

Transport for NSW (TfNSW) Service Level Charter (SLC) Non-Compliance Report

(Quarter 4 FY2025)

Disclaimer: This report is intended to provide an overview of Transport for NSW (TfNSW) and Sydney Trains performance in relation to the standards and commitments set out in our Service Level Charter. While we strive for accuracy and transparency, this report is based on the data and information available at the time of publication. The findings reflect our internal assessment of compliance and may not account for all external factors or stakeholder perspectives.

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SLC Reference	Requirement	Responsible Entity	Non-Compliance (Quarter 1)	Non-Compliance (Quarter 2)	Non-Compliance (Quarter 3)	Non-Compliance (Quarter 4)	Non-Compliance (Cumulative)
Standard working timetable (SWTT) 4.2.4	Sydney Trains will publish the final SWTT at least 12 weeks prior to the SWTT.	Sydney Trains	1	1	1	0	3
SWTT 4.3.1	Sydney Trains will publish its current Timetable. Implementation Pipeline in the OIL.	Sydney Trains	1	1	1	0	3
Daily working timetable (DWTT) 4.5(f)	Sydney Trains will publish the final STN in	Sydney Trains	6	1	6	4	17

SLC Reference	Requirement	Responsible Entity	Non-Compliance (Quarter 1)	Non-Compliance (Quarter 2)	Non-Compliance (Quarter 3)	Non-Compliance (Quarter 4)	Non-Compliance (Cumulative)
	the OIL, 14 days prior to the start of the Planned Possession and/or Special Event.						
Rolling Stock Request 6.2	TfNSW must acknowledge receipt of rolling stock request and notify if the request is an emergency rolling stock request or a complex rolling stock request or is rejecting the rolling stock request.	TfNSW	No reports of non-compliance were received by TfNSW for Q1.	0	0	0	0
Rolling Stock Request 6.6(a)	Notification of determination on rolling stock request no later than 35 days after receipt of the rolling stock request (other than a complex rolling stock request).	TfNSW	No reports of non-compliance were received by TfNSW for Q1.	0	0	0	0