

THE WIRE



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Changing of the guard

Yarra Trams will have a new Chief Executive Officer in 2013 as Keolis expands further into the Australia/New Zealand market.



At a breakfast gathering celebrating three years of KDR Yarra Trams as operator of Melbourne's network, Executive Chairman of Keolis Jean-Pierre Farandou announced that Michel Masson will head up an Australia/New Zealand division of Keolis which will concentrate on expanding the company's interests in the region.

Michel will become the Managing Director of this new structure which will pursue opportunities and build relationships across both countries. His new role begins on 1 February 2013 and he will remain based in Melbourne.

Chief Operating Officer (COO) Clement Michel will succeed Michel as the Chief Executive Officer of Yarra Trams. Clement has been COO since the start of the franchise in November 2009.

In announcing the change Mr Farandou was joined by CEO of DownerEDI Rail Peter Borden in congratulating Michel and everyone at Yarra Trams on the achievements of the last three years, each reiterating that they are committed to a long term partnership in Australia.

KDR are constructing and will operate the new GoldLinQ light rail system on the Gold Coast and are currently bidding to operate a large part of Melbourne's bus network.



LEFT: Clement Michel and Michel Masson with a banner celebrating many of our achievements over the last three years.

SNAPSHOT

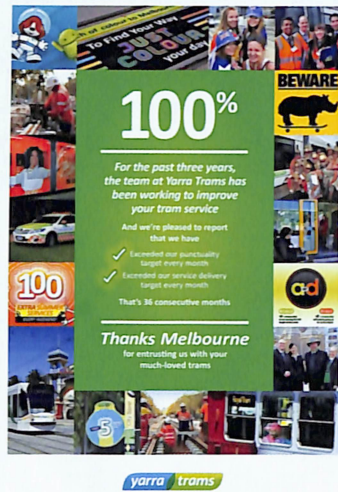
Punctuality	79.52% (this time last December 79.24%)
Service Delivery	98.95% (this time last December 98.95%)
Tram-vehicle collisions	45 this month 851 this year 78 last December
Tram-tram collisions	2 this month 16 this year 1 last December
Passenger falls	13 this month 158 this year 20 last December
Pedestrian knockdowns	2 this month 34 this year 8 last December
Derailments	2 this month 38 this year 3 last December

Figures current Monday 17 December



Celebrating three years of KDR Yarra Trams

We've got a lot to be proud of over our first three years operating Melbourne's tram network.



During his speech on the third anniversary of KDR Yarra Trams taking over the franchise of the world's largest tram network, Keolis Executive Chairman Jean-Pierre Farandou spoke of some of the major achievements since November 2009.

The list below highlights some of the many things we've done to improve Melbourne's tram network since 2009,

but there are hundreds more which you have all been a part of.

Both Jean-Pierre and Michel Masson acknowledged the role Yarra Trams staff have played in delivering a quality service for Melbourne.

Yarra Trams has exceeded benchmarks for service delivery and punctuality every month since November 2009.

Public Transport Victoria's Chief Operating Officer Norman Gray spoke about the strength of the relationship between Yarra Trams and PTV.

We have successfully negotiated the changeover from Metlink to PTV, and are working with the state on projects such as the introduction of the first 50 E-Class trams and the Route 96 Project.

During his visit to Australia, Mr Farandou also presented at the annual Australian Rail Association conference in Canberra and met with the Federal Minister for Infrastructure Anthony Albanese.



TOP: Michel Masson, KDR Chairman Linda Nicholls, Jean-Pierre Farandou, Norman Gray and Keolis International CEO Bernard Tabary.



ABOVE: Mr Farandou addresses Yarra Trams staff on our third birthday.

Here's just some of what we've achieved...

Our employees have worked on hundreds of projects since November 2009. Here are just a few that have improved Melbourne's public transport network.

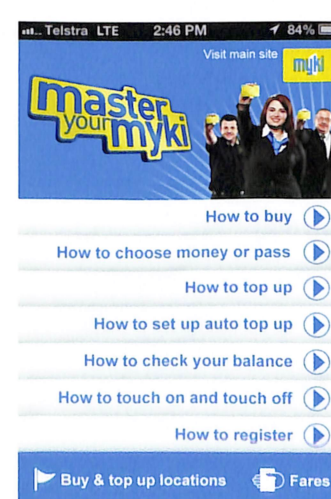
- A major overhaul of the way tram routes are numbered, eliminating 'ghost' routes and simplifying the travelling experience
- A significant reduction of power use by Yarra Trams' Information Technology systems
- An extra 64 accessible stops across the network, with more scheduled to be built
- Commencement of the Route 96 Project, in partnership with Public Transport Victoria and VicRoads
- Extra services across the network, and enhancement of Route 82 to a full time tram route
- Increased services to the beach during summer
- Introduction of a new network map with routes distinguished by colour
- Major track works including renewals on Chapel Street, Spencer Street and St Kilda Road
- New uniforms for all staff
- Reducing accidents between pedestrians and trams with the launch of the *Beware The Rhino* safety campaign
- Refresh of external tram liveries, and the introduction of new seat fabrics, including different fabrics for priority spaces
- Response Unit vehicles on the road to support drivers and passengers
- Specially commissioned external tram design for the visit of Queen Elizabeth II
- TRAMSformation internal communications campaign for the projects associated with the E Class program
- tramTRACKER for Android devices and Passenger Information Displays at tram stops
- Refurbishment of W class trams



Our very own master of myki

Glenhuntly Authorised Officer Stanley Thomson might have some trouble working 'undercover' now that he's one of the faces of the campaign to help Melburnians get used to myki.

Stanley's face (above right) is one of three from tram, train and bus operators now seen on shelter advertisements right across Melbourne, as well as on posters in trams, on the new **myki.mobi** website, and in online videos providing more information about the new ticket system.



The new website (pictured left) is optimised for mobile phones, and provides information on where to buy myki tickets, as well as how to use the system once passengers are on board trams, trains or buses.

It covers important topics such as auto top-up, checking your myki balance and how to register a card.

Passengers without smartphones who have questions about the system can call **13 MYKI (13 6954)**

French accolade for 'Very Important Employees'

Yarra Trams employees have dominated the top ten of a French government award.

Lison Casanova (Continual Improvement Engineer for Rolling Stock), Lilia Kessouar (Operations Quality Administrator) and Sylvain Eymard (Reliability Engineer for Infrastructure Management) are working with us as part of the V.I.E. (*Volunteer for International Experience*) program. This program helps French companies give people aged from 18 to 28 an opportunity to work overseas for up to two years.

Once a year French companies from across Australia gather to have their V.I.E staff recognised for their achievements.

The *Grand Prix V.I.E.* rewards the best experiences during the program and raises awareness and interest in the program to French companies in Australia.

The *Grand Prix V.I.E.* involves two steps. First, the candidates submit a report about their accomplishments and their integration into both their chosen company and Australia. Out of 30 participants, 10 were then selected to present to a panel of five senior French executives based in Australia.

Lison, Lilia and Sylvain were amongst the ten named as finalists and selected to make a presentation.

French Ambassador to Australia, Mr Stéphane Romatet, welcomed the finalists to Sydney and presented four awards, the overall first place *V.I.E Grand Prix* going to Sylvain for his outstanding work at Yarra Trams and his integration into Australian society. Sylvain blew the panel away with his presentation, and the audience were particularly impressed by our *Beware The Rhino* campaign

Sylvain said it was an honour to have his work recognised: "I am really proud to have received this award. It is fantastic recognition not only of my hard work but of the work by all the V.I.E staff at Yarra Trams including Lilia, Lison and Mathieu Giuliano from Rolling Stock Projects.

"I sincerely thank all Yarra Trams' staff for having us on board and engaging us through the 'transformation' of our world famous tram network. It is a superb experience that I am so honoured to have gone through."



LEFT: Mr Romatet (centre) with the V.I.E finalists, including Sylvain (centre in white shirt), Lison (second left) and Lilia (second right)



Yes we tram! Free travel for Christmas and New Year's Eve

Tram travel will again be free from first to last service on Christmas Day, and from 6pm New Year's Eve until the first normally scheduled services on Tuesday 1 January.

Christmas Day - Tuesday 25 December

Trams will run on a Sunday timetable with the same first and last tram times as a regular Tuesday. City Circle trams will not run.

Public transport across Victoria, including trams, will be free from first to last service.

New Year's Eve - Monday 31 December

Trams will run on a Saturday timetable with the same first tram time as a regular Monday.

Extra trams will run from 6pm, and all-night services will operate on all routes except **24, 30, 79, 82** and the **City Circle**.

From approximately 5.30pm until 2.30am on 1 January, trams will not run on St Kilda Road between the Arts Precinct and the State Library or on Flinders Street between Harbour Esplanade and Russell Street.

Route 86 trams towards Docklands will terminate at the corner of Spencer Street and La Trobe Street.

Route 55 trams from West Coburg will terminate at Stop 1 – Market Street and Flinders Street from 6pm to 2am. No trams will run on Route 55 between Domain Interchange and the city.

Public Transport Victoria is producing a booklet (pictured above) for all frontline staff to summarise New Year's public transport services as well as providing details about how passengers can get to event locations around the city.



The quest for Business Excellence

Running the world's largest tram network has its own unique challenges, and a recent series of interviews and focus groups have shown that we're on track to dealing with them more effectively.

The Business Excellence process rates an organisation's 'continuous improvement journey' and results in a comprehensive feedback report for senior managers.

The findings of the 2012 report showed that Yarra Trams has had some early successes, but that there are many lessons to be learnt.

The honest feedback from staff demonstrated that our business is driven by loyal, committed employees who demonstrate pride in their work. It also showed that the close, productive partnership Yarra Trams has with Public Transport Victoria is a productive one.

The commitment of staff to improving the business, along with a leadership team which is dedicated to helping drive change, gives us the potential to both transform and improve the network and the experience of our passengers.

Key opportunities for improvement which were identified include continued improvement in the safety field, as well as improved prioritisation of the business plan.

There is also a need for better reporting of our corporate performance and feedback to employees and strengthening of our stakeholder relations.

The Yarra Trams Executive Committee will use the findings of the Business Excellence report to improve business planning and help deliver sustainable improvement for the future.



LEFT: Our newest group of tram drivers to graduate from training. Director Human Resources Mark Petale congratulated Romeo Callejo, Dean Carron, Simon Cromie, Nik D'Silva, Lloyd D'Vas, Greg Lewis, Sharon Marshall, Liam McLaughlin, Amar Rakhra, Leonardo Rivera, John Sammut, Curtis Skinner, Kim Spilling, Pauline Tilburn and Arthur Tzilantoni, on successfully graduating as drivers.



*Donate Your
Unused Metcards*

Delivery Address:
GPO Box 4693
MELBOURNE VIC 3001

No stamp required
if posted in Australia



Public Transport Victoria
Reply Paid 4693
MELBOURNE VIC 8060

Leave nothing behind when Metcard ends

From Saturday 29 December Metcard will no longer be valid on trams, and Public Transport Victoria (PTV) is giving passengers the chance to transfer the balance of unused tickets to charity.

The 'Leave Nothing Behind' campaign fronted by Melbourne Heart coach John Aloisi is encouraging Melburnians to turn in their old tickets for a good cause as the full switch to myki approaches.

PTV will transfer the balance of all Metcards donated during the program to The Smith Family or The Big Issue. A reply paid envelope available on trams, at Premium train stations, the PTV Hub and through the two charities will allow you to send your Metcards back free of charge and nominate either or both of the charities to receive the balance of the tickets.

The campaign will be promoted online and at Melbourne Heart A-League matches.

If any of your friends or family have unused Metcards in their handbags, wallets, drawers or anywhere else please provide them with an envelope so that they can participate in the campaign. Even if it's just one trip left on a 5x Daily ticket which is being used as a bookmark, the value can be transferred to charity.

It's all about the customer!

At the end of January 2013 Yarra Trams will be welcoming a new team of "Tram Driver/Customer Service Employees" that will replace the current driver trainee structure. This change will enable us to provide new driver employees with experience in the customer service area of the business.

Information sessions have been arranged at each of the eight depots in January to provide staff with an opportunity to discuss any aspects of this new role.

Dates for depot visits will be as follows:

- Friday 4 January – Malvern Depot
- Monday 7 January – Camberwell Depot
- Friday 11 January – Kew Depot
- Monday 14 January – Southbank Depot
- Wednesday 16 January – Brunswick Depot
- Friday 18 January – East Preston Depot
- Monday 21 January – Glenhuntly Depot
- Wednesday 23 January – Essendon Depot

Route 96 project news

Consultation on the Route 96 project is continuing, and Yarra Trams staff can have their say.

The project aims to enhance accessibility, safety, reliability, tram operations and passenger comfort along Route 96 as a demonstration of what a 'premium line' looks like.

To achieve these benefits for passengers and staff the project is investigating:

- Upgrading more stops to comply with accessibility standards
- Enhancing connectivity to other public transport services, places of interest and attractions
- Full tram priority at traffic lights
- Enhanced separation of trams from other road traffic
- Associated changes to traffic conditions, including a reduction in on-street car parking, the closure of median openings and altered driveway access

PTV has divided the project into work packages which have been allocated between the project partners. Yarra Trams is responsible for:

- Blyth Street terminus, East Brunswick
- Port Junction and Stop 124
- Acland Street terminus and Stop 133

More news on our work package, and how we're cooperating with PTV and VicRoads to make it happen will be available in coming months.

The project is currently undertaking a research and consultation phase. Approximately 20,000 addresses along the Route 96 corridor will be receiving a pack from PTV outlining the project principles, including a survey to gauge public opinion about the proposed upgrades.

Yarra Trams staff are also invited to fill in the survey and to learn more about the Route 96 Project. Visit PTV's website <http://corp.ptv.vic.gov.au/projects/metropolitan-tram-network/route-96-project/> or Google Route 96 Project for more details.

Women on board

During 2012, the idea of a female employee initiative at Yarra Trams was put forward, with the goal of creating an environment where women support each other and feel positive about their roles within the company. Only 12% of Yarra Trams' workforce is currently made up of women.

With the full support of our CEO Michel Masson and the Executive Committee, a working group has been meeting regularly to build the foundations of what will be fantastic support network for women at Yarra Trams.

Some of the key objectives of the initiative include:

- Celebrating women employees, raise their profile and recognise their achievements.
- Increasing opportunities for women from all areas of the business to engage and participate in activities that bring them together to share their experiences.
- Demonstrating our long term commitment to promoting a culture with greater diversity and gender equality.

The first step in this process was a survey to all female employees seeking their feedback about the initiative in order to gauge their level of interest.

There was a great response to the survey with excellent feedback from participants. Many of the suggestions and comments will be taken onboard and will be central to the development of the women's group.

We would like to take this opportunity to thank all the women who took the time to fill in and submit the survey. We are grateful for all the feedback we have received (both positive and negative!) and we look forward to communicating the results of the survey early next year.

The official launch of the women's initiative is expected to take place in the first quarter of 2013. All employees will be invited to attend and learn about the many ideas our female employees have for a women's network at Yarra Trams.

The Malvern Depot Women's Circle proudly celebrated their first anniversary with a morning tea (pictured below) and a dinner last month. The group has raised money over the last year for a number of causes including the RSPCA and Cancer Council.



Holiday discounts for staff

Yarra Trams staff are eligible for discounts at some of Melbourne's most popular attractions.

Offers include:

- 50% discount on entry to Eureka Skydeck
- 20% discount at IMAX Melbourne on the films being advertised on the City Circle
- 20% discount and free children's admission to special exhibition nights at Melbourne Museum and the Immigration Museum
- 10% discount on entry to the Old Melbourne Gaol and Polly Woodside ship

- 20% discount at the Melbourne Aquarium
- 20% discount on family passes at Luna Park
- 15% discount on products from Lightning Ridge Opals
- 10% off at the Zoo Victoria shop

There are also discounts on shows from Tuesday to Thursday at Dracula's Theatre Restaurant and free skate hire at the Medibank Icehouse.

Remember that you must show your staff myki, and that the discounts don't apply to friends or family unless otherwise stated.

Net result

Yarra Trams computer network users will see some major changes from early next year with a new staff intranet.

Most staff now have access to our network either through their day-to-day work or on depot kiosks, and in early 2013 you'll find our intranet has been modernised to become much more helpful and easy to use.

The intranet will be called *Buzz*, and appropriately the replacement for the MSM document management system will be called *Hive*.

Depot kiosk screens will be updated to display news and information from the depot, and around the system, while those who use computers in their daily jobs will find intranet sites specifically dedicated to their area of the business.

Improvements will include better access to contact details, organisational charts and business documents as well as local and network news.

Another big change for users of our network will be the upgrade to Windows 7 and the Microsoft Office 2010 range of products.

PTV Hub on the move

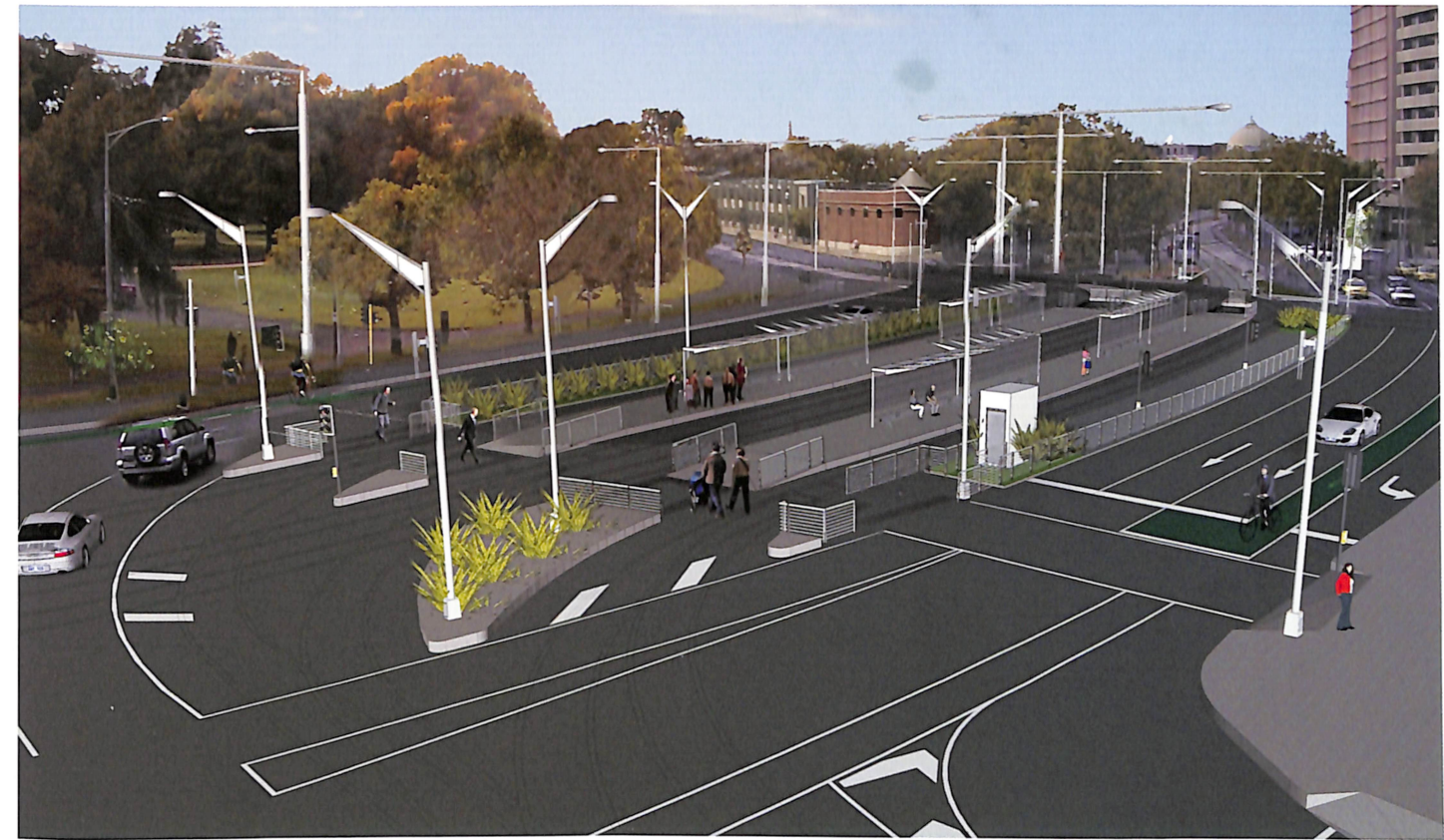
Melbourne's new 'one stop shop' for public transport information is located at Southern Cross Station.

Public Transport Victoria's 'PTV Hub' is located on the concourse at Southern Cross in place of the *myki Discovery Centre*.

The Central Pass Office and the PTV Hub at Melbourne Town Hall (formerly the MetShop) have now closed, and all employee pass or customer queries should be directed to the new Southern Cross PTV Hub.

The new Southern Cross PTV Hub is already servicing more than 2000 visitors every day.

Passengers can still call PTV for travel information on 1800 800 007 or visit ptv.vic.gov.au.



New look for Domain Interchange in 2013

One of the biggest, most important interchanges on our network will become an accessible platform stop over 12 days next Easter.

Domain Interchange, which services nine routes and over 14,000 passengers each day, will undergo a long overdue revamp. According to Manager Agency Business Unit Massoud Majidi, "the new stop will facilitate better and safer access to tram services, with the addition of two, double-sided, raised platforms and a dedicated tram track for Route 8 into Domain Road." (Refer to artist's impression above).

The major works are due to commence on Good Friday 29 March and finish on Friday 12 April.

Other improvements include new pedestrian crossings to replace existing L-shaped crossings. A new dedicated bicycle lane will be created, reducing the number of vehicle lanes alongside the stop.

Preparatory works will begin in mid-January and continue until the major works begin at the end of March. The site will be closed to all traffic for the first five days of the major works occupation. Partial road closures will then be in place for the remainder of the works.

An extensive communications campaign promoting the upgrade to the public, and educating them about how to use and access the new stop, will be rolled out from early next year. Stay tuned for further updates!

Keolis International update

The French city of Rennes has extended Keolis' contract to run public transport in the city.

The group operates bus and metro services for the city of approximately 500,000 residents in western France.

The 8.5km metro train system opened in 2002, and there are more than 50 bus routes in the city.

The new contract begins on 1 January and runs for five years. A new long term bike rental scheme will be launched to mark the start of the new contract.

It caps a successful year for Keolis, in which they were named as the future operator of the metro train system in Hyderabad, India and became the sole owner of the Syntus public transport company in The Netherlands.



Ticketing test for tram 240

You might notice something different about the tram below... it has undergone a transformation at Preston Workshops. All Metcard equipment has been removed and extra myki readers have been installed.

In the coming weeks this prototype tram will be tested on the network with staff from Yarra Trams, Transport Ticketing Authority (TTA) and Kamco (myki's designers) on board to check that all of myki's functions are working correctly.

Not only will the information gathered during the tests help TTA and Kamco to ensure everything is working as it should but we will be able to gain first hand experience of how the system behaves. This will assist in finalising training materials and driver procedures.

Changes to tram 240 include the removal of Metcard validators and Ticket Vending Machine, the installation of additional myki readers, removal of the TDKP and relocation of the myki Tram Drivers Console (TDC) closer to the driver.

Although extra myki readers have been installed throughout the tram those already in the doorways will remain where they are.

We recognise that doorway readers can cause congestion in trams as people stand on steps while trying to touch on, but the positioning of the readers has been determined by the Government in consultation with many stakeholders.

As Melburnians becoming increasingly familiar with myki, more will realise they can 'touch on' further inside the tram. Drivers can help by making polite public announcements reminding passengers that they don't need to touch off unless their entire trip is within Zone 2.



Metcard memories

Malvern Customer Service Employee Michael Sainsbery knows what it's like to help introduce a new ticket system.

From November 1997 to April 1998 Michael worked as a Metcard Customer Service Host, helping passengers learn how to use Melbourne's first automatic ticketing system.

The 'hosts' were very distinctive in their bright red jackets, and their role was similar to today's myki mates who are roving the network teaching passengers how to use the system.



Michael compares his role in familiarising passengers with Metcard during 1997/98 with the myki education he gives out in his current job.

"Passengers were initially asking lots of questions and needing to understand how the new system operated. We now know that Metcard became a very successful ticketing system" he says.

At the conclusion of the Metcard rollout, Michael was given a commemorative 'key' to thank him for his role. Nobody could have seen then that it would be another 'key' which would ultimately replace Metcard!



TOP: Seeing red. Michael in 1998.

ABOVE: The limited edition Metcard Key



Enjoy the festive season responsibly, but remember the '3 Zeros rule'

Zero alcohol + Zero illicit drugs = Zero Harm

December is a busy month for catching up with family and friends, but remember - Yarra Trams takes rules about alcohol and drugs seriously.

As outlined in the Yarra Trams Drug and Alcohol Policy, we are committed to a zero tolerance approach to alcohol and illicit drugs in the work environment and will take all practicable steps to ensure that anyone reporting for or on duty will be unimpaired by alcohol or drugs.

Prescription medication can also impair your ability to work safely, and it's important for your doctor or pharmacist to know this when prescribing medications. All staff will soon be provided with a pocket card entitled *Drug Controls for Rail Safety Workers*. Please keep this with you and present it during your next visit to the doctor or pharmacy.

It is the responsibility of every employee to ensure that when they report for work or are on duty they have a blood alcohol level of zero, are not under the influence of illicit drugs and are not impaired by prescribed drugs or medications.

If in doubt discuss with your manager know before you start work.