

A message from the CEO

As you know, we are celebrating a year of achievements since the KDR Yarra Trams franchise began on 30 November 2009.

My sincere thanks to you and to every member of the team for an outstanding performance.

It has been a pleasure to catch up with many of you during my visits to every depot and work location with members of the Executive Leadership Team.

During these visits a number of employees have asked about the future of Yarra Trams, following the recent State election.

Victorians have chosen a new government to lead the State for the next four years.

I often quote a famous French philosopher who stated that "the only thing constant in life is change".

However, I want to reassure you that the KDR Yarra Trams franchise continues with the same arrangements as under the previous Government.

We will work with the new Coalition team to ensure that we continue to serve our passengers and the Melbourne community.

Thank you for your continued support as we enter the second year of our journey as one team.

Michel Masson

Chief Executive Officer.

Snapshot

Punctuality – 80.92% (last November 81.73%)

Service Delivery – 99.12% (last November 99.30%)

Tram-vehicle collisions – 64 in November, 766 this year

Passenger falls – 18 in November, 163 this year

Pedestrian knockdowns – 2 in November, 45 this year

Derailments – 8 in November, 53 this year

All figures current on Tuesday 30 November 2010



We are most respected

BRW magazine has named Yarra Trams as Australia's most respected industry leader in the public transport sector.

Our CEO Michel Masson said: "This is an awesome recognition for the entire company."

We could have wished for no better gift to the team for our first anniversary. I am so proud of you all."

Below: CEO Michel Masson receives our award from Tom Brentnall, Flagship Editor of BRW and Henriette Rothschild, General Manager of Hay Group Pacific





Thierry's tales

Sharing knowledge across tram systems internationally is no easy task, but for Thierry Guinard, a safety and training senior expert from Keolis Tram and Metro Operations, it's all part of his job.

"I'm very proud to share practices and experiences about training and safety between Keolis and Yarra Trams," he said.

His recent visit included Camberwell and Essendon Depots, Safety and Environment, Human Resources, Carlton Control, Fleet Operations and Preston Workshops.

Thierry said: "I will certainly continue to support Yarra Trams and to assist with driving simulators which could really help us with the Zero Harm and Think like a passenger values".

"Yarra Trams is an amazing tram operation!"

Thierry also ran a workshop and presentation for the Operational Standards training team at Camberwell Depot.

"Thierry made a great contribution to our team meeting," said Warren Frehse, our Operational Standards Manager.

"We will be able to use many ideas in the future."

Above: Thierry (in white shirt) with staff from the training team and Senior Depot Trainers.

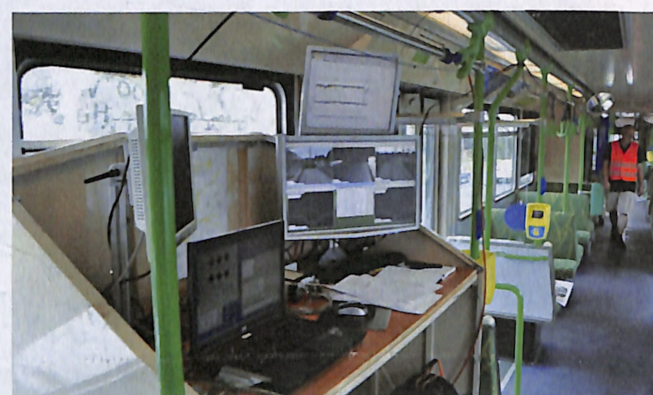
The technology tram

Yarra Trams has been using the latest scientific know-how to conduct a detailed audit of the condition of every section of track and overhead across the network.

Deutzer Technische Kohle (DTK) a German rail technology company, fitted Essendon Depot tram 2056 with an array of sensors, computers and cameras to measure a range of factors that contribute to the health of the network.

These measures include overhead alignment, height, current and voltage. Track measurements include gauge, groove depth, wear and ride quality.

By conducting this audit, we will have a list of areas to focus on as part of our ongoing maintenance regime. The data ensures key areas are prioritised based on need.



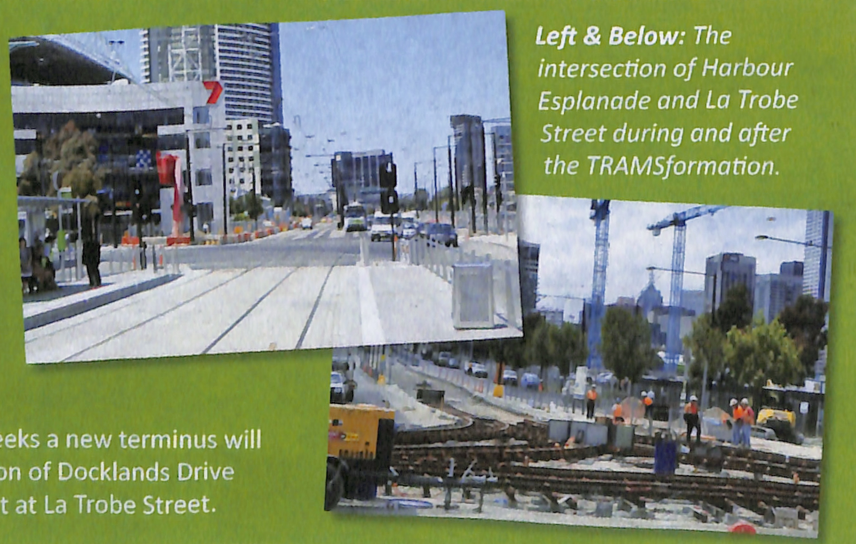
Above: Tram 2056 with computers inside and "trolley cam" on the roof.

Making tracks

Congratulations to everyone who worked on the TRAMSformation of Harbour Esplanade in Docklands.

From early on Saturday 20 November, trams have been operating on the new tracks and passengers are using the new accessible platform tram stops.

For the time being, Route 30 trams are turning left at the end of La Trobe Street and terminating outside the National Australia Bank building. In the coming weeks a new terminus will open on Footscray Road at the intersection of Docklands Drive and all Route 30 trams will then turn right at La Trobe Street.



Left & Below: The intersection of Harbour Esplanade and La Trobe Street during and after the TRAMSformation.

Free festive travel

Public transport will be free for all Victorians on Christmas Day and from 6pm on New Year's Eve to 5am on New Year's Day.

Tram services will once again run through the night to help New Year revellers make their way home from the city. More details on the all night services will be available soon.

On Christmas Day, trams will operate to a Sunday timetable and the City Circle Tram will not run. On New Year's Eve, trams will run on a Saturday timetable with increased services from 6pm. All night services will run on all routes except Routes 24, 30, 79, 82 and City Circle.

New faces

We're pleased to welcome 10 new employees to the Rolling Stock team.

The five fitters, three electricians and two body makers have come onboard to help cover an urgent need for staff during annual leave, training and in preparation for the new generation trams.

Director of Rolling Stock Phil Davrain said: "It's with great pleasure that I welcome the new members of the all important Rolling Stock maintenance department who have chosen Yarra Trams to continue their careers. I look forward to them assisting and being part of the team that works to improve the overall reliability of our trams, impressing upon our new members the importance of thinking like a passenger."

The new staff members have embarked on a 12 month training program prepared by Training and Development Officer Paul Verhoosel.

Special events

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

Wednesday 8 December
Melbourne Heart vs Newcastle Jets – AAMI Park

Saturday 11 December
Bon Jovi concert – Rod Laver Arena

Saturday 11 December
Melbourne Heart vs Melbourne Victory – AAMI Park

Wednesday 15 December
RMIT Graduation ceremonies – Etihad Stadium

Saturday 18 December
Melbourne Victory vs Perth Glory – AAMI Park



Taken for a ride

To support Melbourne's bid to host the 2016 congress of the International



Union for Conservation of Nature, Yarra Trams treated a group of delegates to a tram tour around the city.

The IUCN was founded in 1948 as the first global environmental organisation. At its World Conservation Congress, every four years, more than 3000 representatives discuss ways to manage our natural environment.

Delegates were given a guided tour around the city by Professor Rob Adams (Director Design and Urban Environment, City of Melbourne) and Customer Service Supervisor Ian Stokes, with the tram in the safe hands of Kew driver Peter Amiridis.

The next World Conservation Congress is in Jeju, South Korea in 2012

Above: Delegates, City of Melbourne staff and Peter.



Part of the Zero Harm philosophy is to look after ourselves, our work colleagues, our passengers and the general public.

Tram drivers need to be constantly on the look out for motorists, pedestrians and

anyone who might put themselves in a dangerous situation out on the network.

December traditionally sees the City and all suburban shopping strips flooded with motorists and pedestrians who are inexperienced around trams.

Please continue to be alert on the road and watch out for motorists, pedestrians and passengers who put themselves at risk of being hit and injured by a tram.



Sunday 19 December
Overhead work on Plenty Road, Preston between Tyler Street and Murray Road until 4pm.

Sunday 2 January to Thursday 13 January
VicRoads works on Wattletree Road rail bridge.

Coming in 2011
Swanston Street, Port Melbourne light rail, Church Street, Bridge Road and more.

Welcome Janine

Victoria has a new Public Transport Ombudsman.

Janine Young took up the position in August after spending five years as the deputy Energy and Water ombudsman.



The PTO is an independent body which investigates complaints which could not be resolved directly between passengers

and public transport operators. The PTO also provides independent advice and information to commuters.

A lifelong Melburnian, Janine said: "We're entering an exciting period for public transport, with the new ticketing system, new trains and trams and new operators". The new ticketing system is one of the key issues that the office is dealing with, working with operators and the Transport Ticketing Authority, to assist commuters with their transition to myki.

The office was first established in 2004 as part of the process of reuniting the separate public transport companies into single tram and train operators. It handled over 1750 cases in the 2009/10 financial year. Just 158 of these were about Yarra Trams.

One of the key functions of the PTO is to identify systemic issues within the public transport system and to provide feedback to operators so that they can enhance their processes and policies to improve customer satisfaction.

As part of their commitment to learning about the way the public transport system works, the Ombudsman and staff have spent time with our Fleet Operators and Authorised Officers.



Pedestrian safety and passenger etiquette were hot topics for members of the Tram Advisory Group (TAG) during their second meeting on Wednesday 17 November.

The TAG membership includes seven passengers who are frequent users of the Yarra Trams network, including one representative of passengers with special needs. The four employee representatives on the TAG provide feedback on behalf of Yarra Trams staff.

Your Say

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.

Howdy stranger

A reminder that nobody except employees should be on any Yarra Trams premises unless they have signed in as a visitor or they are on the contractor's register.

Recently at Glenhuntly Depot, three youths entered the shed during a Sunday and graffitied a number of trams. The intruders ran away when discovered by a Depot Starter and police are investigating the matter.

Similar incidents have occurred at other depots during daylight hours.

If you notice a stranger on Yarra Trams premises you can ask them if they have signed in. If you see intruders committing criminal activities on site, please inform your Depot Starter or FOC immediately so that police can be called.

What's in a name?

The entries for the *Update* naming contest are all in and the judges are currently debating the merits of all entries.

All entrants will receive a prize and the overall winner and their suggestion will be revealed soon.

The last edition of *Update* for the year is due out in the week commencing 20 December.

Entries have now closed for the *Amazing Bodies* competition. Winners will receive their tickets from depot marketing staff or through internal mail.



New services promotion onboard

Passengers are getting a handle on the 480 new services across the network with a range of distinctive 'hangers' inside trams. The hangers are part of a campaign which includes tram faces and promotional material at stops.

Yarra Trams recently introduced the new services to routes 19, 31, 55, 57, 59 and 82.