

# BUSTalk

Go Ahead-London

ISSUE #62 - FEBRUARY 2020



**GO SUTTON  
IS GOING PLACES**

**ACOUSTIC ALERTS ON  
NEW ROUTE 100 BUSES**

**JUDITH PALMER  
RECEIVES MBE  
FOR DANCE**

**SUPER KEITH COMES  
TO THE RESCUE!**

# WELCOME TO GO- AHEAD LONDON

Go Ahead-London

ADAPTABLE



**Jon Reed** joined **GO-AHEAD LONDON** on Monday 6 January 2020 as an **Engineering Manager** for **STOCKWELL** and **WATERLOO** depots.

Previously, he worked as 'Head of Engineering North America' for Big Bus Tours based in New York, and worked all over the country covering seven of the major cities - New York, Washington DC, Chicago, Miami, Las Vegas, Los Angeles and San Francisco.

"I began my career as an Apprentice Auto Electrician for London & Country Buses in 1988 and have worked my way up throughout the years from an apprentice to an electrician, supervisor and manager," explains Jon.

When he's not busy working, he enjoys fishing and golf. Jon, who also lists motorcycling as a hobby is happy with his new role as Engineering Manager at Stockwell and Waterloo and further states: "I am learning more and more about the trade of the transportation business. My team have been very supportive and make me feel very welcome!"



**Kieran McDonnell** joined **GO-AHEAD LONDON** on Thursday 2 January to take on the roll of **Recruitment, Training and Apprenticeship Manager**.

Like many of our colleagues, he started his career in the transport industry as a driver, and a year later became a driving instructor with the same company, Tower Transit. He remained in this role for 6 years and then progressed further to become the Recruitment and Training Manager.

Kieran, who is a keen Formula One fan and eagerly awaits the start of the new season said: "I have received a great welcome from the team at Camberwell! Everyone at Go-Ahead London so far has been very supportive and have helped me settle in; this is a great organisation to be a part of."



**Kusum Solanki** joined **HEAD OFFICE** as an **IT Project Manager** on Monday 6 January 2020.

She has a Computer Science background and progressed into project delivery and consultancy. Her previous role was at BAE Systems AI working as an IT Project Manager.

"Outside of work I enjoy Indian classical dancing, watching movies, and participating in various activities with my daughter."

Also keen on watching football, cricket, tennis and gymnastics, Kusum continues: "I am enjoying my new role and learning the trade of the transportation business. My team have been very supportive and make me feel very welcome."

An illustration of a person's head in profile, facing left. The person has dark, curly hair and is wearing a green sweater. Inside the head, there is a landscape scene with a large, full moon in a blue sky, snow-capped mountains, dark evergreen trees, and a small cabin with smoke rising from its chimney. The background of the entire image is a light tan color.

# What's your pension plan?

## Workplace Workout

aims to motivate members to engage with their pension, improve their financial capability, gain confidence, help members get retirement ready and to show how the **future matters today.**

Ready to take the next step?

**Click to visit:** [fidelitypensions.co.uk](https://fidelitypensions.co.uk)



# face 2 face with Daniel Corbin

In our first Face 2 Face issue of the new decade, we speak to Area General Manager, Daniel Corbin who has worked for Go-Ahead London for 3 years. Daniel takes the time to answer a series of light-hearted questions.

**Q: What was your new year's resolution?**

Manage my time better and not forgetting the diet that I won't stick to.

**Q: What is your all-time favourite movie?**

The Shawshank Redemption.

**Q: What is your favourite pastime, outside of work?**

Running, I run most days, it gives me some "me" time.

**Q: If you could own any supercar, what would it be?**

Bugatti Veyron.

**Q: If you could have one superpower, what would it be and why?**

Fly - I loved 'Superman' as a kid and it would cut my commute in half.

**Q: What do you enjoy most about working for Go-Ahead London?**

The people, we really do have the best people.

**Q: Where would your dream holiday destination be?**

The Maldives.

**Q: Would you rather time travel to the past or future?**

The future, but I wouldn't want to see myself there.

**Q: Creation or evolution?**

Evolution.

**Q: If you could relive your favourite decade, which one would you choose and why?**

2000 - 2010, young, free & single but please don't tell the Mrs!



**If you could have one superpower, what would it be?**  
"To fly like Superman..."



## WANTED

**For exceptional customer service**

### GOOD DEED FEED

Thank you to the driver of the No.202 bus who handed in my bag on December 11. It had a costume and make-up in it. Also thanks to the lovely chaps at Croydon bus depot.  
**Ditzy Doyle, London**



### ATTENTION ALL ROUTE 202 DRIVERS

**Are you the mystery driver? If so, please contact:**

**BUSTALK@GALBUSES.COM**

Go-Ahead London drivers always strive to give the best customer service possible, so it is pleasing when a customer takes the time to write a commendation about a positive experience which involves one of our colleagues.

Some customers go that one step further and contact Metro; the most-read newspaper in Britain with an audience of 10.4 million a month to share their commendation.

This is exactly what happened on January 10 when 'Ditzy Doyle from London' described her experience which involved a route 202 driver. Was this you?

**If you recall this incident which took place on 11 December 2019, we'd like to hear from you!**



# Val's BACK2 SCHOOL

**Valerie Shaw** joined Go-Ahead London as one of our first Bus Operator Apprentices and has been in this position for a year. Outside of work, she raises money for schools in Jamaica, including School Field Primary, Portland, Kensington District & St Ann's Catholic School. She started this in 2015 and continues to do so.

Valerie (known to many as Val) is not registered as a charity yet but is working on it. For now, she calls her fundraising, 'Val's Back2School' and intends to use this name when she applies to become an official charity.

For two weeks over the Christmas period, she sold cakes for £5 and sorrel juice for £2.50 at **NEW CROSS** garage where she is based. £350 was raised as a result of this and was used to purchase stationary such as pencils, pencil cases and dictionaries.

Eleanor McDonnell, Assistant Operating Manager at New Cross said; "Val puts so much time and effort into such a great cause! She is extremely passionate about helping the children and her colleagues admire her for the work she does."

As well as her support for Back2School, Val has also built a netball court for the community in the Kensington District

of Jamaica where she hosts Netball championships.

"When I was growing up in Jamaica, I did not have access to the things I help to provide now. I love seeing the children's faces when they receive the gifts; it brings me so much joy."

Val continues: "I would like to thank all my friends and colleagues at New Cross and Camberwell for their continued support over the years, as without their help, none of this would be possible."

**VALERIE SHAW**  
NEW CROSS



Go Ahead London

**BEING  
CAN-DO**



VALERIE ALONG WITH HER SUPPORTIVE  
COLLEAGUES AT NEW CROSS

VALERIE SHAW POSES WITH PARENTS AND CHILDREN ON THE  
NETBALL COURT IN THE KENSINGTON DISTRICT OF JAMAICA





# PASSENGER COMMENDATIONS

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

**RA**

**ANNIE HUDSON**

"Excellent Driver on your 507 route this morning. She wished us all a merry Christmas as we boarded. Really made my day. An absolute credit to you."

**AF**

**BERESFORD PETERS**

"Your driver managed a difficult route through a crowded tourist area. There were a lot of people around yesterday and the bus became very full from Selfridges to Harrods where a lot of people got off. Compliments for a competent job well done with enormous patience."

**C**

**AIDAN GRAHAM**

"He is honestly the most polite bus driver I have witnessed. Especially during school peak times, he patiently waits for every school child to get on every morning. Please do praise him for his kind actions."

**RR**

**SAMANTHA STANLEY**

"Extremely helpful bus driver. A pick-pocketing situation occurred and she dealt with it very professionally and helped make the best of my unfortunate situation. Thanks to her I felt less uneasy and she conducted herself very well. A big thank you to her!"

**SAMANTHA STANLEY**  
RIVER ROAD

**AL**

**STEPHEN APPIAH**

"Wow. What can I say. Happiest and friendliest bus driver I've ever come across. He made sure to say hello and goodbye to every single person that got on and off the bus. Went above and beyond and completely made our day. What a lovely gentleman."

**STEPHEN APPIAH**  
MERTON

**SW**

**JOSE MARQUES**

"Travelling everyday on buses, I have never met a nicer driver. He provided lots of compassion to people with disabilities and was generally very helpful. That's the way to go! Would like to see more drivers like him!"

**MB**

**LAURENCE HOLLAND**

"Very good driver, smooth and kept us well informed when instructed to wait. Got out the cab to remove a bottle rattling around the bus. Hopefully all my future journeys will be like this"



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

**SW**

STOCKWELL

**PL**

WATERSIDE WAY

**RR**

RIVER ROAD

**NX**

NEW CROSS



**ANNIE HUDSON**  
WATERLOO

**JILIANG ZHENG**

**SI**

"Driver acknowledged that I was running for the bus and waited for me to catch up. It meant a lot to me as I was running late and I appreciate it very much. It really made my day; in fact my year. It's good to have bus drivers that still care in this day and age."

**PL**

**DANIEL WILSON**

"I accidentally left my phone on the bus. I got on the next 493 to follow to the end of the line. Fortunately, the driver of the previous bus was there, he recognised me and handed my phone back. I want to thank the driver for being so friendly and understanding, particularly as it was late at night and I was rather stressed and tired, they were a big help and I'm very grateful."

**MARTIN TOTH-WALL**

**Q**

"I wanted to thank the driver for a very smooth journey. The way he handled the points of congestion and the stop-start traffic was excellent. Thank you."

**MG**

**ISHMAEL DUHANEY**

"Just wanted to say a big thank you to him for letting the residents from the flat that was on fire board the bus and keep warm. This was very much appreciated from us all."



**ISHMAEL DUHANEY**  
MORDEN WHARF

**BX**

**KEITH STEPHENS**

"Your driver went the extra mile to assist a lost child. He phoned the garage to arrange for another bus driver to pick up the boy and take him to a pre-arranged location to meet his mother."

**A**

**ANNE STOPHER**

"I just wanted to say how great the driver was today. I got on with my toddler, she gave me time to get the buggy on and get him seated before she drove off. It was really appreciated."

**ANNE STOPHER**  
SUTTON



**CLICK TO READ KEITH'S FULL STORY**

**NX**

**GEOFFREY PARTRIDGE**

"I am very pleased with the conduct of this driver, I have been using this service for over 7 years. This driver has always been patient and well mannered. Thanks for employing staff with good manners like him."



**PM**

**MICHELLE MARSHALL**

"Thank you to the lady driving the 363 this morning, she was really calm and collected when a builders merchant blocked the road unloading sacks of soil with a crane. She kept us all informed and had a really reassuring manner! I was taking a sick baby to the GP so it was just what I needed! Thanks."

**ENGİN YARAS**

**NP**

"I just wanted to say a huge thank you to the lovely bus driver. He was so positive, kind and thoughtful to everyone and it really does make a big difference. He deserves a big pat on the back."



**MICHELLE MARSHALL**  
PECKHAM

**RA**

WATERLOO

**BX**

BEXLEYHEATH

**PM**

PECKHAM

**C**

CROYDON

**SI**

SILVERTOWN

**AF**

PUTNEY

**AL**

MERTON

**NP**

NORTHUMBERLAND PARK



# FRIDAY THE 13TH CHRISTMAS

**Friday the 13th** to many is a date to be feared, with the superstitious among us dreading what unlucky event may come before them on a date best known for bad luck!

But in 2019, this date was different as it was Christmas Jumper Day! Colleagues from around the Company chose to forget this feared date and wore a Christmas jumper and a big smile instead!

This page is dedicated to the colleagues at **WATERSIDE WAY** and **MERTON** who donated £2 each and helped raise money for 'Save the Children.' tAll donations will help to support children in Syria, Kenya, the Philippines and many other countries across the globe.

Dave Kenny, Operating Manager at Waterside Way said: "It was great to see so many colleagues get involved and support a charity with so much worth. It is so easy to take for granted what most children in the UK have easy access to like food, water and education, so Christmas Jumper Day was a brilliant way to raise money, reflect and show support for children who are less fortunate."

**KEVIN THOMPSON**  
MERTON DRIVER



LEFT TO RIGHT: ANDREW FALCONER,  
SAMANTHA ODELL, JOHN WAKEFIELD

Go Ahead London  
**BUILDING  
RELATIONSHIPS**



**DEBBIE CAISLEY**  
WATERSIDE WAY DRIVER



**CAROL STANBURY**  
WATERSIDE WAY DRIVER



**RICARDO THORPE**  
WATERSIDE WAY DRIVER



LEFT TO RIGHT



# in support of 'Save the children'

# JUMPER DAY!

at Merton and Waterside Way



LEFT TO RIGHT: KATARZYNA BILINSKA, BERNIE RAJEWSKI, STEPHEN BECKLEY, JASON VERRALL, LUCY ARNOLD

AL

PL



WATERSIDE WAY OPERATIONS TEAM, LEFT TO RIGHT: LORNA HARDING, ALISON GEAR, SAF PATEL, GRAHAM KELLEHER, DAVE KENNY



LEFT TO RIGHT: LISA FLUDDER AND CLIVE WRIGHT



LEFT TO RIGHT: JAMES CLARKE, DAVE DOYLE, SAMANTHA ODELL

“Christmas Jumper Day was a brilliant way to raise money, reflect and show support for those less fortunate.”

**DAVE KENNY**  
OPERATING MANAGER  
WATERSIDE WAY



# JUDITH PALMER

## DANCES HER WAY TO AN MBE

**Go-Ahead London has over 8,000 colleagues working in a variety of roles with one essential goal - to help keep London moving. With such a vast number of employees, there is an array of hidden talent from diverse fields within the business.**

Meet Judith Palmer, a driver based at Stockwell garage since October 2016, who works on routes 432, 322, G1, 118, 155, 315 and 77. Judith has a passion and skill for African Dance which has now earned her an MBE!

Bus Talk asks Judith a series of questions about her inspiration and how she feels about achieving a Member of the Order of the British Empire (MBE) - an award for outstanding achievement or service to the community.

“ I LOVE THE LIVE DRUMS AND THE GENERAL FEELING OF FUN AND ENJOYMENT THAT DANCING GENERATES.

JUDITH PALMER  
STOCKWELL DRIVER

### How long have you been dancing?

I have been dancing for 36 years.

### What inspired you to get involved in African Dance?

My inspiration for African Dance comes from my interest in my ancestry. I was born in Birmingham to Jamaican parents and growing up in the 60's and 70's was not an easy time for Black people in the UK. This climate generated an interest in my heritage, which led to an increasing curiosity for African culture. I got involved in dancing mainly to learn more about African culture and I began to see a lot of similarities between that and my own Caribbean culture and the rest, they say, is history. I love the live drums and the general feeling of fun and enjoyment that dancing generates.

JUDITH PALMER  
STOCKWELL DRIVER



"DANCING IS THE PERFECT WAY TO COMBAT A SEDENTARY LIFESTYLE."

### Have you any dance qualifications? If so, what are they and how long have you had them?

I have a Post graduate diploma in Dance Anthropology from the University of Surrey 1998, an MA in Cultural Leadership from City University London 2009, and now an MBE for Services to Dance!

Go Ahead-London  
**BEING CAN-DO**



WHIPSNADDE SAFARI PARK 1988



**You spent 14 years with IRIE! dance theatre, the UK's leading dance company working in the field of African and Caribbean dance. How did you initially get involved with this dance company, what was your primary role and can you provide a brief description of one of your most memorable moments when you were there?**

I was a principal dancer with a company called Adzido Pan-African dance ensemble from 1986 - 1996, and that is what catapulted me into the creative industries. When I left Adzido, I was head-hunted by Surrey University to help set up and run the African Dance module of their BA hons in Dance and Culture from 1996 - 2001. I was then head-hunted by IRIE! dance theatre in 2001 to teach African Dance on their Diploma Course. I spent 15 years with the company in many different roles; I have several memorable moments, so it is difficult to choose just one. But I suppose my favourite time was running the community dance classes and doing case studies and hearing the changes that dance had made for the participants.

**How did you move on to analysing and teaching dance?**

Analysing and teaching dance was a natural progression for me from the performance stage, as it was integral to the work that I did in Adzido. I always say that my touring days were the best! We travelled to 11 different countries around the world (some of them more than once). The nature of the work in Adzido was learning cultural dances from several different countries in sub-Saharan Africa, and we would have visiting tutors from the National dance troupes of those different countries. I had a natural talent for observing and replicating the movements, songs and rhythms. 2 years after I joined the company, I was promoted to principal dancer and I would then train the female dancers.

**“ WHEN I STRETCH IN THE MORNING, I FEEL MORE ENERGETIC ALL DAY LONG ”**

JUDITH PALMER



ADZIDO PERFORMANCE IN MANCHESTER 1995

**Between what years were you Chair of the board of the Association of Dance of the African Diaspora?**

I became Chair of the board of the Association of Dance of the African Diaspora [ADAD] in 2010 to 2015, I had been a member of the Board from 1996.

**When and where did you hear that you were being awarded with an MBE For Services to Dance and what reaction did you receive?**

It was announced in the New Year's honours list. The date for my investiture - the ceremony where people have been awarded honours such as MBEs, OBEs and knighthoods at Buckingham Palace is on 5 March. I received 162 likes from my friends when I announced it on Facebook.

**How does it feel to have an MBE - For Services to Dance? What does it mean to you?**

It feels weird having an MBE, I've never been one to blow my own trumpet but to have others do it for you is a wonderful feeling. So, my feeling about this MBE is a mixture of gratitude and disbelief! The most fulfilling, for me was the responses from my work colleagues here at Stockwell garage! I get hugs, handshakes, expressions of pride and a lot of bowing!!!! I love them all and I could wrap them up and take them home with me when I need a good boost of self-esteem - MWAH! What the MBE means to me is that I now have the licence to represent, and advocate for African and Caribbean cultural music and dance to be implemented and accepted as an integral part of British Culture.



FRIENDS AND COLLEAGUES FROM STOCKWELL GARAGE TAKE JUDITH OUT TO DINNER TO CELEBRATE HER MBE

JUDITH IS WORKING WITH GENERAL MANAGER HANNAH MAN AND OPERATING MANAGER HEMA RUSSELL TO KICK-START DANCE CLASSES FOR STOCKWELL COLLEAGUES

# THE BEXLEY WALKING CLUB

## Health is Wealth

Sitting back and relaxing in front of the TV surrounded by our nearest and dearest, chocolates, crisps and our favourite tippie (drank responsibly of course!) seems like a distant memory now that the holiday season is well and truly over. Some may even feel slight guilt for overindulging and are eager to start the year with a healthier lifestyle! We've got to start somewhere and perhaps walking is the first 'step' to becoming more active in 2020.

**BEXLEYHEATH** had a very similar idea for their Stay Safe competition. One suggestion was to set up a 'Walking Club' to help colleagues at the garage get fitter and reduce fatigue. In January,

emails were sent, and posters were displayed inviting everyone to join the new club.

Great for socialising, getting fit and reducing stress levels, colleagues responded and joined Assistant Operating Manager Natalie James and Oz Hassan for a 25-minute walk.

"We put on our walking boots and made our way towards Mayplace Road, towards Barnehurst station and back up the hill to the garage. We're easing ourselves in gently," explains Natalie.

"Each week we will be taking different routes to bring in a few resistance hills and more," she adds.

The team aims to increase the current number of members and continue to

invite more colleagues to participate in walks from 1pm every Tuesday, Wednesday and Thursday.

"Health and well-being is a much talked about topic right now and here at Bexleyheath, we want to encourage a happy and healthy environment and lifestyle for all," concludes Oz.



“We want to encourage a happy and healthy environment and lifestyle for all.”

**OZ HASSAN**  
OPERATING MANAGER



**NATALIE JAMES**  
BEXLEYHEATH ASSISTANT  
OPERATING MANAGER

**OZ HASSAN**  
BEXLEYHEATH  
OPERATING MANAGER

THE BEXLEY WALKING CLUB MEMBERS  
CHOOSING A NEW ROUTE TO EMBARK ON



# Your Story KEEPING IT 100

## Irene Tay achieves a perfect 100% BCES score

“I had a very good driving instructor at Camberwell which has helped me in my 12 years of driving at **MERTON**; I also had an equally good mentor, Mavis Owusu who helped me with my customer service, so when I'm driving the bus, I always try to smile at every passenger and answer their questions the best I can.

I fondly recall 25 November; it was like any other day where I always make sure that every journey I make is always a good drive, no matter what. My first passenger was a casually dressed gentleman who asked me a question about his oyster card which wasn't unusual. He then asked me if I knew where a particular location was which I answered using my knowledge of the local area. When he was about to alight the bus, he approached the cab and asked me a few more questions which

I answered to the best of my ability. At this point, I was unaware that this person was an assessor.

I was therefore pleased to be informed by my General Manager Saf Patel that the person I recall was indeed a BCES assessor who gave me 100% for my efforts. I was recognised with a special certificate from management and given a voucher. The associated posts on the Company app also got a really positive reaction!”

**ALISTAIR BROCKBANKS**  
MERTON OPERATING MANAGER



**IRENE TAY**  
MERTON DRIVER

Go Ahead-London

**OPEN AND  
APPROACHABLE**

## SUPER KEITH COMES TO THE RESCUE!

and receives a **commendation** too!

**O**ne minute he's there, the next minute he disappears! You panic, you're frantic. You walk around in circles looking as far as your eyes can see and your son is gone!

*He looks up and the warm sight of his mother is there. Something in the distance distracts him and he plays detective. Investigation over and suddenly, mum is gone! Panic sets in, tears start to roll down his sad little face and he has no idea what to do.*

Believe it or not, scenarios similar to this happen every day and as you could imagine, it is extremely distressing for both parent and child.

Keith Stephens from **BEXLEYHEATH** has worked for Go-Ahead London as a driver since April 2007 and was the **hero** who recently helped reunite a child and mother. His efforts were commended by a member of public who saw him deal with the situation first hand.

### Keiths Story:

"I was proceeding towards Bexleyheath on route 486 and was travelling through Stadium Road. As I got half way down, a little child aged around 6 to 7 years old came up to the side of the cab and started crying. I pulled over and opened the cab door and tried to comfort and calm him down. I asked him what was wrong, and he said: "I've got on the wrong bus and don't know where I am."

I called through to iBus and explained that I had a lost child on the bus and told them where he needed to go after he managed to inform me who he was meeting and at which location. I reassured him that he was safe and that I would put him on another bus to meet his mum at Woolwich Arsenal station. I explained to him where he needed to go for his connecting bus and to tell the driver where he wants to go – I explained to him that the driver would let him know when to get off. I informed iBus of my actions and waited until he got across the road; by this point, he seemed happier and had calmed down."

The kind and caring actions from Keith earned him great feedback from a passenger on the bus and as a result of this, he was commended for his actions by his Operating Manager, Natalie James. Well done Keith!

**KEITH STEPHENS**  
BEXLEYHEATH DRIVER



# 'What's that sound?' 'everybody look what's going down!'

*You're in a rush and eager to get home. Your mobile phone rings and you struggle to answer it as your shopping nearly falls from your hands. You think to yourself, 'Why didn't I just spend 5p on a bag!?' You impatiently shout, 'Hello' as you brazenly step into the road and you're missed by millimetres as an electric vehicle whizzes past; you know, those silent type ones that creep up on you like a thief in the night!*

Sound familiar? Don't worry, AVAS is here to help!

AVAS (Acoustic Vehicle Alerting System) is an artificial sound produced by quiet running vehicles (electric, hybrid electric or fuel cell). It will become a legal requirement for every type of quiet vehicle: bus, car, taxi, coach and lorry to produce a sound at speeds up to 12mph. It is designed to alert pedestrians and cyclists, particularly those with

vision-impairments (and/or those in a rush!) to the presence of vehicles at low speeds.

A trial of AVAS has recently started on Route 100 and will run for six months. Five different volumes will be trialled at different points over a six-month period. Speakers are located under the front of the bus and the sound automatically turns off when the bus reaches 12mph, and turns on again when the bus slows down. When the bus is stopped, a slightly different 'idling' sound will be played.

Feedback on the trial will be provided in an upcoming issue.

Meanwhile, keep safe and stay safe!

**AHMED HAJ-HAMMOU**  
RETIRED PECKHAM DRIVER



A CLOSE UP SHOT OF THE SPEAKER



THE SPEAKER CLEVERLY LOCATED  
UNDERNEATH THE BONNET OF THE BUS





# 'say hello wave goodbye'



**ASHRAF HAJ-HAMMOU**  
PECKHAM DRIVER, AHMED'S SON

## Ahmed Haj-Hammou recently retired after 26 years as a driver.

Before joining the bus industry, Ahmed worked as a Laundry Manager dealing with the Wards and Machinery for Glenfield Hospital in Leicestershire from 1979 until 1989.

After this period, he was looking for employment for a year and was offered a Cleaning Manager position which he did for 3 years. He stayed there to keep himself going until he found a better job.

Through his local job centre, he found a bus driving position. He applied to London Central as a Bus Driver in February 1994 and commenced a period of driver training for 10 days. He was the first Driver at **PECKHAM** to pass his BCT, National Vocational Qualification in 1994.

He was then passed onto Peckham garage on 17 February of the same year.

His first route was the 63 which ran from Kings Cross to Crystal Palace, followed by routes P11, P13, P14, 12 and 36.

Ahmed is a humble man who took pride in his job and was always willing to help at any cost. Although he has now 'waved goodbye' to the company, he trusts that his colleagues at Peckham will 'say hello' to his 'mini-me' son, Ashraf.

Before his recent retirement, Ahmed achieved 26 years as a bus driver for the Company.

"My future plans are to be happy, remain in good health and to look after my family and enjoy life," says a contented Ahmed.

His hobbies include reading, exercise, general knowledge, keeping up with world events and watching the news; war films and game shows, so no doubt, he will be kept busy as he enters his world of retirement.

**Go-Ahead London wishes you all the best Ahmed!**

## 'The power you're supplying...' 'It's 100% electrifying!'

The delivery of eleven 100% emission-free pure electric buses from the partnership of BYD and ADL have been received for the Route 100 at our **CAMBERWELL** garage.

The delivery signals the introduction of the partnership's latest single deck 9.6-metre model - a shorter wheelbase chassis to suit narrow, complex road networks. With 24 seats and an overall 66 passenger capacity, the 9.6-metre BYD ADL Enviro200EV achieves 150 miles on a single charge. Power is delivered through its pure-electric drivetrain comprising 330 kWh electric motor and BYD Iron-Phosphate batteries.

The delivery also brings up the 100th BYD ADL Enviro200EV for Go-Ahead London, with the company having to date completed over 6.3 million km and saving over 5,500 tons of CO2 courtesy of the single deck model of BYD and Alexander Dennis Limited.

Isbrand Ho, Managing Director of BYD Europe said: "We continue to foster a forward-thinking relationship with Go-Ahead. Here is an operator that has clearly identified electric mobility as a viable, long-term solution to the demands of public transport in London."



Following this, our Engineering Director, Richard Harrington states: "Go-Ahead London has once again shown that close working partnerships, coupled with meticulous planning, results in us leading the way with zero emission travel for our customers."

# Going places

**The Go sutton trial has now been in operation since 28 May 2019. This demand responsive bus service uses 8 air-conditioned Mercedes Benz mini-buses, boasting accessible USB ports and Wi-Fi and operates out of Sutton bus garage.**

Go-Ahead London Projects Manager, Darren Barnden provides us with an update on the Go sutton trial. Read on to find out more:

"The service has become extremely popular with a steady increase of users. It has become the preferred choice of travel as our customers opt to leave their cars at home. Latest statistics tell us that over 3,000 rider accounts have now been created and 30% use the Go sutton service regularly - and this figure is on the increase.

The full operating zone now covers A23 through Purley Way, including Valley Park shopping (inc. Ikea) and Purley Way

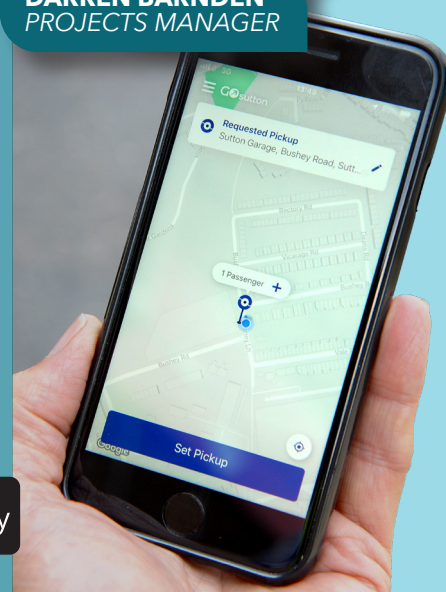
retail parks in the west; as far east as A24 covering North Cheam up to Merton College (Green Lane) and as far north to Belmont and south to Rosehill (down Bishopsford Road towards Middleton Road). As well as all the shopping and public leisure facilities within the zone, it also covers 3 hospitals (St Helier, Sutton and Royal Marsden) and many mainline train stations.

The Go sutton app has proven successful with many using it to make bookings; however, there is still a large percentage of users who do not have a smart device and opt for the phone helpline (01903 924 259 or send an SMS to 07588 673685) to make bookings instead.

Customer feedback has been positive. Riders are encouraged to rate each journey out of 5 and we are pleased to report that the current rating stands at an impressive 4.5!"



**DARREN BARNDEN**  
PROJECTS MANAGER



## ONCE UPON A TIME IN... NORTHUMBERLAND PARK





# DAVE KENNY'S JOURNEY (SO FAR)



**DAVE KENNY**  
OPERATING MANAGER

**Go Ahead London**  
**FORWARD  
LOOKING**



**Following the demolition of the old pump house, work has continued rapidly at NORTHUMBERLAND PARK. The area has now been resurfaced and lines have been painted ready for electric bus parking.**

Work is underway to install charging points for the delivery of new electric buses. The remaining building now used to house the electric transformers has had a new roof installed and the finishing touches are being made. Work is expected to be completed by around 12 February.

The first of the new electric routes joining Northumberland Park (212 and 444) start on 7 March 2020.

“ I started as a bus driver under London Transport on 6 January 1986. I decided to join the bus industry because my Dad was a driver at Merton.

With best intentions, I requested to start at **MERTON**, but I was located at South Croydon. My first route in service was the route 68 on a Routemaster with a conductor. After two years, I finally got my transfer to Merton.

Having driven for 18 years, I fancied a change. I asked my Line Manager at the time, (Trevor Pirks) if I could shadow a Garage Operating Supervisor (GOS - now known as SGA - Senior Garage Administrator). That was the start of my management career. Duncan Finn trained me up and I was used to cover holidays and sickness for 3 years.

In 2006, a Senior Garage Administrator vacancy became available, so I applied and was successful. I remained in this role until 2012. Whilst carrying out this position, I asked if I could shadow the AOM (Brian Goodger) with a view to cover at Merton or other locations. This was a challenge for me as it was new territory but something I relished in.

I progressed to cover the Assistant Operating Manager/ Operating Manager (AOM/OM) at Sutton, New Cross and Stockwell, with my longest secondment at Waterloo as Base Manager which involved all aspects of running a garage. After my secondment had finished, I returned to Merton.

In 2012, the Accident Prevention Supervisor position at Merton was available, so I side stepped into this role under the guidance of Glenn Woodman, Accident Prevention Manager and Tony Thomas, CCTV Analyst and soon acquired the knowledge required to successfully become the Accident Prevention Manager in 2014. I enjoyed this role immensely, although my goal was to become an Operating Manager.

With a thirst for hard work and the determination to reach my goal, I was appointed as Operating Manager in March 2018 and have enjoyed every moment, including all the challenges along the way! ”



# The wheels on the bus go round and round...

**On 28 January, colleagues at PUTNEY garage welcomed 27 school children from ST Faith CE Primary School after a request from teacher, Hannah Pearson. The visit was part of the school's safety brief and to educate children on the workings of a bus garage and safe travel.**

Putney garage Mentors Ricardo Rosario and Noel Howard drove to Wandsworth Town Station to pick up the 27 pupils aged 4-5 years old, and 6 parents and teachers. They arrived at the garage at around 10am and Engineer, Kevin Haugh firstly took the children for a trip through the bus wash! There was screams of excitement and laughter from start to finish. Not satisfied with just one trip, the kids yelled for more, so they were treated to another ride!

Following this, each child was given the rare opportunity to sit behind the wheel of a single deck bus. Grinning from ear to ear, they gave their best impression of a bus driver travelling through the busy streets of London. The excitement was paused for a brief moment as the children stopped for a bite to eat which they all enjoyed on a bus.

Throughout the 2nd session, Engineer Ronald McIlroy joined Kevin and gathered the children outside the workshop to look over the pits. Ricardo

allowed the youngsters to look at an engine and ask questions. Gasps of amazement was the general sound heard throughout the day, but it didn't end there.

Ronald soon took the children to have a close look at a tow truck. One by one they climbed inside, sat in the cab and sounded the horn. This was greeted with further excitement and applause!

Ricardo then closed the visit with information regarding safety when travelling on a bus, with the opportunity for the children to ask any further questions. The visit ended at 1pm when all visitors were driven back to Wandsworth Town Station by our two friendly mentors.

"The excitement and enthusiasm from the children (screaming and laughing loud) when going through the wash and sounding the horn, brought a smile to my face. I really think this visit will benefit them as it was both fun and educational," said Ricardo.

Teacher, Hannah Pearson was most grateful and said: "Thank you SO much for today! And a huge thank you to your colleagues Ricardo and Noel - they were so engaging for the kids! The children thoroughly enjoyed it and so did the staff! Thanks for putting in so much time to organise it."



CHILDREN HAVING FUN IN THE DRIVER'S SEAT OF A BUS SUPERVISED BY NOEL



LEFT TO RIGHT: NOEL HOWARD, RONALD MCILROY AND RICARDO ROSARIO

Go Ahead-London  
**OPEN AND APPROACHABLE**



RICARDO LIFTING AN EXCITED CHILD INTO THE DRIVERS SEAT OF A TOW TRUCK





# WINDRUSH CARDI JORDAN



**Children from Hallsville Primary School, Newham were lucky to have RIVER ROAD colleague, Cardi Jordan speak to them about the Windrush Generation.**

Cardi joined the bus industry in October 2000 and started as a driver; he was also the Unite Trade Union Rep for many years. Now, he operates a school run and occasionally covers the yard run out at weekends.

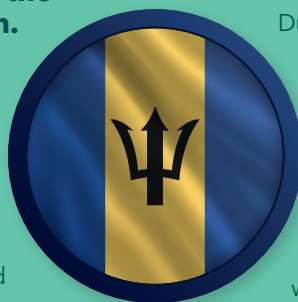
His wife works as a social worker and invited River Road garage to support children's learning with bus demonstrations and explain the role of bus drivers. This support has been provided for the past 3 to 4 years.

On this occasion, Cardi was invited to the school by his daughter who is a Year

5 teacher working on a project about the Windrush Generation. He duly accepted and kindly took the time to share his experiences with the children aged between 9 and 10 years old.

During his one-hour visit, he explained that he was born in Barbados, but his mother moved to the United Kingdom when he was one, leaving him with his grandmother. His mother wanted a better life for her son, so in 1968 when he reached the age of attending secondary school and/or working in the cane fields, she sent for him to join her in the UK.

The children were very interested and actively asked questions surrounding the subject. A passionate topic close to Cardi's heart, he was keen to teach the younger generation about this important part of his life.



CARDI JORDAN SHARING HIS EXPERIENCES WITH THE CHILDREN FROM HALLSVILLE PRIMARY SCHOOL





# TENDER NEWS

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

\* = 24 Hour Route.

**ROUTE 246 | Bromley North Station to Westerham Green.**  
**STAGECOACH SELKENT.** Won from Metrobus.  
Contract begins on September 19, 2020.  
Using Existing Diesel Single Deck (4 PVR).

**ROUTE 312 | South Croydon to Norwood Junction Station.**  
**ARRIVA LONDON SOUTH.** Contract retained.  
Contract begins on September 5, 2020.  
Using hybrid Double Deck (details TBC) (7 PVR).

**ROUTE 352 | Bromley North Station to Bell Green.**  
**METROBUS.** Contract retained.  
Contract begins on September 19, 2020.  
Using Existing Diesel Single Deck (6 PVR).

**ROUTE 354 | Maple Road to Bromley North Station.**  
**METROBUS.** Won from Stagecoach Selkent.  
Contract begins on September 19, 2020.  
Using Existing Diesel Single Deck (5 PVR).

**ROUTE 358 | Orpington Bus Station to Crystal Palace.**  
**METROBUS.** Contract retained.  
Contract begins on September 19, 2020.  
Using New Electric Single Deck (17 PVR).

**ROUTE 173 | Beckton Bus Station to King George Hospital.**  
**STAGECOACH EAST LONDON.** Won from Arriva London North.  
Contract begins on October 17, 2020.  
Using New Electric Double Deck (16 PVR).

**ROUTE 174 | Dagnam Park Square to Marsh Way.**  
**STAGECOACH EAST LONDON.** Contract retained.  
Contract begins on October 17, 2020.  
Using New Electric Double Deck (TBC PVR).

**ROUTE 256 | Miramar Way to Wincanton Road.**  
**STAGECOACH EAST LONDON.** Contract Retained.  
Contract begins on September 26, 2020.  
Using Existing Diesel Double Deck (12 PVR).

**ROUTE 296\* | Romford Station to Roden Street.**  
**STAGECOACH EAST LONDON.** Contract Retained.  
Contract begins on October 17, 2020.  
Using Existing Diesel Single Deck (details TBC) (8 PVR).

**ROUTE 347 | Romford Station to Ockendon Station.**  
**ARRIVA LONDON NORTH.** Contract retained.  
Contract begins on October 17, 2020.  
Using Existing Diesel Single Deck (1 PVR).

**ROUTE 365\* | South Street to Havering Park.**  
**STAGECOACH EAST LONDON.** Contract Retained.  
Contract begins on September 26, 2020.  
Using Existing Diesel Double Deck (11 PVR).

**ROUTE 496 | Harold Wood Station to Queen's Hospital.**  
**STAGECOACH EAST LONDON.** Contract Retained.  
Contract begins on October 17, 2020.  
Using Existing Diesel Double Deck (8 PVR).

**ROUTE 674 | Dagnam Park Sq. to Whipps Cross Bus Stand.**  
**STAGECOACH EAST LONDON.** Won from Blue Triangle.  
Contract begins on October 17, 2020.  
Using Existing Diesel Double Deck (1 PVR).

**ROUTE 675 | St James Street Station to Broadmead Road.**  
**ARRIVA LONDON NORTH.** Won from London General.  
Contract begins on October 17, 2020.  
Using Existing Hybrid Double Deck (1 PVR).

PUT A LITTLE  
**SPRING**  
IN YOUR STEP

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**STARTS 18 MARCH 2020**

(AND ENDS ON 28 APRIL 2020)

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