

---

## Appendix five – Airport Link stations case study

In 2018, Sydney Trains identified persistent delays on a section of the T8 line between Wollri Creek and Central stations heading towards the city. This section incorporates the following stations shown in Exhibit 13:

- International Airport
- Domestic Airport
- Mascot
- Green Square.

**Exhibit 13: Airport Link stations on the T8 train line**



Source: Transport for NSW.

These stations are operated by the Airport Link Corporation, a privately run business. RailCorp, the NSW Government entity that holds rail property assets, maintains the contract to run these stations with Airport Link Corporation.

The Standard Working Timetable requires trains to complete this section of track in 588 seconds, or just under ten minutes. Sydney Trains analysis shows that before this trial, trains normally complete this section of track in around 672 seconds (around one minute longer than required in the timetable). In investigating this discrepancy, Sydney Trains identified increased dwell times at the Airport Link stations, and especially Green Square. Sydney Trains determined that additional dwell time management strategies might help improve punctuality performance on this section.

In February 2019, Sydney Trains commenced a four-week trial aiming to improve dwell times at these stations. Sydney Trains placed a Fast Track team (which includes 8–10 staff members trained in dwell time management) at Green Square and between 2–3 trained staff members at International Airport, Domestic Airport and Mascot stations during the AM peak. Fast Track staff guide passengers along the platform, make sure passengers are able to get off trains easily, ensure that passengers are able to get on trains within the timetabled stop and close of access to platforms in the event of excess crowds. Chapter 3 discusses the Fast Track program.

Sydney Trains analysis of the trial shows that the dwell time management strategies were successful in improving the on-time running of trains. Sydney Trains recorded a median 30 second improvement in the overall journey time between Wollie Creek and Central during the trial period. Sydney Trains extended the trial before formalising the arrangement with Airport Link Corporation in July 2019 for both AM and PM peak. Sydney Trains assumes the cost of this initiative.