

express

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Winter 1995

News from the Met

MET records Commuter Gains

Business is booming on Melbourne's trains, trams and buses, according to the Met's latest passenger statistics.

Patronage has increased substantially on all three networks over the past year, with most major rises occurring since January.

Increases in the number of passengers travelling by bus this year have averaged 3.1 per cent over the same period last year. The highest increase recorded so far has been 5.2 per cent.

Passenger numbers on Met Train have also surged. Since January, Met Train has recorded 34.28 million passenger trips compared with 32.21 million during the same period last year, a rise of more than 6 per cent.

Trams have also seen similar increases. According to Met Tram, patronage this year is up 6.5 per cent over the same period last year.



Increased SPENDING ushers in brand new times

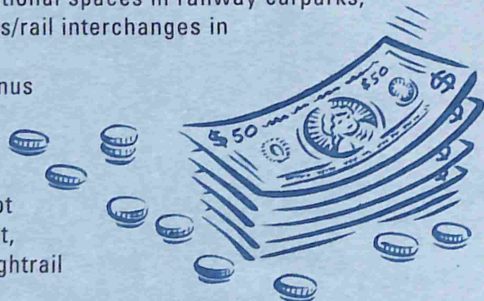
Times are about to change on Victoria's public transport system.

Digital clocks will soon be installed in 63 suburban railway stations as part of a series of important funding initiatives announced recently by the Victorian Government.

A total of \$145 million in capital funding will be spent on the system over the next four years.

Initiatives include:

- \$45 million to be spent on the overhaul and refurbishment of trains over the next four years;
- a \$22 million upgrade of all 200 suburban railway stations;
- \$6 million to be spent on additional spaces in railway carparks;
- \$1.5 million to be spent on bus/rail interchanges in metropolitan Melbourne;
- a new \$1.4 million tram terminus to be built in Swanston Street outside the University of Melbourne;
- a new \$10.3 million tram depot to be built in Montague Street, next to the Port Melbourne lightrail line; and
- \$6.2 million to eliminate ozone-depleting gases and poly chlorinated biphenyls from the PTC's equipment and facilities to make the Met even more environmentally friendly.



Vox POP delivers Verdict

New premium stations and a substantially refurbished Dandenong station have been given a definite nod of approval by Melbourne commuters, judging by the results of a recent *Express* poll.

Several travellers around town shared their views on Met Train's recent changes.

Camberwell Station

Daniel MacDougall, student, Glen Iris

"Overall, I give a 'thumbs up' to the changes. The station has opened up and I'm impressed with the finish of the work."



Daniel MacDougall

Fiona Gilbert, student, Glen Iris

"They've done a really great job with the improvements. The coat of paint freshens up the station, the electronic information signs are easy to understand, and the shop is a good idea."

Mt Waverley Station

Ken Robinson, retired, Mt Waverley

"It's very nice to see the station (has been) tidied up. It's the sort of thing that could be done at all stations. I particularly like the new security. Overall, it's a good improvement."



Ken Robinson

Lois Ueckerman, clerk, Mt Waverley

"I've lived nearby for 35 years and the improvements have made the station much more attractive and comfortable. The new security system also makes the station safer too."

Dandenong Station

Nicole and Ashley Smith, home duties, Noble Park

"I use Dandenong Station about once a fortnight, and what's been done is a 100 per cent improvement. I feel much safer now and the lift really helps when I'm using the pram."



Nicole and Ashley Smith

Peter Carnevale, sales manager, Berwick

"Dandenong really needed a new station and the money has been well spent. I use the station every day, and it's generally much easier to use than the old station."

Win a dinner on the Restaurant Tram, see back page for details...



fellow traveller

News from the Victorian Public Transport Forum

BACK to basics

Updating Upfield

One of the most important issues facing Forum members over the past 18 months has been the mooted closure of the Upfield rail line.

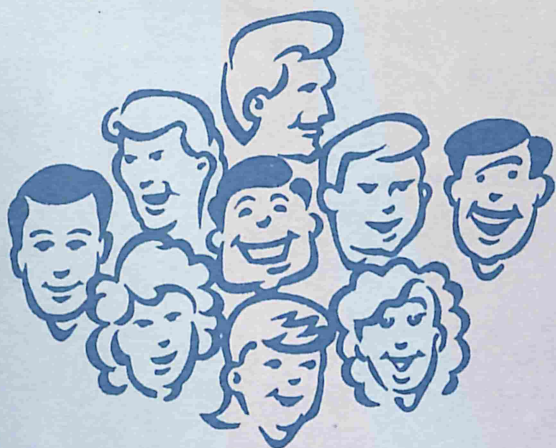
The Forum sought to bring a balanced customer viewpoint to discussions, and we are very pleased with the government's recent decision not only to retain the line but also to upgrade it to match the standard of the rest of the Met Train system.

The improvement will benefit many passengers and no doubt will help increase patronage throughout the system.

The Forum has also been busy working on other issues affecting the transport system, including train timetables, on-board and on-platform communications, the PTC complaints and information lines, and tram shelters in the CBD.

We have put the customer's point of view in discussions regarding the PTC's 1995-96 Service Agreement, and we are also looking at the issue of community transport services. Safety has always been a Forum priority, and we find the PTC's educational program for schools very interesting.

The Forum continues to represent the PTC's customers, and we will work steadily to ensure continued improvement of Melbourne's public transport system.



Expressly yours

The Victorian Public Transport Forum was established to advise the State Government on all public transport services, from the customer's point of view.

Now you can have your say. Simply write to the Forum at GPO Box 4910, Melbourne 3001, and let them know what you think about the system.

Whatever your point of view, the Forum would like to hear from you.

New CAMPAIGNS

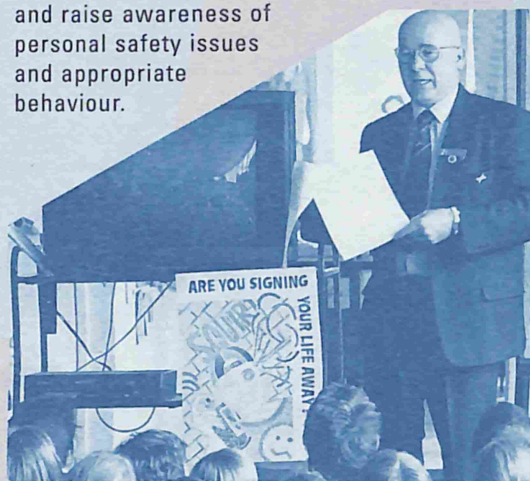
put safety first

Primary school-age children are the focus of a major new campaign aimed at improving safety on public transport.

Foundations for the project were laid about two years ago, when the PTC and Vic Roads joined forces to integrate transport safety issues into the curriculum of all Victorian schools.

Their first production, 'Getting there Safely: Using Public Transport', a secondary school resource that explores issues such as risky behaviour, legal responsibility and social values, was so successful that research is being undertaken this year into similar education programs for primary school-age children.

Managing Director Met Train, Simon Lane, says the high-quality education programs now being developed will familiarise children with the public transport environment, and raise awareness of personal safety issues and appropriate behaviour.



CSE, Paul Hansen, conducting an awareness session with school children.

"The proposed components will be developed with the help of both teachers and parents from schools taking part, and will be linked to the new Curriculum and Standards Frameworks and have specific learning outcomes," Mr Lane said.

Mr Lane said the PTC's education programs were supported by Customer Service Employees (CSEs), who regularly visit schools and community groups to conduct safety education and awareness sessions.

The CSEs can also arrange tours of PTC facilities for interested groups.

If you wish to discover more about the PTC's safety education programs, call (03) 9619 1240.

On trams...

Safety is also the watchword at Met Tram, which is introducing new safety measures inside and outside its fleet.

Most trams have now been fitted with new stop signs, and a program is under way to aid visually impaired passengers by highlighting railings, handles and step linings in bright yellow.

Meanwhile, safety zones are continually reviewed and improved, especially in the city centre.

Met Tram traffic engineer Mr Les Kulesza says improvements in the CBD will include widening of zones and the addition of shelters.

"Shelters will not only make the zones safer, but also will eliminate the need for passengers on footpaths sheltering from the rain to rush across the road to the tram at the last moment," Mr Kulesza said.

He said tram stops throughout the network are under constant review, which includes inspection of critical safety aspects such as line marking and lighting.

Tic-Tac Tiles

Interior decoration with a difference is helping visually impaired and blind commuters on and off trains at several Met Train stations in the city and suburbs.

Specially made coloured and etched 'tactile tiles' have been set in station floors to help those using canes locate ticket barriers, platforms and lifts.

The ceramic tiles come in two varieties: grooved tiles indicate direction, while pimpled ones warn of a hazard ahead, such as the end of platforms and a change in direction.

Partially sighted travellers without canes simply follow the brightly coloured tile track to their destination within the station.



A visually impaired customer using the tactile tiles.

The tiles have already been installed in Parliament, Flagstaff, Museum, Kooyong and Prahran stations, and are now being installed at Ballarat and Traralgon stations.

Plans are underway to introduce the system to more metropolitan and country stations later this year.

Clearer Skies

ON LINE

In honour of the recent World Environment Day, *Express* decided to carry out a minor environmental impact study of its own.

The question was simple: which comes out in front in the environmentally friendly stakes, the car or public transport? (The result was something of a foregone conclusion, but the exercise provided an excuse to quote some fascinating statistics.)

According to figures supplied by the Environment Protection Agency, cars account for about 60 per cent of all Melbourne pollution.

In a typical week in summer, vehicles produce 80 per cent of all the city's nitrous oxides, 50 per cent of its volatile organic compounds, 46 per cent of all airborne particles, and 90 per cent of its carbon monoxide.

In down-to-earth terms (literally, in the case of some pollutants), that translates into an average of more than 2100 tonnes of pollutants produced by Melbourne's cars each weekday.

Trains and trams of course, are powered by electricity, whose generation produces pollution as a by-product. But atmospheric contamination caused by the power requirements of electric motors is a fraction of that produced by internal combustion engines.

In terms of passenger efficiency, the train comes out several thousand carloads in front.

About 400,000 people travel to Melbourne each weekday by train (a minimum of about 100,000 carloads, assuming that each car carries a maximum of four people).

From the general to the particular, each weekday between the peak hours of 7am and 9am, 25 trains on the Ringwood line deposit 13,297 passengers at Richmond Station. That's 532 passengers on each train.

Meanwhile, 14 trains from Dandenong arriving at Flinders Street at the same time set down 8013 passengers (572 passengers per train).

Such figures prove several points: trains are several clear skies cleaner than cars, more efficient, and, from a city planner's point of view, save a few parking spaces.



One candle, two million well-wishers

One of Melbourne's most popular tourist attractions celebrated its first birthday recently with the news that it had entertained more than two million visitors.

The City Circle tram service now ranks as the state's third most popular attraction.

PTC chief executive Mr Ian Dobbs said a ride on the City Circle tram has become a must for visitors to Melbourne.

"By catching a City Circle tram, visitors can take in many of Melbourne's wonderful tourist attractions such as historic buildings, world-class shopping precincts, gardens and theatres," Mr Dobbs said.

A recent survey showed that nearly 50 per cent of those travelling on the line were from provincial Victoria, interstate or overseas.

"And because they provide a convenient way to get around the central city area, Melburnians have also taken to the trams," Mr Dobbs said.

The trams run every 10 minutes between 10am and 6pm each day, except on Good Friday and Christmas Day. They operate in both directions along Flinders, Spring, Nicholson, Victoria, Latrobe and Spencer streets.

And of course the City Circle trams are absolutely free!



Shorter TRIPS mean smaller prices

Not all journeys by public transport involve travel across zones.

That's why Met Tram has introduced the Short Trip ticket, the most economical way to make life's smaller voyages.

The ticket, available at full and concession fares, allows you to travel up to two sections in Zone 1, making them ideal for getting around the city, or just up to the shops and back.

To help you determine whether a Short Trip ticket is going to suit your needs, the Met has produced a booklet containing detailed maps of every tram route in Zone 1, including the number of sections in each.

You simply find your starting point and your destination, then count the number of sections you will be travelling through, including the section where you will begin your journey.

New signs at each tram stop display route, section and stop number.

Your ticket is marked with the location at which you boarded, and your direction of travel.

It's that simple, and that convenient.



A new tram stop sign.

Short Trip tickets may be purchased on board trams and buses, from the city Met Shop and retail outlets. For added convenience, you can also buy a 10-trip ticket.

Rail Plus Two tickets may be purchased for short train trips of up to two stations within Zone 1 (available from train stations in Zone 1).

To obtain a copy of the booklet Short Trip Tickets, contact the Met on 131 638.

If your journey takes you from one zone to another, just remember that the Met comprises three fare zones.

Zone 1 covers the central business district and also extends to Footscray in the west, Preston in the north and Prahran in the east (Zone 1 tickets are yellow).

Zone 2 extends from Zone 1 to Werribee, Melton and Sunbury in the west, Broadmeadows and Hurstbridge in the north, and Warrandyte, Box Hill and Clayton in the east (Zone 2 tickets are blue).

Zone 3 covers most of the Peninsula and continues east to Pakenham and Lilydale (Zone 3 tickets are red).

Combinations of zones are indicated by a combination of colours.

All zone travel tickets are multimodal, which means a single ticket covers train, tram and bus travel. Just one ticket allows you, for example, to catch a bus to the station, the train into town, and a tram anywhere in the city.

Coping with teething problems

What do you say to someone who has just asked if you have their false teeth?

Where did you leave them? Or, more to the point, how on earth did you lose them?

Not exactly an everyday question in the Flinders Street Lost and Found office, but frequent enough to rank alongside several other Melbourne mysteries.

Like, why do so many people leave their crutches on trams, trains and buses (which raises the supplementary question: how do they possibly disembark)?

Why are umbrellas humanity's most expendable object?

And how can a tourist on a train possibly

leave behind a wallet containing \$4,000 in cash plus credit cards and passport?

Other questions are more easily answered. It is not that difficult to understand how someone could neglect a laptop, forget a camera, or overlook a briefcase.

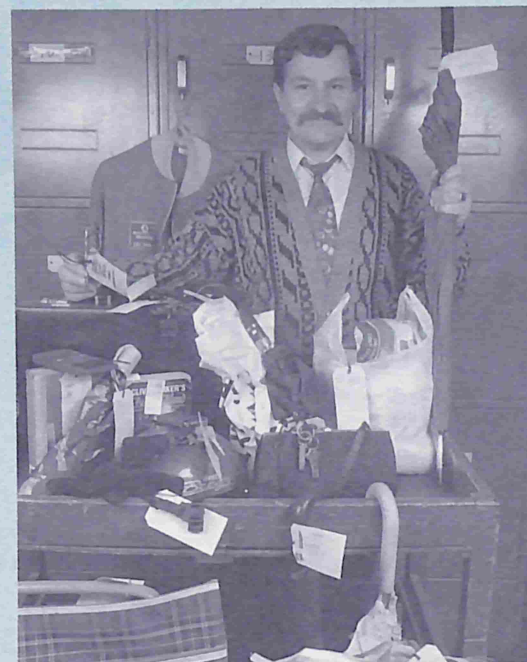
But a dog?

The office, at street level in Flinders Street next to the country and interstate ticket office, is the central clearing house for all the Met's lost property.

Only articles found at the station are stored in the office. Those discovered throughout the rest of the network are kept at the nearest depot or station, and their details are faxed to Flinders Street.

Most items are claimed within 12 days. If their owner hasn't come forward in that period, they are sent to the Met's lost property at Spotswood. After that they go to public auction.

If you have found something, or are wondering just what happened to that favourite set of teeth, call the office on (03) 9610 7512.



George Morihovidis with some of the more usual items collected at the Flinders Street Lost and Found office.

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

Event	Date	Location	How to get there
Winter Wonderland	30 June-16 July	Swanston Street Walk	Catch the train to Flinders Street Station or any St Kilda Rd tram
Flemington Races	1 July	Flemington	Trains depart from Flinders Street and Spencer Street stations every 20 minutes from 11am-1pm
1995 Supercross Masters	7-8 July	Flinders Park	Catch any tram down Batman Avenue or take a 10 minute walk from Richmond train station
Flemington Races	8 July	Flemington	Trains depart from Flinders Street and Spencer Street stations every 20 minutes
Flemington Races	19 July	Flemington	Trains depart Flinders Street and Spencer Street stations every 20 minutes from 11am-1pm
Weekly Times Sheep and Woolcraft show	22-25 July	Showgrounds	Catch the no. 57 tram from Elizabeth Street
Flemington Races	29 July	Flemington Racecourse	Trains depart Flinders Street and Spencer Street stations every 20 minutes from 11am-1pm
Flemington Races	2 August	Flemington Racecourse	Trains depart Flinders Street and Spencer Street stations every 20 minutes from 11am-1pm
Moonee Valley Races (first race meeting since refurbishment)	19 August	Moonee Valley Racecourse	Catch the no. 59 tram to the racecourse gate or take a train to Moonee Ponds station and then walk for 10 minutes

For service details for all Melbourne events, contact the Met Information Centre on 131 638 (TTY facility 9619 2727 for customers with a speech/hearing impairment).

Win a DINNER FOR TWO

on the Tramcar Restaurant

Tell us what you think about *Express* and you will enter the draw to win a dinner for two on Melbourne's famous Tramcar Restaurant.

There are three dinners to be won on board the world's first tramcar restaurant, which takes in some of Melbourne's finest attractions and leafy boulevards.

Diners can enjoy a totally unique perspective of the city and popular suburbs while sipping champagne and then indulging in an exquisite meal.

To enter the draw, simply fill in the survey and send it to: *Express* Competition, Public Transport Corporation, Level 15, 589 Collins Street, Melbourne 3000.

To be eligible for the draw, entrants must send in no more than one survey before the last mail on Friday 21 July.

How would you rate *Express*? (please tick)

- ☐ Excellent ☐ Good ☐ Average
☐ Below Average ☐ Poor

Any comments

Do you think the size of *Express* is: (please tick)

- ☐ Too big ☐ Appropriate ☐ Too small

Any comments

How did you receive your copy of *Express*?

- ☐ Customer Service Employee handed it to me
☐ Picked it up from _____ station
☐ A friend gave it to me
☐ Other, please explain

Please comment about the story content in *Express*, eg: what information is helpful and what is irrelevant.

