

MEDIA RELEASE

20 July 2015

Sydney Trains punctuality on track

Sydney Trains Chief Executive Howard Collins today announced that Sydney Trains has achieved peak punctuality of 93.9 per cent for the 2014-15 financial year, beating the 92 per cent target.

“Last financial year we ran more services than ever before, so exceeding our performance target was a great result for our customers,” Mr Collins said.

“In fact, if you remove the four days of extraordinary severe storms in April, our peak punctuality for the year would be the highest achieved by Sydney Trains at 94.3 per cent.

“We’re proud of these figures. They have been achieved as a result of our staff’s dedication to providing our customers with safe, clean and reliable trains.”

Key facts about Sydney Trains performance in the 2014-15 financial year which ended on June 30:

- The number of peak services increased to around 160,000 over the year which is the potential for almost 5 million more customer journeys.
- The T2 Inner West and T3 Bankstown lines were the best performing, with peak punctuality of 96.9 and 96.1 per cent respectively.
- There was a 30 per cent reduction in customer illness-related delays due to the introduction of paramedics at 14 busy stations in the morning and afternoon peak periods.
- The total number of incidents such as train breakdowns, crew issues and delays due to customer illness dropped by 2 per cent to 2,423.
- During the April storms there were around 561 peak delays, including a lightning strike on 21 April at Waterfall that delayed 64 services simultaneously.

“We are investing a record \$1.2 billion this year in maintaining the network and the decrease in incidents that cause delays suggests it’s paying off,” Mr Collins said.

“Customer illness continues to be a major cause of delays, so please remember that if you feel sick on a train the best thing to do is to get off at the next station, where our staff or paramedics can get you the right help.

“We are always looking for new ways to make our services more reliable for Sydney Trains customers.

“We’re using mechanised track inspection vehicles to find issues with rails before they cause delays and we’ve improved incident response times by creating a single incident management centre monitoring the entire network.

“There is more to be done to improve our services and we are looking forward to the opportunities to come next financial year.”

Suburban Line	2014-15 Punctuality
T1 Northern via Macquarie Park	95.5%
T1 Northern via Strathfield	93.6%
T1 North Shore	93.1%
T1 Western	91.4%
T2 Inner West	96.9%
T2 Airport	95.0%
T2 East Hills	90.1%
T2 South	92.7%
T3 Bankstown	96.1%
T4 Eastern Suburbs	95.1%
T4 Illawarra	93.3%

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