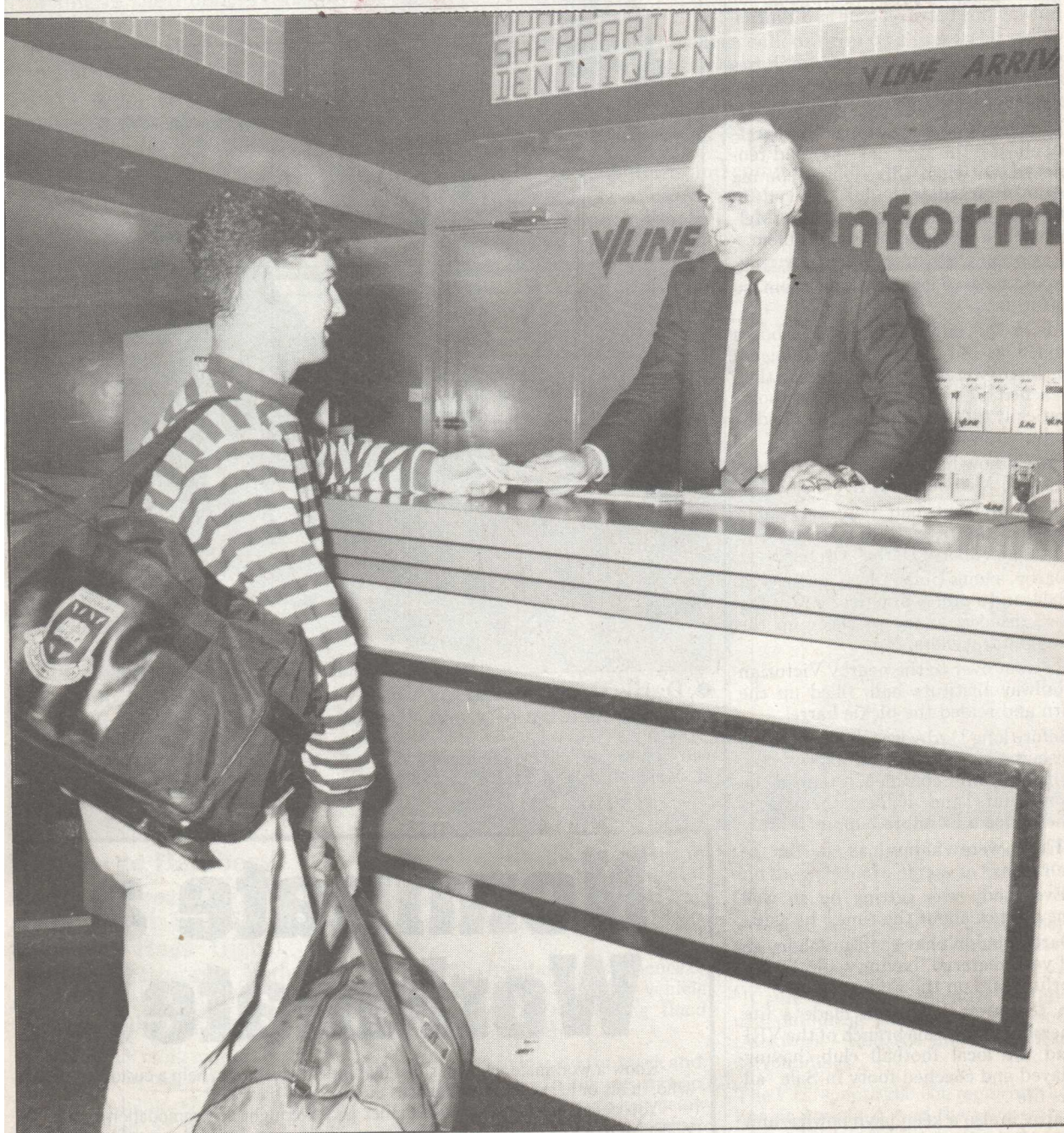


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Public Transport Corporation Chief Executive, Ian Stoney, manned the information desk at Spencer Street Station recently to gain first-hand experience of working with our customers.

All PTC senior managers will regul-

arly spend time working on information counters at Spencer Street and Flinders Street Stations as part of an ongoing program designed to develop closer links between our customers and management.

Commenting on his first stint behind the counter, Ian said most people

simply wanted information to help them continue a journey - or some reassurance that they were headed the right way.

● **Ian helps Michael Lilley, of Frankston, with his travel arrangements at Spencer Street Station.**