

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

TRANSFER POINTS



AND OTHER RESTRICTIONS



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TRANSFER POINTS AND OTHER RESTRICTIONS

A sensitive area in the structure of practical transfer systems lies in the methods employed for the prevention or reduction of return-riding by passengers on transfers. The route layout of all but the smallest transit systems, dictated by geographical, population and service considerations, unavoidably leaves open some opportunities for abuse of the transfer privilege, unless counteracted by reasonable restrictions in the use of transfers. They normally consist of well established transfer points and other limitations.

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Unfortunately, this phase of transfer use often receives only casual consideration, not only with respect to the original establishment of good transfer points and other restrictions, but also in the direction of keeping them up-to-date, through changes and modifications of routings. Also we find that, in many cases, the carry-through on such restrictions is left too much and too long in the hands of the driver operators and supervisors alone, without well devised and, when necessary, modified written instructions. Enforcement, consequently, suffers and lost fares are the result. This issue will attempt to throw light, once again, on the principles that apply in the establishment and carry-through of well protective and, at the same time, practical and reasonable restrictions.

FIRST JUNCTION POINT

In Sketch 1, the two Routes 1 and 2 join at Point A and, from there, follow a common route into Center City. Transfer from Route 1, inbound, to Route 2, outbound is permitted at Point A only. If this restriction



were not made, passengers from the area around A and between A and Center City could go into Center City on Route 1, inbound, and return to their boarding point via Route 2, outbound, on a transfer. The same applies to passengers who originate on Route 2, inbound. Transfer, for them, to Route 1, outbound, is also restricted to Point A. This is an elementary application of a transfer point restriction, quite obvious as to its needs.

PROXIMITY RESTRICTIONS

In diagram 2, transfer from Line 1, inbound, onto vehicles of Line 2, outbound, will generally not be allowed, because, to do so would permit passengers to go into the Center City area on Line 1 and return on Line 2. This prohibition imposes no hardship upon legitimate riders. Where the two lines follow a parallel but different route, they are only one block apart.

But what if the parallel routes of the two lines are further apart? The question of whether or not to refuse transfer from one to the other then boils down to one's own estimate of how far a person will walk, in



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order to get a round trip into town on one fare. This decision will be affected by the demands of legitimate riding between these parallel lines. They become more urgent, the greater the distance between the routes.

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It is obvious that restrictive rules should be well thought out and considered, lest they inflict inconvenience on too many legitimate riders, out of proportion to the number of fares that one may expect to recapture. Happily most restrictions required for protection against return-riding are obvious, reasonable and fully justified, imposing no hardship on the legitimate rider. Nevertheless, there are borderline cases, where the balance is finely drawn between the advantages expected from certain restrictions and the possible inconvenience which they must impose upon legitimate passengers, plus the difficulty and cost of enforcing them.

In such borderline cases it is good to keep in mind that proper observance of transfer time limits goes a long way toward reducing the incentive toward round-tripping. Return rides on one fare are sought mostly by those who wish to go into active shopping areas, mostly central business districts, for shopping and return. Under skillful setting of time limits and their proper enforcement, much of this shopping and return travel on a single fare can be discouraged, because the time will then be too short, in most cases, for the accomplishment of any amount of shopping.

Sketch 3 shows a variant of the situation illustrated in Diagram 2. In this case Routes 1 and 2, coming from widely separated areas, approach, say, within a block of each other at A and B respectively. At that distance, the prohibition of transferring between them in the area south of A and B is maintained. However, transfer from one, inbound, to the other, outbound, would be allowed at Points A or B, by walk-over from one to the other.

TRANSFERRING IN CENTER AREA

The establishment of transfer point restrictions should be effective in preventing gross abuse, but consideration should al-

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ways be given to the legitimate needs of riders, as long as they can be satisfied without creating obvious avenues of abuse. In the past, it was common to establish definite transfer points within the central business area of smaller and medium size communities, where the majority of the transit lines would come together, but, frequently, making connection at several different points within that area. Thus, as on Diagram 4, for instance, transfer points might be established separately at Points A, B, C and D, each point accommodating several routes. More recently this has been liberalized very much, the preferred approach being that



transfer between the lines that terminate in or traverse a strictly defined central city area may be made at any point within that area, except where special restrictions exist on specific lines. It makes it possible, then, for riders to choose the transfer point most convenient for each individual. At the same time, no additional opportunity is furnished for abuse, as long as other transfer safeguards are enforced.

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AREA RESTRICTIONS

A special problem is created, when two or more lines have some outside junction point such as shown in No. 5, but then proceed into the Central Area via widely separated routes. In this case passengers, coming from the vicinity of Point X, in this example, could normally go into the Center Area on one of the two lines involved and return on a transfer via the other. On the other hand, transfer from Route 1, inbound, to No. 3, outbound, and vice versa, in the Central Area, could not very well be proscribed entirely because, undoubtedly, many passengers would be justified in demanding service, for instance, from Route 1, between Point D and the Center, to somewhere on Route 3, between the Center and Point C, and this, of course, applies equally to a similar trip in the reverse direction. To many of these legitimate riders it would seem uncalled for to be compelled to take such trips via Transfer Point X, particularly if their starting point or destination or both lie closer to the Central Area than to Point X.

One of the solutions commonly employed applies a special signal to the transfers issued while the bus is travelling in a certain area, in Diagram 5 between the outside terminal and Points C or D respectively, these points having been selected to place them at a distance from the junction point X, sufficient to discourage walking to and from X. The signal used may be a red bar that runs down the entire length of the transfer or a notch or perhaps a punch mark. From Points C or D respectively, the inbound vehicle issues transfers without the special signal. It is specified then that transfers, as an example, from Route 1, inbound, with the signal are not acceptable in the Central Area on Route 3, outbound. Likewise those with the signal, issued on Route





3, inbound, are not good in the Central District on No. 1, outbound.

Justification for this is sought in the fact that riders who originate between the outside terminal points of these routes and Points C or D respectively will, in most cases, find it more convenient and time saving to make their transfer at Point X rather than in the more distant and traffic obstructed Central Area.

MULTIPLE TRANSFERRING

On systems laid out in grid-iron fashion or having one or several crosstown lines, the opportunities for round-tripping are somewhat increased. Sketch 6 shows two lines running into the Central Area, bisected by a crosstown line. Double transferring, in this case, will normally be allowed.

First of all, reasonable protection against return riding on a transfer, on a layout of this type, is obtainable only with the use of a Carry Transfer, where the passenger retains the transfer originally handed to him, as his identification, on all of the routes which he must use in order to reach his destination. The opposing Transfer-On-A-Transfer method does not offer sufficient protection and, in general, is recommended only for use on Feeder Lines.

In regarding the routes shown on Diagram 6, transfer can readily be permitted, for instance, from Route 1 to Route 2, via the Crosstown Line 3 and using Transfer Points A and B. But return riding on transfers would result, if passengers were permitted to board Route 1 in the area around Point A, obtain a transfer, travel into the Central Area, shop, then board Route 2, outbound, and transfer at Point B onto Route 3, westbound, in this way returning to their boarding point.

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In order to counteract return riding of this sort—and it would be equally bad, if such a trip started on the Crosstown Line 3, rather than one of the diagonal routes—it is common to put into effect a restriction which makes the transfer invalid for transfer to a route and direction that meets or bisects the issuing line.

In the case in point: The passenger who boards Route 1 in the area around A can go into the Center City Area and transfer there onto Route 2. At Point B, however, he can board Crosstown Line 3 eastbound alright, but his transfer is not good on No. 3,



westbound, because that route and direction bisects his boarding Line No. 1 and would permit him to return to his starting point or area. This is a simple restriction which is also applicable to layouts more complicated than that shown in Sketch No. 6. The restriction works equally well where the passenger originates on Route 3. He may, for instance, board that route at or near Point B. travel westbound to Point A and transfer there onto Route 1, in order to ride into the Central Area. However, his transfer would not be accepted in that area on Route 2; he would thus effectively be prevented to return to or near his boarding point. This restriction poses no inconvenience to passengers who wish to transfer from and to areas along these three routes outside the Central Area and who cannot do so, except by double transfer. In normal operation they can make their journeys more quickly and comfortably via the Transfer Points A or B.

The restriction in question also finds application in most cases of triple and quadruple transferring.

FORMULATION OF RESTRICTIONS AND DRIVERS' INSTRUCTIONS

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It has always been a surprise to us to see even fairly large transit systems operate without the use of properly documented transfer points and restrictions or with outdated ones, depending entirely or essentially on word-of-mouth instructions to drivers. Uncertainty and variability in the application of restrictions are the inevitable result. usually followed by increasing laxity in enforcement. We feel that, without doubt, certain restrictions are necessary for proper operation of a transfer system, designed to hold down abuse. And, if that is so, the formulation, in written form, of these restrictions is a basic manifestation of good management. This applies also, of course, to their being kept up-to-date.

We show in Illustration 7 and Diagram 10 one way in which restrictions may be set down, as the basis for instructions to drivers. The listing for one route, No. 5, is carried through for travel in a North to South direction. For clarity, the lines involved are not listed by route names, but by numbers.

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Similarly, the transfer points carry letter designations rather than street names. In normal practice, of course, route names, possibly in addition to route numbers as well as street crossing designations would be used.

Listings, as shown, can be used as they are, for the instruction of drivers. For more immediate understanding by drivers of the lines, from which they may accept or not accept transfers at the various points along their routes, the instructions may also be transposed as shown in No. 8. Route No. 5 is again used in this example, this time, however, as the accepting route, while travelling from the southern terminal of this route to its northern extremity.

TRANSFER POINTS AND ROUTE RESTRICTIONS ON THE TRANSFER FORM

In years past it was very common to show transfer points and other restrictions on the transfer, mostly on its face. No. 9 shows an example of this. This is an excellent way to acquaint passengers and, to some extent also the drivers, with the necessary information on transfer points and special restrictions. Unfortunately, it cannot always be done. The number of restrictions may be so numerous that the space on the transfer is inadequate. Or, too many changes in routings may be happening or be expected, with consequent changes in points and restrictions. Because of frequent changes, occasioned, perhaps, by the inauguration of oneway travel on certain streets, the re-routing of lines for reasons of construction of expressways, the extension or abandonment of routes, or other reasons, the listing of transfer points and route restrictions on the transfer has been abandoned by a good many systems. These, then, frequently use schedules or information leaflets or other notices for the dissemination of information on transfer points and restrictions, as well as other rules and regulations or, in fact, refer the passenger to the driver-operator for this information, when needed.

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TRANSFER POINTS AND RESTRICTIONS

ROUTE: No. 5 SOUTHBOUND

Transfer Color: ORANGE

TRANSFER ACCEPTED:

ON

No. 4, Outbound No. 3, North- or Southbound

No. 2, Northbound No. 1, Northbound

All South-, East- or Westbound Routes Also No. 3, Outbound, if without red bar

No. 8, East- or Westbound

NOT GOOD ON ROUTE 5

Special Instructions:

From the northern terminal of Route 5 to Point X the operator issues transfers with red bar; these are not acceptable in the Central Area on Route No. 3, Outbound. From Point X transfers without red bar are issued; these are acceptable in the Central Area on Route No. 3, Outbound.

INSTRUCTIONS TO OPERATORS ON ACCEPTANCE OF TRANSFERS

ROUTE: No. 5, Northbound

ACCEPT TRANSFERS:

FROM ROUTE:

No. 8, East- or Westbound

All North-, East- or Westbound Routes. Also No. 3, Southbound, if without red bar

No. I, Southbound

- No. 2, Southbound
- No. 3, North- or Southbound
- No. 4, Southbound

ONLY AT:

Point E

Point D

Point C

Point B

Point A

AT

Point A

Point B

Point C

Point D

Point E

Central Area

Central Area

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DO NOT ACCEPT ROUTE 5 TRANSFERS

ARRO			
ON	ACCEPT	ED AT	05
LAKEMORE, OUTB.		E. Market & Martha	A
GOODYEAR HTS.		E. Market & Goodyear	G
EASTLAND		E. Market & Case	
ARLINGTON		E. Exchange & Arlington (walk-over)	00
EASTLAND, EASTB.		E. Market & Prospect	4
ARLINGTON, OUTB.	lf (without (red) bar	Also Downtown Area	000
ALL REMAININ CONNECTIN	NG G B.	Downtown Area	

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