

Newsletter

CDC Victoria's quarterly newsletter featuring updates, developments and the people who drive the business



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Welcome!

Dear Colleagues,

We are about to close separate chapters at Altona and Werribee Depots and start a new combined one at our new Wyndham Depot.

Even as we busy ourselves with checklists and plans regarding the move to Wyndham Depot, I wonder about the history and stories of our Altona and Werribee Depots. We know that Altona Depot was part of the Sitch Group and known as Altona Bus Lines prior to the acquisition by Kefford Corporation. The business has been operating at the current site for nearly 50 years and hosts the head office of CDC Victoria.

The Point Cook – Werribee Passenger Service, which traded as Blue Riband, was the first bus service acquired by Kefford Corporation in 1976. Kefford Corporation grew from this one route to becoming a major bus operator in Victoria with six depots and 328 buses prior to its acquisition by CDC in 2008.

CDC has continued to add to this rich history with growth, innovation and continued operational excellence. Wyndham Depot itself is a tangible example of CDC's commitment to public transport in Victoria. The investment in Mobileye and the new automatic voice announcement system are yet two more examples of leading the industry through innovation.

Whilst we look forward to moving into our new Depot at Wyndham, it is worthwhile reflecting and archiving the told and untold stories of Altona and Werribee Depots. If you have a story or fact or trivia of our time at Altona and/or Werribee Depots, may I encourage you to communicate this to your Manager or Deborah Goon.

Warmest regards,

Nicholas Yap
Chief Executive Officer – CDC Victoria

Welcome onboard to all our new employees

Steve McDonald, Scott Kirtley, Geoff Trezise, Peter Holland (Operations Supervisor) & Dan Leigh (Mechanic) (**GEELONG**), Li Hing Peng, Hae Hwang, Mina Mehawd, Ualesi Isaako & John Bromley (Workshop Foreman) (**OAKLEIGH**), Paul Grinstead, Odysseas Karipidis, Bob Pinkerton, Adam Burdon, Ray Boyd, Paul Bernard, Prabhdeep Singh Khun Khun, Paul Heyne (**BALLARAT**), Bong Siaw, Irfan Muhammad, Salman Doni, Sao Supati, Silva Don, Jaspal Bhullar, Steve Reeves (Upholstery) & Brent McKenzie (A/C mechanic) (**WERRIBEE**), Paddington Mutekedza, Orhan Aliloski, Salogo Tuivaiti, Lisa Huynh (transfer from Altona) & Anh Bui (**SUNSHINE**) Assefa Belaynesh, Ranveer Singh Turena & Charles Gultom (**ALTONA**)

From your SDM's

Ballarat Depot

The Bus Industry is in a constant state of change and August/ September are no exceptions. Vline Timetable changes set for September 27 have impacted on Ballarat rosters and journal sets. Soon after, we also expect a route realignment on September 17 which will provide a positive outcome for passengers who lost the East - West connection from Ballarat North to the Stockland Shopping complex in the January Network Upgrade.

A huge thank you to all of our staff who have continued to meet the challenges of these changes in their usual positive manner. Some additional training will take place to ensure that everybody is familiar with the route change.

Ballarat has also been buzzing from the recent history-making inaugural AFL match at Mars Stadium. CDC Ballarat was privileged to be able to provide free shuttles and Park & Ride services on game day, Saturday, 19th August. Full loadings on all services were achieved as expected. We're thankful we did this job well and contributed to such a historical event.

Glenn McKenzie, Ballarat's SDM

Oakleigh Depot



As the year progresses and Christmas becomes ever so close, I would like to remind everyone to ensure we continue improving on our first SPaRCQ value – Safety. Although our records have improved from previous

years over the past few months we have seen an increase in accidents, unsafe acts and near misses.

Safety is paramount and we are all responsible for its improvement. While I acknowledge our outdated routes play a significant role in our on road accidents, I assure you we are inching closer to seeing some improvements.

On a much lighter note, I would like to thank everyone who assisted us during our busiest periods. Your commitment and passion gives me the confidence to continue retaining opportunities such as Rail Replacements, Shuttles etc.

Kaz Abdulrahman, Oakleigh's SDM



Werribee Depot

Congratulations to Jecki Azril from Werribee depot who was recently nominated for and won the SPaRCQ award for Safety by displaying genuine respect for people and ensuring a child's safety after an accident.

On the 13th June, during school peak time, a student was hit by an oncoming car after getting off our bus. The driver of the car failed to stop and kept going. Due to his sharp presence of mind, Jecki took down the registration details of the car and also contacted OCC to request for immediate medical assistance for the child - who was lying on the side of the road. Jecki waited at the scene to ensure the child was fine till the ambulance arrived.

Thankfully the child was responsive during the wait and attended to by paramedics in a short time frame.

The mother of the child thanked Jecki with these words, "I want this bus driver to know how thankful I am that he stayed and helped my son as the driver of the car that hit him left. This driver is amazing and his quick thinking saved my son. I can't thank him enough."

It is very encouraging to see that our colleagues are so caring for others while representing CDC and its core SPaRCQ values. On behalf of all staff at Werribee depot, many thanks to Jecki for upholding CDC Victoria's values to the highest level.

Ravneet Walia, Werribee's SDM

Meet the Vic Wardens

We're so excited to announce that the PTV has agreed to a 3-year extension of the Vic Maori Wardens patrolling our buses. As you should be aware, the Vic wardens began patrolling our Werribee buses in May 2014. This was later extended to Altona and Sunshine in December 2014. We are now pleased that the Vic wardens will soon be extending their patrols to Geelong.

In July this year, we invited the Vic wardens to do a meet-and-greet at Geelong Depot in order to introduce the drivers to the wardens and familiarise the wardens with the depot.



FAQ's

Since not everyone was able to join us in Geelong, we thought we'd put together some frequently asked questions with some information about our partnership with the wardens.

1) How did the Vic wardens start patrolling our buses?

One of our bus drivers (Suey Moana from Werribee) who has since retired suggested we connect with the Vic Maori Wardens who were setting up their Melbourne office. Our community engagement team were introduced to the wardens and let's say it was a match made in heaven.

2) Why do the Vic wardens patrol CDC buses?

The wardens are known to play an 'elder' role within their community and as such are able to provide guidance, advice and engage with youth who might be at risk of anti-social behaviour in areas of high risk. This includes fare evasion, graffiti, violence and abuse towards our drivers etc

3) How do we identify the Vic wardens on our buses?

All volunteer wardens wear official Vic Maori Wardens hi-vis vests when travelling on the network for ease of identification.



4) Are the wardens paid to patrol our buses?

All wardens are volunteers who actually have their own day jobs. They literally do this to engage with the youth and provide a preventative step within the community.

5) How often do the wardens patrol and on what bus routes?

The wardens generally patrol our buses once or twice weekly. We cannot release which routes or it defeats the purpose of the patrols.

6) What positive benefits have resulted in our partnership with the wardens?

From 2015 to 2016, 27 volunteers travelled on our buses and achieved a 38.6 percent increase in engagement levels. (Engaged with 588 passengers including 173 Pacific Islander youths) The wardens also provided positive intervention and suitable outcomes for youths in need. The wardens also successfully prevented 20 counts of anti-social behaviour and 15 counts of fare evasion.



School Connect Program

CDC reaches out to local students via its new School Connect Program

Seventy-five kids from Ballarat received the royal treatment on Saturday, 1st July as CDC kicked off its brand new 'School Connect Program' with a free footy day experience.

As part of the festivities, CDC Ballarat provided hot brunch, transport and free tickets to Saturdays AFL footy game at Etihad Stadium featuring the Western Bulldogs vs West Coast Eagles. Three schools benefitted from CDC's 'School Connect Program' this time including Yuille Park P8 Community College, Creswick North Primary School and Ballarat Specialist School.



Community Engagement Manager, Michelle Ho McKersey added that this was just the beginning of a long standing relationship CDC hopes to build with the schools in Ballarat.

"We knew we needed an event to launch the 'School Connect Program' so this footy day experience has literally been designed to give the kids an experience they won't forget."



Community Engagement



CDC is a proud partner of the AFL Premiers, the Western Bulldogs and wanted to support the AFL's decision to bring footy to the region.

As a special treat for the kids, CDC also arranged for Western Bulldogs AFL female player, Laura Bailey to be at the depot to mingle with the kids, sign autographs and give out the CDC Footy Day packs.

"We're just so excited that Laura Bailey could join us because she's born and bred in Ballarat and is such a great role model for the kids," said Michelle.

On top of the day out at the footy, the kids were also encouraged to join our competition to win 4 tickets to the first ever Ballarat based footy game on 19 August featuring the Western Bulldogs vs Port Adelaide.

"It's a big honour for the City of Ballarat to be hosting its first ever AFL footy match in August at Mars Stadium and we're just so proud to be able to support regional footy and provide tickets to this monumental game," said Glenn.

Tickets to the 19 August Ballarat-based game were sold out so we're pretty sure this would have been an amazing win for three lucky kids," added Glenn.



"We knew we needed an event to launch the 'School Connect Program' so this footy day experience has literally been designed to give the kids an experience they won't forget."

– Michelle Ho McKersey
Community Engagement Manager

Service Delivery Manager Glenn Mackenzie said, "CDC has always been big on giving back to the community so we hand-picked these three schools to be the first recipients of our School Connect Program."

The 'School Connect Program' is a new initiative that CDC is running as part of its Community Engagement plan. At the core of this plan, CDC believes in creating opportunities within the community to cultivate good relationships, foster respect for our drivers and give back to the communities we serve.



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Mobileye on CDC Buses



The safety of our customers and drivers is more than a priority at CDC Victoria, it is something we never compromise on. This is why CDC has invested about \$0.5million

on Mobileye in our buses, as part of our commitment to continually invest in innovation and new technology.

We are proud to be the largest bus company in Australia to adopt Mobileye's aftermarket solution. Mobileye is essentially a vision-based Advanced Driver Assistance System that helps drivers keep an "extra eye" on the road by alerting them to potential accidents and cutting reaction times.

We're sure by now, all drivers would have seen the compact monocular high definition camera mounted on the windshield. This camera constantly monitors the road in front of the vehicle and information is displayed on a small dashboard device. In addition to visual alerts,

the unit sounds an audio warning to assist drivers in preventing or mitigating a collision. The alerts monitor four main areas: safe following distance; forward collision alert; lane departure without signalling; and pedestrian and cyclist collision warning.

"Australian roads are becoming increasingly congested and we are taking steps towards the future of transportation. Mobileye's technology is an investment towards safer roads and safety is our primary focus."

– Nick Yap, CEO CDC Victoria

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"We're pleased to invest in technology to enhance the safety of our drivers, passengers, and other road users in the communities that we serve," said Nick Yap, CEO of CDC Victoria. "Australian roads are becoming increasingly congested and we are taking steps towards the future of transportation. Mobileye's technology is an investment towards safer roads and safety is our primary focus."

The implementation of Mobileye will take place simultaneously in CDC Victoria and CDC NSW with the technology being introduced into more than 1000 buses.



Family Snow Day At Buller



"A family that plays together, stays together."

This saying certainly rings true at Sunshine Depot which recently organised a Family Snow Day to Mount Buller. The trip itself was

organised after a number of drivers revealed their interest in having a day out in the snow with their families.

Organised by office staff, Stephanie, Melina and Amanda, on the 2nd July 2017, twenty staff and their families travelled to Mount Buller on board a CDC bus. CDC provided the bus and fuel and each adult contributed \$35 while paying \$15 for each child that came along. This cost included entry to Mt Buller park, a BBQ lunch and a lolly bag for the kids.

"We decided to bring all we needed for the trip so we packed a BBQ pit, all the food and drinks with us," said Frank Hurley, SDM at Sunshine.

The day out in the snow was a huge success and we are glad all staff had time to bond together as colleagues and in the company of their families as well.

"It was an outstanding event and all who went had an enjoyable day especially the families and kids, who spent most of the day playing in the snow," added Frank.

Sunshine Depot is already planning the next trip and anticipate that they will need two buses this time.

Special thanks to Fitim (Tim) Lumani who was the group leader for the snow trip. He, and his wife Linda, spent the Saturday prior to the trip shopping and preparing food. They also cooked, and Tim took the lead for the day, managing the group, and most importantly, driving everyone safely there and back.



New Staff Survey



In July 2015, CDC Victoria undertook our first ever Staff Engagement Survey. This survey provided a platform for you all to tell management about your experiences, what it is you enjoy about your job, and what things you believed needed a bit of improvement.

You may recall, that the survey also helped shape our SPaRCQ Values Framework.

Fast-forward two years, and once again, it is time to ask for your thoughts on what it is like working for CDC Victoria.

You may have noticed portals being set up again in your depots over the past few weeks to allow you all to participate in the survey. The information we receive is completely confidential, and will again help management better understand how we can support you to provide great service to our customers.

As was the case in 2015, after completing the survey, you will have the opportunity to submit

your details to go into the running to win an individual prize! Be assured, your details will not be linked in any way to your survey results. We will also be crowning a new My Depot Rules winner, for the depot with the highest participation rate.

Once again, you will also have the opportunity to provide a 'Note to Nick', to provide any confidential feedback directly to our CEO, Nick Yap.

We encourage you all to take some time to participate in this survey, so we can continue to improve and ensure that CDC Victoria remains a great place to work for all!



Compliments & Comments

Hello, this is to praise highly the "bus lady" (Dianne Breen) this morning, assisting the new driver. She was kind to all, helpful and appeased a stressed passenger, helping her all the way. She attended to all passengers' needs. It was a full service with lots of carry-ons. She was very watchful of all passengers, and of the driver too. The driver, by the way, drove smoothly and gave friendly greetings.

This lady on board kept her passengers safe and comfortable with a gracious manner.

Thanks to all your bus drivers who have been very pleasant and helpful. I have recently been able to use your services again with the new routes.

Love your buses; help this person here who finds getting in and out of things difficult, but your "raising" buses eliminate that need. Buses are clean and comfortable. Thanks for everyone for making our transition to these wonderful new routes and services happy and comfortable.

Sincerely, Gail Carrick

On behalf of all our members who visited MADE today I want to thank you for your help in making the day special for us.

The bus was waiting for us at the station and delivered us safely to the museum and then back to the station afterwards.

The driver Kevin McLean is a gem and even gave us a tour around the lake before taking us to the train. Please thank him again for us. We had absolutely exemplary service from your company. Thank you again.

Regards,
Margaret Clark,
Melbourne North Probus Club

Congratulations to Jorge Sepulveda from our Werribee depot who was recently nominated for and won the SPaRCQ award for his Passion to provide great service with a caring attitude.

During a routine check in between routes, Jorge found a sandwich bag with a white envelope containing \$3,450. Jorge contacted operations without delay and informed them about the large amount of money he had found. The next day, the passenger who had lost the envelope contacted Werribee operations and after thorough checks and confirming the person's identity, the money was handed back to its rightful owner.

The customer was naturally very thankful to receive his cash and sent this in.

"I have found you are one of the few persons in the world, who have that passionate and generous heart. I think and pray that almighty God who is the giver and planner of whatever we do shall keep you in job and uphold you more than you expect in life, so that your heart keeps on inspiring millions of people on earth."

On behalf of all staff at CDC Werribee depot, many thanks to Jorge for living up to CDC Victoria's core values.

Ravneet Walia, Werribee Depot SDM

CDC Website Feedback for driver, Siaw Bong.
"I'd like to thank a driver of the bus reg. number 2784AO (or 2874AO), he was at Werribee station at 3.31 pm. This driver is very polite, respectful and helpful for passengers. Thanks a lot for his help."

Sincerely,
Julia Frumina

I would like to give some positive feedback on a particular bus driver (Bill Cook) I recently had in Corio, Geelong, on Monday 21st Aug - route 1, from Corio Village at 7:48 am!

This bus driver is always cheerful and friendly. He was more than happy to slow down and make sure everyone got on the bus. He always makes sure everyone is seated before departing and its generally nice to be greeted by him, when those doors open. It would be lovely if he could be made aware of this feedback! If only every driver was like him!

Thanks, Maddison Curran



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Safety



Passion



Reliability



Community



Quality