

Calls to privatise the CityRail system (*Privatise rail call*, Daily Telegraph, February 1) shouldn't unfairly ignore the considerable progress made in improving on-time-running reliability and customer satisfaction across the network.

CityRail achieved an on-time-running result of 95.4 per cent against a benchmark of 92 per cent last year. This can be attributed to many factors, but a significant one is the increasing reliability of rail infrastructure in NSW. A comparison of hot-weather running between Sydney and Melbourne shows Sydney to be ahead in service reliability.

It is worth noting that Melbourne's new train operator achieved an on-time-running result of 87.2 per cent, compared with CityRail's 97.1 per cent for December 2009 (measured against the same 5-minute benchmark).

Patronage on CityRail has also increased in the last financial year with 304.8 million passenger journeys, up from 296.1 million.

Further improvement for on time trains is part of RailCorp's 2010 Customer Charter, which addresses eight key areas of customer service across the CityRail network that our customers have said matter most to them.

In calling for a debate on privatisation, there should be recognition of these important and on-going improvements.

Rob Mason, RailCorp CEO