

THE WIRE

6 December 2011

yarra trams

Issue #26



RIGHT: CSE Nick Dimov guides passengers through the new stop

One step closer to a world class street

The first phase of the City of Melbourne's redevelopment of Swanston Street is now complete.

Stop 8 - Swanston and La Trobe Street has been upgraded to provide level access to trams outside the State Library and Melbourne Central. The upgrade provides improved facilities for commuters including extra shelters, more seating and electronic passenger information displays.


While most motor vehicles are now restricted from using Swanston Street cyclists have been given extra priority. Rumble strips will warn bike riders that they are entering the tram stop and should stop behind stationary trams.

Lord Mayor Robert Doyle said the relationship between pedestrians and cyclists at the new stop would take a "mixture of common sense and courtesy" until both groups are familiar with how it works.

Taxis are now only permitted to enter Swanston Street between Flinders Street and La Trobe Street and between A'Beckett Street and Franklin Street at designated times. Horse drawn carriages are picking up from one location only at the corner of Flinders Lane.

Customer service staff were deployed on both sides of Stop 8 to help passengers familiarise themselves with the new design.

The redevelopment continues throughout 2012 with upgrades to stops at the City Baths, Bourke Street Mall and City Square. When the works are complete, all stops from Melbourne University to the Arts Precinct will be fully accessible.

 NOVEMBER SNAPSHOT	
Punctuality	80.95% (last November 80.92%)
Service Delivery	99.06% (last November 99.12%)
Tram-vehicle collisions	91 in November 901 this year
Tram-tram collisions	2 in November 15 this year
Passenger falls	15 in November 165 this year
Pedestrian knockdowns	4 in November 40 this year
Derailments	6 this month 51 this year

All figures current on 30 November 2011

IN THIS ISSUE: Minister notes our success - Page 3



Roadshow rolls on

Customer Experience Manager, Tobias Meyer hears a lot of suggestions about improving Yarra Trams and now he's touring depots to seek even more.

Tobias is visiting depots to speak to staff about the Performance Improvement Fund.

The PIF tour has already been to Brunswick, Southbank and East Preston to help staff develop their submissions to the PIF. Tobias has heard ideas about safety, operations and improving network performance but he's always looking for more.

Funding is available to put ideas in action so your suggestion could be one of the next to be adopted.

The remaining visits will take place over the next week. Information about times and dates will be posted at your depot.

If you missed the visits, or are keen to start work on your submission before Tobias arrives at your depot, PIF forms are available from your manager.

ABOVE: Tobias (left), Brendan and Maria working on another big idea.

Meet the Managers in St Kilda

Passengers have taken the opportunity to provide feedback at the latest Meet The Managers morning.

Metropol/St Kilda Station was the venue for the session and passengers on one of the busiest lines on the network spoke to managers from areas such as Operations, Safety, Customer Service and Network Development & Performance.

Overall feedback was positive, with most suggesting they were generally happy with the service in the area. Some had concerns about overcrowding but were happy to hear that a tram priority trial had been done on Nicholson Street and 50 new E Class were on order for delivery beginning in 2012.

RIGHT: Acting Revenue Protection Manager James Frans (centre) and Customer Feedback Officer Damien Carter (right) take feedback from a passenger.

Holiday timetable starts soon

Altered timetables for the festive season and New Year period begin on Christmas Day.

Bulletins at each stop around the network will tell passengers that services from Monday 12 December to Saturday 24 December will be as normal but that there may be some delays due to seasonal traffic conditions.

Trams on Christmas Day will operate to a regular Sunday timetable but with no City Circle services. Christmas travel will again be free on all metropolitan trains, trams and buses.

From Monday 26 to Friday 30 December trams will operate to Saturday timetables. There will be timetable changes on New Year's Eve (see below) and on Sunday 1 January trams will run to the normal Sunday timetable. On Monday 2 January there will be a Saturday timetable before trams return to normal on Tuesday 3 January.

New Year's Eve services

All trams will run to a Saturday timetable with services running through the night on all routes except City Circle, Route 24, Route 30 and Route 82.

Estimated frequencies on other routes are:

6pm to 10pm	10 minutes
10pm to 12.15am	8 minutes
12.15am to 1.15am	5 minutes (St Kilda Road services every 8 minutes)
1.15am to 2am	10 minutes
2am to first normal tram	30 minutes

Customer Service Staff, Line Officers and Network Officers will be on duty throughout the night to assist staff and provide a visible Yarra Trams presence.



Minister notes our success

Melbourne's trams recorded their best quarterly punctuality for at least a decade in the September quarter 2011, the Minister for Public Transport Terry Mulder announced last week.

For the months of July, August and September, 82.6 per cent of trams were officially on time, averaged at monitoring points along each route.

"Yarra Trams result was a 1.6 per cent improvement on the June quarter 2011," said Mr Mulder.

The good news continued in November when we recorded our 24th consecutive month of meeting our targets for service delivery and punctuality.

Our CEO Michel Masson said: "On our second anniversary as the operator of Melbourne's tram network, I want to thank every member of the Yarra Trams team for another outstanding year."

The service delivery and punctuality results are not the only success story. We've also met or exceeded every customer benchmark in cleanliness, graffiti removal, asset condition and passenger information.



Rehabilitation in the community

Catching a tram seems simple but it can be one of the most difficult tasks for somebody who has recently suffered an injury or serious illness.

To promote easy, safer travel for people with health or mobility issues Yarra Trams encourages community groups to arrange tram familiarisation sessions.

The sessions, which are conducted by the depot Customer Relations and Marketing Officer, aim to build confidence in using the tram network and to provide helpful advice on how to avoid falls in the tram.

Visitors are given a briefing before moving to a stationary tram within the depot where they can practice what they've learnt on board.

ABOVE: Camberwell CRMO Ian Stokes with St George's Health Service Occupational Therapist Deena Soma and rehabilitation group clients, David and Betty.

A bridge too far for truckies

Service delays caused by trucks striking low clearance bridges are a familiar reality.

VicRoads is taking steps to reduce the number of bridge strike incidents, joining with Yarra Trams, Victoria Police, Department of Transport, VicTrack, Metro Trains, the Victorian Transport



Association and Transport Workers Union to form a taskforce. The group will investigate why so many crashes happen despite a number of safety measures and warnings at each bridge.

The Newmarket Bridge is Melbourne's number one target for errant truckies, having been hit 13 times since 2007 including twice this year.

Other 'big hitters' include the railway bridge over Spencer Street and the Montague Street tram bridge.

Truck drivers often report that they were following GPS systems and didn't see low clearance signs. Drivers can be fined \$611 for disobeying the signs.

ABOVE: Tram overhead repairs at Newmarket Bridge after yet another truck strike. Photo courtesy James Twining - Leader Community Newspapers.

Compliment corner

Drivers are building up a big fan club and making an impression with informative announcements.

When a grateful Route 112 traveller wrote in to thank East Preston's Brent Nathan for his smooth driving and clear announcements it marked an impressive 18th compliment for Brent since he joined the depot in 2010.

While driver compliments are about a variety of subjects it's announcements that come up again and again. Passengers love them and aren't shy about telling us.

Also making an impression is Brunswick driver Daniel Cutajar who has received a number of compliments both through Feedback and on social media platform *Twitter* for his clear, informative announcements.

One recent piece of feedback through the call centre said "Yarra Trams is very lucky to have an employee like Daniel" and mentioned that at the end of his trip he received a spontaneous round of applause from passengers who had enjoyed the journey.



"Great commentary from Daniel the tram driver" - @hallyRP



Safety champions

As part of Yarra Trams commitment to *Zero Harm* we have employed two new specialists to help support the business.

Zero Harm Managers Kim Kitchen (Operations) and Kelvin Hay (Infrastructure/PMO) will work with the Safety & Environment team, team leaders and employees to reduce serious safety events, near misses and injuries.

The roles will support and advise the business and employees about their rights and responsibilities in the area of workplace health and safety.

Both Kim and Kelvin bring with them a high level of enthusiasm and expertise to help us achieve a safer environment for all employees and our passengers.

Zero Harm suggestions for your location can be submitted through a Special Day Report.

ABOVE: Kim and Kelvin, on the lookout for safety improvements at a location near you.

Marching with pride

Staff are invited to join a Yarra Trams contingent in next year's Pride March.

The event, which traditionally kicks off the Midsumma Festival, takes place along Fitzroy Street, St Kilda on Sunday 5 February 2012.

A group of Yarra Trams staff will be marching to demonstrate support for the gay, lesbian, bisexual and transgender community. All staff are welcome to join.

For more details or to register your interest, call Diversity Contact Officer Sharon Moodie on 9619 3216 or email sharon.moodie@yarratrams.com.au



Seafood and eat it

Staff at Glenhuntly Depot have enjoyed a smorgasboard of seafood after reducing customer complaints in the last year.

Depots were offered a catered event if they could achieve the largest reduction in complaints during the '10/'11 financial year and Glenhuntly came out on top.

Congratulations to the Glenhuntly drivers for their outstanding work in reducing

negative feedback. Good luck to all depots in the next customer challenge.

ABOVE: Driver Bernard Greenwood enjoys the feast.



Beware the Rhinodeer

Spike the Rhino has returned from a well earned holiday to front our festive season safety campaign.

December is traditionally a month where we see a rise in both pedestrian knockdowns and tram-vehicle collisions.

A message reminding pedestrians to look, listen and be alert around trams is currently on tram faces and posters inside vehicles.

Staff have also received a special message from Spike in the form of a 'Christmas card'. The card reinforces the message that while drivers do their best to drive defensively and avoid being involved in incidents, members of the public will often put themselves in dangerous situations so we need to look out for them.

The card reminds drivers to be aware of pedestrians crossing dangerously in high foot traffic areas. With many infrequent travellers on and around the system in December, extra care and attention is crucial to avoid serious collisions.

Your Say

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