



V/Line's February 2009
Performance Results

V/Line

Background

- V/Line reports operational performance each month based on two key measures – services run (reliability) and services on-time (punctuality).
- V/Line is one of only two regional train operators in Australia to publicly report its performance.
 - It is the only operator to report on both punctuality and reliability, and has the highest targets of any regional operator in Australia (e.g. on-time target for CountryLink in NSW is 78 per cent, compared with V/Line's 92 per cent).
- During periods of unforeseen disruption on the network, V/Line aims to run services (or replacement coaches) rather than cancel trains that may run late.
 - As a result, only a small percentage of services are cancelled.
 - At least 96 per cent of trains must run to meet the reliability target.

V/Line's headline results – Victoria state wide (February 2009)

- **Higher than normal 'cancellations' in February:**

- There were 24 cancellations out of 784 long distance train services (96.9 per cent reliability). There were 199 cancellations out of 4816 short distance train services (95.9 per cent reliability overall).
- Only 19 out of 223 cancellations were not replaced with coaches as another train service followed soon after.

- **On-time performance affected by hot weather, train faults and metropolitan congestion:**

- With the exception of the Ararat line, our high 'on-time' target was not achieved due to heat speed restrictions placed on our trains, faulty trains and metropolitan train congestion.
- On-time performance across the network in February was an average 83.1 per cent for short distance trains and 84.3 per cent for long distance services.
- In line with our Customer Charter commitments, compensation is payable on all lines except Ararat.

Key results – Victoria state wide (February 2009)

Services run - results:

- We have a target of ensuring at least 96 per cent of scheduled services run. This target has been exceeded on all long distance lines operated by V/Line for the past 31 months. However, January 2009 was the first time in 30 months that we did not meet this target for short distance services. February results show that we did not meet this target for Traralgon, Seymour and Shepparton – all due to bushfires.
- In February 2009, 96.9 per cent of long distance and 95.9 per cent of short distance services ran.
- V/Line scheduled 4,816 short distance and 784 long distance services. There were 199 unforeseen short distance cancellations (75 less than January 09) and 24 long distance cancellations (up six from the previous month).
- Factors resulting in train cancellations in February were:
 - Bushfires – rail infrastructure damaged or line suspended due to fires (104)
 - Heat speed restrictions (30)
 - Trespasser incident (17)
 - Infrastructure faults (16)
 - Other issues (56) including faulty trains, train shortage, staff shortage).

Key results – Victoria state wide (February 2009)

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains
5371	4473	898

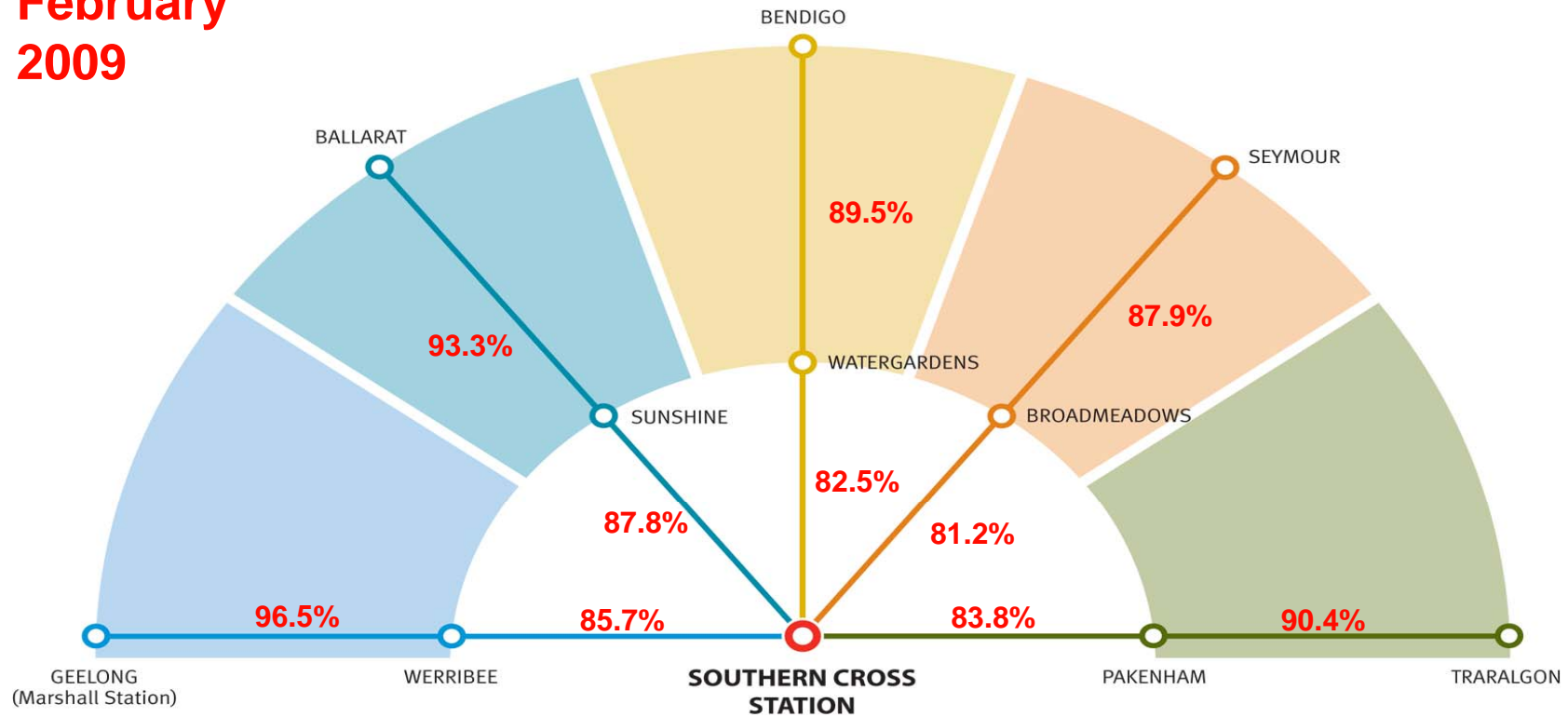
* Excludes short arrivals, includes short departures (if applicable)

- 898 out of 5,371 trains were delayed in the month of February:
 - Heat speed restrictions caused 204 trains to be delayed, or 23 per cent of delays.
 - Suburban congestion caused 22 per cent, or 102 trains delayed.
 - Train faults caused 14 per cent of delays (125 trains).
 - Infrastructure delays caused 11 per cent of delays (96 trains).

Melbourne-bound trains on time to metro boundary – SHORT DISTANCE

On time performance of Melbourne-bound short distance trains on the regional network up to the metropolitan boundaries*

**February
2009**

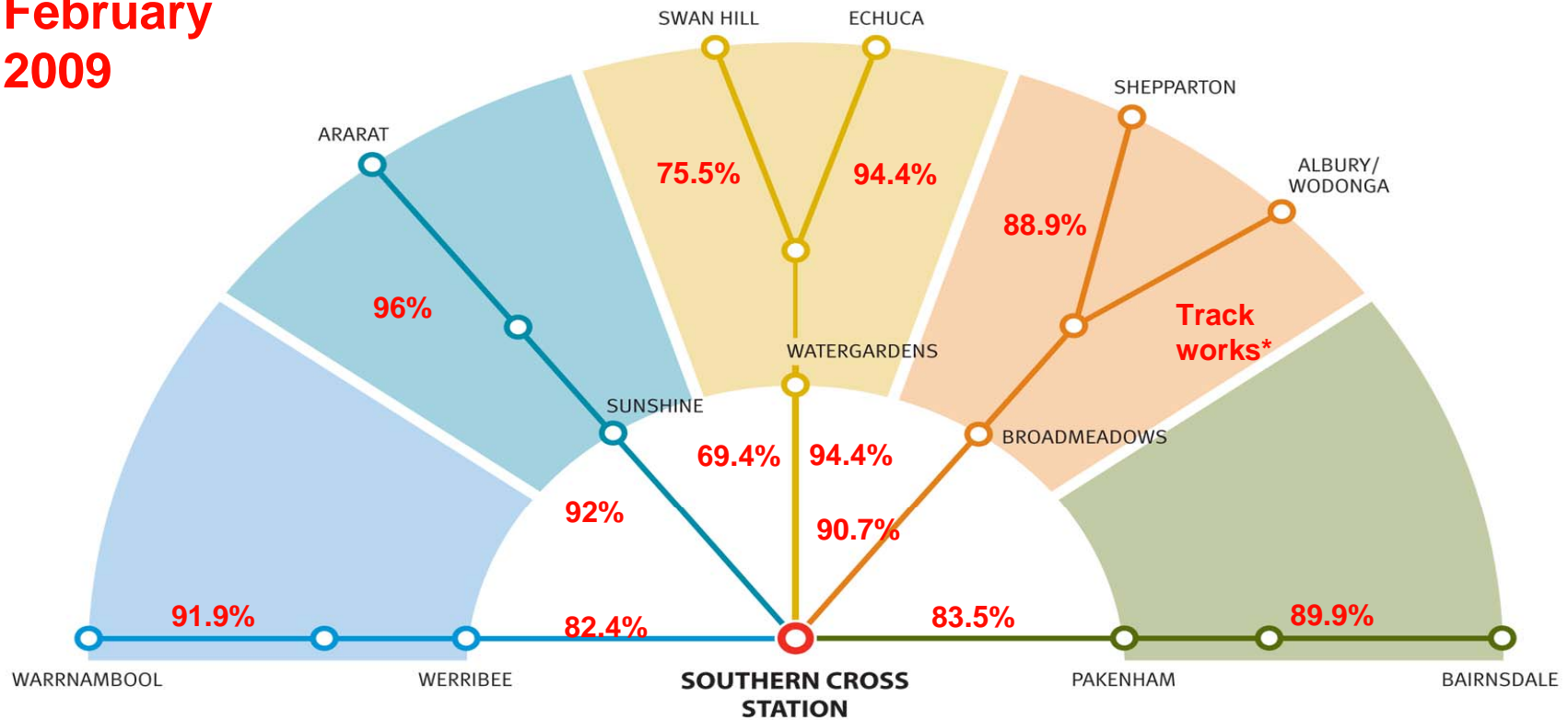


* Performance on the regional network can be measured for Melbourne-bound trains before they enter the metropolitan system. This process is difficult to replicate for out-bound trains which are affected by metropolitan congestion before they reach the regional network.

Melbourne-bound trains on time to metro boundary – LONG DISTANCE

On time performance of Melbourne-bound long distance trains on the regional network up to the metropolitan boundaries*

February 2009

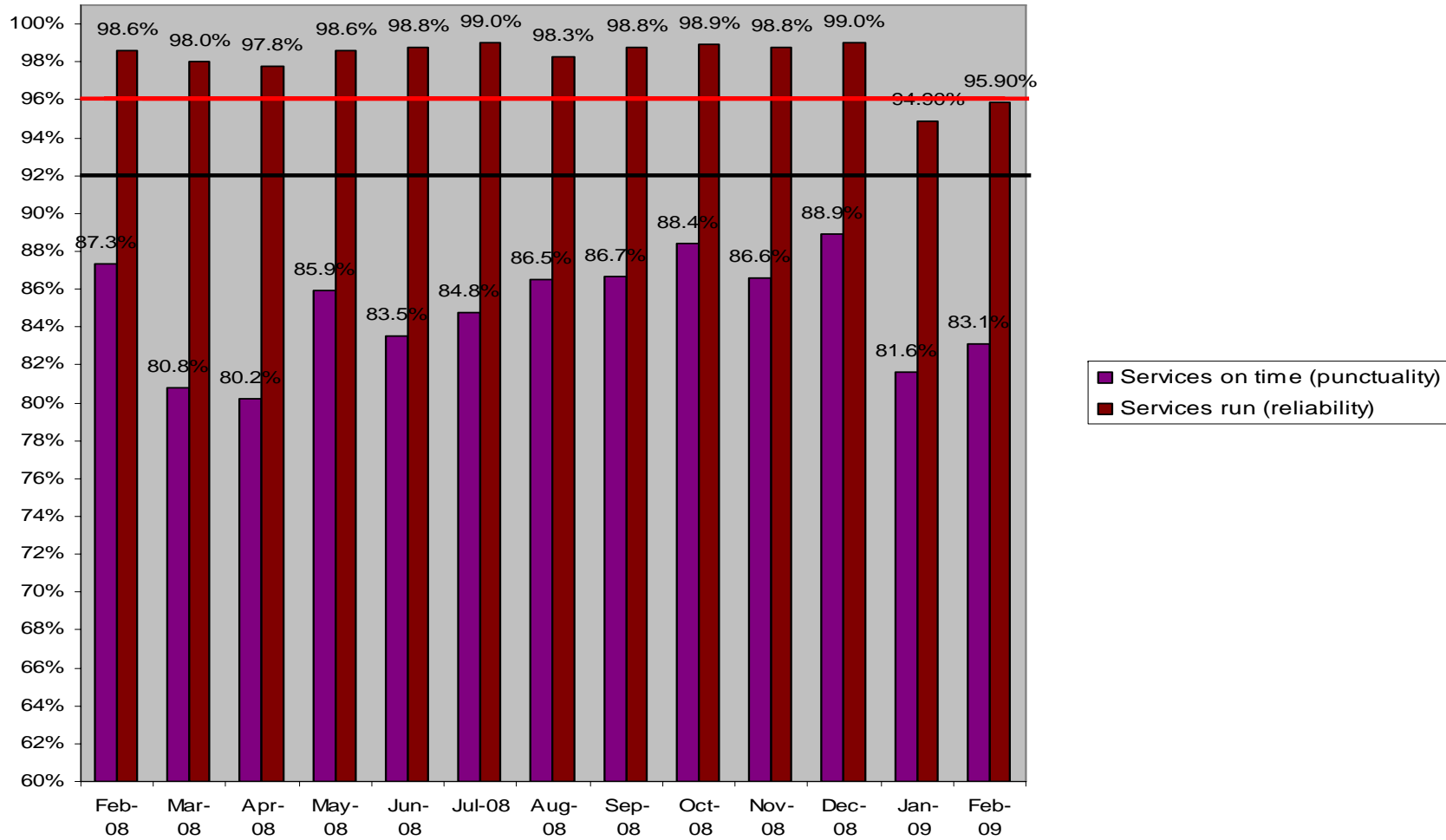


* Performance on the regional network can be measured for Melbourne-bound trains before they enter the metropolitan system. This process is difficult to replicate for out-bound trains which are affected by metropolitan congestion before they reach the regional network.

*The Albury / Wodonga line was closed between Seymour and Albury for major track works. Albury trains are included in the Seymour performance figures on the previous page until Albury services resume.

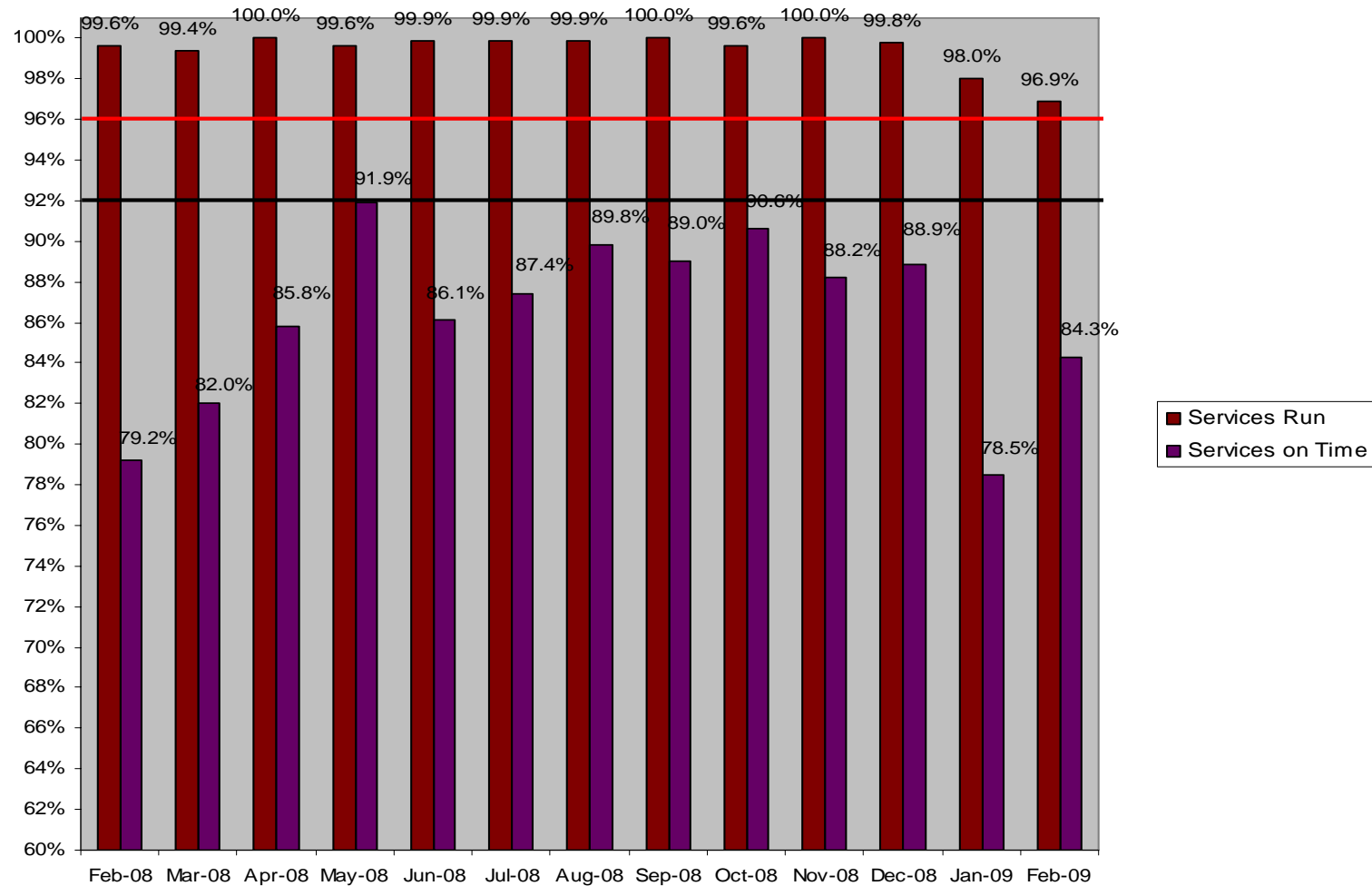
Services Run & On Time – Short distance

Services on Time- Target 92% Services Run- Target 96%



Services Run & On Time – Long distance

Services on Time- Target 92% Services Run- Target 96%



How did my line perform?

February 2009

Geelong – February 2009

Headline news:

The Geelong line was 96.5% on-time up to the metro boundary (see p.6), but faced delays in the metro network.

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
1267	27	1240	97.9%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
1,244	1,047	197	84.2%

In an average month, no more than about 110 trains can be delayed on the Geelong line if our high on-time targets are to be met.

* Excludes short arrivals, includes short departures (if applicable)

Cancellations:

- Train shortage = 9
- Trespassers = 7
- Other / misc. = 11

Delays:

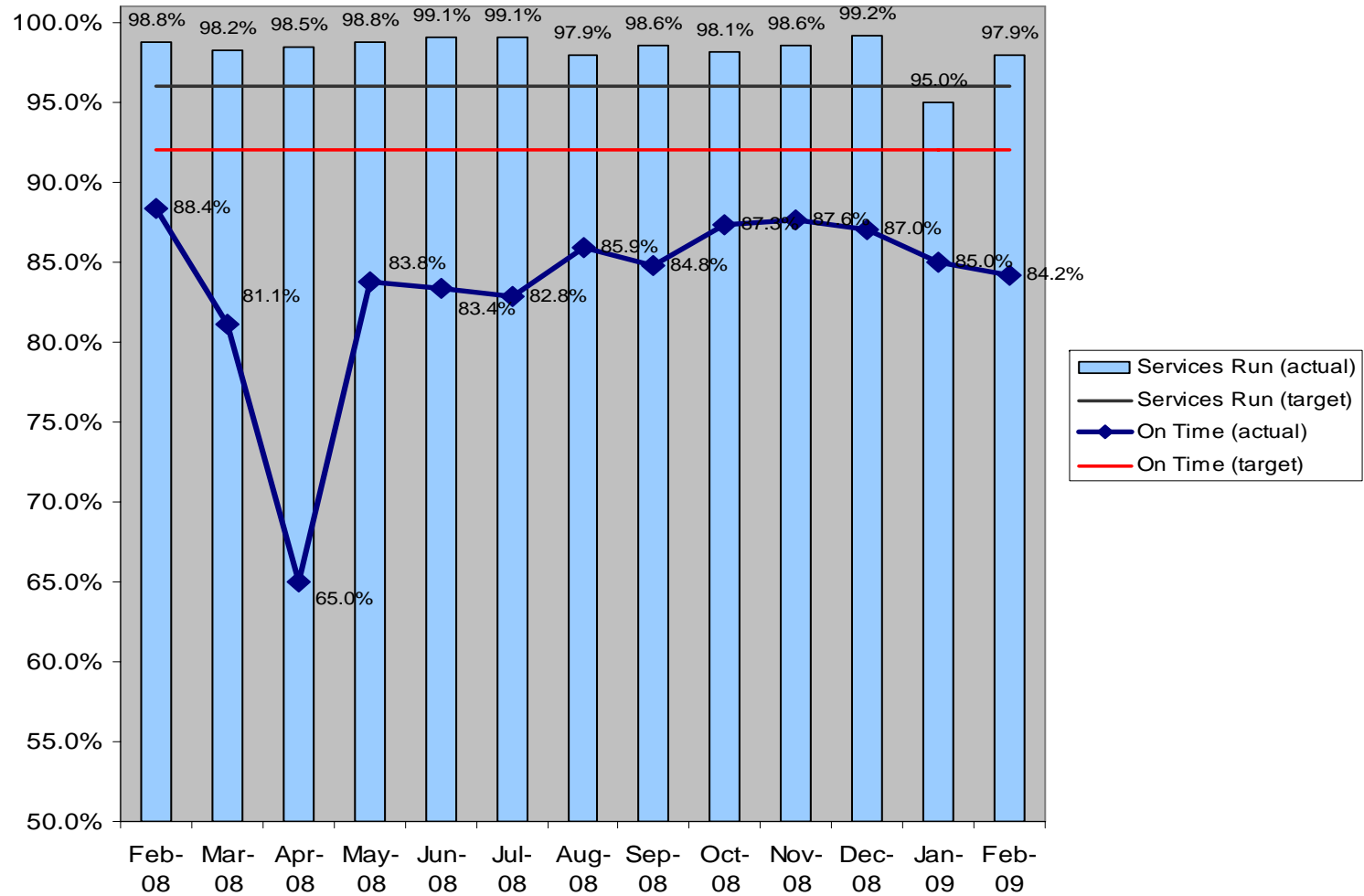
- Metro train congest = 58
- Train faults = 29
- Heat speed restrictions = 21
- Infrastructure faults = 16
- Other / misc. = 73

Performance : Geelong line

February 2008 – February 2009

Short distance service punctuality measured to five minutes

Services On Time- Target 92% **Services Run- Target 96%**



Headline news:

There were just four train cancellations on the Warrnambool line in February – all replaced by road coaches.

Warrnambool – February 2009

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
160	4	156	97.5%

Cancellations:

- Train faults = 2
- Other / misc. = 2

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
134	112	22	83.6%

Delays:

- Bushfires = 6
- Train faults = 5
- Heat speed restrictions = 4
- Other / misc. = 7

In an average month, no more than about 13 trains can be delayed on the Warrnambool line if our high on-time targets are to be met.

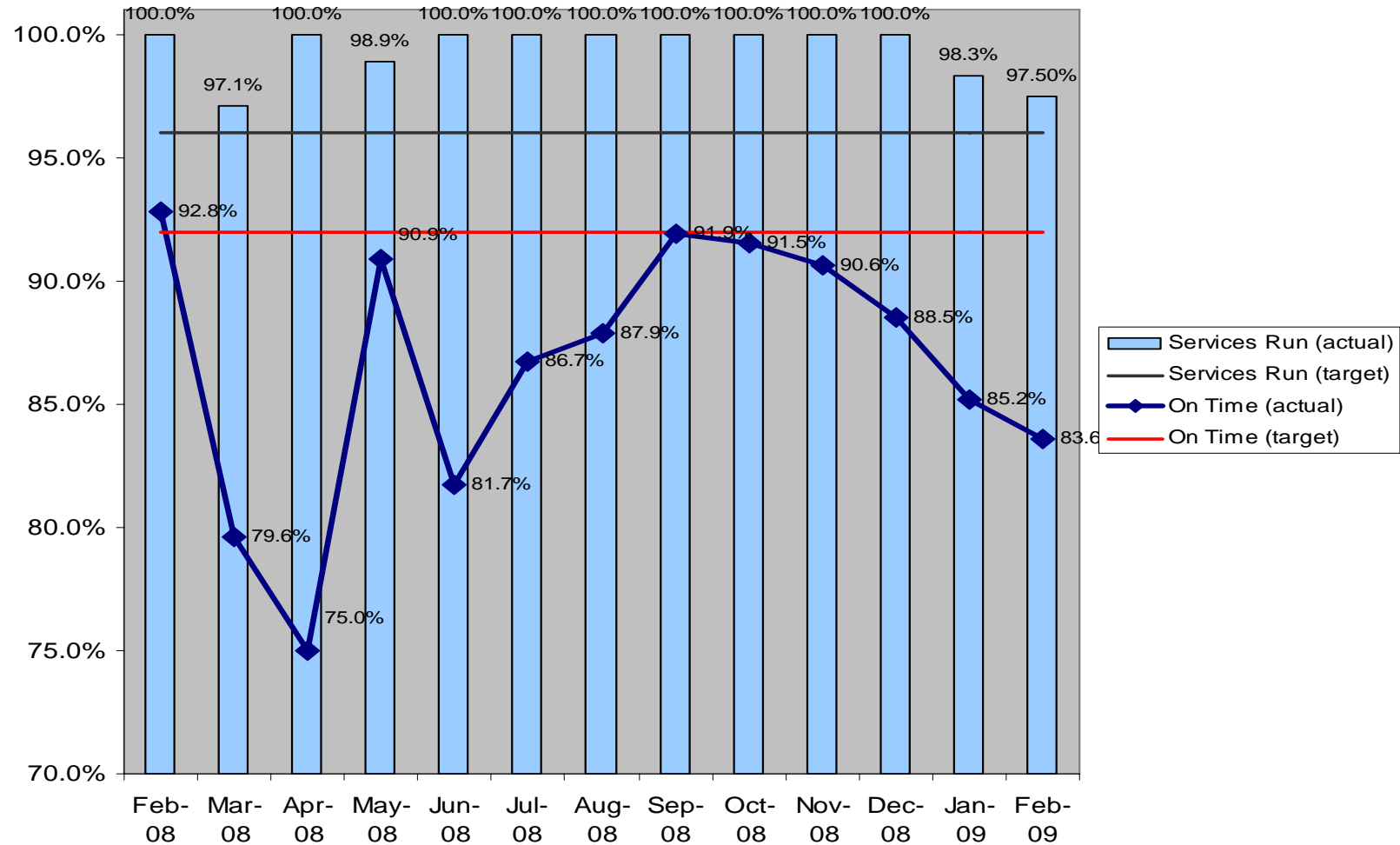
* Excludes short arrivals, includes short departures (if applicable)

Performance : Warrnambool services (Geelong line)

February 2008 – February 2009

Long distance service punctuality measured to 10 minutes

Services On Time- Target 92% **Services Run- Target 96%**



Ballarat - February 2009

Headline news:

The Ballarat line was 93.3% on-time up to the metro boundary (see p.6), but faced delays in the metro network.

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
1036	17	1019	98.4%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
1021	903	118	88.4%

In an average month, no more than about 90 trains can be delayed on the Ballarat line if our high on-time targets are to be met.

* Excludes short arrivals, includes short departures (if applicable)

Cancellations:

- Infrastructure faults = 7
- faulty trains = 4
- Other / misc. = 6

Delays:

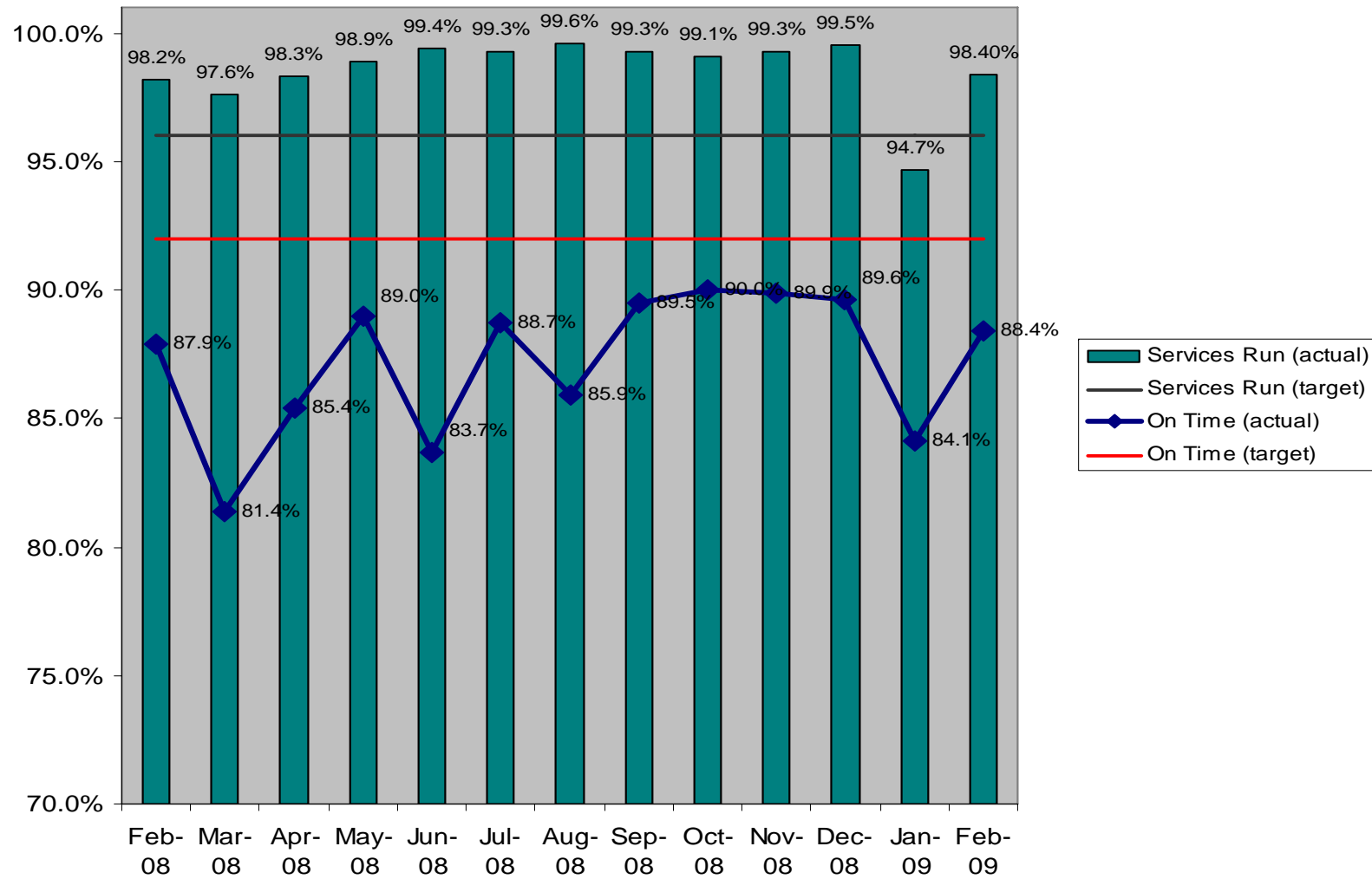
- Train faults = 33
- Metropolitan congestion = 18
- Infrastructure faults = 15
- Heat speed restrictions = 12
- Other / misc. = 40

Performance : Ballarat line

February 2008 – February 2009

Short distance service punctuality measured to five minutes

Services On Time- Target 92% **Services Run- Target 96%**



Ararat – February 2009

Headline news:

February saw a cancellation on the Ararat line – the first time in 11 months.

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
152	1	151	99.3%

Cancellations:

- Faulty train = 1

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
151	139	12	92.1%

Delays:

- Faulty trains = 4
- Heat speed restrictions = 2
- Infrastructure faults = 2
- Other / misc. = 4

In an average month, no more than about 13 trains can be delayed on the Ararat line if our high on-time targets are to be met.

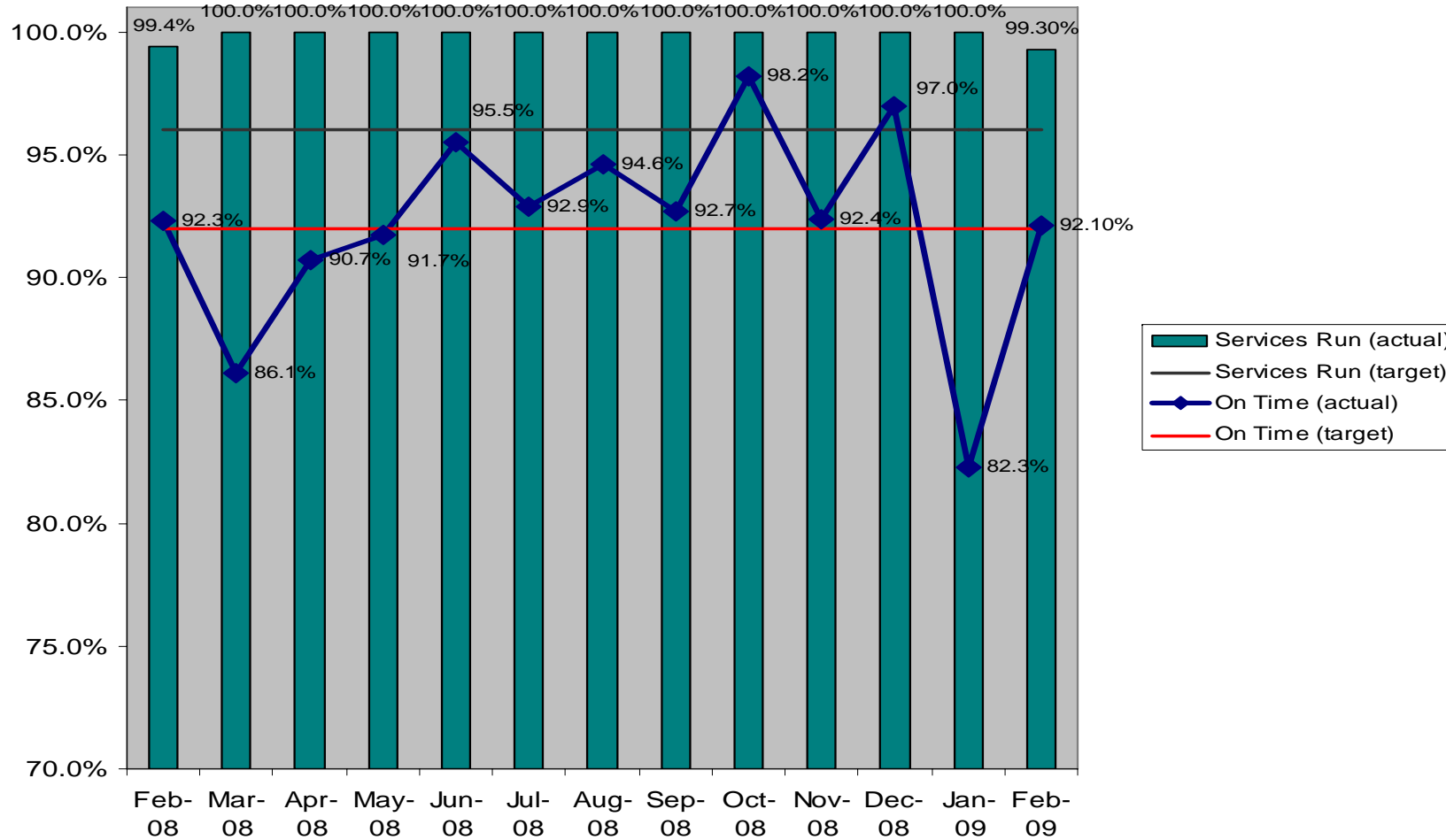
* Excludes short arrivals, includes short departures (if applicable)

Performance : Ararat services (Ballarat line)

February 2008 – February 2009

Long distance service punctuality measured to 10 minutes

Services On Time- Target 92% **Services Run- Target 96%**



Headline news:

Heat speed restrictions accounted for almost 40 per cent of delays on the Bendigo line in February.

Bendigo – February 2009

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
1128	43	1085	96.2%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
1096	900	196	82.1%

In an average month, no more than about 92 trains can be delayed on the Bendigo line if our high on-time targets are to be met.

* Excludes short arrivals, includes short departures (if applicable)

Cancellations:

- Heat speed restrictions = 28
- Infrastructure faults = 8
- Other / misc. = 7

Delays:

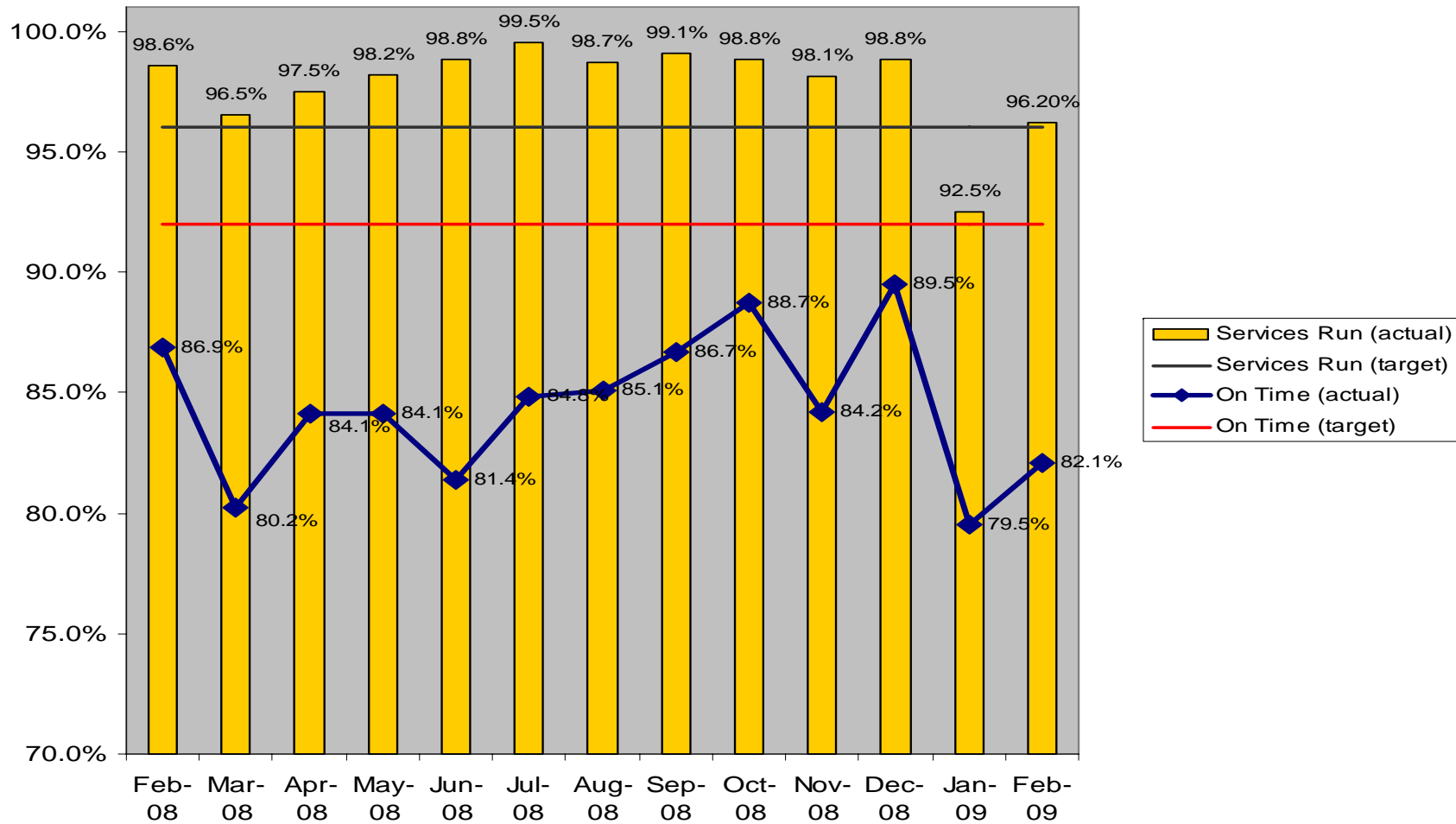
- Heat speed restrictions = 73
- Metropolitan congestion = 37
- Train faults = 21
- Other / misc. = 65

Performance : Bendigo line

February 2008 – February 2009

Short distance service punctuality measured to five minutes

Services On Time- Target 92% **Services Run- Target 96%**



Headline news:

There was only one cancelled service in February and this was due to faulty air-conditioning in the extreme heat.

Swan Hill & Echuca – February 2009

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
184	1	183	99.5%

Cancellations:

- Train faults = 1

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
182	147	35	80.8%

Delays:

- Heat speed restrictions = 19
- Other / misc. = 16

In an average month, no more than about 12 trains can be delayed on the Swan Hill / Echuca combined services if our high on-time targets are to be met.

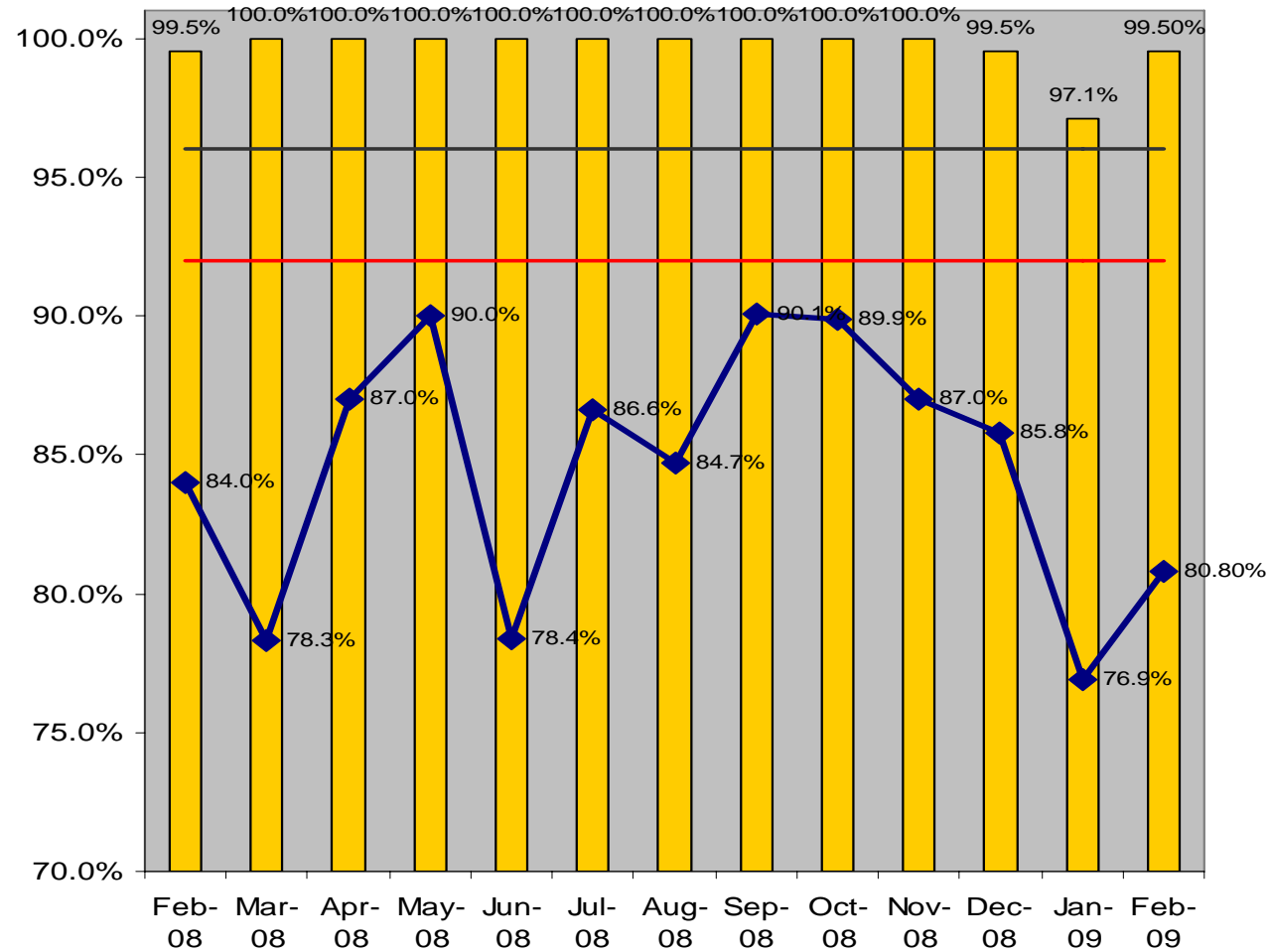
* Excludes short arrivals, includes short departures (if applicable)

Performance : Swan Hill & Echuca services (Bendigo line)

February 2008 – February 2009

Long distance service punctuality measured to 10 minutes

Services On Time- Target 92% **Services Run- Target 96%**



Headline news:

85 per cent of cancellations were a result of the bushfires on the Seymour line.

Seymour - February 2009

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
685	83	602	87.9%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
602	454	148	75.4%

In an average month, no more than about 60 trains can be delayed on the Seymour line if our high on-time targets are to be met.

* Excludes short arrivals, includes short departures (if applicable)

Cancellations:

- Bushfires (sleepers and bridges destroyed) = 72
- Other / misc. = 11

Delays:

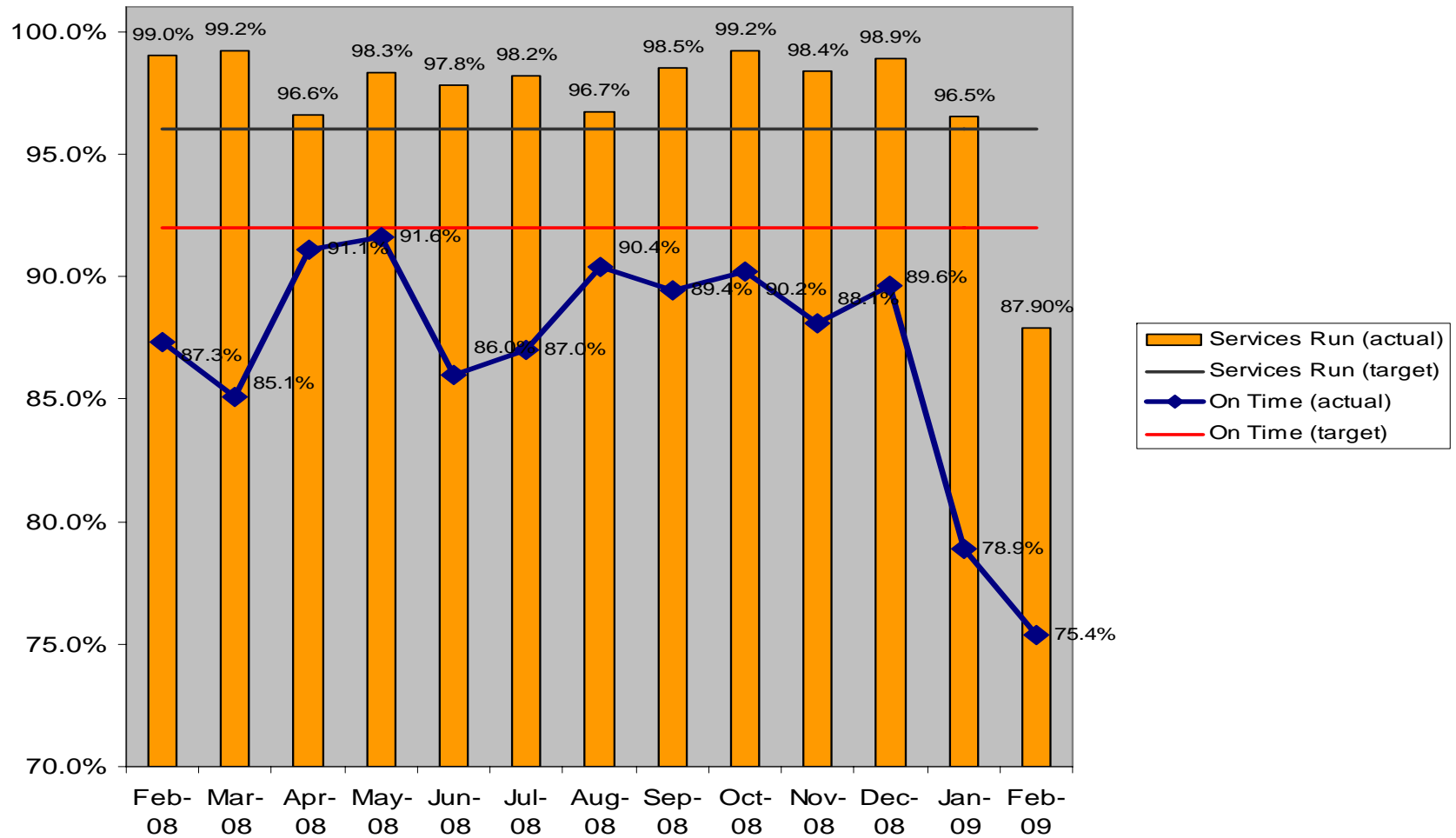
- Heat speed restrictions = 51
- Metro train congestion = 26
- Infrastructure faults = 16
- Train faults = 16
- Other / misc. = 39

Performance : Seymour line

February 2008 – February 2009

Short distance service punctuality measured to five minutes

Services On Time- Target 92% **Services Run- Target 96%**



Albury / Wodonga – February 2009

On 30 May 2008, the Victorian and Federal governments announced a \$501.3 million plan to upgrade the Albury / Wodonga railway line and convert it to standard gauge.

The line between Seymour and Albury closed on 9 November 2008 to allow these works to start, with train services replaced by road coaches.

As a result, Albury / Wodonga trains are included in the Seymour performance figures (as the new start and end point) until the works program is complete and full Albury train services resume.

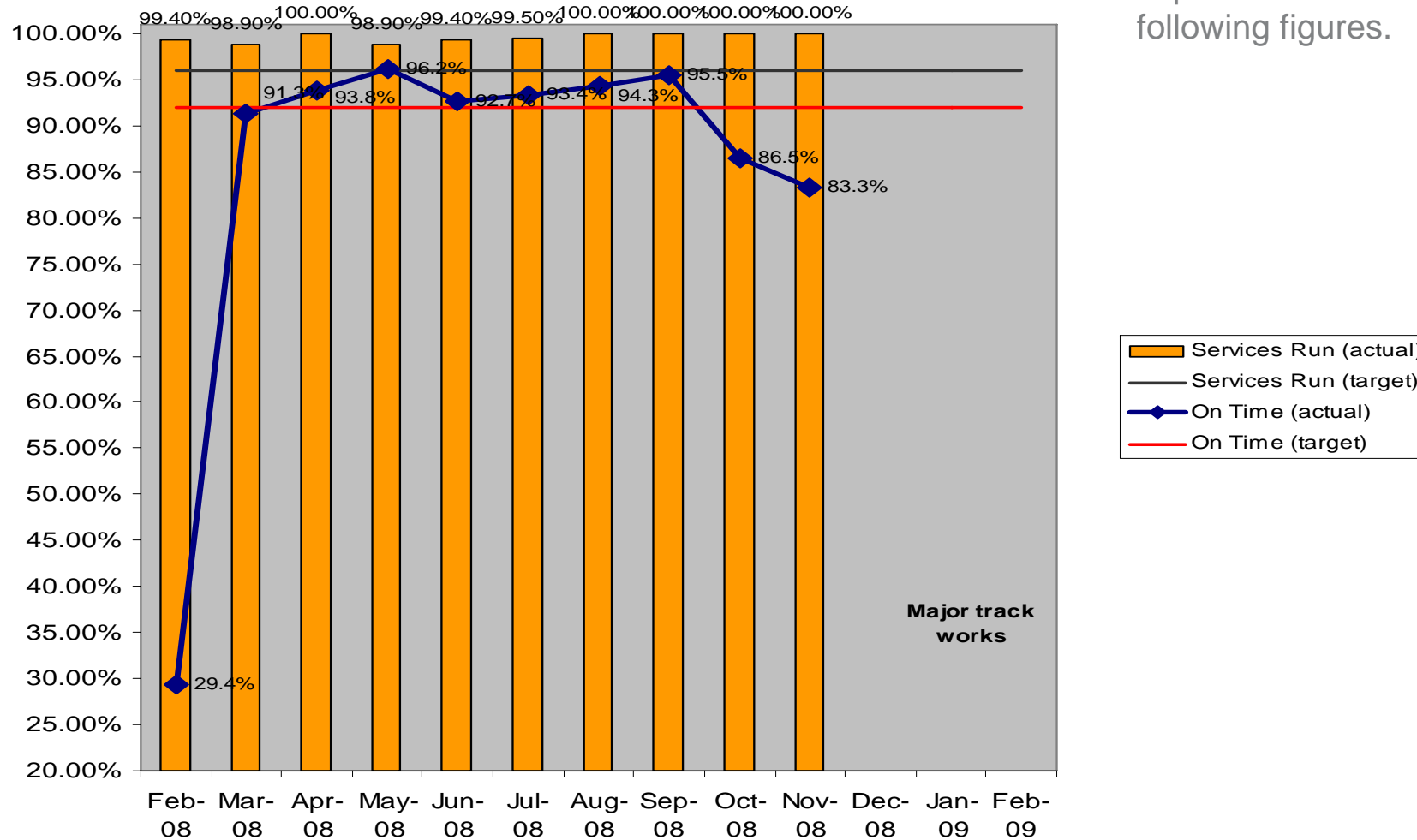
Performance: Albury / Wodonga services (Seymour line)

February 2008 – February 2009

Long distance service punctuality measured to 10 minutes

Services On Time- Target 92% **Services Run- Target 96%**

Please refer to overview notes on page 25 for an explanation of the following figures.



Shepparton – February 2009

Headline news:

All cancellations in February were a result of the bushfires which damaged track.

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
120	12	108	90%

Cancellations:

- Bushfires (sleepers and bridges destroyed) = 12

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
108	90	18	83.3%

Delays:

- Heat speed restrictions = 7
- Train faults 3
- Other / misc. = 8

In an average month, no more than about 13 trains can be delayed on the Shepparton line if our high on-time targets are to be met.

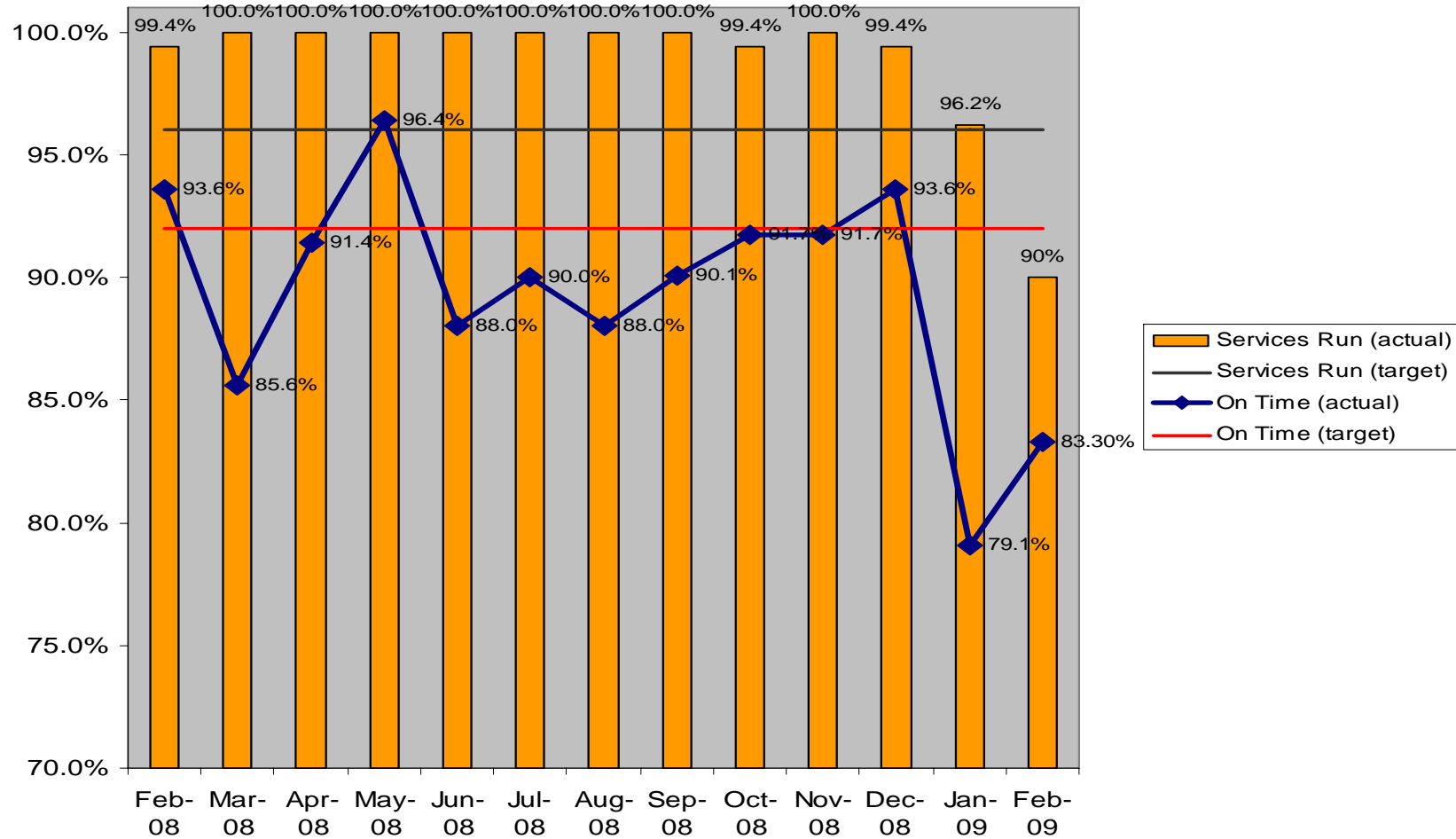
* Excludes short arrivals, includes short departures (if applicable)

Performance : Shepparton services (Seymour line)

February 2008 – February 2009

Long distance service punctuality measured to 10 minutes

Services On Time- Target 92% **Services Run- Target 96%**



Headline news:

45 per cent of services were cancelled as a result of grass fires in Gippsland.

Traralgon – February 2009

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
700	29	671	95.9%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
676	552	124	81.7%

In an average month, no more than about 55 trains can be delayed on the Traralgon line if our high on-time targets are to be met.

* Excludes short arrivals, includes short departures (if applicable)

Cancellations:

- Grass fires (line suspended) = 13
- Trespasser = 8
- Other / misc. = 8

Delays:

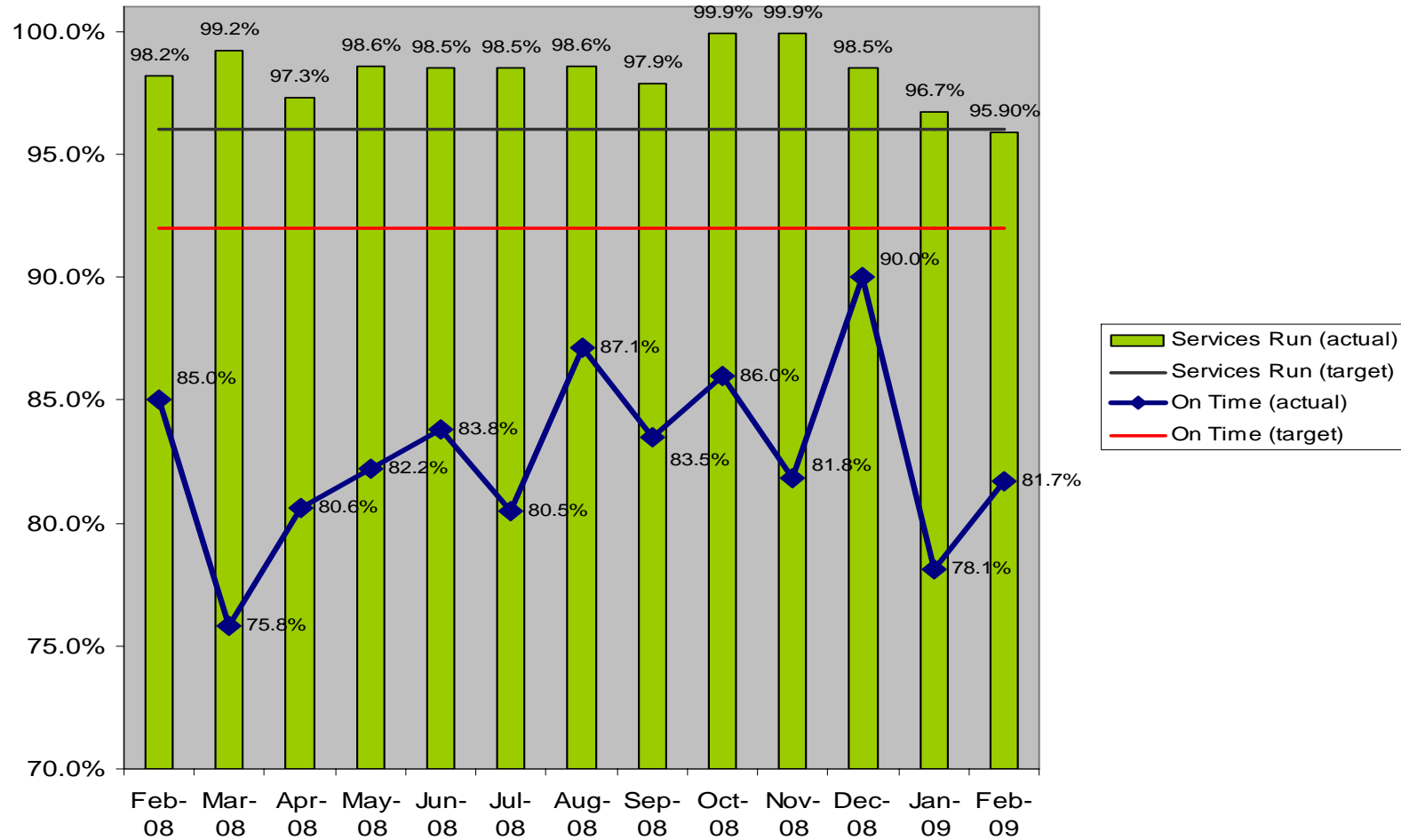
- Metropolitan congestion = 44
- Heat speed restrictions = 13
- Train faults = 14
- Infrastructure faults = 10
- Other / misc. = 43

Performance : Traralgon services (Gippsland line)

February 2008 – February 2009

Short distance service punctuality measured to five minutes

Services On Time- Target 92% **Services Run- Target 96%**



Headline news:

Five of the cancellations in February were as a result of grass fires in Gippsland.

Bairnsdale – February 2009

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
168	6	162	96.4%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
157	129	28	82.2%

In an average month, no more than about 12 trains can be delayed on the Bairnsdale line if our high on-time targets are to be met.

* Excludes short arrivals, includes short departures (if applicable)

Cancellations:

- Grass fires (line suspended) = 5
- Trespasser = 1

Delays:

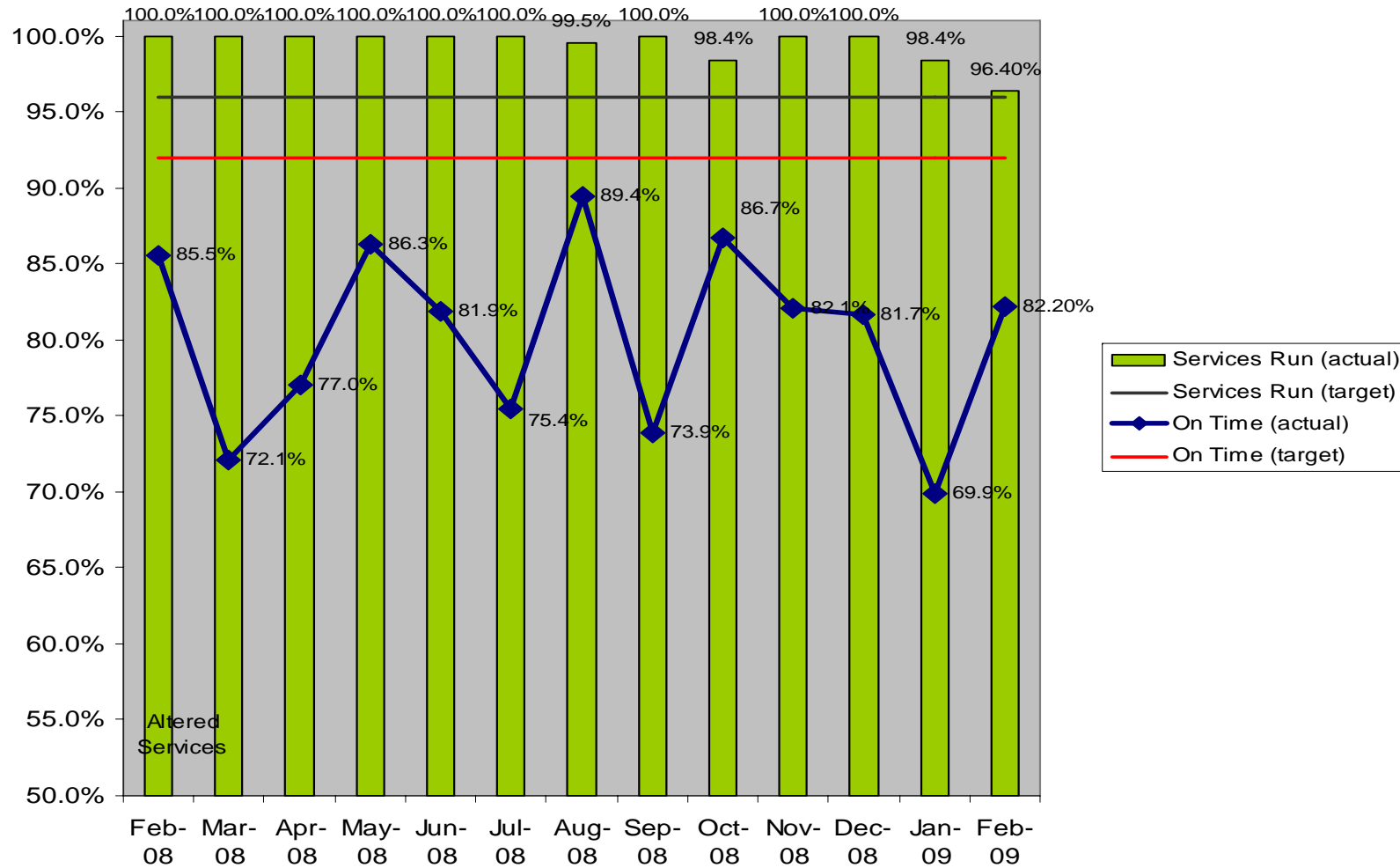
- Metropolitan congestion = 8
- Train faults = 4
- Heat speed restrictions = 3
- Other / Misc = 13

Performance : Bairnsdale services (Gippsland line)

February 2008 – February 2009

Long distance service punctuality measured to 10 minutes

Services On Time- Target 92% **Services Run- Target 96%**



Definitions

- On-time (punctuality):
 - The on-time performance of short distance trains – those that travel distances between 70 and 160 kms – is measured by the percentage of trains that arrive no more than 5 minutes 59 seconds after the scheduled time.
 - The on-time performance of longer distance trains – those that travel distances between 160 and 350 kms – is measured as on-time if they arrive within 10 minutes 59 seconds of the scheduled time.
 - The on-time performance target for both short and long distance services is 92 per cent – the highest target of any regional train operator in Australia
- Cancellation (reliability):
 - Service does not depart or arrive at its monitoring points (except for shorts on long haul routes).