

Ipswich line update



Corinda to Darra upgrade

Capacity on the Ipswich line has dramatically increased following the completion of track work for the Corinda to Darra Rail Upgrade resulting in four tracks all the way from Roma Street to Darra station.

All track work for the upgrade project, including two new tracks between Corinda and Darra and the link to the new Springfield line, was completed in September with final touches being made to the station upgrades at Oxley and Darra.

Queensland Rail Chief Executive Officer Paul Scurrah said the Corinda to Darra Rail Upgrade will provide greater capacity for both passenger and freight rail services and improve public transport for residents in Brisbane's western suburbs.

"It will also cater for the new Richlands rail service which starts in 2011," Mr Scurrah said.

Darra station has undergone a major revamp, as part of the Upgrade project, with the old ticket office demolished and the new station building built on platform four.

In addition, three platforms have been upgraded and a new side platform, adjacent to the local shops, will convey passengers to the new station at Richlands in 2011.

The subway is now open with two new lifts providing easy entry to the Queensland Rail network.

"The final touch at Darra station is the construction of a new footbridge which will include better lighting and CCTV to provide greater security for customers and the local community," Mr Scurrah said.

"This work is well underway with the footbridge deck already in place."

Construction of the 40 space car park in Manburgh Terrace has been delayed as it is being used as a construction zone for the footbridge. Work will start on the car park in December and is expected to be complete by January 2011, marking the last stage of construction for the Corinda to Darra Rail Upgrade project.

When Darra station is complete, commuters will be rewarded with a modern railway station with easy access to all platforms, an additional 40 car parking spaces, safety features such as CCTV and improved lighting and new shade canopies.

Welcome

Welcome to the first Ipswich line edition of Update, a community newsletter developed specifically for our Queensland Rail customers who travel from Roma Street to Rosewood and any stations in between.

Every edition of Update will feature articles relating to the Ipswich line, covering everything from station upgrades and events, to profiles of our friendly staff who work and live in Brisbane's western suburbs and Ipswich.



What's on



Brisbane Roar v Adelaide United When: 6 November Where: Suncorp Stadium

Watch your favourite Hyundai A-League team, Brisbane Roar FC, kick their way to victory in their clash with Adelaide United. Patrons who pre-purchase and collect their tickets prior to an event being held at Suncorp Stadium, will be entitled to free travel on Queensland Rail City network. www.qldroar.com.au

Rugby League Four Nations final When: 13 November Where: Suncorp Stadium

The Four Nations final will bring to a nail-biting end a two-month campaign to become the world's greatest rugby league team. But who will face off in the grand final grudge match? Will it be Australia, England, New Zealand or Papua New Guinea? www.rlfournations.com

U2 360° When: 8 & 9 December Where: Suncorp Stadium

U2 will entertain a crowd of thousands at Suncorp Stadium over two nights with their iconic anthems from the last three decades. The U2 360° concerts promise just that with a state of the art round stage which provides full view from all areas of the stadium.

www.ticketek.com.au

Bon Jovi When: 14 December Where: Suncorp Stadium

Rock stars Bon Jovi return to Australia in December with five big shows as part of their world tour. See them rock Suncorp Stadium over one big night with their power ballads, backed up by 800,000 watts of sound. www.ticketek.com.au

Brisbane Roar v Gold Coast United When: 26 December Where: Suncorp Stadium

Experience the excitement as the Brisbane Roar go head to head with Gold Coast United. Spend your evening cheering on both Queensland's teams as they fight for top position on the Hyundai A-League ladder.

www.qldroar.com.au

Ipswich line track work calendar



Saturday 6 – Sunday 7 November 2010 (weekend) Corinda to Rosewood

All Queensland Rail services between Corinda and Rosewood stations will be replaced by bus services starting with the first train on Saturday 6 November and ending with the last train on Sunday 7 November.

Sunday 28 November 2010 (evening) Roma Street to South Brisbane and Corinda

All Queensland Rail services between Corinda and Roma Street stations and South Brisbane and Roma Street stations will be replaced by bus services on Sunday 28 November from 8.00pm until the last train that night.

Saturday 4 – Sunday 5 December 2010 (weekend) Sherwood to Rosewood

All Queensland Rail services between Sherwood and Rosewood stations will be replaced by bus services starting with the first train on Saturday 4 December until the last train on Sunday 5 December.

Quiet journey a success



Commuters have been enjoying a more peaceful journey to and from work since the August launch of the 'quiet carriage' trial on South-east Queensland train services. During the three month trial, the last carriage of all train services is designated a 'quiet carriage' where customers are asked to not have loud conversations or use mobile phones, portable music players and other noisy devices.

We have already recorded a large number of positive responses towards the trial initiative which commenced on 23 August and runs till 22 November.

We will consider all customer feedback before making a decision about the future of quiet carriages. Send your feedback to customerfeedback@qr.com.au



Contact us

We would like to hear your opinions on our first edition of Ipswich line Update. Please send your feedback to customerfeedback@qr.com.au.

Keep an eye out for your next edition of Update in 2011, which will be available at all of the stations along the Ipswich line. TransLink are responsible for capturing and reporting on all public transport feedback for South East Queensland. Please phone **13 12 30** or fill out a feedback form at queenslandrail.com.au/ContactUs.

To provide feedback for Corporate Queensland Rail matters, please phone **13 16 17** or complete a feedback form at the above address.

Hundreds rally for 'What would you miss?'

More than 500 Queensland Rail employees and their families rallied in Brisbane's King George Square last month to symbolise the number of times people risked their lives by playing chicken with trains at level crossings last year.

They were joined in their support by Transport Minister Rachel Nolan, Queensland Police, Emergency Services, transport organisations and union delegates to launch the new campaign 'What Would You Miss?', which calls on all motorists and pedestrians to consider what they would be leaving behind if they took a dangerous risk at a level crossing.

Queensland Rail Chief Executive Officer Paul Scurrah said there were 702 incidents at level crossings in Queensland during 2009 involving motorists and pedestrians who ignored the warning signs or boom gates.

"The difference between 702 near misses and 702 fatalities is literally a matter of seconds," Mr Scurrah said.

"A near miss isn't just a statistic but a story of someone almost losing their life at a level crossing and, sadly, there were 702 of those incidents during last year alone.

"The reality is every day someone, somewhere is risking their life and the lives of others, by running or driving in front of a train. Every near miss is a catastrophe waiting to happen. In some cases it's only luck that has saved lives and ultimately luck runs out."

Queensland Rail is calling on members of the public to share their stories of near miss incidents to help spread the rail safety message. For more information about the campaign visit www.whatwouldyoumiss.com.au



What would you miss?

There were 702 near misses on level crossings in Queensland in 2009.

Take a moment to think about what you would miss before taking unnecessary risks at level crossings.

www.whatwouldyoumiss.com.au

QueenslandRail



Toowong station set for upgrade

Toowong station is set to be revamped with \$3 million in funding going towards an overhaul of the ticket office, toilet refurbishment and lighting upgrade.

The Toowong Station Upgrade project is currently in the planning stage with work expected to commence in the coming months.

Queensland Rail and TransLink will work with the construction teams to ensure we minimise disruptions for customers during the station enhancement works.

For further details on public transport, visit the TransLink website www.translink.com.au or phone the Call Centre on **13 12 30**.



Dog patrols to crack down on rail network crime



As part of Queensland Rail's efforts to provide a safer, more secure environment for our customers, security on the south-east network has been boosted by the introduction of dog patrols.

Queensland Rail is working with private security company SecureCorp to add 11 Mobile Security Patrols, each with handlers and a security dog, to patrol train stations, car parks and other Queensland Rail property.

Security and Community Engagement General Manager Drew Brock said the introduction of security dogs was part of a continuing program to crack down on crime and improve customer safety.

"Levels of serious crime on the rail network are quite low compared to other public areas and initiatives such as these mobile patrols help us to discourage anti-social behaviour on our property," Mr Brock said.

Safety measures on the Ipswich line

- A number of stations on the Ipswich line including Booval, Darra, Dinmore, Goodna, Indooroopilly, Milton, Oxley and Toowong are also included in the After Dark program, which provides additional staff at rail stations during evening periods, along with Transit Officers regularly traveling on the line. Queensland Rail runs Guardian Trains, with about 40 per cent of services after 6pm carrying private security guards, and 100 per cent of trains on Friday and Saturday nights after 7pm.
- In addition to security personnel, Queensland Rail has more than 6800 CCTV cameras and footage can be provided to police to identify and prosecute offenders. Ipswich Station has CCTV cameras covering every platform and staff are also on hand from first train to last train to assist if an incident arises. Help phones are also located on all platforms at every station on the Ipswich line.
- Queensland Rail works in partnership with the Queensland Police Rail Squad regularly patrolling the Ipswich line and Ipswich station. Queensland Rail also works in partnership with Ipswich City Council to resolve security concerns.

Queensland Rail starts Australian first Wi-Fi train test

Queensland Rail has begun testing Wi-Fi technology, becoming the first rail network in Australia to offer free wireless internet.

Wi-Fi testing began in October on one train carriage to test the technology and map the coverage capabilities. Following initial testing the trial will be expanded to three carriages.

During the test, the carriage will travel across the vast City network including along the Ipswich line.

Queensland Rail customers will be able to access free Wi-Fi during these tests, with this phase of the trial being used to determine the internet capabilities across the network.

Customers travelling on the Wi-Fi carriage will notice posters onboard, and Customer Service representatives onboard to assist with enquiries. The free Wi-Fi will be available on a secure network with download and time restrictions.

Profile: Allan Ryan, Customer Service Coordinator



In late 1984, within the space of 10 days, Allan Ryan completed Year 11 at St Edmund's College, Ipswich and started

his first day of work at Queensland Rail, following in the footsteps of his grandfather, father, brother and uncle.

These days, Allan is the Customer Service Coordinator (CSC) based at Ipswich station, a role he cites as his greatest achievement during his 26 years at Queensland Rail.

"Queensland Rail is a tradition in my family. So when it came to choosing a

career, it looked like a good option," Allan said.

"In 1999 I took up the position of CSC at Ipswich. I was born and bred in Ipswich so it was great to be working here.

"My responsibilities as a CSC include managing staff, ensuring we deliver good customer service and mentoring the team who work here".

Looking back, Allan says there have been many, changes to Queensland Rail.

One which stands out is the unprecedented focus on customer service.

"We've always thought customer service was part of the job but now we are trained to go that extra step," he said.

