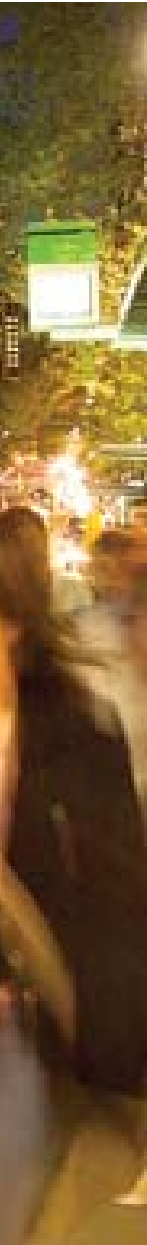




YARRA TRAMS

Yarra Trams at a Glance

Effective October 2008





Services

- Yarra Trams operates Melbourne's entire tram network.
- 27 routes and the free City Circle tourist tram.
- 158.3 million trips were taken on trams in Melbourne in 2007/08.
- Trams travel more than 24.8 million kilometres each year on timetabled services.
- 31,400 tram services are scheduled each week.
- Trams are in service for more than 20 hours per day.
- Yarra Trams provides drivers and maintenance facilities for *The Colonial Tramcar Restaurant*.
- Yarra Trams is a 24 hour operation which includes network maintenance and cleaning.

Staff

- Yarra Trams employs 1900 staff.
- 1150 tram drivers operate services from eight depots; Brunswick, Camberwell, East Preston, Essendon, Glenhuntly, Kew, Malvern and Southbank.
- 265 Authorised Officers provide a visible staff presence from first to last tram ensuring passengers have a valid ticket and travel safely.

Involvement in State projects

- Yarra Trams is contracted to install the equipment for the new ticketing system.
- Consultation on the procurement of new rolling stock.
- Think Tram (tram priority program) – completed more than 500 treatments (tram priority at traffic lights, installation of raised dividing strips, platform stops and car turn bans etc) which have arrested the decline in tram speed despite increased traffic congestion.

Tram fleet upgrade

- The entire tram fleet has been refurbished by Yarra Trams.
- The older fleet is being upgraded to provide more state of the art customer information. Electronic destination boards have been installed on the A Class and Z Class trams.
- Maintenance and technical assistance is provided 24 hours a day.
- 100 low floor trams have been introduced.
- All Z3, A and B Class vehicles have been completely refurbished.
- A and B Class trams and bogies (wheel assemblies) are being overhauled – a once in a million kilometre event.

Innovation

Yarra Trams continues to modernise the tram network in Melbourne through innovations such as:

tramTRACKER™

tramTRACKER™ uses the latest real-time technology to track the whereabouts of all trams so passengers can find out when the next tram is due to arrive at their tram stop – via a friendly voice on the phone, by SMS or online at yarratrams.com.au

Passenger Information Displays (PIDs)

PIDs are installed at designated stops across the network to provide real-time information about the expected arrival time of trams at that stop. Selected stops in the CBD also have audio buttons which provide real-time arrival information.



Fleet Operations Centre

Yarra Trams has invested in a state of the art Fleet Operations Centre (FOC) located in South Melbourne.

The FOC has a video wall fed by VicRoads traffic control cameras and an Automatic Vehicle Monitoring system.

A special events room is used by Victoria Police and VicRoads as well as other external agencies to coordinate traffic and public transport for major events.

***greendepot*[™]**

The ***greendepot*[™]** project is a major environmental initiative aimed at minimising the impact Yarra Trams has on the environment and to encourage staff to adopt sustainable practices at work and home.

Through the installation of rainwater tanks, waterless urinals and flow restrictors, the ***greendepot*[™]** sites at East Preston, Malvern and Glenhuntly are saving more than one million litres of water annually. Harvested rain water is used to wash trams and flush toilets.

Information Technology

First class Information Technology infrastructure has been installed with failover (redundancy and backup) capabilities and disaster recovery through geographically separated data centres.

Low floor trams

Yarra Trams introduced Citadis low floor trams to Melbourne in 2001, followed by the Combino in 2002.

In 2008, Yarra Trams arranged for the delivery of five additional low floor trams to address increasing tram patronage. These *Bumblebee* trams are being leased from the French town of Mulhouse under a joint initiative between Yarra Trams and the Victorian Government.





Awards

- John Truscott Design Award for Town Hall platform stop in Collins Street – 2002.
- Department of Human Services, Victorian Inclusion Award for commitment to addressing access issues for people with a disability – 2002.
- Landscape Industries Association of Victoria, Landscape of the Year Award for the Box Hill Tram Terminus – 2003.
- Transfield Services Limited's Franco Belgiorno-Nettis (FBN) Award recognising Yarra Trams as its best performing business – 2004.
- Transdev Marketing and Innovation Challenge for *Melbourne all over* campaign – 2004.
- UITP Golden Angel Silver Award for best marketing campaign in Australasia, *Melbourne all over* – 2005.
- UITP Golden Angel Silver Award for best marketing campaign in Australasia, *Tram Awareness* – 2006.
- Savewater! Award for **greendepot™** East Preston – 2007.
- UITP Golden Angel Gold Award for best marketing campaign in Australasia, tramTRACKER™ – 2007.
- VICTEC Host Employer of the Year (Apprenticeships) – 2007.
- Transdev Marketing and Innovation Challenge for tramTRACKER™ – 2008.
- UITP Light Rail Award for best accessibility improvement – 2008.
- Australian Marketing Institute Awards for Marketing Excellence State finalist new product/service launch for tramTRACKER™ – 2008.

Infrastructure projects

- Stage one of the St Kilda Road Tram Improvement Strategy (2008) provided platform stops and new tracks in the Arts Precinct.
- More than 276 platform stops have been built across the network to improve accessibility and safety.
- Network extensions to Box Hill (2.2km), Docklands (1km) and Vermont South (3km).
- Rubber boot technology introduced to reduce vibration and wear of tracks, resulting in less noise, longer durability and improved ride for passengers.
- Overhead powerline (trolley wire) renewed along 55km of double track since 18 April 2004.
- Renewal of 20km of underground cable (17.1km more than planned).
- Renewal of 22.9km of double track since 18 April 2004.
- Major track upgrades in CBD (Collins Street and Bourke Street).
- Renewal of St Kilda light rail.
- Reconstruction of tram depot facilities at Brunswick, Glenhuntly, Malvern, Kew and Essendon – these are once in 50 year projects.
- Renewal and upgrade of electrical substations including removal of mercury and asbestos.

Tram network

- Melbourne has the biggest tram network in the world with 249 kilometres of double track.
- Around 80% of Melbourne's tram network shares road space with other vehicles.
- There are more than 1770 tram stops across the network.
- The average speed of trams is 16 km/h. Within the central business district this drops to 10 km/h.

Tram fleet

- The 501 trams in the Yarra Trams fleet range from modern low floor vehicles to the iconic W Class –
 - > 70 A Class
 - > 132 B Class
 - > 36 three section C Class low floor Citadis
 - > 5 five section C2 Class low floor Citadis
 - > 38 three section D Class low floor Combino
 - > 21 five section D2 Class low floor Combino
 - > 52 W Class
 - > 147 Z Class





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Yarra Trams is proudly operated by TransdevTSL, a joint venture partnership between Australia's Transfield Services Ltd and Transdev, the world's largest operator of tram and light rail services.

TRANSDEV TSL

Real-time tram arrival information by phone, SMS and online.

Call 1300 MY TRAM (that's 1300 69 8726)
IVR call cost \$0.25/higher for STD/Mobiles.

SMS 199YARRA (that's 19992772)
SMS cost \$0.55 inc. GST.

Visit yarratrams.com.au

Tracker Stop ID available at your tram stop or yarratrams.com.au

