

# Buses in North, South and South West Sydney



## OVERVIEW

Transdev operates an extensive bus network centred in the northern, southern and western Sydney regions. It operates 86 route services and over 500 designated school services within three contract region areas.

Transdev has operated buses within the Sydney metropolitan area since 1999. Services are operated out of six depots located at Taren Point, Menai, Revesby, South Granville, Bankstown and Mt Kuring-gai.

## MAKING A DIFFERENCE

### Green depot

In a continuing effort to reduce our carbon footprint, Transdev introduced a brand new, purpose built, 'green' bus depot to its Sydney operations in 2012. The new depot houses 100 new buses that have been introduced to services in the area.

Features include on-site storm water management, energy efficient fittings, maximised natural lighting and easy access for bicycles. The depot was designed so we could accurately track our impact on the environment.

### Schools' safety program

The Transdev Bus Safety Program - Creating Safe Travellers...for Life - underpins the number one value we hold at Transdev...Safety. This program is available to more than 800 schools.

The program encompasses various elements, to engage and educate students, to become safe travellers...for life. The key element of the program is the safety film, which takes us through scenarios of the do's and don'ts of safe bus travel.

There is also a bus safety tune 'Stop! Listen! Look Around!' and a safety board game, which further reinforces the key messages from the film.

## FACTS & FIGURES

### Number of staff

Over 900

### Vehicle kilometres

Over 22 million per annum

### Number of vehicles

438

### Passengers

15.9 million per annum

### Weekly services

Over 21,000

### Clients

Transport for NSW, CityRail

### Accreditation

Safety AS 4801

Environment ISO 14001

Quality ISO 9001

As at 1 July 2013

# Light rail in Sydney



## OVERVIEW

Transdev is contracted to Transport for NSW to operate the city's light rail system. The light rail line extends from Central Railway Station to Darling Harbour and The Star Sydney Casino, before travelling to the inner western suburbs.

## MAKING A DIFFERENCE

### Safety First

Safety is paramount across Transdev. We have recently implemented a robust new Safety Management System to ensure we are continuously improving our safety performance on every front of the business.

### Extending the light rail

Transdev is working with Transport for NSW on a significant extension of the light rail, increasing the line by 5.6km to the suburb of Dulwich Hill in Sydney's Inner West. Nine new stations will be added to the network as part of this extension, which is planned for completion in 2014.

## FACTS & FIGURES

### Number of staff

Almost 80

### Vehicle kilometres

0.5 million per annum

### Number of vehicles

7

### Passengers

4 million per annum

### Weekly services

Approx 1,400

### Client

Transport for NSW

### Accreditation

Safety AS 4801

Environment ISO 14001

As at 1 July 2013

# Ferries in Sydney



## OVERVIEW

Harbour City Ferries, a 50:50 partnership of Transdev and Transfield Services, operates the iconic ferries on Sydney Harbour and the Parramatta River. The fleet comprises 28 vessels, servicing eight key routes via 38 wharves.

Harbour City Ferries assumed the operation on 28 July 2012 following a tender process, which saw responsibility for the service move from the government to the private sector for the first time since the 1950s. Ferries first plied the harbour in 1789.

## MAKING A DIFFERENCE

### World class ferry service

Harbour City Ferries and its parent entities have set out to realise an ambitious yet achievable vision for Sydney Ferries: to run a world class ferry service. This will be achieved through enhancing the customer experience and ensuring customers and safety are at the forefront of everything we do.

### Customer experience

Transdev and Transfield Services are working to ensure customers have access to dependable, cleaner and better integrated services, whilst maintaining a strong focus on safety.

### Better value

Harbour City Ferries aims to create better value through efficiency improvements to reduce operating cost, achieving better vessel utilisation and availability and introducing changes at an organisational level.

## FACTS & FIGURES

### Number of staff

Over 620

### Vessel kilometres

1.3 million per annum

### Number of vessels

28 (in six classes)

### Passengers

15.2 million per annum

### Weekly services

Over 3,300

### Client

Transport for NSW

### Accreditations

Quality ISO9001

As at 1 July 2013

# Buses in Queensland



## OVERVIEW

Transdev operates urban and school bus services in the Cleveland-Redland City area, south-east of Brisbane, under contract to the Queensland Government.

Transdev also operates a number of other services in the area, including day tours, school bus services and charters for school, corporate, clubs and seniors groups.

The modern fleet is 85 per cent air conditioned and comprises of 88 low floor accessible buses and 40 coaches fitted with seat belts for our customers' comfort and safety.

## MAKING A DIFFERENCE

### Vigil Vanguard

Vigil Vanguard is a driver training and assessment tool that Transdev has rolled out to its Queensland team to further improve safety and operational performance.

Innovative technology provides monitoring and video records of driver-specific behaviour and performance.

This information allows us to support our drivers with individual feedback and performance development. Through this program, we have reduced our accident rate by 15%.

### Apprenticeships

In an effort to provide long-term job opportunities in the area, Transdev offers apprenticeships for local high school leavers. The four year apprenticeships are the result of a strong relationship with a local college and successful apprentices will gain qualifications and an ongoing role as a diesel mechanic.

This successful program has multiple benefits, providing a great opportunity for local school leavers, strengthening Transdev's role in the community and supporting succession planning for our team of mechanics.

## FACTS & FIGURES

### Number of staff

Over 225

### Vehicle kilometres

6.5 million per annum

### Number of vehicles

More than 147

### Passengers

3.2 million per annum

### Weekly services

Over 4,200

### Client

TransLink

### Accreditation

Safety AS 4801

Quality ISO 9001

Environment ISO14001

As at 1 July 2013



# Ferries in Brisbane



## OVERVIEW

Transdev operates the iconic CityCat, CityFerry and CityHopper services on behalf of Brisbane City Council. We operate 18 CityCat, 6 CityFerry and 3 CityHopper vessels, carrying more than 260,000 customers every week during normal operations.

We have operated Brisbane's ferry services since 2003 and have a team of approximately 200 employees based across three sites in Brisbane.

## MAKING A DIFFERENCE

### Customer satisfaction – Mystery customer research program

As part of our commitment to excellent customer service, Transdev runs a comprehensive mystery shopping research program.

We use regular, robust measures to track and monitor the quality standards of all aspects of our business, including our terminals, vessels and customer service. This information allows us to respond in real time to any critical incidents and feeds into action plans for continual improvement. Importantly, this program also allows us to recognise and reward outstanding customer service amongst our team.

### Flood recovery

The floods that devastated Brisbane in early 2011 and early 2013 had a considerable impact on our ferry services, completely shutting down river services for many weeks and seriously damaging ferry terminals.

However, through an extraordinary team effort and collaboration with Brisbane City Council, Transdev implemented its Crisis Management Plan and undertook an intensive recovery program to quickly and efficiently restore full ferry services to all customers.

## FACTS & FIGURES

### Number of staff

Approx 200

### Vessel kilometres

1.2 million per annum

### Number of vessels

27

### Passengers

6 million per annum

### Weekly services

Over 3,500

### Client

Brisbane City Council

### Accreditation

Quality ISO 9001  
Safety AS 4801:2001  
Safety OHSAS 18001  
Environment  
ISO 14001

As at 1 July 2013

# Buses in Perth



## OVERVIEW

With a vision to be the best provider of public transport in Western Australia, Transdev WA is Perth's biggest bus company.

Transdev operates bus services in the northern and southern regions of the Perth Metropolitan area. Located in the north are the Joondalup and Wangara Operations and in the south, the Fremantle/Cockburn, Rockingham and Mandurah Operations.

Transdev also operates the popular free CAT (Central Area Transit) services in Joondalup, Perth City and Fremantle, as well as the Rockingham City Central Transit Service.

## MAKING A DIFFERENCE

### Supporting our local community

The Big Help Mob is a group of young people who offer their time and energy to communities and charities in the Perth area. They plant trees, clean up green spaces and renovate community buildings.

Transdev WA is proud to provide buses and drivers to take the volunteers to and from the locations where they are working, as well as offering financial support.

### Operation Cleanskin

This targeted anti-graffiti strategy involves 24hr CCTV and Bus Operator monitoring across the entire fleet.

A dedicated resource at each location reviews all incidences of graffiti captured on CCTV, downloading footage and producing a police graffiti report.

Since the inception of Operation Cleanskin in October 2009, over 200 pieces of CCTV footage have been provided to police. Over 350 counts of criminal damage have been made against offenders identified with the assistance of local media organisations.

Police have stated that the program has also assisted them in other aspects of fighting crime.

## FACTS & FIGURES

### Number of staff

Over 975

### Vehicle kilometres

26.5 million per annum

### Number of vehicles

484

### Passengers

33 million per annum

### Weekly services

24,400

### Client

Transperth

### Accreditation

Safety AS 4801  
Environment ISO 14001  
Quality ISO 9001  
OHS 18001

As at 1 July 2013

# Buses in South West Western Australia



## OVERVIEW

Transdev, operating as South West Coach Lines and Bunbury City Transit, transports up to 2.5 million customers around the south-west region of Western Australia each year.

Transdev offers a range of bus services in areas including Bunbury, Busselton and Margaret River. Services include express buses between Perth and the south-west region of WA, urban and school routes and event and industrial transport.

## MAKING A DIFFERENCE

### Eyes on the Street initiative

What we see, the police see. Eyes on the Street is a multi-faceted whole-of-community commitment to reduce residential burglary rates. The campaign has already proven to be a valuable crime-fighting tool in other areas, providing quality intelligence that allows police to successfully target burglary, drug activity and car theft.

Transdev works alongside the police as part of this campaign to help make our communities safer, and actively promotes the initiative on our buses. Transdev is the only transport contractor involved with this community initiative.

### Busselton Jetty Train

Stretching 1.8 kilometres across Geographe Bay, Busselton Jetty is the longest timber-piled jetty in the Southern Hemisphere. It is appreciated for its spectacular Underwater Observatory, Jetty Train and myriad of recreational uses. As the main sponsor of the Busselton Jetty Train, Transdev is helping reinvigorate tourism by bringing this iconic attraction back into business.

## FACTS & FIGURES

**Number of staff**  
150

**Vehicle kilometres**  
4.7 million per annum

**Number of vehicles**  
Over 130

**Passengers**  
2.5 million per annum

**Weekly services**  
1,650

**Clients**  
Public Transport Authority  
WA  
TransWA

**Accreditation**  
Safety AS 4801  
Environment ISO 14001  
Quality ISO 9001  
Australian Tourism  
Accreditation

As at 1 July 2013



# Commuter rail in Auckland



## OVERVIEW

Transdev operates the Auckland commuter rail service in partnership with Auckland Transport. Our team of over 460 people delivers more than 2,162 services each week on the Eastern, Southern, Western, Manuka and Onehunga lines.

## MAKING A DIFFERENCE

### Improving performance

We are committed to increasing and enhancing passenger rail services in the Auckland region. Since taking over the rail operation in 2004, Transdev has helped deliver significant improvements to the service and nearly quadrupled patronage.

In partnership with our client, we are now delivering rail services to more than 10.6 million customers a year. One of the reasons more customers are attracted to rail is the increase in the number of train services running daily. Transdev has grown the timetable by 61% since 2004, including new timetables for Auckland's two new branch lines. Longer trains with more carriages have also been introduced on our busiest lines, further improving the customer experience. We are also pleased to note reliability has improved from around 57% in August 2005 to an average of 98%.

### Growing Auckland's rail

We have a very strong focus on safety and have been working with Maori wardens to increase customer safety and the security of our staff and trains. The wardens are volunteers from the Waitemata Maori Wardens Trust, a charitable trust that aims to reduce crime and promote the welfare of Maori.

We are committed to enhancing rail transport in Auckland and have introduced a successful 'Meet our Managers' programme giving customers the chance to meet and speak with senior managers from our organisation and other business partners involved in delivering rail services in Auckland.

## FACTS & FIGURES

### Number of staff

Over 460

### Vehicle kilometres

2.9 million per annum

### Number of vehicles

39 train sets

### Passengers

10+ million per annum

### Weekly services

Over 2,162

### Client

Auckland Transport

As at 1 July 2013



# Employee transport for the resource industry



## OVERVIEW

Transdev provides employee transport solutions for small and large scale industrial projects through Vivo Connect. The boom in industrial work in regional Australia has created demand for new transport services which suit the needs of those who are living and working in these areas.

In response to this, Transdev offers a specific employee transportation service for the mining and resources sectors, focused on the provision of transportation which is safe, green, and convenient and represents excellent value for money. Vivo Connect brings Transdev's worldwide best in class operational experience and local expertise together to serve industrial clients.

### Our services:

- Accommodation village to site transport
- On-site shuttle services
- Local town services
- Airport and Executive services
- Long distance services
- Other personal on-site transport such as car share and bicycle share

## MAKING A DIFFERENCE

Being experienced operators, we understand the important issues and considerations in employee transport. Our philosophy epitomises all the values we believe are important to ensure a seamless connection between you, your clients, your employees and us.

**Connect Safely** - Our goal is "zero harm" in all that we do, ensuring our business is sustainable

**Connect in Comfort** - We team with leading bus manufacturers to ensure the highest standards of quality, comfort and reliability of all our transport services

**Connect with Value** - We understand the necessity of providing cost effective employee transport

**Connect on Time** - We focus on operational performance and efficiency, leading to the implementation of AS/NZS ISO 9001 certified Quality Management System across our businesses

**Connect to a Greener World** - We work with our clients to minimise the overall environmental impact

**Connect Transport Modes** - Our existing services and worldwide expertise give us access to the highest quality resources, ensuring we provide convenient and flexible transport solutions.

## FACTS & FIGURES

### Central Queensland

Number of staff  
Up to 45

Number of vehicles  
Up to 25

Number of project employees  
1,500 everyday

### Northern Territory

Number of staff  
Up to 200

Number of vehicles  
Up to 150

Number of project employees  
4,500 everyday

Cars replaced  
Up to 4,000 each day

### Western Australia\*

Number of staff  
Up to 60

Number of vehicles  
Up to 50

Number of project employees  
2,500 everyday

\*Project ceased April 2012

### Clients

Bechtel  
BHP Billiton  
JKC Australia

### Accreditations

Safety AS 4801  
Environment ISO 14001  
Quality ISO 9001

