

V/Line's February 2010 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 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 2010)

- **Cancellations in February:**

- There were seven cancellations out of 800 long distance train services (99.1 per cent reliability).
- There were 132 cancellations out of 4872 short distance train services (97.3 per cent reliability)

- **On-time performance was affected by** major storms, metropolitan congestion and infrastructure faults:

- Our 'on-time' target was achieved on the Ararat line for the second consecutive month in February.
- On-time performance across the network was an average 82.1 per cent for short distance trains and 82.4 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 2010)

Services run - results:

- We have a target of ensuring at least 96 per cent of scheduled services run.
- In February 2010 we met our reliability target on all lines with 99.1 per cent of long distance and 97.3 per cent of short distance services running.
- V/Line scheduled 4872 short distance and 800 long distance services. There were 132 unforeseen short distance cancellations (37 more than January) and seven long distance cancellations (three more than the previous month).
- Factors resulting in train cancellations in February were:
 - Train faults (38)
 - Infrastructure faults (19)
 - Floods, storms and lightning strikes (57)
 - Miscellaneous (25)

Key results – Victoria state wide (February 2010)

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains
5522	4536	986

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

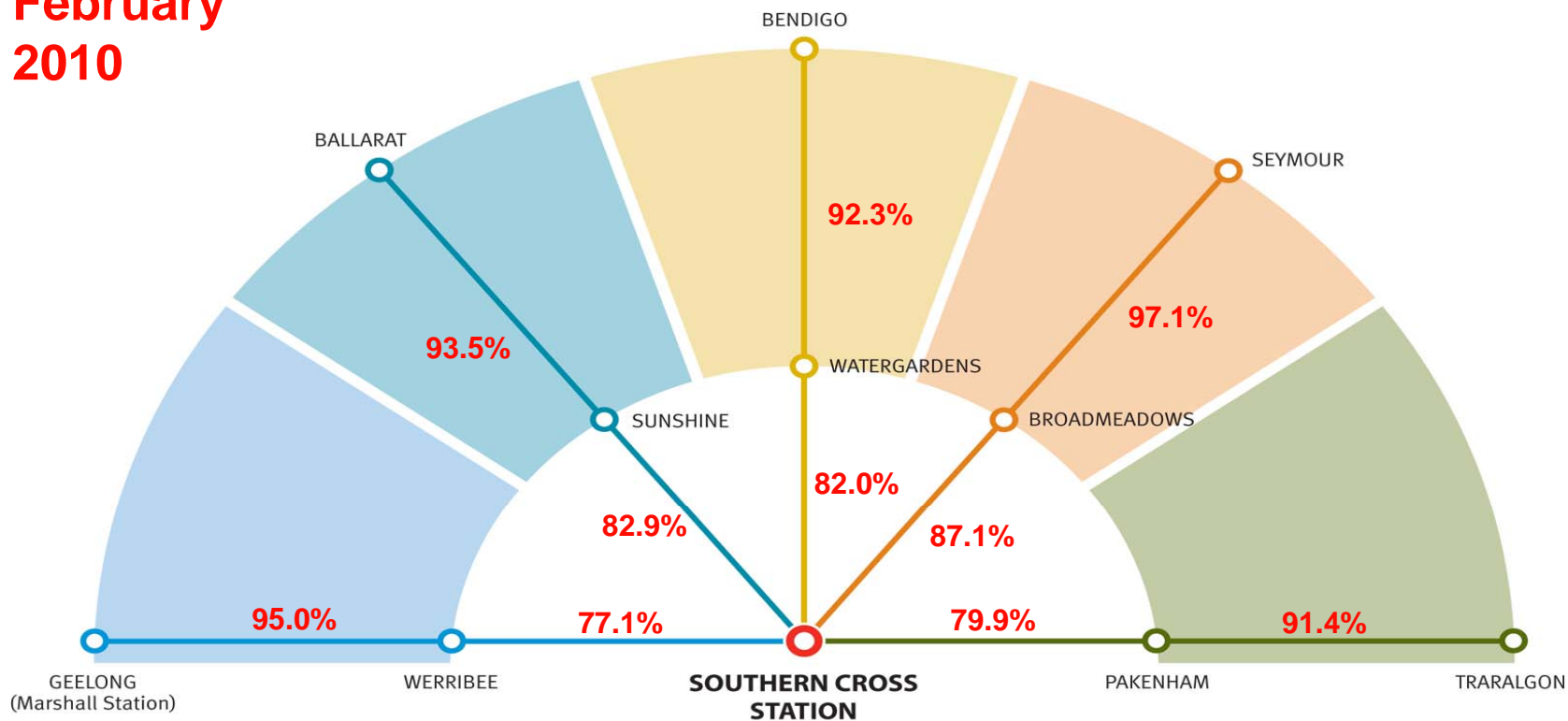
- Of 5522 services that ran, 986, or 17.9 per cent were delayed in February for reasons including:
 - Metropolitan train congestion caused 239 trains to be delayed, or 24 per cent;
 - Train faults caused 15 per cent of delays (145 trains);
 - Infrastructure faults caused 18 per cent, or 177 trains to be delayed;
 - Storms caused 49 trains, or five per cent, to be delayed.

Our reliability in delivering services remained high, with 99.1 per cent of long distance services delivered and 97.3 per cent of short distance services running.

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
2010**

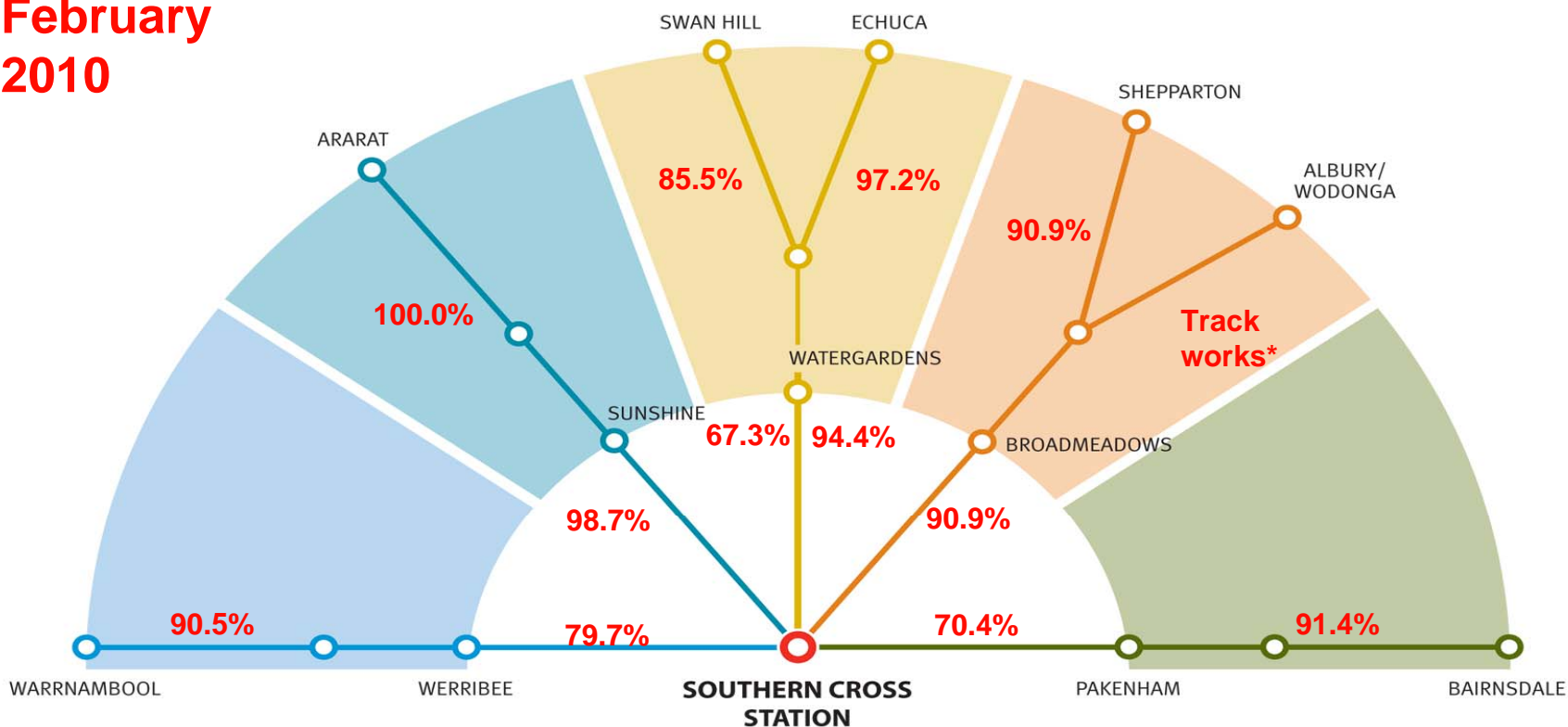


* Performance on the regional network can be measured for Melbourne-bound trains before they enter the metropolitan system. This process is difficult to replicate for out-bound trains which are affected by metropolitan congestion before they reach the regional network.

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
2010**

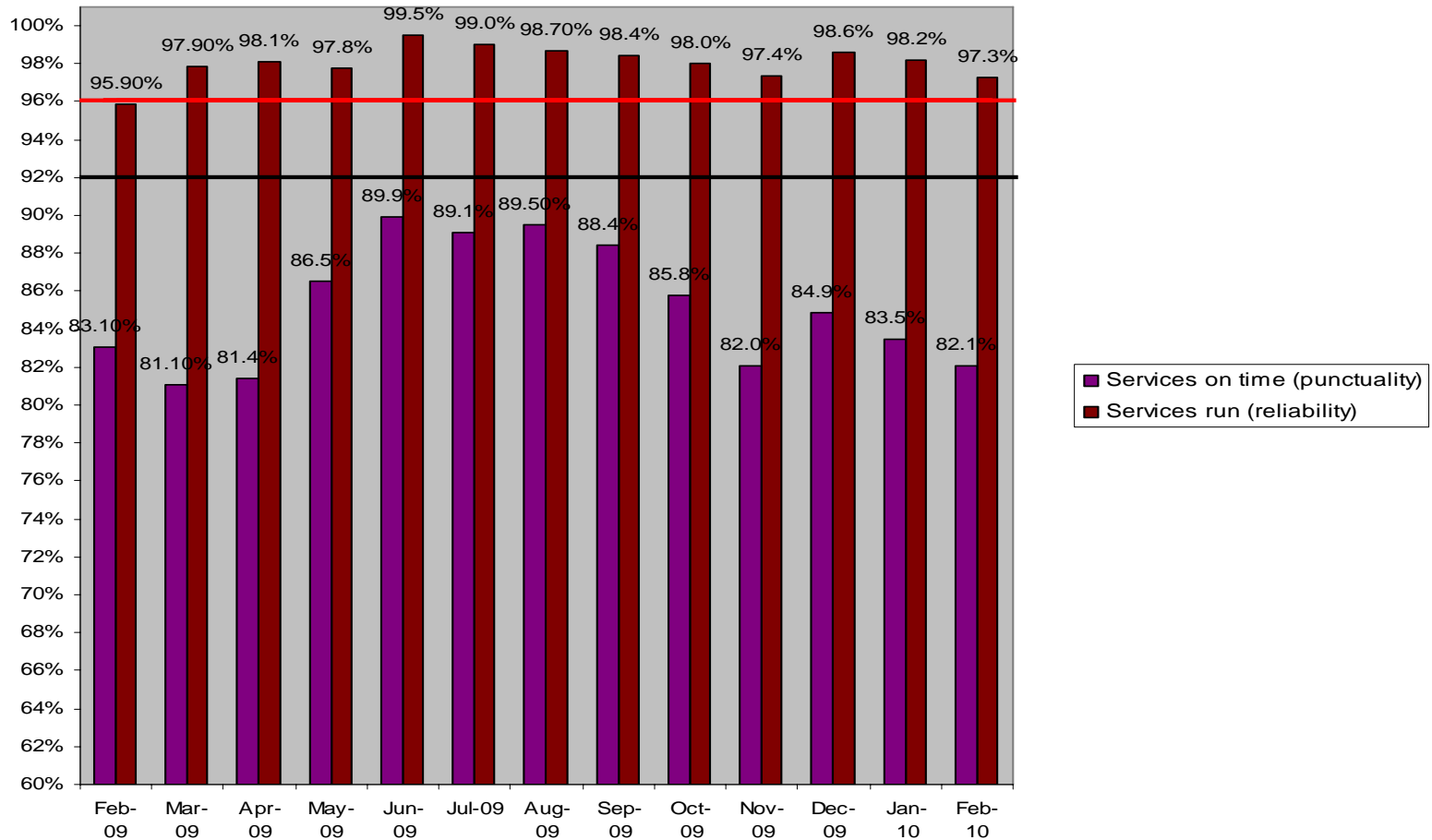


* Performance on the regional network can be measured for Melbourne-bound trains before they enter the metropolitan system. This process is difficult to replicate for out-bound trains which are affected by metropolitan congestion before they reach the regional network.

*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.

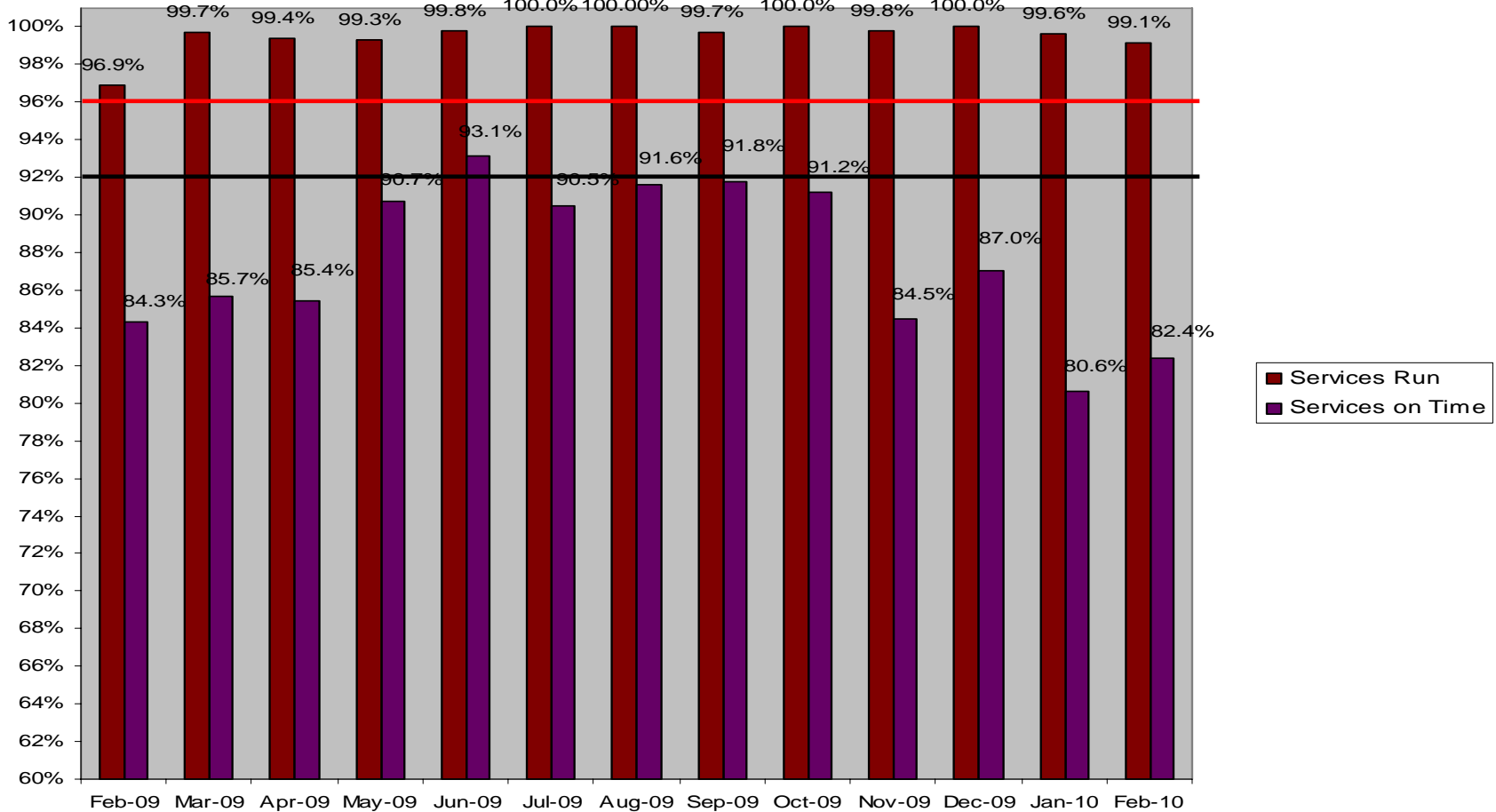
Services Run & On Time – Short distance

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 2010

Geelong – February 2010

Headline news:

Metropolitan train congestion and limited track space continues to be the main reason for delays.

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
1232	17	1215	98.6%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
1215	964	251	79.3%

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 faults = 4
- Storms = 8
- Track works = 3
- Misc. = 2

Delays:

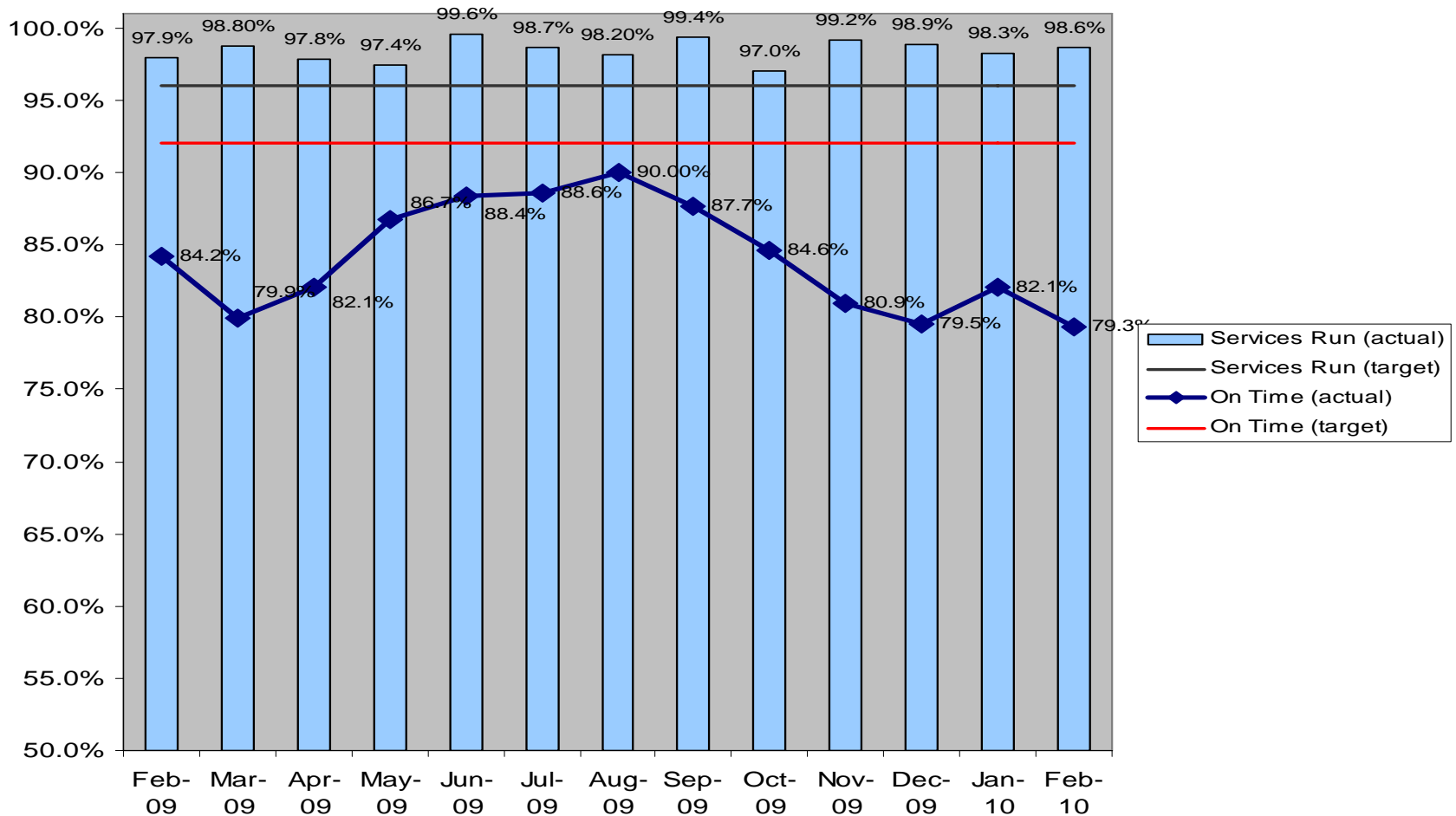
- Metro train congestion = 85
- Train faults = 23
- Infrastructure faults = 34
- Storms = 11
- Other / misc. = 98

Performance : Geelong line

February 2009 – February 2010

Short distance service punctuality measured to five minutes

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



Headline news:

There were no cancellations to Warrnambool services in February.

Warrnambool – February 2010

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
160	0	160	100%

Cancellations:

- Train faults = 0

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
151	119	32	78.8%

Delays:

- Train faults = 3
- Infrastructure faults = 8
- Metro train congestion = 4
- Weather = 1
- Other / misc.= 16

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.

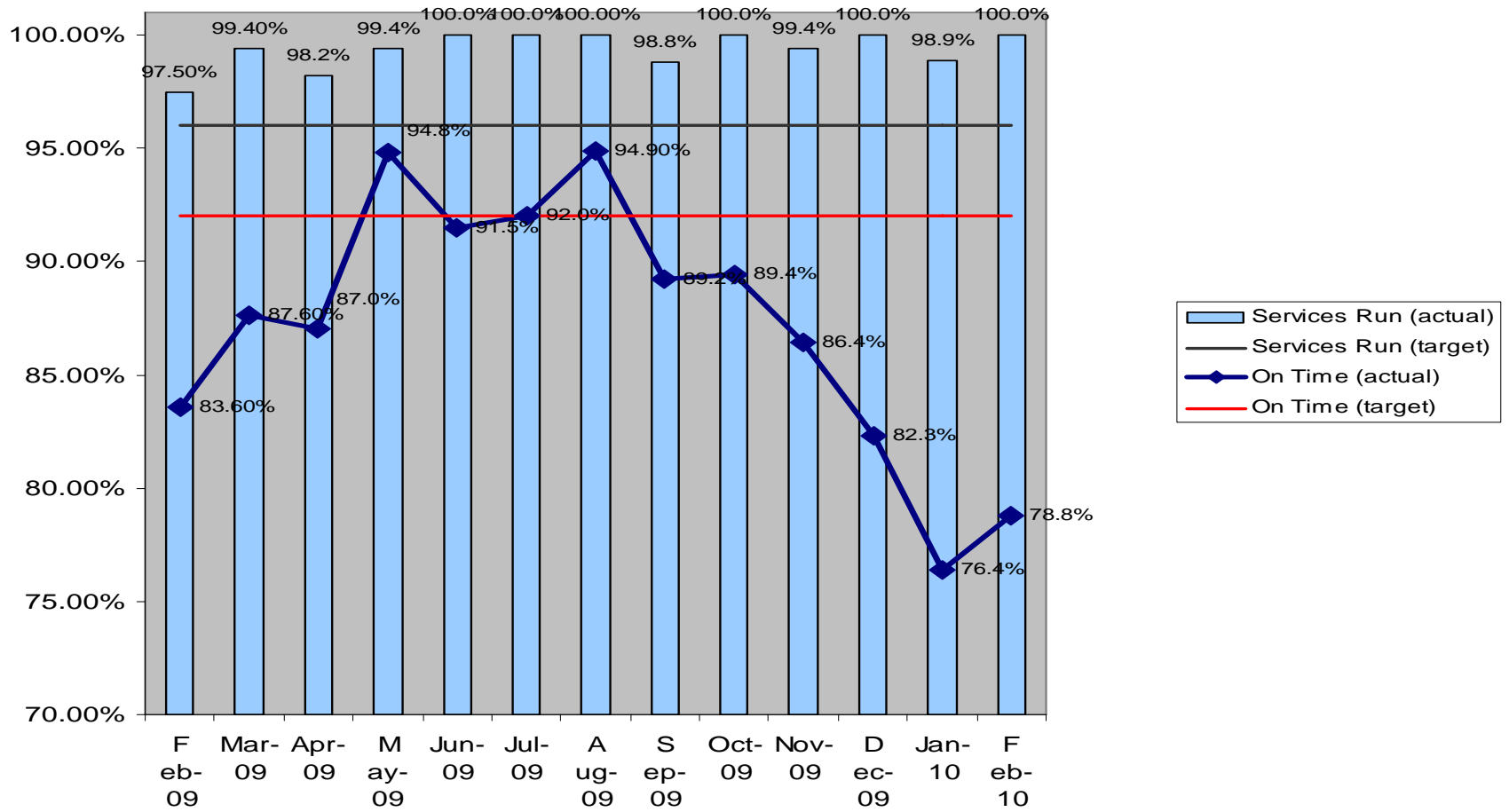
* Excludes short arrivals, includes short departures (if applicable)

Performance : Warrnambool services (Geelong line)

February 2009 – February 2010

Long distance service punctuality measured to 10 minutes

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



Headline news:

Storms on February 11 that damaged signalling and other infrastructure accounted for the majority of delays in February.

Ballarat - February 2010

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
1036	29	1007	97.2%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
1007	865	142	85.9%

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:

- Train faults = 3
- Storms = 23
- Other / misc. = 3

Delays:

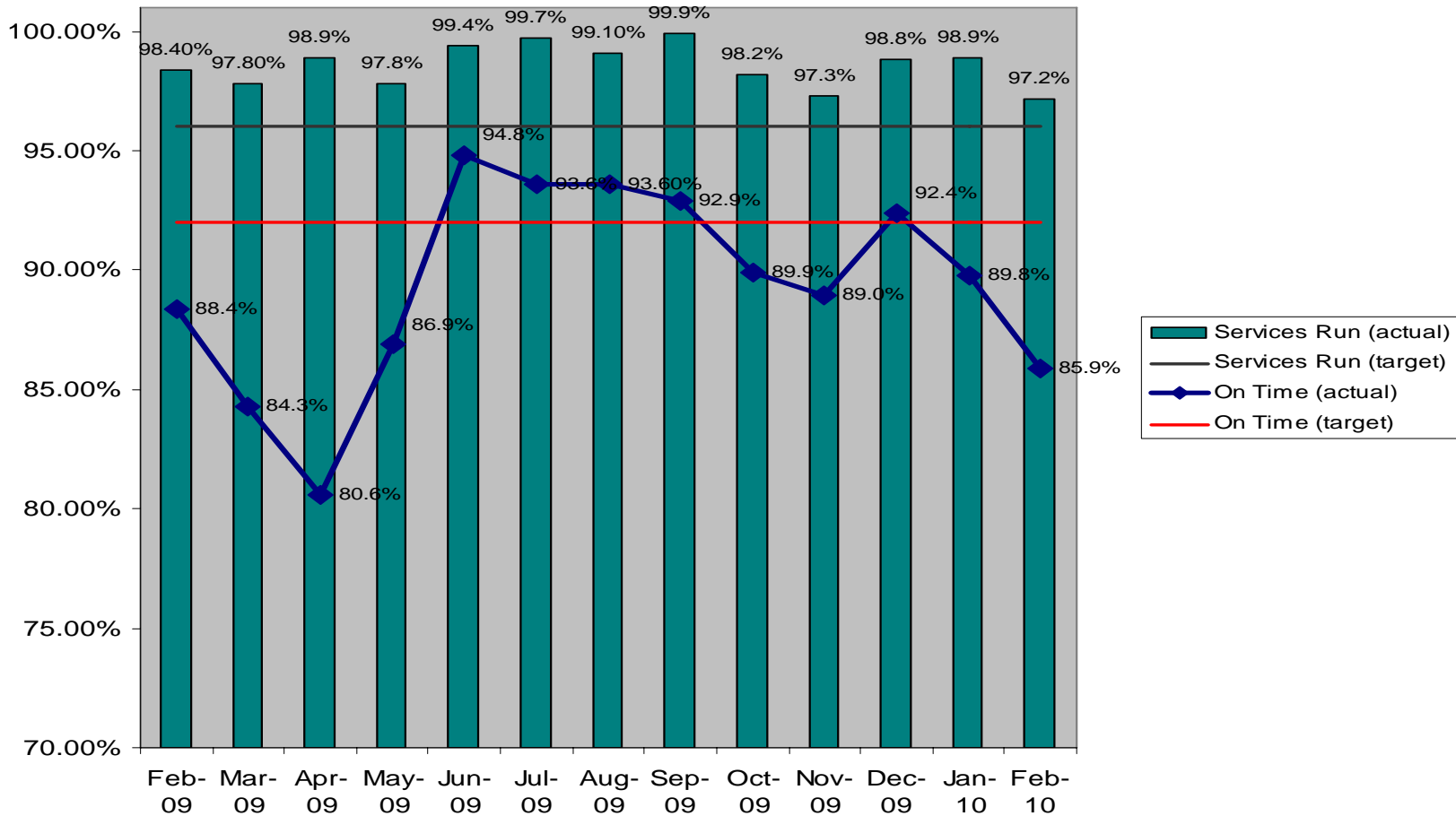
- Train faults = 27
- Infrastructure faults = 27
- Storms = 12
- Metro train congestion = 15
- Other / misc. = 61

Performance : Ballarat line

February 2010 – February 2010

Short distance service punctuality measured to five minutes

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



Headline news:

The Ararat line met its punctuality and reliability targets for the second consecutive month.

Ararat – February 2010

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
152	0	152	100%

Cancellations:

- Nil

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
151	144	7	95.4%

Delays:

- Train faults = 3
- Storms = 1
- Track obstruction = 1
- Other / misc. = 2

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.

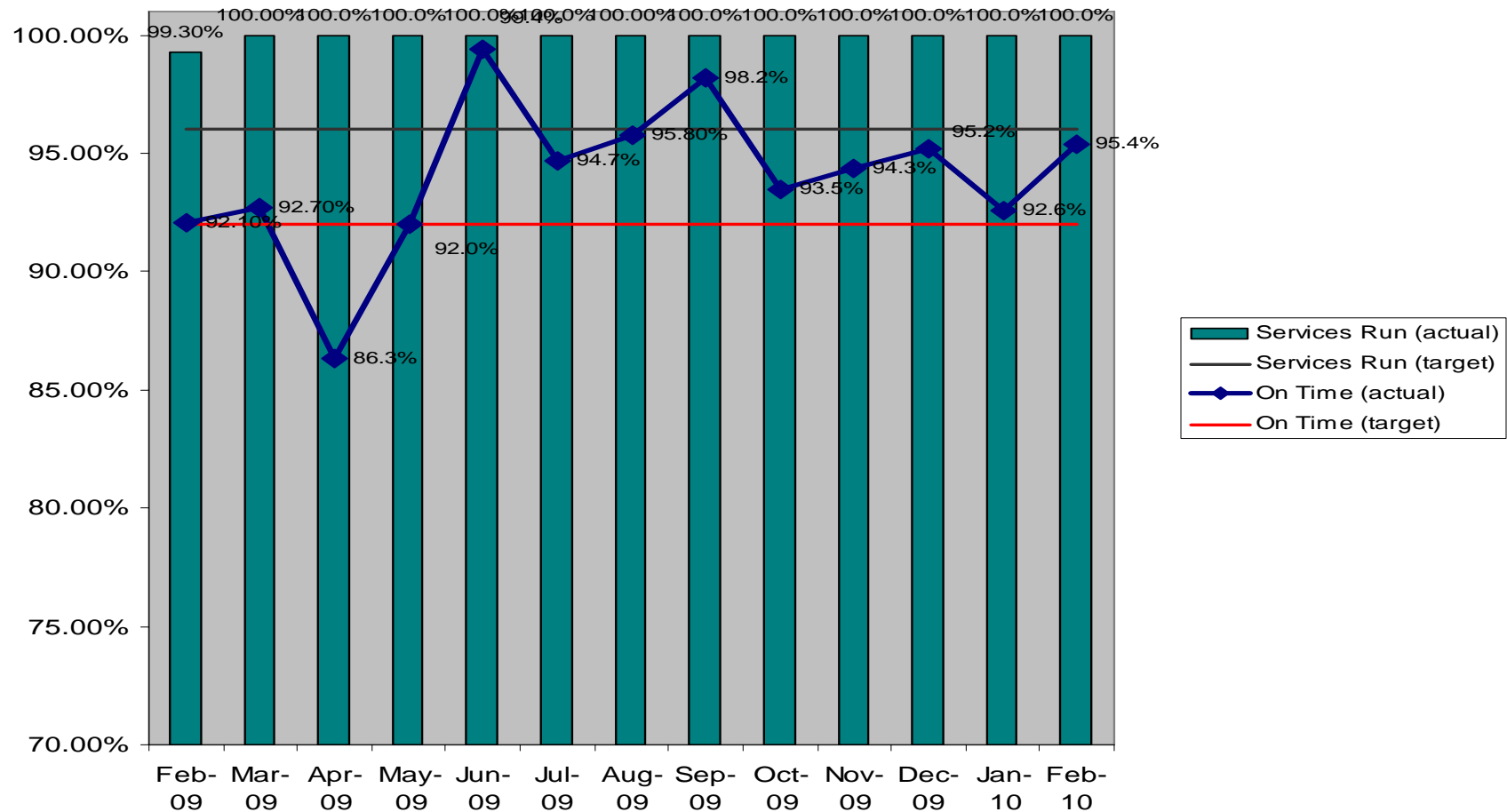
* Excludes short arrivals, includes short departures (if applicable)

Performance : Ararat services (Ballarat line)

February 2009 – February 2010

Long distance service punctuality measured to 10 minutes

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



Bendigo – February 2010

Headline news:

Major storms on February 11 accounted for most of the delays and cancellations relating to infrastructure faults.

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
1128	39	1089	96.5%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
1087	907	180	83.4%

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:

- Storms = 12
- Train faults = 13
- Infrastructure faults = 9
- Other / misc = 5

Delays:

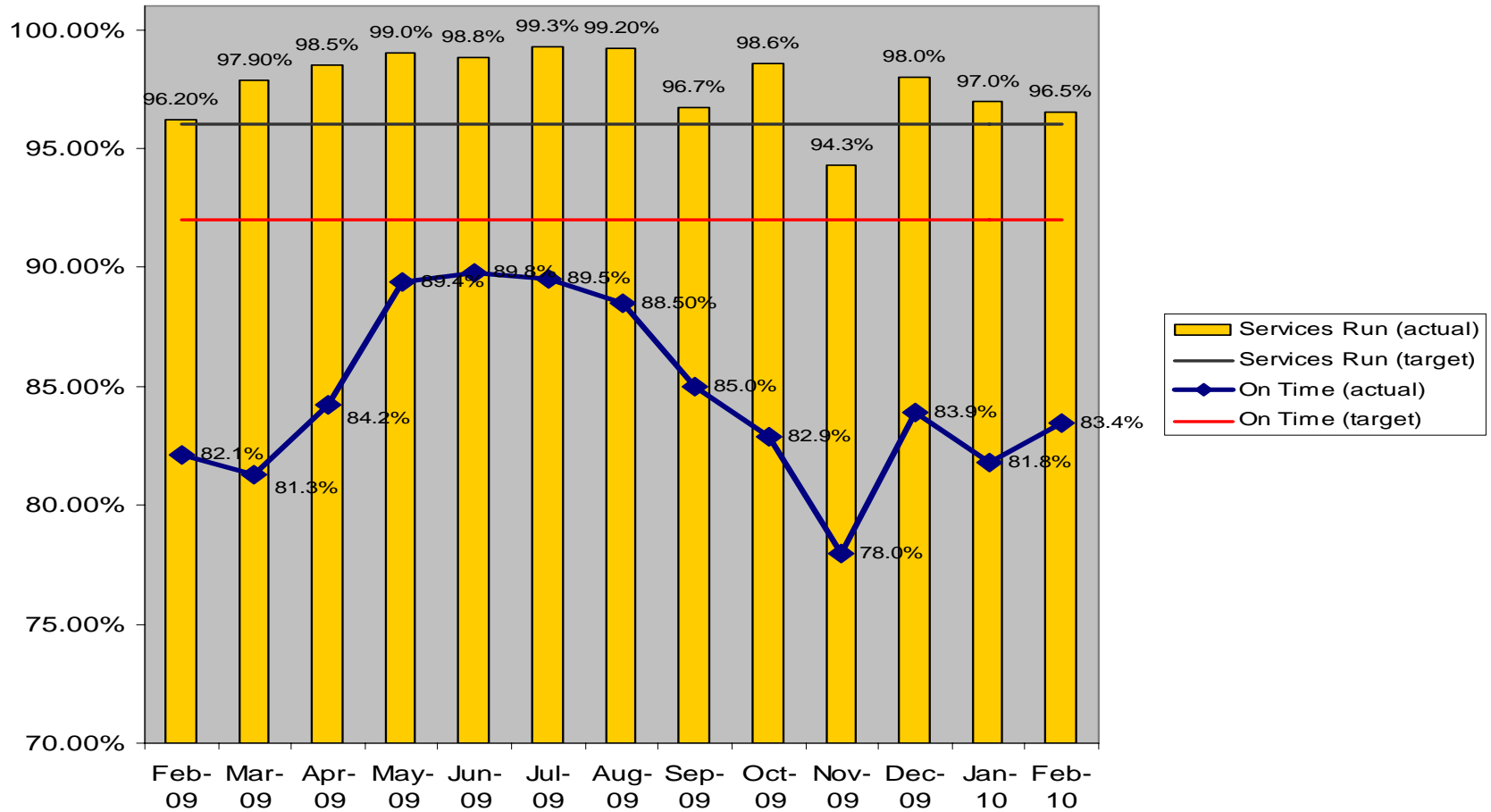
- Storms = 7
- Train faults = 35
- Infrastructure faults = 30
- Metro train congestion = 33
- Other / misc. = 75

Performance : Bendigo line

February 2009 – February 2010

Short distance service punctuality measured to five minutes

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



Headline news:

A VLocity train fault forced the cancellation of an Echuca service. Replacement coaches were organised.

Swan Hill & Echuca – February 2010

Services that ran:

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

Cancellations:

- Train fault = 1

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
181	145	36	80.1%

Delays:

- Train faults = 5
- Infrastructure faults = 8
- Other / misc. = 23

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.

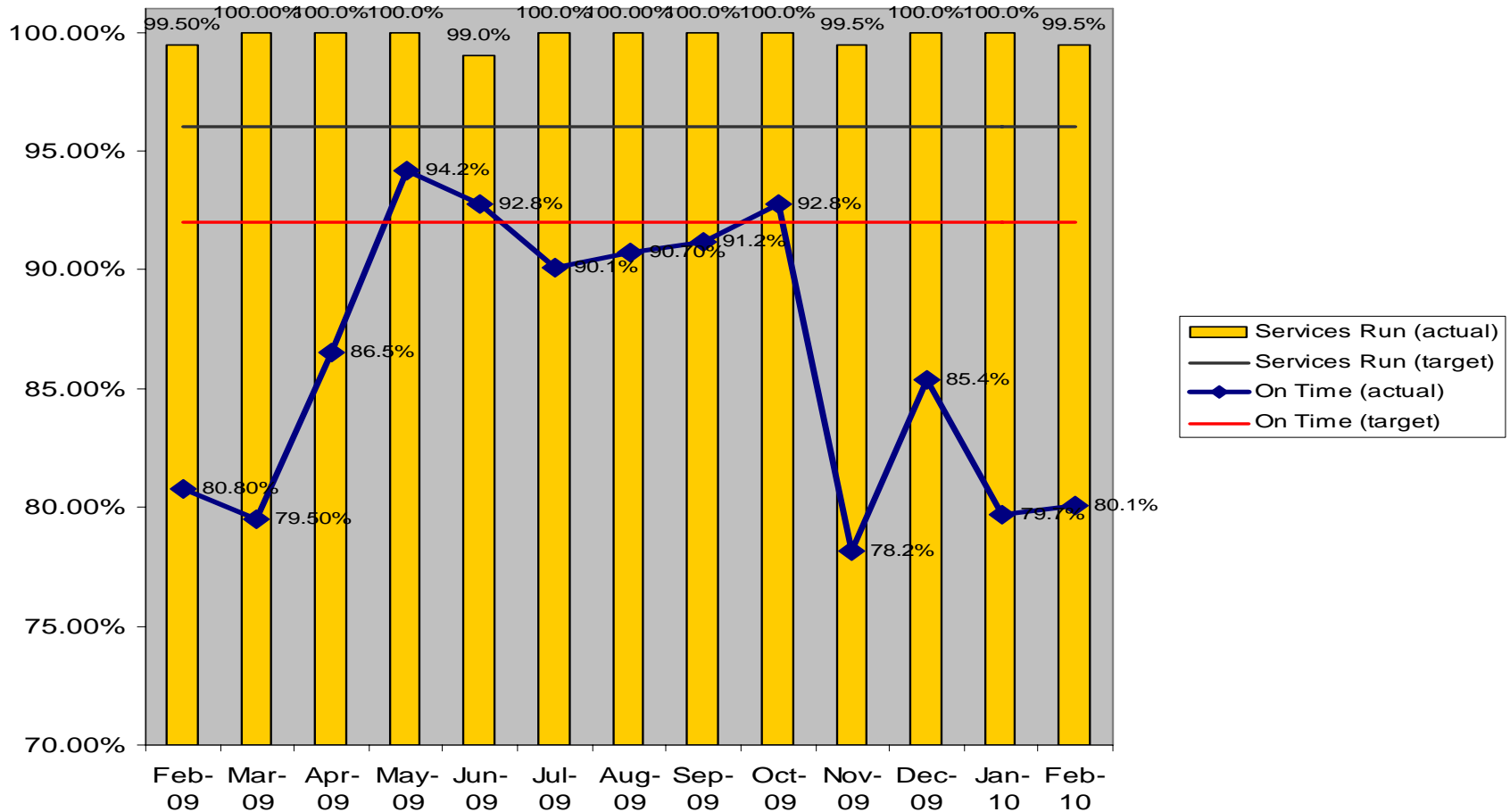
* Excludes short arrivals, includes short departures (if applicable)

Performance : Swan Hill & Echuca services (Bendigo line)

February 2009 – February 2010

Long distance service punctuality measured to 10 minutes

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



Headline news:

Infrastructure faults and metropolitan train congestion accounted for more than half of the delays on the Seymour line during February.

Seymour - February 2010

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
776	23	753	97.0%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
754	619	135	82.1%

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:

- Storms = 2
- Staff shortage = 2
- Train fault = 10
- Other / misc. = 9

Delays:

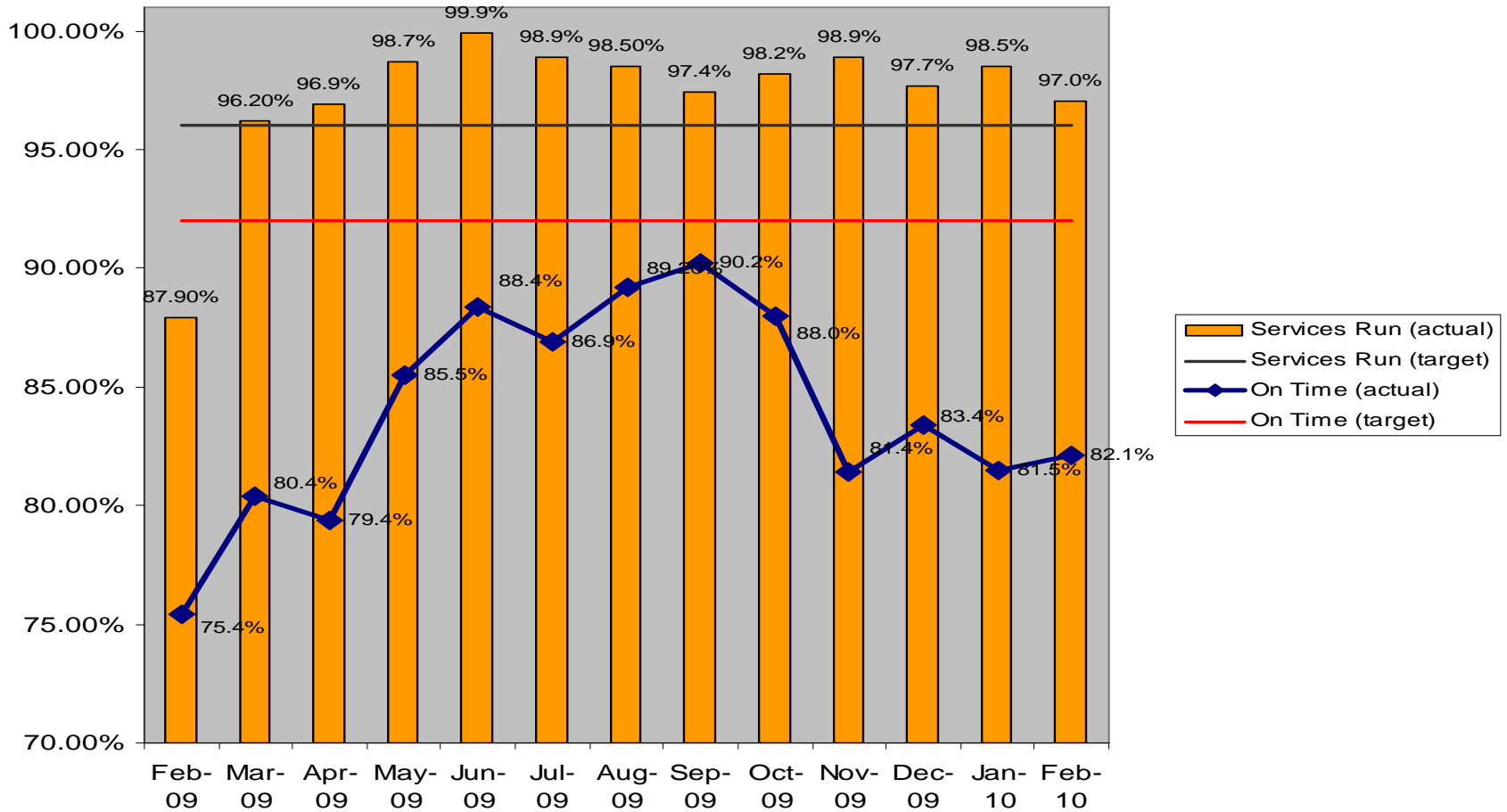
- Storms = 5
- Train faults = 18
- Metro train congestion = 41
- Infrastructure faults = 41
- Other / misc. = 30

Performance : Seymour line

February 2009 – February 2010

Short distance service punctuality measured to five minutes

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



Albury / Wodonga – February 2010

On 30 October 2009, 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 January 2009 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 project is completed Albury / Wodonga long distance train performance figures are not being reported until services return late 2010.

Headline news:

There were three more cancelled trains on the Shepparton line than in January.

Shepparton – January 2010

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
136	4	132	97.1%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
132	114	18	86.4%

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:

- Trespasser = 1
- Train shortage = 1
- Misc = 2

Delays:

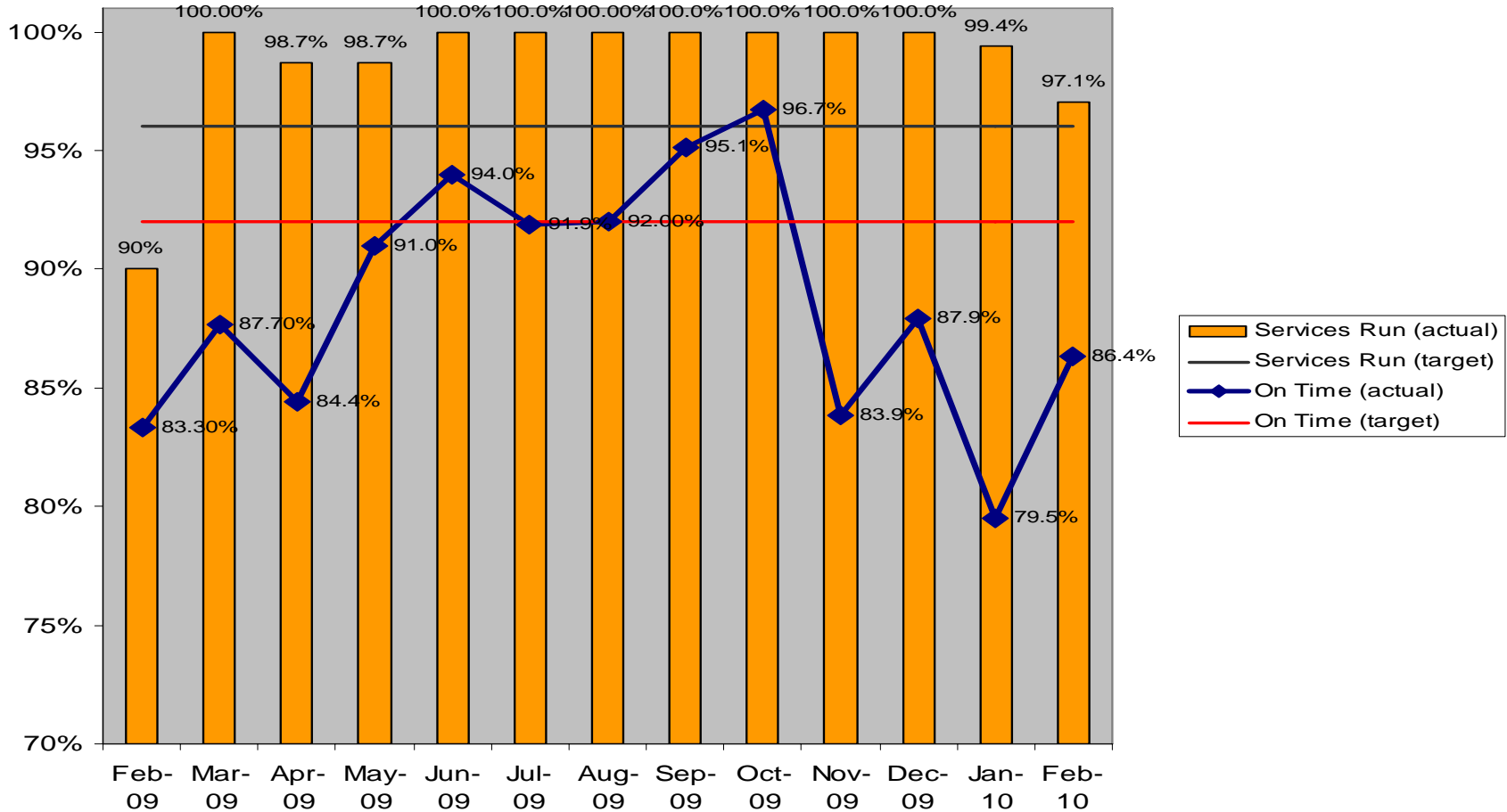
- Metropolitan congestion = 1
- Train faults = 5
- Infrastructure faults = 7
- Misc / other = 5

Performance : Shepparton services (Seymour line)

February 2009 – February 2010

Long distance service punctuality measured to 10 minutes

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



Traralgon – February 2010

Headline news:

A major re-sleeping project will begin on the Traralgon line in May. Visit vline.com.au in the coming weeks for news.

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
700	24	676	96.6%

Services on-time.

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
681	540	141	79.3%

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:

- Train faults = 6
- Storms = 11
- Other / misc. = 7

Delays:

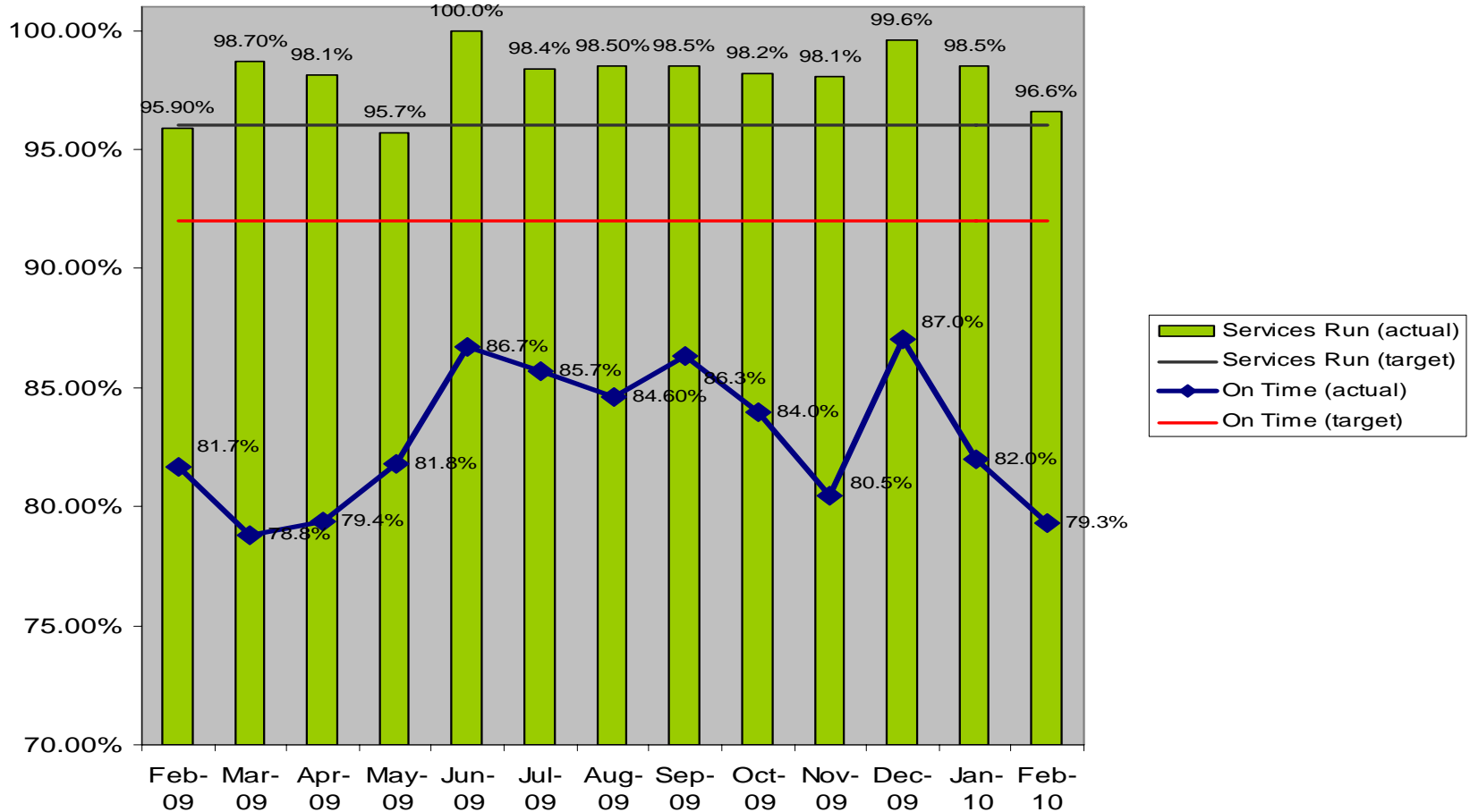
- Train faults = 20
- Infrastructure faults = 17
- Metro train congestion = 53
- Passengers = 7
- Weather / storms = 7
- Misc / other = 37

Performance : Traralgon services (Gippsland line)

February 2009 – February 2010

Short distance service punctuality measured to five minutes

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



Bairnsdale – February 2010

Headline news:

Maintenance work contributed to 11 delayed trains because of temporary speed restrictions in place at worksites for safety reasons.

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
168	2	166	98.8%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
163	119	44	73.0%

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:

- Metro infrastructure fault = 2

Delays:

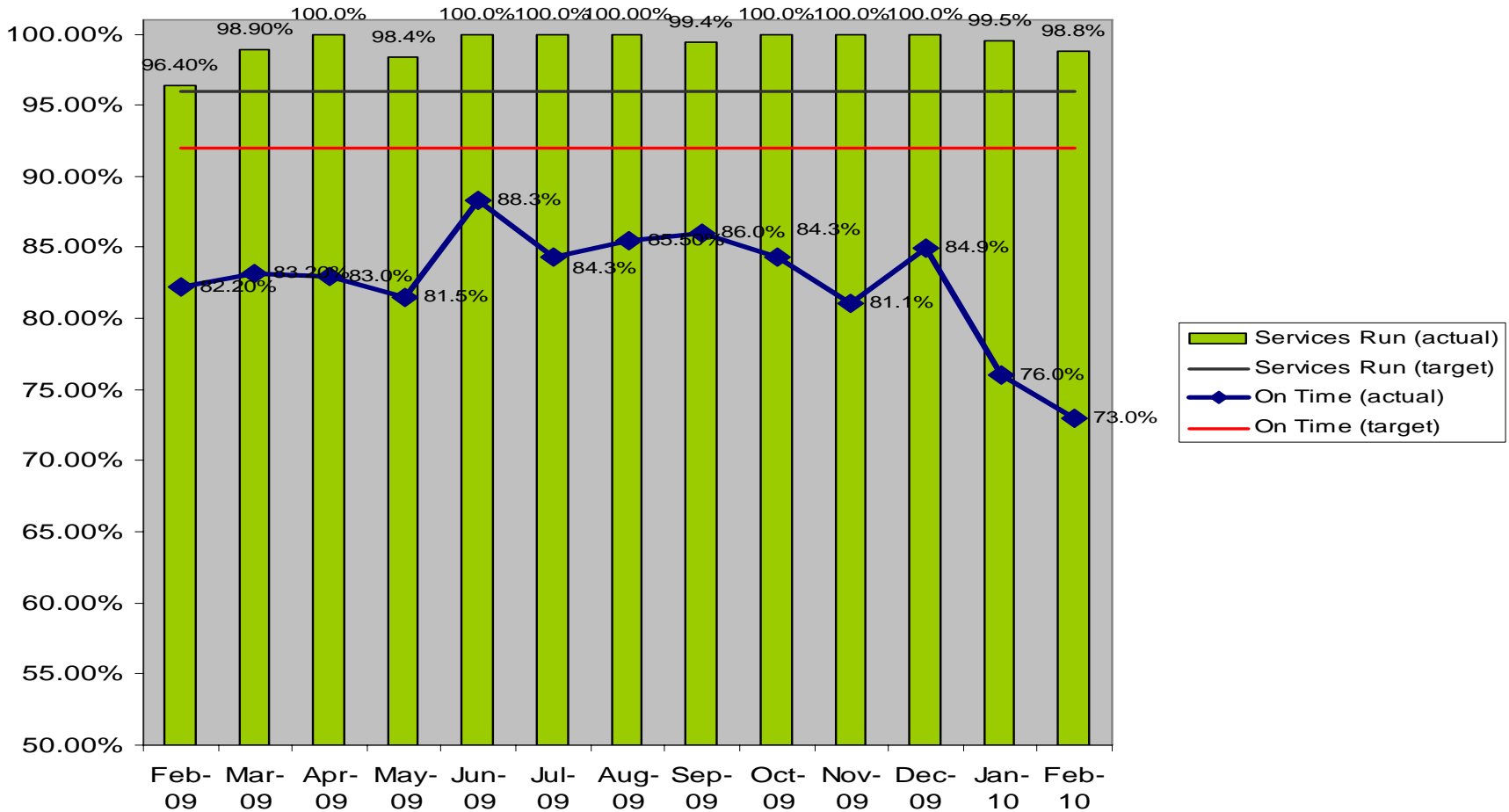
- Train faults = 6
- Infrastructure faults = 6
- Metropolitan congestion = 7
- Weather / storms = 2
- Maintenance work = 11
- Other / Misc = 12

Performance : Bairnsdale services (Gippsland line)

February 2009 – February 2010

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).