



## PERFORMANCE RESULTS FEBRUARY 2005

	RELIABILITY (Number of services run)	PUNCTUALITY (Number of services run on time)
<b>MINIMUM SERVICE LEVEL COMMITMENT</b>	<b>96.0%</b>	<b>92.0%</b>
EASTERN LINE (LATROBE VALLEY, SALE, BAIRNSDALE)	98%	70%
NORTH EASTERN LINE (SEYMOUR, ALBURY, SHEPPARTON)	99%	85%
NORTHERN LINE (BENDIGO, SWAN HILL, ECHUCA)	REGIONAL FAST RAIL WORKS	
WESTERN LINE (BALLARAT, ARARAT)	REGIONAL FAST RAIL WORKS	
SOUTHERN LINE (GEELONG, WARRNAMBOOL)	98%	86%

*Customers with valid periodical tickets of four weeks or more who travel on line/s where performance does not meet minimum service levels are entitled to one complimentary return V/Line ticket.*

V/Line encourages customers who are eligible for compensation to apply.

For more information, please contact our Customer Feedback Line on freecall 1800 800 120.