



Department of **Transport**
Main Roads Western Australia
Public Transport Authority

CONNECTING PEOPLE AND PLACES

2020-21





Acknowledgement of Country

The Transport Portfolio acknowledges the Traditional Custodians of the land and their connection to land, waters and community. We pay our respect to all members of Aboriginal communities and their cultures; and to Elders past, present and emerging.

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Alternative formats

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FROM THE DIRECTOR GENERAL



Cooperation, adaptability and resilience define an exciting year for transport in Western Australia.

I am delighted to present the Transport Portfolio's Connecting People and Places publication for 2020-21.

Looking back over the past year, I am especially proud of the increased collaboration and strengthened relationships between the portfolio agencies – the Department of Transport (DoT), Main Roads Western Australia and the Public Transport Authority (PTA) – and the supporting project offices.

We are living in a time of unprecedented change, with technological, environmental and societal developments transforming the way we live and do business.

This year was no exception as the COVID-19 pandemic continued to present not only us, but the world, with many challenges.

For this reason, innovation has been a core element of the past year's strategic priorities and achievements. Our ability to harness technological opportunities, adapt to change and deliver our projects sustainably has been key to achieving our portfolio vision of providing integrated transport solutions and services accessible to everyone.

In addition, the severe weather events we've experienced over the past 12 months have been challenging – with devastating bushfires and cyclones damaging the State, at times concurrently – our responsive and coordinated efforts have kept communities connected and safe.

I'm pleased with how we are working together to face these obstacles, evidenced through the many successful outcomes and initiatives we profile in this report.

While it has been an incredibly testing year, through all the challenges there are indeed opportunities going forward. Billions of dollars are being invested into projects which have been bought forward to provide job creation now when the State's economy needs it the most.

During its first year of operation the Office of Major Transport Infrastructure Delivery (OMTID), comprising teams from both the PTA and Main Roads, has enabled a faster, more streamlined rollout of major infrastructure projects, including METRONET, to inject stimulus and create jobs.

As we enter an unparalleled era of infrastructure construction – with transport projects accounting for almost half of the State's Asset Investment Program – it is essential a skilled workforce is in place to help deliver this record pipeline of works.

To increase opportunities for jobseekers to be part of our transport infrastructure boom, the new *Infrastructure Ready* TAFE program has been established.

Developed in partnership with industry and key training departments the program gives graduates the job-ready skills they need to be immediately employable on our major infrastructure projects - and it's working.



To date 54 per cent of the people who completed the course have been employed in a civil infrastructure business working on our State's road and rail projects.

Running in parallel, stage one of the specialist METRONET Trade Training Centre was also completed this year and now for the first time, WA has a dedicated public facility to support training for jobs in the rail industry.

Together these initiatives will help engage displaced workers, including young people, women and mature age job seekers, to meet immediate and emerging skills requirements.

Another transformational, job-creating initiative progressed during the year is the Westport project.

In 2020-21, the State Government announced Western Australia's future container port will be built in Kwinana, after the Westport Independent Taskforce comprehensively assessed 28 different options and the program progressed from Stage 2B to 3.

The new container port in Kwinana will unlock WA's economic growth, deliver local jobs and opportunities in our southern suburbs and support the evolution of Fremantle.

We know investment drives opportunities for all Western Australians, but it also allows us to focus effort on things that are very important to the Transport Portfolio – the customers and travellers who form our community – the people of Western Australia.

More than \$6.5 billion has been committed to major infrastructure projects over the next two years, and with \$280 million anticipated to be spent on Transport Portfolio works monthly, we have certainly been entrusted with a great responsibility.

While I don't underestimate the magnitude, I have every confidence we have the people, systems and most importantly the energy and goodwill to help Government achieve its agenda. I look forward to what I'm sure will be another productive year for transport in WA.



Peter Woronzow
Acting Director General - Transport

STRATEGIC DIRECTION

Our vision

The Transport Portfolio influences and delivers the Government's agenda by providing integrated transport solutions and services.



Customer focussed

We keep our customers at the centre of our service delivery and decision-making.



Sustainable transport system

We deliver integrated, safe and efficient transport solutions.



Innovative solutions

We innovate to optimise our service delivery and infrastructure.



Planning and prioritisation

We plan holistically for a growing State.



Optimising investment

We maximise the benefits of every transport dollar.



Collaborative culture

We embrace collaboration to achieve better outcomes.

Our role

Transport isn't about roads, boats, planes, bicycles or trains – it's about people. Our transport network connects the people of WA to their homes, families and friends, as well as to places of work and leisure.

Transport keeps the economy moving. We support thousands of businesses who rely on road, rail, air, sea and even bike to deliver billions of dollars' worth of goods and services each year.

Transport keeps our supermarkets stocked and connects our resources and products to the world.

This is why the Transport Portfolio exists - to deliver an intelligent, interconnected transport network that responds to Western Australia's way of life. To ensure well-designed transport infrastructure that supports vibrant, healthy and sustainable communities.

By approaching transport planning and delivery in a more integrated, strategic and innovative way, we can achieve better outcomes. No matter the mode of transport people use on any given day – whether driving a car, riding a bicycle, catching public transport or flying on an airplane – we want Western Australians to get to where they want to go as quickly and safely as possible.

ABOUT THE **PORTFOLIO**

Our people

We recognise that achieving integrated transport solutions and services can only be realised through the talent and commitment of our people. Our teams allow us to deliver great customer experiences and respond to business challenges and opportunities. The following provides a snapshot of the people who make up the Transport Portfolio.

62

Number of offices

5,098

Employees

32%

Female

68%

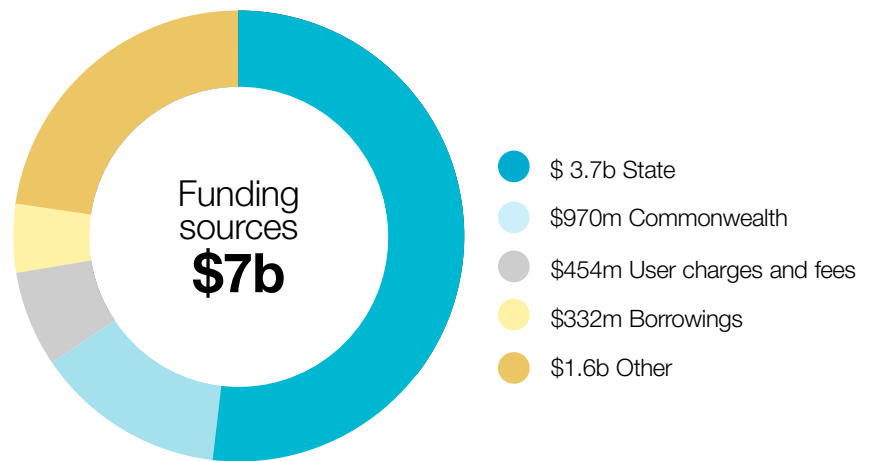
Male

737

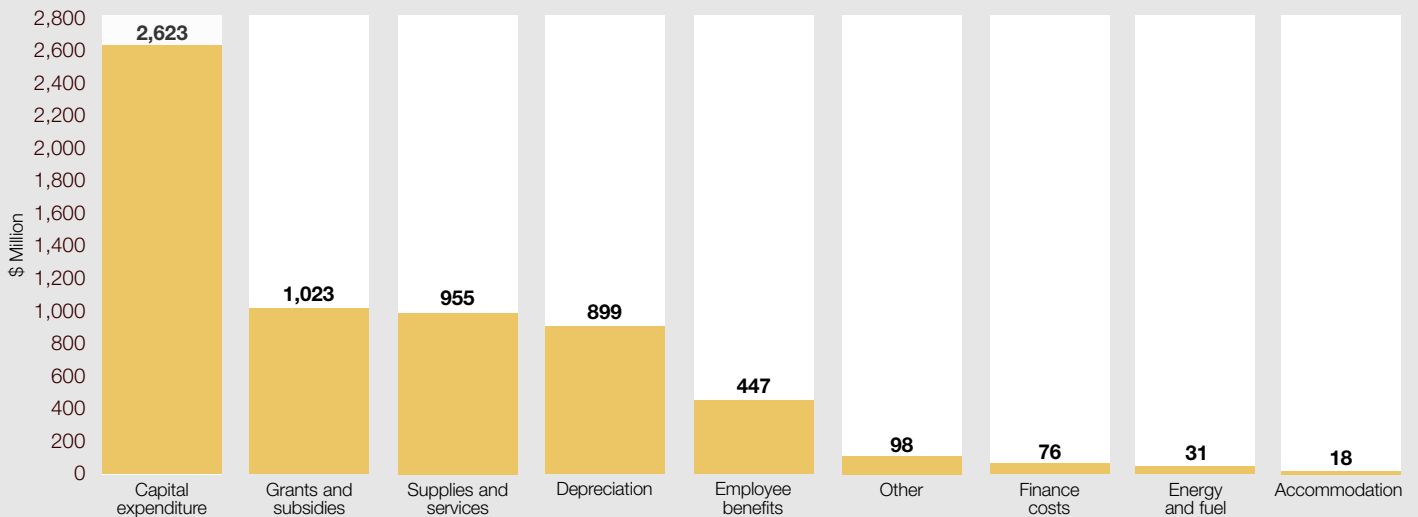
Regional-based employees

Our finances

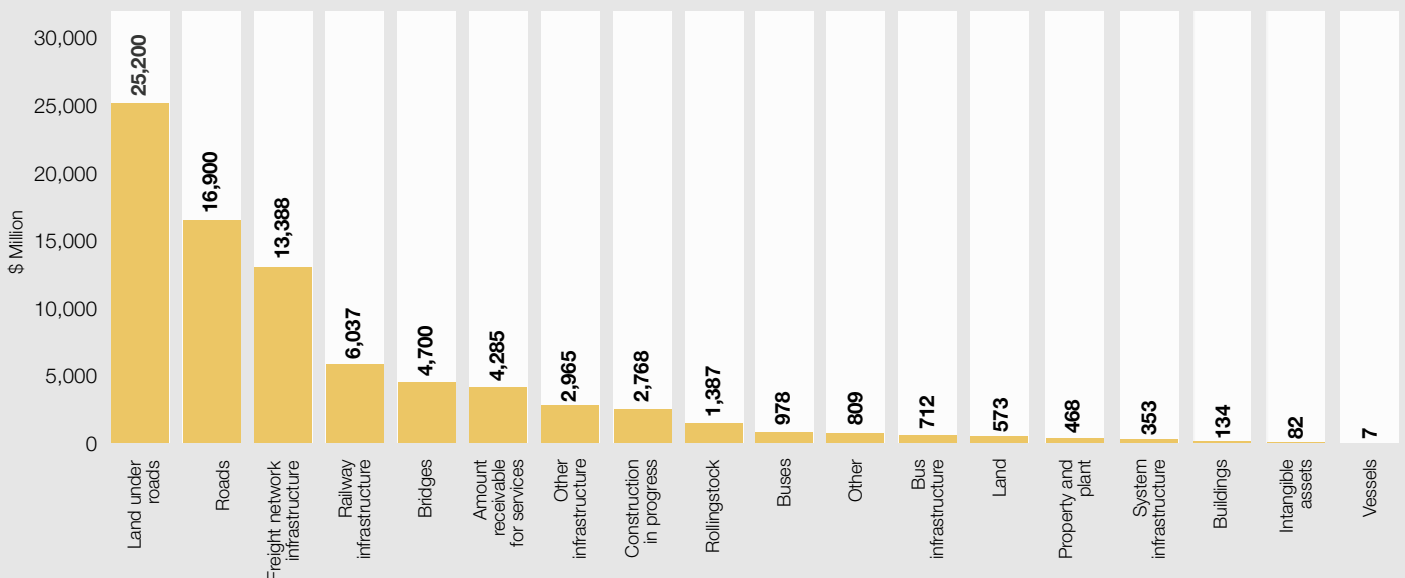
The Transport Portfolio is responsible for nearly \$81.7 billion of assets and administers a total expenditure of more than \$6.1 billion. The following is an overview of some of the key elements of our finances. | A detailed breakdown of each agency's workforce and finances is available in their respective 2020-21 Annual Reports.



Total expenditure

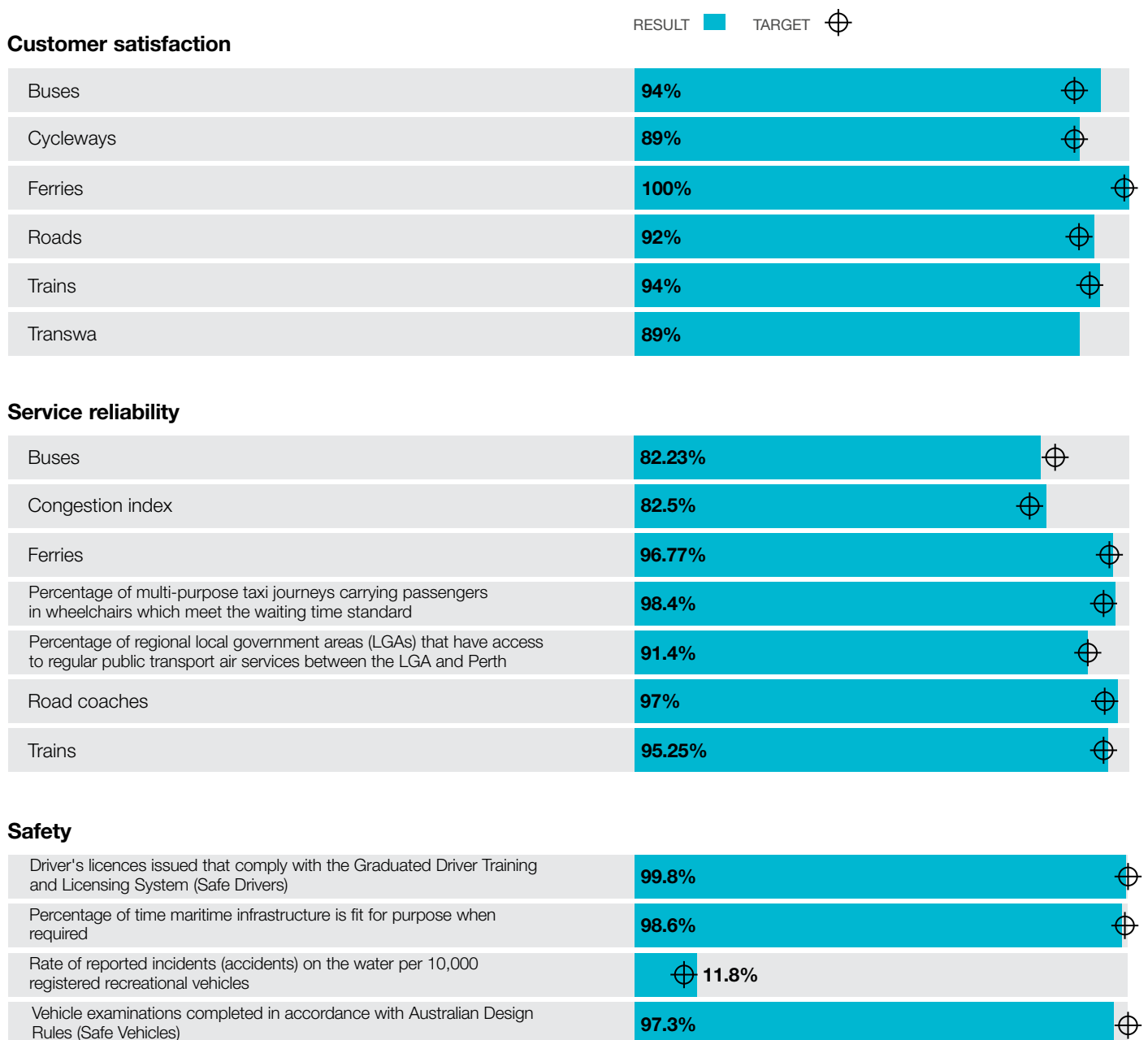


Total assets



Our performance

Measuring the portfolio's performance through timely, accurate and meaningful assessment against key metrics is an essential part of good management. This data assists in ensuring accountability and transparency while aiding good decision-making. The following is an overview of the Transport Portfolio's performance against assessment metrics in 2020-21.



Our customers

Transport is one of the community's most important assets, enabling access to family, friends, education, employment, recreation and social opportunity. Transport also supports the economy through the efficient and reliable movement of people and goods. For these reasons, every person in Western Australia is a customer and stakeholder of the Transport Portfolio.

The following snapshot shows some of the ways in which the Transport Portfolio serves the people of WA.

We service, manage and maintain:



Roads

More than **18,695** kilometres of roads across the State, with **1,021** traffic signals and **600** CCTV cameras



Public transport

Over **102** million Transperth total boardings, with **3.24** million SmartRider cards in circulation and **679** SmartRider transactions on an average weekday



Trains

Transperth's rail network consists of **181** kilometres of track with **72** stations on five lines, **330** Transperth railcars, and monitored by over **15,000** CCTV cameras



Buses

Transperth's bus network covers **11** geographic contract areas, with a fleet of **1,499** buses and **23** bus depots. We operate more than **900** orange-school bus services and contracts for students in rural areas and students attending special education facilities in the metro area



Drivers

1,907,929 licensed drivers and **2,983,138** licensed vehicles across WA, with **1,016,356** driver and vehicle services transactions processed and **121,204** practical driving assessments conducted



On-demand transport

We oversee **18,083** licensed passenger transport vehicles and **28,819** licensed passenger transport drivers



Maritime

As well as **3** Transperth ferries, we monitor **12,895** kilometres of coastline, **99,892** registered boats, **275,383** licensed skippers, **1,336** active moorings and **1,461** marine navigational aids



Cycling

Almost **313** kilometres of Principal Shared Paths for pedestrians and bike riders, with **63** cycling projects in development across the State in partnership with **13** metropolitan and **37** regional local governments. There are also **171** schools involved in the Your Move Schools program and **68** organisations involved in the Your Move Workplaces program



Bridges

1,297 road bridges on the State road network, **972** road bridges on local government roads and **35** rail bridges across the State



Regional services

We link **240** regional locations to the Perth metropolitan area (and locations in between) with **23** Transwa road coaches and **14** Transwa railcars. We have **159** TransRegional buses operating town and school bus services in **15** major regional towns



Trucks

35,216 heavy vehicle permits

CUSTOMER ENGAGEMENT



Facebook

	LIKES
Main Roads	71,656
Transport WA	19,893
Transperth	18,400
Marine Safety	8,609
METRONET	7,332
Your Move	6,900
Forrestfield-Airport Link	4,230
Transwa	2,643
Marine Boatshed	693



Twitter

	FOLLOWERS
Main Roads – @Perth Traffic	65,215
Transperth – @Transperth	45,800
Main Roads – @WA Roads	21,243
Transport – @TransportWAnews	5,543
Marine Safety WA – @MarineSafetyWA	1,863
METRONET – @metronetperth	879



Instagram

	FOLLOWERS
Transperth	6,400
Main Roads	3,786
METRONET	1,808
Your Move	540
Transwa	477



Website

	VIEWS
Transperth	30,646,815
DoT	28,383,577
Main Roads	7,100,000
Transwa	2,629,945
PTA	1,869,616
METRONET	1,099,342
Forrestfield-Airport Link	299,946



Call centre contacts

	CALLS RECEIVED
DoT	831,546
Transperth	393,703
Transwa	149,312
Main Roads	88,499

Social and digital channels are important tools for communicating with our customers and supporting service delivery and decision-making. Here is an overview of some of our popular channels.

TRANSPORT PORFOLIO STRUCTURE

Since 2010, WA's three key transport agencies - DoT, Main Roads and PTA - have worked together as the Transport Portfolio to enhance the coordination and delivery of transport services across the State.

The portfolio has embraced its leading role in the delivery of the Government's significant METRONET program, development of the Westport Strategy and enabling a faster, more streamlined rollout of major infrastructure projects to assist WA's post-COVID-19 economic recovery.

To support these endeavours four project offices comprising expert teams drawn primarily from the Transport Portfolio exist - METRONET, OMTID, the Portfolio Strategic Projects Office and the Westport Office.

The Director General of the Department of Transport concurrently holds the positions of Commissioner of Main Roads and Chief Executive Officer of the Public Transport Authority.

Changes in 2020-21

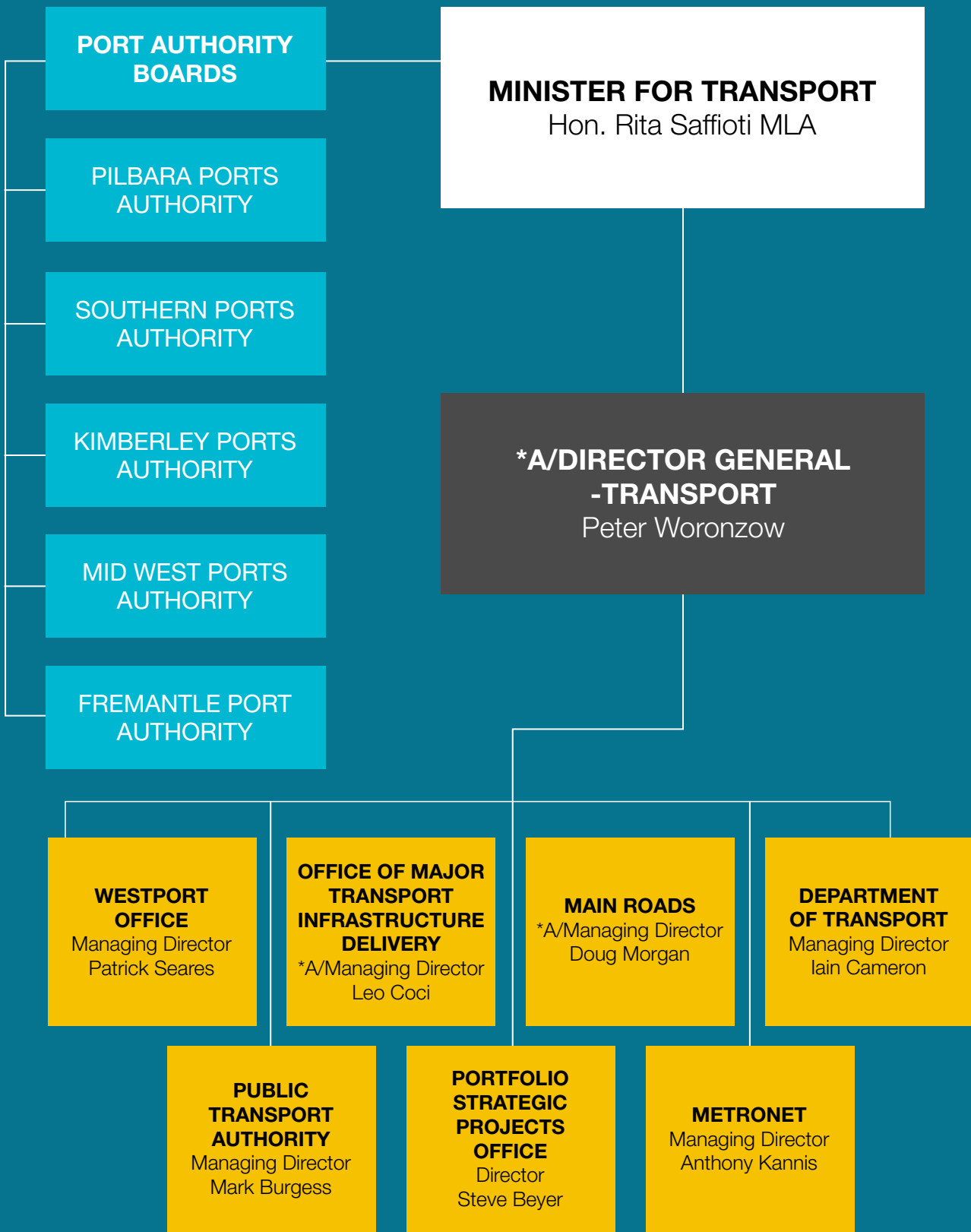
The independent Westport Taskforce transitioned to the Westport Office in August 2020, following the State Government's endorsement of the project's recommended location and design for a future container port at Kwinana. The transition represents the project's progression to Stage 2B, as planning commences for the world-class container port.

In February 2021, Patrick Seares was appointed Acting Managing Director Westport to oversee of the project.

In May 2021, the Public Sector Commissioner announced a suite of changes to senior leadership across the public sector to deliver maximum benefits for the Western Australian community. The reshuffle saw the Transport Portfolio's substantive Director General Richard Sellers appointed as the Director General of Department of Mines, Industry Regulation and Safety.

Acting Director General Peter Woronzow has continued to lead the portfolio since his appointment in March 2020, when Richard was seconded to the role of Acting Director General of the Department of Jobs, Tourism, Science and Innovation.

While Peter is undertaking the role of Director General, Doug Morgan is Acting Managing Director of Main Roads taking on the role in January 2021 and drawing on his experience having worked in many senior roles throughout his career at Main Roads.



* A/ denotes Acting

LEADERSHIP TEAM

Peter Woronzow

Acting Director General – Transport

Peter was appointed Acting Director General – Transport in March 2020, having previously been in the role of Managing Director, Main Roads. Peter brings a wealth of experience, having worked in the Transport Portfolio for several decades. Peter is a member of CPA Australia, Chairman of the Australian Road Research Board and a Director on the Board of Austroads Ltd. Through these and other roles, Peter actively contributes to the achievement of strong national transport outcomes.

Iain Cameron

Managing Director, Department of Transport

As Managing Director, Iain chairs DoT's Corporate Executive and oversees the delivery of a wide range of transport-related and support services. He has extensive policy, strategy and leadership experience in a diverse range of portfolios across the public sector including education, health, transport and road safety. Iain is the Chair of the WA Road Safety Council, a Trustee on the Board of Towards Zero Foundation (a UK registered charity), an Independent Director on the Board of the Australasian New Car Assessment Program (ANCAP) and the Co-Chair of the Commonwealth Road Safety Initiative, London. Iain seeks to achieve results for the community of WA through a focus on customers, culture and collaboration.

L-R: Patrick Seares, Iain Cameron, Peter Woronzow, Doug Morgan, Leo Coci, Anthony Kannis, Mark Burgess



Doug Morgan

Acting Managing Director, Main Roads Western Australia

Doug took on the role of Managing Director in January 2021 drawing on his experience having worked in many senior roles throughout his career at Main Roads. Most recently he has led the Planning and Technical Services team and has previously held responsibility for traffic management and heavy vehicle operations. Doug is a member of the Board of the Sustainable Built Environment National Research Centre and serves as a member of the Road Safety Commission.

Mark Burgess

Managing Director, Public Transport Authority

Mark was appointed Managing Director of PTA in 2010 and is responsible for the day-to-day operations of the agency. Mark has 23 years' experience in senior public transport roles in WA and, before moving to the Managing Director position, was Executive Director of the Transperth system – Perth's integrated bus, train and ferry system – for 12 years. This included a period when that function resided in DoT and the Department for Planning and Infrastructure. Prior to his public transport roles, Mark gained extensive logistics, transport and people management skills during his 21 years serving in the Australian Army.

Anthony Kannis

Managing Director, METRONET

Anthony was appointed Managing Director, METRONET in June 2017. He has previously worked for various government agencies including Treasury and Police. Anthony is responsible for leading the multi-agency team that has delivered the initial planning and development of METRONET projects to investment decision, while overseeing and reporting to the Minister on the timing and budget status of the various projects.

Patrick Seares

Managing Director, Westport

Patrick was appointed Managing Director, Westport in February 2021. He leads a cross-government team planning one of Western Australia's most complex infrastructure projects: a new port in Kwinana, logistics and associated integrated road and rail transport corridors. Patrick has previously worked for the Department of Water and Environmental Regulation and Office of the Environmental Protection Agency, and has led significant business improvement projects during his career, advising on strategic governance, operational reform, stakeholder engagement, operational change, and marine research.

Leo Coci

Acting Managing Director Office of Major Transport Infrastructure Delivery

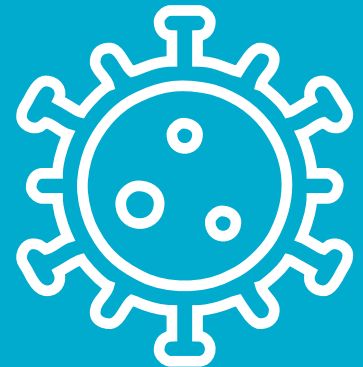
As the acting Managing Director of OMTID, Leo brings together Major Rail and Road Projects from Main Roads and PTA into one expert delivery hub. Under unified leadership, the teams collaborate and share expertise to bring efficiencies to fast track priority transport and infrastructure projects.

Leo is responsible for the procurement and delivery of high-value, complex infrastructure for some of our largest projects across Western Australia and oversees the delivery of over \$8 billion worth of transport infrastructure projects at OMTID where he is and creating a culture of project delivery excellence. Leo is on the Infrastructure Sustainability Council of Australia Board and is a member of the Aboriginal Advisory Group chaired by Peter Woronzow.

OUR ACHIEVEMENTS

FEATURE STORY

Driving the State's COVID-19 response and recovery



The COVID-19 pandemic has caused sudden and major disruption to the services provided by the Transport Portfolio.

The rapid, well-coordinated responses from the portfolio agencies to keep essential services running while playing a critical role in the State's economic recovery, has been a testament to the passion and drive of our people to deliver for the WA community.

During 2020-21 we continued to rapidly adapt and respond to changing COVID-19 developments, particularly in the interests of our passengers, customers and frontline staff.

Updates about changing restrictions, office closures and mask requirements were communicated quickly and effectively through a range of channels to help minimise the risk of any potential exposure.

Each lockdown period impacted heavily on both bus and train patronage. However, the State Government's success with keeping WA free of COVID, and the confidence of the travelling public in the steps taken to protect them resulted in quick patronage level rebounds to between 80 and 85 per cent of pre-COVID levels. The recovery of these patronage levels after lockdown periods have been the strongest in Australia.

Our staff worked diligently to successfully clear the backlog of over 40,000 practical driving assessments delayed by COVID-19 disruptions and also continued to play an integral role in WA's COVID-19 response through tireless efforts on the State Priority Incident Line, more commonly known as the 13 COVID hotline.

Together, our teams have answered more than 849,000 calls since April 2020 and their fantastic efforts continue as the vaccination roll-out progresses.

This year, the Transport Portfolio embraced its unique role in supporting the economy by continuing to progress and deliver major infrastructure projects.

With an unprecedented level of investment in road, rail, cycling and maritime construction creating more opportunities for local jobs and businesses we continued to deliver our works program in the face of lockdowns, storms and bushfires.

OMTID has enabled a faster, more streamlined rollout of major infrastructure projects, including METRONET, to inject stimulus and create jobs.

OMTID is responsible for 46 projects with a total value of more than \$8 billion. This includes 14 projects with a road or rail interface promoting greater certainty, industry confidence, training and job security.

The COVID-19 lockdowns instigated fundamental changes to human activity and mobility patterns, brought about by adjustments to national and state restrictions. While lockdowns in Australia have led to a significant drop in the use of public transport and cars, walking and cycling, particularly in WA, have risen in popularity as a mode of transport.

To support riding and walking in our State, \$220 million is being spent over the four years from 2019 to 2022 for cycling projects and grants, including investment in new and existing bike routes, expanding the network by 150 kilometres.

This year we saw benefits of the biggest single investment in WA's bike riding network come to fruition along the Mitchell Freeway, with a new path connection including the State's first ever separated riding and walking bridge across



Department of
Transport

We're all in this
together

Working together safe.

Scarborough Beach Road, making riding more fluid and safer for people on bikes.

From surf carnivals and cultural events to family holidays by the sea, Western Australians love spending time on and by the water. We are working collaboratively with project partners on several transformative marine infrastructure projects including the Ocean Reef Marina, Spoilbank Marina at Port Hedland, and the Jetty Road causeway upgrade as part of the Transforming Bunbury's Waterfront project.

In 2021-22 there will be further significant investment in coastal infrastructure projects in WA with the portfolio tasked with the delivery of works valued at \$34.2 million. These projects achieve two much-needed outcomes at this time - creating jobs, and providing better outdoor, tourism-related facilities for the community.

From the water to the air, we have worked closely with airlines and the Commonwealth Government during 2020-21 to ensure our regional communities remained connected with reliable air services. New agreements and discounted fares saw service levels across key regional air routes return to pre-COVID levels providing more flight options for residents and ensuring supplies of food, essential products and workers, medical supplies, delivery of air freight, and emergency services.

Despite the changing fabric of WA, the fundamentals of our transport system remain - it is the ultimate social enabler for people from all backgrounds and of all abilities.

Together the dedicated staff of the Transport Portfolio remain poised to deliver our essential services across the State, and support WA's economic recovery, as we continue to respond to an ever evolving COVID-19 environment.



Maintain 1.5m
distance from others
(Doesn't apply to members
from the same household)



Shared facilities
like computers are
cleaned frequently

customers who have
during COVID-19.

wa.gov.au/covid-19

WARNING



COLLABORATIVE CULTURE

We embrace collaboration to achieve better outcomes

During 2020-21, we:

- consulted with stakeholders and community across the State to deliver \$32 million in coastal infrastructure projects funded as part of WA's economic recovery;
- delivered Stage 1 of the Onslow Community Boating Precinct on behalf of the Shire of Ashburton;
- joined forces with multiple government agencies and volunteer groups as part of a Roads and Maritime Hub for boat shows, creating a one-stop-shop for boaties with the latest information and safety advice;
- worked with airlines and industry to establish a minimum network of air services during COVID-19 for those needing to fly for medical, emergency or compassionate reasons;
- collaborated with industry to keep vital freight supply chains running and ensure supermarkets, pharmacies and hospitals remained fully stocked during the COVID-19 pandemic;
- recognised and promoted the achievements of local governments, workplaces, schools, and individuals who are championing more walking, bicycle riding and public transport use at the biennial Your Move Awards;
- developed the cross government Active Travel to School Working Group with representation across seven government and industry partners to enhance collaboration and develop shared solutions for reversing the decline in walking and riding to school;
- participated in, and collaborated with, cross-agency working groups to ensure active transport is appropriately considered through land use planning and development processes;
- worked together to progress the Westport Program;
- answered more than 500,000 calls on the State Priority Incident Line, more commonly known as the 13 COVID hotline;
- commenced accepting applications for National Disability Insurance Scheme Worker Screening Checks

showcasing how cross-agency partnerships can benefit both agencies and the wider WA community;

- established the new Infrastructure Ready TAFE program in partnership with industry and key training departments to provide graduates the job-ready skills they need to be immediately employable on our major infrastructure projects;
- delivered the Kids Bridge (Koolangka Bridge) connecting QEII medical campus with Kings Park; and
- achieved a 13 per cent reduction in cattle related crashes in pastoral regions.

In 2021-22, we will:

- capitalise on opportunities to enhance cost efficiency and effectiveness through the co-location of our Geraldton regional offices;
- continue to consult the agricultural industry and regional communities across the Wheatbelt, Mid West, Great Southern and Goldfields on planned and potential improvements to the State's agricultural supply chain;
- survey Western Australians about regional air services and visit regional communities to discuss air services and airfares with key stakeholders;
- develop initiatives to address the decline in walking and riding to school;
- continue to liaise on cross-agency projects to enhance outcomes for people walking, riding bicycles, and utilising other forms of micro mobility;
- continue to work across the Transport Portfolio and wider Government to ensure Westport planning is influenced by the knowledge, expertise and capability of the public sector;
- continue to play an integral role in WA's COVID-19 response through tireless efforts on the State Priority Incident Line; and
- hold a Portfolio Regional Customer Communications Forum.

CASE STUDY

A one-stop government services shop



One of our friendly staff serving customers at the ServiceWA pilot site.

ServiceWA is a cross government initiative putting customers at the centre of service delivery.

Jointly managed by DoT, the Department of Finance, and the Office of Digital Government, the ServiceWA trial focuses on making it as simple as possible for our customers to connect with State Government by making our services and systems safe, efficient and easy for everyone to use.

Funding to establish the State's first face-to-face ServiceWA pilot site at our existing Bunbury Department of Transport Centre was approved in 2018.

Since that time, DoT has worked tirelessly to lead the physical delivery of the project, which has included upgrading core systems and revamping infrastructure for the centre.

Detailed training and a change management program for our employees, the face of ServiceWA, were also delivered.

After being delayed by COVID-19, the inaugural ServiceWA centre was officially opened in October 2020.

Centre staff can now help customers complete over 80 common transactions (like paying for driver's licences, fishing licences, infringements and applying for marriage certificates and seniors cards), from five different State Government agencies in one convenient location.

They also show customers how to conduct their future business online, with ServiceWA continuing its digital program of works to deliver some of the foundations to support agencies to deliver their services online more easily.

Customer and stakeholder feedback has strongly endorsed bringing services from multiple agencies together under one roof as part of a customer-centric design that best addresses the community's needs.

The trial has been extended to the end of the 2021-22 financial year, with evaluation planned to be conducted prior to its completion to determine if the model will be rolled out across the State.

The trial is an exciting opportunity for us to gain valuable insights from our customers and learn what works, and what doesn't – helping shape the future of service delivery for Western Australians. To find out more, visit WA.gov.au/ServiceWA.



CUSTOMER FOCUSED

We keep our customers at the centre of our service delivery and decision making

During 2020-21, we:

- launched new, improved WA specific data and functionality on the free Deckee boating app to help keep people safe on the water;
- continued to deliver the *Make a difference, maintain and wear your lifejacket program* showing boaties how to service their lifejackets and promoting the importance of wearing a lifejacket while on the water;
- transformed the Department of Transport Bunbury Centre into a trial ServiceWA centre allowing customers to access information, services and advice from five different State Government agencies at one location;
- undertook 168 remote licensing service visits to 63 remote community locations in the Kimberley, Pilbara, Goldfields, Mid West and Gascoyne regions;
- commenced a project to identify barriers to learner drivers completing the 50 hours of supervised driving required to sit their practical driving assessment;
- partnered with the aviation industry to introduce new and subsidised air services to ensure regional Western Australians have frequent and affordable flights to and from Perth;
- encouraged the community to walk, ride and use public transport more by increasing the reach and engagement of the Your Move travel behaviour change schools, local government and workplace programs;
- consulted 17 government departments, agencies, and other stakeholders to understand the policy context and develop shared solutions to the declining rate of walking and riding to school;
- cleared the backlog of over 40,000 practical driving assessments resulting from COVID-19 disruptions;
- considered stakeholder feedback in reviewing an expanded scope for the METRONET Byford Rail Extension and Inner Armadale Line Level Crossing Removal projects;

- released a popular guide to driving in WA including safety tips, rest areas, road rules and key contacts;
- deployed improvements to the Main Roads Travel Map enhancing access to the information including during emergencies; and
- rolled out statewide campaigns to educate road users about driving with oversize and overmass vehicles on the road network.

In 2021-22, we will:

- improve integration between bus and train services at Claremont Station, including the commissioning of the Claremont bus interchange;
- enhance the on-board experience for Transwa passengers on the Prospector with the introduction of Wi-Fi;
- pilot a \$4.9 million program to improve access and equity for learner drivers;
- progress implementation of the State Government's two-zone airfare cap for regional Western Australians;
- limit the maximum cash fare for any public transport trip to two zones;
- continue to work with our local government partners and other stakeholders to improve the WA Bicycle Network Grants Program and deliver quality projects;
- improve digital experience through new website features including an online portal; and
- release an improved update to MySay Transport providing opportunity for greater customer and stakeholder engagement.

CASE STUDY

Building for Tomorrow



Launched in August 2020, Building for Tomorrow is an education campaign raising awareness about the unprecedented program of transport infrastructure works currently underway across the State.

With over 80 road, rail, cycling and coastal projects completed, in planning or under construction there will be significant disruption to the WA public. The Building for Tomorrow campaign informs people of potential impacts, ensures relevant information is available to make informed choices regarding their travel and highlights the benefits the projects will deliver to individuals and the community.

Pre-campaign research indicated that while information exists on the respective Transport Portfolio agency websites, the public was often confused as to where to find the information relevant to them.

Building for Tomorrow provides a convenient single source of truth for all transport infrastructure projects and keeps positive sentiments towards construction impacts by focusing on the end benefits.

The campaign has been rolled out across mass media channels including TV, radio, press, outdoor and digital plus media partnership opportunities. A dedicated website provides an overview of the program of works, including an interactive disruption map that auto updates with disruption information from Main Roads and Transperth, along with project specific information such as timelines, construction impacts and benefits.

The Building for Tomorrow campaign is currently due to conclude on 30 June 2022.

Visit www.buildingfortomorrow.wa.gov.au

During 2020-21 the Building for Tomorrow campaign:

Reached people all over the state with

75% METROPOLITAN RESIDENTS

recognising the campaign and

71% RESIDENTS IN REGIONAL AREAS

2.3 million

views on metropolitan TV with 58 per cent of people viewing it more than three times

REACHED

2,157,278

people across WA through social media channels for both general awareness and targeted project-specific posts



INNOVATIVE SOLUTIONS

We innovate to optimise our service delivery and infrastructure

During 2020-21, we:

- investigated a sustainable solution to access issues at Carnarvon's Fascine waterway following a \$7 million allocation from the WA Recovery Plan;
- expedited planning for new pens at Carnarvon Boat Harbour to provide some immediate relief for operators;
- completed the installation of QR codes on bus stops to provide real-time bus tracking and service interruption information;
- upgraded the Transperth App to include new SmartRider, push notification and service interruption functionality;
- delivered the Your Move travel behaviour change program to 18,000 residents, employees and schools in the City of Stirling;
- continued to prepare for autonomous vehicles by working with national bodies on regulation, trials and research;
- collaborated across government on developing an Electric Vehicle Strategy for WA;
- completed stage one of the specialist METRONET Trade Training Centre, a dedicated public facility to support training for jobs in the rail industry;
- facilitated average savings of five minutes on the new Smart Freeway and a 13 per cent increase in traffic flow; and
- were recognised with a State and National Award from the Australian Flexible Pavement Association for our Western Australian Road Research and Innovation Program.

In 2021-22, we will:

- launch the Your Move Canning travel behaviour change project in the City of Canning;
- showcase innovative ways to display information to drivers on the Smart Freeway; and
- expand the Smart Freeway to Mitchell Freeway southbound.

CASE STUDY

One year of 13 COVID



State Emergency Coordinator and WA Police Commissioner Chris Dawson speaks with staff at Tassels Place.

Playing an integral role in the State's COVID-19 response, the 13 COVID hotline celebrated its first year of operation in April 2021.

Established under the State Public Information Line (SPIL) arrangement with WA Police, the hotline is a one-stop phone service for members of the public to direct their COVID-19 enquiries.

Consisting of six team leaders and close to 70 staff members, the team operates remotely from a virtual call centre environment, allowing them to work from anywhere at any time; a State Government first.

Employees from other public sector agencies have also been trained to assist the team when demand for the hotline is high.

The hotline team liaise daily with WA Police, Department of Health and Department of Premier and Cabinet to ensure the latest information on WA's COVID-19 response is available to the public.

Since its commencement in April 2020, the team has received 849,058 calls, averaging more than 1,550 calls per day. The three-day lockdown over the ANZAC Day long weekend saw the team answer more than 17,800 calls over Friday and Saturday, with the team working until 2am on Saturday morning.

To commemorate the significant one-year milestone, State Emergency Coordinator and WA Police Commissioner Chris Dawson met with staff at Tassels Place as well as team members via Microsoft Teams to thank them for the crucial support provided over the last year.

The 13 COVID hotline is expected to continue well into the future, with the call centre team ready to respond to a wider range of COVID-19 related issues as the focus shifts from travel restrictions to the vaccination program.



OPTIMISING INVESTMENT

We maximise the benefits of every transport dollar

During 2020-21, we:

- completed the \$12.3 million Jetty Road causeway upgrade at Casuarina Boat Harbour, a key part of Stage 2 of the Transforming Bunbury's Waterfront project;
- completed nine infrastructure upgrade projects as part of the Regional Airports Development Scheme;
- implemented activation initiatives, using the Activation, Consultation and Evaluation model, across bicycle infrastructure projects to support the uptake of riding on new and existing facilities;
- commenced construction of the next stage of the Fremantle PSP between Victoria Street and North Fremantle stations and Kwinana Freeway PSP between Mt Henry and Leach Highway;
- coordinated infrastructure projects to maximise efficiencies, such as delivering the Tonkin Highway Gap Project and associated road works to support the METRONET Morley–Ellenbrook Line and the Thomas Road Over Rail Project to support the METRONET Byford Rail Extension;
- commenced delivery of the Road Safety Improvement Program widening and sealing shoulders and introducing audible edges lines across the regional road network; and
- delivered works aligned to the Traffic Management Congestion Program.

In 2021-22, we will:

- work with airports to deliver Strategic Airport Assets and Financial Management Frameworks, which support sound management practices at small to medium sized regional airports;
- implement a new performance framework on the WA Bicycle Network Grants Program to better measure the impacts of projects;
- continue to collect project data, and evaluate PSP and Safe Active Streets programs, to inform future project and program delivery;
- complete construction of the next stage of the Fremantle PSP between Victoria St and North Fremantle stations, the Kwinana Freeway PSP between Mt Henry and Leach Highway, and the Mitchell Freeway PSP between Civic Place and Reid Highway;
- continue to identify infrastructure projects that can be coordinated to maximise efficient project spend;
- continue the delivery of the Road Safety Improvement Program; and
- continue works under the Traffic Congestion Management Program.

CASE STUDY 1

Creating safer regional roads



Completed upgrade work on Indian Ocean Drive.

The rate of fatalities and serious injuries caused by run-off-road and head-on crashes in regional WA is five times higher than in the Perth metropolitan region.

By July 2022, the Regional Road Safety Program will have invested \$455 million in upgrades to almost 7,000 kilometres of regional roads to significantly reduce this crash rate. Audible edge lines, known as rumble strips, will be installed, and shoulders will be sealed to provide a more forgiving road environment.

In the first 12 months of the program, work commenced on more than 4,300 kilometres of road, at a cost of almost \$260 million. This initial work includes 120 kilometres on Albany Highway to Williams, with an additional 55 kilometres underway south of Williams, and 68 kilometres underway between Cranbrook and Albany.

To the east, more than 260 kilometres of Great Eastern Highway has been upgraded including 90 kilometres between Kellerberrin and Walgoolan and 50 kilometres between Malabine and Cunderdin. Work on more than 700 kilometres of Eyre Highway is also underway, along with 111 kilometres of Brookton Highway to Brookton, and 50 kilometres of York Merredin Road.

North of Perth, upgrades to more than 1,000 kilometres of Great Northern Highway have commenced across the Mid-West Gascoyne, Pilbara and Kimberley regions along with 78 kilometres of Burkett Road and 65 kilometres of Brand Highway. Almost 100 kilometres of work on Indian Ocean Drive has been completed.

Across the South West, we're upgrading 170 kilometres of South Western Highway, 58 kilometres of Sues Road, 63 kilometres of Vasse Road, 113 kilometres of Northam Cranbrook Road and 55 kilometres of Albany Lake Grace Road.

In the first six months of 2021–22, almost 2,300 kilometres of roads across WA are scheduled for upgrade, with approximately 1,400 kilometres to be upgraded in the second half of the year. When complete, 57 per cent of the State's regional road network will be upgraded, all part of a major effort to prevent fatal or serious injury crashes on these roads.

CASE STUDY 2

Wheels in motion for iconic new bridge



Aboriginal consultation on the Causeway Pedestrian and Cyclist Bridge.

A signature project of the \$1.5 billion Perth City Deal Transport Plan is a pedestrian and bike riding bridge to be constructed alongside the heritage-listed Causeway Bridge across the Swan River.

The existing Causeway Bridge was constructed in 1952 and comprises two bridges that provide two traffic lanes in each direction, with a narrow two-metre-wide path along its western side.

The path has long been recognised as one of the busiest connections into central Perth for people walking and riding, with on average more than 1,400 cyclists and 1,900 pedestrians funnelling the route each day.

To ensure a comfortable and safe travelling environment for the large numbers of active transport users, and to completely separate the path from motor vehicle traffic, the new/iconic Causeway Pedestrian and Cyclist Bridge is anticipated to be six metres wide, with dedicated lanes for walkers and riders.

Linking Victoria Park foreshore with Heirisson Island and Perth's CBD, the new bridge will not only deliver a safer, more connected crossing but also provide a new attraction on Perth's Swan River (Derbarl Yerrigan), introducing another tourism experience for visitors.

In developing the concept designs for the project, extensive consultation was undertaken with Aboriginal groups and families.

The design of the bridge's structural elements will be inspired by the significant Aboriginal history and culture of the area, including two feature pylons reaching 35 to 40 metres high.

Ensuring every effort to minimise the impact on the surrounding environment, we have been working on developing construction methods and conducting environmental studies since August 2020. This allows us to gain a detailed understanding of the land and river geography and includes a wide range of environmental, heritage, engineering and geotechnical investigations.

Capitalising on the Perth City Deal arrangement, the long-awaited project is being jointly funded with the Commonwealth and State Governments each committing \$25 million. It is expected the contract for the bridge will be awarded by the end of 2021 with construction to start in 2022.

Want to know more? Visit

<https://www.mainroads.wa.gov.au/projects-initiatives/projects/metropolitan/causeway-path/>



PLANNING AND PRIORITISATION

We plan holistically for a growing State

During 2020-21, we:

- completed a development master plan for Hillarys Boat Harbour, identifying ways to enhance and revitalise the important tourist and family destination;
- continued community consultation and planning for the delivery of the Swan River Crossings Project to improve journeys and freight efficiency on road, rail and water;
- provided \$1.78 million in grants to State, local and other government authorities for the planning and construction of public recreational boating infrastructure in WA;
- implemented the final stage (Stage 3) of the on-demand transport industry reforms, marking a major milestone in customer and safety-focussed legislation;
- completed the most recent update of the Rail Growth Plan, the long-term plan for the rail network;
- worked with the aviation industry to rebuild regional air services and reduce the cost of regional air travel following the impacts of COVID-19;
- secured \$200 million joint Commonwealth-State funding to progress agricultural supply chain projects identified in the *Revitalising Agricultural Region Freight Strategy*;
- begun detailed work to deliver the next stage of the Westport Program's planning;
- commenced tendering and construction of the next stage of the Fremantle PSP;
- commenced research and consultation to develop strategies to address the declining rates of active travel to schools in WA;
- begun developing a cross-government Western Australian Bicycle Riding Strategy;
- commenced construction of key shared cycle and pedestrian paths to improve connectivity along the Mitchell Freeway and Fremantle rail line;
- continued to work with local government to roll-out the Safe Active Streets Program creating more inviting riding and walking environments for communities;

- continued development of 12 long-term cycle network strategies across WA;
- recommenced work on the Perth Area Travel Household Survey to collect travel behaviour data to inform planning and land use; and
- attracted 25 regional people to participate in our first Regional Engineering Associate Trainee cohort.

In 2021-22, we will:

- continue to deliver the WA Agricultural Supply Chain Improvement initiatives as part of the \$200 million Commonwealth-State funding;
- seek further Commonwealth funding via an Infrastructure Australia submission for a further suite of road, rail and intermodal projects;
- develop a Metropolitan Freight Plan to inform Westport planning;
- continue to refine and finalise the South West Supply Chain Strategy, which will guide prioritisation of road, rail and intermodal terminal investments in the South West region;
- progress development of four long-term cycle network strategies across regional WA in the Kimberley, Gascoyne, Great Southern and Kalgoorlie;
- progress an analysis of gaps in the cycle network for Perth and Peel;
- progress the Westport Program;
- continue to deliver METRONET projects;
- finalise and release the Perth Greater CBD Transport Plan;
- continue work on the Perth Area Travel Household Survey and commence the Commercial Vehicle Survey to collect travel behaviour data to inform planning and land use; and
- continue to undertake community and stakeholder engagement on detailed design and preconstruction on the Swan River Crossings project.

CASE STUDY

Location confirmed for WA's new container port



The proposed location for the future Outer Harbour in Kwinana.

In 2020 the State Government announced that WA's future container port will be built in Kwinana, after the Westport Independent Taskforce comprehensively assessed 28 different options.

Ports are the gateway to WA's economy. Efficient freight movement is essential for our economic prosperity and to provide everyday goods and services for all Western Australians. As our economy and population grows, so will our need for more goods and services.

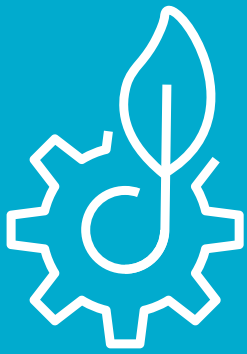
The new container port in Kwinana will unlock the State's economic growth, deliver local jobs and opportunities in our southern suburbs and support the evolution of Fremantle.

The new Kwinana port and supporting road and rail transport networks – with significant environment, community and industry interfaces – makes the Westport Program one of WA's largest and most complex infrastructure programs.

Reflecting this complexity, the Westport Program will focus holistically on the whole-of-supply chain, with integrated design, economic outcomes and commercial realities to be iteratively tested, so the best solution is reached.

Westport is currently preparing for future development by progressing a business case, with planning underway to determine design options that are sustainable and meet operational requirements, and identify potential land requirements. The business case will provide advice to the State Government about when and how a Kwinana port and logistics network should be delivered.

This is a rare, once-in-a-century opportunity to plan for WA's future; designing and constructing a new port and trade network from the ground up, rather than extending existing facilities. Significant port projects at this scale must be planned well in advance, so the major construction projects that follow have enough time to be carefully designed and delivered before trade bottlenecks occur in the future.



SUSTAINABLE TRANSPORT SYSTEMS

We deliver integrated, safe, efficient transport solutions

During 2020-21, we:

- funded 16 coastal management projects as part of the Coastal Adaptation and Protection Grants Scheme to help protect and enhance our iconic coastline;
- administered four high priority coastal erosion projects, with total funding of \$5 million funded through the WA Recovery Plan;
- completed stage one of the \$121.5 million Port Hedland Spoilbank Marina and waterfront redevelopment project;
- progressed the remaining METRONET projects in planning to delivery, including the Inner Armadale Line Level Crossing Removals, Byford Rail Extension and Midland Station projects;
- removed the first METRONET level crossing at Denny Avenue;
- upgraded infrastructure in preparation for trialling electric buses;
- installed solar panels at eight major Transperth bus stations and five train stations;
- implemented regulatory change to allow commercial ports governed under the *Shipping and Pilotage Act 1967* to transfer to regional port authorities, which will bring a more regional focus to port planning and management;
- continued to undertake the second phase of ports governance reform;
- supported 36 schools via the Your Move Schools Super Boost initiative;
- delivered the Your Move Stirling project, recruiting 16,149 residents, engaging 21 schools and three workplaces;
- continued to progress 73 WA Bicycle Network Grants Program projects in partnership with 18 metropolitan and 31 regional local governments across WA;

- provided \$5.5 million to local governments to help design and deliver more than 100 kilometres of new paths across the State;
- used more than 46,000 tonnes of recycled concrete and 2,750 tonnes of recycled crumb rubber in road construction projects;
- implemented the Wheatbelt Revegetation Bank Program as a source of environment offsets for road improvement works;
- registered 16 projects with the Infrastructure Sustainability Council of Australia for assessment; and
- commenced works on Albany Ring Road and Bunbury Outer Ring Road.

In 2021-22, we will:

- commence trialling of electric buses to assess future viability;
- continue installing solar panels at identified train stations;
- deliver the next Your Move project in the City of Canning with a stronger school focus;
- progress over 80 WA Bicycle Network Grants Program projects in partnership with 22 metropolitan and 34 regional local governments across WA;
- pilot the use of Infrastructure Sustainability Essentials on projects between \$5 million and \$99 million; and
- support the *State Electric Vehicle Strategy* by increasing uptake in fleet and construction projects.

CASE STUDY

Electric bus trial to create surge in sustainability



One of the battery-electric buses pre-Transperth livery being applied.

Travelling with Transperth is already one of the most environmentally friendly transport choices Western Australians can make.

However, things are set to get even greener following preparation works undertaken in 2020-21 to enable trialling of electric buses on the Transperth network.

On-road testing of Perth's first two battery-electric buses will get under way in October, with trials operating Transperth bus services expected to start in early 2022.

The buses will be trialled on the Joondalup CAT service and selected northern-suburbs bus routes to test their future viability. These initial two buses are the first of four which are being manufactured in Melbourne. They are being built under Transperth's existing \$549 million contract with Volvo for the delivery of 900 new buses between 2019 and 2029.

The electric buses have similar design features and passenger carrying capacity as Transperth's existing buses, including accessibility for wheelchair passengers. Roof-mounted lithium-ion batteries will provide enough energy to cover approximately 200 kilometres per day on a single charge.

Preparation works for the trial involved substantial modifications to Joondalup bus depot to provide a suitable parking layout for the electric buses, high-voltage recharging infrastructure including an upgraded Western Power grid connection, and the workshop maintenance facilities required to service and repair these vehicles on site.

If the trial is successful Volvo's partnership with Malaga-based manufacturer Volgren will allow for future electric buses to be built locally.

The trial reflects the Transport Portfolio's commitment to investing in and evaluating sustainable transport options for future generations.

LOOKING AHEAD

The future of train travel in Perth is here



Artist impression of the new Ellenbrook Station.

METRONET continues to be a priority of the State Government, with a significant pipeline of major projects due for completion over the next few years.

Making the most of this once in a lifetime investment, METRONET's station precincts are great locations within walking distance of stations for future development of housing, jobs and community services.

METRONET is driving land use change in more than 8,000 hectares of land in 25 station precincts.

METRONET is well underway to change how people live and travel in Perth, with major transport projects connecting every corner of the city.

From the north eastern corner to the CBD and beyond, Ellenbrook's class of 2024 will have more study and work options in easy reach, with the Morley-Ellenbrook Line project being delivered.

Tree changers and sea changers will have new options within commutable distance, with the Armadale Line extended south to Byford (42 minutes) and the Joondalup Line north to Yanchep (49 minutes).

Both are well on the way, with the Byford Rail Extension in the tender phase and major construction progressing on the Yanchep Rail Extension.

In the April school holidays, nearly 10,000 visitors experienced the future of Perth's new C-Series trains, when a life size model was displayed at Yagan Square.

Everything old is new again, with railcar manufacturing returning to Midland for good with the grand opening of the new Bellevue facility on WA Day. The new C-series railcars will be built there, along with the new Australind, and fleet maintenance for years to come.

Milestones will keep rolling in 2021-22, including projects due for completion, such as the Mandurah Station Multi-Storey Car Park, Denny Avenue Level Crossing Removal project and the Forrestfield-Airport Link.

The METRONET Office will continue supporting partner agencies delivering the projects with coordination, oversight, and governance, ensuring projects continue meeting the State Government's priorities.



FACTS AND FIGURES

General State Information	WA	Australia	WA (%)
Area (square km)	2,526,646	7,688,126	32.9
Population	2,663,561	25,697,298	10.4
Annual vehicle kms travelled (100 million VKT)	276	2,384.90	10.7
Road length (excluding Department of Biodiversity, Conservation and Attractions roads) (kms)	147,372	n/a	
Road-related fatalities (for calendar year 2019)	155	1,107	14.0
Road-related serious injuries (for calendar year 2019)	1,641	n/a	

Road Classification (as at 30 June 2021)	Sealed (km)	Unsealed (km)	Total (km)	% Sealed
National Land Transport Routes	5,538	0	5,538	100
Highways	5,482	108	5,590	98
Main roads	6,808	759	7,567	90
Sub-Total	17,828	867	18,695	95
Local roads regularly maintained	40,047	87,413	127,460	31
Local roads not regularly maintained	185	1,032	1,217	15
Sub-Total	40,232	88,445	128,677	31
Roads managed by the Department of Biodiversity, Conservation and Attractions	351	35,363	35,714	1
Total WA Road Network	58,411	124,675	183,086	32

