

February 2007 performance

- V/Line reports its operational performance each month based on two key measures – operational reliability and punctuality.
- Operational reliability is measured as the percentage of scheduled trains that actually ran. The performance target is 96 per cent.
- Punctuality is measured by the percentage of short haul trains that arrive no more than 59 seconds before and no more than 5 minutes 59 seconds after the scheduled arrival time. Punctuality of long haul services is measured by the percentage of trains that arrive no more than 10 minutes 59 seconds after the scheduled time. The punctuality performance target for both short and long haul services is 92 per cent.
- During February 2007, V/Line scheduled 4704 short haul and 906 long haul services. There were 35 unplanned short haul cancellations and three unplanned long haul cancellations. Reliability for February was 99 per cent for both short haul and long haul services.
- Punctuality across the network was 83.5 per cent on short haul services and 75.8 per cent on long haul services.
- Compensation is payable on all lines except Warrnambool. During February, due to major track maintenance carried out by Pacific National, the majority of services between Geelong and Warrnambool were replaced by coaches.

Factors affecting February 2007 performance

- More than half the delays experienced by V/Line services during February were a result of speed restrictions and congestion on the suburban network.
- Heat speed restrictions imposed by the track operator Pacific National for safety reasons affected 184 services for the month, while unplanned speed restrictions (eg rail infrastructure issues) affected a further 87 services.
 - Seymour/Shepparton/Albury (129 services) and Bendigo/Swan Hill (60 services) were affected most by speed restrictions.
- Suburban network congestion and delays resulted in 248 V/Line services failing to meet punctuality targets.
 - Delays were experienced across the network, with the Bendigo (60 services) and Gippsland (53 services) lines most severely affected.
- Storms and lightning strikes during the month delayed 20 services.
- Faults with V/Line rolling stock resulted in delays to 105 services.
- Scheduling and timetable issues caused 32 delays.

Actions to improve punctuality performance

Infrastructure:

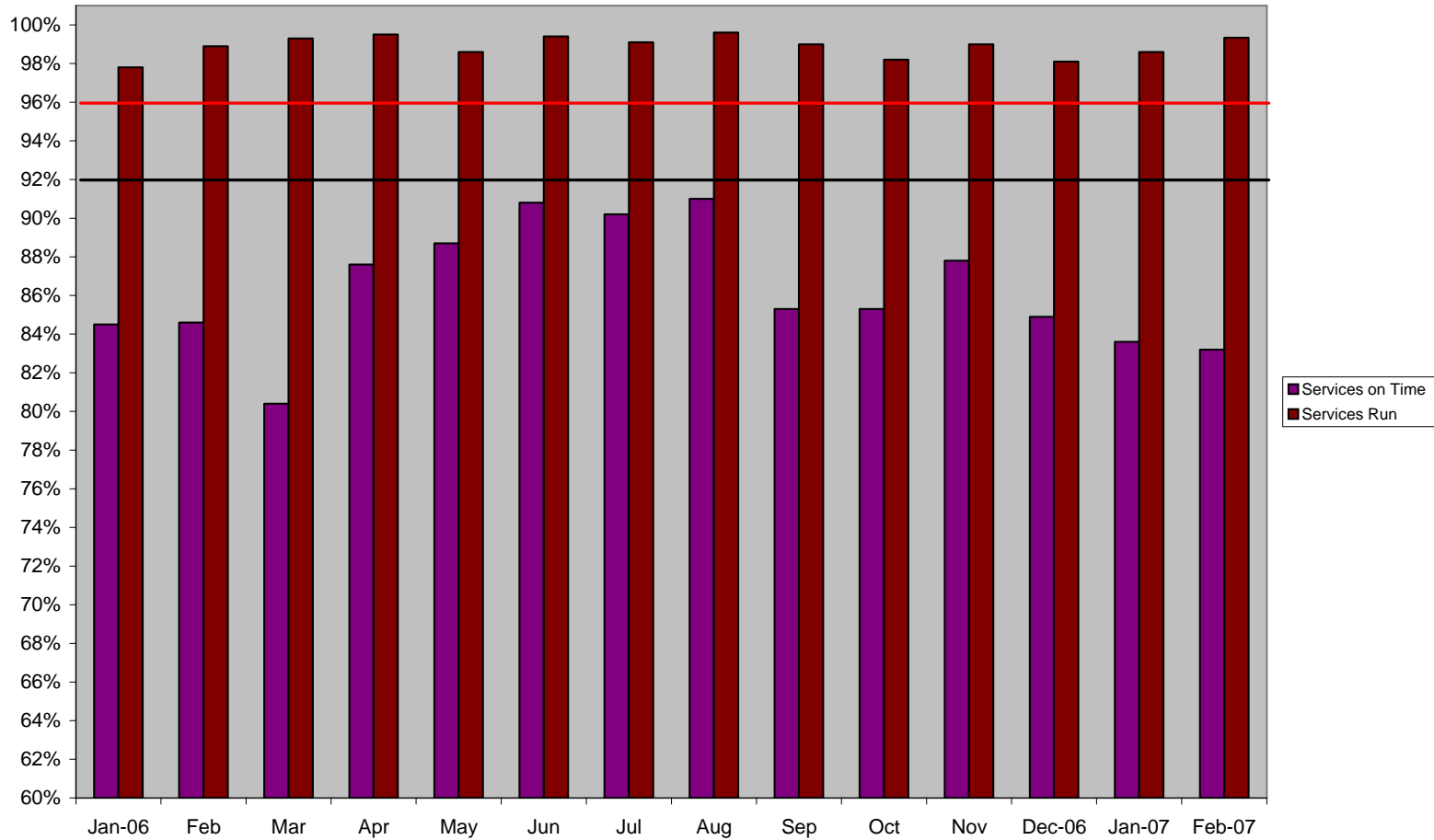
- V/Line is continuing to work with Pacific National to target and improve infrastructure 'hot spots' across the network to progressively improve performance.
- Works by Pacific National in February to upgrade more than 100kms of track between Marshall and Warrnambool are expected to remove a number of track speed restrictions on that corridor.

Scheduling issues:

- After introducing 400 extra services per week in September/October 2006, V/Line now has data for a number of months on the performance of the new service plan. Passengers have also provided feedback on the changes and have made suggestions for further improvements. A revised timetable reflecting operational experience and customer suggestions began operation on 4 March.

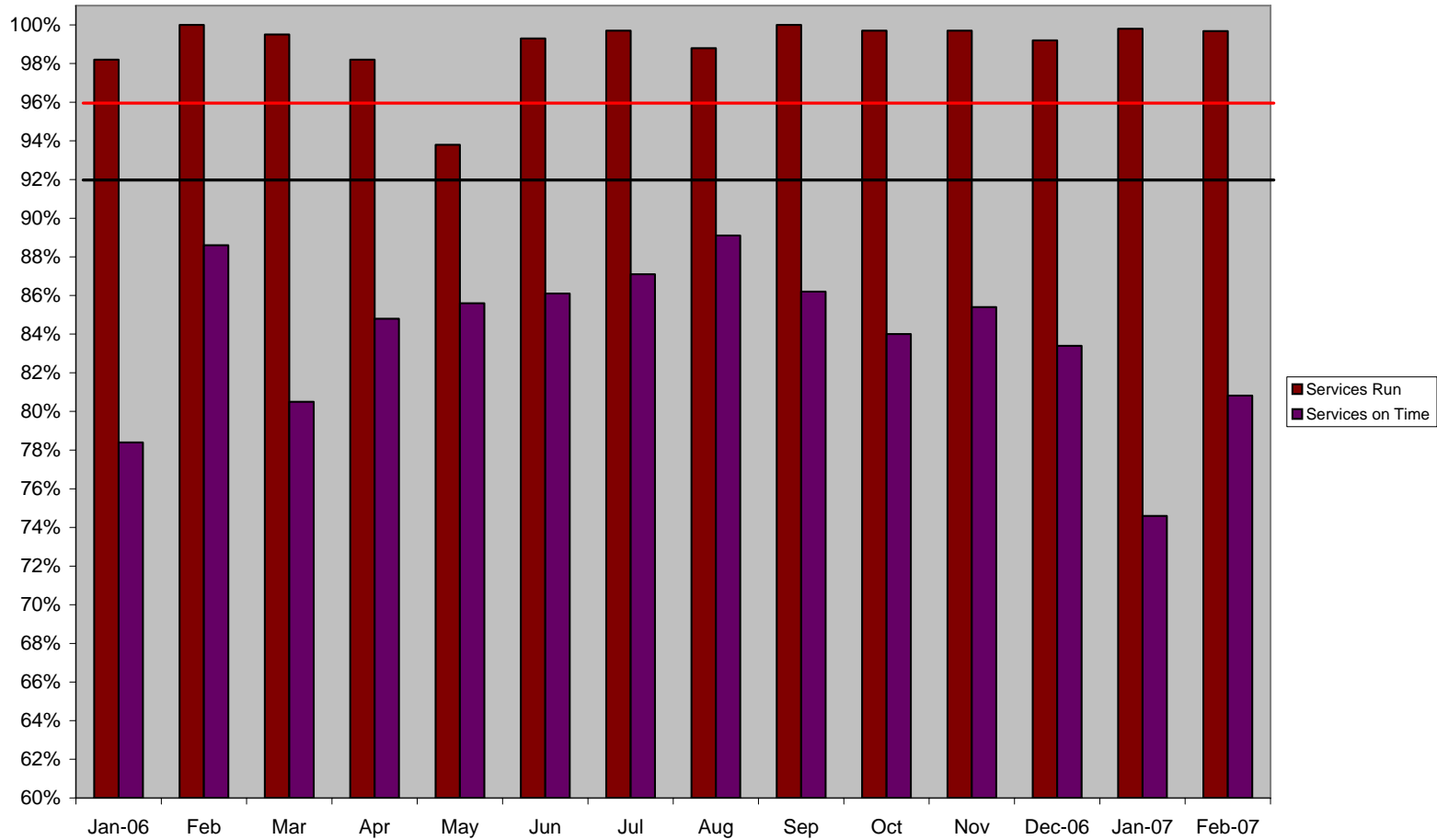
Punctuality & Reliability – Short distance services

Services on Time- Target (92%) **Services Run- Target (96%)**



Punctuality & Reliability – Long distance services

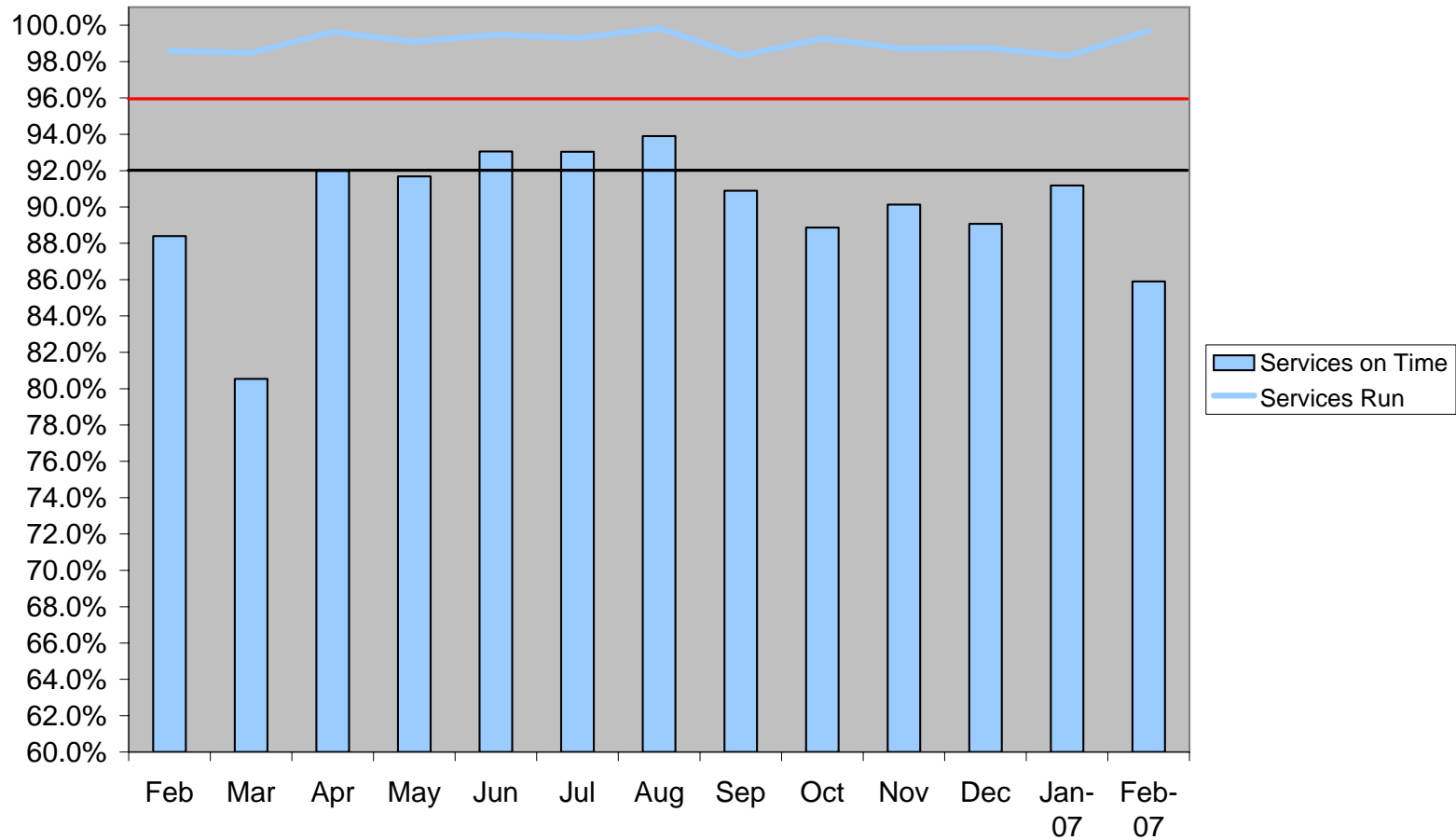
Services on Time- Target (92%) **Services Run- Target (96%)**



Performance : Geelong Line

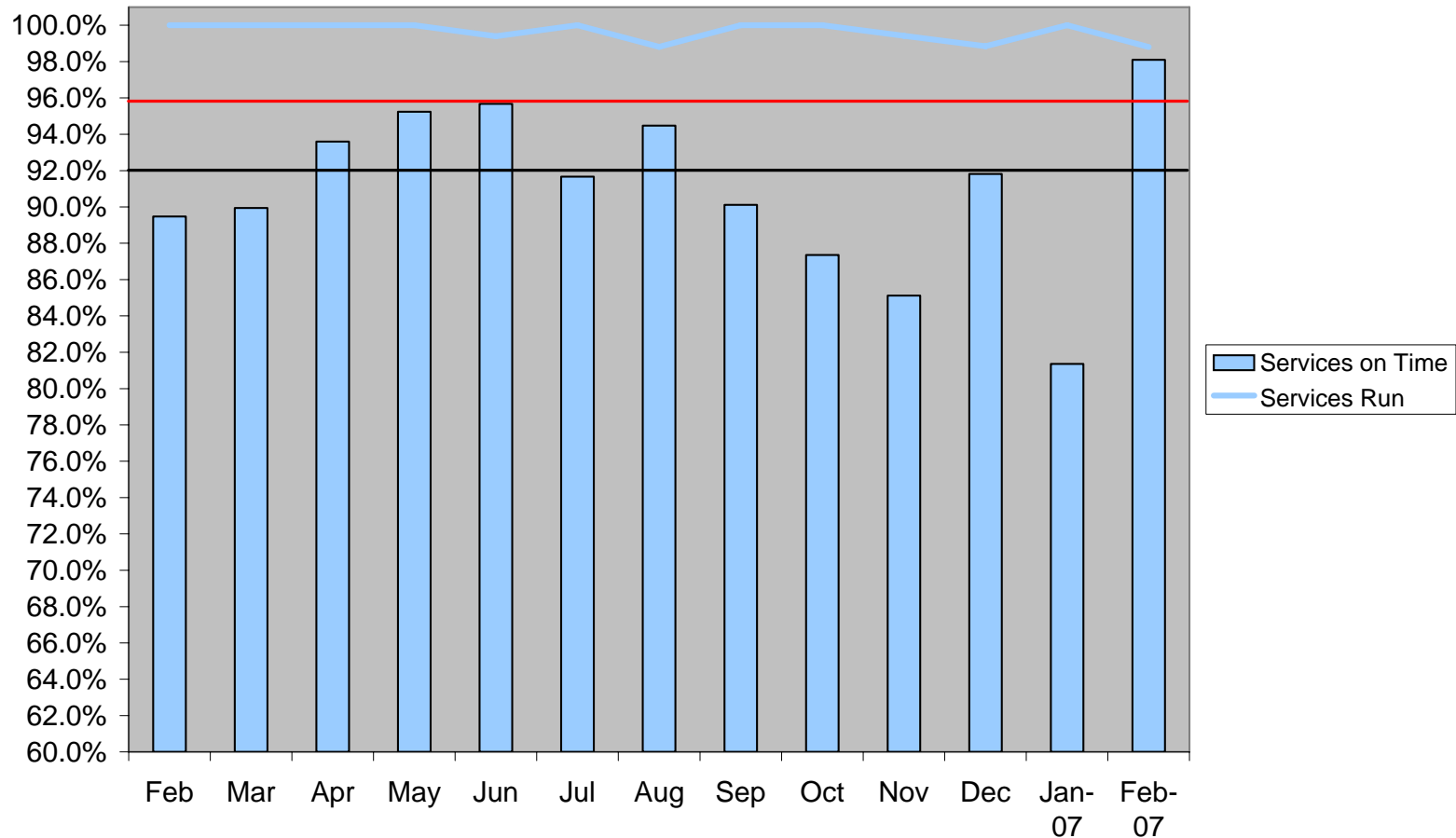
Short Distance Services (to 5 minutes)

Services on Time- Target (92%) **Services Run- Target (96%)**



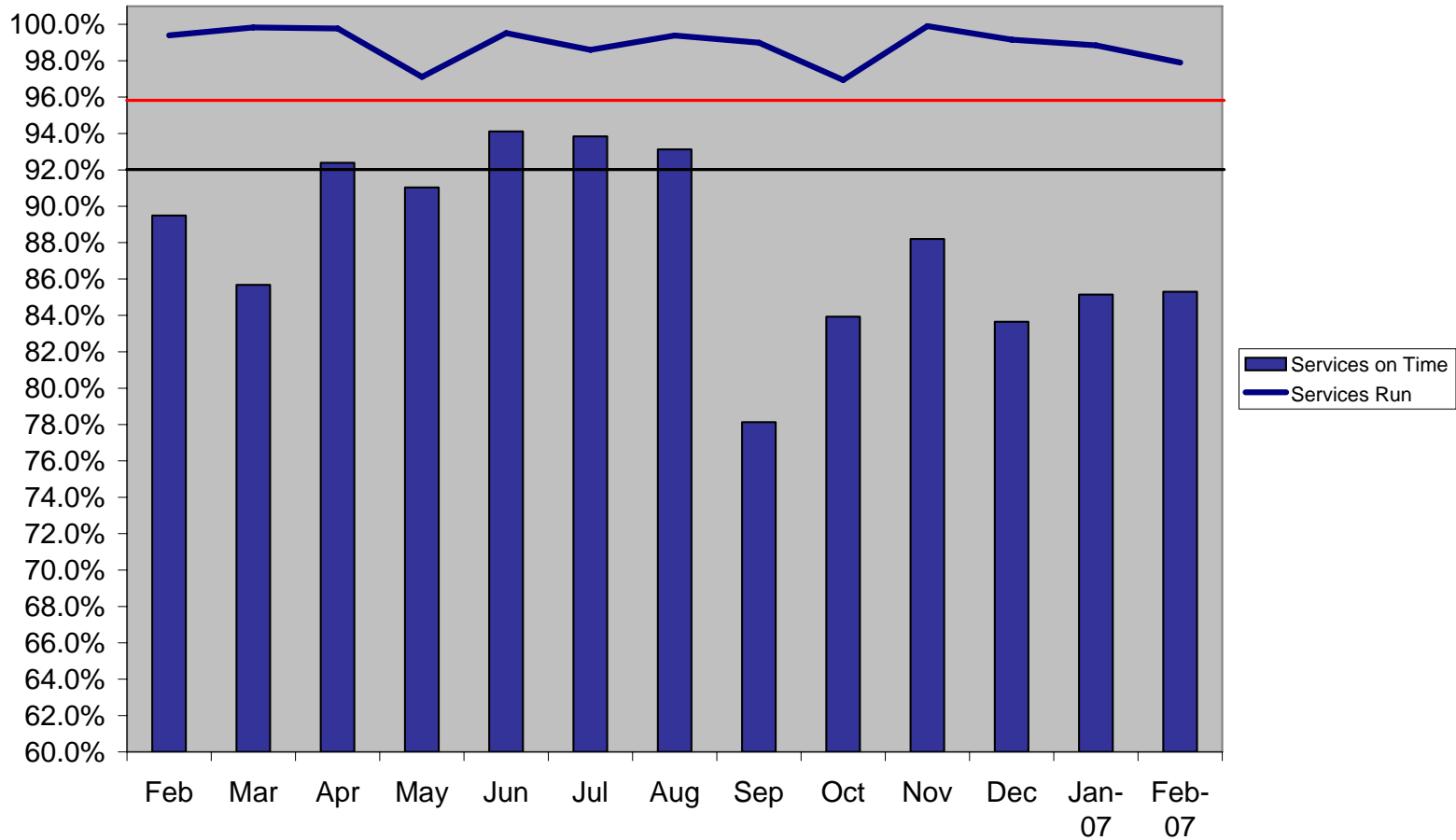
Performance : Geelong Line Long Distance Services to Warrnambool (to 10 minutes)

Services on Time- Target (92%) **Services Run- Target (96%)**



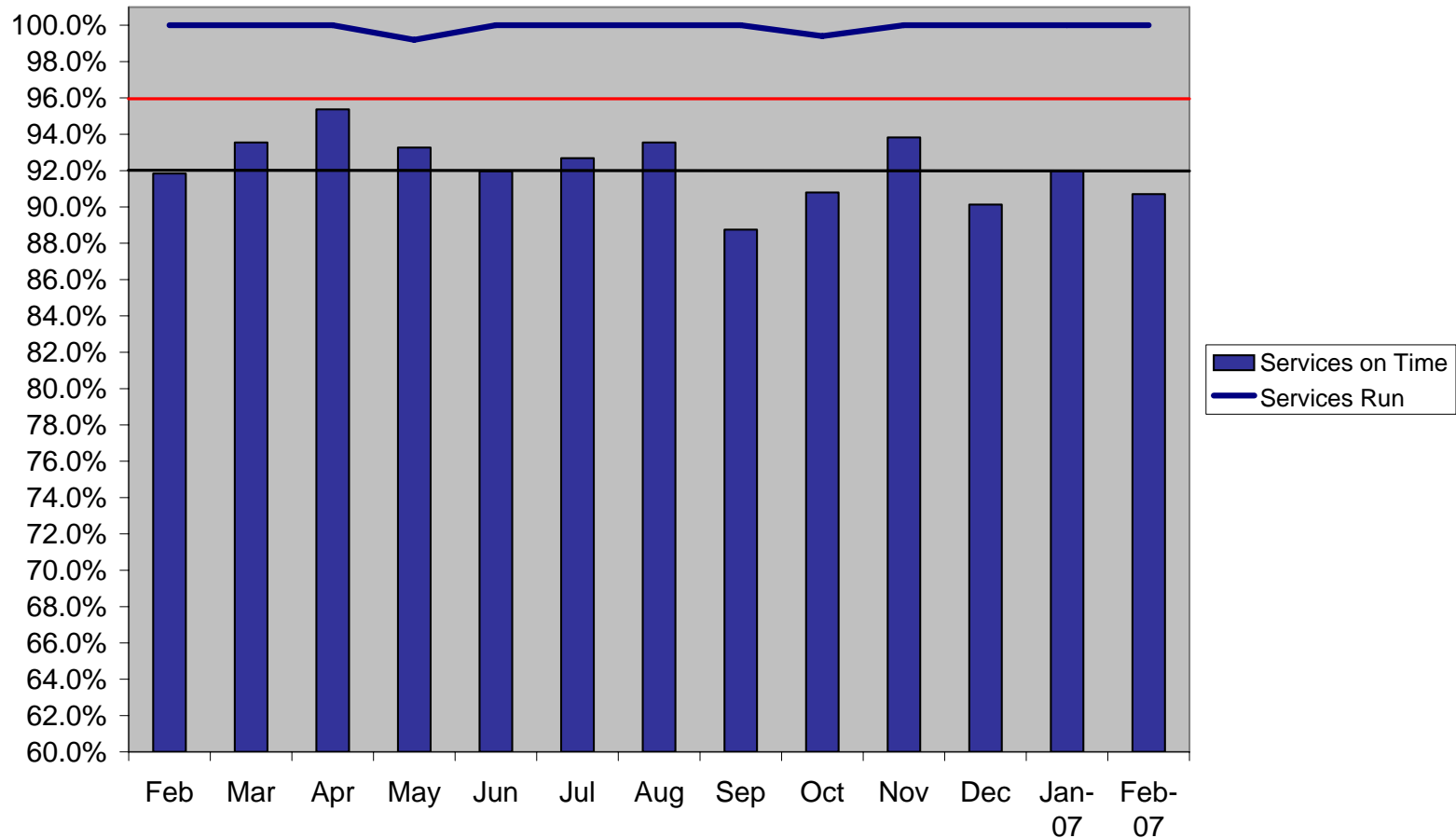
Performance : Ballarat Line Short Distance Services (to 5 minutes)

Services on Time- Target (92%) **Services Run- Target (96%)**



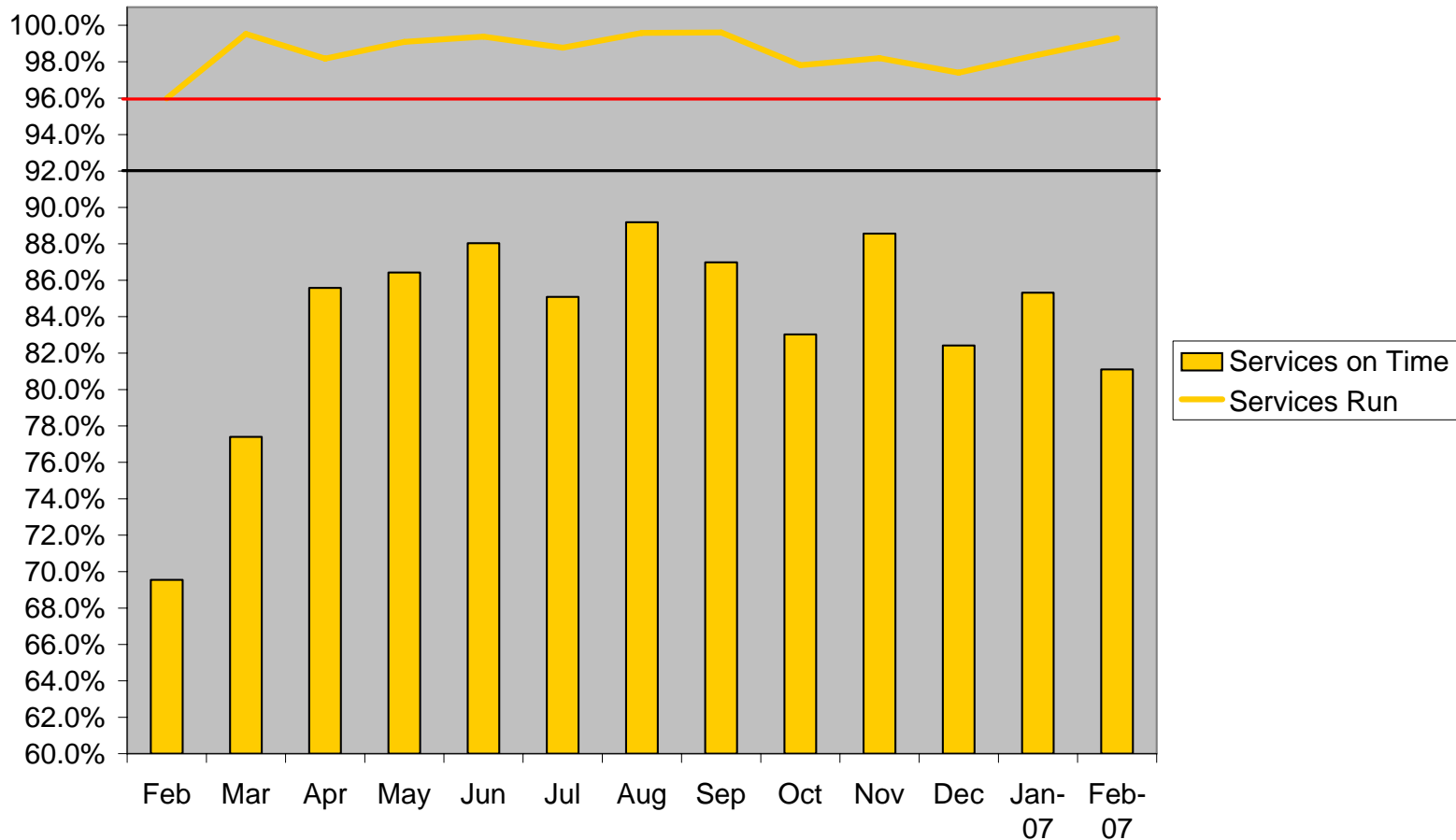
Performance : Ballarat Line Long Distance Services to Ararat (to 10 minutes)

Services on Time- Target (92%) **Services Run- Target (96%)**



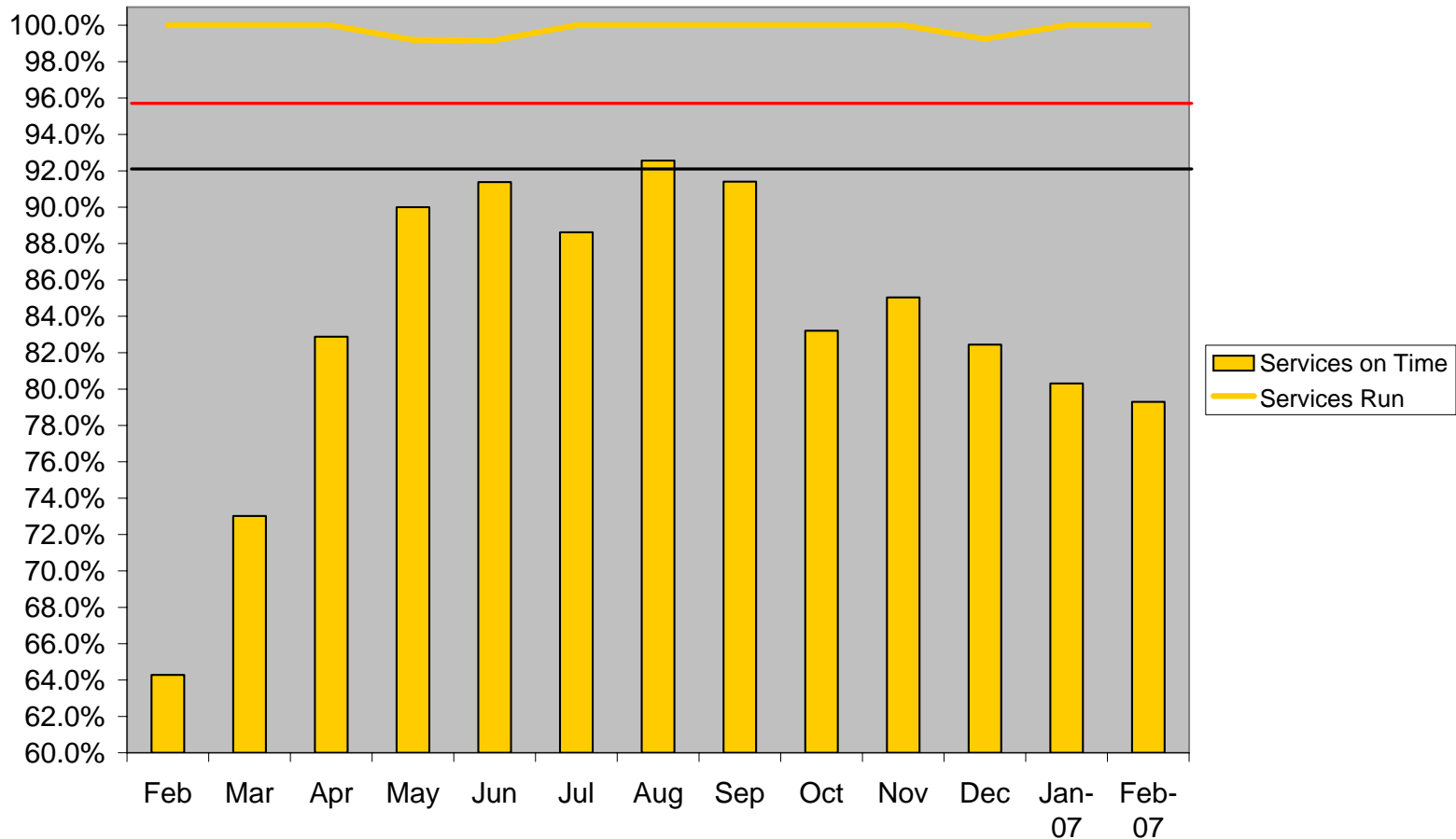
Performance : Bendigo Line Short Distance Services (to 5 minutes)

Services on Time- Target (92%) **Services Run- Target (96%)**



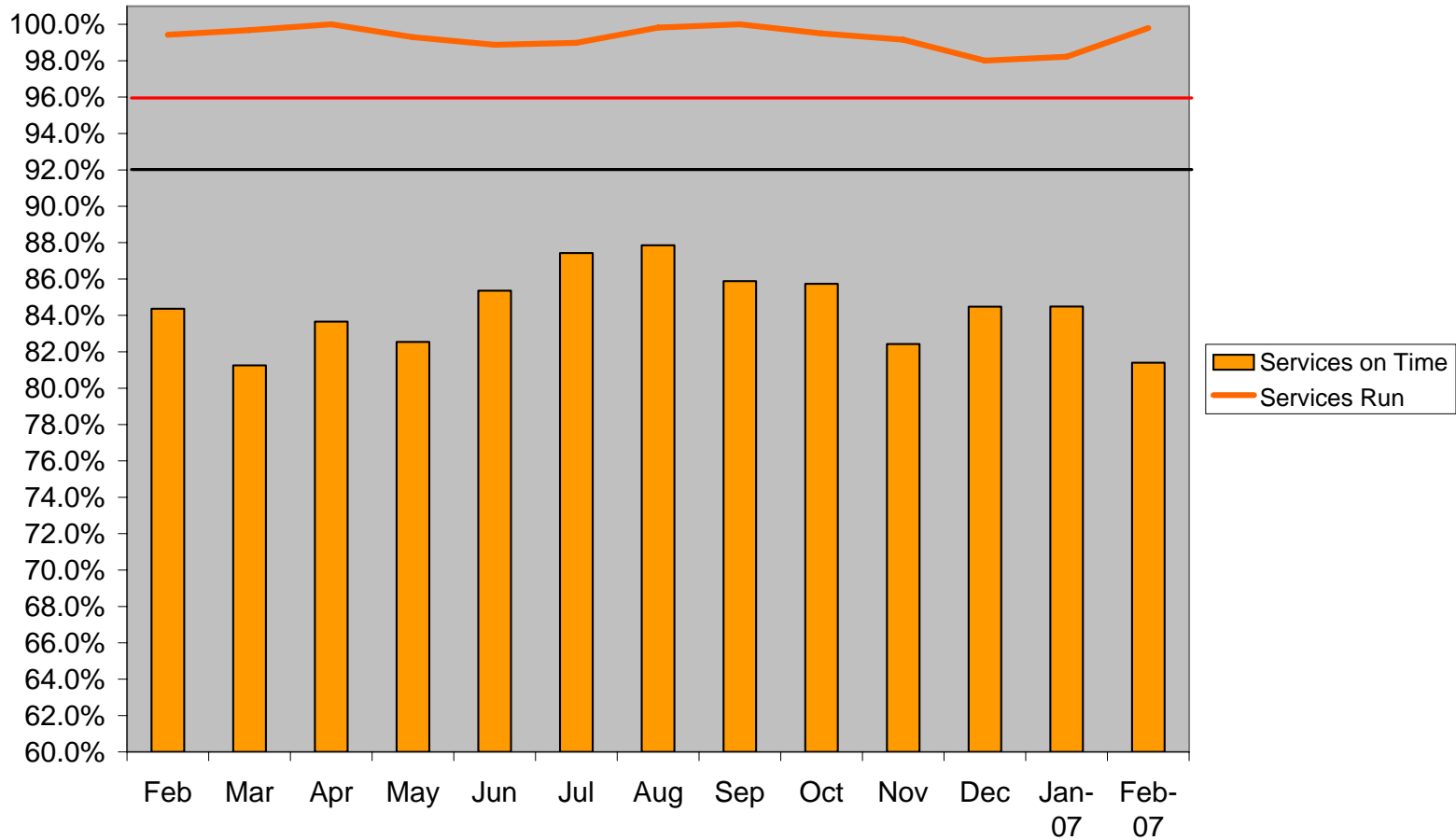
Performance : Bendigo Line Long Distance Services to Echuca and Swan Hill (to 10 minutes)

Services on Time- Target (92%) **Services Run- Target (96%)**



Performance : Seymour Line Short Distance Services (to 5 minutes)

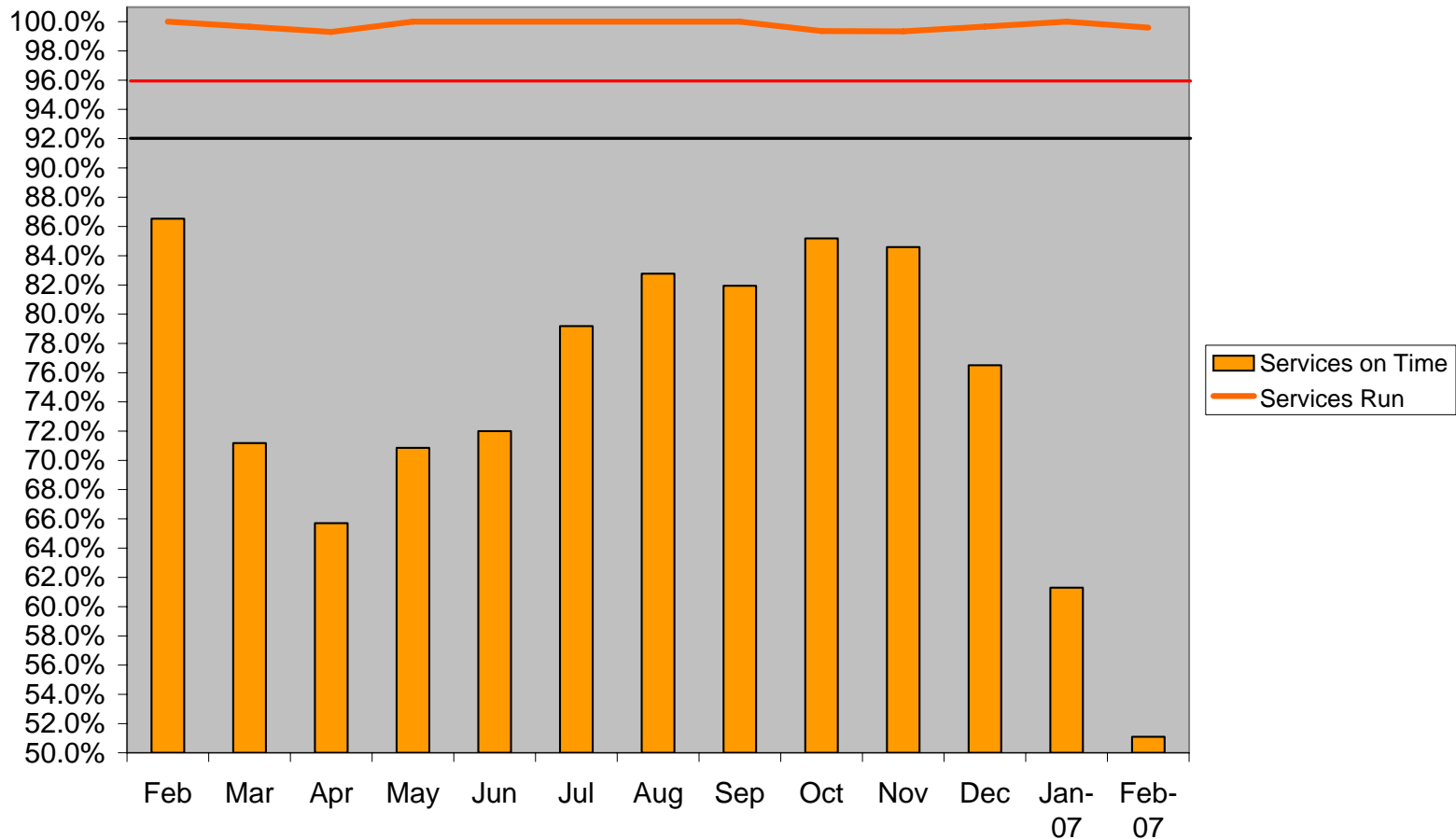
Services on Time- Target (92%) **Services Run- Target (96%)**



Performance : Seymour Line

Long Distance Services to Shepparton and Albury Wodonga (to 10 minutes)

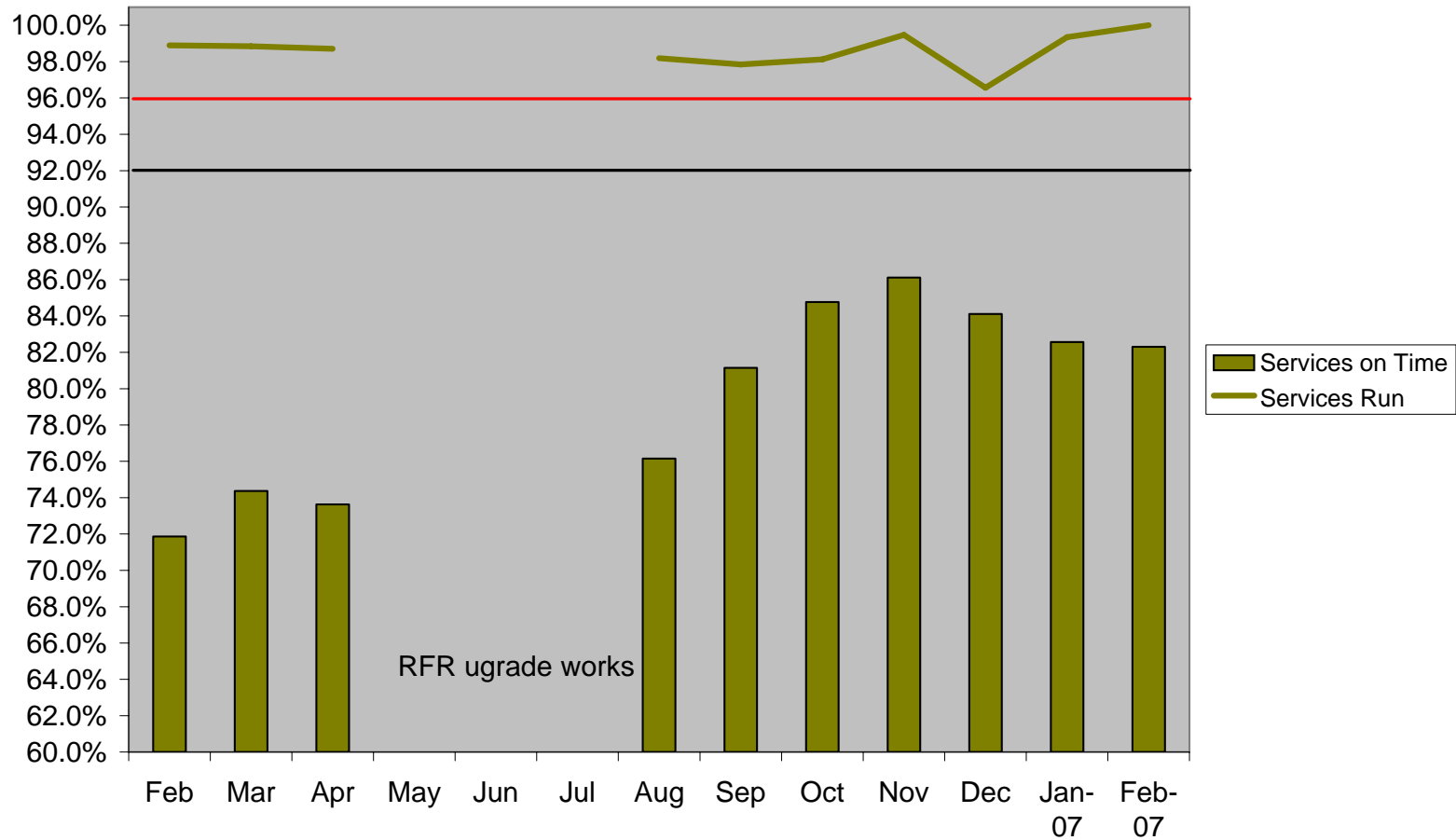
Services on Time- Target (92%) **Services Run- Target (96%)**



Performance: Gippsland Line

Short distance services (to 5 minutes)

Services on Time- Target (92%) **Services Run- Target (96%)**



Performance: Gippsland Line

Long distance services to Bairnsdale (to 10 minutes)

Services on Time- Target (92%) **Services Run- Target (96%)**

