

Issue No. 13 2011

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News for CityRail customers on the Illawarra and South Coast lines



Better value longer term tickets

Your longer term MyTrain and MyMulti tickets are now even better value.

We're encouraging customers to take advantage of the savings by switching to longer term tickets.

Monthly, quarterly and yearly MyTrain ticket prices have been reduced by nine per cent and buying a MyMulti ticket – which covers travel across trains, buses and ferries – saves you \$9 on a monthly ticket, \$25 on a quarterly ticket and \$100 on a yearly ticket.

The savings reward our regular customers and encourage more people to use public transport. The initiative also aims to reduce Monday morning ticket queues at stations by encouraging customers to purchase longer term tickets rather than 7 or 14 day tickets.

Now there's even more reason to buy a MyMulti ticket as customers are entitled to travel on Metro Light Rail services, between Central and Lilyfield, at no extra charge. Pensioners and families also benefit as light rail is now included in Pensioner Excursion tickets and Family Funday Sunday tickets.

You can visit the CityRail website to purchase your longer term MyMulti and MyTrain tickets. Select a monthly, quarterly or yearly ticket, and it will be posted to you within five working days.

Buying online is convenient and has extra benefits. If you lose a ticket that you have purchased online, we will send a replacement by Express Post within three working days. If your ticket is damaged, we can generate a new ticket for collection from your preferred station. You will also receive an email two weeks before your ticket expires to remind you to order a new ticket.

If you've already bought a longer term ticket, standard CityRail refund arrangements and processing fees apply. Please go to the CityRail website for more information.

Take advantage of the savings and switch to a monthly, quarterly or yearly ticket. You can buy tickets now at www.cityrail.info or at station ticket windows.

New station underway at Flinders

We've recently started the first stage in the construction of a new station at Flinders. Preliminary works are underway as part of the Dunmore Passing Loop project, which will help make trains more reliable. Construction of the main works for the station itself will begin later this year.

We will be building the station closer to residential areas to support the growing population in the Shellharbour region and make commuting easier.

The station will include two side platforms, an overhead footbridge, two lifts and two sets of stairs. There will be ticketing facilities, a bus interchange and a customer car park, tactile tiles, platform canopies and CCTV cameras and extensive lighting in and around the station for your comfort and safety.

Customers in the Shellharbour region will benefit from Flinders Station as it will provide a direct link to major centres such as Wollongong and Sydney, and make the journey faster, easier and more enjoyable.

Work is expected to be complete by mid 2014.

CityRail Update survey

We'd like your feedback on CityRail Update. Please tell us what you think by completing our online survey at www.cityrail.info/news/update/



Deep Cleans at stations

Allawah, Como, North Wollongong and Oak Flats stations have all had extensive Deep Cleans, greatly improving the appearance of areas inside and outside the stations.

The Deep Cleans were undertaken as part of our 2011 Customer Charter commitment to clean trains and stations. Cleaning focused on platforms, stairs, pedestrian walkways and tunnels, and ticket office areas, as well as station main entrances.

Litter, leaves, weeds, cobwebs, graffiti and gum were removed from public access areas and pavements. Floors and signage were also thoroughly cleaned.

To ensure that our customers weren't inconvenienced and work could be delivered to the highest standard, the deep cleaning teams carried out this work at night.

We've completed Deep Cleans at 22 hot spot stations across the network to provide clean and safe stations and improve your journey. This exceeded our 2011 Customer Charter commitment to undertake Deep Cleans at 20 stations.

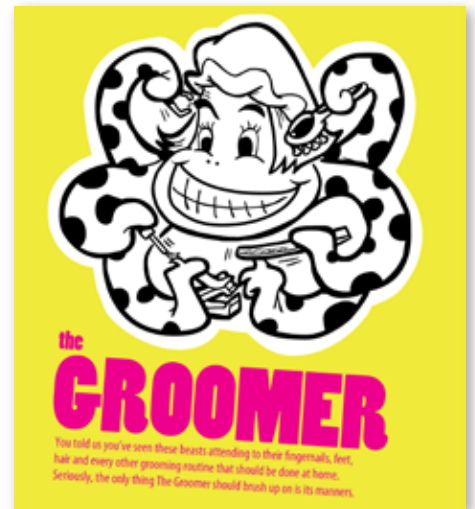


Let's keep beastly behaviour off our trains

Have you ever been inconvenienced by other passengers on your train blasting music from their headphones? Ever come across the notorious mobile phone yeller or had to stand because someone is hogging two seats with all their bags?

We recently conducted an online survey to re-check what you found most inconsiderate about the behaviour of other passengers. Our 'Beasts of Bad Behaviour' campaign aims to raise awareness of how inconsiderate behaviour affects fellow passengers.

The 'beasts' remind us all of what we can do and how our behaviour affects the comfort and safety of others. If we all make a small effort, we can all have a better journey.



Bins are back

You may have noticed that bins have made a comeback at some of our busiest stations.

Some time ago, we removed bins from busy underground and interchange stations due to security concerns. Since then, we've been listening to customer feedback about the inconvenience the lack of bins was causing. We worked closely with key partners such as NSW Police and the Designing Out Crime Research Centre to develop a safer bin design that's suitable for reintroduction at these stations.

Last year, we introduced new 'Safer by Design' bins at stations on the City Circle, as well as at Epping, Blacktown, Strathfield, Liverpool, Parramatta and Chatswood.

These new bins accommodate both general rubbish and paper recycling for your convenience.

The new bins have now been installed at other stations including Bondi Junction, Edgecliff, Kings Cross, Martin Place, Milsons Point, North Sydney, Redfern, Macquarie Park, Macquarie University, Hornsby, St Leonards, Granville, Sydenham, Kogarah, Hurstville and North Ryde.

Please make sure you use the bins provided so we can keep your trains and stations clean.

Buying tickets the easy way

To make it quicker and easier for customers to purchase tickets, a total of 50 eftpos-only ticket vending machines have now been installed at stations across the CityRail network.

We've installed 20 new eftpos-only machines at a number of stations including Caringbah, Mortdale, Rockdale and Sutherland. This exceeded our Customer Charter commitment to install 18 new machines.

The eftpos-only touch screen machines enable you to use your MasterCard, Visa or debit card to purchase a range of CityRail tickets, including 7 and 14-day MyTrain passes. They are quick and convenient to use and mean you will spend less time waiting to buy your ticket – saving you vital minutes during those rush-hour periods.



Taking action against graffiti

On Sunday 15 May, members of the public volunteered to help clean up graffiti at locations across NSW. In support of the event – a partnership between Keep Australia Beautiful and the NSW Government – our staff cleaned graffiti at different stations across the network.

Each year, we commit significant resources to prevent and reduce all types of vandalism on trains, stations and other railway property. Our cleaning staff work hard every day to remove graffiti so that

trains can be returned to service for our customers as quickly as possible.

During Graffiti Action Day this year, graffiti was successfully removed from key stations and from within the rail corridor.

You can help reduce graffiti on stations and trains too. If you see someone vandalising railway property, call the **CityRail Security Hotline** immediately on **9379 4444**, or if you know someone who commits graffiti vandalism, call **Crime Stoppers** on **1800 333 000**.

New audio systems mean clearer announcements

Since the beginning of the year we've upgraded the audio systems at some of our stations to make announcements clearer.

New high-quality audio systems and speakers have replaced the old analogue equipment at stations including Miranda, Woolooware, Gynea, Jannali, Kirrawee, Sutherland, Fairfield, Seven Hills, Pendle Hill, Westmead, Auburn, Wentworthville, Hornsby, Berala, Leightonfield, Carramar, Petersham, Summer Hill and Lewisham.

The upgrade of the audio systems also helps customers with vision impairment who rely on announcements during their journey. This upgrade is part of our Customer Charter commitment to provide fast, accurate and useful information.

More Guardian services

We've increased the number of Guardian services to give you further peace of mind when travelling by train at night.

Guardian services have enhanced security and operate on selected Friday and Saturday night train services.

Guardian services are marked with a 'G' in the online timetables and are now available at the times listed below:

Eastern Suburbs & Illawarra Line

Friday night	Depart Bondi Junction 10.33pm, arrive Cronulla 11.40pm
Saturday night	Depart Bondi Junction 10.33pm, arrive Cronulla 11.40pm

CityRail and security staff will be present on arrival at the following hub stations: Hurstville and Cronulla.

South Coast Line

Friday night	Depart Bondi Junction 11.13pm, arrive Kiama 1.57am
Saturday night	Depart Bondi Junction 11.13pm, arrive Kiama 1.57am

CityRail and security staff will be present on arrival at the following hub stations: Hurstville, Waterfall, Thirroul, Wollongong, Dapto and Kiama.

Guardian services may be cancelled or altered when there is trackwork. Visit www.cityrail.info/guardian for more information and the latest Guardian services timetable.

Meet the Manager

We regularly hold Meet the Manager events at CityRail stations to give you the opportunity to provide feedback about our services directly to staff at your station.

This year, we'll hold over 100 events at stations across the network and on trains, where we'll do our best to address your suggestions about how to improve our services.

You'll find that we're publishing key customer feedback areas each quarter on the CityRail website, along with initiatives we're undertaking to address the feedback.

Visit www.cityrail.info to find out more about Meet the Manager events at your closest station.

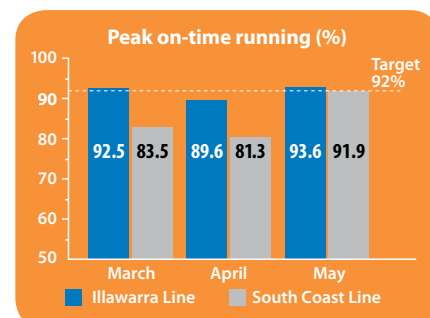
- North Wollongong – 19 August
- Corrimal – 23 August
- Allawah – 8 September
- Arncliffe – 29 September
- Wolli Creek – 13 October
- Carlton – 27 October

How we're travelling

Our on-time running target is for 92 per cent of peak suburban trains to arrive within five minutes of the scheduled time and the same proportion of intercity trains to arrive within six minutes of their scheduled time.

The good news is that on-time running has improved steadily over the past few years. However, if you do experience a delay, we aim to keep you informed while we work to resume services as soon as possible.

Operational issues and trespassing affected services on the South Coast Line between March and May and on the Illawarra Line in April.



What's on

Check out some of these great events – leave your car at home and go by train.



Sydney Winter Festival
When: 28 July–14 August
Where: Cathedral Square, Sydney
Nearest station: St James

For the third year in a row, the Sydney Alpine Winter Festival is back. Cathedral Square will be transformed into a sparkling winter wonderland. Book tickets for the country's largest open air ice skating rink or warm up with a glass of Gluehwine to celebrate winter. www.winterfestival.com.au

South Coast Children's Festival
When: 29 September–2 October
Where: Illawarra Performing Arts Centre
Nearest station: Wollongong

Keep the kids occupied by heading down to the fun-filled South Coast Children's Festival. The activity-packed days offer kids the chance to take part in creative activities, workshops and theatre performances. The Illawarra Performing Arts Centre and the adjacent Civic Plaza will be come alive with art, music, roving artists and theatre. www.southcoastchildrensfestival.com.au

Crave Sydney International Food Festival
When: 1–31 October
Where: Various locations, Sydney
Nearest stations: Various

Crave Sydney International Food Festival is an exciting celebration of Sydney's unmatched way of life, offering 31 days of food, outdoor art and fun. Crave Sydney features major events, including World Chef Showcase, Night Noodle Markets, Barbecue Madness and Let's Do Lunch in addition to community festivals in Greater Sydney, food tours, hands-on cooking classes and a series of 100 Mile Meals across regional NSW. www.cravesydney.com

Spring Cycle
When: 16 October
Where: Sydney
Nearest station from start site: North Sydney

This fantastic family event allows you to see the city at a leisurely pace. There are two route options which give you the opportunity to ride across the Harbour Bridge and enjoy the city's iconic landmarks. The City Ride finishes at Pyrmont. The Classic Ride takes you to Sydney Olympic Park. Register now for Sydney's largest celebration of cycle! www.springcycle.com.au

CityRail news via email

Save paper and get the latest CityRail news direct to your inbox when you sign up to receive CityRail Update via email. To register go to: www.cityrail.info/news/update/

Trackwork calendar

Our planned maintenance program is scheduled two years in advance. Every week of the year, some part of the CityRail network is undergoing trackwork in line with our continuing effort to maintain and upgrade our network and provide you with a smoother ride.

Trackwork by email

Would you like to know what's happening on your line without leaving the comfort of your office or home? It's easy if you subscribe to CityRail's free trackwork email service. Simply go to www.cityrail.info to register. Select the lines you most frequently use and we'll send you a weekly email advising of any trackwork affecting train services. The emails can be sent to your home or office email – or both!

The calendar below shows major work planned for your line in the near future.

Buses replace trains:

9 Aug (evening)	South Coast Line Trains start and terminate at Central (platforms 4–15).
13–14 Aug (weekend)	South Coast Line Between Bomaderry (Nowra) and Wollongong.
15–19 Aug (major weekday)	South Coast Line Between Bomaderry (Nowra) and Dapto.
20–21 Aug (weekend)	South Coast Line Between Bomaderry (Nowra) and Wollongong.
22–26 Aug (major weekday)	South Coast Line Between Bomaderry (Nowra) and Dapto.
23 Aug (evening)	South Coast Line Trains start and terminate at Central (platforms 4–15).
27–28 Aug (weekend)	South Coast Line Between Bomaderry (Nowra) and Wollongong.
29 Aug – 2 Sep (major weekday)	South Coast Line Between Bomaderry (Nowra) and Dapto.

Contact us

Report security issues
1800 657 926 (24 hours)

Lost property
02 9379 3341
or www.cityrail.info

Passes and concessions
1300 302 130

Ticket vending machine faults 1800 808 822

Rail Greenline for environmental enquiries and complaints
1300 656 999 (24 hours)

TTY (Teletypewriter service) for hearing and speech impaired customers only 1800 637 500

For service information or to give customer feedback
www.cityrail.info or call 131 500



Transport
CityRail

Details are correct at time of printing. Please check www.cityrail.info, posters at your station or call 131 500 closer to the time.