

OFFICIAL

2024 Community Perceptions Summary Report



May 2024



Methodology

A survey was conducted with a random sample of 1,414 members of the public across Western Australia.

An online survey achieved **n=1,221** completed interviews, using Q&A's quality accredited WA online panel. In addition, **n=193** 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 26 February to 24 March 2024.

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 1,414** provides a maximum margin of error of $\pm 2.6\%$ at the 95% confidence interval.

The response rate for the social media component was **17%** and approximately **15%** 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	1,414	100%	100%
Metro	700	78%	50%
Goldfields Esperance	101	3%	7%
Great Southern	102	3%	7%
South West	102	4%	7%
Midwest Gascoyne	102	3%	7%
Wheatbelt	102	3%	7%
Pilbara	103	3%	7%
Kimberley	102	3%	7%
Male	635	50%	45%
Female	775	50%	55%
17 to 34 years	309	33%	22%
35 to 54 years	526	37%	37%
55 years or older	579	30%	41%

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

KPI Scores

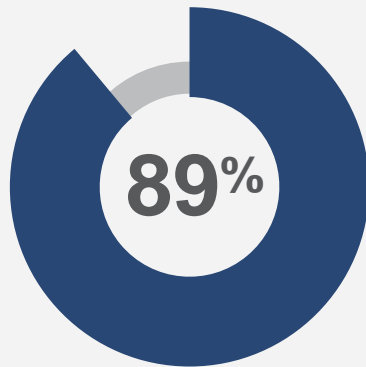
% Total Okay, Good and Excellent



The road maintenance KPI improved this year, with the others remaining consistent to 2023

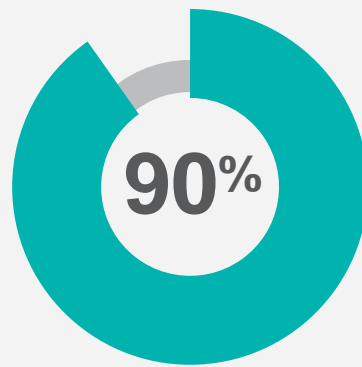
KPI Ratings | % Total Okay, Good and Excellent

Overall Performance



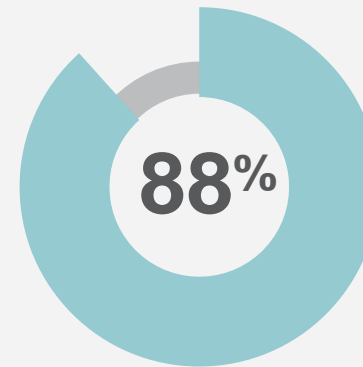
2023 : 88%
 2022 : 89% ▼
 2021 : 92%
 2020 : 90%
 2019 : 90%
 2018 : 88%

Road Safety



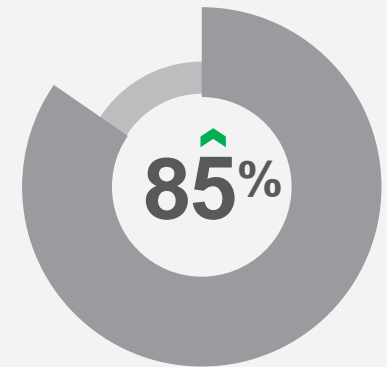
2023 : 89%
 2022 : 91%
 2021 : 93%
 2020 : 92%
 2019 : 91% ▲
 2018 : 88%

Cycleways and Pedestrians



2023 : 86%
 2022 : 88%
 2021 : 89%
 2020 : 91%
 2019 : 91% ▲
 2018 : 89%

Road Maintenance



2023 : 82% ▲
 2022 : 85% ▼
 2021 : 89% ▲
 2020 : 86%
 2019 : 87% ▲
 2018 : 82%

% of WA Residents

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

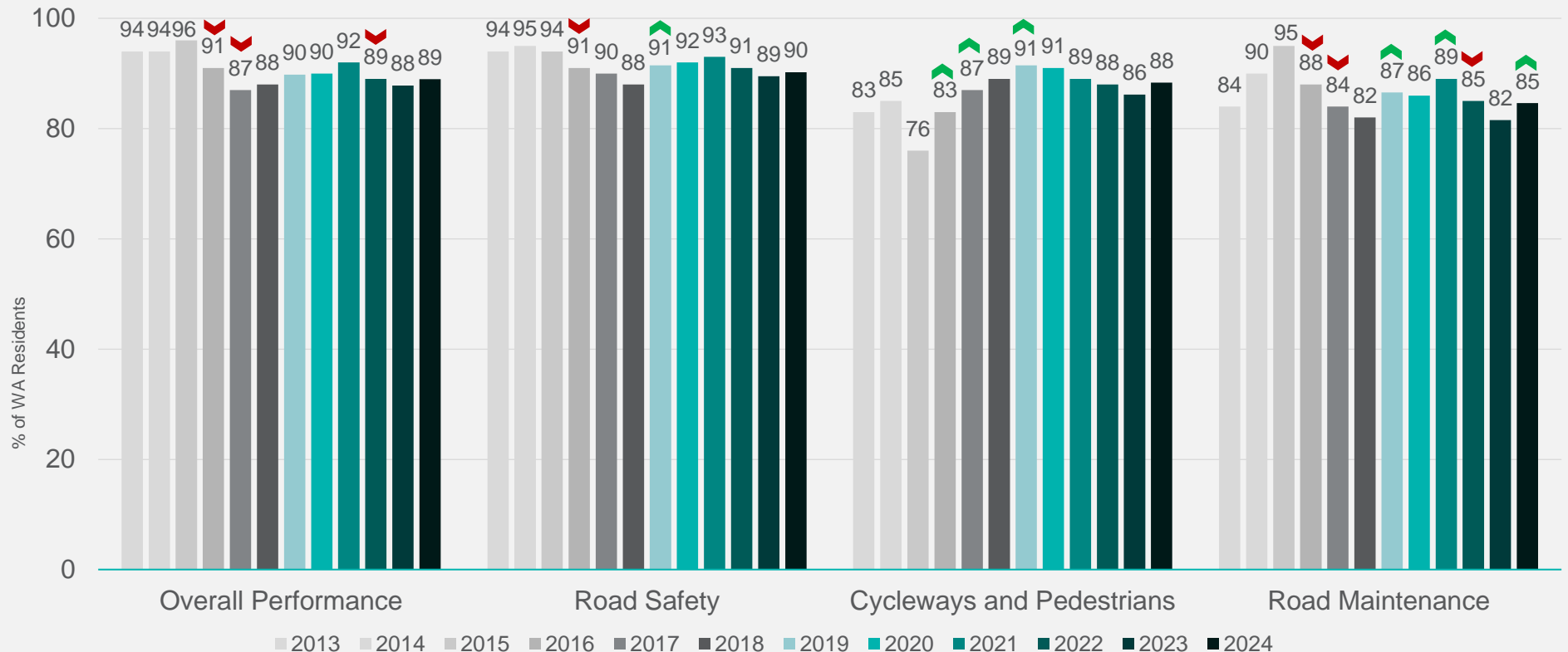
2024 n=1,414

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:

KPI ratings have returned to 2022 levels, following a slight dip in 2023

KPI Performance | % Total Okay, Good and Excellent



Statistically significant movement to previous year at 95% confidence level

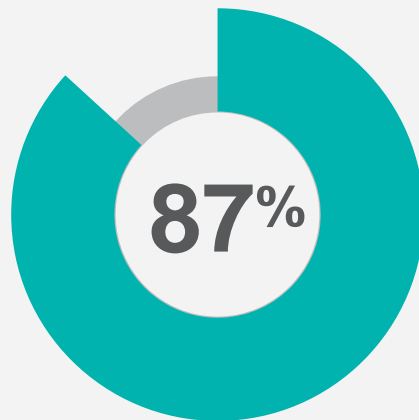
2024 n=1,414

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

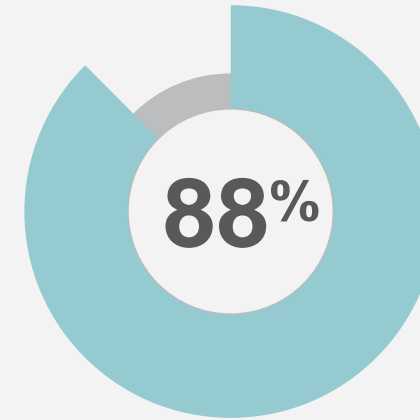
Environmental & Sustainability KPIs | % Total Okay, Good and Excellent

Sustainability



2023 : 86%
 2022 : 88% ▼
 2021 : 91%
 2020 : 89%
 2019 : 91% ▲
 2018 : 86%

Environmental Management



2023 : 87%
 2022 : 88% ▼
 2021 : 91%
 2020 : 90%
 2019 : 91%
 2018 : 88%

% of WA Residents

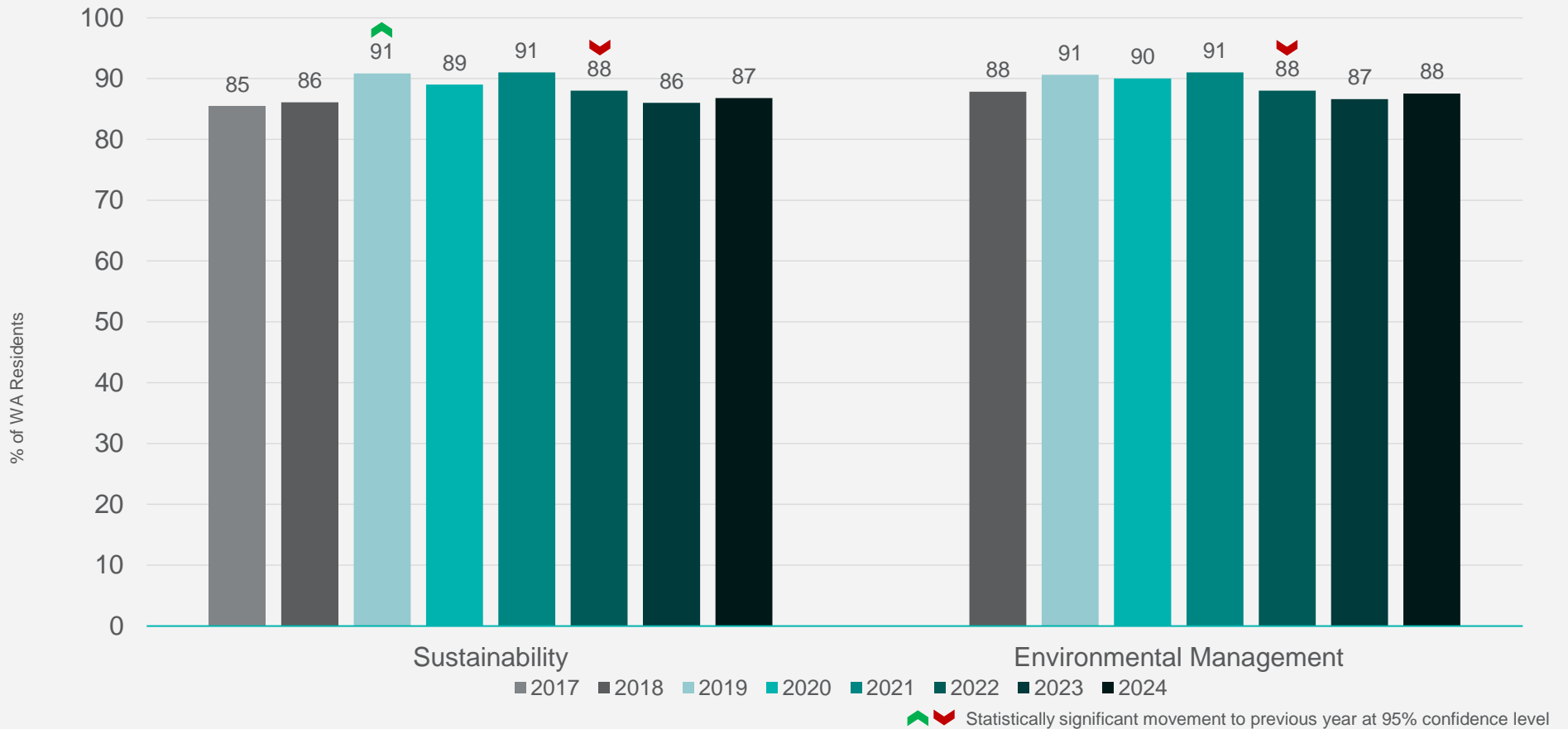
▲ ▼ Statistically significant movement to previous year at 95% confidence level

2024 n=1,414

Q12b. Main Roads is committed to Sustainability through its policy to develop a transport network that meets social, economic and environmental needs. 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 KPIs remain strong, although yet to return to the highest levels recorded

Environmental & Sustainability Performance | % Total Okay, Good and Excellent



2024 n=1,414

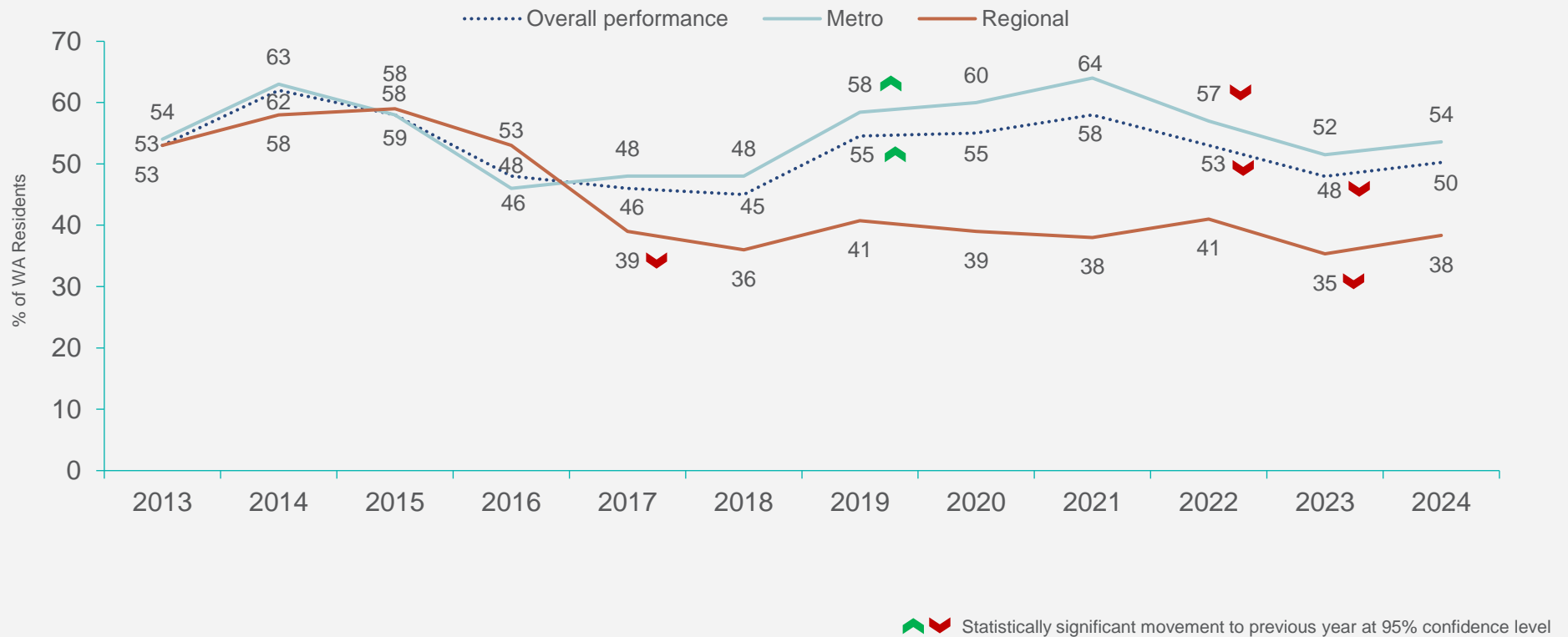
Q12b. Main Roads is committed to Sustainability through its policy to develop a transport network that meets social, economic and environmental needs. From your own personal experience, or the opinions you may have formed based on the experience of others, would you rate Main Roads' performance as terrible, poor, okay, good or excellent in terms of :

Comparisons by Region



Overall Performance by Region

Overall Performance | % Good and Excellent

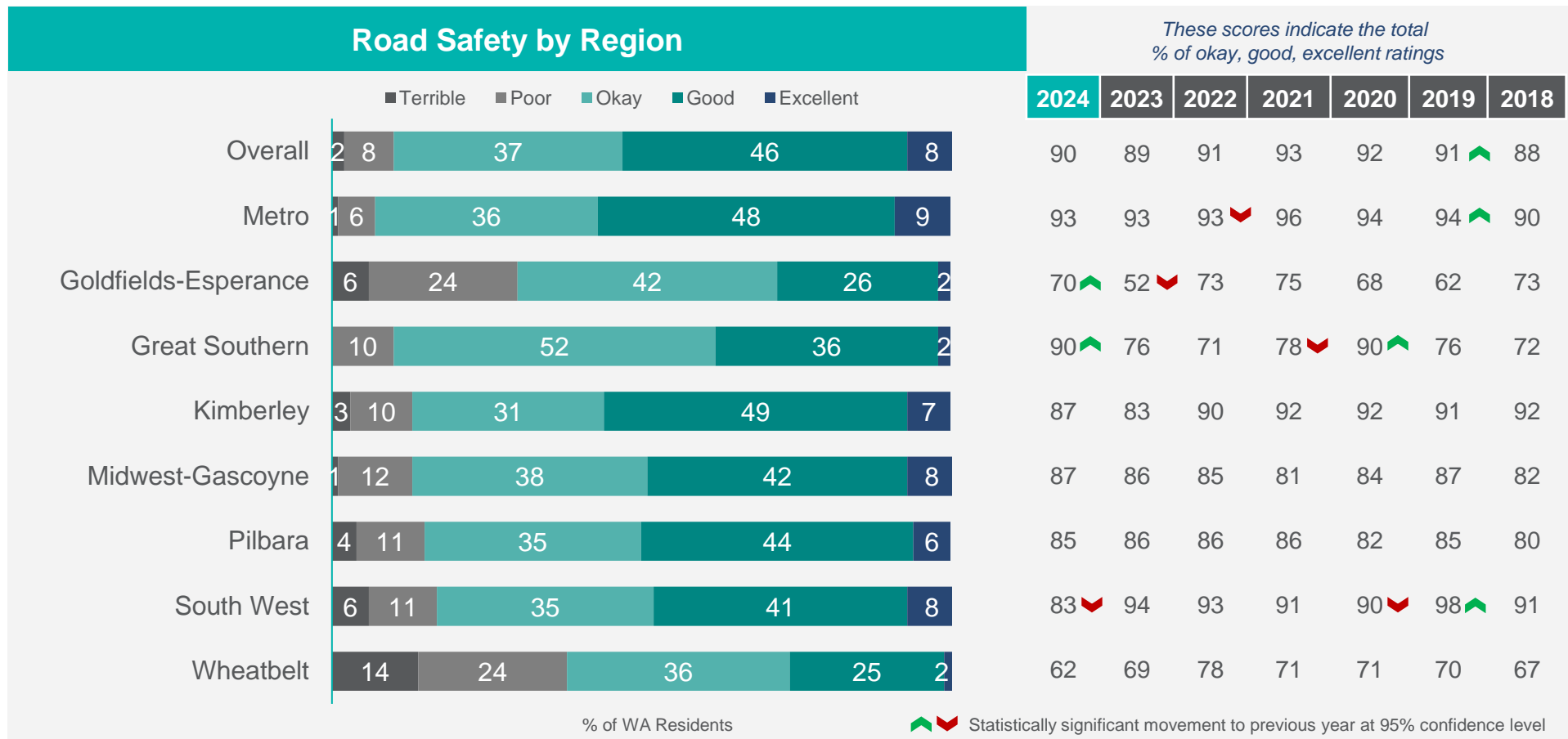


2024 Metro n=700 | Regional n=714 | Overall n=1,414

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

Road Safety by Region

After trending upwards for the past three years, South West ratings for road safety have declined in 2024.



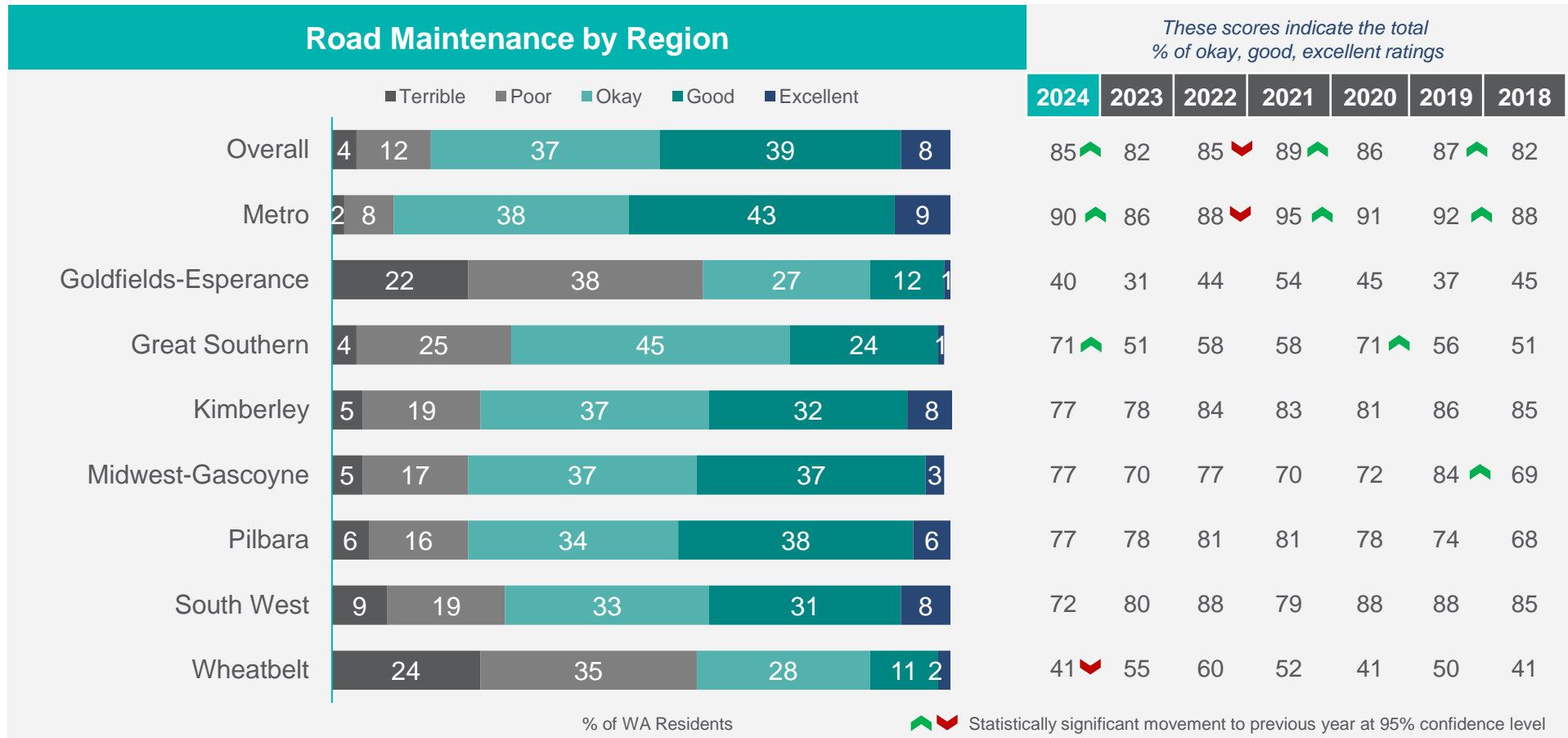
2024 n=1,414

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

Conversely, the Wheatbelt and South West decreased for road maintenance (the latter to its lowest level since survey inception), and in the case of the South West has in all likelihood impacted its overall performance KPI rating.



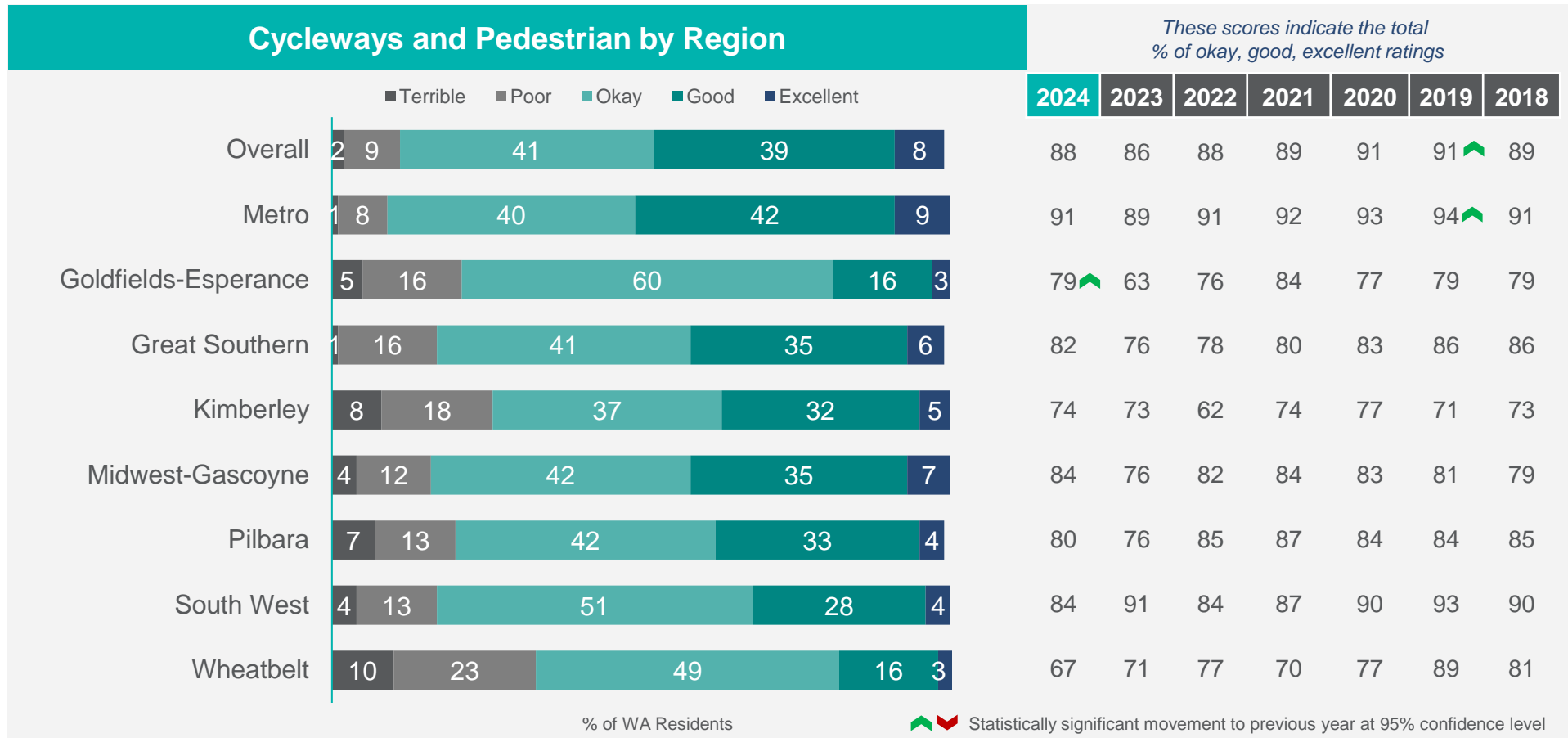
2024 n=1,414

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 Pedestrians by Region

Outside of this significant shift, most shifts have been positive except for the South West and Wheatbelt.



2024 n=1,414

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:

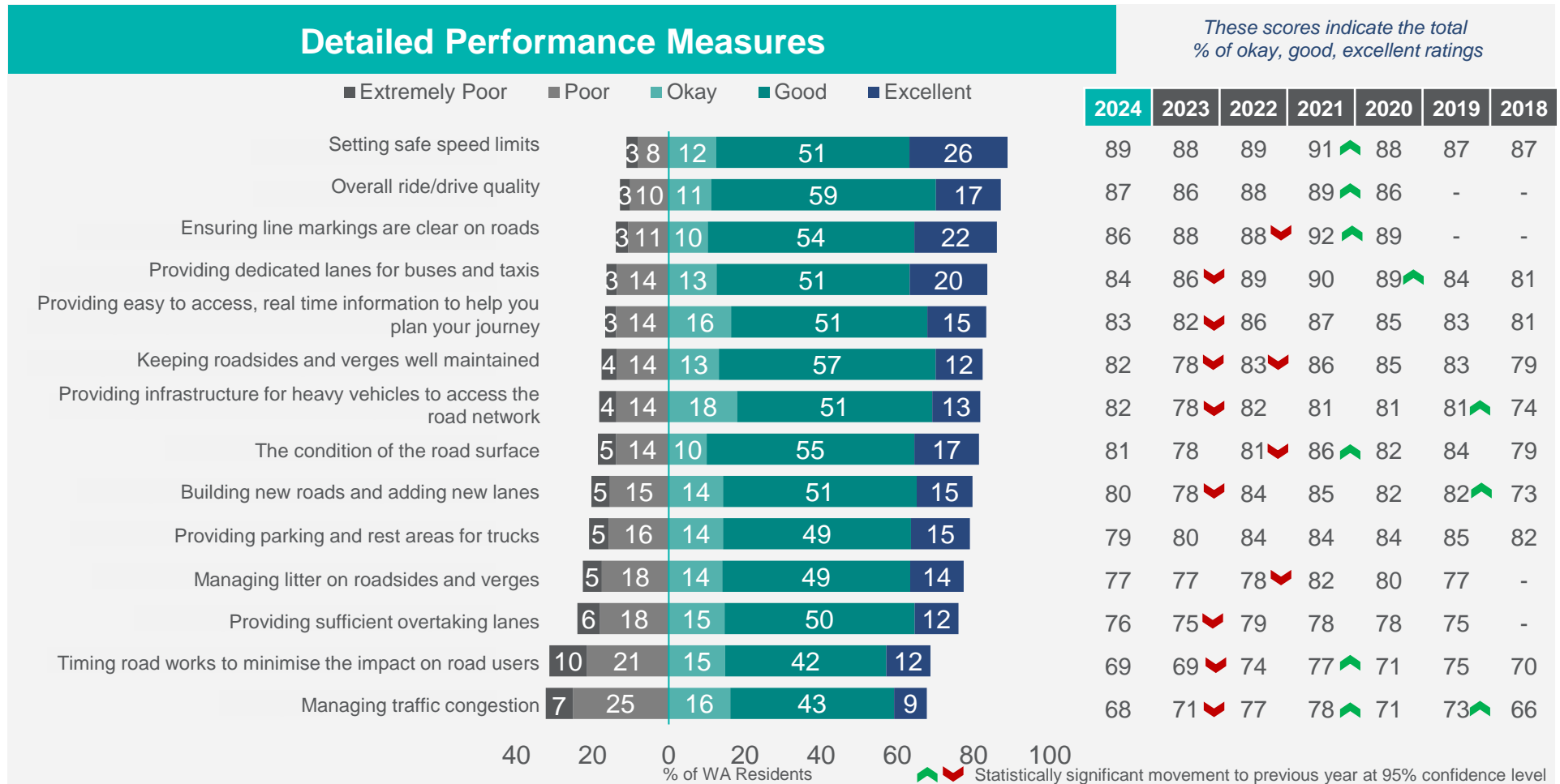
Note: When totals add to 99% or 101% this is due to rounding.

Detailed Performance Ratings



Detailed performance measures remain stable year on year

Slight uplifts in roadsides/verges being well maintained and road surface conditions are likely contributing to road maintenance increases seen in KPI measures this year.



2024 n=1,414

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.

