

# **Metropolitan Train Load Standards Survey Report**

**May 2018**

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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 2018 survey which was conducted from 7th to 24th May 2018.

The May 2018 survey records an increase 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 remove seats and provide more standing room to passengers travelling in the peak, meaning space for 102 more commuters on every metropolitan train. In 2017, the benchmark standard of capacity was raised from 798 to 900 as a result.

## 2 Network-wide results

### AM Peak

- The May 2018 survey recorded a total of 25 services in breach in the AM Peak period. This is an increase of 8 compared to the May 2017 survey when 17 breaches were observed.
- Between May 2017 and May 2018, an additional 3 services were introduced to the Network during the AM Peak. In addition, 1 Werribee service was altered to arrive at the North Melbourne 2 minutes earlier, moving it into the AM peak period. This added a further 1 service to the AM peak at the cordon.
- The percentage of passengers travelling on services exceeding the benchmark on the Network during the AM peak period increased from 9.7 per cent to 13.6 per cent Between May 2017 and May 2018.

Figure 1: Number of AM Peak services below and above benchmark levels (May 2011 to May 2018)

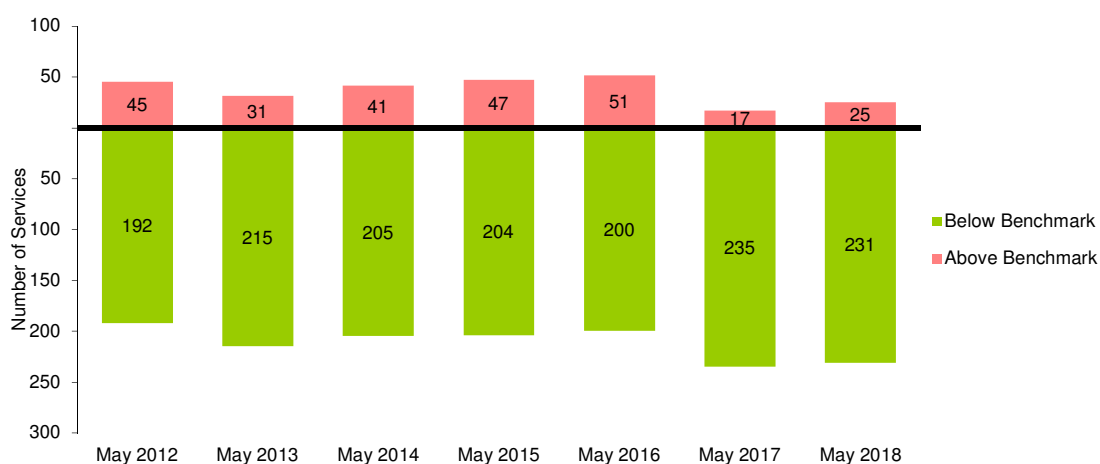


Table 1: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of AM Peak services above benchmark</b>	45	31	41	47	51	17	25
<b>% of AM Peak services above benchmark</b>	19.0%	12.6%	16.7%	18.7%	20.3%	6.7%	9.8%
<b>% of AM Peak passengers on services above benchmark</b>	26.1%	17.9%	22.2%	26.1%	27.7%	9.7%	13.6%

## PM Peak

- The May 2018 survey recorded a total of 15 services in breach in the PM Peak period. This is an increase of 9 compared to the May 2016 survey when 6 breaches were observed.
- Between May 2017 and May 2018, an additional 3 services were introduced to the Network during the PM Peak. In addition, shuttle services on the Altona loop were extended to depart from Flinders Street Station rather than Newport. This added a further 4 services to the PM peak at the cordon. A further 1 service did not run on any day during the survey period and was therefore not counted.
- The percentage of passengers travelling on services exceeding the benchmark on the Network during the PM Peak period increased from 3.3 per cent to 7.6 per cent between May 2017 and May 2018.

Figure 2: Number of PM Peak services below and above benchmark levels (May 2012 to May 2018)

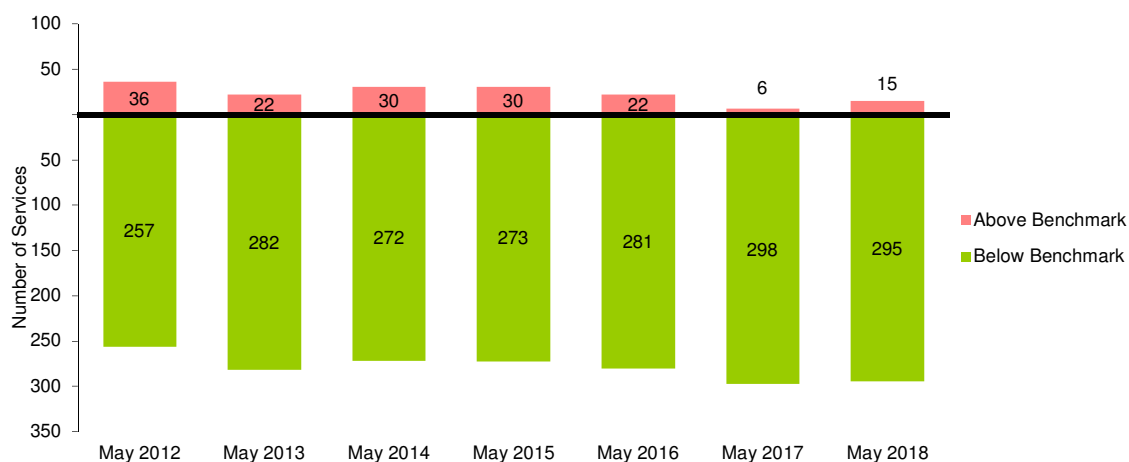


Table 2: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of PM Peak services above benchmark</b>	36	22	30	30	22	6	15
<b>% of PM Peak services above benchmark</b>	12.3%	7.2%	9.9%	9.9%	7.3%	2.0%	4.8%
<b>% of PM Peak passengers on services above benchmark</b>	20.2%	12.2%	15.6%	15.6%	11.2%	3.3%	7.6%

### 3 Alamein line results

#### AM Peak

- The May 2018 survey recorded a total of 0 services in breach in the AM Peak period. This is the same result compared to the May 2018 survey.
- Between May 2017 and May 2018, 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 0.0 per cent during the last 7 years.

Figure 3: Number of AM Peak services below and above benchmark levels (May 2012 to May 2018)

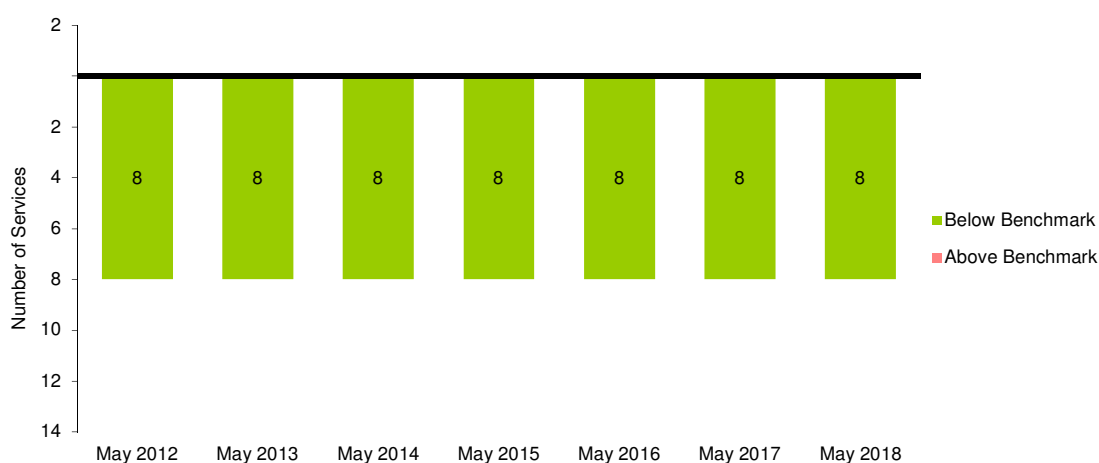


Table 3: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of AM Peak services above benchmark</b>	0	0	0	0	0	0	0
<b>% of AM Peak services above benchmark</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>% of AM Peak passengers on services above benchmark</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%



## PM Peak

- The May 2018 survey recorded no services in breach in the PM Peak period, as has been the case in previous surveys.
- Between May 2017 and May 2018, 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 stayed constant at 0.0 per cent during the last 7 years.

Figure 4: Number of PM Peak services below and above benchmark levels (May 2012 to May 2018)

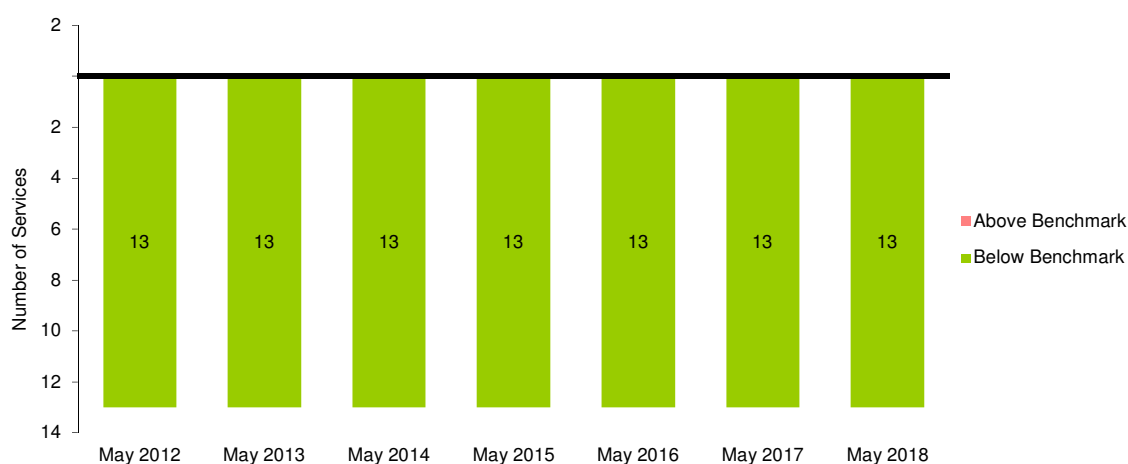


Table 4: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of PM Peak services above benchmark</b>	0	0	0	0	0	0	0
<b>% of PM Peak services above benchmark</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>% of PM Peak passengers on services above benchmark</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

## 4 Glen Waverley line results

### AM Peak

- The May 2018 survey recorded a total of 0 services in breach in the AM Peak period. This is the same result compared to the May 2017 survey.
- Between May 2017 and May 2018, 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 0.0 per cent during both May 2017 and May 2018.

Figure 5: Number of AM Peak services below and above benchmark levels (May 2012 to May 2018)

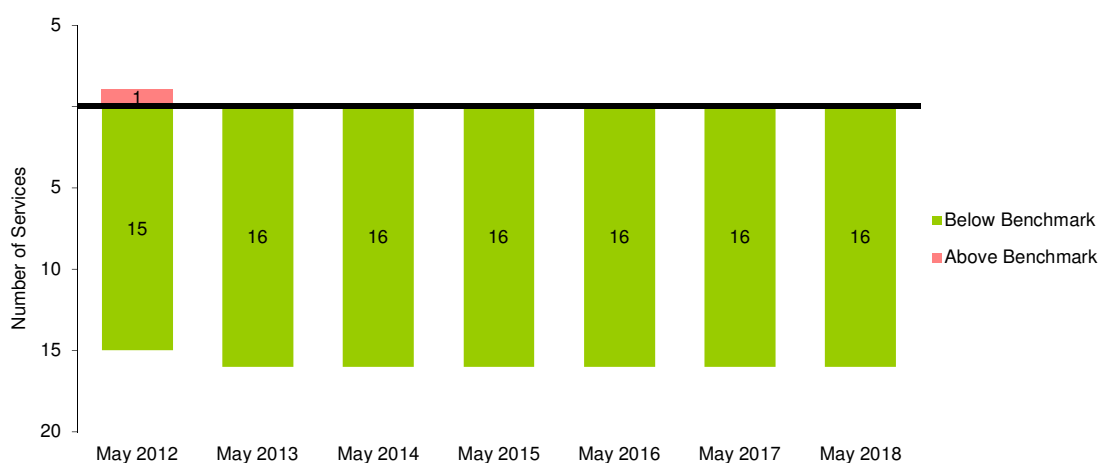


Table 5: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of AM Peak services above benchmark</b>	1	0	0	0	0	0	0
<b>% of AM Peak services above benchmark</b>	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>% of AM Peak passengers on services above benchmark</b>	9.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

## PM Peak

- The May 2018 survey recorded a total of 2 services in breach in the PM Peak period. This is an increase of 2 compared to the May 2017 survey.
- Between May 2017 and May 2018, 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 increased from 0.0 per cent to 16.6 per cent between the May 2017 and May 2018 surveys.

Figure 6: Number of PM Peak services below and above benchmark levels (May 2012 to May 2018)

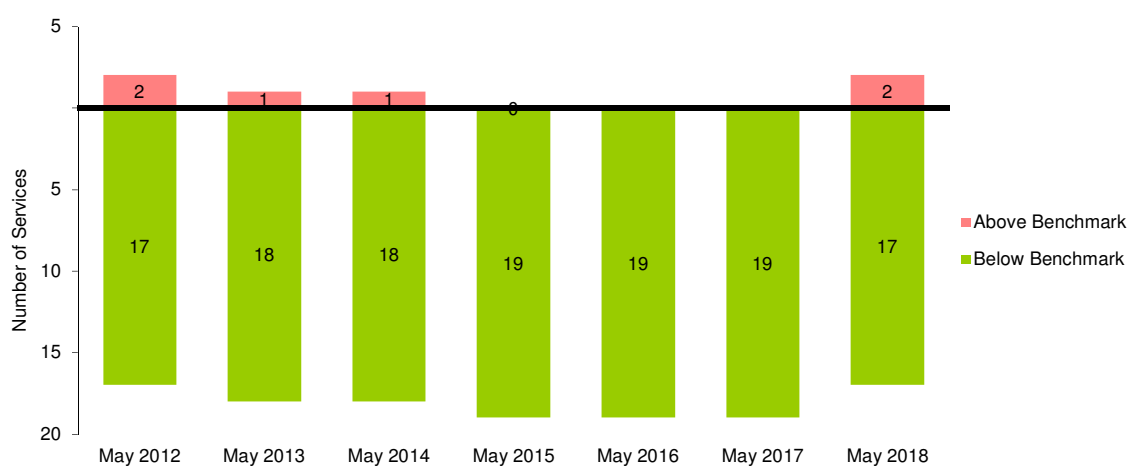


Table 6: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of PM Peak services above benchmark</b>	2	1	1	0	0	0	2
<b>% of PM Peak services above benchmark</b>	10.5%	5.3%	5.3%	0.0%	0.0%	0.0%	10.5%
<b>% of PM Peak passengers on services above benchmark</b>	17.5%	9.6%	8.8%	0.0%	0.0%	0.0%	16.6%

## 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 2018 survey recorded a total of 2 services in breach in the AM Peak period. In May 2017 no breaches occurred.
- Between May 2017 and May 2018, 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 increased from 0.0 per cent to 7.4 per cent between May 2017 and May 2018.

Figure 7: Number of AM Peak services below and above benchmark levels (May 2012 to May 2018)

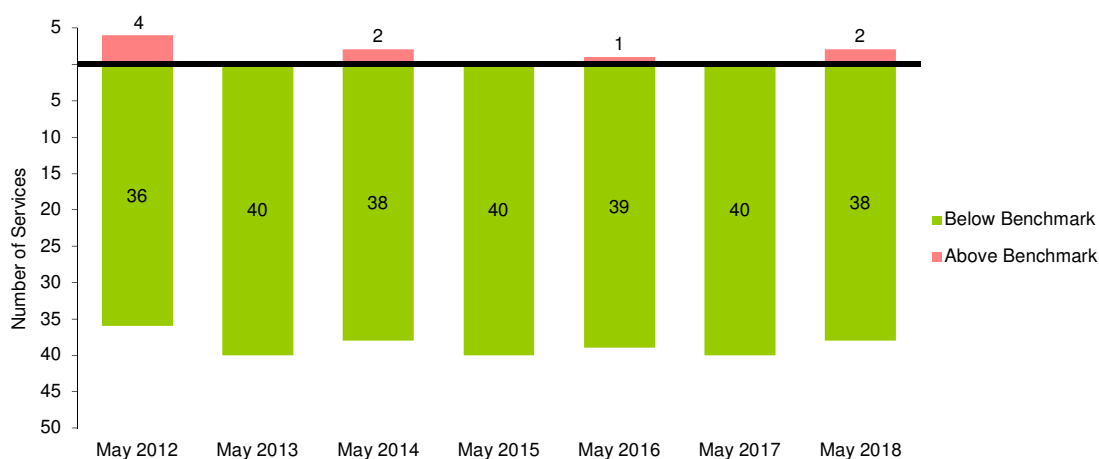


Table 7: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of AM Peak services above benchmark</b>	4	0	2	0	1	0	2
<b>% of AM Peak services above benchmark</b>	10.0%	0.0%	5.0%	0.0%	2.5%	0.0%	5.0%
<b>% of AM Peak passengers on services above benchmark</b>	14.3%	0.0%	7.0%	0.0%	4.0%	0.0%	7.4%

## PM Peak

- The May 2017 survey recorded a total of 2 services in breach in the PM Peak period. This was the same result as the May 2018 survey.
- Between May 2017 and May 2018, 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 remained at 6.8 per cent for both the May 2017 to May 2018 surveys.

Figure 8: Number of PM Peak services below and above benchmark levels (May 2012 to May 2018)

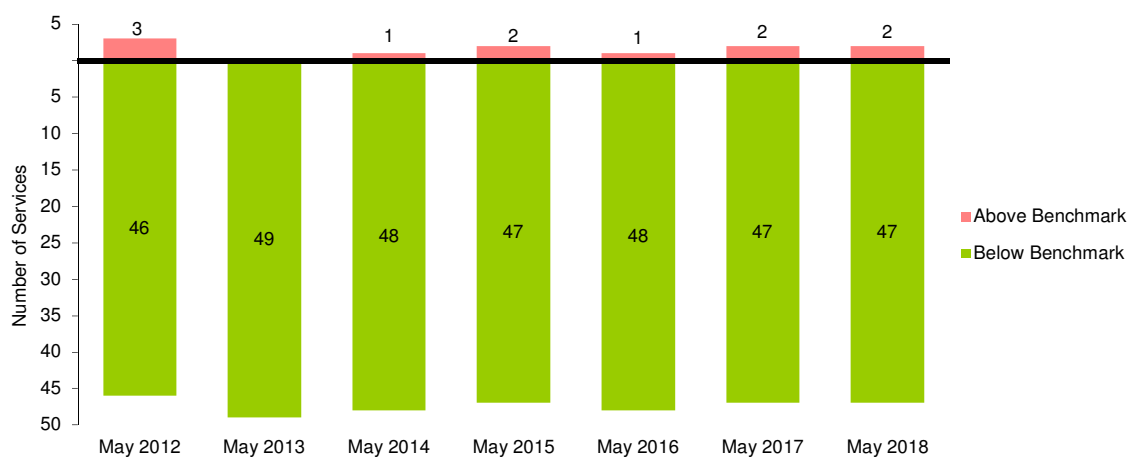


Table 8: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of PM Peak services above benchmark</b>	3	0	1	2	1	2	2
<b>% of PM Peak services above benchmark</b>	6.1%	0.0%	2.0%	4.1%	2.0%	4.1%	4.1%
<b>% of PM Peak passengers on services above benchmark</b>	10.4%	0.0%	3.5%	7.3%	3.6%	6.8%	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 2018 survey recorded a total of 4 services in breach in the AM Peak period. This is an increase of 2 compared to the May 2017 survey when 2 breaches were observed.
- Between May 2017 and May 2018, 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 increased from 8.8 per cent to 16.8 per cent between May 2017 and May 2018.

Figure 9: Number of AM Peak services below and above benchmark levels (May 2012 to May 2018)

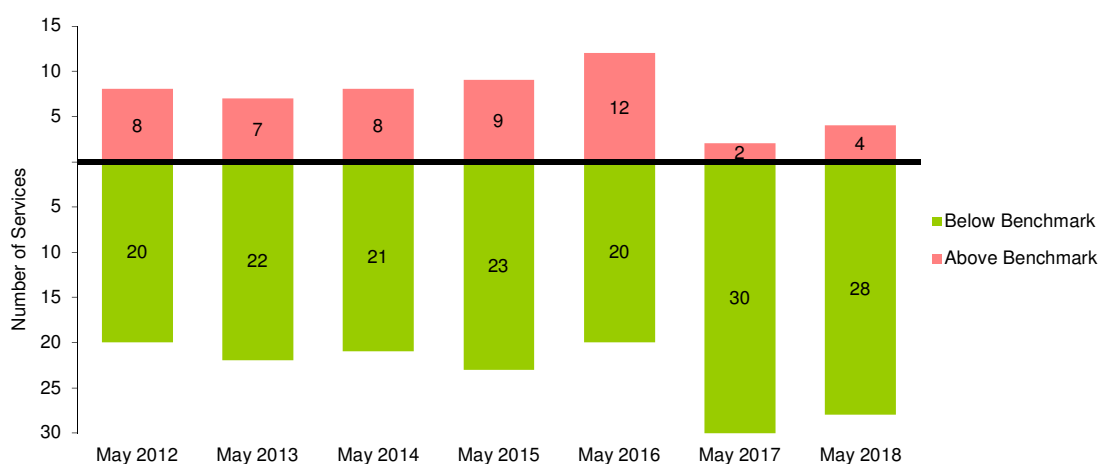


Table 9: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of AM Peak services above benchmark</b>	8	7	8	9	12	2	4
<b>% of AM Peak services above benchmark</b>	28.6%	24.1%	27.6%	28.1%	37.5%	6.3%	12.5%
<b>% of AM Peak passengers on services above benchmark</b>	36.0%	32.6%	35.5%	39.3%	47.4%	8.8%	16.8%

## PM Peak

- The May 2018 survey recorded a total of 3 services in breach in the PM Peak period. This is an increase of 3 compared to the May 2017 survey when 0 breaches were observed.
- Between May 2017 and May 2018, 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 increased from 0.0 per cent to 10.8 per cent between May 2017 and May 2018.

Figure 10: Number of PM Peak services below and above benchmark levels (May 2012 to May 2018)

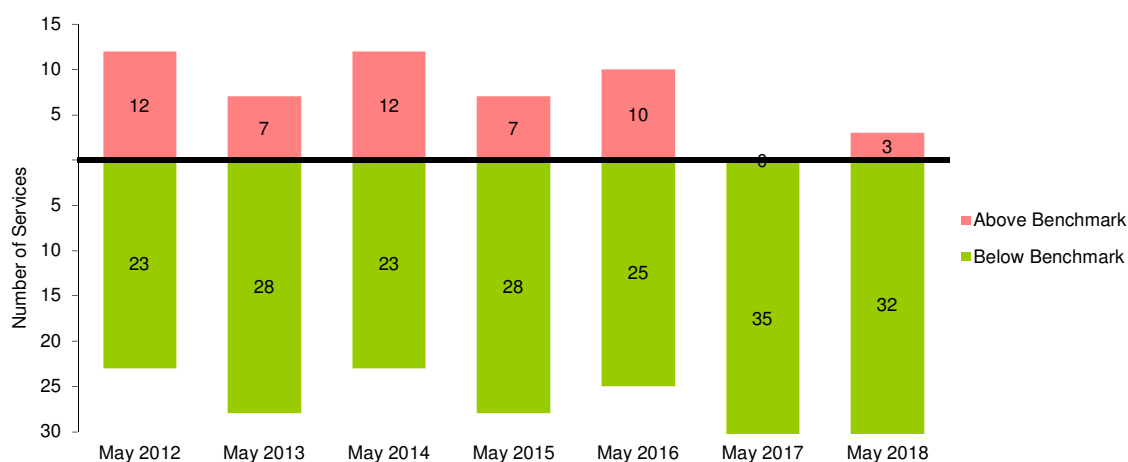


Table 10: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of PM Peak services above benchmark</b>	12	7	12	7	10	0	3
<b>% of PM Peak services above benchmark</b>	34.3%	20.0%	34.3%	20.0%	28.6%	0.0%	8.6%
<b>% of PM Peak passengers on services above benchmark</b>	44.6%	27.2%	44.1%	25.6%	33.9%	0.0%	10.8%

## 7 Frankston line results

### AM Peak

- The May 2018 survey recorded a total of 3 services in breach in the AM Peak period. This is an increase of 3 compared to the May 2017 survey when 0 breaches were observed.
- Between May 2017 and May 2018, no additional services were added 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 increased from 0.0 per cent to 16.1 per cent between May 2017 and May 2018.

Figure 11: Number of AM Peak services below and above benchmark levels (May 2012 to May 2018)

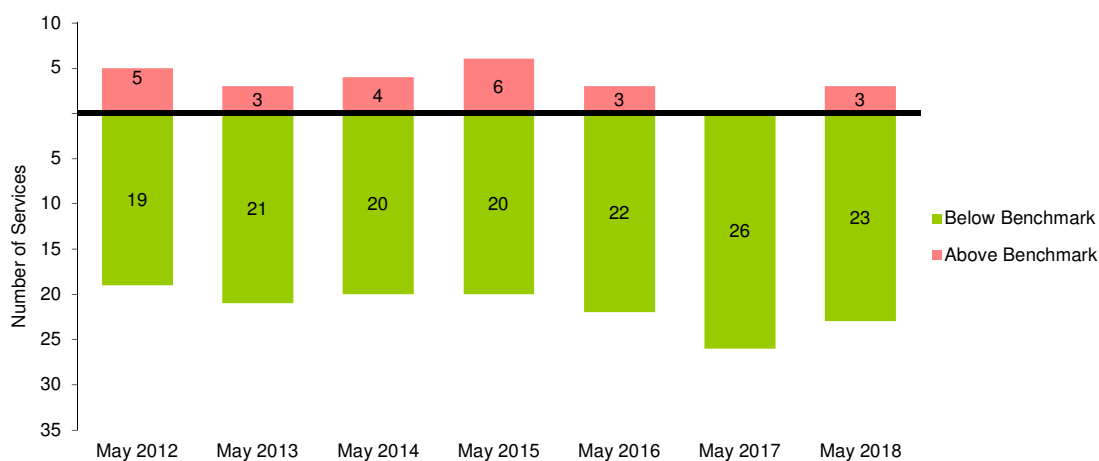


Table 11: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of AM Peak services above benchmark</b>	5	3	4	6	3	0	3
<b>% of AM Peak services above benchmark</b>	20.8%	12.5%	16.7%	23.1%	12.0%	0.0%	11.5%
<b>% of AM Peak passengers on services above benchmark</b>	25.9%	16.7%	21.6%	32.0%	17.4%	0.0%	16.1%



## PM Peak

- The May 2018 survey recorded a single service in breach in the PM Peak period. This was an increase from the May 2017 survey where there were no breaches.
- Between May 2017 and May 2018, no services were added to the Frankston Line during the PM Peak. A further 1 service did not run on any day during the survey period and was therefore not counted.
- The percentage of passengers travelling on services exceeding the benchmark on the Frankston Line during the PM Peak period increased from 0.0 per cent to 5.3 per cent from the May 2017 and May 2018.

Figure 12: Number of PM Peak services below and above benchmark levels (May 2012 to May 2018)

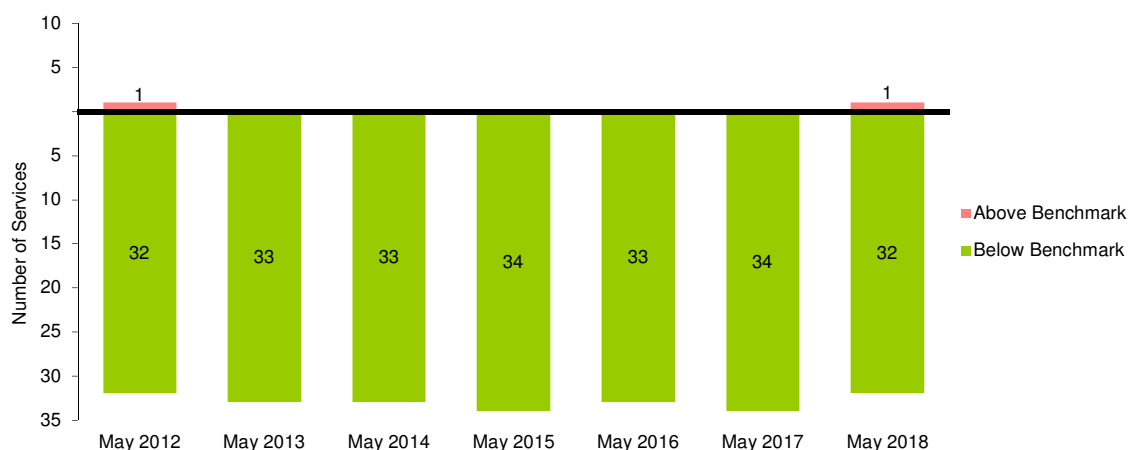


Table 12: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of PM Peak services above benchmark</b>	1	0	0	0	0	0	1
<b>% of PM Peak services above benchmark</b>	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
<b>% of PM Peak passengers on services above benchmark</b>	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%

## 8 Sandringham Line

### AM Peak

- The May 2018 survey recorded no services in breach in the AM Peak period. This is a decrease of 2 compared to the May 2017 survey when 2 breaches were observed.
- Between May 2017 and May 2018, 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 15.4 per cent to 0.0 per cent between May 2017 and May 2018.

Figure 13: Number of AM Peak services below and above benchmark levels (May 2012 to May 2018)

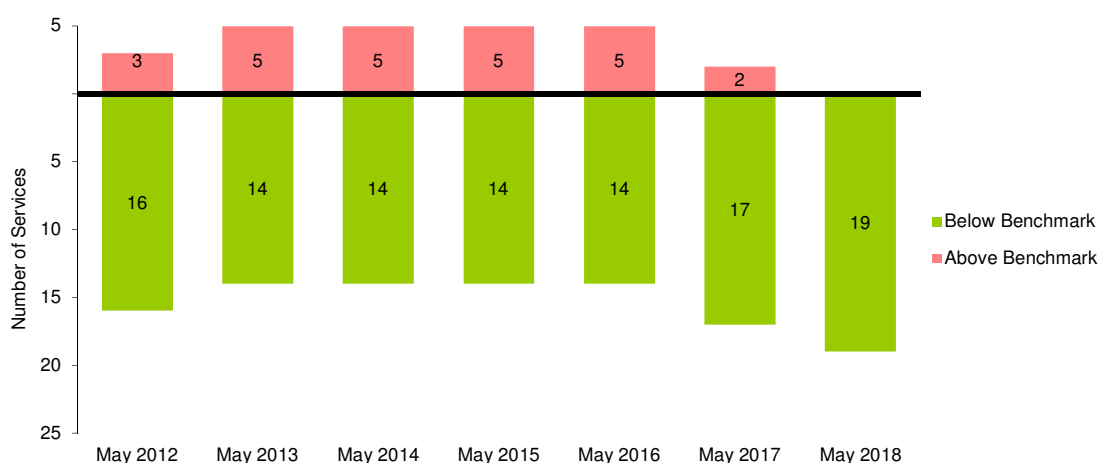


Table 13: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of AM Peak services above benchmark</b>	3	5	5	5	5	2	0
<b>% of AM Peak services above benchmark</b>	15.8%	26.3%	26.3%	26.3%	26.3%	10.5%	0.0%
<b>% of AM Peak passengers on services above benchmark</b>	24.1%	38.3%	38.4%	37.5%	36.9%	15.4%	0.0%

## PM Peak

- The May 2018 survey recorded a total of 0 services in breach in the PM Peak period. This is the same result compared to the May 2017 survey.
- Between May 2017 and May 2018, 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 0.0 per cent during both May 2017 and May 2018.

Figure 14: Number of PM Peak services below and above benchmark levels (May 2012 to May 2018)

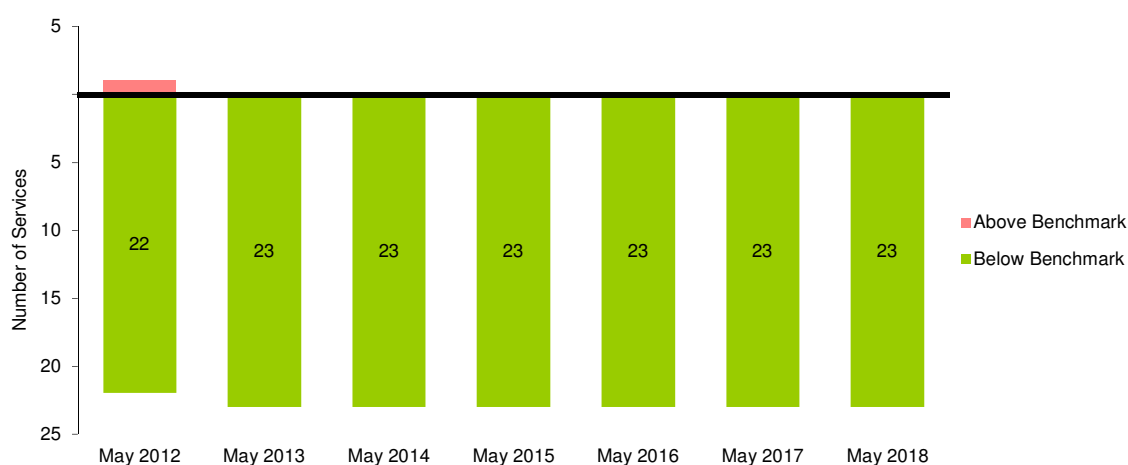


Table 14: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of PM Peak services above benchmark</b>	1	0	0	0	0	0	0
<b>% of PM Peak services above benchmark</b>	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>% of PM Peak passengers on services above benchmark</b>	7.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

## 9 South Morang line results

### AM Peak

- The May 2018 survey recorded a total of 3 services in breach in the AM Peak period. This is a decrease of 1 compared to the May 2017 survey when 4 breaches were observed.
- Between May 2017 and May 2018, 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 32.6 per cent to 24.0 per cent between May 2017 and May 2018.

Figure 15: Number of AM Peak services below and above benchmark levels (May 2012 to May 2018)

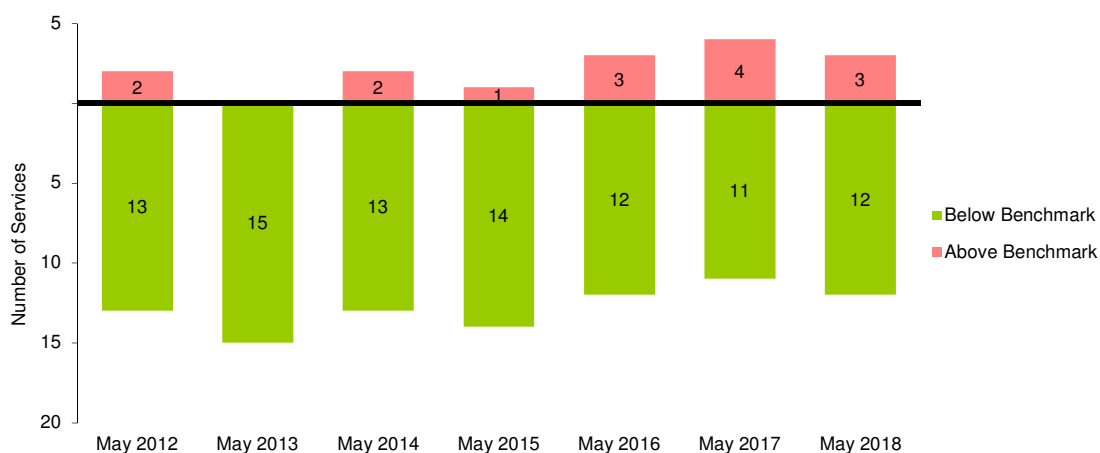


Table 15: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of AM Peak services above benchmark</b>	2	0	2	1	3	4	3
<b>% of AM Peak services above benchmark</b>	13.3%	0.0%	13.3%	6.7%	20.0%	26.7%	20.0%
<b>% of AM Peak passengers on services above benchmark</b>	18.1%	0.0%	17.1%	9.0%	26.2%	32.6%	24.0%

## PM Peak

- The May 2018 survey recorded a total of 4 services in breach in the PM Peak period. This was an increase of 3 from the result compared to the May 2017 survey when a single breach was observed.
- Between May 2017 and May 2018, 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 increased from 7.2 per cent to 27.2 per cent between May 2017 and May 2018.

Figure 16: Number of PM Peak services below and above benchmark levels (May 2012 to May 2018)

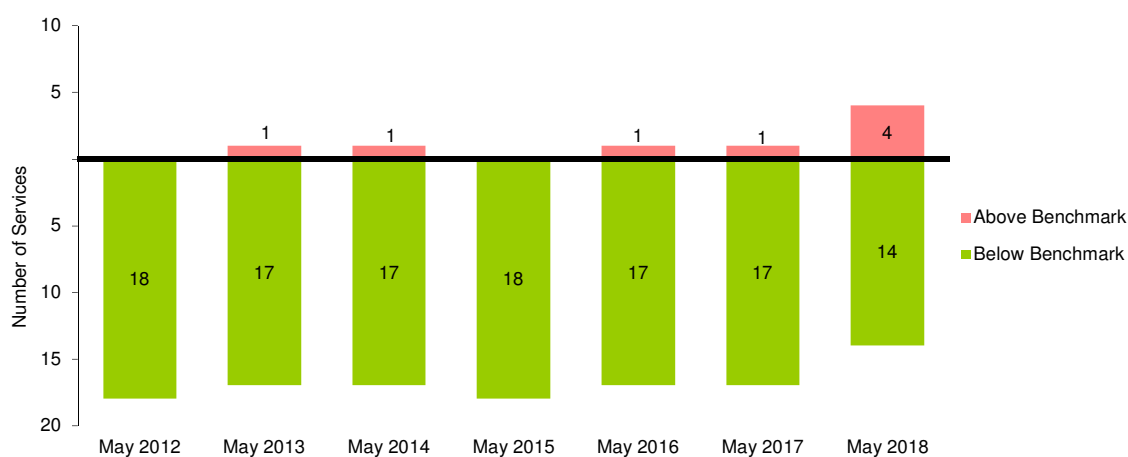


Table 16: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of PM Peak services above benchmark</b>	0	1	1	0	1	1	4
<b>% of PM Peak services above benchmark</b>	0.0%	5.6%	5.6%	0.0%	5.6%	5.6%	22.2%
<b>% of PM Peak passengers on services above benchmark</b>	0.0%	8.2%	7.0%	0.0%	7.4%	7.2%	27.2%

## 10 Hurstbridge line results

### AM Peak

- The May 2018 survey recorded a total of 3 services in breach in the AM Peak period. This represented an increase from the May 2017 survey when only a single breach was observed.
- Between May 2017 and May 2018, 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 increased from 7.8 per cent in May 2017 to 22.1 per cent in May 2018.

Figure 17: Number of AM Peak services below and above benchmark levels (May 2012 to May 2018)

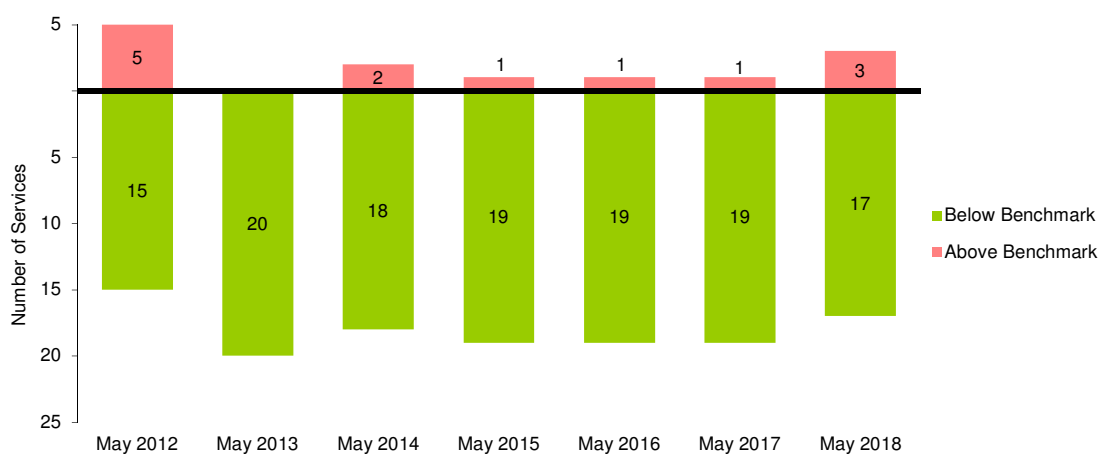


Table 17: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2011 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of AM Peak services above benchmark</b>	5	0	2	1	1	1	3
<b>% of AM Peak services above benchmark</b>	25.0%	0.0%	10.0%	5.0%	5.0%	5.0%	15.0%
<b>% of AM Peak passengers on services above benchmark</b>	35.2%	0.0%	14.0%	7.4%	7.8%	7.8%	22.1%

## PM Peak

- The May 2018 survey recorded a total of 0 services in breach in the PM Peak period. This is the same result compared to the May 2017 survey.
- Between May 2017 and May 2018, 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 0.0 per cent during both May 2016 and May 2018.

Figure 18: Number of PM Peak services below and above benchmark levels (May 2012 to May 2018)

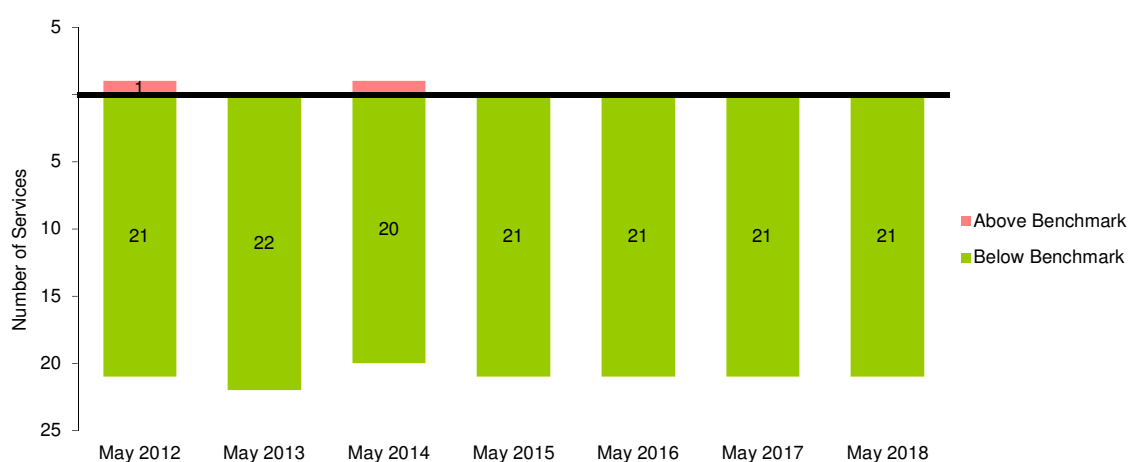


Table 18: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of PM Peak services above benchmark</b>	1	0	1	0	0	0	0
<b>% of PM Peak services above benchmark</b>	4.5%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
<b>% of PM Peak passengers on services above benchmark</b>	7.2%	0.0%	7.2%	0.0%	0.0%	0.0%	0.0%

## 11 Craigieburn line results

### AM Peak

- The May 2018 survey recorded a total of 4 services in breach in the AM Peak period. This is a decrease of 2 compared to the May 2017 survey when 6 breaches were observed.
- Between May 2017 and May 2018, an additional 1 service was 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 35.8 per cent to 23.6 per cent between May 2017 and May 2018.

Figure 19: Number of AM Peak services below and above benchmark levels (May 2012 to May 2018)

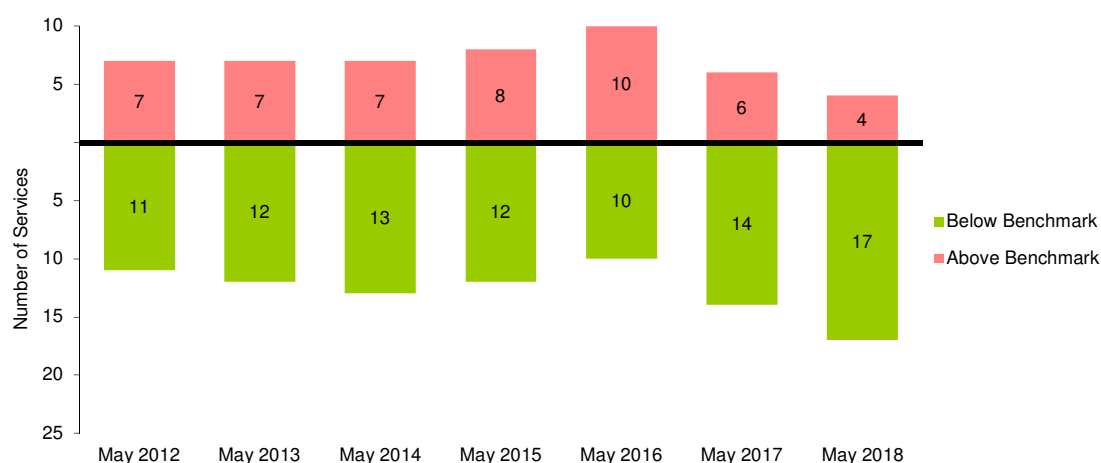


Table 19: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of AM Peak services above benchmark</b>	7	7	7	8	10	6	4
<b>% of AM Peak services above benchmark</b>	38.9%	36.8%	35.0%	40.0%	50.0%	30.0%	19.0%
<b>% of AM Peak passengers on services above benchmark</b>	47.3%	43.5%	41.7%	47.3%	57.4%	35.8%	23.6%



## PM Peak

- The May 2018 survey recorded a total of 2 services in breach in the PM Peak period. This is an increase of 1 compared to the May 2017 survey when a single breach was observed.
- Between May 2017 and May 2018, an additional 1 service was 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 increased from 5.8 per cent to 10.7 per cent between May 2017 and May 2018.

Figure 20: Number of PM Peak services below and above benchmark levels (May 2012 to May 2018)

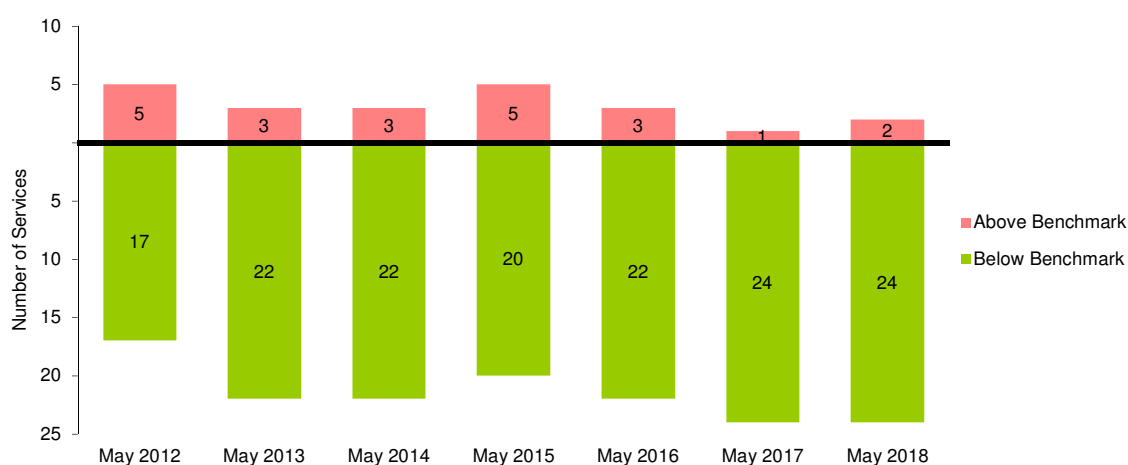


Table 20: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of PM Peak services above benchmark</b>	5	3	3	5	3	1	2
<b>% of PM Peak services above benchmark</b>	22.7%	12.0%	12.0%	20.0%	12.0%	4.0%	7.7%
<b>% of PM Peak passengers on services above benchmark</b>	33.4%	18.8%	17.2%	27.9%	16.8%	5.8%	10.7%

## 12 Sunbury line results

### AM Peak

- The May 2018 survey recorded a total of 3 services in breach in the AM Peak period. This is an increase of 2 compared to the May 2017 survey when 1 breach was observed.
- Between May 2017 and May 2018, an additional 1 service was 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 increased from 6.7 per cent to 19.2 per cent between May 2017 and May 2018.

Figure 21: Number of AM Peak services below and above benchmark levels (May 2012 to May 2018)

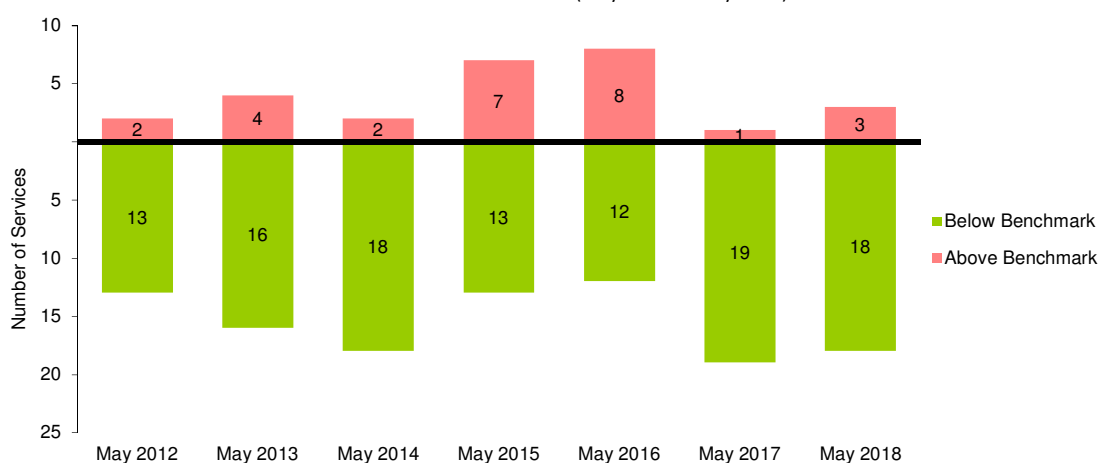


Table 21: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of AM Peak services above benchmark</b>	2	4	2	7	8	1	3
<b>% of AM Peak services above benchmark</b>	13.3%	20.0%	10.0%	35.0%	40.0%	5.0%	14.3%
<b>% of AM Peak passengers on services above benchmark</b>	17.4%	25.4%	12.1%	43.2%	46.5%	6.7%	18.4%

## PM Peak

- The May 2018 survey recorded a total of 0 services in breach in the PM Peak period. This was the same result as the May 2017 survey.
- Between May 2017 and May 2018, an additional 1 service was 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 remained constant at 0.0 per cent.

Figure 22: Number of PM Peak services below and above benchmark levels (May 2012 to May 2018)

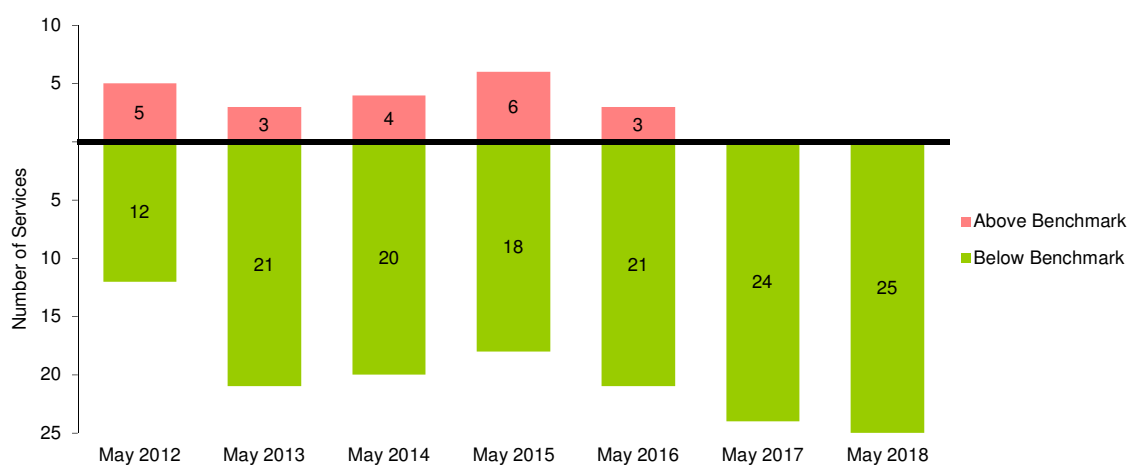


Table 22: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2018 )

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of PM Peak services above benchmark</b>	5	3	4	6	3	0	0
<b>% of PM Peak services above benchmark</b>	29.4%	12.5%	16.7%	25.0%	12.5%	0.0%	0.0%
<b>% of PM Peak passengers on services above benchmark</b>	36.5%	17.6%	22.1%	32.5%	16.7%	0.0%	0.0%

## 13 Upfield line results

### AM Peak

- The May 2018 survey recorded a total of 0 services in breach in the AM Peak period. This was the same result as the May 2017 survey.
- Between May 2017 and May 2018, 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 remained constant at 0.0 per cent.

Figure 23: Number of AM Peak services below and above benchmark levels (May 2012 to May 2018)

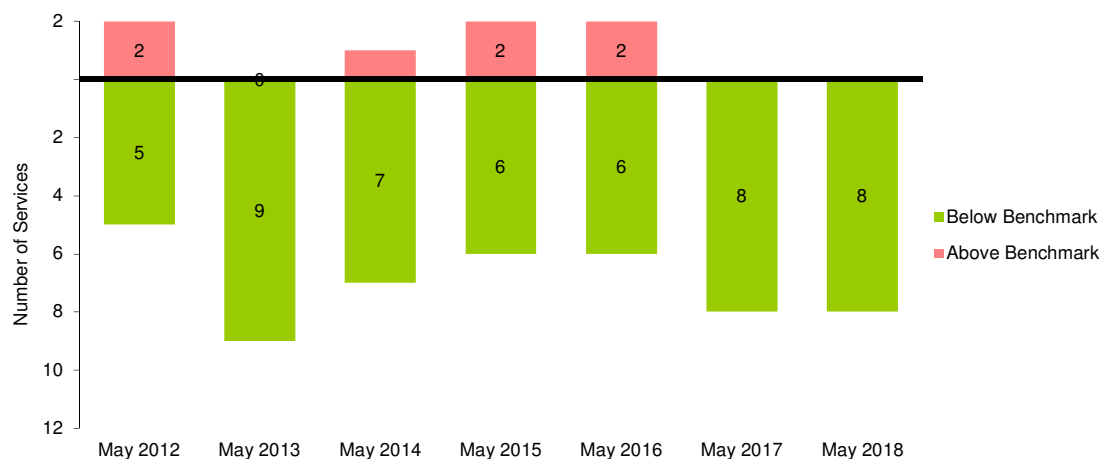


Table 23: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of AM Peak services above benchmark</b>	2	0	1	2	2	0	0
<b>% of AM Peak services above benchmark</b>	28.6%	0.0%	12.5%	25.0%	25.0%	0.0%	0.0%
<b>% of AM Peak passengers on services above benchmark</b>	40.6%	0.0%	17.8%	36.3%	36.4%	0.0%	0.0%

## PM Peak

- The May 2018 survey recorded a total of 0 services in breach in the PM Peak period. This is the same result as the May 2017 survey.
- Between May 2017 and May 2018, 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 0.0 per cent during both May 2017 and May 2018.

Figure 24: Number of PM Peak services below and above benchmark levels (May 2012 to May 2018)

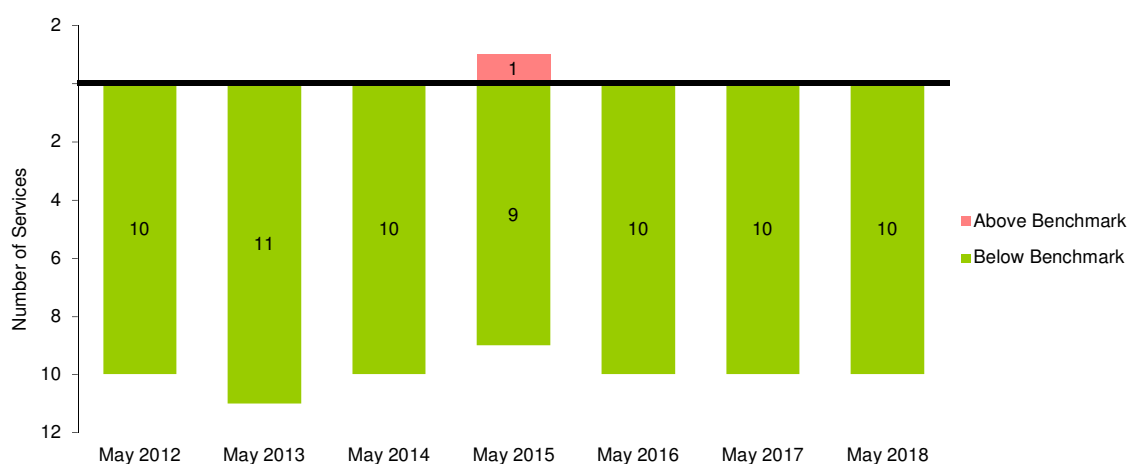


Table 24: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of PM Peak services above benchmark</b>	0	0	0	1	0	0	0
<b>% of PM Peak services above benchmark</b>	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%
<b>% of PM Peak passengers on services above benchmark</b>	0.0%	0.0%	0.0%	14.7%	0.0%	0.0%	0.0%

## 14 Werribee line results

### AM Peak

- The May 2018 survey recorded a total of 3 services in breach in the AM Peak period. This is an increase of 2 compared to the May 2017 survey when 1 breach was observed.
- Between May 2017 and May 2018, an additional 1 service was added to the Werribee Line during the AM Peak. In addition, 1 Werribee service was altered to arrive at the cordon 2 minutes earlier than in 2017. This added a further 1 service to the AM peak at the cordon.
- The percentage of passengers travelling on services exceeding the benchmark on the Werribee Line during the AM peak period increased from 6.6 per cent to 17.6 per cent between May 2017 and May 2018.

Figure 25: Number of AM Peak services below and above benchmark levels (May 2012 to May 2018)

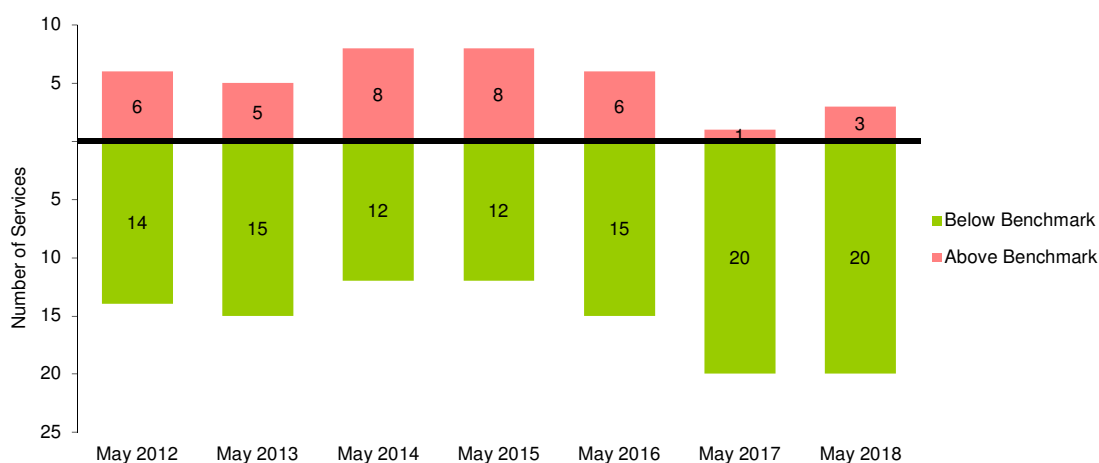


Table 25: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of AM Peak services above benchmark</b>	6	5	8	8	6	1	3
<b>% of AM Peak services above benchmark</b>	30.0%	25.0%	40.0%	40.0%	28.6%	4.8%	13.0%
<b>% of AM Peak passengers on services above benchmark</b>	38.6%	32.7%	48.7%	48.9%	37.5%	6.6%	17.6%

## PM Peak

- The May 2018 survey recorded a single service in breach in the PM Peak period. This was a decrease of 1 compared to the May 2017 survey when 2 breaches were observed.
- Between May 2017 and May 2018, an additional 1 service was added to the Werribee Line during the PM Peak. In addition, shuttle services on the Altona loop were extended to depart from Flinders Street Station rather than Newport. This added a further 4 services to the PM peak at the cordon.
- The percentage of passengers travelling on services exceeding the benchmark on the Werribee Line during the PM Peak period decreased from 12.4 per cent to 5.7 per cent between May 2017 and May 2018.

Figure 26: Number of PM Peak services below and above benchmark levels (May 2012 to May 2018)

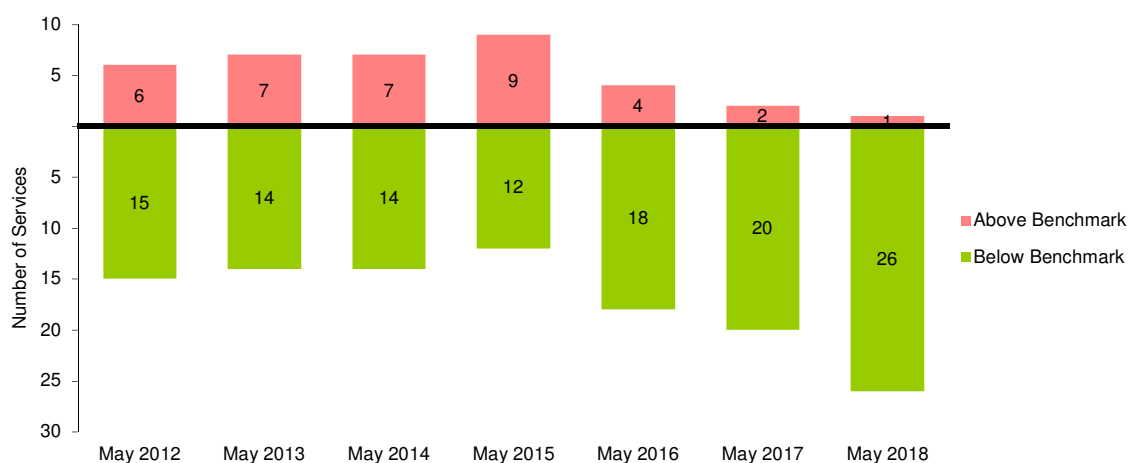


Table 26: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of PM Peak services above benchmark</b>	6	7	7	9	4	2	1
<b>% of PM Peak services above benchmark</b>	28.6%	33.3%	33.3%	42.9%	18.2%	9.1%	3.7%
<b>% of PM Peak passengers on services above benchmark</b>	42.8%	48.2%	46.8%	56.8%	24.9%	12.4%	5.7%

## 15 Williamstown line results

### AM Peak

- The May 2018 survey recorded a total of 0 services in breach in the AM Peak period. This is the same result as the May 2017 survey.
- Between May 2017 and May 2018, 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 0.0 per cent during both May 2017 and May 2018.

Figure 27: Number of AM Peak services below and above benchmark levels (May 2012 to May 2018)

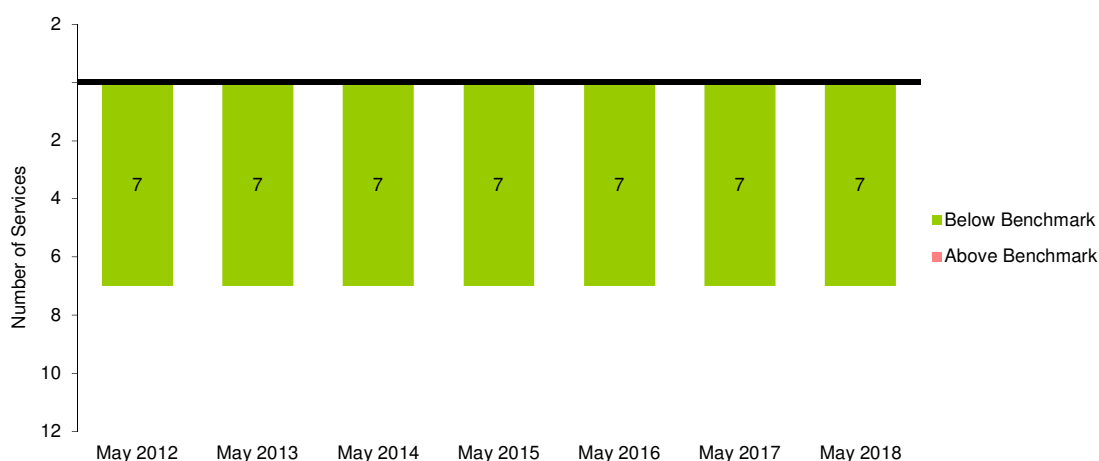


Table 27: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of AM Peak services above benchmark</b>	0	0	0	0	0	0	0
<b>% of AM Peak services above benchmark</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>% of AM Peak passengers on services above benchmark</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%



## PM Peak

- The May 2018 survey recorded a total of 0 services in breach in the PM Peak period. This is the same result as the May 2017 survey.
- Between May 2017 and May 2018, 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 0.0 per cent during both May 2018 and May 2017.

Figure 28: Number of PM Peak services below and above benchmark levels (May 2012 to May 2018)

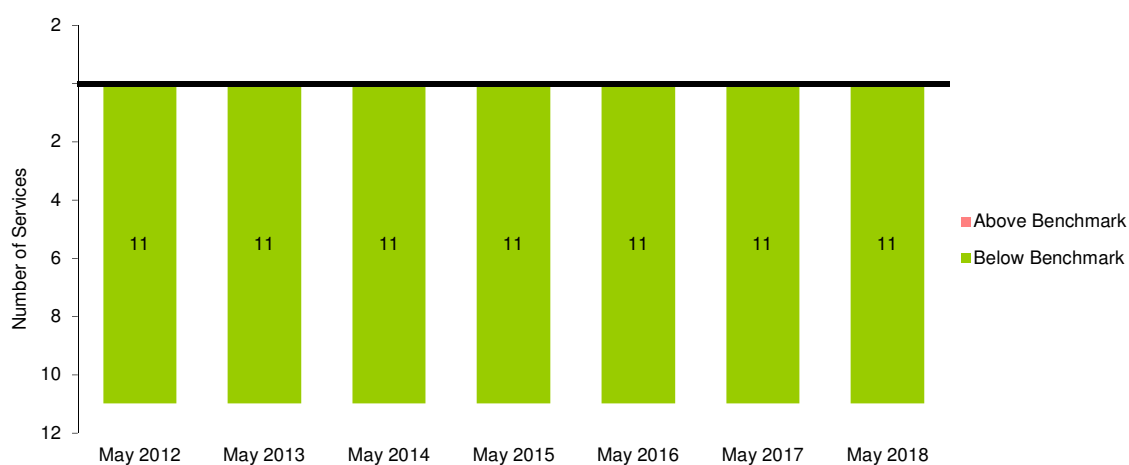


Table 28: PM Peak services above benchmark and passengers using services above benchmark (May 2012 to May 2018)

	May 2012	May 2013	May 2014	May 2015	May 2016	May 2017	May 2018
<b>Number of PM Peak services above benchmark</b>	0	0	0	0	0	0	0
<b>% of PM Peak services above benchmark</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>% of PM Peak passengers on services above benchmark</b>	0.0%	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 2018 survey over 12 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. Services that were cancelled or altered are excluded from the analysis. This includes services that bypassed the city loop and services that originated or terminated early.