

THE WERE

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yarra trams

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RIGHT: CEO Michel Masson and Public Transport Minister Terry Mulder in the driver's cabin of the E Class tram mock-up.

Minister praises our performance

Public Transport Minister Terry Mulder has congratulated Yarra Trams for meeting and exceeding benchmarks set by the State.

Mr Mulder said Yarra Trams' operator Keolis Downer EDI Rail (KDR) exceeded the Customer Experience Performance Regime benchmarks for information provided to passengers at stops and on trams, the asset condition of trams and stops, graffiti removal on trams and at stops and the cleanliness of tram rolling stock.

"Yarra Trams also met benchmarks for the cleanliness of tram stops, tram reserves such as along Dandenong Road and Kings Way and graffiti hotspots and overall passenger satisfaction" he said.

The Minister said that since assuming the tram franchise in late 2009, KDR had met its punctuality and reliability targets in every one of the 21 months.


Mr Mulder said the Government was continuing to invest in Melbourne's extensive tram route network.

50 new E Class trams have been ordered at a cost of \$300 million, while \$500 million has been put aside to house the trams and provide other infrastructure such as a tram driving simulator and maintenance facilities.

Surveys conducted for the Department of Transport showed the tram user satisfaction index rose from 71.0 points to 71.6 points in the year to 30 June.

"With Melbourne's trams expected to carry an extra eight million passenger trips in 2011/12, Yarra Trams has a challenging task. Exceeding the targets for most monitored aspects of its service in the previous financial year is a good start," Mr Mulder said.

See **"Benchmarks beaten"** on page 2 for more details about CEPR.

	SNAPSHOT
Punctuality	82.97% (this time last October 82.45%)
Service Delivery	99.34% (this time last October 99.31%)
Tram-vehicle collisions	15 this month 752 this year
Tram-tram collisions	0 this month 12 this year
Passenger falls	2 this month 137 this year
Pedestrian knockdowns	2 this month 31 this year
Derailments	1 this month 43 this year

All figures current on 7 October 2011



Music to the public ear

Tram Sessions are giving commuters the chance to hear up and coming artists in a unique environment.

Creators Nicklas Wallberg and Carl Malmsten are inviting performers to play on a route and tram class that best suits their style.

The performances are filmed and broadcast online.

Since Yarra Trams began supporting the sessions Nicklas and Carl have been inundated with local acts who want to be the next to play a session.

The route and tram number are not publicised to avoid inconveniencing regular travellers but the performances are streamed live on tramsessions.com

Top 40 English band *Frankie & The Heartstrings* is the most popular act to have appeared so far but *Tram Sessions* has launched an ambitious plan to have the *Foo Fighters* play on board when they tour Australia later this year.

More than a thousand people have already joined the *Foo Fighters for Tram Sessions* page on Facebook.

Notices will be posted at depots to let you know when sessions are planned in the future.

Benchmarks beaten

Thanks to a wonderful team effort, Yarra Trams has met franchise benchmarks set by the government for a second year in a row.

The Customer Experience Performance Regime (CEPR) is one of the major milestones on our way to successfully negotiating an extension of our franchise.

The CEPR is focused on passengers' expectations in Personal Safety, Cleanliness and Customer Information. It rates our ability to remove graffiti quickly, supply accurate and timely customer information, ensure a clean travelling environment and keep public facing assets in good condition.

Both Yarra Trams and Metro are given a target to meet in 10 different categories. It's a great result if the targets are met, but even more impressively this year we managed to exceed seven of them.

Even in categories where we met or exceeded our targets there were some drops in scores compared to the 2009/10 year. A number of actions will be taken to help improve these areas, including increased scrutiny on cleaning contractors and new materials to be used at stops.

Welcome to Elisabeth

Corporate Affairs continues to have a European flavour with the appointment of Elisabeth Kerdelhué as Director.

Elisabeth takes over from Florence Forzy who has moved to Paris to work for Keolis as Public Affairs Manager (International).

Elisabeth joins us from the French Australian Chamber of Commerce and Industry (FACCI) where she was the Executive Director. Her role with FACCI involved developing relationships with a wide range of stakeholders within French-Australian business circles.

At FACCI Elisabeth also established ties with cultural and arts organisations as well as government bodies. In 2004 she received the Chevalier de l'Ordre National du Mérite award from the French government for services in fostering relations between the two countries.

Melbourne has been Elisabeth's home for the past 15 years, but she has an international background, having spent her childhood in Africa and her student years in Paris and the UK.

Prior to moving to Australia her professional experience included marketing and communications roles with international companies in France and West Africa.



Wednesday 12 October to Monday 17 October

East Preston Depot

Upgrade works and track renewal

Saturday 16 October to Monday 17 October

Racecourse Road/Abbotsford Street, North Melbourne

Track maintenance

Friday 28 October to Wednesday 2 November

Whitehorse Road, Balwyn

Track renewal

25 year anniversaries

Congratulations to staff members who reached 25 years of service between April and July this year.

April 1986

- 9th Chris Arulanandam - Camberwell
- 9th Nick Kalogeropoulos - East Preston
- 10th Steven Chan - Malvern
- 16th Peter Paldyna - Glenhuntly
- 16th Cong Tran - Kew
- 23rd Brian Perry - Malvern
- 23rd John Felsingier - Essendon
- 23rd Gina Johnson - Southbank
- 30th Clovis Bignoux - Malvern
- 30th Qui Nguyen - East Preston
- 30th Madelena Pang - Malvern
- 30th Magdi Rizkalla - Essendon

May 1986

- 5th Craig Woolnough - Preston Store
- 7th Fue Siaoosi - Essendon
- 7th Somvongdon Viravouth - Essendon
- 14th Raul Davila - Brunswick
- 14th Lim Heng - Malvern
- 14th Cliff James - Camberwell
- 21st Antatole Chliakhtine - Brunswick
- 21st Quime Lai - East Preston
- 21st Methodios Tsalkos - East Preston
- 28th Tjim Tiongue - East Preston

June 1986

- 4th Ray Farrugia - Essendon
- 4th James Jahans - Glenhuntly
- 4th Brian McMillan - Kew
- 4th Van Ngo - East Preston
- 11th Mario Dias - Malvern
- 18th Sayed Hondi - Essendon
- 18th Frederick Wilson - Southbank
- 25th Margaret Card - East Preston
- 25th Joseph Lemasson - Malvern
- 25th Ian Noyahr - Glenhuntly



ABOVE: Jake Hatton (right) from Communications introduces a family to the E Class tram mock-up at the Royal Melbourne Show's Victorian Government display.



Riding for a reason

Many Yarra Trams staff ride to work, but very few plan to pedal their way across two countries.

Kew driver Kien Quach will stake his claim as our most travelled rider when he cycles along the Mekong River from Laos to Cambodia next February to raise money for people in need.

The bike tour has been organised by the Epworth Medical Foundation to raise money for cardiac services.

It's a cause quite literally close to Kien's heart as he suffered a major heart attack two years ago, but he's fit and healthy now and looking forward to a grand tour through the two South East Asian countries.

Kien's not just taking to the road on his own, he's encouraging other staff members to take part in this once in a lifetime trip. "I'd encourage all riders to get on their bike and give this a go for a worthy cause," he says.

For anybody who is interested in joining the tour or making a donation to support the Mekong Cycling Challenge, information is available through depot marketing staff or online at epworth.org.au

Fantastic Tramway Flashbacks

#1 - Elton buys a W Class

1983's *Too Low For Zero* album was Elton John's 11th top ten release. To celebrate his triumph the famous singer lashed out and bought something he had wanted since his first visit to Melbourne, a heritage W Class tram.

Tram 520 had just been withdrawn from service after travelling 2.5 million kilometres over 55 years and Elton snapped it up in its original livery.

It was then shipped to England where it remains in the garden of his estate in Old Windsor, Berkshire to this day.

Elton later admitted that he had spent "millions of dollars" on "frivolous purchases" during the 1980s.



Trams and water

With heavy spring rains falling over the last fortnight drivers are being given a timely reminder about procedures to follow when driving trams through water.

Rule 80 of the Operational Rules and Procedures states that trams

must not be driven through water which is deeper than 10 centimetres.

At locations with a flood indicator, please check it before proceeding.

If the water has reached the green indicator (below 10 centimetres), trams must not be driven faster than walking pace.

If the water has reached or has gone past the red indicator (deeper than 10 centimetres), drivers should NOT proceed.

If your tram enters water that is deeper than 10 centimetres, lower the pantograph and call the Fleet Operations Centre (FOC) for assistance.



ABOVE: This flood indicator on Wellington Parade shows drivers when it is not safe to take a tram through water.

An introduction to the PTDA

The role of Metlink, the Transport Ticketing Authority, Department of Transport and other public transport bodies will be redefined with the introduction of the Public Transport Development Authority.

The Authority, which is being introduced as part of an election promise by the State Government, will be introduced in the first quarter of 2012.

The primary objectives of the PTDA will be to ensure public transport across the state operates as an integrated system which meets customer needs, to support liveable communities and to improve safety for both passengers and staff.

The inaugural CEO and Chairman is Ian Dobbs and further announcements on the structure of the Authority will be made later in the year.

Keolis

What's new in Europe

Keolis continues to further its reputation as one of the world's great public transport providers with a number of new businesses and initiatives.

The group has already had a successful year, winning the rights to operate public transport in the French city of Orléans for at least seven years from 1 January 2012.

The 17.9km system in Orléans operates 43 Alstom Citadis trams. A second line through the city is currently under construction. The contract between the operator and the city will be signed this month.

From the start of the new contract bus services will be boosted in the city with additional trips in the evenings and on weekends. The company will also offer long term bike rental and a car sharing scheme as part of an integrated transport system.

Keolis has also won the contract to operate buses in the city of Aix-En-Provence, 30km north of Marseille.

In the French city of Brest, where a new network is scheduled to begin operating in 2012, the first test tram has arrived. Brest will also use Citadis trams along its 27 stop, 14.3km route.

Also in France a bike sharing scheme operated by the company has been successfully launched in Lille. This complements the Keolis operated Transpole system which employs 2200 people and won a seven year extension to operate public transport in the city last year.

In the next edition of *The Wire* we'll show you what's happening around the rest of Europe.



ABOVE: The picturesque city of Orléans will have Keolis operated trams from January next year.

Your Say

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