

# Network and operational performance reporting

## Guideline

Network and operational performance reporting - Guideline

This Rail Industry Safety and Standards Board (RISSB) product has been developed using input from rail experts from across the Rail Industry. RISSB wishes to acknowledge the positive contribution of all subject matter experts and DG representatives who participated in the development of this product.

The RISSB Development Group for this Guideline consisted of representatives from the following organisations:

Transport for NSW

Metro Trains Melbourne

Sydney Trains

Development of this Guideline was undertaken in accordance with RISSB's accredited processes. It was approved by the Development Group, endorsed by the Standing Committee, and approved for publication by the RISSB Board.

I commend this Guideline to the Australasian rail industry as part of the suite of RISSB products assisting the rail industry to manage rail safety, improve efficiency and achieve safety outcomes through interoperability and harmonisation.



**Deborah Spring**

Executive Chair | Chief Executive Officer  
Rail Industry Safety and Standards Board

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## 1 Introduction

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### 1.1 Purpose of the guideline

This guideline provides guidance for the reporting of infrastructure and rollingstock assets and operational performance. Areas of for reporting include (but are not limited to):

- (a) train service delivery:
  - i. freight; and
  - ii. passenger
- (b) punctuality;
- (c) availability;
- (d) reliability;

The guideline encourages the investigation of network performance to drive improvement through the attribution of causal factors through consistent key performance indicators.

### 1.2 Intended audience

This guideline is intended for all Australasian rail transport operators, across freight operators, passenger systems, and heritage operators.

### 1.3 Background

This guideline is the response to provide guidance for Australasian RTOs for a common set of metrics for reporting on network and operational performance.

While all rail organisations report both internally and externally on their network and operational performance (or both), not all organisations report on the same categories. Furthermore, little consideration has been given to the harmonisation of the reporting metrics utilised by each individual RTO.

Through acceptance and utilisation of this guidance, RTO's will collect data against a minimal number of reporting categories and then will be able to provide data that is transparent and consistent across jurisdictions.

### 1.4 Exclusions

For the purposes of this guideline details of specific incident types are excluded as they are measured elsewhere. For example, signals passed at danger (SPAD) are included as prescribed notifiable occurrences.