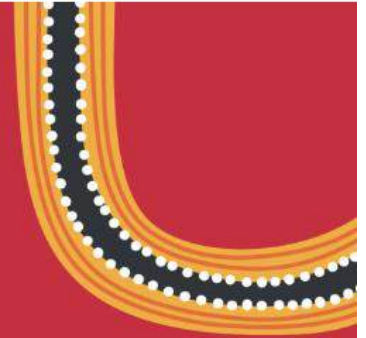


The Link



Hi everyone,

Welcome to “The Link”, a new monthly newsletter designed to shine a spotlight on the achievements of our people.

It's been three months since I stepped into the role of Chief Executive, and during this short time, I've been incredibly impressed with the way our teams lead from the front.

The Minister has given us a clear mandate to build a better, more connected rail system across NSW, and I believe we're well-positioned to deliver.

In the coming weeks, I'll be working closely with the Senior Leadership Team to establish a new strategic approach, one that will lay the foundation for how we operate moving forward. This strategy will drive initiatives in critical areas like safety, increasing patronage, and re-energizing our workforce.

Even as we focus on future improvements, I'm already seeing early signs of success, like the completion of our first 6-car long regional train, which I had the privilege of inspecting at the Mindyarra Maintenance Centre in Dubbo last month.

Since its arrival, the train has undergone train completion work and successfully completed a thorough assurance phase and initial static testing.

Our new fleet can run on both diesel and overhead power, offering a significant reduction in carbon emissions and diesel particulates compared to our regional fleet.

It's an exciting time for NSW TrainLink, and as you'll read below, there is much to look forward to as we move ahead.



Bringing regional rail into the industry conversation

Earlier today I had the pleasure to join the Australasian Rail Association for their monthly Passenger Operations Webinar Series.

It was a fantastic opportunity to connect with fellow industry professionals, community leaders, and government representatives to present our ways of working whilst also hearing about their perspectives on the role that regional rail plays within a modern industry framework.

During the session, I shared some of our recent successes at NSW TrainLink, particularly around increased patronage and how we've been actively supporting local communities across the state.

It was also a chance to highlight the new Transport Priorities as well as the Statewide Operating Model released by our Secretary earlier this year. Both of these priorities set a clear direction for our sector, and I used the opportunity to outline the critical role that NSW TrainLink will play in delivering them.

This was my first time hearing firsthand from such a broad group about their impressions of NSW TrainLink and I am truly appreciative for their insights on how we can continue improving our services for customers.



Samantha shares her passion for NSW TrainLink

If you tuned into [Channel 9 news over the weekend](#), you may have seen our own Samantha McLean (above) feature in a story about her work as a driver on our regional and interstate XPT services. It was great to see Samantha share her journey, starting as a station attendant and now one of four female drivers on the Melbourne to Sydney route.

While we celebrate Samantha's success, we know there's more to be done to increase the number of female drivers across our network. Creating more opportunities for diversity across our network remains a priority for our workforce.

As I also shared with Mike Dalton during Sam's interview, we're thrilled to report a 26% increase in patronage on the Sydney to Melbourne XPT service over the past 12 months. This reflects the hard work of our teams and the growing demand for reliable regional rail travel. To Sam and all of our hardworking drivers, keep up the great work!



Silver City Stiletto shines again in '24

For anyone who read or took part in this year's Silver City Stiletto, NSW TrainLink again delivered in spades, sparkles and smiles.

We had over 200 passengers take part in this year's trip to Broken Hill, as our annual service went from Central to Katoomba to Condolobin before finally landing at its destination just before 9pm

I also had the honor of joining this year's trip, and despite a bleary eyed 5.30am start, it was fair to say the energy shifted rather quickly once the XPLODER got underway.

It was an incredible experience and I truly appreciate everyone who works so hard to bring this together year after year, especially in support of the [Pride and Ally Transport Network](#).

You can check out some highlights of the day on the NSW TrainLink [Portal](#) and [Viva Engage](#).



Having a field day in Henty

On the other side of the state, the Albury teams were recently on hand to share their safety message at the [Henty Machinery Field Days exhibition](#).

Level Crossing Safety, Community Partnering, Customer and Operational Comms and Maritime were all on hand, to provide some first hand insights into Transport safety but also give people a chance to use our Train Driver Simulator and model XPT. Something I believe is a huge hit with the 60,000 patrons who attend the field days each year.

Community events are an important part of our role at NSWTL – we live and work in the regions and this connection keeps us best serving the people of NSW.

Until next month.

Roger



Transport acknowledges the Aboriginal people of the country on which we work, their traditions, culture and a shared history and identity. We pay our respects to Elders past and present and recognise the continued connection to country.