

24th June, 1952.

B.T.P.S. 319

NOTICE TO INSPECTORS:

Supervision and observation being two of the main duties of an Inspector, and the faithful discharge of these duties being an absolute necessity, a great deal of responsibility devolves on each of you, as an officer of the Commission, and as the first human contact between the travelling public and traffic crews.

Lately, a number of genuine complaints have reached this office of the unseemly conduct of some of the traffic crews, and it appears that a majority of these offences occur when the Inspectors are confined on duty at a fixed point. It follows, therefore, that the remedy is to spend as much time as possible on surprise checking and observation. Depot duties necessarily demand attention until approximately 7.50 a.m., but I consider it vital that traffic be checked and observed over the morning peak period.

Traffic and Ticket Inspectors are paid a shift allowance for the disabilities of shift work, and are therefore obliged to have some meals at irregular hours. Lunch and dinner hours have been rostered at normal hours, but the breakfast time previously allowed in the morning peak will in future be disallowed, and Inspectors will be obliged to have their early meal before leaving home, which is usual for shift workers, and will allow Inspectors that very necessary time to observe the peak traffic.

Morning tea of ten minutes' duration will be permitted at 10.00 a.m. at City Office, and a further ten minutes will be allowed at 9.30 p.m. for p.m. Inspectors, also at the City Office. These times, of course, will be altered if other duties are necessary.

Theatre finishing times have to be checked during the late evening, and crews instructed for special duties. This will take a few moments, and Inspectors must at all other times be out on the road doing traffic duties. No unnecessary time whatever is to be spent at the Inspectors' Office, and at times you will be rostered for special surprise checking, which will allow you to see all crews during the evening, to gain any special information.

In the case of accidents of a minor nature, you will present the crew concerned with copies of the Accident Report Form, and if standbys are available, relieve the crew to complete the forms; if no standby is available, then it will be sufficient if the form is completed and returned to the City Office by 11 a.m. next morning. No assistance need be given to the crews to complete their reports, and Inspectors will carry on with their usual duties. In the case of injury or severe damage or delay, you will telephone No. 3236 or 2005, and assist the crew to complete their forms as soon as possible after the occurrence.

When confined to point duty, Inspectors must assist Conductors in keeping their cars moving, directing passengers to their cars, and keeping gangways clear. An Inspector is of no material value if he stands around chatting idly to the public.

Reports of employees violating Rules and Regulations must be made out in all instances and submitted to me as soon as possible.

I am sure if these instructions are carried out, we shall all benefit by a better service and more satisfied passengers.


Branch Tramways Superintendent