

THE WIRE

30 August 2011

yarra trams

Issue #19



RIGHT: Dan Osborne, Managing Director, Bombardier Transportation Australia and John Barry, Director of Rolling Stock Projects, DoT with Transport Minister Terry Mulder and Yarra Trams CEO Michel Masson at the media launch of the new E Class tram.

New trams a step closer to the road

Melbourne's new E Class tram has been launched to the media at the Bombardier factory in Dandenong.

A prototype of the E Class was unveiled by Transport Minister Terry Mulder on Wednesday 24 August.

The prototype, which is three quarters as long as the 33m new trams, features the same interior amenities as the final product.

As first reported in Issue #7 of *The Wire* our drivers were amongst the groups consulted to ensure that the design of the new trams is suitable for Melbourne conditions. Other groups asked for their views included passengers who use scooters or wheelchairs and passengers with a vision impairment.


Several changes came out of the consultation sessions, including the position of handrails and contrasting colour schemes for doors, seats and handrails. The positioning of priority seating and wheelchair spaces was also decided as a result of these discussions.

Each tram will carry up to 210 passengers. It will be Bombardier's first tram in the Melbourne market, but it has been the supplier of similar trams to Adelaide since 2006.

The first E Class tram is due on the road in late 2012, and the remaining 49 vehicles will be gradually introduced over the coming years.

When the E Class begins arriving on our network it will free up other high capacity trams to be used on other routes.

Turn to the back page of *The Wire* for more pictures of the new tram.

|  | SNAPSHOT |
|---|--|
| Punctuality | 82.17% (this time last August 81.96%) |
| Service Delivery | 99.29% (this time last August 99.30%) |
| Tram-vehicle collisions | 82 this month 647 this year |
| Tram-tram collisions | 0 this month 11 this year |
| Passenger falls | 16 this month 117 this year |
| Pedestrian knockdowns | 4 this month 24 this year |
| Derailements | 6 this month 41 this year |

All figures current on 29 August 2011



An employer of choice

The next generation of tram project engineers has learnt more about working in public transport straight from our current crop of employees.

The 'Meet The Railway People' exhibition at South Wharf, Docklands encouraged engineering students and graduates to consider a career in public transport.

Yarra Trams, Metro Trains, V/Line and the Department of Transport all exhibited on the day and we received around 50 expressions of interest from graduates.

Our stand was staffed by Susan Patrick (PMO), Rita Lee and Yih Hoong Chew (Infrastructure) and Sharon Moodie and Mark Petale (HR).

The role of engineers is crucial to public transport as we continue to expand accessibility on the network and carry out the track renewals which are covered under our Franchise Agreement with the State.

ABOVE: Sharon Moodie (left) and Susan Patrick (right) at the Meet The Railway People exhibition.

TRAM IMPROVEMENTS WORKS ALERT

Saturday 17 to Sunday 18 September

Royal Children's Hospital, Flemington
Accessible stop construction and track renewal

Saturday 7 to Sunday 8 October

Swanston Street and Queensberry Street
Accessible stop construction

Saturday 2 to Sunday 9 October

High Street, Northcote Stage 1b
Accessible stop construction and track renewal



Routes as easy as "a" or "d"

A pilot program to simplify route numbers for the travelling public will help make life easier for staff as well.

Helping passengers to *find their way* is one of our key objectives, and the removal of 'phantom' route numbers is the latest initiative.

Posters and brochures are explaining the pilot program to passengers on Essendon Depot routes.

On some route numbers you will see an

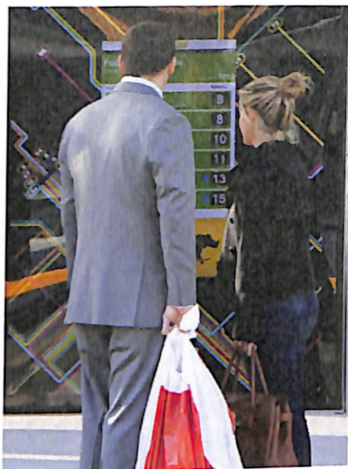
'a' or 'd'



If you see a letter after the route number, **always check the destination display** to find out where the tram is going.

Your Say

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



tramTRACKER shelter trial

Yarra Trams and Adshel are working together to enhance information at tram stops with innovative new shelter technology.

Passengers around the CBD have enjoyed real-time tram arrivals being shown at tram shelters.

Shelters usually display static advertisements but the trial, which has now concluded, made shelters at Federation Square and Queen Victoria Market come alive with updates powered by tramTRACKER®.

The success of the trial, which also proved popular with Customer Service staff at the stops, has been encouraging.

Diversity makes a difference

As a part of Yarra Trams commitment to diversity, Sharon Moodie from the HR Department is now acting as the Diversity Contact Officer for the organisation.

Diversity is important to Yarra Trams. Our passengers and staff reflect the melting pot of Melbourne's community with people from all walks of life.

Diversity in the workplace is about differences between people such as gender, race and age - to name a few.

Having a diverse workforce improves our competitiveness to attract and retain talented people and allows for better service delivery because our people have more points of view to put forward and generate creative solutions.

The best way to service our customers is to have a workforce which understands and reflects the diversity of the community in which we work.

Sharon will be visiting all worksites and you are welcome to talk to her about any diversity issues you may have. Sharon can also be contacted on 9619 3216 or via email to sharon.moodie@yarratrams.com.au

Police in transit on our trams

Transit Safety Police play a vital role in ensuring safe and secure travel for our passengers by backing up our Authorised Officers and providing a visible police presence on our tram network.

Throughout the past month Transit Safety officers have been running *Operation CBD Trams*, which forms part of the bigger *Operation Safe Travel*.

Operation Safe Travel is an initiative run by Victoria Police to discourage inappropriate behaviour on Melbourne's trains and trams as well as at stops and high profile public transport hubs.

This means that teams of Transit Safety Officers have been working with our Authorised Officers by regularly patrolling on board trams, as well as at tram stops, during the afternoon and evening peak periods to deter delinquent and antisocial behaviour.



The good news is that whilst there were a few penalty notices handed out for drinking on board and smoking at tram stops, there were no major incidents.

Acting Sergeant Mills reported that the main reaction, from customers and Authorised Officers alike, was a positive one. Passengers said they felt very secure knowing that help was nearby if needed.

Officers have also been handing out brochures to customers promoting safe travel on Melbourne's public transport network.

Yarra Trams Authorised Officers will continue to patrol the network from first to last tram and our mobile response units are also on the road at night to support drivers and passengers.

Turn to Page 4 of this edition of *The Wire* for more information on how our AO's are tackling fare evasion.



ABOVE: The Transit Safety Police team patrolling the network for the safety of both staff and passengers.

Evasion is not fair

Plain clothes operations by our Authorised Officers will be ramped up as part of a crackdown on public transport fare evaders.

The latest statistics show an estimated 13.5% of public transport passengers are failing to pay their way.

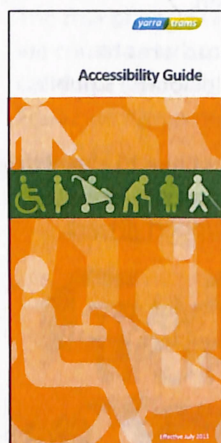
The fare evasion figure on trams has risen to 20.3% and that includes passengers travelling without a ticket, non-validated tickets, concession tickets without entitlement, expired tickets or tickets for an incorrect zone.

Yarra Trams CEO Michel Masson has announced the deployment of Authorised Officers in plain clothes and a concentration of efforts on routes identified with the lowest levels of fare compliance.

"The plain clothes patrols increase our ability to detect fare evaders who otherwise hover near the validators or myki readers and validate only when they see Authorised Officers in uniform," he said.

The Minister for Public Transport Terry Mulder said: "Fare evasion costs the transport network some \$80 million a year, which is money that would be reinvested into the system; so those who fail to pay their way are ripping off all public transport users."

Michel explained that AOs will continue to provide customer service and a security presence as well as checking that passengers are paying their way.



Accessible advice

As part of our commitment to making public transport more accessible we have released a new Accessibility Guide and video for passengers with special needs.

The guide provides practical advice to customers on how to prepare for their journey, get on board and travel to their destination.

The guide can be downloaded or viewed in video format through the Yarra Trams website at yarratrams.com.au

Customers without internet access can request a copy through the call centre on 1800 800 166.

Yarra Trams regularly runs "rehab" sessions at depots with community groups to help seniors or other people who have acquired a mobility issue to have confidence in using our trams.

Copies of the guide are being provided to drivers at all Refresher Training sessions.

Bombardier E Class unveiled



ABOVE: The Bombardier E Class will introduce a number of new features to Melbourne's tram network, including two dedicated spaces for wheelchairs and a "Tram Stopping" light at the rear of the vehicle.