

Sydney Trains keeps a growing city moving swiftly and safely



Approximately one in every five Australians lives in Sydney, which continues to attract new residents and visitors, eager to explore. Public transport operators must rise to the challenge to keep the city running smoothly especially during peak periods. Specifically, they are under pressure to enhance infrastructure and implement the latest technology to cope with increasing passenger numbers.

Sydney Trains chose the Frequentis Incident and Crisis Management solution suite based on the REM product for incident management. In a phased roll-out, the organisation streamlined its operation centres and enables users to respond to and resolve events collaboratively via mobile, web or desktop client.

“Being able to respond and recover from incidents faster will ensure that we can cater for the projected capacity increases and meet the customer demand of the future.”

Geoff Howard, ROC Program Director at Sydney Trains

Client profile

Sydney Trains is the suburban passenger rail network serving the city of Sydney, Australia. The network is a hybrid suburban-commuter rail system with a central underground core that covers over 800 km (~500 mi) of track and nearly 200 stations over nine lines.

Business situation

Sydney Trains expects passenger numbers to double by 2024. To continue delivering an exceptional experience and preserve safety standards, the organisation wanted to employ advanced technology to better manage and resolve incidents in real time.

Solution

By introducing a new incident management solution based on Frequentis technology, Sydney Trains consolidated disparate processes within a single tool that empowers employees in the centralised ROC (Rail Operations Centre) to work more effectively.

Impact

- Minimises impact of incidents on passenger journeys, reducing delays and increasing operational performance.
- Helps to keep passengers informed, boosting their satisfaction and aiding them in making optimal travel decisions.
- Supports Sydney Trains in accommodating growing passenger numbers, scaling seamlessly to help manage growth in urban areas.
- Enables a coordinated response to events across Transport for New South Wales, improving efficiency and transparency.

Removing barriers to effortless journeys

Future-proofing essential services

Sydney Trains embarked on a game-changing transformation of incident management, aiming to enhance management and increase responsiveness in the face of growing demand for its services. At the same time, the organisation saw an opportunity to bring together all critical operations teams under one roof, helping to ensure that there is a more coordinated and streamlined approach to the way the network is managed.

For Sydney Trains, a key challenge was achieving large-scale change without losing out on hard-won local knowledge and expertise. The organisation began looking for the right partner and technology to make its ambitious plans a reality.

Centralising incident response

In a pioneering move, Sydney Trains replaced 14 separate disparate sites with a centralised Rail Operations Centre (ROC) that has already won awards for its architecture. As part of the project, the organisation deployed the Frequentis solution for incident management.

The solution enables operators to record, manage and access event information in near-real time to elevate the speed and quality of their responses. As a result, Sydney Trains benefits from a consistent approach to incident recording and tracking, one source of truth for incident-related information, and highly effective support for decision making.

Sydney Trains worked with Frequentis to deploy a mobile application and web portal to allow approximately 4,000 personnel to manage and collaborate on incidents on the go. The mobile app links on-site operations to central incident management, enabling observers (such as station staff) to report a potential incident, notifying central operators who assign tasks to responders to resolve the situation. The task is then returned to the operator for closure, with documentation captured in one central repository providing comprehensive insight for all stakeholders.



Getting people to their destinations

By empowering operators and field staff with accurate data and intuitive tooling, Frequentis helps Sydney Trains minimise the disruption to customer journeys caused by incidents. Passengers experience fewer and shorter delays, helping to keep the busy city moving smoothly and safely.

With greater insight into events and real-time resolution status, Sydney Trains is able to share information with passengers to help them make better travel choices, contributing to higher passenger satisfaction.

As the city's population grows, the centralised ROC enables Sydney Trains to coordinate incident responses with other Transport for New South Wales agencies responsible for roads, buses and ferries. For the transport operators and their passengers alike, the result is greater efficiency that helps take Sydney into the next phase of its evolution.

“Operators have praised the ease of use of the REM solution for logging and viewing incidents, and the coordination of all communication, enabling us to provide up-to-date information to our customers.”

Geoff Howard, ROC Program Director at Sydney Trains

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