



The Met.

- TRAM AND BUS -

OPERATIONS OFFICERS - LINE PROCEDURES

DEAN BERNARDINI

PUBLIC TRANSPORT CORPORATION

- TRAM AND BUS -

OPERATIONS OFFICERS - LINE PROCEDURES

I N D E X

PAGE

SUBJECT

SECTION 1. -The NEW OFFICER

1-3	Line Duties of Operations Officers
4	Profile of a Leader
5	The new Officer
6	Officers' responsibilities
7	Correct use of a Daily Report
8	Personal equipment
9	Road responsibility
	- Decision making
10	Two way radio - correct usage
11	Phonetic alphabet
12--17	Guide for calling Fleet Operations

SECTION 2. - ON THE ROAD

18	Public Relations
19	Complaints
20	Priorities
	- Communication
	- Service Runs
	- No appearance by Relief crew
21	Observation on the Point
	- Simulated emergencies
22	Know your road
23--24	Know the other road - the overhead
25	Know your railroad
26--27	Traffic Adjustments
28	Service delays
29	Wayside delays

SECTION 3. - IN THE PEAK

- 30 Headways and Adjustments
 - Balance
 - Headways
 - Turnbacks
 - Passenger comfort
- 31
 - Peak times
 - Taking a Headway
 - Change-overs
- 32 Persistent late running
- 33 After Peak Headways
- 34 Headway Reports

SECTION 4. - COLLISIONS/BREAKDOWNS/DELAYS

- 35--38 Accident Procedures
- 39--40 Loss Assessor
- 41--44 Delay Procedures
- 45 Urgent
 - Emergency
 - Escalation
 - Further examples
- 46
- 47
- 48 Emergency vehicles
- 49 Collisions - tram and buses
- 50 Collisions - at the scene
 - Details required
 - Items to remember
- 51
- 52
- 53 Long delays - use of buses
- 54 Adjustments - long delay
- 55 Grounding a tram or bus
- 56 Bang Roding - explanation
- 57 Reasons for Bang Roding
- 58 Bang Roding - initial procedure
- 59 " " - operational procedure
- 60 " " - post procedure
- 61 " " - items to remember
- 62 Use of ropes
- 63 Towing with ropes
 - Towing "V" & "E" type trams
- 64
- 65 Checking weak brakes - "V" type trams
- 66 Defective brakes "V", "E" and "B" type trams and Defective trams in service
- 67 Damaged Pantographs
- 68 Broken Windows

SECTION 5. - HEADWAY CARDS COMPILATION

- 69--70 Clock board and Clock sheet
- 71--73 Compilation of Headway cards

SECTION 6. - INDUSTRIAL DISPUTE

- 74 On the point
- 75 When in the Depot
- 76 Resumption procedure
- 77 Despatch
- 78 Use of Stand-Bys
- 79 Despatch Book

SECTION 7. - GENERAL REPORTS

- 30 Infrastructure problems
- 81 Follow Ups
- 82 Loading Reports
- 83 Compiling Loading Report
- 84 Despatch and Loading (Special events)
- 85 Holiday Loading
- 86--88 Suspensions
- 89--90 Trainers Guide

SECTION 8. - FAULT FINDING TRAM/BUS

- 91 Fault Finding "W" Class Trams
- 92 Fault Finding "Z1 & Z2" Class Trams
- 93 Fault Finding "Z3" Class Trams
- 94 Fault Finding "V" Class Trams
- 95--97 Fault Finding "Light Rail Vehicles"
- 98 Fault Finding "Man" Type Buses
- 99 Fault Finding "Volvo" Type Buses
- 100 Fault Finding "Articulated" Buses
- 101--102 Step Lift Bus
- 103--111 Automatic Points and Stud Markings

LINE DUTIES OF OPERATIONS OFFICERS

The Operations Officer's first responsibility is to give close supervision to the tram or bus services on the routes under their 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.

Operations Officer's are expected to give full attention to the work of the platform staff in order that any tendency to ignore the schedules or Rules and 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 Operations Officer must be fully conversant with the timetable schedules as well as having a thorough knowledge of the Rules and Regulations. In addition they should keep themselves familiar with special notices and instructions and see that the employees understand and observe the duties required.

They must have a close working knowledge of the Depots 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 Sport Grounds, Racecourses, Theatres or any other places where crowds may assemble.

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

They 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 Corporation's services.

Operations Officer's should be conversant with the service needs of the district and should report to the District Manager any service adjustments considered necessary, and any matters relating to rolling stock, track, etc, which require attention.

They are to give special attention to traffic to and from sporting events on their routes and see that the services provided are used to the best advantage, and report to the Special Events/Revenue Co-ordinator on the adequacy or otherwise of the service, for such attention as may be necessary for subsequent events.

LINE DUTIES (Cont)

When it is necessary to give special instructions to a tram or bus crew, particularly in the case of "turnbacks" ensure 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.

Route duties which should be given regular attention are:-

- (i) 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.
- (ii) Check condition of trams or buses and report any defects observed.
- (iii) See that members of the platform staff are dressed in full uniform and that it is being correctly worn.
- (iv) 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 are observing non-smoking regulations.
- (v) Reprimand employees detected in committing breaches of the Rules and Regulations and report details of such offences, when necessary.
- (vi) Assist in loading and despatching of trams or buses at important loading points during the peak hour periods in accordance with the traffic requirements.
- (vii) 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.
- (viii) As required, "follow up" and report on the appropriate Forms on the progress of Student Drivers during their initial training.
- (ix) Make contact with new employees with the object of welcoming them during their probationary period and ride with them as often as possible to "follow up" check on their progress and help them to avoid mistakes. Reports on such follow up duties are to be submitted on the prescribed form for the information of the Training Centre.
- (x) 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.

LINE DUTIES (Cont)

Regularly inspect and report on the following:-

- (i) The cleanliness of, and any defects in, the employees conveniences.
- (ii) Track Conditions, Points, Crossovers and Termini, noting any defects requiring attention.
- (iii) Defects in overhead trolley system, such as clips away or part away, frayed span wires, defective frogs etc.
- (iiii) Condition of passenger shelters, loading platforms, and safety zones.
- (iv) Stop signs, publicity boards, timetables, service telephones and overhead signs requiring replacement or other attention.
- (v) 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 preclude this work from being done. In most cases, movement between locations will provide for this duty, but all such movements must be shown.
- (vi) Record on form provided, together with the cause, particulars of all trams or buses turned back.

The foregoing are some of the duties which specifically apply to Operations Officer's on line duties.

There are, however, other functions and responsibilities which apply to Operations Officer's on Depot Duties - these are incorporated in the general training given by the Officer's Training School and are included in the "Operations Officer's Office Procedures" manual.