

Metlink Victoria Pty Ltd

Bernie Carolan, CEO

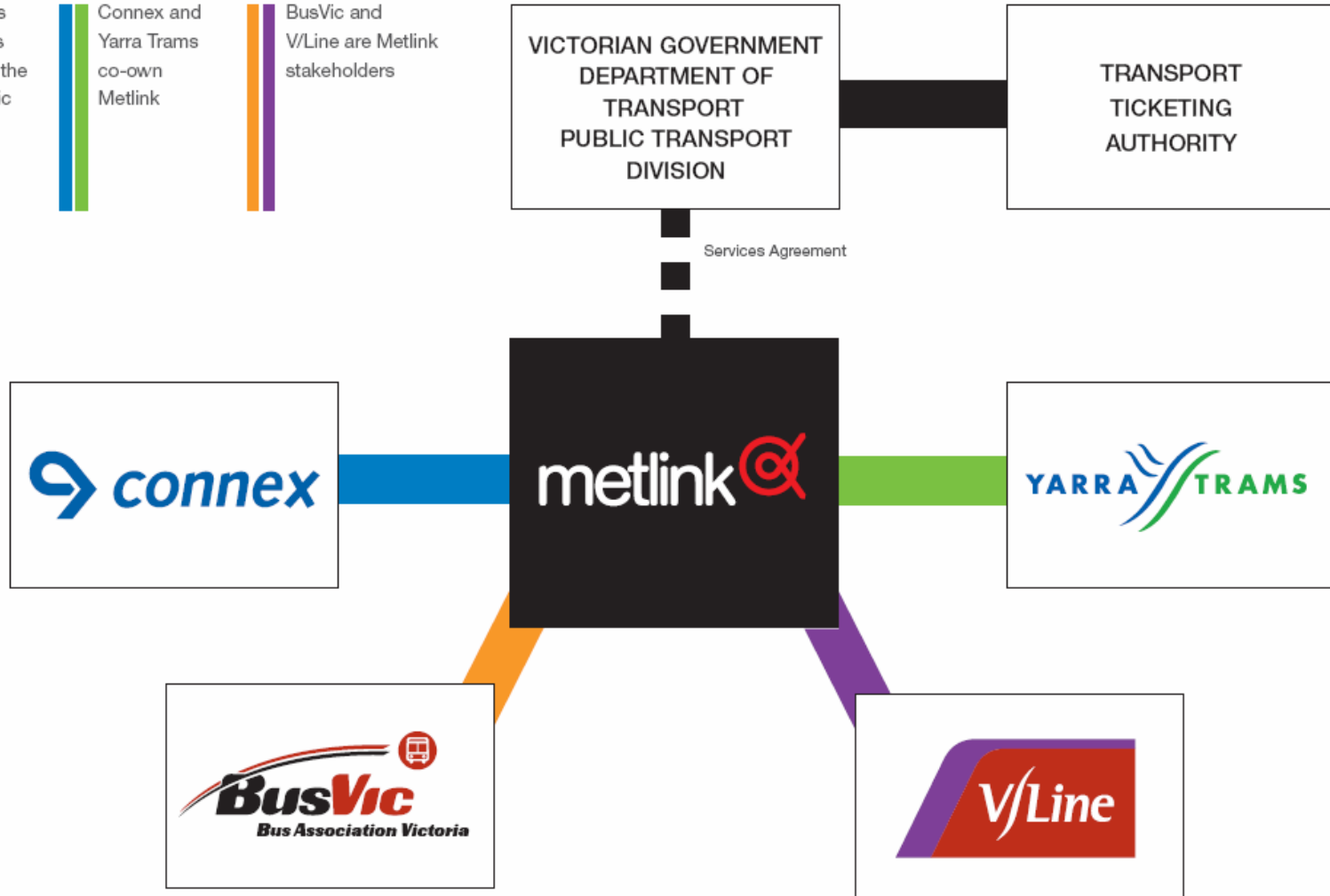


About Metlink

Metlink operates under a services agreement with the Director of Public Transport.

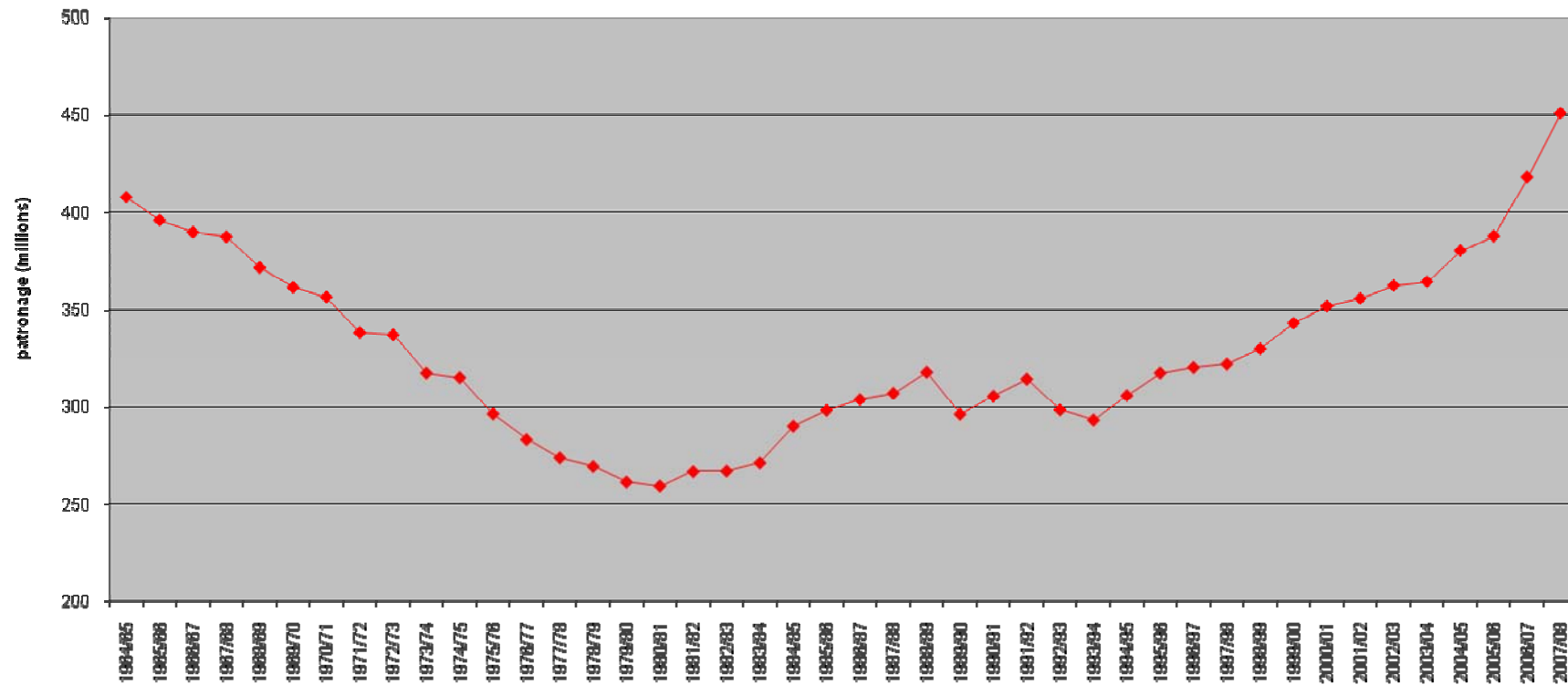
Connex and Yarra Trams co-own Metlink

BusVic and V/Line are Metlink stakeholders



Patronage trends – trains, trams and buses

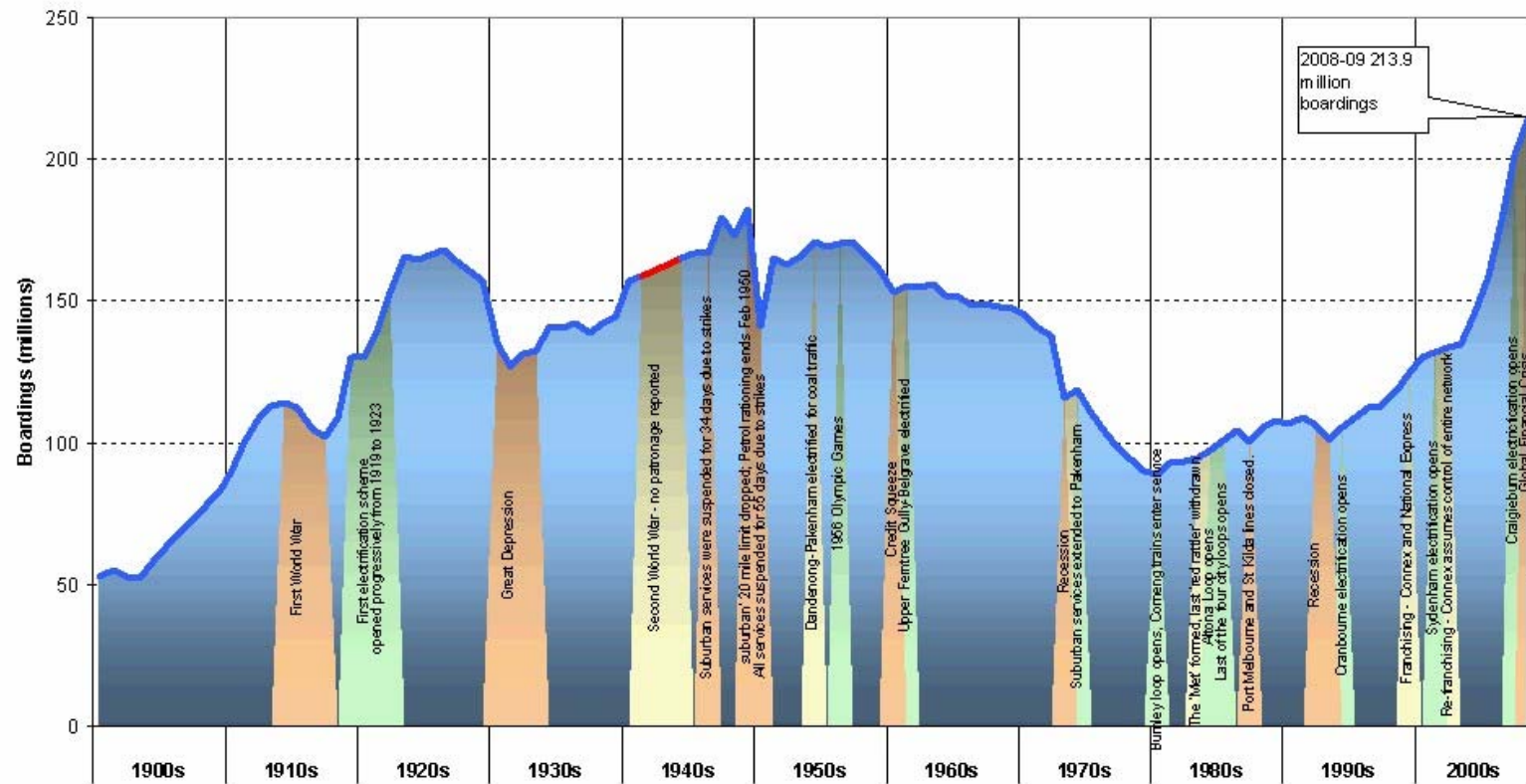
Total Metropolitan Public Transport Patronage (Trains, Trams and Buses) 1964/65 to 2007/08



Source: Department of Transport

Patronage trends - train

Metropolitan Train Patronage since 1900



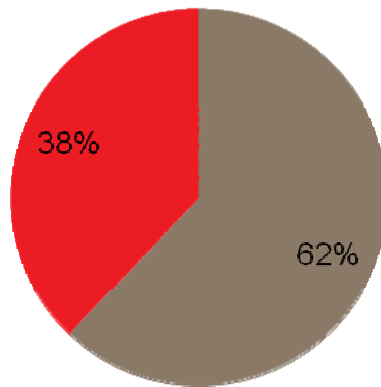
Note: Prior to 1982-83 patronage was enumerated as journeys derived from ticket sales. Figures prior to this date have been factored up by 5% to allow for journeys involving more than one train boarding.

- Neutral Events
- Events likely to have a positive effect on patronage
- Events likely to have a negative effect on patronage
- Estimated Metropolitan Train Patronage

Source: Department of Transport

Methodology

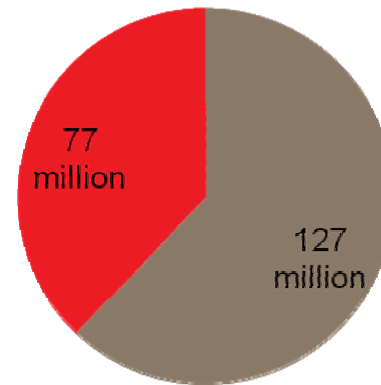
Train validation rates



Surveys measure that:

- Approximately 62% of train passengers validate their ticket
- Approximately 38% of train passengers do not validate their ticket

Train system entries



- Raw validations known from Metcard database
- Factored up to yield system entries

system entries = validations ÷ validation rate

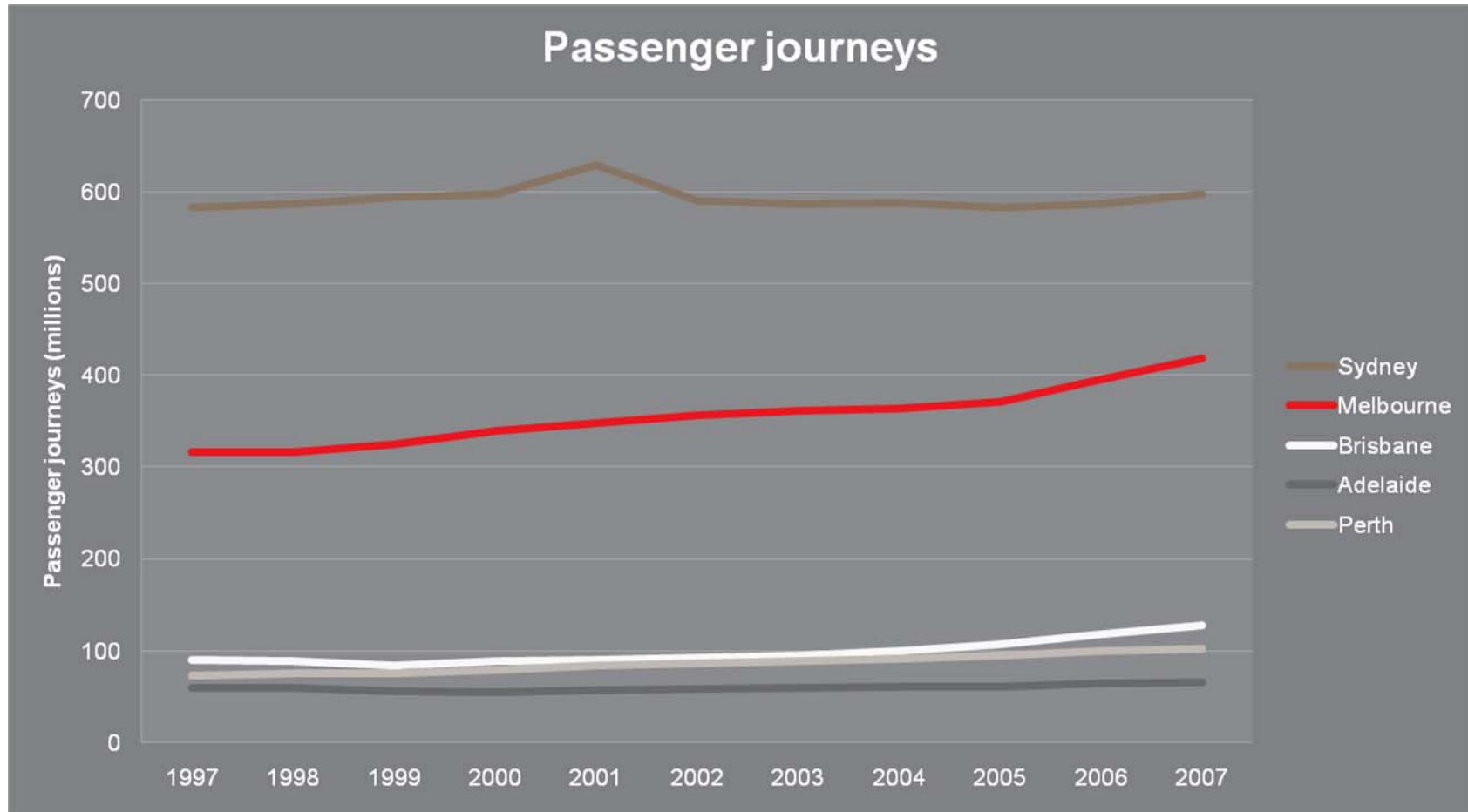
patronage = system entries x 1.05

204 = 127 ÷ 62.3% (based on 2008/09)

204 x 1.05 = 214

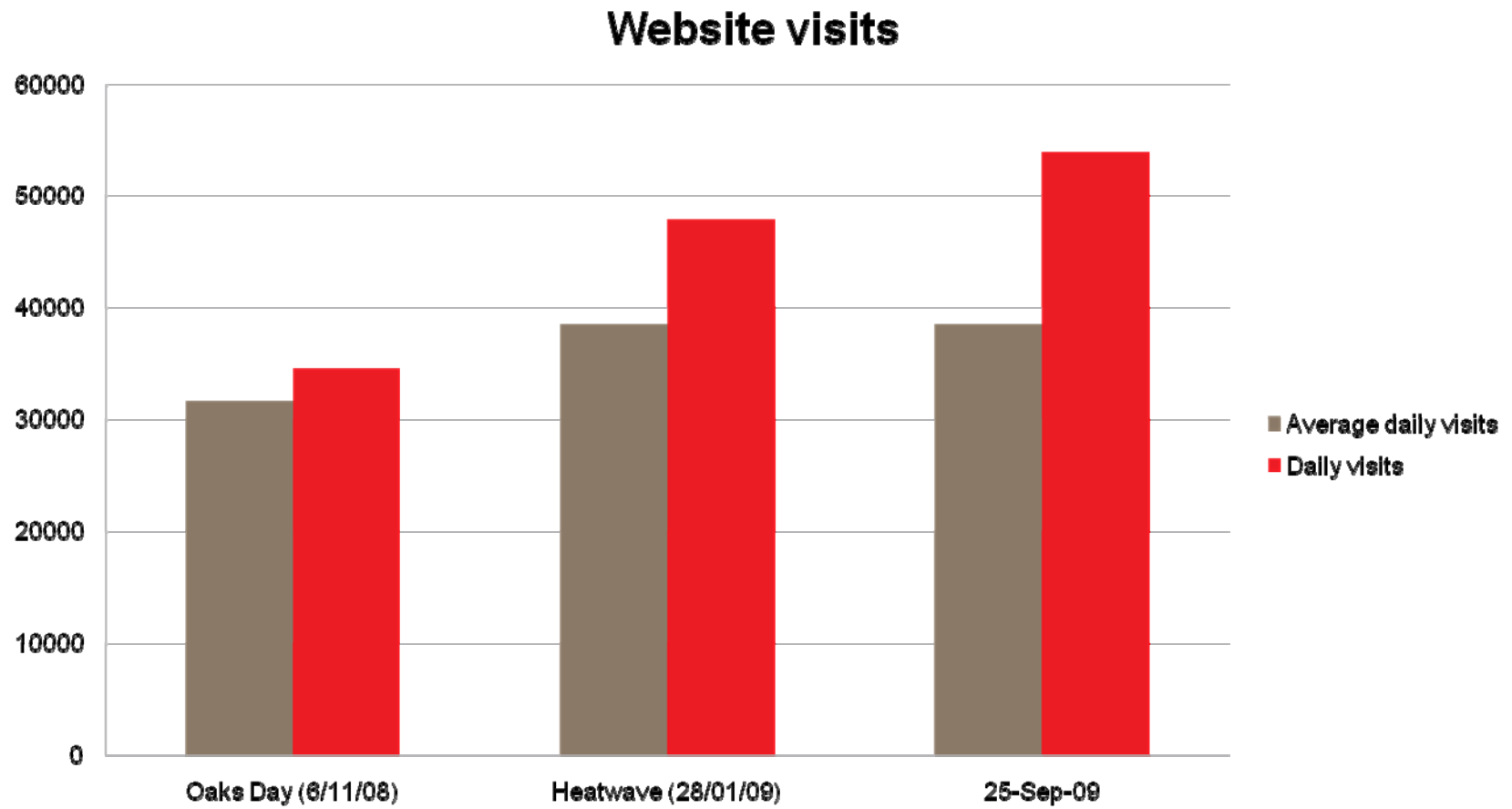
Source: Metlink

Interstate comparisons



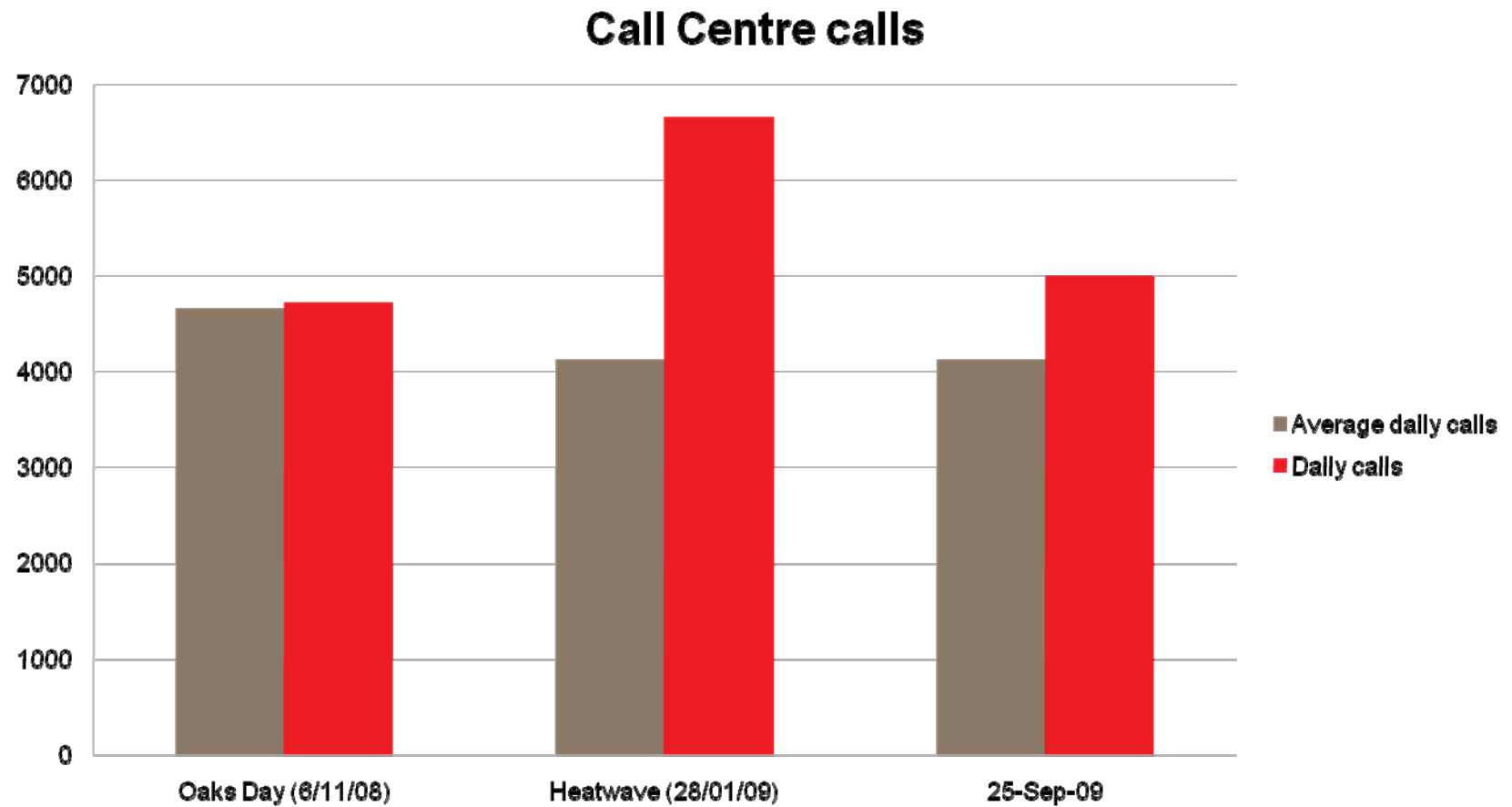
Source: International Association of Public Transport

Website visits



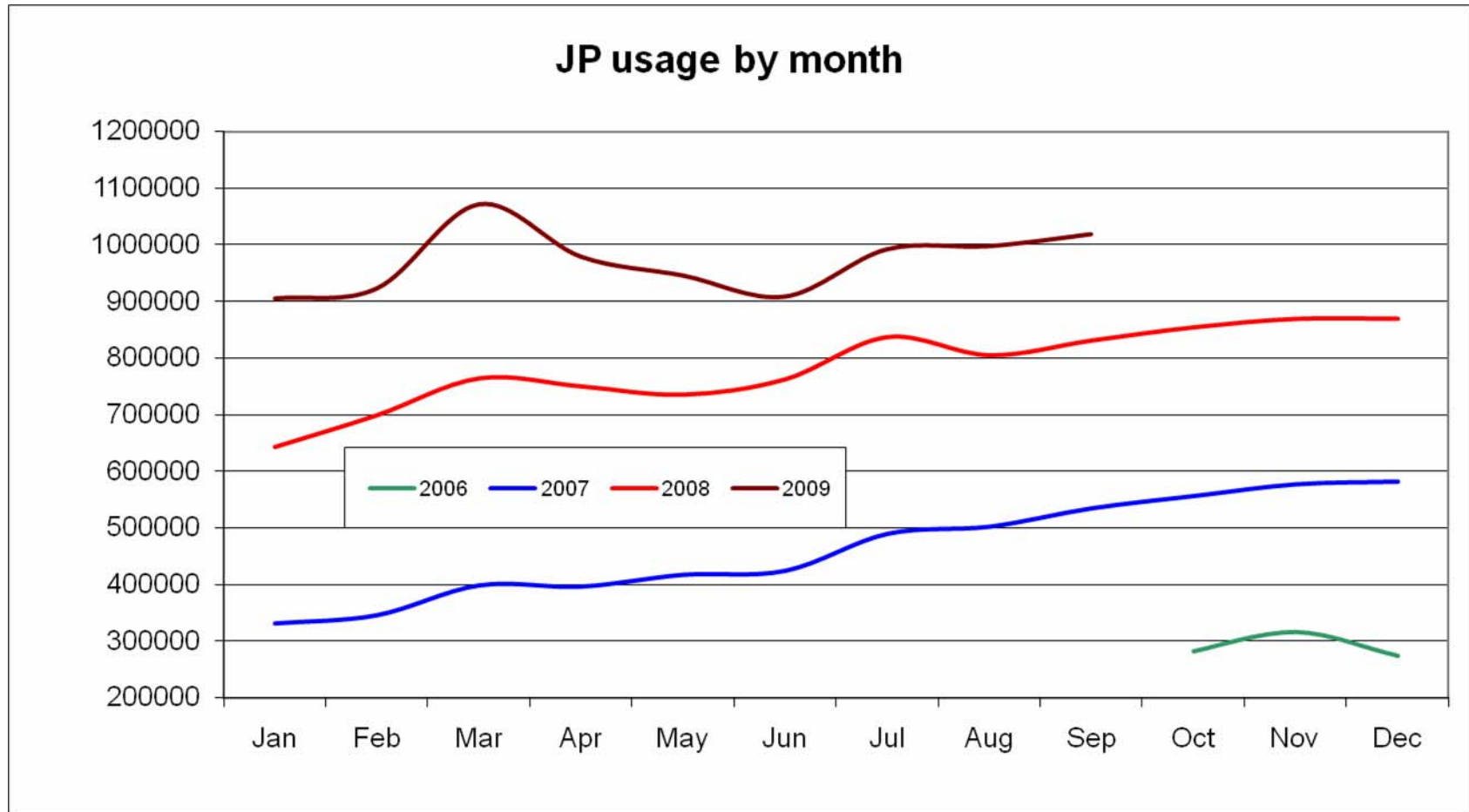
Source: Metlink

Call Centre calls



Source: Metlink

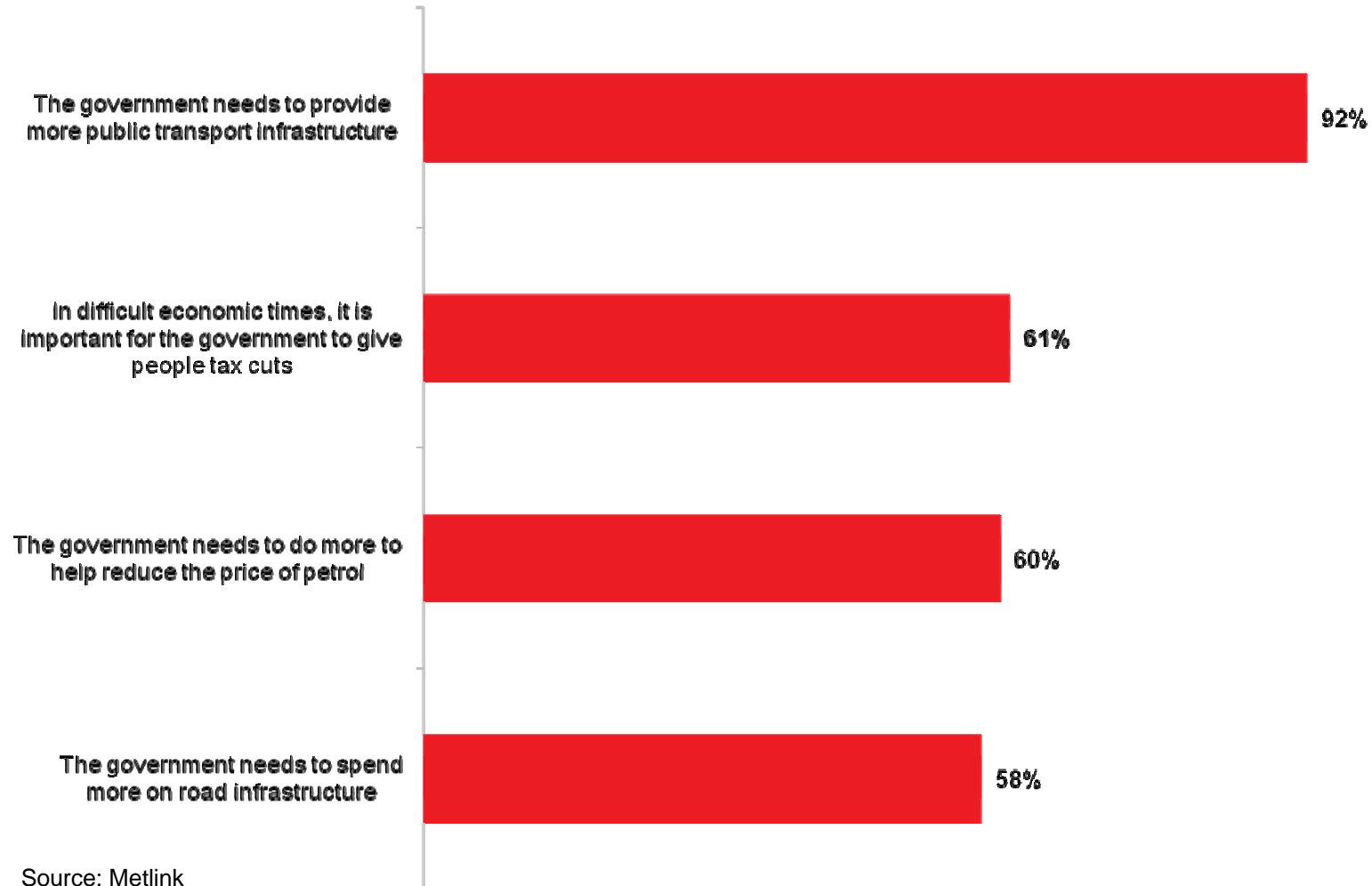
Journey planner



Source: Metlink

What passengers want

Investment priorities - February 2009



Source: Metlink

What passengers want

The most important attributes to passengers:

- Frequency
- Reliability (cancellations)
- Punctuality
- Personal security
- Customer information