Yarra Trams Customer Charter

October 2025



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Our promise to you

At Yarra Trams, our purpose is to create great journeys that connect people and communities.

Our six service promises

SAFE
We put safety first, always. We deliver and maintain a network that is safe for everyone, including customers, our people, pedestrians and other road users.

CUSTOMER FEELS
SECURE

SIMPLE
We deliver services that are easy to access, use and understand, and where help is easily obtained when needed.

CUSTOMER FEELS
AT EASE

INFORMATIVE
We provide real-time, accurate information, all the time, that empowers our customers to make informed decisions.

CUSTOMER FEELS
INFORMED

INCLUSIVE
We create welcoming, comfortable and secure journeys for all, and focus on inclusion and increasing accessibility.

CUSTOMER FEELS
INCLUDED

CONSISTENT
We deliver dependable, on time journeys that meet or exceed demand at all times across the network.

CUSTOMER FEELS
CONFIDENT

FRIENDLY
We offer exceptional experiences built on authentic personal connections, as our team of Journey Makers seek to understand our customers to better help them.

CUSTOMER FEELS
UNDERSTOOD



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Our customer service standards

We are committed to continuously improving customer experience. We monitor and benchmark the travelling experience of our customers to ensure we continue to meet high standards while keeping everyone safe.

We adhere to strict targets for performance (including punctuality and reliability) as well as other metrics 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.

We publish our performance results online at yarratrams.com.au once they have been publicly released by the Department of Transport and Planning (DTP), typically within 10 days of month's end.

Delivering on our promises

Customer service standard	Customer feels	How we measure performance	How we deliver the standard
We always put safety first			
Your safety is our priority. We always put safety first, so you can travel with peace of mind.	Secure, calm and comfortable	We monitor all safety incidents and across the network and report monthly.	We identify, analyse, monitor and manage risks; and we record, investigate and take corrective action on all safety incidents. We use this safety data to inform our continuous improvement process. We reassure customers through our actions and our words that safety is our number one priority.
We deliver services that are easy to use			
Getting around is simple. We remove complexity and offer convenient and frictionless experiences that make your journey effortless.	Stress-free, pleased, content	We monitor customer perceptions of 'ease of use'.	We use direct and pictorial signage and provide intuitive information platforms. During disruptions we provide real-time information and re-routing of travel paths for impacted customers. Our customer service staff speak clearly and provide simple information frequently.

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Customer service standard	Customer feels	How we measure performance	How we deliver the standard
We provide real-time information all the time			
Access to timely, accurate, understandable, and relevant information drives improved customer outcomes and better journeys for all.	Informed	We monitor and measure customer engagement and advocacy via surveys and customer conversations.	We provide alternative service information when things don't go to plan. We give customers a range of choices for accessing information. We provide simple and clear information, frequently.
We create welcoming journeys for all			
Transport for everyone, everywhere. We provide inclusive services that deliver value to all customers, so no one is left behind.	Supported, valued, respected	We monitor levels of comfort, usability and the condition of our trams and stops.	We are working on removing the barriers that exist in the network infrastructure. We train our people to improve accessibility outcomes and meet the needs of our diverse customer group.
We deliver dependable, on-time journeys			
Count on us, every step of the way. We deliver consistent, accurate, and timely information and services you can trust, even when things don't go as planned.	Confident, reassured, informed	We meet or exceed punctuality metrics of 82.0% and reliability metrics of 98.5%; and we monitor our perceived effectiveness through surveys.	We operate to Department of Transport and Planning (DTP)-approved schedules, measured and monitored against published tolerances. We communicate clearly when things don't go to plan, and provide simple solutions for passengers in all situations.
We offer experiences built on authentic, personal connection			
Connecting people and places seamlessly. We connect you to places and communities, through seamless and integrated experiences that meet your needs.	Empowered, understood, engaged	We meet and exceed customer expectations as measured, monitored and reported through the Customer Experience Index.	We strive to employ, train and reward team members based on their commitment to service excellence. Our people are empowered to engage with customers to understand and meet their needs by asking "How can I help?"

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Helpful links and information

Operating hours

Our tram services operate:

- Monday to Thursday: 5am to 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

Journey planning information

Passengers can plan their journeys using information from:

- **PTV Journey Planner app**: Enables passengers to plan their exact route and view multimodal service times at transport.vic.gov.au.
- **tramTRACKER®:** Offers next tram arrival information via the app, online at yarratrams.com.au and on passenger information displays at some tram stops.
- **NaviLens app and QR codes at stops and on trams**: Passengers with low vision or who are blind can receive tram information, including during disruptions, in an audible and plain text format on their smartphone. It is also useful for people who can't read or need information in a different language.
- **QR codes at tram stops**: linking to the tramTRACKER app providing information on future services at this stop, including disruptions update.
- **Tram timetables**: available in printed format at all tram stops and online at transport.vic.gov.au.
- **Tram route guides**: available from the PTV Southern Cross Hub and Melbourne Visitor Centres.

Timetable changes and disruptions

When timetable changes and planned disruptions occur, we will notify passengers:

- At least seven days prior through yarratrams.com.au, transport.vic.gov.au, tramTRACKER®, X@yarratrams, digital passenger information displays at tram stops and tram bulletins at affected stops.
- Three days prior via notifications onboard affected trams.

In the event of planned or unplanned incidents, we will provide passengers with alternative transport and staff assistance where possible.

Regular updates will be available via tramTRACKER® and X@yarratrams, along with announcements on trams and at selected stops. We will also provide information on train and bus options when feasible.

Passengers can customise tramTRACKER® and X@yarratrams to receive notifications about planned and unplanned disruptions on their most frequently used routes.



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Get in contact

At Yarra Trams, we continually strive to exceed our passengers' expectations. We welcome questions and comments about our service.

Transport Victoria is your central source for information on public transport services, fares, tickets and initiatives. You can also provide feedback on our services and report graffiti or dumped rubbish via Transport Victoria.

- Phone: **1800 800 007** (Sunday to Thursday from 6am to midnight or anytime Friday and Saturday)
- Website: transport.vic.gov.au
- App: tramTRACKER® app
- Post:

  Yarra Trams Passenger Feedback
  GPO Box 5231
  Melbourne VIC 3001

Lost property

For lost property, call **0468 574 004** (weekdays 8am-12pm) or email sm-lostproperty@yarratrams.com.au. Items are held for a period of 60 days before being donated to charity. For urgent enquiries outside weekday hours, call the Transport Victoria call centre on **1800 800 007**. If you find lost items on a tram or at a stop, inform the driver or staff at the stop.

Responding to feedback and handling complaints

If you are not satisfied with our response or how your feedback was handled, you can escalate it to the Public Transport Ombudsman (PTO) or the Transport Victoria Customer Resolutions Team. The PTO is an independent office that investigates public transport complaints/disputes – offering fair, free and prompt resolutions. It also addresses systemic issues to help improve Victoria's public transport system.

You can raise your matter directly with the PTO by:

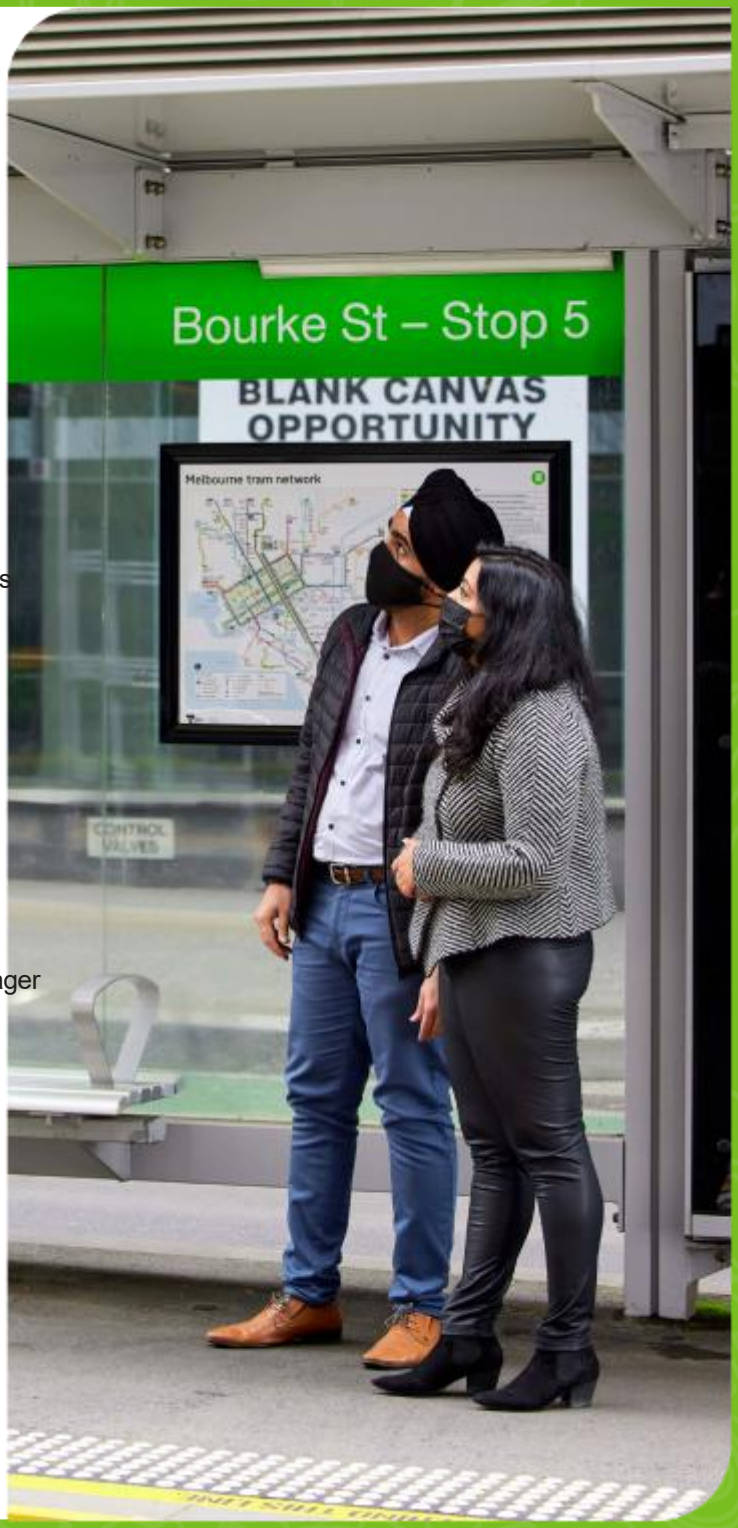
- Phone (free call): **1800 466 865**
- Email: enquiries@ptovic.com.au
- Website: ptovic.com.au/complaints
- Post:

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

You can also have your feedback reviewed by a case manager in Transport Victoria's Customer Resolutions Team by:

- Emailing it to customer.relations@ptv.vic.gov.au
- Calling **1800 800 007**
- Visiting transport.vic.gov.au (tick the box marked 'escalate my feedback' in the feedback form)
- Posting a letter to:

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



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Compensation

According to our agreement with the Victorian Government, we will provide compensation if our monthly performance falls below set thresholds for punctuality (82.0%) or reliability (98.5%). Passengers must have touched on a tram for at least 10 days in the relevant month to be eligible for compensation.

DTP 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.

If there is free or discounted public transport:

- no compensation will be payable during any period of free public transport; and
- compensation will only be payable where public transport is discounted to the value of the discounted rate of travel.

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 Transport Victoria Customer Service Team on 1800 800 007.

The passenger compensation form is available here https://yarratrams.com.au/compensation-refunds

Other contact information

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.

Interpreter services

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

- Easy English
- Arabic
- Croatian
- Dinka
- French
- Greek
- Italian
- Japanese
- Macedonian
- Maltese
- Mandarin
- Polish
- Serbian
- Spanish
- Turkish
- Vietnamese



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