



**Public Transport
Authority**

Annual Report 2012-13

Looking to the future



**To the Hon. Troy Buswell MLA
Minister for Transport**

In accordance with Section 63 of the *Financial Management Act 2006*, I submit for your information and presentation to Parliament the Annual Report of the Public Transport Authority of Western Australia for the year ended 30 June 2013. The Annual Report has been prepared in accordance with the provisions of the *Financial Management Act 2006*.

A handwritten signature in black ink, appearing to read 'Reece Waldock'.

Reece Waldock
Chief Executive Officer

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Introduction

The Public Transport Authority of Western Australia (PTA) is responsible for the operation of all bus, train and ferry public transport services in the greater metropolitan area under the Transperth brand. It also operates public transport services in regional centres, operates road coach and rail passenger services to regional areas under the Transwa brand, and administers and manages School Bus Services (SBS).

In addition to operating these transport services, the PTA is responsible for designing, building and maintaining public transport infrastructure and for protecting the long-term viability of Western Australia's rail corridor and railway infrastructure.

The PTA delivers public transport services seven days a week and in some cases up to 24 hours a day.

As at June 30 2013, the PTA had 1538 employees spread across the metropolitan area, from Nowergup in the north to Mandurah in the south and Midland in the east, as well as in major regional centres such as Albany, Bunbury, Esperance, Geraldton and Kalgoorlie. The PTA also provides a substantial amount of its services and works projects using contractors and therefore has significant contract management functions.



Corporate Plan

Vision

To be recognised as a leader in providing world-class public transport services and solutions.

Purpose

To provide safe, customer-focussed, integrated and efficient transport services.

Values

- **Safety** – We are committed to safety and protecting your future.
- **Respect** – We value and respect our customers, suppliers and each other.
- **Recognition** – We recognise each other for achievement, initiative and innovation.
- **Integrity** – We are honest and ethical.
- **Sustainability** – We consider the long-term impact of everything we do – economic, social and environmental.



Key Result Areas

The PTA has identified five Key Result Areas (KRAs) to ensure the organisation is focussed on realising its Vision. Each KRA contains goals to guide the prioritisation, development and implementation of strategies to achieve our KRAs.

- The PTA will improve system and service resilience through the strategic management of all critical assets.
- The PTA will secure a workforce with the right capabilities and attitudes.
- The PTA will provide public transport services that meet community demand and customer expectations.
- The PTA will make strategic and timely decisions through the use of integrated information and knowledge management systems.
- The PTA will apply communication strategies to improve patronage and increase customer satisfaction.

Customer Service Charter

The PTA is a customer service-oriented organisation, responsible for the delivery of efficient and sustainable passenger transport services to the public. It operates under the following Customer Service Charter:

- The PTA is committed to providing a quality passenger transport service to the public.
- Our bus, train and ferry staff and contractors are focussed on delivering safe and reliable services.
- Our staff and contractors will treat customers in a respectful and professional manner.
- Our buses, trains, ferries and facilities will be clean and well presented.
- Current information about all PTA services will be available from customer service staff, brochures, timetables, our call centres and our website.
- The PTA will plan and review passenger transport services in consultation with the community to get the best results.
- The PTA will plan and provide transport systems that respect the environment and improve sustainability.

To help us improve our services we maintain an InfoLine for feedback, 13 62 13, and our websites, **www.pta.wa.gov.au**, **www.transperth.wa.gov.au** or **www.transwa.wa.gov.au** for specific PTA business.



Your Annual Report

In this report, the PTA fulfils its reporting obligation by identifying the relevant strategic outcomes and its contribution to them in 2012-13 through:

- operational reports which show the effectiveness and efficiency of our transport services (9-86).
- compliance reports (87-94).
- audited key performance indicators report (95-119).
- audited financial report (120-164).

This year, to convey relevant information more clearly and concisely, we have adopted a new structure. Previous reports had been divided into the PTA's departmental units rather than looking at the organisation as a whole. This year's report presents seven major aspects of the PTA as seen by our passengers and the wider general public. *Our Network* offers key details of the PTA's extensive network including patronage, fleet and maintenance and upgrades; *Customers and the community* focusses on our ongoing commitment to customer service and community engagement; *Fares and other revenue* looks at our overall income and expenditure; *About PTA* discusses the PTA workforce and property assets; and *Governance and compliance, Key Performance Indicators* and *Financial statements* finish off the mandatory reporting requirements.

Within various sections of the report, which is themed *Looking to the future*, we have included *Spotlights*, highlighting outstanding achievements or interesting case studies.

We have also included QR (Quick Response) codes in some sections to provide access to further information (supporting videos, documentation and websites) for readers with the appropriate smartphone app.

Measuring effectiveness and efficiency

To honour the Government's vision for Western Australia, the PTA has targeted two outcomes:

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

Indicators of success in achieving the first of these outcomes are based on patronage and service provision, accessibility, reliability, customer satisfaction, safety and cost efficiency.

For the second outcome, success results from quality management of the railway corridor and residual issues of the rail freight network, which was leased to private sector operators in 2000.

CEO's overview



Perth has one of Australia's most efficient and integrated transport systems. However, we face some unique challenges including vast urban sprawl and the nation's fastest growing population. On the public transport front, the PTA has continued to plan for this growth and follow through on the priorities that have contributed to our system being recognised as the finest in the country.

Like every growing city, good public transport is essential to creating a socially and economically viable community by connecting people and places while reducing our carbon footprint. Significant works on key projects including Perth City Link in the CBD and the Joondalup Line extension to Butler are focussed on increasing the capacity of the current system.

In addition to these milestones and contributing to the PTA's wonderful track record of achievement, works to provide passenger transport services that are accessible to everyone have also been undertaken.

Planning for a new railway station, bus interchange and 2000-bay Park 'n' Ride facility at Aubin Grove has started, and a long-running program to upgrade a number of stations – including better disability compliance and enhanced security through improved lighting and CCTV – continues.

The PTA leads through innovation by delivering these transformational projects and I am exceedingly proud of this.

Though Transperth's overall satisfaction rating reflected some punctuality issues due to congestion and track works, 82.3 per cent of passengers were pleased with the services provided.

The latest addition to inner-city transport, the Green CAT service, connects Leederville with the Esplanade Busport and is yet another measure of how we are planning for our growing population.

Integration is the key when planning public transport for Perth. The system today operates on multi-mode ticketing and fare integration, which results in a simple fare structure and easy transfers between trains, buses and ferries.

Looking ahead, we are embarking on a whole new world of passenger movement using the same principles, via rapid transit services such as light rail and bus rapid transit. The final version of the *Public Transport in Perth to 2031* plan is expected to outline a strategy to increase capacity and efficiency of the current network and further expand it, as well as implementing a rapid transit system.

By turning these short and long-term strategic transport plans into reality, the PTA and its portfolio partners – the Department of Transport and Main Roads WA – will continue to meet the community's high expectations and build a world-class integrated transport network.



Reece Waldock
CEO Public Transport Authority

Managing Director's overview



In the world of commercial reality, the measure of how good you are is quite simple: what are your sales like? How many (of whatever it is you're selling) were you able to shift; how does this compare with the past few years; and what does it look like for the next couple of years?

On this basis, the PTA is doing well.

We're in the people-moving business, and in 2012-13 we moved more people than ever before. Total boardings on Transperth, the metro-area operation which does the bulk of our business and is therefore our most widely-recognised brand, were within a whisker of 150 million (149,697,303 to be precise), 3.9 per cent higher than 2011-12.

Rail travel represents an increasing proportion of this total. In the PTA's first full year of operation (2003-04) rail patronage was 31.1m (and the total system was 90.6m); in the latest year it was 65.7m. In other words, rail patronage has more than doubled (up 111.25 per cent) over a period when system-wide total boardings have increased by a bit more than 65 per cent. In fact, it has increased by more than 600 per cent since the system was electrified and expanded in the early 1990s.

Urban passenger rail patronage across Australia's major cities has been growing at a substantial rate for some years. In Perth, about 45 per cent of public transport trips are by rail, compared with 10 per cent in 1990.

We know that there is still latent demand in Perth's northern and southern suburbs, and we know that demand overall will continue to increase. The scenario was central to a major multi-modal study, a draft of which was released for public comment late in 2011 by the

State Government. *Public Transport for Perth in 2031* (the final copy is yet to be released) envisages that public transport use in Perth will double over the next 20 years.

Such is the way of modern public transport. A well-designed system will rely on direct, mass rapid transport to do the heavy lifting, and support it with a comprehensive feeder network. This is a concept which suits a linear city like Perth, where the combination of low population density and high car dependence results in one of the world's most challenging environments for public transport.

Our take-up of public transport is increasing because it must. Traffic congestion – and all the socio-economic and environmental issues that go with it – is becoming a major problem all over the world. In Perth, this has been exacerbated by the extraordinary population growth we have seen over the past 5-6 years. While there are many exciting and transformational projects on our books and in the pipeline – some of which are discussed in this annual report – they are all a product of the increasing population and the increasing reliance on public transport.

This is the challenge that we face – to grow and change with the times... to stay ahead of the game without sacrificing performance standards, reliability or customer service.



Thanks to the quality of our people, the quality of our service remains high despite the pressure generated by the explosion of numbers. Transperth leads the country in compliance with disability accessibility provisions and has been officially and independently recognised as having Australia's best rail public transport system.

In successive polls (2011 and 2013) Canstar – a well-respected national industry pollster – looked at urban rail in Sydney, Melbourne, Brisbane, Adelaide and Perth on the basis of Overall Satisfaction, Reliability and Performance, Comfort, Timetable/Scheduling, Signage and Announcements, and Safety. Both times Transperth was rated significantly higher than any other system.

Canstar's bouquet is consistent with the findings of Transperth's Passenger Satisfaction Monitor, a comprehensive, independently-run tracking research program which has been running for 23 years. The PSM puts the percentage of passengers who are satisfied with Transperth overall in the low to mid-80s.

We are well placed to continue successfully meeting the challenges of the remarkable patronage growth.

We are in the middle of a major upgrade of our bus network – in 2011 the Government announced a five-year increase in Transperth's annual bus service kilometres (a measure of the distance for which timetabled bus travel is funded) of 15.2 million – a massive 28.5 per cent. This was supported by a 19.8 per cent increase (also over five years) in the size of the bus fleet. Meanwhile, on top of the physical expansion and upgrading of our rail network, we are about to get 22 new three-car trains – deliveries start in the first half of 2013-14 and continue through until the end of 2016, with the intent of having deliveries of a new series of trains (yet to be ordered) start straight after that.

It's a scenario which enables us to look to the future with confidence.

Mark Burgess

Managing Director, Public Transport Authority



The numbers

\$850 million

of project work managed by
the Major Projects unit

More than

42 million views

on the Transperth website

61 million

bus service kilometres
delivered in the metro area

150 million

metro boardings

WINNER

Canstar Award for Best Urban Rail System

82.3% Transperth
passenger satisfaction

1,538 employees

92% Transwa
passenger satisfaction

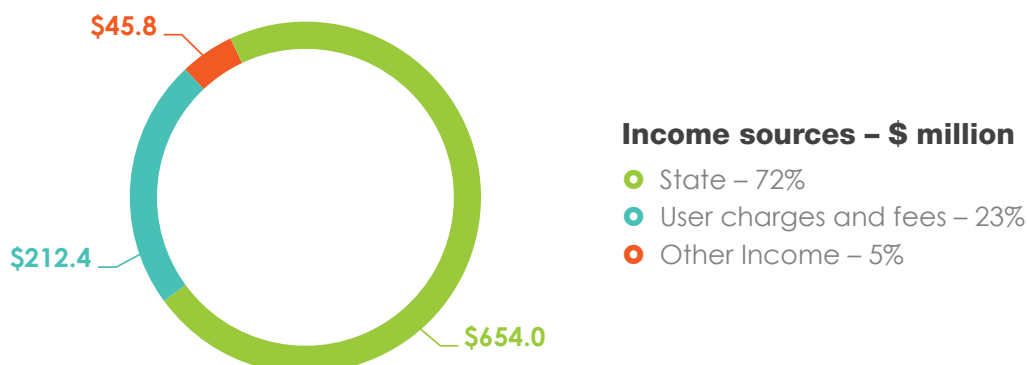
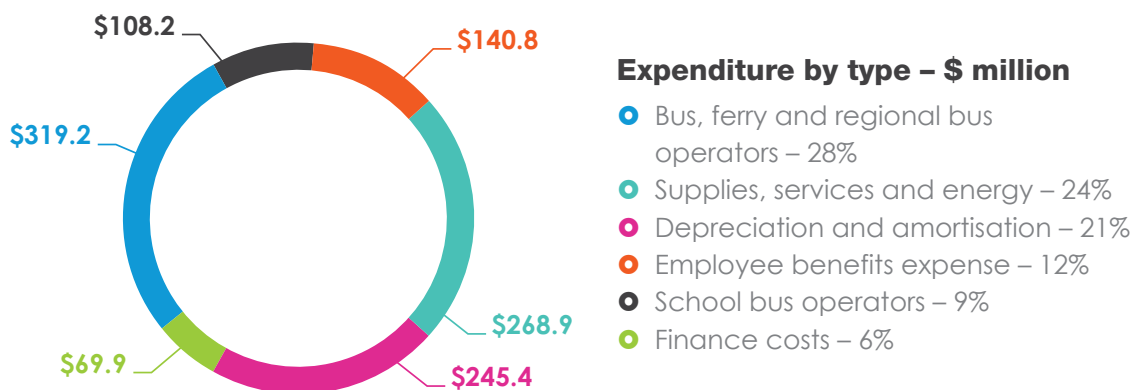
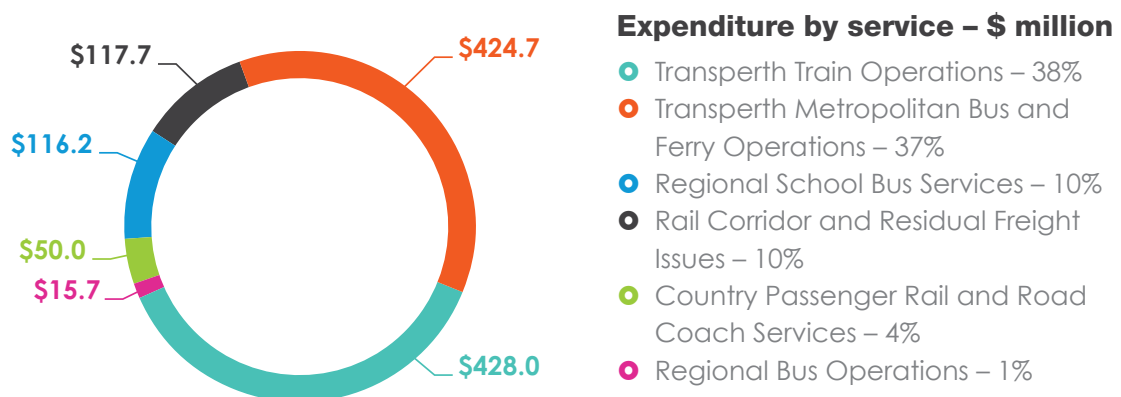
1,215 new parking
bays constructed

SmartRider made up
70% of fares

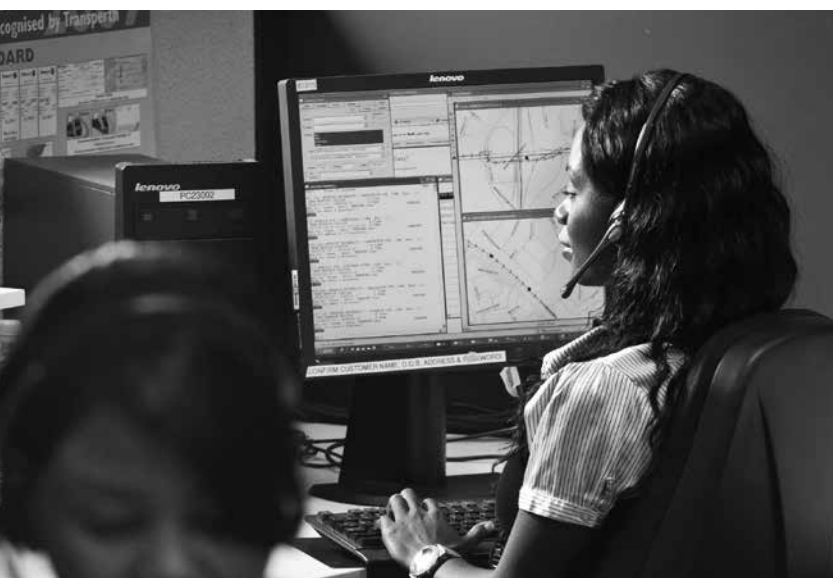
25,064 training hours
completed by PTA staff

The numbers – Service and financial achievements

During the financial year 2012-13, the PTA delivered public transport services to the people of Western Australia worth \$1152.4 million. The graphs below shows how these funds were spent across each service. Refer to the individual sections of Review of Performance by mode for further details on expenditure by services. Total revenue and funding received during the year amounted to \$912.2 million.







Our Network

1,045 Transperth train services on an average weekday

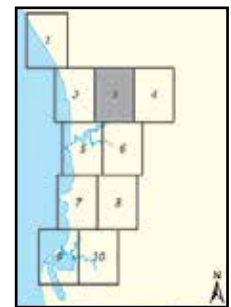
14,871 Transperth bus trips on an average weekday

2.5 million regional town bus boardings in 2012-13

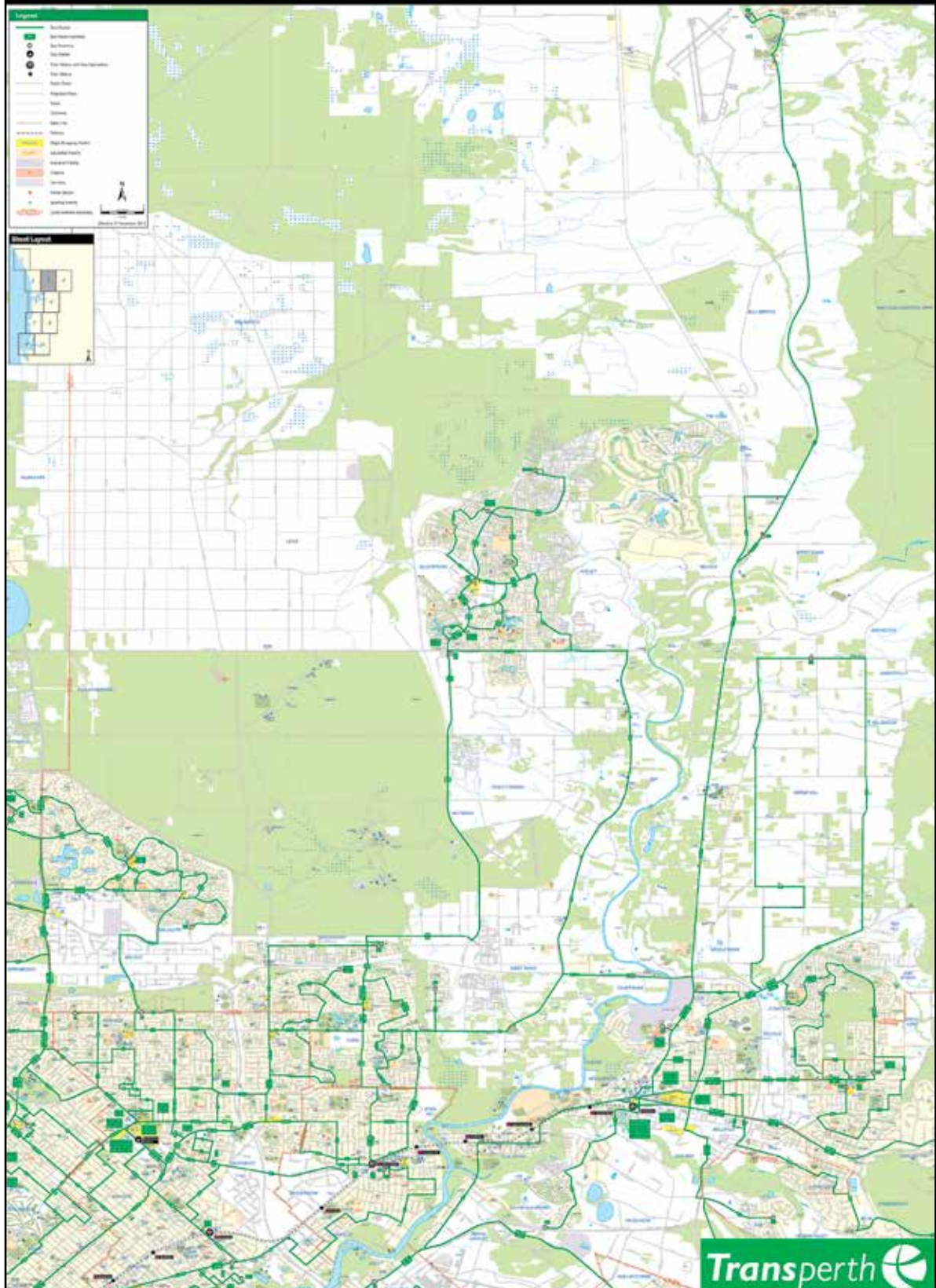
144 Transwa road coach services per week

29,153 regional and special education students
carried per school day

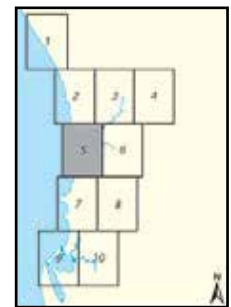




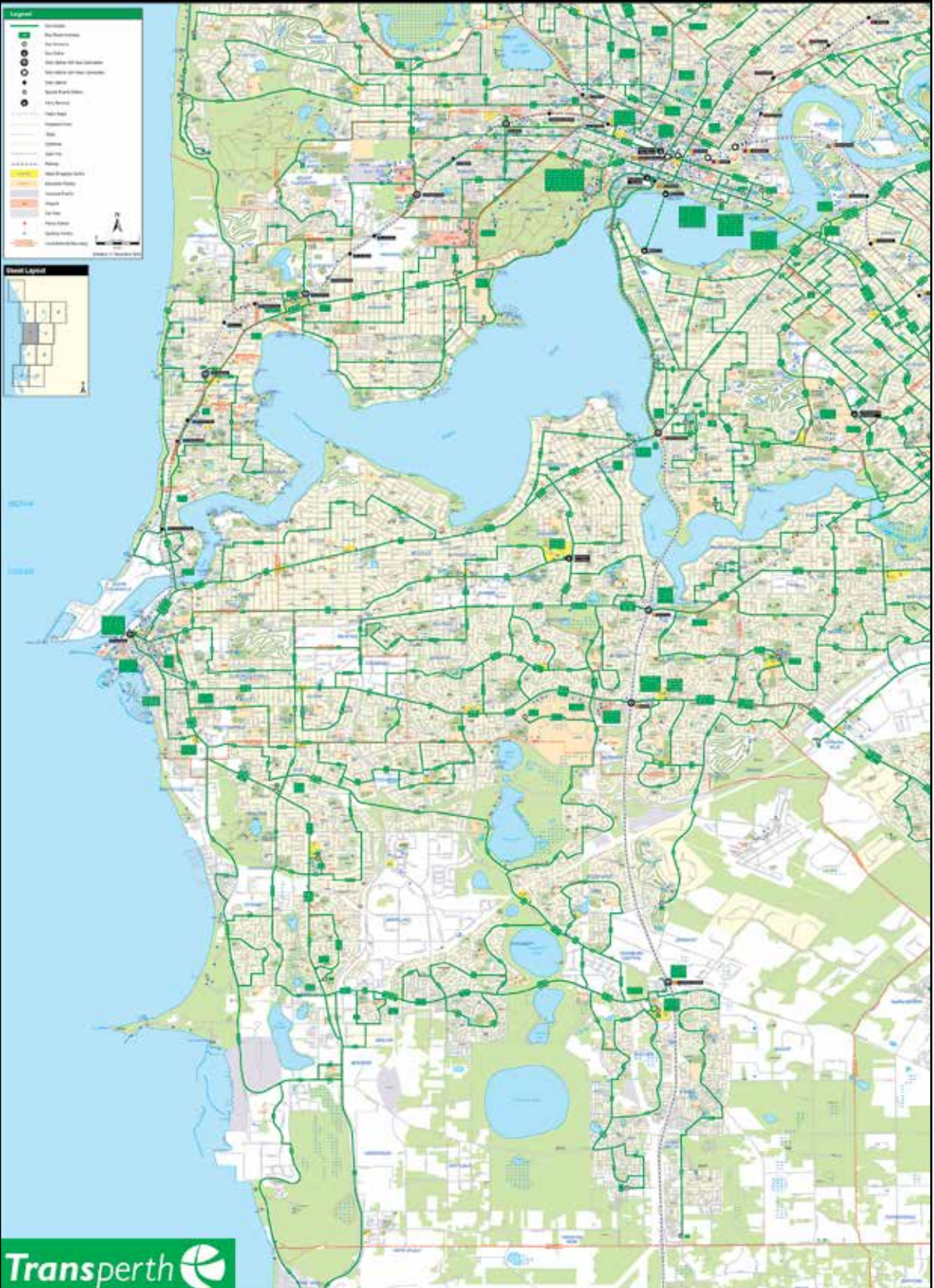
Transperth Network - Sheet 3



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Transperth Network - Sheet 5

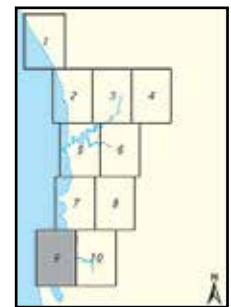


The map displays the proposed rail line (green line) connecting the Perth city center to the south. The line passes through various land use zones, including urban, residential, and agricultural. The map also shows existing roads, water bodies, and other infrastructure. A legend in the bottom right corner explains the symbols and colors used. The Transperth logo is in the bottom left corner.

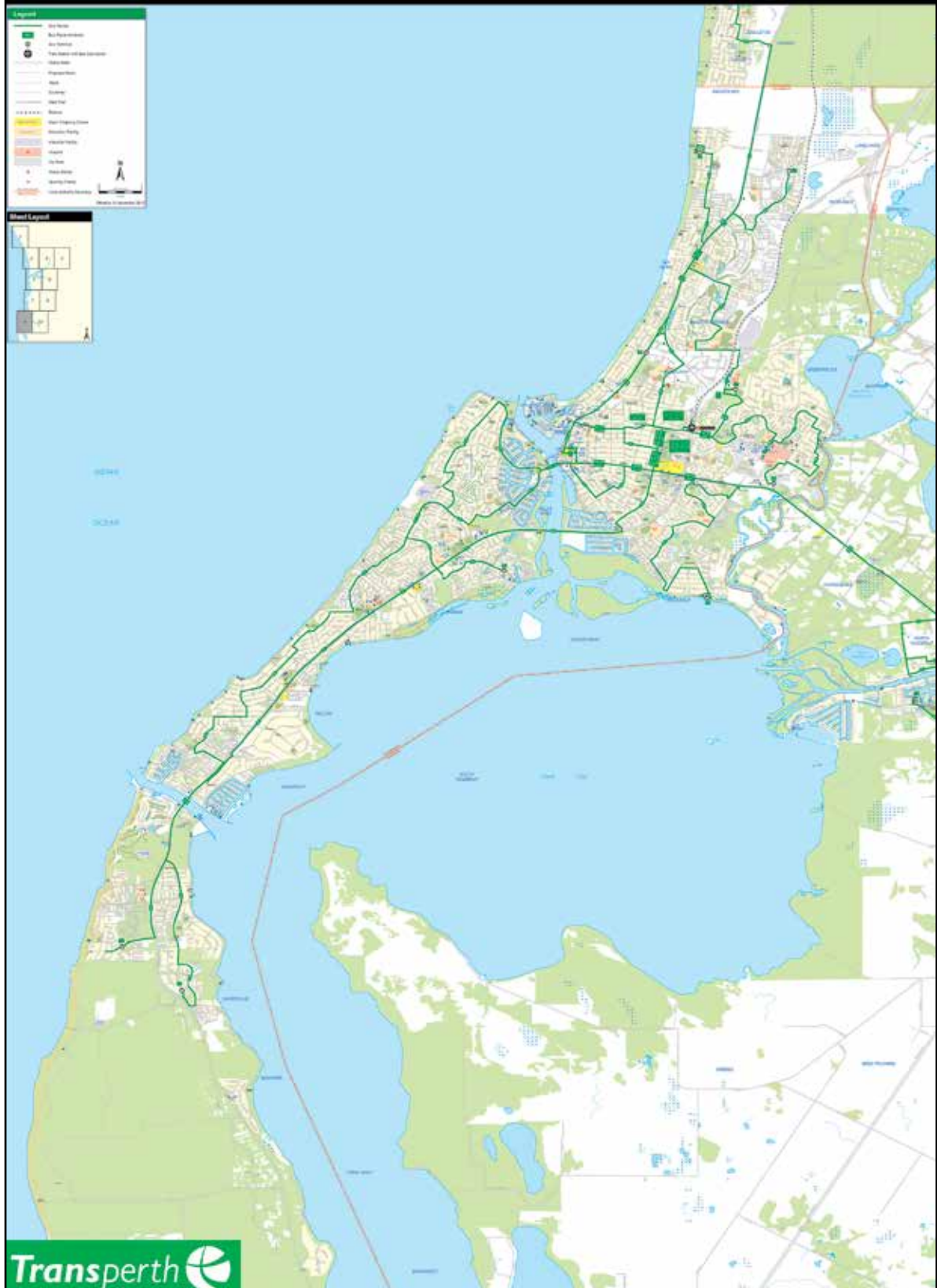
Legend

- Proposed Rail Line
- Proposed Station
- Proposed Road
- Proposed Waterway
- Proposed Land Use
- Proposed Urban
- Proposed Residential
- Proposed Industrial
- Proposed Commercial
- Proposed Public
- Proposed Private
- Proposed Other
- Proposed Land Use
- Proposed Urban
- Proposed Residential
- Proposed Industrial
- Proposed Commercial
- Proposed Public
- Proposed Private
- Proposed Other

Transperth



Transperth Network - Sheet 9



Our Network – metro

Transperth is the brand and operating name of the public transport system in the greater metropolitan area of Perth. It consists of a bus network, a fully-electrified urban train system and a ferry service. It is managed by the Transperth branch of the Transperth System, Regional and School Bus Services (TRSBS) division and covers key functions such as system planning, bus service delivery, passenger information services, ticketing and bus fleet procurement.

Transperth bus and ferry services are provided under commercial contract arrangements; train services are provided by the PTA's Transperth Train Operations (TTO) division under an internal service level agreement.

Passenger information is provided through Transperth InfoCentres, the Transperth InfoLine service and the Transperth website. All InfoCentres and the InfoLine service are operated under contract by Serco.

Key achievements

- Transperth continued with the implementation of a five-year bus service expansion program which began in 2011-12.
 - New routes to Byford West, Pinjarra, South Yunderup and North Yunderup.
 - Significant improvement to Shepperton Road-Albany Highway services between Perth and Westfield Carousel, and to Great Eastern Highway services between Perth and Redcliffe.
 - Additional peak-period trips and more consistent headways on Alexander Drive and Beaufort Street.
 - Additional peak-period trips to Curtin University and UWA.
 - Extensions of route 517 to Thornlie Station and route 518 to Cockburn Central.
- Additional peak trips and more consistent headways on Flinders Street, plus doubled Saturday frequency.
- Additional peak trips and more consistent headways on route 60, plus doubled Sunday frequency.
- Increased frequency, better peak, off-peak, after-hours and weekend services on route 371.
- Improvements to Joondalup Line feeder bus services.
- Investment in routes across the network to improve reliability and legibility.
- Upgraded the railcar simulator, used to train new drivers and an important tool in on-going training and driver performance reviews.
- Implemented operational changes to facilitate Perth City Link project work to sink the Fremantle Line.
- Started a new contract with MSS Security for Revenue Protection Officers.
- Concluded an 18-month trial of 4am weekend train services, after which they were withdrawn because of low patronage.
- Extended the ferry's evening operating hours with the introduction of 12 additional services on an average weekday during summer.
- Upgraded CCTV server hardware.
- Completed radio narrowbanding.
- Upgraded the Ellipse Enterprise Resource Planning System.



The bus service expansion program added 2.69 million service kilometres during the year to deliver a total of 60.781m kilometres, up 4.6 per cent from 58.091m in 2011-12 (itself an increase of 8.5 per cent from 53.551m in 2010-11). With the legal capacity of CNG buses (which make up 41.9 per cent of the fleet) increased from November 2011, the total capacity of the bus fleet increased a further 8.1 per cent to 4708.3 million passenger place kilometres, following a 16.5 per cent increase in 2011-12.



Fleet

TTO runs an electrified suburban train system with more than 1045 services on an average week day, and more than 6640 weekly services.

The system covers 173.1km of track with 70 stations on five lines, and a fleet of 234 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 (19km), the Midland Line (16km), the Armadale/Thornlie Line (30.5km, and a 3km spur line to Thornlie), and the Mandurah Line (71.4km).

Transperth's fleet of 1305 buses was made up of 758 diesel and 547 CNG buses as at June 30. The fleet includes 243 buses (18.6 per cent), which conform to the Euro5 emissions standard and 499 (38.2 per cent) which conform to Euro4. The 197 (15.1 per cent) new Volvo

buses that have been delivered so far meet the Euro5EEV (enhanced environmentally-friendly vehicle) standard.

The Volvo contract will deliver 792 new diesel buses over an eight year period.

Transperth is also trialling a Volvo diesel-electric hybrid bus, which is operating as part of the Perth CAT fleet.

The Transperth bus system operated 295 standard timetabled bus routes and 323 school routes in 2012-13. On a typical weekday this involved operating 14,548 standard and 323 school service trips. Accessible buses are always used on 164 of the standard routes. A bus service frequency of 15 minutes or better is provided all day on most major corridors, with higher frequencies in peak periods.

Bus operations are divided into geographic contract areas which are periodically subject to competitive tender. Last year, the contract areas of Kalamunda, Belmont and Fremantle-Cockburn were re-tendered as two separate contracts (Kalamunda and Fremantle) with the new contracts coming into force on October 7 2012. This reduced the number of contracts from 12 to 11. At balance date, three contractors operated Transperth bus services:

Path Transit: Kalamunda, Morley

Swan Transit: Canning, Claremont, Marmion, Midland (including Midland Shuttle), and Southern River

Veolia Transdev (previously Southern Coast Transit):

Fremantle-Cockburn (including Fremantle CAT), Joondalup (including Joondalup CAT), Rockingham-Mandurah, and the Perth CAT contract

Two Transperth ferries (*MV Phillip Pendal* and *MV Shelley Taylor-Smith*) operate between the city (Barrack Street) and South Perth (Mends Street). The ferry service is operated under contract by Captain Cook Cruises. An extended summer (September-April) timetable was introduced on December 16 to increase the number of services on an average weekday from 80 to 92. The winter (May-August) timetable remained unchanged with 60 services on an average weekday.

In an Australian first, Transperth took delivery of a Volvo B5RH parallel (diesel-electric) hybrid bus during the year, and launched a 12-month trial on the CAT routes.



Network patronage

Patronage on the Transperth system continued to increase in 2012-13, though the rate of growth was marginally lower. Patronage is reported in four categories:

Fare-paying boardings – cash and paid SmartRider boardings plus special event boardings

Cash, and SmartRider initial boardings – fare-paying boardings plus free travel on SmartRider

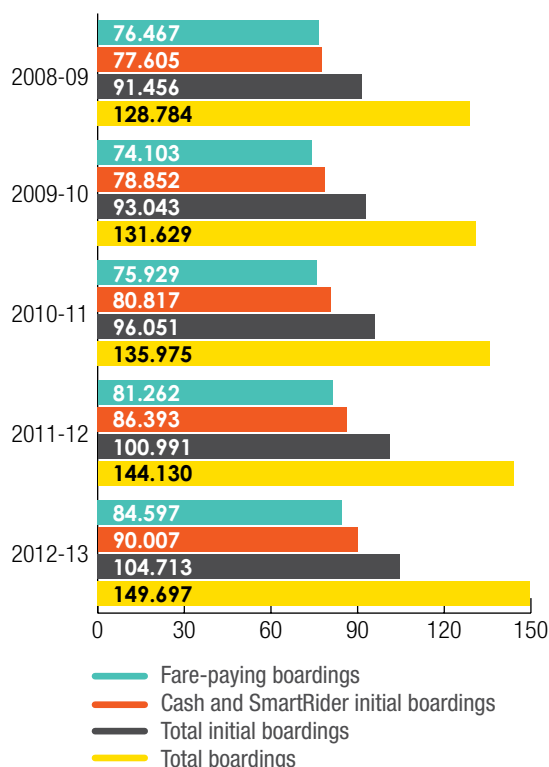
Total initial boardings – cash and SmartRider initial boardings plus free travel on FTZ (free transit zone) services and on CAT (central area transit) services in Perth, Fremantle and Joondalup and on the Midland Shuttle service

Total boardings – total initial boardings plus transfer boardings

Free travel on SmartRider refers to travel by WA seniors, aged and disability pensioners and (from May 1) carers, from 9am to 3.30pm on weekdays and all day on weekends and public holidays; all-day free travel by veterans and PTA current and some retired staff; and train travel within the FTZ (available only to SmartRider users).

In 2012-13, total boardings, the most widely-quoted figure, rose 3.9 per cent to 149.7 million following an increase of six per cent in 2011-12. Fare-paying boardings rose 4.1 per cent (up seven per cent previously), cash and SmartRider initial boardings rose 4.2 per cent (6.9 per cent), and total initial boardings increased 3.7 per cent (5.1 per cent).

Transperth: Patronage (millions)





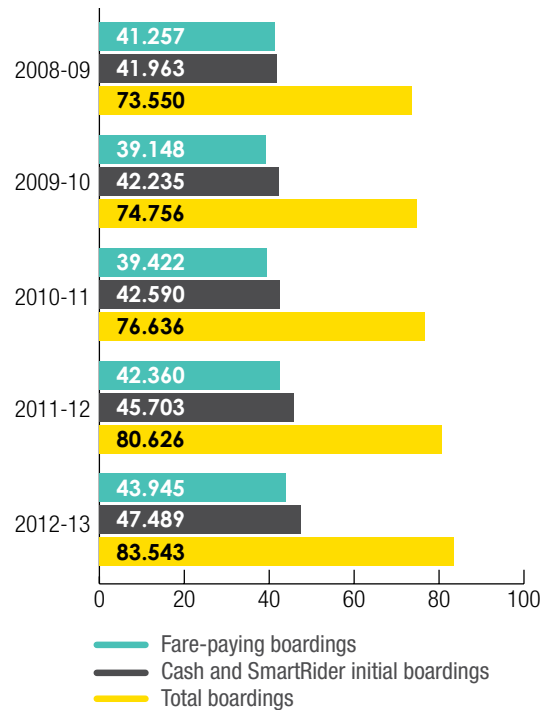
Free travel by seniors, aged or disability pensioners and carers continued to be a winner, accounting for 8.404m total boardings in 2012-13, up 3.6 per cent from 8.108m in 2011-12. At 5.713m total boardings (5.473m in 2011-12), bus travel accounted for slightly more than two-thirds of the total. There were 2.662m (previously 2.606m) of these free boardings on trains and a small number on the ferry.



Buses

Patronage on Transperth's bus services continued to increase, but at a slower rate. Total boardings rose 3.6 per cent to 83.543m, compared with increases of 5.2 per cent in 2011-12, 2.5 per cent in 2010-11, and 1.6 per cent in 2009-10.

Transperth Buses Patronage (millions)



Fare-paying boardings rose 3.7 per cent (up 7.5 per cent in 2011-12) and cash and SmartRider initial boardings were up 3.9 per cent (7.3 per cent). Boardings on special event services increased 7.3 per cent to 147,657.

Total boardings by contract area were:

Canning: 8.430m, up 3.1 per cent,
 Claremont: 4.536m, up 2.3 per cent,
 Fremantle-Cockburn: 9.911m, up 2.4 per cent,
 Joondalup: 7.15m, up 6.2 per cent,
 Kalamunda: 7.969m, up 2.7 per cent,
 Marmion: 7.749m, up 7.9 per cent,
 Midland: 2.415m, up 4.9 per cent,
 Morley: 11.175m, up 4.3 per cent,
 Rockingham: 6.234m, up 3.1 per cent,
 Southern River: 3.822m, up 0.9 per cent.

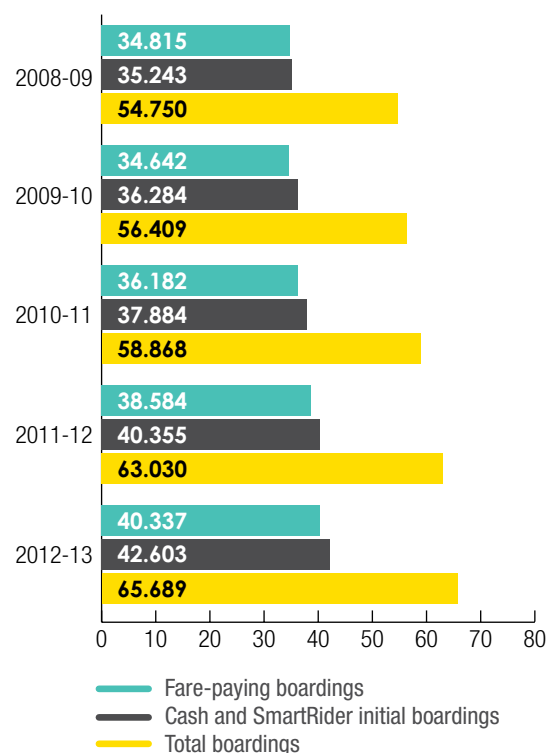
In part, this growth reflected the continuing increase in bus service kilometres. In 2012-13, the most significant recipients of the extra kilometres were Joondalup and Marmion, with increases of 15.4 per cent and 9.8 per cent respectively. Not surprisingly, these two areas had easily the biggest patronage increases.

However, road congestion, particularly in peak periods, and the lack of significant bus priority measures on major roads in Perth continue to impact service reliability and may affect future patronage growth.

Trains

As was the case with buses, train patronage increased for the tenth year in succession – total boardings increased 4.2 per cent to 65.689m, compared with increases of 7.1 per cent in 2011-12, 4.4 per cent in 2010-11, and three per cent in 2009-10.

Transperth Trains Patronage (millions)



The line-by-line figures were:

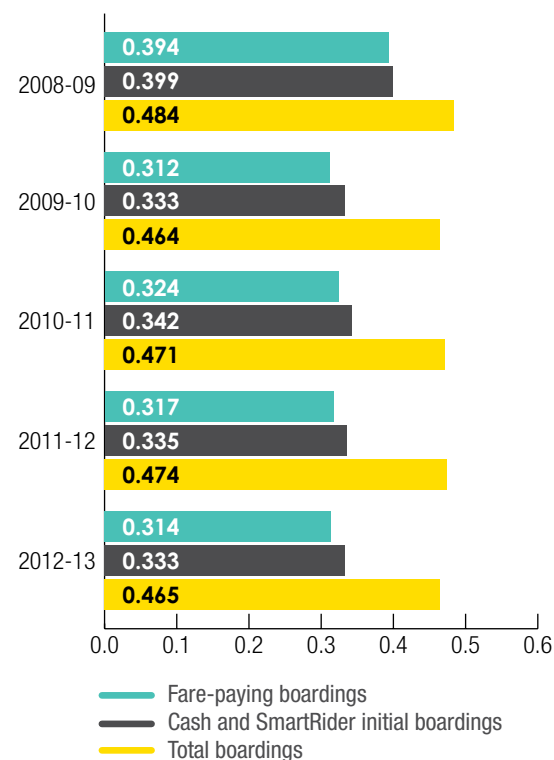
Armadale/Thornlie Line: 9.668m, up 4.8 per cent
 Fremantle Line: 8.866m, up 2.2 per cent
 Joondalup Line: 17.45m, up 4.5 per cent
 Mandurah Line: 21.150m, up 4.2 per cent
 Midland Line: 6.689m, up 0.9 per cent

Fare-paying boardings rose 4.5 per cent (up 6.6 per cent in 2011-12), as did cash and SmartRider initial boardings (previously 6.5 per cent).

Ferries

The ferry service represents a very small proportion of Transperth system patronage (less than 0.5 per cent). Tourism makes up about half the ferry's business, so random fluctuations in tourist traffic for reasons over which we have no control, can have a significant impact on ferry patronage.

Transperth Ferries Patronage (millions)



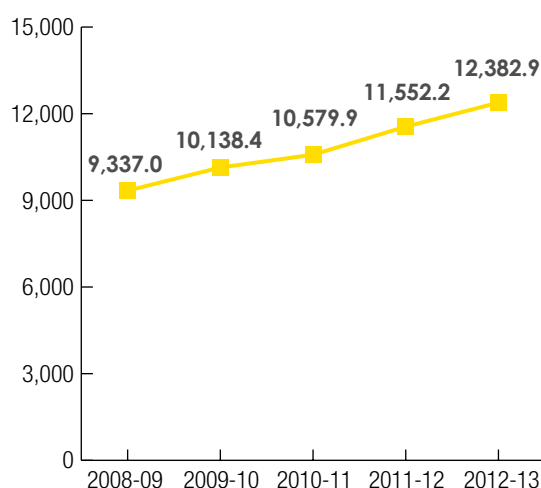
In 2012-13, total boardings on the ferry fell 1.9 per cent to 465,000. Cash and SmartRider initial boardings fell 0.6 per cent and fare-paying boardings fell by 0.8 per cent. This was despite an extension of the summer timetable operating hours, adding 12 services on an average weekday.

Capacity

The total (passenger carrying) capacity of the Transperth bus, train and ferry system is calculated by multiplying the average capacity of the fleet by the number of service kilometres provided. It is referred to as passenger place kilometres.

Total capacity has increased substantially in recent years, reflecting the expansion initially of the rail network and more recently the bus network. At 12,382.9m passenger place kilometres (a 7.2 per cent increase on 2011-12), this year's figure chalked up a major milestone – up 50.2 per cent since 2007-08, when the Mandurah Line was opened.

Transperth: Passenger place kilometres (millions)



In 2012-13, the total capacity of our train network rose 6.6 per cent to 7669.3m, reflecting a similar increase in service kilometres operated (to 15.956m) and unchanged average capacity.

On the bus side, there was another significant increase in service kilometres – up 8.1 per cent in 2012-13 (following 2011-12's 16.5 per cent increase). As well as continued growth in the number of vehicles in the fleet, the increase was helped by Main Roads WA's decision in November 2011 to authorise Transperth to carry additional passengers on its CNG buses.

Compared with the previous limit of 59, 12.3-metre CNG buses now carry 76 passengers, and 11.2-metre buses 65. Consequently the average capacity of the bus fleet increased 3.5 per cent to 77.463 passengers (following an increase of 7.3 per cent in 2011-12).

Reliability

Buses

Transperth buses aim never to leave a terminus or travel through a mid-way timing point early, and for 85 per cent of services to arrive within four minutes of the scheduled time. Reliability is monitored through a random sample of about one per cent of trips in each bus contract area, using the GPS Reporter function in SmartRider which provides an precise assessment. The one per cent sample is substantial given that there are more than 14,500 bus trips on a typical weekday.

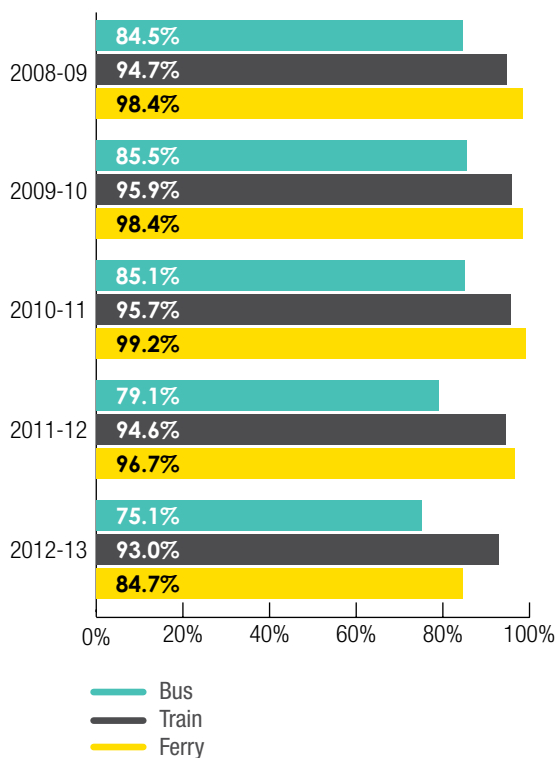
In the past couple of years, bus OTR has been affected by road works and diversions associated with a number of major projects, which have also exacerbated the effect of increasing traffic congestion. As a result, bus OTR was 75.1 per cent in 2012-13 (79.1 per cent in 2011-12). Hopefully, the fact that the June 2013 monthly figure was back up to 78.3 per cent suggests we have turned the corner. The projects which had the most severe impact on bus service reliability during the year were works on Great Eastern Highway, Perth City Link, Elizabeth Quay, Beaufort Street, William Street, Fiona Stanley Hospital, Perth Arena, and the freeway extensions.

GPS Reporter helps identify under-performing routes which, after a careful review, can be re-scheduled to ensure a more reliable service.

Trains

The service reliability (or on-time running – OTR) of Transperth trains is precisely measured through our train control system. The target is for 95 per cent of services to arrive within four minutes of the scheduled time. In 2012-13, 93 per cent of train services met this target, continuing a four-year slide. The decline can be attributed to several factors – a high level of track work and disruptions, weather conditions which resulted in slower running, and high passenger numbers which caused delays at stations.

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



Ferries

Our ferry's OTR (also measured by SmartRider GPS facility) target is for 98 per cent of services to arrive within three minutes of the scheduled time. While the ferry is usually a very reliable performer, in 2012-13, only 84.7 per cent of services met the target (96.7 per cent in 2011-12). The main factor behind the big drop was ferries having to give way to barges engaged in Elizabeth Quay works.



Maintenance

The Network and Infrastructure Division (N&I) is responsible for the management and maintenance of the urban passenger rail network, the delivery of part of the asset investment program, and the delivery of information technology services to the PTA.

N&I has a service level agreement with TTO which details its responsibility for the provision and maintenance of the infrastructure required to operate train services reliably, efficiently and safely.

Most of the division's resources are allocated to maintenance, both planned and breakdown. Routine maintenance is planned carefully to ensure the infrastructure is safe and highly reliable. This ensures that our passengers continue to enjoy a safe and dependable service. The division also deploys its resources to ensure a rapid response to any breakdowns to minimise delays and customer impact.



The rail network's 70 stations are highly-visible infrastructure assets. As well as ensuring that all station facilities are reliable, considerable effort is made to have them well presented. This is achieved through regular cleaning and periodic large maintenance items such as high-pressure water cleaning and painting. Graffiti removal on the network continues to be a challenge not only to the PTA but to the government. We remove graffiti from PTA stations and rail assets within the guidelines set by government under operating constraints.

Though most of our work is unseen by passengers, the impact on them if the infrastructure fails is significant. Hence our focus is on servicing and improving all aspects of our business. We have made several refinements this year, including:

- increased resourcing in the key critical areas of overheads and signalling
- the purchase of additional equipment (eg. a thermographic camera) to enable a level of inspections aimed at identifying problems before they arise
- renewed and upgraded training programs
- changes in work practices

Some changes are visible to our customers. For example, our communications branch has achieved significant progress replacing faulty LED displays in passenger information screens at stations. It has also replaced a number of the uninterruptible power supply systems, making our communications more reliable.

Upgrades

The CCTV servers and storage infrastructure – already the best such system in the industry in Australia – has been upgraded to improve performance and increase capacity, and new software has been installed. The upgraded CCTV system will provide high-quality images on a reliable platform, to aid in PTA operations, particularly to the safety and security of our passengers.

The Enterprise Resource Planning System (Ellipse) was successfully upgraded to a new version providing improvements for maintenance planning and increased capacity for the recording of management information leading to better quality information for the division to improve asset life.

The Better Transport System project will deliver 4496 car bays (compared with the original 3000-bay target) on the Joondalup and Mandurah lines at a total cost of \$54 million. This year, 1215 bays were completed. Under the full project, 17 car park extensions have now been completed with a total of 3971 new bays (88.3 per cent of the new target). On the heritage lines (Midland, Armadale and Fremantle) 359 additional bays have been provided.

As part of the Better Transport initiative, increased bicycle and motor cycle parking facilities, including 20 new bicycle shelters, have been installed to improve integrated travel to train stations. Improved security to bike shelters is being provided with a system which enables passengers to use their SmartRider card.

The Karnup siding is the second facility delivered under a \$19.8m program for turnbacks and sidings at Leederville and Karnup. These will become key components of the resilience program currently being implemented to minimise the disruption to the PTA's customers when failures (which cannot be totally avoided) occur. The Karnup site will be commissioned in October 2013.

As part of the Bus Priority Project, the Leederville CAT bus terminus was completed during the year.

Work began on planning for the installation of a platform detection system on our B-series railcars. This enhances passenger safety because it stops railcar doors from opening where there is no platform.

Looking Ahead



On the passenger front, Transperth will:

- introduce a new timetable in July 2013 for the restored Fremantle-Midland service following the sinking of the Fremantle Line as part of the Perth City Link project
- complete detailed operational schedules for the extension of the Joondalup Line to Butler Station
- significantly upgrade services by introducing an additional 1.4 million bus service kilometres (annualised), of which 800,000km will be implemented during the year. Improvements have been prioritised as follows:
 - services which cannot pick up additional passengers due to overloading
 - key transport corridors providing access between key primary and secondary centres to help achieve the planned land use outcomes proposed by the Department of Planning in *Directions 2031*
 - new urban areas developing on the fringes of the metropolitan area

As patronage continues to grow, it is important that there are strategic long-term plans in place to increase the capacity of the system. Key N&I actions include:

- ongoing enhancement of the asset management system to continually improve the performance of existing assets
- refinement of investment plans to meet the rapidly-increasing demands
- upgrading the current ATP (automatic train protection system) with new technology to provide for significantly reduced headways (i.e. schedule trains closer together to provide more services per hour) to increase system capacity
- restructuring maintenance teams to enable a quicker response to faults

As well as operational arms such as Transperth, Transwa and N&I, there are two divisions of the PTA which are specifically in the “Looking Ahead” business – IPLS (Infrastructure Planning and Land Services) and MPU (the Major Projects Unit). In general terms, IPLS has the vision and does the planning, after which MPU turns the vision into reality by doing the building.

Infrastructure Planning and Land Services

IPLS provides engineering expertise for the planning and design of all rail projects, and technical support for the civil and track maintenance of our assets. This includes:

- preparation of concepts and design of railway alignments in response to planning initiatives
- development of feasibility studies and technical reports for future projects
- ensuring that new works comply with rail safety legislation and design standards
- receipt and processing of incoming plans and designs
- providing the PTA with a CAD (computer-aided design) service

In the year under review, IPLS produced a PDP for the new Perth Stadium transport infrastructure; completed detailed designs for various modifications to the existing network – specifically, crossovers at Armadale, Gosnells and Karnup, and work at the Claisebrook rail yard; and provided technical support to the Departments of Transport (east-west rail and port link) and Planning (Midland freight line realignment), Main Roads WA (Esperance Port access corridor, Lloyd Street underpass, Third and Seventh Avenue bridges) and the City of Mandurah (Mandurah Station footbridge).

Work continues on track and civil design for the new Perth Stadium Station as well as PDPs for:

- Airport Rail Link
- Aubin Grove Station
- Butler-to-Yanchep rail extension

Aubin Grove Station

Planning for possible future stations on the Mandurah Line was included in the Master Plan approved by Government in 2002. In August 2012, the Government approved funding of an \$80m plan to build a new station at Aubin Grove with parking for up to 2000 cars, including a \$23m allocation for two three-car train sets.

In 2013-14, we expect to spend \$16 million finalising the PDP, acquiring the land and developing designs to enable tenders to be called in early 2014. Construction will start later in the year with completion due by end-2016.

Edgewater multi-storey car park

The Government has committed to a multi-storey facility at Edgewater Station with capacity for approximately 1000 cars. Construction is due to start in 2014, with completion in 2017.



The budget is \$46.5m, of which about \$5.2m will be spent in 2013-14. Works to be undertaken include:

- engagement of consultants to undertake concept definition and prepare tender documentation
- call public tenders for a design and construct form of contract

Major Projects Unit

Through 2012-13, MPU managed more than \$850 million of project work. The value of projects going forward in 2013-14 together with the value of future projects outlined below is more than \$1.35 billion.

Extension of the Joondalup Line to Butler

The \$241 million Butler project is on track for completion, with the start of operations from the new station in 2014. This year, the civil and bridge works were completed and work started on the track, overhead wiring, traction power supply and station building. In 2013-14, the remaining infrastructure works at Nowergup Depot, additional servicing facilities at Mandurah Depot and Butler Station will be completed and commissioned, with \$66.9m budgeted to complete the project.

new Perth Stadium (Transport)

The planning for the public transport services and infrastructure required to support the operation of the new Perth Stadium at Burswood was undertaken in 2012. In doing so, the PTA worked closely with the Department of Sport and Recreation (DSR) and the Office of Strategic Projects (OSP). The PDP (Project Definition Plan) for the transport infrastructure was submitted to government in November 2012 and approved the following month. The Government has budgeted \$358.6m (\$298m unescalated) for the transport infrastructure. Expenditure on planning



in 2012-13 was \$4.6m. The expected cost of further planning and the start of forward works to relocate essential services and undertake ground improvement in 2013-14 is \$60.8m.

Main Roads WA will work as a contract manager for the PTA to deliver several key elements, including the new Swan River pedestrian bridge and adjustments to existing freeway and highway and bridge infrastructure at Victoria Park Drive, Graham Farmer Freeway and Great Eastern Highway.

Key activities in 2013-14 will be:

- continuation of forward works including relocation of a Western Power 132kV underground cable and ground improvements to part of the future track alignment – ground improvements will involve surcharging to overcome poor ground conditions
- continuation of geotechnical and environmental investigations
- finalise design and start construction of the first span of the modified structure of Victoria Park Drive to provide a new alignment for the construction of a new single track for the Armadale Line
- tenders for the design and construction of the modifications to Victoria Park Drive road and bridge and connections to the Graham Farmer Freeway and modifications to the intersection of Victoria Park Drive and Great Eastern Highway
- continuation of design and start of procurement for changes to the infrastructure of the State Tennis Centre
- continue to prepare concept design and tender documentation for construction of the Swan River pedestrian bridge

Spotlight: Transforming the CBD

Perth City Link

The transport component of the Perth City Link project is the first stage in connecting the CBD and Northbridge, which will enable the revitalisation of the whole precinct. It is laying the foundations, literally, for the most significant urban renewal in our capital's history. The PTA will deliver the PCL transport project in two stages: the \$360m rail project (2011-2014) and the \$249m bus project (2014-2016).

To realise the PCL vision, we will:

- sink the Fremantle Line between William Street and Lake/King Streets
- upgrade Perth Station and ensure platform capacity for future growth
- improve the link between Perth Station and Perth Underground with a pedestrian underpass
- replace WSBS (Wellington Street Bus Station) with a new underground facility

The \$609m total budget is being funded by three tiers of government – State (\$336m), Commonwealth (\$236m, rail project only) and local (City of Perth \$37m). The project is mid-way to completion, with the rail component (being undertaken through an alliance between the PTA, John Holland and GHD) in its final stages and the bus project tender process underway.

PCL Rail Project

This marks the PTA's first experience in delivering a major infrastructure project through an alliance form of contract. PCLRA (Perth City Link Rail Alliance) was formed in March 2011 (the PTA started forward works in 2010).

In 2012-13, PCLRA achieved the following milestones:

- completion of the rail tunnel beneath Barrack Street and the structural support work under the city of Perth Child Care Centre
- completion and opening of Platform 8 including the reinstatement of the Fremantle-Midland through-service
- completion of the new Fremantle Line tunnel, including installation of solid conductor rail
- breakthrough of the pedestrian underpass into Perth Underground
- preparation for two five-day central station shutdowns, with associated impact on train services, to connect the new tunnel

PCL Bus Project

Public tenders to establish an Alliance to design and build the new underground bus station were called in January 2013. From the initial five responses, two proponents were short-listed – the City Busport Alliance (Brookfield Multiplex and BG&E) and the Translink Alliance (John Holland and Aurecon). At balance date, the proponents were undertaking design development and costing during the Alliance Development stage. Final proposals are due in late August, evaluation and selection of the preferred proponent in September, and award of the contract in October 2013.

The new bus station will have advanced passenger arrival, waiting and information systems and will feature a dynamic bus stand allocation system to maximise the use of the space. This requires the operation of a real-time tracking system (RTTS) throughout the entire bus fleet. The RTTS is part of the control system which will accurately assess the location of every bus, including its arrival at the new station.



Our Network – regional (Transwa)

Transwa is the brand and operating name for the road and rail public transport system serving regional centres in the southern half of Western Australia. Its purpose is to provide a customer-focussed, safe and cost-effective public transport service to regional WA.

Transwa monitors its performance against a range of non-financial and financial indicators such as customer satisfaction, OTR and cost per passenger kilometre.

Fleet

The train fleet consists of 14 railcars – seven Prospector, two AvonLink (also used to provide MerredinLink services) and five Australind railcars. We run four distinct services.

- The Prospector runs 18 services a week – return trips between Perth (the East Perth terminal) and Kalgoorlie daily, and two on Mondays and Fridays.
- The Australind runs 28 services a week – two daily return services between Bunbury and Perth.
- The AvonLink runs 10 services a week – an early-morning weekday (except public holidays) service from Northam to Midland, returning early each evening.

- The MerredinLink runs six services a week – an all-stops return service between Perth (the East Perth terminal) and Merredin on Mondays, Wednesdays and Fridays (except public holidays).

In 2012-13 we employed 21 railcar drivers based at East Perth and Bunbury. Australind onboard services are provided by Bunbury-based Transwa staff; a contractor provides onboard services on the Prospector, AvonLink and MerredinLink.

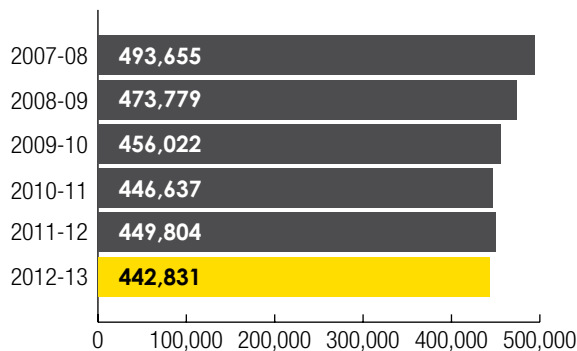
The road coach fleet consists of 22 five-star vehicles, operating 144 services a week. We employ 34 road coach operators.



Patronage

Overall patronage slipped 1.55 per cent to 442,831, due mainly to lower Prospector and AvonLink numbers.

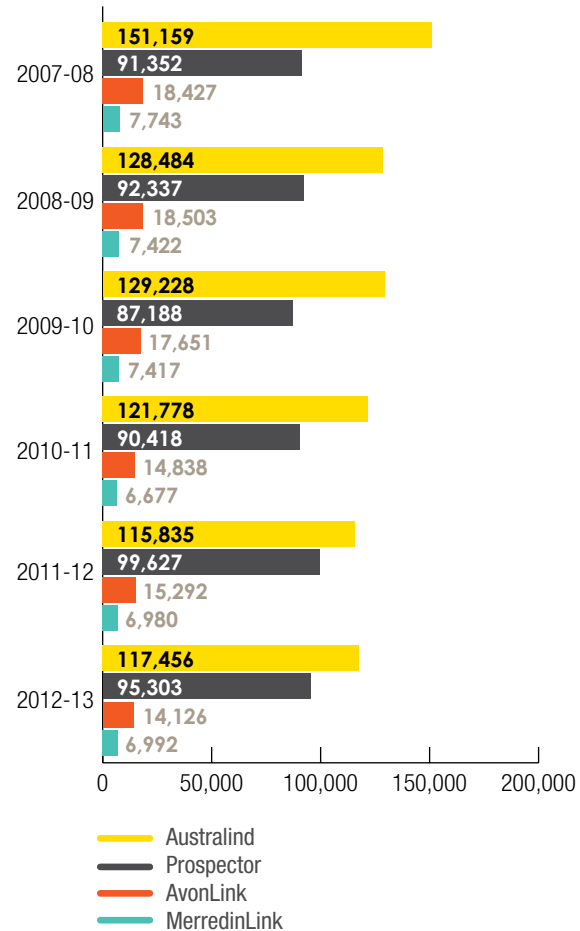
Transwa: Total Patronage



Patronage – trains

Driven by respective decreases of 7.62 per cent and 4.34 per cent on the AvonLink and Prospector, patronage on Transwa rail services eased 1.62 per cent to 233,877. MerredinLink numbers were up fractionally (but off a very low base), while Australind patronage increased 1.38 per cent to 117,456 despite the continuing impact of the Forrest Highway (which has significantly reduced the time of road travel between Bunbury and Perth).

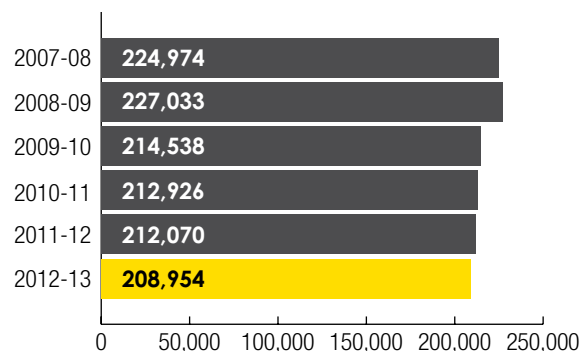
Transwa Trains: Patronage



Patronage – road coaches

Patronage on most of our coach routes slipped slightly throughout the year. The overall result was down 1.47 per cent at 208,954.

Transwa Road Coaches: Patronage

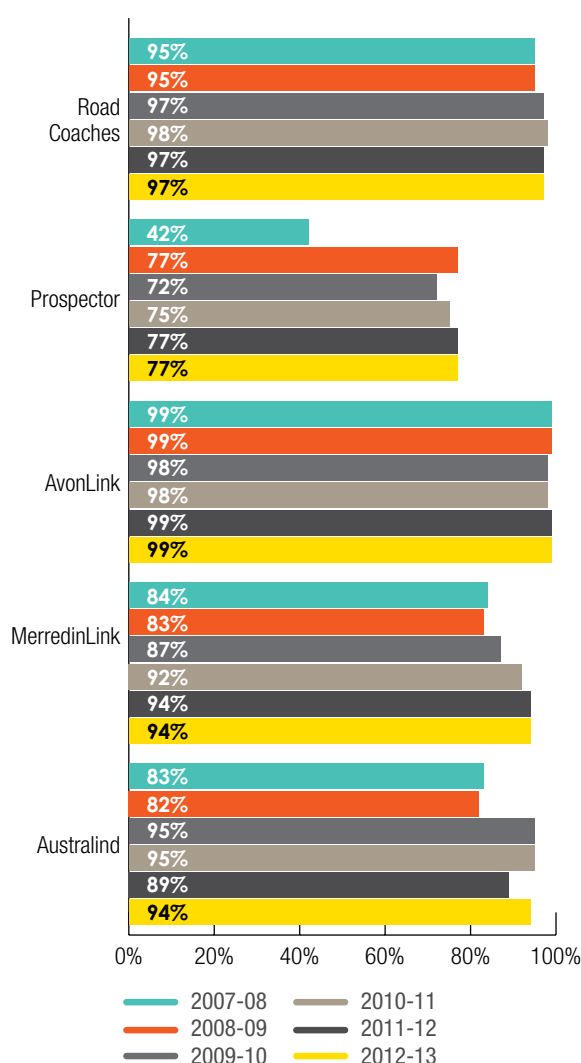


Reliability

The 2012-13 OTR targets were:

- Prospector – 90 per cent of services to arrive within 15 minutes of schedule
- Australind – 90 per cent (10 min)
- AvonLink – 95 per cent (10 min)
- MerredinLink – 95 per cent (10 min)
- Road coaches – 95 per cent (10 min)

Transwa: OTR Performance



The completion of Brookfield Rail's rolling program of track upgrade work resulted in a significant improvement to the Australind's OTR, which ended the year at 94 per cent, up from 2011-12's 89 per cent.

The performance of the other trains was good – the AvonLink remained very strong at 99 per cent while the MerredinLink was 94 per cent and the Prospector 77 per cent.

The road coaches maintained a high level of reliability, with 97 per cent of services arriving within the time parameter, continuing a long record of meeting or bettering performance targets.

Significantly, the ongoing review of Transwa bus stop locations (including refreshment facilities) over all services during the year improved the running times for these services.

Maintenance

The Prospector's maintenance program continued with completion of bogie refurbishment. Engines and transmissions have now been overhauled on all the Prospector railcars, with the AvonLink engines and transmissions being overhauled in mid-2013.

The fifth phase of the road coach PMP (preventative maintenance program) is in progress. This is focussing largely on the vehicles' cooling systems, electrical, much of the steering and suspension components that were beginning to age over time. The PMP has been operating since 2009 and is designed to run until 2014-15. It ensures that our road fleet continues to operate safely and reliably and maintains a high level of comfort for customers. The program includes replacing vital components at certain milestones and carrying out rebuilds of major assemblies such as engines and transmissions before reliability issues arise.



Upgrades

In the year under review, we completed an upgrade of the road coach depot at East Perth. This has provided defined work areas for the cleaning, fuelling and mechanical repairs of our road fleet.

The exterior paintwork and trimmings on our coaches was upgraded, with the paintwork extensively refurbished and the front roo bars straightened and refurbished. All exterior door hinges were assessed and replaced as necessary. The stone guards were removed and repainted. All of the safety handrails were removed and powder-coated again in safety yellow.

New seats with individual entertainment system monitors for each passenger were fitted to the Prospector railcars during the year, and seating and interior decor has been upgraded on the AvonLink railcars.

Interior upgrading of the Prospector railcars is planned for the second half of 2013.

The last of the new seats were fitted into the Australind railcars to improve comfort for passengers and to improve the overall appearance of the train.

Looking Ahead



In 2011-12, a business case was prepared to secure funding to replace the existing passenger booking system with a more functional and modern system, in keeping with customer expectations. A tender sought interest in supplying an existing system to meet Transwa requirements, including the capability to provide a mobile ticketing service and allow account bookings to be made via the web. The replacement booking system is expected to be finalised in 2013-14.

Our Network – regional (RTBS)

Through the Regional Town Bus Services (RTBS) branch of TRSBS, the PTA manages bus services in 14 major regional towns in rural WA, and seven inter-town regional bus services – four in the Pilbara and one each in the Gascoyne, Goldfields and Mid West regions.

Fleet

This year, the RTBS fleet stayed at 151 vehicles with the total number of PTA-owned buses increasing from 115 to 130 and the number of low-floor accessible buses increasing from 67 to 99.

Patronage

Total RTBS boardings increased by 2.7 per cent to 2.492 million. Fare-paying boardings increased 2.5 per cent to 2.125m.

On intra-town bus services, total boardings rose 2.8 per cent to 2.484m while fare-paying boardings increased 2.5 per cent to 2.116m. On inter-town services, boardings (total and fare-paying) decreased 4.8 per cent to 8,193.

Intra-Town	2008/09	2009/10	2010/11	2011/12	2012/13
Total Boardings (millions)	2.355	2.466	2.411	2.417	2.484
Fare Paying Boardings (millions)	2.082	2.083	2.017	2.064	2.116

Inter-Town	2008/09	2009/10	2010/11	2011/12	2012/13
Total/FP Boardings	8,081	6,368	6,532	8,610	8,193



Upgrades

The new bus depot at Bunbury was completed.

Bunbury and Geraldton town bus services were renumbered with unique route numbers to facilitate the incorporation of regional services into the Transperth Information Centre's database (IPTIS) and to allow the development of a regional services Journey Planner (currently being tested). This is currently being extended to all the branch's school services.

The fleet replacement program continued, based around rolling out former Transperth low-floor (accessible) buses to regional areas, with a view to reducing the average age of regional buses and increasing the percentage of low-floor vehicles. This includes sufficient low-floor and air conditioned vehicles to operate timetabled town bus services. The program ensures that the regional bus fleet meets Federal disability access standards, and that passenger comfort continues to improve.

The rollout of the *Trans* branding continued with the launch of TransManjimup in May 2013. This program has been very effective in lifting the profile of public transport in regional WA. As 2012-13 ended, TransAlbany was about to launch, and Narrogin will be the next town to receive the upgrade.

Service audits of contractors conducted in Albany, Busselton, Bunbury, Carnarvon, Collie, Dunsborough, Esperance, Karratha, Kalgoorlie, Manjimup and Narrogin were carried out. These aim to assess service effectiveness and the accuracy of record-keeping for patronage, occupational safety and other operational data.

On the back of the successful initiative in Geraldton, the TransBunbury and TransAlbany fleets are being fitted with CCTV, duress alarms and two-way radio communications to enhance safety and security.

Looking Ahead



Work is progressing on the introduction of a new TransRegional website, improving web-based and contact centre service for regional passengers.

All Regional Town Service timetables will be standardised in colour and format. The implementation of a standard format will provide uniformity and a readily identifiable timetable suite for all Regional Town Services.

Major service reviews scheduled for 2013-14 include:

- Review of Albany bus services, with a view to increasing service frequency on well-patronised routes and coordinating services for better connections.
- Service improvements for Karratha, with a view to coordinating services for better connections and the installation of bus stops throughout the town.
- Review of Bunbury bus services to ensure the new service developments are being utilised.
- Service improvements in Narrogin including the installation of 80 bus stops.
- Service improvements in Manjimup and Collie including the installation of bus stops.
- Community consultation sessions in Kalgoorlie and Port Hedland.

Our Network – orange school buses

The PTA sets the policy and entitlement framework, provides system support and manages the contract arrangements of more than 800 orange school bus services around the State.

These buses provide access to school for students in rural areas, picking them up from the farm gate (where appropriate) as well as providing access to schools in the metropolitan area for students attending special education facilities. Responsibility for the management of these services rests with the School Bus Services (SBS) branch.

Where eligible students cannot be accommodated on a school bus, their parents/carers are paid a conveyance allowance to offset the cost of getting their children to the nearest appropriate school.



Fleet

At balance date, the school bus network was made up of 812 school bus contracts servicing mainstream schools and 120 servicing special education facilities.

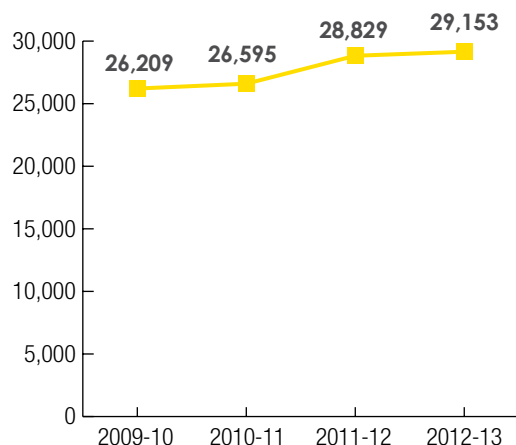
All orange school buses are operated by private contractors and in 2012-13 there were three contract service models.

- Composite Rate Model (CRM) contracts (20-30 years in duration) – 687 contracts (687 services)
- Fixed-term contracts (1-15 year tendered terms since 1995) – 136 contracts (136 services)
- Regional School Bus cluster contracts – 10 contracts (109 services).

Patronage

Around the State, the services were accessed each school day by 29,153 students, using mainly the contracted orange school buses.

**School Bus Services:
Student Patronage (estimates)**



The 2012-13 student data snapshot shows a 1.1 per cent increase on the previous year, in the number of eligible students receiving school bus transport assistance.

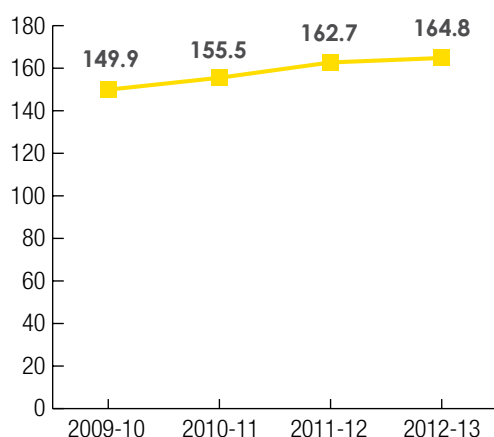
In the specific operational regions the number of 2012-13 student travellers compared to 2011-12 varied as follows:

Region	Students	% Variance
Gascoyne	133	-3.6
Goldfields		
Esperance	1,336	-4.1
Great Southern	3,345	6.0
Kimberley	1,240	10.7
Metropolitan	5,328	4.6
Mid West	1,545	-3.7
Peel	2,974	-7.0
Pilbara	409	15.9
South West	7,840	5.1
Wheatbelt	5,003	-5.8
Total	29,153	

Capacity

Around the State, our services covered an average of 164,795km each school day, totalling 31.5 million contract service kilometres for the year.

School Bus Services:
Average Daily Service Kilometres (thousands)



The 2012-13 daily average service kilometre data across all the operational regions was up 1.3 per cent on the previous year.

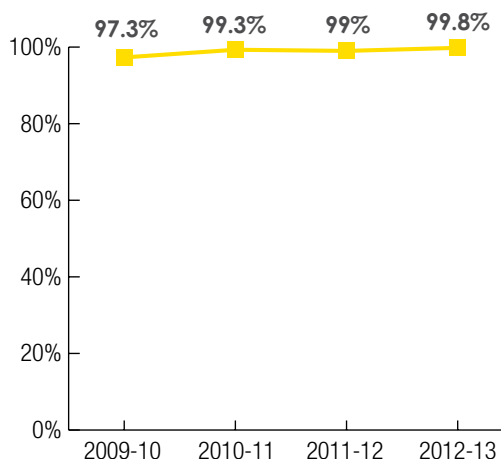
In the specific operational regions the 2012-13 service kilometre data compared to 2011-12 varied as follows:

Region	Average Daily Kilometres	% Variance
Gascoyne	519	0.9
Goldfields		
Esperance	9,598	-1.3
Great Southern	19,382	2.2
Kimberley	5,336	5.2
Metropolitan	26,333	6.3
Mid West	11,445	-1.2
Peel	11,239	-6.8
Pilbara	2,652	-0.3
South West	29,849	4.1
Wheatbelt	48,441	-0.6
Total	164,794	

Reliability

The service reliability measure covers rural mainstream services and education support school buses in the metropolitan area, and is based upon arrival less than 10 minutes before school starts and departure less than 10 minutes after school finishes.

School Bus Services:
Service Reliability





Customers and the community

84.7% of Perth properties are within 500m of a Transperth service

99% of Transperth bus and train customers feel safe during the day

560 television screens installed in new Prospector railcar seats

34 diesel, low-floor buses transferred to regional towns

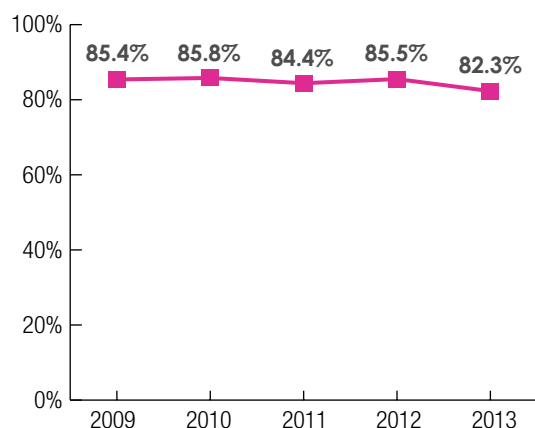
650 bus stops upgraded to disability standard

Customers and the community – customer satisfaction

Transperth

An independent market research firm commissioned by Transperth carries out the annual Passenger Satisfaction Monitor (PSM) to determine passenger sentiment about various aspects of Transperth and Transwa services. The survey, which has been running for 20 years, conducts detailed face-to-face interviews with more than 4500 regular public transport users, covering all modes, all lines and all the main demographics.

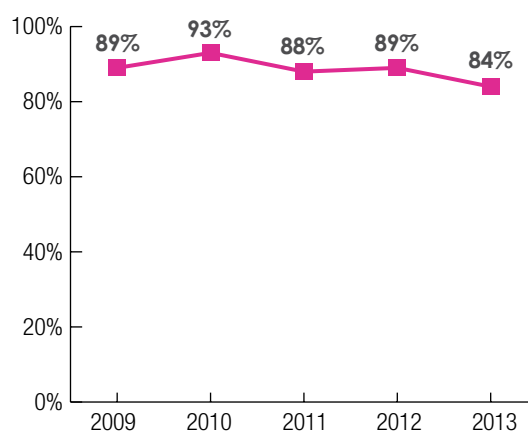
Transperth: Level of overall customer satisfaction



Overall satisfaction with the quality of service offered by the Transperth system (bus, train and ferry – calculated as the weighted average across all modes) fell 3.2 points to 82.3 per cent

in 2013. Satisfaction with bus and train services declined by 2.4 points and 5.6 points respectively; ferry satisfaction was up 1.1 points.

Transperth Trains: Level of overall customer satisfaction



Among peak-time train passengers, 80 per cent expressed satisfaction (down from 86 per cent in 2012); off-peak, it was 88 (92) per cent.

The main reasons for dissatisfaction among peak-time passengers were “too crowded” and “no seating.” The significant increase in patronage (up 4.2 per cent, on top of 2011-12’s 7.1 per cent increase) contributed to this. In order to satisfy this increasing demand, the PTA will bring into service 22 new three-car trains between 2013-14 and 2016-17.



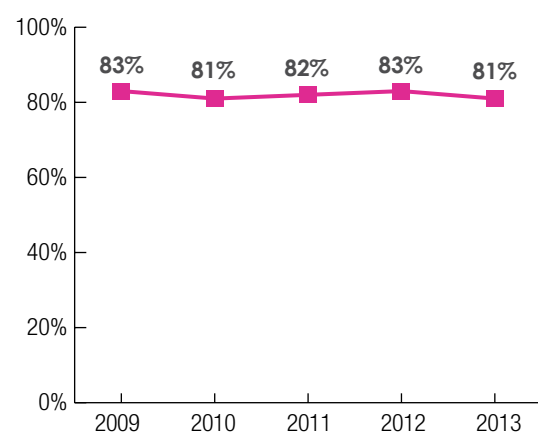
As was the case in 2012, “cost of fares” was rated as the most important train service characteristic.

Service characteristic	Importance rating %		Satisfaction (dissatisfaction) rating %	
	2012	2013	2012	2013
Cost of fares	72	72	58 (13)	52 (16)
Punctuality	67	69	93 (3)	93 (3)
Speed of the trip	61	63	94 (2)	92 (2)
Availability of seats	60	62	71 (21)	72 (18)
Cleanliness on board	67	57	92 (3)	90 (2)
Service frequency weekdays	48	57	83 (7)	82 (8)
Service frequency peak times	52	54	76 (14)	74 (16)
Time waiting for a connecting bus	38	36	68 (18)	68 (16)

Bus satisfaction was down only marginally from 2011's equal five-year high.

Transperth Buses

Level of overall customer satisfaction



In a year in which bus OTR was significantly impacted by road and major project works, punctuality was the most important bus characteristic.



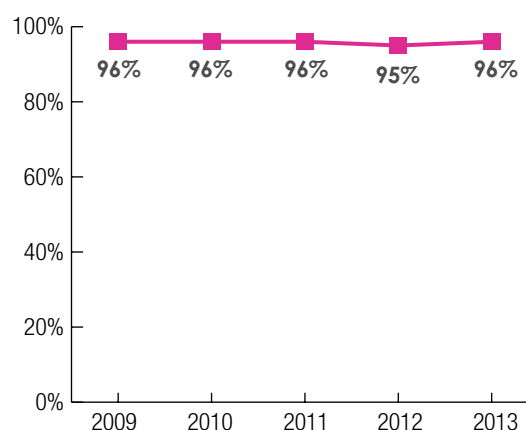
Service characteristic	Importance rating %		Satisfaction (dissatisfaction) rating %	
	2012	2013	2012	2013
Punctuality	68	72	81 (8)	82 (9)
Cost of fares	66	71	64 (9)	58 (13)
Shelter provided at the bus stop	60	61	74 (17)	74 (18)
Service frequency weekdays	56	58	71 (17)	68 (19)
Speed of the trip	51	54	92 (3)	92 (3)
Cleanliness on board	57	52	94 (1)	93 (2)
Availability of seats	50	51	90 (6)	92 (5)
Service frequency peak times	49	43	76 (15)	73 (19)



The ferry continued to enjoy a very high level of satisfaction.

Transperth Ferries:

Level of overall customer satisfaction



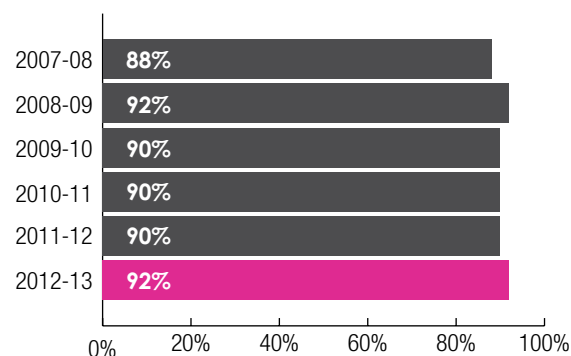
The cost of the fare and cleanliness on board were deemed the key service characteristics. A sudden jump in the rating of punctuality followed an out-of-character drop in OTR, reflecting the fact that our ferries must give way to barges engaged in Elizabeth Quay work.

Service characteristic	Importance rating %		Satisfaction (dissatisfaction) rating %	
	2012	2013	2012	2013
Cost of the fare	79	78	83 (3)	78 (2)
Cleanliness on board	69	76	99 (0)	100 (0)
Punctuality	56	66	99 (1)	91 (1)
Service frequency weekdays	64	60	69 (16)	70 (13)
Speed of the trip	60	58	99 (0)	97 (1)
Availability of seats	55	53	100 (0)	87 (13)
Shelter at the jetty	57	48	84 (8)	74 (18)
Access to ticket purchase facilities	45	43	76 (12)	83 (17)

Transwa

Customer satisfaction with the Transwa (train and road coach) system equalled a four-year high at 92 per cent.

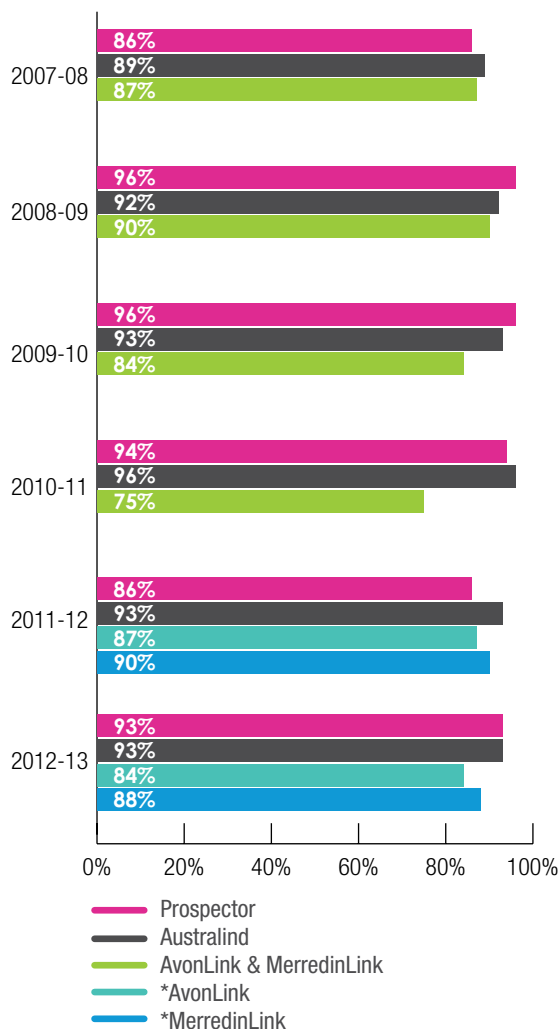
Transwa: Customer Satisfaction



The satisfaction level of Prospector passengers jumped significantly to 93 per cent, reflecting the installation of a new entertainment system, and the Australind remained high at 93 per cent. Ratings for both the MerredinLink and the Avonlink dropped marginally.



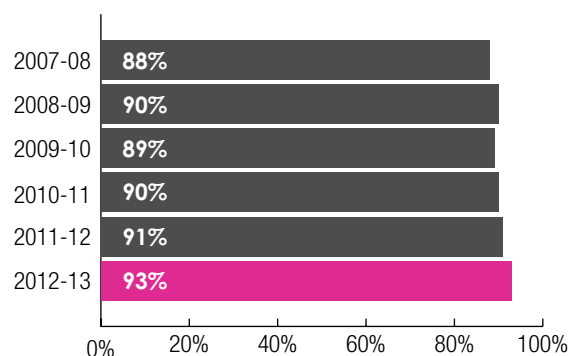
Transwa Trains: Customer Satisfaction



*Before 2011-12 AvonLink and MerredinLink results were combined

Transwa's road coaches also enjoy consistently high customer approval ratings, and 2013's 93 per cent is the highest in recent years.

Transwa Road Coaches: Customer Satisfaction



Spotlight: We're listening to you



The PTA's commitment to excellent customer service relies heavily on the feedback of passengers and the public.

Transperth's Call Centre is operated under contract by Serco.

The Call Centre, which also operates the PTA's switchboard, is staffed right through service operating hours – from 5am to midnight during the week and longer over the weekends, making a total of about 139 hours a week.

It has 76 people on its staff and, through the main part of a normal weekday, there will be 26 people on duty.

It handles general inquiries as well as InfoLine, PTA Feedback and SmartRider queries. The numbers are daunting: Over the course of a year it handles more than 1.18 million telephone calls, hundreds of thousands of emails and sends out about 350,000 SmartRider forms.

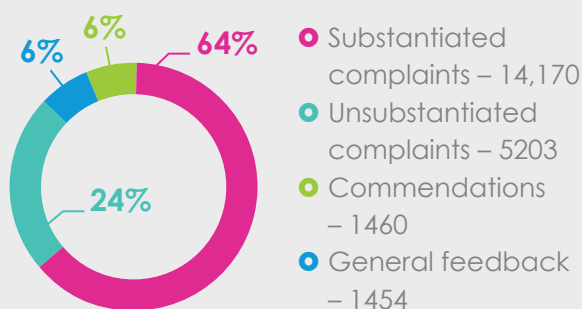
On an average day it handles about 3500 telephone calls alone (not including PTA switchboard calls). The one-day record, set on Australia Day about five years ago, is more than 11,000 calls.

The vast majority of contacts (phone and email) involve providing straightforward service advice. A small percentage call for further information and are directed through for handling by the appropriate PTA officer. These are referred to as PTA Feedbacks.

PTA feedback

In 2012-13, the PTA received 22,524 inquiries from customers and from members of the public which became PTA Feedbacks. This was an increase of 14.5 per cent from 2011-12 (19,664). The number of substantiated complaints was up 22.9 per cent from 2011-12 (11,528) and the number of commendations increased 0.8 per cent (1448).

Customer feedback

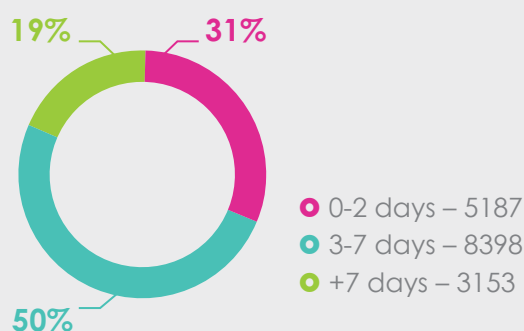


Members of the public can contact the PTA in various ways. Website feedback forms are available on the Transperth, PTA and Transwa sites. Customers can also call the InfoLine number on 13 62 13, email their comment, or write a letter. All methods of contact are listed on the websites and in the Yellow Pages.

Once a contact is made, the Call Centre member will either resolve the issue or generate a PTA Feedback for referral to a PTA officer for response.

In 2012-13, 31 per cent of PTA Feedbacks were answered within two days and a further 50 per cent within the first seven days.

Response times



Customers and the community – safety and security

The welfare of our passengers – and our own people – is an absolute priority for the PTA and we do everything we can to make sure our system is as safe as possible. As part of this commitment to safety, we are required to report specific rail safety incidents to an independent regulator (the Office of Rail Safety). These “notifiable occurrences” are discussed later in this report.

We also have a range of initiatives to enhance system safety for our customers.

During the year, we implemented recommendations from a Curtin-Monash Accident Research Centre (C-MARC) study aimed at reducing the number of level crossing incidents.

We conducted a major facelift of the Dorothy Street pedestrian crossing in Gosnells:

- Upgraded all of the signage and delineation at the crossing to make it clearer
- Widened the crossing on the perway
- Painted high-visibility yellow line-markings through the entire crossing

We also acted to address a big increase in the number of slip-trip-fall incidents. (Most such incidents involved passengers losing their balance while running or walking on a moving escalator and included mobility issues and/or were alcohol-related.) We monitor statistics on a daily basis, N&I supervisors conduct monthly station inspections, we maintain our lifts and escalators to original specifications, certify plant to Australian standards, provide (through TTO) customer service for people with disabilities, ensure that lighting on accessible pathways is compliant with DSAPT requirements, and have improved proactive warning signage at escalators.

We work hard to be proactive in promoting safe behaviour around our system. As well as clear signage and posters, we run various community education sessions through the Transperth Information and Event Services, particularly the *Get on Board* and *Give Way to Buses* programs.

We specifically target at-risk youth with the award-winning *Right Track* and *Stay Off the Tracks* programs, which include a big social media presence, and we have continued with the successful series of school visits by a high-impact speaker, Jonathon Beninca, who lost an arm and a leg in a train accident in NSW several years ago.

This emphasis on safety also extends to our contracting partners.

Safety audits and monitoring of Transperth bus contractors continued in line with standard AS 4801-OSH Management Systems. Each depot was audited at least once with other documented site visits occurring throughout the year. These regular audits and inspections have generated improved safety management systems and safety focus, and our contractors' Lost Time Injury (LTI) rate continues to be well below the industry standard.

- Swan Transit is certified to AS4801, and certified as compliant with ISO 14001 Environmental Management Systems, both being valid to February 2015. In 2012-13, the LTI frequency rate was 10.0 and the LTI incident rate 1.9.
- Path Transit, which has achieved the WorkSafe Platinum Award, is certified to AS4801 and certified as compliant with ISO 14001 Environmental Management Systems, both being valid to August 2015. In 2012-13, the LTI frequency rate was 9.88 and the LTI incident rate 2.0.

- Veolia Transdev (formerly Southern Coast Transit), which has achieved the WorkSafe Platinum Award, is certified to AS4801 and certified as compliant with ISO 14001 Environmental Management Systems, both being valid to January 2014. In 2012-13, the LTI frequency rate was 5.71 and the LTI incident rate 0.08.

In 2012-13, our SBS branch completed the following programs to promote safety on our contracted school bus services.

- Introduced the Safety Management System (SMS) comprising a Safety Management Plan, Driver's Operating Guide and an Emergency Plan. It included an example of a compliant policy, guidelines and forms to enable contractors and drivers at all levels of experience to implement safe systems of work.

The plan was rolled out over a series of workshops in the various regions. In addition to the presentation, the contractors were provided with a hard copy version of the three manuals that comprise the SMS. New contracts with SBS require compliance with the SMS which forms part of the key performance indicators for the contract. SBS staff undertaking audits on school bus contracts attended an accredited audit training course which was developed specifically for SBS.

- Following an eight-week trial, ministerial approval was given for the installation of safety devices on new school buses. To activate the device, the driver must walk to the rear of the bus, thus ensuring that no children are left on the vehicle.
- Engine fire suppression systems were retro-fitted on all existing education support buses which carry children with special needs. All new buses are required to be fitted with these systems.

Passenger movements on the ferry service were improved by the modification of the gangplank system to eliminate the gap between the ferry and the jetty. An internal door arrangement was added to ensure that disembarking passengers wait until the ferry had been securely berthed.

Detailed independent technical investigations and subsequent reviews were carried out in the wake of fires on Mercedes OC500 CNG buses late 2012 and early 2013. These involved experts from Mercedes Benz, local fire investigation specialists and engineering consultants from Australia and overseas. A number of improvements and modifications were identified and, as at June 30, had been completed on all the gas buses or were undergoing field trials.

These included a significantly upgraded fire suppression system; a different engine coolant and changes to coolant hoses and components; reconfigured insulation material; a weekly inspection regime; driver cab-mounted battery isolation switches; cab-mounted CNG isolation controls; redesigned exhaust system and heat shielding; and routing and condition reports of engine bay wiring.

Mercedes Benz and the PTA are continuing to negotiate the terms on which a scope of works can be developed and implemented to carry out any further items identified as requiring rectification.

During the year under review, the gas leak detection system for Transperth's CNG workshop facilities was commissioned to ensure that maintenance of CNG buses was carried out in a safe environment. The system includes gas detection sensors, alarm systems, extraction fans and the infrastructure to support the maintenance of these units including safe access ladder systems and roof-top walkways.

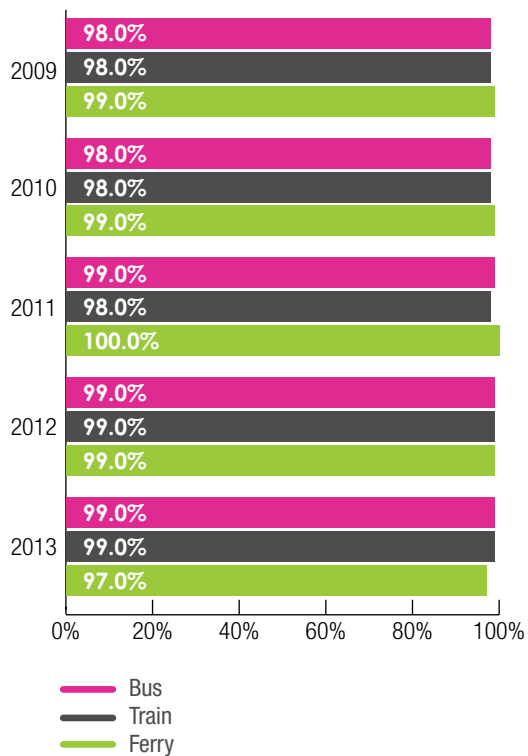
Commissioning of spray paint booths to ensure that spray painting was carried out by contractors in a safe environment was also completed during the year.

Customer safety and security

The PSM assesses customer perceptions of security and personal safety during the day and at night, both waiting for and aboard the (bus, train or ferry) service. Virtually all passengers feel safe on our system (aboard or waiting) during the day.

Transperth: Passenger safety –

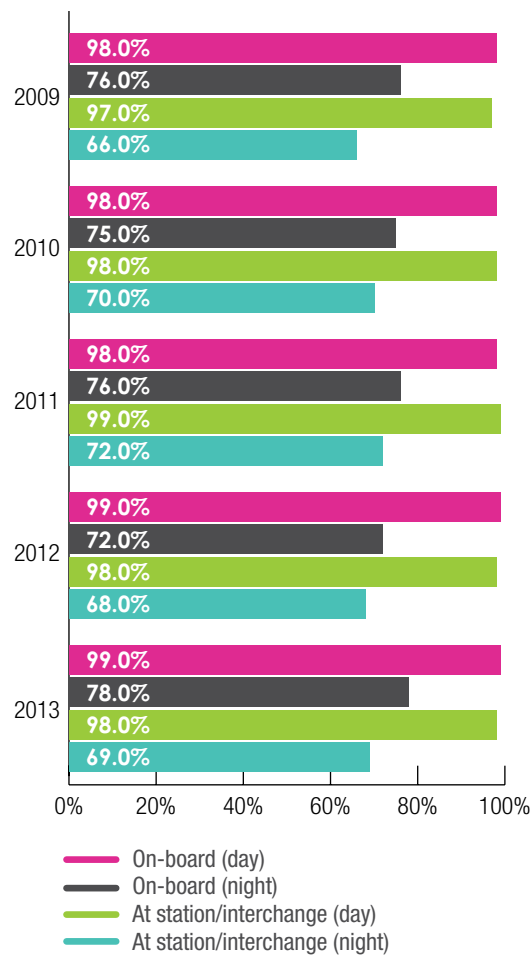
Proportion of respondents who generally feel safe on-board during the day



The 2013 PSM asked train users: *How safe do you generally feel from personal interference or threat from other passengers?* The following graph shows the proportion of respondents who always or usually feel safe at specified times and locations.

Transperth Trains:

Customer perception of safety

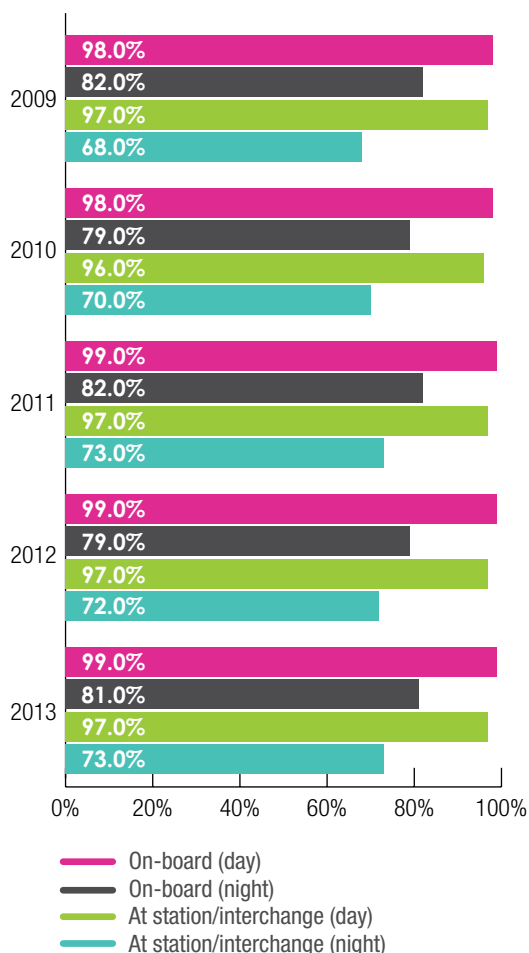


In 2013 there was a significant increase in the proportion of passengers who feel safe on board at night – an 8.3 per cent jump to 78 per cent. There was also a small (1.5 per cent) increase in the proportion of users who felt safe at the station or interchange at night.

The PTA is committed to ensuring that all passengers feel safe at all times on the train network. To help achieve this aim, all our railcars have CCTV, and digitised CCTV footage from all train stations is monitored at the new CMR, a state-of-the-art facility which is manned 24 hours a day, seven days a week. We have about 400 security personnel including well-trained and well-equipped transit and revenue protection officers who man stations, ride trains and operate mobile patrols.

The same question (*How safe do you generally feel from personal interference or threat from other passengers?*) was asked of bus passengers, with similar results, also improvements on 2012.

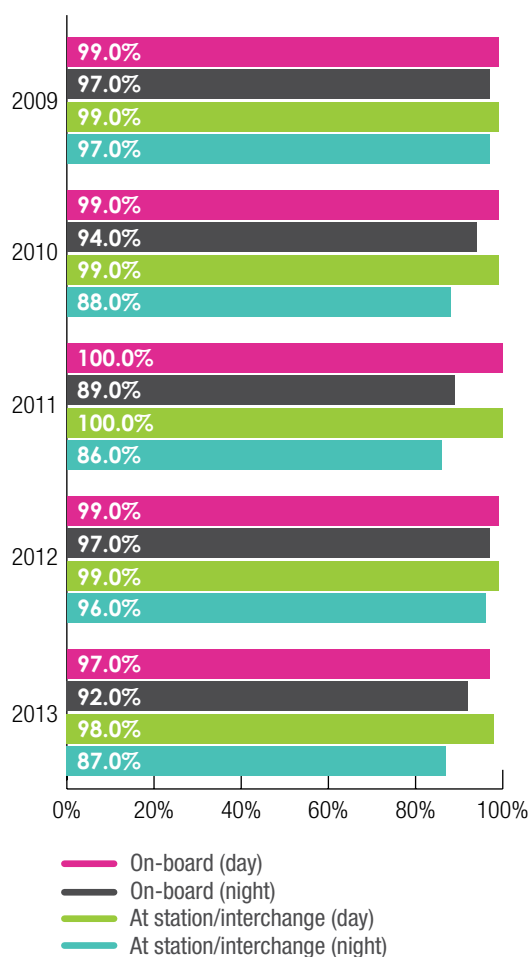
Transperth Buses: **Customer perception of safety**



Transperth also has extensive bus security measures in place, including CCTV, duress alarms and two-way radio on buses, station-based security and mobile patrols which shadow key routes. CCTV footage from all bus stations is also monitored live in the CMR on a 24/7 basis.

The same question was asked of ferry passengers. Results were high across the board, though there was a significant drop in the proportion of users who felt safe at night at the jetty.

Transperth Ferries: **Customer perception of safety**



A CCTV camera system operates on both our ferries. It is continuously monitored to ensure passenger safety and, when operations have ceased, the security of the vessels.

Customers and the community – access to services

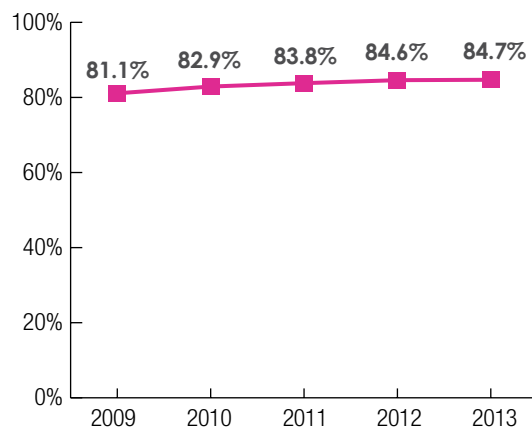
To provide an accurate estimate of how convenient it is for people in the wider Perth area to get to public transport, we have developed the following measure. It determines the proportion of PSAs (property street addresses) in the PPTA (Perth public transport area) within walking distance (500m) of a Transperth stop or station providing an acceptable service level (ASL). An ASL is defined as a 20-minute or better service in the peak-flow direction during the peak, and at least an hourly service through the core of the day.

Transperth uses GPS (global positioning system) data to determine the exact location of all bus stops and train stations. Access to these facilities is measured against other spatial and scheduling data – in this case PSAs and service timetables.

As is usually the case, the measure showed a further slight improvement.

Access to public transport –

Proportion of Property Street Addresses in the Perth Public Transport Area within 500m of a Transperth stop providing an acceptable level of service



This was achieved in the face of an increase in the total number of PSAs in the PPTA (up from 906,184 in 2012, to 915,252). Since 2009, the number of PSAs within walking distance of an ASL stop has increased by 13.7 per cent, from 681,989 to 775,253.



Customers and the community – disability access

The PTA sets out to provide passenger transport services that are accessible for everyone. In the year under review, we completed an assessment of bus and train stations across the network to determine the level of compliance with the *Disability Standards for Accessible Public Transport 2002 (DSAPT)* target date for December 2012.

As a result of considerable expenditure in recent years, our network is 80 per cent compliant, and heading towards 100 per cent. While many of our facilities are years ahead of official disability standards, some older stations still require work, and we continued to address this throughout the year.

This commitment extends to country areas. Transwa continues to seek funding to ensure disability access at all its regional stopping places by installing high-level platforms at Yarloop, Cookernup, North Dandalup, Burracoppin, Carrabin, Bodallin and a second high-level platform at Merredin (where the Prospector trains cross).

Following consultation with key internal stakeholders, we developed a new Disability Access and Inclusion Plan (DAIP) for 2012-2017 to ensure our facilities continue to meet disability standards. It was circulated for public consultation through Transperth's TravelEasy Accessibility Group, and advertised in The West Australian.

We also helped the Department of Transport and the Commonwealth Department of Infrastructure and Transport conduct a public consultation session as part of the five year review of the DSAPT.

Other achievements included:

- Development of the Accessibility Policy which provides a more consistent approach when dealing with issues including parking for people with a disability.
- The PTA and Department of Local Government have been liaising to ensure the safety of both passengers and dogs where Assistance Dogs are required. The Assistance Dog Approval Policy and application form (to have assistance dogs approved by the DLG for travel on public transport) is now in place.



- Continued implementation of a 12-year program to replace the existing fleet with low-floor, accessible buses with the purchase of 117 new vehicles under the agreement with Volvo. At balance date, Transperth operated 1076 accessible buses in a total fleet of 1305 (82.4 per cent) compared with 995 (79.9 per cent of 1246) previously. We use these whenever possible so that, off-peak, most buses are accessible.
- During the year, 34 diesel low-floor buses were transferred to regional towns.
- Though the Mends Street jetty in South Perth was already accessible for people in wheelchairs, the existing ramps were further improved. Planning is in progress for a new jetty to meet all accessibility standards and provide improved facilities. The Barrack Street jetty already meets the standard.
- Continued recognition of companion cards, which allow travel with a person with a permanent disability at no additional cost. Further, carers who hold a Carers Health Care Card and receive the Commonwealth Carer Payment can now travel free between 9am and 3.30pm on weekdays and all day on weekends and public holidays.
- Developing and managing an accessibility group via TravelEasy as a mechanism to disseminate disability-specific updates to relevant organisations.
- Completing upgrades at Meltham and Mt Lawley stations. The full platform area was resurfaced and the lighting, handrails and signage upgraded for people with disabilities. The gap between the platform and train carriage was minimised and significant work done to the pedestrian access gates at the southern end of Meltham Station. Upgrades of Queens Park, Beckenham and Maddington stations were started.
- Upgrading 650 bus stops to DSAPT requirements under the Government's Bus Stop Accessibility Works Program. Upgrades typically involve construction of a concrete passenger boarding area, tactile ground surface indicators and connection to the existing local footpath network. Since January 2010, more than 2100 stops have been upgraded.



- Delivering 37 in-class presentations and station tour experiences through the school-based *Get On Board* program for Education Support students. The program continues to work with disability organisations to deliver information and training at both the staff and client level. Train-the-trainer sessions have been delivered to provide the skills and knowledge necessary to take clients on the Transperth network and teach them how to become safe and confident travellers.
- The PTA was part of an Accessibility Consultation group chaired by the Department of Sports and Recreation for the new Perth Stadium.

Customers and the community – the environment

The PTA is very conscious of the impact our operations have on the environment. Perth's rail system now operates close to 24 hours per day, seven days a week. In addition, most of our maintenance must be carried out while trains are not operating, which is in the early hours of the morning. We are very aware of the potential impact our activities on surrounding residents and have in place detailed processes and practices to minimise noise.

We regularly review the PA systems at stations to ensure that, while patrons are able to clearly hear the messages, the noise “spill” into neighbouring residential areas is kept to a minimum.

Combining an asset replacement schedule with a noise amelioration plan, we have installed swing-nose points – which have lower levels of operational noise – on the Armadale Line.

IPLS' Environment Branch provides environmental support to the whole organisation. Key services include:

- Coordination of environmental approvals
- Environmental input into PDPs
- Response to noise and vibration complaints regarding passenger and freight trains
- Management of any contaminated sites and asbestos-containing buildings

In the period under review, the branch coordinated environmental studies for the whole of the new Perth Stadium project and successfully secured State and Commonwealth environmental approvals; completed contamination investigations and remediation at the Kewdale freight terminal (T1 site) and Forrestfield (Site C), gaining DEC classification to allow industrial-commercial development in each case; and managed the handover to LandCorp of the site and contamination responsibility for the Batavia Coast Marina Stage 2.

Asbestos was removed from the Public Transport Centre in East Perth and a site in Narrogin; rehabilitation was undertaken at the

Warnbro Station vegetation preservation area, Stakehill Sump and Paganoni Swamp; and contamination investigations, remediation or monitoring was carried out at:

- Bencubbin rail yard
- Leighton – former marshalling yard
- Merredin – former service station
- Mosman Park – Beehive Montessori School site and future lease area
- East Perth rail coach depot
- Collie Roundhouse
- Hester – former timber treatment site

At balance date, we were awaiting DEC clearance after completing contamination investigations on a site at Bluff Point, in Geraldton; and had nearly completed contamination investigations at a former service station site in Gosnells, with remediation to start in 2013-14.

Sustainability

The PTA works hard to maximise sustainability during the development and planning of transport services. This philosophy, which often involves working with external parties, embraces concepts such as transit-oriented developments (TODs), integrated infrastructure for pedestrians and cyclists; and the protection and restoration of local air, water, soils, flora and fauna.

During the year we continued to implement the PTA water efficiency management plan (including using recycled water and reverse osmosis to wash railcars) and the Energy Efficiency Opportunities Program (including an energy assessment of the Public Transport Centre and the TTO offices).

We also reviewed and updated the online greenhouse gas savings calculator, which uses travel information (including the car size and distance travelled) to calculate a passenger's greenhouse gas savings, and submitted our Greenhouse and Energy Report to the Department of Climate Change.

Customers and the community – communicating with our customers

In 2012-13, the Transperth Information and Event Services team successfully undertook a wide range of initiatives:

- Continued with the popular *I Give Two Hoots* campaign launched in 2009-10 to improve courtesy among passengers. The campaign is designed to highlight behaviour that passengers find irritating, such as playing loud music, not moving away from train doors and trying to board a train when passengers are still trying to alight.
- Continued to roll out new ticketing InfoCubes to provide passengers on the train system with improved ticketing information.
- Communicated the new free travel entitlements for WA Carers.
- Launched a campaign designed to raise awareness of the extended summer ferry timetable.
- Rolled out a new campaign entitled *Give Way to Buses*, in partnership with Department of Transport. This campaign is designed to highlight the requirement of motorists to give way to buses pulling out from bus stops.
- Improved signage at a number of stations as part of a system-wide upgrade. The new signage improves visibility of key components of infrastructure, such as lifts, to make them easier to identify for those who need to use them.
- Continued to provide service disruption information to passengers across all modes of public transport. There was a significant increase in the number of disruptions due to work on the Perth City Link and Butler Station projects as well as infrastructure maintenance.
- Delivered service change information to passengers following the continued roll out of additional bus service kilometres.
- Continued to deliver *Get on Board* presentations to a broad range of community groups.
- Rolled out the first Video FAQs (frequently-asked questions) on the Transperth-dedicated YouTube channel. They answer some of the common queries about how public transport works in Perth.
- Continued to work with major event organisers to ensure the provision of special events and promote integrated ticketing.

TravelEasy is Transperth's free email update service.

Registration is through the Transperth website and is a fast and simple process. TravelEasy allows users to personalise their account to receive up-to-date public transport information.

Users can select the services about which they want to receive information. These services include bus routes, train lines and events such as AFL and concerts.

TravelEasy is used by the Transperth Information and Event Services team to inform users about service changes or disruptions (planned as well as unplanned) and information related to upcoming events.

Currently there are 124,561 people registered to receive TravelEasy updates.

Looking Ahead



In the year ahead, IPLS' Environmental Branch will:

- submit environmental and Aboriginal heritage approval applications for the Airport Rail Link
- provide support to Major Projects for the Butler Extension Project, Burswood Transport Corridor, Aubin Grove Train Station
- prepare environmental approval documentation for the Swan River pedestrian footbridge
- complete the Butler Extension Project revegetation program

Transperth Information and Event Services team is developing an online portal aimed at educating primary school students about public transport, and this is expected to come on stream in 2013-14.

Work also began on a major upgrade of the Transperth website to ensure it continues to meet the needs of passengers. This upgrade will make the website device-responsive, allowing passengers to use it regardless of which device – mobile, computer, tablet – they use to visit the website. Work also began on a new Transperth app. Both projects are expected to be completed in 2013-14.

A new iteration of the *I Give Two Hoots* campaign is expected to be launched around the end of 2013.



Fares and other revenue

\$214.5 million Transperth total revenue

\$12.88 million Transwa total revenue

96% SmartRider satisfaction for train users

98% SmartRider satisfaction for bus users

100% SmartRider satisfaction for ferry users

Transperth Zone Map



Fares and other revenue – metro

Transperth operates a common fare structure which applies across the whole of its integrated bus, train and ferry network.

Fares are based on a zone system delineated by nine concentric bands – the inner zone has an 8km radius; zones two and three, 9km; and zones four to nine, 10km. A short-distance fare is available for trips of up to 3.2km (two sections). Students up to year 12 pay a flat fare (50c) for all travel during the school year except on weekends and during the Christmas holidays. In addition, there are capped-price multi-trip daily tickets for individuals (DayRider) and groups (FamilyRider).

Passengers can transfer between services and modes without extra charge within two hours of starting their journey on trips covering up to four zones, and within three hours on longer trips. The transfer facility is not available on the two-section fare.

Discounts on the standard cash fares are provided through Transperth's SmartRider system and are based on the method used to reload or top up the card. A 25 per cent discount is available to users choosing Autoload (direct debit or credit card); all other methods (eg. BPay, add-value machines, on-board bus/ferry, and at retail sales outlets and InfoCentres) qualify for a 15 per cent discount.

The facilities provided for passengers who choose to pay cash for their travel are electronic ticket-issuing machines (ETIMs) on all buses and ferries, and ticket-vending machines (TVMs) at all train stations and ferry jetties. SmartRider users tag on and tag off at smartcard processors on buses and ferries and at train stations.



Spotlight: SmartRider is a winner

Since the 2007 introduction of SmartRider – still the only fully-functional electronic ticketing system in Australia – the PTA has had access to a wealth of information on passenger travel behaviour that was previously unavailable.

Information on passenger origins, destinations, travel times and ticket types has enriched performance evaluation and eliminates the reliance on customer surveys and platform station counts to determine passenger characteristics.

The volume and precision of SmartRider information enable us to assess market segments to determine who our customers are, and to differentiate between leisure and commuter travel.

Tag-on information enables boarding times to be analysed to determine the peak volumes of demand to assist station and platform design and provide for supporting transport services.

Through simulation modelling, the information also provides the ability to estimate passenger journey time, including wait times and onboard journey time, to determine station and line demand, and to quantify the performance outcome from a customer focus.

SmartRider has therefore fundamentally changed the way in which we can assess and plan public transport services. Demand analysis based on SmartRider information enables the PTA to plan effectively and efficiently to ensure that demand is correctly managed, sufficient platform and service capacity is provided and the railway is best utilised to meet customer demand.



Fare structure

Transperth Cash Fares Schedule 2012-13

	Standard			Concession			Other
	Cash	SmartRider – cost per journey		Cash	SmartRider – cost per journey		
		15% discount	25% discount		15% discount	25% discount	
2 Sections	\$1.90	\$1.62	\$1.43	\$0.80	\$0.68	\$0.60	
1 Zone	\$2.70	\$2.30	\$2.03	\$1.10	\$0.94	\$0.83	
2 Zones	\$4.00	\$3.40	\$3.00	\$1.60	\$1.36	\$1.20	
3 Zones	\$4.90	\$4.17	\$3.68	\$2.00	\$1.70	\$1.50	
4 Zones	\$5.80	\$4.93	\$4.35	\$2.30	\$1.96	\$1.73	
5 Zones	\$7.10	\$6.04	\$5.33	\$2.80	\$2.38	\$2.10	
6 Zones	\$8.10	\$6.89	\$6.08	\$3.20	\$2.72	\$2.40	
7 Zones	\$9.40	\$7.99	\$7.05	\$3.80	\$3.23	\$2.85	
8 Zones	\$10.20	\$8.67	\$7.65	\$4.10	\$3.49	\$3.08	
9 Zones	\$11.00	\$9.35	\$8.25	\$4.40	\$3.74	\$3.30	
DayRider	\$11.00			\$4.40	\$3.30	\$3.30	
FamilyRider	\$11.00						
Student (a)							\$0.50
24 Hour SmartRider (b)							\$4.70
Unrestricted half-yearly (c)							\$92.70
Unrestricted monthly (c)							\$15.50

(a) Available only as a SmartRider. It is valid for any travel on Transperth services from Monday to Friday from the first to the last gazetted school day of the year; during mid-year school term holidays; and on public holidays that fall on a weekday during the school year. It is not valid on Saturdays and Sundays.

(b) Sold only to welfare agencies to be issued to their clients.

(c) Available only to persons receiving the disability support pension and employed in a supported employment setting. Persons receiving the disability support pension but not employed in a supported employment setting may apply for this ticket if they satisfied specified criteria.

Our highly-successful SmartRider electronic ticketing system continued to grow at the expense of cash tickets. SmartRider accounted for 70 per cent of all fare-paying boardings in 2012-13 – this was an increase of two percentage points, all of which came from cash transactions (28 per cent). Special-event boardings were unchanged at two per cent. (Full patronage details are outlined in the Our Network section of the annual report.)

Excluding special-event boardings, standard-fare passengers accounted for 54 per cent of cash and SmartRider boardings (previously 52 per cent), concession passengers were 32 per cent (35 per cent) and 50c-fare students were 11 per cent (10 per cent), while FamilyRider accounted for a steady three per cent.

Free travel on Transperth services includes SmartRider-based free travel on all modes by seniors, aged or disability pensioners and carers, free travel on passes (manually recorded on bus and ferry but not recorded on train) and travel within the FTZ and on CAT services.

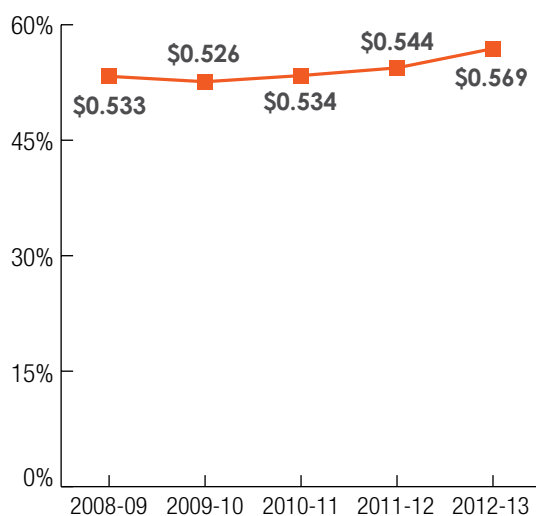
Transfers made by SmartRider users accounted for 75 per cent of total transfers compared with 73 per cent in 2011-12.

The 2013 PSM showed very high levels of satisfaction among SmartRider users: 98 per cent of bus passengers (97 per cent in 2012), 96 per cent of train passengers (96 per cent) and 100 per cent of ferry passengers (94 per cent) said they were happy with the system.

Revenue and expenditure

In 2012-13, the average total cost (i.e. including capital charges) of providing Transperth services increased by 4.6 per cent to \$0.569 per passenger kilometre. Total system cost rose 8.8 per cent while passenger kilometres were up 4.1 per cent.

Transperth: Total cost per passenger kilometre



This figure is based on an average passenger trip length which is calculated using SmartRider data (extrapolated to include cash and free travel).

Total and operating costs increased across all modes.

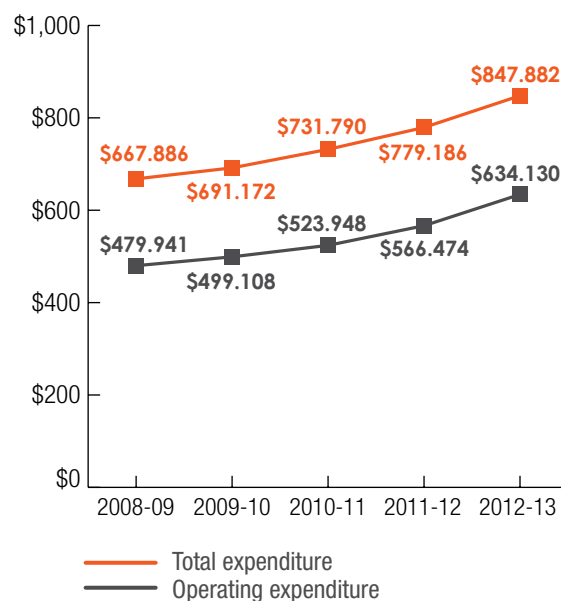
On our buses, total costs rose 8.7 per cent to \$419.024m, operating costs rose 9.7 per cent to \$358.674m and annual capital charges (interest and depreciation) rose 2.8 per cent to \$60.350m. The increase in operating cost was due to the application of price indexation arrangements applicable under the contracts and the continued roll-out of the bus service improvement program which saw an extra 2.69m service kilometres during the year.

Train total costs rose nine per cent to \$428.025m though capital charges fell 0.4 per cent to \$153.322m. Train operating costs include transfer expenses (infrastructure maintenance and corporate overheads). In 2012-13, total operating costs were up 15 per cent at \$274.703m – direct costs increased 5.8 per cent to \$179.189m and transfer expenses increased 37 per cent to \$95.514m.

The increase in direct operating costs was due mainly to higher energy costs resulting from the introduction of the carbon tax and service changes to accommodate Perth City Link work, which added one million service kilometres.

The total cost of operating the ferry service rose 4.7 per cent and the operating cost by 5.2 per cent.

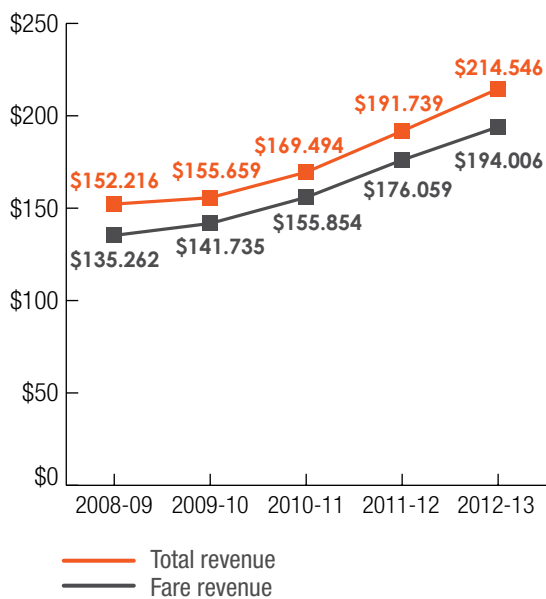
Transperth: System expenditure (\$ millions)



Total expenditure on Transperth services rose 8.8 per cent to \$847.882 million. Operating expenditure (excluding capital charges) rose 11.9 per cent to \$634.130m and capital charges (interest and depreciation) went up 0.5 per cent to \$213.752m.



Transperth: System revenue (\$ millions)



Transperth revenue continued to increase. Total revenue (fares plus income from parking, advertising, rent, etc) increased 11.9 per cent to \$214.546m. Fare revenue was up 10.2 per cent to \$194.006m.

As well as money from cash and SmartRider boardings, fare revenue includes full or part funding for CAT services, contributions for the provision of specific bus services, revenue from joint ticketing for special events (where the public transport fare is included in the price of the event ticket), Commonwealth funding for concession travel by interstate seniors and income from the sale of SmartRider cards.

A new fare schedule, effective from July 1 2012, provided an overall weighted average increase in fares of 6.5 per cent, with standard fares rising by an average of 5.2 per cent and concession fares (which are set at 40 per cent of standard fares) an average 10.2 per cent. The student fare remained at 50c.

The rising trend in fare revenue continued, fuelled by the increase in bus and train fare-paying boardings as well as higher fares. In 2012-13, fare revenue on bus was up 8.7 per cent to \$79.855m, on train up 11.3 per cent to \$111.913m, and on ferry up 5.4 per cent to \$0.500m. The increase in ferry fare revenue despite the fall in fare-paying boardings was due to the increase in two-section fares for both standard and concession passengers.

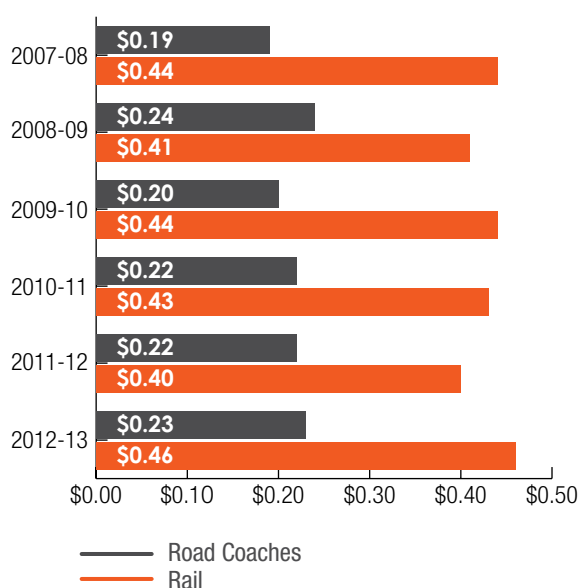
Fares and other revenue – regional

Transwa

Revenue and expenditure

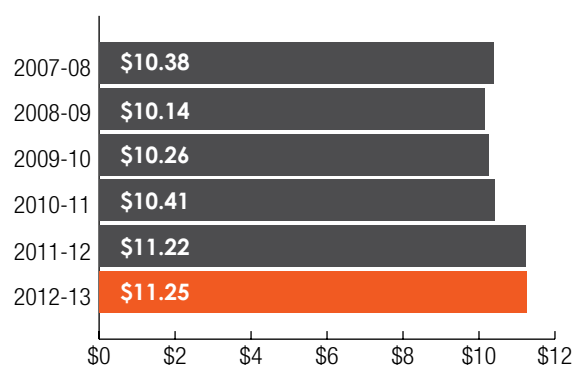
The average cost per coach passenger kilometre went up 4.55 per cent to \$0.23, while the rail equivalent went up 15 per cent to \$0.46.

Transwa: Average cost per passenger kilometre

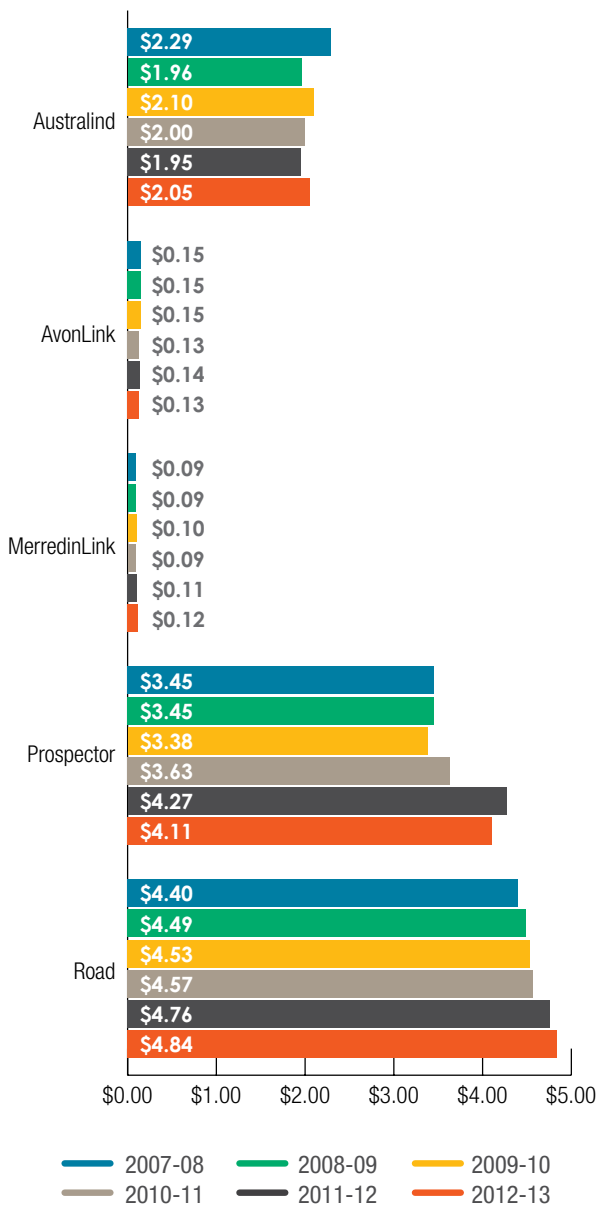


Fare revenue was up slightly at \$11.25 million, due mainly to a fare increase in July 2012 and increased passenger numbers on the Australind. At the same time, expenditure was higher than in 2011-12 – up 7.42 per cent to \$49.96m.

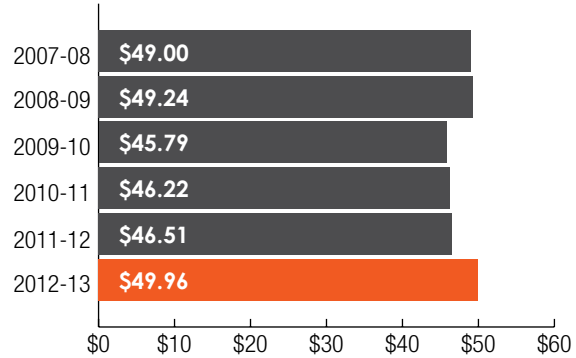
Transwa: Revenue (millions)



Transwa: Revenue (millions) by service



Transwa: Expenditure (millions)



Regional Town Bus Services

Cost of the service

The cost of operating regional town bus services in 2012-13 was down 7.5 per cent at \$16m.

The cost of intra-town services decreased 8.5 per cent to \$15m but the cost of inter-town services increased 7.4 per cent to \$979,493.



About PTA

14.2% culturally diverse workforce

\$15 million rental from leased properties

4,871 job applications received for 210 positions offered

12 employees recognised for 40+ years service

70% of the workforce is employed in operational areas

About PTA – our workforce

POD (the People and Organisational Development division) works collaboratively with the other PTA divisions to design and implement initiatives to effectively attract, support, develop, manage and retain our people to achieve the PTA's current and future goals.

POD consists of four branches:

- Learning and Development
- Human Resource Services (HR Consultancy, Recruitment and Establishment, Personnel and Payroll)
- Human Resource Strategy
- Labour Relations

Key Achievements and people matrix

Total number of employees



Percentage Gender split as at 30.06.13

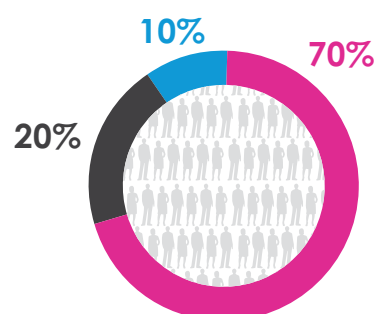


Number of applications received in FY 2012/13

210/4871 – Out of 4871 applications received, 210 were offered positions, including offers to appointment pool

Occupational groupings as percentage of workforce

- **70%** are employed in operations which involves looking after the day to day processes of delivering a public transport system
- **20%** are employed in infrastructure which relates to the construction and maintenance of tracks, signals, stations and other facilities which allow trains to run
- **10%** support the service delivery in the areas of policy development and implementation, safety, contracts, communication and other corporate areas.





Strategic People Management

The activities of our Human Resource Services and Human Resource Strategy branches can be grouped together under the common heading of Strategic People Management. The KRA for Strategic People Management is: *Secure a workforce with the right capabilities and attitudes to realise our vision.*

The PTA is committed to providing safe, customer-focussed, integrated and efficient transport services to the people of Western Australia. To achieve this, and to realise our vision of being recognised as a world leader in the provision of these essential transport services, we must secure a workforce with the right capabilities and attitudes. Accordingly, we implement a range of strategies to attract, develop and retain the right people in the right jobs, so as to maintain the high standards of service delivered each year.

We conduct a regular Employee Opinion Poll (EOP) to gauge employee opinion and measure our performance as an employer. In the most recent poll, conducted in March 2012, most respondents reported feeling positive about working at the PTA. Further analysis of the results identified priority areas for improvement. These areas become priorities of

the *onePTA* program. In 2012-13 the focus of *onePTA* has been on enhancing management and leadership capability and increasing employee involvement.

The PTA promotes and supports a positive work environment for its people and seeks to motivate them to give their best. We recognise the importance of providing a great place to work, good leadership, recognition for achievement and effort, and supporting development in engaging and retaining employees. Improved employee engagement, motivation and commitment result in greater employee loyalty and increased productivity. To this end, the *onePTA* program promotes a united vision and purpose for PTA employees and supports a strong culture of safety, respect, recognition, integrity and sustainability.

Workforce planning and development continue to be a key focus. Workforce planning and analysis provide a strategic framework to identify future workforce needs and the challenges we face in attracting and retaining a workforce with the right skills and attitudes. In this context the PTA develops strategies to attract and recruit new employees and develop the capabilities of the existing workforce.



The PTA Graduate Program is an important vehicle to attract and retain high-calibre employees for eventual appointment to key leadership roles in the PTA. It started in 2002 and has provided a pool of talented employees. It will be maintained as a key strategy in a competitive employment market. Last year we introduced a complementary Undergraduate Program to provide people who seek vacation work at the PTA, a structure through which they might enter the Graduate Program. The program performed well last year and continues in 2013 with a focus on attracting engineering students to the PTA.

The PTA maintains a strong commitment to continuously review our processes in accordance with public sector standards in human resource management to sustain a high standard of merit, equity and probity. As part of our continuous improvement strategy, reviews of some key policies and procedures have been undertaken with subsequent guidance and support to our managers and staff to ensure an approach that is fully aligned to the PTA values.

Learning and Development

The PTA has a dedicated Learning and Development team to help identify the development needs and source, design and deliver training and development opportunities for individuals, teams and occupational groups. The services provided by the L&D team expanded during the year, with an overall increase in training hours and the amount of training per-capita.

The PTA uses technology to provide flexible delivery models to achieve learning and development goals. This is particularly effective among operational employees. Technologies include e-learning, videos and other multimedia options such as video conferencing, online discussion groups and the PTA intranet.

The PTA is a Registered Training Organisation (RTO) capable of delivering accredited training in accordance with the Australian Quality Training Framework (AQTF). The RTO offers the following qualifications:

- CPP30411 – Certificate III in Security Operations**
- TLI20410 – Certificate II in Transport and Logistics (Rail Operations)**
- TLI30410 – Certificate III in Transport and Logistics (Rail Operations)**
- TLI40410 – Certificate IV in Transport and Logistics (Rail Operations)**
- TLI42211 – Certificate IV in Rail Network Control**

The PTA works with the Office of Rail Safety to ensure all minimum standards are met. The RTO delivers training to ensure the quality and safety of PTA's delivered services, and will expand the scope of courses delivered to further this end.

Labour Relations

The remuneration and employment conditions for PTA employees are governed by industrial instruments registered in the Western Australian Industrial Relations Commission.

The Labour Relations branch has continued to undertake a key role in dispute resolution, policy development, enterprise bargaining and the provision of strategic advice to operational managers in relation to work reform initiatives.

Diversity

The PTA's Workforce and Diversity Plan 2012-2016 (WDP), builds on the achievements and experiences of our previous *Equity and Diversity Management Plan 2010-2012*. In 2012, the PTA consolidated its diversity strategies into a single plan, building a solid connection with business success. The WDP sets out targets consistent with core business goals and in line with the *Western Australian Equal Opportunity Act 1984* and other relevant legislation.

The PTA is an equal opportunity employer committed to achieving greater workforce diversity. We strive to create and foster a supportive work environment where all individuals can realise their full potential. We recognise that managing diversity is an ongoing process that will have a positive effect on organisational culture and performance.

The strengthening of the labour market and evident skills shortages across the State require an open approach in the way we attract, develop and retain our workforce. Considering untapped sources of potential employees will enhance the performance of the PTA and the ability to meet our core business needs in a changing business landscape.

Diversifying the workforce will also ensure we match the demographics of the diverse Australian community and are able to provide better services to our customers.



Health and lifestyle

The PTA has a new health and wellbeing program which is shifting its focus from activities to results. The program provides useful metrics and offers new initiatives consistent with the philosophical shift.

The focus of the program will shift from catering for people in the maintenance phase (ie people already engaged in activity to maintain their health) to those in the contemplation phase. It will encourage individuals to partake in the program and have an active interest in their own health and wellbeing.

To demonstrate the value of the program, there will be a stronger emphasis on return on investment. The program will work with key stakeholders to apply targeted intervention strategies in key areas of concern or in areas identified as higher risk.

Service milestones

A number of our people achieved significant service milestones in 2012-2013. Awards recognising 40 and 50 years of service went to the following.

Collins, Maxwell	Railway Operations Coord Mgr	50 Year award in Nov-2012
Crisp, Paul	Suburban Operations Coordinator	40 Year award in Oct-2012
Francis, Dexter	Train Controller	40 Year award in Oct-2012
Kelly, Stanley	Railcar Driver Claisebrook	40 Year award in Oct-2012
Rodrick, Vincent	Prosecutor's Assistant	40 Year award in Oct-2012
Taylor, Ian	Road Coach Operator East Perth	40 Year award in Oct-2012
Barton, Michael	Driver Trainer Claisebrook	40 Year award in Nov-2012
Thomas, James	Driver Trainer Claisebrook	40 Year award in Nov-2012
Steedman, Jeffrey	Business Manager	40 Year award in Dec-2012
Lewis, Valentine	Safety System Analyst	40 Year award in Feb-2013
Rakich, Philip	Manager, Corporate Issues	40 Year award in Mar-2013
Italiano, Pat	General Manager TTO	40 Year award in Mar-2013

Spotlight: Ten years of transits



It's been ten years since the introduction of our transit officers.

Originally called transit guards, the role was established in late 2002 to provide a stronger safety presence on train services – especially at night. They were also tasked with countering fare evasion, providing customer information, and helping people with special needs.

The new approach to train security was launched in September 2002. The milestone was marked in late 2012 when a group of the initial transit guard intake celebrated their 10 years of service with the PTA.

In the years since their inception, the team has significantly stepped up the level of security professionalism on our train services, to the extent where we are now the envy of many other transport operators.

Unlike previous security services, the transit guards were given the power of arrest and were employed directly by PTA (WAGR at the time).

A major recruitment drive was undertaken in early 2002. Almost 1200 people applied. Numbers were stepped up again in 2007 to reflect the expansion of the train network that came about with the introduction on the Mandurah Line.

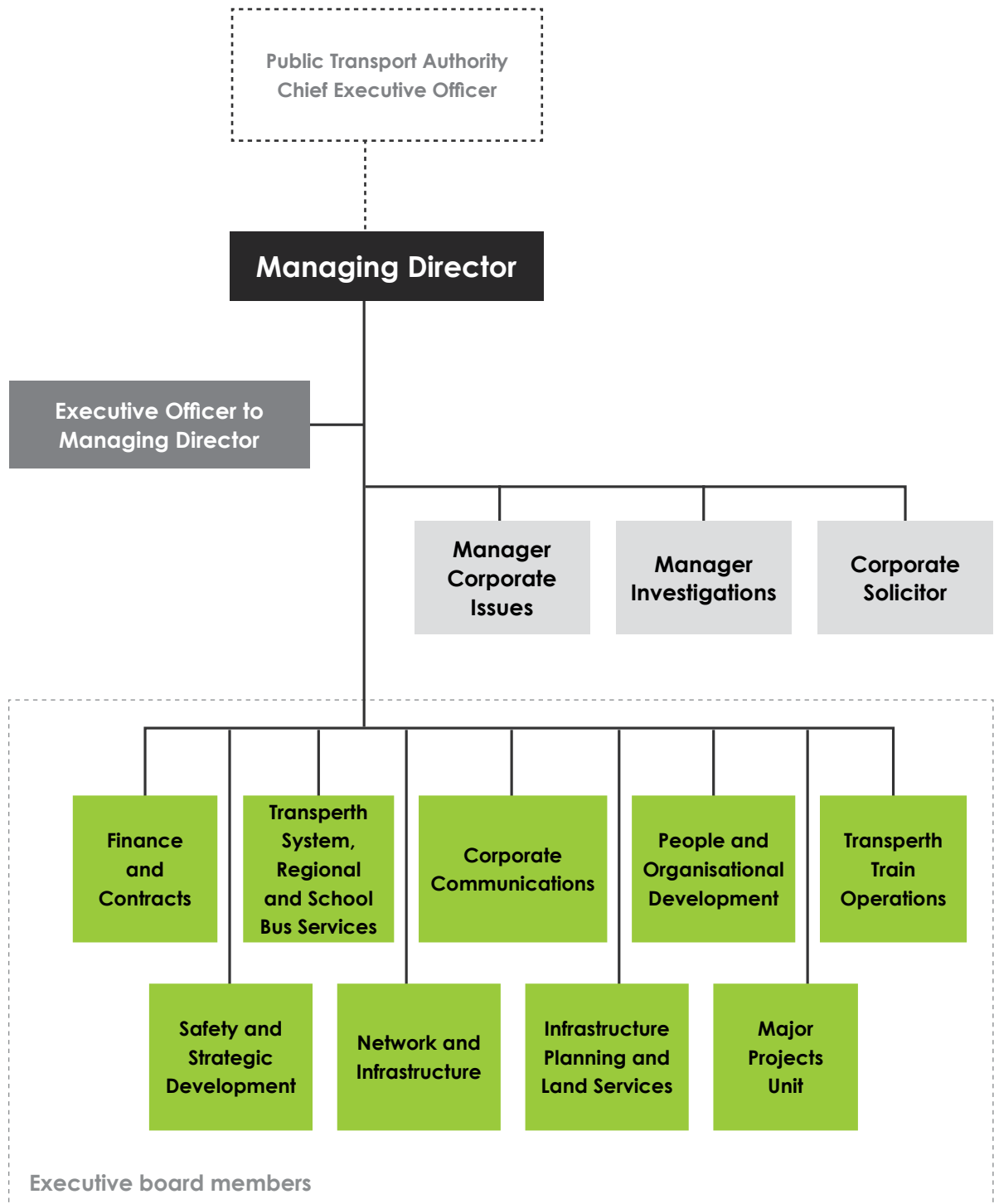
The initial team was made up of 115 transit guards including 12 supervisors. The numbers jumped to 150 in November that year as more recruits completed their 12-week specialised training course. Currently we have about 240 TOs (including managers, supervisors and trainers) with a new school set to start early in the new financial year. These officers are the key element of a total presence of more than 400 security personnel across the Transperth network.

About PTA – property assets

- The safety of disused lines was addressed with programmed maintenance.
- Rental from leased properties amounted to \$15m.
- Utility-type services to Kewdale Terminal were completed.
- Land in Kewdale and Forrestfield was provided for the Gateway Project, saving a considerable amount.
- Support was provided in relation to land matters for ongoing PTA projects.
- Management of the Rail Freight Corridor and the relationship with the network lessee continues.
- Land management policies were developed.



About PTA – organisational structure



About PTA – executive profiles



Reece Waldock

Chief Executive Officer

Reece has 27 years experience in strategic management with particular expertise in organisational reform. He held a number of senior executive roles within the Department of Commerce and Trade and Department of Transport from the early 1990s through to the end of 2000. Prior to his career with the WA public sector, Reece held a number of senior management roles with BHP.

In December 2000, following the sale of the rail freight business of the Western Australian Government Railways Commission, Reece acted in the position of Commissioner of Railways. With the creation of the PTA on July 1, 2003 Reece was appointed as the inaugural CEO and oversaw the integration of all state-wide public transport services, together with a major construction program which included the Mandurah Railway.

In May 2010 the State Government integrated WA's three key transport agencies and Reece was appointed to head the Transport portfolio, consisting of the Department of Transport, Main Roads WA and the PTA. This has heralded a new direction for the portfolio of single point accountability, a whole of portfolio approach and ensuring we get the transport system right.



Mark Burgess

Managing Director

Mark has gained extensive logistic, transport and people management skills through 21 years in the Army and 16 years in senior public transport management roles.

He joined the PTA at its formation after six years when Transperth was within the Department of Transport and the Department for Planning and Infrastructure.

As PTA's Managing Director, Mark is responsible for the day to day operations of the PTA. Prior to moving to this position three years ago, Mark was Executive Director of the Transperth system – that is Perth's integrated bus, train and ferry system – for 12 years.



Pat Italiano

General Manager Transperth Train Operations

Pat has been General Manager of Transperth Train Operations and a member of the PTA executive board since 2004.

In a 40-year career in public transport, Pat has acquired considerable expertise in business and strategic management, risk management, contract negotiations and audit. He has been on the operational side of Transperth's urban passenger rail network since 2004.

Pat has direct line responsibility for all customer service personnel, train controllers, train drivers, service planners, depot staff, rollingstock procurement and maintenance (diesel and electric), and security personnel.

He is committed to the delivery of urban passenger rail services to the highest of customer service standards and to ensuring the successful integration and delivery of expansions to the urban passenger rail network.

Professionally, Pat is a qualified accountant, with a Bachelor of Business majoring in accounting and economics, a post-graduate Diploma in Accounting, and is a member of CPA Australia.



Kim Stone

General Manager Network and Infrastructure

Kim joined the PTA in August 2004 as the General Manager of Transwa after a two year secondment in the Department for Planning and Infrastructure. He had previously been director of Coastal and Facilities Management in the Department of Transport for four years.

Kim has worked in both the State and Federal Government arenas in addition to a number of roles in the private sector, including running his own management consulting business. His background is in engineering and management.

In September 2009, Kim moved to the Network and Infrastructure Division as the General Manager and his responsibilities include the management and maintenance of the PTA railway network infrastructure, including controlling access by third parties under the *Railways (Access) Act 1998* and ensuring the provision of Information Technology services to support PTA's operations.



Tim Woolerson

General Manager Transwa

Twenty-one years in the military has provided Tim with extensive logistics and management skills along with an Associate Diploma in Engineering Maintenance. Tim commenced work at the PTA eight years ago as the Transperth Fleet Manager after six years in the private sector working in the vehicle fleet management field.

As general manager of Transwa, Tim is responsible for the delivery of a customer-focussed, safe and cost-effective transport services through the regional train and road coach network and for the maintenance of infrastructure and management of contracts associated with these services.



Martin White

Executive Director Transperth System, Regional and School Bus Services

Martin joined the PTA in 2006. He was formerly General Manager of the Eastern Goldfields Transport Board (trading as TransGoldfields). Martin has 23 years' experience in public transport, having previously worked in both the Department of Transport and the Department for Planning and Infrastructure. He is a qualified accountant and has a post-graduate qualification in management.

He is responsible for managing, coordinating and marketing the Transperth system, comprising commercial bus contractors, a commercial ferry contractor and the urban passenger rail services. His role is also responsible for the management of Regional Town Bus Services and School Bus Services throughout Western Australia.



Kevin Kirk

Executive Director Finance and Contracts

Kevin has more than 36 years' experience in public service and has held senior roles in Main Roads WA and the Department of Transport. He holds a Bachelor of Business (Accounting) degree and is a CPA and a fellow of the Institute of Public Accountants. His professional interest is in the areas of financial management, business performance and procurement.

Kevin is PTA's Chief Finance Officer, responsible for maintaining PTA's financial management and procurement systems and processes.



David Browne

Executive Director Safety and Strategic Development

David joined PTA predecessor WAGRC in December 2002 as a Policy Officer and has a Master of Transport Studies degree (UWA) as well as qualifications in policy and management. Before joining the PTA, David spent 20 years in the aviation industry including 15 years in the RAAF where he worked in a number of areas including strategic airspace management policy and planning.

His role includes making the link between high-level policy and operations within the agency, managing a number of key projects, and driving strategic change in safety, policy development and business management.



Brian Appleby

Executive Director People and Organisational Development

Brian brings to the organisation more than 30 years' experience in Labour Relations, human resource management, workforce services and learning and development. After beginning his career in the private sector, Brian has undertaken a range of roles as an operative, operational manager and director in key public sector agencies and central government departments. He holds a post-graduate qualification in Industrial Relations and is a former Australian Army Reserve officer. He is a board member of the Logistics Training Council and a member of the Australasian Railways Workforce Development Committee.

Along with his responsibility for strategic people management, Brian oversees the delivery of functional human resource services for the PTA's people. He commenced his appointment in February 2008.



Ross Hamilton

Executive Director Major Projects

Ross has worked for Westrail and the PTA for 26 years in various roles including Construction, Planning Land Rationalisation and Maintenance. With the inception of the PTA he worked as the Manager Track and Civil Infrastructure and then took over the construction of the Mandurah railway through the critical commissioning phase for the commencement of services in December 2007.

Ross is responsible for the delivery of major projects for the PTA and is currently working on the Perth City Link project and the extension to the Northern Suburbs Railway from Clarkson to Butler.



Peter Martinovich

Executive Director Infrastructure Planning and Land Services

Peter began his railway career with WAGR as a junior clerk in 1964 and graduated as an engineer in Westrail's Civil Engineering branch in 1974. He returned to this branch after a two-year secondment with the Australian Railways Research and Development Organisation in Melbourne in the early 80s. In 1987, he was appointed Maintenance Engineer in the Civil Branch. After serving in the position of Planning Engineer Northern Suburbs Railway, Peter rose to the position of Principal Engineer Planning and Permanent Way before transferring to the Department of Transport in 1995.

He became Manager, Transit Planning with the Department of Transport in 1995, and set up and led the team which developed the South West Metropolitan Railway and Northern Suburbs Extension Master Plans. He was appointed Deputy Project Director of New MetroRail in 2003. After completion of the NMR Project in 2007, he was appointed Director of Railway and Infrastructure Planning within the PTA's Network and Infrastructure Division.

In 2009, he was appointed Executive Director of the newly-formed Infrastructure Planning and Land Services Division.



David Hynes

Manager Corporate Communications

David brought a wealth of communications experience to the PTA (then WAGRC) when he joined the organisation in 2003 and has been a significant contributor to its communications activities, especially media relations, since then. Immediately prior to his appointment he had been working as a government media adviser to a senior Cabinet Minister.

He had previously worked as a freelance journalist, writing for a range of national and international publications, and ran his own public relations consultancy, providing high-level strategic advice to a big number of clients. This followed a 20-year career at WA Newspapers working on the Daily News, Weekend News and Countryman, culminating in a three-year stint as Business and Finance Editor of The West Australian.

About PTA – glossary of terms

AM	Asset Management
AMP	Asset Management Plan
ASL	Acceptable Service Level
CAT	Central Area Transit
CMR	Central Monitoring Room
CNG	Compressed Natural Gas
CRM	Composite Rate Model
CCTV	Closed-circuit television
DAIP	Disability Access and Inclusion Plan
DSAPT	Disability Standards for Accessible Public Transport
EEV	Enhanced Environmentally-friendly Vehicle
FTZ	Free Transit Zone
GPS	Global Positioning System
HSE	Health, Safety and Environment
IPLS	Infrastructure Planning and Land Services
LTI	Lost-Time Injury
N&I	Network and Infrastructure (PTA division)
NMR	New MetroRail (former PTA division)
OMI	Office of Multicultural Interests
ORS	Office of Rail Safety
OSH	Occupational Safety and Health
OTR	On-time running
PCL	Perth City Link
PDP	Project Definition Plan
PMP	Prevention Maintenance Program
PPTA	Perth Public Transport Area
PSA	Property Street Addresses
PSM	Passenger Satisfaction Monitor
PTA	Public Transport Authority of Western Australia

RTBS	Regional Town Bus Services
SBS	School Bus Services (PTA branch)
TOD	Transit Oriented Development
TRIS	Transperth Route Information System
TTO	Transperth Train Operations (PTA division)
UWA	University of Western Australia
WAGRC	Western Australian Government Railways Commission (PTA predecessor)
Acceptable Service Level (ASL)	Is defined as an hourly service during the day with at least three trips, IE at 20-minute intervals, in the peak flow direction in the morning and afternoon peaks.
Category A	Incident causing serious injury, death, or significant damage.
Category B	Incident that may have the potential to cause a serious accident.
Circle Route	A high-frequency bus service connecting major shopping centres, universities, schools and colleges.
Fare-paying boardings	Covers only those people, standard fare or concession, who pay (either by tagging on or by the purchase of a cash ticket) as they enter the system.
Initial boardings	Fare-paying boardings, plus free travel on passes, free travel on CAT services in Perth, Fremantle and Joondalup and free travel on services within the Perth FTZ.
Passenger place kilometres	The average seat capacity multiplied by the kilometres travelled while in service.
Service kilometres	The kilometres travelled while in service.
Total boardings	Fare-paying boardings, plus free travel on passes, free travel on CAT services in Perth, Fremantle and Joondalup and free travel on services within the Perth FTZ, plus transfers between services.