Media Release

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Sydney Trains exceed October performance targets

Sydney Trains exceeded its Peak Punctuality* and On Time Running (OTR) performance targets by more than two per cent in October, continuing its strong record of reliability since taking over operation of the suburban rail network in July.

It achieved a Peak Punctuality of 94.3 per cent and an OTR of 94.7 per cent in October, both figures comfortably exceeding the 92 per cent target.

Sydney Trains Chief Executive Howard Collins said it was another good month's performance, especially taking into account the introduction of a new timetable.

"These figures are particularly pleasing when you consider the new timetable started on 20 October, with an extra 1000 weekly train services being introduced," he said.

"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, we've made a good start since we began operation in July this year and I'm confident we can look forward to further improvements as the new timetable beds in."

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

Suburban	Punctuality	OTR
Eastern Suburbs	97.0%	97.7%
Illawarra	95.2%	95.1%
Airport	95.8%	95.4%
Bankstown	96.9%	97.1%
East Hills	95.6%	95.2%
Inner West	95.8%	96.1%
North via Macquarie Park	94.2%	94.6%
North Shore	89.1%	90.6%
South	93.7%	93.4%
Western	91.4%	92.6%
North via Strathfield	92.6%	92.9%

Incidents that affected performance in October included:

- 2 October – a mechanical problem with a train at Bondi Junction led to the delay of 11 services, including three cancellations.

- 3 October – a sick passenger at Lidcombe led to the delay of 20 services and a sick passenger at Pymble led to the delay of eight services, including one cancellation.

- 10 October – a track defect at Town Hall led to the delay of 51 services, including one cancellation.

- 23 October – an overhead wiring issue at St Marys led to the delay of 41 services, including 15 cancellations.

- 30 October – a defective freight train at Beecroft led to the delay of 83 services.

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.

Sydney Trains Media: (02) 9219 1285