Yarra Trams
Passenger Service Charter
From December 2017
Our guiding principle for operating Melbourne’s tram network is to ‘Think Like a Passenger’.

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Yarra Trams understands that punctuality and outstanding passenger service are what our passengers expect.

Our approach

Our guiding principle for operating Melbourne’s tram network is to Think Like a Passenger. Our aim is to deliver a safe, reliable and comfortable service that provides the best possible travelling experience, contributes to the economic sustainability of our city and strengthens our local communities.

As well as making every journey safe and comfortable for our passengers, Yarra Trams aims to operate the network in a way that contributes to sustaining and improving the quality of life for the people of Melbourne.

Yarra Trams understands that safety, service delivery, punctuality and outstanding passenger service are what our passengers expect. This charter sets out exactly how we will meet and exceed these expectations.

Performance

To ensure transparency and accountability, Yarra Trams provides passengers with monthly performance results that detail tram reliability and punctuality.

Reliability and punctuality are measured at various points along each tram route.

Reliability is a percentage-based measure of the number of services delivered in relation to those scheduled.

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

Publication of performance statistics

We publish performance results for reliability and punctuality no later than 10 days after the end of each month. The results are displayed on posters on board trams and online at yarratrams.com.au.

To access this information, contact the PTV Customer Service Team on 1800 800 007 daily from 6am to midnight (all night Friday and Saturday).

We encourage you to read Track Record, the Public Transport Victoria (PTV) quarterly publication that provides detailed information about each public transport operator’s performance.

Monthly Track Record bulletins are also available online at ptv.vic.gov.au.
Prams, pushers and shopping jeeps may be carried on our services at all times free of charge.

Passenger information

Intermodal coordination
We work with PTV and other transport operators to provide a fully multimodal network, including facilitating the provision of multimodal information across the network.

Timetables
Tram timetables are available in printed format at all tram stops and online at ptv.vic.gov.au. Tram Route Guides are available from the PTV Hub at Southern Cross Station.

Passenger information for journey planning is available through:
- Journey Planner – PTV’s online help system to find out which train, tram or bus to use at ptv.vic.gov.au
- tramTRACKER® – which provides passengers with real-time tram arrival information on iPhone, Android, online at yarratrams.com.au and on Passenger Information Displays at some tram stops.

Timetable changes
When changes to a timetable are going to occur, passengers will be notified at least seven days beforehand through newspaper advertisements, online via Twitter, Facebook and tramTracker, posters on board trams and at tram stops along affected routes.

Timetables will not be changed by Yarra Trams without prior approval of the Victorian Government.

Availability of brochures
PTV has brochures in various languages about myki, fares and Authorised Officers so you can find out more about public transport.

You can receive these brochures by:
- calling PTV on 1800 800 007
- visiting the PTV Hub at Southern Cross Station.

Some brochures may be available on trams and at premium train stations.
Service disruptions
In the event of planned or unplanned service disruptions, where possible, we will provide alternative transport and personnel to assist passengers. Regular announcements will be made on trams to keep passengers informed about disruptions, including information about alternative transport arrangements if they are available.

Notification about planned disruptions will be provided at least seven days beforehand, and placed in tram bulletin boards, at affected tram stops, on trams, and online at yarratrams.com.au and ptv.vic.gov.au. On tramTRACKER you can select your most frequently used route to receive notifications to your phone for both planned and unplanned disruptions.

Operating hours
Our tram services operate approximately between:
- Monday to Thursday – 5am and midnight
- Friday and Saturday – 5am to 1am and all night every 30 minutes on Night Network routes 19, 67, 75, 86, 96 and 109
- Sunday – 7am to 11pm

Operating hours for other public transport modes is available online at ptv.vic.gov.au or by calling the PTV Customer Service Team on 1800 800 007.

Carrying items
Prams, pushers and shopping jeeps may be carried free on our trams, provided they are of a suitable size and space is available.

Bicycles, scooters, surfboards and other large items cannot be carried on trams, as they obstruct other passengers and may be a safety hazard. Flammable goods, explosives and other dangerous items are not permitted on board our trams at any time.

For further information on the carriage of items on trams, and restrictions by train and bus operators, please call the PTV Customer Service Team on 1800 800 007. Alternatively, please visit ptv.vic.gov.au

Carrying pets
Pets can be transported on our trams as long as they are in a closed container.

All animals with a registered Assistance Animal Pass are accepted free of charge.

Guide dogs, guide dogs in training, hearing dogs and hearing dogs in training are accepted on trams at all times, free of charge.

Safety and security
We are committed to ensuring the personal safety and security of passengers is in line with our core value of Zero Harm. We believe all our employees and passengers have the right to arrive home safely every day.

Safety and security measures in place throughout the tram network include staffed platforms at key locations, public address systems, CCTV and the presence of transit police. Our process of continuous improvement aims to deliver innovative solutions that enhance the safety and security of all passengers.

To meet our commitment, we focus on communicating information, strategically deploying Authorised Officers and Passenger Service Employees, and efficiently maintaining infrastructure and rolling stock. We also provide community awareness and education campaigns.

Accessibility
Yarra Trams is committed to helping the Victorian Government develop an inclusive and accessible public transport network.

Yarra Trams works with PTV and other operators to achieve compliance with State and Commonwealth standards for access to public transport.

Our accessibility implementation plan focuses on actions that will improve passengers’ ability to access and travel on the tram network.

Delivering more low floor trams and building more level access stops across the network is a priority. The plan also focuses on improving passenger assistance by providing better passenger information, especially during disruptions.

All our staff undergo accessibility and diversity awareness training to further embed accessibility into our corporate culture, and to ensure our front line staff know how to interact with all passengers.

We want every passenger to feel valued, empowered and safe when travelling on the tram network, regardless of their ability.

For accessibility advice and journey planning, contact the PTV Customer Service Team on 1800 800 007.
Fares and ticketing

myki

myki is your ticket to travel on trains, trams and buses in Melbourne and many parts of regional Victoria. On trams, remember to touch on. You don’t need to touch off unless your entire journey is in Zone 2 – this only applies at the end of routes 75, 86 and 109. Don’t touch on or off if you’re just travelling in the city’s Free Tram Zone.

You can buy your myki and top up at:
- over 800 shops including all 7-Elevens
- myki machines at selected stations and stops
- premium station ticket offices
- PTV Hubs
- on the bus ($20 max)
- ptv.vic.gov.au or by calling 1800 800 007 (allow seven days for delivery of a myki and about 90 minutes for online topups).

myki fares are set by the Victorian Government. If fares change, we’ll give you at least 10 business days’ notice through yarratrams.com.au, ptv.vic.gov.au, newspaper advertisements, and posters on trams.

Concession fares

You may be able to travel on a concession fare if you’re a child, student or Australian senior. Other types of concessions are also available. Always carry proof of eligibility when you travel.

Ticket refunds

You may be eligible for a refund, reimbursement, compensation or replacement ticket. You can find the Yarra Trams Passenger Refund Code at yarratrams.com.au or by calling 1800 800 007.

To apply for a refund, fill in in the myki Refund Form. You can find the form at:
- the PTV Hub at Southern Cross Station
- yarratrams.com.au
- ptv.vic.gov.au
Authorised Officers

Authorised Officers help keep your public transport running smoothly and make sure everyone is paying their way. You'll see them travel on trains, trams and buses, and at stations and stops.

Authorised Officers are employed by public transport operators to check tickets, provide passenger information, improve safety, and help during special events and disruptions. They all receive ongoing training and are authorised by the Victorian Government.

Authorised Officers can:
- check your ticket and concession entitlement, even after you’ve left the vehicle or station
- ask to take your ticket for use as evidence
- ask for your name, address and proof of identity
- report you to the Department of Economic Development, Jobs, Transport and Resources
- arrest you until the police arrive, if you don’t comply.

Please note that Authorised Officers do not issue warnings or fines.

Authorised Officers work in uniform or plain clothes. You will be able to identify them because they carry:
- a State of Victoria Authorised Officer badge
- photo ID
- portable myki ticket reader.

If someone claims to be an Authorised Officer and can’t show you their metal badge and photo ID, please report them to a public transport employee or call us on 1800 800 007.

Authorised Officers must abide by the Code of Conduct for Authorised Officers. You can find the code by visiting economicdevelopment.vic.gov.au and searching for ‘authorised officers’.

To find out more, including how to appeal a fine, please contact the department on 1300 135 066.
Standards

Yarra Trams is committed to monitoring and continuously improving passenger service.

The travelling experience and personal safety of Yarra Trams passengers will be improved by ongoing measurement and adherence to high standards for removing graffiti, repairing damage and vandalism, maintaining cleanliness, and providing clear and relevant information.

These standards will apply to trams, stops, infrastructure, assets and tram reserves.

Passengers will be interviewed using customer satisfaction surveys and Yarra Trams’ performance will be measured against benchmark standards. Public access to performance results ensures that the community can benefit from greater transparency and accountability.

Cleaning, graffiti and dumped rubbish

At Yarra Trams we are committed to maintaining a clean tram fleet, tram stops, shelters and tram property.

To report graffiti or dumped rubbish please call the PTV Customer Service Team on 1800 800 007. Yarra Trams will monitor response times to reported graffiti via the passenger feedback line.

Employee conduct

Our staff are trained to be attentive, caring, courteous and sincere, treating all passengers as we like to be treated ourselves.

We ensure our employees are recognisable, well presented and clearly visible at all times. We invest in our people and provide training to develop a committed and friendly workforce that delivers services to meet passenger expectations.

Our employees:

- provide face-to-face passenger service
- offer passengers the best ticket options and tram timetable information
- help passengers plan their journey
- play an important role in the safety and security of passengers by providing a visible staff presence and offering assistance when required.

We aim to have employees present at selected CBD platform stops during the day on weekdays and on weekends.
Passenger feedback

At Yarra Trams, we continually strive to meet our passengers’ expectations and welcome comments about our service.

PTV is your central source of information for public transport services, fares, tickets and initiatives, and its PTV Customer Service Team are available to help you.

Provide your feedback and suggestions by visiting ptv.vic.gov.au, calling PTV on 1800 800 007 daily from 6am to midnight (all night Friday and Saturday) or writing to us at:

Yarra Trams Passenger Feedback
GPO Box 5231 Melbourne VIC 3001

Lost property

For Lost Property please call 1800 800 007.

Complaints handling

If you are not satisfied with the outcome of your complaint and wish to have the matter dealt with independently you may raise the matter directly with the Public Transport Ombudsman by phone on Freecall 1800 466 865, by email at enquiries@ptovic.com.au, or by fax on 8623 2100. Letters can be addressed to the Public Transport Ombudsman at PO Box 538, Collins Street West, Melbourne VIC 3007. The Public Transport Ombudsman is a free, independent and impartial service.

Further details about the Public Transport Ombudsman’s role and services are available at ptovic.com.au.

Alternatively, Public Transport Victoria’s Customer Advocacy Team is available to review your complaint. If you are not satisfied with the outcome of any public transport complaint, you can escalate the matter to PTV’s Customer Advocacy Team for further investigation. Contact the PTV Customer Advocacy Team by phone on 1800 800 007, email at customer.advocate@ptv.vic.gov.au, or in writing to:

Customer Advocacy Team, Public Transport Victoria, PO Box 4724, Melbourne VIC 3001.

Compensation

According to our agreement with the Victorian Government, Yarra Trams will provide compensation if our monthly performance falls below set thresholds for punctuality (79 per cent) or reliability (98 per cent). Passengers with a myki pass valid for 28 days or more can apply for compensation.

PTV reviews its service performance each calendar month. If Yarra Trams does not achieve its monthly performance targets, a Compensation Notice may be issued. If such a notice is issued we will display it on our trams and online.

Compensation may also 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, and/or
– 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.

All claims will be considered promptly and fairly in accordance with the Yarra Trams Passenger Compensation Code. A copy of the code is available online or by calling the PTV Customer Service Team on 1800 800 007.
How you can help us
At Yarra Trams, we will always do our best to meet and exceed our commitments to you. You can help us provide a safe and reliable service if you:

- hail the approaching tram so the driver knows you want to board
- travel with a correct and valid myki for your journey
- touch on your myki each time you board a tram, (unless travelling within the Free Tram Zone) including when you change vehicles. Your myki must have been used (touched on) on a tram at least 10 days of the month in order to be eligible for compensation if performance targets are not met
- ensure that if a concession myki is purchased/used, proof of concession entitlement (such as a Pensioner Concession Card, Seniors Card, Student Concession Card or Healthcare Card) is carried at all times and produced if requested by an Authorised Officer
- comply with all requirements of the Transport Act and Regulations relating to behaviour, carriage of goods, consumption of alcohol, defacing or damaging property, lingering and other inappropriate matters (such as smoking, feet on seats, obstructing doorways and offensive language or behaviour).

Environment
Our core value of Zero Harm applies to our passengers, employees and the environment. Our environmental approach is underpinned by continuous improvement.

We are committed to reducing the effect of our operations on the environment by:

- developing our environmental management system in line with business needs and best practice
- improving resource efficiency through energy conservation
- understanding our climate change impacts and reducing harmful emissions
- further investigating and using green energy sources
- conserving water resources
- improving materials consumption through recycling and reuse
- working with other industry bodies, our passengers, employees and communities to promote environmental awareness
- meeting all relevant environmental legislation, as a minimum.

Interpreter services
To receive this document in large print, braille or audio formats, please call the PTV Customer Service Team on 1800 800 007. You can also receive it in the following languages:

- Arabic
- Cantonese
- Greek
- Hindi
- Italian
- Mandarin
- Punjabi
- Sinhalese
- Spanish
- Vietnamese
How to contact us

Yarra Trams
Call 1800 800 007, daily from 6am to midnight (all night Friday and Saturday)
or visit ptv.vic.gov.au

Alternatively, you can write to us at:
Yarra Trams
GPO Box 5231
Melbourne VIC 3001

Public Transport Victoria
For public transport information:
Phone 1800 800 007 daily from 6am to midnight (all night Friday and Saturday).
Website ptv.vic.gov.au

National Relay Service – for people with speech or hearing impairment
Phone 03 9619 2727

Customer Advocate
Public Transport Victoria
PO Box 4724
Melbourne Vic 3001
Phone on freecall: 1800 800 007
customer.advocacy@ptv.vic.gov.au

Travellers Aid
Phone 03 9654 2600
Monday to Friday, 9am to 5pm

Public Transport Ombudsman (Victoria)
Phone 1800 466 865 or 03 8623 2111
TTY 1800 809 623
Fax 03 8623 2100
PO Box 538
Collins Street West
Melbourne VIC 8007
Email enquiries@ptovic.com.au
Website ptovic.com.au