

REGIONAL BUS SERVICES — PASSENGER SATISFACTION SURVEY

955. Hon ADELE FARINA to the parliamentary secretary representing the Minister for Transport:

I refer to the passenger satisfaction monitor annual survey of regular users of Transperth services.

- (1) Is a similar survey undertaken of regular users of —
 - (a) TransBunbury services; and
 - (b) other regional bus services?
- (2) If yes to (1)(a) and/or (1)(b), will the Minister for Transport table the results of the surveys?
- (3) If no to (1)(a) and/or (1)(b) —
 - (a) why not;
 - (b) what alternative evaluation of these services is undertaken; and
 - (c) will the minister table the outcomes of evaluations undertaken of TransBunbury and other regional bus services; and, if not, why not?

Hon JIM CHOWN replied:

I thank the honourable member for some notice of this question.

- (1) (a) No.
- (1) (b)–(2) Transwa has also conducted a passenger satisfaction monitor annual survey of regular users, which is currently being assessed. It is the Public Transport Authority's intention to release this publicly in the near future.
- (3) (a) The majority of passengers on the regional town bus services are students under the age of 18. The passenger satisfaction monitor does not interview children.
- (b) In the case of regional town bus services such as TransBunbury, the PTA conducts regular audits of its operators to ensure that they are delivering the contracted level of service. This includes on-time running, fleet presentation and maintenance of vehicles. These attributes contribute significantly to ensuring that services are meeting passenger expectations, which in turn drives passenger satisfaction. Customers are also encouraged to provide feedback via the Transperth comment line on 13 62 13, which is actioned by the PTA.
- (c) The PTA intends to publish the results of the Transwa passenger satisfaction monitor annual survey in the near future.