

Operations Minimum Requirements



Our pledge on safety

Tram drivers have served the people of Melbourne for more than a century with a well deserved reputation for safety and service. It's fair to say that trammies are part of the very fabric of our great city.

Yarra Trams is proud of the trammie tradition. That's why safety is our number one priority.

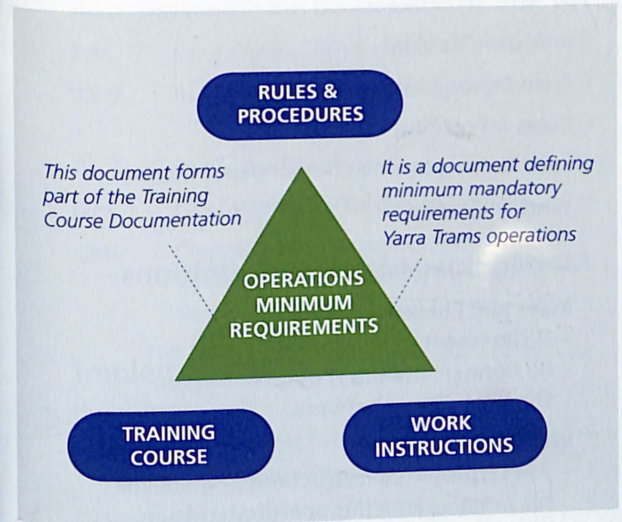
Melbourne has the largest operating tram network in the world with trams travelling 22.5 million kilometres each year and sharing around 80% of the network with motor vehicles. In a time of increasing congestion our target of zero accidents is a challenge, but we are making real progress.

As part of our commitment to safety, the Operations Minimum Requirements booklet has been designed to provide you with clear, simple instructions concerning the most important elements of our operations. Please ensure you carry this booklet with you and that your actions are at all times consistent with the requirements contained in it. By doing this, we will continue to enhance our reputation as one of the best providers of light rail services in the world.

I appreciate your role in providing a safe ride for all.

Dennis Griffiths
Operations Manager
Yarra Trams

Operations Minimum Requirements



Sources of information for the drivers

- Induction Booklet
- Tram Driver Training Course
- Rules & Procedures Book
- Local Training Modules (Senior Depot Trainer)
- Work Instructions

Management System Definitions

- **Rules and Procedures:**
 - A statement of what must or must not be done (mandatory) by all Drivers on the Yarra Trams network.
- **Work Instructions:**
 - Are step-by-step instructions or guidelines for safely conducting specific activities. They may or may not be mandatory.
- **Training Course:**
 - Set of documents which assist the Drivers to reach the minimum competencies required to perform their role safely and reliably.

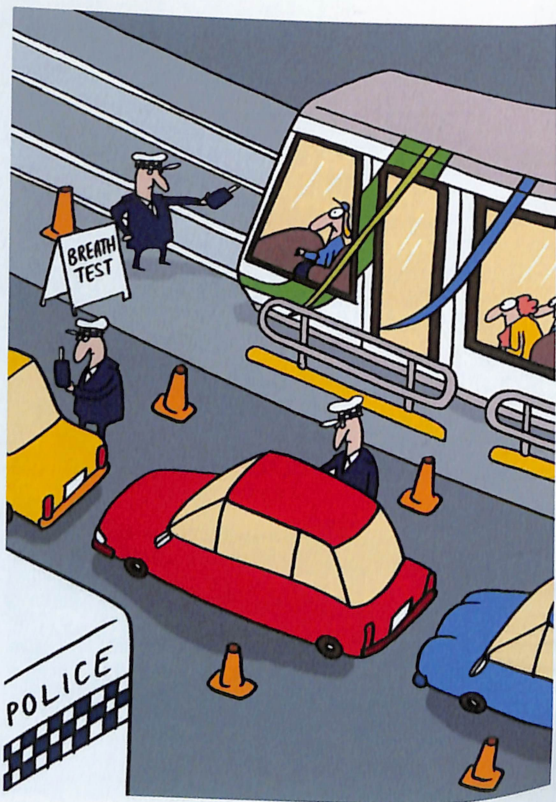
Acronyms

Acronyms used in this Document

FOC	Fleet Operations Centre
AVM	Automatic Vehicle Monitoring – control system
PA	Public Address System
OPR	Operational Performance Regime
CBD	Central Business District is defined by Flinders St, Spring St, Victoria St, Harbour Esplanade plus Crown Casino

Implementation

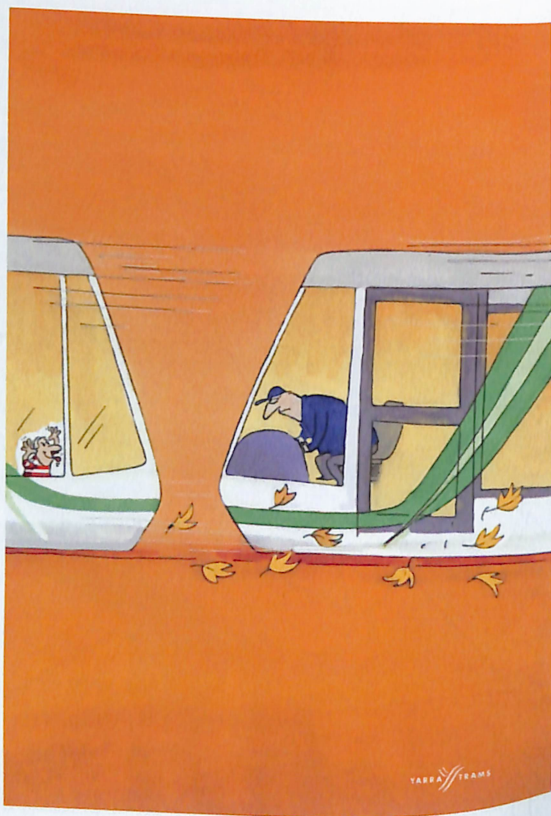
- **New Drivers**
 - This module must be presented to the new Drivers on 'Operational Training Day One'.
- **Qualified Drivers**
 - This module must be presented during the Driver refresher training program.



Intoxicants (Alcohol & Drugs)

EMPLOYEES ON DUTY MUST NOT HAVE A BLOOD ALCOHOL LEVEL GREATER THAN ZERO AND MUST NOT BE UNDER THE INFLUENCE OF ILLICIT DRUGS OR IMPAIRED BY LEGAL DRUGS OR MEDICATIONS

EMPLOYEES MUST NOT HAND OVER DUTIES TO ANYONE WHO IS IN BREACH OF THIS RULE



Maintain a Safe Distance

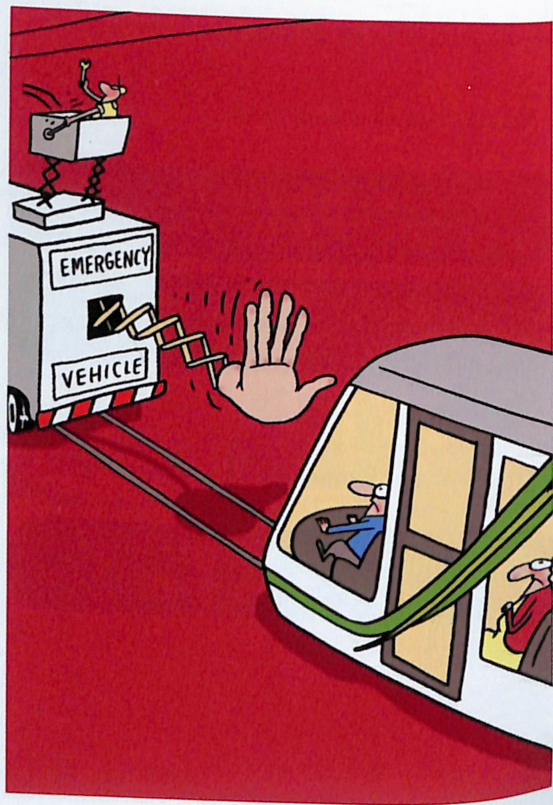
FOLLOWING ANOTHER TRAM

TRAM SPEED 20 KM/H OR ABOVE
DISTANCE AT LEAST 100 METRES (3 POLES)

TRAM SPEED LOWER THAN 20 KM/H
DISTANCE AT LEAST 30 METRES (1 POLE)

STOPPING THE TRAM BEHIND ANOTHER TRAM

TRAM MUST BE STOPPED AT LEAST
1 METRE FROM THE TRAM IN FRONT



Maintain a Safe Distance

APPROACHING EMERGENCY, MAINTENANCE
AND OVERHEAD VEHICLES ON TRACK

GONG

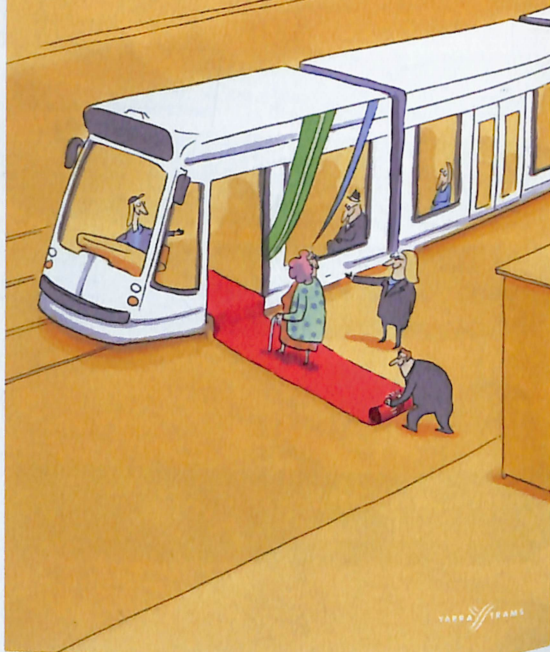
TRAM MUST BE STOPPED AT LEAST
30 METRES (1 POLE) FROM THESE VEHICLES

TRAM MUST WAIT FOR A HAND OR
VERBAL SIGNAL BEFORE PROCEEDING

APPROACHING FIRE OR CROWD

TRAM MUST BE STOPPED AT LEAST
100 METRES (3 POLES)

CUSTOMERS ARE REALLY EVERYTHING



Customer Service

PASSENGER CUSTOMER SERVICE ASSISTANCE

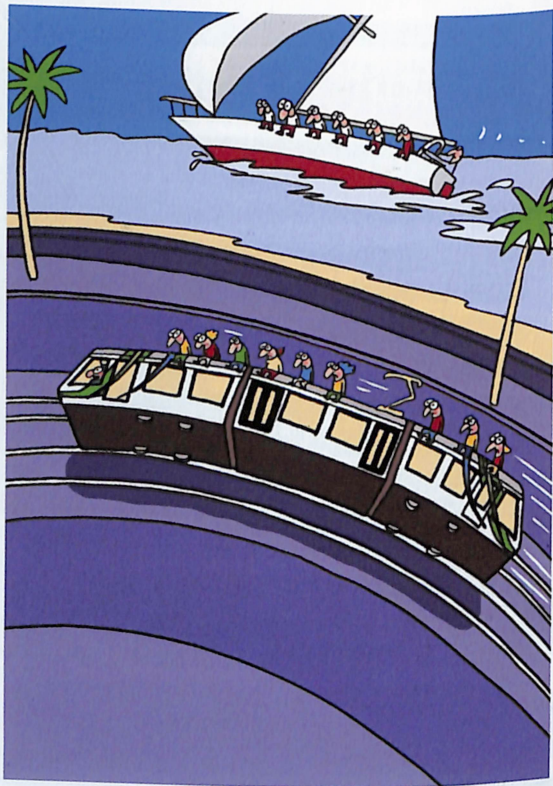
LEAVE THE CABIN IF NECESSARY TO
PROVIDE ASSISTANCE

If you are not able to provide assistance (sore back, etc), use the PA to ask passengers to assist the customer.

YOU MUST NOT HAVE A CONVERSATION WITH ANY PERSON WHILE YOUR TRAM IS MOVING

Avoid creating a Bad Perception

If a passenger asks for information, answer: I will talk with you at the next stop, thanks.



Speed

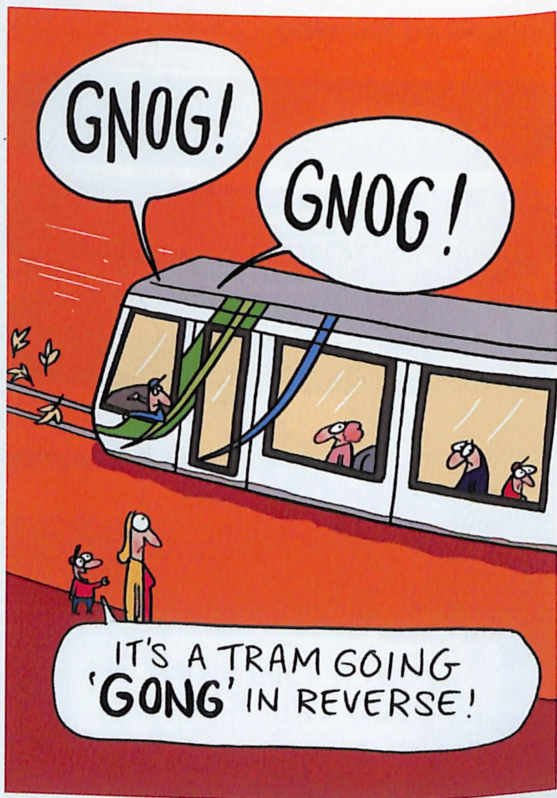
SPEED OUTSIDE STOPPING PLACES

SPEED NO GREATER THAN 15 KM/H:

- CROSSOVERS (WHEN SHUNTING)
- H CROSSING
- RAILWAY CROSSING AND UNDER BRIDGES
- APPROACHING AUTOMATIC POINTS INDICATOR
- SHARP CURVES
- RECONSTRUCTION WORK
- INTERMEDIATE CROSSOVER
- TRAILING POINTS

DEPOT YARDS AND DEPOT SHED: SPEED NO GREATER THAN 10 KM/H

- GONG when necessary



Reverse a tram

**TRAMS MUST NEVER
BE REVERSED UNDER
ANY CIRCUMSTANCES**

ROAD RULES



Road Traffic Regulations

DRIVERS MUST FOLLOW YARRA TRAMS RULES
OR OTHERWISE ROAD TRAFFIC LAWS APPLY

- If a traffic light signal is not working, FOC must be notified
- Give way to all emergency vehicles