

# CONNECTIONS

Connecting communities through journeys that matter

## Summer 2021

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## Farewell to the General Manager

It was with some sadness that Torrens Connect said goodbye to its first General Manager Magda Robertson at the start of December. Magda has headed 'across the ditch' and taken up a new position as Chief Operating Officer with Auckland One Rail after that public transport contract was awarded to joint venture partner UGL.

Magda's vast experience, strong values, and keen sense of humour have made a lasting impact on the organisation, its culture and its operations.

Ros McGuire from the John Holland Group, the other joint venture partner, has stepped in as Acting General Manager until a permanent appointment is made. Ros led the initial bid for Torrens Connect operations, and was instrumental in its seamless transition. She has extensive transport experience from across the globe, including leading operations in Australia, the Middle East and Europe.

Best wishes Mags and welcome back Ros!



Top: Former General Manager Magda Robertson.  
Right: Acting General Manager Ros McGuire.



In December, the tram platform at Adelaide Railway Station was brightened up with Christmas characters and messages wishing customers a Merry Christmas in different languages.

2021	OCTOBER	NOVEMBER	DECEMBER
KPI 1.1 punctuality*	<b>99.4%</b>	<b>99.1%</b>	<b>99.7%</b>
KPI 1.2 on-time running*	<b>98.8%</b>	<b>98.9%</b>	<b>98.6%</b>
Ticket checks conducted	<b>2608</b>	<b>2107</b>	<b>2198</b>
Items of lost property collected	<b>94</b>	<b>84</b>	<b>76</b>
Items of lost property claimed	<b>20</b>	<b>12</b>	<b>12</b>
Customer feedback received*	<b>17</b>	<b>34</b>	<b>20</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

## Follow us on Insta

There are quite a few keen photographers among Torrens Connect's employees – who often capture some incredible images of Torrens Connect's trams, the network and its surrounds. We know that many other people love trams just as much as we do, so we've set up an Instagram page at [instagram.com/torrensconnect](https://www.instagram.com/torrensconnect). We're posting a new photo every few days...



## Rail Care Volunteers

In October, Torrens Connect hosted a morning tea for our Rail Care Volunteers who maintain various sections of garden along the corridor.

Besides a delicious morning tea, volunteers were all presented with a Torrens Connect backpack containing a hat, water bottle, gloves and other PPE. They were also shown a presentation about safety around the rail corridor.

Thanks to all of the volunteers for their time and effort in helping to maintain the area around the corridor.

The Rail Care Volunteer program is run by the Department for Infrastructure and Transport.

Anyone interested in volunteering should email [dit.railcare@sa.gov.au](mailto:dit.railcare@sa.gov.au) or [info@torrensconnect.com.au](mailto:info@torrensconnect.com.au).



## The Goldilocks Project

Torrens Connect is working with CQUniversity researchers looking at how tram, train and freight drivers might be able to increase movement during their tightly scheduled workdays.

According to Dr Stephanie Chappel from CQUniversity's Appleton Institute in Adelaide, there has been lots of research into how people can increase the amount of movement in their working day, but very little into how this can be implemented for workers where there are very strict schedules.

The research is based around what's been dubbed the 'Goldilocks Work Paradigm' because it's all about "finding that 'just right' balance of movement and recovery".

The project will be conducted over two years. To start, researchers need to gather data about how much tram operators currently move during their normal working day.

Operators who agreed to take part were required to complete a log book of their movements and wear a tiny waterproof data logger on their right thigh for 8 days.

Phase 2 of the project will involve observation to determine exactly what tasks and movements operators undertake. The final phase will bring people together for workshops to determine if and how they might redesign their jobs to increase the amount of movement undertaken.

The end result should not to have any impact on productivity, but potentially increase it, as any increased movement should become a normal part of work undertaken.

"We're coming at it to see if we can bring this kind of idea into a very strict tight-working occupation. Because if we can, then what job can it not be applied to?"



Top right: Dr Stephanie Chappel talking with an operator.  
Bottom right: One of the tiny data loggers.



Andrew Sumner, Milly Sumner with son Grant Sumner, and Rebecca Wessels from Ochre Dawn at the painting reveal.



## New signage

New signage has been installed at suburban tram platforms between Greenhill Road and Brighton Road to help customers – especially those who might not be familiar with the network – get to their destination. The signs include information about fares, travel for seniors, what can be brought on board, courtesy and consideration for others, and lost property – with QR codes linking to more information on the Adelaide Metro website.

## Torrens Connecting with Community

We use words like ‘connect’ and ‘connections’ a lot – but sometimes those connections can have remarkable results.

Kaurna/Ngarrindjeri artist Milly Sumner’s husband is a tram operator. Through that ‘Tramily’ connection, Milly was commissioned to paint a work representing Torrens Connect.

Her stunning piece titled ‘Torrens Connecting with Community’ shows the central Torrens Connect with tram tracks and platforms connecting Adelaide communities.

The painting was digitised by Ochre Dawn, whose Founder and CEO Rebecca Wessels happened to connect with members of the Customer Experience Team on a tram after the 2020 NAIDOC Week march.

Milly’s work will become increasingly used in Torrens Connect’s branding and livery.



## Getting loud for charity



General Managers Magda Robertson and Sharon Brown

Torrens Connect got loud in support of Can:Do4Kids’ Loud Shirt Day in October. Many working in the depot wore loud shirts (where PPE requirements permitted) and tram operators also added a splash of colour while out on the network. The highlight of the day was undoubtedly an epic tram versus bus race in Victoria Square between the General Managers of Torrens Connect and Torrens Transit, Magda Robertson and Sharon Brown. Watch the video of the fun at <https://youtu.be/6bWr13QZJxo!>



## Family Fun Day

Torrens Connect celebrated Christmas with a Family Fun Day at the Glengowrie depot. Employees brought partners and children to enjoy food stalls, a petting zoo, photo booth, a jumping castle, face-painting, a magic show, and, of course, a tram ride to the rear of the depot through the tram wash! Even Emma Wiggle and Batman made a special appearance to the children’s delight – and who knew Batman made balloon animals!? The day was greatly enjoyed by those who attended.