

CONNECTIONS

Connecting communities through journeys that matter



Autumn 2021

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From the General Manager

Torrens Connect taking over responsibility as the Tram Rail Infrastructure Manager (RIM) at the end of January is something that our customers generally wouldn't have noticed. It might seem like a little thing but it was a transition that involved a lot of work: it meant having everything in place to ensure that we provide safe and reliable infrastructure. It meant new workplace and environmental procedures and policies. It meant recruiting and building a new team with appropriate expertise. It meant liaising with all of those organisations who need to work in or near the tram corridor...

Fortunately, we were able to draw on the expertise of people from our related organisations interstate as well as our incredibly capable managers and others

here at Torrens Connect. I would like to thank everyone who was involved for all of their hard work that made it such a seamless transition.

I would also like to welcome our amazing new RIM team who we were fortunate to recruit, especially the RIM Manager Tristan Smith who brings a wealth of knowledge from his time working for the Department for Infrastructure and Transport.

So: Torrens Connect is now the complete package responsible for the tram operations and maintenance (O&M)! This integration makes for better communication and greater understanding between the various teams, which results in fewer issues, quicker response times, and, ultimately, better services for customers.

The other recent highlight was our event for International Women's Day in March. This was the second event that we've held in our maintenance barn – we're very proud of our facilities and I love being able to show that aspect of our operation to visitors. I am always keen to promote the



many different career paths available to women in public transport and we were so lucky to have four amazing women, three travelling from interstate, to speak to the gathered employees and guests. It was an event enjoyed by all who attended, so we hope to make it an annual event.

Public transport is an industry that traditionally employs low numbers of women. We want to change this at Torrens Connect so it was really pleasing to see that our most recent group of trainees were half women – a first for the organisation!

Magda Robertson,
General Manager



2021	JANUARY	FEBRUARY	MARCH
KPI 1.1 punctuality*	99.2%	99.3%	99.6%
KPI 1.2 on-time running*	98.8%	98.7%	99.3%
Ticket checks conducted	2398	2077	2926
Items of lost property collected	81	52	97
Items of lost property claimed	24	17	21
Customer feedback received*	11	14	24

* 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

Infrastructure maintenance

At 12.01 am on Sunday 31 January 2021, Torrens Connect took over all Rail Infrastructure Maintenance (RIM) for Adelaide's tram network, on top of running the service itself.

Tristan Smith (pictured on the cover) is the new Rail Infrastructure Manager and his small RIM team are now based at the nearby Morphettville bus depot.

The team undertake a busy schedule of planned preventative maintenance in all areas. Every six weeks, team members walk the entire length of the track (approximately 17 km), checking infrastructure and looking for issues. At other times, they perform high-level inspections of the overhead wiring, checking all components.

The RIM team also clean and test sub-stations, maintain point machines, and attend to faults when they occur.

The group also manage permits to work for others needing access to the tram corridor, which includes both fenced off sections that cannot be accessed by the public ('closed corridor'), and areas such as in the CBD where cars, pedestrians and others can cross the tracks ('shared corridor').



International Women's Day



International Women's Day in March was celebrated at Torrens Connect with a special event at the Glengowrie tram depot honouring the achievements of some of the leading women in Australian public transport.

Catherine Baxter (Chief Operating Officer, Metro Trains Melbourne), Samantha Abeydeera (Managing Director, Transport, NRMA) and Deborah Spring (Executive Chair & Chief Executive Officer, Rail Industry Safety and Standards Board) all travelled to Adelaide to speak about their careers and personal experiences.

The fourth speaker was Leanne Robinson from Aspen Solutions who has been working with Torrens Connect to develop programs and deliver training to Torrens Connect employees.

Torrens Connect's General Manager Magda Robertson is passionate about not only increasing the number of women in the sector but encouraging them into management positions.

"There have been a number of people who have helped and inspired me in my career," says Magda. "We want to celebrate these women not only for their own ground-breaking achieve-

ments but for the leadership that they have shown. These are the people who inspire the future female leaders of the public transport industry."

Approximately 50 guests attended the event. These included Torrens Connect's female employees, members of Torrens Connect's Board, and representatives from other organisations connected to the public transport industry.

The group assembled in Torrens Connect's maintenance barn with lunch served on board a stabled tram.

"We are incredibly proud of what our people do and incredibly proud of our vehicles and infrastructure," says General Manager Magda Robertson. "This is a working depot and events like this give us opportunities to show others what we do."

After lunch, a convened panel fielded questions from the audience, discussing gender-related issues, and how to encourage more women to take up some of the diverse range of careers available in public transport.

The event was greatly enjoyed by all who attended and plans are already under way for a similar event in 2022.

Employee training

Torrens Connect is committed to continual improvement in all areas and employees have been undergoing training in a number of critical areas.

At the end of January, the Maintenance Team underwent training to deal with perhaps one of the most serious potential issues: having to re-rail a tram! Much like jacking up a car, the team were trained how to jack up a carriage in order to realign the tram's wheels with the tracks in the unlikely event of a derailment.

It is no mean feat to lift a 40 tonne tram and teams spent two days learning and practicing lifting and moving both Flexity and Citadis trams in the Glengowrie depot barn.

The Maintenance Team also underwent training from Silverback Cargo Care Adelaide about how to manage and clean up spills of chemicals or other hazardous materials while ensuring protection for themselves, colleagues, and the environment.



While safety is always the first priority at Torrens Connect, customer experience is the second. All employees – frontline or not – underwent our Customer Connect training program in February. This program was developed and delivered in conjunction with our training partner Aspen Solutions.

The Customer Connect program was developed to help employees understand more about Torrens Connect's core values. It asks them to consider exactly who are our customers (a much broader list than many had previously considered) and what customers would consider important at all stages of their journey – not just their brief time on board a tram.

Reactions to the training have been very positive, with employees openly discussing how it covered aspects of the customers experience that they had not considered before. Customer Connect is now a regular part of the training program for new operators.

Improving traffic flow for all

Torrens Connect has been working with the South Australian Public Transport Authority (SAPTA) and the Traffic Management Centre (TMC) to optimise traffic light sequences at major intersections along the tram route. Changes to sequences has meant fewer delays as trams have been able to progress through major intersections with less wait time.

And it's not just for the benefit of trams: the flow of all traffic through intersections has also improved! In the case of the Jetty Road and Brighton Road intersection at Glenelg, congestion could block trams from accessing the dedicated corridor. Changes to light sequences has reduced traffic queues by 19%!

It's all part of Torrens Connect's continual process of operations analysis and striving to improve the customer experience. Torrens Connect is proud of its record so far in exceeding KPIs for reliability and on-time running.



Displaying pride

For the month of March, Torrens Connect's already-colourful logo was adjusted to a pride rainbow in support of the Gay & Lesbian Mardi Gras and the LGBTQI+ community.

