



Passenger Compensation Code

Effective January 2010





The following information outlines the Passenger Compensation Code, including circumstances in which compensation will be made available to customers and the process of applying for compensation.

Compensation

Under our agreement with the Victorian Government, if our monthly performance for punctuality (77%) – based on 4 minutes 59 seconds lateness measure – or reliability (98%), falls below these set thresholds, Yarra Trams will provide compensation.

For details of the compensation offered to eligible passengers, please refer to the table headed *Passenger compensation eligibility*.

Additional compensation offer

In addition, compensation may be claimed regardless of what type of ticket you hold if your service was:

- delayed by more than 30 minutes and you were not advised of the reason for delay by Yarra Trams when on board a service
- subject to prolonged, severe service disruption and no alternative transport options were communicated to you by Yarra Trams

Compensatory tickets provided for these reasons will be of the same value or type as the ticket you held for your original journey.

You may only claim for one of the above occurrences for any one day.

Compensation for services

Every tram service we provide is monitored for performance.

Each calendar month, the Director of Public Transport will review our service performance and if a compensation trigger event occurs during that month, a Compensation Notice may be issued.

If a Compensation Notice is issued we will advise passengers on our trams and online at yarratrams.com.au and metlinkmelbourne.com.au

The notice will advise passengers of their eligibility to claim for compensation and the process they should follow.

The table (right) details compensation trigger events and the applicable compensation for each.

Compensation

Compensation trigger events	Metcard compensatory daily tickets	myki compensation value
<p>Service Coverage If Yarra Trams delivers less than 98% of its scheduled services in a calendar month</p> <p>If Yarra Trams delivers less than 95% of its scheduled services in a calendar month</p>	<p>1 daily Metcard</p> <p>2 daily Metcards</p>	<p>1 ticket</p> <p>2 tickets</p>
<p>Punctuality If less than 77% of Yarra Trams services are punctual in a calendar month</p> <p>If less than 74% of Yarra Trams services are punctual in a calendar month</p>	<p>1 daily Metcard</p> <p>2 daily Metcards</p>	<p>1 ticket</p> <p>2 tickets</p>

If a Compensation Notice is issued, Yarra Trams will advise of this in its Performance Results bulletins on board trams, online at yarratrams.com.au and metlinkmelbourne.com.au notifying passengers of their eligibility to claim for compensation.

Passenger compensation eligibility

Assessment of compensation claims

All claims will be considered promptly and fairly in line with the Yarra Trams Passenger Compensation Code.

All compensation claims will be assessed on merit using the information provided and available data including Automatic Vehicle Monitoring, ticket validation information, myki (TTA) and Metlink policies.

Interpreter service (Metcard or myki)

The Compensation Claim Form can be provided in the following languages by calling our Customer Feedback Team on **1800 800 166** between 6am and midnight daily:

Arabic	Maltese
Croatian	Mandarin
French	Polish
Greek	Serbian
Italian	Spanish
Japanese	Turkish
Macedonian	Vietnamese

Copies of the claim form are also available on request in large print, Braille and audio formats.

For interpreter service please call **131 450**.

Description	Metcard Compensation Processes	myki Compensation Processes
Advice by Operator of Compensation	Within 10 days of the end of the month, following the month in which compensation was triggered	Within 10 days of the end of the month, online and on board trams in the Yarra Trams Performance Results Bulletin
Eligible ticket holders	Monthly, six monthly or yearly Metcard	All holders of a myki pass valid for 28 days or more
Validity	Must be valid on the first day of the month in question	Must have been used (touched on) on a tram at least 10 days of the month
Nature of Compensation	1 or 2 Daily Metcards will be posted to the address on your claim form Ticket/s will be for the same zone/s specified on the customer's ticket	The value of a Daily ticket (or other value as defined) to be uploaded onto the user's myki as stored value. The value loaded is to be the same fare/zone mix as the myki Pass being compensated
Applications	Completion of an application form which is available online at yarratrams.com.au , metlinkmelbourne.com.au or by calling Metlink on 131 638	Completion of an application form. The form is available online at yarratrams.com.au , metlinkmelbourne.com.au , myki.com.au or by calling Metlink on 131 638
Processing of the application by Yarra Trams	Yarra Trams may conduct a ticket trace on applications for compensation and retain information on compensations claims A copy of both sides of your valid Metcard or your actual expired Metcard must be attached to your claim form	Yarra Trams may conduct a ticket trace on applications for compensation and retain information on compensations claims Yarra Trams sends a list of eligible claimants with their myki card number plus a payment to the TTA for processing
Application deadline	Up to 60 days from the issue date of the Yarra Trams Performance Results bulletins	Up to the end of the month in which the results are notified
Operator breach	Claim for one event only per month by mode	Claim for one event only per month by mode