



Serving Melbourne, Serving You

Yarra Trams is committed to providing all tram passengers with better communication, increased frequency, better services, improved journey times and more frontline staff.

Investing in the continued development of our staff will foster greater enthusiasm and customer focus. Close to 1100 drivers and another 250 customer service employees and authorised officers will work across the tram system of 31 major routes from 8 tram depots.

We are proud to build upon the heritage of a world-renowned tram system and to be part of the Melbourne experience, like sitting in a café sipping on a latte, shopping in Chapel Street, or buying a cake in Acland Street.

Our reunified tram service is provided by 500 tram vehicles – from the heritage W Class trams through to the brand new Citadis and Combino low floor trams.

We travel all over Melbourne and interconnect communities – from Brighton to Bundoora, Wattle Park to West Maribyrnong.

Trams are the icon of our city – they add life and vitality to Melbourne. They are truly “Melbourne all over”.

Delivery Address
GPO Box 5231
Melbourne VIC 8060

Yarra Trams
Reply Paid 5231BB
Melbourne VIC 8060

No stamp required
if posted in Australia



*Our most significant partnerships are with you, our customers,
and with the communities through which we travel.*



Welcome to the new Yarra Trams.

Yarra Trams has been operating in Melbourne since August 1999, running many of our city's key tram services. As of April 18, 2004 we are now proudly responsible for reunifying and operating the entire tram network.

Our new status as Melbourne's sole provider of tram services is a direct result of our 5-year Public Transport Partnership with the Victorian Government.

However, our most significant partnerships are with you, our customers, and with the communities through which we travel.

Yarra Trams is serious about improving our communications and our service delivery. We need your involvement to create the best tram service for the future. Please join our mailing list to get involved with the service delivery on your route, and fill in the attached questionnaire for a chance to win a monthly Metcard.

Melbourne is one of the world's most liveable cities and one of the key indicators for this assessment is our transportation services. We wish to build on this recognition and ensure that our city's public transport exceeds your expectations in the future.

At Yarra Trams, we know we will only succeed on the strength of our partnerships. We very much look forward to working with you to revitalise tram travel in Melbourne and deliver the world's best tram service.

Hubert Guyot
Chief Executive Officer

Win a Monthly Metcard!

We have 10 Zone 1 Monthly Metcards (valued at \$93.80 each) on offer. For your chance to win one, please complete the questionnaire and provide your contact details. Entries close 30 May 2004.

Which tram route do you usually use?
(Provide name and/or route number)

How often do you travel on trams?

- Daily 2-3 Days/Week Weekly
 Fortnightly Monthly Less Often

How long have you been travelling on trams?

- Less than 6 months 6-12 months 1-2 years
 2-5 years 5-10 years More than 10 years

What is the main reason you take the tram?

- Work Study Shopping
 Cafés/Restaurants Sport/Leisure Other

How would you rate your tram service in general?

- Very Good Good Neither Good nor Bad
 Bad Very Bad

Please let us know if you have any comments or suggestions for your route:

Would you like to be on the mailing list to receive information about your route? Yes/No (circle answer)

Would you like to be on the email bulletin list? Yes/No (circle answer)

Name

Street

Suburb

Postcode

Phone (optional)

Email (optional)