



This Gold Medal Moments special edition newsletter highlights some wonderful stories of exceptional customer service observed during the Melbourne 2006 Commonwealth Games.

These stories are a positive example of Yarra Trams staff going above and beyond the call of their role demonstrating a commitment to providing first class customer service. Such stories leave a lasting impression on Games patrons and our regular passengers and demonstrate the great team work and cooperation of the Yarra Trams family.



On the way back from the Athletics, the driver kept the passengers informed and amused throughout the journey with Mexican waves through the tram and a 'tram driver, tram driver oi oi oi' chant!



Check out these Gold Medal Moments



A Track Maintenance Engineer **developed and implemented a program** for inspections of points and track which facilitated all priority routes. She was also on the ground throughout the implementation to ensure that any **issues were addressed**. This was a huge program, especially for someone so new.

A TA was nominated for his **exceptional management** of the circumstances of a defective tram in peak time at a venue. His actions reduced the down time to a minimum and ensured all waiting passengers were not inconvenienced greatly. Well done!

A driver suggested the Commonwealth Games pocket guide for staff, which was produced and used by all staff during the Games. **This idea was expanded** and provided for all depots. Well done!

A TA was nominated for showing excellent customer service skills with **humour and fun**. People really enjoyed his cheer! He even managed to get a **big smile** from a silver medallist of our weightlifting team.

An IT Database Administrator worked unpaid overtime to get the counter for the message boards completed on time. This task was late notice and he assisted reprogramming our message boards, finishing at 3am. This resulted in **the Call Centre and all depots having a Com Games day counter visible**.

An RPO Unit Coordinator **stepped in to assist** an intellectually disabled interstate visitor who could not remember where he was staying. The man seemed to be genuinely upset and he appeared to be totally lost. Once they determined where he was staying, the RPO Unit Coordinator was **concerned** that he may get lost again trying to find his hotel. He accompanied the man to the hotel and waited at reception whilst they confirmed that he was indeed a guest at the hotel.

A passenger called to compliment the staff for their **exceptional service** on the City Circle Karachi tram from 14 March to 26 March 2006. The drivers were on the Pakistan tram everyday for an eight hour shift, **singing and dancing** with passengers non stop. A mighty effort!

A TA from East Preston and a TA from Glenhuntly assisted a Games visitor to retrieve his wallet through **fantastic cooperation**. The customer approached a TA to advise he had lost his wallet and the TA called it in to Fleet Operations. A second TA who had found the wallet heard the call on her radio. While one TA waited with the customer, the other TA hand delivered the wallet. **Great team work!**

A passenger called to advise that he had lost his case on a tram. He was most grateful for the efforts of **both drivers, whose polite, patient help** was most reassuring. This is an example of how coordination and cooperation between staff can create a **great customer experience**.

A volunteer called to say "when the driver of my tram noticed we were volunteers she acknowledged us which **made us feel great** and got the people on the tram to give us three cheers. **It was fantastic!**"

A TA assisted a passenger who had been injured when she was stuck between a railing and a tram. The TA **offered assistance and kept in contact** with her over the next few days. The passenger stated that the assistance she received from the TA was great, his **patience and attention to detail** was to be commended and he left her with a lasting impression of Yarra Trams and its customer service staff.

A passenger called to say that his driver is the model that all Yarra Trams drivers should be aspiring to be in order to create a **world class team of tram drivers**. At Flinders St Station he clearly welcomed the passengers, announced the route number, advised its path down St Kilda Rd and the major stops, before advising its turn off St Kilda Rd. He also **invited those not sure of their stop to approach him early to avoid problems**. Before each major stop he announced the approach and where applicable connecting trams and route numbers. He also **smoothly accelerated and decelerated the tram** in such a way that had it been standing room only, those standing would have been more than comfortable. In over 2 years travelling along St Kilda Rd this was one of the more pleasant trips.

A passenger called about a driver to say "we were travelling up St Kilda Road about 12.30pm today. We were heading in towards the city and she was fantastic. She was **brilliant**. She commentated the whole way and made everyone laugh. I asked her for advice and she could not help enough. She is the **best driver** we have ever come across".

A passenger called to say "I would like to say how **impressed with Yarra Trams staff and services** I have been over the Commonwealth Games period. I am a visitor from Queensland and I have been very impressed with Yarra Trams. There was one person in particular, in the city, a TA who was **extremely helpful**. I did not know how to catch a tram or even how to put the money in and he could not have done more to help me".





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Mr Dennis Cliche
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Dear Mr Cliche

On behalf of the Bracks Government, we would like to thank all staff involved with providing public transport services to Victorians and visitors over the Commonwealth Games period.

The Commonwealth Games were an opportunity to showcase our State and our city to the world. They were also an opportunity to showcase our trains, trams and buses to a wider audience.

It was a wonderful two weeks of sport, culture and entertainment, enjoyed by millions of people.

The role of public transport was absolutely critical to the success of the Games, with Yarra Trams transporting around one third of Games spectators. Several key venues, such as the Melbourne Sports and Aquatic Centre, were reliant on trams as the primary mode of transport.

Metlink surveys showed that around 75 per cent of people attending Games events travelled by public transport, and around 90 per cent of those people found the public transport experience to be good or excellent. And we shouldn't forget the spectacular 'Karachi Tram', which was enormously popular with locals and visitors alike.

The Government is thrilled with these results, and you should be very proud of your contribution to achieving them. It was a world-class performance.

Many people worked long hours, deferred holidays, and made other personal sacrifices for the Games effort. These sacrifices have been recognised, and are very much appreciated.

Once again, we thank you for your outstanding effort in making the Commonwealth Games a success, and wish you well for the future.

Yours sincerely

HON STEVE BRACKS MP
Premier of Victoria

HON PETER BATCHELOR MP
Minister for Transport