

UNITE!

NEWSLETTER

ISSUE 26 | MARCH 2021
AUTUMN EDITION

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



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WELCOME ONBOARD TO ALL OUR NEW EMPLOYEES

Adrian ROUSE, (BROKEN HILL), **Anand CHOUDHARY**, Angrej Singh SIDHU, **Armand MILE**, Dale REINSMA, Nelly WANGUI-BRAENDELAND (GEELONG), Patrick BURNS, Luke CHARLES, Stephen TIPPETT (MILDURA), **Afa FILI**, **Nickos TRIANTAFILLOU**, Christian ROGERS, Saman SAMARAKOON MUDIYANSELAGE, Hyunjun HWANG, Damian KOLINSKI, Bhadrayu PATEL, Hemant BASI (OAKLEIGH), Craig CHAMBERLAIN, Joseph SCIBERRAS (SUNSHINE), **Sunil MENON**, **Abbas ABDI (transfer from Oakleigh) (TULLAMARINE)** Arun JOSHI, Gurmeet SINGH, Junpil KEUM, Mersha ANTACHEW, Gurjeet SINGH, Getachew ASFAW, Mesfin MAMO, Puneet WADHERA, Rudy SUPRIHATNO, Sudesh KUMAR (from Broken Hill) (WYNDHAM), **Fatema BULSARA**, **Claudia PAVITT (HEAD OFFICE)**



CEO'S MESSAGE

Welcome to the April edition of Unite.

It is good to see the back of 2020, the year that was dominated by COVID 19. Almost every part of our lives including family, community,

work and social was impacted by COVID. I think we have learned a new way to live as we have adjusted to this ongoing threat and we are stronger for it. As a community and a company, we have become more resilient and this is because of the efforts of our staff. I believe we have a whole new perspective on hand hygiene and cleaning of our buses, and of course, we learnt a lot about social distancing. Thank you for being so diligent in these areas, it has enabled us to provide an essential service to our community.

In terms of a business update we have a bit of a mixed bag, unfortunately we were unsuccessful in the "MBF" Melbourne Bus Franchise expression of interest process. This is disappointing; however, when you consider the depth of competition in the industry, and that if we were successful we would have increased our market share to approximately 50% of the Melbourne metropolitan bus service, it would have been an amazing outcome.

I am pleased to advise that we have been successful in winning two new routes, the 152 and the 182 in Wyndham, and the Friday and Saturday 24 hours services. Route 152, Tarneit to Williams Landing, and Route 182, Werribee to Tarneit via Tarneit West, will begin in May 2021. Both routes will run every 40 minutes, seven days a week, with higher frequencies in the peaks. The other significant changed bus timetables have occurred recently due to the bus re-co-ordination to rail services. This has led to an additional two buses in Oakleigh and five buses in Wyndham.

For our business to continue to offer security and opportunity, it is important we continue to grow and evolve with our community. Your role is so important, to ensure that our service levels are met, and that the community can depend on our reliable service, to connect them to where they need to be. Despite the road works, traffic delays, and the occasional full moon, we are operating in line with our customer's expectations. Please continue to be safe and look out for each other.

We have had a big start to 2021, with the launch of Quick Connect, Fitness Passport, and Taste of Harmony.

Quick Connect is a great way to keep updated with your roster, pay, leave, current affairs in and around our depots, and very important safety updates. There are provisions in the Quick Connect app, to communicate directly with other staff on topics that interest you, and to even look at shift swaps. Within the first two weeks we have approximately 70% of our team connected to this additional way of communicating. It was great to get around to most sites and enjoy a BBQ sausage and have a chat. Please consider downloading Quick Connect, as we want you to be informed and have access to information at times that suit you. But remember to do it safely – out of your bus seat!

We have been working on gaining access to the Fitness Passport program for over 12 months and this was only delayed due to COVID. Fitness Passport allows staff and their families to gain access to over 150 swim and gym venues across Victoria with a single membership. The cost of this membership is approximately 30% less than a membership for one centre. Most municipal facilities, such as AquaPulse Wyndham, are included, and activities can be as passive and gentle as you would like. We care about your health and wellbeing. We also care about your family and we would like to promote healthy activities. Obviously, you do not need a gym membership to go for a walk or kick a ball in the park with your children or grandkids, these things are all good for you.

With Quick Connect we launch with a BBQ, and the Fitness Passport, or a walk that will work off the sausage, and then we move on to my favourite, A Taste of Harmony, and more food. As a company, we are blessed with such a richness of culture. It is great to see such pride, and to enjoy wonderful food from all over the world. I hope you enjoyed the food, the stories behind the food, and sharing the culture of our workmates.

I am sure 2021 will be a much better year for our community, and I wish you and your families a happy and healthy year.

Best wishes,

Jeff Wilson
Chief Executive Officer – CDC Victoria

FROM YOUR SERVICE DELIVERY MANAGERS



WYNDHAM

The first quarter of 2021 has brought many changes for all of us, and we should all be proud of our contribution to work and associated achievements on a personal and professional level. Together as one team at CDC Wyndham, we have been able to stabilise our On Time Running above 91% and reduced the Early Running to an acceptable level of around 2%. Credit for this great performance goes to the Roster Committee's consistent mentoring and every staff's commitment to excel in their individual performance.

With the bulk of major road works almost completed, the LXRA project around Werribee is the major obstacle posing operational challenges, but we are expecting to start seeing some easing towards the end of May 2021. Onerous work done by the Planning team at Head Office, alongside diligence shown by the CDC Wyndham Roster Committee, has provided a strong basis for new journals and rosters that were successfully implemented at the end of February 2021. These timetable changes have introduced an additional nearly 1000 minutes every day in Wyndham journals, leading to significant smooth running on a daily basis.

Quick Connect continues to be the popular platform at our depot with over 70% of staff on this application, it is a Quick fun way to Connect to your work colleagues, and easier to communicate, explore documents, journal and rosters, and fun facts.

As we approached a new sort of normality for the Easter break, I trust that you all enjoyed a happy Easter, and some quality time spent with your near and dears.

RAVNEET WALIA

OAKLEIGH

2021 is well underway and is looking to be prosperous and encouraging.

On a business level, 2021 is shaping up to be an exciting year for Oakleigh, filled with improvements for all departments. To start off, we have the timetable re-coordination commencing 11th April 2021 which will increase our run-times on the 601, 630, 900, 623, 624, 625 and 626. The additional run-time will assist us in meeting our on-time running targets, improve customer satisfaction and reduce operational constraints.

The timetable re-coordination also includes the straightening of our 624-route service in Chadstone. This change has been in the works for some time, and I am extremely pleased DoT, Council, and residents, have agreed to our proposed change, to have the service travel along Power Avenue, as it will reduce ever-growing incidents and accidents in those narrow streets.

We are also awaiting final approval for the redevelopment of our depot, which will extend our Workshop and provide a drive-through capability to minimise excessive bus manoeuvring and free up overcrowding within our depot. This will hopefully eliminate in-depot accidents and near misses, whilst providing our Workshop staff additional bays to be able to service and repair more than four buses at once.

We successfully launched CDC's Quick Connect App and I encourage all staff to download and utilise the functions available, as it provides another platform for communications and engagement along with a variety of socially fun posts across all of CDC's depots.

Please keep your eyes peeled on both the Notice Board and Quick Connect for updates. Wishing you all a successful and safe year.

KAZ ABDULRAHMAN

MILDURA / BROKEN HILL

Hello from sunny Mildura! It's a fantastic time of the year up here, the hot weather is slowly declining which brings cooler nights and beautiful days, and also means footy season is upon us. Can the Tiges make it three in a row? Is there any doubt?

Term 1 is all but over and I personally would like to thank each and every employee at the Mildura depot and Head Office for the support given to me in Ashlee's absence. Speaking of Ashlee, just in case you don't know, her and partner Jarrod were blessed with the birth of their second child, Paige Ivy Ginn, born 2 February 2021.

We have seen quite a few changes in recent times here at Mildura, and in Broken Hill. Adrian Rouse has filled the void as Operations Supervisor in Broken Hill, after Trevor Cutjar's retirement. Adrian has taken everything in his stride. Born and bred in the Broken Hill area, he has local knowledge and respect, he's a keen golfer, and also the El' Presidente of the 'Royal' Broken Hill Golf Club.

Here in Mildura we have just completed the installation of our new digital radio network, soon to be OCC connected. Exciting times! The Quick Connect app (Blink) has been well received and launched in conjunction with a staff BBQ. The Taste of Harmony event in late March saw an unbelievable amount of help from staff who supplied over 20 dishes to share. It was great to see all the different cultures coming together over a common interest, food. Well done guys and girls.

Touch wood, I hope we've seen the last of this COVID and we can all get back to normal. I hope that you and your families enjoyed a safe and Happy Easter.

MICHAEL WADE

BALLARAT

Hello again from Ballarat, and welcome all to a new year. Last year, as we are all aware, we had a year that one could only describe as challenging. Hopefully, and with all our collective fingers crossed, we can see the sun still shines here in Ballarat.

After the Christmas festivities, school has returned to normal and we have seen roster and timetable changes that came into effect at the end of February. This was our first major roster change since 2017. A big thank you to the Roster Committee members who worked diligently in a short time frame to finalise their reviews. Charter is looking promising with swimming carnivals being the priority for local Ballarat schools.

Service Milestone achievements at Ballarat include Dave Hyatt and Kim Finlayson celebrating 15 years at CDC. Michael Miuschek also reached the 5-year milestone. Congratulations to all.

It would be remiss of me not to mention Ian Goodson, who has now retired after more than four decades in the industry. Goody has been in the business since 1979 seeing the company transition from Davis Bus lines, through to Kefford's ownership, and finally on to CDC Victoria, Goody is one of the longest serving continuous employees with 42 years under his belt.

Over the years Ian has showed his driving skills, placing third in the 2001 National Bus Driving Competition held in Darwin. Drivers tested their precision driving skills over a set course against two other drivers from each state. Ian was also a past winner at the State Level Championships.

Ian, we would like to thank you for your service, we wish you all the best, and hope you enjoy a happy, healthy, well-deserved retirement with Ria.

The footy is back! Good luck to all our tipsters. I am challenging anyone who can end up ahead of Cameron Buckland at the end of the season - a coffee or an alternative beverage on me.

ANDREW WILSON

TULLAMARINE

It has been a busy quarter at CDC Tullamarine.

We had timetable changes at the end of February and that went very smoothly. Thank you to all for ensuring an effortless change.

Sadly, we saw the end of our Melbourne based taxi business during this time. We are now in the process of winding up the company, and thankfully redeploying our staff. They are excited and a bit apprehensive about joining us in buses but are happy to have secured employment at CDC. They will be moving on to other depots, so please make them welcome if you happen to meet them.

We also saw the introduction of Quick Connect. We had a great uptake (and a great bacon/egg & sausage bbq), and the drivers love that they are able to see their shifts and rosters simply by logging on to their phone. It is a great way of keeping up to date with all our latest notices and safety alerts. If you haven't joined up yet, do it. It's a great tool.

The most fun we have had this quarter was our first Taste of Harmony Day, last year unfortunately was cancelled due to COVID. What a day that was. Our depot went all-out and our staff excelled themselves. Great job to all who participated. There were some amazing dishes and some great flavours. Thank you to everyone who put those chillies on the side. Definitely no need for dinner that night!

Finally, a word on COVID, thank you once again to everyone who kept us all safe. Our cleaners, our yardies, our drivers for practising safe suggestions, and right through to our Head Office team for ensuring that they remained on top of the latest news, medical advice, and safe work practices. It was a great CDC team effort and it's lovely to have come out of it with only a few cases, and with everyone feeling safe. Reminder to all drivers, you can now apply for your vaccinations in line with CPVV advice.

To everyone, stay safe and take care.

FRANCES ROSS

GEELONG

I'm pleased that 2020 is behind us, the COVID restrictions are easing in Victoria, and this year is looking much brighter. I'm hoping that Geelong residents appreciate the tireless efforts of our drivers, especially the leadership demonstrated by 100% compliance in wearing masks and encouraging public compliance.

There has been much activity since we enjoyed some beautiful Christmas food, courtesy of Dragan and our BBQ team. We are seeing a steady increase in charter bookings, along with a lot of V/Line work, which has great benefits for us all. I would like to extend best wishes to our Charter Services Representative, Ebaney, who is expecting her third child. I'm excited to welcome Katie back, who will be very capably steering our Charter course for the next 12 months.

The new timetable introduction from the 1st of March resulted in new rosters that are now active. Although we had a couple of false starts, the new weekday rosters include a number of improvements, especially with changeovers now occurring at destinations, which will enable the Operations team to effectively deal with late running services.

I'm writing this during Taste of Harmony celebrations, and whilst I'm pleased with our progress toward greater diversity, I would like to remind everyone that we're all immigrants to Australia, my family background origins are Spanish Irish, but that doesn't define me. Our intrinsic value is individuality, and this point was highlighted to me recently when one of our new team members Nelly joined us fresh from an eight-year role driving articulated buses in Norway.

Our launch of the Blink App, "Quick Connect", was a huge success with very solid sign-up, so thanks to all of you. We are hoping that all of the Geelong Team get on board, so I encourage you all to participate, there is certainly something there for everyone.

I note that our existing Social Club has been replaced with the new Golf Social Group, good luck to you all and I hope to see you on the greens.

NEIL DE SILVA

FROM YOUR SERVICE DELIVERY MANAGERS (CONT...)

SUNSHINE

As we are now well into 2021, let us hope and keep our fingers crossed, that we can continue to keep COVID under control, and not experience the disruption seen last year. Again, I would like to thank all of the team at Sunshine for their effort during COVID, along with the support given to us from Head Office and the broader CDC family.

As we have returned to some sort of normality, we have seen a return of our Charter customers and we have had a very busy couple of months. I would like to say a huge thank you to Ballarat, Geelong, Oakleigh, Tullamarine, and the Wyndham charter teams and drivers, for the assistance given to one of Sunshine's largest school customers. In March we moved over 2000 of their student and teachers, for their annual sports carnival. I was on site for both the pickup and return, and cannot

commend the professionalism and presentation of all drivers and buses involved enough. We have also seen a large amount of V/Line coach replacement work, and again a big thank you to the drivers involved in delivering the highest quality service to the V/Line customers.

At the end of January, we implemented a new timetable and thus far it seems to be working well. In the coming weeks, the Sunshine roster committee will be meeting with the Planning department to hold a debrief, and also start the review of the new upcoming night network. If anyone has any feedback please raise it with the Roster Committee or local depot management.

I would like to extend a big warm welcome to Tony Cooper, the new Sunshine Workshop Forman who has filled the big boots left by Adam Lee. Thus far Tony is fitting in well

with the team and has continued the high standard of maintenance to the fleet. I would also like to welcome to the driving team Joseph and Craig, who join us to support the Metro Rail standby contract.

Now with Quick Connect up and running, I encourage everyone to get involved with the app as not only can you access your payslips, apply for leave, and access other important documents, you can keep an eye on the news feed, where you will be able to see some fun facts, a little walk down memory lane with Throwback Thursdays, and maybe even pick yourself up a free telly to watch the mighty Swans beat the lowly Tigers. And don't forget the app is for everyone, so I encourage you all to get involved and add to the fun!

That's all for now until next time stay safe!!!

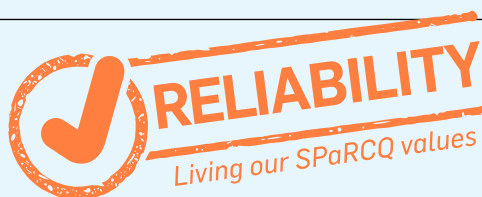
SHAUN LAWSON

FOCUS ON NETWORK PERFORMANCE

STAFF PROFILE - CLAUDIA PAVITT, OCC

Hi everyone, my name is Claudia and I am the newest member of the OCC team, being with the team for about 5 weeks. I am really enjoying being a part of a close knit and supportive team. I have learnt a lot during my training about CDC and the bus transportation industry which makes me excited to be part of a great company. I am looking forward to talking and assisting more of our drivers on the radio and to progressing my future with the company and OCC team.





NETWORK PLANNING

The past few months have seen lots of activity in the Planning team. We have rolled out network changes including new timetables, journals, and rosters, to five depots this year, with Oakleigh still to come in April. This level of change is unprecedented in my experience, with almost all of our depots involved in a full timetable re-coordination at the same time. It has been a mammoth effort by the whole team. The successful completion is in no small part, due to the cooperation and assistance of all depot Operations teams and their Roster Committee members, so thank you!

As part of this process, we managed to secure additional running time on many of our routes (including extra buses and drivers), which we expect will help us deliver improved service performance and reliability for our communities and help relieve some of the stress being experienced by our teams.

We also have many other network changes already planned for this year, including the implementation of our successful tender for 2 new routes commencing in Wyndham (May), LXRA changes affecting two routes (May), 24-hour Night Bus services commencing at Wyndham, Sunshine and Oakleigh (June), the revitalisation of the Ballarat network following the Ballarat Station upgrade (August), and more LXRA changes later in the year (date TBA). That's a lot of planning!

IT AND INNOVATION

There continues to be a lot of focus on the role of innovative ideas and how they can assist us in providing improved bus services and working arrangements. These include initiatives such as live streaming of CCTV footage from buses to assist in emergency situations, live vehicle monitoring of vehicle and driver performance, and enhanced reporting of our service delivery quality. We also have a number of ongoing technology-based projects, including expansion of our Hybrids E-Zone areas, improved IT security solutions and management tools, and research into prospective service changes including on demand services in select areas.

D365 INTRODUCTION

After more than 2 years in the making, the Wyndham depot was the first in Australia to migrate to the new D365 platform in March, which is replacing the Dynamics AX 2009 system. Whilst these things are never perfect, the transition has been seen overall as successful, most of the initial bugs have now been resolved, and we expect to see continued performance improvements and future enhancements. There are a lot of people across the business who have contributed many hours to the success of this project in planning, testing, training, and assisting with the migration. Thanks to everyone involved and who have supported this national project. The remainder of the Victorian sites will come on-line in the coming weeks.

QUICK CONNECT



March saw the launch of **Quick Connect**, our exciting new communications platform designed to make all our working lives a little easier. The app gives our staff direct access to all the latest company news, information and files that you need, as well as helping you communicate and stay connected with your teammates wherever you are. We have had a great response from our depot teams, who are already finding it a great tool to help engage with their teams. We have seen some inventive ideas across the business to help everyone stay connected.

You can use Quick Connect to see the latest depot and company news, find all of your journal and roster information, check on policies, etc., apply for leave, read your payslips, buy or sell something, or arrange a shift swap. You can also communicate in a private chat with anyone in the company, or nominate a workmate for a SPaRCQ Award! We have many future enhancements planned.

At the time of writing we have approximately 700 active users in Victoria which is a great response. If you haven't joined yet, or misplaced your invitation, get in touch with your operations teams and they will assist in getting you on board.

FEATURE



Bringing Generations of Cultural Diversity Together

From 15-26 March, CDC Victoria celebrated its cultural diversity with A Taste of Harmony, an annual event that provides Australian workplaces with the opportunity to celebrate multiculturalism in the workforce.

One in four workers born overseas proudly call Australia home, so it is important we acknowledge and celebrate Victoria's diverse

workforce. Celebrating a significant cultural event like this; brings generations together and promotes social inclusion amongst staff and communities we serve.

Did you know at CDC Victoria, we have staff from over 80 nations? Cultural diversity is therefore important to us as we continue to pride ourselves as a local employer of choice.

FEATURE



For 2021, we continue to engage with our staff and community sparking a variety of depot events across the state encouraging positive conversations and profiling different cultural heritages. From sharing culinary dishes from one's heritage, dressing up for a day in cultural attire, to video streaming staff members being interviewed on what their cultural heritage means to them; depot celebrations showed a caring sense of unity and diversity.

FAREWELLING FRANCES ROSS



THEN



NOW

In March, Frances Ross announced her retirement from work, after more than twelve years managing the Tullamarine Depot. Initially employed by the Sikavitsas family when they owned the business, Frances transferred to CDC Victoria when it bought the company in 2018.

Frances leaves an incredible legacy of leadership at Tullamarine – the smallest of the CDC depots, it punches above its weight in quality of service and customer outcomes, and is admired for its strong, family friendly culture. The CDC leadership team will miss Frances' 'no holds barred' approach, honesty, integrity and passion for her job and her team.

We asked Frances to share with us her thoughts on retirement, how bus life has changed during her time in the industry and her advice for new-comers to our business.

Frances, how do you feel about retiring? How are you going to spend your time after you finish with us in July?

I still have mixed emotions, sad to be leaving, strange to not have to go to work after nearly 44 years, but happy to be enjoying some time with my partner and family.

My daughter and grandchildren will love seeing me more often.

I plan on travelling a lot more once Covid is under control but in the meantime there will be lots of lunches and overnight stays. My goal for the remainder of the year is to learn to swim confidently enough to jump into deep without any fear. I would love to snorkel on the Barrier Reef with a safety vest.

What will you miss most?

I will miss my staff and the family feeling we all enjoyed. The dynamics at our depot are great. It really is like one big family, we have our moments where relationships are tested but then everyone comes together for each other without question. Half of our staff were employed within the same month as me due to route expansions. It's lovely to enjoy coming to work. Whilst it had its challenges generally, I loved it, I will miss that purpose in my daily routine.



How has the business changed since your early days with TBL?

The bus industry has changed along with most industries. Compliance with laws and guidelines is paramount but in my time was always a consideration regardless of laws and guides.

Whilst the companies operating the services have become stricter with practices, it was with industry consultation and agreement that we all moved forward. Everyone was/is working towards a better customer experience and better, safer conditions for staff.

What would your advice be to someone coming into the business now?

It's a great industry, great pay and great conditions along with certainty of future. Public transport is always an essential service offering the comfort of continued employment so long as you do your job well and stay compliant.

What is the funniest thing that has happened to you in your time at TBL?

The funniest thing was one of our Christmas parties, we had a mechanical bull. I did not last very long but the laughs we all had watching everyone trying to outdo each other was amazing.

My favourite celebration was Tulla's 50th year anniversary party. We invited all the families, husbands, wives, children, grandchildren; everyone was welcome; past employees included. We had a magician, jumping castles, popcorn, our famous lamb spit. Adults were children for a day, and it was a great opportunity for us to all come together and celebrate.

Why would you tell someone that they should work for CDC?

CDC is a great company who prides itself on ensuring a safe workplace together with good conditions and the ability to be part of a bigger team. It offers opportunity and an understanding that staff and community safety are key. It works towards excellence and practices values that ensure growth and ensured stability for its workforce.

In closing, I'd like to say a big thank you to everyone who welcomed me into their work life. I will always remember your kindness and the way you made me feel appreciated and supported. It has been a wonderful 12 ½ years and I leave with lots of great memories that I will cherish for years to come. Take care and stay safe.



ENVIRONMENTAL ZONE

In mid December, CDC Oakleigh was the site of the launch of new Zone Management technology in our Volvo hybrids, making our network even greener and more sustainable.

The technology innovation allows our existing hybrids fleet to achieve zero emissions in designated zones not only improving the passenger experience for commuters in Melbourne, but also reducing noise for pedestrians and outdoor diners. Without any specific action to be taken by drivers or Operations, our buses switch to electric modes when they pass certain zones, such as hospitals or restaurant strips. Volvo's Zone Management system is powered by geofencing technology and telematics – which is a first for Australia and within the Asia Pacific region.

Victoria's Minister for Public Transport Ben Carroll attended the depot to trial the new technology, along with the local Members of Parliament and senior executives of DoT. Expertly driven by Andrew Lambrou from our Oakleigh Depot around the Monash University interchange, through the Botanical Gardens and past the Shrine of Remembrance, our dignitaries were very impressed with the technology as we demonstrated the value that it would provide to our customers and community.

CDC Victoria Depots Record Water Savings

CDC Victoria believe in creating a better future for the next generation. That includes continuous environmental improvements being invested into upgrading our depot facilities that help reduce our carbon footprint.

In March, six CDC Victorian depots installed rainwater tank meter readers to record our usage and savings throughout the year. Depots across Victoria have the capacity to use over 800,000 litres of stored rainwater instead of tap water; thus conserving this precious commodity. Rainwater is used to wash buses, and clean depot facilities including drivers' toilets. Collecting meaningful data is the next step to ensure we continue to preserve the environment and save water where possible.



Safety



Passion



Reliability



Community



Quality

COMPLIMENTS & COMMENTS



**Thanks to
Oakleigh driver:**

**Gamil Guirguis for caring
for our customers and
working hard with drivers
of other bus companies to
ensure their safety.**

Hi there! I'd like this message to be given if possible to the driver of the 626 bus that picked me up at 19:52 this evening from Neerim Rd in Carnegie, and the driver of the 922 driving bus H395

that picked me up from Bay St in Brighton at 20:22 tonight (7/12/2020). These two drivers worked together to ensure that I (a young woman) got home safely in the dark. They were both so helpful and communicated with me and each other to ensure I was definitely collected from my stop and delivered as close to my destination as possible. They went above and beyond to secure my safety. Please thank them for me if you can.



**Thanks to Ballarat Driver: Judith Goldsmith for looking
out for our customers and helping them to feel safe
using our service.**

Good morning,
This morning I rode to work on the Number 26 Afredton Bus heading towards Ballarat Station. While on the bus, there was another passenger who was acting erratically, who kept changing seats to move closer and closer to me. I was feeling intimidated and concerned.

The bus driver on the service did a phenomenal job of diffusing the situation. She made eye contact

with me several times which made me feel reassured that she was keeping an eye on the gentleman, and when he alighted the bus she confirmed verbally that she had been keeping an eye on him. I felt so safe and I feel that the driver did a wonderful job of managing a difficult situation. I would like to pass on my sincere thanks.



**Thanks to Wyndham Driver:
Deen Sherifdeen for providing a great
experience for our customers.**

On 04/02/21, the driver of the 167 bus to Hoppers Crossing from Tarneit Station at 7.14am was very friendly and his service commendable :)



**Thanks to Geelong Driver:
Stanimar Sakotic for being
patient and friendly.**

Customer called to submit a compliment towards a bus driver on (16/12/2020) who boarded the bus from Corio Village Shopping Centre.

The customer needed help with their trolley and the bus driver was very caring and patient.

The customer stated they tend to have really bad anxiety and get nervous when using public transport but the bus driver was very patient and understanding.

Whilst another passenger had boarded the service before them and the bus driver addressed them by their first name, showing that he genuinely cares for his customers and is very compassionate and a beautiful human.

This bus driver deserves a thumbs up and they are very happy with this service.



RELIABILITY

Living our SPaRCQ values

