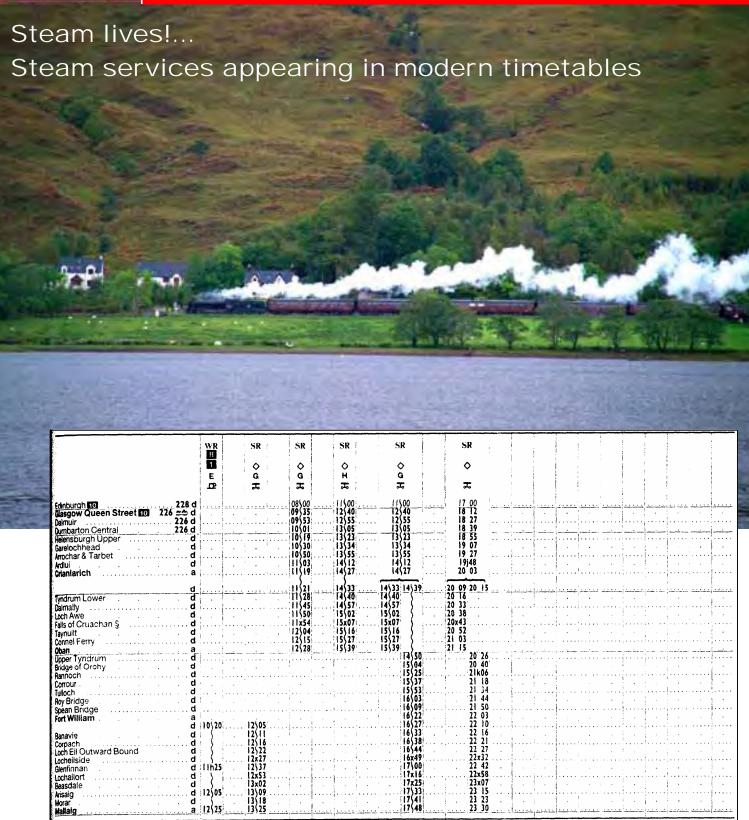


The Times

March 2007

A journal of transport timetable history and analysis



Inside: What users don't like about timetables
Bus route-numbering systems
How to tell a fake
From Shepparton to Mooroopna

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The Times

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Another "timetable" hit from Flickr.

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The users' voice in the timetable dialogue (2)

By Maureen (Mouli) MacKenzie, of the CRIA

Research-based evaluation is a critical and integral part of the iterative design process we use. It allows us to include the users as participants in the design process, and enables us to predict the likely performance of documents in

Our method is ethnographic and diagnostic. It involves a face-to-face interaction between users and a prototype document in a situation that approximates the practical context of use. We ask users to undertake tasks they normally would when using the document. We observe their actions in performing these tasks; and note their descriptions of the tasks, their speed and accuracy in performing the tasks and their comments about the document. Observing the interaction between user and prototype allows us to see patterns of behaviour and thus understand why a particular form of presentation is problematic. Our procedure highlights misunderstandings and inappropriate user behaviour; our observations and data gathering indicate alternative design/meaning solutions.

The power of this method derives from its use in a repeated process of testing and modification. We modify the document to minimise user misunderstanding and confusion. We then retest the document to see if the problem, in the form of inappropriate user response/behaviours, persist. We keep an eye open for unforeseen side-effects as a result of our modifications.

We assume that the problem with the document has been eliminated when the behavioural symptoms associated with that problem disappear in subsequent tests. Repeated experience has shown us that conclusions from such testing are robust in practice. The cost of diagnostic testing is very much less than more traditional methods, such as surveys or focus groups, because it is not necessary to use large numbers of respondents. The intent is to identify major problems and minimise or resolve them; not to prove that all the population can understand the document.

In the case of the timetables for Queensland State Transport we were commissioned for a single round of testing only. We expected the testing to confirm the problems in existing timetables (which we had diagnosed through our earlier structural analysis) and to indicate where these conditions had been successfully dealt with in our Enhanced Numeric and Timeline prototypes. We also expected the testing to indicate how we could develop the prototypes to further improve user performance, and to highlight any unacceptable side-effects with our proposed solutions.

How the testing was conducted

With the assistance of a Department of Transport representative, we tested fiftytwo people over a period of two days at two inner-city locations. Unlike some studies which use homogeneous sampling techniques to obtain representative information about the average person, we designed our sampling procedure to diagnose the range of problems a heterogeneous sample of people has in using timetables. Our participants were from many ethnic backgrounds: Australian, European, Asian, Aboriginal and Pacific Islanders; and comprised regular users of public transport (65%), casual users (33%) and non-users (2%). Of the respondents, 67% were adults, 12% were youths and 21% were senior citizens. Use of English was problematic for 13%, and 11% of respondents were tourists with no local knowledge.

We compared three approaches to the presentation of timetable data:

Standard

The existing alphanumeric Queensland Rail timetable for the Ipswich line, referred to below as the Standard. It provided a baseline for comparative assessment.

Enhanced Numeric

Our alphanumeric prototype timetable for the Ipswich Rail line. It was included to enable us to assess the performance of our many graphic changes in isolation from the linear presentation of timing data on the Timeline.

Timeline

Our linear graphic timetable prototype for the Ipswich Rail line. It has the same rotated format as the Enhanced Numeric, and the same graphic devices to clarify route and interchange information. The numeric timing points, however, are replaced with linear representation—hence the reference, Timeline.

We showed the three alternative forms of timetable briefly to each respondent, and then handed them one particular version and gave them time to familiarise themselves with it. We then asked respondents to perform a number of tasks (without help

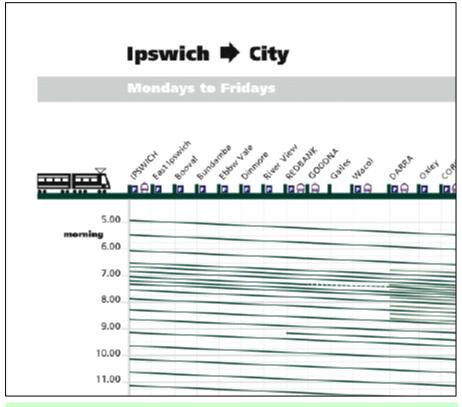


Figure 8 Timeline prototype for the Ipswich rail service



Figure 8b: detail of timeline prototype.

or instruction from the testers). We noted all instances when they became confused, or gave up because something was incomprehensible.

The tasks we asked people to do were based on our initial research on what people need timetables for. The tasks were designed to test respondents' ability to identify key elements on the timetable, and to allow our observation of the ease or difficulty with which respondents could locate correct times; distinguish between the different scheduling periods; and recognise frequency patterns (see MacKenzie et al, 1983).

We rated respondents' performance in two ways: accuracy of interpretation (correct or incorrect answer), and ease of access (timed in number of seconds until correct answer given). We also documented respondents' comments and behaviour.

We established a 30% failure rate as the determining indication of an unacceptable level of performance. That is to say, where 30% or more of the heterogeneous sample failed to respond correctly to a particular task, the results indicate that the timetable has a major problem in need of repair. Establishing cut-off points, like the 30% failure rate used here, is our normal way of handling diagnostic quantitative data.

The full results are published elsewhere (MacKenzie & Howell, 1993). Briefly, the Standard timetable caused people considerable problems in accessing and acting on timetabling information. Respondents with this timetable could not complete eight of the eleven performance-based tasks.

The Enhanced Numeric and Timeline performed significantly better than the Standard. Though respondents were unfamiliar with the Timelines they quickly overcame their initial response of alienation from the imagery of the lines, and performed most table look-up tasks more quickly and effi-

ciently than those respondents using the numeric timetables.

Our analysis of the results suggests that a number of components of presentation contributed to the significant improvements in the performance of our prototypes over the standard genre: use of the 12-hour clock, use of the rotated format, use of common language terms, the increased legibility of figures on the Enhanced Numeric and the use of simple and intuitive graphic icons instead of abbreviated words (see MacKenzie & Howell 1993).

What the testing showed: numeric or linear

What we found to be the most significant outcome of the testing was the revelation of the potential value and the very real limitations of the Timeline approach.

Potential value

Analysis of our results from the constructionist framework we adopt at the Institute allows us to see the various ways in which documents are used by people to generate meaning (Penman 1993). User testing showed that Timelines can be read in a different way to numeric timetables, allowing users to generate new understandings of the services provided.

Tasks 5 and 7 were designed to test whether people could use the arrival and departure time information to identify a pattern of the regularity and frequency of train services throughout the day. It became apparent during testing that respondents had not thought about extracting this kind of information from timetables before:

'A regular pattern? I had no idea the trains were like this'

Respondents using the Standard and Enhanced Numeric both failed to see a clear picture of when regularity patterns

changed. By contrast, respondents using the Timeline reacted to their discovery of the changing frequency of service throughout the day with enthusiasm. Commuters commented on the value of this level of understanding, for timing their travel to coincide with a range of peak hour services, noting a possible range of times for working late before they would need to bring the car. The visual presentation of the Timeline format has the potential to increase user familiarity with their service. allowing them to make decisions and take an action they had not considered before. People using the Timelines became actively involved in constructing new meanings in an interaction that numeric timetables cannot generate.

Limitations—the issue of precision

Although the visual presentation of the Timelines triumphed over the accessibility of alphabetic presentation when the task was to recognise the pattern of services, our testing diagnosed a serious side-effect in the Timeline—a lack of precision. Using the Timeline—a lack of precision. Using the Timeline 72% of respondents could not specify the departure times with a greater accuracy than five minutes, indicating that, for the majority of respondents, the Timeline has a precision range of five minutes. This lack of minute-by-minute precision, proved inadequate, for 56% of users:

'I don't like it at all. It's not accurate enough...I'd have to check on the phone'

'I wouldn't want to miss my train by 2mm!'

Yet almost half the respondents, 44%, were unconcerned about the lack of precision:

'This is a significant improvement. Speaking as an old man it would be a tremendous help to old people. You can see things at a glance—you're not disadvantaged by failing eyesight, and I always get there a bit early anyway'

'It's less jumbled. I don't need all the times on it because that just gets confusing with all the different columns of times of trains'.

The inter subjectivity of understanding

Our user testing of the Timelines highlights the way in which documents are open to the generation of different meanings. A document cannot have a concrete immutable message. Meaning is brought into being through people's interaction with the text. The Timelines gave what might appear to be different messages depending on who was interpreting them. Users that are numerically orientated found that the Timeline lacked precision. However, for nearly 50% of people the graphic voice of the Timeline spoke more directly to them, and they took longer to construct their reality for action from the numeric timetables.

In summary, timetables are read for very specific purposes by specific readers with specific needs. When reading a timetable we rarely need to go from beginning to end. Instead, we enter at a specific point and leave when we have found the information we need. The Standard timetable provides very little in the way of access features. It is a voice which is not easily understood by the majority of users. On the Enhanced Numeric and Timeline we introduced a more graphic voice which focused the traveller's attention, allowing them to enter the timetable at a place relevant to them. For example, we emphasised the route and direction of travel, with the train/bus icon on the left, and the arrangement of the stops running from left to right. The route travels with reading gravity, left to right. It is a better match with people's expected reading pattern than the current genre of timetable which has the stops running vertically, and so helps the traveller to identify their particular departure and arrival points.

But in our research on document structure and design we have repeatedly found that different readers have different needs, different access strategies and different search strategies. There is no one strategy for searching or accessing that suits all. Our conclusion is that information needs to be presented in different ways to different people, because different people have different needs.

Our research has been encouraging, showing that the graphic voice we introduced to the timetable dialogue on the Enhanced Numeric and Timeline does address particular access problems of the standard genre of timetable. By introducing wording and structures (the rotated format) that are closer to people's normal everyday way of doing things, we were able to improve performance across the range of tasks tested. Our more visual prototypes provide

people with a broader understanding of individual routes, and open up an understanding of the overarching system of route and service connections.

However, neither the Enhanced Numeric nor the Timeline speak appropriately to all users. In the dialogue between providers and users of public transport we need to heed the feedback from user testing. The next step would be iterative development and refinement of a new style timetable that speaks in a number of different voices. By this I mean a new genre of timetable that combines the precision of numeric presentation with the improved and broadened performance engendered by the introduction of graphic features. Perhaps the lines showing trains could be thickened enough to overprint timing in minutes at each stop. Or as a colleague, Richard Maillardet suggested, the background grid could be simplified to hourly horizontals. and the exact minutes could be positioned in accordance with the vertical lines which mark the stations-dispensing with the train timeline, but keeping the concept, so that the actual times, in minutes only, were on a slant passing through stations rather than in a horizontal matrix. This could, as Maillardet suggested, change user's assumed task from wading through a sea of numbers to seeing and selecting which train they want to catch.

Unfortunately, we were not commissioned to take up this challenge to integrate the numeric and the visual—not for design reasons, but for another critical to the design of any dialogue. In every research and design project there are many voices that need to be considered. In this project, because of the nature of our contract with the State Transport Department, we were unable to listen directly to the urban and local transport providers voices, or to take sufficient account of their interests. Left out of the dialogue, they understandably did not feel any ownership of the new timetables, and rejected the Department's proposal for integration.

David Sless (Sless 1999) has discussed at length the challenge information designers face in dealing with the organizational and broader political contexts. As information designers our methodologies need to encompass more than a process for design development. Our work is entangled in an organizational and political web. If we are to implement the designs we develop, our very real challenge is to position ourselves so we can manage the weaving of that web.

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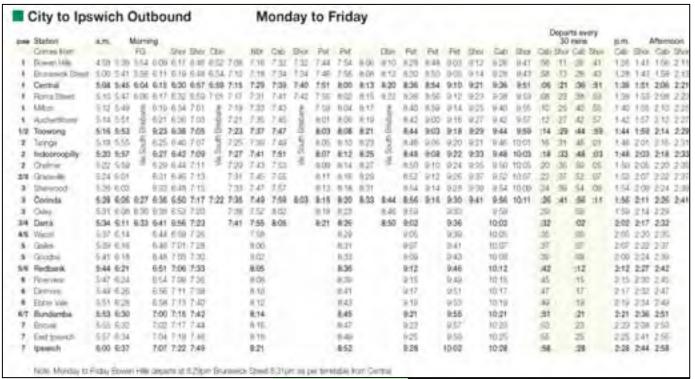
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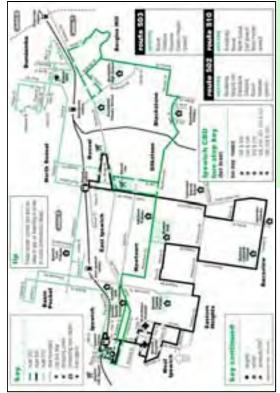
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What you get instead.

Above, left and right are current train and bus timetables for the lpswich area.



Steam lives!

VICTOR ISAACS

rare feature of public timetables in the modern diesel and electric era, is finding special steam trains embedded in the services. This article illustrates three examples:

- Canada: Toronto to Niagara Falls, from 25 April 1976, (p8, top))
- Britain: Mallaig to Fort William, from 2 June 2002 (p8, bottom), and
- Hungary: Budapest to Szob, from 10 June 2001 (below).

These are all special steam trains, but for the general public.

The British illustration is extracted from the National Rail Timetable – of blessed memory, because it has recently been reported that Network Rail is to discontinue publication of this very useful volume.

The Canadian example is a train between their biggest city and a very major tourist attraction. The British example combines mountain and coastal scenery in Scotland. The Hungarian train is along the beautiful Danube River bend. Note the little steam locomotive symbol at the top of the column.

A variation of this idea is the operation of steam locomotives on regular trains. Germany has provided this service on a number of occasions in recent years on both passenger and freight trains. The German name for this is Plandampf

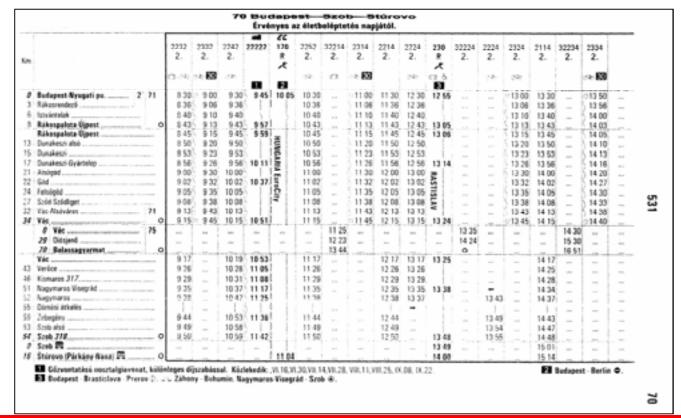
And, of course, Plandampf also operated in Victoria. A couple of years ago, for a few months, West Coast Railway rostered a 1950s-era R class express passenger engine on a regular Saturday train from Melbourne to Warrnambool and return. Sadly, as far as I know, this feature was never mentioned in the ordinary public timetables, so we can't illustrate it here. No doubt, some members of the regular public were delighted by this mode of operation, some bemused, and some indifferent.

As well as the steam train schedule, the Canadian timetable has a number of other interesting features:

1. The timetable is issued under the imprint of both Canadian National Railways and VIA. CN maintained a positive attitude to passenger services long after Canadian Pacific Railways. However in 1976, tiring off the losses, CN devolved them into a stand-alone organisation within CN called VIA, to better identify the costs. This timetable, 25 April 1976, is the first (and possibly last) under both names. In a further development after only a very short time, the Canadian Federal government was convinced to take direct responsibility for non-commuter passenger trains from CN. The few surviving CP passenger trains

were also added to VIA. Thus VIA was converted into a Crown Corporation (the Canadian name for what Australia calls a Statutory Authority) with separate government funding and management.

- 2. The origins of VIA as a CN creation are however still apparent in that most VIA trains today run on CN tracks. In addition to owning and operating passenger trains, VIA now also owns a few kilometres of tracks, otherwise unwanted by the railways for their freight operations.
- 3. Like all Canadian public timetables since at least the 1950s, everything is in the two official languages, French and English.
- 4. The timetable was once owned by the Thomas Cook Timetable Publishing Office. There are marks on the Toronto-Kitchener-Stratford-London table which show altered trains being marked off for inclusion in the Thomas Cook Overseas Timetable.
- 5. Passenger trains still operate on all lines shown on the Canadian page.
- 6. The Canadian page shows also Toronto-Stouffville and Toronto-Barrie commuter runs. They still operate, but now under the auspices of GO, the Government of Ontario Toronto-area transit service.



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STEAM SPECIALS

Great news for tourists and steam enthusiasts: Special trains and side trips starting June 12. See table 28 (subject to change). Tickets sold in Toronto, Hamilton and Niagara Falls.

OPERATION - VAPEUR-

Bonnes nouvelles pour les touristes et les amis du rail: des trains spéciaux et des excursions— vapeur à partir du 12 juin. Voir tableau 28 (susceptible d'être modifié). Les billets sont en vente à Toronto, Hamilton et Niagara Falls.

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Also stops at Westerton 0557 From 17 June. The Jacobite Steam Train			E 28	July only July to I Sep e Jacobite S					On Glasgow Public Holi- Tuesday 3 and 4 June, a 0643	days, Monday an ilso Monday 15 Ji
				m 30 June til 23 June				e f g	Arr. 0954 Arr. 0941 Arr. 1942	
								h j	Arr. 1102 Arr. 1944	
6								k	Arr. 2102	
l e										

Some thoughts on route numbering systems or

Where Does the T721X Go?

Hilaire Fraser

arge Australian cities now use what I call the "RSI" system of bus route numbering, where "R" the first digit stands for a region within the city, "S" the second digit stands for a sub-region and "I" the third digit indicates a particular variation in the sub-region.

In <u>Sydney</u> numbers are allocated to regions as follows:-

100 series Northern Beaches
200 series Lower North Shore
300 series Eastern Suburbs
400 series Victoria Rd Services and Upper North Shore
600 series North of Parramatta
700 series West of Parramatta
800 series South of Parramatta

900 series Liverpool to Bankstown to Sutherland Shire

With regard to sub-regions the 390 series is used for Eastern Suburbs services proceeding along Anzac Parade as follows:-

391 City-Gresham St La Perouse via Surry Hills & Bunnerong Rd

392 Circular Quay Prince Henry Hosp via Bunnerong Rd

393 Railway Prince Henry Hosp

394 Circular Quay La Perouse

395 Railway Maroubra Beach

396 Circular Quay Maroubra Beach

397 Circular Quay South Maroubra

399 Circular Quay Prince Henry Hosp via Malabar Bch

"L" (Limited Stop) and "X" (Express) prefixes are used as follows:-

L94 Circular Quay—La Perouse

X92 City-Martin Place-Prince Henry Hosp via Bunnerong Rd

X94 Circular Quay— La Perouse

X96 City-Martin Place—Maroubra Beach

X97 City-Martin Place—South Maroubra

In Sydney the "E" prefix is used for express services on the Northern Beaches to uniquely identify express services in this region e.g. 188 Railway-Avalon Beach becomes E88 Railway-Avalon Beach.

In <u>Melbourne</u> numbers to regions are allocated as follows:-

1-199 Tram Routes

200-399 Footscray & Doncaster (i.e. former government bus routes)

400 series Western 500 series Northern

600 series Eastern 700 series Knox City/Bayside

800 series Dandenong

900 series Pakenham & Rowville

In <u>South-East Queensland</u> numbers are allocated to regions as follows:-

100 series Brisbane South

200 series Brisbane East & Redlands

300 series Brisbane North 400 series Brisbane West 500 series Ipswich Logan City

600 series Outer Brisbane North & Sun-

shine Coast

700 series Gold Coast

In <u>Perth</u> numbers are allocated to regions as follows

1-99 Central

100 series Western & Fremantle

200 series South-East 300 series Eastern 400 series Northern

500 series Southern Suburbs Railway bus

network (from July 2007)
700 series Limited Stop Peak-Hour Ser-

vices (formerly "Fastworker")

800 series Limited Stop Full-Time Services (formerly "Citylink")

900 series High Frequency Services

Note that 700, 800, 900 series represent a type of service rather than a region.

In <u>Adelaide</u> numbers are allocated to region as follows:-

100-299 Adelaide Plains

300 series Feeder & Cross-Country

400 series Feder & Cross-Co 400 series Elizabeth 500 series North-East 600 series Southern 700 series Noarlunga 800 series Adelaide Hills 900 series Salisbury-Virginia

Adelaide also uses letters prefixes to indicate various routes:-

J1/J2/J3/J7 are Jetbuses travelling to or via the Airport

(C1X, C2X are Express Jetbus routes terminating in the City, immediately introducing the "X" suffix for express services) F40/M44 are cross city links to Flinders Uni and Marion respectively

G1/G2/G3 are Golden Grove Feeders and RZ4/RZ5/RZ6 are Roam Zone taxi-bus services.

The "T" prefix is used for Transit Link Limited show services. The "F" suffix denotes a fast service with a set down restriction hence:

721 City Noarlunga Centre All Stops

721 F City Noarlunga Centre First

Set Down Sturt Rd

721X City Noarlunga Centre Express

to Panalatinga Rd

T721 City Noarlunga Centre Transit Link

T721X City Noarlunga Centre Transit Link Express to Reynella

Suffix letters are also used to indicate short-working or variations of base routes. For example short-workings of 171 City-Mitcham Shops via Fullarton Rd are 171A Highgate & 172B Mitcham (High St). This practice reminds one of the alpha-numero Adelaide route numbering system used prior to the 1980s for plains routes, where a single-digit or two-digit number was used for the base route and variations were lettered, for example:-

30 City—Semaphore (now 152)

30A City—Woodville

30B City-Junction Rd

30C City—Port Adelaide (now 151/3)

30D City—Largs (now 333/4 feeders)

This system became complex with variations such as 28J and 28K.

In <u>Hobart</u> numbers are allocated to regions as follows:-

1-99 Central

100 series Outer North (Bridgewater/ Gagebrook/Brighton)

200 series Eastern Shore

100 series numbers are also now creeping into central area routes for example with the Battery Pt variation of 54/55 becoming 154/155.

In <u>Canberra</u> a base two-digit system is made up as follows:-

10-19 Belconnen & Tuggeranong shortworkings of intertown services

20-29 Woden/Weston Ck

30-39 North/South Canberra

40-49 Belconnen

50-59 Gungahlin

60-69 Tuggeranong

70-79 Community Services

80-89 Miscellaneous

Overlaying this two-digit system a threedigit prefix can be imposed as follows:-

100 series Feeder Services extending to the City

200 series Feeder Services extending to Russell & City

300 series Intertown Services

700 series "Expresso" Peak Hour Services

900 series Evening & Weekend Services

For example the 315 Spence-Theodore Intertown service has its ends numbered 15 for Belconnen-Spence & Tuggeranong-Theodore when feeders operate. Also 16 Kippax-Belconnen operates as 116 Kippax-Woden via City and 216 Kippax-Barton via Russell, 25 Cooleman-Woden operates as 225 Cooleman-City via Russell and 925 Cooleman-Woden (evening and weekends, omits Weston Campus of Canberra College)

Prior to 1998/1999 Brisbane had a unique route-numbering system.

In Gregory's "Brisbane by Public Transport" published in 1982 for the Brisbane Commonwealth Games Peter Spence wrote:-

Of all Australian cities, Brisbane has the most difficult bus system to comprehend. Following the abandonment of the tram system, the Brisbane City Council (BCC) implemented a replacement bus service over much of the former tram system, to operate alongside the existing bus operations. But the two systems have never been integrated.

Out of replacing the tram operations, a rather odd route numbering system evolved. Numbers 1-99 were held by most previous bus operations—and the new trunk routes were allotted numbers 100-199.

In addition to these services a number of express service are operated. Their number is prefixed by '2': for example. Salisbury express is 271, which is a Rocket service - a limited stop and pick-up operation. A

less restricted express to Salisbury is 201.

To complete the picture, Salisbury-Clayfield tram service was route 71, with route 51 short-working to Moorooka (Salisbury route) and route 61 short-working to Oriel Rd (Clayfield route). The Salisbury-Clayfield bus service became route 171 with short working 161 to Moorvale (Salisbury route). Basically 100 was added to the tram route.

In time the Salisbury route was extended as:-

- 121 Acacia Ridge via Beatty Rd
- 131 Acacia Ridge
- 141 Algester via Acacia Ridge
- 151 Algester
- 181 Nathan
- 191 Griffith University
- 251 Algester Rocket
- 491 Algester via Garden City City Precincts Service
- 501 Algester Cityxpress Limited Stop Service
- 511 Griffith Uni Cityxpress
- 521 Acacia Ridge Cityxpress
- 531 Inala Cityxpress

Notice the last digit "1" signifies that these are Ipswich Rd/Beaudesert Rd services and the second digit identifies a particular variation, "100 series" means all stops services, "200 series" means Express or Rocket services, "400 series" means City Precincts services and "500 series" meant Cityxpress limited stop services. Also "300 series" operated as cross-country routes eg 358 Toombul-Mitchelton which still operates today.

Other cities in addition to Adelaide and Brisbane have had new route numbering systems implemented. In Sydney, before 1980, private bus services were numbered from 1 to 244, without any particular geographical pattern. For instance North & Western operated 43, 53, 75, 85, 95, 99, 126, 205, 228 & 234. Several routes such as Parramatta Bus Service's 200 had many variations. Renumbering made a great deal of difference. Also, some government bus routes have been renumbered into more logical sequences. For example 336 and 337 down Bunnerong Rd were renumbered 391/2 in accordance with the Anzac Pde "390" series.

Melbourne private routes were numbered something like 1A to 200A prior to the first edition of the Melbourne Public Transport Map which came out in 1971. At this time some tram routes were renumbered to eliminate letters, e.g. 4D City-East Malvern (Darling Rd) was renumbered 3.

In the late 1970s Canberra's bus routes were renumbered from a two-digit series to a three-digit series then back to a two-digit series in 1999.

In the mid 1970s Hobart introduced route numbers for the first time.

Perth has adjusted its more organic numbering structure over time to produce its current network.

I hope this article has given you some flavour of how large cities bus networks operate, as well as something of their historical development.



Urban Bus Routes in Country Victoria A 1960s selection

GEOFF MANN

Depart Daylesfo	ord		Depart Heburn Springs					
Mon. to Fri.	Sat.	Sun.	Mon. to Fri.	Sat.	Sun.			
A. M.	A. M.	A. M.	A. M.	A. M.				
8.30	8.30	10.00	8.45	8,45	10.15			
10.00	9.30	11.30	10.15	9.45	11.45			
11.00	10.00		11.15	10.15				
12.00 Noon	11.00		12.15	11.15				
1.30pm	12,00 No	on	1.45	12.15pn	a.			
2.00			2.15					
3.00			3.15					
4.60			4.15					
5.00			5.15					
5.40			5.50					
FARE: 2/6 Si	ogle.							
OPERATOR								
	Martyn's	Bervice,						
	Vincent							
	DAYL	ESFORD.						

service from Daylesford to Hepburn Springs, despite a resurgence of interest in the area.

Mooroopna to Shepparton

This time, the route is described in reverse because Mooroopna, home of the well known Ardmona fruit cannery and the smaller of the two centres, was the operator's home town (picture, p 12). The two urban areas, some 4 kilometres apart, are separated by the extensive flood flats of the Goulburn River and are linked by what is virtually a causeway.

The timetable again suggests that there were extended layover periods, assuming that the return journey could be accomplished in 30 minutes. The most noticeable is the last trip on Sunday evening. Saturday was the busy day as evidenced by the more

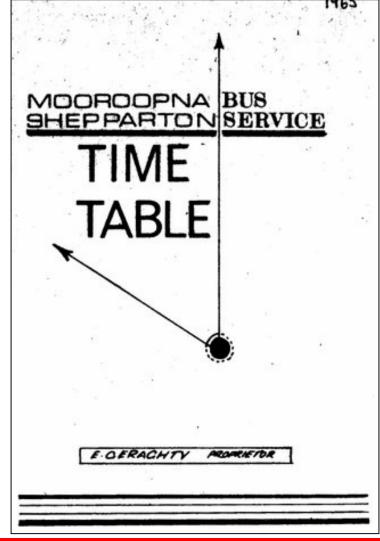
o doubt numerous examples of rural towns and cities with neighbouring settlements can spring to mind. I have chosen two essentially because I have timetables of the bus services which plied the connecting roads in the 1960s. The towns have very different characteristics and the bus services also differed markedly.

Daylesford to Hepburn Springs

Daylesford, the larger town, was a popular holiday destination in earlier days. It was 75 miles from Melbourne by rail and well served by trains before the rail line closed. A major attraction in the locality was the mineral springs, a number of which were located at the aptly named Hepburn Springs, situated about 2 miles north of Daylesford. There was (and still is), scattered housing along the road joining the two centres—Daylesford being the more important commercial centre and location of the bus depot.

The services provided coincided with shopping hours on Monday to Saturdays, with plenty of layover time, given the suggested 15 minute running time each way. However, Sunday was unusual in that 'church' buses ran in the morning. Was the driver a churchgoer, or was patronage such to justify the two return trips? I guess that all tourist travel had gone by 1962, the date of the timetable (which is a copy of the VR ["Victorian Railways"] or Government Tourist Bureau timetable sheet).

Martyn's Service later became Little's. There does not now appear to be any local



The Times March 2007

BUS LI	AVES	SHEPPARTON	*BUS LEAV	ES I	MOOROOPNA		
• Monda	y to Friday ·		. • Monday	to Friday			
9.00 a.m	4.30		8 30	4.00			
10.30	5.30		8.30 a.m	5.00			
12.00	6.15		9.30	5.45			
1.00	7.00		-11.00	6.30			
1.45	7.45		12.10 p.m	7.15			
2.30	8.30		1.15	8.00			
3.30	9.30		2.15	9.00			
	11.00		3.00	10.15			
- Saturda	y Only		- Satu	rday Only			
9.00 a.m		7.00	8.30 a.m	2.20	7.15		
10.00	2.40	7.30	9.30	3.00	7.45		
10.30	3.20	8.00	10.15	3.40			
11.15	4.00	8.30	11.00	4.20	8,45		
12.00	4.40	9.00	11.30	5.00	9.15		
STORY OF THE	5.20	9.30		5.40	10.00		
12.30 p.m	6.00	11.15	12.15 p.m	6.15	11.30		
1.20	6.30	12.00	1.00	6.45	12.15 a.m		
	接接图 20	12.30	1.40				
	 Sunday On 	ly •	Sunday Only -				
2 00 0 0 2	20 2 00	2 45 4 20	1.30 p.m. 2.	0 2 40 3	20 4.00		
5.30, 7.00;			5.00, 6.30,				

frequent service. Saturday afternoon services probably catered for sporting events and the last departure from Shepparton at 12.30am seems surprising today. I spent a few Saturday nights in Shepparton in the early 1960s. The dances were very popular and together with picture theatres, the city

was a drawcard for many. I do recall seeing Geraghty's lovely old Reo awaiting departure on a number of very late evenings! In fact, his 1947 Reo was not deregistered until 1976. Sunday afternoon services were still provided at the time of my timetable which is circa 1965.

Geraghty sold out in 1981 to Jacobson. Currently there are about 6 weekday return trips between Shepparton and Mooroopna and 4 on Saturdays



Railroad timetable authenticity

AATTC member VYTAUTAS B. RADZIVANAS recently contributed the following article to the US website "Railroadiana Online."

ailroadiana On-line Editor's Note: We received the following comments from a collector in Australia and are reprinting them here, with permission and minor editing. This is a nice discussion of some issues concerning railroad timetables and their authenticity and we thank the author for his comments!

In your Fakes section, you discuss fakes, reproductions, generic and fantasy items, etc., but I feel that what you list in your website is only the tip of the iceberg. There are 12 more categories of the "level of authenticity" beyond the several you categorize which may be more unusual in timetables than in general transport collectibles. For at least the "paper" and subcategory "timetables", I'd suggest including them in your listing of "fakes, reproductions, etc" since they are quite different from what a collector would ordinarily expect to find in more general terms, and all these "new" categories represent a new "twist" on the issues of "authenticity"! They are:

- Third Party Timetables Authorized
- Third Party Timetables Unofficial
- Informational Research Timetables
- Digital Media Timetables
- Internet Timetables
- On-the-Spot Printed Timetables
- Handwritten Timetables
- Handwritten, Revised Printed Timetables
- Sticker-revised Timetables
- Timetables Printed in News Media
- Officially Published Timetables but of Poor Quality
- Model Railroad Timetables

Third Party Timetables - Authorized

These are timetables which are not actually published by the public transport operating carrier, but by other parties with the official authorized sanction of the carrier. Examples of this includethe TDI (Transportation Displays Inc) suburban specific station timetables published commercially by them, funded by advertising in the timetables and often promoted to specific businesses in the immediate area and which are targeted at commuters at specific stations. The carrier provides the service information to the publisher, who then prints and distributes it at stations and elsewhere in the community. The same information, though in a different and station-specific form, may also be published by the carrier itself —but in the form of a full train schedule of a line. An example would be the New York Central Railroad (now Metro-North service) timetable for the schedules of the entire length of the Hudson Division Line, New York-Poughkeepsie published by the railroad itself, with a TDI- published timetable showing the same service for only the station at the suburb of Yonkers on that line. In other cases, another publisher might also publish an authorized timetable showing a parallel carrier's timetable in full service, but might wish to include it for tourist promotional advertising in a general broader region. Many of these are more of a "glossy" brochure" type with photos, as opposed to the carrier's own timetables in more plain paper and printing, even though both might be distributed in the same station rack. The third party's timetable will generally appear in other racks around town, but the carrier's timetables will not. The format, quality, and sophistication for many of these third party timetables may vary considerably.

A more substantial and very professional authorized example of third-party timetables were the Cook's Continental (later European) and Cook's Overseas (International) timetables, the "Official Guide" of railroads in North America, (Russell's Guide Bus Timetable), and several international shipping and airline guides. These were all hefty books. In the case of Russell's Guides, many bus companies actually omitted publishing their own timetables but used excerpt pages from Russell's Guides modified somewhat by having Russell's Guides actually publish their timetables on behalf of their own operations for a fee, so that there would not be advertising and it would "look" as if the carrier itself had published its own timetable. The telltale marks of this would be the common format and type font, as well as "Table Number" taken directly from the pages of Russell's Guides. A bus company of 4 routes in total, having table No's 4533 4537 and 4538 or another with table numbers 4534, 4535, 4536, and 4539 is a sure guarantee that they were published by Russell's Guides, since the services did not necessarily follow the number sequence in the book by company, but by geographic area

Third Party Timetables - Unofficial

These are timetables which are not actually published by the public transport operating carrier, but by other parties, most often private individuals, without sanction by the carrier, often because either the carrier does not provide a timetable for a service, or the timetable setup by the carrier is not conducive to the information needs of the public. So the private parties publish a 'better" timetable (in terms of comprehensiveness of information, but not necessarily of better quality of paper, artwork, or printing). There are two (including some further editions) examples of this that I know of, but there may well be others, since the distribution of such timetables may be limited in scope due to the financial resources of the publishers, which is generally on a voluntary and self-funded basis as a "labor of love".

One example of this type of timetable was a Reading Railway "SYSTEM" timetable of what one might call Reading Railway's "intercity" services. Such a System Timetable was published by the railroad until the early 1950s. Then, due to the retraction of many of Reading's services, Reading stopped issuing the "System" timetable and continued only the individual line timetables. A member of the NAOTC, Allan Follett of Chicago, felt that passengers transferring between the main lines at Philadelphia would require an armful of timetables and consequently not have a single "System" Timetable to bring together the main intercity Reading Railway services. In an attempt to promote passenger travel on lines where there was insufficient timetable information for the public, he published several periodic issues of such a timetable, with his own cover-map layout of design and at his own expense. For the schedule pages, he simply cut and pasted together (physically-remember PC's weren't around yet) those relevant pages from Reading's own timetables. All that he had done was simply to collate existing timetables into a "System" folder for the main intercity routes. I am not sure how many revisions for date changes Allan did. His timetable was actually distributed in the racks of Reading Terminal Philadelphia.

The two other examples were from a Long Island Rail Road service for the "Lower Montauk Branch" (between Jamaica and Long Island City via Richmond Hill, Glendale, Fresh Pond, Haberman, Penny Bridge). This very marginal service operated 2 peak-period trains a day in each peak direction of travel. By the early 1960s, the LIRR had stopped issuing any information at all—let alone a timetable—for that line. This service essentially be-

came a secret known only to those commuters who discovered it by word of mouth. While commutation tickets were still officially on the tariff books, ticket agents at New York Penn Station or Jamaica Station where one would need to go to buy them (local stations were by then unmanned, or some were just grade crossings like at Glendale) would deny any knowledge of the service. They would often refuse to sell you a ticket for a "service that did not exist". But the handful of us who used it knew it was there and kept urging our neighbours to give it a try, since we felt it was really the best way from Richmond Hill to Midtown New York. Maybe the LIRR (by then part of the MTA) would then take this service seriously. To get to midtown from Jamaica, Richmond Hill, Glendale, and other stations to Long Island City Terminal, there was an adjacent IRT Subway station at Vernon-Jackson for the one stop under the East River to Grand Central Station, then 5th Avenue (at the NY Public Library stop) and Times Square. The LIRR line had to stop at the East River at Long Island City since this line, unlike virtually all other LIRR lines in New York City, used trains that were powered by diesel locomotive-drawn coaches rather than 3rd-rail electric MU railcars.

The occasion for us to do something about it was in 1973, the centennial of the neighborhood of Richmond Hill and also its station. Fifty years later, the LIRR was elevated in Richmond Hill by a viaduct in a grade crossing elimination project which resulted in the construction of a new Richmond Hill Station above, with the only high-level platforms on the "Lower Montauk" So this was another anniversary. The handful of us commuters put our money together for the print job and, being a timetable-astute commuter, I designed, drew and laid out the timetable. It included the schedule, a map of the route, station locations along the route, other major train connections from New York at Grand Central Terminal to show the convenience of using this particular LIRR route and a photo of a train at Richmond Hill Station in a 3-fold, letter size, back-to-back printed sheet. This was our creation of a timetable. Aside from handing it out at the Richmond Hill Centennial festivities, MTA information staff "at the clock" of Grand Central Terminal were happy to put our timetable in the timetable racks, since the unusual route of a LIRR service was being shown as an Amtrak/MTA Metro-North Grand Central connection, even though the LIRR itself did not encourage this. But they did not prevent it either, lest the news media pick up on the fact that there was a service running "in secret". When the schedules shifted a bit some years later, we again issued a small pocket card timetable without the centennial "brouhaha" as a utilitarian need for a correct timetable. Eventually in the early 1980s, The LIRR probably became embarrassed in the public eye that the customers had to promote their own product while the company had kept it secret. Therefore, using the opportunity of a general reconfiguration of its timetables, the "Lower Montauk" finally re-appeared about 20 years in hiatus (except for our 2 Third Party issues. It was included in the LIRR's "City Terminal Zone" timetable folder which remained till the late 1990s when the "Lower Montauk" service was completely discontinued, ostensibly due to the inability to provide disabled access at stations other than Richmond Hill. Obviously, the LIRR wanted to discontinue the line decades ago, and the way they were going to do it was by denying its existence to prospective passengers. I feel that, while in the final result, the line eventually was discontinued, our effort by publishing this timetable probably allowed it another two decades. Our efforts did bring in some new regular commuters, but it was not enough to get masses of people in, due to the LIRR fare structure where the inner-city fare zone was about 4 times the subway fare plus an additional subway fare to cross the river from Long Island City into Manhattan. Still, under these conditions, we waged an honorable battle and made it last as long as it it was able, given that by 1982 I was no longer in New York.

Some might consider these 2 unofficial Third Party Timetables as "fantasy" timetables under your listing, but I do not, mainly in that they both were distributed at actual station timetable racks by information agents at both Reading Terminal Philadelphia and Grand Central Terminal New York. These timetables were available to pick up, read and be used by passengers, so I would consider them as being "authentic" even if "unofficial", especially when the LIRR actually had to revert back from their "secret" existence on account of our timetable's existence in the community. Even though some variations of printing runs did exist, in terms of authenticity (as opposed to reproduction or "fake") this should not be too much of a problem due to the small familiarity by the community where few would have been aware of the existence of such a timetable. But admittedly, because neither were "professionally" nor even just "commercially" done, anyone wishing to duplicate it as a "fake" could pirate them by not appearing to be distinguishable from a "copy of a copy". The saving grace is that no one would be that interested in doing so, since they do not represent what pirates might be looking for in terms of dollar value. Timetable collectors are not generally "investment-oriented" but rather "interest-oriented" and so the possible commercial values are very different from other types of collections.

Information Research Timetables

These are timetables reproduced for the purposes not for actual collecting of the artefact but for research which uses the information contained therein. When one must peruse information, be it historical research or current research, in planning a trip, many wish not to wear out an original, but use a photocopy or other reproduction which may not always be labelled as a reproduction. The unmarked copy is not there for purposes of deception, but to protect the document from wear.

Digital Media Timetables

Several airlines, Ansett Australia, for one, distributed a 3.5 inch floppy computer disk, with fully printed cardboard sleeve cover. One might be able to authenticate the printing and texture of the sleeve, but how would one know that a floppy disk is a copy or original? This is a major authenticity issue.

Internet Timetables

More and more carriers are dispensing with printed timetables and are simply advising prospective passengers to go to their website for timetable information. What is worse, a lot of carriers now just ask the internet passenger's origin and destination and give simply the flight (or even train) numbers. With internet timetables, the speed of revision and interactivity means that schedules can be instantaneously revised several times a day. So unless one is constantly—say hourly monitoring a carrier's website, how does a timetable collector actually denote a "revision b" of an effective date that all collectors can collectively decide upon? And for a passenger seeking a more interesting routing, the "best" (i.e., by the criteria of the carrier, not the passenger) departure/arrival/routing combination may be difficult to set up as an itinerary when intermediate points on a flight or train may be ignored. A real dilemma, I say!

On-the-Spot Printed Timetables

If there is no publicly available distribution of travel information, the information agent or travel agent may simply produce a computer printout or a photocopy sheet to give to the passenger. To that passenger, it is an original, but if someone else photocopies it, how can you tell the difference? Can color of paper be a factor? Or how else can it be authenticated?

Hand-Written Timetables

This is an issue not just for the Third World countries. I have seen timetables in the USA which were hand-written on blank grid sheets. Again, there are major issues of authentication. How can you guarantee that it was a station agent who wrote out a real timetable on a sheet and

not someone who could have written-in hogwash for schedule times?

Hand-written, Revised Printed Timeta-

Any kind of printed timetable, be it classy and sophisticatedly printed, or done crudely but authentically, is sometimes hand-corrected or revised as an economy measure, so as not to have to reprint it. Do you have to get a handwriting expert to authenticate such handwritten revisions as having been done officially at times or a passenger making personal notes? Are the notes or listings authentic or not?

Sticker-revised Timetables

There are similar situations as for Hand-Written revised timetables, but even more confusing if multiple layers of stickers are used. What is the ultimate and intermediate revision dates?

Timetables Printed in News Media

Timetable information is sometimes included in the newspapers or magazines. How do you store them? Do you rip out the page, or does the integrity of the journal matter as a document matter-and what then is its authenticity?

Officially Published Timetables but of **Poor Quality**

Some less well-to-do carriers may issue timetables which may appear to be fakes due to poor quality or the fact that they were "printed" by photocopied means. A classic example was the last issue of the New York, Susquehanna & Western Railroad. This timetable was partly pasted up from a previous timetable, partly typewritten, used crude graphics and awful green ink on yellow plain paper, and offset or photocopied. Yet it was an officially published carrier's timetable. But given its crudity, how can you authenticate a fake when genuine article is worse than the copy?

Model Railroad Timetables

Not quite a fantasy timetable, since it does operate on a regular schedule even though at smaller size scale. Some modelers have printed very nice timetables to the point that other people have misconstrued them as being from real railroads. If someone pirates that, is it not also the same situation as when someone pirates a real railroad timetable?

Organizations

Finally, there are two organizations relevant to collecting railroad timetables: National Association of Timetable Collectors (based and focused in USA but with global membership and item interest), and Australian Association of Timetable Collectors (based and focused in Australia, but also with global membership and item interest as well). While both focus mainly on railroad timetables, they do cover all modes of transport as well: bus lines, airlines, ferries, ships, aerial cable cars, taxis, whatever. I understand that there may be a similar British association as well, and possibly others. I am in both the USA and Australian association because I originally lived in New York but moved to Perth in 1982, so my collecting interest has had extensive input in both. It may be of interest for your website visitors to be in touch with these organizations.

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TIMETABLE REPRINTS

by Emory Kemler

First published and © February 1974 by the National Assn. of Timetable Collectors



It seems inevitable that once something is collected, it w be imitated. We timetable collectors have not been spare Timetable reproductions exist for many of the seldom-s traction and mountain short line issues, and, surprisingly even for some recent, easily-imitated issues. Each colle can make his own decision as to whether to include such material in his collection, providing he can distinguish th real from the fake! Hopefully the list of reprints in this

issue of The Timetable Collector will assist that endeave The reprint list was compiled from many source and in some cases complete information is lacking. We hope to provide a forum for any members who have additional data on confirmed or suspected reprints, or corrections or additions to this list. Intentionally exclude

The Lehigh and

Hudson River

Railway Co.

Time Tables

from the list are (1) timetables reprinted by the railroads for their current use, (2) partially reprinted timetables produced for advertising purposes or as illustrations in or suppli publications (such as The Timetable Collector), and (3) fantasies, i.e., fan-produced ing purposes or as illustrations in or suppler timetables which are not reproductions of railroad issues

Reference to the nature of the marking of the reprints is included in the column headed "Marking". "Print" indicates that some identification, such as the word "reprint," was printed as an integral part of the reproduction. "Stamp" indicates that the reprints were marked after reproduction; in many cases these reprints also exist without marking. se reprints for which accurate information is not available as to the nature of the marking, the word "yes" is used.

Sometime a small railway without significant legitimate demand for up-to-date timetables would ly print a "show" timetable as a vehicle for promoting the line, its facilities, and its contribution to the local com Occasionally, the railway itself would reprint the "show timetable long after its imprinted date. An example was the December 10, 1922, issue of the Rock Island Southern. This is not considered a reprint in the sense of this article

There is no foolproof way to identify the unmarked reprints, but here are a few clues:

-The bulk of the reprints are produced using some photog

Joliet and Eastern Traction Co. TIME TABLE

Such a process normally results in paper that is smooth to the touch. The printing can be felt in older, letterpress-printed originals. In addition

illustrations and maps may appear dark and unclear in the

-Another indicator is the timetable smell - an old timetable smells old! A timetable without smell is most likely of recent origin. It should be remembered, of course, that even a reprint may be over sixty years old, since most were produced in the 1950s and 1960s.

[The most problematic reprints came from a well-meaning publication program of a high quality journal of the 1960s called the Electric Traction Quarterly. Every issue contained a beautiful reprint of a midwestern traction timetable, but many were not marked "REPRINT". The most deceptive was the reprint of the 1917 Joliet & Eastern Traction Co. in red and black ink. An important test is

whether any collector has EVER seen another date! The answer is often "no" Fortunately, most timetable reprints are offered for sale innocently. In many cases, they were originally added to collections fifty years ago by collectors who had no reason to question their authenticity. Only occasionally are reprints offered on a fraudulent basis. The 1896 Lehigh & Hudson River was professionally reprinted on old paper with an intent to deceive. The forgery has been sold at auction in recent years for well over \$150 (aren't you glad we aren't into million dollar art?). Coincidentally, the 1931 reprint of the same railroad is the most frequently offered deception in 2007 auctions, appearing regularly about every two months. Wise buyers should make it a practice to check this list before making a "hail Mary" bid!]

Steam Railmad Public Timetable Reprints Steam Railmad Employee Timetable Reprints Electric Railway Timetable Reprints Return to NACITY Homepage



The Times $\,$ $\,$ $\,$ $March \, 2007 \,$

W(h)ither an acronym?

VICTOR ISAACS

Editor, The Times

Dear Geoff

"The Times" is a great source of information and entertainment. This applies not only to each new issue, but also to back issues – either in hard copy or electronically on www.aattc.org.au.

When, to my great enjoyment, I was recently reviewing some old issues, I noticed an article in the September 2003 "Times" commemorating the twentieth anniversary of the establishment of the AATTC. In it our founder, Jack McLean, said that he expected that "Times" would become an acronym, but no-one thought of one. So, 23 years late, I thought I should try to rem-

edy this. Some possibilities of what "Times" could stand for are

TIMES:

Timetables for Inspiration or Merely Entertainment Society

Timetables – International, Metropolitan and Employees – Society

Terribly Important Material which is Extremely Serious

This Is My Extra-curricular Speciality

Transport Insiders (Men) Exceptionally Specialised

The Informed Method for Examining Schedules

That led to considering alternative meanings for AATTC. Perhaps it is really

AATTC:

An Active Terrific Team of Chaps

Alternative Archiving for Trains, Trams and Coaches

Always Able to Test Transport Choices

At least this is better than googling "aattc" and, as has happened to some of us, ending up at the Akron Auto & Truck Tire Center.

Regards Victor Isaacs Canberra

