

Media Release

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Customer first: new paramedics on stations to reduce customer delays

Sydney Trains will rollout dedicated paramedics on busy Sydney train stations to urgently help sick customers and keep trains moving to reduce customer delays.

A team of paramedics is now located at 14 busy stations in the morning and afternoon peak periods and can immediately respond to medical incidents.

The major reforms to improve train services for customers includes the introduction of more than 1,000 extra services, more air-conditioned trains and new fast-track platforms to reduce delays at Town Hall and Central.

Around 30 per cent of delays on Sydney Trains' services are caused when a passenger hops on a train and requires medical attention.

Medical incidents can occur unexpectedly and the new team of paramedics mean we can get to customers faster and arrange additional medical equipment quickly – without holding up the rail network.

One medical incident on a train can hold up around 20 trains on the network in the morning or afternoon peak – that's around 20,000 customers impacted.

By providing a team of paramedics at key Sydney stations – we can quickly provide medical treatment to a sick or injured customer and get trains moving again.

The new paramedics will rotate through Town Hall, Wynyard, Redfern, Parramatta, Lidcombe, Epping, Strathfield, Sydenham, Hornsby, Chatswood, Glenfield, Blacktown, Bankstown and Wolli Creek stations.

In most cases a sick or injured customer could be treated faster at the station rather than remaining on the train.

There are often unexpected medical events that can't be helped, and that's where the paramedics will play a key role, however on many occasions customers are boarding the trains already unwell or choose to stay on the train if they become sick.

Customers who are feeling unwell are advised to please stay on the platform.

First-aid qualified station staff are now ready and trained to look after sick customers and, if necessary, are able to arrange for an ambulance.

Life-saving defibrillators have also been rolled out onto a number of busy Sydney Trains platforms, so help for customers who experience serious medical issues is within reach.

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