

according to the writer of the article from which we quote, the Charlton Works staff is "doing a wonderful job." Possibly the public would hail it as still more wonderful if the new colour scheme of the buses, for which there seems to be plenty of the required paint, and the new upholstery of the Underground trains, of which there appears to be no lack for buses as well as trains, were also given to the trams, thus bringing them to that "high standard of finish" which in itself is an advertisement for the service.

"Gradually as conditions improve they (the trams) will become quieter and brighter" concludes the article. They would improve more quickly if the London Transport Executive, instead of sending delegates to various European countries and to the United States, despatched some of its officers to Blackpool and Glasgow, Edinburgh or Sunderland, there to learn how the Transport Departments of these cities manage to design new trams and maintain them so efficiently that they are the admiration and envy of the street transport world.

Or, if that is too cheap and obvious, let them come to Melbourne!

Incidentally, the new Transport Executive appointed under the Transport Act to take the place of the London Passenger Transport Board has caused many an eyebrow in the industry to be raised, and about several of the appointments it is plain that the main consideration, as stipulated in the Act, "wide experience" and "capacity in transport," has been ignored. The new authority consists of a Labour Peer, a trade unionist, the managing director of a store, a solicitor, a representative of local government in the Home Counties, and the inevitable director of the Co-operative Wholesale Society. Only one member has had operational and managerial transport experience. With that exception, all the former executives of the former Board have been passed over. The solicitor has been put in charge of civil and electrical engineering!

"It remains to be seen," tartly comments "The Transport World," "whether the personalities of the Executive will mould the new administration to meet their needs, or whether the multiplicity of supervisors will lead to apoplexy at the centre and anaemia at the extremities."

PROMOTIONS AND APPOINTMENTS.

The following appointments and promotions are notified:—

L. T. J. Rees, Clothing Workroom Foreman; W. Ellis, Assist. Curator, Wattle Park; F. O'Keefe, Sub-Foreman Painting; A. L. Anderson, Hanna Street, Probationary Depot Starter; J. T. Chappell, Preston,

Relg. Rev. Clerk; J. R. Hall, Kew, Relg. Rev. Clerk; J. R. Moffatt, Hanna Street, Relg. Rev. Clerk; R. Munro, Footscray, Service Foreman; C. R. C. Spencer, Kew, Relg. Rev. Clerk; C. F. Stock, Essendon, Relg. Rev. Clerk; J. R. S. Kelly, H.O., Wages Clerk.

RETIRING AND DEATH GRATUITIES.

Since our last issue, the Board has voted the undernoted retiring gratuities:—

Shed Labourer C. Armstrong (65), 21 years' service, £477; Builder's Lab. C. H. F. Turner (38), resigned, £55; Motor Driver M. F. T. Krone (33), resigned, £57; Con. C. F. Shalless (65), 45 years, £654; Tradesman's Assist. W. T. Gibbs (65), 39 years, £659; Parker-Cleaner H. Quick (47), 23 years, resigned, £78; Tradesman T. E. Cuthbert (65), 23 years, £656; Dvr. J. P. Morris (41), 13 years, resigned, £82; Con. J. E. Crawford (44), 20 years, resigned, £57; Bus Driver B. J. Quigley (38), 11 years, unfit, £163; Greaser H. J. Tunnecliffe (42), resigned, £83; Painter L. W. Dwyer (30), resigned, £70; Dvr. W. E. Clements (42), unfit, £301; Traffic Clerk A. G. Mullinder (53), unfit, £386; Con. W. Mitchell (54), resigned, £89; Car Painter F. R. J. King (42), resigned, £63; Dvr. D. Lamb (65), 36 years, £497; Relg. Rev. Clerk A. W. Peters, resigned, £95; Plant Attendant A. F. Drinnan (61), 27 years, unfit, £756; Dvr. G. E. Hansen (65), 32 years, £553; Dvr. F. J. Ryan (65), 31 years, £631; Builder's Labourer J. T. Wiley (65), 46 years, £834; Dvr. J. Ostler (61), Returned Soldier, 24 years, £617; Insp. J. E. Ryan (65), 41 years, £881; Shed Lab. R. J. Mickle (65), 31 years, £605; Track Repairer A. Trezise (65), 23 years, £562; Shed Lab. L. Latimer (65), 34 years, £625; Con. G. Wishart (61), resigned, £340; Dvr. F. A. Cody (51), unfit, £340; Dvr. L. N. Bride (45), resigned, £92; Dvr. W. B. Hamilton (37), resigned, £92; Miss M. Voight, £62; Hunter C. P. Buckley (68), 28 years, £476; Shed Lab. H. G. Wilson (39), resigned, £81; 1st Class Welder G. A. Sayers (45), unfit, £366; Painter's Lab. A. F. Watts (53), unfit, £402; Car Cleaner L. B. Clark (36), resigned, £62; Con. Sub-Instructor H. W. B. Topping (65), £854; Charman J. N. McGrath, resigned, £65; Blacksmith A. J. Martin (54), resigned, £89; Nightwatchman D. Allshorn (65), 24 years, £580; Track Repairer B. G. Ruddick (54), 24 years, unfit, £255; Con. J. S. Robinson (54), 29 years, unfit, £420; and Dvr. R. R. Broadby (43), 21 years, resigned, £65.

Death gratuities to the next of kin were passed as follows:—Dvr. E. L. Broadbent (48), 25 years, £317; Con. L. E. Barrass (49), 27 years, £342; Tradesman's Assist. A. Hunter (62), 18 years, £244; Builder's Lab. N. C. McKenzie (56), 31 years, £310; Chainman B. J. Thomas (48), 26 years, £278; and Insp. E. V. Phelan (55), 29 years, £397.

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Tramway Topics

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THE BOARD'S AMBASSADORS.

Conductors Should Cultivate Goodwill.

A good deal of prominence was given by the Press the other day to a case in which a passenger assaulted one of our conductors. In fining the assailant £1, Mr. Hill, P.M., said:—"Although I have a certain amount of sympathy with you for the sarcasm of the conductor, you had no right to assault him, nor did he have any right to be sarcastic to you when you handed him your fare." (The passenger had selected six halfpennies from a handful of small change, whereupon the conductor asked him if he had any more).

The incident provides the opportunity to comment generally on the attitude which should be cultivated by conductors in their dealings with the public. They have always to remember that they are salesmen; their job is to sell transport, a fact which a few appear inclined to forget. As salesmen, their obligation is to be as considerate to prospective customers as they would be were they behind the counter of a shop. The sale of transport is just as competitive a business in Melbourne to-day as that of a grocer, a fruiterer or a butcher. Even when it may be thought excusable, sarcasm is a dangerous weapon. It alienates old and steady customers, it never attracts new business, it yields no dividend in goodwill. Our prosperity as a transport undertaking depends upon the goodwill of the public, and as the Board's ambassadors our conductors have as their main task the building up and maintenance of that goodwill, without which no business can succeed.

Just let us see precisely the effect of inconsiderate action on the part of a conductor by quoting a complaint received last month from an Elsternwick resident. "This afternoon," writes the gentleman, "I travelled on tram No. 576 from Balaclava Junc-

tion to Shoobra Road. I had many pennies in my pocket, but trying to consider the conductor I tendered 1/-. When he included three pennies in the change I requested silver or the 1/- back, explaining that I could have given three pennies. "You have the coppers," he said, "and you can keep them." He appeared to be amused at my discomfiture. To this man in future I will tender coppers only, and as 2/- in coppers is legal tender I will be all right. I am annoyed. I use 14/- worth of your trams weekly for the company I represent, apart from private fares."

There you have a case of very bad salesmanship, plus incivility—a profitable customer being wilfully and needlessly antagonised to the future detriment, not only of that particular conductor, but of all conductors and the service as a whole. Had that conductor appreciated and understood what he had been told when going through the school, he would have given the change in silver in the first place, or would most certainly have, after the passenger's explanation, responded willingly to the request and would have expressed his appreciation of the thoughtfulness shown. Had he done so, he would have earned good marks for himself and for the undertaking from which he obtains his livelihood.

BRISBANE'S BUS ROUTES.

Commissioner Grants Them to City Council.

With the Queensland Commissioner for Transport granting all the Brisbane City Council's applications to acquire 21 privately-owned bus routes from May 1, Melbourne is now the only capital city whose street transport is controlled in sections by various authorities. In time that stupid state of affairs will be adjusted; after all, it is only 22 years since it was proposed that there should be one co-

ordinating authority. "Festina lente" would be an appropriate motto for Melbourne.

According to "Truck and Bus Transportation," the Brisbane Council, rather than await the date specified, is negotiating with some of the owners with the view of taking over their routes before May 1; in fact, five had been acquired at the time this paragraph was written, though why a community should buy back that which is a yearly gift to a licensee, and in which he can have no vested right or equity, is something we cannot understand. Since the acquisitions, the Council has been busy trying to dispose of some of the older vehicles taken over. Wisely, the Council through its admirably managed Transport Department is going to standardise on certain makes of British buses.

ANOTHER DEFICIT IN SIGHT.

The old dictum that it takes at least two buses to do the work of one tram is strikingly emphasised by the proposed conversion of an outer circle tram route in Liverpool to buses.

At the moment, 30 trams running on a 5-minute headway during the peaks and a 10-minute headway during the rest of the day, deal with 330,000 passengers per week. If converted to buses, the General Manager reports, it will necessitate the employment of 35 buses running on a 2½-minute headway during the whole day.

The mileage on such a headway will be at least three times that of the trams, so it is not difficult to visualise a prosperous tram route being turned into a losing bus line. But a large volume of water will flow down the Mersey before any buses in Britain are available for new services, and by that time the hard-headed Liverpoolians will in all probability have dealt with those who are proposing a change which would be so detrimental to the finances of their Transport Department.

ONE MORE COMPLIMENT.

As one of the results of the recent visit to Melbourne of the Deputy Premier of Western Australia (Mr. A. F. Watts, M.L.A.), the Minister for Railways and Transport (Mr. H. S. Seward, M.L.A.) wrote our Chairman (Mr. H. H. Bell) asking him to make available to the department the services of the Board's Per. Way Engineer (Mr. H. H. Bell, Junr.). While desirous of having his advice on tramway matters generally, the West Australian Government was anxious to have Mr. Bell's recommendations on the provision of car depots at some of the outlying points of the Perth system. The Chairman agreed at once to the request, and Mr. Bell spent the early part of this month in Perth.

This compliment, following upon the request for the help of the Assist-Manager (Mr. B. H. Misson) in the improvement of rosters, was naturally greatly appreciated by the Board.

CONTRASTS.

One day last month the Methodist Conference expressed itself in favour of increasing the stipends of its married ministers to a minimum of £360 a year.

On the same day a builder's labourer of 17½ years was fined substantially at the Prahran Court for having assaulted one of our Inspectors. In reply to the P.M., he said that his wage was £8 a week.

Proves something, doesn't it, as Gordon Williams would say.

POOR PARIS.

Paris is having every reason to regret bitterly having yielded to motor, oil and rubber interests and scrapped the trams. During the occupation the Germans stole all the buses, and the Parisians had to rely solely on the Metro, while now that buses are being procured the losses are so heavy that it is proposed to meet them by increasing the fare on the Metro to 7 francs. At present the ratepayers have to make good the deficit on the buses.

THE RESILIENT WHEEL.

What It Is and What It Does.

A visitor from Newcastle the other day evinced considerable curiosity over the resilient wheels which are such a feature of the P.C.C. trucks. What, he asked, exactly is a resilient wheel, and what are its advantages?

In reply, we informed him that the type of wheel described as resilient was designed specially for the American Transit Corporation (from whom we have obtained the patent rights for Australia), so that the load on the vehicle is transferred from the tyre to the axle through two rubber sandwiches bonded between steel plates. With this form of construction, the tyre portion of the wheel is mechanically isolated from the hub; consequently, the blow to the axle is approximately one-tenth of that experienced with solid wheels, and because the stress loads are reduced substantially the weight of the car and structure is less. Such wheels go far towards eliminating noise over crossings and points, and give smoother running over corrugated rails or old tracks with worn joints and points.

With the high braking performance it is inadvisable to use the conventional brake shoe, as the heat

generated by their employment would result in partial vulcanisation of the rubber sandwich. It is therefore P.C.C. practice to mount brake drums on the ends of each axle, an expedient which has the advantage of relieving the propellor shaft and gear from all braking loads of the air brake.

THE 5-DAY WEEK ROSTERS.

There Will Be a Reduction in Earnings.

In December last the Comrades succeeded in inflaming the minds of many of the members of the A. T. & M. O. Employees' Association by proclaiming that the 6-day rosters then in course of preparation and which they had never seen would worsen conditions for the traffic staff. The result for the Association was the disastrous strike. All concerned know now that these rosters are the best ever compiled for the staff.

Trying to induce forgetfulness of their calamitous leadership, the Comrades early this month were busy asserting that our Chairman's statement that the 5-day week rosters, which again they had never seen, would inevitably mean less money for the individual were "guesswork." But the Chairman does not guess over such matters. When speaking he had before him a table of figures taken out with the object of comparing the earnings of a 10-year service man under the present rosters with what they will be under the 5-day week rosters. Essendon and Hawthorn were taken as two depots representative of the whole service, and the actual wages received by two men for 10 successive weeks were set down in one column, while in the second were placed the amounts that will be paid to these men for the first 10 weeks of the rosters which will come into force on the 25th. Here are the totals:—

	Hawthorn		Essendon		Average of the Two Depots	
	6-Day	5-Day	6-Day	5-Day	6-Day	5-Day
Total wages for 10 weeks	£89.3.7	£84.8.5	£89.2.7	£85.13.9	£89.3.1	£85.1.1
Av. per week	£8.18.4	£8.8.10	£8.18.3	£8.11.4	£8.18.4	£8.10.1
	8/3 per week decrease					
Sundays worked	5	4	5	4	5	4
Saturdays worked	9	8	9	8	9	8
Av. rostered hours for 10 tables	42.6	39.11	41.3	39.43	41.54	39.27

The reduction of 8/3 noted above is brought about by less Saturday and Sunday work, reduction of excessive meal breaks and the reduction in the rostered hours. There is no guess work about these figures; in fact, if the Comrades, instead of indulging in loose, uninformed talk on the subject, had busied themselves with a pencil and some paper and given themselves an exercise in elementary arithmetic, they would have discovered easily that when a larger number of men have to share the available Saturday and Sunday work, with their

time and a half and double time payments, the earnings of the individual must be less.

The Association's Secretary (Mr. O'Shea) has expressed his doubt as to whether the Board will get half of its target of 600 recruits to operate the 5-day week. Without quoting figures, let us put it this way—Mr. O'Shea will be pleasantly surprised—or will he?—to find after the 25th what a very high proportion of the staff is working 40 hours per week.

A SUBWAY AND ITS COST.

Because of the prohibitive cost, Detroit has abandoned all thought of an underground rail transport system. The plan envisaged a subway system of 47 miles. The Detroit Street Railway engineers investigated the proposal and estimated that the cost would be 544,133,343 dollars, or 11,577,347 dollars per mile! Even with a 10 cent. fare it was calculated that on one section alone the operating costs would exceed the income by 4,180,000 dollars annually.

In Australian currency, the construction cost would work out at something like £2,315,000 a mile. Can anyone see a subway being constructed in Melbourne?

THE FIRST OF MANY.

The first P.C.C. tram built in Belgium under license from the American Transit Research Corporation, who own the patents, is now running in Brussels.

This is the forerunner of the P.C.C. fleet which will eventually replace all the existing rolling stock.

It looks as if Brussels has never heard of the Australian Automobile Association's assertion that all large cities are discarding trams.

SOUTH LONDON TRAMS.

No Abandonment "For Several Years."

Despite first of all the decision to convert all tram routes to trolleybuses, followed 18 months ago by the abandonment of that policy with the announcement that there would be no more trolleybus extensions, and that it was the intention to replace everything, including the extensive South London tramway system, with Diesel buses, the latest issue of the Staff Magazine of the London Transport Board to reach us reveals that actually the Board has "realised the impossibility of tramway abandonment" for "several years," and has decided to subject the existing trams (913 in all) to a programme of overhaul so that they may reach "a high standard of safety but without a high standard of finish."

That programme is now being carried out, and,