

express

Printed on 100% Australian made paper

Summer 1994

the MET'S early CHRISTMAS PRESENT to you

To help you with that last minute Christmas shopping, Museum Station will be open on 18 December, 1994.

Museum Station is conveniently located below Melbourne Central, so whatever the weather, you'll arrive right inside the complex and you won't have the hassle of parking. And the Met's special Christmas City Shopper is just the ticket for families heading into the city for some festive season adventure.

With the Christmas City Shopper ticket, two adults and up to six children can get one day of weekend travel for just \$8.20 in Zone 1 and \$14 in Zones 1, 2 and 3 until 1 January.

The special ticket also provides one child with free admission when accompanied by an adult to the Chinese Mummies and the Royal Covent Garden Ballet exhibitions, being held at Melbourne Central.

Museum Station will also open on New Year's Day for the first of the city's big sales. Timetables will be slightly altered on these days. For details, call the Met Information Centre on 131 638.



the QUOTE FILE

Straight from the (work)horse's mouth.

Footy legend Sam Newman, when asked if he thought he would follow in the footsteps of fellow Geelong players Gary Ablett and Bob Davis in having a train named after him, (two new Sprinter trains running between Geelong and Melbourne are named after Geelong's famous sons) replied, 'Perhaps they'll name a goods train after me, or even a shunter. I'm a bit of a workhorse, not one of these fancy passenger trains.' Come to think of it, 'Sam the Shunter' does have a certain ring to it! **Mirka draws out the best in public transport.**

Mirka Mora, artist responsible for the wonderful ceramic mural outside Flinders Street Station, is a public transport devotee. 'It's good for my drawing - I can see all these beautiful faces. Also public transport gives me a chance to see the city where I live, to see what changes and what doesn't.'

The Met's new, informative newsletter.

Express is a quarterly publication designed to keep you familiar with the issues that affect you as a commuter.

Welcome aboard Express

Express will give you an insight on new and improved train, tram and bus services as well as highlighting up-coming events and attractions in Melbourne.

In this first issue you'll read about the Met's \$20 million safety and security initiatives, a new facelift for Dandenong Station, what's on over summer and how to get there, plus we'll give you a chance to win a year's free travel on the Met.



Public transport FORUM YOUR VOICE

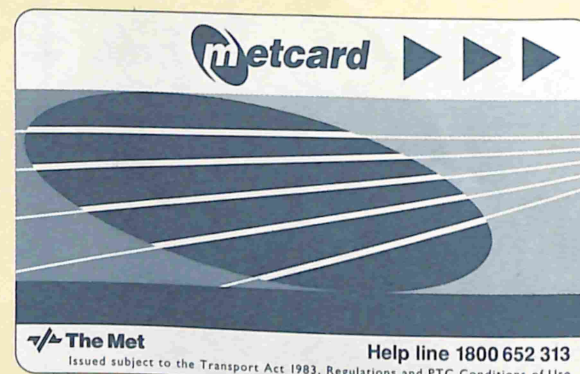
The Victorian Public Transport Forum, established in June 1993, acts as an advisory body to the Minister for Public Transport. The Forum's role is to help ensure the commuter's viewpoint is considered in transport policy, planning and ongoing reform.

Already the Forum has advised on issues relating to Automated Ticketing, country coach services, fare structures and refunds, railway carparks, station lighting upgrades, timetables, safety, and a wide range of other topics concerning improvements to customer service. One recommendation of the Forum was the introduction of a passenger newsletter.

In future editions of *Express* we'll keep you informed of improvements that the Public Transport Forum has initiated. Chairperson, Leonie Burke sees the Forum as having "provided a great opportunity for the travelling public to have a say in the way the Public Transport service is run." She adds, "we will do our utmost to see that services continue to improve and that the customer continues to be represented."

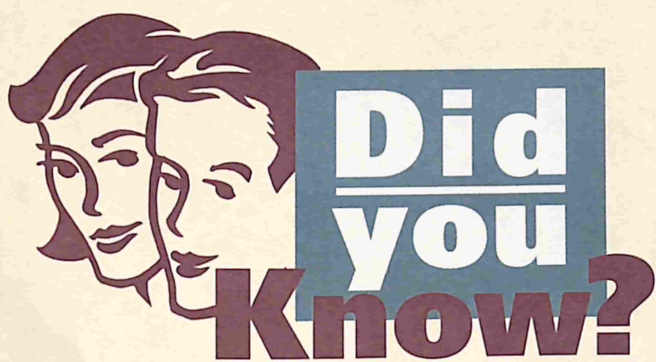


Simpler, faster, smarter...



the key to Melbourne...

more overleaf



Ever wondered about the names of Victoria's railway stations and how they came to be? While many have been named by homesick settlers after towns in England, others have more colourful or quaint beginnings. In fact, they have been named after everything from a horse, a Duke and a wild dog, to 'name' just a few. Here are some examples:

Aspendale. In 1882 a horse called 'Aspen' had been very successful and the name 'Aspendale' was given to a new racecourse and locality.

Bacchus Marsh. Named after a famous battlefield in the Crimea.

Box Hill. Selected at a meeting of early local residents due to the large number of yellow box trees growing among the local native timber.

Carrum. From the native word Karum Karum, meaning boomerang. The early spelling was Carrum Carrum until it was abbreviated to the present day Carrum.

Coburg. Although it was first called Pentridge, after the prison, the name of this area was later changed to Coburg, in honour of the Duke of Edinburgh, also known as the Duke of Saxe-Coburg and Gotha.

Mordialloc. In 1854 it was known as Moody Yalloak, meaning 'near the little sea and a running creek'.

Warragul. Named after an Aboriginal word for wild dog; ferocious and savage.

Weddings, parties, business presentations, anything

Can't decide where to hold your next party? Why not have it in St Kilda ... and the city ... and Carlton. Or in fact anywhere on the Met's suburban train or tram network. How? Just hire your very own tram or train for the special event and pick up your guests along the way. You can even choose to travel back in time on a W-class, heritage tram or red rattler train. To find out more information, or to book, contact Bob Razga on 619 1380 for trains, or Tram Depot Managers for trams by calling:

Brunswick Ph 619 3201. Camberwell Ph 619 3608. East Preston Ph 619 8221. Essendon Ph 619 3721. Glenhuntingly Ph 619 3121. Kew Ph 619 3406. Malvern Ph 619 3921. South Melbourne Ph 619 3521.



AUTOMATED Ticketing makes travelling easier

If you've ever travelled on the super-efficient train networks in cities like Singapore or Hong Kong you'll know about the convenience and benefits of Automated Ticketing.

From early 1995, one of the most advanced Automated Ticketing systems will be progressively introduced across Melbourne's metropolitan transport system, making travelling easier and more convenient.

Starting with the Glen Waverley and Alamein train lines, Oakleigh/Knoxfield area buses, and Camberwell area trams, Automated Ticketing will be phased in over 18 months. When one area has been converted, another area will follow.

All Met staff will be fully trained on all aspects of the ticketing system and a mobile team of more than 300 Customer Service Employees will be on hand to help customers with their travel queries.

The revolutionary new system uses a credit-card sized ticket, called Metcard, which has a magnetic strip programmed with ticket information.

Buy, check-in, travel

Once the system is fully implemented, Metcards will be available from the Met network of around 1000 retail outlets or from Metcard Ticket Machines positioned at train stations and on trams. On buses, the drivers will sell the Metcard tickets.

Many stations will have machines that dispense a full range of tickets and accept payment by coin, plastic \$5, \$10 and \$20 banknotes and debit and credit cards. Smaller stations and trams will have coin-operated Metcard Machines which will dispense a smaller range of tickets. All Metcard Machines will give change.

As well as the current fare choices, a Metcard 10 ticket will offer savings of about 14 per cent over 10 individual trips.

Some Metcards will use smartcard technology, which operate on radio transmissions and therefore do not have to be placed into slots like the magnetic Metcards. Smartcards will be available to students, yearly ticket holders, passengers with disabilities and eventually to other groups of frequent users.

Each time a passenger travels they must check-in the Metcard at a check-in point, located on trams, buses and at stations.

The new system will also reduce the incidence of fare evasion, saving Victorians

between \$10 and \$20 million each year.

OneLink, the company that won the contract to supply and manage the technology for the Melbourne system, has been developing the tickets and machines since late 1993, in close conjunction with the PTC.

Project Consultant, Peter Hodder, who has been associated with ticketing systems in Sydney and around the world, considers the Melbourne system to be a world leader.

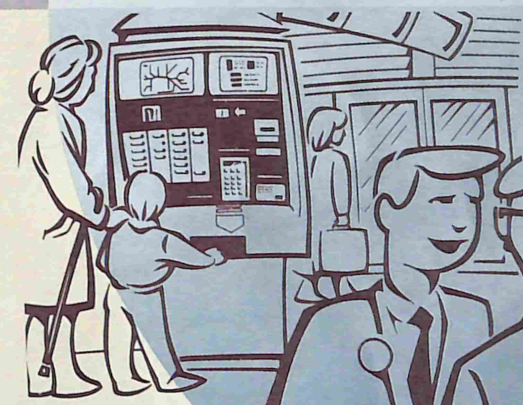
"There has been considerable interest in this project by a large number of public transport operators both in Australia and overseas because of its unique nature, combining the latest in available technology with a multi-modal system," Mr Hodder said.

"The technical combination of contactless or 'smartcards' and magnetic tickets is unique and will provide a full range of facilities to the travelling public."

OneLink has also established a Customer Assistance Centre, which will answer Automated Ticketing queries from the community and handle credit card and bulk ticket sales.

User-friendly

Occupational health and ergonomics professionals from Oxis have been working to ensure that the various tickets and machines on the new system are easy to understand and use.



According to Oxis Director, John Bisby, trialing various models has been an important component of making the system as 'user-friendly' as possible.

"Information about user needs was received from PTC staff and from various transport user groups, which has been very helpful to the designers and engineers," Mr Bisby said. "Useful input on sizes and shapes and general layouts has been incorporated into the later designs."

Customer information will be vital when introducing the system, and an extensive mailing and advertising campaign will ensure that residents are fully aware of the changes as they are introduced in their area.

Express will also keep customers up to date with the various introduction phases.

Meanwhile, current tickets will still be used in the areas which have not yet been converted.

For more information about Automated Ticketing, contact the Customer Assistance Centre on 1800 652 313.

NEW initiatives

improve safety

The Met's \$20 million program of safety and security improvements is on target with the first Premium Station, Mount Waverley, due for accreditation in mid-January 1995.

Premium Stations are the key to the strategy and fifty-one of the Met's busiest stations are being developed with the latest in safety and service features.

To reach 'Premium' status, stations must be staffed from first to last train seven days a week, have enclosed, fully-serviced booking areas, high level lighting, closed circuit television on platforms and station surrounds, and public telephones.

All Premium Stations will be fully accredited over the next 18 months. In all, an extra 16 stations will be staffed at night, an increase of 46 per cent.

All other stations will also be upgraded. They will be monitored by closed circuit television, have improved lighting, public telephones and be linked to the nearest Premium Station by push button communications, providing customer information or emergency assistance if required. Mobile security cameras are being used throughout the system, as are movement activated alarm systems.

Special attention is being given to night and weekend services under the strategy, with trains after dark now given priority by Victoria Police Transit Officers.

Safety in numbers

Chief Superintendent Ewin Cunningham, of the Victoria Police Transit District, says there are many positive safety initiatives occurring on the Met. "Currently there are more than 200 members of the Victoria Police, attached to the Transit Police district, dedicated to patrolling the Met, to provide a safe and secure environment for both customers and staff.

"Members of the Transit Police have specialist knowledge of the transit system and are supported by members of the force from local police districts, who additionally patrol and respond to specific problems on the system." He adds that "this dedicated policing is in support of the Public Transport Corporation's safety initiatives, such as Premium Stations, better lighting and the use of closed circuit television. The initiatives have led to a decrease in behavioural problems and offences across the system since 1992, and will continue to ensure the provision of a safe and secure environment."

Statistics show a 42 per cent reduction in the number of crimes committed against transport system users since 1989/90 with the incidence of graffiti also decreasing dramatically. The safety initiatives are clearly making an impact with the end result of significant savings for the community and peace of mind for commuters.



Mobile team a boost to service and safety



Customer Service Employees (CSEs) are becoming a familiar sight on Met vehicles and stations - their visible presence acting as a significant deterrent against crime.

As their title suggests, these friendly and knowledgeable women and men are specifically trained to assist you with your transportation needs. As they ride Met trains, trams and buses they'll be available to answer queries relating to timetables, fares, travel options, connecting services and tourist information and assist disabled patrons with their special needs.

Importantly, CSEs will make sure vehicles are kept safe and will work closely with Victoria Police Transit Officers.



CSEs, wearing distinctive blue uniforms, will also be a ready source of information during the introductory phase of Automated Ticketing (see story on page 2). There are presently more than 80 trained CSEs on Met services and this number will be increased to 330 over the next 18 months.

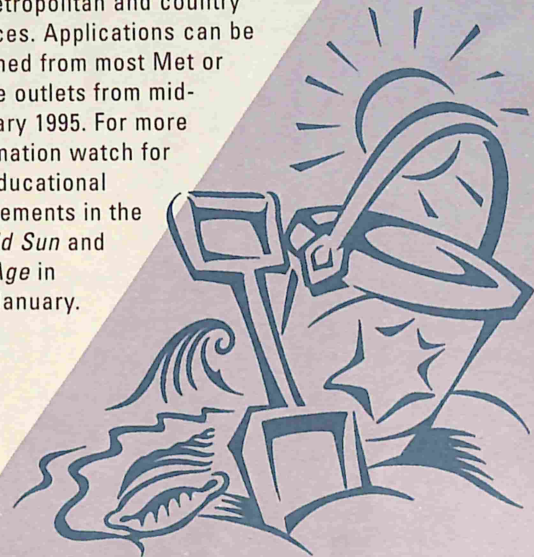
CRANBOURNE reborn

The Cranbourne and Pakenham region is one of Victoria's fastest growing corridors, so it's only apt that public transport facilities should be upgraded. The present secondary rail line between Dandenong and Cranbourne will be replaced with a modern, electrified commuter railway system, at a cost of \$27.1 million.

The project includes the construction of two new stations - Merinda Park, at Thompsons Road and Cranbourne Station near the town's centre. Merinda Park station will have a taxi rank and

1995 Student Travel

As in previous years, students from Victorian tertiary institutions will have the opportunity to obtain a range of Student Concession Cards and Passes, offering discount travel on metropolitan and country services. Applications can be obtained from most Met or V/Line outlets from mid-January 1995. For more information watch for the educational supplements in the *Herald Sun* and *The Age* in mid-January.



Life's a BEACH

Many of Melbourne's bayside beaches are easily accessible by tram, train and bus.

For St Kilda Beach catch a Route 10, 16 or 96 tram. You can connect with these trams in the city.

Routes 69 and 79 also travel to St Kilda from Kew and Richmond respectively.

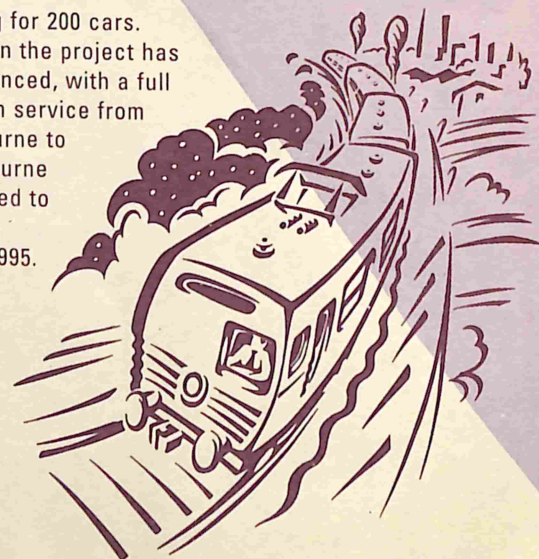
For Brighton Beach, Hampton and Sandringham beaches, catch a train on the Sandringham line. There is also the number 600 bus that travels along the Esplanade with stops including Brighton, Sandringham and Black Rock beaches. Passengers can get to Brighton Beach from as far away as Deer Park West and Sunshine by catching the 216 or 219 bus. On Saturdays there are services from West Sunshine as well.

Good beaches are just a few minutes walk from stations along the Frankston train line between Mordialloc and Seaford, while Mentone, Parkdale and Frankston have beaches 10 minutes away from their stations.

There are good swimming beaches minutes from Altona and Williamstown Beach stations, on the Werribee and Williamstown lines respectively, while Williamstown itself has the added attraction of a picturesque and historic location.

For those seeking a different environment or great fishing spots, V/Line can take you to Hastings and Stony Point beaches on Western Port Bay.

parking for 200 cars. Work on the project has commenced, with a full through service from Melbourne to Cranbourne expected to start in early 1995.



Dandenong Station

a world-class complex

A \$6 million redevelopment has turned Dandenong Station into a 'people-friendly' complex with world-class facilities. The complex, which currently services more than 8000 rail commuters each weekday, has been designed to maximise safety, shelter and natural lighting. The new building is elevated above the railway tracks, so commuters will no longer need to use the previous poorly-lit subway between platforms. Other

improvements to the complex are better customer information facilities, an air-conditioned waiting area, a kiosk, closed-circuit video cameras, new ticketing machines, car parking facilities for customers with disabilities and a new footbridge linking the station to the south side of Dandenong and the business district.

As well as linking Dandenong along the metropolitan rail route, the station is a vital stop for V/Line train and coach services to the Latrobe Valley, Gippsland, Leongatha, Yarram, Phillip Island and Inverloch. The station also serves as the terminal for 23 local bus routes.



Met TECH

Did you know that the Public Transport Corporation operates one of the most advanced bus monitoring systems in the world?

The system, called Automatic Vehicle Monitoring (AVM), monitors the location of any Met Bus vehicle along its route at any point in time. Since the AVM network was expanded to monitor the entire Met Bus fleet in 1993 punctuality has improved.

'We can see where running problems are occurring. This is particularly useful information when planning new timetables and improving punctuality,' explains Managing Director of Met Bus, John Wilson. 'We review running times and train connections every three months. Our aim is to operate every service on time every time.'

Flinders Street lights up

Melburnians will notice one of the city's most famous buildings, Flinders Street Station, is looking revitalised following an extensive refurbishment project.

The station, which happens to be one of the busiest in the world, has been repainted and relit to accentuate its architectural uniqueness and beauty.

These external features are just a few included in the ongoing project, which has already lead to a new police booth and better retail outlets in the station's concourse.

Holiday timetables

A holiday timetable will operate on weekdays from Tuesday 27 December 1994 to Friday 13 January 1995. During this period off-peak services will remain unchanged but some minor alterations may occur to peak services. The following dates will operate to a Saturday timetable:

Boxing Day • Monday 26 December, 1994

New Year's Day Holiday • Monday 2 January, 1995

Australia Day • Thursday 26 January, 1995

For specific service times contact the Met Information Centre on 131 638.

travel FREE on us

Here's your chance to win a year of free travel on the Met. Valued at nearly \$1500, the yearly ticket allows one lucky winner travel on any Met tram, train or bus in Zones 1, 2 and 3 for 12 months. To enter, just fill in the form below and post to: *Express Competition, Advertising and Public Relations, Level 15, 589 Collins Street, Melbourne 3000.*

Name: _____

Address: _____

Postcode: _____ Phone No: _____

Entries must be received by the last post on Friday 13 January, 1995. The winner will be notified by mail and have their name published in the Autumn issue of Express, due out in March 1995. Vic Permit No 94/3948 issued on 14/11/94.

WHAT'S ON, WHEN, WHERE (and how to get there)

Event	Date	Location	How to get there
Carols by Candlelight	24 December	Sidney Myer Music Bowl	Only a 10 minute stroll across Princes Bridge from Flinders Street Station or catch a tram down Swanston Street to St Kilda Road. *NB: Check what time your last train departs.
Test Cricket - Australia vs England Second Test	24-29 December (no cricket on 25 December)	MCG	Services on Saturday 24 December and Monday 26 December will operate to Saturday timetables and have additional services on most lines. From Tuesday 27 December to Thursday 29 December, services will operate to holiday timetables.
Urban Groove New Year's Eve	31 December	City Square	Extra NightRider services leave from outside Flinders St Station. Last trains will be held by 10 to 15 minutes.
World Series Day/Night Cricket • Australia vs England • Second Final • Third Final	10 January 17 January 19 January	MCG MCG MCG	Normal services to Richmond and Jolimont Stations, both within easy walking distance of the MCG. Extra services will be provided after the game to get you home.
Ford Australian Tennis Open	16 - 29 January	National Tennis Centre (Flinders Park)	Catch regular services to: • Flinders Street Station, then a tram down Batman Avenue, or take a short 10 minute walk. • Richmond Station, then take any city tram down Swan Street, or walk there in about 10 minutes. • Jolimont Station. A short walk through Yarra Park and across the Flinders Park footbridge will get you to the National Tennis Centre.
Big Day Out Youth Festival	22 January	Showgrounds	Special trains running to and from the showgrounds.
Australia Day City Activities	26 January	Various city locations	Catch any train or tram to Flinders Street Station. Trams up St Kilda Road will terminate at Flinders Street Station and Bourke Street services will be diverted until 8pm. Trains will operate to a Saturday timetable with increased capacity on Belgrave, Lilydale, Frankston and Dandenong lines.
Fox FM Skyshow	28 January	Albert Park Lake	From the city, catch the no. 96 tram at Bourke and Spencer streets, the no. 10 or 12 from Collins Street, or any tram down St Kilda Road except the no. 1.
Melbourne Food and Wine Festival	25 February to 19 March	City Circle Trams	Catch a free city circle tram for food sampling from Melbourne's finest restaurants with special wine stops along the way.
World Police and Fire Games	26 February to 4 March	Various locations	Contact the Met Information Centre on 131 638 for event schedules and transport options.

For service details for all Melbourne events, contact the Met Information Centre on 131 638.