



2026 Community Perception Survey

Results summary



Methodology

A survey was conducted with a random sample of 1420 members of the public across Western Australia.

An online survey achieved n=1186 completed interviews using Q&A’s quality-accredited WA online panel. In addition, n=234 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 2 March to 27 March 2026.

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 the 2021 ABS Census statistics.

The total sample of 1420 provides a maximum margin of error of ±2.6% at the 95% confidence interval.

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	1420	100%	100%
Metro	708	78%	50%
Goldfields Esperance	102	3%	7%
Great Southern	102	3%	7%
South West	102	4%	7%
Midwest Gascoyne	103	3%	7%
Wheatbelt	103	3%	7%
Pilbara	100	3%	7%
Kimberley	100	3%	7%
Male	628	50%	44%
Female	786	50%	55%
Non-binary	6	0%	0%
17 to 34 years	261	33%	18%
35 to 54 years	534	37%	38%
55 years or older	625	30%	44%

Note: Some figures may not add up to 100% due to rounding

Key insights: overall findings

Overall performance

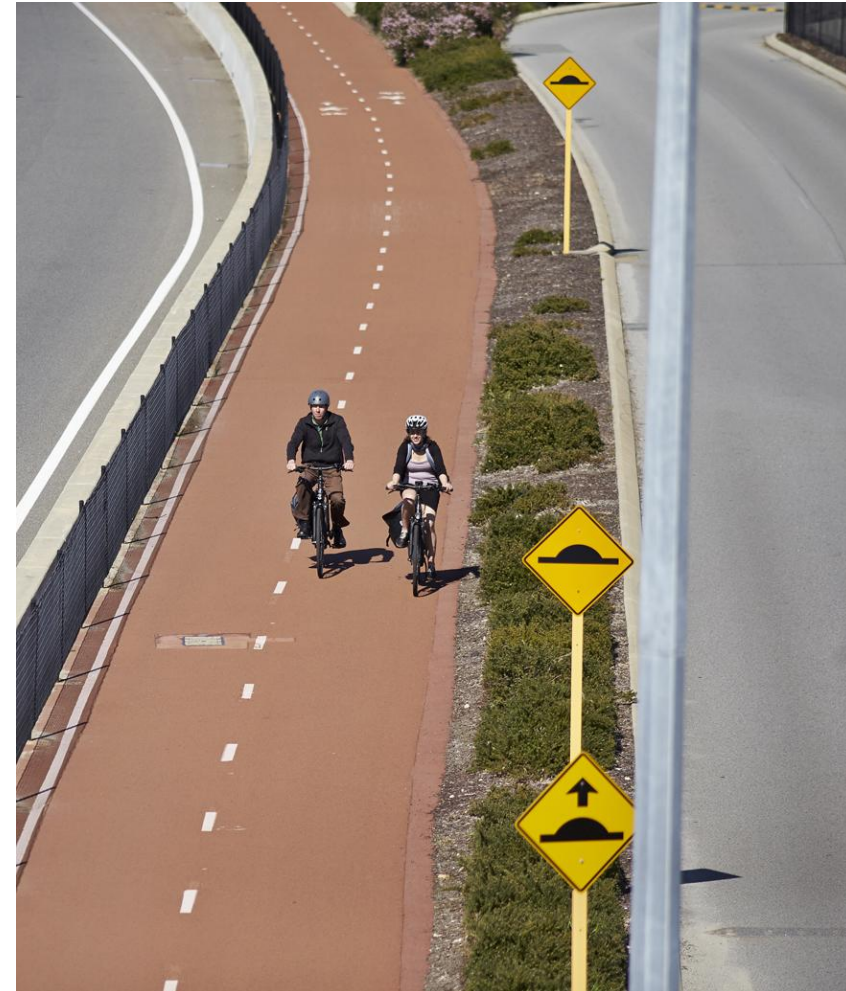
- We saw improvements in the South West, Midwest – Gascoyne and Pilbara regions, but declines in Goldfields–Esperance.
- The Wheatbelt and Kimberley regions remain stable, yet below-average on key measures.

Road safety performance

- Broadly positive, holding steady or improving across most regions. The Wheatbelt was the only region to decline.

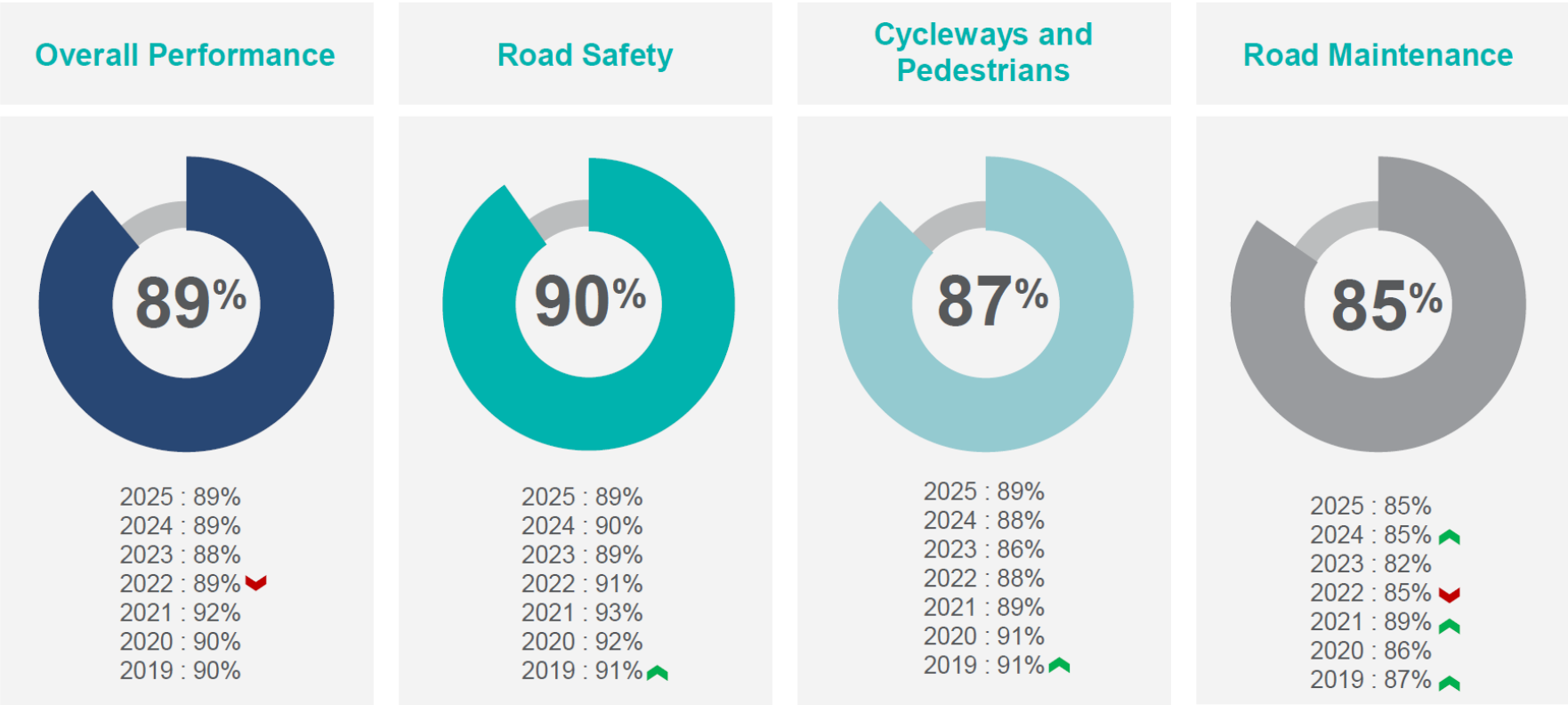
Road maintenance performance

- Remains strong in the Metropolitan, South West and Kimberley regions.
- Significant improvements in the Pilbara and early signs of improvement in the Wheatbelt.
- Softening in some regions after recent highs, with declines in Goldfields–Esperance, Great Southern, and Midwest – Gascoyne.



Overall Key Performance Indicators

KPI Ratings | % Total Okay, Good and Excellent



All KPI ratings remain consistent with 2025 scores

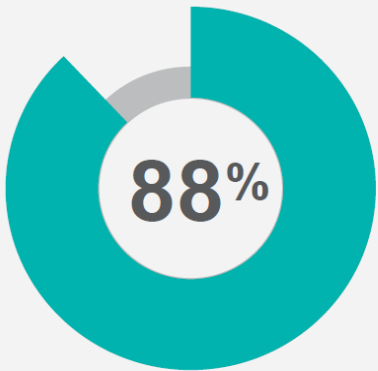
2026 n=1,420
Q13. Considering the total role of Main Roads, would you rate their overall performance as:
Q12. From your own personal experience, or the opinions you may have formed based on the experience of others, would you rate Main Roads' performance as terrible, poor, okay, good or excellent in terms of:

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

Environment and Sustainability

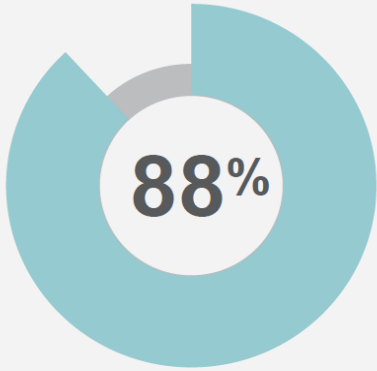
Environmental and Sustainability KPIs | % Total Okay, Good and Excellent

Sustainability



2025 : 88%
2024 : 87%
2023 : 86%
2022 : 88% ▼
2021 : 91%
2020 : 89%
2019 : 91% ▲

Environmental Management



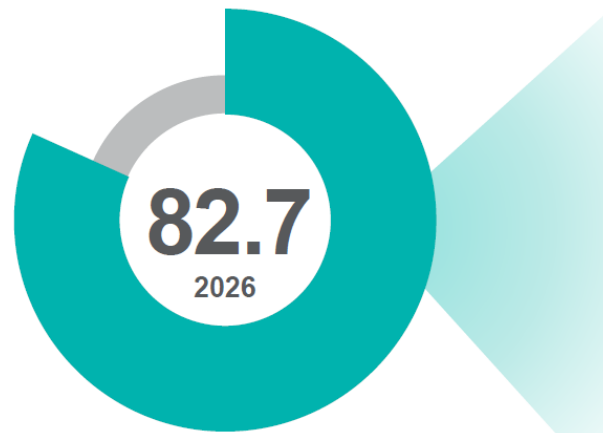
2025 : 89%
2024 : 88%
2023 : 87%
2022 : 88% ▼
2021 : 91%
2020 : 90%
2019 : 91%

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

Environmental and sustainability KPI ratings remain on par with 2025

2026 n=1,420
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:

Congestion Contribution Index



2025 : 81.7
 2024 : 81.1
 2023 : 81.2
 2022 : 80.8
 2021 : 82.5
 2020 : 81.3
 2019 : 80.4
 2018 : 79.8
 2017 : 80.3
 2016 : 66.8



	Metro	Regional	17-34	35-54	55+
2026	83.5	79.8	84.2	82.7	80.9
2025	82.5	78.9	80.2	82.5	82.5
2024	81.6	79.5	83.5	80.1	79.7
2023	81.5	80.3	80.8	81.5	81.3
2022	81.0	80.3	80.0	81.8	80.3
2021	83.4	79.4	82.8	82.4	82.4
2020	82.9	76.0	82.3	81.3	80.3
2019	81.3	77.3	79.7	80.6	81.0
2018	80.6	76.8	79.0	80.0	80.4
2017	80.4	79.9	80.0	80.9	79.8
2016	66.7	67.4	64.1	68.1	68.1

Index from 100

The congestion contribution index lifted slightly overall, with drivers aged 17-34 driving the increase

Q23: For each statement, indicate whether you personally agree or disagree:

- I plan ahead and change my travel times to avoid congestion on major roads
- My choices of where and when to drive have an influence on the level of traffic congestion
- As a driver, I have a responsibility to take actions to ease traffic congestion