



KEEPING TRACK

TRAMS

LEAST PUNCTUAL

Route 86	75.1%
Route 70	77.5%
Route 75	78.9%

MOST PUNCTUAL

Route 82	91.1%
Route 78	89.5%
Route 57	86.6%

WORST FOR SHORT SHUNTS

Route 70	8%
Route 86	7.5%
Route 16	7.3%

TRAINS

LEAST PUNCTUAL

Pakenham	86.7%
Cranbourne	87.7%
Craigieburn	89%

MOST PUNCTUAL

Glen Waverley	96.4%
Sandringham	95.8%
Williamstown	95.5%

Timeline: December 2017-November 2018

Source: Public Transport Victoria

Millions in bonuses despite repeated train, tram delays

Timna Jacks

Transport reporter

Commuters on the busy Cranbourne and Pakenham lines are suffering the city's worst train delays, as Metro Trains struggles to meet its beefed-up punctuality target.

Metro Trains has met its monthly punctuality target just six times in the past 12 months, yet the train operator has received \$6 million in taxpayer-funded bonuses.

Similarly, Yarra Trams was awarded \$1.26 million in bonuses, although it failed to meet its monthly on-time performance target five times.

The performance data was released a day before Melbourne hits 42-degree heat, with Public Transport Victoria chief executive Jeroen Weimar assuring commuters that services would not melt down.

Both public transport operators won new seven-year contracts in November 2017 and signed up to

higher performance targets and bigger fines for lateness and cancellations.

The renewed \$7 billion contracts set out tough penalties for station skipping, bypassing the City Loop and short shunting - services terminating before their stated destination.

Metro's target for on-time monthly performance was lifted from 88 per cent to 92 per cent.

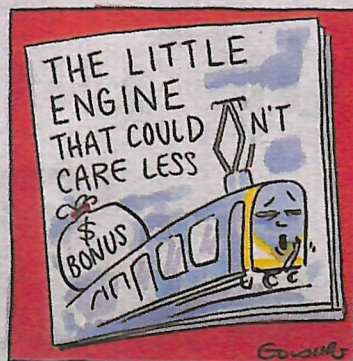
But in the first year of the contract, Metro failed to meet the new target six times.

The busy Cranbourne and Pakenham lines have the highest proportion of delayed services and City Loop bypasses, PTV data shows.

Cranbourne trains also have the highest proportion of cancelled trains.

Yarra Trams has failed to meet its new 82 per cent punctuality target (up from 77 per cent) in five of the past 12 months.

The route 86 tram had the lowest punctuality in the 12 month period (75.1 per cent), while more than



6500 services were short shunted (7.5 per cent of all services).

Yet the operators have been given millions of dollars in bonuses - sums that far outweigh their penalties.

Metro Trains has been awarded \$6 million in bonuses and paid \$770,000 in penalties.

The operator had the potential to win up to \$14 million in bonuses.

Yarra Trams was awarded \$1.26 million in bonuses (but had the potential to receive \$5.5 million) and paid more than \$300,000 in penalties.

Meanwhile, V/Line failed to meet its 92 per cent on-time target every month in the past year.

In May, its performance dropped to a low of 79 per cent.

But the government says train and tram performance has improved overall due to the tougher targets.

Train faults on the suburban network have dropped almost 20 per cent and infrastructure faults have been reduced by nearly 30 per cent, the government said.

Both Metro Trains and Yarra Trams have met their reliability target in 11 of the past 12 months.

Acting Premier Tim Pallas described the year as one of "massive improvement" and attributed improved train reliability to a 32 per cent increase in maintenance.

He said customer satisfaction on the train network reached a 22-year high in the November 2018 quarter.

New customer satisfaction and mystery-shopper surveys showed a 15 per cent drop in complaints to Yarra Trams.