

# MEDIA RELEASE

**David Campbell MP**  
**Minister for Transport**  
**Minister for the Illawarra**



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## **INDEPENDENT SURVEY HIGHLIGHTS CITYRAIL IMPROVEMENTS**

*The NSW Government is investing \$3.6 billion in 626 new carriages for commuters.*

Monday 28 September 2009

Minister for Transport David Campbell today welcomed the latest independent report card on CityRail's performance, which showed customer satisfaction had improved in key aspects of service.

Mr Campbell said the survey, conducted by the Independent Transport Safety and Reliability Regulator (ITSRR), showed clear and steady improvement compared with 2008 results.

"The 2009 survey shows customers have the highest level of satisfaction with CityRail services since the ITSRR surveys began 6 years ago," Mr Campbell said.

"CityRail staff have been working hard over the past year to raise standards and the results of this independent survey are a testament to their efforts and I congratulate them."

Key areas of improvement in customer satisfaction include:

<b>Service Delivery Area</b>	<b>2009</b>	<b>2008</b>
Knowledge and helpfulness of staff	<b>89%</b>	85%
Staff effectiveness dealing with security problems	<b>74%</b>	68%
Punctuality of trains	<b>79%</b>	73%
Delays and cancellations	<b>72%</b>	66%
Crowding in trains at peak commuter times	<b>79%</b>	73%
Station information on arrival & departure times	<b>88%</b>	84%

"A highlight of the survey is the significant improvement in the level of customer satisfaction with train punctuality," Mr Campbell said.

"This shows rail commuters are experiencing the benefits of CityRail's improved on-time running, which is now up to 95.4% on average for the past year."

"Having achieved an increase in customer satisfaction with punctuality, CityRail is now focused on increasing the frequency of services.

"The new CityRail timetable, starting Sunday 11 October this year, provides more than 100 additional weekday services across the network and will see the integration of the Epping to Chatswood Rail Link."

Mr Campbell said the survey found that crowding was an issue for commuters but this area had also improved over the past 12 months.

“In 2008, 25% of passengers surveyed said they were unable to board a train at least once a month due to crowding, however, this has decreased to 21% in the 2009 survey,” Mr Campbell said.

“The new timetable will go further to address this issue and so too will the Government’s \$3.6 billion investment in new Waratah carriages.

“The 626 Waratah’s will make up the largest order of its kind in Australia’s history and they are contracted to start rolling out from late 2010.”

Mr Campbell said he was also pleased to see that the 2009 survey revealed commuters felt safer and more secure on the rail network.

“Surveys like this are another way of hearing what commuters think of our rail network and are a good measure of the work the Government is doing to improve services.”

The 2009 ITSRR Survey is available at: [www.transportregulator.nsw.gov.au](http://www.transportregulator.nsw.gov.au)

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