

OnTrack

ISSUE 06 > Thursday 25 March 2004



At Yarra Trams, we are 100 per cent committed to health and safety – and not just that of our visitors, passengers and other members of the public. I speak of our commitment to the safety of our employees.

Indeed, our primary and overriding goal is to provide a work environment without risk.

***Accordingly we will strive,
we will do our utmost
to eliminate all hazards,
practices, behaviours –
in fact anything that could
possibly cause a workplace-
related accident,
injury or illness.***

In the article that follows, and in coming weeks, you will hear more about our occupational health and safety policies. Please remember, as a provider of services to the public, our number one priority is safety for all, safety for absolutely everyone. I cannot possibly stress this enough. And safety for all must begin with our own work environment.

So I urge you to be constantly aware. Check your working environment. Then check, and check again. If we are all committed every single day, if we all band together, then we will not only maintain, we will improve the level of health and safety – for ourselves, for our passengers, for the public.

Hubert Guyot
Chief Executive Officer

SAFETY FIRST

Since Yarra Trams started as a franchise in 1999, our safety record has seen the most impressive and dramatic improvement.

Industry performance in the area of safety is often measured by 'Lost Time Injury Frequency', or 'LTIF'. This means the number of injuries that result in the loss of one or more full shifts per million hours worked.

In 1999 our LTIF was more than 30. Now it is 2.1 – the lowest frequency in the industry.

The result has been less pain and distress for both staff and their families, as well as improved productivity and morale.

How did we do it?

One key factor has been implementing a requirement to report all injuries, no matter how minor, as soon as they occur. This simple expedient allows every injury to be assessed straight away and treatment to be arranged immediately if necessary. Each injury is also investigated fully to identify hazards and underlying risks, as well as control measures that could reduce the likelihood of further injuries from a similar cause.

In addition, we introduced the Injury-free Performance Recognition Program. This rewards each employee within a work group that goes for 12 months without any lost time injuries with a small gift.

We are proud of this achievement and we think that M>Tram and its contractors certainly have the same culture of workplace safety. We will of course be retaining both the reporting requirement and the Injury-free Performance Recognition Program as key features of our safety management program.

IT'S ALL SYSTEMS GO

The Yarra Trams scheduling team is currently working hard on implementing upgrades to the rostering software HASTUS. But what actually is HASTUS, and how does it affect us?

HASTUS fulfils a role that is extremely difficult to do manually – its primary function is to make the most efficient use of drivers and vehicles, rostering them so that they interact with the timetable.

Given that the version of HASTUS we have been using is rather outdated (having been invented at about the same time as the abacus...), we are currently upgrading it to state-of-the-art technology and introducing new modules that will help with the printing of timetables, the assignment of drivers, and drivers' payroll.

And while most of us will notice no difference as we are going about our day-to-day work, behind the scenes so many facets of our business depend on efficient scheduling. The upgraded HASTUS is therefore a truly vital piece of software for a variety of reasons:

It enables much more effective scenario planning.

The ticketing system is reliant upon the schedule (as we need to know where a passenger was when they bought or validated their ticket).

The Department of Infrastructure uses the schedule to monitor our operational performance.

On a daily basis, we are able to monitor the real-time movement of trams and how they interact with the schedule.

With the core modules of HASTUS operational now and the remainder being rolled out as we speak, we are already looking ahead to the next phase of the project – providing depot administration staff with access to crew information at depot level.

So it's all systems go at Yarra Trams.

Q&A FOCUS

On Track continues its series of answers to questions raised by you about the unification of Yarra Trams and M>Tram, and how it affects you and your work.

1 Are staff at Gertrude Street being moved?

Yes. Ultimately our plan is that there will no longer be any staff working from Gertrude Street. Staff currently based at Gertrude Street will be redeployed between the new Operations Centre (central administration staff), E Gate and the depots (all other staff).

2 When will position descriptions made available?

Yarra Trams is currently finalising the details of all position descriptions in accordance with the new organisational structure. These will be made available on 18 April 2004.

3 Will Yarra Trams run a depot or business orientation with M>Tram staff?

After Yarra Trams begins operating the combined business on 18 April 2004, all M>Tram staff will be invited to a Yarra Trams induction. This will involve a presentation by senior staff and will give a general introduction to working for Yarra Trams. A number of these inductions will be held over a period of about a month, to make sure that all staff have the chance to attend.

At the induction, you will be given a copy of the Yarra Trams Quality, Environment and Safety Induction Handbook, which explains who Yarra Trams is, how we operate, our vision, our policy and our procedures.

Existing Yarra Trams staff will also be invited to attend an induction and will be given an updated copy of the handbook. These presentations will take a slightly different form, being tailored to your needs. Accordingly, they will concentrate on the changes you will see now that Yarra Trams is operating the entire network.

MEDIA ENQUIRIES

Please ensure that all media queries are referred to:

Yarra Trams
Andrew Heslop
Media & Public Affairs
telephone 03 9619 3232
mobile 0412 101 637

M>Tram Communications
telephone 03 9619 5930

EMPLOYEE FEEDBACK

On Track will be distributed to you on a regular basis until mid-April 2004. We would love to hear your feedback, comments or suggestions. Please forward to

ontrack@yarratrams.com.au
or write to:

The Editor
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Yarra Trams
GPO Box 5231 BB
Melbourne VIC 3001

or write your comments on a Special Day Report via your Depot Marketing Coordinator.

Remember to state your name and position when writing to us.

4 What career development is available for us?

The Yarra Trams organisational structure has been developed to provide a career path with a wide range of options, particularly for operational staff. You will find that there are now many more different opportunities for you and for your future with Yarra Trams.

Furthermore, we choose to recruit internally for all vacancies wherever possible, and will advertise a position externally only when we are satisfied that no suitable applicants can be found among existing staff. Usually, this will only arise in relation to highly technical or specialised roles.

If you would like to find out more about your career development with Yarra Trams and discuss what opportunities are available for you personally, please feel free to contact your supervisor.

5 Does Yarra Trams have salary sacrifice?

Yes. Yarra Trams gives all staff the opportunity to sacrifice part of their salary into superannuation.

6 What type of refresher courses does Yarra Trams run?

Yarra Trams will be programming refresher training for all operational staff; for example, tram drivers will have ongoing development each year, while authorised officers will receive refresher training in law, conflict management, and operational rules and procedures.

For all other staff, refresher training will be provided as required. Do raise this issue with your manager if you would like to discuss your ongoing professional development.

7 Will annual leave and PLDs be rostered, or can we take them by applying for them as per the current procedure?

Yarra Trams will roster annual leave and PLDs, however mutual exchanges for both will still be available.

OnTrack

ISSUE 07 > Friday 02 April 2004



Carnivale! Don't forget...

... to let us know you're coming to the Carnivale. Your RSVP is also your chance to win great prizes, including a hotel package, and dinner for two on the Colonial Tramcar Restaurant (and remember, just one RSVP per staff member). And for those who will miss out on this family day, you will be remembered.

Sunday, 18 April 2004 is a most important day in the history of the tram network in Melbourne: a day to celebrate the new, united Yarra Trams family.

And celebrate we will. By now you should have received your personal invitation to our Family Day – the Yarra Trams Carnivale – and seen the posters popping up around your workplace. This will be a wonderful occasion, an event to remember.

We are truly one big team at Yarra Trams, but it is rare that we all have the chance to socialise together. The Carnivale is a marvellous opportunity, not only to spend time with our workmates, but also to meet our colleagues from other depots.

I am looking very much forward to seeing as many of you there as possible, and meeting your husbands, your wives and your children.

So pencil it in your diaries – the Yarra Trams Carnivale on 18 April 2004 – a day for us all to get into the spirit and celebrate the start of our new adventure together.

Hubert Guyot
Chief Executive Officer

INTRODUCING THE DMCS

Yarra Trams staff are all familiar with the role of Depot Marketing Coordinator (DMC), which has proved to be a great success story since it was introduced in 1999. But for those of you from M>Tram, this may well be the first you have heard of the DMC.

In brief, there are two key aspects to the DMC role:

- > improving communications within Yarra Trams, and*
- > presenting a friendly, informed face to our customers and to the local communities along our routes.*

Within Yarra Trams, this means running focus groups and canvassing your opinion on issues such as new signage and safety. Your DMC also has responsibility for your internal newsletter and for organising major depot functions.

Within the community, the DMCS organise our participation in community events, such as setting up marquees at community festivals. They ensure that all passenger communications are up to date and relevant, and that Yarra Trams is always presented as a customer-focused organisation. They liaise with local councils, making sure that trams remain a priority, and may also decide to focus on how best to communicate with specific groups, such as youth, ethnic communities or the elderly.

The DMCS now report directly to the Marketing Department, and so provide a direct channel of two-way communication between depot staff and other departments of Yarra Trams. The next twelve months will see DMCS participating in a range of coordinated staff and community actions, all aimed at encouraging participation and feedback and, ultimately, building a better tram service.

We are delighted to announce that drivers from each M>Tram depot — who really know and understand not only the public transport business, but also their local community — have been seconded to this vital role, to aid the smooth transition through the initial phase of the combined tram business. So very soon there will be a DMC in place at each of the eight depots.

It is also through your DMC that you have the chance to have your say and get involved in enhancing our tram travel experience.

NO MORE DOWNTIME!

When intensive work began on a major overhaul of our IT system in late October 2003, there were many problems to solve. The software being used was generally obsolete. Most of the hardware at both Yarra Trams and M>Tram dated back to 1999 and was at the very end of its useful life. There was little in the way of back-up.

Downtime was measured not in minutes, not even in hours, but in days — in one single memorable month in 2003, the financial system MIMS was down for a total of four days. Productivity was obviously affected. The IT infrastructure was clearly not capable of handling the business requirements of the new franchise.

An additional difficulty was the disparate and isolated nature of the existing IT systems. Ever since Melbourne trams were franchised and the two tram companies began operation, their IT systems had been evolving in different directions. The systems needed to be brought together and the two infrastructures merged.

The first step was to stabilise the network infrastructure. Servers were upgraded, running the most up-to-date Microsoft server software. The very latest IBM hardware was installed, with the result that we have been able to provide all staff who need it with the newest version of Microsoft Office, and access to the Internet.

As discussed in last week's *On Track*, Yarra Trams also purchased the latest version of HASTUS, the software that enables the efficient scheduling of resources. Once it is fully installed, the combined tram business will have one of the most efficient roster management systems in the world.

The whole infrastructure will soon be fully 'duplicated' and in IT terms, this is a good thing. As there is a cluster of four main servers, if one fails, another server will instantly 'pick up'. It has been a complete success, with no unscheduled downtime since the infrastructure was installed at the end of January.

A final problem was the home of IT at Yarra Trams. There are several difficulties with where IT is currently housed at head office, quite apart from the lack of space. There is insufficient power supply, meaning that if power fails for more than a few minutes, the entire system will go down. Furthermore, there is no fire suppression equipment.

Accordingly, we are finalising the construction of a brand new data room in the Operations Centre at Eastern Road. When it opens, it will be the centre of all IT-related operations for Yarra Trams, including the automated vehicle monitoring system (AVM) touched upon in issue 5 of *On Track*. A generator will keep us going, even if a power failure lasts for days, while state-of-the-art fire detection equipment will activate if someone so much as lights a cigarette.

With the fulfilment of this vast project within reach, we can say with confidence: 'No more downtime at Yarra Trams.'

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Q&A FOCUS

On Track continues its series of answers to questions raised by you about the unification of Yarra Trams and M>Tram, and how it affects you and your work.

1 *Some motorists are not stopping for passengers to board and alight. What can be done?*

Through the new Tram To It program, we will be working closely with VicRoads to proactively address this and many other passenger safety issues. As an example, we plan to introduce additional platform stops, which will address the problem by removing the need for cars to stop.

Interestingly, a recent poll on our website concerning this subject provoked a strong response from customers, with over 47 per cent of respondents stating that we should look at removing off-street parking in selected areas to give trams priorities over cars, and a further 26 per cent recommending tram priority lights at all major intersections.

We will of course be examining all suggestions as part of Tram To It.

2 *Will there be extensions to tram lines?*

Yes, a number of tram extensions have been planned in the new partnership, including Docklands Drive and Vermont South. Various other proposed extensions are being reviewed.

3 *We experience heavy traffic, especially on Route 72, and there is not enough running time. What will be done?*

The running times of all routes currently operated from Malvern, Essendon, Brunswick and Glenhuntly depots – including Route 72 – will be reviewed within six months of the start of the new combined tram business.



OnTrack

ISSUE 08 > Thursday 8 April 2004



As we unite Yarra Trams, M>Tram, Thiess Infracore and Bombardier Swanston, we unite the best practices of each business, and the considerable expertise, experience and talent of each individual employee. And in so doing, we will do our utmost to reinforce the culture of continuous improvement.

When I speak of this culture, I speak of improvement in the quality of the service we give to our customers. I also speak of improvement in safety for all, in fare compliance, in the way we manage our costs. I speak of the enhancement of infrastructure.

Every one of us will contribute to these improvements. But who will be the beneficiaries...? All Melburnians will!

Let me elaborate. We must all remember that we work in the public interest. Indeed, the mechanisms of the new contract are such that profits are shared with the State of

Victoria. These enable the State to reinvest in the continued development of public transport, leading to improvement in transportation within the city and a reduction in traffic congestion, pollution and stress.

Therefore it follows that any increase of patronage - demonstrating the success of Yarra Trams - will be beneficial to all citizens of Melbourne.

Best wishes to you all for a very happy and safe Easter break, and I look forward to seeing you at the Royal Melbourne Showgrounds on Sunday 18 April for our family day, or when I visit your workplace in the coming weeks.

Hubert Guyot
Chief Executive Officer

AMBASSADORS OF YARRA TRAMS

With premium service and total customer focus as our goal, the complementary teams of Revenue Protection Officers (RPOs) and Tram Attendants (TAs) are moving closer together under the customer service umbrella.

The changes in store are subtle, yet crucial. Both teams will keep their own identity and their distinct roles. However while the RPOs will retain their key focus on revenue protection, they will become increasingly customer-aware and responsive to customer needs, with the result that the public will come to view them as being more than simply law enforcers. At the same time, while the TAs will remain focused on total customer care and on-tram assistance, they will become more responsive to fare evasion.

To all our frontline staff, you are the ambassadors of Yarra Trams and the face of Yarra Trams in the community. Each one of us, including drivers, can have a major impact on creating a positive experience for the customer, while also encouraging greater levels of fare compliance. With your commitment, we can achieve our aim of being world leaders in public transport service delivery.

FARE EVASION UPDATE

During the recent employee feedback sessions, one key issue raised was that of fare evasion. Many expressed the view that fare evasion was not only disrespectful, it devalued the service.

The Yarra Trams fare evasion philosophy is to maximise fare compliance through the coordinated and consistent use of RPOs and TAs, supported by Metlink and the State Government, focusing on the elements of customer service, safety and security, having the correct ticket, and behavioural change through better communication and education.

In the coming months, we will be outlining our strategies to address the fare evasion problem, and in this, our role will be made easier by new changes to the Transport Act which will soon be put in place. The highlights of these changes are as follows:

- The artificial distinction between 'detention' and 'arrest' will be removed.
- Graduated penalty schemes will be introduced, meaning the more times an offender is caught, the higher the fine will be.
- First time offenders will soon face a \$150 fine increased from \$100.
- We will be empowered to check passengers' tickets after they have completed their journey.

This last amendment does of course reverse last year's controversial court decision. It means that we will be able to resume our extremely successful blitz operations, whereby a large number of RPOs are stationed at a major tram stop and ask passengers to produce their tickets as they disembark.

In the past, the sheer visual effect of the teams of yellow-clad RPOs has had a major impact, and the resulting reduction in fare evasion levels has been impressive.

Accordingly we look forward to resuming these operations when the Transport Act changes come into force in the next couple of months.

Q&A FOCUS

On Track continues its series of answers to questions raised by you about the unification of Yarra Trams and M>Tram, and how it affects you and your work.

1 Many drivers have good intelligence on where fare evasion is most likely to occur, however they are not asked about this. Will Yarra Trams involve drivers in assisting identify fare evasion hotspots and Authorised Officer deployment?

Reducing fare evasion levels on trams in Melbourne is one of our greatest challenges. We cannot achieve our targets without a concerted effort by all staff, and this requires teamwork. If drivers have ideas about reducing fare evasion levels, we encourage you to share these with our Customer Services unit or through Depot Discussion Groups coordinated by Depot Marketing Coordinators.

IN BRIEF

On Track will be distributed to you on a regular basis until mid-April 2004. We would love to hear your feedback, comments or suggestions.

Please forward to:

ontrack@yarratrams.com.au

or write to

The Editor

On Track

Yarra Trams

GPO Box 5231 BB

Melbourne VIC 3001

Please remember to state your name and position when writing to us.

On Track

ISSUE 09 > Thursday 15 April 2004



Melbourne all over.

Now one tram company can get you to all the great places you love around Melbourne. We're Yarra Trams. And we're Melbourne all over.

YARRA TRAMS
www.yarratrams.com.au

The moment we have all been waiting for is now very close.

So much time and effort has gone into the preparation for the reunification, with so many people working relentlessly for long, long hours to make this historic event for Melbourne's tram network a success.

I am very aware that expectations of us are high – from the State Government, from our clients and of course from ourselves – and that we are worthy of the confidence that has been placed in us.

Yet I am also aware that all may not go perfectly, and indeed it is unlikely that such a huge and complex project could sail through without a single glitch. I therefore call upon your tolerance, your patience and your understanding if all is not 100% successful from the word go. Uniting two companies is a major challenge, and it is perhaps inevitable that 'things' fall through the cracks.

First and foremost, however, we are a team. And as a team I feel confident that we will pull together, that I can count on your assistance to address any issues that may arise in the coming weeks.

With your help and your dedication, I know that Yarra Trams will be 'Melbourne all over' from Sunday, 18 April 2004.

Hubert Guyot
Chief Executive Officer

EMPLOYEE FEEDBACK – THE RESULTS

In *On Track* 5 we told you about the employee feedback workshops, designed to help us find out just how our staff view the culture, strengths, weakness and future of Yarra Trams.

The workshops have now been completed with both Yarra Trams and M>Tram employees, and the feedback is that they were valuable and have addressed important issues.

The key findings are as follows:

Staff are largely positive about the merger of the two companies and the opportunity of working for Yarra Trams;

- > A strong feeling about the importance of becoming one integrated team
- > Staff are committed to being part of an organisation that revolutionises tram travel; they would like to become more customer focused, and believe strongly that a great deal more can be done to improve the community tram experience for customers

M>Tram

YARRA TRAMS

- > Staff believe that the merger of the two tram companies creates a great opportunity to increase the community's awareness of the benefits of tram travel
- > Communication within the business was highlighted as a key area for improvement
- > Staff feel that managers could be more open to feedback and ideas for improving services from their team members; staff also expressed the view that two-way professional respect was an issue, and that managers should be more willing to provide positive feedback for a job well done
- > There are concerns about how well M>Tram infrastructure has been maintained
- > Staff would like more training; they are keen to develop themselves and their knowledge of the business, and to expand their skills base
- > Staff would like more done about the issue of fare evasion, as this is seen as disrespectful and devaluing the service.

Your feedback has all been taken on board with our gratitude, and will help form the basis of our Customer Service Program.

We do appreciate the input of all of you who took part. Your ideas, your openness and your willingness to share your thoughts and your views are invaluable as we plan for our future.

COUNTDOWN TO DAY 1

The historic date approaches! With just days to go in our countdown to the start of the new unified tram business, it is time to look at exactly what is in store for us all on 18 and 19 April 2004.

SHOWBAGS!

By Sunday, 18 April, every staff member should have received a showbag containing welcome information, collectables and some surprises.

As part of this showbag, all staff will be given either a Yarra Trams polo shirt and vest. We do ask you all to wear these on Day One – particularly on the Monday, and on an ad hoc basis after that – as this will help create a big initial impression in the eyes of the public.

All former M>Tram drivers will receive a Yarra Trams cap, which will become part of their uniform, and all former M>Tram, Thiess Infracore and Bombardier staff will be given Yarra Trams badges to cover their old logos.

Each showbag will be individually addressed, and we have checked your size for the items of clothing. If you end up with the wrong size, please let your Depot Marketing Coordinator know.

'EXTREME MAKEOVER'

Melbourne's tram system is certainly having a makeover – we love the personality of our tram stops, but we just want to improve their image a little.

Over the weekend of 17–18 April, all 1200 tram stops across Melbourne are going to be spruced up, complete with new maps and timetables.

THE FIRST TRAMS

The 'maiden voyages' of our first trams will begin their journeys across Melbourne on Sunday, 18 April at 6.09am from East Preston depot and at 6.15am from Malvern depot. The media will also be invited to join our CEO and Operations staff for these historic first trips.

WHAT DO YOU GET...?

In a quirky touch, M>Tram logos on the sides of trams will be covered up by a series of riddles, with an ornate, classic, Victorian-style appearance. These have been designed to engage and intrigue our customers, encouraging them to actively seek out still more riddles and be more attentive every time they see a tram.

The riddle campaign, which is linked to a competition on our website, will be progressively removed as the M>Tram vehicles are repainted.

FAMILY DAY

You all know about our Carnivale celebration on 18 April, and we are looking forward to seeing as many of you as possible on this marvellous day out at the Melbourne Showgrounds.

We are pleased to announce that Melbourne Tigers basketball celebrities will be making a special appearance, so brush up your skills for the basketball-throwing competition and your chance to win an autographed basketball!

To all of our staff who will be on duty on Sunday, and so will sadly be unable to attend, you will all be receiving a special gift.

'MELBOURNE ALL OVER'

The idea behind 'Melbourne all over', our new advertising positioning line, is the linking of all those great Melbourne destinations that form part of the Melbourne experience, from cafés to beaches to retail centres.

Melbourne's major newspapers will carry 'Melbourne all over' advertisements on Sunday, 18 April, followed later in the week by local newspapers, MX and magazines. A radio campaign on Gold and Fox FM, 3MMM and Nova will focus on the real-life experiences and stories of our drivers.

Our new advertising campaign is complemented by Metlink's advertising of public transport in Melbourne, which you have probably already seen on television.

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WELCOME ABOARD!

In a joint initiative with Connex, Customer Care Day on 19 April will see staff at major Superstops and interchanges handing out goodie bags to passengers, containing muffins, mints and copies of our new customer brochure. The text on the bags assures our valued customers of our commitment to delivering a transport service that is comfortable, safe and reliable.

Promoting the 'Melbourne all over' tagline, the brochure tells our customers all about the unified tram company. It also contains a survey, an invitation to join our mailing list and the chance to win Metcards.

Individual events will also be held at Yarra Trams workplaces across Melbourne. Will it be a pancake day or a massive barbie at your depot? Check the posters to find out, and get ready to celebrate!

STREAMLINING THE SYSTEM

In *On Track 6* we introduced you to HASTUS, the rostering software which is currently being upgraded. Let's now look at one of the practical effects of this vital piece of software.

One key area in which HASTUS plays a highly significant role is that of payroll for drivers, who make up around two-thirds of the Yarra Trams workforce. Currently, the system is fraught with potential for human error because of the numerous manual adjustments needed.

Previously, the procedure was that HASTUS invented the schedule, and we then assigned a driver. We manually took the data from HASTUS, and input it into the time and attendance systems, Kronos and Prime, making numerous manual adjustments along the way to cover questions such as whether a driver actually worked their assigned shift and whether overtime was involved. Then the data was transferred electronically to the payroll system, SpectrumPlus.

The new module of HASTUS, called RosterPlus, eliminates the need for manual adjustments and calculations, and has enabled Kronos and Prime to be shut down. All driver information and roster tables are now linked together and integrated into HASTUS, and award requirements are automatically calculated for actual hours worked.

The final stage of HASTUS currently being implemented will provide depot administration staff with access to certain driver information, such as roster swapping, that happens at depot level only.

The result? Improved efficiency, time saved, and capacity for error significantly reduced – in fact, good news all round.

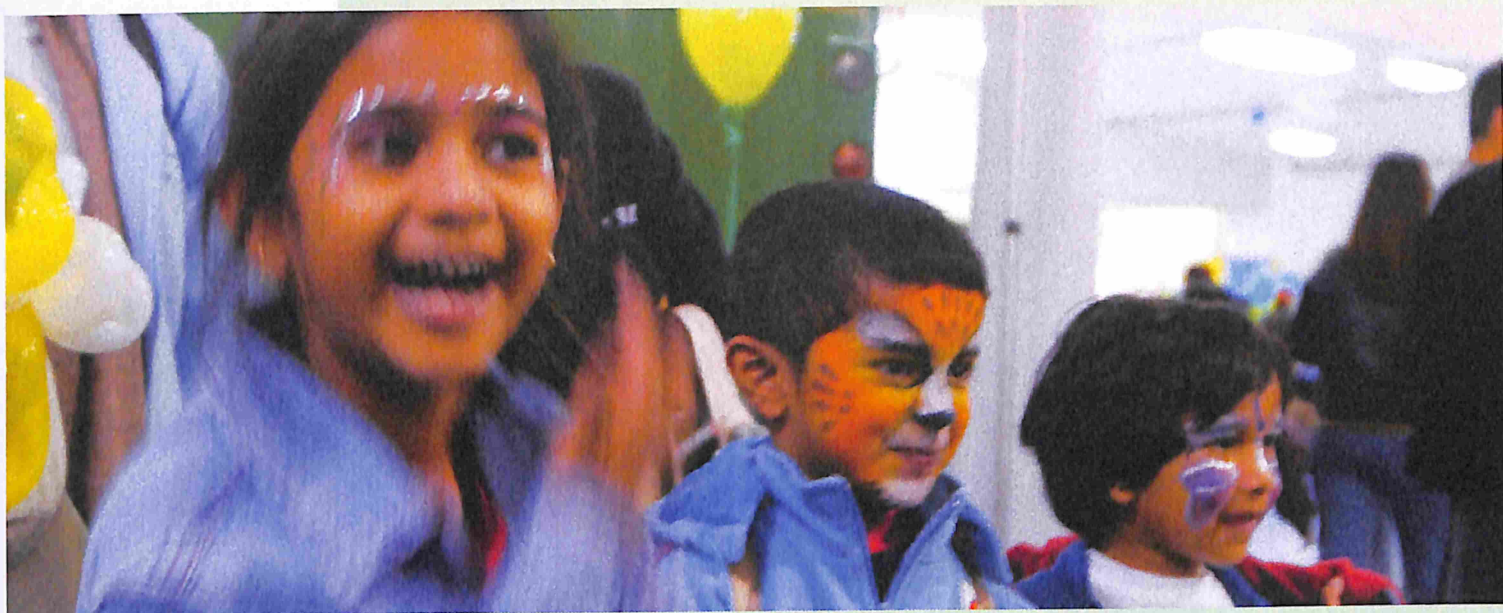
STAFF HOTLINE

If you cannot make time to see your manager or supervisor to discuss any employee integration issues, please contact our staff hotline on 9619 3270, from 8.30am until 5pm, Monday to Friday.



OnTrack

ISSUE 10 > Thursday 22 April 2004



'WE ARE FAMILY...'

After the Yarra Trams Family Day last Sunday, we can truly say that 'We are family...'. Indeed, we are not only a family with strong roots and a very rich past, we are also a family with an extremely bright future – absolutely!

With thoughts of our rich past in mind, I took the opportunity on Monday to visit the Tramway Museum, which is adjacent to Malvern Depot. It is very impressive, and I recommend it to you all.

The history of trams in Melbourne is an important part of our heritage, and the museum is a great asset for our city. I believe that Yarra Trams, as the sole tram operator, has a responsibility to preserve this asset, as well as this history.

So with the past for inspiration, we now look to the future – our history provides the foundations for our vision for Melbourne's trams. And I know that every member of the newly reunited Yarra Trams family will contribute to keep the historic tram spirit alive, providing Melburnians with the very best of a 'Melbourne all over' experience.

Hubert Guyot
Chief Executive Officer

Reunited!

CARNIVALE

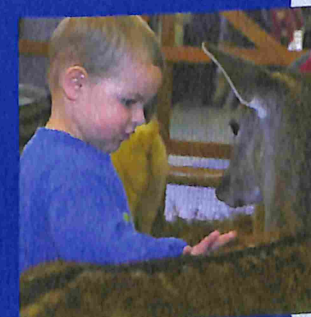
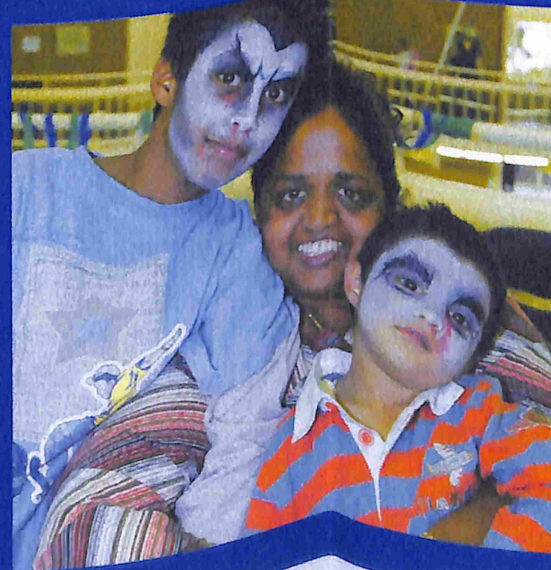
As you all know, the reunification of Melbourne's trams commenced on 18 April 2004, and these photographs are a testament to the marvellous day it was.

Our Family Day was a huge success, with over 3000 Yarra Trams staff and families taking part in the festivities. An impressive spit barbecue lunch was enjoyed well into the afternoon, while we were entertained by roving entertainers and musicians who helped create a true carnivale atmosphere.

A sumo wrestler added an intriguing touch for the adults, and there was so much for the children to enjoy. A miniature farm full of adorable baby animals provoked squeals of delight from young and old guests. Kids scampered around daubed in face paint, bounced gleefully on the jumping castle, and clambered over a friendly Thomas the Tank Engine.

A particular highlight was the W-class tram installed for the day. Families posed for photographs on it, while their children happily rang its bell. Many thanks to the Infrastructure Team for arranging to bring in this piece of Melbourne history.

Above all, the Family Day provided a great chance to mingle with people from other depots and their families. Our new corporate video was also shown throughout the day. So thank you to everyone for coming along and making the day so very special, and of course our particular thanks and applause go to the marketing team for organising this memorable event.



YARRA TRAMS MAKEOVER

In an impressively orchestrated effort, teams of workers have been swarming over Melbourne from the CBD to the suburbs to finalise our rebranding and revamping 'makeover'. Highlights included:

Between 8 am on Saturday and 5 am on Sunday, a team of 30 worked around the clock to cover up the logos and slogans on the sides of all 270 former M>Tram vehicles with the new series of intriguing riddles mentioned in last week's *On Track*.

Between 12.30am and 5am on Sunday, another team changed over 100 signs at the Flinders Street Station – Federation Square Superstop.

Other teams have been busy putting up new signage at each tram depot, replacing outdated timetables from the City of Melbourne signage totems on Swanston and Elizabeth Streets, and putting up new posters in shelters across the length and breadth of the tram network.

MELBOURNE ALL OVER

On Sunday, our new 'Melbourne all over' campaign began. Advertisements could be seen in The Age, The Sunday Herald Sun and MX while the first radio ads were broadcasted on Gold and Fox FM, 3MMM, 101.1 Mix FM and Nova. Special thank you to drivers Gabriel from Malvern Depot, Bobby from Glenhuntly, Luis from Southbank and Liz from Camberwell for their great contribution to the radio campaign.

Also on Sunday, the 'Melbourne all over' Supertram took its first journey, completely 'wrapped around' with 'Melbourne all over' advertising. In the near future, one of our Combinos will be spotted similarly 'wrapped'.

Our brand new website went 'live' on Sunday night. It is colourful, informative and lively, so do have a look and do not forget to play the online game that takes you to popular destinations 'Melbourne all over', while posing a series of riddles that tie in with our riddle campaign.

MEDIA ENQUIRIES

Please ensure that all media queries are referred to:

Andrew Heslop
Media & Public Affairs
telephone 03 9619 3232
mobile 0412 101 637

This is the final edition of On Track. Look out for our next edition of Yarra Connections, out to your location soon.



**Brunswick Street Books.
Stop 16. Route 112.**

YARRA TRAMS

Melbourne all over

STAFF TRAINING

Phase 2 of the Yarra Trams induction is under way, with training commencing at your depot or other place of work very shortly.

As well as giving you the chance to view our exciting new corporate video, the induction will cover the following key areas:

Who is behind Melbourne's tram operator? We will give you an introduction to the Yarra Trams' partnership, which is a 50/50 Australian-French joint venture between two companies, Transdev and Transfield Services.

What is the Yarra Trams vision? A comprehensive overview of Yarra Trams will talk you through our vision and our principles. This section will also cover a rundown of our staff and operations, and summarise our key policies, including customer service, HR and equal employment opportunity.

What is our primary and overriding goal? It is of course safety for all. This section will cover the Yarra Trams safety policies, from risk management, to smoking, to blood-borne diseases, to workplace injuries, with a special focus on tips for working safely.

All staff will be attending induction sessions over the next few weeks. For many of you this will also provide a good opportunity to get to know your new line manager better.