

# Unite!

## Newsletter

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

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# Welcome!



Janice Parkes

Many of us would know Janice Parkes; she routinely visits the four depots of CDC Melbourne and ensures our work environment is always clean. I recently witnessed her painstakingly removing instant coffee granules that had been left in the sugar jar at head office

because someone had double-dipped. It struck me that whilst I've always known she had a strong work ethic, this was a simple act of passion for her fellow colleagues.

Passion is one of the five values that are the core of what we believe in at CDC Victoria; it is the "Pa" in SPaRCQ. This core value speaks to our commitment to operational excellence and superior customer service. The ComfortDelGro Group also celebrates passion in their employees and you may recall that our very own Kim Anders and Peter Duvceviski were 2014 outstanding finalists in the Group's global tribute to passionate employees.

In an article on Wikipedia ([https://en.wikipedia.org/wiki/Passion\\_\(emotion\)](https://en.wikipedia.org/wiki/Passion_(emotion))) it quotes research that concludes that "when people genuinely enjoy their profession and are motivated by their passion, they tend to be more satisfied with work and more psychologically healthy."

How can we be passionate at (and about) work? I believe that it starts from a personal understanding and belief that the job we do has greater meaning than the job itself. The job of driving a bus for instance can be described as following a journal and collecting fares. However, there is so much

more meaning to this job. It enables people to go to school, to work or visit a loved one in hospital. Departing a bus stop early and missing students who need to get to an examination may impact their results and therefore their entire future!

At CDC Victoria, we are responsible for around 12 million passenger trips a year. Since we have about 700 staff - each one of us on average has the ability to impact (for good or bad) over 17,000 passengers each year. On a daily average, each of us therefore has the power to influence the lives of 50 people so that they either turn up for work or return home to their families flustered or at peace.

This is why at CDC Victoria we are embarking on a range of customer-focused initiatives. One initiative is the recent trial to equip chosen Altona drivers with skills to drive more smoothly. We are now looking at a broader implementation of this training program across the company. We have more initiatives planned and will keep you informed as they are developed.

Finally, I would like to take this opportunity to mention our recent support to the charity, Western Chances. Established in 2003 by Terry Bracks AM, Western Chances provides scholarship support for school items which have a big impact to kids in the West - such as textbooks, internet access, calculators and MYKI cards. Requests for MYKI support is the second highest necessity at Western Chances and makes up 40 percent of the total scholarships awarded. As part of our commitment, CDC sponsored \$10,000 worth of MYKI money to Western suburbs kids so that they have access to public transport to further their education. This is just one more way the company gives back to the community we serve.

Kind regards,  
Nicholas Yap  
General Manager - CDC Victoria

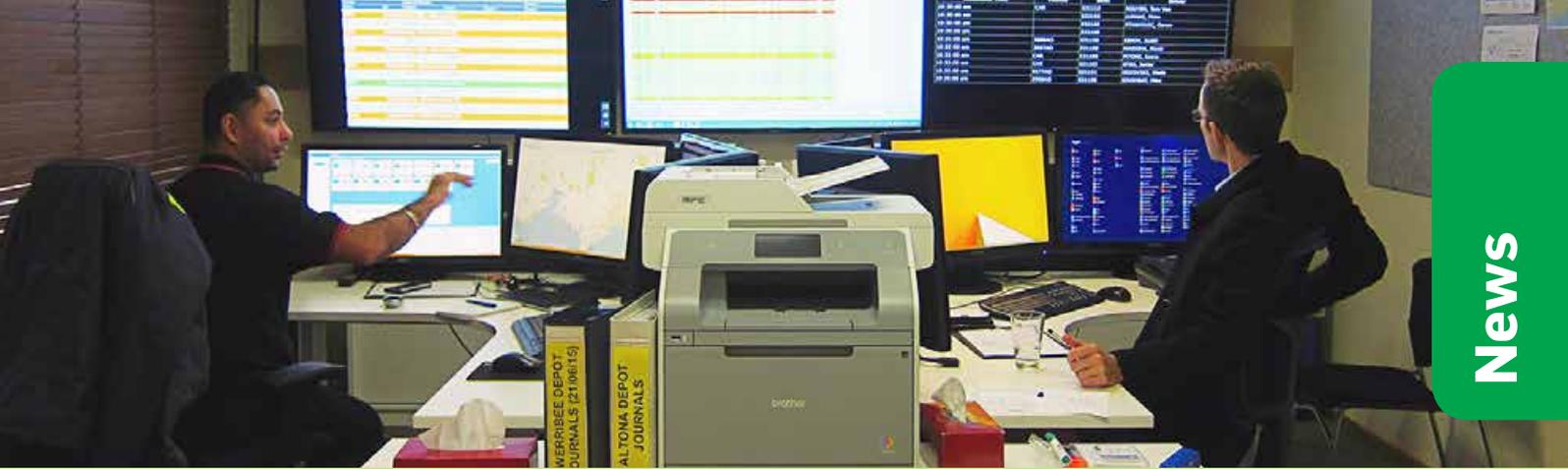
## Call for submission!

Unite! Issue 8, is open for submission!

Is there something worth mentioning at your depot? A member of staff who goes beyond the call of duty?

A new addition to the CDC Victoria family or a new addition in your family? Or would you like to share an interesting hobby or tips on how to enjoy a healthier lifestyle? Email [djgoon@cdcvictoria.com.au](mailto:djgoon@cdcvictoria.com.au) with your story ideas now!

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## OCC update

By now you would have heard the voice of Jaspreet Singh over the two-way radio. Working alongside your local operations team, Jaspreet has been monitoring the performance of our services, radio system and next bus out screens while providing timely advice on early and late running and keeping an eye out for traffic disruptions from our OCC in Sunshine.

Jaspreet has a wealth of experience working in an OCC setting – his most recent role was with Transdev Melbourne where he was an integral member of their OCC.

By the time you read this, the OCC will be providing extended coverage from 6:00am to 10:00pm (Monday to Friday). Our existing arrangements with OCC NSW to monitor our regional bus services on weekends will continue.

## SPaRCQING up our depots

Work is continuing across the business to bring our SPaRCQ values to life. This includes creating and initial meetings of our depot SPaRCQ committees. These committees are designed to ensure that there will be ongoing, effective communication at various levels of CDC – from management to the team, to our drivers and other employees.

The depot SPaRCQ committees have also been tasked with a very important job - to help us define a

series of behaviours that reflect each value.

Stay tuned to see what each depot comes up with. Once the agreed behaviours have been defined, we'll have some exciting activities to look forward to.



**SAFETY:** Oakleigh

**PASSION:** Geelong

**RELIABILITY:** Sunshine

**COMMUNITY:** Ballarat

**QUALITY:** Altona/Werribee

## New partnership with Werribee FC

We're pleased to announce that CDC is now a Community Partner of Werribee Football Club (WFC).

As you know we are committed to giving back to our local Wyndham community and by supporting WFC's VFL footy club, we will be able to engage in their multicultural programs

and school initiatives.

As part of our community engagement, partnering with WFC will create more opportunities for CDC to work closely within the community while working towards alleviating anti-social behaviour that affects all our businesses.





# Truganina Mega depot

We're so excited to finally be able to confirm that on 18 April, a multi-million dollar contract with the Goodman Property Group was signed to deliver a 230 capacity bus depot in Truganina. This purpose-built facility located near the cross-junction of Leakes Road and Palmers Road will be the new home of staff from Altona depot, Werribee depot and Head Office.

Stay tuned for more information on the new Truganina mega depot but in the meantime, here's the architectural rendering as a sneak preview of what's to come!

## Collective effort to improve services



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In a recent staff bulletin, we outlined the PTV's operational performance expectations for the bus industry to achieve an on-time running (OTR) target of 85 percent.

While we are close to this target, there is always room for improvement. We should regularly evaluate our services to ensure these are performing beyond the minimum standard and where possible, exceed the service expectations of our patrons.

This clearly aligns with our SPaRCQ values - with passion and quality we collectively aspire for operational excellence by providing our local communities with a safe and reliable service.

As such, all Service Delivery Managers (SDMs) have been instructed to undertake a review of

each contracted route service by tracking and analysing its performance against the BTS. As valued CDC team members, we encourage our drivers to provide feedback through your local SPaRCQ committees on potential causes for late arrivals, supported by suggested solutions.

We also encourage all drivers to follow daily journal information and the Driver Console (GPS monitor screen) which displays scheduled run time in positive and negative minute increments (please ensure that you do not run early from terminals or intermediate time points).

The BTS data, coupled with your valued feedback will allow for future service/timetable changes resulting in improved service quality and reliability. **Keep up the good work, team!**



## Photo competition

Send us your cover-worthy digital snaps and stand a chance to have your work published in Unite newsletter! Plus win a \$50 cash

voucher in every issue. All photos submitted must be high res (300dpi). **Who knows! You might even see your winning pictures used in our 2017 Corporate Calendar! Send in your photos to [djgoon@cdcvictoria.com.au](mailto:djgoon@cdcvictoria.com.au) with the heading "Photo competition" today!** (P.S. The awesome cover shot this issue was taken by driver, Imran Ibrahim from Werribee Depot).



Photo credit: Imran Ibrahim, Werribee

# Staff celebrations



The month of March was indeed a special time for us at CDC. Not only did we celebrate cultural diversity by participating in 'A Taste of Harmony' (TOH) but we also honoured all our staff with free coffees – to celebrate 'Transit Driver Appreciation Day'. Here are a few snaps from the two events.

We trust that all our staff enjoyed the festivities and we look forward to more events like this in months to come.



### Individual depot winners:

- Yograj Shilu (Oakleigh)
- Wes Hall the Sheep Shearer (Geelong)
- Ernesto Mejia (Altona)
- Abel Habte (Sunshine)
- Peter Duvcevski (HQ)
- Simon Habte (Werribee)



Taste of Harmony overall winning depot:

**OAKLEIGH**



# The flying driver

CDC Ballarat's Randall Walton reminds us that the sky's the limit when you have a passion.

It's not very often that you hear about a bus driver who endeavours to be a pilot; and fortunately for us, this driver just happens to work at CDC Ballarat.

Sixty-six-year-old Randall Walton's interest in flying started when his family flew to Tasmania to visit relatives years ago. He was 7-years-old then and in those days you could still go into the cockpit and talk to the pilots.

Since flying lessons were very expensive, Randall couldn't afford to take it up when he was younger. In 1990 however, he was working in the Mallee where the Mid Murray flying club offered a small scholarship for lessons and a theory course. Fortunately, Randall won a \$500 voucher and spent a week in Swan Hill studying and did a few hours flying.

This driver who grew up in Sunshine says that he couldn't really afford to continue lessons due to the cost involved. It wasn't until he moved to Ballarat that he realized he could access his Superannuation so he began flying lessons with Ballarat Aero Club.

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“ After landing safely and leaving the plane, I kissed the ground and did a summersault; I'd just flown on my own. Oh, what a feeling! ”

Randall's first solo flight was in a Jabiru (light aircraft). He remembers looking across the plane and realizing that the instructor was no longer there.



“It was an indescribable feeling of both fear and exhilaration,” said Randall.

Randall has done most of his flying at the Ballarat Aero Club, flying Cessna 152's and 172's - and has around 220-hours flying time under his belt. He has also flown a few of his work mates from CDC Ballarat and their families on joy flights over Ballarat.



“The general consensus seems to be that I fly better and concentrate more while flying than when I'm driving the buses,” jokes Randall

This flying enthusiast has also taken part in a 2-week flying trip with Stawell Aviation, through NSW and QLD to Cape York and Horne Island and back around the Gulf of Carpentaria through Birdsville and Cameron's Corner.

He hasn't fully completed his private pilot's licence (PPL) but has finished many navigation flights and theory exams but needs to do more navigation and flights when this is economically viable.

The Ballarat based driver explains that when he is flying, he experiences a great feeling of achievement and enjoyment but only occasionally gets the chance to relax and enjoy the views.

“Most of the time you concentrate on what you need to do. The majority of the flying is at 4,000 to 8,000 feet or 1,000 feet around the airport doing circuits,” said Randall.

Randall has been at CDC for 9-years and may use some of his long service leave to complete his PPL next year. He hopes to go on another long flight and has his heart set on Cape Leveque, north of Broome in WA.

Randall's story of flight is just one more example of people who follow their passion and never let their circumstances (or age) dictate their future. We wish him well and look forward to hearing more about his future flights of fancy!



## Farewell Charlie

Most of you will know Charlie Borg as Sunshine Depot's Service Delivery Manager (SDM). Charlie leaves us this month after serving loyally since August 2011. Charlie commenced at Sunshine as Depot Operations Manager and was promoted to SDM on 1 June 2015. He has offered leadership at the site and is well respected by staff. We wish him all the best for his retirement and thank him for his commitment to the company and the team he has served with.



## Vic Maori Wardens extend patrols

We're so happy to announce that we've received official approval from the PTV extending the Vic Maori Wardens patrols for another year, till 31 May 2017 on our buses in Altona, Werribee and Sunshine.

On top of that, the PTV has also approved for the wardens to start patrolling on CDC Geelong buses with immediate effect.

We trust that our drivers and patrons will feel more assured of their safety while travelling on our buses with the presence of the wardens on patrol. Please welcome them on board and thank them for their voluntary service to the communities we serve.

## Defibrillators for all depots

We're pleased to announce that all CDC depots will soon be equipped with portable defibrillators so that we will be able to respond quickly in the event that someone goes into cardiac arrest.

The Mindray Beneheart D1 Public AED will be easy to use, with minimal training required-making it ideal for anyone to utilise in an emergency situation. The defibrillators will be stored in a common access area at all depots and at head office. A training unit has also been acquired and will be provided at each depot soon.

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## Welcome on board!

Hamish Burns is our new Operations Business Analyst, supporting us within our operational and commercial space.

Hamish comes to us with solid analyst and reporting experience gained at Transport for NSW, where he held the role of Senior Transport Efficiencies Analyst. Prior to this, Hamish has worked in various Accounting and Finance roles.

When he's not busy with work, Hamish enjoys playing tennis, soccer and riding his motorbike.



# Compliments & comments



Hi to CDC Geelong,

I'm contacting you to offer feedback to your train replacement bus service currently operating between Geelong and Melbourne. I have found the service to be not only of very high quality but is now my preferred mode of transport between Geelong and Melbourne. This is regardless of no fare being charged for the bus service.

The coach drivers are very courteous and drive well in peak Melbourne traffic with great patience and diligence. I'm often impressed with how well they cope driving and manoeuvring large coach buses in busy Melbourne city traffic.

As discussed with the coach drivers the service offered is of a far greater standard than that provided by V-line train service, is certainly cleaner, more comfortable and often more timely than the train service.

Of the coach drivers Simon (bus G43) is worthy of particular mention. His calmness driving under pressure in difficult traffic situations is exemplary. Simon seems to find driving routes that work in Melbourne and get us all home at times competitive with the train, even with busy traffic. Simon is always friendly and makes the trip a pleasure and has made friends of quite a few of us regular passengers on the 5:40pm service from Melbourne.

I wish the bus service would remain as a permanent alternate service offering when the V-line train services resume normal operation.

All round a great service and well done to CDC, particularly the coach drivers, for providing the service that V-line cannot.

Many thanks, David Carrington.

Just to let you know that my journey to St Kilda this afternoon was made very enjoyable by an excellent driver.

It is obvious that Rob (Robert Owens) is very skilled at handling large vehicles. His driving is smooth and safe.

Also I noticed he watched carefully until passengers were seated, and greeted and farewelled all of us.

Hats off to this superior driver!

He is a great asset to your company.

Kind regards, Jan Henderson.



Scan using a smartphone or camera enabled device with QR app to access our website.



## It's a boy!

We all know the joy a new baby brings! And in this case, we're so pleased to announce the healthy arrival of Levent Coskun's (Oakleigh's Ops Coordinator) baby boy – Jack Gagatay Coskun. Jack was born on the 2nd April 2016 to Levent and his wife Rose. Congratulations guys!



Safety



Passion



Reliability



Community



Quality