CityRail

Travel and commuter information every Wednesday **Edition no.143** www.cityrail.info





Charter 2011: still time to get your suggestions in

CityRail's Customer Charter commitments for the first half of 2010 were all delivered successfully. Now, as well as continuing to deliver further improvements, CityRail is asking customers to contribute suggestions for the 2011 Charter.

There's still a couple of weeks to get your suggestions in, with submissions being accepted up until 31 August.

"Customers are welcoming continued improvements to CityRail's front-line service," says Andy Byford, Chief Operating Officer, "and we're now inviting the public to suggest some specific initiatives they would like to see in next year's Charter."

To suggest ways in which CityRail can further improve any aspects of service, customers should visit www.cityrail.info.

Where a Meet the Manager event is being held at their station, customers can also give feedback to their local managers face-to-face.

For 2010, CityRail has committed to an ambitious program that includes 25 specific initiatives of which 14 have been fully delivered. For full details, visit the Customer Charter link at www.cityrail.info.

National Rail Safety Week is coming soon

Next Monday 23 August will see the launch of the annual National Rail Safety Week (NRSW). The initiative aims to raise awareness of rail safety.

During NRSW CityRail will be reminding customers of ways to stay safe while using the network such as: crossing the tracks at railway level crossings and footbridges; avoiding running for a train (leading to slips or falls); standing clear when the train doors are closing; minding the gap between the train and the platform; and standing behind the yellow line.

Check out next week's CityRail xpress page for a

This weekend 21 & 22 Aug

Fri 20 to Sat 21Aug Western Line From 10pm to 1.30am, buses replace trains between ichmond and Riverstone

Sat 21 and Sun 22 Aug

City Circle Trains operate in one direction only, from Central via Museum.

Airport & East Hills Line Buses replace Airport Line trains between Sydenham and Central via the Airport, stopping at Sydenham, International Airport, Domestic Airport, Mascot, eplace East Hills Line trains between Macarthur and Sydenham via East Hills.

South Line Buses replace trains between Macarthur and Liverpool.

Carlingford Line From 4am Sat to 6.30am Sun, some early morning trains will be replaced by buses.

Blue Mountains Line The 3.48am Central to Lithgow train will now depart Central at 4.25am, operating 37 minutes later than the normal train timetable.

South Coast Line Trains will make

Southern Highlands Line

Buses replace trains between Goulburn, Campbelltown and Liverpool.

Next week

Mon 23 to City Circle Nightly from 9.30pm to Thu 26 Aug | 2am, trains operate in one direction only, from Central via Museum.

> Airport & East Hills Line Nightly from 10.05pm to 1.30am, buses replace trains between Glenfield and East Hills.

Newcastle & Central Coast **Line** Nightly from 9.20pm to 2.30am, buses replace trains between Newcastle

Fri 27 Aug

South Line From 10pm to 1.30am, trains operating between Campbelltown and the City via Granville do not stop at Ashfield.

Bankstown Line From 10pm to egents Park **do not stop** at Ashfield.

- Note: Buses do not operate to the train timetable.
- Always remember to check for trackwork on your line before you travel.



The first eight-carriage Waratah train leaves the Auburn Maintenance Centre to begin testing

Waratah train begins network testing Eight new carriages to be put through their paces

With testing of the new Waratah prototype train now completed, testing began last week of the first eight-carriage train on the network.

RailCorp is conducting a rigorous safety and reliability testing program, building on lessons learnt from the deployment of other new fleets. This will ensure the smooth integration of what is the largest ever acquisition of a new fleet in Australia.

All 78 Waratah trains, their components and systems will be rigorously tested, from the brakes, motors and doors to the on-board communications systems. This will assist in ensuring the new fleet meets safety and reliability requirements before the first Waratah enters passenger service, expected to be at the end of the year.

Testing locations have been chosen to allow the Waratahs to perform at different speeds and across a range of environments, with different track grades and curvatures. However, these locations were also selected to minimise any inconvenience for our customers and day-to-day network operations.

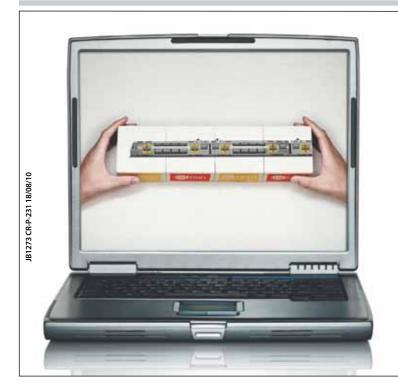
Most testing will occur between 9pm and 4am. However, the closure of the Western Line between Richmond and Blacktown due to the Ouakers Hill-Schofields rail duplication will enable lengthy periods of testing to take place between Riverstone and Richmond.

In addition to overnight testing, the train will be tested on weekends on the Western Line Richmond Line and Inner West Line. In some cases, this will mean bus services will replace trains. We will keep you informed of any change to services via the trackwork listing on this page and on our website at www.cityrail.info.

For your diary...

- Sat 21 August Endless Summer Music Festival at Luna Park: Catch public transport, with Milsons Point the closest station.
- Sat 21 August Racing at Royal Randwick: Express buses will operate between Central and Randwick Racecourse.
- Sat 21 August Sydney Swans v Western Bulldogs at the SCG: Express buses will operate between Central and Moore Park.
- Mon 23 August Roosters v Titans at the Sydney Football Stadium: Express buses will operate between Central and Moore Park.

Please note: There are many events in Sydney each week; we have only included those that are near a major transport or tourist hub.



Now you can buy longer term MyZone tickets online.

The new and convenient way to buy your monthly, quarterly or yearly MyTrain and MyMulti tickets is by going online.

Go to www.131500.com.au or www.cityrail.info to buy your tickets







Report security issues 1800 657 926 (24 hours) Lost property 02 9379 3341 (weekdays) Passes and concessions 1300 302 130 Ticket vending machine faults 1800 808 822 Rail Greenline environmental enquiries and complaints 1300 656 999 (24 hours) TTY (Teletypewriter service) hearing and speech



