

The background of the slide is a blurred landscape image showing a field and a sky. A large red shape with rounded corners is overlaid on the left side of the image. In the bottom right corner, there is a purple and red graphic element containing the V/Line logo.

# V/Line's April 2008 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. The 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 (April 2008)

- **Services run with low cancellations in April:**

- There were no cancellations out of 1053 long distance train services (100 per cent reliability);
- There were 111 cancellations out of 4989 short distance train services (97.8 per cent reliability overall).

- **On-time performance affected by suburban congestion & track works:**

- While our 'cancellation' target was met on all lines, our high 'on-time' target was not due to metropolitan train congestion, planned track works and infrastructure faults.
- On-time performance across the network in April was an average 80.2 per cent for short distance trains (down 0.6 per cent on March) and 85.8 per cent for long distance services (up 3.8 per cent on the previous month).
- Only the Albury / Wodonga line met 'on-time' targets.
- In line with our Customer Charter commitments, compensation is payable on all lines except Albury.

## Key results – Victoria state wide (April 2008)

### 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 lines operated by V/Line for the past 23 months.
- In April 2008, 100 per cent of long distance and 97.8 per cent of short distance services ran.
- V/Line scheduled 4989 short distance and 1053 long distance services. There were 111 unforeseen short distance cancellations (11 more than March) and no long distance cancellations (seven fewer than the previous month).
- Factors resulting in train cancellations in April were:
  - Staff shortages due to an unusually high number of drivers on trauma leave (45 cancellations);
  - Infrastructure faults (15 cancellations);
  - Rolling stock faults (10 cancellations);
  - Strong winds affecting the network on 2 April (10 cancellations);
  - An incidents involving a trespasser on 1 April (nine cancellations);
  - Damage caused to signalling by a road contractor (seven cancellations)
  - Other issues (15 cancellations).

## Key results – Victoria state wide (April 2008)

### Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains
5912	4798	1114

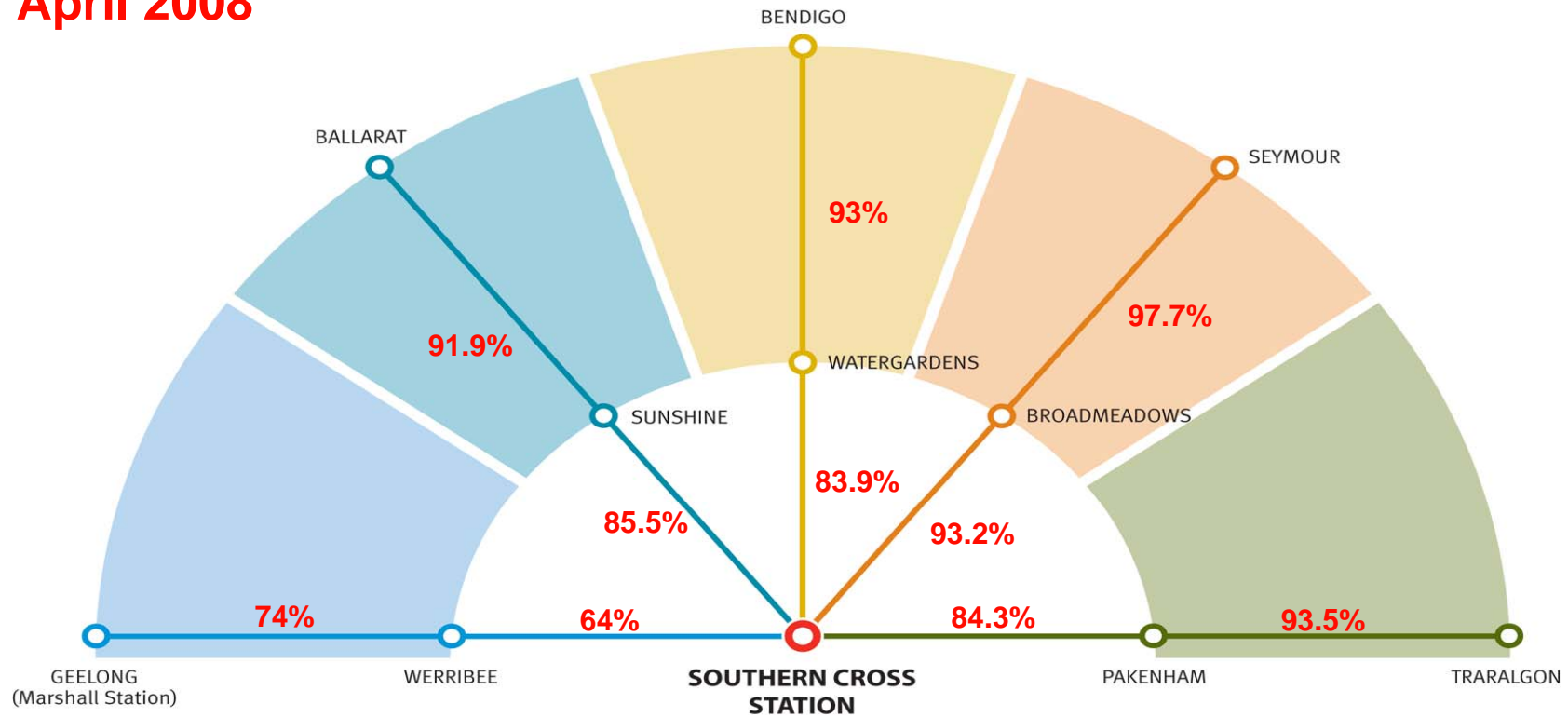
- 1114 out of 5912 trains were delayed in the month of April:
  - Congestion on the metropolitan rail network resulted in 19 per cent of delays (213 trains).
  - Planned track works on the Geelong line resulted in another 19 per cent of delays (207 trains).
  - Infrastructure faults caused 18 per cent of delays (200 trains).
  - Train faults (11 per cent or 124 trains).
  - Strong wind on 2 April caused 5 per cent of delays (52 trains).

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

# 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\*

**April 2008**

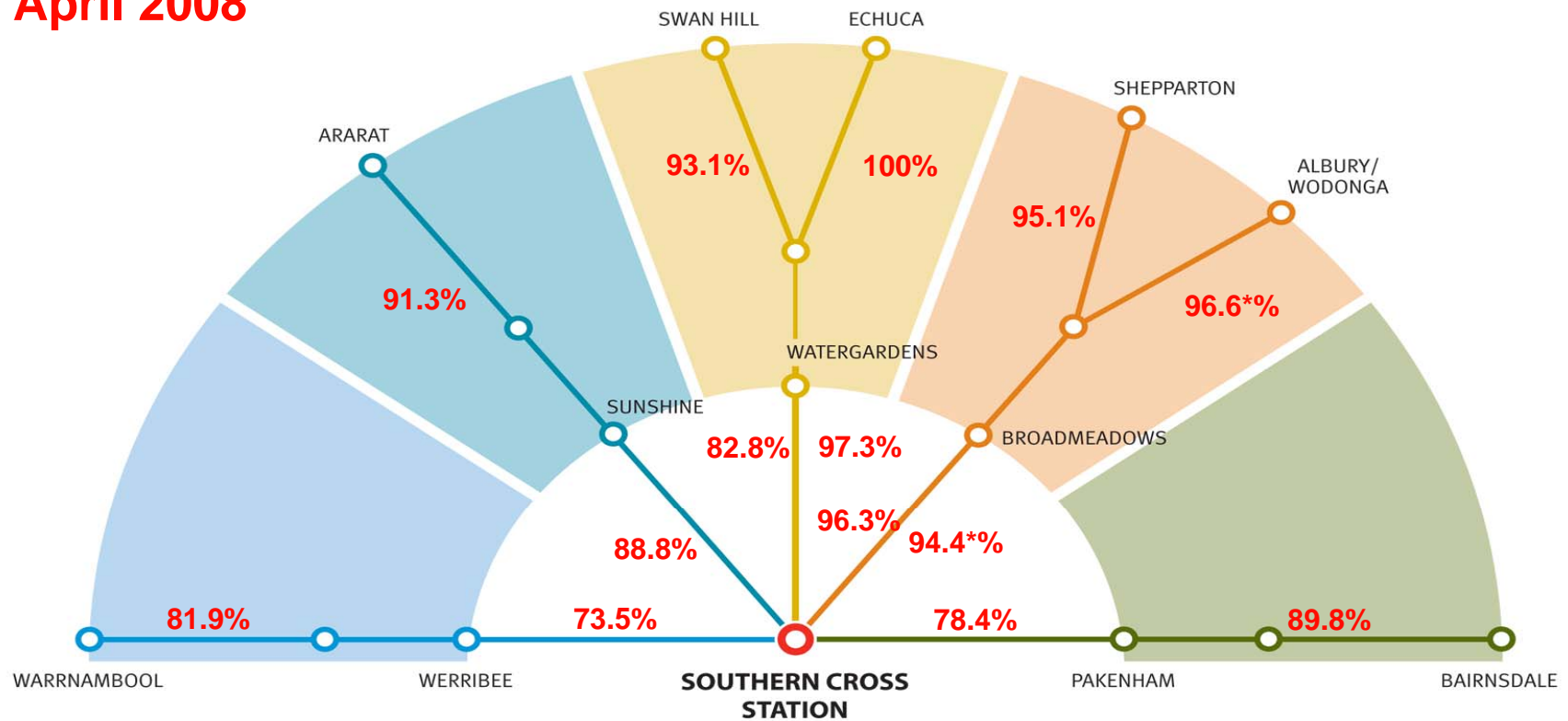


\* Performance on the regional network can be measured for Melbourne-bound trains before they enter the metropolitan system. This process is difficult to replicate for out-bound trains which are affected by metropolitan congestion before they reach the regional network.

# 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\*

**April 2008**

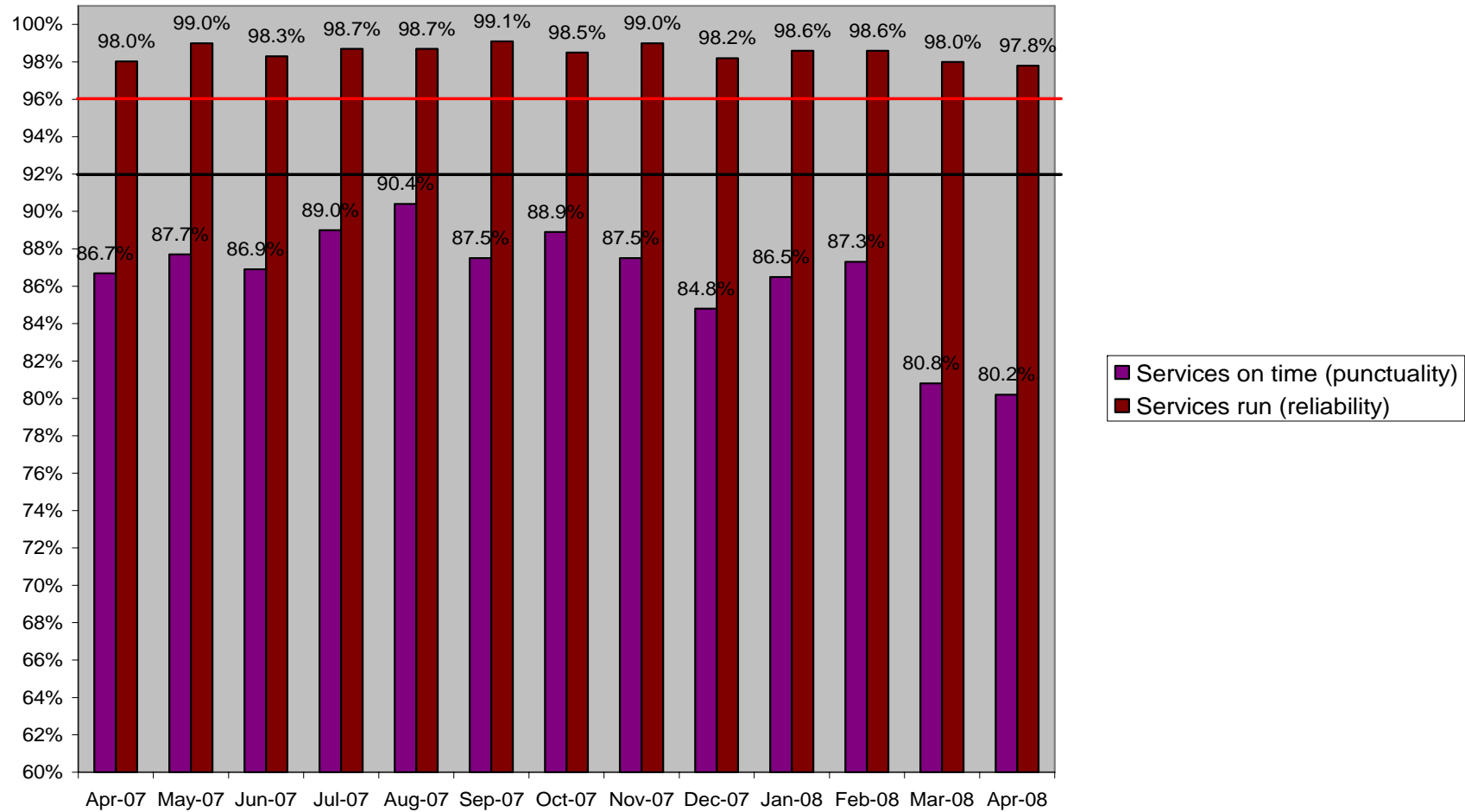


\* Performance on the regional network can be measured for Melbourne-bound trains before they enter the metropolitan system. This process is difficult to replicate for out-bound trains which are affected by metropolitan congestion before they reach the regional network.

**\*Some services measured to Wangaratta**

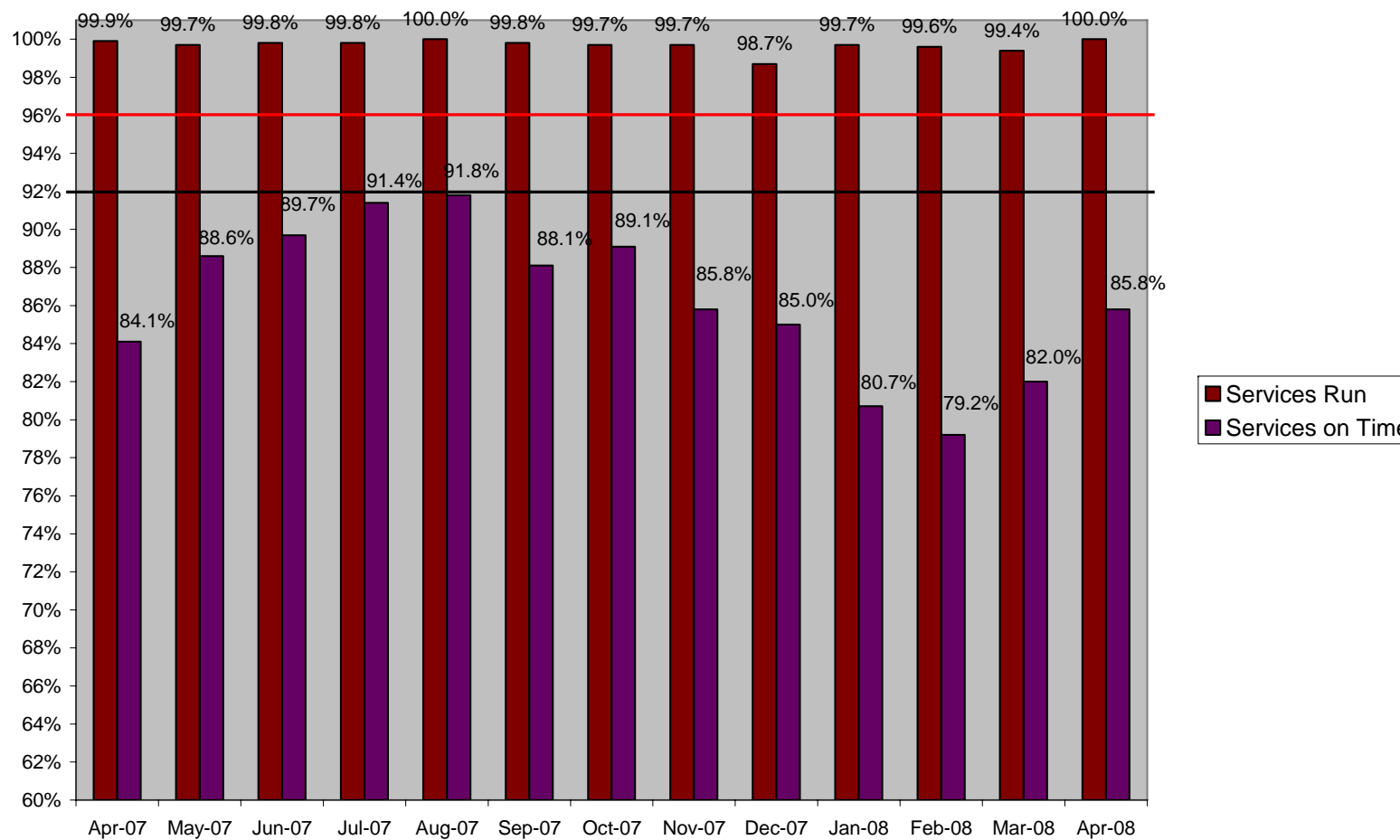
# Services Run & On Time – Short distance

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?

April 2008

## Geelong - April 2008

### Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
1224	18	1206	98.5%

### Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
1201	781	420	65%

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:

- Connex crossing fault = 5
- Staff shortage = 4
- Misc = 9

### Delays:

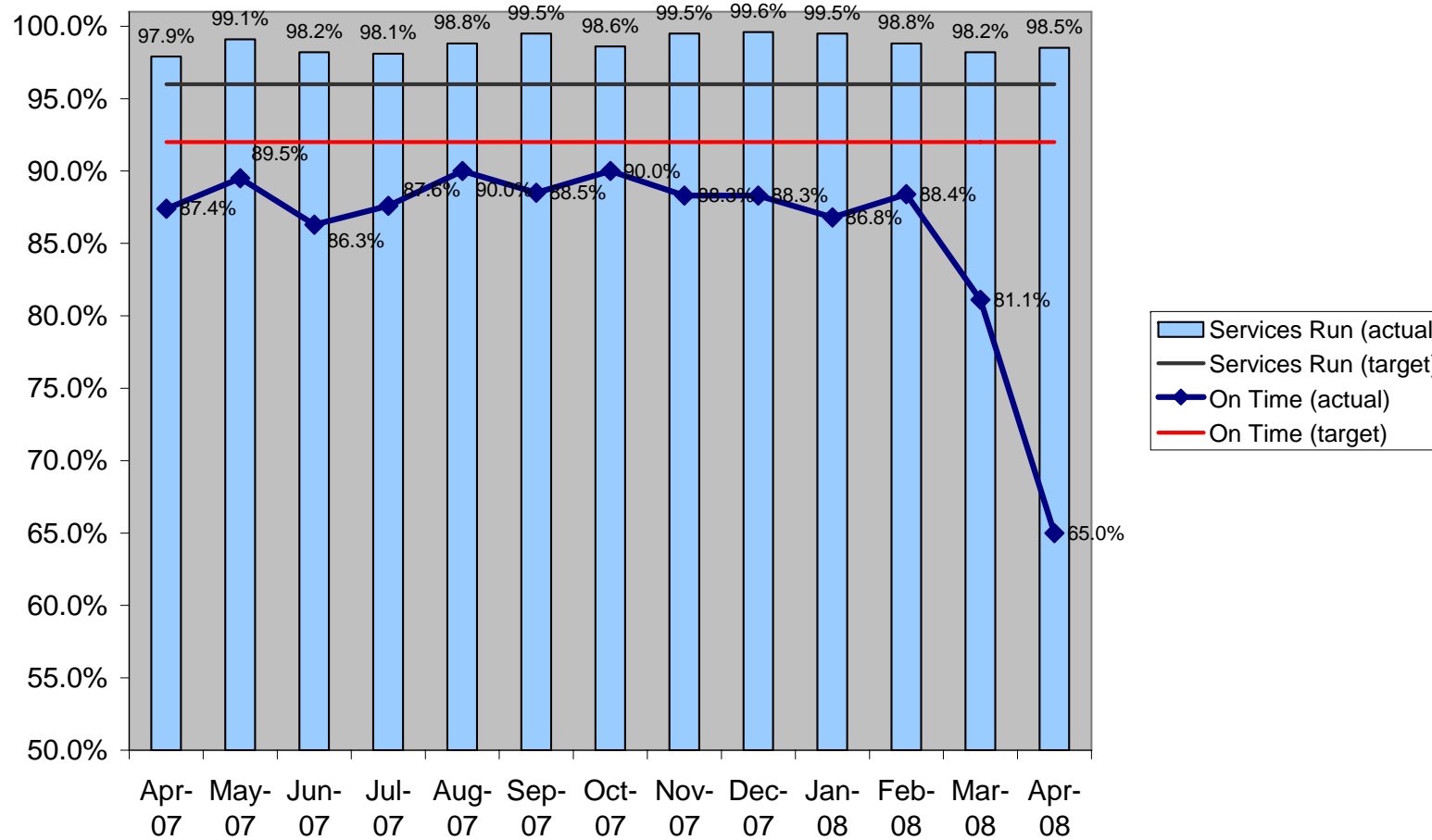
- Most delays (157) were caused by planned night track works to maintain the line. These works finished in late April.
- Connex crossing fault = 56
- Metro train congest = 42
- Other / Misc = 165

# Performance : Geelong line

April 2007 – April 2008

Short distance service punctuality measured to 5 minutes

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



## Warrnambool - April 2008

### Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
171	0	171	100%

### Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
168	126	42	75%

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)

### Cancellations:

- Nil

### Delays:

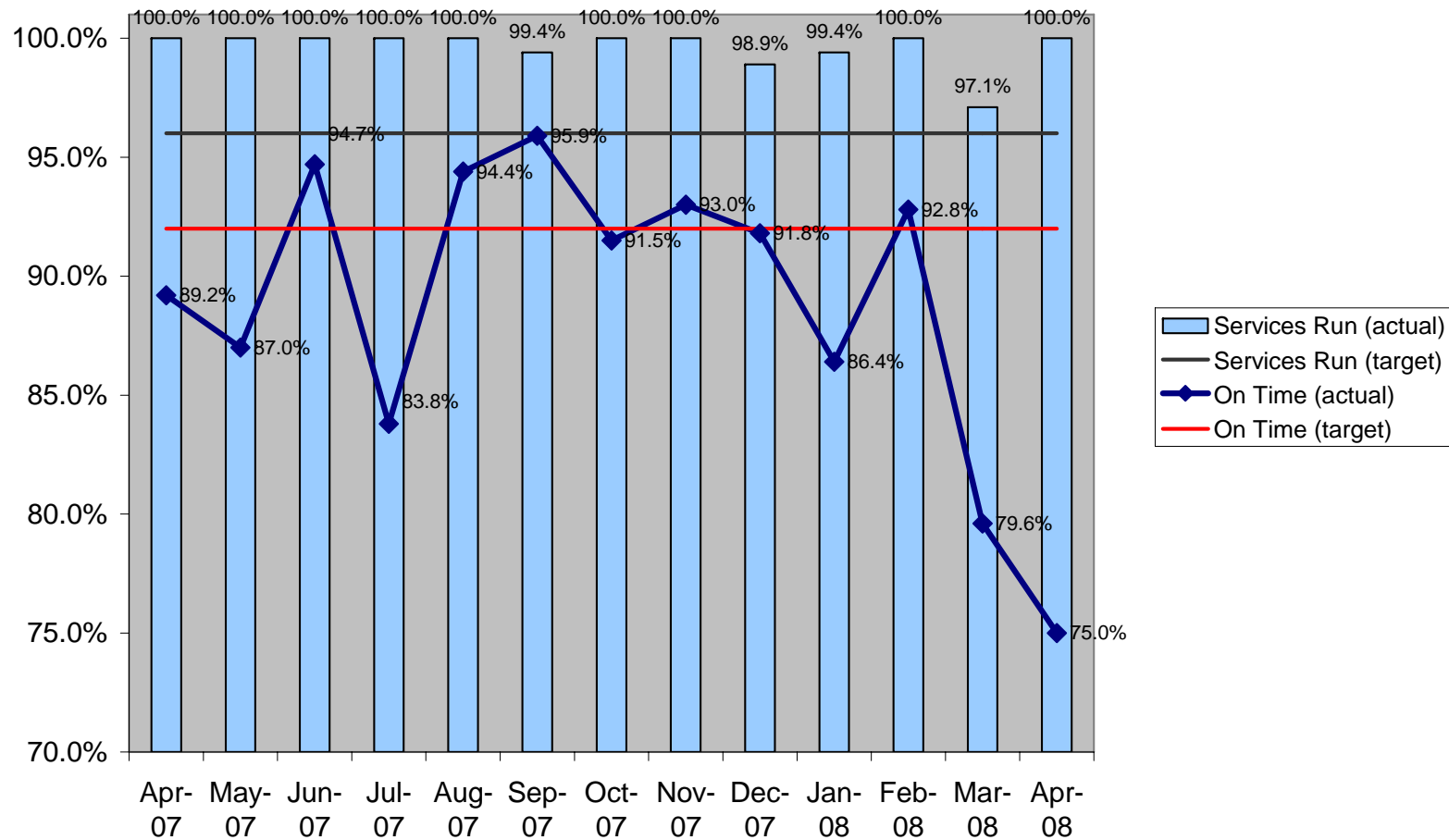
- Most delays (10) were caused by planned night track works to maintain the Geelong line. These works finished in late April.
- Connex crossing fault = 4
- Other / Misc = 28

# Performance : Warrnambool services (Geelong line)

April 2007 – April 2008

Long distance service punctuality measured to 10 minutes

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



## Ballarat - April 2008

### Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
1080	18	1062	98.3%

### Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
1062	907	155	85.4%

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:

- Staff shortage = 11
- Strong winds on 2 April = 3
- Train faults = 3
- Infrastructure fault = 1

### Delays:

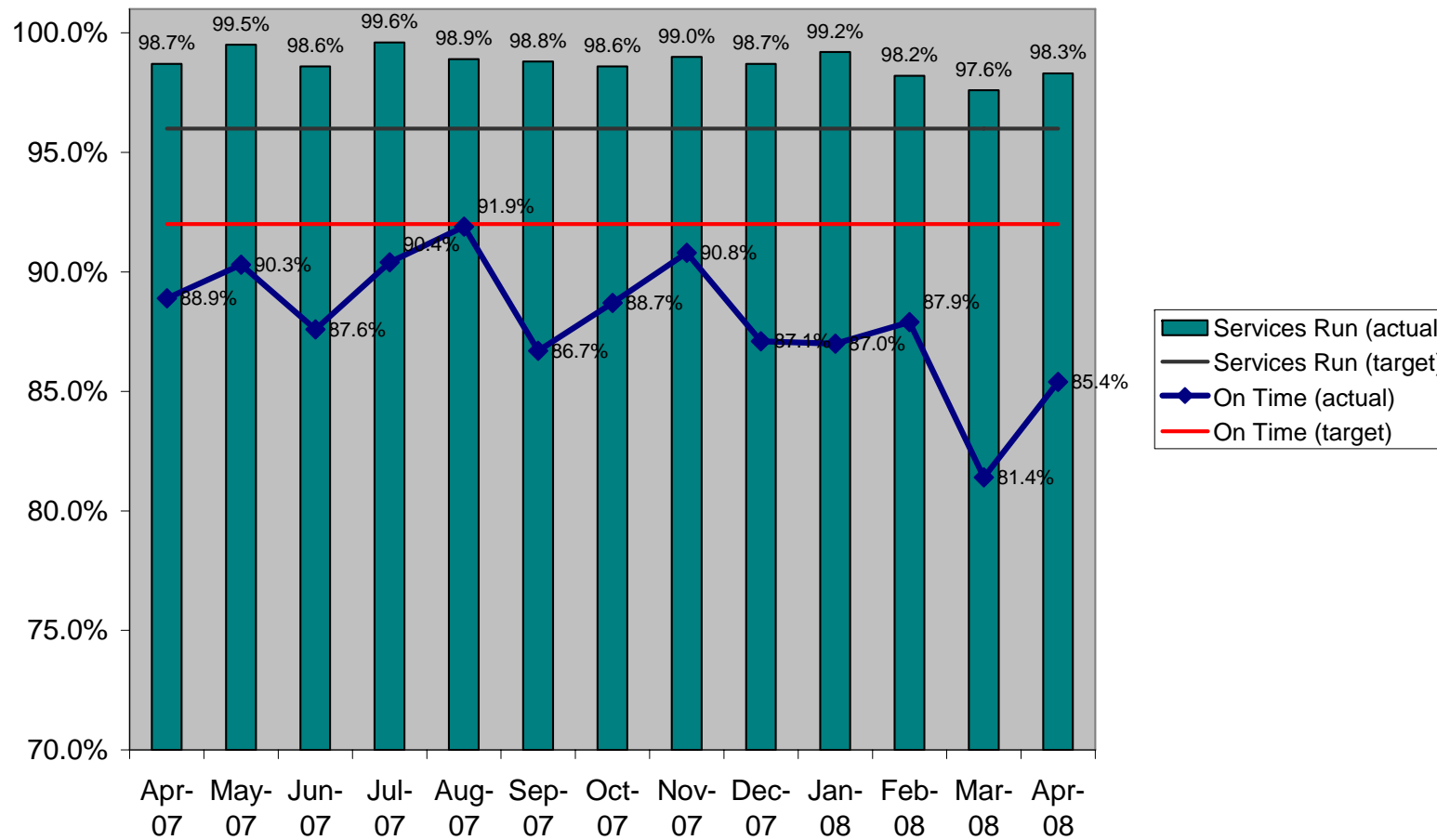
- Infrastructure faults = 34
- Rolling stock faults = 32
- Metro train congestion = 27
- Other / Misc = 62

# Performance : Ballarat line

April 2007 – April 2008

Short distance service punctuality measured to 5 minutes

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



## Ararat - April 2008

### Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
162	0	162	100%

The Ararat line is Victoria's most reliable with just two cancellations in 16 months.

### Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
161	146	15	90.7%

In an average month, no more than about 14 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)

### Cancellations:

- Nil

### Delays:

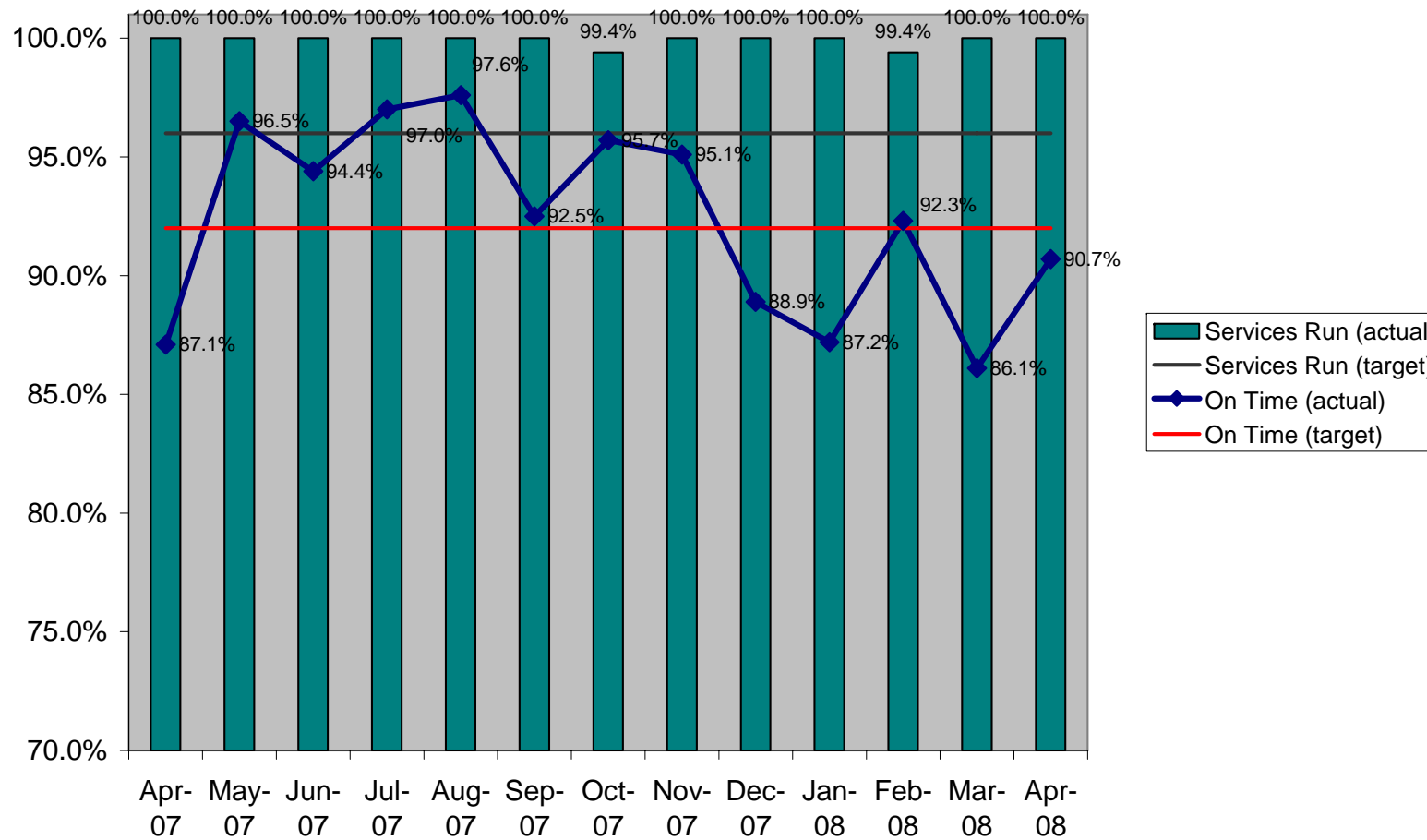
- Infrastructure faults = 4
- Metro train congestion = 3
- Other / Misc = 8

# Performance : Ararat services (Ballarat line)

April 2007 – April 2008

Long distance service punctuality measured to 10 minutes

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



## Bendigo - April 2008

### Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
1196	30	1166	97.5%

### Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
1165	980	185	84.1%

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:

- Damage caused to signalling by a road contractor = 7
- Staff shortages = 6
- Other / Misc = 17

### Delays:

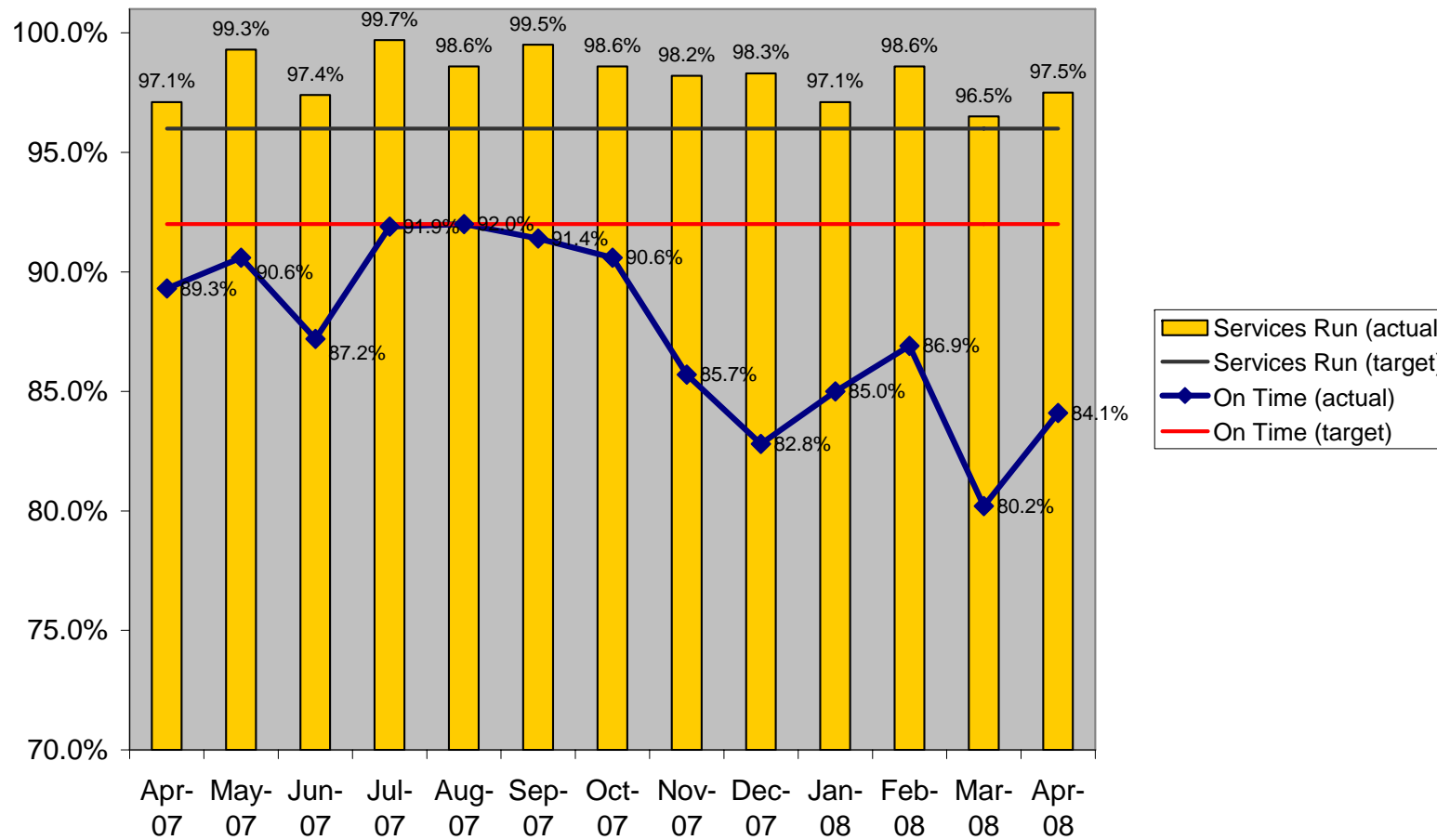
- Metro train congest = 54
- Infrastructure faults = 36
- Rolling stock faults = 23
- Other / Misc = 72

# Performance : Bendigo line

April 2007 – April 2008

Short distance service punctuality measured to 5 minutes

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



## Swan Hill & Echuca - April 2008

### Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
198	0	198	100%

### Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
192	167	25	87%

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)

### Cancellations:

- Nil

### Delays:

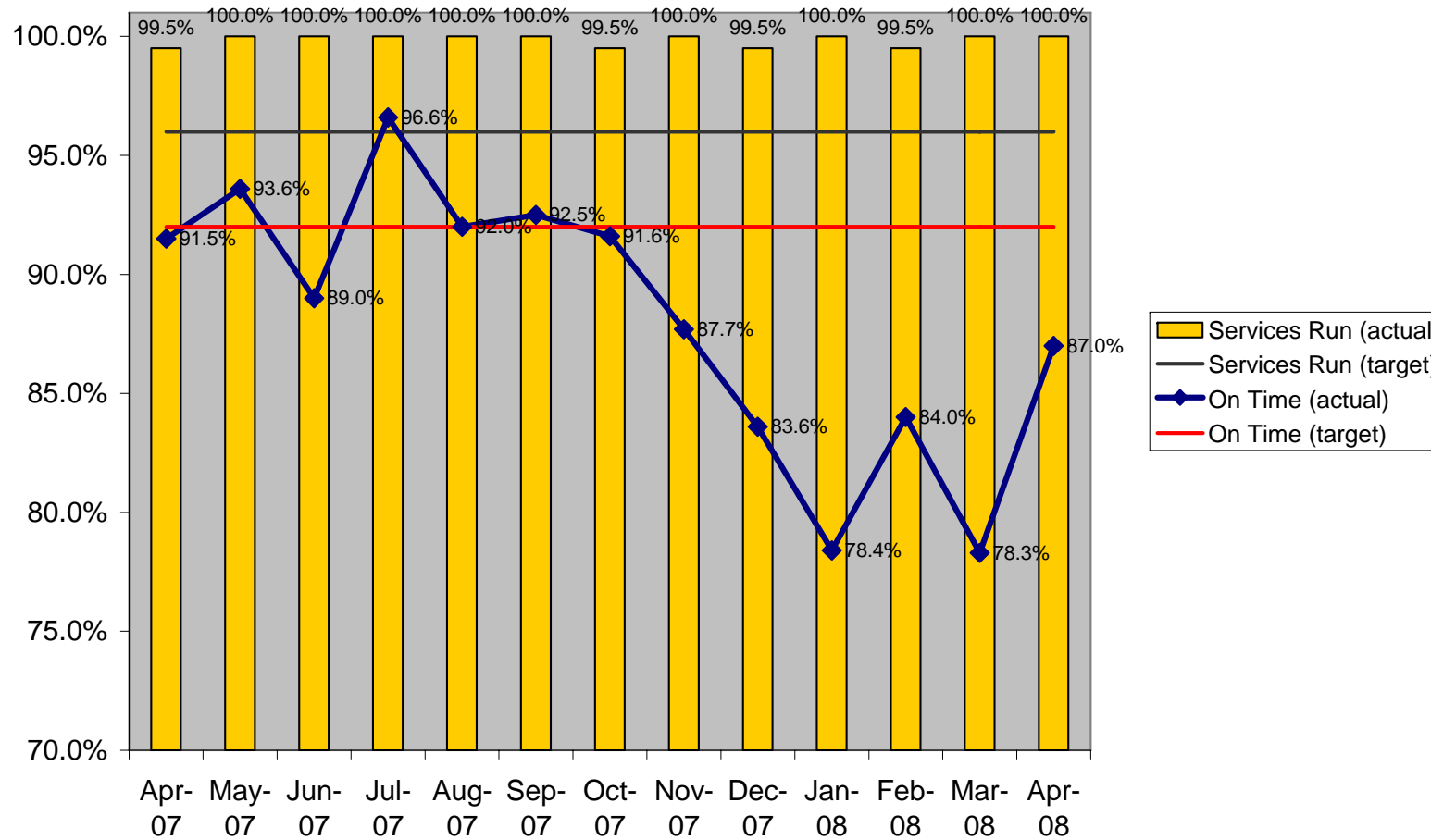
- Of the 25 delayed trains, only rolling stock faults (5), and infrastructure faults (4) were statistically significant causes of delay.

# Performance : Swan Hill & Echuca services (Bendigo line)

April 2007 – April 2008

Long distance service punctuality measured to 10 minutes

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



## Seymour - April 2008

### Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
745	25	720	96.6%

### Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
720	655	65	91%

In an average month, no more than about 90 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:

- Staff shortages = 20
- Strong winds on 2 April = 4
- Other / Misc = 1

### Delays:

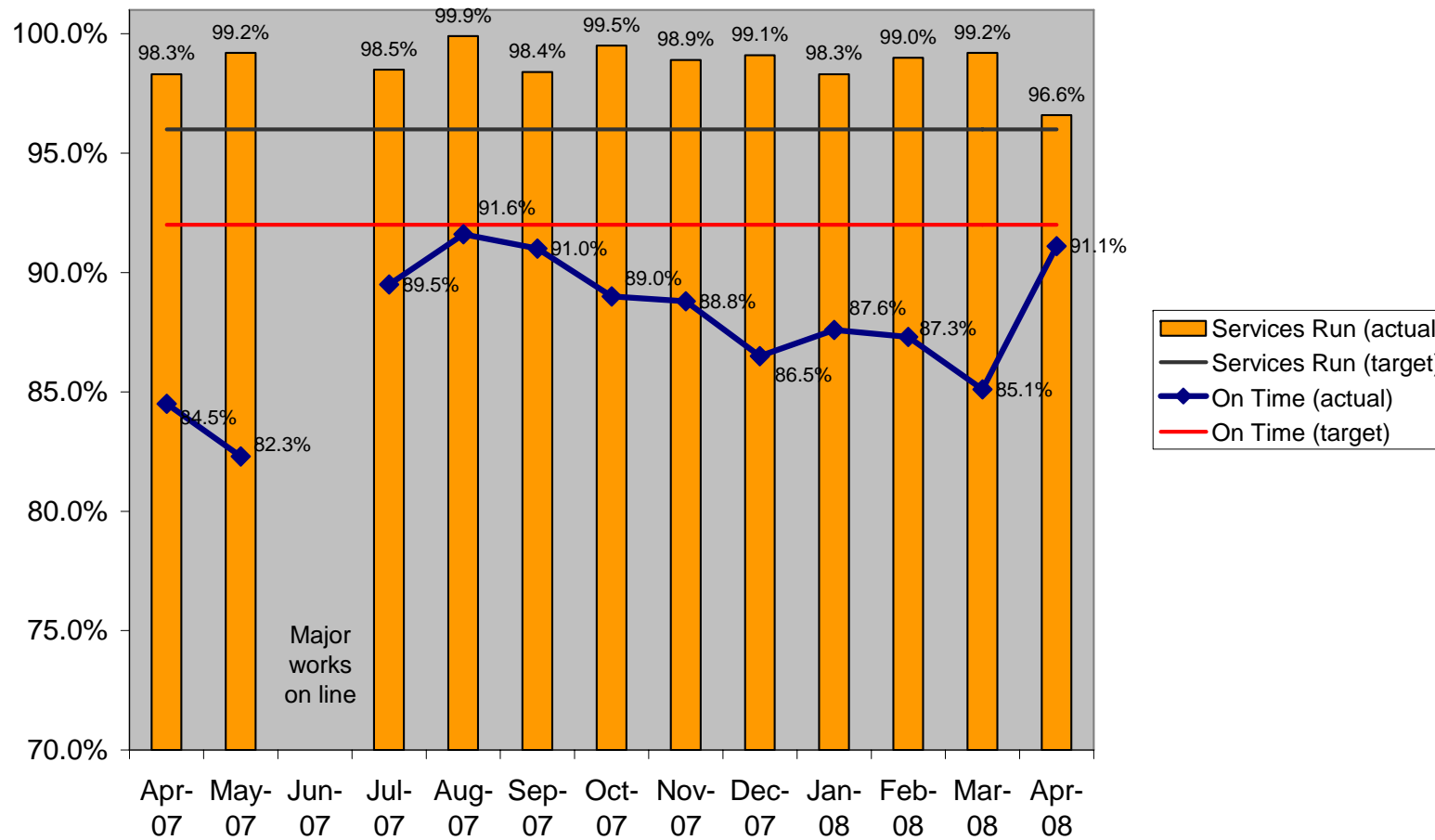
- Metro train congestion = 19
- Train faults = 8
- Infrastructure faults = 7
- Other / Misc = 31

# Performance : Seymour line

April 2007 – April 2008

Short distance service punctuality measured to 5 minutes

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



## Albury / Wodonga - April 2008

The Victorian Government is negotiating with the Australian Rail Track Corporation (ARTC) to determine future management of the Albury / Wodonga line.

There are at least two key options the Government is considering:

- Maintenance to the line in its current form as a broad gauge track; or
- A major conversion to a standard gauge track like the one used by CountryLink trains between Melbourne and Sydney.

As major track maintenance works between Seymour and Albury are pending an outcome of these negotiations, the track conditions required train speeds to be reduced by about 30kph between Wangaratta and Albury from January.

A new timetable was introduced on 25 February to incorporate these speed reductions and to replace some trains with road coaches between Albury and Wangaratta. With the new timetable reflecting actual travel times, the on-time performance in since March improved considerably, giving people more certainty to arrival times.

April results follow on p.26 ...

## Albury / Wodonga - April 2008

### Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
180	0	180	100% **

### Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
178	167	11	93.8% **

In an average month, no more than about 14 trains can be delayed on the Albury / Wodonga line if our high on-time targets are to be met.

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

\*\* Where coaches replaced trains between Wangaratta and Albury from 25 February, trains were measured as starting / finishing in Wangaratta. Trains that operate the full service continue to be measured to / from Albury.

### Cancellations:

- Nil

### Delays:

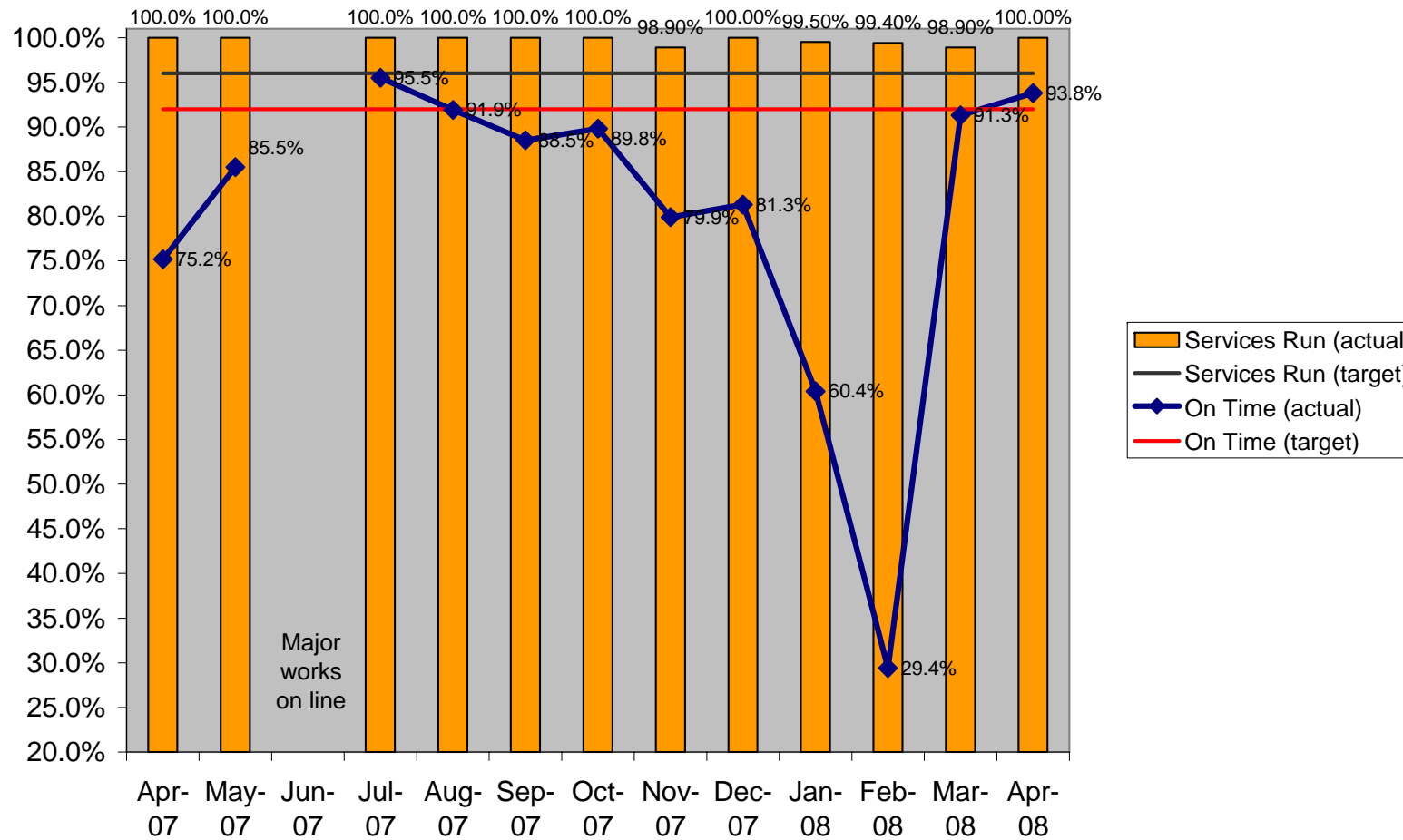
- Of the 11 delayed trains, only rolling stock faults (4), and overcrowding (2) were statistically significant causes of delay.

# Performance : Albury / Wodonga services (Seymour line)

April 2007 – April 2008

Long distance service punctuality measured to 10 minutes

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



## Shepparton - April 2008

### Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
162	0	162	100%

### Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
162	148	14	91.4%

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:

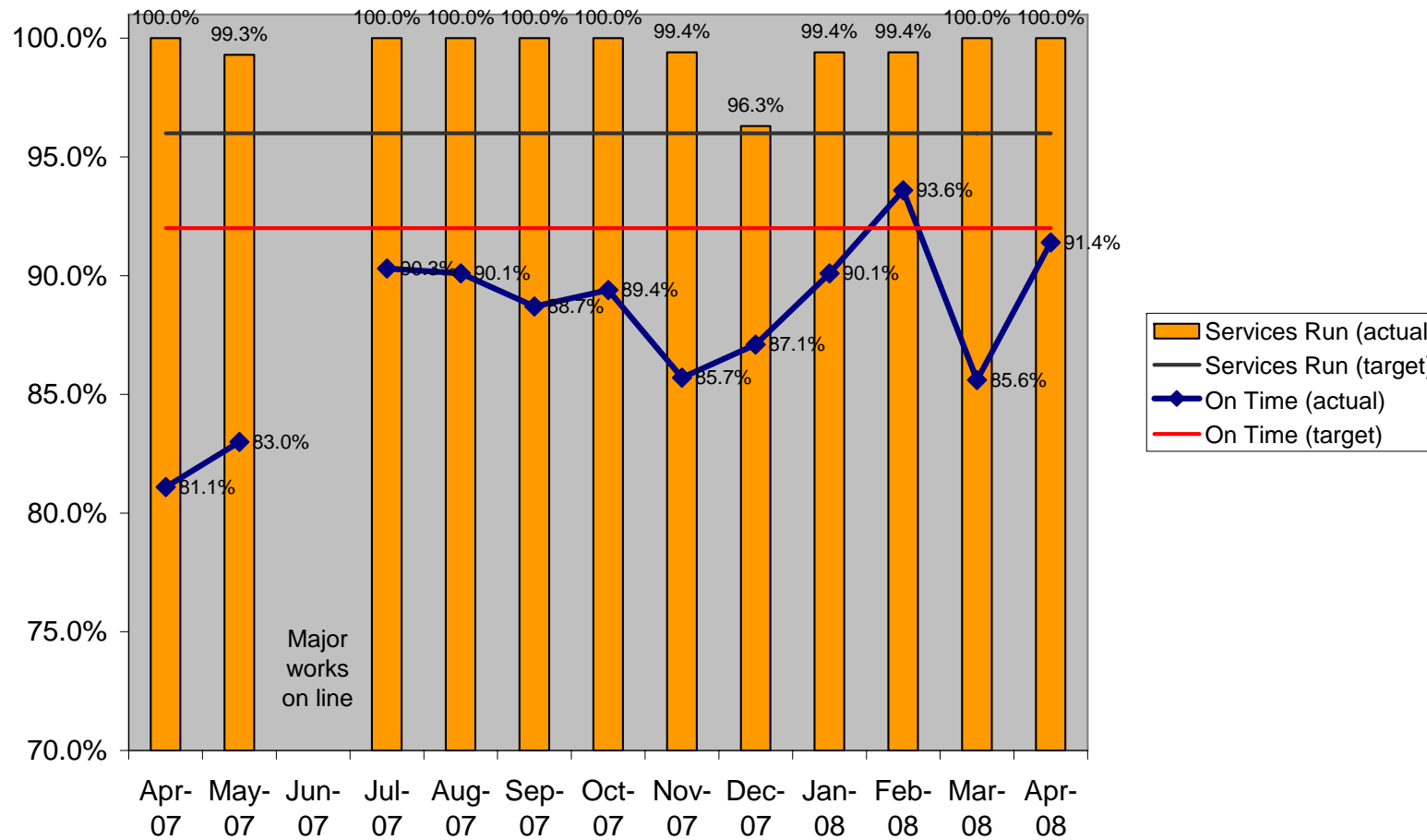
- Of the 14 delayed trains, only rolling stock faults (4) was a statistically significant cause of delay.

# Performance : Shepparton services (Seymour line)

April 2007 – April 2008

Long distance service punctuality measured to 10 minutes

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



## Traralgon - April 2008

### Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
744	20	724	97.3%

### Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
725	584	141	80.6%

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 = 9
- Staff shortages = 5
- Other / misc = 6

### Delays:

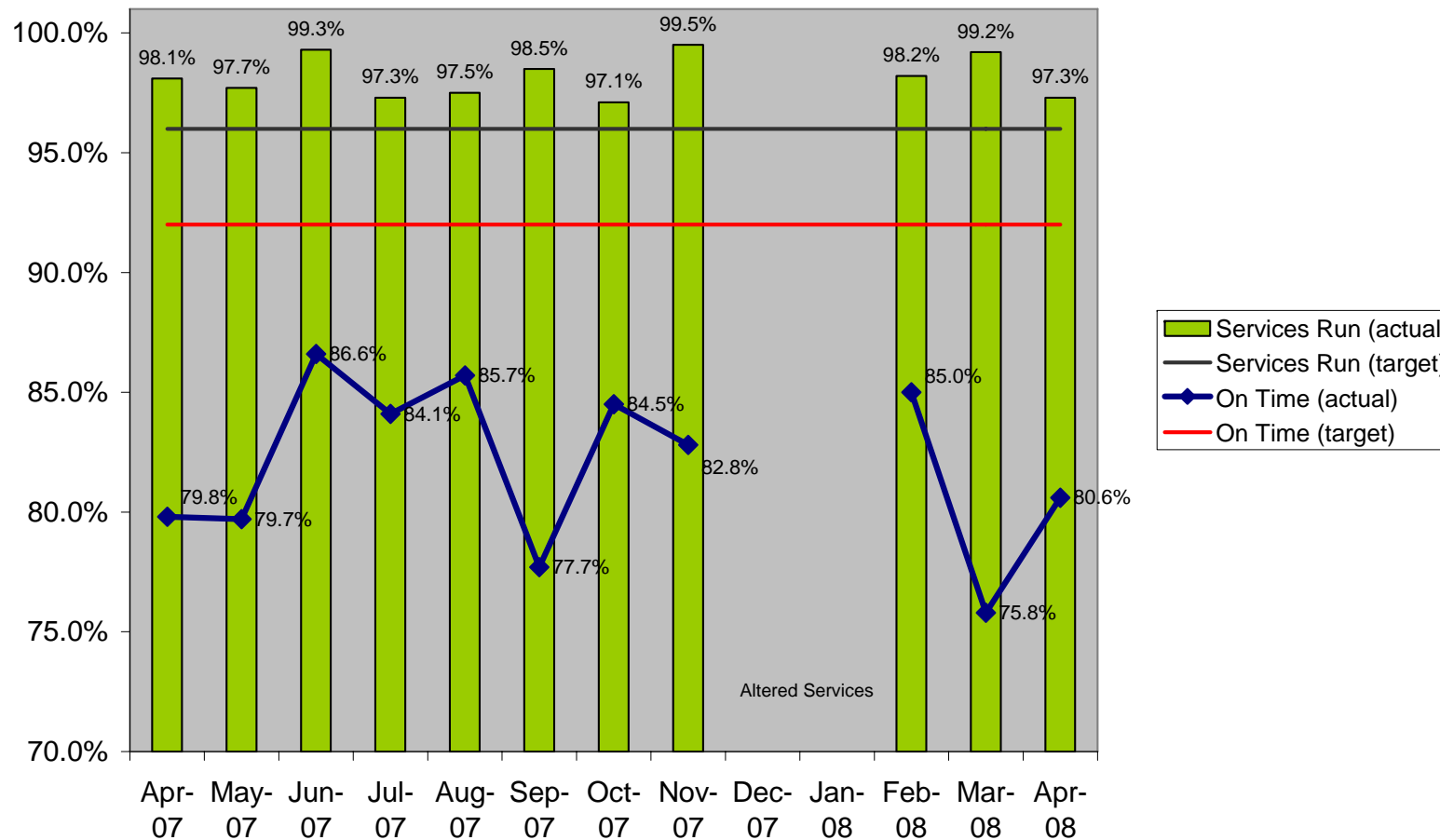
- Metro train congestion = 56
- Rolling stock faults = 18
- Storms = 12
- Infrastructure faults = 10
- Other / Misc = 45

# Performance : Traralgon services (Gippsland line)

April 2007 – April 2008

Short distance service punctuality measured to 5 minutes

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



## Bairnsdale - April 2008

### Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
180	0	180	100%

### Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
178	137	41	77%

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:

- Nil

### Delays:

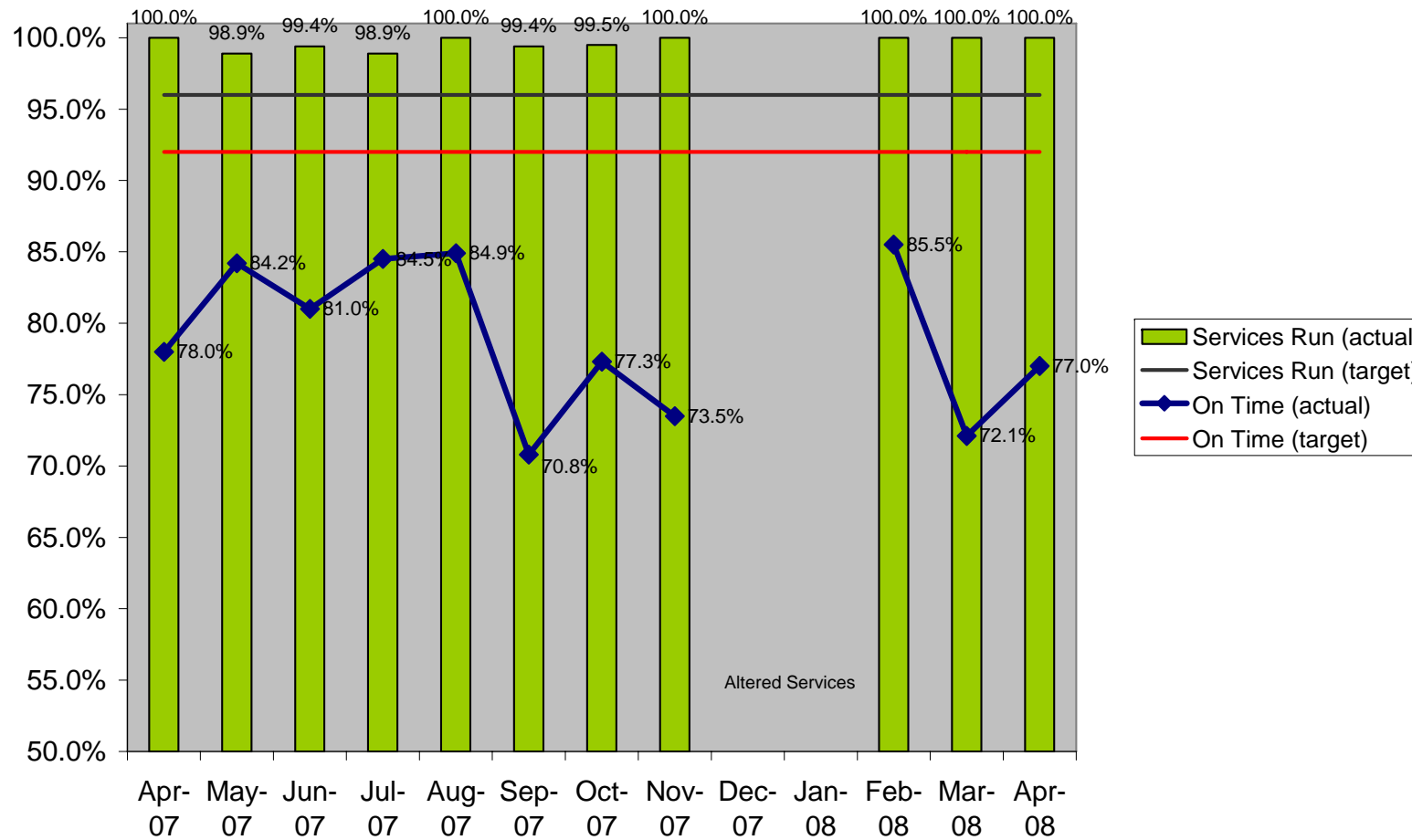
- Metro train congest = 7
- Rolling stock faults = 7
- Other / misc = 27

# Performance : Bairnsdale services (Gippsland line)

April 2007 – April 2008

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).