



OPERATIONS NEWSLETTER

RESPONSE TO FIRST EDITION

Response to the First Newsletter distributed in August 1986 was favourable and reaffirmed our view that we should continue to keep all Tram and Bus Operations Group staff better informed on key activities and projects.

All of us have an obligation to Melbourne's people and visitors to continue to improve our safe, efficient and reliable tram and bus services. Any ideas you have would be welcomed and should be shared with your respective managers for response or forwarding to more senior managers for consideration.

ORGANISATION REVIEW

A draft report on the "Functional Management Arrangements and Organisational Structure for the Tram and Bus Operations Group" has been prepared following discussions and meetings with a number of staff in the Group and with representatives of staff associations. The draft document has been circulated to staff to encourage further thought and discussion, and to obtain comments from all people involved.

I strongly urge all staff to participate in this consultative process and to consider the proposed Group organisational structure to form the basis for further improving our delivery of tram and bus services. Any concerns or suggestions should be raised with your respective managers in order that they can be considered in finalising the arrangements and the report.

CURRENT MAJOR ACTIVITIES

- * Articulated Buses - Three articulated buses are now in service - one commenced on the Warrandyte-Freeway route on Monday 1 September, 1986 the second commenced on the Park Orchards Freeway route on Monday 13 October, 1986 and the third commenced on the Donvale Freeway route on Monday 20 October, 1986. The three new buses are being monitored to assess performance under operational conditions.
- * Running Times - Since the program commenced, 17 routes have been reviewed and adjusted running times introduced. Surveys have been completed on a number of other routes and when the Domain Road Interchange is commissioned in November, it is proposed to review running times on routes operated from Southern Depots.
- * Transport Interchanges - November will see the official opening of the La Trobe Bus Interchange situated in the grounds of La Trobe University. Passengers will have better facilities at this transfer point as six bus routes have been scheduled to operate through the interchange. The Domain Road Interchange became available for service in mid-November coinciding with the introduction of the William Street shuttle service.

- * Crew and Passenger Security - Railway Investigation Officers now provide support to the Tram and Bus Division in the area of crew and passenger security. The introduction of RIOs to the system in September has been well received by all members of staff in the Division.
- * Papal Visit - Service arrangements for functions at the Melbourne Cricket Ground and Flemington Racecourse are now finalised. Additional services will be provided for the Ecumenical Service on Thursday 27 November at the M.C.G. and a shuttle bus service from Moonee Valley Racecourse to Flemington and an increased tram service on the West Maribyrnong Route have been arranged for the Papal Mass on Friday 28 November. Additional tram services will also be provided for the Polish Mass at the M.C.G., which commences after the Papal Mass at Flemington.
- * Track Telephones - A new track telephone system is being developed to ensure a more reliable means of communication. All telephones will be converted to Telecom lines which means that any fault will be isolated to the particular telephone and not to the entire line. The new system will be progressively introduced from early November 1986 and is expected to be fully installed by mid-January 1987.
- * A.V.M. - All buses, except those at Elwood Depot, are currently operating with A.V.M. equipment. Each 'Z' tram depot now has sufficient trams equipped to provide crew and passenger security on all "last round" services. These trams will also be available to operate all weekend.
- * Technological Change Projects - Detailed discussions are continuing with staff and staff association representatives on the proposed introduction of computer terminals to depots, commencing with Doncaster and Camberwell, and on other new technology proposals as part of an overall review of management and work practices. The main objective is to streamline our procedures and become more responsive in providing tram and bus service performance information and in obtaining access to personnel and other information.

CHRISTMAS/NEW YEAR

As I will not be able to see each of you personally before Christmas I would like to take this opportunity to thank all tram and bus operations staff for their contributions over the past year.

I wish all of you and your families a happy and safe Christmas and a prosperous New Year.

Gordon Anderson

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