

The Answer Book.



The Met.

AN AUTHORITY OF VICTORIA TRANSPORT

Dear Colleague,

As one of our frontline representatives, you are the most important person when it comes to keeping the customer happy.

Yet how many times have you been asked a question that you just couldn't answer?

It happens to all of us; after all, it's a big system and nobody can be expected to remember everything. The Answer Book will help.

Since the Met was formed in 1983, our customers have adapted well to the single ticket multi-modal system, and many have shown their appreciation of the changes we have made to our organisation.

Still we continually strive to encourage more people to use the transport system, and the best way we can do this is by improving the service we offer, and by helping people whenever we can. So naturally it's important that you can answer any question your customer may have.

The Answer Book has been designed to make this part of your life a little easier. The information in it has been compiled with the assistance of our training schools, depot and station staff and area managers. It will be updated regularly, so we'd like to hear your suggestions for future improvements.

Please address them to: "Marketing Officer", MTA Marketing Services, 10th Floor, 50 Queen Street, Melbourne. Or telephone 618 2275.

Meanwhile, keep the Answer Book handy, you never know when that awkward question may be coming.

KEVIN SHEA.
Managing Director.

Tram service information

Weekdays

From 8.30 a.m. to 4.30 p.m., trams run approximately every 12 minutes on all routes. From 4.30 p.m. until 6.00 p.m. trams run approximately every 6 minutes, and then from 6.00 p.m. until the last service, trams run approximately every 20 minutes.

La Trobe Street Shuttle Service - Route Nos. 13, 14, 23, 24, 30

The La Trobe Street shuttle service runs on weekdays until 6.01 p.m., and does not run on weekends or public holidays.

Sundays

Service Frequency

Until mid-day, trams run approximately every 30 minutes. Between mid-day and 5.30 p.m. they run approximately every 20 minutes, and from 5.30 p.m. until the last service, the frequency is approximately every 30 minutes.

Trams Replaced by Buses.

On Sundays the following applies:

Trams 3 and 77 are replaced by Bus 377.

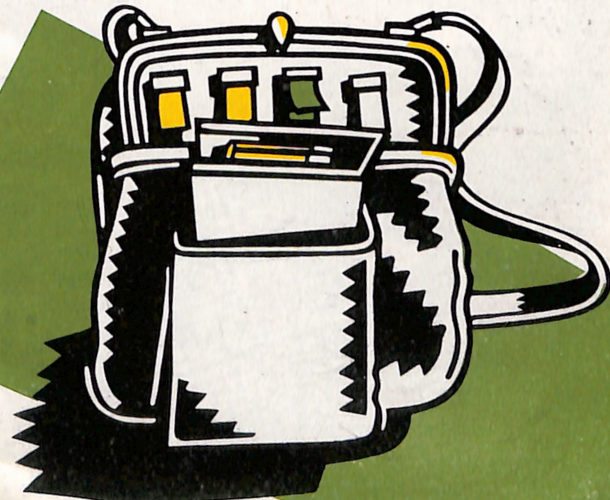
Tram 57 is replaced by Bus 357.

Tram 82 is replaced by Bus 223.

William Street Service.

There is no William Street service on Sundays.

The 55 and 56 route trams become 68 route, and are diverted down Elizabeth Street.



**Week Nights, Saturday Nights, and Sundays.
Moreland Service - Route No. 15 or 22.**

To travel to Moreland, customers may catch an East Coburg tram (Route No. 1 or 21) which will connect with trams to Moreland at the corner of Nicholson Street and Moreland Road (Stop No. 29).

On week nights, the connections begin with the 6.17 p.m. tram from Flinders Street, and the 6.37 p.m. tram from Moreland, and they continue until the last service.

On Saturday nights, the connections begin with the 1.51 p.m. tram from the city and the 2.01 p.m. tram from Moreland, and continue until the last service.

On Sundays these connections are made all day. To get to the city from Moreland, customers can connect with a city tram (Route No. 1 or 21) at Stop No. 29.

Northcote Service - Route 9.

To travel to Northcote, customers can catch a West Preston tram (Route No. 10 or 11) which will connect with trams to Northcote at the corner of Miller Street and St. Georges Road (Stop No. 40).

On week nights, the connections begin with 6.10 p.m. tram from Northcote and the 6.52 p.m. tram from the city, and continue until the last service.

On Saturdays and Sundays, these connections are made all day.

To travel from Northcote to the city, customers can connect with a city tram (Route No. 10 or 11) at Stop No. 40.

Malvern - Burke Road Service - Route 5.

To travel to Malvern-Burke Road, customers can catch an East Brighton tram (Route No. 64), which will connect with Malvern-Burke Road Trams at the corner of Orrong and Dandenong Roads (Stop No. 35).

On week nights and Saturday nights, these connections begin with the 6.25 p.m. tram from the city and continue until the last service.

On Sundays these connections are made all day.

To travel to the city, customers can connect with city trams (Route No. 64) at Stop No. 35.

**North Balwyn Service - Route 48
(Sundays only).**

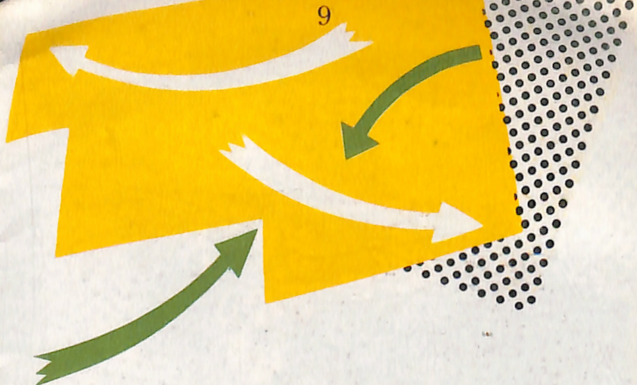
To travel to North Balwyn, customers can catch an East Burwood tram (Route No. 75) to the corner of Rivers Street and Bridge Road (Stop No. 28) to connect with a North Balwyn tram. These connections can be made from the first service until 8.54 a.m., and from 6.54 p.m. until the last tram.

To travel from North Balwyn to the city, customers can connect with city trams (Route No. 75) at Stop 28. These connections can be made from the first tram until 8.40 a.m., and from 6.07 p.m. until the last service.



AT A GLANCE ROUTE NUMBERS

Destination	Route No.
Airport West - City	59
Camberwell - City	72
Carnegie - City	67
East Brighton - City	64
East Brunswick - City	96
East Burwood - City	75
East Coburg - City	1
East Coburg - St. Melbourne Beach	21
East Malvern (Darling Rd.) - City	3
Footscray - Moonee Ponds	82
Glen Iris - City	6
Kew (Cotham Rd.) - St. Kilda Beach	69
La Trobe University - City	87
Malvern (Burke Rd.) - City	5
Mount Albert - City	42
Moonee Ponds - West Maribyrnong	85
Moreland - St. Kilda	15
Moreland - City	22
North Balwyn - City	48
North Coburg - City	19
Northcote - City (via St. Georges Rd.)	9
North Richmond - Prahran (Peak Services only)	78
North Richmond - St. Kilda Beach	79
Prahran - City	77
St. Kilda Beach - Moreland	15
St. Kilda Beach - City	16
St. Melbourne/St. Kilda Beach - West Preston	10
St. Melbourne/St. Kilda Beach - City	12
St. Melbourne Beach - East Coburg	1
St. Melbourne Beach - City	2
Toorak - City	8
Wattle Park - City	70
West Coburg - Domain Road & St. Kilda Rd.	55 & 56
West Maribyrnong - City	57
West Preston - City	11



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Bus service information.

Eastern Freeway Services To the City.

Freeway services begin running at 6.27 a.m. and are quite frequent until 9.40 a.m. All buses finish their run in Russell Street.

From the City.

Services from the city begin at 3.32 p.m. and are quite frequent until 6.10 p.m. All buses (except the West Heidelberg run) leave from Russell Street between Flinders and Collins Streets. The West Heidelberg (259) route begins its run from the corner of Russell and Bourke Streets.



Rail service information.

Weekdays.

During the off-peak period, trains run approximately every 20 minutes on all lines. After 7 p.m., the services are reduced to run every 30 minutes.

NB. As well as the rail journey, the OffPeak Saver is also available for travel on trams and buses in the City Saver area only. (For City Saver boundaries see page 00.)

Sundays.

Trains run approximately every 40 minutes all day on Sundays. No trains run through the city loop, and Flagstaff, Museum, and Parliament stations are closed. Trains on the following lines are the only ones to call at Spencer Street station on Sundays: Broadmeadows, St. Albans, Werribee and Williamstown.

Off-Peak and Weekends.

During the off-peak periods, and on weekends the following applies:

Alamein trains originate from and terminate at Camberwell.

Most Pakenham line trains originate from and terminate at Dandenong.

Upfield Line

The Upfield line is closed after 6.58 p.m. on weekdays and 6.38 p.m. Saturdays and all day on Sundays. Customers can use Tram 19, which connects with buses to Upfield.

Interstate and Country Trains.

Interstate and country trains leave from, and arrive at, Spencer Street station, with the exception of the 4.50 p.m. Traralgon train on weekdays, the 5.50 p.m. Warragul train on Mondays to Thursdays and the 5.50 p.m. Traralgon train on Fridays. These trains depart from Flinders St.

Metropolitan Trains.

All metropolitan trains ultimately originate from Flinders Street.



General Rail Service Information.

Stony Point line trains originate from, and terminate at Frankston.

During the day on weekdays and Saturdays, most Frankston line trains do not stop at Armadale, Toorak, Hawksburn, or South Yarra. Dandenong/Pakenham line trains stop at these stations.

During the day on weekdays, most Lilydale and Belgrave line trains do not stop at East Richmond, Burnley, Hawthorn, Glenferrie, or Auburn. Alamein line trains stop at these stations.

Met tickets are valid on VLine services to Sydenham, Diggers Rest, Sunbury, Ardeer, Deer Park, Rockbank, Melton, Craigieburn, Cranbourne, and Clyde.

Wheelchair Passengers on Trains.

Whenever a wheelchair passenger catches a train at your station, you should ask them where they want to get off, and telephone their destination station (and any junction station) to let them know which train the passenger is travelling on, and their position in the train. You should also give the guard the same information, and whenever possible place the passenger in the carriage next to the guards van, so that they are clearly visible when entering and leaving the train.

When you are advised that a wheelchair passenger is due to arrive at your station, you should be prepared to meet the train and assist the passenger off using a wheelchair ramp.

If your station does not have a wheelchair ramp readily available, and you have been advised that such a passenger will be ending their journey at your station, you should arrange immediately to have a ramp sent from a nearby station. Don't forget to send the ramp back as soon as possible.

A special information line for disabled passengers has now been established. You can advise them to call 619 7482. For stations who have wheelchair ramps, check the Neighbourhood index on page 16.



General information that can help us all.

Telephone Numbers to Know.

FOR SERVICE DISRUPTIONS:

Rail: Between 8 am and 5 pm phone your Area Station Manager's Office or on departmental phone, ring 7733.

Between 5 pm and 8 am phone 619 7738, 619 7451 or 619 7542, or on departmental phone, ring 7738, 7451 or 7542.

Tram and Bus:

Phone Radio Centre between 4.45 am and 1.30 am on 618 3466, 618 3467 or 419 9396 or from a track phone ring 3466 or 3467. Between 1.30 am and 4.45 am phone 618 3424 or 347 3349 or from a track phone ring 3424.

FOR CUSTOMER ENQUIRIES:

For enquiries you are unable to answer, advise the customer to phone Customer Services on 617 0900.

FOR LEAFLETS AND POSTERS:

Rail Stations can phone Central Despatch on 619 4926. Tram and Bus Depots can phone 618 2275.

OTHER NUMBERS:

For all rail station numbers - phone 619 8888.

For all Tram and Bus Depots and Departments - 618 3333.

Rail - Lost Property - 619 7512.

Tram and Bus Lost Property - 618 3557.

Railway Investigations Officers - Hotline 62 2126.

Disabled Passengers Information - 619 7482.

Country Train Information (VLine Access) - 62 3115.

Concessions.

Children are entitled to concession fares as follows:
under 16 years of age for VLine country travel.
under 15 years of age for Metropolitan travel.

Ways to Assist a Blind Person.

People who suffer from blindness, or are in some way visually impaired have special needs when using public transport.

If you see someone standing at a stop holding up a card with a route number printed on it, that person is blind and is attempting to flag down the right tram or bus. They may appreciate your assistance.

Even if someone is standing at a stop or station platform without a card, you may be able to tell they are blind.

Introduce yourself and offer assistance.

Let the blind person hold your arm so that you can lead. Blind people do not like to be grabbed by their arm or pushed.

Inform the blind person of obstacles. Advise if steps go up or down, or curve.

If you have to walk away from the blind person you are assisting first explain what you are about to do.

When the blind person wants to sit, place their hand on the back of a chair. Blind people do not like to be pushed into a chair or left wondering where to find a place to sit.

Use everyday language. You do not have to shield the blind person from commonly used expressions that imply sight (such as, "Have you seen Joe lately").

Speak at a normal voice level. Don't shout, the person is blind, not deaf.

A blind person is an ordinary person, but without sight. Treat the blind person the same as anyone else of similar age.

Blind people like to be independent. Respect that independence.

Give information that will assist the blind person to be safe and independent.

Animals on MTA Vehicles.

Seeing Eye and Hearing Guide Dogs travel free. (Note: Hearing guide dogs may be any breed and will be on an ordinary leash.)

Commencing on October 24 for a trial period of 12 months, other pets may travel on the MTA at concession fares during off-peak periods, weekends and public holidays.

On trams and buses all pets must be in a suitable container.

On trains pets must be in a container or leashed. Large dogs should also be muzzled. Pets should be carried in the last compartment next to the guard's van.

Owners are responsible for their pet's control and behaviour and must clean up any mess their pet makes.

CITY SAVER AREA BOUNDARIES.

Camberwell Depot.

Swan Street (at the Army Depot) Stop No. 6.
Cnr. of Wellington Pde. and Clarendon St., Stop No. 16.

Brunswick Depot.

Cnr. of St. Kilda Rd. and Nolan St., Stop No. 12.
Cnr. of Swanston St. and Grattan St., Stop No. 9.
Cnr. of Royal Parade and Grattan St., Stop No. 16.

Kew Depot.

Cnr. of Wellington Parade and Clarendon St., Stop No. 16.
Cnr. of Victoria Pde. and Brunswick St., Stop No. 17.

Preston Depot

Cnr. Nicholson St. and Gertrude St., Stop No. 10.
Cnr. Victoria Pde. and Brunswick St., Stop No. 17.
Cnr. Clarendon St. and Yarra Bank Rd., Stop No. 15.

Elwood, Malvern and Glenhuntly Depots

Cnr. St. Kilda Rd. and Nolan St., Stop No. 12.
Cnr. Swanston St. and Grattan St., Stop No. 9.
Cnr. Flemington Rd. and Grattan St., Stop No. 16.
Cnr. Queensbridge St. and Whiteman St., Stop No. 10.

South Melbourne Depot

Cnr. St. Kilda Rd. and Nolan St., Stop No. 12.
Cnr. Swanston St. and Grattan St., Stop No. 9.
Cnr. Queensbridge St. and Whiteman St., Stop No. 10.
Cnr. Victoria Pde. and Brunswick St., Stop No. 17.
Cnr. Clarendon St. and Yarra Bank Rd., Stop No. 15.

Essendon Depot.

Cnr. Queensberry St. and Errol St., Stop No. 13.
Cnr. Flemington Rd. and Grattan St., Stop No. 16.
Cnr. St. Kilda Rd. and Nolan St., Stop No. 12.
Cnr. Queensbridge St. and Whiteman St., Stop No. 10.
Cnr. Swanston St. and Grattan St., Stop No. 9.

North Fitzroy Depot.

Cnr. Gisborne St. and Victoria Pde.
Cnr. Queensbridge St. and Whiteman St., Stop No. 10.
Cnr. Lygon St. and Grattan St., Stop No. 12.
Cnr. Rathdowne St., and Grattan St., Stop No. 8.
Cnr. Yarra Bank Rd., and Clarendon St., Stop No. 15.
Cnr. Nicholson St., and Gertrude St., Stop No. 10.

Doncaster Depot.

Cnr. Gisborne St. and Victoria Pde.

Footscray Depot.

Cnr. Dudley St. and Spencer St.
Cnr. Dudley St. and Railway Place.

Ticketing Information and further Tram Service Information can be obtained from the following two leaflets:

Getting Around Melbourne on the Met.
How to Track it Down by Tram on the Met.
Keep a copy of each of these handy with your "ANSWER BOOK".

MTA neighbourhood index.

Stations and Suburbs

Neighbourhood

Aircraft	Werribee
Airport West	Inner, St. Albans, Broadmeadows
Alamein	Inner
Albert Park	Inner
Albion*	Inner, St. Albans
Alphington	Inner
Altona*	Inner, Werribee
Altona Meadows	Inner, Werribee
Anstey	Inner
Ardeer	St. Albans
Armadale*	Inner
Ascot Vale	Inner
Ashburton*	Inner
Ashwood	Box Hill
Aspendale*	Moorabbin
Auburn	Inner
Avondale Heights	Inner
Balaclava*	Inner
Balwyn	Inner, Box Hill
Balwyn North	Inner, Box Hill
Banyule	Inner, Box Hill
The Basin	Ringwood
Batman	Inner, Broadmeadows
Baxter	Frankston
Bayswater*	Ringwood
Beaconsfield	Dandenong
Beaumaris	Moorabbin
Belgrave*	Dandenong, Ringwood
Belgrave Heights	Ringwood
Belgrave South	Dandenong, Ringwood
Bell*	Inner
Bentleigh	Inner, Moorabbin
Berwick	Dandenong
Bittern	Frankston
Blackburn*	Box Hill
Black Rock	Moorabbin
Bonbeach*	Moorabbin, Frankston
Boronia*	Ringwood
Box Hill*	Box Hill
Braeside	Moorabbin
Brandon Park	Dandenong, Moorabbin,
	Box Hill, Ringwood
Braybrook	Inner, St. Albans
Brighton	Inner, Moorabbin
Brighton Beach*	Inner, Moorabbin
Broadmeadows*	Broadmeadows
Broadmeadows West	Broadmeadows
Brooklyn	Inner
Brunswick*	Inner
Bulleen	Box Hill
Bulla	St. Albans
Bundoora	Inner, Broadmeadows,
	Greensborough
Burnley*	Inner

*Station equipped with wheelchair ramps.

Stations and Suburbs

Neighbourhood

Burwood*	Inner
Burwood East	Box Hill
Campbellfield	Broadmeadows
Camberwell*	Inner
Canterbury*	Inner, Box Hill
Carnegie*	Inner
Carrum*	Moorabbin, Frankston
Carrum Downs	Frankston
Caulfield*	Inner
Centreville	Frankston, Dandenong
Chadstone	Inner, Box Hill
Chatham*	Inner, Box Hill
Chelsea*	Frankston, Moorabbin
Chelsea Heights	Dandenong
Cheltenham*	Moorabbin
Clayton*	Box Hill, Moorabbin
Clifton Hill*	Inner
Clyde	Dandenong
Coburg*	Inner
Coburg North	Inner, Broadmeadows
Collingwood	Inner
Coolaroo	Broadmeadows
Cranbourne	Dandenong
Crib Point	Frankston
Croxton	Inner
Croydon*	Ringwood
Dandenong*	Dandenong
Darebin	Inner
Darling*	Inner, Box Hill
Deepdene	Inner
Deer Park	St. Albans
Dennis*	Inner
Devon Meadows	Dandenong
Diamond Creek	Greensborough
Diggers Rest	St. Albans
Dingley	Moorabbin
Doncaster	Greensborough, Box Hill
Doncaster East	Box Hill
Donvale	Box Hill
Doveton	Dandenong
Eaglemont	Inner, Greensborough
Eastland	Ringwood, Box Hill
East Malvern*	Inner, Box Hill
Edithvale	Dandenong, Moorabbin
Elsternwick*	Inner
Eltham	Greensborough
Elwood	Inner
Endeavour Hills	Dandenong
Epping	Broadmeadows
Essendon*	Inner
Fairfield*	Inner
Fawkner*	Inner, Broadmeadows
Ferntree Gully	Ringwood
Ferny Creek	Ringwood
Five Ways	Dandenong
Flemington Br.*	Inner
Footscray*	Inner
Forest Hill	Box Hill
Frankston*	Frankston
Galvin	Werribee, Inner
Gardenvale*	Inner
Gardiner*	Inner
Gembrook	Ringwood

*Station equipped with wheelchair ramps.

Stations and Suburbs	Neighbourhood
General Motors	Dandenong
Ginifer	St. Albans
Glenbervie	Inner
Glenferrie	Inner
Glenhuntly*	Inner
Glen Iris*	Inner, Box Hill
Glenroy*	Inner, Broadmeadows
Glen Waverley*	Moorabbin, Ringwood, Dandenong, Box Hill
Gowrie*	Broadmeadows
Graham	Inner
Greensborough*	Greensborough, Box Hill

Hallam	Dandenong
Hampton*	Moorabbin
Hampton Park	Dandenong
Harkaway	Dandenong
Hartwell	Inner
Hastings	Frankston
Hawksburn*	Inner
Hawthorn*	Inner
Heatherdale*	Box Hill, Ringwood
Heatherton	Moorabbin
Heathmont	Ringwood
Heidelberg*	Greensborough, Box Hill, Inner
Heyington	Inner
Highbett*	Moorabbin
Holmesglen	Inner, Box Hill
Hoppers Crossing*	Werribee
Hughesdale*	Inner, Moorabbin
Huntingdale*	Inner, Moorabbin
Hurstbridge*	Greensborough

Ivanhoe Inner, Greensborough

Jacana	Broadmeadows
Jewell*	Inner
Jolimont*	Inner
Jordanville	Box Hill

Kalorama	Ringwood
Kananook*	Frankston
Kangaroo Ground	Greensborough
Keilor	St. Albans
Keilor East	Inner, St. Albans
Kensington	Inner
Keon Park	Broadmeadows, Greensborough
Kew	Inner
Keysborough	Moorabbin, Dandenong
Kilsyth	Ringwood
Kingsbury	Inner, Greensborough, Broadmeadows
Knox City	Box Hill, Ringwood, Dandenong
Knoxfield	Ringwood, Dandenong
Kooyong*	Inner

Laburnum*	Box Hill
Lalor	Broadmeadows
Laverton*	Inner, Werribee
Leawarra	Frankston
Lilydale*	Ringwood
Lower Plenty	Greensborough
Lyndhurst	Dandenong

McKinnon*	Inner, Moorabbin
Macleod	Broadmeadows, Greensborough
Macaulay	Inner

*Station equipped with wheelchair ramps.

Stations and Suburbs	Neighbourhood
Maidstone	Inner
Malvern*	Inner
Maribyrnong	Inner
Melton	St. Albans
Mentone*	Moorabbin
Merlynston	Inner, Broadmeadows
Merri	Inner
Middle Brighton*	Inner, Moorabbin
Middle Park	Inner
Mill Park	Greensborough
Mitcham*	Box Hill, Ringwood
Monash	Box Hill, Dandenong, Moorabbin, Inner

Mont Albert*	Inner, Box Hill
Montague*	Inner
Montmorency	Greensborough, Box Hill
Montrose	Ringwood
Moonee Ponds*	Inner
Moorabbin*	Moorabbin
Moorooduc	Frankston
Mooroolbark	Ringwood
Morang South	Greensborough
Mordialloc*	Moorabbin
Moreland*	Inner
Mooroolbark*	Ringwood
Mornington	Frankston
Mt. Dandenong	Ringwood
Mt. Eliza	Frankston
Mt. Evelyn	Ringwood
Mt. Martha	Frankston
Mt. Waverley*	Box Hill
Mulgrave	Box Hill, Dandenong, Moorabbin
Murrumbeena	Inner

Narre Warren	Dandenong
Newmarket*	Inner
Newport*	Inner
Niddrie	Inner
Noble Park*	Dandenong
North Brighton*	Inner, Moorabbin
North Melbourne*	Inner
Northcote*	Inner
Northland	Inner, Broadmeadows, Greensborough

Northport Inner
Nunawading* Box Hill, Ringwood

Oakleigh*	Box Hill, Moorabbin, Inner
Oak Park	Broadmeadows, Inner
Officer	Dandenong
Olinda	Ringwood
Ormond*	Inner

Pakenham*	Dandenong
Park Orchards	Ringwood, Box Hill
Parkdale*	Moorabbin
Parkville	Inner
Pascoe Vale	Inner, Broadmeadows
Patterson	Moorabbin
Pearcedale	Frankston
Port Melbourne	Inner
Prahran*	Inner
Preston	Inner, Broadmeadows

Regent	Inner, Broadmeadows, Greensborough
Research	Greensborough

*Station equipped with wheelchair ramps.

Stations and Suburbs**Neighbourhood**

Reservoir*	Inner, Broadmeadows, Greensborough
Richmond*	Inner
Ringwood*	Ringwood
Ringwood East*	Ringwood
Ripponlea*	Inner
Riversdale*	Inner
Rockbank	St. Albans
Rosanna	Greensborough, Inner
Royal Park*	Inner
Rowville	Ringwood, Dandenong
Rushall	Inner
Ruthven	Broadmeadows
Sandown Park*	Moorabbin, Dandenong
Sandringham	Moorabbin
Sassafras	Ringwood
Scoresby	Ringwood, Box Hill, Dandenong
Seaford	Frankston
Seddon	Inner
Skye	Frankston
Somerville	Frankston
South Yarra	Inner
Spotswood	Inner
Springvale	Moorabbin, Dandenong
St. Albans	St. Albans
St. Albans East	St. Albans
St. Kilda	Inner
South Melbourne	Inner
Stony Point	Frankston
Strathmore	Inner
Sunbury	St. Albans
Sunshine*	Inner, St. Albans
Surrey Hills*	Inner, Box Hill
Sydenham	St. Albans
Syndal*	Box Hill
Tanti Park	Frankston
Tecoma	Ringwood
Templestowe	Box Hill, Greensborough
Thomastown	Broadmeadows
Thornbury*	Inner
Toorak	Inner
Tooronga*	Inner
Tottenham	Inner
Tyabb	Frankston
Upfield	Broadmeadows
Upwey	Ringwood
Vermont	Box Hill, Ringwood
Victoria Park*	Inner
Wantirna	Ringwood
Wantirna South	Ringwood, Box Hill
Warrandyte	Greensborough, Box Hill, Ringwood
Watsonia	Greensborough
Wattle Glen	Greensborough
Wattle Park	Inner, Box Hill
Werribee*	Werribee
Westall	Moorabbin, Dandenong
Westgarth	Inner
Westona*	Inner, Werribee
Whealers Hill	Ringwood, Box Hill
Williamstown	Inner
Willison	Inner

*Station equipped with wheelchair ramps.

Stations and Suburbs**Neighbourhood**

Windsor*	Inner
Wonga Park	Ringwood
Woori Yallock	Ringwood
Yarraman	Dandenong
Yarraville	Inner

*Station equipped with wheelchair ramps.



Notes.



A message from the CEO

As you know, we are celebrating a year of achievements since the KDR Yarra Trams franchise began on 30 November 2009.

My sincere thanks to you and to every member of the team for an outstanding performance.

It has been a pleasure to catch up with many of you during my visits to every depot and work location with members of the Executive Leadership Team.

During these visits a number of employees have asked about the future of Yarra Trams, following the recent State election.

Victorians have chosen a new government to lead the State for the next four years.

I often quote a famous French philosopher who stated that "the only thing constant in life is change".

However, I want to reassure you that the KDR Yarra Trams franchise continues with the same arrangements as under the previous Government.

We will work with the new Coalition team to ensure that we continue to serve our passengers and the Melbourne community.

Thank you for your continued support as we enter the second year of our journey as one team.

Michel Masson

Chief Executive Officer.

Snapshot

Punctuality – 80.92% (last November 81.73%)

Service Delivery – 99.12% (last November 99.30%)

Tram-vehicle collisions – 64 in November, 766 this year

Passenger falls – 18 in November, 163 this year

Pedestrian knockdowns – 2 in November, 45 this year

Derailments – 8 in November, 53 this year

All figures current on Tuesday 30 November 2010



We are most respected

BRW magazine has named Yarra Trams as Australia's most respected industry leader in the public transport sector.

Our CEO Michel Masson said: "This is an awesome recognition for the entire company."

We could have wished for no better gift to the team for our first anniversary. I am so proud of you all."

Below: CEO Michel Masson receives our award from Tom Brentnall, Flagship Editor of BRW and Henriette Rothschild, General Manager of Hay Group Pacific

