

Connections

Connecting communities through journeys that matter

Winter, 2022



- **New Customer Service Officers**
- **Realtime passenger counting**
- **Rail R U OK Day**

Getting to know our newest Customer Service Officers.

Could you tell us a little about your background? Where are you come from previously?

Chris - Before Torrens Connect I worked within Adelaide Metro driving buses, and before that a 26-year stint in the electrical distribution industry, supplying the end-user/ industrial, mining and domestic customer bases.

Patch - My life prior to Torrens Connect included working as a Union Official, mediating between employers and employees. I spent 25 years in the security industry dealing with everyone from SAPOL and Licencing - to angry patrons. The past 3 years I have spent quite a bit of time on the tram and train networks and felt that Torrens Connect was the more interesting venture to get into. After being approached by multiple people I took up the challenge of joining the CSO team here at Torrens Connect.

Amanda - I spent 16 years with Adelaide Airport before COVID-19 forced me to look for another challenge. Prior to starting at Torrens Connect I worked for SAPOL, in addition to Journey Beyond Rail. I was lucky enough to work with Great Southern. I got to see different parts of the country which was great!

How would you describe what it is you do at Torrens Connect to someone at a BBQ?

Chris - I would say that I help Customers get to where they need to go safely

Patch - Besides our drivers, Customer Service Officers are typically the first person a member of the public interacts with when on the tram. We are the people that are best placed to connect our customers with the wider organization of Torrens Connect. We check tickets while ensuring everyone has the information they need to get to where they want to go. We also assist in relaying issues along the network back to head office, helping to make our journeys pleasant for all our riders. Ensuring people get to and from their destinations safely.

Amanda - I talk to them about riding trams, doing ticket checks, customer service, crowd control and assisting with special events when platforms are closed.

What is the general response when people hear you work to support the tram network?

Chris - I get a variety of reactions - it's a perception thing. Many people are very intrigued into the details, whereas I do get some remarks asking how dangerous my role is.

I take pride in being able to rest assure them that my role, while sometimes offering challenging situations – for the most part is a role where I receive plenty of support from my colleagues and the wider commodity.

Patch - Speaking with friends and family about my role is always a good reminder that our job involves interacting with a huge variety of people out in the community, and reminds me of how lucky we are not to be stuck behind a desk under fluorescent lights all day!

Amanda - Most people react to me not driving anymore as a good thing for my personal interests. I listened to my body and have changed what I am doing but am thrilled to remain within the business.

What is your hope for the tram network of Adelaide?

Chris - I would like to continually expand our services into the inner suburbs.

Patch - Personally I would love to increase the size of the network.

Amanda - We perform a fantastic service for a variety of the community, and I'd love to see it help even more people.

What can people expect when they journey with Torrens Connect?"

Chris - A clean safe journey with a professionally run organisation for all people, with all abilities. That's my ultimate goal.

Patch - We work hard to try to always ensure a safe, quiet and efficient trip.

Amanda - If you take a ride on a tram you will experience a very casual and enjoyable ride. It's been a fun mode of transport in Adelaide for many years. It's a very easy ride and takes you into the heart of the city. As a kid I loved travelling on the old H class trams with the windows down in summer. I'm looking forward to getting into my new role as CSO and I still get to mingle with all my new friends at Torrens Connect.

How busy is your tram?

In April, our trams went live with the real time passenger counting technology. This means that you can check how busy a tram is in real time before you board. You'll find simple green, amber or red graphics to indicate whether a tram is 'not busy', 'busy' or 'very busy' on the Adelaide metro website (under Tram/Timetables/ stops) and on our digital signs at City stops. You will also be able to access this information via other apps that choose to use it. The new passenger counters are sensors that accurately count the number of people who get on and off a tram at a stop.

The sensors can also make basic distinctions between adults and children, and between the types of equipment people bring with them (like prams and wheelchairs). This more accurate data will help us to better plan and deliver our services. And, because the information is provided in real time, you can make an informed decision before you board.

For instance, you'll be able to see whether your next tram is very busy, and if the one immediately afterwards is not busy.

https://www.adelaidemetro.com.au/about-us/news/news-items/2022/check_how_busy_is_your_tram



Rail R U OK? Day

Life's challenges – whether at work or at home – can impact our relationships with family, friends and colleagues, and our ability to do things. Good mental health is vital for our existence and in this day and age it has become an important one! Some people can be reluctant about discussing mental health issues, worrying about what people might think of them, and this can be a barrier to them getting the help they need.

And yet the more we talk about mental health, just as we might about our physical health, the more we normalise it.

This is why it is so important for workmates to look out for behavior changes and encourage ongoing conversations about how things are going. On 28 April – we celebrated Rail R U OK day at the Glengowrie tram depot with food and coffee. This encouraged people to connect and have a conversation in a relaxed environment than your usual work desk.

KPI Register

	Apr	May	Jun
KPI 1.1 punctuality*	99.8	99.6	99.6
KPI 1.2 on-time running*	99.0	99.4	99.3
Ticket checks conducted	•	2295	2152
Items of lost property collected	85	105	90
Items of lost property claimed	20	27	22
Customer feedback received+	19	27	22

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