

Unite!

Newsletter

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



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Welcome!

Dear Colleagues,

On 21 June 2015, Public Transport Victoria (PTV) implemented the biggest change to Victorian public transport in over 30 years.

The change affected nearly everyone in this Company and I take this opportunity to give my personal thanks to all staff involved in supporting the change in the lead-up to 21 June 2015 and patience with unresolved issues after that.

From my perspective, and feedback from PTV, the implementation of the changes were an outstanding success. More importantly, early indications from ticketing data indicate that patronage on the new networks at both Wyndham and Geelong are on the increase, which is a positive outcome in our mission to link people, places and communities!

Another historic public transport moment occurred on 21 June 2015 when we operated the first double deck in 50 years. The bus operates on our Route 190 that links the new Wyndham Vale Train Station with Werribee Train Station. Feedback from the community remains positive and the bus continues to operate reliably. I will quote our Werribee

Depot driver Mr David Powell who feels that the double deck bus is "a nice vehicle to drive!" More views from the current drivers trained to operate this vehicle is included in an article in this newsletter.

Yet another milestone that we've recently crossed is the 1 year anniversary of our new branding. The new branding was introduced in mid-July 2014 and it was accompanied by the new website. We also launched our community engagement initiative then. To commemorate this 1 year anniversary, we put together a corporate video that you can find on our website at the following link:

<http://www.cdcvictoria.com.au/community-engagement>

I hope that you take out of this video a level of pride that our organisation is not just linking people, places and communities, but giving back meaningfully to the communities we serve; be it helping the disadvantaged amongst us or equipping new leaders from amongst our communities.

Sincerely,

Nick Yap
General Manager – CDC Victoria

Want bigger, better offers and discounts?

Our HR team are working on identifying opportunities to improve your working experience with CDC. At the moment, we are looking to form business partnerships

to offer our staff package deals, offers, discounts and more!

Stay tuned for more details in our next issue of Unite!

CDC's Operations Customer Centre (OCC)

News



CDC's Operations Customer Centre is well on its way! Located at our Sunshine Depot, this investment underscores our commitment to service delivery, driver safety and

operational excellence ensuring you have a reliable, well informed and understanding guide to provide you with in-service assistance and support.

How does it work? Simple. Each time a vehicle departs the depot, the OCC will monitor two-way communications from local supervisors and service performance along the entire trip until the vehicle returns to the depot. The function of the OCC will not diminish nor take over the need for local operational supervision.

The OCC will offer 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 the newly deployed Motorola radios.

We are building the capability of the OCC over the next few months.



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Welcome on board: Gwen Jones & Kenny Hui

Welcome Aboard

We're very proud to announce the arrival of two new members to the CDC Victoria family.

Gwen Jones joins us in the capacity of HR Consultant, having spent two years at Ventura, before transitioning across to Transdev.

An avid follower of the AFL, Gwen is passionate about the Richmond Football Club!

Kenny Hui has replaced Nathan Brown as our new Commercial Manager. Kenny joins us from the Patrick Corporation where he occupied the role of Senior Head Office Accountant. In his spare time Kenny follows the NBA and has a passion for motor racing.

We look forward to their ongoing contributions.



Teamwork delivers great service outcomes!



The Oxford Dictionary defines teamwork as *'The combined action of a group, especially when effective and efficient'*.

The successful delivery of the Network Transformation Project (NTP) in Geelong, Wyndham, and Ballarat on the 21st June 2015 could be best put down to a combined effort of a number of dedicated teams within CDC Victoria – ranging from our drivers, customer services specialists, local depot management, supervisory and head office personnel especially in the marketing and communication, and driver training areas.

Some 200 drivers were trained on the new routes, supported by a range of learning aids including the NTP Driver's Guide, and live route maps on display at our Altona, Geelong and Werribee depots.

In a Post Implementation Customer Survey Report commissioned by PTV, the level of information provided prior to and after the

launch was consistent and we are happy to say that CDC staff members were mainly providing the correct information.

Specifically, the training about the facts surrounding the opening of the Regional Rail Link was successful with a high percentage of CDC staff providing accurate information, and the training provided to date has resulted in many members of staff trying to offer additional information to staff.

Described as one of the largest timetable changes of our generation, the activation of the Regional Rail Link was indeed a significant milestone for CDC Victoria and by all accounts we acquitted ourselves in the most professional manner.

Together, we have once again demonstrated that no matter how challenging the task, we are a reliable and trusted community partner, dedicated to enhancing the customer experience.

Well done to all involved – keep up the great work!

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CDC launches its first double decker bus

A lot has been said about our newly launched Double Decker bus, now servicing the good folk of Wyndham on Route 190 – Werribee to Wyndham Vale.

Operating out of our Werribee depot and on trial, Nick Yap, General Manager of CDC Victoria says, "This Double Decker bus will result in and enhance the customer experience through the roll out of one of the biggest changes to the bus network in Melbourne's West."

"I totally enjoy driving the double decker bus. It's a safe, comfortable bus to drive, a good point to start a conversation with passengers who travel from the other side of town to have a ride in the 'Big Double Decker', it's fun!"

by Carlos Polanco

Important facts about the Double Decker:

- Seating capacity: 88
- Standing capacity: 23
- Total: 111
- Made in Australia: YES
- Made in Melbourne: YES
- CCTV: 12 cameras
- Air conditioned: YES
- Year of Make: 2015
- Make: Volgren Double Decker

Other features include sensors at the stairwell which count passengers on the top deck and a digital display showing available seats.

When asked if there are plans to add more double deckers to the CDC Victoria fleet, Nick Yap says, "We will continue to evaluate the performance of our new services and where warranted (Metro or Regional) we look forward to increasing our Double Decker capability".

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"Driving the decker to date has been a great experience, it has exceeded my expectations by far, regarding its drivability, handling, acceleration and braking. The technology and innovation behind this monolithic workhorse has it driving just like a normal bus but with twice the capacity. A people mover and head turner."

by Michael Spiridonidis



"The feeling of confidence and pride that you have the responsibility of driving such large and dominant vehicle. Public is eager to travel on the bus due to its thrill of sitting upstairs. The vehicle handles well and the seating is very much like driving a luxury car. Overall anyone who drives the decker has a feeling of pride and power."

by Paul Korbelt

A day out with our school champions

As part of CDC's ongoing commitment to create value-added charter services, CDC sponsored a special group of 35 primary students and 6 teachers from the Werribee district on a Leadership Day excursion on 16th June 2015. This is part of a new CDC community engagement initiative rewarding our schools with a special day dedicated to their school captains. The theme surrounding

the activities for the day were "RESPECT & LEADERSHIP".

The fun-filled day consisted of a customised tour of the Etihad Stadium, a visit to the Western Bulldogs facilities at Whitten Oval including an up close and personal Q & A session with the Bulldogs Vice-Captain, Jordan Roughead.



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Victoria Maori Wardens game day shared with the depots they serve

On the 9th May 2015, the Victorian Maori wardens and staff members from CDC's Werribee and Altona depots were invited to an afternoon at the footy to celebrate the launch of

the wardens' patrol on board our Altona and Sunshine route services. Both parties got the chance to get to know one another during the game and a sponsored lunch by CDC.



Pedro Sakal: Proud graduate of 2015 Sons of the West Program

Profile



The Sons of The West Health Program which ended in June 2015 was a huge success for the Bulldogs and we are very proud to announce we have had 1 graduate from our very own Werribee Depot!

It all started when Pedro Sakal, a passionate bus driver from Werribee depot took part in the Sons of The West Health Program organised at Altona, Sunshine and Werribee depots.

Out of curiosity, Pedro joined the health program with his 20 year old son, Jonathan, as he wanted to lead a healthier lifestyle and enhance his father and son bond. Together, the dynamic duo signed up at the Melton City Council to embark on a 15-week health program. The program was filled with a variety of exercise and educational activities like cycling, Pilates for men and learning about Diabetes.

Congrats to Pedro on his amazing journey!



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CDC welcomes new family additions

CDC would like to welcome 2 new additions to the CDC family!

On Friday, 29th May at 6pm, Deborah Goon, CDC's Corporate Communications Manager and her husband Anthony had their first child, a handsome baby boy named Aiden Elijah Mangion.

Josh Kefford who is a part of CDC Sunshine's workshop family; and his fiancé Jasmine had their first child; a beautiful baby girl. Eden Millah Kefford was born healthy and happy on 16th July.

CDC wishes them all the best in their new family adventures!



Aiden Elijah Mangion



Eden Millah Kefford

Compliments & comments

I locked my keys inside my home today and found that I had no way of getting to work as all the car and house keys were inside, also my husband had already gone to work. I saw a bus in Cuthberts Road around 7:50am and asked the bus driver if he was going into the city. He was extremely pleasant and indicated he was and dropped me off at the nearest stop to my

destination, corner of Lydiard and Sturt. I was very impressed as this was my first ride in a bus. Luckily I had a Myki card for a trip I had made to Melbourne the previous week. I just wanted to let you know that I experienced great customer service. I won't hesitate to travel by bus again.

Regards,
Gail Downey

What a great (School Champions) day!! We were welcomed with hot tea and coffee when the bus arrived, a lovely speech by Allison and were given name tags that were organised by CDC. Allison and Pedro were fantastic. They were both professional and helpful and couldn't do enough to make the day run smoothly.

Stephanie De Girolamo,
Manorvale Primary School

Every Wednesday I get the 4:59am route 411/412 bus from Laverton station. I am pleased with how comfortable the buses are every time I go to get the 4:59am bus from Laverton in all these years. They are comfortable and reliable – I just want to say thanks for being a great bus service to the community and hope to enjoy many more trips along the routes 411/412/415 (the routes I catch mostly).

Greg McIntosh (On Facebook)

Dear Katie and CDC Geelong,

Many thanks for the cheque you sent for the Red Cross Doorknock; I have forwarded it to their Geelong office. We really appreciate your support each year with buses for our students to use to collect on behalf of the Red Cross. We did understand when our date coincided with the Avalon Airshow and there were no buses. Your gift to Red Cross reflects your ongoing generosity and is appreciated by that organisation and by Geelong Grammar. Thank-you very much for your ongoing support of our efforts to support local charities.

With every good wish,

Eleanor
The Reverend Eleanor O'Donnell, Senior Chaplain

As visitors from the UK staying in Ballarat I would like to congratulate you on the cleanliness and punctuality of your buses. Also the friendliness of your drivers, I just wish our bus network in the UK were as good as your network in Ballarat and Victoria.

Dave Jefferson



Scan here using a smartphone or camera enabled device with QR app to access CDC Victoria's website.



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