Rail Maintenance in Victoria

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

Most of these assets are leased to public transport franchisees (rail network managers) who manage the rail network and related infrastructure throughout metropolitan and regional areas.

Currently in Victoria, there are three franchisee network managers, being Metro Trains Melbourne (MTM), V/Line, and the Australian Rail Track Corporation (ARTC). In addition to being network managers, MTM and V/Line are also passenger train operators.

The assets maintained and controlled 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.

Network managers are also responsible for removing graffiti and rubbish from the assets they maintain. The extent to which they are responsible for this depends on the franchise obligations negotiated with the Director of Public Transport.

VicTrack is responsible for the maintenance of the non-operational land that falls outside of leased areas. A range of other parties, including councils, farmers, business operators, and community groups, lease much of this non-operational land from VicTrack.

Who to contact for maintenance issues

Identifying the responsible party for railway land can be confusing sometimes.

RailMap is an online mapping system that is a useful tool for understanding VicTrack's property boundaries for the entire rail system and the parties responsible for maintenance.

To apply for access to RailMap, visit **www.victrack.com.au**

As a general rule, the metropolitan network manager (MTM) is responsible for maintenance if the track has overhead electrical wiring and regional network managers (V/Line and ARTC) are responsible for the remainder of the network.

Local councils and other road and rail authorities can also refer to their Safety Interface Agreements (SIAs) to identify site specific maintenance demarcations and exceptions to the general guidelines following.

Key rail parties and their customer contacts

Rail Manager	Responsible for	Telephone	Web Feedback/Enquiries
Metro Trains Melbourne (MTM)	Metropolitan passenger infrastructure and passenger services	1800 MY METRO (1800 69 63876)	www.metrotrains.com.au
V/Line	Regional infrastructure and passenger services	1800 800 120 (6am – midnight, 7 days)	www.vline.com.au
ARTC	Interstate infrastructure	(08) 8217 4366	www.artc.com.au
VicTrack	Non-operational railway land	(03) 9619 1111	www.victrack.com.au

More detail

V/Line is responsible for the rail network from:

- Watergardens to Bendigo, then to Swan Hill and Deniliquin via Echuca and Moulamein via Echuca
- Sunshine to Ballarat, then to Ararat and Mildura via Maryborough
- Werribee to Geelong, then to Warrnambool
- Pakenham to Traralgon, then to Bairnsdale
- Craigieburn to Seymour and Tocumwal via Shepparton
- Maryborough or Bendigo to Robinvale and Kulwin
- Dimboola to Yaapeet
- Murtoa to Hopetoun

The ARTC is responsible for the interstate lines between Melbourne and Adelaide via Geelong and between Melbourne and Sydney, as well as the Maroona to Portland line.

There are a few places in the network where several different parties maintain tracks that exist alongside each other. These areas include:

- Footscray to Sunshine
- Sunshine to Newport
- Broadmeadows to Craigieburn
- Craigieburn to Seymour
- Werribee to Geelong

RailMap can help identify which party is responsible for specific infrastructure and parcels of land.

Railway Level and Pedestrian Crossings

Network managers are responsible for the maintenance of railway and pedestrian crossing warning devices (boom barriers, flashing lights and bells, automatic pedestrian gates and signage).

Faults can be reported as follows:

- Metropolitan crossings 1800 001 050
- Regional crossings 1800 013 007

As defined by law, road authorities, (either local councils or VicRoads) are responsible for road and signage maintenance up to 2.44 metres from the nearest rail track, on the approach to level crossings.

Network managers are responsible for the maintenance of the road surface at level crossings within 2.44 metres of the closest rail.

Road Bridges Over Rail Lines

Road authorities (either local councils or VicRoads) are responsible for the maintenance of the condition of roads and footpaths on bridges over railway lines.

In all areas:

- VicRoads is responsible for bridges on main arterial roads.

In the metropolitan area:

- MTM is responsible for bridges on local roads.

In country areas:

- VicTrack is responsible for bridges on local roads.

Rail Bridges Over Roads

The maintenance of these bridges is the responsibility of the relevant rail network manager.

Lighting underneath is generally the responsibility of the road authority.

Existing Pedestrian Bridges Over Rail Lines

Relevant road authorities are responsible for the maintenance of pedestrian bridges that connect a road or council land with another road or council land.

VicTrack is responsible for footbridges that connect VicTrack land on either side of a rail line. These are mainly between stations.

Other Handy Contacts

Who	Telephone
Emergency Services	
Police, Ambulance, Fire Brigade, CFA	000
SES	132 500
Bushfire Information Line	1800 240 667
Utilities	
VicRoads road emergencies	131 170
Worksafe Incident Notification Line	132 360
Gas Emergency Response Centre (all areas)	132 771
Power companies	
Citipower	131 280
SPAusNet	131 799
Jemena	131 626
Powercor	132 412
AGL Fault Service	131 626
Water companies	
Melbourne Water	132 446
City West Water	1800 132 642
Barwon Water	139 283
South East Water	139 2837
Yarra Valley Water	132 762
Other	
EPA Pollution Watch Line	9695 2777
Poisons Information Centre	131 126

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