

There were several factual errors in the Daily Telegraph report on customer complaints about CityRail's new timetable (*Timetable is off the rails*, 9 November).

The report said there had been more than 1100 complaints in the first two weeks of the timetable, rather than in the first three weeks (to 31 October).

The report also said there had been 100 complaints per day for the first four days of the timetable, when the daily tally of complaints provided to the journalist was 14, 94, 148, 107.

As well as misreporting the facts, the Telegraph failed to include important contextual information that was provided to the journalist, prompting the CEO to write the following letter to the editor of the Telegraph (published 10 November):

Your *Timetable off the rails* (9 Nov) failed to mention CityRail customers took more than one million ticketed journeys each working day in the three weeks following the introduction of the new timetable. The number of complaints about the timetable over this same period averaged about 50 a day. Hardly a widespread rejection. In fact, CityRail encouraged this feedback (which included compliments, suggestions and queries) to help us tweak the timetable, with the result that the average daily number of complaints more than halved.

Rob Mason, CEO RailCorp