



CSEs on the podium

Two teams from Yarra Trams took on each other, and other competitors from around the industry, in the grand final of the Metlink Transport Race and it was East Preston who came out top in the Yarra derby.

The team of East Preston CSEs Frank Pavic, Kevin Webb, Bob Whitley and Peter Waight finished second overall in the corporate division final, beating home their opposition from the Brunswick CSE team.

Students from Mordialloc College were the overall winners of the schools competition.

ABOVE: The East Preston team.

RIGHT: Brunswick – Yarra's second side.



Brunswick's dynamic duo

A big thumbs up from a customer to the Brunswick combination of driver Evelyn Hester and tram maintainer George Azzopardi who saved her daughter from tears after a trip to the Melbourne Museum.

Justine's daughter Poppy had taken home some stones from the Museum gift shop and was happily playing with them on the tram when they fell behind the seat they were sitting in.

Tearful at losing her new favourite toy, the little girl's mood instantly picked up when Evelyn told her that the tram was returning to the depot and that she'd try to find somebody who could help recover the stones.

On hand with his tools was George and within 30 seconds he had removed the seat and reunited the girl with her stones.

Justine's daughter took the stones to school the next day and as part of her Show & Tell she told the class how Yarra Trams had saved her from losing them.

Graduation day

Congratulations to the 21 Authorised Officers who have received official recognition for completing their Certificate III in Public Transport – Customer Service and Compliance course.

The graduates, who completed the course during 2010, were presented with their qualifications by CEO Michel Masson and Customer Service Manager Trevor Greer in a ceremony at the Training Academy.

The course, which is a mandated requirement for all Victorian tram, train and bus Authorised Officers, is in addition to the training that all AO's do when they first join the company. It provides training in enforcement and customer service.

Graduating this year were Betty Bougas, Helen Brook, Dorothy Camilleri-Wozniak, Maria Cortillo-Perez, Andrew D'Cruz, Kristy Ettridge, Michael Geikowski, Tahsin Halici, Rajesh Kannan, Arthur Kontos, Arthur Kouzoumis, Jamie McCracken, Tahir Mevlut, Brian Murrian, Severino Santiago, Larry Sellinas, Troy Sincock, Fiona Singh, Sonja Souza-Maua, Naomi Taylor and Enzo Valentino.



Your Say

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

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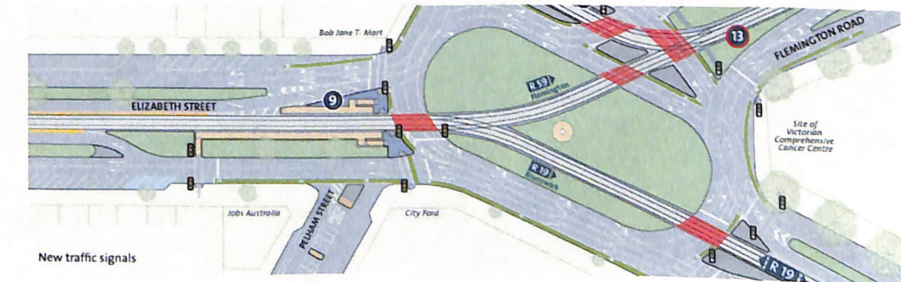
RIGHT: Motorists risk their safety at Haymarket every day.

Roundabout time for an upgrade

Upgrades at the Haymarket roundabout will create a safer environment for tram drivers, motorists and pedestrians.

The improvements will include traffic lights, pedestrian crossings, bike lanes and a platform stop at Stop 9 at the corner of Pelham Street and Elizabeth Street. Stop 8 on Elizabeth Street (at Queensberry Street) and Stop 13 on Flemington Road (Royal Parade) will be removed as part of the works. Passengers will be able to use nearby stops no further than 250 metres away.

Work has already begun and will take approximately two months to complete. Of the 78 recorded crashes at the Haymarket roundabout since the year 2000, 14 caused serious injury, but every day there are dozens of near misses at the roundabout, with motorists, cyclists and even pedestrians playing a dangerous game of cat and mouse with trams.



Look inside this edition of *The Wire* for more details of how the works will improve the roundabout for both tram and car drivers.

SNAPSHOT	
Punctuality	82.63% (last June 82.05%)
Service Delivery	99.25% (last June 99.18%)
Tram-vehicle collisions	24 this month 425 this year
Tram-tram collisions	1 this month 11 this year
Passenger falls	2 this month 71 this year
Pedestrian knockdowns	1 this month 15 this year
Derailments	3 this month 25 this year

All figures current on 9 June 2011



Scribble out fare evasion

In a bid to combat fare evasion and to support enforcement by public transport operators, Metlink has developed a quirky new campaign.

It's designed to raise public awareness that there are more Authorised Officers on the network doing more ticket checks than ever.

A television advertisement screening on all commercial networks shows a fare evader as a scribbled out image who is dishonestly occupying space that should belong to a fare paying passenger.

The campaign reinforces the message that fare evasion is unacceptable and that fare evaders will be caught.

The last Metlink fare evasion survey found that 13 per cent of passengers were not travelling with the right ticket, costing the community \$80m which could have paid for six new trams, two trains and 28 buses.

Accessibility trial begins this month

As part of our commitment to improving accessibility we're trying a new way to help visually impaired passengers board the right tram.

At stops serviced by multiple routes, blind and visually impaired passengers will hold up an A4 size flashcard with white text on a black background to indicate which tram they wish to board.

This will provide reassurance to the passenger and will mean that drivers who see the flash cards won't need to stop and check which tram the passenger needs.

The card has been designed to be visible at night and on busy stops. Senior Depot Trainers tested the visibility of the cards with drivers during March and the trial is being done by volunteers from Vision Australia.

If you have any feedback on the trial please see your Senior Depot Trainer.

BELOW: An example of the cards being used in the trial.



TRAM IMPROVEMENTS WORKS ALERT

The following works are planned in upcoming months. Tram service changes will be in place for each job. Please check passenger bulletins and employee notices for details.

Saturday 25 and Sunday 26 June

Port Melbourne light rail
Maintenance works

October

Swanston Street North
Platform stop construction

October

Flemington Road
Platform stop construction

Special events

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

- Wednesday 15 June to Friday 17 June**
RMIT Exams – Melbourne Sports & Aquatic Centre
- AFL Round 13**
- Friday 17 June to Sunday 19 June**
Western Bulldogs vs Adelaide Crows – Etihad Stadium
Essendon vs North Melbourne – Etihad Stadium
St Kilda vs Geelong – MCG
Melbourne vs Fremantle – MCG
Carlton vs Sydney – Etihad Stadium
- Friday 17 June**
Melbourne Rebels vs Western Force – AAMI Park
- Monday 20 June to Thursday 23 June**
RMIT Exams – Melbourne Sports & Aquatic Centre



Maintenance goes mobile

Maintenance staff are trialling mobile technology to streamline processing of maintenance tasks in the field.

Staff can log on to Yarra Trams' computer systems including Maximo, on laptops or tablet computers without having to return to an office.

Maximo is the business system that is used to manage a range of maintenance and procurement functions as well as create incident logs.

Initial feedback from the users has been very positive. Autopoints Foreman Gary Smith said: "I find the Toughbook compact and easy to carry. It cuts my time in the office in half. It makes the flow of information immediate and accurate. My staff can't wait to be included in the further deployment."

The Track and Facilities Maintenance team has been successfully using mobile computing since 2010. The extension of the program will allow staff from the Infrastructure and Rolling Stock departments to use the systems in the field.

ICT and the Infrastructure Division would like to thank the Infrastructure and Rolling Stock teams for making this project possible.

ABOVE: Mark Maric reports an overhead problem in the field with the new system.

Grand Prix says thanks

The Australian Grand Prix Corporation has thanked Yarra Trams for its contribution to the success of this year's event.

GP venue operations manager Jason Robilliard expressed gratitude to all staff for their hard work in both the planning process and during the event itself.

How the Haymarket upgrade will improve passenger, driver and motorist safety... (from Page 1)

