

# Rail maintenance guidelines

## Document information

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Security class

## Rail Maintenance Guidelines

This guide has been developed to assist Councils in identifying the responsible authority for rail maintenance issues.

### How to use the guide

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## Useful tools to determine the authority with control of the railway site

### RailMap

RailMap is an online mapping system that provides information about VicTrack's property boundaries for the entire rail system.

It is a useful tool to help identify which party is responsible for specific infrastructure and parcels of land.

[Click on this link to apply for access to RailMap.](#)

### Safety Interface Agreement (SIA)

The SIA contains information about site specific maintenance responsibilities.

Council should refer to its SIA(s) to identify exceptions to this guide.

VicTrack has developed a statewide SIA website ([www.vicsia.com.au](http://www.vicsia.com.au)) to allow rail and road stakeholders to manage and electronically sign SIA agreements. To arrange access, email [sia-request@victrack.com.au](mailto:sia-request@victrack.com.au).

## General information

### VicTrack

VicTrack is the owner of Victoria's transport-related land, infrastructure and assets.

Most of the land and assets are leased to public transport franchisees (rail network managers) for public transport purposes.

Rail network managers are responsible for managing the rail network and related infrastructure throughout metropolitan and regional areas.

VicTrack is responsible for maintaining non-operational land that falls outside the operational leased areas.

A range of other parties, including councils, farmers, business operators, and community groups, lease areas of this non-operational land from VicTrack.

### Rail network managers

The assets maintained by the network managers include track and signalling infrastructure, stations, commuter car parks, underpasses and footbridges at stations, bridges, pedestrian and level crossings and rail reserves.

There are three main rail network managers\* in Victoria:

Rail network manager	Responsible for	Telephone	Web	feedback/enquires
Metro	Metropolitan passenger infrastructure and passenger services	1800 800 007	<a href="http://www.metrotrains.com.au">www.metrotrains.com.au</a>	
V/Line	Regional infrastructure (including freight) and passenger services	1800 800 007	<a href="http://www.vline.com.au">www.vline.com.au</a>	
Australian Rail Track Corporation (ARTC)	Interstate infrastructure (including freight)	(08) 8217 4366	<a href="http://www.artc.com.au">www.artc.com.au</a>	<a href="mailto:enquiries@artc.com.au">enquiries@artc.com.au</a>

\* Tourist railway operators are also rail network managers responsible for maintaining all land within their lease areas. Contact VicTrack for contact details of tourist railway operators except Puffing Billy.

As a general rule, Metro is responsible for maintenance if a track has overhead electrical wiring. V/Line and ARTC are responsible for the remainder of the network. Go to VicTrack's website for more information on rail lines maintained by the rail network managers or refer to Council's SIA(s).

## Land maintenance

**Action: Determine the responsible authority – go to VicTrack RailMap**

### Rail network managers

Responsible for maintaining all land within their lease areas.

### VicTrack

Responsible for maintaining all non-operational railway land that falls outside leased areas.

<b>Metro</b>	1800 800 007	<a href="#">Metro feedback form</a>	VicTrack	(03) 9619 8889	<a href="mailto:victrack@victrack.com.au">victrack@victrack.com.au</a>
<b>V/Line</b>	1800 800 007	<a href="#">V/Line feedback form</a>			
<b>ARTC</b>	(08) 8217 4366	<a href="mailto:enquiries@artc.com.au">enquiries@artc.com.au</a>			

## Rubbish removal

**Action: Determine the responsible authority – go to VicTrack RailMap**

### Rail network managers

Responsible for removing rubbish within their lease areas.

### VicTrack

Responsible for removing rubbish on all non-operational railway land that falls outside leased areas.

#### Note:

The extent of the rail network managers' obligations depends on their agreement with Public Transport Victoria.

<b>Metro</b>	1800 800 007	<a href="#">Metro feedback form</a>	VicTrack	(03) 9619 8889	<a href="mailto:victrack@victrack.com.au">victrack@victrack.com.au</a>
<b>V/Line</b>	1800 800 007	<a href="#">V/Line feedback form</a>			
<b>ARTC</b>	(08) 8217 4366	<a href="mailto:enquiries@artc.com.au">enquiries@artc.com.au</a>			

## Graffiti removal

**Action: Determine the responsible authority – go to VicTrack RailMap**

### Rail network managers

Responsible for removing graffiti within their lease areas.

### VicTrack

Responsible for removing graffiti on all non-operational railway land that falls outside leased areas.

#### Note:

- The extent of the rail network managers' obligations depends on their agreement with Public Transport Victoria.
- Graffiti on private property that abuts a rail asset (including fences and walls on the rail corridor) is the responsibility of the private owner.

#### Note:

- VicTrack has a zero tolerance policy for graffiti.
- Graffiti on private property that abuts a rail asset (including fences and walls on the rail corridor) is the responsibility of the private owner.

<b>Metro</b>	1800 800 007	<a href="#">Metro feedback form</a>	VicTrack	(03) 9619 8889	<a href="mailto:victrack@victrack.com.au">victrack@victrack.com.au</a>
<b>V/Line</b>	1800 800 007	<a href="#">V/Line feedback form</a>			
<b>ARTC</b>	(08) 8217 4366	<a href="mailto:enquiries@artc.com.au">enquiries@artc.com.au</a>			

## Car parking

**Action: Determine the responsible authority – go to VicTrack RailMap**

<b>Rail network managers (except ATARC)</b>			<b>VicTrack</b>
Responsible for the car parks at railway stations			N/A
<b>Metro</b>	1800 800 007	<a href="#">Metro feedback form</a>	
<b>V/Line</b>	1800 800 007	<a href="#">V/Line feedback form</a>	
<b>ARTC</b>	(08) 8217 4366	<a href="mailto:enquiries@artc.com.au">enquiries@artc.com.au</a>	

## Level crossing signage

**Action: Determine the responsible authority – go to the SIA**

<b>Rail network managers</b>	<b>Council</b>	<b>VicRoads</b>	<b>VicTrack</b>
Responsible for maintaining railway and pedestrian crossing warning devices (boom barriers, flashing lights and bells, automatic pedestrian gates and signs) at the level crossing.	Responsible for all signs and road markings on the approach to level crossings on local roads.	Responsible for all signs and markings on the approach to level crossings on main and arterial roads.	Responsible for maintaining railway and pedestrian crossing warning devices at the Bayview Road, Hastings level crossing.
<b>Metropolitan crossings</b>	1800 001 050 Council	VicRoads 13 11 71	VicTrack 1300 VICTRACK (1300 8428 7225) <a href="mailto:victrack@victrack.com.au">victrack@victrack.com.au</a>
<b>Regional crossings</b>	1800 013 007		

## Road surface at railway level and pedestrian crossings

**Action: Determine the responsible authority – go to the SIA**

<b>Rail network managers</b>	<b>Council</b>	<b>VicRoads</b>	<b>VicTrack</b>
Responsible for maintaining the road surface at level crossings within 3 metres of the closest rail track.	Responsible for road maintenance up to 3 metres from the nearest rail track, on the approach to level crossings on local roads.	Responsible for road maintenance up to 3 metres from the nearest rail track, on the approach to level crossings on main and arterial roads.	Responsible for maintaining the road surface within 3 metres of the closest rail track at the Bayview Road, Hastings level crossing.
<b>Metro</b>	1800 800 007 <a href="#">Metro feedback form</a>	Council	VicTrack
<b>V/Line</b>	1800 800 007 <a href="#">V/Line feedback form</a>	VicRoads 13 11 71	1300 VICTRACK (1300 8428 7225) <a href="mailto:victrack@victrack.com.au">victrack@victrack.com.au</a>
<b>ARTC</b>	(08) 8217 4366 <a href="mailto:enquiries@artc.com.au">enquiries@artc.com.au</a>		

## Road bridges over rail lines

**Action: Determine the responsible authority – go to the SIA**

<b>Rail network managers</b>			<b>Council</b>	<b>VicRoads</b>	<b>VicTrack</b>
Refer to section 16 (Defined Interface Point) of the SIA.			Responsible for maintaining roads and footpaths on road bridges over rail lines on local roads.	Responsible for maintaining roads and footpaths on road bridges over rail lines on all main and arterial roads in all areas.	Generally, responsible for maintaining road bridges over rail lines on local roads in country areas.
<b>Metro</b>	1800 800 007	<a href="#">Metro feedback form</a>	Council	VicRoads 13 11 71	VicTrack 1300 VICTRACK (1300 8428 7225) victrack@victrack.com.au
<b>V/Line</b>	1800 800 007	<a href="#">V/Line feedback form</a>			
<b>ARTC</b>	(08) 8217 4366	<a href="mailto:enquiries@artc.com.au">enquiries@artc.com.au</a>			

## Rail bridges over roads (and lighting underneath rail bridges)

**Action: Determine the responsible authority – go to the SIA**

<b>Rail network managers</b>			<b>Council</b>	<b>VicRoads</b>	<b>VicTrack</b>
Responsible for maintaining rail bridges over roads within their lease areas. For more detail refer to section 16 (Defined Interface Point) of the SIA.			Generally responsible for lighting underneath rail bridges over local roads.	Generally responsible for lighting underneath rail bridges over main and arterial roads.	Responsible for the following bridges in West Melbourne: <ul style="list-style-type: none"> <li>• Dynon Road</li> <li>• Radcliffe Street</li> <li>• Lloyd Street</li> </ul>
<b>Metro</b>	1800 800 007	<a href="#">Metro feedback form</a>	Council	VicRoads 13 11 71	VicTrack 1300 VICTRACK (1300 8428 7225) victrack@victrack.com.au
<b>V/Line</b>	1800 800 007	<a href="#">V/Line feedback form</a>			
<b>ARTC</b>	(08) 8217 4366	<a href="mailto:enquiries@artc.com.au">enquiries@artc.com.au</a>			

## Existing pedestrian bridges over rail lines

**Action: Determine the responsible authority – go to the SIA**

<b>Rail network managers</b>			<b>Council</b>	<b>VicRoads</b>	<b>VicTrack</b>
For more detail refer to section 16 (Defined Interface Point) of the SIA.			Responsible for maintaining pedestrian bridges that connect a local road or council land with another local road or council land.	Responsible for maintaining pedestrian bridges that connect a main/arterial road with another main/arterial road.	Refer to section 16 (Defined Interface Point) of the SIA.
<b>Metro</b>	1800 800 007	<a href="#">Metro feedback form</a>	Council	VicRoads 13 11 71	VicTrack 1300 VICTRACK (1300 8428 7225) victrack@victrack.com.au
<b>V/Line</b>	1800 800 007	<a href="#">V/Line feedback form</a>			
<b>ARTC</b>	(08) 8217 4366	<a href="mailto:enquiries@artc.com.au">enquiries@artc.com.au</a>			

## Fencing

**Action: Determine the responsible authority – go to the SIA**

<b>Rail network managers</b>		<b>VicTrack</b>
Not required to fence or contribute to the fencing of any portion of a railway or tramway. Note: Graffiti on private property that abuts a rail asset (including fences and walls on the rail corridor) is the responsibility of the private owner.		Not required to fence or contribute to the fencing of any portion of a railway or tramway. Note: Graffiti on private property that abuts a rail asset (including fences and walls on the rail corridor) is the responsibility of the private owner.

## Third party access

**Action: Contact VicTrack**

<b>Rail network managers</b>			<b>VicTrack</b>	
Responsible for maintaining all land within their lease areas.			Responsible for maintaining all non-operational railway land that falls outside leased areas.	
<b>Metro</b>	(03) 9610 6885	metrositeaccess@metrotrains.com.au	VicTrack	(03) 9619 8641
<b>V/Line</b>	(03) 8414 8584	access@vline.com.au	<a href="#">Click here to complete VicTrack Third Party access form</a>	
<b>ARTC</b>		rwarren@artc.com.au		

## Tourist railways

### Action: Contact VicTrack

#### **VicTrack**

Responsible for maintaining all land within their lease areas.

Contact VicTrack for contact details of tourist railway operators, except Puffing Billy.

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VicTrack

(03) 9619 8889

[victrack@victrack.com.au](mailto:victrack@victrack.com.au)

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