

**Special offer!**

Succumb to your senses at the Melbourne Good Food and Wine Show!



Yarra Trams staff can save \$10 off the adult price with pre-booked tickets\*. Pre-booking gives you a guaranteed reserved seat in the Celebrity Theatre and a copy of *BBC Australian Good Food* magazine. Book now as sessions do sell out and are subject to availability.

To access this discounted offer call Ticketek on 13 28 49 or visit [ticketek.com.au/goodfood](http://ticketek.com.au/goodfood) and quote TRAMS when booking.

\*This offer is only valid on adult priced tickets purchased in advance through Ticketek. A handling fee will apply.

The Good Food and Wine Show is on from Friday 3 to Sunday 5 June at the Melbourne Convention and Exhibition Centre.

More information: [goodfoodshow.com.au](http://goodfoodshow.com.au)

**Manual handling**

Manual handling is defined as any type of work that involves the use of force to lift, lower, push, pull, carry, move, hold or restrain objects.



Manual handling is one of the biggest causes of workplace injuries in Victoria, so we all need to be conscious of the proper procedures.

Injuries don't just occur in complex construction and warehouse type environments, but can also happen in operational and office type workplaces.

So regardless of whether you are filing a pile of heavy records, moving some computer hardware or lifting a heavy tram part or piece of machinery remember to:

- Use mechanical aids if available (i.e. lifts, jacks or trolleys)
- Ensure the work environment is clear of slip, trip and fall hazards
- Seek the help of a work colleague when moving heavy or awkward items
- Take regular breaks from repetitive manual handling tasks

**Special events**

Yarra Trams will provide extra services to the following events over the next fortnight:

**Friday 6 May to Monday 9 May**

**AFL Round 7**

- Richmond vs Fremantle – MCG
- Essendon vs West Coast – Etihad Stadium
- Melbourne vs Adelaide – MCG
- St Kilda vs Carlton – Etihad Stadium

**Super Rugby**

Rebels vs Reds – AAMI Park

**Friday 13 May – Sunday 15 May**

**AFL Round 8**

- Geelong vs Collingwood – MCG
- Nth Melbourne Vs Melbourne – Etihad Stadium
- Hawthorn vs St Kilda – MCG
- Western Bulldogs vs Richmond – Etihad Stadium

**With compliments**

A small sampling of positive feedback received from our customers:

I had the pleasure of travelling on Route 67 to Carnegie. The driver was courteous and obliging, assisting all passengers especially the overseas tourists on board with directions, trams to take to their ongoing destinations etc, as well as providing clear information at numerous stops – eg. the Arts Centre, Shrine of Remembrance.

Congratulations to her, she obviously takes pride in her work. – Mrs C.

I would like to compliment the driver of the tram I was on this morning. There was a disruption on Sydney Road as well as a need for the tram to stop at Lonsdale Street rather than go all the way to Flinders Street.

The driver kept everyone on board informed of all this and apologised for the delays. He was able to keep things light and made many people smile. Thank you. – Caroline.

As I alighted I dropped a number of credit and ID cards I had in my myki wallet into the stairwell. The driver went to considerable trouble to help me retrieve them.

Today I received a letter from him enclosing my Centrelink pensioner concession card and a note saying "Found another card of yours, hopefully the only one missing". I would like to commend him on his kindness and courtesy. – LB

To the tram driver (name): Thank you for your helpful commentary, the invitation for any questions to be answered, your helpful suggestions, naming the next stop well in advance and the terrific manner in which you conducted yourself.

I felt as if a friend was driving me home. – Gayle.

**TRAM IMPROVEMENTS WORKS ALERT**

The following works are scheduled in coming weeks. Tram service changes will be in place for each job. Please check passenger bulletins and employee notices for details.

**Saturday 7 May**

Elizabeth St  
Track works

**Friday 20 to**

**Sunday 22 May**  
Swanston Street  
Track renewal

**Mid 2011**

Fitzroy Street and  
The Esplanade, St Kilda  
Track renewal and road  
safety upgrades

**Mid 2011**

High Street, Northcote  
Track renewal and accessible  
stop construction

**Your say**

To provide your feedback or submit a story to *The Wire* or *The Pantograph* email [panto@yarratrams.com.au](mailto:panto@yarratrams.com.au)

# THE WIRE

3 May 2011



**RIGHT:** The team at Preston Workshops proudly displays the Good Friday Appeal tram wrap! Works involved the fitting of new seats, painting of side walls, doorways and seat surrounds as well as a trial coating of an anti-graffiti paint to the interior of the tram.

**Extra! Extra!**

More Melburnians now understand the need for greater tram priority on our roads, thanks to some major media coverage.

The issue made news ahead of the Easter break when *The Age* ran a front page story about a Yarra Trams study into tram priority.

Several radio stations also reported on the decline in tram speed amid the growing congestion on Melbourne's roads. The Yarra Trams study made three key recommendations to improve the speed and reliability of the network:

- Dynamic priority for trams on Swanston Street (traffic light priority for trams when they need it)
- More green time for east-west tram movements in the CBD, particularly at King Street
- Further work on providing dynamic priority for trams across the Yarra Trams network

On the same day, *The Australian Financial Review* reported on the business boom in the Docklands area, leading to a massive increase in tram patronage along Collins Street. The story recognised that trams have become the new cabs for many in the corporate world.

To cap off a busy day in the headlines, the *Herald Sun* reported on the Spencer Street works over the Easter / ANZAC Day long weekend and publicised our offer of earplugs for the aural relief of local residents and traders.

On the local front, the Yarra Plenty Regional Library website featured a large photo of the "tram face" it purchased through our Good Friday Appeal fundraiser.

Icon	SNAPSHOT
Punctuality	80.09% (last April 81.17%)
Service Delivery	98.99% (last April 99.29%)
Tram-vehicle collisions	64 this month 298 this year
Tram-tram collisions	1 this month 9 this year
Passenger falls	18 this month 53 this year
Pedestrian knockdowns	3 this month 12 this year
Derailments	5 this month 16 this year

All figures current on 28 April 2011



# What we did over Easter...



We renewed 740 metres of double track on Spencer Street as well as the curves from Spencer into Collins and Bourke Streets. At the same time, we helped passengers onto diverted tram services and tram replacement buses. Thank you for a great team effort.



We made a new cinema commercial for Yarra Trams to promote pedestrian safety around our network.



We presented a cheque for \$68,422.50 to the Good Friday Appeal and raised another \$5758 selling tramburgers and Yarra Trams merchandise.

