

## Media Release

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20 December 2013

### **Sydney Trains exceed November performance targets despite major weather events**

Sydney Trains exceeded its Peak Punctuality\* and On Time Running (OTR) performance target in November despite several major weather events on the rail network.

The Peak Punctuality of 93.5 per cent and OTR of 94.1 per cent in November exceeded the 92 per cent target, but were slightly down on October's performance of 94.3 per cent Peak Punctuality and 94.7 per cent OTR.

Sydney Trains Chief Executive Howard Collins said overall it was a good month's performance considering the unforeseeable weather interventions.

"These figures are a good result when you consider the dramatic weather we experienced during November, including a mini cyclone in Hornsby and an unprecedented double lightning strike that knocked out our main and back-up signalling facilities in Lidcombe," he said.

"These figures are only slightly down on October's figures and both figures comfortably exceed our 92 per cent target, which Sydney Trains has exceeded every month since beginning operations in July.

"While there is still much to do to bring the Sydney Trains network to a standard where we consistently deliver the reliability our customers deserve, I'm confident that we will achieve further improvements in the months and years ahead."

Due to November's mini cyclone, the T1 North Shore and Western lines failed to meet their target with the T1 Western Line also affected by the double lightning strike.

The T2 South Line came in below target because of a customer falling between the train and platform at Central Station and the double lightning strike.

November Peak Punctuality and OTR figures for each of Sydney Trains' lines were:

<b>Suburban</b>	<b>Punctuality</b>	<b>OTR</b>
T4 Eastern Suburbs	95.3%	96.2%
T4 Illawarra	94.4%	95.3%
T2 Airport	94.6%	94.7%
T3 Bankstown	96.0%	96.0%
T2 Inner West	96.2%	97.1%
T1 Northern via Macquarie Park	93.6%	94.3%
T1 North Shore	89.1%	89.8%
T2 South	90.9%	90.8%
T1 Western	91.6%	92.4%
T1 Northern via Strathfield	92.9%	93.9%

Incidents which affected the performance of peak services in November included:

- 4 November – a mechanical problem on a train at Waterfall led to the delay of 13 services, including two cancellations.
- 11 November – wet weather conditions and a traction interlocking issue at Parramatta led to the delay of 12 services.
- 18 November – Due to mini cyclone at Hornsby there was debris on the rail corridor and overhead wiring issues leading to the delay of 74 services.
- 21 November - a customer falling between the train and platform at Central led to the delay of 70 services, including seven cancellations.
- 22 November – A double lightning strike damaging signaling equipment at Lidcombe led to the delay of 23 services, including one cancellation.

*\* Peak Punctuality is a new measure which came into effect from the beginning of July to better track the performance of Sydney Trains. It measures services over a longer peak period than the OTR measure. It is not adjusted for force majeure (like significant weather events) and also considers trains that skip stops as being late. A train fails to meet Peak Punctuality if it is five minutes or more late.*

**Sydney Trains Media Unit**

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