

CONNECTIONS

Connecting communities through journeys that matter



Autumn 2022

INSIDE

- Governor's Multicultural Awards
- New smart validators
- Extra services in Mad March
- Flexity footrest trial
- Seniors on board
- Re-railing trams
- A more relaxed environment



Governor's Multicultural Awards

Torrens Connect was selected as a finalist in the Private Sector Award category of the 2021 Governor's Multicultural Awards.

The Awards Ceremony at Government House was held on 10 March and was attended by Acting General Manager Ros McGuire and Head of Customer and Community Zeena Nauman.

Torrens Connect did not win

the Award, but is extremely proud to have been selected as a finalist and for its ongoing work in helping to build a socially cohesive and harmonious society to be recognised.

More information about the Awards can be found at www.dpc.sa.gov.au/responsibilities/multicultural-affairs/events/the-governors-multicultural-awards



Odometer readings on 2 January 2022 show that our fleet of 24 trams has now travelled more than **2 million kilometres** since Torrens Connect took over operations!



New smart validators

As part of Adelaide Metro's ticketing system upgrade, new smart validators have been installed on all trams.

The Rolling Stock Maintenance Team has worked closely with the South Australian Public Transport Authority (SAPTA) to complete the rollout of next generation smart validators on trams. The Team upgraded the internal wiring in all 24 trams in preparation for installation of new validators.

According to Rolling Stock Maintenance Manager Rhys Heffernan, "Effectively it's equivalent to old serial cables and serial connections being upgraded to

ethernet. This allows them to transfer a lot more data and use newer equipment."

While the validators from the pilot continue to accept Visa and Mastercard payments, the newly installed validators will only accept metroCARD until July 2022.

New software will then be released to enable all upgraded validators to accept metroCARD, Visa and Mastercard payments via plastic cards or smart devices. Validators are colour-coded, with stickers indicating which payment type is accepted to reduce confusion for customers in the interim.

2022	JANUARY	FEBRUARY	MARCH
KPI 1.1 punctuality*	99.6%	99.5%	99.8%
KPI 1.2 on-time running*	99.7%	99.4%	99.5%
Ticket checks conducted	–	–	–
Items of lost property collected	81	82	84
Items of lost property claimed	17	12	4
Customer feedback received*	23	39	41

* 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.



Trams promoting the Adelaide Fringe and Adelaide Festival were out on the network in the lead up to and during the festival period.

Extra services in Mad March

The Adelaide Fringe and Adelaide Festival saw Adelaide Metro running free public transport to and from the city from midday Friday, all day Saturday, and all day Sunday until midnight between 18 February and 20 March.

Additionally, an extra free tram service operated in the city every Friday and Saturday evening, plus Sunday 13 March on the Adelaide Cup long weekend,

in addition to regular services. The ADLOOP service departed every 20 minutes in a clockwise direction between South Terrace, along King William Street to Festival Plaza, then along North Terrace to the Botanic Gardens, before travelling back along North Terrace and King William Street to South Terrace.

These free and extra services were well utilised and appreciated by customers!

Flexity footrest trial

To increase operator comfort, a removable aluminium footrest was installed by the Rolling Stock Maintenance Team in one of the driver's cabs on tram 115. Operators have been trialling use of the footrest and providing feedback to

the Maintenance Team.

Based on that feedback, a revised version has since been installed for further trialling and feedback before looking to a final version being rolled out to all Flexities in the fleet.



Seniors on Board

Members of the Customer Experience Team have been working with the Council on the Ageing (COTA) SA to help 'train the trainer'. COTA runs free information sessions for seniors that offer practical 'how-to' knowledge and ideas about how to make the most of using public transport, including:

- accessing travel information using technology
- the benefits of public transport
- accessibility services
- learning how to use public transport as an alternative to driving.

Torrens Connect provided relevant information for the program about the tram service.

For more information about the program, see cotasa.org.au/programs-and-services/seniors-on-board

Did you know...?

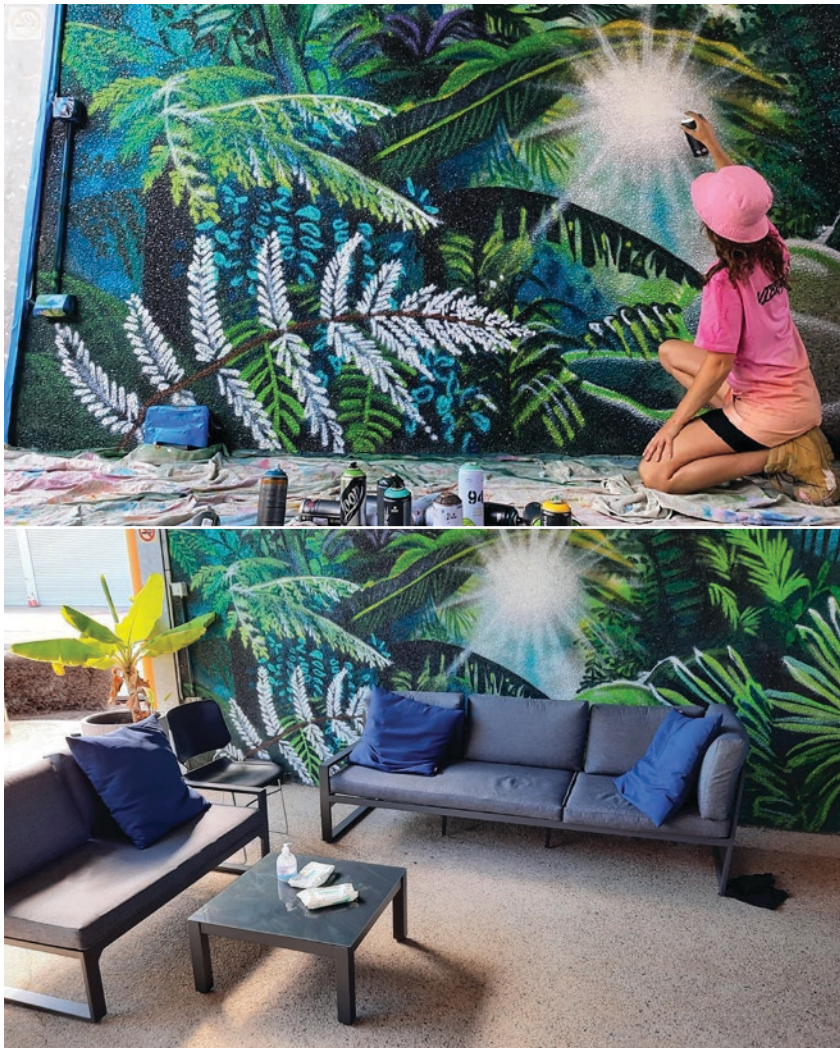
Besides a number identifying the tram, each end is designated 'A' or 'B' to distinguish between the two ends. You'll find A or B markings both inside and outside every tram.

Re-railing trams

In late March, members of Torrens Connect's Rolling Stock Maintenance Team underwent training for the unlikely eventuality of having to re-rail a tram.

The group used heavy-duty recovery jacks to lift and move one end of both Citadis and Flexity trams – effectively lifting the wheels clear of the rails and swinging the nose of the tram, a technique which would be required should a tram ever de-rail.

If you thought jacking up your car was difficult, it's certainly no mean feat with a 40 tonne tram!



A more relaxed environment

The barbecue area at the Glengowrie depot is undergoing a transformation to make it a more pleasant and useful area for employees during breaks and down time.

A wall heater and a fan were installed last year. Now, old fixed benches and a table have been removed and a mural painted on one of the walls by local artist Nicky Create. Suitable couches (much more plush than the wooden benches!) and a coffee table were procured, making the area much more comfortable for employees to sit and relax. Further upgrades will help to keep the weather out!