

# Connections

Connecting communities through journeys that matter  
Spring / Summer 2022



- Age Friendly Service Insight
- Movember
- Bogey Overhaul
- National Safe Work Month
- Network Outage

## Age Friendly Services Insights, Visit to Vermont Estate

As part of our ongoing efforts to improve our customer service across our business, our CX team recently made the trip to Vermont Estate, a centre that houses many of our aged customers. The CX team spent time speaking with residents about their experiences, concerns, and listened to their feedback as to their experience using the tram. We are very grateful for the group for making time to chat with us, and hearing their commendation for our service offering was fantastic to hear. We intend on making more visits such as this to aged care providers, schools and community groups.



## Movember Torrens Connect contributes + \$1,000

As we do each year, Torrens Connect is thrilled to have contributed to this years Movember efforts. To celebrate our fundraising efforts, we hosted various events at our Glengowrie site. Thank you to each and every one of our donors!



KPI Tracker

	Apr	May	Jun	Jul	Aug	Sep
KPI 1.1 punctuality*	99.6%	99.5%	%			
KPI 1.2 on-time running*	99.7%	99.4%	%			
Ticket checks conducted	-	-	-			
Items of lost property collected	81 82	82	84			
Items of lost property claimed	17	12	4			
Customer feedback received+	23	39	41			

KPI 1.1 measures punctuality at the commencement of all frequent trips.  
 KPI 1.2 measures on-time running for the duration of all non-frequent trips.  
 \* Via Adelaide Metro  
 + No ticket checks were conducted during this period due to COVID-19

## Bogey Overhaul

We've recently completed our latest overhaul of our bogeys at their 525,000km mark by the RSM team. Bringing this service in house rather than sending them externally provides significant economic benefit to Torrens Connect, allowing us to control issues directly at the source, and get the trams out faster. Great work to our team for reaching this milestone!



## National Safe Work Month

A time to commit to building a safe and healthy workplace. Being healthy and safe means being free from physical and psychological harm. A safe and healthy workplace benefits everyone. This is why, during October this year, Torrens Connect joined National Safe Work Month and committed to building safe and healthy workplaces for all staff, contractors and customers.



## HSQE leading ongoing success

This past October, during National Safe Work Month—a time to commit to building a safe and healthy workplace, we believe this is the opportune time to highlight the efforts of our amazing HSQE Team

Our HSQE Team provide a critical function to our business, ensuring that Torrens Connect meets regulatory, contractual and ISO requirements.

Over the past 12 months the HSQE Team have achieved many successes. There are two in particular that the HSQE Team are extremely proud of.

ONRSR attended site to conduct an inspection on two National Safety Priorities, Safety Critical Communication and Rail Safety Worker Competence. A Third Party ISO Certification surveillance audit was also undertaken. Reports from both activities found no non-conformances.

Torrens Connect is immensely thankful for the efforts of this team who continually collaborate to resolve complex business challenges, allowing us to return home safely to our families each day. This ongoing compliance is a success in it's own, that we should continually celebrate as a team. Well done team!



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