



# The Met.

---

5 September 1989

To all Conductors

On Monday 5 September the MetTicket Team visited all depots to let you know what is happening with the introduction of MetTicket.

Unfortunately many staff in your depot could not obtain information about MetTicket and discuss this project with the MetTicket team members.

MetTicket will mean substantial changes in the way we currently provide services to our passengers and it is important that you are aware of how these changes will effect you.

I urge you to read the attached material and to contact the MetTicket Team, through your Depot Manager, if you have any questions.

A.V. McLean  
PROJECT MANAGER MetTicket.

## MetTicket

### EMPLOYEE INFORMATION

This hand out contains important information about:

- . the new MetTicket system,
- . how it affects tram operations employees,
- . how tram operations employees will be involved in the implementation of MetTicket.

MetTicket is not about sackings. It is about retraining, new career prospects and more rewarding work.

This hand out contains information on:

- . the consultation process with employees,
- . redeployment and retraining,
- . how MetTicket affects different groups of employees,
- . the MetTicket system.

More information about MetTicket is available from your Depot Manager.

4 September 1989

## THE CONSULTATION PROCESS

Today is the first of several presentations to staff about MetTicket.

There will be further regular depot presentations over the coming months concerning the implementation of MetTicket, its effect on employees and the roles of drivers and conductors in implementing MetTicket.

Presentations will occur at important points during the introduction of MetTicket, such as:

- when a more detailed implementation timetable is available,
- when more detail is available about the choices you may have for retraining and redeployment,
- when it is known exactly when your depot is to be converted to driver only operation,
- prior to the new style of tickets going on sale.

As well as this, there will be a special visit to your depot, when redeployment and retraining begin at your depot.

There will be general articles about MetTicket in MetLines and MetNews. There will also be a special bulletin designed to give you more specific, up-to-date information about the progress of MetTicket's introduction.

Well before any changes affect you personally you will be:

- given detailed information about other jobs within the Public Transport corporation which may be available to you through transfer or retraining,
- given the opportunity for individual discussion about the choices you have.

At all times throughout this process you will be able to seek information from your Depot Manager who will be kept well informed.

## REDEPLOYMENT AND RETRAINING

The new MetTicket system will involve the gradual introduction of driver-only operation on Z, A and B Class trams. Everyone whose job is affected by these changes will be given training in their new duties or the chance to be retrained for another job within the Public Transport Corporation.

There will be no sackings as a result of MetTicket.

Tram Conductors on Z, A and B Class trams will be offered a choice of new jobs well in advance of their current job becoming surplus.

Although the actual choice of jobs will depend on what is available at the time, it is likely to include:

- W Class conductor jobs,
- new passenger services jobs, ("MetRovers")
- tram driver jobs

and may also include a range of other suitable jobs.

Anyone offered a job that requires new skills will be given the right training before taking on the job.

This training will not be limited to people taking on new jobs. Tram Drivers in Z, A and B Class trams will also be given the training needed to take on new, additional duties.

If you are unsure about which choice to make when you are given the chance to take a new job, then you will be able to have an individual career interview with a trained specialist before making up your mind.



## IMPACT OF MetTicket ON EMPLOYEE GROUPS

By 1 December 1989:

- \* tickets will be sold from retail outlets and will be used on all Met services.
- \* They will be All day, 3-hour and 60 Plus Zone tickets and will operate in the same way as current Zone tickets.
- \* Tickets from retail outlets will be sold as "scratch" tickets. Passengers will validate these tickets by selecting the month, day and time of travel.

From 1 January 1990:

- \* all trams and buses will sell a restricted range of tickets.
- \* These tickets will be simple flimsies for single trips.
- \* Tickets sold on trams and buses will cost more than tickets bought at retail outlets.

Between 1 January 1990 and 31 March 1990:

- \* modern trams (Z-class, A-class and B-class) will be converted to driver-only operation.
- \* Drivers will sell the restricted range of tickets.

From 1 January 1990:

- \* a new Passenger Services group will gradually be developed to provide passenger information and assistance, support passenger safety and security, sell tickets at busy loading points, check tickets, and issue on-the-spot fines.

---

1. Impact on Conductors on Modern Trams (Z-class, A-class and B-class)

From 1 December 1989

- \* Gradually sell fewer tickets from the current range
- \* Check scratch tickets and the current types of tickets
- \* Assist passengers to validate scratch tickets
- \* Advise passengers about new ticket choices

From 1 January 1990

- \* Transfer to other conductor vacancies
- OR
- \* Redeployment to vacancies and new positions

2. Training for Modern Tram Conductors

All redeployment to vacancies and new positions will involve training. Some training programs will commence before 1 January 1990. Others will commence after the introduction of driver-only operations. The total training program is currently being developed.

Conductors waiting for training and redeployment will assist in providing passenger services.

---

3. Impact on Drivers of Modern Trams (Z-class, A-class and B-class)

From 1 December 1989

- \* No Change

From 1 January 1990

- \* Sell a small number of simple tickets
- \* Provide limited advice to passengers
- \* Adopt new safeworking procedures to cover -  
e.g. boarding/alighting passengers  
leaving the driver's cab  
radio contact

4. Training for Drivers of Modern Trams

Full training on ticketing and new safeworking procedures will be provided in advance of conversion.

---

---

## 5. Impact on W-class Tram Conductors

### From 1 December 1989

- \* Gradually sell fewer tickets from the current range
- \* Check scratch tickets and the current types of tickets
- \* Assist passengers to validate scratch tickets
- \* Advise passengers about new ticket choices

### From 1 January 1990

- \* Sell a small number of simple tickets
- \* Check scratch tickets and the current types of tickets
- \* Assist passengers to validate scratch tickets
- \* Advise passengers about new ticket choices
- \* Continue to support passenger safety and security

## 6. Training for W-class Tram Conductors

Full training on scratch and flimsy ticket types and passenger validation will be provided in advance of 1 December.

---

## 7. Impact on W-class Tram Drivers

### From 1 December 1989

- \* No change

### From 1 January 1990

- \* No change
-



---

## 8. Impact on On-street (Zone) Ticket Sellers

From 1 December 1989

- \* Sell tickets from a limited range of current types and/or scratch types
- \* At some locations, check tickets of boarding passengers
- \* Assist passengers to validate scratch tickets
- \* Advise passengers about new ticket choices
- \* Provide service information

From 1 January 1990

- \* As above

## 9. Training for On-street Ticket Sellers

Full training on relevant ticket types and passenger validation will be provided in advance of 1 December.

---

## 10. Impact on Bus Drivers (Met and contract)

From 1 December 1989

- \* Gradually sell fewer tickets from the current range
- \* Check scratch tickets and the current types of tickets
- \* Provide limited advice to passengers

From 1 January 1990

- \* Sell a small number of simple tickets

## 11. Training for Bus Drivers

Full training on scratch and flimsy ticket types and passenger validation will be provided in advance of 1 December.

---



---

## 12. New Positions as "MetRovers"

### From 1 December 1989 or earlier

- \* Commence training of people who are selected to start in new roving Passenger Services positions from 1 January 1990

### From 1 January 1990

- \* Assist passengers to validate scratch tickets
- \* Advise passengers about new ticket choices
- \* Provide service information
- \* Support passenger safety and security
- \* Check all ticket types
- \* Advise passengers about penalty options
- \* Issue on-the-spot infringement notices to passengers without valid tickets

## 13. Training for "MetRovers"

A comprehensive training program will be developed to cover all aspects of ticket validation, ticket choices, service information and passenger assistance. The training program will commence in advance of 1 January.

---

## The MetTicket System

### GENERAL INFORMATION FOR TRAM OPERATIONS EMPLOYEES

#### 1. INTRODUCTION

The main features of MetTicket are:

- \* maintenance of the three-zone fare system;
- \* high levels of advance purchase of periodical, single and "multi-trip" tickets from stations, Met Shops and retail agencies;
- \* open access to all public transport services;
- \* passenger validation of pre-purchased all-day and 3-hour tickets using "scratch-off" media;
- \* onus on all passengers to carry valid tickets or passes during each trip;
- \* visual ticket inspection by roving staff on all modes;
- \* on-the-spot fines for passengers without valid tickets;
- \* driver-only operation of modern trams, with drivers selling a limited range of tickets;

An initial network of approximately 750 retail sales agents will be established throughout the metropolitan area. These agents will sell a full range of tickets.

The reduction in staff numbers will be achieved through attrition and redeployment. Redeployment opportunities will flow directly from MetTicket and from job growth due to service and route expansions outlined in MetPlan.

MetPlan is a programme of change designed to:

- . achieve a 20% growth in patronage over 15 years;
- . improve services; and
- . expand the system.

MetPlan must be self funded, and MetTicket is an essential component in the MetPlan strategy.

## 2. TICKETS

### 2.1 TICKET TYPES

Ticket types under MetTicket, will be:

(i) Periodical tickets : Date-to-date tickets which are:

- \* sold by staff at stations and Met Shops, and by retail agents; and
- \* validated by staff and agents at point of sale.

Current types of tickets, ie, weeklies, monthlies, yearlies and student passes would be retained.

(ii) Single Day-of-Use Tickets : All-day, 60 Plus, 3-hour, Rail Plus 2, "One Trip" and "Add Zone" tickets.

- \* These will be sold as individual tickets:
  - from on-street ticket sellers ;
  - from Met Shops and retail agents; and
  - "One Trip" and "Add Zone" tickets sold on trams and buses.

(iii) Multi-trip tickets. The only multi-trip ticket will be the "2-Section Saver" Card. This will extend the concept of the City Saver to tram and bus travel in the whole of Zone 1 and to concession users. It will be:

- \* sold by conductors at busy loading points, by staff at stations and Met Shops, and by retail agents; and
- \* be punched on boarding by drivers and conductors who will issue a check ticket for each trip.

### 2.2 TICKET MATERIAL

Current tickets will continue to be used where appropriate. A new style of ticket will be introduced to support manual validation of all-day and 3-hour tickets. These tickets will use "scratch-off" technology, which involves pre-printing on light board with latex overlay. These tickets are known as scratch tickets.

### 2.3 VALIDATION OF TICKETS AND PASSES

All tickets and passes are made valid for particular trips when they show correctly:

- \* the zone(s) of valid use;
- \* the date or period of valid use;
- \* (if relevant) the time of first boarding; and/or
- \* (if relevant) the section of boarding.

For all pre-printed ticket types, zones of use will continue to be printed on tickets and passes in advance of sale, and passengers will be assisted to choose the right ticket types for their particular travel needs.

All scratch tickets will be sold "unvalidated". Passengers will be required to validate date and time before boarding. Time on passenger-validated 3-hour tickets will be the next whole clock-face hour.



### 3. OPERATIONS

#### 3.1 MODERN TRAM OPERATIONS

Driver-only operations will be introduced on modern trams, commencing 1 January 1990. Staff reductions will be managed by attrition and redeployment. Hence, for a period, modern trams will continue to carry conductors in training for new duties and/or passenger services employees. But, for ticket selling purposes, all modern trams will function as driver-only operated from April 1990.

Drivers will sell only a limited range of tickets.

#### 3.2 W-CLASS TRAM OPERATIONS

Conductors will be retained on W-class trams.

There are currently 315 W-class trams, of which 266 are required for peak operations. They are being progressively replaced by B-class trams. However, by 1995, there will still be about 130 W-class trams in operation.

To avoid passenger confusion, the range of tickets available on W-class trams will be the same as the restricted range available from drivers of modern trams. This will result in very few sales by conductors, and their primary role will change to ticket checking and provision of information and assistance to passengers as well as passenger safety.

#### 3.3 PASSENGER ONUS AND REVENUE PROTECTION

The success of an open access system depends in part on effective enforcement of the requirement to carry a valid ticket for the duration of each trip. This is the essence of "proof of payment" and is seen as having the following elements designed to minimise fare evasion:

- \* ticket checking of sufficient frequency throughout the system to favour ticket purchase over the risk of a penalty of known value; and
- \* on-the-spot penalties for failing to carry a valid ticket during a journey.

Ticket checking will generally be carried out by teams of two or three when checking on vehicles. Checking will be evenly distributed to ensure that all services and all time periods are covered.

The retention of front door loading on buses is proposed so that bus drivers can perform first level checking of tickets (i.e. ensure that each passenger has a ticket or purchases one from the driver).



#### 4. PASSENGERS

##### 4.1 PASSENGER SECURITY AND COMMUNITY ACCEPTANCE

Passenger and staff security and safety are high priorities for the Government and the Corporation. In this regard, numerous system features and initiatives will continue to support improvements in these areas:

- \* Modern trams will become like buses. Modern tram drivers will be able to observe boarding and alighting passengers and operate doors accordingly. Modern trams will not move while doors are open and the driver cannot open the doors until the tram has stopped.
- \* Closed circuit video monitoring equipment (CCTV) will be installed on B-class trams to improve driver observation of the rear door and passengers in the second car.
- \* A program to ensure that drivers of all modern trams and Met buses can be in radio contact with Fleet Operations and police at all times.
- \* Information about schedule services will be readily available from many more outlets than at present. New methods will be developed to provide information about rail service delays and disruptions to passengers using unattended stations.
- \* Safe, secure travel at night is a matter which the Met alone cannot ensure. Joint approaches by the Met and local authorities in response to risks perceived by local communities will help to ensure that the Met's efforts and investments are effective.
- \* Fellow passengers will be encouraged to provide assistance to the less able members of the travelling community, as they do now on buses and in many other situations.

##### 4.2 PASSENGER SERVICES AND TICKET CHECKING

Under MetTicket, a new passenger services function will be developed. It will be an Operations function which includes: on-street ticket selling at busy loading points by roving conductors, passenger information and assistance on all modes, ticket checking on all modes through the full range of operating hours, and issuing of infringement notices on all modes.

When MetTicket is fully implemented, open access and proof of payment will require a team of about 400 people undertaking passenger services duties throughout the metropolitan area. This will include up to 70 conductors roving on vehicles and between busy loading points, generally in and around the CAD.

In the first year, new passenger services responsibilities will be developed to operate on tram and bus services, and will require about 200 people. The development of an ability to have passenger services employees working across all modes is a medium-term goal which would allow for the efficient deployment of staff resources.