

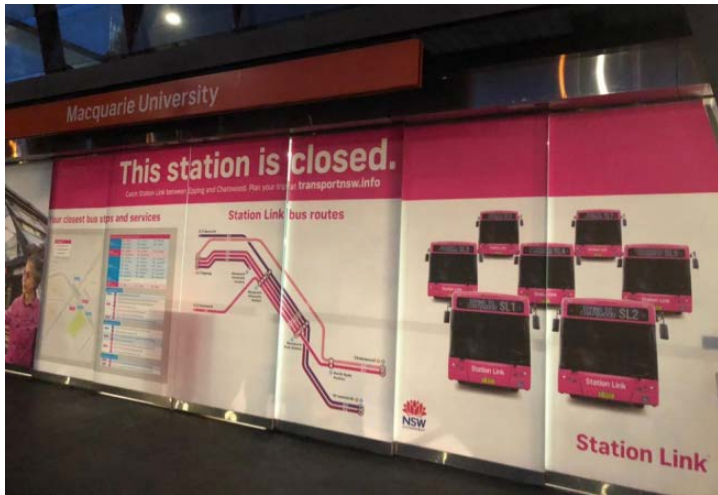


# Sydney Metro Macquarie Park briefings May 2019

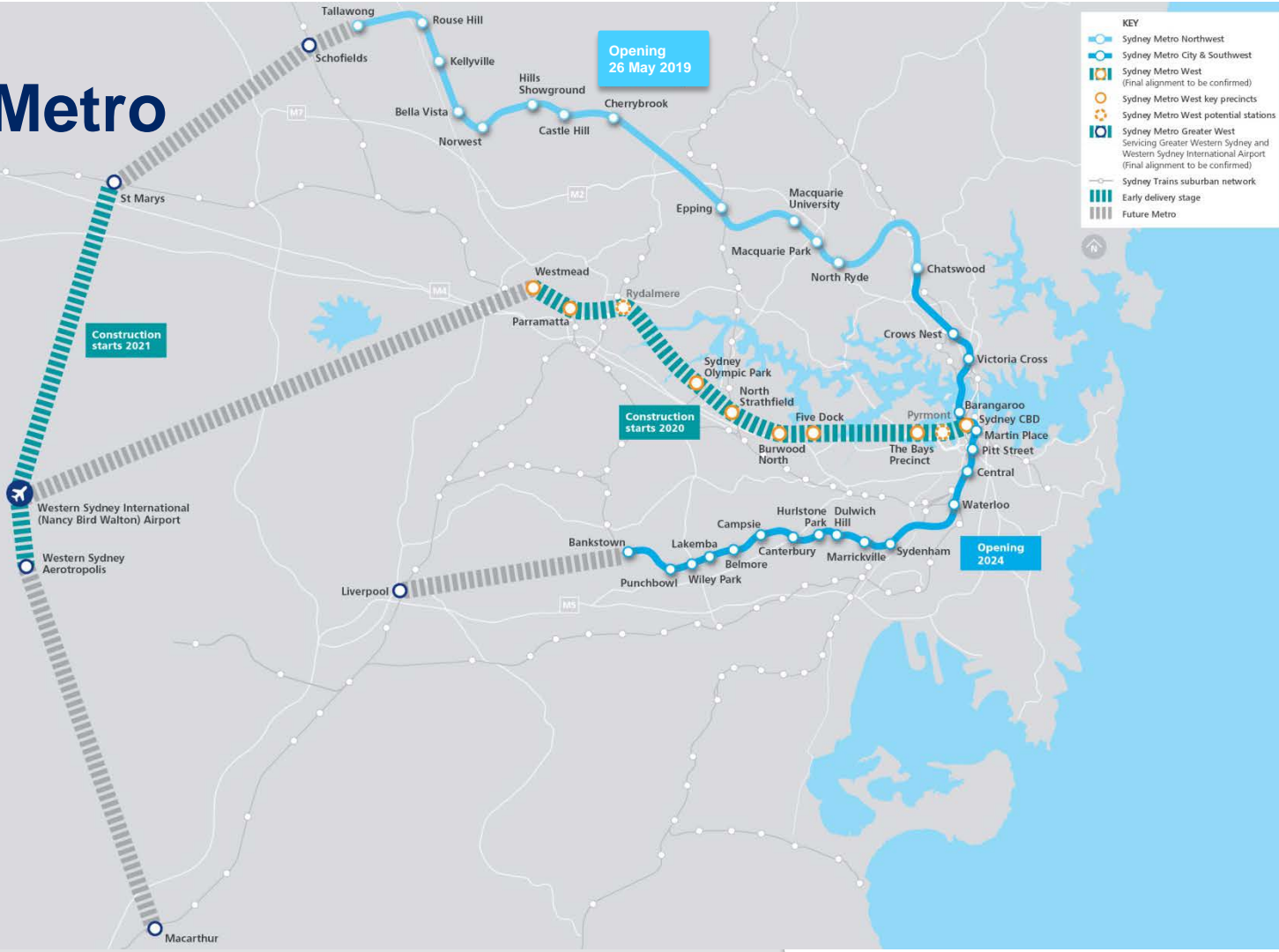




# Goodbye Station Link



# Sydney Metro



KEY	
	Sydney Metro Northwest
	Sydney Metro City & Southwest
	Sydney Metro West (Final alignment to be confirmed)
	Sydney Metro West key precincts
	Sydney Metro West potential stations
	Sydney Metro Greater West Servicing Greater Western Sydney and Western Sydney International Airport (Final alignment to be confirmed)
	Sydney Trains suburban network
	Early delivery stage
	Future Metro

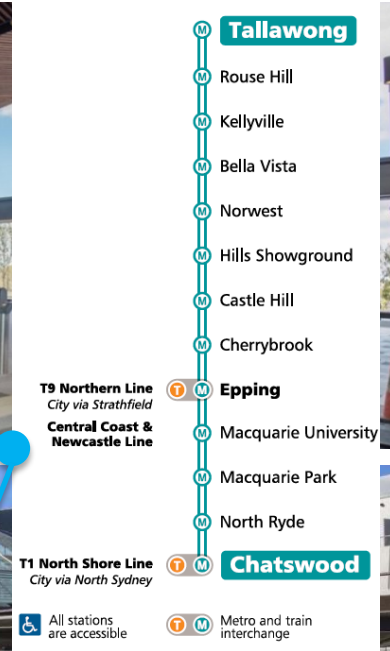
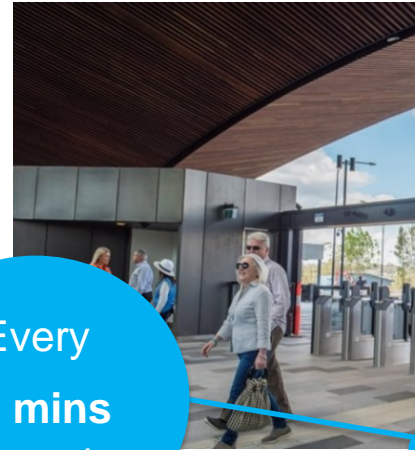


# North West Services

- The Sydney Metro is Australia's first fully automated driverless passenger railway system
- No timetables - just turn up and go:
  - 15 services an hour during peak
  - 37 minute trip between Tallawong and Chatswood Station
  - Opal enabled
  - Up to 1,100 people per train.

Every  
**4 mins**  
in peak

Every  
**10 mins**  
off peak



# Travel Calculator

Travelling to Macquarie University Station from:

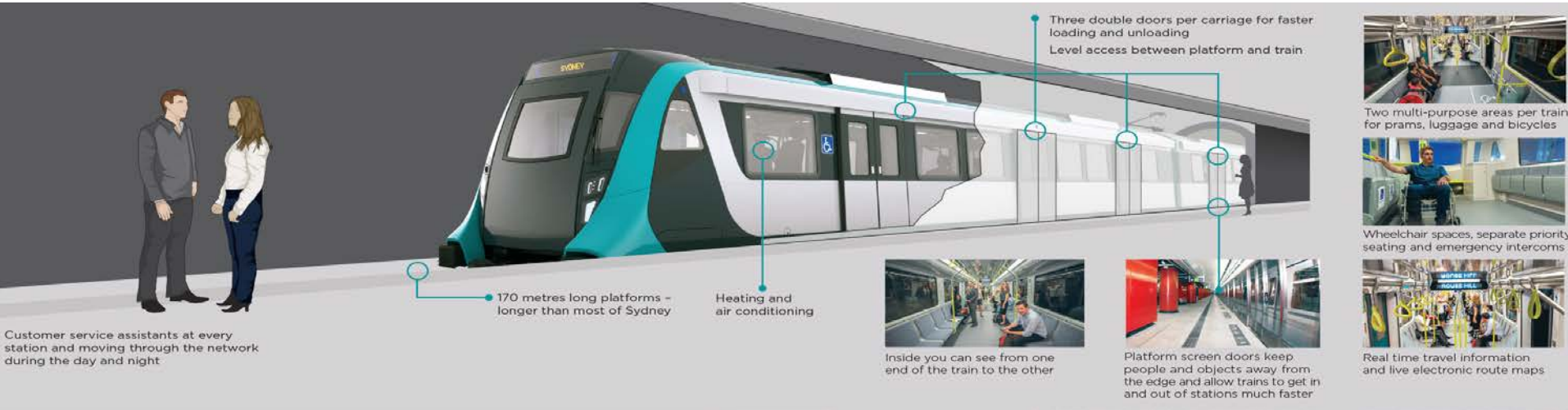
- Rouse Hill approx. 24min
- Kellyville approx. 22min
- Bella Vista approx. 19min
- Norwest approx. 17min
- Hills Showground approx. 15min
- Castle Hill approx. 13min
- Cherrybrook approx. 10min
- Epping approx. 4min

to Macquarie University

Tallawong



# Metro train features



Customer service assistants at every station and moving through the network during the day and night

170 metres long platforms - longer than most of Sydney

Heating and air conditioning

Three double doors per carriage for faster loading and unloading  
Level access between platform and train.

Inside you can see from one end of the train to the other

Platform screen doors keep people and objects away from the edge and allow trains to get in and out of stations much faster

Two multi-purpose areas per train for prams, luggage and bicycles

Wheelchair spaces, separate priority seating and emergency intercoms

Real time travel information and live electronic route maps

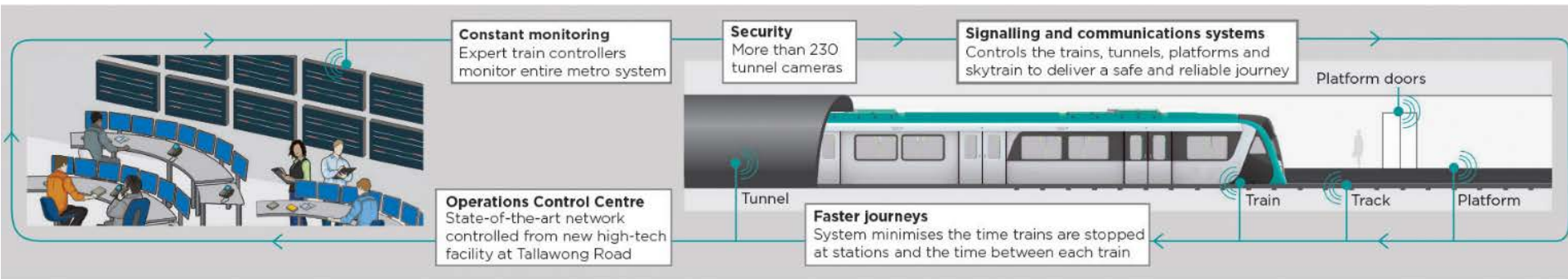
# Sydney Metro – Accessibility

First accessible railway:

- Level access between platforms and trains
- Wider Opal gates
- Accessible toilets
- Multiple elevators at stations to platforms
- Kerb ramps and accessible Kiss and Ride drop-off /pick-up points
- Tactile flooring
- Braille on help points and audio service announcements.

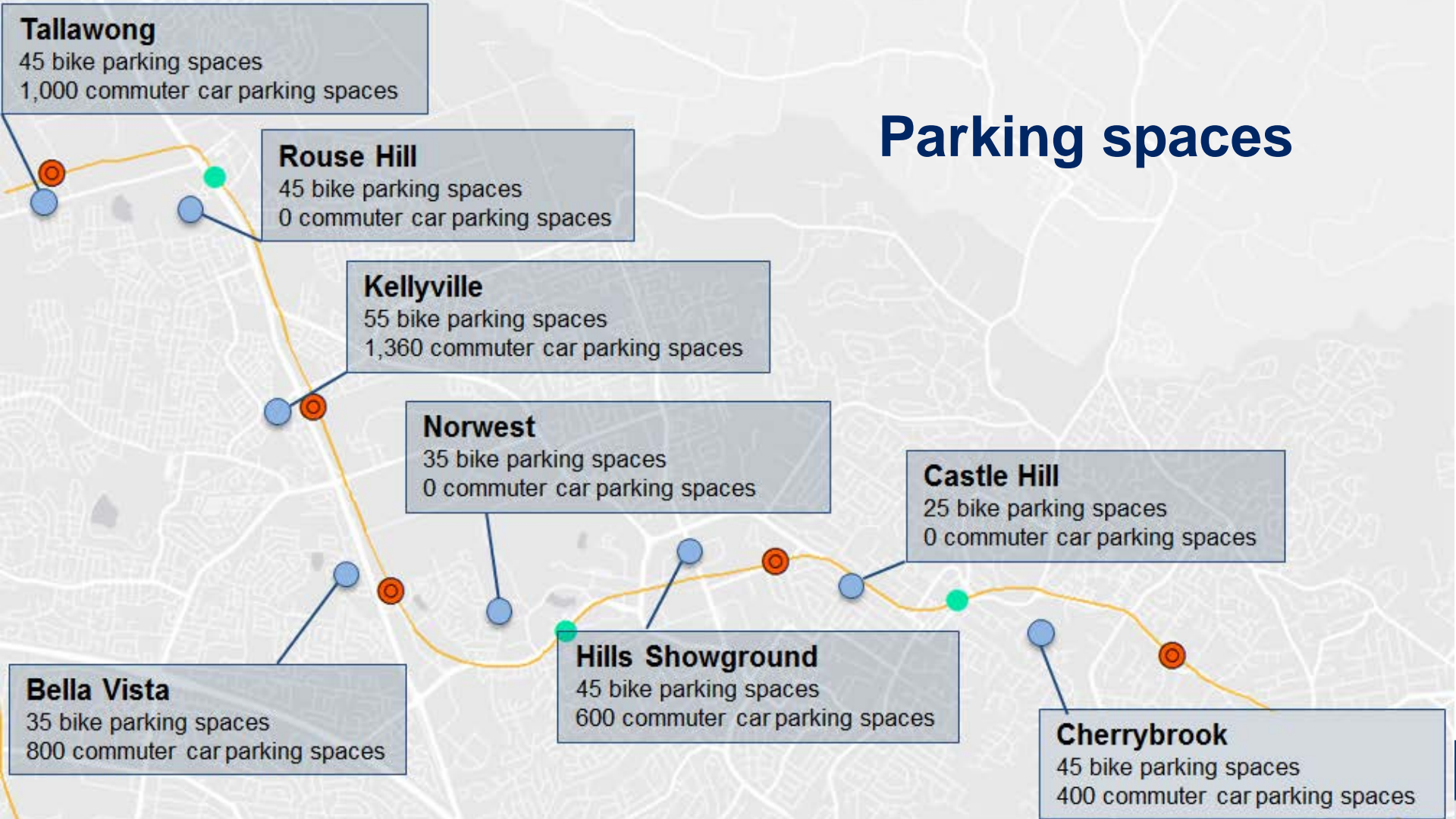


# Sydney Metro safety and operations





# Parking spaces



**Tallawong**  
45 bike parking spaces  
1,000 commuter car parking spaces

**Rouse Hill**  
45 bike parking spaces  
0 commuter car parking spaces

**Kellyville**  
55 bike parking spaces  
1,360 commuter car parking spaces

**Norwest**  
35 bike parking spaces  
0 commuter car parking spaces

**Castle Hill**  
25 bike parking spaces  
0 commuter car parking spaces

**Hills Showground**  
45 bike parking spaces  
600 commuter car parking spaces

**Bella Vista**  
35 bike parking spaces  
800 commuter car parking spaces

**Cherrybrook**  
45 bike parking spaces  
400 commuter car parking spaces



# Metro phasing period

- First 6 weeks, Metro trains will operate every 5 mins at peak
- To complete additional works we will replace metro services with North West Night Buses over the next 6 months. North West Night Buses will provide:
  - Turn up and go services
  - 10 min frequency
- North West Night Buses will commence in both directions between Tallawong and Chatswood after the last Metro service:
  - Tallawong approx. 9:30pm
  - Chatswood approx. 10:00pm.



# North West Night Buses frequency

Operating Sunday to Wednesday nights

Services operate frequently in both directions

**NW1**

**Chatswood  
to Tallawong**  
All Stops

**To Tallawong**  
**10:10pm to 12:50am**  
every 10 minutes

**To Chatswood**  
**9:30pm to 12:10am**  
every 10 minutes

**NW2**

**Chatswood  
to Tallawong**  
Limited Stops

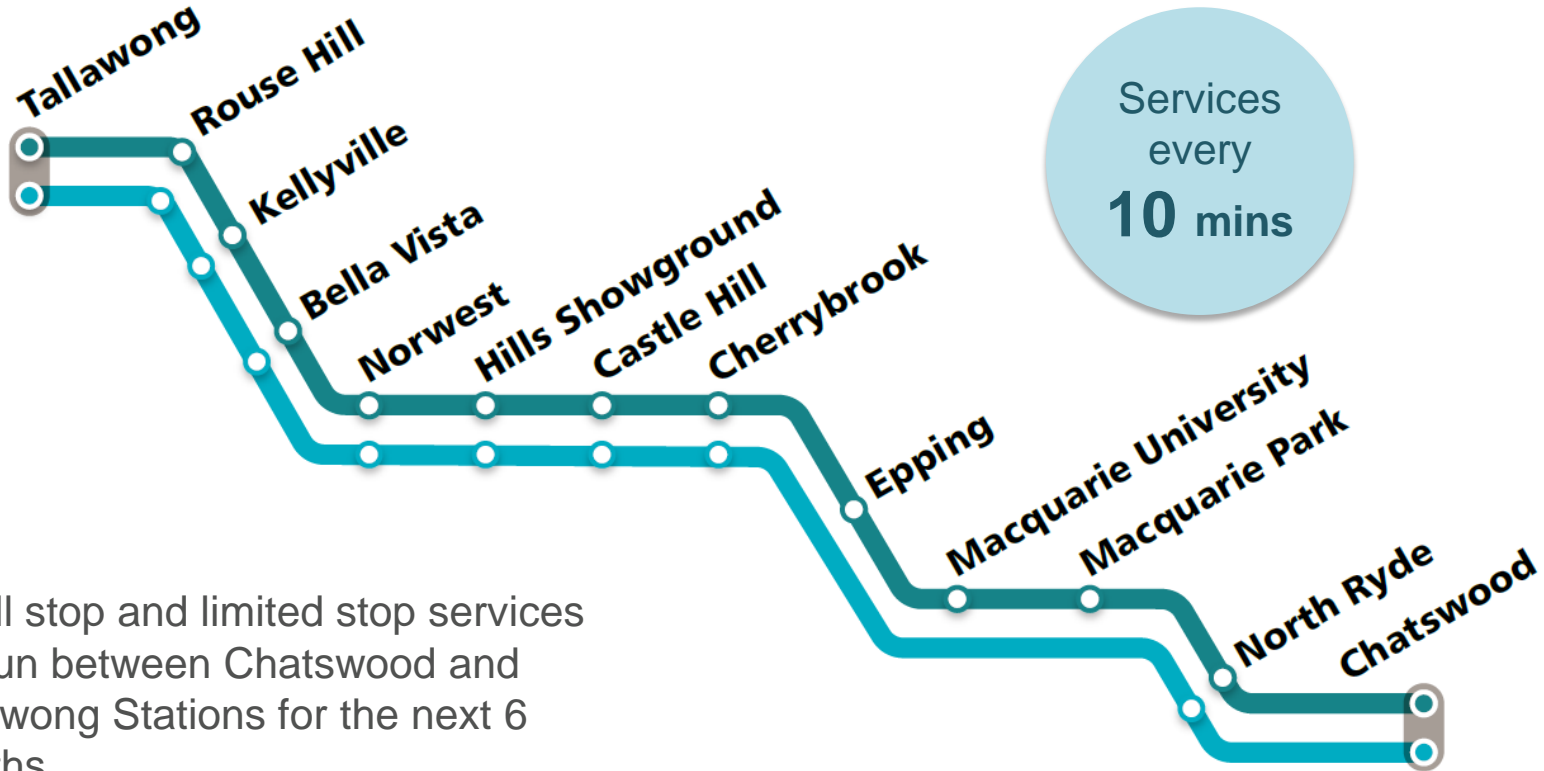
**To Tallawong**  
**10:15pm to 12:45am**  
every 10 minutes

**To Chatswood**  
**9:25pm to 11:55pm**  
every 10 minutes

*All times are approximate*

# North West Night Buses

North West  
**NIGHT BUS**



An all stop and limited stop services will run between Chatswood and Tallawong Stations for the next 6 months.

# North West Night Bus – Signage

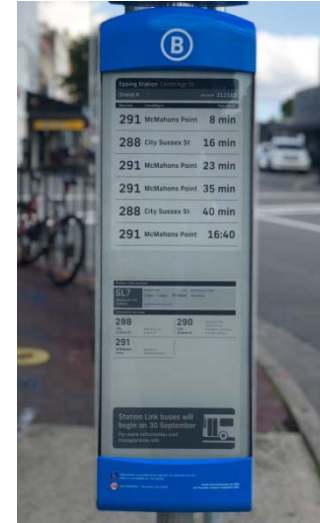
**North West Night Bus**



**Sunday to Wednesday nights.  
Limited hours only.**

For the most up-to-date times check [transportnsw.info](http://transportnsw.info)





## Teal Shirts

- Teal Shirts will be available across the network
- Providing assistance with general enquiries, wayfinding and trip planning to customers at metro stations, train stations and bus interchanges.





# Bus network changes

- From 26 May more than 1,500 additional weekly services added to the timetable
- Improvements have been made to the bus network in Sydney's north west so that customers can easily access the new metro stations
- M2 services will remain unchanged during this first stage
- Plan your trip at [Transportnsw.info](https://www.transportnsw.info)

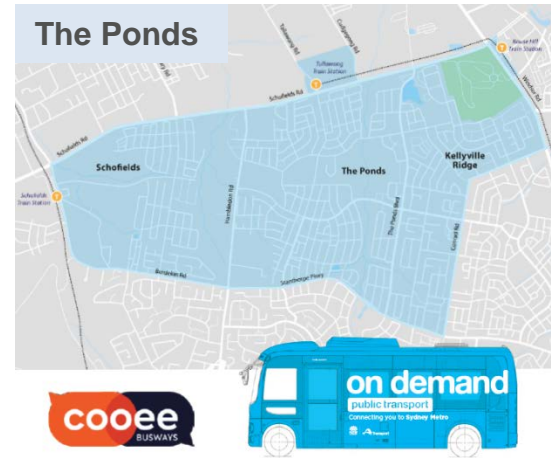




# On Demand public transport

Introduced in The Ponds and Norwest Precinct

- The Ponds:
  - Operated by Cooe Busways
  - Meeting point to hub
  - Schofields Trains Station, Tallawong and Rouse Hill Metro stations
- Norwest:
  - Operated by Metro Connect (Hillsbus)
  - Meeting point to hub
  - Connecting Bella Vista, Norwest and the Hills Showground Metro stations from surrounding area.





# Trip planning

- North West Metro, North West Night Buses services and day one bus operations are now available in the trip planner at [transportnsw.info](http://transportnsw.info)
- Customers will be able to plan their trip before the Metro go live date.

The screenshot shows the NSW Transport Trip Planner interface. At the top, there are logos for NSW Government and Transport. Below the logos, there are two tabs: "Trip Planner" (active) and "Departures". The "From" field is set to "Tallawong Station, Rouse Hill" and the "To" field is set to "Macquarie University Station, Macquarie Park". There are clear (X) and swap (↕) icons for these fields. Below the fields, there is a "Leaving after 7:40, 27 May (Mon)" dropdown menu, an "Options" button, and a "Go" button. Below the search area, there is a "Favourite" section with a star icon and a "Clear" button. The main results area shows "Updated 1 min ago" and a "Earlier" button. There are two search results, each for a Monday departure on May 27th. The first result is for 07:40 - 08:07 (27min) and the second is for 07:45 - 08:12 (27min). Both results show a wheelchair icon and a price of \$5.05.

NSW GOVERNMENT | Transport

Trip Planner | Departures

From Tallawong Station, Rouse Hill

To Macquarie University Station, Macquarie Park

Leaving after 7:40, 27 May (Mon)

Options Go

☆ Favourite Clear

Updated 1 min ago

Earlier

Leaving Mon 27 May 07:40 - 08:07 27min

Leaving Mon 27 May 07:45 - 08:12 27min

ipol \$5.05

ipol \$5.05



# Opal

- North West Metro, North West Night buses and existing regular bus services are Opal enabled
- Customers can top up Opal card by:
  - Registering and setting up auto top up at <https://transportnsw.info/opal>
  - Opal Travel App
  - Opal retailers or Opal top up machines
- North West Night Bus is Opal only
  - Standard rail fare applies with 30% off-peak discount



# Go Live operations

Monitoring operations to ensure the transport network across North West is operating efficiently. Operations team includes:

- Traffic Controllers
- Interchange and Precinct Managers
- Bus Marshalls
- Traffic Response Team
- Customer Journey Coordinators including Pink and Teal Shirts
- Sydney Trains Staff
- Motorcycle Response Police
- Joint Operations Centre (TMC and Metro)
- Traffic Phasing Adjustments



## Bus Priority and Capacity Improvement program Stage 2

- Road and intersection upgrades will be carried out after North West Metro services commence
- Provides long-term improvements and ongoing support for:
  - Parramatta to Macquarie Park via Carlingford and Epping,
  - Hurstville to Macquarie Park via Burwood
- Upgrades to the road network will help address congestion and improve access for bus movements and all road users.





# Active Transport





# Key messages for businesses and staff

Five key messages have been updated to help prepare your staff and business for the transport changes in Macquarie Park when Sydney Metro services commence:

- **Switch to Sydney Metro services**
- **Re-time** car trips outside peak periods
- **Reduce** travel in peak periods by working from home for all or part of the day if possible.
- **Use active transport** for trips less than 2kms (walking) and 5kms (cycling) or a mix of public and active transport
- **Plan ahead** using travel planning apps to understand your public transport journey options.

Find our new Travel Planning Toolkit resource today at  
[www.mysydney.nsw.gov.au/travelchoices/tdm](http://www.mysydney.nsw.gov.au/travelchoices/tdm)

