

Fact Sheet



- MTM will create more than 200 new jobs in the customer service and infrastructure business areas
- At least 100 of this will be customer service roles, providing an increased staff presence at an additional 22 stations and include extra staff to facilitate safe and smooth passenger flows at inner city stations.
- A 50% increase in the State's funding for rail maintenance will create 100 new jobs and will include an escalation in the replacement of timber sleepers with concrete sleepers, reducing the incidence of track buckling in hot weather.
- MTM's first focus will be to improve train punctuality and reduce cancellations by introducing a proactive, preventative approach to infrastructure and rolling stock maintenance.
- MTM commits to:
 - 24% reduction in cancellations in the first year of the contract.
 - 10% improvement in punctuality in the first year of the contract.
 - 25% reduction in unplanned delays from infrastructure failures by 2011.
- To enhance network reliability, MTM will undertake rolling stock projects to the value of \$100 million, including an upgrade of the air-conditioning system on the Comeng trains. Once upgraded, the Comeng air-conditioners will be able to operate in temperatures of up to 45 degrees.
- MTM will oversee an improved standard of cleanliness on the network by investing an additional \$5 million per annum in graffiti removal. When the franchise begins, MTM will also carry out an initial deep clean of all trains.
- MTM will bring to Melbourne its international experience in train station redevelopment. Caulfield Station will be the first to undergo a station redevelopment of this kind, with a \$2.5 million investment.
- MTM plans to deliver a reduction in crime of 10% on the rail system. MTM will continue the current collaboration with the Transit Police Division of Victoria Police and will improve lighting at stations and increase CCTV coverage.
- Customer information systems will be upgraded to include additional directional signage, location maps, better Passenger Information Displays and more frequent, more consistent passenger announcements.
- MTM will establish a Metro Training Academy and Rail Careers Centre to invest in staff training and development. This initiative will commence by the end of the first year of the franchise.
- Network capacity will increase as an order of 38 new trains is filled under the Victorian Transport Plan. MTM will be responsible for overseeing testing and commissioning of the new trains, as well as bringing them into service.