

## Media Release

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1 July 2014

### **One year anniversary of Sydney Trains: \$33 million station refresh of 28 more stations**

One year after Sydney Trains was established, a new \$33 million expansion of the Station Refresh program will be adding another 28 of the busiest hubs across the network.

In the past 12 months significant improvements have been delivered to rail customers including meeting tough new punctuality targets, delivery of more than 1,000 extra weekly services, and brand new air-conditioned trains.

Customers want safe, reliable, clean, air-conditioned trains, and modern stations which are easily accessible.

The Station Refresh at 28 stations announced today comes on top of the upgrade of 19 stations across the network announced earlier this year.

The deep clean and upgrade of 19 stations outlined earlier this year will be largely completed by the end of July so that customers can enjoy the benefit of cleaner, modern-looking facilities.

#### **The next stations to benefit from the Station Refresh program include:**

Ashfield, Auburn, Cabramatta, Fairfield, Rockdale, Macquarie University, Bankstown, Mount Druitt, Liverpool, Edgecliff, Campsie, North Sydney, Rhodes, Chatswood, Hornsby, Epping, Eastwood, Artarmon, Westmead, Gordon, Newtown, Campbelltown, St Peters, Sutherland, Seven Hills, Sydenham, Turramurra and Milsons Point.

Each will receive a deep clean and overhaul of facilities, including upgraded toilets, new furniture, energy-efficient lighting, repainting and landscaping.

The \$33 million upgrade will be completed by the end of 2014, and shows that customers using the system right across the network are now seeing ongoing benefits of the setting up of Sydney Trains.

One of the biggest achievements in the last 12 months was the seamless introduction of the new timetable with more than 1,000 extra weekly train services, including more than 600 new express services.

The new timetable reduced journey times for thousands of customers travelling longer distances, provided frequent turn-up-and-go or clock-face services at many stations, improved connections with buses and ferries and was simpler and easier for customers to understand.

Despite delivering many extra services, Sydney Trains has exceeded performance targets in its first year of operations by more than two per cent, with an overall peak punctuality rating of around 94 per cent, exceeding the 92 per cent target.

The first 12 months of the organisation has also seen a significant turnaround in attitude and culture by staff.

Sydney Trains has come a long way in the first year. It has modernised the organisation by continuing to roll out improvement programs including the extra focus on customer service, a major upgrade of stations and the refresh of its busiest hubs.

There is still a long way to go before the consistent delivery of world-class services that customers deserve is achieved.

This includes ongoing improvements in punctuality, modernising the train fleet, ensuring cleaner trains and stations and improved network maintenance. There is more work to do when responding to incidents so that communication with customers improves, and delays are reduced.

The organisation is experiencing a new era of customer focus among the Sydney Trains team, particularly frontline customer service roles. Staff are now on platforms and trains, anticipating customers needs and working to exceed them

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