

V/Line's July 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 July 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 (July 2009)

- **Cancellations in July:**

- There were no cancellations out of 898 long distance train services (100 per cent reliability).
- There were 54 cancellations out of 5606 short distance train services (99 per cent reliability)

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

- Our high 'on-time' target was only achieved on the Ballarat, Ararat and Warrnambool lines due to congestion in the metropolitan network, faulty infrastructure and faulty trains.
- On-time performance across the network in July was an average 89.1 per cent for short distance trains and 90.5 per cent for long distance services.
- In line with our Customer Charter commitments, compensation is payable on all lines except Ballarat, Ararat and Warrnambool.

Key results – Victoria state wide (July 2009)

Services run - results:

- We have a target of ensuring at least 96 per cent of scheduled services run.
- In July 2009 we met our reliability target on all lines with 100 per cent of long distance and 99 per cent of short distance services running.
- V/Line scheduled 5606 short distance and 898 long distance services. There were 54 unforeseen short distance cancellations (27 more than June 09) and zero long distance cancellations (two less than the previous month).
- Factors resulting in train cancellations in July were:
 - Train faults (13)
 - Staff shortage (12)
 - Infrastructure faults (8)
 - Vandalism (6)
 - Trespasser incidents (6)
 - Miscellaneous (9)

Key results – Victoria state wide (July 2009)

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains
6449	5761	688

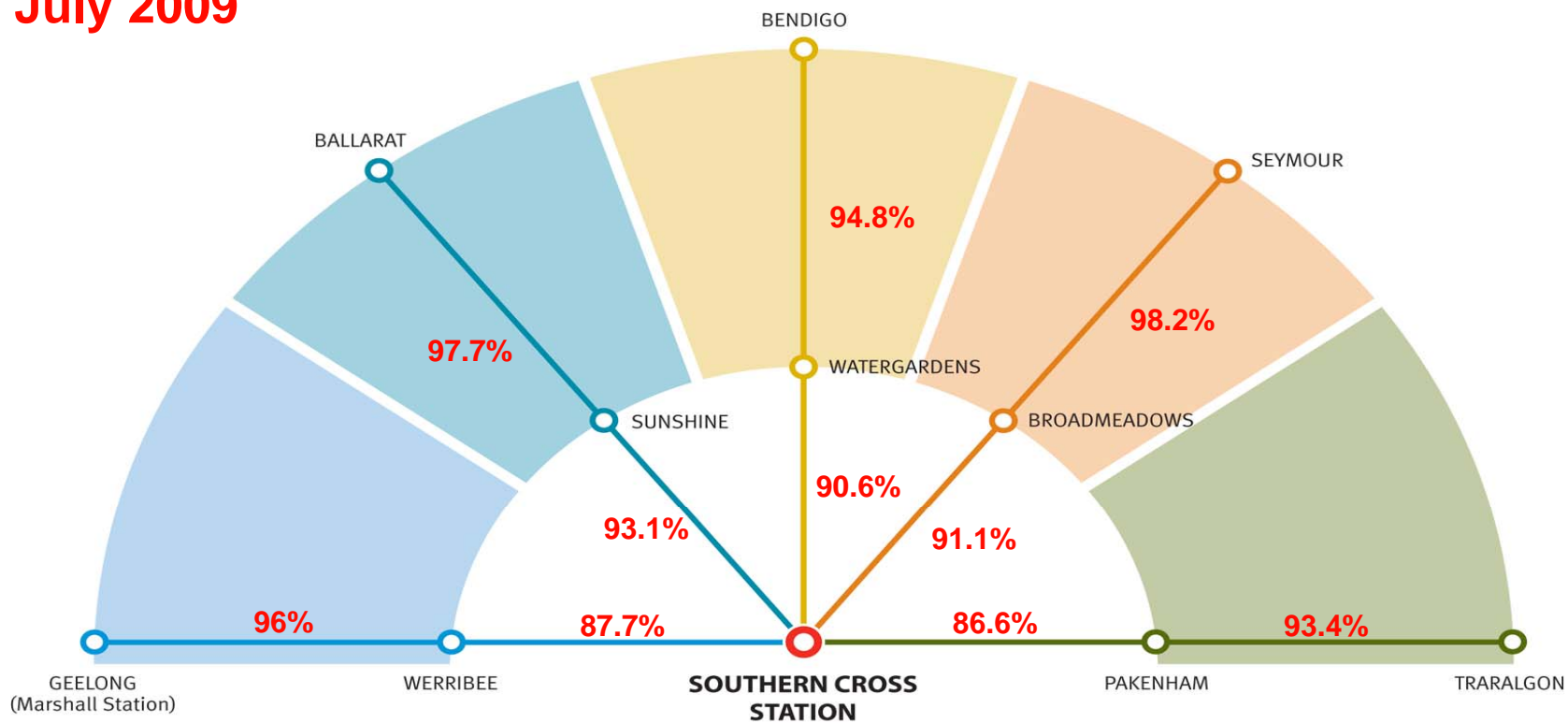
* Excludes short arrivals, includes short departures (if applicable)

- Once again we saw on-time improvement in July (particularly on the Ballarat line), although 688 out of 6449 trains were still delayed in this month:
 - Suburban congestion caused 160 trains to be delayed, or 23 per cent of delays.
 - Infrastructure faults caused 16 per cent of delays (113 trains).
 - Train faults caused 15 per cent, or 107 trains to be delayed.
 - Our on-time performance in the regional network remained high (see pages 6 & 7).

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*

July 2009

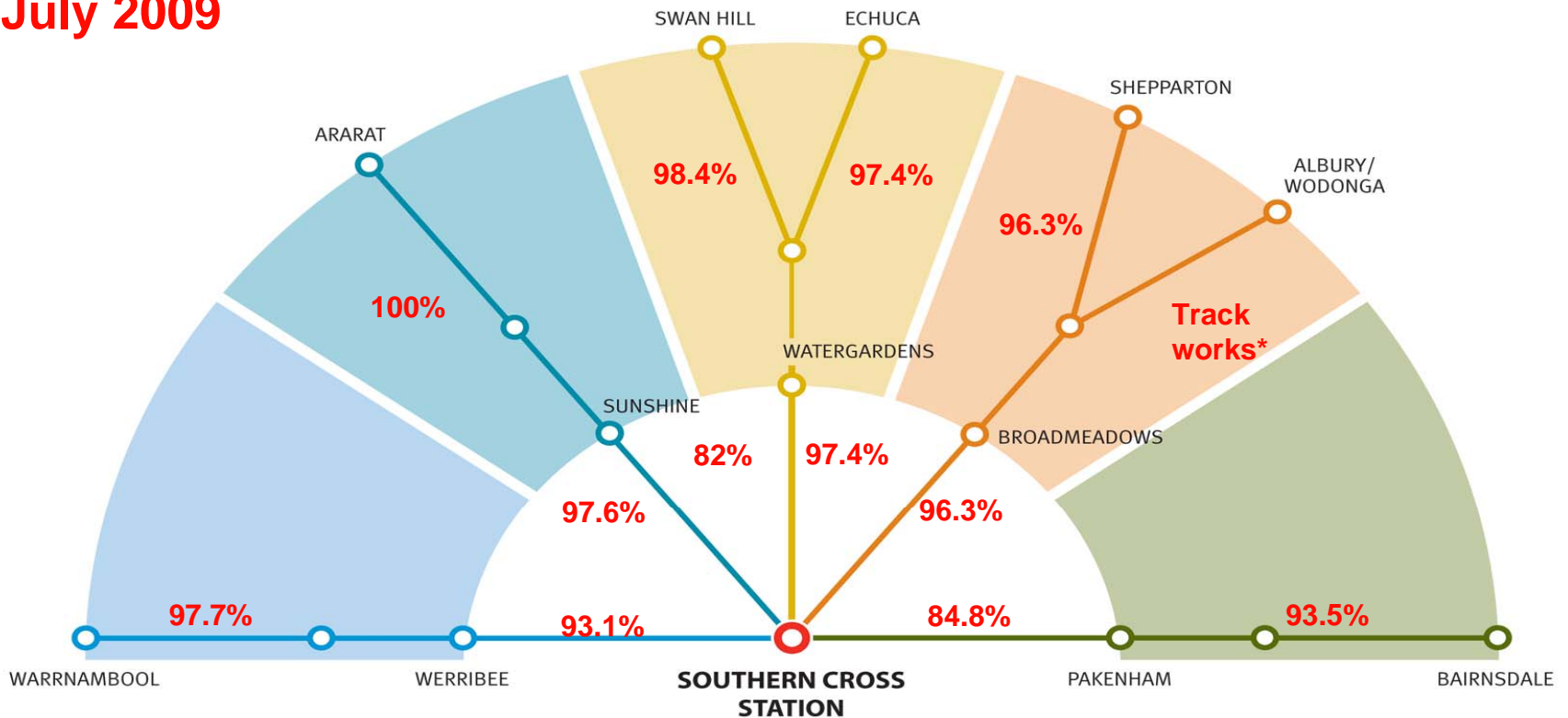


* Performance on the regional network can be measured for Melbourne-bound trains before they enter the metropolitan system. This process is difficult to replicate for out-bound trains which are affected by metropolitan congestion before they reach the regional network.

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*

July 2009

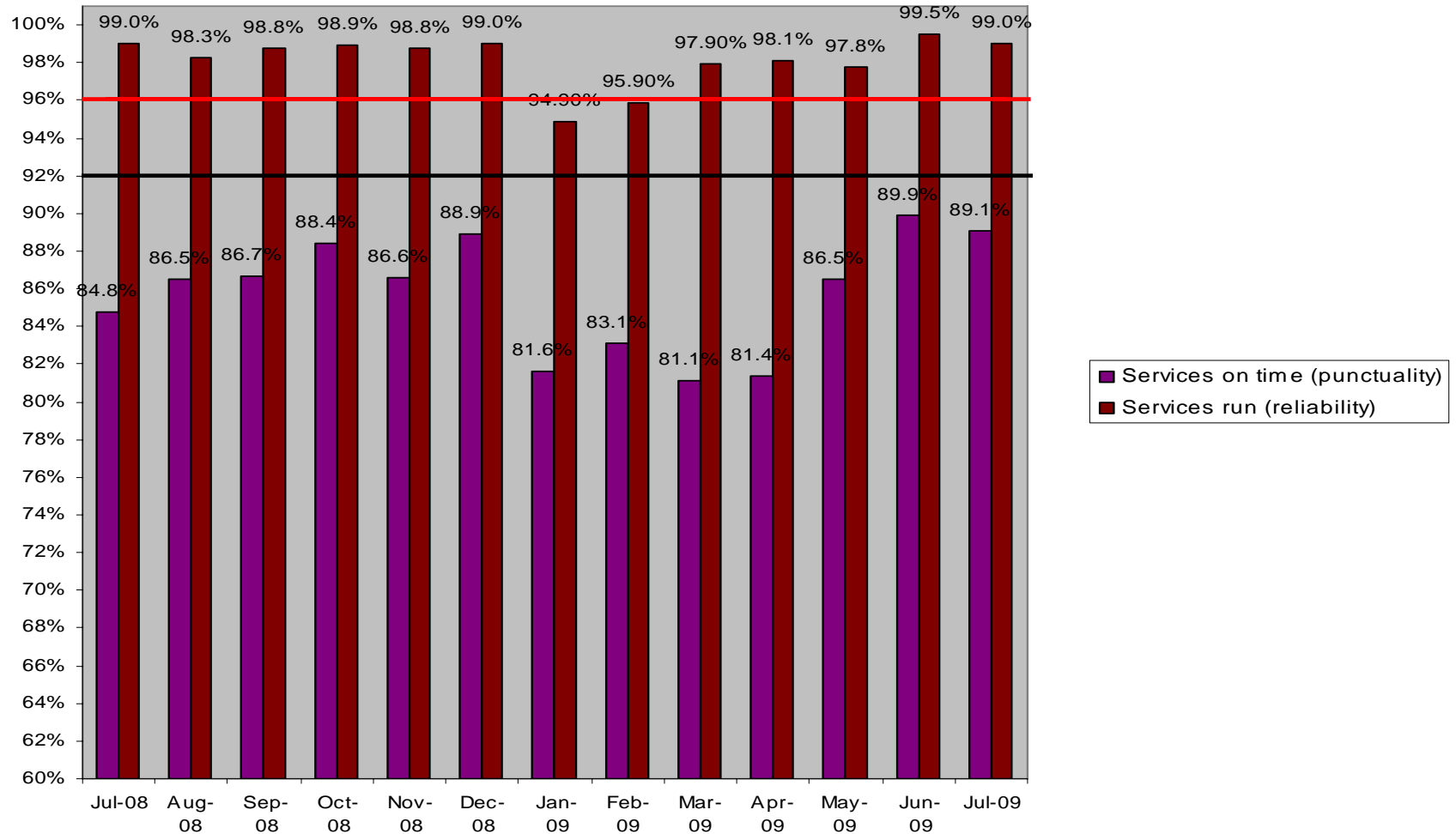


* Performance on the regional network can be measured for Melbourne-bound trains before they enter the metropolitan system. This process is difficult to replicate for out-bound trains which are affected by metropolitan congestion before they reach the regional network.

*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.

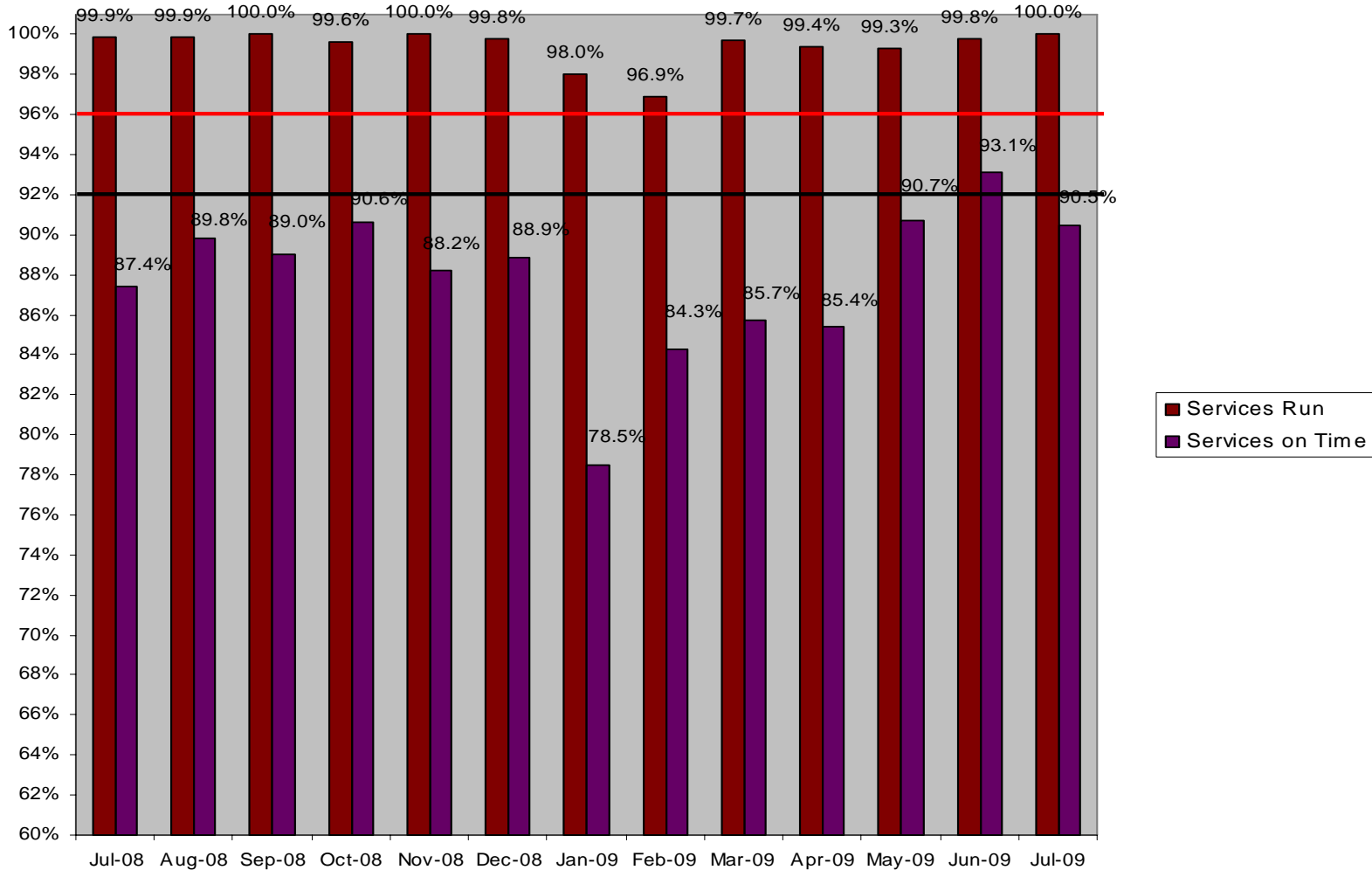
Services Run & On Time – Short distance

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?

July 2009

Geelong – July 2009

Headline news:

The Geelong line was 96 per cent 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
1460	19	1441	98.7%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
1442	1277	165	88.6%

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 = 7
- Vandalism = 5
- Other / misc. = 7

Delays:

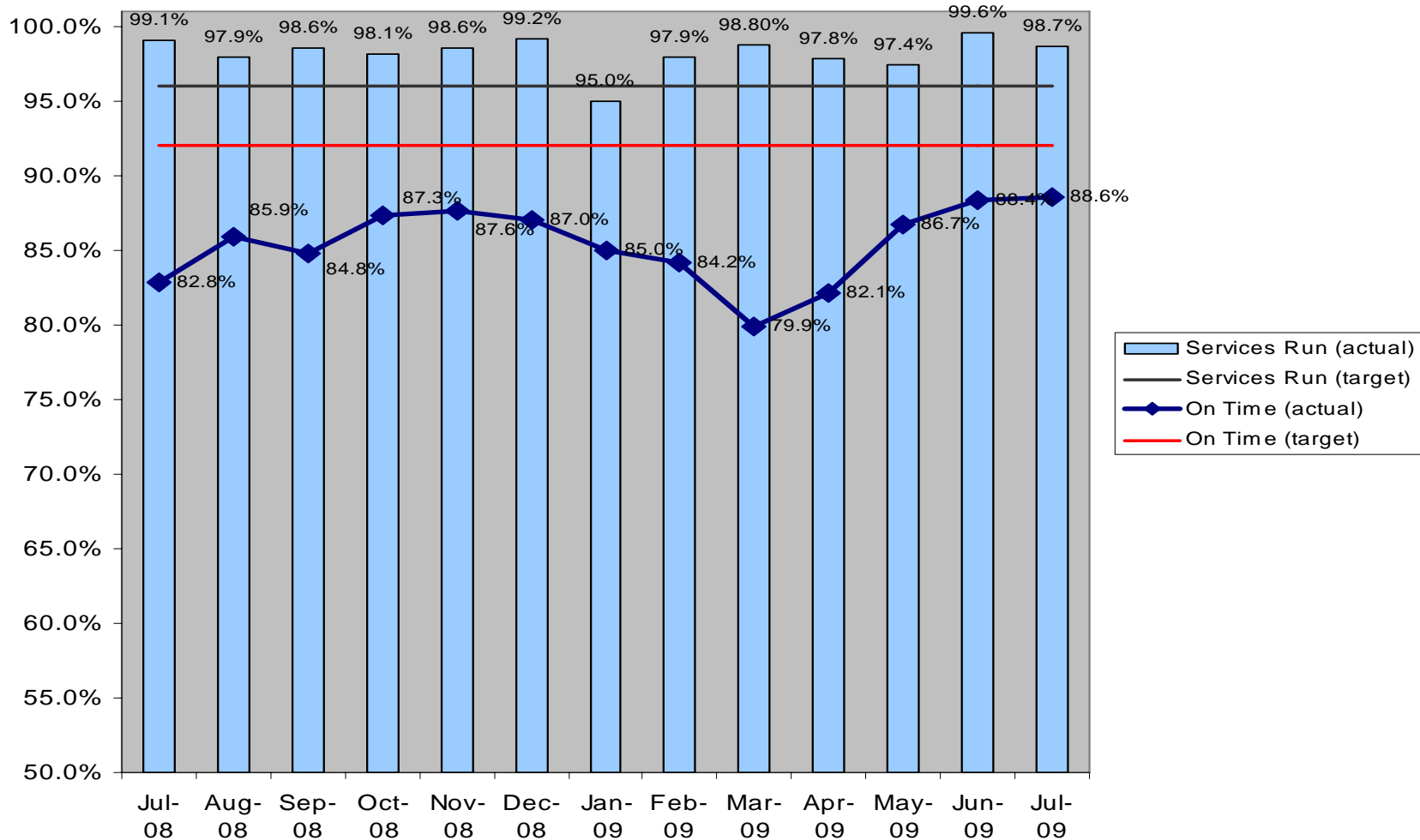
- Infrastructure faults = 34
- Metro congestion = 30
- Train faults = 29
- Other / misc. = 72

Performance : Geelong line

July 2008 – July 2009

Short distance service punctuality measured to five minutes

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



Warrnambool – July 2009

Headline news:

No trains were cancelled on the Warrnambool line in July and the line met its on-time performance.

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
178	0	178	100%

Cancellations:

- Nil

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
175	161	14	92%

Delays:

- Train faults = 4
- Infrastructure faults = 4
- Other / misc. 6

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.

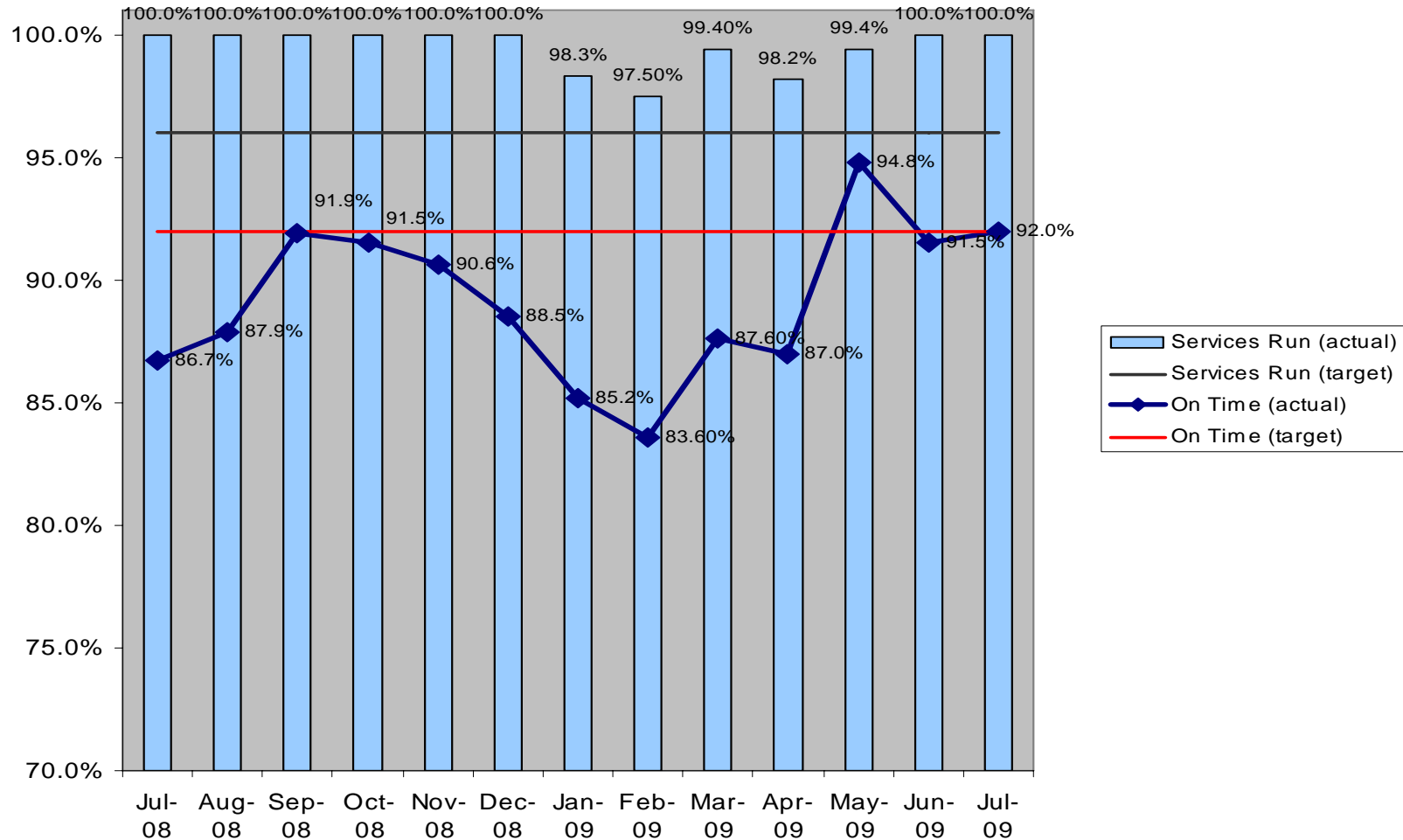
* Excludes short arrivals, includes short departures (if applicable)

Performance : Warrnambool services (Geelong line)

July 2008 – July 2009

Long distance service punctuality measured to 10 minutes

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



Headline news:

Ballarat met both the on-time and reliability targets in July.

Ballarat - July 2009

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
1166	3	1163	99.7%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
1163	1088	75	93.6%

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 = 1
- Staff shortage = 1
- Other / misc. = 1

Delays:

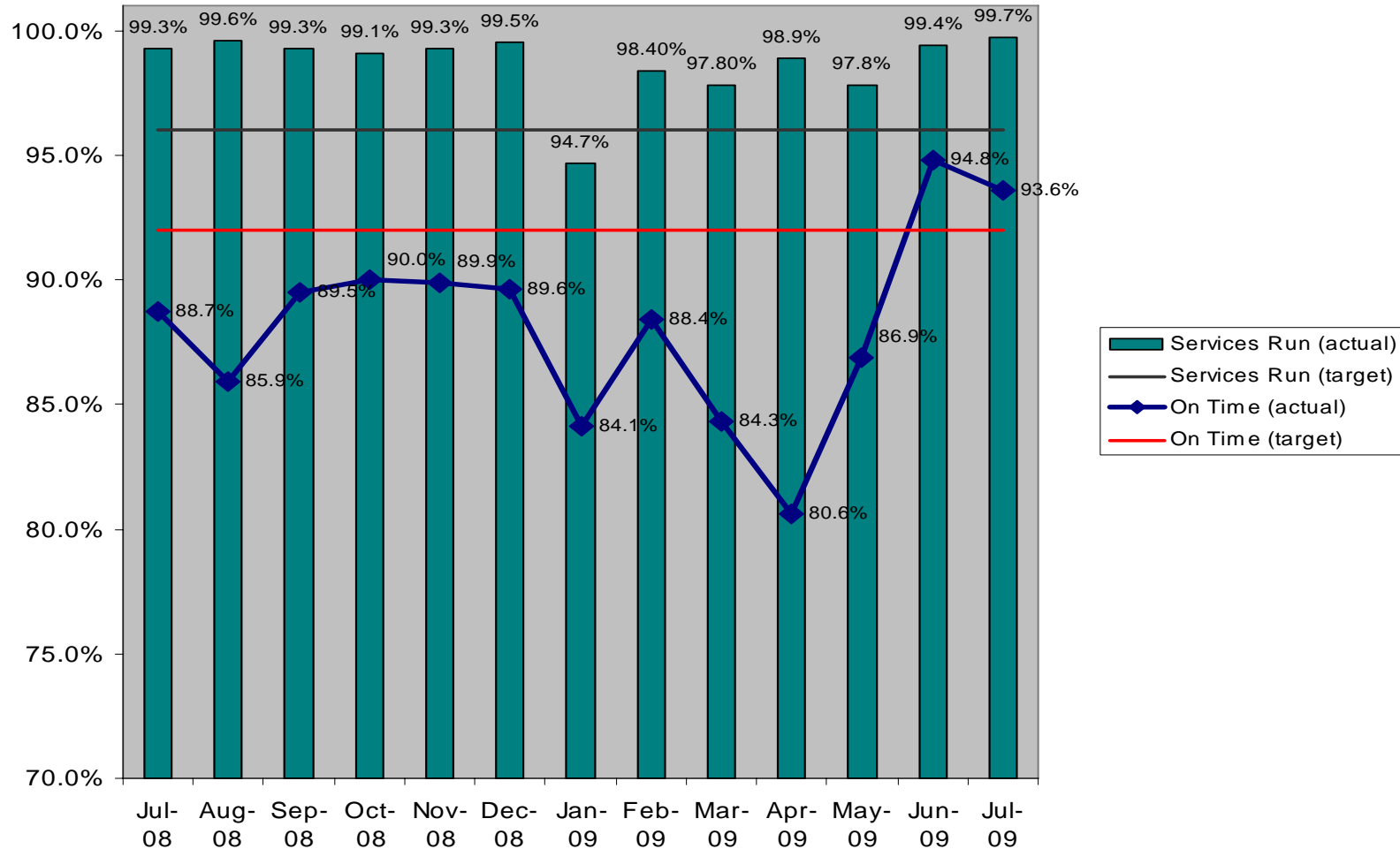
- Train faults = 15
- Infrastructure faults = 13
- Metro congestion = 12
- Other / misc. = 35

Performance : Ballarat line

July 2008 – July 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 July, and the on-time target was met.

Ararat – July 2009

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
170	0	170	100%

Cancellations:

- Nil

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
170	161	9	94.7%

Delays:

- Infrastructure faults = 2
- Train faults = 1
- Other / misc. = 6

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.

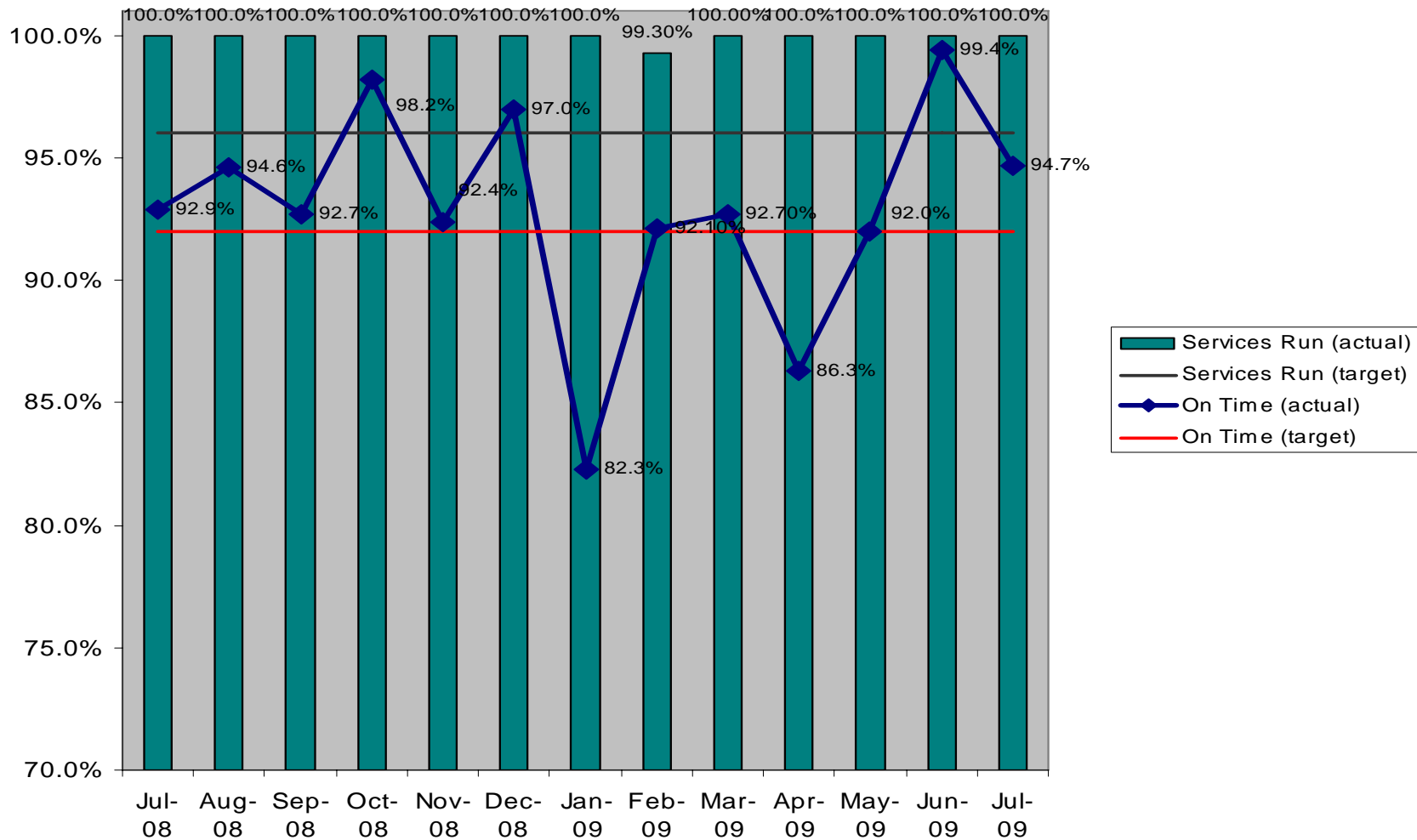
* Excludes short arrivals, includes short departures (if applicable)

Performance : Ararat services (Ballarat line)

July 2008 – July 2009

Long distance service punctuality measured to 10 minutes

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



Bendigo – July 2009

Headline news:

The Bendigo line was 94.8% 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
1276	9	1267	99.3%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
1267	1134	133	89.5%

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 = 5
- Staff shortage = 2
- Other / misc. = 2

Delays:

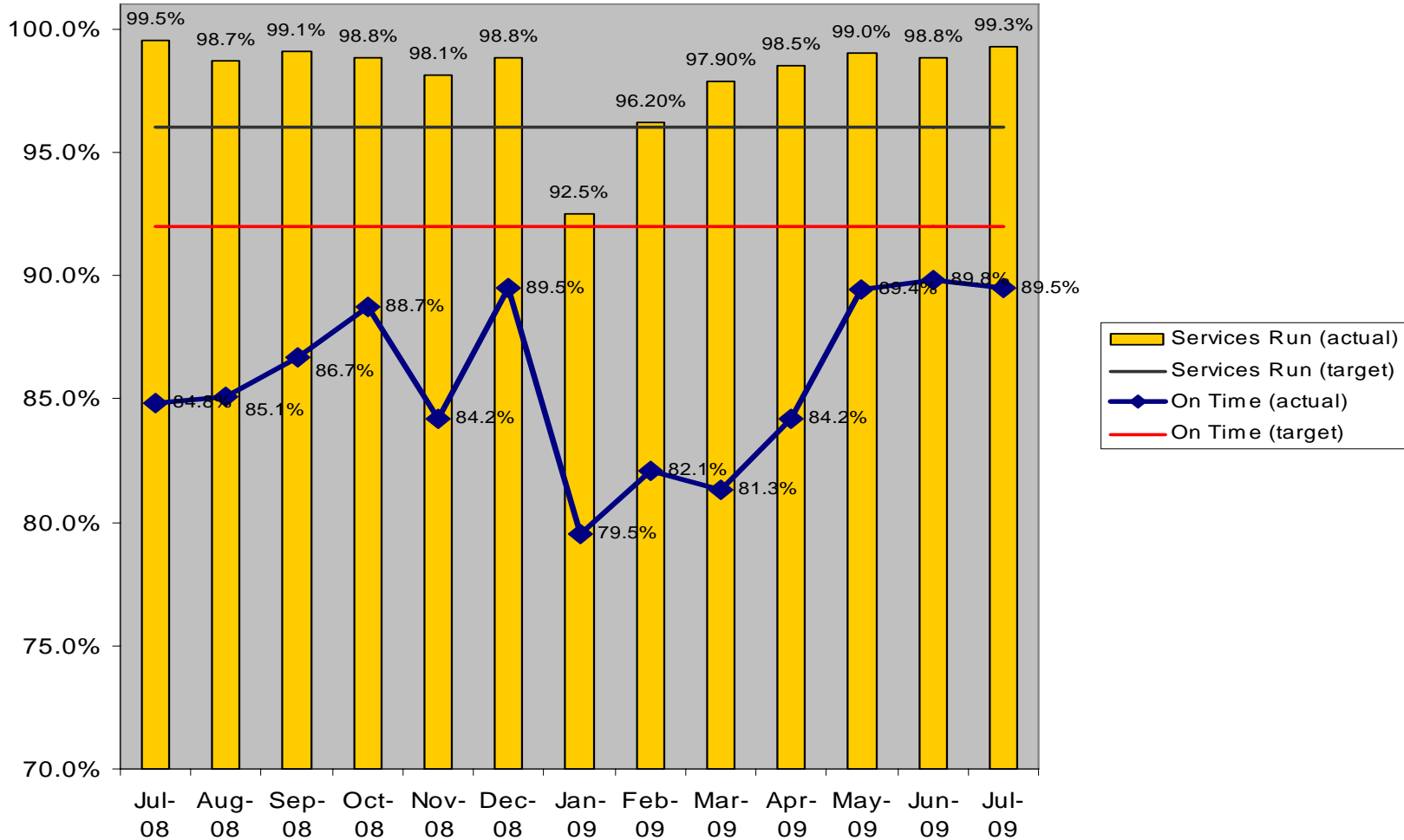
- Metropolitan congestion = 34
- Train faults = 23
- Infrastructure faults = 19
- Other / misc. = 57

Performance : Bendigo line

July 2008 – July 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 July.

Swan Hill & Echuca – July 2009

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
202	0	202	100%

Cancellations:

- Nil

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
202	182	20	90.1%

Delays:

- Metro congestion = 5
- Infrastructure faults = 5
- Other / misc. = 10

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.

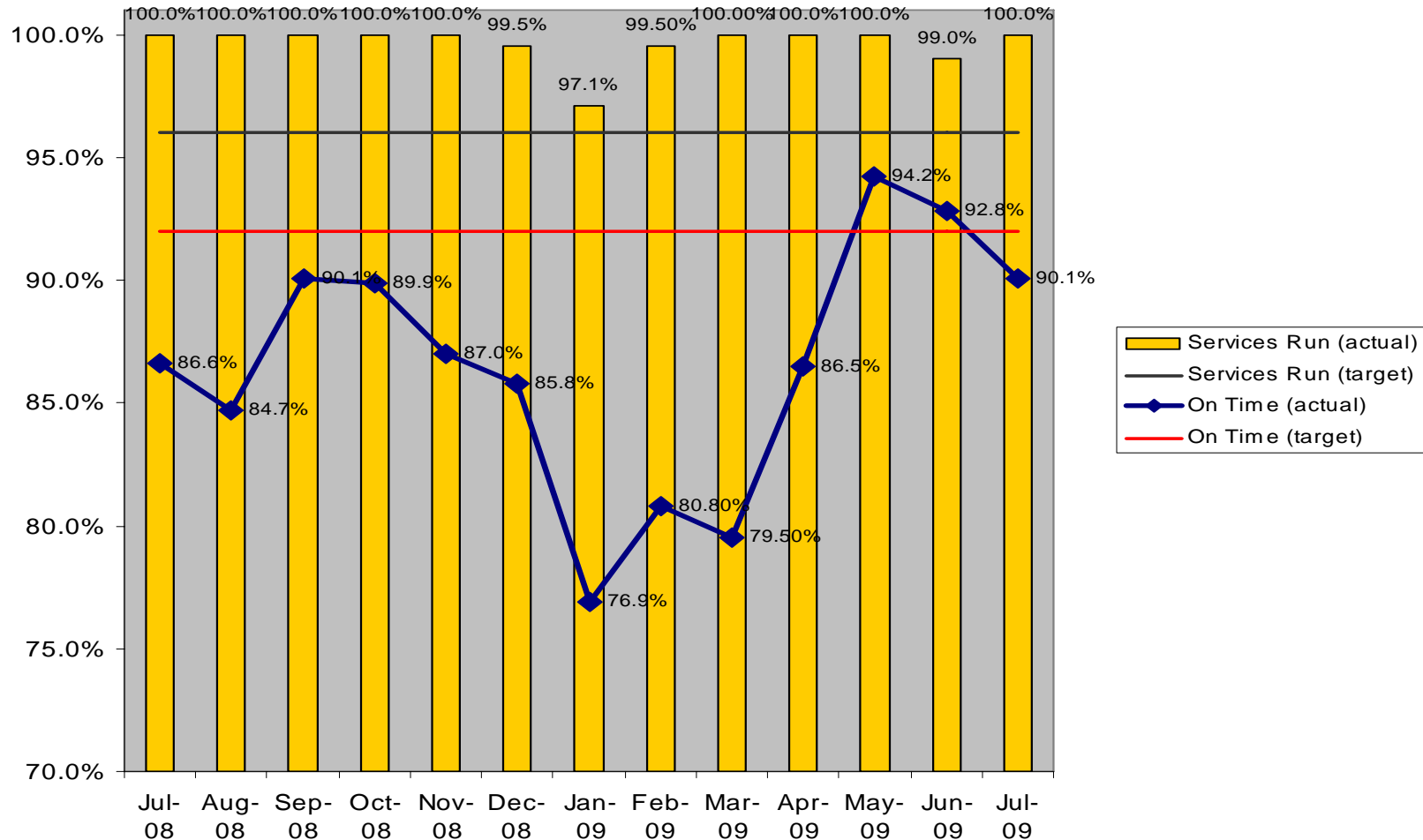
* Excludes short arrivals, includes short departures (if applicable)

Performance : Swan Hill & Echuca services (Bendigo line)

July 2008 – July 2009

Long distance service punctuality measured to 10 minutes

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



Headline news:

The Seymour line was 98.2% on-time up to the metro boundary (see p.6), but faced delays in the metro network.

Seymour - July 2009

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
916	10	906	98.9%

Cancellations:

- Staff shortage = 8
- Other / misc. = 2

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
906	787	119	86.9%

Delays:

- Infrastructure faults = 24
- Metro train congestion = 24
- Train faults = 15
- Craigieburn works = 11
- Other / misc. = 45

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.

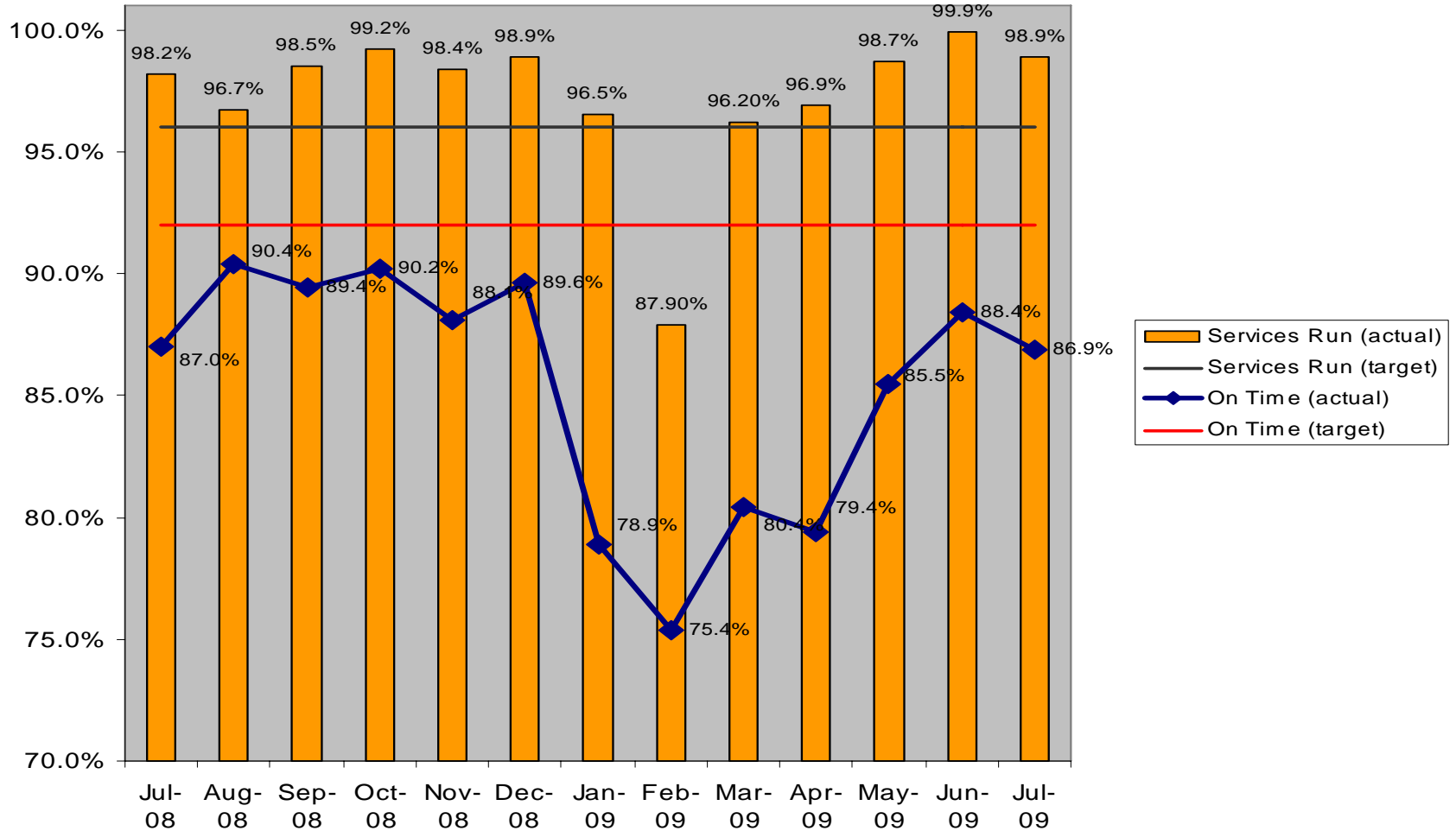
* Excludes short arrivals, includes short departures (if applicable)

Performance : Seymour line

July 2008 – July 2009

Short distance service punctuality measured to five minutes

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



Albury / Wodonga – July 2009

On 30 July 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.

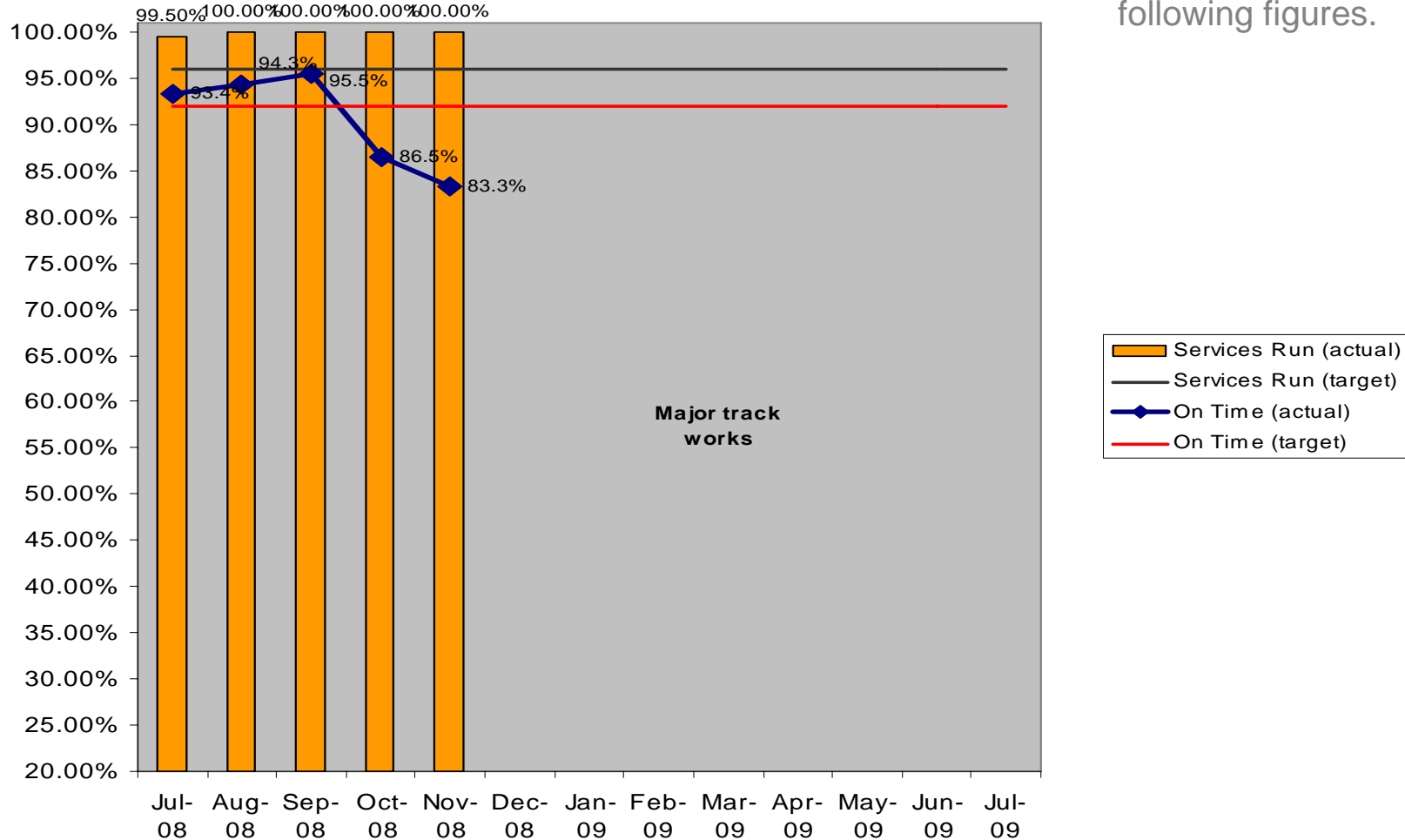
Performance: Albury / Wodonga services (Seymour line)

July 2008 – July 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.



Headline news:

There were no cancellations for Shepparton in July.

Shepparton – July 2009

Services that ran:

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

Cancellations:

- Nil

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
162	149	13	91.98%

Delays:

- Infrastructure faults = 3
- Metro congestion = 2
- Other / misc. = 8

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.

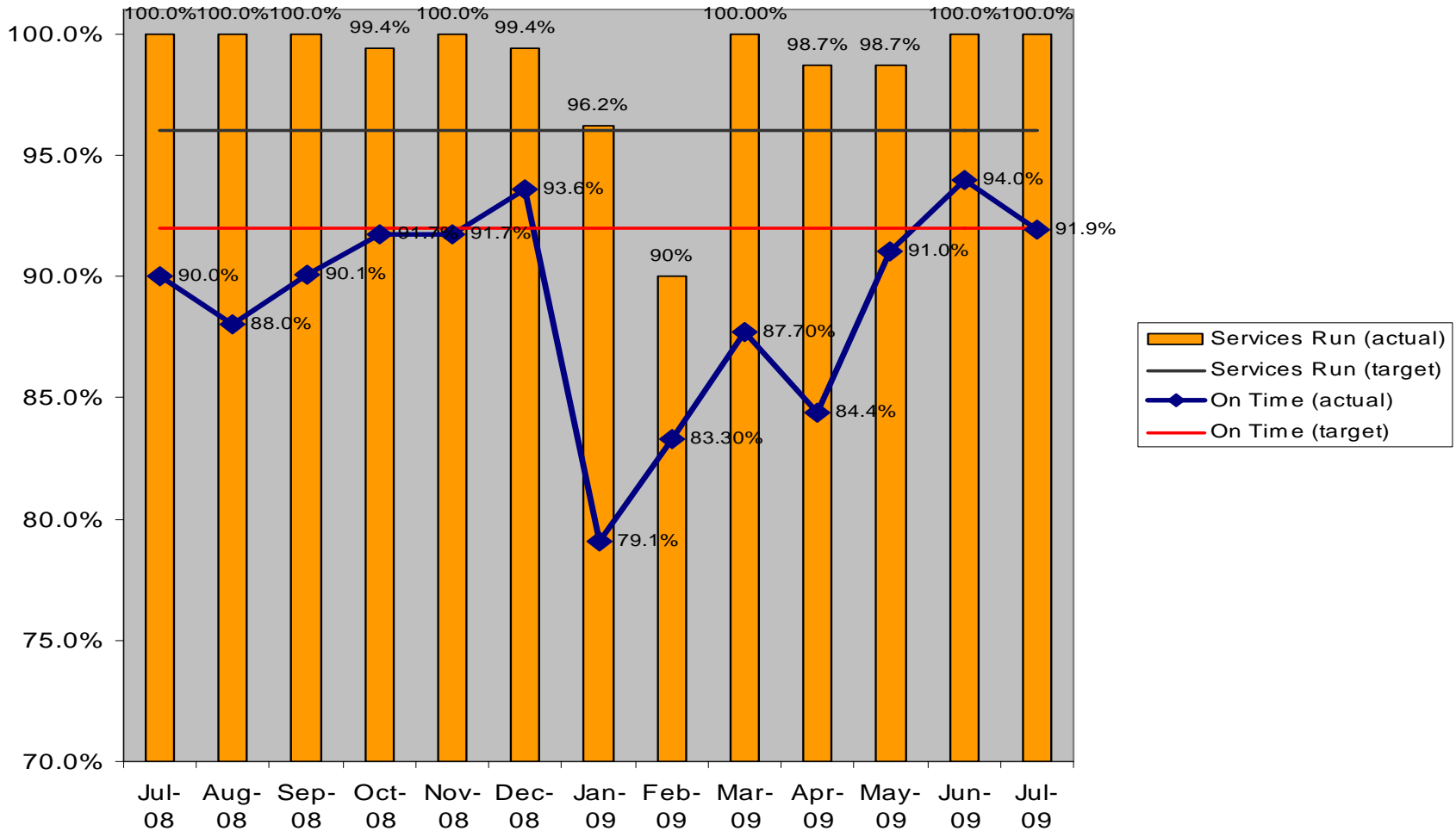
* Excludes short arrivals, includes short departures (if applicable)

Performance : Shepparton services (Seymour line)

July 2008 – July 2009

Long distance service punctuality measured to 10 minutes

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



Headline news:

The Traralgon line was 93.4% on-time up to the metro boundary (see p.6) during July.

Traralgon – July 2009

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
788	13	775	98.4%

Cancellations:

- Trespasser incident = 6
- Train faults = 3
- Other / misc. = 4

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
777	666	111	85.7%

Delays:

- Metropolitan congestion = 50
- Train faults = 17
- Infrastructure faults = 6
- Other / misc. = 38

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.

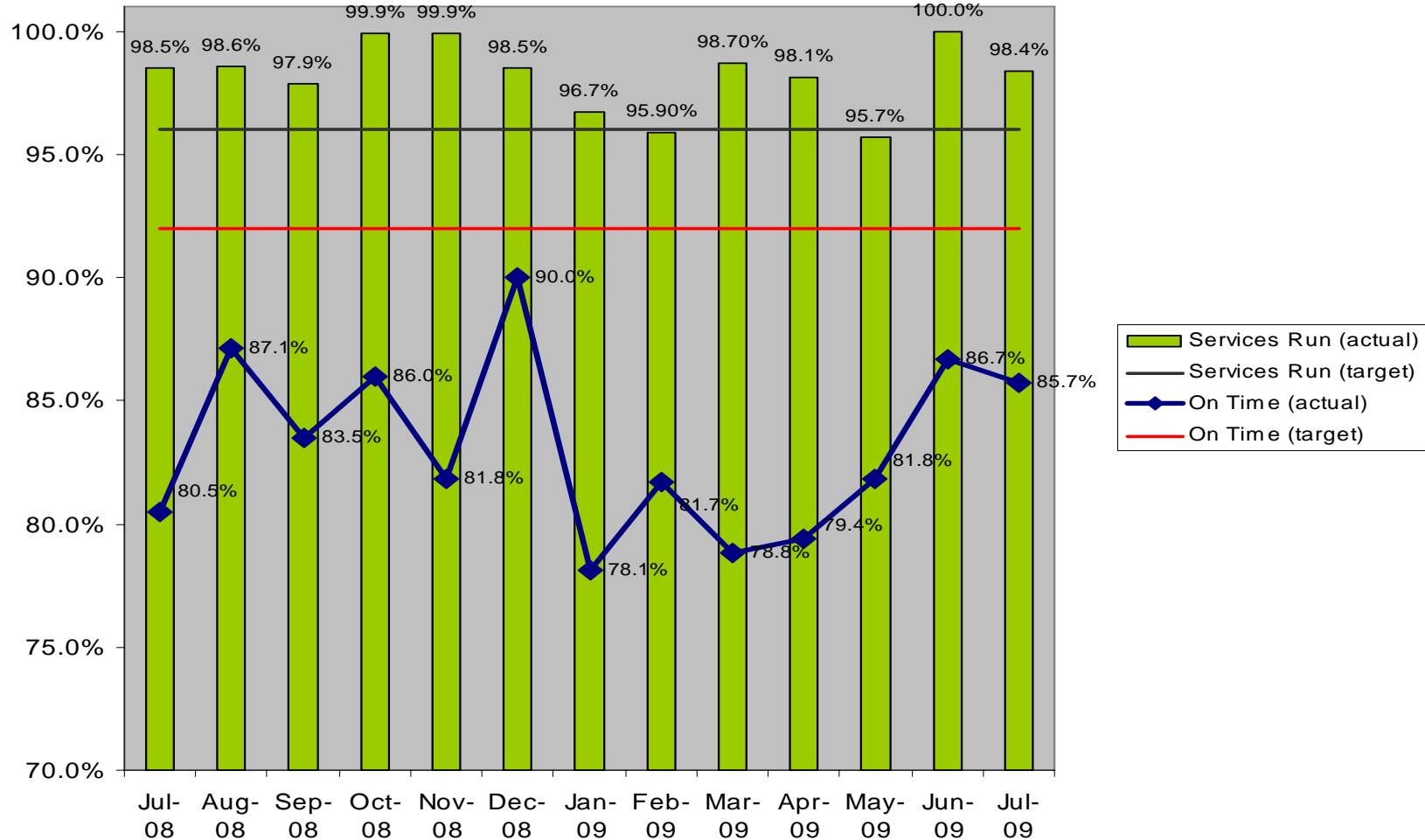
* Excludes short arrivals, includes short departures (if applicable)

Performance : Traralgon services (Gippsland line)

July 2008 – July 2009

Short distance service punctuality measured to five minutes

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



Bairnsdale – July 2009

Headline news:

No trains were cancelled on the Bairnsdale line in July, and trains were 93.5% on-time in the regional area (see p.7).

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
186	0	186	100%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
185	156	29	84.3%

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:

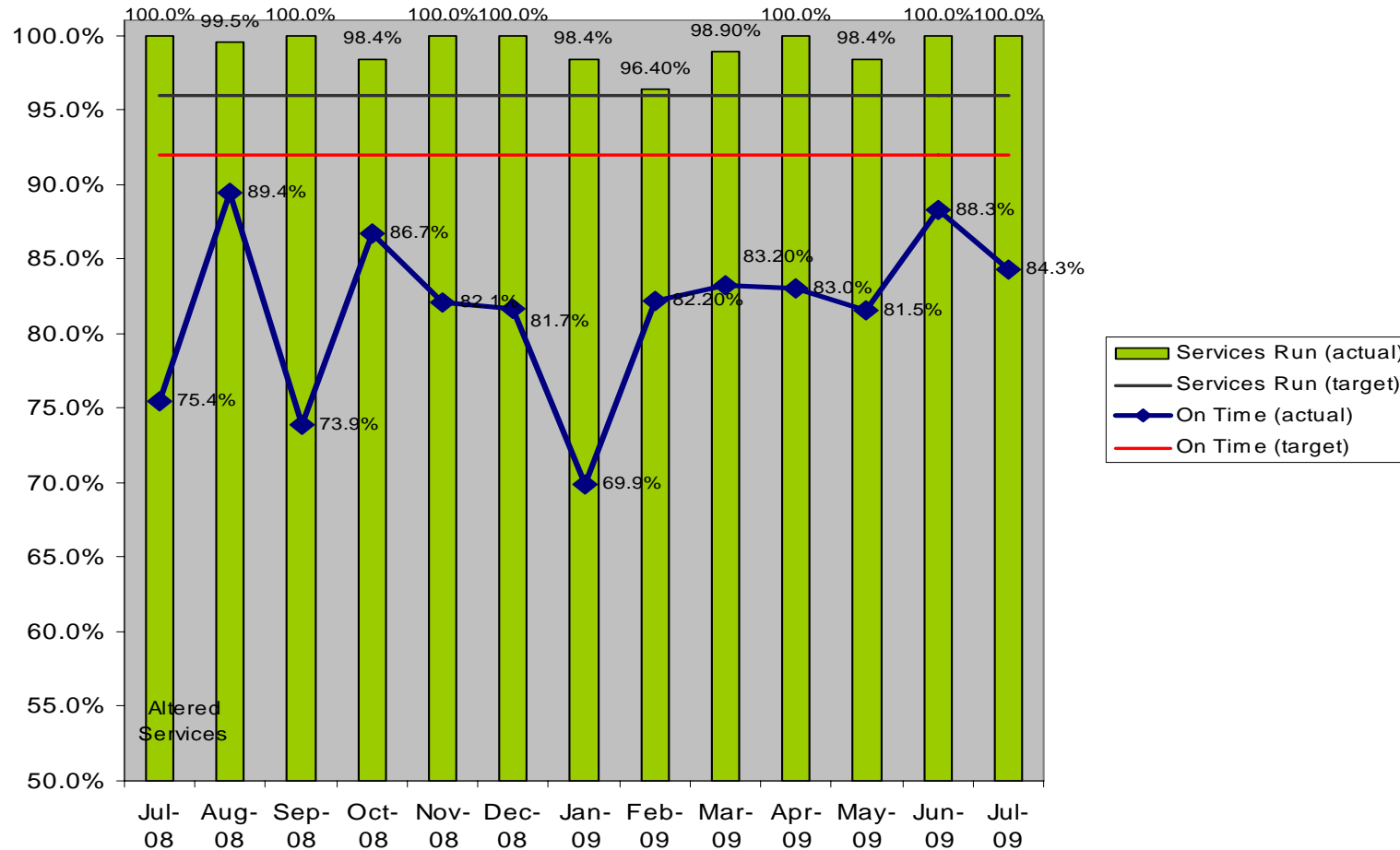
- Metropolitan congestion = 4
- Infrastructure = 3
- Trespasser incidents = 2
- Other / Misc = 20

Performance : Bairnsdale services (Gippsland line)

July 2008 – July 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).