

LEGISLATIVE COUNCIL STANDING COMMITTEE ON ESTIMATES AND FINANCIAL OPERATIONS

ANSWERS TO QUESTIONS PRIOR TO HEARING

Public Transport Authority of Western Australia

Hon Colin Tincknell MLC asked:

1. Throughout the annual report we are reminded of the impact COVID19 has had on our public transport, most noticeably a reduction in patronage.
On page 72 the report tells us that there has also been a reduction in "on time reliability" for train, bus and ferry services. Some of the reason for this include special events (I would have thought they would have been reduced with COVID19), bad weather (I'm not sure we had particularly bad weather last year) which leaves us with "electrical and mechanical issues" and "notifiable occurrences".
Can you please explain what notifiable occurrences are, and if there is any data to demonstrate an increase in these occurrences or an increase in electrical and mechanical issues?

Answer:

Notifiable occurrences are defined on page 49 of the 2019-20 Public Transport Authority Annual Report.

Category A and B notifiable occurrences are recorded as a ratio of occurrences per million passenger boardings and per million train kilometres. As the COVID-19 pandemic had a significant impact on both passenger boardings and service frequency, it would be expected that these ratios would increase in the 2019-20 year, due to the reduction in boardings and train kilometres rather than an increase in occurrences.

Notifiable Rollingstock Irregularities (mechanical) have increased due to a change in the interpretation of the Office of the National Rail Safety Regulator's reporting requirements rather than a significant increase in mechanical issues on the trains.

2. On page 30 of the report I notice there has been significant drop in how safe travellers feel using Transperth trains, buses and ferries at night. Trains in particular have seen an almost 10 per cent drop in those who feel safe.
What I can't find in the annual report is any actual measure of how many safety incidents Transperth dealt with during the period of the annual report.
I would hope the number of incidents has dropped at least in line with the drop in patronage due to COVID19.
Are passengers right to feel less safe, has there been an increase or a decrease in the actual number of incidents of violence, abuse or damage??

Answer:

For the nine-month period ending 31 March 2020, the number of safety incidents on the train system were broadly equivalent to that of the same period in the previous year.

The 2020 Transperth passenger satisfaction survey was conducted in March 2020, during the escalation of the COVID-19 pandemic. This was at a time when it would be expected that people would have had a heightened sense of concern for their personal safety.

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