

# Appendix three – Rail services contract

TfNSW is the lead agency for transport in NSW. It has entered into a service contract with Sydney Trains to deliver train services. Both TfNSW and Sydney Trains have roles and responsibilities relevant to this audit which are summarised in Exhibit 9 below.

## Exhibit 9: Summary of relevant responsibilities under the rail services contract

Responsibility	Transport for NSW	Sydney Trains
<b>Delivery of services</b>		<p>Use reasonable endeavours to deliver rail passenger services in accordance with the Standard Working Timetable and Daily Working Timetable.</p> <p>Develop systems and processes for recording and reporting network performance including: information on punctuality, delays, cancellations, customer delay and incidents.</p>
<b>Customer satisfaction surveys</b>	Undertake Customer Satisfaction Surveys quarterly (or periods otherwise agreed) and provide the results to Sydney Trains.	<p>Use the results of the Customer Satisfaction Surveys to inform decisions and actions on the development of service delivery and service improvement plans.</p> <p>Sydney Trains runs its own Customer Satisfaction Survey (CXMP) daily, with results provided every two hours.</p>
<b>Customer complaints</b>	Establish a policy framework and service standard for the management of complaints and feedback from customers.	<p>Establish and maintain its own internal systems and processes for managing customer complains in accordance with standards set by TfNSW.</p> <p>Provide TfNSW with reports and analysis of customer feedback to TfNSW quarterly (or periods otherwise agreed).</p>
<b>Customer information</b>	Develop information standards, protocols and templates (in consultation with Sydney Trains) and supply them to Sydney Trains.	Maintain customer information displays in good condition and update and replace customer information signage as necessary.
<b>Wayfinding</b>	Develop and design a system for wayfinding and signage and provide Sydney Trains with the wayfinding strategy.	Maintain all wayfinding and signage installed on stations, precincts and other customer facing areas it manages in good condition and install new signage as required.

Source: Sydney Trains.

TfNSW developed KPIs to measure Sydney Trains' performance under the contract. Exhibit 10 shows the Key Performance Indicators (KPIs) and corporate measures relevant to the audit.

## Exhibit 10: Summary of relevant KPIs under the rail services contract

KPI	Definition	Target
<b>Customer satisfaction</b>	The percentage of customers partly satisfied to very satisfied with overall service	Overall customer satisfaction >78% as per the Customer Satisfaction Surveys undertaken by TfNSW.
<b>Customer delay</b>	The difference between customer arrival time and the customer planned arrival time at the customer destination station.	≤ current baseline performance for the Sydney Trains Services
<b>Punctuality</b>	The percentage of timetabled peak services arriving on time without skipping stops or being cancelled.	≥ 92% (each business centre), by line, by am/pm peak period.
<b>Service provision</b>	The percentage of passenger services which are operated and configured in compliance with the timetable specifications.	Target to be set prior to full implementation.
<b>Customer information</b>	A service quality audit measure of customer information (including day-to-day information as well as information during disruptions).	SQA Overall Announcement Index (AI) > current baseline performance
<b>Customer service staff</b>	A measure of customer satisfaction with the standard of customer service provided by staff; willingness of rail staff to help, knowledge of staff and presentation of staff. Representative sample collected on each train line.	Customer Service/Staff Index (CSI) > 0.74
<b>Customer complaints</b>	A measure of customer complaint resolution.	% resolved within 5 working days ≥ 90%
<b>Operational Safety Index (OSI)</b>	The number of specified safety incidents representing significant risk to passengers per million passenger train journeys.	≤ current baseline performance for the Sydney Trains Services

Source: Sydney Trains.