

RailCorp sets the record straight on the performance of its Ticket Vending Machines (TVMs) following a report in the *Daily Telegraph* (14-day ticket sham is exposed, 26 June).

The assertion in the *Telegraph* that CityRail ticket machines “are almost constantly broken, out of money or crippled by long queues” is incorrect.

At any one time, CityRail's Ticketing System is functioning at an average availability rate of 98.3 per cent (and 98.7 per cent in the CBD).

On the day specified in questions put by the *Telegraph* - 30 May 2008 - the 451 TVMs at CityRail stations were functioning at an availability rate of 99.98 per cent.

RailCorp aims to have malfunctioning TVMs serviced the day a fault is reported.