

*Keeping
WA Moving*



2025 Community Perceptions Survey Results

Methodology

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

- An online survey achieved **n=1,208** completes with an additional **n=206** social media completes to complete the minimum regional sample requirements of n=100 per region.
- All fieldwork was conducted from **3 March to 25 March 2025**.
- 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.
- 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 | 704 | 78% | 50% |
| Goldfields Esperance | 100 | 3% | 7% |
| Great Southern | 103 | 3% | 7% |
| South West | 100 | 4% | 7% |
| Midwest Gascoyne | 101 | 3% | 7% |
| Wheatbelt | 102 | 3% | 7% |
| Pilbara | 102 | 3% | 7% |
| Kimberley | 102 | 3% | 7% |
| Male | 588 | 50% | 42% |
| Female | 819 | 50% | 58% |
| 17 to 34 years | 293 | 33% | 21% |
| 35 to 54 years | 534 | 37% | 38% |
| 55 years or older | 587 | 30% | 42% |

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

Highlights

A row of orange traffic cones with white reflective bands is positioned on a dark asphalt road. The cones are arranged in a line that recedes into the background, creating a sense of depth. The background is a blurred road surface.

Key insights: overall findings

- While overall KPIs have remained consistent to 2024, there have been some notable shifts in regional perceptions:
 - Significant declines in the Midwest Gascoyne and Great Southern, both driven by declines in road safety and road maintenance ratings
 - Significant increase in perceptions for the South West, after a notable decline in 2024, driven by higher ratings for road safety
- The Congestion Contribution Index is at its highest level to date, driven by the highest Metro index in five years. While drivers are continuing to positively shift their behaviours to avoid congestion (route/trip planning etc.) this still doesn't extend to consideration and use of public transport.



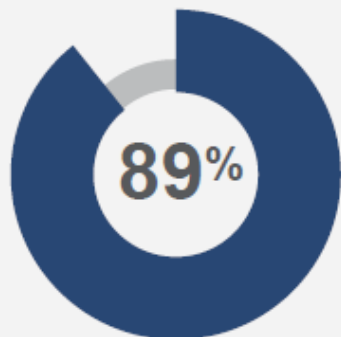
KPI Scores



All KPI ratings remain consistent to 2024 scores

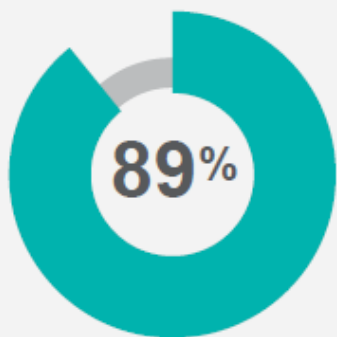
KPI Ratings | % Total Okay, Good and Excellent

Overall Performance



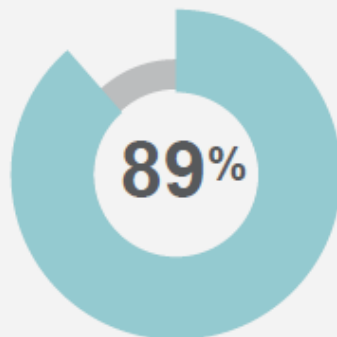
2024 : 89%
 2023 : 88%
 2022 : 89% ▼
 2021 : 92%
 2020 : 90%
 2019 : 90%

Road Safety



2024 : 90%
 2023 : 89%
 2022 : 91%
 2021 : 93%
 2020 : 92%
 2019 : 91% ▲

Cycleways and Pedestrians



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

Road Maintenance



2024 : 85% ▲
 2023 : 82%
 2022 : 85% ▼
 2021 : 89% ▲
 2020 : 86%
 2019 : 87% ▲

% of WA Residents

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

2025 n=1,414

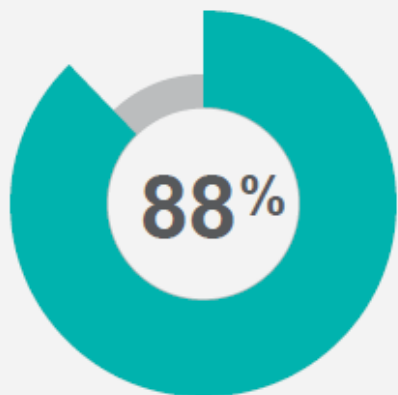
Q13. Considering the total role of Main Roads, would you rate their overall performance as:

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

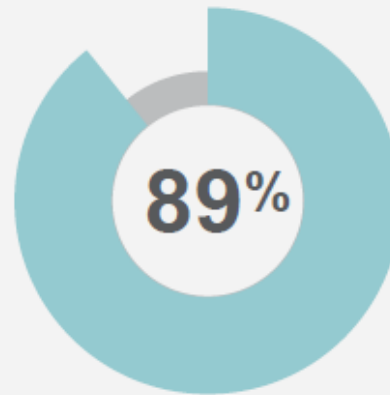
Environmental and Sustainability KPIs | % Total Okay, Good and Excellent

Sustainability



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

Environmental Management



2024 : 88%
 2023 : 87%
 2022 : 88% ✓
 2021 : 91%
 2020 : 90%
 2019 : 91%

% of WA Residents

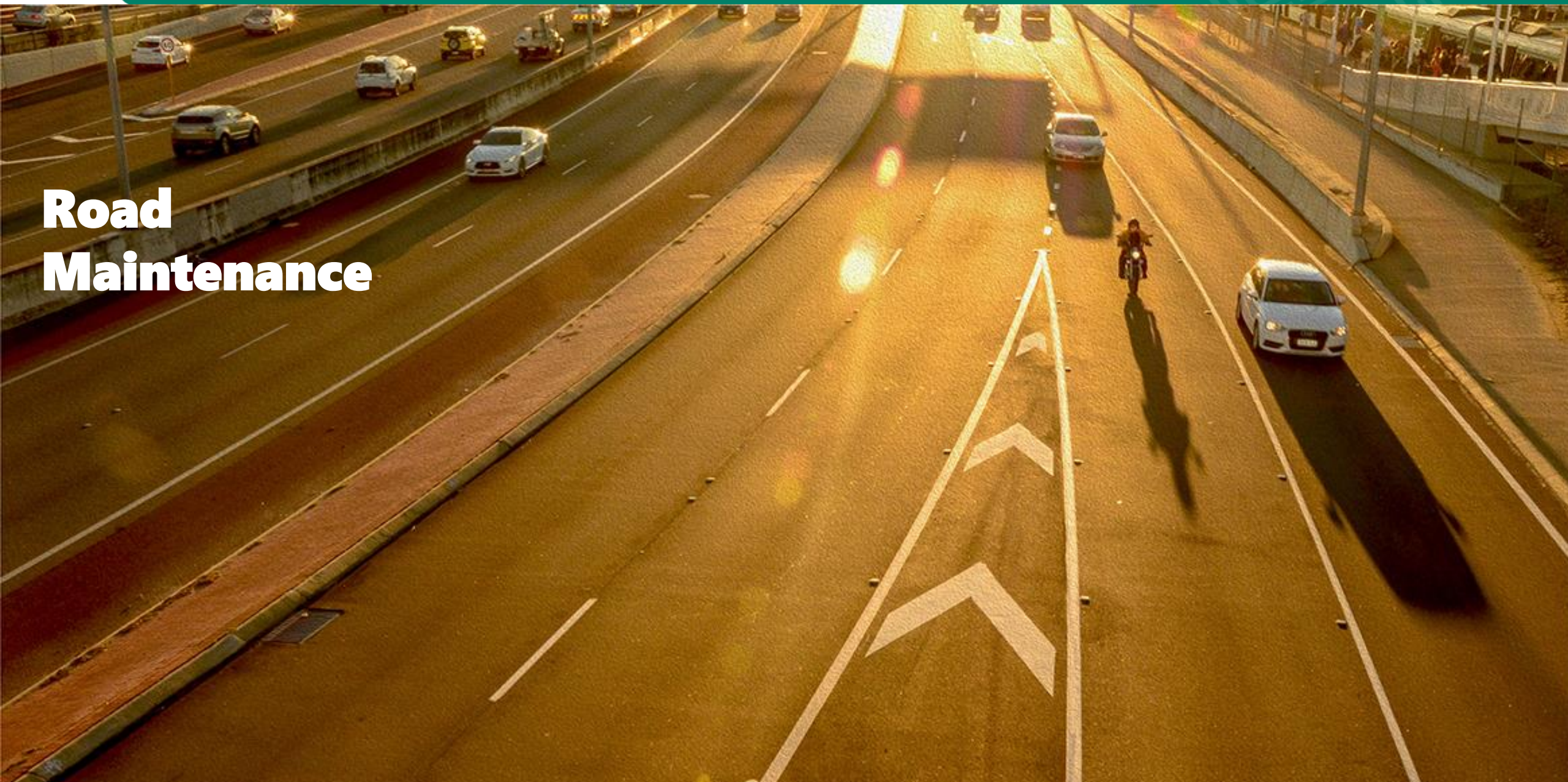


Statistically significant movement to previous year at 95% confidence level

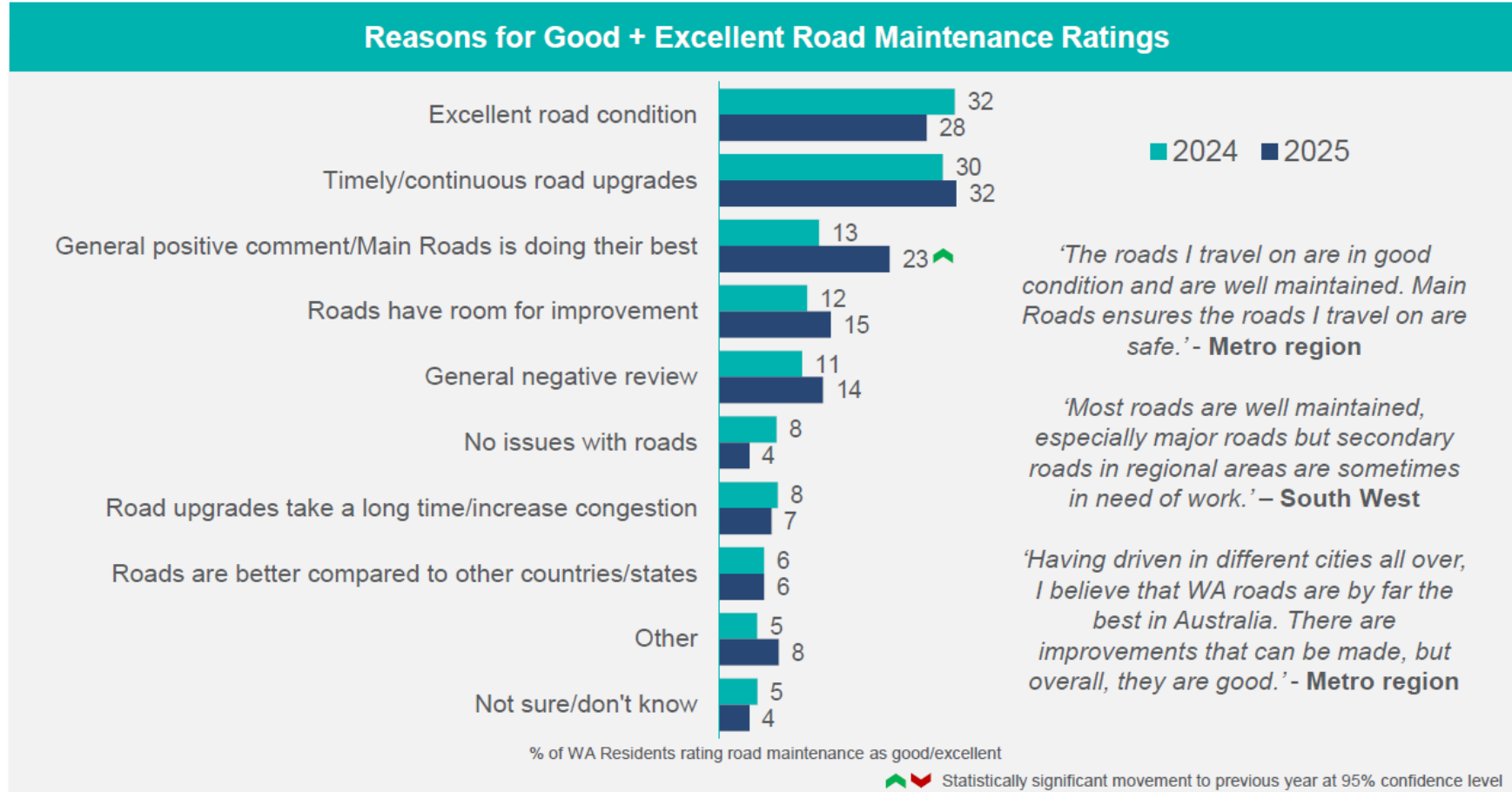
2025 n=1,414

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:

Road Maintenance



Timely/continuous road upgrades and road conditions continue to drive positive ratings for road maintenance



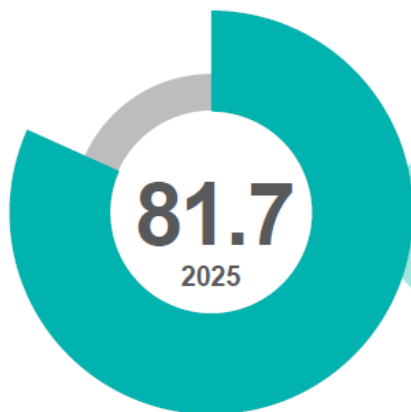
2025 n=577

Q34. Why did you rate Main Road's performance with road maintenance as [good/excellent]?






Congestion Measures



Congestion Contribution Index



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+ |
| 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

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