

THE WERE

14 March 2012

yarra trams

Issue #32



RIGHT: Contractors in action during the Swan Street works. Continual track renewal across the network is a vital part of our commitment to the State to build for the next 100 years of Melbourne trams.

New look for world's busiest tracks

Our busy 2012 renewals schedule continues in April with a major overhaul of tracks and overhead cables along St Kilda Road.

Tracks between Domain Interchange and Commercial Road will be renewed over a seven day period from the morning of Good Friday 6 April until before first tram Thursday 12 April.

Sections of track between Southbank Boulevard and Domain Interchange will also be renewed over the Easter long weekend.


The works will continue 24 hours a day from Good Friday until they are completed. The centre reservation of St Kilda Road will be closed to both trams and road traffic until the early hours of Thursday.

A number of tram service changes will be in effect for St Kilda Road routes during the works and Customer Service staff will be on hand to assist passengers.

Brunswick, Glenhuntly and Malvern depot trams will be affected during the week. Details of tram service changes will be posted in depots. All frontline staff should have an understanding of the changes in case passengers connecting to St Kilda Road trams ask about the service alterations.

Preparation work for the main project will begin on 22 March. Residents and businesses along the route have been sent letters outlining the project.

The St Kilda Road works follow on from the recent Swan Street renewals (see page 3) where a 350m long section of track was upgraded for the first time since 1952.

	SNAPSHOT
Punctuality	79.69% (this time last March 78.34%)
Service Delivery	99.05% (this time last March 99.01%)
Tram-vehicle collisions	32 this month 161 this year
Tram-tram collisions	0 this month 4 this year
Passenger falls	2 this month 34 this year
Pedestrian knockdowns	0 this month 3 this year
Derailments	1 this month 9 this year

All figures current on 13 March 2012

Tram faces for Good Friday

Yarra Trams is giving all of Melbourne the chance to put themselves in the picture and get their face on a tram for a small donation.

Tram faces are usually used for safety messages and promotional campaigns for community events but in the lead up to Good Friday 150 of them (across 75 trams) will showcase supporters of the appeal.

Last year the promotion raised more than \$30,000 and this year we're aiming for \$50,000 to help the kids.

The donation is \$250 for individuals and community groups and \$1000 for businesses.

It's not limited to just passengers, anybody can make a donation and put a picture of themselves, their kids or even their pets on board.

Alternatively you can opt for an image of Dr Jake, our mascot who visits the Royal Children's Hospital to put a smile on the faces of sick kids.

The promotion is being supported by 3AW's Neil Mitchell as well as several of our suppliers.

For more details or to make a booking visit yarratrams.com.au

This year Good Friday is on April 6.

Dr Jake supports the Good Friday Appeal, you can too!

3AW
Visit yarratrams.com.au

yarra trams

Southbank upgrades continue

Work to prepare the depot for the arrival of the E Class trams is continuing.

The existing tram wash and storage sheds have been demolished and the leftover materials sorted for recycling. All existing rail on roads 4, 5, 6 and 7 has been removed.

Asphalt, concrete and tram tracks will be progressively removed from the site as the works continue.



ABOVE: An artist's impression of the new Southbank main depot shed.



Footy is back

The AFL season has started and once again Yarra Trams will be moving many fans to both the MCG and Etihad Stadium during the year.

Extra trams have already been running during the pre-season tournament but the real stuff begins on Thursday 29 March when Richmond and Carlton clash at the MCG.

With the addition of an 18th team to the competition the draw has been drastically altered and games start at a wider variety of times.

Games will be played in Melbourne at 1.10, 1.40, 1.45, 4.40, 7.40 and 7.50pm in the first two weeks of the season alone. The traditional 2.10pm match on a Saturday is now a thing of the past.

Throughout the summer Yarra Trams provided extra trams for both international and domestic cricket games as well as for Melbourne's two A-League sides.

Throughout this year's footy season we will also provide additional services for Melbourne Rebels and Melbourne Storm matches at AAMI Park.

Compliment corner

A passenger has contacted Yarra Trams with praise for East Preston Line Officer Peter Nicolopoulos.

The customer said she was on a tram where a passenger was causing trouble for others on board. She said the tram driver did all he could to calm the man down and to reassure passengers that they were safe but eventually had to stop the tram and call police.

Before the police arrived Peter was first on the scene and managed to calm the passenger to the point where he eventually disembarked peacefully.

The caller said she was "touched by his compassion, warmth, humour and patience. It was a situation that could have gone either way but ended peacefully because of him."

Many staff deal with similar incidents and you can be sure that your efforts are appreciated by the travelling public.



myki update

Weekly and monthly Metcard tickets will no longer be sold after 25 March.

The tickets are joining the Yearly as another fare type that will only be available to myki users.

Passengers can get the same benefits as a weekly, monthly or even yearly ticket by purchasing a myki pass for seven days or anywhere from 28 to 365 days.

15 accessible stops around the city are now selling full fare myki cards for passengers. The locations are:

Alfred Hospital, Arts Precinct, Bourke/Russell, Bourke/Spencer, Bourke/Spring, Bourke/William, Casino, Coliins/Elizabeth, Coliins/Russell, Collins/Spring, Flinders/King, Flinders/Spencer, Melbourne University, Spencer/Bourke, Spencer/Collins and St Vincents Plaza.

Last week Metcard machines were removed from railway stations at Batman, Epping, Essendon, Fawkner, Gowrie, Kensington, Lalor, Merlynston, Newmarket, Pascoe Vale, Thomastown and Upfield.

Public transport users can now buy and top up a myki card at all 7-Eleven stores across Melbourne.

Many passengers are still touching off when they exit a tram. To assist with quicker boarding and a faster service they are being reminded that they only need to touch off on a tram if their entire trip is within Zone 2.

Works kept the traffic flowing

The recent Swan Street track works had to contend with one of Melbourne's busiest traffic intersections.

The intersection of Swan Street and Punt Road doesn't have as many cars crossing it during weekends compared with weekday peak times but it's still a hive of activity.

Our works were specially designed to make sure that traffic could continue to flow while vital track renewal works took place. Despite inclement weather the works were completed by Monday morning.

Drive to the conditions

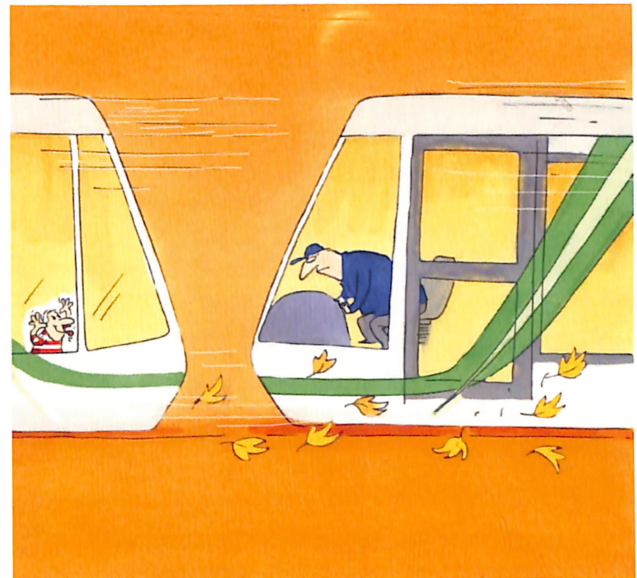
Being cautious of hazards on the road can save you from a lot of trouble when driving a tram.



The Operations department is reminding all drivers to be cautious of leaves, oil, water, grass clippings and other foreign items which end up on tracks and across roads every day.

Director Operations Dennis Griffiths says "even small hazards can cause trouble so always be ready for emergency braking" and reminds drivers to always maintain a safe braking distance behind other trams in all conditions.

"Drivers should also allow for sudden slips" he says, "Aim to stop at least one metre from a tram or object in front of you and brake earlier and lighter when there are hazards around."



BELOW: The works in progress. As you can see in the middle picture, traffic on Punt Road was still able to flow around the works as they took place.



YOU KNOW YOU'RE A MELBURNIAN WHEN ...



You are walking across a main road and your partner cautions, "Look out, rhino!"

ANNE TONKIN
Carlton North

Send the moment when you knew you were a local to sunday@theage.com.au

Rhino news

This item in the 4 March *Sunday Age* shows just how Melburnians have taken the message of the *Beware The Rhino* campaign to heart.

Only one problem, a tram weighs as much as 30 rhinos not just one!

Be a part of the race

The great Transport Race is back in 2012 and Metlink is calling on public transport staff to lend a helping hand.

Volunteers will work the registration desk, man the golden ticket pit stop, help out at lunch, take photos of teams and pack down at the end of the day.

The Great Transport Race is a free event for year 7 – 10 students, bringing together schools from across Victoria. Now in its fourth year, the event sees students race on trains, trams and buses to secret locations across Melbourne and solve problems while learning about the benefits of public transport.

This year's heats are from 8am to 4pm:

- North - Tuesday 1 May
- East - Thursday 3 May
- West - Tuesday 8 May
- South - Thursday 10 May

The final will start and end at Federation Square between 8am and 4pm on Tuesday 22 May.

Volunteers must work in their own time or by arrangement with their manager. If you are interested call Erin at Metlink on 9619 5266 or email erin.corrie@metlinkmelbourne.com.au

BELOW: East Preston Customer Service Employees Peter Waight, Kevin Webb and Frank Pavic at Coburg City Oval during last year's North heat.



A fitting tribute

Kew Depot will have a lasting memory of its most famous driver.

Depot Manager George Etienne and the depot amenities fund have arranged for a framed photo of Lenny to be on display.

During an emotional tribute at the depot a framed photo was also presented to Lenny's sister Joan and his niece Tracey.

The presentation was attended by Kew Depot staff, Yarra Trams management and RTBU officials.

ABOVE: Former Kew Depot manager Mario Taccone (left) and current manager George Etienne with Joan and Tracey.

Green light for Grand Prix guide

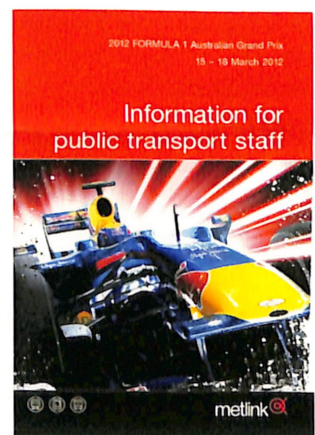
All frontline staff have been given a copy of the Australian Formula 1 Grand Prix guide. The event starts Thursday so if you haven't got a copy yet speak to your manager.

Public transport information for tram, train and bus is included in the guide.

There is also a program for the four days of the event and a map of the circuit showing where each gate is located.

The main race begins at 5pm on Sunday and concludes at 7pm.

The booklet includes announcements for drivers.



Your Say

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