

## Newsletter

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

# The Wyndham Special



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## Welcome!

Dear Colleagues,

It was a proud moment for us here at CDC Victoria when we officially opened Wyndham Depot on 22 March 2018.

The platform to showcase the passion of our staff was not wasted and even Melbourne's weather smiled upon us with a glorious day for the celebration.

Barely 24 hours prior to the Opening, CDC signed new contracts with PTV to operate bus services in Metropolitan Melbourne. These new contracts give us a long, secure environment to continue linking people, places and communities.

Another area of growth and success for CDC in this early part of 2018 has been our charter business. The opportunity to do additional work has increased and many drivers have put up their hands and some have found themselves operating in places and communities that are new to them. There is support available, including videos of routes to help with familiarisation, to those who might be keen to do some additional work but are concerned about operating in unfamiliar territory. Our OCC team are also very much committed to providing practical support to drivers who need help.

Between 14 May 2018 and 16 May 2018, I had the benefit of witnessing a team of CDC staff deliver our first planned Metro shutdown Rail Replacement job between Camberwell and Ringwood Train Station. Some of the drivers I met that evening were driving in the area for the first time. They were supported by five CDC staff who braved the cold and helped with Metro to coordinate the services as well as passengers. Feedback from Metro was very positive, and they were also very grateful for our can-do attitude in trialling their GPS based tablets.

Whilst it is absolutely a pleasure to see the organisation grow and increase our contribution to moving Victorians I would also like to take this opportunity to remind each of us to be mindful and watchful of fatigue. I do not mean fatigue in just ensuring we have the requisite rest according to heavy vehicle regulation. I refer to fatigue that will affect our personal ability to deliver our passengers to their destination safely, which is different for each of us. While there is an increasing volume of work to chase, please be mindful of your personal stress and fatigue levels as your safety and that of our passengers must always be our top priority.

Kind regards,

**Nicholas Yap**

**Chief Executive Officer – CDC Victoria**

## Welcome onboard to all our new employees

Paul Considine, Myles O'Malley-O'Donohue (**GEELONG**), Amita Patel, Manpreet Singh, Aung Win, Arryon Gilbert (mechanic), Daniel Smith (mechanic), Rudi Sjahric (**WYNDHAM**), Greg Cuthbertson (**BALLARAT**), Jessica Scherping, Quoc Chi Hua (**SUNSHINE**), Wei Liang Xu, Aaron Arthur, Ian Johnson, Onur Durukan, Abuzar Abuzar, Konstandinos Giagias, Yael Abdulrahman & Mark Bunker (**OAKLEIGH**)

# From Your Service Delivery Managers



**COMMUNITY**  
Living our SPaRCQ values

## CDC Geelong Depot

Once again, we have seen a very busy start to the year, particularly throughout the first term of the school year. Our charter operations continues to grow with local schools and more conference organisers. There have already been several V/Line closures this year, with more to come on the Geelong and Ballarat lines. We have also welcomed a number of new drivers and a new apprentice mechanic to Geelong.

We should expect to see some significant changes to our bus fleet throughout 2018. We have recently secured PTV approval to purchase four additional 57-seat school buses to service the Lara corridor and we are expecting six low-floor buses by the end of the year. We are also working on a plan to upgrade a number of the vehicles servicing our private clients - namely Geelong Grammar School and Saint Ignatius College, which will also improve our charter capabilities.

Sadly, we recently said goodbye to one of our long term staff members - John Mee. John started with the company in 1988 and passed away suddenly on the 12 of April this year. John undertook a number of roles within the business in route and charter driving, refuelling and in the depot yard. He

recently took on the role of Health and Safety Representative and embraced this with his usual enthusiasm.

It was a proud day to see his colleagues come together in support of John and his family in a number of ways. Our drivers instituted a 'lights on' day on the day of his funeral to show their support. We held a fundraising BBQ and raffle (with prizes donated by colleagues) which raised over \$1,500 for John's family. There was also a large turnout of CDC staff at his funeral,



including an impressive eulogy presented by a fellow driver. Special thanks to everyone who helped or donated their time and/or money. We will remember John! Gone but not forgotten.

**Doug Nyman,  
SDM**

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## CDC Ballarat Depot

It is hard to believe that we are working towards June already as the first half of this year has gone in the blink of an eye.

We have endured a hectic time with special charter events in March and April including White Night Ballarat, AFL Game day shuttles, the Begonia Festival and the Ballarat Buskers Festival. These have occupied a great deal of planning and effort from our Operations team.

A big thank you to our team who have contributed to ensuring these events have run smoothly while providing great customer service with high satisfaction ratings from the event organisers.

The April school holiday period allowed budding gardeners - Derryl and Dianne to spruce up the gardens at the depot and carpark entrance. Some landscaping along with some low maintenance plants were added and the area looks great now.

We now have the opportunity to reset and look forward to the second part of 2018 which will bring some large projects that will impact the Ballarat network. The new bus specific interchange at the Ballarat train station and some increased activity around V/line Ballarat shutdowns will all contribute to what will be a jam-packed second half of the year.

Keep up the great work and Good luck for the rest of 2018, from all the team at Ballarat.

**Glenn McKenzie, SDM**

## CDC Oakleigh Depot

As the revitalisation of our three worst performing routes fast approaches, I can assure there is plenty of work being carried out to ensure we improve our on-time running performance.

Over the past months we have analysed, drive tested and compared historical data for the 612, 623 and 624 routes and I am glad to report we will soon be sharing a newly proposed roster along with journals to commence on 24 June 2018.

While the change will bring much needed relief, I would like to remind you it is our collective responsibility to maintain diligence when driving, serving customers and attending to

patrons. Unfortunately 2018 has seen a rise in motor vehicle accidents along with unsafe and undisciplined acts.

I am confident we can improve our performance and along with our SPaRCQ committee, we will continue to find strategies to improve but ultimately your assistance in ensuring we maintain our SPaRCQ values (especially Safety) will make all the difference.

As originally envisaged 2018 is proving to be a year of many changes and I for one am excited to see these happen. Please continue to embrace the year and I look forward to continuously working with you all.

**Kaz Abdulrahman, SDM**

## CDC Wyndham Depot

Dear CDC Wyndham staff

Please accept my sincerest gratitude for being a part of a successful Wyndham Depot Grand Opening.

Most of us are already aware of the 10-year contract awarded to CDC for the metro region which is excellent news for all of us at CDC. As we embark on the new contract tenure, there will be challenges that I am sure we will embrace as a team. It is a privilege to be part of public transport and serve the fastest growing council in Australia where demographics and traffic conditions change on a weekly basis. These changes might result in subsequent challenges however, I firmly believe that with the support of all at Wyndham, we will overcome any challenge and continue our progressive, positive work culture.

Also, CDC Wyndham in conjunction with Metro Trains has started a 'Standby Rail bus' in the morning and evening peak hours for a period of 3-months till the end of July 2018. This not only enables us to perform work which is different from our normal routine but also provides CDC the opportunity to explore upcoming rail replacement works. Most significantly, it serves in proving that bus transport is a vital and effective link between all other modes of public transport.

As always, with a wonderful team of driving staff, workshop mechanics and administrative employees, I look forward to your ongoing contribution in making CDC Wyndham a great place to be at.

**Ravneet Walia, SDM**

## CDC Sunshine Depot

It only seems like yesterday and already we are fast approaching the middle of the year. To date, we have seen an improvement in our on-time running (OTR) especially some of our early-running times. A special thank you to all drivers who continue to meet the OTR requirements despite the issues we face every day with traffic. With our new bus contracts about to commence, the Sunshine team will be working to ensure we meet our OTR requirements whenever possible.

A special thank you to the staff who participated in our 'Taste of Harmony' celebration and to those who spent the day cooking and looking after the food. In the coming months, through our SPaRCQ committee, we will undertake a number of refurbishments at the depot. This includes a 'quiet area' for the drivers, refurbishment of our pool table and a number of other changes to make our depot more welcoming for our drivers and staff. We will also be looking to do another snow trip to Mt Buller in June or July as this was well received last year.

Finally, I would like to take this opportunity to thank our drivers, administration staff, workshop and paint shop - for all the hard work they do to ensure we provide a high level of service to the public. A great team effort from the Sunshine depot. Keep it up!

**Frank Hurley, SDM**

# Scania Optimise



## News

We love encouraging the development of staff through training, especially with the drivers who are the majority of our workforce.

In 2016, a trial of the Scania Optimise Program was completed with drivers on route 606 from the Altona Depot. A 12-month program began Nov 2016, at the Werribee Depot for 106 drivers. It concluded early 2018.

Run by Scania, the Optimise Program is a driver development course that involves enhancing driver abilities by teaching them safe driving methods and how to maximise utilisation of the vehicle through 4 key indicators: increasing coasting, reducing idling, reducing harsh braking and reducing CO2 emissions on the environment. The program encompasses a 4-hour classroom theory lesson, in-route observation training and coaching calls to help improve and maintain the improvements in the key indicators. Improvements

in these key indicators can also result in less stress and fatigue, increased customer comfort, less wear and tear on the vehicle and less at fault vehicle accidents. During the entire program, Scania monitors both the vehicle and the drivers. All individual results are only discussed between the trainer and the driver.

Overall results from the Werribee program demonstrates improvements in the way the drivers drove the buses:

- Total average of 6.42% CO2 emissions reduction (equivalent to 8.2 homes energy usage for a year)



	BEFORE Optimise Program	DURING Optimise Program
Fuel Consumption	40.04 L/100km	37.49 L/100km
CO2 Emissions	0.99 kg/m	0.92 kg/m
Brake Applications/100km	403.7	386.1
Harsh Brake Applications	6.3	5.6
Idling	33.4%	30.3%
Coasting	21%	24%
Outside Green-band Driving	1.2%	0.6%

Thank you to all drivers who participated in the program and Congratulations to the following drivers who received awards from Scania:

- Kyle Lee – ‘Best Idling’
- Avtar Singh – ‘Best Harsh Braking’
- Dusan Markovic – ‘Best Fuel Consumption’
- Mersh Gebrekidan – ‘Best Coasting’
- Richard Yoo – ‘Most Consistent’

In May 2018, we also begin a 6-month program in Ballarat so drivers can best utilise the new Scania buses delivered in 2017. All CDC Victoria Trainer/Assessors have been trained in delivery of this course so that we can use it in the future for refresher training.

## New Workplace Giving Program

Feeling Charitable? With our new Workplace Giving Program, you can now donate a regular portion of your pre-tax income to the five charities below.

**Step 1:** Choose from one of the five charities – Western Chances, United Way, The Kids Cancer Project, Give Where You Live Foundation and Brotherhood of St Laurence

**Step 2:** Use the CDC Payroll Amendment form (also on ISO Tracker) and choose your desired amount

**Step 3:** Sign the form and send it to [apvic@cdcbus.com.au](mailto:apvic@cdcbus.com.au)

Ask your SDM for a CDC Workplace Giving brochure or Payroll Amendment/ Nomination form today to start giving back!



# Our Newest Acquisitions

Two new acquisitions solidify CDC's growth and expansion in Australia.

We're sure you've heard the good news that CDC Victoria have acquired Tullamarine Bus Lines (TBL) since 1st May 2018.

We're pleased to announce that the TBL business will remain unchanged and will continue to run its seven bus routes, charter, school services and taxi management business called Cabways until further notice.

Earlier this month, our parent company ComfortDelGro also announced its expansion into the non-emergency patient transportation business through an A\$30 million (approximately S\$30.2 million) acquisition of National Patient Transport Pty Ltd (NPT), which is one of the largest private providers of such services in Australia. Operating in Victoria, New South Wales and Western Australia, NPT offers a range of healthcare transport services to major metropolitan hospital networks including walker, hoist and stretcher transport services and specialist services for high acuity

and complex patients. NPT also operates a registered training organisation that is qualified to deliver and assess a range of non-emergency healthcare transport, first aid and resuscitation courses in Australia.



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## New wheel chairs for Travellers Aid

We're pleased to announce that CDC Victoria has donated two brand new wheel chairs to Travellers' Aid – for passenger use at busy Southern Cross Train Station.

For those that aren't aware, Travellers' Aid have been providing companions services, support and assistance to Melbourne's public transport users for over 100-years.

We are pleased to be able to support Travellers' Aid as they continue to serve the community.



**TRAVELLERSaid**

# New Recruitment Video

We recently launched a new recruitment video featuring some of our employees and their views about working at CDC.

Watch it here: <https://youtu.be/8f8sgGcjt00>

Better yet, if you know someone who might want to join our great company, please direct them to [www.getonboardcdcbus.com.au](http://www.getonboardcdcbus.com.au) (The video is also here!)



## Welcome Hoda

We're pleased to announce that Hoda Qani has recently joined the People and Culture team.

As our new HR Coordinator, Hoda will be providing support in our upcoming projects such as the EBA, Gender Diversity Project, and the much needed update of our Employee Handbook (amongst many other things).



Hoda has recently completed her Bachelor of Business, and, in addition to a number of internships completed through her studies, has great experience being involved in voluntary positions at both University, and our local communities here in the West! Please join us in welcoming her to the team!



## OCC's New Team Leader

Amanda O'Shanessy began her career at CDC Sunshine Depot in May 2016 as a Charter Representative. In November 2016, she took over as one of the Operations Supervisors and has since evolved to become OCC Team Leader since February this year. Congratulations Amanda! We trust you are enjoying your new role.



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## Wyndham Depot Grand Opening

On the 22nd March 2018, we celebrated the official grand opening of our newest depot - Wyndham Depot. We were privileged to host over 100 stakeholders, customers and staff at the official event which marks an important milestone for CDC Victoria.

It was also such an honour to have two guest speakers – the Minister of Public Transport/ Employment, Jacinta Allan MP and Award-winning Director/Actor Rob Sitch – son of the late Charles Sitch, the founding proprietor of Altona Bus Lines in the 1950's, our Board of Directors from Singapore - Mr Lim Jit Poh, My Yang Ban Seng and Mr Jimmy Chua; and Deputy Mayor of Wyndham Council, Walter Villagonzalo.

The theme of the day revolved around 'Past, Present and Future' as we celebrated our milestones across the years.

Guests were entertained by a traditional Lion Dance and got to witness the official unveiling of the Grand Opening Plaque and Official Ribbon Cutting Ceremony. Guests were also treated to depot tours and given a rare tour of some of our finest vehicles including Melbourne's only route service double decker, a hybrid bus currently on trial, our refurbished Promo Bus and a specially curated Museum Bus.

Staff at Wyndham Depot were not left out with a special all-day BBQ that allowed our drivers, mechanics, yardies and office staff to mingle and celebrate the day.

“ The Grand Opening highlights a brand new era for CDC Victoria as we embrace the change of having two depots, the OCC and the head office under one roof... ”

– Nick Yap, CEO, CDC Victoria



Nick Yap, CEO of CDC Victoria said, "The Grand Opening highlights a brand new era for CDC Victoria as we embrace the change of having two depots, the OCC and the head office under one roof. It solidifies CDC Victoria's commitment to "Linking People, Places and Communities" in the West – an area which is constantly growing and changing with time."

We trust that everyone at Wyndham Depot had a good time and for those that managed to meet Rob Sitch – we hope you enjoyed chatting about old times.



## Thank you!



A special thank you to all our staff who worked so hard to make this special day a momentous occasion.

If you haven't already seen our Grand Opening Video, please visit:

<https://youtu.be/ioecl-f4kVM>



# Safe & Sound Training



Exploring our customised 'Safe & Sound' training program - designed to teach drivers to avoid conflict and defuse high conflict situations.



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The overall aim of the program that began in June 2017 is to keep drivers safe and enable you to make sound decisions in moments of high conflict. CDC Victoria consulted with 'WomenSafe' (Melbourne-based self-defence program) on topics such as identifying and dealing with drug affected people and self-defence while developing this customised training package.

All CDC Victoria bus drivers, supervisors and OCC operators must complete the 'Safe & Sound' course. Depot Operations staff and head office staff are also encouraged to attend sessions

to gain a better understanding of issues faced by drivers.

### Current statistics:

We're happy to announce over 370 staff have completed the training (drivers, yard staff,

office and management). Our number one aim is to keep drivers safe and reduce physical assaults. We trust you will stay encouraged and please provide your feedback about the program so we can keep the training relevant and fresh.

### Training in practice:

As of the end of April 2018, there has actually been a 24 percent increase in anti-social behaviour compared to the same time in 2017. It is interesting to note however, that our safety statistics indicate a significant reduction drivers involved in physical altercations with passengers and rock throwing incidents.

While verbal abuse towards drivers has increased we note that our incident reports suggest that drivers are applying their training by ensuring incidents are de-escalated quickly. Keep up the great work!

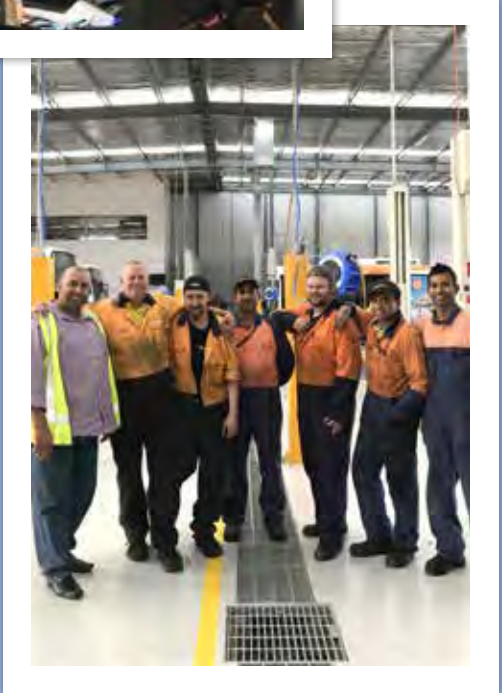
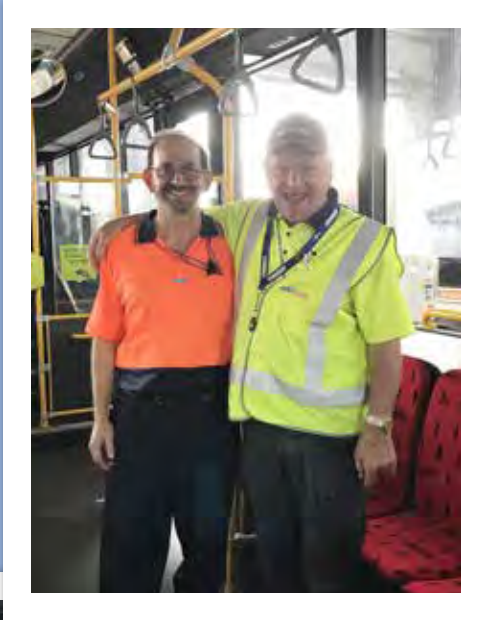
# safe+ sound

*be safe and make sound decisions*





# Happy snaps from Wyndham Depot!



# Compliments & Comments

I would like to say (a) BIG thankyou to the bus driver, Huzeir Sadikovic on the Keilor East to Highpoint route on Saturday 21/4, as he saved my son and his friend from an attack. My 14yr old son & his friend boarded this bus in the early afternoon opposite Milleara Shopping centre and was harassed by another boy asking for their phones etc. After being told to go away by my son and his friend, the boy then randomly punched my son's friend while he was sitting in his seat. My son jumped up and punched the boy back in defence who then pulled the emergency button and before jumping off threatened my son and his friend that his mates will be waiting for them when they got off at Highpoint Shopping Centre.

Upon arriving at Highpoint the boy's friends were indeed waiting, so the bus driver kept the doors shut while waiting for the police to arrive. The boys then ran off after they came. A big shout out to him for saving my son & his friend. Please pass it on, I would love to know his name to give a shout out to him. I would like everyone to know they can be safe on your buses, especially this driver.

Yours sincerely,  
Janet Holzinger  
21/04/18



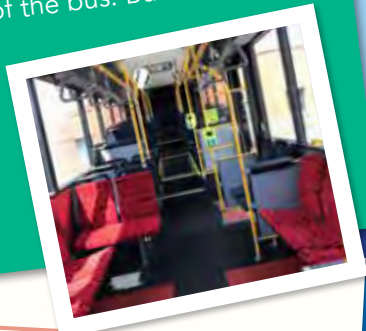
On Friday 13th on the (Route) 43 heading towards Highton from Geelong central (just after 5pm) there was a difficult passenger on the bus who was being verbally abusive towards other passengers. I just wanted to say the driver (Peter Neils) did an excellent job of handling him and ensuring the safety & comfort of other passengers.  
Sam Lee, 14/04/18

Hi, David is my name. I'm in Melbourne until tomorrow on Holiday. I travelled on your 439 service to Weribee Zoo and was really impressed to see your priority seats covered advising the area is for people with disability/elderly etc.

I am a person who uses a walking frame for extra mobility and found this great! It's always embarrassing or difficult to ask people to move from this area. These seat covers do most of the work for me!

We have seats similar in Adelaide a different colour to the rest of the bus. But nothing as clearly marked as CDC has! So thank you!

David Lawrence  
09/05/18



I would like to thank Jenny at CDC Ballarat depot. My son left his sports bag on the bus. I rang the depot and Jenny followed up with the bus driver and rang to inform me within 15 minutes to say the bag had been returned and dropped off at school. Jenny was extremely helpful and went out of her way to help me out. I am very appreciative of the way she sorted this out.

Thanks, Michael (Ballarat Grammar)

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