



**Transport  
for NSW**

## **2013 Customer Timetable**

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## **Stakeholder Engagement Plan**

Released Under GIPA Act NSW 20

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## Potential Hotspots and Management Strategy

Please refer to Appendix B.

### Significant Issues

The most significant issues caused by the introduction of the 2013 timetable will relate to:

#### 1. Rockdale and Kogarah stations – removed from some patterns

Currently both Kogarah and Rockdale stations are included in most Eastern Suburbs and Illawarra Line fast and semi-fast patterns.

In line with the 'three tiered' rail system proposed by *Sydney's Rail Future*, the October 2013 timetable will see these stations removed from fast and semi-fast patterns on the line served only by all stations trains starting at Hurstville.

The new arrangements will generate faster journeys for customers travelling to the city from stations south of Hurstville.

This service change follows a reduction in services to these stations in the 2009 timetable.

#### 2. Stations in Fairfield and Auburn electorates – increased interchange

Currently Liverpool to the city services via Regents Park allow customers boarding at stations between Carramar and Berala to take direct Inner West Line services to the city.

The October 2013 timetable will introduce changes to make use of turnbacks at Lidcombe and Homebush, effectively detangling the network around Lidcombe and improving the reliability of services on the Inner West, South and Western lines.

The changes will mean customers at the seven effected stations will now have to interchange once or twice in order to travel to the city without travelling backwards to catch South Line services from Gabramatta.

#### 3. North Shore Line peak stopping pattern changes

Changes to peak hour stopping patterns in the October 2013 timetable will see six North Shore Line stations, Killara, Lindfield, Roseville, Pymble, Wahroonga and Warawee, receive fewer peak services than they currently do.

The changes are being made so services better match demand and will improve journey times for customers using the North Shore Line.

It should be noted that these stations are commonly used by school students.

#### 4. Blue Mountains trains - no longer stop at Westmead

Currently a number of trains from the Blue Mountains stop at Westmead station. Under the October 2013 timetable, Westmead will be removed from Blue Mountains stopping

patterns. Customers from the Blue Mountains wishing to travel to Westmead Station will need to interchange at Blacktown or Parramatta.

Note Westmead Station is around one kilometre from Westmead Children's Hospital and with frequent direct bus services to the hospital from Parramatta, travelling by train to Westmead Station is not the most direct public transport journey.

#### 5. Other stations removed from some patterns

A number of other stations have been removed from fast or semi-fast stopping patterns under the October 2013 timetable. While their impact is not likely to be as significant as the removal of Kogarah, Rockdale and the North Shore Line stations, there is likely to be some resistance from customers who use the stations.

Affected stations include:

- Kingsgrove/Beverly Hills
  - Removed from Airport and East Hills Line limited stop services to generate faster journey times for customers travelling longer distances.
- Yagoona/Wiley Park
  - Removed from Bankstown Line limited stop services to generate faster journey times for customers travelling longer distances.
- Summer Hill/Stanmore
  - Currently some South Line services stop at these stations. Under the new timetable only Inner West Line services will stop, which are slower than the South Line services.
- Warnervale/Wyee
  - Removed from some Newcastle and Central Coast Line fast patterns to better match services with demand and improve journey times for Newcastle customers.

Strategies to mitigate these issues are summarised in the **Media Issues and Risks** section of this plan.

## Appendix B: Individual stations with potential issues

### Note:

A-level impacts = Impact likely to be noticed by the majority of peak period station users.

B-level impacts = Impact likely to be noticed by a small proportion of peak period users or off-peak users only.

### A-level impact: increased interchange

Station	Issue	Previous situation	2013 Timetable Situation	Trade-off	Electorate	Notes
Cabriana	Increased interchanges for customers travelling to Regents Park and further towards the city via Inner West Line.	Would receive some direct Liverpool to city via Regents Park services throughout the day.	No Liverpool via Regents Park services. Inner West Line services to and from Homebush only.	Increased service reliability on Inner West, South, Bankstown and Western lines through utilisation of Homebush and Lidcombe turnbacks. Simpler timetable to make journey planning easier.	Fairfield	
Yillawood	Increased interchanges for customers travelling to Regents Park and further towards the city via Inner West Line.	Would receive some direct Liverpool to city via Regents Park services throughout the day.	No Liverpool via Regents Park services. Inner West Line services to and from Homebush only.	Increased service reliability on Inner West, South, Bankstown and Western lines through utilisation of Homebush and Lidcombe turnbacks. Simpler timetable to make journey planning easier.	Fairfield	
Lightonfield	Increased interchanges for customers travelling to Regents Park and further towards the city via Inner West Line.	Would receive some direct Liverpool to city via Regents Park services throughout the day.	No Liverpool via Regents Park services. Inner West Line services to and from Homebush only.	Increased service reliability on Inner West, South, Bankstown and Western lines through utilisation of Homebush and Lidcombe turnbacks. Simpler timetable to make journey planning easier.	Fairfield	
Creeker Hill	Increased interchanges for customers travelling to Regents Park and further towards the city via Inner West Line.	Would receive some direct Liverpool to city via Regents Park services throughout the day.	No Liverpool via Regents Park services. Inner West Line services to and from Homebush only.	Increased service reliability on Inner West, South, Bankstown and Western lines through utilisation of Homebush and Lidcombe turnbacks. Simpler timetable to make journey planning easier.	Auburn	
Saiton	Increased interchanges for customers travelling to Regents Park and further towards the city via Inner West Line.	Would receive some direct Liverpool to city via Regents Park services throughout the day.	No Liverpool via Regents Park services. Inner West Line services to and from Homebush only.	Increased service reliability on Inner West, South, Bankstown and Western lines through utilisation of Homebush and Lidcombe turnbacks. Simpler timetable to make journey planning easier.	Auburn	
Regents Park	Increased interchanges for customers travelling to city via Lidcombe and for customers travelling to Cabriana via Saiton.	Would receive some direct Liverpool to city via Regents Park and return services throughout the day.	No Liverpool via Regents Park or return services. Inner West Line services to and from Homebush only.	Increased service reliability on Inner West, South, Bankstown and Western lines through utilisation of Homebush and Lidcombe turnbacks. Simpler timetable to make journey planning easier.	Auburn	
Berala	Increased interchanges for customers travelling to city via Lidcombe and for customers travelling to Cabriana via Saiton.	Would receive some direct Liverpool to city via Regents Park and return services throughout the day.	No Liverpool via Regents Park or return services. Inner West Line services to and from Homebush only.	Increased service reliability on Inner West, South, Bankstown and Western lines through utilisation of Homebush and Lidcombe turnbacks. Simpler timetable to make journey planning easier.	Auburn	