



One powerful passenger

A lot of famous people have taken a tram over the years, but not many have gone on to become one of the world's most important and influential politicians.

Christine Lagarde, the new Managing Director of the International Monetary Fund, visited EROC in March 2007 as part of a French government delegation.

The visit was made in her role as the then French Minister of Commerce and Industry. She was named as Finance Minister in June that year and served in the position until taking up her job with the IMF on 5 July.

The International Monetary Fund is an organisation which controls the global financial market.

ABOVE: Christine Lagarde with Florence Forzy, now Public Affairs Manager, Keolis International Division. Photo by Georgia Metaxas.

Straight A's for Preston Workshops

A class trams in old livery are now a thing of the past with the staff at Preston Workshops rebranding the last of the trams into new Yarra colours.

Tram 292, currently operating out of Kew Depot has the distinction of being the 70th and final A Class to receive the KDR Yarra Trams makeover.

All trams that have been through the rebranding program since November 2009 have been decked out with new seats, new windows and the new white livery plus yellow doors for improved passenger safety.

Workshop staff will now concentrate on the rebranding of the Z3 fleet. Thanks to everyone involved for their hard work in completing work on the A's.



(Flash) Dancing with the stars

Staff from Head Office and EROC have put on a song and dance to promote the Melbourne Fringe Festival.

The lunch room at William Street hosted an impromptu dance party when Yarra Trams and the Melbourne Fringe Festival joined together for a photo opportunity to promote the *Crowd Play* event at this year's festival.

With the *Crowd Play* ambassadors putting them through their paces, the staff rehearsed a routine which the organisers hope will become part of Melbourne's biggest ever "flash mob" spontaneous performance.

For more information or to register visit www.melbournefringe.com.au/crowdplay

Yarra Trams is a sponsor of Melbourne Fringe. The Festival runs from 21 September to 9 October with performances all over Melbourne.

BELOW: Lunch room becomes dance floor as the *Crowd Play* ambassador leads the way for staff.



Fabulous Feedback

Good stories about our staff continue to flow in from passengers. All around the network, customers are taking time out to write in, call or email and say thanks for the great customer service they've received.

Malvern drivers Khac Nguyen, Robert O'Connor, Robert Stanley and Neil Wilson have all won praise for their excellent customer service skills, while Brunswick's Mounire Sabih also impressed passengers by saving an injured bird on Beaconsfield Parade, South Melbourne.

The passenger who wrote in to say thanks to Mounire was impressed that, despite his kind act, the tram was only stopped for 30 seconds.

Positive feedback for any staff member is recognised by managers, and a copy of the acknowledgement is put in the employee's personnel file.

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: Works along High Street continued 24 hours a day for seven days until the big job was finished.

A new look for Westgarth

The first stage of the Route 86 High Street Tram Improvement Project has been completed, and the numbers add up to a great result for Yarra Trams.

The huge scale of the works meant that they had to be done across a seven day occupation from Saturday 9 July to Saturday 16 July.

Despite wintery weather and significant rock formations in the construction area the mammoth scope of works took just over a week to complete.

850 metres of double track was realigned and upgraded and two 66 metre platform stops constructed. Other important works included a kilometre of upgraded and realigned overhead which will make use of new technology to maintain the correct tension of the trolley wire.

2500 concrete sleepers were laid with 2000 cubic metres of concrete required for the works, while 550 tonnes of asphalt was laid down throughout the week.

Two kilometres of feeder and electrolysis cables were relocated underground to allow for removal of overhead cables and 16 new overhead poles were installed.

40,000 brochures about the service changes and road closures were distributed to Route 86 passengers and local traders by CSEs and marketing staff before and during the works. Customer Service staff worked approximately 3800 hours in the Westgarth area during the works.

Works will continue for the next six weeks to complete the two centre island platform stops, remark the road, install tram detection loops and remove existing overhead poles.

Project Manager Susan Patrick thanked all staff for their work in helping to deliver such a massive job in a short space of time.

A second stage of works, further along High Street in Northcote, will take place in coming months.

SNAPSHOT	
Punctuality	82.83% (this time last July 82.87%)
Service Delivery	99.40% (this time last July 99.10%)
Tram-vehicle collisions	73 this month 554 this year
Tram-tram collisions	0 this month 11 this year
Passenger falls	15 this month 85 this year
Pedestrian knockdowns	2 this month 19 this year
Derailments	6 this month 35 this year

All figures current on 28 July 2011



Duncan in the Director's chair

Duncan Smith is our new Network Development and Performance Director.

Bruno Lancelot, who served in the position from November 2009, has returned to France to take up a position with the Keolis network in Lyon.

Duncan, who previously served as Operations Performance Manager, will develop the Melbourne tram network strategy. This involves managing the growth of Melbourne's trams over the next 30 years.

The Network Development and Performance group will manage improvement of the network by owning all the service delivery systems designed to make our system better. This includes OPR, CEPR and the Performance Improvement Fund.

Duncan will also have overall responsibility for operational and driver training.

Swanston Street set for upgrades

More accessible platforms are planned for Swanston Street stops near Melbourne University.

The University stop has had a platform for over five years, but both Stop 3 Lincoln Square and Stop 4 Queensberry Street will soon become platforms as part of work being done in partnership with VicRoads.

A map of changes to Swanston Street can be seen along the bottom of the page.

New starts are on the road

New drivers have finished their training course, and 15 fresh faces are now being seen across the network.

Tested in a series of on and off-road assessments, each of the new starts passed with flying colours.

The new drivers are Ronillo Pronstroller, Luke Emslie, Frank Barra, Matrisha Rao, Stephen Blake, Adam Docherty, Gabriel Soares, Sladan Krsic, Carmelo Nobile, Alf Albini, Marco Magoga, John Pinas, Gavin Lofthouse, Laurence Baluyot and Randhir Reynolds.

They are based at East Preston, Essendon, Glenhuntly, Kew, Malvern and Southbank depots.

Congratulations all our new drivers and to the on-road trainers who helped prepare them for driving solo.



ABOVE: Training Officer David Clarke and his latest class of graduates.

Work at Lincoln Square will begin on Saturday 27 August and Queensberry Street on Saturday 10 September.

During the initial construction weekend there will be some service diversions on Swanston Street to allow work to be done under live conditions.

Each stop will require a number of weeks of work to complete the finishing touches before it is opened to the public. When the works are completed the existing Stop 2 at Grattan Street will be closed on both sides of the road.



Ready for anything

Every new group of Authorised Officers spends a day on the road learning about safety in and around trams as part of their induction training.

AOs and CSEs may need to operate points during special events, disruptions or diversions and correct technique is crucial to avoid back injuries.

When operating manual points, staff should follow the methods used during training. Senior Depot Trainers are available to assist anybody who wants to refine their technique with the points bar.



ABOVE: Camberwell Senior Depot Trainer Peter Spruch makes a point to new AO recruits.



The following works are planned for coming weeks. Some tram service changes will be in place.

Sunday 7 August

Burke Road, Camberwell
Overhead work

Monday 22 to Wednesday 24 August

Fitzroy Street, St Kilda
Overhead work

Continuing improvements

A series of upgrades to depot and work location amenities have been completed as part of a facilities improvement initiative.

To improve the comfort of staff all depots had upgrades to various electrical amenities, including TV's, microwaves, toasters, fridges and air conditioners.

There were a number of upgrades to the furniture around the network, especially in quiet rooms, meal rooms and BBQ areas.

Other improvements requested by staff included:

Brunswick – New shed to house staff motorbikes
Camberwell – New sofas for depot staff and tram maintenance staff

Carlton Control – Painting and a new kitchen

E-Gate – New BBQ area and new kitchens

East Preston – New workstations for staff internet area and a refresh of the BBQ area

EROC – New ergonomic office chairs

Essendon – New pool table and upgrade of furniture for tram maintenance staff

Glenhuntly – Refresh of the BBQ area and a new bicycle/motorbike storage area

Kew – Extended BBQ area with waterproof shelter and new bike shed

Malvern – Refreshed quiet room and kitchen area

Preston Workshops – Evaporative coolers, gas heaters, and refreshed toilet blocks

Southbank – New BBQ area and recreation equipment
Buildings and Facilities Maintenance Engineer Yih Hoong Chew, who helped deliver the project, reports that staff feedback at all locations has been positive.

Offer for staff

Yarra Trams staff can enjoy a discount on chocolate bouquets and hampers from edibleblooms.com.au

Enter the promotional code YARRATRAMS when making an order to receive a 10% discount.

