

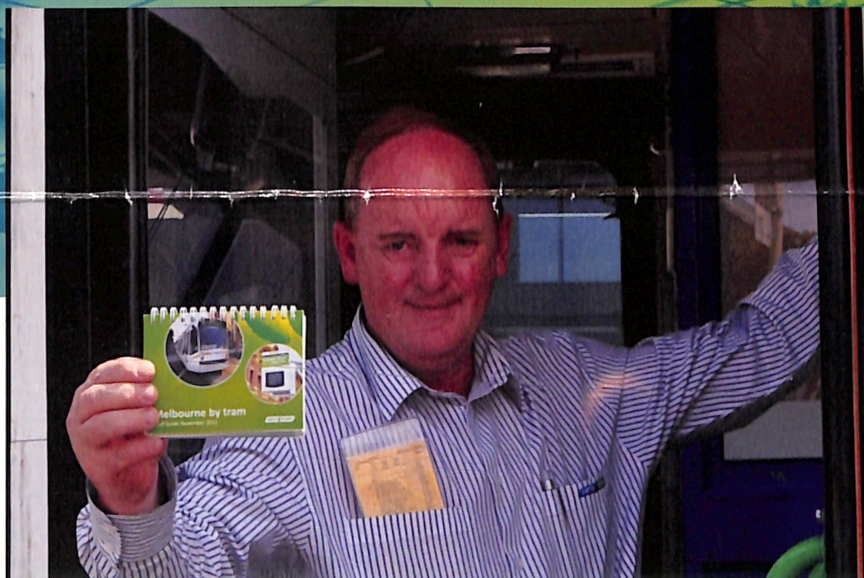
THE WE'RE

22 November 2011

yarra trams


Issue #25

RIGHT: Driver Mark Knight from Camberwell with a copy of the new staff guide.



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 SNAPSHOT	
Punctuality	81.04% (this time last November 81.87%)
Service Delivery	99.13% (this time last November 99.21%)
Tram-vehicle collisions	47 this month 857 this year
Tram-tram collisions	2 this month 15 this year
Passenger falls	9 this month 159 this year
Pedestrian knockdowns	2 this month 38 this year
Derailments	5 this month 50 this year

All figures current on 18 November 2011

New staff guide hits the streets

Frontline staff will soon receive an updated guide to Melbourne's tram routes and attractions to make it easier to help passengers find their way.

As the operator of the world's largest tram network we strive to *think like a passenger* in everything we do. It's the reason why so many customers feel comfortable asking our staff for directions to places as diverse as sports stadiums, consulates, cinemas and theatres.

Our customers have confidence in our knowledge of public transport so it's important that we give them the best advice.

The new guide can be carried in your pocket and used when you're asked one of those tricky questions about an obscure landmark or something which might be in an area unfamiliar to you.

The first release of the staff guide in December 2008 gave a comprehensive listing of stops across the network and tramTRACKER® IDs as well as a list of attractions and a short summary of emergency procedures.

In this second edition of the guide, we've included many updates and improvements suggested by staff. You'll find a revised list of many Melbourne tourist attractions and places of interest with details of how to get there by tram.

This edition includes all the changes to our network since 2008, as well as an updated list of Melbourne landmarks including new venues such as AAMI Park and relocated landmarks like the Royal Children's Hospital.

If you would like to suggest an update or addition we welcome your feedback. Please let your supervisor know and they will pass on the suggestion for the next edition of the staff guide.



New horizons for Paul

Revenue Protection Manager Paul McKeon has moved on after more than a decade saying he will miss the teamwork and family atmosphere that makes Yarra Trams such a special place to work.

After a 23 year career with the Victoria Police, Paul joined Yarra Trams in March 2000. He took on the responsibility for management of Authorised Officers across the entire network when M>Tram and Yarra Trams came together in April 2004.

During his time at Yarra Trams the Authorised Officer team grew from 29 to 168.

We wish Paul well in his new position as Parking and By-Laws Manager for the City of Maribyrnong.

ABOVE: Customer Service Manager Trevor Greer and Acting Revenue Protection Manager James Frans present a farewell gift to Paul.

Your chance to make a difference

The Performance Improvement Fund is looking for your ideas to make our business better.

In its first year the PIF implemented proposals from around the company ranging from office mirrors to prevent collisions between staff to red light request buttons at tram sidings.

Additionally \$290,000 of proposals were funded outside the PIF by other areas of the company.

The second year of PIF is now underway with two thirds of the budget still to be spent on making your ideas a reality.

"Whether it's an idea to make our business safer or more effective, introduce a state of the art system, improve our methods and processes or just make Yarra Trams a better place to work, we want to hear from you," says Customer Experience Performance Manager Tobias Meyer.

Proposal forms are available from your manager or on the Yarra Trams Intranet.

The Network Development & Performance (ND&P) team will be visiting depots and locations to talk to staff about the PIF and gather more ideas.

The ND&P team will support you in getting your application in, sending it off to be reviewed by your manager and ultimately approved by the Executive Leadership Team.

Gold Coast tram taking shape

Preparations are well underway for the construction of Australia's newest tram network on Queensland's Gold Coast.

The GoldLinQ consortium, which includes KDR, will launch a dedicated light rail line to service hospitals, universities and the busy retail precincts of Southport, Broadbeach and Surfers Paradise.

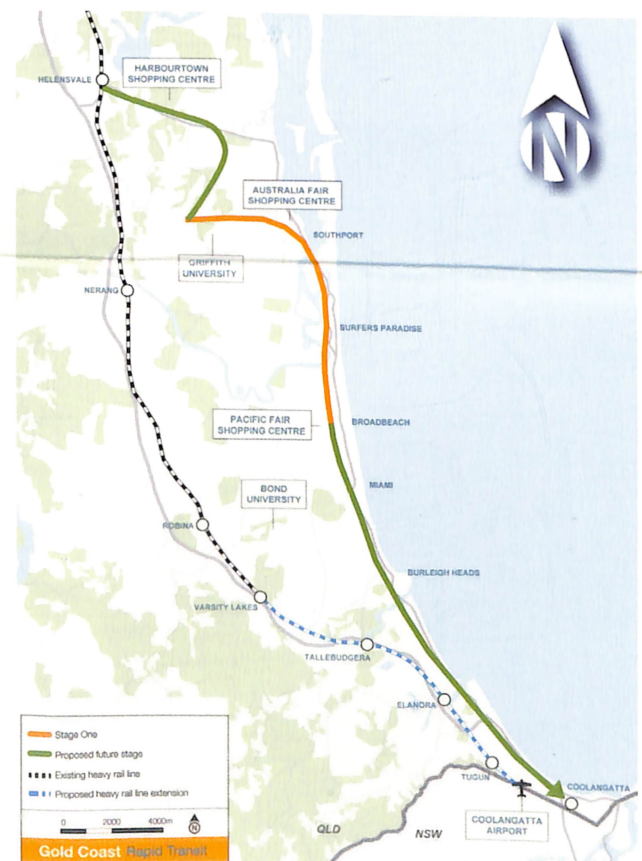
A full 13km journey along the 16 station route will take 37 minutes and passengers will be using the existing Queensland public transport ticket system.

Works have already begun and the system is expected to begin public operation in June 2014.

A fleet of 14 Bombardier *Flexity* trams will operate the system with services every seven and a half minutes during peak times. On Friday and Saturday nights the network will operate every 30 minutes

A proposed extension (as shown right) would integrate both existing and future train developments.

RIGHT: A map showing how the first stage of the tram network and proposed extensions will transform public transport in South East Queensland.



Improvements up in the air

The Overhead Department is setting records for the reliability of tram power.

During October they reached 336 days without a trolley wire break due to infrastructure failure. The record of 168 days, set in 2007, had already been beaten but now it's been more than doubled.

The achievement is the result of many years of hard work inspecting, maintaining and renewing the 500km of mainline trolley wire on our network.

Operationally the record is the equivalent of 12 million kilometres of travel without failure. This represents an improvement in reliability of 300% since the start of the franchise when there were approximately four million kilometres between failures.



ABOVE: Celebrations of a milestone for staff at E-Gate

Easy access in the east

Easy Access stops will soon spring up on Macarthur Street, East Melbourne providing better access to trams on Route 109 and 112.

The stops will provide level access for passengers to low floor trams without the loss of a traffic lane.

Construction has already begun and is planned to be completed by mid December.



Horses for courses at Southbank

The South Melbourne based Mounted Police unit has taken to the tram yard to familiarise themselves with our vehicles.

Mounted Police regularly find themselves near trams as they go about their day to day activities, so it's important that the horses are comfortable around our vehicles.

Compliment corner

A group of special passengers who use Route 19 have contacted Yarra Trams to say thanks to drivers from Brunswick Depot.

A nun from the Sisters of Mercy convent wrote to thank the drivers who provide transport for her and her colleagues.

The author of the letter, who has been using Route 19 trams for more than 50 years, wrote:

Often in our society, people complain rather than acknowledge excellence. I want to register with you that you are truly blessed and so are passengers, to have drivers of such calibre.

She also praises Brunswick drivers for being considerate of passengers including those with special needs and for providing a great service while dealing with difficult customers and traffic.



BELOW: A new easy access look for Macarthur Street, East Melbourne



Mo money for men's health

Yarra Trams staff are in the midst of a Movember mo grow bonanza, and even the trams are getting in on the act.

The aim of Movember is to raise vital funds and awareness for men's health, specifically prostate cancer and depression, so Yarra Trams is joining in with specially designed 'mo' trams.

There's just one week of Movember left before those clean shaven faces that you knew and loved will be back but it's not too late to join in the Movember fun and support some great causes. Simply visit the Movember website (movember.com.au) and search for Yarra Trams to support our team.

If growing a 'tache isn't your thing and you've got a local 'Mo Bro' you can donate directly to them or through the Movember website.

This year we are pitting the Yarra Trams locations against each other in a bid to see who can raise the most money for this fantastic cause.

Female team members can also get involved in this worthy cause. As we know, behind every 'Mo Bro' there is a 'Mo Sista' supporting his growing efforts.



TOP: Jimmy and Jeff from East Preston Depot in various states of mo growth.

ABOVE: Tram 2083 sporting a stylish 'tache for men's health throughout November.

We're still the most respected

Yarra Trams has again been named Australia's most respected public transport company in a survey conducted by BOSS magazine and Hay Group.

After taking home the 2010 award for our first full year as Melbourne's tram operator the combined efforts of all staff have earned us another nod.

Our CEO Michel Masson said: "To be recognised as the most respected public transport company two years in a row is an outstanding achievement.

"Everyone at Yarra Trams can be proud to have played a role in winning this prestigious award. As we near the second anniversary of the KDR franchise it is wonderful to know that we have the respect of our industry."

The most respected companies research was conducted by Hay Group for the Financial Review Group and published in BOSS magazine.

Route renumbering update

'Ghost Routes' have been busted across the network, with all depots now displaying route numbers with the letters A and D to show passengers when a route has been altered or a tram is terminating at the depot.

During a service disruption, whether planned or unplanned, any tram not going the full length of its journey or making a diversion must show an A after the route number (unless otherwise instructed, including on a tablecard note).

Trams running to a depot should display a D after the route number.

Additionally drivers should announce when they become aware that the tram will be making a diversion or shunting short of the terminus.

New diversion destinations have been installed on some trams (for instance "City via William Street") and depot training teams can take your feedback on these changes.

Route 3 runs as 3a only at weekends while routes 109 and 112 do not use A and D for altered or depot runs.

25 year anniversaries

Congratulations to the employees who achieved 25 years of service in October:

1st Haralambous Christodoulakis - Essendon

1st Erdi Tuncer - Brunswick

15th Emmanuel Batzikidis - Glenhuntly

Your Say

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