

2013 Customer Timetable

Stakeholder Engagement Plan

Prepared by: Kathy Carr

August 2013 (Draft)

Contents

Purpose	3
Context	3
Stakeholder Engagement Objectives	4
Strategic Approach	4
Approach to Key Stakeholder Groups	5
Summary of Key Stakeholder Groups	5
Stakeholder Engagment Tools and Channels	7
Potential Hotspots and Management Strategy	
Significant Issues	
Budget	10
Monitoring and Evaluation	10
Appendix A: Stakeholder matrix	11
Appendix B: Individual stations with potential issues	18
Approvale	22

Purpose

Transport for NSW (TfNSW) will introduce a new rail timetable in October 2013. This is a key step in delivering a suite of planned public transport reforms outlined in Sydney's Rail Futures. The 2013 timetable will affect the entire rail network, with some flow on for CountryLink (NSW Trains), bus and ferry services, including rail buses and freight services.

The purpose of this document is to set out the plan and program for engagement with key stakeholders in the lead up to implementation on 20 October 2013.

Context

The design of the 2013 timetable aims to:

- deploy new train sets that will be available for service.
- realise the benefits from investments made in infrastructure to improve efficiency
- deliver government commitments for more services and faster services from outer areas

The 2013 timetable puts the customer at the centre of the design by aiming to deliver:

- faster journey times
- more evenly spaced services
- more consistent stopping patterns
- frequencies that match the level of service demand
- better balanced passenger loads
- a timetable that is simpler to understand

The key principles of the timetable design are:

Design Principle O	Components
2013 Timetable will be based on current Operating Plan & 2013 infrastructure & fleet	Change across the network Suburban: All-stops trains within 20 km of CBD; Limited stops outside this Intercity: mix of "fast" major stops & "slow" trains
Level of Service provided will relate to demand, with emphasis on broadening the peak	 Higher frequencies for higher used stations Growth trains on high demand lines/ services Increase services to track capacity in peak of the peak Increase peak shoulder services Improve spacing of services to reduce crowding
Identify opportunities to increase frequencies & reduce journey times	 Remove excessive recovery times & unnecessary dwell times Reduce stopping pattern variations Consistent running times (station to station) Remove unnecessary stops
Reduce timetable complexity	Simple memory timetable, ie. "clockface" Strive for improved connections: train to train & train to bus
Incorporate new infrastructure to deliver gains for customers	E.g. Kingsgrove to Revesby quadruplication Lidcombe & Homebush turnbacks
Prioritise service options based on overall Customer Impact & Net Cost	There will be a number of changes and benefits

Stakeholder Engagement Objectives

The objective of the stakeholder engagement plan is to facilitate the successful implementation of the 2013 rail timetable by:

- raising awareness of the new timetable
- informing stakeholders of the nature and rationale of the timetable
- informing stakeholders of the multimodal approach
- generating positive advocacy for the timetable changes
- · addressing stakeholder concerns

Strategic Approach

The strategic approach is to implement stakeholder communication over two distinct phases:

The strategy is to engage, educate and listen via a 4-stage process:

- Stage 1 Target key stakeholders to inform and increase awareness across all modes.
- Stage 2 Target a wider group of stakeholders with specific details relevant to their journeys.

Key milestones and objectives for each stage are set out in the following table.

	Stages	Key Milestones	Objectives	Duration
1.	Pre-Briefings	MP's briefed Fact sheets distributed	Prioritised communications for targeted stakeholder groups as required, including MPs, key government agencies, interest groups and other key stakeholders, for early identification and clearing of issues and concerns.	1 week
2.	Phase 1 Mailout	Board of Studies (BoS) email to students sent. Mailout completed	1 st tier stakeholders for phase 1 mailout. Mailout distribution from internal sources, using database developed in Consultation Manager. HSC students aware of changes via email.	2 weeks
3.	Phase 2 Mailout	Mailout completed	2 nd tier stakeholders for mailout, includes schools, P&Cs, CALD using external mailing house.	September tbc 2 weeks
4.	Stakeholder briefings	Presentations delivered to stakeholders eg. Dept of Education	Stakeholder presentation prepared for key stakeholders presentations, as required.	Sept – Oct

Approach to Key Stakeholder Groups

The first stage of stakeholder engagement will involve prioritised and proactive communications with targeted stakeholder groups, including MPs, key government agencies, interest groups and other key stakeholders, for early identification and clearing of issues.

Key groups will be engaged generally within four weeks (tbc) prior to the announcement of the implementation of the timetable. Ministerial direction will be sort on electing targeted stakeholders and when to engage.

A dedicated stakeholder email account has been developed and will be activated (to be confirmed) - (2013customertimetable@transport.nsw.gov.au) at the phase 1 mailout timing, to ensure that stakeholder enquiries are managed and registered by the Stakeholder Engagement team.

Ferry services operated by Harbour City Ferries (HCF) and bus services operated by State Transit and private bus operators (PBOs) will be aligned to the new timetable, where possible. Transport for NSW will prepare a Ferry Fact Sheet and Bus Fact Sheet. TfNSW has developed a Ferry contingency plan and stakeholder engagement brief. TfNSW will work with all operators to ensure key stakeholders are engaged throughout the process.

Summary of Key Stakeholder Groups

A summary of the key stakeholder groups and approaches is provided below. Appendix A provides a comprehensive matrix of stakeholders, areas of interest, potential issues, the management strategy and engagement rationale for each audience.

Stakeholder group	Engagement Approach	Purpose of engagement	Timing
Government and Members of Parliament	MP briefings at Parliament or at electorates Fact Sheets for MPs	Education of new timetable and early identification and management of potential issues Distribute Fact Sheets to MPs	Approximately 3 – 4 weeks before announcement (with Ministerial direction) - tbc
Peak Community Bodies and Transport Special Interest, Industry and Business Interests groups	Stakeholder letters with Stakeholder Pack (tbc) Presentations as required, (either grouped or one-on-one)	Education of new timetable and identify third party advocates to maximise promotion of government reforms and timetable changes	Approximately 2 days before announcement of targeted special interest groups - tbc

Regional NSW, Freight, Community Service Organisations	Stakeholder letter Presentations (either grouped or one-on-one)	Identification and management of potential issues / questions / perceptions and messaging Education of new timetable. Identify third party advocates to maximise promotion of government reforms and proposed changes Identification and management of potential issues / questions / perceptions and messaging	Approximately 2 days before announcement of targeted groups - tbc
Re	Jeased Under GIR		

Stakeholder Engagment Tools and Channels

Engagement tools & channels	Delivery and Use
Members of Parliament Packs	
 Stakeholder letter Dedicated email enquiry service (tbc) Overarching Q&As Electorate specific Q&As Customer brochure Media release 	Member of Parliament Fact Sheets provide an overview of the 2013 customer timetable principles and concepts as well providing the MP with the specific impacts, communication materials and suggested messages for use in the individual electorate. This enables the MP to proactively address constituent's queries, be involved in the rollout and raise awareness within their electorates.
	Subject to Ministerial guidance, a TfNSW representative and a Train Timetable subject matter expert will meet face-to-face with MPs to provide a briefing. The appropriate delegated TfNSW representative will attend each meeting.
Prioritised Targeted Stakeholder Packs	2 0°
 Stakeholder letter Pre implementation targeted meetings, on request Dedicated email enquiry service (tbc) Overarching Q&As 	Stakeholder Briefing Packs to priority Stakeholders (eg. Schools) will provide an overview of the proposed Timetable changes. This enables the Stakeholder to understand the benefits of the new timetable changes and
Media release	increase the likelihood of advocacy.
Zeleased C	A TfNSW Representative and Train Timetable subject matter expert will undertake targeted face-to-face briefings with priority stakeholders. The appropriate delegated TfNSW representative will attend each meeting and this will be assessed on a case by case basis.
	Stakeholders who are not prioritised for face to face briefings will receive personally addressed Stakeholder information as part of a mailout. Further face to face engagement may be required during the engagement period depending on the issues raised.

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 Cabramatta.

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

Budget

Indicative estimate shown below and final costs are subject to usual procurement processes.

• Stakeholder letter mailout – engage external provider for direct mail service for phase 2 mailout: estimated at \$20,000.

Monitoring and Evaluation

Following the *go to market* phase, TfNSW will monitor stakeholder and community issues and evaluate the insight received from the various channels such as online, call centre and correspondence. Monitoring will take place through:

- Stakeholder and community insight via the TfNSW Community Engagement
 Officers, Stakeholder Engagement.
- Media monitoring number and nature of positive/neutral and negative stories
- Monitoring of insights from operating agencies, 131500 and the Strategic Coordination & Customer Relations Branch (i.e. correspondence).

A summary of the insight collected from the above monitoring activities will be provided to the Timetable Development and Integration team for analysis and consideration for further timetable improvements, where necessary.

Appendix A: Stakeholder matrix

Stakeholders	Possible issue	Management strategy	Actions and responsibility	Engagement Rationale
Minister for Transport	Access to information	Ensure that stakeholders are regularly briefed	Prepare and submit regular, comprehensive briefing notes to the Minister's office and local MPs	Information sharing to assist in the refinement of the
 Minister for Health Minister for Education Minister for Police 	Cross-agency coordination	Ensure all relevant government agencies are involved in the engagement process	Identify relevant agency contacts Meet with contacts and agree on level of their involvement	timetable • High level of influence on the
 Premier & Cabinet City of Sydney Local Government Federal Government Transport cluster (including Private Operators) NSW Police Timetable developr and rollo timing concerns timing concerns	Timetable development and rollout timing concerns	Ensure stakeholder issues concerning the timing of the engagement and implementation of the new timetable are considered and communicated appropriately	Prepare implementation strategy Submit briefing notes on issues if they arise	planning process Constituency impacts require effective management Promotion of project Ensure consistency and transparency Federal Government engagement with regard to ARTC and Freight.
	Level of influence	Provide local representatives with information to reinforce our commitment to 'fixing the trains'	Briefing sessions	
 Other relevant Government Departments 	 Other relevant Government Departments Departments Local perception of proposed timetable Local close stake 	Establish contact with all stakeholders in order to manage local issues locally and work closely with interested stakeholders to resolve issues quickly	Implement robust enquiries and complaints process Stakeholder meetings	
 Members of Parliament State MPs NSW Minister for Transport 	Access to information	Provide electorate specific information. Provide regular and comprehensive updates and briefings	Prepare MP packs, including electorate maps, Q&A, marketing collateral and media release Consult with MPs four weeks prior to engagement period.	 To understand and manage local issues and action groups Positive promotion through MP
 NSW Minister for Roads Federal Minister for Transport and Infrastructure 	Public perception of proposed timetable	Establish contact with all MPs in order to manage local issues locally and work closely with interested stakeholders to resolve issues quickly	Implement robust enquiries and complaints process Stakeholder meetings Ensure MPs have a dedicated enquiry line and/or staff member contact at TfNSW	newsletters and correspondence with constituency Manage public perception of the integrity of the

Stakeholders	Possible issue	Management strategy	Actions and responsibility	Engagement Rationale
Peak Community Service NCOSS Disability Council of NSW	Access to information Impacts on	Provide information about overall key messages for the new timetable and offer to meet to discuss objectives Develop station specific strategies	Letters, telephone calls, briefing sessions, newsletter articles, web updates Meet with community groups to	engagement progress Reputation management Peak Associations provide visibility and awareness of industry and social issues and barriers
Aged & Community	less advantaged	to provide information to peak groups	raise awareness and transport options	for various groups within NSW, eg
Services Association Ethnic Communities Council Catholic Welfare Australia National Seniors Association of NSW Association of Independent Schools Catholic Education Commission	Timetable planning rollout timing concerns Participation of less advantaged	Develop strategy with Local and Community Transport group. Provide timeline for integrated network planning Develop strategy with Local and Community Transport group Provide information about efforts to attract participation of their membership and demonstrate inclusive consultation	Prepare information for distribution on websites and newsletters Prepare information for distribution on websites and newsletters	special needs Influential stakeholders (in both the media and government) Poor management can negatively impact on the reputation of TfNSW and the government Stakeholder's understanding of local knowledge of issues to assist in
	•	50,		refining the timetable Identify potential local advocates of the project.
Transport interest • Tourism & Transport	Access to information	Provide information about the objectives and the progress of the project	Letters to interest groups to establish/maintain relationship, encourage participation, and provide them with opportunity to	Transport interest groups represent the interests of key

Stakeholders	Possible issue	Management strategy	Actions and responsibility	Engagement Rationale
Forum Infrastructure Partnerships Australia	Impacts on	Ensure impacts to transport	raise concerns Identify impacted groups and	transport constituents and are likely to
Action for Public TransportWestern Sydney	transport disadvantaged	disadvantaged are managed so that transport services remain accessible	provide regular briefings and information	provide public comments and suggestions on the
Community ForumWestern SydneyPublic TransportUsers	Timetable planning rollout timing concerns	Provide regular briefings about the reform	Ongoing dialogue with stakeholders to ensure they are aware of and understand the new timetable changes	proposed timetable. Transport advocacy of the
Sydney AllianceToronto / FassifernLevel Crossings Strategy Council	Recognition of existing issues	Review information about existing local issues and acknowledge with community, where necessary	Meet with community, review complaints database and press clippings to gather information about existing issues	timetable • Positive promotion through newsletters and
The Commuter CouncilNorthern Suburbs Rail	Current service levels	Review information about existing service levels for ease of reference at forums	Compile issues list regarding existing service levels	correspondence with members High level of
Users Forum. Illawarra Line Rail Users Forum. Southern line Rail Users Forum. Hunter Commuter Council. Western Suburbs Commuters Council. The Central Coast Commuter Association The Blue Mountains Commuter and Transport Users Association The East Hills Bankstown Commuter	Current complaints	Review information about current customer complaints	Prepare complaint summary and include complaint process on fact sheets/Q&A	influence (in both the media and government) • Manage public perception of the integrity of the engagement • Stakeholders will contribute their knowledge of macro and local transport issues to assist in refining the timetable • Customers of the service

Stakeholders	Possible	Management strategy	Actions and responsibility	Engagement Rationale
	issue			
Council.				
 The Campbelltown 				
and Districts				
Commuter Association				
 The Northern Suburbs 				
Commuter Association				
 The Western Suburbs 				
Commuters			0	
Association				
The Richmond Line				
Traveller's Association			"HSM50	
The Illawarra			4	
(suburban)		a eleased Under GIRA		
Commuters			S _C	
Association			Y	
The Illawarra				
(intercity) Commuters				
Association		(S)		
The Southern				
Highlands Commuters				
Association				
 Southern Highlands 		. 0		
Rail Users Group		-0		
(SHRUG)				
The Hunter Transport		25		
Improvements				
Association		00		
 Various Rail Users 				
Forums				
The Hunter Transport Improvements				
Improvements Association				
• ITSRR				
OTSI				

Stakeholders	Possible issue	Management strategy	Actions and responsibility	Engagement Rationale
 Bus and Coach Association Office of Rail Heritage Prominent academics 				
 Media Print media Digital media Television Radio 	Local hot issues	Review information about existing issues, current levels of service and current local general issues to determine likely hot issues	Prepare hot issues list prior to submission of media release in each region	Maximum promotion of key messages and awareness of
	Public perception of reform	Ensure regular access to information about reform process and rollout strategy	Media Manager to develop media campaign Media releases for Minister and MPs Provide fact sheets / Q&As Develop media packs	engagement period and the survey To minimise negative media attention through the provision of factual information
	Access to information	Provide regular and comprehensive information about the reform	Letters and meetings with businesses to outline process, encourage involvement, and encourage information-sharing	
BusinessBusiness Council of NSW	Impact on business	Gather and review information on business' activities in the region	Prepare summary prior for briefing session to demonstrate knowledge of their business/operations/activities	 Ensure timetable contributes towards a growing economy.
 Business Chambers Australian Hotels Association (NSW) Clubs NSW 	Implementation timing	Provide information regarding the strategy and timing of implementation	Include in briefing sessions	 Support the movement of the NSW workforce.
	Access to information	Provide regular and comprehensive information about the reform	Briefing sessions with business staff, correspondence	Gain support of business community
	Disinterest in using public transport	Provide information about the benefits of the timetable and encourage participation in the customer survey	Regular updates to businesses via email and correspondence	

Stakeholders	Possible issue	Management strategy	Actions and responsibility	Engagement Rationale
				timetable.
Freight Ministerial Advisory Committees NSW Farmers Association CountryLink passengers Pacific National (PN) Queensland Rail National Australian Rail Track Corporation (ARTC) Australian Railways	Impact on business	Provide regional information through website and tailor to regional issues	Develop regional specific web content with details of proposal for CountryLink/NSW trains Liaise closely with TfNSW Freight Division to engage their stakeholders	 Freight stakeholders that have a high importance to the NSW economy Knowledge of regional issues Freight Ministerial advisory Committees are a platform to communicate and engage with freight stakeholders
Association (ARA) P Manildra Group	Proposed interchange options	Provide regular communications to CountryLink staff	Develop regional campaign for posters onboard CountryLink services directing passengers to review the proposal and complete the survey	 Ensure regional customers are aware of the proposal and gather their feedback
Community Services • Schools	Implementation timing	Provide information regarding the strategy and timing of implementation	Include in briefing sessions	Hospitals, education facilities, clubs and aged
 Universities/TAFEs Hospitals Aged care facilities Clubs 	Access to information	Provide information about overall key messages for the new timetable and offer to meet to discuss objectives	Stakeholder Letters,briefing sessions as required, newsletter articles	care providers provide essential services for communities to be vibrant and sustainable. Engagement with this group provides an opportunity for TfNSW to build

Stakeholders	Possible issue	Management strategy	Actions and responsibility	Engagement Rationale
				relationships and get local knowledge of issues to assist in refining the timetable.

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
Carramar	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	
Villawood	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	
Leightonfield	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 Pa k 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	
Chester 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	
Sefton	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 Cabramatta via Sefton.	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 Cabramatta via Sefton.	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	

B-level impact: increased interchange

				Improved journey times for Blue Mountains to city	
Lithgow	Blue Mountains Line trains will no longer stop at Westmead and Granville.	Some Blue Mountains Line services would stop at Westmead and Granville.	Customers will have to interchange at Blacktown or Parramatta.	services. Simpler timetable to make journey planning easier.	Bathurst
				Improved journey times for Blue Mountains to city	
Zig Zag	Blue Mountains Line trains will no longer stop at Westmead and Granville.	Some Blue Mountains Line services would stop at Westmead and Granville.	Customers will have to interchange at Blacktown or Parramatta.	services.	Bathurst
	· ·	,		Simpler timetable to make journey planning easier.	
	Blue Mountains Line trains will no longer	Some Blue Mountains Line services would	Customers will have to interchange at Blacktown or	Improved journey times for Blue Mountains to city services	
Bell	stop at Westmead and Granville.	stop at Westmead and Granville.	Parramatta.	SELVICES	Blue Mountains
	·	,		Simpler tim table to make journey planning easier.	
	Blue Mountains Line trains will no longer	Some Blue Mountains Line services would	Customers will have to interchange at Blacktown or	Improved journey times for Blue Mountains to city se vices.	
Mount Victoria	stop at Westmead and Granville.	stop at Westmead and Granville.	Parramatta.	se vices.	Blue Mountains
	,		Simpler timetable to make journey planning easier.		
ĺ	Plus Mountains Line trains will as last trains	Some Plue Mountains Line services would	Customora will have to interchange at Blacktown	Improved journey times for Blue Mountains to city	
Blackheath	Blue Mountains Line trains will no longer stop at Westmead and Granville.	Some Blue Mountains Line services would stop at Westmead and Granville.	Customers will have to interchange at Blacktown or Parramatta.	services.	Blue Mountains
				Simpler timetable to make journey planning easier.	
	B. M	0 5 4		Improved journey times for Blue Mountains to city	
Medlow Bath	Blue Mountains Line trains will no longer stop at Westmead and Granville.	Some Blue Mountains Line services would stop at Westmead and Granville.	Customers will have to interchange at Blacktown or Parramatta.	services.	Blue Mountains
Stop at Westinead and Granville.	Stop at Westificati and Granville.	i airainatta.	Simpler timetable to make journey planning easier.		
		2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2		Improved journey times for Blue Mountains to city	
Katoomba	Blue Mountains Line trains will no longer stop at Westmead and Granville.	Some Blue Mountains Line services would stop at Westmead and Granville.	Customers will have to interchange at Blacktown or Parramatta.	services.	Blue Mountains
	Stop at Westineau and Granville.	Stop at Westineau and Granville.	r arrandula.	Simpler timetable to make journey planning easier.	
			(0)	Improved journey times for Blue Mountains to city	
Leura	Blue Mountains Line trains will no longer	Some Blue Mountains Line services would	Customers will have to interchange at Blacktown or	services.	Blue Mountains
	stop at Westmead and Granville.	stop at Westmead and Granville.	Parramatta.	Simpler timetable to make journey planning easier.	
			177	Improved journey times for Blue Mountains to city	
Wentworth	Blue Mountains Line trains will no longer	Some Blue Mountains Line services would	Customers will have to interchange at Blacktown or	services.	Blue Mountains
Falls	stop at Westmead and Granville.	stop at Westmead and Granville.	Parramatta.	Simpler timetable to make journey planning easier.	
			(2)	Improved journey times for Blue Mountains to city	
Bullaburra	Blue Mountains Line trains will no longer	Some Blue Mountains Line services would	Customers will have to interchange at Blacktown or	services.	Blue Mountains
	stop at Westmead and Granville.	stop at Westmead and Granville.	Parramatta.	Simpler timetable to make journey planning easier.	
		(0)		Improved journey times for Blue Mountains to city	
Lawson	Blue Mountains Line trains will no longer	Some Blue Mountains Line services would	Customers will have to interchange at Blacktown or	services.	Blue Mountains
24	stop at Westmead and Granville.	stop at Westmead and Granv lie	Parramatta.	Simpler timetable to make journey planning easier.	
				Improved journey times for Blue Mountains to city	
Hazelbrook	Blue Mountains Line trains will no longer	Some Blue Mountains Line services would	Customers will have to interchange at Blacktown or	services.	Blue Mountains
i lazelbi ook	stop at Westmead and Granville.	stop at Westmead and Granville.	Parramatta.	Circulation table to make income a lauring	Dide Woulltains
				Simpler timetable to make journey planning easier. Improved journey times for Blue Mountains to city	
Woodford	Blue Mountains Line trains will no longer	Some Blue Mountains Line services would	Customers will have to interchange at Blacktown or	services.	Blue Mountains
vvoodioid	stop at Westmead and Granville.	stop at Westmead and Granville.	Parramatta.		Dide Wouldains
				Simpler timetable to make journey planning easier. Improved journey times for Blue Mountains to city	
I to do o	Blue Mountains Line trains will no longer	Some Blue Mountains Line services would	Customers will have to interchange at Blacktown or	services.	Dive Meantains
Linden	stop at Westmead and Granville.	stop at Westmead and Granville.	Parramatta.		Blue Mountains
				Simpler timetable to make journey planning easier.	

Falconbridge	Blue Mountains Line trains will no longer stop at Westmead and Granville.	Some Blue Mountains Line services would stop at Westmead and Granville.	Customers will have to interchange at Blacktown or Parramatta.	Improved journey times for Blue Mountains to city services. Simpler timetable to make journey planning easier.	Blue Mountains
Springwood	Blue Mountains Line trains will no longer stop at Westmead and Granville.	Some Blue Mountains Line services would stop at Westmead and Granville.	Customers will have to interchange at Blacktown or Parramatta.	Improved journey times for Blue Mountains to city services. Simpler timetable to make journey planning easier.	Blue Mountains
Valley Heights	Blue Mountains Line trains will no longer stop at Westmead and Granville.	Some Blue Mountains Line services would stop at Westmead and Granville.	Customers will have to interchange at Blacktown or Parramatta.	Improved journey times for Blue Mountains to city services. Simpler timetable to make journey planning easier.	Blue Mountains
Warrimoo	Blue Mountains Line trains will no longer stop at Westmead and Granville	Some Blue Mountains Line services would stop at Westmead and Granville.	Customers will have to interchange at Blacktown or Parramatta.	Improved journey times for Blue Mountains to city services. Simpler timetable to make journey planning easier.	Blue Mountains
Blaxland	Blue Mountains Line trains will no longer stop at Westmead and Granville	Some Blue Mountains Line services would stop at Westmead and Granville.	Customers will have to interchange at Blacktown or Parramatta.	Improved journey times for Blue Mountains to city services. Simpler timetab e to make journey planning easier.	Blue Mountains
Glenbrook	Blue Mountains Line trains will no longer stop at Westmead and Granville	Some Blue Mountains Line services would stop at Westmead and Granville.	Customers will have to interchange at Blacktown or Parramatta.	Improved journey times for Blue Mountains to city services Simpler timetable to make journey planning easier.	Blue Mountains
Lapstone	Blue Mountains Line trains will no longer stop at Westmead and Granville	Some Blue Mountains Line services would stop at Westmead and Granville.	Customers will have to interchange at Blacktown or Parramatta.	Improved journey times for Blue Mountains to city services. Simpler timetable to make journey planning easier.	Blue Mountains

A-level impact: reduced frequency

Kogarah	Reduced services and longer minimum journey time.	Included on some Eastern Suburbs and Illawarra Line limited stop services.	Removed from Eastern Suburbs and Ilawarra Line limited stop services.	Improved journey times and less crowding for customers travelling longer distances on line. Simpler timetable to make journey planning easier.	Kogarah	Second recent reduction in services. Kogarah services were reduced in the 2010 timetable.
Rockdale	Reduced services and longer minimum journey time	Included on some Eastern Suburbs and Illawarra Line limited stop services.	Removed from Eastern Suburbs and Ilawarra Line limited stop services.	Improved journey times and less crowding for customers travelling longer distances on line. Simpler timetable to make journey planning easier.	Rockdale	Second recent reduction in services. Rockdale services were reduced in the 2010 timetable.
Kingsgrove	Reduced services and longer minimum journey time.	Included on some Airport and East Hills Line limited stop services (peak and off peak).	Removed from Airport and East Hills Line limited stop services.	Improved journey times and less crowding for customers travelling longe distances on line. Simpler timetable to make journey planning easier.	Kogarah	
Beverly Hills	Reduced services and longer minimum journey time.	Included on some Airport and East Hills line limited stop services (peak only).	Removed from Airport and East Hills Line limited stop services.	Improved journey times and less crowding for customers t avelling longer distances on line. Simpler timetable to make journey planning easier.	Kogarah	
Killara	Fewer peak services	Included in most North Shore Line peak services. Included in fewer North Shore Line peak services Services matched to demand. Faster journey times for North Shore Line customers.		Davidson		
Lindfield	Fewer peak services	Included in most North Shore Line peak services.	Included in fewer North Shore Line peak services.	Services matched to demand. Faster journey times for North Shore Line customers.	Davidson	
Roseville	Fewer peak services	Included in most North Shore Line peak services.	Included in fewer North Shore Line peak services.	Services matched to demand. Faster journey times for North Shore Line customers.	Davidson	
Pymble	Fewer peak services	Included in most North Shore Line peak services.	Included in fewer Nor h Shore Line peak services.	Services matched to demand. Faster journey times for North Shore Line customers.	Davidson	
Wahroonga	Fewer peak services	Included in most North Shore Line peak services.	Included in fewe North Shore Line peak services.	Services matched to demand. Faster journey times for North Shore Line customers.	Ku-ring-gai	
Warrawee	Fewer peak services	Included in most North Shore Line peak services.	Included in fewer North Shore Line peak services.	Services matched to demand. Faster journey times for North Shore Line customers.	Ku-ring-gai	
Yagoona	Reduced services and longer minimum journey time.	Included in Bankstown Line limited stop services.	Removed from Bankstown Line limited stop services.	Improved journey times and less crowding for customers travelling longer distances on line. Simpler timetable to make journey planning easier.	Bankstown	Marrickville and St Peters are being included in Bankstown Line limited stop services for the first time to relieve crowding.
Wiley Park	Reduced services and longer minimum journey time.	Included in Bankstown Line lim ted stop services.	Removed from Bankstown Line limited stop services.	Improved journey times and less crowding for customers travelling longer distances on line. Simpler timetable to make journey planning easier.	Lakemba	Marrickville and St Peters are being included in Bankstown Line limited stop services for the first time to relieve crowding.
Summer Hill	Reduced services and longer minimum journey time.	Used to get some South Line services, which were the faster than Inner West Line services.	Only Inner West Line services.	Improved journey times and less crowding for customers travelling longer distances on line. Consistent 15 minute service frequency all day in both directions. Simpler timetable to make journey planning easier.	Strathfield	
Stanmore	Reduced services and longer minimum journey time.	Used to get some South Line services, which were the faster than Inner West Line services.	Only Inner West Line services.	Improved journey times and less crowding for customers travelling longer distances on line. Consistent 15 minute service frequency all day in both directions. Simpler timetable to make journey planning easier.	Marrickville	

Waterfall	Less frequency	Service every 15 minutes in peak.	Service every 20 minutes in peak.	Trains will be less crowded with shorter journey times.	Heathcote	More Eastern Suburbs and Illawarra Line trains will use platforms 24 and 25 at Central Station, which less mobile customers may find inconvenient.
Cronulla	Less frequency	8 per hour in peak (4 fast and 4 very slow, overtaken by next service)	6 per hour in peak (3 fast and 3 slow, no overtaking)	Trains will be less crowded.	Cronulla	More Eastern Suburbs and Illawarra Line trains will use platforms 24 and 25 at Central Station, which less mobile customers may find inconvenient.
Warnervale	Fewer services	Included in most Central Coast and Newcastle Line fast patterns.	Removed from most Central Coast and Newcastle Line fast services.	Improved journey times for Central Coast and Newcastle Line customers. Simpler timetable to make journey planning easier.	Wyong	
Wyee	Fewer services	Included in most Central Coast and Newcastle Line fast patterns.	Removed from most Central Coast and Newcastle Line fast patterns.	Improved journey times for Central Coast and Newcastle Line customers. Simpler timetab e to make journey planning easier.	Lake Macquarie	

B-level impact: reduced frequency

Granville	Fewer off-peak services	Granville included in off peak patterns for South and Western lines to provide interchange.	Creation of Cumberland Line off peak services reduces need to interchange at Granville. Removed from some Western line services.	Off peak services for Cumberland Line customers. Small journey time improvement. Services better matched to demand.	Granville	
West Ryde	Fewer services	Some peak Central Coast and Newcastle Line services via Strathfield per day would stop at West Ryde.	No Central Coast and Newcastle L ne services will stop at West Ryde, but two extra peak limited stops Northern Line services will be p ovided. Net service loss estimated at two per day.	Improved journey times and less crowding for Central Coast and Newcastle Line customers.	Ryde	Second recent reduction in services. West Ryde Station services were also reduced when the Epping Chatswood Rail Link was opened.
Macquarie Fields	Fewer services	Included in almost all Airport and East Hills Line services	Included in fewer Airport and East Hills Line services	Improved journey times for Airport and East Hills services. Services better matched to demand.	Macquarie Fields	



2013 Customer Train Timetable Stakeholder Communications Plan

Approvals

Approvais	
The roles and responsibilities for the develop Engagement Plan are outlined below:	pment and implementation of this Stakeholder
	r, Communications & Stakeholder Engagement, wil ement direction, approval of all communications and
Signature:	Date:
Signature:	ement direction, approval of all communications and
	Experience, Marketing & Communications is messaging, with overall strategic direction for the
Signature:	Date:
Kate Foy , General Manager, Customer Exp delivering wayfinding, operational communic	erience, Customer Service, is responsible for cations, channels direction and delivery.
Signature:	Date:

Customer Timetable Stakeholder Engagement Timeline

NSW GOVERNMENT	T-11 Aug 4	T-10 Aug 11	T-9 Aug 18	T-8 Aug 25 Final time	T-7 Sep 1	T-6 Sep 18 Release	T-5	T-4 Sep 22 Campaign Launch	T-3 Sep 29	T-2 Oct 6	T-1 Oct 13	Oct 20 Go Live	T+2 Nov 3	T+4 Nov 17
TIMETABLE MILESTONES						Old 131500 and Somebsite News Story Key messages (Truble by line facts PDF of timetables Map (train) (TBC Map (Ferry) (TBC) Staff road show	ain) heets (Train) (train) DATE) DATE)	New 131500 La •Data in Trip Pl	anner lanner d PBO Websi es ks talled at stop ks ces installed	95	anager	Sheet bills Indicators Targeted p WA Installat	ers installed installed at live with T c latform tear ion with T c ers installed installed	stations odes ns
							ap installatio	n on trains	ations					ommission e label app
STAKEHOLDER ENGAGEMENT External Collateral: *Stakeholder letters *Stakeholder presentation *HSC student emails *General media release *Fact Sheets	email cont from BoS t via email.	-	Pre F • Pre Exch Sydn	R <u>elease</u> pare Call Cent ange stakehol ey Trains staff	ders, and	Customer Timeta Phase 1 key stak mailout about cus timetable, focussi improved connec service integratio Letter from Cust MP face-to-face required. Prepare Call Cent ferry FAQ s.	eholder stomer ng on sions and n. Serv Mgrs ser Briefings , if	Customer Tim Phase 2 stake schools , with to view timeta	holder maild	ut, including to visit the w s.	ebsite	respond to	eedback and stakeholde as required	
*Customer brochure Internal Collateral: *FAQ rail Call Centre *FAQ bus & ferry Call Cent *FAQ – Sydney Trains staff *FAQ – NSW Trains staff *FAQ – TDX Subscribers			NSW	Trains staff ra	il FAQs .	•BoS to send 1st en students Stakeholder Prese •Presentation slid •Customer bookle • Fact Sheets • HSC students ca	entations / Me e deck t			•BoS to se HSC stude	nd 2 nd email to			