

Sydney Trains Reliability Action Plan

September 2025

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The Government accepts all the Independent Rail Review recommendations and has instructed Transport for NSW and Sydney Trains that these be implemented. As part of this response, the following action plan will be deployed as a priority.

Action	Timeline
1. Maintenance	
<ul style="list-style-type: none">Establish “critical zones” for risk and performance-based maintenance, including the CBD and inner west where the effect of disruption is significant.	October 2025
<ul style="list-style-type: none">\$35M reliability maintenance program in the CBD and inner west “critical maintenance zone” to cover signalling, track, security enhancements, drainage and electrical systems.	October 2025
<ul style="list-style-type: none">This will be supported by rapid incident response teams of highly skilled technical experts during peak and special events to deal with network issues quickly to minimise disruption for passengers.	CBD December 2025 Homebush May 2026
<ul style="list-style-type: none">A four-year \$423.4 million asset renewal program starting this year for high priority areas. This includes new track, signals, track circuits; acceleration of overhead wire upgrades; power supply, electrical system, station and depot upgrades; new heavy plant and drainage for flood prone areas.	Commencing 2025
<ul style="list-style-type: none">Develop options for additional night maintenance on the rail network, in line with the approved 2025 Enterprise Agreement.	From January 2026
2. Rail Operations and Incident Management	
<ul style="list-style-type: none">The Rail Operations Centre will be reorganised, with a program to uplift the capability of incident management, critical competencies and reporting (ROC Improvement Plan).	Commencing December 2025
<ul style="list-style-type: none">Mr Dave Owens, former State Emergency Operations Controller, will work with Transport for NSW and Sydney Trains to uplift incident and crisis management, train key teams and develop an ongoing program of exercises.	December 2025

Action	Timeline
3. New operational technology <ul style="list-style-type: none"> Adoption of new inspection technology, including laser profiling devices for overhead wire inspection and phase out reliance on binoculars as a method for visual inspections of overhead wiring. Conduct an annual 2D scan of overhead wiring to monitor risk of thin wire across the network, with automated wire scanning technology. Adopt new operational technology to support teams in degraded operations such as the two-way task assigner; automated allocation of crew to trains when there's disruption ("electronic transposition"); train to crew association technology; and digital safety critical documentation. 	<p>December 2025</p> <p>First scan completed</p> <p>Work underway. Two-way task assigner and safety critical documentation in place in 2026.</p>
4. Customer service and communications <ul style="list-style-type: none"> Roll out of service plans for a range of potential disruptions, which can be simply communicated to stations, onboard and online/apps. Enact changes so that Opal Travel App alerts will be swiftly triggered when a major network incident is declared, to give passengers more warning about changes or impacts to their journeys. Sydney Trains will establish a Passenger Care and Support Team, who can be deployed during major incidents to provide local support to passengers at an incident or onboard a trapped train. 	<p>From December 2025</p> <p>November 2025</p> <p>March 2026</p>
5. Fleet and train crew <ul style="list-style-type: none"> The introduction of the Mariyung to the Blue Mountains Line in October 2025 and to the South Coast Line in 2026 will accelerate the retirement of the vintage V Set and K Set trains, improving fleet reliability and help reduce cab incursion and vandalism. The Tangara Life Extension program upgrades several critical areas of the fleet's functionality, including the Train Management System, safety, disability compliance and modern on-board information systems. This \$447 million upgrade of 55 eight car sets will reduce train failures. Recruitment of additional train crew (drivers and guards) for intercity train services to improve service reliability. 	<p>From October 2025</p> <p>Testing of upgrade to commence October 2025</p> <p>January 2026</p>

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