

MEDIA RELEASE

David Campbell MP
Minister for Transport
Minister for the Illawarra



CITYRAIL CUSTOMER CHARTER 3RD QUARTER REPORT CARD

Tuesday 27 October 2009




Minister for Transport David Campbell today said CityRail was continuing to deliver on the commitments made in its Customer Charter for 2009, with 3rd quarter targets now delivered.

Mr Campbell said the Customer Charter outlined specific targets for improving frontline services for passengers and five of these commitments had been successfully delivered between July and September.

“CityRail has worked hard to deliver these commitments over the 3rd quarter as part of its pledge to improve frontline services in the seven key areas that our customers have told us are important to them,” Mr Campbell said.

“The commitments set out in the Customer Charter are about improving frontline services for customers and making a real difference to their experience on the CityRail network each day.”

The Customer Charter was announced in December 2008 and committed CityRail to improve services by delivering specific actions with clear and measurable benefits.

	By August , provide customers with information about less crowded services and commit to updating this information every 6 months.	✓
	Through the year , introduce 40 new Oscar carriages into service – now delivered.	✓
	By December , pilot the fitting of additional hand holds on a train to improve customer comfort while standing – now delivered.	✓
	By the end of 2009 , complete the refurbishment of 50% of the Endeavour diesel car fleet with new seats, upgraded toilet facilities and repainted interiors – now delivered.	✓
	By September , implement a new customer feedback process – in place.	✓

“The latest update shows that CityRail is performing against these goals and delivering on its promises to passengers. Meeting these commitments is making a real difference to commuters on the rail network and I congratulate CityRail staff for their work.

“There is still more to be done and CityRail is continuing to work hard both to improve services and cater for record numbers of people choosing to take the train,” he said.

Progress on the Customer Charter is available on the CityRail website at www.cityrail.info

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