

Media Release

Friday 31 October 2014

SYDNEY TRAINS DELIVERS RELIABLE, SAFER JOURNEYS FOR CUSTOMERS

Sydney Trains has again exceeded its on-time performance targets, maintaining a good start to the new financial year, Chief Executive Howard Collins said today.

A total of 94.5 per cent of peak Sydney Trains services hit the punctuality benchmark in September, exceeding the 92 per cent target.

“This is great news for the hundreds of thousands of customers who use Sydney Trains services every day and shows our commitment to providing safe and reliable journeys,” Mr Collins said.

Mr Collins said September’s peak punctuality data continues the strong record Sydney Trains has established in its second year of operation.

“This latest data continues our strong start to the new financial year with Sydney Trains exceeding its performance target by two and a half per cent,” said Mr Collins.

“Overall, 94.7 per cent of Sydney Trains services have met punctuality targets since July.

“There is still room for improvement and we will keep working to lift our performance, ensuring we keep delivering the service and reliability our customers have a right to expect.”

In September, the T1 North Shore and Western lines came in just under the performance target due mainly to a partial derailment at Central on 11 September and a tree falling on overhead wires at Killara on the T1 North Shore line on 8 September.

September’s peak punctuality figures for each of Sydney Trains’ lines were:

Suburban Line	Punctuality
T1 Northern via Macquarie Park	92.6%
T1 Northern via Strathfield	93.7%

T1 North Shore	91.0%
T1 Western	91.1%
T2 Inner West	97.8%
T2 Airport	94.0%
T2 South	93.6%
T3 Bankstown	95.8%
T4 Eastern Suburbs	97.0%
T4 Illawarra	96.8%

Incidents impacting the performance of peak services in September included:

- 2 September – Emergency incident at Macquarie Fields delayed 23 services
- 8 September – Fallen tree branch on overhead wiring damaged infrastructure at Killara and delayed 71 peak services
- 11 September – Derailment at Central delayed 143 services
- 12 September – Sick passenger at Arncliffe delayed 18 services
- 19 September - Signal failure at Central delayed 67 services
- 30 September - Sick passenger at Lindfield delayed 13 peak services

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