

# Sydney Metro

Chatswood to Sydenham now open



Your guide to  
**Waterloo Station**





## Acknowledgement of Country

Transport for NSW acknowledges the Gadigal people as the Traditional Custodians of this land. We pay respect to Elders past and present, and recognise and celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of NSW.

The Redfern-Waterloo area on Gadigal land is renowned for having a strong connection to Aboriginal culture and artworks in the station acknowledge this long history.

Three artworks at Waterloo station have been made collaboratively with knowledge holders, local community and Aboriginal artist Nicole Monks.



Scan here to find out more

## Sydney Metro

**Sydney Metro is Australia's biggest public transport project, revolutionising the way the city moves with a world-class, automated train service.**

With seven new stations connecting Chatswood to Sydenham, Sydney Metro now stops at 21 stations from Tallawong to Sydenham. It is able to move more people across Sydney Harbour in the busiest hour of the peak time than the Sydney Harbour Bridge and Sydney Harbour Tunnel combined.

The M1 North West & Bankstown Line launches over three stages:

- Stage 1 – 2019**  
Sydney Metro opens and connects Tallawong with Chatswood via Macquarie Park.
- Stage 2 – August 2024**  
Chatswood to Sydenham metro service opens and connects the Northwest to Sydenham via the central business district. It runs under Sydney Harbour, through new underground stations at Crows Nest, Victoria Cross, Barangaroo, Martin Place, Gadigal, and Waterloo, as well as new metro platforms at Central Station.
- Stage 3 - 2025**  
The T3 Bankstown Line is being converted to metro standards between Sydenham and Bankstown with all stations to be fully accessible with lifts and level access between platforms and trains.

By 2032, Sydney will have a network of four metro lines, 46 stations and 113km of new metro rail.





## Your new local metro station is Waterloo

Trains will travel through Waterloo every 4 minutes during peak times, 5 minutes between peak periods on week days and 10 minutes at other times. This means you can just turn up and go.



### Indicative travel times:

- Waterloo to Sydenham in 5 minutes
- Waterloo to Martin Place in 6 minutes
- Waterloo to Barangaroo in 8 minutes
- Waterloo to Victoria Cross in 11 minutes
- Waterloo to Chatswood in 17 minutes



### Station address

Corner of Botany Road and Raglan Street, Waterloo.



### Station access

Station main access and entry is via the corner of Raglan and Cope streets and from the public plaza off Cope Street.



### Bike facilities

400 spaces



### Taxis

2 spaces

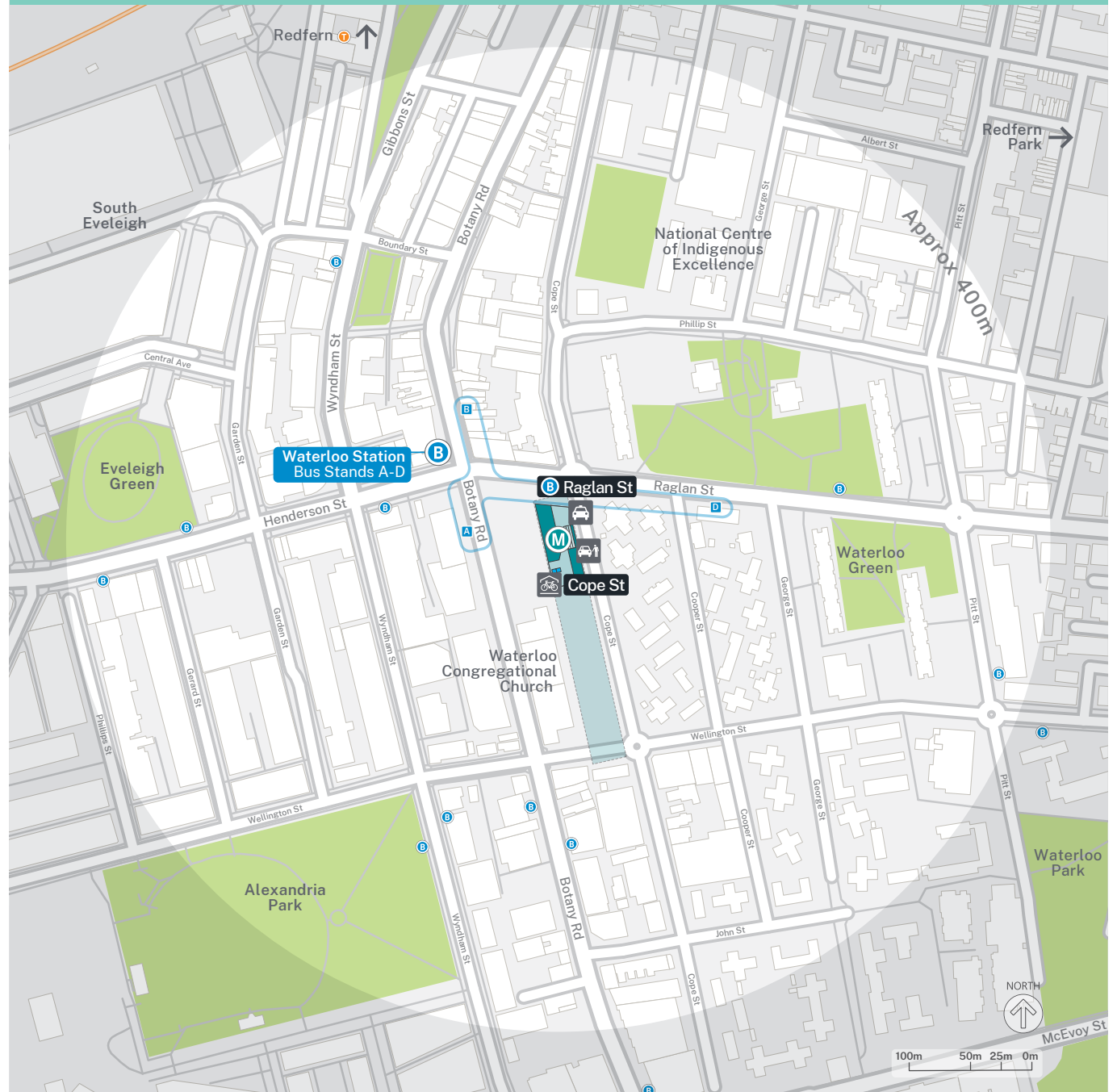


### Kiss and ride

6 spaces

Plan your new trip at [transportnsw.info](http://transportnsw.info) or via the Opal Travel App

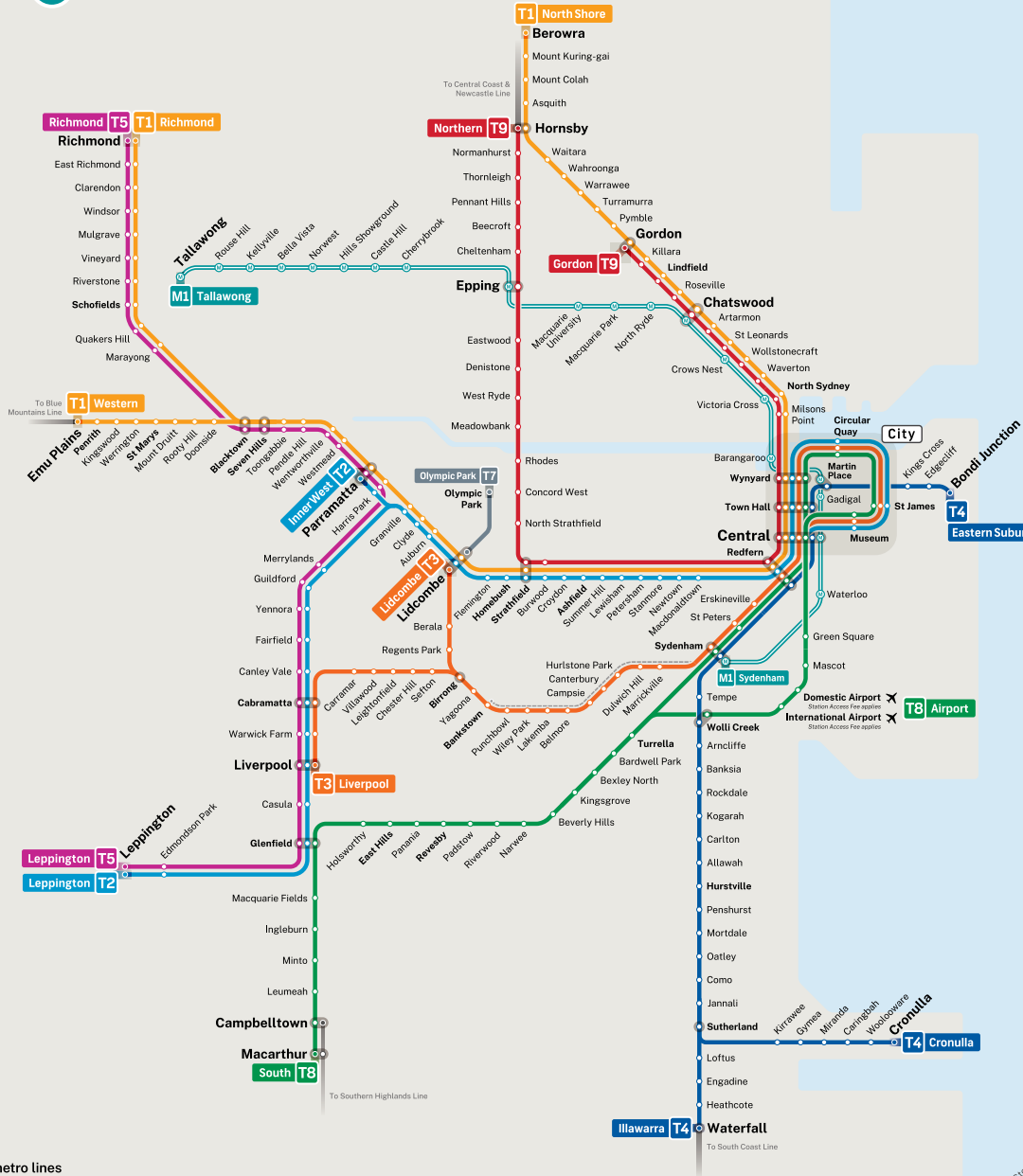
## Local area map



# Sydney rail network



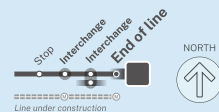
**T** Trains **M** Metro



- M** Tallawong
- M** Rouse Hill
- M** Kellyville
- M** Bella Vista
- M** Norwest
- M** Hills Showground
- M** Castle Hill
- M** Cherrybrook
- T** **M** Epping
- M** Macquarie University
- M** Macquarie Park
- M** North Ryde
- T** **M** Chatswood
- M** Crows Nest
- M** Victoria Cross
- M** Barangaroo
- T** **M** Martin Place
- M** Gadigal
- T** **L** **M** Central
- M** Waterloo
- T** **M** Sydenham

## Sydney train and metro lines

- T1** North Shore & Western Line  
North Shore  
Western  
Richmond
- T2** Inner West & Leppington Line  
Inner West  
Leppington  
City
- T3** Bankstown Line  
Liverpool  
Lidcombe  
City
- T4** Eastern Suburbs & Illawarra Line  
Eastern Suburbs  
Illawarra  
Cronulla
- T5** Cumberland Line  
Leppington  
Richmond
- T7** Olympic Park Line  
Olympic Park  
Lidcombe
- T8** Airport & South Line  
Airport  
South  
City
- T9** Northern Line  
Northern  
Gordon
- M1** Metro North West & Bankstown Line  
Sydenham  
Tallawong



Check timetables and trip planners for train services and connections

Visit [transportnsw.info](https://transportnsw.info)

**T** **L** **M** Transport mode interchange

All stations are accessible



## Getting to and from metro stations

We've made getting to and from your local metro station easy, whether you walk, ride your bike, catch a bus, take a taxi, get dropped off, ride share or drive.

---

### Walking

Widened footpaths and new pedestrian crossings now make accessing stations even easier. There is also a new Central Walk concourse at Central Station, an underground connection at Martin Place and a new concourse bridge and entrances at Sydenham Station.

---

### Bikes

Take your bike on board with you, or secure it in one of over 900 new bike storage spaces at metro stations.

---

### Light Rail

A new exit at Central Station provides easy connection to the light rail stop at Chalmers Street.

---

### Buses

All metro stations are serviced by local buses connecting you with nearby suburbs.

---

### Ferry

Connection between metro at Barangaroo Station and ferries at Barangaroo Wharf.

---

### Taxis

15 new spaces in 5 new zones.

---

### Kiss and Ride

50 spaces.

8

## Easy transfers to Sydney Trains

Sydney Metro connects seamlessly with Sydney Trains and other public transport services at these five major transport interchanges. Look out for signs throughout stations directing you to the right platforms.

---

### Epping

Change at Epping for access to the T9 Northern Line to Central via Strathfield or Gosford and Newcastle Interchange via the Central Coast and Newcastle Line.

---

### Chatswood

Change at Chatswood for access to the T1 North Shore Line and T9 Northern Line.

---

### Martin Place

Change at Martin Place for services to Cronulla or Bondi Junction via the T4 Eastern Suburbs Line.

---

### Central

Change at Central for light rail services to Circular Quay, Randwick, Kingsford and Dulwich Hill; the wider Sydney Trains Network, Intercity Regional Network and the NSW TrainLink regional network.

---

### Sydenham

Change at Sydenham for T8 Airport and South Line services to Campbelltown, T4 Eastern Suburbs and Illawarra services.


9



## A transport system designed for you



### More ways to pay

Sydney Metro is part of the Opal network. You will be able to pay your fare with an Opal card or through contactless-enabled American Express, Mastercard or Visa cards or with a linked device. Look for the  symbol. Always tap on and tap off at Opal readers to pay your fare. You can top up via the **Opal Travel App**, [transportnsw.info](http://transportnsw.info) or via the top up machines at your local station.



Trips that include transfers between Sydney Metro, Sydney Trains and/ or NSW TrainLink Intercity services are considered a continuous journey, meaning you don't need to tap off and on again between services, and only pay a single fare.

To find out more visit [transportnsw.info/opal](http://transportnsw.info/opal)



### Engineered for efficiency

Expert train controllers working in a state-of-the-art operations control centre continuously monitor the entire Sydney Metro system. They oversee metro services, driverless trains, tunnels, platforms and tracks to keep the network moving safely and reliably.



### Continuous mobile coverage

Mobile coverage across the entire metro network means you can make calls, send texts and emails, download tunes or stream your favourite show, keeping in touch on the go.



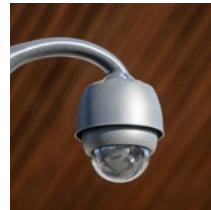
### Geared towards sustainability

We offset 100% of our network's energy consumption with renewable solar power. Plus, more than 80% of the water we use to wash the fleet is recycled water.



### Safety is our priority

Platform screen doors keep people safe and objects like prams away from the tracks. Lights and sounding chimes alert you when doors open and close.



CCTV monitoring includes around 100 cameras at every station and 38 cameras on board every metro.

Interactive video help points can be found at every station and station car parks, and audio help points on board will instantly connect you to control centre staff should you need assistance. There are also Emergency Help Points in every carriage.



# Public transport designed for everyone



## Level access

Level access between platforms and carriages makes getting on and off safer and easier, especially if you have a pram, bike, or your mobility is limited.



## Wheelchair spaces and priority seating

There are two dedicated wheelchair spaces in every carriage and priority seats close to the doors for people with limited mobility.



## Room for prams, bikes and luggage

Every metro train is designed to provide customers travelling with prams, bikes or luggage greater access and flexibility on board.



## Emergency Help Points

Need some extra guidance at the station or help getting through the gates? Our staff can answer your questions via video link at accessible interactive Emergency Help Points.



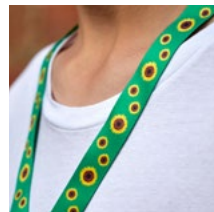
## Visual and audio aids

Tactile indicators throughout the station and signs with braille make navigating stations easier. Audio announcements, hearing loop services and interactive video help points provide accessible service information.

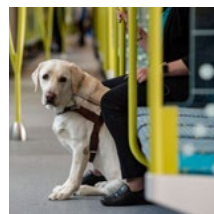


## Need a helping hand?

Customer Journey Coordinators at metro stations can assist with access to platforms and can organise help with train transfers. They're also trained to recognise Sunflower lanyards for people with hidden disabilities and can provide extra support.



If you require assistance when transferring to Sydney Trains services at Epping, Chatswood, Martin Place, Central or Sydenham, Customer Journey Coordinators can also alert Sydney Trains staff to expect your arrival. If there is no staff nearby, you can make contact using an interactive video help point.





## Staying safe on Sydney Metro

Follow these steps to help ensure every journey is a safe one:



Chimes and flashing lights mean doors are closing. Stand back and remember that trains come frequently.



Spread along the platform and use all doors. This can help with faster and safer boarding.



Wait for both sets of doors to open. This can help with faster and safer boarding.



Use ground markers on platforms to queue on either side of the doors for faster and safer boarding.



Hold your child's hand when getting on and off. Metro doors operate quickly.



Hold on when you're on board. The metro can gather speed quickly.



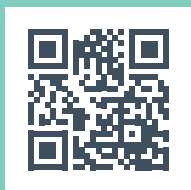
The metro escalators can be steep. Hold on to the hand rail.





---

To learn about the latest changes or for more information visit [transportnsw.info](https://transportnsw.info)



© Transport for NSW

The information in this brochure is intended as a guide only and is subject to change at any time without notice.

## Download the FREE app now

Scan the QR code with your phone or visit your App or Google Play Store to download the Opal Travel app.



App Store® is a trademark of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC.