

MEDIA RELEASE

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Sydney Trains punctuality exceeds target in May

Sydney Trains achieved peak service punctuality of 94.9 per cent in May.

Sydney Trains Chief Executive Howard Collins said while peak services exceeded the 92 per cent target in May, we are continuing to work on improving reliability and response times to incidents that cause delays on the network.

The best performing lines during May were the T4 Eastern Suburbs (98.2%), T2 Inner West Line (97.1%), T1 North Shore via Macquarie Park (96.7%) and the T2 Illawarra Line (96.1%).

“We spend around \$1.2 billion each year on trackwork and infrastructure upgrades, so we can provide our customers with reliable train services and provide a quicker response to incidents,” Mr Collins said.

Only two of the lines fell short of the punctuality target, including the T1 Western Line (90.5%) and the T2 South Line (91.3%).

The main cause of delays during the month was sick customers on board trains that required medical attention and wet weather conditions.

“With the colder weather during winter, we often see an increase in sick customers on our trains.”

“If you are feeling unwell, please don’t get on a train, our staff are able to get you help a lot faster at stations.”

“I also want to remind customers to take extra care while on platforms and trains during wet weather and listen to any directions from staff at the station.”

May Peak Punctuality figures for each Sydney Trains line were:

Suburban Line	Punctuality
T1 Northern Line via Macquarie Park	96.7%
T1 Northern Line via Strathfield	93.0%
T1 North Shore Line	94.4%
T1 Western Line	90.5%
T2 Inner West Line	97.1%
T2 Airport & East Hills Line	94.6%
T2 South Line	91.3%
T3 Bankstown Line	95.8%
T4 Eastern Suburbs Line	98.2%
T4 Illawarra Line	96.1%

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