Transperth

Transperth is the brand and operating name of the public transport system in metropolitan Perth.

The Transperth system is operated by the Public Transport Authority and consists of a bus network, an electrified suburban train system and a ferry service. The system is managed by the Transperth Branch which resides within the *Transperth, Regional and School Bus Services Division* of the PTA.

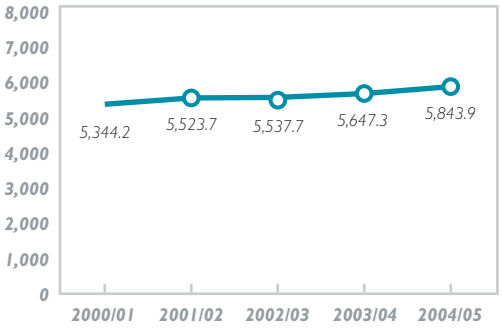
Transperth bus and ferry services are provided by private sector operators under commercial contract arrangements, while Transperth train services are provided by an "in-house" operator, Transperth Train Operations Division, within the PTA. Passenger information is provided through information offices and a call centre. The call centre services are competitively tendered and currently provided by the firm Serco.

Statement of Objectives

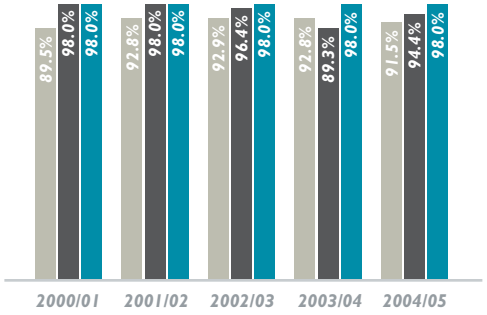
The objectives of Transperth for 2004/05 were to:

- continue to pursue patronage growth, high customer satisfaction ratings and a high level of on-time running;
- expand the Transperth train network to include the northern extension to a new station at Clarkson, and servicing a new station on the Joondalup Line at Greenwood;
- introduce new three-car trains to service the expanded rail network and provide additional capacity;
- develop and introduce new bus services to feed the train network expansion to Clarkson;
- plan and prepare for services on the new rail line to Thornlie;
- move towards the introduction of the SmartRider ticketing system to replace the MultiRider on Transperth bus, train and ferry services;
- continue to review bus services across the metropolitan area, reallocating resources from areas where services are poorly utilised to areas of greater demand;
- promote a network of high-frequency bus and train routes along major transport corridors; and
- conduct reviews of the town and school bus services in Busselton, Esperance, and Port Hedland.

Service

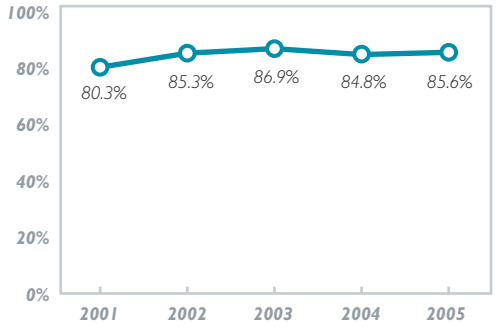


Transperth: Passenger place kilometres (millions)



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

Bus Train Ferry

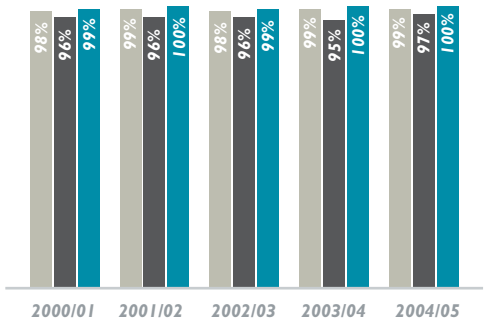


Transperth: Customer satisfaction overall

Source: Transperth Passenger Satisfaction Monitor. (Note: The results shown are users' responses to the following prompt in respect of each mode: "How satisfied are you with the Transperth bus/train/ferry system overall?" The system average has been calculated by weighting according to initial boardings on each mode.)

Transperth

Passenger safety

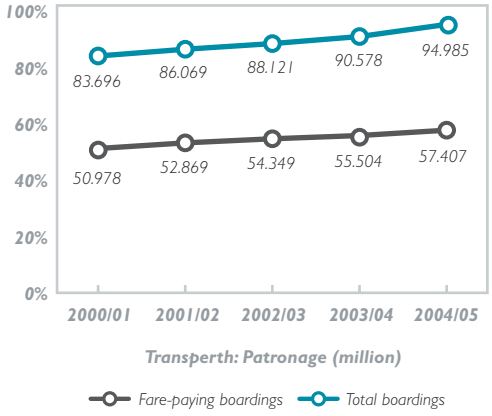


Transperth: Passenger safety – proportion of respondents who generally felt safe on-board during the day

Bus Train Ferry

Note: Measures relating to customer perception of safety at other times and at stations/interchanges are shown later in sections dealing with train, bus and ferry services.

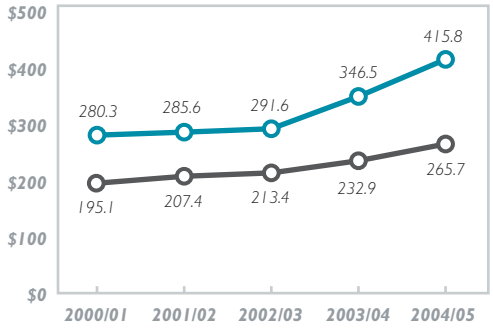
Patronage



Transperth: Patronage (million)

Fare-paying boardings Total boardings

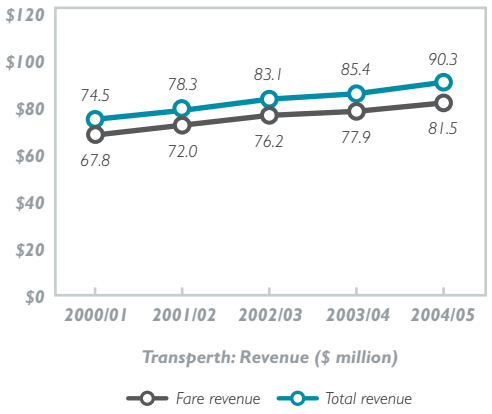
Revenue/Expenditure



Transperth: Expenditure ($ million)

Operating expenditure Total expenditure

Significant expenditure variations are explained by individual mode in the Performance Indicators section of this Annual Report (see cost per passenger kilometre).



Transperth: Revenue ($ million)

Fare revenue Total revenue

Service Information

Total patronage on the Transperth system increased for the sixth year in succession. Total boardings, comprising fare-paying boardings, free travel on passes, free travel on Central Area Transit (CAT) buses in Perth and Fremantle and free travel on services within the Free Transit Zone in central Perth, plus transfers, increased by 4.9 per cent from 90.578 million in 2003/04 to 94.985 million in 2004/05. Fare-paying boardings increased by 3.4 per cent from 55.504 million to 57.407 million.

Total capacity provided on the Transperth system expressed in terms of passenger place kilometres rose by 3.5 per cent from 5647.3 million to 5843.9 million. This was due to a significant increase in train passenger place kilometres which offset a small decline in bus passenger place kilometres.

This patronage increase compares favourably with the estimated increase of 1.7 per cent in the population of the metropolitan area.

Accessibility for People with Disabilities

Transperth continued its program to make its services more accessible to all sections of the community.

Trains: All Transperth trains are accessible. The key issue for train accessibility is whether gaps between trains and platforms meet accessibility standards. Of the 58 stations on the suburban rail network at 30 June 2005, 15 provided independent access to people in wheelchairs, complying with the Disability Standards for Accessible Public Transport and Guidelines under the Disability Discrimination Act, 1992 (which came into effect on 23 October 2002). This compares with 11 stations in 2003/04 and eight in 2002/03. Of the remaining 43 stations, 31 provided partial access and 12 provided only limited access. At these 43 stations, people in wheelchairs had to be assisted by customer service staff.

Buses: Transperth continued its long-term program of procuring accessible buses for its fleet. As at 30 June 2005, the number of accessible buses in the fleet was 481 out of a total of 1030 buses, compared with 422 accessible buses in a fleet of 1015 at 30 June 2004. Preference is given to accessible buses whenever possible, so that in off-peak periods the predominant number of buses on the road are accessible. During peak periods when service demand is high, both accessible and non-accessible buses are fully committed. Accessible buses accounted for 53.7 per cent of service kilometres in 2004/05, compared with 51.1 per cent in 2003/04.

In 2004/05, the PTA prepared designs to upgrade accessibility at ten metropolitan bus stations. Accessibility improvements at the Morley, Kwinana and Curtin Bus Stations were completed during the year and work commenced at Booragoon Bus Station and the City Busport. Accessibility improvements at the remaining bus stations are planned for 2005/06.

At year's end, design work was under way for ten metropolitan bus stations for which construction is planned during 2006.

Ferries: The bulk of Transperth's ferry services are provided by the *Shelley Taylor-Smith* ferry, an accessible vessel. The two primary jetties in operation during the year, at Barrack Street in Perth and Mends Street in South Perth, are both fully accessible. Services to a non-accessible jetty at Coode Street ceased in April 2005.

Passenger Satisfaction

The Passenger Satisfaction Monitor 2005 showed that, on a system-wide basis, 85.6 per cent of survey respondents expressed satisfaction with the overall level of service, compared with 84.8 per cent in 2004. (See passenger satisfaction details by mode below.)

Public awareness and interest in TravelEasy, which provides passengers with relevant and timely service information by e-mail, continued to grow, resulting in an increase in registrations from 15,000 to 24,000. The Passenger Satisfaction Monitor 2005 showed that more than 90 per cent of current users of TravelEasy were "highly satisfied" with the service.

New information, emergency and ticket cubicles were installed on suburban train stations

Gas fuel

A significant change is occurring in the composition by fuel type of the Transperth bus fleet. This follows the Government's 2001 decision to require all new buses to be powered by compressed natural gas (CNG) engines. At 30 June 2005, Transperth operated 159 CNG buses and two liquefied petroleum gas (LPG) buses in its total fleet of 1030. Contracts are in place for a further 387 new gas-powered buses to be delivered by 2011.

To service the gas buses, the PTA entered into a contract with Origin Energy in 2003/04 for the supply, installation and maintenance of gas bus refuelling equipment with a 10-year supply of natural gas. Construction of new gas fuelling facilities at Morley and Bayswater depots was completed during the year. The facility at Morley allows 25 buses per hour to be fast-filled, while the refuelling capacity at Bayswater is 15 buses per hour.

A natural gas connection was installed at Fremantle depot and a temporary refuelling facility is operating until construction of the permanent depot is completed in early 2006. This facility is designed to refuel 100 buses at a rate of 25 buses per hour. Natural gas connection was also installed at the new East Perth Central Area Transit (CAT) depot and the facility will come into operation when the new natural gas powered CAT buses are delivered in late 2005. Installation of natural gas refuelling stations at a number of other depots was proceeding at year's end and these are scheduled to start coming online from early 2006.

SmartRider Project

Transperth will progressively introduce a smartcard ticketing system called SmartRider during 2005/06.

The SmartRider system will include staffed fare gates at 11 high-patronage train stations on the urban network and processors at all other train stations as well as on buses and ferries.

A contract for $4.1 million was awarded in September 2004 to a Western Australian company, MonitorWA, for the provision of SmartRider cards and associated bureau services.

The installation of new ticket issuing machines in Transperth buses and ferries commenced in late December 2004. These machines, which have the capacity to calculate fares using the Global Positioning System, are an integral part of the SmartRider system and their early installation is intended to achieve a controlled and manageable transition from the old to the new ticketing system.

The draft final design documentation for the SmartRider project, consisting of some 36 separate specifications, was completed and a factory acceptance test carried out during the year. Following the test, further development and refinement of the system software and documentation is being undertaken.

In anticipation of the full operation of SmartRider in January 2006, some 105,000 secondary school students were issued with student SmartRider cards to replace the existing student travel permits. When the new system is introduced, students will be able to use the SmartRider to pay public transport fares.

In the Future

In the coming year, Transperth will:

- open Thornlie train station at Spencer Road (due to open on 7 August 2005) and commence revised operating patterns for the Armadale, Thornlie and Joondalup Lines, along with new/revised bus services;
- continue participation in the extensive trial of three Mercedes Benz hydrogen fuel cell buses on various routes in the Transperth network;
- continue a rolling program of bus service reviews across the Perth metropolitan region, reallocating resources from areas where services are poorly utilised to areas of greater demand;
- pursue and promote a network of high-frequency bus and train routes along major transport corridors;
- continue detailed planning for the future southern suburbs bus and train services, to commence when New MetroRail delivers the Southern Suburbs Railway;
- progress the design and construction of infrastructure and buses to enable introduction of the Rockingham City Centre Transit System to coincide with commencement of train services on the Southern Suburbs Railway in 2007;
- complete a review of Esperance town bus services;
- continue involvement in planning for reconstruction and redevelopment of the Wellington Street Bus Station and Mirrabooka Bus Station; and
- introduce a new gas-powered CAT fleet for Perth City.

REVIEW OF PERFORMANCE

TRAINS

Description of Services

Transperth operates an electrified suburban train system with more than 750 services on an average weekday.

As at 30 June 2005, the system covered 98.7km of track with 58 stations on four lines, and a fleet of 150 railcars which can be coupled in configurations of two, three, four or six railcar trains.

The network consisted of the Joondalup Line (33.2km), Fremantle Line (19.0km), Midland Line (16.0km) and Armadale Line (30.5km).

The Year's Developments

The New MetroRail Project (see page 11) ended the year well on track to supply a high-quality, rapid public transport system to the south-west metropolitan area and Peel Region as well as construct infrastructure improvements between Victoria Park and Beckenham Junction, and a spur line from Beckenham Junction to Thornlie.

The 4.2km extension of the Joondalup Line from Currambine to Clarkson was completed under the New MetroRail project during the year, and the new Clarkson Station was opened on 4 October 2004.

The New MetroRail project also completed construction of a new station at Greenwood which was opened on 29 January 2005.

In co-operation with a private sector banking institution, ING Direct, Transperth provided free public transport on all services from 3pm on New Year's Eve 2004 to 3am on New Year's Day. Foregone revenue was covered by ING Direct. More than 400 train services operated during the 12-hour free travel period. This initiative was very well received by the public, and ING Direct indicated that its decision to select Transperth for this promotion was influenced by Transperth's highly successful operating performance in recent years as a truly integrated public transport system.

New three-car trains were introduced into service with the opening of Clarkson Station, within a revised timetable for the Joondalup Line. These trains were used in coupled pairs (six-car trains) on the Joondalup Line for the first time on New Year's Eve to accommodate large crowds of revellers.

The extension of the Joondalup Line to Clarkson and the introduction of three-car trains resulted in a significant increase in service kilometres and passenger place kilometres. Service kilometres recorded a 6.9 per cent increase from 6.700 million to 7.167 million, while passenger place kilometres rose nearly 10 per cent from 2090.4 million to 2293.6 million.

Public art is a feature of the new Armadale Train Station, opened in November 2004

New stations were opened during the year at existing locations:

Bassendean	24 July 2004
Armadale	6 November 2004
Gosnells	17 April 2005

All major construction contracts for the Southern Suburbs Railway (SSR) from Perth to Mandurah had been awarded by 30 June 2005. The value of the construction contracts for the SSR is $850 million which is about 55 per cent of the budget for the New MetroRail Project (see below).

During the year, works continued on infrastructure improvements on the line from Claisebrook to Armadale and the new Thornlie Line as part of the New MetroRail Project. The following works were completed:

- Howick Street footbridge in Victoria Park;
- Kenwick tunnel and fit-out with track, overhead wiring, signalling and communications;
- Beckenham sub-station and high-voltage power supply;
- Canning River railway bridge;
- Spencer Road bridge in Thornlie; and
- Platform works at Perth Station.

At 30 June 2005, the following works were under construction and due for completion by mid-July 2005:

- railway infrastructure between Beckenham Junction and Thornlie Station;
- Thornlie Station building;
- Spencer Road access road and associated works in Thornlie; and
- construction of a road bridge over the railway at Gerard Street in Cannington by the City of Canning and Main Roads WA, financed by the New MetroRail project.

Commissioning of the new Thornlie Line and driver training were due to begin in mid-July 2005 for the official opening of Thornlie Station on 7 August 2005 and commencement of passenger services the following day.

A contract for the supply and maintenance of 93 new railcars was let to EDI Rail Bombardier Transportation in May 2002. The new railcars are being manufactured in Maryborough, Queensland and fitted out and commissioned at the PTA's Nowergup Depot in WA.

The first 54 new railcars had been accepted for service by the end of the year. The remaining railcars will be progressively delivered, tested, commissioned and accepted for service by June 2006.

In a significant boost for passenger security, the centralised TV monitoring of Transperth stations began in 2004/05 (see Passenger Safety below).

Replacement of life-expired timber sleepers with concrete sleepers on the Fremantle Line was completed during the year and was about to begin on the Armadale Line, with the Midland Line to follow. Concrete sleepers provide a much more stable track requiring less maintenance.

The recruitment of additional staff in train operations continued to ensure safe and reliable train services.

The service reliability target for Transperth train services requires trains to arrive within three minutes of the scheduled time. In 2003/04, an industrial dispute resulted in the on-time arrival rate falling to 89.3 per cent compared with 96.4 per cent the previous year. This deterioration in service was reversed in 2004/05 when 94.4 per cent of services met the reliability target.

Cost of the Service

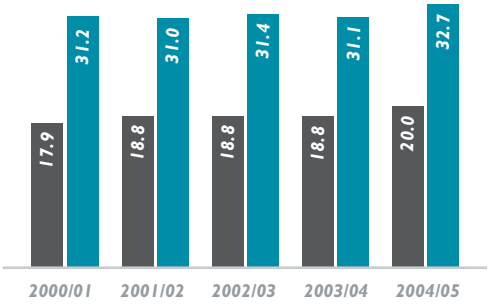
The total cost of providing train services recorded a significant increase due largely to an increase in capital charges related to New MetroRail. Total expenditure, which amounted to $143.7 million in 2003/04, increased by 32.2 per cent to $190.2 million in 2004/05. Operating cost (which excludes capital charges) rose by 19.3 per cent from $78.7 million to $93.9 million, including the expenditure on the expanded service to Clarkson.

Patronage

In 2002/03 and 2003/04, patronage on Transperth train services had stabilised at around 18.8 million fare-paying boardings and 31.1 million total boardings. In 2004/05, train patronage recorded a significant improvement following the extension of the train network to Clarkson, the opening of the station at Greenwood and the introduction of additional rollingstock. Fare-paying boardings rose 6.3 per cent from 18.847 million to 20.038 million and total boardings increased by 4.9 per cent from 31.115 million to 32.652 million.

Since 2000/01, train patronage has recorded increases of 18.4 per cent in fare-paying boardings and 12.1 per cent in total boardings.

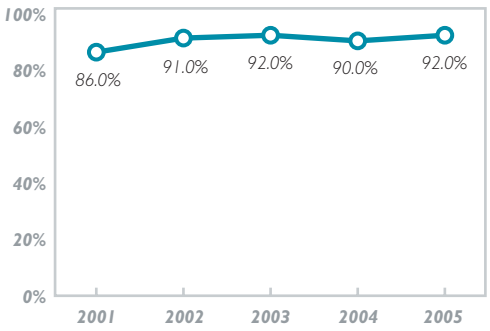
While train patronage recorded this significant increase, the expansion of services resulted in train service kilometres increasing at a higher rate, 7.0 per cent. Consequently, on a per service kilometre basis, fare-paying boardings on train services fell by 0.6 per cent from 2.813 in 2003/04 to 2.796 in 2004/05 and total boardings by 1.9 per cent from 4.644 to 4.556.



Transperth trains: Patronage (million)

Customer Satisfaction

The Passenger Satisfaction Monitor 2005 showed that a high proportion of users were satisfied with the train system overall. The small reduction experienced in 2004 when the satisfaction rate fell to 90 per cent was reversed and a rate of 92 per cent was achieved in 2005.



Transperth trains: Customer satisfaction overall

Satisfaction ratings for key service characteristics of Transperth's train services (other than passenger safety) are shown below:

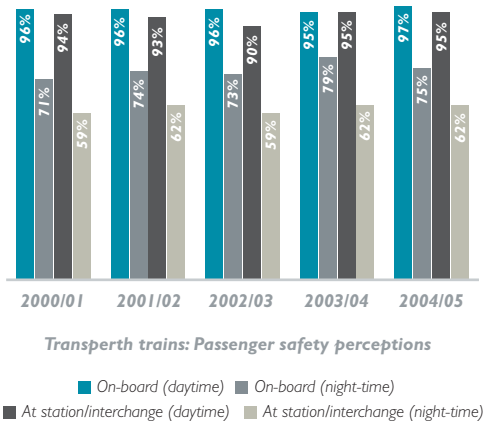
Service characteristic	Service satisfaction	
	2004	**2005**
Punctuality of trains	86%	**92%**
Number of trains during peak times	85%	**86%**
Cleanliness on board	84%	**84%**
Number of trains during the day	85%	**83%**
Availability of seats	74%	**77%**
Cost of the fare	70%	**68%**

The Passenger Satisfaction Monitor 2005 also indicated that the satisfaction level with the architecture and design of train stations had increased significantly, from 66 per cent in 2004 to 73 per cent in 2005.

Passenger Safety

The following graph shows the proportion of respondents who "always or usually feel safe" at specified times/locations on the train network. The responses were to the following prompt in the Transperth Passenger Satisfaction Monitor: "How safe do you generally feel from personal interference or threat from other passengers?"

The results for the past five years show that the proportion of train passengers who felt generally safe on board trains and at stations/interchanges during daytime has remained high. However, the proportion of train users who generally felt safe on trains at night fell between 2004 and 2005 while the proportion who generally felt safe at stations/interchanges remained unchanged.



Transperth trains: Passenger safety perceptions

Transperth is committed to ensuring that passengers feel safe on the train network at all times. Measures taken to achieve this objective include the deployment of 194 Transit Guards as at 30 June 2005, with a further 45 in training, and the $27 million Urban Security Initiatives Project (USIP).

USIP consists of a wide-ranging series of safety and security initiatives at stations and platforms across the system. The project reached substantial completion during 2004/05.

The highest profile of its initiatives has been the design, installation and implementation of a state-of-the-art closed-circuit television surveillance system and associated Central Monitoring Room.

This system, which includes 600 cameras (with the capacity to expand to approximately 1000 when the Southern Suburbs Railway is completed), is arguably the best of its kind in the world. During the year, it demonstrated its significant role in the reduction of anti-social and criminal activity on the rail network.

Other outputs of USIP include improved lighting (to the "white light" Australian Standard) at all train stations and car parks; a centrally controlled public address system on every train station (due for completion in 2005/06); selected secured car parks; a new passenger information system; audio loops for the hearing-impaired; and the redesign of the platform emergency call-button system.

To maintain a high readiness for an emergency involving passengers, a field exercise was conducted at Armadale during the year in coordination with the emergency services.

New MetroRail Progress

The New MetroRail (NMR) Project is the largest ever public transport undertaking in Western Australia. After a thorough review of the scope and cost of the project in April 2005, the Government approved an increase in the overall budget to $1563 million. Due to delays in the works in the Perth Central Business District, the time for completion to Mandurah was revised to April 2007, still ahead of its original December 2007 target.

Progress on the project is well advanced. More than 60 per cent of the new rollingstock had been accepted into service at the end of the year. Expenditure on the project to 30 June 2005 stood at approximately $830 million or about 53 per cent of the overall budget. Total expenditure in 2004/05 was $429.0 million against the budget of $411.55 million.

Major Contracts

- Contracts were awarded in June 2005 to the Doric Brierty Joint Venture for stations at Rockingham and Warnbro and to JM Moore for a station at Mandurah. Construction was due to commence in August 2005 and the stations are due for completion in December 2006;
- A contract was awarded in March 2005 to the Doric Brierty Joint Venture for the construction of stations at Cockburn Central, Kwinana and Wellard. Work began in June 2005 and is due for completion in December 2006;
- A contract was awarded in October 2004 to John Holland for stations at Canning Bridge, Bull Creek and Murdoch. Construction was due to commence from July 2005 and the stations are due for completion in December 2006;
- A contract was awarded in May 2004 to the RailLink Joint Venture (John Holland, MacMahon Contractors and Multiplex Constructions) for a package of works including track and rail infrastructure, bridging and tunnel structures, earthworks and civil works, and traction power supply from the Narrows Bridge to Mandurah. Design work was nearly complete and earthworks and bridge structures in the area between the Spectacles and Stakehill were well under way. At year's end, the construction depot at Hillman was being established to accept delivery of sleepers and rail for distribution along the alignment commencing in March 2006. The works are due for completion in February 2007.
- A contract was awarded in February 2004 to the Leighton Kumagai Joint Venture for the City Project. Construction was well under way for the Esplanade Station and William Street platform structures as well as the civil construction works on the Perth foreshore and in Perth railway yards. A tunnel boring machine was delivered from Japan in March 2005 and is due to commence boring the first of the two tunnels in September 2005. This contract experienced delays in late 2004 and early part of 2005 and the works are due for completion in December 2006.
- A contract was awarded in January 2004 to Leighton Contractors for Main Roads WA bridge and freeway works including construction of a railway bridge at the Narrows, strengthening part of the new Narrows Bridge and strengthening and widening of Mount Henry Bridge. At year's end, most of the freeway median works were approaching completion and the Mount Henry Bridge construction was approximately 80% complete. Construction was due to commence in July 2005 of the Narrows railway bridge and in August 2005 of the Canning Bridge ramp. All works are due for completion in December 2005.
- A contract was awarded in July 2003 to Union Switch and Signal to provide a new train control and customer information system for the existing urban rail network as well as the Southern Suburbs Railway. The first stages were completed during the year, with the Armadale and Midland Lines successfully commissioned into the new system, and a new train control centre constructed at the Public Transport Centre (due to be officially opened in July 2005). The final stage will be completed in February 2007 with the completion of the Southern Suburbs Railway.

BUSES

Description of Services

Transperth bus services were operated by four contractors under 11 contracts in 2004/05:

- Path Transit (Marmion-Wanneroo and Morley contracts);
- Swan Transit (Canning, Kalamunda, Midland and Southern River contracts);
- Swan Transit Riverside (Claremont-Belmont contract); and
- Southern Coast Transit (Rockingham-Mandurah, Fremantle-Cockburn, Perth Central Area Transit and Fremantle Central Area Transit contracts).

During 2004/05, the Transperth bus system covered 318 standard routes and 444 school routes, and on an average weekday operated 9269 standard services and 444 school services. A service frequency of 20 minutes or better was provided all day on some major corridors.

The Year's Developments

The following were major changes to bus services to minimise the impact on service reliability of construction work for the new Southern Suburbs Railway:

- Kwinana Freeway bus services were revised from 25 July 2004 to facilitate the demolition of the traffic bridge at the foot of William Street, Perth;
- Several southern routes were shortened to terminate at the City Busport and some northern routes shortened to terminate at the Wellington Street Bus Station instead of Barrack Street to accommodate construction works in the city centre.

The following service improvements were introduced during the year:

- Feeder bus services were introduced from 5 October 2004 to support the new train station at Clarkson;
- To cater for increasing weekend patronage, Sunday service frequency on the CircleRoute was improved to 15 minutes on the sector between Fremantle and Willetton (Southlands Shopping Centre) with effect from 7 November 2004;
- A major change to bus services in the Rockingham and Mandurah regions was implemented from 19 December 2004 to provide additional trips on key routes and extension into developing areas;
- A new service, Route 456, was introduced from 30 January 2005 to operate on a 15-minute frequency on weekends and public holidays between the new Greenwood Train Station and Hillarys Boat Harbour; and
- Revised bus services in the Gosnells area were introduced on 17 April 2005 coinciding with the opening of the relocated Gosnells Train Station.

In August 2004, three Mercedes Benz Citaro hydrogen fuel cell buses began trials in passenger-carrying service on the CircleRoute as part of a world-wide trial of this emerging technology. Perth is the only city in the southern hemisphere included in the two-year trial, which involves a further 30 buses operating in ten European cities.

A new depot was opened in Claisebrook in June 2005 for the Perth Central Area Transit service (CAT) bus fleet. The depot is equipped with a gas refuelling facility to service 21 new CNG Mercedes Benz buses which will replace the current CAT fleet in late 2005.

The PTA developed the design and specification for an active, signalised bus priority system to be trialled on the CircleRoute in 2006. The system involves the installation of a GPS-based automatic vehicle location system on the buses which interacts with the Main Roads WA system to enable buses to receive traffic signal priority in situations where they are running late, have high patronage, and where a priority signal will not have adverse effects on general traffic. The key objective of this project is to deliver productivity and patronage benefits to Transperth through reduced travel times, increased reliability and increased frequency of service.

Improved facilities for bus services were introduced at the new bus/train interchange at Clarkson and at the upgraded bus/train interchanges at Bassendean and Gosnells.

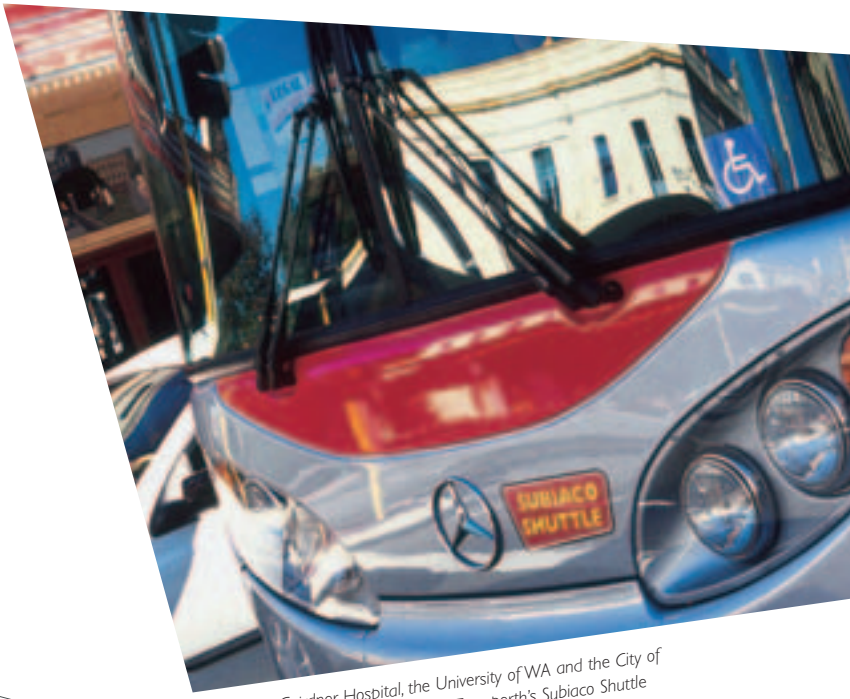
A peak-flow bus lane was introduced on Beaufort Street between Central Avenue and Wood Street.

A new bus depot at Mandurah was opened, and will be integrated with the new Mandurah bus station and future train station and rail depot. The depot provides a workshop with service pits, a wash-down bay, fuelling facilities and parking for 72 buses.

The Bus Shelter Grant Scheme provided $451,345 for 67 new shelters and 38 replacement shelters in metropolitan and regional centres. The scheme's primary aim is to encourage the use of public transport through the provision of suitable facilities for bus patrons. It does this through funding assistance to local governments to assist in the installation of bus stop shelters throughout Western Australia.

In 2004/05, total service kilometres covered by the Transperth bus network reached 48.582 million, an increase of 1.4 per cent over 2003/04. The previous highest coverage achieved by the network was 48.056 million kilometres in 2001/02, after which service kilometres fell by 0.6 per cent in 2002/03 to 47.760 million kilometres, and rose slightly by 0.7 per cent to 47.895 million in 2003/04.

The Transperth bus network provided a total capacity of 3545.3 million passenger place kilometres. This represented a decline of 0.2 per cent from the capacity provided in 2003/04 of 3551.9 million passenger place kilometres, the highest on record. The reduction in 2004/05, which coincided with the highest level of bus service kilometres recorded, was caused by the increasing proportion of gas buses in the fleet. The new gas buses have less passenger capacity than the diesel buses they are replacing due to road mass limits.



Sir Charles Gairdner Hospital, the University of WA and the City of Subiaco contribute to the running of Transperth's Subiaco Shuttle

The service reliability target for Transperth bus services requires buses to arrive at, or depart from a terminus or timing point no later than four minutes from the scheduled time. Performance is monitored by Transperth's Service Performance Unit through regular audits at key locations. The proportion of bus services meeting the reliability target was 92.9 per cent in 2002/03 and 92.8 per cent in 2003/04. In 2004/05, despite the disruption to traffic flow caused by road works associated with the Southern Suburbs Railway, improved traffic management schemes and timetable adjustments helped to ensure that 91.5 per cent of services met the service reliability target.

Cost of the Service

The total cost of $225 million for 2004/05 was 6.1 per cent higher than the previous year - see the Performance Indicators section of this Annual Report (cost per passenger kilometre) for details.

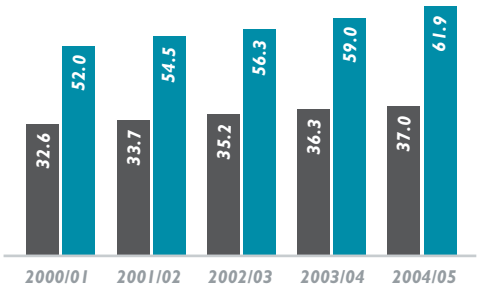
Patronage

For the sixth year in succession, Transperth's bus services experienced patronage growth. In 2004/05 fare-paying boardings rose 2.0 per cent from 36.284 million to 37.0 million and total boardings by 4.9 per cent from 58.998 million to 61.873 million.

Between 1998/99 (the first full year when all bus services were operated by contractors) and 2004/05, bus patronage increased as follows:

- fare-paying boardings by 27.9 per cent from 28.929 million to 37.0 million; and
- total boardings by 38.6 per cent from 44.647 million 61.9 million

On a per service kilometre basis, fare-paying boardings on bus services increased by 0.5 per cent from 0.758 in 2003/04 to 0.762 in 2004/05 and total boardings by 3.4 per cent from 1.232 to1.274.

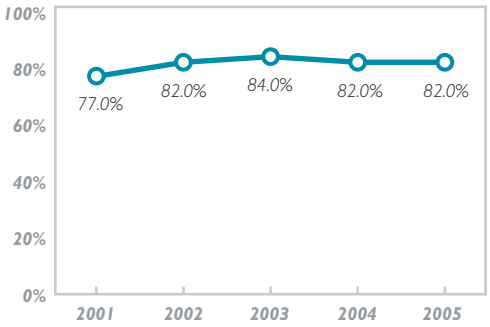


Transperth buses: Patronage (million)

Fare-paying boardings *Total boardings*

Customer Satisfaction

The Passenger Satisfaction Monitor 2005 showed that a relatively high proportion of users were satisfied with the bus system overall. Despite the disruption to some services caused by road works associated with the Southern Suburbs Railway, the satisfaction rate was maintained at 82 per cent, the same rate as in 2004.



Transperth buses: Customer satisfaction overall

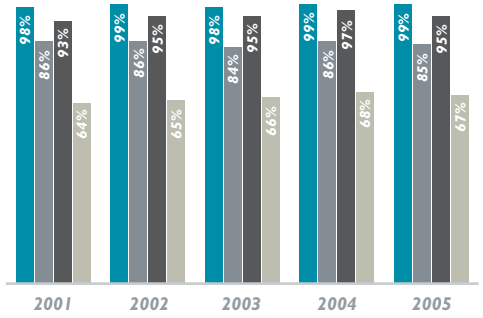
Satisfaction ratings for key service characteristics of Transperth's bus services (other than passenger safety) were:

Service characteristic	Satisfaction rating	
	2004	**2005**
Cleanliness on board	92%	**91%**
Driver's manner	89%	**89%**
Punctuality of buses	84%	**84%**
Speed of trip	90%	**82%**
Cost of the fare	72%	**75%**
Number of buses on weekdays	66%	**68%**

Passenger Safety

The graph below shows the proportion of respondents who "always or usually feel safe" at the specified times/locations on the bus system. The responses were to the following prompt in the Transperth Passenger Satisfaction Monitor: "How safe do you generally feel from personal interference or threat from other passengers?"

The results for the past five years show that almost all bus passengers generally felt safe on board buses and at stations/interchanges during daytime. The proportion of users who generally felt safe at night both on buses and at stations/interchanges remained relatively stable.



Transperth buses: Passenger safety perceptions

These results are partly attributable to the following measures now in place to promote passenger safety on the bus network:

- two security officers Thursday to Saturday of each week at each bus station from 2pm to time of last bus;
- mobile patrols on each of the three major sectors - north, south, and east; and
- centrally-monitored CCTV at all bus stations.

The vessel Shelley Taylor-Smith provided most Transperth ferry services

FERRY SERVICES

Description of Services

The Transperth ferry services were competitively tendered in 1995. They are currently provided under contract by Captain Cook Cruises.

Two vessels operate between the City (Barrack Street) and South Perth (Mends Street).

The Year's Developments

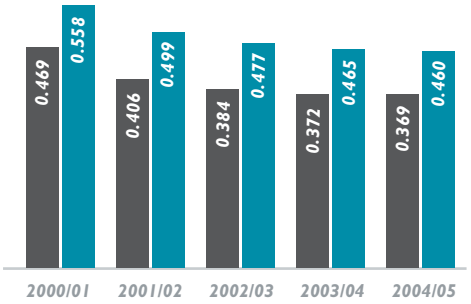
Services to the non-accessible jetty at Coode Street in South Perth ceased on 30 April 2005 due to low patronage, and resources were reallocated to improve services between Barrack Street and Mends Street. The new timetable for the Barrack Street-Mends Street route introduced on 1 May 2005 increased the number of services on an average weekday from 60 to 80.

Transperth

Patronage

Ferry patronage has declined steadily since 2000/01 when it reached a peak of 469,000 fare-paying boardings and 558,000 total boardings. By the end of 2004/05, fare-paying boardings had fallen to 369,000 and total boardings to 460,000. This is largely attributable to declining tourism.

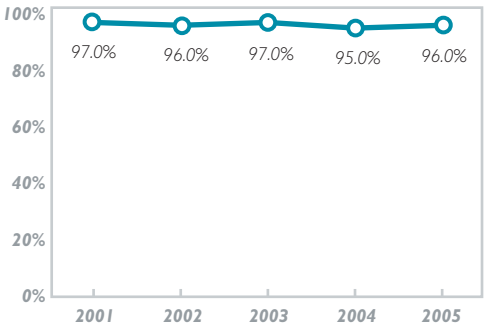
On a per kilometre basis, fare-paying boardings fell by 0.5 per cent from 10.520 in 2003/04 to 10.470 in 2004/05, and total boardings fell 0.7 per cent from 13.146 to 13.057. In 2000/01, fare-paying boardings per service kilometre were 13.303 and total boardings per service kilometre were 15.824 boardings.



Transperth ferries: Patronage (million)

Customer Satisfaction

The Passenger Satisfaction Monitor 2005 continued the trend of a very high proportion of passengers consistently expressing satisfaction with Transperth's ferry service overall.



Transperth ferries: Customer satisfaction overall

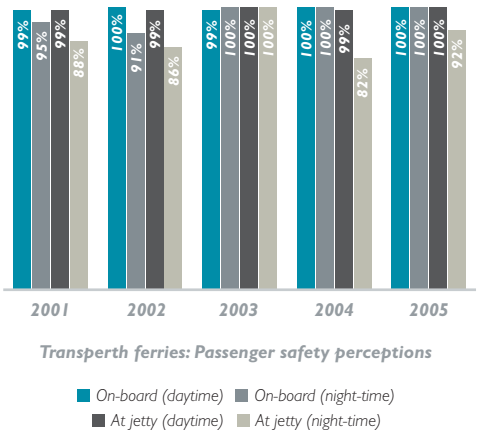
Satisfaction ratings for key service characteristics of Transperth's ferry service (other than passenger safety) are shown below:

Service characteristic	Satisfaction rating	
	2004	**2005**
Cleanliness on board	100%	**98%**
Speed of trip	97%	**96%**
Punctuality of ferries	94%	**90%**
Number of ferries during the day	81%	**90%**
Cost of the fare	85%	**88%**
Shelter at the jetty	61%	**70%**

Passenger Safety

The graph below shows the proportion of respondents who "always or usually feel safe" at the specified times/locations. The responses were to the following prompt in the Transperth Passenger Satisfaction Monitor: "How safe do you generally feel from personal interference or threat from other passengers?"

The results for the past five years show that almost all ferry passengers generally felt safe on the ferry and at jetties during daytime. While the proportion of users who generally felt safe at night both on board and at jetties remained high, there was a marked decline in 2004. This was reversed in 2005.



Transperth ferries: Passenger safety perceptions