



Bolte Bridge by the best

Another 10 years of safe driving on Melbourne's Bolte Bridge has been secured with Citywide completing one of their most significant challenges to date. Over two weekends in May, the Citywide Infrastructure team replaced over a kilometre of asphalt in a quality-driven, deadline-heavy job for leading toll road operator, Transurban.

An iconic piece of Victorian transport infrastructure, with average daily traffic of over 50,000, the project required consolidated planning, structure and organisation. An entire month was spent in preparation. Once begun, over 25 staff worked round the clock to shave 5cm of asphalt from half of the bridge before repaving with high quality Citywide asphalt that improves driver control. From 10:30pm Friday evening to 5am on Monday morning, Citywide traffic controllers took charge, seamlessly guiding cars while works were completed.

The reinstatement was perfectly timed said Citywide Asphalt Business Unit Manager, Damien Hodge. "The old asphalt was starting to ravel, all the old open grade asphalt was stripping away to the dense grade underneath. To get the best, most durable replacement results, Transurban made sure we came in. Citywide

laid new higher performance asphalt and eliminated further maintenance costs for the bridge."

Safety and sustainability merged in this project - the new open grade paving allows water to flow straight through and drain. This cuts down measurably on dangerous winter aquaplaning and wet condition skidding while improving driver visibility and stormwater harvesting.

Surveying the finished result, Damien Hodge couldn't be happier: "The most impressive aspect was the workmanship; it was paramount that we operated at best practice and we delivered. The rideability on that bridge is just outstanding. The biggest road construction companies out there couldn't have done a better job. It's an outstanding accomplishment by both Citywide and road construction consultants Bitu-Mill."

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Citywide's global reach

It's great to be back after an in-depth examination of the international civil services market. Chief Operating Officer (Southern Region) Jim Dunstan and I recently embarked on a three-and-a-half week study trip of Europe. In Hampshire and Sheffield, Britain, we examined some of the world's newest Alternative Waste Treatment Plants (AWTs) where technology and biology is

speeding up the process of composting to remarkable levels. We will further consider using this technology to augment Citywide's Dynon Road Transfer Station in Melbourne.

Recently, Citywide has signed a technical partnership to upgrade our waste services. We have met and united with Veolia environmental services to examine and determine the best way Citywide can upgrade Australia's treatment of waste in a method that recovers resources and reduces our pollution. It's all part of our commitment to shape sustainable communities.

The international future of civil services machinery was on show at the BAUMA 2010 machinery expo gave us a firsthand view of German and European technology. It was a great opportunity to book in plenty of meetings with suppliers of some of the most advanced street sweepers, arboriculture tools and road machines around the world. One goal of our trip was to report on the innovations in asphalt Germany and Switzerland are leading. Greenpave and emission reductions. Following an in-depth technical tour with Ammann international asphalt company, we were fully informed to lead the next stage of development at our Arden Street low emission asphalt facility.

As we approach the end of the financial year, Citywide holds a strong position. With new major contracts outlined in this edition of Cityscene and retention of all major contracts, growth has been the winner. I'm happy to report from all three service divisions our work is being noted for its quality, scale and significance. Recently we conducted extensive work for Vicroads in Gippsland and maintained a high level of technological innovation brought to Melbourne's gardens.

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Articles this month detail our great work for Transurban on Bolte Bridge and our recent success winning the National Capital Authority's high-end Canberra contract. This contract will further see Citywide care for some of the nation's premier parkland and tourism destinations. Please enjoy this edition of Cityscene.

*Kerry Osborne
Managing Director*

Citywide wins Capital gardens

The gardens of Australia's capital, at the foot of the federal parliament, are set to bloom under Citywide's management. April 2010 brought the anticipated announcement that Citywide was successful in winning the hotly contested tender to manage the parklands of the National Capital Authority. The contract includes the Parliamentary Triangle, the National Rose Gardens, Commonwealth Gardens, Acton Peninsula, King's Park and Old Parliament House. Representing the foremost in Australian public space and a priority destination for millions of domestic and international tourists every year, it's as high profile as a job gets!

Northern Regional Manager Stuart Schramm was eager to begin work: "Citywide staff will work diligently to bring the standard back to an appropriate level for such a nationally significant site and we look forward to showcasing it as a prime example of the benefits we can add. Once we're on the ground, there'll be new opportunities to highlight our expertise with a view to expanding our presence in the ACT." This includes the application of Citywide's advanced asset management system, Trax, which will bring integrity to the assessment and management of the capital's valuable trees and flowerbeds.

The Old Parliament House Rose Gardens date back to the late 1920s but needed to be restored in 2004 following over 15 years of disrepair. In mid May, Mr Schramm and Citywide staff met with the garden's dedicated local volunteer group - the Friends of Old Parliament House Gardens. "They're a very passionate group who've been actively involved in this garden for many years. They've got a passion for the displays, pruning program of roses and upkeep of this national public space. We're looking forward to working alongside these volunteers to make these gardens the most admired in Canberra," Mr Schramm said.

Next time you're watching footage of the national Anzac Parade, keep in mind that Citywide staff are nurturing the Australian blue gums and the flowering New Zealand Hebe. Walter Burley Griffin would be proud!

The National Capital Authority gardens join the City of Melbourne and City of Sydney prominent gardens under management by Citywide, the Australian leader in public garden management.



AirRaider invention delivers

Citywide recently leaped forward in Australian drought-proofing parkland management and tripled staff productivity. The Air Raider Pro 2010 is a dedicated soil-aeration device designed by and custom-built for Citywide.

The design and plan was drawn up by staff, then built by an engineer. After 3 month's development, the AirRaider was fully functional at a cost of roughly \$50,000. November 2009 saw the first use of the machine. Since then, it's worked perfectly. "Rigorous testing indicates all treated trees respond extremely well," Open Space Trees Manager Matt Williams said. "We're not aware of any other similar equipment in our industry."

The device blasts a probe into the ground via a jet of air pressure. Over 20 seconds, probes are able to deliver up to 20 litres of water at root level. The process creates unobtrusive soil fissures, breaking up compressed soils which act as a barrier to plant roots in critical need of nutrients.

The system is credited with turning around the deteriorating health of Fitzroy Gardens matured elms, many worth thousands of dollars. At time when parks managers across Australia are looking for drought-proofing solutions, it's expected the AirRaider Pro will make an enormous impact on the health of the gardens Citywide manages in 2010.



Towards a fuel-friendly fleet

Citywide has handed down a report on the current state of biodiesel industry. In order to upgrade the fleet to the best environmental standards, two Citywide waste removal trucks were refitted to run on the latest biodiesel. With over a million litres of fuel consumed by Citywide vehicles per year, the potential environmental benefits are huge.

The final report found although there's a promising future, there are changes to be made before the technology can be embraced. Vehicle manufacturers cannot continue their warranty of Citywide vehicles if the fuel is used, meaning a fleet worth millions would lose its warranty. Although the reconstituted cooking oil/diesel blend delivers similar results in efficiency to ordinary fuels the emissions reduction was found to be negligible and on colder mornings (the norm in Melbourne) the cooled fuel caused issues in the truck engines. Carbon reduction came at the expense of added nitrous oxide pollution that creates smog.

Fleet manager Peter Cameron oversaw the trial. "We need to know what's available; we want to use it if we can. It would give us an environmental edge over other companies and, put simply, it's the right thing to do. But it can only be the right outcome if it gives you a majority of the attributes you're hoping to achieve," he said. Mr Cameron reported that Citywide would support and wait for vehicle manufacturers to create products custom-built to run on the greener fuel source, ensuring the fleet's warranty and fuel efficiency could be assured.

New records in safety

Citywide continues to improve its record for safety and training, achieving 7 years without a single lost time injury (LTI) in its operations at Government House, Melbourne. This imperative result is just one indicator of a company safety record that's cut the LTI frequency rating from hovering at approximately 11 to 12 down to one and a half in the space of four years. Quite an achievement when some competitor ratings sit at 25!

"Incidents have been coming down quite significantly across the whole organisation. In fact, we were hovering very close at almost zero LTI's until last month," Risk & IT Group Manager Craig Nisbet reported. "Zero is still our objective but 1.5 is way lower than the

average in our industry - especially when you consider the inherent risk in some of the roles our people undertake."

"Our approach to maximum safety has multiple fronts. To highlight the activities causing issues in the organisation, we record all our incidents. When we first hire people, we research applicants, see if they're right for the role and see if they have that important focus on safety," Mr Nisbet reported. "When they start we add even more health and safety training, specific to the job they will do. For instance, as we conduct this interview, everyone in Citywide Sydney is undertaking manual handling training."

Once Citywide records the statistics of an incident, dedicated compliance staff target the more dangerous activities with education. From monthly toolbox training sessions to inductions and materials associated with new equipment, the average Citywide operational staff member receives at least 50 hours of safety training every year. In addition, health and safety representatives, compliance officers and the return to work team monitor staff for the most productive and safe work practices. For Mr Nisbet, the key is communication: "It's all about sharing the way to do the job safely with the right equipment and correct process."

The local presence

In the interests of delivering top results for local clients, Citywide has divided into two independent North and South divisions. Reflecting the growing number of clients and high profile contracts in New South Wales and Australian Capital Territory, the process of division began in November 2009.

Northern Regional Manager Stuart Schramm said the expansion was all about the customer: "This is delivering local knowledge, easier access to senior managers, a more strategic focus on local activities and operations, and future growth opportunities. More presence on the ground leads to better client relationships and more targeted management."

Mr Schramm said the NSW business is now more independent of the company's Victorian operations while still enjoying the benefit of corporate services at head office in Melbourne.



A blooming good show

An information and talent gathering exercise at the Chelsea Garden Show will deliver even more experience to Citywide's current crop of best-of-industry flowering credentials. Business Unit Parks Manager, Lisa Carty and Open Space Divisional Manager Dean Grant will take a 10-day trip to Europe's most influential garden showcase.

"We will bring back knowledge, inspiring our own work in Australia's premier parks. We're looking at new plants, new species and garden management innovation from around the world," Mr Grant said. The Chelsea Garden Show is the most famous and arguably the largest garden show in the world, holding a strict limit of 160,000 ticketed attendees each year over an 11 acre showground.

As well as gathering from the world's best, Lisa and Dean will be visiting London's historic botanic parks and premier horticultural schools, Merrist Wood at Guildford College and Myerscough College, Citywide is attracting talented new staff with an educational exchange program.

"We're keen to continue the scheme where students can spend the last placement of their training here in Australia and we can guarantee them a job. It's been very successful in just three years. We're in the process of relocating our second successful graduate programme and already there's been one permanent success," Mr Grant said.

Australia's leader in prominent garden floral display management, Citywide recently re-won the contract for the City of Sydney's beloved 'Living Colour' city garden series, established in 1998. "We get a lot of positive feedback from the City of Sydney, from the residents, all the workers - people love it. It brightens up the CBD no end," Mr Grant said. City of Sydney Lord Mayor Clover Moore MP said "Living Colour displays attract a lot of people including tour groups and office workers who can look down on the stunning displays from their offices."

With over 35,000 plants installed in more than 1200 transportable crates, 2 vertical walls of plants and 175 hanging species, this year's is the most extensive Living Colour, and set to showcase Citywide's creativity in the floral field.

History's garden detectives

Citywide has dusted off the detective gear and put a magnifying glass on the past in its mission to select traditional but intelligent planting choices for Melbourne's iconic gardens.

"We've got access to photographs giving us insight into how the city's early garden designers intended our public spaces to look. For Queen Victoria gardens, we can see what was in vogue in the early 1900s. We also get some understanding of the succulents and themes used at the time. A central goal back then was trying to recreate a bit of home (England) in a new land," Horticulture Team Leader Sam Davis said. "It can sometimes be difficult to get a hold of material. The oldest image we've referenced was from 1890. That image was used to help us choose plants for Carlton Gardens."

Citywide researchers utilise archives at the State Library and the historical collection of the City of Melbourne to ensure tradition and heritage value is well-maintained. But Australian horticulture has taken giant leaps since in the past 100 years and we have much greater pressure on water resources, so drought tolerance is the order of the day.

Citywide is at the front of the paradigm shift in Australian horticulture, rethinking the 400,000 annuals normally planted in order to find a better long-term result for soil quality and the park environment. "Sometimes you've got to put your practical hat on and realise you can't keep selecting something that hasn't been the most successful in the past," Mr Davis advised. "We've built more durability into our annual stock - it's been a significant transition progressively implemented over the last eighteen months."

In order to maintain both drought resiliency and the best aesthetic results, Citywide staff proactively removed the ageing Poplar trees from Government House drive at the Shrine of Remembrance. The Poplars were replaced by Australian Lemon Scented Gums along Birdwood Avenue. As a signature example of replacing ill-suited species, the new trees have worked fantastically in Perth and are now set to do the same in Melbourne. "The result is as dramatic as it is sensible," Operations Manager Dan Thomas said.

Conservatory Viewing Times

If you're in Melbourne and you're keen on learning from the best, why not join us!

BEGONIA SHOWCASE	01/02/10 - 5/02/10
TROPICAL SHOWCASE	05/04/10 - 9/04/10
CYCLAMEN SHOWCASE	02/08/10 - 6/08/10
SCHIZANTHUS SHOWCASE	27/09/10 - 1/10/10
HYDRANGEA SHOWCASE	15/11/10 - 19/11/10



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