

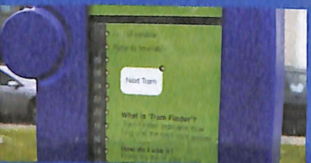
THIS ISSUE



Harry the Wombat debuts at Box Hill
Page 2



The Art of a Great Community
Page 3



Real Time Reloaded
Page 6



Metlink Launch
Page 7



Competition
Page 8



Yarra's Flagship Opens for Business

Celebrations reached across the Box Hill and surrounding communities as Yarra Trams declared the Box Hill extension 'open for business.'

The tram 109 extension to Box Hill was officially launched on May 2nd amidst the backdrop of lively celebrations. The wintry day was not enough to keep people away as the Victorian Premier, Steve Bracks, Transport Minister, Peter Batchelor, Councillor Jessie McCallum, Mayor of the City of Whitehorse and Yarra Trams Chief Executive Officer, Hubert Guyot, cut the official ribbon which officially opened the Box Hill tram extension.

The launch featured guest speakers, music, a horse-drawn tram and a community art project. The project featured art completed by the local community, including a box sculpture at the terminus and colourful wooden passengers at the new tram stops.

Chief Executive Officer, Hubert Guyot, expressed appreciation to the partners of the Route 109 extension, thanking the Department of Infrastructure, VicRoads, Transfield Construction, Alstom, John Holland, Coolabah Landscaping and Accron for their collaboration in bringing the tram line to Box Hill.

'Yarra Trams is working hard to ensure that all members of society can access new low floor trams and platform stops. The Box Hill extension is special because it encompasses new technical, aesthetic and accessibility innovations in public transport,' he said.

The route will commence running fully accessible low floor trams by the end of July 2003. A pilot project testing additional hand railings for wheelchair passengers will also commence on Route 109 in August.

Mr Guyot added, 'Already the Tram 109 project has begun to show Melburnians what we can achieve with real commitment to improving the passenger transport system from government, stakeholders and the community.'

(More Box Hill news over page)

Message from the CEO



Dear All

We have been very busy at Yarra Trams with two landmark events in the last few months – the opening of the long-awaited route 109 extension from Mont Albert to Box Hill, and the launch of Metlink.

The Box Hill extension was officially launched on May 2nd 2003. Not only is there an additional 2.2 kilometres of track but our new low-floor Citadis trams, designed for wheelchair users and the mobility-impaired will now operate exclusively on route 109 by the end of July 2003.

I'd like to thank the Box Hill community, our crews, construction teams and everyone at Yarra Trams who were involved in this massive project. I am also delighted that no trees were removed in creating this extension. In fact Yarra Trams planted more trees and for the first time, we now have grass between the tram tracks!

Metlink was also launched at Ashburton Station on the 9th of June 2003. Phase One, the introduction of colour-coding on route maps and system signage, forms part of the 'TravelSMART' pilot project along the Alamein rail line to encourage more people to use public transport or other transport means in preference to the car.

Yarra Trams is still keen to operate the entire tram network, hopeful of acquiring the M>Tram business in the not too distant future. There is still plenty of work to do but I firmly believe that such an acquisition will bring many benefits to the customer and to Melbourne. It promises to be a very exciting time for all of us!

Best Regards
Hubert Guyot



Yarra's Flagship Opens for Business

(continued from cover)

The Box Hill extension lengthens the 17 kilometre route by 2.2 kilometres from its previous terminus at Union Road, Mont Albert, to outside the busy Box Hill shopping centre, nearby bus interchange and Box Hill railway station. Grass covered track has been installed from Elgar Road to the terminus creating an almost 'park like' atmosphere.

The interchange services 18 different bus routes and the Lilydale and Belgrave train lines. Each day there are 17,000 train travellers and 3,700 bus passengers using the interchange. It is expected that 330,000 people will use the Box Hill extension each year.



The new plaza style terminus at Box Hill Central.

Harry the Wombat Debuts at Box Hill

Out of his burrow and at his first official launch, Harry the Wombat was full of life as he surveyed his latest piece of work, the Box Hill extension.

Anyone who knows Harry personally will realise, his life had been pretty two-dimensional but the real life character finally came to life days before the launch.

The smiling Yarra Trams mascot has since been seen visiting schools in the Box Hill area who were directly involved in the launch celebrations. These include Box Hill High School, Mont Albert Primary, Millgate Primary, Kingswood College and Robert McCubbins Primary. Harry awarded special commendations to students who were involved in the launch project.

Wombats are known for being industrious and good at making nesting places. It is also common knowledge that they don't speak, so on special outings Harry takes along a friend to help him out while he is shaking hands with people.

Being the star that he is you can usually find him handing out Yarra Trams colouring books or communicating track works in public notices and on street signage. He told Connections via email that he is looking forward to making special appearances at festivals and launches.

Connections also asked Harry how a wombat managed to score a job at Yarra Trams. He replied, 'Our Marketing Manager visited many other transport networks in Europe and decided Yarra Trams needed a mascot to communicate infrastructure works after seeing some friends of mine, the Pink Panther and Smokey the Bear successfully communicate tram works in parts of France.'



The Art of a Great Community

Befitting its location, 'The Hill of Boxes' took pride of place at the Box Hill Extension launch, as did 'The Constellations', a series of wooden cut out real life figures representing the universal access message.

The community art project developed by RATARTAT, a Ballarat based fine art studio, focussed on engaging the local community to promote ownership of the project within the community.

Local primary and secondary schools, together with the Box Hill Institute, were involved in the painting and drawing of the two art projects.

Both projects went on public display after the launch. 'The Hill of Boxes' can now be viewed at Flinders Street Station while the wooden passengers of 'The Constellations' made home at the Box Hill Library and Box Hill Central Shopping Centre.

Colouring Competition

Also celebrating Art in the City of Whitehorse community was the Yarra Trams Colouring Competition. A cut-out tram drawing promoting the Opening Day invited kids aged 3-12 to demonstrate their artistic skills by colouring in the tram pictured at the Box Hill Central terminus. Many colourful entries were received and the 9 winners were announced at the launch. Special thanks to the local Box Hill businesses for participating with prizes and for their support.

Winner of the Cybus Computers \$50 voucher in the tram colouring competition, Simone Chua.



Hot off the Press!

Patronage on route 109 has risen an estimated 5-6% since the opening of the Box Hill extension.

Wheelchair users are also making use of the accessible route.

It is estimated that up to an extra 2500-3000 trips per day occur in the extension area. These include trips by mothers with prams and people with special access considerations.

Feedback has been very positive:

About the new kerbside stops

'Much better, much safer. I have four kids so I feel better if they are not in the middle of the road.'

'Good for the elderly and those with disabilities.'

'Good for disabled access.'

About the new low floor trams

'Convenient for me with my pram - more room - look a lot better.'

'They're quite nice. They have a modern design and are better for disabled people. There's more space for people to stand in.'

'They're cleaner and more comfortable.'

'They're wonderful, they enable people to get on and off easily. The steps can sometimes be troublesome.'



TravelSmart

Things are really getting busy for the guys involved in the TravelSmart program with thousands of TravelSmart packs already distributed in July alone. The program involves residents choosing to receive more information on public transport, walking, cycling and health in a bid to encourage less use of the private car. Information packs are then hand delivered (usually by bike) to the program areas in Kew, Balwyn, Burwood, Camberwell, Ashburton, Glen Iris and Hawthorn. Yarra Trams staff are involved in the program through residential home visits.

Safety Stars in New Film

Electricity forms part of our daily lives and the tram network depends on 21 very important 'behind-the-scenes' people who form part of the power section based at Carlton Control.

The team has the responsibility of monitoring the system, providing access permits for contractors and performing electrical isolations, among other duties. There is someone there around the clock, every day of the year.

Most of us know electricity is a risky thing so it is worth mentioning that the people at Carlton Control have enjoyed an accident free workplace for five years.

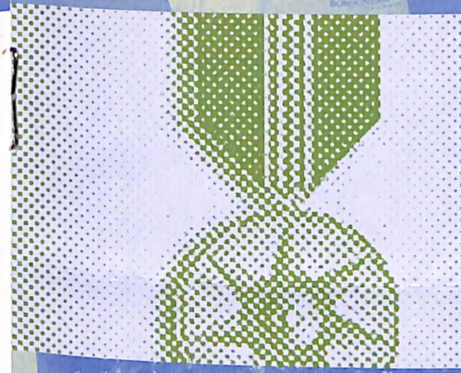
Joint-venture partner, Transfield Services, approached several power section employees to assist in the production of an electrical safety video based on the

most recent electrical incident, by recounting their experiences on the night five years ago.

The outcome is a nine minute video and DVD called, 'The Power in Safety'. It was released as part of a Transfield Services (Australia and New Zealand) 'Take Five, is it Live?' electrical safety awareness campaign rollout.

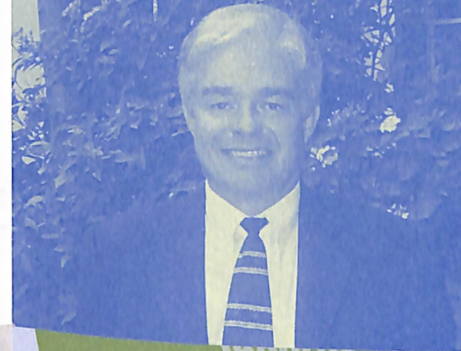
Participants were interviewed in front of the camera and their un-scripted responses were pieced together to support the re-enactment of the incident. The documentary weaves together how the section's work systems provide back-up for the employees and how these systems were strengthened as a result.

The film drives home a strong message that is reflected in the success of the accident free Carlton Control centre. As Trevor Jones, the Power Centre Manager, said at the launch, 'We must remember that we are no better than our next accident.'



Centenary Medal Award

In April 2003, the Governor-General of Australia announced CEO Hubert Guyot had been awarded the Centenary Medal. The award recognises the services Hubert has implemented through Yarra Trams in bringing a new vision to public transport in Melbourne. The medal is an appreciation of the level of commitment Hubert has shown and a token of appreciation by the community for his work. The medal was created to honour living persons who have made a contribution to Australian society.



Welcome Mr Dennis Cliche

Mr Dennis Cliche joined the Yarra Trams Executive Team on 1 July 2003. Dennis has been engaged in the capacity of Chief Operating Officer and Deputy CEO as the company prepares to enter into negotiations for a new franchise agreement with the State Government. Dennis spent the last five years as Managing Director of Air Liquide Group of Companies subsidiary in Melbourne and has had a highly distinguished executive career, working in Australia, France and Canada. He brings with him a wealth of senior executive experience that will assist with the evolution and overall commercial operation of Tramco. We hope you will welcome him to the team.

Talking Trams

There has been a lot of discussion about trams in the media; their role on the roads and how environmentally friendly they really are. Well, it seems clear that the vote has gone the way of the humble tram.

In the Herald Sun:

'Trams the major cause of pollution on Melbourne's roads. What a laughable idea. A tram with 40 passengers keeps 30 cars from congesting the road.'

Also, electricity could easily come from renewable resources such as wind, tidal power or photovoltaic cells to power trains and trams.'

From Royal Auto magazine:

The RACV even got on the tram bandwagon in the June edition of Royal Auto magazine saying, 'RACV has been working with the Government to seek the appropriate balance between motorist needs and those of other road users.'

We are monitoring travel times and safety along the Tram 109 project to ensure it lives up to its potential as a benefit to all road users. A strong and well-patronised public transport system is vital for the sustainable growth of Melbourne.

Sharing the road with trams is an everyday driving experience in Melbourne. The key to safe driving is similar to that for other large vehicles: give them the room they need and remember that they take longer to stop than cars.'

And a Letter to the Editor in the Progress Leader:

'Environmental issues are dear to me, and even if we can't always agree we should at least stick to the facts.'

The greenhouse gas efficiency (measured as kgCO₂equiv./pass km) of trams is significantly superior to that of cars. In fact, in average terms the greenhouse impact of trams is almost half that of cars.'

Customer Satisfaction Hits All Time High

Customers gave Yarra Trams the tick of approval in the Customer Satisfaction Index Survey for the first quarter of 2003. Yarra Trams recorded its highest level of customer satisfaction since the commencement of the survey in 1998.

Chief Executive Officer, Hubert Guyot, said, 'We are excited by the improvement of our customer satisfaction results.' Yarra Trams is working hard to improve its service delivery and has introduced new technologies and initiatives within the passenger transport sector in its effort to deliver better outcomes for customers.

'It is very rewarding to have these efforts recognised by customers', Mr Guyot said.

The most notable improvements were in the areas of tram stops, customer service and safety.

The results are now published in State Government's issue of 'Track Record' which includes the independent Customer Satisfaction Index.



Yarra sponsors Melbourne International Film Festival

Yarra Trams again sponsors the Melbourne International Film Festival (MIFF), held at venues in and around the City between 23rd July and 10th August. This year's theme is 'World Citizen' as the Festival explores a number of different cinema cultures: work from Iran, India, Asia, Australia, France and Japan, just to name a few.



Destined for Greatness

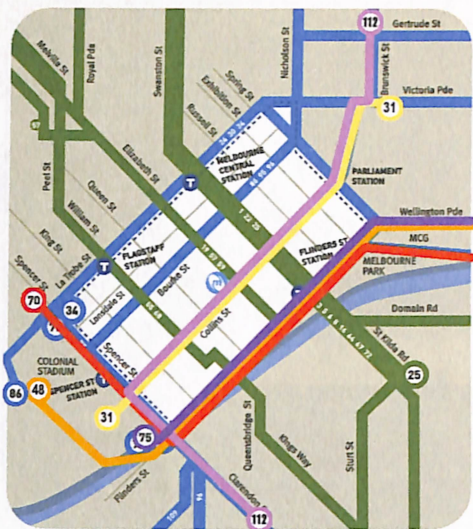
Yarra Trams is participating in tram and bus destination information research. The basis of the research looks at how passengers select routes and how they use the available information, particularly when using lesser known routes or sub-routes. These routes may take them to their destination but do not specifically feature their destination as part of the advertised travel information. The research will also catalogue and prioritise all sources of information regarding route selection and destination identification processes for both existing users and new users.



Yarra Trams supports Street Art

Passengers travelling on route 96 can enjoy a new outlook thanks to the community partnership between Yarra Trams and VIVADIS, a government funded community organisation working to reduce the harms associated with illicit drug use. VIVADIS approached Yarra Trams wanting to use one of the walls on the light rail for a community art project. A wall was chosen between Fraser Street and St Kilda Station stop. The aim of the project is to promote awareness around Hepatitis C. The site has previously been the target of vandalism but since the VIVADIS project commenced it has remained untouched. The project took one weekend to complete and was launched on Friday 6th June at St Kilda Town Hall

Tram it to Docklands



Yarra Trams route 48, now runs into the Docklands offering an improved service to customers.

The extension of route 48 into the precinct offers access to great new attractions such as the fashionable New Quay development, with chic restaurants and bars, the Heritage walk at the famous sheds, Docklands Park and Bunjil, the Eagle, the statue developed by artist Bruce Armstrong, celebrating the spirit of the Kulin Nation.

The City Circle tram has been operating around Docklands for the past six months and will soon have new announcements in the area after special transponders are sunk into the track.

Here are some quick facts about the Docklands extension:

- > All tram stops along the loop will have raised platforms.
- > High level lighting will be installed along the track and at tram stops.
- > Fully controlled traffic signals, pedestrian lights and signs have been installed along the loop.
- > Highlighted pedestrian crossings have been installed across tram tracks.

The project began in 1999, with Flinders Street extended west of Spencer Street in 2000.

Positive Feedback

11th April

From Camberwell Primary School

'Just a note to say thank you for the excellent service we received when we hired your trams for an excursion to Wattle Park. We had assistance from a tram employee when we were at the tram stop. The tram ride was excellent and the drivers were co-operative. The children enjoyed the experience. Thank you!'

9th June

'I fully support Yarra Trams' reconfiguration of the seating in the B-class trams on the number 96 route. I use this line on a daily basis, including the weekends, and consider the changes excellent. During peak hours it is so much safer and easier to get in and out of the tram without having to stumble over people. These trams are much cleaner: people cannot put their feet on the seats. Seats are not wasted by aisle sitters: who make getting in and out of window seats very difficult. Yarra Trams should begin the permanent introduction of the new seating plan immediately, on all trams.'

14th July

From Ted, South Australia

While in Melbourne in early June (for business and a little bit of pleasure), my wife and I had occasion to use the light rail service from the city to St Kilda. During that journey we were advised and educated on how to use the ticket vending machine and briefed on some of the best tram journeys to take advantage of the sights and opportunities of Melbourne. We were also given a lot of schedule and timetable documentation to assist us in our decision making. I would like to commend you on the clearly knowledgeable personnel who went out of their way to assist us. They left us with a very positive impression of both your tram service and the city in general.

Real Time Reloaded

A new trial will see real time information tested at eight locations on routes 109 and 112. The real time units feature a touch screen offering a number of information choices.

The new passenger information display (PID) units, developed by Alstom, differ from the liquid crystal display units on the superstops. This technology, which is used on a bus network in Christchurch, New Zealand, works with the Automated Vehicle Monitoring system and provides a sound level of accuracy.

The passenger presses the touch screen, selects their required information and the PID provides information regarding the arrival of the next service. The unit offers the customer different buttons which provide the answers to specific requests

about the route they are travelling. It particularly assists passengers who know the name of a destination but are not sure of the correct route number.

The units work on a battery and are economical to operate. They are smaller than a timetable case and are easy to install on any stop without taking up too much space.

The trial project, a joint initiative with Alstom and the Department of Infrastructure will run over a three-month period and, based on passenger acceptance, could be expanded to other parts of the public transport network.

B-Class Seating Trial

Yarra Trams commenced an important new seating trial in March. The trial involves the removal of some seating and the installation of new bench style seats on B-Class trams on route 96.

Yarra Trams is currently trialing the new seating configuration to assess how it can improve accessibility, safety and journey times. The removal of the traditional seats means the middle section of the tram offers more space for customers while allowing those in a standing position more access to the grab handles throughout the tram.

Plenty of positive feedback from customers regarding the new configuration has been received. Customers say that the new bench seats have provided more room which makes boarding and alighting the tram safer and easier. They have also said that the new seating configuration has 'opened up' the trams and given a sense of improved visibility and safety.

The trial will continue on B-Class trams over the next few months. Yarra Trams is conducting independent customer surveys over the period of the trial and at the conclusion of the trial will assess whether the new seating configuration should progress.

Metlink brings together Melbourne's Transport Operators



Melbourne's train, tram and bus operators came together on the Queen's Birthday public holiday to announce their plan to establish a 'one stop shop' for integrated, passenger-friendly information.

Metlink was officially launched by the operators and Transport Minister, Peter Batchelor, at Ashburton station, the first site to receive the new Metlink signage.

Metlink brings together an industry that was fragmented during the privatisation of Melbourne's public transport system in the 1990's. Under the Metlink banner, the operators are working together to provide improved signage and customer information across the train, tram and bus network.

As part of the first stage of initiatives, Metlink launched a program of new signage along the Alamein to Camberwell rail corridor aimed at helping customers to gain the most from the multi-modal system of trains, trams and buses.

The new-look system identifies the different modes of transport through colour coding – blue for train, green for tram and orange for bus. The colour coding will extend across station signage, tram and bus stops, and timetable information.

This signage project is a joint initiative between Metlink and the Government. It will support the recently announced 'TravelSMART' pilot project along the Alamein public transport corridor. TravelSMART is an innovative program aimed at encouraging people to choose environmentally sustainable travel options such as cycling, walking and catching public transport in an effort to reduce dependency on the car.

The Alamein/TravelSMART Program will be supported by a Metlink consumer information guide, which will be distributed to households in the Boroondara area with other areas to follow.

Passengers along Route 70 will also benefit from the new Metlink signage and customer information. Work has already commenced on the implementation of the new tram stop signs and timetables which offer passengers improved information about their local area, how transport modes interconnect and Metcard retailer locations.

Once implemented, an extensive consumer research program will be undertaken to evaluate the results of the Alamein project which can then be used to support similar initiatives across the rest of the network.

The new signage is already in use above ground at Melbourne's City Loop stations and at some tram stops (Box Hill, Victoria Gardens). The Alamein/TravelSMART program is the first step in extending this signage onto the rest of the network.

Route 75 sets its sights on Outer Eastern Suburbs

VERMONT SOUTH TRAM EXTENSION

HOW IS PUBLIC TRANSPORT BEING UPGRADED?

There are two parts to the project:

- an extension of the route 75 tram service by about 3 km along Burwood Highway from its current terminus at Blackburn Road to Vermont South Shopping Centre at Hartland Road
- an upgrade to the route 732 bus between Vermont South and Knox City, with more frequent services and more accessible buses and bus stops.

Timetables will be synchronised so that buses and trams connect, keeping passenger delays to a minimum.

Ventura **YARRA TRAMS**
vicroads **Department of Infrastructure**

The residents and businesses of Melbourne's outer eastern suburbs are set to benefit through a two part project which will see the extension of tram Route 75 and an upgrade to bus Route 732.

The State Government has committed \$43 million to the extension and upgrade as part of its Outer Eastern Public Transport Plan, which examines the coordination of a public transport plan to provide a long term blueprint for train, tram and bus services in the area.

Route 75 will be extended from the current terminus at Burwood East to Vermont South. The tram service will then connect with an upgraded bus service to Knox City. Timetables will be synchronised to ensure trams and buses meet, reducing passenger waiting times.

Yarra Trams Communications Manager, Christine Buckingham, said, 'As with the tram extensions to Box Hill and Docklands, Yarra Trams is again taking public transport into new areas to provide alternative travel options to residents, businesses and visitors to the outer eastern suburbs.'

The tram will run along the median strip which currently divides the Burwood Highway. Urban design and landscaping will be an important part of the planning process for the extension.

The delivery of the tram extension and bus route upgrade will combine to deliver numerous benefits to the area such as improved accessibility, increased transport choices and reduced traffic congestion.

The Department of Infrastructure is delivering the project and working in partnership with Yarra Trams, Ventura Bus Lines, VicRoads and the Knox and Whitehorse Councils.

Competition

To keep the spirit of the Box Hill celebrations going that little bit longer we are offering a great swag of prizes for readers in this edition.

First prize is a double pass with Hot Air Balloon operators, Balloon Sunrise for a breathtaking trip over Melbourne including a champagne breakfast – valued at \$530.

Second prize is an Asian Food Festival treat of a dining voucher at Sawasdee Thai (Level 1/339 Little Bourke St), a dining voucher at Empress of China (120 Little Bourke St) and a hamper containing Asia@home and Patak products from Goodman Fielder in addition to assorted nuts and dried fruit from the Royal Nut Company – valued at \$250.

Third Prize is 2 double IMAX vouchers and a family pass for the Melbourne Museum – valued at \$60.

To win, simply answer the following question, write your answer on the back of an envelope addressed to –

Yarra Connections competition, c/- Yarra Trams, PO Box 5321 BB, Melbourne, 3001.

Alternatively you can e-mail your answer to v.sesto@yarratrams.com.au

Question:

Low-floor trams will operate on Route 109 exclusively from when?

Get your entries in quickly!

Prizes will be drawn on Friday 22nd August.



Yarra Trams is a proud sponsor of The Asian Food Festival 2003 and this year's calendar brings together over 40 Asian restaurants to hold a series of special gastronomic events throughout Melbourne during August and September 2003.

There are Progressive Dinners, Cooking Demonstrations, Cuisine Awards, Delights in the Asian Kitchen (Cooking Demonstration), Children's Essay Competition, Northern & Southern Cuisine Comparison, Special Food & Wine Restaurant Offers and a Children's Festival in Chinatown.

For enquiries or a free calendar of events call 0418 589 778, email: englim@alphalink.com.au or log onto www.styleinthecity.com.au

For your chance to win restaurant vouchers and an Asian food hamper, answer the competition question on this page.

Winners of the Yarra Trams Tennis packs from Connections Issue 10.

First prize, Kathleen Griffiths of Niddrie.

Second prize, Kerry Gilbert of Hampton East.

Third prize, Margaret Card of East Preston Depot.

Congratulations to you all.

The correct answer to the question, how many people attended the 2003 Australian Open, was over 300,000.

Winner of the Balloon Sunrise Competition from Connections Issue 10 was Jimmy Panagiotidis of East Preston Depot.

The correct answer to the question, how many people did Yarra Trams carry to and from the 2003 Grand Prix, was 198,495 – up 7%!

Route 75 sets its sights on Outer Eastern Suburbs

VERMONT SOUTH TRAM EXTENSION

HOW IS PUBLIC TRANSPORT BEING UPGRADED?

There are two parts to the project:

- an extension of the route 75 tram service by about 3 km along Burwood Highway from its current terminus at Blackburn Road to Vermont South Shopping Centre at Hartland Road
- an upgrade to the route 732 bus between Vermont South and Knox City, with more frequent services and more accessible buses and bus stops.

Timetables will be synchronised so that buses and trams connect, keeping passenger delays to a minimum.

Ventura *TARRA TRAMS*
vicroads *Victoria* Department of Infrastructure

The residents and businesses of Melbourne's outer eastern suburbs are set to benefit through a two part project which will see the extension of tram Route 75 and an upgrade to bus Route 732.

The State Government has committed \$43 million to the extension and upgrade as part of its Outer Eastern Public Transport Plan, which examines the coordination of a public transport plan to provide a long term blueprint for train, tram and bus services in the area.

Route 75 will be extended from the current terminus at Burwood East to Vermont South. The tram service will then connect with an upgraded bus service to Knox City. Timetables will be synchronised to ensure trams and buses meet, reducing passenger waiting times.

Yarra Trams Communications Manager, Christine Buckingham, said, 'As with the tram extensions to Box Hill and Docklands, Yarra Trams is again taking public transport into new areas to provide alternative travel options to residents, businesses and visitors to the outer eastern suburbs.'

The tram will run along the median strip which currently divides the Burwood Highway. Urban design and landscaping will be an important part of the planning process for the extension.

The delivery of the tram extension and bus route upgrade will combine to deliver numerous benefits to the area such as improved accessibility, increased transport choices and reduced traffic congestion.

The Department of Infrastructure is delivering the project and working in partnership with Yarra Trams, Ventura Bus Lines, VicRoads and the Knox and Whitehorse Councils.

Competition

To keep the spirit of the Box Hill celebrations going that little bit longer we are offering a great swag of prizes for readers in this edition.

First prize is a double pass with Hot Air Balloon operators, Balloon Sunrise for a breathtaking trip over Melbourne including a champagne breakfast – valued at \$530.

Second prize is an Asian Food Festival treat of a dining voucher at Sawasdee Thai (Level 1/339 Little Bourke St), a dining voucher at Empress of China (120 Little Bourke St) and a hamper containing Asia@home and Patak products from Goodman Fielder in addition to assorted nuts and dried fruit from the Royal Nut Company – valued at \$250.

Third Prize is 2 double IMAX vouchers and a family pass for the Melbourne Museum – valued at \$60.

To win, simply answer the following question, write your answer on the back of an envelope addressed to –

Yarra Connections competition, c/- Yarra Trams, PO Box 5321 BB, Melbourne, 3001.

Alternatively you can e-mail your answer to v.sesto@yarratrams.com.au

Question:

Low-floor trams will operate on Route 109 exclusively from when?

Get your entries in quickly!

Prizes will be drawn on Friday 22nd August.



Yarra Trams is a proud sponsor of The Asian Food Festival 2003 and this year's calendar brings together over 40 Asian restaurants to hold a series of special gastronomic events throughout Melbourne during August and September 2003.

There are Progressive Dinners, Cooking Demonstrations, Cuisine Awards, Delights in the Asian Kitchen (Cooking Demonstration), Children's Essay Competition, Northern & Southern Cuisine Comparison, Special Food & Wine Restaurant Offers and a Children's Festival in Chinatown.

For enquiries or a free calendar of events call 0418 589 778, email: englim@alphalink.com.au or log onto www.styleinthecity.com.au

For your chance to win restaurant vouchers and an Asian food hamper, answer the competition question on this page.

Winners of the Yarra Trams Tennis packs from Connections Issue 10.

First prize, Kathleen Griffiths of Niddrie.

Second prize, Kerry Gilbert of Hampton East.

Third prize, Margaret Card of East Preston Depot.

Congratulations to you all.

The correct answer to the question, how many people attended the 2003 Australian Open, was over 300,000.

Winner of the Balloon Sunrise Competition from Connections Issue 10 was Jimmy Panagiotidis of East Preston Depot.

The correct answer to the question, how many people did Yarra Trams carry to and from the 2003 Grand Prix, was 198,495 – up 7%!