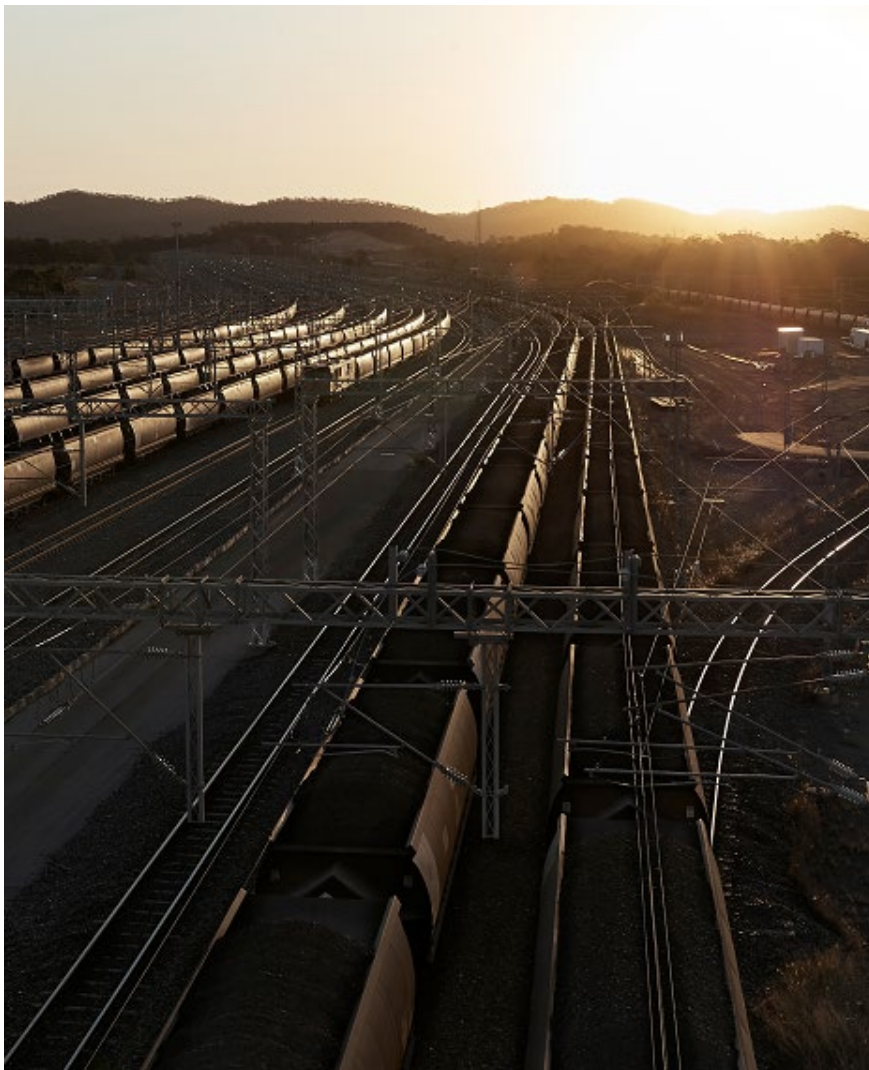# Aurizon Network

Public Quarterly Performance Report

2nd Quarter 2019/20

October - December 2019

Aurizon Network Performance Measures - Q2 2019/20 Data

On 19 December 2019, the Queensland Competition Authority (**QCA**) issued its final approval of Aurizon Network's revised 2017 Access Undertaking (**Revised UT5 DAAU**).

The Revised UT5 DAAU provides for enhanced reporting arrangements to be progressed through the provision of information to the Independent Expert in accordance with Part 10. Given the timing of the QCA's approval, Aurizon Network and its customers agreed that the reporting arrangements under the Revised UT5 DAAU would commence with effect from 1 January 2020, on the proviso that Aurizon Network would comply with the reporting obligations which existed prior to approval of the Revised UT5 DAAU for the period until 31 December 2019.

This report has, therefore, been prepared in accordance with the provisions of clause 10.3.4 of the 2017 Access Undertaking approved by the QCA on 18 July 2019 and is provided to the QCA on this basis.

Performance Measure 1 – Clause 10.3.4(b)(i)-(ii)

On Time Performance		Coal										Bulk Minerals & Freight		Long Distance Passenger	
		Blackwater		Goonyella		Moura		Newlands		GAPE					
		#	%	#	%	#	%	#	%	#	%	#	%	#	%
Oct 2019	Services that reach their destination on time	1,680	71.19%	1,461	49.90%	347	72.90%	208	53.06%	257	46.47%	421	61.37%	94	78.99%
	Services that do not reach their destination on-time — Due primarily Aurizon Network	239	10.13%	427	14.58%	34	7.14%	46	11.73%	93	16.82%	33	4.81%	5	4.20%
	Due primarily Railway Operator	295	12.50%	669	22.85%	49	10.29%	66	16.84%	110	19.89%	92	13.41%	10	8.40%
	Due primarily to other matters	146	6.19%	371	12.67%	46	9.66%	72	18.37%	93	16.82%	140	20.41%	10	8.40%
Nov 2019	Services that reach their destination on time	1,537	71.36%	1,338	48.94%	249	65.87%	311	54.85%	368	46.06%	365	55.56%	93	76.86%
	Services that do not reach their destination on-time — Due primarily Aurizon Network	145	6.73%	367	13.42%	43	11.38%	106	18.69%	172	21.53%	30	4.57%	4	3.31%
	Due primarily Railway Operator	315	14.62%	625	22.86%	56	14.81%	62	10.93%	144	18.02%	118	17.96%	13	10.74%
	Due primarily to other matters	157	7.29%	404	14.78%	30	7.94%	88	15.52%	115	14.39%	144	21.92%	11	9.09%
Dec 2019	Services that reach their destination on time	1,385	60.14%	1,500	46.25%	357	67.11%	306	55.04%	277	40.68%	337	51.06%	68	57.63%
	Services that do not reach their destination on-time — Due primarily Aurizon Network	226	9.81%	463	14.28%	42	7.89%	90	16.19%	141	20.70%	34	5.15%	7	5.93%
	Due primarily Railway Operator	412	17.89%	800	24.67%	89	16.73%	83	14.93%	171	25.11%	103	15.61%	29	24.58%
	Due primarily to other matters	280	12.16%	480	14.80%	44	8.27%	77	13.85%	92	13.51%	186	28.18%	14	11.86%

Performance Measure 2 – Clause 10.3.4(b)(iii)

Total Number of Train Services	Coal					Bulk Minerals & Freight	Long Distance Passenger
	Blackwater	Goonyella	Moura	Newlands	GAPE		
Oct 19 Train services for October 2019	2,360	2,928	476	392	553	686	119
Nov 19 Train services for November 2019	2,154	2,734	378	567	799	657	121
Dec 19 Train services for December 2019	2,303	3,243	532	556	681	660	118

Performance Measure 3 – Clause 10.3.4(c)

Transit Time Delay Variance (Minutes per 100 Train KMs)	Coal					Bulk Minerals & Freight	Long Distance Passenger
	Blackwater	Goonyella	Moura	Newlands	GAPE		
Oct 19 Delays attributable to Aurizon Network	1.56	5.72	5.52	-8.26	-2.35	0.99	-1.45
Delays attributable to Railway Operators	6.84	13.09	6.17	21.15	10.30	6.22	1.37
Unallocated delays	0.31	0.26	5.58	14.93	4.54	15.61	1.46
Nov 19 Delays attributable to Aurizon Network	-1.17	8.13	2.29	-1.97	1.25	1.98	-1.07
Delays attributable to Railway Operators	8.20	14.89	10.53	5.66	2.56	26.04	2.29
Unallocated delays	0.94	-2.51	5.24	9.53	3.39	10.52	1.11
Dec 19 Delays attributable to Aurizon Network	-1.32	6.36	-4.14	-7.90	-7.57	0.36	-0.39
Delays attributable to Railway Operators	6.38	17.03	13.90	18.99	13.60	8.25	4.65
Unallocated delays	1.48	-1.67	1.98	9.40	4.00	27.93	2.47

Performance Measure 4 – Clause 10.3.4(d)

Train Cancellations	Coal										Bulk Minerals & Freight		Long Distance Passenger	
	Blackwater		Goonyella		Moura		Newlands		GAPE					
	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Oct 19 Cancellations attributable to Aurizon Network	100	3.69%	15	0.46%	15	2.58%	9	1.97%	2	0.30%	3	0.33%	0	0.00%
Cancellations attributable to Railway Operators	142	5.24%	117	3.57%	35	6.01%	35	7.68%	46	6.94%	188	20.55%	9	6.87%
Unallocated cancellations	106	3.91%	219	6.68%	56	9.62%	20	4.39%	62	9.35%	38	4.15%	3	2.29%
Nov 19 Cancellations attributable to Aurizon Network	86	3.43%	59	1.95%	3	0.68%	9	1.46%	3	0.35%	11	1.25%	0	0.00%
Cancellations attributable to Railway Operators	145	5.79%	148	4.90%	44	9.91%	18	2.91%	23	2.72%	204	23.16%	1	0.81%
Unallocated cancellations	120	4.79%	80	2.65%	19	4.28%	24	3.88%	21	2.48%	9	1.02%	1	0.81%
Dec 19 Cancellations attributable to Aurizon Network	74	2.72%	62	1.64%	15	2.25%	12	1.93%	7	0.94%	0	0.00%	0	0.00%
Cancellations attributable to Railway Operators	225	8.26%	296	7.82%	89	13.36%	38	6.12%	40	5.35%	172	20.28%	5	3.85%
Unallocated cancellations	121	4.44%	185	4.89%	30	4.50%	15	2.42%	20	2.67%	14	1.65%	4	3.08%

Performance Measure 5 – Clause 10.3.4(e)

Major reportable safety incidents reported to the Safety Regulator	Blackwater	Goonyella	Moura	Newlands	GAPE
Oct 19	Number of instances	0	0	0	0	0
Nov 19	Number of instances	0	0	1	0	0
Dec 19	Number of instances	0	0	0	0	0

Performance Measure 6 – Clause 10.3.4(f)(i)

Temporary Speed Restrictions	Blackwater	Goonyella	Moura	Newlands	GAPE
Oct 19	Average track under temporary restriction (km)	60.1	37.0	23.9	11.5	5.3
	Average track under temporary restriction (%)	4.32%	3.14%	7.88%	4.12%	7.40%
Nov 19	Average track under temporary restriction (km)	80.0	25.6	32.9	9.3	4.3
	Average track under temporary restriction (%)	5.74%	2.18%	10.85%	3.33%	6.05%
Dec 19	Average track under temporary restriction (km)	122.6	23.7	53.5	12.7	1.0
	Average track under temporary restriction (%)	8.81%	2.01%	17.63%	4.58%	1.41%

Performance Measure 7 – Clause 10.3.4(f)(ii)

Overall Track Condition Index	Blackwater	Goonyella	Moura	Newlands
Oct 19	Monthly Track Condition Index	29.27	26.43	32.89	25.58
Nov 19	Monthly Track Condition Index	29.27	24.97	32.80	21.22
Dec 19	Monthly Track Condition Index	29.27	24.97	32.80	21.22

Performance Measure 8 – Clause 10.3.4(g)(i)-(iv)

Coal Carrying Train Service Performance ('000)	Coal				
	Blackwater	Goonyella	Moura	Newlands	GAPE
Oct 19					
Gross Tonne Kilometres (GTK)	3,371,643	3,344,178	282,481	183,529	649,384
Net Tonnes (NT)	5,799	10,322	1,083	878	1,259
Net Tonne Kilometres (NTK)	2,081,577	2,110,484	174,916	113,008	403,778
Electric Gross Tonne Kilometres (EGTK)	2,533,074	3,177,657	0	0	0
Nov 19					
Gross Tonne Kilometres (GTK)	3,090,008	3,058,177	237,891	272,238	923,338
Net Tonnes (NT)	5,436	9,381	874	1,306	1,826
Net Tonne Kilometres (NTK)	1,919,504	1,923,505	144,131	168,221	571,620
Electric Gross Tonne Kilometres (EGTK)	2,366,865	2,879,484	0	0	0
Dec 19					
Gross Tonne Kilometres (GTK)	3,275,106	3,618,844	316,856	271,510	758,029
Net Tonnes (NT)	5,695	11,087	1,191	1,276	1,546
Net Tonne Kilometres (NTK)	2,034,090	2,268,717	196,392	167,657	470,465
Electric Gross Tonne Kilometres (EGTK)	2,529,924	3,378,150	0	0	0

Performance Measure 9 – Clause 10.3.4(g)(v)

Below Rail Transit Time %	Coal				
	Blackwater	Goonyella	Moura	Newlands	GAPE
Oct 19 Average BRTT % for October 2019	104.45%	102.70%	114.37%	110.77%	112.41%
Nov 19 Average BRTT % for November 2019	106.02%	103.85%	116.12%	118.35%	117.41%
Dec 19 Average BRTT % for December 2019	112.64%	104.68%	125.80%	117.36%	115.12%

Performance Measure 10 – Clause 10.3.4(g)(vi)-(viii) & Performance Measure 11 – Clause 10.3.4(h)

Coal Train Paths	Coal			
	Blackwater	**Goonyella**	**Moura**	**Newlands (inc GAPE)**
October 2019				
Train paths available for coal carrying services	2,870	2,882	942	1,006
Train paths contracted for coal carrying services	1,743	2,302	408	1,227
Train paths scheduled by coal carrying services	1,805	2,186	388	746
Train paths used by coal carrying services	1,589	1,960	318	632
Train paths used for planned maintenance	1,152	202	50	454
Train paths used for unplanned maintenance	0	4	0	0
Trains paths available but not used (%)	44.63%	31.99%	66.24%	37.18%
November 2019				
Train paths available for coal carrying services	2,670	2,338	798	1,362
Train paths contracted for coal carrying services	1,749	2,302	408	1,227
Train paths scheduled by coal carrying services	1,670	2,014	296	976
Train paths used by coal carrying services	1,447	1,830	254	912
Train paths used for planned maintenance	1,178	396	162	56
Train paths used for unplanned maintenance	10	0	0	0
Trains paths available but not used (%)	45.81%	21.73%	68.17%	33.04%
December 2019				
Train paths available for coal carrying services	3,358	2,758	958	1,370
Train paths contracted for coal carrying services	1,753	2,302	408	1,227
Train paths scheduled by coal carrying services	1,815	2,524	444	913
Train paths used by coal carrying services	1,558	2,177	356	828
Train paths used for planned maintenance	392	92	32	72
Train paths used for unplanned maintenance	92	0	2	4
Trains paths available but not used (%)	53.60%	21.07%	62.84%	39.56%

Performance Measure 12 – Clause 10.3.4(i)

Contested Train Paths	Blackwater			Goonyella			Moura			Newlands			GAPE		
	Oct 19	Nov 19	Dec 19	Oct 19	Nov 19	Dec 19	Oct 19	Nov 19	Dec 19	Oct 19	Nov 19	Dec 19	Oct 19	Nov 19	Dec 19
Number of contests	47	35	7	5	13	5	0	0	0	15	1	1	6	2	0

Contested Train Path Principles Schedule G Clause 8.3	Blackwater			Goonyella			Moura			Newlands			GAPE		
	Oct 19	Nov 19	Dec 19	Oct 19	Nov 19	Dec 19	Oct 19	Nov 19	Dec 19	Oct 19	Nov 19	Dec 19	Oct 19	Nov 19	Dec 19
Clause 8.3 (i)	9%	6%													
Clause 8.3 (ii)	74%	74%	100%	100%	92%	100%				100%	100%		100%	100%	
Clause 8.3 (iii)															
Clause 8.3 (iv)												100%			
Clause 8.3 (v)		17%													
Clause 8.3 (vi)	17%				8%										
Clause 8.3 (vii)															
Clause 8.3 (viii)		3%													
Clause 8.3 (ix)															

Notes:
(a) Agreed Allotted Time Thresholds for On-Time Arrival at destination are;
- 30 minutes for coal services
- 60 minutes for bulk minerals (other than coal) and freight services
- 30 minutes for long distance passenger services.

On 19 December 2019, the Queensland Competition Authority (**QCA**) issued its final approval of Aurizon Network's revised 2017 Access Undertaking (**Revised UT5 DAAU**).

The Revised UT5 DAAU provides for enhanced reporting arrangements to be progressed through the provision of information to the Independent Expert in accordance with Part 10. Given the timing of the QCA's approval, Aurizon Network and its customers agreed that the reporting arrangements under the Revised UT5 DAAU would commence with effect from 1 January 2020, on the proviso that Aurizon Network would comply with the reporting obligations which existed prior to approval of the Revised UT5 DAAU for the period until 31 December 2019.

All performance measures referenced below relate to the provisions of clause 10.3.4 of the 2017 Access Undertaking approved by the QCA on 18 July 2019.

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Performance Measures

Performance Measure 1 – Clause 10.3.4(b)(i-ii):

> **On Time Running – Information on the number and reliability of Train Services that have operated each Month in the relevant quarter**

This performance measure reports the number and percentage of Train Services that reach their destination point within the allotted time threshold. Train Services that reach their destination point not On Time includes any services terminated during their journey.

Each train service is scheduled to undertake its journey at a specified time. The schedule for all train services on a particular day is called the Daily Train Plan (DTP).

This indicator demonstrates the condition of a service at the completion of its journey and does not consider if a service has changed from on time to late or vice versa during its journey.

Services that do not reach their destination on time (i.e. within the Allotted Time Threshold) are classified by responsibility into one of three groups: cause attributed primarily to Aurizon Network, cause attributed primarily to the Railway Operator or thirdly, cause unallocated or not primarily attributable to Aurizon Network or the Railway Operator.

The cancellation reason for a terminated service will be sorted accordingly by the same responsibility category.

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Performance Measure 2 – Clause 10.3.4(b)(iii):

> **Total Number of Train Services – the total number of train services run each Month in the relevant quarter**

This performance measure reports the total number of Train Services run in the Subject Quarter. It is the combined total of Train Services that arrive On Time and Train Services that arrive not On Time.

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Performance Measure 3 – Clause 10.3.4(c)(i-iii):

> **Transit Time Delay – Information on the transit time delay of Train Services that have operated each Month in the relevant quarter**

This performance measure reports the average delay of train services. Delays include any variance to schedule. The delay is divided by 100 train kilometres in recognition that a 10 minute delay would be more significant to a short train journey than, for example, a two day train journey. Dividing the delay by 100 train kilometres enables this measure to take account of journey distance.

This indicator covers delays attributed to Above Rail Delays, Below Rail Delays and Unallocated Delays.

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Performance Measure 4 – Clause 10.3.4(d)(i-iii):

> **The number and percentage of train services cancelled that can be directly attributable to Aurizon Network as Railway manager, a Railway Operator or another reason or which cannot be directly attributable to either party**

This performance measure reports the number and percentage of train services that are cancelled, separately identifying the cause of the cancellation (i.e. whether it is directly attributable to Aurizon Network as Railway Manager, a Railway Operator, or due to a reason that cannot be clearly assigned as directly attributable to a Railway Operator or to Aurizon Network as Railway Manager).

Terminated services are not captured within this metric (OTR)

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Performance Measure 5 – Clause 10.3.4(e):

> **Information on the safety of Train Services, being the number of major reportable incidents as reported to the Safety regulator in relation to train services that operated each Month in the relevant quarter**

This performance measure reports the number of major reportable safety incidents in relation to Train Services as reported to the safety regulator during the relevant Quarter. It does not include all safety incidents reportable to the safety regulator, but only those directly related to train services. This measure also includes those reported incidents that once investigated, are downgraded and no longer considered a major incident.

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Performance Measure 6 – Clause 10.3.4(f)(i):

> **The average percentage and kilometres of Aurizon Network track under temporary speed restrictions each Month in the relevant quarter**

This performance measure reports the average percentage and kilometres of Aurizon Network Track (in the central Queensland coal region) under temporary speed restrictions for the relevant Quarter. Temporary speed restrictions are put in place to ensure levels of operational safety are maintained during, for example, track maintenance work.

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Performance Measure 7 – Clause 10.3.4(f)(ii):

> **The Overall Track Quality Index (OTCI) for Aurizon Network's Below Rail network for each Coal System each Month in the relevant quarter**

This index reports on the quality of Aurizon Network's track by individual Coal System. The lower the indicator, the better the track quality.

The OTCI should only be used as an indicator of abnormality. A single number which is an average over a defined length cannot reflect all the variations within a coal system.

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Performance Measure 8 – Clause 10.3.4(g)(i-iv):

> **Coal Carrying Train Service Performance – Information on the tonnage performance of coal carrying train services each Month in the relevant quarter**

This performance measure reports the aggregate gross tonne kilometres, net tonnes, net tonne kilometres and electric gross tonne kilometres for each individual coal system. It is a measure of throughput for each coal system.

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Performance Measure 9 – Clause 10.3.4(g)(v)

> **Average Below Rail Transit Time % - The sum of the relevant section run times for that track section divided by the Section run times as specified in the Train Service Entitlement**

This performance measure reports the average Below Rail Transit Time percentage for each individual coal system.

The Below Rail Transit Time is calculated as
   a) The relevant nominated section run times in the direction of travel as specified in the Train Service Entitlement;
   b) Identified Below Rail Delays;
   c) Time taken in crossing other trains to the extent that such time is not contributed to by Above Rail causes or Force Majeure Events; and
   d) Delays due to Operational Constraints directly caused by the activities of Aurizon Network maintaining the Rail Infrastructure or due to a fault or deficiency in the Rail Infrastructure provided such delays are not contributed to by Above Rail causes or Force Majeure Events.

The percentage is calculated by dividing the Below Rail Transit Time by the relevant nominated section running times (in the direction of travel) as specified in the Train Service Entitlement.

Performance Measure 10 – Clauses 10.3.4(g)(vi-viii)

> **Coal Carrying Train Paths – Information on train paths for each coal system in the Month for the relevant quarter**

This performance measure reports on a variety of train path information to ascertain network utilisation and capacity. It also provides information to determine the impact of planned and unplanned maintenance on the network.

Performance Measure 11 – Clauses 10.3.4(h)(i-iv)

> **Aggregate Train Paths – Information on Train Paths scheduled or used for planned or unplanned maintenance activity and percentage of Train Paths available but not used**

This performance measure reports on a variety of train path information to ascertain network utilisation and capacity. It also provides information to determine the impact of planned and unplanned maintenance on the network.

Planned Maintenance = Maintenance activities which utilise train paths which are scheduled outside 21 days from Day of Operations

Unplanned Maintenance = Maintenance activities which utilise train paths which are scheduled within 21 days from Day of Operations

Performance Measure 12 – Clauses 10.3.4(i)

> **Outcome of the Contested Train Path decision making process**

This performance measure shows the outcome of the Contested Train Path decision making process contained in Clause 8 of Schedule G in respect of:
   (i)   The number of contests run each Month; and
   (ii) The number and percentage of Train Paths allocated under each of the Contested Train Path principles set out in clause 8.3 of Schedule G

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Definitions

Capitalised terms have the same meaning as capitalised terms defined in the 2017 Access Undertaking, unless otherwise defined within this document.

Train Control means the management and monitoring of train movements on Aurizon Network's track as well as the allocation and scheduling of train paths.

Train Kilometres means the actual distance travelled by a train service.

Transit Time means the time schedule for the relevant Train Service type from Origin to Destination or from Destination to Origin which comprises the relevant Sectional Running Times, delay for passing of other Trains on the Nominated Network, Operational Constraints relating to the Infrastructure, Operational Constraints attributable to a Railway Operator, Force Majeure Events and Planned Dwell Times.

References

Please refer to the 2017 Access Undertaking. A copy of this document is available at
http://www.aurizon.com.au/what-we-deliver/network/network-downloads

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Aurizon Network Performance Measures - Historical Data

The below information is data of the corresponding quarter of the preceding Year. The information below is aligned with the calculations used within the UT4 & UT5 metrics.

Performance Measure 1 – Clause 10.3.4(b)(i)-(ii)

On Time Performance (#)		Coal										Bulk Minerals & Freight		Long Distance Passenger	
		Blackwater		Goonyella		Moura		Newlands		GAPE					
		2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Oct	Services that reach their destination on time	874	1,680	1,299	1,461	189	347	274	208	285	257	347	421	60	94
	Services that do not reach their destination on-time — Due primarily Aurizon Network	341	239	550	427	92	34	84	46	156	93	56	33	18	5
	Due primarily Railway Operator	488	295	916	669	188	49	73	66	131	110	98	92	24	10
	Due primarily to other matters	336	146	406	371	87	46	71	72	85	93	190	140	15	10
Nov	Services that reach their destination on time	843	1,537	1,376	1,338	217	249	255	311	262	368	306	365	63	93
	Services that do not reach their destination on-time — Due primarily Aurizon Network	316	145	497	367	112	43	113	106	134	172	40	30	22	4
	Due primarily Railway Operator	474	315	839	625	141	56	64	62	121	144	98	118	18	13
	Due primarily to other matters	304	157	456	404	106	30	102	88	120	115	200	144	20	11
Dec	Services that reach their destination on time	916	1,385	1,188	1,500	164	357	201	306	186	277	255	337	71	68
	Services that do not reach their destination on-time — Due primarily Aurizon Network	355	226	446	463	94	42	81	90	102	141	40	34	10	7
	Due primarily Railway Operator	499	412	923	800	154	89	65	83	114	171	93	103	24	29
	Due primarily to other matters	378	280	492	480	81	44	87	77	130	92	209	186	13	14

Performance Measure 1 – Clause 10.3.4(b)(i)-(ii)

On Time Performance (%)		Coal										Bulk Minerals & Freight		Long Distance Passenger	
		Blackwater		Goonyella		Moura		Newlands		GAPE					
		2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Oct	Services that reach their destination on time	42.86%	71.19%	40.96%	49.90%	33.99%	72.90%	54.58%	53.06%	43.38%	46.47%	50.22%	61.37%	51.28%	78.99%
	Services that do not reach their destination on-time — Due primarily Aurizon Network	16.72%	10.13%	17.34%	14.58%	16.55%	7.14%	16.73%	11.73%	23.74%	16.82%	8.10%	4.81%	15.38%	4.20%
	Due primarily Railway Operator	23.93%	12.50%	28.89%	22.85%	33.81%	10.29%	14.54%	16.84%	19.94%	19.89%	14.18%	13.41%	20.51%	8.40%
	Due primarily to other matters	16.48%	6.19%	12.80%	12.67%	15.65%	9.66%	14.14%	18.37%	12.94%	16.82%	27.50%	20.41%	12.82%	8.40%
Nov	Services that reach their destination on time	43.52%	71.36%	43.43%	48.94%	37.67%	65.87%	47.75%	54.85%	41.13%	46.06%	47.52%	55.56%	51.22%	76.86%
	Services that do not reach their destination on-time — Due primarily Aurizon Network	16.31%	6.73%	15.69%	13.42%	19.44%	11.38%	21.16%	18.69%	21.04%	21.53%	6.21%	4.57%	17.89%	3.31%
	Due primarily Railway Operator	24.47%	14.62%	26.48%	22.86%	24.48%	14.81%	11.99%	10.93%	19.00%	18.02%	15.22%	17.96%	14.63%	10.74%
	Due primarily to other matters	15.69%	7.29%	14.39%	14.78%	18.40%	7.94%	19.10%	15.52%	18.84%	14.39%	31.06%	21.92%	16.26%	9.09%
Dec	Services that reach their destination on time	42.64%	60.14%	38.96%	46.25%	33.27%	67.11%	46.31%	55.04%	34.96%	40.68%	42.71%	51.06%	60.17%	57.63%
	Services that do not reach their destination on-time — Due primarily Aurizon Network	16.53%	9.81%	14.63%	14.28%	19.07%	7.89%	18.66%	16.19%	19.17%	20.70%	6.70%	5.15%	8.47%	5.93%
	Due primarily Railway Operator	23.23%	17.89%	30.27%	24.67%	31.24%	16.73%	14.98%	14.93%	21.43%	25.11%	15.58%	15.61%	20.34%	24.58%
	Due primarily to other matters	17.60%	12.16%	16.14%	14.80%	16.43%	8.27%	20.05%	13.85%	24.44%	13.51%	35.01%	28.18%	11.02%	11.86%

Performance Measure 2 – Clause 10.3.4(b)(iii)

Total Number of Train Services	Coal										Bulk Minerals & Freight		Long Distance Passenger	
	Blackwater		Goonyella		Moura		Newlands		GAPE					
	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Oct — Train services for October 2019	2,039	2,360	3,171	2,928	556	476	502	392	657	553	691	686	117	119
Nov — Train services for November 2019	1,937	2,154	3,168	2,734	576	378	534	567	637	799	644	657	123	121
Dec — Train services for December 2019	2,148	2,303	3,049	3,243	493	532	434	556	532	681	597	660	118	118

Performance Measure 3 – Clause 10.3.4(c)

Transit Time Delay Variance (Minutes per 100 Train KMs)			Coal									Bulk Minerals & Freight		Long Distance Passenger	
			Blackwater		Goonyella		Moura		Newlands		GAPE					
			2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Oct	Delays attributable to Aurizon Network		-1.25	1.56	6.10	5.72	3.80	5.52	-8.17	-8.26	-6.72	-2.35	1.38	0.99	1.11	-1.45
	Delays attributable to Railway Operators		12.02	6.84	18.13	13.09	36.13	6.17	7.49	21.15	8.95	10.30	10.94	6.22	1.71	1.37
	Unallocated Delays		-0.12	0.31	-1.17	0.26	-0.59	5.58	10.97	14.93	9.94	4.54	12.66	15.61	0.69	1.46
Nov	Delays attributable to Aurizon Network		-1.57	-1.17	6.99	8.13	-2.09	2.29	-7.25	-1.97	-8.82	1.25	0.95	1.98	0.96	-1.07
	Delays attributable to Railway Operators		12.70	8.20	15.33	14.89	22.59	10.53	7.35	5.66	10.34	2.56	12.29	26.04	1.96	2.29
	Unallocated Delays		8.47	0.94	-1.01	-2.51	0.87	5.24	21.49	9.53	14.23	3.39	43.01	10.52	3.48	1.11
Dec	Delays attributable to Aurizon Network		-3.97	-1.32	2.70	6.36	1.93	-4.14	4.38	-7.90	-1.66	-7.57	-0.15	0.36	-0.20	-0.39
	Delays attributable to Railway Operators		16.04	6.38	22.90	17.03	31.96	13.90	10.50	18.99	13.80	13.60	16.62	8.25	1.67	4.65
	Unallocated Delays		5.52	1.48	2.90	-1.67	5.68	1.98	25.59	9.40	18.83	4.00	52.89	27.93	2.87	2.47

Performance Measure 4 – Clause 10.3.4(d)

Train Cancellations (#)			Coal										Bulk Minerals & Freight		Long Distance Passenger	
			Blackwater		Goonyella		Moura		Newlands		GAPE					
			2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Oct	Cancellations attributable to Aurizon Network		41	100	102	15	6	15	9	9	15	2	0	3	0	0
	Cancellations attributable to Railway Operators		103	142	244	117	59	35	41	35	60	46	104	188	0	9
	Unallocated cancellations		91	106	101	219	6	56	21	20	51	62	48	38	10	3
Nov	Cancellations attributable to Aurizon Network		25	86	79	59	3	3	6	9	13	3	0	11	0	0
	Cancellations attributable to Railway Operators		81	145	161	148	41	44	42	18	43	23	167	204	0	1
	Unallocated cancellations		207	120	162	80	31	19	33	24	63	21	14	9	1	1
Dec	Cancellations attributable to Aurizon Network		31	74	32	62	17	15	3	12	21	7	0	0	0	0
	Cancellations attributable to Railway Operators		192	225	442	296	108	89	58	38	95	40	158	172	12	5
	Unallocated cancellations		140	121	354	185	27	30	93	15	132	20	21	14	3	4

Performance Measure 4 – Clause 10.3.4(d)

| Train Cancellations (%) | Coal | | | | | | | | | | Bulk Minerals & Freight | | Long Distance Passenger | |
| | Blackwater | | Goonyella | | Moura | | Newlands | | GAPE | | | | | |
	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Oct Cancellations attributable to Aurizon Network	1.80%	3.69%	2.82%	0.46%	0.96%	2.58%	1.57%	1.97%	1.92%	0.30%	0.00%	0.33%	0.00%	0.00%
Cancellations attributable to Railway Operators	4.53%	5.24%	6.74%	3.57%	9.41%	6.01%	7.16%	7.68%	7.66%	6.94%	12.34%	20.55%	0.00%	6.87%
Unallocated cancellations	4.00%	3.91%	2.79%	6.68%	0.96%	9.62%	3.66%	4.39%	6.51%	9.35%	5.69%	4.15%	7.87%	2.29%
Nov Cancellations attributable to Aurizon Network	1.11%	3.43%	2.21%	1.95%	0.46%	0.68%	0.98%	1.46%	1.72%	0.35%	0.00%	1.25%	0.00%	0.00%
Cancellations attributable to Railway Operators	3.60%	5.79%	4.51%	4.90%	6.30%	9.91%	6.83%	2.91%	5.69%	2.72%	20.24%	23.16%	0.00%	0.81%
Unallocated cancellations	9.20%	4.79%	4.54%	2.65%	4.76%	4.28%	5.37%	3.88%	8.33%	2.48%	1.70%	1.02%	0.81%	0.81%
Dec Cancellations attributable to Aurizon Network	1.23%	2.72%	0.83%	1.64%	2.64%	2.25%	0.51%	1.93%	2.69%	0.94%	0.00%	0.00%	0.00%	0.00%
Cancellations attributable to Railway Operators	7.65%	8.26%	11.40%	7.82%	16.74%	13.36%	9.86%	6.12%	12.18%	5.35%	20.36%	20.28%	9.02%	3.85%
Unallocated cancellations	5.58%	4.44%	9.13%	4.89%	4.19%	4.50%	15.82%	2.42%	16.92%	2.67%	2.71%	1.65%	2.26%	3.08%

Performance Measure 5 – Clause 10.3.4(e)

| Major reportable safety incidents reported to the Safety Regulator | Blackwater | | Goonyella | | Moura | | Newlands | | GAPE | |
	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Oct Number of instances	0	0	0	0	1	0	0	0	0	0
Nov Number of instances	1	0	0	0	0	1	0	0	0	0
Dec Number of instances	0	0	0	0	0	0	0	0	0	0

Performance Measure 6 – Clause 10.3.4(f)(i)

| Temporary Speed Restrictions | Blackwater | | Goonyella | | Moura | | Newlands | | GAPE | |
	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Oct Average track under temporary restriction (km)	16.8	60.1	28.1	37.0	5.3	23.9	9.1	11.5	0.0	5.3
Average track under temporary restriction (%)	1.22%	4.32%	2.39%	3.14%	1.76%	7.88%	3.27%	4.12%	0.00%	7.40%
Nov Average track under temporary restriction (km)	14.5	80.0	9.2	25.6	1.6	32.9	7.4	9.3	0.1	4.3
Average track under temporary restriction (%)	1.05%	5.74%	0.78%	2.18%	0.52%	10.85%	2.68%	3.33%	0.11%	6.05%
Dec Average track under temporary restriction (km)	76.3	122.6	36.0	23.7	37.4	53.5	4.5	12.7	0.9	1.0
Average track under temporary restriction (%)	5.48%	8.81%	3.06%	2.01%	12.32%	17.63%	1.60%	4.58%	1.23%	1.41%

Performance Measure 7 – Clause 10.3.4(f)(ii)

Overall Track Condition Index		Blackwater		Goonyella		Moura		Newlands	
		2018	2019	2018	2019	2018	2019	2018	2019
Oct	Monthly Track Condition Index	29.86	29.27	28.50	26.43	27.82	32.89	25.69	25.58
Nov	Monthly Track Condition Index	29.94	29.27	27.82	24.97	27.82	32.80	25.81	21.22
Dec	Monthly Track Condition Index	29.94	29.27	27.82	24.97	27.82	32.80	25.81	21.22

Performance Measure 8 – Clause 10.3.4(g)(i)-(iv)

Coal Carrying Train Service Performance ('000)		Coal									
		Blackwater		Goonyella		Moura		Newlands		GAPE	
		2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Oct	Gross Tonne Kilometres (GTK)	2,932,310	3,371,643	3,550,718	3,344,178	325,882	282,481	224,200	183,529	737,316	649,384
	Net Tonnes (NT)	5,131	5,799	10,775	10,322	1,268	1,083	1,138	878	1,456	1,259
	Net Tonne Kilometres (NTK)	1,829,644	2,081,577	2,222,096	2,110,484	203,218	174,916	139,600	113,008	457,319	403,778
	Electric Gross Tonne Kilometres (EGTK)	2,345,710	2,533,074	3,323,720	3,177,657	0	0	0	0	0	0
Nov	Gross Tonne Kilometres (GTK)	2,812,861	3,090,008	3,474,309	3,058,177	328,130	237,891	252,713	272,238	753,377	923,338
	Net Tonnes (NT)	4,907	5,436	10,853	9,381	1,269	874	1,227	1,306	1,449	1,826
	Net Tonne Kilometres (NTK)	1,759,006	1,919,504	2,179,490	1,923,505	204,583	144,131	156,157	168,221	468,378	571,620
	Electric Gross Tonne Kilometres (EGTK)	2,229,890	2,366,865	3,245,947	2,879,484	0	0	0	0	0	0
Dec	Gross Tonne Kilometres (GTK)	3,077,136	3,275,106	3,421,510	3,618,844	284,608	316,856	207,907	271,510	642,594	758,029
	Net Tonnes (NT)	5,414	5,695	10,420	11,087	1,121	1,191	999	1,276	1,200	1,546
	Net Tonne Kilometres (NTK)	1,924,445	2,034,090	2,143,579	2,268,717	177,954	196,392	129,091	167,657	397,745	470,465
	Electric Gross Tonne Kilometres (EGTK)	2,453,389	2,529,924	3,149,115	3,378,150	0	0	0	0	0	0

Performance Measure 9 – Clause 10.3.4(g)(v)

Below Rail Transit Time %		Coal									
		Blackwater		Goonyella		Moura		Newlands		GAPE	
		2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Oct	Average BRTT % for October	107.52%	104.45%	110.29%	102.70%	126.39%	114.37%	121.52%	110.77%	128.24%	112.41%
Nov	Average BRTT % for November	108.38%	106.02%	104.11%	103.85%	126.88%	116.12%	125.60%	118.35%	121.31%	117.41%
Dec	Average BRTT % for December	102.15%	112.64%	105.04%	104.68%	123.68%	125.80%	128.64%	117.36%	129.17%	115.12%

Performance Measure 10 – Clause 10.3.4(g)(vi)-(viii) & Performance Measure 11 – Clause 10.3.4(h)

Coal Train Paths	Coal							
	Blackwater		Goonyella		Moura		Newlands (Inc GAPE)	
	2018	2019	2018	2019	2018	2019	2018	2019
October								
Train paths available for coal carrying services	2,368	2,870	2,572	2,882	890	942	1,236	1,006
Train paths contracted for coal carrying services	1,493	1,743	2,184	2,302	380	408	1,129	1,227
Train paths scheduled by coal carrying services	1,516	1,805	2,412	2,186	418	388	904	746
Train paths used by coal carrying services	1,370	1,589	2,135	1,960	371	318	777	632
Train paths used for planned maintenance	1,354	1,152	372	202	100	50	210	454
Train paths used for unplanned maintenance	16	0	4	4	2	0	4	0
Trains paths available but not used (%)	42.15%	44.63%	16.99%	31.99%	58.31%	66.24%	37.14%	37.18%
November								
Train paths available for coal carrying services	2,574	2,670	2,568	2,338	926	798	1,274	1,362
Train paths contracted for coal carrying services	1,493	1,749	2,184	2,302	380	408	1,129	1,227
Train paths scheduled by coal carrying services	1,500	1,670	2,380	2,014	434	296	914	976
Train paths used by coal carrying services	1,305	1,447	2,123	1,830	385	254	783	912
Train paths used for planned maintenance	1,248	1,178	306	396	34	162	142	56
Train paths used for unplanned maintenance	38	10	4	0	0	0	0	0
Trains paths available but not used (%)	49.30%	45.81%	17.33%	21.73%	58.42%	68.17%	38.54%	33.04%
December								
Train paths available for coal carrying services	3,384	3,358	2,764	2,758	876	958	1,336	1,370
Train paths contracted for coal carrying services	1,493	1,753	2,184	2,302	384	408	1,129	1,227
Train paths scheduled by coal carrying services	1,674	1,815	2,585	2,524	430	444	912	913
Train paths used by coal carrying services	1,445	1,558	2,050	2,177	330	356	648	828
Train paths used for planned maintenance	544	392	178	92	112	32	108	72
Train paths used for unplanned maintenance	56	92	4	0	4	2	40	4
Trains paths available but not used (%)	57.30%	53.60%	25.83%	21.07%	62.33%	62.84%	51.50%	39.56%

Performance Measure 12 – Clause 10.3.4(i)

Contested Train Paths		Blackwater		Goonyella		Moura		Newlands		GAPE	
		2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Oct	Number of contests	56	47	13	5	0	0	1	15	0	6
Nov	Number of contests	49	35	32	13	0	0	8	1	7	2
Dec	Number of contests	65	7	79	5	0	0	6	1	4	0

	Contested Train Path Principles Schedule G Clause 8.3	Blackwater		Goonyella		Moura		Newlands		GAPE	
		2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Oct	Clause 8.3 (i)	4%	9%	15%							
	Clause 8.3 (ii)	57%	74%	69%	100%			100%	100%		100%
	Clause 8.3 (iii)										
	Clause 8.3 (iv)	4%									
	Clause 8.3 (v)	9%		15%							
	Clause 8.3 (vi)	27%	17%								
	Clause 8.3 (vii)										
	Clause 8.3 (viii)										
	Clause 8.3 (ix)										
Nov	Clause 8.3 (i)	20%	6%							14%	
	Clause 8.3 (ii)	67%	74%	91%	92%			100%	100%	86%	100%
	Clause 8.3 (iii)										
	Clause 8.3 (iv)										
	Clause 8.3 (v)	6%	17%	6%							
	Clause 8.3 (vi)	6%		3%	8%						
	Clause 8.3 (vii)										
	Clause 8.3 (viii)		3%								
	Clause 8.3 (ix)										
Dec	Clause 8.3 (i)	6%		4%							
	Clause 8.3 (ii)	94%	100%	94%	100%			100%		100%	
	Clause 8.3 (iii)										
	Clause 8.3 (iv)								100%		
	Clause 8.3 (v)										
	Clause 8.3 (vi)			3%							
	Clause 8.3 (vii)										
	Clause 8.3 (viii)										
	Clause 8.3 (ix)										