

BUSTalk

Go Ahead London

ISSUE 57 - APRIL 2019



**FUNDRAISING
ON ROUTE 14**

**A DAY IN THE LIFE OF
ANGELINE VERRILLO**

**OUR DES RETIRES
AFTER 40 YEARS**

**RECRUITMENT & TRAINING
ACADEMY NOW OPEN!**

ALL FOR CHARITY

Go Ahead London
RESPECTING EACH OTHER



NICOLA MARGERISON
BEXLEYHEATH



DAMIEN SEWELL
MERTON



Damien Sewell is a Run-Out Controller at **MERTON** who recently participated in the Marsden March, with a difference! Damien explains.

"On Sunday 10 March my family and I were scheduled to complete the Marsden March from Chelsea to Belmont, a total of 15 miles.

This has become an annual family event since my mum was diagnosed and battled with cancer three years ago. Now, we find this event as a way to give back to the amazing team that helped look after and care for her whilst she underwent treatment during such a difficult time.

On the morning of the walk, we arrived at Belmont at 7.30am and travelled to Chelsea by coach. Upon arrival, we were informed that the walk had been cancelled due to poor weather conditions.

As my family and I were already in Chelsea (along with others who also arrived by coach), we decided to go ahead and walk back to Belmont. There was only around a hundred or so of us instead of the 5,000 that normally take part.

My family and I decided to complete the 15-mile walk as it is for such an amazing cause. Fortunately, there was a limited number of marshals along the way for those who decided to continue regardless.

If a new date of the walk is provided, we will happily complete it again."

RIVER ROAD driver Denise Jordan takes the time to explain that when out on the road, all is not always as it seems!

"On a recent dark evening, I was working on the 101's, towards Gallions Reach. The weather was getting colder as the time approached 22:35 hours.

I checked the Tollgate Road bus stop, slowing down as did the 474 in front of me, when I noticed what looked like a pile of rags on the floor by the stop. As I approached, I kept checking to see around the 474 for waiting passengers. Meanwhile, I couldn't work out what was on the floor and was unsure if it was rags or someone plonked by the pavements edge.

I continued to drive past but suddenly got an uneasy feeling in the pit of my stomach. If it was the latter, then a person's life could be at risk, so I did a Code Red.

iBus asked if I had checked to see if the person was breathing and I explained that I had not stopped as I was not sure if it was a person or just a pile of rags.

On my next trip, I saw 2 ambulances at Tollgate Road bus stop. I was so relieved that I decided to phone this incident through, as I now discovered that what I saw was in fact a person. I really hope this individual was able to receive the medical attention they required in order to make a full recovery."

"I continued to drive past but suddenly got an uneasy feeling..."

DENISE JORDAN
BUS DRIVER
RIVER ROAD

Go Ahead London
TAKING PERSONAL RESPONSIBILITY

THINK TWICE...



Go Ahead London
BUILDING RELATIONSHIPS

SANDRA PARSONS
BEXLEYHEATH

On a cold winter's morning in February, iBus Controller Sandra Parsons was working at **BEXLEYHEATH** bus terminus when she was approached by a distraught passenger who had left her phone on the bus. She explained to Sandra that her son had bought her the phone for her 50th birthday so it was very special to her.

Without a second for thought, Sandra allowed the lady to use her own mobile to call the misplaced phone and a family member. Overwhelmed by her empathy and kindness, the lady wrote in to the company to ensure Sandra was commended.

In her letter she explained: "At the bus stop was a bus supervisor who I have since got her name to be Sandra Parsons. Well, she went way beyond her call of duty with me. She let me call my missing phone and family member and my work place from her phone. I was in a state. She then accompanied me to Bexleyheath bus garage to report it where the staff there too were so helpful. If you have any sort of staff recognition awards, I would like to nominate Sandra as I appreciate her kindness and care shown to me that day. You are very lucky to have her representing your company."



A CHALLENGE AWAITS THE GALICIOUS MUD CRUSHERS!

MERTON Accident Prevention Supervisor Katarzyna Bilinska will be taking part in the Pretty Muddy Race for Life in support of Cancer Research at Windsor Racecourse on Saturday 1 June 2019.

With the intention to raise as much money as possible, she invited fearless ladies across Go-Ahead London to participate with her. Katie is joined by the GALicious Mud Crushers from the following locations:

PUTNEY:
Ola Prawucka
[Operating Manager]

Karolina Murat
[Senior Garage Administrator]

CROYDON:
Aneta Trojniak
[Assistant Operating Manager]

HEAD OFFICE:
Beata Misiura
[Payroll Administrator]
Beata Sowinska-Shelle
[Payroll Administrator]

STOCKWELL:
Althea Amos
[Senior Garage Administrator]

Sarah Hillier
[iBus Hub Administrator]

If you would like to show your support and donate, please visit [Fundraise.cancerresearchuk.org/team/katarzyna-and-friends-2](https://fundraise.cancerresearchuk.org/team/katarzyna-and-friends-2).

All donations will be gratefully appreciated. Thank you!

Please pass on my sincere thanks to her." [sic]

Sandra has since been commended by Performance Manager Daniel Butterfield and her humble response was, "It's all in a day's work, it's what we do."

m'X
TELEMATICS



THE ECO CHALLENGE IS BACK...

AND YOU COULD BE THE WINNER
OF A NEW ECO-FRIENDLY CAR!!!
NOW IS THE TIME TO MAKE
THAT EXTRA SPECIAL EFFORT
TO DRIVE IN THE GREEN AND
LOG IN TO THE MYMIX APP.

m'X
TELEMATICS

Go Ahead-London



In aid of Comic Relief, Go-Ahead London ran vintage Routemaster bus RML2305 on route 14 from Putney bus garage; this vehicle has special links to the route from many years ago.

Months prior to the event, our Commercial department were approached by Peter Noyes, a retired London Buses employee who advised us that 8 other bus operators would be involved in this fund-raising day, which turned out to be a resounding success. It was agreed with TfL that all passenger fares would be donated to Comic Relief.

Commercial Operations Manager Jason Tann who assisted with arranging the day said: "Cover Commercial Assistant Ricky Harman and I produced some authentic route 14 destination blinds for RML2305 and once they were set and fitted, we primed the bus in preparation for the event."

Ben Smith from our Schedules department kindly produced a bespoke timetable and duty card with 3 rounders which ran throughout the day. The Commercial team arranged a driver from Bexleyheath's



ABOVE: BEXLEYHEATH'S ANDREW PIDDINGTON PROUDLY TAKES RML 2305 THROUGH THE WEST END.

STEVEN PERRETT
CROYDON

Go
BEING
CAN-DO

Private Hire Panel, Andrew Piddington; and a conductor from Croydon, Steven Perrett, who were both excited to run this service for such a good cause.

On the day, the team started the service from Putney garage and travelled to Tottenham Court Road Station and completed 3 rounders. Collectively, all bus operators involved raised over £2200 for Comic Relief 2019.

"It was a brilliant way of raising money," said Steve. "Passengers were pleasantly surprised to see a Routemaster and conductor on route 14 again after so many years and donated generously."

Jason continues: "We received great feedback from members of the public with some recalling the days of travelling the streets of Putney in a classic Routemaster."

40 YEARS AND TIME TO RELAX!

After joining the bus industry in 1979 as a conductor at Stockwell, and carrying out various roles for Go-Ahead London, Sutton's Senior Garage Administrator Marrion Rigney has decided to retire. This is his story:

"After working as a conductor at Stockwell for around 6 months, I was sent up for driving. I started on the routes out of Stockwell which at the time were the 88's, 37's, 77's, 77A's, 2's, 2B's, 168's and P4's. I ended up on the route 2 from Golders Green to West Norwood and 2B, Crystal Palace to Golders Green (crew operated). Within 18 months I transferred to **SUTTON** as a driver on route 93.

Unfortunately, I sustained an injury to my arm, so I was offered to work in the cash room. After some time, I moved on to the engineering side to help out with rotas and other paper work.

The operation on my arm was a success so I returned to driving until I was asked to work in the cash room at Putney. I trained up a colleague, then went back to Sutton, then to Merton to help out, then back to driving again. I hope you're with me!

I was soon asked to apply for the GOS (Garage Operating Supervisor) position and David Cutts (our current Operations Director) appointed me. Since then, I have covered as Assistant Operating Manager at Sutton and Merton.

I can honestly say this job has suited me. When my children were growing up, I was able to spend time with them by changing duties with other drivers. However, after a long and happy time with Go-Ahead London, I am now retiring (at last no more shift work!) and look forward to spending time at my allotment. I also like a bit of DIY which I will continue to do, as well as travelling and reading."

MARRION RIGNEY
SUTTON



PASSENGER COMMENDATIONS

Congratulations to all our drivers who have received praise from customers. Here is a selection of those received...

RA

CHRISTOPHER WILSON

"I would like to thank the route 521 driver yesterday evening for his kind help when I lost my phone. I really appreciated his assistance."

SW

DALEL DALEL

"Just a fantastic and kind route 77 driver who looked after the passengers and let them on the bus early during gale force winds while we waited to leave."

MG

TAIN CHARLES

"A really nice and polite route 1 driver. He patiently waited on people running up towards the bus and he was more than happy to help direct me to the museum I wanted to get to."

Q

KENNETH NWAEFULU

"Your route 188 driver was very helpful and polite. It's the first time I've heard a bus driver say, 'You're welcome,' to every person who thanked him when they got on! It was a pleasure to experience and a witness. Well done to him as it makes all the difference for passengers."

NX

PATRICK BISSEMBA

"Your route 36 driver drove the bus very well. It was a comfortable and smooth journey with no hard braking; excellent drive!"

SI

ABU UBAIDA

"I would like to thank the bus driver who helped me find my wallet that I stupidly left in another 135 bus this morning. He was so kind and patient with me and very understanding."

AL

DAVID TANNER

"Boarded the route 200 this morning, the driver kept all passengers informed of the diversions and advised them what buses they needed to catch. Big thank you for going the extra mile."

PL

ROBERT DANCE

"Great driving from your route 39 driver - smooth, steady and safe. I could have drunk a coffee while he was driving. Perfect!"

A

DEBORAH MURRAY

"This route 213 driver is extremely kind and friendly; serving passengers' needs' with care."

PM

LEIGHTON FRANCIS

"The driver on route 37 was really smooth when stopping and pulling away. He was also friendly and got me to my destination in good timing. Thank you driver."

BX

KEITH STEPHENS

"Such a lovely gentleman on route 486; he was making everyone smile."

MB

ROB WAUGHMAN

"I would like to say how helpful the route 320 bus driver was to a man who had difficulty walking. He kindly waited for him to finish crossing the road so that he did not miss the bus. Well done him!"

RR

JAMIE WRIGHT

"I want to convey my thanks to the route 147 driver who kindly helped my daughter when she was badly sick and was in need of his help. He deserves positive feedback."

NP

OZKAN MOLDAR

"The route 476 driver made a few calls to help locate my lost shopping bags. I'd like to thank him and staff at the garage who expressed both kindness and good manners towards me."

C

ALICIA STONE

"Absolutely lovely driver. She always had a smile and greeted every passenger warmly. Excellent customer service and driving."

AF

ALFREDO FRIAS

"After having a bad morning, it was nice to be greeted with a smile by a friendly route 337 driver. He was also very inviting to all passengers who boarded. I hope he gets the recognition he deserves. Thank you."

DEBORAH MURRAY SUTTON

LEIGHTON FRANCIS PECKHAM

ALICIA STONE CROYDON



You can see the latest driver commendations on Go-Ahead London's Twitter account (@Go_Ahead_London) or by searching for #GoodGALbusdriver

Thank you!

Q

CAMBERWELL

MG

MORDEN WHARF

MB

ORPINGTON

A

SUTTON

RA

WATERLOO

BX

BEXLEYHEATH

PM

PECKHAM

C

CROYDON

SW

STOCKWELL

PL

WATERSIDEWAY

RR

RIVER ROAD

NX

NEW CROSS

SI

SILVERTOWN

AF

PUTNEY

AL

MERTON

NP

NORTHUMBERLAND PARK

RETIREMENT WELL DESERVED!

DES TURNER
BASED AT PUTNEY

Des Turner joined the bus industry as a driver with London Transport on 12 March 1979 and completed training at Chiswick which included vehicle control on the skid pad. Following this, he started at Sidcup garage driving Routemasters and then went onto OPO (one person operated) buses.

In January 1988, Sidcup garage closed, and Des was transferred to Bexley Bus at Bexleyheath garage and became a Garage Operating Supervisor, now known as an SGA (Senior Garage Administrator). His duties included working on the radio band 2 system which he enjoyed for 5 years.

A position for Road Manager at Bexleyheath and Peckham garage soon arose and Des was successful with his application. He got transferred to New Cross and Peckham garages and some years later transferred to Putney and Waterloo.

He worked for 10 years organising the Notting Hill Carnival and has fond memories of one year where two of our buses were commandeered by

“Des has been an absolute pleasure to work with. He is hardworking, honest, genuine and approachable, with a great sense of humour.”

SAJID CHAUDRY
AREA PERFORMANCE
MANAGER



DES AND ANGELINE HAVE WORKED TOGETHER AS ROAD MANAGERS COVERING DIFFERENT PARTS OF LONDON BETWEEN THEM FOR MANY YEARS.

the police to transport 50 detainees. The buses had a full police escort back to Sutton police station. The Chief inspector of the Metropolitan Police at the time thanked Des and the company for their assistance.

Over the last few years, he has been responsible for London General routes. His duties include assisting controllers with problems on the road, roadworks, temporary traffic lights, diversions; and he also attends council meetings, London Buses' meetings and performance reviews.

“Throughout my career I have been surrounded by good people and I very much appreciate it,” he explains. After 40 years, Arsenal supporter Des will now be retiring having recently moved to Cambridge and says: “I will miss my daily commute which takes me past the Emirates stadium.”

Area Manager (Performance) Sajid Chaudry has worked with Des for the past three and a half years and states: “Des has been an absolute pleasure to work with. He is hardworking, honest, genuine and approachable, with a great sense of humour. I would fondly call him ‘Old Man’ and we would both laugh together. With his wealth of knowledge, we were extremely fortunate to have him as part of our team. Des has been dedicated to this company for 40 years and I would like to thank him for all his efforts; I hope that he can relax and enjoy his retirement, he will be missed by everyone.”

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BRIDGE

20

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A DAY IN
THE LIFE OF...

ROADSIDE PERFORMANCE MANAGER

Go Ahead London
FORWARD
LOOKING

ANGELINE VERRILLO
BASED AT NEW CROSS

0700: It's early Monday morning and the day begins with a call to the I-bus Performance Manager. After the weekend, there is often emergency works with no NOE's (Notice of Events) or overruns of existing work. This means the Roadside Performance Managers can speak with TfL Service Delivery Managers to get an update that can be passed on to Go-Ahead London drivers and the service control team.

0800: Site meeting with TfL and the Council regarding resurfacing near a Go-Ahead London garage. The site meeting is to establish that full accessibility can be maintained during the works due to the nature of the company's business. Whilst at the meeting, we also ensure access for our staff, contractors and engineering vehicles, including the tow truck and fuelling vehicle.

0930: A catch up with our Graphic Designer Peter Dias at head office regarding the new route booklets. It's important that all the information is correct before route learning commences. The draft is ready, therefore proof reading can begin to ensure the changeover information, light runs and curtailment locations are all correct.



1130: TfL route test. The Roadside Performance Managers conduct these with TfL and local councils or site developers. This is an interesting one today. Go-Ahead London have won the contract to operate a route on a new housing estate. It's vital that all the roads are checked before it's used

“No one day is the same and each day brings a new issue to try and resolve.”

ANGELINE VERRILLO
ROADSIDE PERFORMANCE
MANAGER

by service buses. The test will include where to site new bus stops and a new drivers toilet facility.

1430: When the test is completed there's a chance to speak with TfL on a road condition issue in the area that has been raised by drivers and discuss arranging a site meeting with the Council.

The role of Roadside Performance Manager brings different challenges every day. No one day is the same and each day brings a new issue to try and resolve.

Congratulations to Andrew Moate who was promoted to IT Systems Manager following the departure of Andrew Wilkinson on 22 February.

Andrew first joined the company in 1989 on a temporary basis to help implement the 1988 COSHH regulations. He then re-joined London Central's Premises and Equipment Department permanently in 1994 (just before privatisation) dealing with buildings, plant, accident reporting and insurance claims.

When London General and London Central merged, he moved to Mitcham as Systems Administrator and was later promoted to Assistant Systems Manager.

Keen to continue running the IT department successfully, Andrew said: “I am looking forward to building on the strong foundations from my recent predecessors, Andrew Wilkinson and John Priddy. This is a very important role and I intend to work closely with my knowledgeable team to achieve the best results.”

ANDREW MOATE
HEAD OFFICE



THE DRIVING MASTER!

Go Ahead London
iAM
RoadSmart

The IAM Masters Driving Qualification is the ultimate driving challenge and can only be achieved by the very best!

Entrants are required to have IAM membership of at least 3 years and be accident and complaint free for the 3 years prior. Applications are initially available only to employees at New Cross, Peckham, Croydon, Northumberland Park, Stockwell, Merton and Camberwell.

“If any colleagues are thinking of applying, I would say 'go for it'.”

FRANK MURRAY
BUS DRIVER
NEW CROSS

The Masters includes an out of service driving assessment (in your own time) which must include a commentary drive. The commentary drive (5 minutes approximately) is compulsory and gives you the opportunity to obtain the membership grade of 'First', a target which must

be reached. The assessment is conducted by one of the garage mentors specially trained and approved by the IAM and takes around an hour to complete.

Having achieved a 'First', your 'Champion' will advise the Company Assistant Training Manager/Training School that you are ready to undertake a covert in service driving assessment. A Grade 'A' covert observation allows you to take the Extended Driving Examination which is conducted away from your home garage and in company time.

Entrants are met by a driving instructor who will have around two hours to type train and make you familiar with the bus being used in the examination, which lasts approximately 90 minutes.

Included in this is a high-speed element (50mph) and a commentary drive (5 minutes). You will then be asked 20 questions, and in order to pass this part of the examination, you must achieve at least 50% in each

section with an overall score of at least 80%.

If you successfully become a Driving Master, you will join the top 1% of bus drivers in Go-Ahead London, a considerable achievement indeed. You will also be invited to attend an annual dinner together with an award certificate ceremony supported by our Managing Director, John Trayner.

One colleague who has recently joined this elite group is **NEW CROSS** driver, Frank Murray.

Frank first joined the bus industry in 2003 and began driving routes from Camberwell garage. He was later transferred to New Cross and has the knowledge of all routes but frequently drives the 21 from Lewisham to Newington Green. Frank takes the time to reflect on his achievement and shares his IAM Masters experience...

“My overall Master driving qualification is something I am very proud of as I always try to take pride in my driving. When I took my Masters, I didn't think for one minute it would be as difficult as it was, but I managed to pass it.

I fondly recall the moment we arrived back at Bexleyheath garage where I took the Masters test. After answering all the questions, my examiner, Steve Orr informed me that I had passed! What a great feeling that was! I would like to say thank you to the instructor Mike who gave me lots of brilliant advice.

If any colleagues are thinking of applying, I would say 'go for it' as it's a great test and gives you a completely different mindset. It makes you more aware and a much safer driver.”



LEFT TO RIGHT:
GRAHAM JOHNSON, RICHARD GLADMAN, JOHN TRAYNER, MIKE QUINTON, FRANK MURRAY, GRAHAM OLIVER AND PAUL WOOLZLEY.



LEFT TO RIGHT:
HANNAH MAN, PETER MERCHANT
AND LANCE MCFARLANE.

Go Ahead London
ADAPTABLE

ACCESSIBILITY AWARENESS!



TAKING TIME OUT TO BETTER
UNDERSTAND OUR PASSENGER NEEDS.

On 17 January 2019, **CROYDON** garage were the hosts of an Accessibility Awareness Event.

Local passengers with disabilities were invited to share their experiences and learn more about what Go-Ahead London do to accommodate passengers with disabilities. Transport for London's Driver Communications Manager George Marcar was also in attendance to represent TfL.

Discussions took place including driver training; the 'awkward' placement of some street furniture; the importance of iBus announcements and many other issues.

Driver/Mentor Peter Merchant said: "It was both educational and beneficial to spend time with those who find boarding and alighting from our services more challenging than others. It certainly left me with food for thought."

Overall, it was pleasing to establish that local passengers were satisfied with the service provided on Croydon routes, with special thanks given to drivers who pull in close to the kerb; those who inform passengers of the route number of the bus; provide details of locations served and to drivers who allow sufficient time for passengers to be seated.

"These aspects make all the difference to those who find bus journeys difficult," said Assistant Operations Manager, Lance McFarlane. "It was enlightening to hear the challenges that some of our local passengers face when using our services and how we can make their journey better."

Croydon's General Manager Hannah Man concludes: "Thank you to all who took part; our guests found it most beneficial to hear the variety of views and experiences when travelling on our bus services. It was great to see engagement with the local community on such an important topic and I look forward to hosting the next event."

meanwhile,
in another part of town...

On March 19, Go-Ahead London participated in the 'Access All Areas' disability showcase at the ExCeL London exhibition centre.

Hosted by Transport for London, this free event demonstrated the services available to disabled and older customers. It was also an ideal opportunity to receive feedback on a number of transport related topics and issues.

Go-Ahead London were proud to exhibit our pioneering trial of digital display technology recently installed on one of our electric buses - Waterloo's SEe9. If successful, the displays could replace the current paper blind system.

Engineering Director Richard Harrington said: "Once digital displays give the same quality of vision as paper blinds in both night/day services and all weather conditions, I will then be confident that this is the future of the way we not only identify destinations but communicate other aspects of the service to our passengers."

Go Ahead London
FORWARD LOOKING

ACCESS ALL AREAS



WE'VE GOT THE LOOK!

“
I am extremely proud of our fresh new Recruitment and Training Academy and I look forward to welcoming our new apprentices.
”

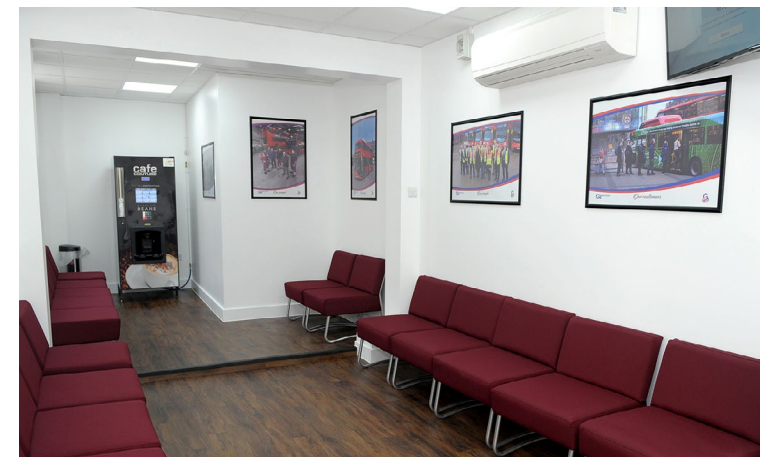
JOHN TRAYNER
MANAGING DIRECTOR
GO-AHEAD LONDON

After the completion of an extensive makeover, Go-Ahead London is pleased to announce the opening of a new **RECRUITMENT AND TRAINING ACADEMY**.

The opening event took place on 5 March and was attended by our Company Director's, Go-Ahead Group Chief Executive David Brown, TfL Commissioner Mike Brown, TfL's Director of Bus Operations Claire Mann, the entire Recruitment and Training team and many others.

The building which is used to hold all of Go-Ahead London's Recruitment & Training is based in Camberwell and has been standing for over 100 years. The company currently has over 7,350 staff on books and every employee is required to walk through the doors of the Training School to complete classroom-based training and/or a medical.

With such heavy footfall, coupled with the age of the building, the decision was made for the interior and exterior to undergo a significant refurbishment. Whilst the works were taking place, it was business as usual as Go-Ahead London continued to take on new recruits to join the largest bus operating company in London.





Our colleagues and guests at the successful Recruitment and Training Academy launch.



STANDING LEFT TO RIGHT: DAVID BROWN, PAUL MCKENZIE, RICHARD HARRINGTON, CLAIRE MANN AND MIKE BROWN IN THE CLASSROOM WITH TWO OF OUR APPRENTICES!



THE ACADEMY TEAM! LEFT TO RIGHT: CAROLINE WELCH, ERIC DALE, CHRISTINE QUINN, KEITH WOOD AND PAUL MCKENZIE.

ABOUT OUR BUS DRIVER APPRENTICESHIP



Go-Ahead Group attained Employer Provider Accreditation in January 2018, which enabled all operating companies under Group to deliver their own apprenticeship training as an employer provider.

The apprenticeship programme lasts for a duration of 56 weeks and is designed to embed apprentices with a range of core skills, knowledge, and behaviours in addition to helping them achieve qualifications in English and maths. A level 2 Apprenticeship is equivalent to 3-5 good GCSE's.

As an employer, we can tailor the training to fit our business needs.

Apprenticeship Manager Caroline Welch said: "Go-Ahead London's aim is to make apprentices feel they're an integral part of the company right from the start. It's already clear, there is a higher level of commitment and enthusiasm from our new apprentices at this early stage.

She continues: "The apprenticeship programme has allowed us to offer a more personal touch; we assign each apprentice to an assessor from the start, who is there to support them in all aspects of their learning journey, in addition to their garage allocated mentor."

We now have over 100 apprentices on our Bus Driver Apprenticeship Scheme, with over 55% of them who have been passed to one of our 16 garages.

JACK IN THE BUS OR THE CAT FORMERLY KNOWN AS JACK

WE JUST COULDN'T DECIDE.



On Sunday 3 February, Clive Bowen, a driver with 21 years' service from **PUTNEY** was en route to Clapham Junction on route 337, when a passenger approached him to say that someone had left a cat in a pet carrier under a seat in the upper saloon! When Clive got to Clapham Junction, he called iBus and they instructed him to run the bus out of service back to the garage.

When he arrived, he handed the cat in to the counter staff at Putney. CCTV was checked and it appears that the cat was left under the seat deliberately. The cat stayed in a back room where it was given food and water until the morning. The cat was friendly and comfortable with its new temporary surroundings and he was getting a lot of attention from colleagues.

The following day, Croydon and Stockwell's General Manager Hannah Man, who was attending a meeting at Putney that morning, contacted Merton's mileage clerk and animal lover Jackie Young for assistance. Jackie was previously a volunteer for a Wildlife centre and was the best person to call.

Jackie contacted a local veterinary surgery to ask if they could check for a chip, hoping to get newly named Jack back to his owners. Unfortunately, he wasn't chipped but was healthy and given an approximate age of 1 year.



**STEVE MCGRATH
SUTTON HUB**

**CONTROLLER
OF THE MONTH**

Steve McGrath
SUTTON

"It is a great privilege to be awarded with 'Controller of the Month'. I wouldn't be able to achieve such results without the assistance I receive from managers and colleagues."

"Steve is a great asset and consistently demonstrates an unrivalled service performance delivery on any screen he works on. He listens attentively and is always punctual. He is an outstanding controller who deserves to be recognised for all his hard work and dedication."

Alex Johnson, PM



Follow us on Twitter!
@Go_Ahead_London



**DANIEL BLACKMAN
RIVER ROAD HUB**

**CONTROLLER
OF THE MONTH**

Daniel Blackman
RIVER ROAD

"It was a nice surprise to be selected for 'Controller of the Month'. I am grateful to work alongside such a great team of people, Controllers, Drivers and Performance Managers. We always get the job done and have fun whilst doing it. Many thanks to my manager, Meandad Matthew for the nomination."

"Daniel has proved to be very flexible and comes into the i-bus room on several occasions after his roadside duty to cover extra shifts. He has also proven to be very reliable and volunteers to take extra routes on his screen to assist his colleagues in the iBus room."

Meandad Matthew, PM



**SHAJHAT SHABBI
STOCKWELL HUB**

**CONTROLLER
OF THE MONTH**

Shajhat Shabbir
STOCKWELL

"I feel honoured to have been nominated. It's with thanks to my helpful performance managers who are always available to give the best advice, and my fellow colleagues who I learn from continuously. I enjoy the job as it is mentally stimulating so for anyone considering this as a career, I would definitely recommend it."

"Shajhat has improved a lot in his service control and dedication towards his job role. During service disruptions, he listens attentively to guidance and control strategies from performance managers and applies it accordingly."

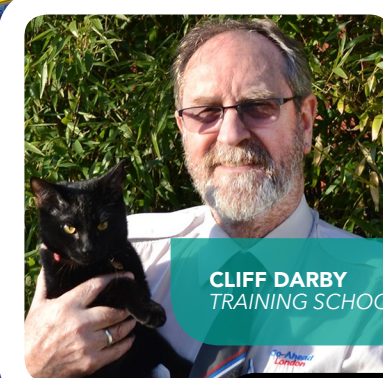
Bruno Silva, PM



**JACKIE YOUNG
MERTON**

**WORKING AS
ONE TEAM**

**CLIVE BOWEN
PUTNEY**



**CLIFF DARBY
TRAINING SCHOOL**

"After Jack got checked over, I thought to myself, what now? I had a think and called an ex-colleague, Steve, from Veterinary Assist Group," explains Jackie.

"Luckily, he said he would be in a position to help, so on my way back to Merton garage, along with Jack, I met up with Steve who collected him."

Steve's details were left at the garage in case the owner rang regarding a missing cat. After 7 days, Jack was neutered and then put up for rehoming. During this time, Go-Ahead London arranged to donate £100 to Vet Assist UK for their help and assistance in finding Jack new kind and caring owners.

Jack has now had another name change to Vincent and after being fostered since the beginning of March, he is now in his new forever home with Cliff Darby (Go-Ahead London Driving Instructor) who drove at Putney for 15 years before becoming an instructor. His wife saw the article on Facebook and knowing that Vincent had been found on a 337 and the company had made a donation, Cliff said, "It just had to be!"

YEH YEH



Obinna Nwosu joined Go-Ahead London as a bus driver at **PECKHAM** in January 2017.

Outside of work, Obinna has a huge interest in music. Between the ages 11 and 12 whilst studying in Nigeria, he became fanatical about rap music and started learning and reciting lyrics from songs by his favourite artists, which included Eminem, Common and A Tribe Called Quest.

"My talent was noticed by my peers and I was always asked to perform several songs in front of the school crowd; an opportunity which I duly accepted," he explains.

“My talent was noticed by my peers and I was always asked to perform...”

OBINNA NWOSU
BUS DRIVER
PECKHAM

”



OBINNA NWOSU
PECKHAM



CLICK TO LISTEN to Marvo Fivestarsz
www.soundcloud.com/mrmarvmarc

#

Obinna came back to the UK at 13 where his love for music continued to grow. Rapping under the name of 'Marvellous Marcus', he started learning how to play instruments including the drums, bass guitar and keyboards. His talents in these fields earned him a place performing and ministering with his church choir.

He began writing and recording songs in 2011. This was with the aid of his five friends who formed a group called 'Fivestarsz.' Obinna and the group have released five music compilations which are all available online to download.

After a 2-year gap, Obinna resumed writing and recording music again, and since the beginning of 2019, is actively performing and making the music he is passionate about. Covering genres Hip-Hop and R&B, he is currently working on an Afrobeats compilation, which he is hoping to release this summer.

Now going by the name 'Marvo Fivestarsz,' he plans to publish more tracks. This is to enhance a good portfolio and create a platform where he can build his future and continue his passion.



ANDREW SOPER
CROYDON

“He has set the bar here at Croydon for other colleagues to emulate....”

LANCE MCFARLANE
ASSISTANT OPERATING
MANAGER - CROYDON

Go-Ahead London
BEING CAN-DO

WE KEEP IT 100

CROYDON Driver and Mentor Andrew Soper has worked at Go-Ahead London for 7½ years and feels amazing for accomplishing a 100% BCES score. This included not one but two commendable incidents!

He achieved this for his excellent customer service skills and actively engaging with customers as they boarded the bus. Andrew also gave a comprehensive answer to the question asked by the assessor.

Andrew kindly gives the following advice for his fellow colleagues: "I would encourage other drivers to show enthusiasm to customers as they board, remember a smile costs nothing."

In response to his achievement, Assistant Operating Manager, Lance McFarlane said: "I am so proud of our driver and mentor Andrew. He has set the bar here at Croydon for other colleagues to emulate. Keep up the great work."

Well done to **NORTHUMBERLAND PARK** driver, John Owusu who scored an outstanding 100% for a recent BCES (Bus Customer Experience Survey) assessment.

Scoring a perfect 100 proves that the assessor observed John's exceptional customer service, high driving standards and ability to serve bus stops in the correct manner.

"Although there wasn't a call for an announcement on this occasion, John was able to communicate very well with the assessor and answered his questions in a friendly and professional manner," explains Operating Manager, Brad Campbell.

General Manager Peter Russell (pictured right) presented John with a £20 gift card for his superb efforts.



“...he answered the assessor's questions in a friendly and professional manner.”

BRAD CAMPBELL
OPERATING MANAGER
NORTHUMBERLAND PARK

JOHN OWUSU
NORTHUMBERLAND
PARK





PHILIP SHAW
HEAD OFFICE

ON A PAYROLL!



I joined the Merchant Navy from school for 6 well travelled years and then spent 30 years in the Metropolitan Police.

I then joined Go-Ahead London as a driver at Bexleyheath in 2014 and enjoyed the variety of being a spare driver and working on all the routes at the garage. However, after working shifts for 39 years, I thought I'd look round for a 'regular' job working Monday to Friday with weekends off – what a novelty!

I saw a job advertised on the employee portal for a Payroll Administrator and although having zero payroll experience, the advert read like one for a Duties Sergeant in the Police – something I had done in my past.

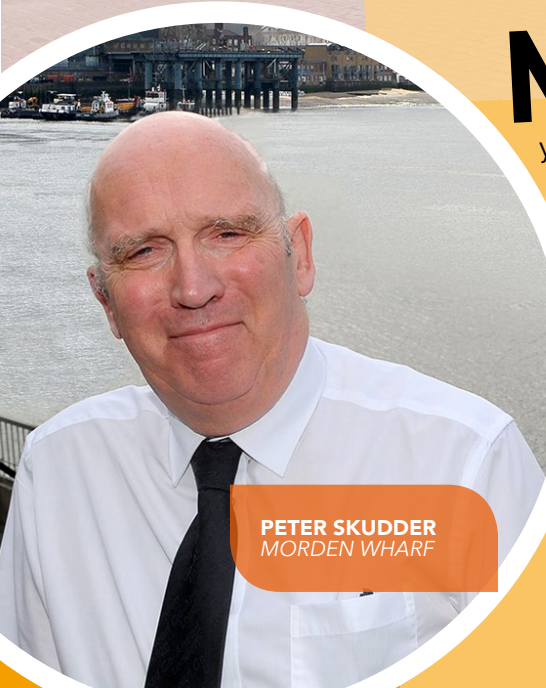
Successful in my application, my role now is to make sure the drivers are paid according to their terms and conditions and a lot of it is down to good communication. I have good working relationships with operating managers and senior garage administrators at the garages I deal with and this makes our jobs a lot easier.

I try to be helpful to all the drivers that call, often about something unconnected to pay but if we don't know the answer, we probably know a colleague that can and will point them in the right direction.

As I approach my 61st birthday, I'm not quite ready to hang up my keyboard just yet but hope to get a lot more travel in with my wife and take in the odd MotoGP in the years ahead.



The biggest platform to shout and represent yourself and your garage. Email bustalk@galbuses.com



PETER SKUDDER
MORDEN WHARF

Meet Peter Skudder from **MORDEN WHARF**. Peter joined the bus industry 43 years ago as a bus conductor working out of Sidcup garage and currently undertakes the role of Senior Garage Administrator; he has held this position for the last 10 years.

At the beginning of March, Peter visited his daughter, Emma for the first time in Dubai. She moved away from the UK 5 years ago to initially work in Kenya, Egypt and is

now settled in Dubai. However, the long distance makes it difficult for him to see her regularly, so as an alternative, he spends a lot of time video chatting with his daughter and grandchildren.

This recent visit was Pete and wife Sue's first trip to Dubai. They were picked up in Emma's new V8 Mitsubishi which she collected that day! He was more than impressed with it but overwhelmed by the price of petrol which he worked out to be a mere 34 pence a litre! "Petrol stations are state owned, and all prices are the same at each station," he explains.

Whilst Pete was in Dubai, he managed to see his grandchildren in a Shakespeare performance at Brighton College in Abu Dhabi where Emma works as a teacher.

"I also went to see the buggies drive across the sand dunes in temperatures of 30 degrees and saw a camel race course too! My wife and I did plenty of shopping as well so I will have to do a great deal of overtime now to put towards our next visit!"



I'LL BE YOUR ROCK

WATERLOO Operating Manager James Barlow identifies the importance of team building and supporting each other. Team bonding does not always have to be confined to the workplace and James recognises this, so he recently introduced his passion of 'bouldering' to his admin colleagues, Jonathan Rendon, Marcus Blackford and Jose Mendonca.

"I'm a keen climber and have been bouldering for a few years. Bouldering is low level climbing and in the right environment, is really good fun as well as safe," he explains.

"It's great team bonding support, as you can encourage each other and take people outside of their comfort zones. Those who took part rely on each other on a daily basis. Essential to this is communicating and supporting each other, so it seemed a great way to encourage this in a more fun and engaging way."

Steven who now appreciates this activity said: "It was fun, but tiring, I couldn't move for the next week! It was great to interact with the team outside of work and build further trust in my colleagues."

Due to its success, James is planning another team building exercise in the coming weeks.

JOSE MENDONCA
WATERLOO

MARCUS BLACKFORD
WATERLOO

JONATHAN RENDON
WATERLOO

WORTH EVERY PENNY!

"I have always been keen on building models from a young age and over the years, I have completed jet fighters to Formula 1 cars.

Recently, whilst out shopping and browsing in WHSmith's, I came across a weekly magazine called **Classic Routemaster** and it came with parts to begin building a Routemaster bus. I decided to buy the first edition and when I arrived home, I went online and subscribed to receive four editions per month at a cost of £36.

I am currently up to edition 50 out of 130 in the collection. The model is coming along very well and I estimate that I have committed around 150 hours to date putting it together.

Once completed, I would have spent a total of £1,170. The model is a replica of RM857 which I believe is in the British Transport Museum."

MARTIN TODD
MERTON





TENDER NEWS

A **yellow highlight** indicates an involvement with **Go-Ahead London**.
All are retentions unless stated otherwise.

ROUTE 24 | Claverton Street to Royal Free Hospital.
ABELLIO LONDON. Won from Metroline.
Contract begins on November 9, 2019.
Using 2013 Euro V New Routemaster (17 PVR).

ROUTE 27 | Hammersmith Stn to Chalk Farm / Morrisons.
ABELLIO LONDON. Won from London United.
Contract begins on November 9, 2019.
Using 2014 Euro V New Routemaster (22 PVR).

ROUTE 128 | Romford Station to Claybury Broadway.
STAGECOACH EAST LONDON. Won from Arriva London North.
Contract begins on October 12, 2019.
Using 2012 Euro V diesel double deck (14 PVR).

ROUTE 201 | Morden Station to Dulwich Road.
ABELLIO LONDON. Contract retained.
Contract begins on October 5, 2019.
Using 2014 Euro VI diesel single deck (10 PVR).

ROUTE 266/N266 | Hammersmith Bus Stn to Brent Cross.
LONDON UNITED. Won from Metroline.
Contract begins on December 7, 2019.
Using existing double deck (details TBC) (23 PVR).

ROUTE 267 | Hammersmith Bus Stn to Fulwell Bus Garage.
ABELLIO WEST LONDON. Won from London United.
Contract begins on November 9, 2019.
Using 2017 Euro VI New Routemaster (17 PVR).

ROUTE 364 | Hainault Street to Ballards Road.
BLUE TRIANGLE. Contract retained.
Contract begins on November 2, 2019.
Using new Euro VI diesel single deck (14 PVR).

ROUTE 375 | Romford Station to Passingford Bridge.
ARRIVA LONDON NORTH. Contract retained.
Contract begins on July 6, 2019.
Bus type TBC (1 PVR).

ROUTE 407 | Sutton / Marshall's Road to Caterham Valley.
ABELLIO LONDON. Contract retained.
Contract begins on November 2, 2019.
Using Hybrid double deck (details TBC) (15 PVR).

ROUTE 627 | Worcester Park Station to Woodcote Green.
ARRIVA LONDON SOUTH. Contract retained.
Contract begins on November 2, 2019.
Using 2009 Euro IV diesel double deck (3 PVR).

ROUTE 661 | Petts Wood Station to War Memorial.
STAGECOACH SELKENT. Won from London Central.
Contract begins on October 5, 2019.
Using 2009 Euro IV diesel double deck (1 PVR).

ROUTE 669 | Thamesmead Town Ctr to Cleeve Park School.
STAGECOACH SELKENT. Won from London Central.
Contract begins on October 5, 2019.
Using 2011 Euro V diesel double deck (2 PVR).

ROUTE 672 | Hawksmoor School to Woolwich Arsenal Stn.
STAGECOACH SELKENT. Contract retained.
Contract begins on September 7, 2019.
Using 2012 Euro V diesel double deck (0 PVR).

COMING TO Zambia

On 2 April, LDP292 started its journey from Camberwell to Zambia!

The bus will be used to assist Transaid in delivering driver training at the Industrial Training Centre (ITC) in Lusaka. We will catch up with LDP292. Look out for more details in the next edition of Bus Talk.

