

Media Release

20 June 2014

Sydney Trains exceeds performance targets

Sydney Trains exceeded its punctuality targets by more than three per cent in May.

Results for the month of May show Sydney Trains achieved peak punctuality of 95.3 per cent and on time running (OTR) of 95.4 per cent – exceeding the 92 per cent target for both measures.

Chief Executive Howard Collins said the performance was a result of a big effort from customer service and train operating staff across the Sydney Trains network.

“This result means that we have exceeded our benchmark in ten of our first 11 months of operation since Sydney Trains started in July 2013,” Mr Collins said.

“The challenge now is to continue improving our performance to consistently deliver the reliability that our customers expect and deserve.”

In May the T2 South Line had more than 90 per cent of services run on time, but fell just under the performance targets, largely due to track circuit and train mechanical issues.

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

Suburban	Peak Punctuality	OTR
T1 Northern via Macquarie Park	97.3%	97.7%
T1 Northern via Strathfield	94.8%	95.2%
T1 North Shore	94.5%	94.9%
T1 Western	92.6%	92.0%
T2 Inner West	96.0%	96.7%
T2 Airport	94.4%	93.6%
T2 South	90.9%	90.2%
T3 Bankstown	96.7%	97.1%
T4 Eastern Suburbs	98.5%	99.0%
T4 Illawarra	96.2%	97.5%

Incidents affecting the performance of peak services in May included:

- 1 May – a points failure at Auburn delayed 17 services and a mechanical issue on board a service at Redfern delayed 13 services.
- 5 May – a rail defect at Tempe delayed 24 peak services and a track circuit issue at Edgecliff delayed 11 peak services.
- 12 May - a train with a mechanical problem at North Sydney delayed 12 services and a mechanical and main supply issue at Bankstown delayed 10 services.
- 14 May - a trespasser at Leumeah delayed 16 services and a sick passenger at Strathfield delayed 11 services.
- 29 May - a mechanical issue with a train at Minto delayed 42 services and a track circuit issue at Circular Quay delayed 29 services.

Sydney Trains Media Unit

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