

BUS**Talk**

Go Ahead-London

ISSUE 55 - DECEMBER 2018



**TOP BCES SCORES
AT STOCKWELL!**

**THE ANNUAL LONG
SERVICE AWARDS**

**2018 RISK
COMPETITION**
NORTHUMBERLAND PARK CELEBRATE!

**A CHRISTMAS MESSAGE
FROM JOHN TRAYNER**

A CHRISTMAS MESSAGE

from John



As 2018 comes to an end, it is time to reflect and look forward with confidence to the New Year.

Recent events, especially at Orpington, demonstrate how many dedicated people work for the company. This unforeseen incident resulted in actions above and beyond the call of duty and I would like to take this opportunity to again thank all colleagues for their efforts during this difficult time.

Brexit, congestion, falling passenger numbers, limited road space, mini specifications, proposed network changes, terror threats, a squeeze on Transport for London (TfL) funding and unplanned roadworks are some of the many issues we face while safely, reliably and diligently transporting passengers around the capital. This can only be achieved through teamwork and dedication, so I do not apologise for again thanking every one of you for contributing to our ongoing success.

The last 12 months have clearly been challenging and busy, but equally very rewarding. Route 51 has just commenced from Orpington with new buses and we end the year having secured Route 208 from Stagecoach, who operated it for decades. In fact we close the year with a slightly higher Peak Vehicle Requirement (PVR) than when we started it, which is an impressive feat in a very competitive market.

2018 was also the year in which Putney driver David Allison, AKA Mr Fist Bump/London's coolest bus driver, went viral with his calm and reassuring demeanour when he prevented an accident between a motorcyclist and a pedestrian in Piccadilly. As David humbly said at the time, he was behaving in a way most bus drivers do.

Other 2018 highlights include the official opening of Morden Wharf Garage in March, the introduction of London's first Euro Six hybrid tri-axle in November (on Route 12 from Camberwell), superb ideas from all locations as part of the 16th annual Risk Safety competition, the long service awards dinner, an 80 per cent, and growing, sign up to the Safety Pledge and a record breaking number of participants for this year's pre-promotion course. Proof, were it needed, that we are in good health and remain TfL's partner of choice because we are great at what we do.

Improving London's air quality remains a key concern for the Mayor and although our electric buses are now established features of life at Camberwell, Northumberland Park and Waterloo, they continue to attract worldwide interest and we have been influential in the vehicle design. TfL now require all single-deck route tender bids to include a zero-emission option and as the industry transitions away from diesel over the coming years, our expertise in this area should prove beneficial. More immediately, another of our recent tender successes, Route 214, will run with new electric buses next year when we take over the service.

2019 will present opportunities, especially in the Bexleyheath and Northumberland Park areas, and we are committed to both locations, supported by attractive tender bids designed to fully populate all garages.

2019 will additionally be the first full year for driver apprenticeships, which will ensure new entrants joining our industry do so in an even more thoughtful way than before, with ongoing education at the heart of their employment. I very much welcome this and am proud we have chosen to do what no other operator has so far. Learning is a lifelong experience and driver apprenticeships will raise the professional bar still further.

As the London skyline demonstrates, growth is taking place all around us. In addition to the soon to be opened Elizabeth Line, we can look forward to the redevelopment of Barking Riverside over the coming years. This major project will undoubtedly result in additions to the public transport network and Go-Ahead London is well located to be a major part of them.

The festive season is effectively business as usual for us, but wherever you are and whatever you are doing, I would like to wish you a very Happy Christmas and best wishes for 2019.

John

Managing Director



DES FARTHING (3RD FROM LEFT)

'227 KEEPS ON ROLLING'

Policy Development Manager Des Farthing, based at **HEAD OFFICE** lived in Beckenham for a long time. The 227 (which transfers to Go-Ahead London in June 2019) used to pass the end of his road and he even remembers it as a crew operated AEC! He recalls...

"In the early 1960's, my mother nursed at the Lennard Hospital which was close to Bromley bus garage. She told me that at the end of a night shift, she used to catch one of the early garage journeys to get home. She was normally the only passenger and she would often fall asleep on the bus. She remembered one occasion when she woke up to find the conductor laughing because the bus was on its third circuit around the "Regal"

roundabout at the bottom of Beckenham High Street, while the driver and conductor were seeing how long they could go before she woke up.

In the mid 1970's some friends of mine formed 'Tennis Shoes', a comedy pub rock band. They wrote a song about a man whose girlfriend left him by getting on a 227 bus. Unfortunately the lyrics were written before the route was cut back to Bromley North so the chorus is out of date. They rewrote it slightly: **'227 keeps on rolling, up and down the road... going back and forth. It used to go to Chislehurst but now it only goes as far as Bromley North.'** This version was never recorded but the earlier version was on their only single."



DEBORAH NICHOLAS
STOCKWELL

BILL CAMERON
STOCKWELL

Go-Ahead London
**OPEN AND
APPROACHABLE**

WHAT A BCES SCORE!

STOCKWELL Driver Debby Nicholas has worked for Go-Ahead London since 2005 and drives route 315 which she thoroughly enjoys. Her love of the route was recently proven as she received a BCES commendation with a score of 99%!

Debby can't recall who the assessor was on her bus, but she treats everyone how she would like to be treated. Whilst on duty, she was welcoming and actively engaging with passengers as they were boarding and was eager to help and gave clear answers.

"I know so many people since driving the 315. I am really proud to have achieved a score of **99%** and so are my friends and family," she exclaims.

Hannah Man, General Manager, Stockwell said: "Debby is a personality and she brings a level of friendliness to her customer experience. I am really pleased that she has been recognised."

Stockwell Driver Bill Cameron has worked at Go-Ahead London

for 10 years and drives the 155 and feels fantastic for achieving a **100%** BCES score.

He received this for volunteering to let a passenger know when they had arrived at the appropriate stop. He also used the PA in a clear and informative manner. Using the PA system does not always come easy to all drivers and Bill has the following advice for his fellow colleagues: "I would encourage other drivers to use the PA and not be shy; practice makes perfect."

Bill did not recognise the BCES assessor, as he gets asked questions on a frequent basis during his duties. "If I'm asked a question, I aim to answer it the best way possible - I also treat everyone with respect as that is what I typically receive in return," says Bill.

Speaking of his great achievement, Hannah Man said: "I am so pleased for Bill to receive this and show that 100% is a possibility. He literally couldn't do any better. Well done Bill."

WELL DONE MARY!

The Autumn Pre-Promotion Course ended on November 7 and we are pleased to announce that Mary Trantham from **CAMBERWELL** scored first place out of 25 participants.

Mary will now have the opportunity to shadow an area of the business for 3 months, and learn more about that specific department after returning from her trip to the USA. (See photo!)

Go-Ahead London's Pre-Promotion course is run twice a year for colleagues who wish to progress within the company. It does not guarantee a promotion but it is a step in the right direction.

The next course starts in Spring so look out for details via the employee portal on how to apply.

Go-Ahead London
**FORWARD
LOOKING**

MARY TRANTHAM
CAMBERWELL



LEFT TO RIGHT: HANNAH MAN, SOLOMON SMITH (CO-FOUNDER OF BRIXTON SOUP KITCHEN), MAHDI HASSAN, JOHN TRAYNER, SHELDON MALCOLM, HEMA RUSSELL AND PIERRE LANSIQUOT

We're helping the homeless.

On the evening of Wednesday 19 December 2018, Go-Ahead London will provide a bus from Stockwell garage to transport some colleagues to parts of London most affected by homelessness. We **urgently** need your help to provide those most vulnerable with clothing. **Have you got ANYTHING to donate?**

We are now accepting clean items of clothing, blankets, pillows, new underwear and socks, sleeping bags and toiletries.

Please give your bagged donations to your garage SGA or Manager. You can also contact **Hema Russell**, Operating Manager at Stockwell for further details. We will collect from all garages!
hema.russell@goaheadlondon.com

Thank you!



Win £50 worth of vouchers!

As it's the festive season, Go-Ahead London is giving away **£50 worth of vouchers** to the lucky winner of our Christmas **Spot the Difference** competition.

Simply zoom in and spot the **15 differences** between the two photos and send your answers to: **bustalk@galbuses.com** for photos and send your answers to: **bustalk@galbuses.com** for your chance to win. Some of the differences are very subtle! The winner will be announced in the next edition. You can also find a larger version of the photo on the Employee Portal.

Happy hunting and good luck!



TON 80!

Mickey Kelly is a driver at **PUTNEY** who regularly hit "180" until he found the real love of his life. Over to you Mickey!

'My destiny was to become a professional darts player. My passion for darts started when I was 16 years old when I accompanied my dad to the local pub. The game intrigued me so I started to play regularly.

Back in 1986, I took part in pub leagues and super leagues. I was very ambitious and determined at the time, so I practiced at home every day for at least four hours. Apparently, I was getting really good (so I was told) and

other super league players suggested I should give up my day job and consider taking up darts as a professional. During this time, I won a few singles and doubles titles, and managed to win some leagues. It was all going well, until I fell in love with my wife and darts was no longer that important...

Although I stopped playing in the league about 5 years ago, darts is still an important part of my life. I watch it on TV and I regularly attend live events. My favourite players are

Phil Taylor and Peter Wright. I often think that if I had taken it more seriously I would be famous by now!

I love the competitive side of this sport, as well as the fact that success is merely down to you. I wish Go-Ahead London had a darts league; I would happily take part in it and encourage other drivers join in too. Mr Trayner, when are you free to hear my pitch!'

GREENING SEES GREEN

Rt Hon Justine Greening, MP for Putney, Roehampton and Southfields visited **WATERLOO** on October 10 with Managing Director, John Trayner and Engineering Director, Richard Harrington.

The purpose of the visit was to gain an insight of the roles and responsibilities held by colleagues at the garage and learn about the recent conversion from diesel to electric buses. John Trayner also took the time to explain how London Bus tendering works and had further discussions relating to the innovation of new bus designs in the capital and how well we work with TfL to deliver ideas.

Following this, Miss Greening was invited to take a tour of the garage with John and Richard highlighting the infrastructure and buses. She was then transported along with her assistant to the Palace of Westminster by e-bus, so she could experience the technology for herself.

Speaking of the visit on her Twitter account, Miss Greening said: "Helpful visit today to the award-winning @Go_Ahead_London depot in Waterloo which now only houses low emission electric buses..."



WATERLOO GARAGE
RT HON JUSTINE GREENING MP



Go-Ahead London
FORWARD LOOKING

BODY TALK

Robert Mazur has been a bus driver at **WATERLOO** for the last 7 years. He drives both routes 507 and 521, and also helps out when it comes to covering Commercial duties. In this edition of Knowing Your Colleagues, Robert lets us know how he ended up on stage under the spotlight and getting a

huge round of applause.....we'll let Robert explain!

"A long time ago in Poland lived a young man aged around 16 or 17 who started power lifting. He stopped briefly to move from Poland to Glasgow, and now in London has started body building. That person is me!

I wanted to be a power lifter long term but due to injuries I had to stop. The type of exertion used in this sport can be extreme and injuries are common. My maximum bench press was 265 kilos and I lifted 250 kilos in competition. The average adult male weighs around 70 kg to put it into perspective!

I now train as a body builder about 4 to 5 times a week and competed in my first NAC Body Builders Competition in Manchester in November.

The atmosphere was amazing and it was great meeting so many people with the same interests in diet and exercise as me.

In my category, there were three other competitors. I love to compete and being on stage was an incredible experience. I had my ex gym training partner and colleague Marcus Blackford supporting me, along with my wife and 16-year-old son.

I trained very hard in preparation for this competition. The week leading up to it is the most important. I had to train extra hard, eat well and drink 8 to 10 litres of water a day; but it was all worth it. I was absolutely delighted and surprised to be announced as the winner in the Masters Class, 40 to 49 age group! This has motivated me to continue training and maybe one day compete in Mr Universe in Hamburg, Germany next year!"

Operating Manager James Barlow added "As a garage, we are all immensely proud of Roberts success. His dedication and hard work is an inspiration to us all, particularly as he fits this in around his work life brilliantly. I am considering getting him to help tow buses back to the garage and save on tow fees!"

ROBERT TRAINS AS A BODY BUILDER 4 TO 5 TIMES A WEEK



Knowing your Colleagues

MICKEY KELLY
PUTNEY

ROBERT MAZUR
WATERLOO

PASSENGER COMMENDATIONS

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

RA

JOSUE

USUKU'S delightful personality has put a smile on this route 507 passengers' face: "Very refreshing to have friendly and amusing banter with the driver - someone who obviously enjoys his job and is an asset to Transport for London."



NP

DEBRA RICKETTS

impressed two holiday makers from Brisbane, Australia with her knowledge of our capital city: "What a great experience and ambassador for Greater London and your bus service. Please thank this lady, it was a great start to our London experience. Thank you."

PL

A very appreciative route 39 passenger explains how **LISA FLUDDER's** accommodating and friendly nature made a difference: "What a lovely driver this lady was. When I asked her to lower the ramp for me, she was so kind and instantly made me feel comfortable. Please say a huge THANK YOU to her for providing such excellent service."



SW

Lost property! Everyone's worst nightmare and when found it's not always possible to pass on the gratitude...until now. This one's for **JOSE GAMA!** - "Thank you to the route 11 driver for helping me retrieve my purse at Victoria."

TUNDE WILLIAMS

clearly has the right approach as recognised by this route 108 passenger: "This driver made my morning - a great start to the day. Thank you so much!" Short and sweet - thanks for making a positive difference Tunde!

MG

BX

"NADIA BAKOUSE'S

smile and good nature earned her a commendation from a route B16 passenger who recalls: "She was very polite and had a smile on her face throughout the journey."



CHRISTOPHER EDWARD'S

great social skills and polite nature earned him a commendation from this very impressed customer: "I really must congratulate you and your company for employing such a polite, courteous and social bus driver on the route 320. He really made my day."



C

CHRISTINA BLANKSON-PETERS'

has been commended by one of her route X26 passengers. "This lady bus driver was so pleasant - she said 'good morning' to myself and all other customers boarding the bus. I was so amazed and impressed by this. Great job!"



Q

SHARON ROBINSON

really impressed a route 42 passenger who took the time to write the following kind words: "The driver is always smiling and her customer service is very good. She is always wearing her uniform and it is lovely to travel on her bus. She always waits for customers and lets them sit down before moving. She is a credit to the company."

SI

PETER

CAMPBELL has been commended for keeping passengers informed when the route was disrupted: "I would like to thank this driver for his excellent driving and for letting passengers know what was happening with the service."



RR

Being polite goes a long way as noted by this happy customer: "Your very nice route 15 bus driver said 'hello and thank you' when I boarded the bus. It makes such a nice change to have courtesy returned as I always say 'hello and thanks' to drivers whenever I board a bus." Well done to River Road's **CHRISTOPHER PINDER.**

STEPHEN

APPIAH has made a very big impression on this customer with his outstanding customer service and helpful, friendly nature: "He was considerate and polite to everybody who got on. We were so impressed with his exceptional service. This was undoubtedly the best employee we have ever encountered on a London bus and it was a pleasure to travel with him."



MEHMET

TANGO received this pleasing commendation from a route 63 passenger who observed his good customer service skills: "The driver was really friendly and helped an elderly couple - he let them know when they were at their stop and made sure they knew where to go to get their next bus. So lovely to see him go above and beyond with a smile. Please pass on my thanks."

PM



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

BEXLEY HEATH

PM

PECKHAM

C

CROYDON

SW

STOCKWELL

PL

WATERSIDEWAY

RR

RIVER ROAD

NX

NEWCROSS

SI

SILVERTOWN

AF

PUTNEY

AL

MERTON

NP

NORTHUMBERLAND PARK

Introduce a friend

AND EARN UP TO £600!

* Introduce a friend to Go-Ahead London and you could receive the following bonus:

Recommend a PCV holder

You will receive £600 bonus:

- £300 when they pass to garage (PTG)
- £300 on completion of probation

PCV holder will receive £2000 bonus:

- £1000 when they pass to garage
- £1000 on completion of probation

*Please visit the Employee Portal for conditions and full details.

Recommend a non PCV holder

You will receive £400 bonus:

- £200 when they pass to garage
- £200 on completion of probation

CALL OF DUTY 246!

In this edition of 'Appreciate a Mate', **MORDEN WHARF** driver Glenn Hatch praises his colleague Danny Poore who went out of his way at Queen Mary's on Saturday 6 October to deal with a very delicate situation.

"The 286 bus was on the stand and an elderly female passenger was very confused and frustrated; in fact she became quite tearful as she was unsure of how to get to Grove Park. It was also pouring down with rain which exacerbated the situation.

After searching for the route on his phone, Danny patiently explained which bus would get her closest to her destination. He then escorted her to the correct bus stop whilst holding her umbrella, as she had a walking stick. Together, they stood in the rain, and Danny continued to hold the umbrella over her until the Route 160 bus arrived. He then kindly explained to the driver where the lady wanted to go and where she needed to alight. The most kind-hearted part was when Danny offered the elderly lady his own hoodie to keep, as she appeared to look cold.

I phoned the controller and explained the situation. Unfortunately, there was no answer so I departed on Danny's time to maintain headway and he departed on mine.

I write this as I feel that Danny went above and beyond his call of duty on this day - this episode lasted over 20 minutes and he was a true gentleman and an outstanding representative of Go-Ahead London.

...Appreciate a mate

Go Ahead-London
WORKING AS ONE TEAM

"I write this as I feel that Danny went above and beyond his call of duty on this day ..."

GLENN HATCH
BUS DRIVER
MORDEN WHARF GARAGE

GLEN HATCH
MORDEN WHARF

DANNY POORE
MORDEN WHARF

WEST HILL INCIDENT

Yacine Iazzouguenea, a driver from **STOCKWELL** assisted a seriously injured child who was knocked down by a motorcyclist in West Hill. The incident was captured on CCTV.

Yacine takes the time to explain what happened as the event unfolded.

"I was driving a route 170 bus on West Hill towards Victoria at 13.00 on October 3, 2018. As I was crossing the junction by Ashcroft Academy, I saw a motorcyclist lose control and veer across the road in front of me; he collided into a wall. I realised that he had also collided into a schoolchild as I could see him laying motionless in the road; he appeared to be seriously injured.

I stopped the bus and assertively advised the schoolchildren who were trying to pick up their friend to leave him alone as it was in his best interest. I left my bus and told everybody to stand back. The headmaster from the academy was also present and assisted with my request.

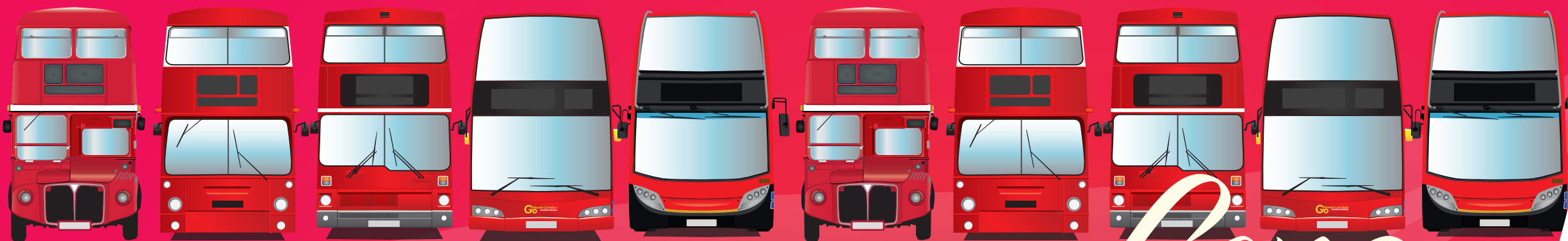
I noticed the injured child was unconscious and there was blood coming from his nose and mouth, so I put him in the recovery position. The emergency services were called whilst I stayed with him.

He soon regained consciousness but was extremely disorientated. Police and Paramedics arrived, closely followed by the Air Ambulance which landed in the grounds of the Academy.

A doctor thanked me for my assistance and the Headteacher shook my hand. The child was taken from the scene by ambulance."

Go Ahead-London
TAKING PERSONAL RESPONSIBILITY

YACCINE IAZZOUGUENEA
STOCKWELL



On 23 November, the company returned to the Royal Lancaster London, for the annual Long Service Dinner. It was a night, for recognising colleagues with 25, 30, 35 and 40 years' service.

Master of Ceremonies John Trayner, Managing Director, paid tribute to the hard work and loyalty of long serving colleagues. We

were delighted to once again have David Brown, Go-Ahead Group's Chief Executive as guest of honour. He presented engraved Dartington Crystal clocks and certificates to 59 colleagues. During the evening the tables were turned and John presented David with his own clock and certificate recognising his 35 years in the industry.

As well as those present to get their awards, there were 11 colleagues at the dinner with over 40 years' service. Special

acknowledgment was made to David Ludlow who is retiring on 14 December having completed 53 years and 6 months.

The guests enjoyed a three course meal and could stay the night at the hotel, which overlooks Hyde Park.

The evening was organised by Nita Patel, Assistant HR Manager and Valerie Clark, PA to the Directors.

Long Service

A W A R D S

25 YEARS
GABRIEL ABBOTT (Driver at Northumberland Park)
COLIN AGYEPONG (Driver at Stockwell)
JEAN AHNEN (Driver at Bexleyheath)
KERRY ALLDAY (Driver at Merton)
PATRICK BISSEMBA (Driver at New Cross)
THOMAS CARPENTER (Driver Instructor)
ARTHUR CHAPMAN (Driver at Putney)
MARIA COLLINS (Administrator at Camberwell)
DANIEL DODD (iBus Controller at Bexleyheath)
ROBERT DUNCAN (Driver at River Road)
ARIF DYER (Driver at Orpington)
CARL GADSBY (SGA at Sutton)
TERENCE MASON (Driving Instructor)
PAUL MCKENZIE (Team Leader at Training School)
ERTAN MEHMED (Driver at New Cross)
RICHARD O'CONNOR-CLOSE (Driver at Bexleyheath)
GRAHAM PEDDLE (Driver at New Cross)
VELAIYUTHAM RATHIKULAN (Driver at New Cross)
DONALD RICHARDS (Driver at New Cross)
LAWRENCE SIMON (iBus Controller at River Road)
SELIME SIRET (Driver at Peckham)
ANDREW TAYLOR (Driver at New Cross)
LENFORD TUGMAN (Driver at Peckham)
MICHAEL WAKELY (iBus Controller at Sutton)
MICHAEL WENTWORTH (Driving Instructor)
ROWLAND WILLIAMS (Driver at Merton)
THOMAS JONES (iBus Controller at Bexleyheath)

30 YEARS
DENNIS AUGUSTUS (Driver at Putney)
TONY BULL (Commercial)
ANDREW CURRELL (Driver at Bexleyheath)
PATRICK DONOHUE (Driver at Camberwell)
ANTHONY FEARON (Driver at Stockwell)
ROBERT FRANCIS (Driver at New Cross)
ERROL GORDON (SGA at New Cross)
JOHN HANBY (Engineering Manager at Sutton and Putney)
DARRELL HASTINGS (Management Accountant)
RAYMOND KERR (Traffic Regulator at Stockwell)
PAUL KERRIDGE (Engineer at Camberwell)
BRENDA LEE (SGA at Peckham)
BRIAN LODGE (Engineer at Camberwell)
JOHN PETTS (Payroll Supervisor at Head Office)
SANDRA POWELL (Administrator at Camberwell)
STEPHEN RUTTER (Driver at Merton)
PAUL SHARKEY (Driver at Bexleyheath)
ANGELINE VERRILLO (Road Manager)
TINA WRIGHT (SGA at Peckham)
BYRON CLARKE (Driver at Stockwell)

35 YEARS
MAXWELL BOYD (Driver at New Cross)
TONY RACKLEY (Engineer at New Cross)
ERIC DALE (Training Manager)
LEE FARROW (Workshop Manager)
GERARD FLEMING (Engineering Training Manager)
FREDERICK MARTIN (Driver at New Cross)
WILLIAM TIDY (Driver at Camberwell)
DAVID BROWN (Chief Executive - Go-Ahead Group)

40 YEARS
ROBERT BULLOCK (Engineer at New Cross)
PAUL MCGRANE (Driver at Peckham)
THOMAS MONTEITH (Driver at Sutton)
THOMAS O'NEILL (Driver at New Cross)
GORDON SHURETY (Driver at Sutton)
KEITH SYKES (Engineer at Peckham)

Robert Duncan attended the Long Service Awards with his wife. He joined the bus industry on 2 August 1993 starting his career at Upton Park, and amongst other routes, drove the 115 which transferred to **RIVER ROAD**.

He reminisces on some of the changes in the bus industry such as always having a conductor, driving Routemaster's and even running to your own time. "Today there is so much more traffic compared to 1993!"

Speaking of his retirement, Robert added 'I now have plenty of time to rejuvenate my original 1960 Triumph motorcycle. I got married in China and I am hoping to visit my stepdaughter who we had to leave behind as she was deep into her university studies.'

Operating Manager John Canning said 'Robert has a great attitude to the job, his performance history is second to none and always receives safe driving awards. He is a great example for

the garage and the company. I wish him well in his retirement.'

Robert's advice for new drivers is: 'Take your time and don't rush. You're always learning on the job, even me after 25 years!'

ROBERT DUNCAN
WITH JOHN CANNING



A DAY IN THE LIFE OF...

Martin Miners!

Get featured in
BUSTalk
The biggest platform to shout and represent yourself and your garage. Call: 020 8545 7006 or email bustalk@galbuses.com



“Thank you all at Orpington for making this possible, we are ONE team!”
MARTIN MINERS
PERFORMANCE MANAGER
ORPINGTON



LEFT TO RIGHT: ANDREW BARNES, MARTIN MINERS, TERRY HAYNES AND MARK CASSIDY.

It all starts off with a bacon sarnie and then goes steadily downhill from there!! Nah, on a serious note, I arrive at work early and I like to spend time on the front gate with my controllers to get some feedback on how the run-out is going, primarily to see if we will have a full service. I find this helps in relationships between Operations, Engineering and Performance. However, I do like to mix it up and stay for the PM peak delays and give as much support to the late turn team where needed.

I then ask our Engineers for any spare buses so that we have the ability to cover any gaps in service where routes are struggling to meet the minimum standard, if necessary.

Back in the office I turn the PC on, make a cup of tea (everyone needs a cup of tea, right?) then start to go through any outstanding e-mails which may need a response. At

ORPINGTON, my office is located conveniently next door to the i-Bus room, so I can easily liaise with controllers (much to their joy!)

Once the AM peak delays have finished, I start to download data from the Hyperion reports, which tells us how the route is performing, and enables me to look at data on an hour to hour basis, showing me where we have failed and identify if I need to change the way we operate the route. Also by downloading the Hyperion reports, I am able to see our performance for the current TfL period, and to see where we can make improvements to service control. I will also take this opportunity to deal with any requests from my control team such as holiday or shift changes, or have a general catch up which is always a nice part of the day.

My focus at present (early November) is on the new 51 and the R5/10 routes which we will begin to operate in December. I have managed route tests alongside Angeline Verrillo, our Roadside Performance Manager, and set up route learning programmes with all the mentors and controllers, so everyone will have a good understanding of the route and curtailments which I have put into place. I have also worked with our scheduling team based at Head Office to produce a schedule which will enhance our performance delivery.

I am now into my third year at Orpington and must say that I am still enjoying my role. Thank you all at Orpington for making this possible, we are ONE team!!

The job indeed comes with pressure and yes, there are ups and downs but I will always come back for more as I thoroughly enjoy the challenge.

SECURITY AND SAFETY

Go Ahead London
BEING CAN-DO



PIERRE LANSIQUOT
STOCKWELL

MICHAEL BROWN
STOCKWELL

Security and Terrorism Training has been taking place at all garages across Go-Ahead London since September 2018. Each garage has up to 4 mentors which lead the sessions.

At **STOCKWELL**, over 260 drivers have been trained so far and Mentor Michael Brown says: “Drivers come away from the exercise more knowledgeable, knowing that if they were to find themselves in an emergency situation, they would be prepared and more confident in how to deal with it.”

Michael continues: “The bus security briefing to date has been an interesting and challenging experience as team leader. In the briefings, I emphasise in getting the core message of security and safety in the driver's day to day environment. I feel that many drivers' awareness levels have become habitual rather than security aware; these briefings offer a refresher and additional information on what to do in a security alert. If each driver takes one thing away when he or she leaves, I feel it has been a success.”

Mentor Pierre Lansiquot has noticed that the course has got the whole garage talking about security. “The Security and Terrorism Training course has been very beneficial and insightful for all drivers who have attended so far. Some had reservations before attending but after completing it, they were very thankful for the helpful information they attained. Overall it is a really brilliant course and I'm happy to be part of the delivery.”

SCOUT AND ABOUT

We learnt how to pitch and strike a tent, light camp fires, read a map and compass, and how to safely use knives and axes. I got so much out of scouting as a boy, that when my daughters joined the 1st Ditton Club Scout Group, I decided to give something back to scouting and volunteered as a leader, along with my wife Joanne, who is also a driver at Orpington.

We meet every Wednesday at our HQ when our shifts allow and so far this year we have taken our cubs camping at Buckmore Park and again to our district campsite at Seven Mile Lane.

My other hobby is Freemasonry.

I have been a Freemason for the last 12 years in a lodge in the Province of West Kent. We have 4 meetings a year. We try to give something back to our communities by raising money for charitable causes. Amongst these is our Scout group where my lodge has donated funds for us to replace our old oil drum BBQ with a modern gas powered one. We have been able to buy new sports equipment and bought every cub scout their own campfire blanket with their names embroidered onto them, all with funds donated by Freemasons.

For the future, we are trying to raise funds for six new 4-man tents for our Scout group so everybody at Orpington garage beware - I shall be walking around with a sponsor form!

Knowing your
Colleagues

Your story

I joined Go-Ahead London in September 2013 as a Bus Driver. At present, I am covering the Acting SGA (Senior Garage Administrator) role and have done this since March 2016 at Peckham. So far, I have found the experience to be challenging, enjoyable and interesting. Each day is different and comes with its own set of challenges.

I recall a memorable day in February 2018. As I am sure many of you will remember, we were experiencing severe weather conditions caused by heavy snowfall, which affected the smooth operation of some of our bus services.

On one occasion, we were advised to prepare for the worst, in relation to the amount of snow expected on the day. This inevitably affected the journeys of some colleagues travelling to work in Peckham so a plan was put into place, whereby I was allocated a standby duty, in case the duty SGA was unable to make it. As it happens, I was required to cover the SGA early turn on this day.

As well as the above, many bus driving/operating staff were unable to travel to work too, so I was heavily reliant on the help from my colleagues who were unaffected.

Due to the assistance I received, we were able to operate a full service, with minimal disruptions and no lost mileage.

I was extremely grateful to my colleagues, as we would not have been able to operate this level of service, without their kindness and help. For this I am most thankful.



MIGUEL DIAS
SUTTON HUB

CONTROLLER
OF THE MONTH

Miguel Dias
SUTTON

"I am honoured to have been selected as controller of the month. iBus has been an amazing experience and opportunity and I value the support of the iBus managers and my colleagues. They have helped me to become much more confident in my abilities and determined in my pursuits to achieve the best service possible for the public."

PM Umair Khan said, "Miguel has excellent communication skills, a calm attitude towards drivers, good knowledge of rules and procedures, and is always willing to go the extra mile. His focus and dedication is complimentary; he is a credit to the company."



MARCUS HAIG
STOCKWELL HUB

CONTROLLER
OF THE MONTH

Marcus Haig
STOCKWELL

"It was a great surprise being nominated controller of the month! I would like to say a big thank you to Ziggy and Takmil and the performance managers who believe in my abilities when working under pressure in one of the company's busiest hubs."

PM Meandad Matthew said: "Marcus has helped roadside on many occasions after his shifts. He also volunteers to take on extra routes on his screen in order to assist his colleagues."

JAMIE ANDERSON
PECKHAM



Go Ahead London
WORKING AS
ONE TEAM

PAUL'S TREBLE HAUL!

Go Ahead London
BUILDING
RELATIONSHIPS

Thursday 25 October saw the grand finale of the Bexleyheath Golf Society's year, held at the Championship Golf Course at Hever Castle. The day comprised of an 18 holes group Texas scramble, followed by an evening meal with presentations.

BEXLEYHEATH driver, Paul Sharkey led his team Gilbert Benedict, driver Morden Wharf; Tony Moffett, driver Bexleyheath and Lawrence Black, driver Bexleyheath, to victory on the day, securing 51 points.

2nd place with 48 points went to controller at Orpington, Paul Palmer's team which consisted of Marco Quickendens, driver Orpington and Steve Sharkey (guest of Paul Sharkey).

3rd place with 47 points went to the team of Bradley Faithfull, Area General Manager Service Performance South East and Croydon. His team included Bill Faulks, driver Bexleyheath and Isabelle Benedict (guest of Gilbert Benedict).

"It was a fantastic day and the perfect finish to what has been a great year for the Bexleyheath Golf Society, said Brad. "Everyone thanked Martin Miners, Performance Manager, Orpington, for the work he does to ensure the society days continue to be as much fun as they always are."

When the presentations began, Paul Sharkey won the Bexleyheath Golf Society Stableford League Table by securing the most points scored across the 8 venues played throughout the year, narrowly beating guest George Parker by just a single point.

This was a fantastic season end for Paul Sharkey as he completed his treble trophy haul for the season, having previously secured victory as the Bexleyheath Garage Fishing Society's champion earlier this year, again coming top across 8 venues fished throughout the year. Bexleyheath garages' Pool Champion also finished top in a 16-player knockout for the Colin Welch Memorial Shield.

Paul said, "I knew it was going to be close and every point counted as I was determined to get the treble and am so pleased to have done this."



PAUL SHARKEY
BEXLEYHEATH



JASON RAVEN
ORPINGTON

CHARLIE BOARD
ORPINGTON

Go Ahead London
BUILDING
RELATIONSHIPS

A GREAT WINNER

Jason Raven and Charlie Board are both drivers at **ORPINGTON** and have been in the industry for 3 years and 12 years respectively. They both have a passion for golf and enjoy the game in their spare time as it is both 'good fun and good exercise'.

Whilst discussing their days out around the course with other colleagues, they realised that many others had the same interest so they created a 'WhatsApp' group for drivers interested in getting together for a game.

The group chat ended up with 32 participants and the feedback from everyone was great so Charlie and Jason got their heads together and decided to create monthly events where possible. Anyone with any ability in the garage is welcome. This is a good way to bring drivers closer together away from the work environment, doing what they enjoy and getting some good exercise with new and old friends.

On Friday 5 October they both organised a golfing competition at Cray Valley Golf Centre, Orpington, Kent and 19 colleagues took part. Fortunately, the weather was sunny and clear all day. Elements of the competition included 'longest drive' and 'nearest to the pin.'

Competition winners were:
Nearest the pin: Jason Raven (driver) and Michael Harrison (driver).
Longest drive: Christopher Norman (driver).

Winner of the overall competition was driver, Mark Foley who said: "What a fantastic day with great weather, great company and a great winner! Cheers!"

Jason and Charlie have already organised another competition which is taking place on 7 December at Pedham Place Golf Centre. Plans are in place to have a competition every other month to keep everybody interested.

Anyone at Orpington garage who wishes to join in, please contact Jason Raven or Charlie Board.

What a fantastic day
with great weather, great
company and a great winner!

MARK FOLEY
DRIVER
ORPINGTON



WELL DONE EVERYONE!

STAY SAFE

Speed Time Attitude Yourself Secure Awareness Focus Equipment



The 2018 Risk Competition awards dinner took place on 13 November at The Vincent Rooms in London's SW1.

This year's theme was based around Go-Ahead London's 8 Stay Safe pledges and garages, including the Training School were tasked with developing a campaign around one or more of them.

The submissions this year were of a very high standard making judging the competition more challenging than usual.

We are pleased to announce that Northumberland Park garage were the winning team this year. In second place was the Training School followed by Morden Wharf who came third.

Well done to all who took part and a huge congratulations to our worthy winners – Northumberland Park!

The Stockwell team won the PHSC Prize for Innovation. This was awarded by Nicola Coote on behalf of PHSC who are safety auditors for the Go-Ahead Group.

The judges found many other innovative ideas that were put together by the teams including *kit bags, websites, a hazard perception test, a computer game, apps, telematics geofencing, Strada cycling mapping, keyrings, employee benefits and health testing.*



NORTHUMBERLAND PARK applied the principles of the safety pledge beyond the garage and engaged with the community to highlight an accident hot spot and promoted safety at a school visit. They also promoted the pledge topics within the garage. **Congratulations to: (L to R) Peter Burke, Hassan Ibrahim, Imran Patel, Ricky Field, Brad Campbell, Chris Wright, Peter Russell and Edwin Affainie.**



DRIVER AND ENGINEERING TRAINING SCHOOL engaged with colleagues across the whole company using social media and ran a competition for ideas or experiences to be submitted that would be useful or inspiring. They created the 'Big Sweep' website with useful tips on health and safety and creating a healthy work/life balance which has received over 3,000 hits. **Well done to: (L to R) Eric Dale, Christine Quinn, Paul Sacre, Angel Stopher, Gordon Harrington and Christopher Bissett.**



MORDEN WHARF kept their cool when identifying and publicising hot spots and they mapped out where they were going with their campaign. **Well done to: (L to R) Adam Carter, Mark O'Brien, Timothy Harrold, David Cedeno and Graham Johnson.**



STOCKWELL are the winners of the PHSC Innovation Award 2018 for their floor poster. They are a team who banded together and stuck to it and were no walkover! **Congratulations to: (L to R) Pierre Lansiquot, Adam Burroughs, Mahdi Hassan, Rick Weller, Bill Cameron, Hema Russell and Roger Tanner.**



2351 likes
#JamesStaggs #MechellePuducay #PaulWalker



1858 likes
#AndrewSoper #JaneLupson



1703 likes
#HannahMan #GeorgeThorp #PierreLansiquot



1703 likes
#GrahamJohnson #DanielCorbin



1892 likes
#EdwinAffainie #GrahamOliver



2042 likes
#MartinStevens #MarkBolton #KastriotGashi



2398 likes
#PeterRussell

iBus - Training and conversion completes in October



Gerry May, right, with electrician Jaime Magenis and the in-cab Mobile Data Terminal.

DRIVER Roy Lambe received his 15 minutes of fame in November.

The occasion was the UK Bus Awards, the most prestigious of the industry's national celebrations. Roy was joint runner-up in the award for Top London Driver.

The Stockwell veteran said: "I love this job and have always carried it out to the best of my ability, in what I consider to be a professional way. I didn't really expect it to be recognised like this."

The award is sponsored by the Luke Rees-Pulley Charitable Trust, set up in memory of the late Putney driver.

Roy has been driving buses for 28 years and has 24 safe driving certificates. Not only renowned for his professionalism, he also has a keen sense of humour.

He said: "I can't believe I was even entered for the Top London Bus Driver award, maybe they should rename it 'steering wheel attendant' because there is so much congestion

in London, you seem to sit still much of the time."

Roy also believes in good customer service, with a bit of humour in the right place.

You have to judge it right, but a chap got on the bus once and said 'I've been waiting 40 minutes for you'. I said, 'that's very kind of you. He said 'no, you're 40 minutes late'. Well, I couldn't resist that either, so I said 'I'm sorry to disappoint you, but I'm still alive and talking to you'.

"He saw the funny side and we ended up having a laugh. It was a bit cheeky, but you get to know people on this job."

Roy began career on the buses at Riverside before transferring to Victoria. He went to Stockwell when the latter closed in 1993 and until three years ago had worked nights for 25 years.

From 1986 to 1992 Roy reached the London finals of the Bus Driver of the Year Competition.

Three Peaks Challenge



John Trayner, centre, with Wayne and Debbie and the company's £5,000 cheque for Help for Heroes.

FOUR young men have sealed their futures in the bus industry...

Ricky Barber, Gary McNeil, Ricky Nelson and Malachi Peters have all passed out their apprenticeships in engineering and are now working at the garages.

Gary, Ricky Nelson and Malachi all achieved the Advanced Modern Apprenticeship and Ricky Barber claimed his Modern Apprenticeship.

The four were presented with special certificates signed by group engineering direct Phil Margrave and group chief executive Keith Ludeman.

Phil said: "This apprenticeship is one of the best in the country and it's tough. It requires a lot of hard work and dedication."

"I offer my congratulations to our new engineers and wish them success in their careers with the Go-Ahead Group."

Go-Ahead London has 25 engineering apprentices. The four latest achievers bring to eight the number of successful candidates to pass the Modern Apprenticeship over the past two years.

Worldskills Live UK 2018 took place at the NEC in Birmingham on 16 November 2018.

This is an annual event designed to encourage young people into the bus engineering industry. It takes place over three days and hosts various live skills challenges from a variety of different industries. It also has guest speakers and stalls for visitors to browse.

This year, two Go-Ahead London engineers were invited to attend the event by the SOE (Society of Engineers) and delivered a short Q&A on the aptly named 'spotlight stage'.

Adonis Kleanthous from **NORTHUMBERLAND PARK** and Alicia Lawrence from **CAMBERWELL** were also asked to talk about their experiences within the bus industry and the skills which they have been able to transfer when working in other industries, prior to their current roles within the bus industry.

They both received a warm reception and enjoyed the experience.



WE ARE
MACMILLAN.
CANCER SUPPORT

WELL DONE EMMA!

On September 21, **RIVER ROAD'S** Cover Operating Administrator, Emma

Gustave-Herman organised a coffee morning in support of well-known cancer charity, MacMillan.

Emma's uncle is a MacMillan fundraising supervisor and has been for the last 15 years. He travels the country raising money at various events all in memory of Emma's aunty Dot who sadly passed away from cancer - both Emma's uncle and aunt were supported by MacMillan.

Emma publicised her coffee morning event with posters around the garage and an invitation by email to all River Road colleagues. Driver David Spicer brought in some cupcakes which were baked to perfection by his wife and Mechelle Puducay from the Accident Prevention department.

Daniel Cullum, garage mentor and driver said: "The cakes were scrumptious!" Driver Ash Chokshi with 16 years' service adds: "The bread pudding was great! It was also good to see the garage unite for a good cause."

There were some fantastic prizes up for grabs on the day including shoes, toys, watches, a tool kit, jewellery and wine which were all kindly funded by Emma, Andrew Herman (Emma's dad) and Brian Herman (Emma's uncle).

Emma was clearly delighted with the success of the fund-raising event and said: "I'm proud to work in a garage that can come together and support a charity like MacMillan. The £389 we raised will go a long way in helping families with this horrible disease. Thank you to everyone who supported us on the day - I'm looking forward to our next event where my aim is to raise even more money!"

"I'm proud to work in a garage that can come together and support a charity like MacMillan."

EMMA GUSTAVE-HERMAN
COVER OPERATING
ADMINISTRATOR



WHAT'S HAPPENING AT...

October is Breast Cancer Awareness Month and organisations from across the globe partake in campaigns to raise money and help change the lives of those affected.

Colleagues at **HEAD OFFICE** have supported Cancer Research charity for the past 8 years and took part in the annual 'Wear It Pink' campaign on October 19.

Many at No.18 took the opportunity to wear their brightest pink attire for the day, whilst raising money for this very serious cause. The breast cancer diagnosis is increasing at an alarming rate and all donations collected help aid with ongoing research.

HR Assistant Debbie Saunders said: "This is such an important charity and one close to everyone's heart - a huge thank you to everyone who donated!"

EMMA GUSTAVE-HERMAN
RIVER ROAD



NEW CROSS and MORDEN

WHARF sadly mourned the recent passing of two much loved colleagues.

New Cross driver Danny Doyle, a father to 6 children passed away after a short illness on 6 October; he was aged just 52 years old. Danny joined Go-Ahead London in February 2007, and was known best for exiting his bus on Boxing Day 2016 and talking a man out of jumping from London Bridge. This heroic act saw him nominated for a TfL bus drivers' award.

Operating Manager, Brian Goodger said, "Danny was a much respected and well-liked member of staff. His death has been a huge shock to everyone who knew him." Colleagues at New Cross collected £675 for his wife Sharon and their children.

Morden Wharf driver Peter Murray passed away at the age of 62 on 17 September 2018. Peter joined Go-Ahead London in October 2012. Originally at New Cross garage, he transferred to Morden Wharf when Mandela Way closed in August 2017.

Operating Manager, Nicola Phipps said, "Peter's kind nature and good character will be missed by all of us here at Morden Wharf. My thoughts are with his family."

Peter was a popular and much respected colleague and his friends at Morden Wharf raised £850 for his wife, Maureen and their 4 children.

Both will be sorely missed.



TENDER NEWS

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

ROUTE 124 | St Dunstons College to Southend Crescent.
STAGECOACH SELKENT. Contract retained.
Contract begins on May 25, 2019.
Using existing diesel single deck (15 PVR).

ROUTE 136 | Grove Park Bus Station to Elephant & Castle.
STAGECOACH SELKENT. Contract retained.
Contract begins on May 25, 2019.
Using 2018 Euro VI hybrid double deck (20 PVR).

ROUTE 208 | Lewisham Station to Orpington Station.
METROBUS. Won from Stagecoach.
Contract begins on July 13, 2019.
New hybrid buses TBC (PVR 16).

ROUTE 211 | Hammersmith Bus Station to Waterloo Station.
LONDON UNITED. Won from Abellio London.
Contract begins on June 29, 2019.
Using 2016 Euro VI New Routemaster (PVR 16).

ROUTE 227 | Crystal Palace to Bromley North Station.
METROBUS. Won from Stagecoach Selkent.
Contract begins on June 22, 2019.
Using new Euro VI diesel single deck (12 PVR).

ROUTE 272 | Cavendish Road to Shepherd's Bush Station.
LONDON UNITED. Contract retained.
Contract begins on May 25, 2019.
Using new Euro VI diesel single deck (8 PVR).

ROUTE 286 | Greenwich to Queen Mary's Hospital.
LONDON CENTRAL. Contract retained.
Contract begins on July 27, 2019.
Using existing diesel single deck (14 PVR).

ROUTE 406 | Cromwell Road Bus Station to Epsom.
QUALITY LINE. Contract retained.
Contract begins on June 29, 2019.
Using new Euro VI hybrid double deck (7 PVR).

ROUTE 440 | Power Road to Stonebridge Park Station.
LONDON UNITED. Contract retained.
Contract begins on May 25, 2019.
Using new Euro VI diesel single deck (11 PVR).

ROUTE 681 | Hounslow Bus Station to Teddington School.
LONDON UNITED. Contract retained.
Contract begins on July 6, 2018.
Using new Euro VI hybrid double deck (2 PVR).

ROUTE E3 | Clifton Road to Edensor Road / New Chiswick Pool.
LONDON UNITED. Contract retained.
Contract begins on June 1, 2019.
Using 2012 Euro V hybrid double deck (20 PVR).

ROUTE E10 | Islip Manor Road to Ealing Broadway Station.
ABELLIO WEST LONDON. Won from London United.
Contract begins on June 1, 2019.
Using new Euro VI diesel single deck (11 PVR).

ROUTE E11 | Clifton Road to The Common / Warwick Dene.
ABELLIO WEST LONDON. Won from London United.
Contract begins on May 25, 2019.
Using new Euro VI diesel single deck (5 PVR).



The UK Bus Awards took place on 20 November 2018 at the Troxy Theatre, London and celebrated 23 years of outstanding talent and hard work in the bus industry. The event was attended by Managing Director, John Trayner and Engineering Director Richard Harrington.

Representing Go-Ahead London was Dean Golding (Bexleyheath) and Natasha Smith (Merton) who were both short-listed for the Top London Bus Driver category out of 25,000. This is a fantastic achievement for both drivers who have achieved extremely high standards in their roles over the past 12 months.