

January extended track closures - impacts all lines

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# Humans of Translink - Davina

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27 July 2022 | South East Queensland

When we think about public transport, it's usually frontline staff, such as drivers, that first come to mind but there are many others who work hard behind the scenes.

We're introducing you to just a few people who work hard to keep the network and our business moving. Meet Davina, who started with us in 2013 and after a diverse range of roles now works as a Principal Advisor in Business Improvement.

## Why did you decide to work for Translink?

There was a great opportunity to work with the business, delivery partners and schools, to improve student safety outcomes around public transport.

## What roles have you held at Translink?

In 2013, I managed the Customer Liaison Officer (CLO) team which I loved. Translink's CLO's provide high-quality customer service to passengers travelling on the public transport network.

After a short break away, I returned due to the great memories and the people I worked with. The role I'm in now is my passion, as it allows me to focus on delivering business improvement and improve how people perform across the business.

## What are some of your daily activities?

It's hard to pin down what a 'typical' day looks like. My job requires me to research or investigate literally anything which contributes to our internal businesses processes and helps our staff. This includes research, delivering training sessions, and running workshops to help teams work more efficiently together. How lucky am I?

## What do you think public transport will look like in 2030 and what role do you think Translink will play?



I'm hoping we'll finally see the hoverboard from back to the future. Failing that, I'd be happy with a shift to more active transport and a reduction in single people in single cars doing the commute. Time to go dust off my bike!

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