

As a valued Yarra Trams customer, we would appreciate your feedback on our new look.
Win a monthly Metcard



What do you think about our new trams?

- Look good on the inside? AGREE DISAGREE UNSURE
- Look good on the outside? AGREE DISAGREE UNSURE
- Security cameras are a good idea? AGREE DISAGREE UNSURE
- Comfortable to ride in? AGREE DISAGREE UNSURE
- New passenger information has improved? AGREE DISAGREE UNSURE
- Signage and Route Maps are easier to read? AGREE DISAGREE UNSURE

Do you have any comments or suggestions?

Use a separate sheet if necessary

Name:
Address:
State: Postcode:
Contact Phone Number:

Send your completed form to:
LIVERY FEEDBACK

Yarra Trams, GPO Box 5231BB, Melbourne 3001.
Five winners will be drawn at random on Monday May 1st 2000
and will be notified by mail. Good luck!

NETWORK MAP

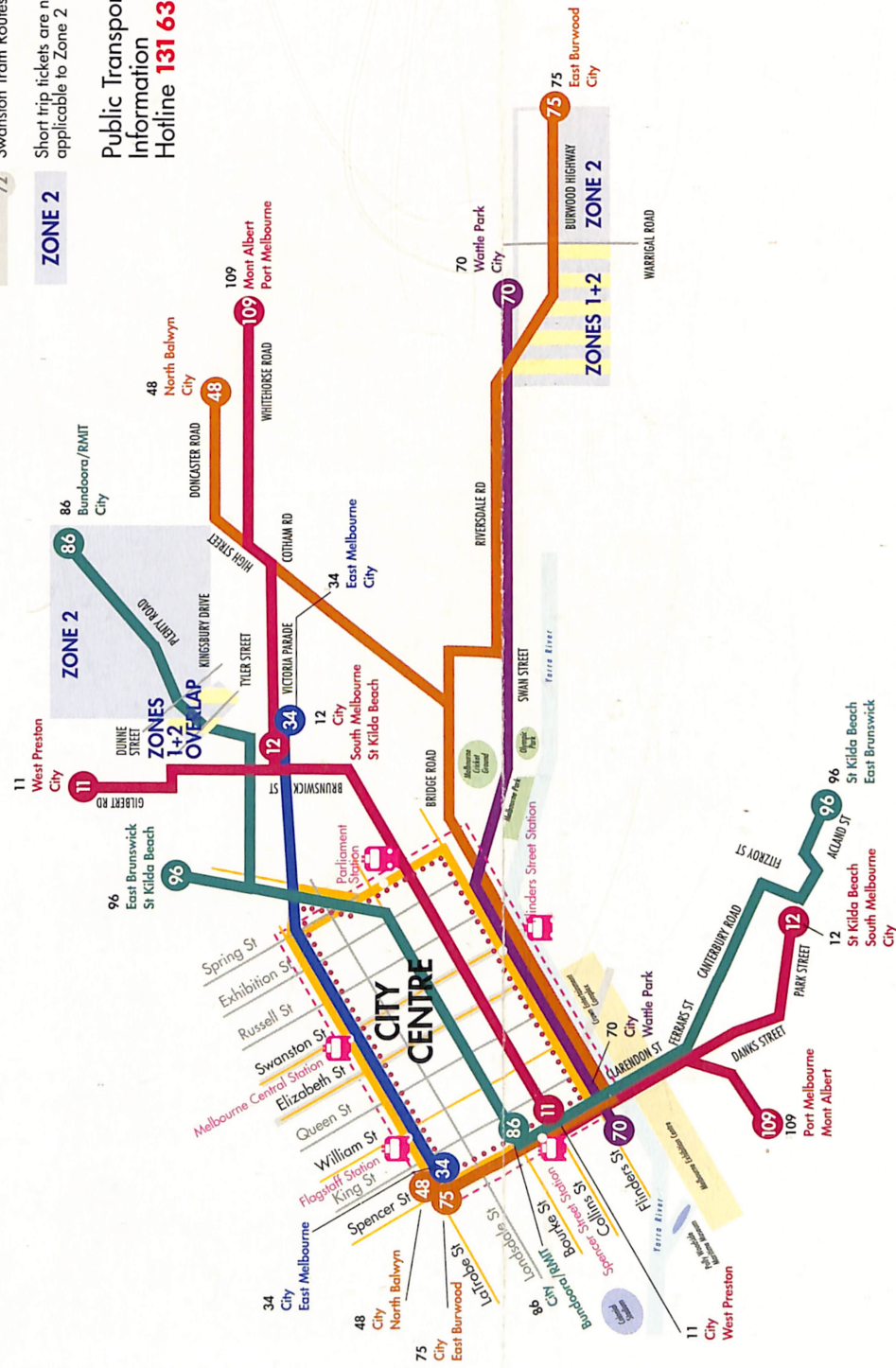
LEGEND

- 109** **86** Yarra Trams Tram Routes
- City Circle Tourist Tram
- 72 Swanston Tram Routes

ZONE 2

Short trip tickets are not applicable to Zone 2

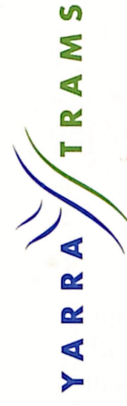
Public Transport Information
Hotline **131 638**



Yarra Trams are committed to building the best tram system in the country
and if there is anyway we can help you or if you have any questions,
please do not hesitate to call Yarra Trams Customer Service:

1800 800 166

Monday to Friday
www.yarratrams.com.au



WIN A MONTHLY METCARD

Help us to build
a better
service.



Your thoughts matter.

Recently we asked your opinion of the Yarra Trams service. The feedback we received was invaluable and has enabled us to improve design, comfort and service.

You will see the results of our commitment over the next twelve months as we continually develop and improve our service to all customers. And, this is just the first step in a series of investments.

The new trams have been designed to give Melburnians and guests to our great city, the best possible level of public transport. But what do you think?

Do you like the look of the new trams? Are they comfortable? Are they easier to use?

These are some of the things we'd like you to tell us. And to show our appreciation, we'll give you the opportunity to win a Monthly Metcard travel pass.

Read on to find out more.



The green and blue is distinctly Melbourne, representing the city's famous parks and gardens nestled against Port Phillip Bay.



The interior has been completely refurbished with new seating and the promise of the most comfortable tram ride in Melbourne.



State-of-the-art technology provides new levels of passenger information to make your trip even easier.

OUR VISION

"For Yarra Trams to be the leading transport operator in commuting, tourism and special event travel integrating Melburnians' pride for their city with pride for their trams."

Hello and welcome to the new-look Yarra Trams.

Knowing that the tram is close to the heart of every Melburnian, we have invested a lot of time asking people for feedback on a number of designs and colours - including the traditional green and gold.

Independent research was conducted, asking for people's opinions and constructive feedback. Interior and exterior concepts were tested and the winning design was considered to be modern, clean and user-friendly.

The design chosen was the overwhelming favourite. With the green of Melbourne's parks and gardens, alongside the blue of Port Phillip Bay, it's not hard to see why it was a winner.

Together with the completely updated and refurbished interior, we think Yarra Trams has ushered in a new level of style, sophistication and comfort for the future.

Not all of our trams will be changing though. In fact, our historic W class and City Circle trams will retain their authentic, historic livery. Over the next two years our fleet of A and B class trams will be refurbished, emerging proudly with the new colours of Yarra Trams.

Soon we will also have the most modern fleet with the imminent arrival of new, state-of-the-art low-floor trams in 2001.

We would love to hear what you think of our new look. Simply fill out the short questionnaire at the back of this brochure and you could win a monthly Metcard.

Steve MacDonald

Chief Executive Officer, Yarra Trams