

SERVICE QUALITY PERFORMANCE REPORTING

Attachment 1

PERFORMANCE MEASURE	RESPONSIBILITY	REPORTING FREQUENCY
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RELIABILITY

Number and percentages of healthy ¹ services ² that exit the network within tolerance ³	ARTC	Quarterly
Number and percentage of unhealthy services that do not deteriorate further, within tolerance	ARTC	Quarterly
Number and percentages of unhealthy services that exit the network within tolerance	ARTC	Quarterly
Number and percentage of services which are operated in a healthy manner.	Operator	Quarterly
Number and percentage of services which exit the network no later than schedule, within tolerance	Both	Quarterly
Number and percentage of services which enter the network no later than schedule, within tolerance	Operator	Quarterly
Number and percentage of services which exit the network no later than one hour ⁴ after schedule	Both	Quarterly

TRANSIT TIME

Number and percentage of services which transit the network no later than schedule transit, within tolerance	Both	Quarterly
Sum of minutes delay attributed ⁵ to below rail cause by type of delay eg track, signals/communications, train management/control	ARTC	Quarterly
Sum of minutes delay (and minutes per hour transit) attributed to above rail cause by type of delay eg late entry, yard/terminal, crew, locomotive, rollingstock, running	Operator	Quarterly
Sum of minutes delay (and minutes per hour transit) unable to be attributed to a cause or beyond either party reasonable control	Neither	Quarterly
Number of kilometres and percentage of track under temporary speed restriction at the beginning of a reporting period	ARTC	Quarterly

TRACK CONDITION

Track quality measured by an index with component measures such as rail surface level, alignment, twist cross level and gauge variation.	ARTC	Quarterly
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