

# CONNECTIONS

Connecting communities through journeys that matter



Spring 2021

## INSIDE

- From the GM
- Mega Mechanics
- Happy 1st Birthday!
- NAIDOC Week
- Health and wellbeing
- CrimeStoppers
- Employee of the Year
- Rail Safety Week



## From the General Manager

After our first year of operations, we were able to reflect on how much we've grown as an organisation and what we've achieved in a relatively short time. Our compiled list of achievements was quite substantial! Like our continued service reliability and performance, the 360% improvement to the average distance travelled between tram failures: or our compliance audits with zero non-conformances and ongoing cultural development as a team and as a new operator.

Like so many others, the circumstances imposed by Covid unfortunately prevented us from celebrating our first birthday in quite as grand a manner as we would have liked. However, it was great to see the occasion noted by the Minister and our joint venture partners UGL, John Holland and Transit Systems who also acknowledged some of our achievements.

Covid's additional impact on people's mental health has been well noted and we always want our people to be OK. As a 'Tram-ily', we've always looked out for

one another, and participating in events like R U OK? Day provides tools and opportunities that make starting these important conversations a little bit easier. It was great to see so many people around the depot actively engaged in their own wellbeing and the wellbeing of others. We ran a competition for R U OK? Day where people submitted photos of the sorts of things, they like to do to support their mental health – which not only showed that we have some great photographers working among us but also the diversity of interests: music, pets, family, adventures, making models, or just relaxing. Our people are amazing!

Which is why we hold quarterly Rewards and Recognition events to mark people's achievements. Congratulations to all of our recent award recipients but I am especially proud of our first Employee of the Year Gordon Nassau whose smile and manner has brought joy to so many of our customers.

**Magda Robertson,**  
General Manager



### Mega Mechanics

Did you see the second series of *Aussie Mega Mechanics*? Torrens Connect was very excited to be featured in an episode which aired on the Discovery Channel on 16 August!



**Did you know...?** Every week, Adelaide's trams make 2858 trips, travelling **24,740 km!** That's nearly the entire length of Australia's coastline!

2021	JULY	AUGUST	SEPTEMBER
KPI 1.1 punctuality*	<b>99.7%</b>	<b>99.6%</b>	<b>99.0%</b>
KPI 1.2 on-time running*	<b>99.5%</b>	<b>99.4%</b>	<b>98.9%</b>
Ticket checks conducted	<b>1639</b>	<b>1686</b>	<b>2281</b>
Items of lost property collected	<b>76</b>	<b>97</b>	<b>83</b>
Items of lost property claimed	<b>14</b>	<b>13</b>	<b>14</b>
Customer feedback received*	<b>20</b>	<b>31</b>	<b>27</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



# Happy 1st Birthday!

Torrens Connect celebrated the first anniversary of its operations on 5 July 2021 – and it has been a very successful year with many highlights.

Operation of Adelaide’s tram service transitioned from the Department for Infrastructure and Transport at 03:01 am on Sunday 5 July 2020 and since then, Torrens Connect has worked hard – assisted by its joint venture partners Transit Systems, UGL and John Holland – to improve its operations and provide better services to customers.

Over the past year, Torrens Connect has exceeded a number of contractual KPIs including punctuality benchmarks, improved safety measures with substantially fewer incidents, and received fewer customer complaints than the previous year – as noted in a statement by the Minister for Infrastructure and Transport, the Hon. Corey Wingard MP (see [www.premier.sa.gov.au/news/media-releases/news/passengers-on-board-with-adelaide-trams](http://www.premier.sa.gov.au/news/media-releases/news/passengers-on-board-with-adelaide-trams)).

One of the biggest improvements was the average distance travelled between tram service failures – by a whopping 360%!

“It’s been an incredible year,” says General Manager Magda Robertson, “and everyone here at Torrens Connect should feel incredibly proud of their efforts. We are continually improving the ways in which we do things. We’re building great relationships with our stakeholders and customers. And we’re happy to continue providing excellent service to the people of Adelaide on behalf of Adelaide Metro.” ■



## NAIDOC Week

Torrens Connect felt great pride as this year’s NAIDOC Week march started off (as the rain began to fall!) behind the specially wrapped NAIDOC Week tram – with the Reconciliation Week tram *Kardi Munaintya* (Emu Dreaming) tram (which marks both Reconciliation Week and NAIDOC Week) bringing up the rear of the parade.

Torrens Connect employees took part in the march, assisting with safety near the corridor and with customer service. ■

## Health and wellbeing

Torrens Connect gets involved in a range of events not only to raise awareness of issues with employees but also to improve services to customers. We learned about inclusive language on Wear it Purple Day and issues faced by deaf people at Can:Do’s Silent Lunch, checked on one another on R U OK? Day, and walked a long way through Steptember in support of people with cerebral palsy. ■

## CrimeStoppers

Torrens Connect entered into an agreement with Crime Stoppers South Australia which saw the CrimeStoppers logo and phone number both inside the carriage and on all doors of Adelaide’s tram fleet.

The safety and wellbeing of customers is of the utmost importance to Torrens Connect, as is the presentation of our vehicles. It is hoped that the stickers – long with the presence of operators, customer service officers, and security guards – will help to deter anti-social behaviour and encourage other customers to call out and report harassment, graffiti, vandalism and other crimes. ■



General Manager Magda Robertson with CrimeStoppers SA Chair Sharon Hanlon





Above: Tony Braxton-Smith, Gordon Nassau and Clint Feuerherdt. Top right: New QR code on board a tram. Bottom right: Customer Service Officer Dean at a pop-up information stand at Moseley Square.

## Employee of the Year

Tram Operator Gordon Nassau has been named as Torrens Connect's first Employee of the Year at an awards presentation on Friday 17 September. During the past year, Gordon has excelled as the 'face of Torrens Connect' and received numerous commendations from customers; his passion and diligence for customer service never goes unnoticed.

Gordon's Award was presented by Tony Braxton-Smith, Chief Executive of the Department for Infrastructure and Transport.

Other employee awards for demonstrating Torrens Connect's TRACS values (Teamwork, Respect, Accountability, Customer driven, Safety) were presented by Clint Feuerherdt, Chair and Director of the Torrens Connect Board. Individual awards were presented to:

- Adam Amos (Operations; Teamwork, Customer driven)
- David Walsh (Operations; Teamwork, Customer driven)

- Jason Stephenson (Rolling Stock Maintenance; Teamwork, Respect, Accountability)
- Peter Miliotis (Operations; Teamwork, Customer driven)
- Shahzad Khan (Rail Infrastructure Management, all TRACS values).

Certificates of Appreciation were presented by Operations Maintenance Manager Brett Miles to all members of the Rolling Stock Maintenance Team for their incredible work in preventative and corrective maintenance, and the Rail Infrastructure Management Team for their great reactive work across the network.

The final TRACS awards were presented by General Manager Magda Robertson to the Operation Control Centre and Customer Experience Teams.

Congratulations to all award recipients but especially to Gordon! ■

## Rail Safety Week

Rail Safety Week (9–15 August) is always a big event at Torrens Connect; safety (one of Torrens Connect's core values) is paramount – of customers, employees, and others near the rail corridor (pedestrians, cyclists, motorists). We endeavour to promote safe travel practices at all times but Rail Safety Week provides the opportunity to head out and talk to customers about specific issues.

During the Week, Customer Service Officers set up information stands at key tram stops – Moseley Square, Victoria Square, Rundle Mall, Adelaide Railway Station – to help inform customers of the key messages for the week: look up and stand back. Customers were also reminded of the importance of what were then new directives for public transport to wear masks on-board and check in using QR codes.

Employees were also reminded of the importance of maintaining a safe working environment. ■