

Passenger Compensation Code

Effective December 2016



PROUD OPERATOR OF



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

Compensation

Under our agreement with Public Transport Victoria (PTV), if our monthly performance for punctuality (77 per cent) or reliability (98 per cent) falls below these set thresholds, Yarra Trams will provide compensation.

A tram is considered on time if it arrives between 59 seconds before and 4 minutes 59 seconds after the scheduled time.

A Compensation Notice will be issued online at yarratrams.com.au and ptv.vic.gov.au notifying passengers of their eligibility to claim for compensation. Yarra Trams will also present its service delivery results for the calendar month in the Performance Results Bulletins on board trams.

The table headed *Compensation* details the performance targets and the myki compensation value.

For information about which passengers are eligible to claim for compensation and the myki *compensation process*, please refer to the table headed *Passenger compensation eligibility*.

Eligible passengers are able to make one compensation claim per month.

Compensation value

Performance targets	myki compensation value
Service Delivery	
If Yarra Trams delivers less than 98% of its scheduled services in a calendar month	1 Daily fare
If Yarra Trams delivers less than 95% of its scheduled services in a calendar month	2 Daily fares
Punctuality	
If less than 77% of Yarra Trams services are punctual in a calendar month	1 Daily fare
If less than 74% of Yarra Trams services are punctual in a calendar month	2 Daily fares

Additional compensation offer

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

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

Compensation provided for these reasons will be of the same value or type as the fare you held for the start of that journey.

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

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, myki and Public Transport Victoria policies.

Interpreter service

The Compensation Claim Form can be provided in the following languages by calling PTV on **1800 800 007** 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 the interpreter service please call **131 450**.

Passenger compensation eligibility

Description	myki compensation processes
Compensation notice issued by operator	Within 10 days of the end of the month, online and on board trams in the Yarra Trams Performance Results Bulletin
Eligible passengers	All holders of a myki pass valid for 28 days or more. Must have been touched on a tram on at least 10 days of the month
Nature of Compensation	myki money of a Daily fare (or other value as defined) to be uploaded onto the user's myki. The value loaded is to be the same fare/zone mix as the myki pass being compensated, for example, full fare Zone 1
Applications	Completion of an application form. The form is available online at yarratrams.com.au , ptv.vic.gov.au or by calling Public Transport Victoria on 1800 800 007
Processing of the application by Yarra Trams	Yarra Trams may conduct a ticket trace to verify applications for compensation and retain information on compensations claims Yarra Trams sends a list of eligible claimants with their myki card number to PTV for processing
Application deadline	Until the end of the month in which the results are notified