

# BUSTalk

Go Ahead-London

ISSUE #63 - APRIL 2020



**MESSAGE FROM  
JOHN TRAYNER**

**MERTON CANCER  
AWARENESS**

**NEW FLEET  
OF ELECTRIC  
BUSES AT NP!**

**KNOWING YOUR  
COLLEAGUES - NIGEL WOOD**

A message from  
**Managing Director**  
**John Trayner**

**F**irstly, I'd like to take the time out to thank each one of our employees for their dedication in these turbulent times. You are valued not only by your colleagues but by the communities we serve, especially those who rely on our services such as nurses, cleaners, teachers, carers, and retail staff.

Our number one priority will always be the safety of our people and the passengers that we carry. We have a company strategy to manage the rapidly changing, and challenging COVID-19 situation that will affect us all professionally and personally. The understandable concerns that we collectively share will only be overcome if all elements of society continue to come together.

Along with others in the public transport sector, we are closely monitoring the latest UK Government, public health authority and Transport for London (TfL) advice, which is that people can continue to use the network.

However, due to less people using public transport, we have been asked to introduce Saturday schedules and Sunday services on a number of routes by Transport for London (TfL) and the Mayor. This was implemented on Monday 23 & 30 March.

To be able to provide a safe service, our established cleaning regime has been enhanced to have all touch points on our buses and within our working environment wiped down with an enhanced disinfectant on a daily basis, and the new arrangements will remain in place for the foreseeable future. The cleaning solution is renowned for its effectiveness in eliminating viruses.

The most effective measure that people can take as individuals is to regularly wash their hands for 20 seconds with soap and warm water or to use a hand sanitiser gel if the former is unavailable, and this is your responsibility to regularly manage your personal hygiene.

We have issued reminders to our contractors/suppliers about good hygiene practice and passengers have been reminded to follow this advice.

Following the government advice, we also need to limit social interaction to keep our communities safe.

Should you feel ill with symptoms that match the ones recognised as COVID-19, we ask that you follow the NHS advice and notify your line manager at your earliest opportunity.

We will endeavour to keep you updated as often as we can as the news and advice changes.

As events are moving so rapidly, I ask that you please check your company email account on a regular basis as the company intends to keep you abreast of key developments. Communications will also be available via the employee portal, smartphone app, TV screens and notice boards.

Thank you once again for your commitment at this challenging time. I ask that you take good care of yourselves and your loved ones, and if you have any follow-up questions, please share them with your line managers and we will get them answered.



## Coronavirus (COVID-19)

### How to protect yourself

Always follow the advice of Public Health England and the NHS



**Wash your hands with soap and warm water** - you need to do this for at least 20 seconds.



**Use hand sanitiser if soap and water is not available** - replenishment available at the garage.



**Make sure that you catch coughs and sneezes** into a tissue or the crook of your elbow



**Don't leave home if you have symptoms** or if **you live with someone who does**

Your hard work is helping to keep our essential services running for those that need it.

**Thank you for supporting the people of London**



# PASSENGER COMMENDATIONS

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

**C** **DIPHRAJ RAMDEO**  
"I travel often on the 355 and your driver is always attentive and happy. Today his driving was really smooth and we appreciate his smile when greeting us most mornings. Thank you for the smooth drive once again."

**AL** **DAVID BILK**  
"The driver was exceptionally nice and helpful whilst serving the station. He waited patiently for my little one."

**SW** **CHRISTINE INMADE**  
"She had said good morning to everyone with a warm welcoming smile. Honestly she made my whole day, it's been ages since I've had a nice bus driver like her."

**CHRISTINE INMADE**  
STOCKWELL

**MB** **LINDA GOLDSMITH**  
"My 3 year old had left her bag on the bus. Upon getting the bus back to Westerham a few hours later, the same driver was driving our bus; she recognised us straight away and returned the bag. Thank you so much, it's made my daughter's day getting her little unicorn bag back."

**LINDA GOLDSMITH**  
ORPINGTON

**NP** **AKRAM GOHOBUR**  
"The bus driver of route 232 was driving in a very safe and controlled manner with no harsh braking throughout the journey. This occurred from Brent Cross Shopping Centre to Canning Crescent."

**QUY HOANG**  
PECKHAM

**NX** **ADRIAN HARRY**  
"I took my seat and have to say I enjoyed a well driven journey all the way to Lewisham. I observed the driver throughout and he was most pleasant and courteous to his passengers, even if some ignored his pleasant demeanour!"

**PM** **QUY HOANG**  
"An elderly person was struggling to get to the bus. The driver waited for them to arrive which was so nice!"

**A** **CHRISTOPHER SHAW**  
"Driver was really welcoming when I boarded. He also explained the diversion thoroughly for later in the day if we needed it."

**MG** **TITUS LEE**  
"Very kind gentleman, really bad weather and he understood what I asked. I managed to catch a bus that I just missed, which I would've had to wait 30 minutes for. Please send my thanks to him. Thank you."

**BX** **NICHOLAS RINGWOOD**  
"Very polite and welcoming when entering the bus. As I'm writing this, he is very polite to other customers by showing his engagement with the public. Reward this man."

**Q** **LEON GIBBONS**  
"The driver was very welcoming, pleasant and polite. His smooth and comfortable driving mirrored his pleasant attitude. We are very pleased with such excellent and professional service. Thank you to the driver."

**AF** **STEPHEN MCGINLEY**  
"I would like to commend the driver of bus route 14 towards Russell Square. He was a good driver and very friendly. Thank you for a smooth ride."

**RR** **MANJINDER MATHARU**  
"A very intelligent and considerate driver called us down from the upper deck and said the next stop is the last stop. To avoid congestion at the stop he called us down and let us use the front door. I would like to praise his professionalism. Well driven!"

**RA** **THEODORE VAXAVANIS**  
"I would like to thank the driver of the 521 for helping me find my oyster. He was so helpful and kind."

**THEODORE VAXAVANIS**  
WATERLOO

**SI** **ALI HUSSAIN**  
"Driver was very helpful and polite as he saw me on the other side of the road and waited for me. He was well presented with full uniform and a very good driver."

**ALI HUSSAIN**  
SILVERTOWN

**PL** **CAROL STANBURY**  
"Really good driver as she checked to see if the buggy would fit before letting it on. The drivers actions were very much appreciated and made my journey as a wheelchair user a lot easier. Please pass on my thanks."

Thank you!



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

- Q** CAMBERWELL
- MG** MORDEN WHARF
- MB** ORPINGTON
- A** SUTTON
- RA** WATERLOO
- BX** BEXLEYHEATH
- PM** PECKHAM
- C** CROYDON
- SW** STOCKWELL
- PL** WATERSIDE WAY
- RR** RIVER ROAD
- NX** NEW CROSS
- SI** SILVERTOWN
- AF** PUTNEY
- AL** MERTON
- NP** NORTHUMBERLAND PARK





FULL NEW FLEET OF **ELECTRIC BUSES...**

# PAVING THE WAY

**FOR A GREENER LONDON**

**O**n Saturday 7 March, routes 444 and 212 began operating from our **NORTHUMBERLAND PARK** garage.

Route 212 has a full fleet of Ee Type ADL Enviro 400 Ev City Electric double deck buses and route 444 currently has four SEe Type ADL Enviro 200 Ev Electric single deck buses. The remainder are due to arrive over the next few weeks. In the interim, SE type diesel buses from our River Road garage are being used.

These two routes are the latest to use electric vehicles at Northumberland Park (NP). By the end of June, there will be 96 electric buses at NP making it one of the largest electric vehicle sites in Europe.

Type training on these new routes for existing Northumberland Park drivers started in January, with the drivers transferring over from the previous operator trained during their induction days spread throughout February. Drivers were impressed with the new buses and the feedback was positive. Particularly popular has been the CMS mirror system which replaces conventional external mirrors with cameras linked to a display in the driver's cab.

General Manager Peter Russell said: "This has been an outstanding display of teamwork and planning stretching back to August 2019, culminating in a successful first day. Although there are 3 more fully electric routes to operate from the garage between now and June 2020, the 212 and 444 from NP was a milestone that has put Northumberland Park on the map."

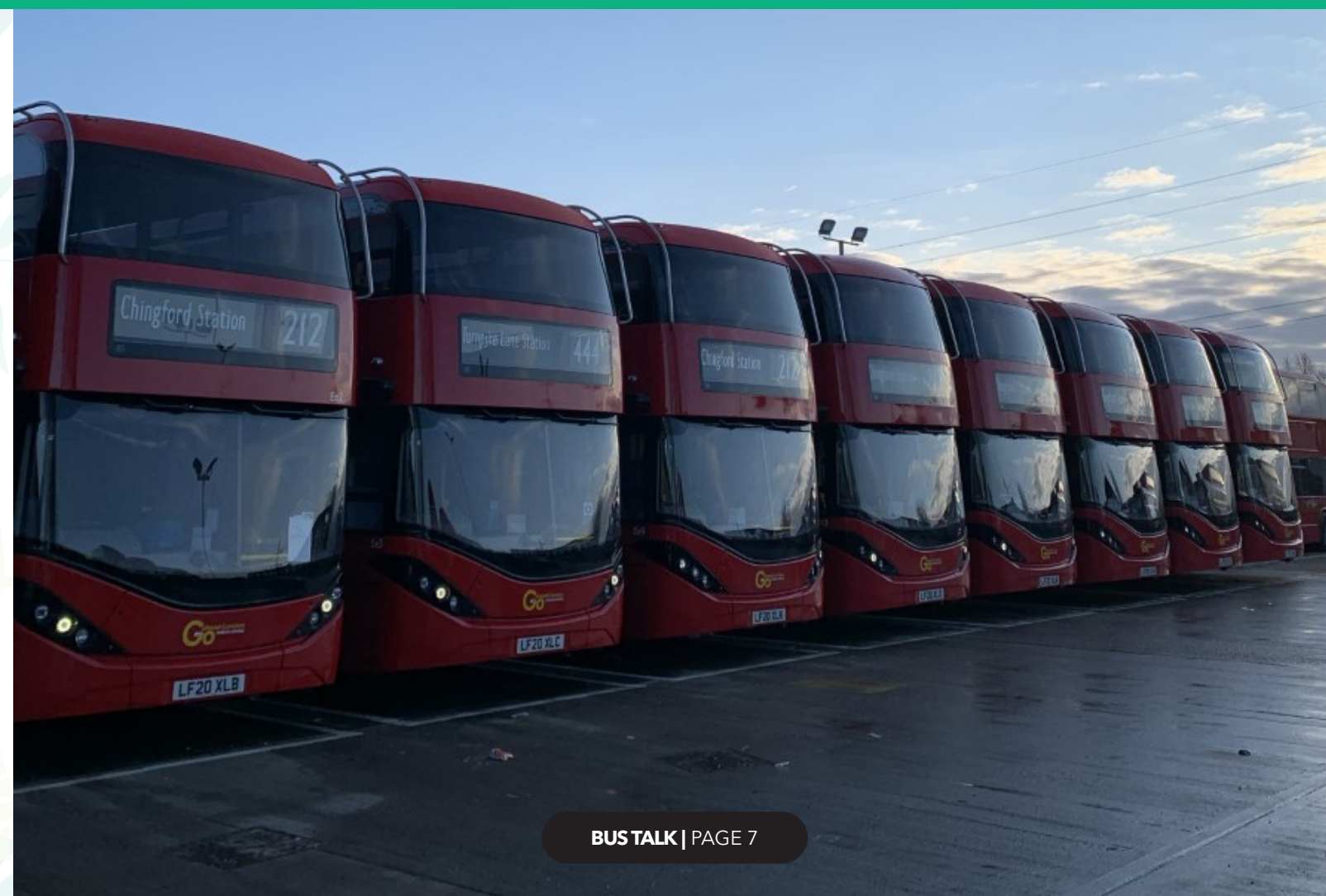
Andy Johns, Northumberland Park Operating Manager added: "The first day went smoothly. All the buses left on time with no issues. The sign of a successful route transfer is that our passengers would barely notice the change, apart from newer buses!"

Clearly delighted with all involved, Andy continues: "All the hard work from the whole team at NP has made this possible. The Senior Garage Administrator team, mentors, drivers, engineers, cleaning staff and shunters, mileage coders, supervisors and managers; as well as lots of help from our head office support functions have made the launch of the 212 and 444 a great success and I would like to thank everyone for a great team effort to get these electric bus routes underway."



**“This has been an outstanding display of teamwork and planning stretching back to August 2019, culminating in a successful first day.”**

**PETER RUSSELL**  
GENERAL MANAGER  
NORTHUMBERLAND PARK





# WELCOME TO GO-AHEAD LONDON



**Joe Smith** joined **HEAD OFFICE** as a **Management Accountant** on Monday 24 February 2020.

He previously had a similar role working for Dnata Travel; the biggest provider of travel services and products for retail and business customers for the Middle Eastern market.

"Outside of work I enjoy cooking, playing and watching football and going to the gym. Unfortunately, I haven't been able to do the latter recently due to the current Coronavirus outbreak in Britain!"

An avid Wigan Athletic fan, Joe continues: Colleagues in my team have been very approachable and helpful – they've answered all of my questions no matter how simple, obvious or complex. They have also been very helpful to ensure I learn the tasks required in order to speed up my integration into the team."



**Tunde Adesuyan** joined **HEAD OFFICE** as a **Financial Planning & Analysis Manager** on Tuesday 17 March 2020.

Prior to joining Go-Ahead London he worked as a Senior Financial Analyst at Walgreens Boots Alliance for over 4 years. He has also worked in various commercial finance roles across multiple sectors including Insurance, Retail, Housing and Consumer Electronics.

"Outside of work, I spend most of time with my family - my wife Zoe and our two kids; Eva (6 years old) and Grace (6 months). I am also the treasurer for my Church in Earlsfield, which keeps me busy. My downtime is watching a good comic book movie with a glass (or two) of red wine, and supporting Arsenal FC on the box when I can't get to a live game."

Tunde joined the company around the same time Head Office closed down to reduce the spread of Coronavirus. "Most of my colleagues and I are working remotely and making good use of Microsoft Teams. I've been given lots of support under the current circumstances and I'm looking forward to learning more about the role, the business and my team!"

# FACE 2 FACE with CARL TRAINOR



**CARL TRAINOR**  
ASSISTANT OPERATING MANAGER

In this issue of Bus Talk, we speak to **RIVER ROAD'S** Assistant Operating Manager, Carl Trainor who has worked for Go-Ahead London for 12 years. Carl takes the time to answer a series of light-hearted questions.

## 1. What is your dream holiday destination and why?

**LAS VEGAS.** Great food, excellent entertainment and an all round great place to be.

## 2. Who makes you laugh?

Peter Kay - I like dry wit and face pulling with everyday situation.

## 3. As a child, what job role did you want when you grew up?

I played all sports as a child, so I always thought about becoming a PE teacher.

## 4. Which band/group did you last see in concert?

Dire Straits for my 12th birthday!

## 5. What do you like most about working for Go-Ahead London?

The opportunities and training that's available for those who want to progress higher. If you put yourself out there and work hard, the rewards do come.

## 6. What's your favourite sandwich filling?

Spicy Chicken with Lettuce and Mayo.

## 7. If you could manage any football club in the world, which team would you choose and why?

Barcelona! So easy to manage - just give the ball to Messi and protect the back four.

## 8. If you were given £5million, what would be your first big purchase?

A big villa in Majorca with a swimming pool.

## 9. What is your favourite pastime outside of work?

Taking my dog Oscar for long walks, and trying out new restaurants with my wife.

## 10. Which A-list actor would you select to play yourself in a movie about your life?

Ray Winstone - A top British actor.



# MERTON CANCER AWARENESS

WHAT'S  
HAPPENING  
AT...

**MERTON garage recently welcomed specially trained volunteer Patrick Williams from Prostate Cancer UK to host an event about this very important topic. The purpose of the event was to raise awareness of prostate cancer with drivers.**

Many of us have misconceptions about prostate cancer and this lack of knowledge is what Patrick wanted to correct by offering friendly advice and issuing a range of informative leaflets and other promotional materials.

One driver looked at the Prostate check list and established that all the questions related to symptoms he is experiencing. Without further delay, he decided to ring the helpline number - another rang his GP to book an appointment for a PSA test right there and then. (The PSA test is a blood test to help detect prostate cancer.)

"The event exceeded my expectations! Patrick's approachable attitude, good knowledge and engagement was outstanding," explains one contented driver.

Many drivers wanted to know more, and Patrick was on hand to answer all questions. Overall feedback was excellent with colleagues most grateful to receive free information, with many now considering a PSA test.

"All drivers were very respectful, and wanted to know more. I felt very engaged throughout the whole day," said Patrick.

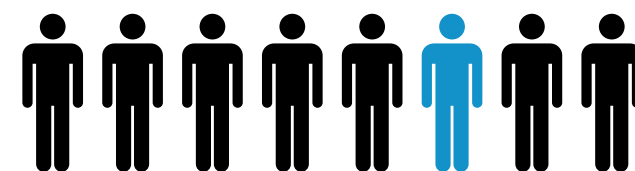
Accident Prevention Supervisor, Katarzyna Bilinska who organised this event said: "I have already contacted Sutton and Waterside Way garages and they are also keen to have a representative from Prostate Cancer UK come and visit them also."

If any other garages in the company would like to host Prostate Cancer Awareness Talks, please contact: [Talks@prostatecanceruk.org](mailto:Talks@prostatecanceruk.org) or contact Katarzyna who will be happy to assist.

Go ahead London  
**OPEN AND  
APPROACHABLE**

## Are you at risk of prostate cancer?

Most men with early prostate cancer don't have any symptoms. That's why it's important to know about your risk.



**1 in 8**

In the UK, about 1 in 8 men will get prostate cancer in their lifetime.



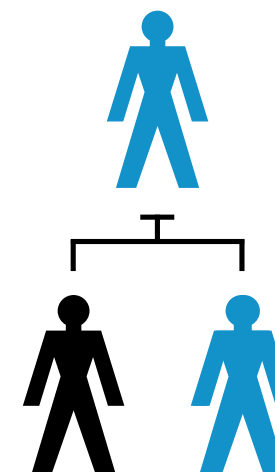
Prostate cancer is the most common cancer in men in the UK.

## Over 50 years old

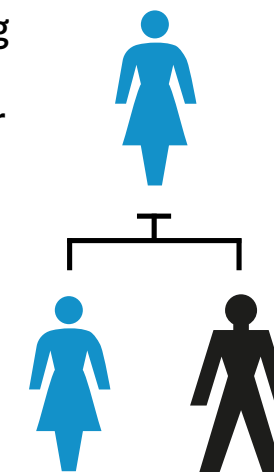
Prostate cancer mainly affects men over 50 and **your risk increases with age**. The most common age for men to be diagnosed with prostate cancer is between 65 and 69 years.

## Family history and genes

You are two and a half times more likely to get prostate cancer if your **father** or **brother** has been diagnosed with it, compared to a man who has no relatives with prostate cancer.



Your risk of getting prostate cancer may also be higher if your **mother** or **sister** has had breast cancer.



**PROSTATE  
CANCER UK**

Speak to our Specialist Nurses  
**0800 074 8383\***  
[prostatecanceruk.org](http://prostatecanceruk.org)



# NO FILTER

NIGEL WOOD

KNOWING YOUR COLLEAGUES

*In this edition of Know Your Colleagues, Nigel Wood, Interim General Manager Operations based at Head Office in MERTON takes the time to let us know how he spends his spare time when he is away from work and how he joined the bus industry. Nigel, the mic is yours!*



Many years ago (but not too many) someone I knew from school was a driver and said that bus driving is good. In his words he explained: "When it's raining, you're dry and when it's sunny you're out and about!" Not being stuck in an office doing a 9-5 job sold it to me, (no offence to the 9 to 5ers out there!). Sooner rather than later, I applied and was so pleased to get an interview. And as the old cliché goes, 'the rest they say is history.'

I've now been in the industry for 25 years - not bad considering I only joined to earn a bit of money until I found a better job! But something made me stay - I think it was the shifts which worked to my advantage. All of a sudden, I could get a doctors/ dentist appointment and could do my shopping when it was not busy. More importantly, I could work when it suited me. I preferred doing the late shifts as I didn't like the early mornings.

Having joined as a trainee bus driver, I was fortunate to progress to management over the course of my years in the industry.

But enough about work, I'm sure you're all dying to know what I get up to outside of work, right? Well, having recently

bought a new house I haven't really had the time to enjoy my favourite pastime which is photography. Binge watching various series on Netflix has slowly become my first choice of relaxation.

However, when all settles down, I'll return to sports photography which was my favourite - capturing moments in sport at the right speed and focus was a great challenge. In the past, I went on to have many photos published in local newspapers, online sites and the South London Press. I had one photo syndicated 38 times after Tooting and Mitcham won the London FA cup. I staged a photo with the captain and team which nobody else had. It was in a national sports newspaper and

appeared on the cover of the London FA handbook the following year! (The rapturous round of applause is most appreciated, thank you!).

My other passion is of course...the dog I share with my better half; a small shitz shu which I bought as a gift for my partner which has a great character, and is also very clever and cheeky. Which reminds me, I must get up from this box-set on Netflix and feed the little fella!



**NIGEL WOOD**  
INTERIM GENERAL MANAGER

# WELCOME BACK

## to New Cross Stuart Currie

Current chairman of Network Rail and former Commissioner of Transport for London, Peter Hendy wrote to Group Chief Executive David Brown to ask if Stuart Currie could visit **NEW CROSS** Garage, to coincide with the day he started his career on the buses which was 50 years ago!

The answer was a resounding 'yes', with New Cross opening the entrance gates on Sunday 2 February 2020 to Peter Hendy's 1949 RTW bus with a special blind commemorating Stuart's 50 years in the bus industry.

Stuart started his extensive and impressive career at New Cross as an Engineer on 2 February 1970 and returned 50 years to the day. Stuart now works as a Schedules Compiler for Tower Transit.

General Manager Graham Johnson was pleased to give Stuart a two hour tour of the garage, pointing out the vast number of changes made over the last 50 years.

"It was a pleasure to meet Stuart and give him a garage tour, explained Graham.

"Achieving 50 years in the bus industry is an impressive accomplishment and I was delighted to take Stuart back to where it all began."

50  
YEARS

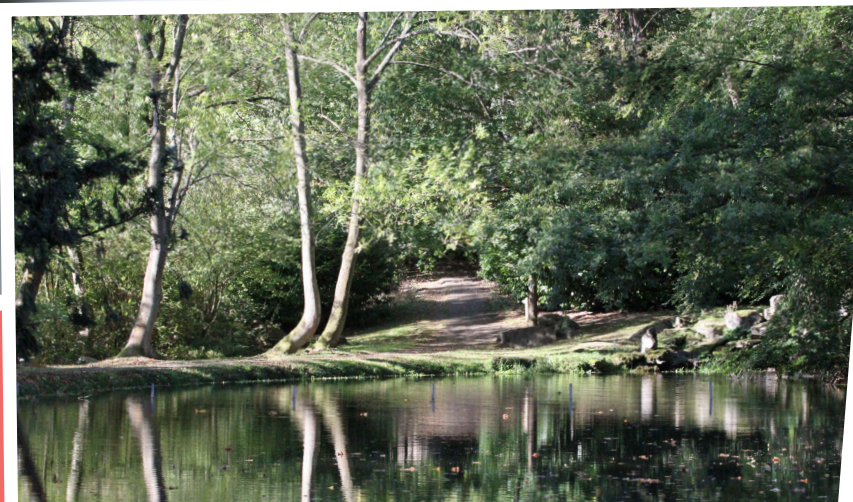
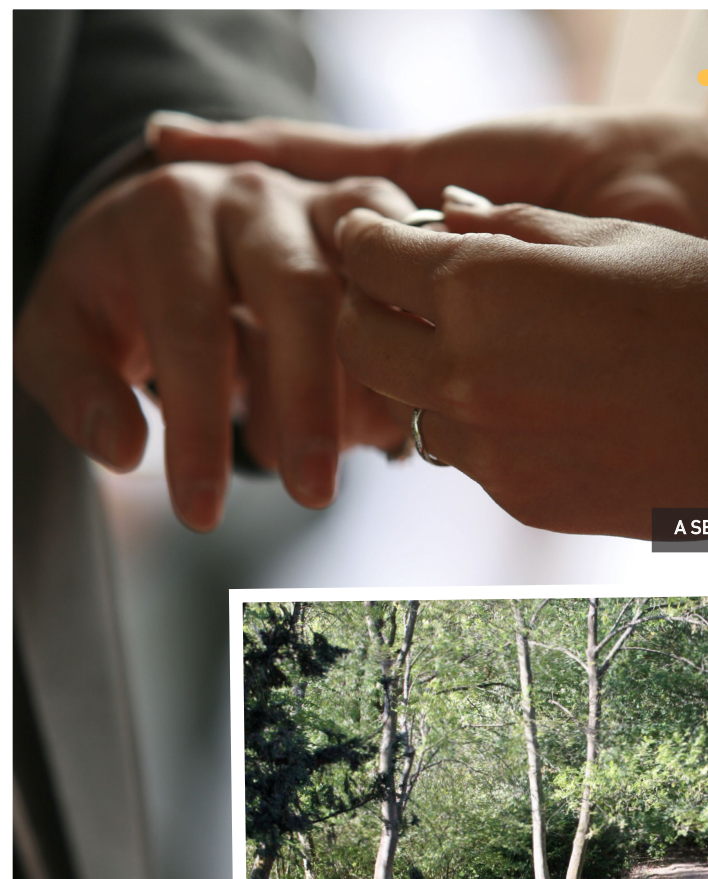
Go Ahead London

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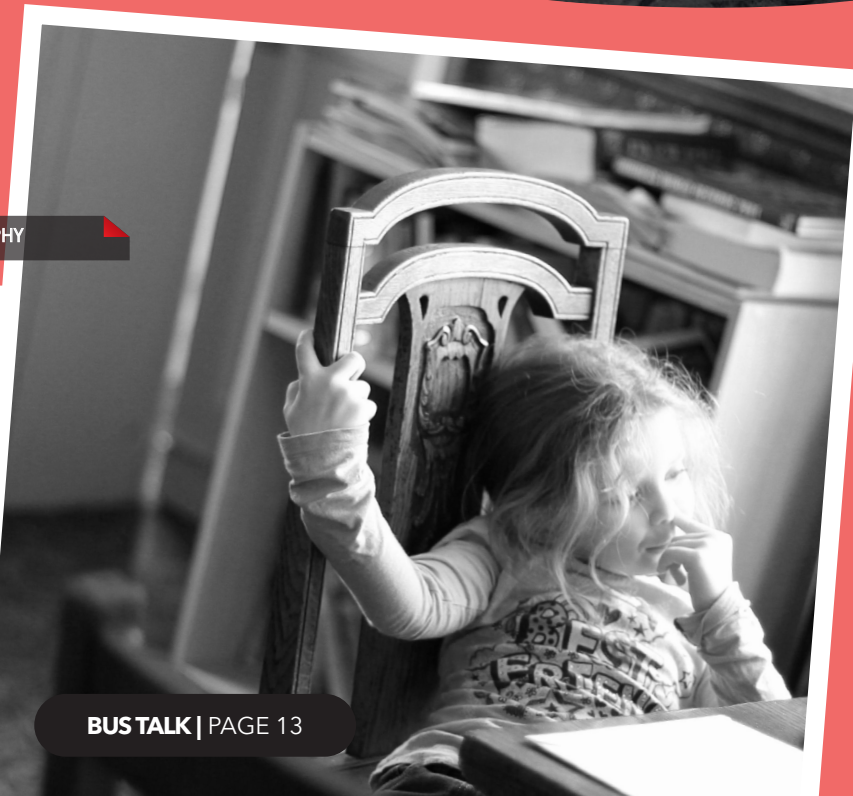
BUILDING  
RELATIONSHIPS

A SELECTION OF NIGEL'S IMPRESSIVE PHOTOGRAPHY



STUART CURRIE

GRAHAM JOHNSON  
GENERAL MANAGER





# ONE TO REMEMBER

## ADAM'S 14TH BIRTHDAY

On February 12, the Communications department received an email from Colin Matthews, the father of a son called Adam who (at the time of receiving the email) was approaching the age of 14 years old and suffers from Autism - he falls into the Asperger element of the spectrum. Adam has developed a fascination with buses and even knows where all routes start and stop in London. He has tremendous knowledge of the fleets and is constantly out taking photos and videos every weekend to support his **YouTube channel, (Londonbuses1503)** where he has well over 1200 subscribers.

Colin explained in his email that he wanted to give Adam the ideal birthday treat. With Adam's obsession with the bus industry, he took the chance to ask us if we could accommodate a bus garage visit for his son. Without pause for thought, arrangements were in place to visit **PUTNEY** garage.

General Manager, Kastriot Gashi contacted Colin with details and made arrangements with the team at Putney to include activities which would make Adam's day as memorable as possible. Wednesday 11 March 2020 from 10:00 was the time and date organised, four days before Adam's 14th birthday.

The day consisted of a walk around the garage and the chance to stop and talk to colleagues from various departments; an up close and personal visit to the garage to see all the buses, including the tow truck; a trip through the bus wash, and then the rare opportunity to sit in the driver's seat and have as many pictures taken as he wanted.

The team at Putney also organised a personal bus ride around London - the bus was decorated with 'Happy Birthday' banners and balloons to make the experience even more special for Adam.

Delighted with the efforts put in by the Putney team, Colin said: "I am not really sure where to start! Wow! What a day for Adam. He was so happy and had a brilliant day with all your incredibly friendly staff. Special mention to Brian and Rob for spending so much time with Adam and explaining so much."

He continues: "It was fantastic to see him with his permanent grin the whole day at your garage and I truly cannot thank you and all your staff enough for doing everything you did for Adam. You all gave him the best birthday present - my wife and I are truly grateful. Quite simply, thank you all!"

**Click to view Adam's YouTube channel:**

ADAM MATTHEWS

Go Ahead London  
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LEFT TO RIGHT: NAJIRAN WIJESINGHE, RONALD SHORLANG, ADAM, BRIAN HAWORTH AND OLA PRAWUCKA

WHAT'S  
HAPPENING  
AT...

## FOUND



TYSON - AKA 'DAVE'

**D**aniel Taylor is a Mentor and has worked at **BEXLEYHEATH** for the past 9 years.

*This is Dan's story, which will undoubtedly touch the hearts and help raise a smile to all the dog lovers out there. Dan, the floor is yours:*

"On the morning of 5th March 2020, some colleagues and I found a stray dog looking lonely and somewhat confused on the run out. I named him Dave. Attempts were made to locate the owners, but I had no luck. As a temporary measure, I used my belt as a makeshift collar and lead to keep him safe. I kept him with me during the run out where he just sat, sprawled on the floor clearly feeling sorry for himself.

At around 6am, we brought newly named Dave into the office where Operating Manager Oz Hassan kindly allowed him to have a sleep and eat some food. I posted an image on the Bexleyheath Facebook page to try and find the person he belongs to and at 08.40, the owner made contact with me to collect him. During our call, it was established that Dave was in fact called Tyson!

Twenty very quick minutes passed by and before I knew it (9am to be precise), 'Dave' was reunited with his very delighted and somewhat relieved owners."

A sad start to a story with a happy ending!



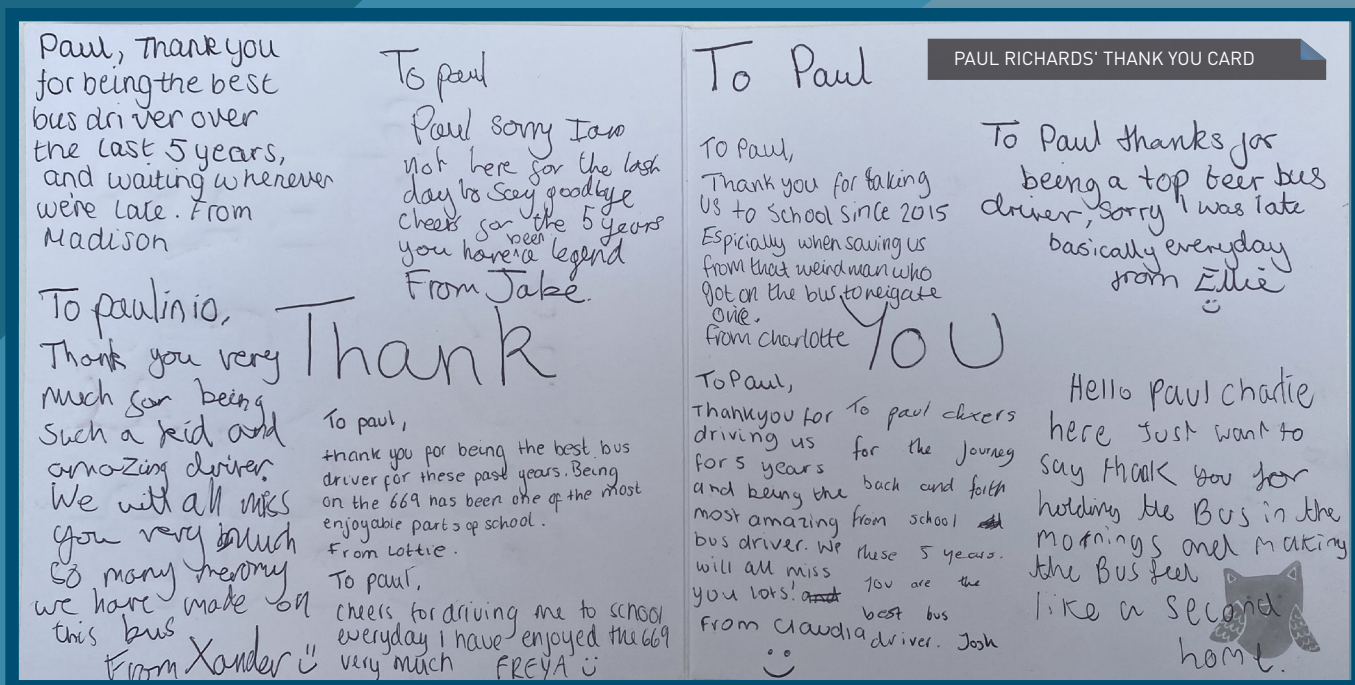
# Spreading the love



Commercial Private Hire Driver Paul Richards received a 'Thank You' card on Friday 20 March from several students at the Priory School in Dorking. As some may recall, March 20 was the day that all schools in the UK closed in an attempt to reduce the spread of COVID-19 in the UK.

Paul has been the driver of the Commercially operated service 669 for the last few years. This recognition from the pupils is enough to show everyone how much people in the transport industry have an impact on those who use and rely on our services, and how a kind and courteous manner can go a long way.

**Well done Paul, recognition well deserved!**



## In loving memory of Gill Tynan

It is our sad duty to inform that Gill Tynan passed away on Saturday 7 March.

As you can imagine, this is a big shock to her family, friends and ex colleagues.

Gill completed 39 years' service with Go-Ahead London, starting out as a conductor at **STOCKWELL** garage in 1975. After successfully proving herself in various roles within the business for just under four decades, she decided to end her career and start her well-earned retirement in 2014.

Gill was popular and well known in the company so it goes without saying that she will be sorely missed by those who worked closely alongside her.

Our hearts and thoughts are with her family at this difficult time.



**GILL TYNAN**