Conducted since 1994, the CPS asks the community to rate our performance against a range of services and responsibilities. This helps us determine our strengths and priorities, insights that are then integrated into our strategic planning and day-to-day operations.

Our Community Perception Survey delivers relevant, up-to-date, customer focussed information about our performance in the construction, maintenance and management of the road network so we can respond quickly and appropriately to community needs.

Even though some of these services and responsibilities evolve over time, we always measure our four key performance indicators – Overall Performance, Road Safety, Road Maintenance and Cycleways and Pedestrian Facilities. These areas are core to our delivery and performance, and align to our Government Goals.

# Methodology

An external research company is commissioned to undertake the CPS and report the findings annually. The data is collected by way of online interviews using a developed, structured questionnaire.

The population for the purpose of the research is all Western Australian residents 17 years of age and over.

A sample of approximately 600 residents from the Perth Metropolitan area and 700 residents from rural areas (approximately 100 respondents per region) are surveyed.

A stratified random sample is taken from the population, ensuring each person is given equal opportunity of being selected. The collected data is weighted to reflect the actual population distribution based on ABS statistics. The weights are applied in SPSS (Specific Research Statistical Software) and all statistical analysis is run in the SPSS environment.

The weights applied are based on ABS statistics and applied individually to each case based on age, gender and region to ensure data is representative of the state’s population. The results reported are based on the weighted data from SPSS.