

express

News from the Met

Spring 1995

PTC

Report Card SHOWS MARKED improvement

Improved punctuality, more passengers, improved reliability...these are just some of the highlights of the Public Transport Corporation's soon-to-be published 1995 Annual Report.

The report shows that during the year the PTC carried 226 million passengers, and at the same time reduced its call on government funding by \$38.3 million (about 10 per cent).

PTC Chief Executive Officer Mr Ian Dobbs said service delivery had exceeded 99.5 per cent on all forms of transport.

"Particularly notable improvements occurred on tram and bus services, where service delivery exceeded 99.7 per cent, a massive improvement on past performance and a figure that is fast approaching world's best practice," Mr Dobbs said.

He said the 1995-96 financial year would see the implementation of planned improvements in punctuality, reliability, service levels, safety, cleanliness and customer service.

"It is expected that these changes will further boost patronage, revenue and customer confidence," Mr Dobbs said.

"The Corporation will continue to strive to reduce costs, thereby reducing further our call on government funding. The challenge now is to deliver quality improvements consistently, to the point where they become the standard."

Met Trains had a successful year, reporting its biggest patronage increase in more than 20 years.

Along with this 4.4 per cent rise in passenger numbers, Met Trains' report card shows the introduction of an electrified service to Cranbourne, a Sunday service to Pakenham, an upgraded Dandenong Station, a new coat of paint on 45 stations, the introduction of new cleaning and graffiti removal arrangements and improved services for people with disabilities.

Like Met Trains, Met Tram recorded a passenger rise of more than 4 per cent in 1994-95. It also improved service delivery by almost 3 per cent (from 97.1 to 99.8 per cent), implemented an announcement system on-board trams, completed the refurbishment of 43 W-Class trams, continued to modernise the rest of its Z-Class fleet, and introduced new services, timetables and customer information.

The number of passengers travelling on Met Bus also rose by more than 4 per cent, 1 per cent higher than its target.

During the year Met Bus also installed new bus shelters on routes around town, advertised its services more widely, and introduced a wide-ranging safety program, including improvements to the rear door mechanism that prevent the bus from moving if the door is not fully closed.

new SERVICE promises celebrations aplenty

The city's newest tram route – the Bundoora line extension along Plenty Road to RMIT's Bundoora campus – will open at 11am on Thursday 12 October with a cavalcade of trams, free rides and community celebrations.

By linking the new McKimmies Road terminus, RMIT, La Trobe University and major shopping centres en route to the city, the extension heralds a new era in transport for Melbourne's north-eastern suburbs.



To celebrate the occasion, passengers will be able to travel free on opening day between the old and the new terminuses. RMIT's Bundoora campus will offer food, live entertainment, interactive displays, market stalls, sporting clinics, giveaways and competitions.

Following the addition of the extra 2.1 kilometres, Route 86 is now the longest tram route in Melbourne.

The Bundoora line service operates between 5am and 1am, seven days a week. Trams run every six minutes during peak times and every 7 to 8 minutes between peaks.

sweet smell OF SUCCESS

Daffodil Day

PTC volunteers at loop stations were swamped on Daffodil Day by commuters eager to support the Anti-Cancer Council.

Nearly \$30,000 was raised at the stations, contributing to the appeal total of \$600,000 – double last year's effort.

Thankyou to all those commuters who supported the day.



**Free tokens for trips
and tours. See back
page for details...**



fellow traveller

News from the Victorian Public Transport Forum

Victoria's peak transport advisory body is growing.

As a result of a recent call for expressions of interest from members of the public, four new members have joined the Victorian Public Transport Forum.

The new-look Forum, whose members have been appointed for another two years, puts the consumer's point of view to the Minister for Public Transport, Alan Brown.

One of its important aims is to improve communication between the Public Transport Corporation and its customers.

Recently, members were briefed on the PTC's current and future educational programs, including a television advertisement designed to improve children's safety at railway crossings (see story next page).

The Forum, which has been meeting for 18 months, is chaired by Mrs Leonie Burke and represents both metropolitan and rural Victoria. It has already visited Ballarat and Shepparton, and plans to meet in Warrnambool later this year.

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

Expressly yours

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 services.

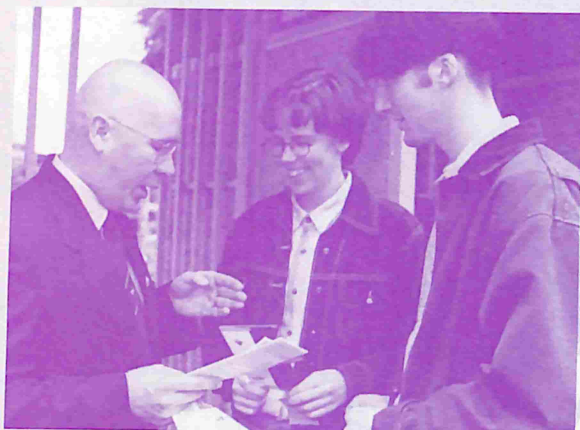
Whatever your point of view, the Forum would like to hear from you.

BEING THERE

Their uniforms may be blue but they are not police officers.

They patrol Melbourne's trains and stations, but they are not Transit Police.

They are Met Trains' Customer Service Employees (better known as CSEs), the 87 men and women whose job is simply to help travellers.



CSE Paul Hansen (left) with Melbourne commuters.

"Basically it's all about being there," says Paul Hansen, one of Met Trains' most recognisable CSEs.

A suburban guard for five years before joining the first CSE intake early last year, Paul says he and his fellow CSEs have come to represent the human face of the Public Transport Corporation.

"We are its eyes, looking at ways of improving the system. And its ears, listening to customers' suggestions and passing them on," Paul says.

He believes the public has welcomed the introduction of the CSEs, to the point of accepting them as part of what he terms "the travelling culture".

"We are continuing to build up a real rapport with the public," he says. "People are looking for us, some really look forward to seeing us. Others know us personally, especially those who see us regularly."

To establish that sort of relationship takes time, and a well-established routine.

Paul's day shift begins at 6.30am. From about 7am until 9.30am, he and the other Met Train CSEs move through stations around the central business district, checking tickets, passing out timetable information, talking to passengers, noting their complaints.

They then break into teams of two or three to begin a busy program of visiting the city's various lines and stations.

CSEs also take their message to schools and community groups.

"Children are our future customers," says Paul. "We like to start teaching them when they are young so that they grow up with a knowledge of safety and learn to act responsibly while travelling by public transport."

CSEs also take part in Travel Training, a service designed to help people with disabilities get around on the Met. It's all part of a day's work, says Paul.

But one of the hardest parts of the job, says Paul, is applying the regulations politely.

"Dealing with people in a non-confrontational way can sometimes be difficult," he says.

"We understand that it isn't nice when you've done something wrong and you're about to be reported."

"But the majority of people always do the right thing regarding ticket purchasing. They're the ones who are pleased to see us doing the ticket-checking duties."

"I think the best way to serve them is to deal with the others – the fare evaders – without making a hullabaloo."

watch THESE SPACES

When it comes to parking spaces, Met Train has the numbers.

More than 25,000 of them, in fact. That's about three times as many parking spots as there are in the entire central business district of Melbourne. And most stations have a section reserved for drivers with disabilities.

So if you hadn't considered the option of park'n'ride, watch these spaces.

Aircraft, 25
Albion, 370
Alphington, 150
Altona, 70
Ascot Vale, 10
Ashburton, 170
Aspendale, 100
Bayswater, 370
Beaconsfield, 30
Bell, 20
Belgrave, 140
Bentleigh, 130
Berwick, 370
Blackburn, 120

Broadmeadows, 150
Bonbeach, 30
Boronia, 470
Box Hill, 500
Brighton Beach, 240
Brunswick, 20
Burwood, 150
Canterbury, 120
Carnegie, 120
Carrum, 100
Caulfield, 130
Chatham, 10
Chelsea, 130
Cheltenham, 300

Clayton, 260
Clifton Hill, 100
Coburg, 240
Cranbourne, 200
Croydon, 420
Dandenong, 300
Darebin, 30
Darling, 200
Dennis, 30
Diamond Creek, 70
East Camberwell, 60
East Malvern, 400
Edithvale, 50
Eltham, 350
Elsternwick, 90
Epping, 200
Essendon, 460
Fairfield, 70
Fawkner, 80
Ferntree Gully, 200
Footscray, 350
Frankston, 420
Gardiner, 60
Ginifer, 160
Glenhuntly, 190
Glen Iris, 70

Glenroy, 450
Glenbervie, 65
Glen Waverley, 370
Gowrie, 100
Greensborough, 250
Hallam, 380
Hampton, 170
Hawthorn, 15
Heatherdale, 400
Heathmont, 130
Heidelberg, 300
Highett, 120
Holmesglen, 150
Hoppers Crossing, 240
Hughesdale, 70
Hurstbridge, 70
Huntingdale, 450
Ivanhoe, 270
Jewell, 50
Jordanville, 220
Kananook, 90
Lalor, 220
Laverton, 150
Lilydale, 500
Macleod, 100
McKinnon, 90

Mentone, 300
Merinda Park, 200
Merlynston, 130
Middle Brighton, 100
Mitcham, 700
Mont Albert, 30
Montmorency, 100
Moonee Ponds, 100
Moorabbin, 60
Mooroolbark, 410
Mordialloc, 170
Moreland, 25
Mount Waverley, 200
Murrumbeena, 270
Narre Warren, 360
Newport, 80
Noble Park, 350
North Brighton, 130
North Williamstown, 10
Nunawading, 240
Oakleigh, 400
Oak Park, 40
Officer, 20
Ormond, 160
Pakenham, 130
Parkdale, 40
Pascoe Vale, 120
Patterson, 50
Preston, 20
Regent, 110
Reservoir, 380
Ringwood, 180

Ringwood East, 330
Rosanna, 220
Ruthven, 80
Sandown Park, 250
Sandringham, 130
Seaford, 300
Seaholme, 10
Spotswood, 15
Springvale, 260
St Albans, 400
Strathmore, 80
Sunshine, 250
Surrey Hills, 350
Syndal, 300
Thomastown, 200
Tooronga, 120
Tottenham, 160
Upfield, 25
Upper Ferntree Gully, 170
Watsonia, 350
Wattle Glen, 15
Werribee, 250
Westall, 170
West Footscray, 120
Westona, 80
Williamstown, 15
Yarraman, 260
Yarraville, 25



BY THE WAY...

Trivia. It's the brain's equivalent of fast food, satisfying a pang for the utterly incidental. With this thought in mind, the PTC serves up the following snacks from its files.

BUYING UP Big

During the 1994-95 financial year, the PTC recorded the following ticket sales:

Two hour concession	23,217,666
Two hour adult	19,280,272
Monthly adult	150,240
Monthly concession	105,240

BY ANY OTHER NAME

Broadmeadows. Early residents thought it a suitable description of the area.

Brunswick. Named after Captain George Brunswick Smyth, who was in charge of mounted military police in Port Phillip in 1839.

Dandenong. Takes its name from the local creek (first spelt Dan-y-nong then later Tangenong).

Diamond Creek. Named for the crystals that could be seen glinting in the bed of the very clear creek.

Elsternwick. A combination of the German 'elster' for magpie and 'wick' meaning the harbour or village.

BY THE BY

If you thought trams dedicated to selling the virtues of the one advertiser were a recent invention, think again.

Some of the early companies to make use of mobile advertising included Sunkist Ice Cream, Robur Tea and the RAAF.



Today's crop of supertrams can be seen on just about any route around town. In terms of colour, design and slogan, however, they are a world away from one of the very first 'supertrams', which toured the city's streets during the First World War urging men to join up.

LETTING OFF Steam

Weekends can be like bookshelves: cram too much into them and they can collapse under the pressure.

Next weekend, why not let the Met and V/Line help ease the burden by taking you somewhere special.

Met trams, trains and buses run near most of the city's attractions. Services are regular and parking problems non-existent.

If it's the country quiet you're after, V/Line offers Victorian Breakaways (package holidays that include travel and accommodation) to 18 different destinations.

Here are just a few ideas:

CITY DESTINATIONS

DESTINATION RIPPON LEA

(192 Hotham Street, Elsternwick, telephone 9523 6095.)



Experience Eden at Elsternwick, from the grandeur of the mansion to the historic gardens of the wonderful Rippon Lea Estate. Bring a picnic basket and enjoy this national treasure.

Rippon Lea is open Tuesday to Sunday and Public Holiday Mondays. Closed Christmas Day, Good Fridays and Mondays.

Trains: Ripponlea Station is on the Sandringham line. Trains run every 20 minutes on Saturdays and every 40 minutes on Sundays.

Trams: Catch 67 from Swanston Walk to Glen Eira Road (two blocks from Hotham Street.)

Buses: The 216, 219 or 220 bus from Sunshine to Gardenvale runs close to Rippon Lea. The service operates every 15 minutes on Saturdays and every 30 minutes on Sundays.

DESTINATION LUNA PARK

(Lower Esplanade, St Kilda, tel 9534 0654.)

If you haven't visited Luna Park, then you probably haven't heard that it's just for fun.

Luna Park is open from 7pm to 11pm on Friday and Saturday evenings, and from 1pm to 5pm on Saturdays and Sundays.

Trams: Catch the number 16 or 96 tram from Bourke Street down St Kilda Road. Both services run every 15 to 20 minutes on Saturdays and Sundays.



DESTINATION MCG

(Yarra Park, Jolimont.)

As well as playing host to some of our biggest sporting events, the MCG also houses the Australian Gallery of Sport, the MCG Cricket Museum, Olympic Museum and, for football fans, the Aussie Rules Exhibition. Guided tours depart daily from the gallery foyer between 10am and 4pm.

Trains: Catch Hurstbridge/Epping Line trains to Jolimont Station or Belgrave, Lilydale, Glen Waverley, Alamein, Pakenham, Cranbourne, Frankston or Sandringham line trains to Richmond Station.

Trams: Catch trams in Flinders Street or Batman Avenue.

DESTINATION DANDENONGS

(Old Monbulk Road, Belgrave)

Puffing Billy – 95 years young and Australia's oldest preserved steam railway – chugs the 13kms through the Dandenong Ranges from its own station (near Belgrave Station) to Emerald Lake Park every day except Christmas Day.

For 24-hour recorded timetable information call 9870 8411 and for group bookings or enquiries phone 9754 6800 during business hours.

Trains: Belgrave Station is on the Belgrave line (funny about that). Trains run every 40 minutes on Saturdays and Sundays.



COUNTRY RESERVATIONS

V/Line's Breakaway packages offer a wide selection of weekend (and weekday) getaways.

The range of destinations covers almost every aspect of Victoria's geography: beaches, high country, the Murray River, the Western District and Gippsland.

And prices are very reasonable. For example, two nights accommodation in Bright (twin share) plus a return ticket starts at just \$123 for an adult, while two nights in Halls Gap plus a return ticket will cost just \$141.

If you need further information on any of these options, simply call the Met on 131 638 or V/Line Holidays on 9619 8080.



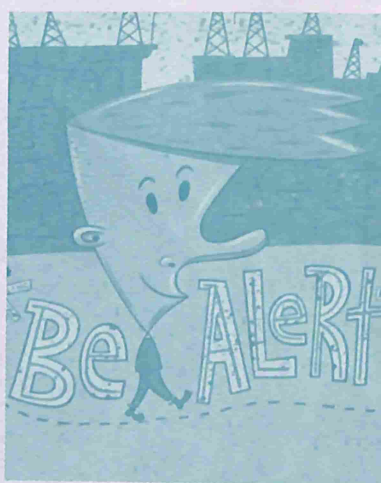
Introducing the TOTALLY UNREAL McCOY

He may not be handsome but his vast viewing audience certainly think he's cool.

Ajax McCoy – also known as the Lert (as in 'Be a Lert') – is the cartoon star of a new television commercial aimed at encouraging children to cross railway lines safely.

And recent market research shows that the message is getting through.

"You can be cool and stay aware at the same time", said one nine year old. "He tells people how to use the crossing and still be cool," said another.



The advertisement was produced in response to several serious incidents involving children playing near railway lines.

Aimed at the eight to 12 age group, the ad uses humour and style to get its message across.

"Heaps of Mambo drawings. All the drawings are funny and the kid's a punk," said an eight year old.

"It's up to date. This is an ad which catches your eye because of the bright colour. You pay more attention to it," said a 12 year old.

To his young audience, Ajax McCoy is apparently unreal in more ways than one.

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

Event	Date	Location	How to get there
Australian Masters Games	5-14 October	Various locations	Most locations easily accessible by public transport. For further information call 131 638.
Bundoora tram line extension launch and family festival	11am 12 October	RMIT Bundoora campus, Plenty Road	Catch the 86 tram from Bourke Street.
Caulfield Cup	14 October	Caulfield Racecourse	Frankston, Pakenham and Cranbourne line trains run to Caulfield Station. In addition to the normal 10-minute service, extra trains will depart Flinders Street, Frankston and Dandenong stations. Tram route 3 from Swanston Walk.
Melbourne Writers' Festival	17-22 October	CUB Malthouse	Board tram route 1 from Swanston Walk going to South Melbourne Beach.
Melbourne International Festival of the Arts	19 Oct-4 Nov	Various locations	Call 131 638 for information.
International Garden Fair	26-29 October	Caulfield Racecourse	Catch a Frankston, Pakenham or Cranbourne line train and alight at Caulfield station. Tram route 3 from Swanston Walk is another option.
Oktoberfest	27-29 October	Showgrounds	Special trains to Showground Station or tram route 57 from Elizabeth Street.
Cox Plate	28 October	Moonee Valley	Catch a Broadmeadows line train to Moonee Ponds Station. In addition to the normal 20-minute service there will be special trains departing Flinders Street Station. Tram route 59 from Elizabeth Street is another option.
Thomas the Tank Engine 50th Birthday Party	29 October	Puffing Billy	Call 9754 6800 during business hours for bookings.
Derby Day	4 November	Flemington Racecourse	Race trains depart from Flinders St, Spencer St and North Melbourne stations every 10 minutes. Tram 57 from Elizabeth Street is another option.
Mercantile Cup Cricket Vic v NSW	5 November	MCG	Hurstbridge/Epping line train to Jolimont station or a Belgrave, Lilydale, Glen Waverley, Alamein, Pakenham, Cranbourne, Frankston or Sandringham line train to Richmond station. Trams in Flinders St or Batman Ave also take you within walking distance of the ground.
Melbourne Cup	7 November	Flemington Racecourse	Special express trains leave from Flinders St, Spencer St and North Melbourne stations every 5 minutes to Flemington Racecourse station. Tram 57 from Elizabeth Street is another option.
Australian International Rodeo	8 November	Flinders Park	Catch tram route 70 from the corner of Batman Ave and St Kilda Rd.
Oaks Day	9 November	Flemington Racecourse	Special express trains will run from Flinders St, Spencer St and North Melbourne stations to Flemington Racecourse station every 7 minutes. Tram 57 from Elizabeth Street is another option.
Bon Jovi & Jimmy Barnes Concert	10 November	Olympic Park	Tram route 70 from the corner of St Kilda Rd and Batman Ave or take any train to Richmond Station.
Nissan Stakes Day	11 November	Flemington Racecourse	Special express trains will run from Flinders St, Spencer St and North Melbourne stations to Flemington Racecourse station every 12 minutes or you can catch a No. 57 tram from Elizabeth Street.
Sandown Cup	18 November	Sandown Racecourse	Catch a Pakenham or Cranbourne line train to Sandown Park station. Special 20 minute service trains will depart at 11am and 12.20am from Melbourne and Dandenong stations.

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).

expressions Of INTEREST

Last issue's invitation to readers to comment on Express drew observations ranging from the seriously constructive to the concerned.

Most of those who took part in the survey (OK, so there was the lure of a dinner for two on the Tramcar Restaurant) liked the idea that the Public Transport Corporation was keeping its customers informed on issues such as changes, new services, ticket information, safety programs and Melbourne events.

Many were interested in the work of the Victorian Public Transport Forum, and appreciated the direct link between customer and Corporation. Others even offered suggestions on new tickets.

And the concerned? One anxious reader wanted to know what happened to the misplaced dog who turned up at the Met's Lost and Found Office.

For those of you still awaiting the news about the winners of a dinner for two on the Tramcar Restaurant, drool no more.

The three winners are:
(be assured that their survey responses in no way influenced the draw)
Robin Crowley (Boronia)
Sadaat Shirvani (Reservoir)
Alvin Villamor (Toorak)

Congratulations and Bon Appetite!

33% discount on all children's tickets on Puffing Billy. Present this coupon at the Belgrave 'Puffing Billy' station to purchase ONE CHILD (aged 4-16 years inclusive) return ticket to Lakeside for \$6. Limit one discount child's ticket per coupon.

Offer valid until 24 December 1995 (not valid 8 and 29 October). For 24-hour recorded information phone 9870 8411.

PUFFING BILLY

RIPPON LEA HOUSE AND HISTORIC GARDEN

Take some time out and enjoy the delights of Rippon Lea and receive a 10% discount on presentation of this coupon.

Offer valid until 31 January 1996.

MELBOURNE CRICKET GROUND TOURS

This coupon admits one child free when accompanied by a paying adult.

Offer valid until 31 December 1995.

MCG Tours, phone (03) 9657 8864
Tours of the MCG depart on the hour from the foyer of the Gallery of Sport. Last tour leaves at 3pm. (Restricted MCG tours on event days).

express

News from the Met

Spring 1996

Millions more GET THE MET

Victorians travelled on public transport in record numbers in 1995/96, according to the PTC's latest figures.

Patronage on all modes increased during the year. The Met carried 229.5 million passengers, an increase of 9.5 million.

Met Trains patronage rose 3.7 per cent to a total of 109.2 million, its highest figure since 1976/77 and Met Tram's patronage of 114.1 million, an increase of 4.9 per cent, was the best since 1989. Met Bus also increased its patronage by 6.3 per cent to 6.1 million passengers.

Country services also recorded a similar rise in patronage. V/Line Passenger carried more than seven million passengers, the highest number in nearly 40 years.

"Results this year place Victoria's transport in its best position for decades," says Chief Executive of the PTC, Ian Dobbs.

"People are voting with their feet," he said.

"In other areas, the PTC continued to strive for improved quality of service, and the previous year targets were raised for service delivery and punctuality," he said.

New targets were also introduced for cleanliness, and onboard announcements made their debut on trains and trams.

Punctuality and reliability figures continued to improve, with service delivery again reaching 99.5 per cent or above on all Met trains, trams and buses.

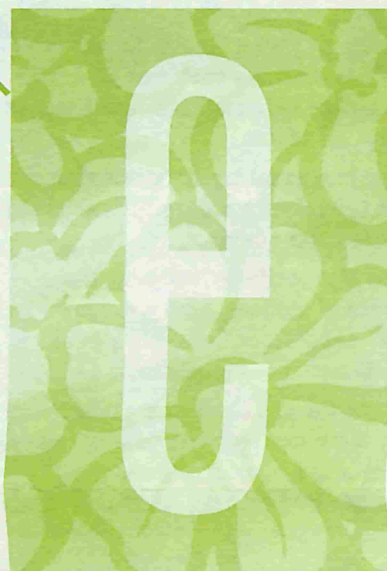
For the first time, trams were given a punctuality target – they reached 86.7 per cent, well above their first year target of 80 per cent.

"Cleanliness targets were also achieved and the appearance of our trams and trains has improved markedly over the past 12 months," Mr Dobbs said.

Thanks to an increase in patronage, a corresponding rise in revenue and improved productivity, the PTC has been able to reduce further its reliance on government funding.

"In 1993 the Corporation was set the task of reducing its deficit by \$245 million. This target has been achieved.

"Gains made so far in punctuality, reliability, service levels, safety, cleanliness and customer service will be extended even further as targets are pushed higher," Mr Dobbs said.



Award winners

figure out city facts

Want to know the best way to find out what's going on in Melbourne?

Simply board a City Circle tram and ask the recent winner of Tourism Victoria's award for an outstanding contribution to the tourism industry by an individual employee.

A mouthful of a title, but for those visitors who are helped each day by Customer Service Employee (CSE) Warren Todner, an accurate tribute.

Warren is probably the closest thing Melbourne has to a walking compendium of city facts and figures.

And each day he can be found about town dispensing that advice to international visitors and locals alike.

"People are always asking me questions about the city," Warren said.

"Basically my job is about promoting public transport and Melbourne. But I also suggest places that people can visit elsewhere in the state."

A CSE on the City Circle since April 1994, Warren began his rise to local fame when he bought a small microphone and plugged it into the tram's public address system.

"Lo and behold it worked!" Warren said. "Since then I've spent about \$600 on books about Melbourne."

"I have learned an awful lot about the city and its early days. Now I can go into all sorts of detail about the architecture of the Windsor Hotel or the sculptures in front of Parliament House."

A strong case could also be made for decorating Warren for services above and beyond the call of duty.

"I browse the daily papers to keep up with what's going on, visit all the attractions, and spend lunchtimes running around learning about what's happening in the city," he said.

And now he will be able to proudly tell travellers that the City Circle Tram has won a Certificate of Merit in the General Tourism Services award category.

Since the service began in April 1994, a trip on the City Circle Tram has quickly become a 'must do' for all tourists and visitors to Melbourne. The City Circle is a great way to travel free around the City and view some of Melbourne's famous landmarks and attractions.



Award winning service: Warren Todner helps visitors on the City Circle tram.

**Two special offers!
See back page for
all the details...**



fellow **traveller**

News from the Victorian Public Transport Forum

The Forum continued its program of visits to important public transport facilities throughout the state with a recent inspection of V/Line Passenger services to Bendigo.

At a specially convened meeting, representatives of the city and nearby municipalities presented their views on public transport for rural communities, both in Bendigo and from the city to other centres in the region. The Forum expects to visit Traralgon before the end of the year.

Forum members have also taken part in other significant public transport activities, such as the Stationeers Right on Track Program. This program, managed by Keep Australia Beautiful for the Department of Infrastructure, encourages local communities to play an active role in caring for their railway stations.

The Forum is represented on the consultative committee that is helping prepare the environment effects statement for the Scoresby Corridor, which runs from Ringwood to Frankston. Members are keen to ensure that the full range of transport options is explored in the development of the region's most suitable transport infrastructure.

The Forum is also represented on the City Circle Tram Promotion Committee, which worked successfully with Met Tram to win a Certificate of Merit at the recent 1996 Ansett Australia Tourism Victoria Awards. A City Circle Customer Service Employee, Warren Todner, received a special award for his outstanding contribution to the tourism industry (see story front page).

And members have helped the Department of Infrastructure review the PTC's service delivery and punctuality performance, and set 1996/97 targets.

Expressly yours

Now it's your turn to let the Forum know what you think about the Met's services. Simply write to:

**The Forum
GPO Box 4910
Melbourne 3001
or fax your letter
to (03) 9619 6824**



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

PREMIUM **stations**

ON THE RISE

Traveller's check

The Met Travel Guide could almost have been subtitled *All you need to know about public transport in Melbourne (but didn't know who to ask).*

Presented in a convenient fold-up format, the guide contains complete details on ticket types and cost, and general information (including lost property and travelling with pets) plus detailed maps of the city's train and tram networks.

Copies are available free from the Met Shop (103 Elizabeth Street, Melbourne) and major train stations.

Night Ride Home

Melbourne's after-midnight bus service is greeting a new dawn.

In recent months new NightRider services have been introduced to Craigieburn, Lilydale, Melton and Wyndham Vale.

They join existing services to Bayswater, Croydon, Dandenong, Eltham, Epping, Frankston, Albans and Werribee.

In other NightRider moves, services will be upgraded for New Year's Eve and during the Grand Prix.

All NightRider buses leave from the City Square on Saturday and Sunday mornings at 12.30am, 1.30am, 2.30am, 3.30am and 4.30am, stopping at major city nightspots including the Crown Casino. A ride home costs \$5 (\$7 to Melton), and passengers are offered a free taxi-booking service.

Further details may be obtained from the Met Information Centre on 131 638.

NOW & THEN



Flinders Street overpass in Richmond today.



Flinders Street Richmond as it was in 1890.

Recycling on Track

If trials being conducted over the next two months on Melbourne train stations prove successful, almost two-thirds of waste on the Met could be recycled in future.

Recent surveys have shown that about 800 bags of rubbish are removed each day from Met trains and stations.

To help combat the problem – at least on a small test scale – sets of large, vividly coloured mobile bins have been placed strategically around 10 stations.

They are part of a new three-month survey being conducted by Monash University's Centre for Environmental Management.

The 240-litre bins donated by Visy Recycling – blue for paper, yellow for bottles and cans – can be found at Museum, Caulfield, Oakleigh, Springvale, Dandenong, Clayton, Noble Park, Sandown Park, Murrumbeena and Fairfield stations.

The trial will help researchers gauge recycling levels and contamination rates at different stations.

It is the first time that public-place paper recycling has been conducted in Victoria.

Did you know that one tonne of recycled paper or cardboard will save approximately 13 trees, 2.5 barrels of oil, 4100 kilowatts of electricity, over 30,000 litres of water and 4 cubic metres of landfill?

Riding THE RAILS to good health

Met Trains now offers cyclists an ideal weekday exercise routine: ride to the station, leave your bike locked up in one of the new shelters, and catch a train.

It's the perfect combination of exercise and relaxation. The ride helps you keep fit and the train gives you time to read, do some work or just relax.

Following a recent series of upgrades, Melbourne's stations are more bicycle-friendly than ever. Today, about 50 stations across the metropolitan area provide secure, fully enclosed bicycle lockers and shelters.

To offer commuters even greater peace of mind, surveillance cameras are being installed to cover platforms and bicycle shelters.

Bicycle lockers may be rented at selected stations (applications should be made at the station). Note that you may have to provide your own padlock and a spare key for the station staff.

Bicycle shelters, which can accommodate about 20 bicycles, are free.

Met Trains also carries bikes free during off-peak times (Monday to Friday before 7am, between 9.30am and 4pm, and after 6pm; and on Saturdays, Sundays and public holidays). A concession fare applies at all other times.

While Met Trains provides facilities for your bike at the station, it's up to you to take the necessary precautions. Met Trains recommends that you:

- lock the frame and rear wheel to the bike rail with a quality U-lock (if you have quick-release wheels, remove the front wheel and lock both wheels and the frame);
- remove accessories and easily detachable parts;
- mark the bike for police identification and learn its serial number; and
- don't leave it any longer than 24 hours.

The following are 50 of Melbourne's bicycle-friendly stations:

Alphington	Chelsea	Frankston	Ivanhoe	Nunawading
Aspendale	Cheltenham	Ginifer	Laburnum	Oakleigh
Belgrave	Clayton	Glen Iris	Lalor	Pascoe Vale
Blackburn	Clifton Hill	Glen Waverley	Lilydale	Preston
Boronia	Croydon	Glenroy	Mentone	Reservoir
Box Hill	Dandenong	Greensborough	Mitcham	Ringwood
Brighton Beach	Eaglemont	Hawthorn	Mooroolbark	Sandringham
Broadmeadows	Elsternwick	Highett	Mount Waverley	Upper Ferntree Gully
Camberwell	Epping	Hoppers Crossing	Museum	Watsonia
Caulfield	Ferntree Gully	Huntingdale	Noble Park	Werribee

One-card trick

Convention goers in Melbourne who wish to use public transport can now swap their loose change for a single tailor-made travel card.

The new Delegate Card allows unlimited travel on the Met in Zone 1, and costs \$3.70 a day for one to three days, \$3.50 a day for four to six days and \$3.30 a day for seven or more days. The Met also offers an additional discount on volume.

The card comes with handy information on Met travel, tourist highlights and special events.

To find out more about the Delegate Card, call Lizz Heyes at the Met on (03) 9619 4692.

spring IN MELBOURNE

Now that the city is on the rebound from a long and cold winter, it's time to see what the brand new season offers.

Here is a selection of Melbourne spring rites to help you celebrate the sunnier months.

Royal Melbourne Show (Sept 19-29). Victoria's top agricultural event, when the country visits the city and shows off.

Catch a ride on the Met's Show train, which will shuttle daily between platforms 8 and 9 at Flinders Street Station and the Showgrounds.

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And if you take the Met, you can enter Thomas the Tank Engine's Grin and Win competition. Grab an entry form from your nearest station when you purchase your Show entry ticket and drop it into one of the boxes at the Showgrounds Station.

Spring Fashion Week (10-13 October). Is this tram glam? Several Fashion Trams will get into the act during the week when they offer bonus shopping spree vouchers to their best-dressed customers.

AFL Football Finals (Qualifying Finals: Sept 6, 7, 8; Semi Finals: Sept 14, 15; Preliminary Finals: Sept 21; Grand Final: Sept 28). And then there were eight. An exciting round of finals culminates in the AFL Grand Final, when up to 100,000 fans will crowd into the city's hallowed ground, the MCG.

Spring Racing Carnival (12 October-16 November). Horses, racing and fashion headline the carnival at the city's four major tracks, capped by the running of the Melbourne Cup on the first Tuesday in November.

Oktoberfest (25-27 October). A three-day German tradition that has been transplanted successfully into the heart of the Showgrounds. The Met will run special trains to the event.

Lygon Street Food and Wine Festa (26-27 October). Carlton's very own spring tradition is a two-day street festival, complete with concerts, dancing, entertainment and, of course, the ubiquitous food and wine.

Spring also heralds the **Brunswick Street Festival (Sunday 29 September)** and the **Chapel Street Food and Fashion Festival (3 November).**

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

Event	Date	Location	How to get there
AFL Football Finals	September	At the MCG	Hurstbridge/Epping line trains to Jolimont Station, or Belgrave, Lilydale, Glen Waverley, Alamein, Pakenham, Cranbourne, Frankston or Sandringham line trains to Richmond station. Or catch any tram in Flinders Street.
The Franchising Show	6-8 September	Exhibition Centre	Catch tram route 12 or 109 from Collins Street and alight at the corner of Flinders and Clarendon streets. Catch any train to Spencer St Station.
Diversity Is Commercial Road Festival	8 September	Commercial Road, Prahran	Board tram route 72 from Swanston Walk and alight at the corner of Commercial and Punt roads.
Energywise	19-22 September	Exhibition Centre	Service details as above for Exhibition Centre.
The Royal Melbourne Show	19-29 September	Royal Melbourne Showgrounds	Special trains to Showgrounds Station or tram route 57 from Elizabeth Street.
Caulfield Races	22 September	Caulfield Racecourse	Catch Frankston, Pakenham and Cranbourne line trains to Caulfield Station. Racecourse opposite the station.
Science 2000	24-26 September	Exhibition Centre	Service details as above for Exhibition Centre.
AFL Grand Final	28 September	MCG	Service details as above for MCG.
Brunswick Street Festival	29 September	Brunswick Street, Fitzroy	Board tram route 11 from Collins Street, City and alight at the corner of Johnston and Brunswick streets.
Open Weekend	5-6 October	A number of major projects will be open for public viewing	Trains will run through the City loop stations on Sunday 6 October until 6pm. Saturday services operate as normal through the loop.
Cranbourne Races (Cup)	9 October	Cranbourne Racecourse	Catch Cranbourne line trains to Cranbourne Station. Cranbourne Turf Club provides a free shuttle bus service from Cranbourne Station to Cranbourne Racecourse before and after race meetings.
Caulfield Guineas	12 October	Caulfield Racecourse	Service details as above for Caulfield Racecourse.
Australian Quilt & Craft Expo	14-20 October	Royal Melbourne Showgrounds	Board tram route 57 from Elizabeth St and alight at the Royal Melbourne Showgrounds.
Caulfield 1000 Guineas	16 October	Caulfield Racecourse	Service details as above for Caulfield Racecourse.
Healthier Living Expo	18-20 October	Exhibition Centre	Service details as above for Exhibition Centre.
The Fishing Show	18-21 October	Exhibition Centre	Service details as above for Exhibition Centre.
Caulfield Cup	19 October	Caulfield Racecourse	Service details as above for Caulfield Racecourse.
Fire Australia '96	20 Oct-1 Nov	Exhibition Centre	Service details as above for Exhibition Centre.
The Oktoberfest	25-27 October	Royal Melbourne Showgrounds	Service details as above for Royal Melbourne Showgrounds.
Parents, Babies & Children Expo	25-27 October	Exhibition Centre	Service details as above for Exhibition Centre.
BMW Cox Plate '96	26 October	Moonee Valley Racecourse	Catch Broadmeadows line to Moonee Ponds Station or board tram route 59 from Elizabeth St, City.
Lygon Street Food & Wine Festa	26-27 October	Lygon Street, Carlton	Board any tram along Swanston Walk and alight at the corner of Swanston or Grattan streets, or at the corner of Elgin and Lygon streets on tram routes 1 and 22.
Werribee Races (Cup)	30 October	Werribee Racecourse	Werribee line trains to Werribee Station. The Werribee Racing Club provides a free shuttle bus service to the course from Werribee Station on Cup Day.
Derby Day	2 November	Flemington Racecourse	Catch special express trains from Flinders St, Spencer St and North Melbourne stations to Flemington Racecourse.
Chapel Street Food & Fashion Festival, South Yarra	3 November	Chapel Street, South Yarra	Board a Cranbourne or Pakenham line train and alight at South Yarra Station, or at Prahran Station on the Sandringham line.
Melbourne Cup Day	5 November	Flemington Racecourse	Catch special express trains from Flinders St, Spencer St and North Melbourne stations to Flemington Racecourse. First train leaves Flinders St at 8.15am with trains every 5 minutes. Last train leaves Flemington Racecourse at 9pm.
Oaks Day	7 November	Flemington Racecourse	Service details as above for Flemington Racecourse.
AC/DC in concert	7 and 9 November	Melbourne Park	Any train to Flinders Street Station, then board tram route 70 from the corner of St Kilda Rd and Batman Ave.
Sport & Fitness Expo	8-11 November	Exhibition Centre	Service details as above for Exhibition Centre.
Stakes Day	9 November	Flemington Racecourse	Service details as above for Flemington Racecourse.
The Spring Doll Show	9-10 November	Exhibition Centre	Service details as above for Exhibition Centre.
The Home Computer Show	15-18 November	Exhibition Centre	Service details as above for Exhibition Centre.
Sandown Cup	16 November	Sandown Racecourse	Catch Pakenham or Cranbourne line trains to Sandown Park Station. Racecourse opposite the station.
John Farnham - Jack of Hearts Tour	21-24, 26 November	Melbourne Park	Service details as above for Melbourne Park.

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).

Visit a show at the
Melbourne Exhibition Centre
and receive a
15% discount
(minimum purchase \$5)
on food and beverages at the
Melbourne Exhibition Centre Kiosks



Please ring
9205 6400

MCG TOURS

This coupon admits one child free entry when accompanied by a paying adult. Tours of the MCG depart on the hour from the foyer of the Gallery of Sport. Last tour leaves at 3pm. Offer valid until 30 November 1996.



MCG Tours, phone
(03) 9657 8864
(restricted tours on event days)