

# THE WERE

30 March 2012

yarra trams

Issue #33



*ABOVE: The logo you'll soon start to see around the public transport network.*



|  | SNAPSHOT                                       |
|---|--|
| Punctuality   | <b>79.23%</b><br>(this time last March 78.94%) |
| Service Delivery  | <b>99.05%</b><br>(this time last March 99.01%) |
| Tram-vehicle collisions   | <b>65 this month</b><br>194 this year          |
| Tram-tram collisions  | <b>1 this month</b><br>5 this year             |
| Passenger falls   | <b>9 this month</b><br>41 this year            |
| Pedestrian knockdowns   | <b>2 this month</b><br>5 this year             |
| Derailments   | <b>2 this month</b><br>10 this year            |

All figures current on 28 March 2012

## Farewell Metlink, welcome PTV

Public Transport Victoria will be the new body responsible for planning, coordinating and integrating transport services throughout Victoria from Monday 2 April.

The new authority will bring together staff from the Department of Transport, Metlink and the Transport Ticketing Authority. It will assume the management of the contracts with all public transport operators, as well as taking over all customer information functions currently undertaken by Metlink. PTV will also take over the ticketing functions undertaken by the Transport Ticketing Authority, which will transfer once the transition to myki is complete.

PTV will also be responsible for overseeing the delivery of new projects.

The new body will be an advocate for public transport, promoting trams, trains and buses as an alternative to using cars.

Our day-to-day operations will not be immediately affected by the switch to PTV. Existing Metlink signage on tram stops, infrastructure and brochures will be gradually updated to new PTV branding.

The **131 638** Metlink call centre number will be replaced with the toll free **1800 800 007**. The original number will redirect through to PTV for a limited time and from Monday **metlinkmelbourne.com.au** will redirect to the new website **ptv.vic.gov.au**.

The MetShop will be renamed PTV Hub and the Central Pass Office will become the PTV Pass Office.

A new PTV smartphone app for Apple, Android and Nokia devices will be released to coincide with the launch.

# GFA tram faces on the road



More than \$40,000 has been raised in our tram faces promotion, and our depots are getting involved too.

Each depot is represented on a tram face with an image of "Dr. Jake". Not all faces will be on trams running from the depot named but it will be a moving reminder to passengers of the generosity of our staff towards the Good Friday appeal.

Faces have proven popular with the community and our trams are now sporting a number of interesting pictures, including one from the town of Wycheproof.

The north-western Victorian farming community of just under 700 people is known for having the world's smallest registered mountain - just 148 metres above sea level. Now they'll also be known for their support of the Royal Children's Hospital.



Speaking on ABC Radio Horsham, Wycheproof spokesperson Kylie Brown said the community had chosen to showcase their town in 'the city' and make a donation to the GFA at the same time.

The Wycheproof 'Ram Tram' is number 2069 operating out of East Preston.

Individuals and community groups donated \$250 and businesses gave \$1000 to be on a tram face.

For the second year 3AW's Neil Mitchell kindly supported the fundraiser on his program.

## Win big with the GFA raffle

It's raffle time again. Give generously to the Royal Children's Hospital Good Friday Appeal and for just \$1 a ticket you'll have the chance to take home one of these prizes.

**1st:** LG 50" high definition plasma screen TV  
Valued at \$999 - courtesy of VRI mydrip

**2nd:** 32gb 3G iPad valued at \$839

**3rd:** Dinner for four on the Colonial Tramcar Restaurant valued at \$550

**4th:** Dinner for two at Eureka 89 valued at \$300

**5th:** A 10kg Cadbury chocolate block valued at \$190

Tickets can be purchased or tax deductible donations made to the Good Friday Appeal through your depot marketing team or local GFA representative.

Staff are welcome to sell tickets to family and friends. Prizes will be drawn on Monday 16 April and the winners will be published on [yarratrams.com.au](http://yarratrams.com.au) or notified through their workplace.



## Good Friday family fun

Yarra Trams staff, friends and family are invited to visit our stall at the 2012 Kids Big Day Out at Etihad Stadium on Good Friday 6 April.

While the famous Good Friday Appeal telethon is being held inside the ground a number of businesses and community groups join together to raise additional funds for the kids. Last year we raised more than \$5000.

If you can't make it to the Docklands event, many locations are having local GFA fundraising days on Friday 30 March.

## More support for drivers

Glenhuntly Depot has been selected as the pilot location for an adjusted depot structure in KDR Yarra Trams.

As we deal with the challenges of delivering a better service for the future of Melbourne, we want to provide greater support to our employees, whether it be for a personal matter or a work related issue.

Today's depot structure means that one manager can be responsible for more than 200 employees and that is not an acceptable situation considering where KDR Yarra Trams wants to be both as an employer and as a service provider.

We have listened to the feedback from staff and this has prompted a review of the depot structure as well as other initiatives to modernise the way that our Operations team works.

While the details of the new structure are still being finalised, one outcome will be an increase in the number of staff in the depot to deliver a new level of support for our drivers. The focus will be on people rather than administrative or technical tasks.

The pilot at Glenhuntly will test the proof of concept to assess whether any changes are needed before the structure is introduced at any other depots.

We'll provide regular updates through your manager and in future editions of *The Wire*.



### myki update

With the myki rollout continuing, more and more people are using the new system on trams.

myki validations now make up 40 per cent of all trips on metropolitan trams, trains and buses and Yarra Trams staff can play a part in helping passengers learn to use it more efficiently.

When talking about validating the preferred term is for users to 'touch' on. Swiping or waving a card at the myki reader may cause it not to read correctly, leading to slower passenger loading.

Also a reminder that most customers don't need to touch off. An education campaign on board and at stops is reminding passengers that they only need to touch off on a tram when their trip is entirely within Zone 2.

This means that there's no need for passengers to touch off unless they are travelling on Routes 75, 86 or 109 and only if they are at the suburban ends of these routes (in Zone 2 only).

The education campaign for passengers will continue throughout the year until the withdrawal of Metcard at the end of this year.



## Easter maintenance announced

As exclusively revealed in the last edition of *The Wire* this Easter period will see major track renewal works around the city.

Transport Minister Terry Mulder joined representatives from Yarra Trams, Metro Trains and V/Line to announce large scale upgrades across the Victorian public transport network.

Tram works will take place on St Kilda Road from Friday 6 to Thursday 12 April and on Elizabeth Street from Saturday 21 to Thursday 26 April.

Speaking at the media conference our Director Infrastructure Ramesh Liyanagedera said 1.3 kilometres of track would be renewed on St Kilda Road over Easter.

"We'll be removing about 10 thousand tonnes of dirt," he said. "To minimise the disruption to passengers we're putting a temporary crossover near Commercial Road".

The temporary crossover allows passengers on most inbound St Kilda Road services to connect with a tram replacement bus at Commercial Road instead of earlier in their trip.



More than \$54 million will be spent this year on improvements to tram infrastructure.

The works program will continue throughout the year.

Passengers can learn more about tram service changes on [yarratrams.com.au](http://yarratrams.com.au) or by calling Metlink/PTV.

**TOP:** Major track works on St Kilda Road during 2008. This year's works will be even bigger.

**ABOVE:** Ramesh announcing the upgrades on Channel Nine's 6pm news bulletin

## Bumper GP crowd tests trams

Yarra Trams has again boosted Melbourne's reputation as the special events capital by transporting the biggest Grand Prix crowd since 2005.

Approximately 313,000 people attended the event over the four days, including 115,000 on Sunday for the main race.

The first Grand Prix at Albert Park in 1996 attracted 410,000 patrons across the four days but last year there were just 298,000 people in attendance. The 2012 event reversed the trend with a crowd increase of almost five per cent.

Race fans packed shuttle trams to and from the track and it was to the credit of all Yarra Trams staff involved that passengers were moved quickly and efficiently despite the first increase in attendance for seven years.

Chief Executive Officer Michel Masson thanked staff for their efforts over the four days. "The constant flow of people travelling to the event can be hard to manage but staff both on the ground at the event and involved in planning and managing our presence have again done Melbourne proud."

Melbourne is contracted to run the Grand Prix until the 2015 event. Yarra Trams will continue to run extra trams for motor racing fans.



## Compliment corner

**A passenger who used trams to get to the Grand Prix has written to say thanks for the great service.**

Anthony emailed us to express his gratitude for the "professional, helpful and friendly" staff that he encountered on the way to and from the circuit.

As a passenger who uses a wheelchair he thanked staff for going out of their way to help him use the trams, and was pleased to find an accessible platform at either end of his journey.

He said it was the first time he'd caught a tram to the Grand Prix and would certainly do it again.

Several passengers contacted us to say thanks for the Grand Prix services, and there were also some suggestions about improvements for next year.

These will be passed on to the relevant departments.

# Keolis



## International update

**Australia has been at the forefront of a big year for the Keolis Group.**

The announcement that the group was part of the consortium chosen to build the Gold Coast light rail was among the highlights of a year when revenue rose eight per cent to 4.44 billion euros.

In addition to Gold Coast, Keolis has also been chosen to run the tram network in the English city of Nottingham and new networks will open in the near future in the French cities of Brest and Dijon.

Additionally the group expanded its non-tram operations in Belgium, Canada, France and the United States.

Keolis owns 51 per cent of KDR Victoria - Yarra Trams. The remaining 49 per cent is held by the Australian company Downer EDI.

**ABOVE:** The grass is green for Keolis in Lyon and around the world after a good 2011 performance.

## Did you know?

**When the E Class tram enters service it will be the first locally built Melbourne tram in 18 years.**

East Preston tram 2132 was the last of six B Class vehicles which hit the road in 1994. Now after a long wait Melbourne passengers will be able to ride on a tram built specifically for our city.

Look out for an update on the progress of the E Class in an upcoming edition of *The Wire*.

## Your Say

To provide your feedback or submit a story to *The Wire* email [thewire@yarratrams.com.au](mailto:thewire@yarratrams.com.au)