

Media Release

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Sydney Trains continues strong on-time performance in November

Sydney Trains has exceeded its punctuality target in November, making it the 11th consecutive month that it has met the benchmark this year – a big win for customers.

Chief Executive Howard Collins said 94.4 per cent of all peak timetabled train services in November arrived within the punctuality benchmark – exceeding the 92 per cent target.

“Customers are continuing to benefit from Sydney Trains’ improved performance, with increased services across the network and more trains running on time,” he said.

“To hit the punctuality target for 11 months running is testament to the focus we’re placing on reliability and customer service.”

Mr Collins said extreme weather affected services on the T1 Western line, including lightning strikes which delayed 27 trains during one peak period and 28 trains during another.

“Sydney Trains uses all available resources during extreme weather to minimise the disruption to customers and keep the network moving,” Mr Collins said.

Other reasons why trains may run behind time or be cancelled include customer illness, issues with overhead wiring as well as vandalism and anti-social behaviour.

November’s Peak Punctuality figures for each of Sydney Trains’ lines were:

Suburban Line	Punctuality
T1 Northern via Macquarie Park	95.6%
T1 Northern via Strathfield	95.2%
T1 North Shore	92.5%
T1 Western	90.5%
T2 Inner West	98.3%
T2 Airport	94.6%
T2 South	96.3%
T3 Bankstown	98.9%
T4 Eastern Suburbs	95.0%
T4 Illawarra	92.9%

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