



Media Release

David Campbell MP

Minister for Transport

Minister for the Illawarra

COMPLAINTS DROP AS PERFORMANCE IMPROVES AT SYDNEY FERRIES

Friday 7 August 2009

Minister for Transport David Campbell today welcomed new figures which showed customer complaints to Sydney Ferries had dropped by 49 per cent over the past two years, while performance was improving.

Mr Campbell said while there is still much to do to improve ferry services for passengers, a drop in complaints was a good step forward.

“New figures show that for the 2008/09 financial year customer complaints reached 889, that’s down from 1,220 in 2007/08 and 1,808 in 2006/07,” Mr Campbell said.

“Of course I’d prefer it if there were no complaints at all but the fact that there is a sustained downward trend is reassuring.

“In 2008/09 there were 177,861 scheduled services, which means there was just one complaint for every 200 services.

“The NSW Government is currently undertaking a market testing exercise to establish whether a private operator, or Sydney Ferries, is best placed to run ferry services on Sydney Harbour.

“This process is about delivering the best possible service to passengers and a decision on who will run ferry services will be made by the end of the year.”

Mr Campbell said service reliability at Sydney Ferries for 2008/09 reached 99.5 per cent.

“Sydney Ferries has been implementing reforms to improve services and these are making a difference,” Mr Campbell said.

“Sydney Ferries has been working hard to improve customer service including implementing refresher training for staff, providing up to date information for passengers and improving the service reliability of the fleet,” Mr Campbell said.

“There is always more to do but progress has been made and I congratulate staff for the work they have been doing.”

For more information on Sydney Ferries services visit www.sydneyferries.info

Media Contact: Suzie Brady 0411 104 339