



A new station at Bassendean was opened in July 2004



Reece Waldock

Chief Executive Officer's Overview

The Public Transport Authority (PTA) achieved 4.9% growth in patronage, on the Transperth system, taking customer numbers to a record level across the public transport network. We carried 94.99 million passengers.

The main contributor to this significant growth was the expansion of the metropolitan rail system to Clarkson and the introduction of three railcar train sets on the railway network. We completed new train stations at Clarkson, Gosnells, Greenwood, Armadale and Bassendean, encouraging public usage of the system.

Work related trips increased and continued international pressure on oil supplies is expected to increase the demand for public transport. The unprecedented \$1563 million investment in New MetroRail is particularly timely. Once the major investment has been made, PTA will have approximately 180km of railway extending north, east, west and south, including the new line to Mandurah. Together with the fully integrated bus services, this will be a key contributor to the sustainable growth of our city.

PTA is proud of its continued high level of customer satisfaction. The customer satisfaction survey results for 2004/05 increased one per cent to a very pleasing 85.6 per cent. This rating is primarily due to our reliability of services, with on-time running in the mid 90 per cent range across all modes of transport. This strong performance is to a large extent attributable to PTA's staff, who are committed to customer service. Recruitment of additional train drivers and transit guards lifted staff numbers to 1000.

PTA is considered by its peers in other Australian-capital cities (eg. Sydney and Adelaide) as a model to be studied in their strategic planning because of PTA's integrated transport modes, ticketing, fares and station interchanges.

Construction of the Southern Suburbs Railway (SSR) by the New MetroRail team continues to be a major focus for the PTA. There has been a \$45.2 million increase in the cost of the total project, including the Northern Suburbs Extension and Thornlie Spur, to \$1563 million and completion is now scheduled for April 2007. The growth of Mandurah (currently Australia's fastest growing city) and the high level of development in the southern corridor clearly ratifies the State Government's foresight in committing funds to this project.

With the northern rail extension to Clarkson opened on the 4th October, 2004 and the Thornlie project, which commenced operations in August 2005, New MetroRail is now able to concentrate fully on the SSR project. It will be more than 70km long, have 11 stations and projected to carry 45,000 passengers each work day. It will alleviate pressure on the stressed freeway and road system in Perth, where three quarters of all trips are made by car.

PTA implemented a major security upgrade across the network and progressed the SmartRider electronic ticketing system, to be fully rolled out in January 2006. The recent completion of a central monitoring room, that provides a closed circuit television system delivering real time images from stations across the rail network, has placed PTA at the leading edge of security and counter terrorism technology in Australia. In concert with this, a centrally operated public address system, improved lighting and the near completion of our transit guard deployment programme at stations and on all trains after 7:00pm provides passengers with an improved sense of security.

The SmartRider system, used with great success in Europe and Asia, will allow people to pass through gates at the start and finish of a journey. The electronic card will automatically calculate the trip fare at the end of the journey. Passengers will be able to pass between ferry, bus and train using the same card, improving customer convenience and transport efficiency.

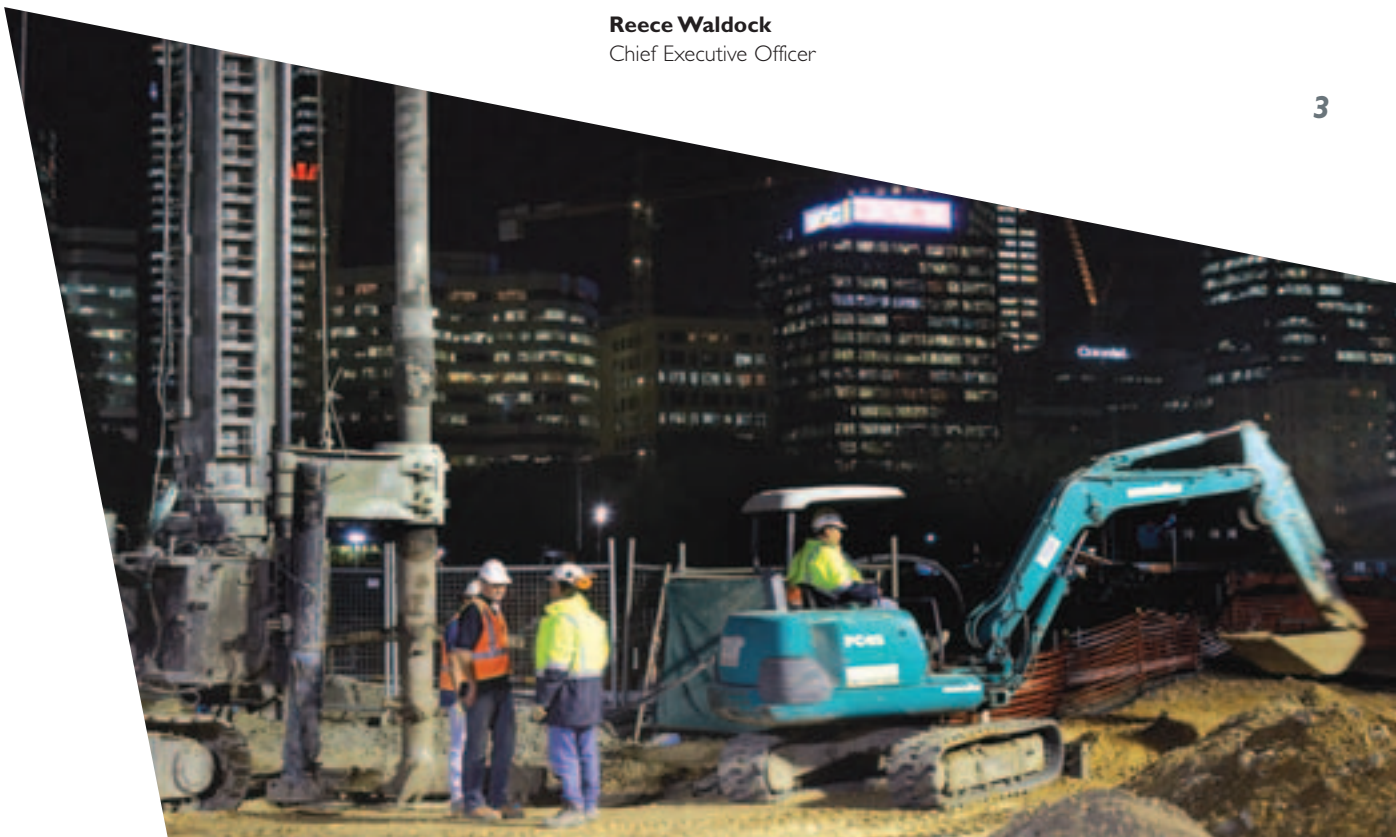
Other significant developments during the year included:

- The introduction of six railcar trains carrying up to 1100 passengers. This has improved capacity in peak periods and has been beneficial for big events such as Skyworks and major sporting fixtures.

- The introduction of gas powered buses to Transperth's bus fleet has added to passenger comfort, a reduced environmental impact and is moving the Transperth bus system to the security of a local energy source.
- A new train control centre has been commissioned at East Perth.
- A new training centre has been built at Claisebrook, incorporating a railcar cab simulator for driver training to meet the needs of the expanding rail system.
- The Prospector train service has overcome teething problems and is now providing excellent high speed services to the Goldfields and places en route.

The achievements of the year are the result of a dedicated and enthusiastic team. I thank all the staff of PTA for their continued high level of performance and commitment to PTA's purpose of customer focused, safe and cost effective passenger transport services.

Reece Waldock
Chief Executive Officer



Night work took place on Perth's foreshore for the Southern Suburbs Railway