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News for CityRail customers on the Western and Blue Mountains lines



Facelift for Quakers Hill Station

Work is continuing on the Quakers Hill Station accessibility upgrade.

The station will have three new lifts, a footbridge with canopies, three new sets of stairs and a new ticket office with an additional ticket window. The platform is being lengthened and resurfaced and CCTV cameras and lighting improved for your security. The upgrade is expected to be completed in the second half of this year.

This project is part of our commitment to make your journey easier by improving access to stations for the elderly, people with disabilities and customers with prams, young children or luggage.



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 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/



A fresh face for Western Line stations

Penrith, St Marys and Mount Druitt stations have recently had improvements as part of our network-wide Station Makeover program.

Buildings, bins and seats at all three stations have been repainted, graffiti removed and the tracks and stations have been thoroughly cleaned. The stations have also had their gardens improved and new bike racks installed.

Harris Park, Richmond, Springwood, Carlingford and Teloopa stations have also recently had extensive Deep Cleans to improve the appearance of areas in 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 main station entrances.

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

To ensure that our 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.

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.

Local artists brighten up Hazelbrook and Springwood stations

The Blue Mountains' well-deserved artistic reputation has been enhanced by the creation of two new murals at Hazelbrook and Springwood stations.

At Hazelbrook Station, a peaceful image of Terrace Falls now casts a calming influence over the western wall of the new tunnel running under the railway line. Taken from an historic photograph, the mural was painted by renowned artist Michael Lynn. The mural was a joint project between RailCorp and community organisation The Hazelbrook

Association, and has provided a warm and welcome addition to the local area.

At Springwood, the bright new station mural was created by the Blue Mountains Street Art Collaborative from the Upper Mountains Youth Project. The series of colourful images that now line a retaining wall west of the station was produced using aerosol art by 25 young artists. The design won the 'Exceptional Project within a Not-For-Profit Organisation' category at the Western Sydney Zest Awards.



Image of Hazelbrook mural

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 to find out more about Meet the Manager events at your closest station.

- Kingswood – 24 August
- Mount Druitt – 26 August
- Clyde – 31 August
- Seven Hills – 7 September
- Burwood – 13 September
- Lawson – 30 September
- Westmead – 26 October
- Mount Victoria – 28 October

New car parks at Blacktown and Seven Hills stations

If you travel from Blacktown and Seven Hills stations, you may have noticed that we have built new car park spaces for your convenience.

In addition to the new parking spaces at Seven Hills Station opened last year, we have now added a further 300 spaces. The new car park now has 730 parking spots enabling customers to park closer to the station. There are parking spaces for people with restricted mobility, and CCTV cameras and plenty of lighting.

We have also recently built new parking spaces at Blacktown Station. The multi-storey car park offers 500 parking spots for our customers.

More Guardian services



We've increased the number of Guardian services to give you further peace of mind when travelling by train at night.

Guardian services have enhanced security and operate on selected Friday and Saturday night train services.

Guardian services are marked with a 'G' in the online timetables and are now available at the times listed below:

Western Line

Friday night Depart Central 9.29pm, arrive Richmond 10.52pm

Friday night Depart Central 10.44pm, arrive Penrith 11.58pm

Saturday night Depart Central 10.36pm, arrive Richmond 11.59pm

Saturday night Depart Central 10.51pm, arrive Penrith 12.02am

CityRail and security staff will be present on arrival at the following hub stations: Strathfield, Granville, Parramatta, Blacktown, Riverstone, Richmond and Penrith.

Guardian services may be cancelled or altered when there is trackwork. Visit www.cityrail.info/guardian for more information and the latest Guardian services timetable.

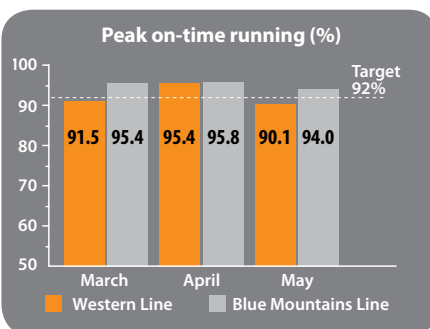
How we're travelling

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.

In March and May, a range of operational issues and trespass incidents affected services on the Western Line.

On-time running targets were achieved on the Blue Mountains 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

Blue Mountains Flyer Steam Train Ride

When: 6 August

Where: Various locations

Nearest stations: Central, Strathfield, Westmead and Penrith

All aboard the Blue Mountains Flyer steam train for a scenic journey through the suburbs up towards the foothills of the Great Dividing Range. Catch the train from Central, Strathfield, Westmead or Penrith and then hop off at Katoomba, where you can explore beautiful galleries and gardens, enjoy a bracing bushwalk, or visit the World Heritage-Listed Area at Echo Point. 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

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

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/

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 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:

6-7 Aug (weekend)	Western Line Trains start and terminate at Central (platforms 4-15).
13-14 Aug (weekend)	Carlingford Line Between Lidcombe and Clyde.
15-19 Aug (major weekday)	Blue Mountains Line Between Lithgow and Mount Victoria.
20-21 Aug (weekend)	Blue Mountains Line Between Penrith and Lithgow.
22-26 Aug (major weekday)	Blue Mountains Line Between Lithgow and Mount Victoria.
27-28 Aug (weekend)	Western Line Between Parramatta and Lidcombe/Olympic Park.
	Blue Mountains Line Between Blacktown and Olympic Park/Central.
	Carlingford Line Between Carlingford and Clyde/Lidcombe/Olympic Park.
29 Aug – 2 Sep (daily)	Blue Mountains Line Between Lithgow and Mount Victoria.

Contact us

Report security issues
1800 657 926 (24 hours)

Lost property
02 9379 3341
or 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 or call 131 500



Transport
CityRail

Details are correct at time of printing. Please check www.cityrail.info, posters at your station or call 131 500 closer to the time.