

Moving Melbourne

On Saturday 4 November, National Express Group revealed the new branding that will replace Bayside Trains and Swanston Trams from next year, once significant improvements have been made to their service.

Bayside Trains will become known as M>Train and Swanston Trams as M>Tram. Both companies will be linked by the strapline 'Moving Melbourne'.

Des Surleff, Sales and Marketing Director said the new branding reinforces the fact that public transport is a community asset.

"We do not own the public transport companies outright. For the duration of our franchises, we are stewards of a system who provide train and tram services on behalf of the Melbourne communities we serve. This is so fundamental to our business, we have reflected it in our new name by using Melbourne abbreviated to an 'M' alongside the words 'Moving Melbourne'.

"We applied the same brand to trains and trams because customers told us it was logical

to expect different companies to have similar brands if they do the same things and are operated by the same company."

Des Surleff explained that the new branding wouldn't appear on trains and trams until next year because it wasn't just a naming exercise.

"We wanted to give our customers and staff a sneak preview of what's to come but we won't roll out the new branding until we are confident passengers will see tangible improvements in our performance and service."

The decision to introduce new branding follows extensive customer research.

"Customers told us that the Swanston and Bayside brands were meaningless and confusing. It's also hard to excite people about change when things look and feel just the same," said Des.

Des Surleff also said that National Express Group had made a conscious decision to retain green and gold, especially for the interior of the trams based on customer feedback.

"Green and gold trams are an important Melbourne icon and people told us they didn't want to lose that in the new branding."

"We don't want to give empty promises so we now need to focus on improving our service. We can't deliver everything overnight, but we have a clear goal in sight – a transport system that Melbourne will be proud of," said Des.

www.movingmelbourne.com

M>Tram
Moving Melbourne

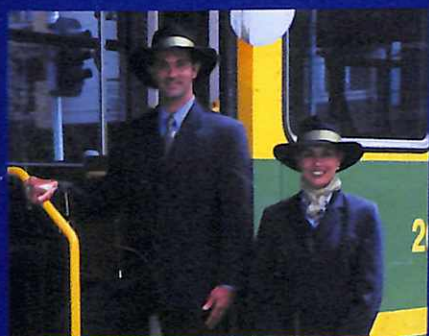
M>Train
Moving Melbourne



What staff will see and when

From January 2001

New tram customer service staff will bring a more human touch to our service, roving between trams with travel information and tickets. We'll also be increasing the number of ticket retailers.



Tram Attendants to start roving trams from January 2001.

From February 2001

Refurbished trains and trams will begin to appear as M>Tram and M>Train with a fresh look, providing more comfortable travel with improved interiors. Over a couple of years, we'll invest more than \$70 million into rejuvenating our fleets.

New types of tickets will give passengers greater choice and money savings and will be tailored to suit their needs.

From May 2001

Improvements to our service will be reflected in smart, new-look uniforms for staff.

Our \$40 million train station improvements program kicks off.

From June 2001

Real time information will be introduced to let passengers know exactly when their M>Tram service will arrive. This will come with tram 'super stops', designed to cater for our brand new low floor trams.

From late 2002

M>Tram services will deliver 59 new state-of-the-art, easy access trams to Melbourne's streets.

M>Train's fleet of refurbished trains will be expanded by the introduction of 62 new trains.

Brands Revealed

The brands were revealed to customers with the 'Thanks Melbourne. You told us where to go' publicity campaign.

The campaign began on Saturday, 4 November with adverts in The Age and Herald Sun. On Monday 6 November, posters were displayed at stations and on-board trams, leaflets handed out at Loop Stations and the new movingmelbourne.com website was launched. Leaflets were handed out at suburban stations during the week commencing 13 November 2000.

We are going to move Melbourne and this is only the beginning.

Performance is better now than prior to franchising

The latest performance figures show that performance on Bayside Trains, Swanston Trams and V/Line Passenger is better now than prior to franchising.

The number of delays on Bayside Trains has dropped by a third compared to pre-franchising, while delays on Swanston Trams dropped by a fifth. V/Line ran 999 out of every 1000 services while still improving on a good punctuality record.

In the year prior to franchising, Bayside Trains delivered, on average, 98.92% of its services and, of those, 94.4% arrived within five minutes of the scheduled time. For the quarter July to September 2000, Bayside Trains delivered 99% of its services and 96.3% within five minutes of their scheduled time. In the year prior to franchising, Swanston Trams delivered, on

average, 98% of its services, with 63.5% reaching the 4th monitoring point along the route within five minutes of the scheduled time. For the quarter, July to September 2000, Swanston Trams delivered 99% of its services with 71.45% reaching the 4th monitoring point within five minutes of their scheduled time.

In the year prior to franchising, V/Line Passenger delivered, on average, 99.8% of its services and, of those, 93.1% arrived within five minutes of their scheduled time. For the quarter July to September, V/Line delivered 99.9% of its services and 93.2% within five minutes of their scheduled time. This improvement is even more impressive when you consider that V/Line is now running 140 extra services a week.

Have Your Say, Again

National Express Group is again giving staff the chance to say how they would like the business to move forward in the second annual staff survey.

The survey is an important tool used to understand what people think is working well and where we need to improve. It will cover all aspects of the business and, among other things, will seek people's views on the direction of the business, leadership, learning and development, working conditions, customer service and communications.

Everyone is urged to complete and return the survey and to encourage honest feedback. No responses can be traced back to individuals as it is completely anonymous.

Look out for more information about the survey in the next few weeks and "Have Your Say, Again."

Wrongful use of Touchcard

Staff are reminded they are not to lend their Touchcards to anyone, even to family members as anyone caught doing so could have their Employee Free Travel entitlements withdrawn for a minimum of two years.

All staff who have received a Touchcard signed a statement that they will not give their pass for others to use, and agreed if they were caught doing so their privilege will be removed.

This reminder comes after a Customer Service Employee caught a youth using his father's (an employee of one of the franchise companies) Touchcard.

Odd Spot

On Saturday, 19 August, as the evening V/Line train left Violet Town on the way to Albury the conductor stepped back into the train, only to leave his shoe on the platform as the train pulled out. He was left shoeless until the next day when the train travelled back and his lonely shoe was still waiting for him on the platform, in the same spot.

Embarrassing moment supplied by Dee McMahon from Glen Waverley.

Business Performance

SERVICE

Reliability

Country Trains and Coaches	January	February	March	April	May	June	July	August	September	Pre-franchising#	Post franchising (quarter July-Sep '00)
Timetabled trains that ran	99.90	99.90	99.90	99.90	99.90	99.30	99.90	100.00	99.90	99.80%	99.90%
Timetabled coaches that ran	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	-	-
Metropolitan Trains											
Timetabled trains that ran	99.73	98.95	99.43	98.27	98.73	97.12	98.24	99.40	99.30	98.92%	99.00%
Timetabled trams that ran	95.04	93.38	90.68	93.09	92.03	98.67	98.34	98.87	96.95	98.00%	99.00%

Punctuality

Country Trains and Coaches	January	February	March	April	May	June	July	August	September	Pre-franchising#	Post franchising (quarter July-Sep '00)
On time train running (arrival within 5 minutes)	94.50	95.20	95.00	92.90	94.90	86.20	93.50	94.97	93.80	93.10%	93.20%
On time coach running (arrival within 10 minutes)	98.50	98.80	97.00	96.60	98.10	97.70	97.40	99.20	98.90	-	-
Metropolitan Trains											
On time train running (arrival within 5 minutes)	97.50	95.90	96.00	95.80	95.80	93.000	95.20	96.40	97.10	94.40%	96.30%
On time tram running (arrival within 5 minutes)	83.90	80.61	77.36	80.58	79.80	80.35	81.65	82.04	80.38	63.50%	71.45%

Source: 1999 Annual Reports for Bayside, V/Line and Swanston.

CUSTOMER SATISFACTION

	Penalty Threshold	September '99	December '99	March '00	June '00	September '00
Trains (CSI)	62	69	71	70	69.5	66.2
Trams (CSI)	60	65	68	68	68.7	69.0
Country Trains (CSI)	68	75.9	74.7	74.8	78.6	79.7

Customer Satisfaction Index (CSI) is a weighted satisfaction score indicating the satisfaction between '0' (Totally Dissatisfied) to '100' (Totally Satisfied). CSI weighting is as follows: Very High 90-100, High 80-89, Moderate 70-79, Low 60-69, Very Low 50-59, Dissatisfied 49 or less. Penalty threshold for all three businesses are set within the 'Low Satisfaction' level.



This is the new name for National Express Group's staff newsletter, suggested by Brunswick Tram Driver, Paul Tzaros.

The NXpress editorial team received about 150 'Name the Newsletter Competition' entries and it was a hard task selecting the final name, as all suggestions were very creative.

Asked about how he thought of the name, Paul said: "It seemed to be staring me in the face. I thought, use the company name with the idea of it being in the press. So it became NXpress." Paul did admit to his wife helping him with the suggestion.

Paul started working in public transport in 1997 and said he enjoys his job as a tram driver. "Every day seems quite different from the last. I meet a lot of interesting people and because it is an outdoor job and I enjoy the fresh air."

He said he is also looking forward to being a part of National Express Group's future developments. "Like the new company, I'm still young and in it for the long haul," said Paul.

Apart from seeing his winning name on the newsletter's banner, Paul has received a family Country Day Out package to Bendigo, valued at over \$100 as a thank you for giving our newsletter a name.

Paul said he, his wife and kids are looking forward to their trip to Bendigo. "This is the first time I have entered a competition and the first time I've ever won anything. It's good to be a winner," said Paul.

www.nationalexpressgroup.com

Find out more about National Express Group by simply logging onto the company's new Internet site at www.nationalexpressgroup.com.

The site has three main menus providing information on the company, finance and news. The company menu briefly reviews the Group's worldwide public transport services and companies in the UK, USA and Australia. By clicking onto one of the transport company logos the user is linked to that company's website for further information and details on its operations and services. For those interested in stock market shares, the finance menu provides National Express Group's daily

share price that gets updated every 15 minutes. The half year and full year financial results are also available. The News menu has all the latest news from the Group's head office

in England with some of its current media releases published on-line. Get the download on National Express Group by clicking onto the site, remember the address is www.nationalexpressgroup.com.



Office move to 459 Collins Street

The move to our new head office, at 459 Collins Street is in sight with the 16 December relocation date. Managing the move is V/Line's Franchise Manager, Geoff Arthur who said the move to the new accommodation was deferred from the original May date because leasing negotiations took longer

than originally anticipated. "We are now back on schedule," said Geoff. "Contractors are already on site, busily installing work stations for well over 100 people on level three and part of level two. "This move presents the ideal opportunity for a big tidy up. Head office staff should start now clearing

out what they don't need, or items that can be put into storage." Further details about the new location will be made available over the next few weeks. Any enquiries about the office move can be made by contacting Geoff Arthur on 11921.

Trains of the future on display



Images of the front-end cabin.

Siemens provided a sneak preview of National Express Group's new metropolitan trains at the UITP Conference in October with a mock-up of the new cab design.

The preliminary design is based on the new MO Metro concept, as pictured left, but final details will be decided jointly between Siemens and National Express Group after 2001 with rollout scheduled for 2003 to 2005.

Features of the new rolling stock are its generous size, full air conditioning throughout, passenger compartments with wide gangways between rows of twin seats, extra-wide external doors and, four cupboards in each driver's cabin.

In March 2000, National Express Group awarded Siemens Transportation Systems the contract to supply 62 three-car train units

for its metropolitan train services, 59 new trams and 29 two-car country trains.



Performance Manager, Geoff Bright (left) and Manager, Planning and Scheduling, Bill Kreykes (right) view the front end of the train mock-up.

Hugh drives for the UK



Driving in Birmingham for our sister UK company Midland Metro, might have a lot of similarities to the Melbourne scene. But as Malvern depot senior driver Hugh Waldron discovered in a temporary transfer to the UK in July this year, the demands of the job are worlds apart.

"The idea behind my transfer was to drive trams similar to our new trams... and to create awareness between the two tramway companies of the existence of each other. Before the visit, virtually

no-one at (Midland Metro's) Wednesbury depot knew of Swanston's existence and vice versa.

"In Wednesbury, drivers took it in turn to drive, go on patrol, and do revenue protection on the only section of single track on the line between St Paul's and Birmingham Snow Hill. While on patrol or on revenue protection, the drivers were called upon to fix minor faults in the ticket machines at the stops.

"During the visit I drove in traffic with an instructor carrying passengers



Midland Metro tram stops at a raised platform at Birmingham Snow Hill.



Malvern depot senior driver, Hugh Waldron visited Swanston Trams' sister company, UK company Midland Metro, and had the chance to drive a tram similar to our new trams.

working the 3pm to 11.30pm shift, allowing me to return to my hotel in Birmingham by the last tram. Many passengers were surprised to have a Melbourne tram driver and some also smiled when I announced their stops with an Australian accent.

"Nearly all tram drivers have bus driver licences. This enables them to drive buses if there is any disruption to the tram service, as happened once while I was at Wednesbury.

"The line is 20.4 km long with 23 stops. The running time is 35 minutes and due to my

inexperience I found it hard to maintain this, especially with only a three minute recovery time at each end (on the six minute service). Passenger loadings are heavy throughout the day, and although it costs more to travel by tram than by bus, the time saving of up to 41 minutes is well worth the additional cost.

"All in all, it was definitely a worthwhile experience which helped to create understanding between the two (National Express Group) companies."

Drivers see our new trams in action



Four tram drivers and senior depot trainers jumped behind the console of our new trams in mid September during a visit to Germany.

The study tour to the Siemen's factory in Dusseldorf, Germany, followed staff involvement in designing the cabin layout.

While the first of our sleek 59 new 'Combino' trams won't arrive in Melbourne until late 2002, the tour was an excellent opportunity to test-drive the new vehicles.

Ian Quintrell (Glenhuntly depot), Ron Scholten (Malvern), Martin Strebs (Essendon) and Sam Grano (Brunswick), accompanied by union tram division assistant secretary Phil Altieri, all experienced the trams first hand.

Ian Quintrell said driving the new Combino was very different to our current fleet as there were no foot pedals to move the trams. "The (hand) lever was very different to the foot pedals and felt a bit weird at first, but it became second nature after 10 minutes," Ian said.

"They're great to drive - much more comfortable than the current trams," he added.

Drivers will notice a big difference in the new 'smart' trams, with their

separate air-conditioned cabin and fault display panel which recommends the most appropriate course of action.

Passenger safety is enhanced with alarms and an intercom direct to the driver. The trams will also be lighter and brighter with large tinted panoramic windows down each side.

Automatic visual and audio next stop announcements will ensure passengers always know exactly where they are. Even Melbourne's notorious weather has been accommodated with heating and air-conditioning throughout.

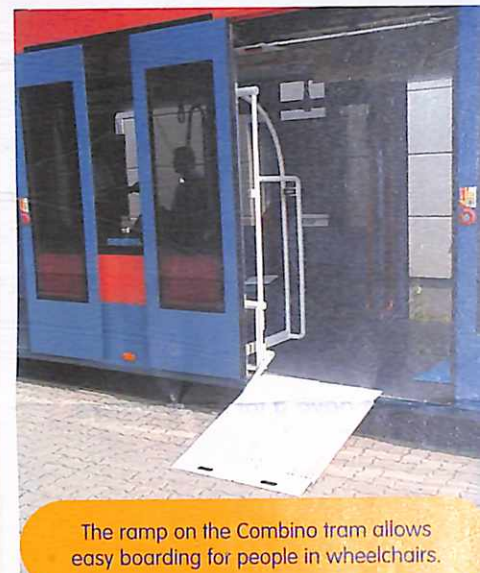
But one of the key features of the new trams is their low-floor design. Sitting just 300 millimetres off the ground, there are no steps, meaning wheelchairs can easily board the trams with the help of the driver and a portable ramp.

The new low-floor design will also mean that safety zones will need to be rebuilt and raised for wheelchair access.

While in Germany, the team also visited Potsdam where they saw Combino trams in service and were able to observe passengers boarding and see how disabled access was handled by drivers.



Combino trams to be in the streets of Melbourne in 2002.



The ramp on the Combino tram allows easy boarding for people in wheelchairs.

Questions and Answers



Brunswick Driver, Sam Grano in the driver's seat and testing the Combino tram in Germany.

Are the specifications of the new trams similar to any of our current trams?

No - that's perhaps the most exciting thing about them. These new Combino trams are completely different and not comparable with any tram in our current fleet. They have a completely different

design and are operated differently to any tram in Melbourne. But drivers can be assured that a full training program will be completed before they hit the roads.

What speed can the new trams do?

They can travel at up to 65 km/h before power is cut and 75 km/h before brakes automatically engage. Naturally, speed will be restricted to 60 km/h or lower like all other road users.

Can you isolate the opening of individual doors?

Yes, single doors can be opened from the driver's console.

How many passenger do the new trams carry?

There are two different sized trams we're purchasing. The larger design (with 5 modules) can seat 64 and has standing room for at least 50 more people. The smaller version (with 3 modules) seats 36 people with standing room for at least

33 more. Each type of new tram also has a further two spaces reserved for wheelchairs.

How do wheelchairs access the trams?

Safety zones on the routes which will carry the new trams will be rebuilt with ramps for wheelchair access. Similar to trains, tram drivers will use a ramp to help people in wheelchairs onto the tram.

When will they be in service?

The first of our new trams is scheduled to arrive in Melbourne in June 2002. It will then undergo testing until about November 2002 when it will be released for normal service. The other 58 new trams will arrive progressively over the next few years until late 2004.

Which depot and routes will get the new trams?

No decision has yet been made about where the new trams will go. This will be determined after talks with disability groups who have the

most to gain from the low-floor nature of the trams (there is no point us having low-floor trams where they won't be accessed by the disabled). Stops will also need to be rebuilt, so this is a factor that needs to be considered, along with the marketing potential for the trams and passenger loadings.



Experiencing the new trams in Germany were from left to right, Brunswick Driver, Sam Grano, Assistant Secretary, Tram Division for RTBU, Phil Altieri, Essendon Driver Martin Strebs, Malvern Driver Ron Scholten, Glenhuntly Driver Ian Quintrell, Project Manager, LRV, Russell Brooks, and General Manager Trams, Trevor Greer.

National Express Group welcomes the following new staff

Ronald Almond
Casual Pass Officer

Derrick Aphoy
Customer Service Employee

Khalil Armanios
Tram Driver

Tony Atallah
Tram Driver

Jacques Aubeeluck
Part Time Station Assistant

Richard Barstow
Train Driver

Paul Below
Part Time Station Assistant

Anthony Bertucci
Trainee Train Driver

Paul Bishop
Trainee Train Driver

Steven Buckle
Train Driver

Geoffrey Caruana
Tram Driver

Grant Caughey
Trainee Train Driver

Bryan Clarke
Tram Driver

Donna Collins
Receptionist

Bradley Cummins
Train Patroller

Tania Davey
Part Time Station Assistant

John De Vecchi
Tram Driver

Ronald Dow
Tram Driver

John Dowell
HR Consultant

Laila Eglitis
Communications Assistant

Tracy Ekeberg
Trainee Train Driver

Allan Fender
Tram Driver

Nishan Fernando
Tram Driver

Craig Findlay
Train Driver

Steven Ford
Trainee Train Driver

Ernest French
Trainee Train Driver

Simon Gerali
Tram Driver

Ryan Gomez
Tram Driver

Seral Hasan
V/Line Travel – Consultant

Stephen Hillard
Tram Driver

Phillip Howel
Train Patroller

N'dine Hucker
Receptionist

Michael Hurtis
Tram Driver

Bradley Jopling
Part Time Station Assistant

Rajinder Kaur
Part Time Station Assistant

Jasbir Kaur
Tram Driver

Brian Kibbis
Train Driver

Grant Kimm
Train Driver

Graham Lambert
Customer Service Employee

Paul Lomax
Tram Driver

Colin Lovegrove
Train Driver

Chandikunju Mathew
Train Patroller

Anthony Meagher
Part Time Station Assistant

David Morton
Train Driver

Lloyd Narcis
Tram Driver

Peter Nicopoulos
Tram Driver

Stephen Norrey
Train Driver

Tim O'Reilly
Train Patroller

Nathan Patterson
Customer Service Employee

Kaine Pawson
Part Time Conductor

Prabodh Randhi Perera
Tram Driver

Kevin Pitama
Tram Driver

Grant Pugh
Tram Driver

Suzie Ramzy Barsoum
Tram Driver

Michael Rapson
Train Driver

Martyn Rawson
Train Driver

John Rose
Train Driver

Mark Ryan
Train Driver

Harvinder Singh
Tram Driver

David Tarrant
Train Driver

Ryan Tempany
V/Line Travel – Consultant

Donna-Maree Trevorrow
Train Patroller

Martin Watkins
Tram Driver

John White
Customer Service Employee

David Young
CMD Fitter

NO DEPOSIT
NO INTEREST
NO CASH
NO FEES
NO FUSS
and YES...PEACE OF MIND
EXTENDED WARRANTY
NOW AVAILABLE!
THE ONLY WAY TO SHOP THIS
Christmas
the is on
drip
1800 80 70 47
or (03) 9564 5699 if phoning from a mobile

Competition Corner

In this edition you could win a \$40 David Jones gift voucher.

All you have to do is unscramble the words below and be the first correct entry drawn. Hint the words are transport related and can be found in articles in this newsletter.

Return by Fax: 11122
E-mail: Thea.Robotis@nationalexpressgroup.com.au
Post: NXpress Newsletter Competition,
Communications Department,
PO Box 5112BB, Melbourne VIC 3001

Scrambled Words

1. TIPU FERECOENNC
2. VEDGARLEO ASTOTIN
3. XN SPERS NSETTLEERW
4. INOMBCO
5. AFSTF VSEUJR
6. ESNHADYM CTATILERIFCOEIN
7. NEATEHB HTE TRHSONUE SCSRO
8. OICLSYMP
9. AWGREUPW.NOSSATXI.COROPM.UWNALE
10. OCHEYK.....

Staff Details

Staff Member's Name

Work Location.....

Work Telephone

If a family member is entering please also state your

Name

Relationship

Competition closes Monday, 15 January 2001.

Your newsletter

This newsletter is produced by the Communications team with the help of people throughout National Express Group. The editor is Thea Robotis with regular contributions from Daniel Moloney, Katie O'Shea, Dean Souter and Laila Eglitis. All contributions are welcome and articles sent in and published will receive a \$20 shopping voucher.

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Useful telephone numbers

For information on V/Line services, including timetables, fares and reservations call 136 196 or visit www.vlinepassenger.com.au
For information on metropolitan services, including timetables and fares call 131 638 or visit www.baysidetrains.com.au
For customers to comment on our services call Customer Liaison 1800 800 120.
To order Metcards, Metcard refunds or to report faults with automatic ticket machines call 1800 652 313.