

THE WIRE

yarra trams

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New stop proves popular

The new Domain Interchange is now open, and early reviews from the travelling public indicate that it's a success.



LEFT: Clément and Minister Mulder launch the new stop. More photos inside.

Minister for Public Transport Terry Mulder joined Chief Executive Officer Clément Michel and employees from across Yarra Trams, with a strong media contingent present, for the official reopening of the stop on the morning of Friday 12 April.

To thank all the passengers who were inconvenienced by the major works we handed out muffins and pastries as they entered or exited the stop.

In order to help passengers get used to the new layout Customer Service Employees will be deployed at the stop for the next few weeks.

One of the big tests for the new layout was the return of school students the following Monday. See page four for pictures of the innovative way we helped deliver the safety message to school kids.

The first passengers to use the stop on Friday morning said it was a vast improvement over the old one which had been there almost untouched for more than 20 years.

Over 14 days of main works more than 1,600 cubic metres of concrete were poured, and 1.1km of track as well as 1.4km of overhead cables were renewed.

Finishing touches will be put on the stop over the next few weeks. If you have any feedback about the new Domain Interchange please submit it through your manager.

Other major renewal works scheduled for the next few months include the Collins Street Extension in Docklands, Gertrude & Smith Streets, Elizabeth Street, Dandenong & Wattleree Roads and Chapel & Carlisle Streets.

SNAPSHOT

Punctuality	82.03% (this time last April 81.36%)
Service Delivery	99.28% (this time last April 99.23%)
Tram-vehicle collisions	40 this month 77 last April 246 this year
Tram-tram collisions	1 this month 6 last April 4 this year
Passenger falls	14 this month 10 last April 58 this year
Pedestrian knockdowns	1 this month 5 last April 5 this year
Derailments	1 this month 3 last April 11 this year

Figures current 22 April 2013

Welcome to the new Domain



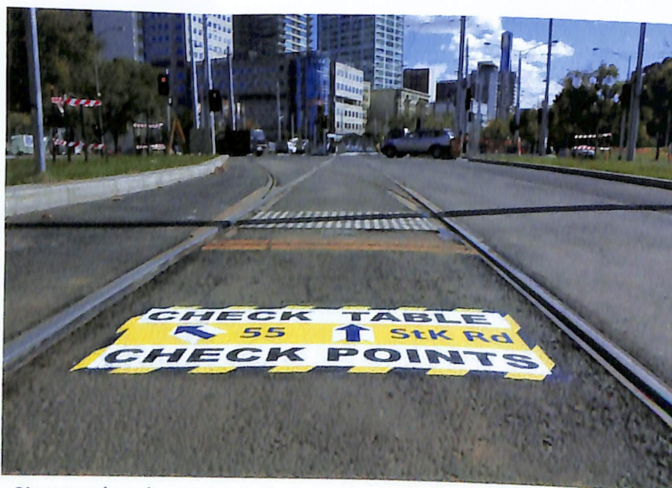
The view looking southbound down St Kilda Road on the first morning of the new stop. Safety barriers have been installed in between tracks to deter pedestrians from making risky crossings between trams.



Clément Michel and Terry Mulder in front of the historic Bundy Clock, restored and on display at the stop.



Kathy Lazanas, Corporate Affairs & Stakeholder Relations Manager puts a smile on the face of passengers.



Signage has been installed on the road towards Domain Interchange to help drivers find their way. A notice is on display at depots with more information.

Judy Chung @judyschung
@yarratrams handing out croissants and muffins at the new domain interchange.. Talk about customer service!

Anna Zil @Ankazil2
Well done @yarratrams. #domain interchange opens as planned. Nice touch with those pastries!

Rod Zlonzak @r2lonzak
The new domain interchange looks awesome. Well done @yarratrams

Some of the positive comments on Twitter about the opening of the new look stop.

It's all part of the plan



Yarra Trams' 2013-16 Business Plan has been released, and all employees will play their part in the future success of Melbourne's trams.



Yarra Trams' journey of TRAMSformation is entering a new phase with further changes to the business structure giving all employees the systems and managerial support they need to succeed.

Melbourne's trams are part of the community. As the environment around us changes, including significant increases in tram patronage, the way we work also has to change and adapt.

Chief Executive Officer Clément Michel and the Executive Team have launched the plan for the next four years of Melbourne's tramways.

The changes are intended to help all functions achieve our vision of transforming Melbourne's tram network into a modern light rail system offering a world class service to all our passengers.

It will also help us meet our five corporate objectives and live our core values of Zero Harm, Continuous Improvement and Think Like a Passenger.

These changes are not required because the effort or work of our employees is below standard. We recognise the effort and pride that exists in our workforce.

All employees deserve effective leadership at all levels of the organisation to enable them to produce their best work and for that work to have effective results.

All employees have received a guide of the new business plan and should raise any questions they have with their manager.

Each function is committed to creating systems and processes that will help you work more efficiently and effectively. You will be hearing more about these systems and how they affect your function in the weeks and months to come.

What you will notice is that our commitment to safety will not change. Our commitment to Continuous Improvement will not change. And our commitment to Think Like a Passenger will not change.

If you haven't received a copy of the Business Plan 2013-16 summary please ask your manager for one. It's vital that all employees understand where KDR is taking the business and how we intend to start achieving our vision to create a world class network for our passengers and for Melbourne.

A mobile message

Accident hotspots are being targeted by our new 'mobile' Beware The Rhino display.

The display reminds motorists of the part they have to play in reducing the number of collisions between their vehicles and our trams.

We can't always rely on the motorists to do the right thing, so if you're in control of a tram remember to drive defensively, and try to anticipate when road users are about to cross the yellow line or turn without looking.



If you haven't seen the new Rhino ad yet visit yarratrams.com.au and click on the *Rhino returns for road safety* link at the top of the page.



A new director to head a new function

Yarra Trams welcomes the creation of the Business Performance & Continuous Improvement (BPCI) function, and its director Russell Lane.

BPCI is the function tasked with creating and improving the systems to help us achieve the objectives set out in the 2013-16 Business Plan.

It's a big job, with a number of systems and new processes due to be delivered this year, but Russell is the man for the job with over 20 years' experience in strategic and operational leadership roles.

Most recently Russell was the Australian Chief Operating Officer of the global accounting and advisory firm Moore Stephens. Prior to this he ran consulting businesses both locally and internationally, including working for more than 10 years at General Electric. Russell will be based at EROC.

Something funny is happening on trams

Nova 100 FM is celebrating the Melbourne International Comedy Festival with a series of 'pop-up' comedy gigs on trams.

Comedians including Nath Valvo, Daniel Oldaker and Hayman Kent were invited to perform a 'surprise' comedy gig on a tram.

Did these skilled performers win over our passengers in a few short stops or did it end in disaster? You can see for yourself at:

www.novafm.com.au/micf2013



The quick and the (un)dead

Students from Mac.Robertson Girls' School received a spooky safety message about the new Domain Interchange from a pair of 'zombies'.

Recognising that the school, with almost 1,000 students, was a primary stakeholder for the new stop our Community Marketing team engaged students from the school to develop a safety message.

A group of Mac.Robertson girls came up with the slogan *Don't be a zombie around trams*, and displayed it around the school in the weeks before construction began and the stop was opened.

Feedback about the safety initiative was positive, with students from both Mac.Robertson and other local schools heeding the message.

Presentations about tram safety were also made in school assemblies and in classrooms before the 'zombie invasion' on Monday 15 April.



ABOVE: CSE Michael Sainsbery strikes a pose with the zombies.

On the hunt for volunteers

Public Transport Victoria is seeking Yarra Trams employees to help out at the Great Transport Race finals.

The annual event gives schoolchildren from around the state the opportunity to use public transport as part of an 'Amazing Race'. Remaining events are on Tuesday 7 and Thursday 9 May (at St Kilda Town Hall) and Tuesday 21 May (Etihad Stadium).

Staff are welcome to volunteer by contacting Adam Woolcock (adam.woolcock@yarratrams.com.au or 9619 3327), but please note all volunteer shifts must be done in your own time or by prior arrangement with your manager.

Turning training into safe driving habits

Drivers at Malvern Depot are learning that there is more to a PLD than having a day off.

Senior Depot Trainer, Malvern Depot, Cecil D'Rozario, has been reinforcing defensive driving rules. And the new PLD is **points, lights and distance**.

"The presentation is covered in the day two refresher for drivers," said Cecil.

"It is aimed at preventing tram to tram and vehicle collisions, derailments, passenger falls, pedestrian knockdowns, and going off-route".

The combined efforts of all at Malvern Depot have started a downward trend.

Manager, Operational Training, Warren Frehse, said that before the initiative, there were 124 incidents, and over the same eight-month period during the initiative this was reduced to 90.

"We aim to target training specifically to assist our drivers develop safety behaviours that also become safe driving habits," he said.



ABOVE: Cecil in the classroom, demonstrating his new PLD method.

Your Say

To provide your feedback or submit news to *The Wire* email thewire@yarratrams.com.au