



METROPOLITAN TRANSIT

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- TRAM AND BUS DIVISION -

TRAM AND BUS TRAFFIC OFFICERS' TRAINING MANUAL

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GENERAL DUTIES OF TRAFFIC INSPECTORS

A Traffic Inspector's first responsibility is to give close supervision to the tram or bus services on the routes under his jurisdiction to ensure they are operated efficiently and regular headways maintained for the convenience of the travelling public.

Regular and dependable services can only be achieved by the full co-operation of the members of the platform staff and their strict observation of the timetable schedules and the Rules and Regulations.

Traffic Inspectors are expected to give full attention to the work of the platform staff in order that any tendency to ignore the schedules or Regulations can be promptly detected and action taken to deal with and rectify the matter. In matters of minor infringements, corrective action should be finalised on the spot.

To be able to do this and give the maximum measure of supervision, each Traffic Inspector must be fully conversant with the timetable schedule on his routes as well as having a thorough knowledge of the Rules and Regulations. In addition he should keep himself familiar with special notices and instructions and see that the employees understand and observe them.

He must have a close working knowledge of his Depot and the routes operated therefrom and be familiar with the special features of each route, such as, location of, loops, crossovers, compulsory stops, Bundy Clocks, end of fare sections, "Slow Down" and "Cut Off" discs on overhead power wires, railways level crossings, etc., also Sports Grounds, Racecourses, Theatres or any other places where crowds may assemble.

His personal appearance and manners are required to be such that he will favourably impress the public as well as provide an example for the uniformed platform staff.

He should be ready at all times to assist passengers and members of the public in every way possible and be able to give any information as may be required relative to the Boards services.

Each Inspector should be conversant with the service needs of his district and should report to the Divisional Traffic Superintendent any service adjustments considered necessary, also any matters relating to rolling stock, track, etc., which require attention.

He is to give special attention to traffic to and from sporting events and other special events on his routes and see that the services provided are used to the best advantage, and report to the Divisional Traffic Superintendent on the adequacy or otherwise of the service, for such attention as may be necessary for subsequent events.

When it is necessary to give special instructions to a tram or bus crew, particularly in the case of "turnbacks" see that both the driver and conductor are advised, and that passengers are informed of alternate transport. For safety of operation, the following tram driver must be instructed to stop at the appropriate fouling studs.

Routine duties which should be given regular attention are:-

Observe and check the passengers on trams and buses at heavy loading points and submit details on passenger check forms provided, at regular intervals or on special occasions, as required.

Inspect conditions of trams or buses and report any defects observed.

See that correct destinations and route numbers are displayed on trams and buses in service.

See that members of the platform staff are dressed in full uniform and that it is being correctly worn. Numerals must be displayed, and only approved emblems are to be worn.

Ride as frequently as duties permit on trams or buses and see that drivers are handling the equipment properly, also observe and check the work of Conductors and carry out ticket checking duty as required to ensure that Conductors are performing their duties correctly and that passengers are not over-riding or evading payment of fares. See that "Scholars Concession Ticket" holders are observing seating conditions, that passengers are keeping entrances clear, and observing non-smoking regulations.

Reprimand employees detected in committing breaches of the Rules and Regulations and report details of such offences, when necessary.

Assist in loading and despatching of trams or buses at important loading points during the peak hour periods in accordance with the traffic requirements.

Co-operate with Traffic Police in the despatch of traffic generally, and by personal contact, establish a workable arrangement for despatches at football, races, and sports venues, etc.

As required, "follow up" and report on appropriate Forms on the progress of Student Drivers and Student Conductors during their initial training.

Make contact with new employees with the object of welcoming them. During their probationary period ride with them as often as possible to "follow up" and check on their progress and help them to avoid mistakes. Reports on such follow up duty to be submitted on the prescribed form for the information of the Conductor Instructor.

Give supervision as required to the loading and unloading of special trams or buses and report any irregularities in connection with the operation of same.

On the A.M. Shift attend to Time Recorder Clocks and clear the tape recordings of the previous day's operations. Check the clocks for correct time and give attention to winding same. At each clearance, replace tapes as necessary. If a clock is stopped it must not be restarted. Radio Centre must be advised of any defects or damage.

Regularly inspect and report on the following:-

The cleanliness of, and any defects in, the employees conveniences.

Service telephones, time recorder clocks and other electrical equipment, noting any defects requiring attention.

Defects in overhead trolley system, such as clips away or part away, frayed span wires etc.

Condition of passenger shelters, loading platforms, and safety zones.

Stop signs, publicity boards, timetables, overhead signs requiring replacement or other attention.

(These inspections should be done by riding one way in the Driver's cabin, either to or from bundy clocks or control points.)

Record on Daily Report Form the times and locations of duty during shift, the number of follow-ups, or ticket checks undertaken, and any incidents which precluded this work from being done. In most cases, movement between locations will provide for this duty, but all such movements must be shown.

Record on form provided, together with the cause, particulars of all trams or buses turned back.

For the guidance of Inspectors the following is set down as the action and procedure to be taken in the event of serious interruption to the service.

1. Interruption to Services: In the event of an interruption to the service caused by a power failure, derailment, collision, blockage on the track, fire, or any other cause, Inspectors must proceed as quickly as possible to the scene and take appropriate action as set out hereunder.
2. Power Failure In cases of interruptions to electric tramway services, the following action must be taken:-
 - (a) Advise Radio Control immediately (service telephone 466,467), Public telephone No.621094, 621095 and endeavour to ascertain the cause, sections affected and probable duration of the power failure.
 - (b) If possible, take appropriate action to maintain services on any unaffected sections.
 - (c) Arrange for block trams, cut-in trams or buses from appropriate depots.
 - (d) When power is rostered, make the necessary adjustments to restore services to schedule running.
3. Derailments
 - (a) Advise Radio Control immediately giving location of derailment and asking for despatch of Breakdown Wagon.
 - (b) Use every effort to re-rail the tram, if possible, before the arrival of the Breakdown Wagon.
 - (c) Arrange as far as practicable for services to be maintained on either side of the derailment.
 - (d) After tram is re-railed, arrange for it to be changed over and make the necessary adjustments to restore services to schedule running.
4. Blockage through Collision with other Vehicle or any other cause
 - (a) Advise Radio Control immediately of the blockage and its location and ask for the despatch of the Breakdown Wagon.
 - (b) Make every effort to clear the obstruction, using another tram or a passing truck, if such can be of use, before the arrival of the Breakdown Wagon.
 - (c) When the obstruction cannot be quickly removed, take appropriate steps to minimise as far as practicable the interruption to the service by operating "bang road" or turning trams at nearest crossover.
 - (d) Request Radio Control to advise all Depots concerned of the blockage and its probable duration, to enable provision of block trams, and to provide "take" crews with run-out trams where possible.

Note: When "take" crews are instructed to run-out, as in this case, it is important to:-

- (i) Provide delayed passengers with accommodation to their destinations with the minimum inconvenience.
- (ii) Instruct crews who would normally be "taken;" to run their trams into depot.

- (e) When the blockage is cleared, make the necessary adjustments to restore services to schedule running. Attention is directed to Rule No.118 in the Book of Rules and Regulations, re authority to move obstructions from the track.

5. Fire

- (a) Advise Radio Control immediately of the fire and its location.
- (b) Proceed as quickly as possible to the scene and get trams clear of the immediate vicinity.
- (c) Take appropriate action to maintain services from the nearest crossovers, and have Depots concerned advised of action taken.
- (d) When it is safe to resume through running, make the necessary adjustments to restore services to schedule running.

Note: In the event of a stoppage which will be of lengthy duration, arrange for a temporary bus service to operate over the affected section.

6. Action to be taken in cases of serious accidents in which trams or buses are involved

In the event of a serious accident in which the Board's trams or buses are involved, the Inspector of the line on which the accident has occurred or any Inspector reasonably near, must go at once to the scene. If the tram or bus crews have not already done so, he is to notify Radio Control immediately and request the despatch of a breakdown wagon, also if required see that any injured persons receive attention in accordance with Rule No.38 of the Rules and Regulations relating to Drivers and Conductors.

Seriously injured persons are not to be asked for statements. If any information regarding an accident is volunteered by slightly injured persons, same must be noted and reported.

The Inspector must observe the following procedure:-

- (a) In the case of a tram or trams, inspect the position of the controller handles, hand, air and emergency brakes, etc. before the trams are moved.
- (b) See that the trams concerned are sent to the nearest Depot.
- (c) If practicable, and when the trams are being taken to the Depot, test the air and emergency brakes and report.
- (d) In the case of a bus, inspect the position of the gears and brakes.
- (e) See that the bus concerned is sent to the nearest Bus Depot.
- (f) If practicable, and when the bus is being taken to the Depot, test the equipment and brakes and report.
- (g) If traffic is blocked, make every effort to reorganize the service. A temporary change of route may be found necessary.
- (h) Report the accident as soon as possible, in writing.

take photographs of the trams and/or bus at the Depot, and that trams or buses are not stopped en route to the Depot for such purposes.

- (j) In the case of accidents involving other vehicles or persons, see that the tram or bus crew obtain witnesses and assist by getting the names of those who may have witnessed the accident from the footpath or roadway.

Note: Immediately after the restoration of the service following a track blockage or serious accident, notify Radio Control giving the time service resumed running, with full details.

The following observations should be made as soon as possible after a serious accident:-

1. The point or points on the track or roadway when the person, vehicle, tram or trams and/or bus or buses in collision were first observed by the driver and/or conductor.
2. The distance travelled by the tram and/or bus from the point at which the driver in charge first realized that an accident was imminent to the point of impact, and approximate measurements are to be taken of the distance. (The distance must be related to the speed at which it may be alleged the tram and/or bus was travelling, and the known braking characteristics of the tram or bus and equipment.)
3. The point at which gongs or horns were sounded and other warnings given.
4. The exact point at which the accident occurred relative to intersections, kerbs, building lines, excavations, obstructions, etc.
5. The distance travelled by the tram and/or bus, after the impact.
6. The weather, grade, condition of the rails and/or roadway, use of sand and the distance along the rails shown by the sand from the point at which the sand was applied to the point at which the accident occurred, and, in the case of a bus, the distance along the roadway as indicated by skid marks, etc., from the point at which the brakes were applied.
7. The point at which the pedestrian or driver of other tram, bus, or other vehicle could possibly be aware of the approach of the tram or bus.
8. The relative position of any objects which might have obstructed the view of the driver of the tram or bus or vehicle or the pedestrian such as buildings, fences, walls, hedges, posts, pillars and excavations.
9. If at the time of the accident, it was dark, particulars of the lighting of the road, the effect of shadows, rain, etc. are to be investigated.
10. The marks on the tram and/or bus and vehicle which indicate the first point of contact, in order to fix as near as practicable the relative position of the vehicles at the time of the accident and whether there was any apparent effort on the part of the driver of the tram and/or bus or the driver of the vehicle to avoid the accident.
11. Particular attention should be given to marks on the road which would indicate the direction of the vehicle and distance travelled just before and after the accident. The Rolling Stock Department will be requested to inspect and test, as far as it is practicable to do so, all trams that have been in serious accidents. The inspection and tests should include wheel flats and all other defects.

In the case of buses, the Bus Branch Engineer will arrange to inspect and test, as far as is practicable, all buses that have been in serious accidents.

7. Injury to
Passengers

In case of injury to passengers or others, obtain names and addresses of injured and have them promptly removed to hospital for attention. See that the names and addresses of all possible witnesses are obtained. Record the ambulance number and hospital to which injured are taken. Record policeman's number and Station. Care of injured and the obtaining of witnesses are to have priority over such other action as may be necessary in the circumstances.

Note: In cases of "Collision between Boards vehicles",
witnesses are not necessary.

The foregoing are some of the duties which specifically apply to a Traffic Inspector.

There are, however, other functions and responsibilities which apply not only to Inspectors, but to all Traffic Officers - these are incorporated in the general training given by the Officers' Training School, and are included in the "Traffic Officers' Guide."
