



V/Line's May 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 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.

V/Line's headline results – Victoria state wide (May 2009)

- **Cancellations in May:**

- There were six cancellations out of 892 long distance train services (99.3 per cent reliability).
- There were 119 cancellations out of 5409 short distance train services (97.8 per cent reliability)

- **On-time performance affected by** metropolitan congestion, infrastructure and train faults and track works on the Ballarat line:

- Our high 'on-time' target was only achieved on the Warrnambool, Ararat and Echuca/Swan Hill lines due to congestion in the metropolitan network, faulty infrastructure and faulty trains.
- Major track renewal works between Bacchus Marsh and Ballarat caused delays on the Ballarat line.
- On-time performance across the network in May was an average 86.5 per cent for short distance trains and 90.7 per cent for long distance services.
- In line with our Customer Charter commitments, compensation is payable on all lines except Warrnambool, Ararat and Echuca/Swan Hill.

Key results – Victoria state wide (May 2009)

Services run - results:

- We have a target of ensuring at least 96 per cent of scheduled services run.
- In May 2009, 99.3 per cent of long distance and 97.8 per cent of short distance services ran. The Traralgon line fell short of the target in May.
- V/Line scheduled 5409 short distance and 892 long distance services. There were 119 unforeseen short distance cancellations (18 more than April 09) and six long distance cancellations (one more than the previous month).
- Factors resulting in train cancellations in May were:
 - Staff shortage (45)
 - Faulty trains (28)
 - Trespasser incidents (18)
 - Obstruction on track (15)
 - Miscellaneous (19)

Key results – Victoria state wide (May 2009)

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains
6105	5316	789

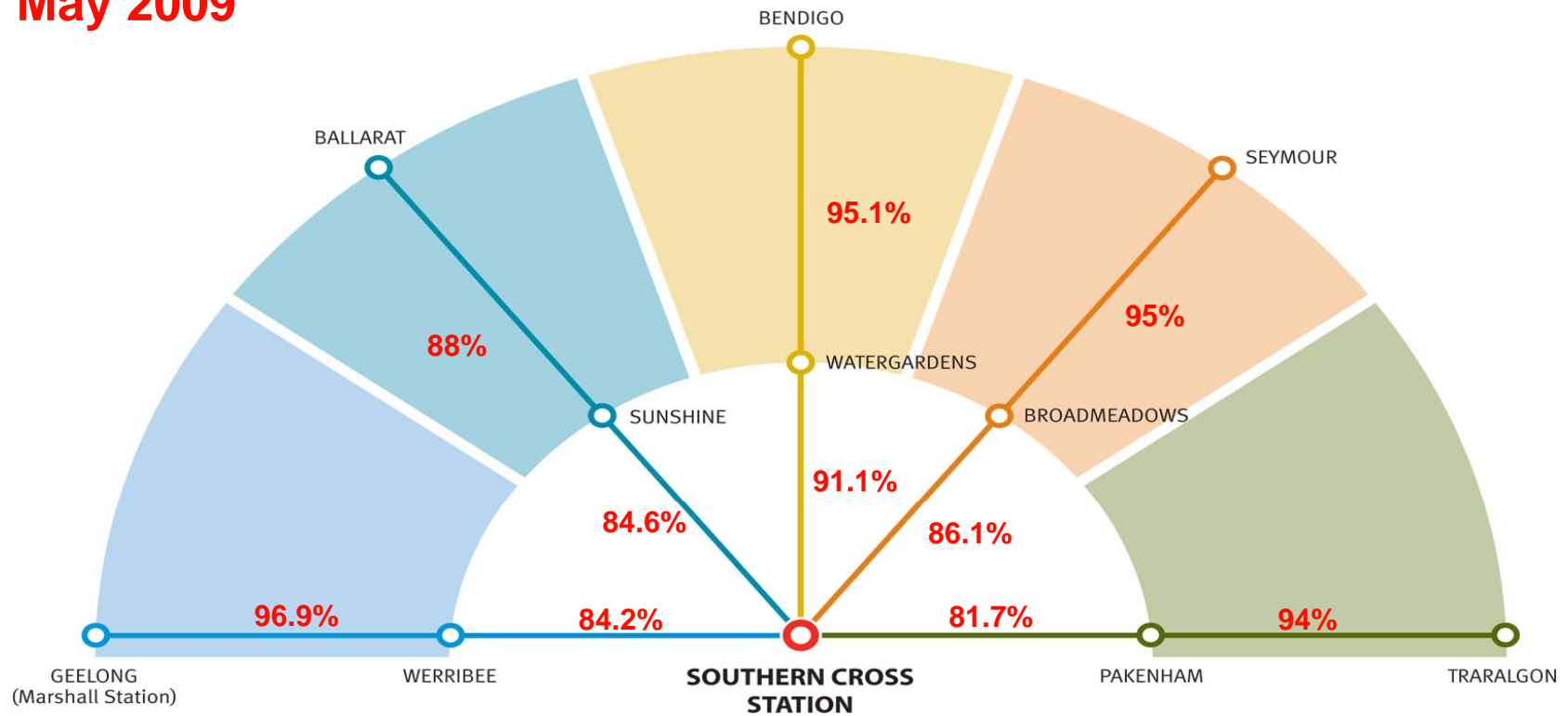
* Excludes short arrivals, includes short departures (if applicable)

- We saw significant on-time improvement in May, although 789 out of 6105 trains were delayed in the month of May:
 - Suburban congestion caused 195 trains to be delayed, or 25 per cent of delays.
 - Infrastructure faults caused 14 per cent, or 111 trains to be delayed.
 - Train faults caused 12 per cent of delays (96 trains).
 - Other issues include track and maintenance works.
- 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*

May 2009

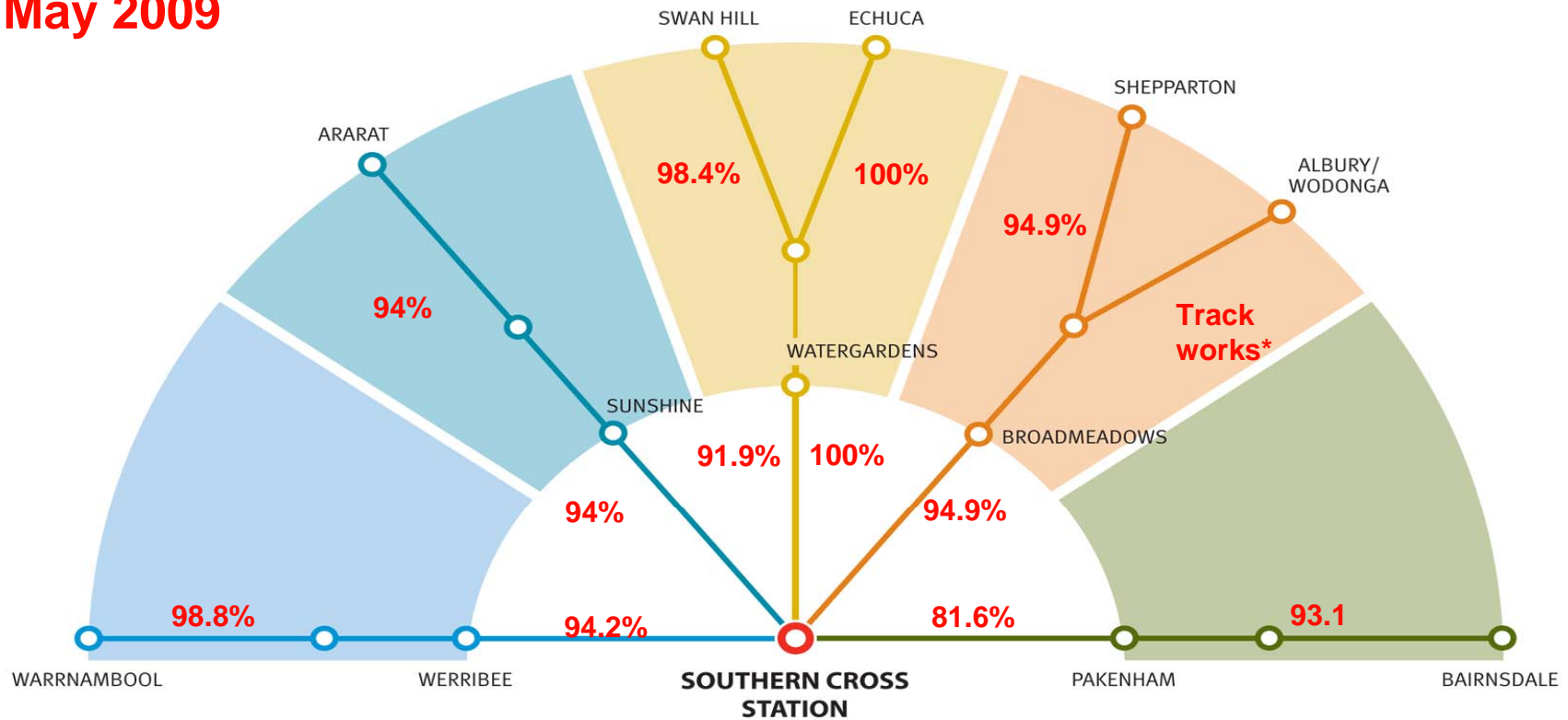


* Performance on the regional network can be measured for Melbourne-bound trains before they enter the metropolitan system. This process is difficult to replicate for out-bound trains which are affected by metropolitan congestion before they reach the regional network.

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*

May 2009

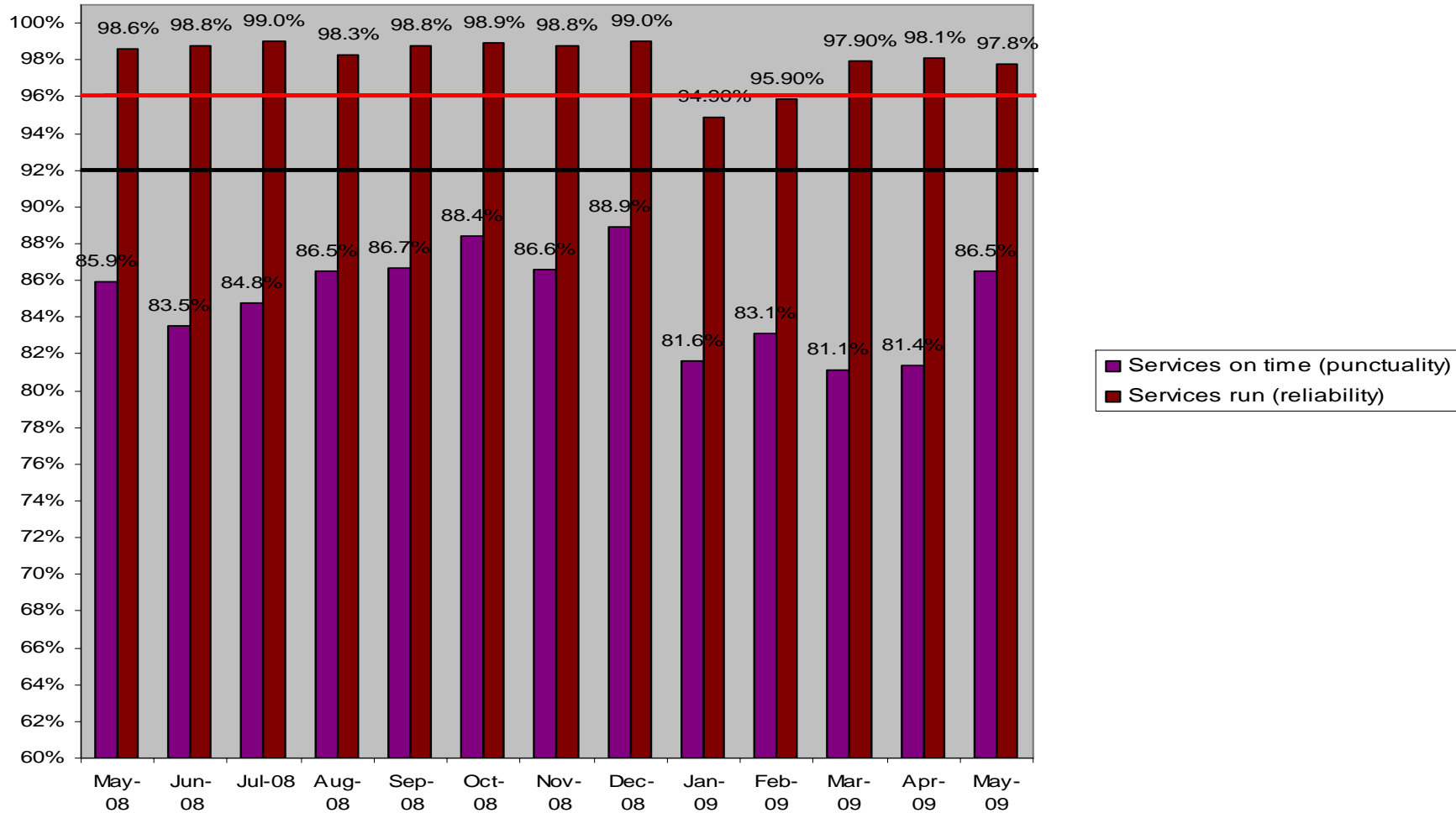


* Performance on the regional network can be measured for Melbourne-bound trains before they enter the metropolitan system. This process is difficult to replicate for out-bound trains which are affected by metropolitan congestion before they reach the regional network.

*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.

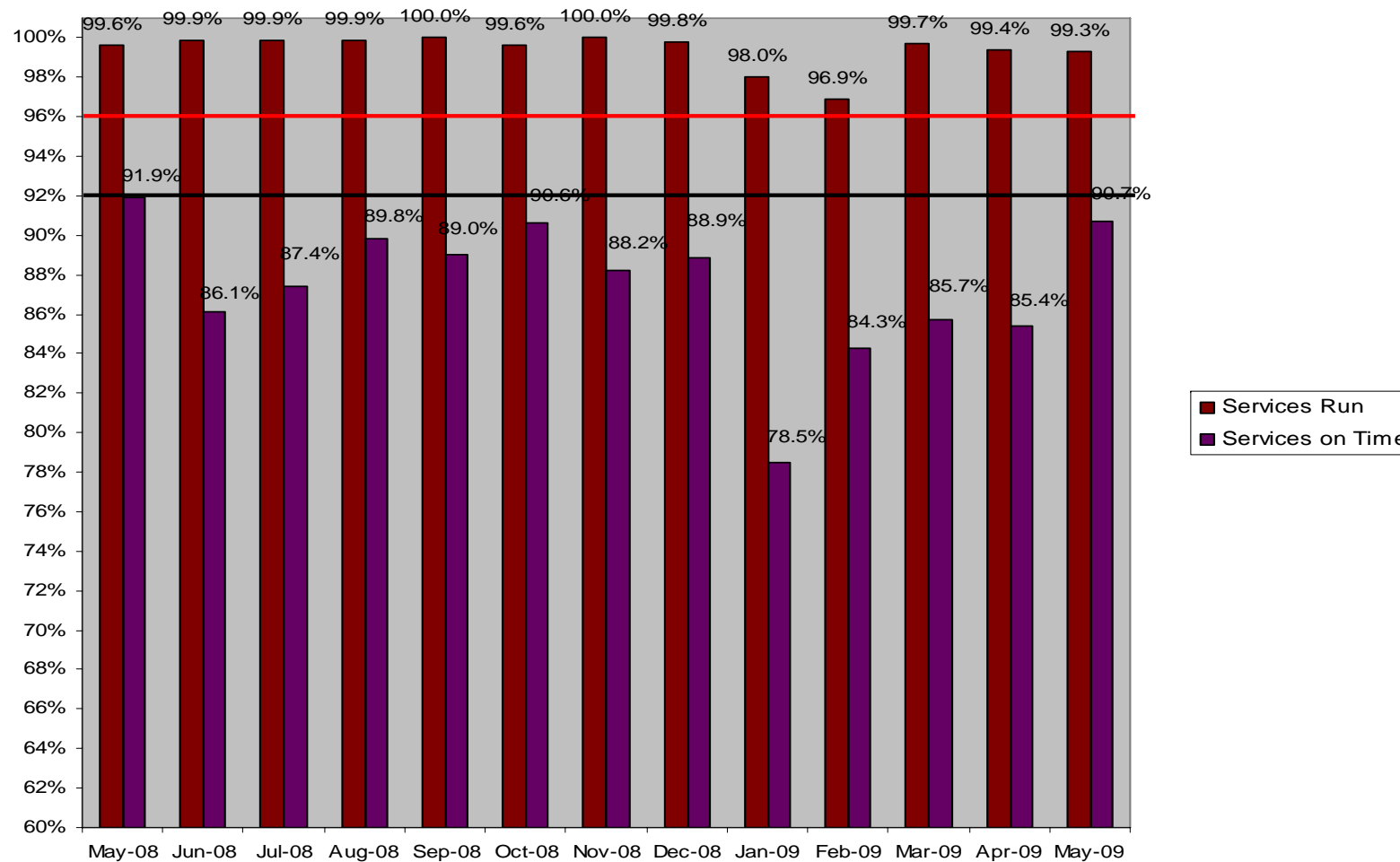
Services Run & On Time – Short distance

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?

May 2009

Geelong – May 2009

Headline news:

The Geelong line was 96.9% 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
1412	37	1375	97.4%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
1373	1190	183	86.7%

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 = 24
- Staff shortage = 10
- Other / misc. = 3

Delays:

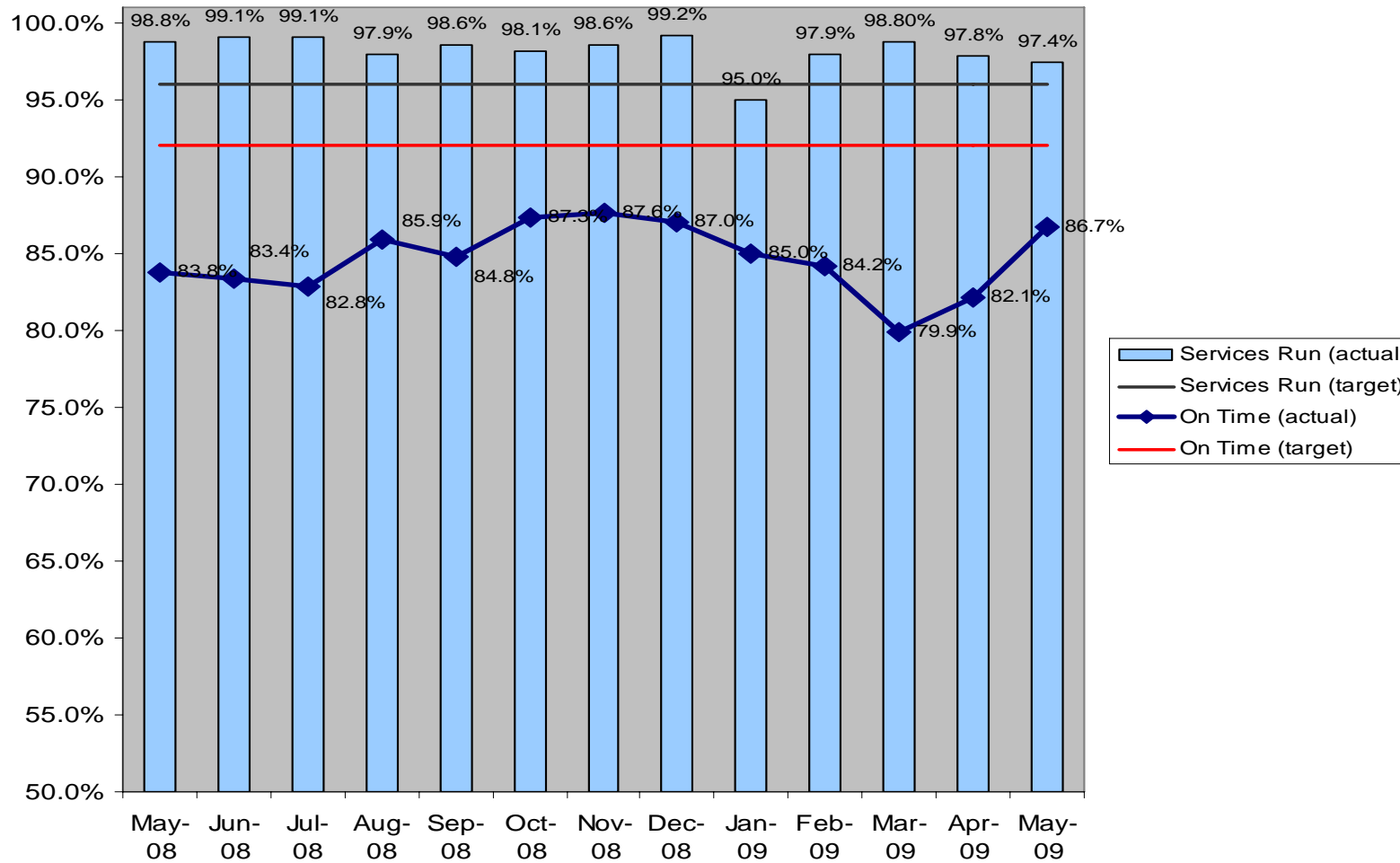
- Metro train congest = 71
- Train faults = 27
- Infrastructure faults = 19
- Other / misc. = 66

Performance : Geelong line

May 2008 – May 2009

Short distance service punctuality measured to five minutes

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



Warrnambool – May 2009

Headline news:

Only one train was cancelled on the Warrnambool line in May and the on-time target was met.

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
176	1	175	99.4%

Cancellations:

- Train faults = 1

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
173	164	9	94.8%

Delays:

- Train faults = 2
- Infrastructure faults = 2
- metro congestion = 1
- Other / misc. 4

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.

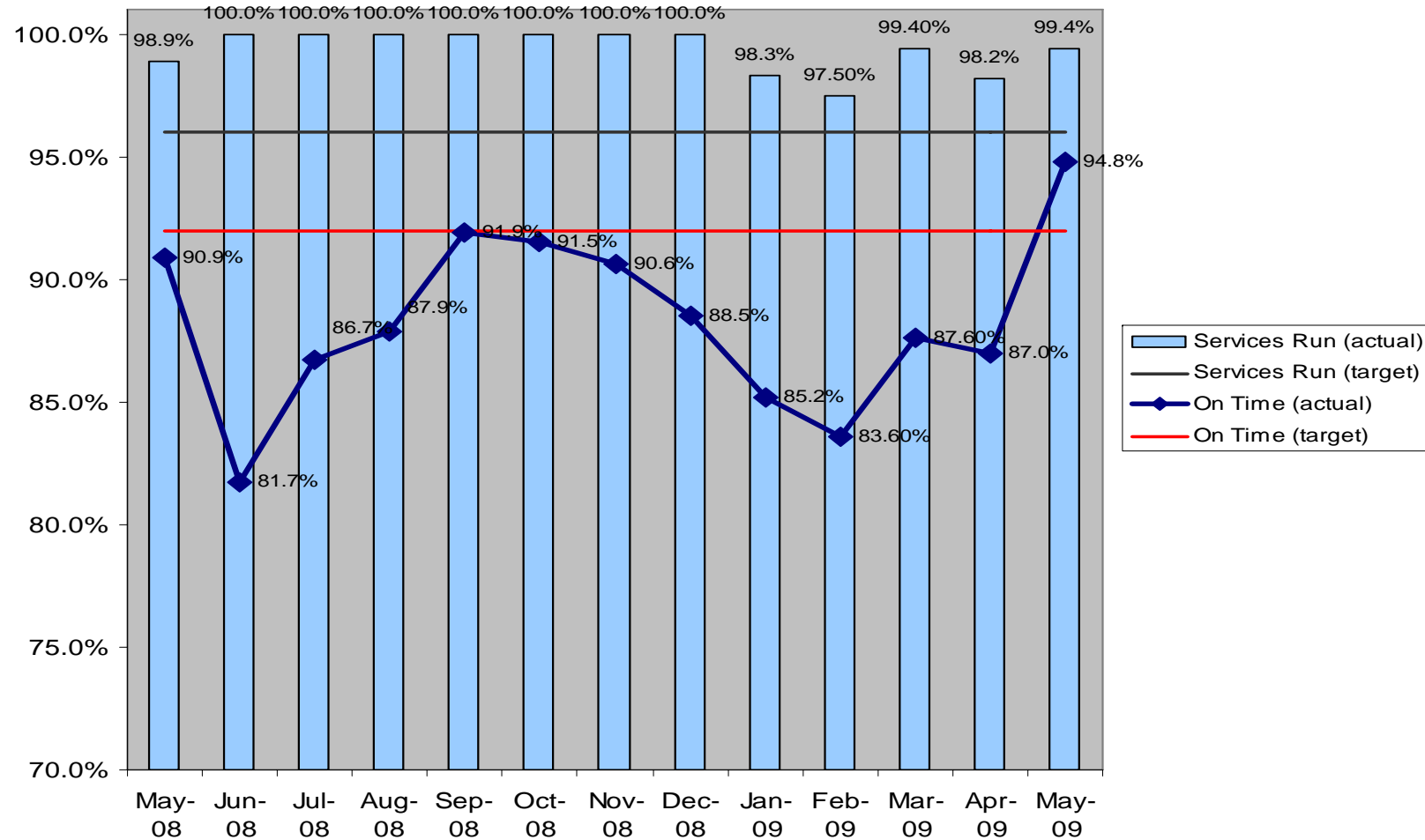
* Excludes short arrivals, includes short departures (if applicable)

Performance : Warrnambool services (Geelong line)

May 2008 – May 2009

Long distance service punctuality measured to 10 minutes

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



Ballarat - May 2009

Headline news:

Track works between Bacchus Marsh and Ballarat accounted for 46 per cent of delays on the Ballarat line in May. These major maintenance works saw 50,000 concrete sleepers laid.

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
1121	25	1096	97.8%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
1043	906	137	86.9%

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:

- Staff shortage = 15
- Infrastructure fault = 7
- Other / misc. = 3

Delays:

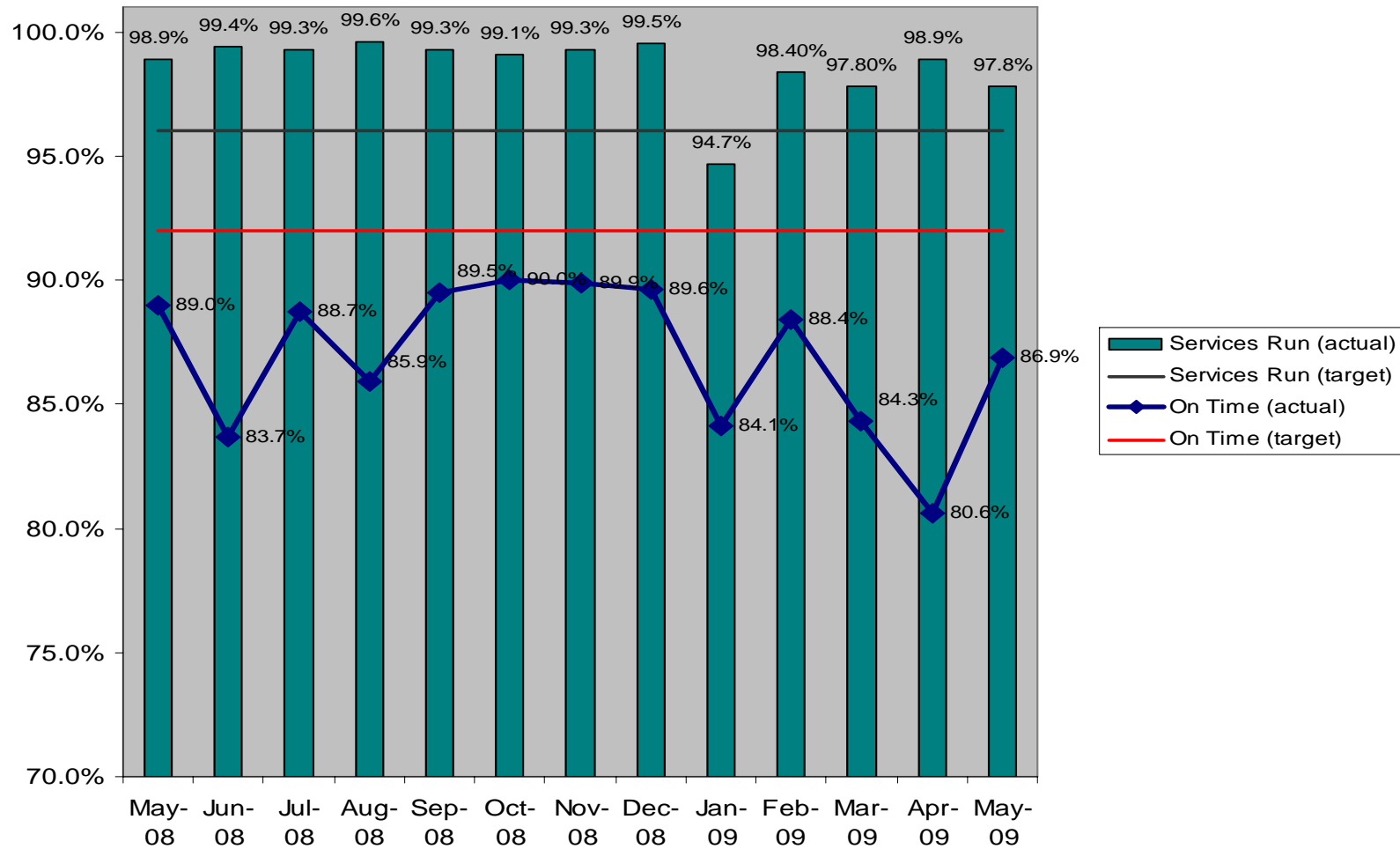
- Maintenance work = 63
- Infrastructure faults = 19
- Train faults = 10
- Other / misc. = 45

Performance : Ballarat line

May 2008 – May 2009

Short distance service punctuality measured to five minutes

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



Ararat – May 2009

Headline news:

There were no cancellations on the Ararat line in May, and the on-time target was met.

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
166	0	166	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	92%

Delays:

- Maintenance works = 6
- Train faults = 4
- Infrastructure faults = 2
- Misc. = 1

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.

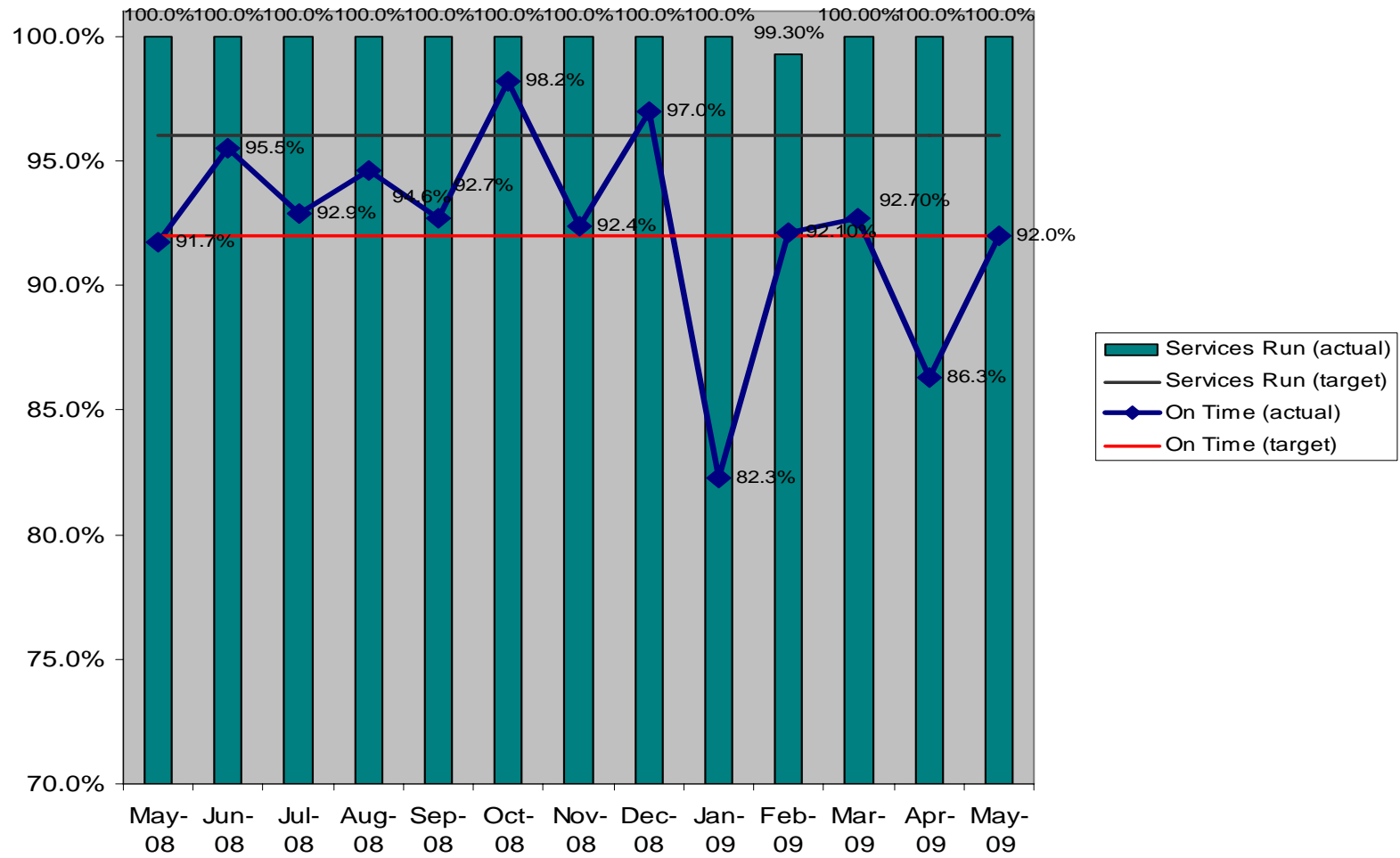
* Excludes short arrivals, includes short departures (if applicable)

Performance : Ararat services (Ballarat line)

May 2008 – May 2009

Long distance service punctuality measured to 10 minutes

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



Bendigo – May 2009

Headline news:

The Bendigo line was 95.1% 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
1214	12	1202	99%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
1203	1075	128	89.4%

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:

- Staff shortage = 6
- Trespasser incident = 5
- Train fault = 1

Delays:

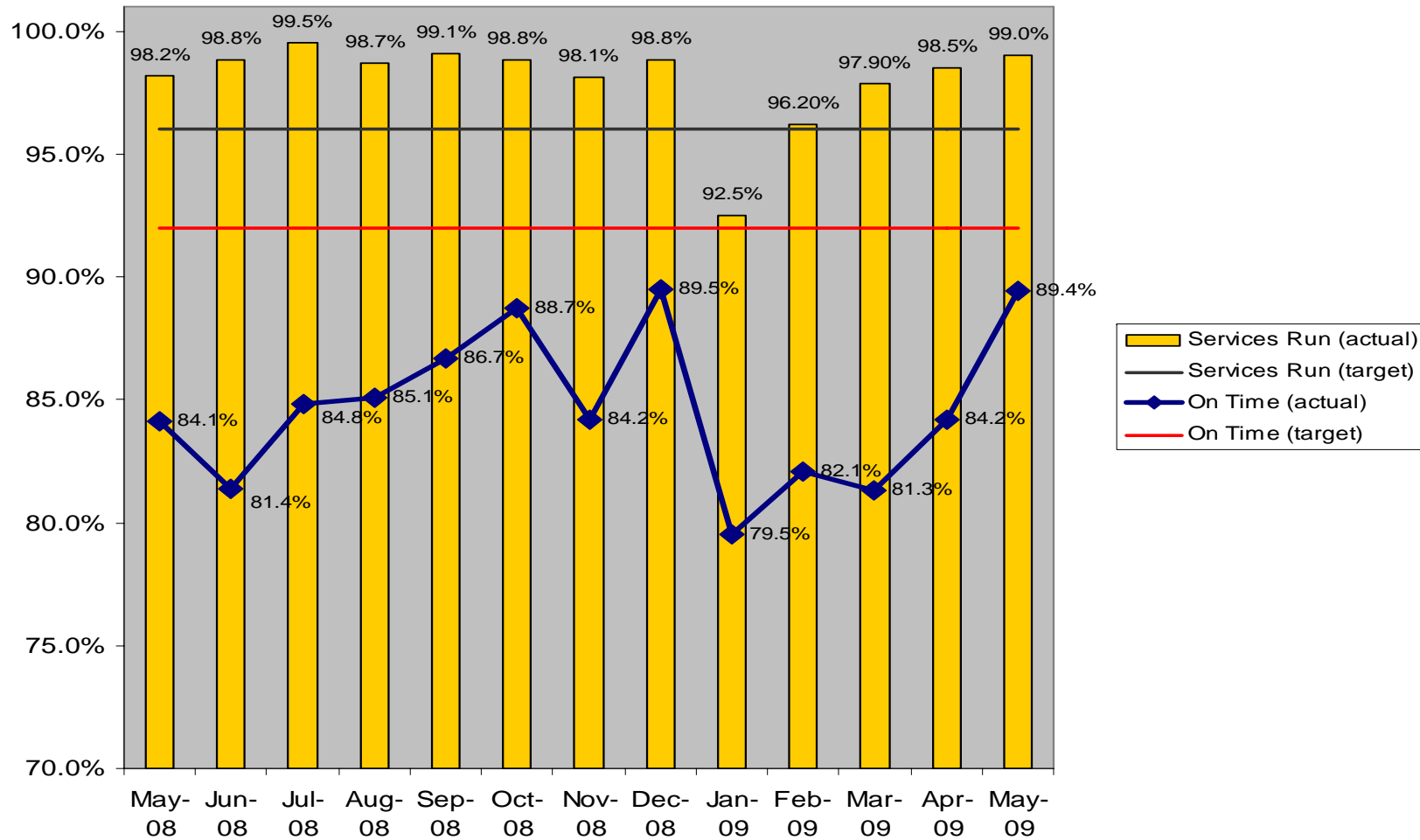
- Train faults = 25
- Metropolitan congestion = 21
- Infrastructure faults = 14
- Other / misc. = 68

Performance : Bendigo line

May 2008 – May 2009

Short distance service punctuality measured to five minutes

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



Swan Hill & Echuca – May 2009

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
206	0	206	100%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
206	194	12	94.2%

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)

Headline news:

There were no cancellations for Swan Hill or Echuca in May, and the lines also met on-time targets.

Cancellations:

- Nil

Delays:

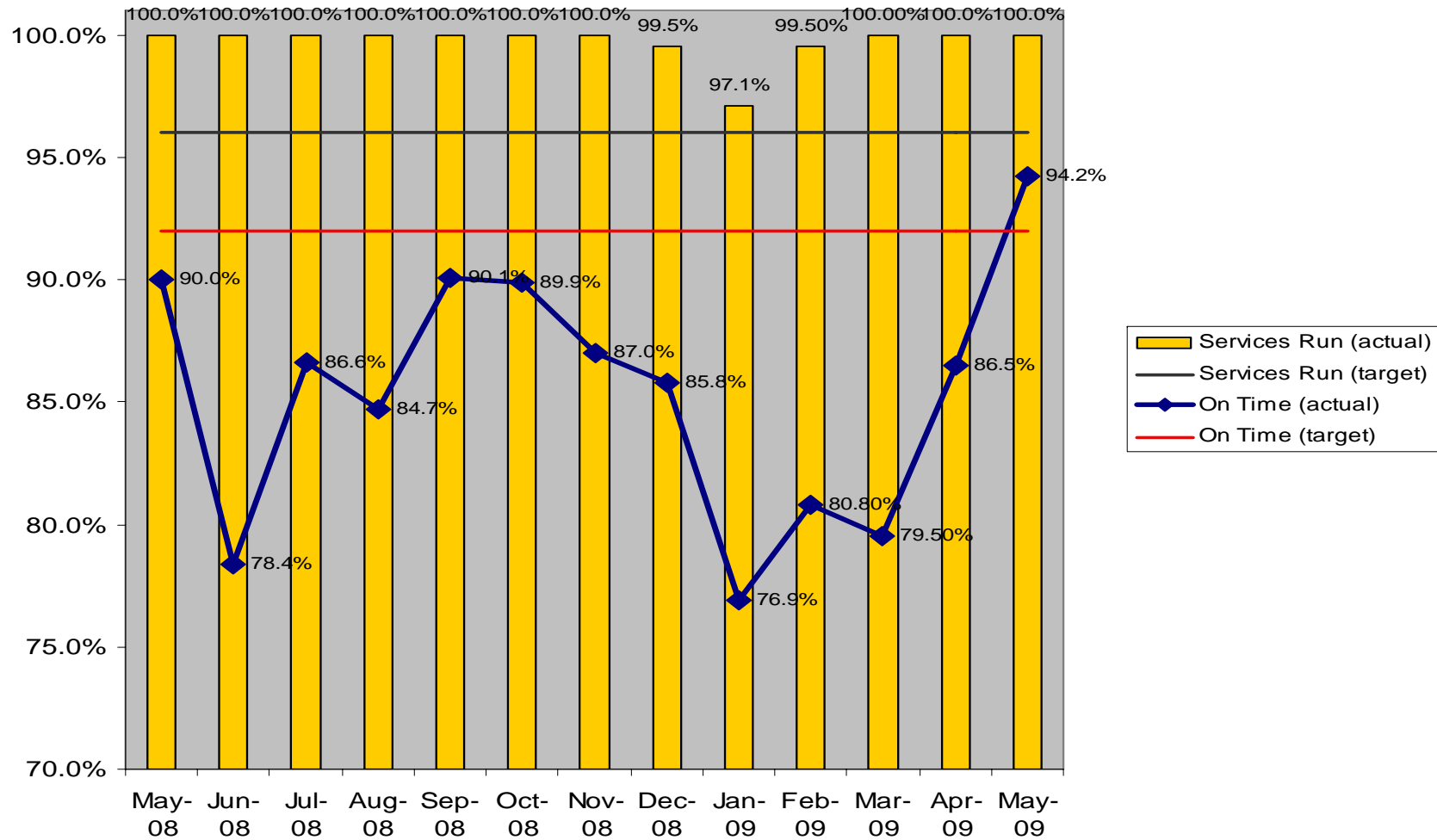
- Train faults = 3
- Excess passengers numbers = 2
- Other / misc. = 7

Performance : Swan Hill & Echuca services (Bendigo line)

May 2008 – May 2009

Long distance service punctuality measured to 10 minutes

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



Headline news:

The Seymour line was 95% on-time up to the metro boundary (see p.6), but faced delays in the metro network.

Seymour - May 2009

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
903	12	891	98.7%

Cancellations:

- Staff shortage = 10
- Train faults = 2

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
891	762	129	85.5%

Delays:

- Craigieburn track works = 57
- Infrastructure faults = 35
- Metro train congestion = 9
- Train faults = 8
- Other / misc. = 20

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.

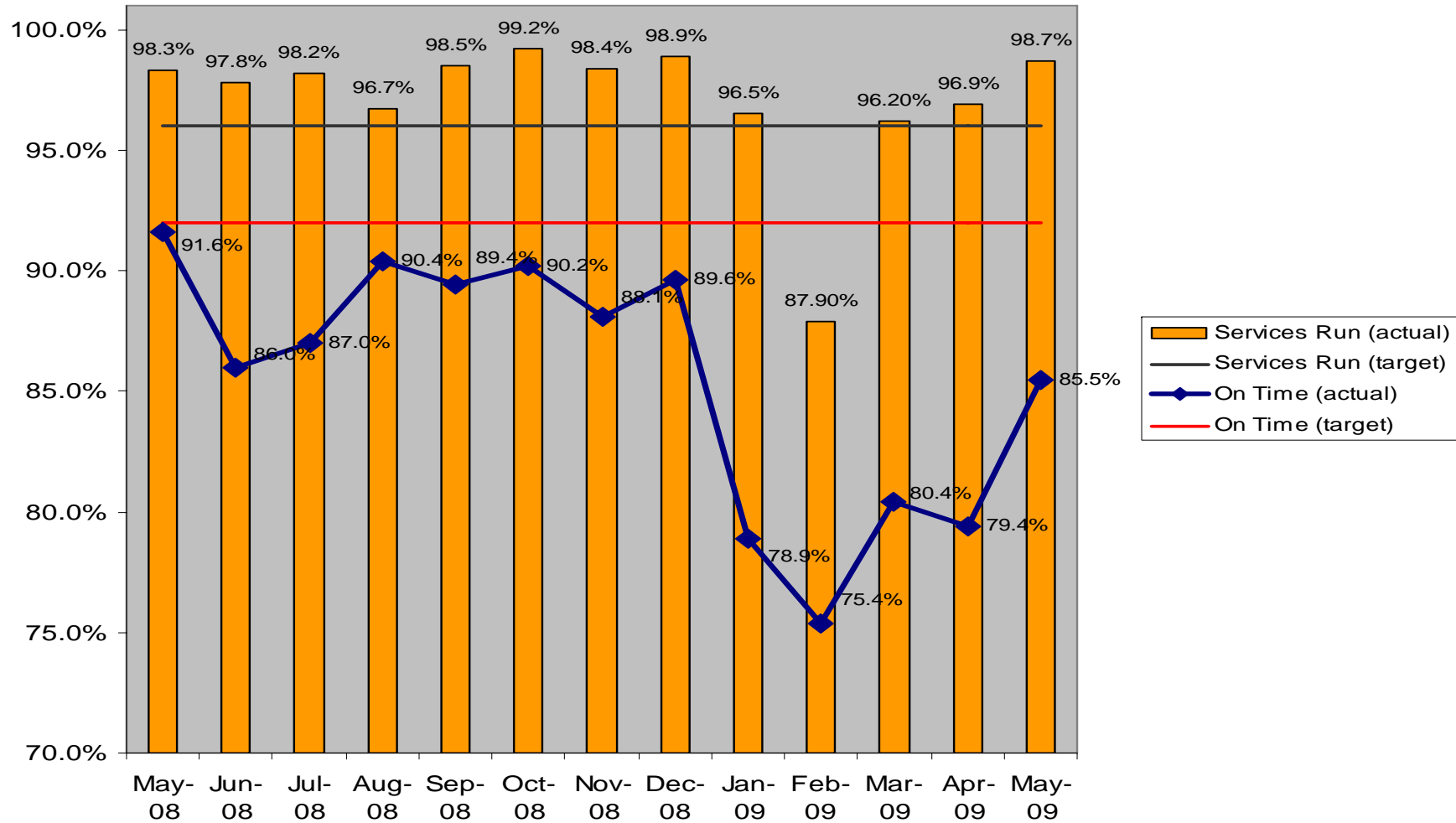
* Excludes short arrivals, includes short departures (if applicable)

Performance : Seymour line

May 2008 – May 2009

Short distance service punctuality measured to five minutes

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



Albury / Wodonga – May 2009

On 30 May 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.

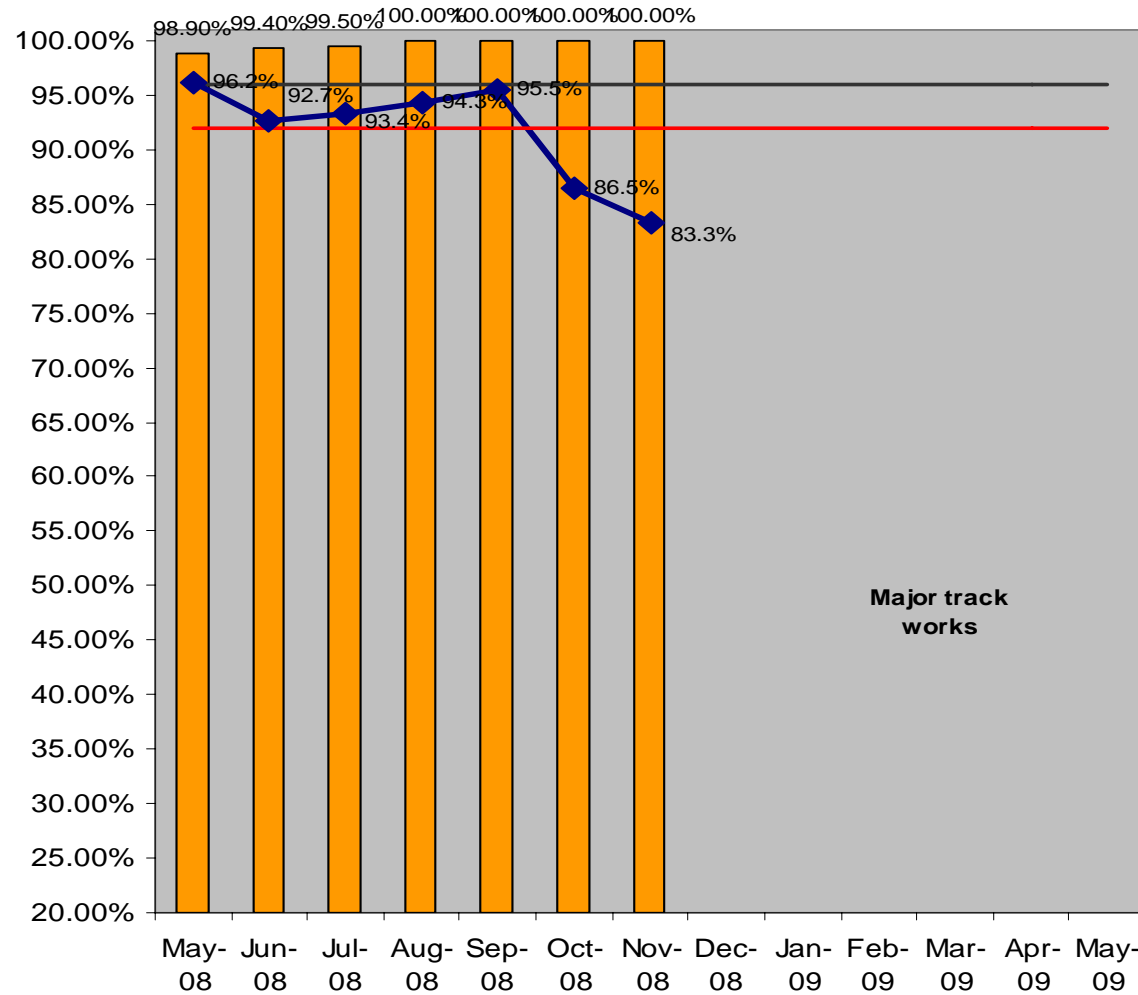
As a result, Albury / Wodonga trains are included in the Seymour performance figures (as the new start and end point) until the works program is complete and full Albury train services resume.

Performance: Albury / Wodonga services (Seymour line)

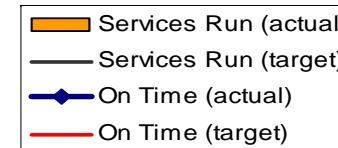
May 2008 – May 2009

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.



Major track works

Headline news:

There were only two cancellations for Shepparton in May.

Shepparton – May 2009

Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
158	2	156	98.7%

Cancellations:

- Train faults = 2

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
156	142	14	91%

Delays:

- Infrastructure faults = 5
- Craigieburn track works = 3
- Other / misc. = 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.

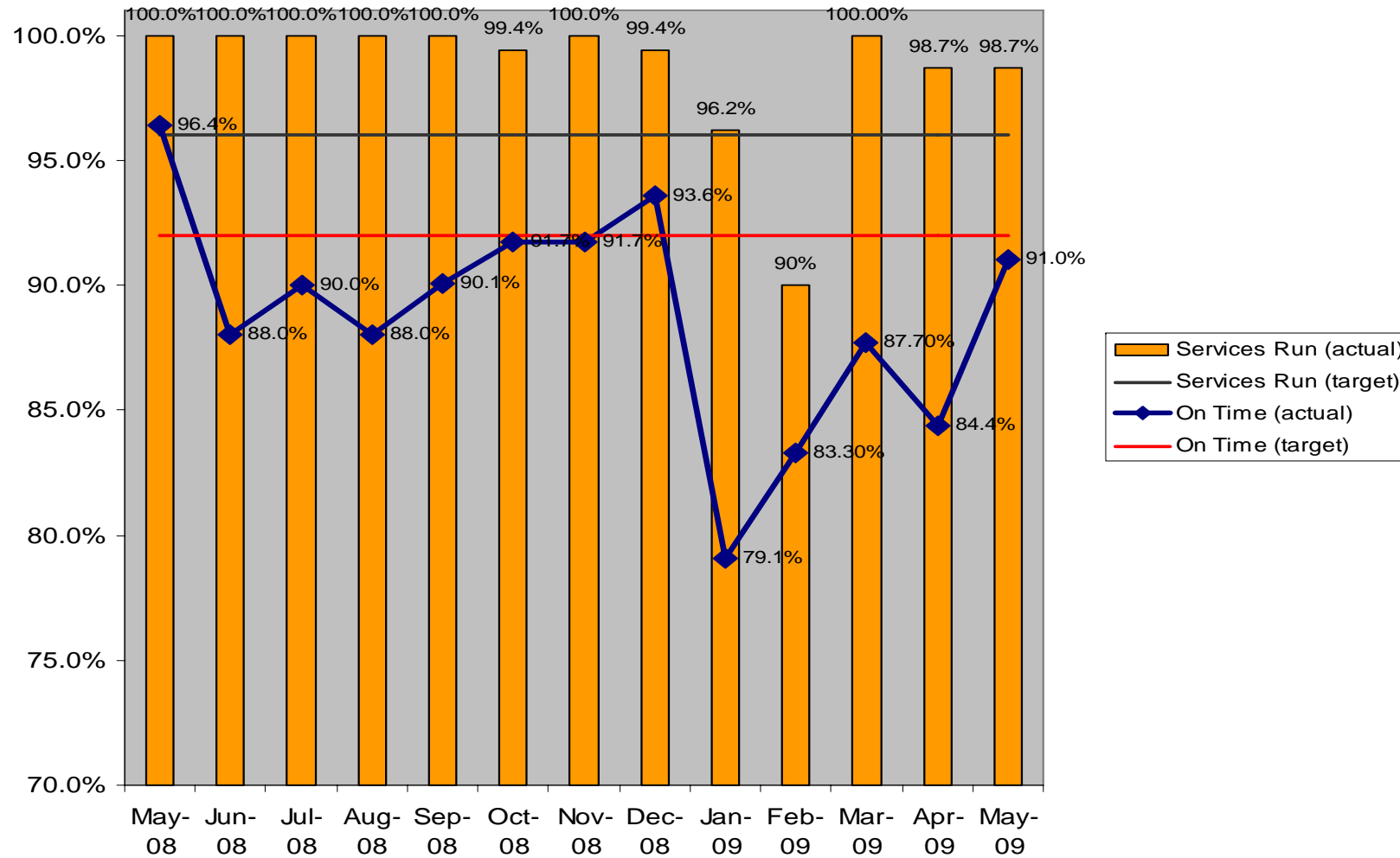
* Excludes short arrivals, includes short departures (if applicable)

Performance : Shepparton services (Seymour line)

May 2008 – May 2009

Long distance service punctuality measured to 10 minutes

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



Traralgon – May 2009

Headline news:

The Traralgon line was 94% 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
759	33	726	95.7%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
720	589	131	81.8%

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:

- Trespasser incidents = 25
- Staff shortage = 4
- Other / misc. = 4

Delays:

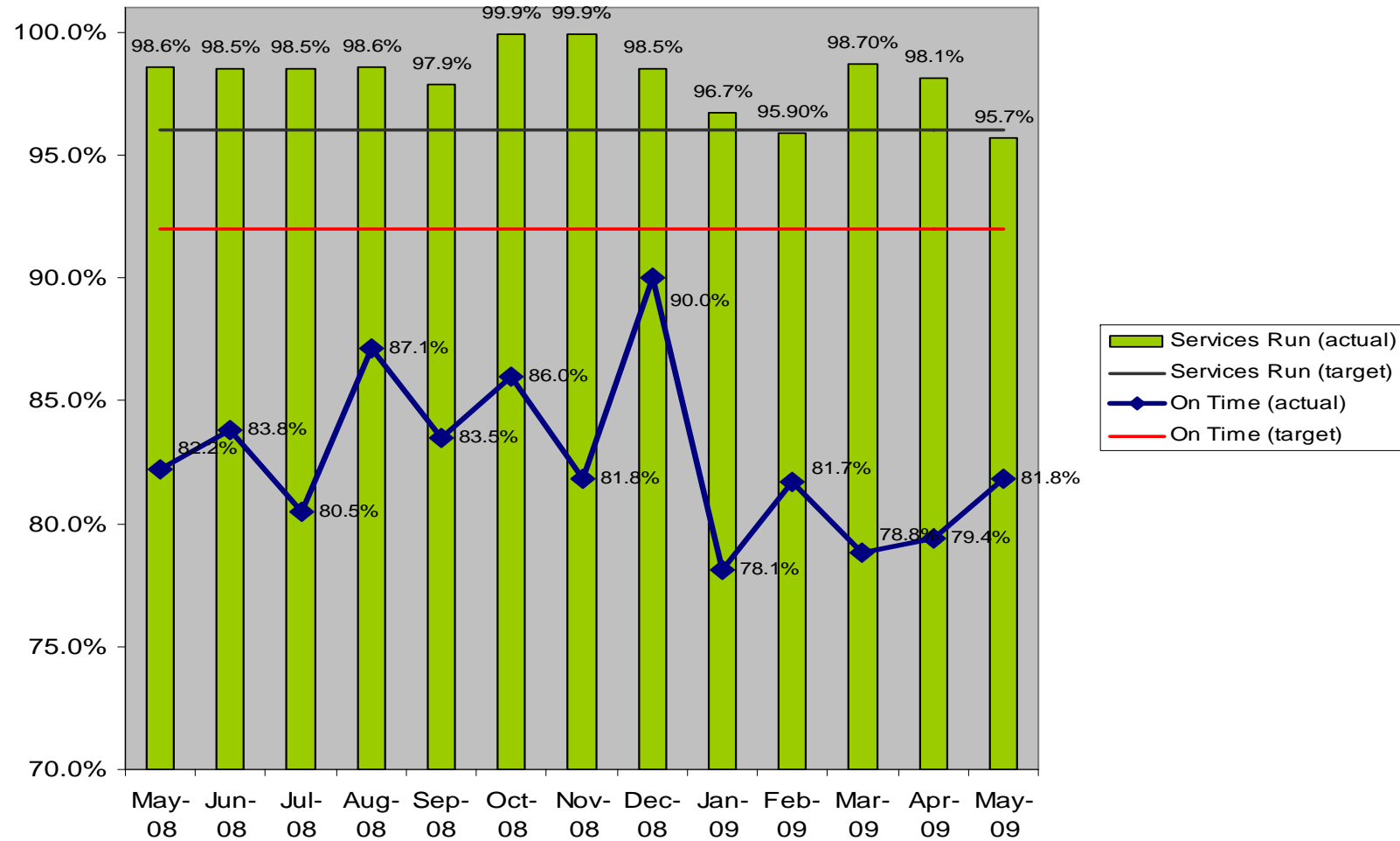
- Metropolitan congestion = 59
- Infrastructure faults = 13
- Train faults = 13
- Trespasser incidents = 10
- Other / misc. = 36

Performance : Traralgon services (Gippsland line)

May 2008 – May 2009

Short distance service punctuality measured to five minutes

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



Bairnsdale – May 2009

Headline news:

Only three trains were cancelled on the Bairnsdale line in May, and trains were 93.1% 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	3	183	98.4%

Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
178	145	33	81.5%

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:

- Trespasser incident = 3

Delays:

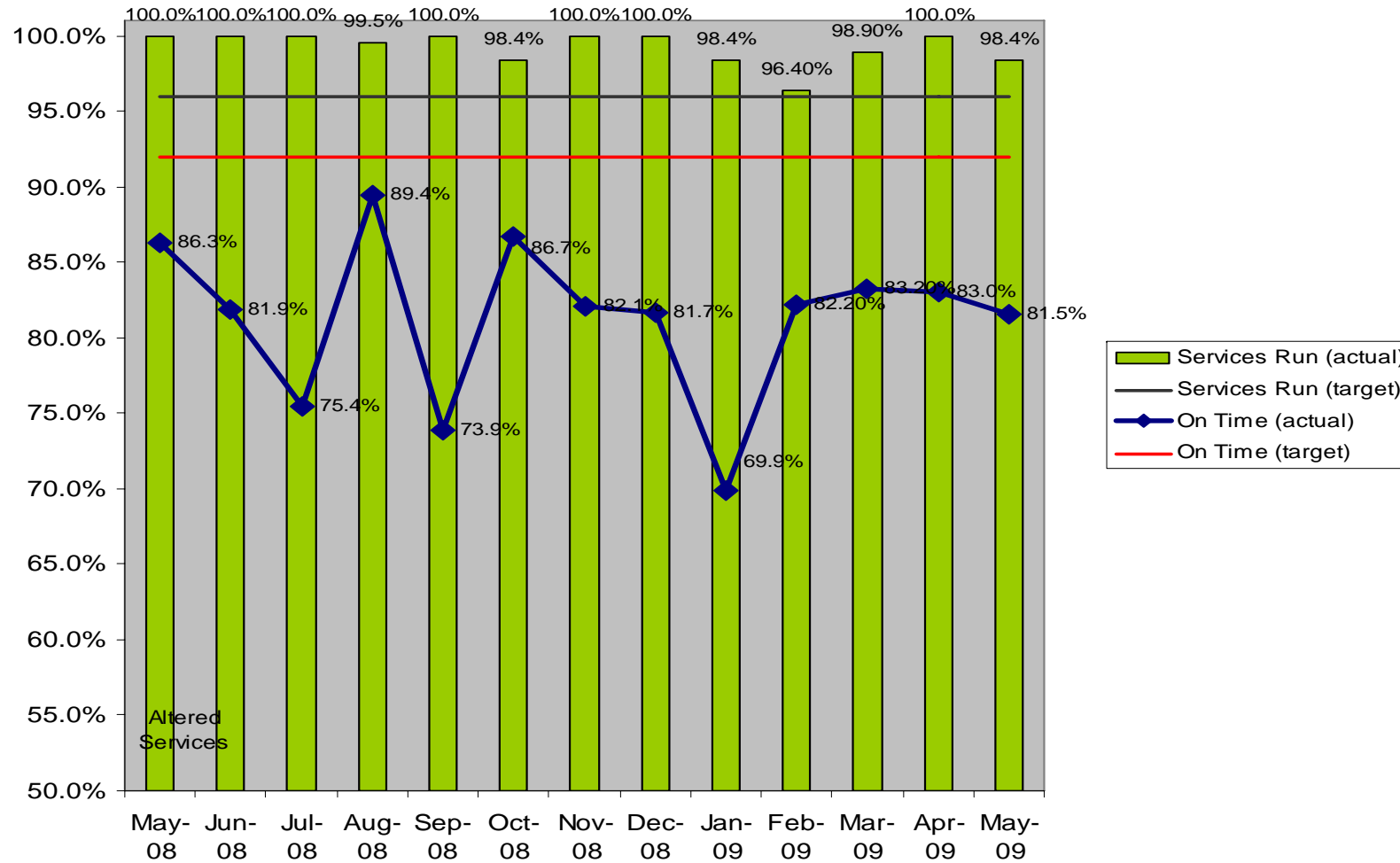
- Metropolitan congestion = 14
- Train faults = 3
- Other / Misc = 16 (including ill passenger, weather, trespasser on track)

Performance : Bairnsdale services (Gippsland line)

May 2008 – May 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).