



Federation Square crowd movement trial

This week Yarra Trams conducted a trial at the Federation Square platform stop to help alleviate overcrowding at the outbound end of the platform during peak hours.

Since its construction in 2003 the stop at the corner of Swanston Street and Flinders Street has rapidly become one of Melbourne's most popular tram stops. The side effect has been huge crowds crossing from the station and gathering around the southern end of the platform every morning. This has led to overcrowding and passengers spilling out onto the busy roadway.

The trial, conducted during morning peak hours this week, saw bollards installed at the southern end of the platform every morning by maintenance staff and removed after the peak hours. Passengers stood further down the stop towards the Flinders Street end and no more than two trams entered the stop at any one time.

Officers were on hand to coordinate tram movement, and Customer Service Employees assisted passengers and reported on loading patterns at the stop.

More details on the trial in a future *Update*.

Above: A typical morning's loading at Federation Square before the trial.

Snapshot

Punctuality – 81.86% (last October 82.82%)

Service Delivery – 99.21% (last October 99.44%)

Tram-vehicle collisions – 29 this month, 731 this year

Passenger falls – 12 this month, 157 this year

Pedestrian knockdowns – 1 this month, 44 this year

Derailments – 3 this month, 48 this year

All figures current on Wednesday 17 November

Depot Visits for 1st Year Anniversary

Dates are now confirmed for visits to work locations to celebrate the first year of KDR operating Yarra Trams.

CEO Michel Masson and the Executive Leadership Team

invite you to join them to discuss our first year on these dates:



Brunswick Depot

Thursday 2 December – 10.30am to 2pm

Camberwell Depot

Wednesday 24 November – 10.30am to 2pm

Carlton Control

Thursday 2 December – 7.30am to 10am

East Preston Depot

Thursday 2 December – 10.30am to 2pm

Eastern Road

Tuesday 30 November – 1pm to 4pm

E Gate

Thursday 2 December – 5am to 10am

Essendon Depot

Tuesday 30 November – 10.30am to 2pm

Glenhuntly Depot

Friday 26 November – 10.30am to 2pm

Head Office

Tuesday 30 November – 9am to 11am

Kew Depot

Wednesday 24 November – 10.30am to 2pm

Malvern Depot

Friday 26 November – 10.30am to 2pm

Preston Workshops

Wednesday 24 November – 9am to 11am

Southbank Depot

Tuesday 30 November – 10.30am to 2pm

For more details see your location noticeboards.

Cruise Ship season begins

Port Melbourne's Beacon Cove tram stop will be the first impression of Australia for thousands of visitors over the next few months as the 2010/11 cruise ship season kicks off.

The first of 40 ships arrived on 26 September but the season began in earnest on 1 November with the arrival of P&O's *Pacific Sun*. Cruise ships will arrive regularly until mid-March.

Yarra Trams provides extra services between Port Melbourne and the city for cruise ship passengers. Customer Service and Marketing staff are on duty at Beacon Cove to answer questions on Melbourne and public transport. The public transport process is coordinated by the Department of Transport and Metlink sells tickets to passengers before they leave Station Pier.

Last year more than 118,000 passengers and crew came to Melbourne on 48 ships. The largest ship *The Diamond Princess* will visit four times this year, carrying 2700 passengers and 1200 crew on each voyage.

Below: Visitors from the *Dawn Princess*.



Docklands works

Yarra Trams works contributing to the redevelopment of Harbour Esplanade, Docklands will be completed by the end of this week.

The overall project, conducted by VicUrban, will see the area transformed into a new harbourside destination for Melbourne. The existing tram tracks have been relocated to the centre of Harbour Esplanade and a new platform stop has been constructed.

The final phase of these major works began on Friday 12 November and contractor Coleman Rail is working with the Project Management Office (PMO) and other Yarra Trams departments to complete the project so trams and traffic can return to normal on the morning of Saturday 20 November.

Residents and traders in the affected area received a brochure detailing the schedule of works, and community consultation was conducted in partnership with VicUrban.

Above: An artist's impression of what the new Harbour Esplanade will look like when the works are completed.



Zero Harm is one of the key principles that guides us at work. It means not doing anything which will cause harm to yourself, your workmates, our passengers or the environment.

What do you do to make your workplace a "zero harm" area?

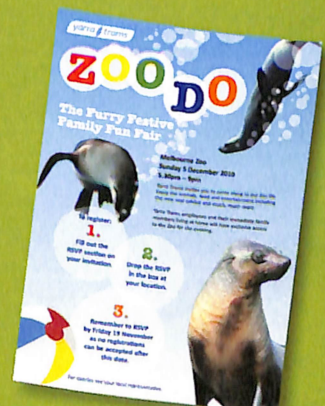
Send your tips to panto@yarratrams.com.au. It can be something as simple as always wearing the correct protective equipment or making sure you look out for motorists driving erratically. The best suggestions will be printed in a future edition of *Update*.

Don't miss our Zoo Do

Don't forget to mark Sunday 5 December in your calendar for this year's festive celebration at Melbourne Zoo.

Invitations have arrived at your location and it's important to RSVP early to secure your tickets for the evening. The last Zoo Do had such a positive response that this one is sure to be popular too.

A reminder that the evening is for Yarra Trams staff, partners/spouses and children living at home only. Please only RSVP for these people.





Movember growth

More than 40 Yarra Trams staff have taken the challenge to raise funds for men's health by growing a moustache during November.

Across eight locations, staff are sporting fuzz to support the Prostate Cancer Foundation, Beyond Blue depression initiative and Movember Foundation.

Taking the biggest plunge is Malvern's Guy Clark who is regrowing from scratch for the first time in 32 years!

Donations to your local 'mo bro' can be made through your local Movember team captain. See the poster at your location for more details.

Above: This photo may be the last one which features Guy clean shaven.

Special events

Yarra Trams will be providing extra services for these and other events over the next two weeks:

Friday November 19
Melbourne Heart vs Adelaide United – AAMI Park

Saturday November 20
Metallica concert – Rod Laver Arena

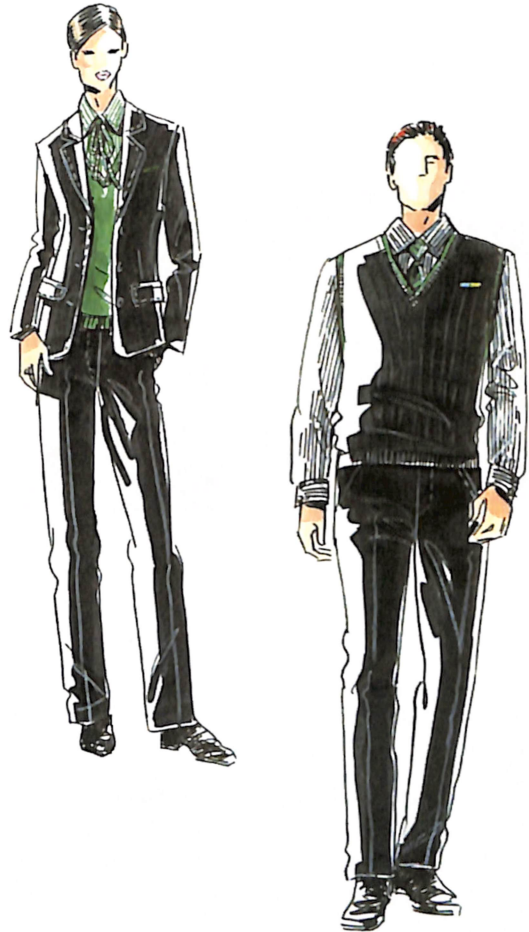
Sunday November 21
Metallica concert – Rod Laver Arena

Wednesday November 24
One Day cricket – Victoria vs Queensland

Thursday November 25
Summerbeatz 2010 – Rod Laver Arena

Saturday November 27
Monster Trucks – Rod Laver Arena
Melbourne Heart vs Sydney FC – AAMI Park

Wednesday 1 December
U2 concert – Etihad Stadium



Uniform fittings begin

The design for the new staff uniforms for customer facing staff has been finalised and fittings will commence across all work locations from next week.

Further information is available at your work location outlining the dates, times and procedures for fittings as well as answers to other frequently asked questions about the process.

Staff can go to any location on one of the designated fitting days to have their fittings done.

Above: An artist's impression of the new uniform for customer facing staff.



Saturday 4 December to Monday 5 December
Track renewal on Brunswick Street, North Fitzroy between St Georges Road and York Street.

Church Street works postponed

The renewal of tram tracks on Church Street Richmond between the Yarra River and Swan Street has been rescheduled to dates to be confirmed in 2011.



A new chapter for Des

“It’s been an extraordinary journey,” said Des Davies at his retirement function last Thursday night.

More than 100 colleagues, friends and family gathered to farewell our Director of Human Resources after his distinguished career in public transport.

“It’s hard to believe that 43 years have elapsed since leaving my home at St Arnaud in central Victoria,” Des said. As a 17-year-old in 1968, Des started as a junior clerk with the Victorian Railways on an annual salary of \$2860.

He joined the trammies in 1997. “It is a fantastic family,” he said. “Yarra Trams has set a new benchmark for the operation of public transport.”

RTBU Secretary Lou Di Gregorio described Des as a mate and a family friend and paid tribute to his skills in industrial relations.

Our Technical Manager Projects Rod Beet said: “Des is resourceful and supportive. Many people at Yarra Trams have benefitted both personally and professionally from Des’s words of wisdom.”

In thanking Des for his service and dedication, our CEO Michel Masson said: “We do not own this network, we merely look after it for the next generation. Des, rest assured that we will take very good care of the family you helped to build and I wish you all the best for this exciting new chapter of your life.”

Every member of the team at Yarra Trams wishes Des a long and healthy retirement with his wife Frances and his children Miranda and Brenton.

Above: Des Davies with Brenton, Frances and Miranda.

To provide your feedback or submit a story to *Update* or *The Pantograph* email panto@yarratrams.com.au or send your contribution through internal mail to Adam Woolcock at Head Office.

Celebrating a tramway history milestone

11 November marked an important milestone in the history of trams in Melbourne.

On that day 125 years ago, the first mechanically operated passenger tram service began operating in Melbourne.

Horse drawn trams had been operating since 1885, but the Melbourne Tramway and Omnibus Company’s service from Bourke Street City to Hawthorn Bridge was the first to be operated by cable.

The line ran along Bourke Street, Spencer Street, Flinders Street, Wellington Parade and Bridge Road to Hawthorn Bridge.

A year later the North Fitzroy and North Richmond cable trams began operation and Melbourne’s tramways were off to a flying start.

Permanent electric tram operations commenced in Melbourne in May 1906. Yarra Trams marked the 100th anniversary of this milestone in 2006 with centenary celebrations at Essendon Tram Depot.

In December 2009, Camberwell Depot celebrated its 75th anniversary and in May 2010 Malvern Depot reached 100 years of service.

Win Amazing Bodies exhibition tickets

Update is giving away 40 family passes to the popular Amazing Bodies exhibit in Docklands which is supported by Yarra Trams.



The exhibition at Waterfront City Pavilion (Stop D11 on Route 70, 86 or City Circle) is the largest collection of exhibits ever gathered in Australia showing the complex way that human and animal bodies work. The exhibition has been extended to 31 January due to popular demand.

To win one of the family passes (for up to four people) simply answer the following question and email your answer to panto@yarratrams.com.au or put it in your location competition box.

Q: What stop do you catch the tram to when visiting the Amazing Bodies exhibition?

Don’t forget we’re still looking for a new name for Update. Thanks to everybody who has sent in a suggestion already, but there’s still time to get your entry in.

With prizes up for grabs, our editorial committee will be going through all the entries carefully before coming to a decision about a new name.

Entries for both the Amazing Bodies and name competitions close 5pm Thursday 25 November.