



Burwood Station's recently-completed upgrade includes four new lifts

Commitment to accessible services met

Facilities and services improved for customers with disabilities

The recent completion of an \$18m Easy Access upgrade at Burwood Station means this year's Customer Charter commitments to improve accessibility have now all been met.

Minister for Transport John Robertson announced the upgrade's completion last week.

"Burwood passengers will now have access to state-of-the-art facilities including four new lifts, new ramps and a family accessible toilet designed to provide greater access for people with disabilities, the elderly and customers with bags, prams and young children," Mr Robertson said. "Tactile tiles have also been added".

"Additional work has also been completed on the provision of a new ticket office, central concourse and the station's Burwood Road façade.

The 2010 Customer Charter includes a further two commitments around accessibility, in addition to the Burwood upgrade.

One is to introduce MLAK (Master Locksmith Access Key) locks in toilet facilities at 12 stations to facilitate access for customers with disabilities.

The other is to install tactile tiles on platform edges at 16 stations to assist customers with impaired vision.

CityRail has now met all of these commitments.

The Burwood upgrade is part of the NSW Government's Easy Access program. Under the program, almost \$500m has so far been invested in upgrading stations across the CityRail network.

"Burwood is the 121st CityRail station to be made wheelchair accessible. These 121 upgraded stations serve the majority of rail passengers, with more than 750,000 people - or 77 per cent of passengers - using one of these stations each day."

For your diary...

- **Sat 14 August** – Bulldogs v Raiders at ANZ Stadium. High frequency trains operate from Lidcombe to Olympic Park.
- **Mon 16 August** – State Transit bus stops along Oxford Street to Bondi Junction and Flinders Street and Anzac Parade to Maroubra Junction will become PrePay-only from 7am to 7pm, weekdays.
- **Sat 21 August** – Swans v Bulldogs at Sydney Cricket Ground. Special shuttle buses operate from Central and Circular Quay to Moore Park.
- **Mon 23 August** – Roosters v Titans at Sydney Football Stadium. Special shuttle buses operate from Central to Moore Park. Commuters should be aware of extra traffic in the Moore Park area.

Please note: There are many events in Sydney each week; we have only included those that are near a major transport or tourist hub.



Your station, your say

CityRail regularly holds 'Meet the Manager' events at stations and on trains to gain important feedback from customers face-to-face.

We're always looking for ways to improve our services, and hearing your views at these events helps us understand what is most important to you when using CityRail services.

This year, CityRail has committed to holding more than 100 Meet the Manager events across the network - at stations and on trains - at which customers can meet their local managers.

CityRail's website, www.cityrail.info, now has a dedicated Meet the Manager page, which includes details of Meet the Manager events in upcoming months as well as information on the 2010 CityRail Customer Charter.

You can also give feedback on our services and tell us what you want to see in the 2011 Charter.

To view the page, please visit www.cityrail.info and click on the 'Contact us' link.

Meet the Manager in August

Meet the Manager events will be held this month at the following stations.

For details of other events, please visit www.cityrail.info

- | | |
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| • Adamstown
Wed 18 August
5.30am - 9.30am | • North Wollongong
Thu 19 August
3.00pm - 6.00pm |
| • Asquith
Fri 20 August
6.30am - 9.00am | • Revesby
Thu 12 August
6.30am - 9.00am |
| • Broadmeadow
Thu 19 August
5.00am - 9.30am | • St James
Thu 19 August
7.00am - 9.00am |
| • Katoomba
Thu 19 August
5.30am - 8.30am | • Westmead
Fri 27 August
6.30am - 9.30am |
| • Milsons Point
Thu 26 August
7.00am - 9.00am | • Wollstonecraft
Thu 26 August
6.30am - 8.30am |



This weekend 14 & 15 Aug

- Sat 14 Aug** **Carlingford Line** From 9pm to 2am, buses replace trains between Carlingford and Clyde.
- Sat 14 and Sun 15 Aug** **Bankstown Line** Trains operating between Bankstown and the City via Lidcombe operate as an express service between Strathfield and Redfern.
- Inner West Line** Buses replace trains between Strathfield and Central.
- South Line** Trains operating between Campbelltown and the City via Granville **do not stop** at Ashfield.
- Northern Line** Buses replace trains between Rhodes and Strathfield.
- Olympic Park Sprint** Trains **do not operate** between Central and Olympic Park.
- South Coast Line** Most South Coast Line trains start and terminate at Martin Place, and stop at Town Hall and Central (platforms 24/25).
- Newcastle & Central Coast Line** Trains operate via the North Shore Line, to an amended timetable.

Next week

- Mon 16 to Wed 18 Aug** **Airport & East Hills Line** Nightly from 10.05pm to 1.30am, buses replace trains between Glenfield and East Hills.
- Mon 16 to Thu 19 Aug** **Eastern Suburbs & Illawarra Line** From 9.50pm to 1.30am, buses replace trains between Bondi Junction and Central.
- Tue 17 to Wed 18 Aug** **Newcastle & Central Coast Line** From 11.10pm to 3am, buses replace trains between Gosford and Hornsby.
- Wed 18 and Thu 19 Aug** **Olympic Park Sprint** Buses replace trains between Lidcombe and Olympic Park.
- Wed 18 and Thu 19 Aug** **North Shore Line** From 10.20pm to 2am, buses replace trains between North Sydney and Central.
- Wed 18 and Thu 19 Aug** **Northern Line** From 10.20pm to 2am, trains operate between Hornsby and North Sydney via Macquarie Park and between Epping and Central via Strathfield.
- Fri 20 Aug** **Western Line** From 10.20pm to 2am, trains start and terminate at Central (platforms 4-15).
- Fri 20 Aug** **Western Line** From 10pm to 1.30am, buses replace trains between Richmond and Riverstone.

Thank you for telling us what's on your mind.

We'd like to thank all of our creative commuters for taking part in the 'What's on Your Mind' competition. Winning entries will be displayed in selected CBD stations during September.



contact us

Report security issues 1800 657 926 (24 hours)
Lost property 02 9379 3341 (weekdays)
Passes and concessions 1300 302 130
Ticket vending machine faults 1800 808 822
Rail Greenline environmental enquiries and complaints 1300 656 999 (24 hours)
TTY (Teletypewriter service) hearing and speech impaired customers only 1800 637 500
Service information and customer feedback www.cityrail.info or call 131 500