

V/Line's March 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 (March 2009)

- **Services run with cancellations in March:**

- There were three cancellations out of 880 long distance train services (99.7 per cent reliability).
- There were 109 cancellations out of 5309 short distance train services (97.9 per cent reliability)

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

- With the exception of the Ararat line, our high 'on-time' target was not achieved due to congestion in the metropolitan network, faulty infrastructure and faulty trains.
- On-time performance across the network in March was an average 81.1 per cent for short distance trains and 85.7 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 (March 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 32 months. However, January 2009 was the first time in 30 months that we did not meet this target for short distance services.
- In March 2009, 99.7 per cent of long distance and 97.9 per cent of short distance services ran.
- V/Line scheduled 5309 short distance and 880 long distance services. There were 109 unforeseen short distance cancellations (90 less than February 09) and 3 long distance cancellations (21 less than the previous month).
- Factors resulting in train cancellations in March were:
 - Trespasser incidents (32)
 - Infrastructure faults (23)
 - Millipedes on track (15)
 - Other issues (42) including faulty trains, train shortage, staff shortage.

Key results – Victoria state wide (March 2009)

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains
6079	4969	1110

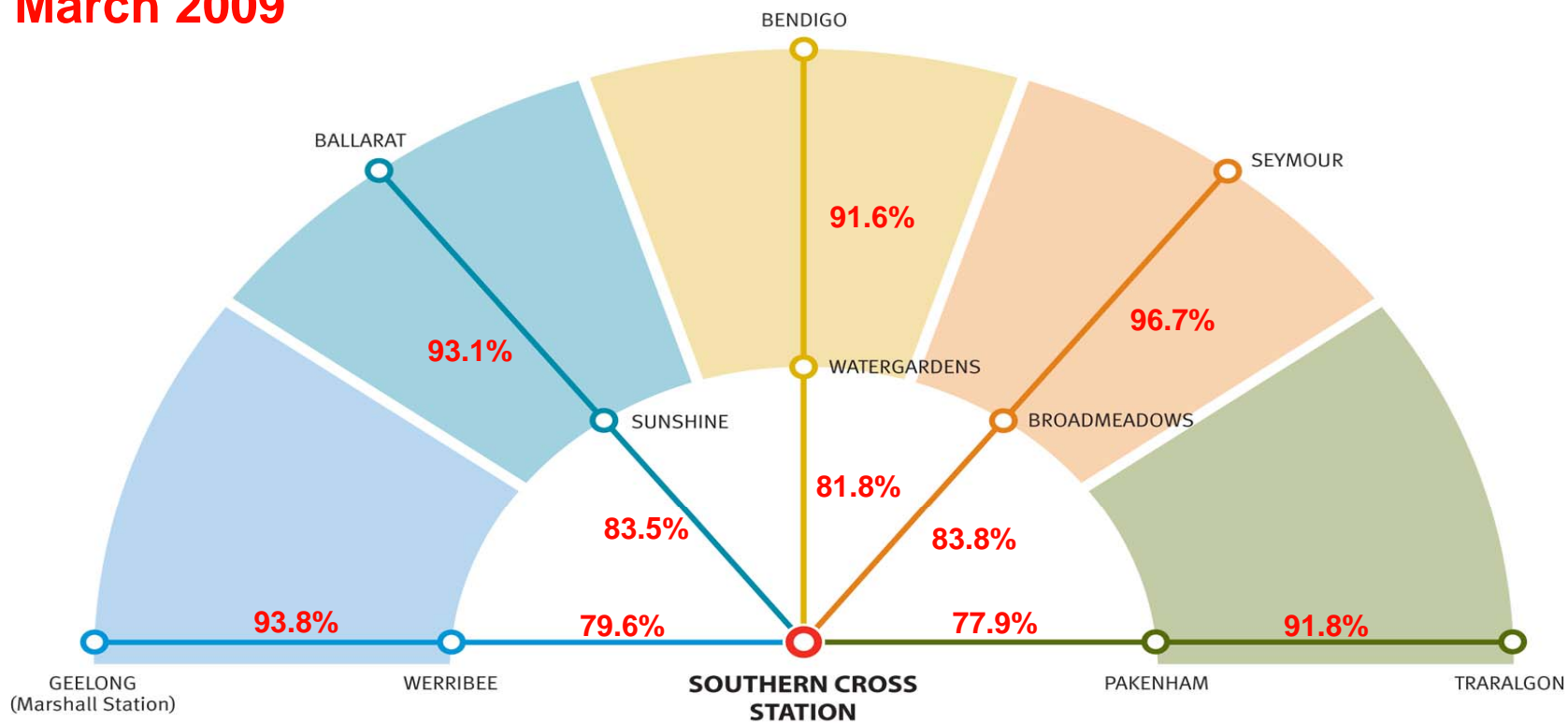
* Excludes short arrivals, includes short departures (if applicable)

- 1110 out of 6079 trains were delayed in the month of March:
 - Suburban congestion caused 329 trains to be delayed, or 30 per cent of delays.
 - Infrastructure faults caused 16 per cent, or 182 trains delayed.
 - Train faults caused 13 per cent of delays (135 trains).
 - Other issues include ill passengers, track works, trespasser incidents and shortage of 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*

March 2009

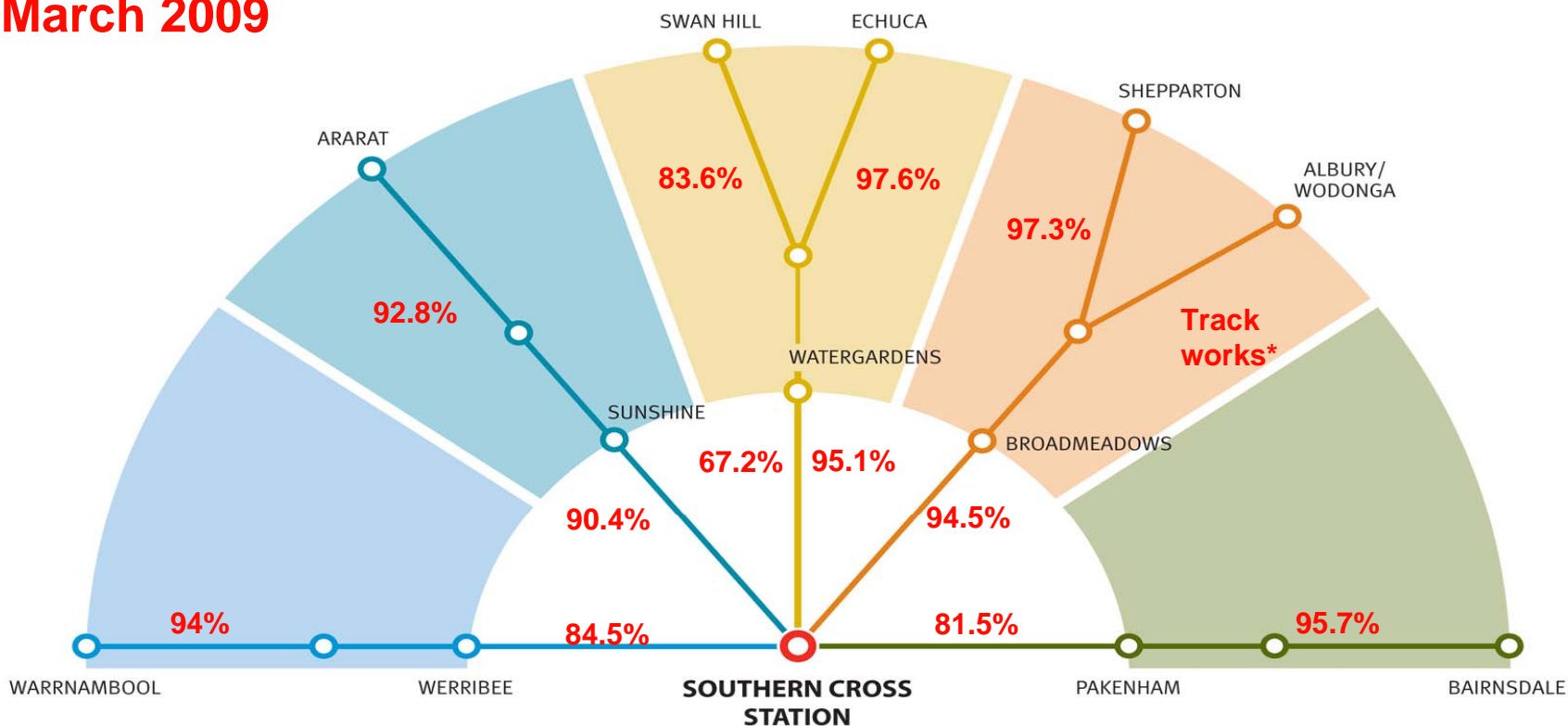


* Performance on the regional network can be measured for Melbourne-bound trains before they enter the metropolitan system. This process is difficult to replicate for out-bound trains which are affected by metropolitan congestion before they reach the regional network.

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*

March 2009

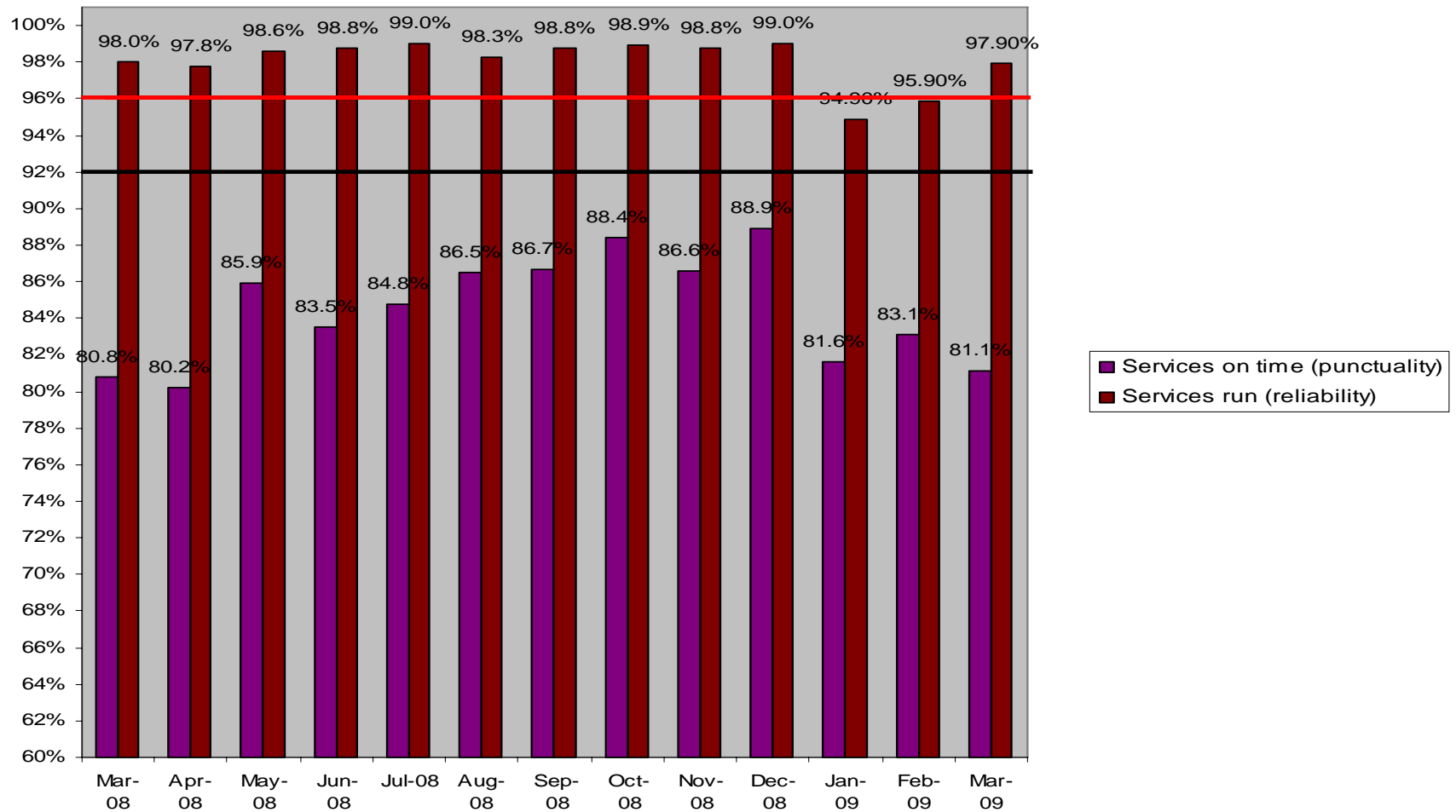


* Performance on the regional network can be measured for Melbourne-bound trains before they enter the metropolitan system. This process is difficult to replicate for out-bound trains which are affected by metropolitan congestion before they reach the regional network.

*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.

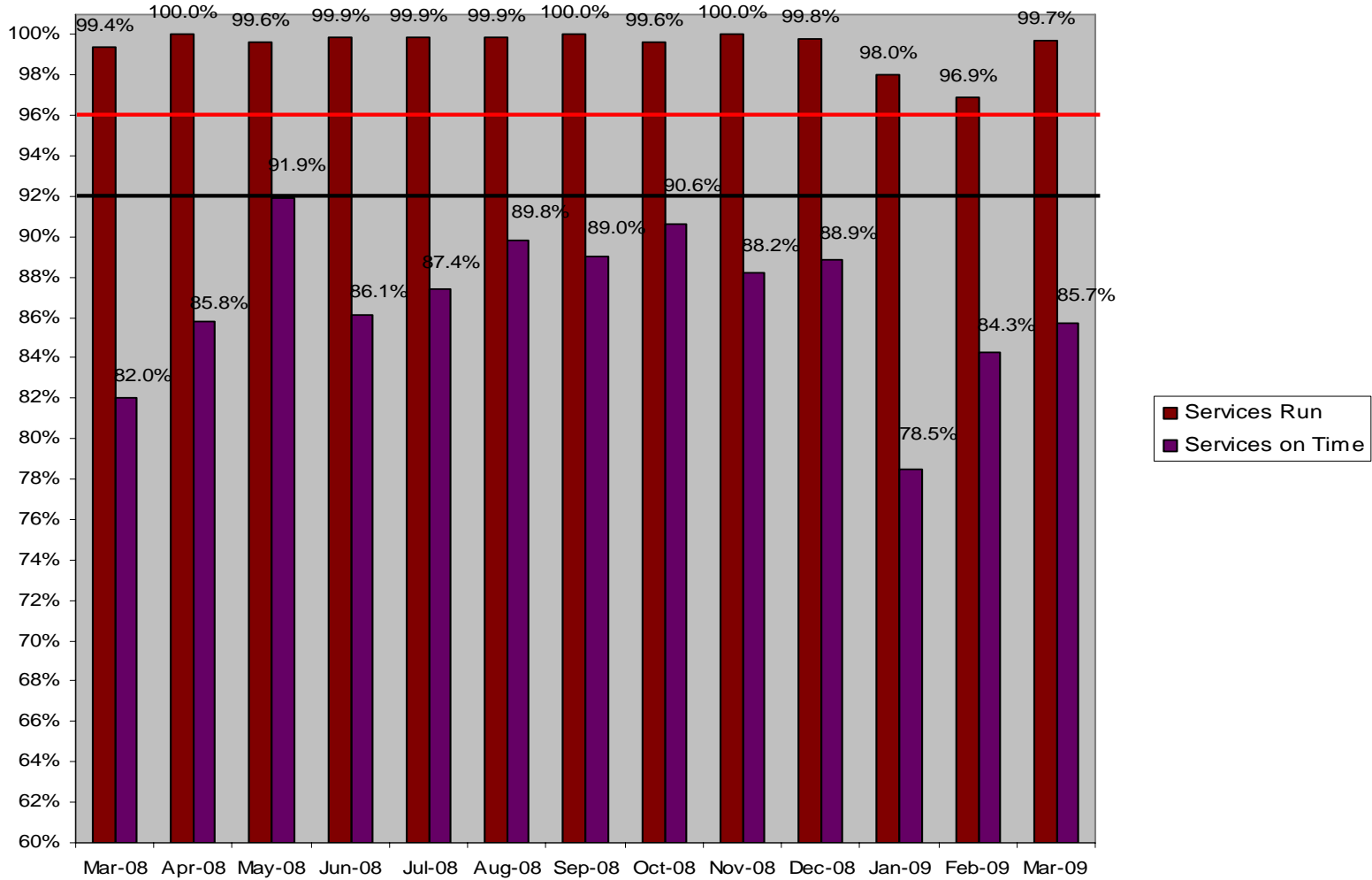
Services Run & On Time – Short distance

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?

March 2009

Geelong – March 2009

Headline news:

The Geelong line was 93.8% 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
1385	16	1369	98.8%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
1369	1,094	275	79.9%

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:

- Pedestrian incident = 8
- Staff shortage = 4
- Other / misc. = 4

Delays:

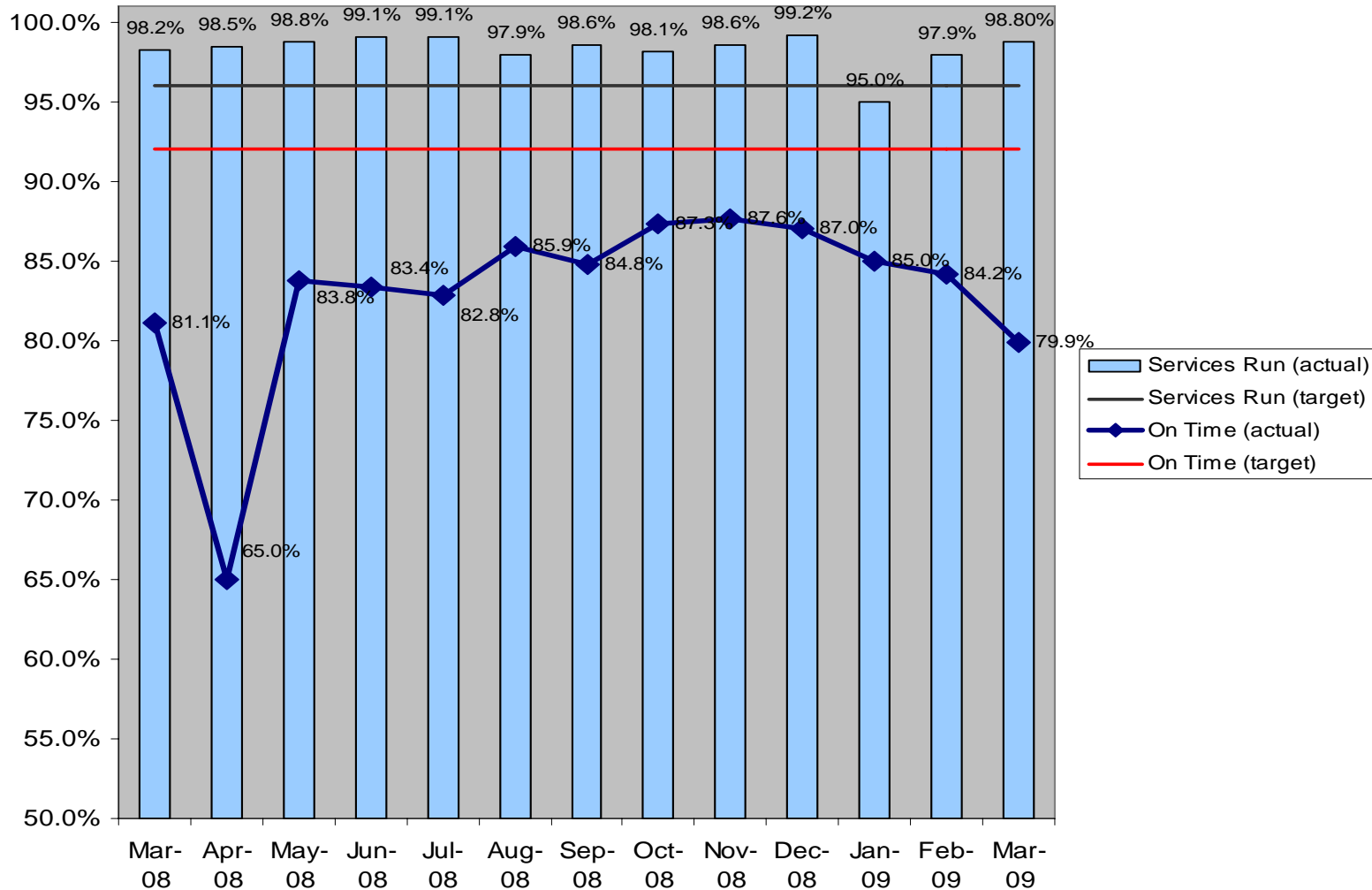
- Metro train congest = 75
- Infrastructure faults = 44
- Train faults = 36
- Other / misc. = 120

Performance : Geelong line

March 2008 – March 2009

Short distance service punctuality measured to five minutes

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



Headline news:

There was just one train cancelled on the Warrnambool line in March.

Warrnambool – March 2009

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
176	1	175	99.4%

Cancellations:

- Track works = 1

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
170	149	21	87.6%

Delays:

- Metro train congestion = 5
- Infrastructure faults = 4
- Other / misc. = 12

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.

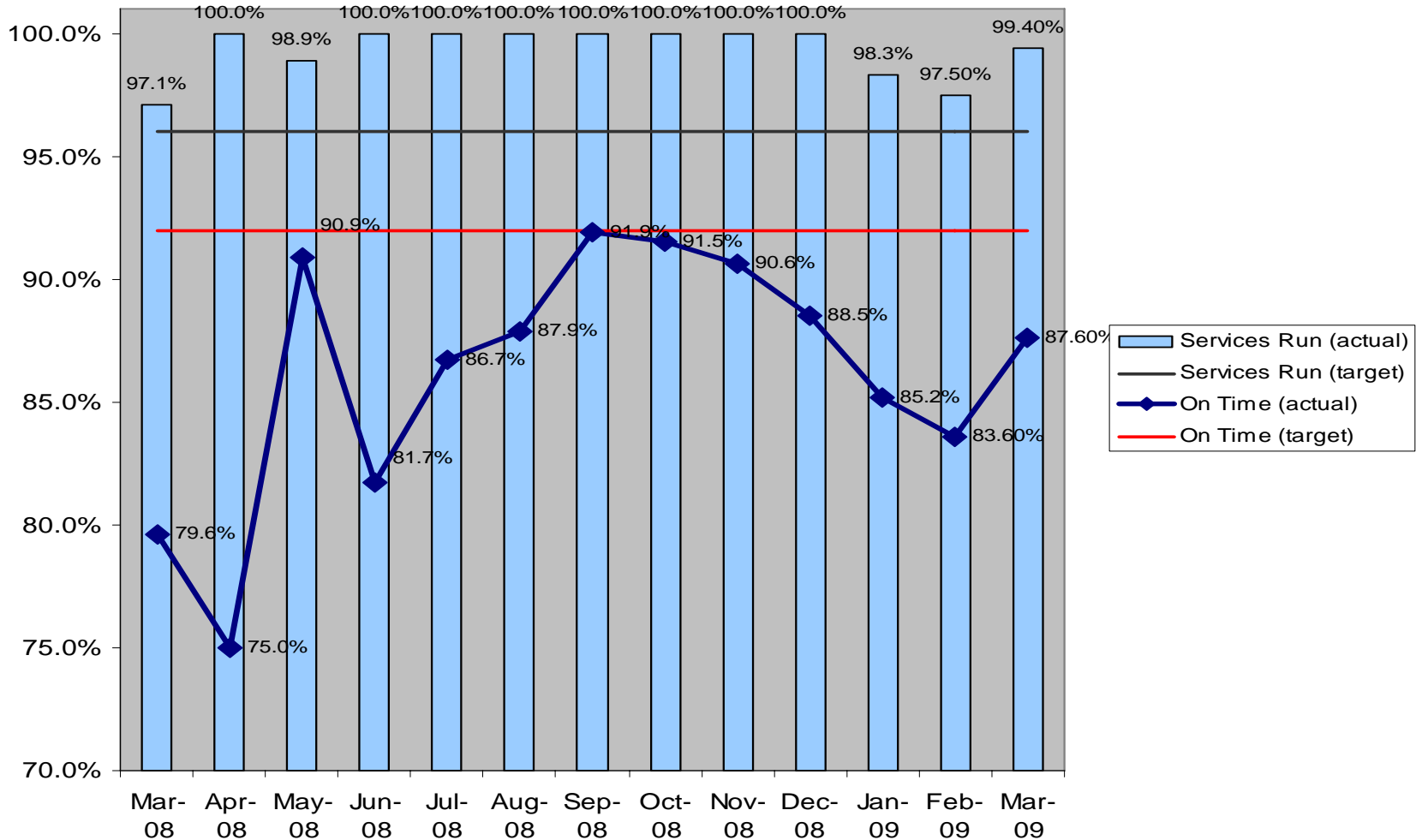
* Excludes short arrivals, includes short departures (if applicable)

Performance : Warrnambool services (Geelong line)

March 2008 – March 2009

Long distance service punctuality measured to 10 minutes

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



Ballarat - March 2009

Headline news:

The Ballarat line was 93.1% 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
1121	25	1096	97.8%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
1100	927	173	84.3%

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 = 8
- Trespasser incident = 8
- Other / misc. = 9

Delays:

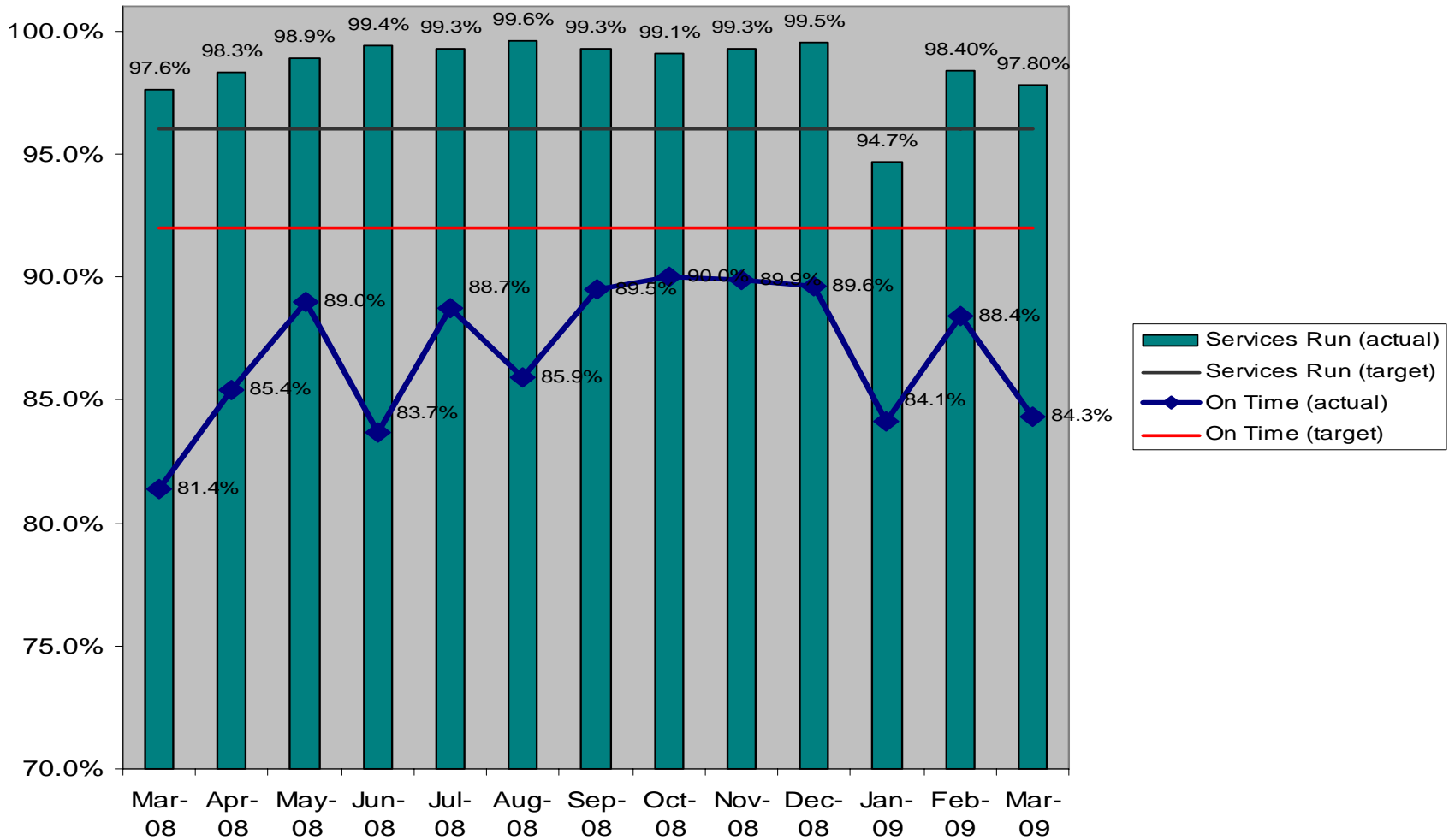
- Metropolitan congestion = 41
- Train faults - 34
- Infrastructure faults = 30
- Other / misc. = 68

Performance : Ballarat line

March 2008 – March 2009

Short distance service punctuality measured to five minutes

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



Headline news:

There were no cancellations on the Ararat line in March.

Ararat – March 2009

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
166	0	166	100%

Cancellations:

- Nil

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
165	153	12	92.7%

Delays:

- Infrastructure faults = 2
- Metro train congestion = 2
- Ill passenger, maintenance work, faulty train / misc = 8

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.

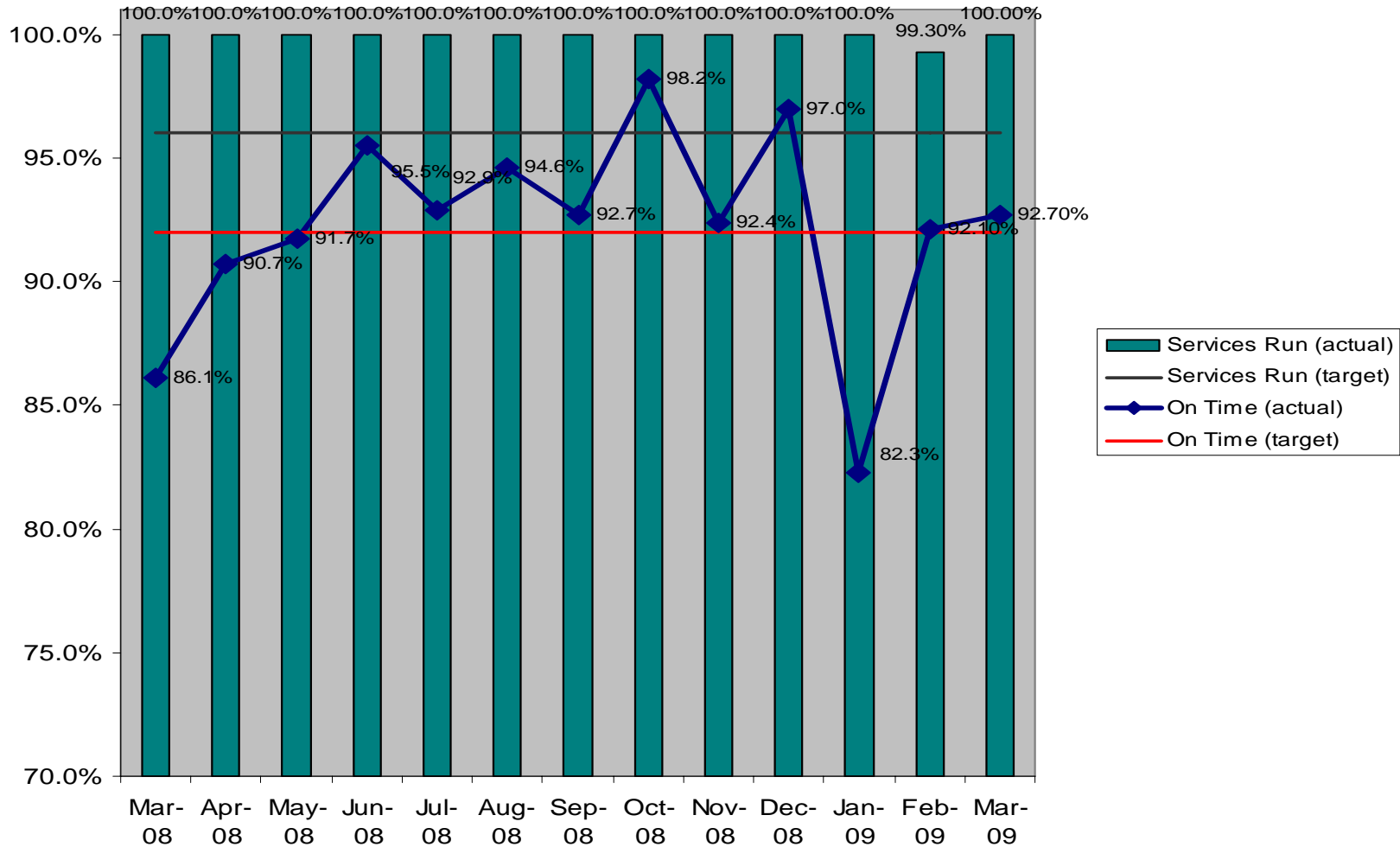
* Excludes short arrivals, includes short departures (if applicable)

Performance : Ararat services (Ballarat line)

March 2008 – March 2009

Long distance service punctuality measured to 10 minutes

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



Bendigo – March 2009

Headline news:

The Bendigo line was 91.6% 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
1213	26	1187	97.9%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
1190	968	222	81.3%

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:

- Infrastructure faults = 8
- Trespasser incident = 8
- Other / misc. = 10

Delays:

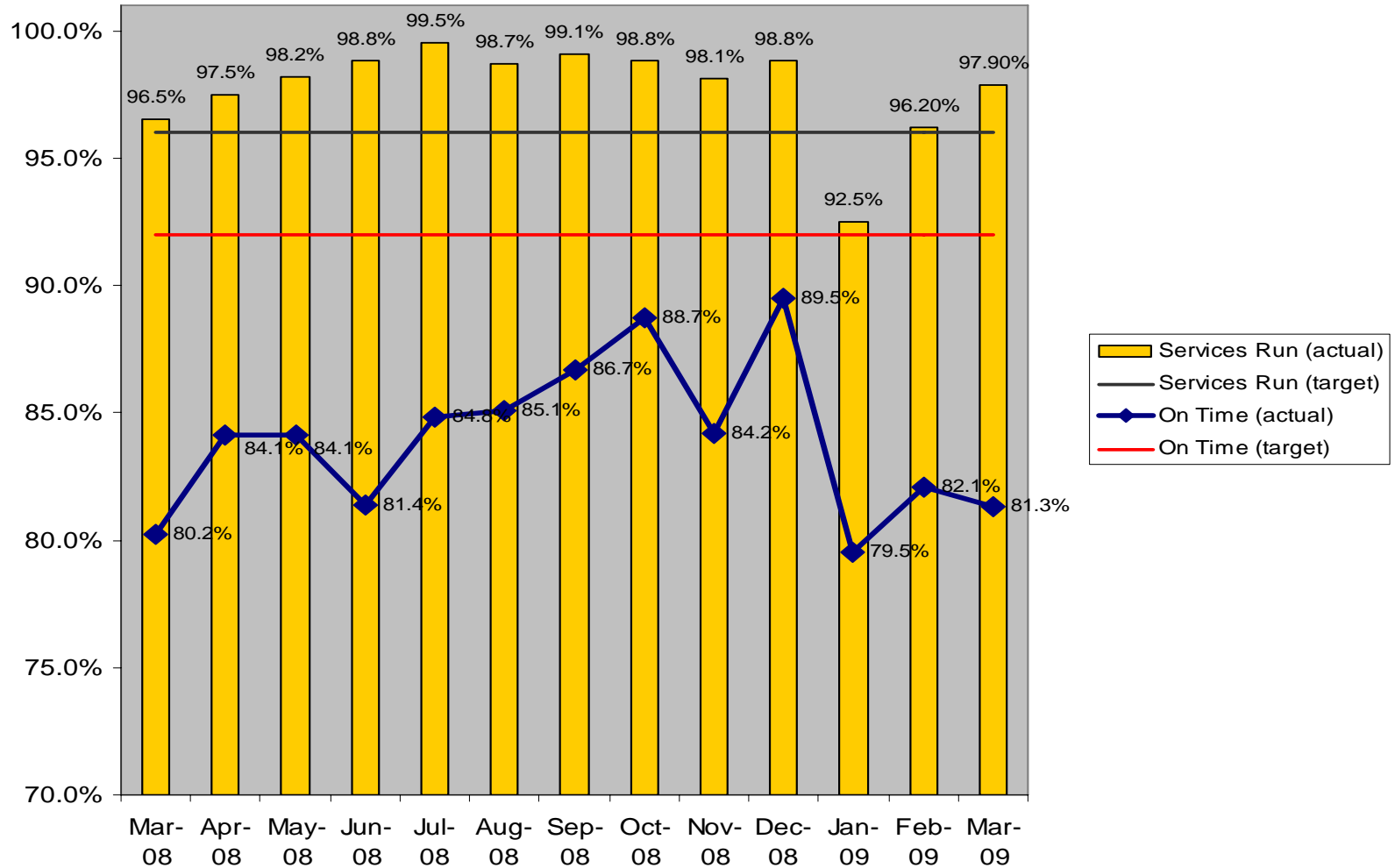
- Metropolitan congestion = 65
- Infrastructure faults = 47
- Train faults = 29
- Other / misc. = 81

Performance : Bendigo line

March 2008 – March 2009

Short distance service punctuality measured to five minutes

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



Headline news:

There were no cancellations for Swan Hill or Echuca in March.

Swan Hill & Echuca – March 2009

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
206	0	206	100%

Cancellations:

- Nil

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
205	163	42	79.5%

Delays:

- Infrastructure faults = 8
- Train faults = 7
- Excess pass./ luggage = 6
- Metro congestion = 4
- Other / misc. = 17

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.

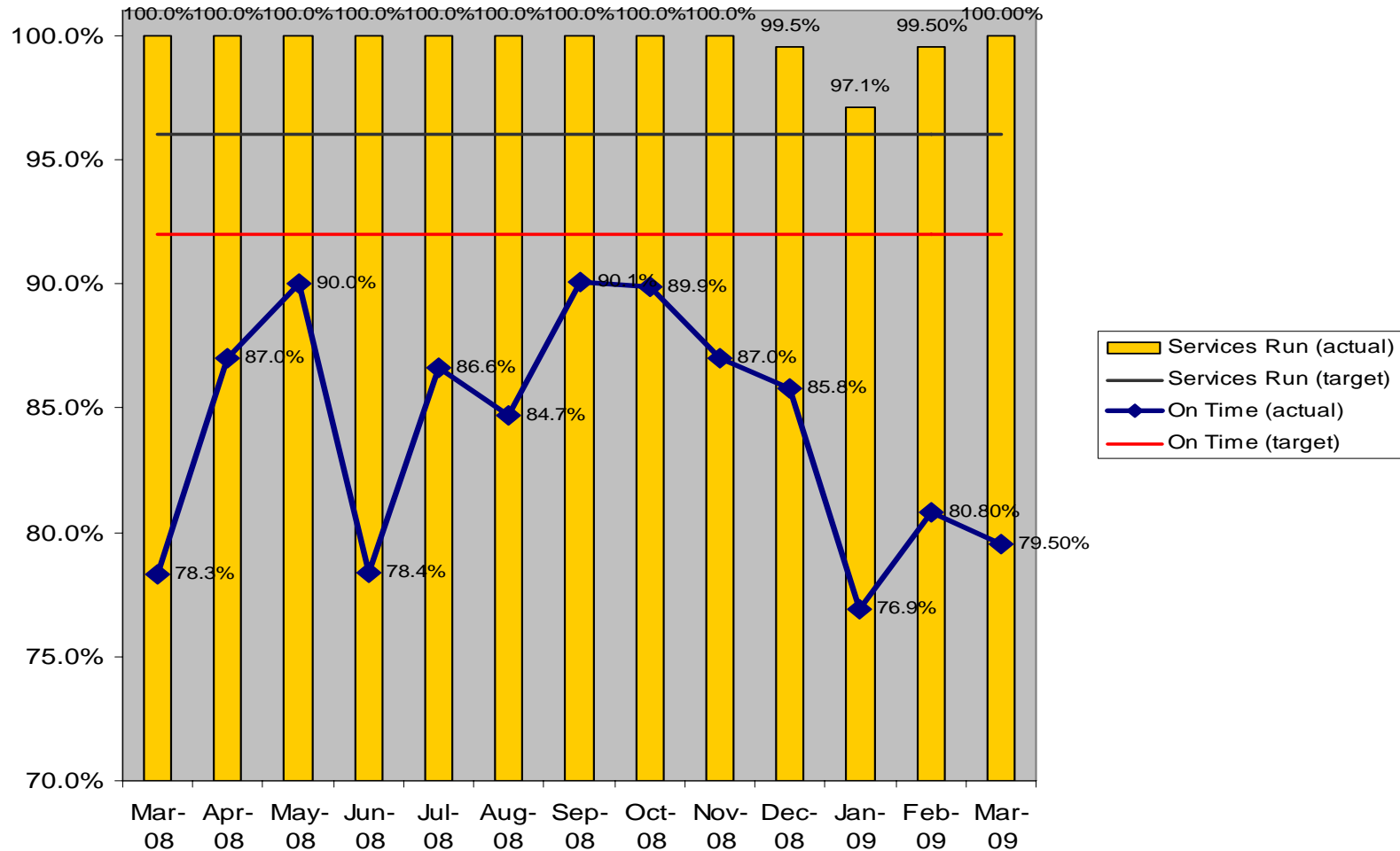
* Excludes short arrivals, includes short departures (if applicable)

Performance : Swan Hill & Echuca services (Bendigo line)

March 2008 – March 2009

Long distance service punctuality measured to 10 minutes

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



Headline news:

Millipedes on the tracks on Sunday the 15th caused almost half of the month's cancellations. The millipedes make the tracks too slippery for traction.

Seymour - March 2009

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
832	32	800	96.2%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
801	644	157	80.4%

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:

- Millipedes on the line = 15
- Driver shortage = 9
- Other / misc. = 8

Delays:

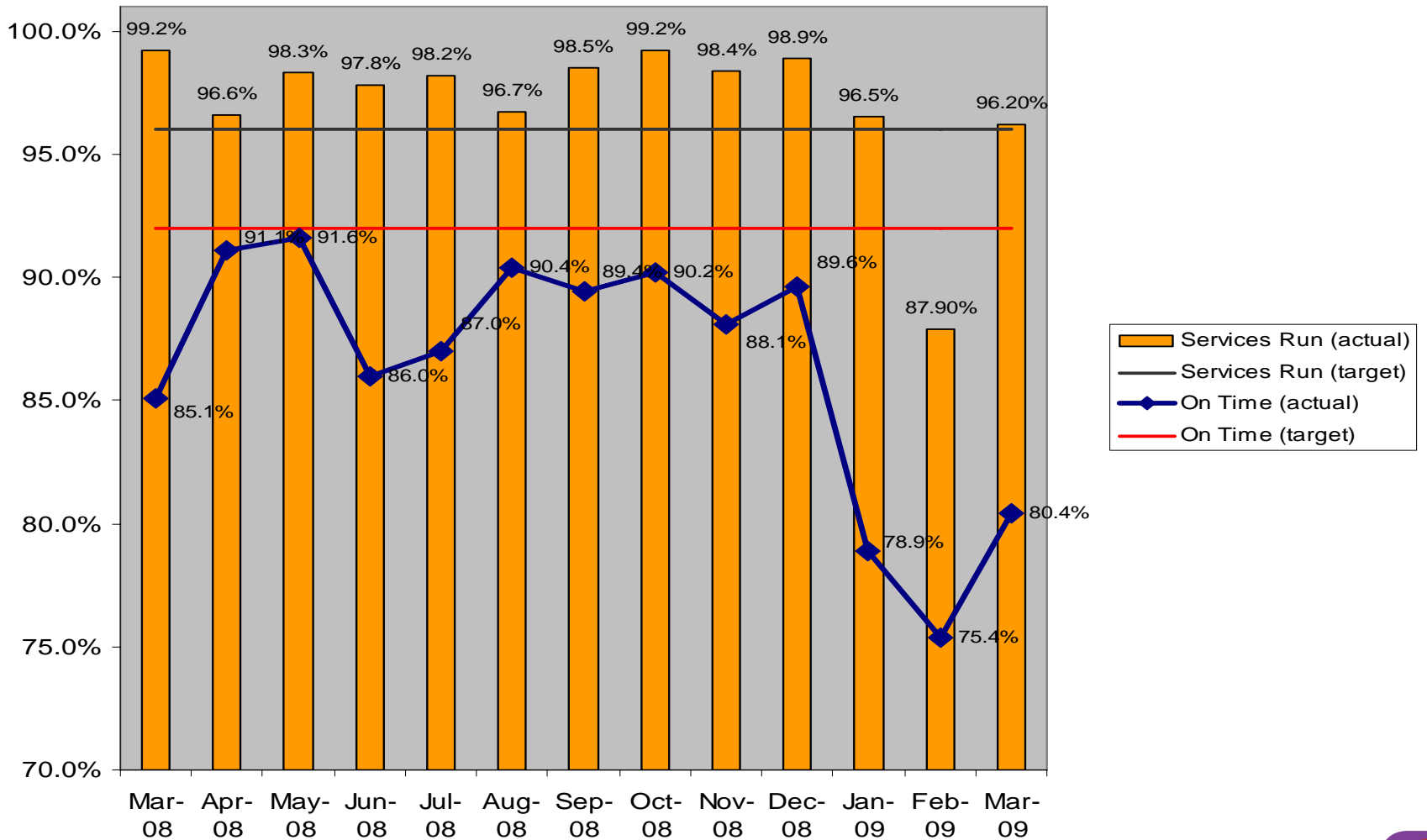
- track works = 31
- Metro train congestion = 30
- Infrastructure faults = 19
- Train faults = 16
- Other / misc. = 61

Performance : Seymour line

March 2008 – March 2009

Short distance service punctuality measured to five minutes

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



Albury / Wodonga – March 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.

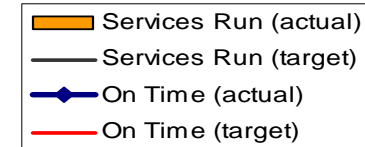
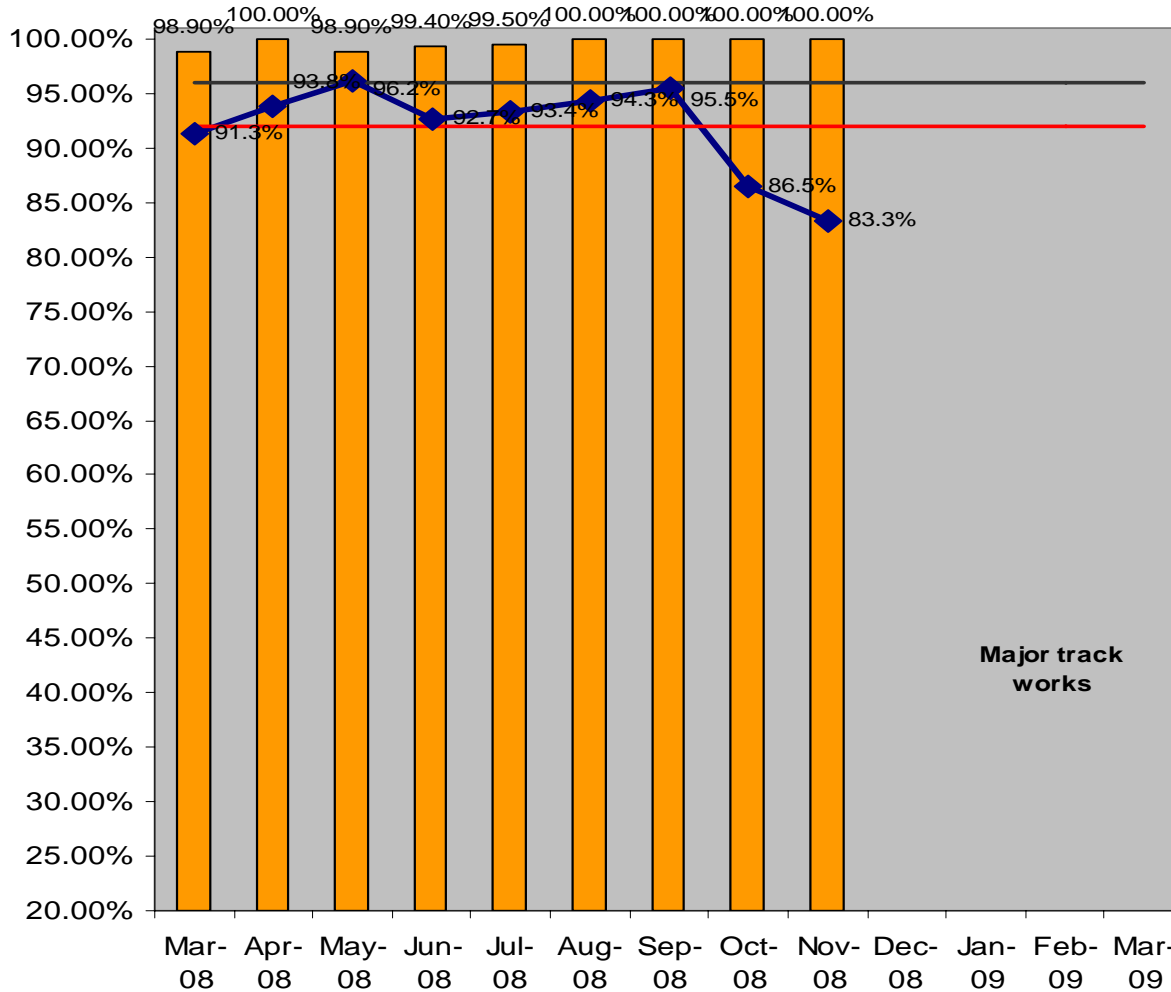
Performance: Albury / Wodonga services (Seymour line)

March 2008 – March 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 – March 2009

Headline news:

There were no cancellations for Shepparton in March.

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
146	0	146	100%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
146	128	18	87.7%

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)

Cancellations:

- Nil

Delays:

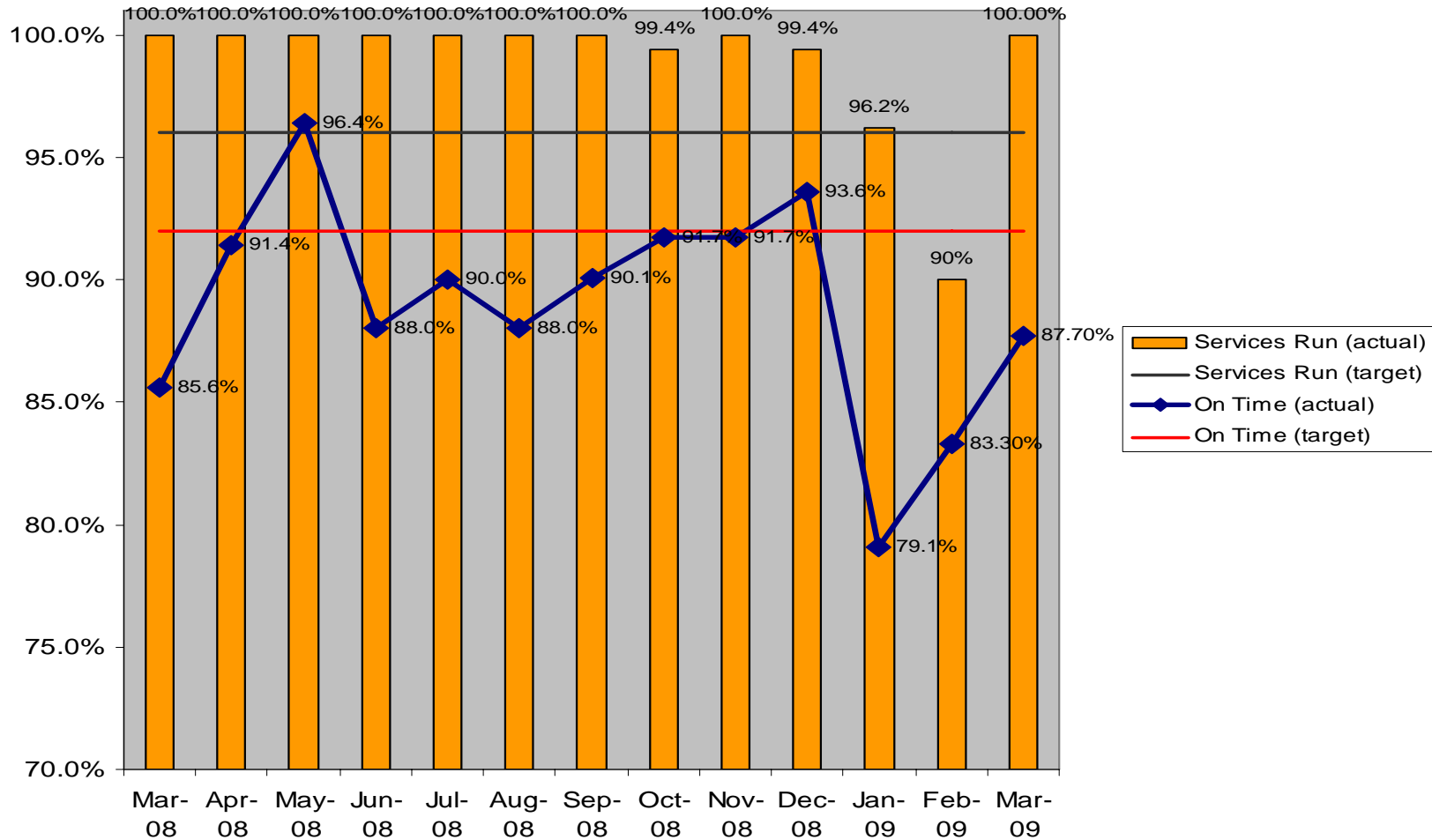
- Infrastructure faults = 5
- Train faults = 2
- Ill passenger = 2
- Other / misc. = 9

Performance : Shepparton services (Seymour line)

March 2008 – March 2009

Long distance service punctuality measured to 10 minutes

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



Traralgon – March 2009

Headline news:

The Traralgon line was 91.8% 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
758	10	748	98.7%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
749	590	159	78.8%

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:

- Trespasser incident = 4
- Infrastructure faults = 2
- Other / misc. = 4

Delays:

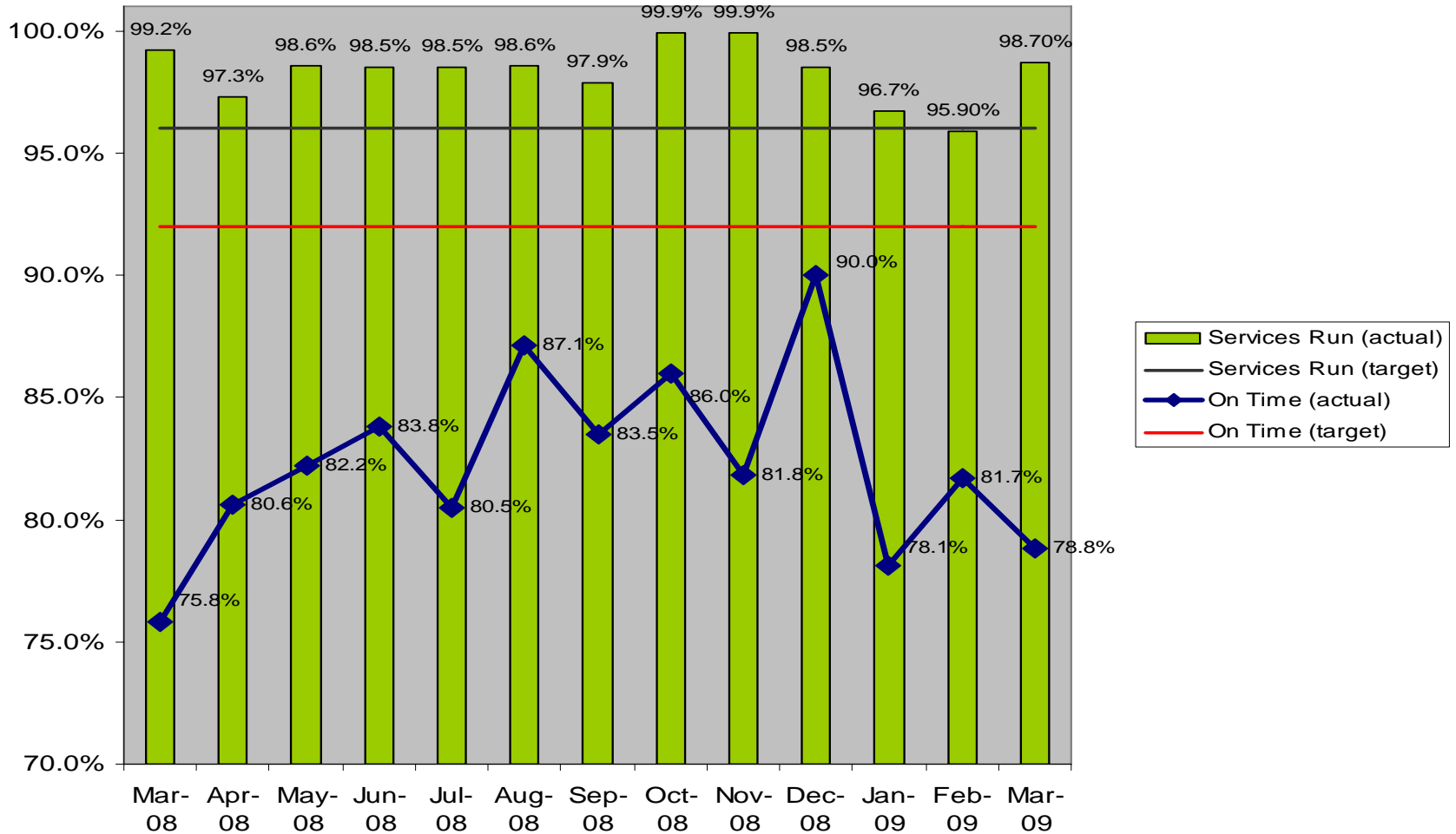
- Metropolitan congestion = 94
- Infrastructure faults = 16
- Faulty trains = 7
- Other / misc. = 42

Performance : Traralgon services (Gippsland line)

March 2008 – March 2009

Short distance service punctuality measured to five minutes

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



Headline news:

Only two trains were replaced by coach on the Bairnsdale line in March due to vandalism.

Bairnsdale – March 2009

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
186	2	184	98.9%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
184	153	31	83.2%

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:

- Vandalism = 2

Delays:

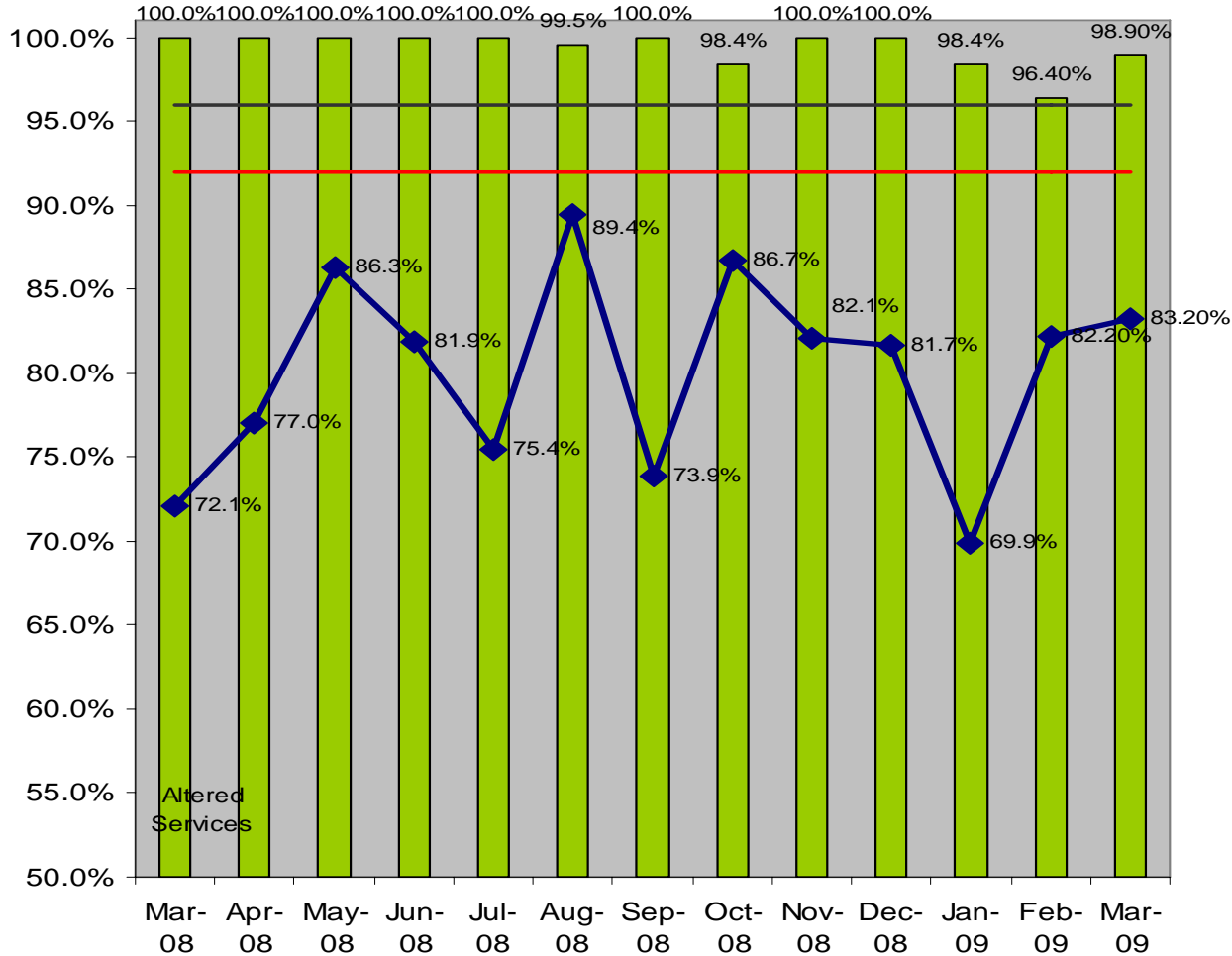
- Metropolitan congestion = 14
- Infrastructure faults = 4
- Train faults = 2
- Other / Misc = 11

Performance : Bairnsdale services (Gippsland line)

March 2008 – March 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).