



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

1. Given global attempts to reduce carbon emissions, why do people have to buy two tickets when they take a bike on public transport?

**Answer:**

During peak periods – between 6.00am and 9.00am or 3.30pm and 7.30pm on weekdays – capacity is constrained on many train services.

Charging customers using a MyZone ticket for carrying a bicycle during these periods recognises the space the bicycle takes which would otherwise be used by fare paying passengers.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00606



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Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

2. Why is the Tangara seat trial not being trialled on the Illawarra line?

**Answer:**

The Western line was chosen for the trial due to the high patronage during peak periods.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00608



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

3. Does the Government plan to roll-out wifi on our trains? What is the anticipated timeframe for this roll out? What is the cost of this roll-out? If you do not plan to roll-out wifi, why not?

**Answer:**

Information regarding WiFi services is available through [www.131500.com.au](http://www.131500.com.au)

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00611



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

4. What was the cause of the major service interruptions on the North Shore line earlier this year regarding overhead wiring problems? Was it sabotage?

**Answer:**

The cause of service interruptions on the North Shore Line earlier this year was overhead wiring infrastructure.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00616



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

5. When will weekend track work end, with all track work being done at night time?

**Answer:**

The NSW Government is currently undertaking an intensive works program designed to improve network reliability and reduce the need for some future weekend possessions.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00618



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

6. When will the infrastructure across the whole network be improved to avoid frequent delays on any given line?

**Answer:**

Please see *Sydney's Rail Future*.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00621



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

7. When will major events be taken into consideration when planning trackwork?

**Answer:**

In 2012, I announced a major reform of the State's rail system to make it more efficient and reliable.

A critical step in this reform is to examine and change the way maintenance is carried out across the network. New maintenance practices will be implemented to reduce the impacts of trackwork and improve efficiency. This will ensure maintenance systems and processes become aligned to what is regarded as best practice in the industry. The new arrangements will also help teams to coordinate trackwork better, so delays to services are reduced.

Additionally, a new team of specialist rail commanders will deliver swift incident management and lead incident response on the network. Station staff will take responsibility for minor incidents, to get trains and customers moving.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00623



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Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

8. Given the Draft Transport Masterplan outlines that two of the most congested roads in Sydney are in the Northern Beaches, what plans are there for train stations between the four areas, Pittwater, Wakehurst, Manly and Mosman?

**Answer:**

Please see the NSW Transport Master Plan for the Government's plans across rail and other modes.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00626





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Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

9. How many S sets remain in service? When will the last S set be retired?

**Answer:**

Some "S" sets are being retained to deliver the extra services as part of the timetable re-write. These remaining "S" sets will be retired with the introduction of new trains onto the network.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00628



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

10. Does the Minister still believe that RailCorp / Sydney Trains / NSW Train Link employees are bludgers?

**Answer:**

I am proud of the hard-working rail staff who provide vital services for our customers.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00631



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

11. What should passengers do if they see graffiti on trains or even see it occurring in front of them?

**Answer:**

Customers who see graffiti on a train are encouraged to report it to the Police Assistance Line on 131 444. The incident is recorded and then referred to the local police station.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00635



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

12. How securely parked are trains, given that commuters report that a new A set under test was recently sprayed with graffiti before it commenced service?

**Answer:**

As securely as possible.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00637



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

13. When will the Government reissue pamphlets to commuters about quiet carriages?

14. What action is the Government taking to ensure that all commuters abide by the requirements of quiet carriages?

**Answer:**

Customers are advised of Quiet Carriages via a mix of print media, electronic media, signage, and announcements.

It is considered that pamphlets are not necessary to communicate effectively with customers about Quiet Carriages.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00639



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

15. Why have no fines been issued to people who smoke cigarettes on public transport?

**Answer:**

The premise of this question is incorrect.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00641



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

16. Why are guards on some trains recommending that commuters call 000 to report smoking on public transport?

**Answer:**

The NSW Police Force now manages security for the entire public transport network under a new dedicated Police Transport Command.

For any non-emergency related incidents of smoking, graffiti or anti-social behavior, passengers should call the Police Assistance Line on 131 444.

To report any emergency and life threatening incidents, passengers should call the 000 number immediately.

Guards on Sydney Trains have guidelines for making customer announcements that focus on destination information, disruptions and other relevant customer information.

There is no directive for guards to advise customers to call 000 regarding people smoking, graffiti or anti-social behaviour.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00642



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Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

17. Are people allowed to smoke e-cigarettes on public transport?

**Answer:**

Legislation does not prohibit the use of e-cigarettes on any modes of public transport.

NSW Health is responsible for the administration and enforcement of the *Smoke-free Environment Act 2000*.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00643





**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

18. Will the new timetable include more express services that stop at Turella?

**Answer:**

The new timetable will focus on reducing timetable complexity, revising stopping patterns to better reflect customer demand, improving distribution of passenger loads across services, introducing new services and reducing overall journey times, particularly for longer distance customers.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00644



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

19. Will the Central Coast express services promised by your Government be delivered, as promised? Will these services stop at Macquarie University?

**Answer:**

We have always said the timetable will deliver more services and once it is finalised the government will be able to advise customers of the changes.

Customers will benefit from extra express services across the network as well as changes to stopping patterns that will reduce crowding on many services and provide consistent service times.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00645



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Minister for Transport

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**Question:**

Trains

20. When will public consultation of the new Sydney Trains/NSW Trainlink timetables begin prior to the start of new operations in October?

**Answer:**

Throughout 2012, the NSW Government undertook unprecedented levels of stakeholder and community consultation, which resulted in the development of the Long Term Transport Master Plan and Sydney's Rail Future.

These consultation channels provided the government with clear messages about what the community wants from public transport and are central in drafting the new train timetable, which will focus on reducing timetable complexity, revising stopping patterns to better reflect customer demand, reducing crowding, improved journey times and introducing new services.

This feedback was provided to timetable experts when developing the new timetable.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00646



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

21. Will there be any changes to the weekend timetable?

**Answer:**

We have always said the timetable will deliver more services and once it is finalised the government will be able to advise customers of the changes.

Customers will benefit from extra express services across the network as well as changes to stopping patterns that will reduce crowding on many services and provide consistent service times.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00647



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

22. Does the draft timetable for the Airport and East Hills line utilise the full potential of the recently commissioned K2RQ (Kingrsve to Revesby Quadruplication) tracks, based on current passenger demand and requirements?

**Answer:**

The October 2013 timetable is being developed to use new assets such as the new K2RQ track, the Lidcombe-Homebush turnback and Waratah trains.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00648



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

23. Given that the Macarthur Turnback Platform has been deferred, what is the timeframe for its future construction?

**Answer:**

I am advised:

Our priority for South West Sydney is the introduction of new services in the October 2013 timetable, the delivery of the South West Rail Link and the Liverpool Turnback

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00649



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

24. What plans does the Government have to upgrade credit card ticket machines at stations?

**Answer:**

The NSW Government is delivering a modern and efficient smartcard ticketing system. This electronic ticketing system, called 'Opal', is comparable to London's 'Oyster' card system and will cover public transport services across all modes.

Customers using the new Opal card will be able to tap on and off different modes of transport. They can link their card to an account from which the price of the journey is automatically deducted. Customers can also top up their accounts online, arrange to have automatic deductions made from a linked bank account or credit card, or load value on the card through retail outlets. It will no longer be necessary to queue for tickets for long periods or have the correct change for fares.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00650



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

25. Why must commuters pay for two tickets to travel by bus from Camperdown to Pyrmont (on 2 buses)?

**Answer:**

I am advised disembarking a bus constitutes a completed trip. Transferring from one bus to another is considered to be two trips and tickets must be validated accordingly, except where an existing transfer exists.

The NSW Government, in contract with the private sector, is delivering a modern and efficient smartcard ticketing system. This electronic ticketing system, called 'Opal', is comparable to London's 'Oyster' card system and will cover public transport services across all modes.

Customers using the new Opal card will be able to tap on and off different modes of transport. They can link their card to an account from which the price of the journey is automatically deducted. Customers can also top up their accounts online, arrange to have automatic deductions made from a linked bank account or credit card, or load value on the card through retail outlets. It will no longer be necessary to queue for tickets for long periods or have the correct change for fares.

The benefits of Opal include a weekly travel reward of free travel after eight paid trips, a Sunday travel cap of \$2.50 for all customers and a Monday to Saturday daily travel cap of \$15.

By 2015, 40 ferry wharves, more than 300 train stations and more than 5,000 buses and light rail will have Opal equipment operating in Sydney, the Hunter, Central Coast, the Illawarra, Southern Highlands and the Blue Mountains.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00651





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Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

26. Why doesn't Sydney have '2 hour tickets' or zoning like Melbourne?

**Answer:**

Opal fares will be distance-based for ferries, trains and buses.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00672



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

27. In relation to buses, what is a 'section'?

**Answer:**

I am advised:

This information is available on the Sydney Buses website.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00673



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

28. Will further Metrobus style routes be introduced on major cross regional corridors?  
If so, where?

**Answer:**

The NSW Government is developing *Sydney's Bus Future*, which will identify primary bus corridors for extensive bus priority treatments, improved services and longer term investment.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00674



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

29. Services provided by Punchbowl Bus Companies finish quite early in the evening. Will the Government extend these services to later in the evening?

**Answer:**

I am advised:

Punchbowl Bus Company and Transport for NSW regularly monitor bus patronage and services are adjusted when justified by demand.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00675



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

30. Why did Hillsbus drop its real time information just days after it was added to transport apps?

**Answer:**

There was a technical issue on 17 August. The issue was addressed and the service resumed on 19 August.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00676



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

31. Does the Government have any plans to reduce the number of stops on Northern Beaches bus routes to make for faster services?

**Answer:**

The NSW Government is developing *Sydney's Bus Future*, which will identify primary bus corridors for extensive bus priority treatments, improved services and longer term investment.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00677



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

32. In relation to freight noise / train line noise on the Northern Sydney Freight Corridor, when in Opposition, the Minister stated "I cannot believe that the quality of life of residents was not even considered" in relation to freight noise for residents along the Epping to Chatswood rail line.

- a. What plans does the government have to introduce noise regulations for freight noise along the Northern Sydney Freight Corridor?
- b. How does the Minister assess "quality of life of residents" along the Northern Sydney Freight Corridor?

33. What action is the government taking to mitigate noise during construction of the Epping to Thornleigh Third Track?

34. How does the Minister assess "quality of life of residents" during construction of the Epping to Thornleigh Third Track?

**Answer:**

32.

a) The NSW Government is committed to ensuring freight rail delivers economic and environmental benefits to NSW, while minimising the impact on communities.

I have directed Transport for NSW to develop a comprehensive approach to the issue aimed at:

- minimising and mitigating avoidable noise at its source
- minimising the development of new noise hotspots
- reducing noise impacts at existing hotspots across the network.

These measures are being used to manage noise issues across the rail network including along the Epping to Thornleigh section of the Northern Sydney Freight Corridor in conjunction with the Alliance undertaking the infrastructure works.

b) Transport for NSW undertook environmental impact assessments for each of the Northern Sydney Freight Corridor projects it is delivering (North Strathfield Rail Underpass, Epping to Thornleigh Third Track and Gosford Passing Loops

projects) under the provisions of the *Environmental Planning and Assessment Act 1979*. These assessments included a detailed evaluation of potential environmental and community impacts during both the construction and operation of each project and recommended measures to minimise these impacts.

Consultation with the community and key stakeholders was undertaken during the development of the assessments to draw out community issues and concerns to ensure they were considered as part of the assessment process for each project

33. The Epping to Thornleigh Third Track project team is committed to minimising noise during its construction activities. Construction noise is managed in line with the Transport for NSW Construction Noise Strategy, the project's environmental impact assessment and approval requirements, as well as the project's Environment Protection Licence issued by the Environment Protection Authority. These documents are all available on the Transport for NSW website.

Keeping residents informed of when noisy works are scheduled and, where possible, planning our works around sensitive periods are also key to minimising impacts. Project contact details are widely advertised and the project team is contactable 24 hours a day for any construction related complaints.

34. See answer above to 32 b.



**Gladys Berejiklian MP**  
**Minister for Transport**





**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

35. What is preventing a Second Harbour Rail Crossing from going over the Harbour rather than under the Harbour?

**Answer:**

Please refer to *Sydney's Rail Future*.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00681



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

36. What plans does the Government have to expand the bus rapid transit road network similar to the Brisbane Busway system which runs from the city to the suburbs?

**Answer:**

The NSW Government is developing *Sydney's Bus Future*, which will identify primary bus corridors for extensive bus priority treatments, improved services and longer term investment.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ12/00682



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

37. What plans does the Government have run buses underground in the City as part of the expansion of the network, similar to connections made in Brisbane between Queen Street Busway Station and King Georges Square Busway Station?

**Answer:**

The NSW Government is developing *Sydney's Bus Future*, which will identify primary bus corridors for extensive bus priority treatments, improved services and longer term investment.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00683



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

38. Given that the fare between Marrickville to the City (calculated via Sydenham on the Bankstown Line at 9.79km in distance) and Newtown to the City (calculated via Redfern on the Inner West Line at 6.33km in distance) both fall within the MyTrain1 price, why would commuters be advised to purchase a MyTrain2 ticket for a journey from Marrickville to the city returning to Newtown?

**Answer:**

The NSW Government is delivering a modern and efficient smartcard ticketing system called 'Opal'. This system will cover public transport services across all modes.

The Opal card has many advantages. One of the benefits is that Opal is a 'pay-as-you-go' system, meaning customers only pay for what they use on public transport. Accordingly, there are only single fares under the Opal system. This enables customers to receive rewards for frequent travel and discounts for off-peak train travel as well as travel caps.

The benefits of Opal for all customers include a weekly travel reward of free travel after eight paid journeys, a Sunday travel cap of \$2.50, and a Monday to Saturday daily travel cap of \$15. Further information is available at [www.opal.com.au](http://www.opal.com.au).

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00684



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

39. Will the Government consider converting the staff room on the Richmond line concourse at Blacktown Station into a ticket office to save customers (especially the elderly/disabled & less abled) from walking all the way over to the main concourse to get their tickets and then walking back?

**Answer:**

The NSW Government is delivering a modern and efficient smartcard ticketing system called 'Opal'. This system will cover public transport services across all modes.

It will no longer be necessary to queue for tickets for long periods or have the correct change for fares. Instead of buying a paper ticket, customers load value onto their Opal card via a range of convenient options to pay for their travel.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00685



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

40. Why has only one lift at Blacktown Station (leading to the Boys Ave car park) been replaced when other lifts are often out of service due to malfunction?

41. What is the timeframe for the replacement of the other lifts at Blacktown Station?

**Answer:**

The order in which lifts are programmed to be replaced is based upon their history of reliability as well as individual age.

Lift No. 1 at Blacktown Station was one of the most unreliable lifts on the network and was consistently below Sydney Trains' target of 98% availability. As a result, the lift was replaced in early 2013.

Subject to changes in reliability patterns, lifts at Blacktown Station are currently due to be replaced over the coming years.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00687



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

42. What is the timeframe for the replacement of all lifts at St Marys Station?

**Answer:**

Last year the NSW Government announced a new Transport Access Program which will deliver accessible, modern, secure and integrated transport infrastructure where it is needed most. This includes station upgrades, better interchanges and commuter car parks. This program includes more than \$770 million for improvements over four years.

More planning and design work will now occur to see which projects will come next. St Marys Station will be considered as part of this process.

The Transport Access Program is part of the NSW Government's commitment to improve public transport services and provide a world-class transport system people want to use.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00688



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

43. What action are TfNSW, NSW TrainLink and Sydney Trains taking to educate all commuters about the rights of people with a disability or mobility issues travelling on our train services, particularly in relation to reserved seating?

**Answer:**

The NSW Government is committed to meeting the needs of all its customers, including those with a mobility impairment.

Regrettably the older intercity trains were not designed to accommodate wheelchairs. However, new and future trains will be wheelchair accessible.

Last year, the NSW Government released the Disability Action Plan 2012-2017. The Plan includes 152 actions covering all aspects of Transport for NSW's operations, including critical issues such as increasing compliance with the federal *Disability Discrimination Act 1992*.

For more information on the Disability Action Plan 2012-2017, please visit [www.transport.nsw.gov.au](http://www.transport.nsw.gov.au).

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00689





**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

44. Given that trains on the NWRL will be driverless, what assistance will be available for commuters with a disability or mobility issues who need assistance boarding trains?

45. What action is the Government taking to ensure the safety of commuters with a disability or mobility issues who have to interchange at Chatswood from the NWRL?

46. Given CityRail/Sydney Trains own figures show that services from Chatswood are already crowded, what action is the Government taking to ensure commuters with a disability or mobility issues will be able to board crowded services?

**Answer:**

44, 45 & 46. All stations and rolling stock for the North West Rail Link will comply with the *Disability Discrimination Act 1992*.

A cross-platform interchange will be available at Chatswood.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00691



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Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

47. Why are no modifications being made to V set trains to make them accessible to people in wheelchairs?

**Answer:**

Currently 11 V-set carriages are fully wheelchair accessible.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00693



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Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

48. What consideration has the Government given to the serious concerns of commuters about the impact of cuts to station staffing and security staff will have for people with a disability and older people?

**Answer:**

There has been no reduction in the number of front line customer service positions across Sydney Trains stations during the recent restructure.

The NSW Police Force now manages security for the entire public transport network under a dedicated Police Transport Command. The Police Transport Command has been established to focus on passenger safety and security across all modes of public transport.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00695



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

49. What action is Transport for NSW taking to work with local councils to ensure that interchanges that include bus stops owned and managed by local councils support accessible transport?

**Answer:**

Last year, the NSW Government announced a new Transport Access Program which will deliver accessible, modern, secure and integrated transport infrastructure where it is needed most. This includes station upgrades, better interchanges, ferry wharf upgrades and commuter car parks. The Transport Access Program includes funding of more than \$770 million over four years.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00697



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

50. Why must CountryLink / NSW Train Link buses in some rural and regional areas be booked 24 hours in advance by people in a wheelchair? How does this meet Disability Standards requirements for equitable service provision?

**Answer:**

Customers who use wheelchairs are not required to book NSW TrainLink buses 24 hours in advance. However, as NSW TrainLink services are booked services, it is advisable for all customers, not only those in wheelchairs, to guarantee their travel by booking ahead.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00698



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

51. In Ipswich, some bus stands also provide information about services via an audio loop for people with visual impairment. Will TfNSW explore trials of this technology where existing infrastructure supports it?

**Answer:**

I am advised:

Transport for NSW is investigating how real time apps can be improved for people with a visual impairment, including providing feedback to third party developers to improve services in the future.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00700



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

52. For people with an intellectual disability, disruptions to services can be very confusing. What action is the Government taking to ensure that information is provided in a clear way and with staff to assist?

**Answer:**

The NSW Government is working hard to ensure customers can access the best transport information in the way that suits their needs.

Last year, the NSW Government released the Disability Action Plan 2012-2017. The Plan includes 152 actions covering all aspects of Transport for NSW's operations, including critical issues such as increasing compliance with the federal *Disability Discrimination Act 1992*.

More information on the Disability Action Plan 2012-2017 is available at [www.transport.nsw.gov.au](http://www.transport.nsw.gov.au).

Staff are required to keep customers informed about service changes, and have been reminded of their obligation to provide accurate information to customers in a timely manner.

The NSW Government has also introduced a new training program to improve announcements on trains and stations.

Should there be public transport delays Transport for NSW will work to inform customers on the network and also via [www.131500.com.au](http://www.131500.com.au).

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00701



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

53. What training is available for taxi drivers for the use of wheel chair restraints?

**Answer:**

I am advised:

All wheelchair accessible taxi drivers are required to undergo additional training to become endorsed to drive wheelchair accessible taxis. Drivers undertake a training course conducted by the NSW Taxi Council that includes instructions on using the wheelchair restraints.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00703





**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

54. Why aren't wheelchair accessible taxis preset up for wheelchairs so that people who do not need the restraints could pay for them to be removed rather than people in wheelchairs waiting and paying for this each time they use a taxi?

**Answer:**

I am advised:

Unsecured restraints can pose a serious safety issue by becoming projectiles in the event of a collision.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00705



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

55. What action is the Government taking to educate transport staff – including taxi drivers, station staff and guards, bus drivers and transport information providers – about people with disabilities?

56. What will this training involve? When will this training commence?

57. Will the training include staff experiencing travel as a person with a disability, for example in a wheelchair?

58. Would STA accept help from a volunteer to train bus drivers so they get a real understanding of what it's like to travel on buses in a wheelchair?

**Answer:**

(55-58)

The NSW Government is committed to meeting the needs of all its customers, including those with a mobility impairment.

Last year, the NSW Government released the Disability Action Plan 2012-2017. The Plan includes actions covering all aspects of Transport for NSW's operations, including critical issues such as increasing compliance with the federal *Disability Discrimination Act 1992*.

For more information on the Disability Action Plan 2012-2017, please visit [www.transport.nsw.gov.au](http://www.transport.nsw.gov.au).

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00708



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

59. The emergency buttons on the Waratah Trains have been placed at a height that not all people can reach:

- a. What security measures are available for people who may not have the full use of their arms?
- b. Why when asked about this, would TfNSW advise a commuter that "other people with a disability" could use these buttons?

**Answer:**

Passenger emergency help points have been placed on the window sill, where wheelchair and priority chair seats are located, in the end saloon. This is in addition to the passenger emergency help points located in the vestibule near the doors of each carriage.

The location and design of the help point buttons comply with Australian Disability Standards for Accessible Public Transport.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00714



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

60. In regard to cultural change within transport agencies, what action is the Government taking to integrate accessibility planning into TfNSW rather than a separate structure?

**Answer:**

On 1 November 2011, the integrated transport authority called Transport for NSW was established by the NSW Government. Transport for NSW is responsible for the coordinated delivery of transport services across all modes, and a renewed focus on the customer. Policy and planning experts from all transport agencies now work together.

On 23 April 2012, the NSW Government announced a new Transport Access Program which will deliver accessible, modern, secure and integrated transport infrastructure where it is needed most. This includes station upgrades, better interchanges, ferry wharf upgrades and commuter car parks. The Transport Access Program includes funding of more than \$770 million over four years.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00717



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

61. Will the Government make accessibility outcomes a responsibility of executives in all transport agencies? Will the Government make accountability to accessibility outcomes part of the contracts of senior management?

**Answer:**

Last year, the NSW Government released the Disability Action Plan 2012-2017. The Plan includes 152 actions covering all aspects of Transport for NSW's operations, including critical issues such as increasing compliance with the federal *Disability Discrimination Act 1992*.

More information on the Disability Action Plan 2012-2017 is available at [www.transport.nsw.gov.au](http://www.transport.nsw.gov.au).

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00719



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

62. Given the Minister's announcement on Thursday 15 September 2013 that a tender had been issued for a design for lift access to a platform yet to be determined at Redfern Station, why has no tender been listed on the NSW E-Tendering website?

63. What is the anticipated timeframe for start and completion of this work?

**Answer:**

On 15 August 2013, I announced the NSW Government will make trains at Redfern Station accessible to customers for the first time.

The improvements are part of the Transport Access Program, which will deliver accessible, modern, secure and integrated transport infrastructure where it is needed most. This includes station upgrades, better interchanges, ferry wharf upgrades and commuter car parks. The Transport Access Program includes funding of more than \$770 million over four years.

A tender has been issued for a concept design to provide lift access to one platform at Redfern, allowing customers to access all train lines via Central Station.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00722



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

64. Has Artarmon Railway Station been given priority for an accessibility upgrade?
65. If so, when will the upgrade occur? If not, when will Artarmon Station be upgraded so as to allow access for the elderly, disabled, or parents with prams?
66. Has consideration been given to a pedestrian tunnel at the southern end of the platform at Artarmon Station, and building a ramp from that tunnel up onto the platform, as has been suggested by a concerned resident?

**Answer:**

Last year, the NSW Government announced a new Transport Access Program which will deliver accessible, modern, secure and integrated transport infrastructure where it is needed most. This includes station upgrades, better interchanges, ferry wharf upgrades and commuter car parks. The Transport Access Program includes funding of more than \$770 million over four years.

More planning and design work will now occur to see which projects will come next. Artarmon Station will be considered as part of this process.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00724



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

67. Have you, your office, Transport for NSW or any agencies or divisions within Transport for NSW received any advice from any source that the North West Rail Line (NWRL) tunnels could be bored for the same cost at diameters that could accommodate double deck trains in the future?

**Answer:**

*Sydney's Rail Future* is the NSW Government's long-term plan to increase the capacity of Sydney's train network through investment in new services and upgrading of existing infrastructure.

As part of this plan, we will introduce rapid-transit trains on the North West Rail Link (NWRL). Rapid transit will mean frequent, single-deck, 'turn up and go' services with faster journey times.

Single-deck trains have the advantage of being able to load and unload quickly at stations, allowing more trains per hour on any given line. This is a particular advantage on lines of high demand which connect multiple major employment destinations, such as the NWRL.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00726





**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

68. Why have the grades specified on the NWRL increased (from 3.5% to 4.1% up to 4.5%)? Will this make the grades too steep for double deck trains?

**Answer:**

Single-deck trains have the advantage of being able to load and unload quickly at stations, allowing more trains per hour on any given line. This is a particular advantage on lines of high demand which connect multiple major employment destinations, such as the NWRL.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00727



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

69. Will every train operated on the NWRL be an eight car train?

**Answer:**

The trains are part of the Operations, Trains and Systems contract, which is currently out to tender.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00728



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

70. The Project Scope in November 2011 stated that the Benefit Cost Ratio of the NWRL in November 11 was estimated to be 0.9 – 1.15 using standard comparative values and 1.31 – 1.69 using appropriate long term values. At that stage it was still envisaged as an integrated line with direct access to the CBD. Given the change of plans and significant change to the type of project - can you inform the committee of what is the BCR for the NWRL now?

71. Given that the Premier announced the final costs of this project on 16 June this year, will the Final Project Scope be publicly available? If not, why not?

72. Given that the Project Scope also indicated that there would be considerations of future extensions of the NWRL to the Richmond or main Western Line and the need for future corridor protection will single deck tunnels mean that these plans will not be able to be achieved?  
How is the Government ensuring corridor protection in this scenario?

73. Will this also mean that the NWRL will not be able to be integrated with the Richmond line at Schofields?

74. In November 2011 there is mention of the final business case – also mentioned in the submission to IA. Is the final business case completed? Will you release it to the committee?

**Answer:**

The North West Rail Link is currently out to tender.

Please refer to *Sydney's Rail Future*.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00709



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

75. Do you believe that commuters in Cabramatta, Hurstville and Bankstown and others realise that your government plans to make their commute one based on a model of the majority of passengers standing rather than sitting?

**Answer:**

Sydney's Rail Future is the NSW Government's long-term plan to increase the capacity of Sydney's train network through investment in new services and upgrading of existing infrastructure.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00710



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

76. What modelling has been done to look at the costs of maintenance and stabling of different trains?

**Answer:**

Maintenance costs are continuously examined and maintenance is being reformed as part of the "Fixing the Trains" reforms.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00712



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

77. Why was the long distance M2 busway identified as a key mass transit route within the Sydney strategic transit network downgraded to an intermediate transit route in the final Transport Master Plan?

**Answer:**

The NSW Government is developing *Sydney's Bus Future*, which will identify primary bus corridors for extensive bus priority treatments, improved services and longer term investment.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00713



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

78. When the Epping to Chatswood line opened in 2009 it gave Northern Sydney another direct line to the city without changing trains. Why is the Government changing the timetable so commuters north of Epping have to catch three different trains to the city via north shore (changing at Epping & Chatswood) or catching two different trains to the city via the inner west (changing at Strathfield or Central)?

**Answer:**

We have always said the timetable will deliver more services and once it is finalised the government will be able to advise customers of the changes.

Customers will benefit from extra express services across the network as well as changes to stopping patterns that will reduce crowding on many services and provide consistent service times.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00715



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

79. Why is the NWRL not being built to integrate with the present rail system?

**Answer:**

I refer you to *Sydney's Rail Future*, which outlines the suburban rail strategy for the next 20 years.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00716





**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

80. How much extra would it cost now to build the NWRL tunnels to the NSW standard structure gauge?

**Answer:**

The North West Rail Link is being built to support rapid transit, as explained in *Sydney's Rail Future*, and the project is on time and on budget.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00718



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

81. Given that Minister has stated that the NWRL will terminate at Chatswood where passengers will change to Sydney Trains, the stations currently running Double Deck trains between Epping and Chatswood will require major work to their platforms, signalling etc.

- a. Has the cost of all this major work been included in the project? What are these costs?
- b. Will the Epping-Chatswood line close during this work?
- c. What is the timeframe for this work?
- d. What plans are there to accommodate the thousands of commuters who use the Epping-Chatswood line each day during this work?

**Answer:**

81.

- a) The costs to convert the Epping to Chatswood rail link have been included in the cost of the project of \$8.3 billion.
- b) Work is currently taking place on how the conversion process will occur.
- c) The North West Rail Link will open in 2019.
- d) The NSW Government will do everything possible to minimise disruption throughout construction of the North West Rail Link.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00720



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

82. How much extra will it cost for the custom rolling stock for the NWRL "Rapid Transit" to fit its specification compared to similar European products?

**Answer:**

The trains are part of Operations, Trains and Systems contract, which is currently out to tender.

The tenders will detail the costs of the various elements including rolling stock included in the tender price.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00721



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

83. What is the theoretical Heavy Rail capacity of the Sydney Harbour Bridge?  
What is the theoretical capacity of the proposed Chatswood interchange?

**Answer:**

In 2012, the NSW Government announced a 20 year Rail Future plan to transform and modernise the rail network to meet the future needs of our customers. The plan will include a second rail crossing under Sydney Harbour and a CBD rail line with new single deck, fully automated, high frequency trains between the North West, Sydney CBD and Bankstown.

This initiative will benefit all customers on all lines by overcoming bottlenecks, increasing the capacity through Sydney's most heavily used transit corridor and simplifying the network's complexity.

Sydney's Rail Future is an integral part of the NSW Long Term Transport Master Plan. More information on the Master Plan is available at [www.transportmasterplan.nsw.gov.au](http://www.transportmasterplan.nsw.gov.au).

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00723



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

84. Why is the Government going to lay to waste so much infrastructure to accommodate single deck trains, including dismantling of the rail cross overs between Redfern and Central?

**Answer:**

Please refer to *Sydney's Rail Future*.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00725



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

85. Minister, in relation to patronage on the NWRL, do the figures for capacity of single deck trains that you and your department have extensively quoted as 1300 passengers per 8 car train reply on 4 people standing being crushed into just one square metre?

**Answer:**

The trains are part of the third major contract – the Operations, Trains and Systems contract – which is currently out to tender. It is appropriate to wait for the two consortia who are bidding for this contract to advise how they propose to deliver these trains.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00582



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

86. Can you provide the committee the anticipated costs of fare subsidies to the NWRL based on patronage modelling? Previously, Treasury has suggested that these subsidies will be the equivalent of \$80 per trip based on the anticipated 9 million new passengers - can you provide the Committee with updated figures on this issue?

**Answer:**

Fares will be consistent with the public transport network.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00583



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

87. Can you provide the risk analysis of the cost to taxpayers of the patronage forecasts for the North West Rail Link?

**Answer:**

The Environmental Impact Statement contains patronage forecasts, and the PPP is not dependant on patronage.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00584





**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

88. Given Transport for NSW states that the Waratahs can run at up to 20 trains per hour – the equivalent to 24000 passengers per hour, why are you building a private rail line with trains that won't integrate into the rest of the Sydney rail system and tunnels that mean it will never be able to be integrated – when based on your own patronage forecasts – double deck trains could do the job if the line was built to integrate with them?

**Answer:**

Please refer to *Sydney's Rail Future*.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ12/00585



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

89. What is the total cost to date across all areas of TFNSW of the rebranding of Transport for NSW?

90. What were the total costs for artwork, printing, launches, contractors in relation to the rebranding of Transport for NSW?

**Answer:**

(89-90)

The cost to date for developing the new 'Hop' brand for public transport, including trains, buses, ferries and light rail is \$634,975.

This cost includes:

- a review of the thousands of different logos, posters, signs, websites and brochures on the network
- development of an integrated brand strategy
- design of a new brand and style guide
- customer testing.

This is the first time in the State's history we have one integrated brand for transport to make it easier for customers to find information and better understand the public transport system. We expect the consolidation of material will reduce ongoing costs.

Transport for NSW is testing the State's first integrated wayfinding system to help customers navigate trains, buses, ferries and light rail.

The initial estimate for supply and installation at the four test sites is approximately \$600,000 (Circular Quay station, wharf and bus stops, Milsons Point station and wharf, Martin Place station and Springwood station).

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00587



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

91. What was the total cost of new uniforms is for Sydney Trains and NSW Trains staff?

92. What is the replacement budget for uniform disposal costs? What time period does that cover?

Is this allocation currently meeting budget projections?

93. How are comments from staff about the new uniforms recorded?

94. There have been complaints about the new uniforms in relation to hats, coats, and gloves, and of staff developing rashes. What action has been taken to address these concerns?

**Answer:**

91-94. Please refer to my answer to Budget Estimates Question: Trains 90.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00589



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

95. What was the cost of changes to the Online ticketing system?

**Answer:**

The NSW Government is delivering a modern and efficient smartcard ticketing system called 'Opal'. This system will cover public transport services across all modes.

Customers using the new Opal card will be able to tap on and off different modes of transport. They can link their card to an account from which the price of the journey is automatically deducted. Customers can also top up their accounts online, arrange to have automatic deductions made from a linked bank account or credit card, or load value on the card through retail outlets.

The benefits of Opal include a weekly travel reward of free travel after eight paid journeys, a Sunday travel cap of \$2.50 for all customers and a Monday to Saturday daily travel cap of \$15.

By 2015, 40 ferry wharves, more than 300 train stations and more than 5,000 buses and light rail will have Opal equipment operating in Sydney, the Hunter, Central Coast, the Illawarra, Southern Highlands and the Blue Mountains.

The project will cost \$1.2 billion over 15 years.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00592



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

96. Have you or your department had any discussions with Tennis Australia about the remarkable similarity between their logo and the new NSW Transport brands?

**Answer:**

I am advised that Tennis Australia did not take any legal action against Transport for NSW for any perceived likeness to their existing logo.

No payments were made to Tennis Australia by Transport for NSW.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00595



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

97. In respect of the Wayfinding project pilot, was \$4.5million approved to fund the pilot program in April last year?
98. Has a further \$5 million now been approved in 2013/14 financial year?
99. How many stations will be completed with this funding?
100. Were Milson's Point, Circular Quay, Bondi Junction and Martin Place the testing sites for the project?
101. Was Springwood also included in the test sites?
102. Was Bondi Junction deferred? Why?
103. Was the \$4.5 million funding also to include the complete roll out of new signage on all of the ferry wharves? Has this been completed?
104. Will the new signage on the Inner West Light Rail Extension be included in the current works or will it be retrofitted? What is the cost of this work? How much money has been allocated to this work?
105. What is the estimate for the complete renewal of the Sydney CBD, metro, outer metro, rural and regional sites across rail, ferries, buses and light rail?
106. What is the timeframe for completion?
107. Have all other signage programs in Railcorp, STA and Sydney Ferries been suspended while this work is undertaken?

**Answer:**

97 – 104: The NSW Government is working hard to ensure that customers can access transport information across all modes in the way which most suits their needs.

A new wayfinding and signage system has been developed to make it easier for public transport customers to navigate their way around the transport system and will be progressively rolled out across the network.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00597



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

108. Will paper tickets remain after the full roll out of Opal?

109. Will paper periodical tickets remain after the roll out of Opal?

**Answer:**

(108-109)

The future of paper tickets will be dependent on the uptake of Opal over time.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00599



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

**Trains**

111. Will commuters on the Western Line, who change at Blacktown for city express or Blue Mountains services, be required to tap off at one end at Blacktown Station and then tap on again at the other end of Blacktown Station to continue on their journey? Will these commuters be charged for two journeys under Opal?

**Answer:**

I am advised:

With Opal your fare is calculated for a journey. Your journey can be a single trip or a series of trips made within the specified transfer time. A trip is travel on one route and one mode. When you transfer to another route or service within 60 minutes, you are commencing another trip on the same journey.

For example, if you catch a train from Bondi Junction to Town Hall and transfer to a train to Chatswood, that is two trips, one journey and one fare.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00847





**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

110. Is the Opal Card trial open to concession and student pass holders? If not, why not?

112. Will concession and student fares rise under Opal?

**Answer:**

(110, 112)

The already announced Opal adult single fares for ferries and trains are cheaper than present paper tickets. Child/Youth and concession card holders will continue to pay 50% of the adult fare.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00845



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

113. Will Opal readers be installed on both sides of the Richmond Line platform at Blacktown Station?

**Answer:**

I am advised:

Richmond Line services stop at Platforms 1 and 2 at Blacktown Station. There are two enter/exit locations for customers using these platforms. On one side, the current gates will have Opal card readers installed. On the other side, Opal card readers on poles will be installed.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00848



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

114. Will the Opal trial include fare integration for multi-modal journeys, or will it be limited to single mode journeys?

**Answer:**

Information is available at [www.opal.com.au](http://www.opal.com.au).

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00849



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

115. For how long will credits on an Opal card be valid?

**Answer:**

Information is available at [www.opal.com.au](http://www.opal.com.au).

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00850



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

116. In respect to security, has the number (EFT) of contract security guards been increased at Central Station? What was the cost of contract security guards at Central Station in 11/12, 12/13 and the allocation for this financial year?

117. Can your Government guarantee that Guardian Services will remain under the new timetable?

118. Can you confirm that Guardian Services will be physically patrolled by the Police Transport Command?

**Answer:**

The NSW Police Force now manages security for the entire public transport network under a dedicated Police Transport Command, including at Central Station.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00603



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

119. What arrangements were put in place for extra ferry services during the Vivid Light festival?

**Answer:**

Ferry services between Circular Quay and Darling Harbour were doubled for the Vivid Festival, and there were extra Parramatta River services all weekend. Despite the extra services, Sydney Ferries operated at capacity on both days and passengers intending to travel by ferry were advised to make alternative arrangements. This is regrettable, and a result of the unexpectedly large crowds.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00840



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

120. How many complaints were received by Harbour City Ferries which directly related to the provisions of services during the Vivid Light festival?

121. What funding was made available from Transport for NSW to facilitate the extra services and staff that were required to accommodate the increase in passengers during the Vivid Light festival?

122. What arrangements have been made by Transport for NSW under the Sydney Ferries contract to ensure that Harbour City Ferries have enough resources (both with respect to services and staff) to accommodate large numbers of passengers during future major events such as the October International Fleet Naval Review and the 2013/14 Summer Runnings period?

**Answer:**

(120-121)

I am advised:

Harbour City Ferries engaged directly with Vivid Light Festival organisers and sponsors regarding event requirements and funding. Harbour City Ferries utilised two additional charter vessels during Vivid Light Festival.

(122)

The Royal Navy International Fleet Review is a special event managed by Transport for NSW. All major events are assessed on a case by case basis in co-operation with Harbour City Ferries and the event organiser.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ13/00607



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

123. What is the current situation in relation to the acquisition of new ferries for the Sydney Ferries contract?

124. Will the ferries be built in Australian built or foreign built?

125. Beyond the six ferries already committed to, what arrangements are being made to see the entire fleet replaced, noting the aging status of the vessels?

**Answer:**

123-125

The NSW Government released Sydney's Ferry Future in May 2013. Sydney's Ferry Future is a 20 year plan to modernise and grow the ferry system. This includes delivering six new ferries to enhance customer comfort, opening new wharves, upgrading existing wharves, and introducing over 50 new weekly services to meet customer needs and demand.

More information on Sydney's Ferry Future is available at [www.transport.nsw.gov.au](http://www.transport.nsw.gov.au).

**Gladys Berejiklian MP**  
Minister for Transport

PQ12/00609





**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

126. Relating to the increase in customer complaints relating to ferries, what are the major themes/issues identified in these complaints?

127. What action is the Government taking to reduce the complaints?

**Answer:**

(126-127)

The NSW Government released Sydney's Ferry Future in May 2013. Sydney's Ferry Future is a 20 year plan to modernise and grow the ferry system. This includes delivering six new ferries to enhance customer comfort, opening new wharves, upgrading existing wharves, and introducing over 50 new weekly services to meet customer needs and demand.

I am advised Harbour City Ferries has provided Customer Service training to staff to improve their interaction between staff and customers. Harbour City Ferries has committed to a program of customer service training during 2013-14 to drive customer service improvements.

Information about customer complaints relating to ferries is available at [www.transport.nsw.gov.au](http://www.transport.nsw.gov.au).

**Gladys Berejiklian MP**  
Minister for Transport

PQ12/00613



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

128. What is the cause to the increase in service cancellations? (158 to 236)

**Answer:**

128. I refer to Mr Gammie's Budget Estimates 2013 answer on page 25 of the transcript.

**Gladys Berejiklian MP**  
**Minister for Transport**

PQ12/00841



**The Hon Gladys Berejiklian MP**  
Minister for Transport

**Budget Estimates Hearing 2013-14**  
**General Purpose Standing Committee 3**

**Question:**

Trains

129. Currently, the schedule for the Palm Beach - Ettalong – Wagstaffe ferry service is Palm Beach - Wagstaffe - Ettalong - Palm Beach – Wagstaffe. Does the Government plan to introduce a direct service from Ettalong to Wagstaffe? If not, why not?

**Answer:**

I am advised, in 2012, Transport for NSW asked Palm Beach Ferries to consider providing ferry services between Ettalong and Wagstaffe.

Palm Beach Ferries advised it was not feasible to introduce this service. I understand it was concerned the extra journey time added to the timetable would inconvenience existing customers who connect with buses from the Central Coast.

I understand Busways provides a regular weekday bus service from Ettalong to Wagstaffe in the morning, midday, afternoon and evening periods as well as services on Saturdays.

**Gladys Berejiklian MP**  
Minister for Transport

PQ13/00614