

Case Study Public Transport Ombudsmen – saving energy and investing in green power



The Public Transport Ombudsman (PTO) receives, investigates and facilitates the resolution of complaints between users and those affected by public passenger transport services in Victoria, and the operators of Victoria's public transport services, where the operators have been unable to resolve the complaints in the first instance.

The PTO considers it important to practice effective environmental management in all aspects of their work.

PTO has implemented several energy-saving initiatives over the previous two years which have reduced the office's GHG emissions by approximately 11,455 kg CO₂-e per year. This has also resulted in the PTO achieving a 5.5 star accredited NABERS energy tenancy rating.

Energy-saving initiatives implemented by PTO include:

- motion sensors for lighting installed throughout their tenancy
- the removal of excess light globes (de-lamping)
- the installation of a new energy-efficient server (to replace two inefficient servers)
- switching staff PCs to laptops
- replacing individual shredders with one energy efficient model
- installing a new hot water unit, that operates on a twelve hour timer
- encouraging staff to act sustainably.

Green Power Purchasing

The PTO's annual savings in energy costs are used to purchase 50 per cent green power.

Investing savings into green power purchasing is rapidly reducing the PTO's GHG emissions, by an additional 8,567 kg CO₂-e per year.

Goals

- To achieve a 4 star NABERS energy tenancy rating
- To create a sustainable workplace
- To encourage others to reduce their environmental impacts

PUBLIC
TRANSPORT
OMBUDSMAN
VICTORIA



Signatory status	
Date joined CitySwitch	25 June 2009
Tenancy size	213 sqm
NABERS Commitment rating	★★★★
Website	www.ptovic.com.au
Key outcomes	
NABERS rating achieved	★★★★★ ½
Annual saving	20,022 Kg of greenhouse gas emissions (including Green power purchasing) of quantified savings.
Technology	Behavioural change, upgrading to more efficient appliances, delamping, installing sensor systems.

Consolidating two inefficient servers to one efficient model has been a key win

Key greenhouse reduction initiatives have resulted in the following savings:

Consolidation to one energy efficient server

- \$ Saving per year \$1252
- GHG savings 8081 (kg CO2-e per year)

De-lamping

- \$ Savings per year \$246
- GHG savings 1588 (kg CO2-e per year)

Replacing PCs with laptops

- \$ Savings per year \$214
- GHG savings 1381 (kg CO2-e per year)

Behavioural change – a key to success

A staff awareness program was developed to engage with staff about the impact they have on the environment, both as individuals and as a company.

Staff engagement has helped encourage all staff to switch off laptops at the power-board if leaving the office for more than one hour. Most equipment including all laptops, the shredder, photocopier and dishwasher is completely switched off at the end of each business day.

After hours audits are conducted regularly to monitor and promote switch off behaviour. In addition to energy, waste and transport have been identified as other areas of focus to improve environmental performance.

For example, an effort is made when attending meetings to walk or use public transport, and carbon offsets are purchased for any business related air travel.

Encouraging others

The PTO continues to undertake the following activities to ensure they positively influence others to reduce their environmental impact:

- work with the building manager on building-wide energy reduction initiatives
- coordinate tenant meetings to discuss ways to improve energy performance and share information on achievements
- promote the energy efficiency initiatives and successes.

Next Steps

The PTO is currently working towards maintaining a 5.5 star NABERS Energy rating. They are also looking at upgrading the few downlights in their tenancy to energy efficiency models. The organisation will continue to focus on promoting sustainable behaviour to staff.

CitySwitch 2010 Awards

Based on the organisation's outstanding performance, the Public Transport Ombudsman was a finalist in the CitySwitch 2010 National Awards.

RMIT Partnership

CitySwitch and the PTO partnered with RMIT to produce a Resource Efficiency Report, the results of

The Public Transport Ombudsman team pride ourselves on being aware of the effect we have, both as a company and as individuals, on the environment.

We work enthusiastically to improve the effect we have on our planet, and to continually reduce our carbon footprint.

Being a Signatory of CitySwitch has strengthened our approach. CitySwitch has provided the PTO team with continued support, which has led to us achieving greater outcomes than we initially envisaged. It's been great fun too!

Janine Young
Public Transport Ombudsman

which informed this case study. The PTO and CitySwitch would like to thank RMIT students and their coordinator for their efforts.

Get involved

Join CitySwitch and discover how small changes can make a big difference to Australia's future environmental health – and that of the planet.

Visit www.cityswitch.net.au for more information or call the CitySwitch Program Manager in your state. Contact details are listed on the website.

CitySwitch is a national tenant energy efficiency program. Previously known as the 3CBDs Greenhouse Initiative, the program works with tenants to improve office energy efficiency, thereby reducing the CO₂ emissions that contribute to climate change.

CitySwitch Council partners



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Office of Environment & Heritage

Sustainability victoria

