

Appendix 5: Train and customer punctuality

Exhibit A4.1: Punctuality of trains arriving at Central from 1 July 2015 to 31 March 2016

Operator / Line		Weekdays					Weekends		
		Time Period					Day of Week		
		AM Peak (%)	Inter-peak (%)	PM Peak (%)	Other Times (%)	Weekday Overall (%)	Saturday (%)	Sunday (%)	Weekend Overall (%)
Sydney Trains: suburban									
T1	North Shore	95.1	98.0	93.2	97.4	95.8	97.6	98.0	97.8
	Northern via Macquarie Park	97.2	97.0	93.2	97.5	96.0	98.1	98.4	98.3
	Northern via Strathfield	97.5	97.8	96.3	95.4	96.7	96.9	98.3	97.6
	Western	96.0	95.7	94.8	92.2	94.8	93.7	94.1	93.9
	T1 Overall	96.2	97.1	94.1	95.4	95.6	96.4	96.9	96.6
T2	Airport	96.3	96.7	97.7	96.5	96.8	94.9	94.7	94.8
	East Hills	95.5	--	--	--	95.4	91.4	95.1	93.2
	Airport & East Hills	96.2	96.7	97.7	96.5	96.7	94.8	94.8	94.8
	Inner West	96.8	97.9	97.5	97.4	97.4	95.3	97.0	96.2
	South	93.8	97.0	95.6	93.8	94.9	94.2	95.0	94.6
	T2 Overall	95.8	97.1	97.2	96.3	96.6	94.8	95.6	95.2
T3	Bankstown	97.5	97.9	98.0	96.7	97.5	98.3	99.1	98.7
T4	Eastern Suburbs	96.5	98.1	94.7	97.9	96.6	98.0	98.8	98.4
	Illawarra	97.2	94.4	95.3	95.5	95.7	95.9	96.9	96.4
	T4 Overall	96.8	96.4	95.0	96.8	96.2	97.0	97.9	97.5
T5	Cumberland	Services operate between Campbelltown and Schofields and do not pass Central							
T6	Carlingford ^a	Services operate as a shuttle between Carlingford and Clyde and do not pass Central							
T7	Olympic Park ^b	--	96.3	91.4	90.8	91.9	92.8	97.7	94.8
Suburban Overall		96.4	97.0	95.4	96.1	96.2	96.1	97.0	96.6
NSW Trains: intercity									
Inter-city	Blue Mountains	93.0	88.8	89.1	91.8	91.1	90.3	92.6	91.5
	Central Coast & Newcastle	90.9	87.2	85.1	89.8	89.0	89.2	92.9	91.1
	South Coast	96.2	92.1	91.2	87.7	92.2	87.0	91.6	89.3
	Southern Highlands	--	83.4	--	--	83.4	86.7	92.0	89.3
Intercity Overall		92.9	88.7	88.1	89.8	90.4	88.9	92.4	90.7
Total		96.0	96.3	94.9	95.6	95.7	95.5	96.6	96.1

a One direct service from Carlingford to Central in the AM Peak had punctuality of 94.7 per cent but is categorised by Sydney Trains as Western line

b Olympic Park line usually operates as a shuttle between Olympic Park and Lidcombe but during major events some services operate between Olympic Park and Central

Note: The percentages to which the 92 per cent contract targets apply are shaded.

Source: Audit Office analysis of data from Sydney Trains.

Exhibit A4.2: Punctuality of trains departing from Central from 1 July 2015 to 31 March 2016

Operator / Line		Weekdays					Weekends		
		Time Period					Day of Week		
		AM Peak (%)	Inter-peak (%)	PM Peak (%)	Other Times (%)	Weekday Overall (%)	Saturday (%)	Sunday (%)	Weekend Overall (%)
Sydney Trains: suburban									
T1	North Shore	93.0	97.5	92.9	96.3	94.8	96.8	97.1	96.9
	Northern via Macquarie Park	92.5	96.5	95.3	96.2	95.0	98.0	98.0	98.0
	Northern via Strathfield	95.4	95.7	89.0	95.3	94.1	95.5	96.2	95.8
	Western	92.7	94.1	87.6	92.4	91.2	93.3	94.3	93.8
	T1 Overall	93.1	95.9	90.4	94.8	93.5	95.6	96.2	95.9
T2	Airport	96.1	97.5	93.9	96.7	96.1	93.6	93.4	93.5
	East Hills	--	--	85.8	94.5	86.9	98.6	96.5	97.6
	Airport & East Hills	96.1	97.5	92.3	96.6	95.6	93.8	93.6	93.7
	Inner West	93.4	97.6	97.3	95.4	95.6	95.4	97.4	96.4
	South	97.2	95.2	90.1	94.6	94.0	94.6	94.3	94.4
	T2 Overall	95.3	97.0	92.7	95.8	95.2	94.5	95.0	94.7
T3	Bankstown	96.2	97.1	94.2	96.4	96.0	97.7	98.8	98.2
T4	Eastern Suburbs	95.7	95.0	94.9	96.4	95.5	95.5	96.9	96.2
	Illawarra	94.4	93.6	90.0	93.7	92.9	94.2	96.3	95.2
	T4 Overall	95.1	94.2	92.6	95.1	94.2	94.9	96.6	95.8
T5	Cumberland	Services operate between Campbelltown and Schofields and do not pass Central							
T6	Carlingford	Services operate as a shuttle between Carlingford and Clyde and do not pass Central							
T7	Olympic Park ^a	87.5	98.1	94.4	98.4	95.5	97.8	97.3	97.6
Suburban Overall		94.5	95.9	92.0	95.3	94.4	95.4	96.2	95.8
NSW Trains: intercity									
Inter-city	Blue Mountains	94.1	90.9	86.5	91.7	90.1	89.5	90.4	89.9
	Central Coast & Newcastle	92.4	85.5	85.4	93.5	88.7	85.3	90.6	87.9
	South Coast	96.1	89.1	84.4	87.0	88.3	85.5	92.1	88.8
	Southern Highlands	--	--	50.3	--	50.3	76.4	78.1	77.2
Intercity Overall		93.9	88.1	84.7	91.4	88.7	86.1	90.6	88.4
Total		94.5	95.3	91.1	94.9	93.9	94.5	95.7	95.1

^a Olympic Park line usually operates as a shuttle between Olympic Park and Lidcombe but during major events some services operate between Olympic Park and Central

Note: The percentages to which the 92 per cent contract targets apply are shaded.

Source: Audit Office analysis of data from Sydney Trains.

**Exhibit A4.3: Customer Delay Measure outcomes from July 2015 to April 2016
(weekdays only excluding public holidays)**

Morning Peak travelling to Sydney CBD

		2015						2016			
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Sydney Trains: suburban											
T1	North Shore	2:19	2:47	2:33	2:17	4:02	2:26	2:21	3:43	4:30	3:25
	Northern via Macquarie Park	1:49	3:04	2:12	2:23	3:38	2:21	2:08	3:25	3:54	2:55
	Northern via Strathfield	2:29	2:42	3:31	3:11	3:15	3:44	2:15	3:19	4:01	3:01
	Western	2:42	2:23	3:13	3:12	3:24	3:38	2:24	3:15	4:17	3:08
T2	Airport & East Hills	2:47	2:41	2:39	4:50	2:53	2:33	2:25	3:02	2:53	2:32
	Inner West	2:51	2:26	2:36	4:13	5:04	4:16	3:19	4:05	5:00	3:45
	South	3:04	2:41	2:58	3:57	4:52	4:25	4:23	3:22	4:38	3:22
T3	Bankstown	2:06	2:11	1:54	2:40	2:52	2:14	2:01	2:02	3:03	2:18
T4	Eastern Suburbs	2:17	2:05	1:35	2:15	2:27	2:32	2:13	3:00	2:30	2:00
	Illawarra	2:11	2:40	1:38	2:32	3:24	2:47	3:03	2:41	2:26	1:54
Suburban Overall		2:33	2:34	2:27	3:17	3:42	3:13	2:42	3:08	3:42	2:49
NSW Trains: intercity											
Intercity	Blue Mountains	5:12	2:00	2:00	2:41	2:00	4:03	2:49	2:57	5:02	2:43
	Central Coast & Newcastle	2:25	3:00	2:43	2:42	3:04	6:40	3:12	4:22	5:30	4:51
	South Coast	2:27	3:15	2:02	3:26	4:22	3:04	3:35	2:54	2:34	2:24
	Southern Highlands	No trains timetabled to operate between the Southern Highlands and Central during the morning peak									
Intercity Overall		2:37	2:55	2:20	2:51	2:57	4:41	3:15	3:34	4:29	3:29

Note: Shading indicates target was not met.

Source: Transport for NSW.

Afternoon Peak travelling away from Sydney CBD

Operator / Line		2015						2016			
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Sydney Trains: suburban											
T1	North Shore	1:53	1:15	1:28	2:22	2:39	2:32	2:22	3:01	2:43	2:29
	Northern via Macquarie Park	2:00	1:29	1:56	2:40	3:35	2:31	3:18	2:54	2:41	2:26
	Northern via Strathfield	4:51	4:13	5:10	5:17	6:51	5:31	6:19	5:53	5:57	6:23
	Western	3:11	3:04	4:14	4:21	5:27	4:27	5:04	4:47	4:32	5:03
T2	Airport & East Hills	2:31	2:21	2:50	5:48	3:34	3:00	6:48	3:08	3:17	3:00
	Inner West	2:01	1:51	1:04	3:17	2:29	2:26	2:48	1:52	1:41	2:19
	South	3:48	4:10	4:41	7:10	5:34	4:20	6:00	4:32	4:56	5:33
T3	Bankstown	2:07	2:21	2:20	2:45	2:41	2:14	6:33	2:38	2:56	2:31
T4	Eastern Suburbs	0:25	2:15	0:32	1:04	2:20	1:48	2:35	1:16	0:48	0:27
	Illawarra	2:55	6:29	3:11	3:47	5:16	4:17	5:18	3:58	4:27	2:59
Suburban Overall		2:50	3:19	3:15	4:18	4:36	3:32	5:09	3:44	3:53	3:37
NSW Trains: intercity											
Intercity	Blue Mountains	4:32	4:59	6:17	4:39	8:12	6:46	8:33	7:42	4:59	7:45
	Central Coast & Newcastle	4:44	3:58	4:23	3:57	4:49	4:52	6:00	5:26	4:23	4:07
	South Coast	4:13	7:57	4:02	3:41	7:22	5:45	8:52	5:06	6:00	4:10
	Southern Highlands	10:00	11:00	15:00	13:00	14:00	10:00	17:00	21:00	9:18	6:00
Intercity Overall		4:33	4:58	4:47	4:04	6:05	5:30	7:02	5:45	4:55	4:38

Source: Transport for NSW

Note: Shading indicates target was not met.

Exhibit A4.4: Punctuality of trains not passing Central from 1 July 2015 to 31 March 2016

Operator / Line		Operating between	Day of Week	
			Weekday	Weekend
Sydney Trains: suburban				
T2	South West	Leppington - Glenfield	98.7%	96.3%
T5	Cumberland	Campbelltown - Schofields	95.2%	97.1%
T6	Carlingford	Carlingford - Clyde	95.1%	96.9%
T7	Olympic Park	Olympic Park - Lidcombe	98.7%	96.3%
Overall			98.8%	98.5%

Source: Audit Office analysis of data from Sydney Trains