

Question on Notice

No. 1019

Asked on Thursday 23 August 2018

DR M ROBINSON ASKED MINISTER FOR TRANSPORT AND MAIN ROADS (HON M BAILEY)—

QUESTION:

Will the Minister advise (reported separately by month for the period since 1 March 2017 how many services on the Cleveland rail line have been (a) delayed or (b) cancelled?

ANSWER:

I thank the Member for Oodgeroo for the question.

The on-time running of services is a top priority for Queensland Rail and every effort is made to ensure that services run to the published timetable. In the 2017–18 financial year, Queensland Rail exceeded its on-time running targets, with more than 95 per cent of trains running on-time and a service cancellation rate of only 0.29 per cent.

	No. of Services (24/7)	No. of services delayed (Customer impact*)	No. of services delays (Contractual#)	% Punctuality (Contractual#)	% Punctuality (Customer Impact*)	No. of services cancelled^	% Reliability
Mar-17	3,712	301	216	94%	92%	59.1	98%
Apr-17	3,082	215	183	94%	93%	26.3	99%
May-17	3,525	209	173	95%	94%	18.3	99%
Jun-17	3,400	228	203	94%	93%	38.8	99%
Jul-17	3,385	198	155	95%	94%	18.9	99%
Aug-17	3,692	161	109	97%	96%	12.6	100%
Sep-17	3,448	115	95	97%	97%	7.6	100%
Oct-17	3,404	206	135	96%	94%	26	99%
Nov-17	3,288	183	116	96%	94%	14.1	100%
Dec-17	3,045	99	80	97%	97%	4.1	100%
Jan-18	3,219	116	99	97%	96%	11.4	100%
Feb-18	2,990	154	121	96%	95%	16.3	99%
Mar-18	3,393	205	171	95%	94%	18.4	99%
Apr-18	2,863	112	81	97%	96%	5.9	100%
May-18	3,525	205	147	96%	94%	15.9	100%
Jun-18	3,388	171	94	97%	95%	20.5	99%
Jul-18	3,541	216	99	97%	94%	25.3	99%

A service is considered on-time if it arrives within 3 minutes and 59 seconds or better at its destination.

Contractual on-time running is adjusted for force majeure (events outside of Queensland Rail's control). Such events may include on-board medical emergencies, security incidents, vehicles striking level crossing boom gates or severe weather activity. As these incidents are out of Queensland Rail's control, they are not included in the contractual results.

* Customer impact is on-time running not adjusted for force majeure. Queensland Rail recognises delays, regardless of their cause, affect customers, and this is reflected in the customer impact figures.

^A service is considered cancelled if (a) it does not complete any of its scheduled journey, (b) it begins its scheduled journey but is terminated prior to its destination or (c) it does not begin at its scheduled origin but completes its journey to its destination. In the case of (b) and (c) the cancellation will be a proportion of the scheduled service.

Along with Transperth Trains in Western Australia, Queensland Rail has the most strict on-time running target in the country, with a target of 95 per cent of metropolitan trains expected to arrive at their destination within 3 minutes and 59 seconds of the scheduled arrival time.

Other jurisdictions, such as Metro Trains Melbourne and Sydney Trains have a target of 92 per cent and a threshold of four minutes and 59 seconds. Delays attributable to force majeure events are included in Sydney Trains and Metro Trains Melbourne performance results.

On the Cleveland line, 39,640 services were operated during the 2017–18 financial year with more than 96 per cent of services arriving on time, and reliability of more than 99.5 per cent.

Queensland Rail is aware of the impact delays or cancellations have on Cleveland line customers and is actively monitoring services on this line.

From Cleveland to Manly, all of Queensland Rail's services use a single track. As a result, services must wait for clearance at a cross section along this track at Lota, Thorneside or Wellington Point, to safely pass another train. Even a minor delay in obtaining clearance can impact services on this line.