

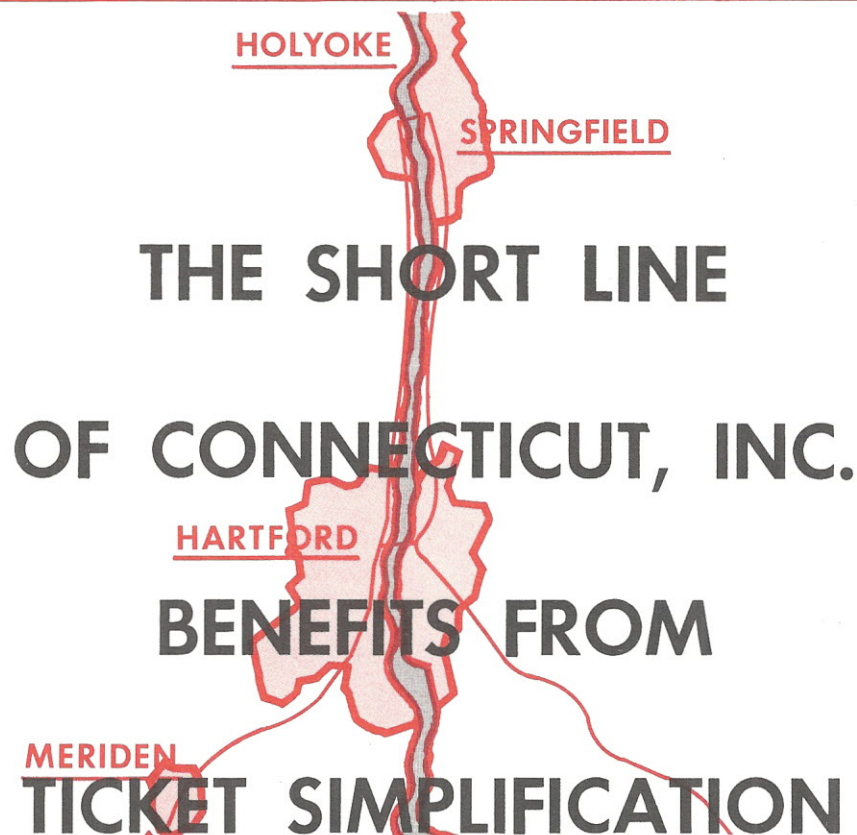
*The*

# Globe

*trotter*

SPRING 1968 No. 677

ISSUED BY THE GLOBE TICKET COMPANY IN THE INTEREST  
OF THE TRANSIT INDUSTRY



## THE SHORT LINE OF CONNECTICUT, INC. BENEFITS FROM TICKET SIMPLIFICATION

BRIDGEPORT

WALLINGFORD

NEW HAVEN

HOLYOKE

SPRINGFIELD

HARTFORD

MERIDEN

COLCHESTER

NORWICH

THAMMONGKOL  
NEW LONDON

CONNECTICUT R.



Manufacturing Plants

# GLOBE

## TICKET COMPANY

*A Nationwide Service*

112 N. 12th STREET, PHILADELPHIA, PA. 19107

3435 Empire Blvd., S.W. .... Atlanta, Ga. 30315  
620 Commonwealth Ave. .... Boston, Mass. 02215  
2787 E. Del Amo Blvd. .... Compton, Calif. 90221

8800 Ambassador Row. .... Dallas, Texas 75247  
4201 Brighton Blvd. .... Denver, Colo. 80216  
3315 W. Buckeye Road. .... Phoenix, Ariz. 85009

P.O. Box 11272. .... Pittsburgh, Pa. 15238  
600 Dubuque Ave. .... S. San Francisco, Calif. 94080  
6002 McKinley Ave. .... Tacoma, Wash. 98411

## **THE SHORT LINE OF CONNECTICUT, INC. BENEFITS FROM TICKET SIMPLIFICATION**

The lower Connecticut River valley, with its broad plains, is like a warm oasis in a northern area, warm enough to produce fine corn and the notable Connecticut Broadleaf tobacco that finds use as cigar wrapping leaf. Most of it is shade grown, under cheese cloth cover seven feet high and closed on all sides, giving the fields the appearance from the air of enormous white crumbcakes scattered over the landscape.

The 1960 census shows Connecticut as the state fourth highest in density of population. Most of that density clings along the river between Holyoke and Springfield in Massachusetts and, in Connecticut, from Hartford through New Britain, Middletown and Meriden, then down the Quinnipiac into New Haven, west along Long Island Sound into Bridgeport, Norwalk and Stamford and east into New London.

On the way there is much industry, metal and hardware, paper and textile, silverware

and appliances, rubber, typewriters, arms and electrical goods. There is the concentration of insurance companies in and around Hartford, the Pratt & Whitney works of United Aircraft in East Hartford, the Electric Boat submarine yards of General Dynamics at Groton, across the Thames from New London, and, there is Yale in New Haven.

### **THE SHORT LINE**

It is the operating area of The Short Line of Connecticut, Inc., headquartered just outside of Hartford, at 667 Cromwell Ave., Rocky Hill, Conn. Edward P. Hayes Jr. is president of the line, with Joseph C. Rubano as general manager. It runs its bus routes between Hartford and Springfield, on both sides of the river, between Hartford and New Haven, via Meriden and Wallingford, as well as between Hartford and New London, by way of East Hartford, Glastonbury and Colchester.



In the summer, special beach runs are made from Springfield, as well as Hartford, Meriden and New Haven, via New London to Misquamicut Beach near Westerly, R.I. Likewise, during racing meets at the respective race tracks in New York State, Massachusetts, New Hampshire, Vermont and Rhode Island, special trips are made to these tracks, at reduced fares.

## **FARES AND FORMS**

The Short Line is a normal type of intercity and interstate bus line that makes its fare collection in part through cash payment on the bus and in part through advance sale of one-way or round-trip tickets, as well as commutation tickets and special types of accommodations through agents along its routes. In the spring of 1967 the company took a sharp look at the large number of ticket forms then in use, with its resulting inventory problem, and asked us for assistance in attempts to simplify as well as to reduce, if possible, the total number of the forms employed. A study disclosed that it would be possible to reduce the number of

the at present still actively required forms from 71 to 20.

This was accomplished primarily by the adoption of a collective form for single fare one-way and round-trip tickets, in place of the large number of fully preprinted or partially open-form tickets of this type which up to then had to be carried on inventory and on consignment at the places of business of ten or more agents.

The use of this type of form is probably new for this purpose. It may not be practical for all operations that can be compared with The Short Line, but it could very well be practical for many. With permission of the company we shall describe in these pages the various forms used and, in general, the methods of fare collection that go with them.

The buses of The Short Line are equipped with Ohmer Fare Registers which issue a fare ticket properly inscribed and which record each transaction on a detail strip.

In addition, the following types of tickets are sold by agents, with some minor exceptions:

Single fare one-way or round-trip tickets  
Single fare interline tickets  
Commutation tickets in book form  
Special round-trip tickets to certain race tracks.

There is in use also a Cash Fare Receipt of common design which in general finds use only for one-way or round-trip fares paid on the vehicle, when the Ohmer Register is inoperative for some reason.

The vast majority of all fares is represented by pre-purchased one-way or round-trip tickets. Commutation fares represent about 10% of the total collected.

## **SINGLE FARE TICKETS**

As just mentioned, by far the largest proportion of all fares is collected through the sale of one-way or round-trip single fare tickets by the company's agents. Previously, these fares were represented by a number of fully pre-printed forms for specific starting

points and destinations much in demand (see No. 1), plus partially or fully open-form tickets. In all 58 forms were in use for this purpose and, at each agent's station, a representative number of these forms had to be kept on hand.

These forms were replaced by a fully open-form ticket which is printed in exact register in such a way that, when all its sections are folded accordion fashion, the zone numbers of one section fall on top of the same numbers of each of the other sections. With two punchings then, the starting and destination point numbers are quickly indicated on all sections involved. Each ticket, of course, consists of two sections in the case of a one-way ride, a ticket section and an agent's stub section. In the case of a round-trip ticket, it consists of two ticket sections, one for going and one for returning, plus an agent's stub section (see Nos. 2 and 3).



*The Short Line*  
**AGENT'S STUB**  
NOT GOOD FOR PASSAGE  
**NEW HAVEN**  
AND  
**HARTFORD**

**EXPRESS**

A 05001

*The Short Line*  
Good for One Continuous Ride from  
**NEW HAVEN**  
TO  
**HARTFORD**

**EXPRESS**

05001

*The Short Line*  
Good for One Continuous Ride from  
**HARTFORD**  
TO  
**NEW HAVEN**

**EXPRESS**

01

*The Short Line* of Connecticut Inc.  
**AGENT'S STUB**  
NOT GOOD FOR PASSAGE  
**MERIDEN**  
AND  
**HARTFORD**

**EXPRESS**

A 05001

*The Short Line* of Connecticut Inc.  
Good for One Continuous Ride Between  
**MERIDEN**  
AND  
**HARTFORD**

**EXPRESS**

A 05001

1.

**AGENT'S STUB**  
RT 100

|   |    |    |    |    |     |
|---|----|----|----|----|-----|
| 9 | 10 | 11 | 12 | 13 | 1/2 |
|---|----|----|----|----|-----|

THE SHORT LINE OF CONN., INC.  
ROCKY HILL, CONN.

**HARTFORD-NEW HAVEN**

12001

ONE CONTINUOUS RIDE BETWEEN ZONES PUNCHED.

|     |    |    |    |    |   |
|-----|----|----|----|----|---|
| 1/2 | 13 | 12 | 11 | 10 | 9 |
|-----|----|----|----|----|---|

THE SHORT LINE OF CONN., INC.  
ROCKY HILL, CONN.

**HARTFORD-NEW HAVEN**

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|---|---|---|---|---|---|---|---|

12001

**PRICE** \_\_\_\_\_

Seating aboard vehicles operated in interstate or foreign commerce is without regard to race, color, creed or national origin.

Seating aboard vehicles operated in interstate or foreign commerce is without regard to race, color, creed or national origin.

Subject to tariff regulations

GLOBE TICKET COMPANY

**AGENT'S STUB**  
OW 200

|    |    |    |    |    |     |
|----|----|----|----|----|-----|
| 18 | 19 | 20 | 21 | 22 | 1/2 |
| 12 | 13 | 14 | 15 | 16 | 17  |

THE SHORT LINE OF CONN., INC.  
ROCKY HILL, CONN.

**HARTFORD-NEW LONDON**

|   |   |   |   |    |    |
|---|---|---|---|----|----|
| 6 | 7 | 8 | 9 | 10 | 11 |
| 0 | 1 | 2 | 3 | 4  | 5  |

A 05004

GOOD FOR ONE CONTINUOUS RIDE BETWEEN ZONES PUNCHED.

|     |    |    |    |    |    |
|-----|----|----|----|----|----|
| 1/2 | 22 | 21 | 20 | 19 | 18 |
| 17  | 16 | 15 | 14 | 13 | 12 |

THE SHORT LINE OF CONN., INC.  
ROCKY HILL, CONN.

**HARTFORD-NEW LONDON**

|    |    |   |   |   |   |
|----|----|---|---|---|---|
| 11 | 10 | 9 | 8 | 7 | 6 |
| 5  | 4  | 3 | 2 | 1 | 0 |

A 05004

2.

**AGENT'S STUB**  
RT 200

|    |    |    |    |    |     |
|----|----|----|----|----|-----|
| 18 | 19 | 20 | 21 | 22 | 1/2 |
| 12 | 13 | 14 | 15 | 16 | 17  |

THE SHORT LINE OF CONN., INC.  
ROCKY HILL, CONN.

**HARTFORD-NEW LONDON**

|   |   |   |   |    |    |
|---|---|---|---|----|----|
| 6 | 7 | 8 | 9 | 10 | 11 |
| 0 | 1 | 2 | 3 | 4  | 5  |

15001

GOOD FOR ONE CONTINUOUS RIDE BETWEEN ZONES PUNCHED.

|     |    |    |    |    |    |
|-----|----|----|----|----|----|
| 1/2 | 22 | 21 | 20 | 19 | 18 |
| 17  | 16 | 15 | 14 | 13 | 12 |

THE SHORT LINE OF CONN., INC.  
ROCKY HILL, CONN.

**HARTFORD-NEW LONDON**

|    |    |   |   |   |   |
|----|----|---|---|---|---|
| 11 | 10 | 9 | 8 | 7 | 6 |
| 5  | 4  | 3 | 2 | 1 | 0 |

15001

3.

The agents are instructed to stamp the back of their stub with the date of the sale and their name and to insert the price of the fare collected. Blank tickets are issued to agents under recording of the ticket serial numbers. They report and pay up monthly on the basis of their marked stubs. Test audits of tickets collected, compared with agent's stubs submitted, sees to the identity of the punch markings on the ticket with those of the agent's stub.

At the time of the survey the company operated a total of four regular routes, each with its own sequence of zone numbers. The new, open-form ticket consequently was made up in four one-way and four round-trip forms:

| Route                          | OW       | RT       |
|--------------------------------|----------|----------|
| Hartford-Colchester-New London | 1        | 1        |
| Hartford-Colchester-Norwich    | 1        | 1        |
| Hartford-New Haven             | 1        | 1        |
| Hartford-Springfield           | 1        | 1        |
|                                | <u>4</u> | <u>4</u> |

making a total of 8 forms, compared with the 58 forms previously in use.

Since then, the direct route from Hartford to Norwich, by way of Colchester has been discontinued, in favor of a connecting line, running between Colchester and Norwich and operated by The Thames Valley Transit, Inc. However, the Hartford-Norwich ticket form is being continued and honored by Thames Valley, under suitable accounting.

## CASH FARE RECEIPT

Since fares paid on the vehicle are regularly handled through the Ohmer Register, there is relatively little use for Cash Fare Receipts. However, they become necessary occasionally, particularly in case of breakdown of a register or the occasional operation of a bus without its register (see No. 4).



5.6.7



## INTERLINE TICKETS

The volume of interline tickets used is relatively small, but they are required from time to time and have to be kept on hand. They are kept in forms suitable for issuance over the routes of either one, two or three foreign lines, each for one-way and round-trip travel, a total of 6 forms (see No. 5).

## RACE TRACK TICKET

During meets, special buses are run to various tracks at special fares, from various points on the Short Line system. A special, open-form ticket is used for these trips (see No. 6). The tracks involved in this arrangement include:

Lincoln Downs, Lincoln, R.I.,  
Narragansett Park, Narragansett, R.I.,  
Suffolk Downs, Revere, Mass.,  
Rockingham Park, Salem, N.H.,  
Pownal, Pownal, Vt.,  
Aqueduct, Queens County, N.Y.,  
Roosevelt Raceway, Nassau County, N.Y.,  
Yonkers Raceway, Yonkers, N.Y.

## COMMUTATION TICKETS

The commutation tickets now in use are put up in ticket books that contain the re-

quired number of tickets plus an audit (agent's) stub. All pertinent information is indicated by punch-out on all tickets and the audit stub at the time of issuance.

A separate student's commutation book for 10 rides had previously been in use, but its function has been incorporated in the commutation books now remaining in use. There is a 10-ride book for use by adults or students and a 12-ride book for adults. Both are printed in two forms, one for destinations west of the Connecticut River, the other for those east of the river, a total of 4 books (see illustrations of W-10 as No. 7 and of E-12 as No. 8).

7.

The Short Line of CONNECTICUT, INCORPORATED  
**10-TRIP TICKET**

Form W-10 PURCHASER'S SIGNATURE

THE SHORT LINE OF CONN., INC.  
E. P. Hayes, Jr. PRESIDENT

45009

EXPIRES 1 17 JAN. 2 18 FEB. 3 19 MAR. 4 20 APR. 5 21 MAY 6 22 JUNE 7 23 JULY 8 24 AUG. 9 25 SEPT. 10 26 OCT. 11 27 NOV. 12 28 DEC. 13 29 14 30 15 31 16

NOT GOOD FOR TRANSFER

SCHOOL ☐ SPECIAL ☐ COMMUTATION ☐

0.50 0.50 0.50

ZONE

1 NEW HAVEN  
2 NORTH HAVEN  
3 STATE PARK  
4 WALLINGFORD  
5 MERIDEN  
6 BERLIN  
7 BECKLEY'S  
8 NEWINGTON  
9 HARTFORD  
10 WINDSOR  
11 HAYDEN'S  
12 WINDSOR LOCKS  
13 SUFFIELD  
14 AGAWAM  
15 EAST HARTFORD  
16 SOUTH WINDSOR  
17 PHEASANT CORNER HILL  
18 HYLAND HOUSE POINT  
19 THOMPSONVILLE  
20 CONG. MEADOW  
21 SPRINGFIELD



The use of the E-10 or W-10 commutation books by students, under the punch-marking "School" is of course subject to proper identification of students and to the special restrictions that exist for this type of reduced-fare passenger. These restrictions are not at present spelled out on the cover of these commutation books but are intended to be incorporated at the time of the next printing in a form more or less along the following lines: "When the coupons are punched to indicate "School", this ticket is good only for the person whose name appears thereon, who must not be over 21 years of age when the ticket is purchased and who agrees to use this ticket solely for the purpose of traveling to and from school."

The tickets on both types of books are printed on watermarked safety stock. They are consecutively book numbered on the cover, the fly leaf and all tickets.

## AGENTS

It was mentioned previously that the company employs agents, located at various

**The Short Line of Connecticut, Incorporated**  
**12-TRIP TICKET**

EACH TICKET IS GOOD FOR ONE CONTINUOUS PASSAGE BETWEEN STATIONS PUNCHED. THIS TICKET IS NOT TRANSFERABLE AND SHALL BE FORFEITED IF USED OR PRESENTED FOR PASSAGE BY ANY OTHER INDIVIDUAL THAN PURCHASER WHOSE SIGNATURE APPEARS BELOW.

Setting aboard vehicles operated in interstate or foreign commerce is without regard to race, color, creed, or national origin.

Form E-12

PURCHASER'S SIGNATURE \_\_\_\_\_

THE SHORT LINE OF CONN., INC.  
 C. J. Hayes, Jr.  
 PRESIDENT

11014

EXPIRES: 1 17 JAN. 2 18 FEB. 3 19 MAR. 4 20 APR. 5 21 MAY 6 22 JUN. 7 23 JULY 8 24 AUG. 9 25 SEPT. 10 26 OCT. 11 27 NOV. 12 28 DEC. 13 29 14 30 15 31

ZONES: 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

CENTS: 1 10 1 2 20 2 3 30 3 4 40 4 5 50 5 6 60 6 7 70 7 8 80 8 9 90 9

DOLLARS: 1 10 1 2 20 2 3 30 3 4 40 4 5 50 5 6 60 6 7 70 7 8 80 8 9 90 9

THE SHORT LINE OF CONNECTICUT, INC.  
 NOT GOOD IF: ☐ SCHOOL ☐ SPECIAL ☐ COMMUTATION

14

ZONES: 0 HARTFORD 1 HOCKANUM 2 GLASTONBURY 3 BUCK'S CORN 4 CARLIN'S HILL 5 MARLBORO 6 FAWN BROOK 7 WESTCHESTER 8 COLCHESTER 9 GEORGE'S 10 HILLSIDE 11 SALEM 12 FOXE PT 13 CHESTER 14 MORGAN 15 DOHERT 16 NEW L 17 SULLIV 18 CAMP 19 GILMA 20 FITCH 21 NOR 22 NOR 64 CON 65 LOW 66 SPRINGFIELD

8.

points along its routes, for the sale of tickets and commutation books. Supplies are issued to these agents on consignment, under recording of the serial numbers of each form.

Agents report their sales monthly, using the form illustrated in No. 9, and they pay The Short Line at that time for their sales, minus commission.





trip. But he immediately issues a second ticket which is different from the former one in that zeros are shown instead of the amount of the fare and, instead of the star, this receipt also shows RT, to indicate round-trip. It includes, of course, the indication of "from and to" and the direction. The passenger is given both receipts. He surrenders the first which shows the amount, when he exits. He keeps the second for use on his return ride. At that time his return ride register receipt constitutes a ticket fare (see next paragraph).

#### **TICKET FARES**

When boarding the bus the passenger presents his ticket fare. The operator checks the ticket for route, boarding and exit point. In the case of a commutation ticket, he checks to see whether it is within the expiration date and whether for adult or school pupil.

He cancels and returns the ticket to the passenger, who surrenders it upon leaving bus. The driver turns it in then with his day report. Return-ride register receipts (see under cash fares) are treated as regular ticket fares.

10.

*The ShortLine*

GOOD FOR 1 PASSAGE  
BETWEEN STATIONS  
INDICATED  
HAND TO OPERATOR  
AT DESTINATION

Reg. No. 569

| DATE   | FROM | TO | AMT.  | CLASS | NO.     |
|--------|------|----|-------|-------|---------|
| APR -7 | 5 S  | 1  | \$ 60 | ☆     | 1 2 8 3 |

11.

|            |       |         |    |         |     |
|------------|-------|---------|----|---------|-----|
| 312 APR 10 | 5 N 7 | \$ 40   | ☆  | 1 5 9 8 | 599 |
| 312 APR 10 | 5 N 7 | \$ 40   | ☆  | 1 5 9 7 | 599 |
| 312 APR 10 | 5 N 7 | \$ 40   | ☆  | 1 5 9 6 | 599 |
| 312 APR 10 | 5 N 7 | \$ 40   | ☆  | 1 5 9 5 | 599 |
| 312 APR 10 | 5 N 7 | \$ 40   | ☆  | 1 5 9 4 | 599 |
| 312 APR 10 | 5 N 7 | \$ 40   | ☆  | 1 5 9 3 | 599 |
| 312 APR 10 | 5 N 7 | \$ 40   | ☆  | 1 5 9 2 | 599 |
| 312 APR 10 | 2 N 3 | \$ 25   | ☆  | 1 5 9 1 | 599 |
| 312 APR 10 | 1 N 3 | \$ 40   | ☆  | 1 5 9 0 | 599 |
| 312 APR 10 | 1 N 3 | \$ 00   | RI | 1 5 8 9 | 599 |
| 312 APR 10 | 1 N 3 | \$ 2.65 | RI | 1 5 8 8 | 599 |
| 312 APR 10 | 1 N 7 | \$ 75   | ☆  | 1 5 8 8 | 599 |
| 312 APR 10 | 1 N 5 | \$ 55   | ☆  | 1 5 8 8 | 599 |