

TRAMMIE TALK

SEPTEMBER 1994

WELCOME!

This is the first edition of a news and information letter which is produced by representatives from administration and depot members.

The aim of this letter is simply to inform and keep everyone up to date with changes, news and any other aspect that you the readers might care to raise. This will only be achieved by your feed back as to what you would like to read in this letter. To make it easier for everyone concerned a few people have been selected to be contact points for you to write, ring or fax questions to. Also it has been decided that on all articles a name and a phone number has been included to give you a chance to talk to the person concerned should you require any more information.

The current people involved with this issue are:-

Dean Gilbert, Depot Admin. Officer 13725

Con Petropoulos, Traffic Ops. Officer 13123

Ken Cuddy, Head Office Admin. Officer 14280.

It is hoped that very soon representatives from other grades such as conductors, drivers etc. will soon join to help produce **YOUR OWN** news and information letter.

Questions and Answers

I am sure that a lot of you have concerns that you want to voice; so in each edition there will be an area dedicated to your questions. If you have any concerns contact one of the people named in the WELCOME column. The person you contact will listen to your questions and take steps to contact

the right people who will be able to answer your questions. We will then print the answer as soon as we get a reply. This is not a gimmick, we will do all that we can to find out what you want to know. Without you we can't fill this column so ask and you shall be kept informed.

Remember that it is vitally important for announcements to be made where applicable, especially in the Central Business District.

Automated Ticketing System

Yes this is "AFC" .It has been decided to now call the Automatic Fare Collection system; Automated Ticketing System so as to make it a more positive statement. The Automated Ticketing System will be introduced at Camberwell depot later on this year. Glenhuntly and Malvern depots will follow in

March 1995. Testing of the automated ticket equipment is currently being carried out and depot staff are providing input into the development of the equipment.

A tram fitted with the ATS equipment will visit depots to familiarise staff in the new ticketing system.

Depot staff are reminded that the

equipment located in the ATS demonstration suite in Market Street can be viewed by making an appointment through your depot manager. For more information contact Michael Cox on 11953.



During the financial year 93/94, our Trams carried 98.3 Million customers that is 6% more than our target. Keep up the good work.



Priority Service Review

During 1994 and into 1995 a review of all services will be undertaken.* This review will concentrate on customer needs in all areas; this includes service delivery, pedestrian facilities, shelters, timetable cases and information, stop signs and a whole range of other issues. These reviews are implemented in consultation with depot staff, unions and management.

Bourke Street priority services commenced on March 13, 1994. Since then service delivery is at 99.8% and passenger increase of 13%. The next priority review will be Swanston Street and St. Kilda Road services to be implemented later this year.

It is important to bear in mind that these type of results are only achievable if everyone puts in a 100% effort to make it work.

Any further information please contact Barry George on 11514.

English on the job

If you would like to improve your English speaking skills, you can volunteer to join a class. The classes run for 2 hours, twice a week for approximately 8 weeks. These classes are to be held

at 4 depots and if you are selected to attend you will be placed at the closest depot to your own. To apply tell your depot clerk to place your name on the English

class list. These classes are for those of you who really want to improve themselves as these classes are in your own time. If you want to know more ring Beppie Hedditch on 14229.

Tram Fleet

The last of the "B" class Light Rail Vehicles, (number 2132) was commissioned into service at Camberwell on the 1st of August 1994. This now brings the total of LRV's to 132.

RECRUITMENT

Met Tram personnel have introduced "Stand-By" recruitment, in the task to recruit contract tram conductors. This is to help support service delivery objectives.

The way in which conductors are chosen remains virtually the same. The only change is that when a person is found to be suitable, he or she is placed on a stand by list. This list is divided into depot needs and the qualified person is attached to the depot where there is most need.

Stringent requirements include passing medical examinations, police security as well as those "nerve wrecking" interviews that we all hate. All the above are part of essential criteria in the selection process.

On behalf of Met Tram a warm welcome to all our new conductors. Any further information contact Andy Loizou on 11410.

W Class Trams Preserved

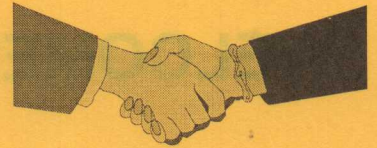
Met Trams most recognisable vehicles, the "W" class trams are to be restored and repainted in their original colour scheme. The cream and green coloured trams will be seen around high profile inner Melbourne routes. Up till now fifteen of these trams have been repainted in the 1950's livery and are operating from Malvern Depot. These trams will

complement the "W's" operating in the City Circle, which will remain in the distinctive heritage livery. For any more information contact Don Paterson on 11435.

Melbourne's most recognisable moving symbol, a "W" Class tram as drawn by Gary Poynton.



Met Tram Marketing



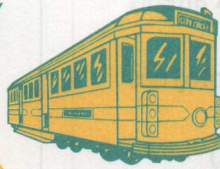
A new face to Met Tram is Charles Spanti. Chas as he is better known, is the new Principal Marketing Officer, he will amongst other things be looking after C.S.E's and all Met Tram marketing areas. Should you require any assistance in marketing issues or have ideas that can be beneficial to our business, then Chas is your man contact him on 14777.

Training Department



An other new face to Met Tram is Warren Frehse. He has been seconded to the Manager training and Development position and will be involved in the Customer Service Employees training and development program. Prior to joining Met Tram Warren was attached to Met Trains area where he headed the training section. If you would like to discuss any training requirements, please call him on 11320.

Trammie



TALK

Best Question Prize

You have until the mid January to submit your questions or suggestions to be in the running to win the V/Line weekend Getaway. The prize includes return V/Line travel, 2 nights accommodation at the Port of Echuca Motor Inn and breakfast, for 2 adults and 2 children.

The winner will be announced in the first issue of Trammie Talk in 1995. We have received some interesting suggestions already, so give yourself a chance of a nice holiday in the New Year by sharing with us your ideas, suggestions or simply by satisfying your curiosity.

Send your entry to Met Tram Marketing 14/589 Collins Street.

Uniform Update

Did you know that you can start wearing your summer uniform from the start of daylight savings until the end of daylight savings?

The summer uniform consists of shorts/trousers, or summer dress with a short sleeve shirt or if you prefer long sleeve shirt, with sleeves rolled up neatly. The shirts however can only be left open to the first button. A tie is not required when a summer uniform is worn.

A short sleeved jumper or vest (PTC issue only) may also be worn as part of the summer uniform.



When is a bike faster than a tram?

Down Swanston so called walk of course! On the Thursday 24th November from 1200 to 1430, Victoria Police officers decided to ascertain the speed of trams and other vehicles that use Swanston walk. Two officers were placed between Bourke and Collins and Lonsdale and Bourke.

The result was that 60 trams were scanned by the radar gun with an average speed of 27km/h. This is lower than the speed limit of 30 km/h along Swanston walk. However it was observed that bicycles were overtaking trams and travelling at speeds of up to 40 km/h.

Enterprise Bargaining

You guessed it; discussions are still continuing. It seems like we all have to wait a while longer before any pay rise.

All parties concerned are still discussing various issues but it seems like considerable headway still needs to be made.



The Heat is On

The hot weather has been extremely stressful for many people - but all of you out there must be congratulated for keeping your cool during the recent heat wave. Remember that during the hot weather to take with you:-

Sun Blockout

Hat

Sunglasses

Water Containers

These items are available from your Depot Manager or Occupational Health & Safety Rep. Plain water or mineral water is better for you and more thirst quenching than flavoured drinks.

Keep on Keeping COOL

Met Tram "Springboard"

Met Tram had four female members attend the PTC "Springboard" personal development program. The four employees where:-

- Cheryl Radman (Brunswick Depot)
- Thea Robotis (Brunswick Depot)
- Magda Nashed (Camberwell Depot)
- Margaret Drew (Sth Melbourne Depot)

This program will be available again in the new year. If you would like to attend or find out more about the program call **Warren Frehse on 619 (1) 1320.**

Priority Service Review Update

On Sunday November 27th the priority service review program was introduced on the Elizabeth / William Street services. As previous reviews new headways where introduced; timetables at all stops, new stop numbers etc. The next priority service review will be the Flinders / Collins Streets and Batman Avenue services.

★ Seasons Greetings ★

On behalf the editorial team of trammie talk, I would like to wish everyone a **MERRY CHRISTMAS** and a **HAPPY and PROSPEROUS NEW YEAR.**

Thank you for your support and hope that next year will see more involvement from more people.



Awards for Met Tram

Recently Met Tram won two awards. One was for an unprecedented 100% service delivery in the AM, PM and Off Peak all on the one day. This has never been achieved by any division previously. The award was presented to Russell Nathan (Managing Director) by Ian Dobbs (Chief Executive Officer).

The other award was from Melbourne City Marketing. This award was for Outstanding Contribution made to the revitalisation of Melbourne City. This award was due mainly to the introduction of the City Circle service.

It is to be noted that neither of these awards would have been won if it wasn't for the hard work put in by everyone concerned wether you are a conductor, driver, clerk, depot manager etc.. So to all the Met Tram Team, well done.



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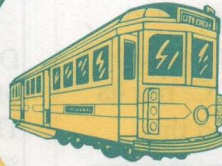
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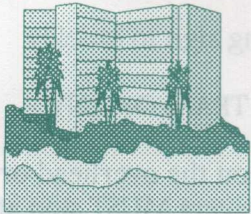
Trammie



TALK

Best Question Prize

The winner of the Weekend Getaway competition is John Tsopanis from Camberwell Depot. John suggested that the P.T.C. install a handle on the panel directly behind the driver, next to the seat normally reserved for elderly and handicapped customers. This handle would be there to support these people in and out of these seats. This is a great idea and shows great customer service.



The Weekend Getaway is in Echuca for 2 Adults & 2 Children staying at the Port of Echuca Motor Inn.

EXCUSE ME MADAM HOW IS YOUR STRESS?

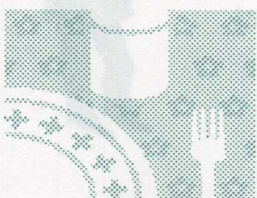
Met Tram will be conducting a survey on stress which is the number one problem in this industry. Met Tram wants to identify strategies to create a safer, healthier & productive work place.

So what does it all mean?

Firstly you will remain anonymous and your details will remain completely confidential. It is called The General Health Questionnaire (GHQ) and it measures the general health and wellbeing of employees. The independent GHQ has been used effectively in many different workplaces. It is easy to fill in as you just circle the answer which most applies to you.

Who is going to fill it in?

EVERYONE! Not just traffic staff; Managers, Clerks, Mechanics...every employee of Met Tram will complete the survey. Once completed, in conjunction with the union, strategies will be worked out and action plans formulated to create a healthier workplace which will benefit all employees.



MEALS ON WHEELS!

During the Food & Wine Festival there was free sampling of food from our finest restaurants on some of the City Circle trams. Passengers enjoyed delights from the Dragon Boat, Hoffbrau House & Florentino's to name a few. The response was fantastic even though there were a few operational hiccups. There will be discussions with the Food & Wine Festival Committee to see what may happen next year.

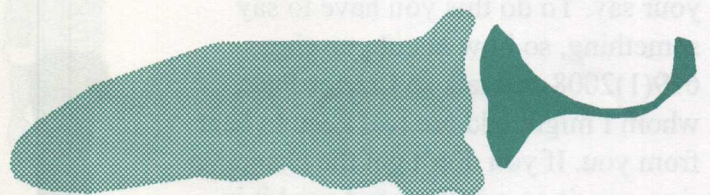
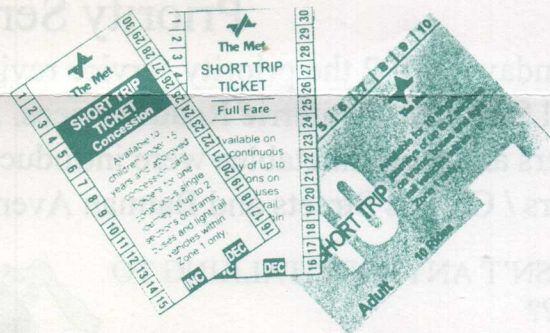
SHORT TRIP TICKETS

The Met now has new and improved SHORT TRIP TICKETS. The City Saver ticket is no longer issued, however the green cards of 10 trips are to be accepted as a short trip ticket.

The new Short Trip Ticket is available for continuous journeys of up to two sections (boarding section plus adjacent section). A 10 trip ticket is available from retail outlets & trams, full fare and concession tickets are also available on trams.

To validate the ticket, simply punch the corresponding section number on the ticket and punch 'INC' if the section numbers increase: 7-8-9 or punch 'DEC' if the section numbers decrease: 9-8-7.

If you are still unsure of how to issue these tickets check with your Senior Depot Trainer or Depot Manager.



Met Tram "Springboard"

"Springboard" is a 3 month development programme specifically designed for women in non-management positions. The P.T.C. ran its first programme in 1994 as a pilot and this proved so successful that a second programme is currently in progress.

"Springboard" consists of 3 full day workshops spread over 3 months and a book that participants work through in their own time. The programme is also supported by a group of mentors. These mentors are women who provide advice and counselling to the participants as a type of "Sounding Board". The programme emphasises self-help and positive thinking. It also provides an opportunity for participants to meet other women within the Corporation and form "network groups". These "network groups" are another support mechanism of the programme and enable the participants to draw on the experiences of their peers.

"Springboard" aims to help women to help themselves and doesn't confine itself to work related matters but examines issues of broader significance.

This program will be available again and if you would like to attend or find out more about the program call **Warren Frehse on 619 (1) 1320** or **Cheryl Radman on 619 (1) 3201**.



APPRECIATION OF THE OVERHEAD WIRE

Depot managers and senior trainers along with operation officers have completed an overhead appreciation course. This course includes learning about overhead fixtures, safety and what crews should do when they become aware of defects in the overhead.

ALWAYS TREAT BROKEN WIRES AS "ALIVE"!

Crews must notify Fleet Operations Centre of the break and its exact location. If the wire is in danger of coming in contact with other persons or vehicles, crews are to warn all people and vehicles away from the area until Overhead Personnel arrive.

If any person or vehicle has come in contact with the wire, FLEET OPERATIONS CENTRE is to be notified IMMEDIATELY, so power may be cut.

The person must be freed quickly by:

A. Stand on a dry motor hatchway cover on a "W" class tram or on a dry board and

B. Use a dry coat or cardboard advertising sign to quickly push the wire away.

C. DO NOT LET THE WIRE TOUCH THE TRAM OR ANY METAL.

When Overhead Personnel are working on the overhead or an Emergency Vehicle is on the track, Drivers MUST stop at least 30 Metres from where the maintenance is being carried out and not proceed until given the "ALL CLEAR" by Overhead Personnel.

NEVER SOUND THE GONG WHEN OVERHEAD VEHICLES ARE ON THE TRACK!

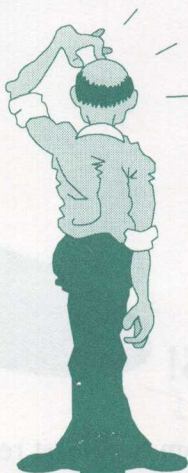
REMEMBER: ALWAYS TREAT BROKEN WIRES OF ANY DESCRIPTION AS LIVE!!!!

Priority Service Review Update

On Sunday April 2 the priority service review program was introduced on the Swanston Street, Chapel Street & Glenferrie Road services. As in previous reviews, new headways, stop numbers and stop timetables were introduced. The next priority service review will be the Flinders / Collins Streets and Batman Avenue services, commencing 30 April 1995.

WHY ISN'T ANYBODY TALKING TO US ?????

Trammie Talk is for Trammies, this means YOU get the opportunity to have your say. To do this you have to say something, so how about you ring 619(1)2008 and talk to Lizz or Paul, whom I might add are real keen to hear from you. If you don't get the chance to ring, pop it on a yellow and send it in...



A brief reminder from Beppie who is concerned that crews are not writing special day reports when they have problems on the road. She cannot attend to your needs if she doesn't hear what they are and don't forget to keep a copy of these for yourself.

