

# BUSTalk

Go Ahead-London

ISSUE #59 - AUGUST 2019



**GO SUTTON  
ON-DEMAND BUS**

**WIMBLEDON 2019!  
A FUN FUELLED SUMMER**

**APPRENTICE  
TECHNICIAN  
AWARDS 2019**

**NO MORE MIRRORS!  
NEW MIRRORLESS BUS AT C**



# Life is about to get easier WITH THE GO-AHEAD LONDON PENSION SCHEME

## PENSIONS: PLANNING AHEAD FOR A BETTER RETIREMENT.

One of the benefits of working at Go-Ahead London is access to a workplace pension scheme. Indeed, in line with government requirements, most employees will be a member of the Company pension scheme, unless they make a personal decision to opt-out.

Pensions can seem complicated and most people need help to work through the details and plan for the future. To help with this, the Company and the trustees of The Go-Ahead Group Pension Plan have partnered with a specialist pension company to run the scheme. This company is Fidelity International - they are a large well known company in the pensions and investment world. While they cannot give you personal individual financial advice, they can explain how the pension scheme works and what options and decisions you may need to make at various points over time.

You are encouraged to sign in to your online account via Fidelity's PlanViewer website ([planviewer.co.uk](http://planviewer.co.uk)). Simply enter your username and password or you can reset these online or by phoning the Helpline on **0800 368 68 61**.

### Life is about to get easier!

Fidelity's new mobile app is coming soon. The app will give you access to your online account direct from your mobile device. When you securely 'tap-in' or use 'face recognition' to gain access to your account, you will see real-time account information. The financial wellness tools will guide you through what you are doing well and will also provide you with helpful tips.



## ALBERT COVELEY'S BLAST FROM THE PAST APPROACHING 50 YEARS IN SERVICE



ALBERT COVELEY  
SUTTON

I started driving buses in East London, Bow garage, Fairfield Road at the age of 25 back in 1970. It was quite a challenging job in those days with the threat of IRA bombings. I also drove the number 8 bus from Old Ford Road to Willesden and we nicknamed it the Bermuda Triangle. The biggest bomb that ever went off was in Bishopsgate. I've still got some pictures of the devastation. I also recall driving a bus over to the Isle of Dogs before they built Canary Wharf - how things have changed!

One of my greatest memories was being selected as one of 25 drivers to participate in the Queens' Silver Jubilee in 1975. Twenty-five Silver buses left Hyde Park and drove in convoy to Battersea Park; that was one brilliant and memorable day.

I have had many great experiences throughout my career and what keeps me in the industry and especially maintain the role of a bus driver is the people. I've been lucky enough to meet many fantastic individuals along the way and some who I am proud to now call long term friends. This applies specifically to a colleague who I worked with in Bow in the 70's and I am still in contact with him up to this day!

On July 19, 2020 I will achieve 50 years as a bus driver! With 3 nominations submitted, I am waiting in anticipation for a Queens award for this achievement. That would really be the icing on the cake!

Go-Ahead London  
BEING  
CAN-DO

## GREEN is the new RED



Catch the Bus Week is a campaign aimed at showing people the benefits of using bus services to get around. This nationwide 'drive' has been running for 5 years and the 2019 initiative, as with previous campaigns, focused heavily on long term travel change by raising the profile and demonstrating the positives of using bus services all around the country.

On Monday 1 July, Catch the Bus Week was launched at **WATERLOO** bus garage and opened by Buses Minister Nursat Ghani MP. Attendees included Go-Ahead London Managing Director, John Trayner; Go-Ahead London Engineering Director, Richard Harrington; MP Chair of the Transport

Committee, Lillian Greenwood, and Lance McFarlane, Operating Manager Waterloo, Go-Ahead London.

Lance, who was proud to be part of the welcome launch at Waterloo said: "Buses are a vital part of our economy and a life line to many people. Our fully electric fleet at Waterloo is a direct example of Go-Ahead London's efforts to help improve air quality and one of the many reasons to support Catch the Bus Week. The more people we can get out of their cars and onto buses regularly, the better. This fun and unique initiative should inspire us all to make that change, which will in turn benefit the environment and quality of the air which we all breathe."

ATTENDEES INCLUDED:  
GO-AHEAD LONDON MANAGING DIRECTOR, JOHN TRAYNER; GO-AHEAD LONDON ENGINEERING DIRECTOR, RICHARD HARRINGTON;  
MP CHAIR OF THE TRANSPORT COMMITTEE, LILLIAN GREENWOOD AND LANCE MCFARLANE, OPERATING MANAGER WATERLOO GO-AHEAD LONDON.



# ANNIE HUDSON'S FIRST DAY... TO REMEMBER!

Annie Hudson is a driver who was passed to **WATERLOO** garage on 13 December 2018. New to the company and eager to make a good impression, Annie shares a good news story and hopes to experience many more in the future.

"It was my first day as a driver with Go-Ahead London. I started at around 0600 and was rota'd to drive route 507 serving Waterloo Station to Victoria Station. I had received great mentoring from Barry Fitzgerald, so I felt very proud and confident in my ability.

On my last trip at Waterloo, an elderly lady who looked upset approached me and explained that she had lost her purse with everything inside and couldn't find her oyster card. Timidly, she asked if I could allow her to travel. In my heart, I could not let a clearly distressed and elderly lady walk so I issued her with a UFR (Unpaid Fare Report) and took her to Millbank.

When inside the bus, she laid all her things on the seat and in doing so, she fortunately found her purse. She then touched in with her oyster card, thanked me and offered me a £10 note, which I refused but thanked her for the kind gesture. She then asked me for my name and thanked me once again.

The following day I got called in to see the Operating Manager. I instantly got nervous as I thought I may have received a public complaint but in fact it was quite the opposite! He congratulated me as I had received positive feedback from the elderly lady for my actions on the previous day. I also received a £20 voucher! I was delighted and also pleased to receive my first commendation on my first day!"

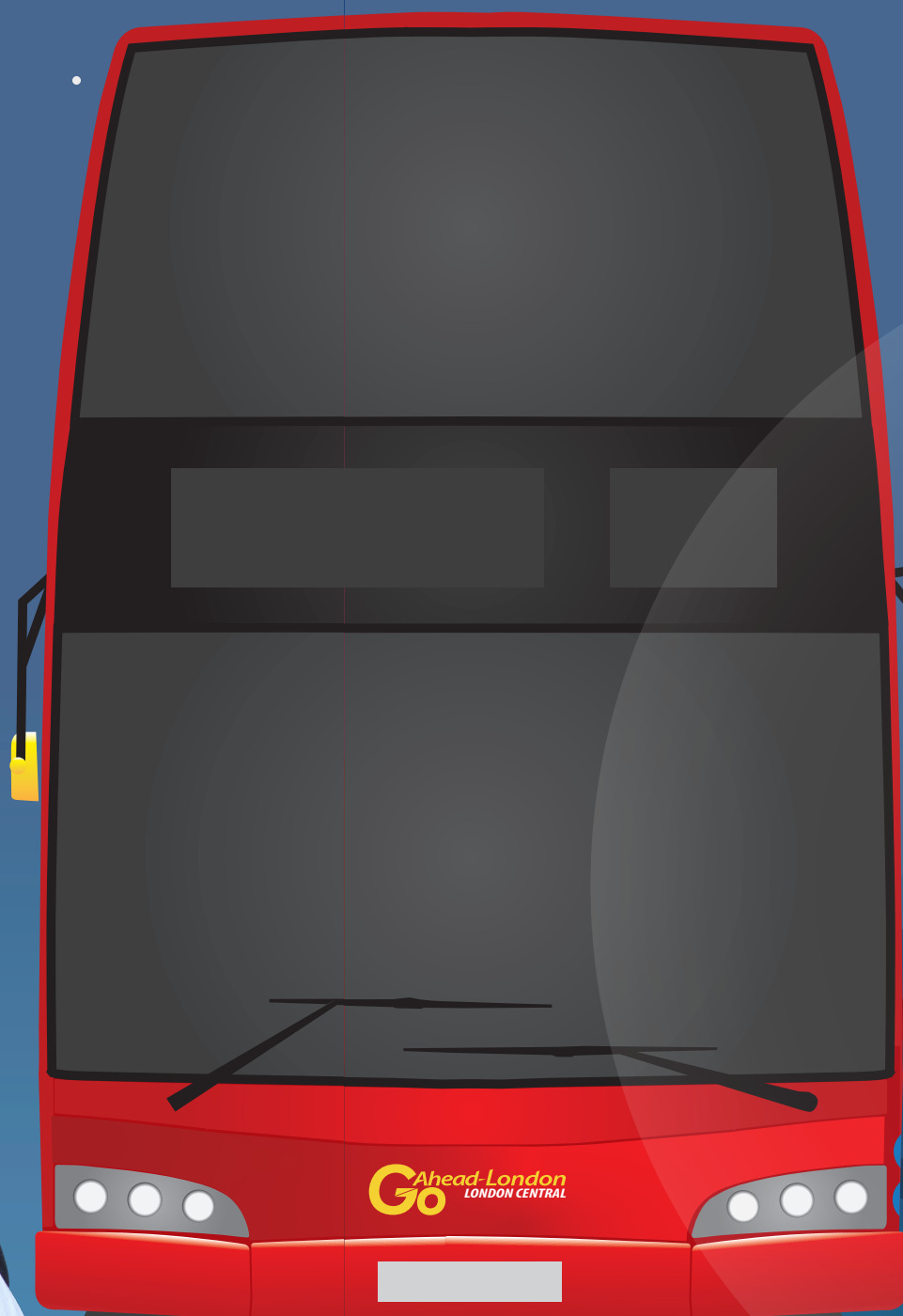
"  
*I could not let a clearly distressed and elderly lady walk so I issued her with a UFR and took her to Millbank.*  
"

ANNIE HUDSON  
BUS DRIVER

"



ANNIE HUDSON  
WATERLOO



# FARE'S FAIR

## (UFR) UNPAID FARE REPORTS

**Always** issue a UFR (as a receipt for travel) when a customer is **vulnerable** or **distressed** and unable to present you with a valid ticket or card.

Such customers include (but are not limited to):

Old or young people

People at risk of being left behind (especially during quieter times or in isolated places)

Customers who are disabled or injured

Those with a travel support card who may require further assistance





# PASSENGER COMMENDATIONS

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

**NX**

**KIRSTY ASARE-MENSAH**

"Drives well and was very protective and patient with the elderly, often waiting for them to board and find a seat ensuring their safety."



**KIRSTY ASARE-MENSAH**  
NEW CROSS

**MB**

**PETER BARTLETT**

"Your driver welcomed every passenger with a 'hello, good evening' and when leaving, he wished everyone a nice evening. It was a nice added touch which felt very genuine."

**AF**

**MALCOLM MINETTE**

"The driver was really considerate; if he saw someone running for the bus, he waited. It was really kind especially in such hot weather. That's rare and much appreciated. Also his driving was smooth and careful."

**RA**

**MARK LODGE**

"Just makes a difference when someone is so friendly and greets you... What a great smile! Lovely guy..."



**MARK LODGE**  
WATERLOO

**PL**

**NICHOLAS WALKER**

"Friendly, smiley, welcoming driver - makes travelling by bus so much nicer. And he drove so steadily and safely. Keep it up - people notice and value it. Thanks."



CONGRATULATIONS TO THE  
2019 ICC CRICKET WORLD  
CHAMPIONS: ENGLAND!

**SW**

**SYLVIA SPENCER**

"Really nice driver. Drives carefully and really really friendly and polite. You'll go far with drivers like this!"



**SYLVIA SPENCER**  
STOCKWELL

**AL**

**OTHMANE GHAL**

"The gentleman driving the bus was extremely courteous and waited for passengers on two occasions. Worthy of a mention and a thank you!"

**RR**

**MUHAMMAD BALOCH**

"My journey with this driver is always pleasant. He greets everyone with a smile, and is always willing to help the passengers. Furthermore, his driving is commendable."



**MUHAMMAD BALOCH**  
RIVER ROAD  
(SEE PAGE 18 FOR MORE)

**NX**

**EVA HYATT**

Her driving was very smooth and she tried her best to ensure we got to our destination safely. Brilliant service."

**BX**

**NICOLAS RINGWOOD**

"This driver was very welcoming, saying 'good morning' and 'have a nice day' to every single person that got on the bus!"

**NP**

**PETER BURKE**

"This is the kindest driver I've ever had! He makes my day! Every time you get on the bus, you get a wave and a smile. He drives really safely, and the best thing about this driver is that if he sees people running for the bus, he would wait for them."

**PM**

**JUAN CANELO**

"The driver patiently waited for me, even though I was far away from the bus. A very kind gentleman."

**MG**

**ARLIND PAPAANI**

"Would like to say a thank you to the driver of the 386 bus. After a long night shift at work, it was great to have a nice smooth ride home; I was able to relax and enjoy the ride... Thank you."



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**

WATERSIDEWAY

**RR**

RIVER ROAD

**NX**

NEW CROSS

**SI**

SILVERTOWN

**AF**

PUTNEY

**AL**

MERTON

**NP**

NORTHUMBERLAND PARK



# APPRENTICE TECHNICIAN AWARDS

We are pleased to announce that nine apprentices have obtained an IMI Level 3 Diploma in Bus and Coach Engineering and Maintenance (Mechelect) and have progressed into full time positions commencing 13 July 2018.

## *Congratulations to:*

**Peter Pelosi** - Merton  
**Callum Xuereb-Howes** - Orpington  
**Michael Stone** and **Cyrus Bradshaw** - New Cross  
**Kavan Tymon** and **Robert Kavanagh** - Croydon  
**Yasin Patel, Jade Davis** and **Ricky Donohue** - Morden Wharf

After much effort and hard work, it comes with great delight to announce the winners of the Go-Ahead London

## *Apprentices of the Year:*



Bottom left to right: Peter Pelosi, Michael Stone, Callum Xuereb-Howes, Cyrus Bradshaw, Joey Chetcuti, Richard Harrington, Chaz Gaywood, Ricky Donohue, Yasin Patel, Robert Kavanagh, Jade Davis, Kavan Tymon



**Chaz Gaywood**  
**1ST YEAR AWARD**



**Joey Chetcuti**  
**2ND YEAR AWARD**



**Cyrus Bradshaw**  
**3RD YEAR AWARD**



**Kavan Tymon**  
**CROYDON**



**Robert Kavanagh**  
**CROYDON**



**Michael Stone**  
**NEW CROSS**



**Cyrus Bradshaw**  
**NEW CROSS**



**Callum Xuereb-Howes**  
**ORPINGTON**



**Peter Pelosi**  
**MERTON**



**Yasin Patel**  
**MORDEN WHARF**



**Jade Davis**  
**MORDEN WHARF**



**Ricky Donohue**  
**MORDEN WHARF**



Christopher Bisset (above left) with Joey Chetcuti (above right).

## IRTE SKILLS CHALLENGE 2019!

IRTE Skills Challenge is an annual competition held at Warwick University to find engineering stars working in the bus and coach industries. The competition was held last month and we are pleased to announce the following achievements, despite our apprentice team only being half way through their programme:

**Joey Chetcuti** – Won best mechanical apprentice  
**Christopher Bisset** – Runner-up electrical apprentice

Congratulations to you both for this fantastic result. This is a great start to your careers.



Hard work pays off for Apprentice of the Year award winners Joey Chetcuti, Cyrus Bradshaw and Chaz Gaywood.



# Sutton to look out for!



THE INTERIOR OF A GO SUTTON BUS.



FROM LEFT TO RIGHT: BING YOUNG, ALEXANDROU LORDACHE, ANDREW STILLMAN, DARREN BARNDEN, CHRIS SHAW, DAVE WELLER, JEANETTE SPENCELEY, ANDREW BAXTER

**On 28 May 2019, Go-Ahead London launched the first TfL demand responsive bus service which operates out of SUTTON bus garage.**

Go sutton has been introduced as a 12 month trial to give us and TfL full understanding of how this new concept works under a regulated bus regime and to co-exist with all other bus routes in the area. At present, the service only operates within the borough of Sutton but will extend to Purley Way in Croydon later this month, and the number of vehicles running will also increase from 6 to 8.

The demand responsive service operates by passengers requesting to be picked up and dropped off via the Go sutton app which is available on Playstore or the App store. The service is available to anyone with a registered account. Fares are £3.50 for each single rider and £2.00 for each additional rider on the same booking. The cost is more expensive than a standard bus but less than other private carriers.

"The service has been extremely well received within the community," said Go-Ahead London Projects Manager, Darren Barnden. "The feedback has been extremely positive: 'the vehicles are wonderful'; 'it is so efficient'; 'the drivers are great,' are just some of the commendations received so far. Passengers feel extra valued as it is a service which offers a more interpersonal touch."

Up to the end of July, over 3000 Go sutton accounts have been created. Week by week we have seen ridership increase as passengers who have registered for the account begin to book journeys and actively use the service. We are currently heading towards 200 rides per day, which although seems relatively small, is no mean feat with such a new concept service. We are hopeful that the zone expansion will push these numbers even further as the popularity for the service increases.



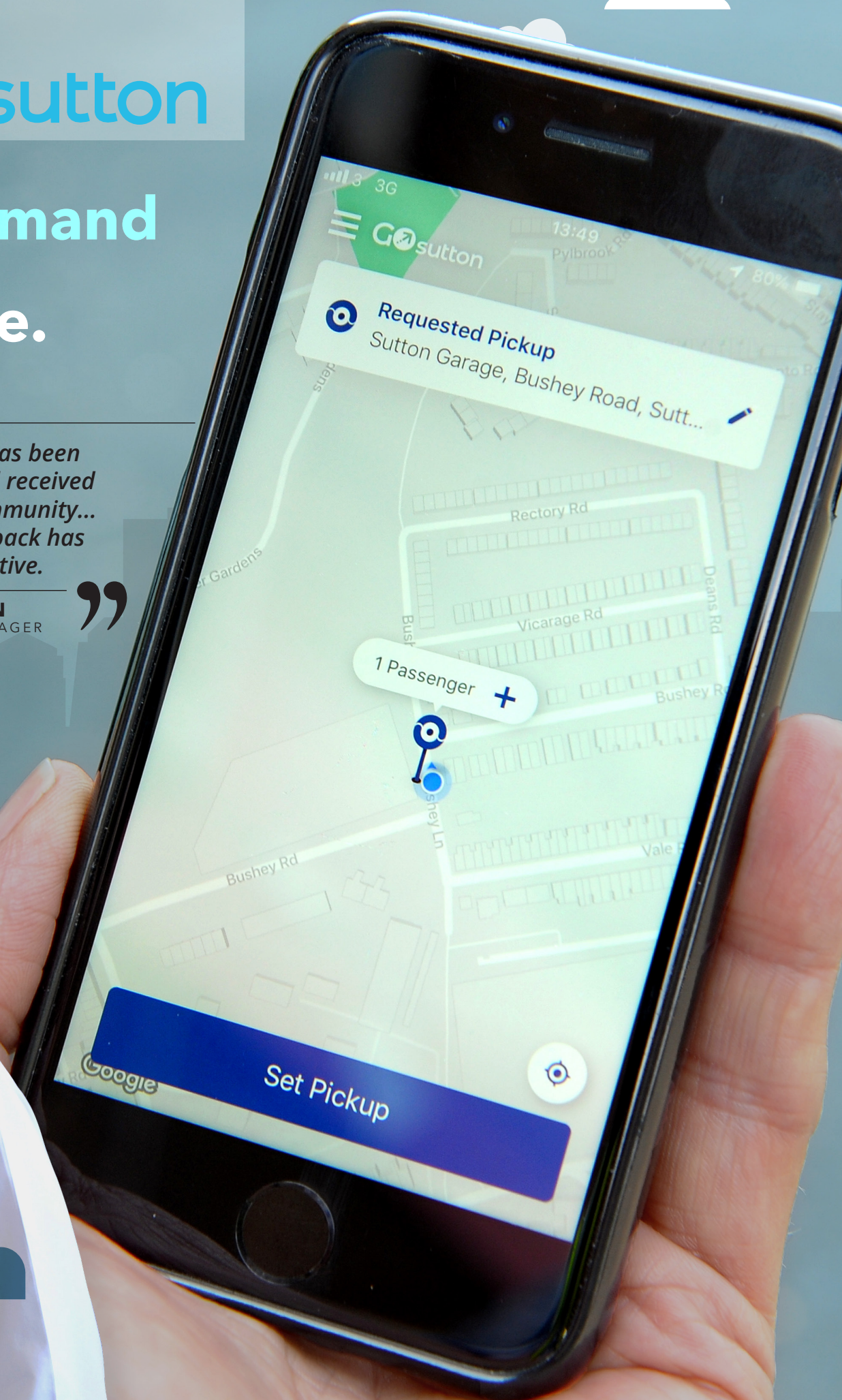
**Go sutton**

**our on-demand bus service.**

*"The service has been extremely well received within the community... and the feedback has been positive."*

**DARREN BARNDEN**  
GAL PROJECTS MANAGER

**DARREN BARNDEN**  
PROJECTS MANAGER





# ACE ACE BABY WIMBLEDON 2019

**B**elieve it or not, the main summer events organised by the commercial Department are over!

This year the department organised shuttle services for the Chelsea Flower Show which transported around 10,000 passengers over the course of five days and in SW19, 25,000 people made the 15-minute trip from Wimbledon station to watch the biggest and best tennis stars from all over the world battle it out to win the 2019 Wimbledon Tennis Championship, whilst others utilised the Park and Ride shuttle service from South Thames College or the Central London service to reach the courts.

At the same time, over at Hampton Court, the high frequency Park and Ride shuttle which we operate on behalf of the Royal Horticultural Society for the Flower Show was well patronised.

Considerable planning is needed for these events to run smoothly so work starts in January, well before the clocks go forward for summer.

All services are planned, and schedules prepared by the Commercial team and finally a Project Manager is appointed to oversee the operation on the ground. This is no small task as in the case of Wimbledon - our largest event - the use of 40 buses and 70 driving duties per day from various garages needs to be co-ordinated to supplement the Commercial fleet and drivers.

Eight Controllers ensure the operation runs smoothly on the day and at Wimbledon, a cash centre is set up on site, manned 18 hours a day for drivers and the 8 pavement conductors to pay in. A dedicated on-site engineer also provides vital support to the fleet.

Commercial Manager Philip Seago said, "These events cannot happen without the professionalism and dedication of all involved making them the success they are."

ISSUING TICKETS TO PASSENGERS EAGER TO WATCH THEIR FAVOURITE WIMBLEDON STARS.



2019

WIMBLEDON  
BUS ROUTE  
840 IN ACTION!

Go Ahead London  
OPEN AND  
APPROACHABLE



Continue onto the **next page** to read about Carol Stanbury's Wimbledon experience.



## CAROL STANBURY THE PLEASURE IS ALL MINE

The Wimbledon Tennis Championships is one of my favourite times during summer. This year was even more special as I had the opportunity to transport lucky tennis fans from Wimbledon station to Southfields station, home of the Wimbledon Tennis Championships. The atmosphere was incredible with spectators and passengers clearly excited and some even taking part in a bit of celebrity spotting!

I recall the date clearly; it was Monday 8 July and I was amazed by the number of people who were gathered on the road and pavement. After safely pulling in to the bus stop, I opened the doors - passengers flooded onto my bus pleading with me to get them back to Wimbledon station. Heavy traffic delays in the surrounding area caused a delay which resulted in the large crowd of people waiting to find their way home! I explained to passengers that the roads are

extremely busy and made sure every seat was taken and that all standing passengers were comfortable before departing. I was unable to allow everyone to board so I apologised and assured them that there would be another bus arriving shortly.

The weather was very, very hot and despite having a full bus and sweat pouring from my brow, (and no doubt many of the passengers' too) everyone remained calm and pleasant as we remained in slow moving traffic for most of the journey.

I found working two weeks at the Wimbledon Tennis Championships very enjoyable because I fully used the Company's training skills to help me successfully carry out my job to the best of my ability, and judging by the positive reaction I received, it would be a pleasure to do it all over again.

CAROL STANBURY  
WATERSIDE WAY



# GETTING-AHEAD

PRE-PROMOTION COURSE WINNER

The last Pre-Promotion Course started on Tuesday 12 March and 24 aspiring colleagues were lucky enough to take part and learn more about the varied roles within Go-Ahead London and listen to presentations from guest speakers from our Operating, Performance and Risk departments.

The course ran for 7 consecutive weeks and we are proud to announce that Danvil Kerr, Bus Driver at **WATERLOO** garage came top of the class in the written test in week 7 and now has the opportunity to choose a secondment to a department of his choice.

"I found the Pre-Promotion Course very informative; it gave me an insight as to how the company works and how important headways are to the business," explains Danvil.

"I would urge any colleague who would like to find out more about Go-Ahead London and the way it operates to apply for the next course. It was a beneficial way to spend my Tuesday nights and I appreciate being given this opportunity. Currently, I am shadowing the operations side of the business, covering the Senior Garage Administrator role for 3 months and I'm learning more and more every day," he concludes.

Please see your Operating Manager if you are interested in taking part in the next course.

“  
I found the Pre-Promotion Course very informative; it gave me a great insight into how the company works  
”

DANVIL KERR  
WATERLOO



DANVIL KERR

WELCOME TO...  
**Go**Ahead-London



**Filmone Tewoldemedhin** joined the I.T Department at **HEAD OFFICE** as an **IT Infrastructure Manager** on 1 July 2019.

Prior to joining Go-Ahead London, he was an IT Manager in a secondary school, accumulating over 11 years experience in the IT field.

"I am a big fan of IT and Technology. I also enjoy playing and watching snooker and football. I'm a true Gooner having supported Arsenal FC all my life," he says with a smile.

Filmone also reveals that he is enjoying working for Go-Ahead London and has visited some of our garages over the last few weeks to resolve issues.

"It has been very interesting and allowed me to meet many colleagues. The IT team have made me feel very welcome, as have all other colleagues I have met so far which I really appreciate."

ACTIONS  
BEYOND  
THE CALL  
OF DUTY

## JUST WHEN YOU THOUGHT 'YACINE' IT ALL!

YACINE LAZZOUGUENE WINS LONDON BUS AWARD

The London Bus Awards took place at City Hall on July 9 and we are delighted to announce that **STOCKWELL** driver, Yacine Lazzouguene received the prestigious, 'Actions beyond the call of duty' award.

On October 3, 2018, Yacine was involved in an incident which involved a child being run over by a motorcyclist. (Please refer to previous Bus Talk issue #55 page 9 for full details).

The awards ceremony was filled with many top names in the bus industry which added to Yacine's nerves on the evening. Fortunately, he was accompanied by his manager Cliff Frost and Stockwell General Manager Hannah Man who both put him forward for the nomination.

"When my name was announced as the winner, I couldn't believe it," exclaims Yacine. "Initially, I felt embarrassed to be in front of such a large audience, and then I felt very pleased. It was fantastic to be recognised at such an event. I am so happy to have won this award!"

Recalling the events of the night, Yacine affirms: "When the incident happened, I went into action. I felt like I had to do something to help the child and do my part for the community."

Equally delighted for him was Managing Director John Trayner who gives Yacine the following praise: "From the moment he witnessed events unfolding, Yacine took charge and it is fair to say his quick thinking averted a potentially catastrophic situation. He is the epitome of, 'Keep calm and carry on'. A popular figure with his colleagues, this man sought no recognition, but richly deserves it."

YACINE LAZZOUGUENE  
STOCKWELL





# MIRROR WIBBLES OFF THE BUS

## Introducing Croydon's new mirrorless bus!

The first mirrorless bus arrived at **CROYDON** garage on 17 July and will enter service at the end of August on route 197 which runs between Croydon Fairfield Halls and Peckham Bus Station.

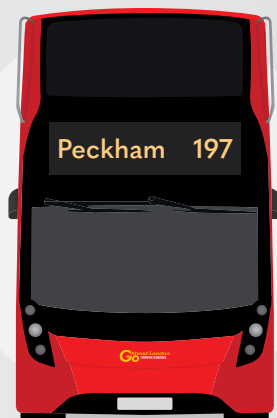
Hannah Man (General Manager), George Thorp (Accident Prevention Manager), Belcher Penfold (Engineering Manager) and Terry Sproule (Unite Representative) visited the buses being built at the ADL factory in Scarborough earlier in July.

To replace the standard mirrors, monitors have been installed instead, which give more clarity in comparison to traditional mirrors. The view from the monitors are digitally processed to compensate for lighting, shadows or glare while it is transmitted to the displays, which are mounted inside the cab to eliminate reflections from windows.

The system offers the driver a normal mirror view at the top of the monitor and a wide angle view in the lower half. Screen brightness adjusts automatically to give excellent visibility both day and night. The cameras maintain good image quality in all conditions as the software removes any distortion from rain drops or dirt on the lens.

"In addition to improved visibility for our drivers, we'll also benefit from reduced risk of mirror damage, or injury to passengers and pedestrians when pulling into bus stops," says George.

When the first bus arrived, colleagues at Croydon were able to see and experience it for themselves. After obtaining feedback, Hannah reveals that they are impressed with the clarity of the mirrors and the wider view and further states: "We are looking forward to operating the 197s in service with this new and inventive technology. Our mentors have attended the specific training at the Camberwell Training Academy, and are now excited to share their knowledge with others."



Go Ahead-London  
**FORWARD  
LOOKING**

BUS TALK | PAGE 16



## 209 & 378

# TRANSFER TO AF

ROUTES 209 AND 378 ARE COMING TO PUTNEY GARAGE FROM 17 AUGUST!

From 17 August 2019, **PUTNEY** garage will start operating route 209 from Castelnau to Mortlake and route 378 from Putney Bridge to Mortlake. The new routes will run with newly acquired single deck SE buses.

Drivers are currently undergoing 3 hours' type training on the new vehicles. During this time, the new technology used on the buses which includes a warning light to avoid pedal confusion and a stop/start system is demonstrated and explained in full detail.

Operating Manager Ola Prawucka who has been type-trained on the new vehicle said enthusiastically: "The best and definitely the most outstanding feature is the mirrorless system. The bus is fitted with 4 outside cameras and 2 screens inside the cab. It does not matter what the weather conditions are outside; sun, rain or darkness - the quality of the picture is always amazing." Ola continues: "It may take some time for drivers to adapt to the new technology, but with our in-depth training, it will not be a problem for our colleagues to drive the bus safely and enjoy the experience at the same time."

WHAT'S  
HAPPENING  
AT...

Garage mentors have also been working hard route learning up to 12 colleagues a day. Throughout this training, all tight points and official curtailments are brought to the attention of drivers.

"So far, the preparation for the routes is going very well. There has been a lot of interest and positive feedback received regarding our new routes and buses. There is an air of excitement at the garage with many drivers waiting in anticipation to start driving the new vehicles and routes in service," concludes Ola.

WHAT'S  
HAPPENING  
AT...

## 232 & 214

# TRANSFER TO NP

ROUTE 232 TO NORTHUMBERLAND PARK GARAGE FROM 3 AUGUST!

Exciting new changes started at **NORTHUMBERLAND PARK** with the introduction of route 232 on Saturday 3 August. The service operates between Turnpike Lane and St Raphael's, Pitfield Way with a 17 PVR (Peak Vehicle Requirement). A new garage layout was designed in order to accommodate the additional buses which joined the current fleet.

The buses used have been fitted with new high-tech specifications which will soon be a requirement on all TfL buses. This includes ISA (Intelligent Speed Assistance) which is part of the TfL required Bus Safety Standards (BSS); and as a company, we have fitted a device called Wheelysafe - this is a display box which notifies the driver if the wheels are correctly torqued and if a tyre is overheating.

Brad Campbell, Northumberland Park Operating Manager stated: "Due to a collaborative effort from all departments, the first day of operation on route 232 was a success. It was a great display of hard work and determination from all parties involved."

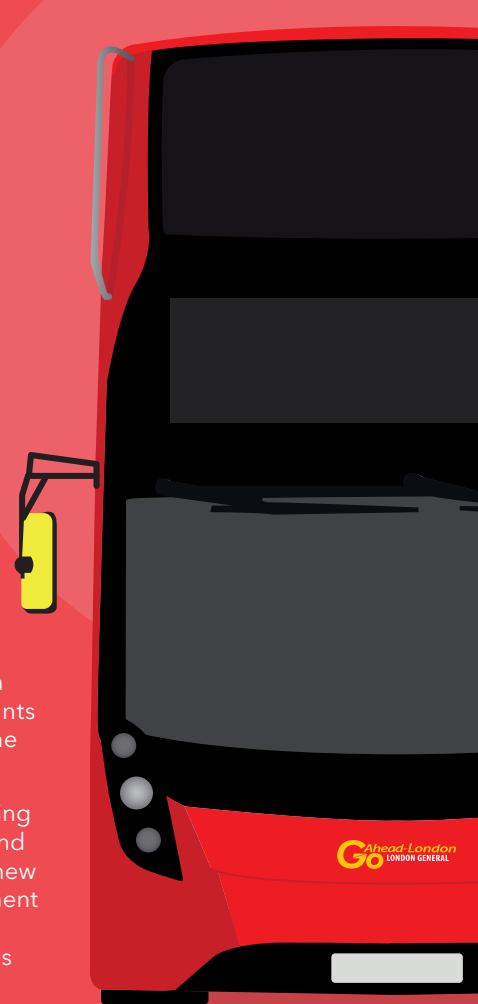
The garage has also been working hard in preparation for the takeover of route 214 which starts on 17 August with a 19 PVR and operates between Finsbury Square to Highgate Village.

"The successful implementation of route 232 can now be used as a benchmark for the upcoming route 214t," asserts Brad.

Continue onto the **next page** to find out *what's happening* at **CROYDON** and **ORPINGTON**.



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208

WHAT'S  
HAPPENING  
AT...

# TRANSFER TO MB

ROUTE 208 TO ORPINGTON  
GARAGE FROM 27 JULY!

It has been a very hectic 8 months at **ORPINGTON** garage with the arrival and subsequent departure of route 51 (now operating out of Bexleyheath), followed by the arrival of route 227 and the newer arrival of the route 208 contract which began on Saturday 27 July.

So, here's a brief history lesson on our newly acquired route.

Route 208 commenced operation on 4 September 1982 between Orpington and Lewisham station replacing the discontinued route 94, extending to Surrey Docks station on Saturday mornings. Initially operated by AEC Routemasters, these were replaced by crewed Leyland Titans on 11 June 1984 with the route converted to one-man operation on 2 February 1986.

Route 208 was increasingly unusual operating in two overlapping

sections, Orpington to Catford and Bromley Common to Lewisham. Running the extra frequency by way of short workings between Bromley and Catford was tried but was discontinued after about a year.

Fast forward to today, route 208 is now operating from Orpington garage using brand new Enviro 400 MMC bodied Alexander Dennis E40Hs.

Orpington General Manager, Charles Newitt said: "As with every previous route launch, my thanks goes out to all of those who have been involved and who have approached the task of launching this route with the usual high standards of professionalism and dedication. Our people really are what make this garage special and make it stand out within the Go-Ahead London family."

197 & 663

# TRANSFER TO C

ROUTES 197 AND 663 TO CROYDON  
GARAGE FROM 31 AUGUST!

The route **197** will operate using new mirrorless buses, so extensive training is underway. Drivers are filled with excitement as requests for type-training on the new vehicle is at an all-time high. This is the first time Go-Ahead London have operated route 197, so this, combined with new mirrorless buses, is an exciting prospect. It runs between **CROYDON** Fairfield Halls and Peckham Bus Station and is a 12-minute high frequency route.

The **663** is the first school route Croydon have operated for over 5 years. It will run both morning and afternoon between Thornton Heath High Street and Regina Coeli Catholic Primary and Secondary School.

General Manager Hannah Man said: "Croydon look forward to delivering a great service on both of these routes."

## KEEPING IT CONSISTENT

**Muhammad Baloch**, a driver who joined the company in 2006 has scored an outstanding 100 points on a recent BCES report, and also represents **RIVER ROAD** in our Passenger Commendations feature on page 6.

Clearly delighted with his impressive achievements, Muhammad said: "I love my role of a bus driver and always ensure that my passengers are safe, happy and have a good journey."

His consistent efforts behind the wheel do not go unnoticed and he

has been commended in the past for his cheerful demeanour, pleasant nature, willingness to help and high standard of driving. He also enjoys being thanked by his passengers as they alight having taken them safely to their destinations.

"The positive feedback I receive from my customers gives me great satisfaction when doing a good job - in turn this makes me happy and adds further joy to my day."



MUHAMMAD BALOCH  
RIVER ROAD

05/08/2019  
BCES COMMENDABLE  
SCORE 100%

29/07/2019  
BCES SCORE 97

23/06/2019  
PUBLIC  
COMMENDATION

16/05/2019  
PUBLIC  
COMMENDATION

02/05/2019  
BCES SCORE 93

22/02/2019  
BCES SCORE 93

25/09/2018  
BCES COMMENDABLE  
SCORE 98

MUHAMMAD'S  
PERFORMANCE  
IN THE LAST YEAR

Go-Ahead London  
BEING  
CAN-DO



JULIETTE ROBINSON  
1959 - 2019

in loving  
memory

**J**uliette, who sadly passed earlier this year after a brave battle with cancer, was a greatly respected company character. She initially joined Go-Ahead London HR Department in October 1999, covering a maternity vacancy, before moving to the Camberwell Recruitment Office around 12 months later. Juliette subsequently stayed at Camberwell for a decade before transferring back to HR and Merton High Street in 2010.

Very much a 'glass half full' person, her infectious enthusiasm and sage advice were sought by numerous colleagues she met down the years. Juliette's caring side was also evident to all, irrespective of position, and she was at ease engaging with the Managing Director or a cleaner; status was insignificant.

Juliette's funeral was a testament to her universal popularity. A truly cherished, genuine and helpful person, she is both missed and celebrated by many across the Go-Ahead London family. A recent fundraising effort saw an impressive £1,635 collected in her memory and the money has been donated to a local end of life hospice.





# TENDER NEWS

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

**ROUTE 67 | Lordship Lane to Forest Road.**  
**LONDON GENERAL.** Won from Arriva London North.  
Contract begins on April 25, 2020.  
Using 2014 Euro V New Routemaster (12 PVR).

**ROUTE 106 | Finsbury Park Interchange to Cavell Street.**  
**LONDON GENERAL.** Won from Arriva London North.  
Contract begins on April 25, 2020.  
Using hybrid Double Deck (details TBC) (14 PVR).

**ROUTE 127 | Purley Station to Tooting Broadway Station.**  
**METROBUS.** Contract retained.  
Contract begins on April 11, 2020.  
Using 2011/12 Euro V Diesel Double Deck (17 PVR).

**ROUTE 191 | Edmonton Green to Brimsdown Station.**  
**ARRIVA LONDON NORTH.** Won from London General.  
Contract begins on May 2, 2020.  
Using 2013 Euro V Diesel Double Deck (19 PVR).

**ROUTE 230 | Katharine Street to Brixton Station.**  
**LONDON GENERAL.** Won from Arriva London North.  
Contract begins on June 20, 2020.  
Using Double Deck (details TBC) (11 PVR).

**ROUTE 270 | Putney Bridge Station to Madeira Road.**  
**ABELLIO LONDON.** Won from London General.  
Contract begins on May 30, 2020.  
Using New Euro VI Hybrid Double Deck (13 PVR).

**ROUTE 357 | Chingdale Road to Whipps Cross Bus Stand.**  
**LONDON GENERAL.** Contract retained.  
Contract begins on February 29, 2020.  
Using Double Deck (details TBC) (7 PVR).

**ROUTE 25/N25 | Holborn Circus to Hainault Street.**  
**STAGECOACH EAST LONDON.** Won from Tower Transit.  
Contract begins on May 23, 2020.  
Using New Euro VI Hybrid Double Deck (31 PVR).

**ROUTE 282 | Ealing Hospital to Mount Vernon Hospital.**  
**METROLINE WEST.** Contract retained.  
Contract begins on March 7, 2020.  
Using 2013 Euro V Hybrid Double Deck (16 PVR).

**ROUTE 425 | Hainault Street to Kenninghall Road.**  
**STAGECOACH EAST LONDON.** Won from Tower Transit.  
Contract begins on July 4, 2020.  
Using New Euro VI Hybrid Double Deck (21 PVR).

**ROUTE 482 | Southall Broadway to Heathrow Terminal 5.**  
**ABELLIO WEST LONDON.** Won from Metroline West.  
Contract begins on March 21, 2020.  
Using New Euro VI Hybrid Double Deck (8 PVR).

**ROUTE G1 | Hermitage Lane to Wickersley Road.**  
**LONDON GENERAL.** Contract retained.  
Contract begins on May 2, 2020.  
Using 2015 Euro VI Diesel Single Deck (13 PVR).

*Thanks for reading!*

If you cannot do great things,  
do small things in a great way.

Napolean Hill