

70. Passenger disputes

If there are any disputes with passengers and assistance is required, Fleet Operations Centre must be advised. Where possible the journey should continue, unless otherwise instructed, until the arrival of the appropriate assistance. Employees must always keep calm when dealing with difficult passengers. On A.V.M equipped vehicles where there is an immediate threat to safety, activate the emergency switch.

71. Scholars Sitting

Scholars travelling with concession tickets must not be allowed to sit when passengers travelling on adult fares cannot get a seat.

72. Sales Begging Convassing

Employees on duty must not:-

- (a) Sell or try to sell to passengers anything other than the Corporation's tickets or timetables.
- (b) Persuade passengers in any way to buy anything or to go to any sports, entertainments, lectures, meetings, etc.
- (c) Ask passengers to sign petitions or give votes.
- (d) Collect money for charity or any other purpose, nor allow anybody else to do so.
- (e) Accept gifts of money from passengers or other people
- (f) Allow selling or sorting of newspapers.

- (g) Allow anybody to give out or put up advertising, handbills or notices.
- (h) Allow the use of musical instruments, radios or television sets.

73. Passengers Smoking

Passengers are not allowed to smoke on trams or buses.

74. Feet on Seats

Passengers or the children of passengers are not to be permitted to stand on or put their feet on seats.

75. Large or Offensive Articles

Customers must not be allowed to board with dangerous or offensive goods or articles which may damage trams or buses or be a nuisance to other customers. Nothing is to be carried on the steps of trams or buses nor are large pieces of timber, pipes etc. to be carried inside. Bicycles must not be carried.

76. Prams Pushers Shopping Jeeps, Golf Buggies etc.

TRAMS - These items may be carried free of charge at all times provided the items are of suitable size and that room is available without inconvenience to other customers.

BUSES - Provided it is practicable and they do not inconvenience other customers, these items will be carried.

NOTE: Where assistance is required to lift these items this is to be entirely at the discretion of the employee. Shopping Jeeps and Prams may be heavy. Safety of customers, crew and vehicle must be considered.

77. Pets

Pets may be carried on trams and buses provided they are in a suitable container. Seeing eye dogs with a blind customer or authorised trainer and hearing guide dogs are exempt from this rule.

- TRAM SYSTEM -

**78. Operation
Manuals**

Operational manuals issued to Tram Drivers must be followed at all times.

**79. Driver's
Inspection
Before
Starting**

When getting a tram ready for service the Driver must make sure that all equipment is checked and made ready as stated in the driver training manual. Test the A.V.M equipment. Anything wrong must be reported before leaving the depot. If a Driver does not report any faults it will be understood that the tram is in good order.

**80. Fire
Extinguisher**

Trams must not be taken into service without fire extinguishers. Defective or used extinguishers must be signed off and a Special Day Report submitted regarding its use. If a fire extinguisher is used on a private vehicle the number of the car and the driver's name and address must be reported on a Special Day Report.

**81. Driving
Position
W Class
Trams**

When "W" trams are moving Drivers may sit or stand with their left hand on the controller and their right hand on the air brake handle. Drivers must not lean on the controller and their feet must be on the floor near the warning bell and sand punch.

When "A, B or Z" trams are moving Drivers must sit with their feet on the correct pedals. No foreign object should be employed to hold down the safety pedal.

82. Speed

- (a) A tram must be driven at a safe speed at all times to allow for all conditions which may affect normal braking.
- (b) When going faster than half speed a tram must be kept at least one hundred metres (about three street pole intervals) behind the tram in front.
- (c) When a tram is slowing down or has stopped, the Driver of the following tram must proceed with caution and be prepared to stop no less than one metre from the tram in front.
- (d) Trams must not exceed 60 K.P.H on reserved tracks.
- (e) Trams entering or leaving a safety zone must not exceed 8 K.P.H.

**83. Speed in
Special
Conditions**

- (a) Trams going over crossings, points, railway crossings, through curves, reconstruction work or special track work must not go faster than 8 K.P.H. unless a Special Notice or maximum speed sign gives a different speed.
- (b) Places where trams must slow down to 8 K.P.H. other than those shown in (a) above, are shown by "Slow Down" discs or maximum speed signs. A "Slow Down" disc is a yellow disc with a black cross and is fixed to the span wire. Where a disc is on the span wire on the kerb side of the trolley wire, a tram must not go faster than 8 K.P.H when it passes the disc on that track.

Where a disc is on the span wire between two trolley wires, trams on both tracks must not go faster than 8 K.P.H. when they pass the disc.

84. Driving Through Water

Trams must not be driven in to water with a depth in excess of 10 cm. At depths below 10 cm. trams must not be driven at greater than walking pace. If a tram becomes stranded in water the trolley pole must be pulled down or pantograph lowered and Fleet Operations Centre notified. On " W " trams Drivers must hold down the lifeguard trip pedal with the right foot.

85. Rounding Curves

Before entering a curve, Drivers must see that the track ahead is clear. When a W-class tram is turning left at an uncontrolled intersection or at a Depot, Conductors must warn passengers to stand clear of open doors and stand at the rear door of the tram and put their arm out to show that the tram is turning. On "Z", "A" and "B" Class trams, the appropriate turn indicator must be used.

86. Points

Before going through points, Drivers must make sure they are set for the track the tram is to take. Conductors must not change points except where there are special instructions. A tram may only be stopped with the pole/pantograph on the overhead line contactor in an emergency. If a tram goes on the wrong track at points, it must be stopped at once, poles and ends changed and driven back to a position where the points can be correctly set. If a tram is stopped at trailing points with the points between the bogies, it must be driven forward clear of the points before it is driven back.

87. Points- Automatic

At junctions where there are automatic points Drivers must:-

- (a) stop the tram at the stop mark before the points.
- (b) not pass the stop mark before the tram in front has gone over the points.
- (c) Ensure that the points are set for the correct direction.

88. Derailments and Split Points

If the front wheels of the front bogie of a tram come off the rails, or either bogie takes the wrong track at points, the Driver must try to get the wheels on the correct rails by changing poles and ends and driving the tram back slowly while the Conductor or another employee watches the wheels. If this is successful the tram should then be driven forward slowly past the point of derailment or split points while the Conductor or another employee watches. Notify Fleet Operations Centre and go on. It is important to report derailments immediately, as they may be caused by faulty rails, wheels or points. If after two attempts, the tram does not re-rail, or if when driving forward the tram again derails, notify Fleet Operations Centre and wait. If four or more wheels come off the rails, treat the tram as if it is alive (Rule 105) and notify Fleet Operations Centre.

89. Track Marks

Track marks must be obeyed. The tram must be stopped when the front of the tram is at the track mark. Track Marks are:-

- (a) Stop Marks.

- (i) Compulsory Stop - A full row of studs or two yellow bars across the track.
- (ii) Request Stop - A half row of studs from the left rail anywhere in straight track or near a curve.
- (iii) A single yellow bar across the track indicates a compulsory stop three poles lengths ahead.
- (iv) A double row of three studs from the left rail indicates clearance of points for "B" class trams.
- (b) Fouling Marks - A half row of studs from the left rail near a crossover or siding. This is as far as a tram can go without fouling a shunting tram.
- (c) "Cut Off" marks - a single stud in the centre of the track.
- (d) "Cut On" marks - two studs in the centre of the track.

90. Right of Way-Trams

- (a) (i) When trams meet at uncontrolled intersections the tram going on the straight track has right of way over any tram going around a curve.
- (ii) Where a tram is going around a curve, a tram waiting to follow it must not start until the other tram has passed the far points or is on the straight track.

- (iii) A tram waiting to make a right hand turn must not be moved until the back of an approaching tram on the opposite straight track is level with the front of the turning tram.
- (iv) At Balaclava Junction only, trams on the same route must not pass each other on the curves. A tram on the outer curve must be given right of way over a tram on the inner curve.
- (b) Where two trams are waiting to cross at an intersection the one on the right has right of way unless other instructions are given.
- (c) If there is more than one tram stopped on the same track at an intersection where there is no traffic control, they must not follow over if there is a tram waiting to cross their track. One up and one down on the same street may cross together, but alternate right of way must be given to trams in the cross street.

91. Shunting

When a tram shunts at an intermediate crossover the following procedure must be followed:-

- (a) If a tram is in a position to use a crossover, the Driver of the following tram on the same track must stop at the fouling mark until the crossover is cleared.
- (b) The Driver of a shunting tram must not go through the crossover while an approaching tram is still moving on either track within one hundred metres or a tram on either track has passed the fouling mark.

92. Trolley Poles

- (c) If a tram is in a position to use a crossover, the Driver of an approaching tram on the other track must stop at the fouling mark to compare times with the other Driver. If both trams are due to leave at the same time the through tram is to go first.
- (a) When a tram arrives at the end of a journey or is reversing direction, the Driver must place the pole on the overhead wire and the rope in the clip. The Driver must lower the pole which has been in use and place it properly under the hook. On W-class trams the Conductor must lower the pole which has been in use and tie the rope safely to the grab rail. A tram must not be moved with both trolley poles on the overhead wire or with a trolley pole facing the wrong direction (spearing pole) unless the Driver is so instructed.
- (b) On W-class trams, if the trolley pole leaves the overhead wire the tram must be stopped at once and the controller handle left in the "OFF" position until the pole is replaced on the wire and the Conductor gives the signal to go. If the pole continues to leave the overhead, Fleet Operations Centre must be notified as soon as possible.
- (c) During darkness, trams must have lights on at all times (except when berthed in the Depot). On W-class trams, the Conductor must not lower the trolley pole until the Driver has placed the other pole on the overhead.
- (d) Employees must not alter the length of trolley ropes unless to make temporary repairs. Fleet Operations Centre must be notified if this occurs.
- (e) Members of the public must not be allowed to interfere with the rope or change the pole.

93. Section Insulators & Insulated Crossings

When a tram is passing a section insulator or insulated crossing, power must not be used. Section insulators and insulated crossing are marked by a yellow disc with the words "CUT OFF". "CUT OFF" and "CUT ON" marks are on the track. (refer to " Operational guide to tram studs")

94. Driving on the Wrong Track or from the Rear End

Driving on the wrong track (bang road), or from the rear end, is not allowed unless instructed, and under authorised supervision.

95. Delays

When services are delayed, Employees must try to find out the probable length of the delay and inform the passengers.

96. Clearing Track

- (a) When the track is blocked and trams are delayed, all employees present must help to clear the track unless instructed not to by an Officer of the Corporation or Police. If the track cannot be cleared notify Fleet Operations Centre.
- (b) If anyone else objects to the track being cleared they are to be told that the service must not be delayed and warned that they could be prosecuted under the Transport Act. Should any person stop crews from clearing the track the employees must take vehicle numbers, names and addresses, as well as those of witnesses.

- (c) If the track is blocked by an accident in which there is fatal or serious injury, do not clear the track but get Police help at once by notifying Fleet Operations Centre.
- (d) When nearing a vehicle or obstruction on the track a Driver must ring the warning bell and stop at a safe distance until the track is clear.

97. Starting after a Delay

Trams must be started one at a time after a lengthy traffic delay. Drivers must wait until the tram ahead has moved at least thirty metres.

98. Objects on Track

Tram Drivers must keep a careful look out for stones, bolts or any other objects on or near the rails. If there are any, the tram must be stopped and the object removed. If the tram goes over something in the groove of the rail the tram must be stopped and the object removed. If the object cannot be removed notify Fleet Operations Centre.

99. Road and Track Repairers

Care must be taken when approaching or passing Track or Road Repairers. Drivers must sound the bell and proceed at no greater speed than 8 K.P.H. and stop if required.

100. Warning Bells

Tram warning bells must be used only when needed. When passing a tram stopped on the opposite track, slow down and sound the warning bell. If the warning bell becomes defective notify Fleet Operations Centre and drive the tram carefully to the nearest place where it can be repaired or changed over.

101. Trolley & Span Wires

- (a) If a trolley wire breaks, the first crew to arrive must take the following action:-

- (i) Notify Fleet Operations Centre
- (ii) If the broken wire is hanging so that it may be dangerous to trams, vehicles or people, Employees are to stand on either side of the break and warn motorists and pedestrians to keep clear until the overhead wagon or an Electrical Engineer arrives.

- (b) If any person is in contact with a live trolley or span wire, Fleet Operations Centre must be notified at once. The person must be freed quickly by:-

- (i) Using a dry motor hatchway of " W " class trams, or a dry board to stand on close to the person.
- (ii) Take a dry coat or cardboard advertising sign and quickly push the wire away from the person.
- (iii) Do Not let the wire touch the tram or any metal.

Always treat the wire as if it is alive.

- (c) When a span wire is broken notify Fleet Operations Centre. The end hanging from the trolley wire may be alive and must be treated as a broken trolley wire. If it can be reached from the ground or if it touches the tram or another vehicle, push it away as explained in (b)

102. Power Failure

When there is no power in the trolley wire the controller handle must be put to the "OFF" position, the tram stopped, the light switch turned on and the handbrake on a "W" tram applied. The Driver must pull the pole down or lower the pantograph and replace it on the trolley wire after one minute. If the power does not come on after three minutes, notify Fleet Operations Centre. On "W" class trams put the hand brake on and the air brake off. When power is restored do not drive the tram until the air pressure rises to safe operating level. If a defective tram causes power failure, notify Fleet Operations Centre at once.

103. Emergency or Maintenance Overhead Vehicles on Track

A tram must stop at least thirty metres from any emergency, maintenance or overhead vehicle on the track. The Driver must wait until the all clear is given from a member of the vehicle crew before proceeding. DO NOT sound gong when overhead vehicle is delaying services.

104. Switches and Locked Controllers

Live parts of the electrical equipment must not be touched unless the switch for that equipment is in the off position or the pole is pulled down. Switch boxes and controllers must not be opened with the controller or switch on. If the controller handle is locked in the "ON" position, turn the Line Breaker Switch off, stop the tram, notify Fleet Operations Centre and have the tram pushed in the direction it was going to a terminus or siding or until help arrives. If the controller is locked in the "OFF" position make sure that the reverse key is fully forward. If this is not the

cause, pull the reverse key to neutral and notify Fleet Operations Centre. The tram may then be pushed in either direction. NOTE: See "Instructions to Tram Drivers" "A", "Z" & "B" Class Trams.

105. Tram Insulated

If a tram becomes insulated from the rails, the tram is alive.

The crew must warn passengers not to get on or off.

The Driver should turn the lights on and if they do not come on (or come on dimly) the Driver must put the brakes on. On pantograph equipped trams the Driver must lower the pantograph immediately.

On trams equipped with trolley poles the Conductor or the Driver must step to the road from the passenger step and pull the pole down, TAKING CARE NOT TO COME IN CONTACT WITH ANY METAL SECTION OF THE TRAM

The passengers are then to be asked to alight. When all passengers are off, the tram the Driver should try to move the tram using the methods given in "Instructions to Tram Drivers".

On pantograph equipped trams Drivers must lower the pantograph before requesting passengers to alight.

106. Lifeguards

If a lifeguard drops, the tram must be stopped and the lifeguard raised. Damage to lifeguards must be reported to Fleet Operations Centre.

107. Fire on a Tram

If there is a fire on a tram:- Stop the tram and ask the passengers to alight. Pull down the trolley pole or lower the pantograph and notify Fleet Operations Centre. Try to put out the fire using the Fire Extinguisher. The tram must not be moved until the fire is out. Motor hatchways must not be opened unless necessary. The cause of the fire and the part of the tram affected must be reported on a Special Day Report.

108. Defects- Tram In Service

Tram crews must watch out for any defects that may develop on their tram. If the tram does develop a small defect which is not serious enough to ask for a changeover, the Driver handing over the tram must inform the relieving Driver of the defect.

If a tram has a defect which is dangerous or alarming to passengers, notify Fleet Operations Centre and put the passengers on the next tram going to the same destination.

Passengers must not be carried on an unsafe vehicle.

If the air brake on " W " class trams becomes defective, notify Fleet Operations Centre and using the hand brake, drive to the nearest Depot or siding.

The crew of a defective tram must stay with it until they are relieved or the tram reaches the Depot.

NOTE: All defects must be reported.

109. Responsibility in Traffic

A tram in traffic is under the control of the Driver. Where a breach of rules occurs effecting safety both the Driver and or the Conductor may be held responsible.

110. Operating Signals "W" Class Trams

Signals from Conductor to Driver are:-

- (1) Stop at next stop - one bell;
- (2) Service stop at once - one bell - pause - one bell;
- (3) Go - two bells;
- (4) Emergency stop - three bells.

Employees must not interfere with bells or buzzers.

A Driver must not start until the correct signal is given and is sure that all is clear. The Conductor must not touch the signal cord until all passengers are safely on or off.

If the Driver gets a start signal and cannot go at once, the Driver must wait for another signal before starting.

If a passenger wants to get on or off after the start signal is given, the Conductor must give the service stop signal. If the passenger is in danger the emergency stop signal must be given and the passenger politely warned.

111. Stopping Places

(a) A tram must:

- (i) Be stopped at a request stop where anyone wants to get on or off.

- (ii) Be stopped at compulsory stops or any place shown in special instructions.
- (iii) Not pass the stop mark at a terminus.
- (iv) Not be stopped blocking cross streets, cross walks, driveways or safety zones.
- (v) Always be stopped with the front of the tram at the building line of cross or side streets except where there are track stop marks or other instructions apply.
- (vi) Be stopped when possible, with the step opposite people waiting to get on.
- (vii) Not be stopped on a sharp curve except in an emergency.
- (viii) Always be stopped at compulsory stops near railway crossings. When the points and signal are set to go sound gong before proceeding.
- (ix) Be stopped no closer than one metre behind a stationary tram.
- (b) The last tram on a route must, if needed, stop between the usual stopping places if a person wants to get on, providing it is safe to do so.

**112. Stopping
near
Obstructions**

Trams must not be stopped to allow passengers to board or alight, where the track or roadway is torn up, or pits are opened or any hoarding or obstruction is near the track. When approaching such places, employees must warn passengers to be

careful. Where track work is being carried out, special arrangements are made for passengers to get on or off. Always see that the tram is stopped with the step beside these places.

113. Stops

When asked by passengers, a Conductor must give the signal to stop and is to see that the tram stops at the next stopping place. A passenger is allowed to give the stop signal. If a passenger gives a stop signal so close to a stopping place that the tram cannot be stopped there, the passenger is to be told that a stop will be made at the next stopping place. If a signal is given in time to stop and the speed shows that the tram is not going to stop, the Conductor must give the service stop signal.

**114. Getting on
or off
Wrong Side**

Employees must not lean out of or get off a tram on the wrong side, nor allow passengers to do so.

**115. People
Between
Trams**

Trams must not be started when there is a person between two trams, front to rear, nor is a tram to be started when a person in the street is forced to stand between trams running in opposite directions.

**116. Side
Barriers
and Sliding
Doors**

Side barriers and sliding doors on the off side of a moving tram must be down or closed.

Barriers may be up on both sides only when a tram is at a terminus unless otherwise told by Local Notice.

Barriers must be down before blinds are put down.

Near side sliding doors must be closed before starting and ONLY opened when braking to stop at a stopping place.

Doors must be closed at all other times when the tram is moving except when a Conductor's turning signal is necessary as shown in Rule 85.

117. Driving Cabin

The only people permitted in the driving cabin of a tram with the Driver are Trainee Drivers, Operations Officers, Technical Officers, Training Staff and Conductors in accordance with Rule 120.

Any such Officers in plain clothes must show their pass and state who they are.

118. Rear Cabin

Drivers must close and lock the doors of the rear cabin. Only track repairers and Officers on duty may travel in the rear cabin. They must show their pass when asked by the Conductor.

119. City Intersection

Trams must stop in the safety zones before crossing City intersections.

When two or more trams are ready to go:

(a) two trams ready - one to cross.

(b) three trams ready - two to cross.

When three or more trams are waiting to go, two trams may cross but the third and following trams must stop in the first and second tram position. The passengers

are to be allowed on and off, then if all is clear, the trams are to go as above.

In all cases the Driver is responsible for stopping in the first or second tram position. Special care must be taken in case the tram ahead stops suddenly.

120. Driver Injured or ill

If the Driver is injured or becomes ill whilst driving and the tram keeps going, the Conductor must cut off the power and put on the brake. The Conductor must notify Fleet Operations Centre and help the Driver. If, after a collision, a "W" tram is still moving, the Conductor must if possible put on the handbrake in the rear cabin.

121. Drivers Leaving a Tram Unattended

Before a Driver leaves a tram unattended for a length of time, the Driver must turn the Line Breaker Switch off, put the handbrake on, put the air brake off to see if the handbrake is holding, then put the air brake on again. The reverse key and air brake handle must then be put on the canopy.

On "Z", "A" and "B" Class trams, Drivers must ensure that the control panel and exit and entrance doors are locked and check that the tram is in a safe condition to be left unattended.

122. Fall in Tram

If a passenger falls over because of a sudden start or stop, the passengers name and address must be taken, if possible and where an injury has occurred render all assistance. The reason for the sudden start or stop must be reported. If it is caused by another vehicle, take its number if possible.

123. Towing

Employees must not let any vehicle be attached to or towed by any tram unless special instructions are given.

124. Parking in Depots

In Depots, Drivers must park trams where directed.

When parking a "W" tram in a shed, the Driver must, before leaving the tram:-

- (a) untie the trolley rope at the driving end of the tram
- (b) turn all switches off
- (c) put the air brake handle in place at the outer end of the tram
- (d) release the air brake
- (e) put the reverse key on top of the canopy at the outer end of the tram.

Note :See "Instructions to Tram Drivers" "A", "B" & "Z" Class Trams.

When parking trams in the open, local instructions must be obeyed.

When the tram is berthed any defects including faulty switches, lamps and fuses must be reported on the Sign Off and Report of Defects Sheet. If there are no defects the tram must be reported "OK".

- BUS SYSTEM -

125. Operation Manuals

Operation manuals for the correct use and driving of buses are given to Bus Drivers. These instructions must be read and obeyed.

126. Licences

All Drivers must have a current Driver's Licence endorsed for driving buses.

If Drivers have their licence suspended or cancelled they may be regressed or dismissed.

127. Correct Bus to be Used

Each Driver will be advised by the Operations Officer on duty (or by checking the Bus Despatch Board) which bus is to be used. No other bus must be taken.

Drivers must not allow unauthorised persons to drive their buses.

128. Driver's Inspection Before Starting

When getting a bus ready for service the following procedure must be adopted:-

- (a) Check to see there is no damaged, the tyres are in good condition and the windows, seats and floor are clean.
- (b) Check that the motor is running properly, that warning lights are operating correctly and gauges are showing the proper readings.
- (c) Check all lights.

- (d) Check brake operation.
- (e) Check fire extinguisher.
- (f) Report any defects.
- (g) TEST A.V.M. EQUIPMENT.
- (h) Adjust the destination and route number and place the run number in the run card reader.

Anything wrong must be reported before leaving the depot. If a Driver does not do this it will be understood that the bus is in good order.

129. Hand Brake The Driver must make sure the hand brake is off before moving the bus. The hand brake must be used as taught in the Driving School.

130. Reversing The Driver of a bus must first stop before selecting reverse gear. Buses must not be driven in reverse gear unless guided by an authorised person. The Driver must first go to the rear of the bus to see that there is no obstruction before reversing. Drivers must not allow vehicles to travel backwards without first selecting reverse gear.

131. Doors Bus doors must be closed whilst the bus is moving. (Unless instructed otherwise) Doors must not be opened until the bus has stopped and must be closed before the bus starts. If the doors become defective and remain open, notify Fleet Operations Centre.

132. Inspection of Buses & Reporting Defects

During the course of their daily duties, the Driver must make a frequent and thorough inspection of the bus. If the bus should develop a slight fault or defect which is not serious enough to warrant a changeover and the vehicle is handed over to another Driver, the Driver handing over the vehicle must inform the relieving Driver of the defect. When running buses in, defects must be entered on the "Sign Off and Report of Defects Sheet". If there are no defects the bus must be booked off "OK".

A bus which is not in safe working condition must not carry passengers. Should a dangerous defect develop in a bus when in service, Fleet Operations Centre must be notified and passengers must be put on the next bus going to the same destination. The Driver must stay with the bus until relieved or otherwise instructed.

133. Fire Extinguisher

Buses must not be taken into service without a fire extinguisher. Defective or used extinguishers must be signed off and a Special Day Report submitted regarding its use. If it is used on a private vehicle the number of the car and the driver's name and address must be put in a Special Day Report.

134. Warning Lights

Drivers must observe all warning lights and instrument readings. Where the bus unservicable light or other warning device comes on, drivers must pull over where safe to do so, and notify Fleet Operations Centre. A bus which is not in safe working condition must not carry passengers.

135. Driving off Route

Drivers must follow the set route unless instructed not to by a Police or Council Officer or an Officer of the Corporation. If a street on a route is closed, the Driver must notify Fleet Operations for instructions. If unable to contact Fleet Operations the Driver is not to delay the service, but must go around the closed street by the nearest streets, go back to the route as soon as possible and notify Fleet Operations Centre. When deviating from a set route, Drivers must make sure that any bridges or culverts have sufficient clearance.

136. Driver Leaving Bus

The Driver must not leave the bus while the engine is running. The parking brake must be applied and the gear indicator placed in neutral position. If the bus is left on a hill the front wheels must be turned so that, if the bus moves either forward or backward, the wheels will run into the kerb.

137. Stopping

(a) A bus must:

- (i) be stopped at a request stop where anyone wants to get on or off.
- (ii) be stopped at compulsory stops and any other places shown in special instructions.
- (iii) not be stopped blocking cross streets, cross walks or driveways.
- (iv) be stopped when possible with the step opposite people waiting to get on.

- (v) not go over railway crossings unless the signal is right and the gates or booms are opened.
- (vi) be stopped at open railway crossings and not go on until the Driver is sure that no trains are coming.
- (vii) be stopped not less than one metre behind a stationary bus.
- (viii) be stopped close and parallel to the kerb without bruising the tyres.
- (ix) not be stopped so that people have to get off in a dangerous place-for example, a hole in the road.
- (b) The last bus on a route must, if needed, stop between the usual stopping places if a person wants to get on.

138. Fall in Bus

If a passenger falls over because of a sudden start, or stop, not involving an accident with another vehicle the passengers name and address must be taken and where an injury has occurred render all assistance. The incident must be reported to Fleet Operations Centre as soon as possible. The reason for the sudden start or stop must be reported. If it is caused by another vehicle, take its number if possible and report to Police.

139. Driving Through Water

Buses must not be driven in water more than 45cm deep. If the water is deeper than 15cm do not drive faster than 8 K.P.H.

140. **Pushing or Towing** Buses must not be used to push or pull another bus or vehicle, unless special instructions are given.
141. **Driving Safely** A Driver must always drive safely with both hands on the steering wheel. The Driver must allow for conditions which may affect normal braking.
When using A.V.M. equipment the bus must be stationary.
142. **Driving in Crowded Streets** The Driver must never approach a crowd at speed, sounding the horn and expecting the people to move out of the way. The bus must be brought to a stop at a safe distance, notify Fleet Operations Centre for assistance. If possible, drive forward slowly and sound the horn.
143. **Bus on Fire** If there is a fire on a bus the Driver must immediately stop, open the doors, use A.V.M equipment, turn off the engine and all switches and instruct passengers to alight, and where possible use the fire extinguisher.
If the fire is well alight or the extinguisher does not put out the fire advise Fleet Operations Centre of the need for immediate assistance.
If the fire was caused by the fuel system, mechanical or electrical fault or the bus is seriously damaged, remain stopped and arrange for passengers to board the next bus.
NOTE: On vehicles using compressed gas fuel - turn off gas stop valve.

144. **Unusual Noises** If there are any unusual noises in the engine or chassis of a bus notify Fleet Operations Centre at once.
145. **Power Steering** The front wheels must not be forced around when the bus is stationary.

- FARES AND TICKETS -

146. **Fares in Motion** The collection of fares by the Driver whilst the vehicle is in motion is forbidden.
147. **Fares and Tickets** Conductors and One Person Operators must be conversant with all types of tickets issued by the Corporation. Conductors and One Person Operators are to make every reasonable effort to collect fares from passengers. They must not enter into a dispute with passengers over the payment of a fare.
Conductors and One Person Operators who are faced with a situation where a passenger is refusing payment should move away from the passenger if possible and contact either Fleet Operations Centre, an Operations Officer or Police Officer for assistance.
Should the passenger leave the vehicle before assistance can be sought a Special Day Report must be submitted with any particulars available. DO NOT LEAVE THE VEHICLE TO PURSUE THE OFFENDER

**148. Ticket
Supplies**

- (a) Each Conductor and One Person Operator must ensure they have the correct outfit before leaving the pay in area and check their journal to see that the correct number of blocks are present. Any discrepancy must be reported to the Revenue Office or to an Operations Officer immediately, otherwise no claim for any deficiency will be allowed.
- (b) Conductors and One Person Operators must ensure they have enough tickets for their day's work before leaving the Depot and must carry tickets when working chartered trams or buses.
- (c) If a Conductor or One Person Operator is away from the Depot and runs out of tickets, they may get them from another Conductor. If possible, transfers of tickets should be made between Conductors from the same Depot.
The Conductor or One Person Operator getting tickets in this way is to enter the starting numbers on their journal and make out a Special Day Report to the Revenue Office showing the tickets obtained, their starting numbers and the name, Depot and outfit number of the Conductor from whom they were obtained.
The Conductor giving tickets under this rule is also to make out a Special Day Report detailing the transaction as above.
- (d) If a Conductor or One Person Operator cannot get tickets as in (c) a ticket of higher value should be issued and a Special Day Report made out detailing the number of tickets used so that the difference can be adjusted.

- (e) Tickets obtained from the Revenue Office during the shift must be entered on the journal.

**149. Issue of
Tickets**

- Unless otherwise instructed, a ticket must be issued and appropriately punched for each fare paid.
Blocks should be used in order and tickets issued in the order they are attached to the block.
A new block of tickets must not be started until a partly used block of the same value is finished.
Blocks of tickets not in use must be kept in outfit tins, wallets, or by the Conductor. Outfits storing tickets must be kept locked.
- (a) A ticket once issued must not be issued again. Any Conductor found with any such tickets in their possession or is known to have issued such ticket to a passenger may be dismissed.
 - (b) Tickets incorrectly issued must be marked with date, time and route by the Conductor and handed to an Operations Officer or Revenue Officer for cancellation.
On completion of shift an application for refund form must be completed and handed to the Revenue Officer with the cancelled ticket.
 - (c) Blocks of tickets that are incorrectly numbered or with print errors must not be issued. They must be returned to the Revenue Office together with a Special Day Report outlining the errors detected.

150. Collection of Fares

A fare in either cash or tickets must be collected from every person who rides on the Corporation's vehicles, except Police Officers and Corporation's employees in uniform, or the holders of passes issued by the Corporation. The fare must be collected as soon as possible after the passenger has boarded. The Conductor must not rely on passengers giving fares, nor wait until there are a number to collect.

As soon as possible after each stop, the Conductor must start collecting fares calling in a clear voice "fares please".

The Conductor must start collecting fares in the rear of the vehicle and work forward. When finished collecting fares the Conductor must remain near the rear entrance door until there are more fares to collect.

151. Wrong Outfit in Service

When a Conductor or One Person Operator finds that they have the wrong outfit they must notify Fleet Operations Centre immediately and make arrangements to get the correct outfit. When they get the correct outfit the journal of the wrong outfit must be closed off and taken to the Revenue Office. A Special Day Report must be made out.

152. Inspection of Tickets

- (a) Tickets are valid only for the time, date and area specified.
Conductors must see that all passengers have the correct ticket for the journey they are undertaking.
- (b) When asked, Conductors must give their journals, tickets, cash and outfit to any Depot Manager, Operations Officer, Revenue Officer or Revenue Protec-

tion Officer and give any information or help requested.

After giving up their journal to a Revenue Protection Officer, Conductors must not collect fares ahead of the Officer checking tickets unless instructed.

- (c) If a Revenue Protection Officer discovers missed fares or passengers with incorrect tickets, the Conductor must not argue with the passenger. If they think the passenger has tried to avoid payment they must only tell the Officer their reasons for thinking so.

In these cases, the Conductor is not to collect a fare from the passenger unless instructed.

153. Spoiled Tickets

If a passenger spoils or rolls up a ticket so that the number, date or time cannot be easily read it will be considered no fare has been paid and a fare must be collected from the passenger. Persons wanting a refund on a spoiled prepaid ticket must be referred to the Met Shop, 103 Elizabeth St, Melbourne.

154. Spoiled or Transferred Students Tickets

If a student's concession ticket is altered, cannot be read, or is torn into parts it must be taken from the person offering it. The student is to be informed that a replacement ticket can be obtained from the Depot where the ticket was originally purchased. A charge is made for this service.

If a student is found or seen lending a student concession ticket to another student, the ticket is to be taken and the owner of the ticket told to contact the Depot after

12 noon on the following working day. Conductors must furnish a Special Day Report.

155. Lost Tickets Employees must pay for tickets issued to them and not returned at the end of the shift.

The loss of any tickets must be reported in writing as soon as possible.

156. Special Concession Fares When any concessions on regular fares are given by the Corporation to passengers, a notice giving details will be displayed in the depot notice case.

157. Childrens Fares Children under four years of age may ride free. Children over four years of age but under fifteen years of age may ride at the childrens fare rates.

If there are doubts about the age of a child, the Conductor must politely ask the age and take the word of the passenger or accompanying adult.

158. Employees Passes Every employee travelling on a pass must, when requested, show it to the Conductor and to any Officer who may get on the tram or bus.

If a Conductor thinks that a person with a pass is not entitled to travel the pass is to be confiscated. The pass together with the name and address of the person using it must be submitted to the Depot Manager on a Special Day Report.

159. Passengers Luggage Parcels & Packages Passengers personal luggage may be carried free. Conductors must see that luggage, parcels or packages are placed so that other passengers are not inconvenienced.

160. Fares Paid When Leaving a Tram/Bus When Conductors get fares from passengers who are leaving the vehicle they must at once tear off the correct tickets and tear them in two.

161. Refund of Fares When a tram or bus is delayed for ten minutes or more for any reason, the Conductor or One Person Operator may, if asked, give back fares already collected providing the tickets were purchased from that Conductor or One Person Operator.

When refunding, a Conductor or One Person Operator must take the tickets from the passengers, mark on the back of the ticket the amount refunded and initial it. An "Application for Refund" form must be made out at the end of the shift and a report made showing where the tram or bus was delayed, length of stoppage and total amount refunded. All tickets on which refunds were made must be handed in, with the "Application for Refund" form, to the Revenue Office.

162. Passengers Change When taking a banknote from a passenger for which change is to be given, the Conductor or One Person Operator must be careful to call the passenger's attention to the value of the banknote before putting it into the cash bag. Change and ticket must be given at the same time. Do not have arguments about change. If a passenger

questions the change given, ask for the passenger's name and address and explain that the Corporation will write to them. A full report must be submitted.

**163. Foreign
Coins**

Conductors and One Person Operators must not take foreign coins, counterfeit coins or coins which are damaged or too smooth to show their design.

164. Paying In

At the end of the first portion of a shift, Conductors and One Person operators may pay in to the Revenue Office the takings for that portion. At the end of the shift, Conductors and One Person Operators must write the closing numbers of the blocks of tickets remaining on the weekly journal and pay in the cash takings.

Conductors and One Person Operators must prepare and pay in all their own takings daily.

Conductors and One Person Operators must ensure that change money is removed before paying in.

A claim for change money paid in in error must be made prior to commencing duty the next working day.

Conductors and One Person Operators relieved from duty or failing to report for the second portion of their shift should make arrangements with the duty officer to see that their tickets and cash are paid into the Revenue Office the same day.

Shortages must be explained in writing and paid when asked.

Where special outfit lockers are installed they must be used for the storage of tickets and outfits between shift portions.