



The new Prospector train operates between Perth and Kalgoorlie Station (pictured)

Transwa

Transwa operates road coach and train passenger services to regional centres in the southern half of Western Australia:

- Australind train services between Perth and Bunbury;
- Prospector train services between Perth and Kalgoorlie;
- AvonLink train services between Midland and Toodyay/Northam;
- MerredinLink Train services between East Perth and Merredin; and
- a comprehensive road coach network.

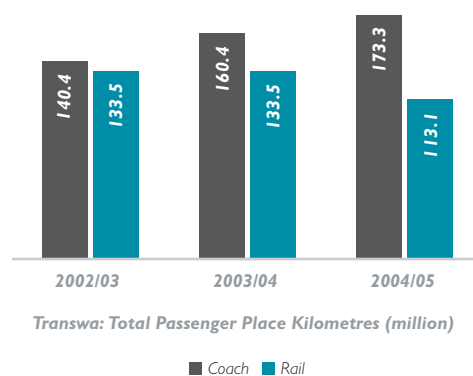
Statement of Objectives

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

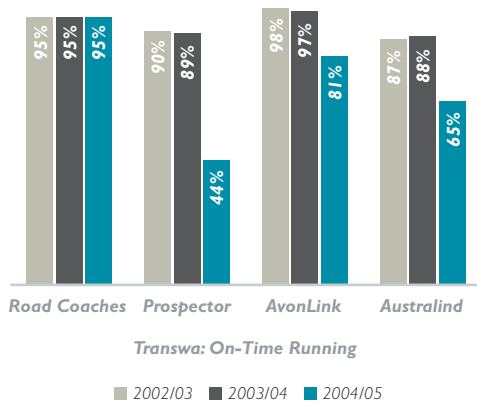
Key indicators of performance for Transwa in 2004/05 were:

- Services to arrive at their destinations within the 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
 - Road coaches - within 10 minutes for 95 per cent of services
- To achieve 90 per cent passenger satisfaction across all train and road coach services.

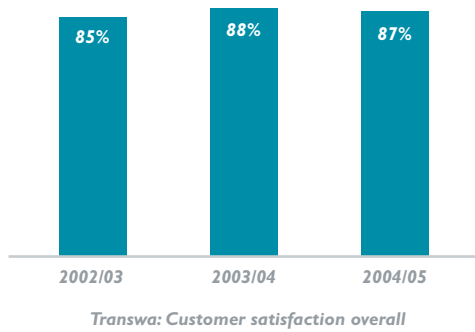
Service



The passenger place kilometres for Rail in 2004/05 declined by 1.8 per cent as a result of service disruptions to the Australind during a major resleeper project.

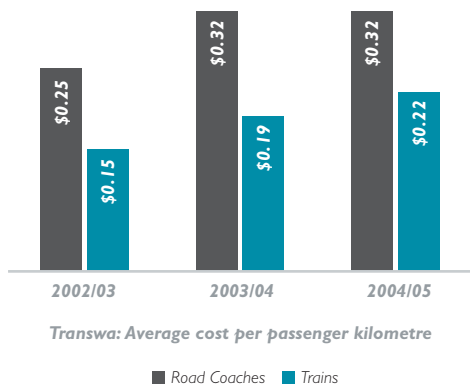


Refer to Key Performance Indicators - Service Reliability for more information.



Refer to Key Performance Indicators for more information.

Efficiency



Passenger safety

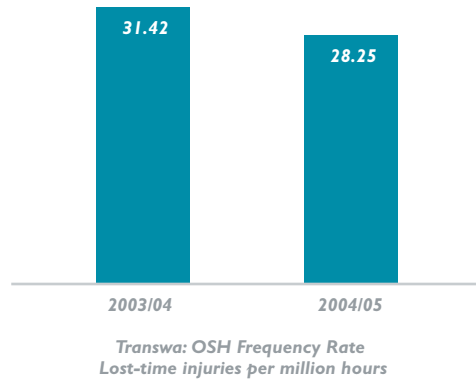
Transwa continued to give close attention to passenger security in a number of ways.

The new Prospector and AvonLink trains are equipped with closed-circuit television monitoring of the passenger cabins. During the year, the organisation experienced very few instances of unruly behaviour which threatened the safety of other passengers. For those that did occur, Transwa received an excellent response from local police.

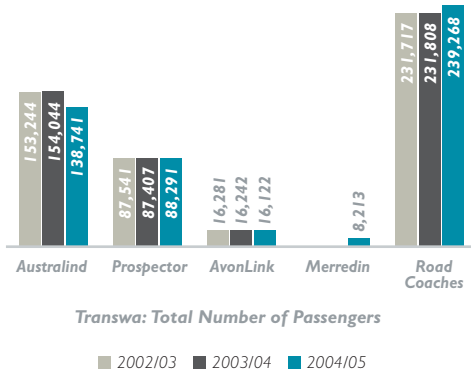
Staff continued to receive regular refresher training in road and rail safety, and rail and road coach drivers were assessed regularly to ensure the highest safety standards are maintained on all services.

A review of stopping places for Transwa road coach services was under way at year's end to ensure that the embarking and disembarking of passengers were being done safely. Transwa is working closely with local and State Government authorities to implement changes identified as being necessary.

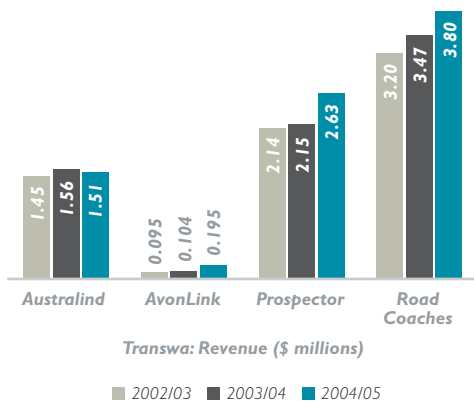
Occupational safety



Patronage



Revenue



Expenditure

Transwa total expenditure increased by 5.6 per cent compared with the previous year, to \$41.1 million. Maintenance, fuel costs and labour costs contributed to this increase (see the performance indicators for cost per passenger kilometre for more details).

Service Information

Transwa rail services had a significant year, with the introduction of a third new Prospector train, the delivery of a new train for the AvonLink service and the opening of a new railcar maintenance depot at Kewdale.

Unfortunately, these successes were tempered by teething problems with the new Prospector and new AvonLink railcars as well as the lengthy disruption to the Australind service caused by track upgrading work on the railway line between Mundijong and Bunbury by the track lessee WestNet Rail. However, as the result of a concerted effort, many of the problems with the Prospector were overcome by the end of the year. The on-time running performance of the Australind will benefit from the upgraded track in 2005/06.

Transwa road coach operations continued to provide a high level of service, with excellent on-time running performance and a high level of amenity provided by the new fleet of five-star coaches. The increased revenue from these services was a reflection of the strong patronage figures achieved in 2004/05.

In the Future

While Transwa will continue to ensure that services are delivered safely and cost-efficiently, it will increasingly focus on delivering a high level of customer service.

To ensure it understands customer requirements Transwa commenced detailed market research during 2004/05, the results of which will be used to guide informed service delivery.

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

TRAINS

Description of Services

Transwa operated 62 scheduled rail services every week during 2004/05.

On the South-West rail network, it operated the Australind train four times daily between Perth Station and Bunbury. The Prospector operated 18 times a week (nine services each way) between East Perth and Kalgoorlie. The AvonLink also serviced commuters from Toodyay and Northam through to Midland twice daily on weekdays and the MerredinLink serviced all stops from East Perth through to Merredin and return each Monday, Wednesday and Friday.

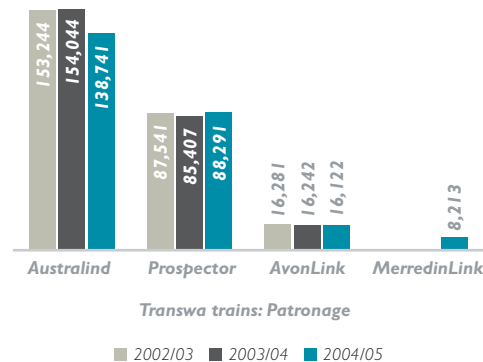
The Year's Developments

The new Prospector train had its first full year of operation after being launched in June 2004 and was the catalyst for increased passenger numbers. The patronage gains produced by the new Prospector, the introduction of the MerredinLink rail service and the regular usage of the AvonLink all contributed significantly to the overall 10.6 per cent increase in patronage on services between East Perth and destinations to the East.

Transwa used the introduction of the new Prospector to create a new value-added in-seat service, GoldService. More than 4000 people experienced GoldService in 2004/05, a number which is expected to grow in the coming years.

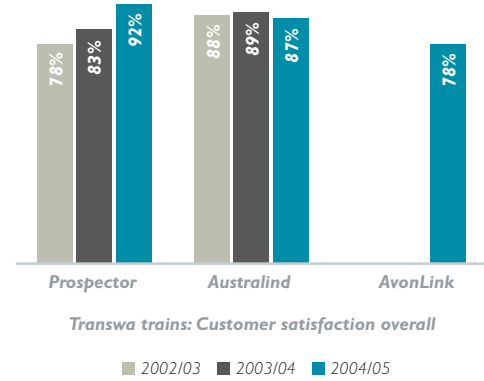
The Australind experienced a difficult year due mainly to delays and disruptions caused by a five-month resleepering program between Mundijong and Bunbury.

Patronage



The Merredin service was included in the survey for the first time in 2004/05.

Customer Satisfaction



NB: The AvonLink Service was included in the survey for the first time in 2004/05.

Infrastructure

There were a number of significant milestones during the year:

- 59 kilometres of the South-West railway line between Mundijong and Bunbury were upgraded through the replacement of wooden sleepers with concrete;
- the program of building new high-level station platforms between Perth and Bunbury and between East Perth and Kalgoorlie progressed towards completion. This was a major step in ensuring disabled access to the trains;
- the full fleet of new Prospector rollingstock was in service at the end of the year. Initial teething problems with the trains were largely rectified and, from April 2005, only one service was disrupted by mechanical problems; and
- the new Transwa rail maintenance depot at Kewdale was opened in April 2005. Servicing of the Prospector and AvonLink railcars is carried out at this depot.

ROAD COACHES

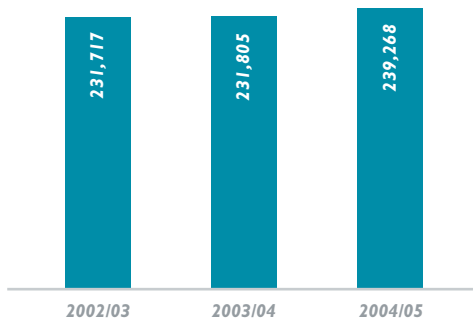
Description of Services

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. At 30 June 2005, Transwa operated 144 separate road coach services a week and employed 30 road coach drivers for its fleet of 22 Scania road coaches.

The Year's Developments

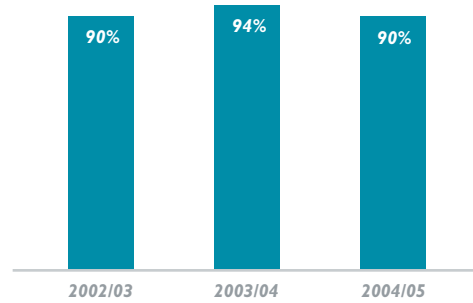
A review of road coach services began in 2004/05, with a view to attaining optimum use of the fleet, increasing capacity and offering alternative arrival and departure times and same-day return services to prime destinations. The initial review focussed on the northern routes through to Geraldton. After community consultation and input, modifications to the services will be implemented in late 2005.

Patronage



Transwa road coaches: Patronage

Customer Satisfaction



Transwa road coaches: Customer satisfaction overall

Infrastructure

Transwa reviewed a number of the stopping places for its road coach services and, in conjunction with local and State Government authorities, instituted some changes to enhance passenger access, comfort and safety. Yallingup is one location where a new pull-off area was constructed to ensure the safety of passengers while embarking and disembarking.

Transwa took delivery of the 22nd and final Scania road coach in 2004/05. Delivery of the coach completed a contract with Scania under which the first coach was delivered in May 2003.