

COTMA Conference 2012 – Adelaide. Update on what's happen in Melbourne since our last conference. by Rod. Atkins.



roadmap

- Changes and updates to the Tram Fleet.
- Infrastructure Improvements.
- Marketing.
- Royal Tram.
- New Trams.
- Route 96.
- Hawthorn Depot.

Changes and updates to the tram Fleet.

- Refurbishment to the new Livery.

Some “Z” & “Z3” Class trams have yet to receive the new Livery due to general body condition which require repanelling and other repairs.

Two new upholstery colours have been added to the original green launch pattern. They are a bright green pattern and a Orange pattern.



“W” Class Trams

- Restaurant tram changes.
- City Circle 728 retired.
- 888 fitted with compact fluorescent lighting.
- Commence rebuilding several City Circle cars.

Infrastructure Improvements.

- Docklands opened along Footscray Road.
- Swanston Street and St. Kilda Roads upgrades.
- High Street Thornbury – Island Platform.
- Spencer Street Relay.
- Elizabeth Street Relay.

The new Footscray Road Terminus

2012



2010



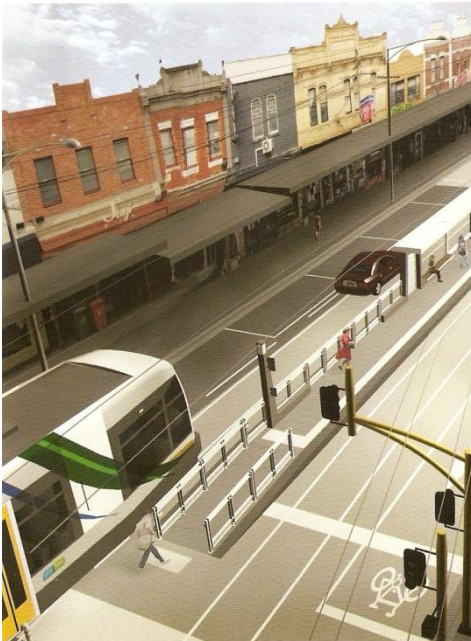
Track Work Notices



Handouts 2011 & 2012

yarra trams

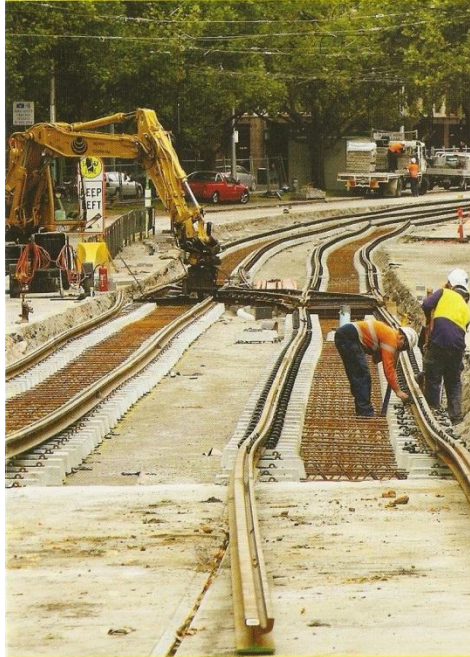
Tram service changes
Stage One – Route 86
tram improvement project
High Street, Westgarth
Saturday 9 July to Friday 15 July 2011



! TRAM SERVICE CHANGES

Saturday 9 to Monday 11 June 2012
Queen's Birthday weekend

Route 70
Swan Street, Burnley tram track renewal



yarra trams

Macarthur Street easy access stop



The project

Construction of new easy access tram stops at Stop 10 on Macarthur Street in Melbourne's CBD will commence on 14 November and is planned to be completed by mid-December 2011. The new accessible tram stops replace the existing kerbside Stop 10 in both directions.

What is an easy access stop?

Easy access stops on Macarthur Street are different to other platform tram stops in Melbourne. The new stops will provide improved access to trams for all passengers including those with mobility impairments. A kerbside through traffic lane and an exclusive tram lane or Tramway is retained in the same road space.



Artist impression only

How to use an easy access stop

Passengers

Tram passengers use an easy access stop like a kerbside tram stop. Waiting passengers hail the tram and cross the road from the footpath to the tram when it stops.

Traffic

General traffic drives over an easy access stop in the kerbside lane. Drivers must obey the road rules for driving with trams and stop at the rear of the stopped tram for boarding and alighting passengers.

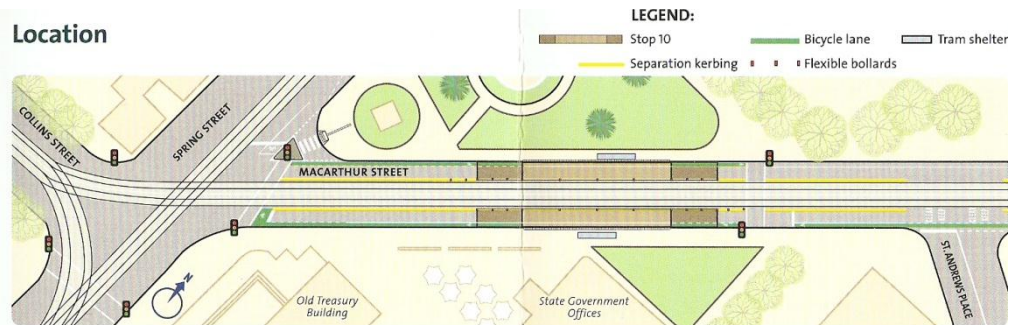
Trams

Trams on Macarthur Street will travel adjacent to the easy access stop in a tram only lane or Tramway. The tram will stop at the raised platform to pick up and drop off passengers. General traffic is not permitted to drive in a Tramway.

Cyclists

Cyclists share the road space with other general traffic at an easy access stop. They must obey the road rules for driving with trams and stop at the rear of the stopped tram for boarding and

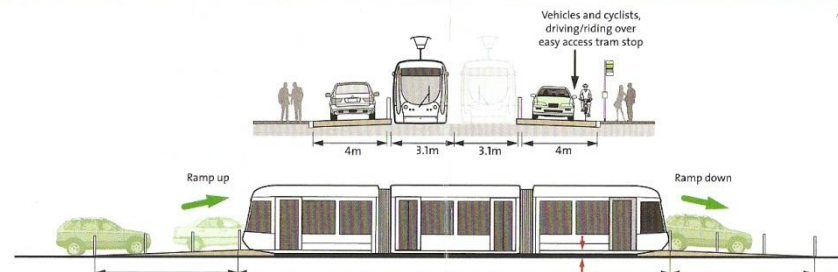
Location



Artist impression only



Artist impression only



Marketing

- Rhino promotion on safety.
- Getting around safely on trams.
- Route number changes.
- New Maps.
- Tram stops you stop. promotion.
- Phase out of “Metlink” & replacement with PT>.

Beware of the rhino



Beware of the rhino



Getting around safely

In the driver's seat

Our tram drivers are very proud of the job they do every day for Melbourne.

Each one of our drivers has undergone an intensive training program to prepare them for the challenge of sharing roads with cars and pedestrians.

Should you wish to ask your driver a question, please wait until the tram stops. Your driver's number one responsibility is getting you to your destination safely. It's why we ask you not to speak with the driver when the vehicle is moving unless it is an emergency. In the event that a fellow passenger has a fall on your tram, you should alert your driver immediately.

Our tram community

By catching a tram, you're part of a community and that means looking out for each other.

This might be as simple as giving up your seat for elderly, pregnant or special needs passengers or alerting the driver if someone is engaging in antisocial behaviour.

To help keep tram travel safe, there are extra Authorised Officers at night, drivers have direct contact with our 24 hour Fleet Operations Centre and Transit Police are riding the network. Of course, in any emergency, call 000 immediately, and look out for each other.

Remember the five golden rules

- 1 Always hail your tram
- 2 When you get on, hold on
- 3 Stand with a wide stance
- 4 Use seats where available
- 5 Alight with care

For train, tram and bus information, call **131 638** (6am-midnight daily)

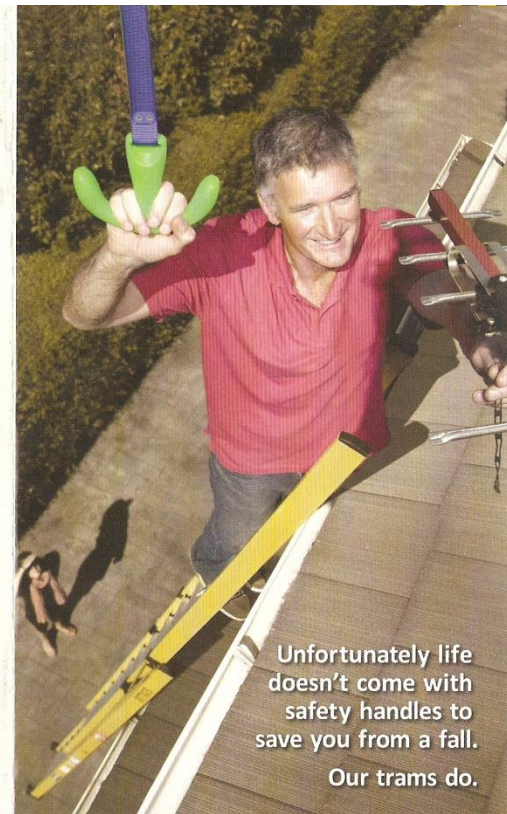
TTY 9619 2727

or visit metlinkmelbourne.com.au

For Yarra Trams customer feedback, lost property or to report graffiti, call **1800 800 166** (6am-midnight daily) or visit yarratrams.com.au

yarratrams.com.au

[yarra trams](http://yarratrams.com.au)



Unfortunately life doesn't come with safety handles to save you from a fall.

Our trams do.

Getting around safely
on trams

[yarra trams](http://yarratrams.com.au)

The five golden rules

Trams are subject to normal day-to-day traffic events. As a result, sudden or emergency stops are sometimes necessary to avoid serious pedestrian injury or vehicle collisions.

It is very important that you hold on when standing on board a tram.

2 Hold on

From the moment you get on board, always keep one hand free of shopping, handbags or other items to steady yourself.

- It is important to hold on at all times, particularly when the tram first moves away from the stop, when you are using ticketing equipment, or looking for a seat. The initial forces of acceleration can catch you by surprise.
- Steady yourself, look for the nearest seat and use the safety handles, seat backs and poles when you are standing to steady yourself until you sit down.

When you get on, hold on

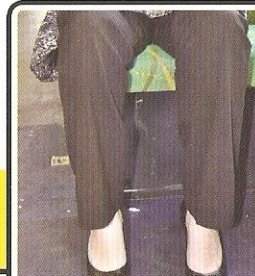


4 Bottoms down

Even for a short trip, if seats are available please use one.

- Of course, if you see someone less capable of standing safely, then please give up your seat.
- If you can't find a seat, don't be afraid to ask other passengers to vacate the signed priority seats for elderly, pregnant or disabled people.
- It is best to avoid crossing your legs because if the tram stops suddenly you can topple quite easily.

Use seats where available

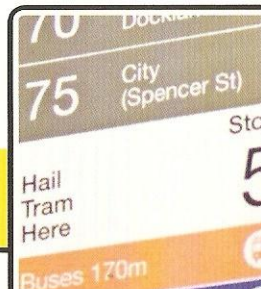


1 All hail

Clearly signalling your tram driver as your tram approaches is important for two reasons:

- It lets the tram driver know you wish to board that tram.
- It alerts approaching motorists that you intend to board the tram. Always watch and wait for cars to stop before stepping out onto the road.

Always hail your tram

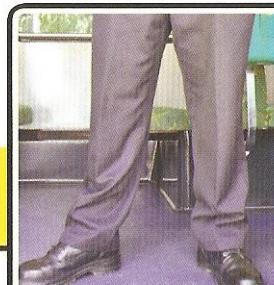


3 Strike a stance

When standing in a tram, you need to maintain your balance and footing.

- Create a solid base by keeping your feet shoulder-width apart.
- To be most stable for forward and backward movement – the main forces experienced on trams - face towards the windows and hold on.

Stand with a wide stance



5 Plan your parting

The tram will be braking as it approaches your stop so be prepared and alert the driver by pressing the stop request button or pulling the cord.

- Try to move closer to a door before your stop but keep holding on.
- If the doors close before you have exited, pull the cord or press the button to alert the driver that you still need to get out.
- Always check that cars have stopped before stepping off the tram.

Alight with care



Be alert around trams and traffic

Route number changes.

- a & d
- a – Altered. (not the full route)
- d – Depot.

Example

- Bundoora RMIT is Route 86
- Preston Depot is Route 86d
- Clifton Hill is Route 86a

**Yarra Trams is making it easier
for you to find your way.**

**Have you ever seen a route 33 tram?
What about a 51 or an 89?**

These mystery numbers appear when trams are returning to their depot or operating a short service on a part of a main route. They are not published in timetables or maps, so they've become known as *phantom* or *ghost routes*.

Now we're making a change to help you easily understand if a tram is going where you want to go.

Trams will now only display the route numbers that appear on maps and timetables. In other words – our established, permanent routes.

However, for those trams that are not travelling all the way to the terminus, there will be a letter after the route number. These letters will be 'a' or 'd'.

Why do trams not service the full route?

Usually it is when a tram is returning to the depot after peak service periods. Other reasons include special events, unforeseen blockages on the line or events that interrupt the route's normal service.



Why 'a' or 'd'?

a = altered

A letter 'a' after a route number means the tram is on an altered route. This includes short services not running the full length of the main route or a service that is diverting for part of its journey due to a disruption. It is also used for extra services provided to sporting or other special events.

d = depot

A letter 'd' after a route number means the tram will only be going only as far as the tram depot, servicing all stops up to the depot.

If you see a letter after the route number, always check the destination display to find out where the tram is going.

Please note: all the published route numbers will remain the same.

Here are some examples of the changes:

	Route No.		Route No.	NOW
Before				
Glenhuntly Depot <small>(travels via Route 3 as far as Hawthorn Rd then on to the depot)</small>	0	>	3d	Glenhuntly Depot via Hawthorn Rd
Coburg - Bell St <small>(travels via Route 19 only as far as Bell St)</small>	20	>	19a	Coburg - Bell St
Kew Depot <small>(travels on Route 75 to Church St then on to the depot)</small>	29	>	48d	Kew Depot via Bridge Rd
Essendon Depot <small>(travels via Route 59 as far as the Mt Alexander Rd depot)</small>	81	>	59d	Essendon Depot via Flem. Rd
Camberwell Junction <small>(travels on Route 70 only as far as Camberwell Junction)</small>	0	>	70a	Camberwell Junction
Whiteman & Clarendon Sts <small>(travels on Route 96 to Southbank Depot via Port Junction)</small>	94	>	96d	Southbank Depot - Port Junction

Where can I get more information?

Web: yarratrams.com.au
Phone: 131 638 (6am-midnight daily)

Selection of Handouts



Summer Holiday Tram Services
December 2011 – January 2012

Your guide to tram service changes including:

- Festive Season
- New Year's Eve
- School Holidays
- Australian Open

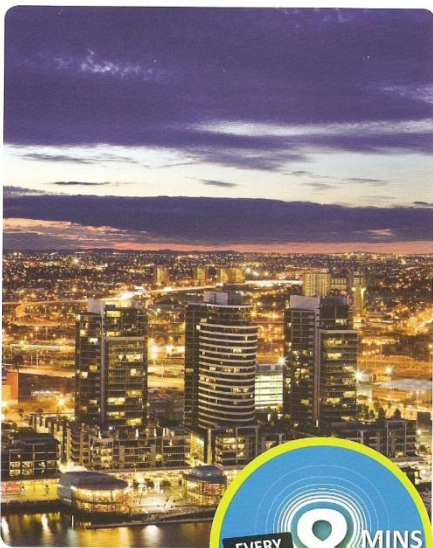
3600 Extra Services



yarra trams

Route Guide & Map 86/95

Route 86 Bundoora RMIT – Waterfront City Docklands
Route 95 Melbourne Museum – City (Spencer St)



EVERY 8 MINS Weekdays during the day
See back for details

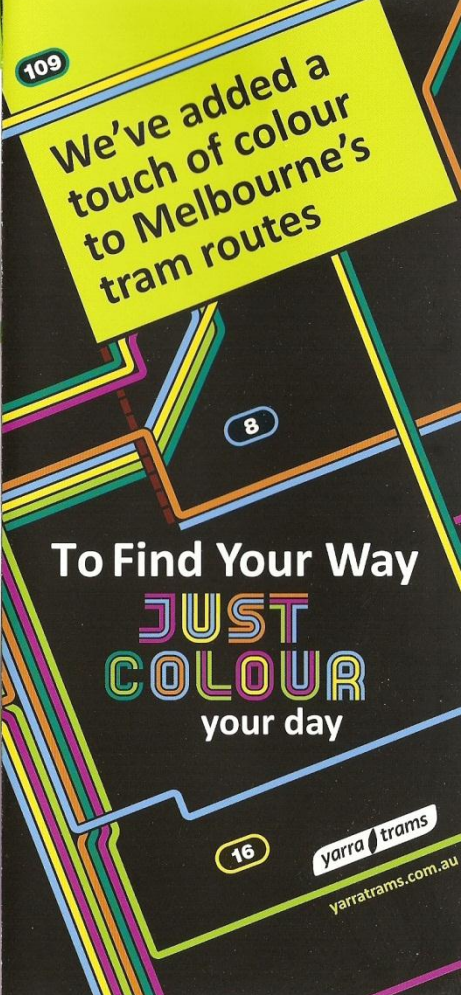
Points of interest

- RMIT and La Trobe Universities
- Westgarth and Northcote shopping precincts
- Carlton Gardens
- Bourke St Mall
- Southern Cross Station
- Waterfront City and Harbour Town shopping precincts

yarra trams
yarratrams.com.au

We've added a touch of colour to Melbourne's tram routes

To Find Your Way JUST COLOUR your day



109

8

16

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yarratrams.com.au

New Maps

2011



2010



Summer in the City



When tram stops you Stop



Christmas 2011 - tram 925 Santa's Sleigh



Royal Tram Z3 - 158



New “E” Class trams - update



Interior mock up



Route 96

by Jason Murphy – The Australian Financial Review.

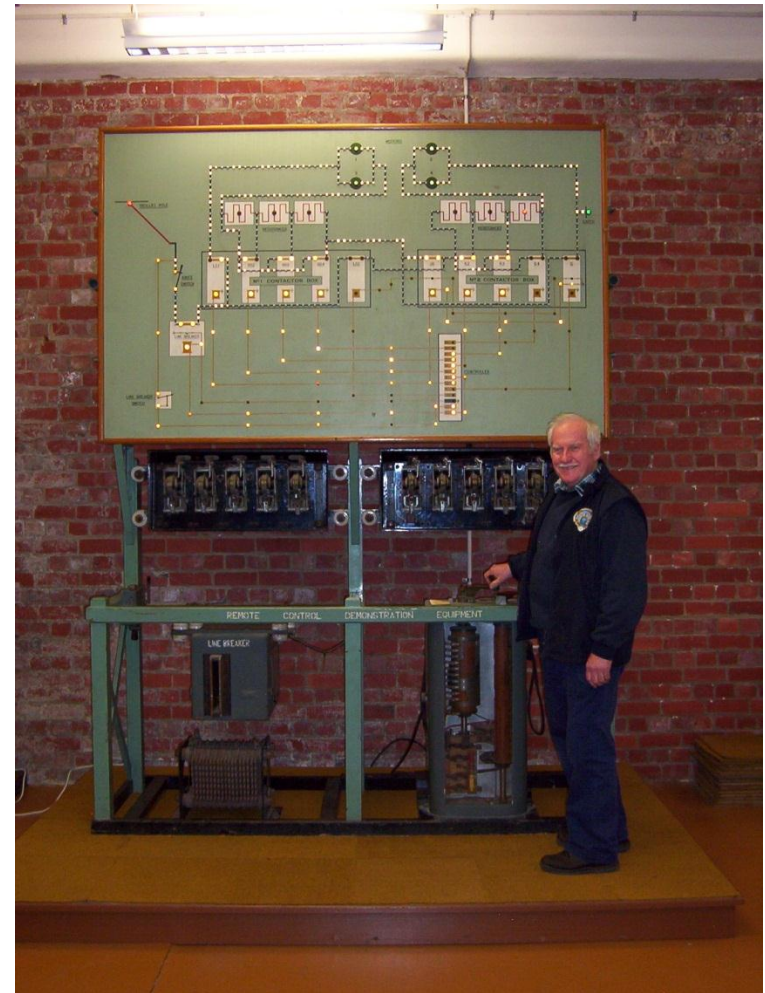
- 14 Kilometre long, with 45 stops.
- Provides access to 11.3 per cent of Melbourne jobs.
- 3800 paid positions within 400 metres of each stop.
- Carried 16 million passenger 2010-11.
- Patronage grew 6 per cent in that period.

- The whole tram network serves 34 per cent of Melbourne jobs and 17.5 per cent of households.

- The Suburban Train system in contrast serves 14.9 per cent of jobs and 7.7 per cent of household.

Hawthorn Depot

- Expanded opening dates; twice a month.
- Steady improvements around the site.
- Increased public awareness of our existence.
- Improved shop.



Sources & references.

- Department of Transport.
- Victrack.
- Friends of Hawthorn Depot Inc.
- Yarra Trams.
- The Australian Financial Review.
- Arthur Edwards.