



SYDNEY TRAMWAY MUSEUM

OIC DAILY TRAFFIC OPERATIONS PROCEDURE

~~JANUARY 2009~~ MARCH 2010

SYDNEY TRAMWAY MUSEUM

1. Purpose

To describe the process for the Officer in Charge to follow on a normal Traffic operating day at the Sydney Tramway Museum.

2. Scope

This procedure sets out the process that the OIC should be followed at the start and end of a normal Traffic Operations day.

3. Responsibilities

The Officer-in-Charge shall be responsible for ensuring that this procedure is followed.

4. References

STM6019 - Starters Journal

STM6031 - Tramcar Pre-operation and Stabling Inspection Checklist

STM6070 - Operations Attendance sheet

STM6082 - Application for Friends Membership form

STM6083 – OIC Checklist

STM6104 – Tramcar Availability list

STM6123 - Conductor's Ticket Journal

~~STM6124 – Ticket Sales Summary Sheet~~

STM6125 - Bookshop Pay-in-Form

STM6126 - Kiosk Sales Summary form

STM6127 – Daily Summary and Ticket Sales Summary

STM6128 - Banking Summary Form

STM6141 - Bookshop Computer System Guide

STM6163 - Application for SPER Membership form

5. Definitions

OIC – Officer-in-Change

STM - Sydney Tramway Museum, a trading name of South Pacific Electric Railway Co-Operative Society Limited.

6. Actions

6.1 General

The OIC uses the *OIC Checklist (STM6083)* to ensure that he/she has completed all of the tasks required during the day. Details of the Start and End of the day tasks are listed below.

A visitor, after visiting the museum may wish to become a Member or a Friend of the Sydney Tramway Museum. If so, please give the visitor an *Application for SPER Membership form (STM6163)* or an *Application for Friends Membership form (STM6082)* depending on which membership he/she may want. The visitor should then complete the relevant form and either post it to the address on the top of the form or hand it to the Officer-in-charge.

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6.2 Start of the Day

At the start of Traffic operations the OIC is to:

- a) Open the front gate to allow the Traffic crew to enter;
- b) Turn the power on at the substation;
- c) Open the Display Hall – DON'T FORGET TO TURN OFF THE SECURITY ALARM by following the procedure STM6134;
- d) Unlock the Running Shed doors;
- e) Allocate the trams as per the *Tramcar Availability listing (STM6104)* on the Tools cupboard;
- f) Have the Traffic staff sign in the Traffic Office (currently 2044). All traffic crew must sign the *Operations Attendance sheet (STM6070)* to allow the OIC to assess and sign the form to say the all Traffic staff are “fit for duty”;
- g) Once all Traffic staff have signed on, the OIC must sign the bottom of the *Attendance sheet (STM6070)* to indicate that he/she has assessed all the Traffic staff and that they are “fit for duty”;
- h) Review the notice boards for any new notices;
- i) Issue the floats to the conductors, Bookshop and Kiosk staff;
- j) Check that the Bookshop operator knows how to use the computer. If not ensure that he/she reads the Bookshop Computer System Guide (STM6141) first;
- k) Issue the conductors ticket cases and bags to the conductors;
- l) Ensure that a new *Starters Journal (STM6019)* is on the clipboard ready for the Starter and ENSURE THAT INSPECTIONS ARE CARRIED OUT AT THE START OF EACH DAY AND RECORDED ON THE STARTERS JOURNAL (STM6109) as it is the OIC's responsibility to ensure that the track inspections are performed and recorded;
- m) As soon as the trams return from their first trip of the day on each line, the OIC is to note the result of each inspection trip on the Journal and is take any action required in response to the inspection results;
- ~~m)~~n) _____ Ensure the signs on the front gate have been put out;
- ~~n)~~o) _____ Ensure the lights in the Display Hall (i.e. toilets and Prison tram) are turned on;
- ~~o)~~p) _____ Ensure the first RNP crew turn on the RNP level crossing lights; and
- ~~p)~~q) _____ Then use the *OIC Checklist (STM6083)* for other actions.

6.3 Invoicing Groups

Customers should pay on the day of their visit. However, provided their credit standing is undoubted, some customers, such as school groups, may be allowed to pay later. When customers do not pay on the day they MUST be issued with an invoice. The blank invoices are kept on the shelf in the safe in 2044. When issuing a tax invoice to non schools, the form needs to be amended to suit the occasion. Hand the customer the original, and place the duplicate in the day bag with the cash and other forms..

The invoice amount owing will be included on the *Ticket Sales Summary Sheet (STM6124)* against the conductor who issued the tickets as ticket had been issued. Then each invoice total amount must be recorded as a deduction in the Deduction section (showing “group name – Invoice”) on the *Daily Summary (STM6127)*.

6.4 End of the Day

At the end of Traffic operations the OIC asks the Bookshop, Kiosk and Conductors to “book up” their takings.

The OIC must ensure that the drivers are have:

- a) ~~Fo-p~~Put away the trams in the same roads ~~as~~ that they were stabled at the start of the day.

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- b) ~~To p~~Put all driving keys ~~are to be put~~ in the Driving Tools cupboard;
- b)c) ~~Replace~~ Replace the staff in the staff box; and
- e)d) ~~To complete~~Completed the *Tramcar Pre-operation and Stabling Inspection Checklist (STM6031)* and filed ~~them~~it in the Traffic Office.

The OIC must ensure that the Conductors have:

a) Return the First Aid box and mobile phone to the Traffic Office ; and

b) Place the phone on the charger.

The Conductors are ~~to go to the Traffic Office and then to~~ “book up” as follows:

- a) Remove the float from the cash taken during the day;
- b) Place the float in one of the float bags;
- c) Complete the *Conductor’s Ticket Journal (STM6123)* which is in the ticket case;
- d) Collect any cash taken by the OIC during the day;
- e) Balance the cash against the ticket journal and place the ticket journal and the cash on the desk;
- f) Prepare a new *Conductor’s Ticket Journal (STM6123)* and place it in the ticket case behind the tickets.; and
- g) Places both the ticket case and the conductor’s bag in the cupboard.

The Bookshop operator:

- a) closes off the Bookshop computer till in the Bookshop;
- b) balances the cash with the listing from till, after taking out the float;
- c) completes the *Bookshop Pay-in-Form (STM6125)* with the takings;
- d) puts the float and the keys to the till in the float bag;
- e) puts the day’s takings in the pay-in bag; and
- f) gives the float and pay-in bags to the OIC.

The Kiosk operator;

- a) closes off the Kiosk till and produces a tape of the day’s takings;
- b) balances the cash with the listing from till, after taking out the float;
- c) puts the float and the keys to the till in the float bag;
- d) completes the *Kiosk Sales Summary (STM6126)* with the takings;
- e) puts the day’s takings in the pay-in bag; and
- f) gives the float and pay-in bags to the OIC.

The OIC must then:

- a) check the floats from each conductor before placing the float bags in the safe;
- b) check the completed *Conductor’s Ticket Journal (STM6123)* from each conductor and writes the details on the back of the Daily Summary sheet (STM6127) which should have the Ticket Sales Summary Sheet (STM6124);
- c) enter the total of the *Ticket Sales Summary Sheet (STM6124)* on the *Daily Summary Form (STM6127)* for conductors;
- d) puts the Bookshop float bag in the safe;
- e) check the Bookshop takings by counting the cash, etc. and balancing against the *Bookshop Pay-in-Form (STM6125)* and places the details on the *Daily Summary Form (STM6127)*;
- f) checks the Kiosk takings by counting the cash, etc and balancing against the *Kiosk Sales Summary form (STM6126)* and places the details on the *Daily Summary Form (STM6127)*;
- g) don’t forget to include any invoices for groups in the Deduction section of the Daily Summary Form (STM6127);
- h) complete the totals the *Daily Summary (STM6127)* and check the balances with the total of the cash, cheques, FPOS slips;
- i) places the *Daily Summary (STM6127)* and the cash, etc. in the safe;

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- j) files the *Starters Journal (STM6019)* and *Conductor's Ticket Journal (STM6123)* in the correct folder in the filing cabinet;
- k) checks the First-aid boxes have been returned before allowing the conductors to leave;
- l) checks that both phones have been returned and placed on the chargers;
- m) check that all *Tramcar Pre-operation and Stabling Inspection Checklist (STM6031)* have been completed, signed and filed;
- n) Pin to the Starters Journal any Proceed Order/s (STM 6149) issued during the day;
- o) Arrange for any Incident Report (STM 6149) or Hazard Reporting Form (STM 6030) to be brought to the attention of the appropriate officer of the Museum
- n)p) _____ checks that everyone has signed off the *Attendance sheet (STM6070)*;
- o)q) _____ Sign the bottom of the *Attendance sheet (STM6070)* to certify that the staff were fit for duty; and
- p)r) Closes up the Traffic Office.

On the way out the OIC then:

- a) Check that the flag has been pulled down and put away;
- b) Checks that all the lights have been turned off (including the Prison tram and the ladies toilet);
- c) Checks that the RNP level crossing has been turned off;
- d) Check that the Running shed doors are closed and locked;
- e) Checked that all gates are closed and locked;
- f) Activate the security alarm system for all buildings;
- g) Turns off the power at the sub-station IF THERE IS NO OTHERS USING THE SYSTEM FOR TRAM OPERATIONS;
- f)h) Check that each staff has been returned to the staff box;
- g)i) Ensure the signs on the front gate have been put away; and
- h)j) Lock the front gate

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