



V/Line's March 2007
Performance Results

V/Line

Overview

Background:

- V/Line reports operational performance each month based on two key measures – services run (reliability) and services on-time (punctuality).
- 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.

Changes to our reporting:

- Last month we introduced this more detailed form of reporting to supplement the performance posters displayed at train stations each month.
- This month V/Line provides even more detail for our North Eastern customers by separating out Albury/Wodonga and Shepparton results.

March 2007 performance results

Services run:

- Reflecting our aim of high reliability, 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 10 months.
- In March 2007, 99 per cent of both short and long distance services ran.
- During March, V/Line scheduled 5050 short distance and 1041 long distance services. There were 57 unforeseen short distance cancellations and 11 unforeseen long distance cancellations (about 1 per cent of all services).

March 2007 performance results

Services on time:

- 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.
- Longer distance trains – those that travel distances between 160 and 300 kms – are 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.
- Punctuality across the network improved slightly in March to an average 85.7 per cent for short distance trains and 77.5 per cent for long distance services. However, with the exception of services to Ararat (92.7 per cent on time), most lines did not meet our high targets.
- In line with our Customer Charter commitments, compensation is therefore payable on all lines except Ararat.

Factors affecting 'services run' performance

- While V/Line exceeded the reliability performance benchmark of 96 per cent of services run in March on all lines, 68 trains (about 1 per cent) were cancelled.
- The main factors resulting in trains cancellations in March were:
 - On advice from police, 12 trains were cancelled due to a trespasser near the line between Footscray and South Kensington. Three trains were cancelled on the Geelong line, three on the Bendigo line and six Ballarat services were cancelled due to this incident on 4 March.
 - Throughout the month, 11 trains were cancelled due to crew or driver shortages and seven were cancelled due to V/Line rolling stock faults.
 - A major gas leak near Malvern Station resulted in seven Traralgon / Bairnsdale train cancellations on 23 March, following directions from the Fire Brigade to cease services. Several more services were delayed on this corridor.
 - On 8 March, a person was struck and killed in St Albans, resulting in seven cancellations on the Bendigo line.

Factors affecting on-time performance (punctuality)

- About 25 per cent of delays (245 trains) experienced by V/Line services during March were a result of congestion on the suburban network, making it the single biggest area for potential improvement.
- Other top factors affecting on-time performance included unforeseen speed restrictions (84 services), rolling stock faults (122 services), delays in train yards (39 services) and trains held by police or delayed by unruly passengers (36 services).
- Heat speed restrictions imposed by the track operator for safety reasons had a reduced impact in most parts of the state (just 22 services affected) due to cooling weather conditions.
- Albury / Wodonga line:
 - On-time performance improved in March by 17 per cent on the previous month, but still remains below other parts of the state (at 43.2 per cent on time).
 - Unforeseen speed restrictions accounted for the majority of delays on this corridor (52 of the 83 Albury / Wodonga late trains). These speed restrictions are implemented to operate the service safely due to deteriorated track conditions on this section of the track north of Seymour.

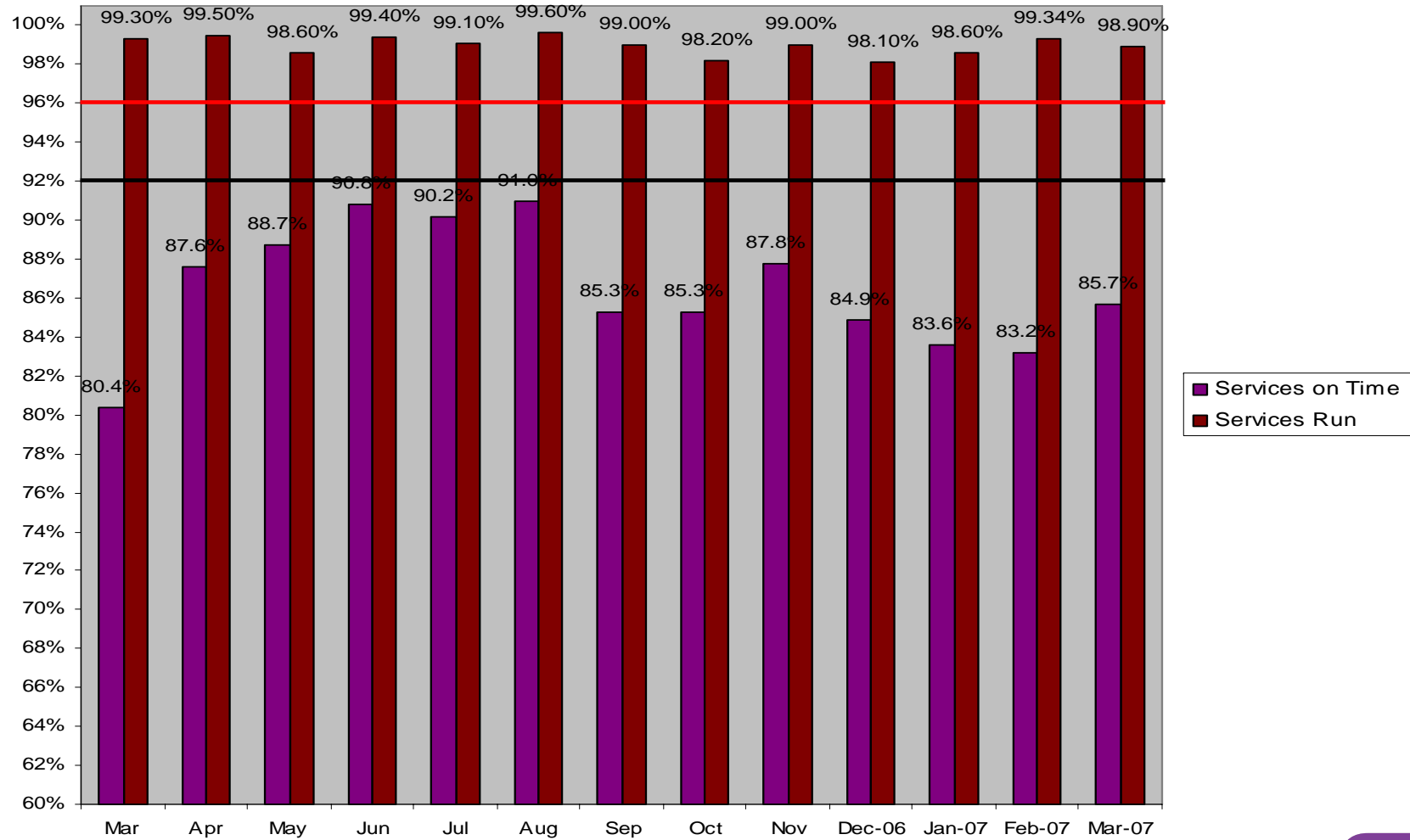
Actions to improve 'on time' performance

Regional infrastructure:

- On 16 April, the State Government announced the completion of the regional rail network lease buy back. The announcement means V/Line will take over Pacific National's 'below rail' operations and will be responsible for the maintenance of regional rail corridors from early May 2007.
- While several months will be needed to fully integrate the 'below rail' business, a full operational review and safety assessment of the network will be completed over the next few months. Following this assessment, V/Line will be better placed to more directly target and prioritise upgrades to infrastructure 'hot spots'.
- North East:
 - A key focus of infrastructure improvements in the coming months will be the North Eastern corridor where track maintenance is most in need. Planning is currently under way to undertake infrastructure upgrades to remove some of the many speed restrictions currently on this line.

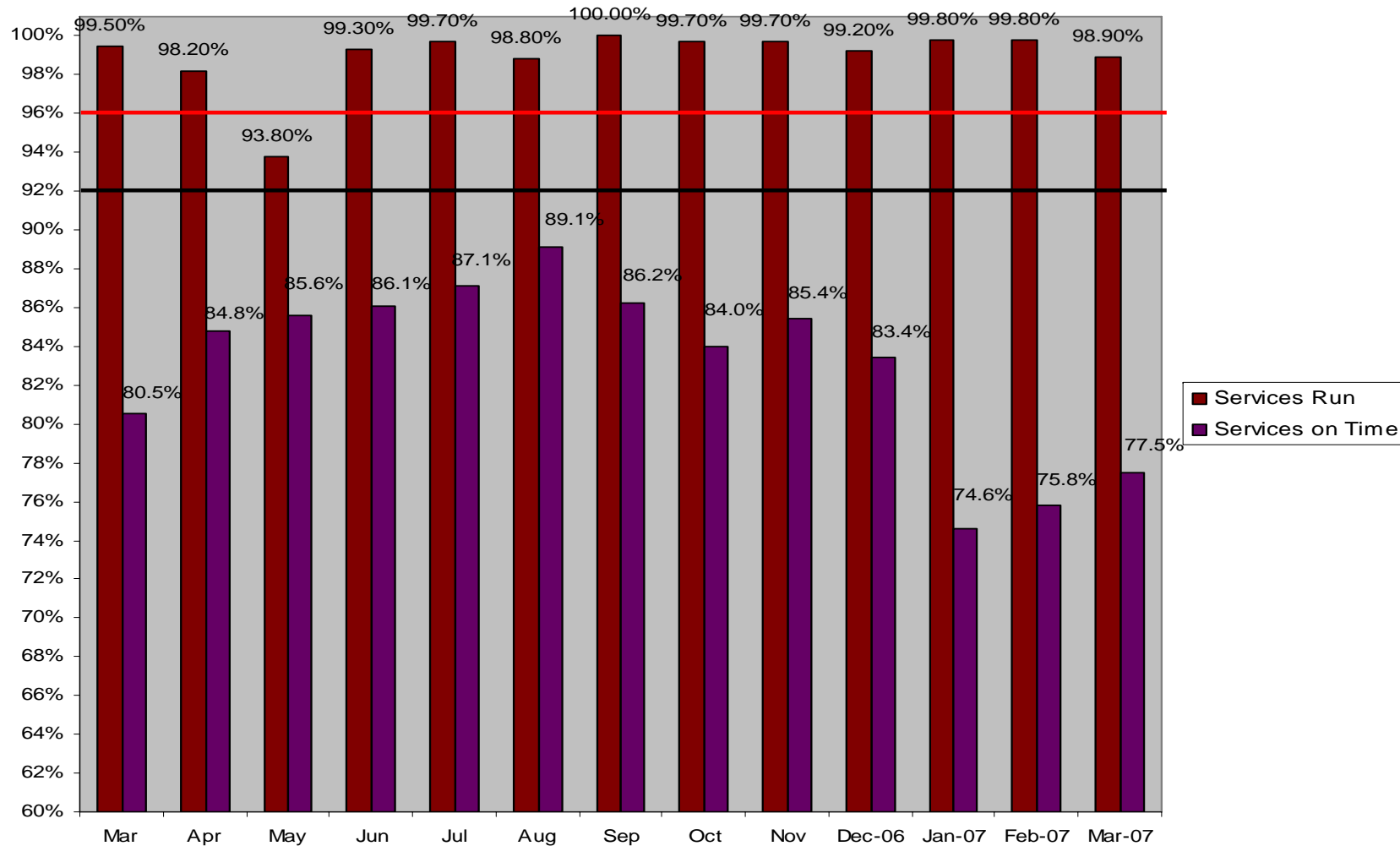
Services Run & On Time – Short distance

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



Services Run & On Time – Long distance

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

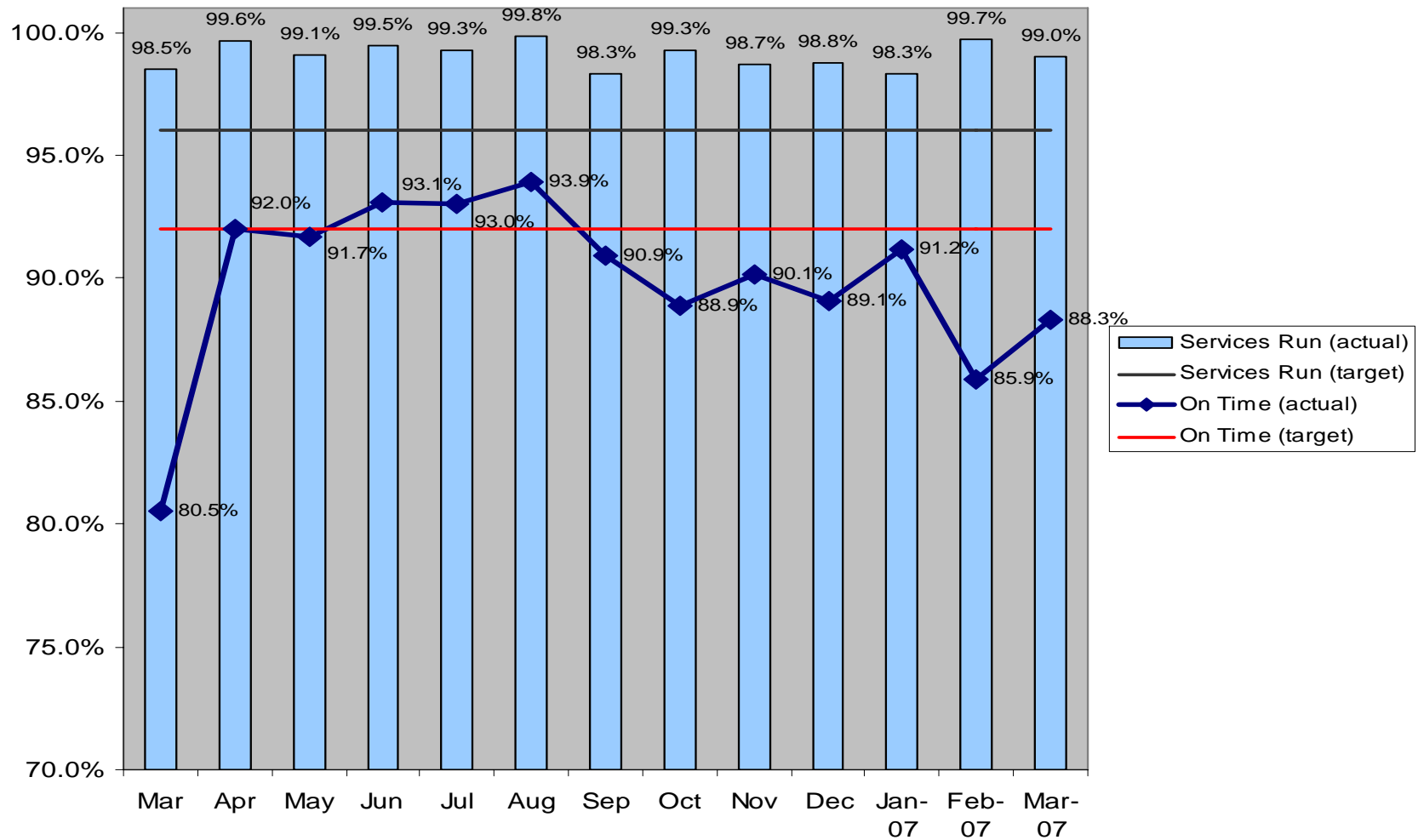


Performance : Geelong line

March 2006 – March 2007

Short distance service punctuality measured to 5 minutes

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

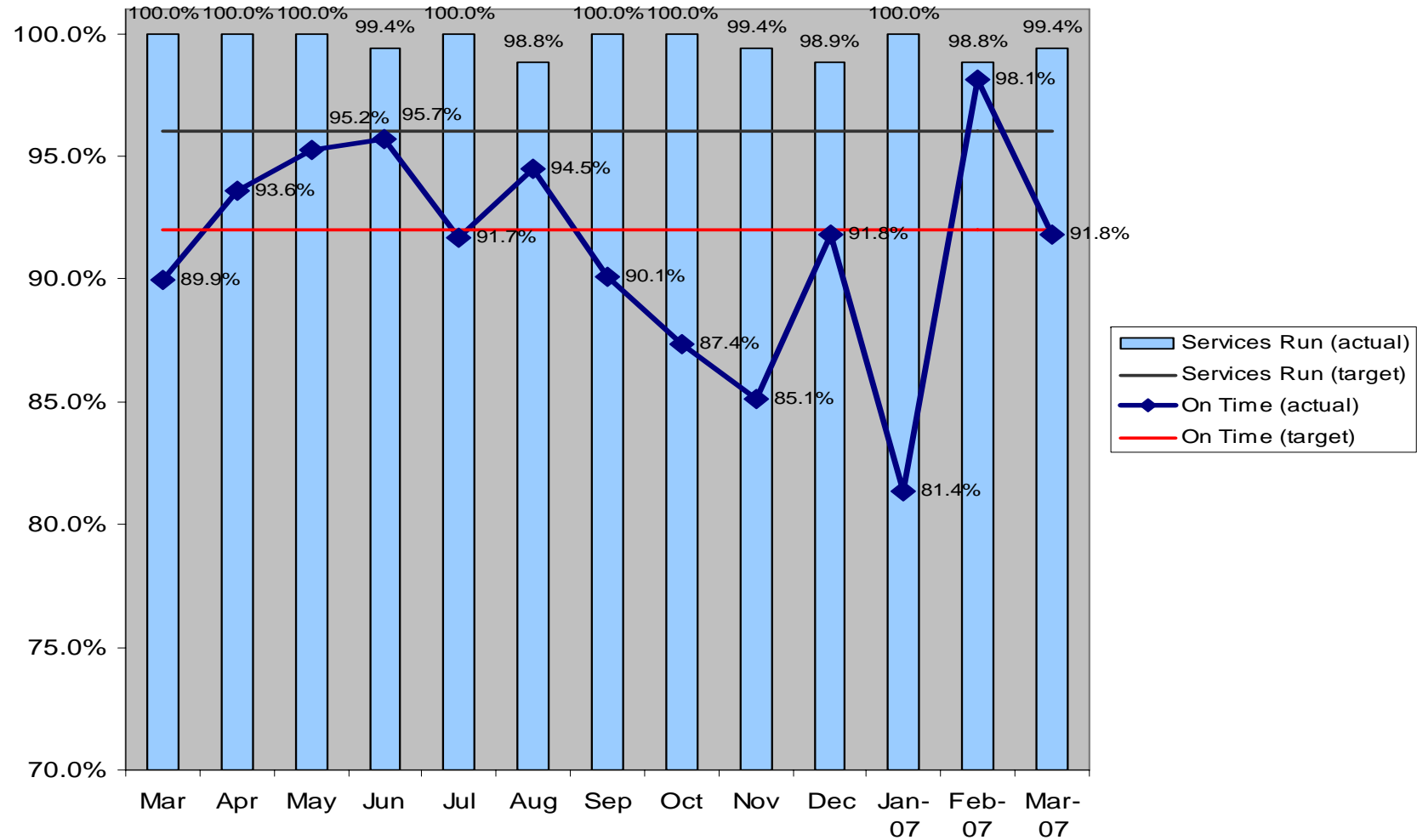


Performance : Warrnambool services (Geelong line)

March 2006 – March 2007

Long distance service punctuality measured to 10 minutes

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

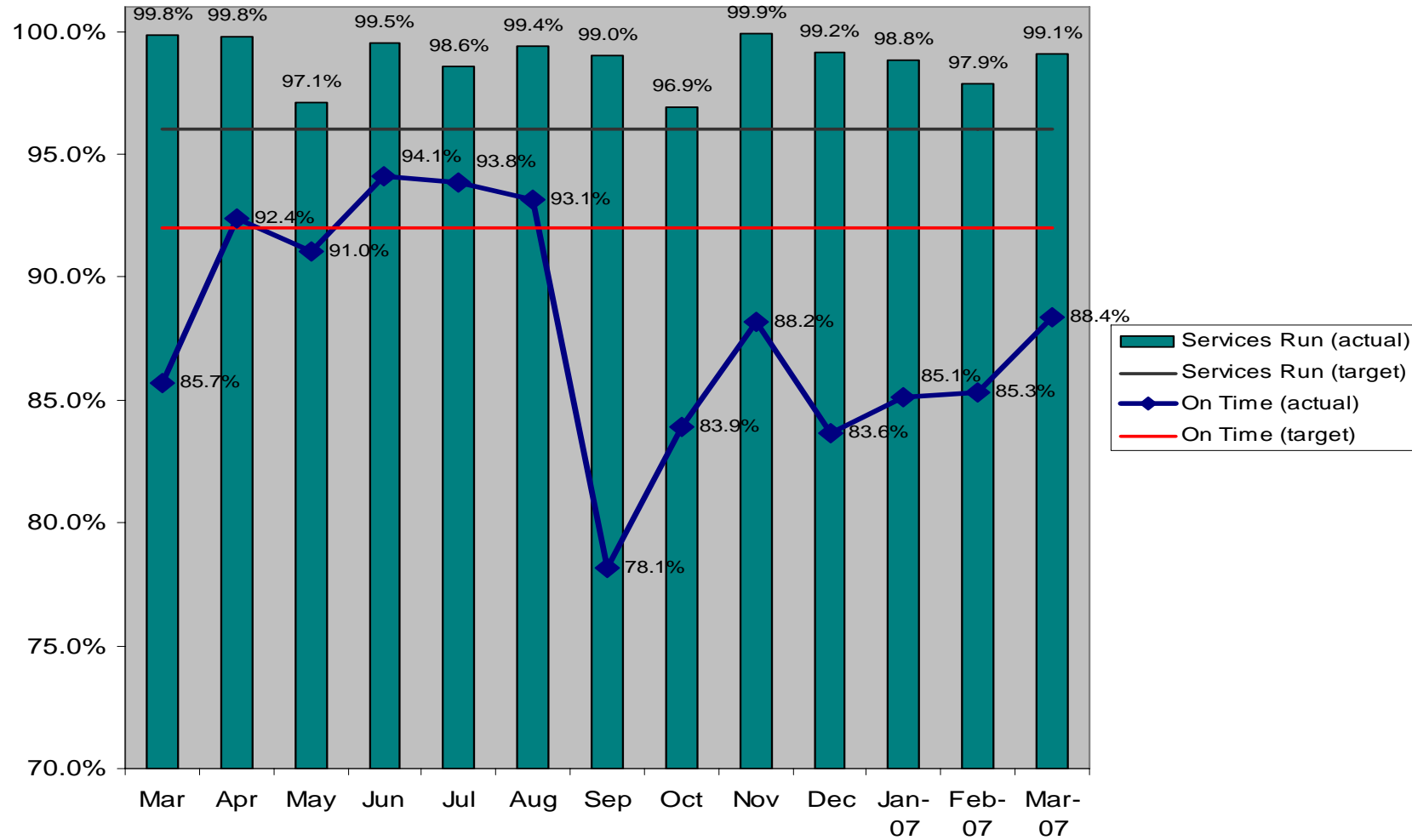


Performance : Ballarat line

March 2006 – March 2007

Short distance service punctuality measured to 5 minutes

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

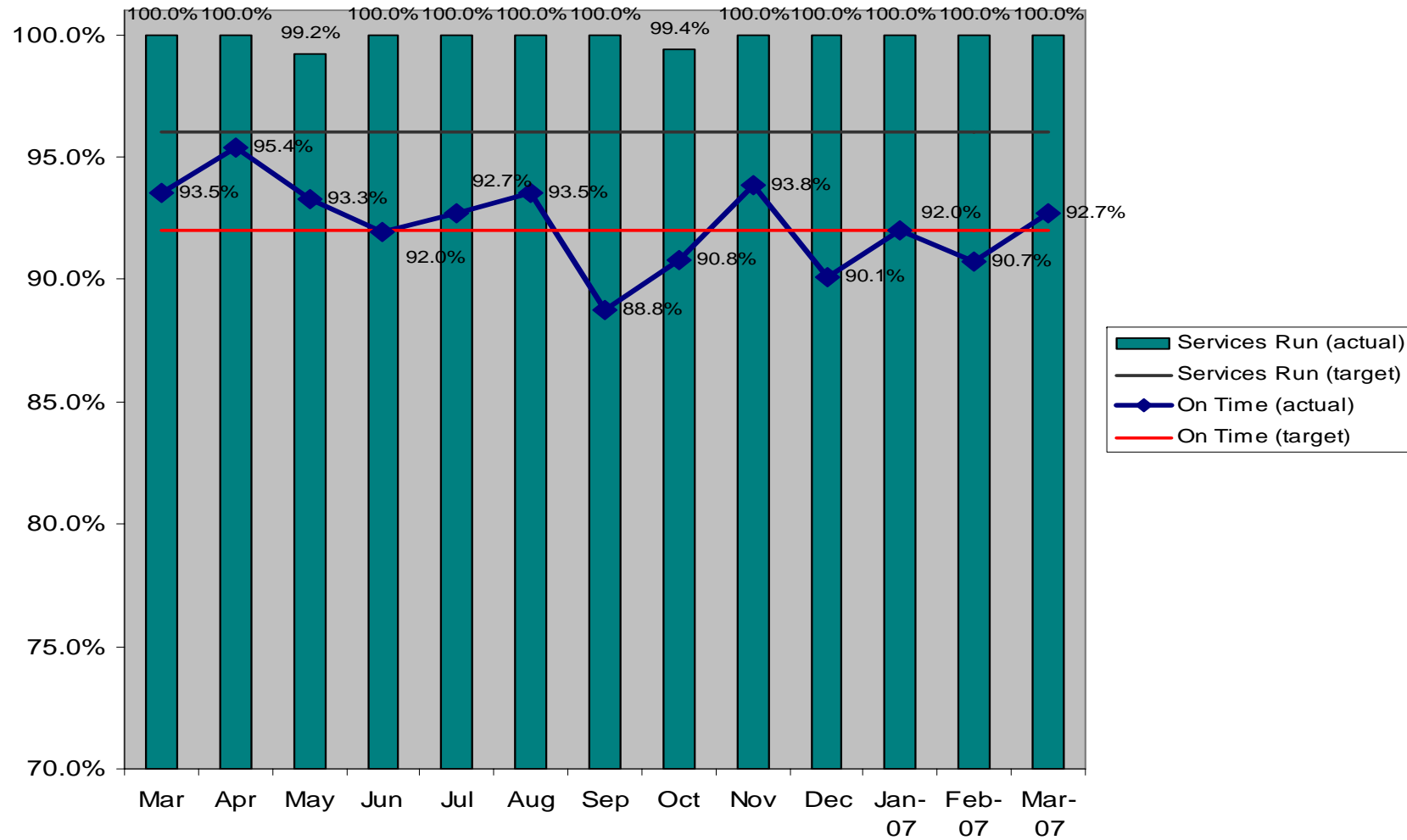


Performance : Ararat services (Ballarat line)

March 2006 – March 2007

Long distance service punctuality measured to 10 minutes

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

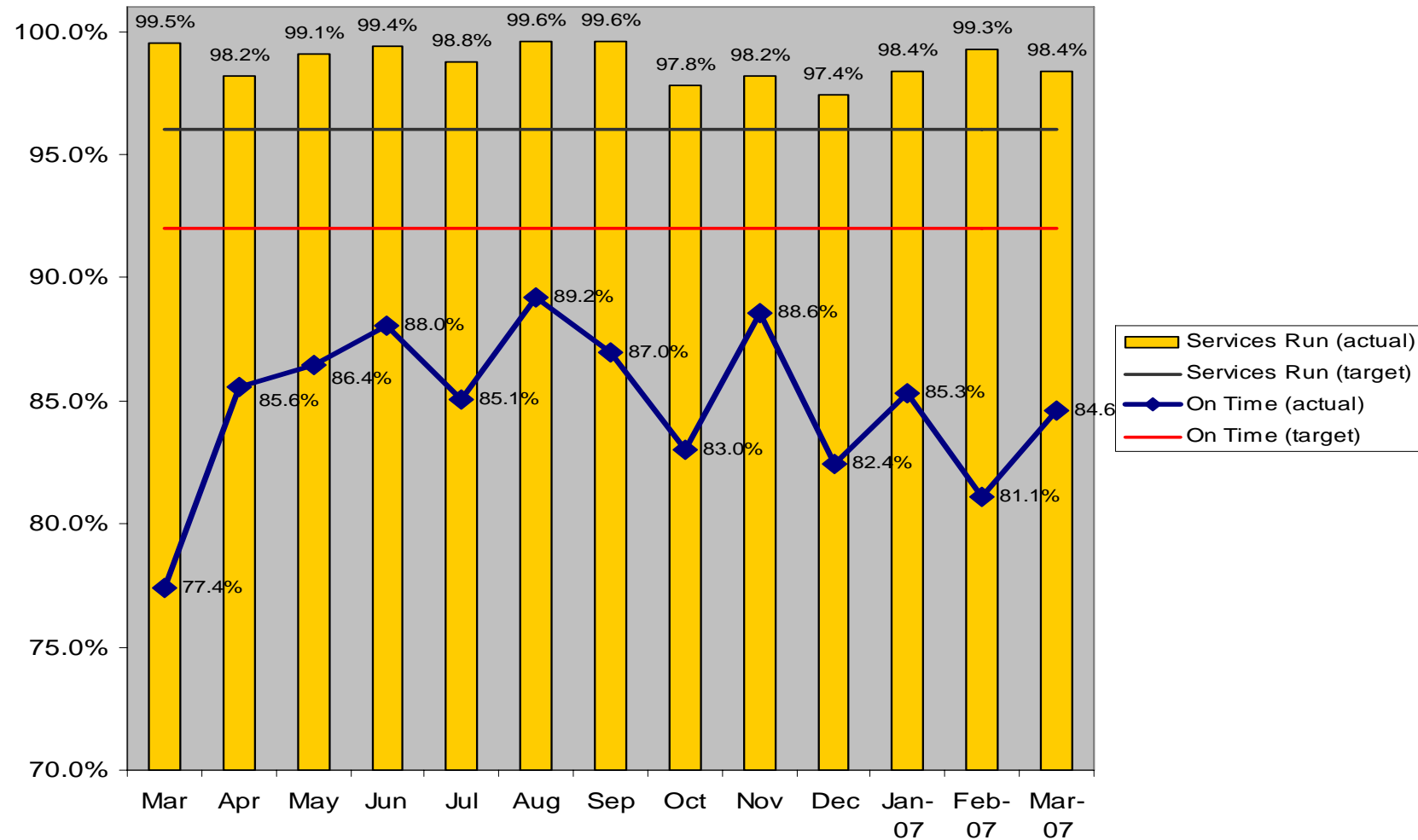


Performance : Bendigo line

March 2006 – March 2007

Short distance service punctuality measured to 5 minutes

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

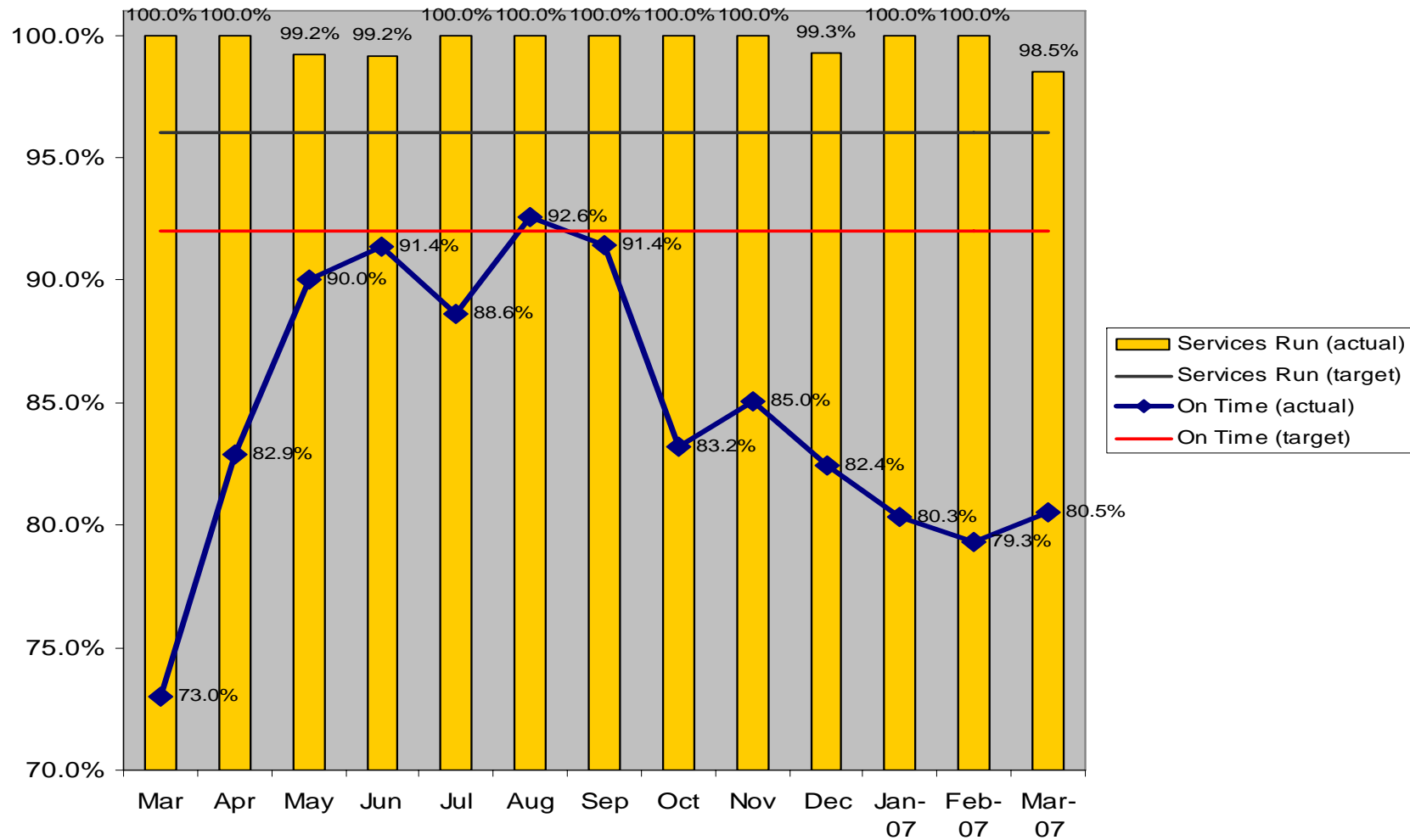


Performance : Swan Hill & Echuca services (Bendigo line)

March 2006 – March 2007

Long distance service punctuality measured to 10 minutes

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

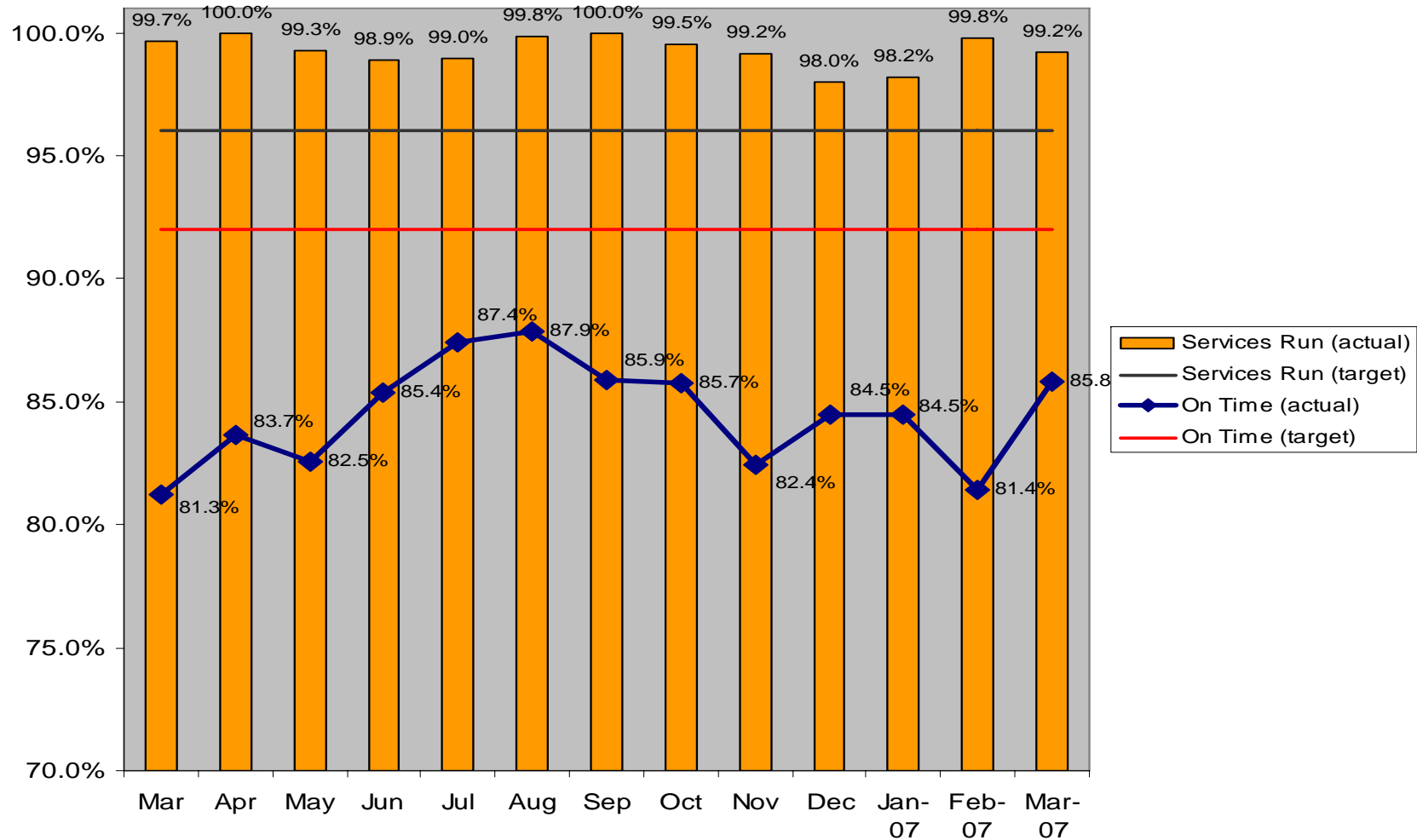


Performance : Seymour line

March 2006 – March 2007

Short distance service punctuality measured to 5 minutes

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

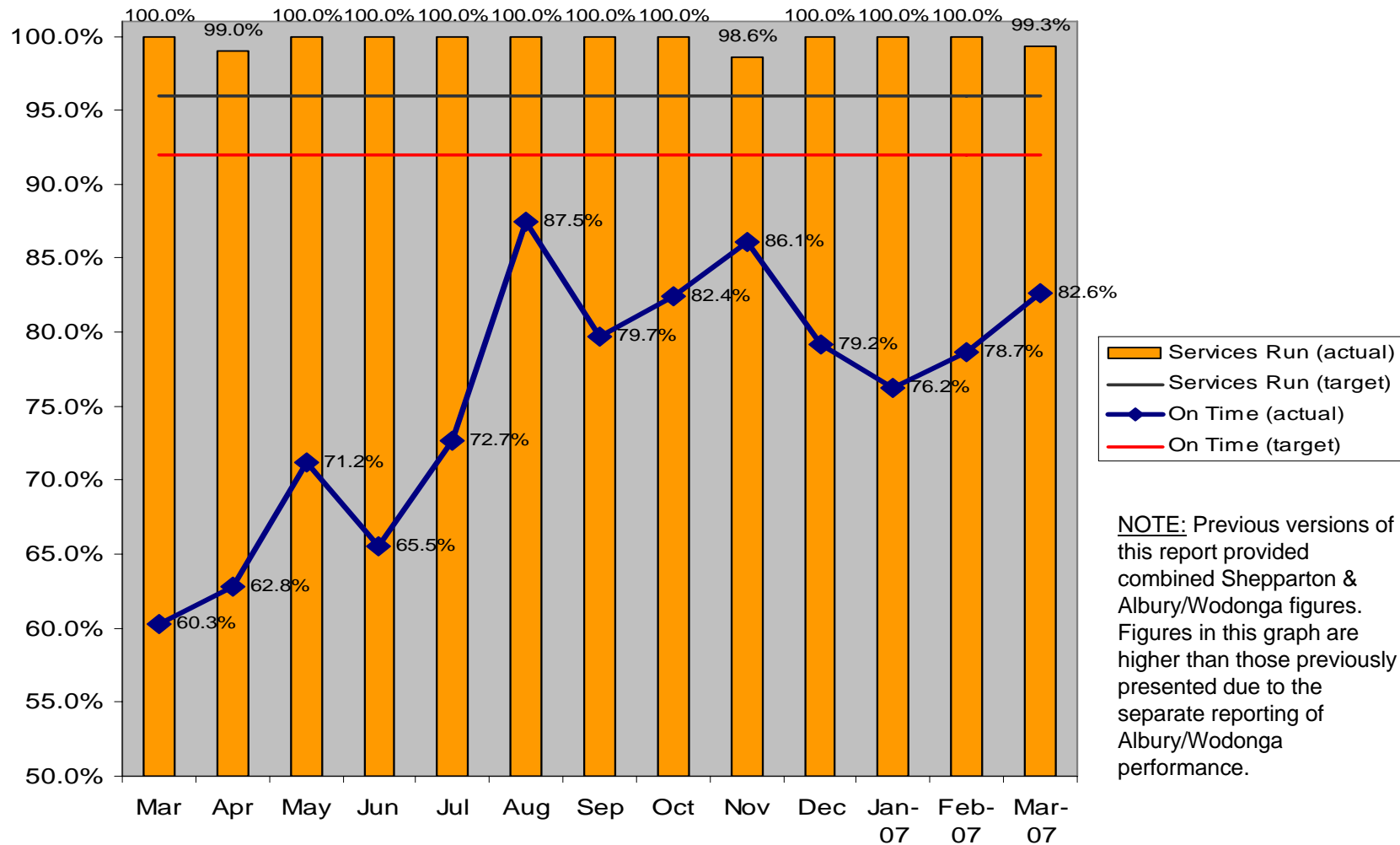


Performance : Shepparton services (Seymour line)

March 2006 – March 2007

Long distance service punctuality measured to 10 minutes

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



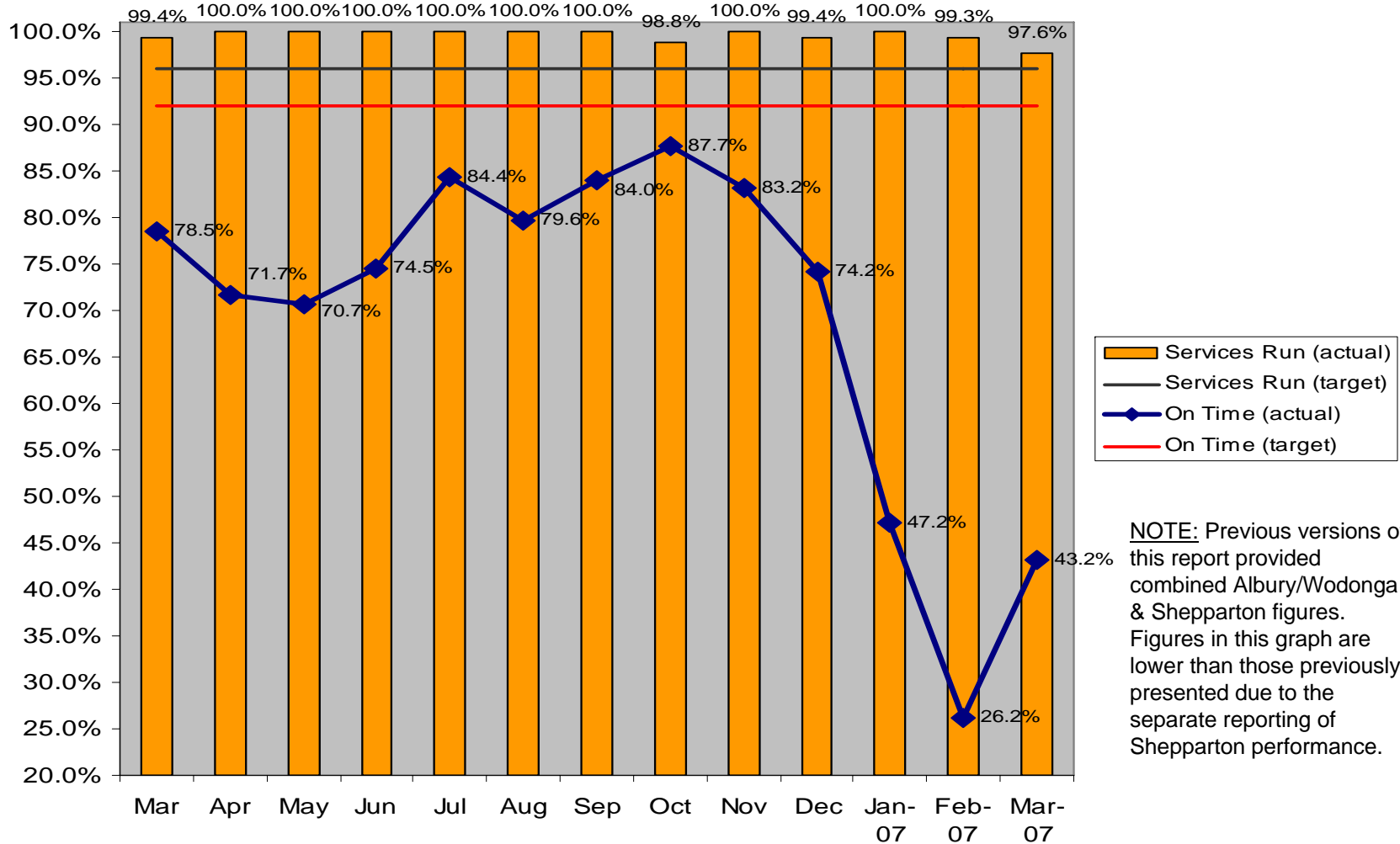
NOTE: Previous versions of this report provided combined Shepparton & Albury/Wodonga figures. Figures in this graph are higher than those previously presented due to the separate reporting of Albury/Wodonga performance.

Performance : Albury / Wodonga services (Seymour line)

March 2006 – March 2007

Long distance service punctuality measured to 10 minutes

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



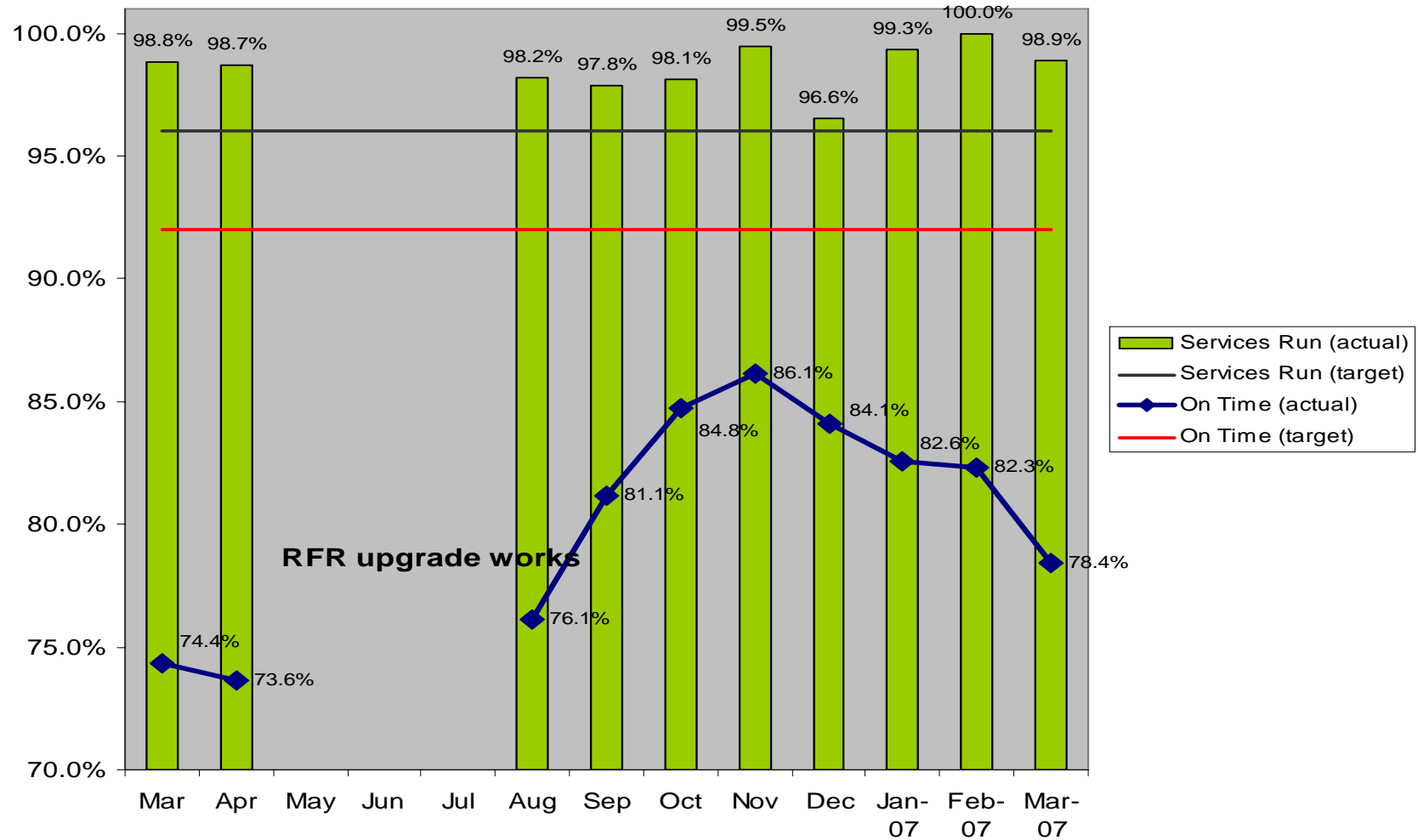
NOTE: Previous versions of this report provided combined Albury/Wodonga & Shepparton figures. Figures in this graph are lower than those previously presented due to the separate reporting of Shepparton performance.

Performance : Traralgon services (Gippsland line)

March 2006 – March 2007

Short distance service punctuality measured to 5 minutes

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



Performance : Bairnsdale services (Gippsland line)

March 2006 – March 2007

Long distance service punctuality measured to 10 minutes

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

