

Summary

			Days since noise started
April 18	tracks should wear in.	John Goding	0
April 20	this is not a CYP/MMRA problem and please call Yarra Trams	1800 call centre	2
April 22	this not unusual and the tracks will settle in	Rob Mair	4
April 22	That's really disappointing to hear. It would be interesting to know exactly why the wheel squealing returned. I will follow up with MMRA on Monday	Jeni Coutts	4
April 23	he would ask YT to send someone to brief us	Rob Mair	5
April 27	we're not walking away from the issue and we're actively looking for a solution. I've also today provided your live feed of the tram situation to Yarra Trams for their ongoing consideration The second I hear from Yarra Trams I'll be letting you both know.	Rob Mair	9
April 27	I've taken action to try to resolve the issue. This includes out of hours calls to senior YT and CYP staff on Friday night and over the course of the weekend. I've continued to chase this up all week to determine what action can be taken. then I'll immediately communicate the actions and the timeframe for implementation to yourself and Jan I will continue to pursue it.	Rob Mair	9
April 29	everyone is fully focused on resolving this issue as soon as possible... MMRA/RPV will continue to push hard for a resolution, without fear or favor, because ultimately the new tram arrangements need to work over the long term. If for any reasons the works are found to be deficient then they will need to be rectified. We hope to achieve some further progress tomorrow	James Tonkin	11
April 30	Expecting something from Yarra Trams v.soon	Rob Mair	12
May 2	Yarra Trams have been conducting various investigation works to try to identify the cause of the noise. As we discussed, the noise does not seem to be linked to either the stock type or specific tram number. Yarra Trams have held a workshop with respective experts in the field to look at possible causes based on observations so far. They have resolved to conduct another inspection of the gauge and cant of the tracks this week with a specialised trolley to scan the tracks. This will be timed to coincide with the times and conditions where the noise has been observed to be at its worst.	Rob Mair	14

	<p>Separate to this process, a full review being undertaken of all technical drawings and other documentation from the works to try identify any potential issues. This is being led by MMRA, CYP and with support of the Independent Reviewer.</p> <p>As I reiterated, there is a strong commitment to get this issue fixed. I'll keep you both updated on the issue</p>		
May 4	again we acknowledge this is unacceptable & needs to be fixed, work is underway on this, I know it is frustratingly slow, we r pushing hard	James Tonkin	16
May 16	<p>Just to confirm that we have asked Rob Mair to action this request for a briefing.</p> <p>As previously explained, there is a lot of work and focus being applied to identify the more effective, long lasting solution.</p>	James Tonkin	28
May 18	Letterbox drop		30
May 22	I've asked Rob to consider getting in front of a meeting of Botanica residents for an update on trams	James Tonkin	34
May 22	Minister Jacinta Allen notified		34
May 30	Tabled issue at CRG meeting	Gary Buck	42
June 6	I believe it is hoped we can share an update by the end of the week.	James Tonkin	49
June 12	As I understand we're waiting for some information from YT on the friction modifier trial.	Rob Mair	55
June 13	a letter will be distributed to local residents shortly, followed by a presentation in the next couple of weeks	James Tonkiin	56