

Public Transport
Corporation



General and Operational Rules Tram and Bus

PUBLIC TRANSPORT CORPORATION GENERAL AND OPERATIONAL RULES TRAM AND BUS

PREFACE

Standard rules of conduct and procedure are necessary for the safe and efficient carrying out of any undertaking requiring the common effort of a large number of people.

The following rules have been adopted after careful consideration of our present operational requirements. They have been set up to provide a better and safer service to the public.

Employees who do not comply with the rules of the Corporation may be subject to disciplinary action or dismissal from the Corporation.

If the meaning of any rule is not clear to you, do not hesitate to discuss the matter with your Supervisor or Depot Manager, who will explain it to you.

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PUBLIC TRANSPORT CORPORATION

GENERAL AND OPERATIONAL RULES TRAM AND BUS

DEFINITIONS

"Conductor" includes One Person Operator, Zone Ticket Seller and Trainee Conductor.

"Driver" means any person driving a tram or bus.

"Employee" means any of the above.

GENERAL RULES

1. Know the Rules

These Rules must be known and followed by every employee of the Corporation whose duties are in any way affected by them.

2. New Rules/ Notices

Changes to Rules and New Rules are to be put in the Rule Book as soon as they are given out. All Temporary Orders and Notices will be put on the Notice Boards.

Drivers must know the Rules and Special Instructions for Conductors, and Conductors must know the Rules and Special Instructions for Drivers.

3. **Instructions by Officers** Employees must comply with lawful (if practical) instructions given by all Officers of the Corporation.
4. **Suspension** An employee may be suspended by an Officer for breaching one or more of the Corporations rules. In such cases the employee is relieved from duty on full pay pending an enquiry panel being convened.
5. **Offensive Language** Quarrelling between employees and the use of offensive language is not permitted.
6. **Gambling** Employees on duty are not permitted to gamble.
7. **Damage** Employees may be held responsible for any damage to the property of the Corporation, or to the person or property of customers or other persons caused by that employees neglect or carelessness.
8. **Corporation's Property** Employees must not remove from the premises any property of the Corporation without permission to do so.
9. **Intoxicants** Employees must not:
- (a) Report for duty if they have drunk intoxicating liquor or taken any substance either orally or by inhalation or injection that in any way may impair their ability to perform such duty.

- (b) Whilst on duty be under the influence of intoxicating liquor or take any substance either orally or by inhalation or injection that in any way impairs their ability to perform such duty.
- (c) Have in their possession any intoxicating liquor or substance that is in contravention of (a) or (b) or to bring any such intoxicating liquor or substance onto the Corporation's vehicles or property.
- (d) Hand over their duties to any employee they believe to be in breach of (a), (b) or (c), but must first inform Fleet Operations Centre or an Officer of the Corporation.
- Employees breaking this rule or any part of it will be liable to suspension and possible dismissal.
10. **Talking** Drivers must not talk to Conductors or passengers or allow themselves to be distracted whilst their vehicle is in motion.
- Drivers must also stop their vehicles before using the A.V.M. equipment or portable radio.
11. **Employees Smoking** Employees on duty must not smoke on trams or buses. They may smoke in open air spaces at a terminus when off the vehicle.
12. **Reading** Employees on duty in the public gaze, (particularly when operating trams or buses) are not permitted to read newspapers, books, magazines or anything not related to their duties.

13. **Other Employment** Employees must not engage in other employment without the permission of the Corporation.
14. **Medical Examinations** Employees must have medical, eye and hearing examinations as directed. If an employee has to start wearing prescription lenses the Depot Manager must be informed.
All lenses must be approved by the Corporation's Occupational Physician. Sun-glasses may be used.
15. **Workcare** Employees should report any injury sustained whilst on duty on the appropriate form. Injuries occurring whilst travelling to or from work should also be reported. Workcare form is to be completed, if practicable, on the day of injury.
16. **Extended Leave** Every employee on leave of absence for more than two months must forward to the Depot for safe keeping their full uniform, change money and outfit that has been issued.
17. **Sick Leave, Lates and Absences**
- (a) If an employee cannot start at the rostered time the employee must notify the Officer-In-Charge before the rostered reporting time and indicate if a later start is possible.
 - (b) If an employee is not sure of the length of the absence, the employee must notify the Officer-In-Charge before 11.00 am that day.

- (c) An employee starting after an absence must notify the Officer-In-Charge before 11.00 am on the day before resuming. For a Sunday or Monday resumption the Officer-In-Charge must be notified before 4.00 pm on the preceding Friday.
 - (d) If an employee is late three times without an acceptable reason, disciplinary action will be taken.
 - (e) The absence of an employee from work for a continuous period exceeding three working days without the consent of the employer shall be prima facie evidence that the employee has abandoned employment, and the employee will be subject to dismissal.
18. **Signing On** When starting duty an employee must sign the "Sign On Sheet" beside the table number applicable for that days duty and read any urgent notices posted nearby.
19. **Reading of Duty Roster** At the end of their shift each day, employees must read the Duty Roster and Times of Duty to get their work and starting times for the next day. If work is not allotted to them they must ask the Officer-In-Charge for instructions.
20. **Alteration to Rostered Work** Any variation to rostered work for which payment is claimed must be notified to the Officer-In-Charge.
21. **Employees on Corporation's Premises** Employees must not be in the Depot for more than fifteen minutes before or after their times of duty unless they have permission or are performing functions in relation to their duties.

- 22. Visitors** People who are not employees must not be brought into Depots. Any visitor wishing to talk to any employee must be referred to the Officer-In-Charge.
- 23. Lockers** Employees must keep their lockers in good condition and safely locked. If an employee damages a locker a cost will be charged for its repair. Employees must only use the locker allocated by the Depot Manager.
- 24. Mess and Recreation Rooms** Employees Mess and Recreation Rooms, including furniture, must be kept clean and tidy at all times.
- 25. Uniforms** Employees on duty must be neat and clean. They must wear the uniform described in the current Depot Notices. Black Shoes of an approved style, as outlined in the Conductors work manual, must be worn. Except when travelling to and from work, uniforms must not be worn off duty. If any part of the uniform becomes unsuitable for use before it is due to be replaced, through unreasonable wear and tear or wilful damage, a proportionate cost will be charged.
- 26. Badges** Employees whilst in uniform, are not permitted to wear any Emblem, except a Returned Serviceman's Badge or Decoration, a St. John Ambulance First Aid Badge (if qualified to wear it) the badge of A.T.M.O.E.A or A.S.U Associations and the Service Now badge.

- 27. Notices in Depot** Notices from the A.T.M.O.E.A., A.S.U, Transport Friendly Society and approved Sporting Bodies are to be displayed in the areas provided in the Depot. No other notices are to be displayed without the Depot Manager's approval.
- 28. Addresses** Employees who change their home address must without delay, notify the Depot Manager with details of the change.
- 29. Summonses** Employees in charge of Corporation vehicles and who receive a summons or " on the spot fine " related to the operation of the vehicles must immediately notify the Depot Manager.
Similarly, where an employee who is convicted of an offence related to the driving of any vehicle private or owned by the Corporation and where the conviction is relevant to the employees driving qualifications the details must be immediately brought to the attention of the Depot Manager.
- 30. Resignations** Employees who wish to resign from the Corporation must give 7 days notice in writing and sign the appropriate resignation form.
- 31. Return of Corporation Property** All property of the Corporation held by an employee who is leaving must be returned. Any money owing must be paid. Lost or damaged property will be charged to the employee. Wages owing to an employee will not be paid until this rule is observed. Items affected by this regulation will be itemised and posted on the Depot notice board.

32. Lost Property

All lost property must be handed in at the depot at the first opportunity. Crews are encouraged NOT to examine the contents of wallets, purses, handbags etc. without a witness present. Lost property must not be handed to passengers. Persons wishing to claim lost property are to be referred to the relevant depot. Employees taking charge of lost property handed in by passengers should endeavour to obtain their name and address.

33. Parcels Letters & Satchels

Drivers and Conductors must not carry any unauthorised parcels or letters. Letters and parcels addressed to Officers of the Corporation or Depots must be carried carefully and delivered as instructed.

Satchels handed to employees must be delivered to the location or satchel box as shown in Local Notices.

34. General Conduct

Employees must not behave in any way likely to put public safety in danger or undermine public confidence.

35. Preventing Accidents/ Limited Visibility

The prevention of accidents is very important. Risks must not be taken and there will be no excuse for carelessness.

If for any reason visibility is limited, the tram or bus must be driven at a speed slow enough for it to be stopped within the distance the Driver can see.

36. People Getting on or off

Employees must never signal to or ask any passenger to get on or off a tram or bus whilst it is moving. The tram or bus must be stopped before passengers get on or off and the doors must be closed before starting. Employees must give help to any person who needs it and wait until they are safely seated or well clear of the tram or bus before the start signal is given. Employees must watch out for people who try to get on or off as the vehicle starts. Watch the steps carefully until the vehicle is moving and be ready to give the service stop signal. Watch out for people who hold on to stanchions after they have got off or those who come from the rear of the vehicle to get on. Don't give the start signal until everyone is clear.

37. Safety of Children

Drivers must be very careful when passing Schools or when children are standing or playing on the street. They must slow down, sound the warning bell or horn and if necessary stop. Children must not be allowed to play on or around trams and buses at termini. They must not be allowed to help with shunting.

38. Care in Traffic

Drivers must act as if other drivers do not know a tram or bus is coming. When passing another vehicle or going over a cross-road the warning bell or horn must be used if needed and the Driver must be ready to stop quickly. Do not try to pass another vehicle unless there is plenty of room. Drivers must look and think well ahead and try to anticipate dangerous actions of other drivers. Be sure to use the warning bell or horn when it is needed.

39. **Riding on Steps** People must not ride on steps, footboards or bumpers of trams or buses. If it occurs immediately stop the vehicle and if necessary, notify Fleet Operations Centre, an Operations Officer or Police Officer, if one is nearby, for assistance.
40. **Safety of Employees** Before moving a tram or bus in a Depot, a Driver must make sure that no employee is in danger, sound the warning bell or horn and pause before moving off. When either or both of the two signs - "Danger - Do not move pole" and "Defective Tram - Not to be Run" are displayed on a tram in a Depot, the tram must not be touched under any circumstances.
41. **Speed in Depots** Employees must not drive a tram or bus faster than 8 K.P.H. in a Depot.
42. **Run Number Discs and Auxiliary Boards** The Driver must obtain the correct Run Number Discs and Auxiliary Boards from the rack in the Depot. Run Number Discs are to be put at the driving end of a bus and at both ends of a tram and left there until the tram or bus returns to the Depot. Both Discs and Auxiliary Boards must be put back in the racks when the tram or bus runs in.
43. **Running to and from Depots** Trams and buses running to and from Depots must show the correct destination and run in service carrying passengers. The only exceptions to this rule are when table cards are marked "Run Special", when told by an Operations Officer, or when the tram is being transported to another Depot.

44. **Running to Time** Employees must know their running times. No excuse will be accepted for early running and only a reasonable excuse for late running. All rostered journeys must be completed unless crews are otherwise instructed by an Operations Officer or Fleet Operations Centre. Crews who do not finish any journey (except when instructed) will be liable to disciplinary action. Late running of a tram or bus will not be an excuse for failure to finish any journey. For the comfort of passengers, when a crew has been instructed to turn short of the destination, the tram or bus must be stopped at the turning point until the next tram or bus arrives. If the next tram or bus does not arrive within 3 minutes go on to the original terminus and notify Fleet Operations Centre.
45. **Connections** At locations where there may be passengers transferring between trams, trains or buses, crews must be on the look out for intending passengers and wait if needed.
46. **Destination and Route Number** (a) The Driver must ensure that the Destination, Route Number and Auxiliary Boards are displayed correctly. On W-class trams the Conductor must change the Destination and Route Number at the rear end. It is the Driver's responsibility to make sure that the correct signs are displayed. Under no circumstances are Route Numbers or Destinations to be inspected or changed whilst the vehicle is moving.

- (b) Destination Signs and Route Numbers must not be changed before the vehicle has reached the last stopping place before the terminus unless permitted by Local Notice.

47. Look out for Passengers Employees must always keep a look out for intending passengers at termini and stopping places.

48. Passing Intending Passengers Drivers are only permitted to pass intending passengers when a tram or bus is heavily loaded and is closely followed by another going to the same destination, and no passengers wish to get off. When passing people who wish to get on, the Driver must clearly signal that there is a tram or bus close behind.

49. Officers Getting On or Off Between Stops Operations Officers wishing to get on or off trams or buses between stops must be allowed to do so.

50. Crew Changes Employees waiting at a relief point and not relieved on time, must notify Fleet Operations Centre and request instructions. A crew must not leave a tram or bus until their relief crew arrives. When a tram is waiting at a relief point, motor vehicles must be waved past when the road is clear, from a safe vantage point.

51. Track Telephone Employees must carry a telephone key when they are on duty. Track telephones must be used carefully. Employees must replace the receiver properly and lock the

box after using the telephone. Defective telephones must be reported to Fleet Operations Centre.

- 52. Right of Way**
- (a) The right of way must be given to:-
- (i) Regal and Vice Regal vehicles and escorts.
 - (ii) Funerals.
 - (iii) Police Vehicles, Ambulances and Fire Brigades when flashing lights or sirens are operating.
- (b) Drivers must stop when requested by Police, Fire Brigade Officers or Authorised Personnel and must not go on until told. A tram or bus must not stop nearer than one hundred metres from a fire or from any crowd. Fleet Operations Centre must be notified at once.

53. Traffic Signals Where traffic lights are installed they control all traffic including trams and buses and must be obeyed. If traffic lights break down the signals of any Police or Authorised Officer must be obeyed. Where there are traffic lights, Police or Authorised Officers, the Conductor must not give the start signal until the correct traffic signal is given or displayed. No excuse will be accepted for starting before the correct traffic signal is shown. Fleet Operations Centre must be notified of defective traffic signals.

54. Police and Officers' Signals

Drivers must obey the instructions of any Police or Authorised Officer and co-operate with them in traffic movement. The movement of trams and buses may be controlled by an Operations Officer using whistle signals which are:-

- (a) ONE LONG BLAST - all trams or buses stop.
- (b) TWO SHORT BLASTS - the first tram or bus is to go.

55. Change-over

When a change-over is required Fleet Operations Centre must be notified and informed of the problem. The change-over vehicle must be close to the defective tram or bus before the passengers are asked to transfer.

56. Damage to Seats etc.

Employees should always be on the look out for damage, loose screws, tacks etc. which may tear clothing. They should try to fix it if possible and warn passengers. If the defect cannot be repaired Fleet Operations Centre must be notified.

57. Broken Windows

When a window is broken, names and addresses of witnesses and the person responsible must be taken. Loose broken glass is to be taken out of the frame and the louvre raised or sun blind lowered. Fleet Operations Centre must be notified.

58. Lights

Drivers must ensure that the tram or bus inside lights are switched on when they are needed and make sure the tail lights are on at the rear end. Tram Drivers must switch head and tail lights when they change ends.

59. Trainers Responsibility

All Trainer Drivers and Trainer Conductors must make sure that Trainees are thoroughly taught in all aspects of their job.

60. Road Traffic Regulations

All employees must know and where applicable, obey the Road Safety (Traffic) Regulations 1988. Copies of the regulations are available in the Depot Manager's Office.

61. Accident Penalty

Any employee involved in an accident may be relieved with full pay until an inquiry is held. An employee found to be responsible may be subject to disciplinary action.

62. Reporting to Fleet Operations Centre

All accidents, breakdowns, collisions, derailments and other events which require emergency services, or may cause a delay to services likely to exceed five minutes must be promptly reported to Fleet Operations Centre. All collisions between the Corporation's vehicles must be reported to Fleet Operations Centre at once. If the crew involved in an accident are unable to then the Driver of the next tram or bus to arrive must do so. The Driver of a tram or bus arriving at the scene of an accident must stop and check if Fleet Operations Centre has been notified.

63. Minor Accidents

When a tram or bus is involved in a minor collision and nobody is injured, exchange details with the other party and continue. Do not admit liability. Notify Fleet Operations Centre or inform the first Operations Officer you meet. If required,

request a change over vehicle. Vehicles must be signed off "In Collision" regardless of damage.

**64. Accidents
Involving
Injuries**

If any person is injured in a tram or bus accident employees must:

- (a) Immediately stop vehicle.
- (b) Immediately render such assistance as they can.
- (c) Call Fleet Operations Centre - request ambulance or other emergency service as required.
- (d) If possible, get a Doctor.
- (e) Do not allow any injured person to be moved except on instructions from a Doctor, Nurse or First Aid Officer unless they are in danger of further injury by their present location.
- (f) Keep person warm and as comfortable as possible.
- (g) Obtain names and addresses of any witnesses.
- (h) Obtain names and addresses of injured persons if possible.
- (i) Take the registration or fleet number of the ambulance removing any injured person.
- (j) Take the vehicle number, name and address of the driver of any other vehicle used to transport injured persons, and where person taken to.

- (k) Do not make later inquiries about injured persons.

65. Witnesses

If a tram or bus is in an accident or hits a person or animal the names and addresses of witnesses, even if hostile, must be taken. If a tram or bus is in an accident with a vehicle, take the name and address of the driver and passengers, if any, and take the number of the vehicle. The same details must be taken of any other vehicle damaged.

**66. Information
About
Accidents**

Employees must be careful NOT TO GIVE REASONS FOR AN ACCIDENT or to ADMIT FAULT.

The circumstances of an accident must not be discussed with anyone other than the Corporation Officers. Anyone asking for information must be told to contact the Corporation's Chief Loss Assessor.

If a bus is involved in a collision with another vehicle/s, the drivers name and address must be exchanged with the other driver. If an injury has occurred Police must also be advised either at the scene or if not in attendance, reported to the nearest Police Station.

If a tram is involved in a collision, tram drivers are requested to:

Give the Police the following:

- (a) full name, address and departmental number,
- (b) date of birth,
- (c) driving experience (tram),

- (d) direction of travel of tram,
- (e) (for vehicle accidents) direction of travel of other vehicles involved,
(for pedestrian accidents) whether the pedestrian
 - (i) was walking, running or otherwise moving across the tram tracks,
 - (ii) was lying, standing or otherwise stationary on the tram tracks,
 - (iii) fell from the tram
- (f) Name and address of each known witness.

Police will not require employees to make statements and are to obtain any further and relevant information from the Corporation's Chief Loss Assessor.

Give to the owner/driver of the vehicle/s or injured person/s or owner of other property:

- (a) full name and departmental number,
- (b) tram number,
- (c) advise the owner/driver the Corporation is the owner of the vehicle and the address for future dealing is:
Chief Loss Assessor
Public Transport Corporation
Level 10, 589 Collins Street
Phone: (03) 619 4288

Employees are not to discuss the cause of accidents with other parties and should refer any queries by other parties to the Chief Loss Assessor.

67. Accident Reports

If there is an accident no matter how minor, Drivers and Conductors must each make out an accident report. Any employee of the Corporation who sees an accident in which a Corporation vehicle is involved must inform the Depot Manager in writing as soon as possible. All reports are to be given to the Officer-In-Charge before employees sign off or by 9.00 am the next day. Reports must be written clearly on the appropriate form and show all relevant information. Any information requested by an Officer of the Corporation must be supplied.

68. Information to Passengers

Employees must tell customers their tram or bus and payroll number if they are asked.

69. Offensive Behaviour By Passengers

Employees must not allow offensive language or conduct on trams and buses. If passengers behave in such manner, they are to be requested to stop. If passengers refuse to stop Fleet Operations Centre must be notified or a Police Officer called to have the passengers removed. The passenger's fare must not be refunded.

If other passengers complain that a passenger has filthy clothing or a disgusting smell, the offending passenger should be asked to leave the vehicle. The names and addresses of witnesses should be taken and the passengers fare is to be refunded, provided it was purchased on that vehicle. If passenger refuses to leave notify F.O.C.