

Metropolitan Train Load Standards Survey Report

May 2017

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1 Introduction

Metropolitan Train Load Standard Surveys are conducted once a year in May to measure passenger loads against benchmark standards of capacity.

The survey's findings help pinpoint the times when and on which sections of Melbourne's 15 rail lines passenger loads are at their highest. The results are used to determine when and where extra services may be needed to reduce crowding.

This bulletin reports on the May 2017 survey which was conducted from 1st to 23rd May 2017.

The May 2017 survey records a reduction in the number of services above the benchmark in both the AM and PM peaks. At the same time, the number of passengers travelling on peak services has increased.

Metropolitan trains have been reconfigured to provide more standing room to passengers travelling in the peak, meaning space for 102 more commuters on every metropolitan train. The benchmark standard of capacity has been raised from 798 to 900 as a result.

2 Network-wide results

AM Peak

- The May 2017 survey recorded a total of 17 services in breach in the AM Peak period. This is a decrease of 34 compared to the May 2016 survey when 51 breaches were observed.
- Between May 2016 and May 2017, an additional 1 services were introduced to the Network during the AM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Network during the AM peak period decreased from 27.7 per cent to 9.7 per cent between May 2016 and May 2017.

Figure 1: Number of AM Peak services below and above benchmark levels (May 2011 to May 2016)

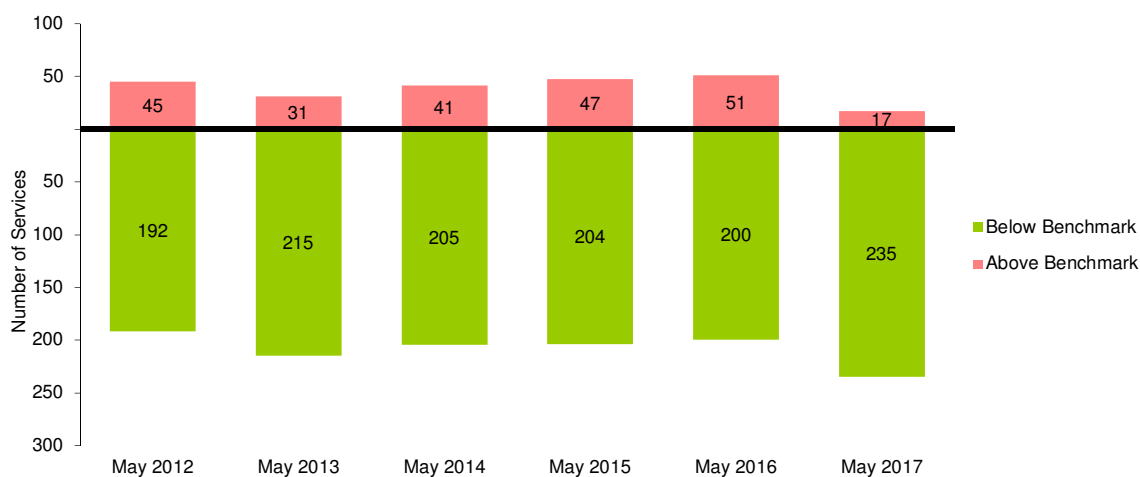


Table 1: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2011 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of AM Peak services above benchmark	45	31	41	47	51	17
% of AM Peak services above benchmark	19.0%	12.6%	16.7%	18.7%	20.3%	6.7%
% of AM Peak passengers on services above benchmark	26.1%	17.9%	22.2%	26.1%	27.7%	9.7%

PM Peak

- The May 2017 survey recorded a total of 7 services in breach in the PM Peak period. This is a decrease of 15 compared to the May 2016 survey when 22 breaches were observed.
- Between May 2016 and May 2017, an additional 1 services were introduced to the Network during the PM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Network during the PM Peak period decreased from 11.2 per cent to 3.3 per cent between May 2016 and May 2017.

Figure 2: Number of PM Peak services below and above benchmark levels (May 2011 to May 2016)

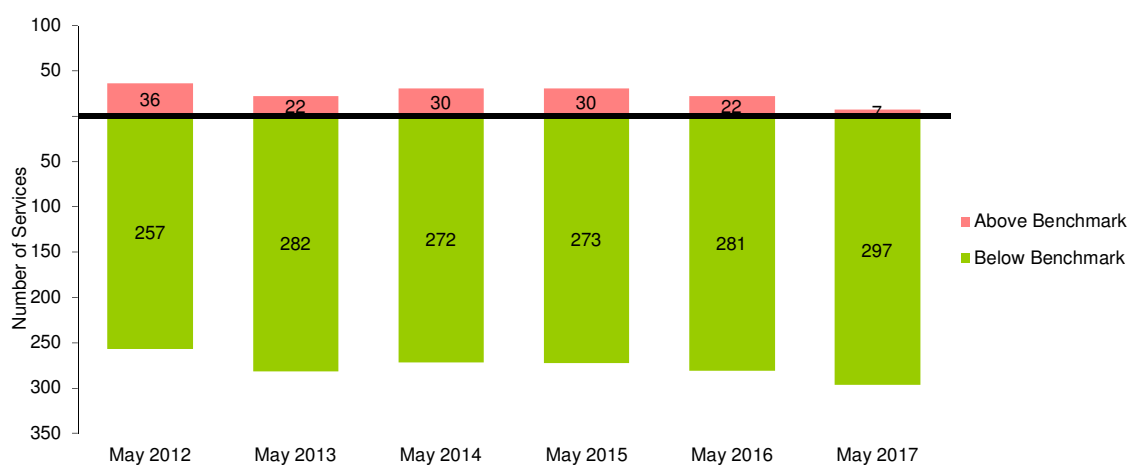


Table 2: PM Peak services above benchmark and passengers using services above benchmark (May 2011 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of PM Peak services above benchmark	36	22	30	30	22	7
% of PM Peak services above benchmark	12.3%	7.2%	9.9%	9.9%	7.3%	2.3%
% of PM Peak passengers on services above benchmark	20.2%	12.2%	15.6%	15.6%	11.2%	3.3%

3 Alamein line results

AM Peak

- The May 2017 survey recorded a total of 0 services in breach in the AM Peak period. This is the same result compared to the May 2016 survey.
- Between May 2016 and May 2017, no additional services were added to the Alamein Line during the AM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Alamein Line during the AM peak period stayed constant at 0 per cent during both May 2016 and May 2017.

Figure 3: Number of AM Peak services below and above benchmark levels (May 2012 to May 2017)

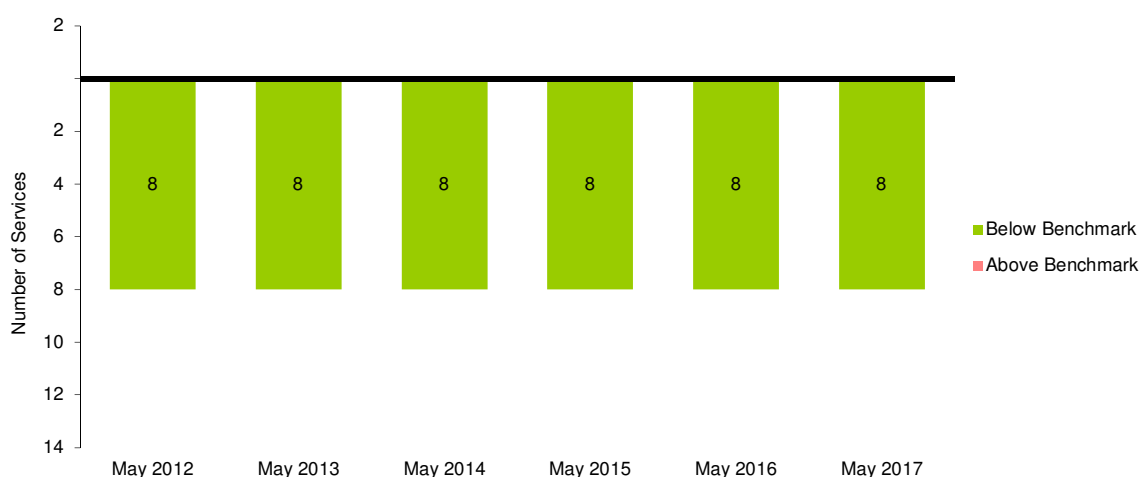


Table 3: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2012 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of AM Peak services above benchmark	0	0	0	0	0	0
% of AM Peak services above benchmark	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
% of AM Peak passengers on services above benchmark	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

PM Peak

- The May 2017 survey recorded a total of 1 services in breach in the PM Peak period. This is an increase of 1 compared to the May 2016 survey when 0 breaches were observed.
- Between May 2016 and May 2017, no additional services were added to the Alamein Line during the PM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Alamein Line during the PM Peak period increased from 0 per cent to 7.4 per cent between May 2016 and May 2017

Figure 4: Number of PM Peak services below and above benchmark levels (May 2012 to May 2017)

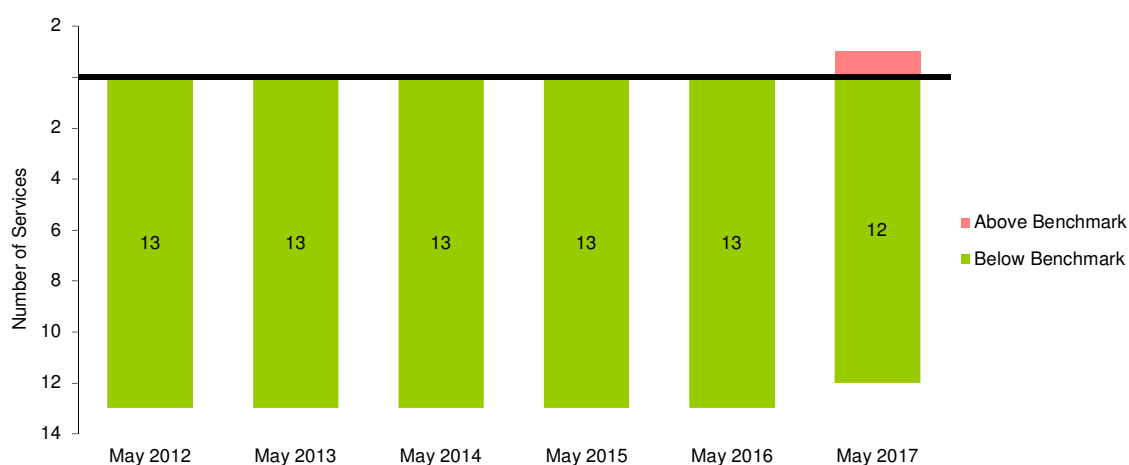


Table 4: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of PM Peak services above benchmark	0	0	0	0	0	1
% of PM Peak services above benchmark	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%
% of PM Peak passengers on services above benchmark	0.0%	0.0%	0.0%	0.0%	0.0%	7.4%

4 Glen Waverley line results

AM Peak

- The May 2017 survey recorded a total of 0 services in breach in the AM Peak period. This is the same result compared to the May 2016 survey.
- Between May 2016 and May 2017, no additional services were added to the Glen Waverley Line during the AM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Glen Waverley Line during the AM peak period stayed constant at 0 per cent during both May 2016 and May 2017.

Figure 5: Number of AM Peak services below and above benchmark levels (May 2012 to May 2017)

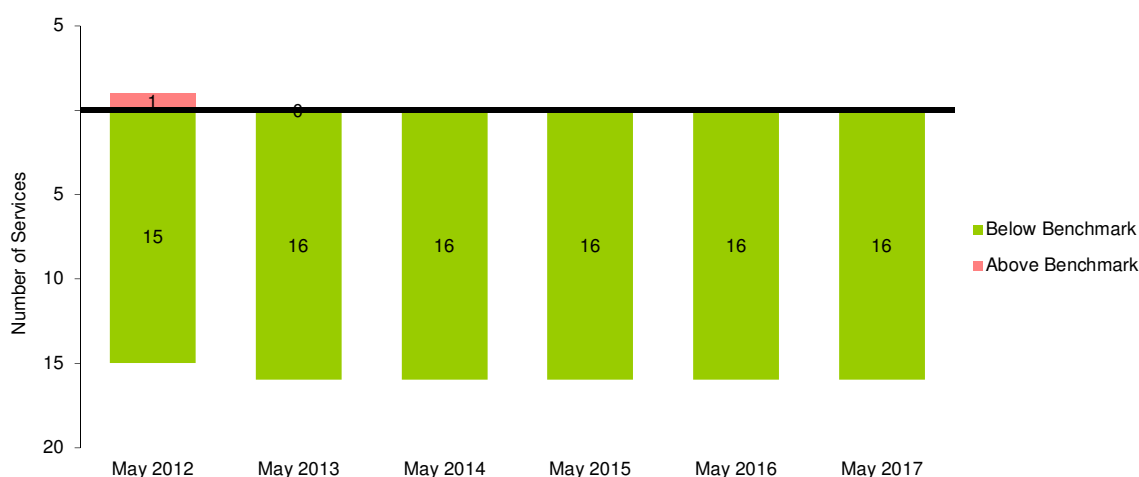


Table 5: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2011 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of AM Peak services above benchmark	1	0	0	0	0	0
% of AM Peak services above benchmark	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%
% of AM Peak passengers on services above benchmark	9.5%	0.0%	0.0%	0.0%	0.0%	0.0%

PM Peak

- The May 2017 survey recorded a total of 0 services in breach in the PM Peak period. This is the same result compared to the May 2016 survey.
- Between May 2016 and May 2017, no additional services were added to the Glen Waverley Line during the PM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Glen Waverley Line during the PM Peak period stayed constant at 0 per cent during both May 2016 and May 2017.

Figure 6: Number of PM Peak services below and above benchmark levels (May 2012 to May 2017)

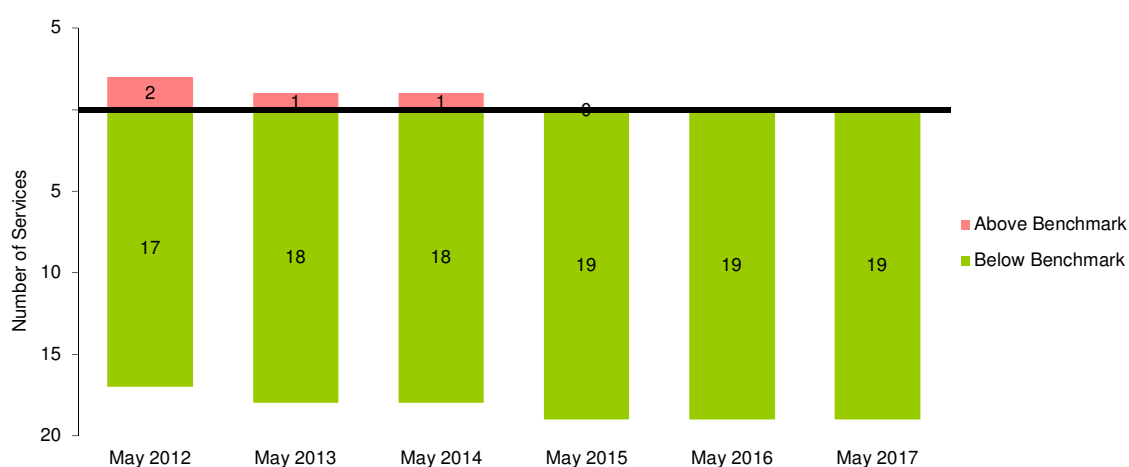


Table 6: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of PM Peak services above benchmark	2	1	1	0	0	0
% of PM Peak services above benchmark	10.5%	5.3%	5.3%	0.0%	0.0%	0.0%
% of PM Peak passengers on services above benchmark	17.5%	9.6%	8.8%	0.0%	0.0%	0.0%

5 Ringwood corridor results

Note: The Ringwood corridor includes services originating from Lilydale, Mooroolbark, Belgrave, Upper Ferntree Gully, Ringwood and Blackburn stations in the AM and terminating at those stations in the PM.

AM Peak

- The May 2017 survey recorded a total of 0 services in breach in the AM Peak period. This is a decrease of 1 compared to the May 2016 survey when 1 breaches were observed.
- Between May 2016 and May 2017, no additional services were added to the Ringwood Corridor during the AM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Ringwood Corridor during the AM peak period decreased from 4 per cent to 0 per cent between May 2016 and May 2017.

Figure 7: Number of AM Peak services below and above benchmark levels (May 2012 to May 2017)

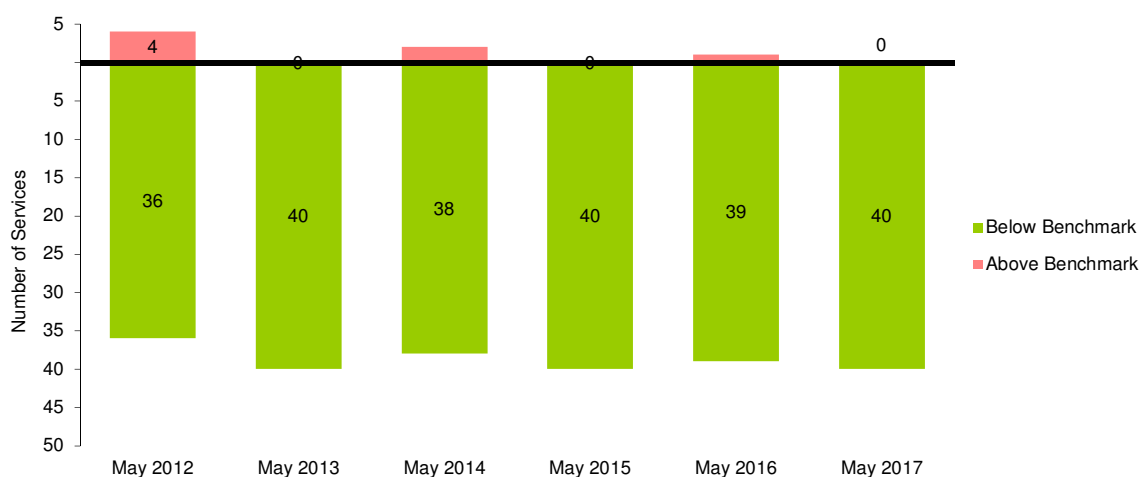


Table 7: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2011 to May 2016)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of AM Peak services above benchmark	4	0	2	0	1	0
% of AM Peak services above benchmark	10.0%	0.0%	5.0%	0.0%	2.5%	0.0%
% of AM Peak passengers on services above benchmark	14.3%	0.0%	7.0%	0.0%	4.0%	0.0%

PM Peak

- The May 2017 survey recorded a total of 2 services in breach in the PM Peak period. This is an increase of 1 compared to the May 2016 survey when 1 breaches were observed.
- Between May 2016 and May 2017, no additional services were added to the Ringwood Corridor during the PM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Ringwood Corridor during the PM Peak period increased from 3.6 per cent to 6.8 per cent between May 2016 and May 2017.

Figure 8: Number of PM Peak services below and above benchmark levels (May 2012 to May 2017)

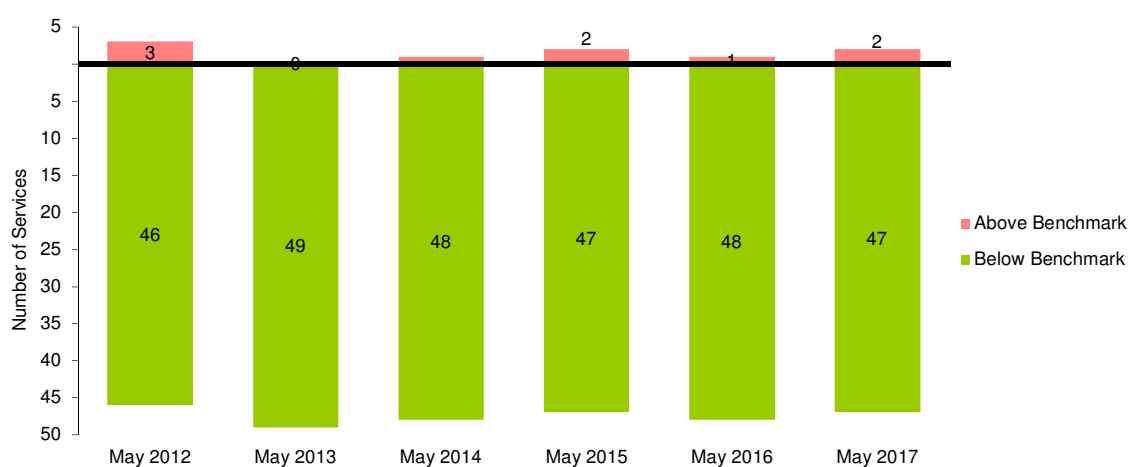


Table 8: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of PM Peak services above benchmark	3	0	1	2	1	2
% of PM Peak services above benchmark	6.1%	0.0%	2.0%	4.1%	2.0%	4.1%
% of PM Peak passengers on services above benchmark	10.4%	0.0%	3.5%	7.3%	3.6%	6.8%

6 Dandenong corridor results

Note: the Dandenong corridor includes services originating from Pakenham, Berwick, Cranbourne, Dandenong, Westall and Oakleigh stations in the AM and terminating at those stations in the PM.

AM Peak

- The May 2017 survey recorded a total of 2 services in breach in the AM Peak period. This is a decrease of 10 compared to the May 2016 survey when 12 breaches were observed.
- Between May 2016 and May 2017, no additional services were added to the Dandenong Corridor during the AM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Dandenong Corridor during the AM peak period decreased from 47.4 per cent to 8.8 per cent between May 2016 and May 2017.

Figure 9: Number of AM Peak services below and above benchmark levels (May 2012 to May 2017)

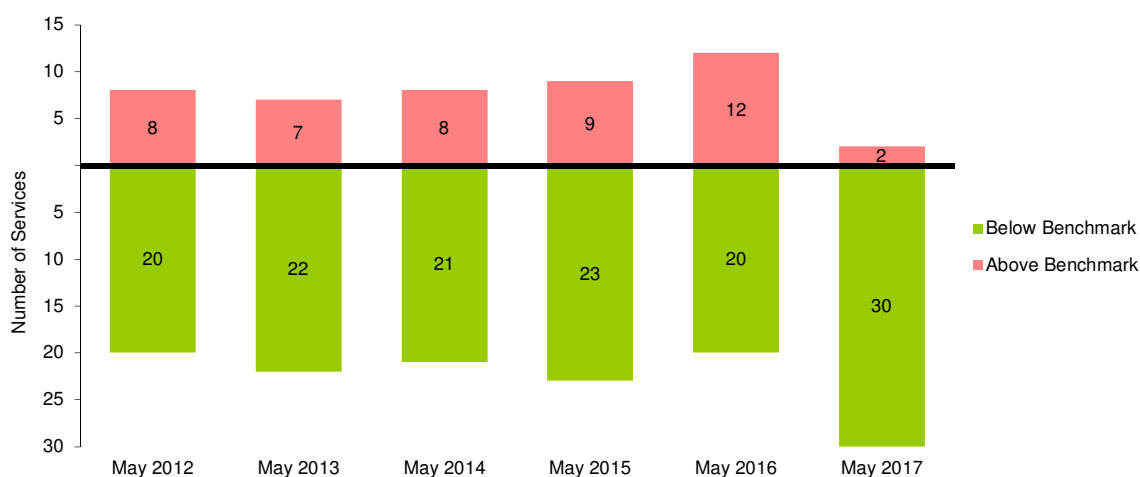


Table 9: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2012 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of AM Peak services above benchmark	8	7	8	9	12	2
% of AM Peak services above benchmark	28.6%	24.1%	27.6%	28.1%	37.5%	6.3%
% of AM Peak passengers on services above benchmark	36.0%	32.6%	35.5%	39.3%	47.4%	8.8%

PM Peak

- The May 2017 survey recorded a total of 0 services in breach in the PM Peak period. This is a decrease of 10 compared to the May 2016 survey when 10 breaches were observed.
- Between May 2016 and May 2017, no additional services were added to the Dandenong Corridor during the PM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Dandenong Corridor during the PM Peak period decreased from 33.9 per cent to 0 per cent between May 2016 and May 2017.

Figure 10: Number of PM Peak services below and above benchmark levels (May 2012 to May 2017)

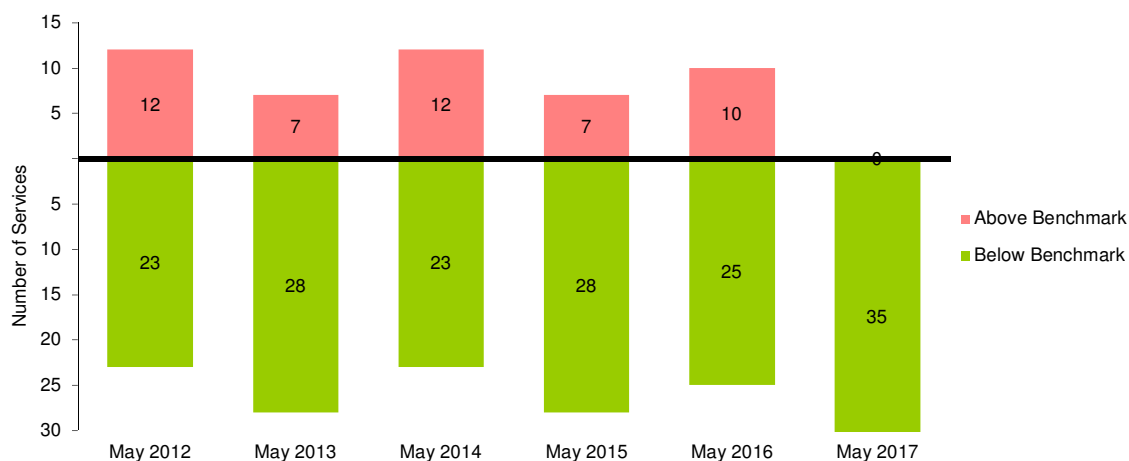


Table 10: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of PM Peak services above benchmark	12	7	12	7	10	0
% of PM Peak services above benchmark	34.3%	20.0%	34.3%	20.0%	28.6%	0.0%
% of PM Peak passengers on services above benchmark	44.6%	27.2%	44.1%	25.6%	33.9%	0.0%

7 Frankston line results

AM Peak

- The May 2017 survey recorded a total of 0 services in breach in the AM Peak period. This is a decrease of 3 compared to the May 2016 survey when 3 breaches were observed.
- Between May 2016 and May 2017, an additional 1 services were introduced to the Frankston Line during the AM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Frankston Line during the AM peak period decreased from 17.4 per cent to 0 per cent between May 2016 and May 2017.

Figure 11: Number of AM Peak services below and above benchmark levels (May 2012 to May 2017)

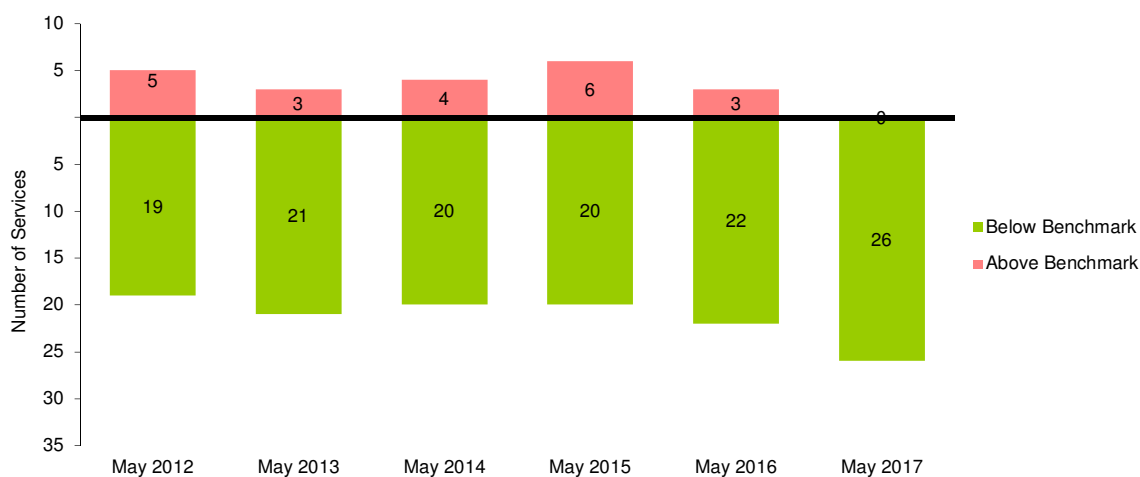


Table 11: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2012 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of AM Peak services above benchmark	5	3	4	6	3	0
% of AM Peak services above benchmark	20.8%	12.5%	16.7%	23.1%	12.0%	0.0%
% of AM Peak passengers on services above benchmark	25.9%	16.7%	21.6%	32.0%	17.4%	0.0%

PM Peak

- The May 2017 survey recorded a total of 0 services in breach in the PM Peak period. This is the same result compared to the May 2016 survey.
- Between May 2016 and May 2017, an additional 1 services were introduced to the Frankston Line during the PM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Frankston Line during the PM Peak period stayed constant at 0 per cent during both May 2016 and May 2017.

Figure 12: Number of PM Peak services below and above benchmark levels (May 2012 to May 2017)

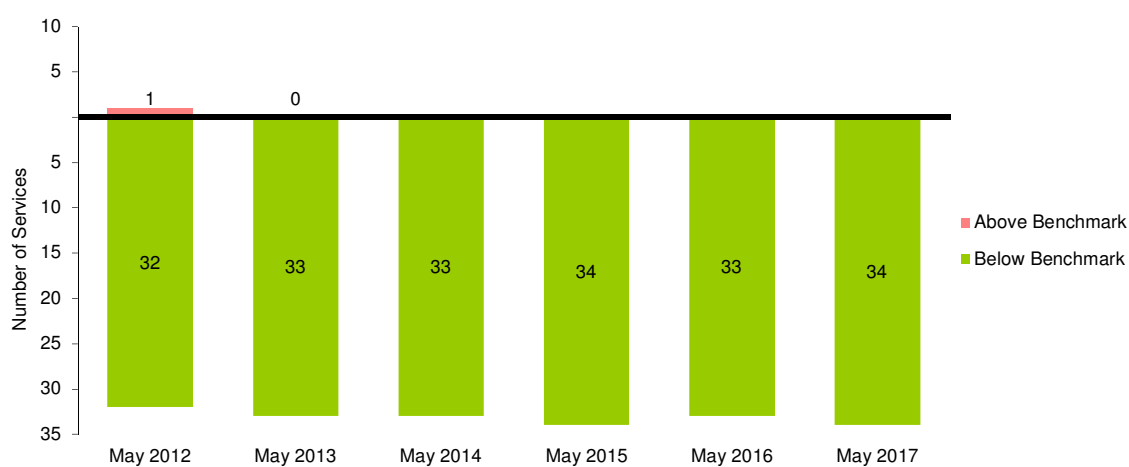


Table 12: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of PM Peak services above benchmark	1	0	0	0	0	0
% of PM Peak services above benchmark	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%
% of PM Peak passengers on services above benchmark	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%

8 Sandringham Line

AM Peak

- The May 2017 survey recorded a total of 2 services in breach in the AM Peak period. This is a decrease of 3 compared to the May 2016 survey when 5 breaches were observed.
- Between May 2016 and May 2017, no additional services were added to the Sandringham Line during the AM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Sandringham Line during the AM peak period decreased from 36.9 per cent to 15.4 per cent between May 2016 and May 2017.

Figure 13: Number of AM Peak services below and above benchmark levels (May 2012 to May 2017)

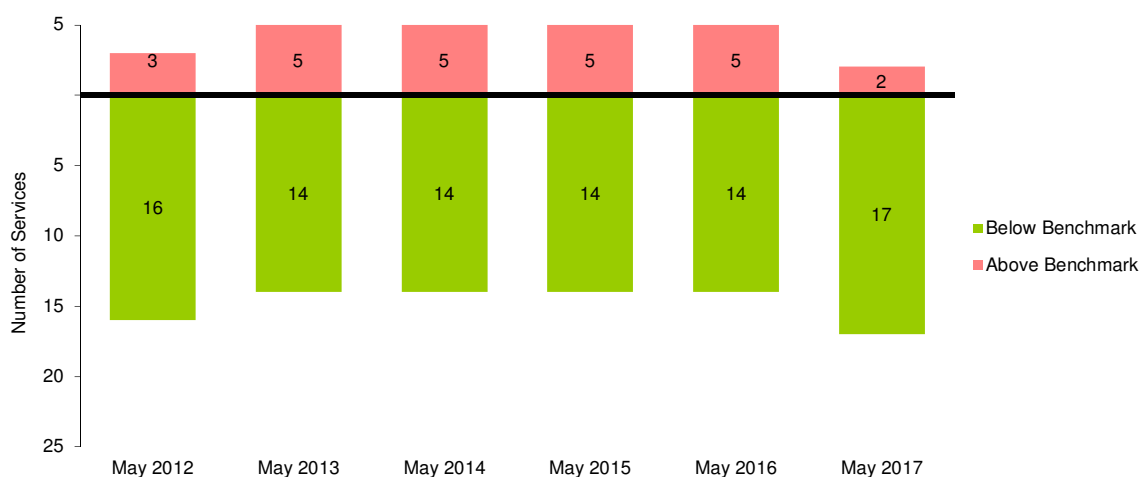


Table 13: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2012 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of AM Peak services above benchmark	3	5	5	5	5	2
% of AM Peak services above benchmark	15.8%	26.3%	26.3%	26.3%	26.3%	10.5%
% of AM Peak passengers on services above benchmark	24.1%	38.3%	38.4%	37.5%	36.9%	15.4%

PM Peak

- The May 2017 survey recorded a total of 0 services in breach in the PM Peak period. This is the same result compared to the May 2016 survey.
- Between May 2016 and May 2017, no additional services were added to the Sandringham Line during the PM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Sandringham Line during the PM Peak period stayed constant at 0 per cent during both May 2016 and May 2017.

Figure 14: Number of PM Peak services below and above benchmark levels (May 2012 to May 2017)

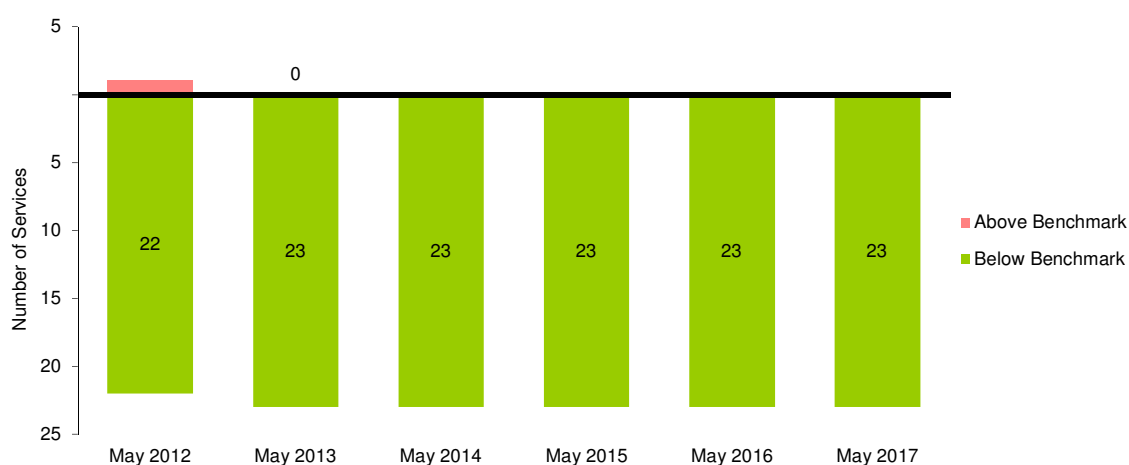


Table 14: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of PM Peak services above benchmark	1	0	0	0	0	0
% of PM Peak services above benchmark	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%
% of PM Peak passengers on services above benchmark	7.8%	0.0%	0.0%	0.0%	0.0%	0.0%

9 South Morang line results

AM Peak

- The May 2017 survey recorded a total of 4 services in breach in the AM Peak period. This is an increase of 1 compared to the May 2016 survey when 3 breaches were observed.
- Between May 2016 and May 2017, no additional services were added to the South Morang Line during the AM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the South Morang Line during the AM peak period increased from 26.2 per cent to 32.6 per cent between May 2016 and May 2017.

Figure 15: Number of AM Peak services below and above benchmark levels (May 2012 to May 2017)

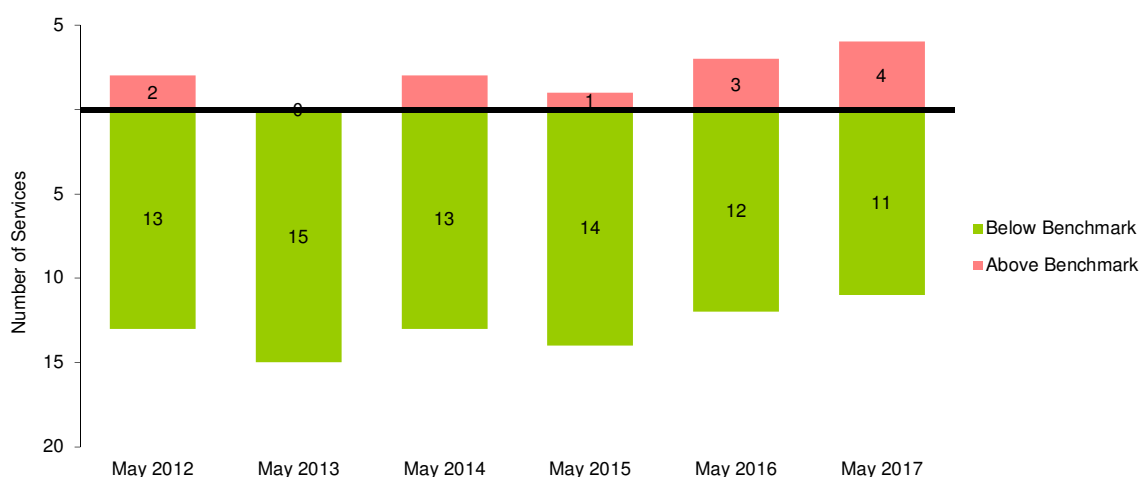


Table 15: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2012 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of AM Peak services above benchmark	2	0	2	1	3	4
% of AM Peak services above benchmark	13.3%	0.0%	13.3%	6.7%	20.0%	26.7%
% of AM Peak passengers on services above benchmark	18.1%	0.0%	17.1%	9.0%	26.2%	32.6%

PM Peak

- The May 2017 survey recorded a total of 1 services in breach in the PM Peak period. This is the same result compared to the May 2016 survey.
- Between May 2016 and May 2017, no additional services were added to the South Morang Line during the PM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the South Morang Line during the PM Peak period decreased from 7.4 per cent to 7.2 per cent between May 2016 and May 2017.

Figure 16: Number of PM Peak services below and above benchmark levels (May 2012 to May 2017)

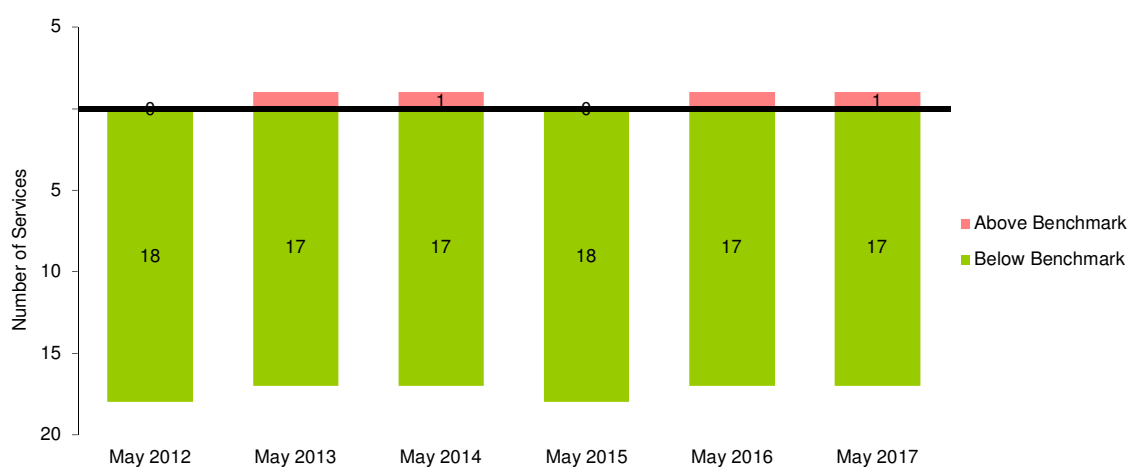


Table 16: PM Peak services above benchmark and passengers using services above benchmark (May 2011 to May 2016)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of PM Peak services above benchmark	0	1	1	0	1	1
% of PM Peak services above benchmark	0.0%	5.6%	5.6%	0.0%	5.6%	5.6%
% of PM Peak passengers on services above benchmark	0.0%	8.2%	7.0%	0.0%	7.4%	7.2%

10 Hurstbridge line results

AM Peak

- The May 2017 survey recorded a total of 1 services in breach in the AM Peak period. This is the same result compared to the May 2016 survey.
- Between May 2016 and May 2017, no additional services were added to the Hurstbridge Line during the AM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Hurstbridge Line during the AM peak period stayed constant at 7.8 per cent during both May 2016 and May 2017.

Figure 17: Number of AM Peak services below and above benchmark levels (May 2012 to May 2017)

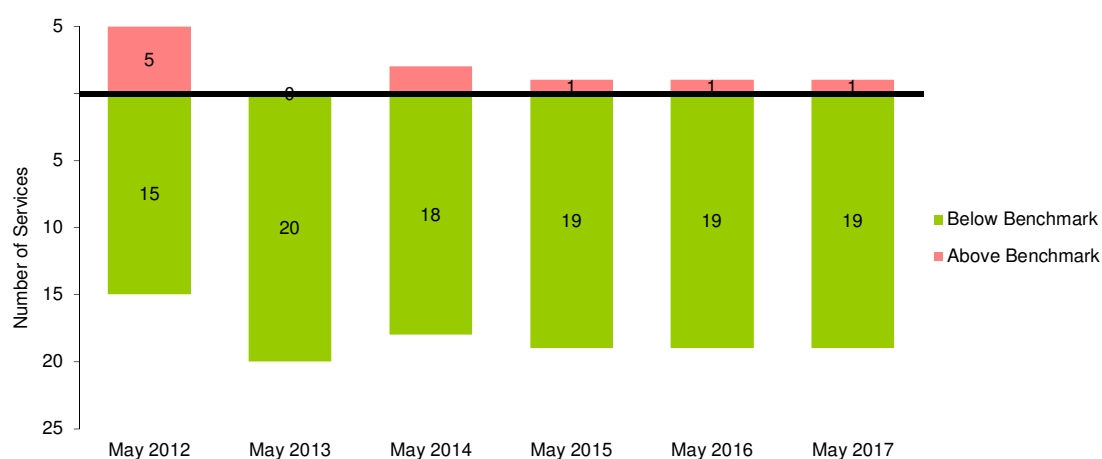


Table 17: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2011 to May 2016)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of AM Peak services above benchmark	5	0	2	1	1	1
% of AM Peak services above benchmark	25.0%	0.0%	10.0%	5.0%	5.0%	5.0%
% of AM Peak passengers on services above benchmark	35.2%	0.0%	14.0%	7.4%	7.8%	7.8%

PM Peak

- The May 2017 survey recorded a total of 0 services in breach in the PM Peak period. This is the same result compared to the May 2016 survey.
- Between May 2016 and May 2017, no additional services were added to the Hurstbridge Line during the PM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Hurstbridge Line during the PM Peak period stayed constant at 0 per cent during both May 2016 and May 2017.

Figure 18: Number of PM Peak services below and above benchmark levels (May 2012 to May 2017)

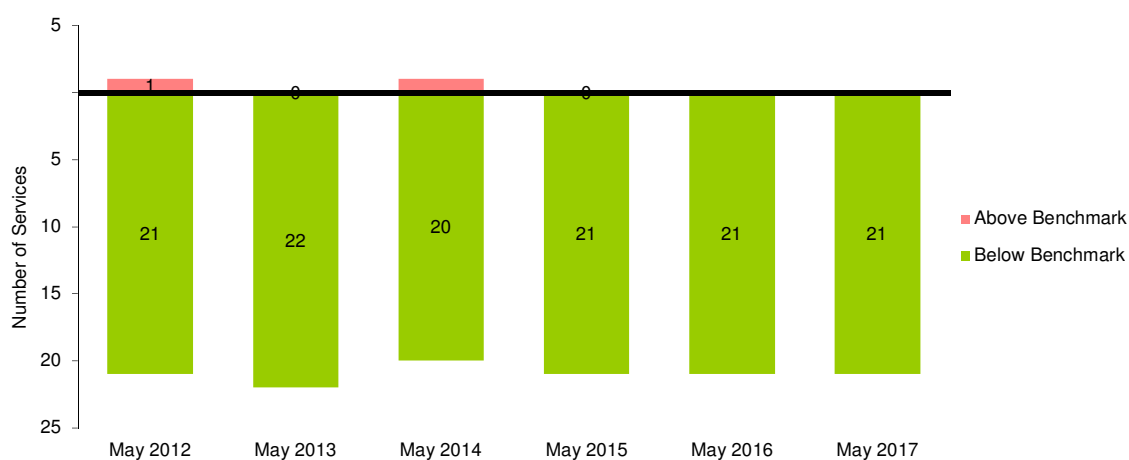


Table 18: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of PM Peak services above benchmark	1	0	1	0	0	0
% of PM Peak services above benchmark	4.5%	0.0%	4.8%	0.0%	0.0%	0.0%
% of PM Peak passengers on services above benchmark	7.2%	0.0%	7.2%	0.0%	0.0%	0.0%

11 Craigieburn line results

AM Peak

- The May 2017 survey recorded a total of 6 services in breach in the AM Peak period. This is a decrease of 4 compared to the May 2016 survey when 10 breaches were observed.
- Between May 2016 and May 2017, no additional services were added to the Craigieburn Line during the AM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Craigieburn Line during the AM peak period decreased from 57.4 per cent to 35.8 per cent between May 2016 and May 2017.

Figure 19: Number of AM Peak services below and above benchmark levels (May 2012 to May 2017)

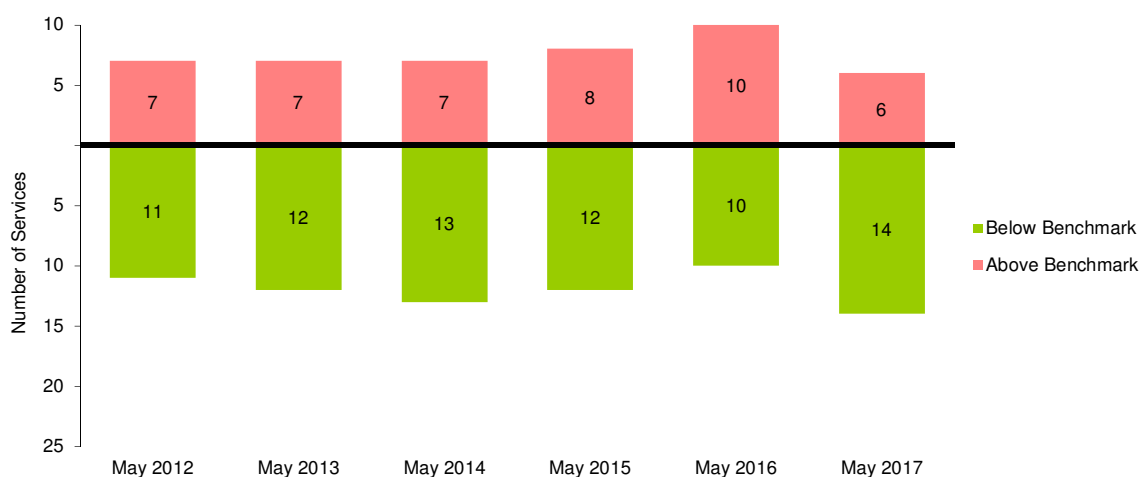


Table 19: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2012 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of AM Peak services above benchmark	7	7	7	8	10	6
% of AM Peak services above benchmark	38.9%	36.8%	35.0%	40.0%	50.0%	30.0%
% of AM Peak passengers on services above benchmark	47.3%	43.5%	41.7%	47.3%	57.4%	35.8%

PM Peak

- The May 2017 survey recorded a total of 1 services in breach in the PM Peak period. This is a decrease of 2 compared to the May 2016 survey when 3 breaches were observed.
- Between May 2016 and May 2017, no additional services were added to the Craigieburn Line during the PM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Craigieburn Line during the PM Peak period decreased from 16.8 per cent to 5.8 per cent between May 2016 and May 2017.

Figure 20: Number of PM Peak services below and above benchmark levels (May 2012 to May 2017)

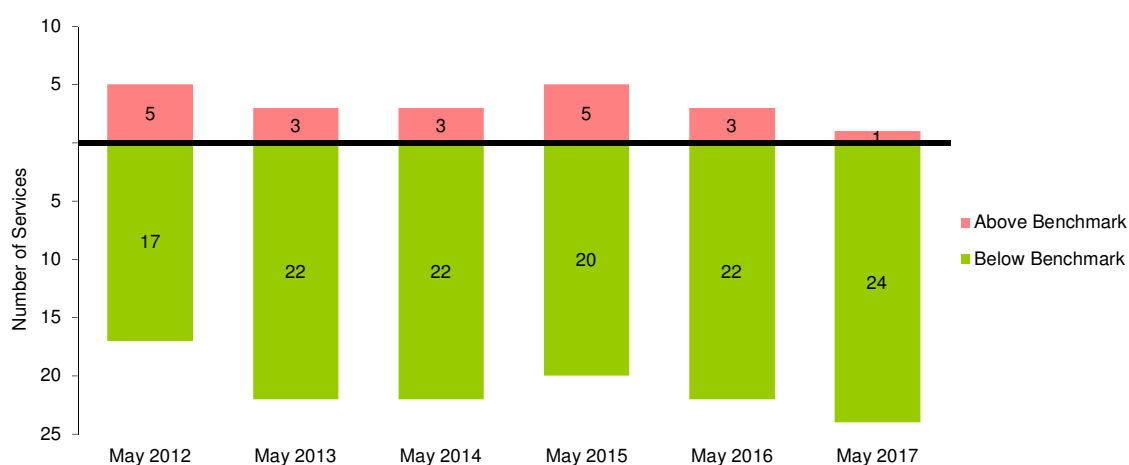


Table 20: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of PM Peak services above benchmark	5	3	3	5	3	1
% of PM Peak services above benchmark	22.7%	12.0%	12.0%	20.0%	12.0%	4.0%
% of PM Peak passengers on services above benchmark	33.4%	18.8%	17.2%	27.9%	16.8%	5.8%

12 Sunbury line results

AM Peak

- The May 2017 survey recorded a total of 1 services in breach in the AM Peak period. This is a decrease of 7 compared to the May 2016 survey when 8 breaches were observed.
- Between May 2016 and May 2017, no additional services were added to the Sunbury Line during the AM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Sunbury Line during the AM peak period decreased from 46.5 per cent to 6.7 per cent between May 2016 and May 2017.

Figure 21: Number of AM Peak services below and above benchmark levels (May 2012 to May 2017)

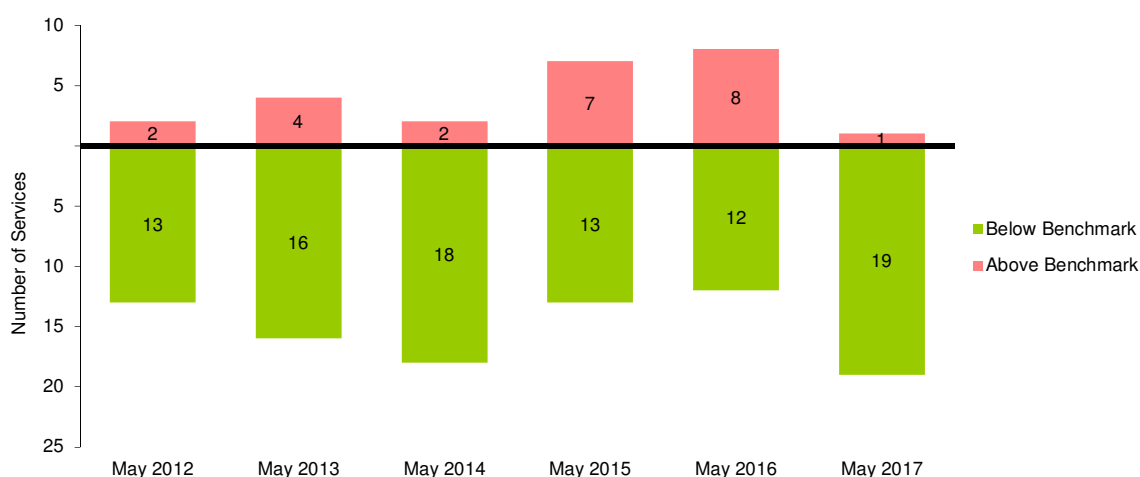


Table 21: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2012 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of AM Peak services above benchmark	2	4	2	7	8	1
% of AM Peak services above benchmark	13.3%	20.0%	10.0%	35.0%	40.0%	5.0%
% of AM Peak passengers on services above benchmark	17.4%	25.4%	12.1%	43.2%	46.5%	6.7%

PM Peak

- The May 2017 survey recorded a total of 0 services in breach in the PM Peak period. This is a decrease of 3 compared to the May 2016 survey when 3 breaches were observed.
- Between May 2016 and May 2017, no additional services were added to the Sunbury Line during the PM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Sunbury Line during the PM Peak period decreased from 16.7 per cent to 0 per cent between May 2016 and May 2017.

Figure 22: Number of PM Peak services below and above benchmark levels (May 2012 to May 2017)

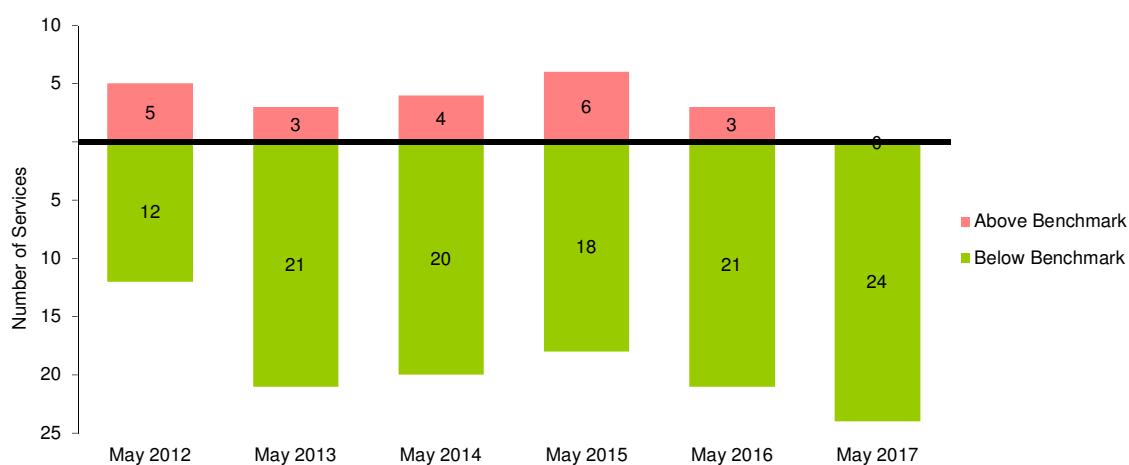


Table 22: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of PM Peak services above benchmark	5	3	4	6	3	0
% of PM Peak services above benchmark	29.4%	12.5%	16.7%	25.0%	12.5%	0.0%
% of PM Peak passengers on services above benchmark	36.5%	17.6%	22.1%	32.5%	16.7%	0.0%

13 Upfield line results

AM Peak

- The May 2017 survey recorded a total of 0 services in breach in the AM Peak period. This is a decrease of 2 compared to the May 2016 survey when 2 breaches were observed.
- Between May 2016 and May 2017, no additional services were added to the Upfield Line during the AM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Upfield Line during the AM peak period decreased from 36.4 per cent to 0 per cent between May 2016 and May 2017.

Figure 23: Number of AM Peak services below and above benchmark levels (May 2012 to May 2017)

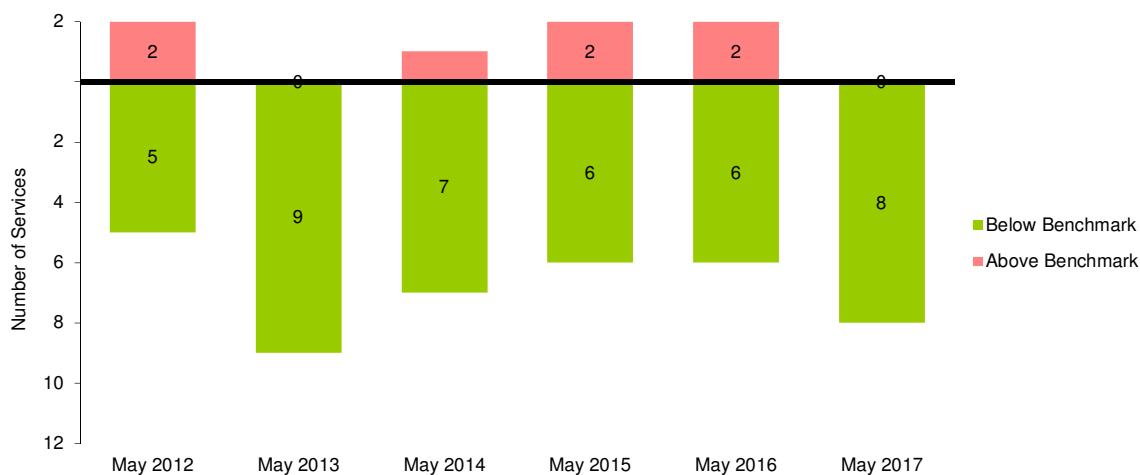


Table 23: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2012 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of AM Peak services above benchmark	2	0	1	2	2	0
% of AM Peak services above benchmark	28.6%	0.0%	12.5%	25.0%	25.0%	0.0%
% of AM Peak passengers on services above benchmark	40.6%	0.0%	17.8%	36.3%	36.4%	0.0%

PM Peak

- The May 2017 survey recorded a total of 0 services in breach in the PM Peak period. This is the same result compared to the May 2016 survey.
- Between May 2016 and May 2017, no additional services were added to the Upfield Line during the PM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Upfield Line during the PM Peak period stayed constant at 0 per cent during both May 2016 and May 2017.

Figure 24: Number of PM Peak services below and above benchmark levels (May 2012 to May 2017)

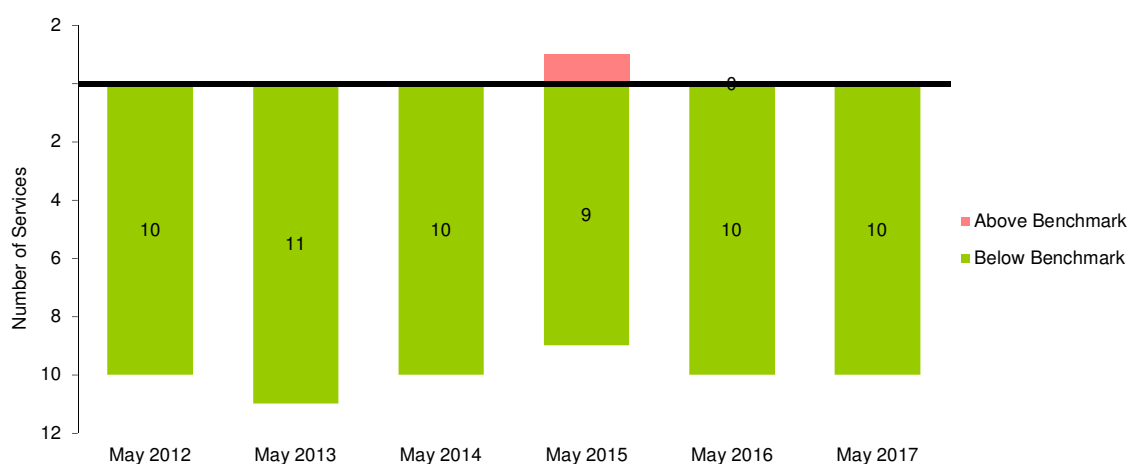


Table 24: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of PM Peak services above benchmark	0	0	0	1	0	0
% of PM Peak services above benchmark	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%
% of PM Peak passengers on services above benchmark	0.0%	0.0%	0.0%	14.7%	0.0%	0.0%

14 Werribee line results

AM Peak

- The May 2017 survey recorded a total of 1 services in breach in the AM Peak period. This is a decrease of 5 compared to the May 2016 survey when 6 breaches were observed.
- Between May 2016 and May 2017, no additional services were added to the Werribee Line during the AM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Werribee Line during the AM peak period decreased from 37.5 per cent to 6.6 per cent between May 2016 and May 2017.

Figure 25: Number of AM Peak services below and above benchmark levels (May 2012 to May 2017)

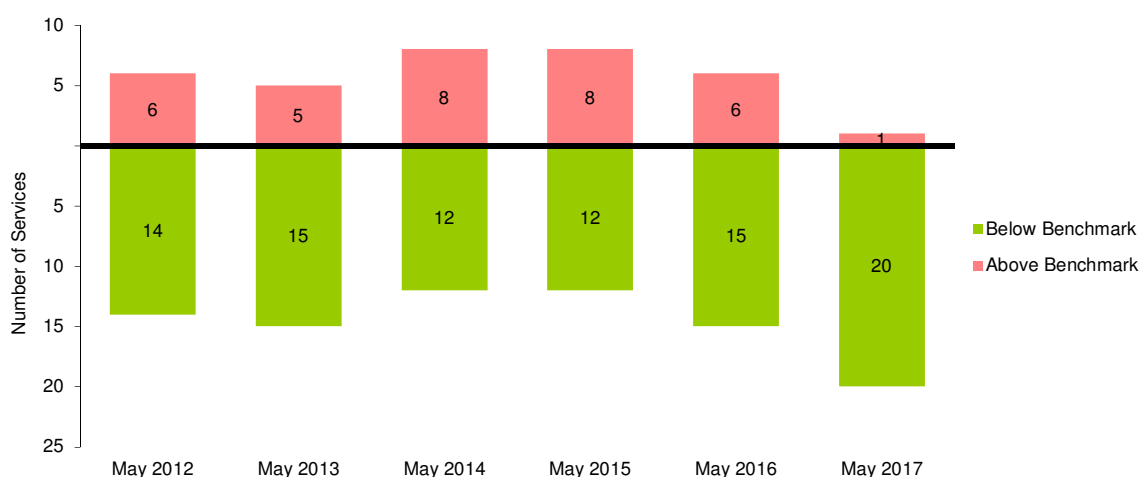


Table 25: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2012 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of AM Peak services above benchmark	6	5	8	8	6	1
% of AM Peak services above benchmark	30.0%	25.0%	40.0%	40.0%	28.6%	4.8%
% of AM Peak passengers on services above benchmark	38.6%	32.7%	48.7%	48.9%	37.5%	6.6%

PM Peak

- The May 2017 survey recorded a total of 2 services in breach in the PM Peak period. This is a decrease of 2 compared to the May 2016 survey when 4 breaches were observed.
- Between May 2016 and May 2017, no additional services were added to the Werribee Line during the PM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Werribee Line during the PM Peak period decreased from 24.9 per cent to 12.4 per cent between May 2016 and May 2017.

Figure 26: Number of PM Peak services below and above benchmark levels (May 2012 to May 2017)

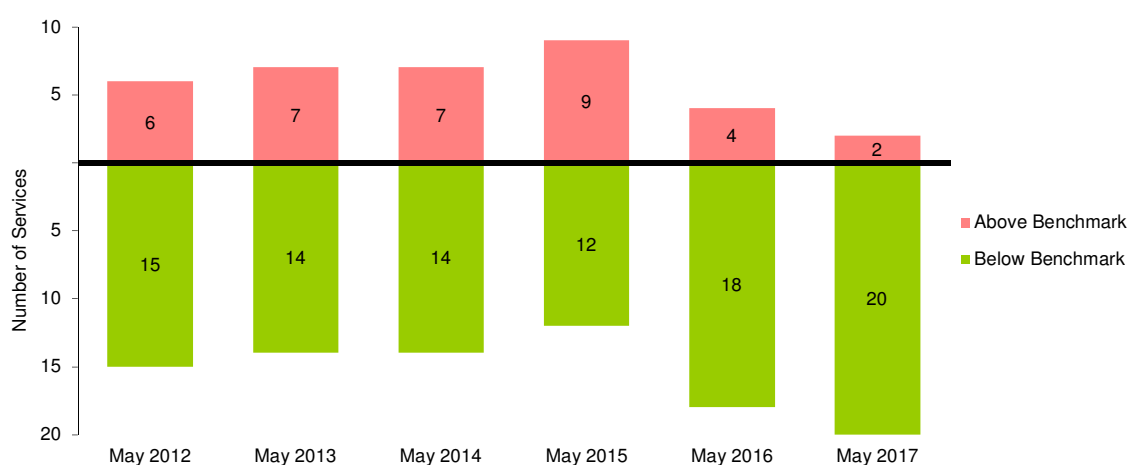


Table 26: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of PM Peak services above benchmark	6	7	7	9	4	2
% of PM Peak services above benchmark	28.6%	33.3%	33.3%	42.9%	18.2%	9.1%
% of PM Peak passengers on services above benchmark	42.8%	48.2%	46.8%	56.8%	24.9%	12.4%

15 Williamstown line results

AM Peak

- The May 2017 survey recorded a total of 0 services in breach in the AM Peak period. This is the same result compared to the May 2016 survey.
- Between May 2016 and May 2017, no additional services were added to the Williamstown Line during the AM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Williamstown Line during the AM peak period stayed constant at 0 per cent during both May 2016 and May 2017.

Figure 27: Number of AM Peak services below and above benchmark levels (May 2012 to May 2017)

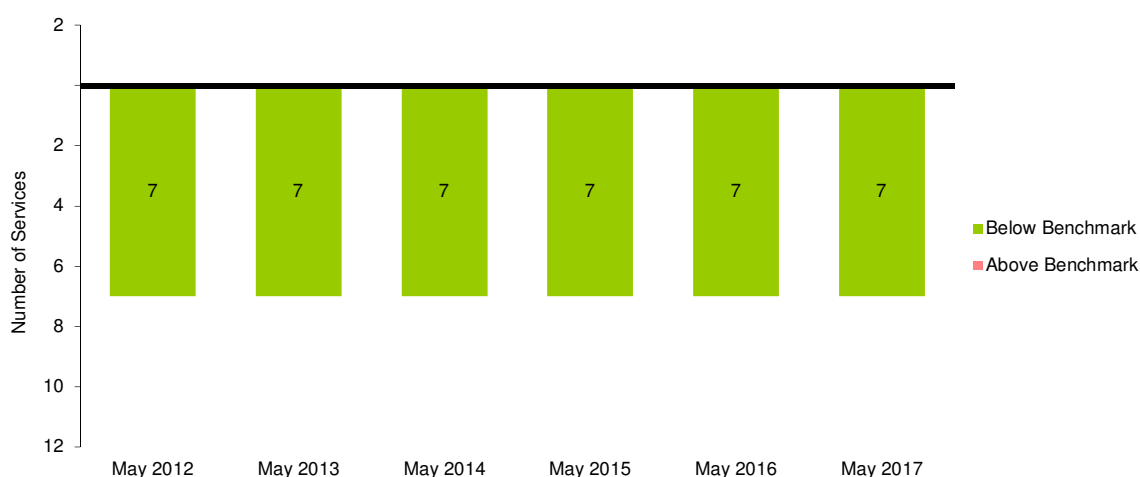


Table 27: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2012 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of AM Peak services above benchmark	0	0	0	0	0	0
% of AM Peak services above benchmark	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
% of AM Peak passengers on services above benchmark	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

PM Peak

- The May 2017 survey recorded a total of 0 services in breach in the PM Peak period. This is the same result compared to the May 2016 survey.
- Between May 2016 and May 2017, no additional services were added to the Williamstown Line during the PM Peak.
- The percentage of passengers travelling on services exceeding the benchmark on the Williamstown Line during the PM Peak period stayed constant at 0 per cent during both May 2016 and May 2017.

Figure 28: Number of PM Peak services below and above benchmark levels (May 2012 to May 2017)

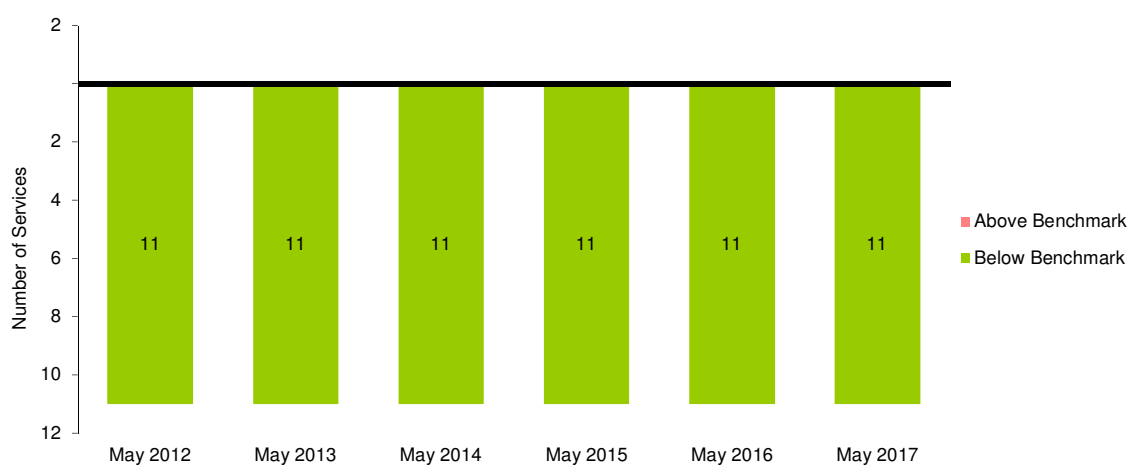


Table 28: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2017)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017
Number of PM Peak services above benchmark	0	0	0	0	0	0
% of PM Peak services above benchmark	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
% of PM Peak passengers on services above benchmark	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

16 Notes about the survey

- Independent surveyors collected the data for the May 2017 survey over 15 weekdays (Monday to Thursday). Surveying times were between 6:30 am and 12:00 pm for city-bound services and 2:00 pm and 7:00 pm for outbound services.
- For outbound services, surveyors collect the data at three city cordon stations: Jolimont, Richmond and North Melbourne. Cordon stations are those that adjoin the City Loop.
- For inbound services, surveyors collect the data at all stations where services stop directly prior to a cordon station. This could involve collecting data at a variety of stations from where express services run direct to the cordon.
- The peak periods are:
 - AM Peak – between 7.01 am and 9.30 am
 - PM Peak – between 3.31 pm and 7.00 pm.
- The impact of service cancellations and network disruptions on the data are considered. Passenger loads affected by cancellations and disruptions are excluded from the analysis to ensure the survey results provide an accurate picture of how the metropolitan rail network performs.