

# Unite!

## Newsletter

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



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Image credit: Special thanks to Scania for providing the cover picture of our Ballarat Bus Convoy

## Welcome!

Dear Colleagues,

This 10th edition of Unite! is the first in 2017 and we are already off to a flying start.

On 29 January 2017, CDC Ballarat worked with the PTV to introduce a new bus network. This new network was significant in terms of change and the CDC Ballarat team, as well as everyone else involved, can take pride that they lived up to the SPaRCQ value of 'Quality'.

This is also the first time that we reached out to the community to join us in an activity that we thought might be of interest; driving 14 buses from our Werribee Depot to the Ballarat Depot in convoy. The best way to experience this for yourself is to see the video that was put together and is available at the following link: [www.cdcvictoria.com.au/community/videos](http://www.cdcvictoria.com.au/community/videos). Needless to say, reaching out to the community made an otherwise mundane activity into something epic!

On 15 February 2017, another change occurred in the Company that you might have missed. It was the day that ComfortDelGro Corporation acquired all the shares owned by Cabcharge Australia. The name of the Company was subsequently changed to ComfortDelGro Corporation Australia Pty Ltd. Here in Victoria, we will continue to trade as CDC Victoria with the last 'C' now the acronym for

'Corporation' instead of 'Cabcharge'.

ComfortDelGro's Managing Director and Group CEO, Mr Kua Hong Pak, said: "The acquisition of the remaining stake in CDC reflects our commitment to the Australian market and our continued confidence in its growth potential. Through a wholly-owned subsidiary, we are better able to seek new opportunities to grow the business." ComfortDelGro will continue to invest in CDC Victoria to strengthen and grow the business.

An improvement initiative that is worthwhile mentioning is the installation of Mobileye. Mobileye will be installed fleet wide across 2017 and this is an investment of around \$0.5 million. Mobileye is a high definition camera that acts like an additional set of eyes to help drivers remain safe on the road. More information will be made available as the device is installed into the buses.

You may have also read in The Age recently that "Melbourne's bus network will be opened to competition for the first time in generations, in a bid to get more people using the city's lagging bus services." Please be assured that the Company is working hard with government to improve our network and grow patronage. The network change in Brimbank, Wyndham and Geelong have all been successful in growing patronage. I am confident that the new Ballarat network will also see more Ballarat residents give the bus a fair-go.

As a Company, continuing to deliver quality in all that we do is the best way to sustain our contracts and to keep serving Victorians long into the future.

Kind regards,

**Nicholas Yap**

**Chief Executive Officer – CDC Victoria**

## Welcome onboard to all new employees

**BALLARAT:** Andrew Scibilia, Wayne Brooks, Roger Henstridge, Amandeep Singh, Colin Larsen, Gail White, Gordon Mayne, Karan Khurana, Mark Farrugia, Phillip Slade, Prince Baby, Steve Bathurst, Tony Lawson, Ben Etheridge, Darren Bevern, Janelle Sheen, Jessie Wilson, Justin Wheelahan, Lauretta Gaffney, Robert Mullholland, Steve Hemphill, Michelle Fenton, Roger Curtis-Harding, Sean Moller, Bob Milroy, Gurmej Singh, Jason Roberts, Luke Prendergast, Rob Milroy, Jason Lee-Chue, Jason Holmes, Graham Berry, Paul Thomas, Craig Parkinson, Abdul Soomro, Satinder Singh, Richard Powell **WERRIBEE:** Amrullah Tadjuddin, Manjinder Singh, Jianhong Cai, Deen Sherrifdeen & Son Thanh Nguyen



# New Priority Seats

When the opportunity to design our own priority seat fabric popped up, we literally jumped at the idea.



Conceptualised by our Marketing team last year, the new design and bright red fabric was strategically chosen in order to ensure that these seats stand out instantly. The idea is to allow priority passengers to get seated promptly to ensure a safer journey for all.

Currently, about 10 percent of our fleet has been reupholstered in the new red and black priority fabric. The conversion of all priority seats across our fleet will continue over the course of 2017.



## Thanks For Your Gifts

We're proud of you CDC. Because of your generosity with donating toys to the Brotherhood of St Laurence Christmas Gift Appeal, we were able to collectively provide gifts to over 150 underprivileged children. This was our third year of participation in

the Gift Appeal and it won't be our last.

We also donated 20 Bus Back advertising panels (courtesy of our sister company Moove Media) in order to spread the word about the Christmas Appeal to the public.

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## Calling All Photography Enthusiasts!



Last year, six of our newsletter cover shots were taken by our own team! Want to see your photographs appear on the cover of Unite or Connect (external) newsletter? Send us your happy snaps of buses, your colleagues or on the road.

**If your picture gets chosen as a cover picture, you stand to win \$50 cash voucher! Send your pictures to Communications Manager: [djgoon@cdcvictoria.com.au](mailto:djgoon@cdcvictoria.com.au)**

## Social Club Bus Sponsorship

We have received numerous requests for sponsorship of buses for social gatherings and would like to highlight the official approval process. While we love hearing from you on social media, please forward all social club bus sponsorship requests to your Service Delivery

Manager (SDM) for approval. Official forms and the Sponsorship Policy are available from your SDM's at each depot. For any exceptions to the travel restrictions specified in the policy, special approval must be obtained by the Executive Manager, Group Operations.

# Oakleigh's New Rosters

We're pleased to announce that Oakleigh Depot's brand new rosters have just been implemented on the 20th February.

This is the first major overhaul for Oakleigh. The roster committee along with the local Operations team have done an exceptional job in assisting with the transition and from what we hear drivers are using this time to get used to the new system.

SDM Kaz Abdulrahman said, "The roster amalgamation presents a more consistent and efficient system while balancing the workload evenly and providing drivers with a roster that is more suitable to a good work life balance."

"This is certainly a step in the right direction in improving our safety standards and effectively managing driver fatigue," he added.

Under the new rosters, all drivers are allocated one shift pattern. They will no longer rotate between the three previous patterns. This works to eradicate fatigue related incidents and near misses.

Rick Waterman, who is part of the Roster Committee said that these changes have been expected for a while.

"There's definitely a positive vibe in the depot but I believe people just need time to get used to the changes. There will always be a little apprehension like with any change."

"What has been really great is seeing how helpful everyone has been in assisting each other to get used to the new rosters," he added.



## Object Throwing Incidents



We have seen a sudden rise in the number of object throwing incidents in North Geelong and Sunshine in recent weeks.

Please know that your safety and that of our passengers is of paramount importance. We have stepped up our engagement with Victoria Police to try and eradicate this dangerous behaviour.

Since our launch on 1 October 2016, our OCC controllers have dealt with a number of duress events promptly and professionally.

If you need emergency assistance, please *Press P2 for all duress incidents* so the OCC can attend to your immediate emergency needs.

## Mega Depot Update

Just a quick update to say that CDC's new Mega Depot is well on its way. Currently, the main office, workshop, bus wash, fuel bay steelwork and some concrete walls are in place. Preparation for pouring of the first floor slab will also occur very soon. Perhaps the biggest news to update our staff on is that the depot will now officially be called Wyndham Depot rather than Truganina Depot as previously suggested.



# Going Eco-Conscious

As part of CDC's ongoing commitment to sustainability and reducing our carbon footprint, Oakleigh and Sunshine Depots have recently been fitted with LED lighting.

We're pleased to announce that the results have been impressive. Sunshine depot now uses 35 percent less electricity (saving the business 42,000kWh per annum) with a reduction of 40 tonnes of CO2 per annum.

The newly fitted LED lights last much longer than previous light fittings (up to 50,000 hours for highbays and floodlights) and reduces ongoing maintenance requirements,



Our new LED highbays. At just 120W, it replaces the existing 400 Watt metal-halide lights.

while increasing overall light quality and visibility. Needless to say, the newly fitted lighting also helps reduce electricity consumption significantly. Staff are however reminded to still remain vigilant to keep lights off in areas which are not in use.

LED lighting upgrades will be rolled out to Ballarat and Geelong depot in the coming months, and the company is investigating the viability of Solar PV systems for the network.

## New Uniforms Are Here

We're excited to announce that our much awaited new uniforms have arrived and we've started to distribute these at all depots. We caught up with Operations Supervisor, Levent Coskun from Oakleigh Depot who used to be in textiles and he gave us his expert opinion about the new uniforms.

Levent says that the overall quality of the new uniforms is really good.



"The new uniforms have reinforced stitching and are very durable. In particular, the 3M scotchlite reflective material used on all hi vis gear offers the highest quality visibility to keep our drivers and staff safe."

"The quilting inside the parkers



means these jackets will be really warm and snug and the cuffed jacket sleeves allow for extra insulation in winter," added Levent.

Marcelle Davis, Executive Manager, People & Culture added

that we have invested in new uniforms because we recognise that drivers who look good feel more professional and comfortable. After a tender process we chose our new supplier, Safeman because they offered competitive pricing, a more consistent garment range and an on-line ordering system that allows for more transparency and speed in delivery.





## Introducing our Promo Bus

From old and weary to new and well-equipped: the Promo Bus makes its debut appearance

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Last December, CDC decided to unveil its brand new revamped Promo Bus to our staff as we gave out our yearly Christmas presents. This was the first time the Promo Bus had been seen outside of Werribee Depot where it had been rebuilt and repurposed by our awesome in-house team.

It was a real eye opener for some but mostly for the more senior drivers from Oakleigh Depot who actually recognised the bus as their old bus number nine. The group of drivers who recognised the bus were thrilled with the results as they recalled fond memories from the past and compared notes about how different the new vehicle now looks.

It took 12-months to retrofit bus number nine which had to be completely stripped internally so that it could adopt its new purpose. The project began in late 2015 and involved a team of highly skilled, talent from our CDC depots who worked tirelessly on the 24-year-old bus over the year.

The original idea was to repurpose the bus as a 'safe space' for disengaged and less fortunate youth. Throughout 2016, this unique social experiment transformed into a communal space to engage and connect with different communities including the young, old, disadvantaged, or disengaged.

“ Our CDC Promo Bus is a multi-purpose vehicle that can be transformed into a social engagement hub that can travel to local and regional communities to run programs and events. ”

- Michelle Ho, Community Engagement (CE) Manager



The Promo Bus will be offered exclusively to our Community Engagement (CE) partners as a one-stop event venue that they can hire. The possibilities are limitless however since the Promo Bus can be used

for a variety of events, to help spread our CE messages and provide engaging collaborations between organisations. It is fitted with a TV, on-board computer and wireless keyboard,



# COMMUNITY

Living our SPaRCQ values



has smashing LED lighting that can be customised, is wi-fi enabled and allows for only four seat-belted passengers.

“We hope to utilise the Promo Bus as a mobile support to the communities we serve while creating long-term sustainable growth and recognition. At CDC, we are on a journey of exploring new possibilities in 2017 and the Promo Bus allows us to journey together into the future,” said Michelle.

saw to the majority of the restoration project including the structure, paint and fit out; Angelo Koutsintas, (apprentice) who customised the interior and fit out; Darren Azzopardi, Don and Charlie Viscio - our amazing upholstery and floor team (Trim shop); Suda Gajamange, who worked on the vehicle signage and decals; Johann Tay and Brendan Chan who added the finishing IT touches and Mario Rigato who looked after the mechanical modifications.

We couldn't have achieved this without you and we are so proud of the work you've done.



The Promo Bus made its debut public appearance as the lead bus in a 14-bus convoy from Werribee to Ballarat Depot in January. The convoy attracted much attention as it marked the start of the Ballarat Network Transformation which occurred on 29 January 2017.

Special thanks to the awesome Promo Bus team including John Ludviksen and Andrew Connor who managed and supervised the overall planning and design; Brendon Lewis who







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## The SPaRCQ Spirit In Action

The successful delivery of the new Ballarat Bus Network on the 29th January 2017 could be best put down to a coordinated, passionate and community focussed effort from a dedicated group of people within the business.



This ranges from our drivers, customer service representatives (CSRs), local management and head office personnel.

Our SPaRCQ values (the true essence of who we are and what we stand for) were demonstrated throughout the readiness and implementation phase of this network upgrade, however it was the passion our people demonstrated that truly stood out. This was most evident on the Friday prior to activation. The elation on the faces of our drivers and staff as the celebrated bus convoy of new buses made its way through the yard and parked at the new hardstand - was there for all to see, including the local Member for Buninyong, Mr Geoff Howard. Mr Howard kindly voiced his support to staff who were present and across media channels as well.

The efforts of our drivers and CSRs at Ballarat Station and Little Bridge Street who played a key ambassadorial function in assisting

customers with the transition cannot be understated. The dedicated effort of our marketing, communications and training teams to prepare new and current drivers on the network changes is also to be noted.

Network upgrades don't just happen by chance – it is planned and executed carefully, takes time and effort and considers the interests of a range of groups, namely commuters, drivers, regulators, other transport providers, suppliers and local Government. So here's a big Thank you to everyone who has played a small or big role in the success of the Ballarat network upgrades. Together, we have once again demonstrated our credentials to deliver substantive network reform and our dedication to enhancing the overall customer experience across the communities we proudly serve.

Well done to all involved, and keep up the great work!





# Anti-graffiti Workshops

A practical approach to curbing anti-social behaviour and a more comfortable ride



As you are probably already aware, CDC has been running Graffiti Removal Workshops for the last 3 years.

The workshops are targeted at future leaders as part of the Western Bulldogs Leadership Project (*formerly the Whitten Project*) and demonstrate CDC's commitment to reducing anti-social behaviour such as tagging and graffiti.

The workshops aim to educate participants on the ill effects that tagging and vandalism represent to the business and the wider community. Our goal is to challenge these youth to handle situations more assertively. The kids literally have to graffiti a bus and (when they least expect it) then are expected to clean off the graffiti accordingly. The reactions are always the same: "This is such hard work.", "It's not fair that drivers and employees have to spend so much time removing this because of bored kids" and "Tagging is such a disgusting habit."

“ It's not fair that drivers and employees have to spend so much time removing this because of bored kids ”

After the kids have gone through the practical part of the workshop, we conduct a role play exercise to help them understand assertive and passive responses. It's amazing how quickly these kids learn how to respond well to difficult situations and circumstances. The workshop aims to challenge the kids to respond assertively and help them deal with other youth who might be tempted to do the wrong thing or in a habit of anti-social behaviour. Kids are also

empowered to influence others by positive reinforcements and responses.

Our aim is to equip the youth with practical skills they can use on a daily basis in a bid to lower anti-social behaviour on our buses. This is part of an overall strategy to lower anti-social behaviour and provide a more comfortable ride for our passengers and drivers.

In 2017, CDC will be providing five Graffiti Workshops (we've already done one in January at Whitten Oval). Three of these workshops will be run in conjunction with the Western Bulldogs and two others will be in cooperation with our new partner, Geelong Leisure Network.

In the meantime, here are some snaps from our most recent workshop at Whitten Oval.





# Women On Board

Celebrating the women who drive our business and transport our kids



In the old days, the transport industry used to be a very male dominated industry. Today however, things are evolving (as with everything in the world) and we are seeing a

shift in the number of female drivers and staff in the industry. I recall a few years ago when I first joined CDC and there were three females. Today we make up 35 percent of the headcount at HQ.

In the spirit of Innovation, we decided it was time to celebrate our female counterparts and perhaps encourage others to venture on board too. We spoke to two newbies from Ballarat Depot and two not-so-newbies from Altona to understand what keeps them going.

Brand new Ballarat driver, Laretta Gaffney decided to become a bus driver because she was looking for a career change and full time work. A month in, Laretta believes that the training has been very in-depth and the overall reception has been really good.



“ Everyone is very friendly and helpful at the depot. ”

- Laretta Gaffney, Ballarat driver

“Everyone is very friendly and helpful at the depot,” said Laretta.

Janelle Sheen (who also joined in mid January) hails from the Education sector and chose to rejoin the work force as a bus driver in Ballarat because each time she got on a bus and spoke to drivers, they would comment how good the job was.

Janelle loves the team she works with and believes she’s received a “fantastic” reception.

“I feel so welcomed and supported like no where else I have worked,” said Janelle.

“ I feel so welcomed and supported like no where else I have worked. ”

- Janelle Sheen, Ballarat driver

While she’s still getting used to juggling the position and daily life, she’s enjoying the change and that no two days are the same.

“The shift work is a challenge to handle, especially the long shifts yet on the short days you have a longer time at home - which is a bonus,” said Janelle.

Incidentally, Ballarat Depot has the highest proportion of female drivers compared to all our other depots.

In Altona Depot, we caught up with two of our longer serving drivers. Jodie Mifsud has been driving buses with CDC since August 2010 and really likes her job. She explained that in order to be a bus driver you’ve got to like driving and have thick skin.

Story continues on next page...

“ When the kids start taking the bus in Year 7, many of them are so scared and I always use this opportunity to encourage them...” ”

She added that most customers are really nice but when the buses are running late, people tend to get cranky.

“Some days are harder than the rest but I really like driving and the people I work with,” said Jodie.

Sandy Cooper has been driving buses for 30-years now and joined CDC in February 2009. Because Sandy covers all the school routes, she’s watched so many of the kids grow up.

“Many of the kids say I’m like their mum,” said Sandy.

“When the kids start taking the bus in Year 7, many of them are so scared and I always use this opportunity to encourage them and remind



them that I’m a mum and a grandmother so I’ll look after them,” she added.

Perhaps it is this caring nature that has helped Sandy throughout her 30-years of service. Perhaps it’s also because all these women actually enjoy driving. But perhaps the biggest driving force has to be the fact that they love who they work with and this definitely makes all the difference.



CDC Victoria has been invited by the Victorian Government to participate in the Women in Transport Strategy, a project initiated by the Department of Economic Development, Jobs, Transport and Resources.

The project seeks to encourage greater participation by women in the transport industry and CDC was invited to showcase the efforts we have taken to promote gender diversity, particularly in the numbers of our management and office staff.

CDC are now turning our attention to promoting bus driving and operations as a career choice for women and are marking International Women’s Day 2017 by launching its Gender Access Survey to assist us to understand the reasons we have less women in our operational workforce. We will use this information to inform initiatives designed to help us make our industry more attractive to women. **We wish all our female employees a Happy International Women’s Day on 8 March** and thank you in advance for assisting us by participating in this very important survey.

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