

BUS Talk

Go Ahead London

ISSUE #60 - OCTOBER 2019



**NEW PUBLIC
WEBSITE LAUNCH**

**WELCOME TO OUR
NEW GRADUATES**

**ECO-CHALLENGE
2019 WINNER!**

**UNDER THE SPOTLIGHT
UK BUS DRIVER OF THE YEAR**

A welcome visit *from* monkey puzzle

On Friday 6 September, the management team at **NEW CROSS** welcomed 13 toddlers from local nursery Monkey Puzzle, along with their carers to the garage.

During their stay, the excited children were given the opportunity to sit behind the wheel of a bus and have their photo taken. Shoulders back and with their widest smile, each child relished the moment.

Operating Manager, Brian Goodger then upped the excitement by offering a drive through the bus wash. Without a moment for thought, each child eagerly boarded the bus and took a seat along with their carers. There were screams of delight as the polythene brushes of the bus wash skimmed the windows whilst the soapy water slowly trickled down.

Following this, they were treated further to a short journey through the busy streets of London. The management team were accompanied by New Cross drivers Joanne Howell and Hilary Devante, along with Mary Tratham who is covering the Accident Prevention Assistant role at the garage.

Hilary said: "The children were very well behaved, and it was clear that they really enjoyed themselves. One of the children didn't want to leave as he was keen to get on another bus instead!"

The team at New Cross made every effort to ensure the children had an enjoyable visit so it was with their delight to receive the following feedback from Nicole Maguire, Quality Improvement Manager from Monkey Puzzle: "Thank you so much for everything you guys did with the children. They had an amazing time! You all put so much effort in and it was hugely appreciated by staff, parents and most importantly the children!"



THE TEAM AT NEW CROSS WELCOME AN EXCITED GROUP OF TODDLERS FROM MONKEY PUZZLE NURSERY TO NEW CROSS GARAGE.

What is *your* Pension Plan?

As well as saving for your retirement, one of the most valuable benefits of being a member of The Go-Ahead Group Pension Plan (the Plan) is the payments that are made if you die whilst working for the Company. While paying into the Plan, you are normally provided with life assurance cover. The value of your pension account will also be paid out should you die before you take your pension benefits. The exact amount of cover will depend on your category of membership, and you can get the full details by contacting the Pensions Administration Centre.

It is very important to ensure any benefits payable upon your death are paid to the right people, in accordance with your wishes. The

Trustees of the Plan have discretion as to who receives them, and you can help them make a decision by completing an Expression of Wish Form and keeping it up to date. You can find an Expression of Wish Form on Fidelity's PlanViewer (details below) or by contacting the Pensions Administration Centre.

You are encouraged to sign in to your online account via Fidelity's PlanViewer website (www.planviewer.co.uk). Simply enter your User Name and Password or you can reset these online or by phoning the Helpline on 0800 3 68 68 61.

The Pensions Administration Centre can be contacted on 0191 222 1444 or by e-mailing: pensions@go-ahead.com

Go-Ahead-London
OPEN AND APPROACHABLE

Our new website *has launched!*



www.goaheadlondon.com
watch this space!

On 23 August, Go-Ahead London was proud to launch its brand-new public website. The site features a modern, stylish look with a simple navigation system.

Sheldon Malcolm, Communications Manager and Nathan Bassett, Communications Coordinator worked closely alongside website design company Design-Portfolio for the past few months building the website which focuses heavily on recruitment. Here you will find new and enticing pages, along with a much easier application process.

The recruitment FAQ's page now helps applicants with the process of applying, and the 'Day in the life of a Go-Ahead London Bus Driver' segment helps applicants understand what the job entails on a day to day basis.

The new Events and Hire page also boasts a much simpler and attractive experience for potential customers

wishing to hire a bus and/or book upcoming events. New images were supplied by the Commercial Department to enhance the new look and promote our growing commercial business.

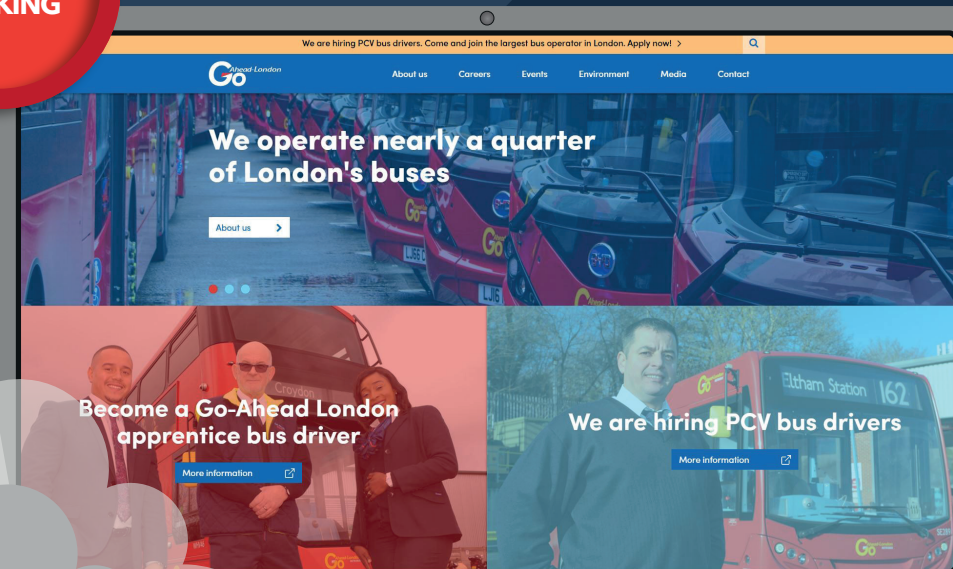
After completion of the new website Nathan said: "I have really enjoyed building the new website and I hope that browsers enjoy the new experience with its smart new features. Design Portfolio has been a great company to work with. Adding and changing content to the website has become a much simpler task."

The new site also includes a smart and efficient 'Garage Finder' feature for lost property enquiries; a new 'About Us' page; our Visions and Values and a 'Media' page where the latest news stories are published along with the latest editions of Bus Talk.

If you haven't viewed the new website already, head over to:

www.goaheadlondon.com

Go-Ahead-London
FORWARD LOOKING



The new goaheadlondon.com home page

WHAT'S IN THE BAG?

The Risk Competition 2019 is in full flow and garages have started to implement their ideas in the hope of claiming 1st place at the awards dinner in November.

Although **WATERLOO** did not win the competition last year, 'The Driver's Bag' left a lasting impression which resulted in a trial being carried out at the garage. The idea was designed to help drivers perform better by having essential items included in the bag to help make the drivers' day easier.

Some of the items in the bag include:

- o A Go-Ahead London water bottle
- o Hand sanitiser
- o Budget key
- o Gloves

The trial started in July 2019 at Waterloo bus garage when all drivers were given a bag along with a feedback form to complete. So far, each response to the bag has been positive with drivers commenting on how convenient it is to have one place to store all items necessary to help them do their job better.

Lance McFarlane, Waterloo Interim Operations Manager said: "Carrying tools such as the Unpaid Fare Notice pad is a way to help a driver carry out their job better. Feedback has been extremely positive with the GAL water bottle being a big hit."

The future of the bag is not confirmed but you could potentially see it in your garage in the near future.

DRIVERS TRIAL BAG

Well done, Waterloo!

TABLE TOPPERS

Go Ahead-London
WORKING AS ONE TEAM

“

Colleagues at Waterloo always strive to provide great customer service. Their hard work and great attitude has not gone unnoticed.

LANCE MCFARLANE

”

WATERLOO achieved the top position in the TfL Customer Comments & Complaints League table for Period 5.

Operations Manager Lance McFarlane who is proud of his dedicated team of drivers said:

"Colleagues at Waterloo always strive to provide great customer service on routes 507 and 521. Their hard work and great attitude has not gone unnoticed so I recently spoilt them with a selection of treats and cakes to say well done for achieving the number 1 spot."

Driver Christopher Wilson who receives regular positive feedback from his passengers' states: "I always treat customers how I would want to be treated. There is no harm waiting an extra few seconds for the customer I see running, as that is what I would want a bus driver to do for me."

The challenge now will be to keep the top spot in the coming periods.

APPLY. YOUR. HAND BRAKE.



WHEN STATIONARY ALWAYS APPLY YOUR HANDBRAKE.

Apply your handbrake when stationary in garages, traffic and at traffic lights.

Recent events including a serious collision could have been avoided by simply having the handbrake applied.

Data from our driving standards blitz driving assessments have concluded that this is a common issue which we need to address as a matter of urgency.

LANCE MCFARLANE
INTERIM OPERATING MANAGER

PASSENGER COMMENDATIONS

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

NX 36

DIZY LAGO

"The driver was excellent in his instructions when I lost my bag on the 36. He kept me calm and informed me of what I had to do. I have retrieved my bag, so a big thanks to him."



DIZY LAGO
NEWCROSS

AL 163

DAVID BILK

"Not only did he wait as I was running for the bus but he waited for other people as well. When I got off, he made a point of saying thank you. One of the best drivers you have!"



DAVID BILK
MERTON

MB R11

SIMON WELLS

"Your driver was pleasant and went out of his way to wait for us while we were running for the bus. I was very impressed with his kind and friendly attitude."

RA 521

CHRISTOPHER WILSON

"Your driver kindly waited while I hobbled up towards the bus. I was very grateful. He also waited until I got to a seat before pulling away."



CHRISTOPHER WILSON
WATERLOO

RR N15

DEAN HARVEY

"I'd like to say a really big thank you to the driver. He spotted me running along with my suitcase and waited for me before greeting me with a smile. He is a credit to his bus company."

AF 14

ANDREW COOPER

"The driver was very nice and humorous. He also advised the elderly to hold on and be safe. Well done driver."

SI 300

PAUL HOWELL

"He was polite and helpful to all passengers. When we got to High Street North, there had been an accident. The driver informed us straight away of the problem and then ensured that every passenger got off the bus safely. Now that's what you call customer service thank you to that driver."

BX 89

YUI WAN

"The most pleasant bus driver I have ever encountered. Made an effort to greet and thank every passenger who entered the bus. Made my morning work commute a whole lot more bearable! A lovely gent worthy of recognition!"



YUI WAN
BEXLEYHEATH

PM 37

PHILLIP HOLLOWAY

"The driver was so attentive to older passengers slowly getting on and off the bus. I just wanted to compliment him for his service today."

151

ROBERT OLANG

"The driver stopped and waited for me to catch up to the bus to get on. At the end of a work day and a commute on crutches. This small act of thoughtfulness and kindness made my day and made life just a little bit easier."

A

MG 180

KIRSTY WATTS

"This driver was so helpful, she assisted me on the bus with my walking aid and ensured I was seated before departing."

188

ADEBAYO ADELEKE

"He drove in a professional manner and greeted all passengers as they came onboard and helped a lady who required assistance. Excellent driver."



ADEBAYO ADELEKE
CAMBERWELL

SW 118

JEROME TAYLOR

"Bus driver carried out wheelchair entry by the book. He let people off, then put out the ramp. I got on; only then did he open the front doors and let in all the other passengers. Perfect, and meant I could get on and manoeuvre easily and safely without a crowd of people. Thank you for letting me on first, it makes a big difference."

PL 493

CAROL STANBURY

"I would like to say how impressed I was by this driver, specifically her driving and professionalism. The minute I entered the bus I was greeted with a lovely smile and a warm welcome."



CAROL STANBURY
BEXLEYHEATH

C

455

ROGER WICKHAM

"I would just like to inform you how good this driver is. He is so polite and courteous. Nothing is too much trouble. He is always smiling and says good morning/afternoon, a real credit to the company."



ROGER WICKHAM
CROYDON



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

RIVER ROAD

NX

NEW CROSS

SI

SILVERTOWN

AF

PUTNEY

AL

MERTON

NP

NORTHUMBERLAND PARK

A warm WELCOME TO OUR FIRST CLASS GRADUATES

Go-Ahead London is pleased to welcome two new graduate trainees to the business, Ranvir Bansal, 23 and James Prothero, also 23. Following the completion of a Business Management degree at Manchester Metropolitan University and Coventry University respectively, both passed with an impressive First-Class Honours.

The Go-Ahead Graduate Scheme started in September 2019 and both have an exciting 2 years ahead of them. Ranvir and James are both looking forward to gaining a deeper understanding of how the company operates and exploring the various roles within the business.



Ranvir Bansal

Wolverhampton Wanderers follower Ranvir, completed a one-year placement at The Green Bus Company based in Birmingham where he gained experience working in the operations and finance departments.

Following his 12-month placement, Managing Director Ian Mack recommended Go-Ahead's Graduate Scheme, so he took the step to apply and continue working in the transport sector. Keen to use his knowledge of the bus industry throughout this Graduate Scheme, Ranvir says: "I am curious to see how my previous experience within the transport industry will translate on a much bigger scale."

Curious to discover how a large operator functions across all departments, Ranvir is looking forward to taking on the challenges he envisages throughout the next two years.

"I hope to gain further skill, knowledge and vital experience throughout this scheme with the intention to become a forward thinking and open-minded manager."



James Prothero

This is James' first experience of working in the bus industry; however, after listening to guest speaker, Go-Ahead Group's HR Projects and Learning Lead Samantha Gudsell's synopsis of the graduate programme at his University, he soon gained an interest.

"The scheme had a good well-rounded structure and from what I understood, it allowed me to work in most departments, from operation duties including bus driving to working closely with Assistant Operating Managers," explains James.

Eager to start learning more and get hands on, James is looking forward to gaining enough knowledge and experience to successfully and effectively take on the role of Assistant Operating Manager (AOM). "As I now start my journey with Go-Ahead London, the AOM role seems so far off; however, with the information I have already been given in this short space of time, and taken in, I hope to be ready to take on a management role at the end of this scheme."



NEW MB IBUS CONTROLHUB

Wednesday 2nd October saw the much anticipated relocation of the **ORPINGTON** iBus team to their new control hub.

Bradley Faithfull, General Manager Service Performance stated: "This was a welcomed move for the iBus team which creates a much improved working environment for them. It also provides some future proofing for the business as we now have availability for growth moving forward. The team are extremely pleased with their new facilities and are enjoying their new surroundings."

The move formed part of a collaborative plan within the garage which enabled the Operations Management team to join up with the main building, so everyone can now benefit from the move.

This was a fantastic example of Go-Ahead's commitment to investing in staff.



FRONT (LEFT TO RIGHT): BRADLEY FAITHFULL, PAUL PALMER, MARTIN MINERS, WENDY STATHAM AND STEPHEN WEEKLY.
BACK (LEFT TO RIGHT): GRAHAM PORTER, MARK CASSIDY AND ROB WAUGHMAN



THE CALM AT CAMBERWELL TRAINING AND RECRUITMENT ACADEMY PRIOR TO A VISIT OF OVER 200 POTENTIAL TRAINEE DRIVERS.

Our Recruitment and Training Academy team based in **CAMBERWELL** were pleased to host a successful Go-Ahead London driver recruitment open day which took place on Saturday 10 August 2019.

calm before the storm...

Recruitment and Training Academy Open Day

The doors opened at 8:30 am, and it was refreshing to see a crowd starting to gather outside from around 7:00 am. It was a walk-in session and an ideal opportunity for potential trainee drivers to become a bus driver apprentice.

Volunteers from each garage ranging from drivers to Area General Managers gave up their own time to help out on the day, with some giving PCV (and non-PCV holders) guidance on how to complete the online application form.

Non-PCV holders were given the opportunity to go through some of the pre-employment processes, such as initial English and maths assessments and have face-to-face interviews with garage managers. Candidates received the results of their assessments immediately.

Apprenticeship Manager, Caroline Welch said: "We were pleasantly surprised to see over 200 people in attendance. It was a successful day, and this was down to the hard work demonstrated by our team of volunteers who worked as one unit, bringing one of the company's values of 'Building relationships and working as one team' to life. I felt very proud to be a part of this team."

“We were pleasantly surprised to see over 200 people in attendance..”

CAROLINE WELCH
APPRENTICESHIP MANAGER



MANAGING DIRECTOR JOHN TRAYNER WITH OUR GRADUATES, RANVIR BANSAL AND JAMES PROTHERO.

THE FAST AND THE FUEL-EFFICIENT

Go Ahead London
BUILDING RELATIONSHIPS

On 04 September, nineteen of Go-Ahead London's most fuel-efficient drivers took part in this year's Eco Challenge.

This competition begins in February when Operating Manager's check drivers' Red Amber Green score using MiX Telematics data. Those with the best results and accompanying good record are nominated as Driver of the Month and will have the chance to be hand selected by Managing Director John Trayner to take part in a day filled with driving thrills and challenges, with the opportunity to test drive some of the best supercars from around the world including the Ferrari 360 Modena, Porsche 911 C2 S and the Lamborghini Gallardo. This is the Company's way of rewarding our 'greenest' drivers.

After completing a 2-hour drive by bus to U-Drive Cars, Oxfordshire, this year's participants arrived safely and were eager to get behind the wheels of the supercars which were neatly parked up. With clear excitement and cameras at the ready, there was no shortage of photographs being taken and that was even before breakfast was served!

After a warm welcome and a congratulations for being the most fuel-efficient drivers in the company from Managing Director John Trayner, U-Drive Event Manager, Craig explained the day's criteria, which included Blind-folded driving, a Hot-lap in a Mitsubishi Evo VII driven by a professional instructor and the main element of the competition; the Lamborghini Precision Lap which included a hair pin bend for added difficulty. All drivers were given the chance to be taken around the track in a mini-bus so they knew what to expect when reaching speeds of around 100mph or more in the supercars.

Breakfast eaten, safety briefing complete and track familiarisation over, our drivers were ready to begin their supercar experience and an experience it was indeed!

"That was bloody great!" screamed an elated Yvonne Morgan from Stockwell as she excitedly exited from the Ferrari 360!

"Oh my God! I was going so fast! My heart is beating so quickly. My adrenaline is so high; that was SO great!!"

And so, the session continued. There was a buzz in the air as each driver departed relaying their experiences.

"The Porsche 911 was brilliant, and the instructor gave me clear advice on how to get a better drive," said Craig Honeyman after completing his experience.

The atmosphere was fantastic with drivers from different garages meeting and mingling with each other for the first time and some cracking jokes with our very own MD. The weather was sunny and dry, and as each driving

experience finished, there was a different story to tell.

Northumberland Park's Daniel Dodan said: "The Audi R8, what a great car. The sitting position, the handling and the speed was beautiful. I really loved that car, but I can't wait to experience the Nissan GTR!"



"Wicked! Endless power and really fun to drive. I thoroughly enjoyed the experience"

Delaney Harrison



Delaney Harrison had already got behind the wheel of the GTR which turned out to be the firm favourite of the day! "Wicked! Endless power and really fun to drive. I thoroughly enjoyed the experience," he said with a huge smile.

Before long it was the Lamborghini Precision element of the competition. The Lamborghini Gallardo is extremely powerful and can reach 0-60 in 3.9 seconds! This competition element determined the winner of the car, so excitement turned to concentration as our finalists navigated the newly designed course, utilising all the skills they learned previously to obtain the quickest time possible.

After completing a fun-fuelled day and extremely close final, all participants were seated to await the day's results. The blind-folded driving winner was announced first and with yet another scream of excitement, Stockwell's Yvonne Morgan was announced as the person with the fastest time with zero penalty points! A loud cheer and round of applause echoed the room as Yvonne accepted her prize.

Following this was the announcement of the top 3 winners in reverse order. After a huge thank you to our sponsors, Volvo, MiX Telematics, ADL and BYD, our drivers waited eagerly on the edge of their seat.

In descending order, the runners up were Andrew Currell from Bexleyheath garage who came 3rd and in 2nd place was Craig Honeyman, also from Bexleyheath. Applause, smiles and photographs taken, it was time to announce the winner of the top prize. With an impressive time of 49.58

seconds, we are pleased to announce that Reedwan Desai from Silvertown garage completed the fastest lap and therefore became the triumphant winner of the Eco Challenge 2019 top prize; a new eco-friendly Fiat 500 car!

Somewhat taken aback and almost lost for words, Reedwan said: "What a day! I am so grateful for this opportunity and I'm so happy to be this year's Eco-Challenge winner; I've never won anything!"

"Overall, I had an absolutely superb day and winning the car made it even better!"

Reedwan Desai



After collecting the keys and paperwork at Head Office a few days later and with time for his win to sink in, Reedwan states: "This is extraordinary, it seems surreal accepting the car keys from Mr. Trayner. I'm still as shocked as the day I won it!"

"The Eco Challenge was so much fun, and it was a great chance to meet colleagues from Head Office and other garages. My obvious highlight was winning the car but in terms of my favourite super car, I would say it was the Nissan GTR! Driving it was an exciting, nerve-wracking and exhilarating experience all rolled into one! The acceleration was brilliant, and it took the corners really well. I really felt the full effects of what it was capable of."

"I'd like to thank Mr Trayner and the rest of his team for organising such a brilliant day. The team at U-Drive were also fantastic so I give a big thanks to them also. Overall, I had an absolutely superb day and winning the car made it even better!"

Would you like to have the chance to win a new car next year? Become a Driver of the Month winner between February and July 2020 and it could be you collecting the keys from John next year!



Reedwan Desai
SILVERTOWN



Craig Honeyman
BEXLEYHEATH



Andrew Currell
BEXLEYHEATH

NISSAN GTR

Audi R8

Ferrari 360 Modena

Porsche 911 C2 S (997)

The National Final of the UK Bus Driver of the Year competition took place in Blackpool on Sunday 1 September with over 90 entrants from bus operators up and down the country taking part. This year, we are pleased to announce that all 5 of our candidates were placed within the top 35 positions.

Representing Go-Ahead London was Raj Viswanathan (Croydon); Stephen Appiah (Merton); Saverio Santulli (Putney) Barry Thorn (Orpington) and Leon Black (Stockwell).

The competition comprised of 8 exercises ranging from left and right hand tail swings, judgements at bus bay and bus lay-by, forward separation distance, width passing a bicycle and stopping at a stop line. Each candidate started each exercise with a total of 210 points with penalty deductions for any mistakes made; the winner was the candidate with the overall highest number of points.

Leon Black attended the competition for the first time and was placed 35th and said: "I have been with the company 9 and a 1/2 years; I thought the competition was great and very well organised. The local community got to see drivers at their finest, as all eyes were on us; a great weekend overall."

"Barry Thorn was placed 24th in the competition and revealed: "I have 14 years' service with the company

at Orpington; I find the competition a challenge, especially with the obscure questions being asked in the theory test. The company helps to organise the trip and makes the entire weekend very enjoyable."

Saverio Santulli has worked for Go-Ahead London since September 2014 and attended with his wife and 2 boys aged 6 and 3 and was placed 30th in the overall competition. This was Saverio's second Bus Driver of the Year competition in Blackpool and said: "We have the gala evening on the Saturday night where we have a lovely dinner in good company. The competition is on Sunday where we can show off our skills. In one of the challenges, we have to stop 2 inches from the kerb and be very specific in all other aspects when pulling in. I like to participate in BDoY because it is fun and we learn to be precise with the bus. This was a memorable competition and I hope to come back next year."

Stephen Appiah attended with his partner and was placed 11th in the overall competition and achieved 2nd highest London Buses driver. Stephen has attended the competition 8 times and has achieved some impressive results over the years. As a regular to the competition, Stephen stated: "I have been with the company for just over 17 years; I found this year's competition very challenging, but I really enjoyed myself because I was relaxed and very confident, so coming 2nd highest place in London is a great achievement, and I really enjoyed myself."

Raj Viswanathan attended the competition with his wife and 9-year old daughter and was placed 7th in the overall competition and achieved 1st highest placed London Buses driver and 2nd highest placed Go-Ahead driver. Speaking of his achievements, Raj said: "I have been driving buses on and off since 2002 and have been with

Metrobus from May 2009 to date. I first entered for Bus Driver of the Year in 2010 but was only shortlisted to attend the finals in Blackpool in 2016 and was placed 75th that year. I worked hard with the help of the training school and managed to come 5th in 2017 and 3rd in 2018, at the same time winning the London Buses and Go-Ahead awards. I like this competition because it is nationally recognised, and my ambition is to win one day for the benefit of myself and the management and directors who have supported me."

UK BUS DRIVER OF THE YEAR 2019 UNDER THE SPOTLIGHT

"I found this year's competition very challenging, but I really enjoyed myself..."

Stephen Appiah



STEPHEN APPIAH
DRIVER

"My ambition is to win one day for the benefit of myself and the management and directors who have supported me."

Raj Viswanathan



RAJ VISWANATHAN
DRIVER

"The company helps to organise the trip and makes the entire weekend very enjoyable."

BARRY THORN
DRIVER

"This was a memorable competition and I hope to come back next year."

SAVERIO SANTULLI
DRIVER

LEON BLACK
DRIVER

"The local community got to see drivers at their finest, as all eyes were on us; a great weekend overall."

Go Ahead London
BEING CAN-DO

Pokémon

Say it how it is 'Man'...



CHI-KWONG MAN
MILEAGE CLERK

Chi-Kwong Man was passed to STOCKWELL on his birthday in 2004 and thoroughly enjoyed his time at the garage. Many years on and with experience in various roles, Chi takes the time to explain one of his fondest moments.

"My favourite route to drive was the route 88. There are two reasons for this; the first is that it goes past my favourite shop (the Apple Store) and secondly, 88 is noted for good fortune in Chinese culture.

I spent 12 years at Stockwell driving and mentoring. After having the opportunity to cover various roles in the garage and undertaking the Pre-Promotion Course, I then became a Mileage Clerk at Croydon Garage in 2016. I turn 40 this month, and often think back to the same day I started back in 2004.

In 2014, Go-Ahead London were supporting Transport for London's Year of the Bus. There were a number of events, exhibitions, and activities to remind Londoners and the world of what an important role that the bus network plays within the capital. One of my most memorable days at work took place in the same year.

The NRMs (New Routemasters) were still reasonably new, with Stockwell being the first garage to operate with this type of bus. I was asked to drive one of the NRMs for a photoshoot with a special guest.

So, who was my special guest? It was Pikachu, one of the most well-known varieties of Pokémon! Pikachu was photographed with children assisting him, to visually show the joke - 'How do you get Pikachu on a bus? You Pokémon!'

It was definitely an experience I am unlikely to have again, or ever forget."



PIKACHU
ELECTRIC POKEMON

STRIKE A POSE

Meet ORPINGTON Operating Manager, Dave Terry who joined the bus industry back in 2001 after a little encouragement from his wife! Over to you Dave...

"What do I do in my spare time? Well, firstly I need to find some time to spare!!

Being married with two children and two dogs doesn't leave much time for me to relax. I have a lovely daughter who dances and a very sporty son who plays football, rugby and cricket; and I wouldn't change that for the world.

However, I finally get some time for myself on Saturday afternoons which allows me to follow and support the not so famous 'Club Langley FC', who play their home matches at the old London Transport playing fields in Eden Park, Beckenham and play in step 7 of the football pyramid, 'The Kent County Football League, Division One West.'

My son started his football life playing for their youth teams and having stayed late a few times to catch the seniors first team play, I decided to take my camera to a match. Still a relative novice and self-taught with the aid of Digital SLR magazines, I thoroughly enjoy snapping away and releasing the stresses of the week.

Four years on and having photographed in excess of 100 Club Langley games, my favourite match has to be the cup final in 2018 which saw us lift the trophy having beaten a team from the league above on the day, along with several others along the way.

As much as I enjoy taking the photographs, it's great to have some recognition as well; I have been Clubman of the Year twice and regularly feature on kentcountyfootballleague.co.uk in the gallery section."



DAVE TERRY
OPERATING MANAGER

LONDON to BRUGES



CAMBERWELL Driver, Cumhur Uzun has worked in the bus industry for over 13 years and has been involved in raising money in memory of his niece, Tanyel, who lost her battle with bone cancer at the mere age of 20 back in January 2016.

Through her happy childhood and during her remission, Tanyel loved spending her six weeks summer holiday in Northern Cyprus, and through her travels she realised that local children suffering from cancer do not have the facilities or support afforded to her.

During her time at the Royal Marsden Hospital, Tanyel gave advice to help newly diagnosed patients on the teenage cancer unit and offered support and guidance on how she coped with normal things outside of her treatment.

Following her tragic death, Tanyel's parents set up a charity called Tanyel's Smile and have organised a number of events, such as bike rides, marathons, meal and shisha charity afternoons and even a skydive! Colleagues at Camberwell have supported the charity by donating generously.

With the intention to raise more money, her father, Ceyhun Uzun, has completed several marathons, including the London, Berlin and Athens events, and recently returned from Australia after competing in the Sydney marathon.

Tanyel's Smile recently completed its 2nd annual charity cycle event, and Cumhur was part of the team who peddled 150 miles in 22 hours from London's Cutty Sark to Bruges Belgium.

"Despite the winds, road closures and delays on ferry crossings during the 22-hour bike ride, we are delighted to report that we raised over £8,000. This money will go to Nicosia, Cyprus, where children and young adults receive cancer treatment," explains Cumhur.



WELCOME TO... Go Ahead-London

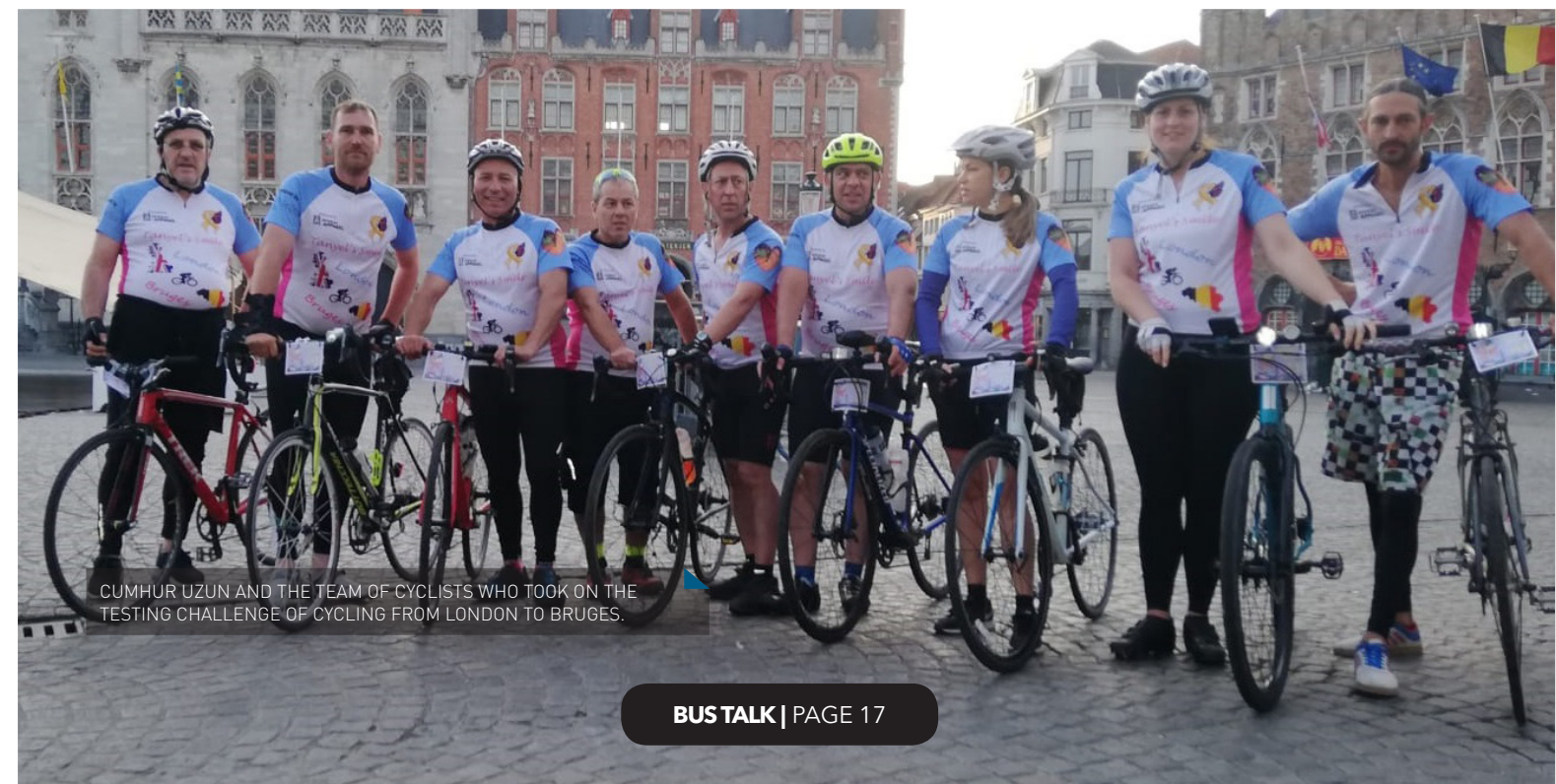


Alistair Brockbanks joined Go-Ahead London as Operating Manager at **MERTON** garage on 5 August 2019. He brings a wealth of knowledge to the Company as he began his career in transport back in August 2008 as a graduate management trainee.

He started his first substantial role as Deputy Operating Manager at Clapton garage and later as Operating Manager at Palmers Green. In 2012 he transferred to sightseeing buses at The Original Tour, eventually progressing to Head of Service Delivery and was responsible for the on-street sales staff and managers, tour hosts, network controllers, customer services and a visitor centre.

"Since joining Go-Ahead London I have been busy meeting new colleagues, familiarising myself with the business, including appreciating Go-Ahead London's scale (as the largest operator in London) as well as understanding how the TfL London bus market has changed, including the important introduction of the Bus Customer Experience Survey," explains Alistair.

"Everyone at Merton garage and Head Office have been very friendly and helpful so far and I look forward to the coming months," he concludes.



River Road BBQ

Colleagues at **RIVER ROAD** garage were proud to host their third MacMillan coffee morning event on Friday 27 September. All monies raised will assist Macmillan to support those living with cancer and help them live their life to the fullest.

The event was organised by Garage Administrator, Emma Gustave-Herman, along with some family and friends; Brian Herman, Andrew Herman, Unita Gustave-Herman, Tyrone Campbell and Michelle Crissel. Emma even organised a barbeque which was carefully managed by her father.

Driver Gary Higgins who attended the event and made a generous donation said: "It was really good to see colleagues come together for a good cause over some great food."

Emma who was pleased with the turnout and the plentiful donations said: "This year, we tried to change it up a bit by adding a BBQ, as well as having the usual cake sale which in total raised £230. Thank you to those who contributed to this much needed organisation which helps those suffering with cancer, and their families."

There are a few remaining Macmillan Cancer Support badges at Head Office.

To purchase your own, please see Sheldon Malcolm on the first floor.

MACMILLAN CANCER SUPPORT

Thank you for being a part of the worlds biggest coffee morning!



ANDREW HERMAN



MAX
RR MACMILLAN MASCOT



EMMA GUSTAVE-HERMAN

BRIAN HERMAN



JULIETTE'S SISTER, MICHELLE AND HER BEST FRIEND KAREN ALONGSIDE SOME DRIVERS FROM MERTON AT THE CAKE SALE.

Cake sale at Head Office and Merton Output

In memory of the loss of our dear friend and colleague Juliette Robinson, and in aid of Macmillan Cancer Support, Assistant HR Manager Nita Patel organised a Coffee Morning on Friday 27 September, to help add funds for St.Raphael Hospice based in North Cheam. So far, Go-Ahead London have raised £2,577.31.

Colleagues at **HEAD OFFICE** took the time to bake a selection of delicious cakes which swiftly disappeared at the stroke of 10am when the event started. All departments got involved and donated generously.

Plough Lane driver Ricky Tiwari who has been seconded to the Communications department said: "Since receiving the email from Nita earlier in the week, I've been looking forward to trying out a cake or two and I certainly was not disappointed; they were delicious! I'm so glad I could donate and be part of something so special."

Nita, who was most grateful said: "I would like to thank everyone who donated and give a special thank you to those who baked the lovely cakes. With everyone's donations, we managed to raise a further £356.00 for St. Raphael Hospice in memory of our dear friend Juliette."

In the afternoon, funds of £199 was raised in the output at **MERTON** garage for Macmillan. Juliette's sister, Michelle and her best friend Karen, were on hand to offer drivers tasty home baked cakes, including flavoursome apple tarts.



JULIETTE ROBINSON
1959 - 2019

If you would like to make a further donation, please visit the JustGiving page below:

<https://www.justgiving.com/fundraising/JulietteRobinson>





TENDER NEWS

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

ROUTE 218 | North Acton to Hammersmith Bus Station.
TOWER TRANSIT. Won from N/A.
Contract begins on December 7, 2019.
Using existing Single Deck [details TBC] (11 PVR).

ROUTE 331 | Ruislip Station to Belmont Road.
METROLINE WEST. Contract retained.
Contract begins on July 4, 2020.
Using 2015 Euro VI Diesel Single Deck (8 PVR).

ROUTE 278 | Ruislip Station to Heathrow.
ABELLIO WEST LONDON. Won from N/A.
Contract begins on December 7, 2019.
Using existing Double Deck [details TBC] (10 PVR).

ROUTE 460 | Pound Lane to North Finchley Bus Station.
METROLINE. Contract Retained.
Contract begins on June 27, 2020.
Using 2015 Euro VI Hybrid Double Deck (10 PVR).

ROUTE 285 | Heathrow Central to Cromwell Road.
ABELLIO WEST LONDON. Won from London United.
Contract begins on June 27, 2020.
Using New Euro VI Hybrid Double Deck (15 PVR).

ROUTE 498 | Queen's Hospital to Brentwood Sainsbury's.
STAGECOACH EAST LONDON. Contract retained.
Contract begins on June 27, 2020.
Using 2015 Euro VI Diesel Double Deck (6 PVR).

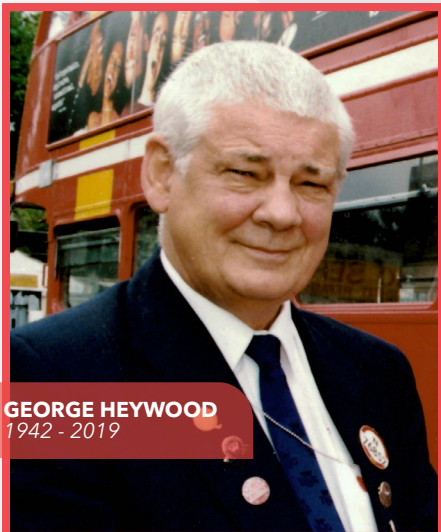
ROUTE 427 | York Road to Acton Old Town Hall.
ABELLIO WEST LONDON. Contract Retained.
Contract begins on April 11, 2020.
Using 2017 Euro VI Hybrid Double Deck (TBC PVR).

ROUTE 499 | Gallows Corner to Stansgate Road Shops.
STAGECOACH EAST LONDON. Won from Tower Transit.
Contract begins on June 27, 2020.
Using 2015 Euro VI Diesel Single Deck (7 PVR).

ROUTE 271 | South Grove to Finsbury Square.
METROLINE. Contract retained.
Contract begins on April 4, 2020.
Using existing Hybrid Double Deck [a] (14 PVR).

ROUTE K1 | New Malden Station to Cromwell Road
LONDON UNITED. Won from Abellio West London.
Contract begins on June 27, 2020.
Using New Euro VI Diesel Single Deck [b] (14 PVR).

In loving memory



GEORGE HEYWOOD
1942 - 2019

George Heywood our former Camberwell Union Rep has sadly passed away. He left in 2008 after serving 35 years.

Upon leaving school, George held a variety of jobs as a fitter's mate, woodworking machinist and deckhand with the Port of London Authority, until joining London Transport (LT) as a conductor at Catford in 1962. Two years later, George was trained as a driver at Chiswick and was one of the few remaining drivers qualified to drive an RT.

George left LT in February 1968 and joined the Royal Corps of Transport as a driver and five years later, was re-engaged in January 1973.

George became the local TGWU Rep in 1995 and served in this capacity until handing over to Terry Mulholland in 2003. George remained Chair of the branch until he reached his well-earned retirement in May 2007 after a total of 40 years' service.

As George entered his retirement, he started Ballroom Dancing Classes with his wife Maria, and joined the Ramsgate Active Retirement Association where his big personality, charisma and brilliant sense of humour really shone through. "He had a big heart and was always there when someone needed help. He was very well-loved and respected," recalls his wife.