



MELBOURNE, AUSTRALIA

YARRA TRAMS

Record levels of passenger satisfaction and innovative safety solutions once again earned Keolis Downer the operating contract for Melbourne's Yarra Trams network.

Aiming to deliver a safer and more reliable service, in 2009 Public Transport Victoria awarded Keolis Downer the management of Yarra Trams, the world's largest tram network, and also one of the oldest. Since then, rigorous management and innovative technology have increased passenger satisfaction while maintaining punctuality—factors which led to the local transport authority extending the contract until 2024. In that time, the continued introduction of 80 new E-Class trams, stop upgrades on Line 96, as well as the refurbishment of more than 85% of the tram fleet, are set to improve all aspects of the network, from safety, to service frequency and reduced-mobility access.

NETWORK STATS



Public Transport Authority:

Public Transport Victoria



Operating subsidiary:

Keolis Downer
(4,000 employees)
Keolis (51%)
Downer (49%)



Network scope:

- 250km of double track
- 24 tram lines
- Around 1,700 stops
- 475+ trams
- 500,000+ passengers per day

KEY ACHIEVEMENTS

12%

passenger growth in
2015-16

75%

passenger satisfaction
rating

410

trams running at peak
times

14

awards received from
2010-2018, including Global
Light Rail Award for 'Most
Significant Safety Initiative'
and Melbourne Award for
'Contribution to the
Community by a
Corporation'

CUSTOMER SATISFACTION

Extra peak-hour staff and real-time journey information have helped maintain or increase passenger satisfaction every year since 2009.

WORKPLACE EQUALITY AND INCLUSION

We have seen significant improvement in gender diversity at Yarra Trams, improving from 12% in 2013 to over 21% in July 2018.

OPERATIONAL PERFORMANCE

We maintain and service the network with operations staff 24 hours a day. Yarra Trams is delivering an AU\$230 million project to refurbish more than 85% of its fleet over the next five years.

ASSET MANAGEMENT

In May 2018, we carried out the most thorough infrastructure analysis the Yarra Trams network has ever undertaken using trams fitted with infrared cameras, laser scanners, and vibration sensors.

For further information on the network, please contact: yarratrams@yarratrams.com.au



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