

THE ELECTRIC SUPPLY COMPANY OF VICTORIA LIMITED.

RULES FOR CONDUCTORS.

IMPORTANT.

The Safety of the public must be your first consideration at all times: make it a rule to be courteous and patient with passengers under all circumstances.

1. **OUTFITS.**--Conductors must have their outfits placed in position in their vests, and their journals written up ready for traffic, by sign-on time, as specified on Roster.

When on A.M. Shift conductors must occupy the time between sign on and departure from sheds in cleaning the windows, dusting out their car in general &c., and when raining, assisted by the motorman, place weather curtains in position. When on P.M. Shift, conductors must report to Traffic Inspector, for duty, as being ready to board their car, immediately it arrives. Conductors not having received their outfits by sign-on time will be regarded as being late for duty, and their run will be allotted to casual conductor in attendance.

2. **SIGNALS.**--Conductors must be prompt in giving the signals for a car to move on after taking up or setting down passengers, but great care must be exercised to see that passengers are safely on or off, before ringing.

Conductors must warn passengers when they get off on the traffic side of the car, to beware of passing vehicles.

3. **JOURNALS.**--Conductors must keep their Running Journals in canopy pocket on back platform.

4. **ENTER JOURNALS.**--Conductors' Journals must be entered up at all termini, also Grenville Street, General Post Office corner, Gardens Gates and any point along track that may be temporarily or otherwise made a terminus.

5. **COLLECT FARES.**--As soon as possible after passengers have entered the car conductors must promptly and politely request their fares. Where fares have been paid, conductors must, if in doubt, politely request production of ticket.

6. **EMPLOYEES' FARES.**--No person or persons, officials or employees of the Company, other than tramway traffic men in uniform, wearing caps and travelling to or from duty, are allowed to travel on any car without paying a fare, unless they are in possession of an authorised pass, which must be produced and examined. Any employee, off duty, found to be travelling on any car without having paid his fare, will be liable to instant dismissal. Conductors who allow any person or employees (other than those duly authorised) to travel on any car, without having paid a fare, will be liable to instant dismissal.

7. **ISSUING TICKETS.**--Tickets must be issued from used blocks that have the least number of tickets, previous to starting a new book. Conductors must not issue tickets from a second book of similar color and value, until the tickets from the first book are all used.

Conductors must be careful in tearing their tickets from the block and see that every ticket they issue bears a number.

8. **TICKET MISTAKES.**--Tickets torn out in error or any misunderstanding with passengers. Conductors must not refund any money but direct passengers to the General Office where the money will be refunded. Conductors must then send in their report on the mistake. Tickets torn off in mistake must not be issued to passengers but dated and returned.

9. **UP AND DOWN TICKETS.**--Conductors must be careful to see that they are issuing the proper tickets on up or down trip, as the case may be, also that the proper section on which the passenger is entitled to travel is punched out. If the cancellation of tickets is performed with a pencil the Conductor on issuing tickets must pierce section on which passenger is entitled to travel. Tickets must only be cancelled with a pencil in case punches are out of order, or special instructions are issued to Conductor to cancel with pencil. When issuing tickets never wet the fingers to do so, nor hold coins in the mouth.

10. **BAD COINS.**--Owing to the number of spurious, foreign and defaced coins in circulation, Conductors are directed to scrutinize all coins tendered to them, and exercise great care in the acceptance of doubtful coins. Conductors will have to make up any deficiency due to the acceptance of such coins. Cheques, postal notes or post office orders must not be accepted from passengers.

11. **CHANGE.**--Conductors when unable to find change, or when passengers find themselves unable to pay fare, must obtain full name and address, and in the latter case satisfy themselves that the case is genuine, and furnish a report stating the journey taken by the passenger and fare due, and request passengers to forward fare to office Wendouree Parade. Conductors must not accept fares which passengers say are owing to the Company, but request passengers to forward same to office.

12. **GENUINE TICKETS.**--Conductors must see that all passengers are travelling on properly punched or otherwise cancelled tickets, having lower numbers than the top tickets held by Conductor. Conductor finding any passenger in possession of tickets with number out of series and not properly punched must collect their tickets and endeavour to get names and addresses.

13. **HEAVILY LADEN CARS.**--If car is heavily laden and Conductor sees he will be unable to collect all fares before reaching end of section, he must ask driver to proceed "dead slow" or stop the car to enable him to do so. Stopping the car must only be done as a last resource, and particulars reported.

14. **CHILDREN'S FARES.**--If a Conductor is in doubt as to the age of a child paying half-fare, he must ask politely to ascertain, and unless the child is evidently over the prescribed age, accept the word of the passenger in charge. Where the parent pays the fare of a child in their charge the ticket must be handed to the adult, who is responsible for further fares if necessity arises.

15. **CORRECT FARES.**--Conductor must carefully examine all tickets held by passengers at the commencement of each section and see that they are correct. Should a passenger get off car without paying his fare, Conductor must get off also and request fare. If passenger does not wait for a ticket, Conductor must at once remove such ticket from book, punch and destroy it.

16. **ASSISTANT CONDUCTORS.**--When assistant Conductors are on car they collect fares on front dummy and left hand side of saloon, as approached from front of car. The Conductor in charge collects back dummy and left hand side as approached from back of car. After assistant Conductor has collected his fares he must never leave the front of the car, but stand on front dummy in readiness to collect any extra fares. Assistant Conductor must shift all points and act as pilot around all sharp curves on Mt. Pleasant, Drummond Street, and Orphanage lines.

17. **RISKS IN TAKING FARES.**--Conductors must not take any unnecessary risks particularly when walking round footboards of cars, (especially summer cars). When car is in motion they must safely secure themselves from jolts and swerve of car by holding on tightly, also by keeping a sharp look-out for obstructions near track, and where centre poles are situated, must pass round car on opposite side to centre poles.

18. **NAMES OF STREETS.**--Conductors must distinctly call out the name of each stopping place, and also the destination to which car is travelling, also side streets which have "stop" or "if required" stopping poles and name of termini, and any positions along track where amusements are held, such as City Oval, Show Grounds or Boat Sheds. Conductors must call out the names of all approaching streets at a distance of about three hundred feet from such street, so that should a passenger require to alight, ample time will be given motorman to pull up car, after receiving conductors signal to do so.

19. **TIME TO COLLECT FARES.**--When cars are standing at Grenville Street, Garden Gates or other termini, conductors must collect as many fares as possible.

20. **INSPECTOR BOARDING CAR.**--Immediately an inspector boards a car for the purpose of making an inspection of tickets, conductor in charge of car must proceed to back of car, stand beside controller, and wait in that position, ready to proceed to the inspector on being called. Conductor must on no account collect fares during an inspection of the car unless passengers whose fares have not been collected are alighting from car. Conductor must present his running journal to inspector immediately he boards his car.

21. **WHEN RELIEVED FROM DUTY**--Conductor must, immediately on being relieved, or arriving at car sheds, pay in all cash and tickets, together with their Running Journals and signal whistles, if holding same, to the receiving clerk on duty.

22. **PAYING IN MONEY CRUSH TRAFFIC DAYS**--On heavy traffic days, holidays, Saturday nights, &c., conductors must pay in all extra cash at the Ticket Office at Grenville Street, to the receiving clerk, every second trip.

23. **SHORTAGES**--Conductors will have to make up all deficiencies due to their neglecting to hand in all their tickets with their cash at the close of each days work. Conductors will not receive credit for tickets handed in after the proper time, and will have to make good all deficiencies due to neglect.

A statement showing conductors shortages for previous day will be posted up in the receiving office daily as a safeguard to the Company, receiving clerks, and conductors. Any conductor short in his cash must pay in such shortage before taking up a new shift.

24. **POSITION TO STAND**--During a journey, when a conductor is not engaged taking fares, he must stand within reach of the trolley cord.

25. **CHANGING TROLLEY POLE**--Conductors must not (under any circumstance) change the trolley poles at termini or other points on track, till all passengers have left the car. When placing the pole on wire, the trolley cord must be gently released till the trolley wheel is placed in position on wire, avoiding all unnecessary banging of trolley head on wire, which might cause the wire to sway and thus release it from the span wire. The trolley rope must always be first clipped to apron of car before an attempt is made to replace the pole on the wire.

26. **DEPARTURE CLOCKS**--Conductors in charge of cars must alter the time departure clocks at Grenville Street one minute before they depart from such terminus, to indicate the time the next car departs for the destination to which their car is running. Motormen will be held just as responsible to see that the conductor on their car alters the Time Clocks.

27. **KEEP CARS CLEAN**--The seats of car must be dusted and dried at each terminus, and if necessary during the trip. Conductors must keep their cars neat and clean, and not leave paper or other rubbish lying about the floor.

28. **PASSENGER'S COMFORT**--Conductors must pay every attention to the comfort of passengers. During hot weather, windows and doors, (except door to motorman's platform) to be kept open (if not dusty). In cold and wet weather, weather curtains to be securely fastened, doors and windows kept closed; but at all times never less than two of the deck windows must be kept open for the purpose of ventilation. Never allow window curtains to blow about through an open window.

29. **HANDLING CONTROLLER**--Conductors are strictly forbidden to handle the controller, or act in the capacity of a motorman unless duly authorised.

30. **MOTORMAN INCAPABLE**--Should a motorman, whilst in charge of a car in motion, suddenly take ill, or otherwise become incapable of controlling his car, the conductor in charge of such car must immediately proceed to back platform, throw switch to "off" position and apply back hand brake "hard on" and pull up car, On the car coming to a standstill, conductor to proceed to front platform and remove controller handles, i.e., 1st., throw controller handle to "off" position, 2nd., pull reverse lever to "off" position, and take handles from off controller. Conductor must then send for assistance, but under no account leave his car, but stand beside brake handle till assistance arrives. If in the vicinity of a motorman's residence, send for him to take car to destination.

31. **RECRUIT CONDUCTORS**--When a person boards a car, bearing a recruit conductor's pass, for the purpose of learning to be a conductor, conductor in charge of car must impart to him, to the best of his ability, the care of trolley pole, lighting of cars, names of streets, sections, issuing of tickets, entering up of running journal, behaviour to passengers, and general routine of the duties of a conductor. If such recruit hold an "outfit", conductor in charge of car must go with recruit round car and see that he issues the right tickets etc. The conductor in charge of car is held responsible to see that all fares are collected.

32. EMPLOYEES MEDALLIONS--Conductors are notified, that when an employee boards a car, he must ask him to produce his medallion, and examine same; if such employee is in uniform, conductor to pass him to cars destination without collecting a fare; if employee is not in uniform, conductor, as well as inspecting medallion must collect one employees' ticket, punch same, and retain, and issue to employee a one penny cash ticket; if employee is unable to produce medallion, conductor to charge ordinary fares. Conductors must hand in all employees tickets received by them, to receiving clerk.

33. SITTING ON RAILINGS--Conductors are warned against sitting on railing on top of trailers when collecting fares, and must not allow passengers to sit on such railings, under any consideration.

34. RECEIVING OUTFITS--Each conductor will receive a punch, for which he will be responsible, and must hand it in with outfit on finishing shift each day; should a conductor lose or damage his punch, the cost of same will be charged to him.

35. TRANSFER TICKETS--Transfer Tickets are issued on the following lines:- Rubicon Street, Gardens, Drummond Street North. Transfer tickets must be punched in two places, day and destination.

36. RUNNING SHORT OF TICKETS--Conductors are warned against running short of tickets; to prevent this, they must examine their supply as often as possible, and apply to inspector or receiving clerk on duty, for more tickets if required, as early as possible. This applies to a greater extent in the evenings, in consequence of the receiving clerk leaving the office by the first car running in.

37. TICKETS TO THE VALUE OF CASH--Conductors are notified that they must accept slip tickets to the value of ordinary cash fares on all days except Sundays and holidays, when only slip tickets to the value of 3d. will be accepted from passengers travelling on all sections. Conductors accepting slip tickets as above on Sundays and holidays, must issue in exchange a 3d. cash ticket.

38. LIGHTING OF TRAILERS--Owing to the fact that considerable want of care has been exercised in the handling and maintaining in a good condition of adaptors in connection with the lighting circuit of the trailers, causing considerable inconvenience and expense, it will be recorded what conductor is in charge of any particular car, and any damage that takes place to the apparatus, he will be required to make good at his own expense. In all cases whoever disconnects the lighting circuit of a trailer from an electric car, whether it be in the sheds or on the road, the cable of the adaptor is to be coiled up, and made safe to prevent it being run over or otherwise damaged.

39. ENTER JOURNALS "UP" AND "DOWN"--Conductors on Drummond St. South and Sebastopol lines are notified that they are required to enter all tickets on the Transfer Journals either "up" or "down".

40. END OF FARE SECTIONS--At the end of all fare sections, cars are to be definitely stopped, and conductors are required to call out in a way that all passengers can hear, passing through the car if necessary, that it is the end of the fare section, and any one passing beyond that point will be required to pay an extra fare, and the conductor will be held responsible for the collection of same.

41. CHILDREN ALIGHTING FROM CARS--Conductors are required, when taking the fares and issuing tickets to children travelling without guardians, to ascertain where they want to alight, stop the car at such place and see they get off the car safely. This, to some extent, applies in connection with aged people, and conductors are required to assist them to get on or off.

42. EXAMINERS WITHDRAWING JOURNALS--Conductors will note that where an examiner finds a ticket not properly issued, or a journal not properly entered, he is authorised to withdraw the journal in use, to issue another one, to enclose the faulty journal in an envelope, to mark the seal and hand it to the conductor to deposit at Grenville Street terminus.

43. RECEIVING MONEY--Conductors are required when receiving money from passengers to call out the amount while it is in their hands to avoid disputes with passengers.

44. PASSENGERS ON BACK PLATFORM--The attention of the conducting staff is directed to the standing regulation to the effect that passengers are not to be allowed to stand on the back platform of the cars except in unavoidable heavy loading.

45. ISSUING OF 4d. RETURNS--Conductors are notified that 4d. return tickets are not to be issued on the cars that leave Grenville Street for Sebastopol, or Sebastopol for Grenville Street, after 8.30a.m. Workmen's weekly tickets are not to be accepted on cars leaving the termini after 8 a.m. in the morning, i.e. Grenville Street to the various routes, and the termini of the various routes to Grenville Street. In order to facilitate the passengers leaving the North Lodge Gates on the 8.1 a.m. trip, these tickets will be accepted on that car.

46. PARCELS--No parcels are to be taken on the cars for delivery unless the (sic) fair is pre paid.. This must be strictly carried out, and conductors will, of course, be responsible for the fares if they have received the parcels.

47. ON LEAVE OF ABSENCE--Conductors, when on extended leave of absence, must hand in their uniforms, facings, and medallions, until they are authorised to resume duty. Conductors must not use their employee tickets when on leave of absence, but pay the ordinary fare.

48. UNIFORMS ON DUTY--Conductors are notified that their uniforms must only be used when on duty.

49. CARS COMING INTO STURT STREET--Conductors please note that when a car is coming into Sturt Street on the Lydiard Street route, they are required to run along in front of the car, and see that the line is clear before the driver negotiates the curve on the west side.

SIGNALS.

50. ONE GONG--Attend to trolley pole. Power "off" at controller, given by driver if trolley pole leaves the line, conductor not to replace pole till he receives the gong.

TWO GONGS--Ready to start. Acknowledgement of starting signal from conductor.

Two Gongs when in motion must also be given in quick succession, and in traffic as often as required, to warn pedestrians and drivers of vehicles that a car is approaching.

THREE GONGS--Release hand brake.

FOUR GONGS--Preceding car to stop.

FIVE GONGS--Rear car to stop.

ONE BELL--Conductor come forward.

TWO BELLS--Apply hand brake.

THREE BELLS--Apply sand to track.

FOUR BELLS--Reverse trolley pole. When car is in motion Conductor on trailer car to apply hand brakes.

SIGNALS FROM CONDUCTORS TO DRIVERS.

Verbal instructions to start must not be acted upon, All signals from conductors to drivers must be recognised by drivers by sounding their gongs same number of times as conductor signal.

ONE BELL--Stop.

TWO BELLS--All clear--go.

THREE BELLS--Car full--do not stop.

FOUR BELLS--Move backwards.

CONTINUOUS BELLS--Danger--stop at once.

WHISTLE SIGNALS FROM CONDUCTOR IN CHARGE OF A TRAILER CAR TO CONDUCTOR IN CHARGE OF ELECTRIC CAR.

ONE SHARP WHISTLE--Stop.

TWO SHARP WHISTLES--All clear--go on.

THREE SHARP WHISTLES--Trailer full--do not stop.

CONTINUOUS WHISTLING--Danger--stop at once.

Assistant conductors must not give signals to start.

The rear bell on cars must not be rung for any purpose whatever.

Before conductor gives signal to stop, he must warn all drivers of vehicles or cyclists approaching behind, by holding up his hand.

51. EXPLANATIONS--If any irregularity is discovered by the Inspectors or Ticket Examiners, conductors must explain in writing at the end of the shift.

52. SMOKING--Smoking is not allowed whilst on duty under any circumstances.

53. LOST PROPERTY--Money or other property left in the cars must be handed in to the office immediately on arrival at Grenville Street.

Any Breach of the Regulations will render Conductors liable to dismissal without further notice.