

media release

14 July 2005

V/LINE JUNE 2005 PERFORMANCE

V/Line released its performance results today which demonstrated that reliability remained high at 99 per cent, exceeding its 96 per cent reliability target on all reportable lines.

General Manager Stakeholder Relations, Ursula McGinnes, said that V/Line had met its 92 per cent punctuality target for the Western line, though not for the Eastern and North Eastern lines. The South Western and Northern lines were not reported this month due to Regional Fast Rail works.

“The main reasons affecting V/Line’s performance in June remained consistent with previous months - speed restrictions for track maintenance works and ongoing works to rebuild regional rail.” Ms McGinnes said.

“Punctuality has lifted over recent months on the North Eastern line, however works to improve track conditions are still ongoing. On the Eastern line, several factors affected punctuality, including unplanned speed restrictions, works at Flinders Street Station, signal failures and vandalism.

Ms McGinnes said that V/Line was genuinely trying to minimise disruption to make it as easy as possible for passengers.

“While punctuality is down we’re committed to running as many services as possible which is why reliability remains consistently high.

“There is no immediate quick-fix and while we are working closely with other parties involved, performance will continue to fluctuate this year.

“We know that this is affecting our passengers right now and we appreciate their understanding. While difficult right now, at the end of this disruption period we will have a more modern, reliable and comfortable rail network.”

Ms McGinnes encouraged people on the Eastern and North Eastern lines to apply for compensation. Customers with valid periodical tickets of four weeks or more can claim compensation of a complimentary return ticket by calling 1800 800 120.

Posters detailing performance are clearly displayed at all V/Line stations. Details are also available on V/Line’s website www.vline.com.au or from the customer feedback line on 1800 800 120.

Media line – 9619 5955



PERFORMANCE RESULTS JUNE 2005

	RELIABILITY (Number of services run)	PUNCTUALITY (Number of services run on time)
MINIMUM SERVICE LEVEL COMMITMENT	96.0%	92.0%
EASTERN LINE (LATROBE VALLEY, SALE, BAIRNSDALE)	99%	73%
NORTH EASTERN LINE (SEYMOUR, ALBURY, SHEPPARTON)	99%	87%
NORTHERN LINE (BENDIGO, SWAN HILL, ECHUCA)	REGIONAL FAST RAIL WORKS	
WESTERN LINE (BALLARAT, ARARAT)	99%	92%
SOUTHERN LINE (GEELONG, WARRNAMBOOL)	REGIONAL FAST RAIL WORKS	

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.