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## 1 Executive summary

State Rail is committed to providing safe, punctual and reliable passenger rail services, whilst at the same time responding to the needs of its customers.

It is the aim of this submission:

- to demonstrate that State Rail's performance has continued to improve during the past year and that State Rail is investing in a range of improvements to further improve safety, reliability and passenger comfort; and
- to seek a modest increase of 2.0%, less than the forecast rate of inflation.

More specifically, this submission will show that:

- safety measures have improved across the network;
- punctuality and reliability of our services have improved;
- our customer service standards have been lifted;
- the standard and presentation of our rollingstock fleet has improved; and
- measures for ensuring customer security have been enhanced.

The improvements in performance have been achieved through increased New South Wales Government funding for rail, coupled with targeted resource allocation and strategic planning over the past two years.

The New South Wales Government is investing significant additional recurrent and capital funding into the rail sector. In 2000-2001, the New South Wales Government initiated a four-year rail improvement package, including:

- accelerated maintenance of tracks and trains, and the replacement of old infrastructure:
- new major track construction aimed at increasing flexibility on the system and allowing faster recovery from delays; and
- new trains for CityRail's metropolitan and inner city operations.

In the current financial year the rail sector will receive an additional \$300 million in Government funding aimed at improving safety, capacity and reliability.

Whilst the New South Wales Government's contribution to CityRail has increased significantly over the past two years, CityRail's average fare levels have declined in real terms after excluding the GST component of fares. Growth in fare revenues is needed over the longer term to fund further performance improvements. In the meantime, it is necessary to maintain fare revenue in real terms in order to ensure that the value of the extra Government funding is not eroded.

Last year, State Rail sought and was awarded a nominal 3.3% weighted average fare adjustment for 2001-02. This was in line with the NSW Treasury's forecast of Sydney CPI for the year 2000-01<sup>1</sup>.

In dollar terms, growth in CityRail's farebox revenue is forecast to grow by just \$15.3 million or 3.4% over the two years between 1999-2000 and 2001-02 despite major investments and improvements to the rail service.

In 2002-03, State Rail is seeking to increase CityRail fares by 2.0%. This is less than the increase in State Rail's base costs as a result of inflation. The increase is necessary to partly recover the impact of inflation on CityRail's cost base.

The proposed fare increase is expected to raise \$8.4 million in additional revenue for CityRail in 2002-03. The proposed changes to fare structure are outlined at section 4 of this report.

In last year's submission to the Independent Pricing and Regulatory Tribunal (IPART), State Rail committed to implement a CityRail Customer Service Commitment. The Customer Service Commitment was implemented in July

<sup>&</sup>lt;sup>1</sup> Reference, NSW Treasury, Main Economic Parameters, Sydney CPI excluding GST, Forecast 2000-01 (January 2001).

2001. Copies are available at railway stations and it is displayed on the CityRail website. This submission contains a report on progress of the CityRail Customer Service Commitment (See Appendix A).

Since May 2000, CityRail has published its on-time running performance on its website <a href="www.CityRail.info">www.CityRail.info</a>. CityRail's recent performance in respect of on time running and a range of other indicators included in the Customer Service Commitment is canvassed in detail in Chapter 3 of this submission.

A new CityRail timetable is due to be introduced in April 2002. The timetable is primarily aimed at improving reliability (on time running) and reducing skipped stops. Since 15 December 2001, the new timetable has been posted on the CityRail website. The Timetable is discussed at Appendix E of this submission.

The introduction of the new CityRail timetable will involve considerable change and is likely to result in some problems for passengers – particularly in the early stages of implementation. The recognition of the potential for some early teething problems has been a factor in State Rail's decision to seek a fare increase of 2% which is below the forecast level of inflation.

A general discussion of strategies to reduce fare evasion is included in Section 3.5 of this submission.

Implementation of the "One State Rail" delivery plan as detailed in last year's IPART submission has continued. The Capital Works & Development Division has been created to provide a greater focus on long term rail planning as well as building a strong project management capability to deliver major capital programs.

The creation of a new Safety Division to oversee all safe working and occupational health and safety matters has taken place and progress is well underway with the establishment of a Business Services group to provide

efficiencies by delivering consolidated corporate functions. The establishment of a centralised recruitment and selection centre and the consolidation of finance and human resource processing functions are being progressed and will deliver sustained savings.

Restructuring proposals for the Finance and Train Crewing areas have been finalised and are expected to be implemented in the near future.

These initiatives will continue to support reforms and business efficiencies within State Rail.

Financial information and data is provided in Appendix B to this submission.

In conclusion, State Rail is seeking a weighted average fare increase of 2.0% in 2002-03. State Rail believes that this increase is necessary and justified in order to sustain fare revenue and fund costs associated with major improvements to our services and assets, particularly: customer service, station upgrades, new rollingstock and safety systems.

## 2 Introduction

## 2.1 Background

State Rail provides government passenger rail services through its CityRail and Countrylink services.

CityRail provides passenger services to metropolitan Sydney and surrounding regional areas as far as Scone and Dungog in the North, Lithgow to the West, Goulburn in the Southern Highlands and Bomaderry on the South Coast. During 2000-01, CityRail provided 302.6 million passenger journeys across 302 stations.

CityRail is a train operator – it owns and operates the trains, owns and operates stations, provides train crews and station staff and sells tickets through a network of ticket offices and ticket vending machines.

CityRail's trains utilise the Sydney and intercity rail network, which is owned and maintained by the Rail Infrastructure Corporation (RIC). RIC is responsible for maintaining the condition and reliability of the rail network (track, points, signals, wiring).

CityRail pays an access fee to RIC to use the network. CityRail also provides train control and signalling staff who control the movement of trains around the network.

State Rail also provides part of the funding to RIC for capital investment in new infrastructure.

State Rail's CityRail services are declared "government monopoly services" under Section 4 of the *Independent Pricing and Regulatory Tribunal Act 1992*. This means that fares for CityRail services are subject to determination by the Independent Pricing and Regulatory Tribunal (IPART).

The purpose of this submission is to provide information to IPART and our customers, to support a fare increase in 2002-03 of 2%.

## 2.2 Recent Structural Changes to the Rail Sector

Over the last two years, significant progress has been made to improve the safety, reliability and quality of rail services. This has involved the recognition of the inter-relationship between passenger service provision and the quality of the track and its maintenance. A number of legislative and structural changes have taken place aimed at improving the Government rail sector in New South Wales, extending beyond State Rail to include rail safety regulation and management of maintenance.

In June 2000, the Minister for Transport announced the establishment of the Office of the Coordinator General of Rail. The establishment of the office flowed from the Government's concern about poor performance in 1999-2000 and poor communication and coordination between the rail entities. Mr Ron Christie was appointed as Coordinator General of Rail and held his position until his retirement in June 2001. Mr Christie was succeeded by Mr Michael Deegan, who concurrently holds the position of the Director General of Transport NSW.

During 2000, the Transport Administration Amendment (Rail Management) Act 2000 was passed to amend the Transport Administration Act 1988. The amendments created the Rail Infrastructure Corporation, bringing together the formerly separate owner of the rail network in New South Wales (Rail Access Corporation) and the major maintenance supplier (Rail Services Australia). This legislative change was coupled with increased Government funding for track maintenance. An additional \$160 million was provided for the metropolitan area over four years.

Under the Transport Administration Act 1988, State Rail is:

- required, as its principal objective, to deliver safe and reliable railway passenger services in NSW in an efficient, effective and financially responsible manner; and
- in exercising its functions, required to act in the best interest of the NSW rail network as a whole.

Other objectives of State Rail, of equal importance but not as important as its principle objective, are:

- to be a successful business:
- to exhibit a sense of social responsibility;
- to conduct its operations in compliance with the principles of ecologically sustainable development;
- to exhibit a sense of responsibility towards regional development and decentralisation.

State Rail is subject to Ministerial control and direction.

On 29 November 2001, the Minister for Transport announced further structural changes in transport and transport safety regulation flowing from the Special Commission of Inquiry into the Glenbrook Rail Accident.

#### The Minister announced:

- the establishment of a Rail Safety Regulator within Transport NSW able to
  use the range of powers and functions under the Rail Safety Act to ensure
  proper safety regulation across the New South Wales system;
- the establishment of a Rail Accident Investigation Panel, chaired by Mr Ron Christie, to undertake investigations of serious rail incidents;
- the extension of the term of the Coordinator General of Rail until December 2003;

 legislation to provide for random alcohol and drug testing for employees involved in railway safety work; and

The completion of the sale of Freight Corp and National Rail to private operators added a further change to the operating environment faced by State Rail.

## 2.3 Recent Structural Changes to State Rail

State Rail has embarked on a significant change management program. The program aims to:

- focus on maximising State Rail core business accountabilities for delivery of safe and reliable passenger services;
- introduce a management philosophy designed to empower staff while increasing accountability;
- develop flatter management structures and supporting business systems; and
- create a responsive operating environment.

As part of this process State Rail is improving efficiency and updating policies and business processes.

A critical analysis of State Rail's current management structures and internal costing mechanisms is ongoing with a focus on best practice in the following areas:

- service delivery;
- technology transfer;
- cultural change;
- resource allocation; and
- continuous improvement.

State Rail has made significant progress in the major structural changes referred to in the 2001-02 IPART submission with the implementation of the "One State Rail" Delivery Plan as part of the business improvement program.

Structural changes introduced during the year included:

- creation of a role of General Manager Rural Services to manage delivery of Countrylink rail and bus services to rural and regional New South Wales;
- establishment of a Station Operations Division responsible for managing the provision of customer service at CityRail and Countrylink stations, and Countrylink travel centres;
- establishment of a Capital Works and Development Division to manage the planning and delivery of capital works;
- establishment of a Safety Division to ensure all facets of safety are integrated into a safety management system which is strategically focussed on strengthening State Rail's safety performance; and
- establishment of Project Director, Strategic Projects, responsible for project
  management of major strategic initiatives, including the introduction of the
  new CityRail timetable and the implementation of the CityRail Customer
  Service Commitment.

Progress is continuing on the establishment of a shared services group jointly with RIC to provide corporate functions such as personnel, finance and payroll services. Savings will be achieved by process re-engineering, the consolidation of services and the removal of duplication. The Business Services group, as it will be known, will operate across both State Rail and RIC as a service provider.

In December 2001 the Government appointed Mr Howard Lacy as the Chief Executive of the State Rail Authority.

## 2.4 About State Rail's Business and Markets

State Rail is responsible for rail passenger transport in New South Wales provided through its CityRail and Countrylink services. Long distance travel is provided by Countrylink, whilst CityRail services extend throughout Sydney and the surrounding districts.<sup>2</sup> CityRail provides services to two major market segments:

- commuters travelling to and from work especially to Sydney's Central Business District, the lower North Shore and Parramatta. It is the commuter market that drives CityRail's capital and operating expenditure requirements.
- leisure and off-peak travel, with the most common destination, again, being the Sydney CBD and major centres.

Development of the leisure and off-peak market is advantageous to CityRail as it utilises existing capacity and resources at times of low demand from the commuter market.

CityRail offers discounted travel to a range of targeted groups, including students, senior citizens, pensioners, welfare recipients and family groups. The NSW Government funds these concessions to ensure equitable access to rail services for all members of the community. CityRail also offers half fare travel to children.

CityRail also offers discounted weekly tickets, discounted off-peak fares and a range of TravelPass products in conjunction with State Transit Authority.

<sup>&</sup>lt;sup>2</sup>Note: Countrylink fares are not subject to IPART regulation and this submission deals only with CityRail fares. Unless otherwise specified, any statements and statistics in this submission relate only to CityRail.

#### 2.5 Our Customers

CityRail caters for a range of customers with varied service expectations. Customer profile information is provided in Tables 2.1 to 2.5.

Table 2.1 indicates that almost half of all journeys made on a typical workday are for commuting to work or for other work related travel. Social/recreational and education related trips are the next most significant categories.

Table 2.1: CityRail customers' purposes of travel: average weekday journeys

| Purpose of CityRail Travel   | %   |  |
|------------------------------|-----|--|
| Commuting to work            | 42% |  |
| Social Recreation            | 16% |  |
| Education/ Childcare         | 14% |  |
| Shopping                     | 10% |  |
| Personal Business            | 8%  |  |
| Other work related travel    | 5%  |  |
| Serve Passenger <sup>1</sup> | 4%  |  |

Source: Department of Transport (2001), Train Users in Sydney, p3.

Table 2.2 shows the income distribution of train users in Sydney and compares the mean income of train users with the Sydney Metropolitan average for all residents. The mean train user personal income at \$28,580 (1999 \$A) is around 9% higher than the Sydney average for residents aged over 15.

The train user income distribution highlights a significant concentration of users in the lower (32% < \$10,400) and higher than average income bands (24% > \$41,600).

<sup>1.</sup> Accompany another on trip e.g. drop-off child at care.

Table 2.2 Income distribution of train users in Sydney, 1999

| Personal Income                | %        |
|--------------------------------|----------|
|                                |          |
| \$0 - \$4,159                  | 16       |
| \$4,160 - \$10,399             | 16       |
| \$10,400 - \$15,599            | 6        |
| \$15,600 - \$20,799            | 8        |
| \$20,800 - \$31,199            | 17       |
| \$31,200 - \$41,599            | 13       |
| \$41,600 - \$51,999            | 9        |
| \$52,000 - \$77,999            | 10       |
| \$78,000 or more               | 5        |
| Total                          | 100      |
|                                |          |
| Mean Rail User Personal Income | \$28,580 |
| Mean Personal Income           | \$26,230 |
| (Sydney Region All Modes)      |          |

Source: Department of Transport Household Interview Survey 1999 Excludes people less than 15

The income distribution reflects the occupation of rail users as shown in Table 2.3 with 25% of all customers engaged in professional or managerial work and a total of 39% engaged in white collar activity. The high concentration of travel by student and retired customers (at 31% of users) assists in explaining the concentration of users in the lower personal income bands. It should be noted that these passengers are generally eligible for significant fare concessions offered by the NSW Government.

Table 2.3: CityRail customers by occupation

|                              | %  |
|------------------------------|----|
| Professional/managerial      | 25 |
| Clerical                     | 14 |
| Skilled non manual/technical | 4  |
| Skilled manual/trades        | 9  |
| Unskilled manual             | 2  |
| Houseperson                  | 5  |
| Student                      | 23 |
| Retired                      | 9  |
| Other                        | 8  |

Source: CityRail survey data (1998 – 2000)

Table 2.4 categorises journeys by ticket type in 2001. 39% of all trips are made on periodicals (7 Day, Travel Pass and Rail Periodical) with 35% in regular cash fares. 25% of trips are unremunerative or are undertaken on pensioner excursion passes.

 $Table\ 2.4:\ CityRail\ journeys\ by\ ticket\ type\ (total\ trips)\ 2000/01$ 

| Broad Ticket Type    | Journeys    | %    |
|----------------------|-------------|------|
| Single               | 36,268,403  | 13%  |
| Peak Return          | 21,354,747  | 7%   |
| Off Peak Return      | 42,694,394  | 15%  |
| 7 Day Rail           | 74,666,486  | 26%  |
| Rail Periodicals     | 13,194,247  | 5%   |
| Travelpass           | 23,361,921  | 8%   |
| Pensioner Exc        | 31,904,810  | 11%  |
| Unremunerative *     | 40,101,298  | 14%  |
| Other                | 2,125,791   | 1%   |
| Regular Total        | 285,672,097 | 100% |
| Olympic /Paralympics | 16,970,000  |      |
| Total                | 302,642,097 |      |

<sup>\*</sup> Includes a range of ticket types, including School Student Travel Scheme, employee passes, ex service persons, blind persons and free travel with Family Fare Pass. School Student Travel Scheme, ex-service and blind person are unremunerative at the fare box but are reimbursed by CSO. Source: CityRail Ticketing 2002

Table 2.5 shows customers by age group. 66% of trips are made by customers in the age group 18-44 although this age group comprises only 42% of the general Sydney population <sup>3</sup>. It is anticipated that this concentration of activity relates to the high concentration of trips for commuting to work.

Table 2.5: CityRail customers by age

|             | %  |
|-------------|----|
| Up to 17    | 10 |
| 18-24       | 28 |
| 25-34       | 20 |
| 35-44       | 18 |
| 45-54       | 13 |
| 55-64       | 5  |
| 65 and over | 6  |

Source: CityRail survey data (June 1998-2000)

## 2.6 Growth

Total patronage in 2000-01 was 302.6 million trips. After excluding the one off boost from the Olympic and Paralympic Games, total patronage was 285.7 million trips.

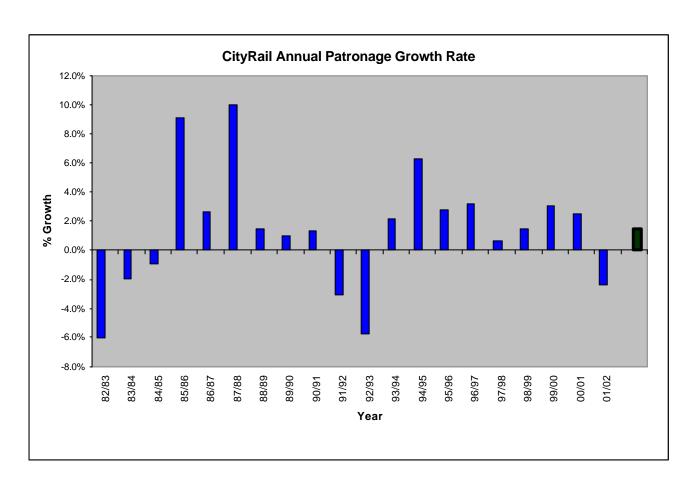
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<sup>&</sup>lt;sup>3</sup> Australian Bureau of Statistics 1996 Census.

Over the last 20 years, an average growth rate of 1.52% pa has been realised as indicated in Graph 2.6, with growth being particularly strong between 1985-86 to 1987-88 and 1993-94 to 2000-01.

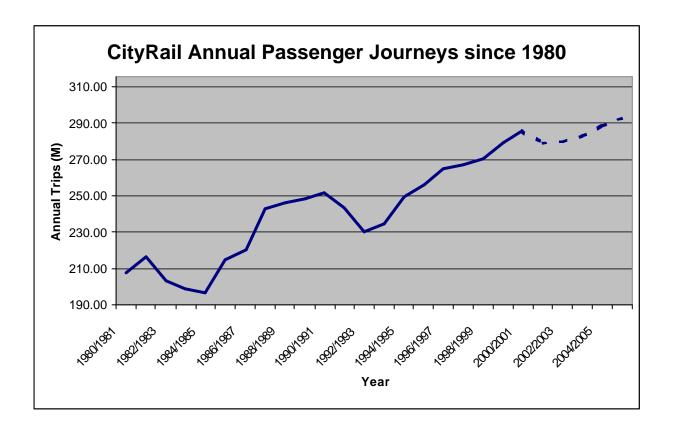
The periods of falling patronage in 1982-83 and 1991-92 correspond with periods of national economic downturn.

Graph 2.6



## 2.7 CityRail Annual Passenger Journeys

Graph 2.7



Note – This graph Excludes Olympic and Paralympic Games patronage. Patronage in 2000/01, including the Olympic and Paralympic Games was 302 million.

Based on information for the current financial year to December 2001, 2001-02 will experience below average patronage growth, with a slight reduction in the patronage forecast from that achieved during 2000-01 (excluding Olympics).

CityRail patronage is particularly sensitive to changes in white collar employment (primarily in the Sydney CBD and North Sydney) and changes in growth of residential housing near railway stations. With the world economy slowing from the growth rate achieved over the previous five years, increased office vacancies in the CBD and lower North Shore and a recent slowing in multi-unit housing approvals in inner and middle Sydney, patronage is also forecast to remain

relatively static in 2002-03. CityRail passenger journeys are forecast at 280 million passenger journeys in 2002-03.

With improved employment conditions and growth in Sydney's overall residential population, it is expected that patronage will return towards an average long term growth trend by 2003-04.

## 2.8 External Benefits of Rail

With the growing size and complexity of Sydney and the restricted road space available, commuter rail is fundamental to the economic and social well being of the city. A peak CityRail service will carry up to 2,400 people throughout its journey and over 1,200 people at the maximum loading point, usually approaching the Sydney CBD. At this level of utilisation, just two trains will move as many people as:

- an hour of peak traffic on a lane of freeway<sup>4</sup>.
- 35 fully laden buses<sup>5</sup>.

This benefit is particularly significant for major employment centres such as the Sydney CBD. Around 240,000 commuters currently catch trains to the Sydney CBD on an average weekday. If, in the absence of rail, around half of these trips were made by bus and half by car, an additional 100,000 car parking spaces and 1,700 new bus services would be required in the Sydney CBD

Rail travel in Sydney provides the following external benefits:

Road congestion – The Centre for International Economics<sup>6</sup> estimates that
 CityRail operations reduce congestion costs to existing car and bus users in

Based on car occupancy of 1.2 people per car

<sup>&</sup>lt;sup>4</sup> Based on car occupancy of 1.2 people per car

Sydney by at least \$188 million per annum. This cost relates to the time spent in traffic delays.

- Road accidents With greater car usage there are more accidents with associated loss of life, serious and slight injuries and property damage. The Centre for International Economics estimates that if CityRail services were removed, the economic cost of accidents would increase by around \$37 million per year.
- Air pollution Increased car usage would result in higher air pollution from
  car emissions, which in turn would impact on health, damage property and
  have a negative visual impact (smog). It would also damage crops and forests,
  and contribute to global warming. It is estimated that this impact would be
  nine times greater than the effect of emissions from coal generated electricity
  used to run CityRail trains.
- Noise pollution –It is estimated that without a rail system, the additional noise pollution from increased car dependence would outweigh the current noise impact of rail transport. This has been valued as delivering a net economic benefit of \$3 million pa.

As rail transport produces less pollutants and fewer accidents per person journey than road travel and because it reduces congestion costs to road users, it reduces externalities that road transport imposes on the community which are not at present priced into road travel. One solution to addressing this price distortion is to price road use directly, thereby internalising the social costs of vehicle use into

<sup>&</sup>lt;sup>6</sup> Centre for International Economics (2000), The Economic Benefits and Costs of CityRail to the Community p30.

<sup>&</sup>lt;sup>7</sup> Milthorpe, Hensher and Zhu (1994), "Valuing the benefits the community derives from CityRail services", Cited in Centre for International Economics (2001), p31.

road use decisions. However, as noted by IPART (2001)<sup>8</sup>, "the real world experience of road pricing is of continual non implementation".

Given that road use pricing does not reflect the full external cost of road use, it is appropriate that the external benefits of rail be reflected in rail pricing.

## 2.9 Fares Comparison

In previous IPART submissions, State Rail has expressed reservations about the use of simplistic comparisons of rail fares with other operators in other states or countries.

A comprehensive comparison would require a detailed knowledge of factors including key socio-economic indicators, the extent of government and private investment, the relationship between land use and transport and operational characteristics of the network being studied. Nevertheless, it is fair to say that CityRail fares are significantly below those generally charged by European operators such as London Underground, the Netherlands and the Paris outer suburban system. In Europe, suburban rail has been expected to make a much greater farebox contribution to total cost.

Comparisons between CityRail fares and those of other Australian rail operators are complicated by the fact that in Melbourne, Adelaide and Perth fares are zonal. It is only in Brisbane that a fare structure similar to that of CityRail, can be found.

CityRail has a moving "zonal" system based on distance as the basis of its fare structure. Citytrain, operating in the Brisbane region, determines fares in a similar way to CityRail.

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<sup>&</sup>lt;sup>8</sup> Centre for International Economics cited in IPART (2001), Public Transport Fares Determination, July 2001, p15.

When comparing CityRail and Citytrain fares it can be noted that:

- CityRail offers a bigger discount on off-peak travel (40% compared with 30%) except on weekends when Citytrain has a 50% discount.
- Both operators offer discounts for weekly and other periodical tickets and the size of these discounts increases with increasing distance of travel.
   However, on average the CityRail discounts exceed those of Citytrain, particularly at longer distances.
- The lowest Citytrain single fare of \$1.80 is less than CityRail's lowest, which is \$2.20. Nevertheless, single fares charged by the two operators remain somewhat comparable up to a distance of 40 kilometres. Beyond this distance Citytrain's single fares increase at a faster rate than those of CityRail. For example, a trip of 60 kilometres would attract a single fare of \$6.40 on CityRail and \$7.00 on Citytrain.

In recent years, private bus operators have commenced longer distance bus services into the Sydney CBD. In 2002 a service commenced between Round Corner and the Queen Victoria Building. The fares are \$6.60 for a single trip, \$12.50 for a return and \$55.00 for a weekly, a discount of 12%. In distance, the trip is similar to a rail trip from Blacktown station to the City. For such a trip the CityRail fares are \$5.00 for a single trip, \$10.00 for a return trip and \$35.00 for a weekly, a discount of 30%. Further, a bus trip from Baulkham Hills to the Queen Victoria Building offers no weekly ticket option but does discount a return trip by around 5%.

As a final example of CityRail's discounting, a comparison is made with the public transport system in Melbourne – which is comparable, with respect to patronage, to CityRail. The most expensive weekly ticket, allowing usage of trains, trams and buses, in the Melbourne metropolitan area is \$46.00. This price is a discount of 16% on the daily fares. A discount of 42% is offered on a comparable CityRail weekly. The cheapest Melbourne fare of \$1.90, for two hours of travel wholly within Zone 2 or wholly within Zone 3, is below CityRail's

cheapest fare. However, for travel in Melbourne's Zone 1, the region of greatest economic activity, the cheapest fare is \$2.60 for two hours of travel and \$5.10 for one day's travel. Both of these exceed fares charged by CityRail for customers undertaking typical return trips in the area.

In summary, CityRail has continued to charge relatively low fares and offer significant discounts that are not matched by most other operators.

#### 2.10 IPART's Determinations

#### 2.10.1 Major Review Findings

In 1996, IPART undertook a major review of CityRail's fares. Recommendations from this major review form the basis for subsequent determinations, including the proposed 2002-03 determination.

CityRail's submission to the major review stressed the need to rationalise the fare structure and remove a range of anomalies that had accumulated over time. CityRail also sought a fare increase to achieve a better balance between taxpayers' and customers' contributions to rail transport. In its October 1996 Major Review recommendations, IPART:

- endorsed the rationalisation of CityRail's fare structure;
- recommended a 15 % real increase in fares to be phased in over four years to 1999-2000; and
- recommended that CityRail continue to pursue a reduction in costs and improvements in productivity to improve cost recovery.

#### 2.10.2 Status of Fare Restructure

To date CityRail has gone a considerable way towards the rationalisation of its fare structure. However, fares in the middle distance bands (35 to 65 km) remain lower than would result from the strict application of a pricing model based on a

fixed flagfall and charge per kilometre. In addition, discounts applying to weekly tickets in the longer distance bands, and to off-peak tickets remain extremely high.

#### **2.10.3 1999 Determination**

IPART's 1999 determination resulted in a real fare increase for the 1999-2000 year of 11.5% bringing CityRail fares broadly in line with the levels recommended in 1996.

Since that time, CityRail's average fare levels have declined in real terms after excluding the GST component of fares.

#### **2.10.4 2000 Determination**

In 2000, IPART awarded State Rail a 9.2% fare increase for 2000-01, in line with its estimate of the impact of the GST on State Rail. However, rounding constraints<sup>9</sup>, imposed as part of the determination, meant that the actual aggregate fare increase was only 8.1%, that is, a 1.1% shortfall. In addition, the determination made no allowance for inflation.

In previous years, IPART determinations for State Rail related to CPI have been based on the Sydney CPI for the previous financial year. The applicable CPI increase of 2.4% is the CPI for the Sydney (excluding indirect CPI effects) for 1999-2000<sup>10</sup>. As a result, the actual impact on fare levels to CityRail in 2000-01 was a 3.5% fall in real terms.

<sup>&</sup>lt;sup>9</sup> For staff and passenger convenience, CityRail restricts increases in single fares to steps of 20c and half fares to steps of 10c. This aids cash handling at sales outlets and ticketing machines. In 2000-01, CityRail fares were constrained by a requirement of the Australian Competition and Consumer Commission that no fare could increase by more than 10%. These two factors limited CityRail's ability to achieve the weighted average fare increase determined by IPART of 9.2%.

<sup>&</sup>lt;sup>10</sup> Other CPI-based pricing determinations for CityRail were based on the CPI for the previous financial year.

#### **2.10.5 2001 Determination**

In 2001, State Rail sought and was awarded a nominal 3.3 % weighted average fare adjustment. This was in line with the NSW Treasury's forecast of Sydney's CPI for the year 2000-01<sup>11</sup>.

In IPART's 2001 determination, it noted the need for CityRail to implement its Customer Charter (known as the Customer Service Commitment) and raised the issue of service standards. Progress on implementation and performance against the Customer Service Commitment are discussed in Section 2.11 below.

#### 2.11 Customer Service Commitment

CityRail implemented its Customer Service Commitment (2001-02) in July 2001 and has distributed it at railway stations since that time. CityRail has also displayed its Customer Service Commitment on the CityRail website. It is available in brochures in English, Spanish, Greek, Chinese, Vietnamese and Arabic.

The Customer Service Commitment has assisted in generating feedback on service delivery from customers and has focused the attention of frontline staff and management.

Performance against the service standards and commitments listed in the CityRail Customer Service Commitment 2001-02 is being monitored. A report detailing the performance of CityRail against these targets is attached at Appendix A.

State Rail will be preparing a revised CityRail Customer Service Commitment (2002-03) in the near future. This is being prepared in consultation with

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<sup>&</sup>lt;sup>11</sup> Reference, NSW Treasury, Main Economic Parameters, Sydney CPI excluding GST, Forecast 2000-01 (January 2001).

Transport NSW, which is seeking to instate portfolio-wide customer 'charters' for 2002-03.

# 3 CityRail's 2001-02 Performance

## 3.1 Operational Performance and Service Quality

#### 3.1.1 Service Reliability

State Rail is committed to providing reliable and punctual train services. Our targets for 2001-02 are for:

- at least 99% of peak services to run; and
- at least 92% of peak services to arrive within three minutes of their scheduled arrival time (five minutes for Intercity services).

As at end January 2002, 99.5% of peak services had been provided and 92.7% of peak services arrived within three minutes (five minutes for Intercity services) of the scheduled arrival time.

CityRail's performance is closely monitored and reported each week on the CityRail website: <a href="www.cityrail.nsw.gov.au">www.cityrail.nsw.gov.au</a>.

On time running is influenced by a wide range of factors including:

- failures of infrastructure (track, points, signals, overhead wiring);
- crew and operational problems;
- fleet reliability and defects;
- passenger disturbances and incidents; and
- external factors such as severe storms, vandalism and power failures.

A range of initiatives have been implemented both within State Rail and RIC to improve on-time running. Some of the initiatives are listed below.

- Increased maintenance and investment in track, overhead wire and signalling
  equipment. This includes: lightning and surge protection; temperature control
  at signal locations; fire protection at various signal boxes following the Como
  fire; installation of un-interruptable power supplies (UPS) for critical
  signalling equipment.
- Infrastructure improvements that allow flexibility in managing train movements, including: the construction of the turn back facility at Kingsgrove; additional tracks between Turrella and Kingsgrove on the East Hills Line; a major electrification and upgrade between Dapto and Kiama; and upgrading and renewal of signalling systems.
- Placement of 35 additional staff on platforms at busy stations to help load and flag-off trains during peak times.
- Allocation of additional supervisors to ensure crew are in place and trains depart on time.
- Implementation of computerised planning and rostering systems to more efficiently roster crew and place additional resources where they are most needed.
- Implementation of new IT Systems for train planning, operations and control.
- Use of CCTV for security and passenger control at 322 stations.
- Development and testing of emergency response plans at critical junctions.
- Development of new timetable which will improve reliability and punctuality, with planned introduction in April 2002.
- Daily (8.00am) management meetings to review performance, identify incidents, check complaints and issues and initiate investigations.
- Planning infrastructure improvements which will lead to better reliability over the next five years.
- Regular coordination meetings involving executives from State Rail, RIC and the Coordinator General of Rail.

## 3.1.2 Quality of Trains

The State Rail fleet comprises 1,458 double deck electric carriages of which 1,290 are required to run the weekday timetable, and 1,360 carriages are needed during the Easter Show because of the additional services. 1,320 are allocated to the new timetable commencing in April 2002.

State Rail has commenced a program to upgrade its train fleet over the next five years. The first of the new Millennium Train rail cars will be commissioned following a comprehensive testing program in the first half of 2002. It is planned to retire some of the oldest carriages used on the suburban network over the next two years. State Rail also plans to purchase additional Outer Suburban Rail Cars and replacements for the Hunter Rail Car fleet. Details are provided in the Capital Works section at 3.2.

All trains receive regular, routine maintenance and there is a refurbishment program which results in train interiors being upgraded at least every six years. \$172 million is to be spent on maintenance of State Rail trains in 2001-02.

A major challenge for CityRail is keeping the fleet clean and free of graffiti. In 2001-02, \$27 million will be spent on cleaning and \$6.3 million for security to prevent damage to trains in depots.

Cleaning statistics are collected daily and reported by exception, that is, cars which miss their nightly internal clean or fortnightly external clean are reported. Between July and December, there were twenty occasions where a carriage did not receive its scheduled nightly clean. On average, four carriages per week missed their fortnightly external clean. The target is to have fewer than 14 carriages overdue for an external clean.

An advertising campaign is currently being conducted focusing on litter reduction on trains with the theme "take it with you". The advertisements are being shown on Street Vision at underground railway stations and at cinemas close to railway stations. Radio advertisements are being run on 12 stations and billboard advertisements are displayed at 30 sites.

A concerted effort is being made to reduce graffiti and vandalism by preventing it in the first place through better fencing and increased security and, when it occurs, removing it as quickly as possible. During the period July-December 2001, State Rail:

- erected 2300 metres of security fencing;
- removed 12,345 graffiti 'hits' from carriages;
- repaired 2,578 windows; and
- repaired 8,363 seats.

The advertising on trains of the 131 500 telephone number and the request to report dirty carriages quoting the carriage number have been successful. Customer feedback about deficient, crowded or dirty trains account for 11% of customer complaints.

#### 3.1.3 Staff Training

State Rail has launched a major staff training initiative with a major focus on safety. As at 31 December 2001, four thousand staff had participated in four rounds of the Safety Management System (SMS) training. This program will be ongoing with safeworking staff receiving SMS training every sixteen weeks.

Station staff are also being trained under a program to award Station Services Certificates. This program is designed to develop key workplace competencies. Between July and December more than 400 staff enrolled in the Certificate.

Further, 83% of station management staff have participated in the Frontline Management Initiative, which includes training in leadership.

A new competency based training model has been developed for Customer Service Attendants who work on stations. The model combines a mixture of classroom and on-the-job training and includes the *CityRail Customer Service Commitment* in its course content. The new course was piloted in January 2002.

As part of the commitment to provide safe and reliable services to the community, State Rail has awarded contracts for:

- the upgrade of its two driver training simulators utilising advanced computer graphic image technology; and
- two new virtual reality training centres at the Australian Rail Training College at Petersham for customer service, station management and safety training.

One of the virtual reality centres will include a generic train desk with characteristics similar to the Millennium Train, which will allow the simulation of hazardous driving situations and also provide crew with the opportunity to become familiar with the control layout of the Millennium Train. The facilities will be extensively used for the training and competency enhancement of front line operational staff and train crew, and will enable training to be conducted in a close to reality environment.

The project addresses a key recommendation of the Glenbrook Inquiry that "the training of railway employees should include the use of modern interactive simulators as a core component of training programs".

On 30 November 2001 the Minister for Transport presented awards to 25 staff at the inaugural State Rail Service Awards ceremony. The staff who received awards had been nominated by their peers and selected by a panel comprising senior management and unions. The aim of the awards, which will be presented

annually, is to recognise excellence in customer service. A strong focus is placed on team-work and initiative.

State Rail's recruitment processes have been strengthened and psychometric testing as well as interviews, reference and health checks have been included.

#### 3.1.4 State Rail Stations

#### Station Upgrading and Easy Access

State Rail is budgeted to spend \$61.5 million in upgrading CityRail stations in 2001-02.

State Rail is implementing a program to enable easy access at many stations throughout the rail network. Features vary from station to station, however, they generally include installation of lifts, tactile tiles (to assist way-finding for passengers with visual impairment), the construction of accessible toilets and a range of related station improvements.

This is a massive program and is taking a significant portion of State Rail's capital funding. In 2001-02, the budget for the Easy Access program is \$31 million.

The task of making CityRail stations accessible is a large and complex one due to the design of most of the older stations in the network. Many of these stations have stairs, which present problems for people with disabilities.

The first stage of the Easy Access program is primarily focused on a number of larger stations in the rail network based on factors such as patronage levels and proximity to key community facilities.

Works have already been completed at 51 Easy Access stations, including the major city stations of Central, Town Hall, Wynyard and Circular Quay. The

completed Easy Access stations cater for approximately 70% of CityRail customers each day. The program has been of tremendous benefit to those with disabilities and will be of increasing importance as the age profile of the population changes.

In 2001, Easy Access facilities were completed at Wollongong, Caringbah, Allawah, Regents Park and Katoomba.

Works are currently underway at Engadine, Rockdale, Beresfield, Beverly Hills, Campsie, Maitland, Marayong, Padstow, Riverwood, Thornton and West Ryde. In addition, planning is nearing completion for Easy Access at Summer Hill, Holsworthy, Kiama, Fairfield, Cabramatta and Kings Cross.

A further group of stations will be funded for Easy Access upgrades and will be announced following the 2002-03 budget deliberations.

Tenders have been called for painting and minor improvements at the following underground stations over the next six months: Bondi Junction, Edgecliff, Kings Cross, Martin Place, Town Hall platforms 4 and 5 and Central platforms 24 and 25.

The Platform Gap Reduction Program was introduced in 1998 following an audit which was carried out on the condition of the platform clearances for the stations. A significant number of platforms were found to need improvement with regard to the reduction of the horizontal gap at the platform edge. Survey and design work commenced shortly thereafter. A total of more than 75 platform edges have been modified to date to reduce the gap at the platform edge. This has resulted in a 42% reduction in fall incidents. Work is in progress on the reduction of gaps for a further 13 platforms. Design work for another 28 platform edges is underway.

Since mid-1998, State Rail has embarked on a program of works for the installation of extended canopies at various stations with a view to providing

additional shelter to passengers which, in turn, improves on-time running of trains. Canopy extensions allow passengers to board trains over a greater distance along the platforms and still remain under cover. A total of 25 stations have been provided with extended canopies to date. These include Seven Hills, St Marys, Newtown, Minto, Punchbowl, Guildford, Berala, Yagoona, Blacktown and Riverstone. Recent tenders have been called for Wyong, Gosford and Lidcombe.

State Rail has responded to the Commonwealth Disabilities Discrimination Act 1992 with a program for the installation of tactile tiles at platform edges. This program installs directional indicators in public areas to provide directional assistance to the visually impaired. In addition to those stations which receive an Easy Access upgrade, where the inclusion of tactile tiles is standard, the installation of tactile tiles has been completed at a further 11 stations. A contract will be awarded in early 2002 for the installation of tactile tiles at Milsons Point and Central Station (Platforms 1 to 3).

General upgrading work has been carried out at Penshurst and Lakemba and the Gosford bus interchange has been improved with new paving. Improvements to the subway at Berala and new stairs at Kings grove will be completed this financial year.

High intensity lighting is being maintained at 302 stations and approximately 90 car parks and bus interchanges.

Remote public address systems have been installed at around 200 stations. This facility enables announcements to be made from a central control room and is proving particularly useful in keeping passengers at remote and unstaffed stations informed when there are train delays.

The availability of lifts and escalators between July and December was 98.5%. The down time of 1.5% was due to vandalism, equipment breakdown or routine

maintenance. Response time for lift repairs will be reduced from 1 hour (industry standard) to 30 minutes (hospital standard) from March 2002.

Station cleanliness is monitored frequently by area managers.

State Rail has spent over \$15 million installing plasma screen based, real time passenger information systems at 15 CBD and major metropolitan stations as part of its Olympic Games preparation. Upgrading LED systems at 12 large metropolitan stations will be completed during 2001-2002.

#### 3.1.5 Security

The recurrent budget for 2001-02 for on train security guards, security on stations and revenue protection is \$50 million. The costs of the Transit Police are covered by the NSW Police Service budget.

State Rail is taking a strategic approach to security and is working closely with the NSW Police. State Rail is using crime data to target joint operations. For security reasons precise details of intelligence-based strategies are not available to the public, however these operations involve uniformed and plain-clothes police, security guards and State Rail staff. An operation in November resulted in 129 charges being laid against 72 offenders.

A joint campaign 'Operation TAG', designed to identify and apprehend vandals, was introduced over the summer months, when vandalism is usually at its highest. The campaign includes offering rewards for information about vandals.

A Graffiti and Vandalism Taskforce has been formed within State Rail to work full-time with the police on vandalism. The Taskforce will involve 17 personnel.

A centralised CCTV control system has been set up at Police Headquarters to enable police to directly monitor and have access to State Rail's CCTV system.

Monitored voice call help points are also being installed at all State Rail stations during 2002.

#### 3.1.6 Passengers with Special Needs

Details of the improvements to accessibility through the Easy Access Program are provided in the Stations section above. At this stage 51 stations have received Easy Access treatment. These include major stations, which are used by 70% of our customers each day. The accessible features of each of our stations are listed in a brochure "Accessing CityRail", which is available at staffed stations and on our website.

State Rail encourages customers in wheelchairs intending to travel by train to telephone their departure station prior to their journey to confirm accessibility. State Rail is then able to ensure that:

- a ramp is available at the agreed accessible departure station;
- the train guard is informed of the accessible destination station; and
- a ramp is available at the accessible destination station.

Information is available for people with speech and hearing impairment through the Tele Typewriter Service (TTY) on freecall 1800 637 500.

All new carriages will be wheelchair accessible and will have:

- allocated spaces for people in wheelchairs;
- designated priority seating for mobility impaired passengers;
- call button to guard for ramp assistance; and
- visual information displays to assist passengers with hearing impairment.

Hearing augmentation will be trialed on the Millennium trains and used in future carriages, if effective.

New long-distance rollingstock will have wheelchair accessible toilets.

CityRail is redesigning its website so it is easier to read and can be used by partially sighted people.

#### 3.2 Capital Works Improvements

During 2001, the NSW Government announced a major package of measures to improve safety, reliability and passenger comfort. There was a significant injection of additional Government funding for capital works.

State Rail's overall capital budget for 2001-02 is \$341 million (\$116 million for rollingstock, \$21 million for depots, \$91 million for infrastructure, \$61 million for stations, \$13 million for information technology and communications and \$39 million for other projects). Major initiatives are outlined below.

#### 3.2.1 Millennium Train

The Millennium Train Project comprises of the design, construction and maintenance of up to a total of 201 rail cars in three stages. Stage 1 involves 81 cars at a cost of over \$220 million.

The first Millennium Train set is currently undergoing testing and is expected to be introduced into service in the first half of 2002.

Training of staff is underway. Once the first set is commissioned, it is expected that an average one to two additional four car sets will be commissioned each month thereafter.

As the Millennium cars are introduced, this will enable the retirement of the older Tulloch cars from service and allow the operation of more eight car trains.

#### 3.2.2 Purchase of New Outer Suburban Rail Cars (Intercity Cars)

Over recent years, there has been considerable growth in State Rail's customer demand primarily in the suburban and outer suburban areas of Sydney between Dapto, Springwood, Wyong and in the Sydney metropolitan fringe.

To meet this current and future forecast growth in demand, State Rail has commenced a process of competitive tendering for the design and build of new double deck passenger rollingstock to suit the needs of these outer suburban areas. It is anticipated that at least 16 of the 40 additional cars will be earmarked for use on the Illawarra and South Coast Services.

The Tender calls for the design and construction of 40 Outer Suburban Cars (plus one spare car) with two subsequent options:

- Option 1 80 cars (plus one spare car); and
- Option 2 40 cars.

These options are included to allow flexibility in meeting subsequent growth and fleet replacement requirements between now and approximately 2008.

The estimated total cost for Stage 1 (40 cars plus 1 spare) is \$136.7 million. State Rail expects to award a contract late in 2002. Construction of the Rail Cars will begin shortly thereafter and be supplied from 2005.

#### 3.2.3 The Supply of New Hunter Rail Cars

State Rail has invited tenders for the design and construction of 14 new Hunter Rail Cars (with options to purchase an additional seven cars).

The existing Hunter region services consist of 37 daily trips from Newcastle to Maitland, with 17 stops and a 50km round trip; 5 daily trips Newcastle to Dungog; and 3 daily trips Newcastle to Scone with round trips of 150 and 300km respectively. The current service is operated by 14 620/720 class cars and 10 Endeavour cars. The trains generally operate as two car consists.

The 620/720 class cars are approximately 40 years old are to be retired from service. Some of the Endeavours are planned to be relocated to increase the Southern Highlands fleet once the higher capacity Hunter cars replace the aged 620 sets.

It is anticipated that construction will begin late in 2003 and the first sets will be available for service in 2005.

#### 3.2.4 Richmond Line Amplification – Marayong to Quakers Hill

The Government's Action for Transport 2010 Plan identified the need for the duplication of the Richmond Line to Quakers Hill by 2002. Completion of the second stage of the duplication will allow improved services to Quakers Hill during peak periods.

The first stage of this project was completed in May 2000 and provided duplication of the track from Blacktown to the city side of Marayong.

Stage 2 continues the duplication of the line by building new track on the western side of the existing platform at Marayong to create an island platform and continue to Quakers Hill where it will join the existing track. Duplicated track will then extend from Blacktown to the northern side of Quakers Hill station.

The project includes:

- new additional track through Marayong station to connect to the existing loop at Quakers Hill;
- new overhead wiring for new track;
- widened platform including full Easy Access facilities, a new station building and canopies at Marayong;
- extension of the station footbridge;
- construction of a two span bridge over Vardys Road at Marayong; and
- construction of new footbridge at Shields Street.

This \$27 million project is proceeding on time for completion in 2002.

#### 3.2.5 East Hills Line Quadruplication – Turrella to Kingsgrove

The completion of this project allows express trains travelling to and from Macarthur to overtake local services.

This enables a better mix in the services by separating express and local trains over this section of the line. There is less chance of conflict between the services with a resultant increase in service reliability.

The scope of the project includes:

- construction of two new tracks from Turrella to Kingsgrove;
- provision of facilities to turnback services at Kingsgrove;

- extension of the road overbridges at Turrella, Bardwell Park, Bexley North and Kingsgrove to span the four tracks, new underbridge over Bardwell Creek and new culverts and earthworks;
- new signalling, overhead wiring and electrical systems;
- noise barriers along the route, reducing train noise at nearby residences not only from the new tracks but also from the existing lines; and
- RIC have also undertaken track strengthening of the existing lines between Turrella and Kingsgrove.

#### 3.2.6 Dapto – Kiama Electrification

The \$42 million Kiama electrification project was completed on time and on budget with electric services commencing operation in November 2001.

The project involved extending the electrified rail service to Kiama, reducing journey times and the inconvenience associated with changing trains from the electric rail cars to diesel rail cars at Dapto.

The re-signalling work carried out in conjunction with the electrification provides centralised control and monitoring of the signalling system resulting in increased reliability of services.

The project also includes the extension of platforms to accommodate longer electric trains and widening tunnels along the route.

This project will generate significant benefits for the people of the South Coast.

Service reliability will improve and the people of the South Coast will be provided with a faster service with better levels of comfort. The project will accommodate future patronage growth predicted in this region.

#### 3.2.7 Signalling Upgrades Across the CityRail Network

Considerable progress has been made through the replacement of life expired assets signalling renewal program and in the upgrading of the signalling system to better withstand electrical storms in Sydney.

#### 3.2.8 Central Turnback

The construction of this \$12 million facility will allow State Rail to continue to operate Airport Line services during planned maintenance or disruption to services on the city underground.

This construction of the Central Turnback is well under way and will be completed in 2002.

Detailed design and planning work is currently under way for turnback facilities at Bondi Junction and Revesby. These infrastructure upgrades will enable improved timetable flexibility and reliability on the Illawarra/ESR Line and East Hills Line respectively.

Details of the Easy Access and Station upgrades associated with the Capital Works program are listed in section 3.1.4.

#### 3.3 One State Rail Program

A program of managed change involving the restructure of State Rail was announced on 24 January 2001. It is designed to deliver improved customer service and focus the organisation on a shared overall objective of delivering safe, reliable and efficient passenger services. The restructure is expected to deliver savings and enhanced value for money services within State Rail.

A "One State Rail" Delivery Plan has been established for this transition to take place and to refocus the organisation.

Governing principles that guided the change program include the need to:

- provide efficiencies that maximise resources allocated to frontline service delivery;
- strengthen frontline service delivery;
- improve safe-working qualifications of frontline staff;
- improve the quality of service delivery through enhancing the capability of staff to deliver (particularly in the areas of customer service and safety);
- develop a business approach for the organisation;
- provide stability which supports the development and implementation of strategic improvements;
- reduce management layers to provide more responsive services;
- reduce corporate overheads by consolidating support services and reducing duplication and overlap; and
- implement the shared services concept for the delivery of corporate support functions.

As part of the "One State Rail" delivery plan, a shared service business concept is being implemented.

#### 3.4 Shared Services

The shared service business concept is a key part of the implementation of corporate services reform in the rail industry. Significant gains are expected to be delivered through the identification and removal of areas of duplication and overlap in the delivery of support functions.

The Business Services unit has been established to support management by providing HR, Finance and other corporate services in a cost efficient and effective manner. This will remove overlap and duplication in delivery of these functions. Business support staff reporting through the Business Services area may be located within divisions on a partnering arrangement to assist in on site delivery. This will eliminate duplication and overlap in both corporate and operational areas. Business service partners will have a clear appreciation of issues and needs within their areas of accountability.

Other benefits from shared services include:

- a separation of operational and processing functions from the policy, strategy and value-adding roles;
- greater capacity to integrate services and to organise them in a customer aligned structure;
- consistent quality of services; and
- efficiencies and economies of operations.

#### 3.5 Revenue Protection

Station staff perform inward and outward ticket checks at ticket barriers, primarily during the morning and afternoon peak periods. There are 44 CityRail stations

equipped with electronic ticket gates, and up to 80% of weekday passengers pass through these gates at least once during their journey. There are 620 electronic gates across the network, including wide electronic gates for use by various passengers including those who are mobility impaired, carrying luggage and those travelling with children. There are 153 Revenue Protection Officers performing both on-train and on-station ticket checks with the ability to issue infringements to the value of \$100 for passengers travelling without a valid ticket.

The following activities have been undertaken in the 12 months prior to February 2002.

#### • Revenue Protection Operations

A series of high profile revenue protection operations code named "Profile" took place during 2001. The operations targeted CBD and large metropolitan rail stations and blocks of stations in the metropolitan area in order to gain maximum exposure for the revenue protection units.

Various measures were monitored before and after the operation to examine its effectiveness. These included revenue, ticket issues, infringements issued, complaints and compliments received. Observations made included the increase of ticket issues during Operation "Profile" in February - March 2001, following a downward trend prior to the commencement of the operation.

#### • Communications Campaign

The communications campaign "Fare Evasion - it costs us all" took place in 2001 and involved station flyers, posters, digitised voice announcements, on-train announcements, messages on the CityRail website and media releases.

#### • Gate Management

CityRail electronic ticket gates form the frontline of revenue protection. During 2001, CityRail introduced a number of initiatives to tighten the management of electronic gates. These included staff training, placement of expandable barriers to guide passengers through gate arrays and intensive vigilance to ensure against inappropriate use of the wide gates.

#### • Fare Evasion survey

Fare evasion surveys are conducted regularly whereby field workers record the number of passengers travelling without a valid ticket across all lines, times and days on CityRail services. These results highlight specific areas where the incidence of fare evasion is higher.

#### • *Investigation into new technology*

The use of electronic hand-held ticket verifying units was investigated and included in the specification of the Integrated Ticketing Project. The use of such devices will be necessary in order to be able to verify information on Smartcard tickets. They will also enable more efficient use of resources and more accurate and extensive verification of ticket data. Their introduction will be phased in with the introduction of integrated ticketing.

#### **3.6** Commercial Procurement Strategies

In an organisation the size of State Rail, it is possible to generate cost savings by negotiating effective procurement contracts.

State Rail has commenced a major review of its procurement strategies in order to generate commercial advantages through the scale of its procurement.

The advantages of these arrangements would include savings in terms of price, improved product/service quality and identification of transactional process improvements.

### 4 Pricing Structure Objectives

#### 4.1 Short Term

#### 4.1.1 Aggregate fare increase of 2.0%

State Rail is not seeking a real increase in fares in this submission. The proposed increase of 2.0% is significantly less than the NSW Treasury forecast for CPI for 2001-02.

The major influencing factor in this proposal is the history of fare increases since the mid-1990s. An approach where the goal is to achieve uniformity, from a longterm perspective, in fare increases across the different fare bands has been adopted.

As in the past, due to the rounding process, there will be some increases in individual fares arising through the need to restrict increases in adult single fares to multiples of 20 cents.

#### 4.1.2 No increases in fares for journeys of up to 20 kilometres

In this proposal there are no increases to adult fares for journeys of up to 20 kilometres. This has been proposed for three reasons:

- The minimum amount by which an adult single fare can increase is 20c. If
  this increase were to be applied to fares for shorter distance journeys then the
  percentage increase in these fares would significantly exceed the forecast CPI.
- Since the mid-1990s single fares in these distance bands have increased relatively more than fares in the longer distance bands. Therefore, to achieve greater long-term equality in fare increases, increases have been focussed on the longer distance bands.

 In recent years there has been a trend towards urban consolidation resulting in significant population growth in inner city suburbs. This has provided CityRail with an opportunity to expand its customer base. However, to increase market share then CityRail must remain competitive against car and bus.

#### **4.1.3** Reduction in the number of types of TravelPasses

There are currently six types of travelpass that offer combined rail, bus and ferry travel within fixed geographic zones in Sydney.

In 2000-01 State Rail and State Transit sold a total of 2.2 million travelpasses.

There are 9 stations in the CityRail network that are within the boundaries for a Purple TravelPass but outside the boundaries of a Brown TravelPass. (These stations are Mulgrave, Windsor, Clarendon, East Richmond, Richmond, Kingswood, Penrith, Emu Plains and Otford.) For this reason it is proposed to extend the boundaries of the Brown TravelPass to match the Purple TravelPass boundaries thereby eliminating the need for the former.

The extended coverage of the Brown TravelPass will not incur any additional fare increase above that which would have been proposed if the Purple TravelPass were to be retained. In fact, customers who currently purchase a Purple TravelPass will observe both a real decrease and an actual decrease in their fare.

In practical terms, those who currently purchase a Purple TravelPass will have the same travel entitlements for the price of a Brown TravelPass. Those who currently purchase a Brown TravelPass will have increased entitlements on both the rail and bus network for a modest fare increase.

Amalgamating the Brown and Purple TravelPasses satisfies the rules for reducing the number of products because:

- Total sales in 2000-01 of Purple TravelPasses, across both State Rail and State Transit, numbered less than 10,000 which is less than 0.5% of total travelpass sales.
- As explained earlier, customers are not disadvantaged.

#### 4.1.4 Change in method for calculating weekly fares to Olympic Park

The current method for calculating an adult weekly fare to Olympic Park is to calculate the corresponding weekly fare to Strathfield or Lidcombe (whichever is the closer to the origin station) and add \$11.00. It is proposed to replace this with a simplified method based on the distance from the origin station to Olympic Park, or vice versa. This revised approach is proposed for the following reasons:

- It significantly lowers weekly fares to Olympic Park thereby supporting rail patronage to an area that will increase in significance as a commercial centre.
- The existing fares create anomalies particularly as Olympic Park lies within the Green TravelPass zone. This means that a Green TravelPass is cheaper than the weekly fare from some stations in the Green TravelPass zone to Olympic Park even though the former offers greater travel entitlements.

It should be noted however that a rail weekly ticket cannot be used on STA buses that operate on routes 401, 403 and 404.

This proposal only applies to weekly and other periodical tickets. The fare for day tickets will be calculated as currently.

It should be noted though that, if approved, this proposal will take approximately one month to implement.

#### 4.1.5 Off-peak fares

It is proposed that the generous discount of 40% that applies to adult off-peak fares be maintained. Further, it is proposed that there be no increase in child off-peak fares.

#### 4.2 Medium Term

#### 4.2.1 Rationalisation of distance bands

It is intended to propose reductions in the number of fare bands in future submissions. This will be done to assist in eliminating fare anomalies of the type:

Fare from A to B plus Fare from B to C is less than Fare from A to C

Such anomalies have arisen partly because of the rounding of fares but also because consistency in relativities between fares across distance bands is difficult to maintain because of the large number of bands.

## 4.2.2 Integration with the Department of Transport's Integrated Ticketing Project

Implementation of Integrated Ticketing (IT) with smartcard technology means there is less of a need to pursue combined products with other transport operators. Under IT the smartcard effectively provides the "integration".

It is likely that under IT, CityRail will significantly rationalise its product range.

### **5 Structural Changes**

#### 5.1 Short Term

#### 5.1.1 Withdrawal of Brown MetroPass

The only change to the range of ticket products has been the withdrawal of the Brown MetroPass. This ticket had been a joint initiative between State Rail and Westbus. It provided entitlements similar to those of a TravelPass. The ticket was withdrawn at the request of Westbus as they had become concerned about possible abuse of the tickets on their services.

#### **5.1.2** Extension of TravelPass entitlements

There have been suggestions from Action for Public Transport to extend the Red TravelPass zone from Croydon to Burwood and from Canterbury to Campsie. This was reviewed and the decision was taken to retain the existing boundaries. The revenue loss to both State Rail and State Transit would be significant.

#### 5.2 Medium Term

#### 5.2.1 Introduction of TravelTen Type Product in City Area

Although desirable, TravelTen type products have not been possible on the CityRail network as most stations do not have automatic gates. Therefore, there is no means of counting the number of trips made on such a ticket. However, all stations within the area bounded by North Sydney, Redfern and Bondi Junction

are "gated". State Rail is examining the feasibility of introducing a TravelTen type product for trips within this zone and other extended zones following implementation of the Integrated Ticketing System. While State Rail is keen to introduce this product, the decision will be largely dependent on the speed and cost of implementation prior to, or as part of Integrated Ticketing.

### **6 Proposed Fare Increases**

# **6.1** Adult single fares, off-peak fares, weekly fares and travelpass fares

For each of the main fare types the existing fare, proposed fare and the difference between the two in both absolute and percentage terms is shown in Appendix C. Also shown is the effective multiplier between single and weekly fares and the effective discounting applied to off-peak fares.

#### **6.2** Pensioner excursion fares

Pensioner excursion fares are determined by Government and so have not been included in this submission.

### **6.3** Other integrated tickets

Most integrated tickets, with the exception of TravelPasses that have been dealt with in an earlier section, are simply the sum of a rail fare and another operator's fare. As such, the fare for the rail component of these products will be adjusted in accordance with the relevant fares in this proposal.

#### **6.4** Outcome of proposal

Appendix D shows the impact of the proposed fares at a selection of stations. The proposed fare increases will increase revenue by \$8.4 million but will not have any significant impact on patronage.

### 7 Compliance with 2000-01

### determination

The following summarises State Rail's implementation of IPART Determination No 1, 2001 (Reference No. 00/280 dated 26 June 2001).

#### 1. All standard CityRail passenger rail services

The price of a type of rail ticket within a given distance band is equal to the price of that type of ticket for the given distance band as set out in the Pricing Schedule which formed part of the Determination.

The prices specified here were introduced on 1 July 2001 in accordance with the IPART Determination.

#### 2. CityHopper tickets

The price of an adult CityHopper ticket, purchased outside the CityHopper area, is calculated as specified in the Determination. The price of an adult CityHopper ticket, purchased inside the CityHopper area, is equal to that specified in the Determination. There are also child CityHopper products with the add-on (that part of the total price in excess of the price for the rail travel), if purchased outside the CityHopper area, or price, if purchased within the CityHopper area, set at half that of the respective adult price.

#### 3. DayTripper tickets

The price of an adult DayTripper ticket is \$13. There is also a child DayTripper ticket that has a price of \$6.50.

#### 4. Moore Park Link tickets

The price of an adult return or adult off-peak Moore Park Link ticket is calculated according to the Determination. There are also the following Moore Park Link tickets – adult single (add-on of \$2.60), child single (add-on of \$1.30), child return (add-on of \$2.10), child off-peak (add-on of \$2.10).

#### 5. Flexipass tickets

The price of a Flexipass ticket is calculated as specified in the Determination.

#### 6. Olympic Park tickets

The price of an Olympic Park ticket is calculated to be the price of the appropriate rail ticket to Strathfield or Lidcombe (whichever is closer to the origin station) plus \$1.40 for an adult single ticket or \$2.80 for an adult return ticket. These are \$0.10 and \$0.20 less respectively than that specified in the Determination. Other add-on prices are as specified in the Determination.

#### 7. Bondi Link ticket

The price of tickets to Bondi Beach are calculated according to the Determination.

#### 8. New or additional charges

With respect to railway passenger travel the prices for the rail travel components of BusPlus and MetroPass products are calculated in accordance with the Determination. Also, the prices charged for Pensioner Excursion tickets remain unchanged. The charges for non-railway passenger services are:

- Refund fee for Day tickets, 7-Day RailPass tickets and FlexiPass tickets -\$8.50.
- Replacement fee for exchanging a periodical ticket \$8.50.
- Minimum fee for lost periodical ticket replacement \$17.00.
- Replacement fee for lost Free School Pass or TAFE College Pass \$17.00.
- Replacement fee for lost Incapacitated Ex-Service Person's Pass \$17.00.

In summary, in all cases State Rail is charging prices less than or equal to the prices specified in the IPART Determination.

### 8 Conclusion

This submission presents a case for a weighted average fare increase 2%. The proposed fare rise is forecast to increase CityRail's farebox revenue by approximately \$8.4 million.

This is modest rise in fares in the context of the substantially increased contribution by the New South Wales Government to the rail sector and the continuing improvement in the quality of service.

There are already clear indications of improvements to reliability, which should be made more robust by the new timetable.

The investment in new trains, stations and track improvements will lead to further improvements in the quality of service to customers.

CityRail is planning to continue to develop its customer responsiveness and has presented a report on progress against performance commitments outlines in the CityRail Customer Service Commitment.

### Appendix A

# CityRail Customer Service Commitment – Report on progress: July to December 2001

#### **Overview**

The CityRail Customer Service Commitment 2001-02 has been distributed at railway stations since July 2001 and is displayed on the CityRail website. It is available in brochures in English, Spanish, Greek, Chinese, Vietnamese and Arabic.

The Customer Service Commitment has assisted in generating feedback on service delivery from customers and has focused the attention of front-line staff and management.

This document represents a status report on performance, against each of the criteria in the Customer Service Commitment, between 1 July and 31 December 2001.

#### Our staff

The CityRail Customer Service Commitment says:

CityRail staff are there to make sure your journey is safe, comfortable and enjoyable. CityRail staff will:

- be safety conscious at all times;
- make appropriate announcements at stations and on trains;
- tell you about delays or alterations to services;
- wear a uniform when on duty at stations or on trains; and
- be courteous and helpful.

During 2001-02 considerable effort is being made to increase the skills of railway staff.

State Rail has launched a major staff training initiative with a major focus on safety. As at 31 December 2001 four thousand staff had participated in four rounds of the Safety Management System (SMS) training. This program will be ongoing with rail operations staff receiving SMS training every sixteen weeks.

Station staff are also being trained under a program to award Station Services Certificates. This program is designed to develop key workplace competencies. Between July and December more than 400 staff enrolled in the Certificate.

A new competency based training model has been developed for Customer Service Attendants who work on stations. The model combines a mixture of classroom and on-the-job training and includes the *CityRail Customer Service Commitment* in its course content.

As part of the commitment to provide safe and reliable services to the community, State Rail has awarded contracts for:

- the upgrade of its two driver training simulators utilising advanced computer graphic image technology; and
- two new virtual reality training centres at the Australian Rail Training College at Petersham for customer service, station management and safety training.

One of the virtual reality centres will include a generic train desk with characteristics similar to the Millennium Train, which will allow the simulation of hazardous driving situations and also provide crew with the opportunity to become familiar with the control layout of the Millennium Train. The facilities will be extensively used for the training and competency enhancement of front line operational staff and train crew, and will enable training to be conducted in a close to reality environment.

The project addresses a key recommendation of the Glenbrook Inquiry that "the training of railway employees should include the use of modern interactive simulators as a core component of training programs".

On 30 November 2001 the Minister for Transport presented awards to 25 staff at the inaugural State Rail Service Awards ceremony. The staff who received awards had been nominated by their peers and selected by a panel comprising senior management and unions. The aim of the awards, which will be presented annually, is to recognise excellence in customer service. A strong focus is placed on team-work and initiative.

#### **Service reliability**

The CityRail Customer Service Commitment says:

CityRail is committed to providing reliable and punctual train services. Our targets for 2001-02 are for:

- at least 99% of peak services to run as scheduled and;
- at least 92% of peak services to arrive within three minutes of their scheduled arrival time (five minutes for Intercity services).

State Rail's primary targets are to reach and maintain the reliability and punctuality standards, meet passenger demand and provide an efficient and safe rail service.

As at the end of December 2001, 99.2% of peak services had been provided and 92.2% of peak services arrived within three minutes (five minutes for Intercity) of their scheduled arrival time. The annual 92% on-time running (OTR) target has only been met three times in the history of State Rail and was last achieved in 1998-99.

CityRail's reliability and punctuality statistics are published every week on www.cityrail.nsw.gov.au

On time running is influenced by a wide range of factors including:

- failures of infrastructure (track, points, signals, overhead wiring);
- crew and operational problems;
- fleet reliability and defects;

- passenger disturbances and incidents;
- external factors such as severe storms, vandalism and power failures.

A range of initiatives have been implemented both within State Rail and RIC to improve on-time running. Some of the initiatives are listed below.

- Maintenance and investment in track, overhead wire and signalling equipment.
  This includes: lightning and surge protection; temperature control at signal locations; fire protection at various signal boxes following the Como fire; installation of un-interruptable power supplies (UPS) for critical signalling equipment.
- Infrastructure improvements that allow flexibility in managing train movements, including: the construction of the turn back facility at Kingsgrove; additional tracks between Turrella and Kingsgrove on the East Hills Line; a major electrification and upgrade between Dapto and Kiama; and upgrading and renewal of signalling systems.
- Placement of 35 additional staff on platforms at busy stations to help load and flag-off trains during peak times.
- Allocation of additional supervisors to ensure crew are in place and trains depart on time.
- Implementation of computerised planning and rostering systems to more efficiently roster crew and place additional resources where they are most needed.
- Implementation of new IT Systems for train planning, operations and control.
- Use of CCTV for security and passenger control at 322 stations.
- Development and testing of emergency response plans at critical junctions.
- Development of new timetable which will improve reliability and punctuality, with planned introduction in April 2002.
- Daily (8.00am) management meetings to review OTR performance, identify incidents, check complaints and issues and initiate investigations.
- Planning infrastructure improvements which will lead to better reliability over the next five years.
- Regular coordination meetings involving executives from State Rail, RIC and the Coordinator General of Rail.

#### **Our trains**

The CityRail Customer Service Commitment says:

CityRail is committed to providing you with clean, reliable trains. We aim to:

- clean train interiors daily and exteriors fortnightly;
- remove litter from trains in service during off-peak day-time periods;
- reduce vandalism and remove graffiti as quickly as possible; and
- conduct a campaign to encourage people not to leave litter on trains.

CityRail plans to upgrade its train fleet over the next five years. Delivery of 81 new carriages will take place in 2001-02 for suburban services. All trains receive regular, routine maintenance and there is a refurbishment program which results in train interiors being upgraded at least every six years.

A major challenge for State Rail is keeping the fleet clean and free of graffiti...

Cleaning statistics are collected daily and reported by exception. That is - cars which miss their nightly internal clean or fortnightly external clean are reported. Between July and December, there were twenty occasions where a carriage did not receive its scheduled nightly clean. On average four carriages per week missed their fortnightly external clean (the target is to have fewer than 14 carriages overdue for an external clean).

An advertising campaign is currently being conducted focusing on litter reduction on trains with the theme "take it with you". The advertisements are being shown on Street Vision at underground railway stations and at cinemas close to railway stations. Radio advertisements are being run on 12 stations and billboard advertisements are displayed at 30 sites.

A concerted effort is being made to reduce vandalism by preventing it in the first place through better fencing and increased security and, when it occurs, removing it as quickly as possible. During the period July-December 2001, State Rail:

- erected 2300 metres of security fencing;
- removed 12,345 graffiti 'hits' from carriages;
- repaired 2,578 windows; and
- repaired 8,363 seats.

At the time of writing, the new Millennium Train suburban carriages are undergoing testing. The first of the 81 new carriages is planned to enter service in April 2002 and delivery of the full order should be completed in 2003.

Government approval has been grated to purchase 60 additional suburban carriages following the delivery of the Millennium Trains. Tenders have been advertised for new rail cars for the Hunter Valley and for 40 Outer Suburban Cars (with options to purchase an additional 120) for the Central and South Coasts. State Rail plans to phase out 56 Tulloch carriages used on the suburban network.

#### **Our stations**

The CityRail Customer Service Commitment says:

CityRail is aware of customers' requirements for a clean and safe environment and aims to:

- clean all stations daily;
- maintain the bright lighting, which was installed at all stations in 2000;
- fix equipment failures promptly and when lifts or escalators are expected to be out of service for a considerable time, provide advice on expected restoration time and alternative exits and entrances;
- install long line public address systems at 200 stations by June 2002; and

• ensure toilets at stations are clean and unlocked wherever possible. If toilets are closed for security reasons, staff will unlock them on request.

CityRail is continuously upgrading and improving our stations. Over the next year lifts and facilities to improve access will be installed at the following stations:

Allawah Beresfield

Beverly Hills Caringbah

Engadine Katoomba

Maitland Regents Park

Riverwood Thornton

Wollongong

Station cleanliness is monitored frequently by area managers.

A Public Place Recycling System has been successfully trialed at two stations (Central and Stanmore). The key to its success was the design of the bins, their strategic placement and good signage and promotion. The difference to cleanliness has been most notable at Central station. The system will be rolled out to other stations.

State Rail is budgeted to invest \$61.5 million in upgrading CityRail stations in 2001-02.

State Rail is implementing a program to enable easy access at many stations throughout the rail network. Features vary from station to station, however, they generally include installation of lifts, tactile tiles (to assist way-finding for passengers with visual impairment), the construction of accessible toilets and a range of related station improvements.

This is a massive program and is taking a significant portion of State Rail's capital funding. In 2001-02, the Budget for the Easy Access Program is \$31 million.

Works have already been completed at 51 Easy Access stations, including the major city stations of Central, Town Hall, Wynyard and Circular Quay. The completed Easy Access stations cater for approximately 70% of CityRail customers each day. The program has been of tremendous benefit to those with disabilities and will be of increasing importance as the age profile of the population changes.

In 2001, "Easy Access" facilities were completed at Wollongong, Caringbah, Allawah, Regents Park, and Katoomba.

Works are currently underway at Engadine, Rockdale, Beresfield, Beverly Hills, Campsie, Maitland, Marayong, Padstow, Riverwood, Thornton and West Ryde. In addition, planning is nearing completion for Easy Access at Summer Hill, Holsworthy, Kiama, Fairfield, Cabramatta, and Kings Cross.

Tenders have been called for painting and minor improvements at the following underground stations over the next six months: Bondi Junction, Edgecliff, Kings Cross, Martin Place, Town Hall platforms 4 and 5 and Central platforms 24 and 25. The concourse has been upgraded at Kings Cross.

In the last 12 months, canopies have been extended at platforms at Seven Hills, St Marys, Newtown, Minto, Punchbowl, Guildford, Berala, Yagoona, Blacktown and Riverstone and tenders have been called for Wyong, Gosford and Lidcombe.

General upgrading work has been carried out at Penshurst, Lakemba, the Bondi Junction interchange and the Gosford bus interchange has been improved with new paving. Improvements to the subway at Berala and new stairs at Kingsgrove will be completed this financial year.

The Platform Gap Reduction Program was introduced in 1998 following an audit which was carried out on the condition of the platform clearances for the stations. A significant number of platforms were found to need improvement with regard to the reduction of the horizontal gap at the platform edge. Survey and design work commenced shortly thereafter. A total of more than 75 platform edges have been

modified to date to reduce the gap at the platform edge. This has resulted in a 42% reduction in fall incidents. Work is in progress on the reduction of gaps for a further 13 platforms. Design work for another 28 platform edges is underway.

High intensity lighting is being maintained at 302 stations and approximately 90 car parks and bus interchanges.

Remote public address systems have been installed at around 200 stations. This facility enables announcements to be made from a central control room and is proving particularly useful in keeping passengers at remote and unstaffed stations informed when there are train delays.

The availability of lifts and escalators between July and December was 98.5%. The down time of 1.5% was due to vandalism, equipment breakdown or routine maintenance. Response times for lift repairs will be reduced from 1 hour (industry standard) to 30 minutes (hospital standard) from March 2002.

#### Security

The Customer Service Commitment reads:

CityRail works closely with the NSW Police and is investing in people and equipment to ensure travel on our network is secure.

- Two security guards patrol every CityRail train at night;
- Random patrols are conducted on trains and stations during the day;
- Security guards are placed at key stations on a needs basis;
- Closed circuit television (cctv) cameras monitor every station;
- Staff in control rooms monitoring the cameras have direct contact with police;
- Hidden cctv cameras are being trialed on some trains;
- All new trains will have cctv cameras fitted; and
- Frequent audits of safety and security are conducted and assessed with the aim of identifying areas for improvement.

State Rail is taking a strategic approach to security and is working closely with the NSW Police. State Rail is using crime data to target joint operations. For security reasons precise details of intelligence-based strategies are not available to the public, however these operations involve uniformed and plain-clothes police, security guards and State Rail staff.

The costs of the Transit Police are covered by the NSW Police Service budget

A joint campaign 'Operation Tag', designed to identify and apprehend vandals, was introduced over the summer months, when vandalism is usually at its highest. The campaign includes offering rewards for information about vandals.

A Graffiti and Vandalism Taskforce has been formed within State Rail to work fulltime with the police on vandalism. The Taskforce will have 17 personnel.

A centralised CCTV control system has been set up at Police Headquarters to enable police to directly monitor and have access to State Rail's CCTV system.

Since the introduction of CCTV security cameras in December 2000, there has been a 33% decrease in the number of recorded incidents in the CityRail network.

Monitored voice call Help Points are also being installed at all CityRail stations during 2002.

#### Passengers with special needs

The CityRail Customer Service Commitment says:

CityRail welcomes customers with special needs and is committed to providing a service which everyone can use.

At this stage 46 stations have lifts or ramps installed for wheelchair use. These include major stations which are used by 70% of our customers each day. The accessible features of our stations are listed in the brochure "Accessing CityRail", which is available at staffed stations and on our website.

If you are in a wheelchair and intend to travel by train, we recommend you telephone your departure station prior to your journey to confirm accessibility. If you do this, we will ensure:

- a ramp is available at the agreed accessible departure station
- the train guard is informed of your accessible destination station
- a ramp is available at your accessible destination station.

Information is available for people with speech and hearing impairment through the TTY (Tele Typewriter Service) on freecall 1800 637 500.

The number of accessible stations has increased from 46 to 51.

All new carriages will be wheelchair accessible and will have:

- allocated spaces for people in wheelchairs;
- designated priority seating for mobility impaired passengers;
- call button to guard for ramp assistance; and
- visual information displays to assist passengers with hearing impairment.

Hearing augmentation will be trialed on the Millennium trains and used in future carriages, if effective.

New long-distance rollingstock will have wheelchair accessible toilets.

CityRail is redesigning its website so it is easier to read and can be used by partially sighted people.

#### **Fares and tickets**

The Customer Service Commitment says:

CityRail's fares are distance based (the further you travel, the higher the fares) and are reviewed annually by the Independent Pricing and Regulatory Tribunal.

We offer a large range of ticket products. Details can also be found on the CityRail web site and in the brochure 'Tickets to Ride', which is available from staffed CityRail stations.

CityRail staff in ticket offices are happy to provide you with information regarding fares and ticketing.

Tickets are available from ticket offices at busier stations and at ticket vending machines throughout the CityRail network.

CityRail aims to have at least 98% of ticket vending machines open at all times.

The reliability of ticketing machines is generally high with 99.5% open at all times over the last six months.

CityRail have successfully integrated its ticketing options with significant major events including combined travel/entry tickets into Australia's Wonderland, the Royal Easter Show's Travel Link tickets, Blue Mountains Explorer pass. CityRail will continue to identify and develop joint ticketing opportunities delivering greater savings and convenience to passengers.

#### Advice concerning service changes

The Customer Service Commitment reads:

Advising customers about track maintenance and service changes is a priority. CityRail displays posters at stations to advise passengers of maintenance work that will require trains to be replaced by buses. This information is also available from the Transport Infoline, the CityRail website and in local newspapers.

When major works are planned requiring large scale bus operations, CityRail will conduct a communications campaign to ensure the community is aware of service changes. Advertisements will be placed in the media, leaflets distributed and posters displayed at stations.

When unplanned disruptions occur, we aim to respond quickly and will make every effort to keep you informed. Staff will make announcements and the Transport Infoline and radio stations will be notified of the disruption and the alternative transport arrangements.

State Rail has focussed on improving the flow of customer information relating to service disruption.

The major closedowns associated with major capital works improvement projects when buses replaced trains on weekdays between Nowra and Dapto and Turrella and Kingsgrove were handled well in terms of customer information.

Planned maintenance at weekends has been generally well publicised and attracted few complaints about lack of information.

StateRail is now concentrating on improving communications during unplanned, disruptions due to incidents beyond State Rail's control.

Following debriefing associated with major disruptions in 2001, procedures were strengthened to improve communications during major disruptions.

A "service updates" feature has been introduced to the CityRail website so customers can access real-time information from the site between 6.00am and 10.00pm daily. The fedback concerning this facility has been very positive and it is proposed to extend it to a 24 hour per day service in February 2002.

#### **Feedback**

The Customer Service Commitment says:

We welcome any comments and suggestions you might have on improving our services. You can provide feedback by contacting the Transport Infoline by telephone or email or by writing to State Rail's Customer Relations Unit. There is a list of contact details on the back of this brochure.

Our aim is to respond to all correspondence within 21 days.

We monitor all feedback and use it when planning service changes and improvements.

In the course of monitoring customer feedback it became clear State Rail needs to strengthen its complaints handling procedures to ensure all complaints are logged and tracked to their conclusion. Discussions have been held with the Department of Transport and the Ombudsman in regards to improving the complaints handling system.

Changes proposed will bring State Rail's internal procedures in line with the Australian Standards AS 4269-1995 on Complaints Handling. The system agreed with the Department of Transport will be introduced this financial year.

In relation to written correspondence, all the letters which were recorded on the complaints handling system were responded to within 21 days over the first six months of the financial year.

#### **Customer information**

The CityRail Customer Service Commitment says:

CityRail provides you with information on services through the Transport Infoline telephone service (131 500) and website (www.131500.com.au), the CityRail website (www.cityrail.nsw.gov.au) and our station staff.

The Transport Infoline, which operates from 6.00am until 10.00pm daily, aims to answer 95% of calls within 40 seconds.

Our timetables, fares brochures, network maps and access guide are published annually and are available free of charge at staffed stations. The relevant timetables are displayed at all stations.

State Rail intends upgrading its website so it is easier to read and navigate. It will have more real-time information. Changes will also be made to the Transport Infoline website.

During the six months to 31 December 2001 the Transport Infoline answered 95% of all calls within 40 seconds.

State Rail and the Department of Transport monitor the performance of Infoline though 'mystery shopping' and auditing. Performance has improved over the last six months. The contract is currently being renegotiated and the agreed performance indicators will be included in the CityRail Customer Service Commitment for 2002-3. Digitised voice announcements are now available on 65% of CityRail stations.

### Investments to improve reliability and punctuality

The CityRail Customer Service Commitment 2001-2 lists five projects which will improve reliability and punctuality. They are:

Turrella to Kingsgrove (Airport and East Hills Lines): expansion and rebuilding of the track.

Engineering works for this project have been completed. Commissioning of the new signalling system is scheduled for completion by March and the new infrastructure will be used in the new timetable in April 2002.

# Dapto to Kiama (South Coast Line): electrification.

The project was completed ahead of schedule. The new infrastructure has been in use since 18 November 2001. An interim timetable was introduced at that time to provide direct electric services between Kiama and Sydney.

Marayong to Quakers Hill (Richmond Branch of the Western Line): additional tracks.

This work is currently under construction. It will be completed in 2002.

#### Signalling upgrades across the CityRail network.

Considerable progress was made in upgrading the signalling system to withstand changes in weather particularly during the summer months when electrical storms hit Sydney.

The overall capital budget for 2001-02 is \$341 million (\$116 million for rolling stock, \$21 million for depots, \$91 million for infrastructure, \$61 million for stations,

\$13 million for information technology and communications, and \$39 million for other projects and overheads).

## **Summary**

State Rail has met the commitments outlined in the CityRail Customer Service Commitment 2001-02 in the first six months of its application.

The Department of Transport has advised it will require portfolio-wide customer 'charters' for 2002-03 and State Rail will be liaising with the Department to ensure the CityRail Customer Service Commitment 2002-3 meets its requirements.

# Appendix B

# CITYRAIL (Excluding Olympics) INCOME AND EXPENSES 1997/98 TO 2000/01 dollars of the day -\$m

|   |          | 22/22      |              | 20101     |
|---|----------|------------|--------------|-----------|
|   | 97/98    | 98/99      | 99/00        | 00/01     |
|   | Actual   | Actual     | Actual       | Actual    |
| D   | 97/98 \$ | 98/99 \$   | 99/00 \$     | 00/01 \$m |
| Revenue                                   |          |            |              |           |
| Operating                                 | 270.0    | 204.4      | 450.4        | 400.0     |
| Farebox revenue                           | 370.3    | 391.1      | 453.4        | 460.3     |
| Revenue from other rail organisations     | 121.8    | 102.3      | 81.7         | 82.7      |
| Other income                              | 44.3     | 48.0       | 72.0         | 65.0      |
| Non operating                             |          |            |              |           |
| Finance Revenue                           | 7.8      | 8.3        | 6.8          | 6.2       |
|   | 2.0      | 6.5<br>4.4 | 21.2         | 0.2       |
| Asset sale proceeds                       |          |            |              |           |
| Total Revenue                             | 546.2    | 554.1      | 635.1        | 614.5     |
| Expenses                                  |          |            |              |           |
| Operating                                 |          |            |              |           |
| Labour costs                              | 613.1    | 584.0      | 525.5        | 639.3     |
| Security contract services                | 9.5      | 28.0       | 32.6         | 37.9      |
| Access fees                               | 320.6    | 303.5      | 321.2        | 330.9     |
| Electricity                               | 21.0     | 21.1       | 21.7         | 28.4      |
| Major Periodic Maintenance of Assets      | 103.2    | 97.0       | 92.3         | 99.4      |
| Other Operating                           | 185.2    | 194.8      | 205.3        | 197.1     |
|   |          |            |              |           |
| Non-recurrent operating expenses          |          |            |              |           |
| Severance                                 | 13.5     | 24.1       | 7.4          | 4.5       |
|   |          |            |              |           |
| Non-cash                                  |          |            |              |           |
| Depreciation                              | 157.7    | 137.0      | 135.8        | 138.5     |
| Asset revaluation decrements              | 3.6      | -          | -            | -         |
| Non operating expenses                    |          |            |              |           |
| Non operating expenses                    | 21.9     | 21.2       | 14.5         | 17.0      |
| Finance charges                           | 36.8     | 72.9       | 47.9         | 71.3      |
| Fixed assets written off /sold            | 7.3      | 38.7       | 47.9<br>42.4 | 99.2      |
| Capital grants made to RAC Total Expenses | 1,493.4  | 1,522.2    | 1,446.6      | 1,663.5   |
| Total Expenses                            | 1,433.4  | 1,522.2    | 1,770.0      | 1,003.3   |
| Transfer Charge/allocation to Clink       | (65.0)   | (66.7)     | (57.5)       | (62.2)    |
| ŭ   | ` ′      |            | . ,          | ` '       |
| Total Allocated Expenses                  | 1,428.4  | 1,455.5    | 1,389.1      | 1,601.3   |
| Surplus/shortfall ( ) before Govt funding | (882.1)  | (901.4)    | (754.1)      | (986.8)   |
| Government Grants:-                       |          |            |              |           |
| Government Grants - Concessions           | 133.5    | 143.3      | 152.6        | 165.5     |
| Government Grants -CSO services           | 290.8    | 279.0      | 243.9        | 299.8     |
| Total CSO Revenue                         | 424.3    | 422.3      | 396.5        | 465.3     |
| Government Grants - other                 | 433.9    | 460.5      | 424.6        | 561.4     |
| Government Grants                         | 858.2    | 882.8      | 821.1        | 1,026.7   |
|   |          |            |              |           |
| Net result                                | (23.9)   | (18.6)     | 67.0         | 39.9      |
| Passenger Journeys - mil                  | 266.5    | 270.5      | 278.7        | 285.7     |
| . accorded coursely simi                  |          | -10.0      | 210.1        | 200.7     |

# **Financial Performance**

Income and expenditure figures for CityRail for 1997-98 to 2000-01 are summarised at Appendix B. Historical figures are provided in dollars of the day. Farebox revenue figures do not include GST which is collected on behalf of the Australian Taxation Office. The figures also exclude revenue and costs in

1999-00 and 2000-01 associated with the Olympic and Paralympic Games.

Government contributions have not been included in the total revenue line in order to give a clearer picture of performance.

## **2000-01 Results**

The final 2000-01 result before general Government contributions was a deficit of \$986.8 million, \$233 million more than 1999-00.

The increase was split between operating items of \$129 million and non operating items of \$104 million. Non operating items are generally one-off items or accounting adjustments. They include include financing, transactions involving the sale of assets and capital expenditure on RIC assets.

#### **Operating Items**

There was a small nominal increase in farebox revenue in 2000-01 of 1.8% or \$7 million.

While passenger growth was 2.5%, State Rail's share farebox revenue was impacted by the June 2000 IPART determination and the implementation of the GST.

During 2000-01, labour costs increased following a review of staffing by the Coordinator General of Rail to address the poor operational performance of State Rail evident in 1999-2000.

As a result, frontline staffing was increased to improve public confidence in the rail system by addressing the areas listed below.

- Safety a key conclusion of the Commission of Inquiry into the Glenbrook Rail
  Accident was that all operational staff should receive comprehensive safety
  training. A program of regular refresher safety training every 16 weeks was
  introduced, which required additional staff to back-fill shifts while training was
  undertaken.
- Reliability it was assessed that additional train crew, maintenance staff and station staff were required to improve on-time running performance levels. This has subsequently occurred.
- Customer service it was assessed that the poor level of train cleanliness and lack
  of station staff was affecting customer confidence in the rail system and these
  staffing areas were addressed.
- Security additional on-board and static guards were deployed.

In addition, changes in investment earnings and in actuarial assessments of superannuation, workers compensation and long service leave significantly increased labour expenses.

There were also increases in non labour expenses. Electricity costs increased by \$7 million due to an increase in the base price. Access charges paid to RIC increased by \$10 million, which included additional maintenance relating to the new Airport Line. Security costs increased by \$5 million, reflecting an increased security presence at selected stations, and train depots to prevent vandalism. Major periodic maintenance of rollingstock increased by \$7 million, reflecting an acceleration of train maintenance.

# **Non Operating Items**

The increase of \$104 million was mainly attributable to:

- a \$23.4 million increase in the level of assets written off or sold of due to an increase in the level of sales within the surplus property sales program (this reflects the accounting treatment of surplus asset sales);
- increased capital grants to RIC of \$56.8 million to \$99.2 million. These grants are used to upgrade RIC's infrastructure and result in operational benefits for State Rail; and
- revenue in 1999-00 was impacted by \$16.9 million, due to accounting recognition of airspace lease at St Leonards.

# **Consistency of Results With Previous Years**

In 2001, the basis of cost allocation from CityRail to Countrylink was agreed with IPART and an independent review was conducted by Price Waterhouse Coopers. Price Waterhouse Coopers found that the cost allocation method used by State Rail to separate Countrylink and CityRail costs was appropriate.

Although the organisation was restructured in 2001-02 into functional units, Countrylink train crewing, station, access and rollingstock depreciation costs and revenues are still readily identifiable under the reporting structure. To allow comparison between years, those costs are still shown as direct CityRail or Countrylink. All fleet maintenance and head office support costs are still treated as initially part of CityRail, then on-charged as appropriate.

In 2001-02, there has been some centralisation into head office support of administration costs (finance, human resources and communications and marketing) which were previously directly charged to CityRail and Countrylink. The methodology used to allocate these costs between CityRail and Countrylink in 2001-02 is essentially consistent with the methodology that was reviewed by Price Waterhouse Coopers.

# Appendix E

# **New CityRail Timetable – 21 April 2002**

#### **Background – requirement for new timetable**

The decision to introduce a new timetable, based on the design principles used for the successful Olympic timetable, was taken last year.

The new timetable is required because the existing timetable, which has an underlying pattern designed in 1992, no longer performs consistently well. The annual peak ontime running [OTR] target of 92% has not been achieved since 1998-99. Although additional resources and operational interventions are currently propping-up OTR performance on a daily basis, there is a high risk that performance in excess of 90% OTR in the peaks will not be maintained consistently through the year.

Since 1992 the timetable has been adjusted to include the Cumberland line, the Olympic Park Loop and the Airport line. Uneven stopping patterns, particularly on the East Hills line, are a concern.

The opening of the Airport line in May 2000 had a negative impact on stopping patterns and reliability on the East Hills line. Since then additional tracks have been constructed between Turrella and Kingsgrove to provide the opportunity for longer-distance trains to pass all-stops services on the East Hills line and to introduce simple, repetitive stopping patterns. However the timetable for the East Hills and Airport lines cannot be adjusted and improved without affecting timetables on other lines.

An interim timetable has been operating on the South Coast since 18 November 2001 to provide Kiama with some direct services to and from Sydney utilising the recently electrified track. More electric services cannot be provided to Kiama without completely rewriting the South Coast and Illawarra [Sydney] suburban timetables.

# **Design principles**

The aim of the new timetable is to improve on-time running.

The principles, which proved so successful during the Olympics and are used in designing the new timetable, are to:

- reduce crossings at flat junctions to minimise compounding delays across a number of lines when an incident occurs on one line;
- allow sufficient "dwell-time" at busy stations to enable crowds to exit and board trains safely without delaying services;
- build in recovery time on journeys which are commonly affected by operational delays;
- have realistic turn-around times between services;
- design standard stopping patterns and a "memory" timetable where possible; and
- provide sufficient services to meet peak demand.

The draft timetable has been tested by a computer model [SIMU], which indicates it is substantially more robust than the existing timetable. It should enable faster recovery from delays and provide better on-time running results.

# Risks in introducing a new timetable

The introduction of a new timetable contains risks, which must be managed. The Olympic timetable worked very well for a fortnight, but operated at a time when Sydneysiders displayed high levels of tolerance and cooperation.

The last time major changes were introduced to the daily working timetable was in November 1996. This timetable was abandoned after approximately 6 months when on-time running plummeted and efforts made to improve it failed.

The unsuccessful November 1996 timetable was designed after a period of consultation with the public. It was introduced following customer feedback and included increased service levels and faster journey times. While some commuters liked the higher frequency of trains and faster trips, the overwhelming response from customers and the media was criticism about poor reliability and punctuality. The lesson learnt by State Rail was never to introduce a timetable which puts on-time running at risk.

The challenge in designing a new rail timetable is to get the balance between reliability/punctuality and service levels [frequency and speed] right and at the same time best utilise rolling stock to cater for demand.

A telephone survey of 2500 people last year found rail-users value service reliability/punctuality above faster journey times.

A computer model (SIMU) has been used to verify the operational robustness of the new timetable. In addition workshops of train operators are being conducted to identify operational risks which will have to be managed.

Trains in the proposed timetable take longer to complete their cycles due to the increased "dwell times" and recovery and turn-around times. This presents a challenge in positioning trains so they meet peak demand. While every effort has been made to ensure train frequency meets demand, there is no doubt trains arriving in Sydney between 7.30 am and 9.00am and leaving Sydney between 4.30pm and 6.00pm will continue to be crowded. The risk is that by altering the departure and arrival times of trains, some services may become more crowded than existing services in similar time-slots.

To minimise the risk of over-crowding, the new timetable uses 30 more carriages than the existing timetable. The timetable for April 2002 will establish the underlying pattern, to which services will be added as new rolling stock becomes available.

There is a risk the public will not be happy with the additional journey time in the new timetable, even if it results in greater service reliability.

Other railways, including Queensland Rail in Brisbane, have increased journey times to improve reliability and have done so successfully. Contact with overseas systems reveals the Swiss Federal Railways and the Austrian Railways have both increased "dwell times" to improve OTR. The Austrians ran a campaign to sell a new timetable with the theme "punctuality before speed". The Europeans have the view that rail customers prefer a stable timetable to one with reduced journey times and poor punctuality. During peak hours when roads are congested, rail transport, even with a slow timetable, is generally faster than the private car.

#### **Public consultation**

The draft timetable, which was displayed on the CityRail website for public comment from 15 December 2001 to 8 February 2002, included services suggested by people who had written to State Rail. Indeed the draft was updated several times to incorporate suggestions received during the consultation process.

As at 9 February 2002, the draft timetable on the CityRail website had been viewed by 42,933 individuals, who looked at 554,256 pages. State Rail received 2,600 letters, mostly emails, and 2,700 telephone calls to 131 500 providing comments and suggestions on the timetable.

State Rail has met with the Commuter Council, Action for Public Transport, Bus and Coach Association, Public Transport Authority and other groups. It has written to all school principals, the Federation of Parents and Citizens Associations and bus companies. Staff responsible for the draft timetable's development set up information desks at 22 major stations in January and February and were available to answer questions about the timetable. The locations of the information sessions at stations were advertised in local newspapers and on CityRail's website. Feedback on the timetable was collected at the railway stations.

The Internet has enabled State Rail to display the draft timetable four months prior to its planned introduction. Never before has a draft timetable been available to the general public for perusal and comment.

While demand data and computer modelling have influenced the design of the timetable, State Rail has listened to feedback from its customers and, where practical, has acted on that feedback. The suggestions which have been adopted in the timetable to be introduced on 21 April 2002 include:

- more services stop at Wolli Creek, particularly on South Coast services;
- use of 8 carriages on Cronulla line trains at weekends;
- more capacity between 6.00pm and 8.00pm on most lines;
- more stops at Newtown;
- modifications to some arrival/departure times and stopping patterns following feedback on the draft timetable from customers and meetings with community groups.

While the draft timetable has been adjusted since it was placed on the CityRail website for public comment, its underlying structure has not been changed. Apart from concern about additional journey time, most negative feedback has concerned [1] the decision to run eight services per hour through the Airport, [2] the removal of some cross regional services and [3] additional stops on Intercity or long-distance services.

#### East Hills line via Airport line

Passengers on the East Hills line will benefit most from on-time running improvements in the new timetable. However many would prefer services to run via Sydenham instead of via the Airport. State Rail is contractually obliged to provide the Airport line with eight trains per hour. In the new timetable the only East Hills line services to run via Sydenham will be Canberra and Southern Highlands services and four services from Campbelltown in the morning peak and five to Campbelltown in the evening peak. The stopping patterns on the suburban trains via Sydenham

favour the longer distance travellers and passengers from stations at which these services do not stop will have to change at either Beverly Hills or Wolli Creek if they wish to travel to Sydenham or Redfern. In the longer term when growth in south west Sydney requires additional services, they will operate on the East Hills line via Sydenham. However it is not intended to change the draft timetable to be introduced on 21 April.

#### **Cross regional services**

State Rail does not intend to change its decision to withdraw services which make a number of crossings at flat junctions and cause compounding delays when running late. To do so would undermine the structure of the timetable. Where it has withdrawn such services it has improved interchange arrangements. Additional trains will stop at Clyde for Carlingford passengers, more trains will stop at Lidcombe for people wishing to travel west from the Bankstown line and passengers who travel between the Central Coast and western Sydney have a high frequency of trains at Strathfield.

#### **Intercity or long distance services**

Much of the feedback has come from people who commute daily to Sydney from Newcastle and the Central Coast, the Blue Mountains and the South Coast. As a result of this feedback the following changes were made to the draft timetable:

- changing stopping patterns on Illawarra and South Coast trains to better cater for rail customers during the off-peak - services were improved for school students at Heathcote, Engadine and Bulli;
- alterations to departure times and stopping patterns on some Newcastle and Central Coast services, including three additional trains from Newcastle to Gosford;
- restoration of the Asquith stop on two Central Coast trains to suit school students; and
- restoration of the Westmead stop on Springwood services.

State Rail remains firm on its decision to increase journey times by stopping the "Fish" at Emu Plains, the "Chips" at Penrith and the "Newcastle Flyer" at Woy Woy (morning service only). All three trains currently have spare seated capacity. The concerns of people who currently travel on these trains have been noted and loadings and on-time running performance will be closely monitored.

## Implementing the new timetable

State Rail is developing implementation plans for the new timetable. A communications program will include print and radio advertising, station and train announcements, posters and fliers. Timetable booklets will be distributed before the timetable commences. Passenger information is a top priority. Customers will be kept informed.

The new timetable will be closely monitored when it is introduced on 21 April 2002. Passenger counts will be conducted and adjustments made to rolling stock allocations where necessary. Performance will be reviewed on a daily basis and changes will be made if required after a "bedding down" period.

# Appendix C

# CityRail Proposed Fares for 2002-03

| Adult Single         |                       |                       |           |          |  |  |  |  |  |
|----------------------|-----------------------|-----------------------|-----------|----------|--|--|--|--|--|
| Distance up to (km): | Existing<br>Fare (\$) | Proposed<br>Fare (\$) | Change \$ | Change % |  |  |  |  |  |
| 5.00                 | \$2.20                | \$2.20                | \$0.00    | 0.0%     |  |  |  |  |  |
| 10.00                | \$2.60                | \$2.60                | \$0.00    | 0.0%     |  |  |  |  |  |
| 15.00                | \$2.80                | \$2.80                | \$0.00    | 0.0%     |  |  |  |  |  |
| 20.00                | \$3.40                | \$3.40                | \$0.00    | 0.0%     |  |  |  |  |  |
| 25.00                | \$3.60                | \$3.80                | \$0.20    | 5.6%     |  |  |  |  |  |
| 30.00                | \$4.00                | \$4.20                | \$0.20    | 5.0%     |  |  |  |  |  |
| 35.00                | \$4.20                | \$4.40                | \$0.20    | 4.8%     |  |  |  |  |  |
| 45.00                | \$5.00                | \$5.20                | \$0.20    | 4.0%     |  |  |  |  |  |
| 55.00                | \$5.80                | \$6.00                | \$0.20    | 3.4%     |  |  |  |  |  |
| 65.00                | \$6.40                | \$6.60                | \$0.20    | 3.1%     |  |  |  |  |  |
| 75.00                | \$7.80                | \$8.00                | \$0.20    | 2.6%     |  |  |  |  |  |
| 85.00                | \$8.60                | \$8.80                | \$0.20    | 2.3%     |  |  |  |  |  |
| 95.00                | \$9.60                | \$9.80                | \$0.20    | 2.1%     |  |  |  |  |  |
| 105.00               | \$10.00               | \$10.20               | \$0.20    | 2.0%     |  |  |  |  |  |
| 115.00               | \$11.20               | \$11.40               | \$0.20    | 1.8%     |  |  |  |  |  |
| 125.00               | \$12.40               | \$12.80               | \$0.40    | 3.2%     |  |  |  |  |  |
| 135.00               | \$12.60               | \$13.00               | \$0.40    | 3.2%     |  |  |  |  |  |
| 155.00               | \$14.60               | \$15.00               | \$0.40    | 2.7%     |  |  |  |  |  |
| 175.00               | \$16.60               | \$17.00               | \$0.40    | 2.4%     |  |  |  |  |  |
| 195.00               | \$19.80               | \$21.00               | \$1.20    | 6.1%     |  |  |  |  |  |
| 215.00               | \$21.00               | \$22.00               | \$1.00    | 4.8%     |  |  |  |  |  |
| 235.00               | \$24.00               | \$25.00               | \$1.00    | 4.2%     |  |  |  |  |  |
| 255.00               | \$25.00               | \$26.00               | \$1.00    | 4.0%     |  |  |  |  |  |
| 305.00               | \$27.00               | \$28.00               | \$1.00    | 3.7%     |  |  |  |  |  |
| 305+                 | \$29.00               | \$30.00               | \$1.00    | 3.4%     |  |  |  |  |  |

|             | Weekly Rail |           |           |           |            |  |  |  |  |  |
|-------------|-------------|-----------|-----------|-----------|------------|--|--|--|--|--|
| Distance up | Existing    | Proposed  | Change ¢  | Change 0/ | Multiplior |  |  |  |  |  |
| to (km):    | Fare (\$)   | Fare (\$) | Change \$ | Change %  | Multiplier |  |  |  |  |  |
|             |             |           |           |           |            |  |  |  |  |  |
| 5.00        | \$17.00     | \$17.00   | \$0.00    | 0.0%      | 7.73       |  |  |  |  |  |
| 10.00       | \$20.00     | \$20.00   | \$0.00    | 0.0%      | 7.69       |  |  |  |  |  |
| 15.00       | \$23.00     | \$23.00   | \$0.00    | 0.0%      | 8.21       |  |  |  |  |  |
| 20.00       | \$26.00     | \$26.00   | \$0.00    | 0.0%      | 7.65       |  |  |  |  |  |
| 25.00       | \$28.00     | \$29.00   | \$1.00    | 3.6%      | 7.63       |  |  |  |  |  |
|             | •           |           | •         |           |            |  |  |  |  |  |
| 30.00       | \$30.00     | \$31.00   | \$1.00    | 3.3%      | 7.38       |  |  |  |  |  |
| 35.00       | \$31.00     | \$32.00   | \$1.00    | 3.2%      | 7.27       |  |  |  |  |  |
| 45.00       | \$35.00     | \$36.00   | \$1.00    | 2.9%      | 6.92       |  |  |  |  |  |
| 55.00       | \$38.00     | \$39.00   | \$1.00    | 2.6%      | 6.50       |  |  |  |  |  |
| 65.00       | \$42.00     | \$43.00   | \$1.00    | 2.4%      | 6.52       |  |  |  |  |  |
| 75.00       | \$45.00     | \$46.00   | \$1.00    | 2.2%      | 5.75       |  |  |  |  |  |
| 85.00       | \$48.00     | \$49.00   | \$1.00    | 2.1%      | 5.57       |  |  |  |  |  |
| 95.00       | \$50.00     | \$51.00   | \$1.00    | 2.0%      | 5.20       |  |  |  |  |  |
| 105.00      | \$52.00     | \$53.00   | \$1.00    | 1.9%      | 5.20       |  |  |  |  |  |
| 115.00      | \$54.00     | \$55.00   | \$1.00    | 1.9%      | 4.82       |  |  |  |  |  |
| 125.00      | \$57.00     | \$58.00   | \$1.00    | 1.8%      | 4.53       |  |  |  |  |  |
| 135.00      | \$62.00     | \$63.00   | \$1.00    | 1.6%      | 4.85       |  |  |  |  |  |
| 155.00      | \$67.00     | \$69.00   | \$2.00    | 3.0%      | 4.60       |  |  |  |  |  |
| 175.00      | \$71.00     | \$73.00   | \$2.00    | 2.8%      | 4.29       |  |  |  |  |  |
| 195.00      | \$79.00     | \$81.00   | \$2.00    | 2.5%      | 3.86       |  |  |  |  |  |
| 215.00      | \$82.00     | \$84.00   | \$2.00    | 2.4%      | 3.82       |  |  |  |  |  |
| 235.00      | \$94.00     | \$96.00   | \$2.00    | 2.1%      | 3.84       |  |  |  |  |  |
| 255.00      | \$98.00     | \$100.00  | \$2.00    | 2.0%      | 3.85       |  |  |  |  |  |
| 305.00      | \$105.00    | \$107.00  | \$2.00    | 1.9%      | 3.82       |  |  |  |  |  |
| 305+        | \$113.00    | \$115.00  | \$2.00    | 1.8%      | 3.83       |  |  |  |  |  |

|                      | Adult Off Peak (Return) |                       |                    |      |          |  |  |  |  |  |
|----------------------|-------------------------|-----------------------|--------------------|------|----------|--|--|--|--|--|
| Distance up to (km): | Existing<br>Fare (\$)   | Proposed<br>Fare (\$) | Change \$ Change % |      | Discount |  |  |  |  |  |
| 5.00                 | \$2.60                  | \$2.60                | \$0.00             | 0.0% | 40.9%    |  |  |  |  |  |
| 10.00                | \$3.00                  | \$3.00                | \$0.00             | 0.0% | 42.3%    |  |  |  |  |  |
| 15.00                | \$3.40                  | \$3.40                | \$0.00             | 0.0% | 39.3%    |  |  |  |  |  |
| 20.00                | \$4.00                  | \$4.00                | \$0.00             | 0.0% | 41.2%    |  |  |  |  |  |
| 25.00                | \$4.20                  | \$4.40                | \$0.20             | 4.8% | 42.1%    |  |  |  |  |  |
| 30.00                | \$4.80                  | \$5.00                | \$0.20             | 4.2% | 40.5%    |  |  |  |  |  |
| 35.00                | \$5.00                  | \$5.20                | \$0.20             | 4.0% | 40.9%    |  |  |  |  |  |
| 45.00                | \$6.00                  | \$6.20                | \$0.20             | 3.3% | 40.4%    |  |  |  |  |  |
| 55.00                | \$7.00                  | \$7.20                | \$0.20             | 2.9% | 40.0%    |  |  |  |  |  |
| 65.00                | \$7.60                  | \$7.80                | \$0.20             | 2.6% | 40.9%    |  |  |  |  |  |
| 75.00                | \$9.20                  | \$9.60                | \$0.40             | 4.3% | 40.0%    |  |  |  |  |  |
| 85.00                | \$10.20                 | \$10.40               | \$0.20             | 2.0% | 40.9%    |  |  |  |  |  |
| 95.00                | \$11.40                 | \$11.60               | \$0.20             | 1.8% | 40.8%    |  |  |  |  |  |
| 105.00               | \$11.80                 | \$12.20               | \$0.40             | 3.4% | 40.2%    |  |  |  |  |  |
| 115.00               | \$13.40                 | \$13.60               | \$0.20             | 1.5% | 40.4%    |  |  |  |  |  |
| 125.00               | \$14.80                 | \$15.20               | \$0.40             | 2.7% | 40.6%    |  |  |  |  |  |
| 135.00               | \$15.00                 | \$15.40               | \$0.40             | 2.7% | 40.8%    |  |  |  |  |  |
| 155.00               | \$17.40                 | \$17.80               | \$0.40             | 2.3% | 40.7%    |  |  |  |  |  |
| 175.00               | \$19.80                 | \$20.00               | \$0.20             | 1.0% | 41.2%    |  |  |  |  |  |
| 195.00               | \$24.00                 | \$25.00               | \$1.00             | 4.2% | 40.5%    |  |  |  |  |  |
| 215.00               | \$25.00                 | \$26.00               | \$1.00             | 4.0% | 40.9%    |  |  |  |  |  |
| 235.00               | \$29.00                 | \$30.00               | \$1.00             | 3.4% | 40.0%    |  |  |  |  |  |
| 255.00               | \$30.00                 | \$31.00               | \$1.00             | 3.3% | 40.4%    |  |  |  |  |  |
| 305.00               | \$32.00                 | \$33.00               | \$1.00             | 3.1% | 41.1%    |  |  |  |  |  |
| 305+                 | \$35.00                 | \$36.00               | \$1.00             | 2.9% | 40.0%    |  |  |  |  |  |

| Child Off Peak |           |           |           |            |  |  |  |  |  |
|----------------|-----------|-----------|-----------|------------|--|--|--|--|--|
| Area           | Existing  | Proposed  | Change \$ | Change %   |  |  |  |  |  |
| Alba           | Fare (\$) | Fare (\$) | Change \$ | Charige 76 |  |  |  |  |  |
| Suburban       | \$2.30    | \$2.30    | \$0.00    | 0.0%       |  |  |  |  |  |
| Outer          | \$3.40    | \$3.40    | \$0.00    | 0.0%       |  |  |  |  |  |
| CityRail       | \$5.60    | \$5.60    | \$0.00    | 0.0%       |  |  |  |  |  |

| TravelPass |           |           |           |            |  |  |  |  |  |
|------------|-----------|-----------|-----------|------------|--|--|--|--|--|
| Zone       | Existing  | Proposed  | Change \$ | Change %   |  |  |  |  |  |
| 20110      | Fare (\$) | Fare (\$) | σπατίσο φ | Orlange 70 |  |  |  |  |  |
| Red        | \$29.00   | \$30.00   | \$1.00    | 3.4%       |  |  |  |  |  |
| Green      | \$37.00   | \$38.00   | \$1.00    | 2.7%       |  |  |  |  |  |
| Yellow     | \$41.00   | \$42.00   | \$1.00    | 2.4%       |  |  |  |  |  |
| Pink       | \$44.00   | \$45.00   | \$1.00    | 2.3%       |  |  |  |  |  |
| Brown      | \$50.00   | \$52.00   | \$2.00    | 4.0%       |  |  |  |  |  |
| Purple     | \$58.00   | \$52.00   | -\$6.00   | -10.3%     |  |  |  |  |  |

#### PROPOSED CITYRAIL FARES FROM JULY 2002

% INCREASE ON PREVIOUS YEAR

| DISTANCE<br>BAND KM | STATION                     | DISTANCE<br>FROM<br>CENTRAL |                       | SINGLE             | HALF<br>SINGLE   | RETURN             | HALF<br>RETURN     | OFF-PEAK           | CHILD<br>OFF-PEAK | WEEKLY             | TRAVEL<br>PASS     |
|---------------------|-----------------------------|-----------------------------|-----------------------|--------------------|------------------|--------------------|--------------------|--------------------|-------------------|--------------------|--------------------|
| 5                   | REDFERN                     | 1.31                        | Old Fare              | \$2.20             | \$1.10           | \$4.40             | \$2.20             | \$2.60             | \$2.30            | \$17.00            | \$29.00            |
|                     | WYNYARD                     | 3.21                        | New Fare              | \$2.20             | \$1.10           | \$4.40             | \$2.20             | \$2.60             | \$2.30            | \$17.00            | \$30.00            |
|                     | EDGECLIFF                   | 4.63                        | Change %              | 0.0%               | 0.0%             | 0.0%               | 0.0%               | 0.0%               | 0.0%              | 0.0%               | 3.4%               |
|                     | STANMORE                    | 4.67                        | Change \$             | \$0.00             | \$0.00           | \$0.00             | \$0.00             | \$0.00             | \$0.00            | \$0.00             | \$1.00             |
| 10                  | NORTH SYDNEY                | 6.31                        | Old Fare              | \$2.60             | \$1.30           | \$5.20             | \$2.60             | \$3.00             | \$2.30            | \$20.00            | \$29.00            |
|                     | BONDI JUNCTION              | 6.61                        | New Fare              | \$2.60             | \$1.30           | \$5.20             | \$2.60             | \$3.00             | \$2.30            | \$20.00            | \$30.00            |
|                     | CROYDON                     | 9.44                        | Change %<br>Change \$ | 0.0%<br>\$0.00     | 0.0%<br>\$0.00   | 0.0%<br>\$0.00     | 0.0%<br>\$0.00     | 0.0%<br>\$0.00     | 0.0%<br>\$0.00    | 0.0%<br>\$0.00     | 3.4%<br>\$1.00     |
| 15                  | CANTERBURY                  | 40.40                       | Old 5                 | <b>#0.00</b>       | £4.40            | <b>#</b> F 00      | <b>(</b> *0.00     | <b>(*0.40</b>      | <b>#0.00</b>      | <b>#00.00</b>      | <b>#</b> 0₹ 00     |
| 15                  | STRATHFIELD                 | 10.16<br>11.73              | Old Fare<br>New Fare  | \$2.80<br>\$2.80   | \$1.40<br>\$1.40 | \$5.60<br>\$5.60   | \$2.80<br>\$2.80   | \$3.40<br>\$3.40   | \$2.30<br>\$2.30  | \$23.00<br>\$23.00 | \$37.00<br>\$38.00 |
|                     | CHATSWOOD                   | 12.85                       | Change %              | 0.0%               | 0.0%             | 0.0%               | 0.0%               | 0.0%               | 0.0%              | 0.0%               | 2.7%               |
|                     | FLEMINGTON                  | 14.32                       | Change \$             | \$0.00             | \$0.00           | \$0.00             | \$0.00             | \$0.00             | \$0.00            | \$0.00             | \$1.00             |
|                     | HURSTVILLE                  | 14.81                       |                       |                    |                  |                    |                    |                    |                   |                    |                    |
| 20                  | LIDCOMBE                    | 16.58                       | Old Fare              | \$3.40             | \$1.70           | \$6.80             | \$3.40             | \$4.00             | \$2.30            | \$26.00            | \$37.00            |
|                     | MEADOWBANK                  | 18.19                       | New Fare              | \$3.40             | \$1.70           | \$6.80             | \$3.40             | \$4.00             | \$2.30            | \$26.00            | \$38.00            |
|                     | BANKSTOWN                   | 18.71                       | Change %<br>Change \$ | 0.0%<br>\$0.00     | 0.0%<br>\$0.00   | 0.0%<br>\$0.00     | 0.0%<br>\$0.00     | 0.0%<br>\$0.00     | 0.0%<br>\$0.00    | 0.0%<br>\$0.00     | 2.7%<br>\$1.00     |
|                     |                             |                             |                       |                    |                  |                    |                    |                    |                   |                    |                    |
| 25                  | PYMBLE<br>GRANVILLE         | 20.07<br>21.38              | Old Fare<br>New Fare  | \$3.60<br>\$3.80   | \$1.80<br>\$1.90 | \$7.20<br>\$7.60   | \$3.60<br>\$3.80   | \$4.20<br>\$4.40   | \$2.30<br>\$2.30  | \$28.00<br>\$29.00 | \$41.00<br>\$42.00 |
|                     | SUTHERLAND                  | 24.72                       | Change %              | 5.6%               | 5.6%             | 5.6%               | 5.6%               | 4.8%               | 0.0%              | 3.6%               | 2.4%               |
|                     |                             |                             | Change \$             | \$0.20             | \$0.10           | \$0.40             | \$0.20             | \$0.20             | \$0.00            | \$1.00             | \$1.00             |
| 30                  | WESTMEAD                    | 25.11                       | Old Fare              | \$4.00             | \$2.00           | \$8.00             | \$4.00             | \$4.80             | \$2.30            | \$30.00            | \$44.00            |
|                     | HORNSBY                     | 26.45                       | New Fare              | \$4.20             | \$2.10           | \$8.40             | \$4.20             | \$5.00             | \$2.30            | \$31.00            | \$45.00            |
|                     | CARLINGFORD                 | 27.86                       | Change %              | 5.0%               | 5.0%             | 5.0%               | 5.0%               | 4.2%               | 0.0%              | 3.3%               | 2.3%               |
|                     | MIRANDA                     | 29.49                       | Change \$             | \$0.20             | \$0.10           | \$0.40             | \$0.20             | \$0.20             | \$0.00            | \$1.00             | \$1.00             |
| 35                  | BLACKTOWN                   | 34.8                        | Old Fare              | \$4.20             | \$2.10           | \$8.40             | \$4.20             | \$5.00             | \$2.30            | \$31.00            | \$50.00            |
|                     | CRONULLA                    | 34.8                        | New Fare              | \$4.40             | \$2.20           | \$8.80             | \$4.40             | \$5.20             | \$2.30            | \$32.00            | \$52.00            |
|                     |                             |                             | Change %<br>Change \$ | 4.8%<br>\$0.20     | 4.8%<br>\$0.10   | 4.8%<br>\$0.40     | 4.8%<br>\$0.20     | 4.0%<br>\$0.20     | 0.0%<br>\$0.00    | 3.2%<br>\$1.00     | 4.0%<br>\$2.00     |
| 45                  | MACQUARIE FIELDS            | 35.07                       | Old Fare              | \$5.00             | \$2.50           | \$10.00            | \$5.00             | \$6.00             | \$2.30            | \$35.00            | \$50.00            |
| 40                  | CASULA                      | 35.27                       | New Fare              | \$5.00<br>\$5.20   | \$2.50           | \$10.00            | \$5.00<br>\$5.20   | \$6.20             | \$2.30            | \$36.00            | \$50.00            |
|                     | INGLEBURN                   | 36.9                        | Change %              | 4.0%               | 4.0%             | 4.0%               | 4.0%               | 3.3%               | 0.0%              | 2.9%               | 4.0%               |
|                     | WATERFALL                   | 38.74                       | Change \$             | \$0.20             | \$0.10           | \$0.40             | \$0.20             | \$0.20             | \$0.00            | \$1.00             | \$2.00             |
|                     | MOUNT DRUITT                | 43.9                        |                       |                    |                  |                    |                    |                    |                   |                    |                    |
| 55                  | CAMPBELLTOWN                | 45.9                        | Old Fare              | \$5.80             | \$2.90           | \$11.60            | \$5.80             | \$7.00             | \$2.30            | \$38.00            | \$58.00            |
|                     | HAWKESBURY RIVER<br>WINDSOR | 49.96<br>54.98              | New Fare<br>Change %  | \$6.00<br>3.4%     | \$3.00<br>3.4%   | \$12.00<br>3.4%    | \$6.00<br>3.4%     | \$7.20<br>2.9%     | \$2.30<br>0.0%    | \$39.00<br>2.6%    | \$52.00<br>-10.3%  |
|                     | WINDOOK                     | 04.50                       | Change \$             | \$0.20             | \$0.10           | \$0.40             | \$0.20             | \$0.20             | \$0.00            | \$1.00             | -\$6.00            |
| 65                  | PENRITH                     | 55.1                        | Old Fare              | \$6.40             | \$3.20           | \$12.80            | \$6.40             | \$7.60             | \$3.40            | \$42.00            | \$58.00            |
| 00                  | STANWELL PARK               | 55.95                       | New Fare              | \$6.60             | \$3.30           | \$13.20            | \$6.60             | \$7.80             | \$3.40            | \$43.00            | \$52.00            |
|                     | EMU PLAINS                  | 57.47                       | Change %              | 3.1%               | 3.1%             | 3.1%               | 3.1%               | 2.6%               | 0.0%              | 2.4%               | -10.3%             |
|                     | RICHMOND                    | 60.67                       | Change \$             | \$0.20             | \$0.10           | \$0.40             | \$0.20             | \$0.20             | \$0.00            | \$1.00             | -\$6.00            |
| 75                  | WOY WOY                     | 65.19                       | Old Fare              | \$7.80             | \$3.90           | \$15.60            | \$7.80             | \$9.20             | \$3.40            | \$45.00            |                    |
|                     | THIRROUL                    | 70.23                       | New Fare              | \$8.00             | \$4.00           | \$16.00            | \$8.00             | \$9.60             | \$3.40            | \$46.00            |                    |
|                     | GOSFORD                     | 73.5                        | Change %<br>Change \$ | 2.6%<br>\$0.20     | 2.6%<br>\$0.10   | 2.6%<br>\$0.40     | 2.6%<br>\$0.20     | 4.3%<br>\$0.40     | 0.0%<br>\$0.00    | 2.2%<br>\$1.00     |                    |
|                     |                             |                             |                       |                    |                  |                    |                    |                    |                   |                    |                    |
| 85                  | PICTON<br>SPRINGWOOD        | 76.47<br>79.7               | Old Fare<br>New Fare  | \$8.60<br>\$8.80   | \$4.30<br>\$4.40 | \$17.20<br>\$17.60 | \$8.60<br>\$8.80   | \$10.20<br>\$10.40 | \$3.40<br>\$3.40  | \$48.00<br>\$49.00 |                    |
|                     | WOLLONGONG CITY             | 82.92                       | Change %              | 2.3%               | 2.3%             | 2.3%               | 2.3%               | 2.0%               | 0.0%              | 2.1%               |                    |
|                     |                             |                             | Change \$             | \$0.20             | \$0.10           | \$0.40             | \$0.20             | \$0.20             | \$0.00            | \$1.00             |                    |
| 95                  | PORT KEMBLA                 | 90.28                       | Old Fare              | \$9.60             | \$4.80           | \$19.20            | \$9.60             | \$11.40            | \$3.40            | \$50.00            |                    |
|                     | WYONG                       | 93.64                       | New Fare              | \$9.80             | \$4.90           | \$19.60            | \$9.80             | \$11.60            | \$3.40            | \$51.00            |                    |
|                     |                             |                             | Change %              | 2.1%               | 2.1%             | 2.1%               | 2.1%               | 1.8%               | 0.0%<br>\$0.00    | 2.0%               |                    |
|                     |                             |                             | Change \$             | \$0.20             | \$0.10           | \$0.40             | \$0.20             | \$0.20             | φυ.υυ             | \$1.00             |                    |
| 105                 | DAPTO                       | 95.07                       | Old Fare              | \$10.00            | \$5.00           | \$20.00            | \$10.00            | \$11.80            | \$3.40            | \$52.00            |                    |
|                     | LAWSON<br>WENTWORTH FALLS   | 96.02<br>102.62             | New Fare<br>Change %  | \$10.20<br>2.0%    | \$5.10<br>2.0%   | \$20.40<br>2.0%    | \$10.20<br>2.0%    | \$12.20<br>3.4%    | \$3.40<br>0.0%    | \$53.00<br>1.9%    |                    |
|                     | ALBION PARK                 | 102.62                      | Change %              | \$0.20             | \$0.10           | \$0.40             | \$0.20             | \$0.40             | \$0.00            | \$1.00             |                    |
| 445                 | OAK FLATS                   | 105.10                      | Old E                 | 644.00             | <b>#</b> E 00    | #00.40             | 644.00             | 640.40             | <b>#0.40</b>      | <b>#</b> E4.00     |                    |
| 115                 | OAK FLATS<br>WYEE           | 105.19<br>107.46            | Old Fare<br>New Fare  | \$11.20<br>\$11.40 | \$5.60<br>\$5.70 | \$22.40<br>\$22.80 | \$11.20<br>\$11.40 | \$13.40<br>\$13.60 | \$3.40<br>\$3.40  | \$54.00<br>\$55.00 |                    |
|                     | KATOOMBA                    | 109.92                      | Change %              | 1.8%               | 1.8%             | 1.8%               | 1.8%               | 1.5%               | 0.0%              | 1.9%               |                    |
|                     | MINNAMURRA                  | 113.4                       | Change \$             | \$0.20             | \$0.10           | \$0.40             | \$0.20             | \$0.20             | \$0.00            | \$1.00             |                    |

#### PROPOSED CITYRAIL FARES FROM JULY 2002

% INCREASE ON PREVIOUS YEAR

| DISTANCE<br>BAND KM | STATION      | DISTANCE<br>FROM<br>CENTRAL |            | SINGLE  | HALF<br>SINGLE | RETURN  | HALF<br>RETURN | OFF-PEAK | CHILD<br>OFF-PEAK | WEEKLY   |
|---------------------|--------------|-----------------------------|------------|---------|----------------|---------|----------------|----------|-------------------|----------|
| BAND KW             | STATION      | CENTRAL                     |            | SINGLE  | SINGLE         | RETURN  | RETURN         | OFF-PEAK | OFF-PEAK          | WEEKLY   |
| 125                 | MEDLOW BATH  | 115.83                      | Old Fare   | \$12.40 | \$6.20         | \$24.80 | \$12.40        | \$14.80  | \$5.60            | \$57.00  |
| 125                 | MORRISET     | 116.01                      | New Fare   | \$12.40 | \$6.40         | \$25.60 | \$12.40        | \$15.20  | \$5.60            | \$58.00  |
|                     | KIAMA        | 119.17                      | Change %   | 3.2%    | 3.2%           | 3.2%    | 3.2%           | 2.7%     | 0.0%              | 1.8%     |
|                     | KIAWA        | 119.17                      | Change \$  | \$0.40  | \$0.20         | \$0.80  | \$0.40         | \$0.40   | \$0.00            | \$1.00   |
|                     |              |                             | Change #   | Ψ0.40   | Ψ0.20          | Ψ0.00   | Ψ0.40          | ψ0.40    | ψ0.00             | Ψ1.00    |
| 135                 | BOWRAL       | 127.8                       | Old Fare   | \$12.60 | \$6.30         | \$25.20 | \$12.60        | \$15.00  | \$5.60            | \$62.00  |
|                     | FASSIFERN    | 134.92                      | New Fare   | \$13.00 | \$6.50         | \$26.00 | \$13.00        | \$15.40  | \$5.60            | \$63.00  |
|                     |              |                             | Change %   | 3.2%    | 3.2%           | 3.2%    | 3.2%           | 2.7%     | 0.0%              | 1.6%     |
|                     |              |                             | Change \$  | \$0.40  | \$0.20         | \$0.80  | \$0.40         | \$0.40   | \$0.00            | \$1.00   |
|                     |              |                             |            |         |                |         |                |          |                   |          |
| 155                 | MOSS VALE    | 137.8                       | Old Fare   | \$14.60 | \$7.30         | \$29.20 | \$14.60        | \$17.40  | \$5.60            | \$67.00  |
|                     | CARDIFF      | 147.67                      | New Fare   | \$15.00 | \$7.50         | \$30.00 | \$15.00        | \$17.80  | \$5.60            | \$69.00  |
|                     | NOWRA        | 153.37                      | Change %   | 2.7%    | 2.7%           | 2.7%    | 2.7%           | 2.3%     | 0.0%              | 3.0%     |
|                     |              |                             | Change \$  | \$0.40  | \$0.20         | \$0.80  | \$0.40         | \$0.40   | \$0.00            | \$2.00   |
| 175                 | LITHGOW      | 155.78                      | Old Fare   | \$16.60 | \$8.30         | \$33.20 | \$16.60        | \$19.80  | \$5.60            | \$71.00  |
| 175                 | NEWCASTLE    | 160.71                      | New Fare   | \$17.00 | \$8.50         | \$34.00 | \$17.00        | \$20.00  | \$5.60<br>\$5.60  | \$71.00  |
|                     | BERESFIELD   | 172.31                      | Change %   | 2.4%    | 2.4%           | 2.4%    | 2.4%           | 1.0%     | 0.0%              | 2.8%     |
|                     | BERESFIELD   | 172.31                      | Change \$  | \$0.40  | \$0.20         | \$0.80  | \$0.40         | \$0.20   | \$0.00            | \$2.00   |
|                     |              |                             | Change #   | Ψ0.40   | Ψ0.20          | Ψ0.00   | Ψ0.40          | Ψ0.20    | ψ0.00             | Ψ2.00    |
| 195                 | MARULAN      | 184.8                       | Old Fare   | \$19.80 | \$9.90         | \$39.60 | \$19.80        | \$24.00  | \$5.60            | \$79.00  |
|                     | MAITLAND     | 185.04                      | New Fare   | \$21.00 | \$10.50        | \$42.00 | \$21.00        | \$25.00  | \$5.60            | \$81.00  |
|                     |              |                             | Change %   | 6.1%    | 6.1%           | 6.1%    | 6.1%           | 4.2%     | 0.0%              | 2.5%     |
|                     |              |                             | Change \$  | \$1.20  | \$0.60         | \$2.40  | \$1.20         | \$1.00   | \$0.00            | \$2.00   |
|                     |              |                             |            |         |                |         |                |          |                   |          |
| 215                 | PATERSON     | 205.72                      | Old Fare   | \$21.00 | \$10.50        | \$42.00 | \$21.00        | \$25.00  | \$5.60            | \$82.00  |
|                     |              |                             | New Fare   | \$22.00 | \$11.00        | \$44.00 | \$22.00        | \$26.00  | \$5.60            | \$84.00  |
|                     |              |                             | Change %   | 4.8%    | 4.8%           | 4.8%    | 4.8%           | 4.0%     | 0.0%              | 2.4%     |
|                     |              |                             | Change \$  | \$1.00  | \$0.50         | \$2.00  | \$1.00         | \$1.00   | \$0.00            | \$2.00   |
| 235                 | GOULBURN     | 216.8                       | Old Fare   | \$24.00 | \$12.00        | \$48.00 | \$24.00        | \$29.00  | \$5.60            | \$94.00  |
| 233                 | SINGLETON    | 231.59                      | New Fare   | \$24.00 | \$12.50        | \$50.00 | \$25.00        | \$30.00  | \$5.60<br>\$5.60  | \$96.00  |
|                     | SINGLETON    | 231.33                      | Change %   | 4.2%    | 4.2%           | 4.2%    | 4.2%           | 3.4%     | 0.0%              | 2.1%     |
|                     |              |                             | Change \$  | \$1.00  | \$0.50         | \$2.00  | \$1.00         | \$1.00   | \$0.00            | \$2.00   |
|                     |              |                             | Criaingo ¢ | ψ1.00   | ψ0.00          | Ψ2.00   | <b>\$1.55</b>  | ψ1.00    | ψ0.00             | Ψ2.00    |
| 255                 | DUNGOG       | 237.59                      | Old Fare   | \$25.00 | \$12.50        | \$50.00 | \$25.00        | \$30.00  | \$5.60            | \$98.00  |
|                     |              |                             | New Fare   | \$26.00 | \$13.00        | \$52.00 | \$26.00        | \$31.00  | \$5.60            | \$100.00 |
|                     |              |                             | Change %   | 4.0%    | 4.0%           | 4.0%    | 4.0%           | 3.3%     | 0.0%              | 2.0%     |
|                     |              |                             | Change \$  | \$1.00  | \$0.50         | \$2.00  | \$1.00         | \$1.00   | \$0.00            | \$2.00   |
|                     |              |                             |            |         |                |         |                |          |                   |          |
| 305                 | MUSWELLBROOK | 281.59                      | Old Fare   | \$27.00 | \$13.50        | \$54.00 | \$27.00        | \$32.00  | \$5.60            | \$105.00 |
|                     | ABERDEEN     | 293.59                      | New Fare   | \$28.00 | \$14.00        | \$56.00 | \$28.00        | \$33.00  | \$5.60            | \$107.00 |
|                     |              |                             | Change %   | 3.7%    | 3.7%           | 3.7%    | 3.7%           | 3.1%     | 0.0%              | 1.9%     |
|                     |              |                             | Change \$  | \$1.00  | \$0.50         | \$2.00  | \$1.00         | \$1.00   | \$0.00            | \$2.00   |
| 305+                | SCONE        | 307.59                      | Old Fare   | \$29.00 | \$14.50        | \$58.00 | \$29.00        | \$35.00  | \$5.60            | \$113.00 |
| 0001                |              | 307.53                      | New Fare   | \$30.00 | \$15.00        | \$60.00 | \$30.00        | \$36.00  | \$5.60            | \$115.00 |
|                     |              |                             | Change %   | 3.4%    | 3.4%           | 3.4%    | 3.4%           | 2.9%     | 0.0%              | 1.8%     |
|                     |              |                             | Change \$  | \$1.00  | \$0.50         | \$2.00  | \$1.00         | \$1.00   | \$0.00            | \$2.00   |