

Media Release

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SYDNEY TRAINS URGES CUSTOMERS TO BE HEAT SMART

Sydney Trains is urging customers to be heat smart while catching trains today, with extreme temperatures forecast across Sydney.

“Sydney Trains customer service staff will be out in force at busy stations, handing out water and ready to offer help to customers who might be affected by the heat,” a Sydney Trains spokesperson said.

“If you’re feeling ill at a station, please don’t board the train because we’ll be able to get you some help much quicker if you remain on the train platform. If you start to feel unwell on-board the train, please let the guard know and get off at the next station.

“We urge customers to travel with a bottle of water so you can keep yourself hydrated. Also, wait on areas of the platform that are out of the direct sunlight if possible,” the spokesperson said.

Almost all trains on the Sydney Trains’ network are now air-conditioned to increase the comfort of customers, especially when the mercury soars.

“Our message is clear. Be prepared for the heat but if you’re unwell, please let us know. We are here to help,” the spokesperson said.

For more information about being heat smart on Sydney Trains, visit www.sydneytrains.info

Sydney Trains Media: (02) 9219 1285