MELBOURNE AND METROPOLITAN
TRAMWAYS BOARD.

Rules and Instructions
FOR
TRAFFIC INSPECTORS

32

Issued
MAY, 1937

S. M. RICHARDSON,
Manager

Melbourne :
J. S. McCLELLAND PTY. LTD., Printers.
1937

FOREWORD

Fast schedules, frequent headways, up-to-date and comfortable trams, equipped in the modern fashion to be attractive to patrons, though essential, cannot in themselves ensure the success of a transport organisation; an attentive and capable traffic staff is absolutely necessary. In these days of competition people look for "service", and any organisation which fails to present its saleable commodity in an attractive guise soon finds itself well behind in the race. It is, therefore, desired that Inspectors who come into direct contact with the public and who supervise the work of the employees should appreciate that members of the traffic staff stand in the position of salesmen of the Board's commodity—transport—and it is largely by their handling of their duties that patrons are pleased or dissatisfied; that we attract passengers or lose them to competitors.

Good appearance and personality are essential. A smart uniform is provided, so let it be worn correctly, kept clean and well-brushed, with buttons and shoes polished. Cleanliness goes without saying. Strive to remain calm and unruffled, no matter how provoking the occurrences of the day. Thus equipped, an officer has a decided advantage. Desultory conversation, a slouching stance, leaning against the front end of a tram, chewing, smoking on duty, and all such offences definitely detract from the smartness and apparent efficiency of an officer.

The man who dons an officer's uniform probably, during his service as driver or conductor, has acquired an insight into the foibles and peculiarities of the travelling public, and also of his fellow-employees. He should, therefore, be able to judge the best method of approach to erring passengers or employees under his control. The passenger is not by any manner of

means always right, but tactful handling prevents him from feeling annoyed at being proved wrong. Similarly, in correcting faults in the employees, the method used can be varied to suit the temperament of the man concerned. In no circumstances, should an officer permit himself to be drawn into a quarrel. There is a higher authority to which disputes can be referred.

The instructions appended hereto give in detail the duties required of Inspectors. Broadly speaking, however, the Board requires each uniformed officer while he is on duty, to be actively engaged in the business. An Inspector who stands at an intersection idly watching trams arrive and depart and waiting for something to happen, is, in value to the organisation, far behind an Inspector who takes an active part in assisting passengers to board and alight, in keeping gangways clear, and so on. Every Inspector should spend much of the time he is on duty riding on the cars on the lines under his control, unless, of course, he is rostered for special duties. He will thus be in a position to check the faults which creep into the work of some employees — rough starting, leaving passengers, over-carrying passengers, crowded gangways, incorrect bell signals, discourtesy and inattention to the needs of passengers. At the same time, he will be on hand to assist conductors, should necessity arise, in dealing with the problems presented by some passengers. The presence of a uniformed official can do much in coping with unreasonable demands.

The standard set for officers is high, but as they are the uniformed representatives of the organisation and the link between the management, the men and the public, it is not unreasonable that officers should be required to aim at making their work, conduct and general bearing beyond reproach.

RULES and INSTRUCTIONS for INSPECTORS

Among the many duties entrusted to the Inspectorial Staff, the following are three of the most important:—

(a) To see that the employees under their supervision observe the Board's Rules and Regulations relating to Drivers and Conductors, and render efficient service to passengers.

(b) To supervise the Board's tram and bus services, and endeavour to maintain smooth running and regular headways.

(c) To safeguard the Board's interests and the convenience of the public in case of service interruptions and accidents.

GENERAL

Rule 1. Set Example.

As responsible officers of the Administrative Staff, Inspectors must always endeavour to set a good example to the employees by being:—

Clean and neat in appearance.

Punctual and attentive to duty.

Polite to and thoughtful for passengers and the public generally.

Mindful of the men's difficulties and, though firm in enforcing the regulations, courteous and just, refraining from being drawn into altercations, showing annoyance and personal feeling, and, in no circumstances, using strong or abusive language.

Rule 2. Observe Rosters of duty.

Inspectors must observe the rosters of duty posted at the Depots to which they are attached, subject to such changes as may be required by emergencies or special traffic, or as may be issued from time to time by their superior officers.

Rule 3. Remain on own lines.

Unless by special permission from a superior officer, or to assist in case of accident or other urgent duty, Inspectors must remain on their respective lines or sections, and, if away for such reasons, must return as soon as possible to their rostered duties, reporting in writing to the District Traffic Superintendent the reason for their absence.

Rule 4. Avoid congregating.

When on duty, Inspectors should avoid, as far as possible, travelling, walking, or being together for more than a few minutes at a time, unless it is necessary to discuss matters pertaining to the business of the Board.

Rule 5. Know Rules and Regulations.

Inspectors must make themselves acquainted with the Board's Rules and Regulations governing traffic, the Traffic Code, and all traffic employees' duties. They must read carefully all new Rules and Notices posted at the Depots for the information of the employees, and also keep in touch with the Depot Masters to maintain co-operation in the running of the road and the special supervision of any men who require attention.

Be conversant with Sections and Fares.

Inspectors must also be conversant with the sections and fares applicable to the various tram and bus routes.

Rule 6. Must not visit certain premises.

When on duty or in uniform, Inspectors must not visit public houses or licensed premises without special instructions to do so.

Rule 7. Refrain from gossiping.

Inspectors must not talk unnecessarily to employees or passengers, but must be ready to give explanations or information when required. All appearance of gossiping should be avoided.

Rule 8. Suggestions invited.

Inspectors are invited to offer suggestions, preferably in writing, which have been submitted to them, or which emanate from their own experience, and which they consider may be of value to the Board. Such suggestions may be submitted to the Chairman or to their immediate superior officers.

Rule 9. Point duty.

"Point" duty must be attended to promptly and thoroughly. When rostered for such duty at crossings and junctions, Inspectors are to regulate headways, endeavour to prevent accidents and see that traffic regulations are observed. The post of duty must not be left except in the case of emergency and then, if possible, someone else is to be called to take over the point.

Rule 10. Notices, Notice Board and Book.

Copies of notices to Inspectors, after being posted for a few days, will be kept in a book at the District Traffic Superintendent's office where they can be seen at any time should an Inspector wish to refresh his memory. All such notices must be initialled by the Inspectors when first read.

SUPERVISION OF EMPLOYEES

Rule 11. Responsible for efficiency of employees.

Inspectors will be held responsible for the general efficiency of employees working on the lines or sections under their direct supervision.

Rule 12. Note and report all breaches of rules.

Inspectors must see that employees observe the rules and regulations. They must make a note of and report all breaches of rules observed by them and corrections given. Important or serious matters are to be reported to the District Traffic Superintendent and Discipline Officer by telephone and as soon as possible in writing, according to the severity or nature of the offence. Notify the employee concerned of your intention of reporting the incident. Record particulars of all breaches of rules and corrections given in special note-book provided for the purpose. Such note-book to be submitted for inspection to the District Traffic Superintendent when called upon.

Rule 13. Strict observance of rules to prevent accidents.

Special care must be taken to see that employees strictly observe all rules which are intended to prevent accidents to themselves or others. Explain how carelessness or foolhardiness will surely at some time or other cause an accident, and instruct them always to avoid unnecessary risk.

"Stop at once."

Also specially instruct them to "stop at once" rather than run a risk of collision with any person or vehicle, even though the stoppage proves to have been unnecessary. Safety to passengers and the public must always be the first consideration.

Rule 14. Observe employees' conduct and work.

When duty does not require them remaining at one place, Inspectors must travel over the lines under their supervision observing the conduct and work of the employees. Such observations can best be carried out by taking short irregular journeys, unless it is necessary to take a long trip to watch or instruct a man specially.

Rule 15. Special attention to new employees.

Special attention must be given to all new employees until they have been working for three months, or longer if necessary, to instruct them in the proper method of working and to see that they know how to deal with all the points that may arise.

Rule 16. Observe and report inefficient employees.

If, after any recently passed conductor or driver has been working for a few days, Inspectors think that he is not suitable for the position, they must report the matter at once to the District Traffic Superintendent. Report all slow, ignorant, or careless conductors and drivers whom, it is considered, require further instruction, also if at any time an employee is considered to have become unfit for his work from any cause, the case must be reported at once.

Rule 17. Instruct clearly.

Inspectors must give instructions clearly and firmly and, when advisable, personally show the employees how their work should be done.

Rule 18. Point out errors.

When correction is required, it should be made, if possible at the time, or as soon as possible afterwards, and in such a way as to avoid attracting the attention of passengers or the public.

Rule 19. Where to ride.

Except when necessary for the purpose of observing, correcting or instructing a driver in the operation of his car or bus, or for testing the operating or braking equipment, Inspectors, other than Instructors, must NOT ride in the driver's cabin, but must take up a position where they will come in direct contact with passengers and be ready to answer all inquiries and endeavour to settle any dispute that may arise between passengers and conductors re fares, change, etc. In addition, see that:—

1. The sun and weather blinds are in position with regard to the weather conditions prevailing at the time.
2. Conductors, where necessary, request passengers to move up and make room for others.
3. Conductors give passengers ample time to board or alight.
4. Conductors give correct starting signal to drivers.
5. Drivers do not start before receiving the correct signals, and are operating equipment satisfactorily.
6. Cars or buses do not arrive at bundy clocks ahead of time and that scheduled connections at intersections, junctions and railway stations are observed.

Rule 20. Inspect Drivers' Running Journals.

Inspectors are to make a regular inspection of Drivers' Running Journals with a view to correcting irregularities, and, if necessary, reporting for disciplinary action. Inspectors are to initial the journals after inspection.

Rule 21. Failing to call end of sections.

A serious financial loss is occasioned each year as a result of passengers over-riding sections, and though these people are often deliberate in their actions, the Board is powerless to prosecute them on account of drivers and conductors failing to call the end of sections. Inspectors must give special attention to this matter, and promptly report all employees who fail in their duty in this respect. If at any time an Inspector considers that there are passengers over-riding on a car or bus, the conductor should be instructed to check tickets held by passengers.

Rule 22. Gangways to be kept clear.

Inspectors, when riding on or despatching cars, must personally, and, by instruction to conductors, see that passengers do not obstruct car entrances. The use of the grab rail is convenient and of assistance to passengers boarding and alighting and should be kept clear. The enforcement of this rule helps considerably to keep the cars on time.

Luggage, parcels, etc. not to inconvenience other passengers.

Also see that passengers are not permitted to place luggage, parcels, etc. in positions that inconvenience other passengers.

Children's folding carriages.

Inspectors are to advise conductors of the Board's interpretation of Regulation 206 (as per Memo. to Inspectors of 7/4/37.)

Rule 23. Take proper action at certain places.

When conditions arise which call for special care on the part of employees, such as accidents, fires, floods, excavations, barriers near track, broken water mains, etc., or when in any place they have to act only occasionally, or in case of emergency, the Inspector must give special attention to instructing employees in the proper action to be taken at such places and times, so that no danger of any kind may arise.

Rule 24. Employees exhibiting signs of intoxicating liquor.

Inspectors are to keep a sharp look-out to see that no employee who may come under their notice is allowed to operate a car or bus if exhibiting signs of having partaken of intoxicating liquor. Should they notice any conductor, driver, signalman or shunter on duty exhibiting signs of intoxicating liquor, they must immediately suspend him from duty and charge him accordingly, then proceed as per Notice to Inspectors relating to men exhibiting signs of intoxicating liquor (dated 23/2/1928).

Rule 25. Sickness of employees on duty.

When employees are taken ill and are unable to continue work, take their place, if necessary, and arrange by telephone in advance for their relief from duty as soon as possible.

TRAFFIC

Rule 26. Watch traffic. Report needs.

Inspectors must at all times carefully note whether the cars or buses in service meet the needs of traffic efficiently. All instances of consistent overloading or inability to carry passengers, or when it appears that service provided is in excess of requirements, should be promptly reported to the District Traffic Superintendent.

Rule 27. Regulate service.

When cars or buses become bunched, or gaps in their frequency occur from any cause, Inspectors must promptly take appropriate action to assist the crews affected to regain schedule running. Report particulars of the irregularity and the action taken to the District Traffic Superintendent and the Depots concerned.

Rule 28. Arrange for special traffic.

When in charge of special traffic for theatres, stadiums, races or other sports, Inspectors are to enter the place of amusement only for such time as may be necessary to ascertain the probable time of exit to enable them to make adequate arrangements for the anticipated traffic.

Rule 29. Report forthcoming events.

Any forthcoming sporting events or other attractions for which it may be necessary to provide special accommodation, must be reported to the District Traffic Superintendent.

Rule 30. Co-operation with Police.

It is essential that there should be complete co-operation between Inspectors and Traffic Police at all times.

Rule 31. Electrical and Overhead defects.

In the case of electrical or overhead defects, notify Carlton Control and Overhead Department, giving location and description of trouble.

Rule 32. Track and Mechanical defects.

In the case of track or mechanical defects, notify Permanent Way Department giving location and description of trouble.

Rule 33. Cars being transferred.

Inspectors must report to the District Traffic Superintendent the movement of cars being transferred from one depot to another or to Workshops during "peak" periods or on occasions of special traffic.

Rule 34. Flats on Wheels.

When an Inspector notices a car in service with flats on the wheels, he is to ascertain from the driver when, where, and under what circumstances the flats occurred, reporting particulars to the District Traffic Superintendent, also inform depot concerned and arrange for a change-over car.

Rule 35. Noisy or Defective Cars.

When a noisy car is noticed in service, or a car becomes defective and the defect cannot be immediately remedied, notify the Rolling Stock Dept. and have car changed over, reporting particulars to the District Traffic Superintendent.

Rule 36. Interruption to Services.

In the event of an interruption to the service caused by a power failure, cable stoppage, 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 in Rules 38 and 39.

Rule 37. Service Interruptions affecting Railways.

In the event of serious interruptions to the tram services when the probable duration is likely to exceed 15 minutes during "Peak", or 30 minutes during "Slack" periods, and where such tramways are adjacent to the Railways, communicate with the Station Master, Flinders Street. In the event of a Railway service break-down, be prepared to augment the tramway service on the route or routes which may be affected by heavy loading in consequence.

Rule 38. POWER FAILURE.

In cases of interruptions to **electric** tramway services, the following action must be taken:—

(a) Advise Control immediately (service 'phone 117; public 'phone No. F 3279) 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) Advise District Traffic Superintendent and Depots concerned.

(d) When power is restored, make the necessary adjustments to restore services to schedule running.

DERAILMENTS.

(a) Advise Control immediately giving location of derailment and asking for despatch of Breakdown Waggon.

(b) Use every effort to re-rail the car, if possible, before the arrival of the Breakdown Waggon. If unable to re-rail it by means of its own power, obtain the necessary gear from the nearest breakdown box.

(c) Advise District Traffic Superintendent and Depots concerned, and arrange as far as practicable for services to be maintained on either side of the derailment.

(d) After car is re-railed, arrange for it to be changed over and make the necessary adjustments to restore services to schedule running.

BLOCKAGE through collision with other vehicle or any other cause.

(a) Advise Control immediately of the blockage and its location and ask for the despatch of the Breakdown Waggon.

(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 Waggon.

(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 cars at nearest crossover.

(d) Advise District Traffic Superintendent and Depots concerned of the blockage and its probable duration.

(e) When the blockage is cleared, make the necessary adjustments to restore services to schedule running.

NOTE:—Attention is directed to Notice C. No. 2033 to Traffic Employees, dated 31/8/31, also to Rule No. 76 in the Book of Rules and Regulations, re authority to move obstructions from the track.

In cases of serious collisions involving either trams or buses, also follow instructions in Rule 40 of this book.

FIRE.

(a) Advise Control immediately of the fire and its location.

(b) Proceed as quickly as possible to the scene and get cars clear of the immediate vicinity of same.

(c) If in City area, draw special switches (see special instructions).

(d) Take appropriate action to maintain services from the nearest crossovers, and advise District Traffic Superintendent and Depots concerned of action taken.

(e) When it is safe to resume through running, make the necessary adjustments to restore services to schedule running.

NOTE:—When special switches are drawn as per Clause (c), Inspectors must not cut them in again, but advise Control to do so.
In the event of a stoppage which will be of lengthy duration, arrange for a temporary bus service to operate over the affected section.

Rule 39.
INTERRUPTIONS TO CABLE SERVICES.

On Cable lines, in cases of cable stoppages, derailment, grip striking check bar, collision, blockage or any other cause, the Inspector of the affected line, or any Inspector reasonably near the location of the trouble, must go at once to the scene and:—

(1) Immediately ascertain whether the rope is affected by the mishap.

(2) Check the action taken by the crews concerned to see that the correct signals have been sent to the Power House (as per Notice No. 2851 of 27/9/35, viz.:—

(a) Dummy derailed when grip is carrying rope—"Examine Rope" immediately followed by "Send Help."

(b) When grip is twisted or jammed in slot and rope cannot be released "Stop Rope" and "Grip Jammed and Wedged in Slot" signals. When safe to do so, send "Start Rope" followed by "Examine Rope" signals.

(c) Grip struck check bar—"Examine Rope."

(d) Accident, fire, or other cause "Track Blocked."

(3) Take all possible action to remove the cause of the stoppage pending the arrival of help.

(4) If possible, keep traffic running by diverting cars at the nearest junction, or pushing them on to the dead track.

(5) Advise District Traffic Superintendent and Depot Master giving full particulars of stoppage, probable length of the delay, and of any diversion of cars from their regular routes.

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.

Rule 40.
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 and, if the car or bus crew or crews have not already done so, he is to see that any injured person or persons receive attention in accordance with Rule No. 169 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, cut-outs, etc. before the cars are moved.

(b) See that the car or cars concerned are sent to the nearest depot.

(c) If practicable, and when the car or cars are being taken to the depot, test the air and emergency brakes and report.

(d) In the case of a bus or buses, inspect the position of the gears and brakes.

(e) See that the bus or buses concerned are sent to the nearest bus depot.

(f) If practicable, and when the bus or buses are being taken to the depot, test the equipment and brakes and report.

(g) If traffic is blocked, make every effort to reorganise the service. Should a temporary change of route be found necessary, the Inspector must station men at suitable points to inform the public of the arrangement.

(h) Report the accident by telephone to the Claims Superintendent, the District Traffic Superintendent and the Discipline Officer and, as soon as possible, in writing.

(i) See that press photographers are not allowed to take photographs of the car or cars and/or bus at the depot, and that cars 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 car or bus crew or crews obtain witnesses and assist by getting the names of those who may have witnessed the accident from the footpath or roadway.

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, car or cars and/or bus or buses in collision were first observed by the driver or drivers and/or conductor or conductors.

2. The distance travelled by the car or cars and/or bus or buses from the point at which the driver or drivers in charge first realised that an accident was imminent to the point of impact, and approximate measurements are to be taken of the distance. (The distance must be checked up with the speed at which it may be alleged the car or cars and/or bus or buses were travelling, and the known braking characteristics of the cars or buses 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 car or cars, and/or bus or buses, 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 or buses, 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 car or cars and/or bus or buses 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 car or cars and/or bus or buses 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 should be requested to inspect and test, as far as it is practicable to do so, all cars that have been in serious accidents. The inspection and tests should include wheel flats and all other defects.

In the case of buses, the Superintendent of the Bus Depot should be requested to inspect and test, as far as is practicable, all buses that have been in serious accidents.

Rule 41.

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 and that the Claims Superindent is advised as soon as practicable. Care of injured and the obtaining of witnesses are to have priority over such other action as may be necessary in the circumstances.

1209