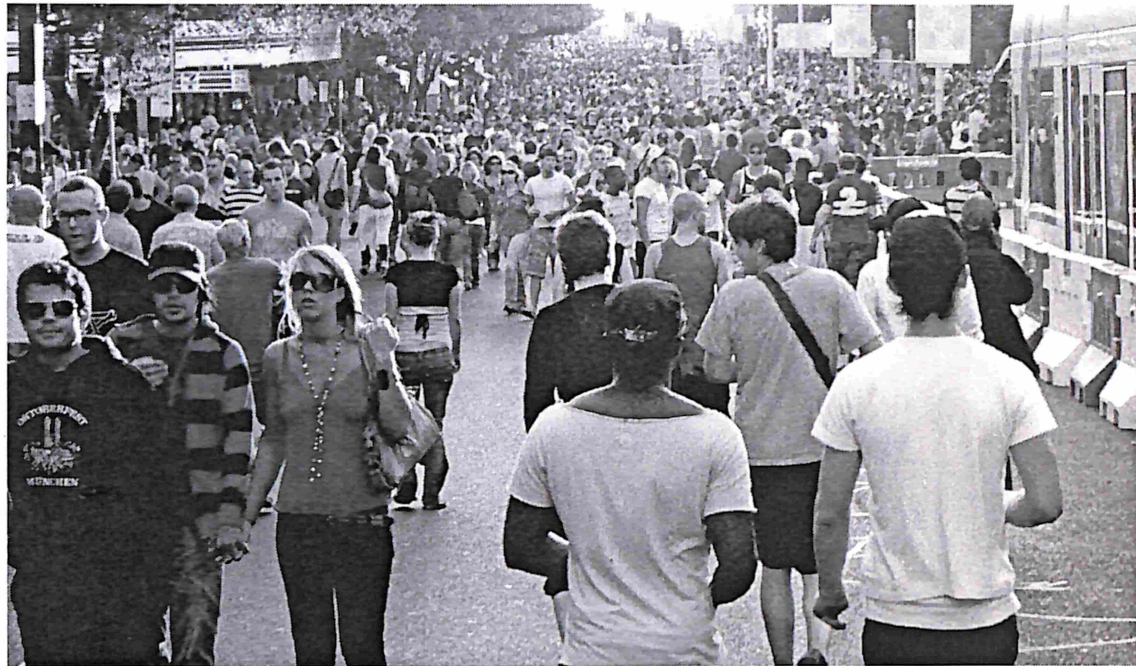


# *yarra* *trams*



OPERATIONS PLAN

ST KILDA FESTIVAL

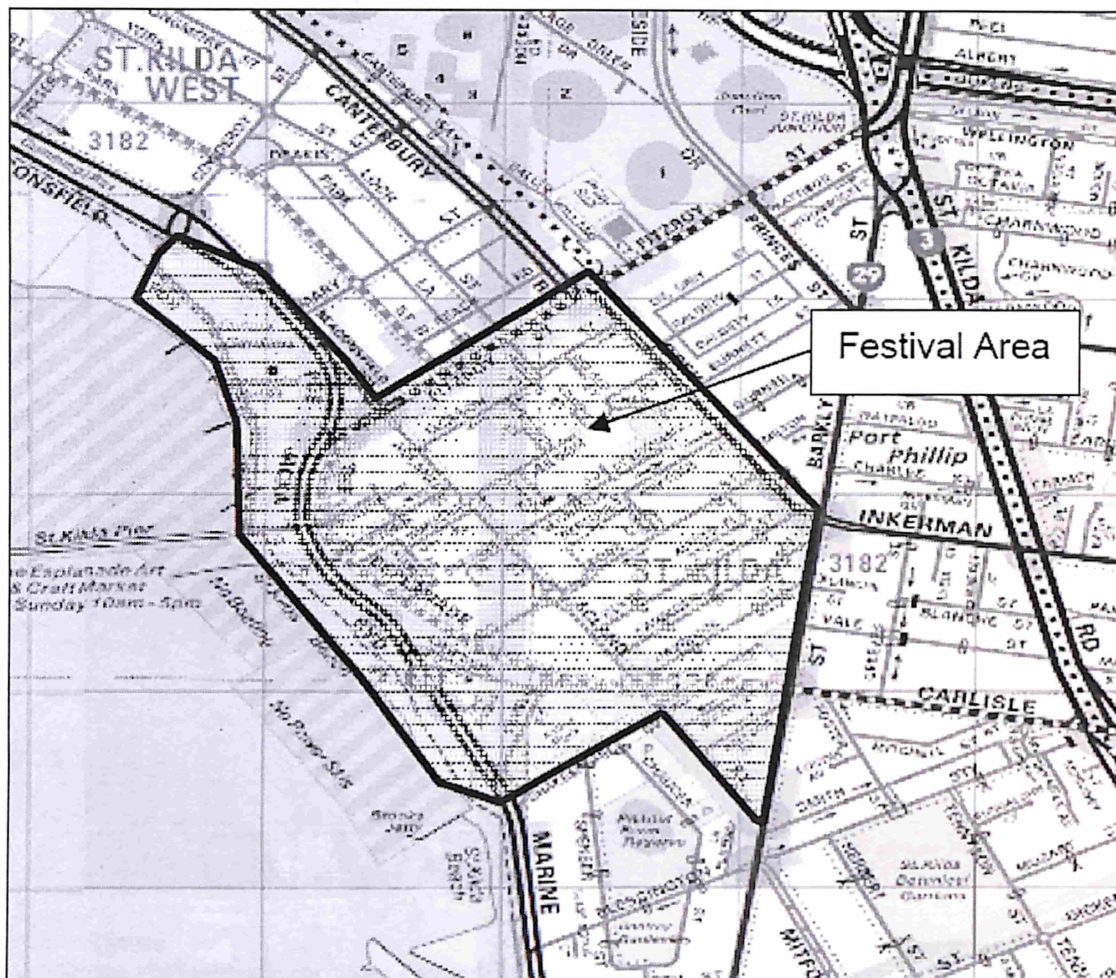
SUNDAY 14<sup>th</sup> FEBRUARY 2010

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## I. Event Overview

- A crowd of over 400,000 people are expected to attend the festival throughout the day.
- This is the largest single day event for Yarra Trams in terms of passengers carried, and is bigger than any single day of the Grand Prix.
- The St. Kilda Festival comprises various activities that take place in the area outlined on the map below, with emphasis on Fitzroy Street, the Esplanade, Acland Street and the foreshore.
- Passenger Counting Staff will be at each temporary terminus (including route 112) for the duration of the Festival.





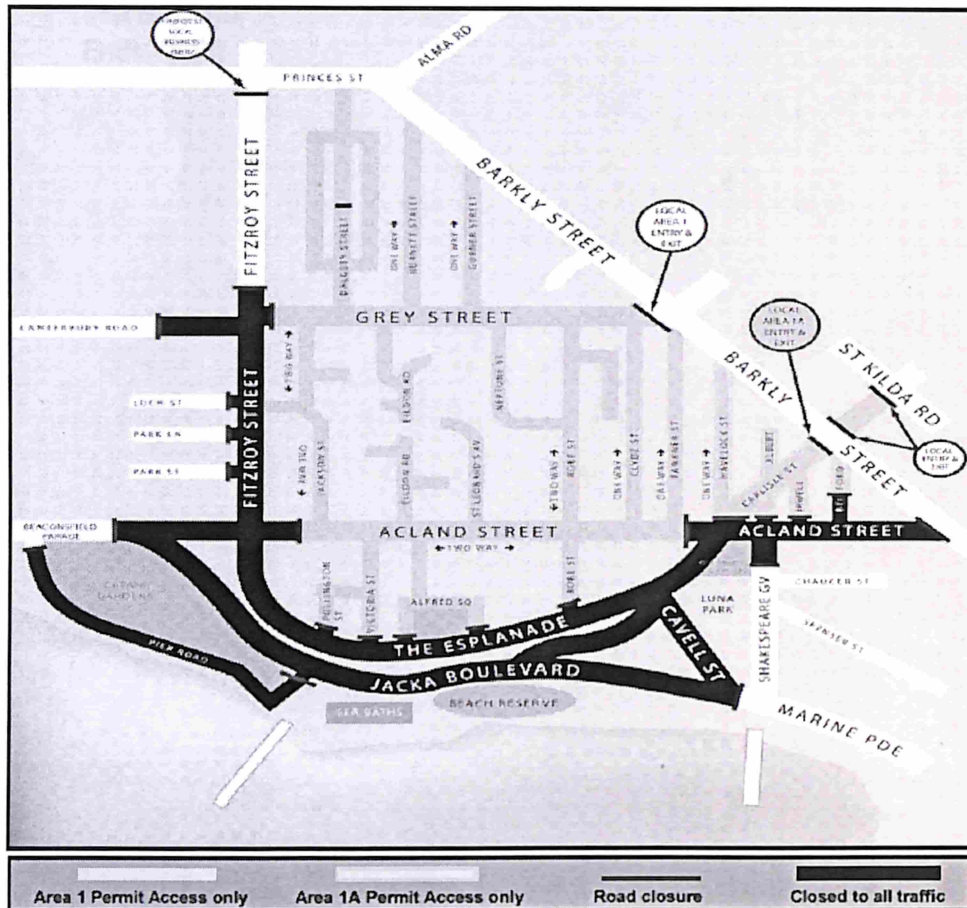
## 2. Road Closures

There are a number of road closures that will be put in place for the festival as outlined in the map below.



# Road Closure Map

SUNDAY FEBRUARY 14<sup>th</sup> 2010



### Times:

The changed traffic conditions described above will be in effect from 5:00am until midnight on Sunday 14<sup>th</sup> February 2010



**Got a  
St Kilda Festival  
question?**

**Call our  
Festival Hotline  
on  
9209 6306**



### 3. Concurrent Events

- Cliff Richards and the Shadows in Concert @ Rod Laver Arena
  - Starts 20:00
  - Ends 22:30
  - Crowd 10,000
- Chinese New Year Festivities in CBD
- Pet & Animal Expo at Caulfield Racecourse
- Kosher Festival at St. Kilda Town Hall
  - Starts 10.00
  - Ends 18.00

## **4. Tram Service Arrangements**

### **Route 3a**

- Services will operate between East Malvern and Luna Park from first to last tram.
- Additional services will be provided from approximately 9:30am to cater for increased loading.
- Passengers for the City can change to a route 67 service at Carlisle Street & St Kilda Road

### **Route 6**

- Services will terminate in High Street at St Kilda Road, with passengers transferring to other services in St Kilda Road.
- Services will operate to the normal Sunday times between Glen Iris and High Street & St Kilda Road.

### **Route 16**

Services will operate in two portions;

- Shuttle Service (University to Fitzroy & Grey Streets) with increased services from 8:30am to cater for increased loading.
- Luna Park to Kew with a normal Sunday service to operate from first to last tram.

### **Route 67**

- Additional services will be provided from approximately 9:30am to cater for increased loading of City bound passengers from route 3 at Carlisle Street.

### **Route 72**

- Services will terminate in Commercial Road at St Kilda Road, with passengers transferring to other services in St Kilda Road.
- Services will operate to the normal Sunday times between Camberwell and Commercial & St Kilda Roads.

### **Route 79**

- Services will operate as route 78 between North Richmond and Prahran from first tram to last tram.

### **Route 96**

- Services will terminate at St Kilda Railway Station from first to last tram.
- Additional services will be provided from approximately 9:00am to cater for increased loading

### **Route 112**

- Additional services will be provided from approximately 10:00am to cater for increased loading.

## Tram Service Frequencies

### Route 3a (East Malvern to Luna Park)

Time Band	Frequency	Terminus	Terminus	Notes
First until 09:30	Normal	East Malvern	Luna Park	From first to last, passengers can change at Carlisle & Brighton to catch a route 67 to Melbourne University
09:30 to 11:00	12 Minute	East Malvern	Luna Park	
11:00 to 20:00	12 Minute	East Malvern	Luna Park	Combined 6 Minute
	12 Minute	Caulfield Station	Luna Park	
20:00 to 2300	30 Minute	East Malvern	Luna Park	Combined 15 Minute
	30 Minute	Caulfield Station	Luna Park	
23:00 until last	Normal	East Malvern	Luna Park	Last ex Luna Park at 24:26 to East Malvern



## Tram Service Frequencies

### Route 16 (Kew to Luna Park)

Time Band	Frequency	Terminus	Terminus	Notes
First until 10:30	Normal	Kew	Luna Park	
10:30 to 20:00	12 Minute	Kew	Luna Park	
20:00 to 23:00	30 Minute	Kew	Luna Park	Combined 15 minute
	30 Minute	Hawthorn & Dandenong	Luna Park	
23:00 until last	Normal	Kew	Luna Park	Last ex Luna Park at 24:11 to Malvern Depot

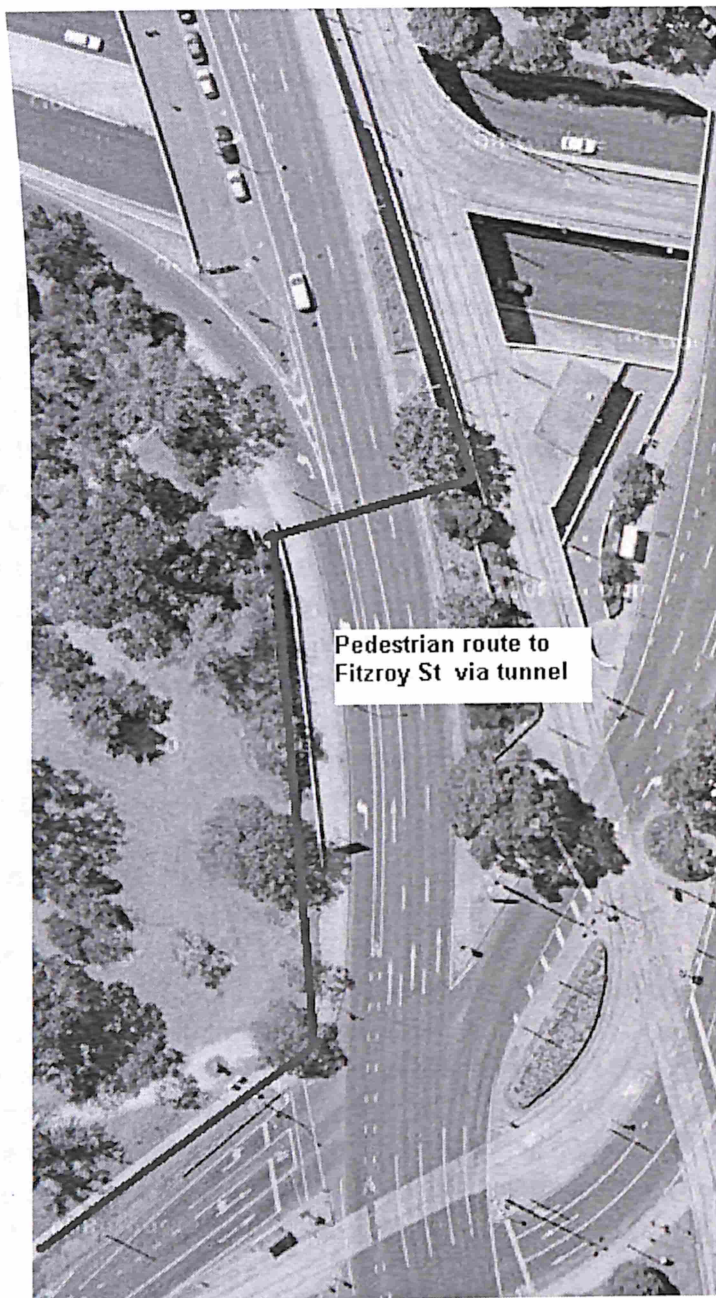
### Route 16 (Melbourne University to Fitzroy & Grey Streets)

Time Band	Frequency	Terminus	Terminus	Notes
First until 08:30	Normal	Melbourne University	Grey Street	Incorporates route 3a services, but all trams will show route 16 on the headboard.
08:30 to 10:00	6 Minute	Melbourne University	Grey Street	
10:00 to 22:00	4 Minute	Melbourne University	Grey Street	
22:00 to 23:00	5 Minute	Melbourne University	Grey Street	
23:00 to 23:30	7.5 Minute	Melbourne University	Grey Street	
23:30 until Last	Normal	Melbourne University	Grey Street	Last ex Grey Street at 24:03 to Flinders & Swanston

## 6. Site Instructions for Staff

### St Kilda Junction

- People going to/from the Festival from routes 5, 64 & 67 may change trams here. It is a short walk to the Festival through the Subway towards Fitzroy Street if route 16/shuttle trams are crowded.
- The Mobile Site Controller (refer to page 13) will be in charge of all staff and will give directions as required.
- Assist with loading and monitor crowds and report any build up or possible delays to tram services to FOC
- Customer Service Staff must position themselves to affectively communicate with passengers and assist with loading trams.
- Drivers are to proceed with caution when entering and departing the tram stops.
- A portable toilet for staff use will be placed at this location.



## **6. Site Instructions for Staff**

### **High Street and St Kilda Road**

- Route 6 services will terminate in High Street at St Kilda Road, with passengers transferring to other services in St Kilda Road.
- Services will operate to the normal Sunday times between Glen Iris and High Street & St Kilda Road.
- The Mobile Site Controller (refer to page 13) will be in charge of all staff and will give directions as required.
- Assist with loading and monitor crowds and report any build up or possible delays to tram services to FOC.
- Customer Service Staff must position themselves to affectively communicate with passengers and assist with loading/unloading trams.
- If route 16/shuttle trams are crowded, passengers heading to the Festival may be advised to catch a 5, 64 or 67 and walk from St Kilda Junction to Fitzroy Street.
- Passengers heading towards the City are advised to catch any St Kilda Road Tram.
- Drivers are to proceed with caution when entering and departing the tram stops and shunting area.

### **Commercial Road and St Kilda Road**

- Route 72 services will terminate in Commercial Road at St Kilda Road, with passengers transferring to other services in St Kilda Road.
- Services will operate to the normal Sunday times between Camberwell and Commercial Road & St Kilda Road.
- The Mobile Site Controller (refer to page 13) will be in charge of all staff and will give directions as required.
- Assist with loading/unloading and monitor crowds and report any build up or possible delays to tram services to FOC
- Customer Service Staff must position themselves to affectively communicate with passengers and assist with loading/unloading trams.
- If route 16/shuttle trams are crowded, passengers heading to the Festival may be advised to catch a 5, 64 or 67 and walk from St Kilda Junction to Fitzroy Street.
- Passengers heading towards the City are advised to catch any St Kilda Road Tram
- Drivers are to proceed with caution when entering and departing the tram stops and shunting area.

### **Domain Road Interchange**

- Assist with loading and monitor crowds and report any build up or possible delays to tram services to FOC
- Customer Service Staff must position themselves to affectively communicate with passengers and assist with loading trams.
- If route 16/shuttle trams are crowded, passengers may be advised to catch a 5, 64 or 67 and walk from St Kilda Junction to Fitzroy Street.
- Drivers are to proceed with caution when entering and departing the tram stops.
- The Mobile Site Controller (refer to page 13) will be in charge of all staff and will give directions as required.



## **6. Site Instructions for Staff**

### **Arts Centre**

- Shuttle trams to the Festival will depart every 10 minutes from this stop.
- The Site Controller (refer to page 13) will be in charge of staff and will give directions as required.
- Assist with shunting and monitor crowds and report any build up or possible delays to tram services to FOC
- Drivers are to proceed with caution when entering and departing the shunting area and platform stops.

### **Federation Square**

- This is a very busy area and it is important that trams are loaded as safely and quickly as possible.
- The Site Controller (refer to page 13) will be in charge of all staff and will give directions as required.
- Assist with loading and monitor crowds and report any build up or possible delays to tram services to FOC
- Customer Service Staff must position themselves to affectively communicate with passengers and assist with loading trams.
- If route 16 trams are crowded, passengers heading to the Festival may be advised to catch a 5, 64 or 67 and walk from St Kilda Junction to Fitzroy Street.
- Drivers are to proceed with caution when entering and departing the platform stops.

### **In Swanston at Collins (Up)**

- Assist with loading and monitor crowds and report any build up or possible delays to tram services to FOC
- Customer Service Staff must position themselves to affectively communicate with passengers and assist with loading trams.
- If route 16 trams are crowded, passengers heading to the Festival may be advised to catch a 5, 64 or 67 and walk from St Kilda Junction to Fitzroy Street.
- Drivers are to proceed with caution when entering and departing the stop.

### **In Swanston at Bourke (Up)**

- Assist with loading and monitor crowds and report any build up or possible delays to tram services to FOC
- Customer Service Staff must position themselves to affectively communicate with passengers and assist with loading trams.
- If route 16 trams are crowded, passengers heading to the Festival may be advised to catch a 5, 64 or 67 and walk from St Kilda Junction to Fitzroy Street.
- Drivers are to proceed with caution when entering and departing the stop.

## **9. Tram Fleet Maintenance Coverage**

### **Mobile Coverage**

- R10        0700 to 1500 (CITY AREA)
- R10        1500 to 2300 (CITY AREA)
- R25        0800 to 2000 (ST KILDA JUNCTION)
- R113       0900 to 2100 (DOMAIN RD)
- SR1        1100 to 2100 (ST KILDA JUNCTION)

### **Depot Coverage (0600 to 1400)**

- Camberwell/Kew
- East Preston
- Glenhuntly
- Malvern
- Southbank
- R20 Defects at Essendon/Brunswick 0700 to 1900 (CALLOUTS IF NEEDED)