

**MELBOURNE AND METROPOLITAN TRAMWAYS BOARD**

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# **HOW TO BECOME AN EFFICIENT CONDUCTOR**





*A Brief Summary of the  
Essential Features of Your Job*



### *Help Us to Help You*

Your wages and conditions are provided  
out of fares you collect

*Be sure you collect all fares*

if you think you have insufficient time to  
collect all fares

### *Particularly Short Riders*

on heavy sections — stop your vehicle and  
ask your driver to *slow down* and give  
you a chance.

See Rule No. 17

**CAUTION PAYS — MAKE SURE**

This booklet is addressed to all new Traffic Employees. We want to present to you a view of our Tramway System as a business undertaking in which we have a commodity—transport—to sell to the community. We have competitors for the patronage of the travelling public, and, as in any other business concern, we must endeavour to offer what we wish to sell in the most attractive form. We must cater not only for the obvious needs of our patrons, but we must also show, by our interest in their requirements and comfort, that we are really trying to give them the best service possible, and it is largely to our Conductors and Conductresses, who come into the closest personal contact with our customers, that we look to gain the good-will and continued patronage of users of our service. Efficient work and a courteous and obliging manner on the part of each employee will go far in achieving this result.

You will have the benefit of a training period. The Instructors will endeavour to pass on to you their knowledge of how your job is to be performed. The Instructor, however expert, cannot make you an efficient Conductor. You are the only person who can do that. He can show you how the work is to be performed but it is up to you to carry out his instructions. One of the ways in which you can achieve this object is to read carefully and learn these pages.

**THE BEST WAY IS THE SAFE WAY**



At the end of the training period, you will be sent to a Depot for a probationary period. If you prove satisfactory during this time, you will become a regular employee of the Tramways Board. It is the Board's policy to promote from the ranks wherever possible. If you are keen to improve your position in the service, remember that demonstrated performance and observed ability are the important and determining factors.

And now, finally, we are not all born leaders, but there is something that each one of us can do which will help make our job a better one; 3,500 Tramway Employees daily in close personal contact with our customers, showing an interest in their requirements, comfort and safety, and trying hard can do much to enhance this.

Firstly, it is essential that you be punctual, regular in attendance for duty, honest, obedient, sober, courteous, alert at all times and have a complete understanding of the Rules and Regulations.

**Public Relations:** As the Conductor of a tram or bus, passengers are likely to regard you as an expert and will direct their enquiries on tramway matters to you. Of course, you cannot hope to answer all the questions you may be asked, but do your best to give the passenger the information required by referring to your Sections and Fares book or to the printed schedule of fares and sections or timetables displayed in the tram or bus. If the question is one of administration or management, courteously refer the inquirer to Head Office. Remember, loyalty to the Board in your public relations is a duty not only to the Board but to yourself. Courtesy costs nothing, it will pay dividends.

**Uniform Dress:** Passengers will judge you by your appearance, the way you speak, and by your actions. You must wear the uniform provided and always be neat and tidy in your person and dress. When on duty always wear your cap. Do not alter the shape by bending or removing the wire. Caps must be worn at the correct angle and with no emblems displayed. Correct dress is important. See pages 16 to 19.

**Change Money:** When you first start as a probationary Conductor at a depot you will be issued with one pound's worth of change. Unless called in, this will remain in your possession the whole time you are a Conductor. You may be called on to account for it at any time. You must always have that one pound's worth in your bag when you start work each day.

**Reporting for Duty:** In tramway work, punctuality is essential. If through illness, or any other cause, you are unable to report for duty, notify the Depot as soon as possible.

When reporting for work, the first thing you must do is to sign the Sign On Sheet. Then check Notice Boards and Yard Sheets.

**Ticket Outfit Procedure:** Next, obtain from the Ticket Office your outfit, check the commencing numbers of the tickets in the tin with the Journal before leaving the vicinity of the window, and immediately call the Officer's attention to any discrepancy. Enter distinctly on the Running Journal the full commencing numbers of all tickets in the appropriate columns, and also your own and driver's name and numeral. Before commencing each half trip, enter the last three figures of the commencing numbers of blocks of tickets whether

any tickets are sold on previous half-trip or not. Running Journals must be punched in the space provided and Depot stamp shown on top right-hand corner. The names of termini and time of departure must be entered. Journals must be kept clean.

**Issuing Tickets:** Each ticket issued must be detached, **with no part missing**, from the block, the number of the section where passenger boarded must be correctly punched, especial care being taken to punch the direction of the journey correctly. City tickets are not punched. All machine and pre-paid tickets tendered for fares must be cancelled by punching. Change and ticket must be given at the same time.

If a passenger is leaving, or has just left your tram or bus and paid his fare, at once detach the correct ticket, tear it in two and openly discard it.

**Collection of Fares:** As soon as possible after passengers have entered your tram or bus, call for fares. You do this by announcing in a clear audible voice "Fares, please." You must be persistent in collecting fares and not wait for passengers to offer them. When your tram or bus is loaded up at any place and waiting for time to leave, proceed to collect fares whilst waiting.

**Coin Dispute:** Should a passenger claim to have tendered a coin of higher value than that for which change was given, do not enter into an argument. Request the passenger's name and address, tell him that the matter will be reported to Head Office and he will be communicated with.

**Unpaid Fare:** If a passenger is unable to pay his fare or if he can tender only a bank note too big for you to change, still let him travel. But do not issue a

ticket. Get his name and address, tell him the amount of fare owing and ask him to send it to, or pay it in, at Head Office or any Depot as soon as possible. Report his name, address, and the amount of the fare to your Depot Master on a Special Day Report.

**Payment of a Booked Fare:** A passenger may tender you payment for a fare previously booked as above. If he does, accept it and issue a check ticket for its full value. Note the number of the ticket, its value, get the passenger's name and address and the date on which he booked the fare and report them to your Depot Master on a Special Day Report.

**Ticket Cancellation:** Should a ticket be punched in error, or if through misunderstanding a wrong ticket is issued, take it back without comment and issue correct ticket and change. At once mark on the face of such ticket the time, date and route, hand to the first Inspector or Depot Starter met with for cancellation. On completion of shift, attach the ticket to a form "Application for Refund" and hand it in at the office with outfit when paying in.

**Refund of Fares:** If the service is interrupted through power failure or from other cause and trams are delayed more than ten minutes, you will, if requested, refund passengers the whole or part of the fares paid. The amount to be refunded will be equal to the ordinary fare for the distance still to be travelled. Get from the passenger the tickets on which the refund has been given, mark on it the amount refunded and initial it. At the end of your shift make out an "Application for Refund" form, attach to it the tickets on which you have



made refunds and hand it in at the Revenue Office when paying in. In addition make out a Special Day Report stating where tram was held up, for how long and the reason for it.

**Ticket Inspection:** When an Inspector boards your tram or bus for the purpose of checking, immediately give him your Journal (including Supplementary Running Journal, if one has been issued). If all fares have not been collected, inform the Inspector when handing him the Journals. Do not go through the tram or bus in front of an Inspector, unless instructed by him to do so.

**Misuse of Scholar's Concession Tickets:** Should you find scholars misusing Concession Tickets, take the full name and address of the holder, together with the name of the school attended and the number of the ticket. Report details of misuse in writing to your Depot Master.

**Paying In:** At the end of your day's work enter, in the space provided at the foot of your Running Journal, the closing numbers of the blocks of tickets in use. Then enter on your Journal in the space provided the closing numbers of all your blocks of tickets.

You must **not** balance your cash or your tickets or work out the value of tickets sold. Simply count out and keep your change and pay in the balance of the monies. When paying in, make up your money this way:—

**Pennies**—Into 2/- stacks with odd pence separate.

**Half-Pennies**—Into 1/- stacks with odd coins separate.

All copper to be placed at rear of tray to prevent falling.

**Threepences**—Into 10/- stacks, and

**Sixpences**—Into £1 stacks to be placed neatly in middle of the tray, well separated for easier handling by Revenue Officer.

**One Shilling Pieces**—Into £1 stacks, and

**Two Shilling Pieces**—Into £2 stacks to be placed at front of cash tray.

**Receipts and Paper Money**—Unfolded, on top of coinage.

This allows your money to be checked according to the layout of the pay in slip and minimises delay.

You must wait and see your money checked.

**Safety First:** The Board's Motto is "**Safety First**" and the best safety device is a careful employee. It is absolutely necessary to keep "**Safety First**" foremost in your mind whilst on duty. Be sure that every passenger is safely on or off the tram or bus before giving the signal to proceed. Correct starting signals are essential. It is the employee's duty to ensure the safety and comfort of every passenger. This ideal can only be attained with the full co-operation of every employee in eliminating individual carelessness — the direct cause of many boarding and alighting accidents.

**Don't Be Sorry, Be Safe:** The Board is anxious to make working conditions as safe as possible and wishes to ensure the safety and well-being of each employee.

**Never Forget to be Careful:** It is your duty on arrival at a terminus or shunt to lower the rear trolley-pole. At night or early morning, when lights are necessary, **never** attempt to do this until

the Driver has placed the pole at his end of the tram on the overhead wire.

The Conductor is responsible for the changing of destination signs and route numbers at the rear end of tram. Do not change them until you are at least one stop from or at the terminus. Never change route numbers whilst the tram is in motion.

**Accident Procedure:** In the event of an accident, your first consideration is the injured person (if any). Ring Control promptly to notify the accident and for an ambulance if needed. If necessary, use the nearest phone—Service, Public, shop or house. Pay for it (except Service) from your cash bag and claim a refund on a Special Day Report.

Always get the names and addresses of witnesses. Some people are reluctant to give their names, but they can usually be persuaded if you approach them in the proper manner and explain that you, being in charge of the tram or bus may be held responsible for the accident unless you have a witness to prove to the Management that you were not at fault. If you approach people in this way, you should have little difficulty in obtaining the required information.

Remember, that what may seem to be a trivial accident today may over-night develop into a very serious one, therefore treat **all** accidents as serious. You must report the accident verbally, at once, to the first Traffic Officer you meet and to your Depot Master or Officer-in-Charge and, before you go off duty, make out an accident report. See that your report is a true one and is complete in all particulars. All printed questions must be carefully answered and the fullest information given. Accident reports must be written in ink.

**Conduct:** Courtesy is required at all times, although you may not always receive it from all your passengers. Whenever a passenger appears to be unreasonable, no good purpose is served by becoming annoyed. Do not lose your temper. If you are right, there is no need to and if you are wrong you cannot afford to. If wrong readily admit it; nothing disarms the opposition more quickly or completely. Be prompt, civil and obliging and do your best to set matters right. Above all, refrain from personal comment.

Remember that the more you co-operate with and assist your passengers, the more you will gain their co-operation and assistance, and that is of considerable importance when witnesses are needed.

You have been provided with a Rules and Regulations Book and a Sections and Fares Book. Carefully read both these books and the local notices displayed outside the Depot Master's Office.

Any questions or individual problems that you have should be raised with your Depot Master, or with Inspectors or Depot Starters. You will find these officials ready to help and discuss with you any matter which may perplex you.

Whatever you do — anything you do — do it with a thought for safety, and use common-sense at all times. Let no act of yours contribute in any way to the danger or unhappiness of yourself and others.

See that you always have this book with you. We expect the reading of these pages to give a better understanding of your part in the service and to improve still further, a mutually satisfactory relationship.





## BREVITIES

**Remember** the Board's motto "**Safety First**"

- „ to read and thoroughly understand the Rule on Intoxicating Liquor. (**Very important**)
- „ to keep calm if an accident happens and immediately notify Control.
- „ to give correct signals to start the car.
- „ to caution persons to wait until the tram or bus stops. Never take it for granted that a passenger will step on or off quickly enough to avoid an accident.
- „ always to keep a sharp look-out for intending passengers.
- „ to call out distinctly the destination of the tram or bus, the names of stopping places, the end of each section as it is reached and intersecting services at junctions.
- „ to avoid unnecessary conversation.
- „ to prevent passengers from smoking in non-smoking compartments.
- „ to see that Scholars travelling at concession rates do not occupy seats whilst adult passengers are standing.

**Remember** to leave a Supplementary Running Journal in the clip provided when you hand over the tram or bus to another conductor or when assisting.

- „ to sign the Sign On Sheet on reporting for work.
- „ to inspect local notices each day.
- „ to examine Yard Sheet at completion of shift to check your table for the next day.
- „ to notify Depot if unable to report for duty.
- „ to notify Depot Master before 11 a.m. on the day prior to the day you are ready to resume.
- „ to notify change of address.
- „ to obey promptly the instructions given by your officers.
- „ ignorance of the Rules will not be accepted as an excuse for any breach or violation.

**Don't** forget the "**Safety First**" motto.

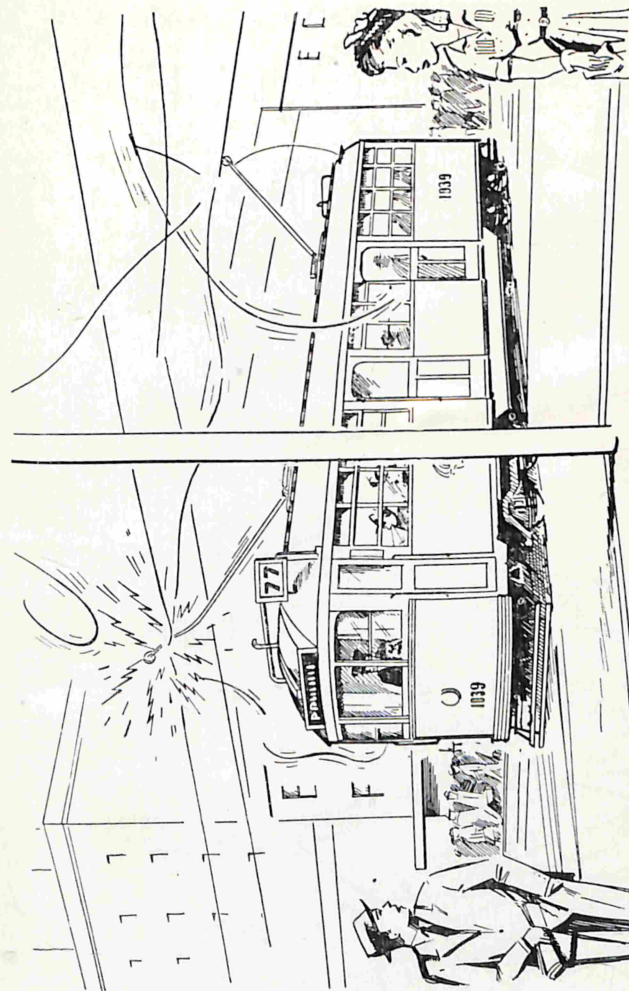
- „ take a chance! It might cost you or some other person a chance to live.
- „ under any circumstances converse with the Driver whilst the tram or bus is in motion.
- „ waste time gossiping at city or suburban terminals, collect as many fares as possible before departure.
- „ raise side barriers until you reach the terminus.



**Don't** hold the bell cord waiting for traffic lights to change, continue to collect fares until the "Green" light is showing, then give the start signal.

- „ board or alight from a tram on the side on which the barrier is down, and endeavour to prevent passengers from so doing.
- „ wear a multi-coloured or floral-patterned shirt on duty.
- „ alter the shape of your cap or wear it at a ridiculous angle.
- „ wear your uniform when off duty, except when travelling to and from work.
- „ sit down in the City sections.
- „ forget to see that the front trolley pole is securely under the hook.

*If you are in doubt about any matter or need assistance, consult your Depot Master or Traffic Officer. They will be very pleased to help.*



**DON'T LET THIS HAPPEN — SEE THE POLE IS SECURELY UNDER THE HOOK**

**CORRECT SUMMER DRESS**



**CORRECT WINTER DRESS**



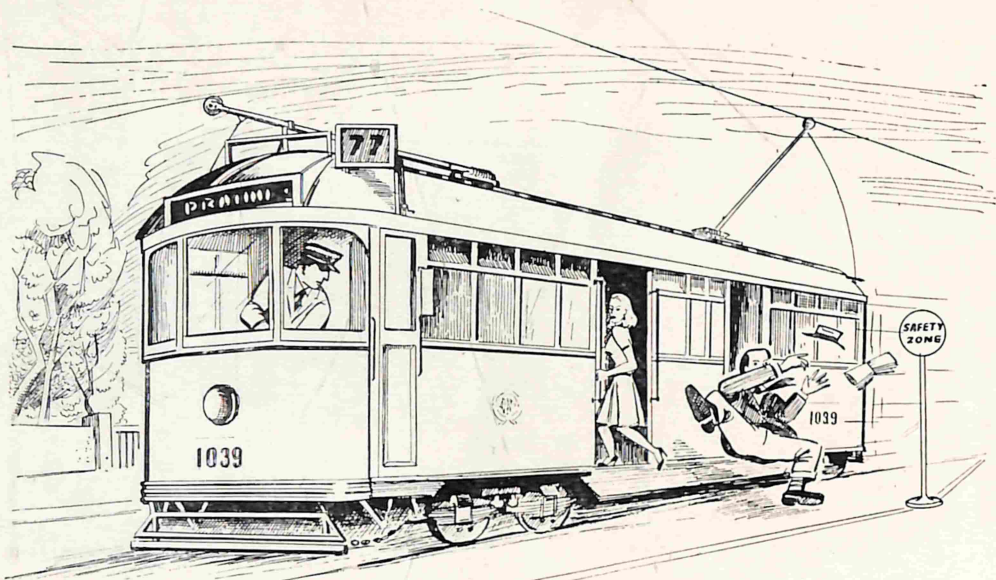
**CORRECT SUMMER DRESS**



**CORRECT WINTER DRESS**







**DON'T LET THIS HAPPEN—SEE THAT ALL PASSENGERS ARE SAFELY ON OR OFF  
BEFORE GIVING SIGNAL TO START**

