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Transport and Technology

# OPERATIONS

A MEMBER OF THE CIMIC GROUP



# UGL is the leader in integrated customer-focussed operations and maintenance

Working across diverse sectors, what sets us apart is our in-house capability to design, deliver, integrate, operate and maintain the most complex technical operational systems.



integrity accountability innovation delivery | SAFETY

**COMMITTED TO MOBILITY FOR OVER THREE DECADES**

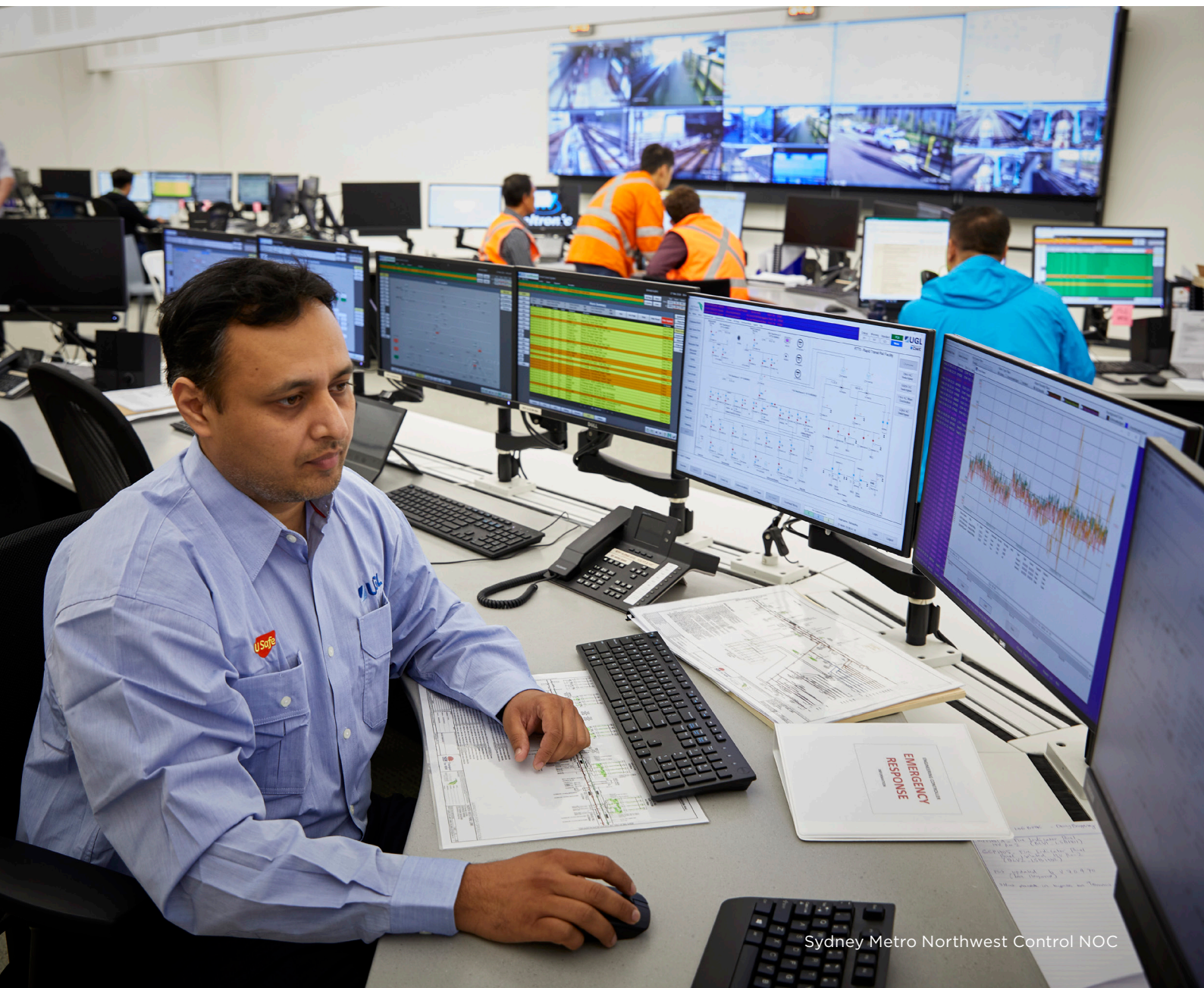
As Australia’s leading design, construction and technology integrator, UGL brings three decades of transport and infrastructure experience to Australia’s mobility sector, providing innovative operations and maintenance services across road and rail passenger services.



## Key UGL Operational Technologies and Technical Support

UGL provides our clients and JV partners with bespoke end-to-end operational control systems, systems integration and communications infrastructure. We offer an established national operations infrastructure and long term systems-based maintenance support.

As asset stewards we deliver lifecycle value for our clients, by establishing a robust asset management framework, underpinned by lifecycle planning, condition monitoring, structured maintenance programs, risk management and key asset management systems.



Sydney Metro Northwest Control NOC

## U-Go Mobility – Bringing World’s Best Operations Practices

Strategic partnering with a leading international public transport operator.

Operating as U-Go Mobility UGL has partnered exclusively with Go-Ahead, one of the UK’s leading public transport providers, to bring the world’s best operational technologies, systems and practices to Australia.

Go-Ahead operates 2350 buses, including the largest fleet of electric buses in the UK, and the UK’s largest demand-responsive bus service in Sutton, London and Oxford. It is also the UK’s largest passenger rail company, with 28,000 employees operating in the UK, Germany, Ireland and Singapore.

Go-Ahead’s train operation business, Govia, is the largest maintainer of mainline rolling stock in the UK, and provides 30 per cent of all UK passenger rail journeys through its rail franchises.

In 2018 Go-Ahead was appointed as Systems Integrator for Transport for NSW Sydney Digital Systems Program.

UGL provides our international partners with local knowledge, locally based operational support teams, IR capability and technical expertise.



Go-Ahead – responsible for more than 1 billion passenger journeys each year across its bus and rail operations

# Light Rail Operations – Canberra Metro

The Canberra Metro light rail links Canberra’s northern town centre of Gungahlin to the Civic City Centre.

The 12 km line includes dual tracks with 13 stops and trip duration of 24 minutes. Services operate at 6 minute intervals during peak periods and every 15 minutes off-peak.

In the first year of operation after the successful launch in April 2019, Canberra Metro has carried an average of 15,000 weekday commuters and over 4.2 million passengers in total.

UGL is a 50% joint venture partner within the Canberra Metro Operations JV (CMO) consortium, providing O&M services to Transport Canberra over a 20-year concession period.

The system’s operations control room monitors the location of the 14 vehicle fleet, CCTV across the network and provides help desk services for customer security. The CMO team comprises 17 management and supervisory personnel, 30 drivers and 12 customer services officers.

As part of the CMO JV UGL has O&M responsibility for buildings, infrastructure, track and rail operations systems, soft services including grounds and cleaning.



Canberra Metro – 20 year O&M concession, delivering services at 6 minutes intervals during peaks



Melbourne Metro – 15 year O&M contract (with 3 x 1 year options).  
Services carry over 230 million passengers each year





## Passenger Rail Services – Metro Trains Melbourne

As part of the UGL Metro Trains Melbourne (MTM) Joint Venture, UGL operates and maintains Melbourne's metropolitan passenger services.

MTM operates and maintains 865km of Melbourne's metropolitan rail network tracks, which carries over 230 million passengers annually. MTM manages train operations, rollingstock and rail infrastructure maintenance, asset management and rail capital works delivery, train control, depots, stations, structures and facilities. Originally established in 2009, the contract term is 15 years with three one-year options.

UGL has played a lead role in the establishing and providing technical operational support for the network maintenance contract, with a focus on rails operational systems and rolling stock.



## Automated Metro Line Operations – Sydney Metro Northwest

The Sydney Metro Northwest is Sydney's largest ever rail project, comprising 35 km of new metro line, 15.5 km long twin bored tunnels and 6.5 km of surface track and viaducts.

It features Australia's first driverless trains, operating at four-minute headways, and first use of platform screen doors. Customers don't need timetables, they just turn up and go.

As a key technical and operational partner within the Metro Trains Sydney (MTS) Joint Venture, UGL operates and monitors metro trains services. The contract also includes maintenance of rail infrastructure, control room, operating systems and rolling stock for 15 years.

This builds on from UGL's role during construction, delivering key parts of the operational control and communications, tunnel and track mechanical and electrical systems, including the world's fastest underground broadband providing mobile communications for stations and tunnels.

Sydney Metro Northwest opened in May 2019. UGL is proud to be a partner in this transformational project, which was delivered on time and \$1 billion under budget.



Sydney Metro Northwest - 15 year O&M contract with four minute services during peaks



## Adelaide Bus and Light Rail Operations and Maintenance

As part of the Torrens Connect JV, UGL has been awarded an eight-year contract by South Australia's Department of Planning, Transport and Infrastructure to provide the North - South tram and bus passenger services in Adelaide.

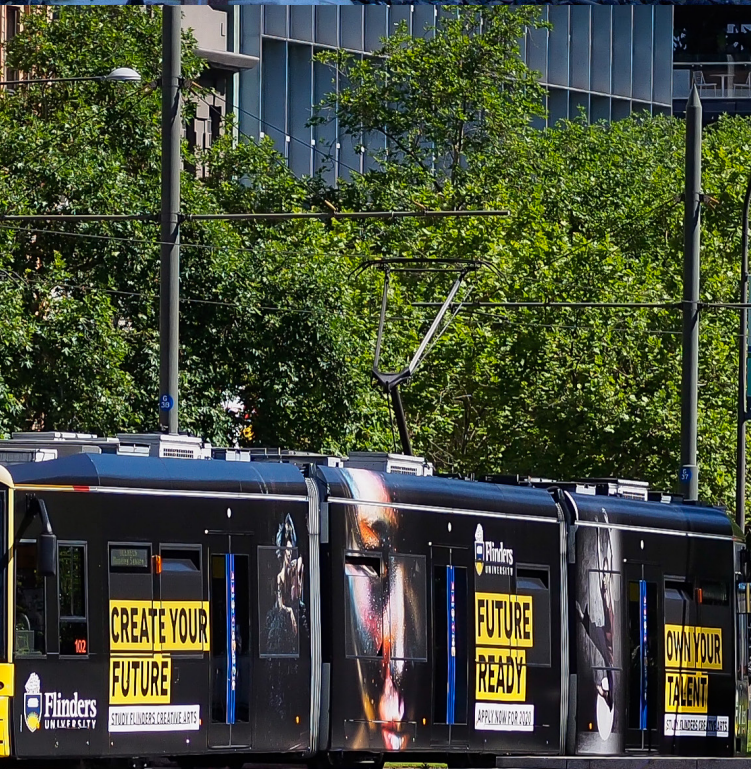
Torrens Connect, a joint venture between UGL, Torrens Transit and John Holland, will deliver operations and maintenance services on the North - South Adelaide bus and tram network, managing over 200 buses, 24 trams, 15 km of double track and 33 stops between Glenelg and the City Centre.

The North South region has been designed as a fully integrated bus and tram network, where both modes work together - complementing each other.

The contract, commencing in July 2020, will provide better, faster, higher frequency services, integrating bus and tram connectivity, establishing new destinations through close community consultation and bringing world class technical and operational innovations to Adelaide.

The team aims to boost patronage by making public transport more reliable, convenient and coordinated.

This contract extends UGL's passenger light rail capability alongside our Adelaide heavy rail presence.



Adelaide North South bus and light rail - Eight year O&M contract improving connectivity and service frequency

# UGL is proud to be Australia's leading contractor providing end to end design, construction, commissioning, operations and maintenance across transport networks.

UGL Operations draws on our in-house technical expertise and systems driven project management to create innovative solutions that enhance the connectivity, reliability, use, maintainability and asset life of our transport networks.

UGL's integrated approach to design, procurement, construction, commissioning, operations and maintenance has been a key to success in recent large scale public transport projects.

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