

Yarra Trams Passenger Service Charter

From January 2020



Our guiding principle for operating Melbourne's tram network is to *Think Like a Passenger.*

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We understand that safety, service delivery, punctuality and outstanding 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.

We operate the network in a way that contributes to sustaining and improving the quality of life for the people of Melbourne.

We understand that safety, service delivery, punctuality and outstanding 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, we make available 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 four minutes, 59 seconds after the scheduled time.

Publication of performance statistics

We publish performance results online at yarratrams.com.au once they have been publicly released by the Department of Transport, typically no later than 10 days after the end of each month. Where results are published later than 10 days after the end of the month, Yarra Trams will extend the date passengers can apply for compensation equal to the number of days the results have been delayed.

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

Monthly *Track Record* bulletins are 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 experience

Journey planner

Information for planning your journey is available through:

- Journey Planner - PTV's app to plan your journey and view multimodal service times at ptv.vic.gov.au
- tramTRACKER® - provides passengers with real-time tram arrival information. Available on devices via the app, online at yarratrams.com.au and on passenger information displays at some tram stops.

Intermodal coordination

We work with PTV and other transport operators to provide a multimodal network.

Journey information

Tram timetables are available in printed format at all tram stops and online at ptv.vic.gov.au. Tram route guides are available from all PTV Hubs and Melbourne Visitor Centres.

Timetable changes

When changes to a timetable occur, passengers will be notified at least seven days prior through newspaper advertisements and online at yarratrams.com.au and ptv.vic.gov.au, via tramTRACKER®, Twitter, digital passenger information displays and in tram bulletins at affected tram stops. On board notifications will be provided three days prior on affected trams.

Service disruptions

In the event of planned or unplanned incidents, where possible, we will provide alternative transport and personnel to assist passengers.

Regular updates through tramTRACKER® and Twitter will be provided along with announcements on trams and at selected stops. Where possible, we will provide information for train and bus options.

Notification about planned disruptions will be provided at least seven days prior online at yarratrams.com.au and ptv.vic.gov.au, via tramTRACKER®, Twitter, digital passenger information displays and in tram bulletins at affected tram stops.

On board notifications will be provided three days prior on affected trams.

On tramTRACKER® you can select your most frequently used routes to receive notifications to your device for both planned and unplanned disruptions.



Safety and security

Safety is our number one priority. We are committed to ensuring the personal safety and security of passengers is in line with our core value of Zero Harm.

To meet our commitment to safety and security, we focus on strategically deploying Authorised Officers, Passenger Service Employees and our Passenger Response team.

Our Authorised Officers also provide awareness and educational programs to schools and community groups.

To provide our passengers with cleaner, safer and more reliable assets, we have proactive cleaning and maintenance schedules for trams and tram stops. If you see a problem or notice any unattended bags or luggage, you can tell a Yarra Trams employee or call the PTV Customer Service team on **1800 800 007**.

Accessibility

We are committed to helping the Victorian Government develop an inclusive and accessible public transport network.

We work with PTV, Transport for Victoria 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 confidently access and travel on the tram network.

To achieve this, all our staff undergo accessibility and diversity awareness training to further embed accessibility into our corporate culture, and to ensure our frontline staff know how to assist passengers with confidence and respect. The plan also focuses on improving passenger assistance by providing better passenger information and accessible alternatives during disruptions.

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

For accessibility advice and journey planning, contact the PTV Customer Service team on **1800 800 007**.

Carrying items

Prams, pushers and shopping jeeps may be carried free on trams, provided they are of a reasonable size and not obstructing other passengers.

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

Small animals can travel on trams but they must be in a suitable container.

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

Guide dogs, guide dogs in training, hearing dogs, hearing dogs in training and animals with a registered Assistance Animal Pass can travel on trams at all times, free of charge.

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.

Train and bus operating hours are available online at ptv.vic.gov.au 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, and
- travel with a correct and valid myki for your journey.



For information about fares and tickets call the PTV Customer Service team on 1800 800 007 or visit a PTV Hub.

Fares and ticketing

myki

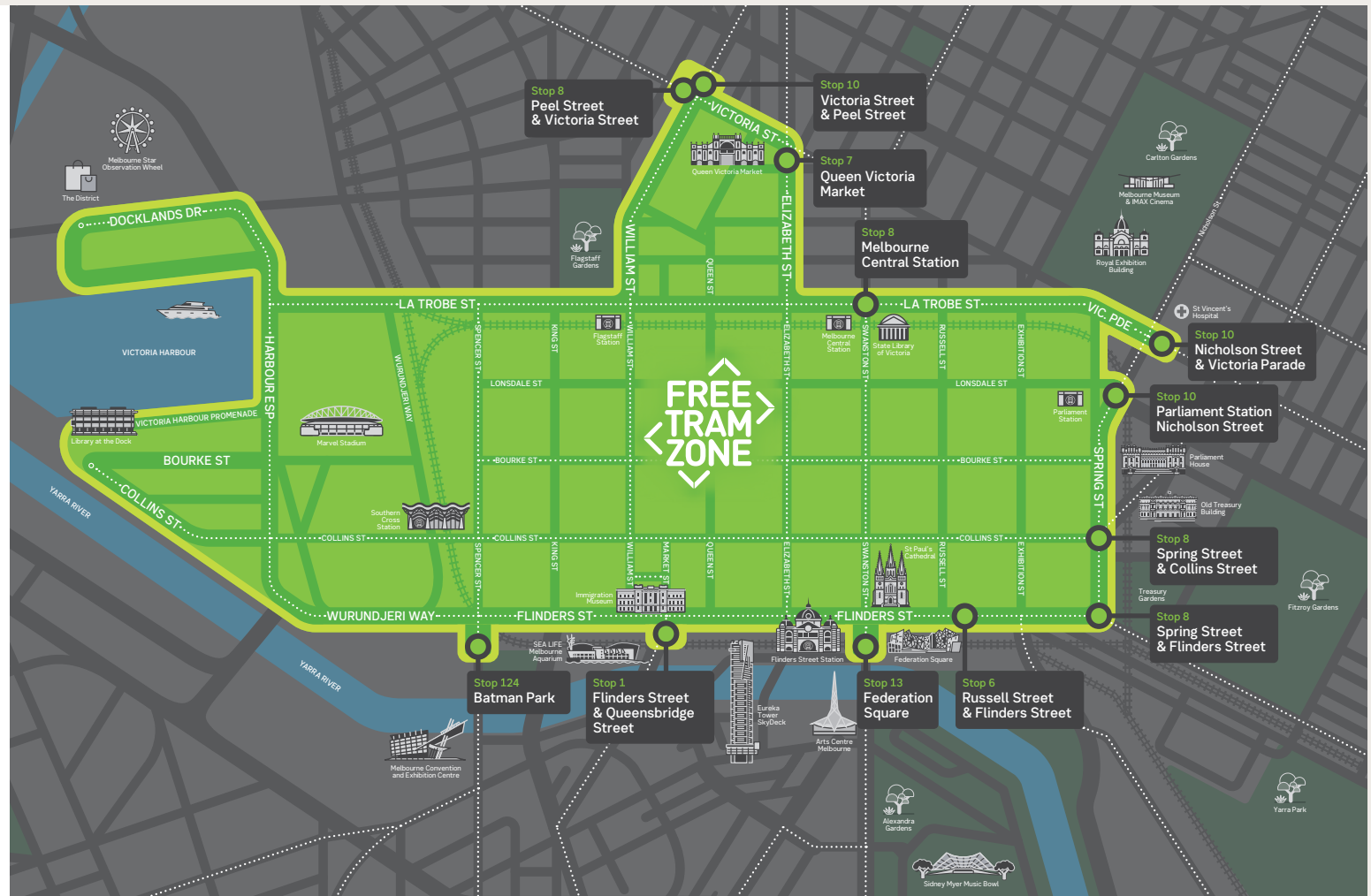
myki is your ticket to travel on trains, trams and buses in Melbourne and many parts of regional Victoria. On trams, touch on when you get on a tram. You only need to touch off if your whole trip is in Zone 2. If your trip is entirely within Zone 2, touch off to pay the cheaper Zone 2 fare – this only applies to Zone 2 sections on routes 75, 86 and 109.

When your entire journey is within the Free Tram Zone, don't touch on.

You can buy your myki and top up at:

- over 800 shops including all 7-Eleven stores
- myki machines at selected stations and stops
- premium station ticket offices
- PTV Hubs
- on buses (\$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 top ups).

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, and newspaper advertisements.



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.

How to use myki

- 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).

Ticket refunds

If we do not meet our performance thresholds, or your trip is affected by a service disruption, you may be eligible for compensation.

For further information about service disruptions and eligibility for compensation, please refer to the Passenger Compensation Code. For information about how to apply for compensation please refer to the Passenger Refund code. Both can be found at yarratrams.com.au or by calling the PTV Customer Service team on **1800 800 007**.

You can also visit your nearest PTV Hub to apply for compensation.

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**
- at all PTV Hubs
- Melbourne Visitor Centres.

Some brochures may be available on trams and at premium train stations.

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 the PTV Customer Service team on **1800 800 007**.

Authorised Officers must abide by the Code of Conduct for Authorised Officers. If you are dissatisfied with the conduct of an Authorised Officer and wish to make a complaint or if you wish to appeal a fine, the Authorised Officer complaints management policy is available online at djpr.vic.gov.au/ – search for 'Authorised Officer complaints management policy' – or call the Department of Economic Development, Jobs, Transport and Resources on **1300 135 066**.



Standards

We are committed to monitoring and continuously improving passenger service.

The travelling experience and personal safety of our passengers is subject to ongoing measurement and adherence to high standards for removing graffiti, repairing damage and vandalism, maintaining cleanliness, and providing clear and relevant information.

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

Passengers are interviewed using customer satisfaction surveys and our performance is measured against benchmark standards. Public access to performance results ensures that the community can benefit from greater transparency and accountability.

Cleaning, graffiti and 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 visit ptv.vic.gov.au, or call the PTV Customer Service team on **1800 800 007** daily from 6am to midnight (all night Friday and Saturday).

Passenger service

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 and exceed 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 city platform stops during the day on weekdays and on weekends.



Passenger feedback

At Yarra Trams, we continually strive to exceed 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 PTV's Customer Service team are available to help you.

Provide your feedback and suggestions by visiting ptv.vic.gov.au, calling the PTV Customer Service team 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

You can also provide feedback via the tramTRACKER® app.

Lost property

For lost property please call **1800 800 007**.

If you find lost items on a tram or at a tram stop, please alert staff at the stop or the tram driver.

Responding to feedback and complaints handling

If you're not satisfied with our response or how your feedback was handled, you can escalate your feedback to the Public Transport Ombudsman (PTO) or the PTV Customer Relations team.

The Public Transport Ombudsman is an independent office that investigates public transport complaints. It provides fair, free and fast resolutions to public transport disputes, and works with its members on systemic complaints to help improve Victoria's public transport system.

You can raise your matter directly with the PTO by phone (free call) **1800 466 865**, by email at enquiries@ptovic.com.au or online at ptovic.com.au/complaints. Letters can be addressed to:

The Public Transport Ombudsman
PO Box 538
Collins Street West
Melbourne VIC 8007

Alternatively, you can have your feedback reviewed by a case manager in PTV's Customer Relations team. You can send your case for review by email customer.relations@ptv.vic.gov.au, by phone on **1800 800 007** or online at ptv.vic.gov.au (tick the box marked 'escalate my feedback' in the feedback form). Letters can be addressed to:

Customer Relations Team
Public Transport Victoria
PO Box 4724
Melbourne VIC 3001



Compensation

According to our agreement with the Victorian Government, we 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 service performance each calendar month. If we do not achieve our monthly performance targets, a Compensation Notice may be issued. If such a notice is issued we will display it 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 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**.

Environment

Our core value of Zero Harm applies to our passengers, employees and the environment.

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.



How to contact us

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

Alternatively, you can submit feedback via our tramTRACKER® app or write to us at:

Yarra Trams
GPO Box 5231
Melbourne VIC 3001

Other contact information

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

If you're deaf, or have a hearing or speech impairment, contact us through the National Relay Service. For more information, visit relayservice.gov.au or call **9619 2727**.

PTV Hub locations

- Southern Cross Station, Melbourne
- 750 Collins Street, Docklands
- Westfield Shopping Centre, Geelong
- Bendigo Marketplace, Bendigo

Melbourne Visitor Centre

Melbourne Town Hall
90-130 Swanston Street,
Melbourne 3000

Bourke Street Mall

Bourke Street Mall,
Melbourne 3000

Customer Relations Team

Public Transport Victoria
PO Box 4724
Melbourne VIC 3001
Phone on freecall **1800 800 007**
Email 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 555 677** then ask for **1800 466 865**
Fax **03 8623 2100**
PO Box 538
Collins Street West
Melbourne VIC 8007
Email enquiries@ptovic.com.au
Website ptovic.com.au

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