

Sydney Trains enables faster incident resolution with FREQUENTIS technology in its Rail Operations Centre (ROC)

Frequentis Rail Emergency Management (REM) solution prepares Sydney Trains for future passenger demand

The Frequentis Incident and Crisis Management (ICM) solution has been officially taken into operation, enhancing the way that Sydney Trains manages and resolves incidents on its railway network. Sydney Trains operators can now enter incident information in real-time, increasing efficiency and boosting operational performance. Implementation has taken place over a phased project roll-out. The REM client has been in use in Sydney Trains Rail Operations Centre (ROC) by Incident Managers since December 2018. The mobile application and web portal is being deployed to all Sydney Trains Customer Service teams over a four-week period in June 2019, following a successful pilot with 150 users in May.

The New South Wales Government is investing heavily in Sydney Trains to ensure that the rail network can increase its capacity for the rapidly growing customer demand. To prepare for expected rail network growth, Sydney Trains wanted to improve customer experience, reduce delays and set itself on a path to centralising 14 control centres into one streamlined ROC. The introduction of a new railway emergency management system (REM) was key to enabling the effective management of incidents, so that normal services could resume as quickly as possible after a disruption. The Frequentis ICM REM solution was selected thanks to its success in similar projects globally.

“Rail passenger numbers in Sydney are set to double by 2024. A step-by-step modernisation of Sydney’s rail network has incorporated many different operational functions and systems into a single location, including implementing the ICM from Frequentis. Operators have praised the ease of use of the ICM solution for logging and viewing incidents, and the coordination of all communication, providing up-to-date information to our customers. 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.” observed Geoff Howard, ROC Program Director Sydney Trains.

When streamlining multiple operation centres, an initial concern is often the loss of local knowledge. However, the Frequentis ICM solution ensures that this is not the case by centrally capturing such information, including emergency contact numbers for local contractors and emergency services. Based on the underlying responsibility model, staff have all information relevant for a specific location available

and can record, manage and access incidents efficiently and safely from a mobile device, web portal or desktop client.

“The Frequentis ICM is a highly effective decision-making support tool allowing operations staff to efficiently manage incidents affecting the performance of the rail service. The sophisticated software engine manages incidents based on the time, location and classification of the occurrence. By accelerating information sharing between operational staff, incidents can be resolved faster and passengers are kept moving” stated Thomas Karl, Frequentis Vice President Public Transport.



About FREQUENTIS

Frequentis is an international supplier of communication and information systems for control centres with safety-critical tasks. These control centre solutions are developed and distributed by Frequentis in the business segments Air Traffic Management (civil and military air traffic control, and air defence) and Public Safety & Transport (police, fire and rescue services, emergency medical services, vessel traffic and railways). Frequentis maintains a worldwide network of subsidiaries and local representatives in more than fifty countries. The company's products and solutions are behind more than 25,000 operator positions in over 140 countries. With this extensive portfolio, Frequentis is the leading provider of voice communication systems... all making our world a safer place every day!

For more information, please visit www.frequentis.com

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