

# THE WIRE

2 May 2012

yarra trams

Issue #35



**INSIDE:** How we kept the network moving while renewing tracks on two of the city's busiest streets.



## Your chance to have a say on the rules

The Yarra Trams *Operational Rules & Procedures* are the guidelines by which all staff do their job. Now they're up for review.

The rules currently in place cover many different scenarios from speed limits to dealing with difficult passengers and behaviour on Yarra Trams premises.

The review will cover the entire rule book, paving the way for the first significant upgrade of rules since 2003.

As part of the *Operational Rules & Procedures* review the Operations department is seeking input from staff on any areas that might not be covered under the current set of rules, or anything that might need alteration.


There are three significant parts to the review: Ensuring the current rules are still fit for purpose, identifying gaps and introducing new rules as required and establishing a process for ongoing review and amendment of the rule book.

Kew Line Officer Carol Hanley, who has been seconded to work on the review says: "Input from everyone in the company is critical to identifying concerns with the current rules or discovering any new rules that might be required."

To provide feedback please submit a special day report or have a discussion with your manager or supervisor.

The new "rule book" will clarify some old and outdated rules while adding some new ones where gaps exist. This in turn will help to improve safety, and increase operational performance and compliance.

Frontline staff are provided with a copy of the *Operational Rules & Procedures* when they begin employment. If you do not have a copy please ask your depot administration office or your supervisor.

 SNAPSHOT	
Punctuality	<b>80.27%</b> (this time last April 80.18%)
Service Delivery	<b>99.11%</b> (this time last April 98.98%)
Tram-vehicle collisions	<b>71 this month</b> 281 this year
Tram-tram collisions	<b>3 this month</b> 8 this year
Passenger falls	<b>10 this month</b> 54 this year
Pedestrian knockdowns	<b>5 this month</b> 12 this year
Derailments	<b>5 this month</b> 15 this year

All figures current on 29 April 2012



## Team work on track

**Thanks to the hard work of everyone involved, the major St Kilda Road and Elizabeth Street works have been delivered successfully with the least possible disruption to travellers and the local community.**

The busiest sections of St Kilda Road and Swanston Street carry approximately 7.7 million tonnes of trams every year, so while tracks were last laid in 1994 they required a full renewal to ensure the best possible ride for drivers and passengers.

With 1.3 kilometres of track and four kilometres of overhead wires replaced in only six days the engineering challenge was immense.

The prospect of delivering approximately 90,000 passenger trips with buses each weekday as well as over the Easter long weekend added to the challenge.

The track between Melbourne University and St Kilda Junction has seen significant improvements from ongoing investment in projects and renewal work over the last two years.

The old-style concrete encased track has been replaced with shorter sections, the majority of which is 'semi-resilient' which is designed to last longer and be ready for the introduction of the E Class tram.

Works on Elizabeth Street which were completed last Wednesday also provided a substantial logistical challenge, with tram replacement buses and altered services on all Elizabeth and La Trobe Street routes.

These works also provided a major upgrade of track in the first large scale renewal in Elizabeth Street for 30 years.

Thanks to staff from right across the company, including Operations, Customer Service, Fleet Operations, Power & Comms, Marketing and Communications the works were successfully completed by the Infrastructure Renewals, Track and Overhead teams.

With the support of construction contractors – including key partners Fulton-Hogan and Coleman Rail – as well as bus replacement companies and traffic management contractors, complaints were kept to a minimum and there were even compliments about the speed and efficiency of the works.

While there was some disruption to other trams around the city during the Elizabeth Street works due to congestion caused by motorists ignoring traffic changes, our team was able to work with Metro Traffic to alter conditions and alleviate the effect on trams.

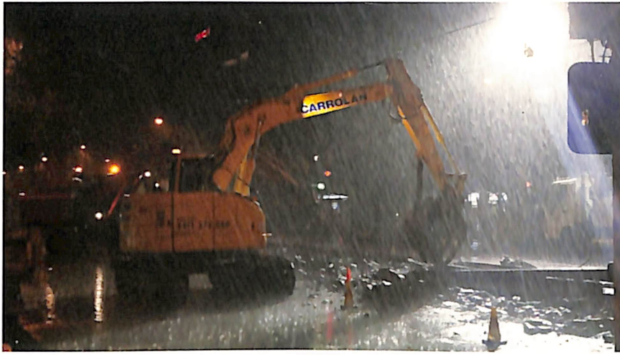
The works are part of our ongoing efforts in partnership with the State to build for the next 100 years of Melbourne trams.

In coming months, there will be more renewal of tracks across the network including Swanston Street, Wallen Road, Swan Street, Gertrude Street and Bridge Road.

It's a big job letting customers and locals know about tram improvement works. We use a number of communication methods to maximise the reach of our message.

The channels include:

- Signage and notices in timetable cases at stops
- Passenger bulletins and announcements on trams
- Hanging advertisements inside trams
- Radio advertisements during traffic bulletins
- Information on Smartguide displays (PIDs)
- The @yarratrams Twitter account
- Yarra Trams and PTV websites
- Two letters to local residents and traders
- Variable Message Signs on roads
- Advertisements in local newspapers



## The road to success

The works are part of significant improvements on our busiest routes by KDR Yarra Trams. Manager of Renewals John Uiterwijk and Manager of Track Peter Lim shared some of their highlights of the two significant projects.

They were impressed at the great teamwork between Yarra Trams departments, which meant that everyone involved with the works knew how the project was going to be completed.

Lessons learnt from previous occupations enabled their teams to plan the works more efficiently, ensuring they were completed on time and that safety and quality goals were met.

During the works our Track Maintenance department repaired around 200 broken rails and fixed drainage problems. This included replacement of the Route 8 Domain Road junction which had been identified as a priority.

The temporary crossover used on St Kilda Road allowed us to keep the occupation area to a minimum and provide a smoother changeover for passengers.

John and Peter were also pleased with the cooperation between Yarra Trams and contractors which allowed traffic to flow during the works.

St Kilda Road was the largest construction project of recent times, and a number of innovations delivered a safer and more efficient worksite with better long term results for staff and passengers.

The next major project is on Swanston Street between La Trobe and Franklin Streets this Saturday and Sunday.



**TOP:** Works continued 24 hours despite the weather.  
**ABOVE:** Staff assist on a tram/bus connection.



## myki update

Many drivers are being delayed by customers touching off their mykis when they don't need to.

A major campaign will be launched soon including announcements and on board posters to clarify the process of using myki on trams.

Passengers only need to touch off to get a cheaper fare if they are travelling entirely within Zone 2.

This means that there's no reason for a customer to touch off on board a tram unless they're on Routes 75, 86 or 109 - and even then only in the short Zone 1/2 overlap area at the end of these lines.

myki users can be assured that on every other route on the network there is never a need to touch off on a tram.

On trains, passengers must touch off at the end of their journey to receive the lowest fare.



## Thanks for supporting the kids

The Executive Director of the Good Friday Appeal has written to Yarra Trams to say thanks for our contribution to a record total for the appeal.

In her letter to Chief Executive Officer Michel Masson, Christine Unsworth thanked us for our help in generating almost \$16 million dollars in donations.

Yarra Trams contributed \$84,910 to the appeal.

Dear Michel,

My sincere thanks to you and the Yarra Trams team for your fantastic contribution to The Royal Children's Hospital Good Friday Appeal. We are honoured to once again have the opportunity to promote the Good Friday Appeal on such a significant Melbourne icon - a superbly decorated Yarra tram. I caught a fleeting glimpse of the 'GFA tram' on camera during the Good Friday telecast - it is a credit to all concerned.

Please pass on my thanks and congratulations to the members of your staff that we have had the pleasure of working with. Without exception they have been courteous, co-operative, very professional and always extremely pleasant.

It was very rewarding to achieve another record total this year - \$15,820,640.00 is a phenomenal contribution, for which we are very grateful. Thank you and your team for your significant part in making this happen.

Kind regards,

Christine Unsworth  
Executive Director

## Recognition for team leaders

Staff from around the company have graduated from a course recognising their skills as supervisors.

The 25 employees from Customer Service, Infrastructure and Rolling Stock successfully completed the Certificate IV in Frontline Management course.

The graduates were Charles Acquaviva, Giancarlo Baratta, John Camilleri, Martin Childs, Dean Emond, Brenda Germon, Orlando Lazatin, John Liberatore, Kerry Meacham, Deborah Moysey, Stephen O'Brien, Stuart Orr, John O'Sullivan, Chris Panjari, Ernest Parente, Frank Pavic, Ashok Perera, Ben Redfern, Mohamed Said, Ian Stokes, Anthony Strachan, Ashley Suhr, Luke Suhr, Sean Tracey and Nicole Vella.



## Mission accepted

As first reported in Issue 29 of *The Wire*, staff in non-frontline roles are taking to the network to *Think Like A Passenger*.

**2 PEOPLE · 2 HOURS · 2 EASY**

More than 120 staff have registered to take part in a 'mission' and many have already been out on the network.

TRAMS:MISSION teams of two visit stops and ride trams to note down issues that might affect the experience of our customers. They will be recognisable by hi-vis vests.

The teams are not reporting on staff performance, they are looking for cleaning, graffiti and damage to trams and infrastructure that can be fixed.

All other staff can help improve the customer experience by signing off trams or informing FOC, Depot Starters or administration staff of cleaning and graffiti issues on trams and at stops.

**TRAMS:MISSION**

YOUR MISSION, SHOULD YOU CHOOSE TO ACCEPT IT, IS TO 'THINK LIKE A PASSENGER' ON MELBOURNE'S TRAM NETWORK. WE'RE RECRUITING STAFF TO TEAM UP AND ENGAGE IN 2 HOUR RECON MISSIONS ON OUR TRAMS. BE PART OF THE ACTION AND CRUISE THE NETWORK TO GAIN A NEW PERSPECTIVE.



## What is Zero Harm?

The colourful logo is prominently displayed around Yarra Trams, but how does it affect your role?

The definition of *Zero Harm* in our corporate safety policy says: "*Zero Harm means aspiring*

*towards zero incidents and eliminating harm to people and property.*"

Some might say *Zero Harm* is all about accident/incident prevention. It can mean working towards reducing the number of accidents or incidents, injuries to staff and customers as well as reducing damage to the environment, trams, depots and other worksites.

No matter where you work it's easy to make the link between incident/accident prevention in your workplace, and each of us being able to carry out our duties with a satisfactory level of comfort and safety.

More than that *Zero Harm* can be promoted as a way of thinking, more broadly than just accident prevention.

We all need to be thinking "*Is there any way I can perform this task that will decrease the likelihood of harm?*"

Even if you've been doing the same task for a long time it's your duty to keep looking for ways to prevent harm.

Having this awareness about the everyday tasks we do and the effect on our workmates and the wider community is where the real value lies.

Every day has the potential to make a positive difference, both big and small. The important question to ask yourself is "*How can I make a difference, and what part can I play in my role towards the Zero Harm value?*"

Discussing *Zero Harm* ideas with your manager or supervisor is a positive step towards our aspiration of *Zero Harm* throughout the business.

## Did you know..

Each edition of *The Wire* is printed on recycled paper.

Not only that, but the pulps used in production are sourced from environmentally accredited, responsibly managed plantation forests and are chlorine free.

The paper is acid free and manufactured under an ISO14001 Environmental Management System.

## Your Say

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