



Simon Robison (third from left) with members of the ASIS events team

AO team hosts ASIS info night

NETWORK OPS

The **Authorised Officer Department** recently hosted an information evening for the Victorian members of **ASIS International**.

ASIS International is the pre-eminent organisation for security professionals dedicated to increasing the effectiveness and productivity of security specialists. It has more than 38,000 members worldwide and advocates the role and value of

broad security interests.

Compliance & Protocol Coordinator and AO Projects Officer, Simon Robison, hosted the evening and gave a presentation on the role of Metro AOs. In his presentation, Simon discussed the new operating model, current and future challenges faced by AOs and fielded questions about education, standards and certification.

The presentation was very well received and Metro applauds Simon for highlighting the important role our AOs play in enforcing ticketing law, improving customer safety and providing excellent customer service.

HVAC upkeep now in-house

ROLLING STOCK

Metro is pleased to report that the maintenance of all train heating, ventilation and air-conditioning (HVAC) units has been brought in-house, helping to improve overall fleet availability.

The HVAC maintenance works, previously carried out by external contractors, are now being completed by Metro employees who have been armed with all the new skills required to perform the task.

With over 207 trains in the network, HVAC maintenance was a costly exercise until now, and according to Michael Contreras, Depot Manager at Bayswater, cost savings is not the only benefit.

“Quality control is also a big winner. By managing HVAC maintenance in-house, we can ensure that the works are completed to the consistently high standard we pride ourselves on .

“Furthermore, having fewer external contractors operating inside our depot is beneficial from a safety perspective too,” he said.

Loida reunites worried tourist with lost property

CUSTOMER SERVICE

Well done to Station Officer, Loida Munoz, who was recently awarded with a Certificate of Appreciation for her outstanding efforts in helping to reunite a very thankful international tourist with her lost wallet which contained a large amount of cash.



L-R: Customer Service Leader Don De La Motte with Station Officer Loida Munoz and Melbourne Central Stationmasters Harsimran Virk and Michael Thompson.