



**YARRA TRAMS**



## Kew Depot

Farewell to George Tzallas who retired after 20 years. Good luck George. Congratulations to John Andrews who recently became the new OH&S Rep of the Kew Designated Work Group.

## Southbank Depot

Congratulations to Julie Sjo who recently became the new OH&S Rep for Southbank. The depot would like to welcome all the new Southbank drivers.

## Camberwell Depot

Camberwell depot would like to welcome new drivers, Katina Tsouglis, Ian Bryant and Hosam El Sayed. Birthday wishes to R. Awad, N. Chau, D. Faalele, R. Gamboa, Y. Gharghor, L. Hall, F. Kingsavanh, I. Mason, T. Ooi, J. Reid, B. Savage and A. Tagle.

## East Preston Depot

Driver roster review meetings have been convened and the new roster will commence from 4 July 1999 with unanimous agreement.

## Yarra Tramway Control

The revised lighting system for YTC has been designed and is on order. New blinds have been delivered and fitted. Foremans desk has been fitted out and ready for action. The new Yarra Tramway Control Facility is fully operational.

## Yarra Track

Tram track at Victoria Bridge was rehabilitated on the weekend of 19/20 June by Yarra Trams staff and contractors working side by side. All went according to schedule with the first tram running at 5am on Monday morning. Thank you to Gary, Martin, Steve and the crew for a job well done. Fine-tuning of the works at Port Melbourne was completed. Route 70 works at the sports precinct have been completed and works have commenced on the new terminus in Flinders Street outside the World Trade Centre.

## Yarra Power

Yarra Trams staff Hassan Khavar and Kevin Sayers, led by Senior Technical Officer Brian Thorpe, are currently involved in Electrolysis testing in the Camberwell area. (For those wondering this electrolysis testing does not involve the checking of hair follicles on womens legs.) Electrolysis is a process where underground assets such as water pipes and gaslines are rusted by the electrical current returning from the tram to the substation. Extensive testing is required across the electrical system on a regular basis to prevent this problem. Without this testing and associated works it is estimated that damage to these pipes and services could run as high as ten million dollars per annum across Melbourne.

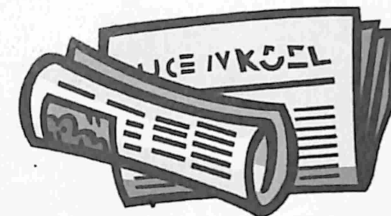
## STOP THE PRESS

Yarra Trams has been audited and awarded AS/NZS54801 "Occupational Health and Safety Management Systems" by the NCSA. Full story next month.

ODDS  
SPOT



*The email from our website just keeps getting more and more interesting..... one feedback used profanities to try and get his point across.... pity it consisted only of profanities and no actual complaint.*



**YARRA TRAMS NEWS**



**June 1999**

*Edition No 16*

# GAME SET MATCH - YARRA TRAMS

## YARRA TRAMS SERVICES THE 2000 AUSTRALIAN OPEN

Yarra Trams and Tennis Australia have negotiated a deal that will include a free tram shuttle operating from the corner of Flinders and Spencer Streets to and from Melbourne Park. The deal also secures shuttle trams back to the city until one hour after the completion of each night session.

"Yarra Trams will be increasing the number of trams to ensure a world-class service to the Australian Open with trams departing every few minutes" Yarra Trams Chief Executive Officer, John Wilson said.

"Tennis Australia should be congratulated on its' vision and co-operation in finalising this agreement".

Australian Open Chief Executive, Mr Paul McNamee, said the agreement is in line with other Australian Open 2000 initiatives designed to maximise the Tournament's accessibility and ensure an exceptional standard of service is provided to patrons.

"We're committed to offering an unmatched experience to our patrons, and logistic such as transport to and from our venue is a priority," Mr McNamee said. "With the advent of the Multi Purpose Venue, this agreement with Yarra Trams is timely."

It is anticipated that other event organisers will see the benefits in funding improved levels of tram services to events.

"Whether it be funded by sponsorship arrangements or the event organiser themselves, event patrons are the true winners of a free tram shuttle service" said Yarra Trams Marketing and Business Development Manager, Paul Matthews.



Above: Australian Open Chief Executive Paul McNamee in the drivers seat of a Route 70 tram



Above: Paul Matthews, Paul McNamee and John Wilson at the announcement of the tram shuttle for the 2000 Australian Open.

## YARRA TRAMS SUCCESSFUL FRANCHISEE ANNOUNCED

On Friday 18 June 1999, the Victorian Government announced Metrolink as the successful franchisee for Yarra Trams.

Metrolink is a consortium of private sector transport operators including Transfield, Transdev and the Egis group. Metrolink will spend \$150 million on new and upgraded trams, improving services, enhancing passenger facilities and tram stops across greater Melbourne.

In a message to all Yarra Trams personnel, Metrolink advised that they are committed to working with Yarra Trams to deliver a customer focused tram business and will be developing a range of initiatives over the next few months to both enhance services and increase patronage. Metrolink are expected to take full control of the Yarra Trams business on August 29, 1999.



YARRA TRAMS



## From the Chief Executive

The biggest news this month is that on Friday 18<sup>th</sup> June, the Premier of Victoria, Mr Jeff Kennett, announced that the Metrolink Victoria consortium were successful in bidding for operating the 12 year franchise of Yarra Trams. Representatives from Metrolink visited each Yarra Trams worksite to introduce themselves to all staff. This process will continue over the coming weeks.

Metrolink will be investing in a range of improved customer services, including tram stop refurbishment and state-of-the-art, low-floor trams. These initiatives are designed to ensure the provision of an even higher quality service for Yarra Trams. It is certainly an exciting time for everyone at Yarra Trams. Look out for weekly transition update newsletters from metrolink keeping staff abreast with the issues.

June saw the opening of the new route 70 service. The official launch headed by the Premier was well attended and a BBQ lunch, free tram rides through the precinct proved to be very successful.

Another big achievement this month has been the agreement reached with Melbourne Park for the 2000 Australian Open resulting in free trams to the Tennis next year for ticket-holders to the event. This initiative will give Yarra Trams invaluable exposure at a world famous sporting event.

Congratulations also to all staff involved the Yarra Trams achieving certification in AS/NZ 54801 "Occupational Health and Safety Management Systems". Another milestone has been achieved towards Yarra Trams recognition as a world class tram service.

July will see the introduction of the Customer Information Guide—a comprehensive information folder for all Yarra Trams frontline staff. A Customer Service Guide will also be released making sure that service to our customers continues to improve.

Thanks to all staff for your continued support in the successful operation of our business.

Best regards,

John Wilson  
Chief Executive Officer  
Yarra Trams

## Next Yarra Trams newsletter late July 1999

Yarra News is published monthly. Staff contributions are welcome, either phone on 14088 or fax 11274 or write to Yarra Trams level 15 Transport House.

## THIS IS CARLTON CONTROL

Depot Trainers have recently been visiting Carlton Electrical Control with trainee tram drivers to give the trainees an overview of the Tram Electrical System. A short presentation was given by Craig Took followed by a guided tour and a discussion highlighting the essentials of tram drivers reporting accurate information through FOC to Carlton Control.

"The feedback from Depot Trainers and trainee drivers has been very positive" said Electrical Operations Superintendent Trevor Jones.

"It is essential that defects on the Tram overhead wires are reported to Carlton as quickly and as accurately as possible so that we can initiate early corrective action and minimise further damage to pantographs and wires and at the same time avoid or minimise delays to tram passengers".

Tram driver visits to Carlton Electrical Control can be organised by your Depot Trainer through Yarra Trams Training Officer, Dave Clarke.



Above: New Tram Drivers being shown Carlton Control by Rudi Di Florio

## NEW CSES JOIN THE RANKS

June saw the completion of training for 10 new CSEs. Gail COMPASSI, C. Grant COOPER, Paul De GRAAFF, Phillipe DUPARC, Megan EDWARDS, Peter GRAY, Mark PROKOPIS, Jennifer ROCHOW, George SELEMIDIS, Scot SHAW. We wish them well and give them a warm welcome to Yarra Trams.



Above: CSE Level 1's receive their badges



For your chance to win 4 passes to any IMAX picture of your choice, simply answer the following question correctly:

**Name the Yarra Trams route which will take patrons to the 2000 Australian Open?**

Send your answers  
on the back of an envelope to:

Melbourne Park / IMAX competition  
c/o Yarra Trams  
GPO Box 5231 BB  
Melbourne 3001

Last months winner is Driver David Dodd from Southbank Depot. The correct number for the Customer Feedback Line is 9619 4189.

## STAFF MEDIA WATCH

Yarra Trams staff are out there proving that there is no such thing as too much publicity.

Southbank Driver Julie Sjo couldn't keep her Melbourne secret to herself anymore and recently appeared in The Age. For those who missed it - Julie's secret was cake in Acland Street.

Preston CSEs Bernie Lennox and Frank Tavalaro were interviewed by TripleJ on "A day in the life of ...". Bernie and Frank were asked to describe their job and tell any humorous moments (yes - there have been plenty).

Channel 10, Saturday July 10 at 8.30 pm  
**RAILWAY ADVENTURES ACROSS AUSTRALIA**  
features a segment on Yarra Trams.

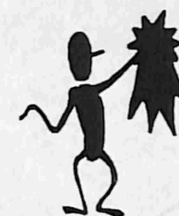


Above: Julie Sjo having her photo taken by the Age photographer.



Above: Bernie Lennox and Frank Tavalaro being interviewed by TripleJ radio personality Alistair

## Customer Compliments



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

### Commendations

CSE Bernie Lennox - East Preston  
Exceptional Customer Service to Route 70 patrons  
CSE David Eggers - Southbank  
Exceptional Customer Service to visitors to Melbourne  
Drivers on Route 75 and Route 96  
Excellent Driving and Customer Focus  
East Preston CSEs -  
Customer Focused and Friendly Service

## STAFF PROFILE

Stephen Legge  
Power Control Officer 3  
Carlton Control

### Activities:

Control Room Supervisor - the control room maintains the electrical system for the safe operation of tram. Inspects substation, fixing failures and issuing permits. Maintains computer system at the substations PLC

**Service history:** Transferred from SEC in 1987 to the Overhead Department. Worked on the overhead until 5 years ago and ended up at Carlton Control.  
**Hobbies:** Baseball - play & umpire, brewing and drinking beer, ornithology & laundry.

**Favourite Footy team:** Hawthorn

**Favourite TV show:** Home Improvement

**Favourite actor:** Bruce Willis

**If you could have a dinner party with four guests who would you choose?** After much deliberation - Tim Allen, Tim Smith, Tim Emily Simons and Tim Pamela Anderson Lee. - can't go past that lamb roast, served with Tim Tams.

**Do you have a bad habit?** Tormenting my children  
**What are you mad about?** Err, did I mention baseball

**If there were one word left to you in the English language, what would it be?** - Errrg

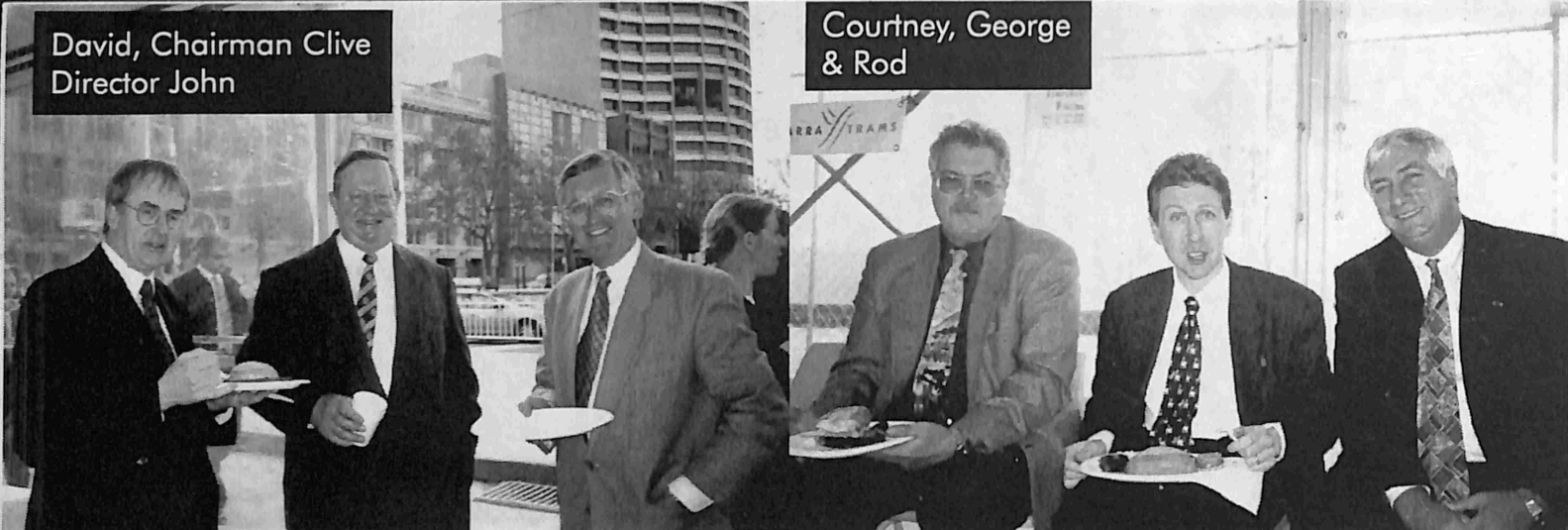
**Who do you find inspiring?** Anyone with a positive outlook and has done something to achieve the next level.

**What do you hate?** Technology intolerant people.



David, Chairman Clive  
Director John

Courtney, George  
& Rod



Tram Power



Minister Cooper,  
the Premier of Victoria  
and John CEO

Ross, Jane  
& Massoud

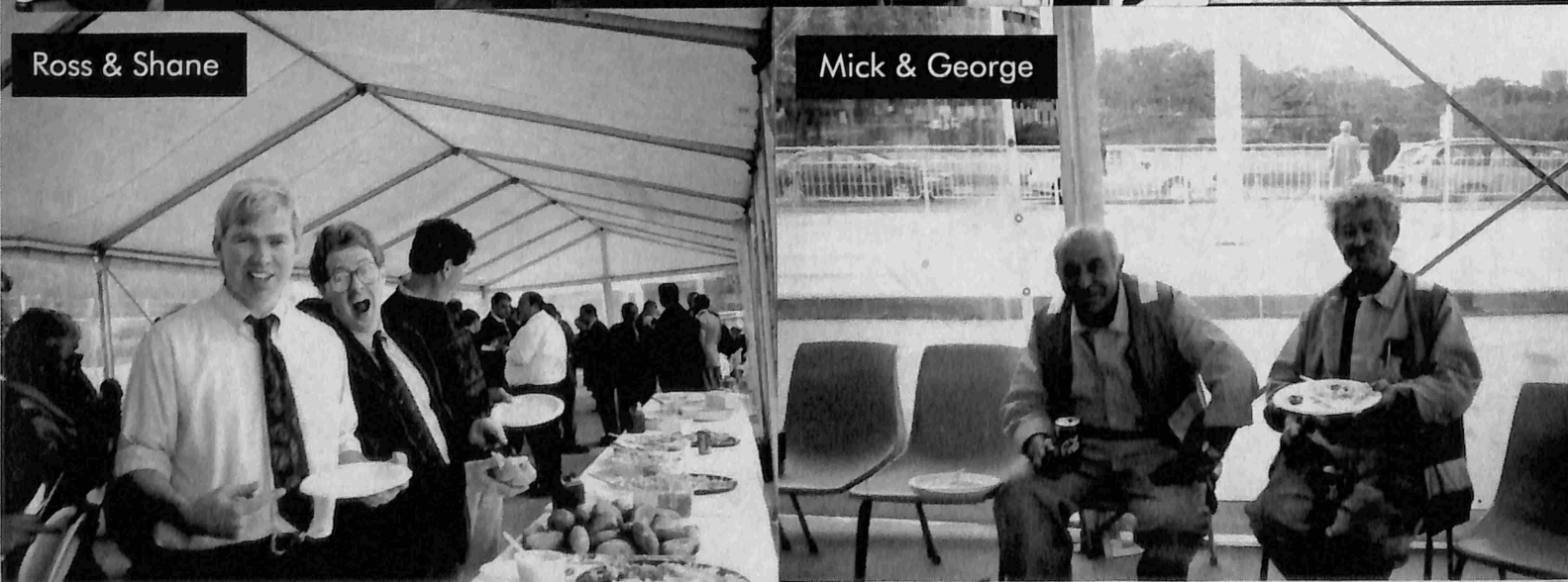


Geoff

Chris

Ross & Shane

Mick & George



# Yarra Trams Transition News

Issue 2 - 2<sup>nd</sup> July 1999



Welcome to the second edition of the Yarra Trams Transition News. The MetroLink staff would like to express their appreciation for the warm welcome we have received at all the Yarra Trams sites during this past week. We share your excitement for the opportunity to work together to further build Yarra Trams into a vibrant and successful business. We have been overwhelmed by the many suggestions for improving the business and look forward to exploring these ideas further.

It is hoped that the small group information sessions this week have reassured you and answered many of your questions. Follow-up answers to some of your questions and concerns are included in this newsletter. If you were unable to attend one of this week's information sessions, please advise your supervisor or manager, so that alternate arrangements can be made.

## Recap of Key Dates:

- **Week 1** - The Premier, Mr. Kennett, announced on 18<sup>th</sup> June 1999 that MetroLink (Victoria) Pty. Ltd. has been awarded a twelve year franchise to operate Yarra Trams.
- **Week 4** - By the 16<sup>th</sup> of July 1999, MetroLink will advise the Public Transport Corporation and the Unions, who we will be employing and what will be the organisational structure for Yarra Trams.
- **Week 5** - By the 23<sup>rd</sup> of July 1999, formal Offers of Employment will be sent to each Yarra Trams employee.
- **Week 7** - Within two weeks of receipt of the Offer of Employment, each Yarra Trams employee is required to respond to MetroLink's offer.
- **Week 10** - At 3am on the 29<sup>th</sup> of August 1999, MetroLink will be responsible for the operations of the Yarra Trams Franchise.

- Under the existing EBA your Travel pass entitlements remain **until 31 December 1999**. The Agreement requires that a review will be conducted prior to that date to determine any ongoing arrangements. MetroLink will honour this Agreement. It is anticipated that the Unions will enter into negotiations with MetroLink, National Express and the owner of the Hillside Trains franchise (yet to be announced).
- MetroLink will offer employment on the existing EBA terms and conditions. The commitments that arise from this Agreement, including all accrued leave entitlements, recognition of prior service and your Superannuation options will be honoured by MetroLink. This agreement runs until June 2000.

## Questions and Answers

### Q11. How will MetroLink select staff?

A11. MetroLink is currently confirming the precise numbers of employees it intends to offer continuing employment. We are required under the terms of the franchise agreement to make formal offers of employment by the 23<sup>rd</sup> of July 1999

As you will be aware, we are currently concluding detailed information sessions with all staff, which is assisting this process. As previously advised, MetroLink intends to offer continuing employment to the vast majority of Yarra Trams employees.

We are aware that many staff have expressed particular preferences as to their future and we will be taking these views into account in our decision making process. It may be that not all expectations can be met.



John, Massaud  
& Les



Bridget, Arthur  
Fordy

Minister Cooper  
and the Premier

Des, Eugene,  
Phillip & Mario



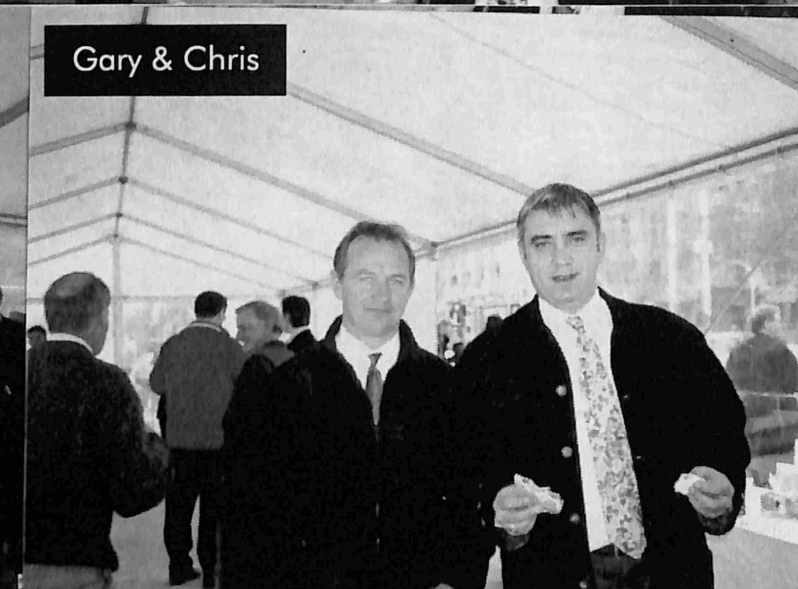
Anita & Luis



Paul



Gary & Chris



Ragaie, Peter  
& Debbie



Tim



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