

# BUS Talk

Go Ahead London

ISSUE 53 - AUGUST 2018



**THE LONDON  
BUS AWARDS 2018**

**IBUS CONTROLLER  
OF THE MONTH**

**APPRENTICE  
TECHNICIAN  
AWARDS 2018**

**ANOTHER SUMMER  
COMMERCIAL SUCCESS**



IT WAS THE  
**SUMMER  
OF SIXTY-  
NINE**



**PETER BEARD**  
ORPINGTON

**ENGAGEMENT  
SURVEY 2018**

**What would  
I change?**

...start gathering  
your thoughts!



**CYCLE TO  
WORK**

with Cyclescheme

SO...HOW  
DID WE  
DO?

Our recent  
Cycle to Work  
scheme was well  
received across all  
16 garage locations  
with many colleagues  
taking advantage of  
receiving a discount off a new  
bike and/or accessories.

Assistant HR Manager, Nita Patel has  
collated details from the top 3 garages  
which submitted the most applications:

- STOCKWELL - 17**
- CROYDON - 10**
- CAMBERWELL - 9**

Thank you to everyone who applied and  
we hope you all enjoy your new ride!



**P**eter Beard has been 'on the buses' for 49 years. During this time, he has seen the industry change and evolve from single manned and electric buses coming into service, to going cashless and Oyster Cards being introduced.

Peter started his career in June 1969 two days after his 18th birthday as a conductor working at New Cross garage for London Transport.

He was the only one in his family working at the time and was earning £15 a week. Peter stayed as a conductor on route 177 for three years before trying his hand at becoming a driver. Peter recalls when single manned buses came into use in 1971. He passed his test on the second attempt in July 1972. His first driving route was the 141 (now route 172) which travelled from Grove Park to Wood Green. He remained at New Cross until 1975 before transferring to Catford garage where he stayed until 1979.

Looking for a new experience, Peter moved out of London and began work at Swanley bus garage in Kent with London Country for three years which he enjoyed. Peter then moved further out to Chatham garage with Maidstone and District for 6 years.

When he moved to Kettering, Northamptonshire, he began driving more nationwide routes. Between 1988 to 1996, he drove the National Express service known then as United Counties, driving from Kettering to Inverness two or three times a week.

Peter recalls, "Route learning for those journeys would start at 5pm and didn't finish until 11:30am the following morning. It was fun but tiring!"

Peter remembers one terrifying incident in 1991 when driving his bus at around 8:30pm.

"I saw headlights approaching me on my side of the road. Having nowhere to go and not wanting to put anyone else in danger, I had no choice but to stop and wait for impact. I was hit head on by a taxi when the driver had fallen asleep at the wheel. Unfortunately, the incident had fatal consequences for the driver and his passenger."

**“Route learning for those journeys would start at 5pm and didn't finish until 11:30am the following morning. It was fun but tiring!”**

**PETER BEARD**  
ORPINGTON  
BUS DRIVER

In 1996, Peter moved back to Maidstone until 2006 and spent his last 4 years there as an inspector, which he enjoyed but ultimately missed driving.

From January 2006, Peter began driving again at **ORPINGTON** for Metrobus. He started on route 358 which he drove for 3 years, then drove the route 161 for another 3 years and mentored new 161 drivers for 2 years. He went back to the 358 for a year before moving to the route 126 which he currently drives.

Peter still loves driving and plans to continue for as long as he can continue passing the medicals!



**Safety Talk**  
with Tom McGlew

**WATCH  
YOUR  
STEP!**

Recently a number of our driving colleagues have been injured when stepping off the bus or fallen from the bus stairs during a vehicle check. Two of these accidents resulted in the driver fracturing an ankle whilst the other falls have resulted in long-term absences from work.

When investigating incidents there doesn't appear to be a physical hazard such as a spillage on the floor or a defect with the bus, which may have caused our colleagues to lose their footing or turn an ankle. The lighting has been good and the footwear worn at the time seems to have been reasonable.

Therefore, with no obvious smoking gun, we must turn our attention to the individual. Ultimately, we are responsible for our own safety when checking a bus. That said there are a few things we can do to help lessen the chance of experiencing a slip, trip or fall.

Concentrate on the job at hand. If you receive an urgent text message or email, sit down and read them or at least, stand still. Don't walk around on the bus or up and down stairs. Likewise, when reading your duty card, sit down and read it.

Another cause could be distraction caused by rushing. Running late to get the bus inspected and out on time; alternatively, at the other end of the day, signing off the bus and rushing to

get home, might mean your attention is not fully on the task. Slow down and concentrate on what you're doing.

When alighting the bus, especially in the garage or out on the road, remember the step down may be deeper than you think - this could cause you to stumble or fall. When you can, lower the bus, hold the handrail on the door and look at the floor when you step to make sure the ground is free of any litter or unevenness.



**Thank  
you!**

As a bus driver, you've all been there! You're on your last trip and eager to finish in order to get home and spend quality time with the family; but we all know that sometimes that just isn't going to be the case.

5 minutes before completing your last trip, you receive a call from a controller who needs your assistance and the first thing that goes through your mind is, 'Why me?'

That's exactly what happened to controller Taurai Zivave who required the assistance of route 87 **WATERLOO** driver Theodore Vaxavanis. Taurai

was extremely impressed with Theodore's willingness to help out in his 'inconvenient' time of need and therefore took the time to write the following Official Report:

"Theodore Vaxavanis went above and beyond to help when needed. The driver was on his last trip but for the sake of the service, I had to delay him and also ask him to substitute a bus as well. When I asked the driver for this favour he was more than happy to help. He was a true example of the kind of attitude we are trying to instil into drivers; working together as one team and cooperating to get the job done. Please thank the driver for me. His efforts are greatly appreciated."

Well done Theodore - 'Being can-do people who are open and approachable. Building relationships and working as one team,' at its very best!



**THEODORE VAXAVANIS**  
PUTNEY



# ALERT AND COOL

Keeping vigilant and ensuring the safety of passengers is all in a day's work when you're a Go-Ahead London bus driver; this also includes the safety of pedestrians.

Perhaps one of the most 'cool' and alert incidents took place at the end of May and it was captured on film. A motorcyclist was weaving in and out of the busy traffic along Regent Street and was about to pass a stationary route



DAVID ALLISON  
PUTNEY

14 bus. The driver, David Allison from **PUTNEY** put his hand out of the window and gestured for the motorcyclist to stop as a pedestrian was midway crossing the road! David modestly explains: "I saw a man attempting to cross and then looked in my mirror and saw the motorcycle coming so I flagged the motorcyclist down to prevent an accident. It is something that we all do as drivers."

Thankfully, the motorcyclist came to a halt and the pedestrian, who was now standing in the middle of the road smiled and offered the motorcyclist the chance to continue. He kindly declined and offered the pedestrian the chance to continue crossing, which he did. The motorcyclist then turned to David and gave him the thumbs up as thanks for alerting him to the oncoming danger. Cool as a cucumber, David does the same and the exchange is followed by a friendly fist bump. The motorcyclist then continues with his journey.

General Manager, Putney, Kastriot Gashi said: "Driving a bus safely on the busy streets of London requires tremendous effort and David's training, road skill and experience met by his positive/cool attitude is the perfect formula for a Top London Bus Driver."

**"...so I flagged the motorcyclist down to prevent an accident. It is something that we all do as drivers."**

DAVID ALLISON  
BUS DRIVER  
PUTNEY GARAGE

The clip which has had over 850,000 views on YouTube is a prime example of alertness and forward thinking. David speaks of his life after the event: "It's gone crazy with the attention I'm getting. My phone has not stopped blowing up. I had to set up a Twitter and Instagram account which is all new to me. My missus is over the moon and my son has seen me on the net and is like, 'Daddy that's you!'"

He continues: "I want to own the 'Mr Cool' title forever. I am flattered by the response of the public and would like to say thank you to everyone online for the positive feedback."

Well done for your quick thinking under pressure David - and congratulations on being named 'The coolest bus driver in London,' a title which is yours forever!

BusTube

Coollest Bus Driver in London



The silent bike, the stealth Pedestrian and the cool bus driver  
851,030 views



Butterfly12 2 months ago  
Good on the Bus Driver for noticing you and signalling you to stop...



Janelle Foster45 2 months ago  
What a beautiful exchange of communication without uttering even a single word. It was like watching a silent movie, yet so entertaining.



## CONTROLLER OF THE MONTH

Every month, General Manager Service Performance Sajid Chaudry tasks his performance managers to select one controller from each of his iBus Hubs to be named Controller of the Month.

This title is given to the controllers who have gone above and beyond the requirements of their job role. The nominated colleagues receives a £20 voucher and is rewarded with a letter of gratitude for their hard work.

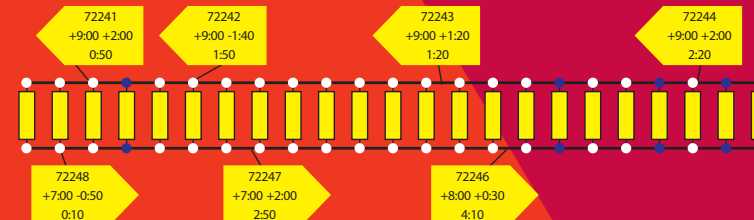
"We brought in Controller of the Month about 6 months ago in order to recognise and show our appreciation to those controllers who demonstrate outstanding commitment to the job. Working in iBus is

a very busy environment; sometimes you can almost compare it to the trading floor of a stock market, so it is important that we reward the hard work and dedication of our controllers," explains Sajid.

"Controllers work tirelessly and Controller of the Month is our way of saying 'Thank you' for those who go above and beyond to make Go-Ahead London a success and provide the best possible service to our passengers, reflecting our belief that every journey matters."

This month, performance managers have selected the following controllers. Read on to see how their personal experiences have lead them to become Controller of the Month at their respective iBus hub.

Go-Ahead London  
WORKING AS ONE TEAM



## JOHN MAYS River Road

"I enjoy working as a controller because I like the day-to-day challenges it brings, as each day has its own issues. By working well with my colleagues, it's all about the team, and hard work has ensured route performances have improved. It is a great surprise to be Controller of the Month."

## ROBERT GLADWIN Sutton

"The ingredients I feel that have helped me to achieve Controller of the Month are my attention to detail and having a vision and awareness of all the areas required in the job role. This was a very busy month and on a few of my shifts I was asked to take on extra routes to assist the Stockwell iBus hub. I was given the route 35 to look after and there were a lot of heavy delays due to road closures implemented by the police around the city of London for the Commonwealth visit. Several buses were caught up so I managed the service effectively and made plans for further buses to avoid the area which enabled me to restore the service."

## CHARLES TOMLINSON Stockwell

"Being proactive is the main ingredient to becoming Controller of the Month. Even if there are no delays, it is important to stay focused and keep tweaking to provide the best service possible. I also want to earn the respect of the drivers, my fellow controllers and management. I try to remain calm and professional at all times. When it is busy it can be a little chaotic but I always aim to give effective communication to drivers on the route and support them in their role. Team work is the key."



JOHN MAYS  
RIVER ROAD HUB



ROBERT GLADWIN  
SUTTON HUB



CHARLES TOMLINSON  
STOCKWELL HUB



# PASSENGER COMMENDATIONS

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

**A**

A route 93 passenger praises Sutton driver **KATARZYNA KOWALSKA** on her driving skills. "I have never had such a great ride on the bus before. Nice, smooth and safe. Accelerating and slowing down with no jerking at all!"



**SI**

"Thank you to the D6 driver for going out of his way to make sure I got on the bus when he saw me running. He has made my day," explains a route D6 passenger who commends Silvertown driver **ANTHONY REGISTE**.

**RA**

Driver **SULAIMAN MOHAMMED-BERHAN** has been recognised for his customer service skills when he was observed helping two elderly tourists on board route 521. The customer stated: 'The couple were really happy with the service and kept thanking him. This is what London needs, someone who helps anyone and everyone.'

**BX**

Bexleyheath driver **ALEX BURROWS**' helpful and informative announcements did not go unnoticed by a route 486 passenger: "The driver gave a warm, welcoming message over the PA at the start of my journey - really made my day!"



**BURROWS**

**RR**

River Road driver **GARY HOLMES** "gave us a brief guided tour along our route. The gentleman was extremely friendly and helpful. His manner and sense of humour was fantastic."



**PL**

A very grateful customer passed on their thanks to **Waterside Way** colleagues who explains; "All the staff at the bus garage helped me when I lost my wallet, which was handed in. All the staff were extremely courteous and helpful which I greatly appreciated. Well done to them all."

**NX**

'Extremely high standards' is how New Cross driver **NTAVINT ZENOUNAI**'s driving was described by a route 225 passenger. "He waited patiently at stops. Overall, well done!"

**MG**

A 225 passenger praised Morden Wharf driver **WINSTON SAMUELS**, who said: "He was very polite and friendly, and a great smooth driver."

**MB**

**STEVE PAYNE** from Orpington was praised for his outstanding customer service when helping a 162 passenger. "We had 3 very heavy cases, the driver got off and helped us on with them. He then offered to help us off as well!"

**PAYNE**



**NP**

Northumberland Park driver **PAUL WRIGHT** went the 'extra mile' when assisting a route 20 passenger. "A lady with mobility issues boarded with heavy shopping, the driver took his time in helping her. He is a credit to Go-Ahead London."

**AL**

"The driver was so cheerful and polite to all customers, it was really infectious. She was lovely," explains a route 44 passengers' journey with Merton driver **NATASHA SMITH**.



**PM**

A tired 363 passenger was extremely grateful for **ALEXANDRA NAULTY**'s kind actions who explains: "She saw me running to the bus stop as she was passing. She pulled up at the stop and waited for me to catch up so I could get on."

**Q**

"The driver of the route X68 was a nice, lovely and happy driver. Keep up the good work," wrote a pleased passenger about Camberwell driver **JENNIFER SCOON**.

**SW**

A cyclist passed on their thanks to Stockwell driver **ANTHONY ALLEN** on route 77 who said: 'The driver of this bus kindly gave way to me, as the bus was pulling away from the bus stop.'

**AF**

"The driver was so helpful as the bus was diverted, he made the extra effort to help people find the best stop," explains a route 14 passenger regarding Putney driver **LEROY CHONG**. "A friendly and happy man, thank you." he concludes.

**CHONG**



**C**

Croydon driver **CHRISTINA BLANKSON - PETERS**' 'beautiful smile' was noticed by an X26 passenger who also commented; "Fantastic driver, her warm 'good morning' my day! Thank you."



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

Thank you!

**Q**

CAMBERWELL

**MG**

MORDEN WHARF

**MB**

ORPINGTON

**A**

SUTTON

**RA**

WATERLOO

**BX**

BEXLEYHEATH

**PM**

PECKHAM

**C**

CROYDON

**SW**

STOCKWELL

**PL**

WATERSIDEWAY

**RR**

RIVERROAD

**NX**

NEWCROSS

**SI**

SILVERTOWN

**AF**

PUTNEY

**AL**

MERTON

**NP**

NORTHUMBERLAND PARK



# Your story

When I first joined Go-Ahead London, my intention was to stay for around one year. I'm sure many of my colleagues had the same intentions too; but 9 years on and 8 years accident free, I'm still here and one of the main reasons I have decided to remain is the good work friends I've made along the way. Merton garage is like a second family to me - not just the drivers but all other colleagues too.

What helps to make my day go smoothly and pleasantly is a good duty and a good bus. I aim to drive at my best ability by braking and accelerating smoothly as this makes my passenger's journeys more enjoyable and safe, and also keeps me from flying around in the cab!

A warm bus in winter and a cool bus in summer keeps me clear headed, friendly and alert which is paramount to allow me to do the best for my passengers and other road users when I'm behind the wheel.

I don't really have a favourite route as such, I just try to find as much joy as possible by being polite, giving directions, waiting for those running for the bus, being vigilant and prepared for the unexpected at all times - generally helping anyone and everyone; even those who ask, "Are you going to the next bus stop?" :-)

There's a lot of truth in the saying:  
'It's nice to be nice...'

JILL SLINEY  
MERTON



## BLOW THAT WHISTLE!

**MERTON** Acting Operating Manager, Jill Sliney gives us an insight into her extra-curricular activities and an interesting sporting fact which you may have missed as the country recently went football crazy with the FIFA World Cup 2018!

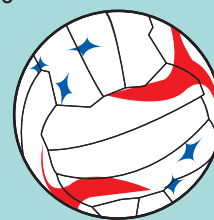
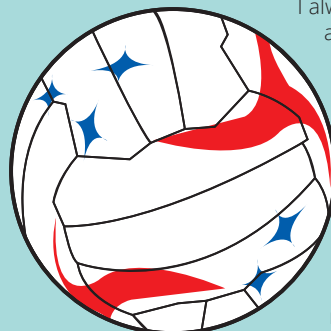
"For all of you that may not have tuned into the Commonwealth Games 2018, it is with great delight to inform you that England Netball team won the Gold medal. This is fantastic news for our country and netballers in England. This achievement has raised the profile of netball and is generating much more interest with men and women alike getting more and more involved in the sport.

I have been a netball fan since my school days when I joined a club at local league level, making my way up to playing for the County. Netball is a winter sport so is played from September to April, the same as football. Every Saturday come rain, wind or snow, I would always be raring to go and play in my favourite position, Centre.

I always looked forward to playing a good competitive match, and then socialising with my team mates and the opposition afterwards. Unfortunately, my days of playing ended abruptly after a bad injury. I wanted to stay actively involved in the sport, so I turned my attention to umpiring and have been doing this for the last 10 years.

The highlight of my playing career was winning the Kingston and Surrey League plus the Cup for two consecutive years. Now, I like blowing my whistle when I'm umpiring.

For the ladies who might be interested in getting back into netball or for men who are interested in participating in mixed netball teams, details of local clubs can be found under the All England Netball website."



JASMINE MORRISON  
MERTON



Go-Ahead London  
TAKING  
PERSONAL  
RESPONSIBILITY

Go-Ahead London  
TAKING  
PERSONAL  
RESPONSIBILITY



EDWARD HOWARD  
BEXLEYHEATH



Simplyhealth  
great north  
run



## RUN EDWARD RUN!

Edward has worked for Go-Ahead London for just under 40 years and is currently based at **BEXLEYHEATH** as a Satellite Manager. He started back in 1979 at Stockwell, then moved to Waterloo.

Edward has been involved in fund raising for most of his adult life and has helped raise funds for Guide Dogs for the blind, St. Thomas' Hospital and Kings' Hospital. Perhaps his most successful and memorable event was raising money for a young lad who could not acquire the medical treatment required for a life-threatening illness. Fortunately, colleagues at Bexleyheath helped Edward raise several thousands of pounds for life-saving treatment.

As part of Edward's latest fund-raising mission, he is racing the Great North Run on 9 September 2018 in memory of a very good friend who passed away in 2017.

"Leading up to his sad passing, he was cared for by Marie Curie nurses who provide support for people living with any terminal illnesses across the UK. This is who I am now raising money for. So far, I am £200 shy of my £1,000 target," he explains.

Edward will complete the race solo. If you would like to show your support for this worthy charity, you can donate by visiting his Just Giving page: [www.justgiving.com/fundraising/edwardhoward](http://www.justgiving.com/fundraising/edwardhoward)

On November 4, he will run the Olympic Park for blind children and in May 2019, Edward will take on the Brighton Marathon for the Alzheimer's Society.

On behalf of Go-Ahead London, we would like to wish you every success in all your upcoming charity challenges.

**JustGiving**  
edwardhoward





Go-Ahead London  
**WORKING AS ONE TEAM**



# WE KNOW WHAT YOU DID THIS SUMMER

The Commercial department have recently completed three of their busiest annual events. Commercial Manager Colin Farrant gives us an overview and reveals the key to the success of all 3 operations.

"The last three weeks have been extremely challenging for the Commercial Department with Hampton Court Flower Show, Wimbledon Tennis, Farnborough International Air Show and a Brighton Main Line closure all taking place.

Forward planning meant that the cascade of E400's from route 196 in May provided the back bone of our vehicle requirements for these events. The majority of these had been repainted and looked resplendent in Go-Ahead London's commercial livery and a fitting image for the high profile nature of these international events.

Wimbledon Tennis Championships and Hampton Court Palace Flower Show took place at the same time which required careful scheduling of vehicles and resources. The majority of work was covered with Go-Ahead London but with some assistance from our sister Go-Ahead subsidiary and friends at Brighton & Hove/Metrobus.

**“**  
*I am extremely grateful by the commitment shown by so many individuals throughout the last three weeks.*  
**”**

**COLIN FARRANT**  
COMMERCIAL MANAGER  
HEAD OFFICE

I would like to thank the depots that went that extra mile and provided both buses and drivers for these profitable and prestigious services. Although it is difficult to single out one particular individual, I give special thanks to Bob, our resident engineer at Car Park 1 who always kept the wheels turning whatever difficulties arose.

Farnborough International Air Show also overlapped with the Finals weekend of Wimbledon Tennis which posed logistical difficulties of its own for the first time.

The key to success of these operations is to plan but be flexible. This is never more true with Farnborough operations which despite agreeing detailed plans prior to the event, there were inevitable changes

due to crowd control and ticketing/security issues. I am pleased to report that despite innumerable changes, our team at Farnborough produced some remarkable results with the main service from Queens Parade being officially recorded as having 52 departures in one hour, i.e. a bus departing at just over every 60 seconds at peak flow times.

I had the pleasure as Commercial Manager of observing a well presented and operated service by our own staff, all of whom were of a high calibre and credit to Go-Ahead London. There are too many people to thank individually but I am extremely grateful by the commitment shown by so many individuals throughout the last three weeks."



## WHAT THE TEAM SAYS...

After a hectic few weeks, Jason Tann, Allan White and Daniel Butterfield speak of their respective experiences...

**Jason Tann**, Commercial Operations Manager: "Farnborough International Air Show was an outstanding success this year and this was down to the planners, supervisors and engineers involved. I would also like to thank the drivers in particular as once again, they exceeded expectations by going the 'extra mile' and proving they are excellent ambassadors for Go-Ahead London."

**Allan White**, Performance Manager: "I would like to say thank you to everyone involved. The event nearly topped a quarter of a million people over the 8 days and it wouldn't have been the success it turned out to be without preparation. Garages were willing to help cover all duties which was an enormous help; and drivers exercised great visions and values ethics, providing an effortless transfer to and from the show."

**Daniel Butterfield**, Performance Manager: "Go Ahead London's prestigious operations of Bus Services for the Wimbledon Tennis Championships 2018 exceeded all expectations again this year. We had a fantastic team of professional and polite drivers, controllers and pavement conductors working on this

event, who worked tremendously hard to ensure the operation ran as smoothly as possible. A huge well done goes to everyone involved in this year's Wimbledon event. It wasn't without its challenges at times, but Team Go- Ahead London did an absolutely amazing job as always."



IN PICTURES. From Wimbledon Tennis Championships (above left), Farnborough International Air Show and the Chelsea Flower Show (above right).



**FARNBOROUGH**  
INTERNATIONAL  
**AIRSHOW**

## Going above and beyond!

Allan White also received an award for going 'Above and Beyond' by the organisers of the Farnborough Airshow.

This was for being responsive, proactive and adaptable when the security queuing arrangements planned by the organisers became overwhelmed during a particularly busy day. Allan and his team realised this and redistributed a number of buses to different access gates. During the daily event debrief, Allan's initiative was singled out and he was awarded the 'Farnborough Wings'.





Northumberland Park Operating Manager Brad Campbell with Imran Patel, Ricky Field and Mike Brown, Commissioner of Transport for London.

**Ricky Field and Imran Patel both at Northumberland Park jointly received the award for Safety Champions.**

"The London Bus Awards is a wonderful event and it was a delight to win the 'Safety Champion' award, as Imran and I have spent a lot of time and effort in the garage to improve safety standards.

We recently expanded a group of qualified Mentors from 2 to 6 which has allowed us to spend more than double the amount of contact with each new driver. We also worked together to deliver a 30 minute 'pedal confusion safety briefing' individually to each route 76 driver to help avoid accidents.

Another key initiative has been our creation of a local Hazard Perception training suite.

We also co-ordinated a campaign aimed at ensuring drivers arrived for work in a positive mood. The campaign was known as 'Parklife' and one element was the installation of 'Stop and Think' boards along 'The Safe 8' walkway to the garage which asked a sequence of eight questions to ensure drivers were fit for duty when entering the garage.

Being recognised for our efforts is fantastic and it was great to achieve this hard-earned award."

**RICKY FIELD**  
Accident Prevention Manager at *Northumberland Park*

"I was thrilled to find out that I had been nominated and was delighted to make the shortlist. It was fantastic to be recognised for doing a good job and it was the first time I had been at an industry awards evening so overall, it was a great experience. I really enjoyed the night and meeting the senior managers from Go-Ahead London and TfL."

**IMRAN PATEL**  
Accident Prevention Supervisor at *Northumberland Park*

LONDON  
BUS  
AWARDS

18

# LONDON BUS AWARDS 2018



The London Bus Awards took place at City Hall on July 12. We are delighted to announce that we had two winners and two runners up. Well done to both Ricky Field and Imran Patel, Darren Connolly, Ian Hogg and Patrick Higgins.

Here is what they had to say about the events of the night and, their success at the awards ceremony.

Technical Support Manager Darren Connolly with Mike Brown after receiving his award.

Go  
Ahead London  
BEING  
CAN-DO



**New Cross engineering manager Ian Hogg received the runner up award for Inspiration Engineer.**

"Attending the 2018 London Bus Awards along with my wife was great. It was also nice to be able to share the experience with those who have supported me throughout my career. General Manager Service Performance Bradley Faithfull nominated me and to get short listed was amazing.

My daily aim is to challenge people to have the passion to continuously improve. I believe in challenging engineers and giving them the freedom to learn from their mistakes. Despite missing out on the top award, it was great to receive runner up for 'Inspirational Engineer' at this year's awards."

**IAN HOGG**  
Engineering Manager at *Bexleyheath and New Cross*

**River Road driver Patrick Higgins received the runner up award for Accessibility Champion.**

"It was a great honour to be nominated for Accessibility champion at the 2018 London Bus awards. When the new LT buses came into service for our routes EL1, EL2 and EL3 last year, our General Manager Nigel Wood put together a team including myself to go into Barking town centre for the day.

Various local groups with disabilities were invited along so that they could get used to the new bus on their routes. Something small to us but for people with disabilities, this made them feel so much more comfortable. The job satisfaction on this day felt fantastic and the local groups could not thank us enough.

Following this, we decided to do some further work on disability awareness at River Road and get the driver's involved. Along with TfL and some local wheelchair users, we set up a disability awareness day. The more I deal with people with disabilities, the more I see how much they appreciate our work and it was fantastic to be recognised for this at such a prestigious awards ceremony."

**PATRICK HIGGINS**  
Driver at *River Road*





Top left to right: Chris McKeown, Gordon Harrington, Robert Dalton, Gerry Fleming, Richard Harrington and Nigel Parks stand proud with our outstanding Engineering Apprentices outside Head Office!



Hard work pays off for Apprentice of the Year award winners Robert Kavanagh, Adham Ahmed and Christopher Bissett.

# APPRENTICE TECHNICIAN AWARDS



*"We are proud of all of those that took part and congratulations to Ricky on this tremendous achievement."*

**RICHARD HARRINGTON**  
ENGINEERING DIRECTOR  
GO-AHEAD LONDON

We are pleased to announce that 6 apprentices have obtained a **Level 3 Advanced Modern Apprentice in Bus & Coach Engineering & Maintenance** and have progressed into full time positions commencing 14 July 2018.

***Congratulations to:***  
Carlos Mota and Ricky Lennon - Merton garage  
Justin Roberts and Yusuf Ullah - Croydon garage  
Sam Milledge and Adham Admed - Morden Wharf garage  
It also comes with great delight to reveal the winners for the Go-Ahead London Apprentices of the Year who are:



**Christopher Bissett**  
**1ST YEAR AWARD**



**Robert Kavanagh**  
**2ND YEAR AWARD**



**Adham Ahmed**  
**3RD YEAR AWARD**



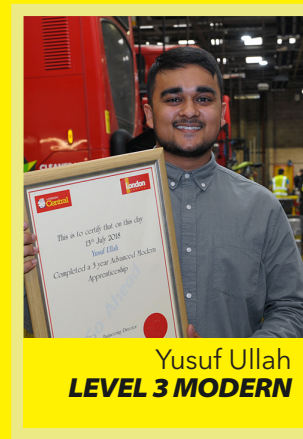
**Carlos Mota**  
**LEVEL 3 MODERN**



**Ricky Lennon**  
**LEVEL 3 MODERN**



**Justin Roberts**  
**LEVEL 3 MODERN**



**Yusuf Ullah**  
**LEVEL 3 MODERN**



**Sam Milledge**  
**LEVEL 3 MODERN**



**Adham Admed**  
**LEVEL 3 MODERN**

**1**ST YEAR WINNER  
**CHRISTOPHER BISSETT**

**2**ND YEAR WINNER  
**ROBERT KAVANAGH**

**3**RD YEAR WINNER  
**ADHAM AHMED**



Ricky Lennon (pictured above) was successful in the 'apprentice, mechanical discipline' category.

## IRTE SKILLS CHALLENGE 2018!

Pioneered by the IRTE (Institute of Road Transport Engineers), the IRTE Skills Challenge rewards the vital work and skills of bus engineers across the UK.

During the summer, bus and coach operators from all over the UK put forward 32 teams to compete in a series of engineering challenges covering the three disciplines of mechanical, electrical and bodywork, to see who has the best technicians in the industry.

Professionals from the bus and coach industry gathered at Rockingham Race Track to name the winners of this high-profile competition.

Go-Ahead London is pleased to announce that Ricky Lennon was successful in the 'apprentice, mechanical discipline' category, picking up the winner's award.

Engineering Director Richard Harrington said: "We are proud of all of those that took part and congratulations to Ricky on this tremendous achievement."



# Designed, sealed, DELIVERED

On the first floor at Head Office, Graphic Designers Peter Dias and Sophia Dunn are busy illustrating and designing material for their latest project. Whilst Sophia illustrates some new characters, Peter looks at content and photography.

Work frequently flows in from various departments and garages and part of what the Graphic Design team do is look for solutions and ways to construct and simplify incoming work when possible. They are also in the process of changing and reducing the amount of noticeboards for drivers in order to utilise this space more effectively and create consistency in all 16 garages.



Sophia Dunn, Sheldon Malcolm, Peter Dias and Greg French close to finalising this edition of Bus Talk!

Presently, Sophia spends her time working on re-branding this year's Engagement Survey. She has also helped devise some material for recent campaigns using simple and succinct wording with the intention to clearly get the message across to all.

Peter and Sophia have worked in our Communications department at Head Office since March and September 2017 respectively and pro-actively help to promote our Company vision and values under the guidance of Communications Manager, Sheldon Malcolm. The primary role of the Graphic Design team is to inspire and support the Communications department as well as develop the various platforms of communication across Go-Ahead London, from digital to print.

"We're all about image and how we are perceived. We put in a lot of effort into our designs and we appreciate when our work is being displayed and presented well at various locations across the business," explains Sophia.

"When projects are handed to me, my initial thoughts are, 'how can I simplify this and get the same message across'. Then I think about design, colours, typography and aesthetics," concludes Peter.

The Communications department assumed responsibility for Bus Talk in July 2017 and it typically takes approximately two weeks to complete the design aspect of the magazine. The process starts by having a discussion with Sheldon Malcolm and Greg French, Communications Coordinator, about significant news and changes within the business. Together, they make a big effort to make Bus Talk as inclusive as possible and are pro-active in seeking stories, hobbies and information from all garages in every issue.

Sheldon says: "Peter and Sophia have a very strong work ethic. They always endeavour to complete tasks in a timely manner and produce high quality work whilst ensuring every aspect of their design falls in line with our corporate and brand identity."

Go-Ahead London  
FORWARD  
LOOKING

*"...every aspect of  
their design falls in line  
with our corporate and  
brand identity."*

SHELDON MALCOLM  
COMMUNICATIONS MANAGER

Peter adds: "We lean heavily on Greg who does a fantastic job at editing the stories and helping us add meat to the bone. Our photographer Nic Cooper also visits all our garages and takes great shots which adds additional visual quality to our work."

Currently, Peter is working on our annual Sustainability Report. He is also putting together the new route guides for routes 14 and 76 as well as upcoming routes 51, 104, 214, 304 and 403.

Recently, they have worked on a range of material from internal reports to other special projects however, some of their other work may be more familiar to you such as poster campaigns, digital displays, the Employee Portal Pocket Guide, all seasonal leaflets including, Epsom Races, the Chelsea Flower Show, Wimbledon, Farnborough and Biggin Hill air shows, the Go-Ahead Safety Pledge (GASP), GDPR documentation, new interactive bus garage site plans, signage for Croydon, River Road and Northumberland Park, and they have completed working on the design elements of the new Employee Portal which is due to go live imminently.

They continue to assist and work together with managers and other individuals to develop their personal ideas and vision. If you require their services or wish to discuss any ideas you have, please contact Sheldon Malcolm.

"We're very pleased that Go-Ahead London has listened to feedback and invested in a Graphic Design team to add another dimension to our Communications department and achieve a professional presence across the business," says Peter.

Now that's what we call forward looking!







# LICENSE TO THRILL



Anthony Bareham is one of our dedicated iBus Controller's at **BEXLEYHEATH** but in his spare time, he likes to reach the clouds! Anthony tells his story...

Ever since I was a small child, I was fascinated with planes and flying. My first real experience was at Biggin Hill airport. It was awe inspiring.

Right from the first experience of taxiing from the flying club, I was introduced to safety procedures. During the take-off, I was allowed to have my hands on the controls, following exactly what my instructor was doing in order to get the aircraft off the ground. One hour later, after looking over Leeds Castle, the North Kent coast and Bluewater, we were back on the ground. I was hooked and decided to look into more lessons – I wanted a license!

After around 15 hours of lessons, looking at more emergency situations such as engine failure, stalling and avoidance of other aircraft, and taking the compulsory Air Law exam, I was ready for my first solo flight. I was approved by my instructor to make one circuit of the airfield. To say I was a little nervous would be an understatement.

After the first solo, I then moved away from base into the local area to learn how to navigate. The weather is the

biggest factor to take into consideration. How high are the clouds going to be and how far off course will the wind push the plane? Planning needs to be meticulous such as studying areas that may need to be avoided, so like Notice of Events for buses, NOTAM (Notice to Airmen) are published.

With the Cross-Country flight completed, attention turns to completing the written exams, of which there were a further 6 to complete, including aircraft systems, meteorology, navigation, flight planning, communication and human performance limitations which all need to be passed, together with a practical exam for using the aircraft radio before the final flight test can be undertaken. After a little over a year and approximately 60 hours of training after my first flight, I held a Private Pilot's license.

Since then in 2007, I have upgraded to a frozen Air Transport Pilot's License, attending a full-time course which repeated the process to a higher level of accuracy with flying technique, learning to fly with sole reference to the aircraft instruments, night qualification, multi engine

“

*...I was hooked and decided to look into more lessons – I wanted a license!*

”

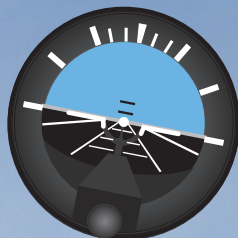
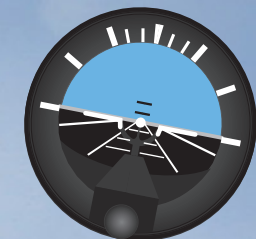
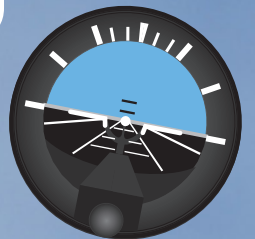
**ANTHONY BAREHAM**  
BEXLEYHEATH  
IBUS CONTROLLER

aircraft, 300 mile cross country qualifying flight and 14 written exams instead of the 7. After an instructors rating and working for the flying school at which I trained, I have had the pleasure of teaching some students who have gone on to work for major airlines such as British Airways, Ryanair, Easyjet and Royal Brunei Airways, clocking up close to 1700 hours of flight time.

Owing to the economic climate of the last decade or so, the school closed and in 2009, which is where I found my way into the bus industry and joined New Cross as a driver. Nowadays, I just fly a single engine aircraft for fun.

The old London Transport Flying club still exists and operates out of Fairoaks airport. If anyone wants more information, please visit [www.ltfc.org.uk](http://www.ltfc.org.uk) or email [anthony.bareham1@goaheadlondon.com](mailto:anthony.bareham1@goaheadlondon.com).

*Do you have a story for Bus Talk?  
Email [bustalk@galbuses.com](mailto:bustalk@galbuses.com)*







SOUTHEND

BRIGHTON



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SUMMER - AUTUMN 2018

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TUN-  
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WELLS



BLUEWATER



EAST-  
BOURNE  
PIER

MARGATE

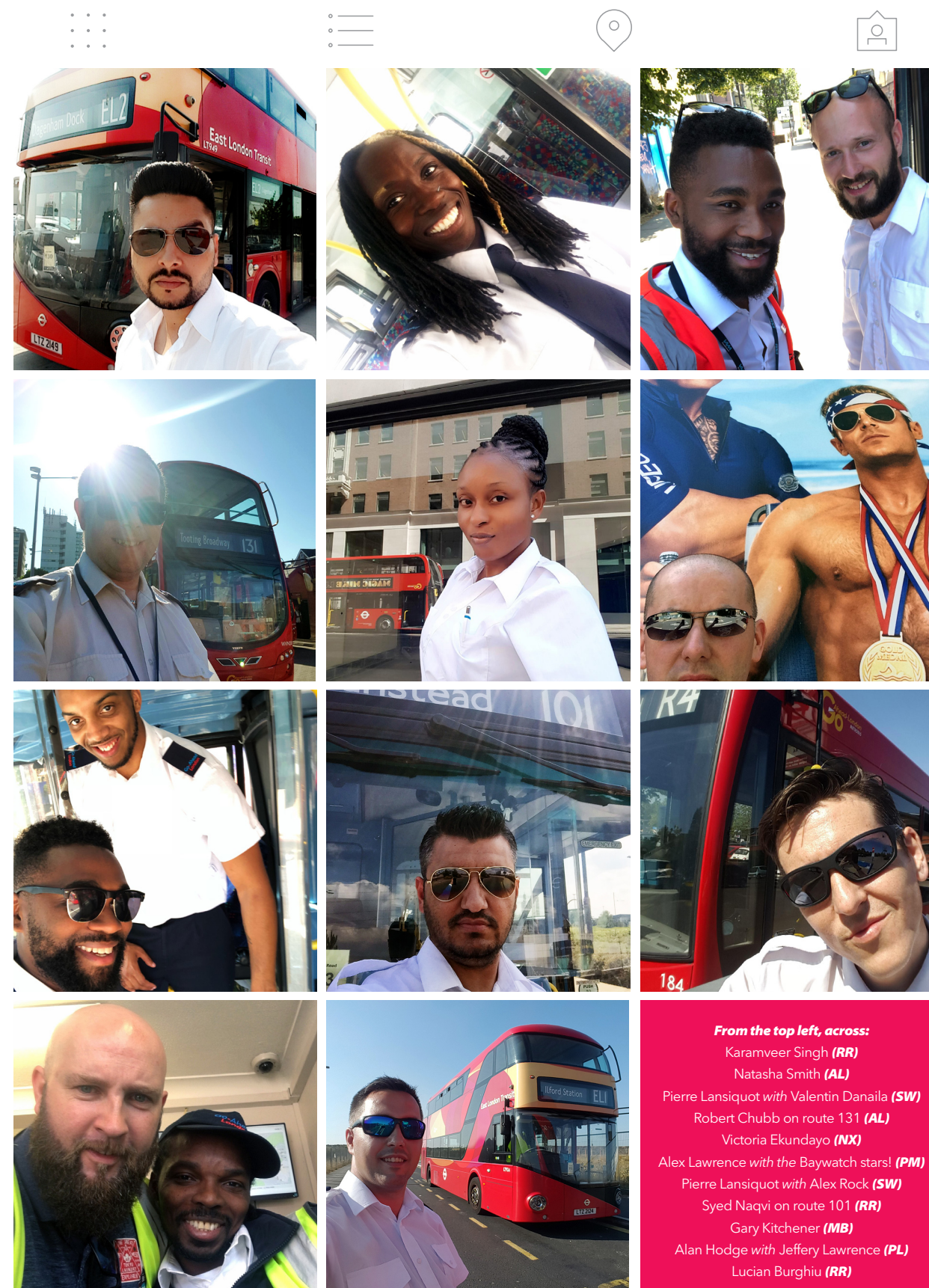


Sunstagram



Sunstagram

With the recent heatwave reaching temperatures of up to 35°C, take a look at our Sunstagram. A big thank you to our colleagues who sent us their sunny shots taken over the last few weeks.



From the top left, across:

Karamveer Singh (RR)  
Natasha Smith (AL)  
Pierre Lansiquot with Valentin Danaila (SW)  
Robert Chubb on route 131 (AL)  
Victoria Ekundayo (NX)  
Alex Lawrence with the Baywatch stars! (PM)  
Pierre Lansiquot with Alex Rock (SW)  
Syed Naqvi on route 101 (RR)  
Gary Kitchener (IMB)  
Alan Hodge with Jeffery Lawrence (PL)  
Lucian Burghiu (RR)



BUS TALK | PAGE 21





The **2018 Go-Ahead London Bus Driver of the Year** knockout finals were held in Crawley on Saturday 30 June. Our winners will compete in Blackpool on 1 and 2 September where they will represent the company at the National Finals.

*Well done to everyone who entered, and congratulations to our three winners!*

# MELINTE THORNE JAY

Go Ahead London

ADAPTABLE



Name Barry Thorne

Garage Orpington



Name Adrian Melinte

Garage Putney



Name Joseph Jay

Garage Croydon

"I have been lucky enough to qualify for the Bus Driver of the Year competition 2018. I enjoy driving and where possible, I help or assist other colleagues and advise them on how to handle difficult situations on the road.

I feel the opportunity to represent the garage and company is a privilege and look forward to the challenges at Blackpool and hopefully improve on my scores in previous years.

Eric Dale from Camberwell puts in a lot of time and effort each year along with his fellow colleagues from the training school to make this an enjoyable time for the candidates. Those who finally make it through have a thoroughly enjoyable weekend.

I enjoy rising to the challenge and encourage my colleagues to reach high and aim to one day become a competitor and even the winner of the coveted title of UK Bus Driver of the Year."

"This is the first time that I have qualified to represent Putney Bus garage in the Bus Driver of the Year competition and it is rewarding to be recognised for my high standard of driving. I am very grateful to Eric Dale, the training school manager, who is always willing to offer help and support during this time.

I am now looking forward to the main event in Blackpool where I can undertake bigger challenges which will no doubt test my ability. I feel truly honoured to represent Go-Ahead London at undoubtedly the largest UK bus driver's competition ever."

"First of all I would like to thank Eric Dale and Go-Ahead London for giving me the opportunity to take part in this prestigious competition.

Taking part and passing the IAM's course with a Grade 1, has played a big part in helping me to qualify. It has improved my driving skills and surely assisted me in reaching the National finals, the ultimate stage of the competition.

I have really enjoyed the process so far and I'm really looking forward to the next step in Blackpool. I will do my best to make Go-Ahead London very proud and hopefully bring some silverware back to the garage in Croydon."

## Welcome to our team!



### Tim Kulanayagam

joined the Finance department at our **HEAD OFFICE** as a Financial Planning & Analysis Accountant on 18 June. Prior to joining the team, Tim worked for law firm Eversheds Sutherland based in St. Paul's, London as a Commercial Finance Manager.

Outside of work he enjoys playing and watching football and cricket. "I support Manchester United (probably controversial for some people). I also like watching international cricket matches and when England play abroad or at home."

Tim hopes to achieve a good understanding of the business and its operations, both from finance and non-finance perspectives, and apply it accordingly in his role. He is settling in well and says: "Everyone so far has been very welcoming and willing to take the time to explain things which has been helpful, so thank you."



### Laura Gallego Fernandez

joined the Finance department at our **HEAD OFFICE** as a Management Accountant on 25 July. Prior to joining Go-Ahead London, Laura worked for Telecom 2 Ltd as a Group Senior Financial Analyst.

In her spare time, she enjoys running, artistic photography, going out with friends and travelling.

"I like to travel to cities with cultural places to visit but mostly enjoy hiking and adventure sports like skiing or rafting," explains Laura.

Laura hopes to achieve professional and personal development during her time with Go-Ahead London.

"I have been here just for a few weeks and the atmosphere is nice and comfortable. I also find the team very welcoming and friendly. They always assist me with any questions I have which is very helpful."

FACE 2



KATARZYNA SOSNOWSKA  
BUS DRIVER  
NORTHUMBERLAND PARK

Let's shoot some quick-fire questions to Katarzyna...

**If you were a boxer, what song would you choose as you enter the ring?**

Eye of the Tiger.

**What's your favourite holiday location?**

Anywhere that is hot and by the seaside.

**What's your favourite sport to play?**

Volleyball.

**Which team did you support during the world cup?**

Poland of course (even though I knew they would be the first out).

**What's your favourite unusual food combination?**

Kabanos (polish sausage) and Apricot Yoghurt.

**Name the most famous person you've seen or met in person?**

Adele.

**If a movie was being made about your life and you could choose the actor/actress to play you, who would you choose?**

Reese Witherspoon.

**If you could invite one famous person to dinner, who would you choose?**

Peter Gabriel.

**What's the most embarrassing haircut/hairstyle you've had?**

Short cut, I actually looked like a boy.

**If you could instantly become fluent in another language, which language would you choose?**

Spanish.

*Gracias Katarzyna for giving us an insight into your world!*



**Back to**  
SUMMER 1998

# Rewind 20 years



September 2008



September 2008

## Stockwell team wins charity football



Stockwell's triumphant County team. Picture by Nigel Wood.

THE lives of babies and children who need special care have been improved thanks to employees of Go-Ahead London, their families and friends.

More than £3,000 was raised from a great six-a-side football tournament and family fun day at Tooting and Mitcham's ground, The Hub, in June, and then staff at head office weighed in last month (August) with a donation in excess of £700.

Half of the money raised was presented to St George's Hospital's Neo-Natal Unit and the other half to the Peter Pan Ward at Great Ormond Street Hospital.

### Worthy

Merton driver Scott Horney, one of the main organisers of the football match, thanked colleagues and sponsors for making the six-a-side tournament "such a success in terms of fun for the family and raising money for a couple of worthy causes". A total of 12 teams took part - Blue Triangle, Camberwell, head office, two from Merton,

two from Putney, New Cross, Sutton and three from Stockwell. Stockwell County beat Stockwell Rangers in the final and Merton and Camberwell took third and fourth place.

Apart from the football, there was plenty to entertain the youngsters including the presence of a vintage Green Goddess fire appliance and a bouncy castle.

Among the raffle prizes were a Virgin Experience Day, an LCD television, a week's break in Kent and a night's stay at a hotel in Wimbledon. A photograph signed by all the Arsenal players attracted the highest bid in the auction at £81.

Among the many people Scott thanked were colleagues Linda Austin, Mark Bolton, Jenny Green, Steve Powell and Nigel Wood.

Scott said: "We've raised nearly £4,000 for these two hospitals and on behalf of the organisers I'd like to thank all those who have contributed so generously to two really worthwhile causes."

## Bruised dragon racers raise the big money



Dragon racers brave the elements to raise another record donation for charity.

FIRE-BREATHING fund-raisers at Bexleyheath raised almost £2,500 for charity over two events in June and July.

Event One: it was the fourth year running that the garage's dragon boat racers put their muscle behind the oars at the Bexley show. This year they raised £1,760 for the Anthony Nolan Bone Marrow Trust. Over the four years the team has donated £6,000 to the charity from this event.

As usual, the garage raised more than any other team and the two boats came in third and fifth overall.

Organiser Eddie Howard said: "It was tough going because we were rowing against a high wind.

Most of us went home bruised and worn out, but it was still good fun and there's a great sense of achievement."

Eddie thanked sponsors, helpers and all those who took part, in particular suppliers PSV Direct, City Diesel and managing director John Trayner for their donations.

Event Two: the team finished second twice and first in the last race during a competition at the London Regatta Centre. They raised £722 for the bone marrow charity.

The garage's dragon boat racers are out again this month (September), this time raising money for the Demelza House Children's Hospice.



"Hi, we were booked on your bus service to Wimbledon for the ladies final day. After a very stressful journey with our train being delayed, we missed the last bus leaving Kings Cross at 1100 by 2 mins. We got a taxi to then try and catch the bus up but traffic was gridlocked. We headed to Victoria knowing the bus ran every half hour from there. (The underground was not an option due to being nervous travellers). We had begun to give up hope of being able to make the tennis, that is until we met your employee Denise Baker. She could see that we were stressed and confused and came over to see if we needed any help. She reassured us that we would be able to get there, so helpful and genuinely concerned she calmed us down instantly. She could not do enough for us to make sure the rest of our journey was stress free, an absolute credit to your company."



## 69 YEARS AND STILL GOING STRONG!

Peter Osborn, Hon Treasurer, London Bus Preservation Trust Ltd organised a special treat for 3 former colleagues from **MERTON** garage. With the help of General Manager Peter Russell, he organised 3 London Bus Museum engineers (who all previously worked at Merton) to visit the aforementioned garage, along with one of their vintage fleet, an RTL made in 1949!

Soon after the visit, Peter took the time to write to Nick Rouse, Engineering Manager and Peter, stating: 'Thank you both so much from the London Bus Museum engineers for your time and hospitality on Thursday. Predictably the three former Merton staff enjoyed themselves seeing the changes, but for all of us the chance to see the facilities and hear about the operation was fascinating'.

All colleagues enjoyed seeing the RTL back in action, with some taking this rare opportunity to take snaps with their smart-phones. It gained more and more attention during the course of the day and was a refreshing surprise for the lucky colleagues at Merton and Head Office.



## The greenest red bus!

The interior of a **WATERLOO** electric bus was recently transformed as part of a Transport for London (TfL) initiative to highlight the environmental credentials of the capital's red bus fleet. This one-off vehicle visited Bexleyheath, Ilford and Regent Street over the weekend of 21 and 22 July 2018, where the public were encouraged to get on board and sample the delights of a bus decorated with flowers, grass, plants, trees and other green foliage. Jonathon Rendon, a Senior Garage Administrator, represented the company at all locations and was kept busy with a host of questions and requests, mostly from children, to sit in the driving cab. A publicity campaign across the TfL network titled 'Greenest Red Bus' will follow over the coming months, supported by print and social media advertising.

**DENISE BAKER**  
COMMERCIAL  
CONTROLLER

**Go Ahead London**  
OPEN AND  
APPROACHABLE







# TENDER NEWS

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

**ROUTE 43 | Halliwick Park to London Bridge Station.**  
**METROLINE.** Contract retained.  
Contract begins on January 19, 2019.  
Using new electric double deck (32 PVR).

**ROUTE 51 | Woolwich High Street to Orpington Station.**  
**METROBUS.** Won from Stagecoach Selkent.  
Contract begins on December 8, 2018.  
Using 2011 Euro V diesel double deck (19 PVR).

**ROUTE 61 | Green Lane/Belmont Lane to Bromley Nth Stn.**  
**STAGECOACH SELKENT.** Contract retained.  
Contract begins on December 1, 2018.  
Using 2013 Euro V diesel double deck (PVR 10).

**ROUTE 122 | Plumstead Station to Crystal Palace Parade.**  
**STAGECOACH SELKENT.** Contract retained.  
Contract begins on February 9, 2019.  
Using 2014 Euro VI hybrid double deck (17 PVR).

**ROUTE 134 | North Finchley Bus Stn to New Oxford St.**  
**METROLINE.** Contract retained.  
Contract begins on February 2, 2019.  
Using new electric double deck (27 PVR).

**ROUTE 207 | Hayes By-Pass to White City Bus Station.**  
**METROLINE WEST.** Contract retained.  
Contract begins on April 6, 2019.  
Using new and existing double deck (28 PVR).

**ROUTE 228 | Central Middlesex Hospital to Shirland Road.**  
**TOWER TRANSIT.** Won from Metroline West.  
Contract begins on January 19, 2019.  
Using new Euro VI diesel single deck (9 PVR).

**ROUTE 261 | Lewisham Stn to Princess Royal Uni Hospital.**  
**STAGECOACH SELKENT.** Contract retained.  
Contract begins on December 1, 2018.  
Using new and existing double deck (19 PVR).

**ROUTE 262 | East Beckton to Stratford Bus Stn.**  
**TOWER TRANSIT.** Won from Stagecoach East London.  
Contract begins on March 30, 2019.  
Using double deck (details TBC) (11 PVR).

**ROUTE 372 | Hornchurch Town Centre to Lakeside Bus Stn.**  
**STAGECOACH EAST LONDON.** Contract retained.  
Contract begins on March 30, 2019.  
2014 Euro VI hybrid double deck (7 PVR).

**ROUTE 396 | King George Hospital to Roden Street.**  
**BLUE TRIANGLE.** Won from Stagecoach East London.  
Contract begins on March 30, 2019.  
Using 2011 Euro V diesel single deck (4 PVR).

**ROUTE 472 | Nth Greenwich Stn to Thamesmead Town Ctr.**  
**STAGECOACH SELKENT.** Contract retained.  
Contract begins on January 26, 2019.  
Using 2014 Euro VI hybrid double deck (16 PVR).

**ROUTE 473 | North Woolwich Ferry to Stratford Bus Stn.**  
**TOWER TRANSIT.** Won from Stagecoach East London.  
Contract begins on March 30, 2019.  
Using double deck (details TBC) (9 PVR).

**ROUTE 486 | North Greenwich Station to Friswell Place.**  
**LONDON CENTRAL.** Contract retained.  
Contract begins on February 23, 2019.  
Using 2011 Euro V diesel double deck (14 PVR).

**ROUTE 601 | Thamesmead Town Ctr to Wilmington Hall Sch.**  
**STAGECOACH SELKENT.** Contract retained.  
Contract begins on January 26, 2019.  
Using 2012 Euro V diesel double deck (7 PVR).

**ROUTE 602 | Thamesmead Town Ctr to Townley Grammar Sch.**  
**STAGECOACH SELKENT.** Contract retained.  
Contract begins on January 26, 2019.  
Using 2012 Euro V diesel double deck (2 PVR).

**ROUTE 607 | Uxbridge Station to White City Bus Station.**  
**METROLINE WEST.** Contract retained.  
Contract begins on April 6, 2019.  
Using new Euro VI hybrid double deck (19 PVR).

**ROUTE R5/R10 | Orpington Bus Stn to Green Street Green.**  
**METROBUS.** Won from Stagecoach Selkent.  
Contract begins on December 8, 2018.  
Using single deck (details TBC) (1 PVR).