

Media Release

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Sydney Trains exceeds its performance target for August

Sydney Trains continued its strong start to the new financial year, exceeding its punctuality target in August by almost three per cent, Acting Chief Executive Tony Eid said today.

August's Peak Punctuality of 94.7 per cent was well above the 92 per cent target and was 0.5 per cent better than performance in August 2013.

Mr Eid said last month's performance builds on the great start Sydney Trains has made in its second year of operation.

"So far our performance is one per cent up on where we were last year and the challenge now is to make sure we continue to improve throughout the months and years ahead, increasing our reliability and the service we provide," he said.

"Customers across Sydney are benefitting from our improving performance, with trains on eight lines meeting our targets.

"Peak punctuality is a tougher measure than the measures used in the past. For example, if a train misses a stop to make up lost time it won't be recorded as running on time.

"The improved way of measuring performance more accurately reflects the experience of our customers – and the fact that our performance is getting better over time despite tougher criteria demonstrates that real improvements are being made across the Sydney Trains network, which is great news for our customers."

In August only the T1 Western Line and T2 South Line failed to meet its performance targets. The Western Line was affected by a power supply issue at Mt Druitt and a gas leak at Burwood while the South Line was affected by operational and mechanical issues.

August's Peak Punctuality figures for each of Sydney Trains' lines were:

Suburban Line	Punctuality
T1 Northern via Macquarie Park	96.7%
T1 Northern via Strathfield	93.2%
T1 North Shore	95.3%
T1 Western	91.4%
T2 Inner West	96.7%
T2 Airport	94.5%
T2 South	91.4%
T3 Bankstown	97.3%
T4 Eastern Suburbs	95.9%
T4 Illawarra	95.4%

Incidents affecting the performance of peak services in August included:

- 4 August – a mechanical issue at Town Hall delayed 24 services.
- 6 August - a power supply issue at Mt Druitt delayed 37 services.
- 7 August - a gas leak at Burwood delayed 50 services.
- 15 August - a mechanical problem and an operational issue at Cronulla delayed 25 peak services.
- 18 August - a rail defect at Stanmore delayed 17 peak services and an operational issue at Central delayed 12 peak services.
- 25 August - trespass in the rail corridor at Toongabbie delayed 15 peak services.
- 27 August - a sick passenger on a train at Central delayed 15 peak services.

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