A new Remote Condition Monitoring (RCM) system, which could drastically reduce damage to pantographs and overhead wires, is currently being trialled on X'Trapolis trains on the Clifton Hill and Burnley Groups.

An Australian first, the Pantograph Damage Assessment System (PANDAS) works by detecting overhead wire faults that have the potential to cause damage to pantographs or bring wires down. When a fault is detected, an alert is sent to the Overhead Team in Infrastructure with a GPS location of the fault and the magnitude of the impact, allowing the team to send a crew to the site and perform required maintenance.

Fleet Manager X'Trapolis Peter Tasker explained: “Pantographs run along overhead wires at high speeds so they are vulnerable to damage caused by defects in the wire such as broken droppers, problems with the steady arms or items hanging from the wire.

“By detecting these defects early, we can quickly make necessary repairs before they cause more serious damage which can lead to significant disruptions to the service and costs to the business.

“The PANDAS trial is already showing signs of promise. We’ve detected and responded to alerts in Northcote and Hawthorn, which resulted in swift repair works,” he said.

The project is a collaboration between Infrastructure and Rolling Stock. Metro congratulates Peter Tasker, Brad Wilson, Sean O’Halloran and the rest of team on their hard work in getting the project up and running. We look forward to hearing the results.
PANDAS on trains...

Two accelerometers sit on the head of the pantograph (the red dots circled in the image above). Both of these accelerometers communicate with a data processing module (the red box at the top of the image above) and the ‘receiver and signal relay unit (in the driver’s cabin pictured right) which alerts the Overhead Team of any defects.
Metro welcomes first wave of Multimodal AOs

TEAMWORK@METRO

The first of Metro’s new Multimodal Authorised Officers (AOs) started this week.

Multimodal AOs are employed by Metro but funded by PTV, so they will work across all modes of transport in metropolitan Melbourne.

They will wear a similar uniform to Metro AOs but with PTV branding. Their primary role will be targeting fare evasion in hot spots identified by PTV.

This is the first wave of 78 Multimodal AOs who will join the network over the next four months. The team will be based at Southern Cross Station in a new purpose-built depot.

New super screen

From page 1

Earlier this week the Business Development team installed a large digital screen in the concourse of Flinders Street Station.

Sitting at an impressive seven meters long and three meters high, the screen is the largest of its kind to be installed in a public transport hub in Australia.

The screen presents an exciting new commercial opportunity for Metro and bookings are already coming in thick and fast with most timeslots already filled for 2014.
Over the next fortnight, small ‘safety moment’ pyramids will appear on meeting tables across the business with the aim of encouraging people to commence meetings with safety front-of-mind.

According to General Manager Safety, Environment and Risk, Todd Bentley, a ‘safety moment’ is a brief discussion about safety.

“When starting your next meeting, take a moment to share a recent experience or observation that encourages the other people in the room to think about the importance of safety in our business.

“These safety moments could be as simple as asking a question, passing on some knowledge or igniting a discussion about an issue relevant to the group.

“In the recent engagement survey, 67% of Metro employees felt that they are being encouraged to maintain safety standards at all times which is testament to Metro’s ongoing commitment to safety,” he said.

Two more exciting safety initiatives to add to your calendar are: Rail Safety Week (11-17 August 2014) and Metro Health & Safety Week (27-31 October 2014). Stay tuned for more information coming soon.

Bilingual station staff to the rescue

TEAMEWORK@METRO

Last Friday, the control room at Parliament received an urgent phone call advising that there was a distressed customer on one of the platforms. After alerting Victoria Police, Stationmasters Jason Cilia and Simon Szitarity approached the customer but found them unable to speak English and quite emotional. With quick thinking, Part Time LSA, Keat Ng was asked to assist. Being bilingual and fluent in Mandarin, Keat was able to support police negotiators in effectively communicating with the distraught customer.

Keat's excellent customer service skills, combined with his vast knowledge of Mandarin, enabled him to calm the customer and relay to the police that there had been a misunderstanding and the customer simply wanted to visit relatives in Preston.

Stationmaster Jason Cilia added: "Thanks to Keat, the situation was quickly resolved. Without his assistance the situation would have been much more difficult and the Victorian Police were very grateful," he said.
Train, tram...we’ve got it covered

Metro is trialling tram passenger information displays (PIDs) near the station exits at Flinders Street and South Yarra stations.

The displays provide information about the next three tram services (in minutes) departing from the tram stops on Swanston Street and Toorak Road.

The trial will run through the month of June.

Audiometric Testing for Metro employees

Many Metro employees work in a noise hazardous environment, which is why these employees must always wear hearing protection as required in their roles. As part of Metro's duty of care to employees, we are required to test the hearing of these employees in accordance with current OHS Legislation.

In June, all employees who regularly wear hearing protection will need to participate in the audiometric testing. Your manager will notify you if a test is required.

An audiologist will measure your level of hearing using an audiometer, which consists of a machine connected to a pair of headphones and a button to press when you hear a tone. The results are analysed to determine your current level of hearing. By law, you will participate in an audiometric test every 2 years.

For more information on how to protect your hearing at your worksite, please contact your divisional safety manager. For details on audiometric testing, please refer to the Audiometric Testing Procedure which can be found in 'Policies and Procedures on The Depot (reference: L0-HMR-PRO-053) or email the Health & Productivity Team:

health@metrotrains.com.au
A new laneway under the Dudley Street bridge in West Melbourne is now home to images of legendary Australian musicians, thanks to a Regional Rail Link urban design program delivered by the City-Maribyrnong River section of the project.

In illuminated light boxes on the bridge’s columns unveiled last Friday are images of Nick Cave, Angus Young, Kylie Minogue, Daniel Johns, Michael Hutchence and Chrissy Amphlett – rock greats who performed just a (Rolling) stone's throw away at Festival Hall.

City-Maribyrnong River project team had several major constraints to contend with while constructing the new twin track rail bridge over Dudley Street. One such constraint was working in very close proximity to Melbourne’s iconic music venue. With the successful completion of the rail bridge late last year, a new lane was created in the bridge undercroft, so the project team decided to use this space to honour Festival Hall’s longstanding contribution to our city’s live music scene. The space has been formally named Wren Lane, after the owners and operators of Festival Hall.

Minister for Public Transport and Roads, Terry Mulder, and Lord Mayor of Melbourne, Robert Doyle, commended the project on the installation via video.

“It is impressive that the Regional Rail Link project has been able to undertake complex construction work in the area and has achieved an outstanding and a highly positive legacy for Melbourne’s communities, all while delivering crucial rail infrastructure,” Mr Mulder said.

“This said the Regional Rail Link art installation has formed a distinctive musical precinct celebrating Melbourne’s reputation as the country’s music capital. These images chronicle Festival Hall’s contribution in achieving this status,” he added.

Upon completion of Regional Rail Link, the Dudley Street rail bridge will provide dedicated access for regional train services into Southern Cross Station, separating metropolitan and regional trains, leading to greater capacity on the network.
Changes to Rolling Stock management

**TEAMWORK@METRO**

Rolling Stock has introduced some changes to its Tier 1 management structure. These changes will help the business further embed its ‘Fleet by Fleet’ management ethos.

- Robert Tatton-Jones will take up the new role of Head of RS Heavy Maintenance and Contracts
- Mick Potts will become Fleet Manager Comeng
- Brad Parsons will become RS Performance and Strategy Manager
- Andrew Robinson will now report to the Chief Engineer. Andrew will still be a key member of the Rolling Stock team but his position now reports to the Chief Engineer in the same way that all of the other ‘discipline’ professional heads do in their respective fields
- The Rolling Stock Projects group and the Rolling Stock Technical group will report to the Fleet Managers through a new role called Technical / Project Manager

As part of this process, the former Technical Manager roles have been combined with the Rolling Stock Project Manager roles. The following people will be taking up Technical and Project Manager roles:

- Graham Henshaw, Comeng
- Mark Stefani, X’Trapolis
- Peter Hilbert, Siemens
- Peter Tasker (Fleet Manager X’Trapolis), Murray Vincent (Fleet Manager Siemens), Peter Bollas (Rolling Stock Expert Practice Manager) and Fabio Ventresca (Rolling Stock Safety Manager) continue in their current roles.

Train safety focus for Casey seniors

**SAFETY@METRO**

Earlier this week Authorised Officer Luke Martin from the Customer Education Unit celebrated International Level Crossing Awareness Day with some senior citizens in the City of Casey. Together with the City of Casey’s public transport team and members of Victoria Police, Luke spent the day teaching the group about ticketing, using a MYKI, getting assistance and the importance of being safe around trains.

More accolades for Dumb Ways to Die

At the Asia-Pacific Tambuli Awards, held this week in the Philippines, Metro has scooped more awards for its ‘Dumb Ways to Die’ campaign. Marketing Manager Chloe Alsop was named as the ‘Chief Marketing Communications Officer of the Year’, while the campaign received a ‘Grand Prix’ award in the category of ‘Integrated Branded Content and Entertainment’. Congratulations Chloe!
CSIA Audit wraps up today

HONESTY@METRO

The Customer Service Institute of Australia (CSIA) is wrapping up its final review of Metro today.

Dozens of people from divisions across the business have been involved including Drivers, Metrol, Corporate Relations, Commercial and Legal, Safety, HR, Authorised Officers, Network Strategy and Development, Projects, Performance Improvement Teams, ICT and more.

The CSIA Auditor will now draw on the findings to determine our accreditation to the International Customer Service Standard. It’s an important step in our journey to customer service excellence and will provide us with a clear and objective picture of where we currently sit in respect to achieving our goals.

Metro’s stakeholder-communications function is put through its paces during the CSIA audit of our customer service capabilities.

Station Assistants shine when Laverton lifts fail

PASSION@METRO

Recently at Laverton station, all lifts failed leaving the team to deal with a crowded station and restricted customer movements. Thankfully the teams at Laverton and Werribee stations rose to the challenge with some outstanding customer service.

Two Station Assistants, Vivian Turiello and Dilshad Dalal were awarded a Certificate of Appreciation by group manager Bruno Dimasi for their outstanding customer service and contribution to team values. Both Vivian and Dilshad were excellent in keeping customers informed of the situation and assisting a mother and her child who found themselves trapped in a lift.

Werribee Stationmaster Gary Duddridge was also awarded a Certificate of Appreciation for his leadership and initiative in guiding the team during the lift outage. Congratulations to Gary, Vivian, Dilshad and the rest of the staff at Laverton and Werribee stations who were exceptional during this difficult situation.
Red Shield Appeal 2014

PASSION@METRO

Metro and the Salvos continue their great partnership, with volunteer collectors having been out in force on the rail network during this year's Red Shield Appeal. The popular tin rattlers were on street corners, plazas and squares, as well railway concourses throughout the appeal and people were happy to give whatever they could afford. The Salvos have tallied up their CBD takings and the total is currently sitting at over $135,000, an impressive increase from last year's record high of $119,000.

A good proportion of that figure would have been collected within the rail environment, so the Salvos have passed on their thanks to all the station staff who assisted their proud volunteers during the appeal. The Salvation Army helps more than one million disadvantaged Australians each year without discrimination, including people who are hungry, homeless, abandoned or abused. That's one person every 30 seconds.

Meanwhile, our Salvos-Metro Transit Teams continue to engage with vulnerable people on the rail network as part of our ongoing commitment to making every trip a safe one for people from all walks of life in Melbourne.

Metro green-thumbs celebrate World Environment Day

This morning, a team of green-thumbed Metro employees rolled up their sleeves and planted more than 1000 native trees, shrubs and grasses along the rail corridor north of Collingwood Station. Way to go team!
A joint venture development is reclaiming the lost land of the disused Sandridge railway line at Flinders Street Station to provide a new leisure space on the banks of the Yarra by the Flinders Landing jetty.

The venture between Metro and HQ Group has taken three years development from an idea for a pop-up café to a dining destination overlooking the Yarra River.

Called Arbory Bar & Eatery, the casual venue will occupy a 120 metre long deck across one city block next to Flinders Walk – the walkway between the landmarks of the Princes Bridge in the east and the Southbank Footbridge in the west.

Mike Luxton, Metro’s Senior Business Development Manager said the restaurant and bar development is part of Metro’s goal of bringing stations to life. “Arbory will transform this previously unattractive and unused area of railway land. “Through clever design, it will utilise a prime site within the Flinders Street Station precinct and become a vibrant area that many Melbournians will be able to enjoy,” he said.

The venue will comprise a series of unique spaces for events, casual eating and drinks along with sit down dining.

Great performance in merry month of May...

EXCELLENCE@METRO

Metro’s May performance was impressive with punctuality at 92.71% and delivery at 99.21%.

The monthly punctuality figure of 92.71% is our ninth best result over the life of the franchise. The monthly delivery figure of 99.21% ranks even higher on the scale, being our fourth best result since we took the reins in November 2009.

Metro has now registered 26 consecutive months with punctuality above 90%, whilst our ability to deliver timetabled services has remained above target for 15 months.

With compliments...

I just wanted to commend train driver Daryl on the Lilydale line (4.07pm outbound), who was lovely to listen too. He informed us of the upcoming journey and told us a couple of stories. It was fantastic. I don't normally like public transport but am looking forward to riding on one of his trains again.

Customer: Kiara

Thank you for the prompt notification of the electrical fault earlier today (via MetroNotify app). It meant I was able to plan an alternate route home and, even though the problem was resolved quickly, it meant I had a trouble-free journey in the evening peak.

Customer: Jason
Booyah! Metro's Lisa Lamond, HR Manager Projects, has done a 'Stephen Bradbury' with a last-to-first manoeuvre on Seven's blockbuster program House Rules. MetroExpress informant 'The Rat' tells of the spectacular rise of Lisa and Adam after recording perfect scores in Townsville.

"Lisa had tears – but this time they were tears of joy as she racked up a perfect 10 from judges and homeowners after a wonderful kitchen renovation in Townsville," said The Rat.

"The homeowners lauded the effort, which was exactly to brief with a laid back coastal feel. The effort won them top spot in Townsville and they leapt to third overall. They really smashed it too, pulling off a top notch job that should make them very proud.

"Now the action moves to Adelaide and the 100 year old home of Bomber and Mel. This particular dwelling is a mortgagee sale with an original front section and an incomplete renovation out the back.

"It's a dump! That was Lisa's assessment upon laying eyes on it. Our dynamic duo will be handling the entry, master bedroom, walk-in robe and ensuite. What's more, Bomber is a hoarder and all the items in his shed have to be recycled into the renovation somehow. The theme is junkyard chic, so decipher that one at your peril.

"Lisa, after summoning the courage to be a contestant in the first place, is really coming into her own as she finds new energy on the back of her successful kitchen makeover.

"Adam is proud of her, we're all proud of her, so anything's possible as she enters the elimination round after Adelaide. There's a lot riding on this renovation, but now that she's out of the tent and grabbed victory in the latest round, we hope it's full steam ahead from here. Shine on Lisa, you crazy diamond!" said The Rat.
Over the years, Infrastructure staff have been active supporters of mental health initiatives. While supporting mental health is not an entirely new concept, the team is taking it to a whole new level for Metro. Tying in with their People Fridays, the monthly infrastructure BBQ will also double as a fundraising event for charities.

The first charity the team has chosen to support is the Black Dog Institute, an organisation dedicated to improving the lives of people affected by depression and bipolar disorder through high quality research, clinical expertise and education programs.

Additionally, Infrastructure has teamed up with the Health and Wellbeing team to create a pool of 35 volunteer Mental Health First Aid Officers. This group will be trained as a peer support network with the aim of:

- Providing a confidential point of contact for all employees who require support or assistance dealing with mental health concerns for themselves or others
- Promoting a culture of early identification and intervention of mental health concerns
- Creating awareness and promoting the use of Metro’s Employee Assistance Program

The group has met and discussed the program with training to commence in July. Anyone interested in finding out more contact: Talitha.Akin@metrotrains.com.au

The next sausage sizzle will be held at E-Gate on Friday 13 June at 11.30am-1pm. Gold coin donation.

---

**OUR VALUES & BEHAVIOURS**

**SAFETY**
- Follow correct safety procedures
- Never walk past an unsafe act or condition

**TEAMWORK**
- Do what is best for the team
- Give help when asked

**EXCELLENCE**
- Share information, experience and knowledge
- Go the extra mile for the customer

**PASSION**
- Lead by example
- Do the best you can

**HONESTY**
- Admit mistakes, don’t blame others
- Show respect for others’ ideas or opinions
In Brief

Major Events

AFL Round 12

We’re running extra trains to get fans to and home from the:

- **Carlton v Geelong**
  Friday 6 June, 7:50pm, Etihad

- Western Bulldogs v Brisbane
  Sat 7 June, 7:40pm, Etihad

- North Melbourne v Richmond
  Sun 8 June, 7:10pm, Etihad

- Melbourne v Collingwood
  Mon 9 June, 3:20pm, MCG

Additional services can be viewed at: metrotrains.com.au by going to Service Updates and clicking Extra Services.

Pardon our Progress

Craigieburn Line

**Friday 6 June (after 7:30pm)**

Due to signalling upgrades, buses will replace all trains between North Melbourne and Essendon. The last three buses will continue from Essendon to Craigieburn.

Craigieburn Line

**Saturday 7 – Monday 9 June**

Due to signalling upgrades, buses will replace all trains between North Melbourne and Craigieburn all day.

Sandringham line

**Saturday 7 & Sunday 8 June**

While essential infrastructure maintenance takes place, buses will replace all trains between South Yarra and Sandringham. Express buses to Elsternwick depart from Caulfield.

Pakenham & Cranbourne lines

**After 8:45pm: Thursday 5 June, Sunday 8 – Thursday 12 June**

Due to upgrades to improve the capacity of the overhead power supply, buses will replace all trains between Oakleigh and Westall, except Monday 9 June when trains will run.

Visit metrotrains.com.au for more details

MetroRecruit

Current vacancies...

Recruiting ASAP

- Group Depot Manager,
  Various locations

All vacancies can be found on MetroRecruit on the Intranet.

Metro Performance

28-day average as at Friday 5 June 2014

- **99.3% Delivery**
- **93.0% Punctuality**