

More Trains, More Services

Transforming Sydney's railway



Circular Quay: more services for Sydney

Future rail for a smart, connected city

More Trains, More Services is a comprehensive plan to deliver world-class services for all rail customers.

The new Sydney Metro network is providing world-class, fast, safe and reliable train services. Metro services started in May 2019 in the city's North West, and customers are already enjoying turn up and go services with a train every four minutes in the peak.

At the same time we know more people are using the existing rail network that is at the core of our transport system. There has been unprecedented customer demand, with rail patronage increasing from 300 million trips a year to 420 million trips in the past five years. Today, Sydney's train network carries more than half of all public transport customers. As Sydney grows, there will be more demand for services. New train technology is needed to upgrade this rail network to meet the needs of our modern city.

The More Trains, More Services program is already delivering a significant boost to rail services. Future stages of More Trains, More Services will harness digital systems technology to operate trains with more precision. Combined with infrastructure upgrades and new fleet, lines will be untangled, making operations simpler. This will enable us to deliver more services more reliably to customers.

Delivering this program means we can offer customers on Sydney's busiest lines turn up and go services throughout most of the day. Digital systems technology will increase services on each line so customers can expect a train every two and a half minutes during peak periods. This will bring Sydney's transport system in line with major cities around the world.

Program overview

The More Trains, More Services program is simplifying and modernising the rail network, creating turn up and go services for many customers.

Over the next 10 years the More Trains, More Services program will use world-class technology to transform the network and provide customers with more reliable, turn up and go services.

The program will deliver:

- new fleet to provide more comfortable journeys for our customers

- world-class digital train technology to create more services and improved reliability
- upgraded rail infrastructure to simplify the network and improve operations.

Customers will experience a more integrated transport system that will deliver better connections like never before.

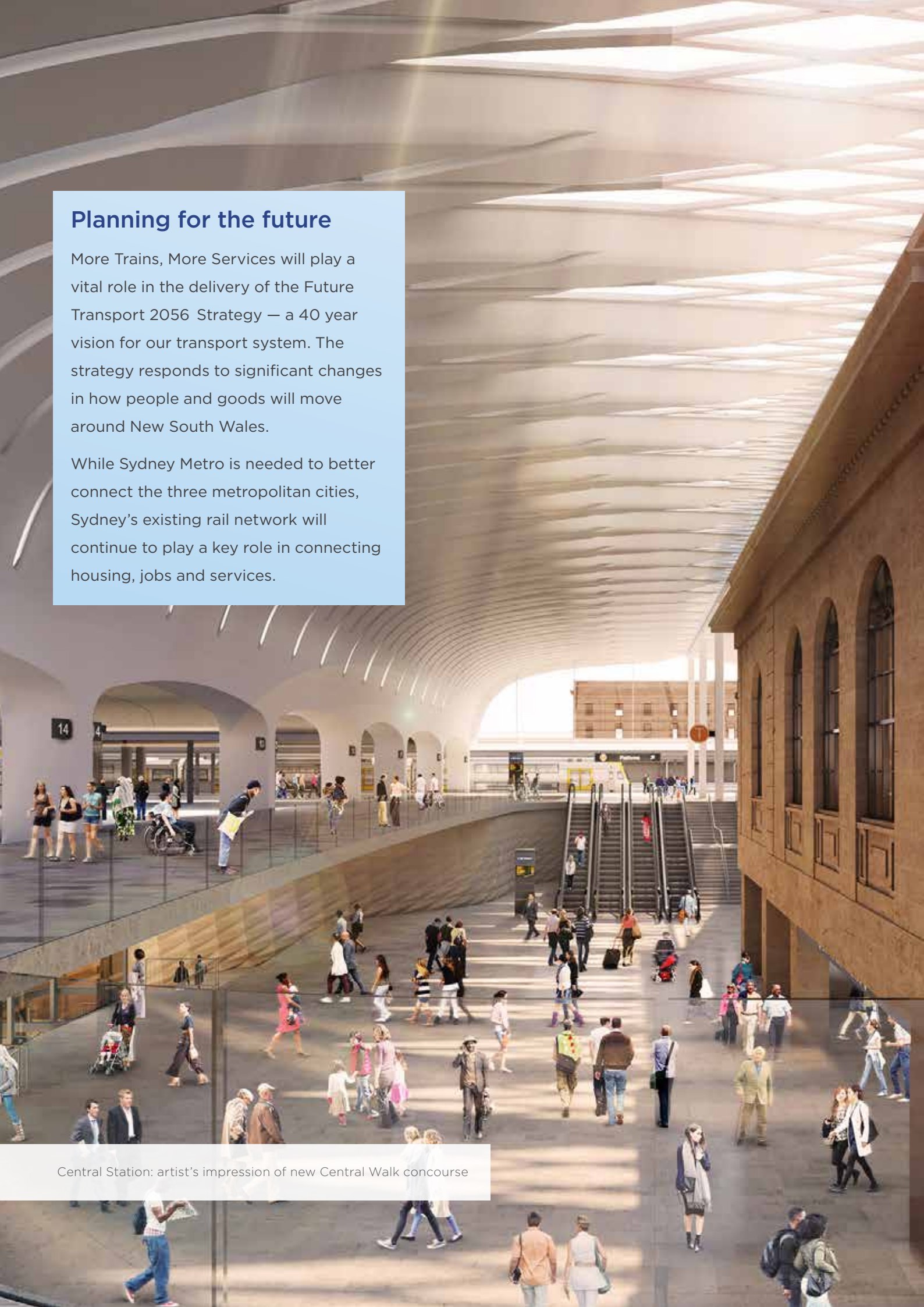


Bombo Station: more services on the South Coast Line

Planning for the future

More Trains, More Services will play a vital role in the delivery of the Future Transport 2056 Strategy — a 40 year vision for our transport system. The strategy responds to significant changes in how people and goods will move around New South Wales.

While Sydney Metro is needed to better connect the three metropolitan cities, Sydney’s existing rail network will continue to play a key role in connecting housing, jobs and services.



Central Station: artist's impression of new Central Walk concourse



More services: artist's impression of New Intercity Fleet

Customer benefits

More Trains, More Services is designed to deliver a range of benefits for all rail customers through digital systems, infrastructure upgrades and more new trains over the next 10 years.



Prioritising Sydney's busiest rail lines

The next stage of More Trains, More Services will focus on delivering improvements for T4 Eastern Suburbs & Illawarra Line, South Coast Line, and T8 Airport & South Line customers.

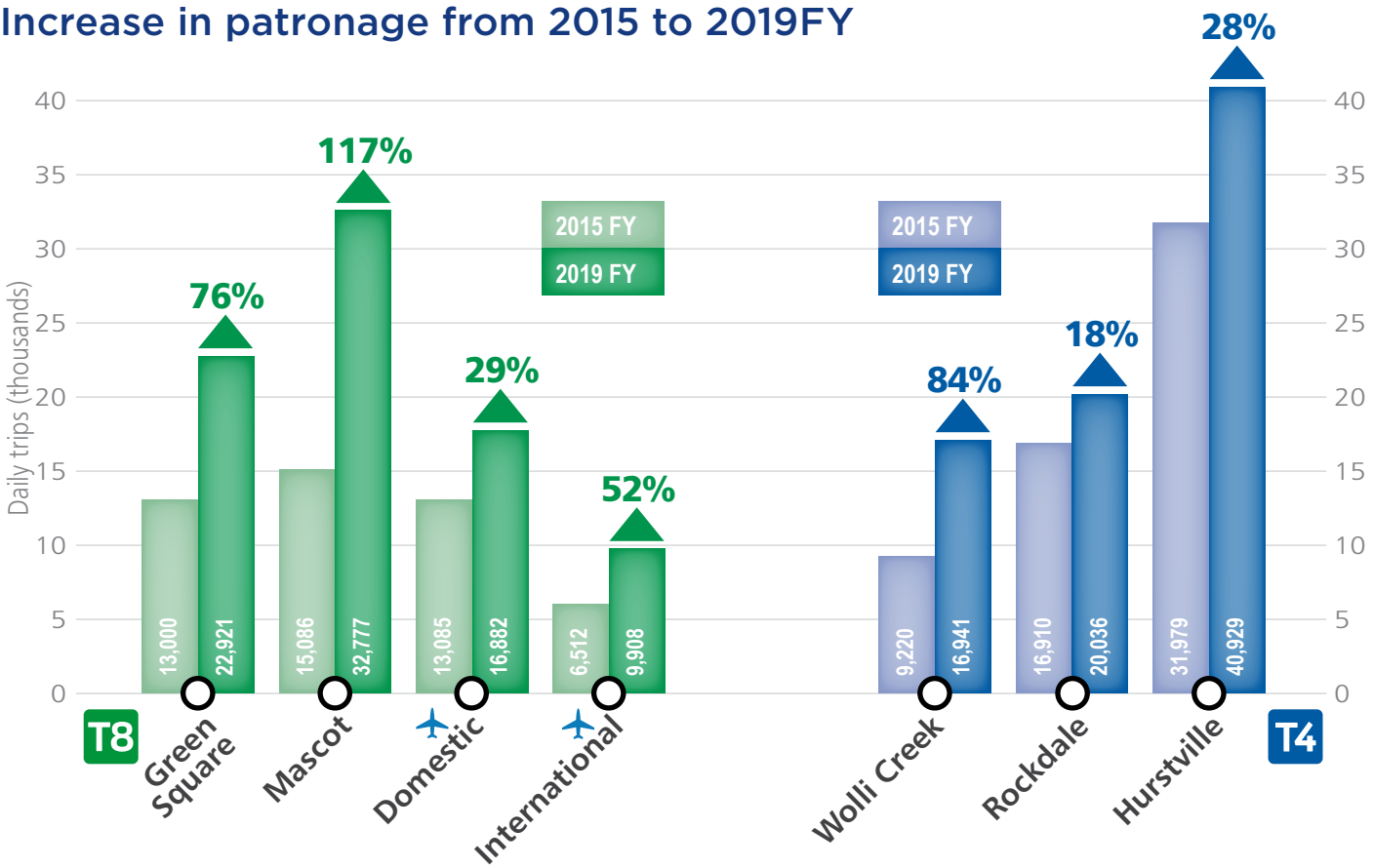
In recent years infrastructure constraints have been a barrier to making significant improvements to services on the T4 and T8 lines. Now, the delivery of Sydney Metro City & Southwest creates the opportunity to address future needs on these lines.

In response to growth in demand on the T4 and T8 lines, the next stage of the program will deliver:

- more services for the T8 Airport Line, including a 60 per cent increase at the International, Domestic, Mascot and Green Square stations during the morning peak, meaning trains at least on average every four minutes instead of every six minutes today

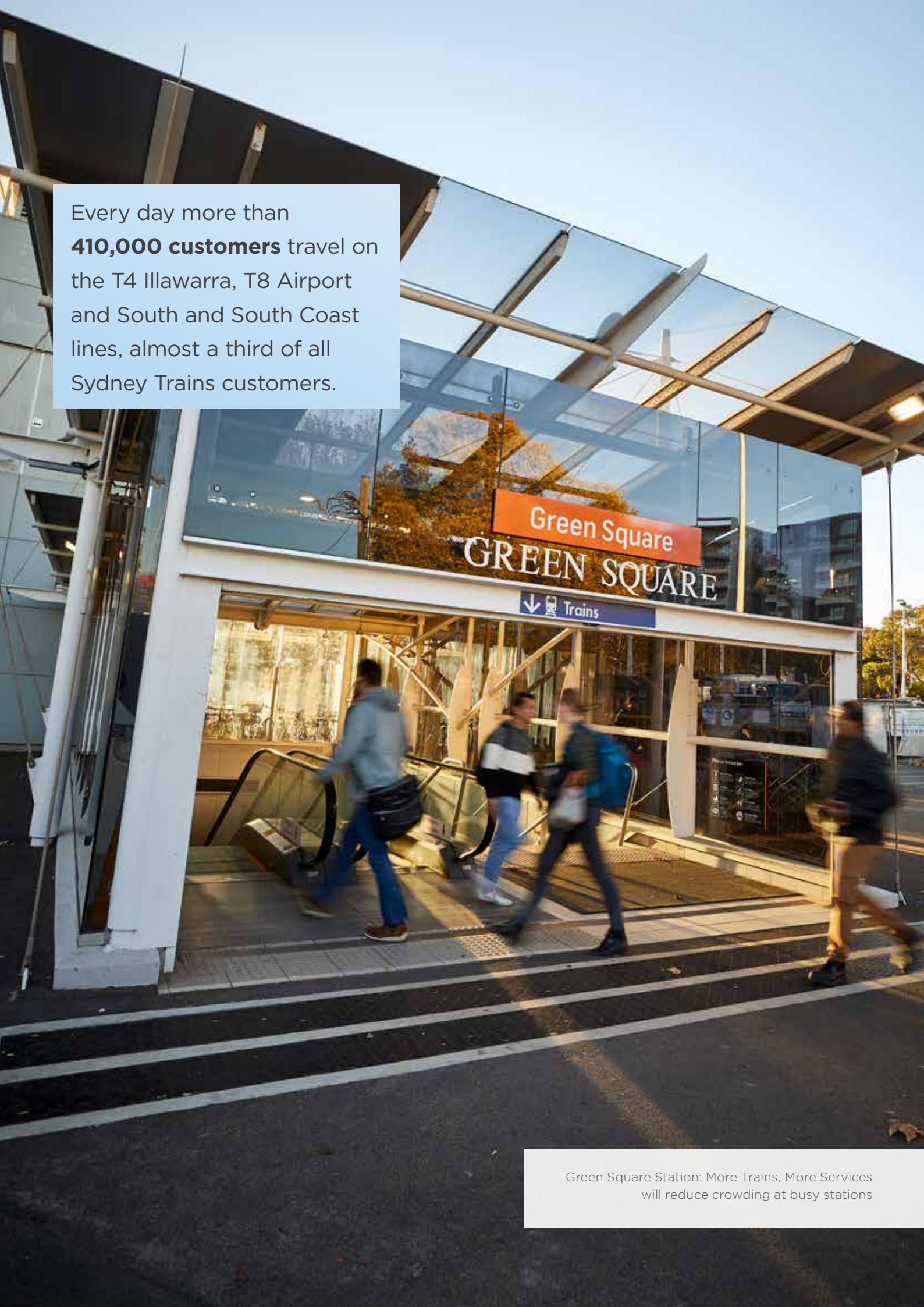
- a 20 per cent increase in peak services on the T4 Line, with improvements for South Coast customers.
- Future stages of More Trains, More Services will also address the need to add extra services on other lines where we know demand is high and continuing to grow, like the T1 Western and T9 Northern lines.
- The delivery of Sydney Metro City & South West will also release rail capacity around the City Circle, allowing future stages of More Trains, More Services to add additional services on other lines.

Increase in patronage from 2015 to 2019FY



Data source: Transport Performance and Analytics, average standard weekday in 2015FY (barrier counts and ticket validations) and 2019FY (Opal data).

Every day more than **410,000 customers** travel on the T4 Illawarra, T8 Airport and South and South Coast lines, almost a third of all Sydney Trains customers.



Green Square Station: More Trains, More Services will reduce crowding at busy stations



The new Rail Operations Centre

Delivering a digital railway

More Trains, More Services will upgrade the network with state-of-the-art digitalised train control systems.

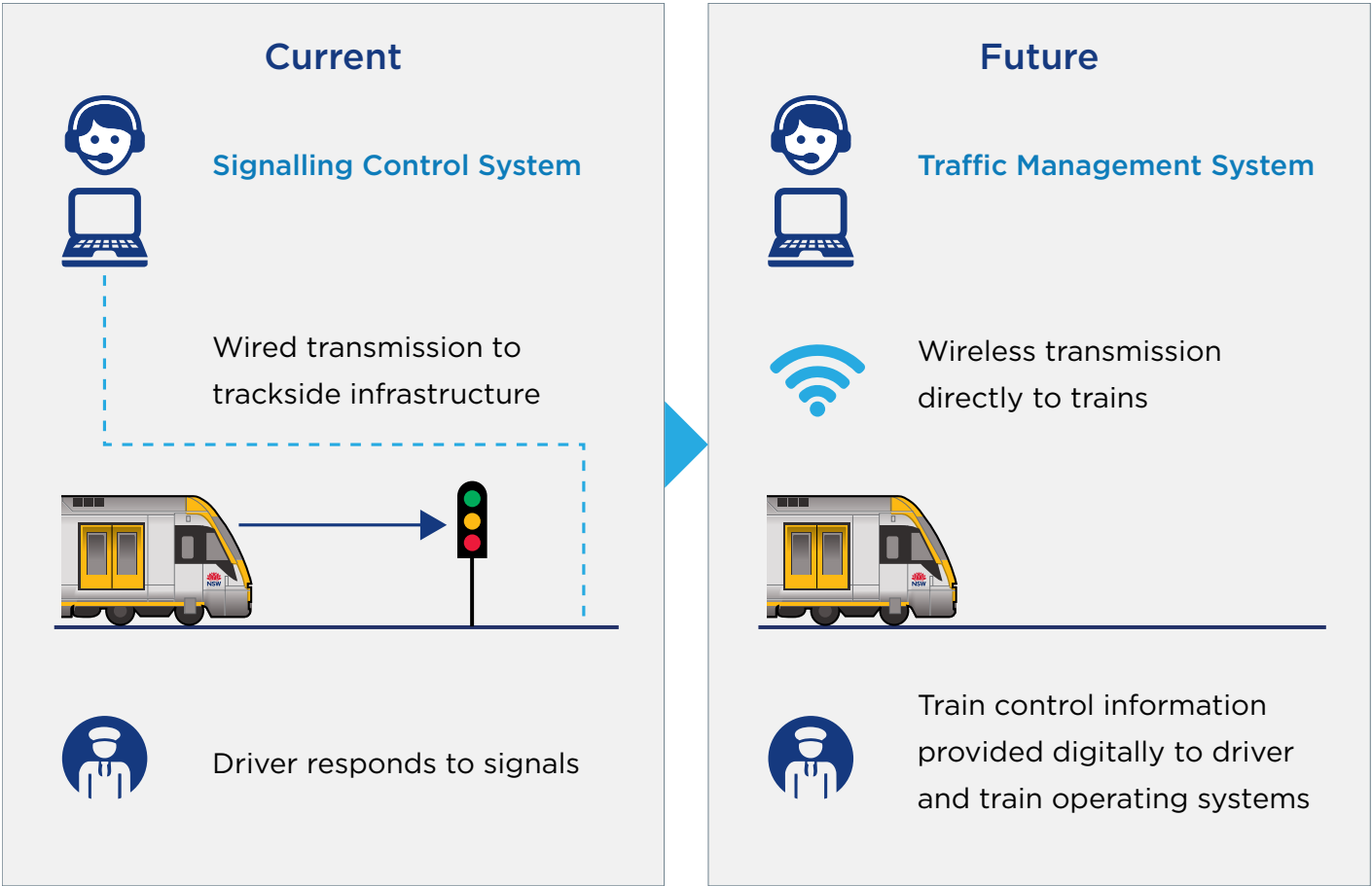
Digital Systems will simplify and modernise technology and multiple trackside infrastructure without any disruption to customers.

The program will help to increase service frequency and enhance reliability.

The technology will lead to lower operating costs and enhance communication of real-time information.

Improving service performance and customer experience in today's congested rail network will deliver a better future for our passengers and freight operators.

How signalling works



Key priorities over the next 10 years

Digital Systems

Develop and implement state-of-the-art digitalised train control and management systems.



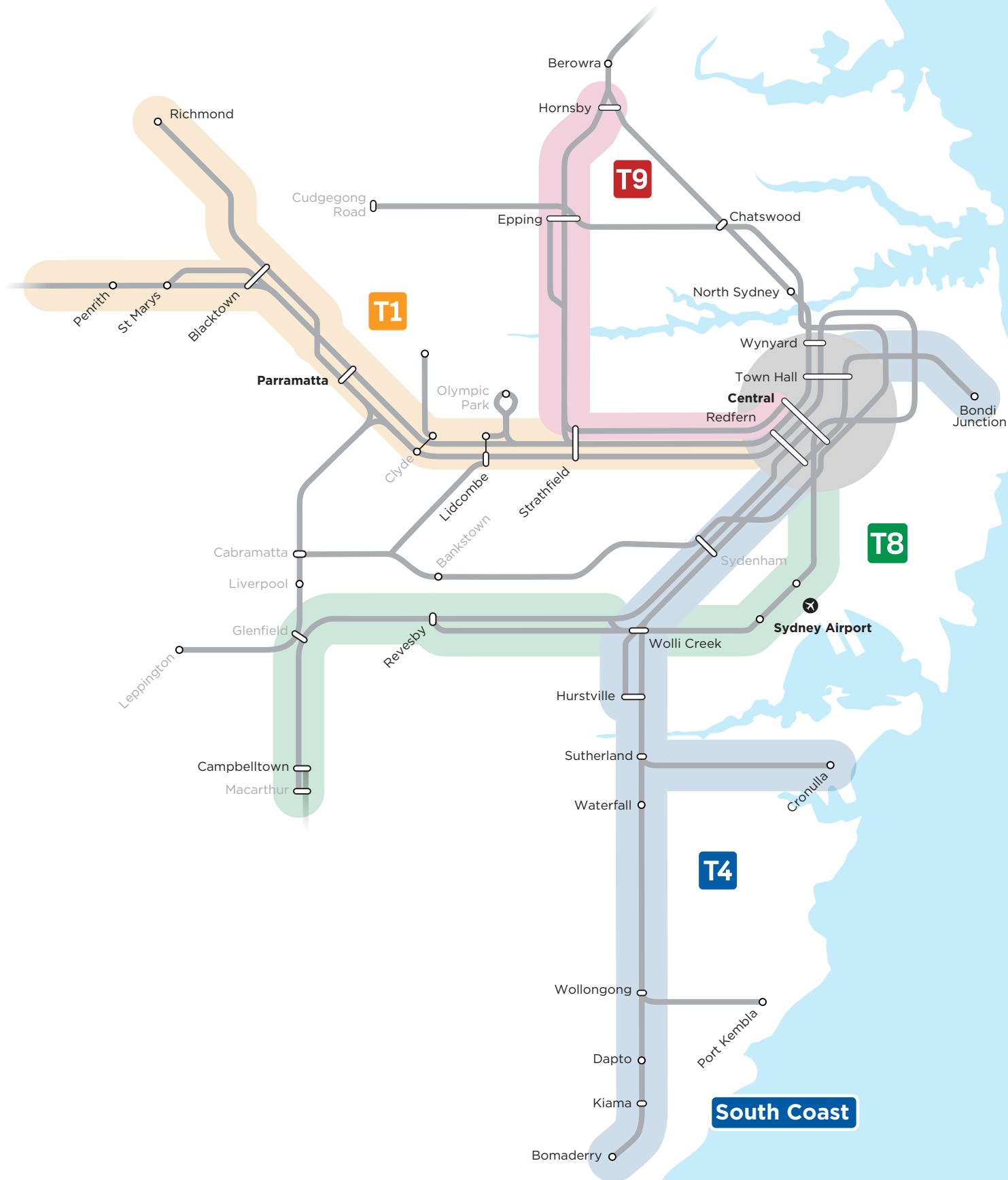
T4 Illawarra & Eastern Suburbs Line

Transform to turn up and go services throughout most of the day between Cronulla and Bondi Junction.



T8 Airport & South Line

Transform to turn up and go services between the International Airport and Central, including extra services to south-western Sydney customers.



T1 Western and T9 Northern Line

Infrastructure upgrades to support Parramatta as Sydney's second city, and provide more services for T1, T9 and Central Coast customers.



Increasing Central's rail capacity

An upgrade to rail infrastructure at Central will support new T1, T4, T8 and intercity services.



South Coast Line

More services available for South Coast intercity customers, with more capacity on this corridor to cater for future freight demands.



Stakeholder and community consultation

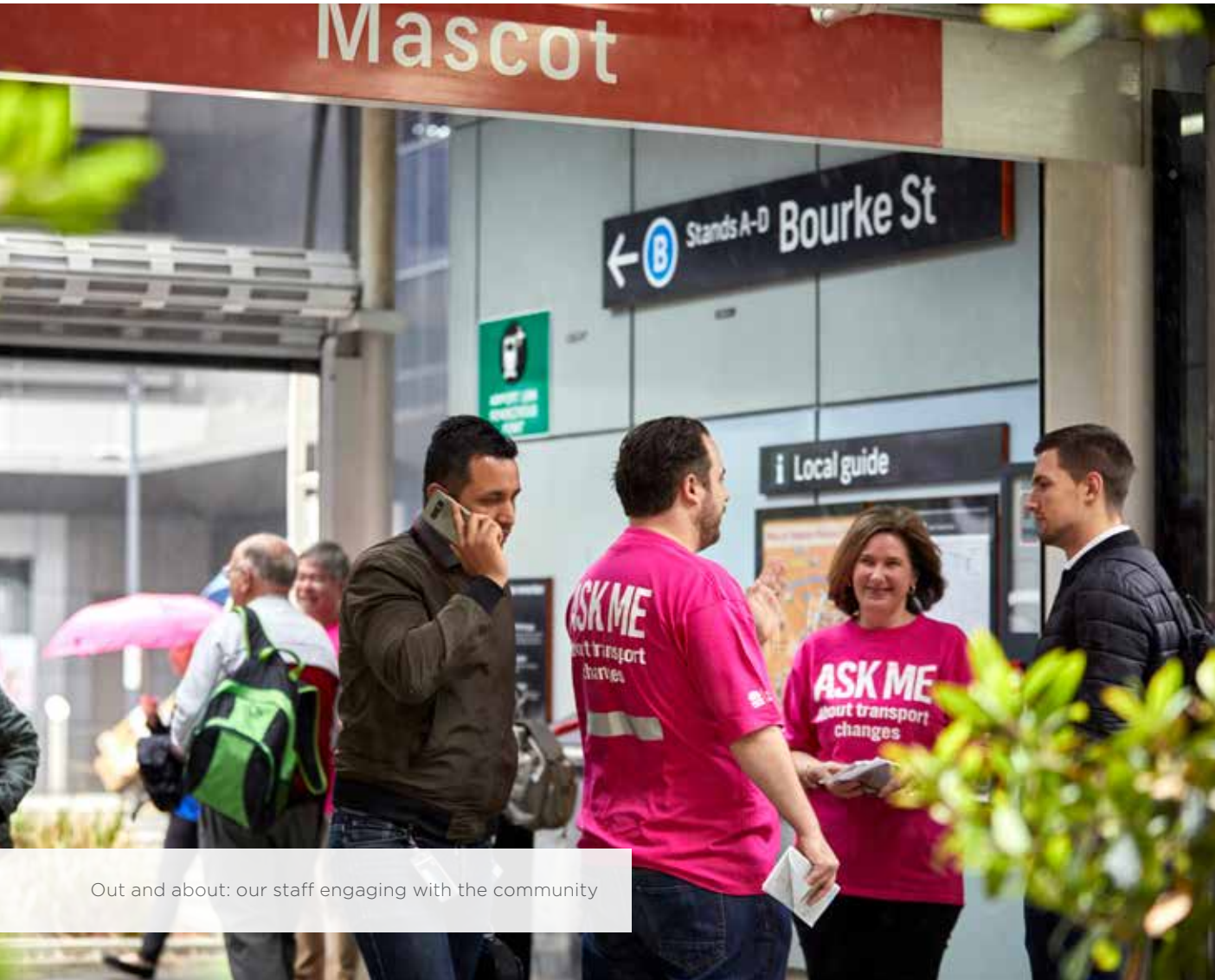
It's important that our stakeholders and customers are engaged and their input is valued in delivering the future stages of More Trains, More Services.

We're working closely with key stakeholders to investigate the options that will deliver improved services to our customers and select the solution that works best. This is not a quick fix and needs significant analysis and planning.

The next stage of More Trains, More Services will deliver improvements on the T4 Eastern Suburbs & Illawarra, South Coast, and T8 Airport & South lines, some of the busiest on our network.

To deliver extra services, we will need to upgrade infrastructure and stations and we will ensure the community is engaged along the way.

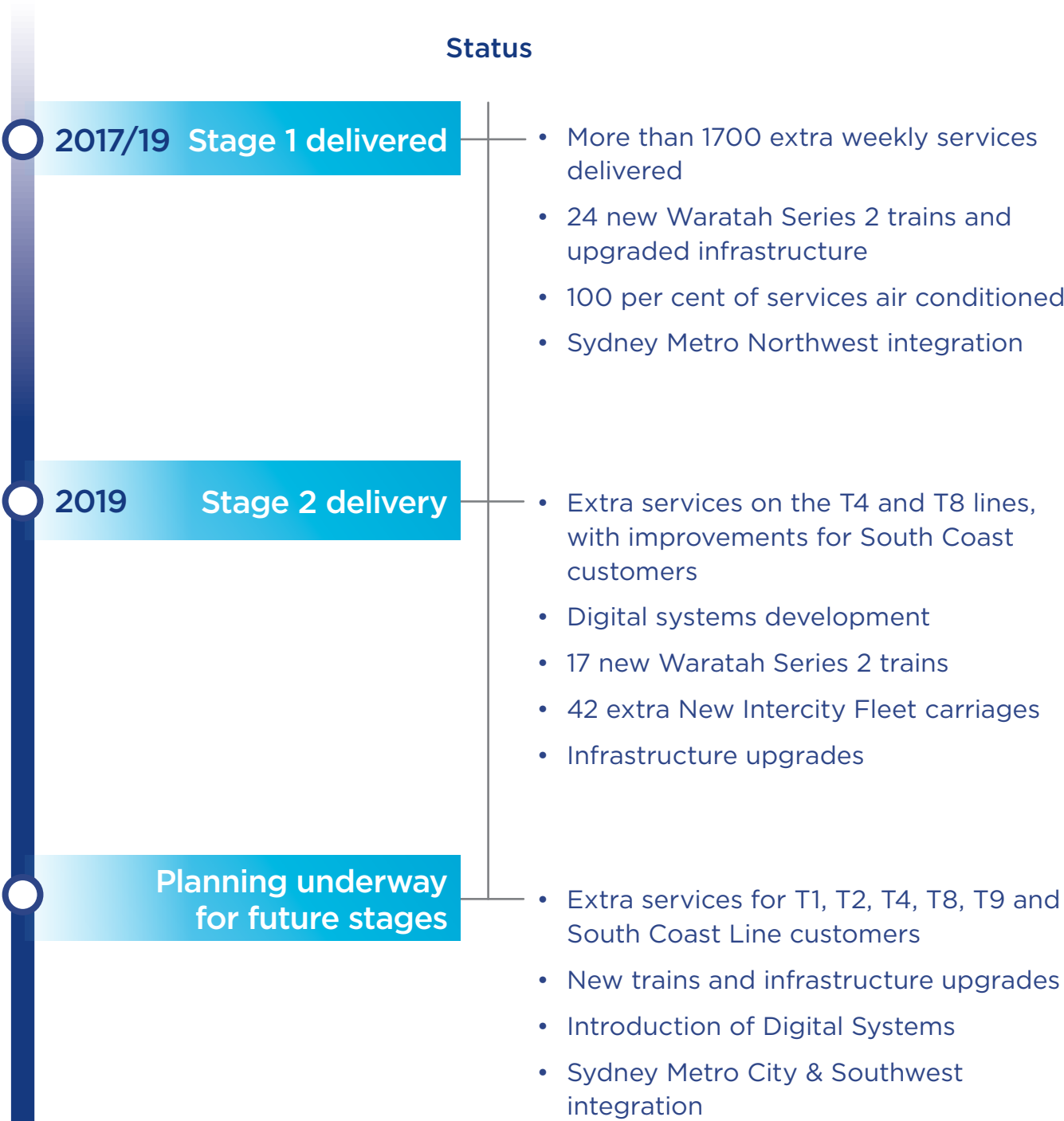
We'll also continue to review customer feedback through Opal data and customer insights captured to help identify where customers need improvements to their trains services most.



Out and about: our staff engaging with the community

Program stages

More Trains, More Services will continue to be progressively delivered in stages to ensure customers see the benefits as soon as possible.





To know more

For more information about the
More Trains, More Services program:

transport.nsw.gov.au

moretrainsmoreservices@transport.nsw.gov.au

131 500