



## What is Sydney Metro?

Stage 1, Sydney Metro Northwest, is the first fully automated metro rail system in Australia. The line will operate from Cudgegong Road, in Sydney's North West, to Chatswood via Macquarie Park and is scheduled for completion in the first half of 2019. Stage 2, Sydney Metro City and Southwest, is due for completion in 2024 and is proposed to extend the metro line to Bankstown via the Sydney CBD and Sydenham.

## How will Sydney Metro differ from the existing rail line?

Sydney Metro will operate as a 'turn up & go' service, with trains running every four minutes during peak hours - 15 trains per hour. Platform screen doors along the full length of the station platforms will improve passenger safety and allow fully automated (driverless) trains to arrive and depart stations with greater efficiency.

## Why is the Epping to Chatswood line being upgraded?

The Epping to Chatswood line needs to be converted to Metro standards ahead of Sydney Metro Northwest which opens to customers in the first half of 2019. Customers will get a train every four minutes in the peak in each direction - that's 15 an hour, almost four times as many as now (in the peak direction).

The five existing stations along the line - at Epping, Macquarie University, Macquarie Park, North Ryde and Chatswood - will have screen doors along the full length of the metro platforms to keep people and objects like prams away from the tracks, improving customer safety and allowing trains to get in and out of stations much faster.

To upgrade the existing suburban railway to metro standards, major work needs to be done -including new signalling and communications systems, electrical and fire and life safety systems.

In the existing railway tunnels between Epping and Chatswood, the commissioning process includes testing of new signalling systems, testing the new metro trains in the existing tunnels and testing the upgraded tunnels and infrastructure as part of the new 36km Sydney Metro system.

The existing railway tracks and overhead wiring will remain and will be used by the new metro system, which is the same standard gauge railway as the rest of Sydney's train network.

## What happens to train services while the upgrade takes place and how long will the upgrade take?

During this time, a new high frequency Station Link bus service will operate between Epping and Chatswood to replace train services while the line is upgraded. The Epping to Chatswood line upgrade is expected to take around 6-7 months from 30 September 2018.

## How many buses will be added to keep customers moving during the upgrade?

More than 120 new, fully accessible, air-conditioned buses will be used for the Epping to Chatswood line upgrade; this is in addition to existing bus services.

## Who will be operating the bus services?

A joint venture between Transdev NSW and Hillsbus will operate the Epping to Chatswood bus services.

## How often will the buses run?

Services are planned to operate on a turn-up-and-go basis, with at least one bus connecting impacted stations every 10 minutes. More services will be provided in the peak periods, with a bus to stations between Epping to Chatswood at least every six minutes.

## Will my journey time increase during the upgrade?

Bus reliability is dependent on stopping patterns and the time of day. It could take the average customer at least 10 more minutes, depending on the replacement bus trip, time of day of travel and interchange to other modes.

Station Link services will operate on a turn-up-and-go basis, with at least one bus every 10 minutes between Epping and Chatswood. More services will be provided in the peak periods, with a bus at least every six minutes.

You will be able to plan your trip and account for things such as stopping patterns using real time apps and the trip planner well before services start on 30 September 2018.

## Will there be increased traffic congestion during the upgrade?

The Macquarie Park precinct and surrounding road network currently experiences traffic congestion, particularly during peak periods. We are working closely with the community, businesses and local government to help address congestion and will implement targeted travel demand strategies aimed at reducing vehicle numbers in the peak.

Transport for NSW and Roads and Maritime Services is also investing in additional bus priority and capacity improvements, and reallocating parking to improve capacity and bus service reliability during the upgrade.

The Transport Management Centre will continue to proactively manage the network to optimise the flow of traffic during this temporary disruption.

## What adjustments will be made to the rail network during the upgrade?

As a result of the upgrade, adjustments will be required to the rail network to allow for the T1 Northern and T1 North Shore Lines to operate separately.

Existing services that run between Hornsby and the City via the ECRL and North Shore Line, stopping at all stations, will be replaced by limited stops services running via Strathfield on the T1 Northern Line. These services will start or terminate at Central during peak times. At all other times of the day, trains will directly connect to Wynyard, Town Hall and North Shore stations via Strathfield and Central.

There will be some service adjustments on the T1 North Shore Line to respond to the removal of trains that currently use the ECRL. Additional services will operate between the City and stations North of Chatswood; with service frequency designed to meet forecast demand.

## How will these adjustments impact customers from Normanhurst, Thornleigh, Pennant Hills, Beecroft and Cheltenham stations?

Customers will maintain direct access to Town Hall, Wynyard and North Shore destinations throughout the day, except during peak times, by catching T1 Northern Line services via Strathfield.

During the peak, customers wishing to travel to these destinations should catch T1 Northern Line services via Strathfield and change trains at Central.

During peak times, we will ensure quick connections are on offer for customers at Central to continue their journey to the City Circle and/or North Shore, with around 40 trains per hour operating from Platforms 16 and 17, meaning customers will be able to just turn up and go.

## Why do customers between Normanhurst and Cheltenham have to interchange at Central during peak periods?

During peak periods, services that run to and from Central need to operate on a different set of tracks as the existing suburban line that operates through the city and the North Shore is at capacity.

Changing trains is common place in major rail systems around the world and is necessary to accommodate Sydney's growing transport needs.

## Will I still be able to travel to the Sydney CBD once Sydney Metro opens?

Yes, from 2019 Sydney Metro Northwest will operate from Cudgegong Road to Chatswood where customers will transfer to Sydney Trains services on the T1 (North Shore Line) to access the Sydney CBD.

When Stage 2 is complete, metro services will operate direct to the city. To find out more about Sydney Metro, visit [www.sydneymetro.info](http://www.sydneymetro.info)

## How much will I be charged travelling on one of the new bus services?

A standard train fare will be charged on bus services used for the Epping to Chatswood line upgrade. Similar to train journeys, a 30 per cent off-peak discount on full price Opal fares will apply to journeys on these bus services. You will need a valid Opal card to travel on Station Link bus services. For details about off-peak travel or more information on how to obtain an Opal card, visit [Opal.com.au](http://Opal.com.au)

## What is the policy for transferring between a bus service for the upgrade and a train or regular bus?

Transferring between train and a Station Link bus will be regarded as transferring between train services. Transferring between a regular bus and a Station Link bus be regarded as transferring between different modes, where Opal card holders will be able to access the Opal transfer discount visit [Opal.com.au](http://Opal.com.au)

## Will the new bus services be accessible?

Yes, the new bus services will have low floors and onboard information displays and audio announcements (with hearing loops) will be present on all vehicles.

## Will bicycles be allowed on the new bus services?

Bicycles cannot be taken on buses, because they are difficult to stow without inconveniencing or potentially endangering other passengers. This will include bus services for the Epping to Chatswood line upgrade.

## What other work is being done in Macquarie Park?

The planned Bus Priority Infrastructure Program (BPIP) works will provide more efficient and more reliable travel times through the Macquarie Park precinct for buses, and improve access for all other road users.

Work on the bus infrastructure upgrade will be delivered in two stages from early 2018 to support the temporary transport plan which will be in place through the construction of Sydney Metro Northwest.

► **Stage 1** – Proposed road upgrades would start in early 2018 to support existing and additional buses running in Macquarie Park during the upgrade of the Epping to Chatswood rail line.

These upgrades will include work at the intersections of:

- Herring Road and Epping Road
- Herring Road and Waterloo Road
- Waterloo Road and Lane Cove Road
- Lane Cove Road and Epping Road.

► **Stage 2** – Further road upgrades will be delivered after Sydney Metro Northwest opens to provide long term improvements for general traffic and public transport within the precinct.

For more information on the Bus Priority Infrastructure Program, visit [www.rms.nsw.gov.au](http://www.rms.nsw.gov.au)

## Will I need to change my working arrangements during the upgrade?

Reconsidering the way you travel to and from work and when, can help save time and money, improve your health and benefit the environment.

Using public transport, or cycling or walking to work can be a better, more efficient way of travelling and by avoiding the morning and afternoon peak, especially the peak one hour (8-9am and 5-6pm), your travel time will be reduced.

Transport for NSW will work closely with organisations and individuals to help prepare and adapt to the changes to the transport and road network, particularly during the upgrade.





# Upgrade of the Epping to Chatswood line - Station Link bus services

## Will there be additional parking provided during the upgrade?

Transport for NSW is not providing additional parking for the upgrade.

Road and intersection upgrades, including bus priority measures, will be completed before the upgrade begins, which will provide more efficient and more reliable travel times, including through the Macquarie Park precinct, for buses, and improve access for all other road users.

Transport for NSW will work with Roads and Maritime Services and Councils to manage car parking by reviewing kerbside use and allocation.

## Will businesses be impacted?

Transport for NSW is working closely with the community and local businesses to address congestion and improve access to and from the Macquarie Park precinct and surrounding areas, particularly in the lead up to the upgrade of the Epping to Chatswood line.

Transport for NSW recognises the impact the upgrade will have on people's daily lives and will work to minimise disruption as much as possible during the Epping to Chatswood line upgrade.

## Where can I get more information?

For more information on bus routes and frequencies during the Epping to Chatswood line upgrade, visit [www.mysydney.nsw.gov.au/StationLink](http://www.mysydney.nsw.gov.au/StationLink)

# Upgrade of the Epping to Chatswood line - Station Link bus services

<b>SL1</b> <i>Epping to Chatswood</i>	<b>Monday to Friday</b> both directions 4.30am to 6am: every 10 minutes 6am to 9pm: every 6 minutes 9pm to 12.30am: every 10 minutes	<b>Saturday and Sunday</b> both directions 5am to 10am: every 10 minutes 10am to 7pm: every 5 minutes 7pm to 12.30am: every 10 minutes
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**SL2 to SL7 run only on Monday to Friday**

<b>SL2</b> <i>Epping to Chatswood</i> via Motorway	<b>To Chatswood</b> 6am to 10am: at least every 6 minutes	<b>To Epping</b> 3pm to 7pm: at least every 6 minutes
<b>SL3</b> <i>Beecroft to St Leonards</i> via Macquarie University and Macquarie Park	<b>To St Leonards</b> 6am to 10am: every 6 minutes	<b>To Beecroft</b> 3pm to 7pm: every 6 minutes
<b>SL4</b> <i>St Leonards to Macquarie University</i> via Macquarie Park	<b>To St Leonards</b> 6am to 10am: at least every 20 minutes 3pm to 7pm: at least every 4 minutes	<b>To Macquarie University</b> 6am to 10am: at least every 4 minutes 3pm to 7pm: at least every 15 minutes
<b>SL5</b> <i>Eastwood to Macquarie Park</i> via Macquarie University	<b>To Macquarie Park</b> 6am to 10am: every 6 minutes	<b>To Eastwood</b> 3pm to 7pm: every 6 minutes
<b>SL6</b> <i>Epping to Macquarie Park</i> via Macquarie University	<b>To Macquarie Park</b> 6am to 10am: every 12 minutes	<b>To Epping</b> 3pm to 7pm: every 10 minutes
<b>SL7</b> <i>Epping to Macquarie University Campus</i>	<b>To Macquarie University Campus</b> 7am to 3pm: every 10 minutes	<b>To Epping</b> 10am to 7pm: every 10 minutes

