

TRAM & BUS NEWSLETTER

FEBRUARY, 1991
NO 1. /92

EDITORIAL

Welcome to the first Newsletter for Tram and Bus staff. The aim of this Newsletter, which will be published at regular intervals, is to provide information on what is happening around our tram and bus depots, our current plans and future developments. I trust that you find the information of interest and that it will give you a wider insight into our industry.

Should you require further information or advice on any of the issues raised, please do not hesitate to contact your depot manager.

RUSSELL NATHAN
GENERAL MANAGER TRAM AND BUS

WHAT'S IN A NAME

As this is the first newsletter staff are invited to suggest an appropriate name. The staff member whose suggestion is selected will win a prize.

Suggestions should be forwarded to Mary Kalcic, 13/60 Market Street by no later than Friday February 21, 1992

WELCOME TO OUR NEW RECRUITS

Management and staff extend a warm welcome to the new Conductors who have recently joined our Group.

Gerardo TAN, Brunswick, Deborah Double, Joan Stow and Lisa Barnes East Preston, Eileen Kernohan and Wayne Henry Essendon, Arthur Schmied, Adam Vanlieshout and Gareth Martin Glenhuntly, Christopher Meagner, Christopher May, Phillip Millar and Aldo Peruzzi Kew and Jamie Sandoval, Luke Booth, Olivia McGill, Tony Denino, and Michael Parker South Melbourne and Timothy Trimble Malvern.

ON THE TRACKS

Training for "Z" class trams is progressing at both Malvern and Glenhuntly and staff will soon see an increased presence of "Z"s in these areas.

At this stage, Swanston Walk will go ahead as planned. The access and safe passage of trams through the area is being assured by the continued involvement of the P.T.C. in the planning stages of the M.C.C.'s works.

Works in St Georges Road are continuing, with the Miller Street intersection currently underway.

Works are also being carried out for the curved track from Flemington Road into Royal Park on the West Coburg route.

Also you would have noticed a large number of festivities around Melbourne lately, this atmosphere will continue as there are a number of activities still to come (watch your notices for further information).

Articulated Tram (LRV) Delivery

A total of 91 LRV's have now been delivered to the P.T.C., of which 83 have been commissioned for revenue service. These LRV's have been well accepted by drivers and travelling commuters. The LRV's are currently operating from Brunswick, East Preston, North Fitzroy and South Melbourne Depots.

ON THE BUSESCompressed Natural Gas Buses

Tests on the dual fuel buses at Doncaster utilizing diesel and partial compressed natural gas substitution have been completed. Results have shown inadequate financial benefits to the PTC. Discussions will now take place with the Gas and Fuel Corporation to explore the possibility of test trials on buses operating on 100% compressed natural gas (CNG).

The corporation has accepted an offer by MAN Australia to trial a dedicated CNG bus in March, 1992. This bus engine does not use diesel fuel and requires a spark ignition system.

Bus Driver's Seats

Following concern by Bus drivers of the drivers seats fitted to the older bus fleet, a working party chaired by Pat Young and comprising management and union Occupational Health and Safety representatives are examining alternative seats and support mechanisms and will present a report to Management.

Bus Refit programme

During 1991, a bus refit programme commenced at Northcote Bus Workshops. Currently there have been 34 Volvo and 16 MAN 1 buses refitted. There has been good acceptance by drivers and passengers.

YOUR SERVICE

Service Delivery

Service delivery over the past two periods for tram has been an average of 92%, bus 97%.

The service delivery for tram has been affected by existing staff shortages at Kew, Malvern, Glenhuntly and South Melbourne Depots.

There has been serious problems in meeting "W" Class fleet requirements after the Christmas period due to the number of trams out of service for workshops attention. The fleet shortages will be overcome by:

- * Increased output from Preston Workshops
- * Minimizing faulty trams at Depots, and
- * fast track re-deployment of "Z" class trams to "W" class depots.

Service Reviews

Service reviews have been completed on North Fitzroy and Doncaster Bus Routes, Essendon and Glenhuntly tram routes.

It is intended that North Fitzroy and Doncaster reviews will be implemented in March 1992. The implementation will include a major marketing programme to ensure customers understand the new levels of service and timetables, together with a programme to introduce new flags at all stops and timetables. The Essendon and Glenhuntly tram reviews will be implemented during 1992 after consultation with appropriate unions.

School Services

With the start of the 1992 school year, Managers from all Depots have been visiting schools in the area to advise of the Corporation's public transport services. Schools have also been advised that students have a responsibility when using the Corporation's vehicles and that staff must be treated with respect on all occasions. Depot Managers are also arranging for marketing initiatives to be undertaken to promote the services operating from your Depot and if you have any suggestions in relation to this matter you should contact your Manager.

Service Now Training

Service Now Training has continued for staff employed in all tram and bus depots. The Service Now Programme has been highly successful and the current feed-back the Corporation is receiving from customers indicate that staff are responding to the training in a very positive manner.

Complaints and Commendation

The Corporation is still continuing to receive a high level of complaints. The complaints in regard to inadequate services are understandable in view of the current staff shortages. However, complaints in regard to behaviour of personnel are not acceptable and staff should endeavour at all times to ensure that the Corporation's image is enhanced. However, on a positive note, the Corporation is receiving an increased level of compliments in relation to staff performance.

A.V.M.

Stage 2 of A.V.M. is proceeding with the final 18 buses at Doncaster to be fitted, as well as more units for deployment elsewhere.

RECRUITMENTS

Following a review of Recruitment Procedures all initial enquiries for Conductors positions will be through the C.E.S. This new procedure commences 3 February 1992.

There are currently 19 Conductors in training and are due to finish on 11 February. The next intake will be in late February following referrals from the C.E.S.

ACCIDENT AWARD

Tram and Bus has developed an Accident Award as the result of initiative afforded the Corporation by Brian Dickinson from Brunswick Depot. The **SAFE DEPOT AWARD**, as it will be called, will be presented to each Depot on a monthly basis and a yearly award will also be presented.

In regard to initiatives, any employee that has any initiative that they believe would be a benefit to Tram and Bus should contact your Manager and discuss the proposal, no matter what it is.

DEPOT HAPPENINGPreston Depot

On Sunday 2nd February at the Preston Workshops hall in Millers Street, the employees of Preston Depot past and present held a "Back to Preston" day.

This day was organised by Bonnie Howden, Kath Schleibs and Jewel Hill who were been busy contacting many of their former fellow workmates

The day will be conducted between 10.00 am and 4.00 pm and a mixture of past and current employees were present. Many old and new stories were told during the day.

"Well done to the organizers it was great day".

South MelbournePortable Accommodation

Works are almost complete on the new administration wing of the depot. It is expected Administration staff may be reallocated prior to the end of February and works will then commence on the existing administration area. All staff are encouraged to put in ideas on how you would like to utilise the area. One suggestion has been to use the existing Manager's office as a conference or meeting room. What do you think?

Due to the location of the new portable, vision from 1, 2 & 3 roads to the gate has been blocked. A mirror and compulsory stops have been provided as a matter of safety. Please read the local notice regarding this issue. Your Depot Manager is available to provide further information.

Staff Shortages

South Melbourne Depot has been affected severely by staff shortages of recent times. The good news is that five new recruits have almost completed their training and further recruits will be taken on through February. Staff are commended on their hard work and commitment to our customers in these difficult times..

Promotion of our Depot

Ideas have been received from many staff members at South on how we can promote our depot in the local community. The local paper has been contacted and has expressed interest in assisting us. It is important that we all get behind this effort and let everyone know we are an integral part of South Melbourne and are here to provide the best possible service we can with available resources.

Dress Standards

Recently notices have been given to staff regarding dress standards. Reaction from the majority of staff has been very favourable with strong support being shown through actions rather than words. It's now up to us all to convince the minority. Keep up the good work!

Trams turned Short of Destination

For many reasons trams must be turned short of their intended destination. It is important when this occurs that staff advise passengers as soon as possible. Many complaints arise due to the lack of communication to passengers. Remember if you are running late make sure of your support system. On road officers, Radios, track phones and public phones. It is important to remember that we are there to provide service to our customers.

Commendations

Betty Jacobs recently went out of her way to assist one of her customers. A letter was received commending Betty on her actions. It's posted in the depot foyer for all to see. Great work Betty.

North Fitzroy

Construction work on the new depot is progressing very well. The old maintenance area has been demolished fully and the new messroom, patio area and shower/change room facilities have been constructed.

The old revenue office has been fully gutted and to be fully remodelled and refurbished. Work will then commence on renovating the current depot managers office and administration area.

The new depot should be fully operational by mid July 1992.

Graffiti Cleaning

A crew of graffiti cleaners are keeping the North Fitzroy fleet of buses free from graffiti. These buses are monitored daily and cleaned as soon as graffiti is spotted on buses.

Well Wishes

The depot wished all staff on workcare and sick leave at present with best wishes for speedy recoveries.

Also to Tony Xhayteux who had his toes meet a powersaw recently. Tony's brother Patrick is still off work due to a motor car accident. The depot is still not the same without them.

New and Future Arrivals

Joanne and Anatole Chliakhtine are both beaming with the news of being parents again.

Also best wishes to driver Pangly and family with arrival of their new baby.

The depot welcomes all our newly transferred employees from other depots. Its great to see new faces.

ElwoodWelcomes

Drivers, Ball, Summers and Nieto to Elwood who transferred from South Melbourne, Glenhuntly and Malvern Depots respectively.

Farewell

To George Vasda who retired on 14/1/92 from everybody at Elwood we wish you all the best for the future.

Congratulations

To drivers Nieto and Luth on the arrival of their new born babies.

Driver Mustard on your marriage we wish you and your wife all the best for the future.

Sickness

To driver Arnel we wish you a speedy recovery and hope to see you back at the Depot fighting fit.

Driver Christie welcome back after a prolonged illness.

Kew Tram DepotTicketing Committee

Problems with tickets? Why not tell someone? That's what Dean Filgate did. At a Kew forum meeting Dean a Conductor raised the concern regarding the stapling of tickets and the cardboard backs falling off. The other Conductors at Kew agreed so a ticketing committee was formed to address these concerns. Andrew McLean, Manager Revenue Management and David Lee, Manager Ticket Production and Distribution, attended Kew Depot to discuss this issue. As a result of these discussions, four Conductors are trialing improved tickets and providing feedback to Andrew and David. Based on recommendations made by the "Ticketing Committee" this problem will soon be solved.

Kew "75th" Celebrations

The 75th Celebrations Open Day held on Sunday 8 December were a resounding success and a credit to all the staff at Kew. Letters from customers who attended the "Celebrations" are still being received, congratulating Kew staff.

Ric Barker (Conductor) and the "75th" committee did a tremendous job arranging the celebrations which included:

- * Vintage Horse Tram Rides
- * Vintage Tram Rides
- * Miniature Tram Rides
- * Sam the Tram

"75th" celebration souvenirs are still available, these include "T" shirts, coffee mugs, post cards, bottles of port.

If you are interested contact Geoff Hatfield (610 3806) or John Andrews (853 0290).

Condolences

On behalf of the staff and employees of Tram and Bus, we would like to express our deepest sympathy and condolences to Albert and Dominic Chircop on the recent tragic death of their mother and to the family and friends of Ken Murphy ex Melbourne-Brighton Driver.