

# UNITE!

CDC VICTORIA'S QUARTERLY NEWSLETTER FEATURING UPDATES, DEVELOPMENTS AND THE PEOPLE WHO DRIVE THE BUSINESS.

**GREEN BUSES  
HIT MELBOURNE**  
PAGE 8

**RESPECT OUR  
DRIVER CAMPAIGN**  
PAGE 12

**TREE  
PLANTING DAY**  
PAGE 10



# CONTENTS

CEO'S Message .....3  
 From your SDM's .....4  
 News .....6  
 News .....7  
 Hybrid Launch .....8  
 Planting Day .....10  
 Respect Our Driver Campaign .....12  
 Anti-Graffiti Workshops .....14  
 Compliments & Comments .....16



# UPCOMING EVENTS

## SEP 2019

- 12** Ethiopian New Year
- 13** Mid Autumn Festival (Mooncake festival)
- 21** October Victorian School Holidays Start
- 22** African Festival Melbourne
- 27** AFL Grand Final Parade
- 29** Jewish New Year

## OCT 2019

- 6** October Victorian School Holidays End
- 7-11** Victorian Seniors Festival Melbourne Festival Hub
- 21-22** White Night Ballarat
- 27** Diwali

## NOV 2019

- MOVEMBER**
- 5** Melbourne Cup Day
  - 11** Remembrance Day
  - 25** White Ribbon Day

## W E L C O M E

### CEO'S MESSAGE

Welcome Jeff Wilson -  
CDC Victoria's new Chief  
Executive Officer

Dear team,

I feel truly honoured and privileged to join CDC Victoria. We have a great company that really cares about its people, its communities and our cultures. This is very evident by the way the SPaRCQ values are lived out within our business and how the company and the staff engage in our community.

I believe this is key to our ongoing success because we are a people business. Everyday we connect children to schools, parents to workplaces and families to communities. You are a vital part in making communities exist.

I would like to thank everybody that has made me feel so welcome. I am learning the business and at this early stage, I think I will still be learning in years to come as there is such a lot to learn and being such a progressive industry there will always be something new. This is exciting!

I have had the opportunity to visit all but two of our depots and have been extremely impressed with the knowledge, experience and

expertise of our people. It is also great to see our teams are proud and passionate about what we do - serving the community.

It is unfortunate that a small minority within the community don't behave appropriately at times and this can put our team members and other members of the community at risk. We are being proactive in trying to curb this behaviour and will be soon launching the 'Respect Our Driver' campaign. This is about educating all our passengers that our drivers are real people with real lives and real stories that are to be very proud of. We want people to understand that we all need to respect each other and treat each other in a manner that we would want to be treated.

Our company's proactivity in this campaign and the upcoming Movember health initiative, the tree planting day and graffiti workshops make me extremely proud to be a part of the CDC family.

The future looks very bright for our company as communities grow and so does the need for our services.

We have more people needing and wanting to connect to more places and we will work with our partners to offer the best solutions. Growth within the community is important because this provides opportunities to our staff and our families.

Growth can cause issues such as traffic congestion and make it difficult to achieve perfect On Time Running (OTR). We understand this and appreciate your efforts in serving our community to the best we can.

I look forward to meeting personally with and thanking you in person as you are the reason why we have such a great CDC family.

In the meantime please be safe and enjoy all of the good things in life.

Best wishes,

**Jeff Wilson**  
**Chief Executive Officer -**  
**CDC Victoria**



### WELCOME ONBOARD TO ALL OUR NEW EMPLOYEES

Roger Curtis-Harding & David Van Oorschot (BALLARAT), **Jann Harold Sarabia, Amandeep Singh Gill, Parvinder Sethi & Adam Jones (TULLAMARINE)**, Saman Ghasemloo, Harshavardhan Reka & Semi K Tuivaiti, (OAKLEIGH), **Christopher Hoang, Julie Marinos, Graeme Lilley, Winston Lai & Kevin Harris (WYNDHAM) & NATIONAL OFFICE (CAMBERWELL)**, Matthew Fleming, Baldeep Singh, Andrew Witcombe, Iain Fitzpatrick, Nigel Voller & Alistair Broad (GEELONG), **Chris Olive & Rhiannon Bizon (SUNSHINE)** Kevin Farrell, Ivan Smith, Janelle Bottrell & Darren Flowers (SUNRAYSIA & BROKEN HILL)

# FROM YOUR SERVICE DELIVERY MANAGERS

## OAKLEIGH

I would like to thank you for bearing through this cold winter and maintaining our SPaRCQ values by driving safe, attending to our customers' needs, identifying possible hazards and reporting them accordingly. As you all know we've had a number of incidents most notably the projectile incident which led to the injury of one of our drivers and whilst we continue to work with the relevant authorities and stakeholders to stop such incidents from happening, it's important to continue to remember your 'Safe and sound' training and report all incidents to the OCC promptly.

As you all know we have now received the first batch of hybrid buses which will replace some of our older fleet. This is an exciting time as we introduce new fleet to our business while reducing carbon emissions and protecting the environment for future generations.

We have begun parking buses in the vacant block behind the workshop clearing our depot from over congestion and reducing the number of in-house incidents. The reconstruction of the new site will hopefully commence in the new year adding much needed room for both our yard and workshop.

In terms of our recent slides relating to our On Time Running (OTR) we have been able to significantly reduce our Early Running (ER) and I commend you all for your persistent work.

On a final note, as we begin to enter spring time and get some urgent and well overdue sun I would like to wish you all a safe and prosperous final quarter. I look forward to working closely with you all for the remainder of the year.

**Kaz Abdulrahman, SDM at Oakleigh Depot**

## GEELONG

It's hard to comprehend how fast time has flown by this year. Already we've managed to get through the Avalon Airshow, another awesome performance by everyone involved which saw us move over 40,000 people. There have been some other notable charter operations, such as the ABS National Conference and several rail replacements.

Our route service performance continues to show signs of improvement, but we still have a few areas to focus on such as Early Running (ER) which is currently around 9 per cent. Some new tools will help us improve this. Our regular meetings with PTV provide us with good feedback on our overall performance and anti-social behaviour on our network has been declining, mostly due to driver's efforts.

Last month we saw the introduction of the Victoria Maori Wardens (VMW) to the Geelong bus network. Their role is to help engage with local youth and assist with any issues they may be experiencing, which is designed to ultimately improve our bus services and drive respect back to the driver.

Our fleet replacement program is now in full swing, with 16 new vehicles entering our depot this year, with more to come. These will help improve the quality and comfort for our drivers and passengers.

We are continuing to recruit new drivers to our team to replace some recent retirements, as well as fill some newly created positions due to new services and structural changes. Welcome to you all, I hope you enjoy your time at CDC and contribute positively to our operations.

**Doug Nyman, SDM at Geelong Depot**



## SUNRAYSIA & BROKEN HILL

It is hard to believe we are closing in on the last few months of 2019. The Sunraysia yard has seen some changes with regards to parking areas and vehicle shuffling due to the acquisition of two National Patient Transport (NPT) vehicles and appropriate Occupational Health and Safety (OH&S) changes. We have been able to successfully accommodate the NPT vehicles and staff with the use of the depot facilities however, consideration for vehicle storage, including employees' personal vehicles, is an issue we now face and is continuing to be addressed.

Two new OH&S representatives were appointed in July and we welcome their efforts and appropriate measures for positive safety changes within the depot. Our Workshop foreman has taken his responsibilities in his stride and has made positive safety changes to the Broken Hill depot which is assisting with a positive increase in culture change with employees.

The NSW TrainLink commenced operation in June from Broken Hill to Mildura and return 3-days on weekdays and a one-way service on weekends. This has been a great acquisition and patronage levels continue to rise.

Sunraysia depot and NSW TrainLink have received positive feedback about the service and we are hopeful the six-month trial will become a continued service.

Keep up the exemplary work and all the best to all employees.

**Ash Loveridge, SDM at Sunraysia & Broken Hill depot**

## WYNDHAM

As we head into the last quarter of another busy year, it is time to reflect on the areas that we have made advancements in and the areas that require more team effort. A few route changes during July 2019 were successfully implemented. Charter services saw growth and the inclusion of 10 hybrid buses brought down the average fleet age.

The focus for the very near future and ongoing basis will be On Time Running (OTR). With the assistance of all employees we endeavour to achieve the set targets. Sharing information with driving staff and assistance from planning will play vital roles in achieving our OTR targets. I request all of you to ask questions with the team at Wyndham to get your queries cleared in understanding the guidelines around OTR.

We are also proud to announce that our Ethiopian staff will be holding their New Year celebrations on 19th September 2019. We look forward to enjoying their authentic traditional food and getting to know more about their rich culture.

I feel proud and believe you share the same feelings with the current efforts of all involved in providing effective public transport around Wyndham despite the major road works with added traffic build up being a daily challenge. I look forward to our continuous positive contribution towards achieving Wyndham's OTR target. Thank you.

**Ravneet Walia, SDM at Wyndham Depot**



## BALLARAT

We have seen the departure of two long serving members of our team, Kevin McLean (18 years) and Peter Court (21 years) have both retired recently. Peter is however keeping his driving skills up by doing some casual charter work for us.

We also celebrate the longevity of two team members; Ken White has given 41 years of his life to the company and Ian Goodson has been around for 40 years.

Thanks to Kevin, Peter, Kan and Ian for your contribution to the company over a combined 120 years!

We hosted the 'School Connect Program' at the depot which saw 70 excited children from two local schools along with their teachers enjoy a trip to the Melbourne Museum and some even managed to star in the new Community Engagement Video shoot – which will be released very soon, so stay tuned!

We also hosted the Community Engagement Anti-graffiti workshop with 40 engaged youths. Both events proved to be very successful and enjoyable for all involved.

We have again provided the charter shuttles for the Western Bulldogs vs Adelaide game with a sell-out game at MARS Stadium. We were able to move in excess of 4,500 passengers to and from the stadium with ease. Thanks to all drivers involved in this event.

Good luck to all CDC staff as we start to wrap up the year. We hope everyone enjoys what is left of 2019.

**Glenn McKenzie, SDM at Ballarat Depot**



## TULLAMARINE

And so the year continues! We welcome Adam Jones, our new Workshop foreman. Adam has been with us only a short time but already his presence is having a positive impact.

We are also more focused on our weekly and monthly KPI's. Our new contract has a strong focus on doing our best. Congratulations to the team of drivers - we are doing well. We sometimes however all need a gentle reminder on the importance of not leaving early or not missing stops. Thank you for trying your best to maintain our figures.

We are also continuing to focus on the growth of our taxi business. We now have over 100 cars in our fleet and are looking for more taxi drivers. If anyone knows of someone wanting to become a taxi driver please send them our way, we would love to have them drive for us.

Tullamarine depot is excited to have Michael Chicop representing Tullamarine depot in the new CDC 'Respect Our Driver' campaign (pg 12). The campaign will put a "real" drivers face at the forefront, his story and the fact that all our drivers well-being is important to us at CDC.

**Frances Ross, SDM at Tullamarine Depot**

## SUNSHINE



Sunshine depot welcomed four new Hybrids to its fleet in August. With the arrival of these new vehicles, a training package was rolled out to ensure everyone was familiar with the functionality and operation of the new vehicles. A special thank you to the training team as well as Dejan and Bob for their efforts to ensure all the Sunshine drivers were trained. In addition, we have also seen the arrival of two 57-seat coaches to our Charter fleet to further strengthen the service we supply to our local schools and charter groups.

The upgrades to our driver area are well underway with the installation of both male and female locker rooms and a new quiet space for drivers to relax while on break. These upgrades started as suggestions from the SPaRCQ committee and through consultation has seen the project commence through to construction.

A reminder to all drivers around the requirement to not run early. Please ensure you are following your shift journal and do not depart a timing point earlier than your scheduled departure time. Until next time, safe driving!

**Shaun Lawson, SDM at Sunshine depot**

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## NEWS

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## ULURU HOLIDAY WINNER

Happy snaps from the winning bidder of the Uluru holiday of a lifetime.

Earlier in August, CDC launched a competition for staff to bid for the trip of a lifetime to Uluru. We're happy to share some photos from Paul Avers, our winning bidder and driver at Buslink Sunraysia. Congratulations Paul and thank you for sharing your journey.

Paul and his wife Sharon thoroughly enjoyed their 7-day Uluru holiday with fellow driver, Mukhlesur Kazi (Kazi), his wife Yasmin, and Kazi paid for his children Zahra, Zainia and his mother Hansa to join in as well.

According to Paul, Uluru had been on their bucket list for ages and when they realized the money raised from the winning bid would go to the Royal Institute for Deaf and Blind Children, he knew he had to bid.

"The Blind Institute is very dear to us as they were very kind, helpful and supportive to my late mother who was blind for 15 years. Combining this with our personal motivation to visit Uluru we put a suitable bid for the whole trip in," said Paul.

The group holidayed in style for 7 days from 19 to 25 August 2019 and were blown away by the experience.

"The trip was a once in a lifetime experience and we were extremely well looked after. Activities, food and accommodation was superb and provided us with many unique and colourful memories along with new and very valued friendships," added Paul.

Paul and Sharon's trip included a Segway tour of the perimeter of the rock, visit to Yulara, bush tucker inspired dinner in the desert at the renowned "Sounds of Silence. The group also went on a helicopter flight around Uluru, the Olgas and Lake Amadeus.

On top of that, they also had the opportunity to have sunset drinks and canapes at the world famous "Field of Light" a sensational 50,000 square metre display of solar powered optic fibre colour changing led lights in a desert valley, an extraordinary visual art display in Yulara for a limited time.

Paul and Sharon along with Alasdair Duffy from Shell/Viva conquered Ayers Rock in 2 hours after a gruelling 2.2km, 45 degree rock climb to an amazing view of the desert in every direction.

"It was a very spiritual moment for the 3 of us and something to be treasured forever especially since the Rock closes on the 26th October this year to climbers. We feel very privileged, both spiritually and emotionally to have scaled the Rock, we have some great memories of doing it together and made a lifelong rock climbing friend in Alasdair," added Paul.

"We would all like to thank Viva Energy, Shell and CDC for the opportunity to experience the centre of Australia, we have made some great friendships we will treasure for life and some fantastic memories to recall and share together."

Paul's winning bid was \$4,800 and we are so glad he, along with our other staff and their families enjoyed the Uluru trip.

## GARDEN ON THE MOVE

Imagine having a garden on the rooftops of route service buses?

That was what 10 SBS Transit single deck buses had on their roofs from May to July 2019 in Singapore. The green initiative was part of GWS Living Art's 'Garden on the Move' campaign and we commend our sister company SBS Transit on taking part in this green initiative. Made up of Wedelia Trilobata and other hardy plants adapted to the local tropical climate, the "green" roofs aim to help in the study of possible energy and cost savings for bus operators.



## BALLARAT SCHOOL CONNECT

Engaging with the youth in Ballarat to educate and empower the youth on the importance of road safety

One of our Community Engagement programs is the Ballarat School Connect. This program allows us to connect with the local schools in regional Victoria while creating a sense of inclusion within Ballarat's most disadvantaged areas.

As part of the program, CDC provides educational excursions for youth in Year 9 to 12 to special interest places. The aim is to give these youth an experience outside of the classroom where they can learn in an alternative environment.

This year, CDC brought 70 youth from Yullie Community College and Ballarat Specialist School to the Melbourne Museum to attend the 'Road to Zero' Road Safety Exhibition. The youth and 15 teachers were picked up from Ballarat depot and transported to Melbourne Museum. At the museum, youth were educated

on the future of mobility and introduced to the bus industry. The exhibition itself included a showcase of interactive Innovation-Communicative Technology (ICT) using road safety – a first time for many of the kids.

Lunch packs were also provided and then the group was taken back to Ballarat. Some of the students and one of their teachers will also be featured in the new Community Engagement video – which has yet to be released so stay tuned!

The youth were very engaged during the visit and enjoyed the excursion. Special thanks to drivers Peter Court and Darren Bevern for your safe driving and feedback about the program. We look forward to the next round of excursions and being able to engage within the communities that we serve.





## GREEN BUSES HIT MELBOURNE

**CDC officially launches its eco-friendly hybrid fleet at Wyndham depot.**

On the 26 June 2019, CDC Victoria celebrated our official hybrid bus launch at Wyndham depot. We were privileged to have the Minister for Public Transport/ State member for Williamstown - the Hon. Melissa Horne MP as our guest of honour. We also hosted the local member for Tarneit – Sarah Connolly, Deputy Mayor of Wyndham, Walter Villagonzalo and over 80 distinguished guests, partners and staff from CDC Victoria.

The festivities kicked off with speeches by CEO, ComfortDelGro Australia, Nicholas Yap, the Minister for Public Transport/ State member for Williamstown - the Hon. Melissa Horne MP and Vice President of Volvo Buses Asia Pacific, David Mead.

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## S N A P S H O T

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Guests were treated to a special animation video that illustrates the area of coverage that our new fleet of hybrids will cover by 2022. An actual Volvo hybrid chassis in buggy form was also kindly lent to us by Volvo so people could see the “insides” behind the hybrid technology.

Four hybrid buses then took guests on a short ride so that guests could experience first-hand the benefits of travelling on the hybrids.

A total of 30 hybrid buses were on show at Wyndham depot in commemoration of the event and we are happy to announce that all 50 buses will be in service on CDC routes in Wyndham, Oakleigh and Sunshine by mid-2022.

### THE ECO-FRIENDLY FLEET

The new, environmentally friendly buses, which represents the biggest single order of hybrid buses in Australia demonstrates CDC’s strong focus on sustainability and innovation in its business operations.

Each bus also directly supports the local automotive industry in Victoria with body manufacturing and fit-out being carried out by Volgren in Dandenong. All 50 low-floor buses feature Volvo’s Parallel Hybrid driveline and meet Euro 6 emission standards. In testing, the Volvo hybrid driveline has been shown to reduce nitrogen oxide and particulate emissions by up to 50%, as well as reducing fuel and carbon dioxide emissions by up to 40%.

The introduction of these fleet vehicles follows successful trials across Victoria which found that these Hybrid vehicles use 30 per cent less fuel and significantly reduce noise during idling and when departing stops.

## TREE PLANTING DAY

Six CDC staff dig deep to rejuvenate the Werribee River parklands



On Friday, 26th July, six CDC staff volunteers took time from their usual work day to go off the beaten track to participate in a planting session to commemorate 'National Tree Day'. Working alongside over 50 volunteers from Parks Victoria, our CDC volunteers planted over 1,200 shrubs and trees along the Werribee River parklands.

The planting day allowed our staff to get their hands dirty and kick off another phase of our 'Delivering a Greener West' Sustainability program which we launched in 2017 with bus industry partners – CMV Truck & Bus, Volgren and the People & Parks Foundation (the fundraising arm for Parks Victoria).

As part of our 'Delivering a greener West' program, CDC and partners funded 5,350 plants and trees to create a sustainable ecosystem along the Werribee River parklands. The foliage and trees that the group planted that Friday represented about one fifth of the total plants that will soon cover the large plot of land in Melbourne's west -as part of Parks Victoria's long term plan to rejuvenate the Werribee River parklands.

We were happy to have Miles Crawford – GM of CMV Truck & Bus at the planting session and were so glad to see our staff really enjoying the process. There's nothing better than being outdoors on a nice day and getting their hands dirty in the name of sustainability was definitely worth it.

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## FEATURE

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Special thanks to People & Parks Foundation, Parks Victoria, Werribee and all the volunteers for your efforts. We couldn't have done it without you – achieving the largest number of volunteers in one session! What a perfect start to the next phase of our sustainability program.

## RESPECT OUR DRIVER CAMPAIGN

**CDC launches a new 'Respect Our Driver' campaign to create awareness and educate the public on abuse our staff have to endure.**

CDC Victoria is proud to launch its new 'Respect Our Driver' campaign this Spring. Designed to humanise our drivers and give you a voice, we profile seven drivers from across most of our depots in Victoria – namely Ballarat, Geelong, Oakleigh, Sunshine, Tullamarine and Wyndham.

The campaign aims to drive respect back to our drivers and foster a more comfortable ride for all on our buses. As a company, it is very disturbing to see the number of verbal and physical incidents that are aimed at our drivers. This campaign is our way of taking on a proactive approach to respect and educating the public on what should come second nature, but doesn't always. We understand that a lot more is needed but this is a start.

Look out for our special ambassadors including Western Bulldogs footballers Aaron Naughton and Hayden Crozier, Vic Maori Warden Eva Tai-Rekena and Russell Butler – Guide Dogs Victoria representative.

Special thanks to our drivers John Boak (Ballarat), Bill Cook (Geelong), Dogan Coskun (Oakleigh) Abebe Soloman (Sunshine), Michael Chicop (Tullamarine), Jeanette Wells and

Avtar Singh (both from Wyndham) - who volunteered to be part of this important campaign. You are so appreciated for your time, stories, smiles and effort.

Each driver was photographed in uniform behind the wheel and also in plain clothes. Drivers were encouraged to dress in attire that communicated their interests or passion. The idea was to convey to the public that drivers have families, interests and lives outside of driving buses. We are hoping that the campaign will remind people to acknowledge bus drivers hard work and lower the level of abuse and criticism you face on a daily basis.

It's a tough fight but we are committed to supporting this campaign and hope that it will help to support you as the face of our business.

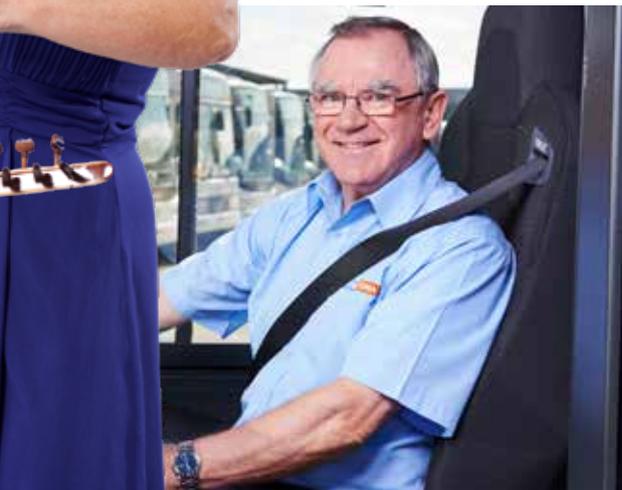
If you'd like to send us feedback on the campaign, please send this to: [communications.vic@cdcbus.com.au](mailto:communications.vic@cdcbus.com.au)



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FEATURE

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## IT'S WORKSHOP TIME

**CDC Victoria kicked off a new series of its interactive anti-graffiti workshops in Ballarat and Sunshine in August.**

On Tuesday, 6th of August, CDC Victoria kicked off the first of its Anti-graffiti workshops at Ballarat depot. This time we hosted 30 youths from three different Western Bulldogs (WB) Youth Leadership groups - WB Hepburn & Pyrenees group, WB Ballarat, and WB Glenelg group.

We also hosted a second workshop on Wednesday, 14th August at our Sunshine depot with over 25 youth from the WB Youth Leadership groups - WB Melton and WB Inner West Melbourne.

### WHY DO WE RUN THESE WORKSHOPS?

We host these hands-on Anti-graffiti workshops every year as part of our Community Engagement plan to educate the youth on the cause and effect of graffiti on our buses. Workshops aim to educate and empower future leaders to model good behaviour among their peers and drive respect back to our drivers. Youth are taught key themes such as respect, assertive communication and leadership skills.



### WHAT DO THE WORKSHOPS COVER?

In the workshops, youth are taught to adopt a proactive approach to respect and leadership and are given the chance to tag/graffiti our special graffiti bus. When they least expect it, the workshop

participants then have to remove all their graffiti, in an effort to show them how difficult the process really is. This teaches them empathy, responsibility and the need for assertiveness.

Ballarat, Pyrenees and Glenelg, Youth Development Coordinator, Salim Mohamed mentioned that he thought the workshop was highly interactive, engaging and exceeded his expectations.

“It was great to have that mixture of verbal content, hands-on activity and role play. It allowed each person to engage in their most suited style.”

Mohamed added that he thought the workshops were important to educate kids and shape our future leaders.

“These workshops are great for educating the youth on social leadership, standing up against what’s wrong/unacceptable and leading with assertiveness.”



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## COMMUNITY

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The youth who participated at the Sunshine depot workshop were also treated to a special appearance by Western Bulldogs footballers, Aaron Naughton and Hayden Crozier.

Needless to say the youth were star struck and it was such a great experience for the participants.

"We try and create an interactive atmosphere at these workshops so that youth can broaden their minds and learn outside of their usual classrooms," said Community Engagement Manager, Michelle McKersey.

"Having these well-known footballers who are role models, participating in the activities and engaging with the youth adds a whole new educational dimension to the workshops. We are thrilled to be able to surprise the youth and create strong memories as we promote the themes of respect, assertiveness and leadership," she added.





Safety



Passion



Reliability



Community



Quality

TG19410

# COMPLIMENTS & COMMENTS

## Well done Aaron Arthur from Oakleigh depot

Just passing on some positive feedback. To the gentleman driving the 625 to Elsternwick leaving Chadstone at 3:58pm today. His service was outstanding, incredibly polite and attentive. You can tell he cares about his passengers. And when dealing with a P-plate driver who tried to give him attitude, he handled himself with patience and politeness while being no nonsense.

- Mrs. Courtney Percy



## Well done Pedro Sakal from Wyndham depot

Special Thanks to Route 190 driver, Pedro Sakal.

My 22-year old son Joshua has Autism. We live in Sydney but his favourite city is Melbourne. Our first visit to Melbourne was in 2014 and since then he has returned every year. He is obsessed with Volgren buses and each visit he goes to the Dandenong plant for photos outside...His latest craze is the Volgren Optimus Volvo B9TL.

For this years visit we flew in on Thursday 8th July.

On arrival at Tullamarine, Joshua left to get a ride on the Volgren Optimus Volvo B9TL. I got a call from him around 4pm excited that he was in Werribee and finally on the bus. I could feel his excitement and happiness. He got off at Wyndham Vale and waited for the bus to come back and things got better from here.

At 5.21pm, I received another call from Josh. He was so excited that at times he was lost for words. As the bus came back to Wyndham Vale, Josh took more photos and the driver went for a break. The driver must have noticed how much joy my son was having at seeing this bus. He asked my son for his camera and told him to sit in the driver's seat so he could have his photo taken there. OMG!

It's hard to even put in words my feelings when I heard this, let alone my son's! It was his dream come true!

This driver may not realise that his one act of kindness has brought so much happiness to my son and heartfelt appreciation from us, his family.

This special moment will be etched in Joshua's mind and heart and this happy memory is what he can reflect on and draw strength from when he goes through a rough or sad time.

So to this kind hearted man (Pedro Sakal), we offer our sincere heartfelt appreciation. My son keeps talking about it to all our friends. Thank you so much for bringing so much happiness to all of us but especially to Josh.

- Laisani Vukici



COMMUNITY

Living our SPaRCQ values



## Well done Ben Kim from Oakleigh depot

I was a passenger on the 624 bus from Caulfield Station heading towards Chadstone Shopping Centre at about 6:19pm on the 18th of June 2019. I want to acknowledge the bus driver at the time and hope that this message gets to him and that the PTV team know that he was an amazing bus driver in terms of people's safety and care.

I was actually originally planning to go to Monash University on the 900 Stud Park Rowville bus from Caulfield however, I just missed it, and just as the 624 bus was going to leave it saw me and another passenger looking to go on the bus. He opened the door and I asked if it would take me to Chadstone so that I could hopefully change buses there. (Little did I know that the bus would take a longer route than the 900 before reaching Chadstone). Besides the point, I was more astonished that the bus driver was very cautious and aware of safety first! A passenger wanted to get off shortly after getting on. The bus driver suggested that he would drop him off at the foot path as it is safe for the passenger to do so! Very kind of the bus driver to open the doors to begin with and also in a very safe manner (i.e pulling to the side next to the foot path!). Secondly, the driver asked me if I was heading further to Oakleigh or I think HolmesGlen or rather, because this bus would take me there too in case Chadstone wasn't my final destination. I didn't want to tell him that I caught this bus to catch another bus because I had already missed it and would be a bit embarrassing haha but I thought it



was very kind of him to inform me on the bus route!

I'm writing this in hopes that he is able to read this and I want to let him know that I really appreciated his help and that he is doing a great job! Thank you again 624 bus driver towards Chadstone from Caulfield Station! I hope others are able to acknowledge the spirits and help that you share!

- Calista Um

