SWANSTON
SYSTEMS

THE OPERATIONAL PERFORMANCE REGIME

MALVERN DEPOT INFORMATION SESSION

1. CONTENT

1.1 Duration: 30 minutes

1.2 Objectives

At the end of this session drivers should be able to:

Define the OPR
Explain how the OPR work
Explain the drivers' responsibility
Identify timing points on their routes

2. BACKGROUND

The Operational Performance Regime (OPR) is a system designed to measure our actual performance against our time tabled service. It is a government initiative which is monitored by the Department of Infrastructure and applies across the entire tram and metropolitan train network.

3. HOW DOES IT WORK?

There are usually five "Timing Points" on each route, including each terminus. Trams are monitored by the AVM for late and/or early running at these points. Drivers should go by the AVM time. Trams are monitored on their departure time from these points.

Cancellations and short shunts are also monitored.

Where services are:

- Cancelled
- Do not reach the terminus
- Run early
- Run late
- Taken out of service

Swanston Trams incurs a penalty which is measured in "passenger weighted minutes".

If these passenger weighted minutes are higher than a set target, Swanston Trams incurs monetary penalties.

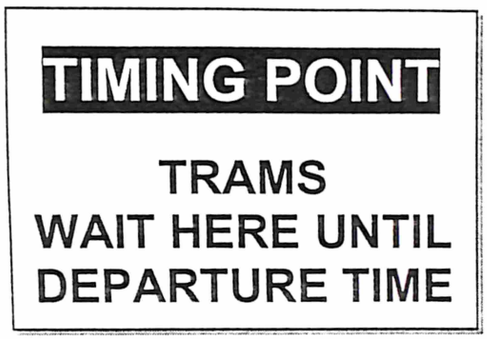
4. YOUR ROLE

You have a very important role to play in ensuring the success of Swanston Trams by:

- running your tram out on time
- picking up on time
- signing your tram off accurately to enable any defects to be rectified. This ensures a full compliment of trams to run the advertised service
- running to time
- when you are Car Out open TDKP before running out of the depot
- when you are Car In do not close TDKP until you have run in
- Notifying Fleet of any delays

Notes:

5. TIMING POINTS



There are usually five (5) timing points on each route, including each terminus.

- Point 1 is checked for departure
- Point 2 for early running
- Point 3 for early & late running
- Point 4 for late running
- Point 5 for validating arrival

Route 5 City to Malvern

UP

1. Wattletree/Burke
   checked for departure
2. Glenferrie/Wattletree
   checked for early running
3. Domain/St Kilda
   checked for early & late running
4. Queensberry/Swanston
   checked for late running
5. Melbourne University
   checked for validating arrival

DOWN

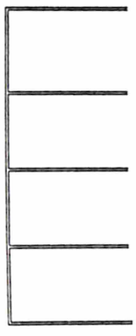
1. Melbourne University
   checked for departure
2. Queensberry/Swanston
   checked for early running
3. Domain/St Kilda
   checked for early & late running
4. Glenferrie/Wattletree
   checked for late running
5. Wattletree/Burke
   checked for validating arrival

Route 5S Yo-Yo

UP

1. Wattletree/Burke
   checked for departure
5. Orrong/Dandenong
   checked for validating arrival

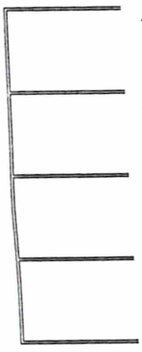
DOWN



1. Orrong/Dandenong
   checked for departure
5. Wattletree/Burke
   checked for validating arrival

Route 6 City - Glen Iris

UP



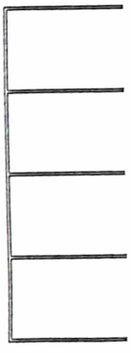
1. High/Malvern
   checked for departure
2. Tooronga/High
   checked for early running
3. Domain St Kilda
   checked for early & late running
4. Queensberry/Swanston
   checked for late running
5. Melbourne University
   checked for validating arrival

DOWN

1. Melbourne University
   checked for departure
2. Queensberry/Swanston
   checked for early running
3. Domain St Kilda
   checked for early & late running
4. Tooronga/High
   checked for late running
5. High/Malvern
   checked for validating arrival

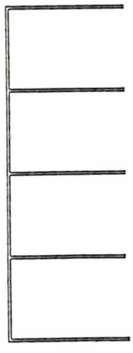
Route 8 City - Toorak

UP



1. Toorak/Glenferrie
   checked for departure
2. Orrong/Toorak
   checked for early running
3. Domain/St Kilda
   checked for early & late running
4. Queensberry/Swanston
   checked for late running
5. Melbourne University
   checked for validating arrival

DOWN



1. Melbourne University
   checked for departure
2. Queensberry/Swanston
   checked for early running
3. Domain/St Kilda
   checked for early & late running
4. Orrong/Toorak
   checked for late running
5. Toorak/Glenferrie
   checked for validating arrival

Route 16 City - St Kilda Beach

UP

1. Acland/Barkly
   checked for early departure
2. Acland/Carlisle
   checked for early running
3. Domain/St Kilda
   checked for early & late running
4. Queensberry/Swanston
   checked for late running
5. Melbourne University
   checked for validating arrival

DOWN

1. Melbourne University
   checked for departure
2. Queensberry/Swanston
   checked for early running
3. Domain/St Kilda
   checked for early & late running
4. Acland Carlisle
   checked for late running
5. Acland Barkly
   checked for validating arrival

Route 69 Kew - St Kilda Beach

UP

1. Cotham/Glenferrie
   checked for departure
2. Glenferrie Station
   checked for early running
3. Hawthorn/Dandenong
   checked for early & late running
4. Carlisle/St Kilda
   checked for late running
5. Carlisle/Acland
   checked for validating arrival

DOWN

1. Carlisle/Acland
   checked for departure
2. Carlisle/St Kilda
   checked for early running
3. Hawthorn/Dandenong
   checked for early & late running
4. Glenferrie Station
   checked for late running
5. Cotham/Glenferrie
   checked for validating arrival

Route 72 City - Camberwell

UP

1. Cotham/Burke
   checked for departure
2. Camberwell Station
   checked for early running
3. Commercial/Chapel
   checked for early & late running
4. Queensberry/Swanston
   checked for late running
5. Melbourne University
   checked for validating arrival

DOWN

1. Melbourne University
   checked for departure
2. Queensberry/Swanston
   checked for early running
3. Commercial/Chapel
   checked for early & late running
4. Camberwell Station
   checked for late running
5. Cotham/Burke
   checked for validating arrival

6. COMMONLY ASKED QUESTIONS

How are the penalties calculated?

Penalties apply for

- Cancellations
- Short Shunts
- Early Running
- Late Running

They are calculated using passenger weighting, the portion of a trip not completed and the number of minutes either early or late. We have been set a target and penalties apply after we go over the target.

How does this affect me?

By running to the advertised timetable we increase passenger satisfaction and build confidence in Swanston Trams. This translates into increased patronage and enables Swanston Trams is to grow as a business with service improvements, increased investment in staff, amenities and facilities.

How are trams monitored?

Most routes have 5 timing points. Each time a tram passes a timing point the AVM registers the exact departure time.

What can I do?

- Sign On at the correct time
- Run out on time
- Pick up on time
- Check table against AVM time along route and at timing points
- Sign off trams accurately
- Use the AT system correctly
- Report delays to Fleet

What about the running times?

New rosters have been developed and signed off. They are now with the Department of Infrastructure for approval.

Why can't we get short shunts anymore?

When a tram is turned short of its' destination a double penalty is incurred as the tram has failed to complete both the up and the down trip.

Why can't some of the timing points be changed?

The Timing Points have been determined by the Department of Infrastructure and at this stage, cannot be changed.

Notes:

EXERCISE 1

EXERCISE 2

EXERCISE 3