



## Happy Festive Season

Season's Greetings to you and your family.

We wish you a safe and happy Christmas and New Year period.

Everyone at Yarra Trams can take pride in the successes of the first full year of our new franchise and we'll continue working as one team to deliver an ever better 2011.

Photo by David Hannah.

### Snapshot

**Punctuality** – 79.08% (last December 81.88%)

**Service Delivery** – 99.02% (last December 99.31%)

**Tram-vehicle collisions** – 43 this month, 809 this year

**Passenger falls** – 6 this month, 169 this year

**Pedestrian knockdowns** – 1 this month, 46 this year

**Derailments** – 4 this month, 57 this year

All figures current on Wednesday 15 December 2010

## Response units hit the streets

**Our two new response units will help staff and passengers to feel safe and secure on the tram network after dark.**

The high visibility vehicles will each be staffed by an Operations Officer and two Authorised Officers. One unit will operate Tuesday to Thursday and two on Friday and Saturday nights. The vehicles will be deployed to the north and south of the city.

On duty response units will react swiftly to reports from drivers to Fleet Operations about antisocial behaviour. When attending an incident, the response units will assess whether Victoria Police or other emergency services are required.

The response units will complement our regular Authorised Officer patrols and the role of the Victoria Police Transit Safety Division in addressing passenger security related issues.

The two response units have been on the road since mid-December.



## Your NYE guide

**We will be running all night services again this New Year's Eve.**

To help you to *think like a passenger*, we've worked with Metlink to produce a staff guide with all the important information about public transport services on the night.

Copies will be available to all frontline staff, supervisors and managers.





The Fun Family



*Right: CRMO's Jennifer Santas and Patrick Alewood joined Oprah's tram for a ride around the city with members of the show's audience.*



Talk show queen Oprah Winfrey generated much excitement during her visit to Melbourne. Yarra Trams welcomed one of the world's most famous faces with a commemorative tram.

## They've got the power

Power is the lifeblood of the trams, but most employees have never seen where this vital resource is operated from.

Trevor Jones and the team at Carlton Control monitor the electricity supply and demand across our network.

When power needs to be isolated for safety reasons or due to an incident they can select the exact area to be turned off, leaving as many trams as possible unaffected and able to continue their journey.

As part of the first year anniversary celebrations, Michel Masson and Clement Michel joined ELT members Sozos Pavli, Mark Petale and Neil Roberts to celebrate with staff.



## A bright future for the team at Preston Workshops

The hard working team at Preston Workshops has ended the year on a high.

On the first day of summer, contractors joined Yarra Trams employees to celebrate the anniversary of the franchise and their remarkable achievement in rebranding 150 trams in just one year.

Director of Rolling Stock Phil Davrain thanked everyone at the workshops for their hard work and valued contribution to our successful first year.

The future is looking bright for the workshops with a proposed upgrade of the site being planned for completion in time for the start of the delivery of new trams.

## A night at the zoo

Thanks to everyone who came to this year's festive celebration at the Melbourne Zoo.

Against a backdrop of wonderful weather, more than 3000 staff and family members enjoyed exclusive access to the zoo.

This edition of *Update* features a selection of shots taken at the Zoo Do by photographer John Krutop.



**Tram museum gives to the kids**  
 A big thank you to the Friends of Hawthorn Depot for donating \$400 from sales of Malvern Centenary DVD's to the Royal Children's Hospital Good Friday Appeal.

The depot turned museum is home to 21 fully restored trams and is open on the second Saturday of every month between 11am and 5pm. From January to March it is also open on the fourth Saturday of the month. The depot is located on Wallan Road, Hawthorn near the intersection of Power Street and Riversdale Road.

## ELT to visit depots in 2011

As part of the regular Management Committee meetings held at different work locations next year, Executive Leadership Team members will be available to talk to staff.

Meetings will take place at all depots.

Keep an eye on *Update* and your depot notice boards for more details and feel free to join the ELT members for a chat.



**Sunday 2 January to Monday 10 January**  
 VicRoads bridge works on Wattletree Road, Malvern

**Saturday 8 January to Sunday 9 January**  
 Track renewal in Brunswick Street, Fitzroy

## Special events

Yarra Trams will be providing extra services for these events over the coming weeks:

**Sunday 26 December to Thursday 30 December**  
 Australia vs England – MCG

**Monday 27 December**  
 Melbourne Victory vs Newcastle Jets – AAMI Park

**Sunday 2 January**  
 Melbourne Heart vs North Queensland Fury – AAMI Park

**Sunday 2 January**  
 Victoria vs Queensland 20/20 match – MCG

**Sunday 9 January**  
 Melbourne Victory vs Adelaide United – Etihad Stadium



## The graduates

Sixteen new drivers are now on the road across the network after passing their final driving exams.

Congratulations to the new employees and a big welcome to Yarra Trams from all of us.



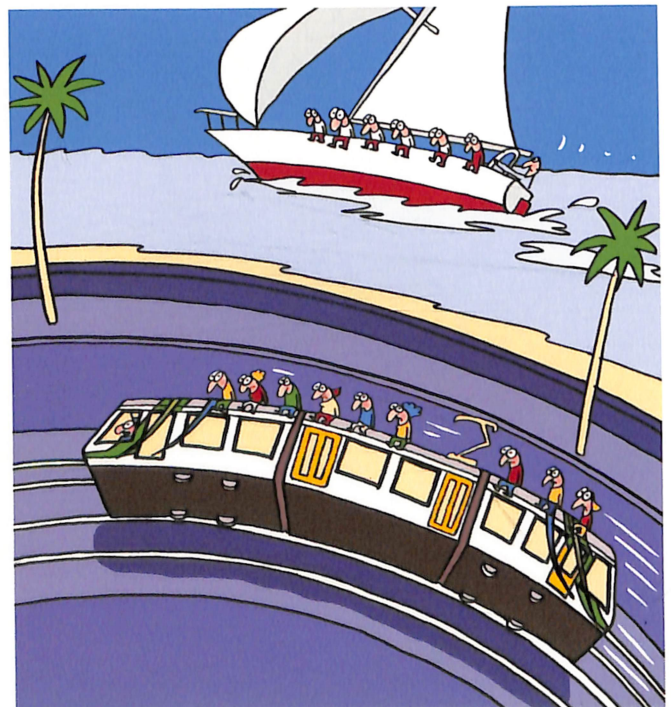
## Falls on trams

Reducing passenger falls on our trams is a key part of our Zero Harm journey.

Sometimes these falls occur when the emergency brake is applied, or when passengers don't hold on to grab bars. The

speed at which longer trams take curves can cause falls. The rear of the tram goes around a curve a lot faster than the front, elevating the risk of someone in the rear of the tram falling over.

Always observe speed limits and local speed restrictions and drive appropriately to the weather conditions.



## New Telco agreement signed

Yarra Trams has signed a new seven year agreement with VicTrack to supply data, voice and mobile phone services.

As part of the agreement VicTrack will continually expand the capacity of the data network to meet our growing needs.

Reliable and cost-effective telco services are critical to Yarra Trams operations.

VicTrack provides us with around 900 phone extensions, 320 mobile phones and 136 separate data services to offices and depots. VicTrack also manages the licences for Yarra's radio network.

VicTrack has been providing telecommunications services to Yarra Trams since 1999.



**Above:** Yarra Trams Chief Executive Officer Michel Masson signs the agreement with VicTrack Chief Executive Bob McDonald.

## Keolis receives equality award

Our French parent company has received an award for 'Professional Equality' from AFNOR, a French national body which salutes companies that promote gender equality within their ranks.

Keolis is one of the largest recruiters in France, with nearly 5000 new staff joining the company every year.

The award, celebrating the fact that nearly 40% of the company's workforce is female, is the first of its kind ever presented to a public transport company.

Women have recently joined the boards of Keolis networks in Lyon, Lille and Bordeaux.

Here in Melbourne, the chairman of KDR Victoria Linda Nicholls was chairman of Australia Post from 1997 to 2006 and has more than 30 years experience as a senior executive and company director.

**Below:** A Keolis employee on the Lyon network in France.



## Free cricket clinics for kids

Metlink and Cricket Victoria have teamed up to help children aged 10 to 14 improve their cricket skills.

Three action-packed free clinics will take the kids through some smashing drills and thrills with the DEC Victorian Bushrangers and DEC Spirit stars.

The first clinic will be held in Doncaster on Tuesday 21 December followed by clinics in Sunshine Heights and at the MCG in January.

The kids will have a hit with their heroes, take part in mini cricket matches and pick up tips and pointers on their game from some top players.

There will be spot prizes and cool giveaways and the chance to score autographs. All clinics will finish with a sausage sizzle at the end of the session.

Visit [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au) or [bushrangers.com.au](http://bushrangers.com.au) for all the details or to register your kids.

Metlink is also looking for public transport staff volunteers to help out at the clinics, so if cricket's your thing and you would like to be involved, please contact Yana Smith on 9619 5261 or email [yana.smith@metlinkmelbourne.com.au](mailto:yana.smith@metlinkmelbourne.com.au)



## Update on a break

Update will be on its summer break until mid-January when it will return fortnightly under its new name.

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