

UNITE!

NEWSLETTER

ISSUE 19 | JUNE 2019
AUTUMN EDITION

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



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UPCOMING EVENTS

JUNE 2019

- | | | |
|---|---|--|
| 04 Eid-al-Fitr
(End of Ramadan) | 13 Sunshine Staff
Appreciation BBQ | 19 Oakleigh Staff
Appreciation BBQ |
| 10 Queen's Birthday | 14 Buslink Sunraysia/
Broken Hill Staff
Appreciation BBQ | 21 Geelong Staff
Appreciation BBQ |
| 11 Wyndham Staff
Appreciation BBQ | 17 NPT Staff Appreciation
BBQ/ Buslink NT
(Darwin) Staff
Appreciation BBQ | 28 Ballarat Staff
Appreciation BBQ |
| 12 Tullamarine Staff
Appreciation BBQ | | |

CEO'S MESSAGE



Dear Colleagues,
 By the time you read this, we will be full swing into winter and the middle of the year. It's hard to explain how quickly this year is going by but I'm sure you have also had similar conversations among yourselves.

As most of you will already know, we began service of our first two Hybrid buses in early April on Routes 606 and 417. The order of 50 Volvo Euro 6 hybrid buses means that 1-in-4 of our metropolitan bus fleet will be a hybrid bus by mid-2022. These vehicles deliver significant reductions in emissions, noise and fuel consumption. It is an exciting investment and one that has put us at the forefront of delivering transport innovation across Australia.

Several Ministers including the Hon. Jill Hennessy MP (Attorney-General/ Minister for Workplace Safety), Ms Sarah Connolly MP (local member for Tarneit), various employees from PTV have had a tour on the buses to experience first-hand how different the ride is. The one common comment is how quiet the bus is even when the diesel engine is running.

Some of you may be aware that on 22 April 2019, ComfortDelGro announced that it will formally establish a ComfortDelGro Corporation Australia office. This office will support various ComfortDelGro businesses in areas including, but not limited to, finance, technology, legal and depot development.

As part of this re-organisation, I have been appointed as CEO for this new office. While we are finalising the appointment of a new CEO for CDC Victoria, I will continue to hold this position. This change will not impact most CDC Victoria staff but if you do have questions please speak to your Manager.

I wish you all the best for the rest of the year ahead and will leave you with this thought; there are around 25,000 people in Melbourne that are homeless and will experience this winter season in a different way from us. That is 25 homeless Victorians for every one CDC Victoria staff. Let's continue to all stay vigilant on the roads and do spare a thought for those doing it tough.

Sincerely,

Nicholas Yap
 Chief Executive Officer – CDC Victoria

WELCOME ONBOARD TO ALL OUR NEW EMPLOYEES

Doug Clarence (BALLARAT), **Trevour Medley & Nick Roussis (TULLAMARINE)**, Raj Deep Singh Lally, Priyantha Athukorola & Danny Cohen (OAKLEIGH), **Samuel Williams, Fikri Husen, Gunasiri Halihingaliyanage, John Bol, Saleha Othman, William Harrison, Weerakkodige Priyantha Roshan, Sandeep Singh, Steve Atchison, Cassie Hamill, Alistair Hutson & Narelle Forrest (WYNDHAM)**, Craig O'Keefe, Mark Pratt, Tony Broad, Russell Ettery, Zabihullah Zabih, Ali Ahmadi & Max Ward (GEELONG), **Tan Pham, Ahmed Elchall & Phuoc Ngoc Do (aka Steve) (SUNSHINE)**

FROM YOUR SERVICE DELIVERY MANAGERS

BUSLINK SUNRAYSLIA & BROKEN HILL

What an eye opening, fast-paced start to a year it has been.

So much has happened since the commencement of 2019 with staff learning newly appointed roles and responsibilities, staff retirements and not to mention the transition from previous ownership to 'the CDC way'. It has been a period of in-depth conversations but also growing synergy between those that have embraced the change.

Buslink Broken Hill are in the midst of seeing the necessary improvements at the depot including vehicles and the most importantly, the appreciation from Management. You can even sense a level recognition from the staff when our Buslink Sunraysia staff visit.

I largely wish to thank the Sunraysia and Broken Hill staff for the level of unity you have all displayed through the transition period. The feedback you have raised has been lodged and I ask that you have patience as we try and implement changes and improvements as we transition to becoming a part of the broader CDC family. I thank you for welcoming the changes with understanding.

To the CDC Management team, your support to the team at Buslink Sunraysia, which filters to all our employees, is truly appreciated. Your efforts after such a big acquisition with no extra staff has been tremendous; a transition does not happen without showing dedication and poise. There is a light at the end of the tunnel!

Ash Loveridge, SDM at Buslink Sunraysia & Broken Hill



GEELONG

The halfway point of the year is fast approaching and already this year we've managed to get through the Avalon Airshow – the awesome teamwork by everyone involved saw us move over 40,000 people. There have also been some other notable charter operations, such as the ABS National Conference and several rail replacement occupations.

Our route service performance continues to show signs of improvement. We still have a few issues to focus on such as early running which is currently around 9% but some new tools will help us improve this. Our regular meetings with PTV provide us with good feedback on our performance. Incidents of anti-social behaviour on our network have been declining, mostly due to our drivers' good efforts, so well done, team!

Last month we saw the introduction of the Victoria Maori Wardens 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 their interaction on board our bus services and in the community.

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

Doug Nyman, SDM at Geelong Depot



WYNDHAM

It is hard to believe that we are already in the middle of the 2019. As we move along, I wish to thank all employees at CDC Wyndham for their patience as we face the challenges with the ongoing increase of traffic and roadworks. Our eagerly awaited new bus replacement program has started to arrive with 2 hybrid buses already on road and many more to arrive over the next months.

I would also like to take the opportunity to thank Stephen McAleese for his assistance over the years as he moves on to the next chapter of his life. With this change, Harjaspal Singh (Jassi) has been appointed as Ops Co-ordinator and Amrullah Tadjuddin has taken over the role of Operations Supervisor at Wyndham.

With the ongoing review of the routes, PTV has made some minor changes/ extensions to route 441, 497 and 191. Route 498 and 167 will soon also operate half trips in the peak to accommodate the growth of our passengers. In order to accommodate this, there will soon be a change in rosters to accommodate the above changes to our network. The Operations team will be in touch with you soon to organise training or familiarisation with the upcoming changes.

Thank you all once again.

Ravneet Walia, SDM at Wyndham Depot

BALLARAT

We have continued to prioritise to deliver a safe and reliable service. Our passengers rely on us to link them to work, school, train connections, etc.

With this responsibility comes a strong commitment to ensuring that all employees strive to the best of their ability to deliver a quality service. This is a testament to the commitment of the Ballarat team and the ability to complete this requirement day after day. Any complacency minimises the good effect we have on our community.

We will continue to focus on opportunities to improve on processes to enhance our services, including targeting 'On Time Running' (OTR) and Customer Service levels. A combined effort from all staff at CDC Ballarat will ensure improvements in these two key areas of our business.

We have again provided the Charter Shuttles for the Western Bulldogs vs Brisbane Lions game with a close to record crowd at MARS Stadium - where we were able to move over 3,500 passengers to and from the stadium with ease. Thanks to all drivers involved in this event. Vline replacement work during June will ensure our Charter capabilities are well utilised.

Good luck to all CDC staff as we move into the second half of 2019.

Glenn McKenzie, SDM at Ballarat Depot

SUNSHINE

Sunshine depot is pleased to welcome all our new drivers to the team who have joined us over the last couple of months. We have had a very busy few months with Charter, supplying buses to Metro and V/line rail replacements as well as continuing to supply coaches to our local schools. A big thank you to the Charter team, drivers and Operations for running such a professional service.

In the coming months we will see some new additions to the Sunshine Fleet including the new Hybrids as well as the additional new coaches. This will help Sunshine depot move to a 100% low floor fleet and we are excited about this.

Congratulations to Alf who has been a casual driver with us for the previous 18 months and now has moved into a full-time driving position.

All the best.

Shaun Lawson, SDM at Sunshine Depot



OAKLEIGH

This year is ticking along quite nicely and I am glad to inform you there has been much improvement in comparison to the same time last year. At fault accidents are down by 15%, complaints are down by 8% and reportable incidents are down by 29%. While this is a major win and I commend all of you for your hard work and diligence, there is still much room for improvement.

It is primarily a shared responsibility to ensure we stay on the path of continuous improvement and aim to make 2019 our benchmark year in

TULLAMARINE

We have just celebrated our 1st Anniversary as part of the CDC Group. What a year it has been! We now just fit into the CDC family and will continue to do the best we can to provide a great service to our passengers.

The focus this last quarter for Tullamarine depot has been the growth of our Taxi business. We have proudly started to increase our fleet with new Hyundai Ioniqs and have received some positive feedback from drivers and staff.

The rest of the year promises some exciting times for our taxi business with continued growth. We look forward to fulfilling the CDC vision of having a great taxi arm in Victoria to complement our transport focus.

A big 'Thank you' to Paul Murphy who was on loan to us from Sunshine to help transition our workshop. You have been an amazing help and remain a great asset to the company. Sadly, Paul has been asked to move into a different role within the CDC group and will be missed. Thanks for all your help, Paul.

Continue the great work.

Frances Ross, SDM at Tullamarine Depot

'Safety improvements' - which is an integral part of our SPaRCQ values.

I am also glad to inform you we have had a significant increase in rail replacement work and I would like to personally thank you all for your efforts and hard work as we continue to become the preferred provider and partner for rail replacement. I would also like to thank all the drivers and staff who assisted with the Avalon Air Show shuttles which was once again a successful service.

Kaz Abdulrahman, SDM at Oakleigh Depot



WELCOME ON BOARD, ASHLEE LOVERIDGE

In February 2019, we welcomed a new SDM to our team - Ashlee Loveridge - who took over the reigns from former General Manager at Buslink Sunraysia, Stephen Smith.

Ashlee actually commenced employment with Sunraysia Bus Lines 12-years ago (February 2007) as a Trainee in Administration under Sunraysia and Murray Group Training. While working there, she completed her Certificate IV in Business Administration within 12 months and was soon offered a full-time role with Sunraysia Bus Lines in early 2008.

From 2008 she succeeded in roles such as the Administration Manager, learning all she could on the job while liaising closely with Government bodies, particularly Transport for NSW and Bus Victoria.

Since then, Ashlee has also completed a Diploma of Management in 2013 and was successful in attaining the SDM position in February this year, after the resignation of General Manager Stephen Smith.

Ashlee says that she is so excited to have been given this role and knows that she still has a lot to learn on the job.

"I was fortunate enough that CDC Victoria selected me for the SDM position knowing I am quite young in the industry, still learning and I am grateful for a 4-day week role that helps cater to my young family," said Ashlee.

"My first 3 months has been somewhat challenging in not only understanding the role, but also assisting with the transition from the previous owners/directors to ComfortDelGro Corporation. The guidance provided by staff from CDC Victoria and CDC NSW has been so helpful and I am so grateful," she added.

She also appreciates the support from Sunraysia colleagues and acknowledges that the culture of employee satisfaction, particularly in Broken Hill is evident.

Ashlee believes that after 12-years in the bus industry, she will continue to strive for excellence and is looking forward to seeing Buslink Sunraysia and Broken Hill grow.

VIC WARDENS EXTEND PATROLS TO GEELONG



The Vic Maori Wardens (VMW) have begun bus patrol services for the first time on Geelong buses from Saturday, 25th May 2019.

Well known to our drivers, the warden's main role is to provide guidance, interaction and leadership to youth who may be displaying, or at risk of partaking in, anti-social behaviour.

The wardens have been patrolling CDC buses in metropolitan Melbourne in the Werribee, Sunshine, Tarneit, Hoppers Crossing and Wyndham areas since 2014 and the extension of the patrols to Geelong has been greatly appreciated.

The joint initiative between CDC Victoria and the VMW is supported by Public Transport Victoria (PTV) and Geelong Police and allows uniformed members of the VMW to patrol key areas on CDC buses till 30 June 2020.

We trust all our drivers will welcome the wardens on board and this will provide necessary positive reinforcements for our team in Geelong.

MULTICULTURAL PARTNERSHIP WITH WFC



We are thrilled to announce that CDC Victoria has signed up with Werribee Football Club (WFC) as its very first Multicultural and Diversity Partner.

The new partnership arrangement takes CDC into its fifth year of sponsorship of WFC and follows on from most recently serving as the WFC's Community Partner for the past two seasons.

Under the new agreement, we will now directly support Werribee Multicultural Development Officer, Mar Gattek as he engages with Wyndham's many culturally diverse communities and introduces them to Australian footy.

Werribee CEO Mark Penaluna praised CDC Victoria's renewed commitment to the club.

"It's a fantastic development in the relationship between our club and CDC Victoria, which has been a wonderful supporter of our community initiatives over the past few seasons," Mr Penaluna said.

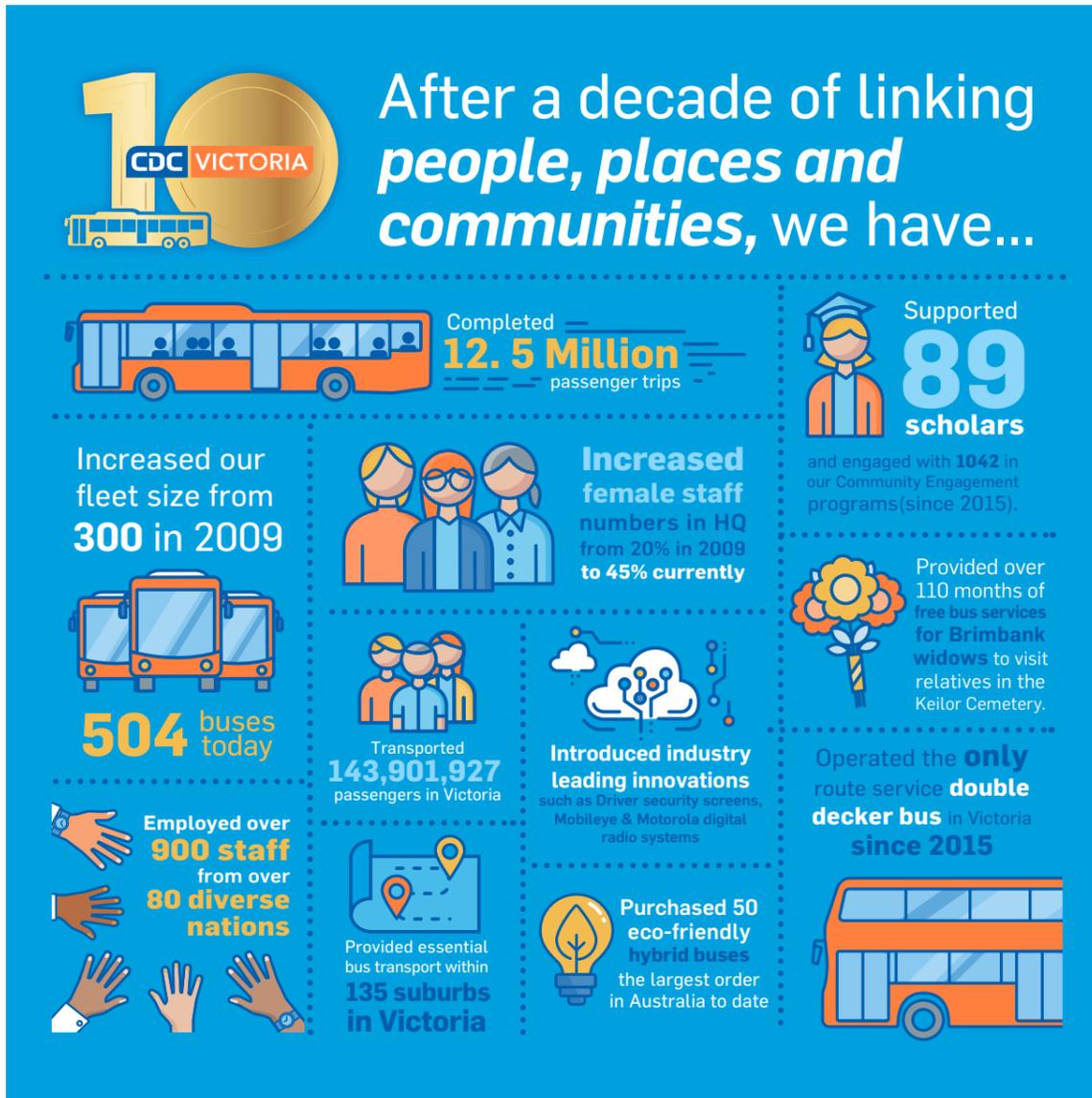
CDC Victoria Community Engagement Manager Michelle Ho McKersey said, "With over 150 nationalities living in the west, we hope Mar's role will support the enriching work Werribee does to unite our multicultural Wyndham community and raise awareness about the importance of sports through education."

NEW COACHES FOR OAKLEIGH

Oakleigh Depot recently received its brand new coaches and from what we hear, the feedback has been amazing! Drivers were so excited upon delivery that many of them hopped on board to have a tour and snapped pictures on their phones. Check out their new wheels below.



10TH ANNIVERSARY



Not everybody is on social media so we thought we would share the infographic that was created to highlight some of our key achievements over the decade as part

of our 10th Anniversary celebrations. You will soon see these posters on your depot walls in celebration of our 10th Anniversary achievements too.



It's been an amazing last 10 years for us at CDC Victoria and we have achieved so much in such a short time. We'd like to say a huge thank you to all our staff for being the great employees that you are.

We do hope by now that you have received your specially commissioned 10th Anniversary gifts? If you haven't please speak to your SDM as soon as possible.

These specially commissioned leather passport holders have the words, *"Thank you for journeying with us"* printed on them. This has been a central theme of our 10th Anniversary because we acknowledge that we are still on this journey together and the best is yet to come.

HYBRID BUS FOR A GREENER VICTORIA

This year marks our 10th anniversary in Victoria and what better way to commemorate this than to introduce a brand new fleet of buses that literally changes the course of history for us. The 50 eco-friendly Euro 6 hybrid buses, that some of you have already had the privilege to drive are the latest model of hybrids – replacing the trial model that CDC had previously at Werribee depot.

We're also proud to say that this is the largest order of hybrids buses in Australia to date and really conveys our dedication to driving sustainability and reducing our carbon footprint.

“ OUR NEW FLEET OF HYBRID BUSES IS AN EXCITING DEVELOPMENT WHICH DEMONSTRATES OUR ONGOING COMMITMENT TO DELIVERING TRANSPORT INNOVATION BY REDUCING BOTH THE EMISSIONS AND FUEL CONSUMPTION OF OUR FLEET. ”

CEO of CDC Victoria, Nicholas Yap said the modernisation of CDC's bus fleet in Victoria is definitely a timely advancement for the company.

“Our new fleet of hybrid buses is an exciting development which demonstrates our ongoing commitment to delivering transport innovation by reducing both the emissions and fuel consumption of our fleet.”

The new, environmentally friendly fleet directly supports the local automotive industry in Victoria with body manufacturing and fit-out being carried out by Volgren in Dandenong.

Jim Jones Commercial Manager for Volgren said it was an absolute privilege to partner with CDC Victoria and Volvo Bus Australia on what will be the largest Euro 6 Hybrid fleet in the country.

“From day one of this order being announced we've collaborated closely with Volvo and CDC Victoria to help design the best possible low-floor Hybrid bus.”

“We believe this is a pivotal moment for the Australian bus industry. The hybrid chassis themselves are important, but it's the size of the order that really begins to normalise the technology and that will make it easier for others - in Victoria, and around the country - to follow. And when they do, the environment and the community will benefit even further,” added Jones.

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%.

General Manager - Volvo Bus Australia, Lauren Downs said Volvo Buses and its partner in Victoria, CMV, are extremely excited about the momentous order from CDC Victoria.

“Having a fleet of fifty Volvo hybrid buses on the roads of Melbourne is a game changer for the industry, and is a testament to CDC's vision for environmentally friendly and attractive transport for its passengers and the city of Melbourne.”

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.

“The Euro 6 Volvo hybrid has been proven to deliver more than 30 per cent savings in fuel and climate impacting carbon dioxide emissions, and cut harmful nitrogen oxides and particulates by as much as half compared to diesel buses – and this is without the need of any additional infrastructure,” added Downs.

The first two of the 50 eco-friendly hybrid buses entered into service in April 2019 on Route 606 and 417. CDC Victoria expects to received delivery of 30 more buses that will be phased in for service over the next 12 months.

All 50 buses in the hybrid fleet will be in service on CDC routes in Wyndham, Oakleigh and Sunshine by mid-2022.





CELEBRATING VAISAKHI

In April this year, staff at Wyndham depot were treated to an amazing feast for the senses with a lunch buffet put on by our lovely Sikh staff. The lunch buffet included homemade naan (cooked on site in a traditional naan oven) and a wide assortment of vegetarian curries. The meal also included several pickles and mango lassi (yoghurt drink) to end on a sweet note.

It was such an honour to be able to celebrate this festival with our drivers and staff and learn about their culture. It was also a great time for us to mingle with staff and gain better insight into the actual meaning of the festival and celebrations. We look forward to next year's celebrations!



ABOUT THE FESTIVAL

Vaisakhi (also known as Baisakhi, Vaishakhi, or Vasakhi) is a historical festival and represents the most important religious Sikh festival celebrated by millions of Sikhs across the globe.

The festival marks the day in 1699 when the 10th Guru of Sikhs, Guru Gobind Singh, founded the Sikh community known as the Khalsa. It also marks the onset of the harvest season and the Sikh New Year.

We were told that Vaisakhi is usually celebrated on 14 April each year and usually includes prayers, processions, raising of the Nishan Sahib flag.

Incidentally, this year, Melbourne CBD became fully immersed into Sikh culture on Saturday, 13th April as it celebrated Vaisakhi with thousands gathering to participate in the annual Sikh Parade, a procession, known as the Nagar Kirtan.

Up to 20,000 people are believed to have attended this year's event, which took place on the streets of Melbourne starting from Parliament Gardens to Flagstaff Gardens.

The celebratory event was organised by the Victorian Sikh Gurdwaras Council (VSGC).



PTV STAFF TOUR THE HYBRID

On Thursday, 9 May we demonstrated one of our brand new Volvo Hybrid buses at PTV's office in Collins Street. PTV's Metropolitan Bus Contracts team were briefed on the benefits of the Hybrid bus our CDC staff, Neville, Frank and Alex.

The Bus contracts team was then taken on a quick tour so they could experience first-hand how quiet the bus really is. After the tour, the hybrid

bus remained at PTV for the morning so that other PTV staff could come on board and see it.

We welcomed on board a total of 30 curious PTV staff in this time who asked questions and examined the newest addition to CDC's fleet.

Feedback from PTV was overwhelmingly positive, in particular noting how quiet the bus was when in motion compared to existing buses and the smoothness of the ride.

To celebrate CDC's 10 year Anniversary and Staff Appreciation Week

Please enjoy a **FREE** hot drink and BBQ at your depot.

Wyndham	Tuesday, 11 June	11.30am–2.30pm	28 Prosperity St, Truganina
Tullamarine	Wednesday, 12 June	11am–2pm	1–13 Louis St. Airport West
Sunshine	Thursday, 13 June	10am–1pm	12-14 Carrington Dr, Albion
NPT Noble Park	Monday, 17 June	6am–9am	158-168 Browns Road, Noble Park
Oakleigh	Wednesday, 19 June	11am–2pm	1340 North Rd, Oakleigh South
Geelong	Friday, 21 June	10am–1pm	65 Edols St, North Geelong
Ballarat	Friday, 28 June	10am–1pm	804 Norman St, Invermay Park





Safety



Passion



Reliability



Community



Quality

COMPLIMENTS & COMMENTS



**Well done
Darren
Higgins at Ballarat depot**

I was very pleased with the assistance my husband received from the bus driver this morning. My husband is in a wheelchair and is not a regular user of public transport. (It is over 4 years since he has been on a bus & that was possibly the first time

he had been on a bus in his wheelchair. And over 45 years since he took a bus to school) He became VERY stressed when getting on the bus and getting off again, but the driver was so understanding, caring and helpful. Both my husband and I appreciated this. Please pass on our thanks.

- Jacinta Ferguson



Well done Garry Watson at Wyndham depot

I got on the wrong bus. I approached the driver to where I thought I should get off via my PTV app. He stopped the bus at the next stop and advised me what my best option was. As it turns out this bus turned into the 190 bus which is what I should have taken and was taken to my stop. We had amazing conversation the whole way and he made me feel so safe and comfortable. This driver should be made an example of... I encourage you to reward this this driver for his continuous support regardless of the amount of abuse he endures every day. He continues driving. People should be thankful to have someone to drive them safely to their destination instead of being abusive and ungrateful.

- Cindy Hansford



**Well done
Yograj Shilu at
Oakleigh depot**

Extremely happy with the service! My laptop was lost for a few days which had all my essays and assignments in it. I was so sure it was gone but a few days later I call up CDC and they have it safely kept for me! I called them at around 4:30 and when I arrived, it was already past the opening hours, but the staff at the front was waiting for me (Monday 9/05/19 around 5:10pm) to come and pick it up. Another friendly bus driver guided me into the reception area and waited for me to collect my laptop before he waited to guide me out and open the gates so I could leave. I would greatly appreciate it if you could let the service desk person know how grateful I am! He even made sure it was my laptop by asking me a number of questions before giving it back to ensure it was mine!! Really impressed and extremely grateful!

Thank you so much to the team :)

- LISA LAO

**WELL DONE,
MATTHEW CAIN FROM THE OCC**

