

BUS**Talk**

Go Ahead-London

ISSUE #58 - JUNE 2019



**GO-AHEAD
GOES-ZAMBIA**

Petstagram

**THE IBUS OPEN
DAY EXPERIENCE!**

**A LOOK AT THE NEW 24-7
CCTV SUITE AT CAMBERWELL**

WELCOME TO ZAMBIA

Transaid work with governments and other organisations to create and promote far-reaching improvements in driving standards. They also work on transport management systems, joining with partners to increase efficiency, reduce costs, and improve the management and maintenance of vehicles. To support this work, Go-Ahead Group Managing Director for Bus Development, Martin Dean donated LDP292 (pictured below) to Transaid.

On April 2, the selected bus was sent to Immingham docks to be shipped to Walvis Bay, Namibia where it began its 1300 mile trip to Lusaka in Zambia, arriving on 20 May.

Accompanying the vehicle and tasked with delivering the training at the Industrial Training Centre in Lusaka was **CAMBERWELL** engineer, Robert Watson. The aim of the training is to improve competence in drivers and to make their vehicles safer. There were many applicants to undertake this challenging role and after much deliberation, it was decided that Rob would be the best person for the job.

“*I can honestly say it was a well and truly amazing experience...*”

ROBERT WATSON
ENGINEER
CAMBERWELL

Rob prepared LDP292 for its long journey and the accident centre ensured the bodywork was in good order. It was imperative that we delivered a vehicle to be proud of.

We are now pleased to announce that Rob has successfully returned to the UK from Zambia. After completing his travels, Rob gives us an overview of his experience and his involvement in this project:

“I’m safe and sound after returning from Zambia and I can honestly say it was a well and truly amazing experience. Things got off to a good start and the first day at the Industrial Training Centre was remarkable; how those guys operate brings to mind the saying: ‘Necessity is the mother of invention.’ I had a big task ahead in getting LDP292 back to its original state as they did a few modifications. Overall it was a great experience and I would do it all over again, if given the opportunity.”



2 November 2018 was a day that Nick Withers will never forget. He recollects the night...

“It was 0250 when I arrived at work ready to start my shift as Duty Controller at **ORPINGTON**. I recall speaking to some colleagues about the previous night’s events, when we began to smell smoke.

I firstly assumed that someone had yet again tried to microwave an un-microwaveable dinner! Soon the seriousness of this incident came to light. Within seconds, a colleague started banging on the window shouting, “FIRE!” The fire alarms sounded and at this point I knew this would be a day like no other.

We cleared the building in record time. Outside, I saw an ever-growing fire coming from some buses parked near the top gate. I grabbed a fire extinguisher and headed into the yard where I tried to get to the fire between the buses. As I approached, it became obvious that I was not suitably armed to tackle this blaze. Fire was billowing down from the roof of the bus, so I quickly made my way out to the assembly point to

check that everybody was out and that the fire brigade had been called.

I was informed that we were one man missing! My colleague Mick Leighton was trying to tackle the blaze from the other side. I went back to see if I could find him when he emerged from the back gate saying that there was nothing he could do. By now the fire was spreading quickly from bus to bus and tyres were exploding!

The fire brigade arrived and started to fight the fire but soon it became clear that we needed to create a firebreak by moving some of the closest buses to the fire in order to save the rest of the fleet. This allowed the brigade who were trying to douse the flames from the road, better access. More volunteers were gathered consisting of both Metrobus and Cordant cleaning staff.

Working together as a team, we went back into the yard and managed to get 35 buses out and clear space for the fire brigade to do their job.

Incredibly, we still ran a limited service until around 1045 when a full service resumed. This is one working day that I would never want to repeat.”

MB
**A GREAT
TEAM
EFFORT**

NICK WITHERS
ORPINGTON

“*Incredibly, we still ran a limited service until around 1045 when a full service resumed...*”

NICK WITHERS
DUTY CONTROLLER
ORPINGTON



Go
Ahead London
**WORKING AS
ONE TEAM**



ROBERT WATSON
CAMBERWELL

Go
Ahead London
**BEING
CAN-DO**

The new Woolwich multi sign-on site is now open for **MORDEN WHARF** bus routes and Operating Manager Nicola Phipps is proud of the new addition...

“It has been designed for many reasons, one being a better work/life balance for those who live in or around the Woolwich area. It provides an excellent facility for drivers on meal relief, as the room is only used by our Go-Ahead London colleagues. We looked at several properties but found that the current room was in a perfect location for ease of access, in terms of distance from the route changeover points, as well as, main transport hubs.

A lot of work has gone into setting up the multi sign-on room. We had to look at the layout of the room, in addition to what facilities were needed. The Woolwich hub has its own pool table to provide a source of entertainment, resting area, kitchen, toilets, TV and a large sofa, which will be a positive addition to the room.

So far the feedback has been very positive and the multi room sign-on site will be used by the drivers on routes 178 and 291. We are in the process of carrying out route learning on 178 and we have a lot of interest in drivers wishing to be put onto this particular rota.

A lot of effort and thought has gone into the set up of Woolwich and I am sure it will be a huge success that is beneficial to all parties.”

**Fancy a
cuppa?**

THE WOOLWICH HUB PROVIDES EXCELLENT FACILITIES FOR OUR DRIVERS IN A RELAXED ENVIRONMENT.



THE ONLY WAY IS UP



MORDEN WHARF DQM'S ON THE RISE!

At the start of TfL financial year 2018/2019, **MORDEN WHARF** was at the bottom of Transport for London's league table and since August last year, they were under network average for DQM's almost every month (excluding December and January). Disappointed with such results, the team at Morden Wharf identified that clear and positive changes had to be implemented to improve results.

"Key from the very start was to draw a line under the past and start afresh. We arranged an IAM's accredited mentor to conduct covert assessments and the management team provided feedback," explains Assistant Operating Manager Daniel Cutts.

"We conducted nearly 60 assessments with most achieving pleasing results. Morden Wharf had to finish below network average for three months in a row (leading up to December) which we did. As a thank you to drivers and to raise awareness, we bought 25 pizzas for both Morden Wharf and Waterloo drivers. This offering was known as the 'pizza initiative' in December," reveals Daniel.

From February this year (2019), Morden Wharf have also been at the forefront of a brand-new scheme involving the Institute of Advanced Motorists (IAM's). They were to conduct 129 covert driving assessments over a period of 6 months. The scheme follows the exact same idea as DQM assessments, but with an added bonus. Every driver who receives a box 1 assessment is entered into a draw with the chance to win a racing day at Thuxton; there's 3 places up for grabs. So far, 80 assessments have been completed.

"The scheme is aimed directly at training, with constructive feedback being the number one priority. The scheme so far has been a huge success," exclaims Daniel.

After a great team effort and much hard work, we are pleased to report that Morden Wharf garage were ranked 24 for the period ending May, (previously ranked 81). They finished very strongly with a garage average of 1.33 for May and in

third place out of all 16 Go-Ahead London garages; one of their best results, showing further signs of improvement.

"The drivers deserve massive praise for their incredibly hard work and dedication to safe driving and helping to improve our previous results," said Operating Manager Nicola Phipps.

"The management team would like to thank each and every driver as we couldn't have achieved this without them," she concludes.

"Key from the very start was to draw a line under the past and start afresh..."
DANIEL CUTTS
 AOM
 MORDEN WHARF

"We fully engage with our colleagues on every assessment and all feedback is welcome..."
NATALIE MILSOM
 AOM
 BEXLEYHEATH



PART OF THE MG TEAM! LEFT TO RIGHT: DANIEL CUTTS, KIRSTY WATTS, MARK FORRESTER, PETER SKUDDER AND THOMAS ARIKU.



Something to shout about!

WHAT'S HAPPENING AT...

In Period 1, **BEXLEYHEATH** finished top out of all other Go-Ahead London garages on BCES and impressively pushed their way from position 70 to 6 in the league throughout all London garages.

Oz, Natalie and the team at Bexleyheath have been focusing heavily on BCES with monthly performance updates via emails and notices to drivers including top tips, route ratings and a full breakdown on areas of improvement.

"Assistant Operating Manager, Natalie Milsom said: "We fully engage with our colleagues on every assessment and all feedback is welcome and acknowledged. Those with great scores are mentioned on our BCES 'shout out' notice."

A helpful BCES leaflet is also handed out and posted for all colleagues to review, and it doesn't stop there! Bexleyheath is currently looking at setting a "Bexley challenge" for the coming months with treats in store for reaching performance targets!



NATALIE MILSOM
BEXLEYHEATH

OZ HASSAN
BEXLEYHEATH

PASSENGER COMMENDATIONS

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

RR

SONIA BOND

"Twice this week I've been on a 101 and experienced a top service. Your driver waited for me from across the road and was very patient with my little one when boarding. Top marks to the 101 drivers! Thank you!"

MG

KIRSTY WATTS

"She was so polite, helpful and nice and I'm convinced your passengers (including me) would be really happy to have such kind drivers operating your routes. Thank you!"

AF

MISS JWAN ABDULLAH

"Wonderful bus driver! Very courteous to elderly passengers who got on, especially around the hospital. Gentle acceleration and braking, etc. She also waited for people to cross the road safely who wanted to get the bus."

CHRISTOPHER LAWRENCE

"Lovely drive, chirpy chappy behind the wheel. Very smooth throughout. Enjoyable experience."

PL

PAUL DAVEY

"Super nice and smiley. He was very kind and helpful, lowering the ramp for my very heavy double buggy. I really appreciated his kindness. Thank you to this lovely driver!"

SI

KEITH MERCER

"This bus driver was kind enough to wait at the bus stop in a timely manner for me and my kids to board. He is a credit to the service and he made the journey very enjoyable."

NP

PETER BURKE

"A great driver who was friendly and gave people time to get on. It's really lovely to see a driver enjoying his job!"

BX

DANIEL TAYLOR

"I saw the driver of this bus get out and help an elderly lady get off the bus! What a lovely act of kindness!"

RA

CAUDWELL STEPHEN

"Your driver was very helpful and knowledgeable when I asked him for some directions. He should be commended."

NX

DIZY LAGO

"Your driver was helpful and kind to passengers throughout the journey. Well done!"

PM

THOMAS PETR

"He gave everyone a big smile and a 'good morning'. It cheered up my otherwise stressful morning! His driving was excellent, calm and mindful of the passengers. Fantastic driver, I shall hope I see him again!"

A

EVA HYATT

"The driver saw me running for the bus and stopped for me to cross the road safely to the bus stop. She also greeted me with a 'good morning' and shared a little joke saying my running was impressive and that I was probably faster than the bus! Great sense of humour!"

MB

VICTOR D'AMICO

"Your route 51 driver was most welcoming and very friendly. He was greeting everyone who boarded and even said 'thankyou' to me when I left."

SW

DAMIAN JATTAN

"I was going to Wandsworth shopping centre and we got stuck in the traffic. The driver was really polite, he made me feel welcome and was communicating with us all the time. Exceptional customer service. I really liked that."

CAUDWELL STEPHEN
WATERLOO

VICTOR D'AMICO
ORPINGTON

Thank you!



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



REMEMBER TO
KEEP HYDRATED!

Q

CAMBERWELL

MG

MORDEN WHARF

MB

ORPINGTON

A

SUTTON

RA

WATERLOO

BX

BEXLEYHEATH

PM

PECKHAM

C

CROYDON

SW

STOCKWELL

PL

WATERSIDEWAY

RR

RIVER ROAD

NX

NEW CROSS

SI

SILVERTOWN

AF

PUTNEY

AL

MERTON

NP

NORTHUMBERLAND PARK

Following the popularity of Croydon's last event, Performance Manager Allan White decided to run another "iBus Experience" between 25-29 March.

"I wanted to provide colleagues the opportunity to gain an insight into what happens in the iBus room. For example, why and how decisions are made, the effects on the overall service by keeping good headways, and how the iBus room acts as a busy communications hub for all colleagues, be it driving, engineering, operations, or external stakeholders such as TfL, and other support services," explains Allan.

An impressive number of colleagues took part in the iBus experience week and provided some really positive feedback:

Babatunde Madariola
DRIVER

"It was good to see why we get the instructions. It now makes more sense to me when I think back to some of the instructions I've been given in the past."

Piotr Szczepanowski
DRIVER

"Now things make sense to me! I think everyone should experience this as part of the training we receive; even before we go out in service for the first time."

Delroy Headman
DRIVER

"I wanted to do this for a while now, partly because the knowledge will help me understand my own job better as a driver; it is also an opportunity to experience another role in the depot. It was an opportunity to see if iBus is a role I could consider in the near future."

Gilroy Dedier
iBUS CONTROLLER

"The iBus experience week was well attended and I am still getting drivers requesting to take part! I find it is beneficial for both drivers and the iBus team to have these open days for all to get a much better understanding of each other's roles and build positive relationships."



PICTURED ON THE FRONT COVER.
L TO R: ALLAN WHITE, DANIEL BUTTERFIELD,
MARTIN MINERS AND BRADLEY FAITHFULL.

Pleased with the feedback, Allan concludes: "I would like to thank all those who took part and if you missed out, we will be running another session soon."

"Watch this space!"



THE iBUS EXPERIENCE

ORPINGTON GARAGE

ON THE OTHER SIDE



GILROY DEDIER AND BABATUNDE MADARIOLA

THE VOICE

LEFT TO RIGHT: MARTIN MINERS, MICHAEL MEADOWCROFT, KAREN TAYLOR AND ANDREW BARNES.



GRAHAM PORTER AND HANNAH WEST



PETER THOMPSON AND WENDY STATHAM

Monday 8 April saw the start of Orpington's iBus Experience week. The performance team invited all colleagues to visit the iBus room to sit with a controller and gain experience of their role, ask questions and give them the opportunity to provide feedback. All 30 allocated slots were filled within a week!

The performance team were amazed at how well it was received by everyone, including some long serving colleagues with a wealth of experience. It also gave controllers the chance to meet with driving colleagues and explain the reason why certain decisions are made. Controllers also explained performance targets and how best to achieve them; the understanding of QSI points and that working together achieves the best results.

Each participant was also provided with an information pack with full details on performance, mileage Q&A's, BCES and DQM.

The feedback from attendees was extremely positive and word has certainly got around as they now have over 20 colleagues scheduled to attend the next iBus Open Day.

Jorge Fernandez
DRIVER

"The experience was very informative, and a great idea as it gave more of an understanding of the controller's role."

Peter Thompson
DRIVER

"I truly believe every driver should visit the iBus room to gain a better understanding, as it will help to build

on the relationships between driver and controller. It also emphasises the fact that we are all part of a team."

Michael Cooke
DRIVER

"It has given me a clearer understanding of what iBus are trying to achieve."

Graham Porter
iBUS CONTROLLER

"I think the Open Week is a really good idea. It allows us as iBus controllers to engage with drivers face to face, achieve a greater understanding of the day to day issues faced when on the road and gives our driving colleagues an insight into how we regulate services and maximise performance during times of disruption."

Karen Taylor, Assistant Operating Manager who attended some of the open days said: "I would like to say a massive thank you to everyone who used their own time to broaden their knowledge and to the Performance Team for their full support on this project."

Martin Miners, Performance Manager added "my thanks go out to all drivers and controllers who took part in making Orpington iBus open week the best week by far."

Continue to the next page to see how Bexleyheath got on with their iBus Experience.



Bexleyheath completed a two-week iBus Experience which ran from 29 April until 10 May 2019.

The event was extremely positive, with a whole host of colleagues attending from garages associated with the Bexleyheath iBus hub, including Bexleyheath, Morden Wharf, New Cross and Peckham garages.

Colleagues were given a specific time slot and part of their experience was to pair up with an iBus controller to see the challenges they face first hand. Participants observed Controllers dealing with diversions, events in Central London, roadworks and even Taxi Demonstrations! They also got the rare opportunity to relay instructions to their colleagues on the road.

Some of those who attended provided the following feedback:

James Vidal
PM ENGINEERING SATELLITE
MANAGER

"I never knew how much work goes into managing buses when they have delays, it definitely opened my eyes!"

Trevor Steadman
BX DRIVER

"This has certainly given me a better insight of how important my headway is!"

Keith Ayriss
MG DRIVER

"What a good bunch of guys you have in there! Please pass on my thanks. It opened my eyes to the way iBus works. I now see that iBus controllers are not making drivers late for their breaks or making us finish late. They're just trying to do their jobs by keeping the service moving."

Gary Tuvey
BX iBUS CONTROLLER

"It's not often we get to see our driving team in person. Here at Bexleyheath, we are well aware of how important our drivers are to ensure the performance of our routes are kept at the top. It's been really positive to see them, and I've had the opportunity explain what I do and also get to hear the drivers challenges as well."

Daniel Butterfield, Performance Manager who was delighted with the success of the two-week iBus experience at Bexleyheath said: "This event has been extremely positive for all concerned. I therefore urge colleagues to check their emails and notice boards for details of our next event which will take place in the coming weeks."

BEXLEYHEATH GARAGE



ANTHONY GILBERT AND ALAN WHITTINGTON



SHAIK RAHMAN AND PAUL ELLIOTT

Bradley Faithfull, General Manager (Service Performance) gives his summary of The iBus Experience...

"It is important that we ensure iBus hubs remain transparent, open and accessible to all. The iBus Experience provides an opportunity for us to showcase this.

The experience allows driving colleagues to get some invaluable one to one time with their route controllers through pre-booked slots, and in turn ask questions. In doing so, they gain a better understanding of the many issues faced by the control team on a daily basis. This also provides the opportunity for them to feedback to the controllers on the challenges they face on the road daily.

The sessions were extremely well received and the positive feedback is testament to their success.

I would further like to thank everyone who participated and made these events the success they were."



ANTONIO QUARESMA-LABARSEDAS
AND WENDY MATTHEWS



MARTIN HARVEY
SUTTON HUB

CONTROLLER
OF THE MONTH

Martin Harvey
SUTTON

"Martin listens attentively and carries out guidelines given by Performance Managers. He is punctual and always demonstrates a professional attitude whilst on duty."

Alex Johnson, PM.

"The job can be stressful, but it is a challenge. I always try to do the best I can, so it reflects well on the company."
Martin Harvey.



Follow us on Twitter!
@Go_Ahead_London



CRISTIAN MANOLACHE
STOCKWELL HUB

CONTROLLER
OF THE MONTH

Cristian Manolache
STOCKWELL

"Cristian goes above and beyond, and he is always willing to help fellow controllers with extra routes. During demonstrations in Central London, he is always available to help Roadside cover."

Ahmed Mustafa, PM.

"Thank you very much to my managers for the nomination. This achievement is the result of a combined effort between all my colleagues. I enjoy the job so I will always try my best."

Cristian Manolache.



ALFRED WOOLWARD
RIVER ROAD HUB

CONTROLLER
OF THE MONTH

Alfred Woodward
RIVER ROAD

"Alfred is a very hard worker and is always willing to take on extra routes which is very helpful. He was asked to control several routes on Friday 17 May with heavy delays from the closure of the A13. He willingly took on the task and handled it very well."

Meandad Matthew, PM.

"I'm very thankful for being nominated for controller of the month. It's nice to have my hard work recognised. It is however a team effort and I also wish to thank my team and PM."

Alfred Woodward

Go sutton



Go
FORWARD
LOOKING

After working closely with ViaVan and Transport for London over the last year, we are pleased to announce that Go sutton was successfully launched on Friday 24 May; the trial will last for 12 months.

Go sutton is a brand new and innovative way to travel. The service, known as Demand Responsive Transport (DRT) are comfortable 13 seated, air-conditioned Mercedes Benz mini-buses, boasting accessible USB ports and Wi-Fi.

Pre-booked passengers from a specific location within the borough of Sutton can be transported to and from any location of their choice. DRT standing and bus stopping points have been located around the borough for the convenience of passengers.

During this trial, we aim to deliver a smart and efficient service and provide those in the Sutton area with a new and innovative way to travel.



Many thanks to everyone who sent in selfies with their beloved pets.
They are **spetacular!**

Petstagram



1.

Dave Terry
Operating Manager
Tommy & Molly

2.

Beata Sowinska-Shelle
Payroll Administrator
Fluffy

3.

Cadhene Lubin-Hewitt
Bus Driver
Benjamin/Benji

4.

David Walker
Bus Driver
Coco and co.

5.

Natalie Milsom
Assistant OM
Milo & Millie

6.

Ricardo Barros
Bus Driver
Panda

13.

Albert Coveley
Bus Driver
Hugo & Rubble

14.

Daniel Cutts
AOM
Star

15.

Christopher Morris
Bus Driver
Tizzy

16.

George Rodriguez-Guerrero
Bus Driver
Zeus

17.

Hannah Man
General Manager
Jeff

18.

Paul Sadler
Bus Driver
Henry

7.

Amanda Brandwood
Bus Driver
Junior

8.

Oz Hassan
Interim OM
Bertha, Layla & Iggy

9.

Jose Ribeiro-Costa
Bus Driver
Tiger, Lily and tom

10.

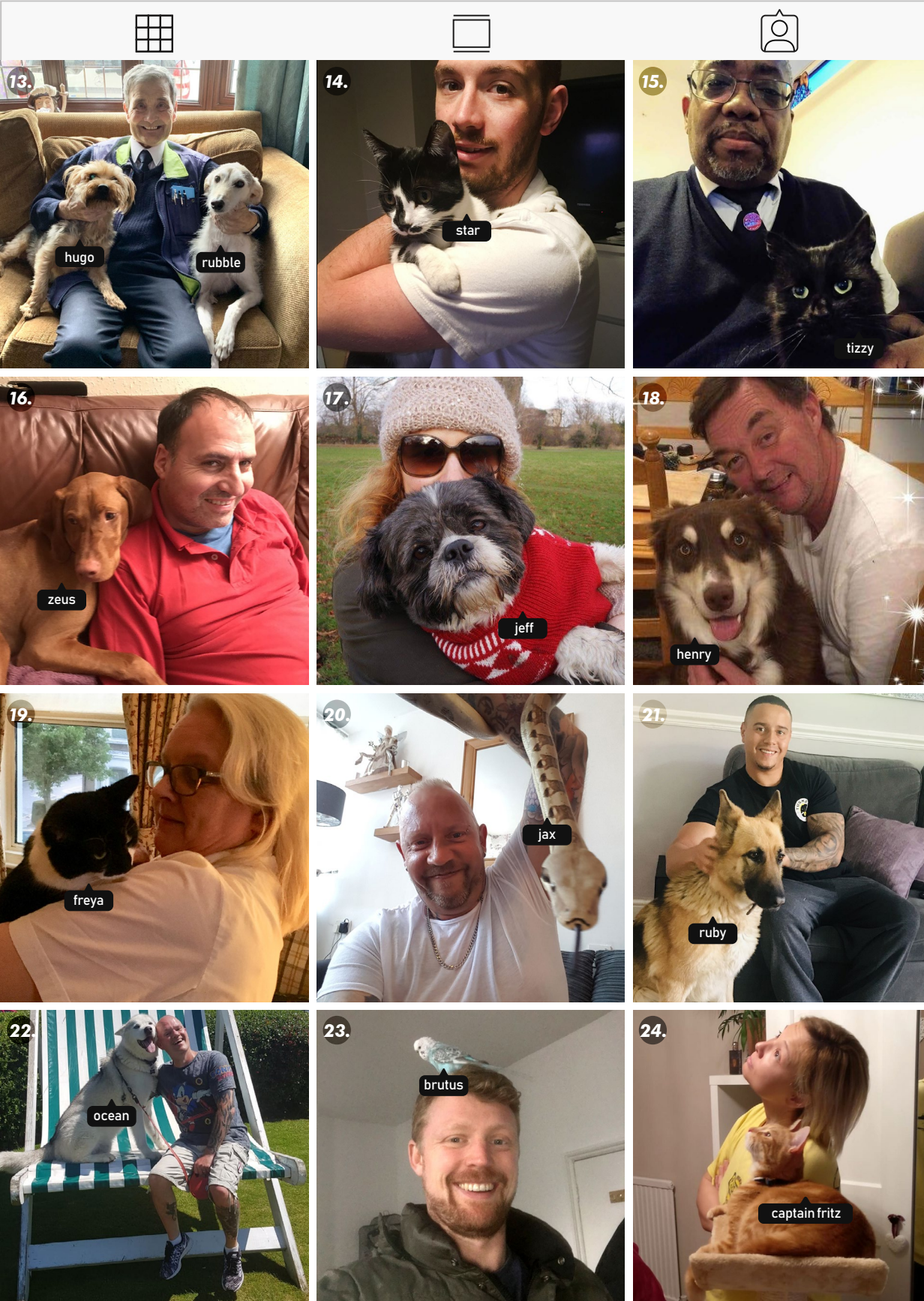
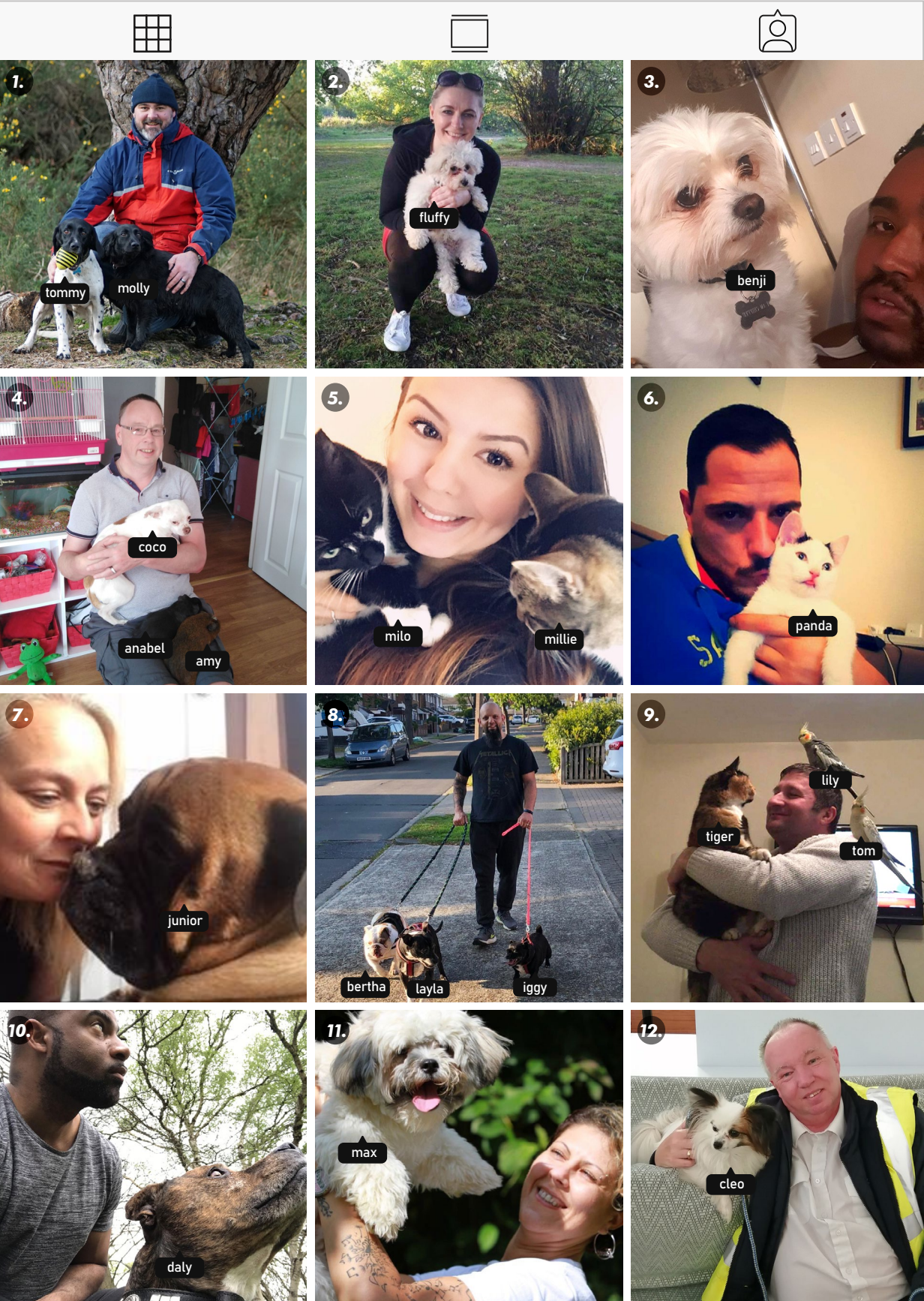
Greg French
Communications
Coordinator
Daly

11.

Mihaela Gogoiu
APA
Maxamillion

12.

Martin Fleming
Bus Driver
Cleo



19.

Sharon Hawkins
Mileage Clerk
Feya

20.

Steve Quinn
Bus Driver
Jax

21.

Lance McFarlane
AOM
Ruby

22.

Ray Taskas
Bus Driver
Ocean

23.

James Barlow
Operating Manager
Brutus

24.

Nikolett Ungravi
Trainee SGA
Captain Fritz

WELCOME TO **Go** Ahead-London



Gurnam Singh joined the Communications Department at **HEAD OFFICE** as a **Graphic Designer** on 20 May 2019.

He graduated from university last year with a Bachelors Degree and prior to joining Go-Ahead London, worked as a freelance designer for various clients.

"I have a passion for art and love to draw or paint in my spare time, whilst listening to music. I also have a great interest in football (Arsenal), both playing and watching."

Eager to get involved in a variety of company projects, Gurnam continues: "I am learning more and more about the business every day. My team have been very helpful and accommodating, and they have made it easy for me to settle in."



Mark Brown joined the team at **PUTNEY** as **Accident Prevention Manager** on 3 June 2019.

Mark previously worked as a Police Officer in the Met for 16 years. He spent his last two years as a surveillance operative working within covert operations.

Mark was kind enough to share a little more of his life outside of work: "I am a member of a social club that meets on Monday evenings and I enjoy days out with my wife and children. (3 with the 4th due 27 August 2019!)"

Mark continued with a few words on his team and how he is settling in: "My team at Putney have been fantastic and have helped me settle in taking on board my ideas and opinions. My General Manager and Area General Manager have been very supportive."



Helen Kinch joined the team at **RIVER ROAD** and **SILVERTOWN** as an **Accident Prevention Manager** on 15 April 2019.

Helen started working for London Buses in January 1989 and has held numerous roles including Garage Support Assistant, Bus Driver [Route 29], Mobile Inspector (now known as a Controller), Risk Management Supervisor for Arriva London and Risk Manager for RATP London.

Most of Helen's spare time is taken up with her family and her passion for animals. "I regularly ride my horse, I have 2 dogs and a cat that that keeps everybody in check!"

"I am looking forward to the challenge I have ahead of me in my new role as Accident Prevention Manager."



Rebecca-Anne Diner joined the Commercial Department at our **HEAD OFFICE** as a **Commercial Assistant** on 13 May 2019.

A *far cry* from joining Go-Ahead London, Rebecca-Anne previously worked for Gucci, Sloane Street as a Sales Assistant. She also has experience as a PA and PR for fashion company, Gray & Osbourn.

"In my spare time, I enjoy playing the piano and video games. I also have a huge interest in the study of Martial Arts," explains Rebecca-Anne.

Keen to learn more about her *call of duty* within the company, she continues: "I have a very supportive, helpful and understanding team. I have learned a lot. It has been an amazing start!" The *skyrim's* the limit for Rebecca-Anne!



Mohammad Chaudhary joined the team at **RIVER ROAD** as an **Assistant Operating Manager** on 29 April 2019.

Having joined the bus industry from the age of 21 as a driver for stagecoach, Mohammad then moved onto the role of Counter Supervisor before joining us.

"I have a huge passion for Boxing and UFC and try to attend as many events within the UK as I can." Explains Mohammad when asked about his interests.

Showing a great keenness to get stuck in, Mohammad went on to say: "I have been made to feel very welcome and now look forward to building strong relationships with everyone and contribute to delivering success at Go-Ahead London."



Andy Johns joined the team at **RIVER ROAD** as a **Operating Manager** on 3 June 2019.

Andy has been working in the bus industry for a little over 10 years, having worked previously in driver training where he ran his own driving school.

Andy, who prides himself as a family man also sheds a little light on some of his time away from work, "I'm married with two young children who both keep me really busy. I live close to Epping Forest and enjoy trail running there in all weathers which keeps me fit."

Impressed with the new apprenticeship program, Andy concludes: "I feel it will make a real difference in encouraging people to consider bus driving as a career and should improve staff retention."

WHAT'S
HAPPENING
AT...

ROUTE 100 TRANSFERRED FROM **SI** TO **Q**



Route 100 transferred from Silvertown to **CAMBERWELL** on Saturday 15 June 2019.

It moved with the current fleet and a large majority of rota drivers. Prior to its relocation, work was underway to fit the cradles to vehicles which now accommodate the new pre-service app that is in operation with all other vehicles in Camberwell.

Buses were transferred from Docklands with the assistance of Engineers and Drivers in preparation for route learning (for part-time and Camberwell drivers) and inductions.

In September 2019, a new fleet of fully electric vehicles will replace the existing diesel fleet. These vehicles will enter service with the latest new and exciting transport technology which includes side cameras (no mirrors). Camberwell will be first garage to operate service vehicles of this kind.

WHAT'S
HAPPENING
AT...

ROUTE 51 TRANSFERRED FROM **MB** TO **BX**

Route 51 transferred from Orpington to **BEXLEYHEATH** on Saturday 22 June 2019.

In late May, Bexleyheath garage were busy making space for Route 51. There was both an element of excitement and positivity as plans were underway to welcome the new route.

With around 67 open rota lines, Bexleyheath adopted the can-do approach with open forums and members of management visiting stands to help push the recruitment process to build the team.

"We reached out to Bexleyheath job centre and had a positive meeting where we provided staff with details of our apprentice scheme," said Interim Operating Manager Oz Hassan.

"Our open day at the job centre was most beneficial as we had the opportunity to use their facilities and help applicants complete application forms. We were also on-hand to answer queries and offer advice and guidance."

"With a lot of planning and preparation, the route is now running smoothly from Bexleyheath. Drivers on route 51 are providing management with positive feedback and we look forward to providing all users of this route with the best possible service," concludes Assistant Operating Manager, Natalie Milsom.

YOUR STORY

CHRISTOPHER WILSON



CHRISTOPHER WILSON
WATERLOO

RED ARROW

Waterloo 507

Go-Ahead London
BUILDING RELATIONSHIPS

How do you prepare for your day?

I always prepare the night before! My actual day starts 2 hours before the start time of my duty. First things first; a cup of tea followed by preparations to ensure I look presentable for another unpredictable day on route 507. I try to prepare myself for any eventuality as the day always presents me with a new challenge.

What part of your job do you most enjoy?

The banter at the garage with my colleagues, which can be quite humorous and my interactions with the passengers. This combination always makes up a good day.

How busy do the buses get?

Very, they are constantly full, as they serve the key commuter hubs. You have to factor in that passenger's board by the rear doors too.

What is it like to drive the electric buses?

If I can be cheeky - it is like driving the biggest bumper car you could imagine. But on a serious note, it is unlike driving anything else. It brings home the huge investment that the company has put in, as I certainly feel somewhat special sat comfortably behind the wheel of an electric bus. It is also a joy to see the excitement on the face of visitors from abroad when they travel on an electric bus for the first time.

What was it like to work on route 507 during the protests in London?

The route took a lot longer to complete. Thankfully, passengers were generally OK - I expected a lot more confrontation, but I was pleasantly surprised. This sort of thing adds pleasure to one's day.

What makes the Red Arrow (Waterloo) routes different?

Our buses are so consistent, and during peak hours they run every 2 to 3 minutes. We've got a different type of passenger as well! The biggest difference is at Tenison Way, Waterloo. The way the passengers queue up in an orderly line to board is unlike anything else - I see many other drivers pass this stop and look at our route in awe.

CCTV CENTRAL



DOUGLAS DOBB
CCTV SUITE AT Q

Go-Ahead London
FORWARD LOOKING

“CCTV centralisation has proven benefits and going forward, we hope to build on its success..”

DOUGLAS DOBB
SECURITY MANAGER

CCTV ANALYSTS WORKING
IN THE NEW CCTV SUITE

18 months ago, Security Manager Douglas Dobb submitted a business proposal to centralise CCTV operations to the company Directors. The objective was to assure the company has standardised CCTV processes and to reduce the turnaround time of data collection. This proposition was approved.

Today, we now have a dedicated team consisting of seven analysts who work in the CCTV Suite based at CAMBERWELL. The department is covered by an analyst 24-hours a day, 7 days a week, much to the benefit of the business.

Saysenh Sam was recently based at Orpington garage, and was one of the analysts who transferred to the new CCTV suite. With 13 years' experience working for both Metrobus and Go-Ahead London, he states: "The processes have been streamlined and the introduction of cloud-based systems has helped speed up some of the processes. The job itself has also changed due to the introduction of 24-hour shift work, including weekends, which benefits the business as it is now possible to order CCTV with minimal delay."

Speaking of the positive change in processes, Douglas continues: "We have a close working relationship with The Metropolitan Police including Counter Terrorism. Until recently, the Police had to collect CCTV from 17 bus garages but now we are utilising new technology (cloud-based products). This eradicates the process of burning CCTV footage to DVD's, as we now process all police requests by simply uploading the data to The Metropolitan Police cloud."

The analysts also supply CCTV footage to our claim handlers for incidents involving our vehicles. Footage is transferred to them via Cryptshare. This procedure ensures they have all the relevant information regarding any incident so it can be dealt with accordingly based on physical evidence.

CCTV centralisation has proven benefits and going forward, we hope to build on its success.

ANDREW BROWN TO SILVERTOWN!

Andrew Brown started a career in engineering and has accumulated around 20 years' experience. He joined Go-Ahead London as an Engineer at SILVERTOWN in December 2018 after working in a similar role with Arriva.

He reveals that working at Silvertown is a good experience and surrounding himself with a team with all round knowledge has enabled him to adapt and further his skills.

"It's great working here - my colleagues are all very friendly and a great group. We are a very small team and work well together to ensure each job gets done to the high standard expected by the company," says Andrew.

Colleague and Workshop Manager Jon Edwards affirms: "Andrew is a lovely guy and is a good asset to the team."

The role of engineer is challenging at the best of times; Andrew illustrates this and revisits a day when working as one team really came into play: "Some of my challenges since being at Silvertown is working on the AdBlue system and doing clutches on the ZF lite gearbox. I also recall working one day when the garage suddenly suffered a power loss - this definitely made me see what real team work means!"

Outside of work he is kept busy by his 3 grown up children aged between 19 and 25. Andrew also has a keen interest in basketball and plays in a team once a fortnight depending on the demand of work.



ANDREW BROWN
SILVERTOWN

Not in a workplace pension?

Government regulations require employers to automatically re-enrol certain employees every three years.

We'll start automatic re-enrolment on 29 June 2019.

If you are not currently a member of The Go-Ahead Group Pension Plan, you are likely to be auto-enrolled in the Workplace Savings Section (WSS) if, on 29 June 2019, you're:

- aged at least 22 but you're under State Pension Age
- earning more than £10,000 a year (£833 a month or £192 a week)
- working, or usually working, in the UK.

Even if you've accessed your pension savings, if you're still working for us, we're obliged to re-enrol you. But if you don't meet the criteria above, then we won't re-enrol you.

Once you've been re-enrolled into the WSS, you'll receive a joiner pack. This will include information about how your pension works, and how you can ask to opt-out if you'd like to.

If you would like any further information, please contact:

The Personnel Department

Tel: 020 8545 6121

Email: personnel@goaheadlondon.com



KNOWING YOUR COLLEAGUES

BUBBLE ON THE RIDDIM

ROBERT BROWN
AKA
SGT BILKO

LISTEN TO SGT BILKO AT WWW.CROYDONFM.COM
BETWEEN 1700-1900 EVERY SUNDAY!

CROYDON FM
Community Radio. Music for You.



ROBERT BROWN
CROYDON

SGT BILKO
CROYDON.FM

Robert Brown has been an Engineering Administrator based in **CROYDON** since 2013.

He's also been in the music industry since the age of 18, some 30 years ago and first started out as a 'toaster' and 'MC'. Confused? Over to you Robert...

"In today's terms, I was a rapper to reggae/ragga, rock steady and roots music, performing live with sound systems such as Quadrophonic, Sir Radics and Different Strokes to name but a few. My job as the MC/Toaster was to hype the crowd, or as we would say back in the day, 'bubble on the riddim.' Literally, holding the mic and performing live to an audience, showcasing my own lyrics.

Music has always been an important inspirational part of my life from a very young age stemming from my dad who used to buy records from labels including Treasure Isle, Studio One, Blue Beat, Crab Records and Fashion label. He held lots of functions and parties and at times, he would let me make the selections and DJ at family functions as I got older.

Founded by my nephew Clive Campbell approximately 1 year ago, I now host the show 'Revival Rundown' under my DJ name, SGT Bilko on Croydon FM; a Community Radio station with a musical genre of revival style reggae and old reggae from the 60's, through to the 90's. I was given this opportunity by Clive as he was aware of my capabilities since previously co-hosting a show on TrustMe Radio.

Listeners can stream Croydon FM 24 hours a day, 7 days a week. There is a mixture of shows including Urban music and talk. (Past shows can be accessed via MixCloud and Sound Cloud). It takes me approximately 2 hours to prepare for the show and this includes selecting and blending the tunes.

I invite you to comment and post reactions to the show by WhatsApp, FaceBook, Instagram: @croydonfm and Twitter."

My top 5 **Studio One** songs are subject to change at anytime because it is so hard to come up with a definitive list. However (in the voice of Peter Dineley the man who did the 'Thunderbirds are Go' countdown):

- 5 ALTON ELLIS - HURTING ME
- 4 JERRY JONES - STILL WATERS
- 3 JOHNNY OSBOURNE - JAH PROMISE
- 2 CARLTON & THE SHOES - ME & YOU
- 1 DENNIS BROWN - IF I FOLLOW MY HEART

KEEP IT 100

Sivley Rainford

Sivley elaborated on his emotions upon being told he achieved a perfect score, "I felt an overwhelming sense of pride and honour to receive this award for just doing my job."

Sivley accredited his training as the contributing factor to his success. "I guess it's all down to the training!"



MB

THE PERFECT BCES SCORE!

Steven Sakala

When asked what motivates Steven, he replied, "I am always enthusiastic about keeping passengers happy. As a former cabin attendant, smiling comes free and helps ease the tensions amongst people."

A very simple yet important philosophy that every bus driver should embody.



RR

Michael Box

When asked how he achieved his score he replied, "I was told not long after I started, never to rush to reach my destination and to this day, I drive the same as I did then."

Michael's advice offered in relation to mystery travellers was to, "Relax, take your time and the drive will be as smooth for the passengers as it is for you."



MB

Mark Hughes

Mark was kind enough to share some tips when asked to comment on his achievement, "Acknowledge every passenger as they board the bus, answer any questions they may have, make eye contact and smile/nod to them - anyone could be a mystery traveller!"

He also shared a little insight given to him over 30 years ago! "My first manager always advised me to; K.I.S.S (Keep It Simple Stupid). In other words, just keep to the basics."



BX

Charmaine Stanford

We asked Charmaine what this achievement meant to her, "It was a proud moment when I received 100%. My hard work and dedication has paid off. This scoring has also built my confidence and self esteem."

Charmaine then went on to express how committed she is to maintaining such high standards, "I will continue to do my best not only in driving but also in other areas within the industry."



RR



Go Ahead London
BUILDING
RELATIONSHIPS

SIMON ELLIS
CROYDON

OUTSTANDING NEWCOMER

Simon Ellis joined Go Ahead London as an apprentice on 3 December 2018. He was passed to garage as the company's first apprentice and in the last 2 months, has generated an impressive 6 public commendations at **CROYDON** where he is based!

He is known to be a very likeable character by his co-workers and is described as a 'humble colleague' by his management team.

"I am overwhelmed by the positive comments I have received by drivers, managers and passengers alike! The majority of my commendations are from passengers on route 127. I am pleased that people are recognising the efforts I put into this role. I did not think at the age of 52, I would be an apprentice and generating so many commendations," Simon confesses.

Peter Merchant, Croydon's Senior Garage Mentor adds: "His commitment

and passion for the job is phenomenal. He has already received so many commendations where passengers refer to how helpful, professional, passionate, kind and happy he is. I feel he is going to be someone special in our industry."

Hannah Man, General Manager Croydon, concludes: "Simon should be very proud of his achievements to date, he has a personality that really shines through. There is appreciation from all, especially older and mobility-impaired users, which is great to see. They feel respected and valued by Simon's great service. He has also secured the respect of his experienced colleagues."

Simon has also been shortlisted for the "Outstanding Newcomer" category at the London Bus Awards 2019 on 9 July.

SIMON ELLIS' PASSENGER FEEDBACK ROUTE 127

"He is the best driver I have had all year, the most enthusiastic."

"This driver really made my day."

"Fantastic customer service!"

"He waits for the elderly to sit down and buggies to get into place before he moves off."

"Everyone left the bus with a smile on their face."

"Please give him a massive pat on the back!"

Good luck Simon, your efforts have clearly not gone unnoticed.



TENDER NEWS

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

ROUTE 29/N29 | Lordship Lane to Trafalgar Square.
ARRIVA LONDON NORTH. Contract retained.
Contract begins on January 11, 2020.
Using 2013 Euro V hybrid double deck (36 PVR).

ROUTE 34 | Barnet Church to Walthamstow Bus Station.
ARRIVA LONDON NORTH. Won from Metroline.
Contract begins on November 9, 2019.
Using hybrid double deck (details TBC) (22 PVR).

ROUTE 52 | Victoria Station to Pound Lane.
METROLINE. Contract retained.
Contract begins on December 7, 2019.
Using 2014 Euro VI hybrid double deck (18 PVR).

ROUTE 102 | Edmonton Green to Brent Cross Centre.
ARRIVA LONDON NORTH. Contract retained.
Contract begins on November 9, 2019.
Using hybrid double deck (details TBC) (26 PVR).

ROUTE 109/N109 | Katharine Street to Brixton Station.
ABELLIO LONDON. Contract retained.
Contract begins on February 1, 2020.
Using 2015 Euro VI hybrid double deck (26 PVR).

ROUTE 192 | Little Park Gardens to Tottenham Hale Stn.
ARRIVA LONDON NORTH. Won from London General.
Contract begins on November 9, 2019.
Using new Euro VI diesel single deck (15 PVR).

ROUTE C10 | Canada Water Bus Station to Victoria Station.
ABELLIO LONDON. Contract retained.
Contract begins on March 21, 2020.
Using new electric single deck (22 PVR).

ROUTE P5 | Elephant & Castle to Patmore Estate.
ABELLIO LONDON. Won from London Central.
Contract begins on May 2, 2020.
Using new electric single deck (9 PVR).

ROUTE 126 | Ringer's Road to Eltham High Street.
METROBUS. Contract retained.
Contract begins on March 21, 2020.
Using 2013 Euro V diesel single deck (11 PVR).

ROUTE 212 | Chingford Station to St James Street Station.
LONDON GENERAL. Won from Tower Transit.
Contract begins on March 7, 2020.
Using new Euro VI hybrid double deck (12 PVR).

ROUTE 444 | Turnpike Lane Bus Station to Chingford Station.
LONDON GENERAL. Won from Tower Transit.
Contract begins on March 7, 2020.
Using new electric single deck (11 PVR).

ROUTE 657 | Salisbury Hall Sainsbury's to Bancroft's School.
LONDON GENERAL. Contract retained.
Contract begins on March 7, 2020.
Using 2010 Euro V diesel double deck (1 PVR).

THANK YOU FOR YOUR SERVICE

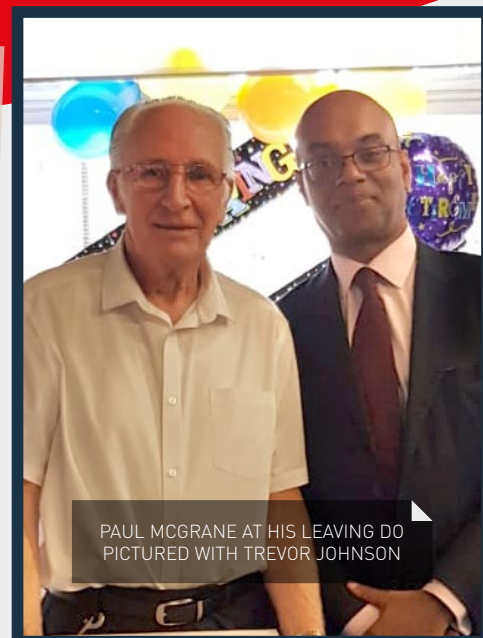


Night driver Paul McGrane has recently retired after joining the bus industry 41 years ago!

Paul's brother suggested he join 'the buses' after previously working in the construction industry. He commenced a period of driver training at the Chiswick Training Centre in January 1978 where he trained on the RT type vehicles and was soon passed on to **PECKHAM** to drive Routes 36, 78, 63 and 12.

Described as a workaholic by his co-workers, Paul was best known for coming in to work in a good mood and always being willing to help.

As he enters his well-earned retirement, his plans are to spend some time in the Caribbean where he has a property, as well as spending some time with his brother, who lives in Australia.



PAUL MCGRANE AT HIS LEAVING DO
PICTURED WITH TREVOR JOHNSON