

Transperth is the brand and operating name of the public transport system in metropolitan Perth operated by the PTA.

It consists of a bus network, a suburban electric train system and a ferry service.

Transperth bus and ferry services are provided under commercial contract arrangements, while Transperth train services are provided by Transperth Train Operations, an operating division within the Public Transport Authority. Passenger information is provided through information offices and a call centre. These services are provided by the firm Serco.

Statement of Objectives

The objectives and outcomes for Transperth for 2005/06 were:

Objective	Outcome
Begin operations on the new spur line to Thornlie.	Train services began on the new line on 7 August 2005.
Commence the installation of the Recording and Passenger Information Dissemination System (RAPID) to the 'A' series railcars to improve passenger security and information. This new system incorporates the latest digital technology, increases the number of cameras installed in railcars, provides passenger information displays and enhances message announcements.	Installation of the RAPID system was completed on three of the 48 'A' series railcars.
Complete upgrading of Perth train station facilities including the installation of new stairs to Platform 7 and new lifts to Platforms 2 and 7.	Upgrading was completed.



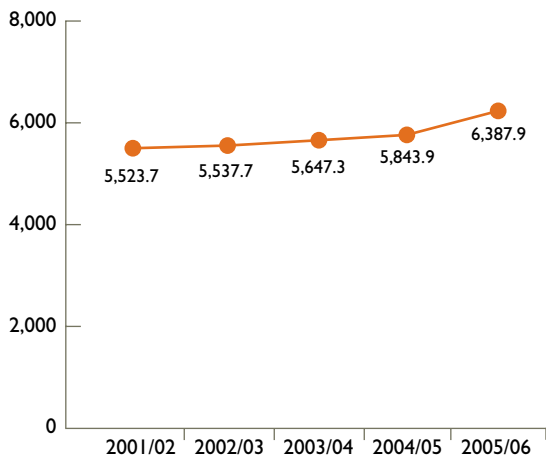
The new Thornlie Line and train station were opened.

Objective	Outcome
Take delivery of new railcars which comprise part of the new fleet of three-car sets.	The PTA took delivery of 36 new railcars. The three remaining cars in the order were delivered early in the following financial year.
Complete upgrading of signage at train stations.	Signage was upgraded at all train stations during the year.
Continue implementation of the new train control system.	The new system was introduced throughout the rail network.
Launch the new SmartRider ticketing system to replace the MultiRider on Transperth bus, train and ferry services.	As a number of significant technical issues had to be addressed, the testing period was extended and the SmartRider control group increased from the initial 2,000 to 7,000 people. The new group included passengers from all the different Transperth fare groups. The full implementation of the SmartRider system is expected to occur in late 2006.
Continue to pursue patronage growth, high customer satisfaction ratings and a high level of on-time running.	Fare-paying boardings on the Transperth system increased by 4.6 per cent while total boardings rose 3.7 per cent. The increase in demand resulted in significant pressure on bus and train capacity and led to a decline in the overall level of satisfaction as shown by the Passenger Satisfaction Monitor. Bus services maintained a high level of on-time running through improved traffic management and adjusted timetables to deal with disruptions caused by road works associated with construction of the Southern Suburbs Railway. For train services, on-time running was affected by speed restrictions due to re-sleepering. (see the Audited Key Performance Indicators in this Annual Report for more information.)
Continue to review bus services across the metropolitan area, reallocating resources from areas where services are poorly utilised to areas of greater demand.	<p>There was improved frequency on:</p> <ul style="list-style-type: none"> • Peak period services to Clarkson Train Station, and between East Perth and Hamilton Hill. • Off-peak period services to Canning Vale and between Cannington and Midland. • Perth to Mandurah services. • Services to Settlers Hill, Curtin University and Hammond Park. <p>A new service was introduced to Banksia Grove. A feeder bus service was introduced to the new Thornlie train station.</p> <p>Improved services were introduced to Ellenbrook utilising a new bus transfer point.</p>

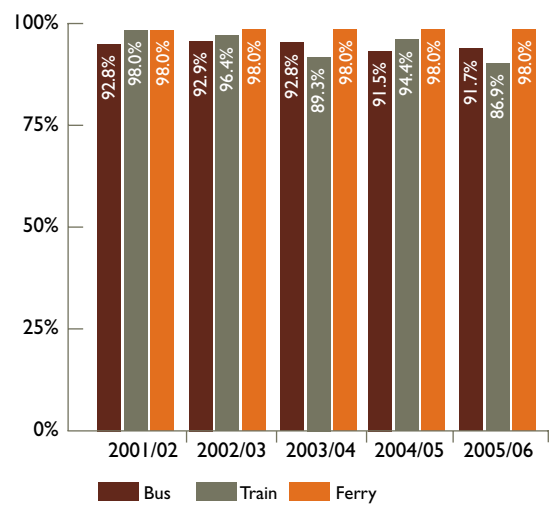
Objective	Outcome
Promote a network of high-frequency bus and train routes along major transport corridors.	Marketing and promotion continued to encourage patronage on Transperth's high-frequency bus and train services, with resultant good patronage growth.

Service

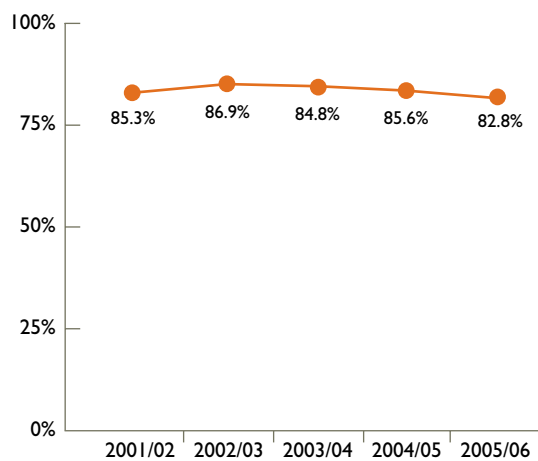
Transperth: Passenger place kilometres (million)



Transperth: Service reliability by mode
Proportion of services meeting on-time targets



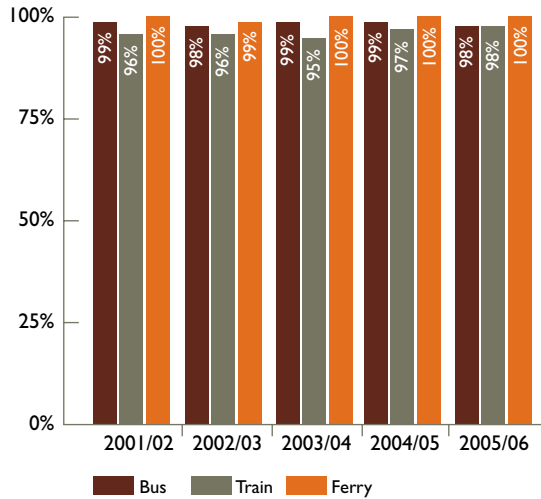
Transperth: Customer satisfaction overall



Source: Transperth Passenger Satisfaction Monitor. (Note: The results shown are users' responses to the following prompt in respect of each mode: "How satisfied are you with the Transperth bus/train/ferry system overall?" They have been calculated by weighting the responses for the transport modes according to their initial boardings.)

Passenger Safety

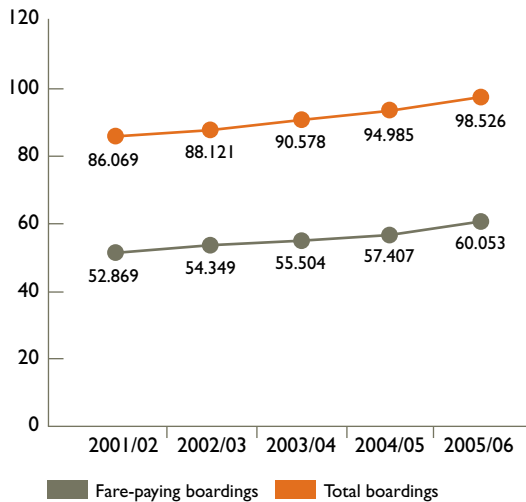
Transperth: Passenger safety
Proportion of respondents who generally felt



Note: Measures relating to customer perception of safety at other times and at stations/interchanges are shown in sections dealing with individual modes.

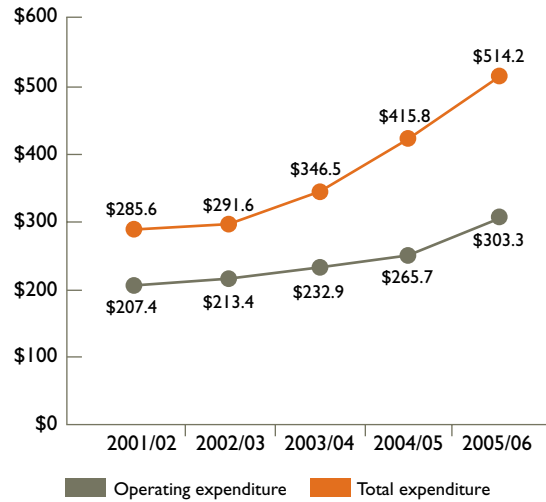
Patronage

Transperth: Patronage (million)



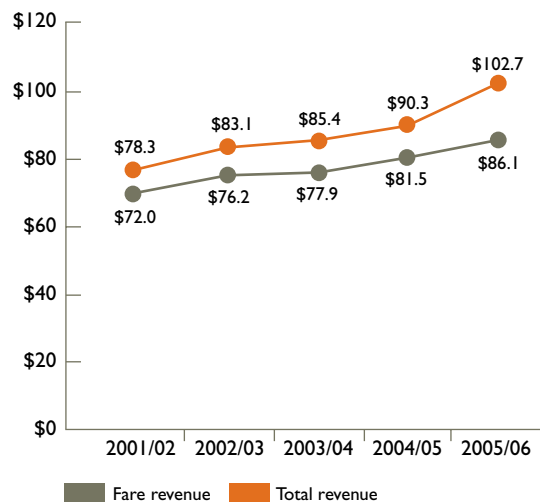
Revenue/Expenditure

Transperth: Expenditure (million)



Significant expenditure variances are explained by individual mode in the Audited Key Performance Indicators section of this Annual Report.

Transperth: Revenue (million)



Service Information

Total patronage on the Transperth system increased for the seventh year in succession. In 2005/06, total boardings* increased by 3.7 per cent to 98.526 million from 94.985 million the previous year, while initial boardings† increased by 4.4 per cent to 71.846 million from 68.820 million. Fare-paying boardings rose 4.6 per cent to 60.053 million from 57.407 million.

*Total boardings = fare-paying boardings, free travel on passes, free travel on Central Area Transit services in Perth, Fremantle and Joondalup, and free travel on services within the Perth Free Transit Zone, plus transfers between services. †Initial boardings = fare-paying boardings, free travel on passes, free travel on Central Area Transit services in Perth and Fremantle and free travel on services within the Perth Free Transit Zone.

Total capacity provided on the Transperth system expressed in terms of passenger place kilometres rose by 9.3 per cent to 6,387.9 million from 5,843.9 million the previous year. This was due to a significant increase in train passenger place kilometres with the increasing use of trains in three-car and six-car configurations rather than two-car and four-car configurations.

On a per capita basis, public transport usage within the Perth metropolitan area increased from 46.9 initial boardings in 2004/05 to 48.3 in 2005/06. This increase of 3.0 per cent compares favourably with the estimated 1.4 per cent increase in the population of the metropolitan area (Perth Statistical Division).

Service Coverage – Access to Transperth Services

A key outcome which the PTA seeks to achieve is to provide an accessible, reliable and safe public transport system.

One objective in regard to accessibility is to ensure that people with disabilities are able to use Transperth services. During the year, Transperth continued its work toward this objective.

Trains: All Transperth trains are accessible by people with disabilities. Therefore, the key issue for train accessibility is whether the access to train stations and the gap between train and platform meet accessibility standards. Of the 59 stations on the suburban train network at 30 June 2006, 21 stations provided independent access to people in wheelchairs, complying with the *Disability Standards for Accessible Public Transport and Guidelines* under the Disability Discrimination Act, 1992. This compares with 15 stations in 2004/05, 11 stations in 2003/04 and 8 stations in 2002/03. Of the remaining 38 stations, 25 provided partial access, while 12 stations provided only limited access. At these 38 stations, people in wheelchairs can seek individual assistance from Transperth customer service staff to access the stations and trains.

During the year, several stations underwent minor upgrades to improve accessibility for people with disabilities, including platform modifications to remove the gap to meet the current standards for disability



Track-laying along the 72km route of the Southern Suburbs Railway progressed rapidly.

access, and the installation of Tactile Ground Surface Indicators.

Buses: Transperth continued its long-term program of buying accessible buses for its fleet. As at 30 June 2006, the number of accessible buses was 550 out of a total of 1,058 buses compared with 481 out of a total fleet of 1,030 buses a year earlier. Accessible buses are operated whenever possible, so that in off-peak periods most buses on the road are accessible. During peak periods, when service demand is high, both accessible and non-accessible buses are fully committed. For these reasons, accessible buses accounted for over 60 per cent of service kilometres during 2005/06 compared with 54 per cent in 2004/05.

Transperth continued its program of upgrading accessibility at bus stations. During the year, accessibility improvements were completed at Booragoon bus station, and work was in progress at Esplanade Busport and Karrinyup bus station. Also, work began on upgrading accessibility at the bus/rail interchanges at Joondalup, Warwick, Whitfords, Stirling, Glendalough, Oats Street and Cannington to meet the specifications of *Disability Standards for Accessible Public Transport Amendment 2004 (No. 1)*.

Ferries: The bulk of Transperth's ferry services are provided by the *Shelley Taylor-Smith*, an accessible vessel. The two jetties in operation during the year, at Barrack Street in Perth and Mends Street in

South Perth, are both fully accessible. Work began on upgrading accessibility at the Barrack Street Jetty to meet the specifications of *Disability Standards for Accessible Public Transport Amendment 2004 (No. 1)*.

Another equally important aspect of accessibility is providing ready access to the system for the maximum number of people in the Perth community. This second aspect of accessibility is measured in terms of the proportion of point street addresses (PSAs) within the Perth Public Transport Area (PPTA) which are less than 500 metres from a Transperth stop (bus, train or ferry) providing an acceptable level of service (ALS). An ALS is defined as an hourly service during the day with at least three trips (i.e. at 20-minute intervals) in the peak flow direction in the morning and/or afternoon peak.

During 2005/06, 74 per cent of PSAs were within 500 metres of an ALS stop compared with 71 per cent in 2004/05. This improved access to Transperth services in 2005/06 was due to an increase of 13.5 per cent in the number of PSAs within the PPTA (from 623,548 in March 2005 to 707,455 in March 2006).

Passenger Satisfaction

The Passenger Satisfaction Monitor 2006 showed that, on a system-wide basis, 82.8 per cent of survey respondents expressed satisfaction with the overall level of service compared with 85.6 per cent in 2005. (See details of passenger satisfaction in the train, bus and ferry service performance reviews below.)

New MetroRail

The New MetroRail project is the largest public transport undertaking in Western Australia.

Armadale Line improvements and the new Thornlie Line were completed in August 2005.

The Southern Suburbs Railway is the most significant component of the New MetroRail project and is now in the final year of construction prior to commissioning and handover.

The Southern Suburbs Railway will comprise 72 kilometres of double track electric railway between Perth and Mandurah. It will have 11 stations, 770 metres of twin tunnels under the Perth CBD, 18 bridges or

underpasses, 25kv electrical traction power and two electric power feeder stations.

After a thorough review of the progress, cost and timeframe of the project in April 2006, the State Government approved an increase in the overall budget from \$1.563 billion to \$1.613 billion and announced that the time for commencement of train services between Perth and Mandurah would be July 2007.

At the end of the year, construction of the Southern Suburbs Railway infrastructure was about 75 per cent complete.

Expenditure on the whole New MetroRail project stood at \$1.3 billion or 81 per cent of the overall budget. Total expenditure in 2005/06 was \$484 million.

A total of 90 of the 93 new 'B' series electric railcars had been accepted into service at the end of the year.

Other major highlights of the New MetroRail project during 2005/06:

- The Auditor-General on August 31 2005 released his report to Parliament on the management of the City Rail Project (the Perth CBD portion of the Southern Suburbs Railway project). The report found that the PTA was capably fulfilling its contract management role by:
 - o using suitably qualified and experienced people
 - o maintaining sound systems and processes
 - o vigilantly monitoring the contractor's performance
 - o carefully assessing the contractor's payment claims
 - o working cooperatively with the contractor.
- The final section of the new 660-metre Mount Henry freeway bridge spanning the Canning River was completed in October 2005, and the bridge was opened for traffic in January 2006.

The work involved widening and strengthening the 30-year-old bridge to accommodate a rail corridor and associated infrastructure, as well as current and projected traffic volumes.

- Tunnelling for the City Project began in October 2005, the first of the twin tunnels being completed in June 2006.
- Track laying for the Southern Suburbs Railway began in March 2006.
- All Kwinana Freeway and bridge works were completed in May 2006.
- Overall public support of the Southern Suburbs Railway continued at a very high level of 84% in an independent public opinion poll taken in May 2006.

Gas Fuel

A significant change is occurring in the fuel used by the Transperth bus fleet as a result of the State Government's 2001 decision to require all new bus acquisitions to be powered by compressed natural gas (CNG) engines. At 30 June 2006, Transperth operated 224 CNG buses in its total fleet of 1,058 buses. A further 325 new gas-powered buses are due to be delivered by 2011 under the existing contract with Daimler-Chrysler.

The CNG refuelling facility at the East Perth Central Area Transit (CAT) depot came into operation in late 2005 following delivery of the new natural gas powered CAT buses. The Southern River bus depot was connected to CNG during the year and operations commenced in May 2006. Work was proceeding at year's end on the installation of CNG refuelling stations at a number of other depots which are scheduled to start coming online from early 2007.

SmartRider Project and Ticketing System

A number of significant technical issues had to be addressed during the implementation phase of the SmartRider project, resulting in extending the period of testing by a special "control group". These issues were resolved with the co-operation of the system supplier and it is expected that the SmartRider system will be fully launched to all patrons in late 2006.

The following significant milestones were achieved by the project during 2005/06:

- Installation of SmartRider equipment was completed across the existing bus, rail and ferry network in September 2005. This allowed the initial 2,000-strong control group to start using the SmartRider system the following month. The group was later expanded to a total of 7,000 users to cover all Transperth fare groups.
- A new student fare was introduced for primary and secondary school students at the start of the fourth term in 2005. The fare was set at 50 cents and is valid for unlimited travel up to three hours Monday to Friday between the first and last day of the school year including during mid-term holidays. The new fare is available only as a pre-paid ticket, currently as a MultiRider but soon to be replaced as the SmartRider.
- In May 2006, as a result of a Government initiative to provide seniors with a dual-use card, the Transperth SmartRider and the Western Australian Seniors Card were combined to form one card. These new cards, which were distributed to about 200,000 Western Australian seniors, enables them to access concession fares



Thousands of passengers began to use SmartRider.

on public transport services and free travel on public transport on Sundays, public holidays and during Seniors Week.

In the Future

In the coming year(s), Transperth will:

- Commence recruitment of staff and commissioning of assets leading to commencement of the Southern Suburbs Railway.
- With the start of Southern Suburbs Railway services, adjust the southern corridor bus network to provide feeder services to the new bus/train interchanges on this line.
- Progress the design and construction of infrastructure and vehicles to enable introduction of the Rockingham City Centre Transit System to coincide with the start of train services on the Southern Suburbs Railway.
- Purchase new ticket vending machines for train and ferry services. These state-of-the-art machines will feature touch-screens and have the capability to accept banknotes and debit cards. Initially, the new machines will be installed on the Southern Suburbs Railway for the purchase of cash tickets at the new stations. The current-generation ticket vending machines at existing stations and ferry jetties will be replaced by new machines at a later date.
- Introduce a new Customer Information System at train stations and bus/train interchanges to improve the quality of information provided to passengers, particularly train arrival times.
- Deploy a new group of customer service staff, Passenger Ticketing Assistants, to monitor SmartRider fare gates at major train stations.
- Commence redevelopment of Transperth Train Operations' Claisebrook depot.
- Under the *Building Better Train Stations* program, construct a new special events station at Joondalup, and redevelop Kelmscott and East Perth Train Stations.
- Continue implementation of the Recording and Passenger Information Dissemination System (RAPID) in Transperth's first-generation ('A' series) railcars.
- Pursue and promote a network of high-frequency bus routes along major transport corridors.
- Rebuild/refurbish Mirrabooka bus station.
- Upgrade bus stations to meet new accessibility standards.
- Complete construction and open the relocated Armadale bus station.
- Complete construction and open the new Welshpool bus depot.
- Extend bus services into new and developing areas, such as Butler, Jindalee, Ellenbrook, Ashby, Tapping, Darch and Madeley.
- Continue a rolling program of bus service reviews across the Perth metropolitan region, reallocating resources from areas where services are poorly utilised to areas of greater demand.
- Continue involvement in planning for reconstruction and redevelopment of the Wellington Street Bus Station and the Northbridge Link project.

Trains

Description of Services

Transperth Train Operations (TTO) Division of the PTA operates an electrified suburban train system with more than 890 services on an average weekday and in excess of 5,600 services weekly.

At 30 June 2006, the system covered 101.7 kilometres of track with 59 stations on five lines, and a fleet of 186 railcars which can be coupled in configurations of two, three, four or six car trains.

The train network consists of the Joondalup Line (33.2km), the Fremantle Line (19.0km), the Midland Line (16.0km), the Armadale Line (30.5km) and the Thornlie Line (3.0km).

The Year's Developments

An additional 36 railcars were added to the Transperth fleet. These railcars, together with the 54 acquired in the previous year, are to be used mainly on the Southern Suburbs Railway. During the year, all 90 railcars in configurations of three and six railcar trains were used on existing lines.

With the extension of the train network and consequent increase in services, train service kilometres increased by 13.6 per cent, from 7.167 million in 2004/05 to 8.138 million in 2005/06. The use of three and six railcar trains during the year resulted in passenger place kilometres recording an increase of 23.1 per cent, from 2,293.6 million to 2,823.3 million.

Between January and December 2005, a new suburban train control system was progressively introduced throughout the existing PTA urban rail network. The system incorporates new trackside telemetry which, in the near future, will deliver automatic route setting, integrated timetable planning and monitoring, comprehensive performance reporting, and new customer information displays at the stations.

The train control system monitors daily train movements to determine the actual on-time arrival rate. The service reliability target for Transperth train services is for

95 per cent of services to arrive within three minutes of the scheduled time. In 2005/06, 86.9 per cent of services met the on-time arrival target compared with 94.4 in 2004/05. However, when service reliability is based on arrival within five minutes of the scheduled time, 95.4 per cent met the target in 2005/06 and 98.3 per cent in 2004/05.



Stage one of the Fremantle Station facade restoration was completed.

The Urban Securities Initiative Project (USIP) was completed. It improves the safety of customers using the rail system through 622 closed circuit television cameras, a Central Monitoring Room where video data from the cameras is collected, viewed and stored, and emergency/information booths on stations.

Engineering works on the Armadale Line at Victoria Park, Cannington, Thornlie and Gosnells allowed level crossings to be closed at Bishopsgate Street, Crawford Street, Verna Street and Lake Road reducing the risk of level crossing incidents.

The replacement of timber sleepers with concrete sleepers began on the Armadale Line. Approximately 14km were completed and the remaining 16km are scheduled to be completed by March 2007.

A siding to accommodate six car trains was constructed at West Leederville to improve train movements and operational efficiency for special events at Subiaco Oval.



A new train control system was introduced across the suburban rail network.

review of performance

An upgrade of Cannington Station was carried out to make the station fully accessible.

The first stage of restoration of the historic Fremantle Station façade was completed. This work was undertaken with the guidance of the Heritage Council and will see the entire building restored in time for the 125th anniversary of its opening and the opening of the Fremantle Line in the second half of 2006.

Cost of the Service

The total cost of providing train services increased by 37.9 per cent, due largely to the increase in capital charges. Total expenditure, which amounted to \$190.2 million in 2004/05, rose to \$262.3 million in 2005/06. Operating cost (which excludes capital charges) increased by 13.3 per cent from \$93.9 million to \$106.9 million.

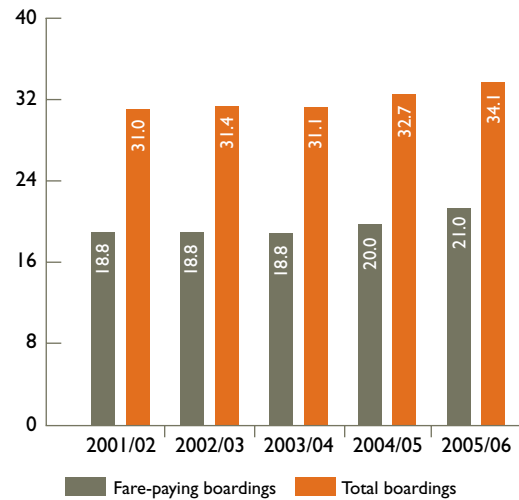
A significant proportion of debt servicing charges included in the total expenditure relates to the Southern Suburbs Railway. Similarly, the operating cost included “ramp-up” expenditure on recruiting and training of train crews for the new railway. However, revenue was yet to be generated from this significant investment which will double Perth’s suburban rail network.

Patronage

Patronage on Transperth train services recorded a substantial increase for the second year in succession. Fare-paying boardings rose by 4.8 per cent from 20.038 million in 2004/05 to 21.002 million in 2005/06. Total boardings increased by 4.5 per cent from 32.652 million to 34.133 million.

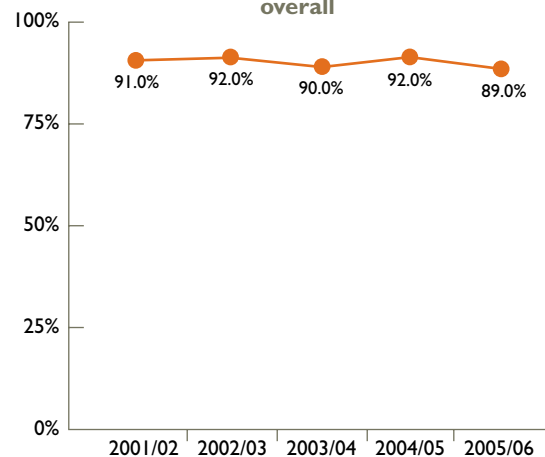
While train patronage recorded this significant increase, the expansion of services resulted in train service kilometres increasing at a higher rate, by 13.6 per cent. Consequently, between 2004/05 and 2005/06 on a per service kilometre basis, fare-paying boardings on train services fell by 7.7 per cent from 2.796 to 2.581, and total boardings fell by 7.9 per cent from 4.556 to 4.194.

Transperth trains: Patronage (million)



Customer Satisfaction

Transperth trains: Customer satisfaction overall



The Passenger Satisfaction Monitor 2006 showed that a significant proportion of users continued to show high levels of satisfaction with the train system overall although the proportion fell to 89 per cent from 92 per cent in 2005. The table below shows that the main contributing factors in the slight downturn were a significant reduction in the level of satisfaction with punctuality of trains and perceived overcrowding during peak times, in that order. Decreased punctuality was attributable to a program to lay new sleepers on the Armadale Line and some teething issues in the timetabling of services on the new Thornlie Line, which also affected the Armadale Line.

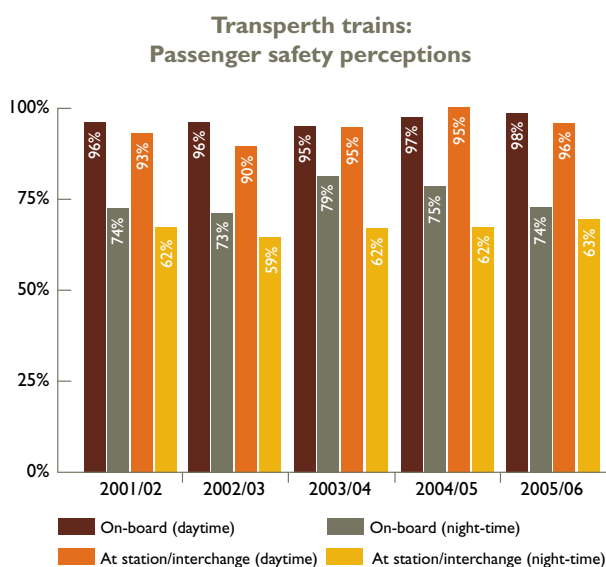
Service characteristic	Satisfaction rating	
	2004/05	2005/06
1. Punctuality of train service	92%	87%
2. Cost of the fare	68%	68%
3. Speed of the trip	92%	92%
4. Number of trains running during the day	83%	86%
5. Cleanliness on board	84%	85%
6. Operation of ticket vending machines	85%	85%
7. Availability of seats	77%	78%
8. Number of trains during peak times	86%	81%

Satisfaction ratings for key service characteristics of Transperth's train services (other than passenger safety) are shown above.

Passenger Safety

In the Passenger Satisfaction Monitor 2006, train users were asked: "How safe do you generally feel from personal interference or threat from other passengers?"

The graph shows the proportion of respondents who "always or usually feel safe" at the specified times/locations on the train network.



The results for the past five years show that the proportion of train passengers who felt generally safe on-board trains and at station/interchanges during the day has remained high. However, the proportion of train users who generally felt safe on-board trains at night continued to fall, from 79 per cent in 2004 to 75 per cent in 2005 and 74 per cent in 2006. The proportion of respondents who generally felt safe at station/interchanges at night-time improved marginally.

The PTA is committed to ensuring that passengers feel safe on the train network at all times. At year's end, a total of 191 Transit Guards were in service and an additional 14 were in training.

In addition, the centralised monitoring of digital closed circuit TV coverage at all stations via a state-of-the-art monitoring centre manned 24 hours a day continued during the year.

A memorandum of understanding between the PTA and the Western Australian Police remained in force during the year. This memorandum established protocols for the provision of policing services and security arrangements on the suburban rail network aimed at reducing criminal and other anti-social behaviour on the network and ensuring personal safety and security for the commuting public.

review of performance

Buses

Description of Services

Transperth bus services were operated by three contractors under 11 contracts in 2005/06:

- Path Transit (Marmion-Wanneroo and Morley contracts, with the Joondalup Central Area Transit contract forming part of the Morley contract).
- Swan Transit (Canning, Kalamunda, Midland, Southern River, Claremont, and Belmont contracts).



Southern Coast Transit (Rockingham, Fremantle-Cockburn, and Perth Central Area Transit contracts, with the Fremantle Central Area Transit contract forming part of the Fremantle-Cockburn contract).

The Claremont-Belmont contract, which was operated by Swan Transit Riverside, ceased on 10 December 2005. This contract was replaced by two separate contracts for Claremont and

Belmont from 11 December 2005, both awarded to Swan Transit following a competitive tender process.

During 2005/06, the Transperth bus system covered 323 standard routes and 436 school routes, and operated 9,432 standard services and 436 school services on an average weekday. Accessible buses were always used on 38 of the standard routes. A service frequency of 20 minutes or better was provided all day on most major corridors.

The Year's Developments

The following major service improvements were introduced during the year:

- A feeder bus network in August 2005 to support the new Thornlie train station.
- A feeder service to a new bus transfer facility at Ellenbrook.
- Improved service frequency on peak period feeder services to Clarkson Train Station and on

peak services between East Perth and Hamilton Hill.

- Improved service frequency on off-peak services to Canning Vale, between Cannington and Midland.
- Improved service frequency on the Perth to Mandurah service.
- Improved service frequency on services to Settlers Hill, Curtin University, and Hammond Park.
- A new service to Banksia Grove.

Working with the City of Joondalup and Edith Cowan University, a new Central Area Transit (CAT) service was introduced at Joondalup. These partners share the cost of this new CAT route with the PTA.

A bus lane at South Street in Leeming came into service to provide peak period priority at a key point on this major east-west route.

A bus priority lane was created on Alexander Drive at the Walcott Street intersection in North Perth.

Transperth developed a network of conceptual feeder bus routes to support the Southern Suburbs Railway when it commences operations. Extensive community consultation was undertaken regarding this new network.

Total service kilometres operated by the Transperth bus network continued to increase. In 2005/06, the network covered 49.146 million service kilometres, an increase of 1.2 per cent from the 48.582 million service kilometres recorded in 2004/05, which was itself an increase of 1.4 per cent compared with the previous year.

Total capacity provided by the bus network was marginally higher in 2005/06 at 3,559.8 million passenger place kilometres, an increase of 0.4 per cent compared with 3,545.3 million passenger place kilometres in 2004/05. The small increase in 2005/06 occurred despite the increasing proportion of gas buses in the fleet which have a lower average passenger capacity compared with diesel buses. However, this was offset by the increase in service kilometres resulting in greater overall capacity being provided.

The service reliability target for Transperth bus services requires buses to arrive at or depart from a terminus or timing point no later than four minutes from the scheduled time. Performance is monitored through regular audits at key locations. In 2005/06, despite the continuing disruption to traffic flow caused by road works associated with the construction of the Southern Suburbs Railway, improved traffic management schemes and timetable adjustments helped to ensure that 91.7 per cent of services met the service reliability target. This result compared with 91.5% in 2004/05. During the period 2001/02 to 2003/04, before the road works commenced, the proportion of bus services meeting the reliability target was close to 93 per cent.

Cost of the Service

The total cost of providing bus services was \$225.0 million in 2004/05, which increased to \$251.2 million in 2005/06, an increase of 11.7 per cent due largely to the increase in operating costs. The operating cost (which excludes capital charges) recorded an increase of 14.3 per cent, from \$171.3 million in 2004/05 to \$195.8 million in 2005/06 primarily driven by significant increases in the cost of fuel, labour and security.

Patronage

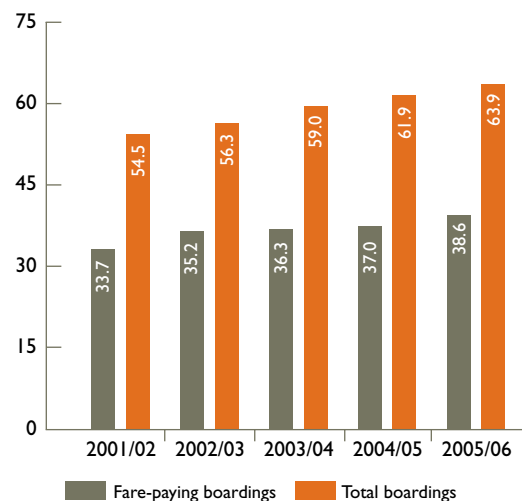
Transperth's bus services experienced patronage growth for the seventh year in succession. In 2005/06, fare-paying boardings rose by 4.5 per cent from 37.0 million to 38.650 million and total boardings rose by 3.3 per cent from 61.873 million to 63.891 million.

Between 1998/99 (the first full year when all bus services were operated on contract) and 2005/06, bus patronage increased as follows:

- fare-paying boardings by 33.6 per cent from 28.929 million to 38.650 million, and
- total boardings by 43.1 per cent from 44.647 million to 63.891 million.

On a per service kilometre basis, fare-paying boardings on bus services increased by 3.3 per cent from 0.762 in 2004/05 to 0.786 in 2005/06, and total boardings increased by 2.1 per cent from 1.274 to 1.3.

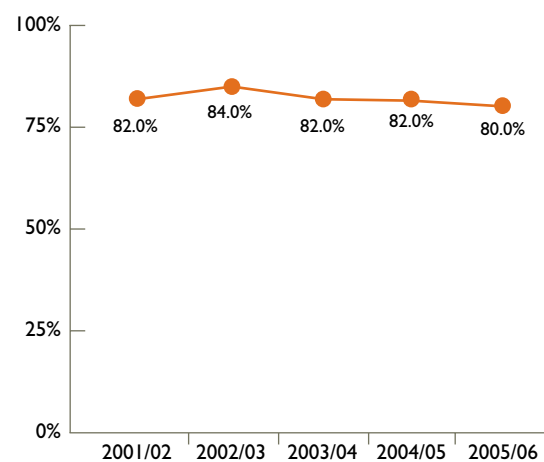
Transperth buses: Patronage (million)



Customer Satisfaction

The Passenger Satisfaction Monitor 2006 showed that a relatively high proportion of users continued to be satisfied with the bus system overall. However, the proportion who expressed satisfaction fell from 82 per cent in 2005 to 80 per cent in 2006.

Transperth buses: Customer satisfaction overall



review of performance

Service characteristic	Satisfaction rating	
	2004/05	2005/06
1. Punctuality of the bus	84%	79%
2. Number of buses on weekdays	68%	71%
3. Cost of the fare	75%	72%
4. Driver's handling of the bus	91%	89%
5. Speed of trip	82%	85%
6. Driver's manner	89%	89%
7. Cleanliness on board	91%	87%
8. Availability of seats *	-	88%

* Replaced "buses on weekends".

The table above shows that the main contributing factors to the adverse result were a significant level of dissatisfaction with punctuality of services and the cost of fares, in that order.

Satisfaction ratings for key service characteristics of Transperth's bus services (other than passenger safety) are shown above.

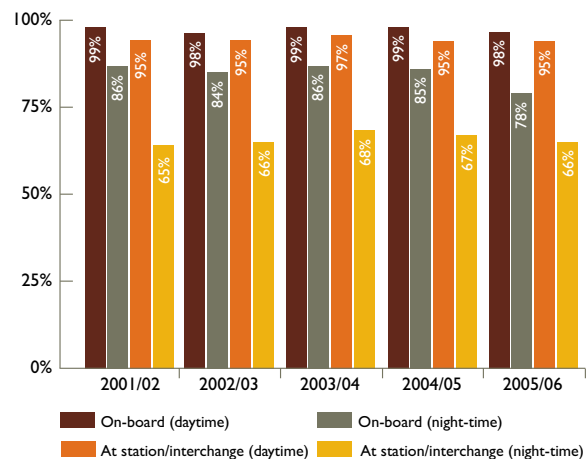
Passenger Safety

In the Passenger Satisfaction Monitor 2006, bus users were asked: "How safe do you generally feel from personal interference or threat from other passengers?"

The graph shows the proportion of respondents who "always or usually feel safe" at the specified times/locations on the bus system.

The results for the past five years show that almost all bus passengers generally felt safe on-board buses and at station/interchanges during the day. The proportion of respondents who generally felt safe at night at stations/interchanges has remained relatively stable. However, it is noteworthy that there has been a significant decline, from 85 per cent to 78 per cent, in the proportion of respondents who generally felt safe on-board buses at night.

Transperth buses: Passenger safety perceptions



Over recent years, Transperth has introduced the following measures to promote passenger safety on the bus network:

- Two security officers deployed Thursday to Saturday of each week at each major bus station from 2 pm to last bus.
- Mobile patrols on each of the three major sectors – north, south and east.
- Centrally monitored closed circuit TV at all bus stations.
- Closed circuit TV on new buses in the fleet.

Ferry Services

Description of services

The Transperth ferry service is provided under contract by Captain Cook Cruises.

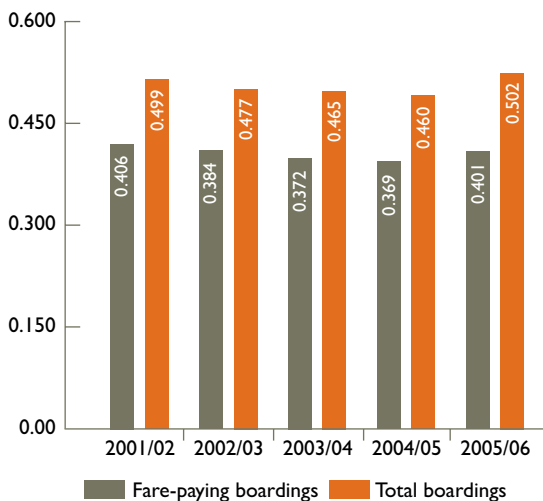
Two vessels operate between the City (Barrack Street) and South Perth (Mends Street) providing 80 services on an average (summer) weekday.

Patronage

Ferry patronage increased in 2005/06, reversing a negative trend. Previously patronage had declined every year since 2000/01 from a peak of 469,000 fare-paying boardings and 558,000 total boardings. In 2005/06, fare-paying boardings recorded an increase of 8.7 per cent from 369,000 in 2004/05 to 401,000 while total boardings rose by 9.1 per cent from 460,000 to 502,000.

On a per kilometre basis, fare-paying boardings, which had fallen to 10.209 in 2004/05, increased by 13.8 per cent to 11.620. Total boardings were 14.547 per service kilometre in 2005/06, an increase of 14.3 per cent over 12.731 recorded in 2004/05.

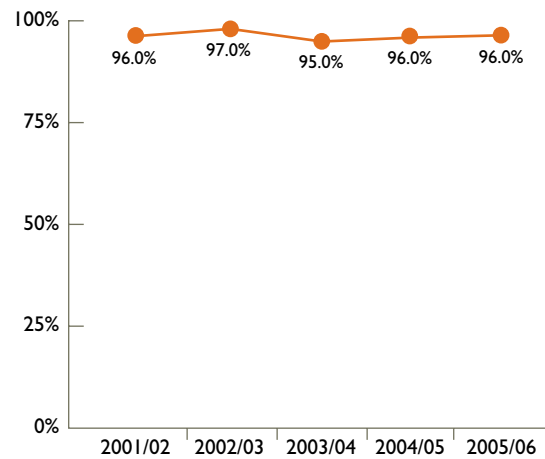
Transperth ferries: Patronage (million)



Customer Satisfaction

The Passenger Satisfaction Monitor 2006 continued the trend of a very high proportion of passengers consistently expressing satisfaction with Transperth's ferry services overall.

Transperth ferries: Customer satisfaction overall



review of performance

Satisfaction ratings for key service characteristics of Transperth's ferry services (other than passenger safety) are shown below (in order of importance):

Service characteristic	Satisfaction rating	
	2004/05	2005/06
1. Cleanliness on board	98%	99%
2. Cost of the fare	88%	90%
3. Shelter at jetty	70%	79%
4. Number of ferries during the day	90%	67%
5. Speed of trip	96%	98%
6. Punctuality of ferry	90%	92%
7. Understandability of timetables	66%	78%
8. Availability of seats on the ferry	99%	100%

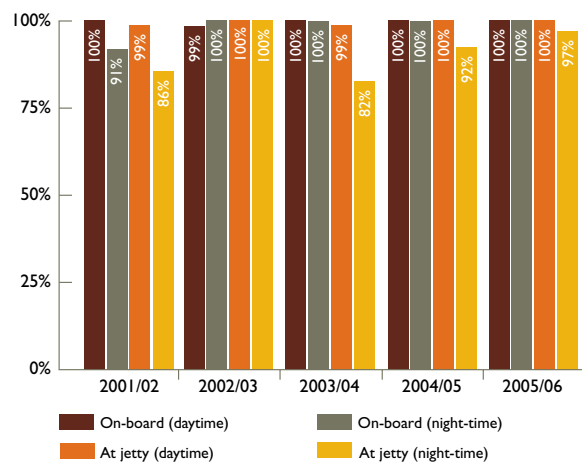
Passenger Safety

In the Passenger Satisfaction Monitor 2006, ferry users were asked: "How safe do you generally feel from personal interference or threat from other passengers?"

The graph shows the proportion of respondents who "always or usually feel safe" at the specified times/locations on the ferry.

The results for the past five years show that almost all ferry passengers generally felt safe on-board the ferry during the day and at night. Similarly, while almost all users felt safe at the jetty during the day, the proportion of users who felt safe at the jetty at night has increased significantly over the past three years.

Transperth ferries: Passenger safety perceptions



regional town bus services

Description of Services

Regional Town Bus Services (RTBS) Branch resides within the Transperth, Regional and School Bus Services Division of the PTA. It is responsible for the management of public transport systems in regional Western Australia, primarily involving bus services within Western Australian regional towns (that is, intra-town services) and a small number of contracted inter-town services.

At 30 June 2006, there were 15 intra-town services operating in 14 major regional towns throughout the State and four inter-town services.

From 2005/06, annual results relating to regional bus operations are being reported separately for intra-town and inter-town services, to improve understanding of their performances.

RTBS is also responsible for the administration of a small number of regular passenger transport (RPT) services operating in the Perth metropolitan area in a complementary capacity to Transperth services. The performance of these services has been included in the RTBS figures for 2005/06.

Statement of Objectives

In 2005/06, the objectives and outcomes of Regional Town Bus Services were:

Objective	Outcome
Continue with a programmed approach of reviewing regional bus services.	Improved service levels were achieved in Port Hedland, Geraldton, Albany and on the school bus service in Esperance. The improvements in Esperance resulted in a significant increase in patronage.
Find solutions for regional transport problems in consultation with the local communities.	RTBS worked with the Shire of Busselton, Office of Crime Prevention and the WA Police to provide public transport options for government to consider for School Leavers' Week activities in Busselton, scheduled for November 2006.
Conduct field visits and audit contractors' performance.	A standardised reporting format was introduced to maintain passenger and occupational safety records. Service audits of contractors were carried out in Albany, Bunbury, Busselton, Carnarvon, Collie, Dunsborough, Esperance, Geraldton, Kalamunda and Port Hedland.

regional town bus services

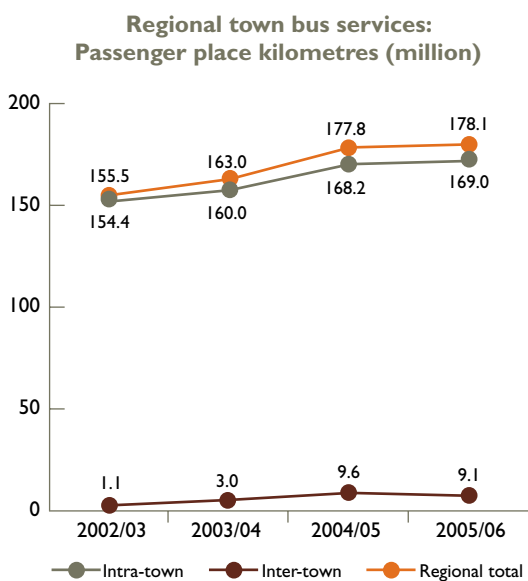
The Year's Developments

During the year, RTBS completed its program of signing regional town bus operators to a formal 12-year contract with the PTA.

At 30 June 2006, the regional bus fleet totalled 138 vehicles compared with 134 at 30 June 2005. Of these, 131 buses were used to provide intra-town services and 7 vehicles were used to provide inter-town services.

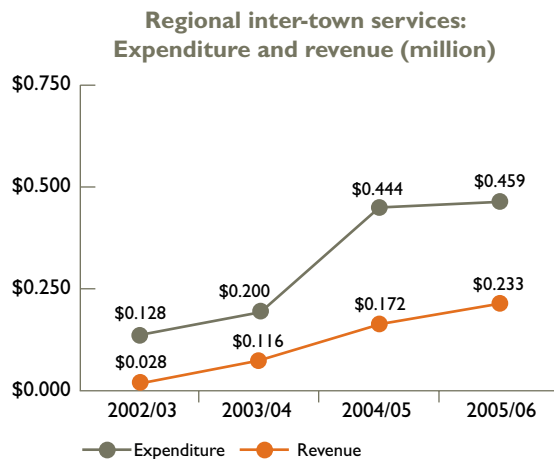
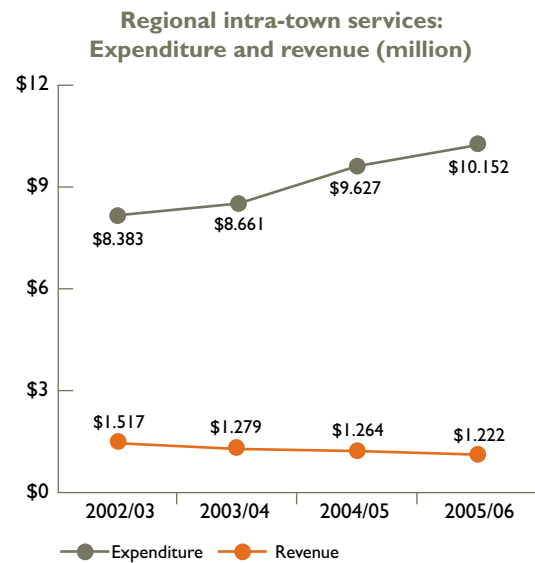
Total capacity provided on intra-town services rose only slightly, from 168.2 million passenger place kilometres in 2004/05 to 169.0 million passenger place kilometres in 2005/06. This followed the significant increase in 2004/05 from 160.0 million passenger place kilometres in 2003/04.

Total capacity on inter-town services fell marginally from 9.6 million passenger place kilometres in 2004/05 to 9.1 million in 2005/06. The Perth to Port Hedland road coach service accounted for over 80 per cent of inter-town passenger place kilometres. This service operated on a trial basis for six months during 2003/04. Regular operations commenced during 2004/05 resulting in a 200 per cent increase in passenger place kilometres.



Cost of the Service

Total expenditure on regional bus services amounted to \$10.6 million in 2005/06, which represented an increase of 5.4 per cent over expenditure of \$10.1 million in 2004/05. Expenditure on intra-town services rose from \$9.6 million to \$10.2 million, an increase of 5.5 per cent, while the cost of inter-town services increased by 3.4 per cent from \$0.444 million to \$0.459 million.



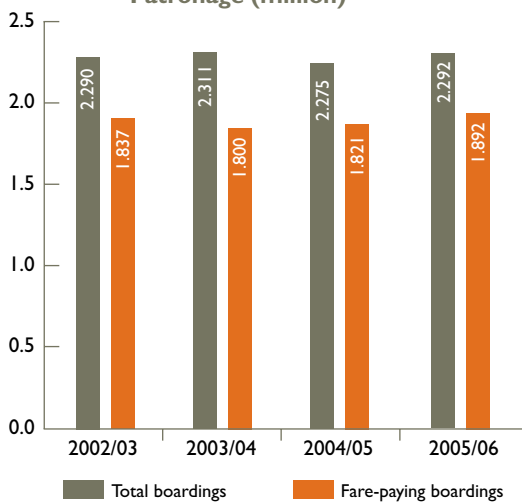
Patronage

Total boardings on regional bus services increased by 0.8 per cent from 2.278 million in 2004/05 to 2.297 million in 2005/06. Fare-paying boardings increased by

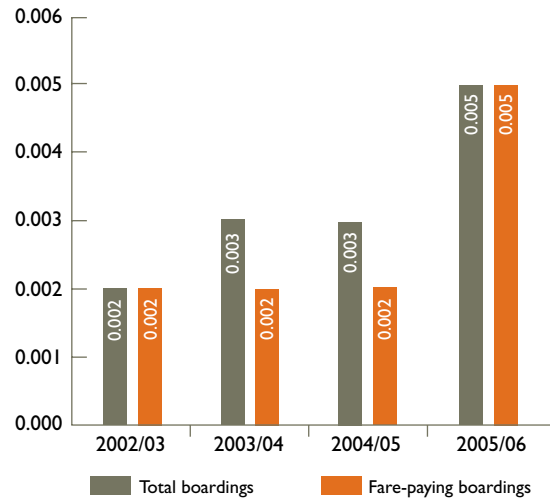
4.1 per cent from 1.823 million to 1.897 million.

On intra-town services, while total boardings showed little change, fare-paying boardings reached a peak of 1.892 million for the four-year period since 2002/03, increasing by 3.9 per cent compared with 2004/05. Patronage on inter-town services recorded significant gains even though the actual numbers were quite small. The increase was 66.7 per cent in total boardings and 150.0 per cent in fare-paying boardings.

**Regional intra-town services:
Patronage (million)**



**Regional inter-town services:
Patronage (million)**



Customer Satisfaction

Passenger satisfaction surveys were conducted during the year only among contractors who were subject to a review. The responses were used to assist in improving services.

school bus services

Introduction

School Bus Services (SBS) Branch is located within the Transperth, Regional and School Bus Division of the PTA, and manages Government student transport assistance. This is predominantly provided using contracted “orange” and “green” school buses around the State. Alternatively, where eligible students cannot be accommodated on a school bus, their parents/carers are paid a Conveyance Allowance to help meet some of the costs incurred by them in getting their children to their nearest appropriate school.

In 2005/06, transport support organised by SBS was used by 24,000 students per school day.

SBS managed 818 school bus contracts/services and paid a Conveyance Allowance to entitled students at a total cost of \$70.662 million for Grants and Subsidies. It also provided transport assistance to students attending special education schools principally in large regional towns and in metropolitan Perth.

The school bus network comprised 697 school

buses servicing special education schools, centres and units and seven Regular Public Transport service arrangements.

All “orange” school buses are operated by private contractors.

Three contract/service models were used to provide student transport support:

Composite Rate Model (CRM) Contracts (20-30 years in duration):	694
Fixed term Contracts (Tendered over 1-15 years since 1995):	117
Regular Passenger Transport (Licence arrangement with fare subsidy):	7

The Composite Rate Model is an average cost model which was implemented in January 2004 and provides for contractor payments to be reviewed by an independent review panel.

Statement of Objectives

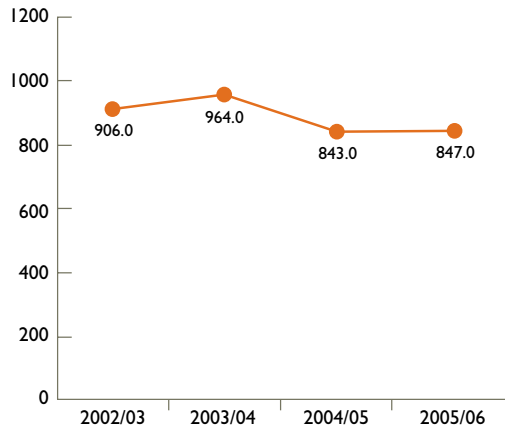
In 2005/06, the objectives and outcomes of School Bus Services were:

Objective	Outcome
Provide transport assistance for eligible students to assist them to attend their nearest government or non-government school offering the appropriate year of study.	SBS managed 818 “orange” school bus contracts and paid a Conveyance Allowance to entitled students at a cost of \$70.662 million.
Ensure the transport assistance provided to students is appropriate, safe, cost effective and is fair in its application.	Developed a seat belt implementation plan as a result of the Government’s initiative to progressively introduce seat belts on government-funded school buses. Commenced the roll out of a new Safety Management Plan for school bus contractors.
Ensure that all service contracts are managed effectively and efficiently in accordance with agreements made between the Minister, the PTA and individual contractors and/or their representatives.	Reviewed special education bus routes in metropolitan Perth and regional towns. Reviewed school bus routes that serve the fringes of metropolitan Perth.

buses servicing mainstream schools, 114 school

Service

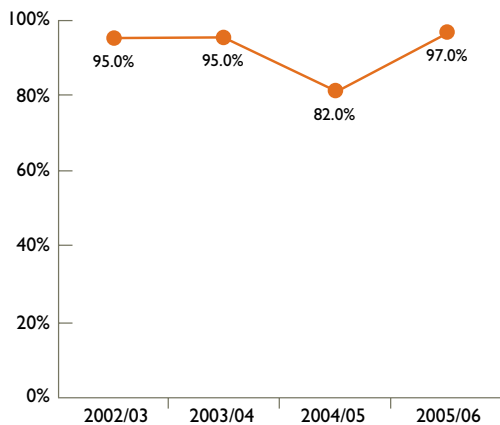
**School bus services:
Student passenger place kilometres**



The increase in the use of school bus services is measured by comparing the annual number of student bus service place kilometres.

Student passenger place kilometres for 2005/06 showed a slight increase over the previous year.

**School bus services:
Arrival and departure times**

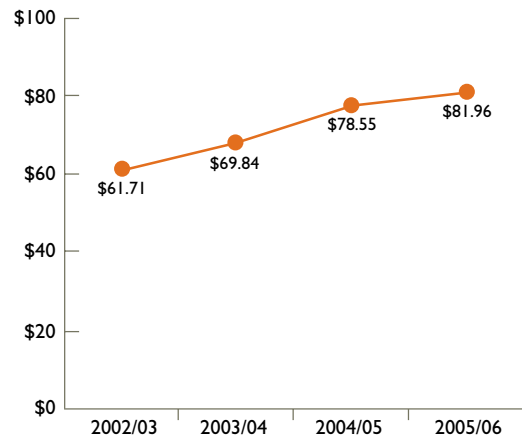


Service reliability measures school bus timetable reliability for the rural mainstream services and Education Support School Buses operating in the Perth metropolitan area. The reliability measure is arrival less than 10 minutes before school starts and departure less than 10 minutes after school finishes.

In 2005/06, reliability was back above the acceptable level of 90%.

The cost efficiency indicator for school bus services measures the cost of place kilometres provided to meet student requirements.

**School bus services:
Operating cost per 1000 student place kilometres**



The increase in 2005/06 was a result of higher operational costs such as drivers' wages and fuel.

The Year's Developments

Introduction of Seatbelts on School Buses

The State Government announced on 6 November 2005 that WA would be the first state in the nation to ensure seat belts were installed on all dedicated school buses contracted to the State Government. The policy will require from 2006 that all new government-funded school bus contracts must be operated with buses that are fitted with seat belts. In addition, where economically viable, all existing government-funded school buses will be retro-fitted with seat belts. Where it is not economical to retro-fit seat belts on school buses, the buses will be replaced.

In the last six months of the financial year, SBS rolled out 23 new school buses fitted with seatbelts. These complemented the existing 46 Toyota "Commuters" which are fitted with seat belts and already operating on WA roads.

SBS liaised closely with the WA Department of Education and Training to develop a communication strategy to ensure all students who travel on school

school bus services

buses actually wear the seat belts provided for them. In addition, a student code of conduct was being developed to monitor and act on non-compliance by students. SBS sees compliance with the code as vital to ensure students remain safe. It will work with school bus contractors and the department to ensure there is a high level of compliance.

Review of School Bus Services

SBS continued its review process for school bus services in order to provide the most efficient use of public funds, balanced against high-quality and safe transport services for eligible students.

During 2005/06, locations reviewed were Dumbleyung, Northampton, Mukinbudin, Ongerup, Eastern Hills/Wundowie and College Row Education Support School, Bunbury. The actions to follow these reviews are the adjustment of routes and the change of bus sizes to match the demographics of the area.

In some cases, school bus services were closed where there were fewer than four students, in accordance with student transport policy, or where school closures meant services were no longer required. In all cases, these changes were in the Wheatbelt where student numbers have generally continued to decline. The affected services were:

Newdegate South East	Mount Magnet Cue
Mukinbudin Wialki	Mount Walker South
Ongerup North West	Eastern Hills
	Mundaring Weir

The review of services also resulted in a number of new temporary or short term services being introduced in areas of rural population growth (i.e. Albany, Australind, Gingin-Bindoon, Comet Bay, Little Grove, Frenchman Bay, Quairading, Fitzroy Crossing Wamali, Wananami Dodnun, Wandering), and also some growth of special education in metropolitan Perth and regional towns (i.e. Mandurah, Rockingham, College Row Bunbury Education). In addition, two new "English Second Language" School Bus Services (Federally funded) were commenced in Mirrabooka and Nollamara.

SBS undertook a review of its school buses operating around Geraldton as part of the introduction of a designated Public Transport Area to better reflect the operation of intra-town services. SBS also

implemented some modified bus routes as part of the introduction of the Esperance Public Transport Area. The modified services began in term 4 in 2005.

Customer Satisfaction

SBS does not measure customer satisfaction as transport assistance is provided on an entitlement basis.

Expenditure

SBS's expenditure for 2005/06 was \$74.470 million.

In the Future

Changes in the Government's policy direction and new initiatives by the WA Department of Education and Training such as retention of children at secondary school and potential changes to the compulsory education age will affect SBS in its delivery of student transport assistance over the next three years.

SBS continues to liaise with the department to ensure a whole-of-government approach is taken to clearly identify the financial implications and the impact on student transport assistance.

Objectives for 2006/07

- Continue implementation of seat belts on all Government funded school buses by 2010 in accordance with Government policy.
- Continue review of school bus routes to maximise service delivery and efficiencies in rural Western Australia and Metropolitan Perth.
- Continue liaison with the Department of Education and Training to review student transport assistance policy with regards to:
 - integration of students with special needs into mainstream schools
 - compulsory school attendance to Year 12 (2008)
 - integration of vocational studies into school curriculum through increased usage of TAFE facilities
 - implementation of student seat belt compliance policy
 - reviewing transport provision when school facilities are opened or closed

Transwa is the brand and operating name of the public transport system operated by the PTA which provides road and rail passenger services to regional centres in the southern half of Western Australia.

Statement of Objectives

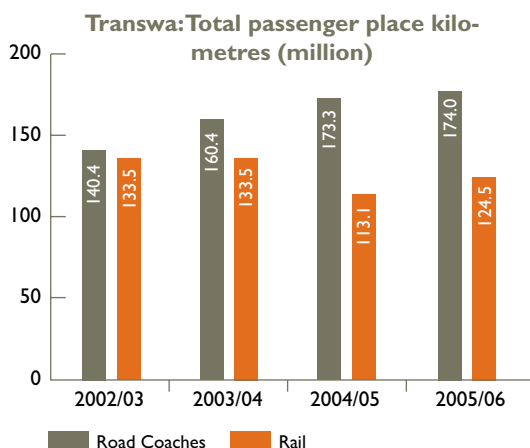
Transwa's objective is to provide customer-focused, safe and cost-effective passenger transport services for regional Western Australia.

Key indicators of performance for Transwa in 2005/06 were services to arrive at their destinations within the acceptable parameters set for punctuality:

- Prospector – within 15 minutes for 90 per cent of services
- Australind – within 10 minutes for 90 per cent of services
- AvonLink – within 10 minutes for 95 per cent of services
- MerredinLink – within 10 minutes for 95 per cent of services
- Road coaches - within 10 minutes for 95 per cent of services

and 90 per cent passenger satisfaction across all rail and road coach services.

Service



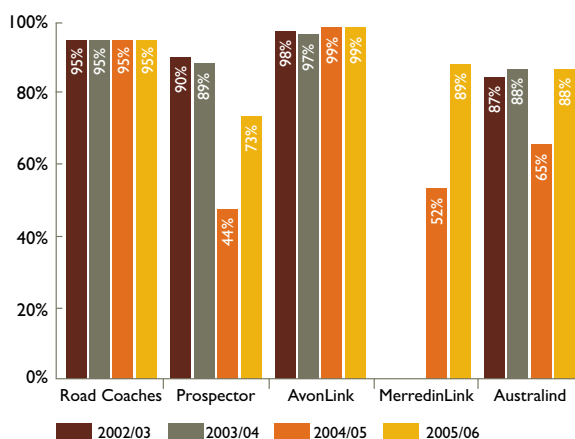
The total of passenger place kilometres for road coaches increased slightly as a result of the completion of the delivery of the new fleet of road coaches (56 seat capacity) which occurred in 2004/05.

The passenger place kilometres for rail services began the recovery to the levels of previous years following

recent equipment upgrades to the new Prospector railcars and general improvements in reliability.

On-Time Running

Transwa: On-time running performance

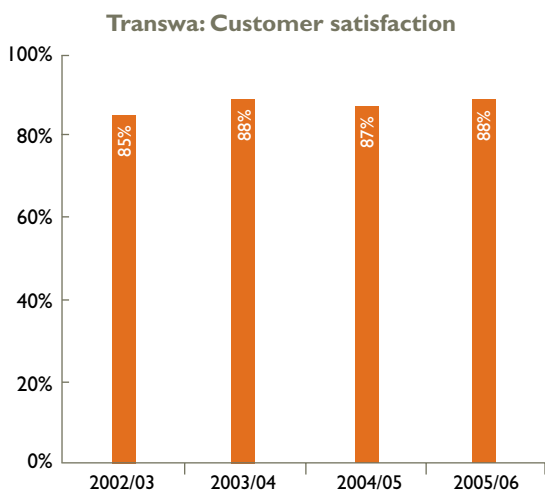


The road coach services continued to perform to target, with consistent on-time running across the last four financial years.

The improvement in the on-time running of the Prospector in 2005/06 is representative of improved reliability of the railcars as some major problems were overcome late in the year. Continued improvement is expected in the future.

The introduction of new railcars for the AvonLink and MerredinLink services in August 2005 also resulted in improvements in the on-time performance of these services.

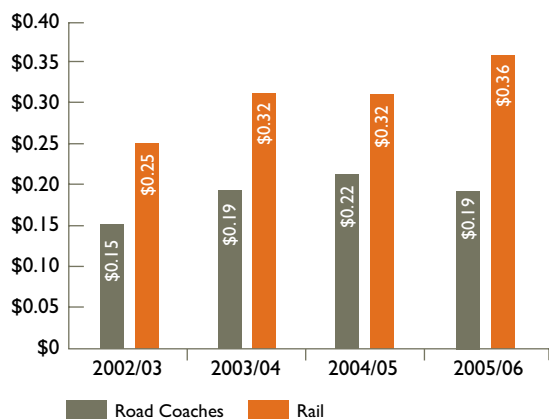
Customer Satisfaction



Although overall customer satisfaction levels remained consistent with previous years, Transwa initiated a number of measures to provide improved levels of service to its customers.

Cost Efficiency

Transwa: Average cost per passenger kilometre



There were some adjustments in the cost per passenger kilometre as a result of changes in the allocation of overhead costs between road and rail services and lower passenger kilometres due to reliability issues with the Prospector.

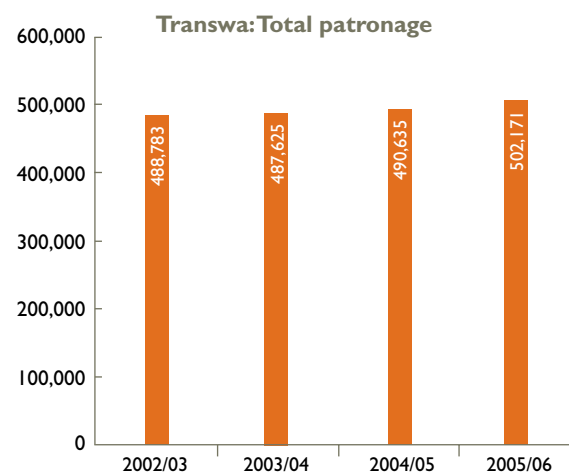
Passenger Safety

Very few instances of anti-social behaviour which threatened the safety of other passengers were experienced during the year. Transwa continued to

receive an excellent response from local police when situations arose on the services.

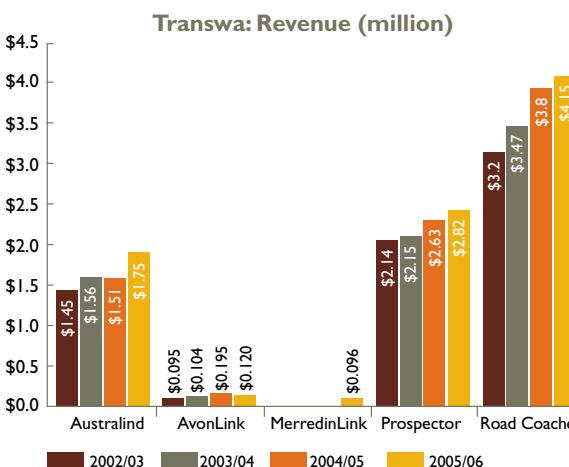
Prospector and AvonLink trains are equipped with closed-circuit television monitoring of the passenger cabins and a similar system is being considered for the Australind.

Patronage



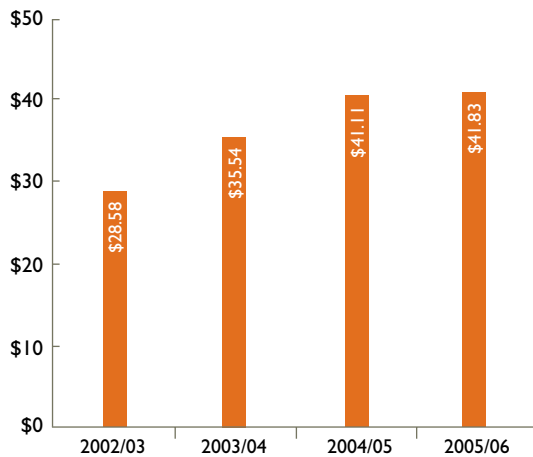
Total patronage on Transwa services increased by 2.4 per cent compared with 2004/05, mainly due to increases on the Australind and AvonLink services.

Revenue/Expenditure



The 10 per cent increase in revenue was a reflection of the annual increase in fares coupled with a 2.4 per cent increase in overall patronage figures.

Transwa: Expenditure (million)



Expenditure increased due to a number of reasons including rising fuel prices and wage increases.

Service Information

The introduction in August 2005 of a new train for the AvonLink service as well as equipment upgrades for the Prospector railcar sets boosted the overall on-time performance for the year and promises to deliver further improvements for 2006/07.

Transwa road coach operations continued to provide a high level of service, with excellent on-time performance and a high level of amenity provided by the new fleet of five-star coaches.

In the Future

Transwa will continue to provide customer-focused, safe and cost-effective passenger services and will increasingly focus on delivering a high level of customer service.

To ensure it understands customer requirements, Transwa has committed to engaging with community groups and to communicate with its customers.

Work will continue on reviewing services around the State to ensure that appropriate changes are made as the requirements of customers' change.

Review of Performance

Trains

Description of Services

Transwa operated 62 scheduled rail services every week during 2005/06 covering four distinct services.

On the South West Railway between Perth and Bunbury, the Australind train operated 28 services per week. The Prospector operated 18 times a week (nine services each way) between East Perth and Kalgoorlie. The AvonLink operated 10 services a week from Northam to Midland on weekdays and the MerredinLink provided an all stops service between East Perth and Merredin and return each Monday, Wednesday and Friday (six services per week).

These services operated a total of 969,161 service kilometres.

The train fleet consists of 14 railcars made up of seven Prospector railcars, two AvonLink railcars and five Australind railcars.

Transwa employs 17 railcar operators based in Perth and Bunbury.

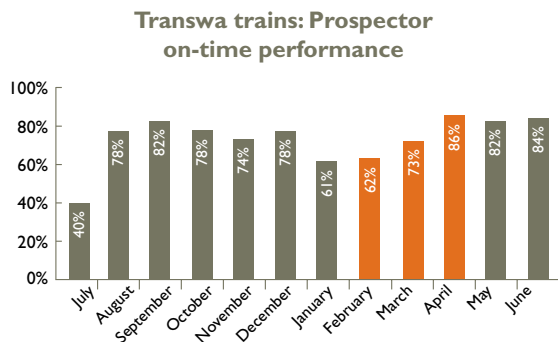
The on-board services on the Australind are provided by eight Bunbury based on-train staff while a contractor provides the on-board services on the Prospector, AvonLink and MerredinLink.



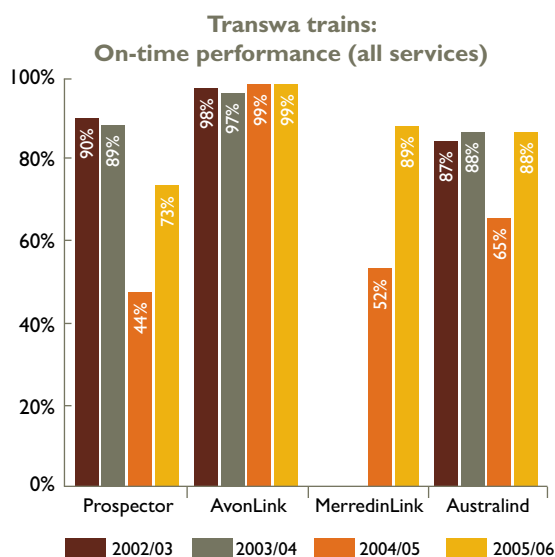
A new-look train was introduced for the AvonLink and MerredinLink services.

The Year's Developments

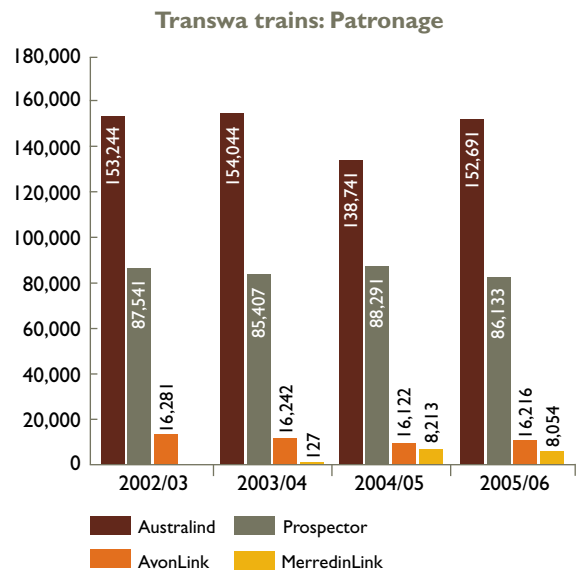
From February to April of 2006, Transwa released one Prospector train at a time for equipment upgrades designed to improve mechanical reliability. These upgrades resulted in immediate improvements in on-time performance and renewed confidence in the Prospector service, as the following graph shows.



The performance of the Australind service recovered from the disruptions caused by a five-month re-sleeper program in 2004/05. The new high-quality track offered greater comfort and improved running times for Australind services. Unfortunately, the year's on-time performance does not show a significant improvement over previous years due to signalling problems caused by vandalism of signalling wire at Mundijong in March 2006. With repairs under way at year's end, it is expected that the Australind's on-time performance will improve during 2006/07.



Patronage



Patronage levels have remained virtually unchanged for the last three years. The reduction in Australind patronage in 2004/05 was due to track re-sleeper works which resulted in some services being replaced by road coaches.

Customer Satisfaction



Note: The AvonLink service was included in the survey for the first time in 2004/05.

The effect of improvements in the on-time running performance of the Australind was offset by falls in satisfaction with the AvonLink and Prospector services.

A number of measures were being implemented at year's end to improve the level of service and it is expected that an increase in customer satisfaction will result.

Infrastructure

An Australind refurbishment program began during the year and will continue in 2006/07. Under the program, the passenger saloon areas and mechanical equipment of the Australind rollingstock are being upgraded.

The installation of an additional maintenance pit further improved facilities at the new Kewdale Railcar Depot. This permits both routine and unscheduled maintenance of Transwa railcars to be carried out simultaneously. The depot now provides facilities for servicing, repairs, cleaning, provisioning and secure stowage together with driver management and book-on offices.

Commonwealth funding was arranged, and a formal agreement is expected soon, for extensions to the crossing loops on the railway between Perth and Kalgoorlie which will improve the on-time performance of both the Prospector and MerredinLink services.

Road Coaches

Description of Services

Transwa operates road coach services on a comprehensive network which extends to Kalbarri, Geraldton and Meekatharra in the North, Augusta, Pemberton and Albany in the South West and Esperance in the South East. The Transwa road coach service is a vital transport link to many small communities in the southern half of Western Australia.

During the year, Transwa operated 144 separate road coach services each week and employed 32 road coach drivers for its fleet of 22 five-star coaches.

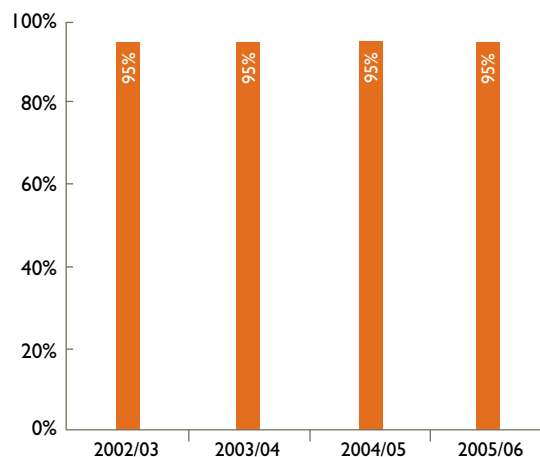
The Year's Developments

A range of modifications was undertaken on the road coach fleet during 2005/06 to improve the safety and comfort for passengers and staff. These include

modifications to the coach luggage bins and doors, installation of privacy blinds and air-conditioning boost fans for drivers and additional protection for the steering gear.

Additionally, minor improvements were made to the road coach depot in East Perth.

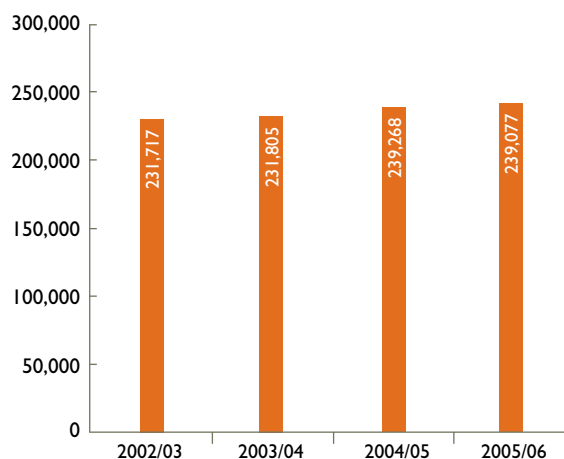
Transwa road coaches: On-time performance



Patronage

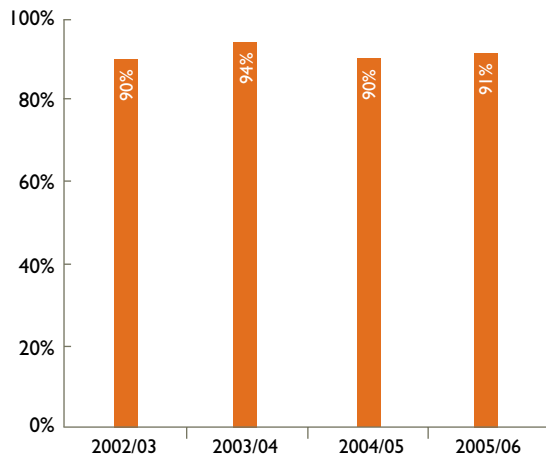
Patronage for the road coach services remained relatively consistent with previous years.

Transwa road coaches: Patronage



Customer Satisfaction

Transwa road coaches: Customer satisfaction



Transwa's attention to its customers' needs, and the high levels of comfort, reliability and on-time performance of its fleet of five-star coaches, were reflected in the continuing high level of customer satisfaction.

Infrastructure

Transwa introduced systems to closely monitor the performance of the coach fleet to assist in improving maintenance. This will provide important information for Transwa in considering the optimal time for fleet replacement.