

# CONNECTIONS

Connecting communities through journeys that matter



Spring 2020

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## From the General Manager

Perhaps the biggest compliment we can pay ourselves is that our customers did not really notice any change when Torrens Connect took over running Adelaide's tram service. They might have noticed the drivers' smart new uniforms with a slightly different logo but ultimately, from a customer's perspective, nothing changed as the first tram rolled out of our depot on Sunday 5 July 2020.

Our inconspicuous take-over is down to the amazing Transition Team led by Matt Baynie from UGL. Torrens Connect is, of course, a partnership between UGL, John Holland and Torrens Transit, and it is a remarkable thing for three different public transport companies to be able to come together and work in such a way. I cannot thank the Transition Team enough for the months of long hard work that made it all seamless. But thanks must also go the Department for Infrastructure and Transport for their support in enabling the handover.

We've pulled together a fabulous Senior Leadership Team, some of whom have worked with Adelaide's trams for many years

and their expertise is invaluable. Others have come from interstate to take up specialised positions and some are completely new to public transport. Together they are an incredible team whose support I could not be without.

Leaving the rest of the team until last – the tram operators, maintenance crew, tram control, and administrative staff – in no way demeans their role. Quite the opposite in fact! Without all of our front line team members, Adelaide simply would not have a tram service. The camaraderie and support that all of our employees have for one another is truly remarkable. We are *tramily*.

Torrens Connect has been operating for some months now, and we are growing as an entity. Like any public transport operation, we are not without issues; but as an organisation, we are committed to continuous improvement. As an organisation, we are constantly looking at our experiences and practices, and seeking ways in which we can do better, in terms of operations and safety. This is because we provide a *service* and the ultimate power to whom we



answer is *our customers*. Providing a great customer experience is the principal driver for everything we do here at Torrens Connect.

In addition, customer experience is at the heart of our newly developed statement of purpose: *Connecting communities through journeys that matter*. This is why we do what we do. We also pride ourselves on our values: Team work, Respect, Accountability, Customer Driven and Safety (TRACS). Together, we will continue to serve the city of Adelaide safely and efficiently so all communities stay connected.

**Magda Robertson,**  
General Manager

2020	JULY	AUGUST	SEPTEMBER
KPI 1.1 punctuality*	<b>99.1%</b>	<b>99.5%</b>	<b>99.5%</b>
KPI 1.2 on-time running*	<b>96.6%</b>	<b>99.1%</b>	<b>99.3%</b>
Ticket checks conducted		<b>4000+</b>	<b>3000+</b>
Items of lost property collected	<b>71</b>	<b>102</b>	<b>72</b>
Items of lost property claimed	<b>21</b>	<b>25</b>	<b>20</b>
Customer feedback received*	<b>10</b>	<b>11</b>	<b>8</b>

\* 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



## Tap and pay trial

In late September, Adelaide Metro initiated a trial on trams that allows customers without a metroCARD or Seniors Card to tap and pay for their trip with their Visa, Mastercard or (enabled) smart device – without having to be issued with a ticket.

New specially-marked validators have been installed at the centre doors on all Adelaide Metro trams.

Adelaide Metro is introducing the tap-and-pay option on trams as the first step of a staged upgrade to the ticketing system.

Customer Service Officers performing ticket checks will be able to verify whether customers have paid from the last four digits of the credit card used. Officers will not be able to see the rest of a customer's credit card number, their name or other personal details.

Fares will cost the same as a regular metroCARD: \$3.84 during peak times or \$2.11 interpeak – much cheaper than a regular MetroTicket. Fares will be valid for two hours but only for travel on the tram service.



## Visit from the Minister

Following a press conference announcing the trial of new tap-and-pay ticketing system on trams, the Hon. Corey Wingard MP visited Torrens Connect's Glengowrie depot.

Torrens Connect staff were pleased to have an opportunity to explain all aspects of the depot and its operations to Minister Wingard.

The weekend visit gave General Manager Magda Robertson and Operations Manager Brett Andruszkiewicz an opportunity to talk informally with the Minister about how tram operations are tracked and managed not just to meet key KPIs, but in order to drive improvement to customer services – which is a key focus of the organisation.

Minister Wingard also visited the maintenance area and met

Above: Minister Wingard, tram operator Paul Carruthers, Operations Manager Brett Andruszkiewicz and General Manager Magda Robertson. Below left: Minister Wingard being shown the tram driver's cabin. Below right: Tram Maintenance Team Leader Rhys Heffernan showing the Minister the tram maintenance barn.

staff who, amongst other tasks, have the important job of ensuring the safety and reliability of trams.

By chance, Senior Tram Operator Paul Carruthers was preparing to put his tram into service just as the Minister and others were walking past. Minister Wingard was extremely interested to sit in the driver's cab and have key features explained.

The Minister having features of the driver's cab explained.

The timing of the Minister's visit also meant that he was able to be present at the reveal of a newly vinyl-wrapped tram celebrating 2020 as the Year of the Nurse and Midwife – which Torrens Connect is proud to support.

Torrens Connect looks forward to future visits from the Minister.





## Planning retreat to develop values and purpose

In September, the senior management team undertook a two-day planning retreat in the Adelaide hills. On the second day, the team was joined by employees from all other areas of the organisation to help develop Torrens Connect's statement of purpose and values.

Working with facilitators from Aspen Solutions, the group identified that organisations often say *what* they do, or *how* they do it, but often fail to identify *why*. The group agreed on the following as Torrens Connect's statement of purpose:

*Connecting communities through journeys that matter.*

Our operators could just drive a tram. The maintenance team could ensure the trams work. The reason they do so is to ensure that

the person who needs to go to the Royal Adelaide Hospital gets to visit their loved one; the city commuter gets home to see their children; families get to go to the beach. Getting our customers, to where they need to go and arriving on time, safely and comfortably, is what *really matters*.

The group also identified

- Teamwork
- Respect
- Accountability
- Customer driven, and
- Safety

as key values to be modelled by the organisation – and they make the neat acronym TRACS! These values are now an integral part of the organisation in its training and evaluations.

## Lost something? Check with us!

With over 11 000 tram journeys and half a million passengers each month, it no surprise that customers leave items on trams. Lost property includes items like bags, glasses, and lots of umbrellas when it is wet, as well as more surprising items like a car jack, leaf blower and a used toaster! We also find cash.

Tram operators bring any lost property back to the depot at Glengowrie where it is logged with Adelaide Metro (customers can also report lost items on the

Adelaide Metro website or by phoning 1300 311 108).

Perishable items are binned immediately, but anything else is kept for at least 3 months. After 3 months, useable items are donated to charity and anything else is binned or recycled.

Torrens Connect staff attempt to contact owners if possible: we might try to phone or email you or contact another organisation (such as your bank) and ask them to get in touch with you on our behalf. More often, we have to wait for

## Staff Recognition Awards

August saw the formation of a Staff Awards Committee with representatives from across the organisation. At the end of the month, the inaugural Staff Recognition Awards were presented by General Manager Magda Robertson to

- Travis Kreslin (Tram Control)
- John Rogers (Maintenance)
- Adam Amos (Operations)

for their incredible efforts during the transition period.

Every two months, employees are invited to nominate colleagues who they feel have demonstrated Torrens Connect's values for an award.



customers to ask us or Adelaide Metro about their property.

Unfortunately, not everything customers lose on trams is found or handed to our operators – but it is always worth asking!

Only about 30% of lost property is returned to its owner each month. So: if you think you have lost something on a tram, please contact Adelaide Metro!