

# Connections

Connecting communities through journeys that matter  
Summer 2023



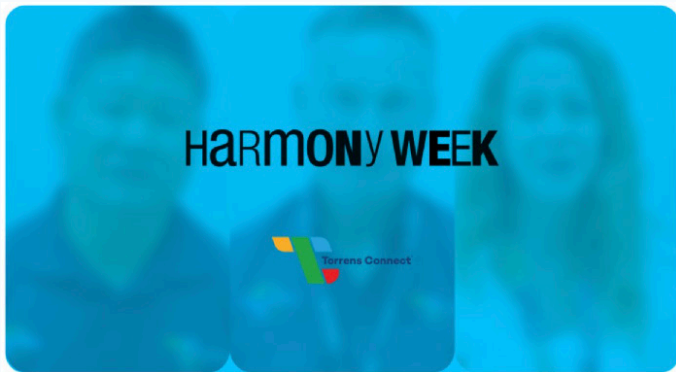
- Network Outages
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- Wheel Lathe Overhaul
- Torrens Transit, Moving Forward
- Harmony Week
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- Staff Training, enhancing our network

## Harmony Week at Torrens Connect

Torrens Connect celebrated Harmony Week, also known as the International Day for the Elimination of Racial Discrimination, from 15-21 March.

The week-long event provided an opportunity for staff members to share their experiences, perspectives, and stories on what Harmony Week means to them.

Multiple members of the Torrens Connect staff community shared their stories, and a video was created to give a glimpse of the event. The company is looking forward to engaging with more staff members in the future to explore how Torrens Connect can bring together its many cultures under one roof.



## Improving Our Network: Ongoing Staff Training

Torrens Connect has taken an important step forward by creating new training resources for staff to tackle network-related issues and uploading them to the learning platform.

These resources provide targeted information and equip employees with the necessary skills to handle various situations. Anyone of our staff can take advantage of these helpful resources.



## New Apprentice

Torrens Connect welcomes Mechanical Apprentice Davie as the newest staff member joining the Rolling Stock Maintenance team. Davie previously worked with Altas Rail in Dry Creek as a young apprentice. The team is excited to welcome Davie as part of the Torrens Connect family!

## Validators on Board

Torrens Connect is thrilled to announce that all trams now have validators able to accept a variety of different credit and debit cards to complete payments.

We are working with Adelaide Metro to ensure this continual roll-out is completed promptly. Customers can also use the ticket vending machine on board to purchase tickets.

## Staff Going Above & Beyond

Torrens Connect extends a huge thank-you to its teams (both customer-facing and those working behind the scenes) that enabled the service delivery to continue throughout an exceptionally busy holiday period.

The teams went above and beyond to help customers get to where they needed to be, in spite of a multitude of unforeseen obstacles. Special mention goes to Tram Control, Navigating over 40,000 people through Rymill Park, Bonython Park, Glenelg fireworks, and the BBL on NYE.

# Wheel Lathe Overhaul

Recently, Torrens Connect’s maintenance team completed a routine wheel lathe as they approached their usage milestone. Bringing this service in-house allows the team to deliver continuity of service and retain valuable in-house skills.

This maintenance in-house approach has benefits for both employees and customers alike. When maintenance is performed in-house, staff can respond quickly to issues as they arise, reducing downtime and ensuring that the assets are operating at their best. This is especially important for a business such as Torrens Connect, which relies on the smooth functioning of its service delivery to meet customer needs.



# Park Terrace Incident

The maintenance team at Torrens Connect has demonstrated remarkable performance and dedication during the challenge faced during the recent Park Terrace network outage. The commitment and fast-acting response of multiple business units within the company were instrumental in restoring the network to its full function, ensuring that customers could continue to enjoy the tram to and from the city. The expertise, patience, and professionalism displayed by the entire staff did not go unnoticed. Their efforts not only ensured the smooth operation of the service delivery but also bolstered the public’s perception of the entire organisation. The company understands that incidents like these can be difficult for everyone, and it is grateful for the support and understanding of customers and staff who come together to help resolve issues as they appear.



KPI Tracker						
	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
KPI 1.1 punctuality*						
KPI 1.2 on-time running*						
Ticket checks conducted	6564	6133	4597	3289	2981	3076
Items of lost property collected	77	93	96	95	91	112
Items of lost property claimed	20	19	15	29	20	29
Customer feedback received+	28	40	38	30	35	37
Commendations						

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

## **Torrens Connect, Moving forward**

The Government is delivering on its election commitment to reverse the privatisation and return train and tram services to public operation. The previous Government had privatised tram services in 2020 and train services in 2021 under separate eight-year contracts. The Government has worked collaboratively with train operator Keolis Downer Adelaide and tram operator Torrens Connect (AMO) to reach agreements that pave the way forward to return services to public operation that minimises disruption to services and returns a skilled workforce.

**What has been agreed between the State Government and the private train and tram operators?**

The Government has reached agreements with train operator Keolis Downer Adelaide and tram operator Torrens Connect (AMO) that pave the way forward to return services to public operation, and the timing of this transition.

**When will train and tram services be returned to State Government operations?**

Tram services will return to government operation by July 2025. These timeframes will ensure a safe and efficient return.

**Will maintenance work be returned to the Government?**

Torrens Connect's existing contractual

arrangements to maintain the tram fleet and network will be extended to June 2035. This is consistent with maintenance arrangements nationally. In addition, a range of tram maintenance functions had been contracted to external parties prior to the privatisation.

**What is the expected impact on customers and patronage following the return of rail and tram services to Government?**

No changes will be noticed by train and tram passengers, with services continuing to operate as normal under Adelaide Metro. No decline in patronage numbers is expected as a result of the return of services to Government. Adelaide Metro will continue its efforts to improve services and encourage increased use of public transport.

**How much has the Government paid to terminate the contract?**

Consistent with the Government's previous commitments, no early break fee will be payable to the operators for transitioning services back to Government.

**Are there any other costs to Government associated with the transition of train and tram services to Government?**

While exact costs for transition have not yet been determined, estimates of transition delivery have been done on a value for money basis. Government will be realising value through the efficient and smooth transition of services back into public hands. The Government has been able to partially offset the costs of the transition by working collaboratively with Keolis Downer Adelaide and Torrens Connect on revised service agreements, avoiding the need and cost of a \$1 million commission of inquiry. This includes revising agreements to maintain the tram fleet and network.

## **How many employees will be returned from Keolis Downer Adelaide and Torrens Connect to run train and tram services at Adelaide Metro?**

The precise number of positions transitioning to the Government is still to be determined. This will form part of the ongoing discussions between all parties during the implementation of the transition. The Government, Keolis Downer Adelaide and Torrens Connect will consult affected employees and their representatives on the implementation of the decision.

## **Will the buses be affected by this change? If not, why not?**

No, the agreement announced (today) with Torrens Connect (AMO) does not impact on Adelaide's East West, North South, Outer North and Outer North East bus operations which will continue to be operated locally by Torrens Transit.

Torrens Connect is a joint venture between Transit Systems Pty Ltd, John Holland Adelaide Trams Pty Ltd (JHAT) and UGL Rail Services Pty Ltd (UGLRS). Adelaide Metro Operations Pty Ltd (AMO) is in turn a joint venture of JHAT and UGLRS delivering light rail services. Transit Systems which operate locally as Torrens Transit provides bus services through the Torrens Connect joint venture for the North South contract area. Torrens Transit also separately operates bus operations across Adelaide's East West, Outer North and Outer North East bus contract areas. None of the routes operated by Transit Systems are affected by today's announcement.

## **When will Torrens Connect tram services be returned to State Government operations?**

Tram services will return to government operation by July 2025. These timeframes will ensure a safe and efficient transition for all of

our staff.

## **How many staff will be transitioned from Torrens Connect to the Government?**

The precise number of positions transitioning to the Government is still to be determined. This will form part of the ongoing discussions between all parties during the implementation of the agreement. Torrens Connect will discuss with affected employees as to how Government and Keolis Downer Adelaide changes will affect employees and their representatives on the implementation of the decision.

## **Will maintenance work be returned to the Government?**

Torrens Connect's existing contractual arrangements to maintain the tram fleet and network will be extended to June 2035. This is consistent with maintenance arrangements nationally. In addition, a range of tram maintenance functions had been contracted to external parties prior to the privatisation.

## **What is the expected impact on customers and patronage following the return of rail and tram services to Government?**

No changes will be noticed by Torrens Connect passengers, with services continuing to operate as normal. No decline in patronage numbers is expected as a result of the return of services to Government. Adelaide Metro will continue its efforts to improve services and encourage increased use of public transport.

## **Where can I get more information on what is happening?**

Information will be available via Torrens Connect fact sheets, a dedicated Intranet

**More news head to...**  
[torrensconnect.com.au/news](https://torrensconnect.com.au/news)  
[linkedin.com/company/torrens-connect](https://linkedin.com/company/torrens-connect)  
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