

Media Release

23 May 2014

SYDNEY TRAINS SEARCH FOR NEXT GENERATION INFORMATION TECHNOLOGY

Sydney Trains Chief Executive Howard Collins today announced that Sydney Trains has taken the first steps toward rolling out the next generation of customer information technology at train stations.

Sydney Trains has issued a request for proposal (RFP) for industry to design, install and manage the delivery of a system to give the network a world-class system of indicator boards, screens and announcements that will provide customers with the accurate and timely information they need to complete their journeys.

"Surveys and other feedback consistently reinforces the value our customers place on quality announcements and clear and easy to understand displays," said Mr Collins.

"We realise this is an area we can improve on, and the first step is going out to the market and giving experts the opportunity to tell us how they would improve customer information at stations across NSW.

"While we are looking to the experts for exactly what shape the new system will take, at a minimum it will deliver more and better information via existing channels, along with more screens and indicator boards on all stations and accessible information channels."

Mr Collins said that while the new on-station customer information system will deliver long term improvements, customers are already experiencing clearer and more informative announcements on trains and station platforms, with train guards completing specialist training from the Australian Film, Television and Radio School.

"Every Sydney Trains guard has now completed the course, so customers are already experiencing clearer, more consistent and more informative announcements on board trains," Mr Collins said.

"Training has now started for all 2,000 customer service assistants, including platform staff."

Sydney Trains and NSW TrainLink customers also have access to a suite of public transport mobile apps which provide real time information about train services.

The recent rollout of Opal electronic ticketing across Sydney Trains and NSW TrainLink Intercity services means customers are also enjoying the end of ticket queues, cheaper fares for the vast majority and incentives such as weekly free travel rewards and a \$2.50 cap on Sunday fares.

Tenders for the on-station information RFP close at 10am on 30 June 2014. For more information visit tenders.nsw.gov.au

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