



Cook's cabin

Masterchef superstar George Calombaris has visited Southbank Depot to promote the Melbourne Good Food and Wine Show.

A competition currently being promoted through the Yarra Trams website gives the public a chance to win a VIP meet and greet with George and his fellow Masterchef judge Gary Meighan.

Yarra Trams staff can save \$10 off the adult price of a ticket to the show, which runs from Friday 3 to Sunday 5 June at the Melbourne Convention and Exhibition Centre, simply by pre-booking a ticket by calling Ticketek on 13 28 49 or visiting ticketek.com.au/goodfood and quoting the code TRAMS when booking.

Watch out for a special exclusive Masterchef recipe from George for Yarra Trams staff in the next edition of *The Pantograph*.

ABOVE: George Calombaris meets Southbank Administrator Noel Augustus.

Win your own rhino shirt!

Yarra Trams has gone rhino crazy, and to celebrate lucky edition #13 *The Wire* is giving staff a chance to win one of the limited edition Beware t-shirts which are part of the promotion.



Simply answer this question and either email to panto@yarratrams.com.au or put the answer in your location competition box. Ten lucky winners will be contacted to arrange delivery for a shirt.

Q: Name one of the continents that rhinos are native to?

Controlling the power

Vital monitoring and diagnostic systems that allow Yarra Trams to maintain the reliability and integrity of our electrical supply system have been upgraded.

The new SCADA system which has gone live at Carlton Control marks a key milestone in a plan to replace the existing system which was installed in 1987.

The upgrade allows better monitoring and diagnostic capability, enhanced safety and regulatory compliance as well as a more reliable and robust power supply system.

Infrastructure Director Ramesh Liyanagedera and ICT Director Neil Roberts have thanked project manager David Scholes as well as John Uiterwijk and all the staff at Carlton Control who have assisted with the implementation.



Racers on board

Students from all around Victoria will be competing in the grand final of the Metlink Great Transport Race on Thursday 2 June.

On a course that involves tram, train and bus travel, the competing students carry only maps, timetables and valid tickets. The winners are declared state champions.

You may encounter these groups on your travels on Thursday, so please wish them well and provide any assistance they may require.

ABOVE: Students find their way to the finish line in the Eastern GTR heat.

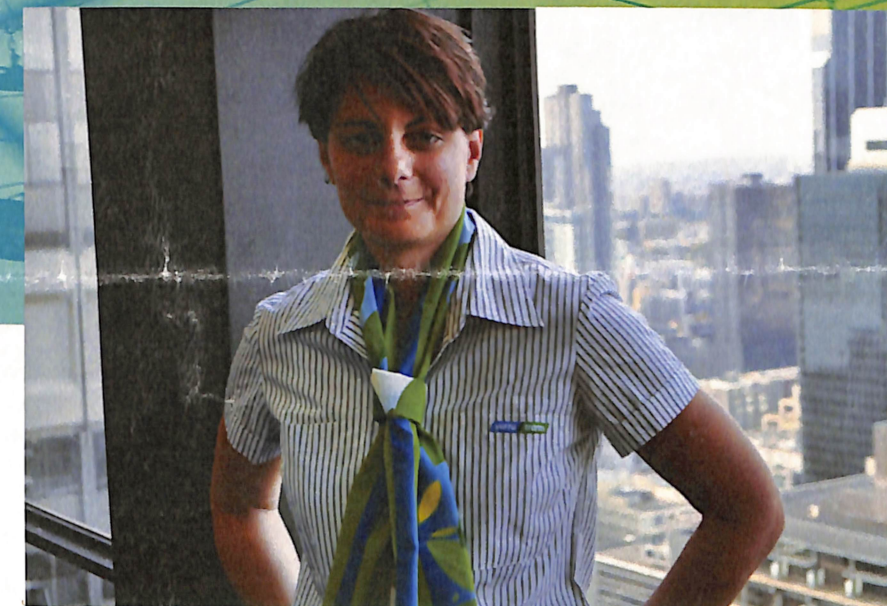
Your Say

To provide your feedback or submit a story to *The Wire* or *The Pantograph* email panto@yarratrams.com.au

THE WIRE

31 May 2011

Issue #13



RIGHT: Authorised Officer Nicole Vella models the new look for staff

Our new look

Stylish new uniforms for Operations, Customer Service and Marketing staff have started arriving at work locations and will continue to be delivered throughout June.

We'll let you know when you should start wearing your new uniform to work. The new look was adopted after a lengthy consultation process with staff and key stakeholders including the RTBU.

It means employees will wear the current Yarra Trams logo for the first time. Each staff member will receive two deliveries, with overcoats, scarves, polo shirts and safety vests coming at a later date.

Uniform coordinators at each location will assist you with any alterations or exchanges that need to be made.

To speed up the process, please return items to be exchanged to the coordinator within a week.

Everyone who receives the new uniform will be given an information pack outlining what is included and any special instructions for washing and care.

Arrival dates for Rolling stock and Infrastructure uniforms will be confirmed soon.

The uniform design process took into account more than 100 suggestions from staff to make every garment fit for its intended purpose.

Most importantly, it has a modern and stylish look that you can wear with pride.

SNAPSHOT	
Punctuality	79.97% (last May 80.96%)
Service Delivery	99.02% (last May 99.28%)
Tram-vehicle collisions	95 this month 395 this year
Tram-tram collisions	1 this month 10 this year
Passenger falls	14 this month 68 this year
Pedestrian knockdowns	1 this month 14 this year
Derailments	4 this month 20 this year

All figures current on 29 May 2011



Keeping customers happy

One of the major additions to the way Melbourne's trams are run under the agreement between KDR and the State Government is measuring how well we're meeting passenger expectations. This measure, called the Customer Experience Performance Regime (CEPR), covers personal safety, cleanliness and passenger information.

CEPR rates our ability to:

- Quickly remove graffiti from around the network
- Supply accurate and timely customer information on board and at stops
- Provide a clean, litter-free travelling environment
- Keep our public facing assets in a presentable condition.

The introduction of the CEPR fits within our *Think Like A Passenger* philosophy. To help us meet the challenges of achieving the benchmarks set by the State, Yarra Trams has created a Customer Experience Performance team with staff from around the company.

CEP Manager Tobias Meyer is joined in the team by Tolchard Coutinho (Rolling Stock), Yih Hoong Chew (Infrastructure), Jennifer Santas (Marketing and Customer Service) and Ian Paul (Operations).

The CEP team is responsible for assisting all departments to maintain our high standards.

Tobias said: "So far we are travelling well in the 10 CEPR categories and we're confident of accomplishing the Customer Experience Benchmark for another franchise year".

The CEP team is asking all staff to look out for customer information issues as well as problems with the cleanliness and condition of our assets.

You can report these immediately to either Fleet Operations or the CEP Response Desk on 9610 2727.

ABOVE: Clean trams are a key measurement of the CEPR.

TRAM IMPROVEMENTS WORKS ALERT

The second half of 2011 will bring a busy program of track renewal, road safety improvements and platform stop construction.

These projects are being delivered by the Infrastructure Department and the Project Management Office in partnership with stakeholders like Think Tram and local councils.

The first two projects on the agenda involve track renewal and platform stop construction.

Saturday 11 to Friday 17 June

Fitzroy Street and The Esplanade, St Kilda

Track renewal, platform stop and road safety upgrades



Drivers who work along Fitzroy Street and the Esplanade in St Kilda know what a black spot it is for cars turning dangerously across the tram tracks and causing collisions.

As part of the works, the tracks along Fitzroy Street will be raised to stop cars from turning across the tracks in front of trams. On the Esplanade, a new platform stop will be built at Alfred Square and separation curbing will be installed to deter cars from u-turning across the tracks.

Saturday 9 to Friday 15 July

High Street, Northcote

Track renewal, platform stops and road safety upgrades



In partnership with Think Tram and Darebin Council, various road safety and tram priority treatments will be put in place along Route 86. New platform stops will be built along High Street to complement these changes.

The major works will be done in two phases with the second set of platform stops coming later in the year.

Essendon Depot has also been the scene of major works to renew tracks and improve car parking facilities.

During the track renewal, Essendon trams were stabled at Airport West terminus. Upgrades included construction of a new retaining wall and improved lighting in the tram stabling and parking areas.

BELOW: The Essendon Depot works in progress. (Photo courtesy Ian Green).



Rhino hits the big time

Our distinctive new safety campaign which asks pedestrians to look, listen and be alert around trams has been launched to the media. Channel 7, 9 and 10 news, as well as 3AW radio, covered the launch and reinforced the message to the community that trams are not to be taken lightly.



Daniel Borowski, who suffered life-threatening injuries when he walked in front of a tram in 2007, told his story to the media in an attempt to stop others from having to go through the same lengthy recovery that he did.

A rhino-themed tram promoting the message is now running out of Southbank Depot.

The full advertisement can now be seen on the Beware The Rhino Facebook page facebook.com/bewaretherhino or on YouTube at youtube.com/yarratramsmelbourne

BELOW: Daniel explains the importance of tram safety to the media.



To demonstrate the awesome size and power of one rhino, let alone the 30 that make up the weight of a tram, a life-sized beast named Spike is on a tour of universities. Spike is promoting the message of tram safety and awareness to one of the groups most likely to step in front of a moving tram.

The visits are being reinforced with a competition that explains the idea behind the rhino-tram weight comparison and directs students to the Facebook page where they can upload their photos and share them with friends. Over 600 people have already shown their support for the campaign by 'liking' it online.

The tour will go to Victoria Gardens shopping centre, the Queen Victoria Market and the State Library to make sure the message to look, listen and be alert is being heard by as many people as possible.

If the reaction to Spike at Melbourne University, Deakin Burwood and RMIT is anything to go by it looks like Jake the tramTRACKER dog has a rival in the public adoration stakes.

Special events

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

- Friday 3 June – Sunday 5 June**
AFL Round 11
Essendon vs Melbourne – MCG
Collingwood vs St Kilda – MCG
Hawthorn vs Fremantle – MCG
North Melbourne vs Adelaide – Etihad Stadium
- Monday 6 June – Friday 10 June**
RMIT Exams – Melbourne Sports & Aquatic Centre
- Tuesday 7 June**
Australia vs Serbia – MCG
- Friday 10 June – Monday 13 June**
AFL Round 12
St Kilda vs Western Bulldogs – Etihad Stadium
Geelong vs Hawthorn – MCG
Carlton vs Brisbane – Etihad Stadium
Melbourne vs Collingwood – MCG
- Monday 13 June**
Melbourne Storm vs Sydney Roosters – AAMI Park

Au revoir Florence!

Farewell to our Corporate Affairs Director Florence Forzy who is returning to France to take up a role with our parent company Keolis.



We wish Florence well in the new role which will still keep her involved with the Melbourne and Gold Coast tram networks.

Our new Corporate Affairs Director will be Elisabeth Kerdelhué. Elisabeth has been the General Manager of the French-Australian Chamber of Commerce & Industry in Victoria (FACCI) since 1997. She will take up the position from mid-July.