

Connect

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

ISSUE 3 / JUNE 2016

CDC's new image

Page 2

Partnering up
with Western Chances
& Werribee Football Club

Page 3



Linking
people,
places &
communities

Staff Appreciation

At CDC we're always looking at ways to improve the relationships we have as a team because happy workers equals happy customers.

This year, we brainstormed ideas and decided to reward all our staff with free coffees and snacks to commemorate Transit Driver Appreciation Day on 18 March 2016. A gourmet coffee van visited each of our six depots over the course of a week in March and we are so glad the idea was a hit. Check out some of our happy snaps.



CDC's New look

Have you noticed CDC's sexy, new branding? It began when we needed a new image to be the face of our company. Something strong that represented our fleet while providing a glimpse into who we are at CDC.

The five buses basically conveys the diversity of our fleet – we are a future-minded transport company that offers reliable Charter services, clean route service buses and prides itself on exceptional customer service. The city backdrop speaks of a company that is relevant, expanding and determined to engage with the communities that it serves. We hope you love it as much as we do!

CDC's Operations Customer Centre (OCC)

CDC's Operations Customer Centre is now in full swing and has been monitoring our services across all depots Monday to Friday from 6am to 10pm. Located at our Sunshine Depot, this investment underscores our commitment to service delivery, driver safety and operational excellence ensuring drivers have in-service guidance and support while on the roads.

How does it work? Simple. Each time a vehicle departs the depot, the OCC will take over two-way communications from local supervision and will monitor service performance along the entire trip until the vehicle returns to the depot.

The OCC offers greater certainty and visibility for what is occurring across our network of services, including dealing with planned and unplanned diversions, operational events and delivery of optimal service in real-time, applying technologies such as the Bus Tracking System and Motorola radios. The OCC will also provide real-time Tweets in the event of any delays and traffic incidents that will affect our passengers.

We trust this will improve our service offering, resulting in an enhanced customer experience.

Making a difference through Western Chances



WESTERN CHANCES

Giving back to the communities we serve has always been at the forefront of CDC's ethos. This is why we recently partnered up with Western Chances.

Established in 2003 by Terry Bracks AM, Western Chances provides scholarship support for school items which have a big impact to kids in the West – such as textbooks, internet access, calculators and MYKI cards. Requests for MYKI support is the second highest necessity at Western

Chances and makes up 40 percent of the total scholarships awarded.

As part of our commitment to supporting the community, CDC sponsored \$10,000 worth of MYKI money to Western suburbs kids so that they have access to public transport to further their education. We look forward to a longstanding partnership with Western Chances and the many other ways we can make a difference within the community.

Vic Maori Wardens extend patrols

Creating a safe ride for all our passengers is our top priority at CDC. For this reason, we're so happy to announce that we've received official approval from the PTV extending the Vic Maori Wardens patrols for another year, till 31 May 2017. This covers patrols on our buses from Altona, Werribee and Sunshine. On top of that, the PTV has also granted approval for the wardens to start patrolling CDC Geelong buses with immediate effect. We trust that our drivers and patrons will feel more assured of their safety while travelling on our buses with the presence of the wardens on patrol.



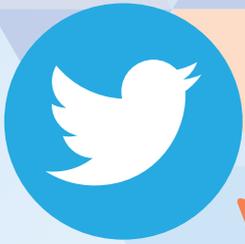
Werribee Football Club sponsorship



We're pleased to announce that CDC is now a Community Partner of Werribee Football Club (WFC). By supporting WFC's VFL

team, we believe we will be able to engage better within the community by supporting their

multicultural programs and school initiatives. As part of our community engagement initiatives, partnering with WFC will create more opportunities for CDC to work closely within the Wyndham community in order to alleviate anti-social behaviour that affects our business, our passengers and your overall safety on board our buses.



Get social

If you're not already connecting with us via Social Media – there's no better time than now!

Get live traffic and service updates via Twitter. Find out about our exciting initiatives, read about our staff and keep up-to-date with everything that happens at CDC via Facebook and Instagram.

We absolutely love receiving pictures of our fleet on Social Media. Here are a few snaps sent directly from our fans on Facebook.



Photo credit: David Moody from Victoria



Photo credit: Jason Holmes (CDC Melbourne driver from Altona Depot featuring his colleague Poon Yu Sang)



Photo credit: Stephen Cho from NSW