



Andrew Constance
Minister for Transport and Infrastructure

MEDIA RELEASE

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NEW NERVE CENTRE TO REDUCE TRAIN COMMUTER DELAYS

Minister for Transport and Infrastructure Andrew Constance today announced a new rail nerve centre will be built aimed at reducing train delays and provide faster information to customers.

The Sydney Trains Rail Operations Centre is a \$276 million investment to be built at Green Square, ensuring all facets of the train network are controlled from a single location, with new technology to manage train movements and customer safety.

“This new centre will ultimately improve train reliability for customers and when there are delays, information will be communicated much more quickly,” Mr Constance said.

“This is a massive commitment to a transformational project that will help ensure Sydney Trains can continue to improve the service it provides to customers.”

Knowledge from across the globe has been sourced, from London, Hong Kong and Tokyo, to ensure the design incorporates the latest technology that will improve train services for customers.

Sydney Trains Chief Executive Howard Collins said the organisation’s performance has been held back in recent years by outdated technology and having to respond manually to incidents.

“At the moment we manage the trains and tracks, respond to incidents, communicate with customers and monitor their safety from different locations and in different ways,” he said.

“One example is that during an incident, there are multiple phone calls made between the person reporting the incident, the person who controls the trains, another party in charge of fixing the fault and the response team in the field.

“The new centre will mean each of these parties are informed the moment the issue is reported and because they will all be in the same location, receiving more information, they can ensure the best response to get our customers moving again.”

The Sydney Trains network control facility is set to open in 2018.

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Artists' impressions of the proposed Sydney Trains Rail Operations Centre