

MEDIA RELEASE

Passengers will benefit from the next generation of transport information services following the signing of a NSW Government contract for Transport Info 131500 services.

NSW Transport and Infrastructure Director General Les Wielinga said that the five-year contract starting 1 July, 2010 with international services company, Serco Australia, will take transport information services to the next level.

“We will move forward to deliver transport information through a wide range of platforms, in addition to the 131500 phone line and the 131500.com.au website that have been in place since 1996 and 2003, respectively,” Mr Wielinga said.

“Transport Info 131500 is a highly popular service, with nearly 12 million contacts via phone, email and web last year. Our mobile service, mobile.131500.com.au, has been specifically set-up for web-enabled mobile phones and has seen a 189 per cent usage increase in the last year alone.

“There is a clear customer movement towards new technologies and online networks, and a demand for public transport information for customers on the go. The new contract helps us to continue to advance Transport Info 131500 in the right direction for passengers.

“Our Global City will have transport information services similar to those now available in London, San Francisco, Vienna and Munich. We are positioning ourselves to quickly adapt and respond to technologies that haven’t been developed, by focusing on data and enabling application developers to get on with the job of innovating.

“Rural and regional passengers will also benefit from the new services, as data becomes available from the service providers.”

Mr Wielinga said the new contract will provide NSW residents with easier access to better information, and will bring about improvements in transport integration and customer service.

“The NSW Government is committed to providing fast, frequent, reliable and integrated public transport to the people of NSW,” Mr Wielinga said.

“Providing passengers with accurate, reliable and easy-to-use information will make it easier for them to make the decision to use public transport.

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