

# 6 Summary

As noted earlier in the report the term 'reliability' has a wider than usual meaning. It includes the performance of transport services compared with the standards and targets set by the NSW Government and also extends to the operational sustainability of NSW Government railways in terms of matters such as infrastructure condition and maintenance.

## 6.1 RailCorp

The key points to note for CityRail in 2007-08 are:

- > CityRail met all reliability targets except for the on-board crowding target.
- > ITSRR will discuss the measurement of skipped stops with RailCorp.
- > Performance was not consistently up to target across the network – performance in the afternoon peak was relatively poor on the Northern and Western lines and, to a lesser extent, the Intercity lines.
- > The indicators in the Rail Performance Agreement are not the most useful for informing policy – in particular, better patronage and loading data are necessary for forecasting demand to assist future planning.
- > The major challenge for CityRail is further increases in patronage given crowding is already perceived by customers to be a problem.
- > It is important that the 2009 timetable optimally matches capacity to demand.

The key points to note for CountryLink in 2007-08 are:

- > Operational targets were not met.
- > 2007-08 was the sixth successive year of declining patronage.
- > Disaggregated patronage data would provide better information for understanding the patronage decline.

The key points to note for the Metropolitan Rail Area in 2007-08 are:

- > Excluding the metropolitan freight lines, the track in the Metropolitan Rail Area was in good condition.
- > Failures in signalling equipment were the main cause of infrastructure incidents causing delays to CityRail trains.
- > There is an international shortage of signalling engineers – the lack of appropriately skilled staff was a contributing factor to under-delivery of some major periodic maintenance.
- > The condition of freight lines in some locations in the Metropolitan Rail Area necessitates the imposition of speed restrictions.

The key points to note for CityRail's electric fleet in 2007-08 are:

- > Fleet failure incidents causing delays to peak CityRail trains show a decreasing trend since 2006.
- > 24-hour fleet failures are worse than target.
- > Door failures represented a quarter of rolling stock failures during the year, despite the recent completion of a program of replacing door motors.

## 6.2 Rail Infrastructure Corporation

The key points to note for the Country Regional Network in 2007-08 are:

- > Compliance with engineering standards improved compared with 2006-07.
- > Time lost due to speed restrictions on the Restricted Lines (lines which only carry seasonal grain traffic) remains high.
- > The impact of the speed restrictions was small because there are low levels of traffic on the Restricted Lines – traffic would increase if drought conditions were reversed with subsequent increases in grain harvests.
- > The data on the condition and performance of the infrastructure is inadequate.
- > The Rail Infrastructure Corporation does not have an Asset Management Plan that conforms to government's Total Asset Management guidelines. The Government is looking to rectify this situation along with increased funding in 2008-09.
- > The Restricted lines raise special issues (related to matters such as the drought, restrictions on axle loads, restrictions on wagon size, etc.) which arise from historical practices and rail reform.

### 6.3 Bus

The key points to note for bus in 2007-08 are:

- > Patronage increased compared with 2006-07.
- > Service kilometres increased as a result of additional services.
- > Bus performance data is sourced from operators – the Ministry of Transport is considering options for independent measurement of performance.

### 6.4 Ferries

The key points to note for ferries in 2007-08 are:

- > There was little change in the operational performance of Sydney Ferries compared with 2006-07.
- > Total patronage fell.
- > The number of customer complaints continues to exceed the target.
- > Disaggregation of performance indicators, for example, by peak and off-peak services and by route, may improve current reporting and assist transport planning.
- > The Government has commenced implementing key recommendations of the Special Commission of Inquiry into Sydney Ferries.

### 6.5 Transport coordination

The key points to note for transport coordination in 2007-08 are:

- > The Independent Pricing and Regulatory Tribunal's views regarding the CityRail regulatory framework is for a CityRail fare structure with a flag fall charge plus a variable distance-based charge; this may have implications for other transport modes.
- > The contract for developing the electronic ticketing system, Tcard, was terminated and the Government is currently looking at other options.
- > There is strong and increasing community use of the Transport Infoline.
- > There continue to be no NSW performance standards for transport coordination.
- > The NSW Audit Office found the Ministry's response to most of its audit recommendations satisfactory although there is unclear progress in the recommendation for establishing a transport coordinating body.
- > There have been no updates to existing Guarantees of Service.