



A new electricity feeder station was built at Beckenham

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Better Planning: Better Services

The PTA's Strategic Plan is aligned with the State Government's *Better Planning: Better Services* strategic planning framework for the WA public sector:

The PTA has identified those strategic outcomes specified in *Better Planning: Better Services* that relate most closely to its own business. These are reported in the section which follows, along with the obligatory

reporting requirements specified in the Western Australian Public Sector Annual Report Framework for 2004/05. This section reports the significant developments and should be read in conjunction with other information presented throughout the annual report.

Better Planning: Better Services

People and Communities

Goal 1: To enhance the quality of life and wellbeing of all people throughout Western Australia.

Strategic Outcomes relevant to the PTA

Government Strategic Outcome	Applicable PTA Outcome* (see page 38)	Significant Developments in 2004/05
6. Safe and secure Western Australian communities	1	<p>In the metropolitan area, the PTA intensified its efforts to provide safe and secure transport services by rail, bus and ferry (see detail in the next item below). In these efforts, it worked closely with Government and the WA Police.</p> <p>In regional WA, the organisation resolved to put in place protocols detailing the increased levels of security which are to apply as the Federal Government changes the level of security alert. This is anticipated to include pre-departure checking of trains and road coaches.</p>
8. Enhanced safety, security and wellbeing of the vulnerable within our community	1 and 2	<p>A functional review of safety was conducted early in 2005 by PTA management. The recommendations, which were being implemented at year's end, will benefit the safety of the travelling public and the PTA's occupational safety.</p> <p>The Transperth train network now includes 194 Transit Guards, a CCTV monitoring facility and information cubicles on stations which combine emergency help telephones, public address and passenger information systems.</p> <p>A combined Police-PTA program for bus security was developed for roll-out in August 2005.</p>
10. A positive difference to the lives of people with disabilities, their families and carers	4	<p>The Disability Discrimination Act Transport Standards continued to be progressively implemented in the PTA's infrastructure. These are applied during construction and redevelopment work.</p> <p>In the regions, Transwa's new trains and coaches are designed to meet the needs of people with disabilities. PTA's public transport services in the metropolitan area use fully accessible trains and ferries with almost half the bus fleet also accessible to people with disabilities. Fifteen of the 58 stations on the suburban train network provide independent access to people with disabilities. Generally, accessible buses are used on off-peak services. At year's end, more than 50% of total bus service kilometres were provided by accessible buses.</p>
16. Accessible and reliable public transport	4	<p>More than 70% of street addresses within the Perth public transport system are within 500 metres of a Transperth stop, providing an acceptable level of service. An acceptable level of service is an hourly service with at least three trips at 20-minute intervals in the peak-flow direction in the morning and afternoon.</p>
17. Vibrant communities that enhance and promote safety, a sense of openness, walkability, our rich cultural diversity and the Western Australian lifestyle	1 and 3	<p>Public transport continued to contribute to this outcome particularly through train and bus stations which encourage local transit-oriented development.</p> <p>The Government's Building Better Train Stations program and New MetroRail projects included the completion of such stations at Armadale, Gosnells, Bassendean, Clarkson and Greenwood during the year.</p>

Obligatory reporting requirements relevant to the PTA

Disability Service Plan Outcomes	The PTA continued to develop relationships with Disability Support Agencies to provide work trial placements.
Cultural Diversity and Language Outcomes	<p>Cross-cultural awareness training was provided for front-line staff, including Transit Guards, to equip them with the skills and knowledge necessary to work and effectively communicate in a socially diverse environment.</p> <p>Diversity awareness training was provided for managers/supervisors.</p>
Youth Outcomes	<p>The PTA continued its Graduate Program for recently qualified graduates across a range of technical and non-technical disciplines.</p> <p>Vacation employment for engineering students was provided over the summer break.</p> <p>Student internship was established to undertake a Transit Guard cultural study.</p> <p>A number of positions were identified as suitable for implementation of traineeships.</p> <p>Apprenticeship opportunities were created and work experience for pre-apprentices were trialled.</p>



The new Gosnells Train Station features art to relax on

Better Planning: Better Services

The Economy

Goal 2: To develop a strong economy that delivers jobs, more opportunities and greater wealth to Western Australians by creating the conditions required for investment and growth.

Strategic Outcomes relevant to the PTA

Government Strategic Outcome	Applicable PTA Outcome* (see page 38)	Significant Developments in 2004/05
5. A workforce which reflects the State's diverse population	2	Strategies were implemented in accordance with the <i>Equity and Diversity Management Plan 2004 - 2006</i> . The organisation maintained its corporate objective to promote diversity and equity. The PTA targeted recruitment at diversity groups, particularly during mass recruitment drives. The <i>Building Capability Workforce Planning Strategy Report 2004 - 2006</i> was rolled out.
8. Greater economic infrastructure that facilitates new development	7	The Fremantle Direct Loop will provide a direct rail connection to the container terminal on North Quay at the Fremantle Port. The loop will improve the connections to the port and improve the transfer of containers by rail. The Kewdale Intermodal Terminal site, leased to Pacific National Ltd, is the major intermodal terminal for interstate rail freight in the metropolitan area. The PTA, in conjunction with its lessee, Pacific National Ltd, intends to develop the Kewdale site over several years.
14. Social infrastructure such as schools, health facilities and recreational areas built and maintained to a high standard	6	Infrastructure produced under the New MetroRail project and the Building Better Train Stations program, as well as other projects, are built and maintained to high levels of safety, service and amenity.

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The Environment

Goals 3: To ensure that Western Australia has an environment in which resources are managed, developed and used sustainably, biological diversity is preserved and habitats protected.

Strategic Outcomes relevant to the PTA

Government Strategic Outcome	Applicable PTA Outcome* (see page 38)	Significant Developments in 2004/05
3. Effective contributions to global efforts to reduce greenhouse emissions	3	The PTA's <i>Sustainability Action Plan</i> was being implemented during the year. The PTA assisted the Department for Planning and Infrastructure in its research project into hydrogen-powered buses. Delivery continued of new (B-series) suburban railcars which are 20% more energy efficient than their predecessors.
12. High level of urban air quality	3	The PTA continued its program to replace diesel-fuelled Transperth buses with compressed natural gas buses.

Obligatory reporting requirements relevant to the PTA

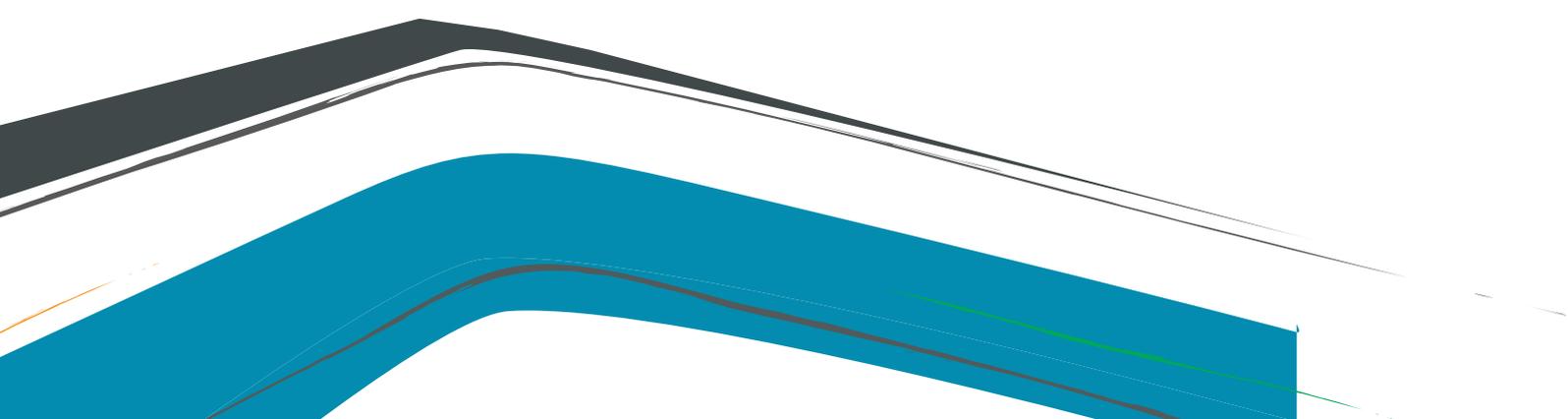
Waste paper recycling	Waste paper continued to be collected for recycling from the Public Transport Centre under contract.
Energy Smart Government Policy	<p>The PTA is a voluntary participant in the Energy Smart Program. Its Public Transport Centre in East Perth is the principal energy consumer of the PTA's locations.</p> <p>In the last three financial years, the centre has achieved reductions in energy consumption of 13.53%, 14.4% and 14% respectively. This compares with the Government's Energy Smart objective of a 12% reduction by 2006/07.</p> <p>The centre's energy performance in 2004/05 was:</p> <ul style="list-style-type: none"> • Total energy consumption 5,135,800kW (18,488,880MJ) • Total energy costs \$491,762 • Total greenhouse gas emissions 4002 tonnes • Rate of energy consumption 23,111ML/person/annum (1185MJ/m²/annum).

The Regions

Goal 4: To ensure that regional Western Australia is strong and vibrant.

Strategic Outcomes relevant to the PTA

Government Strategic Outcome	Applicable PTA Outcome* (see page 38)	Significant Developments in 2004/05
3. Effective government service delivery to regions that is responsive to the needs of diverse communities	4	The PTA continued to provide reliable, safe and modern transport services to regional WA through Transwa, Regional Town Bus Services and School Bus Services.
5. Improved regional infrastructure	7	The PTA is managing the construction of a railway link from the Port of Geraldton to Narngulu as part of the project to build the Geraldton Southern Transport Corridor. When completed, this link will enhance the road and rail connections to the Port of Geraldton along a new alignment. The project has an additional benefit of removing the rail barrier between the city and the ocean as well as improving safety by removing a number of level crossings on major roads. The cost of the new railway is \$52.1 million.



Better Planning: Better Services

Governance

Goal 5: To govern for all Western Australians in an open, effective and efficient manner that also ensures a sustainable future

Strategic Outcomes relevant to the PTA

Government Strategic Outcome	Applicable PTA Outcome* (see page 38)	Significant Developments in 2004/05
1. Co-ordinated, integrated high quality service delivery to the community	4	The PTA continued to provide an integrated bus, train and ferry service in the metropolitan area and in regional towns as well as school bus services.
3. Whole of Government approaches to planning, decision making and resource allocation	6	The PTA Corporate Plan was developed to incorporate the State Government's <i>Better Planning: Better Services</i> strategic goals, Government priorities and portfolio directions.
7. Increased use of Information Communications and Technology to provide better services to the community	6	The PTA embraced the internet for communication of service and organisational information to the community. Transperth passengers were able to plan their journeys using an interactive journey planning website and be kept up to date on service improvements and changes through TravelEasy email service. The PTA worked to maximise accessibility to information on its web sites by people with visual impairment including through the greater use of html. (This annual report is thus presented in both html and downloadable pdf formats.)
10. An efficient Government sector that provides value for money service delivery	5	The PTA continued to provide the State's metropolitan and regional public transport through competitively tendered, value for money, contracts, and its own professional staff recruited and trained to deliver quality customer services.
13. Appropriate and competitive pricing regimes for public goods and services	5	The Government continued to maintain public transport fares at an affordable level by restricting fare increases to the change in CPI. Transwa fares are established by the State Government to ensure affordability for regional West Australians.

Obligatory reporting requirements relevant to the PTA

Equal Employment Opportunity Outcomes	<p>PTA maintained or improved on EEO performance objectives. Other outcomes included:</p> <ul style="list-style-type: none"> • Increase in access to parental leave and flexible return to work arrangements. • A diversity survey sent to all employees to update diversity data. • Continued provision of contact officer network and peer support program. • Establishment of PTA women's network.
Evaluations	<p>The PTA undertakes routine evaluations of all capital expenditure projects. There were no significant strategic evaluations that impacted on the long-term performance of public transport infrastructure and services in the year.</p>
<p>Information Statement</p> <p>Reporting of Record Keeping Plans</p>	<p>In accordance with Section 94 of the FOI Act, the Information Statement was in the process of being updated and placed on the PTA website.</p> <p>The PTA's <i>Record Keeping Plan</i> was approved in 2004 by the State Records Office and will be reviewed in 2009.</p> <p>The PTA conducted record keeping awareness for staff, particularly new employees.</p>
Compliance with Public Sector Standards and Ethical Codes	<p>PTA policies were in place for all Human Resource Management (HRM) Standards.</p> <p>An external human resources audit identified no gaps. The PTA maintained its Grievance Resolution Policy. The organisation's <i>Code of Ethics</i> and <i>Code of Conduct</i> overview were provided at Corporate Induction and at all Transit Guard refresher training.</p> <p>PTA did not breach any of the Standards in HRM during 2004/05.</p> <p>Feedback from OPSSC Human Resources Standards, Ethics and EEO Survey was actioned.</p>
Public Interest Disclosures	<p>The Manager Corporate Issues and Compliance is the Public Interest Disclosure officer for the Authority and is responsible for receipt of disclosures of public interest information.</p> <p>The Authority's Public Interest Disclosure Policy and Procedures is accessible by staff on the organisation's intranet. The internal procedures have been prepared in accordance with Section 21 of the Public Interest Disclosure Act.</p> <p>A document <i>Whistleblowers' Protection</i> was distributed to staff across the organisation. The document details:</p> <ul style="list-style-type: none"> • What is public interest disclosure. • Who can make a disclosure and how they are protected. • The Public Interest Disclosure officer's contact details. • How to locate the policy on the intranet. <p>Also, information about whistleblowers' protection was provided to staff via internal publications and the internet. It was included in new staff inductions.</p>
Advertising and Sponsorship	<p>See Electoral Act 1907 - Section 175ZE on page 45.</p>

Better Planning: Better Services

Obligatory reporting requirements relevant to the PTA (cont.)

Sustainability	<p>The PTA <i>Sustainability Action Plan</i> was completed in February 2005. The plan addressed the planning and development of integrated transportation, so that it meets sustainable outcomes. It also encourages PTA staff to actively participate in the activities that make a contribution towards a better future. These activities include energy conservation, recycling, fundraising, travel by public transport, and occupational safety and health.</p> <p>The PTA continued to work with relevant external parties to identify opportunities to maximise sustainability during the development and planning of transport services. This includes:</p> <ul style="list-style-type: none"> • Transit Oriented Development (TOD) planning; • Integration of infrastructure for pedestrians and cyclists; • Protection and restoration of local air, water, soils, flora and fauna; and • Services to assist people with disabilities.
Corruption Prevention	<p>PTA is committed to risk management (in accordance with Treasurer's Instruction 825) and worked closely with its insurer RiskCover to meet best practice standards across the whole organisation, as defined in AS4360 "Risk Management". The Audit Committee has in place an annual plan to ensure that internal controls identified to minimise risk are effectively applied. The PTA's Procurement Policies and Procedures are accredited to ISO9001.2000 and subject to regular audit. These measures, whilst not specifically designed to prevent corruption, provide a culture of sound governance and effectively minimise the risk of corruption.</p>

*The PTA's outcomes are:

1. An extremely high safety standard
2. A committed workforce prepared for current and future needs
3. Increased use of public transport
4. Customers are satisfied with the quality of services
5. A cost-effective service
6. Effective organisational management
7. The long-term value of the rail corridor is protected and the railway remains fit for purpose during and after the current lease
8. Residual freight issues managed effectively