbourne

Vital statistics¹

When it comes to the cost of owning a car, fuel was ranked the top concern for

85%

of Victorian motorists.

79%

of Victorian drivers typically shop around for fuel and most use supermarket fuel vouchers to save money on fuel.

77%

of Victorians said they obtain information about fuel prices from price boards.

The price of fuel is one of the most sensitive issues for motorists. Australian Automobile Association (AAA) market research conducted in 2012 shows that when it comes to the cost of owning a car, Victorian motorists are most concerned about the cost of fuel. There has been reform, but RACV believes more must be done to ensure transparency and fairness in fuel price setting.

RACV is Victoria’s leading consumer advocate on fuel prices. We attempt to ensure that motorists pay a fair price for fuel by publishing daily information about high and low prices around Melbourne and trends over time. This information is available on our website.

RACV is also active in the media about fuel pricing issues and directly engages our members with social media commentary advising good times to buy fuel.

While the public is sensitive to fuel prices and may not understand why the price can change significantly over a period of a few days, RACV supports the existing de-regulated pricing system which ensures that there is competition and allows for a discounting cycle. Motorists who take advantage of the cycle can buy at cheaper prices than if prices were regulated to a fixed higher level.

Victoria operates under a legislated terminal gate pricing system and oil companies are required to publicise their daily wholesale prices. These prices are displayed on company websites and form the basis of RACV’s price advice. Competition is increased by rules regarding access to oil company terminals. This allows any fuel distributor with appropriate accreditation to access a terminal and purchase at the terminal gate price. Unfortunately, such reforms have not occurred with LPG (Liquefied Petroleum Gas) pricing and LPG users are unable to access the wholesale price for LPG on a daily basis in the same way petrol users can.

RACV surveys show members want clear and accurate fuel price advertising so they can make an informed choice about which fuel outlet is offering the cheapest price. RACV continues to campaign for fuel retailers to improve the clarity of price information presented to motorists before they fill up their car. RACV is joining with all Australia’s motoring clubs in calling for the implementation of a National Information Standard that ensures that fuel price boards only show the generally available, un-discounted price. If there are any special offers available, they should be clearly and separately advertised. Fuel that is out of stock should not be advertised on the price board.

¹ Australian Automobile Association, 2012

save 4c per litre

Unleaded

13.99

Discount Fuel

Unleaded

14.99

Vortex Diesel

15.99

LPG

What RACV wants

- // There should be greater transparency in fuel pricing throughout the distribution chain.
- // There should be greater surveillance by the Australian Competition and Consumer Commission (ACCC) on aspects of fuel pricing that are subject to low levels of competition, particularly in regional and rural Victoria.
- // The State Government should introduce transparent terminal gate pricing for Liquefied Petroleum Gas (LPG).
- // The government should enact legislation that requires fuel price boards to display un-discounted prices for the four most popular available fuels.
- // A consistent national standard for fuel price board information should be developed.
- // Motorists should have ready access to the same competitor fuel price information that is available to fuel retailers.

Buying and owning a car

The 2014 RACV Vehicle Operating Costs survey shows that operating a medium-size car can cost upwards of \$200 per week.

Vital statistics

74%

of Victorians are concerned about the costs of servicing and repairing the car.

The most common car service providers were:

45% local mechanics

34% dealerships

13% and independent chains

73%

of those not using dealerships were confident their cars were being serviced to specification, but a similar number,

79%

would be concerned if they did not have access to manufacturer's technical information.

Motor vehicles are among the most expensive purchases people make. Therefore, consumers need good and reliable information to help inform their purchasing decisions.

RACV's Driving Your Dollars survey calculates the vehicle operating costs for popular new vehicles to assist members and the consumer public in buying a car that suits their budget. The calculations include the cost of financing the vehicle, depreciation, scheduled services, registration, insurance, fuel, tyres and other factors and the results are made available online, through RoyalAuto and promoted in the media. To ease the financial burden of owning a car, RACV also strongly believes that the State Government should provide a six-month option for all vehicle registration payments.

Together with Australia's other motoring clubs, RACV participates in 'Australia's Best Cars', a comprehensive, customer focused vehicle testing and award program. RACV also conducts comprehensive road tests of new vehicles and the results are provided for member information through RoyalAuto and our website.

Vehicle service and repairs account for one of the major ongoing costs of vehicle ownership. RACV believes consumers should be able to choose who maintains or repairs their car and not be compelled

to use the manufacturer. Unfortunately, some manufacturers strictly control access to the complex information required to maintain or repair modern cars. This effectively prevents owners from having their vehicles serviced or repaired by third-party repairers altogether, which limits competition and means they can't shop around for the best deal.

While RACV research shows most car buyers have positive buying experiences, for those new car buyers who end up with 'lemons', rectifying the problems can be difficult. RACV estimates one per cent of new vehicles end up in dispute resolution and while the actual number is relatively small, the financial and personal impacts on owners can be significant and should not be overlooked. RACV collaborates with Consumer Affairs Victoria, Victorian Automotive Chamber of Commerce (VACC) and VicRoads on the publication of the 'Better Car Deals' car buyer's guide which provides useful advice to buyers on the processes and pitfalls of vehicle purchase. Consumers are advised to contact the dealer in the first instance and to document all communications. If the matter cannot be resolved they then have the option to escalate it to Consumer Affairs Victoria (www.consumer.vic.gov.au) or the Victorian Civil and Administrative Tribunal (www.vcat.vic.gov.au).



RACV undertakes consumer research on car buying experiences and liaises with other stakeholders, including government and motor trade representatives, to improve the car buying experience.

Always be aware of the hidden costs – depreciation is the single biggest cost in owning a car, even if you don't see it until it's time to sell.

What RACV wants

- /// Dealers should be required to provide buyers with information at the point of sale, advising them in easy to understand terms of their statutory warranties and cooling-off period entitlements.
- /// The Competition and Consumer Act 2010 should be amended to ensure consumers determine who can have access to their vehicle data, not the manufacturers.
- /// Dealers should be required to provide buyers with information about dispute resolution at the point of sale.
- /// The State Government should provide a six-month option for all vehicle registration payments to ease the financial burden on motorists.
- /// Government and their agencies should continue commitments and resource allocations for consumer advice programs for car buyers.

Vehicle theft

“While theft in Australia has more than halved over the last five years, one in every 150 households still falls victim each year.”

National Motor Vehicle Theft Reduction Council

Vital statistics¹

A vehicle is still stolen every

10

minutes in Australia.

The car's own keys are used in more than

70%

of late-model (post-1997) thefts.

Passenger vehicles with no immobiliser have double the theft rate of those with an Australian Standard immobiliser.

Motorcycles account for only 4% of registrations but represent

15%

of all vehicle thefts.

48%

of passenger cars are stolen from a residence.

The security systems on board modern vehicles continue to improve. However, the incidence of vehicle theft in Australia remains unacceptably high and costs the nation hundreds of millions of dollars every year.

Profit motivated theft, where the stolen vehicle is not recovered, accounted for 30 per cent of all vehicle thefts in 2013². Many of these vehicles are given new identifiers, or stripped for their parts, and placed on the second hand market.

Used car buyers who unwittingly purchase a 'rebirthed' stolen car lose both their money and the vehicle, and still have to repay any outstanding loan on the car. RACV advocated for the establishment of the Written-off Vehicle Register that was established in 2002 to combat the practice of criminals using the identity of written-off vehicles to rebadge a stolen vehicle or rebuild a written-off vehicle with stolen parts. To date, this has helped reduce the incidence of professional theft involving the 'rebirthing' of stolen vehicles.

RACV encourages owners of older vehicles to have an Australian Standard approved engine immobiliser fitted to their vehicles as they have been proven to be very effective in preventing vehicle theft and opportunist theft in particular.

An estimated 70 per cent of late model car thefts involve stolen keys³. House break-ins to get keys, cars with keys left in the ignition while paying for petrol or keys carelessly left where they can be copied all contribute to this problem.

The 2014 New Car Security Scores Guide provides information on the most secure cars available on the market. RACV also shares tips on protecting cars from theft and how to avoid buying a stolen car online, via RoyalAuto and through our Years Ahead Lifestyle program.

In 2013, RACV joined forces with Victoria Police, VACC, VicRoads, Crime Stoppers and Neighbourhood Watch to launch Operation SAFEPL8, encouraging Victorians to have the Anti-Theft Number Plate Screws fitted. RACV also participates in a number of industry committees that target vehicle theft, including membership of the National Motor Vehicle Theft Reduction Council and the Australian Standards committee on immobilisers and alarms.

¹ National Motor Theft Reduction Council

² ibid

³ ibid



Modern cars are so secure, that thieves now target the one thing that can easily bypass your car's security system – the keys. Misplacing your car keys or carelessly leaving them where someone else can get hold of them can be a costly mistake.

What RACV wants

- /// The Government Personal Properties Security Register (PPSR) should be more widely promoted to encourage buyers to conduct a pre-purchase vehicle history check and reduce their risk of buying a stolen car.
- /// Vehicle manufacturers and importers should be encouraged to adopt cost-effective vehicle and component marking technologies.
- /// Owners of older cars should be encouraged to fit an Australian Standard approved immobiliser.
- /// Dealers and service centres in Victoria should fit Anti-Theft Number Plate Screws as an additional free service on all vehicles sold or during the course of regular servicing and repairs.

Part of a national voice

The Australian Automobile Association (AAA) is the peak organisation representing Australia's motoring clubs, including RACV, with a collective membership of seven million Australians, the largest of any member organisation in the country.

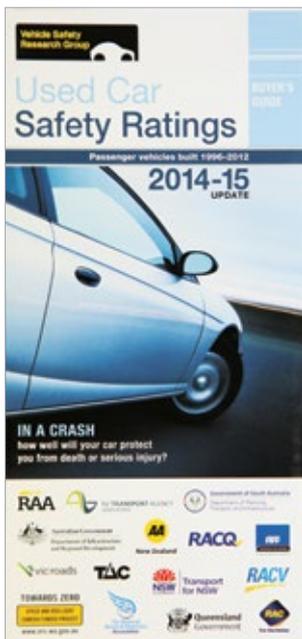
On issues of national significance such as Federal funding, road user charges and taxation, fuel prices and the environment, the collective voice of AAA's membership carries significant weight.

In 2013, RACV launched a national advocacy campaign focused on influencing the policies of political parties in the lead up to the Federal election, a joint initiative between the AAA and its constituent clubs. The Demand Better Roads campaign responded to three key areas of concern

identified by a national market research survey funded by AAA: solutions for better transport infrastructure, greater action for road safety and greater protection of motorists' consumer rights.

RACV also works with AAA on national programs such as the Australasian New Car Assessment Program (ANCAP), the Australian Road Assessment Program (AusRAP), Australia's Best Cars and the Keys2Drive road safety program for young drivers. AAA also represents the interests of motoring members through a wide range of government and industry bodies, and national and international committees.

AAA facilitates sharing of knowledge between clubs and development of national policy positions.



**WE
DESERVE
SAFER
ROADS.**

THIS ELECTION:

**DEMAND
BETTER ROADS
.COM.AU**



**Show your support and
help secure a fairer deal at:
demandbetterroads.com.au/petition**



Melbourne Central Station / State Library of Victoria

Stop 8





For more information contact:

Royal Automobile Club of Victoria
(RACV) Ltd
Public Policy Department
550 Princes Highway
Noble Park North, Victoria 3174

Email care@racv.com.au

Web www.racv.com.au/directions

Telephone (03) 9790 2863
Fax (03) 9790 2629

ABN 44 004 060 833

Material in this publication may
be reproduced or quoted, provided
RACV is acknowledged.

April 2015

Graphic design by Struck & Spink

Photography by Shane Bell

Other photo credits: Victoria Police,
ANCAP, John Krutop, Department of
Justice, Early Learning Association
Australia and istock.com

Melbourne Central Station / State Library of Victoria

Stop 8





Directions 2015

