

THE WIRE

yarra trams

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Star power for the Open

Passenger Satisfaction

Defending champions Novak Djokovic and Victoria Azarenka launched the Australian Open on board one of our trams.



It was Djoker in the driver's seat as Novak's first request was for a chance to hit the gong!

By the time the tournament ends we'll have run more than 8,600 extra services between the city and Melbourne Park.

It's not just operational employees working directly on the event that help make the Grand Slam of Asia/Pacific one of Melbourne's biggest events, over 200 people from many functions within Yarra Trams work on the event every year.

As drivers or customer service team members know, when a big event like this hits town you're a tour guide wherever you go, providing information not only about trams but directions to hotels, restaurants and local attractions.

Last year we provided a record 400,658 passenger journeys to or from the event, a rise of three per cent on the previous record set in 2012.

Tram shuttles run every 1 to 3 minutes, and as usual we're going until one hour after the conclusion of play every night.

At some point during the event the five millionth person will catch a tram since tennis specials started in 1999.

Any passenger with a ticket for the tennis can travel on Route 70 or a tennis shuttle for free on that day.

Australian Open accreditation holders are eligible for free travel on any tram across the network but must have a valid myki to use trains or buses.

TOP LEFT: Trophies on trams. Photo by Ben Solomon, Associated Press.

ABOVE: One of the legends of the game meets.... Novak Djokovic! Camberwell Driver Geoff Akero gave the grand slam champion a chance to live his dream!

TOP: White glove treatment for the all important trophies on the way to the draw.

Happy New Year!

- Passenger Satisfaction
- Operational Performance
- People & Leadership

Thanks to everyone who helped keep trams moving throughout the night during New Year's celebrations.

In addition to the thousands of hours of work put in throughout 2013 in to plan the event, there were still hundreds of employees around the network helping huge crowds move in and out of the city.

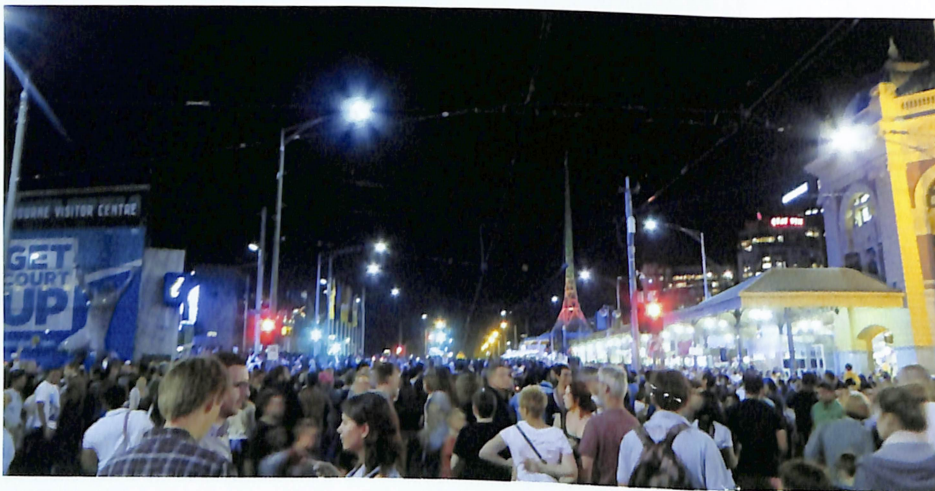
With all-night services keeping the public on the move many of you were kept busy right through until the start of regular services on Wednesday morning, where we started another year of operating the world's largest and most complex tram network.

Chief Executive Officer Clément Michel said: "Thanks to everyone who worked on New Year's Eve, it's a night where as well as the celebrations a lot of eyes are focused on public transport and we truly played our part in helping deliver a successful night for Melburnians."



If you weren't watching the television coverage of the new year celebrations you might have missed CSE Michael Sainsbery's appearance as part of the Channel 7 countdown to midnight.

The next big 'all night' event involving trams isn't far away - the second White Night festival will be held on Saturday 22 and Sunday 23 February.



ABOVE: The reason we don't run trams through the intersection of Swanston Street and Flinders Street on New Year's Eve! Photo by Andrew Scanlan

Keolis Success in the U.S

The group has won a major passenger rail contract in Boston.

On Wednesday 8 January the local department of transport unanimously voted in favour of Keolis' bid and awarded them an initial eight year contract beginning on July 1 2014.

Boston's train network has 13 lines, serving 134 train stations over 1000 kilometres of track. It transports 36 million passengers every year.

The company will operate train services elsewhere in the state of Massachusetts as well as the adjoining state of Rhode Island.

This decision doubles the rail operations of Keolis in America. They already run the Virginia Rail Express passenger train which services Washington DC and surrounding areas.

Some things to look forward to in 2014

- Safety & Environment
- Passenger Satisfaction
- Operational Performance
- People & Leadership
- Value for Money

2014 is promising to be another huge year, here's just some of the things we've got coming up between now and December 31.

- Major renewal works on the Victoria Street, Richmond bridge
- Australian Open tennis
- Timetable and network upgrades
- The ongoing qualification period for E-Class trams
- Formula One Grand Prix at Albert Park
- The conclusion of the B-Class capacity upgrade program
- The introduction of extra handholds and stanchions to Z-Class trams
- Further progress on the Preston Workshops redevelopment program
- The introduction of our first driver simulators
- ... and more!

New look for a popular route

- Passenger Satisfaction
- Operational Performance

From Australia Day we're boosting services to Docklands by making changes to Route 75.

Route 75 will run from Vermont South to Etihad Stadium Docklands via Bridge Road and Harbour Esplanade.

Instead of turning right at Spencer Street, trams will continue straight along Flinders Street and into Docklands.

There will also be an updated timetable for Route 70 and 75 trams.

There are also timetable updates for routes 11, 24, 31, 48, 109 and 112 on the same day.

Route 24 will be extended to Etihad Stadium Docklands.



Five star fleet

- Safety & Environment
- Passenger Satisfaction
- Operational Performance

All five of the first 'class' of our new trams are now on the road.

Trams 6004 and 6005 were a new year's present to the passengers along Route 96 when they began operating on the afternoon of Thursday 2 January.

Now that the last tram has gone into service a 'qualifying period' begins where they will be monitored by Yarra Trams and Bombardier.

When the qualifying period is concluded and all the appropriate stakeholders are satisfied with the state of the fleet Bombardier will start delivering the next 45 trams of the Victorian Government's original order.

There are currently two D-Class trams operating from Brunswick Depot as part of the tram cascade plan.

ABOVE: Photo by Liam Davies

Super Saturday

- Passenger Satisfaction
- Operational Performance

If you were at work on Saturday 4 January, then you were part of something special.

It was the first time since 2004 that punctuality for the whole network has exceeded 90 per cent on a single day.

Even allowing for the reduction of traffic caused by the holidays and the end of the Christmas shopping rush it was still a big achievement for a network which shares 80 per cent of its road space with other vehicles.

However, there is room for improvement. Even on the record setting Saturday we lost six per cent due to early running (between one and two minutes early). This is within our control, and can help provide more punctual services to our passengers. Remember the 50/50 points!

In recent years the first Saturday of the year has seen punctuality of 81.80 (2009), 86.21 (2010), 80.53 (New Year's Day 2011), 84.43 (2012) and 85.95 (2013), so a result of 90.49 per cent was a big boost and a great result for everyone who worked on the road and behind the scenes to deliver it.

A few days later on Tuesday 7 January we achieved our first similar weekday result in the same time-frame - with 90.37 per cent punctuality. Two great results to open 2014!

We're on track

- People & Leadership

The results of the third Yarra Trams employee survey are in, and they're showing an ongoing positive trend for both employee engagement and perception of safety.



The results show that improvements in structure, systems and focus on managerial leadership are having a positive effect on the working environment for our people.

All questions showed a positive trend or increase from the last survey.

Manager, Talent & Organisational Development Robert Anderson said: "It's clear from the results that we have a passionate workforce who are proud to work for Yarra Trams. We need to continue to focus on our strengths and improve in the areas identified so we can further improve the ability of our people to do their best work."

The results will feed in to the business planning process and the survey results for your area of the organisation will be made available to you by your manager.

The five highest scoring safety statements were:

- My safety is more important to me than getting the job done
- I am aware of the procedures to do my job safely
- People here wear their 'Personal Protective Equipment' (PPE) when they are supposed to
- Managers give a high priority to safety
- Safe work practices are followed throughout my work

The five highest scoring culture statements were:

- I enjoy the type of work I do
- I understand how I can make a difference to the passengers in my daily work
- My manager promotes the company's goals
- I am proud to work for Yarra Trams
- My work gives me a feeling of personal accomplishment



Protect and serve

People & Leadership

Former Glenhuntly Depot Authorised Officer Daniel Oakley has taken the next step in his law enforcement career.

After seven years with Yarra Trams Daniel might no longer be patrolling trams, but he'll be staying involved with public transport as one of Victoria's newest Protective Services Officers (PSOs).

Daniel Ravells, his former colleague at Glenhuntly, says that while Daniel will be missed at the depot that "we are all proud of his achievement."

PSOs patrol train stations at night to improve safety for passengers, as well as locations such as Parliament.

ABOVE: Daniel (centre) with his former Glenhuntly teammates Jeremy Arulkadacham, Suzanne Joseph, Jamie McCracken, Daniel Ravells, Ashok Perera and Tracey Benson.

Your say for the new year

2014 is the fifth year of *The Wire*, and your contributions from around the world of Yarra Trams are appreciated.

We're also interested in your feedback:

- Is there anything you'd like to see more of in *The Wire*?
- Would you like to contribute a story from your workplace?
- Do you have any photos showing life at your work location which are suitable for *The Wire*?
- Has your team worked on a successful project that you'd like to tell the rest of the business about?

You can provide your feedback or submit news to *The Wire* email thewire@yarratrams.com.au or send internal mail to *The Wire* at Head Office.

All submissions will be considered but unfortunately we are unable to publish everything received.

Striking a pose

Passenger Satisfaction



A special appearance by a new Melbourne icon lit up this year's Midsumma Carnival at the Alexandra Gardens.

As part of our stall at this year's carnival a Yarra Trams photobooth allowed revellers to grab a prop, dress up and get their picture taken alongside the new E-Class tram.

Hundreds of people took the opportunity to put themselves in the picture, with long queues throughout the day.

Everyone who took the photobooth challenge scored a Yarra Trams showbag to say thanks. Many images were also shared to Facebook and Twitter, providing extra promotion for the newest tram in our fleet.

Yarra Trams is a proud sponsor of Midsumma. The annual festival celebrates Melbourne's Gay, Lesbian, Bisexual, Transgender and Intersex communities as well as their friends and families.

ABOVE: Yarra Trams employees demonstrate how it's done in the Midsumma photobooth.

Good news for our online community

Passenger Satisfaction

Tram disruption information is now being provided on Twitter from 7am to 11pm daily.

We've been using the popular social network to provide travel information for more than two years, and extending our service to cover evenings and weekends is a welcome improvement for passengers.

Disruption and travel updates are provided by the communications and passenger information teams using information provided by the Operations Centre.

Passengers can follow our updates by following the [@yarratrams](https://twitter.com/yarratrams) account.

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