

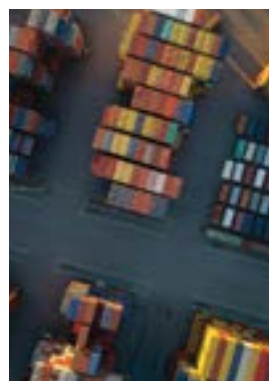


Government of **Western Australia**
Department of **Transport**

ANNUAL REPORT 2021–22

SNAPSHOT

21



22

Managing Director's Message

At the core of what we do is enabling people to participate in activities and access goods and services that enrich their lives, connecting them to family and friends, employment, education, recreation, and their communities,

During the 2021-22 reporting period, the Department of Transport (DoT) adopted its new purpose statement 'Empowering a Thriving Community', which is reflective of our community-first approach.

Our achievements in 2021-22 underpin our strategic focus on community centric solutions, safe, accessible, and effective transport, sustainable transport solutions and being a capable and future ready organisation. This Annual Report Snapshot presents our 2021-22 highlights and performance and showcases some of the key projects that have supported this strategic focus over the course of the 2021-22 financial year.

These include the Australian-first, Regional Airfare Zone Cap scheme, which ensures affordable fixed airfares for regional residents travelling in and out of Perth; the Driving Access and Equity Program to help young and disadvantaged people in regional and remote areas obtain their driver's

licence; the success of the ServiceWA pilot in Bunbury, providing a wide range of government services in one place; key Maritime projects that improve marine safety and provide quality facilities for our community; and the significant expansion of bike riding and walking infrastructure across the state to support continued growth in active lifestyle choices.

We have achieved many successes despite the continued impact of COVID-19. I am impressed by how our people have risen to the challenge to ensure business continuity while sustaining the delivery of services and projects that play an important role in supporting the Western Australian community.

The full version of our Annual Report 2021-22 is available on the DoT website.

Sincerely,



Iain Cameron
Managing Director
Department of Transport

DoT Corporate Executive



Back row, left to right: Anne-Marie Brits, Peter Woronzow, Isabeau Korpel, Steve Jenkins, Dennis O'Reilly, Linley Crackel, Peter Parolo and Justin McKirdy.

Front row, left to right: Iain Cameron, Kate Wang, Brian Leveson and Christian Thompson.

Highlights 2021–22



We invested in regular and affordable air services

\$4m

Investment in the Inter-Regional Network

NEW Flight – Derby to Broome

Distance: 220km

Travel Time: 55min

\$1m

Regional Airports Development Scheme grant funding provided to 17 projects

\$19.8m

NEW Regional Airfare Zone Cap

[Read more page 8](#)

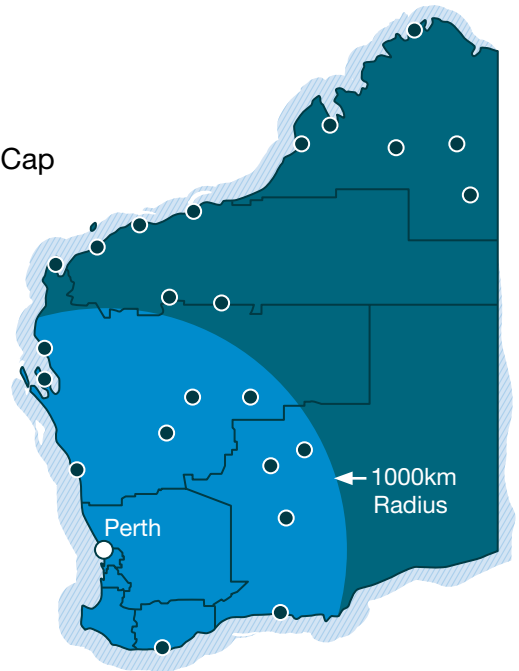
Airfares*

● \$199 One Way
< 1000km from Perth

● \$299 One Way
> 1000km from Perth

● Airport location

* For a one-way flight (both ways booked as a return flight).



Our business centres provided advice, assessments and support

1.1m+

Transactions and assessments

36

Locations

89%

999,939

Driver and Vehicle Transactions

11%

127,512

Practical Driving Assessments

We were a central contact point during the COVID-19 pandemic

3m+

13 COVID phone calls answered by 120 DoT staff over two years

[Read more page 7](#)



We transformed shoreline destinations

\$78m

Secured for Transforming Bunbury's Waterfront Stage 3

[Read more page 10](#)

\$14m

For improvements on the Fremantle and Hillarys jetties

Highlights 2021–22 (Continued)



We connected remote communities to our services

2,205

Transactions and assessments

78

Locations

\$3.5m

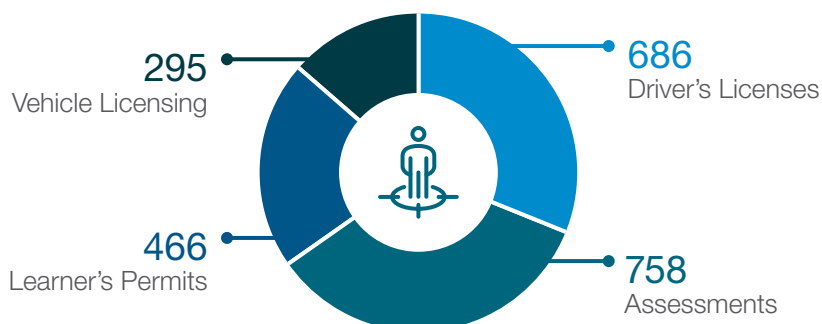
Driving Access and Equity Program grants

Read more [page 14](#)

to assist

1,000+

Learner drivers across the Kimberley and Pilbara



We delivered safe paths and encouraged active transport

Read more [page 11](#)

\$7.6m

WA Bicycle Network grants funded 74 cycling projects

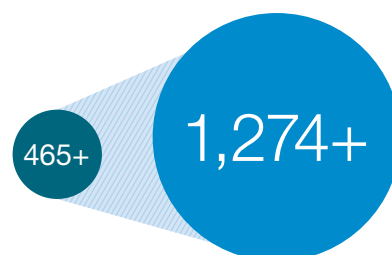
100km+

Of new path to be delivered through partnerships with 51 local governments

Expanding delivery of the Your Move Schools program

School participation
+9.5% from 2020–21

Activities completed
+64% from 2020–21



Our customer milestones

1.9m+

Licensed Drivers

1m+

DoTDirect Accounts

287,627

Licensed Skippers

31,885

Passenger Transport Driver authorisations

Highlights 2021–22 (Continued)



Our people

1,611

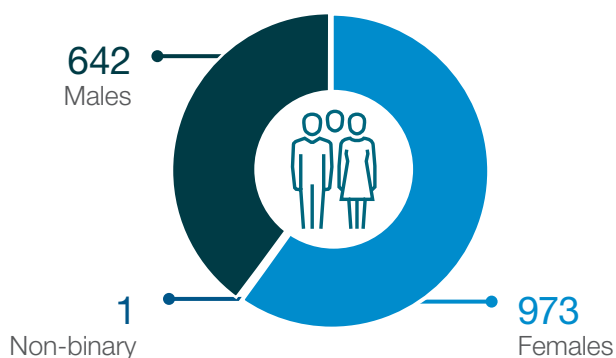
Headcount

12

Senior
Executive
Service

178

Regional
employees



At a glance

300+

Staff have undertaken behavioural profiling combined with individual or group coaching to raise self-awareness, emotional intelligence and improve communication and teambuilding.

900+

Staff have taken part in the Connecting People with Culture and Country sessions held at Mariginiup (since 2019).

32

University students were provided with DoT placements to assist with the development of critical skills and experience.



Creating a values-driven organisation

9,500+

Training Courses
completed by
employees

8,915

online compliance-
based training courses
completed

181

Welcome to DoT
induction sessions
completed



1,597

employees completed
Integrity Training
online

241

employees completed
Accountable and
Ethical Decision-
Making training

235

managers completed
Work Health & Safety
for Managers training

1,323

employees completed
Work Health &
Safety training



Project Highlights

ServiceWA a success

Delivered by the Departments of Finance, Transport, and the Premier and Cabinet, ServiceWA is a State Government initiative streamlining the delivery of more than 80 face-to-face and online services provided across six agencies: Department of Communities; WA Police; the Department of Justice's Registry of Births, Deaths and Marriages; Department of Primary Industries and Regional Development; Public Transport Authority; and Department of Transport, into a single shopfront.

A ServiceWA pilot site, using the existing DoT Service Centre in Bunbury, has been operating since October 2020.

The ServiceWA delivery model allows for fragmented service transactions across many agencies to be provided in a more unified, efficient, streamlined and cost-effective way.

This includes developing basic system inter-connectivity for the participating agencies, updating and altering the Bunbury centre layout to facilitate the changed service delivery model, hiring additional staff to meet the increased transactional demand, and training all Bunbury staff in the broader range of transactions to be provided.

During its operation in 2021–22, customer and stakeholder feedback confirmed the success of bringing services from multiple agencies together under one roof as part of a customer-centric design that best addresses people's needs.

Due to its growing success and positive customer feedback, the State Government has approved a three-year extension of ServiceWA Bunbury. During this time, consideration will be given to the further expansion of in-centre and online services and/or additional ServiceWA sites.



99%

Of customers are likely to recommend the ServiceWA centre to family, friends and colleagues.

13COVID supporting WA's pandemic response

The 13COVID phone line is an integral part of the Western Australian response to the pandemic, functioning as a central contact point for questions from the public.

Success of the line is built on the collaboration between the Department of Transport, WA Police, WA Health, Health Support Services and Office of Digital Government.

The DoT Driver and Vehicle Services (DVS) directorate operates the 13COVID and ServiceWA contact centres on behalf of the State Government.

Whilst 13COVID has been in operation for more than two years providing advice and support for the community relating to the pandemic, DVS was asked to extend this whole of government service to include support for the ServiceWA app in January 2022.

Since its inception, 13COVID has taken more than three million calls relating to the State of Emergency and at its peak employed over 120 staff in a virtual contact centre.

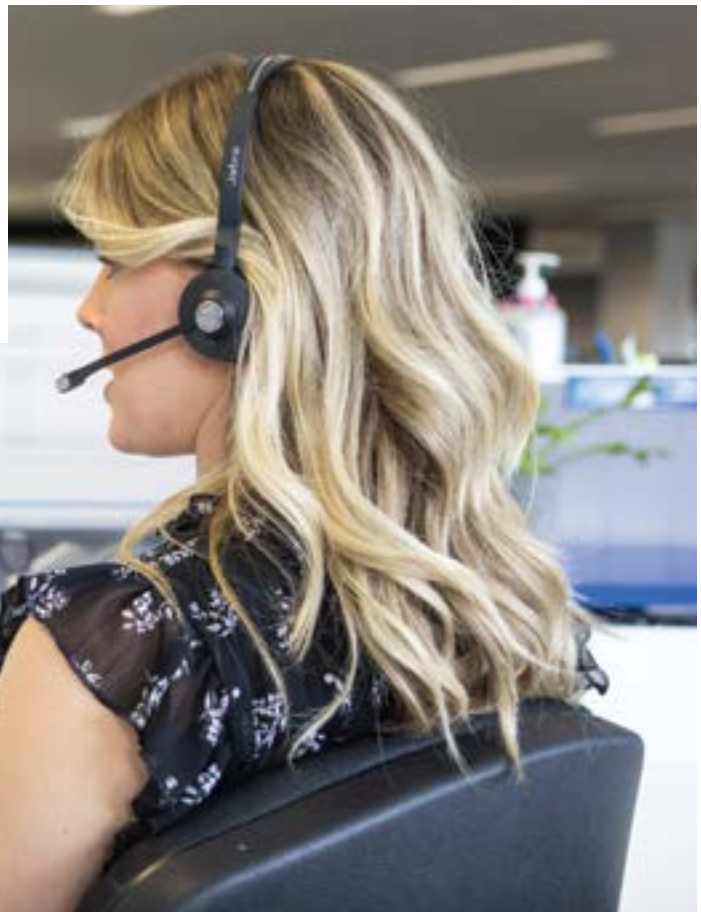
The role of 13COVID has extended over the pandemic to support the easing of restrictions and health directions including answering calls relating to vaccination requirements, the registering of positive Rapid Antigen Tests and isolation requirements.

As WA developed its roadmap out of the pandemic and focused on recovery and the easing of restrictions, the ServiceWA app was developed and DoT was asked to mobilise a new contact centre team to support the app and the whole of government services which would form the current and future functionality of ServiceWA.

Since the beginning of 2022, the ServiceWA app has offered check in and confirmation of vaccination status to support the pandemic recovery.

WA Police has requested the services of DoT in managing 13COVID until the end of 2022.

As a virtual operation, the 13COVID line has allowed DoT to support ongoing employment for vulnerable and immunocompromised staff and other workers throughout the pandemic.





Regional Airfare Zone Cap scheme takes off

The announcement of the Regional Aviation Zone Cap scheme, providing \$199/\$299 fares for regional residents, is the culmination of many years of engagement with airlines and regional communities.

Zone Cap Fares*

\$199

**For regional residents living within
1,000km driving distance from Perth.**

\$299

**For regional residents living beyond
1,000km driving distance from Perth.**

The new scheme is a partnership between the State Government and five airlines: Airnorth, Qantas, Rex Airlines, Skippers Aviation and Virgin, and builds on each of the airlines' resident fare programs by reducing their resident fare prices to the Zone Cap fare of \$199 or \$299.

All airlines within WA require a licence from the State Government. One of the conditions of the licence is that the airlines join with DoT to engage with the local communities to understand their aviation needs. Community workshops undertaken across the state played a significant role in understanding the needs of the community which fed into the development of the Zone Cap.

* For a one-way flight (both ways) booked as a return flight.

Progress at Woodman Point Jetty

In 2020, DoT was allocated \$9.69 million to fund the replacement of the Woodman Point Jetty as part of the WA Recovery Plan.

The site's location is complex, with the land located within Woodman Point Regional Park; a Bush Forever site within the City of Cockburn; and the sea-side located on Crown Land. DoT will continue to work closely with the Department of Biodiversity, Conservation and Attractions (DBCA) and the Department of Planning, Lands and Heritage (DPLH) to obtain statutory approvals for the jetty replacement works.

During 2021–22, consultation was undertaken on the three concepts developed by DoT with the project working group to gain feedback from the public, traditional owners and stakeholders.

This consultation has informed the final concept at the existing site, and the project is now proceeding to detailed design and approvals.

Consultation continues with the project working group, which includes representatives from the DBCA, Fremantle Port Authority, City of Cockburn, Recfishwest, and Fishability along with input from a scuba diving representative.

Geotechnical investigation works to inform the detailed design have been completed and specialist multidisciplinary consultants have been engaged to progress the architectural and detailed design phase of the project.

DoT will continue to seek feedback from key stakeholders to ensure the replacement jetty retains and improves usability through this process. Following the detailed design, a construction works contract to replace the jetty will be let through a public tender process.

The Woodman Point Jetty project aims to preserve the popular Perth metropolitan swimming, snorkelling, scuba diving and fishing location as well as recognise the jetty's significant heritage.





Transforming Bunbury's Waterfront

DoT's Maritime business unit continued to work closely with the South West Development Commission, DevelopmentWA, Southern Ports Authority and the City of Bunbury to deliver the Transforming Bunbury's Waterfront project. The project, overseen by the Transforming Bunbury's Waterfront Steering Committee, aims to create vibrant shorelines for the local community and deliver infrastructure to stimulate marine and tourism industries.

In 2021–22, DoT was allocated \$78 million for Stage 3 over four years to deliver new breakwaters, boat maintenance facilities, services, and boat ramp improvements in Casuarina Boat Harbour and Koombana Bay. The detailed design work is progressing and a contract to upgrade the boat launching facility in Casuarina Harbour was awarded to a local company in May 2022, with works expected to commence in October 2022.

Environmental approvals and land assembly work for the next stages of the project are progressing, with design of civil works expected to commence in late-2022.



On-demand Transport

Early end to On-demand Passenger Transport Levy

The On-demand Passenger Transport Levy was introduced in April 2019 to fund the \$120 million Perth Taxi Plate Buyback Scheme and was expected to remain in place for four years.

Stronger than anticipated demand for on-demand transport services led to the levy ending on 31 May 2022, after the recovery of almost \$129 million and despite the impacts of the COVID-19 pandemic.

The 10 per cent levy applied to all trips in taxi and charter vehicles that started and finished in the Perth metropolitan area, Murray and Mandurah districts.

In 2020, the levy amount to be collected was extended to include \$9 million that was redirected back to the industry as part of the State Government's COVID-19 relief measures to provide support to operators across Western Australia.

The repeal of the levy marked an important milestone for industry operating in a newly reformed environment.



74km

Of continuous and safe
Principal Shared Path
along Kwinana Freeway.

Urban Mobility

Work continues on Principal Shared Paths

DoT is committed to making WA a place where bike riding is a safe, connected, convenient and widely accepted form of transport. Due to their versatility, Principal Shared Paths (PSP) are vital to encouraging the community to ride more. The paths can be used for long trips, but they are also suitable for less experienced riders and short trips, as well as for pedestrians.

The expansion of the PSP network is a key action of the Western Australian Bicycle Network (WABN) Plan. The priority PSPs up until 2023 are within a 15 kilometre radius of the Perth CBD, with a particular emphasis along the freeway and railway corridors due to higher demand from commuters. The following progress was made during the 2021–22 reporting period.

Fremantle Railway PSPs

The third stage between Victoria Street Station and North Fremantle Station was completed by September 2021. The fourth stage of the PSP, between North Fremantle Station and the Swan River, which includes a proposed bridge across Tydeman Road and connections both over the Swan River and to the local path network, is in design development.

Construction timelines for the final stage connecting to the Fremantle train station have been aligned with the Swan River Crossing project.

Mitchell Freeway PSP

Construction of the \$23.3 million, 3.7 kilometre PSP between Civic Place in Stirling and Reid Highway in Balcatta commenced in 2021–22 and is due for completion in 2023. It includes an underpass at Karrinyup Road to deliver substantial safety and efficiency improvements.

The project will tie into path works delivered through the Stephenson Avenue project. When complete, the Mitchell Freeway will have a continuous PSP between Perth CBD and Reid Highway.

Kwinana Freeway PSP

The Kwinana Freeway PSP between Cranford Avenue and Leach Highway was completed in April 2022.

The \$16 million project, including 700 metres of PSP and an underpass at Cranford Avenue freeway on-ramp, now provides a continuous and safe 74 kilometre route between Perth CBD and Mandurah.

Armadaile Rail Line SPs

Through the PSP expansion program, DoT provided funding to the Town of Victoria Park, City of Gosnells and City of Armadale to close the gaps along the Armadale Line PSP with high-quality shared paths.

eRideables regulatory reforms

Teams from Urban Mobility, Legislative and Legal Services, and Driver and Vehicle Services, collaborated with the Road Safety Commission to enact reforms setting safe speed limits and safety features for Electric Rideable Devices (eRideables) in WA.

eRideables are electric powered devices not capable of travelling faster than 25 kilometres per hour and include e-scooters, electric unicycles, electric skateboards, electric roller-skates, one-wheel electric scooters and hoverboards.

The legislative change included amendments to the *Road Traffic Code 2000* that came into effect on 4 December 2021. These amendments have led to greater consistency with other jurisdictions and ensure the state's road rules keep up with changes in mobility technologies as well as reflecting public expectations of having a range of transport choices to use on public infrastructure.

Growth is observable in the personal use of these devices around Perth following the regulatory changes. Operating e-scooter hire services in Stirling, Rockingham, Bunbury and Esperance also contribute to greater prevalence of eRideables in public areas.

Increased ownership, access to and use of eRideables across WA are leading to a range of issues and impacts. DoT's monitoring activities allow it to evaluate eRideable use within the broader active transport mix and have informed, data-backed discussions with partners focusing on safety and transport choice.

eRideable users interact with pedestrians and cyclists on active transport path facilities and the safety and amenity of all users requires each user to be respectful and to share the available space.





\$200m

Investment in the Agricultural
Supply Chain Improvement
Program – Package 1.

Freight and Ports

Agricultural supply chains receive a boost

DoT is leading the implementation of the Agricultural Supply Chain Improvement (ASCI) program, which will help deliver prioritised freight infrastructure projects throughout the grain growing regions of WA.

The ASCI program implementation builds on the 2020 Revitalising Agricultural Region Freight (RARF) strategy and will help WA grain growers and other primary producers transport their product to markets more efficiently and keep up with increasing demand.

The ASCI program targets infrastructure projects that will optimise supply chain efficiencies, improve road safety and community amenity, and move greater volumes of grain by rail, while seeking to lower freight costs and improve supply chain capacity from farm gate to port.

DoT is collaborating with the Public Transport Authority, the State and Federal Governments and industry to progress ASCI projects that will be delivered under the first package, with \$200 million secured in May 2022.

The funding package will go towards four project areas:

- » Four rail siding extensions for CBH grain bins at Moora, Brookton, Cranbrook, and Broomehill, complementing significant CBH investment in rail loading facilities.
- » Seven additional grain rail siding upgrades at Avon, Kellerberrin, Dowerin, Konnongorring, Ballidu, Mingenew, and Perenjori North, which will help CBH to more quickly load longer trains.
- » Upgrading the Midland Line main line from 16 Tonne Axle Loading (TAL) to 19 TAL between Carnamah and Mingenew, allowing heavier trains and a 20 per cent increase in train loads.
- » Part funding for the progressive recommissioning of the Narrogin-Kulin rail line and associated works to service grain and other potential customers in the Narrogin-Wickepin area via a Tier 3 line.

The projects funded in package 1 of the ASCI program have been determined in close consultation with State and Federal Governments CBH, rail network manager Arc Infrastructure, grower groups, and local governments.

DoT is also working closely with these stakeholders to determine a list of projects to be included in a second ASCI package, that will require further funding contributions.



Driver and Vehicle Services

New program to drive licensing access and equity

Young, disadvantaged people in regional and remote areas of our state can face considerable barriers to obtaining their driver's licence – a fact highlighted at a State Government Skills Summit in July 2021 as impacting youth employment opportunities in regional Western Australia.

In response, the State Government committed \$4.9 million in August 2021 for a 12 month pilot of the Driving Access and Equity Program, run by DoT, to enable this cohort to become safe, confident and employable drivers.

The Kimberley and Pilbara were selected to pilot the program as these regions have a high concentration of learner drivers with limited access to a vehicle, supervisor, or driving instructor, due to factors including geographic location, income, employment status and social situation.

DoT project staff worked closely with local stakeholders during the pilot to deliver solutions to these barriers.

This included distributing \$3.5 million in grants to 12 community-based organisations to support the purchase of up to 24 vehicles for driving instruction, and to expand and establish successful supervised driving programs.

At a glance

Grant organisations are expected to assist:

1,000+

Disadvantaged learner drivers across the Kimberley and Pilbara.

Potential deliverables:

550

Provisional driver's licences.

350

Employment opportunities created.

Acknowledgment of Country

The Department of Transport acknowledges the Traditional Custodians of the land throughout Western Australia and pays our respects to Elders both past and present. We acknowledge the members of all Aboriginal communities, their cultures and continuing connection to Country throughout the State.

About this Annual Report Snapshot

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This Annual Report Snapshot was published by the Department of Transport, October 2022.

This document provides a snapshot of key data from the Department of Transport's *Annual Report 2021-22*. For details please read the full Report at www.transport.wa.gov.au/aboutus/annual-report.asp

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