

Just quietly

You have given us some sound advice on how we can improve our Quiet Carriage service.

Many of you suggested we install permanent signage to make it clear where the Quiet Carriages are located, as well as highlight the courtesies that need to be observed while travelling in these carriages. We think that's a great idea.

However, to allow for permanent signage to be installed on the inside and outside of our trains, we have to move the Quiet Carriages themselves.

So from 16 April, the volume is going to go down in the second and second last carriages.

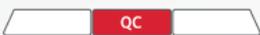
Everything else stays the same. We'll still be asking that as a courtesy you refrain from loud conversations and use of loud musical and mobile devices when in these carriages.

It's a bit of a change, but one we hope sounds good to you.

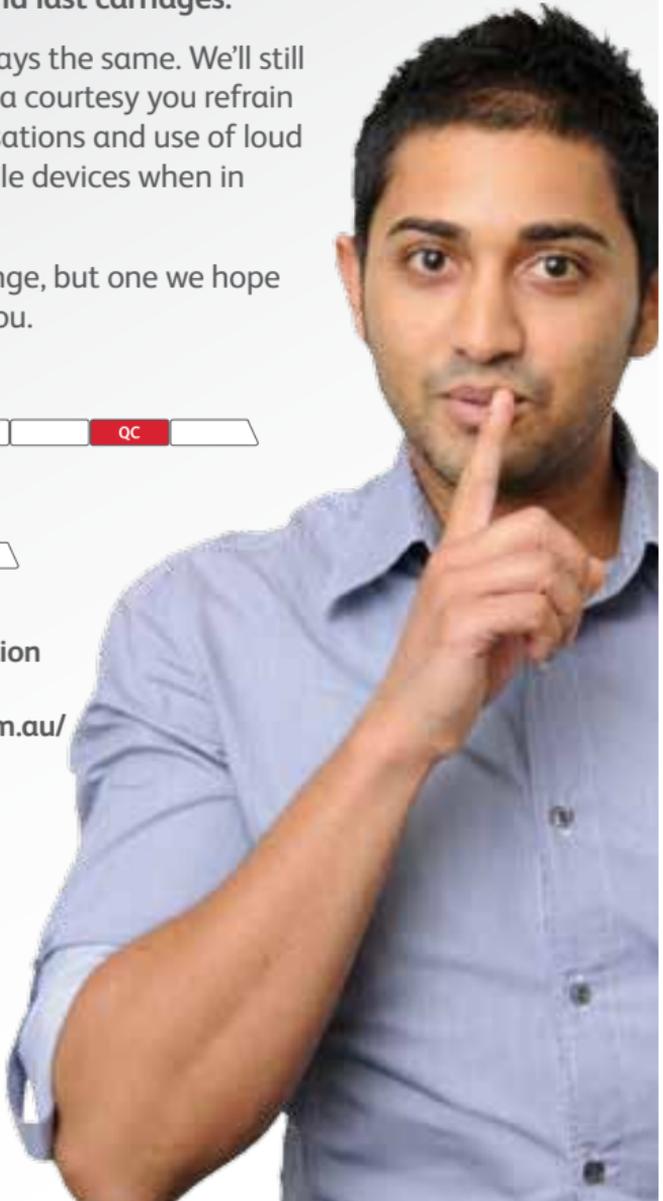
6-car train



3-car train



For more information
head to
[queenslandrail.com.au/
quietcarriage](http://queenslandrail.com.au/quietcarriage)



Frequently asked questions

What is a Quiet Carriage?

Queensland Rail introduced the Quiet Carriage in the City network to provide a dedicated area for our customers who want to travel in peace and quiet. When using the Quiet Carriage we ask that you please refrain from having loud conversations, using mobile phones and noisy musical devices.

Why change the Quiet Carriage location?

A lot of customers told us that permanent signage would be a great addition to the Quiet Carriage. However, due to the way the trains operate, to include permanent signage we have to move the Quiet Carriages from the first and last car positions. This is because Queensland Rail trains are driven from either end, so the last carriage turns into the first carriage on the return journey. Also, if two three-car trains are joined to form a six-car train, the last carriage can become a middle carriage.

Why did you select the second and second last carriages?

By moving the Quiet Carriage to the second and second last carriages, it means whichever direction the train is travelling they will always remain in the same position.

How will I know if I'm travelling in a Quiet Carriage?

Permanent internal and external signage will be installed on the designated carriages informing customers that they are entering, or are in, a designated Quiet Carriage. This will be supported through station and onboard announcements.

How will you enforce the concept?

There are no penalties for having a conversation in a Quiet Carriage. However, Queensland Rail encourages all customers to respect those who may wish to take advantage of the service.

What if I don't want to travel in a Quiet Carriage?

Only the second and second-last carriage of every train on the City network will be designated as Quiet Carriages. If you prefer not to use them, we encourage you to respect those who do and travel in another carriage of the train.