

# THE KING'S CORONATION

PAGE 12



## IN THIS ISSUE

NATIONAL PET MONTH

MORE E-BUSES IN SERVICE

WOMEN'S RECRUITMENT DAY

# David Cutts

## MANAGING DIRECTOR

Dear colleague,

Welcome to your latest edition of Bus Talk.

The events of the last three months or so, since my last column, have reinforced how professionally we serve our capital and I intend, through this feature, to showcase some significant recent achievements, while also previewing a series of exciting developments due to take place later this year. Before I go any further, please accept my thanks for a job well done.

London was the focus of international attention in May during the King's Coronation and the company joined in the celebrations by applying a distinctive livery to Stockwell-based LT511 (page 12). This design will remain in place until the end of June, before reverting to traditional London red and it has proved popular with colleagues and passengers. Stockwell was additionally the subject of filming on Coronation Day by Channel 5 television for a documentary due for broadcast later this year or early in 2024.

At the end of April, a week before the Coronation, we bid a fond farewell to Waterloo's 507 and 521 services, in the process bringing an end to 57-years of what was once known as the 'Red Arrow' network (a system of one person operated high-capacity services mainly serving busy rail stations). Waterloo ran the 507/521's to consistently high standards for decades, but the garage is now home to Routes 153 and 214, the latter of which moved from Northumberland Park

when Transport for London (TfL) decided to remove the 507/521's from the network following consultation last year. A big well done to all involved in the seamless transfer of work between locations and for maintaining service excellence.

In my first column I welcomed Routes 91, B13 and N97 and I am pleased to continue in a similar vein, following TfL's recent decision to award the company Routes 325 and 333 from Arriva. Previously operated by us, the 333's will again run from Stockwell and, during the life of the contract, use electric buses, in what will be a first for this iconic building. We will also welcome a new TfL service, the S2's, during 2024.



**DAVID CUTTS**  
MANAGING DIRECTOR

Regarding e-buses, substantial progress is being made in advance of Route 358's conversion to the Irizar ie tram (page 23) later this year. This innovative bus will take charge from pantographs at each end of the route (Crystal Palace and Orpington) and the necessary testing is now taking place.

The bus has made a series of public appearances recently and its distinctive design has generated positive feedback. Orpington Garage, where the fleet of 20 Irizar's will be based, is type training drivers, meaning the vehicle will be seen more often in that area during the coming months, in advance of its anticipated introduction to passenger service later in 2023.

Staying with electric buses, we are in the midst of introducing another 300 of them this year, which is a phenomenal achievement. Sutton (page 22), 100-years-old in 2024, is now operating British manufactured BYD ADL vehicles, in the process improving local air quality and making bus travel ever more attractive.

Garage conversions, from diesel to Zero-Emission (ZE) electric, are complex projects that require a great deal of careful planning, which is led by our Engineering Director, Richard Harrington, plus local garage teams and the ZE Centre of Excellence. Work of this type illustrates Go-Ahead London's expertise, innovation and strength in depth, all of which contributes to our being the capital's premier bus company.

As with any large organisation, we welcome new colleagues and bid a fond farewell to others. With the latter in mind, I thank Colin Farrant and Phil Seago, both recently retired, for their contribution to the business. Colin and Phil managed our Commercial operations for many years, creating a profitable and well-regarded department in the process. Colin laid the foundations for today's busy team and his service goes back to 1975, when he joined London Country as a teenager. Elsewhere, Charles Newitt has decided to embark on a new career away from Go-Ahead London and we wish him well.

Andy Edwards, our Operations Director, will soon be with us on a full-time basis and congratulations also to Kastriot Gashi, following his appointment to Area General Manager from 27 August. Both will have a feature in the next edition of Bus Talk. Against a challenging backdrop of intense competition, we are fortunate to have an experienced and dedicated leadership team.

As we recover from the coronavirus pandemic the challenge of perpetually busy roads is all too apparent and we continue to work with TfL, and others, to make the case for greater bus priority/reliability. Despite the challenges, TfL's latest league tables make for very pleasant reading, which is a testament to the often-demanding work that takes place daily in our garages and credit must go to all who deliver the service to our passengers. It

is also encouraging that ridership, previously decimated, has recovered to a consistent average 90 per cent on the routes we operate and there is cautious evidence it will revert to what it previously was.

As we enter the second half of 2023 (hard to believe) there are numerous examples of community engagement coming up. In mid-August, we will again attend the annual Imberbus running day event, which raises money for charity at the same time as offering a unique journey experience from a London bus, more details of which can be found at the [www.imberbus.org](http://www.imberbus.org) website. Later in August, one of our open-top buses will join TfL at the Notting Hill Carnival over the bank holiday weekend of Sunday 27 and Monday 28, while the following month, on Saturday 23, we celebrate 40-years of Metrobus with a garage open day at Orpington (page 23).

Events of the kind detailed above compliment recent international stakeholder visits to the company from transport professionals keen to learn from our know-how, especially in relation to electric buses. Anyone following our social media will be aware guests have travelled from countries as far afield as Australia, Canada, Indonesia and Malaysia, in the process better understanding the important part we play in keeping London moving.

Before signing off, I am delighted to share some recent tender news. Bidding as Go-Ahead London, the company has won a 15-year contract from Kent County Council to operate the Kent Fastrack system. Further details will emerge over the coming months, but the deal is scheduled to start in November 2024, and we have committed to operate electric buses on the network. Please look out for more information on this soon.

Finally, and as always, thank you for making a real difference and I hope you enjoy reading this latest edition of Bus Talk.



- 5 School Visits
- 6 National Pet Month
- 8 Cindy's Art
- 9 Ride for Life
- 10 Passenger Commendations
- 12 The King's Coronation
- 13 Abseil for charity
- 14 Trek 26
- 15 Refer a Friend Roadshows
- 16 Pre-Promotion Course
- 17 Great Days Out
- 18 Long Service Stories
- 20 Freedom of the City of London
- 21 New Era Luton
- 22 E-buses on Route 93
- 23 Metrobus turning 40
- 24 Eid Mubarak
- 25 Malaysian Minister Visit
- 26 Route Changes
- 27 Women's Recruitment Day

In this Issue

Be kind  
to your mind

**G**o-Ahead London celebrated Mental Health Awareness week, which took place from Monday 15 May.

Each day of the week was labelled with a different focus: Mindfulness Monday, Tuneful Tuesday, Wellbeing Wednesday, Thoughtfulness Thursday and Fun Friday. The aim was to give guidance on how to maintain positive mental health and also where to look for support.

The Go-Ahead Group organised for a session of Office Chair Yoga for our colleagues on Thursday 18 May. A recording of this is available for colleagues to watch, on The Hub. Yoga is an example of an activity that can help us to regulate our emotions, promoting a lasting positive effect.



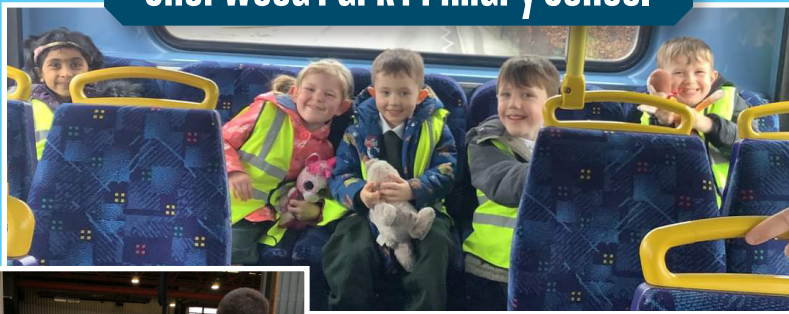
The wheels on the bus...

**In late March, Bexleyheath Garage hosted a visit from the Reception classes at Sherwood Park Primary School, based in Sidcup.**

The children, teachers and parents had a great time. They went through the bus wash, visited the Operating Manager's office and had a tour of the garage. They finished the tour at the poorly bus hospital, also known as the engineering workshops!

The guests gave a fantastic rendition of Happy Birthday to one of our mentors, Dan Taylor, who was also their guide for the day.

The photos show what an amazing time was had by all, including their teddy bears.



Sherwood Park Primary School



Go round  
and round

**In May, Green Street Green Primary school visited Orpington Garage. The children had a tour and sat in the cab.**

The Early Years teacher stated "Thank you so much for hosting our trip. The children had the best time and haven't stopped talking about it. Many thanks to your driver too, he was also amazing with the children."

Robert Conedera, Operating Manager said "It was an honour to host the children from the Reception classes from Green Street Green Primary School. For some of them, this was their first time on a bus, they were so excited and well behaved. They had a great experience and Orpington Mentor, John McLaren received exceptional gratitude on the day for helping host the visit and take them on a bus journey".

Green Street Green Primary School





# National Pet Month *April 2023*































From 1 April to 1 May 2023, the UK celebrated National Pet Month. The purpose of this was to raise awareness of responsible pet ownership and acknowledge the joy that our companions bring.

Go-Ahead London is full of pet lovers. On each day during National Pet Month, we shared photos of our pets on our Hub page. We are pleased that so many of you joined in, sharing photos of your pets with us and following the page. It is evident that our pets are an important part of our lives.

On the next two pages you will find some of the pets which were submitted on each day of National Pet Month.

It was such a success that we will be celebrating National Pet Month again in 2024!



SATURDAY		SUNDAY		MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY	
1  Loki	2  Mika	3  Barry	4  Zeus	5  Chico	6  Bobby	7  Gingee Lia							
8  Jeff	9  Presleg	10  Wallace	11  Pearl Petal	12  Opal	13  Lenny	14  Eddie							
15  Ami	16  Rustie	17  Mollie	18  Millie	19  Tito	20  Luna Nova	21  Axol Rose							
22  Ozzy	23  Buster	24  Hobnob Malibu	25  Bodie	26  Dolly	27  Simba	28  Mondo							
29  Dottie	30  Buttons												

You can view all of the wonderful pet submissions on **The Hub** by visiting [qrco.de/be44bS](https://qrco.de/be44bS) or scanning the QR code:





# SINDY'S ART

Paintings that speak a thousand words

**Sindy Martin, Appeals Officer was a great fan of National Pet Month, as in her free time she loves spending it at home, painting in oil. She paints all subjects: landscapes, people, seascapes, but most of all she enjoys painting dogs.**

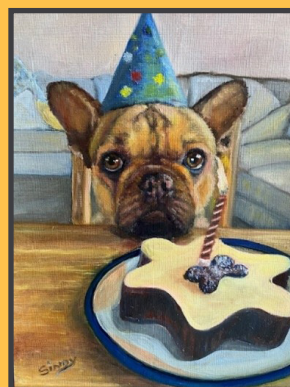
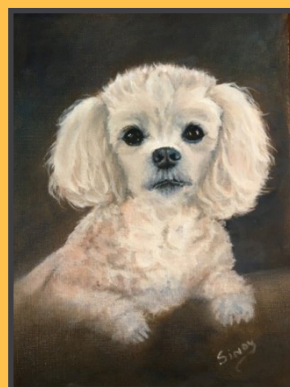
Sindy explained "Painting gives me the freedom to express myself and I can

totally relax. I think there is nothing that brings out a dog's character more than in a painting. A photograph is flat, whereas a painting brings the animal to life."

Below you can see examples of Sindy's beautiful oil paintings. If you would like to know more, please contact Sindy via [sindy.martin@goaheadlondon.com](mailto:sindy.martin@goaheadlondon.com).



SINDY PAINTING A MURAL



A COLLECTION OF SINDY'S PAINTINGS

Go Ahead London  
BUILDING  
RELATIONSHIPS

Go Ahead London  
**The Pulse Survey  
IS NOW LIVE**

**The Group wide survey is your chance to provide feedback on your experience at Go-Ahead London. We want to know what issues are important to you, gain insight on the working experience across Go-Ahead London, and learn what areas of the business can be improved.**

**The link for the survey can be found on The Hub and in your emails. All responses will be anonymous.**

If you have any questions, please do not hesitate to contact a member of your management team.

The survey closes on 10 July 2023. We look forward to receiving your feedback.

# Ride for Life

**Nicola Margerison, Garage Administrator at Bexleyheath, could have supplied over half of the images in our National Pet Month Gallery if she chose to do so! Nicola owns seventeen horses, most of which were rescued or rehomed.**

On Sunday 4 June, 8 of these horses took part in an 8-mile Ride for Life to raise money for this year's Cancer Research appeal. Nicola rode with 3 of her granddaughters and 4 friends.

As you can see from the photos, it was a beautiful day and a meaningful one too. Nicola is raising money for Cancer Research in memory of her mother, she was 7 years old when her mother passed away. Cancer has sadly affected so many lives, and it's wonderful that Nicola took part in this event to make a difference. Nicola applied for sponsorship through the joint Go-Ahead London and Bidvest Noonan Social Value Fund and was successful. For more information on the Social Value Fund, please visit: [shorturl.at/vBDT5](https://shorturl.at/vBDT5)

If you would like to donate to Nicola's cause, please sponsor Team DreamCatcher: <https://fundraise.cancerresearchuk.org/page/dreamcatchers>



NICOLA'S GRANDDAUGHTER PAIGE JONES (RIGHT) WHO IS CURRENTLY TRAINING UNDER THE APPRENTICESHIP SCHEME WITH GO-AHEAD LONDON AS A DRIVER AND HER FRIEND ALICE LAW



NICOLA MARGERISON STANDING WITH TWO OF HER GRANDDAUGHTERS, SUMMER FAIRMAN AND KENZY FAIRMAN, AS WELL AS HER GREAT NIECE BROOKE BURNS AND FRIEND LOIS DUNKERSON (WHO SHE TAUGHT TO RIDE)

**BEAT THE HEAT**



SCAN FOR MORE

It is important to drink plenty of water throughout the day to prevent dehydration and fatigue whilst on your shift.

The Refill app is a useful resource for those who need to refill their water bottle on the go. There are about 5,000 free water refill stations in London. Please scan the QR to find out more.





# PASSENGER COMMENDATIONS

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

AL

**SPENCER SUCKLING**

"I believe his name is Spencer and I would like to commend him for his good nature. He is kind, polite and friendly every time I see him and he is an excellent bus driver. He makes my bus trip a special occasion each time I see him."



**SPENCER SUCKLING**  
MERTON GARAGE

BX

**ASHLEY RICHARDS**

"The bus driver was generous enough to wait till I got on the bus which I was grateful for as my journey involved 3 bus changes and I would've had to wait 15 minutes had I missed this bus, so I really appreciate it."

NX

**GARY BROOKS**

"Lovely driver stopped and waited when I was running with my pram to let me on. Thank you so much!"

SI

**STEVEN DREDGE**

"The bus was on diversion, but the driver was very helpful, explaining the revised route and checking how passengers were going to ensure they could reach their destination. He was doing a great job, please pass on our appreciation."



**STEVEN DREDGE**  
SILVERTOWN GARAGE

SW

**SHANE BENT**

"Very friendly and polite bus driver massive thank really appreciate it. Very lovely. A big thank you for waiting for me and my sister, made our night really nice seeing such friendly bus driver."

Q

**ADENIYI ADEBAMBO**

"The driver was so kind to get down and explain to a wheelchair user why he would not be able to take him on the bus due to the space being occupied, with no space for another wheelchair user, he assured me that there is another bus coming within 3 minutes. He is such a decent and customer friendly guy. A pride to the bus industry."

MG

**NUNO FIGUEIRA**

"Thank you to the driver who assisted a struggling dad leave the bus with a newborn in one hand and a buggy in the other. Front doors were rammed with school children, which he handled well and diffused confrontation from a passenger not happy this dad was getting off the front doors."



C

**TOMAS PETR**

"I met the best driver that I've ever come across today. He was friendly to every one that got on the bus and had genuine care and compassion for every passenger"

RA

**TREVOR LEON**

"I am not used to travelling to London and had left my handbag on the 76 after midnight. Fortunately, I was helped by the kind crew of bus drivers, who were able to locate my handbag. I was then taken to the lovely Waterloo Garage Cafeteria, bought tea, and made comfortable until the driver returned. Thank you, they deserve gold stars!"



RR

**MANPREET SINGH**

"Driver had a big smile when I boarded the bus, made eye contact and I felt welcomed. Excellent customer service. I have come across the driver before and his demeanour was the same. The drive was very smooth and comfortable"



**MANPREET SINGH**  
RIVER ROAD GARAGE

AF

**JAMES DE HAAN**

"The driver of this morning's 430 bus was so pleasant, well mannered, helpful and a true Knight of the Road. He drove his bus smoothly and everyone had a pleasant journey."

A

**TREVOR LAWLEE**

"Bus driver was very kind. Saw me running from one bus to his and waited for me. Cut my journey time down by 15mins! Thank you so much!"



PM

**REYNALDO MILLS**

"The driver of the P12 today provided a great service as he helped me get on the right bus, at the exact right time. Thanks to him I made it to work on time. He was friendly, professional and the journey was smooth and pleasant."

MB

**PETER MONAGHAN**

"I was travelling on the 354 today and was very impressed with the driver's driving. It was a very smooth journey and there were various vulnerable passengers, and he lowered the bus for each one and was very aware of people's needs."

DS

**LEROY MATTIS**

"Please thank this driver for his excellent driving skills. I use this route daily and this driver delivered a flawless comfortable drive, and he gave ample opportunity for boarding and alighting. The driver also kept passengers informed in plenty of time about all bus stop closures. He is a credit to the buses. Thanks."



Keep hydrated!

Thank you!

A

SUTTON

AF

PUTNEY

AL

MERTON

BX

BEXLEYHEATH

C

CROYDON

DS

HENLEYROAD

GM

GOATROAD

MB

ORPINGTON

MG

MORDEN WHARF

NP

NORTHUMBERLAND PARK

NX

NEW CROSS

PM

PECKHAM

Q

CAMBERWELL

RA

WATERLOO

RR

RIVER ROAD

SI

SILVERTOWN

SW

STOCKWELL





DAVID CUTTS, MANAGING DIRECTOR AND REPRESENTATIVES OF THE STOCKWELL TEAM, IN FRONT OF LT511

# Fit for a King!

## The King's Coronation

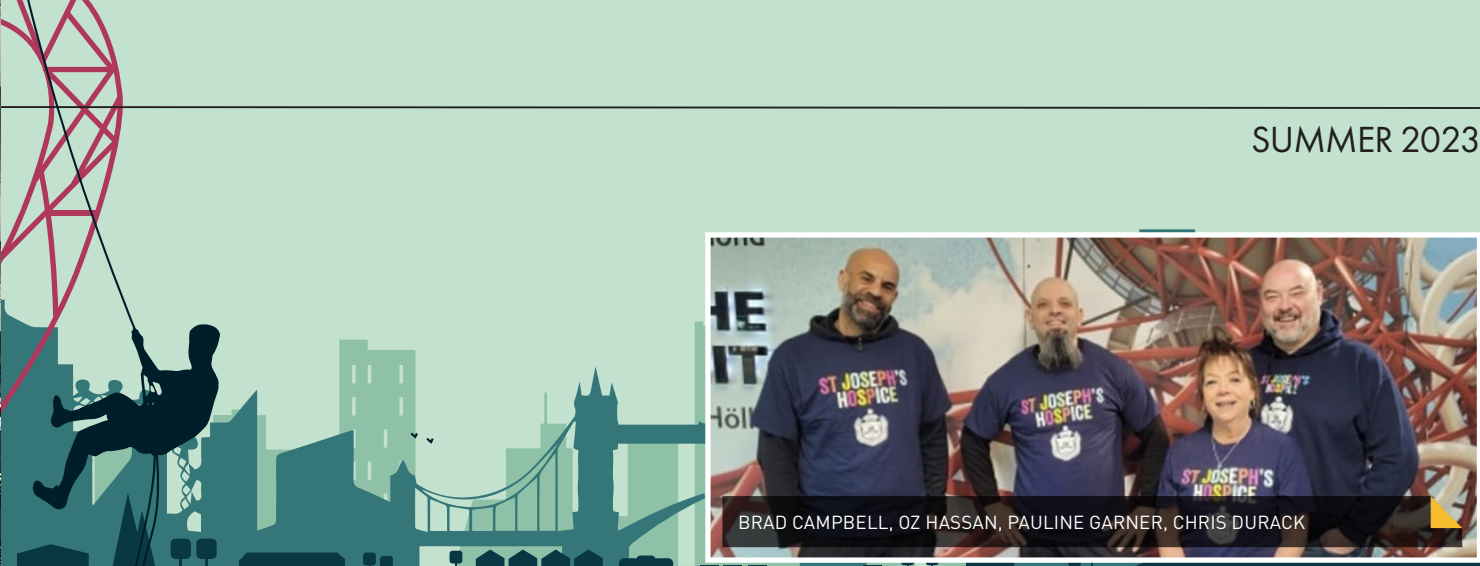
On Tuesday 2 May, we revealed a commemorative livery on LT511, a Stockwell-based New Routemaster, in celebration of the historic Coronation.

On the following Thursday, this vehicle joined a select number of other London buses for a one-off Transport for London photocall in and around Parliament Square/ Westminster Bridge. One of the photos from this photocall, is featured as our front cover.

Andy Edwards, Go-Ahead London's Operations Director, said: "LT511 has been very well received by colleagues and they tell me passenger feedback has been equally positive. It continues to operate on Route 11, which passes Westminster Abbey, where the Coronation itself took place. A trip on the 11's is the perfect vantage point to see many historic buildings with a royal connection and to soak up the atmosphere in the UK's capital city at this special time."

“  
**Thank you for all displaying the best of London's buses in recent days, sometimes in challenging circumstances. Our capital city was the focus of world attention in the run up to, and during, the historic Coronation weekend and it is fair to say that the public transport network made a significant contribution to the overall success of the event by safely and professionally transporting millions of people.**

DAVID CUTTS  
MANAGING DIRECTOR



BRAD CAMPBELL, OZ HASSAN, PAULINE GARNER, CHRIS DURACK

# On top of the world

In late March, a Go-Ahead London team from the East displayed their bravery by abseiling the ArcelorMittal Orbit, in the Queen Elizabeth Olympic Park.

Silvertown driver Chris Durack approached Operating Manager Brad Campbell and asked if he could advertise that he and his partner would be taking part in the event to help raise money for St Joseph's Hospice. Brad Campbell agreed to assist and take part. General Manager Kastriot Gashi and Operating Manager Oz Hassan also joined the team in support of the cause.

On 25 March all team members successfully completed the abseil. Brad Campbell stated, "It is important to know that 2 members of our team had a fear of heights, so this was an enormous challenge for them both. We had around 3 months to prepare mentally and although the rain held off it was a very windy day.

Around 20 people showed up to watch the event which included family, friends and work colleagues. We were all quite upbeat prior to standing on the platform at the top of the Orbit, however, when it was your turn to descend, the smiles we all had quickly turned into more serious and focused expressions. Leaning back off the platform knowing there was an 80m drop right behind you, for me was a thrilling experience. As a team, we have raised over £1,200 for a worthy cause, thank you to all those who sponsored us."

Chris Durack, said "I have a fear of heights, however, I wanted to take part in this challenge as St Joseph's Hospice has been an important part of my life. It was a fantastic day, and the beer afterwards has never tasted so satisfying. I wanted to say a big thank you to everyone who supported us and am looking forward to the next challenge".



KASTRIOT GASHI  
GENERAL MANAGER



OZ HASSAN  
OPERATING MANAGER



# Transport Friendly Society

This is a feature article from the Transport Friendly Society (TFS), one of the membership schemes that you can choose to belong to as a transport professional.

**No one likes to think about illness or accidents. Sadly, they can affect any one of us and significantly reduce our earnings. What happens then, when the bills keep coming in?**

This is where TFS comes in. Coping with illness can be a stressful time and having regular money coming in, can give you some much-needed peace of mind. You can get tax-free sickness cover, which will supplement your Statutory or Go-Ahead sick pay, when you are off sick from work for more than seven days.

## About the Plan

You get to choose your sickness benefit - from £70 to £175 per week. You can pay through your wages and their lowest sickness cover starts from just £1.55 per week. You can also rest assured that once your plan starts, the price will never change for as long as you keep your plan.

After 12 months of being a member, you will also become eligible for discretionary benefits which allows you to claim up to £400 per year in dental, optical and osteopathy benefits.

## About TFS

TFS is a mutual organisation, which means they have no shareholders, and have been supporting their members for around 140 years. This is just what they did throughout the pandemic - having accepted 99% of COVID-19 related claims.

Apply today with promo code "GoAhead2023" to get a £25 Amazon.co.uk Gift Card after 3 months\*

Offer ends 31 July 2023  
\*Terms and Conditions apply

Go to [www.tfs.uk.com](http://www.tfs.uk.com) to find out more.

# TREK 26

**On Saturday 3 June, a team from our Finance Department walked 26 miles in London as part of Trek 26 for the Alzheimer's Society.**

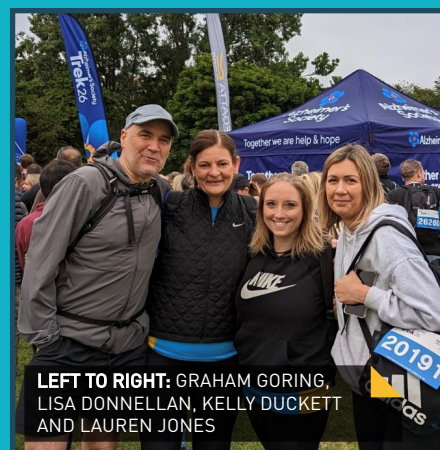
To assist the team in reaching their sponsorship target they also organised a cake sale. This took place Tuesday 23 May at Head Office. Look at the lovely homemade cakes and cookies.

From the moment someone starts worrying about their symptoms, the Alzheimer's

Society can be there for them. By fundraising for this charity, it means that people don't have to face this condition alone, and that together, we can build a better tomorrow for everyone affected by dementia.

The Go-Ahead London and Bidvest Noonan Social Value Fund sponsored the team. For more information on the Social Value Fund, please visit: [shorturl.at/vBDT5](http://shorturl.at/vBDT5)

The team has raised £4,534 so far. Well done for all your efforts.



LEFT TO RIGHT: GRAHAM GORING, LISA DONNELLAN, KELLY DUCKETT AND LAUREN JONES

You can still **donate** to the JustGiving page by visiting: [bit.ly/30hVYmj](http://bit.ly/30hVYmj)

# Refer a Friend AND EARN UP TO £1,000!

Go Ahead London  
BEING CAN-DO

**The Academy have been holding a number of roadshows to promote the Refer A Friend Incentive Scheme.**

Refer a friend to Go-Ahead London as a bus driver and get up to a £1,000 bonus with payments made automatically.

Scan the QR code, or the visit The Hub for more details and get referring to get rewarded!

Referral cards can be obtained from your garage. Fill out your name and garage on the reverse and hand them to

friends, family and people you know to encourage them to work as a driver for London's most successful bus company and get rewarded at the same time. Your referral can also complete their application directly at [www.goaheadlondon.com/careers](http://www.goaheadlondon.com/careers)



LEFT TO RIGHT: AHAD MIAH, APPRENTICESHIP ASSESSOR AND MICHAEL QUINDE GARCIA, DRIVER

This is a feature article from the Transport Benevolent Fund (TBF), one of the membership schemes that you can choose to belong to as a transport professional.



**1923 TO 2023: ONE HUNDRED YEARS OF SUPPORT FOR PUBLIC TRANSPORT WORKERS DURING TIMES OF NEED.**

TBF offers a wide range of health, welfare and financial benefits to support members during times of need, hardship and distress for less than 20p per day.

**£1.25 a week** covers you, your live-in partner and dependent children.



Join online today  
[www.tbf.org.uk](http://www.tbf.org.uk)

Reg. charity: England & Wales, 1160901, Scotland SC047016





# PUT A LITTLE **SPRING** IN YOUR STEP



**This year's spring Pre-Promotion Course was held at The Academy in Camberwell. This 7-week course was held on Tuesday evenings, outside of normal working hours.**

For the Spring course, there were 60 applicants for 24 places. The course is designed especially for drivers who are keen to develop and have not yet covered another role in the business. It does not guarantee a promotion but gives the opportunity for drivers attending to hear about different roles and

consider which path may be the best.

Presentations are given on topics ranging from Scheduling, Service Control, Engineering, HR, Communications, Interpersonal Skills, Safety and Operations. David Cutts, Managing Director, launches and closes each course.

Following on from the end of course assessments, the winner of the Spring Pre-Promotion Course was James Bridle from Bexleyheath, who earned a secondment in a role of his choice. James decided to

try the role of Senior Garage Administrator which he is currently undertaking at his home garage. James said he chose that role 'as he felt that it would give him the most opportunity to learn more about the way the garage and company runs.'

If you are thinking about applying for the next course, please keep a look out on The Hub and digital screens. Please ask a member of your management team if you need further information. The details of the Autumn course will be coming out in August, with the course scheduled to start on 31 October 2023.

# THANKS FOR EVERYTHING COLIN!

**After a long and distinguished career, Colin Farrant retired at the beginning of June 2023.**

A widely respected colleague, Colin is one of a small group of people to have worked for both London's green (country) and red (central) bus companies during a period of unprecedented change.

Colin's career started in 1975 when he joined London

Country Bus Services. During a 14-year period he gained a series of promotions, prior to joining London General, then a London Buses subsidiary, in 1989 as its Marketing Manager.

In 1995, after red bus privatisation, Colin was appointed Commercial Operations Manager, laying the foundations for his stewardship of what has become a highly regarded and profitable business unit.

In the intervening 28-years, Colin's professionalism has attracted a host of new customers, several of whom are high profile and prestigious. In the process, he has ensured the company's reach extends well beyond its traditional operating area.

Colin has made a significant contribution to Go-Ahead London's success and we wish him a long and happy retirement.

# INCLUSIVE BUS TRAVEL

**Wayne Martin, driver at Peckham, recently received a commendation for his actions whilst driving the Route 197. He managed to fit a mobility scooter and two buggies within the wheelchair area and a customer stated he did so 'with great care and good humour'.**

This story reached the attention of Louise Cheeseman, Director of Bus, Transport for London. Wayne was therefore presented with a gift by Assistant Operating Manager Michael Zah. Wayne stated that "it's all part of the service". Thank you Wayne.

Thank you to all drivers who understand the importance of older and disabled passengers using the bus as an accessible way to travel in London. Bus travel is for everyone.



WAYNE MARTIN PRESENTED WITH A GIFT BY ASSISTANT OPERATING MANAGER MICHAEL ZAH.

SUMMER 2023

# Great Days Out



**We are pleased to reveal details of our ever popular 'Great Days Out' programme for 2023. All your favourite Summer destinations are just a bus ride away at a value for money price.**

Further details, including how to pre-book online, can be found via the Great Days Out page on our website [goaheadlondon.com](http://goaheadlondon.com). We look forward to welcoming you soon.

- Route 771 Chichester and West Wittering - 5 Aug
- Route 773 Canterbury, Margate, Broadstairs and Ramsgate - 6 and 20 Aug
- Route 774 Brighton and Worthing - 13 Aug
- Route 775 Brighton, Drusillas Park and Eastbourne - 28 May, 23 Jul and 27 Aug
- Route X775 Eastbourne Only (Airshow) - 13 Aug
- Route 777 Hastings and St Leonards-on-sea - 6 Aug



# 35 years and counting!



**A**fter thirty-five years of service, Tony Bull recently received his Long Service Award from Andy Edwards, Operations Director. Tony joined in 1988 as a bus driver at Sutton Garage, becoming a Senior Traffic Clerk in 1989. In 1997, Tony became the Commercial Operations Manager working on Private Hire and Rail Replacement.

Tony is currently working in the Commercial Rail Department. He has contributed a great deal to Go-Ahead London and is familiar to many. Commercial Manager Philip Seago said "I congratulate Tony on making it to 35 years. Always willing to go the extra mile and a good personal friend." Well done Tony!



# Clayton Powell hangs up his hi-vis



LEFT TO RIGHT: GRAHAM JOHNSON, CLAYTON POWELL, HEMA RUSSELL, GARY SMITH

**A**fter thirty-three years of service, Driver, Clayton Powell has decided that it's time to hang up his Go-Ahead London hi-vis. Clayton joined us at Waterloo Garage, when the garage was used as a turning circle. He has experienced one of the biggest diesel to electric vehicle transitions whilst at Waterloo.

Clayton's dedication and commitment to ensuring safe and reliable transportation for countless passengers over the years has been truly remarkable. He is a popular member of the team and his legacy will live on in the countless lives he has touched and the memories he has helped to create. We wish him all the best for the future.



# CHEERS TO 47 YEARS!

**E**arlier this month, BusTalk sat down with Robert Hollier, known as Bob, who retired after a 47-year service with Go-Ahead London. Bob started out on RT buses and drove the popular Route 12 bus, which runs out of Camberwell Garage. Prior to joining the bus industry, Bob was in the RAF, he then joined the police for 18 months, before realising that it wasn't for him. Having always loved motor vehicles, Bob decided to join the buses back in the late seventies and has not looked back since.

Bob's family came up for the day. They said "It was nice for us to see where Bob worked and how happy he was at Camberwell. We are all very grateful for the team's support, especially Derek Barker, Mark Alleyne, and Rob Johnson". Derek Barker, General Manager states that "Bob has been a model employee receiving many commendations over the years for being so kind and friendly to his regular passengers and tourists visiting London." All the best Bob!

DEREK BARKER, GENERAL MANAGER, BOB HOLLIER AND EMMA TOOZE, OPERATING MANAGER



Camberwell Garage put on a spread to wish Bob well in his retirement, he said "I wish to spend more time with my family, as I will be relocating to Sittingbourne, in Kent. I also look forward to going to the local Wetherspools." He expressed how proud he felt to drive an iconic bus such as Route 12 and wearing full uniform. He will miss the team, who would always greet him when he came into work. Bob stated "knowing that I helped people to get to where they wanted to go and in safe manner was always the most rewarding part of the job for me."



BOB PICTURED WITH FAMILY DURING CELEBRATIONS AT CAMBERWELL GARAGE



# A piece of history

Jayne Allen awarded Freedom of the City of London

**Congratulations to long serving New Cross driver Jayne Allen for being awarded Freedom of the City of London. Jayne, a regular on the busy Routes 36 and 171, was nominated as she lives in the City and has been serving the community in her current role since 2008.**

Freedom of the City of London is believed to have started in 1237 and was, in those days, an essential requirement for all who wished to conduct business in the Square Mile. Although most of the practical reasons for obtaining it have disappeared it remains a unique part of London's history. The Freedom ceremony takes place at Guildhall, where Jayne was presented with a parchment document beautifully inscribed by a calligrapher.

Graham Johnson, General Manager stated: "Jayne's highly regarded by her passengers and colleagues. All of us at Go-Ahead London are delighted she's received this richly deserved accolade. Well done Jayne."

Originally a tram depot, New Cross opened in 1906 and it was the capital's second largest such building (Holloway was slightly bigger). On 5 July 1952, trams were withdrawn in London (they returned in 2000) and the site was converted to motor bus operations with a 300-vehicle capacity, believed to be the capital's biggest. Today the garage is home to 12 services, many of which operate 24 hours a day.



**JAYNE ALLEN**  
DRIVER



## DIAMOND in the rough

**Karl Diamond, driver from Orpington Garage, joined us at Go-Ahead London in October 2021. Since then, Karl has made a difference to so many customers, receiving many commendations and has also saved a life!**

Earlier this year, Karl was proceeding normally along Shortlands Road on Route 358 when he was approached by a female passenger in distress, who informed him that her friend had just passed out. Karl,

without delay, stopped the bus, remained calm and immediately requested an ambulance via NMCC Code Red. A customer stated he "did such an amazing job at keeping her safe and warm whilst dealing with her fitting. He used his own jacket to keep her warm. Thank you!" and another said "he didn't have to do anything, but if it wasn't for him the young girl probably wouldn't have been here."

**KARL DIAMOND**  
DRIVER



**"Karl is a credit to London Buses and Go-Ahead London."**

**ROBERT CONEDERA**  
OPERATING MANAGER

## A new lease of life

Go-Ahead London  
**ADAPTABLE**

Over many years Steve Timms, Operating Manager at Luton, has overseen the transfer of millions of people from the Parkway Station to Luton Airport with the hugely successful 24/7 shuttle bus service. This has been down to the commitment of Steve and his team. With the introduction of the DART fixed link service earlier this year, the bus service was declared redundant. However, rather than closing the facility, the Base will have a new lease of life being dedicated to Rail Replacement operations.

Steve Timms said "Since July last year, as well as running the Shuttle buses we have also covered 750 duties for the Commercial Department on rail replacement services which represents 4% of the total coverage. I am hoping we can dramatically increase this number in the coming weeks and months with the staff I have dedicated to covering rail."

New premises have been sought for the new operation based in Leighton Buzzard.

Steve added, "This new location is ideal as it gives

easy access to the M1 and allows us to operate an extensive coverage footprint to the north and south. We can cover services as far north as Peterborough, Cambridge and King's Lynn, and south to London, where we can assist not only with rail but Commercial events as well".

Primarily targeted at GTR rail work, Steve and the Commercial Planning Team will also be looking to cover work for other rail replacement providers towards the east and west of the area.



# ROLL ON ROUTE 93

We are delighted to share images of more e-buses entering service, this time from Sutton Garage on Route 93 (Putney to North Cheam).

Go-Ahead London's Engineering Director, Richard Harrington commented: "This is the culmination of a year's planning and dedicated hard work, during which time a near 100-year-old building has been re-equipped. As a result, Sutton is now home to a brand-new fleet of electric buses delivering truly clean public transport. My thanks to all who have made this happen, especially the local garage team, colleagues from the Zero-Emission Centre of Excellence I lead, Transport for London, our supply chain and the local authority."

Look out for more e-bus developments from Go-Ahead London over the coming months.



LINE-UP OF NEW ROUTE 93 E-BUSES

## WHY DID THE TORTOISE CROSS THE ROAD?

### To get on the bus of course!

Gladstone Walker, driver at Croydon Garage, was happily driving along on the Route 434 near Hazeldene Court when he spotted something up ahead moving in the road. Gladstone stopped the bus where safe to do so and went outside to see what it was. Gladstone found that it was a tortoise, so he carried the tortoise back on to the bus.

A passenger had more experience with tortoises, so took over care for the tortoise and both managed to track down the owner on social media.

The owner contacted us to thank Gladstone as the tortoise had been missing for 8 months and they "are very happy to be reunited with her." They went on to say that Gladstone and the passenger "saved her life and prevented her from being run over".

Gladstone said "he was happy to be of assistance".

Well done Gladstone for looking at the road ahead and assisting this family have their pet back home.

Gladstone is retiring soon. What a lovely way to sign off a great career in buses.

# METROBUS

## is turning 40!

**Our Metrobus operation is 40 this year and we are pleased to announce a garage open day at Orpington on Saturday 23 September 2023 between 1000 to 1600.**

David Cutts, Managing Director, said: "In celebrating its distinguished past, we also look forward to a bright future that includes innovative electric buses on Route 358. We know from experience these events are very popular, as was the case at Orpington in 2013 when Metrobus celebrated its 30th anniversary."

The Irizar ie tram is destined for service on the Route 358 (Crystal Palace to Orpington). With the appearance of a tram, this 100 per cent Zero-Emission (ZE) bus has numerous safety features and delivers a large capacity via a stylish design.

As the capital's largest, most experienced and innovative electric bus company, we are in the process of introducing around 300 ZE vehicles during 2023 and have recently electrified our 99-year-old Sutton Garage.



Metrobus was effectively born on 24 September 1983, with buses initially adopting a blue and yellow livery. The company secured its first London Regional Transport bus contracts in 1986, for Routes 61 and 361, using 13 ex-London Transport Daimler Fleetlines.

## Happy retirement Phil!

**After being part of Go-Ahead London for nearly fourteen years, Phil Seago has chosen to take early retirement. Phil has forty-five years of experience in the transport industry, even launching his own Minibus Service with another partner in Great Yarmouth, which was later sold to FirstGroup.**

Phil joined the company as a Base Manager at Waterloo

in 2009, moving to assist the Commercial Department in December 2011. Seven years later, Phil was appointed as Commercial Manager in 2018 and he has been an important part of the department's success. Phil's last day with us was 25 May 2023. We wish him a happy and well deserved retirement.

Tom Parkin will assume responsibility for all aspects of the Commercial Department's

output, such as established contracts, railway replacement services and private hires. He will additionally lead on potential new business opportunities. Tom joined Go-Ahead London in 2019 as Commercial Compliance and Development Manager from Brighton and Hove Buses, where he held various operational roles during a six-year period. I know you will join me in congratulating him on this promotion.



# EID MUBARAK

Many colleagues across Go-Ahead London celebrated Eid on Friday 21 April this year. More commonly known as Eid al-Fitr, which means 'feast of breaking the fast', it marks the end of the holy month of Ramadan for Muslims around the world.

Many people enjoy large meals with family and friends. Decorations were displayed at Henley Road, River Road and Silvertown Garages.

Brad Campbell, Operating Manager, arranged the decorations at these garages. He said "To acknowledge and celebrate Eid is to acknowledge and celebrate our diverse workforce. Most of our drivers would have liked to have been home celebrating with friends and family during Eid. It was important to create a festive vibe within the garage".



Celebrations for Eid al-Adha which means 'feast of the sacrifice', will be taking place very soon. To all of those marking the occasion, Eid Mubarak.

## THE BUS LIFE

Sylvia Spencer, Mentor at Stockwell, is a dab hand at giving tours of the garage. Sylvia does this regularly as part of the induction walkarounds and also for events, such as last year's open day.



Recently, Sylvia said she had shown the garage to someone who is the biggest enthusiast about buses that she has ever met. She explains how she felt when taking Mikha Parmar-Wilkins for a tour: "Mikha is a brilliant young 14-year-old with an amazing knowledge and passion for buses. He certainly knows so much about buses and appreciated the opportunity to visit. I was touched by his gift that he drew for me".

**'Brilliant young'** bus enthusiast gets dream tour of Stockwell Garage

Mikha said "I've always loved buses forever. I always spend my time on them. If I'm not travelling on them, I'm playing a bus game or watching a bus related show. When I found out I could go into the bus garage and take photos, I was over the moon. It's been such a great experience to be able to do something like this. I thank all the management at Go-Ahead London for making this happen."

We are pleased you enjoyed your time Mikha, and we hope to see you here working "on the buses" in the future.

## WE LIKE TO... BREATH IT BREATH IT

Go-Ahead-London  
**FORWARD  
LOOKING**

We were honoured to host Nik Nazmi Nik Ahmad, the Malaysian Minister of Natural Resources, Environment and Climate Change on Thursday 18 May.

As the capital's most experienced, innovative, and largest Zero-Emission bus company, we are working with the Mayor of London, Transport for London and our supply chain partners to improve air quality.

The Minister and his officials took time from their busy schedule to visit our Northumberland Park Garage to see how we are decarbonising London's iconic red bus fleet.





# Route changes

The end of April was a busy time for route changes.

## WATERLOO

We bid a fond farewell to Waterloo-based Routes 507 and 521, following Transport for London's review of the bus network last year. In 2016, both services were the first in the capital to fully convert to e-buses at what has since become a globally recognised location for electric vehicles.

Their departure has been filled by moving Route 214 (Finsbury Square to Highgate) from Northumberland Park Garage, where it joins the 153, which itself moved to Waterloo in 2021. Both services continue to use electric buses.

## STOCKWELL

The iconic Route 11 also changed the route to run between Fulham Broadway and Waterloo via Westminster Bridge.

## HENLEY ROAD AND RIVER ROAD

Additionally, two East London services transferred to us, following recent tender wins. Routes 366 (Beckton to Redbridge) and 368 (Barking to Chadwell Heath) are welcome additions to the Go-Ahead London family and we warmly embrace some new colleagues who have joined us. As always, the company will work hard to repay the faith placed in it by delivering high quality public transport for local users.

Commenting on recent developments, David Cutts, Go-Ahead London's Managing Director stated: "Along with the Mayor, Transport for London and our supply chain, we are making buses ever more attractive, with record numbers of Zero-Emission vehicles entering service. A big thank you to the many people involved in seamlessly delivering the latest set of service changes and fleet upgrades, especially garage colleagues working on the frontline."



HEMA RUSSELL AND TAIN CHARLES, DRIVER OF THE FIRST NIGHT BUS



ROUTE 366 LEAVING HENLEY ROAD GARAGE



NEW DESTINATION ON ROUTE 11 BLIND



RYAN BEAUMONT, MENTOR PICTURED WITH THE FIRST 368 BUS TO LEAVE RIVER ROAD GARAGE

# WOMEN'S

# RECRUITMENT DAY



We are delighted to share images from our recent recruitment day at The Academy. We welcome all applicants, but this particular event was designed to highlight the job options available to women as we are committed to improving gender balance. As a result, potential new applicants heard from a number of inspirational females, including Caroline Welch, Apprenticeship Manager.

Caroline's journey brings alive the opportunities open to women at Go-Ahead London. Caroline originally joined us in 2006 as a driver at Camberwell Garage and within a couple of years was a Driving Instructor, one of just three females at the time in a group of around 50

training professionals. From there, Caroline was promoted to Senior Driving Instructor in 2015 and her current position evolved as part of a company review into how we recruit and train our people during 2018. Further recognition of Caroline's incredible career came in 2021, when she collected the 'Industry Champion' accolade at the Everywoman in Transport awards.

David Cutts, Go-Ahead London's Managing Director, said: "Well done to all at The Academy for a motivational day. We have successfully increased the number of women working for us in recent years, but there is always more to do. I am greatly encouraged by the numbers who visited

us today and I am looking forward to welcoming more women into the Go-Ahead London family in due course."

If you would like to join our Go-Ahead London team, please visit: <https://www.goaheadlondon.com/careers>

On 27 June, there will be a launch event of Go-Ahead women. This new network will be a space for everyone at Go-Ahead - regardless of gender or job role. To create an environment where women can thrive in their roles, we need to hear the voices of all our colleagues. Please look out for more details on The Hub.



CAROLINE WELCH PRESENTING AT THE WOMEN'S RECRUITMENT DAY



LEFT TO RIGHT: ROXANNA BEDUCI, CHRISTINE IMADE, SYLVIA SPENCER AND KOLI BEGUM



SHANTELE SWINGER PRESENTING AT THE WOMEN'S RECRUITMENT DAY



Thank you for reading our Summer 2023 issue.

*The Communications Team*

---

*If you would like to provide  
feedback or suggest an article for the  
**Autumn 2023** issue please email:*

**bustalk@goaheadlondon.com**

