

Media Release

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TRAIN SERVICES RETURN TO TIMETABLE AS HARRIS PARK WORKS COMPLETED

Customers travelling via Harris Park can expect a return to normal journey times today with extensive recovery works complete following the collapse of a retaining wall that buried a section of line and damaged platforms on Sunday, 30 June.

Director of Operations Tony Eid said Sydney Trains crews had worked around the clock to repair damage and return the station to normal operation conditions.

"Work started early last Monday morning to remove more than 5,000 tonnes of debris. We marshalled 170 workers to get the job done as fast as possible," Mr Eid said.

Mr Eid said the new customer-focused organisation Sydney Trains, which took over management of the suburban network on 1 July, had ensured customers and the public were kept informed of impacts to train services and the progress of the repairs.

"Extra station staff and customer service managers were deployed to Granville, Harris Park and Parramatta stations to assist customers," Mr Eid said. "Customers were also advised to listen to station announcements for service information.

"We distributed media releases on the matter, the Transport Management Centre discussed the latest Western Line and Blue Mountains Line service information in radio updates and we regularly updated web content, photos and time lapse images.

"This is all about the new, improved way we work. Having secured and ensured the safety of the site, the priority was minimising the impact on our customers," Mr Eid said.

"Sydney Trains thanks customers for their patience and understanding for the past week while work was carried out at the station."

Frequent services were provided on the western corridors during this week.

The Harris Park incident is the subject of an independent investigation. All efforts are being made to determine all facts relevant to the cause of the land slip.

For the latest time lapse images of the repair work, visit

http://www.sydneytrains.info/service_updates/service_interruptions/images/20130707_HarrisPark.wmv

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