



## T6 Carlingford Line closure – Temporary Transport Plan

# Frequently asked questions

### GENERAL

#### Q. What will change for customers on Sunday 5 January 2020?

**A.** On Sunday 5 January 2020, the low-frequency Sydney Trains T6 Carlingford Line will permanently close so that the train line can be converted to a modern, high-frequency light rail route as part of the first major stage of building the Parramatta Light Rail.

To keep customers moving, a new bus service, the '535 Carlingford to Parramatta', will replace trains between Carlingford and Parramatta, providing more than 115 extra services each weekday.

Route 535 will run at least every 15 minutes in the busy periods of the day. The fully-accessible air-conditioned buses will run regularly to cater for the number of customers who currently use the T6 Line.

Buses will operate between Carlingford (Lloyds Avenue) and Parramatta (Valentine Avenue), stopping at Telopea (Adderton Road), Dundas (Calder Road), Rydalmere (Dudley Street & Victoria Road), Camellia/Rosehill (Hassall Street) and Parramatta Interchange. Customers will be able to plan their trips in advance at [transportnsw.info](http://transportnsw.info), and real-time apps will reflect the new service.

The Parramatta Light Rail will connect Westmead to Carlingford via the Parramatta CBD and Camellia, stopping at Telopea, Dundas and Rydalmere.

The T6 Carlingford Line services seven stations: Carlingford, Telopea, Dundas, Rydalmere, Camellia, Rosehill and Clyde. This line will permanently close, to be replaced by the dual-track, 'turn up and go' Parramatta Light Rail service from 2023.

#### Q. Why is the T6 Carlingford Line being converted to light rail?

**A.** The Parramatta Light Rail will operate as a 'turn up and go' service, with trams running every 7.5 minutes to stops between Carlingford and Parramatta from 7am-7pm on weekdays – around eight trams per hour, or around four times as many services as now. It will run from 5am-late, seven days a week.

The existing single-track T6 Line, which currently runs two train services per hour, will be duplicated to enable trams to run in both directions concurrently. Each light rail vehicle will move around 250 customers (the equivalent of up to six standard buses) during peak times. The new light rail vehicles will be fully accessible, modern and air-conditioned.

#### Q. How will the replacement buses work?

**A.** The 535 bus service will complement the existing bus services available for customers. The 535 bus route will operate between Carlingford and Parramatta Station via Camellia, Rydalmere, Dundas, Telopea and Carlingford. The stop at Parramatta is on Valentine Avenue, on the southern side of the bus interchange.

#### Q. Why doesn't the route 535 stop at Clyde Station?

**A.** Opal data shows that most customers on the T6 Line used Clyde as an interchange point. Terminating the 535 at Parramatta rather than Clyde means customers interchanging for a T1 or T2 Line train will have access to more frequent services at Parramatta Station. Customers wishing to travel from closed stations on the T6 Line to Clyde Station will be able to interchange at Parramatta for a train to Clyde. Clyde Station will continue to be served by existing T1 and T2 services.

**Q. Could you just make the heavy rail run more frequently?**

**A.** The existing T6 Carlingford Line single track configuration limits opportunities to improve service frequencies, meaning it is only possible to provide two services in each direction per hour.

The Parramatta Light Rail will run along a dual track capable of running frequent light rail services in both directions. The T6 Carlingford Line also has a level crossing over Parramatta Road, Granville, which holds up traffic when the train travels across the road, two times per hour during the peak.

The Parramatta Light Rail project will decommission this level crossing, meaning traffic conditions on Parramatta Road will improve. The light rail will also enable commuters travelling from the Carlingford Line to Sydney CBD to access express train services from Parramatta to Central.

**Q. What happens to customers at Rosehill and Camellia Stations?**

**A.** Rosehill Station and Camellia Station customers will need to use a bus stop located on Hassall Street, where they will be able to catch a bus service towards Carlingford or Parramatta. The walk from Rosehill Station to the bus stop on Hassall Street is around 850 metres. Rosehill Station customers can also catch the M92 bus to or from the bus stop at James Ruse Drive, opposite the Rosehill Gardens Racecourse.

**Q. How will these changes affect transport to events at Rosehill Gardens Racecourse?**

**A.** On Rosehill Gardens Racecourse race days, additional bus services will run between Parramatta (Valentine Avenue) and Rosehill.

**Q. Do I need to allow additional travel time for my journey?**

**A.** Travel time comparisons between the T6 Carlingford Line stations and Wynyard Station indicate a minor increase in travel time for buses when compared to current train travel.

The travel time between Carlingford and Parramatta is expected to be around 30 minutes during peaks and less during off peaks. Customers will have more travel options for Parramatta Station (in comparison to Clyde Station) with frequent buses during peak periods.

Once the light rail is operational, travel times from locations along the Carlingford Line will be about the same if not faster, and will connect to transport interchanges.

Customers will also enjoy services every 7.5 minutes in the peak, compared to just two trains per hour on the existing train network.

**Q. Will the new bus services be accessible?**

**A.** The 535 Carlingford to Parramatta bus fleet will be air-conditioned, accessible with low floors for wheelchair and pram access, on-board information displays and audio announcements on vehicles.

**Q. Will bicycles be allowed on the new bus services?**

**A.** Bicycles cannot be taken on buses, because they are difficult to stow without inconveniencing or potentially endangering other passengers.

This will include the 535 bus service.



Artist's impression of light rail at Telopea

## FARES

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

A. A standard train fare will apply on the 535 service, which means that customers will continue to benefit from the 30 per cent off-peak discount on standard adult Opal fares. Fares will appear as train fares on your Opal statement.

You will need a valid Opal card to travel on 535 Carlingford to Parramatta 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).

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

A. Transferring between train and a 535 bus will be regarded as transferring between train services.

Transferring between a regular bus and a 535 bus will 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)

### Q. Can I use my credit card to pay for the 535 bus service?

A. Contactless payments is currently unavailable on the 535 bus service. Transport for NSW is working on a solution that would make it available on replacement bus services in early 2020.

## BUS AND PARKING CHANGES

### Q. Are there any changes to bus stop locations as a result of the closure of the T6 Line and when will these changes occur?

A. During October and November 2019, work to construct or upgrade bus stops were completed between Carlingford and Parramatta to enable the 535 replacement bus route to operate.

Bus stops were constructed or upgraded in the following locations:

- Valentine Avenue, Parramatta
- Hassall Street, Rosehill (upgrade of existing bus stop)
- Victoria Road, Rydalmere
- Calder Road, Dundas
- Adderton Road, Telopea
- Lloyds Avenue, Carlingford.

### Q. Will local bus timetables need to change as a result of the T6 Carlingford Line closure?

A. There are no planned timetable changes required for existing local bus routes in the area to accommodate the T6 line closure.

### Q. Are there any changes to parking as a result of the T6 Carlingford Line closure?

A. Some parking around future Parramatta Light Rail stops in the Carlingford precinct will be affected. This will include the temporary removal of commuter car parks at train stations to allow for the construction of light rail, and minor changes on surrounding streets to enable the construction of new bus stops.

Commuter parking at Carlingford Station is also being upgraded as part of the Parramatta Light Rail project, with investigations underway to improve commuter parking near proposed light rail stops. When the light rail is operational, existing parking spaces at these locations will be maintained, except for those at the Carlingford terminus and Camellia. Transport for NSW is also committed to the most efficient and sustainable access modes, with ongoing investment in pedestrian and cyclist facilities.

### Q. Will there be traffic changes as a result of the Carlingford Line closure?

A. The T6 Carlingford Line has a level crossing over Parramatta Road, Granville, which holds up traffic when the train travels across the road, two times per hour during the peak. The Parramatta Light Rail program will decommission this level crossing, meaning traffic conditions on Parramatta Road will improve. Every effort will be made to minimise impacts on road users and the Carlingford community, with notification of any traffic changes or road closures.

## GO-LIVE AND TRIP PLANNING

### Q. When can customers plan their trips?

A. Customers will be able to plan their trips on [transportnsw.info](http://transportnsw.info) from December and real-time apps will reflect the changes during the upgrade.

### Q. Can customers get a printed timetable?

A. Customers can request a printed train timetable online at [transportnsw.info](http://transportnsw.info) or by calling 131 500 to receive a copy in the mail.

## RAIL SERVICE CHANGES

### Q. Will there be adjustments to rail services elsewhere on the network?

A. We will be making some minor adjustments to improve services elsewhere on the network but these are unrelated to the T6 Line closure. We will communicate these changes to customers well in advance of implementation. Customers can visit [transportnsw.info](http://transportnsw.info) to plan ahead.

### Q. Will train services still operate from Clyde Station?

A. Yes. Clyde Station will continue to be served by T1 Western and T2 Inner West and Leppington services.

## PARRAMATTA LIGHT RAIL

### Q. What is the Parramatta Light Rail?

**A.** The Parramatta Light Rail is one of the NSW Government's latest major infrastructure projects being delivered to serve a growing Sydney. Light rail will create new communities, connect great places and help both locals and visitors move around and explore what the region has to offer.

The Parramatta Light Rail will connect Westmead to Carlingford via the Parramatta CBD and Camellia with a two-way track spanning 12 kilometres, and is expected to open in 2023.

The route will link Parramatta's CBD and train station to the Westmead Health Precinct, the Bankwest Stadium, the Camellia Town Centre, the new

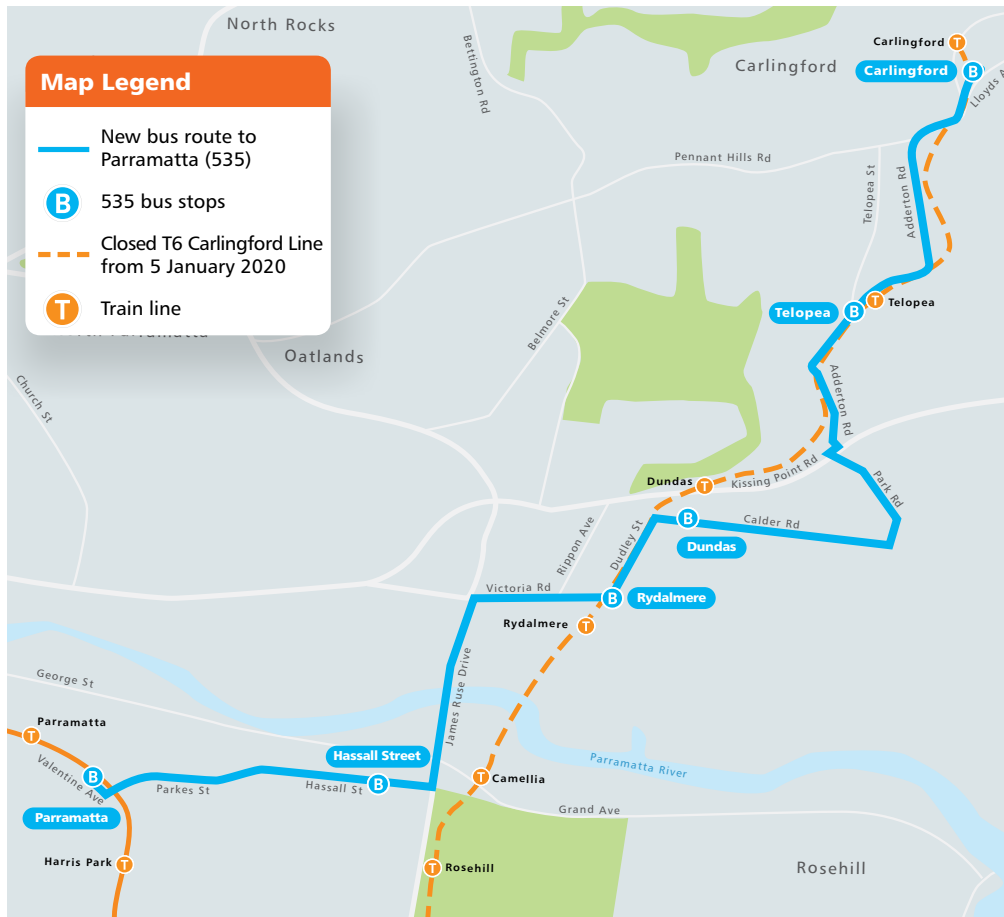
Powerhouse Museum and cultural precinct on the Parramatta River, the private and social housing redevelopment at Telopea, Rosehill Gardens Racecourse and three Western Sydney University campuses at Westmead, Parramatta and Rydalmere.

By 2026, around 28,000 people are expected to use Parramatta Light Rail every day and an estimated 130,000 people will be living within walking distance of light rail stops.

### Further information

For more about the T6 Carlingford Line Temporary Transport Plan or the Parramatta Light Rail, visit [www.mysydney.nsw.gov.au/carlingfordlineclosure](http://www.mysydney.nsw.gov.au/carlingfordlineclosure) or visit [www.parramattalightrail.nsw.gov.au](http://www.parramattalightrail.nsw.gov.au).

### 535 bus route: Carlingford to Parramatta



**Translating and Interpreting Services**  
If you require the services of an interpreter, please contact the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Parramatta Light Rail on 1800 139 389.

#### Arabic

إذا كنت بحاجة إلى مترجم ، فيرجى الاتصال بخدمة الترجمة والترجمة الفورية (TIS National) على الرقم 131 450 واطلب منهم الاتصال بالسكك الحديدية الخفيفة ببarramatta (Parramatta Light Rail) على الرقم 1800 139 389

#### Traditional Chinese

如果您需要一位口譯員，請撥打131 450 到筆譯與口譯服務 Translating and Interpreting Service (TIS National)，要求他們撥打 Parramatta 輕軌 (Parramatta Light Rail) 的電話 1800 139 389

#### Simplified Chinese

如果您需要一位口译员，请拨打131 450 到笔译与口译服务 Translating and Interpreting Service (TIS National)，要求他们拨打 Parramatta 轻轨 (Parramatta Light Rail) 的电话 1800 139 389

#### Hindi

यदि आपको दुभाषिण की आवश्यकता है तो कृपया अनुवाद व दुभाषिया सेवा (TIS National) को 131 450 पर फ़ोन करें और उनसे कहें कि वह पैरामाटा लाइट रेल (Parramatta Light Rail) से टेलिफोन नम्बर 1800 139 389 पर फ़ोन मिला दें

#### Korean

“통역사가 필요할 경우, 전화번호 131 450의 번역 및 통역 서비스 (TIS 내셔널)에 전화한 다음 1800 139 389로 파라마타 라이트 레일 (Parramatta Light Rail)에 전화해 달라고 요청하십시오.”