

## PERFORMANCE INDICATORS ‘RELIABILITY’

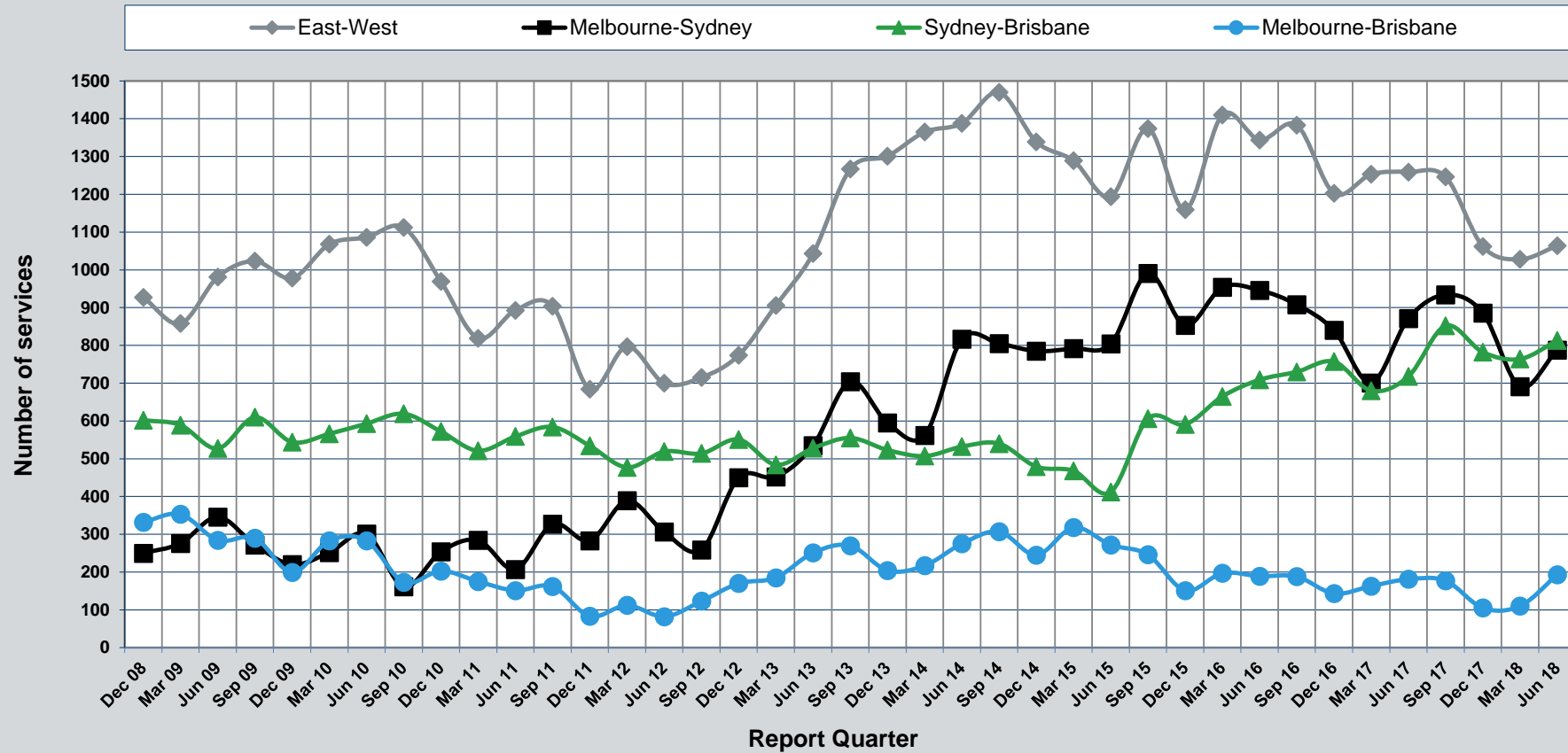
In accordance with ARTC's 2007 Interstate Access Undertaking, Performance Indicators relating to the following will be published.

- Number and percentage of Services which enter the Network no later than schedule, within tolerance (6).
  - Number and percentage of Services which are operated in a healthy manner (6).
  - Number and percentage of unhealthy Services that do not deteriorate further, within tolerance (5).
  - Number and percentages of healthy (1) Services (2) that exit the Network within tolerance (3) (5).
  - Number and percentage of Services which exit the Network no later than schedule, within tolerance (7).
  - Number and percentage of Services which exit the Network no later than one hour (4) after schedule (7).
1. For this purpose, a healthy Service is one which:
    - a. presents to the Network within tolerance, is configured to operate to its schedule and operates in a way that it remains able to maintain its schedule; or
    - b. is running late only due to causes within the Network, but only where the root cause is outside the rail operator's control; or
    - c. is running within tolerance, regardless of previous delays.
  2. Services include all Committed and scheduled Capacity (excludes adhoc Services).
  3. For this purpose tolerance is to be 15 minutes (unless otherwise agreed).
  4. It may be appropriate to employ shorter or longer timeframes as appropriate depending on corridor transit times.
  5. A measure of below rail activity.
  6. A measure of above rail activity.
  7. A measure of combined above and below activity.

*NOTE: Excludes urban and regional commuter services*

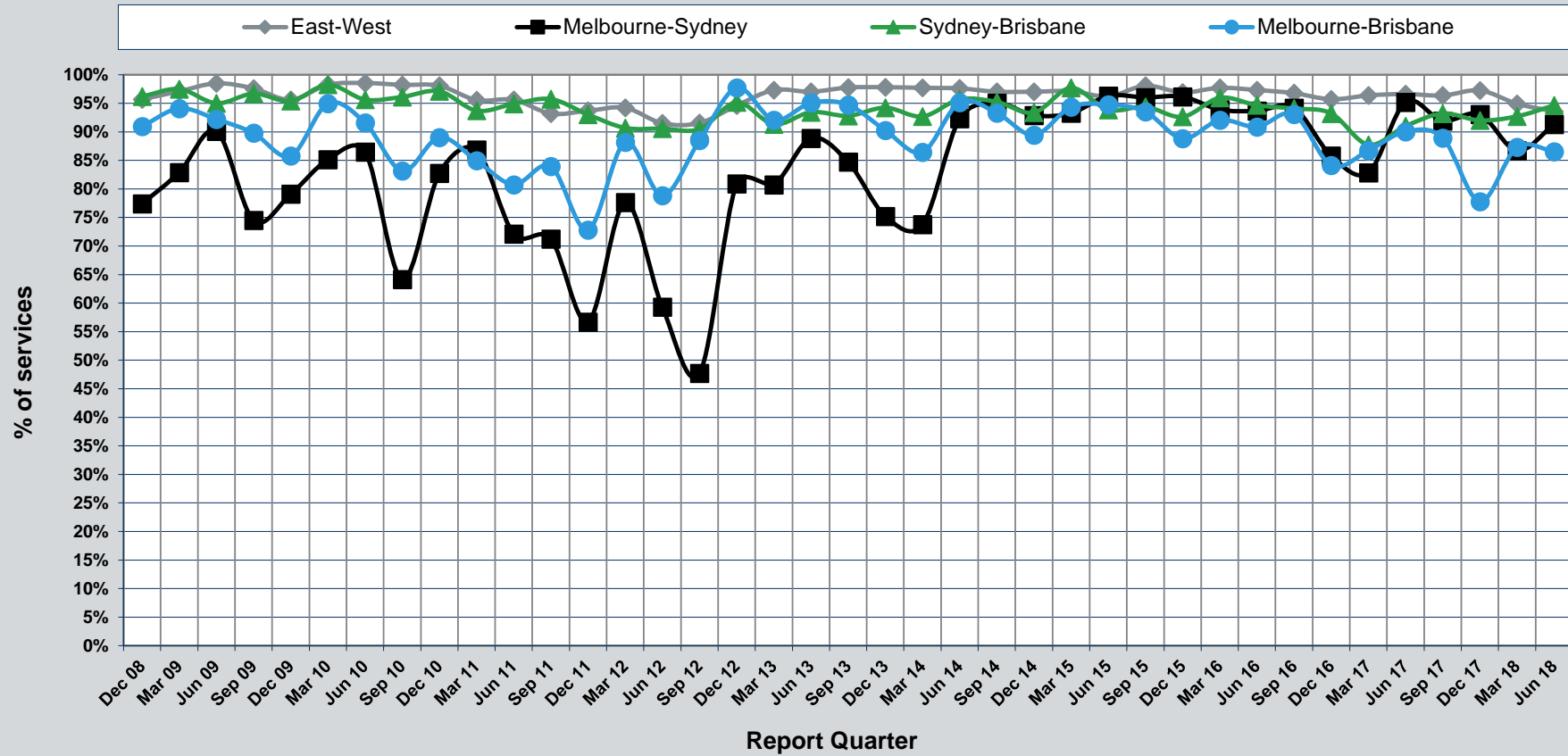
# Reliability

## Number of Healthy Services Exiting the network within tolerance - All Corridors



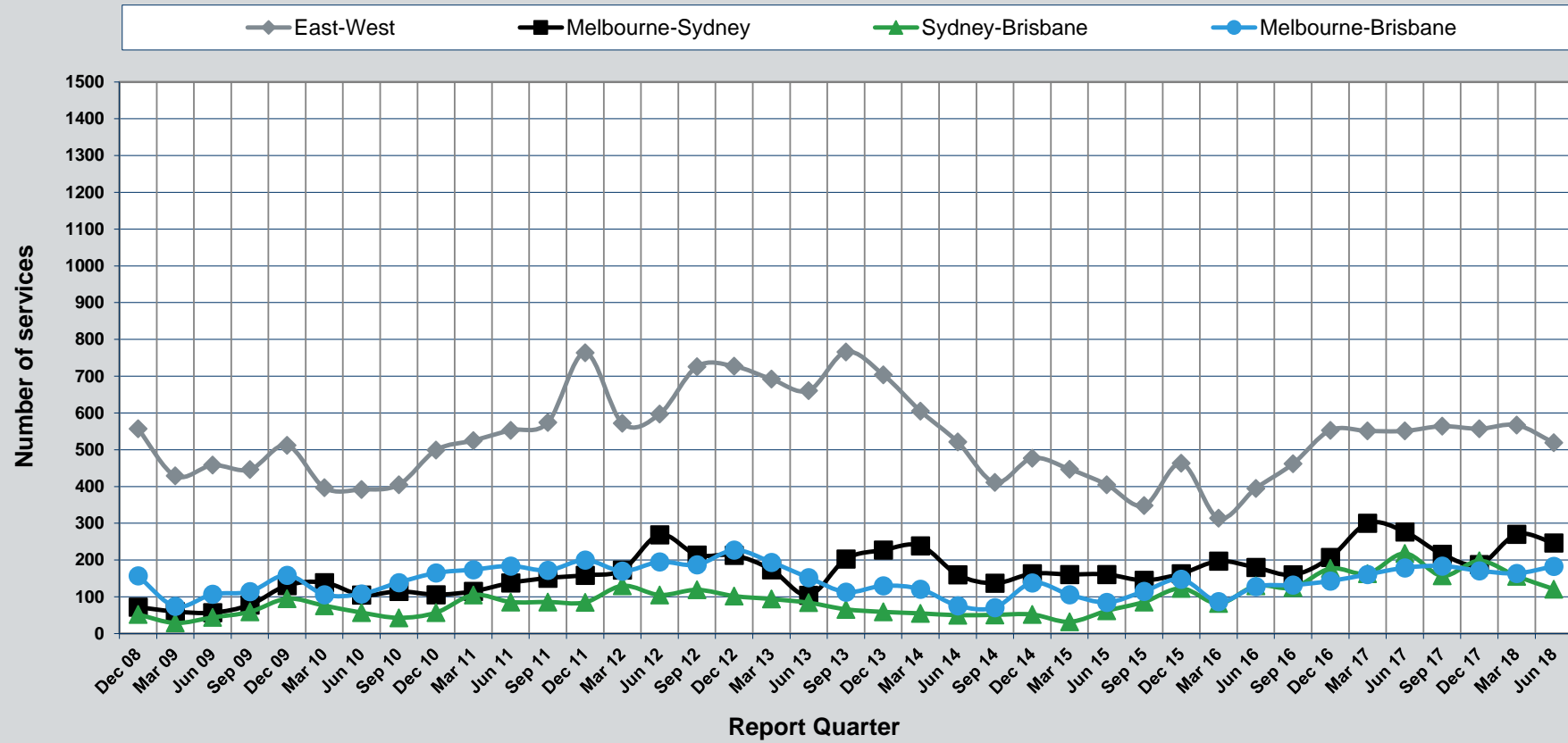
# Reliability

## Percentage of Healthy Services Exiting the network within tolerance All Corridors



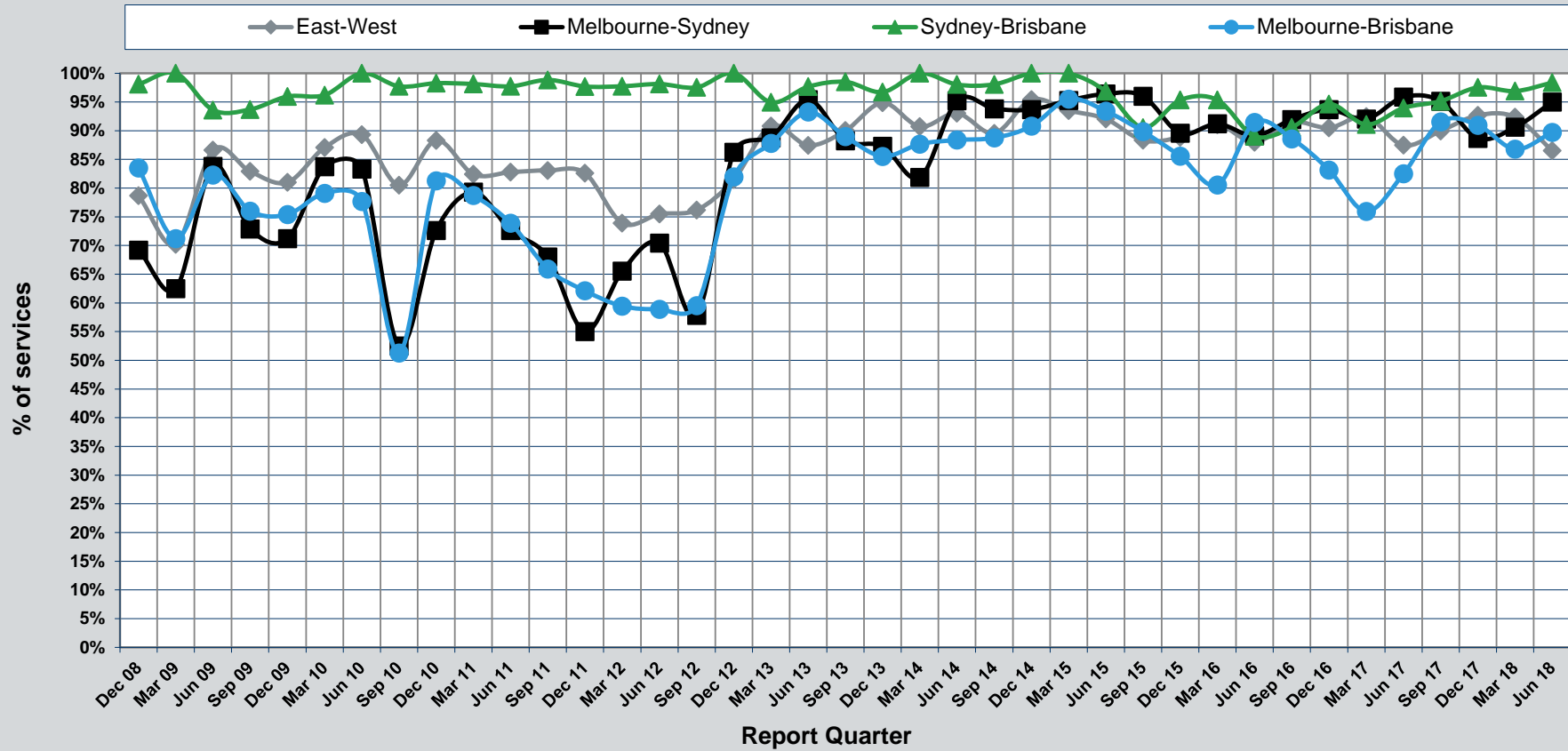
# Reliability

Number of unhealthy services that do not deteriorate further, within tolerance  
All Corridors



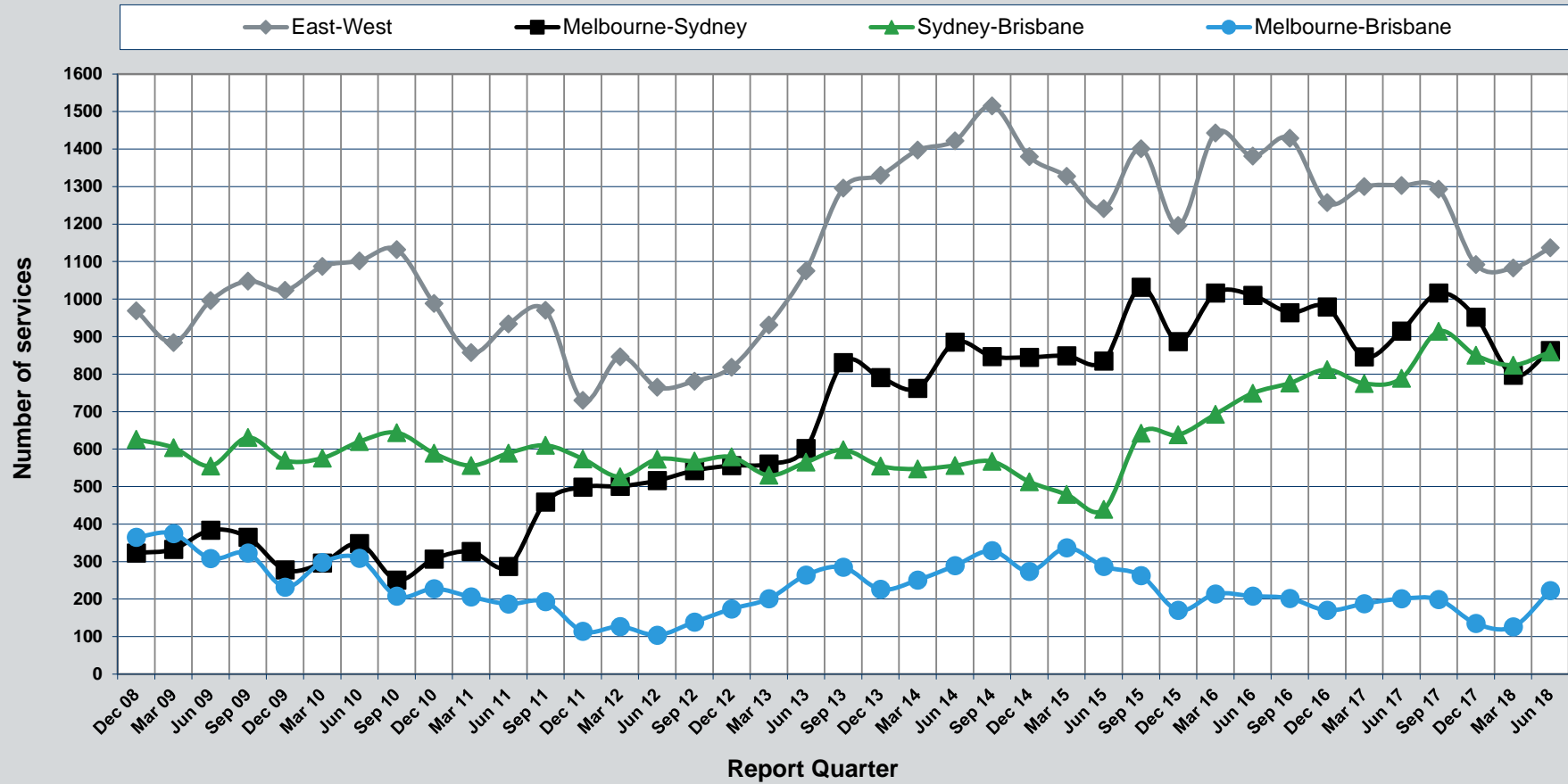
# Reliability

Percentage of unhealthy services that do not deteriorate further, within tolerance  
All Corridors



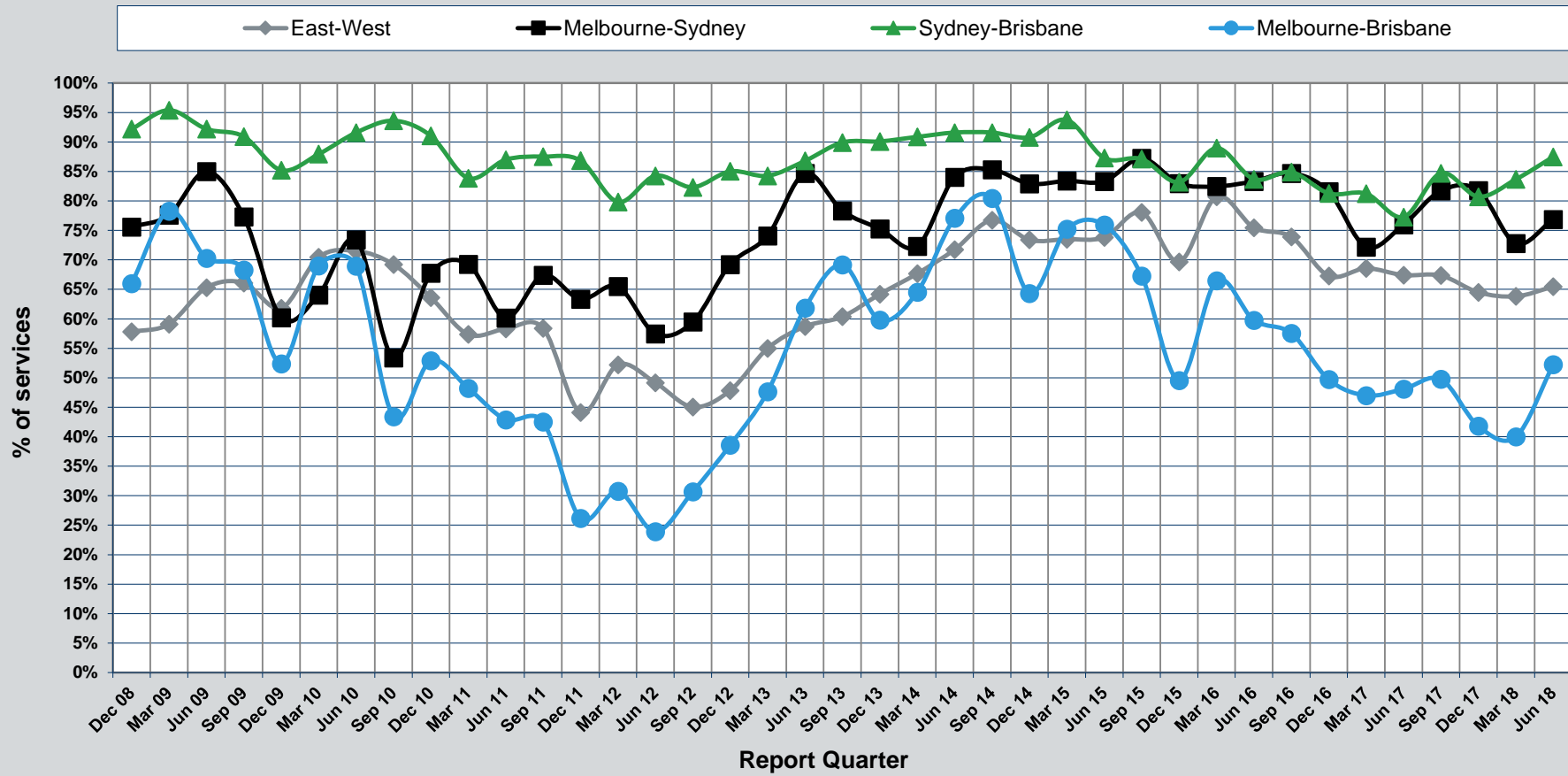
# Reliability

## Number of services which are operated in a healthy manner - All Corridors



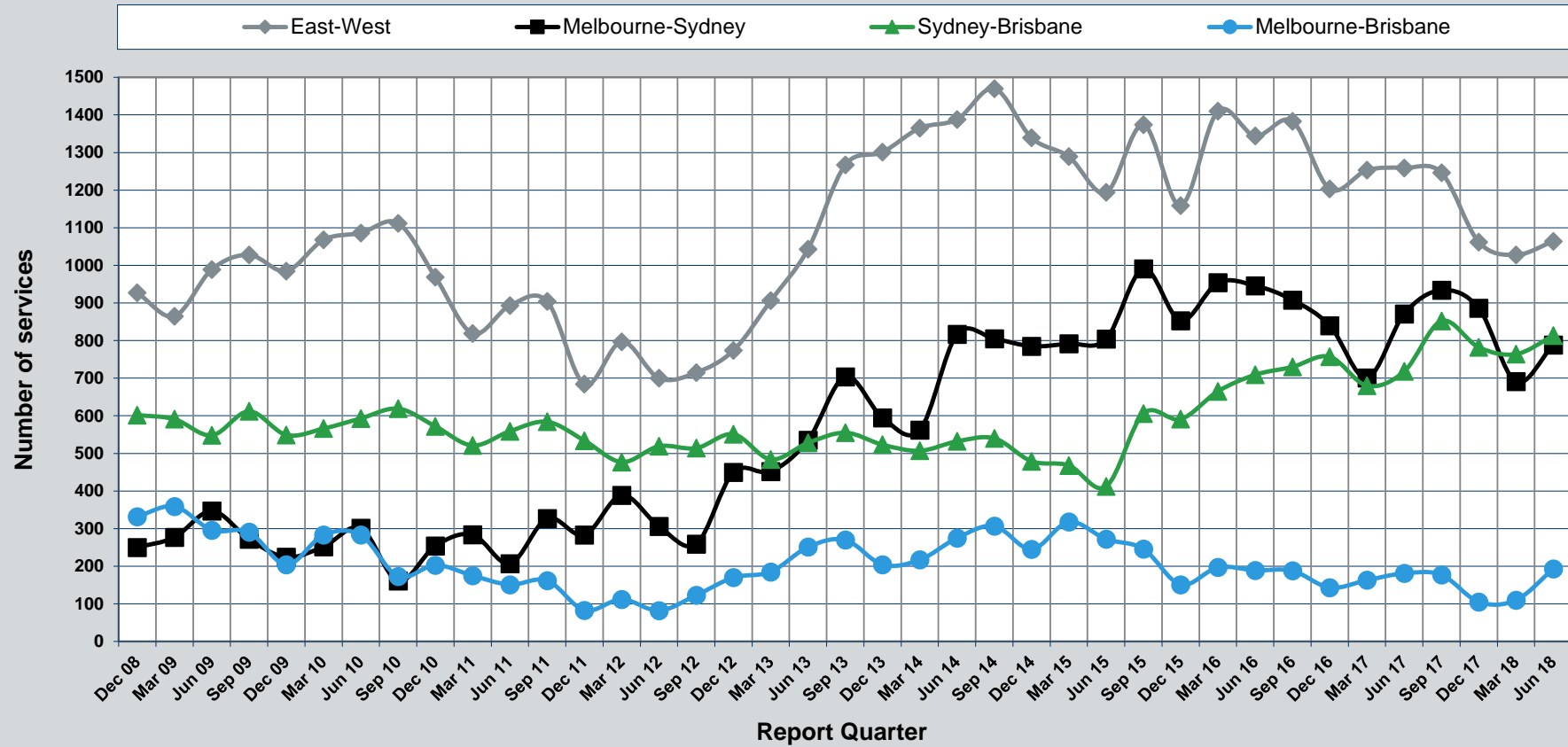
# Reliability

Percentage of services which are operated in a healthy manner - All Corridors



# Reliability

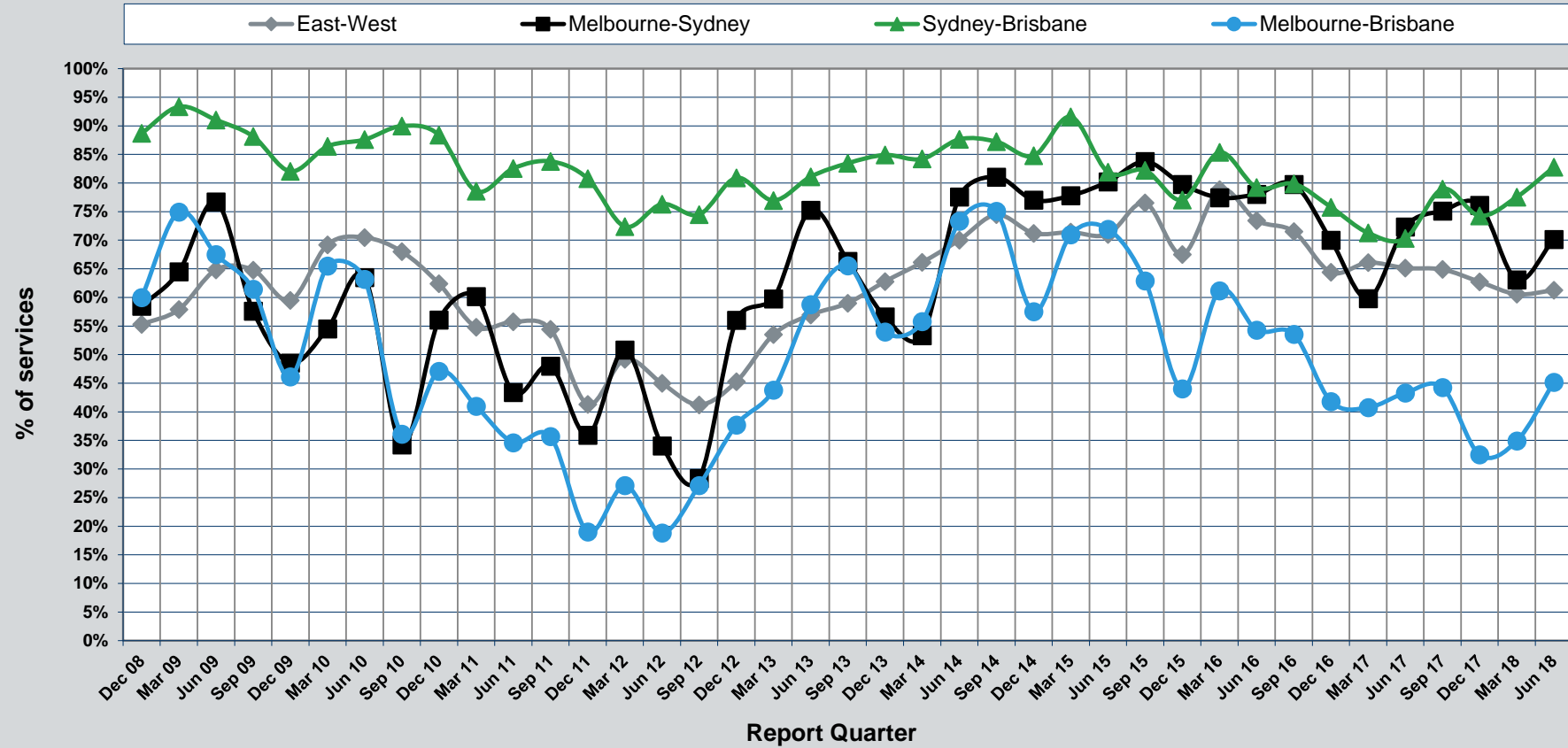
Number of services which exit the Network no later than schedule, within tolerance  
All Corridors





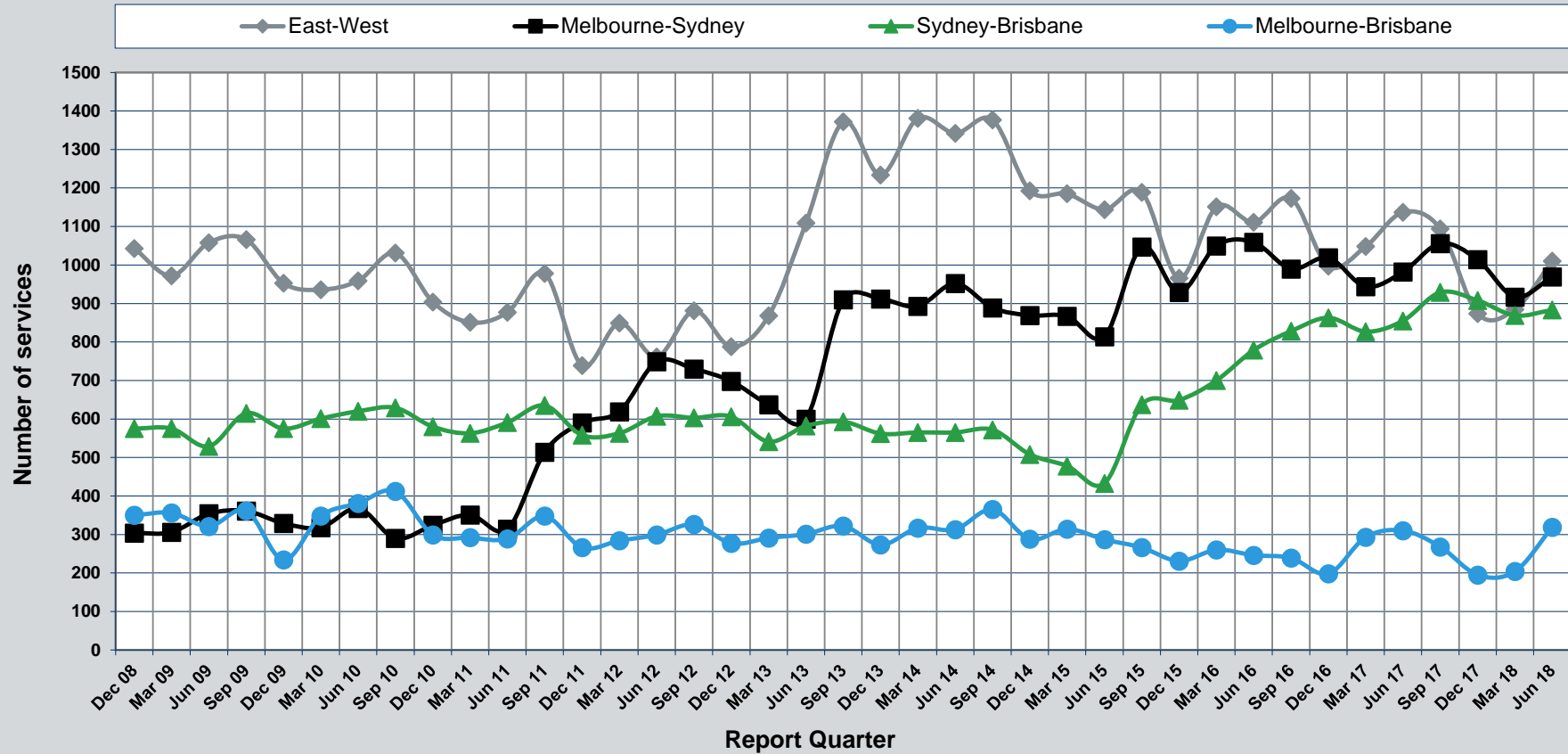
# Reliability

Percentage of services which exit the Network no later than schedule, within tolerance  
All Corridors



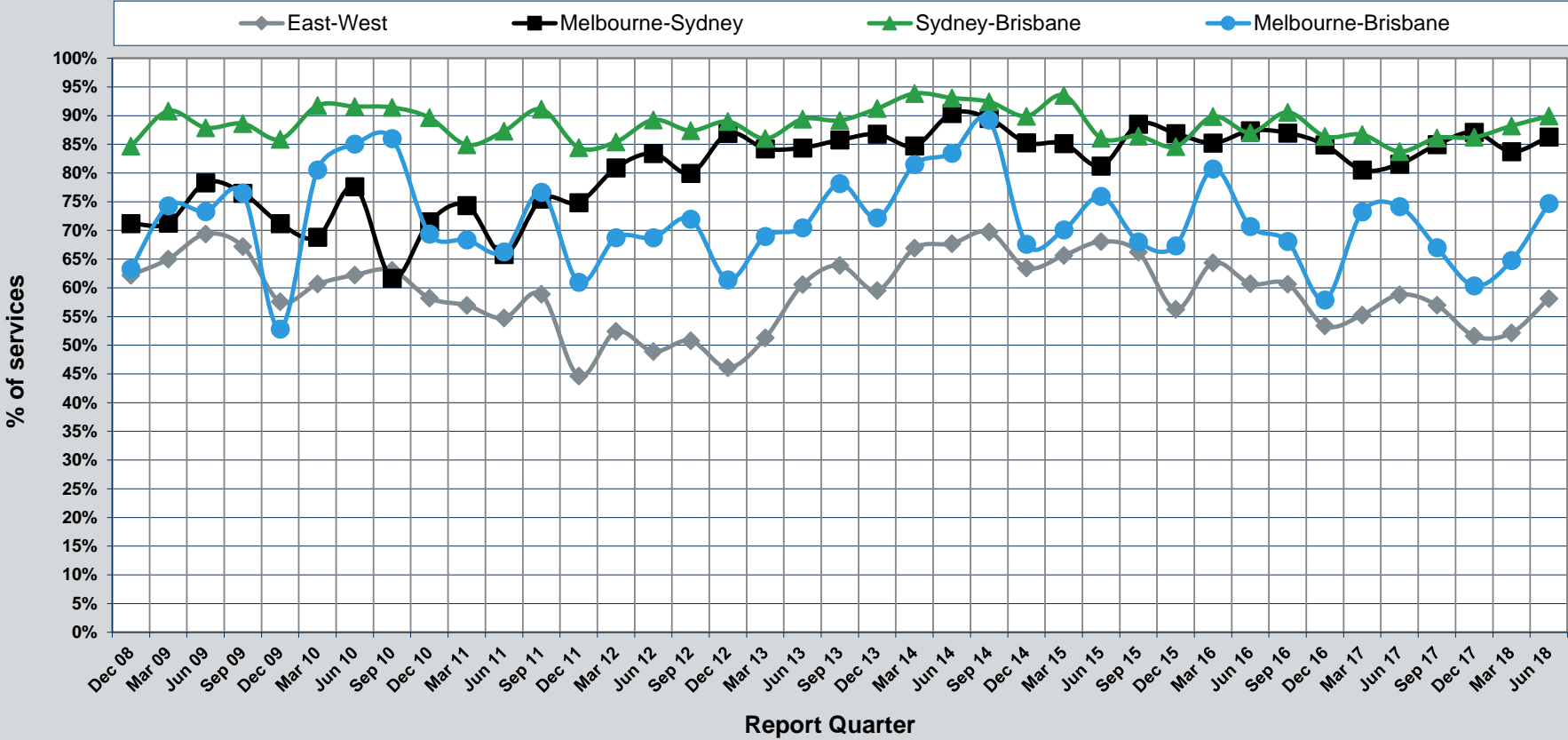
# Reliability

Number of services which enter the Network no later than schedule, within tolerance  
All Corridors



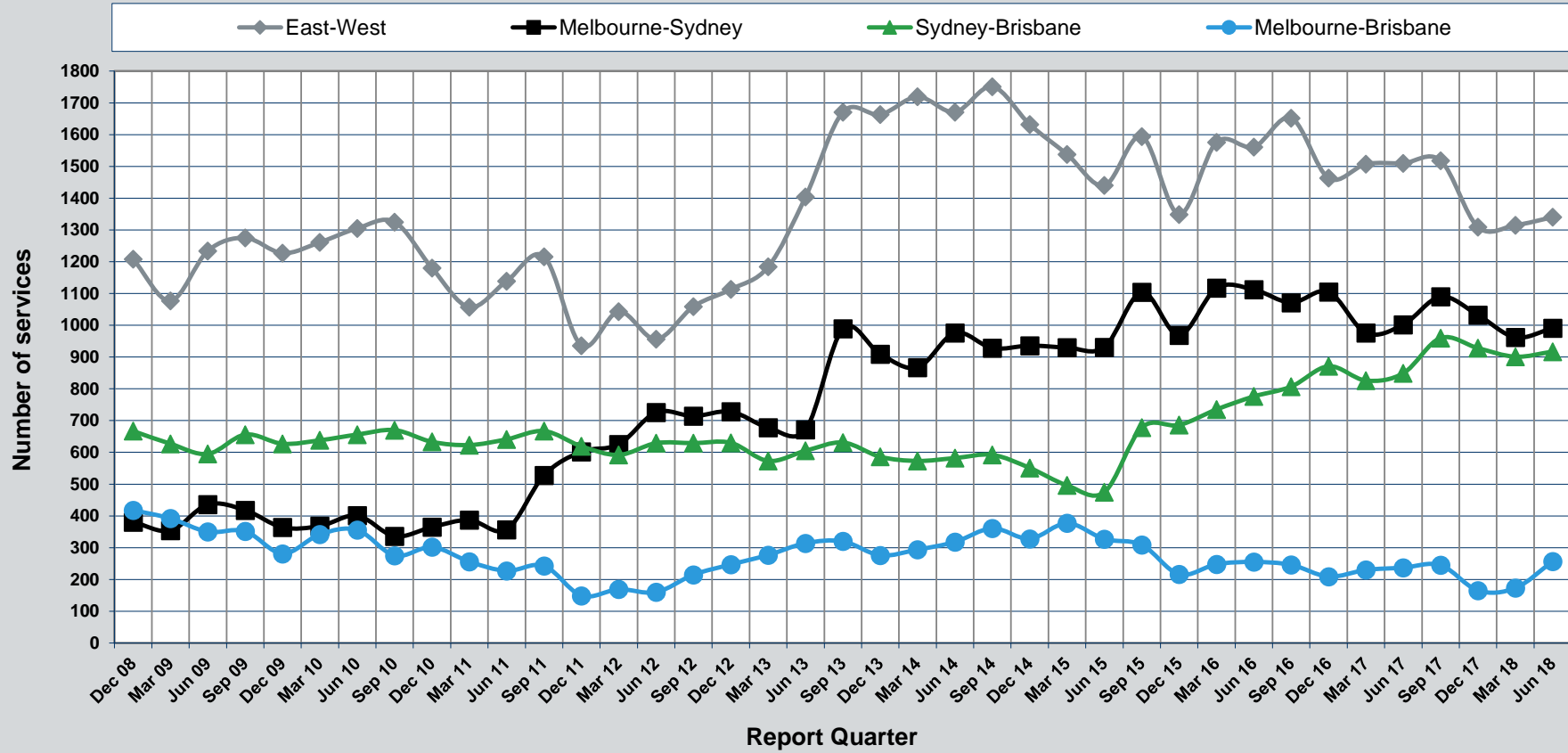
# Reliability

Percentage of services which enter the Network no later than schedule, within tolerance  
All Corridors



# Reliability

**Number of services which exit the network no later than one hour after schedule  
All Corridors**



# Reliability

## Percentage of services which exit the network no later than one hour after schedule All Corridors

