

NEW VERMONT OPERATION

COURSE OUTLINE

1. CUSTOMER RELATIONS
2. EFFECTIVE USE OF P.A. SYSTEM
3. SERVICE OFFICE

O.P.O. OPERATIONAL TRAINING

4 HOUR PROGRAM ON O.P.O. PROCEDURES

FOR TRAM DRIVERS

4. TICKETS & PASSES
5. BOARDING PROCEDURES
6. SERVICE OFFICE
7. BOARDING PROCEDURES
8. BOARDING PROCEDURES
9. BOARDING PROCEDURES
10. BOARDING PROCEDURES
11. BOARDING PROCEDURES
12. BOARDING PROCEDURES
13. BOARDING PROCEDURES
14. BOARDING PROCEDURES
15. BOARDING PROCEDURES
16. BOARDING PROCEDURES
17. BOARDING PROCEDURES
18. BOARDING PROCEDURES
19. BOARDING PROCEDURES
20. BOARDING PROCEDURES

CUSTOMER RELATIONS  
ONE PERSON OPERATION

COURSE OUTLINE

1. CUSTOMER RELATIONS
2. EFFECTIVE USE OF P.A. SYSTEM
3. REVENUE OFFICE
4. JOURNAL & PAY IN SLIP
5. ZONE SYSTEM
7. RECOGNITION & VALIDATION OF TICKETS & PASSES
8. TICKET CANCELLATION FORM
9. GENERAL DRIVING PROCEDURES
10. OPERATIONAL PROCEDURES
11. SAFE WORKING
- 11.1 EX CONDUCTORS DUTIES
- 11.2 SET UP OF TICKETS & OUTFITS
- 11.3 FARES IN MOTION
- 11.4 FARE DISPUTES
- 11.5 LEAVING DRIVERS CAB - CUSTOMER ASSISTANCE
- 11.6 CHANGING ENDS
- 11.7 CUSTOMERS BOARDING & ALIGHTING
- 11.8 CUSTOMERS BEHIND RED LINE

## CUSTOMER RELATIONS

### Key points

- a) Customer requirements
- b) Effective Customer Service
- c) Handling Customer Disputes

## EFFECTIVE USE OF P.A. SYSTEM

### Key points

- a) Communicating with the Customer
- b) P.A. equipment check
- c) Announcement techniques
- d) Messages

## TICKETING PROCEDURES

### REVENUE OFFICE

### Key points

- a) Drawing outfit
- b) Change (float)
- c) Table card
- d) Outfit check

## JOURNAL & PAY IN SLIP

### Key points

- a) Journal explanation
- b) Pay in slip explanation

## ZONE SYSTEM

### Key points

- a) Zone 1,2,3.
- b) Interchange system
- c) Ticket availability

## RECOGNITION & VALIDATION OF TICKETS & PASSES

### Key points

- a) Availability (Ticket types)
- b) Revenue Protection (Checking Tickets)
- c) Handling monies
- d) Customer approach

## TICKET CANCELLATION FORM

### Key points

- a) Time, Route, Date
- b) Operation Officers role
- c) Hand into Revenue

## GENERAL DRIVING

### Key points

- a) Tram preparation
- b) Defensive Driving
- c) Changing Destinations
- d) Indicators & Hazard lights
- e) Damaged Pole & Defective doors
- f) Customer assistance

## OPERATIONAL PROCEDURES

### Key points

- a) Leaving Tram (securing)
- b) Relieving
- c) Entering Terminus
- d) Changing ends



## SAFE WORKING

### EX CONDUCTOR DUTIES

#### Key points

- a) Customer safety
- b) Breakdown procedures

### SET UP OF TICKETS & OUTFITS

#### Key points

- a) Individual set up
- b) Outfit types

### FARES IN MOTION (RULE 146)

#### Key points

- a) Accidents
- b) Road Law
- c) Professionalism

### FARE DISPUTES (RULE 147)

#### Key points

- a) No arguments
- b) On the spot fine

### LEAVING TRAM UNATTENDED

#### Key points

- a) Secure Outfit
- b) Secure Tram

### LEAVING DRIVERS CAB TO ASSIST CUSTOMERS

#### Key points

- a) Doors
- b) Make Tram safe
- c) Secure Outfit

## CHANGING ENDS

### Key points

- a) Doors
- b) Destination
- c) Close console
- d) Outfit & Pointbar
- e) Mirrors & Poles
- f) Set up leading end

## CUSTOMERS BOARDING AND ALIGHTING

### Key points

- a) Mirror check
- b) In vehicle check
- c) Hazard lights
- e) Look up before moving

## CUSTOMERS BEHIND RED LINE

### Key points

- a) Poor vision
- b) Slow loading
- c) Safety factor

# THE MET

## WEEKLY RECORD OF EMPLOYEES TICKET OUTFIT

EMPLOYEE'S NAME... N. JONES .....

NUMERAL 124796... OUTFIT No. 

|   |   |   |
|---|---|---|
| 4 | 6 | 3 |
|---|---|---|

| DENOMINATIONS                 |             | Commencing Numbers | DATE <u>22/3/93</u> |                   | DATE <u>1 1</u> |                   |
|-------------------------------|-------------|--------------------|---------------------|-------------------|-----------------|-------------------|
|                               |             |                    | Closing Nos.        | † Added To Outfit | Closing Nos.    | † Added To Outfit |
| 2 Hour Adult                  | ZONE 1      | 6527401            | —                   |                   |                 |                   |
|                               |             | 6527451            | 6527471             |                   |                 |                   |
|                               |             |                    |                     | 1493601           |                 |                   |
|                               | ZONE 2      | 3247961            | 3247965             |                   |                 |                   |
|                               |             |                    |                     |                   |                 |                   |
|                               | ZONE 3      | 1479631            | 1479633             |                   |                 |                   |
|                               | ZONE 1/2    | 1624751            | —                   |                   |                 |                   |
|                               |             | 1624801            | 1624804             |                   |                 | 1753701           |
|                               | ZONE 2/3    | 1347962            | 1347966             |                   |                 |                   |
|                               | Daily Adult | ZONE 1             | 3794601             | 3794609           |                 |                   |
| 3794651                       |             |                    | 3794651             |                   |                 |                   |
|                               |             |                    |                     |                   |                 |                   |
| ZONE 2                        |             | 1396473            | 1396475             |                   |                 |                   |
| ZONE 3                        |             | 1496203            | 1496203             |                   |                 |                   |
| ZONE 1/2                      |             | 1437701            | 1437742             |                   |                 |                   |
|                               |             | 1437751            | 1437751             |                   |                 |                   |
| ZONE 2/3                      |             | 3924623            | 3924623             |                   |                 |                   |
| ZONE 1/2/3                    |             | 1496032            | 1496035             |                   |                 |                   |
| SIXTY PLUS                    |             | 3746410            | —                   |                   |                 |                   |
|                               | 7462401     | 7462435            |                     |                   | 8364951         |                   |
|                               |             |                    |                     |                   |                 |                   |
| CITY SAVER ADULT              | 1396481     | 1396490            |                     |                   | 1407501         |                   |
| CITY SAVER CONCESSION         | 149201      | 149237             |                     |                   |                 |                   |
| 2 SECTION & CITY CHECK        | 1379641     | 1379663            |                     |                   |                 |                   |
|                               |             |                    |                     |                   |                 |                   |
|                               |             |                    |                     |                   |                 |                   |
|                               |             |                    |                     |                   |                 |                   |
| † No. of Ticket Blocks Issued | 20          |                    |                     | 21                |                 |                   |
| No. of Ticket Blocks Returned |             |                    | 17                  |                   |                 |                   |

† Cross Checked by.....