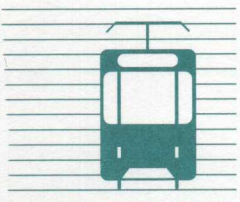


## News for tram staff.



This is the first in a series of news sheets that will bring you up-to-date with our new automated ticketing system. A regular column will also be appearing in your fortnightly staff newsletter, Turning Point.

Automated ticketing will be introduced across the Met gradually. All trains, trams and bus services in one area will be converted and a customer information program conducted before moving on to the next area. Some modifications may need to be made following customer feedback.

Glen Waverley and Alamein train services, Camberwell tram depot and bus services in the areas bordering the train lines, will be the first to receive AFC equipment. At this stage it is planned that our customers will use automated ticketing on the Met system for the first time in August/September 1994. Other areas will follow over an 18 month period.

OneLink is the preferred tenderer to install, maintain and market Melbourne's new ticketing system. It combines the expertise of three leading Australian companies:

- ERG Australia, an Australian telecommunications and electronic ticketing equipment supplier;
- Fujitsu Australia Ltd, the Australian subsidiary of one of the world's largest communications and telecommunications companies;
- Mayne Nickless Ltd, a major Australian owned and Melbourne based international company specialising in security and transport systems.

These companies will provide the PTC with a world class automated ticketing system using proven technology for the people of Melbourne.


The next few months are critical to the development of the new system. Consultation with customers, staff and special interest groups will occur to make sure the system caters to all our customers' needs.

A special display and demonstration area is to be constructed on Level 12, 60 Market Street. It will be used for both consultation and staff training and specific days will be set aside for tram staff to visit the centre during their rostered break to see equipment demonstrations and ask questions. A mobile display is also being prepared and will visit each tram depot.

A series of fact sheets are also being produced to introduce staff and customers to the new technology. Fact Sheets will be available from the Depot Manager or from Advertising and Public Relations, telephone 619 4662.

As the new automated ticket system comes on line, customers will notice other benefits. Customer Service employees will be a mobile force designed to assist customers and provide information and assistance. The first 20 CSE's from the Met Tram Division began training on Monday February 21. After a three week intensive training course they will be in the field full time. Their first tasks will be to concentrate on the Bourke Street services as part of our Priority Service Review, and to lend support for the many special events in March.

I look forward to working with you all on this very exciting transport initiative to bring Melbourne on line with other Australian states and the rest of the world.



Russell Nathan  
Managing Director



# Automated Ticketing

BULLETIN



## News for tram staff

This is the second of a series of news sheets that will bring you information on the automated ticketing system. Regular articles also appear in your fortnightly staff newsletter, Turning Point.

An AFC Tram Implementation Working Party has been established within Met Tram to resolve any enquiries or concerns raised by employees in relation to the introduction and implementation of AFC at Camberwell Depot in the latter part of 1994. The Working Party is comprised of representatives from the Public Transport Union, Australian Services Union, PTC management, AFC Project Team, depot management and other depot representatives. A number of meetings have already been held and specific matters in relation to the location of AFC equipment on trams and personnel issues are currently being addressed.

The special display and demonstration area on AFC equipment is now operating on Level 12, 60 Market Street. Depot staff can now visit the centre to view equipment demonstrations and ask questions. Staff wishing to view the display should make arrangements with their Depot Manager.

A number of prototype trams will be fitted out with AFC equipment and these trams will visit each depot to further acquaint staff on AFC matters.

Twenty-two Customer Service Employees are now out in the field and they are providing assistance to passengers mainly on the City Circle trams and on services to major sporting and entertainment events. A notice calling for an additional 22 Customer Service Employees has been issued. Half of these new Customer Service Employees will be based at Sth. Melbourne and the remainder at Camberwell depot.

AFC will be installed progressively at other depots from March 1995. I will continue to keep you advised of any new developments in AFC and I look forward to your assistance in implementing this major transport initiative.

**RUSSELL NATHAN  
MANAGING DIRECTOR  
MET TRAM**