

*We're working for
Western Australia.*



2023 Community Perceptions

Summary Report

Methodology

A survey was conducted with a random sample of 1,418 members of the public across Western Australia.

An online survey achieved **n=1,190** completed interviews, using Q&A's quality accredited WA online panel. In addition, **n=228** social media interviews were conducted to achieve the target sample of n=100 responses per region. The same survey was used for both online and social media. Some responses were removed in the data cleaning process.

All fieldwork was conducted from 27 February to 2 April 2023.

Soft quotas were set by age, gender and region. In line with previous surveys, the data was weighted by age, gender and region to reflect 2016 ABS Census statistics.

The **total sample of 1,418** provides a maximum margin of error of $\pm 2.6\%$ at the 95% confidence interval.

The response rate for the social media component was **18%** and **14%** for online.

Question wording and analysis of data for KPI performance reporting remained entirely consistent with previous years.

Sample Composition			
	Sample Size (n=)	Proportion of Sample	
		(weighted)	(unweighted)
Total	1,418	100%	100%
Metro	699	78%	50%
Goldfields Esperance	105	3%	7%
Great Southern	102	3%	7%
South West	102	4%	7%
Midwest Gascoyne	105	3%	7%
Wheatbelt	103	3%	7%
Pilbara	102	3%	7%
Kimberley	100	3%	7%
Male	513	50%	36%
Female	905	50%	64%
17 to 34 years	293	33%	21%
35 to 54 years	495	37%	35%
55 years or older	630	30%	44%

Note: Figures do not add to 100% due to rounding.

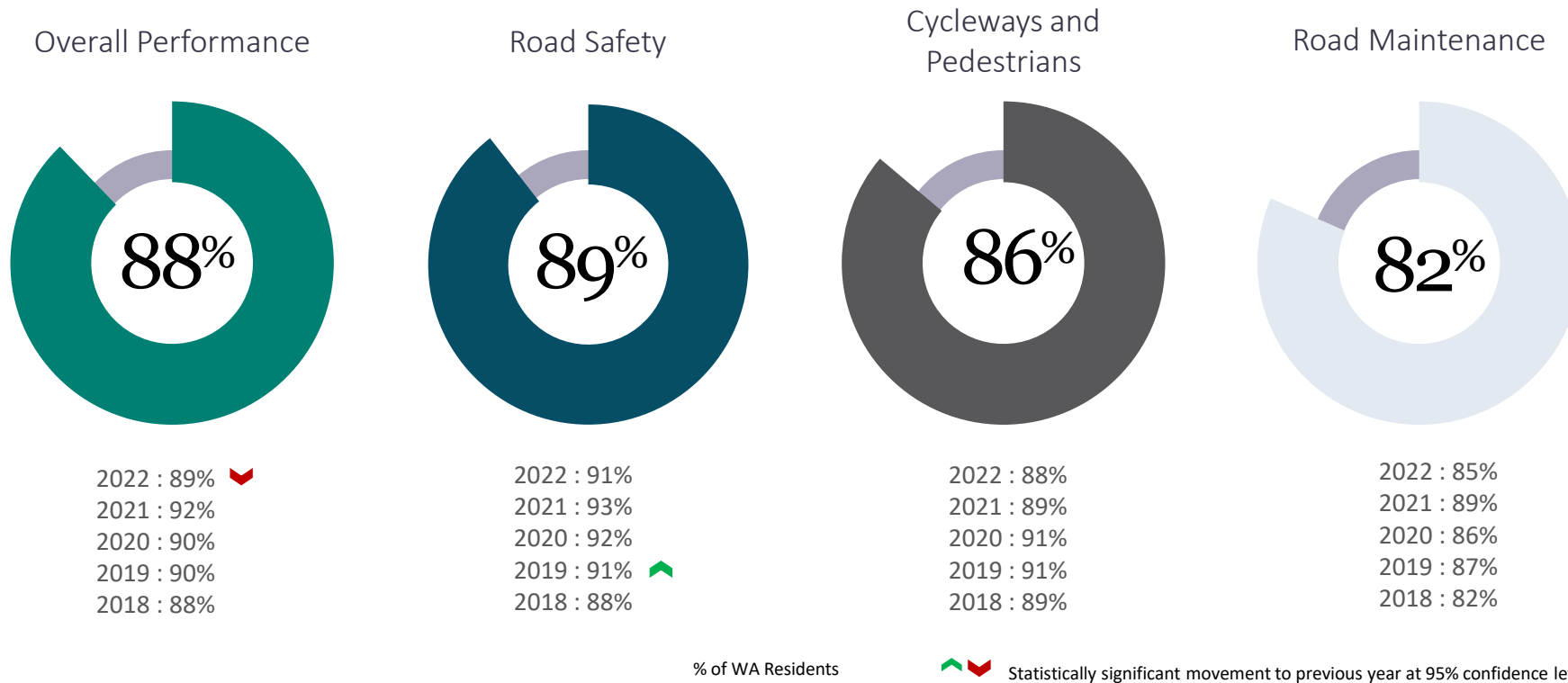
KPI scores

% Total Okay, Good & Excellent ratings



Most KPI measures remain in line with 2022, although road maintenance has slightly declined further

KPI Ratings % Total Okay, Good and Excellent

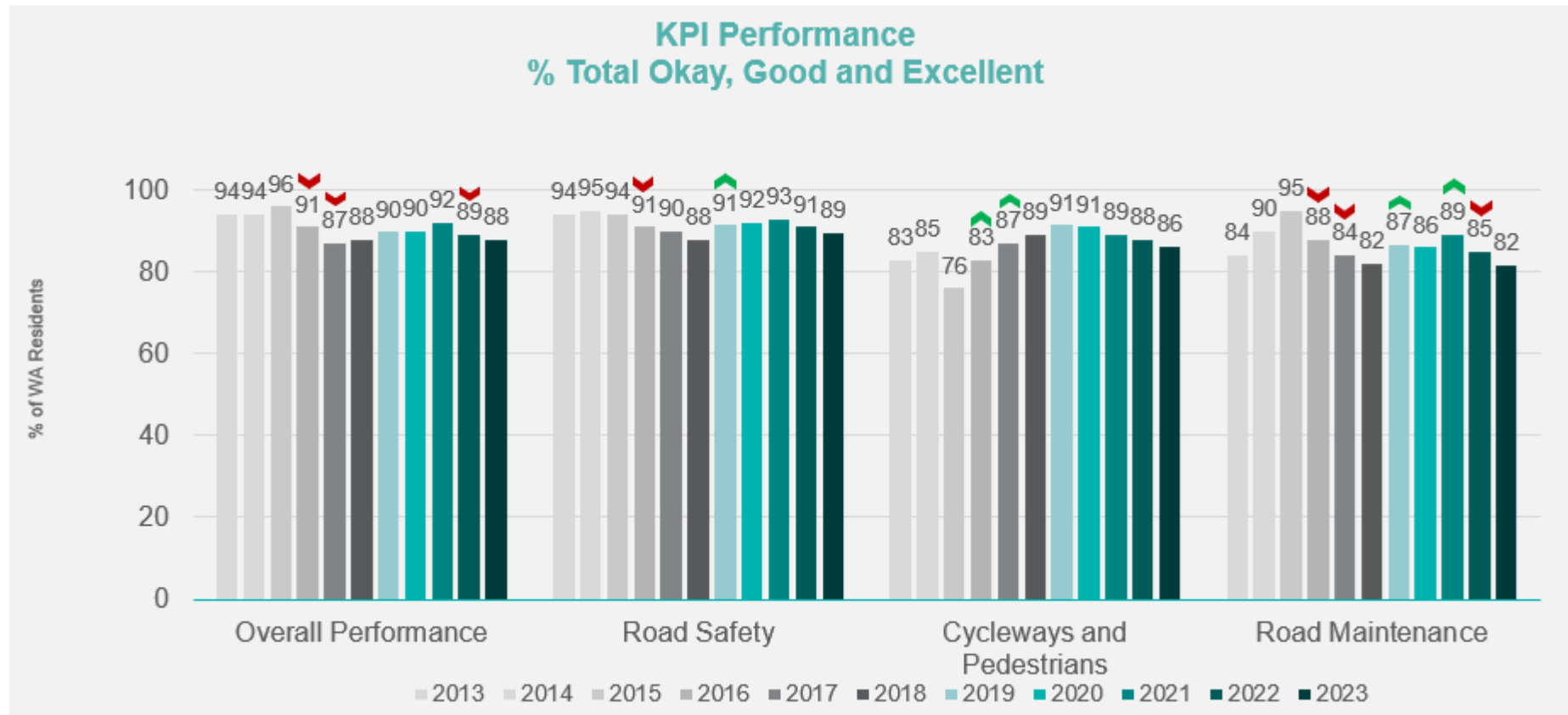


2023 n=1,418

Q13. Considering the total role of Main Roads, would you rate their overall performance as:

Q12. From your own personal experience, or the opinions you may have formed based on the experience of others, would you rate Main Roads' performance as terrible, poor, okay, good or excellent in terms of:

After trending upwards in recent years, KPI ratings are returning in line with historic levels



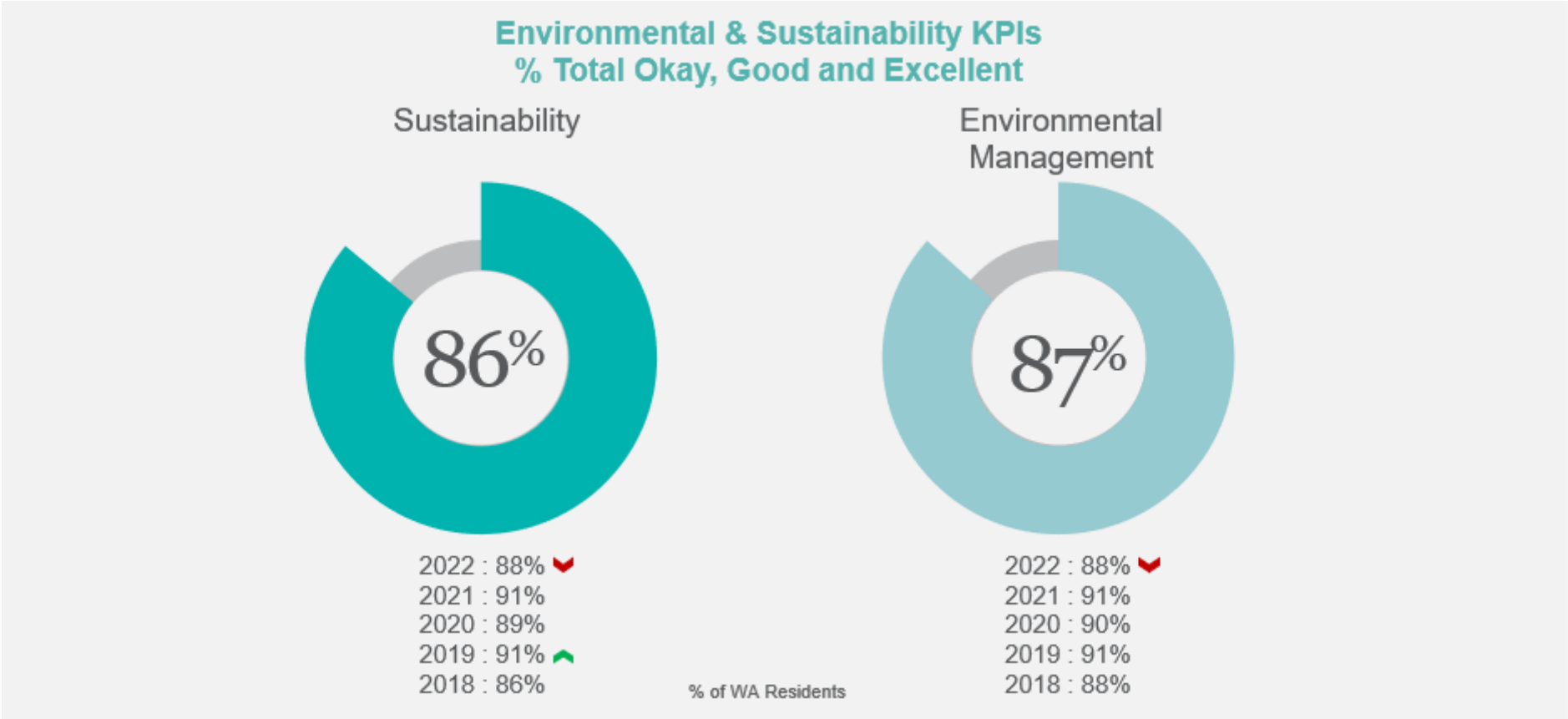
▲ ▼ Statistically significant movement to previous year at 95% confidence level

2023 n=1,418

Q13. Considering the total role of Main Roads, would you rate their overall performance as:

Q12. From your own personal experience, or the opinions you may have formed based on the experience of others, would you rate Main Roads' performance as terrible, poor, okay, good or excellent in terms of:

Environmental and sustainability KPI ratings remain on par with last year



▲ ▼ Statistically significant movement to previous year at 95% confidence level

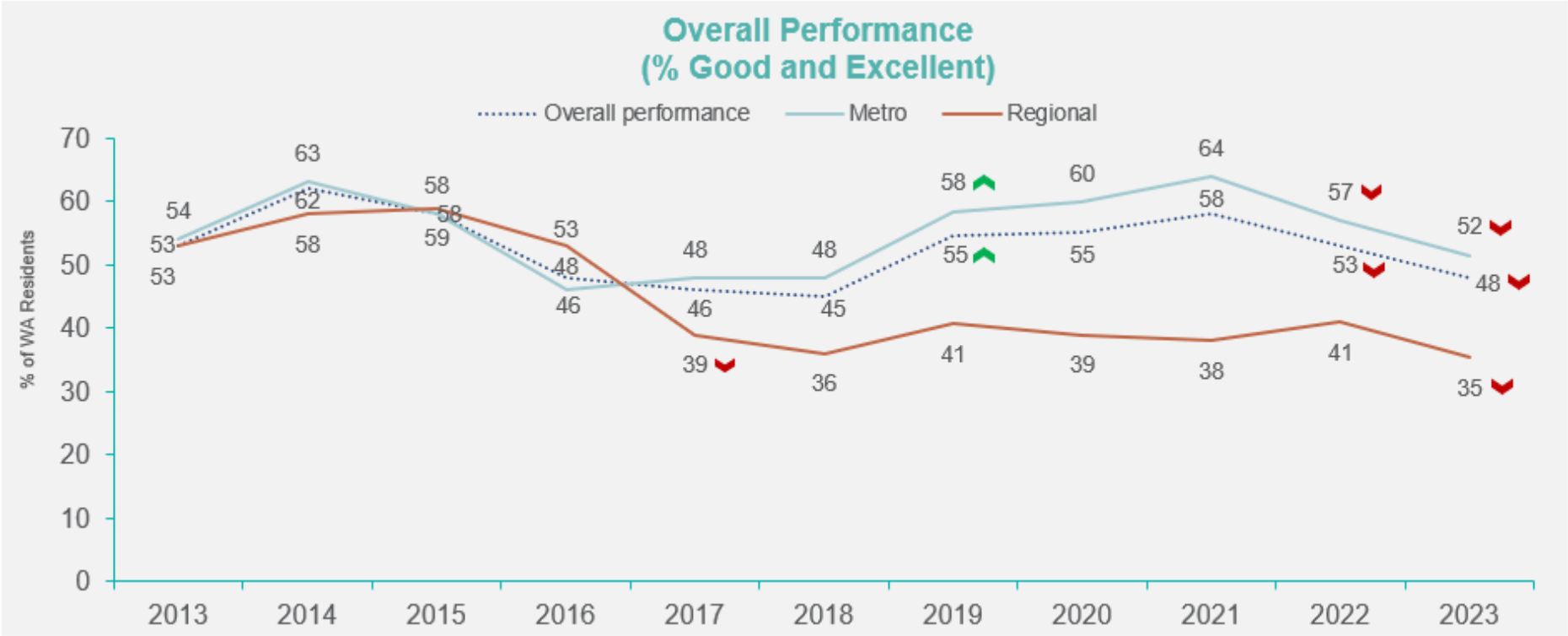
2023 n=1,418
Q12b. Would you rate Main Roads' performance as terrible, poor, okay, good or excellent in terms of sustainability:

Comparison by Region



Overall performance softened in 2023 in both Metro and Regional ratings

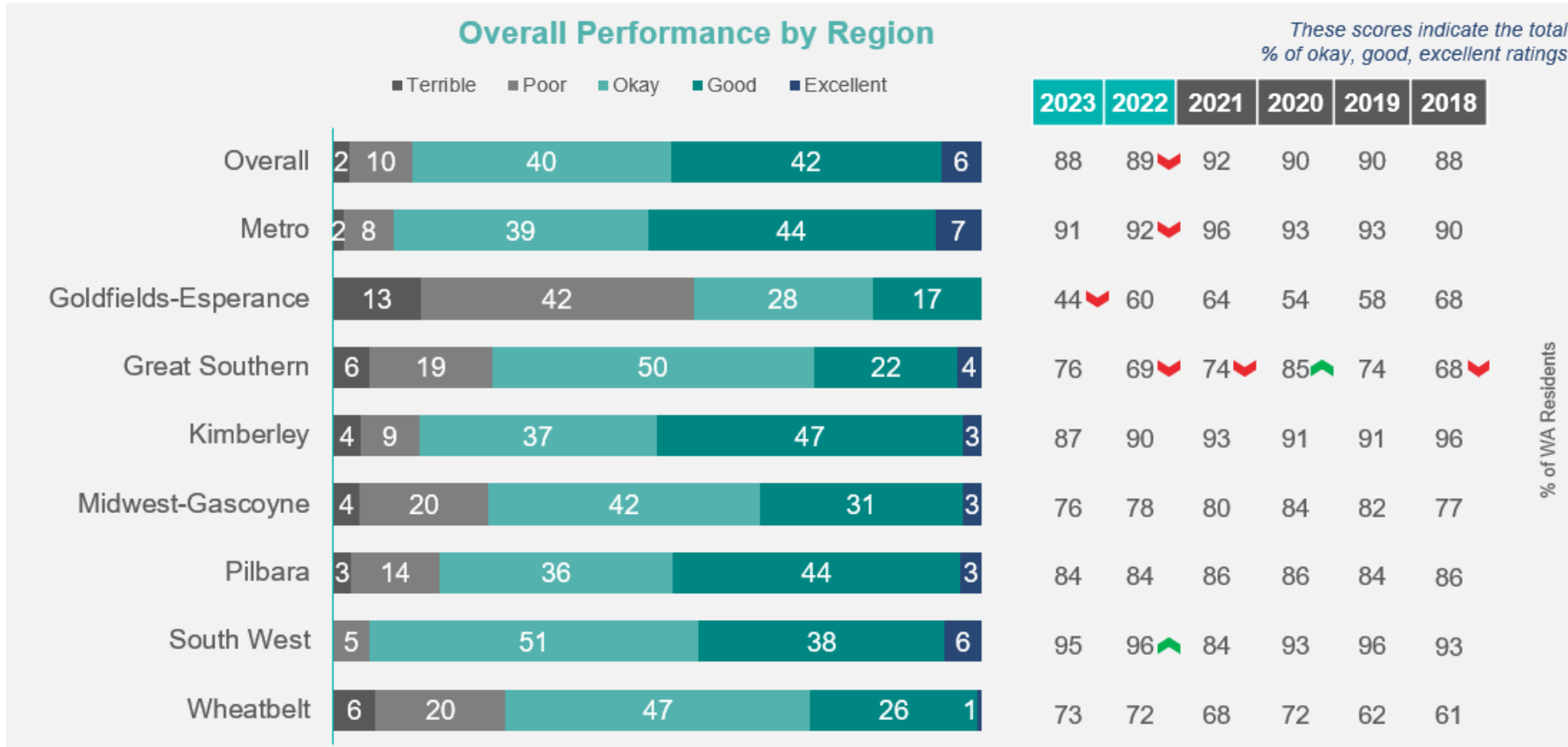
Isolating regional and metropolitan ratings shows both returning to levels seen in 2018.



▲ ▼ Statistically significant movement to previous year results at 95% confidence level

2023 Metro n=699 | Regional n=719 | Overall n=1,418
 Q13. Considering the total role of Main Roads, would you rate their overall performance as:

Overall Performance by Region



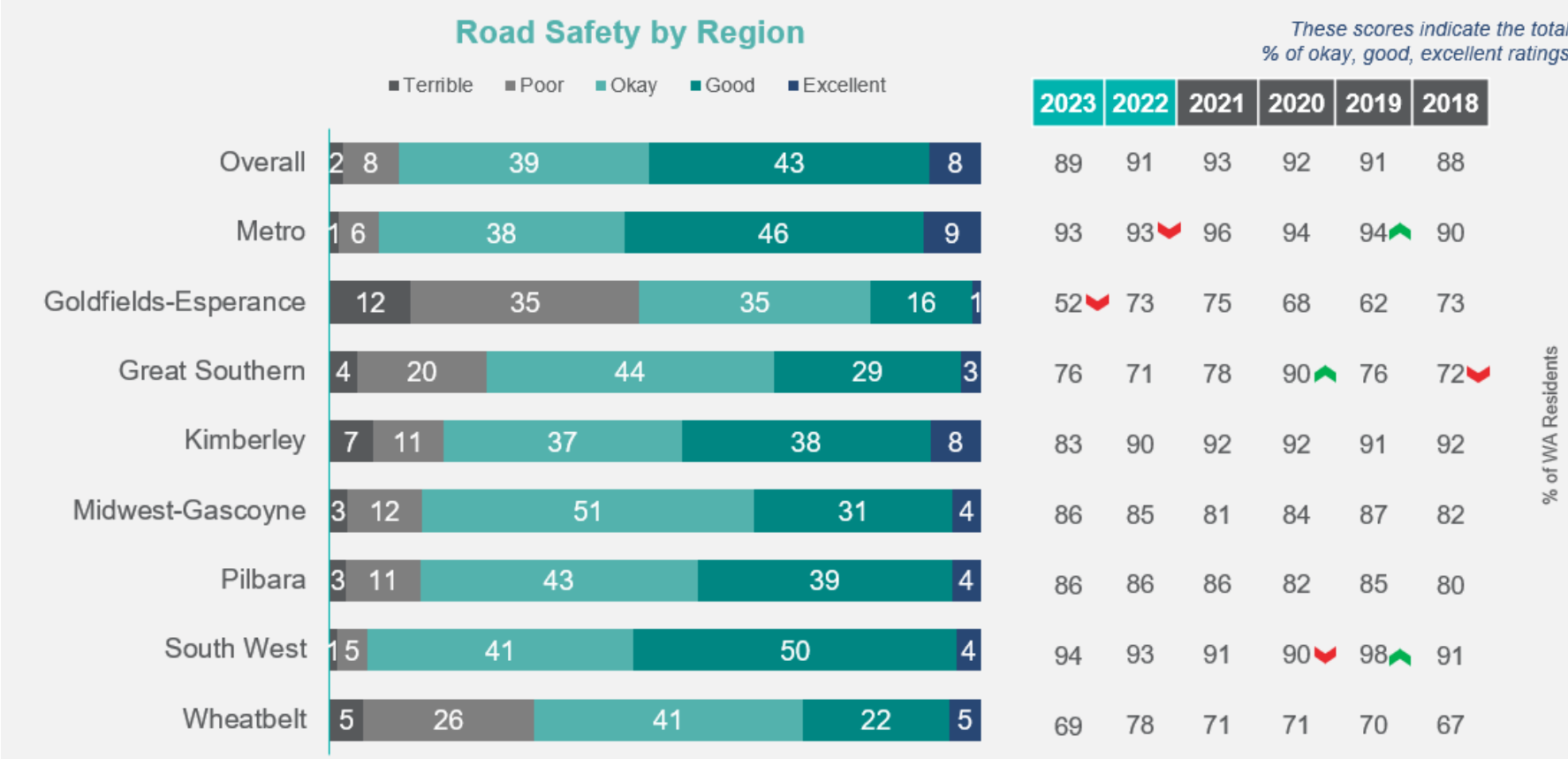
▼ ▲ Statistically significant movement to previous year at 95% confidence level

2023 n=1,418

Q13. Considering the total role of Main Roads, would you rate their overall performance as:

Note: When totals add to 99% or 101% this is due to rounding.

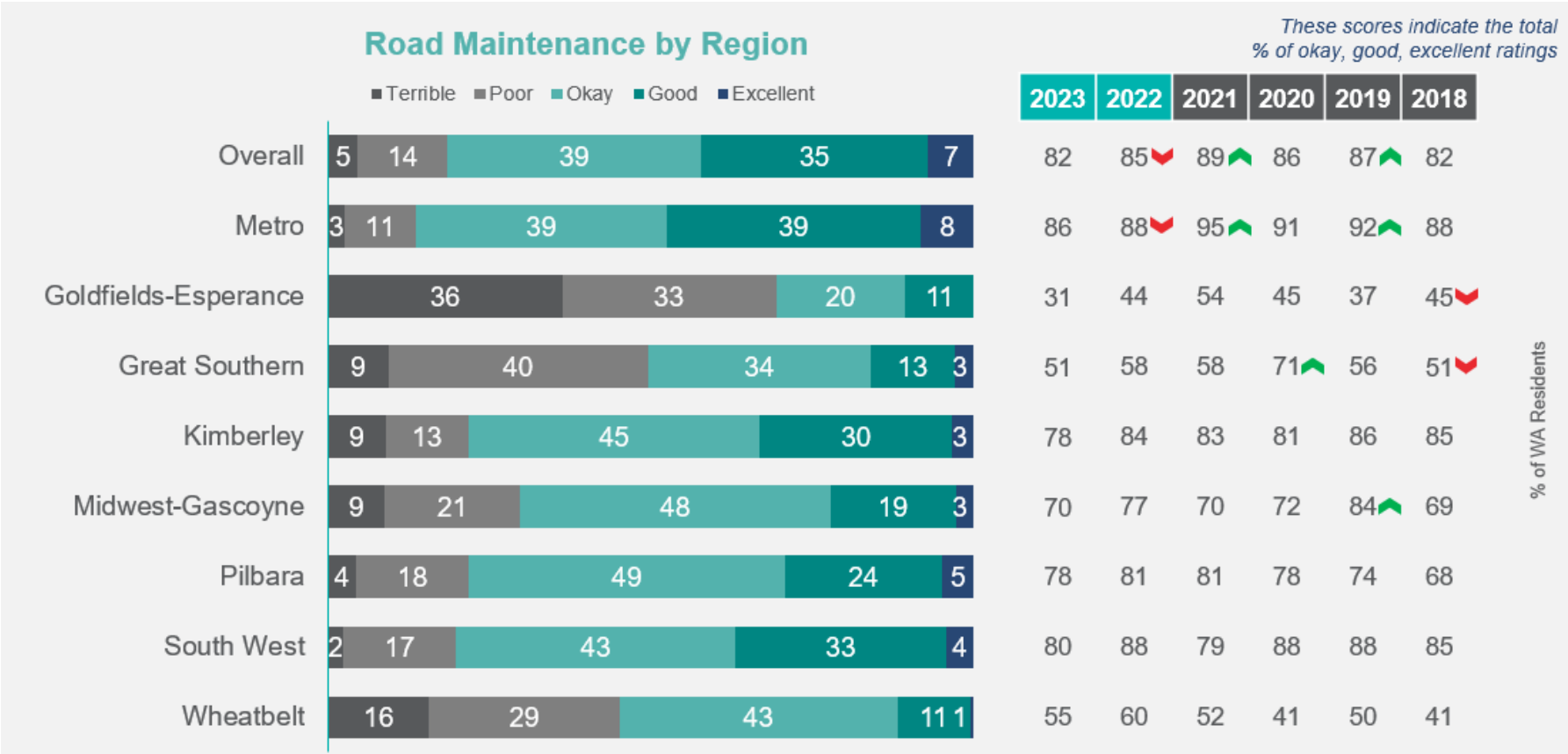
Road Safety by Region



▲ ▼ Statistically significant movement to previous year at 95% confidence level

2023 n=1,418
 Q12. From your own personal experience, or the opinions you may have formed based on the experience of others, would you rate Main Roads' performance as terrible, poor, okay, good or excellent in terms of:
 Note: When totals add to 99% or 101% this is due to rounding.

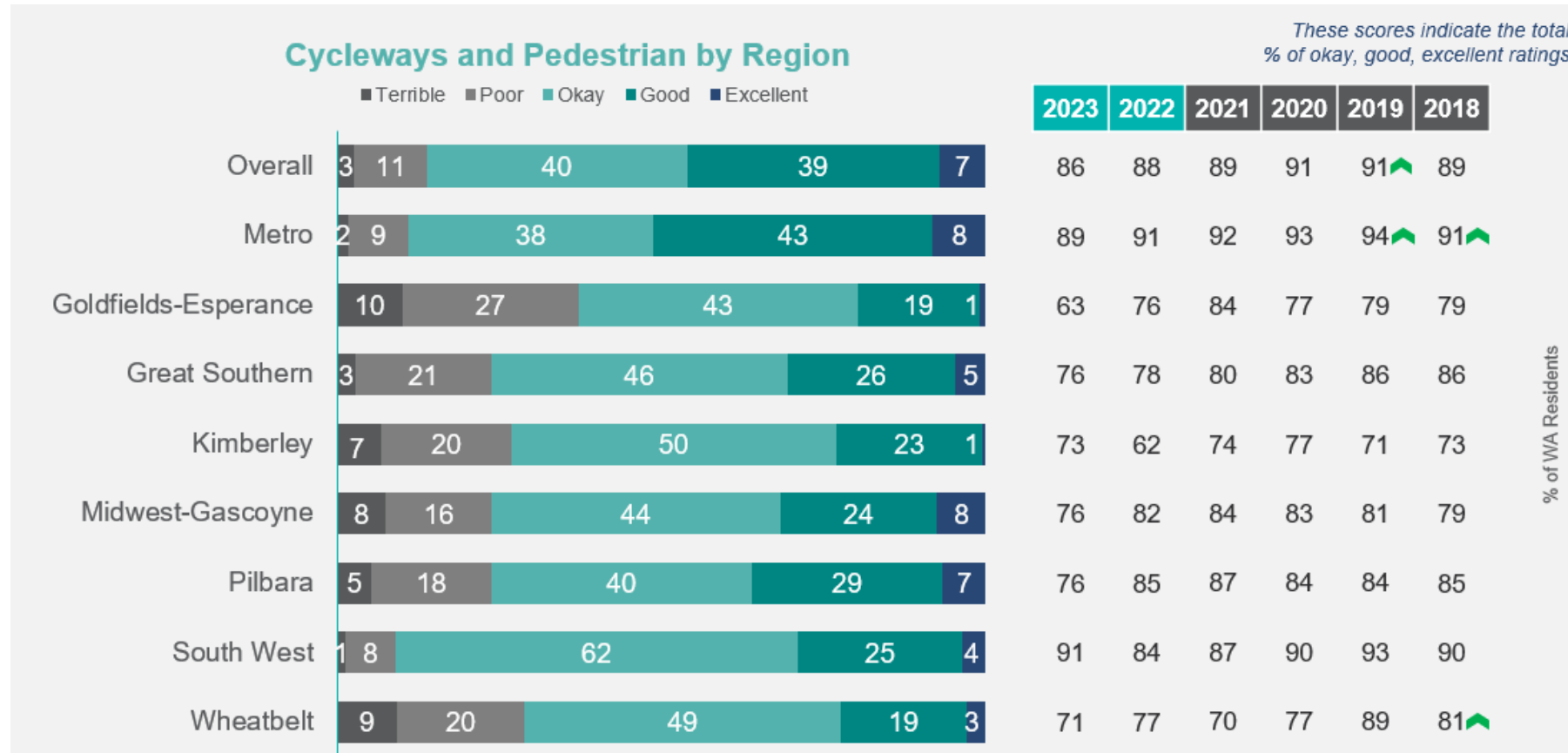
Road Maintenance by Region



▲ ▼ Statistically significant movement to previous year at 95% confidence level

2023 n=1,418
 Q12. From your own personal experience, or the opinions you may have formed based on the experience of others, would you rate Main Roads' performance as terrible, poor, okay, good or excellent in terms of:
 Note: When totals add to 99% or 101% this is due to rounding.

Cycleways and Pedestrian Facilities by Region



▲ Statistically significant movement to previous year at 95% confidence level

2023 n=1,418

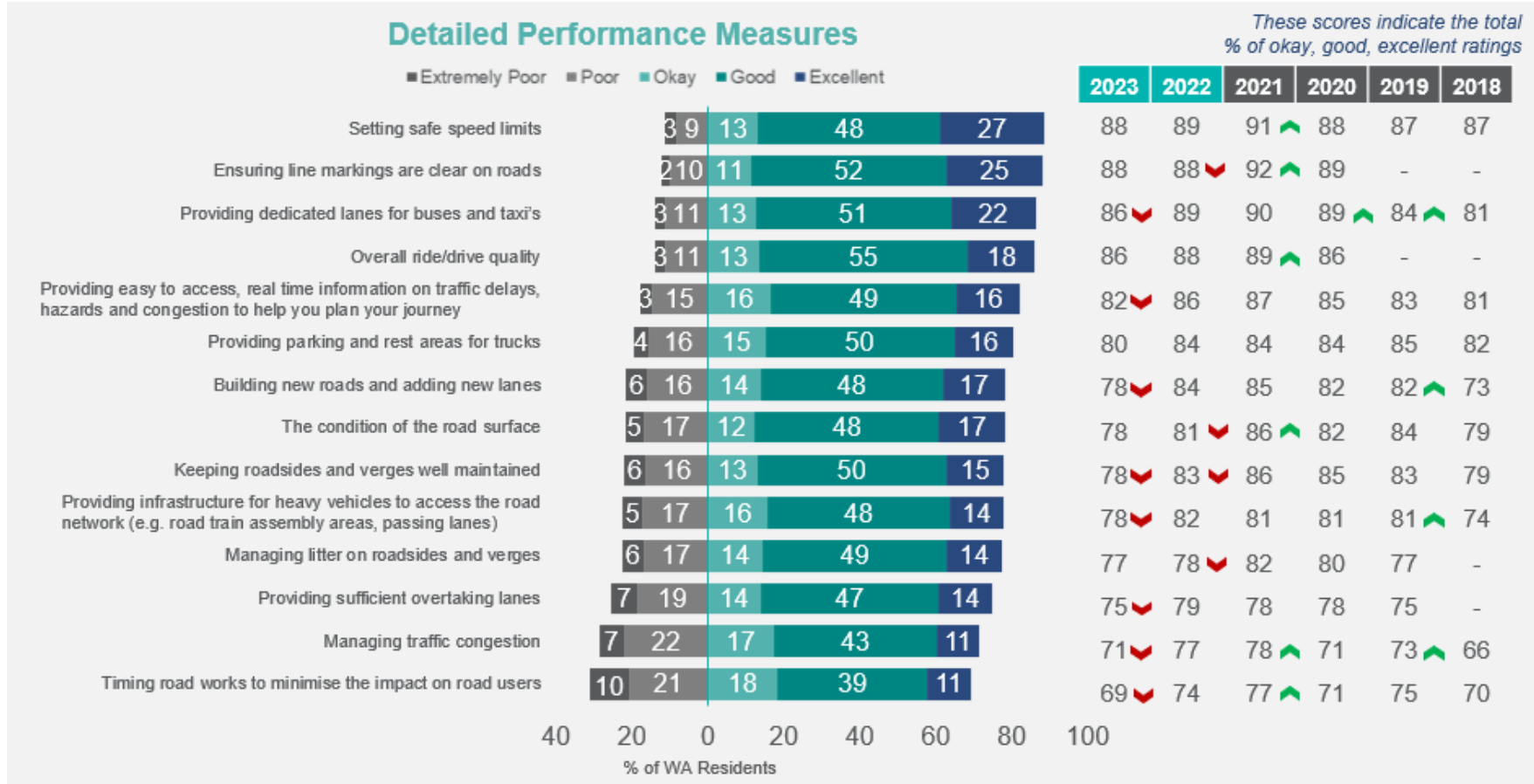
Q12. From your own personal experience, or the opinions you may have formed based on the experience of others, would you rate Main Roads' performance as terrible, poor, okay, good or excellent in terms of:

Note: When totals add to 99% or 101% this is due to rounding.



Detailed Performance Measures

Detailed Performance Measures



▲ ▼ Statistically significant movement to previous year at 95% confidence level

2023 n=1,418

Q6. Please give a rating for Main Roads' performance on the following:

Note: When totals add to 99% or 101% this is due to rounding.