



# Tougher performance penalties

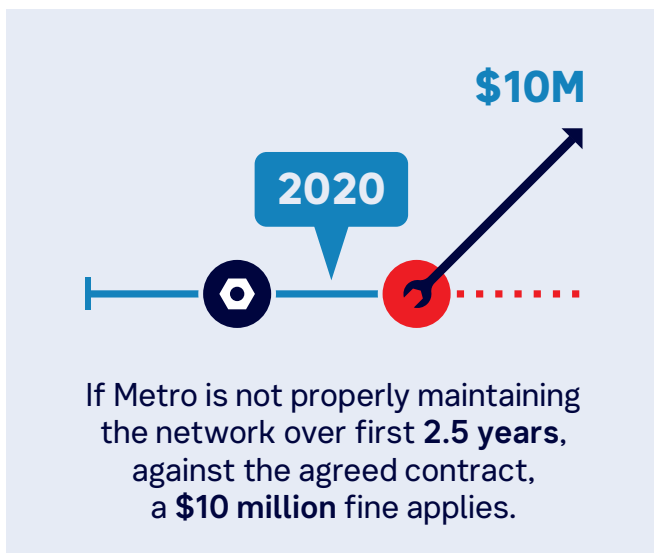
## Increased termination thresholds

	Train			
	Reliability Per Qtr		Punctuality Per Qtr	
<b>Target</b>	98%	98.5%	87%	92%
<b>Contractual Thresholds</b>				
<b>Call-In:</b> Franchises meet with State to submit a remedial plan to address non-performance. Multiple call-ins can lead to breach.	98%	98%	87%	90%
<b>Breach:</b> Has direct consequences including significant financial penalties – and potential termination.	95%	97%	84%	88%
<b>Termination:</b> Where the State can terminate the agreement.	92%	96%	79%	86%

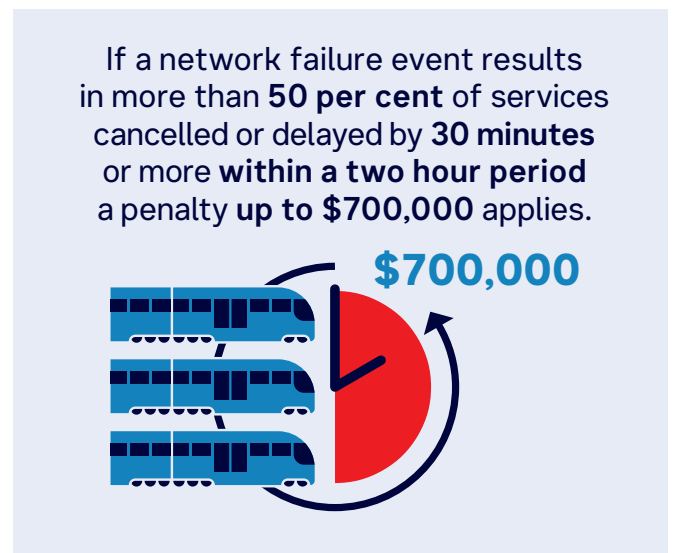
 Indicates relevant threshold for current agreement.

 Indicates more stringent new agreement thresholds.

## Maintenance penalty



## Network-wide fare refund



**New standards and penalties to deliver a better passenger experience**

For more information visit [transport.vic.gov.au/new-train-tram-contracts](http://transport.vic.gov.au/new-train-tram-contracts) or call 1800 800 007.

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