

Charter

We know we have to work even harder

We know we have to work hard both to improve our service, and to cater for rising passenger numbers. Every weekday, we carry more than half a million people – more passengers than Melbourne, Brisbane, Adelaide and Perth combined – and CityRail's customer numbers are rising faster than ever before.

To accommodate the increasing passenger numbers we are buying new trains and laying new tracks. For example by the end of 2009, there will be an additional 40 new Oscar carriages delivered into service and the Epping to Chatswood rail link will be operating an integrated service. In the short term, we are taking several steps to better manage the busiest lines during peak times.

We will let you know how we perform each year

We will provide a yearly report to let you know how we are performing against our goals. The first report will be published at the start of 2010 and also inform you about what we are going to do in the following year to keep improving our service.

Regular updates on our progress will be available on www.cityrail.info

Please tell us how we are doing

We value your feedback. You can contact us on:
www.cityrail.info
Transport Infoline 131 500
TTY (Teletypewriter Service for hearing and speech impaired customers only)
1800 637 500

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CityRail's commitment to improving customer service



Customer

Our Customer Charter outlines seven areas customers want us to improve

We're committed to improving service in seven areas we know are important to you:

- On time trains**
- Manage crowding**
- Fast, accurate, useful information**
- Secure and safe travel**
- Clean trains and stations**
- Fast ticket sales**
- Quick and fair complaints handling**

You'll find the details of how we'll be working to improve in these areas inside this brochure.

Customer Charter

7 Key areas

Our goals over the next 3 years

2009 Commitments

On time trains

- To run more than 92% of our peak trains on time, with less than 1% cancelled. Also within this target, to improve on-time running on poor performing lines (including Western and Northern) above their 2008 levels.
- To stop at all scheduled stops 99% or more of the time. We only miss stops to avoid serious delay to customers on the network or because it is not safe to stop.
- To continually improve on-time running and to lift our customer satisfaction rating for reliability above its 2008 level.

- By January, complete work on City Circle signalling circuits to help reduce train delays in the peak periods.
- By the end of March, begin the implementation of train maintenance reforms.
- By April, continue the roll out of new practices to improve customer movement off and on trains and to help keep our trains on time during peak periods, starting with Blacktown and North Sydney stations.
- By June, complete a trial intended to reduce the impact of vandalism to train windows.

Manage crowding

- To optimise our train timetables and available network infrastructure to help manage crowding, particularly on peak hour journeys over 20 minutes.
- To roll out more than 150 new air-conditioned carriages and to improve hand holds in carriages to make your journey more comfortable.

- By the end of March, begin a shuttle service on the Epping to Chatswood rail link, and by November introduce an integrated service.
- By August, provide customers with information about less crowded services and commit to updating this information every 6 months.
- Through the year introduce 40 new Oscar carriages into service.
- By December, pilot the fitting of additional hand holds on a train to improve customer comfort while standing.

Fast, accurate, useful information

- If you are at a station and your train is delayed by more than five minutes, to tell you to the best of our knowledge why and how long we expect the wait will be.
- If you are on a train and it is moving slowly or has stopped for more than two minutes, to tell you to the best of our knowledge why and how long we expect the wait will be.

- By July, have 24 hour automatic indicators and announcements at 10 additional stations.
- By July, introduce a purpose built high quality audio system that allows simultaneous announcements across platforms and in the tunnels at Central Station.

Secure and safe travel

- To look out for you, using more than 7,800 CCTV security cameras.
- To provide at least one customer emergency help point on every station platform.
- To fit all new train carriages with onboard security cameras and emergency help points.
- To continue to improve security on trains and stations, particularly in the evening and to lift our customer satisfaction rating for security above its 2008 level.

- By March, implement a consistent approach to the management of stations with ticket barriers across the network.
- By May, establish closer links between RailCorp and the NSW Police Force to further improve coverage and responsiveness to security needs for customers and staff across the rail network.

Clean trains and stations

- To clean litter from all our trains at least once a day.
- To clean stations every weekday, or weekly for smaller, unattended stations.
- To have toilets available for use and clean when stations are staffed.
- To have cleaner trains and to lift our customer satisfaction rating for cleanliness above its 2008 level.

- By February, start a new waste paper recycling pilot at 10 stations.
- By May, commence a pilot to reduce graffiti in the rail corridor on a section of the Illawarra Line.
- By the end of December, complete the refurbishment of Central, Town Hall and Circular Quay station toilet facilities.
- By the end of 2009, complete the refurbishment of 50% of the Endeavour diesel car fleet with new seats, upgraded toilet facilities and repainted interiors.

Fast ticket sales

- To make the wait to buy a ticket less than 5 minutes 95% of the time, including at the top 10 ticket queue hotspot stations.
- To have ticket vending machines in operation 99% of the time.

- By February, pilot the introduction of faster EFTPOS facilities at Central Station and if successful, by July, roll out the facility to ticket windows at the top 10 ticket queue hotspot stations.
- By March, commence a pilot for the introduction of EFTPOS facilities on ticket vending machines at Central Station.

Quick and fair complaints handling

- To resolve email or phone complaints within 5 working days, or if the issue is more complex, to let you know how long it will take to resolve.
- To better incorporate customer feedback into our business and to report annually on how we achieved this.

- By the end of March, complete the improved complaints handling pilot process being carried out at 5 stations.
- By September, implement a new customer feedback process.