

Newsletter

CDC VICTORIA

Connect

CDC Victoria's bi-annual newsletter: Keeping you informed and connected with our initiatives, developments and the people who drive our business

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Experiencing Accessibility Issues

On Friday, 6 October, CDC Victoria sent a team of head office staff to take part in PTV's 'Travelling in the shoes of others' workshop.

Designed to educate and spread awareness about accessibility on public transport, the 4-hour workshop involves first-hand experiences with walking in the shoes of the vision impaired; using a mobility scooter or wheelchair to travel on all modes of transport – train, tram and bus.

We were broken up into small groups of three with two support staff from PTV as our guides. Special goggles, a blindfold and a cane were provided to simulate being vision impaired. We learnt immediately how difficult a 5-minute walk can be and how vulnerable people with disabilities are when travelling on public transport. Simple tasks that we take for granted on a daily basis such as locating the lift buttons and figuring out which floor to press in the lift was a challenge in itself.

Julie Tan, Head of Marketing, Customer & Charter, commented that the scariest part for her was not being able to see the tram or bus coming, not knowing what route it was and when to get off.

As the day progressed, we discovered how daunting it can be for the disabled to locate services and routes at busy stations such as Flinders Street. We also now understand how frustrating it can be when travelling alone as we had to stop several times to ask for directions and assistance.

Marcelle Davis, General Manager - People, Culture & Operations, added that the absolute lack of control of her environment, and the fact that so many people with mobility issues rely daily on the grace and goodwill of complete strangers and service providers, was the most challenging part for her.

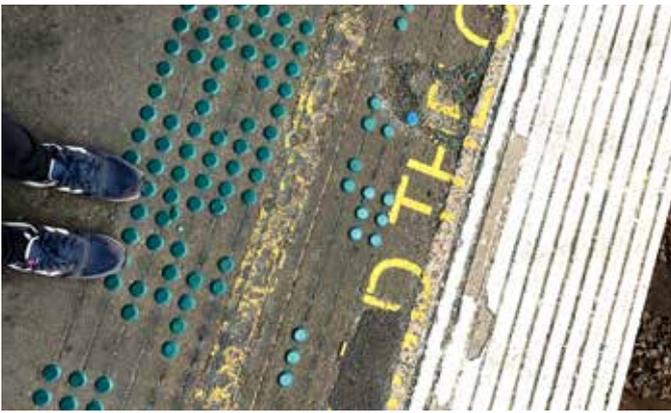
At Richmond Station, we had to manoeuvre a motorised scooter to the bus stop and onto the bus. This was extremely challenging for us all.

"Planning access while on an electric scooter was difficult and takes so much more time and effort," added Julie.

We basically discovered that everything took a lot more effort, time and planning. Everyday tasks like reaching for the bell or touching on with a MYKI card became so much more challenging than usual.

"It was a really terrific way for us to understand the trials that negotiating public transport presents to people with limited or challenged mobility. The workshop definitely helped to open my eyes to how vulnerable people with limited abilities are to the general public, public transport planners, urban designers and even us as operators," added Marcelle.

Part of the journey involved riding motorised scooters onto the tram and back to PTV at lunch hour. By the end of the workshop, we all agreed how tiring and overwhelming it must be just for these people to navigate public transport and go about their daily lives.



We left feeling humbled, filled with empathy and so much more aware of the accessibility issues facing the people in our community. We also learnt a lot about the need to constantly upkeep and improve facilities, the importance of automatic doors and voice announcements that could possibly make life easier for those that really need it.

“I never realised the importance of having sensible, well-designed, well-maintained tactile and effective wayfinding signage till I did this workshop” said Marcelle

The overall consensus was summed up perfectly by Marcelle when she said that as operators we need to ensure that our services are safe from hazards, are clear and easy to navigate, our vehicles are clean, accessible and in good working order, and our employees are well trained to ensure a safe and enjoyable service for this community.

CDC Victoria will continue to look at ways that we can improve on providing equal accessibility for all our passengers and welcome any feedback you might have on ways we can improve. Please send your feedback on our website <http://www.cdcvictoria.com.au/contact-us-main/feedback-comments>

Passenger Voice Announcement System

Have you noticed our new Passenger Voice Announcement (PVA) system on our buses yet?

The new PVA systems are being rolled out on all CDC Victoria route buses, beginning with Sunshine depot. This is part of our plans to invest in innovation, improve customer service, lower fare evasion levels and enhance overall safety on board.

The PVA system is actuated and provides a welcome message when doors are opened and also includes a friendly reminder for customers to ‘touch on’ with their MYKI cards.

The new voice announcements will allow our drivers to focus on providing personalised customer service, while the friendly reminder for customers to “touch on” using their MYKI card aims to diminish fare evasion levels.

CDC Victoria will continue to apply the new PVA system to all our existing and future fleet and aims to complete close to 400 vehicles by the end of 2018.

If you have any feedback regarding the PVA system, please send this to: customer.service@cdcbus.com.au

Delivering a Greener West

CDC Victoria teams up with industry partners to drive its first Bus-led Sustainability Project.

On the 20th October 2017, CDC Victoria launched its first Bus-led Sustainability Project with an event 'People & Parks Day' along with partners, Volgren, CMV Truck & Buses, People & Parks Foundation and Parks Victoria.



The Sustainability project itself supports Parks Victoria's 10-year Masterplan to rejuvenate Werribee Park's grasslands to provide sustainable, community parks and recreational facilities in Wyndham. The project begins with the planting of a Blue Box Forest along Werribee River and will include future opportunities such as a bus repurposing project.

The event was held at Werribee River Park and marks the partners' joint commitment in 'Delivering a Greener West' – which was incidentally this year's theme. People & Parks Day 2017 aimed to raise funds to support Parks Victoria, raise awareness about the need for better parks and facilities in Wyndham and brought over 100 invited guests from the local community, students from St James Primary and various corporations together.

The day was filled with fun activities that unveiled the hidden beauty of Werribee Park including garden tours, kid's workshops and cooked traditional meals using food grown on site by the Somali and Karen communities – who tend to the community gardens there.





In order to raise money to fund this project, a crowd funding site was launched to enable the general public to get on board. We raised \$13,192 which goes directly to Parks Victoria.

CDC Victoria’s CEO, Nick Yap said, “We are proud to partner and participate in this Bus-led Sustainability Project.”

“While buses make a slight 2 percent contribution to Australian transport emissions, a full bus can take 40 cars off the road which reduces greenhouse gas emissions and road congestion that is a daily struggle for those who live and work here in Melbourne’s West.”

CDC Victoria’s repurposed Promo Bus was also on show that day allowing guests and students to learn about the bus industry’s commitment to reducing greenhouse emissions and congestion levels.

“The Promo Bus is testament to how CDC Victoria has repurposed an old bus and given it new lease of life,” added Nick.

People & Parks Day is slated to be a yearly affair and conveys our pledge at supporting sustainability in the West.





Peter Gross for Quality (Ballarat depot)



Krisimasi Muavaa for Passion (Altona depot)

Congratulations to our 2017 Employees of the Year

At CDC Victoria, rewarding good performance is an integral part of our ethos. We believe that good team members should always been recognised and celebrated. After all, one of the best ways to motivate your staff is to encourage them on a job well done. We're thrilled to present our 2017 Employees of the Year. Congrats guys and keep up the extraordinary work!



Jecki Azril for Safety (Werribee depot)



Chucky Senanayake for Community (Geelong depot)



Alex O'Callaghan for Reliability (Oakleigh depot)

This year, we thought we'd capitalise on the festivities and organised a "Wear your favourite Sporting team gear" for a gold coin donation. All proceeds went directly to our Charity partner, The Brotherhood of St Laurence. Many thanks to all who participated and gave to this cause. We raised \$450 from this initiative for the Brotherhood.



Meet Team OCC

Since 1 October 2016, the Operations Customer Centre (OCC) in Sunshine has been operating 7 days a week between the hours of 5.30am to 10.30pm.

The OCC basically conveys our commitment to service delivery, driver safety and operational excellence ensuring that drivers have a reliable, well informed and understanding guide available to provide them with support.

The OCC also provides visibility for what is occurring across our network of services, including having to deal with planned and unplanned diversions, operational events and delivery of optimal service in real time while applying technologies such as PTV's Bus Tracking System and Motorola radios. Social media platform, Twitter is also utilised by the OCC to provide real-time information when there are delays, accidents and other incidents.

Once a bus departs the depot, the OCC will monitor service performance until such time the vehicle returns.

If you've been following us on social media, you would have noticed that recently the OCC went mobile. In order to give all our staff a first-hand experience with

the OCC and introduce the OCC team to new staff, our Promo Bus took over as mobile OCC.

Travelling to Geelong and Ballarat in September and October allowed drivers to mingle with the OCC team, get to know each other better and see how the technology on the Promo Bus works.

"The OCC has now been incorporated into the daily operations for all the depots. However, most drivers would not have had the opportunity to see the OCC working, or ever get an opportunity to do so. The solution was to bring the mountain to Moses," said Alexander Law, OCC Team Leader.





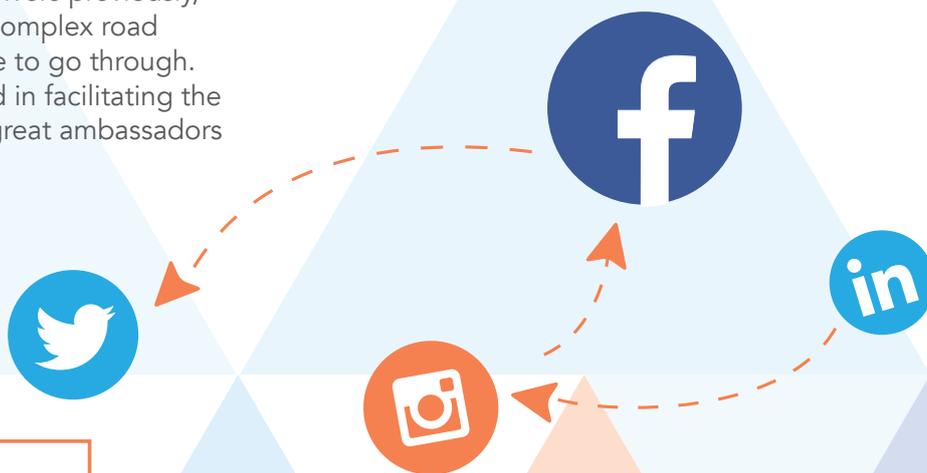
*“ The overall response has been very positive. It has given drivers an insight into the internal workings of the OCC and a greater understanding of what we want to achieve with the OCC in providing support to the driver, and making their work environment a safer place,”
added Alex.*

All of the OCC staff have been drivers previously, and as such empathise with the complex road and experiences that drivers have to go through. The OCC operators have assisted in facilitating the mobile OCC and have acted as great ambassadors



and information sources. They’ve been able to answer questions and this was a great opportunity to meet the people that they directly support.

The Promo Bus will continue on its OCC duty throughout 2018 with visits to all other depots in the works. Join us on social media to follow our journey.



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