

## Kew Depot

Congratulations to the new Level 2 CSEs.  
Congratulations to Driver Mehrdad Masarati and his wife Firouzeh who are the proud parents of a baby girl - their third daughter.  
Victor Merrigan resigned on the 23rd October after 29 years at Kew Depot, he will be missed.

## Yarra Power

Substation and Maintenance crews and Carlton Control staff strutted their stuff again during November with the installation of new 600 volt cables in Flinders Street as part of the new Flinders Street tie-station works. The tie-station building is progressing well; now being at lock-up stage and nearly ready for the electrical fit-out works.  
Welcome back Rohan Pask.

## Southbank Depot

Congratulations to the new Level 2 CSEs.  
Ken Johnson a body maker from Southbank received his silver tray for 25 Years service.  
Rick Mulholland Operations Officer left the service on 23rd October after 17 Years service.  
Renovations to the administration office are completed. The old office is now waiting in preparation for FOC to be re-located to Southbank.

## Camberwell Depot

Congratulations to the new Level 2 CSEs.  
Carolyn Dean, an ex driver working on level 15, Transport House for the past few months left service on Friday 30th October after 18 years service. We would like to wish her all the best.  
The "Dinner Day Good Meal" was enjoyed by all.

## Driver Re-Training

Drivers have been undergoing driver refresher training since 20 July 1998. In addition to customer service training, the course criteria includes understanding driver responsibilities, car in/car out procedures, fault finding, speed restrictions, driving techniques and what to do at the scene of an accident.

**Next Yarra Trams newsletter  
out in December 1998**

## Yarra Track

Congratulations to Bridget Smith on her wedding.  
The curves have been replaced at Power Street and Riversdale Road. The works were completed by contractors and tram track staff. A job well done!  
The H crossing at Riversdale and Glenferrie Roads has been completed.  
The maintenance of the track at Kew depot has been completed with East Preston due to be finished in December.

## Fleet Operations Centre

Road works, protest rallies, marches, sports events, conferences and parades have all required the use of Yarra Trams services over the past month. With Sheffield Shield Cricket, Basketball, Match Box 20, Melbourne Champions, Indoor Cricket, Kick Boxing, the CWA general meeting, Melbourne Statecross series and The Main Event all in the Sports and Entertainment Precinct, FOC have definitely been busy co-ordinating trams. Thanks to the crews at Camberwell and Kew depots, the CCOs and Mobile Officers for a job well done. In conjunction with these events, the Herald-Sun Tour, Melbourne Festival, Victorian Government Open Day, the Darebin and Lygon Street festivals also added some flavour to an exciting month.

## East Preston Depot

Congratulations to the CSEs who have passed level 2.  
Malcolm wishes to thank all the staff at East Preston for their efforts with traffic management issues during the Darebin Festival.

## Retirement Rick

Rick Mulholland retired from Southbank depot on 23rd October 1998. The Superintendent, Geoff Lockwood along with Operations Administrator Andrew Stephanou and Operations Officer Gary Reddy presented Rick with a gold watch and a decanter set as parting gifts. Rick was a regular late shift Operations Officer in the starters office and he will be missed.



Above: from left to right: Joe Gauci, Johnny Viera, Paul Moyer and Rick Mulholland.



**November 1998**

*Edition No 9*

## Cows on trams and City Circle bands

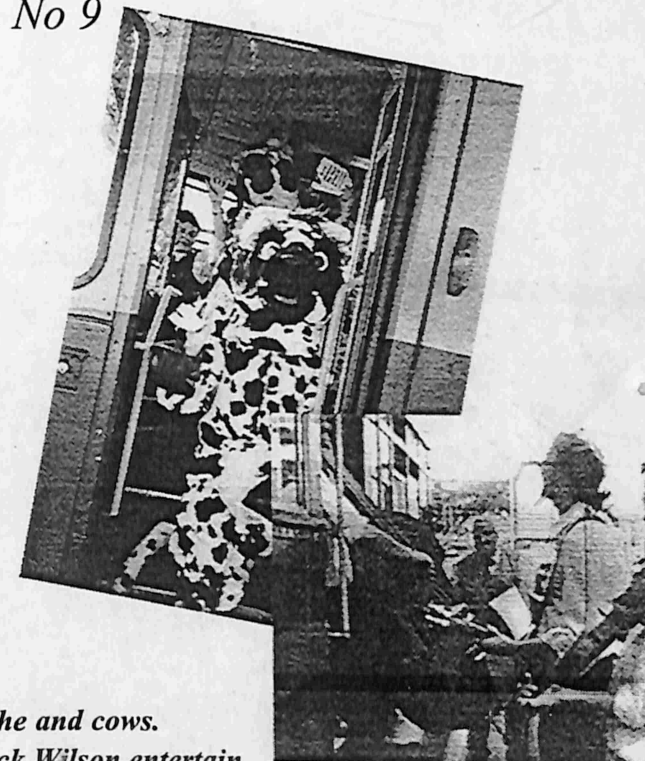
During October, some interesting events occurred on Yarra Trams. As part of the Melbourne Festival, several well recognised local bands entertained City Circle passengers over three weekends in October. The bands included Friends of Moira, Brassica, The Blue Grassy Knoll, Flyright Trio and Dangerous Divas.

The Blue Grassy Knoll included an original "tram song" dedicated to Melbourne that was captured on video by photographer, John Phillips. The bands played on selected trams for one loop then got off, entertaining passengers until the next tram arrived. Yarra Trams Customer Service Employees were on hand during the festival to assist tourists and ensure all went smoothly.

Gateway Computers chartered a tram to hand out "stress cows" and pens to waiting passengers at tram stops. The promotion ran over three days with thousands of cows and pens handed out to Yarra customers.

*Above Right: Southbank depot driver Steve Azemothe and cows.*

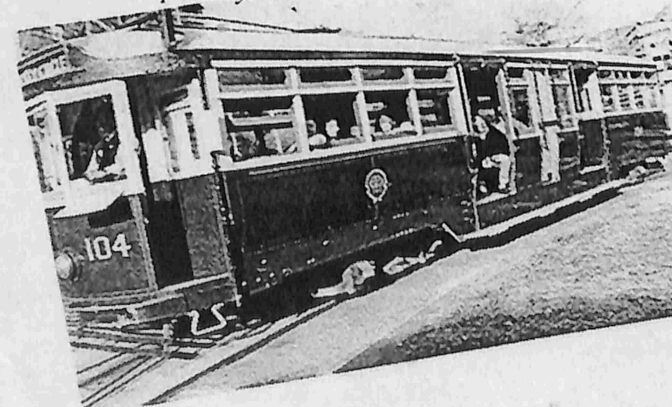
*Right: The band, "Blue Grassy Knoll" and CSE Rick Wilson entertain City Circle passengers during the Melbourne Festival.*



## A Vintage Open Day

On the 3rd and 4th of October, the Government Open Weekend saw eight vintage trams put into service on the City Circle route. The trams included L class tram 104 built in 1912. The vintage trams combined with the regular City Circle trams resulting in a 5 minute frequency for customers. Over 35,000 city circle trips were made by passengers over the weekend. A letter was received from the Premier of Victoria, the Hon. Jeff Kennett, conveying his appreciation to all the staff who assisted prior to and during the weekend. A job well done!

*Below: Southbank depot driver Peter Tesi and a well ventilated vintage tram operate the City Circle on Government Open Day.*



*Above: Sali Sali and Michael Dudley prepare tram number 613 at Southbank depot*

## Staff BBQs sizzling

Over the past few weeks luncheons and BBQ's have been arranged at depots. Kew Depot held a staff BBQ on the 6 November. Camberwell had assorted hot food for staff on Wednesday 28th October with Yarra Trams Chief Executive, John Wilson attending and chatting to staff. On Friday 30th October a BBQ was held at Southbank Depot. John Wilson presented Ken Johnson, a body maker from Southbank, a 25 Years of service tray. Other lunches have been held at Fleet Operations, E Gate and East Preston depot.





## A message from the Chief Executive

We are now well on the way to privatisation with many potential bidders travelling our system. During November, myself and Yarra Trams management will be making presentations to local and international bidders.

We have been recording good patronage increases of late and recent trends in customer satisfaction levels have been very positive. Service reliability and punctuality will improve further with the implementation of new operating timetables effective on Sunday 13 December 1998.

The most important element of any business is its staff and I wish to thank you all for your efforts over the past year. To celebrate the festive season, a staff and family Christmas Party has been organised. You will be receiving a personal invitation shortly. Sunday 13 December is not only when our schedules improve, but the date of the Yarra Trams Christmas party.

It has been great to talk to many of you over the last few weeks at the various workplace BBQ's. It has been pleasing to hear many of the positive comments regarding our future and current success. Yarra Trams really is heading in the right direction and I look forward to your continuing support.

Best regards,

John Wilson  
Chief Executive Officer  
Yarra Trams

## University games a hit

Yarra Trams sold over 1700 tickets to the University Games athletes and visitors. The tickets were pre sold to event organisers. The games were staged at various venues around Melbourne including; The Glasshouse and Olympic Park, with the bulk of the activities held at Albert Park, which was accessible on the Yarra Trams network. Other venues included Royal Park, Melbourne University, Cockatoo and Emerald! The organisers of the Australian University Games would like to extend their thanks to the staff at Yarra Trams for their support. By all accounts the 1998 Games were a tremendous success.

Yarra News is published monthly. Staff contributions are welcome, either phone on 11653 or fax 11274 or write to Yarra Trams level 15 Transport House.

### The Yarra Trams vision:

Yarra Trams' vision is to be recognised by our customers as the provider of world class public transport within the Melbourne CBD and metropolitan areas for commuting, tourism and special event travel.

## Yarra Christmas Party

You must confirm your attendance by 7 December to confirm the number of tickets and transport arrangements. Numbers are limited so get your RSVP in ASAP or you may miss out! The day promises fun, entertainment and lunch for the whole family. Invitations will be sent to your home address within the next week.

## Flinders & Exhibition Streets meet for route 70!

"Not only was 70 metres of double track replaced with new curves and auto points put in concrete along Flinders Street at Exhibition Street, but also 430 metres of conduit was laid for the future power operation of Flinders Street" said Massoud Majidi, Project Manager of route 70. "The track works went exceptionally well." Massoud said, "with all the track work finished on time for the first tram on Monday morning. The next stage is the realignment of the roadway behind the Tennis Centre to allow the tram track to be built. The sub base will be laid at the end of November for track laying in December."



photo:  
Bernard Starr

Above: Work continues between the MCG and Melbourne Park at Exhibition and Flinders Street.



Above: Jim North, Gary Tillotson & Massoud Majidi inspect work in progress.



## Winners!

Congratulations to the following staff member for successfully naming a tower taller than the Rialto. S. Rajapaksha from Kew depot will receive a Family Pass to the Rialto.

The correct answer given was the Empire State Building in New York, USA at 443m. The Rialto building is 253m.

## Win again!

To win a Cow Pack and tickets to IMAX simply name the computer company that uses cows for their promotional products. Send your answers to:

Yarra Trams  
Cow Competition  
Level 15  
Transport House  
589 Collins Street  
Melbourne 3000



## Can you have your tickets ready for inspection please?

A second group of Yarra CSEs has passed the three-day level 2 CSE course in October 1998. Apart from brushing up on existing skills, sessions on conflict management, customer service and revenue maximisation proved very useful.

The three-day courses have been designed to enhance customer communication and revenue protection issues in a more professional and informed manner.

The next CSE Level 2 courses are planned for January/February in 1999. New CSEs recruited externally will commence in December after completing a 5 week induction course.



Above: Successful CSE2s. From left; Tim Finnigan, Moli Epa, Raul Varela, Marina Fernandez, David Coverdale, Ian Campbell, Maria Galam and Alawi Mustapha (absent from photo Rick Wilson and George Bolgarow)

## Customer Compliments



Congratulations to the following staff members for service excellence during the last month!

### Commendations

**Warren Todner:** CSE Southbank, Customer service skills in relation to the Florey tram.

**Stephen Collyer:** CSE Southbank, Customer service skills in relation to the Florey tram.

**Pat Roberts:** CSE Camberwell, Customer service skills assisting a passenger purchase a ticket from the TVM.

**Thomas Ooi:** Driver Camberwell, Customer service skills in relation to PA announcements.

**Chrysostom Jayasuriya:** Driver Preston, Customer service skills in relation to PA announcements.

**Roshdy Yacoub:** Driver Kew, Customer service skills in relation to PA announcements.

## Power Man!!!!

**Name:** Mario Cachia  
**Position:** Substation Electrical Maintenance Foreman

**Location:** Yarra Trams Power - E gate

**Activities:** Maintain the rectifiers, transformers, circuit breakers and feeder panels in the substations.

**Service History:** Commenced employment in 1983 as an Electrical Fitter Apprentice at Carlton Control. Has moved through the ranks from being a Tradesman to a Special Class Electrical Fitter, to a Substation Foreman to a Senior Foreman. Relocated from Carlton Control to E Gate earlier this year.

**Footy Team:** North Melbourne.....Carn the Roos!

**Hobbies:** Rock fishing

**Favorite TV Show/Movie:** South Park

**Favorite Actor:** Samuel Jackson

**If you could have a dinner party with four guests who would you choose?**

The world's 4 best chefs and I would serve McDonalds - just to see the looks on their faces.

**Bad Habit:** Impulse buying

**What are you mad about:** Watches

**Who do you find inspiring:** People who don't give up.



Mario Cachia always has the right time.