

## List of stations by category of "Change in journey time" band

| Station        | Change in journey time band |
|----------------|-----------------------------|
| Casula         | Journey time faster         |
| Rydalmere      | Journey time faster         |
| Leightonfield  | Journey time faster         |
| Seven Hills    | Journey time faster         |
| Warwick Farm   | Journey time faster         |
| Heathcote      | Journey time faster         |
| Regents Park   | Journey time faster         |
| Croydon        | Journey time faster         |
| Birrong        | Journey time faster         |
| Loftus         | Journey time faster         |
| Waterfall      | Journey time faster         |
| Woolooware     | Journey time faster         |
| Olympic Park   | Journey time faster         |
| Homebush       | Journey time faster         |
| Pendle Hill    | Journey time faster         |
| Sefton         | Journey time faster         |
| Doonside       | Journey time faster         |
| Engadine       | Journey time faster         |
| Wentworthville | Journey time faster         |
| Gymea          | Journey time faster         |
| Dulwich Hill   | Journey time faster         |
| Summer Hill    | Journey time faster         |
| Cronulla       | Journey time faster         |
| Bankstown      | Journey time faster         |
| Asquith        | Journey time faster         |
| Parramatta     | Journey time faster         |
| Chester Hill   | Journey time faster         |
| Canley Vale    | Journey time faster         |
| Yennora        | Journey time faster         |
| Kirrawee       | Journey time faster         |
| Canterbury     | Journey time faster         |
| Hurlstone Park | Journey time faster         |
| Newtown        | Journey time faster         |
| Yagoona        | Journey time faster         |
| Stanmore       | Journey time faster         |
| Sutherland     | Journey time faster         |
| Lewisham       | Journey time faster         |
| Denistone      | Journey time faster         |
| Wahroonga      | Journey time faster         |
| Mount Druitt   | Journey time faster         |
| Berala         | Journey time faster         |
| East Hills     | Journey time faster         |
| Arncliffe      | Journey time faster         |
| Jannali        | Journey time faster         |
| Tempe          | Journey time faster         |

| Station               | Change in journey time band |
|-----------------------|-----------------------------|
| St Leonards           | Up to 2 minute increase     |
| Martin Place          | Up to 2 minute increase     |
| Edmondson Park        | Up to 2 minute increase     |
| Lindfield             | Up to 2 minute increase     |
| Beverly Hills         | Up to 2 minute increase     |
| Epping                | Up to 2 minute increase     |
| Wynyard               | Up to 2 minute increase     |
| Mascot                | Up to 2 minute increase     |
| Allawah               | Up to 2 minute increase     |
| St James              | Up to 2 minute increase     |
| Green Square          | Up to 2 minute increase     |
| Pennant Hills         | Up to 2 minute increase     |
| Quakers Hill          | Up to 2 minute increase     |
| Turrumurra            | Up to 2 minute increase     |
| Museum                | Up to 2 minute increase     |
| Waitara               | Up to 2 minute increase     |
| Penrith               | Up to 2 minute increase     |
| Ashfield              | Up to 2 minute increase     |
| Flemington            | Up to 2 minute increase     |
| Punchbowl             | Up to 2 minute increase     |
| Wiley Park            | Up to 2 minute increase     |
| Eastwood              | Up to 2 minute increase     |
| Cheltenham            | Up to 2 minute increase     |
| Macdonaldtown         | Up to 2 minute increase     |
| Rosehill              | Up to 2 minute increase     |
| Carramar              | Up to 2 minute increase     |
| Macquarie Park        | Up to 2 minute increase     |
| Macquarie University  | Up to 2 minute increase     |
| Harris Park           | Up to 2 minute increase     |
| Belmore               | Up to 2 minute increase     |
| Marayong              | Up to 2 minute increase     |
| Riverwood             | Up to 2 minute increase     |
| Carlingford           | Up to 2 minute increase     |
| Kingswood             | Up to 2 minute increase     |
| Beecroft              | Up to 2 minute increase     |
| Revesby               | Up to 2 minute increase     |
| Panania               | Up to 2 minute increase     |
| Clyde                 | Up to 2 minute increase     |
| Glenfield             | Up to 2 minute increase     |
| Narwee                | Up to 2 minute increase     |
| Holsworthy            | Up to 2 minute increase     |
| Mount Kuring-gai      | Up to 2 minute increase     |
| Lidcombe              | Up to 2 minute increase     |
| International Airport | Up to 2 minute increase     |
| Domestic Airport      | Up to 2 minute increase     |

|                   |                     |
|-------------------|---------------------|
| Fairfield         | Journey time faster |
| Petersham         | Journey time faster |
| Rooty Hill        | Journey time faster |
| North Strathfield | Journey time faster |
| North Ryde        | Journey time faster |
| Strathfield       | Journey time faster |
| St Marys          | Journey time faster |
| West Ryde         | Journey time faster |
| Roseville         | Journey time faster |
| Kingsgrove        | Journey time faster |
| Turrella          | Journey time faster |
| Mortdale          | Journey time faster |
| Carlton           | Journey time faster |
| Como              | Journey time faster |
| Concord West      | Journey time faster |
| Wolli Creek       | Journey time faster |
| Campsie           | Journey time faster |
| East Richmond     | Journey time faster |
| Leppington        | Journey time faster |
| Caringbah         | Journey time faster |
| Berowra           | Journey time faster |
| Oatley            | Journey time faster |
| Meadowbank        | Journey time faster |
| Banksia           | Journey time faster |
| Gordon            | Journey time faster |
| Rhodes            | Journey time faster |
| Killara           | Journey time faster |
| Penshurst         | Journey time faster |
| Mount Colah       | Journey time faster |
| Sydenham          | Journey time faster |
| Erskineville      | Journey time faster |
| Bexley North      | Journey time faster |
| Kogarah           | Journey time faster |
| Liverpool         | Journey time faster |
| Westmead          | Journey time faster |
| Cabramatta        | Journey time faster |
| Miranda           | Journey time faster |
| Artarmon          | Journey time faster |
| Merrylands        | Journey time faster |
| Villawood         | Journey time faster |
| Edgecliff         | Journey time faster |
| Chatswood         | Journey time faster |
| Blacktown         | Journey time faster |
| Guildford         | Journey time faster |
| North Sydney      | Journey time faster |
| Normanhurst       | Journey time faster |
| Redfern           | Journey time faster |
| Waverton          | Journey time faster |

|                  |                         |
|------------------|-------------------------|
| Warrawee         | Up to 2 minute increase |
| Burwood          | Up to 2 minute increase |
| Auburn           | 2 to 5 minute increase  |
| Granville        | 2 to 5 minute increase  |
| Thornleigh       | 2 to 5 minute increase  |
| Minto            | 2 to 5 minute increase  |
| Emu Plains       | 2 to 5 minute increase  |
| Telopea          | 2 to 5 minute increase  |
| Leumeah          | 2 to 5 minute increase  |
| Circular Quay    | 2 to 5 minute increase  |
| Padstow          | 2 to 5 minute increase  |
| Campbelltown     | 2 to 5 minute increase  |
| Vineyard         | 2 to 5 minute increase  |
| Macarthur        | 2 to 5 minute increase  |
| Riverstone       | 2 to 5 minute increase  |
| Ingleburn        | 2 to 5 minute increase  |
| Macquarie Fields | 2 to 5 minute increase  |
| Mulgrave         | 2 to 5 minute increase  |
| Clarendon        | 2 to 5 minute increase  |
| Dundas           | >5 minute increase      |
| Windsor          | >5 minute increase      |
| Richmond         | >5 minute increase      |
| Camellia         | >5 minute increase      |

|                |                     |
|----------------|---------------------|
| Rockdale       | Journey time faster |
| St Peters      | Journey time faster |
| Schofields     | Journey time faster |
| Hurstville     | Journey time faster |
| Pymble         | Journey time faster |
| Hornsby        | Journey time faster |
| Central        | Journey time faster |
| Kings Cross    | Journey time faster |
| Bondi Junction | Journey time faster |
| Milsons Point  | Journey time faster |
| Bardwell Park  | Journey time faster |
| Wollstonecraft | Journey time faster |
| Marrickville   | Journey time faster |
| Toongabbie     | Journey time faster |
| Werrington     | Journey time faster |
| Town Hall      | Journey time faster |
| Lakemba        | Journey time faster |

**SOURCE:** Opal, comparisons of four weekdays of data in March 2018 and March 2017.

Released under GIPA Act 2009

Number of customer complaints from 1 November 2017 to 31 December 2018 by station with an increase of journey time and category

| Station              | Change in journey time band | Number of customer complaints by sub-category from 1 November 2017 - 31 December 2018 |               |                         |                          |                          |
|----------------------|-----------------------------|---|---------------|-------------------------|--------------------------|--------------------------|
|                      |                             | *Interchange & connection timing  | *Journey time | *Number of interchanges | Service levels - weekday | Service levels - weekend |
| St Leonards          | Up to 2 minute increase     | 0   | 0             | 0                       | 3                        | 0                        |
| Martin Place         | Up to 2 minute increase     | 0   | 0             | 0                       | 2                        | 1                        |
| Edmondson Park       | Up to 2 minute increase     | 0   | 0             | 0                       | 2                        | 0                        |
| Lindfield            | Up to 2 minute increase     | 0   | 0             | 0                       | 1                        | 0                        |
| Beverly Hills        | Up to 2 minute increase     | 0   | 0             | 0                       | 0                        | 0                        |
| Epping               | Up to 2 minute increase     | 0   | 0             | 0                       | 1                        | 1                        |
| Wynyard              | Up to 2 minute increase     | 0   | 0             | 0                       | 13                       | 0                        |
| Mascot               | Up to 2 minute increase     | 0   | 1             | 0                       | 0                        | 0                        |
| Allawah              | Up to 2 minute increase     | 0   | 0             | 0                       | 0                        | 0                        |
| St James             | Up to 2 minute increase     | 0   | 0             | 0                       | 3                        | 0                        |
| Green Square         | Up to 2 minute increase     | 0   | 0             | 0                       | 1                        | 1                        |
| Pennant Hills        | Up to 2 minute increase     | 0   | 0             | 0                       | 0                        | 0                        |
| Quakers Hill         | Up to 2 minute increase     | 0   | 0             | 0                       | 2                        | 0                        |
| Turrumurra           | Up to 2 minute increase     | 0   | 0             | 0                       | 0                        | 0                        |
| Museum               | Up to 2 minute increase     | 0   | 0             | 0                       | 0                        | 0                        |
| Waitara              | Up to 2 minute increase     | 0   | 0             | 0                       | 0                        | 0                        |
| Penrith              | Up to 2 minute increase     | 0   | 0             | 0                       | 1                        | 1                        |
| Ashfield             | Up to 2 minute increase     | 0   | 0             | 0                       | 4                        | 0                        |
| Flemington           | Up to 2 minute increase     | 0   | 0             | 0                       | 2                        | 0                        |
| Punchbowl            | Up to 2 minute increase     | 0   | 0             | 0                       | 0                        | 0                        |
| Wiley Park           | Up to 2 minute increase     | 0   | 0             | 0                       | 0                        | 0                        |
| Eastwood             | Up to 2 minute increase     | 0   | 0             | 0                       | 3                        | 1                        |
| Cheltenham           | Up to 2 minute increase     | 0   | 0             | 0                       | 0                        | 0                        |
| Macdonaldtown        | Up to 2 minute increase     | 0   | 0             | 0                       | 1                        | 0                        |
| Rosehill             | Up to 2 minute increase     | 0   | 0             | 0                       | 0                        | 0                        |
| Carramar             | Up to 2 minute increase     | 0   | 0             | 0                       | 0                        | 0                        |
| Macquarie Park       | Up to 2 minute increase     | 0   | 0             | 0                       | 0                        | 0                        |
| Macquarie University | Up to 2 minute increase     | 0   | 0             | 0                       | 0                        | 0                        |
| Harris Park          | Up to 2 minute increase     | 0   | 0             | 0                       | 1                        | 0                        |
| Belmore              | Up to 2 minute increase     | 0   | 0             | 0                       | 1                        | 0                        |
| Marayong             | Up to 2 minute increase     | 0   | 0             | 0                       | 2                        | 0                        |
| Riverwood            | Up to 2 minute increase     | 0   | 0             | 0                       | 14                       | 0                        |
| Carlingford          | Up to 2 minute increase     | 0   | 0             | 0                       | 1                        | 0                        |
| Kingswood            | Up to 2 minute increase     | 0   | 0             | 0                       | 2                        | 0                        |
| Beecroft             | Up to 2 minute increase     | 0   | 0             | 0                       | 0                        | 0                        |
| Revsby               | Up to 2 minute increase     | 0   | 0             | 0                       | 3                        | 0                        |
| Panania              | Up to 2 minute increase     | 0   | 0             | 0                       | 1                        | 0                        |
| Clyde                | Up to 2 minute increase     | 0   | 0             | 0                       | 4                        | 0                        |
| Glenfield            | Up to 2 minute increase     | 8   | 1             | 0                       | 9                        | 1                        |

|                       |                         |           |          |          |            |          |
|-----------------------|-------------------------|-----------|----------|----------|------------|----------|
| Narwee                | Up to 2 minute increase | 0         | 0        | 0        | 1          | 0        |
| Holsworthy            | Up to 2 minute increase | 0         | 0        | 0        | 1          | 0        |
| Mount Kuring-gai      | Up to 2 minute increase | 0         | 0        | 0        | 0          | 0        |
| Lidcombe              | Up to 2 minute increase | 4         | 0        | 1        | 19         | 0        |
| International Airport | Up to 2 minute increase | 0         | 0        | 0        | 0          | 0        |
| Domestic Airport      | Up to 2 minute increase | 0         | 0        | 0        | 0          | 0        |
| Warrawee              | Up to 2 minute increase | 0         | 0        | 0        | 1          | 0        |
| Burwood               | Up to 2 minute increase | 0         | 0        | 0        | 14         | 0        |
| Auburn                | 2 to 5 minute increase  | 0         | 0        | 0        | 10         | 0        |
| Granville             | 2 to 5 minute increase  | 0         | 0        | 0        | 31         | 2        |
| Thornleigh            | 2 to 5 minute increase  | 0         | 0        | 0        | 0          | 0        |
| Minto                 | 2 to 5 minute increase  | 0         | 0        | 0        | 0          | 0        |
| Emu Plains            | 2 to 5 minute increase  | 0         | 0        | 0        | 2          | 0        |
| Telopea               | 2 to 5 minute increase  | 0         | 0        | 0        | 0          | 0        |
| Leumeah               | 2 to 5 minute increase  | 0         | 0        | 0        | 4          | 0        |
| Circular Quay         | 2 to 5 minute increase  | 0         | 0        | 0        | 7          | 0        |
| Padstow               | 2 to 5 minute increase  | 0         | 0        | 0        | 23         | 0        |
| Campbelltown          | 2 to 5 minute increase  | 0         | 0        | 0        | 8          | 1        |
| Vineyard              | 2 to 5 minute increase  | 0         | 0        | 0        | 0          | 0        |
| Macarthur             | 2 to 5 minute increase  | 0         | 0        | 0        | 1          | 0        |
| Riverstone            | 2 to 5 minute increase  | 0         | 0        | 0        | 1          | 0        |
| Ingleburn             | 2 to 5 minute increase  | 0         | 0        | 0        | 2          | 0        |
| Macquarie Fields      | 2 to 5 minute increase  | 0         | 0        | 0        | 4          | 0        |
| Mulgrave              | 2 to 5 minute increase  | 0         | 0        | 0        | 1          | 0        |
| Clarendon             | 2 to 5 minute increase  | 0         | 0        | 0        | 0          | 0        |
| Dundas                | >5 minute increase      | 0         | 0        | 0        | 0          | 0        |
| Windsor               | >5 minute increase      | 0         | 1        | 0        | 2          | 0        |
| Richmond              | >5 minute increase      | 0         | 0        | 0        | 6          | 0        |
| Camellia              | >5 minute increase      | 0         | 0        | 0        | 0          | 0        |
| <b>Total:</b>         |                         | <b>12</b> | <b>3</b> | <b>1</b> | <b>215</b> | <b>9</b> |

Source for change in journey time band:

Opal, comparisons of four weekdays of data in March 2018 and March 2017.

Source for number of customer complaint:

Voice of Customer Unit, Customer Technology and Services Division, TfNSW. Extracted in January 2019.

Footnote:

\*Sub-categories "Interchange and connection timing", "Journey time" and "Number of interchanges" are established on 21 September 2018.