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# NEWS

Newsletter no.4. 03.4.92

We are finally receiving suggestions for our newsletters new name, here is a sample of one... Keep them coming in, as there is still a prize waiting for someone. Suggestions can be forwarded to Anna Alfirenko, 18/60 Market Street, or you can phone on 5 6059, or fax it to me on 5 6077.

#### **TRAFFIC WAGES**

Traffic wages has moved to level 2 of 50 Market Street, and they can be contacted on 5 8073.

#### **CRISIS CARDS**

Crisis contact cards are being given to all Depot Managers to hand out to new recruits and to those who have lost their old cards. These cards are to be used only after an accident or traumatic incident, when you feel you need assistance with your feelings. See your Depot Manager if you don't have a card.

#### **STRESS MANAGEMENT**

There is a number of courses now in place for our people to attend - these include, stress/trauma, stress management and tram and bus service now workshops.

#### **SERVICE EXCELLENCE AWARD**

There was only one Service Excellence award presented in the month of March, this went to:

Dolores Ferrero, conductress Brunswick.

#### **SAND HOPPERS**

Approval has been given to install 7, 20 tonne sand hoppers at East Preston, Brunswick, Kew, Camberwell, Glenhuntly, South Melbourne and Essendon. Foundation has been laid at East Preston for the 20 tonne sand hopper and foundations are to be laid next week at Brunswick.

Financial approval was given for two depots last November - East Preston and Brunswick. Approval was given to the other 5 depots at a later date.

Consultation meetings were held with all concerned at each depot, sign off for site locations will be done by the end of this week.

All work will be completed by the end of this financial year, June 30th, 1992.

#### **NEWSPAPER ARTICLE**

There was an article in the 'Good weekender' on Saturday 28th, March, 1992. This article was written by a Sydney journalist, he has praised Melbourne's tram services and also many of the depots and employees were mentioned. If you wish to read the article see your Depot Manager and he/she will give you a copy.

#### **ST.GEORGES ROAD AND MILLERS ROAD CONSTRUCTION**

The long awaited improvements to tramtracks and lay out in St. Georges road, between Mary Parade and Miller Street is almost completed. The reconstruction has resulted in tram tracks being in the reservation in the entire section. The project will be completed by early June 1992.

Trams have been using the new section since August 1991 and the Miller Street intersection will come into operation on Thursday 2nd April, 1992.

#### **SWANSTON WALK**

Swanston Street was officially closed at 2am on Saturday 28th March, 1992.

During the construction phase, temporary street furniture which includes street side cafes, trees and other public facilities have been installed prior to the permanent work commence.

The first stage of construction will commence on Thursday 2nd April on the west side of the Swanston st, between Latrobe st and Lonsdale st, this part of the construction will take one month to complete, where employees will see that Swanston st will look like at its final stage.

The first week of operations of the Swanston walk overall has been a success for Public Transport in that it has attracted additional patronage on Public Transport, it is recognised that a few teething problems did exist however these will abate during the settling down period. Traffic staff operating in Swanston walk should be congratulated in their efforts in their involvements in such an important change to the city of Melbourne and Public Transport.

# Tram & Bus Running Journal

# PTC

Newsletter No. 5. 27.04.92

## **SERVICE EXCELLENCE AWARDS**

There were four Service Excellence Awards presented to Tram and Bus employees for the month of March, these went to:

Carrol Sly - Conductor Malvern  
Merve Peters - Conductor Kew  
Robert Wallington - Driver Brunswick  
William Young - Traffic Personnel Officer, 13/60  
Market st

## **LEAKING ROOFS ON W CLASS TRAMS**

A program was commenced prior to Easter to seal the drivers cab area against water leakage. 3 Trams per depot are being completed each working day with the entire W class fleet scheduled for completion by 8th May. The product being used is called "liquid seal" and properly applied the water leakage onto W class drivers should be a thing of the past. In parallel with the sealing of the drivers cab Preston workshops will completely seal the whole roof area of one W class tram per day commencing 27th April, 1992.

## **VEHICLE AVAILABILITY**

Vehicle availability during April was generally good with the exception of South Melbourne where W class shortages are still being experienced due to the number of trams at Preston workshops. Preston was working overtime prior to Easter to relieve this problem.

## **PERFORMANCE OF CONDUCTORS**

You are all aware that the primary responsibility of a conductors role is the timely and efficient selling and checking of tickets.

It is disappointing that the Corporation continues to receive complaints about the minority of conductors who do not perform their duties.

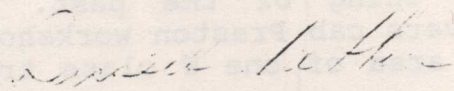
Whilst conductors are encouraged to be friendly and courteous to our customers, this is not to be at the neglect of selling and checking tickets.

The Corporation will closely monitor performance of conductors that are reported for non performance of duties.

#### FOOTY SERVICE 7TH MAY

Planning is currently underway for the provision of Public Transport Services for the match of the century (Carlton v's Colingwood). Additional services will be provided to ensure that our customers receive the highest quality service. Further details will be provided to Depot Managers.

Transit Police and Victorian Police will be monitoring the tram and bus services.

  
**RUSSELL NATHAN**  
**GENERAL MANAGER**  
**TRAM AND BUS**

# Tram & Bus Running Journal

# PTC

No. 7 29/6/92

## ENHANCED RESIGNATION PACKAGES

Within Tram and Bus we lost some valuable employees who had been in the tram ways for a number of years, it is sad to see them all go but we wish them well and the best of luck. Presentations were made Friday 29th May, and Monday 1st June to:

Paul Butler  
Ron Hamilton  
Dennis Griffiths  
Eddie Kane  
Bill Young  
David Gould  
Lee Rogers  
Jill Costello

## CONDUCTOR PERFORMANCE

The Chief Executive Officer has issued a notice to all conductors about performance. All tram operations will be monitored to ensure conductors are performing their duties in accordance with the Corporations standards.

## ENTERPRISE BARGAINING

On 22 May, 1992 the Industrial Relations Commission ratified an enterprise agreement between the Public Transport corporation and all unions with members in the P.T.C. A first wage increase of 2.5% will apply from the first pay period after May 22 as a consequence of the commitment to implement the agreement in full. Among the key issues were several which applied directly to Tram and Bus, These are:

- (1) Bus services. Doncaster - North Fitzroy Depots. Reviewed bus services operating from the Doncaster and North Fitzroy depots resulting in a better service appropriate to current passenger travel patterns and demonstrated demands.
- (2) PC Based systems in Depots. Introduction of PC Based systems at all depots to handle rosters, ticketing and revenue accounting and office administration.

#### **OCCUPATIONAL HEALTH AND SAFETY**

A number of initiatives have recently taken place which will enhance tram and bus performance in the area of Occupational Health and Safety, firstly, all depots have been visited to establish Injury Management meetings which will progress and monitor the return to work of injured employees. Secondly, all Depots Manager have attended a two day O.H.S course presented by the Occupational Health and Safety Authority.

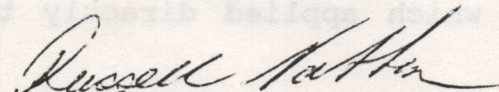
Also, Brian Hayes has commenced duty as Occupational Health and Safety Adviser and his initial focus will be to establish workplace chemical registers, training registers and inspection systems as well as providing advice and assistance to line managers on occupational health and safety matters. Bryan can be contacted on Ext 58633 or by pager 614 4600 pager number 12305.

#### **HASTUS**

Hastus is a computer system for helping Rosters staff schedule buses and trams and their crews. It respects all existing working conditions of crews and will help produce better table cards and other documentation.

The system has already been successfully used to roster Preston Depot on weekends during the recent reconstruction.

Frank McGinley, who is managing the introduction of Hastus, is happy to answer any enquires about the system from staff at the depots (telephone 5 8596)



**RUSSELL NATHAN  
GENERAL MANAGER  
TRAM AND BUS**