

THE WERE

29 February 2012

yarra trams

Issue #31



Patronage and satisfaction are up

Latest figures have shown that more and more passengers are using our trams while customer satisfaction is also on the rise.

Metlink figures for the quarter ending in September 2011 have just been released and there's been a 5.4 per cent increase in patronage on trams. During the year we recorded 185.7 million passenger journeys.

Buses had a substantial 9.1 per cent increase for the quarter while Metro Trains patronage was also up on the previous year.


A customer satisfaction survey commissioned by the Department of Transport for the final quarter of 2011 shows that while passenger numbers are on the rise so is their satisfaction with the service.

89 per cent of people surveyed said they were either totally, very or somewhat satisfied with the service they receive from Yarra Trams. The survey showed an overall 'satisfaction score' of 73.6, up from 72.1 in the previous quarter and from 70.3 in April 2009. On the same scale trains scored 67.7.

Satisfaction with tram drivers has risen nearly nine points since 2007 while the scores for Authorised Officers and other staff have also risen significantly in recent years.

The highest performing routes for customer satisfaction were Route 59 (Airport West), 75 (Vermont South) and 109 (Port Melbourne to Box Hill).

The results are pleasing but we're working hard to improve the system and passenger experience in many ways. The continued roll-out of accessible stops, the introduction of the E Class tram and providing enhanced passenger information during disruptions are just some of the ways that we're working towards even more satisfied customers.

 SNAPSHOT	
Punctuality	81.29% (this time last February 80.96%)
Service Delivery	99.06% (this time last February 98.68%)
Tram-vehicle collisions	63 this month 111 this year
Tram-tram collisions	0 this month 2 this year
Passenger falls	11 this month 28 this year
Pedestrian knockdowns	1 this month 2 this year
Derailments	2 this month 6 this year

All figures current on 24 February 2012



Passengers thinking positive

Improved tram frequency and overcrowding during peak hours were some of the main talking points at our sixth Meet The Managers session.

The session, which was held at the Commercial Road and St Kilda Road accessible stop involved managers from Infrastructure, Network Development & Performance, Customer Feedback, Marketing and Human Resources.

The managers chatted with passengers for more than two hours, going into 'overtime' for some who had come well prepared with a list of topics to discuss.

While concerns were raised about trams, service delivery and the impact of myki on the tram network, there were a large amount of positive comments.

Many people said they understood the unique environment that we're working in means occasional disruptions or delays but they were generally pleased with the service.

The session gave us the chance to talk directly to the public about some exciting new projects such as the arrival of the E Class tram and improved tram priority.

ABOVE: Director Human Resources Mark Petale speaks to a passenger.

Stamp of approval

Melbourne's iconic W Class tram takes pride of place on a new set of stamps celebrating public transport in Australia.

Australia Post has featured Glenhuntly tram 1015 alongside images from Adelaide, Sydney and Brisbane as part of the City Transport series.

The stamps, issued on 21 February, are available from Australia Post outlets individually or in sets of five.

Northcote gets new stops

Street performers added a splash of colour to two new pairs of level access tram stops that have opened in High Street, Northcote.

The City of Darebin arranged for the Yellow Men to be "on duty" at the new "kerb outstand" tram stops outside the Northcote Social Club and the Town Hall.

Their role was to help pedestrians, tram passengers and cyclists to "share the road with care". Yarra Trams also had Customer Service Employees at the stops to assist passengers to board trams safely.

These stops, which have been opened in partnership with the City of Darebin and VicRoads, bring to 350 the total number of accessible stops on our network.

Like the centre island stops in High Street, Westgarth, they are designed to make using trams easier for passengers with a mobility impairment. They make it safer for passengers getting on and off their tram by segregating passengers from passing traffic.

The stops have a shared path for pedestrians and cyclists between the passenger waiting area and trams. Cyclists are required to stop to allow customers to get on and off the tram safely.

Car drivers must stop behind a tram when it is at the stop and the speed limit on High Street is restricted to 40km/h between 8am and midnight daily.



ABOVE: Congratulations on a bike well ridden for a cyclist at the Mitchell Street stop.



@yarratrams currently has 2753 followers on Twitter.



Respect for all at work

Bullying is an unfortunate reality of most workplaces.

Being a bully's victim week in, week out, often for months on end, can cause serious problems.

Victims not only begin to dread work and find their careers limited, they often become depressed, anxious, and experience a whole host of other physical and mental health issues.

Employers are responsible for the health of their staff at work. Employers know that bullying can cause major health problems for staff, and as a result most workplaces take anti-bullying very seriously.

As you know KDR Yarra Trams has an Equal Opportunity and Workplace Bullying Policy.

The aim is to provide "a workplace that is free from discrimination, harassment and workplace bullying where everyone, irrespective of the nature of their work, works in an environment of mutual respect."

Bullies are very effective at making their victims feel isolated and that no one will help them.

One of the most important steps in getting the better of a bully is for a victim to be empowered with knowledge – knowledge of what is acceptable behaviour and what to do about behaviour which falls outside these boundaries.

If you're the victim of a bully, arm yourself with information about how Yarra Trams deals with bullying. Speak with your manager, a Human Resources Officer or someone else you trust about what you can do.

Taking these first steps might be challenging, but is crucially important to stopping bullying behaviour.

You might also find it useful to speak with an independent and experienced counsellor.



Yarra Trams has an arrangement with Converge International which has counsellors who can help you to identify how the bully has been victimising you, and can

empower you to take the first steps towards stopping the behaviour.

To arrange a free and confidential appointment, call Converge International anytime on 1800 337 068.

Rhino turns heads

A recent survey has shown that the *Beware The Rhino* message is still resonating with the public.



Almost 500 people completed a survey at the Midsumma Carnival day and 69 per cent said they were aware of the Rhino campaign before the day.

26 per cent of people who were surveyed travelled to the carnival by tram, part of a total of 66 per cent who made their way to Birrarung Marr on public transport.

A second phase of the Rhino campaign targeting motorists (including taxi drivers) will take place this year. The campaign will once again be supported by the *Beware The Rhino* Facebook page. You can become a fan at [facebook.com/bewaretherhino](https://www.facebook.com/bewaretherhino)



Big boost for myki

More than 230 myki machines at railway stations and tram stops now sell full fare myki cards.

This has resulted in a big increase in myki card sales, up from 3000 a week late last year to 13,000 during the first week of February.

More than 240,000 myki cards are being used each week, with around 110,000 being used for regular weekday travel.

myki now accounts for around 35 per cent of all ticket validations across Melbourne.

Most Yarra Trams Authorised Officer teams have now been briefed by myki support officers who also distributed a set of tips on using myki machines.

The support officers also went out on the network with teams of AOs to help answer customer queries.

They are now briefing customer service employees who work at tram stops.

For more information, visit myki.com.au



Win tickets to see the best France has to offer..

.. at the French Film Festival that is (sorry to get your hopes up).

Yarra Trams is a sponsor of the festival and we're giving all staff a chance to win one of five double passes to the movie of your choice.

For your chance to make a *French Connection* simply put the answer to this question in your location competition box or email to thewire@yarratrams.com.au before 5pm on Wednesday 7 March.

Winners will be randomly drawn on Thursday 8 March and tickets will be sent out to you at your workplace.

Q: What is the name of a French actor or actress?

The French Film Festival runs from 9 to 27 March at Palace Cinemas. 46 movies will be on show during the festival.

Visit affrenchfilmfestival.org for more information about the festival and the movies that will be showing.

Reminder: Grand Prix is coming
 This year's Australian Formula One Grand Prix at Albert Park begins on Thursday 15 March.
 The main race begins at 5pm on Sunday 18 March and with two Australians on the grid for the first time there's sure to be a big crowd.
 More people take the tram to the race than any other mode of transport. Last year there were 90,000 passenger journeys on the Sunday of the race alone.
 Yarra Trams will once again provide approximately 6000 shuttle tram trips to transport more than 160,000 racegoers to and from the track.
 Frontline staff will receive a guide to the event with maps, event times and announcements for drivers.

This is a special issue of *The Wire* With the release date for Issue 31 being 29 February, a date seen only once ever four years, we looked for the next time *The Wire* will come out on this day and date.

The bad news is that when you pick up the next Wednesday 29 February edition of *The Wire* it will be in the year 2040!



Staff in the news

Two tram drivers from Malvern Depot have made the news for very different reasons.

Ryan Gomez was one of 10 nominees for the City of Casey Citizen Of The Year award for his valuable contribution to the community.

While he didn't win Ryan says "it was an absolute privilege to be in the final 10".

Ryan is also the reigning runner up in the Toastmasters Australian speech competition, and he is in high demand for his services as a motivational speaker.

Staying in the south east Ryan's fellow Malvern driver Rob O'Connor appeared in the *Pakenham-Berwick Gazette* with his mate, the eight-year-old border collie cross kelpie called Brien.

In the article Rob says Brien is a shiftworker too. "I drive trams for a living" he said, "So when I get home at night he has to have some tummy rubs and nibbles. He keeps me company while I eat my tea at about one or two in the morning".



TOP: Ryan receives his nomination from City of Casey Mayor Sam Aziz.

ABOVE: Rob and Brien hit the big time.

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