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Teddy Bears' Picnic with Jake

"If you go down to the woods today, you're sure of a big surprise", according to the old song "The Teddy Bears' Picnic".

But a tram full of teddy bears came as no surprise to tram driver Ian when he took this group of children from Ripponlea Primary School to the annual Teddy Bears' Picnic. Jake the tramTRACKER mascot was on board for the ride to Rippon Lea Estate at stop 42 on Route 67 (Melbourne University – Carnegie).



As Victorians come to terms with the massive task of rebuilding after the worst bushfires in our history, all of us at Yarra Trams extend our heartfelt sympathy to everyone who has been touched by this tragedy.

The generosity of our employees in contributing to the bushfire appeal upheld the century old "trammie tradition" of supporting the community.

We partnered with the Rail, Tram and Bus Union to collect donations at Yarra Trams workplaces. From the fundraising breakfast at our maintenance depot to the staff who demonstrated their compassion with cash, it was a spontaneous and overwhelming response.

In this combined effort, the Yarra Trams family raised \$80,953.75. With a matching donation from the company, we handed over \$161,907.50 to the Red Cross bushfire appeal.

Before the bushfire crisis, during Melbourne's "heatwave of the century" Yarra Trams again lived up to its reputation for delivering the best possible service to the people of Melbourne.

We have received many compliments from customers and I have passed on their thanks to the staff who kept our trams running despite the extreme heat.

As we reflect on the hot and tragic summer, our thoughts turn to Easter and the Good Friday Appeal for the Royal Children's Hospital. Yarra Trams is a proud supporter of the appeal and our employees have again shown their generosity to this much loved icon.

Please remember the kids on Good Friday and "give that they may grow".

Dennis Cliche
Chief Executive Officer
Yarra Trams



Where's Jake?

As a major supporter of the Royal Children's Hospital, Yarra Trams has launched its Where's JAKE? online fundraiser for the Good Friday Appeal.

Visit wheresjake.yarratrams.com.au to view photos of the globe trotting adventures of Jake the tramTRACKER beagle. You can win a monthly Metcard by guessing where Jake is on his travels.



Visit the website to buy a Jake plush toy for only \$15 with all proceeds going to the Good Friday Appeal.

Watch for news of another chance to win by uploading your own photos of Jake's adventures.

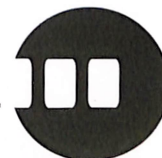
Images of Jake with patients from the Royal Children's Hospital feature on the Good Friday Appeal tram.

Lights, camera TRACKtion!

The Melbourne International Film Festival (MIFF) is asking filmmakers to submit their short film for the Lights, Camera TRACKtion: Melbourne Shorts competition presented by Yarra Trams.

This special event as part of the 2009 Festival will celebrate Melbourne's iconic trams on film. Entry is open to all short films (fiction, documentary, animation, experimental and music videos) and must feature either a tram or trams as a focal point or as imagery in the film.

melbourne international
FILMFESTIVAL



A judging panel will select the ten best **Lights, Camera, TRACKtion** shorts which will be shown at the Australian Centre for the Moving Image (ACMI) on Thursday 6 August, 2009 at 7pm. First (\$3500), second (\$2500) and third prizes (\$1000) will be awarded on the night by a special judging panel made up of prominent film industry and Melbourne personalities.

For details and entry forms visit:
yarratrams.com.au

Meet the Public Transport Ombudsman



PUBLIC TRANSPORT OMBUDSMAN VICTORIA

I am very pleased to have this opportunity to introduce myself to Yarra Trams customers.

I am Victoria's Public Transport Ombudsman. My

office investigates complaints about public transport operators, including Yarra Trams, where the issue cannot be resolved by the operator in the first instance.

We deal with complaints about trains, trams, buses, tickets, staff and most other public transport matters in Victoria.

The Public Transport Ombudsman is independent of public transport operators, government and consumer organisations. Our services are free of charge, simple to access and confidential.

Complaints provide important information which can improve services, for you and other commuters. Yarra Trams is genuine in wanting to hear your feedback. So if you do have a complaint and you want action taken, an explanation or an apology, I encourage you to speak up.

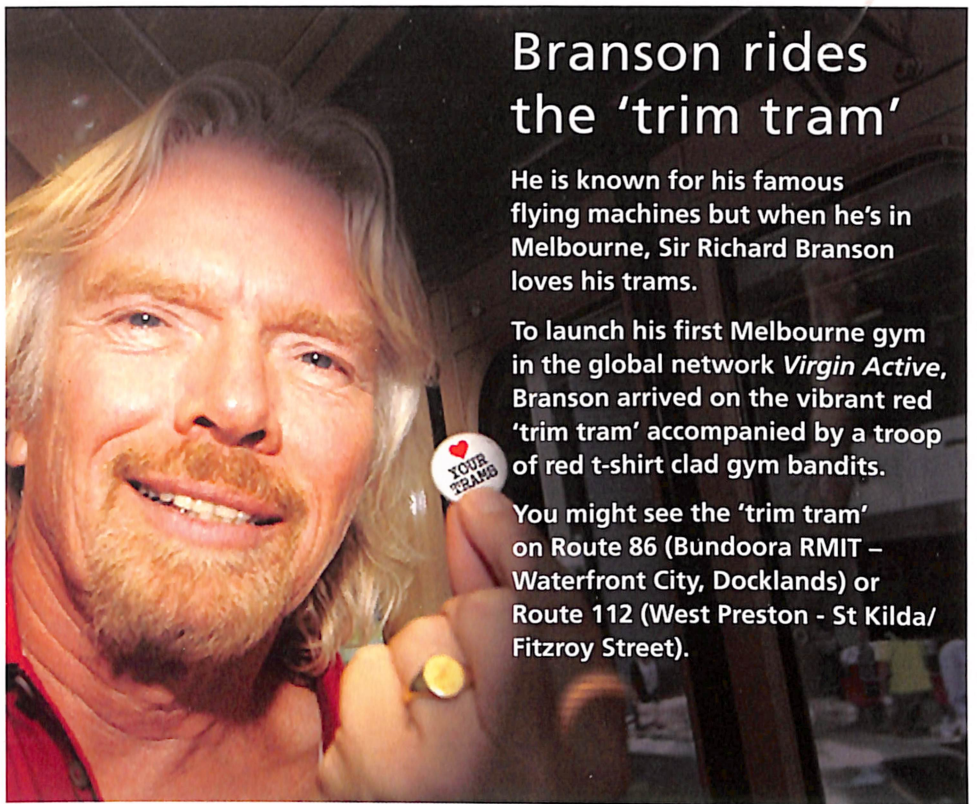
Equally important is your right to contact the Public Transport Ombudsman if you don't receive a response, or you are not satisfied with it.

You can contact my office on 1800 466 865. Our website www.ptovic.com.au provides information about our services and how to make a complaint.

Simon Cohen
Public Transport Ombudsman

YARRA TRAMS
welcomes customer
feedback

Call 1800 800 166
(6am-10pm daily)
or visit
yarratrams.com.au



Branson rides the 'trim tram'

He is known for his famous flying machines but when he's in Melbourne, Sir Richard Branson loves his trams.

To launch his first Melbourne gym in the global network *Virgin Active*, Branson arrived on the vibrant red 'trim tram' accompanied by a troop of red t-shirt clad gym bandits.

You might see the 'trim tram' on Route 86 (Bundoora RMIT – Waterfront City, Docklands) or Route 112 (West Preston - St Kilda/ Fitzroy Street).

Catch the 3a to St Kilda

Getting to St Kilda by tram at weekends has never been easier thanks to extra services along St Kilda Road.

Route 3a (Melbourne University – East Malvern via St Kilda) trams can take you direct to Fitzroy Street, The Esplanade and Carlisle Street on Saturdays and Sundays.

At the busiest times of the weekend, there is a Route 3a tram every 12 minutes, scheduled between the Route 16 service (Melbourne University - Kew via St Kilda).

Route 3a is a weekends only service and Route 3 operates Monday to Friday.

On Saturdays and Sundays, tram stops 31 to 35 on St Kilda Road between St Kilda Junction and Carlisle Street are serviced by Route 67 trams.

Trams a hit with tennis fans

For the tenth year in a row, Yarra Trams played a vital role in Melbourne's summer of tennis.

A total of 368,871 people took the special shuttle trams to and from the Australian Open.

That means about one third of the total crowd took advantage of the free travel on trams between the City and Melbourne Park.

Since Yarra Trams started the tennis shuttle for the 1999 Australian Open, there have been more than 3.3 million passenger trips.





New eyes for tram operations centre

Twelve new cameras are helping Yarra Trams to monitor key tram routes across the city.

The live images are displayed on the massive video screen in our Fleet Operations Centre.

"We can now monitor more locations where vehicles share the roads with trams and that means our operators can respond quickly to potential delays," said Traffic Control Manager, Ian Paul.

Valuable teamwork

Melburnians have been reminded to secure their valuables while on board trams or anywhere there's a crowd.

Authorised Officers from Yarra Trams joined members from the Victoria Police Transit Safety Division to hand out security brochures at tram stops in the Bourke Street mall.

Transit Safety Division Acting Senior Sergeant Matt Volk said transit police and Authorised Officers patrol trams, some undercover, to prevent and detect anti-social behaviour.

MSO Saturdays at 2pm

For your chance to win a double pass to attend four concerts in the MSO Saturdays at 2pm series plus a monthly Metcard, just answer the following question...

Who was the international identity who rode a tram on his recent trip to Melbourne?

Email your answer, along with your name, phone number and address to competition@yarratrams.com.au

or write your answer and contact details on the back of a standard size envelope and post to:

**tramlines competition
Yarra Trams
GPO Box 5231
Melbourne 3001**

Entries close 17 April 2009.
One entry per person please.

For information on Melbourne Symphony Orchestra performances, visit mso.com.au



Photo Lucas Dawson

Trams in fashion

This specially designed W class tram won many admiring glances on the City Circle as it promoted the L'Oréal Melbourne Fashion Festival.

The most fashionable eyes in the world turn to Melbourne for this glamorous annual event.

As a major partner of the festival, Yarra Trams takes patrons to the runways at Docklands and Malvern Town Hall for the ultimate fashion experience.

All year round, you can travel by tram to the vibrant fashion precincts of Chapel Street, High Street, Greville Street, Toorak Road and surrounds.

Visit lmff.com.au for full details.