

# OVERVIEW

**257.42M**  
Total LCH

**0.97**  
Avg % Scheduled  
Operated

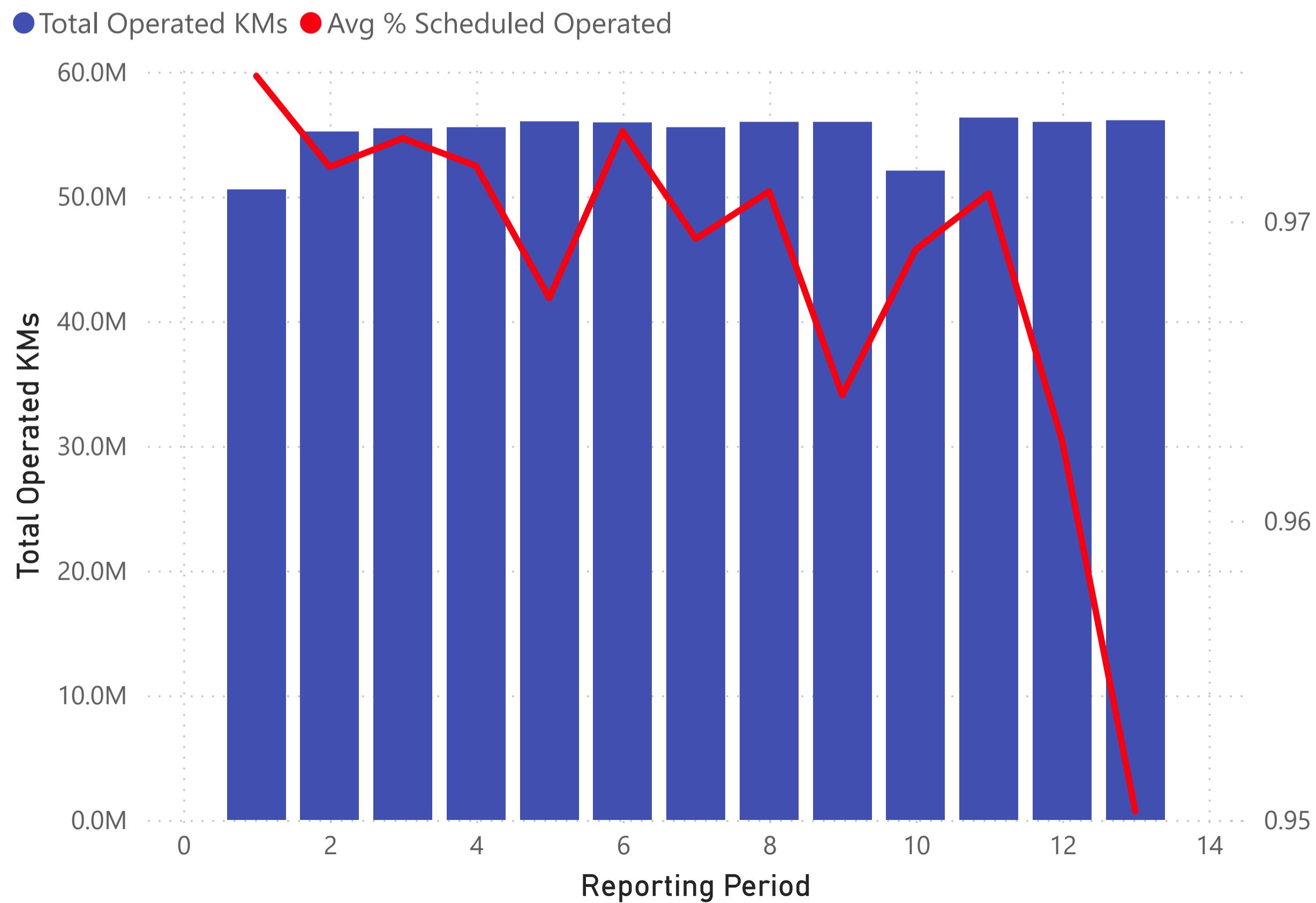
**5**  
Avg Excess Journey  
Time

**359.26K**  
LCH per Million KM

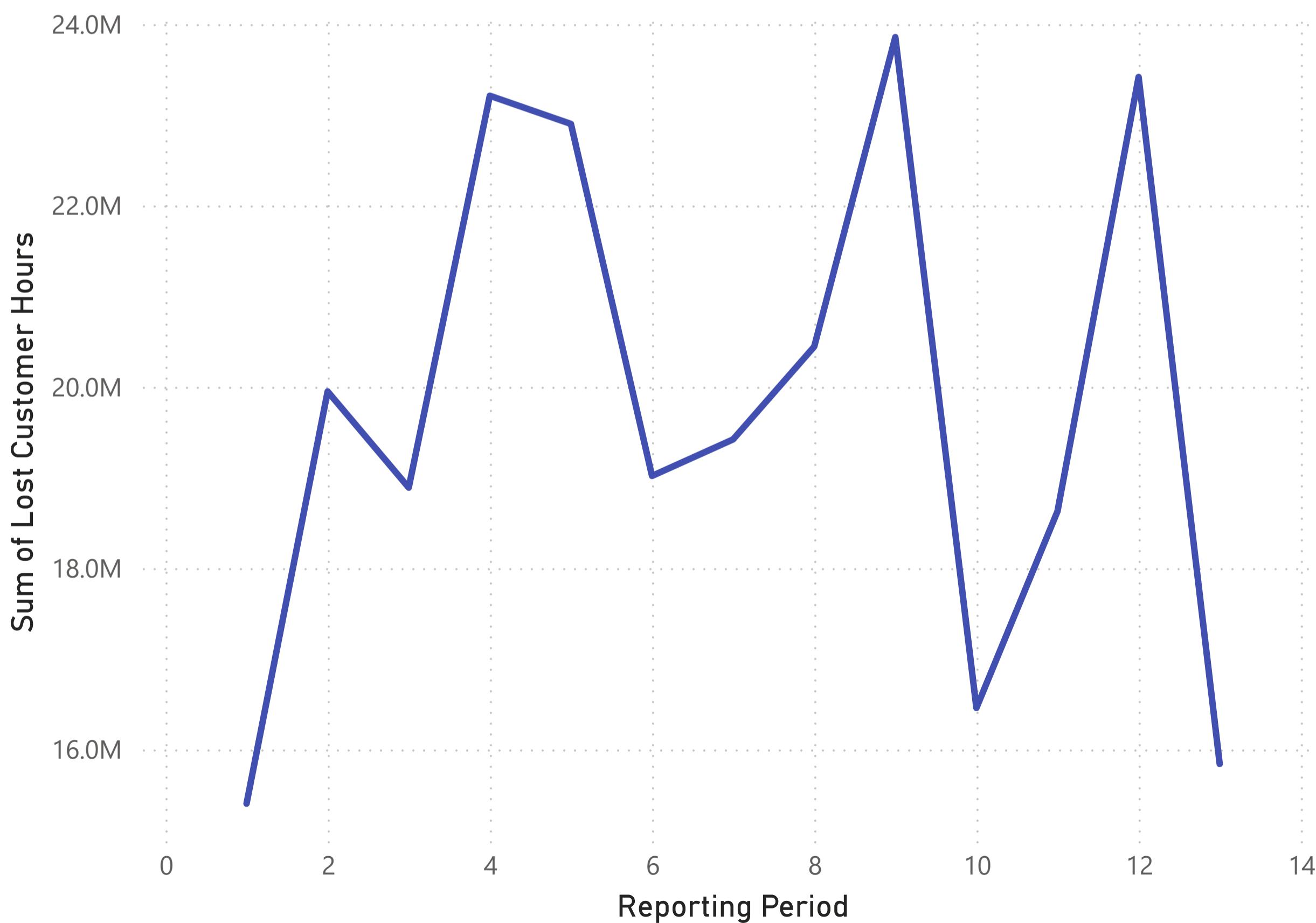
Avg % Scheduled Operated and Target by Period ending

**0.75!**  
Goal: 98% (-22.97%)

Total Operated KMs and Avg % Scheduled Operated by Reporting Period

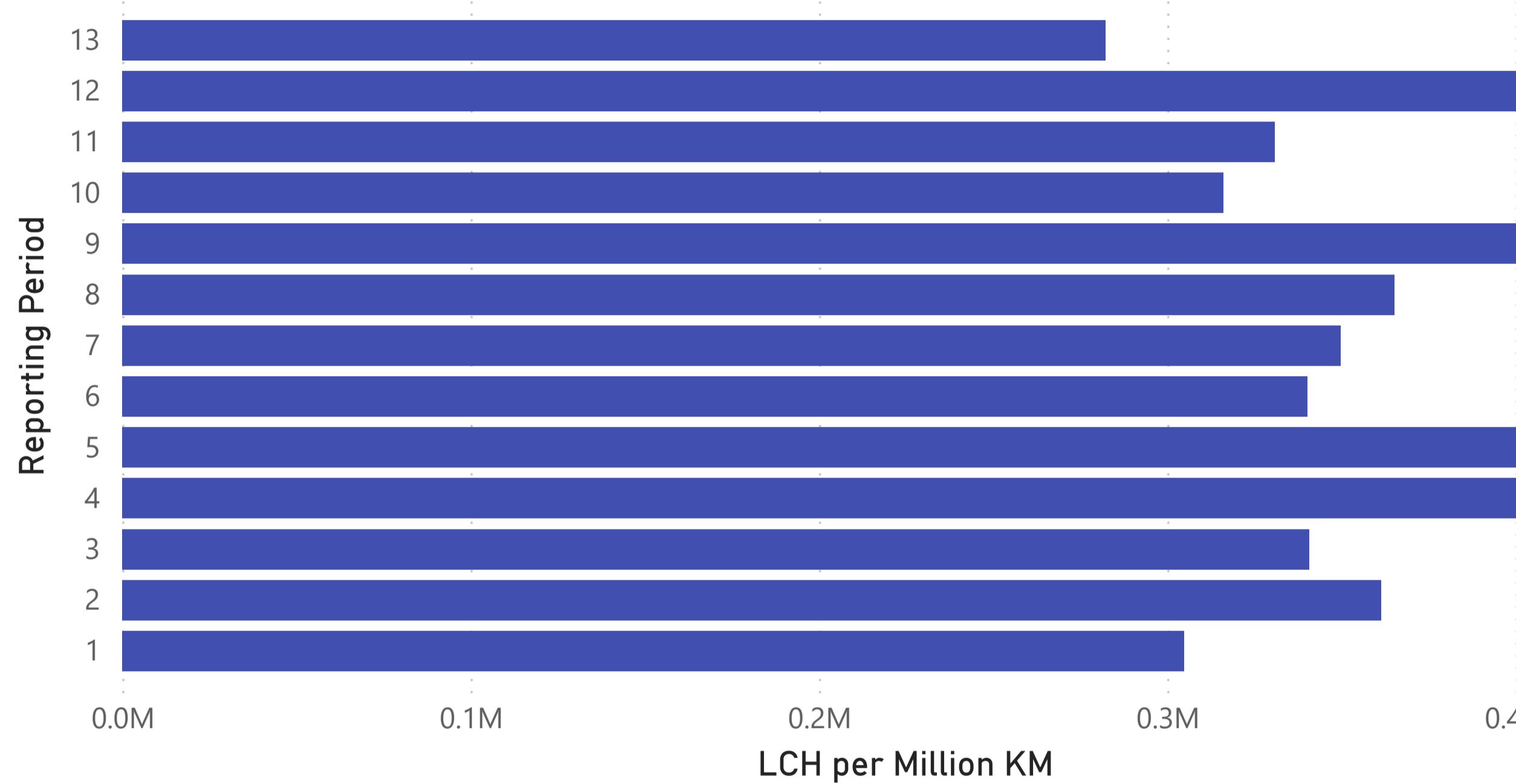


Number of Lost Customer Hours by Reporting Period

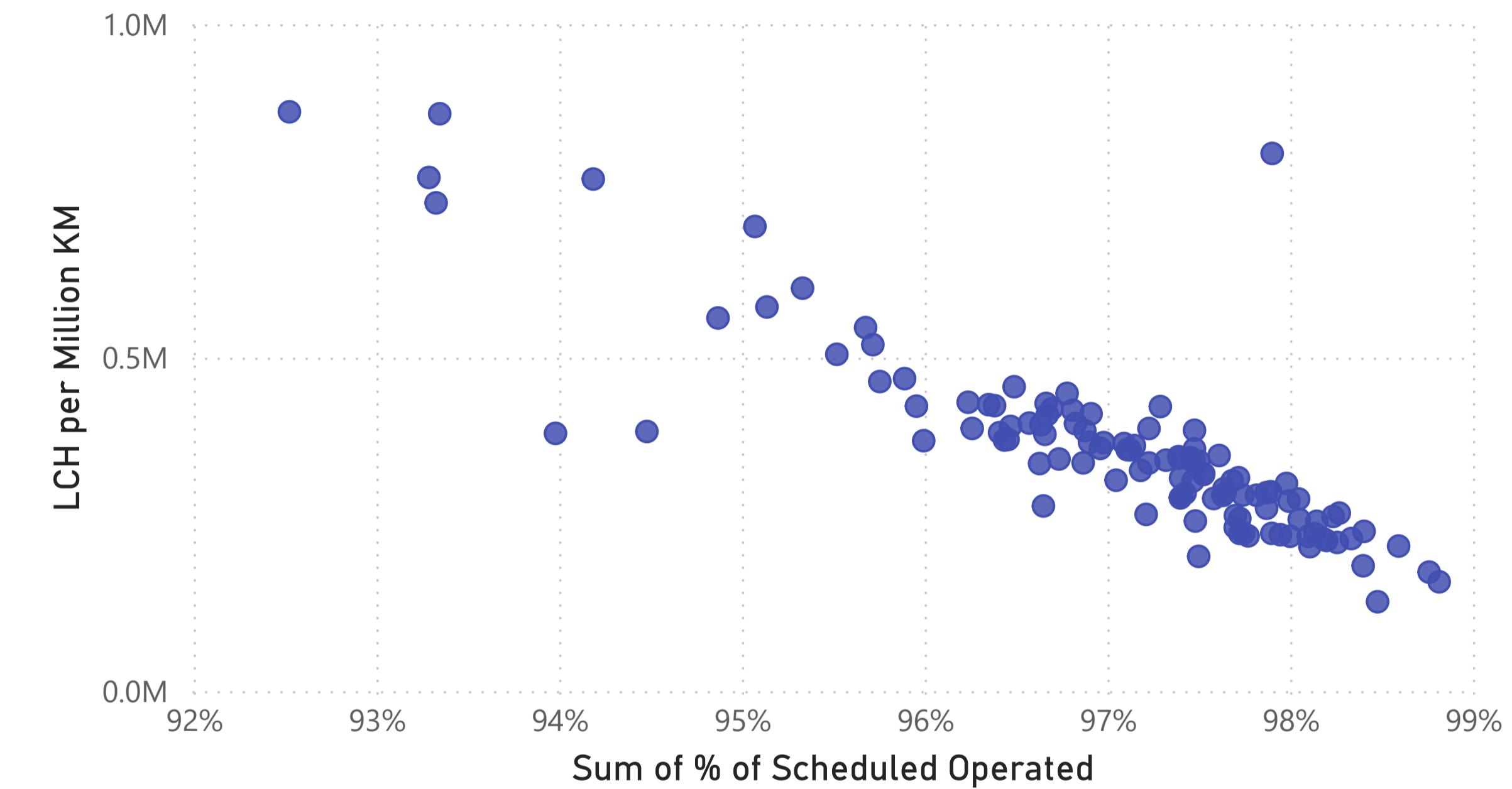


# Passenger Impact Analysis

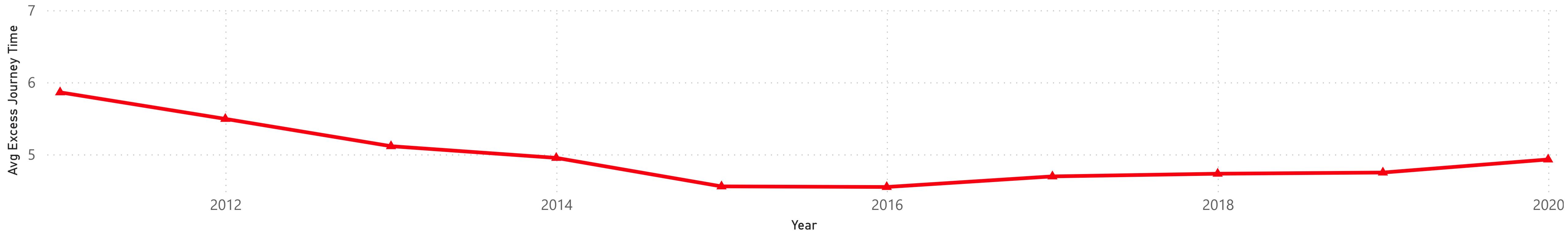
Lost Customer Hours per Million Kms by Reporting Period



% of Scheduled Operated sum by Lost Customer Hours per Million Kms and Operated Kms



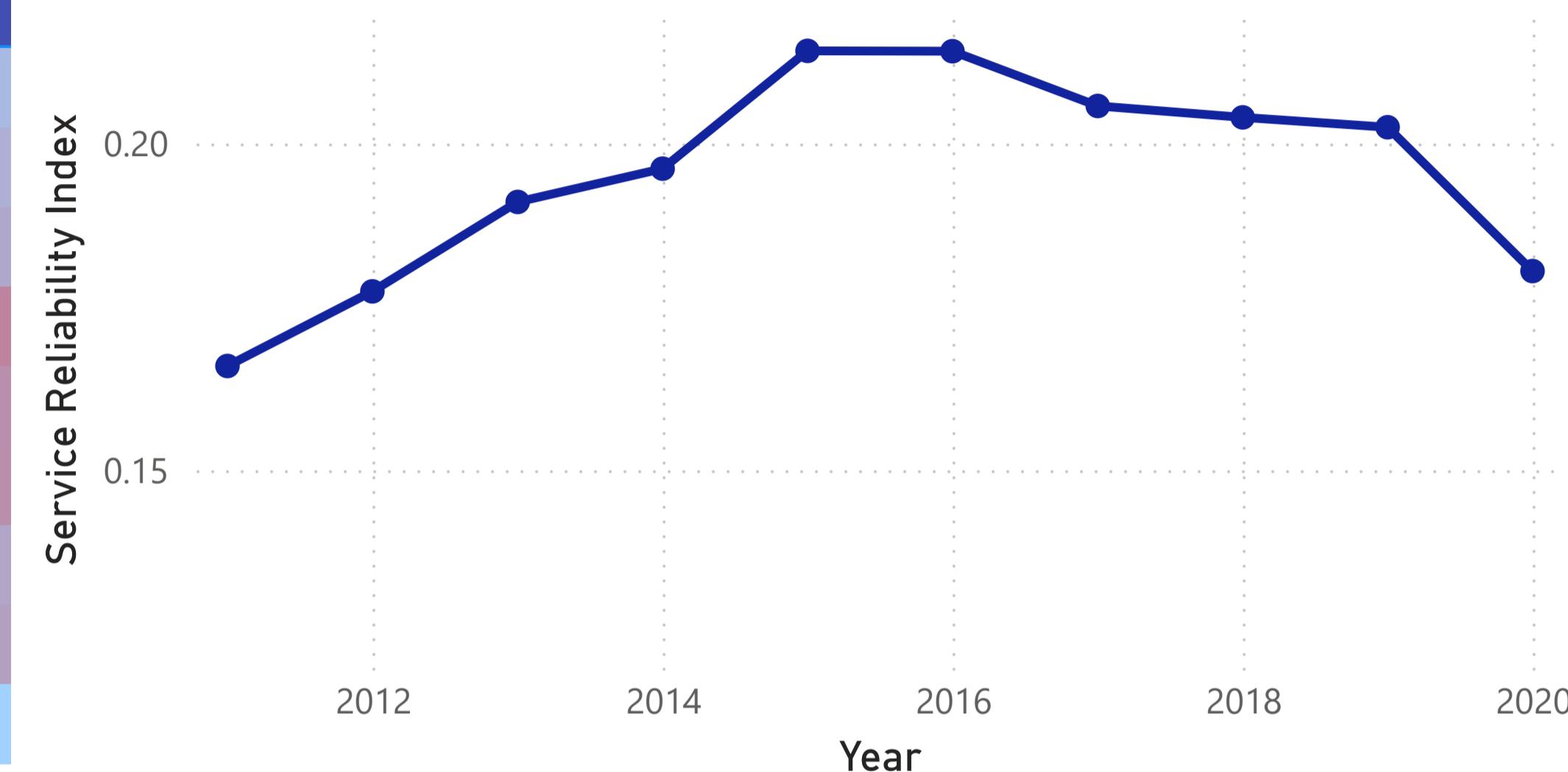
Avg Excess Journey Time by Year



# Operational Reliability

Financial Year Full	1	2	3	4	5	6	7	8	9	10	11	12	13
2011-2012	0.16	0.17	0.16	0.18	0.17	0.15	0.16	0.17	0.19	0.17	0.15	0.17	
2012-2013	0.18	0.16	0.18	0.18	0.19	0.23	0.19	0.17	0.17	0.23	0.18	0.20	0.18
2013-2014	0.19	0.21	0.21	0.18	0.20	0.24	0.18	0.16	0.17	0.22	0.19	0.14	0.19
2014-2015	0.23	0.17	0.22	0.20	0.22	0.22	0.20	0.21	0.18	0.23	0.21	0.23	0.24
2015-2016	0.22	0.27	0.25	0.17	0.17	0.24	0.21	0.21	0.19	0.27	0.21	0.20	0.22
2016-2017	0.24	0.23	0.22	0.22	0.24	0.24	0.21	0.19	0.14	0.21	0.16	0.19	0.22
2017-2018	0.24	0.24	0.20	0.21	0.23	0.24	0.19	0.19	0.17	0.23	0.22	0.18	0.19
2018-2019	0.22	0.22	0.23	0.20	0.24	0.29	0.17	0.17	0.17	0.32	0.22	0.21	0.20
2019-2020	0.23	0.22	0.21	0.17	0.21	0.22	0.17	0.17	0.15	0.25	0.20	0.19	

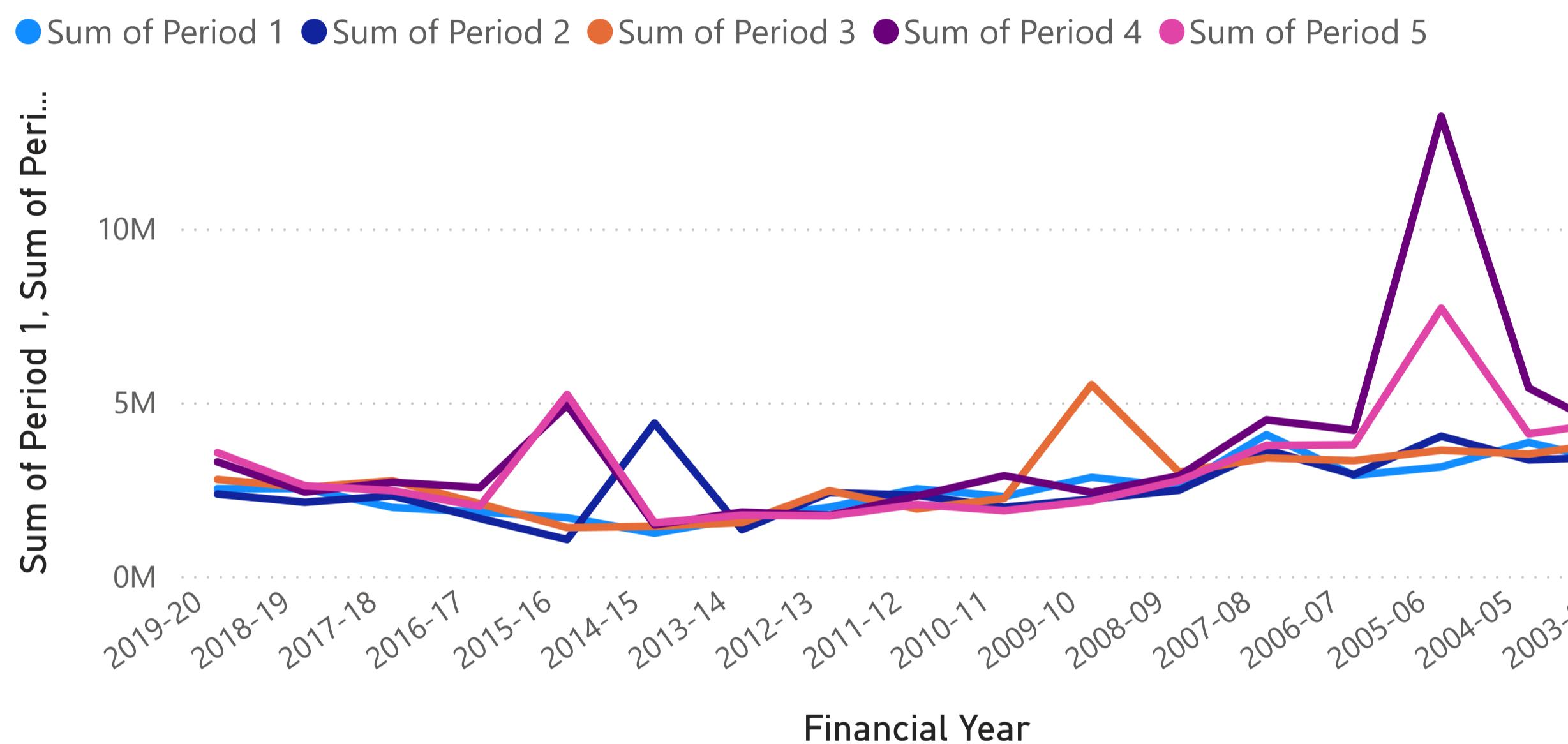
Service Reliability Index by Year



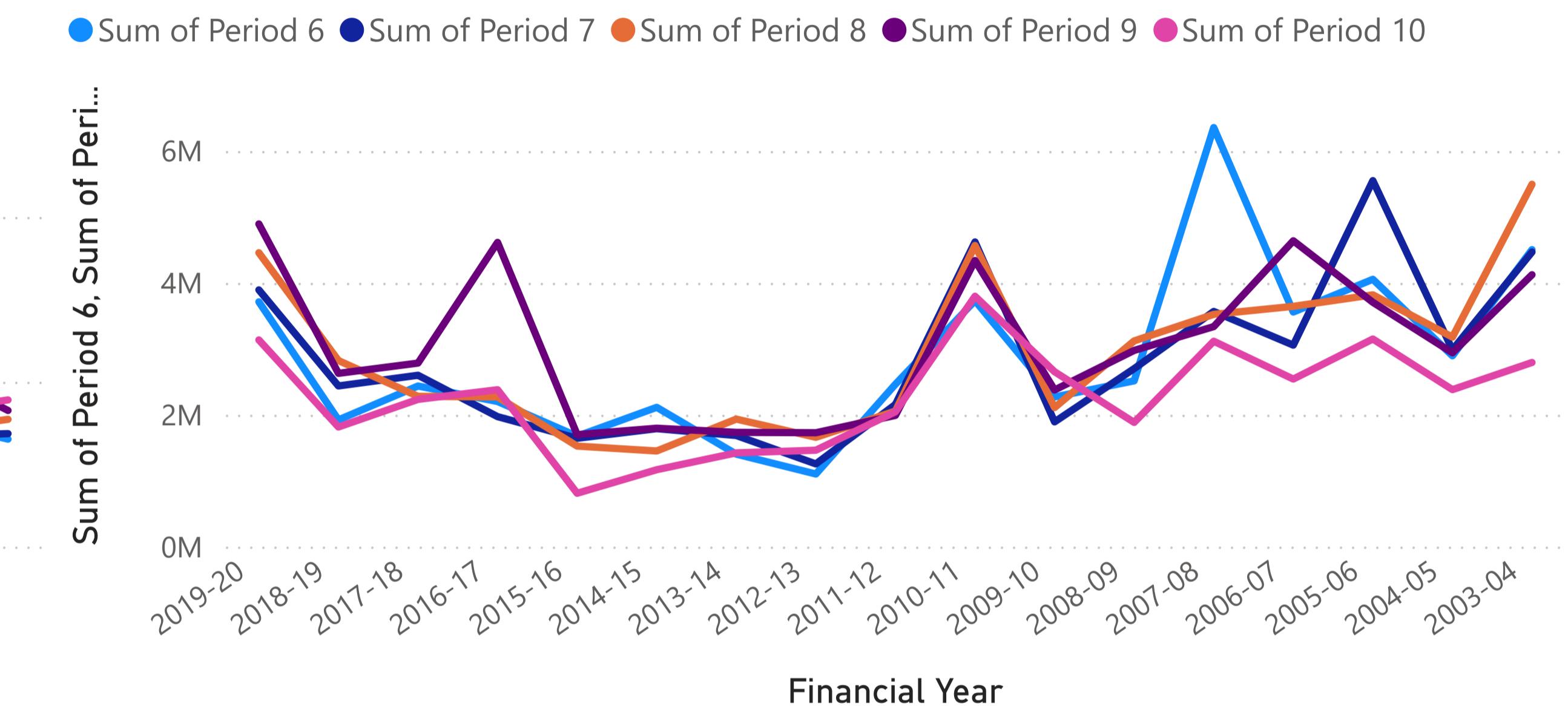
Financial Year Full	Period starting	Period ending	LCH per Million KM	Avg Excess Journey Time	Avg % Scheduled Operated	Service Reliability Index	Performance Status
2011-2012	Sunday, May 01, 2011	Saturday, May 28, 2011	426,512.33	6	0.97	0.16	High Disruption
2011-2012	Sunday, May 29, 2011	Saturday, June 25, 2011	353,146.62	6	0.98	0.17	High Disruption
2011-2012	Sunday, June 26, 2011	Saturday, July 23, 2011	420,986.98	6	0.97	0.16	High Disruption
2011-2012	Sunday, July 24, 2011	Saturday, August 20, 2011	368,020.77	5	0.97	0.18	High Disruption
2011-2012	Sunday, August 21, 2011	Saturday, September 17, 2011	446,312.79	6	0.97	0.17	High Disruption
2011-2012	Sunday, September 18, 2011	Saturday, October 15, 2011	390,964.96	6	0.97	0.15	High Disruption
2011-2012	Sunday, October 16, 2011	Saturday, November 12, 2011	363,133.12	6	0.97	0.16	High Disruption
2011-2012	Sunday, November 13, 2011	Saturday, December 10, 2011	349,283.58	6	0.97	0.17	High Disruption
2011-2012	Sunday, December 11, 2011	Saturday, January 07, 2012	387,457.80	5	0.96	0.19	High Disruption
2011-2012	Sunday, January 08, 2012	Saturday, February 04, 2012	361,874.44	6	0.97	0.17	High Disruption
2011-2012	Sunday, February 05, 2012	Saturday, March 03, 2012	468,444.94	7	0.96	0.15	High Disruption
2011-2012	Sunday, March 04, 2012	Saturday, March 31, 2012	351,490.85	6	0.97	0.17	High Disruption
2012-2013	Sunday, April 01, 2012	Saturday, April 28, 2012	342,081.97	5	0.97	0.18	High Disruption

# Long Term Trends

Sum of Period 1, 2, 3, 4, 5 by Financial Year



Sum of Period 6, 7, 8, 9, 10 by Financial Year



Sum of Period 11, 12, 13 by Financial Year

