



RailCorp

Media Release

Tuesday, 19 May 2009

Review increases station staff on Illawarra Line

Following a review of station staff on the Illawarra/South Coast line there will be an increase in the current number of RailCorp staff serving customers and providing other rail services, RailCorp Chief Operating Officer, Andy Byford, said today.

“As we have said all along, the review of station operations is about providing the right number of staff at stations, with the right mix of skills, based on the travel patterns and needs of customers using that location,” Mr Byford said.

“These changes aim to improve customer service, while also operating more efficiently and effectively.

“As a result of the review, which has included detailed discussions with staff, site visits and analysis of information, we have increased current staff numbers, though some positions and work locations have changed.

“This includes additional relief staff which have been allocated to this line to ensure new staffing levels can be maintained when rostered staff are not available for various reasons.

“Also as part of the review we will increase staff within RailCorp’s Presentation Services Division to clean the busier stations on the Illawarra/South Coast line to improve cleanliness.

“We know that 88 per cent of our customers travel during weekdays, with the majority of these in the morning and afternoon peaks. This means we need to roster our staff to best meet the needs of our customers and decide whether staff hours need to be amended based on patronage.

“Low patronage at five small stations means that it no longer makes sense to have staff in attendance at these locations and they will be moved to areas of greater need.

“These stations will remain open, however, and the same train timetable applies, but the stations will be managed from another station.

“Customers of these stations will buy tickets from vending machines, as they do now, and will continue to receive customer services such as public address, help points and CCTV.”

RailCorp's station staff review involved all 54 currently-staffed stations on the Illawarra/South Coast line as agreed in the 2008 RailCorp Union Collective Agreement. This agreement also included wage increases of 4 per cent in April 2008 and 4 per cent again in April 2009 in return for appropriate efficiency gains.

The agreement set out the consultation process, which has included union representatives, RailCorp management and staff.

"At a number of locations, there was mutual agreement about the changes. Based on our discussions, and the feedback from staff, we have made a number of changes to the proposals that RailCorp initially took into the discussions," Mr Byford said.

These reviews are the first results of an in-depth and detailed analysis of all 245 staffed stations on the CityRail network, with RailCorp and the unions conducting extensive consultation throughout this process.

The business case for each location was based on sound business information which looked at safety, passenger volumes, workloads and operational areas.

Areas of focus included customer service delivery, passenger flow, ticketing data, gate management, station management, safeworking, cleaning and other business requirements. The reviews focused on achieving a balance between the needs of customer service and efficiency.

Work is now underway to implement the results of the reviews while the review process will continue into the west and northern parts of the network, commencing later this week.

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