

# V/Line's September 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 September 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 (September 2009)

- **Cancellations in September:**

- There were three cancellations out of 876 long distance train services (99.7 per cent reliability).
- There were 85 cancellations out of 5448 short distance train services (98.4 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 Shepparton lines.
- On-time performance across the network in September was an average 88.4 per cent for short distance trains and 91.8 per cent for long distance services.
- In line with our Customer Charter commitments, compensation is payable on all lines except Ballarat, Ararat and Shepparton.

## Key results – Victoria state wide (September 2009)

### Services run - results:

- We have a target of ensuring at least 96 per cent of scheduled services run.
- In September 2009 we met our reliability target on all lines with 99.7 per cent of long distance and 98.4 per cent of short distance services running.
- V/Line scheduled 5448 short distance and 876 long distance services. There were 85 unforeseen short distance cancellations (16 more than August) and three long distance cancellations (three more than the previous month).
- Factors resulting in train cancellations in September were:
  - Trespasser on track (31)
  - Staff shortage (22)
  - Train faults (14)
  - Storms or lightning (7)
  - Miscellaneous (14)

## Key results – Victoria state wide (September 2009)

### Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains
6202	5513	689

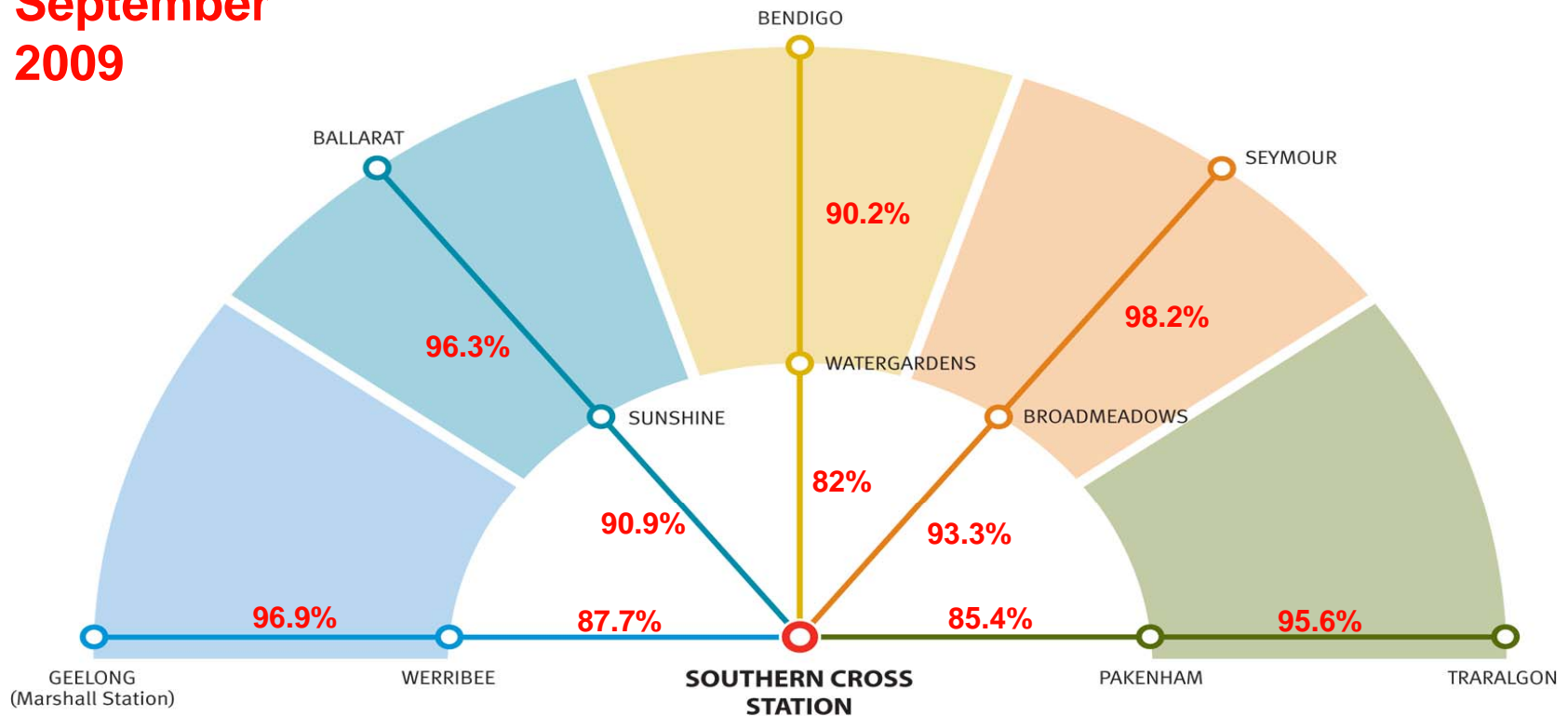
\* Excludes short arrivals, includes short departures (if applicable)

- Once again we saw on-time improvement in September with the Ballarat line meeting its punctuality target for the fourth consecutive month. However 689 out of all 6202 services state wide delayed in this month:
  - Suburban congestion caused 205 trains to be delayed, or 30 per cent of delays.
  - Infrastructure faults caused 21 per cent of delays (86 trains).
  - Train faults caused 14 per cent, or 100 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\*

**September  
2009**

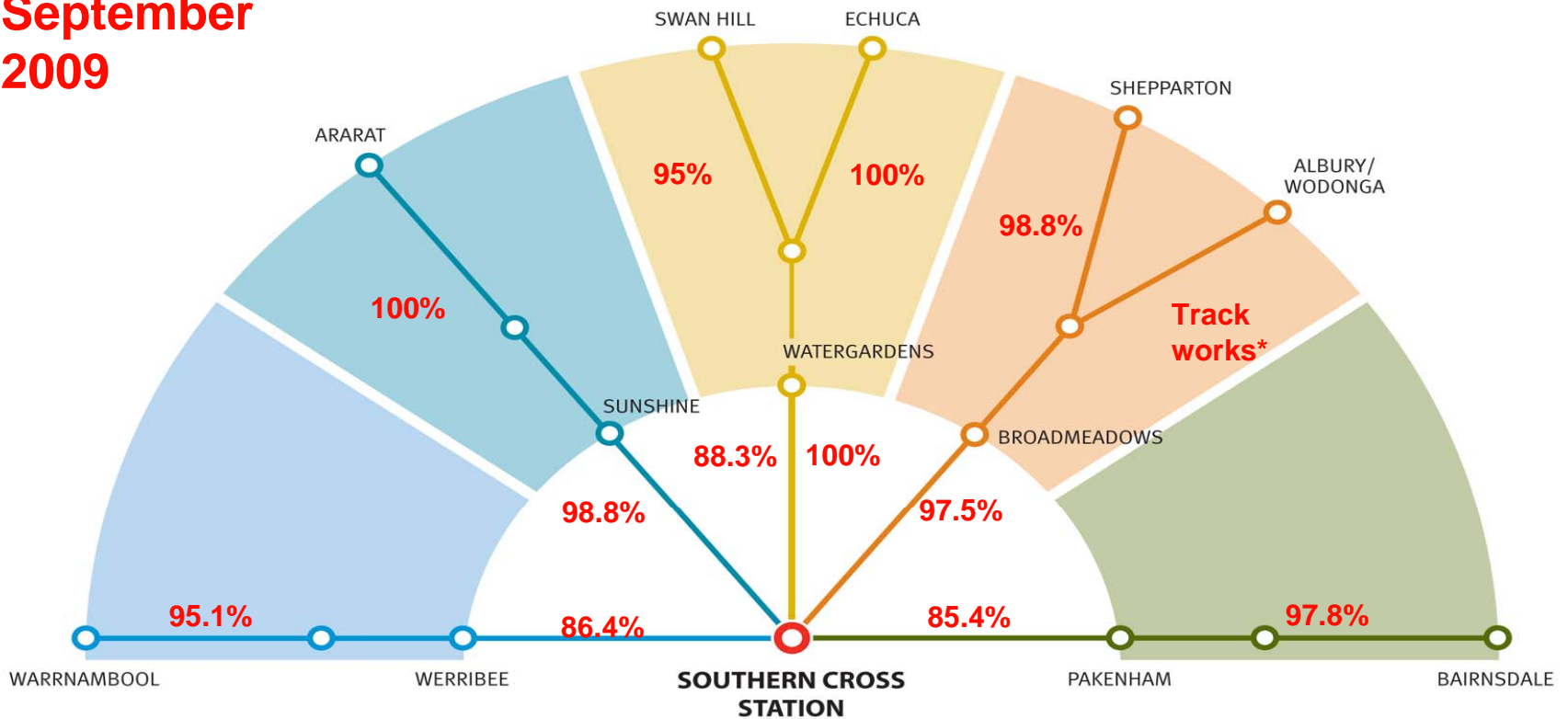


\* Performance on the regional network can be measured for Melbourne-bound trains before they enter the metropolitan system. This process is difficult to replicate for out-bound trains which are affected by metropolitan congestion before they reach the regional network.

# 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\*

September  
2009

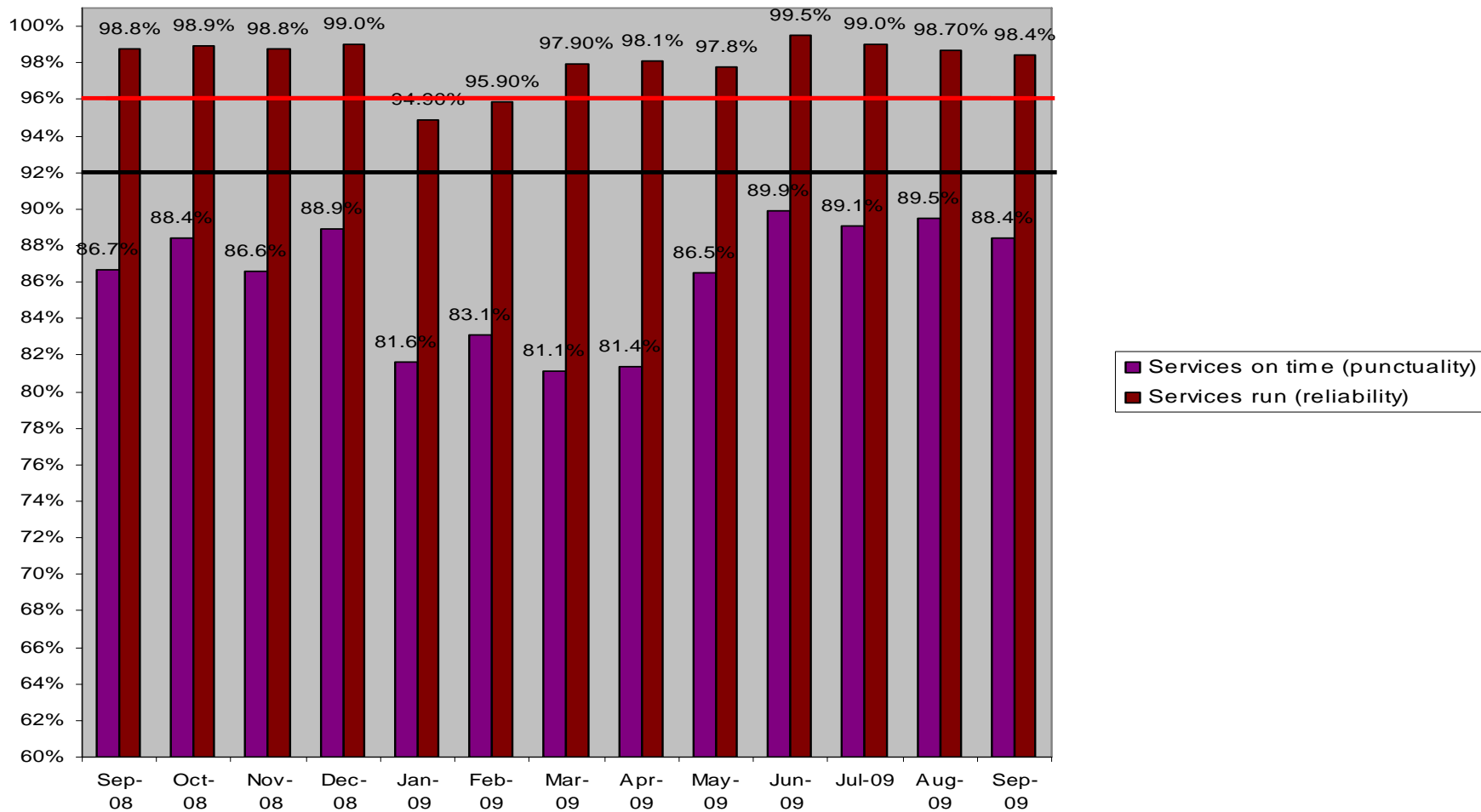


\* Performance on the regional network can be measured for Melbourne-bound trains before they enter the metropolitan system. This process is difficult to replicate for out-bound trains which are affected by metropolitan congestion before they reach the regional network.

\*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.

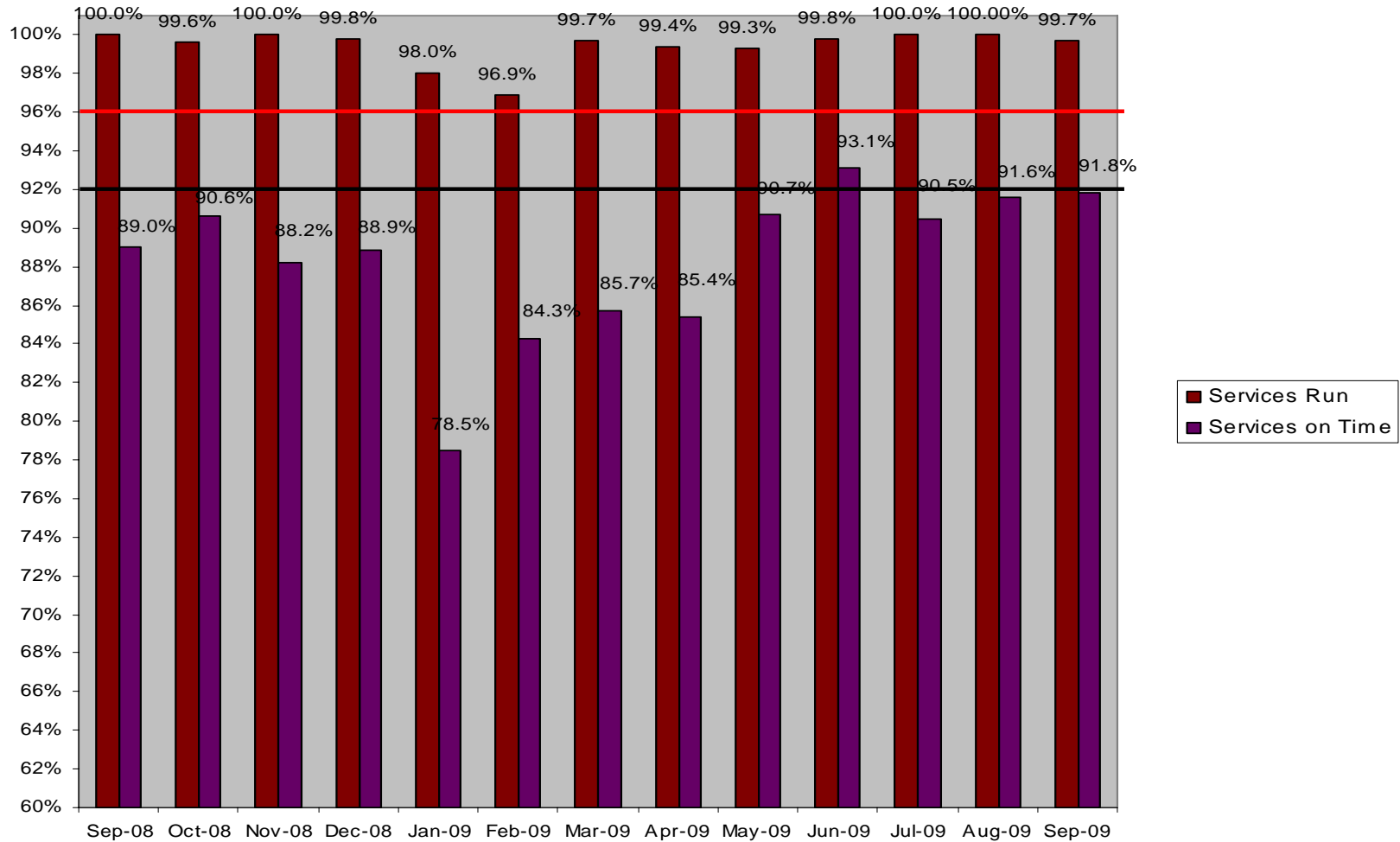
# Services Run & On Time – Short distance

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?

September 2009

## Headline news:

Geelong was 96.9 per cent on time to the metropolitan boundary.

## Geelong – September 2009

### Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
1406	9	1397	99.4%

### Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
1397	1225	172	87.7%

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 = 5
- Staff shortage = 4

### Delays:

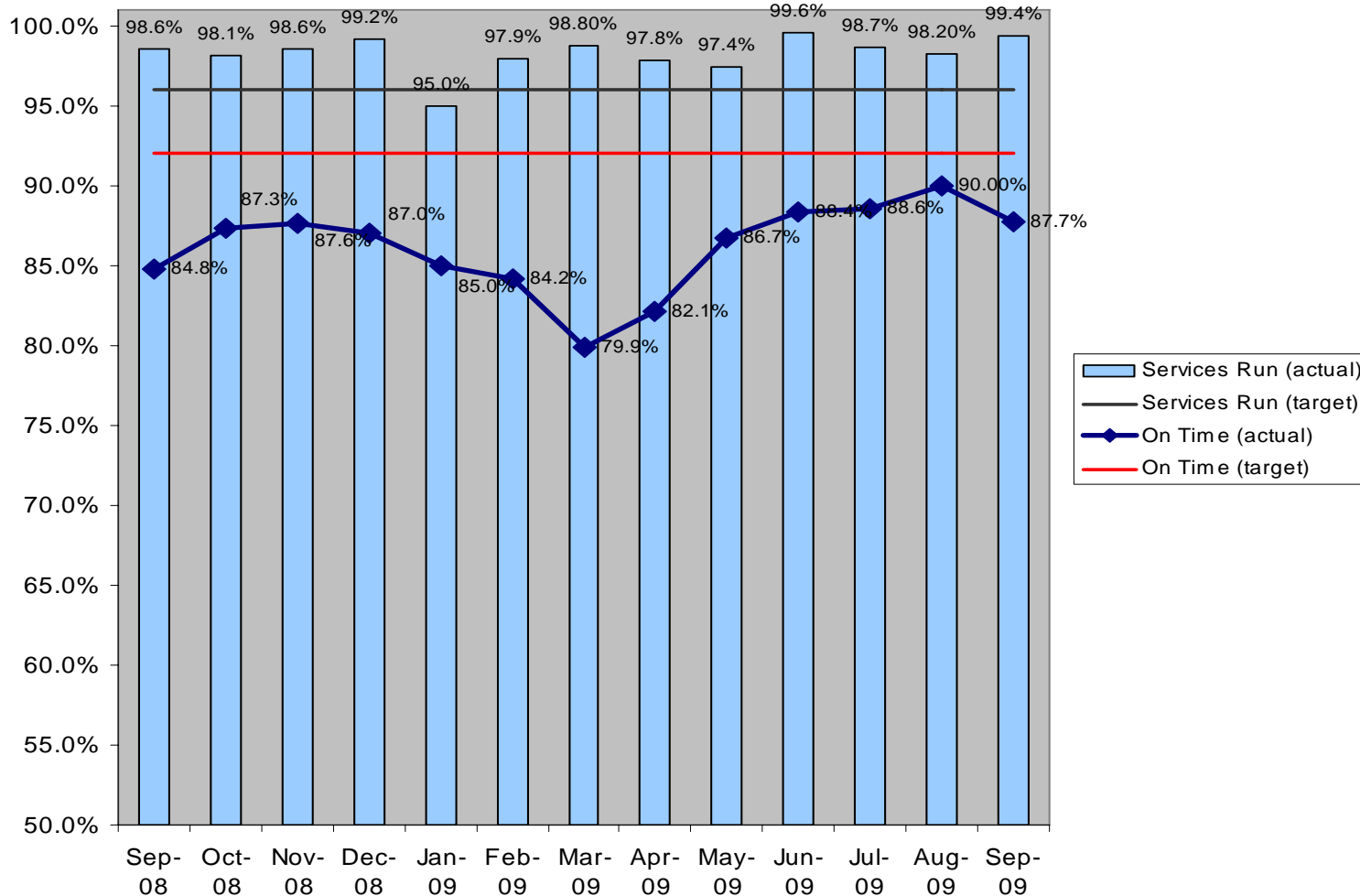
- Metro congestion = 56
- Train faults = 24
- Infrastructure faults = 19
- Vandalism = 13
- Other / misc. = 60

# Performance : Geelong line

September 2008 – September 2009

Short distance service punctuality measured to five minutes

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



## Warrnambool – September 2009

### Headline news:

Despite a derailment near Colac, all but two train services were replaced by coaches over the course of a week.

### Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
172	2	170	98.8%

### Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
148	132	16	89.2%

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:

- Accident near Colac = 2

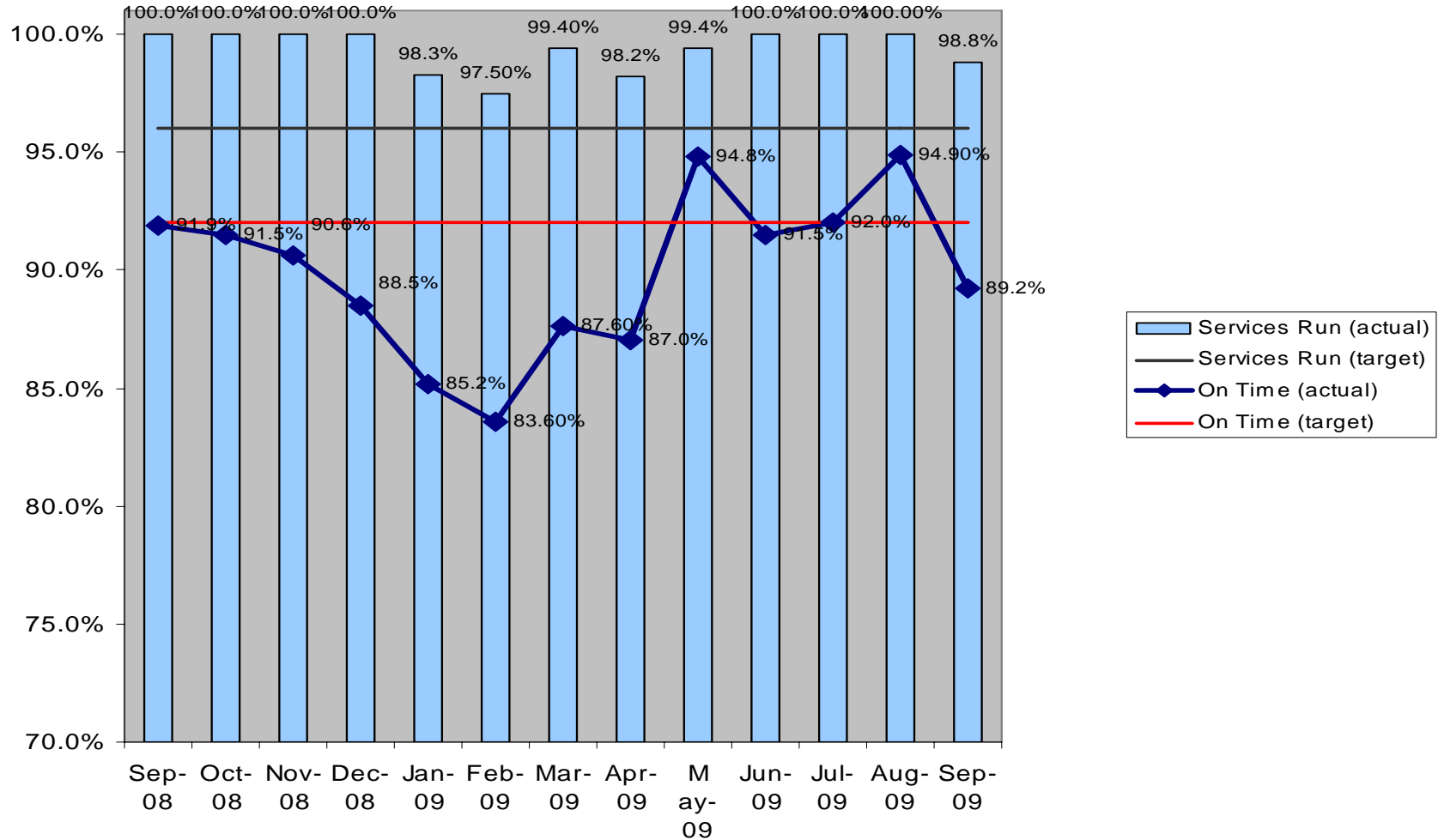
### Delays:

- Infrastructure faults = 5
- Metro train congestion = 4
- Storms = 4
- Other / misc. 3

# Performance : Warrnambool services (Geelong line)

September 2008 – September 2009  
Long distance service punctuality measured to 10 minutes

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



### Headline news:

Ballarat met its on-time target for the fourth consecutive month.

## Ballarat - September 2009

### Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
1122	1	1121	99.9

### Cancellations:

- Other / misc = 1

### Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
1119	1040	79	92.9%

### Delays:

- Metro congestion = 19
- Infrastructure faults = 16
- Train faults = 8
- Ill / unruly passenger = 6
- Other / misc. = 30

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.

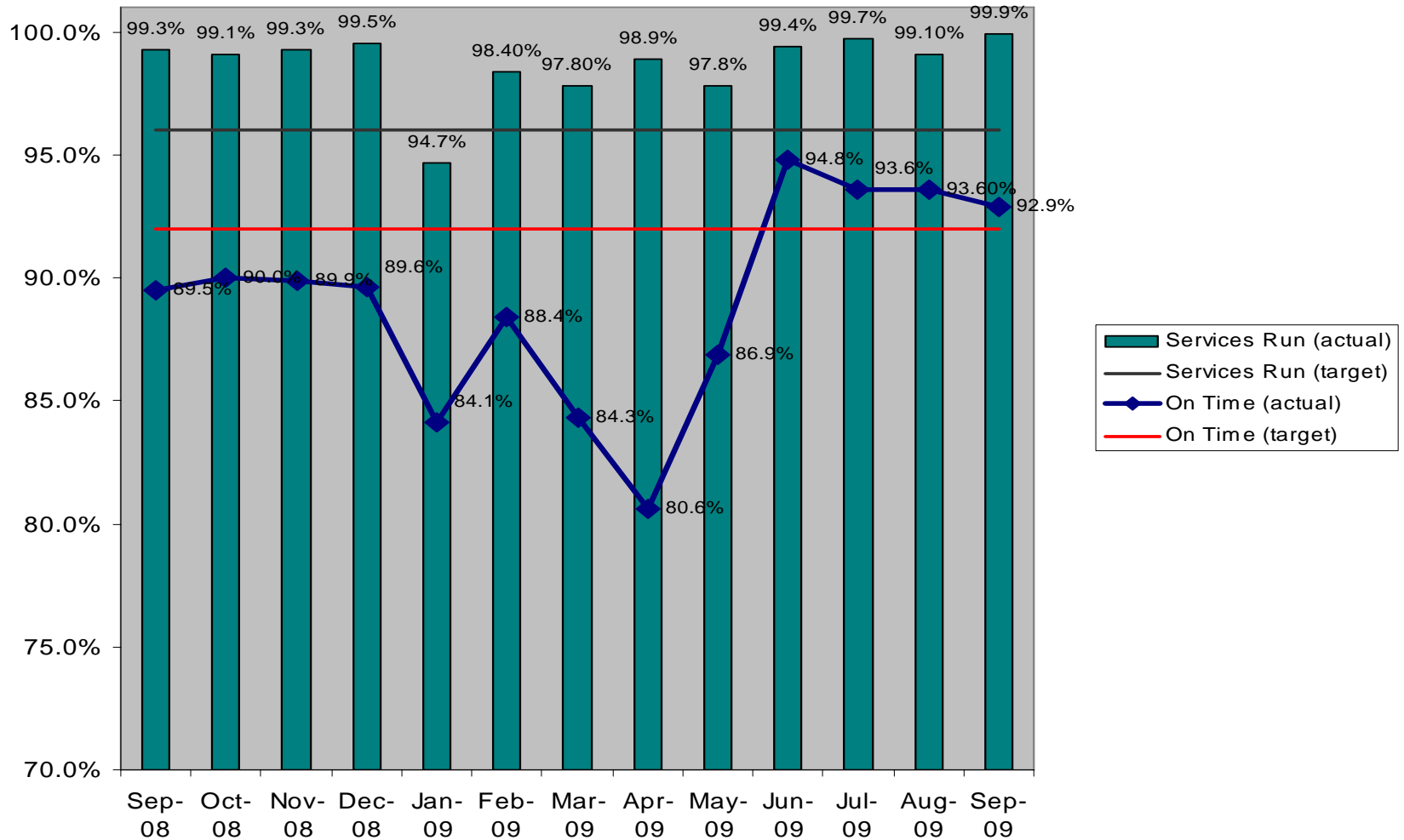
\* Excludes short arrivals, includes short departures (if applicable)

# Performance : Ballarat line

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

## Ararat – September 2009

### Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
164	0	164	100%

### Cancellations:

- Nil

### Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
164	161	3	98.2%

### Delays:

- Ill passenger = 1
- Train / infrastructure faults = 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.

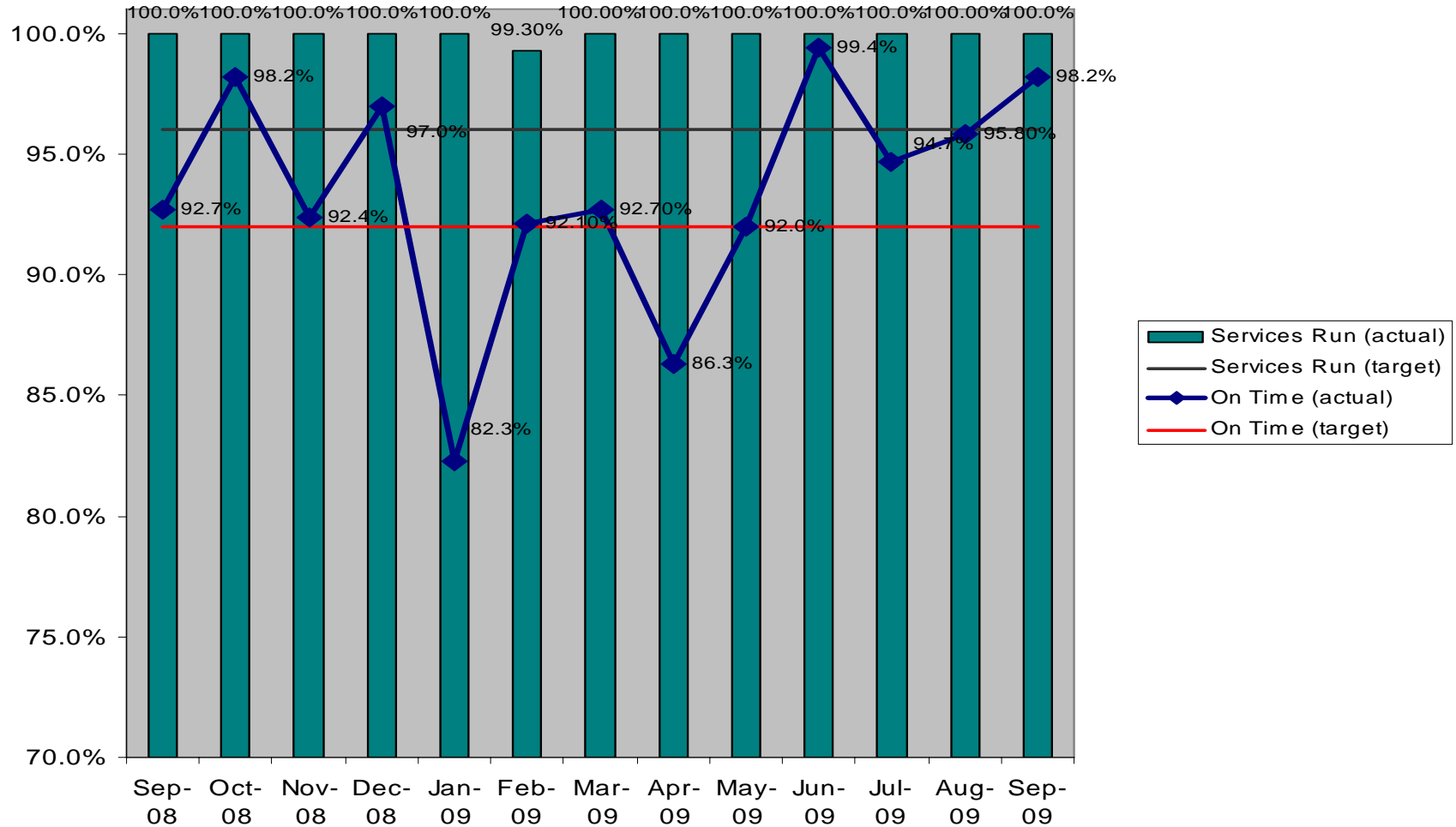
\* Excludes short arrivals, includes short departures (if applicable)

# Performance : Ararat services (Ballarat line)

September 2008 – September 2009

Long distance service punctuality measured to 10 minutes

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



### Headline news:

A trespasser incident involving a Connex train accounted for almost half of Bendigo's cancellations.

## Bendigo – September 2009

### Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
1226	<b>40</b>	<b>1186</b>	96.7%

### Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
1178	<b>1001</b>	<b>177</b>	85%

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 accident (Connex) = 19
- Train faults = 5
- Staff shortage = 5
- Other / misc. = 11

### Delays:

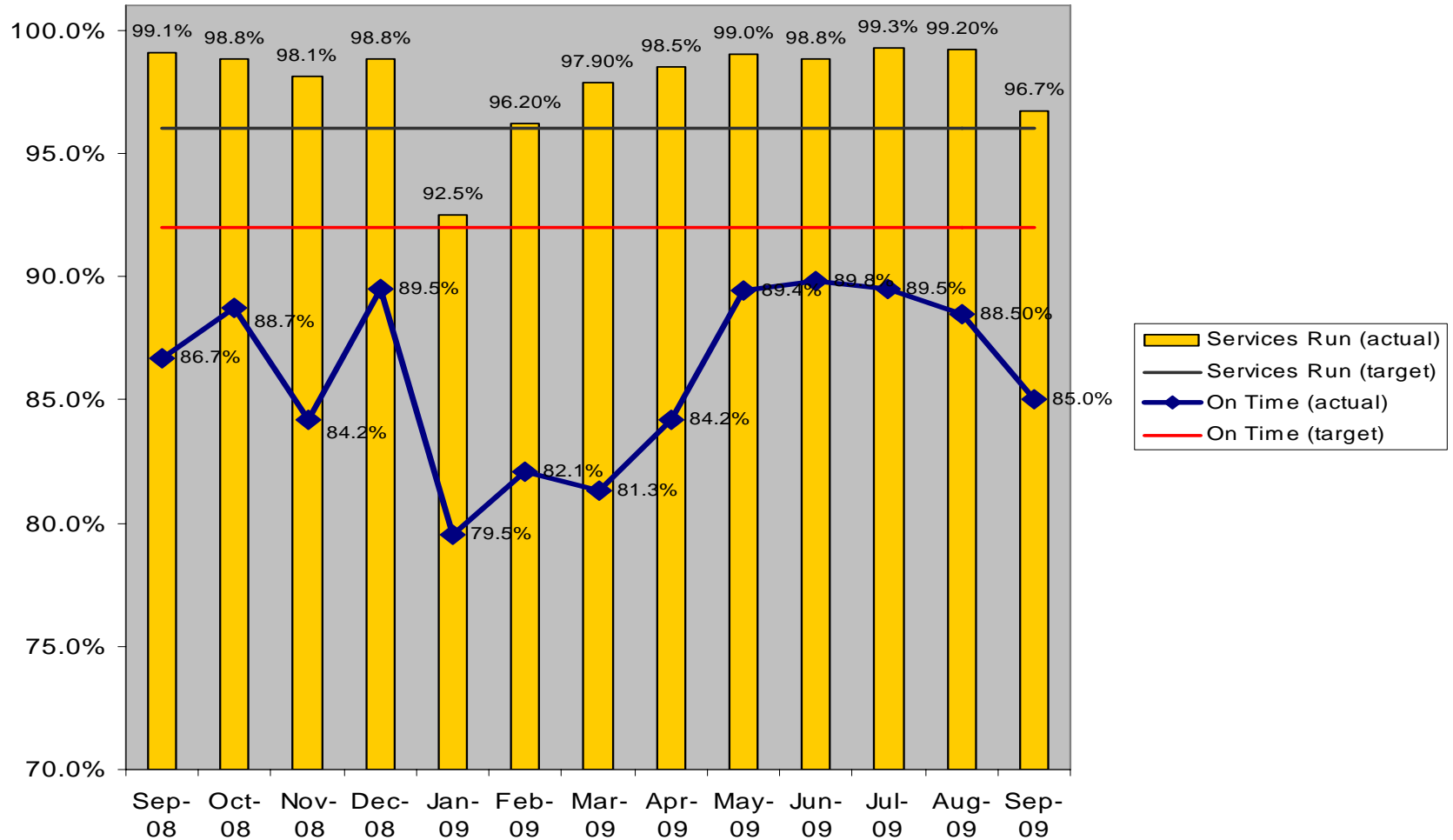
- Infrastructure faults = 68
- Metro train congestion = 30
- Train faults = 21
- Other / misc. = 58

# Performance : Bendigo line

September 2008 – September 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 September.

## Swan Hill & Echuca – September 2009

### Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
196	0	196	100%

### Cancellations:

- Nil

### Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
194	177	17	91.2%

### Delays:

- Train faults = 4
- Infrastructure faults = 3
- Metro congestion = 2
- Other / misc. = 8

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.

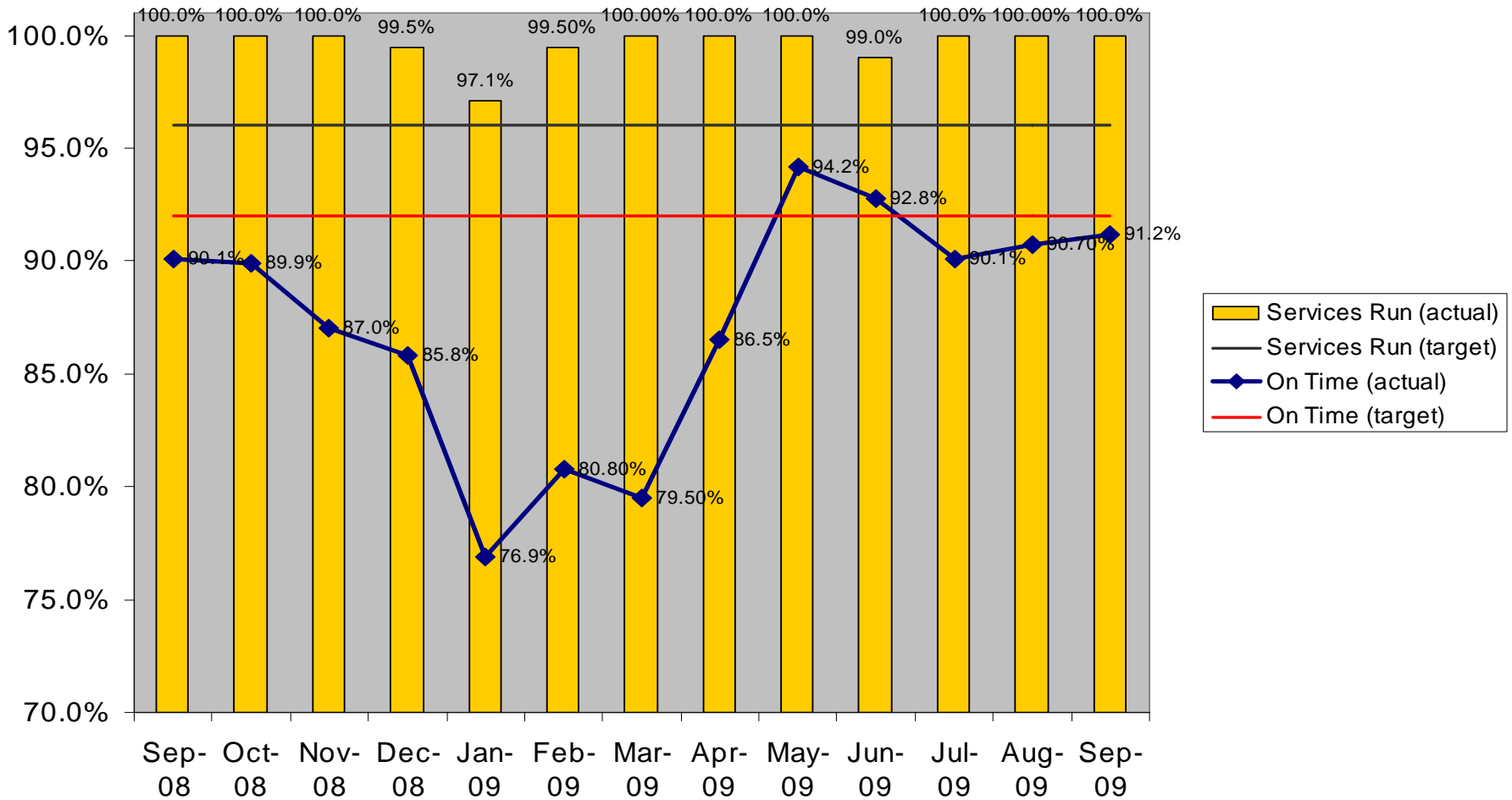
\* Excludes short arrivals, includes short departures (if applicable)

# Performance : Swan Hill & Echuca services (Bendigo line)

September 2008 – September 2009

Long distance service punctuality measured to 10 minutes

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



### Headline news:

Metropolitan congestion is continuing to significantly delay services with 98.2 per cent arriving to the urban boundary on time.

## Seymour - September 2009

### Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
936	24	912	97.4%

### Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
912	823	89	90.2%

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:

- Staff shortage = 11
- Trespasser incident (Connex) = 5
- Train faults = 4
- Other / misc. = 4

### Delays:

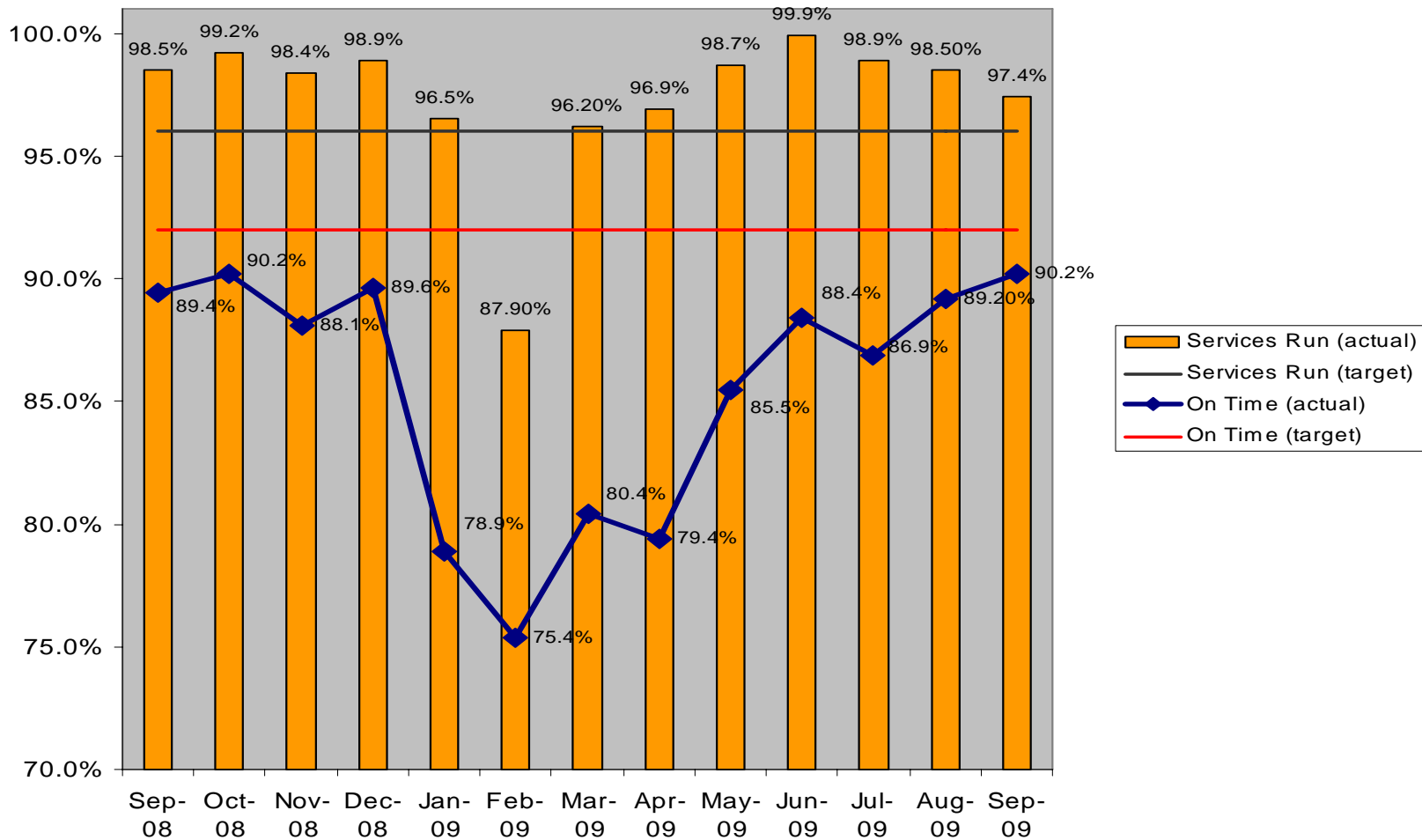
- Metro train congestion = 23
- Train faults = 20
- Infrastructure faults = 17
- Other / misc. = 29

# Performance : Seymour line

September 2008 – September 2009

Short distance service punctuality measured to five minutes

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



## Albury / Wodonga – September 2009

On 30 September 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.

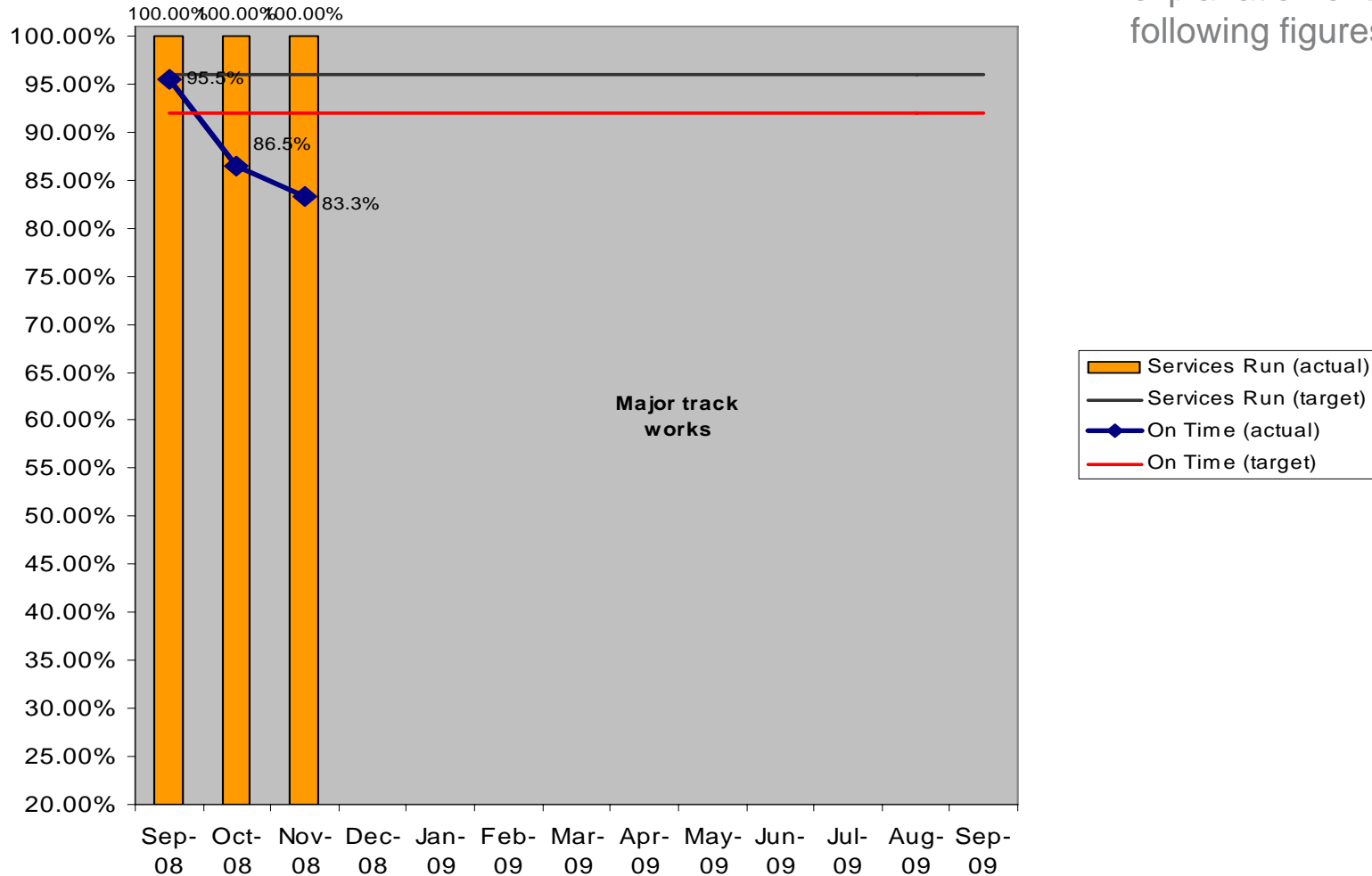
# Performance: Albury / Wodonga services (Seymour line)

September 2008 – September 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:

Shepparton once again met its on-time performance target.

## Shepparton – September 2009

### Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
164	0	164	100%

### Cancellations:

- Nil

### Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
162	154	8	95.1%

### Delays:

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

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.

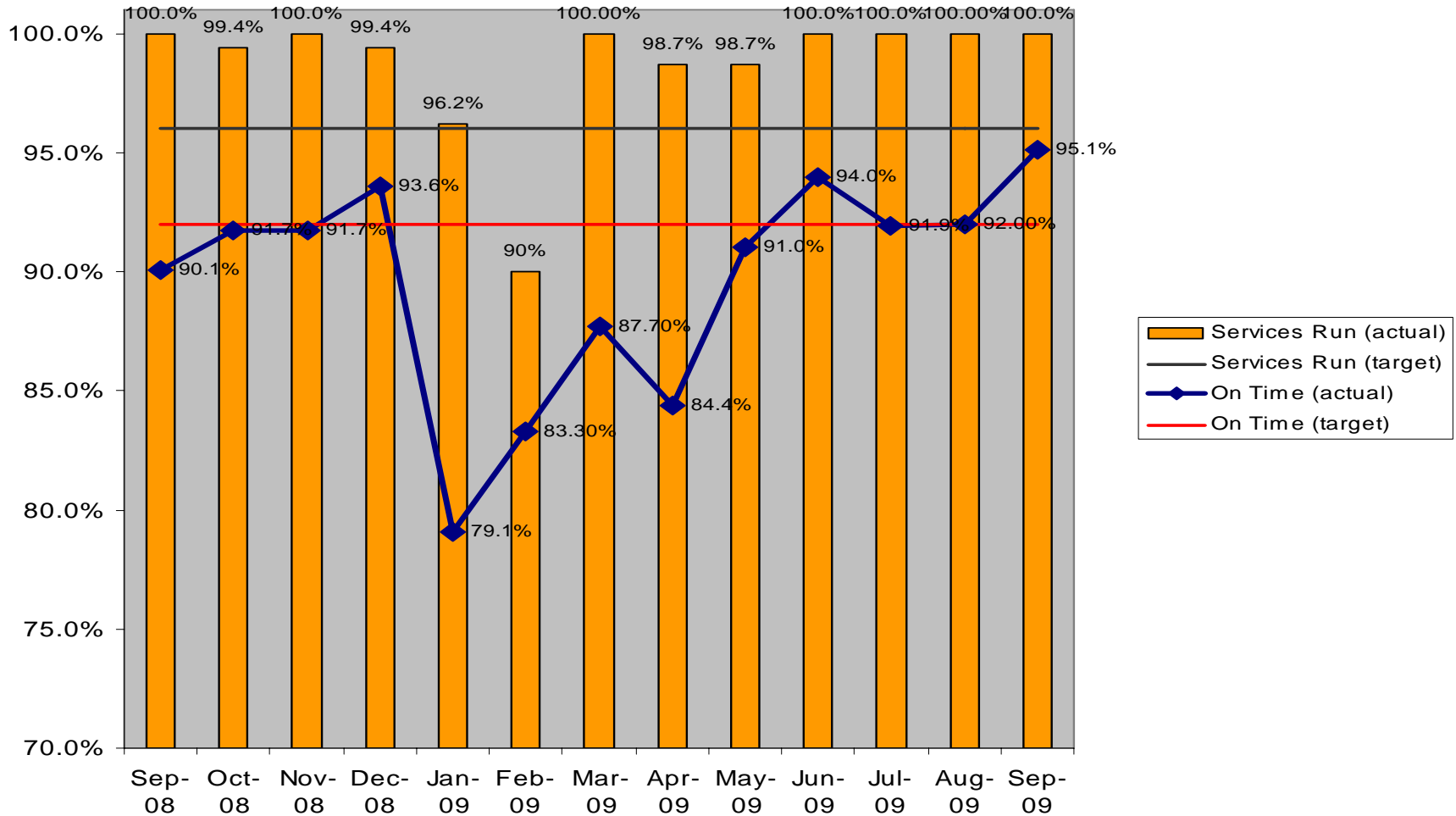
\* Excludes short arrivals, includes short departures (if applicable)

# Performance : Shepparton services (Seymour line)

September 2008 – September 2009

Long distance service punctuality measured to 10 minutes

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



### Headline news:

Metropolitan congestion accounts for more than half of Traralgon's delays.

## Traralgon – September 2009

### Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
758	11	747	98.5%

### Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
750	647	103	86.3%

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:

- Trespasser incident = 6
- Infrastructure faults = 2
- Staff shortage = 2
- lightning strike = 1

### Delays:

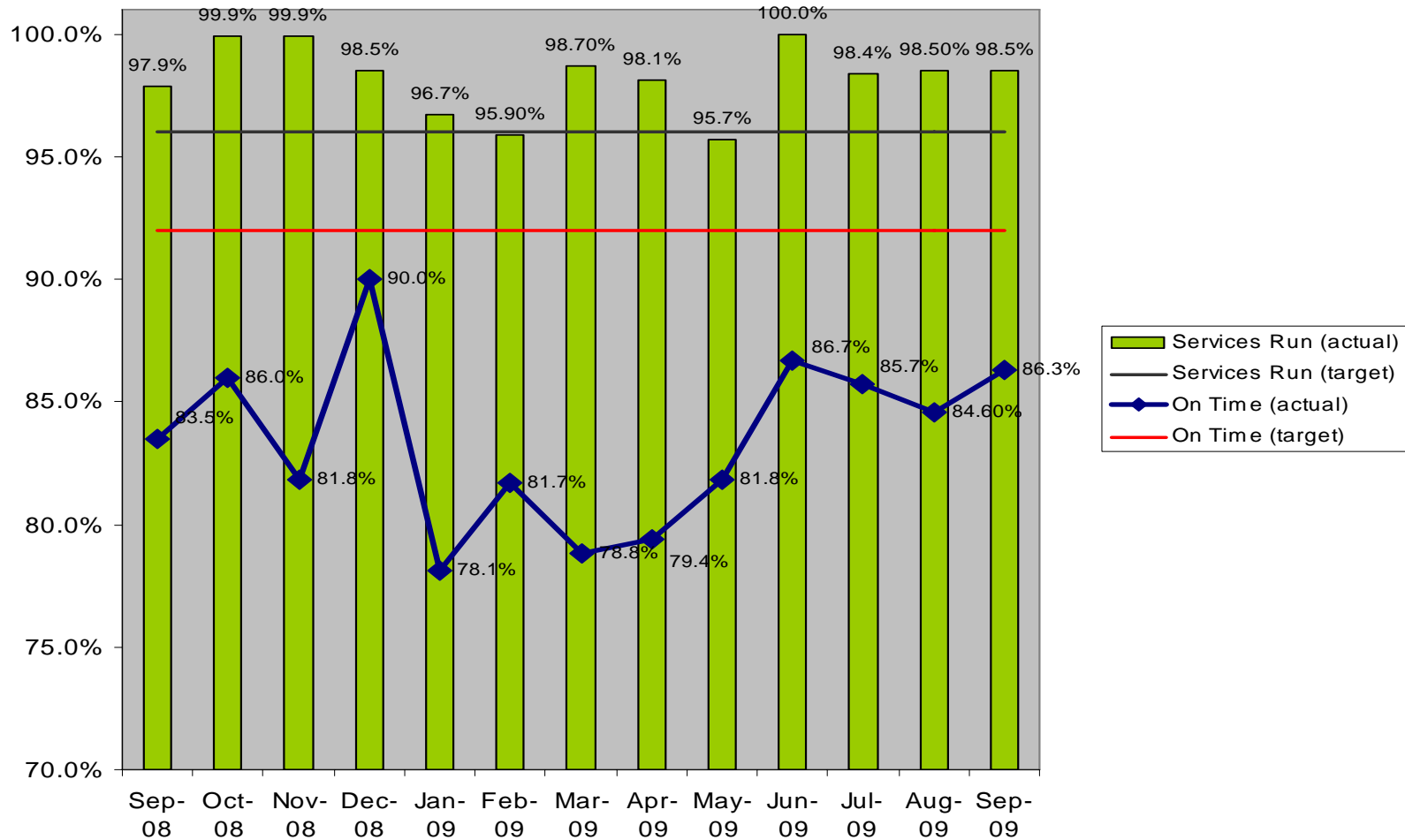
- Metropolitan congestion = 59
- Train faults = 13
- Infrastructure faults = 11
- Other / misc. = 20

# Performance : Traralgon services (Gippsland line)

September 2008 – September 2009

Short distance service punctuality measured to five minutes

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



### Headline news:

Bairnsdale trains are 97.8 per cent on time to the metro boundary.

## Bairnsdale – September 2009

### Services that ran:

Scheduled trains	Cancelled trains	Trains that ran	Percentage of trains that ran
180	1	179	99.4%

### Cancellations:

- lightning = 1

### Services on-time:

Total trains that ran full trip*	Trains on-time	Delayed trains	Percentage of trains on-time
178	153	25	86%

### Delays:

- Metropolitan congestion = 10
- Train fault = 4
- Other / Misc = 11

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.

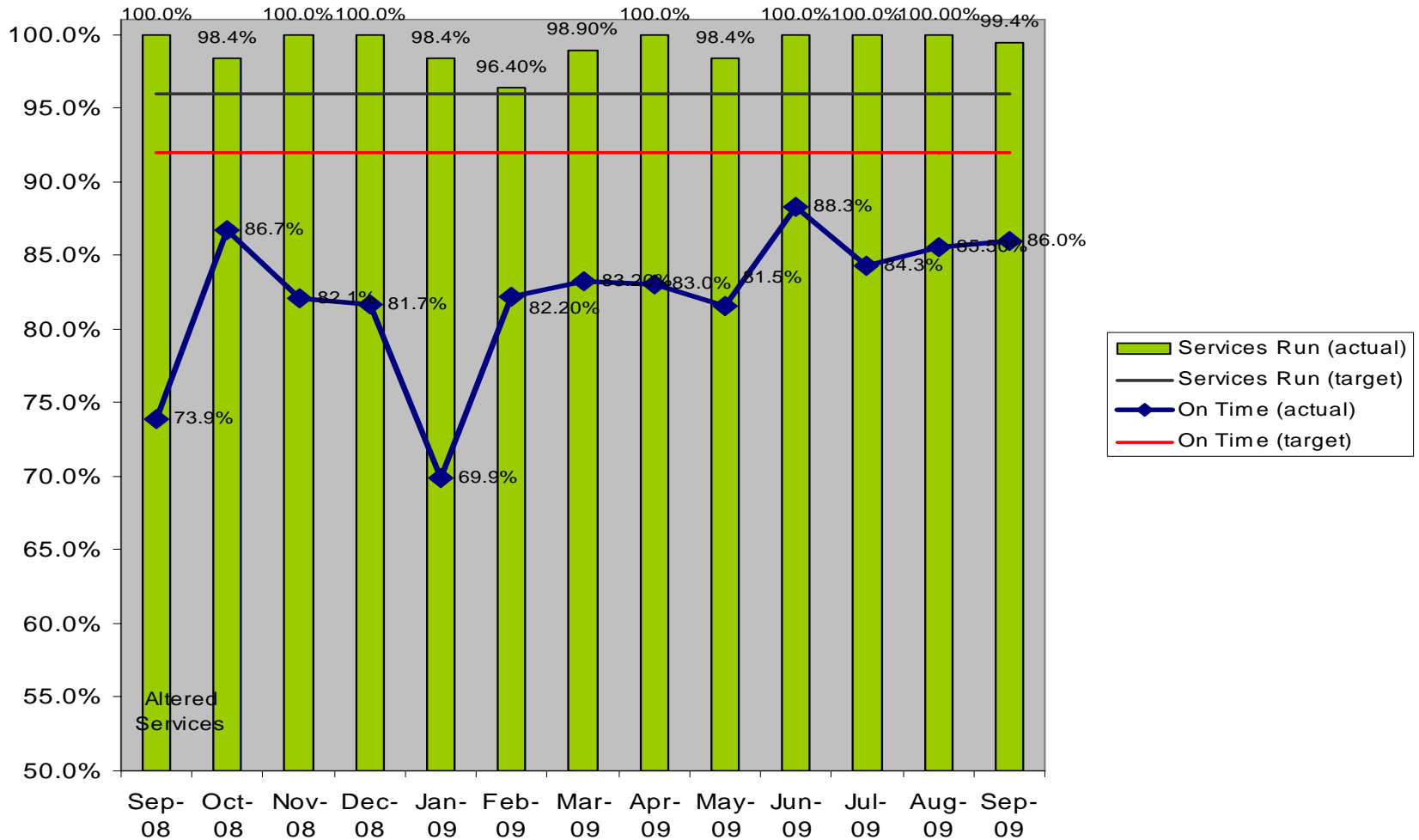
\* Excludes short arrivals, includes short departures (if applicable)

# Performance : Bairnsdale services (Gippsland line)

September 2008 – September 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).