



V/Line's February 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.
- **How does V/Line compare with other Australian transport operators? See pages 35 & 36**

V/Line's headline results – Victoria state wide (February 2008)

- **Services run with low cancellations in February:**
 - There were just four cancellations out of 1020 long distance train services (99.6 per cent reliability);
 - There were 72 cancellations out of 5068 short distance train services (98.6 per cent reliability overall).
- **On-time performance met on three long distance train lines:**
 - On-time performance across the network in February was an average 87.3 per cent for short distance trains (up 0.8 per cent on January) and 79.2 per cent for long distance services (down 1.5 per cent on the previous month).
 - Our on-time targets were met in the regional section of most lines but generally dropped below 92 per cent in the metropolitan area (see pages 7 and 8 for more details).
 - The Warrnambool, Ararat and Shepparton lines met our high performance target of 92 per cent of trains on-time, however, all other lines did not. In line with our Customer Charter commitments, compensation is therefore payable on all other lines.

Key results – Victoria state wide (February 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 21 months.
- In February 2008, 99.6 per cent of long distance and 98.6 per cent of short distance services ran.
- V/Line scheduled 5068 short distance and 1020 long distance services. There were 72 unforeseen short distance cancellations (two fewer than January) and four long distance cancellations (one more than the previous month).
- Factors resulting in train cancellations in February were:
 - An incident involving a trespasser (17 cancellations);
 - Rolling stock faults (15 cancellations);
 - Staff shortages (10 cancellations);
 - Infrastructure faults (nine cancellations);
 - Vandalism and unruly passengers (five cancellations);
 - Other issues (20 cancellations).

Key results – Victoria state wide (February 2008)

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains
6010	5165	845

- 845 out of 6010 trains were delayed in the month of February:
 - About 25 per cent (208 trains) were a result of infrastructure issues, although 101 of these delays were a result of deteriorated track conditions on the Albury line (see page 26 for full details).
 - Congestion on the suburban rail network resulted in 18 per cent of delays (151 trains).
 - A further 15 per cent of delays (130 trains) were caused by rolling stock faults.
 - There were also 39 delayed trains as a result of a trespasser incident and 34 delays caused by vandalism to trains and infrastructure.
 - Despite January and the first two weeks of March being significantly affected by heat speed restrictions (see p.6), they had almost no impact on services in February due to cooler weather conditions.

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

Key issue – Heat speed restrictions throughout summer

Heat speed restrictions

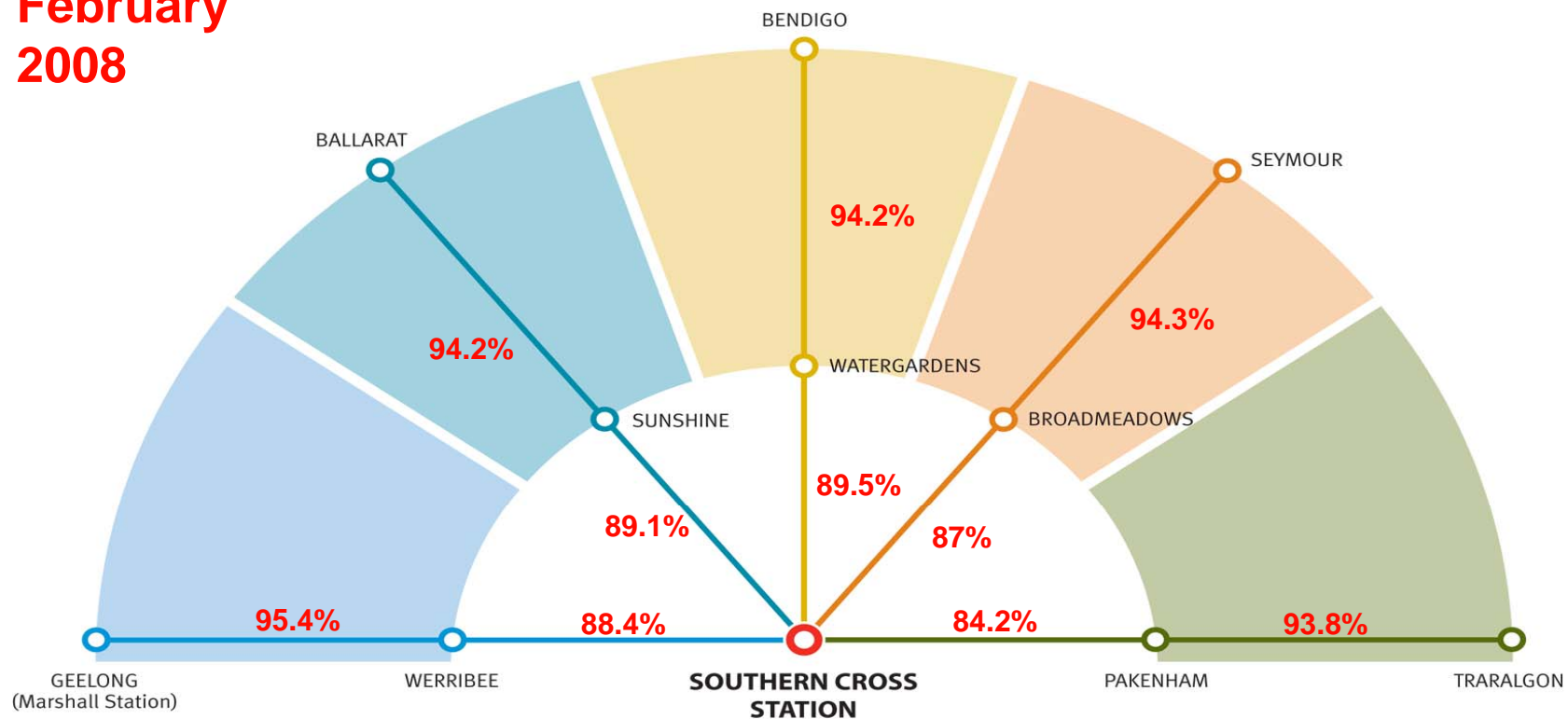
- Like most rail networks around the world, on hot days our trains run at slower speeds as a safety precaution because extreme heat can cause the steel tracks to expand.
- Unfortunately, this can mean some trains are delayed between midday and 8pm when the temperature reaches 32 degrees in Bairnsdale, Ararat, Swan Hill, Echuca and Warrnambool. The restrictions are applied when it reaches 36 degrees on the Ballarat, Geelong, Bendigo, Albury/Wodonga, Seymour, Shepparton and Traralgon lines.
- Performance targets are not seasonally adjusted during summer to allow for this safety policy, and just two or three days of hot weather will make it impossible to meet our high ‘on-time’ targets for the month.
- As part of our commitment to better inform customers of the need to take these safety precautions over summer, and the likely impact on afternoon trains on hot days, V/Line has launched an information campaign. See www.vline.com.au/heat for details.



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
2008**

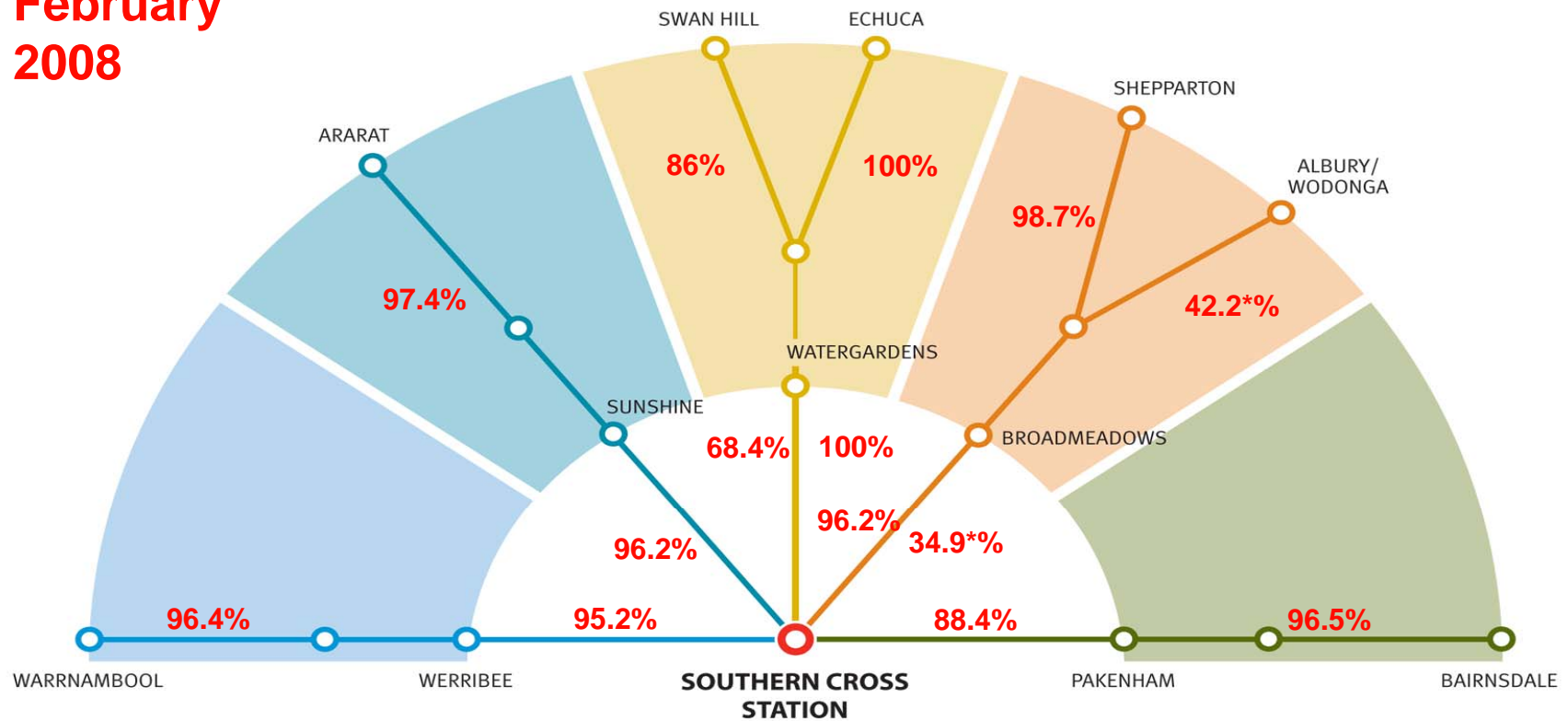


* Performance on the regional network can be measured for Melbourne-bound trains before they enter the metropolitan system. This process is difficult to replicate for out-bound trains which are affected by metropolitan congestion before they reach the regional network.

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*

**February
2008**

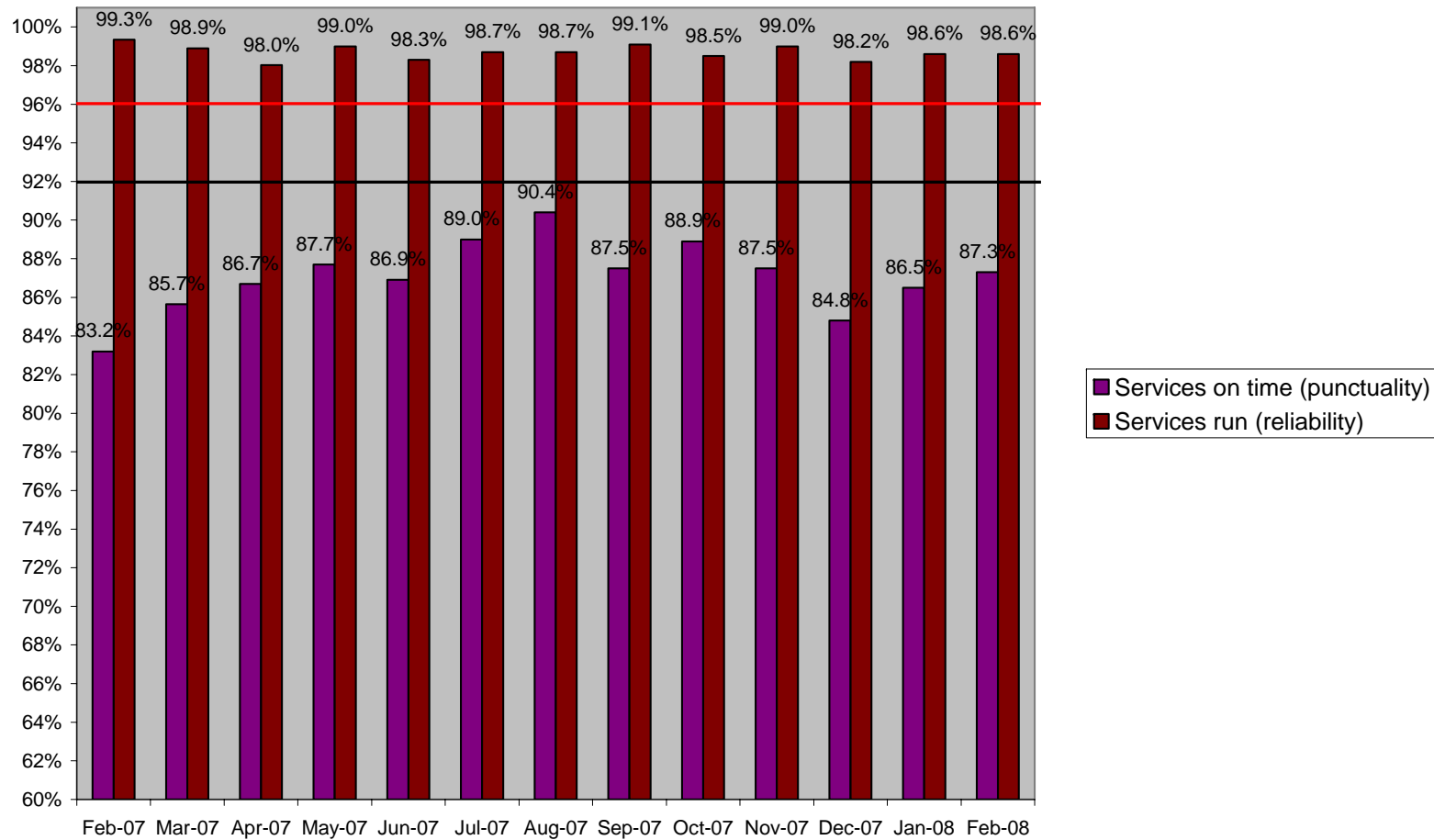


* Performance on the regional network can be measured for Melbourne-bound trains before they enter the metropolitan system. This process is difficult to replicate for out-bound trains which are affected by metropolitan congestion before they reach the regional network.

***Some services measured to
Wangaratta from 25 February**

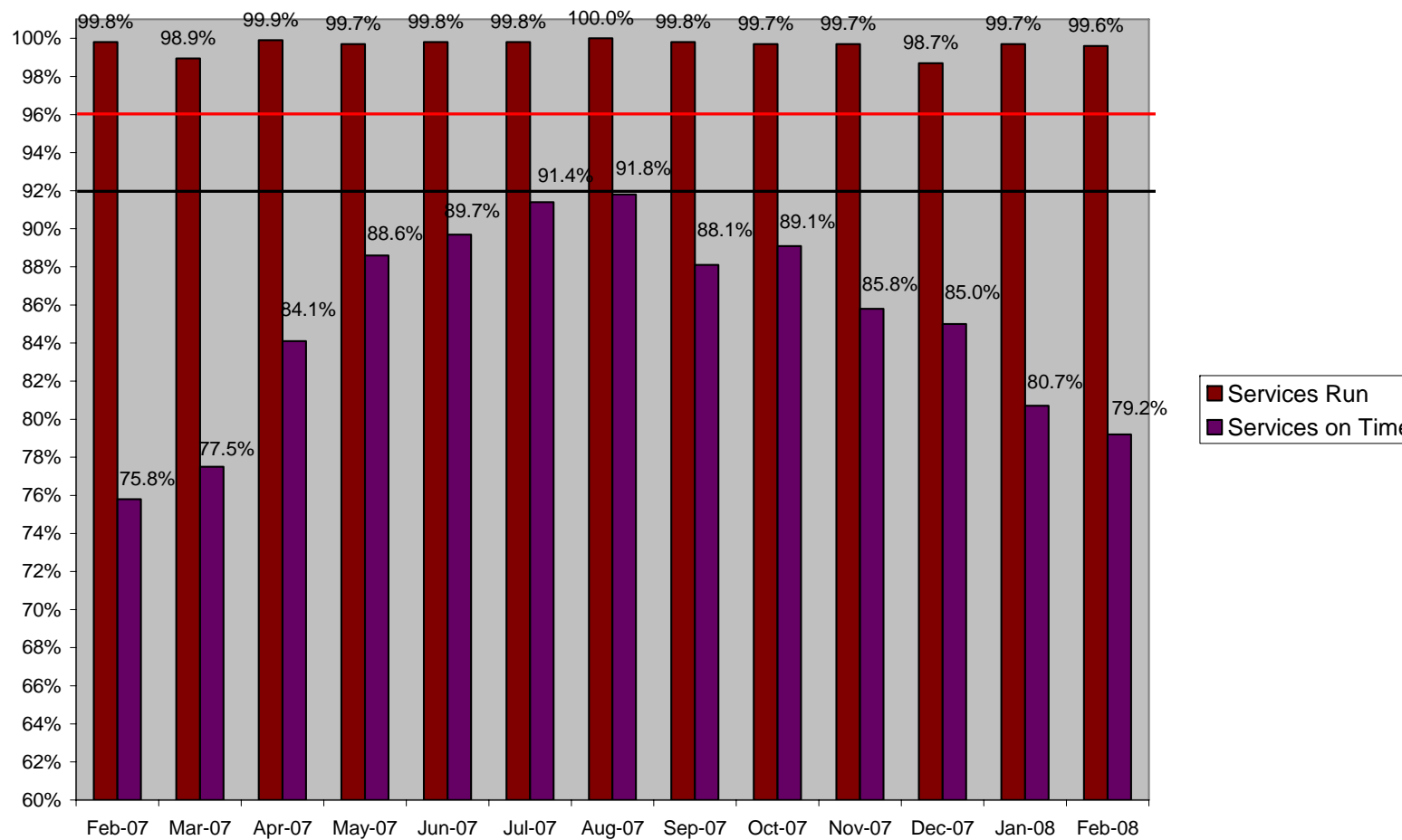
Services Run & On Time – Short distance

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 2008

Geelong - February 2008

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
1351	16	1335	98.8%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
1337	1182	155	88.4%

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:

- Staff shortages = 5
- Rolling stock faults = 4
- Misc = 7

Delays:

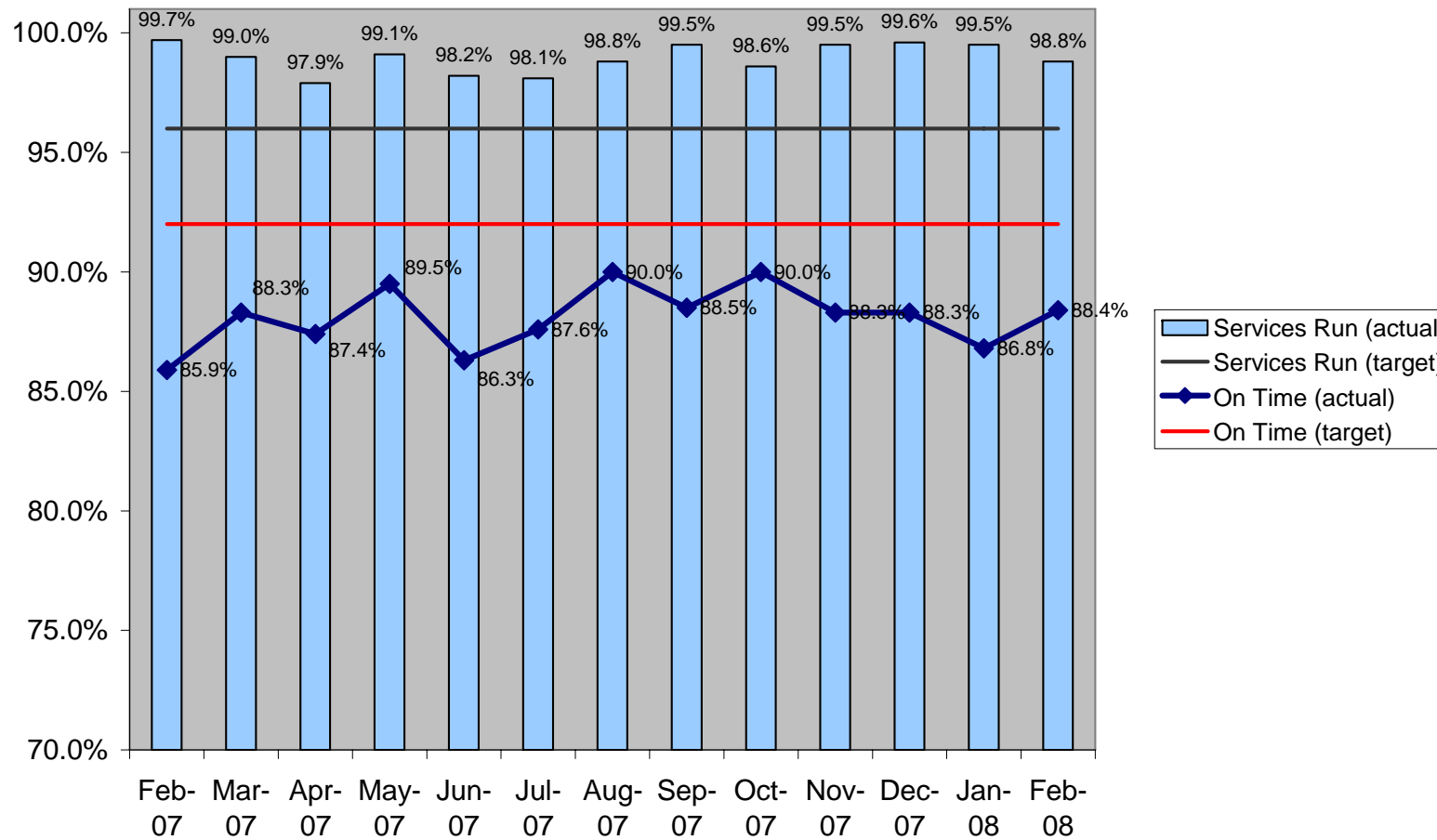
- Infrastructure faults = 32
- Rolling stock faults = 28
- Metro train congestion = 24
- Vandalism = 22
- Other / Misc = 49

Performance : Geelong line

February 2007 – February 2008

Short distance service punctuality measured to 5 minutes

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



Warrnambool - February 2008

Services that ran:

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

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
166	154	12	92.8%

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:

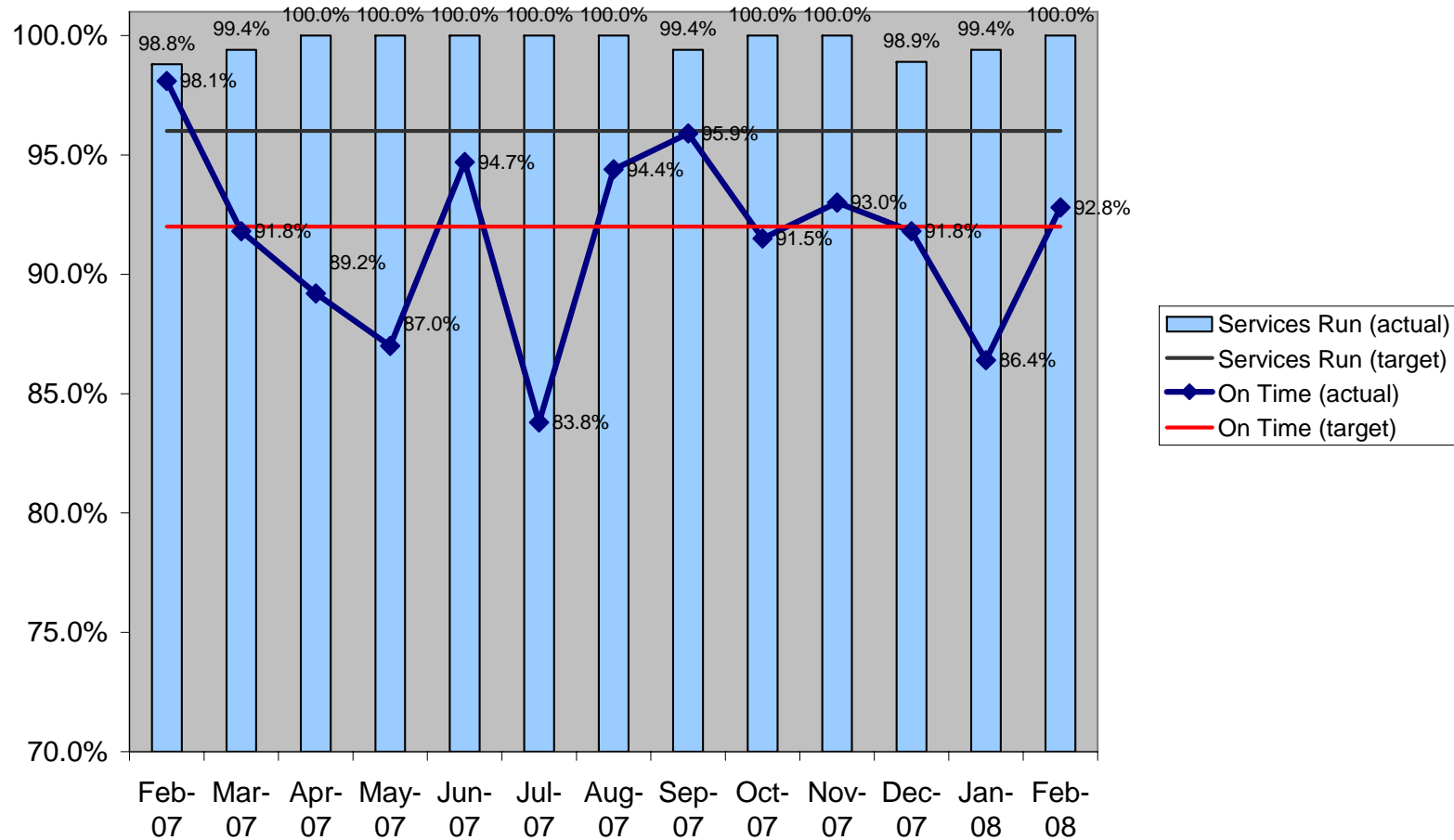
- Vandalism = 3
- Rolling stock faults = 5
- Other / Misc = 4

Performance : Warrnambool services (Geelong line)

February 2007 – February 2008

Long distance service punctuality measured to 10 minutes

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



Ballarat - February 2008

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
1080	19	1061	98.2%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
1061	933	128	87.9%

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:

- Trespasser incident = 7
- Train breakdown at Ballan on 5 Feb = 5
- Car left on tracks = 3
- Other / Misc = 4

Delays:

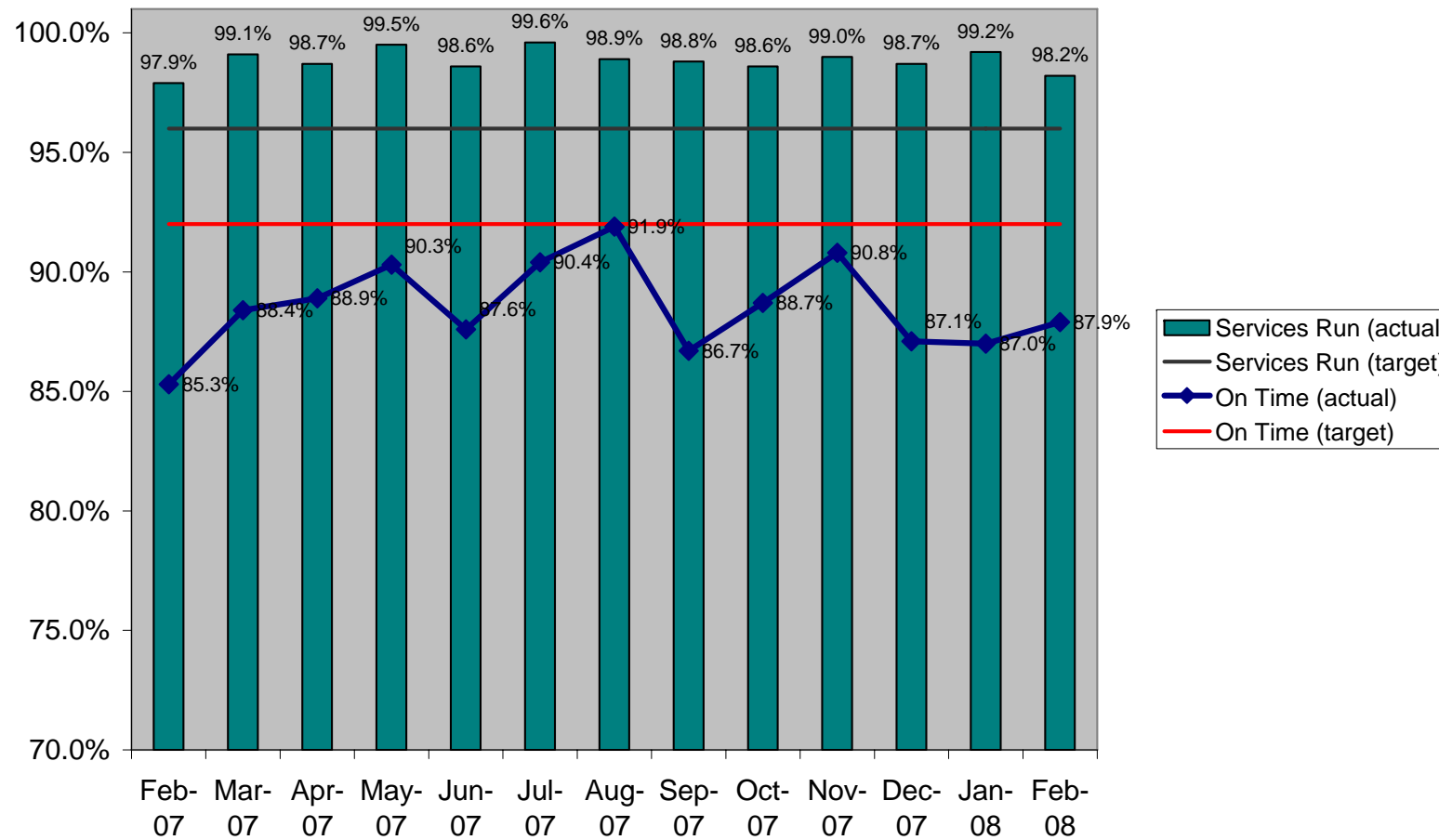
- Rolling stock faults = 28
- Metro train congestion = 22
- Infrastructure faults = 17
- Car left on tracks = 10
- Trespasser incident = 8
- Other / Misc = 43

Performance : Ballarat line

February 2007 – February 2008

Short distance service punctuality measured to 5 minutes

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



Ararat - February 2008

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
158	1	157	99.4%

The Ararat line is Victoria's most reliable with just two cancellations in 15 months.

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
156	144	12	92.3%

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:

- Staff shortage = 1

Delays:

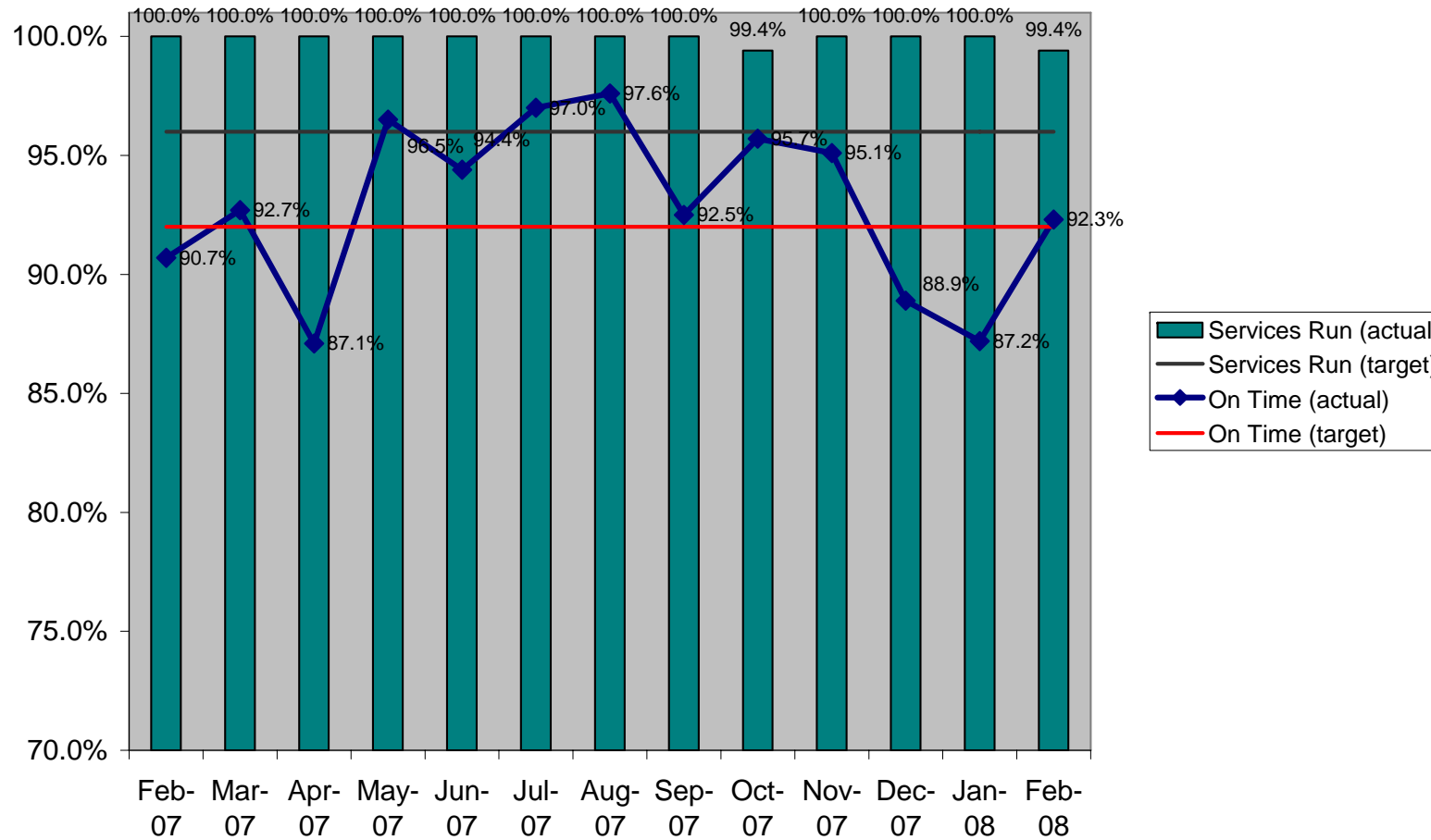
- Trespasser incident = 2
- Rolling stock faults = 2
- Car left on tracks = 2
- Other / Misc = 6

Performance : Ararat services (Ballarat line)

February 2007 – February 2008

Long distance service punctuality measured to 10 minutes

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



Bendigo - February 2008

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
1178	17	1161	98.6%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
1164	1011	153	86.9%

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:

- Trespasser incident = 9
- Train faults = 2
- Other / Misc = 6

Delays:

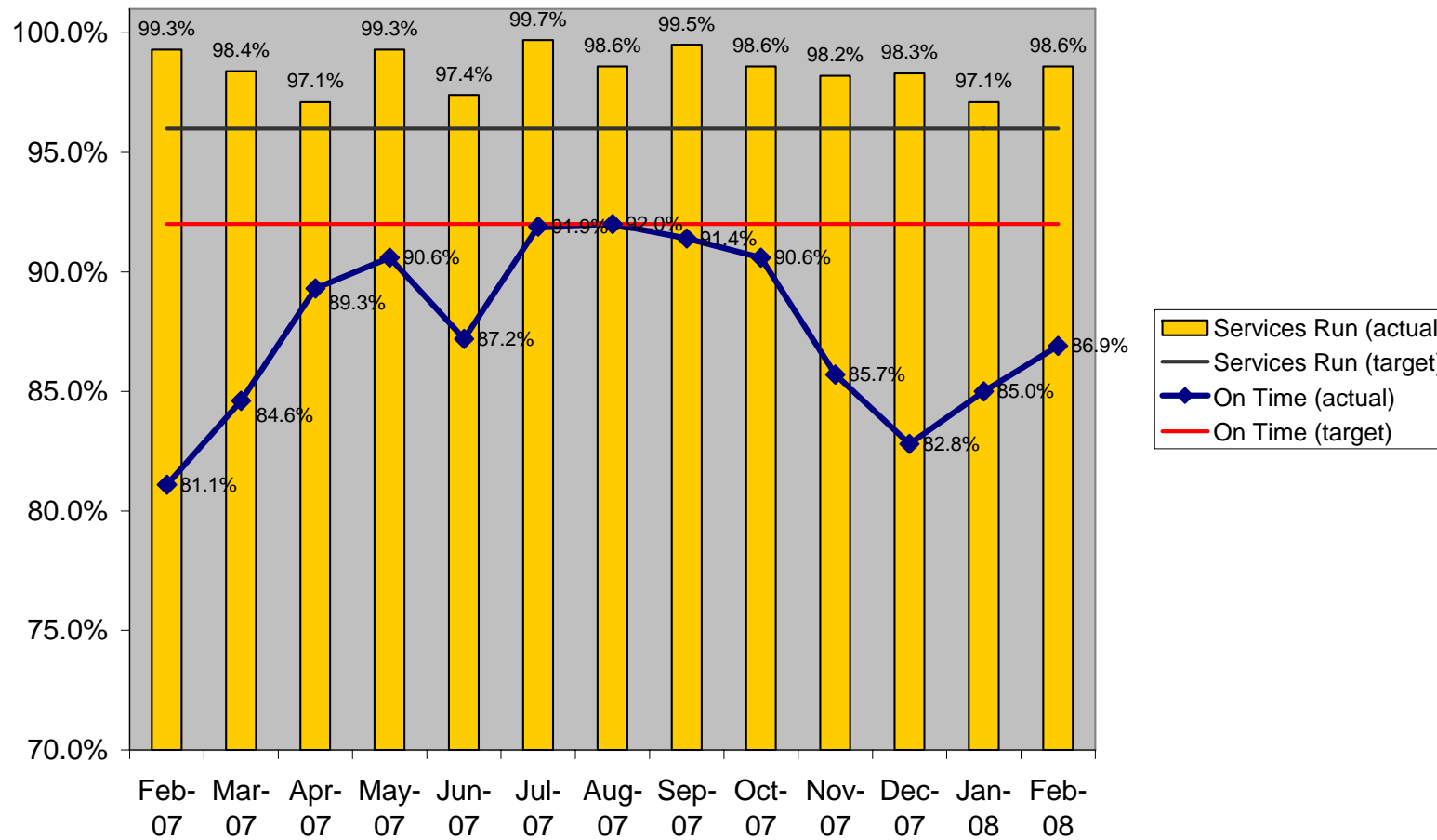
- Metro train congestion = 27
- Infrastructure faults = 23
- Rolling stock faults = 24
- Trespasser incident = 10
- Other / Misc = 69

Performance : Bendigo line

February 2007 – February 2008

Short distance service punctuality measured to 5 minutes

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



Swan Hill & Echuca - February 2008

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
190	1	189	99.5%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
187	157	30	84%

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:

- Train preparation fault = 1

Delays:

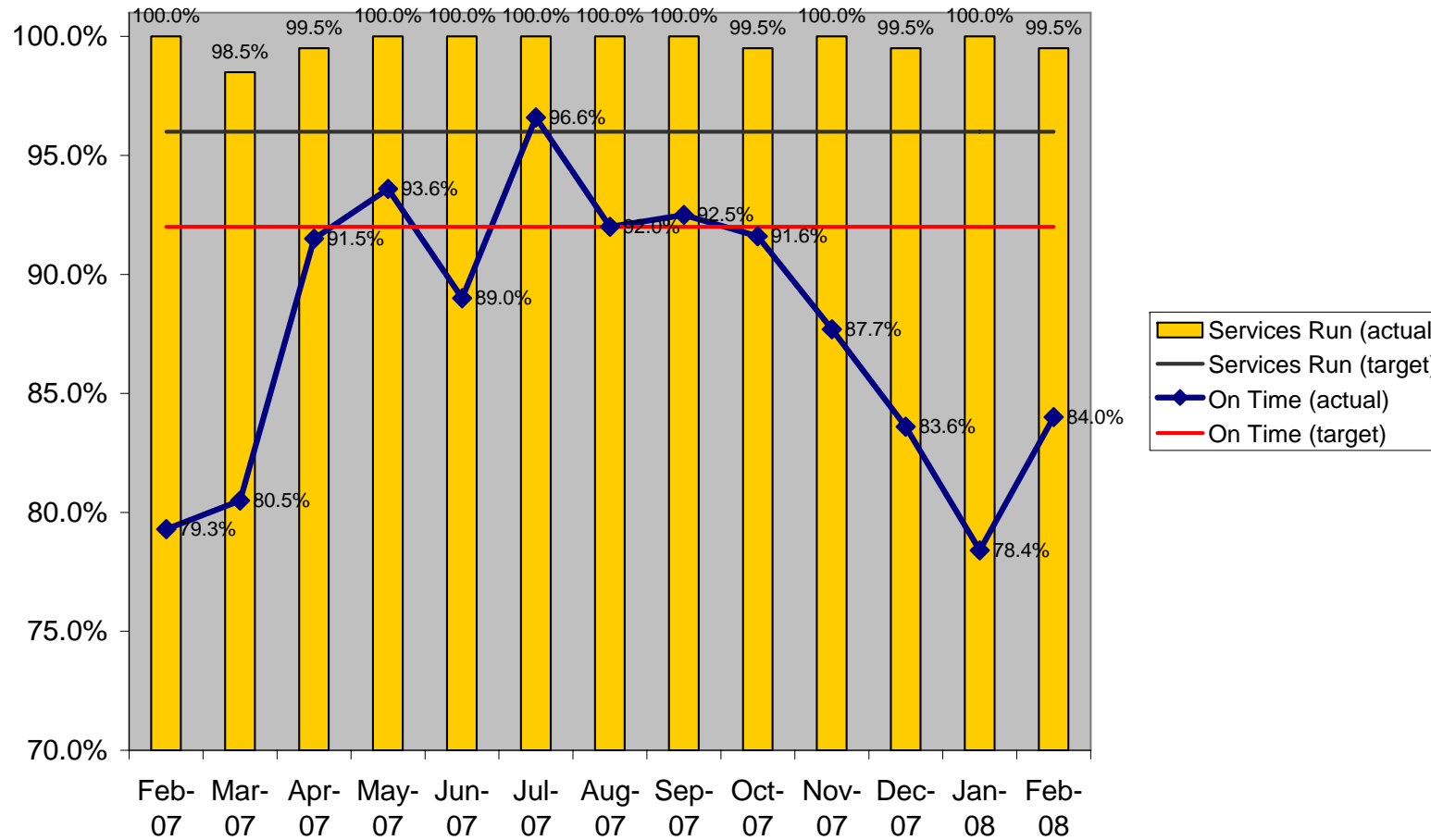
- Rolling stock faults = 11
- Infrastructure faults = 3
- Level crossing accident = 2
- Other / Misc = 14

Performance : Swan Hill & Echuca services (Bendigo line)

February 2007 – February 2008

Long distance service punctuality measured to 10 minutes

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



Seymour - February 2008

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
729	7	722	99%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
722	630	92	87.3%

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:

- Infrastructure faults = 5
- Other / Misc = 2

Delays:

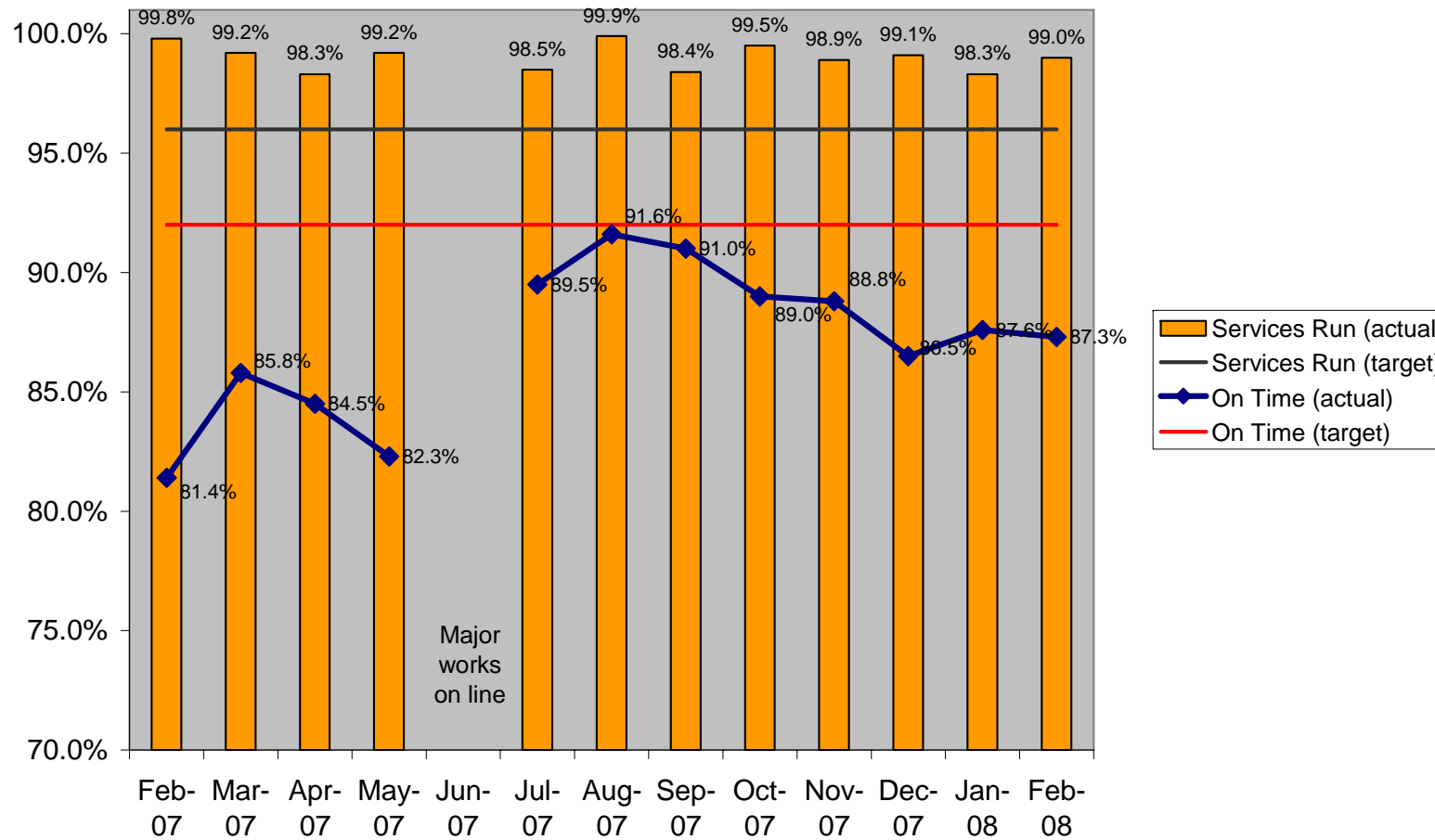
- Infrastructure faults = 18
- Metro train congestion = 17
- Train faults = 12
- Trespasser incident = 6
- Other / Misc = 39

Performance : Seymour line

February 2007 – February 2008

Short distance service punctuality measured to 5 minutes

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



Albury / Wodonga - February 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. As a result, this had a major impact on performance with just 29.4 per cent of trains on-time in February.

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 for the first 10 days of March improved considerably to 93.3 per cent, giving people more certainty to arrival times.

February results follow on p.27 ...

Albury / Wodonga - February 2008

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
174	1	173	99.4% **

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
170	50	120	29.4% **

Delays:

- Deteriorated track conditions = 102
- Metro train congestion = 5
- Rolling stock faults = 3
- Other / Misc = 10

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)

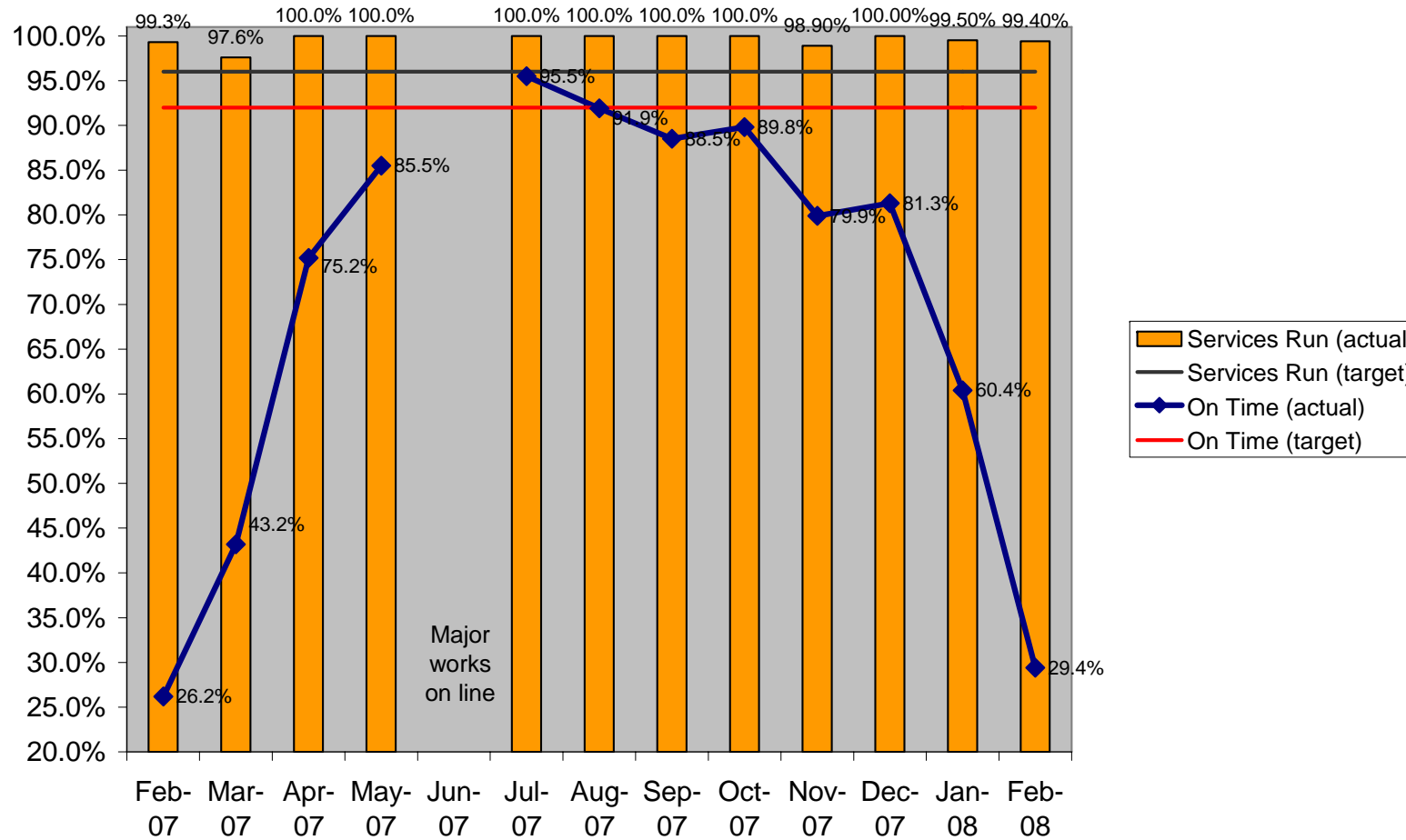
** Where coaches replaced trains between Wangaratta and Albury from 25 February, trains were measured as starting / finishing in Wangaratta. Trains that operate the full service continue to be measured to / from Albury.

Performance : Albury / Wodonga services (Seymour line)

February 2007 – February 2008

Long distance service punctuality measured to 10 minutes

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



Shepparton - February 2008

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
158	1	157	99.4%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
156	146	10	93.6%

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:

- Rolling stock fault = 1

Delays:

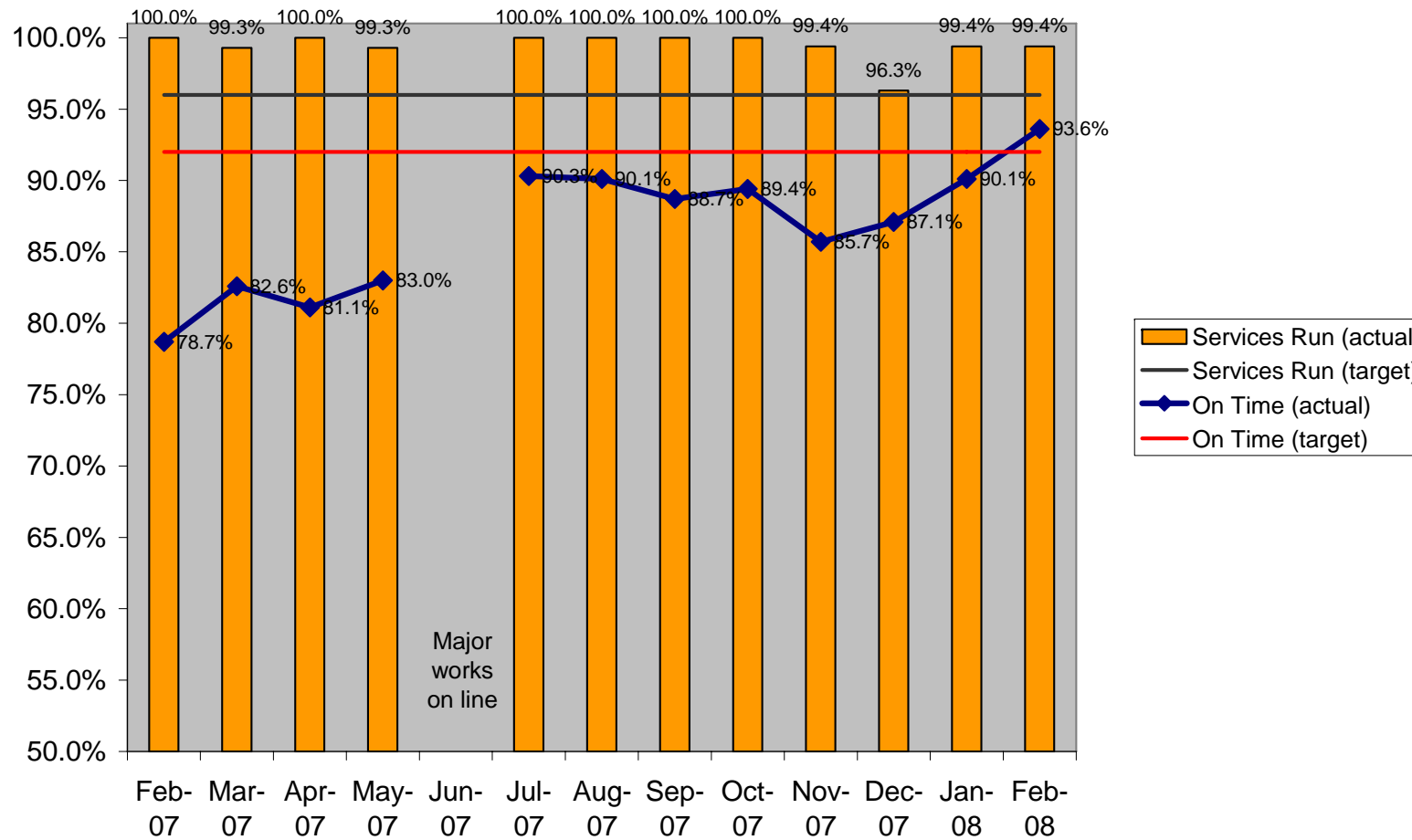
- Of the 10 delayed trains, only rolling stock faults (2), and infrastructure faults (3) were statistically significant causes of delay.

Performance : Shepparton services (Seymour line)

February 2007 – February 2008

Long distance service punctuality measured to 10 minutes

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



Traralgon - February 2008

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
730	13	717	98.2%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
719	611	108	85%

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:

- Lightning strikes = 3
- Staff shortages = 2
- Rolling stock faults = 2
- Other / misc = 6

Delays:

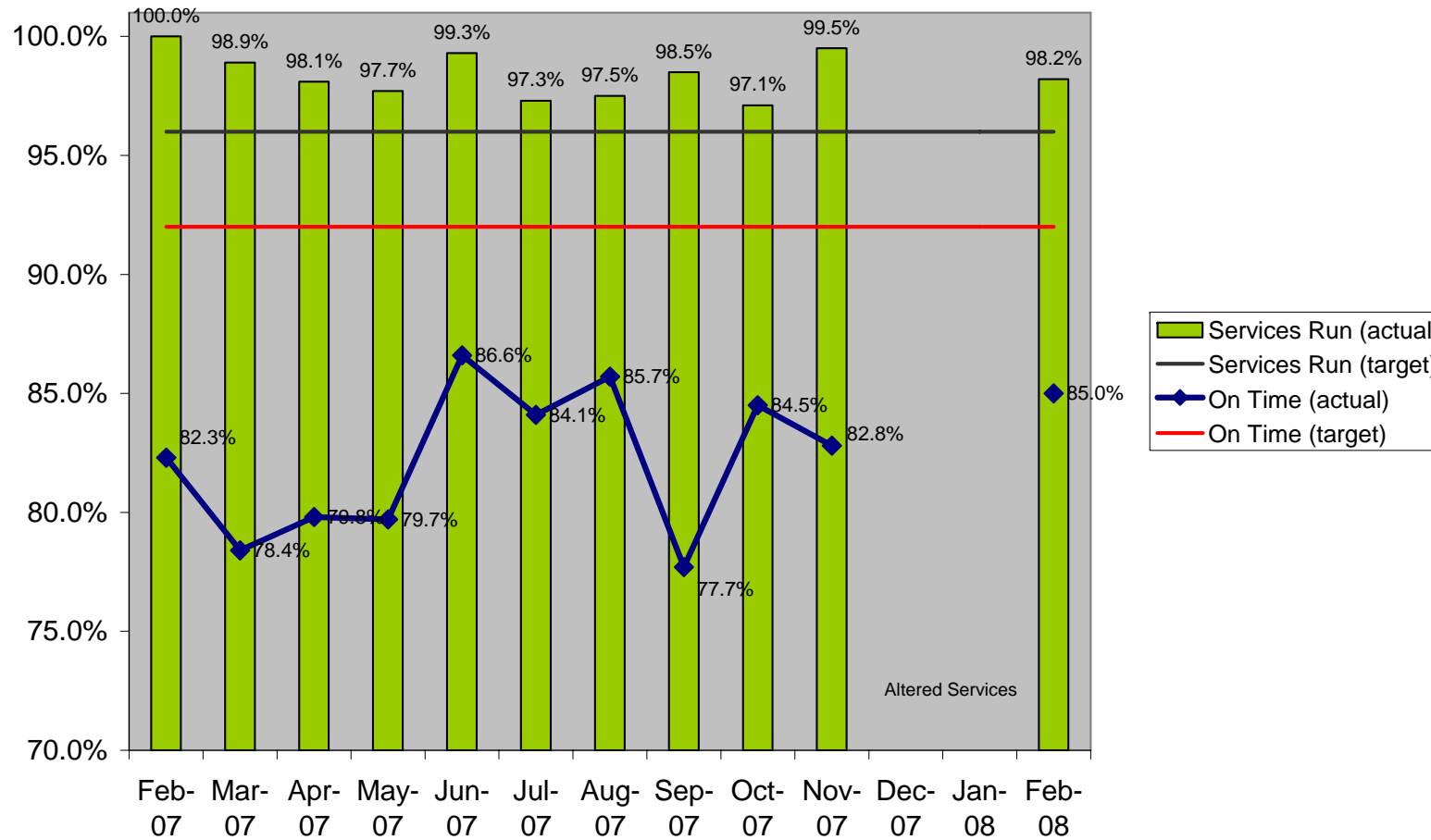
- Metro train congestion = 48
- Train faults = 14
- Infrastructure faults = 6
- Other / Misc = 40

Performance : Traralgon services (Gippsland line)

February 2007 – February 2008

Short distance service punctuality measured to 5 minutes

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



Bairnsdale - February 2008

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
174	0	174	100%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
172	147	25	85.5%

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:

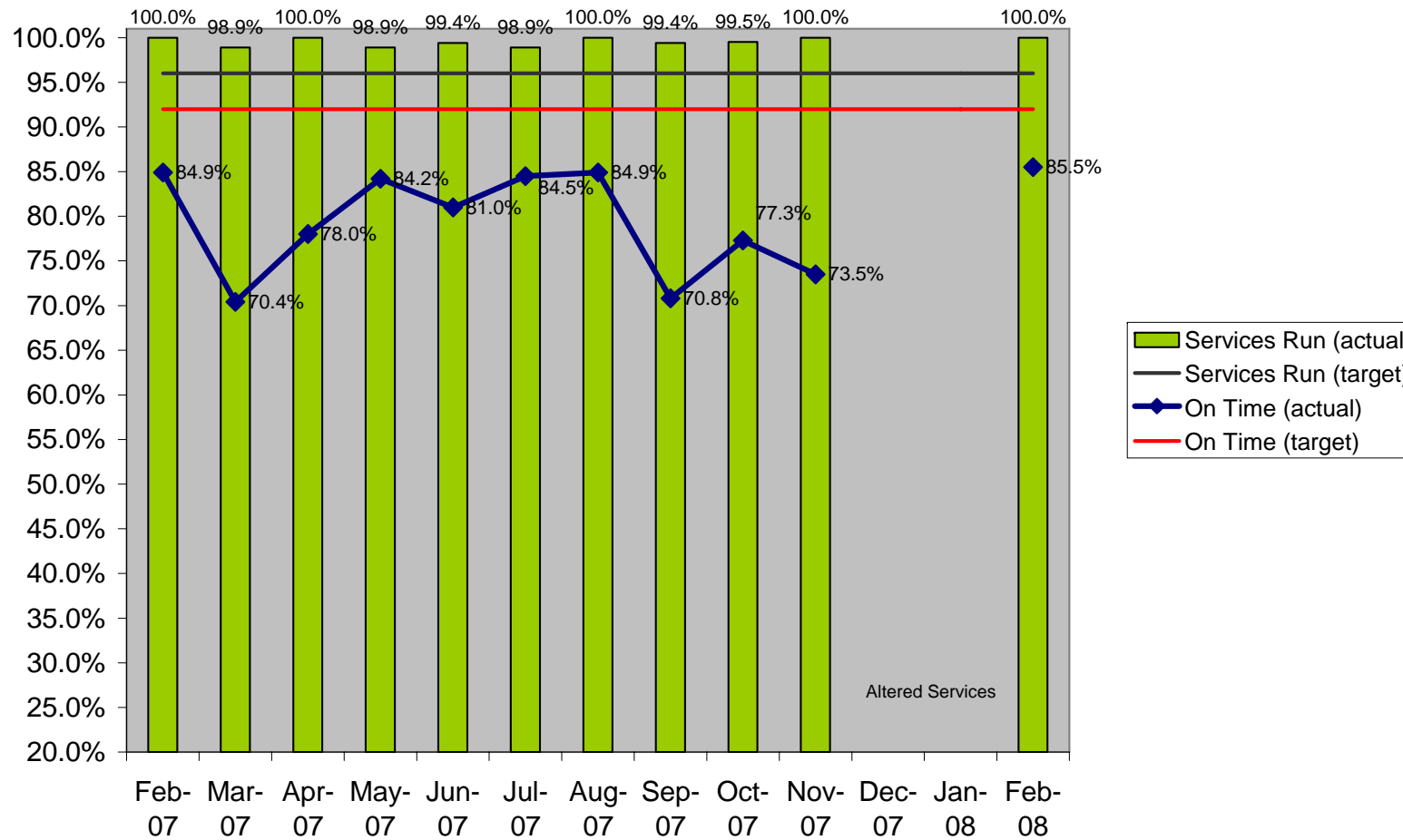
- Of the 25 delayed trains, only metro train congestion (6) was a statistically significant cause of delay.

Performance : Bairnsdale services (Gippsland line)

February 2007 – February 2008

Long distance service punctuality measured to 10 minutes

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



How does V/Line compare with other transport operators?

- While it's important to acknowledge that no two transport operators run under the same conditions, the following provides a general comparison of V/Line performance against other Australian transport operators:
- **CountryLink (NSW regional train operator):**
 - 61.1 per cent of all CountryLink trains arrived within 10 minutes of schedule times in the week of 28/10/07 – 3/11/07 (target is 78 per cent)
(source: CountryLink website, most recent published figures).
 - 88.4 per cent of all V/Line trains arrived within 5:59 minutes for short distance services or 10:59 minutes for long distance services in the same week of 28/10/07 – 3/11/07 (target is 92 per cent).
- **Australian airlines (domestic flights):**
 - 77.4 per cent of flights by Australian airlines arrived within 15 minutes of schedule in November 2007 (source: Bureau of Infrastructure, Transport and Regional Economics: 'Aviation Statistics, Airline On-Time Performance, Nov 2007).
 - 87.2 per cent of V/Line trains arrived within 5:59 minutes for short distance services or 10:59 minutes for long distance services in November 2007.

How does V/Line compare with other transport operators?

- **Connex (Melbourne metropolitan train operator):**
 - 93.2 per cent of all Connex trains arrived within 5:59 minutes of schedule times in January 2008 (target is 92 per cent) (source: Connex Melbourne website. February figures not available at time of publication)
 - 85.9 per cent of all V/Line trains arrived within 5:59 minutes for short distance services or 10:59 minutes for long distance services in February 2008 (target is 92 per cent).
 - 98.6 per cent of all Connex trains ran in January 2008 (target is 98 per cent) (source: Connex Melbourne website. February figures not available at time of publication)
 - 98.8 per cent of all V/Line trains ran in January 2008 (target is 96 per cent).
- **Yarra Trams (Melbourne metropolitan tram operator):**
 - 81.17 per cent of all Yarra Trams services arrived within six minutes of schedule in February 2008 (target is 80 per cent) (source: Yarra Trams website).
 - 85.9 per cent of all V/Line trains arrived within 5:59 minutes for short distance services or 10:59 minutes for long distance services in February 2008 (target is 92 per cent).

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).