

New Intercity Fleet

Customer engagement and train design



The NSW Government is delivering a new, modern fleet of intercity trains, providing a new level of comfort and convenience for the thousands of customers who commute daily to Sydney from the South Coast, Blue Mountains, Central Coast and Newcastle.

The design process

The process for designing the interior of the New Intercity Fleet has included a range of engagement activities with customers.

Research was conducted in 2015 to understand customers' experiences with existing trains on the Central Coast, South Coast and Blue Mountains Lines. Further consultation with NSW TrainLink staff, human factors specialists and disability advocates was held during 2016 and 2017.

In 2018 a life-size model was completed which allowed staff and customers to gain a first-hand experience of the new train design. The model has been used to conduct end-user and stakeholder engagement to inform and refine the train design.



Customer engagement

Engagements were conducted with a number of customer groups including:

- vision impaired
- mobility impaired
- hearing impaired
- cognitive impaired
- passenger wayfinding
- bicycle groups
- customers with children
- customers with luggage
- aged customers
- general customers

Of the 155 customers who participated, 66 per cent were from regional localities with 58 per cent of attendees using current intercity trains at least once per month.

Design modifications

Feedback provided by the groups has been incorporated into the final design and has led to improvements to:

- accessible and ambulant toilets
- seat comfort, backrest angle, armrests and cushion materials
- seating arrangements
- colour schemes including decals and livery
- luggage racks and bicycle storage areas
- interior and exterior lighting
- allocated space/priority area
- floor coverings, stairways and draught screens
- CCTV camera location and performance
- passenger help points and information displays
- passenger door controls and locations
- boarding ramp design.

The New Intercity Fleet will improve the transport network for wheelchair and mobility impaired customers and provide customers with improved features on intercity services. These include:

- wider, high-backed, fabric covered seats with arm rests and more space
- charging stations for mobile devices
- dedicated spaces for luggage, prams and bicycles
- wheelchair accessible toilets with baby changing facilities
- CCTV and digital information screens
- tray tables
- modern heating, ventilation and air conditioning.



Images above are of the life-size model train. Subject to change during the detailed design phase



Engagements were conducted with a number of customer groups

We would like to thank everyone for the time and commitment they brought to the engagement program and design process. The New Intercity Fleet will come into service from late 2019.



This document contains important information about public transport projects in your area. If you require the services of an interpreter, please contact the Translating and Interpreting Service on **131 450** and ask them to call Transport for NSW on **(02) 9200 0200**. The interpreter will then assist you with translation.

For more information call 1800 684 490

Email projects@transport.nsw.gov.au or visit transport.nsw.gov.au/projects