

Certification of Key Performance Indicators for the year ended 30 June 2005

I hereby certify that the performance indicators are based on proper records, are relevant and appropriate for assisting users to assess the Public Transport Authority's performance, and fairly represent the performance of the Public Transport Authority of Western Australia for the financial year ended 30 June 2005.

A handwritten signature in blue ink that reads "R Waldock". The signature is written in a cursive, flowing style.

R Waldock
Accountable Authority

26 August 2005



AUDITOR GENERAL

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

PUBLIC TRANSPORT AUTHORITY OF WESTERN AUSTRALIA PERFORMANCE INDICATORS FOR THE YEAR ENDED 30 JUNE 2005

Audit Opinion

In my opinion, the key effectiveness and efficiency performance indicators of the Public Transport Authority of Western Australia are relevant and appropriate to help users assess the Authority's performance and fairly represent the indicated performance for the year ended 30 June 2005.

Scope

The Chief Executive Officer's Role

The Chief Executive Officer is responsible for developing and maintaining proper records and systems for preparing performance indicators.

The performance indicators consist of key indicators of effectiveness and efficiency.

Summary of my Role

As required by the Financial Administration and Audit Act 1985, I have independently audited the performance indicators to express an opinion on them. This was done by looking at a sample of the evidence.

An audit does not guarantee that every amount and disclosure in the performance indicators is error free, nor does it examine all evidence and every transaction. However, my audit procedures should identify errors or omissions significant enough to adversely affect the decisions of users of the performance indicators.

D D R PEARSON
AUDITOR GENERAL
31 August 2005



Audited Key Performance Indicators For the year ended 30 June 2005

EFFECTIVENESS INDICATORS

48

Outcomes

Public Transport Authority of Western Australia (PTA) has the following desired outcomes:

1. Accessible, reliable and safe public transport system.
2. Protection of the long term functionality of the rail corridor and railway infrastructure.

PTA strives to achieve its outcome for the provision of accessible, reliable and safe public transport system through the provision of the following services:

- Metropolitan and regional passenger services.
- Country passenger rail and road coach services.
- Regional school bus services.

The outcome for the protection of the long term functionality of the rail corridor and railway infrastructure is provided through rail corridor and residual freight issues management.

Objective measures of effectiveness and efficiency have been developed and applied to ensure that management is able to identify and respond to variations in the performance measures. Measures have been developed to report on the key effectiveness and efficiency for each of PTA's services. These are regularly reported and reviewed by PTA's executives.

The table below provides the relationship between Government goals, PTA's outcomes and services.

Government Strategic Goal(s)	Desired Outcome(s)	Service(s)
To enhance the quality of life and wellbeing of all people throughout Western Australia.	Accessible, reliable and safe public transport system	1. Metropolitan and regional passenger services 2. Country passenger rail and road coach services 3. Regional school bus services
	Protection of the long term functionality of the rail corridor and railway infrastructure	4. Rail corridor and residual freight issues management

Outcome 1: Accessible, reliable and safe public transport system

PTA's outcome of an accessible, reliable and safe public transport system is seen as a key requirement for increasing the use of public transport. Achieving a sustainable increase in the use of public transport depends on accessibility, reliability and safety.

PTA's effectiveness in meeting its outcome on the provision of accessible, reliable and safe public transport system is measured by the following criteria:

1. Use of public transport
2. Accessible public transport
3. Service reliability
4. Level of overall customer satisfaction
5. Customer perception of safety
6. Level of notifiable safety incidents

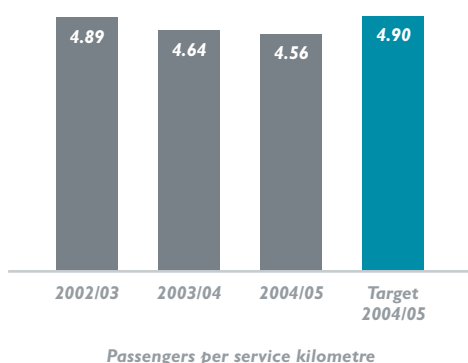
1 Use of public transport

The use of public transport is measured by comparing the annual number of passengers carried against the number of productive service kilometres. Productive service kilometres exclude those kilometres travelled outside of scheduled passenger services (e.g. moving of trains and buses to stations).

This effectiveness indicator is applied to each mode of public transport.

Metropolitan and regional passenger services

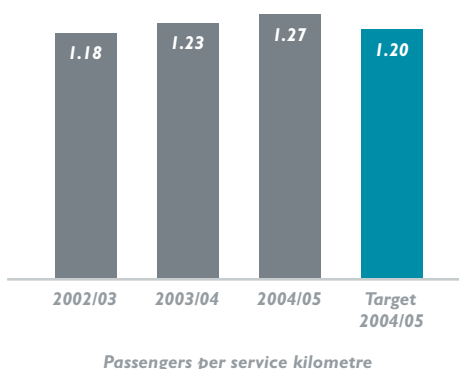
Transperth Train Operations



The extension of the rail network to Clarkson and opening of Greenwood station resulted in increasing service kilometres by 6.9%. Despite a 6.3% increase in fare-paying boardings, train total boardings, which includes transfers and free travel, only rose by 4.9% due partly to a reduction in the number of boardings within the Free Transit Zone as shown by the March

2004 passenger count. The target was based on the assumption that free travel would remain unchanged and that Clarkson, Greenwood and Thornlie stations would commence operations earlier.

Transperth Bus Operations



This indicator is based on total boardings which includes fare-paying boardings plus free travel and transfers. Fare-paying boardings increased by 2% in 2004/05 while the new passenger count on Central Area Transit and Free Transit Zone services carried out in March 2004, calculated that free travel had increased by 35%. The significant variance in 2004/05 as compared to the target is as a result of the inclusion of the higher level of free travel in the total boardings.

Regional Bus Services



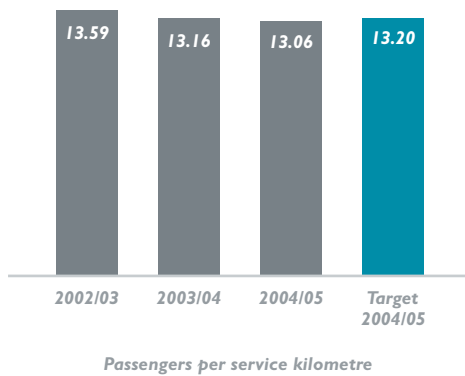
The patronage for the regional bus services declined despite an 11.6% increase in the service kilometres. This was as a result of the expansion of some regional services which involves high service kilometres for a relatively small number of passengers.



Audited Key Performance Indicators For the year ended 30 June 2005

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Transperth Ferry Operations

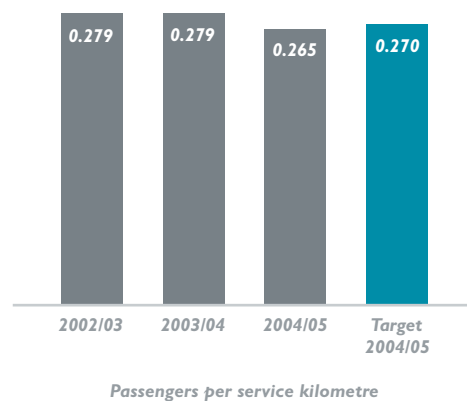


Ferry patronage has continued to decline and as a result PTA failed to meet the 2004/05 target.

Ferry operations continue to be dependent on tourist traffic, which accounts for almost half of total boardings. The ferry service is therefore very susceptible to tourism fluctuations, such as downturns associated with international economic issues and tourism security concerns. These issues have impacted ferry numbers for the last few years.

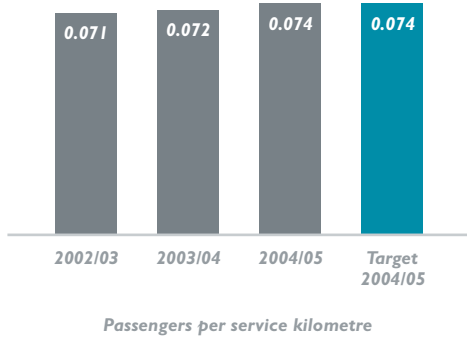
Country passenger rail and road coach services

Transwa Rail



Patronage on rail services was adversely affected by service disruptions relating to the resleeper program along the Bunbury to Perth line and reliability problems during the commissioning of the new Prospector railcars.

Transwa Road Coaches



Road coach passenger numbers have increased due to greater seating capacity in the fleet of the new Scania coaches and effective marketing.

2 Accessible public transport

This is a new measure and comparative data for actuals 2002/03 and 2003/04 is not available.

Accessibility to public transport is measured as the proportion of street addresses within the Perth Public Transport Area (PPTA) which are within 500 metres of a Transperth stop providing an acceptable level of service.

“Acceptable level of service” 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 hour.

The indicator uses point street addresses from Department of Land Information (DLI) and service information and stop location data from the Transperth Route Information System (TRIS).

In 2004/05, 70.6% of street addresses met the criteria compared to a target level of 70%, demonstrating PTA meets its accessibility standards in the Perth metropolitan area.

3 Service reliability

According to an independent survey to measure customer satisfaction, service reliability is ranked as one of the most significant characteristics of a quality service. Service reliability is essentially a combination of two main factors, punctuality and consistency.

Services are considered to be punctual if they arrive within a limited period of time after the scheduled arrival time. These parameters referred to as “on-time arrival” are shown below for each operation.

Operation	On time arrival parameter
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Metropolitan and regional passenger services

Transperth Train	3 minutes
Transperth Bus	4 minutes
Transperth Ferry	3 minutes

Country passenger rail and road coach services

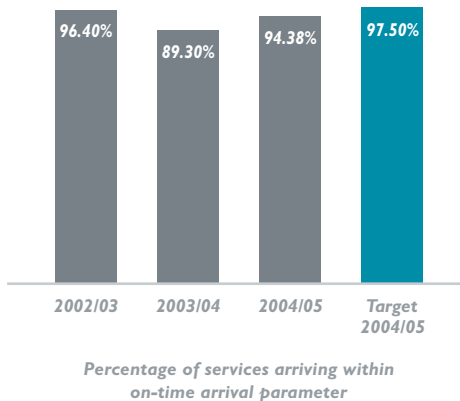
Prospector	15 minutes
Australind	10 minutes
AvonLink	10 minutes
Road coaches	10 minutes

Regional school bus services

Regional school bus services	Drop off no less than 10 minutes before school starts and pick up within 10 minutes of school ending
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Metropolitan and regional passenger services

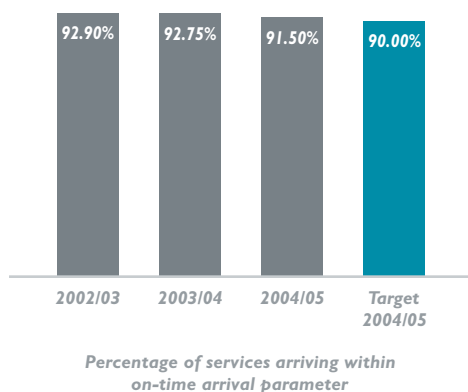
Transperth Train Operations



On-time running delays for the metropolitan train services were experienced as a result of speed restrictions and line closures for the new works associated with the New MetroRail project.

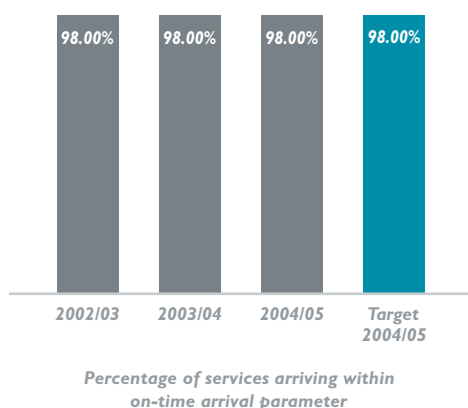
Audited Key Performance Indicators For the year ended 30 June 2005

Transperth Bus Operations



Transperth bus operations succeeded in minimising the impact of construction works associated with the Southern Suburbs Railway on bus punctuality through improved traffic management schemes and timetable adjustments. As a result of these measures the actual result for 2004/05 was better than the target.

Transperth Ferry Operations

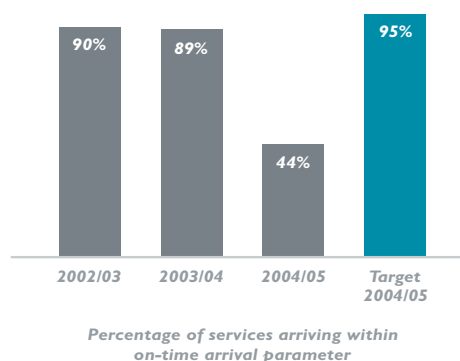


Transperth ferry operations has maintained its consistent high level of performance.

Country passenger rail and road coach services

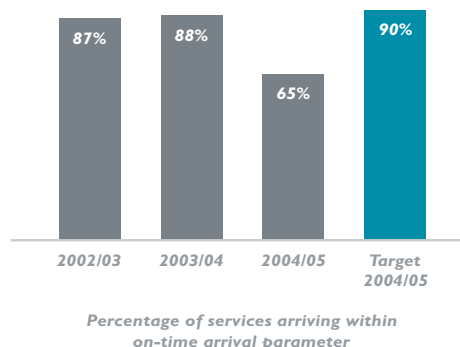
Transwa Rail

Prospector services



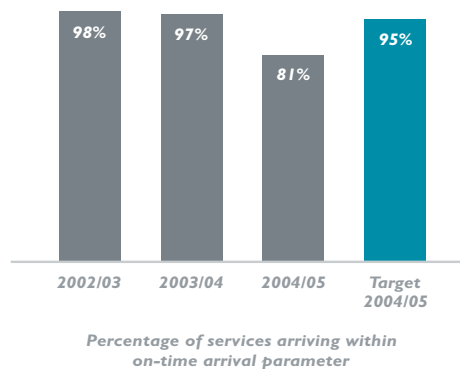
During commissioning of the new Prospector railcars, reliability problems were experienced. There was also a significant increase in freight traffic which requires more train crossings, thus increasing travel time.

Australind



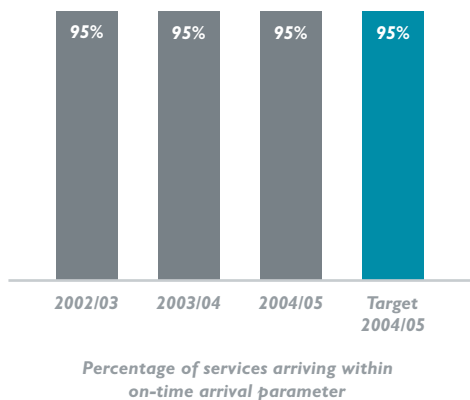
The target for 2004/05 could not be achieved due to severe speed restriction following the track upgrade work from Pinjarra to Mundijong.

AvonLink



The data for 2004/05 includes the newly introduced Merredin service where on-time running has been affected by freight train traffic.

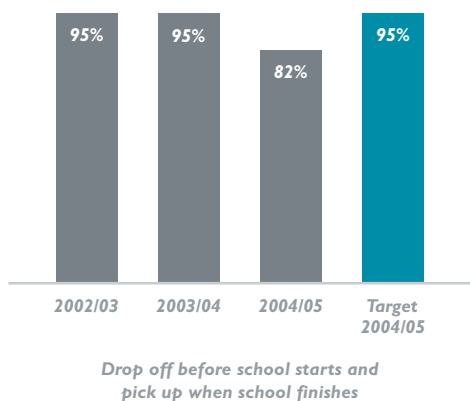
Transwa Road Coaches



Transwa road coach services on-time running has been consistent and in line with targets.

Regional school bus operations

This KPI measures school bus timetable reliability for rural mainstream services and special education school buses operating in the metropolitan area.



The on-time running for the regional school bus services was below the target for 2004/05 mainly due to unavoidable delays in transporting students with special needs on special education school buses. Routes are continually being reviewed to improve service reliability.

4 Level of overall customer satisfaction

The percentage of patrons that, overall, were satisfied with the services measures the public perception of the organisation's performance in providing a high quality and attractive passenger service. The measure is derived from an extensive annual survey conducted by independent consultants who interview a large sample of passengers. Interviewers are assigned to various services and transit station locations over a four week period covering the working week and weekend. A questionnaire is used by the interviewer and respondents are asked to provide a wide range of responses regarding their views on public transport performance.

The Passenger Satisfaction Monitor (PSM) survey results provide an objective, unbiased view over time of patrons' overall satisfaction with the system, e.g. safety, on-time running, courtesy of staff, service frequency and train and station amenities. The information is used by management to develop strategies for improving service performance and infrastructure.

Metropolitan and regional passenger services

Transperth Train Operations

For the Transperth Train PSM survey 2005, a total of 800 rail patrons were surveyed. The overall sample comprised of:

- Adults aged 18 years or over resident within the Perth metropolitan area;
- Current users of Transperth train services (excluding school students); and
- Patrons who travel on the train at least once per fortnight.

The sample error estimates are within + or - 6% at 95% confidence level for Transperth Train Operations.



The 2005 PSM survey shows that high customer satisfaction targets have been achieved.

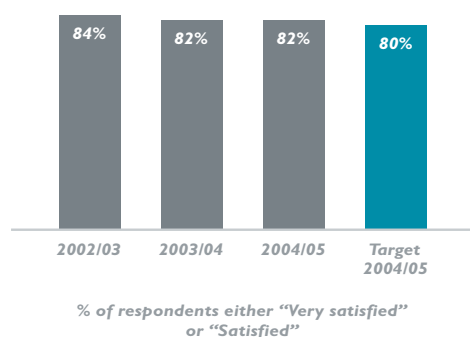
Audited Key Performance Indicators For the year ended 30 June 2005

Transperth Bus Operations

For the Transperth Bus PSM survey 2005, a total of 2,206 bus patrons were surveyed. The overall sample comprised of:

- Adults aged 18 years or over resident within the Perth bus contract region;
- Current users of Transperth bus services (excluding school students); and
- Bus patrons who travel on the bus at least once per fortnight.

The sample error estimates was within + or – 2% to 3% at 95% confidence level for Transperth Bus Operations.



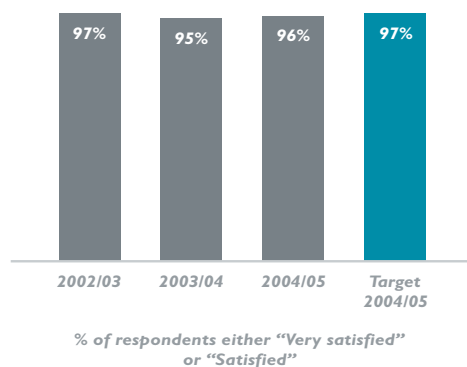
The 2005 PSM survey shows that high customer satisfaction targets have been achieved.

Transperth Ferry Operations

For the Transperth Ferry PSM survey 2005, a total of 200 ferry patrons were surveyed. The overall sample comprised of:

- Adults aged 18 years or over;
- Patrons who were users of the Transperth Ferry services and used it more than once a fortnight for Perth residents and whilst visiting for non-resident visitors to Perth. School children were excluded from this sample.

The sample error estimates are within + or – 10% at 95% confidence level for Transperth Ferry services.



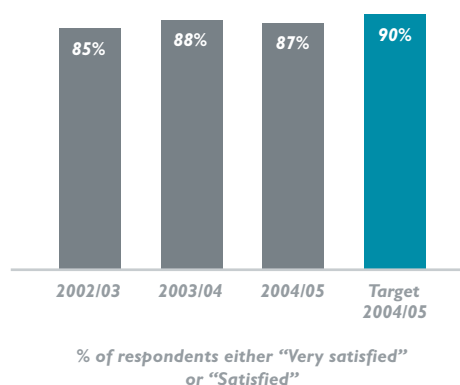
The 2005 PSM survey shows that high customer satisfaction targets have been achieved.

Country passenger and road coach services

An independent passenger satisfaction survey is undertaken for each service - Australind, Prospector, AvonLink and road coaches.

For the country passenger and road coach PSM survey for 2005, a total of 1,170 country services patrons were surveyed via a self-completion survey.

The sample error estimates are within + or – 3% to 5% at a 95% confidence level.



Overall passenger satisfaction remains very high at 87%, with 41% of passengers indicating they were "very satisfied" and a further 46% "satisfied".

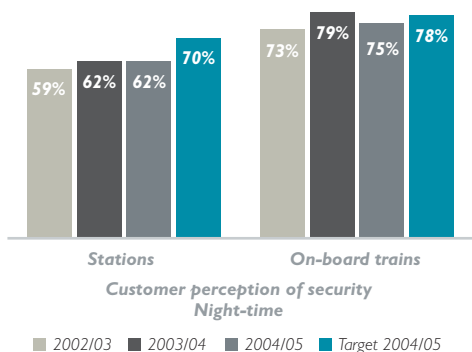
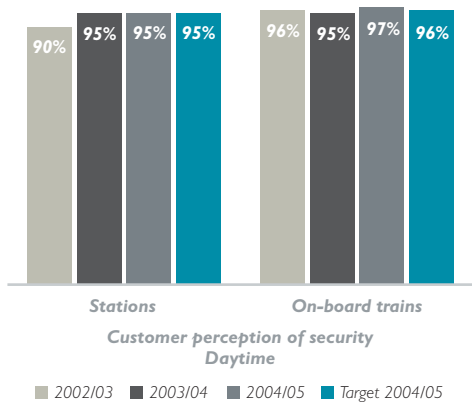
The 2005 PSM survey however shows that customer satisfaction has deteriorated compared to target attributable perhaps to delays in on-time running and difficulties in the commissioning of the new Prospector railcars.

5 Customer perception of safety

How safe customers feel on trains and buses and at stations is an important factor in deciding to use public transport. PTA is continuing to invest capital funds in security related infrastructure and has increased its security staff to ensure that customers can see the tangible measures being taken to increase their safety.

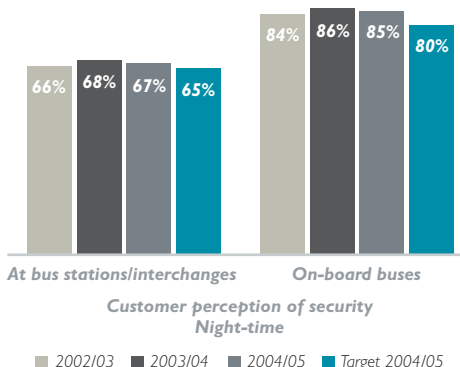
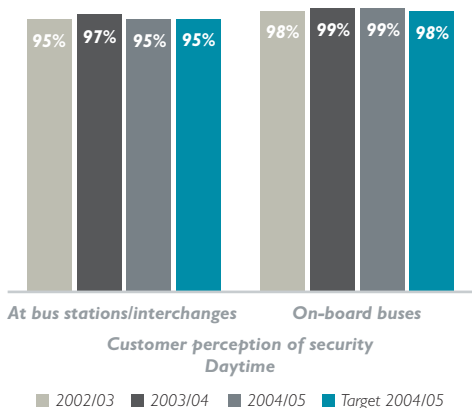
Customer perception of security is measured through data gathered in the Passenger Satisfaction Monitor (PSM) survey. The passenger satisfaction survey results provide an objective, unbiased view over time of patrons' perception of security and distinguishes between on-train and on-bus and at stations, at night and during the day for the Transperth Train and Bus Operations.

Transperth Train Operations



The results of 2005 survey reported in the Transperth PSM report show that while the daytime targets have been met, the night-time results fell short of targets. The report further stated that a high proportion of patrons perceived Transperth to be addressing security concerns.

Transperth Bus Operations



The 2005 PSM survey shows that customer perception of safety on-board buses and at stations and interchanges remained high, and all targets have been met or exceeded.

6 Level of notifiable occurrences

Metropolitan and regional passenger services

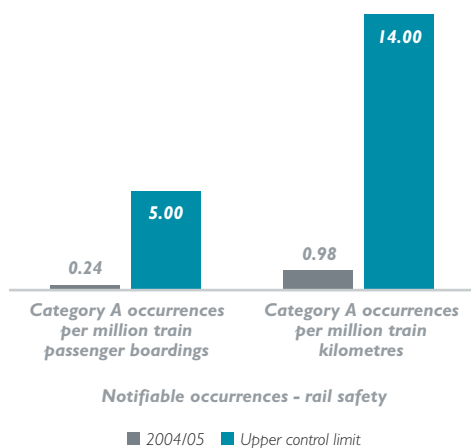
Safety incidents are recorded and notified to the Office of the Rail Safety. These incidents are termed notifiable occurrences and are defined in the Rail Safety Regulations 1999 as Category A (serious injury, death or significant damage) or Category B (potential to cause a serious accident) and National Definitions under instructions issued on 15 December 2004.

The performance measure for Category A and B occurrences is expressed as the number of occurrences per million passenger boardings and per million train kilometres. A low level of incidents indicates that sound safety procedures and controls exist and are operating effectively throughout the rail system.

Under direction of the General Manager Rail Safety Department for Planning and Infrastructure, PTA adopted national reporting definitions for notifiable occurrences effective 1 January 2005 backdated to 1 January 2002. This now requires PTA to report all incidents on the PTA network.

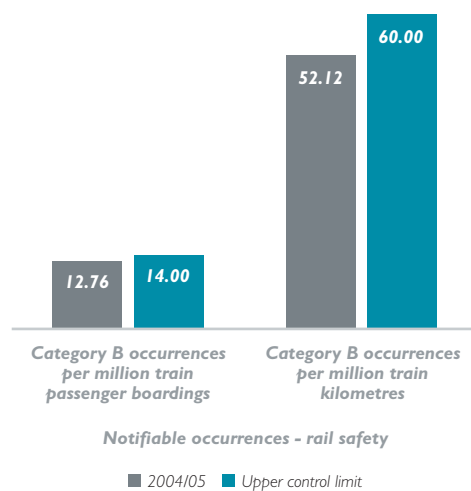
The results below do not include the comparatives for prior years as the data would not be comparable due to the change in the reporting definitions.

Audited Key Performance Indicators For the year ended 30 June 2005



The upper control limit represents the limit beyond which management intervention would be appropriate.

There is an emerging trend of zero serious occurrences (Category A) which is encouraging given the high level of disturbance to the operating railway. The estimates were based on historical data and these will be reviewed further in the next financial year.



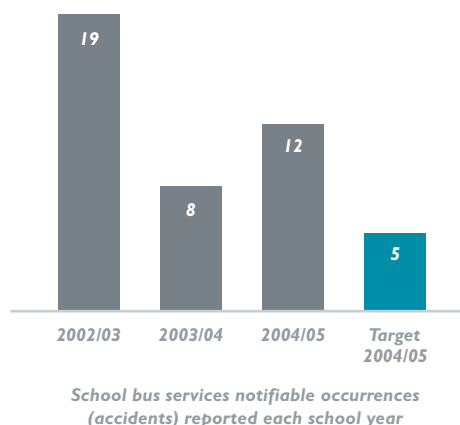
The upper control limit represents the limit beyond which management intervention would be appropriate.

The actuals for 2004/05 are below the upper control limit and PTA will continue to monitor and control the rate of occurrences.

Regional school bus services

Accidents attributable to all causes are notified to and recorded by the School Bus Team Leader Vehicle Inspector.

The performance measure for the notifiable occurrences is expressed as the number of notifiable occurrences (accidents) reported during the school year. A low level of incidents indicates that sound safety procedures and controls exist and are being adhered to throughout the regional school bus fleet.



A total of one major and eleven minor accidents occurred in 2004/05. Although this is disappointing compared to the target level there were no physical injuries or fatalities involving school students.

Outcome 2: Protection of the long term functionality of the rail corridor and railway infrastructure

The most significant issue for this outcome is the management of the long term lease of the rail freight infrastructure to Westnet Rail Pty Ltd.

Under the terms and conditions of the railway infrastructure lease, an independent inspection of the railway infrastructure is carried out every five years. The first independent inspection was completed in June 2005.

The results of this inspection did not indicate any cause for concern and that the rail corridor and infrastructure is being satisfactorily maintained.

EFFICIENCY INDICATORS

Services

Performance measures have been developed for each mode of transport to measure the cost efficiency of the services delivered.

Metropolitan and regional passenger services

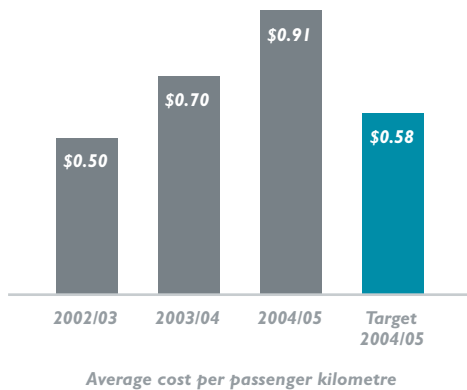
Provision of customer focussed, safe and cost effective passenger transport to the metropolitan area and regional towns.

Average cost per passenger kilometre

The cost per passenger kilometre measures the cost efficiency of providing passenger services, expressed as the cost of carrying one passenger one kilometre.

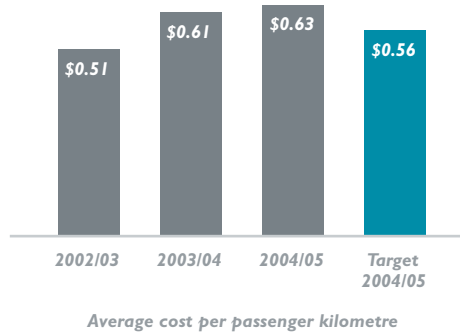
Passenger kilometres are currently based on the zonal distribution of passenger trips and an assumed average trip length for each zone. Ideally, the average passenger trip length on each mode should be determined more accurately, through a survey, and multiplied by the number of trips on that mode to calculate passenger kilometres.

Transperth Train Operations



Following the expansion of train services, passenger kilometres increased by 6.0% in 2004/05. However, the total cost of providing train services increased by 34.5% largely due to a significant increase in capital charges associated with the long term investment in the extension of the railway line both in the Northern and Southern suburbs. Furthermore, as a result of the service expansion, operating costs rose by 19.4%.

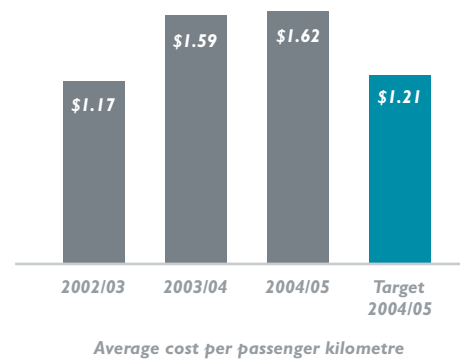
Transperth Bus Operations



The variance is due to an increase in total costs of 6.1% while passenger kilometres increased by only 2.4%.

The increase in total costs was the result of both higher capital charges (increase of 11%) following the acquisition of new buses, and higher operating costs (increase of 4.7%). The increase in the operating costs was as a result of expenditure on security issues, ticketing system maintenance, higher insurance and vehicle licensing costs as well as bus stop and infrastructure maintenance.

Transperth Ferry Operations



The actual 2004/05 cost per passenger kilometre is significantly higher than the target for 2004/05 as a result of the target being based on an underestimated budget which did not reflect the total cost of operating the ferry service.

Audited Key Performance Indicators For the year ended 30 June 2005

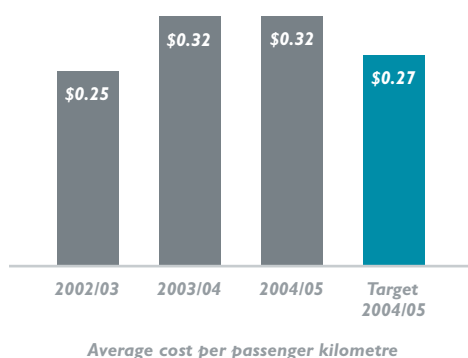
Country passenger rail and road coach services

Provision of customer focussed, safe and cost effective passenger transport to regional communities.

Average cost per passenger kilometre

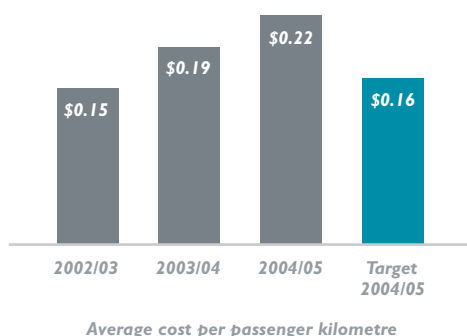
The cost per passenger kilometre measures the cost efficiency of providing passenger services, expressed as the cost of carrying one passenger one kilometre.

Transwa Rail



The increased cost in 2004/05 over the targets for the year is largely due to increased maintenance costs for the existing Prospector railcars during the delay in commissioning the new railcars and higher than anticipated maintenance costs associated with the new Prospector, particularly the high cost of brake pads.

Transwa Road Coaches

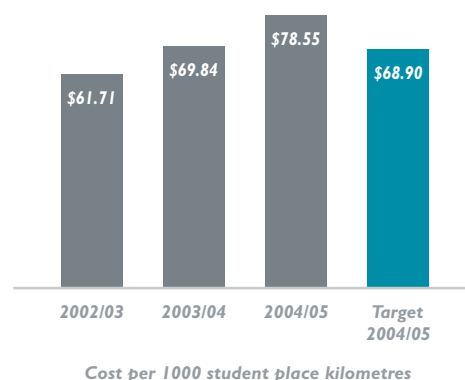


The target of \$0.16 did not include the full impact of the capital user charge, which was applied to PTA for the first time in 2004. The 2005/06 budget estimates were adjusted to reflect an estimated indicator of \$0.21. The actual result was 5% over this target because of higher fuel costs and an increase in labour costs as staff transferred from workplace agreements to award conditions.

Regional school bus services

Provision of regional school bus transport to Western Australian school students by the School Bus Services Branch.

Cost per 1000 student place kilometres

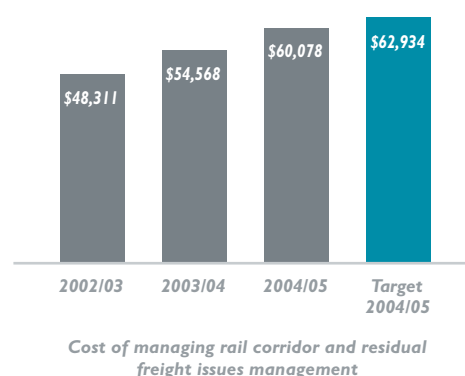


The increase in the actuals for 2004/05 compared to the target for 2004/05 is as a result of higher costs of new Composite Rate Model (CRM) contract.

Rail corridor and residual freight issues management

Managing the rail freight corridor and infrastructure leased to the private sector and associated freight transport issues.

Total annual cost of managing the rail corridor and residual freight issues



The cost of managing the rail corridor is lower than budget due to lower than budgeted land rationalisation expenditures incurred due to timing issues on several projects.