

# Metropolitan Train Load Standard Survey Report

May 2019

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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. These results are used to determine when and where extra services may be needed to reduce crowding.

This bulletin reports on the May 2019 survey which was conducted from the 6th to 23rd May 2019.

The May 2019 survey records a decrease of six services above the benchmark in the AM peak, from 25 services in May 2018 to 19 services in May 2019, and an increase of five services above the benchmark in the PM peak, from 15 services in May 2018 to 20 services in May 2019.

Over this same period 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 2019 survey recorded a total of 19 services in breach in the AM Peak period. This is a decrease of six compared to the May 2018 survey when 25 breaches were observed.
- Between May 2018 and May 2019, an additional seven services were introduced to the Network during the AM Peak.
- The South Morang Line was expanded to become the Mernda Line and received five additional AM peak services. The Hurstbridge line also received an additional AM peak service at the same time.
- One AM peak service has been added to the Dandenong corridor since May 2018.
- The percentage of passengers travelling on services exceeding the benchmark on the Network during the AM peak period decreased from 13.6 per cent to 10.2 per cent Between May 2018 and May 2019.

Figure 1: Number of AM Peak services below and above benchmark levels (May 2014 to May 2019)

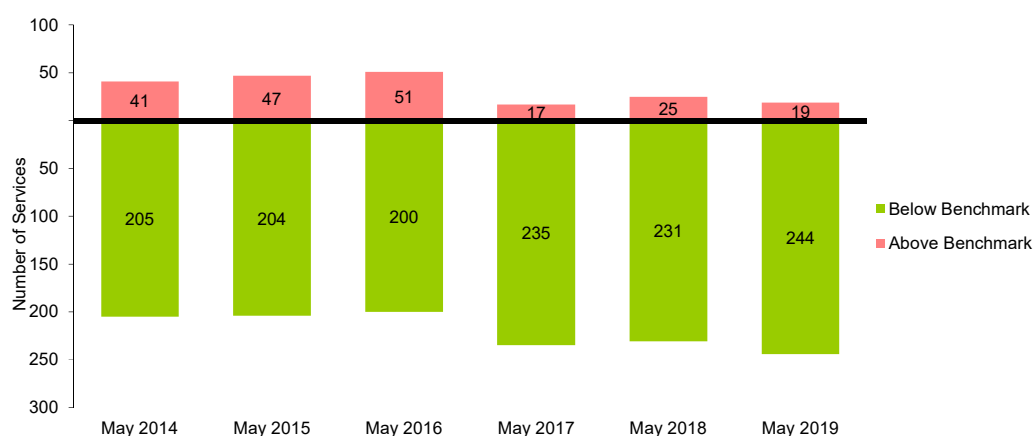


Table 1: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of AM Peak services above benchmark</b>	41	47	51	17	25	19
<b>% of AM Peak services above benchmark</b>	16.7%	18.7%	20.3%	6.7%	9.8%	7.2%
<b>% of AM Peak passengers on services above benchmark</b>	22.2%	26.1%	27.7%	9.7%	13.6%	10.2%

## PM Peak

- The May 2019 survey recorded a total of 20 services in breach during the PM Peak period. This is an increase of five compared to the May 2018 survey when 15 breaches were observed.
- Between May 2018 and May 2019, an additional nine services were introduced to the Network during the PM Peak (the chart below shows 310 rather than 311 services for May 2018 as a Frankston service was cancelled during the 2018 survey).
- The South Morang line was expanded with new stations added to become the Mernda Line, this new line had an additional four services. A service switched from Greensborough to Hurstbridge.
- The Dandenong Line gained an additional two services, while the Werribee line increased its services by three.
- The percentage of passengers travelling on services exceeding the benchmark on the Network during the PM Peak period increased from 7.6 per cent to 9.6 per cent between May 2018 and May 2019.

Figure 2: Number of PM Peak services below and above benchmark levels (May 2014 to May 2019)

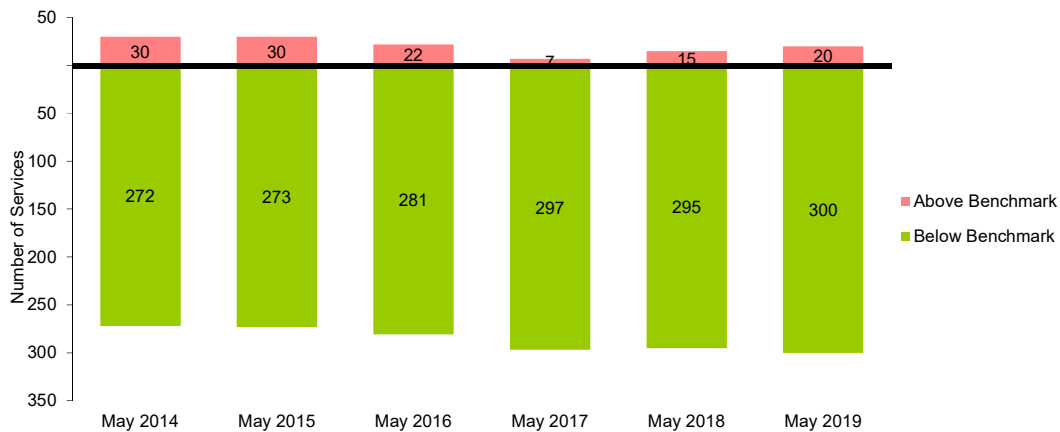


Table 2: PM Peak services above benchmark and passengers using services above benchmark (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of PM Peak services above benchmark</b>	30	30	22	6	15	20
<b>% of PM Peak services above benchmark</b>	9.9%	9.9%	7.3%	2.0%	4.8%	6.3%
<b>% of PM Peak passengers on services above benchmark</b>	15.6%	15.6%	11.2%	3.3%	7.6%	9.6%

### 3 Alamein line results

#### AM Peak

- The May 2019 survey did not record any services in breach in the AM Peak period. This is the same result recorded for the May 2018 survey.
- Between May 2018 and May 2019, 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 zero per cent during the last 6 years.

Figure 3: Number of AM Peak services below and above benchmark levels (May 2014 to May 2019)

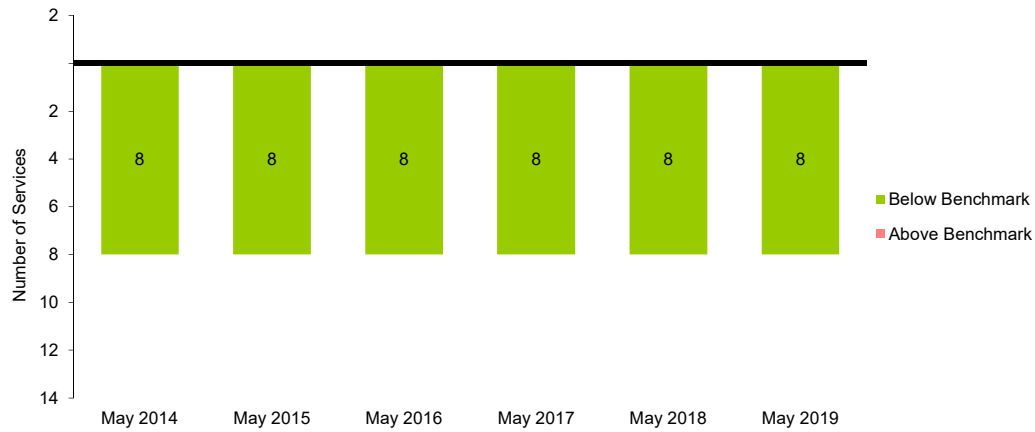


Table 3: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of AM Peak services above benchmark</b>	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%
<b>% of AM Peak passengers on services above benchmark</b>	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 for the previous six 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 zero per cent for the last six surveys.

Figure 4: Number of PM Peak services below and above benchmark levels (May 2014 to May 2018)

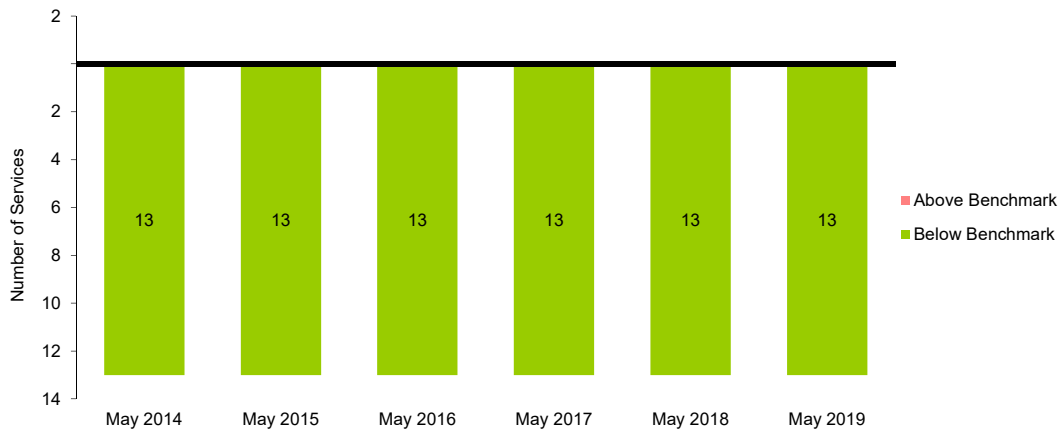


Table 4: PM Peak services above benchmark and passengers using services above benchmark (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of PM Peak services above benchmark</b>	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%
<b>% of PM Peak passengers on services above benchmark</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

## 4 Glen Waverley line results

### AM Peak

- The May 2019 survey recorded no services in breach in the AM Peak period. This is the same result as recorded in the May 2018 survey.
- Between May 2018 and May 2019, 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 zero per cent for the past six surveys.

Figure 5: Number of AM Peak services below and above benchmark levels (May 2014 to May 2019)

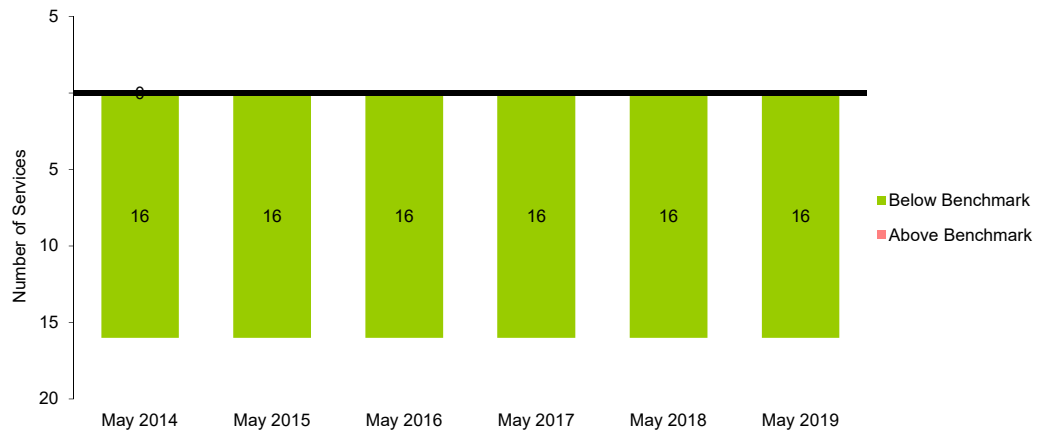


Table 5: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of AM Peak services above benchmark</b>	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%
<b>% of AM Peak passengers on services above benchmark</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%



## PM Peak

- The May 2019 survey recorded a single service in breach during the PM Peak period. This is a decrease of one from the May 2018 survey where two breaches were observed.
- 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 decreased from 16.6 per cent to 8.3 per cent between the May 2018 and May 2019 surveys.

Figure 6: Number of PM Peak services below and above benchmark levels (May 2014 to May 2019)

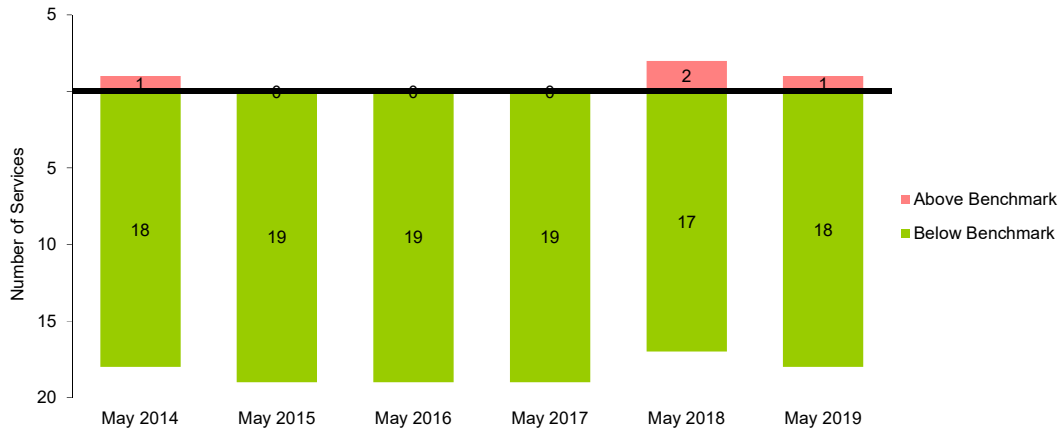


Table 6: PM Peak services above benchmark and passengers using services above benchmark (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of PM Peak services above benchmark</b>	1	0	0	0	2	1
<b>% of PM Peak services above benchmark</b>	5.3%	0.0%	0.0%	0.0%	10.5%	5.3%
<b>% of PM Peak passengers on services above benchmark</b>	8.8%	0.0%	0.0%	0.0%	16.6%	8.3%

## 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 2019 survey recorded a single service in breach in the AM Peak period. In May 2018 two breaches occurred.
- Between May 2018 and May 2019, 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 7.4 per cent to 3.5 per cent between May 2018 and May 2019.

Figure 7: Number of AM Peak services below and above benchmark levels (May 2014 to May 2019)

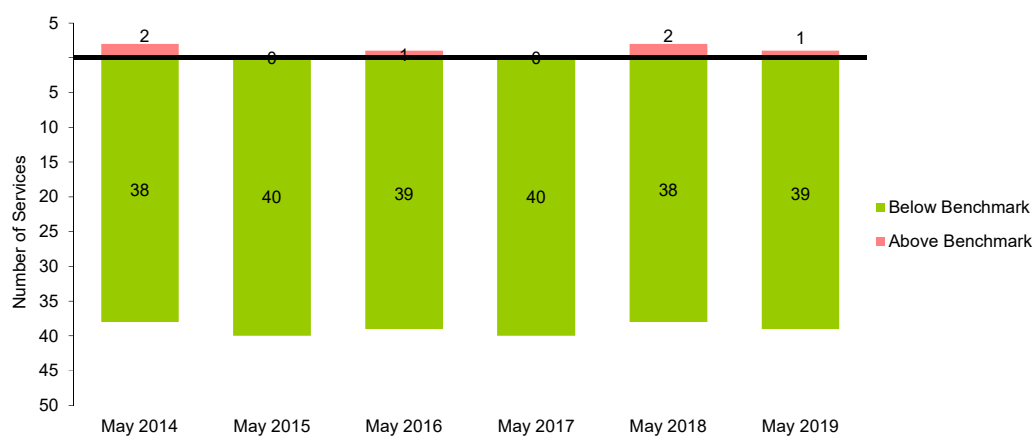


Table 7: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of AM Peak services above benchmark</b>	2	0	1	0	2	1
<b>% of AM Peak services above benchmark</b>	5.0%	0.0%	2.5%	0.0%	5.0%	2.5%
<b>% of AM Peak passengers on services above benchmark</b>	7.0%	0.0%	4.0%	0.0%	7.4%	3.5%

## PM Peak

- The May 2019 survey recorded a total of three services in breach in the PM Peak period. This was an increase of one from the May 2018 survey, which reported two breaches.
- Between May 2018 and May 2019, 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 6.8 per cent to 9.7 per cent between the May 2018 and May 2019 surveys.

Figure 8: Number of PM Peak services below and above benchmark levels (May 2014 to May 2019)

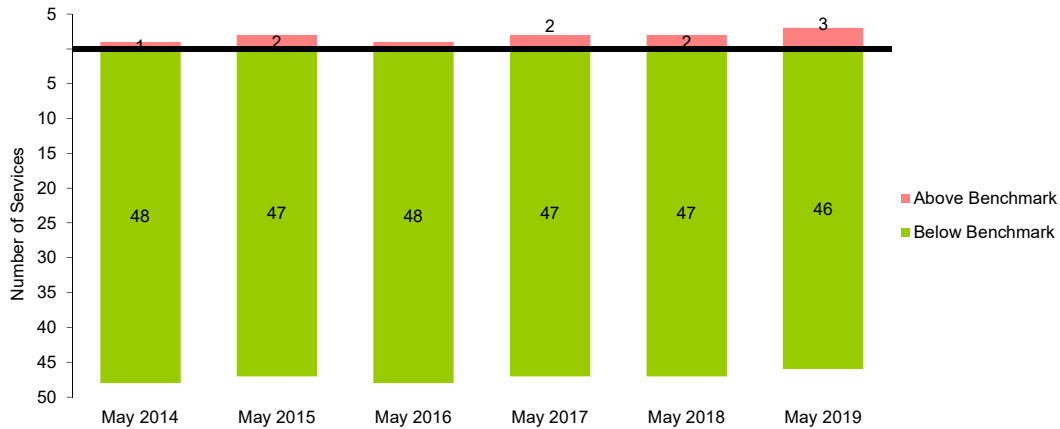


Table 8: PM Peak services above benchmark and passengers using services above benchmark (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of PM Peak services above benchmark</b>	1	2	1	2	2	3
<b>% of PM Peak services above benchmark</b>	2.0%	4.1%	2.0%	4.1%	4.1%	6.1%
<b>% of PM Peak passengers on services above benchmark</b>	3.5%	7.3%	3.6%	6.8%	6.8%	9.7%

## 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 2019 survey recorded a total of three services in breach in the AM Peak period. This is a decrease of one compared to the May 2018 survey when four breaches were observed.
- Between May 2018 and May 2019, one additional service was 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 16.8 per cent to 12.4 per cent between May 2018 and May 2019.

Figure 9: Number of AM Peak services below and above benchmark levels (May 2014 to May 2019)

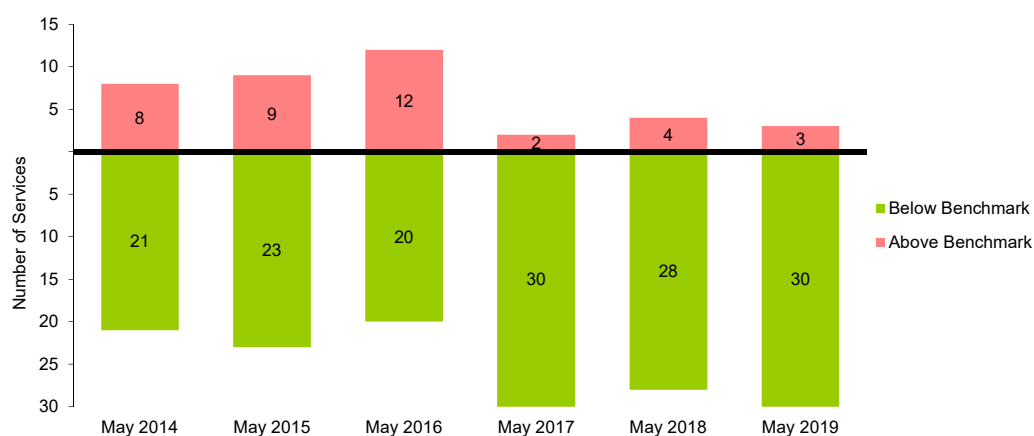


Table 9: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of AM Peak services above benchmark</b>	8	9	12	2	4	3
<b>% of AM Peak services above benchmark</b>	27.6%	28.1%	37.5%	6.3%	12.5%	9.1%
<b>% of AM Peak passengers on services above benchmark</b>	35.5%	39.3%	47.4%	8.8%	16.8%	12.4%

## PM Peak

- The May 2018 survey recorded a total of four services in breach in the PM Peak period. This is an increase of one from the May 2018 survey when three breaches were observed.
- Between May 2018 and May 2019, two 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 10.8 per cent to 13.9 per cent between May 2018 and May 2019.

Figure 10: Number of PM Peak services below and above benchmark levels (May 2014 to May 2019)

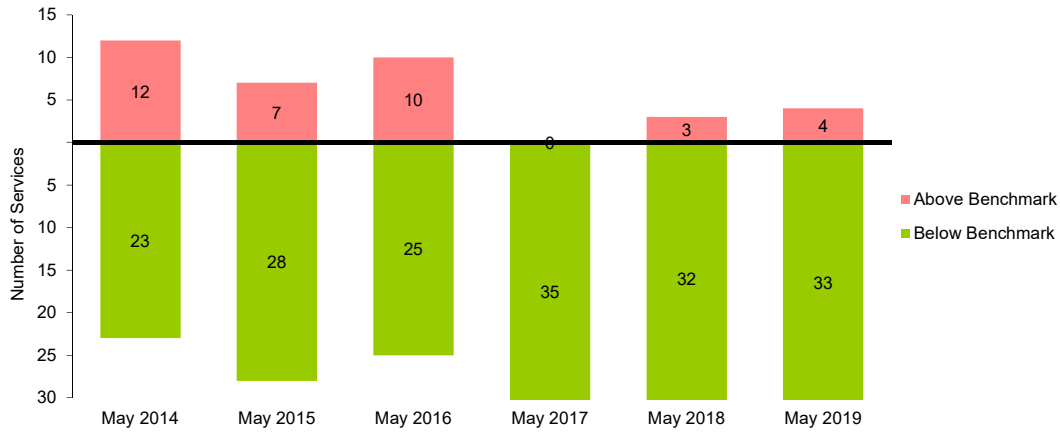


Table 10: PM Peak services above benchmark and passengers using services above benchmark (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2018
<b>Number of PM Peak services above benchmark</b>	12	7	10	0	3	4
<b>% of PM Peak services above benchmark</b>	34.3%	20.0%	28.6%	0.0%	8.6%	10.8%
<b>% of PM Peak passengers on services above benchmark</b>	44.1%	25.6%	33.9%	0.0%	10.8%	13.9%

## 7 Frankston line results

### AM Peak

- The May 2018 survey recorded no services in breach in the AM Peak period a decrease from the May 2017 survey where three breaches were recorded.
- Between May 2018 and May 2019, 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 decreased from 16.1 per cent to 0.0 per cent between May 2018 and May 2019.

Figure 11: Number of AM Peak services below and above benchmark levels (May 2014 to May 2019)

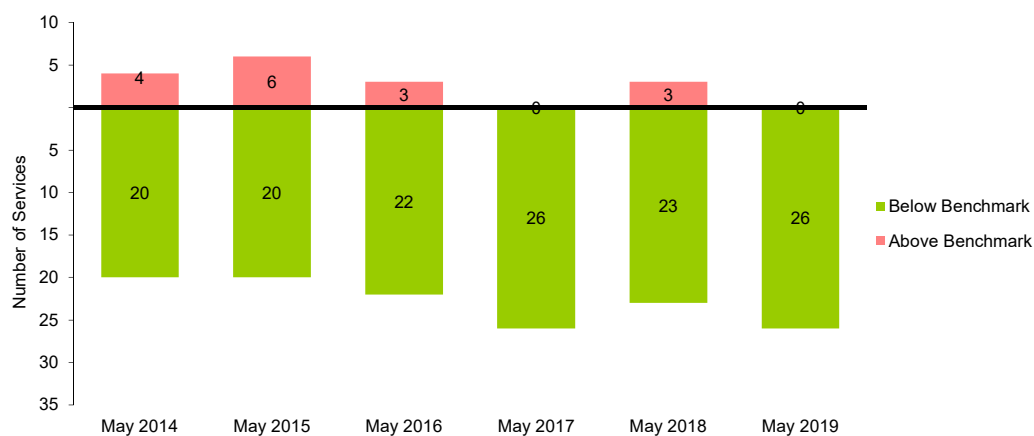


Table 11: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of AM Peak services above benchmark</b>	4	6	3	0	3	0
<b>% of AM Peak services above benchmark</b>	16.7%	23.1%	12.0%	0.0%	11.5%	0.0%
<b>% of AM Peak passengers on services above benchmark</b>	21.6%	32.0%	17.4%	0.0%	16.1%	0.0%

## PM Peak

- The May 2019 survey recorded two services in breach in the PM Peak period. This was an increase from the May 2018 survey where there was a single breach.
- Between May 2018 and May 2019, no services were added to the Frankston Line during the PM Peak.
- During May 2018, one Frankston line service did not run on any day during the survey period and was therefore not counted. This has caused only 33 services to be listed for 2018 rather than the 34 in the time table.
- The percentage of passengers travelling on services exceeding the benchmark on the Frankston Line during the PM Peak period increased from 5.3 per cent to 10.4 per cent from the May 2018 and May 2019.

Figure 12: Number of PM Peak services below and above benchmark levels (May 2014 to May 2019)

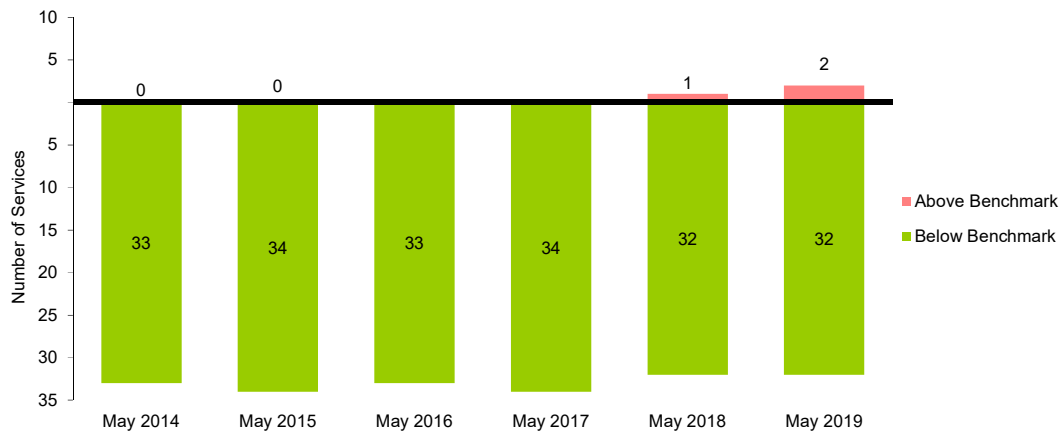


Table 12: PM Peak services above benchmark and passengers using services above benchmark (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of PM Peak services above benchmark</b>	0	0	0	0	1	2
<b>% of PM Peak services above benchmark</b>	0.0%	0.0%	0.0%	0.0%	3.0%	5.9%
<b>% of PM Peak passengers on services above benchmark</b>	0.0%	0.0%	0.0%	0.0%	5.3%	10.4%

## 8 Sandringham Line

### AM Peak

- The May 2019 survey recorded no services in breach in the AM Peak period, the same result as the May 2018 survey.
- Between May 2018 and May 2019, 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 remained at zero per cent between May 2018 and May 2019.

Figure 13: Number of AM Peak services below and above benchmark levels (May 2014 to May 2018)

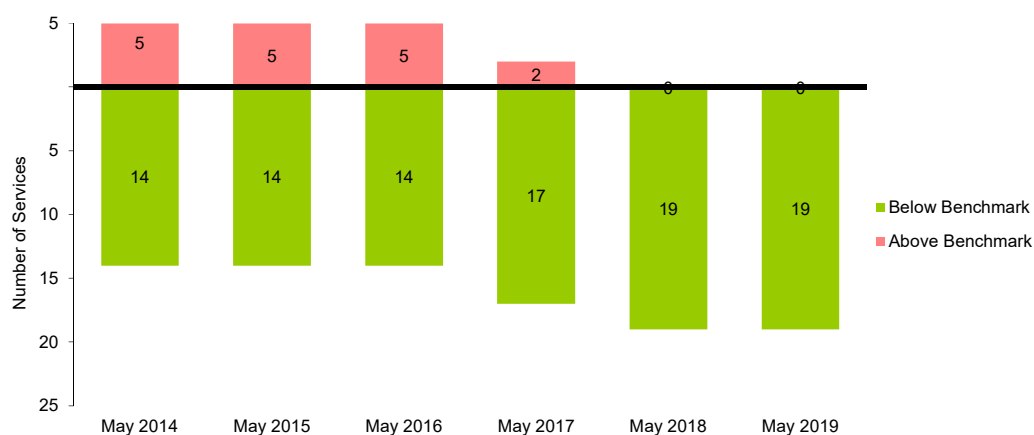


Table 13: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2014 to May 2018)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of AM Peak services above benchmark</b>	5	5	5	2	0	0
<b>% of AM Peak services above benchmark</b>	26.3%	26.3%	26.3%	10.5%	0.0%	0.0%
<b>% of AM Peak passengers on services above benchmark</b>	38.4%	37.5%	36.9%	15.4%	0.0%	0.0%



## PM Peak

- The May 2019 survey recorded a total of 0 services in breach in the PM Peak period. This is the same result compared to the May 2018 survey.
- Between May 2018 and May 2019, 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 has stayed constant at zero per cent during the past six surveys.

Figure 14: Number of PM Peak services below and above benchmark levels (May 2014 to May 2019)

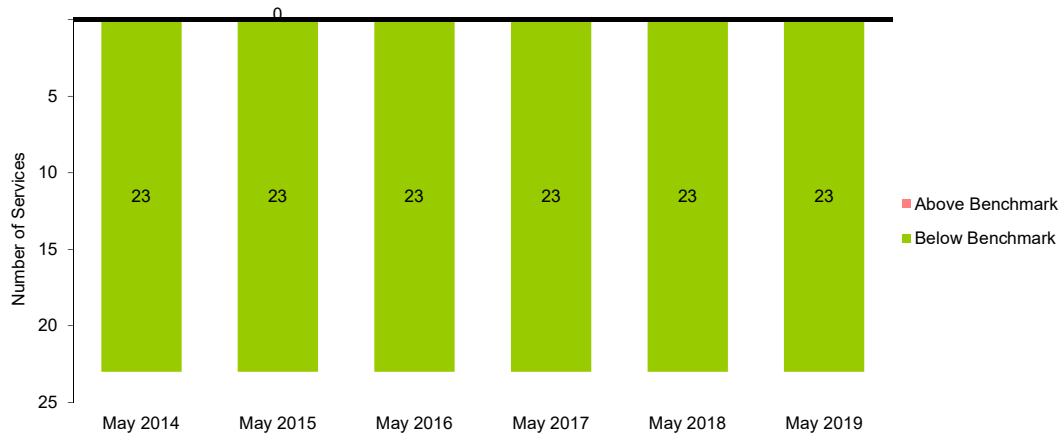


Table 14: PM Peak services above benchmark and passengers using services above benchmark (May 2014 to May 2018)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of PM Peak services above benchmark</b>	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%
<b>% of PM Peak passengers on services above benchmark</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

## 9 Mernda line results

### AM Peak

- The May 2019 survey recorded a total of two services in breach in the AM Peak period. This is a decrease of one compared to the May 2018 survey when three breaches were observed.
- Between May 2018 and May 2019, the South Morang line was expanded to become the Mernda line, with the opening of three new stations. Five additional services were added to the expanded Mernda 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 decreased from 24.0 per cent to 14.2 per cent between May 2018 and May 2019.

Figure 15: Number of AM Peak services below and above benchmark levels (May 2014 to May 2019)

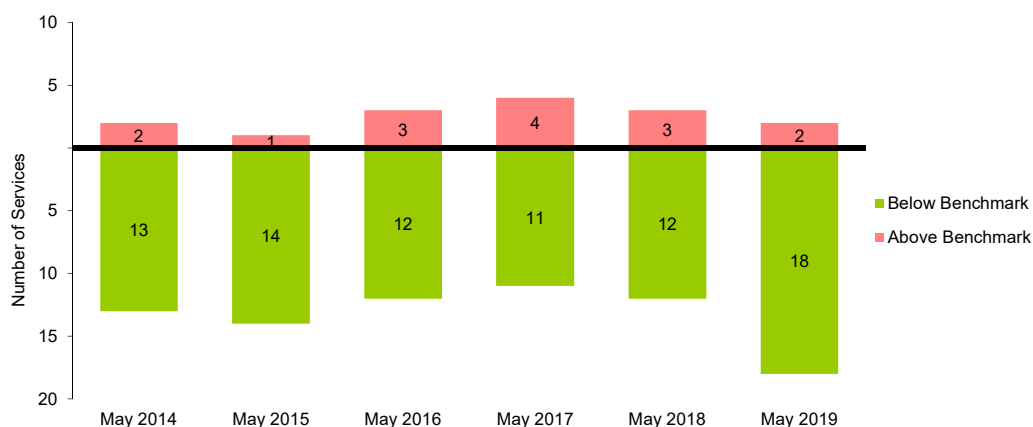


Table 15: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of AM Peak services above benchmark</b>	2	1	3	4	3	2
<b>% of AM Peak services above benchmark</b>	13.3%	6.7%	20.0%	26.7%	20.0%	10.0%
<b>% of AM Peak passengers on services above benchmark</b>	17.1%	9.0%	26.2%	32.6%	24.0%	14.2%

## PM Peak

- The May 2019 survey recorded a single service in breach during the PM Peak period. This was a decrease of three compared to the May 2018 survey when four breaches were observed.
- Between May 2018 and May 2019, the South Morang line was expanded with three additional stations to become the Mernda line. Four additional services were added to the Mernda 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 27.2 per cent to 6.0 per cent between May 2018 and May 2019.

Figure 16: Number of PM Peak services below and above benchmark levels (May 2014 to May 2019)

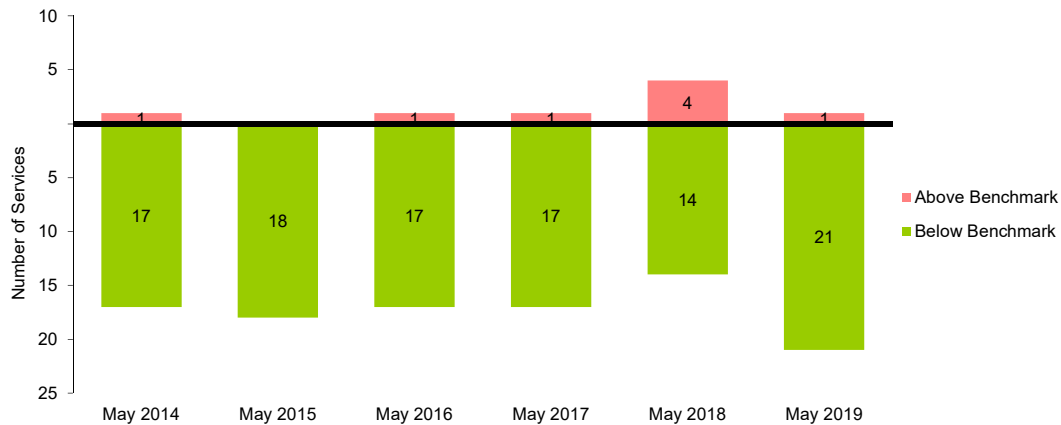


Table 16: PM Peak services above benchmark and passengers using services above benchmark (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of PM Peak services above benchmark</b>	1	0	1	1	4	1
<b>% of PM Peak services above benchmark</b>	5.6%	0.0%	5.6%	5.6%	22.2%	4.5%
<b>% of PM Peak passengers on services above benchmark</b>	7.0%	0.0%	7.4%	7.2%	27.2%	6.0%

## 10 Hurstbridge line results

### AM Peak

- The May 2019 survey recorded a total of four services in breach in the AM Peak period. This represented an increase of one from the May 2018 survey when three breaches were observed.
- Between May 2018 and May 2019, one additional AM peak service was added to the Hurstbridge Line.
- The percentage of passengers travelling on services exceeding the benchmark on the Hurstbridge Line during the AM peak period increased from 22.1 per cent in May 2018 to 30.7 per cent in May 2019.

Figure 17: Number of AM Peak services below and above benchmark levels (May 2014 to May 2019)

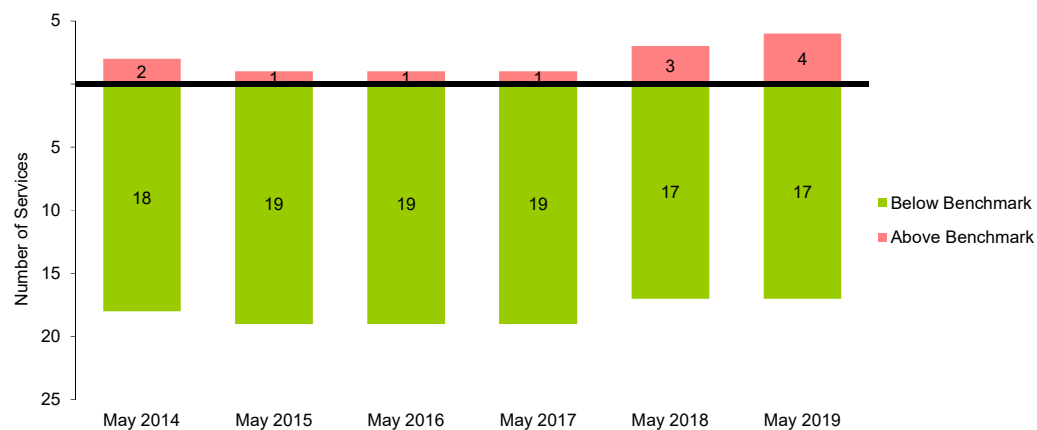


Table 17: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of AM Peak services above benchmark</b>	2	1	1	1	3	4
<b>% of AM Peak services above benchmark</b>	10.0%	5.0%	5.0%	5.0%	15.0%	19.0%
<b>% of AM Peak passengers on services above benchmark</b>	14.0%	7.4%	7.8%	7.8%	22.1%	30.7%

## PM Peak

- The May 2019 survey recorded a total of zero services in breach in the PM Peak period. This is the same result as in the May 2018 survey.
- Between May 2018 and May 2019, 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 zero per cent during both May 2018 and May 2019.

Figure 18: Number of PM Peak services below and above benchmark levels (May 2014 to May 2019)

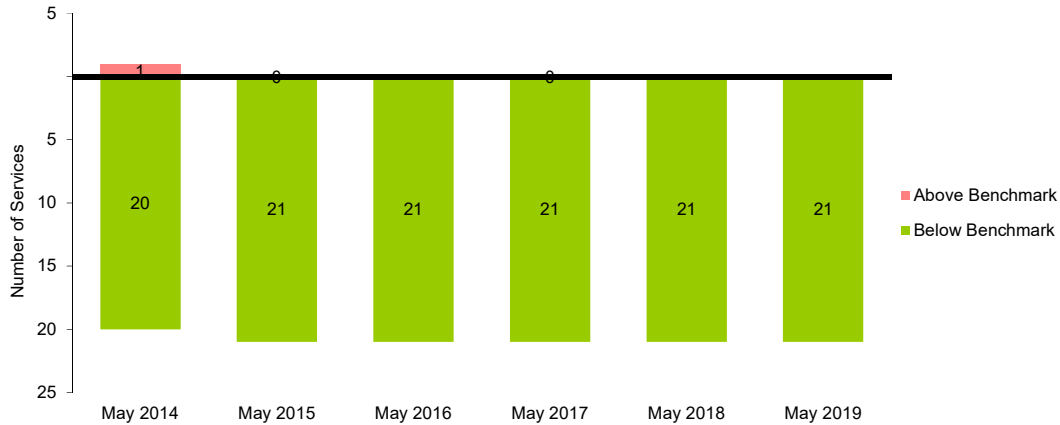


Table 18: PM Peak services above benchmark and passengers using services above benchmark (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of PM Peak services above benchmark</b>	1	0	0	0	0	0
<b>% of PM Peak services above benchmark</b>	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>% of PM Peak passengers on services above benchmark</b>	7.2%	0.0%	0.0%	0.0%	0.0%	0.0%

# 11 Craigieburn line results

## AM Peak

- The May 2019 survey recorded a total of four services in breach in the AM Peak period. This is the same result as the May 2018 survey.
- Between May 2018 and May 2019 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 was steady deviating from 23.6 per cent to 23.8 per cent between May 2018 and May 2019.

Figure 19: Number of AM Peak services below and above benchmark levels (May 2014 to May 2019)

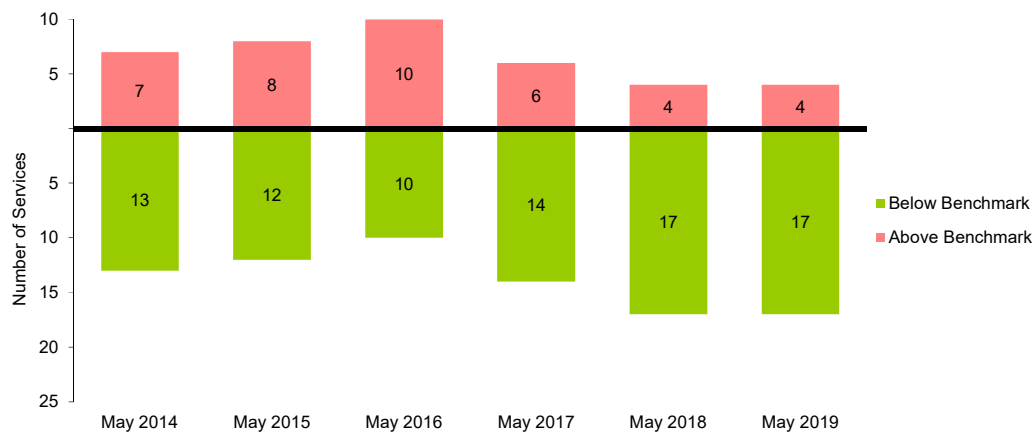


Table 19: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of AM Peak services above benchmark</b>	7	8	10	6	4	4
<b>% of AM Peak services above benchmark</b>	35.0%	40.0%	50.0%	30.0%	19.0%	19.0%
<b>% of AM Peak passengers on services above benchmark</b>	41.7%	47.3%	57.4%	35.8%	23.6%	22.8%

## PM Peak

- The May 2019 survey recorded a total of five services in breach during the PM Peak period. This is an increase of three from the May 2018 survey when two breaches were observed.
- Between May 2018 and May 2019, 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 increased from 10.7 per cent to 25.1 per cent between May 2018 and May 2019.

Figure 20: Number of PM Peak services below and above benchmark levels (May 2014 to May 2019)

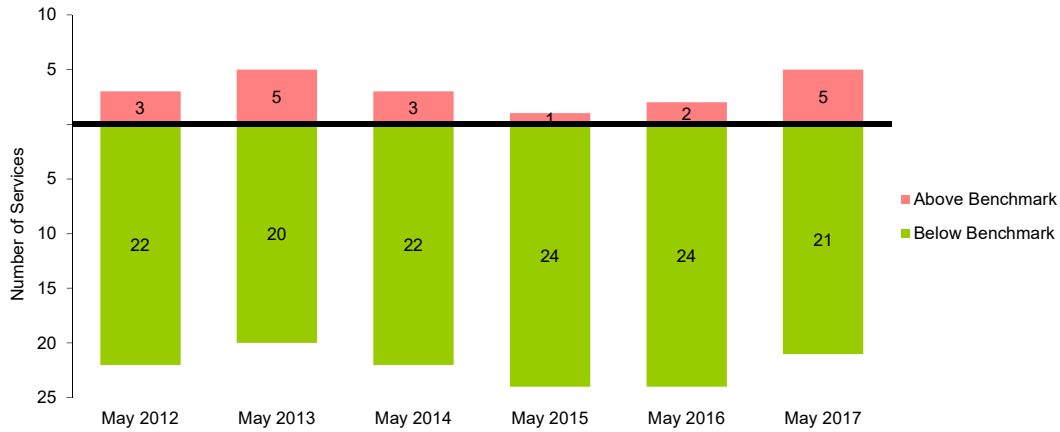


Table 20: PM Peak services above benchmark and passengers using services above benchmark (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of PM Peak services above benchmark</b>	3	5	3	1	2	5
<b>% of PM Peak services above benchmark</b>	12.0%	20.0%	12.0%	4.0%	7.7%	19.2%
<b>% of PM Peak passengers on services above benchmark</b>	17.2%	27.9%	16.8%	5.8%	10.7%	25.1%

## 12 Sunbury line results

### AM Peak

- The May 2019 survey recorded a total of two services in breach in the AM Peak period. This is a decrease one compared to the May 2018 survey when three breaches were observed.
- Between May 2018 and May 2019, 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 18.4 per cent to 11.9 per cent between May 2018 and May 2019.

Figure 21: Number of AM Peak services below and above benchmark levels (May 2014 to May 2019)

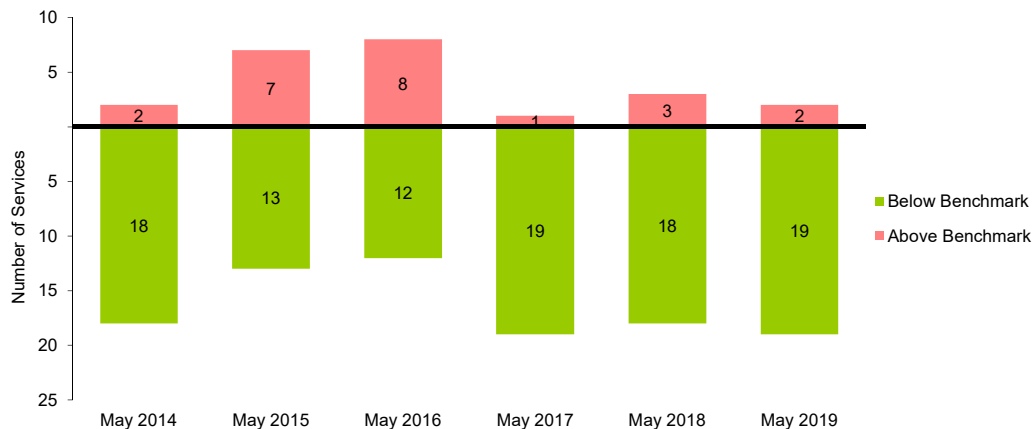


Table 21: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of AM Peak services above benchmark</b>	2	7	8	1	3	2
<b>% of AM Peak services above benchmark</b>	10.0%	35.0%	40.0%	5.0%	14.3%	9.5%
<b>% of AM Peak passengers on services above benchmark</b>	12.1%	43.2%	46.5%	6.7%	18.4%	11.9%



## PM Peak

- The May 2019 survey recorded a total of two services in breach in the PM Peak period. This is an increase of two from the May 2018 survey where no services were observed in breach.
- Between May 2018 and May 2019, 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 increased from 0.0 to 10.6 per cent between the May 2018 and May 2019 surveys.

Figure 22: Number of PM Peak services below and above benchmark levels (May 2014 to May 2019)

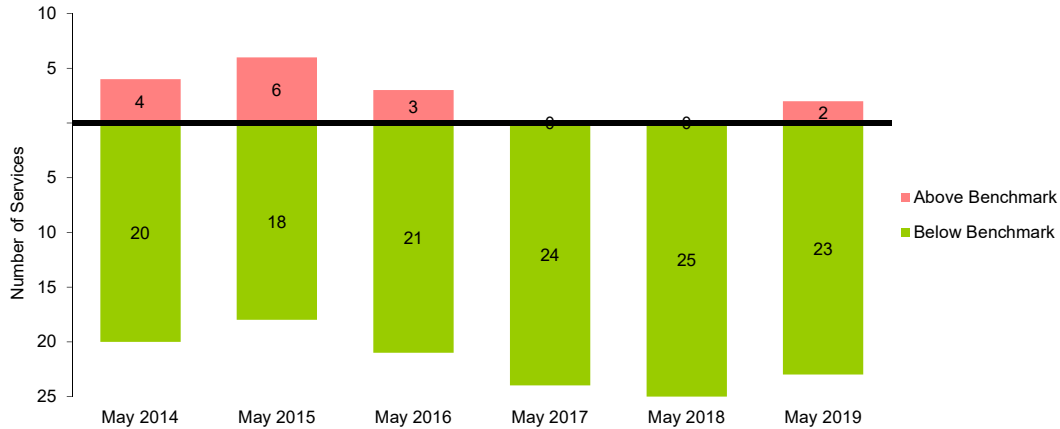


Table 22: PM Peak services above benchmark and passengers using services above benchmark (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of PM Peak services above benchmark</b>	4	6	3	0	0	2
<b>% of PM Peak services above benchmark</b>	16.7%	25.0%	12.5%	0.0%	0.0%	8.0%
<b>% of PM Peak passengers on services above benchmark</b>	22.1%	32.5%	16.7%	0.0%	0.0%	10.6%

## 13 Upfield line results

### AM Peak

- The May 2019 survey did not record any services in breach in the AM Peak period. This was the same result as the May 2018 survey.
- Between May 2018 and May 2019, 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 zero per cent.

Figure 23: Number of AM Peak services below and above benchmark levels (May 2014 to May 2019)

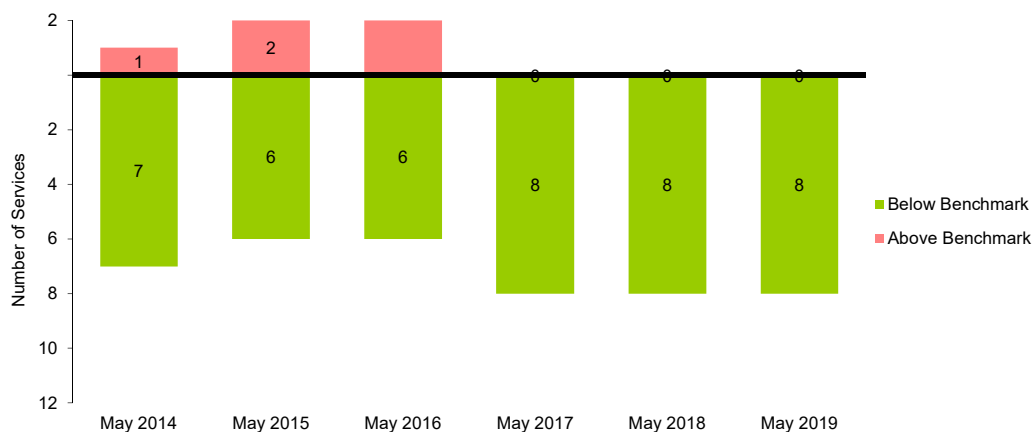


Table 23: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of AM Peak services above benchmark</b>	1	2	2	0	0	0
<b>% of AM Peak services above benchmark</b>	12.5%	25.0%	25.0%	0.0%	0.0%	0.0%
<b>% of AM Peak passengers on services above benchmark</b>	17.8%	36.3%	36.4%	0.0%	0.0%	0.0%

## PM Peak

- The May 2019 survey recorded a total of zero services in breach in the PM Peak period. This is the same result as the May 2018 survey.
- Between May 2018 and May 2019, 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 zero per cent during both May 2018 and May 2019.

Figure 24: Number of PM Peak services below and above benchmark levels (May 2014 to May 2019)

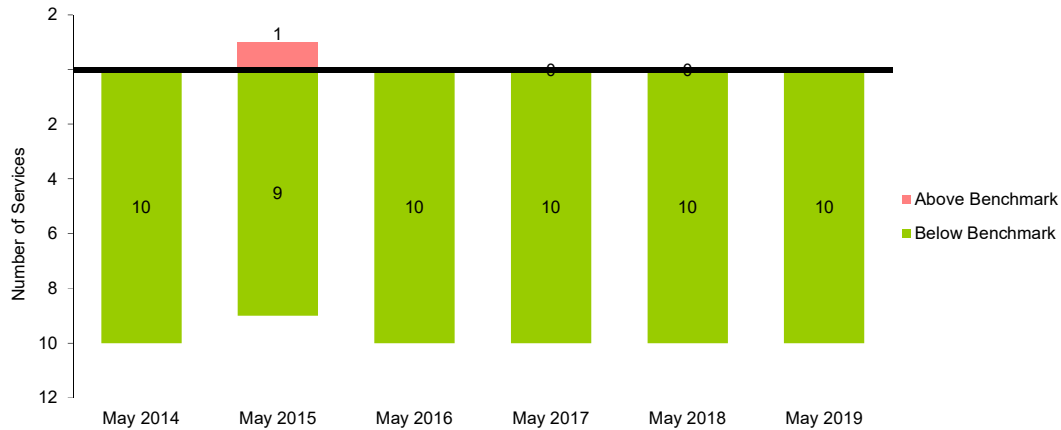


Table 24: PM Peak services above benchmark and passengers using services above benchmark (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of PM Peak services above benchmark</b>	0	1	0	0	0	0
<b>% of PM Peak services above benchmark</b>	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
<b>% of PM Peak passengers on services above benchmark</b>	0.0%	14.7%	0.0%	0.0%	0.0%	0.0%

## 14 Werribee line results

### AM Peak

- The May 2019 survey recorded a total of three services in breach in the AM Peak period. This is the same result as the May 2018 survey.
- Between May 2018 and May 2019 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 17.6 per cent to 16.5 per cent between May 2018 and May 2019.

Figure 25: Number of AM Peak services below and above benchmark levels (May 2014 to May 2019)

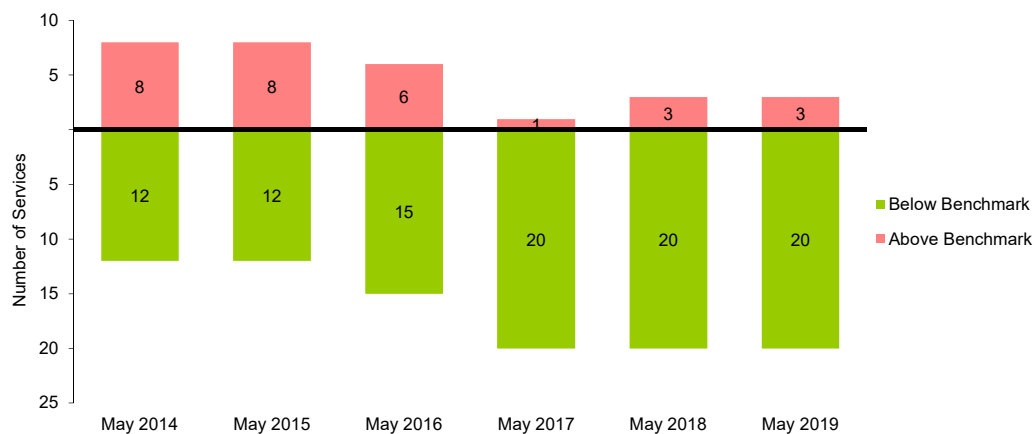


Table 25: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of AM Peak services above benchmark</b>	8	8	6	1	3	3
<b>% of AM Peak services above benchmark</b>	40.0%	40.0%	28.6%	4.8%	13.0%	13.0%
<b>% of AM Peak passengers on services above benchmark</b>	48.7%	48.9%	37.5%	6.6%	17.6%	16.5%

## PM Peak

- The May 2019 survey recorded two service breaches in the PM Peak period. This was an increase of one compared to the May 2018 survey where a single breach was observed.
- Between May 2018 and May 2019, an additional three 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 increased from 5.7 per cent to 10.4 per cent between May 2018 and May 2019.

Figure 26: Number of PM Peak services below and above benchmark levels (May 2014 to May 2019)

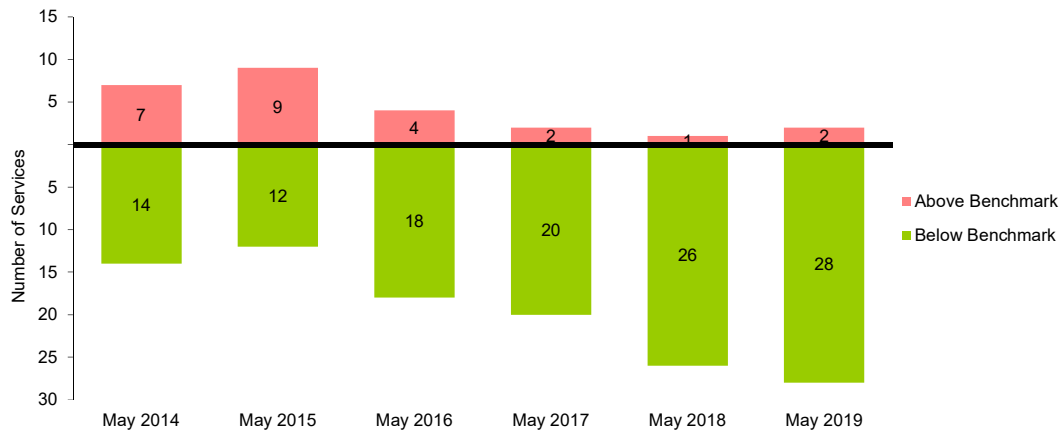


Table 26: PM Peak services above benchmark and passengers using services above benchmark (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of PM Peak services above benchmark</b>	7	9	4	2	1	2
<b>% of PM Peak services above benchmark</b>	33.3%	42.9%	18.2%	9.1%	3.7%	6.7%
<b>% of PM Peak passengers on services above benchmark</b>	46.8%	56.8%	24.9%	12.4%	5.7%	10.4%

## 15 Williamstown line results

### AM Peak

- The May 2019 survey recorded a total of 0 services in breach in the AM Peak period. This is the same result as the May 2018 survey.
- Between May 2018 and May 2019, 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 has stayed constant at zero per cent during the past six surveys.

Figure 27: Number of AM Peak services below and above benchmark levels (May 2014 to May 2019)

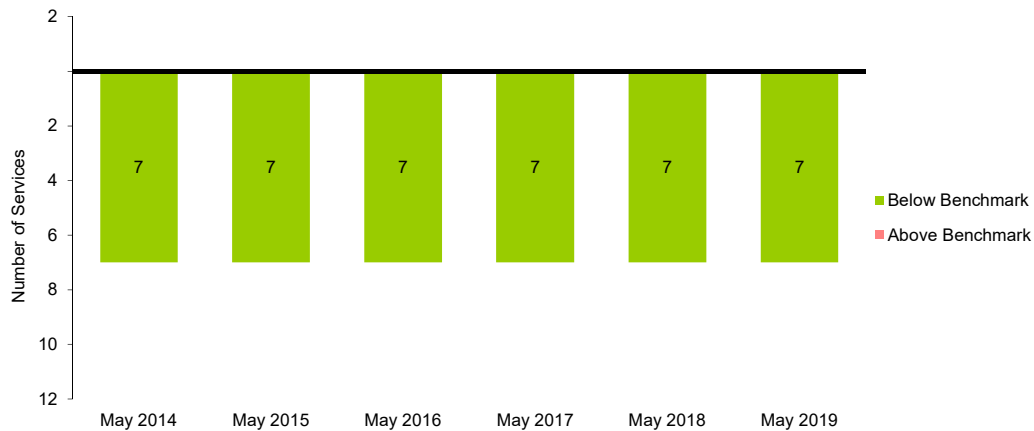


Table 27: AM Peak services above benchmark levels and percentage of passengers travelling on services above benchmark levels (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of AM Peak services above benchmark</b>	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%
<b>% of AM Peak passengers on services above benchmark</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

## PM Peak

- The May 2019 survey recorded a total of 0 services in breach in the PM Peak period. This is the same result as the May 2018 survey.
- Between May 2018 and May 2019, 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 zero per cent during the past six surveys.

Figure 28: Number of PM Peak services below and above benchmark levels (May 2014 to May 2019)

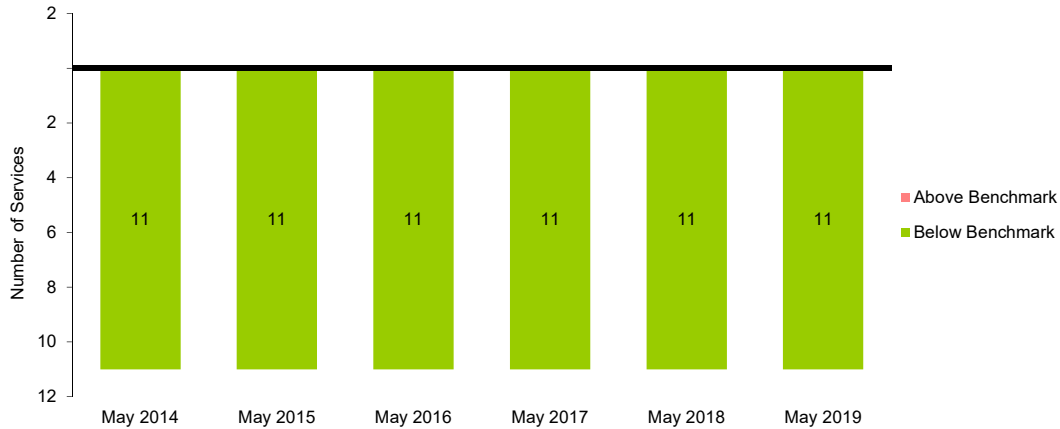


Table 28: PM Peak services above benchmark and passengers using services above benchmark (May 2014 to May 2019)

	May 2014	May 2015	May 2016	May 2017	May 2018	May 2019
<b>Number of PM Peak services above benchmark</b>	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%
<b>% of PM Peak passengers on services above benchmark</b>	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 2019 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.

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