

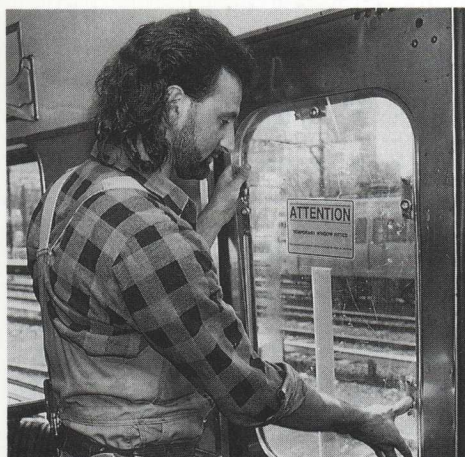
A quick fix

■ Flinders Street Station - evening peak - a train pulls into the platform - it has a missing window and a defective door. Out of service it comes... Wrong!

Once this train would have had to be taken out of running but now with a quick 'insert' and 'tie' the train is repaired, in a matter of moments, and continues running.

The Field Maintenance Department's Equipment Examiners and Car Builders are fast becoming the fittest of PTC staff. They dash around Flinders Street during the evening peak and repair missing windows and defective doors with the latest, yet quite simple, insert windows and cable ties.

Manager Field Maintenance, Paul Bradbury, says an average of 15 windows can be damaged by vandals during the evening peak.



Car Builder, Ray Wilby, shows us just how easy it is to insert the new windows



The cable ties keep around three more trains in service during the evening peak. Equipment Examiner, Stuart MacDonald, shows us how it's done

That means hundreds of passengers could be delayed just because of a missing window.

"Now the Car Builders simply install an insert window.

"The new windows, currently being trialled, are locked into position, similar to window locks you may have at home. They can be installed in a minute causing minimal delay to passengers," Paul said.

Cable ties are another initiative, currently being tested, that can reduce delays due to minor faults. When a train has a faulty door, it is unsafe to let it run, and it would normally have to go into the yard or workshops for repair.

Cable ties enable the Equipment Examiners to simply bind the door's mechanism, preventing it from opening, and providing a safe train even though one door is not operating.

Installing the cable tie again takes about a minute, and then its just a matter of putting a sticker on the door letting customers know the door is not working.

These initiatives enable around 18 more trains to operate in the evening peak, providing a better service to thousands of customers.

The Field Maintenance Department attends to all electric and mechanical repairs of the suburban train fleet.

"In this kind of work the pressure is always on, especially during the morning and afternoon peaks. The guys have to fix things quickly, to provide a better service, but they must work with skill and precision as nearly every job they do relates directly to the safety of passengers," Paul said.

Keep up the good work Field Maintenance!

Fare cheats caught in blitz

■ Station staff and Revenue Protection Officers 'blitzed' fare cheats during the PTC's fare evasion crackdown.

Over 3200 metropolitan commuters were caught travelling without a valid ticket, 788 receiving \$50 on-the-spot fines between October 15 and 31. In the long term ticket sales are expected to increase.

The crackdown started in the city on Monday, October 15, and has spread to suburban stations and metropolitan trams and buses. There are also plans on the drawing board to further the blitzes to V/Line services.

Fare evasion is costing the PTC an estimated \$20 million a year in lost revenue. Revenue which could be better spent - benefiting all Victorians.

Flinders Street Stationmaster, Alan Coad, says the fare crackdown has provided his staff with a better sense of purpose.

"Staff were fully briefed on the crackdown and realised the importance of their involvement, and the ongoing role they play in ensuring that all commuters travel with a valid ticket," Alan said.

The PTC conducted an advertising campaign prior to the 'crackdown', letting fare cheats know that it just wasn't on to ride free.

Many commuters were surprised that their

'free ride' ended up costing them a \$50 on-the-spot fine.

Manager Protective Services Programs, Trevor McCullough, says the blitzes will continue in the city and suburbs. Travellers must realise they have to have a valid ticket before starting their journey.

"The increased effort shows commuters that we are serious about stamping out fare evasion.

"Revenue Inspectors and station staff have been terrific. They have worked long and hard and the message to customers has been made clear - travel with a valid ticket or face the consequences," Trevor said.

Well done to all staff involved!