

THE WIRE

15 February 2012

yarra trams

Issue #30



RIGHT: Michel Masson, Guillaume Pepy, Clement Michel and Keolis Chief Executive Officer International Bernard Tabary on a tram from Southbank Depot to the city.

Thumbs up for our trams from France

The chairman of the French national railways has visited Melbourne to get a feel for the way we run the world's largest tram network.

Guillaume Pepy is in charge of SNCF, one of the major shareholders in the Keolis Group, and during his Australian visit he inspected Yarra Trams facilities to see how the group's Melbourne operation was performing.

Mr Pepy rode trams between Southbank Depot, Head Office and EROC and was impressed at the size and operation of the Yarra Trams network.

He was accompanied on the trip by journalists from the major French daily newspaper *Le Monde* and the financial newspaper *Les Echos*.


During the visit he also held talks with representatives from the Gold Coast about the new GoldlinQ tram system which will be operated by a consortium involving KDR.

Mr Pepy spoke to business leaders about the SNCF's record in fast train operation and the potential for a high speed rail link on Australia's eastern seaboard. An SNCF train currently holds the world record for the fastest train journey at 574.8km/h.

Last year SNCF was listed as the 214th largest business in the world by *Fortune* magazine. Across all their subsidiaries the group employs more than 240,000 people in 120 countries.

In France alone SNCF controls a 32,000km rail network and 26,500 sets of points and crossovers.

SNCF owns 44.5% of Keolis. Other major shareholders of the group are AXA Private Equity and the Pension Fund of the Canadian province of Quebec.

	SNAPSHOT
Punctuality	82.00% (this time last February 80.50%)
Service Delivery	99.20% (this time last February 98.04%)
Tram-vehicle collisions	27 this month 75 this year
Tram-tram collisions	0 this month 2 this year
Passenger falls	11 this month 28 this year
Pedestrian knockdowns	0 this month 1 this year
Derailments	2 this month 6 this year

All figures current on 12 February 2012

Executive Leadership

Who's who in 2012



**Director Customer Service
and Marketing**
Greg McGann



Director Infrastructure
Ramesh Liyanagedera



Director ICT
Neil Roberts



Director Rolling Stock
Phil Davrain



**Director Health, Safety and
Environment**
Dean Matthews



**Director Network
Development & Performance**
Duncan Smith



Director Corporate Affairs
Elisabeth Kerdelhué



Director Projects
Glenn McCluskey



Director Operations
Dennis Griffiths



Customer Service Manager
Trevor Greer



Communications Manager
Colin Tyrus



Principal Project Manager
Neil Robertson



Chief Executive Officer
Michel Masson



Chief Operating Officer
Clement Michel



Chief Financial Officer
Steven Roberts



**Director Human Resources
and Organisational
Development**
Mark Petale

Swanston Street TRAMSformation

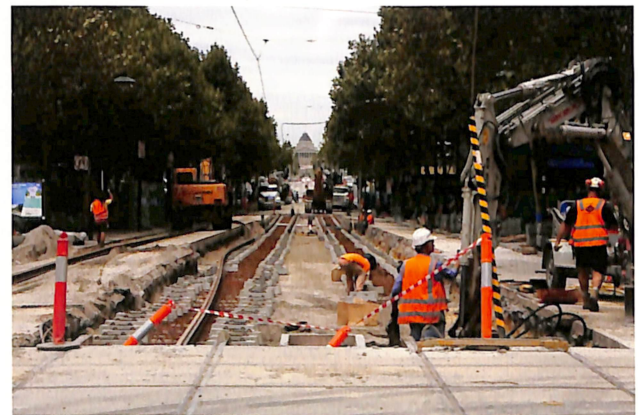
The world's busiest tram thoroughfare became a construction site for a weekend as work continued towards making all Swanston Street stops accessible.

Tracks between Flinders Lane and Collins Street and between Bourke Street and Little Bourke Street were lowered to allow for the installation of accessible stops.

The works are being done as part of the City of Melbourne's vision for a 'traffic free' Swanston Street with improved safety, accessibility and character for pedestrians, cyclists and tram travellers.

The Melbourne Central stop opposite the State Library was the first part of the project to be completed and once the Collins Street and Bourke Street stops are finished the final stop to be upgraded will be at Franklin Street.

More major works will take place in the coming months on Swan Street (Route 70) and on St Kilda Road over the Easter long weekend.



ABOVE: Track lowering in progress as Swanston Street takes another step towards being fully accessible.

Marching with pride

On Sunday 5 February Yarra Trams staff, family and friends joined in the annual Pride March for the first time under the Yarra banner.

Our representatives marched alongside the group representing the Department of Transport.

The march is the culmination of the Midsumma Festival which celebrates gay and lesbian culture in Melbourne.

With many venues located in the inner-city and accessible by tram this year's festival was proudly supported by Yarra Trams.



myki milestones

The transition to myki continues to gather pace with cards now on sale from machines at 64 locations including two tram stops in the city.

Customers can now buy an adult myki card from machines on the accessible tram stops at Spencer and Bourke Streets and Melbourne University.

More stops will have machines that sell cards in the coming weeks.

Already Metcard ticket machines have been replaced by myki machines at Flagstaff, Melbourne Central and Southern Cross stations.

To help with the transition, myki customer service staff have been deployed at CBD stations.

On the retail front, selected 7-Eleven stores in the CBD are now offering myki sales and top up services.

Posters and advertising will advise customers that Weekly and Monthly Metcard tickets will no longer be sold after 25 March 2012.

If you speak to a customer who uses a weekly or monthly Metcard, please urge them to switch to myki. They can get more information by visiting myki.com.au or calling **13 6954 (13 myki)** 6am-midnight daily.



New circle stop for Route 96

Community groups have joined Yarra Trams to bring a new look to a stop at Nicholson and Johnston Street.

The design was inspired by the vines found on terrace houses around Carlton and the colours stand out against the dull surrounding buildings and streets.

The stop, which has the tagline 'support the motion' proved popular with locals even before it was completed and is sure to become one of the most recognisable tram stops on Route 96.

ABOVE: Finishing touches for the stop.



LEFT: A 16 page customer information brochure **Melbourne's guide to myki** is now on board our trams and copies are available to all frontline staff.

How Customer Feedback works

Feedback from passengers is important to us as a business. It allows us to see where we're doing well and to identify important things that need addressing.

The 'feedback loop' begins when somebody contacts our call centre, which is operated as a partnership by Metlink and Aegis for all public transport operators.

The contact could be a compliment, complaint, suggestion or report of something not quite right with our trams or a stop. A summary of the call or a copy of the email is forwarded to our dedicated Customer Feedback team at Head Office.

Depending on the issue a depot administrator, unit coordinator or member of the four person Customer Feedback team will make contact with the customer if they have indicated they require a response. Whether it is positive or negative the feedback is investigated, generally within seven days.

The Customer Feedback Officer speaks to the relevant departments and makes follow-up enquiries with the customer where necessary. A response is provided by email, letter or phone as required.

Last year there were 5854 cases of feedback about Yarra Trams lodged through the Metlink Call Centre.

If a passenger is not satisfied with the response from Yarra Trams they have the right to escalate the matter to the Public Transport Ombudsman.

Staff who wish to make compliments, complaints or suggestions should do so through their manager on a Special Day Report.

Your Say

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