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## News for CityRail customers on the South, Airport & East Hills, Southern Highlands and Cumberland lines



## Australia's newest and biggest rail experience

Trainworks, which is now open at Thirlmere, showcases the most comprehensive display of railway history in Australia and provides an exciting mix of interactive displays, experiences and guided tours. Trainworks is set to become a significant NSW regional attraction.

The new exhibition building has a theatre, children's playground and cafe. Enjoy the Workers Walk, the Great Train Hall and the first roundhouse to be built in Australia for 50 years.

Some of the exhibition highlights include Australia's most powerful steam locomotive – the mighty 260-tonne Garratt – the State Governor's carriage, a prison van, a horse box and a mail van.

Trainworks has plenty of activities for visitors, such as operating the steam machine to learn how steam power works, experiencing a steam or diesel train ride on selected weekends and during special events, and watching the live action of the working roundhouse and turntable.

For more information about Trainworks visit [www.trainworks.com.au](http://www.trainworks.com.au)

## Better value longer term tickets

Your longer term MyTrain and MyMulti tickets are now even better value.

We're encouraging customers to take advantage of the savings by switching to longer term tickets.

Monthly, quarterly and yearly MyTrain ticket prices have been reduced by nine per cent and buying a MyMulti ticket – which covers travel across trains, buses and ferries – saves you \$9 on a monthly ticket, \$25 on a quarterly ticket and \$100 on a yearly ticket.

The savings reward our regular customers and encourage more people to use public transport. The initiative also aims to reduce Monday morning ticket queues at stations by encouraging customers to purchase longer term tickets rather than 7 or 14 day tickets.

Now there's even more reason to buy a MyMulti ticket as customers are entitled to travel on Metro Light Rail services, between Central and Lilyfield, at no extra charge. Pensioners and families also benefit as light rail is now included in Pensioner Excursion tickets and Family Funday Sunday tickets.

You can visit the CityRail website to purchase your longer term MyMulti and MyTrain tickets. Select a monthly, quarterly or yearly ticket, and it will be posted to you within five working days.

Buying online is convenient and has extra benefits. If you lose a ticket that you have purchased online, we will send a replacement by Express Post within three working days. If your ticket is damaged, we can generate a new ticket for collection from your preferred station. You will also receive an email two weeks before your ticket expires to remind you to order a new ticket.

If you've already bought a longer term ticket, standard CityRail refund arrangements and processing fees apply. Please go to the CityRail website for more information.

Take advantage of the savings and switch to a monthly, quarterly or yearly ticket. You can buy tickets now at [www.cityrail.info](http://www.cityrail.info) or at station ticket windows.

## CityRail Update survey

We'd like your feedback on CityRail Update. Please tell us what you think by completing our online survey at [www.cityrail.info/news/update/](http://www.cityrail.info/news/update/)



## Deep Cleans at stations

Campbelltown, Ingleburn and Holsworthy stations have all had extensive Deep Cleans, improving the appearance of areas inside and outside the stations.

The Deep Cleans were undertaken as part of our 2011 Customer Charter commitment to clean trains and stations. Cleaning focused on platforms, stairs, pedestrian walkways and tunnels, and ticket office areas, as well as station main entrances.

Litter, leaves, weeds, cobwebs, graffiti and gum were removed from public access areas and pavements. Floors and signage were also thoroughly cleaned.

To ensure that customers weren't inconvenienced and work could be delivered to the highest standard, the deep cleaning teams carried out this work at night.

We've completed Deep Cleans at 22 hot spot stations across the network to provide clean and safe stations and improve your journey. This exceeded our Customer Charter commitment to undertake Deep Cleans at 20 stations.

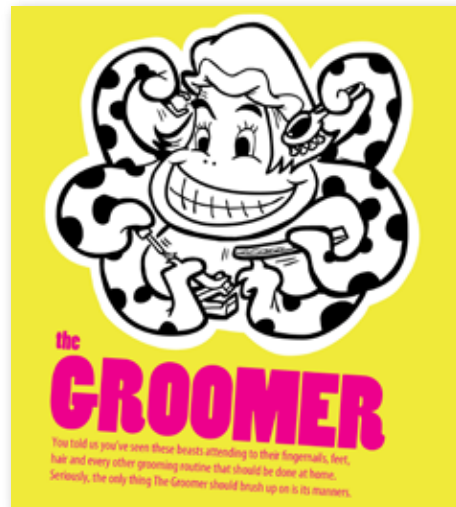


## Let's keep beastly behaviour off our trains

Have you ever been inconvenienced by other passengers on your train blasting music from their headphones? Ever come across the notorious mobile phone yeller or had to stand because someone is hogging two seats with all their bags?

We recently conducted an online survey to re-check what you found most inconsiderate about the behaviour of other passengers. Our 'Beasts of Bad Behaviour' campaign aims to raise awareness of how inconsiderate behaviour affects fellow passengers.

The 'beasts' remind us all of what we can do and how our behaviour affects the comfort and safety of others. If we all make a small effort, we can all have a better journey.



## Bins are back

You may have noticed that bins have made a comeback at some of our busiest stations.

Some time ago, we removed bins from busy underground and interchange stations due to security concerns. Since then, we've been listening to customer feedback about the inconvenience the lack of bins was causing. We worked closely with key partners such as NSW Police and the Designing Out Crime Research Centre to develop a safer bin design that's suitable for reintroduction at these stations.

Last year, we introduced new 'Safer by Design' bins at stations on the City Circle, as well as at Epping, Blacktown, Strathfield, Liverpool, Parramatta and Chatswood.

These new bins accommodate both general rubbish and paper recycling for your convenience.

The new bins have now been installed at other stations including Bondi Junction, Edgecliff, Kings Cross, Martin Place, Milsons Point, North Sydney, Redfern, Macquarie Park, Macquarie University, Hornsby, St Leonards, Granville, Sydenham, Kogarah, Hurstville and North Ryde.

Please make sure you use the bins provided so we can keep your trains and stations clean.

## Did you know...

An average of one million trips are made to and from our stations each weekday.

## New car parks at Revesby and Warwick Farm stations

Customers who use Revesby and Warwick Farm stations now have more parking available with newly completed multi-storey car parks.

The new commuter car park located north-east of Revesby Station provides 400 parking spaces for customers, while the car park at Warwick Farm Station has 342 spaces.

The car parks have more parking spaces for people with restricted mobility, and CCTV cameras and plenty of lighting to improve security.

They also feature stormwater treatment devices that trap and filter pollutants such as motor oil, sediment and general rubbish. This ensures that the car park's impact on the surrounding environment is more effectively managed.

# Taking action against graffiti

On Sunday 15 May, members of the public volunteered to help clean up graffiti at locations across NSW. In support of the event – a partnership between Keep Australia Beautiful and the NSW Government – our staff cleaned graffiti at different stations across the network.

Each year, we commit significant resources to prevent and reduce all types of vandalism on trains, stations and other railway property. Our cleaning staff work hard every day to remove graffiti so that trains can be returned to service for our customers as quickly as possible.

During Graffiti Action Day this year, graffiti was successfully removed from key stations and from within the rail corridor.

You can help reduce graffiti on stations and trains too. If you see someone vandalising railway property, call the



**CityRail Security Hotline** immediately on **9379 4444**, or if you know someone who commits graffiti vandalism, call **Crime Stoppers** on **1800 333 000**.

## Meet the Manager

We regularly hold Meet the Manager events at CityRail stations to give you the opportunity to provide feedback about our services directly to staff at your station.

This year, we'll hold over 100 events at stations across the network and on trains, where we'll do our best to address your suggestions about how to improve our services.

You'll find that we're publishing key customer feedback areas each quarter on the CityRail website, along with initiatives we're undertaking to address the feedback.

Visit [www.cityrail.info](http://www.cityrail.info) to find out more about Meet the Manager events at your closest station.

- Glenfield – 23 August
- Narwee – 21 September
- Macarthur – 28 September
- East Hills – 5 October
- Ashfield – 11 October
- Liverpool – 19 October

## Buying tickets the easy way

To make it quicker and easier for customers to purchase tickets, a total of 50 eftpos-only ticket vending machines have now been installed at stations across the CityRail network.

We've installed 20 new eftpos-only machines at a number of stations including Granville, Padstow and Riverwood. This exceeded our Customer Charter commitment to install 18 new machines.

The eftpos-only touch screen machines enable you to use your MasterCard, Visa or debit card to purchase a range of CityRail tickets, including 7 and 14-day MyTrain passes. They are quick and convenient to use and mean you will spend less time waiting to buy your ticket – saving you vital minutes during those rush-hour periods.

## Mascot and Green Square stations are fee-free

If you travel to or from Green Square and Mascot stations, you may have noticed that ticket prices have been reduced.

You can now buy the same MyZone tickets that are available on the rest of the CityRail network, after the access fees from these stations were removed.

Station access fees were levied at Green Square and Mascot stations by Airport Link, to cover its operating costs. Although Airport Link still operates the stations, the NSW Government is now covering the access fee on behalf of our customers, saving you up to \$17 per week, or \$850 per year.

You will still be able to use your existing ticket at these stations. If you bought a quarterly or yearly MyTrain ticket before 7 March 2011 you may be entitled to a partial refund, depending on your ticket's expiry date.

The station access fees will remain in place at Domestic Airport and International Airport stations.

## How we're travelling

Our on-time running target is for **92 per cent of peak suburban trains to arrive within five minutes of the scheduled time and the same proportion of intercity trains to arrive within six minutes of their scheduled time.**

The good news is that on-time running has improved steadily over the past few years. However, if you do experience a delay, we aim to keep you informed while we work to resume services as soon as possible.

Operational issues affected services on the East Hills and Southern Highlands lines in the period March to May, and on the South Line in April and May.

On-time running targets were achieved on the Airport Line in the period March to May.



## What's on

Check out some of these great events – leave your car at home and go by train.



**Sydney Winter Festival**  
**When:** 28 July–14 August  
**Where:** Cathedral Square, Sydney  
**Nearest station:** St James

For the third year in a row, the Sydney Alpine Winter Festival is back. Cathedral Square will be transformed into a sparkling winter wonderland. Book tickets for the country's largest open air ice skating rink or warm up with a glass of Gluehwine to celebrate winter. [www.winterfestival.com.au](http://www.winterfestival.com.au)

**Southern Highlander Steam Train Ride**  
**When:** 22 October  
**Where:** Various locations  
**Nearest stations:** Central, Padstow and Campbelltown

All aboard the Southern Highlander steam train for a scenic journey through rolling countryside up into the Southern Highlands. Catch the train from Central, Padstow or Campbelltown then hop off in the charming village of Robertson, where you can explore traditional pubs and cafes, or pick up a gift in one of the local art and crafts shops. [www.heritageexpress.com.au](http://www.heritageexpress.com.au)

**Crave Sydney International Food Festival**  
**When:** 1–31 October  
**Where:** Various locations, Sydney  
**Nearest stations:** Various

Crave Sydney International Food Festival is an exciting celebration of Sydney's unmatched way of life, offering 31 days of food, outdoor art and fun. Crave Sydney features major events, including World Chef Showcase, Night Noodle Markets, Barbecue Madness and Let's Do Lunch in addition to community festivals in Greater Sydney, food tours, hands-on cooking classes and a series of 100 Mile Meals across regional NSW. [www.cravesydney.com](http://www.cravesydney.com)

**Spring Cycle**  
**When:** 16 October  
**Where:** Sydney  
**Nearest station from start site:** North Sydney

This fantastic family event allows you to see the city at a leisurely pace. There are two route options which give you the opportunity to ride across the Harbour Bridge and enjoy the city's iconic landmarks. The City Ride finishes at Pyrmont. The Classic Ride takes you to Sydney Olympic Park. Register now for Sydney's largest celebration of cycle! [www.springcycle.com.au](http://www.springcycle.com.au)

## CityRail news via email

Save paper and get the latest CityRail news direct to your inbox when you sign up to receive CityRail Update via email. To register go to: [www.cityrail.info/news/update/](http://www.cityrail.info/news/update/)

## Trackwork calendar

Our planned maintenance program is scheduled two years in advance. Every week of the year, some part of the CityRail network is undergoing trackwork in line with our continuing effort to maintain and upgrade our network and provide you with a smoother ride.

### Trackwork by email

Would you like to know what's happening on your line without leaving the comfort of your office or home? It's easy if you subscribe to CityRail's free trackwork email service. Simply go to [www.cityrail.info](http://www.cityrail.info) to register. Select the lines you most frequently use and we'll send you a weekly email advising of any trackwork affecting train services. The emails can be sent to your home or office email – or both!

The calendar below shows major work planned for your line in the near future.

### Buses replace trains:

13-14 Aug (weekend)	<b>South Line</b> Trains will not stop at Ashfield or Croydon.
27-28 Aug (weekend)	<b>South Line</b> Between Merrylands and Lidcombe/Olympic Park via Granville.
12-15 Sep (evening)	<b>Airport &amp; East Hills Line</b> Between East Hills and Kingsgrove.
17-18 Sep (weekend)	<b>Airport &amp; East Hills Line</b> Airport Line trains between Sydenham and Central. East Hills Line trains between Macarthur and Sydenham.
	<b>City Circle</b> Trains will operate in one direction only, from Central via Museum.
	<b>South Line</b> Between Macarthur and Liverpool.
	<b>Southern Highlands Line</b> Between Goulburn, Campbelltown and Liverpool.
15-16 Oct (weekend)	<b>Airport &amp; East Hills Line</b> Between East Hills and Kingsgrove.

Details are correct at time of printing. Please check [www.cityrail.info](http://www.cityrail.info), posters at your station or call 131 500 closer to the time.

## Contact us

**Report security issues**  
1800 657 926 (24 hours)

**Lost property**  
02 9379 3341  
or [www.cityrail.info](http://www.cityrail.info)

**Passes and concessions**  
1300 302 130

**Ticket vending machine faults** 1800 808 822

**Rail Greenline** for environmental enquiries and complaints  
1300 656 999 (24 hours)

**TTY (Teletypewriter service)** for hearing and speech impaired customers only 1800 637 500

**For service information or to give customer feedback**  
[www.cityrail.info](http://www.cityrail.info) or call 131 500



Transport  
CityRail