

MEDIA RELEASE

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Sydney Trains on time in 2015

Sydney Trains delivered a strong on-time running result for customers in December, with peak punctuality of 94.2 per cent.

Operations Director Tony Eid said the result means Sydney Trains achieved its 92 per cent target punctuality target every month in 2015, except during April, when wild storms caused widespread disruptions.

“April’s storms resulted in more than 200 weather-related incidents on the rail network, including trees and even boats blocking train lines,” Mr Eid said.

“If you remove the four days of the extraordinary storms in April, we would have comfortably exceeded our target.

“We learned a lot last year about how we respond to incidents so we get trains running again as quickly as possible.”

A survey conducted mid last year showed Sydney Trains customer satisfaction with trains arriving on time has increased from 84 to 90 per cent in two years.

In December 2015, nine of the ten lines were above benchmark with the T3 Bankstown (97.8%), T2 Inner West (97.5%), T2 Airport (96.0%), and T4 Eastern Suburbs (95.0%) lines among the best performing.

Causes of delays in December included a trespasser at Jannali and fatalities at Harris Park and Burwood.

December’s peak punctuality figures for each Sydney Trains line were:

Line	Punctuality
T1 Northern Line via Macquarie Park	95.8%
T1 Northern Line via Strathfield	92.5%
T1 North Shore Line	92.6%
T1 Western Line	90.9%
T2 Inner West Line	97.5%
T2 Airport Line	96.0%
T2 South Line	92.9%
T3 Bankstown Line	97.8%
T4 Eastern Suburbs Line	95.0%
T4 Illawarra Line	93.4%

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