



# Transdev Maintenance Services corporate profile

Your trusted transport infrastructure partner

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# Contents

<b>ABOUT US</b>	<b>3</b>
<b>AT A GLANCE</b>	<b>4</b>
<b>OUR TEAM</b>	<b>5</b>
<b>A MAINTENANCE PARTNER</b>	<b>6</b>
1. Our Operations in Sydney	6
2. Project Management Expertise	8
3. Asset and Engineering Solutions	10
<b>FUTURE FOCUS</b>	<b>11</b>



# About us

At Transdev Maintenance Services (TDMS) we understand the importance of strategic asset management to provide a reliable and safe infrastructure networks to many of our clients' public transportation partners.

Our end-to-end asset and infrastructure management services, from the initial idea through to the complete design and construct phase, operate and maintain phase through to handback phase, ensure that our clients will have a customized and comprehensive solution to any of their challenges.

Our clientele and asset portfolio covers all major transport modes in Australia and New Zealand including buses, light rail trams, trains and ferries. As a wholly-owned subsidiary of Transdev Australasia, we are focused on transport solutions and any opportunities to improve our customers journey.

Through our diverse management team, TDMS currently provide services to Sydney's Light Rail Network, Sydney's Ferries Network and several bus networks. Our strong performance ensures that our KPIs and performance-based contracts are met and exceeded.

Key Services we provide:

- Civil Infrastructure & Facility Management
- Comprehensive Asset Management Services
- End-to-end project management services
- Engineering Solutions

**“By actively listening to our customers’ challenges and working collaboratively on solutions, we have delivered many successful projects in complex operating environment. Welcoming the contest of creative thinking and problem solving is the one common thread that drives our passionate and highly-skilled team of experts to work day-in day-out.” - Joe Tran**



# At a glance



**9**

Offices, Depots & OCC Facilities

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**99%**

Asset Availability

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**0**

Lost Time Injuries

**Personalised customers solutions:**

Services tailored for our clients that can go from an idea or initiative through to delivery in any challenging environment.

**Deep transport expertise:**

Our core service offering is in the transport sector across Australia and New Zealand where we have successfully maintained iconic assets such as Sydney’s commuter ferries, its new light rail network and in the near future the Parramatta Light Rail.

**Dedicated team of experts:**

Collectively our team’s expertise spans project management, engineering, finance, civil construction, finance and analytics. We pride ourselves on an agile, customer-focused service.

**Future Focused**

Future focused Our maintenance solutions are scalable with a focus on identifying and maintaining zero emissions solutions to support our clients’ assets.

**Tri-Certified**

TDMS hold triple ISO certifications for ISO 9001, 14001 and 48001.

ISO 9001  
ISO 14001  
ISO 45001

**BUREAU VERITAS**  
Certification



# Our Team

## **Joe Tran** **Head of Business Operations**



Joe Tran is the TDMS Head of Business Operations and is experienced in managing multi-disciplinary teams across the public and private sectors. He has extensive operational and commercial experience in managing major, complex infrastructure projects.

Joe has a strong appreciation of complex commercial works. He is a member of key professional bodies including PRINCE2 project management, IACCM international commercial and contracts association, Asset Management Council of Australia and is a NSW Justice of the Peace. He holds a Bachelor of Economics and Accounting and is a qualified Chartered Public Accountant.

## **Craig Boddington** **Project Manager - Major Works Division**



Craig Boddington has 25 years' experience in global marine and project management. Craig has been a qualified Project Manager for over 10 years and is PMP-accredited and a member of the Project Management Institute. Originally a qualified Marine Surveyor, Craig was a Project Manager for new vessel construction and refurbishments for 10+ years including contract management for both the client and vendor side. He is an Associate Fellow Royal Institute of Navigation and is a member of the Asset Management Council of Australia.

## **Chloe Lingard** **Systems, Assets and Engineering (SAE) Manager**



Chloe Lingard is experienced in both engineering and asset management disciplines and has used her expertise across a variety of projects to deliver an exceptional result. Chloe has been responsible for various design and construction phases, with significant stakeholder management requirements including: government funded projects and remediation of state and local heritage listed assets.

Chloe has led technical and commercial inputs on several transport tenders including the development of various asset plans for bus, light rail and heavy rail operations and maintenance tenders. She has now moved into a role responsible for the governance and delivery of all asset and engineering activities within TDMS. Chloe holds a Bachelor in Mechanical and Aerospace Engineering.

## **Eddy Norburn** **Head of Maintenance - Maintenance Contracts**



Eddy Norburn has extensive credentials in managing maintenance contracts on public transportation infrastructure. He is responsible for managing the maintenance of the Sydney Light Rail Operations and Maintenance Contract and Sydney Ferries Operations and Maintenance Contract. He has expertise in managing transition for major O&M projects and has successfully delivered a number of critical works projects in both live and shutdown environments.

Eddy excels in stakeholder management and is passionate about leading and developing teams of dynamic, skilled workers. He holds a Certificate III in Engineering, specialising in Mechanical (Plant Mechanics).



# Your Maintenance Partner

**Our strong track record in managing long term maintenance contracts, coupled with our emphasis on client expectations and objectives, has proven to be a critical formula for success in our partnership structure.**

## 1. Our Operations in Sydney

### BUS



In the Sydney Region 9 Bus Bid, TDMS successfully delivered all asset and commercial inputs for the maintenance of the depots and network infrastructure. Our team undertook a comprehensive review of the tender documentation before attending and reviewing the physical sites to enable the development of a fully costed maintenance plan for the entire contract term.

Owing to our footprint with current light rail and ferries contracts in the same region, TDMS leveraged off our existing network of reliable supplier partners to provide the most cost effective solution to the asset maintenance activities. The cost was also sanitised by our diligent procurement process to ensure the most competitive pricing was accounted for in the final submission.

Our expertise in asset management enabled us to develop the depot and network infrastructure asset lists, technical maintenance plans, replacement and refurbishment plans and condition assessments which were fundamental components in the final Asset Management Plan.

Furthermore, our experience in transitioning into major public transport infrastructure projects and successful delivery of asset management services from Day 1 will be enable us to provide a similar seamless integration into the Region 9 contract.

**Once we start delivering services, TJH will see the benefit of TDMS' expertise in the Sydney Public Transport**

## FERRIES



In our successful transition into the Sydney Ferries network in 2019, TDMS were able to work with several union workers on the site to ensure a clear transition of assets and asset frameworks without disruption to the services or staff.

Since then, we have made great inroads in improving the maintenance practices and asset condition throughout the heritage listed Balmain Shipyard. We have worked extensively to review the maintenance and annual works plans for the wharves, dry dock, trade waste system and all site machinery to optimise the maintenance requirements and ensure whole-of-life asset management.

## LIGHT RAIL



TDMS have been delivering the civil and facilities maintenance on Sydney's Inner West Light Rail network since 2016, a network which includes infrastructure over 100 years old. TDMS has worked extensively to manage these ageing assets by optimising maintenance plans to balance the risk, performance and cost of maintenance.

After the recent construction of the CBD and South East Light Rail, TDMS undertook another seamless transition and successful delivery of maintenance from Day 1. Through this process, TDMS developed technical maintenance plans for the new assets to ensure their reliability and high availability proven since the commencement of services.

Further works for Light Rail networks include the new Parramatta Light Rail which is currently being designed and built.





## 2. Project Management Expertise

### FUEL TANK REMOVAL – TRANSDEV QUEENSLAND

A Transdev bus Depot in Queensland had an underground fuel tank beneath its refuelling area and driveway. The decommissioned fuel tank required removal.

The project required the removal of fuel bowsers, driveway and fuel tank before re-instating the driveway, including specific sculpture of the driveway to create a bunded area.



The team managed the following activities, each requiring comprehensive planning and stakeholder management:

- Construction was conducted over the Christmas Period due to lessor operational requirements (school holiday period), which added complexity to the procurement of materials and resources, as businesses are typically closed between 24 December to 14 January
- Stakeholder management with operations and office staff, adjacent properties and WorkSafe Queensland
- Management of environmental hazards including contamination during removal (environmental testing was conducted and compliance proven).
- The depot continued to operate while TDMS undertook the works. This was achieved by undertaking the following activities:
- Temporary relocation of re-fuelling area (requiring bunding and traffic management) away from the construction zone and including temporary new fill points for the operating above ground tanks
- Staged construction activities to enable continuous access into the Depot.

The project was completed successfully on time, under budget and without impact to services.



## SYDNEY LIGHT RAIL UNDERBRIDGE DECK REPLACEMENT

On the Sydney Light Rail, Transdev Maintenance Services managed a \$1.3M infrastructure project to replace the deck of a network rail underbridge on behalf of TfNSW in 2018.

In early 2017 the bridge deck along the IWLW at Lewisham was determined by engineers to be in poor condition and required replacement. We managed the asset to maintain live operations during the planning and design phases with extensive consultation and management of our expert Authorised Engineering Organisation (AEO) engineering consultancies, approved by TfNSW.



Significant stakeholder, and environmental consultations and considerations were made during the planning phase including:

- Environmental surveys for endangered species – long-nosed bandicoot and bent-wing bats
- Noise assessments and mitigations for neighbouring properties.
- The replacement was undertaken in June 2018 with great success, including:
- Replacement executed in planned 60-hour shutdown (strict timeline)
- No safety incidents
- No customer complaints (contract KPI)



# 3. Asset and Engineering Solutions

## **BUS DEPOT MAINTENANCE REVIEW – TRANSPORT FOR NSW**

A Transdev entity was required by Transport for NSW to undertake a review of their site and maintenance practises to novate the lease and requested TDMS' support to undertake the asset management project.

TDMS were able to successfully:

- Review the specific requests and develop a schedule of deliverable to satisfy the client request
- Deliver a structural examination of the site
- Undertake a contamination review of the site
- Undertake a detailed gap analysis of the maintenance requirements against all applicable standards and OEM documents to enable Transdev to work further with their suppliers to close any potential gaps

The project documents were delivered to the clients satisfaction and within budget.

## **CSELR MOBILISATION**

On the Sydney Light Rail, TDMS undertook an extensive readiness project once the new CBD and South East Light Rail had been constructed and was commencing operations. The TDMS Team devoted significant time to ensure that the asset lists and maintenance requirements were developed, approved and implemented into the Asset Information System, Maximo. Furthermore, all HSEQ requirements were understood and contractors engaged to undertake the works. Altogether, TDMS were able to undertake a seamless transition into the new network and support the Operator for the first passenger service.

## **INNOVATIONS – VIRTUAL REALITY**

Transdev Sydney Ferries are currently facing some challenges with the new fleet of vessels and had some areas where they required unique engineering solutions. In the spirit of partnership, TDMS was able to support Transdev by forming a collaborative team of diverse skills. The TDMS project team was able to conduct a rigorous test on a mock model to demonstrate the effectiveness of a commissioned design to great effect. TDMS are now further supporting Transdev by building the model into Virtual Reality (VR) to support their stakeholder engagement and demonstrating the effectiveness of the design.



# Future Focus

**Our team prides itself on its collaborative and future-focused problem solving. Together with our transport clients, we are committed to supporting a zero-emissions transport future.**

We understand the needs of our customers, clients, local communities and governments are changing. Supported by Transdev Australasia Group, TDMS can provide technology-driven solutions and optimise our existing maintenance to deliver innovation during our project works.

Our key focus areas include:

- sustainable infrastructure for public transportation
- full custodianship of infrastructure management from concept design all the way through to DC, OM and asset handback.
- measurable system of asset management with continuous improvement through active market engagement for innovations and technologies.
- a one-stop shop for all public infrastructure solutions, and virtual Reality technology to assist Sydney Ferries Fleet design.

**FOR MORE INFORMATION PLEASE CONTACT**

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