

THE WIRE

25 October 2011

yarra trams

Issue #23



RIGHT: Preston Workshops staff with tram 158 before it began its transformation into a vehicle fit for a royal

BELOW: A preview of how the tram will look



Rolling out the red carpet for royalty

Yarra Trams is rolling out our version of the red carpet to welcome Her Majesty Queen Elizabeth II and the Duke of Edinburgh to Melbourne.

As part of the visit Her Majesty will ride in a "Royal Tram" from Federation Square to Government House along St Kilda Road on Wednesday.

During the event trams on Swanston Street will be diverted and the City Circle will run an altered service.

Two Z Class trams have been specially prepared by the staff at Preston Workshops to greet the Queen and take her and Prince Phillip on a tram ride through the city. The trams were specifically requested by Buckingham Palace and are wrapped in a special commemorative design to mark the visit.

One of the trams will retain the livery for 12 months and be moved between depots so that more staff and passengers have the chance to catch the Queen's own tram.

Queen Elizabeth is making her 16th visit to Australia since acceding to the throne in 1953 upon the passing of her father George VI.

The Royal couple's first visit to Australia came in 1954, and the provision of a Royal Tram follows a tradition from that very first visit when they toured Victoria aboard a specially commissioned Royal Train provided by the Victorian Railways. In 1988 the Queen and the Duke travelled by train to Geelong.

For security reasons the exact details of the trip are unavailable at this time, but we'll have pictures of the Royal Tram on Her Majesty's Service in the next edition of *The Wire* and let you know who had the honour of taking Queen Elizabeth on her trip.

 SNAPSHOT	
Punctuality	82.08% (this time last October 81.25%)
Service Delivery	99.15% (this time last October 99.20%)
Tram-vehicle collisions	43 this month 780 this year
Tram-tram collisions	1 this month 13 this year
Passenger falls	13 this month 148 this year
Pedestrian knockdowns	4 this month 33 this year
Derailments	1 this month 43 this year

All figures current on 24 October 2011

CEOs and Rhinos for safety

Michel Masson has introduced Spike the Rhino and the *Beware The Rhino* campaign to delegates at the International Rail Safety Conference in Melbourne.

The conference, which is exclusively devoted to rail safety issues, provides a platform for rail safety professionals to come together to share their knowledge and experiences in a global forum.

Michel's keynote presentation on the third day of the conference included a screening of the *Beware The Rhino* cinema ad and an introduction to our Zero Harm philosophy.

During a question and answer session after his presentation Michel was asked by international delegates whether a similar campaign could work overseas, so Spike might have some international competitors on the way.

BELOW: Spike was the star attraction at the Yarra Trams display at the International Rail Safety Conference.

Courtenay Bush from Safety helped Spike spread the Zero Harm charm to conference delegates.



Glenn's the man for projects

Yarra Trams has a new Director of Projects.

Glenn McCluskey has been appointed to the role and joins the Executive Leadership Team.

Glenn joins Yarra Trams from Queensland Rail where he was Group General Manager, Major Projects.

He has previously worked for companies such as Telecom, Motorola and Ansett.

PMO staff have recently worked on accessible stop projects at Haymarket, Royal Children's Hospital and High Street Northcote.

Neil Robertson, who was acting Director of Projects will remain a member of the ELT in his role as Principal Projects Manager.

Big wins for Yarra Trams

In Issue 21 of *The Wire* we highlighted some special performances by our staff and our company which had seen them nominated for awards.

The good news is that there are some big winners amongst us.



Yarra Trams received well deserved recognition at the 370 Degrees Group awards when we were named *Electrical Host Employer of the Year* amongst large businesses. The award recognised excellence in providing outstanding support and leadership to electrical apprentices.

On Friday 7 October Camberwell CSE Donna Negrin was named the gold winner of the *Customer Service Champion* award by the International Customer Service Professionals (ICSP) at an awards dinner held as part of International Customer Service Week.

Kew Driver Lenny Bates took home the *My Customers Rule* award for public transport at the same event.

Customer Feedback Manager Kate Hewitt and CSE Mark Louey were also nominated for awards.

Our friends at the Colonial Tramcar Restaurant also went home with a number of awards, winning in the small business category as well as two awards for well known on-board staffer and entertainer Joe Alagona.

ABOVE: Fleet Training & Development Coordinator Paul Verhoosel and Fleet Maintenance Manager Colin Kingham with the 370 Degrees award.



Extension open

The Footscray Road extension is now open.

Route 30 trams are terminating at the new section of track. The extension will also be used to store trams for use at special events.

ABOVE: Southbank driver Brendan Schonfelder captured this shot of a group of his fellow drivers on a training mission to the new Footscray Road terminus.



Malvern drivers Greg Cornish and Darren Kaiwai painted two horses as part of a Glenferrie Road traders promotion for the Spring Carnival. As you can see they even managed to work in a message about tram safety.

25 year anniversaries

Continuing our look at staff milestones, congratulations to the employees who achieved 25 years of service across July and August:

July 1986

- 2nd Fred Kingsavanh - Camberwell
- 9th Winston DePrazer - Malvern
- 9th Ivancho Kiproff - East Preston
- 16th Wing Liu - Glenhuntly
- 23rd Hon To - Southbank
- 23rd Andrew Spiby - East Preston

August 1986

- 4th Rodney Willis - Malvern
- 6th Nello Delotto - Glenhuntly
- 20th Mustafa Guney - EROC



Play soccer... win Heart tickets

Metlink's sponsorship of Street Soccer and the A-League's Melbourne Heart means staff have the chance to score free tickets to matches.

Street Soccer engages homeless and marginalised community

members in training sessions to help them gain a sense of belonging, make friends and improve their self-esteem. You don't even need to be a player, just bring your enthusiasm and have a kick!

Staff must volunteer in their own time or by arrangement with their manager.

Everyone who participates in the program this year will receive tickets to one of five A-League matches at AAMI Park, including the big Saturday 4 February derby against the Melbourne Victory.

For more information see depot marketing staff or email [yana.smith@metlinkmelbourne.com.au](mailto: yana.smith@metlinkmelbourne.com.au)

Compliment corner

A visitor from Cairns recently wrote this note of thanks to staff.

On our recent trip to Melbourne I would like to say how impressed we were with the tram drivers.

I found we only had to ask the tram drivers and they told us exactly where and what route number to get to reach our destination.

The tram driver was amazing. He got on his loud speaker after we told him we were visitors and had the entire tram laughing and cheering. Even the long faced locals got off with a smile.

We really wanted to say how much we appreciated the assistance we got. I do hope that this will be an inspiration to all your drivers to keep up the good work and understand what an important role they play with assisting those from out of town.



Wednesday 26 October to Thursday 27 October
Tuesday 8 November and Wednesday 9 November
 Commercial Road and St Kilda Road
Overhead work

Saturday 29 October to Thursday 3 November
 Whitehorse Road, Balwyn
Track renewal

Saturday 12 November to Monday 14 November
 Pascoe Vale Road, Moonee Ponds
Track renewal



Depot visitors

International White Cane Day raises awareness of people with low vision.

As part of this year's event Vision Australia organised for a number of their low vision clients to visit Southbank Depot and familiarise themselves with boarding and exiting trams.

Being able to practice on depot trams is important as it gives clients the ability to practice and explore the tram without the stress of it moving or having other commuters on board.

A safer run home during Spring

Victoria Police has launched *Operation Safe Spring* to tackle anti-social behaviour on public transport during this year's Spring Racing Carnival.

The hundreds of thousands of racing fans who take a tram, train or bus to the track will share a ride with Victoria Police's transit safety patrols.

The operation is not just confined to racing fans. Until 5 November police will use sniffer dogs at various public transport locations as well as conducting weapons searches.

Transit Safety Division Acting Superintendent Philip Green said: "Some people might think it's okay to drink alcohol, muck-up and intimidate other passengers.

"We will be out in force across the public transport network to say that it's not – and those found to be breaking the law will be held to account."

Yarra Trams Authorised Officers will continue to patrol the network throughout the Victoria Police operation.

Social Media Policy launched

A policy has been developed to give employees guidelines on the use of social media such as Twitter and Facebook.

The policy outlines who is authorised to speak on behalf of Yarra Trams online, and what measures staff must take when identifying their employer online.

In line with our policy on making comments to the media only people authorised by the CEO may make online comments on behalf of Yarra Trams.

Copies of the policy are available from Human Resources, at your work location and on the intranet.



The eyes have it

Prescription safety goggles are now available for employees who require them.

Safety goggles are a Personal Protective Equipment (PPE)

item for many staff, but for those who already wear corrective lense it's important to be able to protect their eyes while still maintaining vision.

Yarra Trams has sourced a provider to provide goggles to staff for up to three times less than what we would pay over-the-counter.

Staff who require the goggles should speak to their supervisor who will process their request and fill in an order form.

For any queries please contact OH&S Manager Dale D'Rozario on 9160 2323.

Keolis

Keolis update

Continuing our look at what's new for public transport in Europe...



Keolis is a worldwide leader in providing tram services, but our French parent company is also helping to move people on road and heavy rail.

In Stockholm, Sweden Keolis Sverige began a new contract on 22 August.

This new Scandinavian business sees the group running 180 buses on

environmentally friendly non-fossil fuels which will reduce carbon emissions by up to 70% compared to diesel.

Part of the contract with the city is the construction of a new 'green' depot which runs on sustainable sources of energy such as solar and geothermal power.

Keolis is also a partner in the First TransPennine Express train system in Britain. The trains service northern cities such as Edinburgh, Newcastle, Sheffield and Manchester and the operators have won a three year extension to their contract.

Additionally four rail networks in the North Rhine-Westphalia area of Germany, serving cities such as Dortmund and Dusseldorf as well as parts of the Netherlands have had their contracts renewed.

Across Europe and with transport projects in North America and Australia the Keolis group continues to build its reputation as an international leader in public transport

ABOVE: Stockholm's Keolis operated buses are playing their part in improving the environment of the Swedish capital.

Your Say

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