

BUS**Talk**

Go Ahead London

ISSUE 56 - FEBRUARY 2019



**MANAGERS
MOVING ON UP!**

**A DAY IN THE LIFE OF
CUSTOMER SERVICES**

**HELPING THE
HOMELESS**
THANK YOU FOR YOUR DONATIONS

**ENGAGEMENT SURVEY
2018 RESULTS REVEALED**



Go Ahead London
BUILDING
RELATIONSHIPS

LEFT TO RIGHT: SALLESHGIR RAMDIN, NICUSOR CERNAT, DARREL JONES, ADRIAN HOXHAI, MOHAMMED ALI, HARJIT SINGH, DAVID CLARK AND MARTIN DZIEWANOWSKI

The **SILVERTOWN** based driving team who operate the prestigious Here East contract (a free shuttle bus service connecting customers from Stratford City station and Stratford International to the Here East site) run by Adrian Hoxhaj, Commercial Operations Supervisor, have been presented with the Brand Ambassador Award in recognition of their hard work and commitment to the service.

Here East presents this award each year to their staff or contractors who provide excellent service to their clients. Here East said: "The drivers on the shuttle are more than just drivers – it is an important public relations role. They are the first point of contact with our clients and it is vital they present a good image for the organisation."

Commercial Manager Philip Seago said, "It is a credit to Adrian and his team in winning this award, proving once again all those involved with commercial operations will always go the extra mile to achieve excellence".

On November 24, **SILVERTOWN** saw the introduction of routes 300 and 376 from River Road. This transfer came with 44 new colleagues to the garage; around 15 of them have worked at SI before so it was great to see their return and welcome the other new drivers to the team.

Preparations for the new routes were implemented well which included route learning, bus transfers and type training. All was going well and everything was in place for the first day of operation, until one thing arose which the team did not expect or plan for... a power cut in the middle of the night! The garage was in the extremely difficult position of operating without any power from Friday night/Saturday morning, through to Sunday midday, a total of 36 hours!

Assistant Operating Manager Carl Trainor said: "In typical Docklands fashion, the Engineers, Senior Garage Administrators, Drivers and management team all came together and made it work. With no power, no telephones and no lighting, we had to put into place a plan to make things work, and in these difficult conditions, we managed to operate a full service with no lost mileage, thanks to an incredible team effort from all involved."



LEFT TO RIGHT: DELE DARAMOLA, OYEYINKA OLOYEDE, JOANNA KEANE, KAREN SMITH, CARL TRAINOR, SYLVESTER MORRISON, AHMED ABDI, LAURON SAMMS, ZAIGAM KHAN, AMIRTHALINGAM VAKESAN, MDJAKIR HUSSAIN AND ASIF LATIF.



ALEKSANDER JORGJI
ORPINGTON

BRAKING GOOD!

Go Ahead London
FORWARD
LOOKING

“This is a great example of safe driving and excellent customer service.”

ROBERT CONEDERA
AOM
ORPINGTON GARAGE

”

It was a dull and overcast day in late December and Aleksander was covering a duty on route 162. Not a lot was happening until he turned left at Elmfield Road/The Mall near the junction at the traffic lights - an

oncoming 126 bus was turning right and after he made the turn, he noticed a teenager wearing a hoodie on a bike making his way behind the oncoming 126 and into his path. The boy suddenly jumped directly in front of the bus. Aleksander was able to brake under control as he anticipated what was likely to happen. The boy stumbled but thankfully he did not fall off his bike.

A passenger travelling on the bus at the time commended the driver's actions and said: 'A boy on a bike jumped in front of the bus. The driver was really quick to brake and saved the boy's life! He then checked if the cyclist was alright, then came out of the cabin and checked if every single person on the bus was also OK.'

Aleksander said: "I feel I was just doing my job and anticipation is a big part, especially as a professional driver. I am proud that I was able to prevent a collision; my job is to ensure everyone is safe including pedestrians and cyclists. Sometimes bad things can happen and to receive positive comments makes me proud."

Assistant Operating Manager, Robert Conedera said: "Not only has Aleksander demonstrated excellent forward planning and anticipation whilst driving his bus, which most likely prevented a serious incident from taking place, he also had the customers' needs and welfare in mind and checked that not only the cyclist was OK, but each and every passenger on the bus. This is a great example of safe driving and excellent customer service."

The passenger who commended him concludes: "Every driver should be that way and he deserves to be acknowledged for his professionalism and behaviour. The driver was amazing and very kind - everyone on the bus congratulated him for how he managed the situation."

Well done and congratulations to you Aleksander.

THANK YOU FOR YOUR SERVICE

Long-serving driver at **WATERLOO**, Dave Ludlow first joined the bus industry on 3 May 1965, and has had a full-time, uninterrupted career. This represents 53 years of continual service to the public, a huge accomplishment.

He has thoroughly enjoyed being a bus driver and has seen a huge amount of change over the years, having driven everything from Routemasters to 'Bendy Buses'. Dave maintains that the best bus he has driven is the MEC's, which are still in service on route 108.

To celebrate Dave's long and flourishing career, James Barlow - Operating Manager at Waterloo organised a special visit from RML2305 which was built the same year Dave entered service.

Dave plans on focusing on his passion for photography and spending time with his grandchildren as he enters his well-earned retirement.

Waterloo's General Manager Peter Russell said: "Dave is truly an inspiration, he is well respected by all his colleagues at Waterloo. To clock up 53 years' service and be able to adapt to the many changes in the bus industry the way he has, is remarkable. I hope that Dave enjoys a well-earned retirement. He will be missed by his colleagues here at Waterloo."



DAVE LUDLOW AND PETER RUSSELL



DAVID LUDLOW
WATERLOO

We're helping the homeless.

As you will all be aware, the company ran a campaign in December last year to donate clothing, footwear, blankets and other useful items to aid the homeless. This was in preparation for a group of colleagues to visit parts of London most affected by homelessness. How did this come about you may ask? Stockwell's Operating Manager Hema Russell will explain:

DONATIONS DONATED!

"It all started when the garage started delivering the Security Training Program and our 2018 Risk Competition, which focused on security within the garage. One prominent factor was establishing that a small number of homeless people were sleeping on our buses during the night, in the garage.


Mahdi Hassan (driver) and Pierre Lansiquot (garage mentor), both part of the **STOCKWELL** Risk Competition team thought it would be a positive and rewarding idea to travel on a Go-Ahead bus in London, distributing food and clothing to the homeless. This was discussed with Managing Director, John Trayner and he gave the 'go ahead' to begin the project.

"Thank you to everyone who donated - without your assistance, this event would not have been possible."

HEMA RUSSELL
OPERATIONS MANAGER
STOCKWELL GARAGE

I firstly contacted Brixton Soup Kitchen, a Brixton based service for the homeless and people in need, as I wanted to work alongside a local charity within the local community. Founder Soloman Smith was the main point of contact. The Communications department publicised our 'Homeless Appeal' in all garages, requesting the need for donations for this important event. We had a great response and employees were dropping off items of clothing to their home garage in their droves. We also received toiletries, blankets and shoes, as donations from all around the company kept flooding in. Arrangements were made with Colin Modest, our internal mail delivery person to collect the donations from garages and have them delivered to Stockwell where colleagues were busy sorting items neatly into boxes in preparation for the event.

Communications Manager Sheldon Malcolm also contacted our uniform suppliers Tailored Image to see if they could assist with donations. To our delight and amazement, they provided a number of brand-new unbranded jackets, jumpers, trousers and tops. The hoodies, which publicised the homeless appeal to the general public, were kindly donated to us by Tailored Image.

 **#GALhelpthehomeless**



JUST SOME OF THE DONATIONS RECEIVED FROM OUR GARAGES, SORTED OUT BY ITEM WITH THE KIND HELP OF THE STOCKWELL TEAM.



HEMA RUSSELL HELPS TO PACK THE SANDWICHES KINDLY MADE AND DONATED BY OCS CATERING SERVICES.



LEFT TO RIGHT: FATIMA MACEDO LEE FISHER AND MAHDI HASSAN EN ROUTE TO MARBLE ARCH.



LEFT TO RIGHT: LANCE MCFARLANE, PIERRE LANSIQUOT, HANNAH MAN, AND HEMA RUSSELL. RED HOODIES DONATED BY OUR UNIFORM SUPPLIERS - TAILORED IMAGE.

Jackie Underworld, Area Manager from OCS Catering services donated 150 sandwiches and mince pies for us to distribute on the day. Hot drinks were organised through the company.

After much organising and preparation, the day of the event arrived. The team consisted of all members of the Communications team, Sheldon Malcolm, Greg French, Peter Dias, Lee Fisher and Nathan Bassett. Also in tow was Stockwell's Pierre Lansiquot, Mahdi Hassan, Stockwell General Manager Hannah Man and myself. Sutton driver Fatima Macedo and Croydon Assistant Operating Manager Lance McFarlane also joined us.

Armed with a double decker bus filled with donations, our first stop was Vauxhall bus station, moving on to Victoria, Hyde Park Corner, Marble Arch, Strand and finishing in Waterloo.

It was a very cold night so inevitably, many of the homeless people we visited were in subways and under shelter in attempt to keep both warm and dry. It was emotional to see first-hand, the number of homeless people we have living in our capital. It really makes you step back and think of the things we take for granted on a day-to-day basis. It was therefore both heart-warming and rewarding to provide the donations to those who were really in need. There was enormous appreciation when receiving a warm cup of tea, food, clothing and footwear, and to be in the position to provide it was extremely refreshing.

The pilot scheme for the 'Homeless Appeal 2018' was a success and we plan on repeating it again this year. It was absolutely fantastic to see how everyone came together to support the homeless community in London.

Thank you to everyone who donated - without your assistance, this event would not have been possible."



Visit the employee portal to view a video of our journey!



COMMERCIAL DRIVER PAUL HARRIS TAKES THE TEAM TO THE STRAND WHERE YOUR DONATIONS WERE GRATEFULLY RECEIVED BY THOSE IN NEED.

PASSENGER COMMENDATIONS

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

BX

GARRY WHITAKER from Bexleyheath was highly praised for his customer service skills when assisting a B16 passenger. 'I had difficulty boarding the bus in my wheelchair and the driver kindly assisted me onto the bus and also when I alighted, I was very happy indeed.'



GARY WHITAKER
BEXLEYHEATH GARAGE

SW

A 155 customer has praised Stockwell driver **HELDER ALMEIDA**. 'I want to say a big well done to this driver, his customer service skills were excellent, taking care of all passengers on board. His driving was also very smooth and safe.'



HELDER ALMEIDA
STOCKWELL GARAGE

MG

A route 1 passenger has commended Orpington driver **OLUFEMI OGUNFUNMILADE**. 'Not only was he very patient in waiting for me to sit down but also very friendly making sure he greeted every boarding passenger.'



OLUFEMI OGUNFUNMILADE
MORDEN WHARF GARAGE

MB

A very grateful 358 passenger wrote in praising Orpington driver **MICHAEL HARRISON** saying: 'The driver kindly waited for me to cross the high street road to let me board, thank you driver it made a lovely start to my busy day.'



MICHAEL HARRISON
ORPINGTON GARAGE

PL

A very grateful 39 passenger passed on their thanks to Waterside Way driver **CHRISTOPHER HONEYWELL** who said: 'It was raining, and your driver stopped exactly at my feet, making it easy to board the bus. On the same journey he stopped for another lady carrying a stick as he approached another stop to save her waking in the pouring rain. Great driver.'

AF

'A very lovely, polite and neat bus driver. A passenger dropped her Visa card after use and the driver stopped and made sure the passenger retrieved it,' explains a route 22 passenger regarding Putney driver **RAFAL SYZMANKI**.

PM

MUSTAFA ALTINAY from Peckham was praised by a route 63 passenger who stated: 'Great driver! It was really good to see the driver make the effort to ask people to shuffle along to allow a wheelchair user to board. The bus was busy, but his simple intervention allowed the wheelchair user to board with minimum fuss or delay.'



MUSTAFA ALTINAY
PECKHAM GARAGE

RR

A route 101 passenger passed on their thanks to River Road driver **JUDITH ESCOVALO** who said: 'The bus driver was great. She was considerate to the public with some excellent careful driving.'

Q

A 185 passenger praised Camberwell driver **CORRINE CASCOE** who said: 'She was very kind and helpful, making sure everyone got on the bus. She was very aware of all the passengers and kept the bus moving efficiently.'



CORRINE CASCOE
CAMBERWELL GARAGE

RA

Waterloo driver **DIANA MATHURANAYAGAN** was praised for her customer service skills: 'The bus driver was incredibly helpful and friendly when the contactless payment on my phone stopped working and she assisted me on how to make a payment.'



DIANA MATHURANAYAGAN
WATERLOO GARAGE

AL

Merton driver **SERGIO ALVES-VIVAS** was praised for his knowledge and customer service: 'The 164 driver was extremely helpful in assisting me to my destination when I was unsure of the route. Thanks a lot.'

A

'Your driver provided exceptional customer service! He was incredibly friendly, and he went above and beyond his duties to help me get home safely during the early hours. I am so thankful,' states a very happy 154 customer regarding Sutton driver **ULSI KORUMI**.

NP

A 153 passenger praised Northumberland Park driver **ORANE WILLIAMS** for his kind nature and good customer service skills: 'The bus driver was so friendly and took the time to help older passengers on and off bus, then made sure that everyone was seated and comfortable before going on his way.'

SI

'I can't walk fast due to my pregnancy and he gave me all the time I needed to board the bus and sit down before he pulled away. His driving was really smooth and comfortable.' Silvertown driver **MALWINDER SINGH** receives this pleasing commendation from a route 135 passenger.

NX

'She's amazing, I love the way she's driving and interacting with passengers,' exclaims a 172 passenger regarding New Cross driver **MAXINE WALL**. 'Even a simple smile can make a huge difference. Thank you for a relaxing journey to work.'



MAXINE WALL
NEW CROSS GARAGE



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

WATERSIDE WAY

RR

RIVER ROAD

NX

NEWCROSS

SI

SILVERTOWN

AF

PUTNEY

AL

MERTON

NP

NORTHUMBERLAND PARK

Knowing your Colleagues

Meet Pasquale Iungano, a driver of 10 years at Sutton bus garage. After working as a night club manager for a decade, he thought it was time for a career change, so he joined Go-Ahead London in 2009. During his time with us, Pasquale has route learned several routes and has also been given the opportunity to work alongside the allocations team and the CCTV dept.

In this edition of Knowing Your Colleagues, Pasquale introduces us to Pepe and Chino...read on to find out more!



"At a very young age I always wanted a dog and even back then I always dreamt of having a Rottweiler. I've now owned this amazing breed for over 10 years. I have such a passion for them as they are very loving, loyal, strong, courageous yet gentle.

When I got my second Rottweiler, he was purchased from a breeder with a show kennel (a person who breeds a dog of a specific type only). He encouraged me to take part in dog showing.

Dog showing is a very popular canine activity and is a great way to show others how great your four-legged friend is. At most dog show events, there is the chance to win rosettes, prizes and awards.

My hobby is to show my dogs. At present I have 2 males. The eldest, Pepe, has been entered into many shows at championship level and has been placed many times. Earlier this year he qualified for Crufts 2019; this will take place in March 2019 and I am very excited but nervous at the same time. My youngest, Chino, is still a work in progress at present.

I am very committed to my dogs - I train them every morning and on a Tuesday evening they attend professional training classes. On my days off, I travel up and down the country showing my dogs and they do me proud.

It's hard work but very satisfying to see my boys enjoying the show ring."

PASQUALE IUNGANO
SUTTON



A DAY IN THE LIFE OF...

CUSTOMER SERVICES

LEFT TO RIGHT:
GREG FRENCH, NATHAN
BASSETT, LEE FISHER AND
SHELDON MALCOLM

Go-Ahead London
WORKING AS
ONE TEAM

"The Communications department is a 24 hour a day operation and my team work tirelessly to avoid a backlog..."

SHELDON MALCOLM
COMMUNICATIONS
MANAGER

According to Google, good customer service means 'helping customers efficiently, in a friendly manner. It's essential to be able to handle issues for customers and do your best to ensure they are satisfied. Providing good service is one of the most important things that can set your business apart from the others of its kind.'

At **NO.18**, a small team of colleagues work in the communications department and one of their many tasks is to ensure all customer service matters, i.e. complaints and commendations involving our colleagues are investigated and dealt with correctly and in accordance with Transport for London's framework agreement. This also extends to performance, engineering and accident related matters.

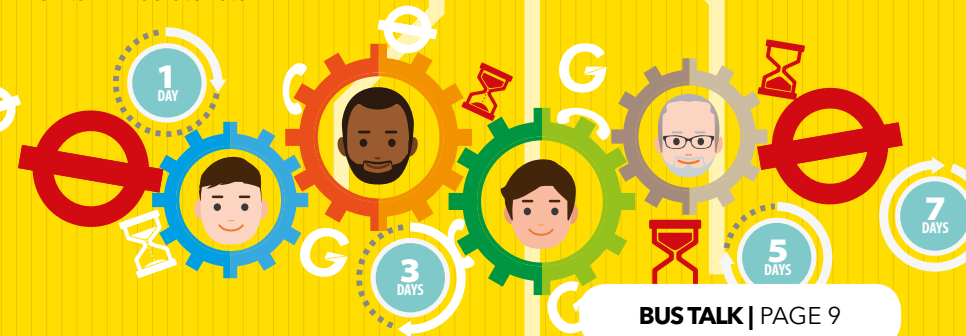
Communications are sent to the 'comms department' from Transport for London and it is the job of Lee Fisher and Nathan Bassett to read the complaint or commendation and decipher which department it should be sent to. The form requires some editing before sending so the garage only receive the pertinent information.

Managers have between 5 and 7 calendar days to return all communications depending upon the day it is sent to them. Nathan and Lee will send 'kind reminders' by email to managers when a complaint has not been returned on its due day. If it is not returned by the end of that working day, Communications Manager Sheldon Malcolm will send a short email to the manager requesting a reason for the delay and a further note stating the importance of its immediate return.

Communications Co-ordinator Greg French takes the responsibility of providing Transport for London with details of investigations obtained from managers. It is therefore imperative that a full explanation of what was viewed on CCTV is included, along with the driver's version of events. This allows Greg to draft an informative response and provide TfL with details of the facts.

At busy periods, Nathan and Lee can log up to 145 communications in one day! The role of customer services is a very important part of the business as it allows us to see where we're going both right and wrong. The feedback we receive from customers highlights issues which we can work on to create an overall better customer experience.

Sheldon explains: "The communications department is a 24 hour a day operation. We are constantly receiving feedback from TfL and direct emails to the comms inbox relating to various issues. My team work tirelessly to avoid a backlog and we make every effort as a team to ensure we always adhere to Transport for London's service level agreement."





Dear colleagues,

I am pleased to report that the results of our fourth engagement survey have been released.

Firstly, I would like to take this opportunity to thank the colleagues who took the time to complete it. I was delighted that more of you got engaged by providing me with your feedback.

As I strive to make Go-Ahead London a better place to work, we will continue to work on all areas to create an even happier and satisfied workforce.

Please review all the results below and thanks again for your participation. If you have any queries, please see your Operating Manager.

John Trayner

MANAGING DIRECTOR



COLLEAGUE VOICE

I feel able to contribute my views and that they will be listened to.



I believe that action will be taken as a result of this survey.



GO-AHEAD LONDON

47%

COMPARED TO 2017 DATA

+3%

UK BUSES

+3%

EXTERNAL BENCHMARK

+2%

SECTION AVERAGE: 43%

MY DEVELOPMENT

I am satisfied with the training and development I receive for my present job.



I believe I have the opportunity for personal development and growth in this company.



GO-AHEAD LONDON

64%

COMPARED TO 2017 DATA

-4%

UK BUSES

+6%

EXTERNAL BENCHMARK

+3%

SECTION AVERAGE: 58%

MY LINE MANAGER

My manager supports me.



My manager sets high standards of performance.



I am satisfied with the amount of face to face contact I have with my manager.



My manager provides regular feedback on my performance.



GO-AHEAD LONDON

59%

COMPARED TO 2017 DATA

0

UK BUSES

-1%

EXTERNAL BENCHMARK

-7%

SECTION AVERAGE: 57%

COLOURKEY AND GUIDE

The colour key for the survey question responses is as follows:



- GO-AHEAD LONDON
The combined % of employees who either 'Strongly agree' or 'Agree' with each statement.
- COMPARED TO 2017 DATA
The % variation from Go-Ahead London last year.
- UK BUSES
The % compared to other bus groups across the UK.
- EXTERNAL BENCHMARK
The benchmark figure from other Passenger Services organisations in our sector.

MY JOB

The people I work with, work well together.



I receive recognition for doing a good job.



GO-AHEAD LONDON

71%

COMPARED TO 2017 DATA

+3%

UK BUSES

-2%

EXTERNAL BENCHMARK

-2%

SECTION AVERAGE: 54%

WORKING FOR THE COMPANY



SECTION AVERAGE:
62%

Overall I enjoy working at Go-Ahead London.



GO-AHEAD LONDON

67%

COMPARED TO 2017 DATA

-4%

UK BUSES

-1%

EXTERNAL BENCHMARK

N/A

I am proud to be working for Go-Ahead London.



62%

-5%

+1%

-5%

I am willing to go that extra mile for Go-Ahead London.



60%

-5%

-3%

-9%

I would recommend Go-Ahead London as a great place to work.



58%

-4%

+2%

-5%

INCLUSION AND DIVERSITY

I think my organisation respects individual differences (e.g. age, gender, ethnic origin and background).



GO-AHEAD LONDON

67%

COMPARED TO 2017 DATA

-5%

UK BUSES

-2%

EXTERNAL BENCHMARK

-8%

CUSTOMER FOCUS

I understand how I contribute to the customer experience.



GO-AHEAD LONDON

79%

COMPARED TO 2017 DATA

-4%

UK BUSES

-1%

EXTERNAL BENCHMARK

N/A

I believe Go-Ahead London puts the customer at the heart of everything it does.



64%

-3%

+1%

+3%

Go-Ahead London empowers me to make decisions in order to help our customers.



54%

-1%

+2%

+3%

COMPANY VALUES

I believe that the actions of my line manager are consistent with Go-Ahead London values.



GO-AHEAD LONDON

63%

COMPARED TO 2017 DATA

+5%

UK BUSES

+1%

EXTERNAL BENCHMARK

N/A

HEALTH AND WELLBEING

My line manager cares about my health and wellbeing.



GO-AHEAD LONDON

53%

COMPARED TO 2017 DATA

N/A

UK BUSES

-1%

EXTERNAL BENCHMARK

N/A

My line manager takes Health and Safety in the workplace seriously.



GO-AHEAD LONDON

67%

COMPARED TO 2017 DATA

N/A

UK BUSES

+1%

EXTERNAL BENCHMARK

N/A

ABOUT GO-AHEAD LONDON

Go-Ahead London does a good job of keeping me informed about matters affecting me.



GO-AHEAD LONDON

63%

COMPARED TO 2017 DATA

+2%

UK BUSES

0

EXTERNAL BENCHMARK

+2%

I find the Employee Portal a useful form of communication.



GO-AHEAD LONDON

69%

COMPARED TO 2017 DATA

-1%

UK BUSES

0

EXTERNAL BENCHMARK

N/A

I believe that Go-Ahead London values diversity and inclusion.



GO-AHEAD LONDON

65%

COMPARED TO 2017 DATA

-2%

UK BUSES

0

EXTERNAL BENCHMARK

N/A

I know that I can talk to a manager if I need help.



GO-AHEAD LONDON

71%

COMPARED TO 2017 DATA

-4%

UK BUSES

0

EXTERNAL BENCHMARK

N/A

I have noticed positive change in Go-Ahead London since the last Employee Survey.



GO-AHEAD LONDON

37%

COMPARED TO 2017 DATA

-3%

UK BUSES

0

EXTERNAL BENCHMARK

N/A

202 Blackheath
ROYAL



JULIAN DRAKE-CLARKE
CROYDON

KNOWING YOU ON THE 202! YOUR STORY

1022 | Blackheath Royal Standard

We arrive at our final stop. I fire up the intercom, "Okay, that's all folks. You all have an amazing day." The last remaining passengers wish me the same and wave as they pass my window.

1019 | Blackheath Village

Doors open and in steps 3 feet of mischief, no more than 2 or 3 years old and she's clutching her favourite teddy bear and an Oyster card. I can see her mother on the pavement struggling, trying to collapse the buggy into something more manageable while her dad is oblivious on his mobile, talking loud and frantically. The girl stretches to reach the touch plate with her Oyster card and gives me a smile that warms my heart even further.

1005 | Lee Green

3 students and a golf bag complete with clubs board the good ship 202. "Off for some golf, fellas?" "Yeah, thought we'd give it a go on Blackheath." I really can't imagine how that's going to work but don't want to dampen their enthusiasm. Nevertheless, I wish them well.

0950 | Brownhill Road

A couple of great lads with learning disabilities get on. They're regular passengers of mine and I have come to realise they're football mad and live for Man U! "Driver, who do you think is going to win the Premiership this year?" I tell them it's so close that it's anyone's guess. "You support Arsenal, right?" I tell them yes. "It won't be Arsenal," and they laugh. I overhear them talking to a couple of passengers. "The driver supports Arsenal....haha!" As they reach their stop, they alight, wave and shout out, "Man U for the cup!!!" A couple of other passengers get off, look at me and I hear one say, "Arsenal? No chance mate!" I shrink behind the steering wheel (but heart still warm).

0931 | Newlands Park

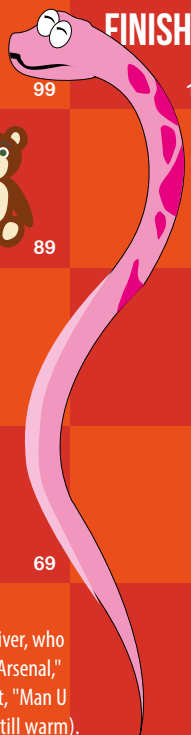
Young girl gets on. "So, what happened was my dog had my Zip card, right, and I can't find it." I look at her somewhat puzzled but being a driver with a freshly warmed heart, I say in jest, "Okay, I'll let you on, but I want you to hide at the back under a seat just in case a ticket inspector gets on the bus." I can barely keep a straight face as I watch her head slowly disappear!

0920 | Crystal Palace Parade

Early morning church ladies off to Bell Green for the service board. Halfway along the journey, they start singing hymns, making this the feelgood bus ride of the week!

"11 minutes and 32 seconds to go and it starts all over again..."

FINISH



ATTILA BENE
SUTTON HUB

**CONTROLLER
OF THE MONTH**

Attila Bene
SUTTON

"The success of a team depends on every team member giving their best. I enjoy working with the drivers, many of whom I am lucky enough to call a friend. This achievement is the result of co-operation from drivers and the help and support of my management team. Thank you!"

PM Papindar Singh said, "Attila displays a continuous positive attitude. He takes great pride in his service delivery and adheres to a work ethic that encourages him to always give 100%. Attila, although being a fairly new controller, has shown that with the right attitude and hard work, you can excel as an I-bus controller. We are all really pleased with his progress!"



GABRIEL PANAIT
RIVER ROAD HUB

**CONTROLLER
OF THE MONTH**

Gabriel Panait
RIVER ROAD

"I am honoured to be nominated the controller of the month, and I couldn't have got this far without the support of my managers and fellow co-workers. I enjoy the challenges brought to me every day at work, and I am constantly learning as each day passes."

PM Michelle Davidson said: "Gabriel is always rearranging his personal life to assist at short notice with staff cuts. He is also very passionate about his work and works well with managers and colleagues, and that is why we would like to put Gabriel forward for controller of the month."



FARAKH KHAN
STOCKWELL HUB

**CONTROLLER
OF THE MONTH**

Farakh Khan
STOCKWELL

"I would like to thank my fellow colleagues - controllers, drivers and performance managers alike for providing high levels of support and assistance, which has been a significant contributing factor in this achievement."

PM Meandad Matthew said: "Farakh has been chosen for all of his hard work - he always has a positive attitude and is willing to help. Farakh has excellent attendance and is a pleasure to work with."

GO COMPARE YUTONG!



LEFT TO RIGHT: MENTORS - ROBERT MILLETT, ADRIANA PIETCHAK AND ERROL THOMPSON.

CAMBERWELL has been chosen by Engineering Director, Richard Harrington to trial the new Yutong Electric bus. Yutong are the largest Bus & Coach manufacturer in the world and the leading Chinese manufacturer. They operate in 135 different countries with a daily peak production of 430 vehicles.

The trial bus is currently running on route 360 to show a direct comparison with our other electric vehicles. This trial will help us in the future when considering which vehicles are the most economical and reliable.

Derek Barker, General Manager at Camberwell said: "First impressions are that they are on par with our current electric fleet. Early indication of driver feedback has been extremely positive, and in some cases, drivers are asking (and hoping), they will be driving this bus on their next duty."



LOOK AFTER YOUR NUTS

**you looked but
did you *really* see?**



Please be absolutely certain that you have checked the wheel nuts on your bus before departing. If in doubt, seek advice from an engineer.

Seen a squirrel? Check the white board first or double-check with an engineer. We're here to help!



PHIL'S NEW JOURNEY

Philip Seago was promoted to Commercial Manager in December 2018. Read on to find out his Go-Ahead London journey.

Philip joined the company in June 2009, as a Base Manager at Waterloo garage. In September 2011 he was seconded to the Commercial Department primarily to assist Commercial Manager at the time, Colin Farrant with the Olympics project.

Go-Ahead London won an additional contract which was complementary to, but operationally separate from the main Olympic contract. This involved transporting children who were participating in the Opening Ceremonies of the Games from their schools to the rehearsal area in Dagenham, and later to the Olympic Stadium itself. On the night of the Opening Ceremony, 50 buses were used to transport the children which went off without a hitch. Philip project managed this Operation from its commencement in April through to September of 2012. Following the Olympics, Philip became more involved in the Development of the Commercial department, becoming the main point of contact for the Rail companies for whom we

“...the high standards we insist upon when operating all Commercial Department contracts”

PHIL SEAGO
COMMERCIAL MANAGER
HEAD OFFICE



PHILIP SEAGO
HEAD OFFICE

Go Ahead London
ADAPTABLE

provide planned and emergency rail replacement work. When Go-Ahead London won the franchise for GTR based north of the Thames, Philip project managed its integration into the existing procedures.

Since 2015, the department has been extremely successful in winning a range of contracted work such as the Battersea Power Station Shuttle Service and the prestigious Here East service (see page 2) which now runs every 5 minutes from Stratford DLR and Bus Station to the Here East site. As with all contracts, Philip managed the project from the initial bid through to the service operating on the ground. The drivers on the contract, who have been hand picked from Silvertown garage, won the Here East Brand Ambassador Award this year which, as Philip says, is a testament to the high standards we insist upon when operating all Commercial Department contracts, whatever job it may be.

A driver at **CAMBERWELL** had a bit of a surprise in October when his pregnant wife informed him that she was sick and feeling unwell. What happened next was truly amazing. Shane O'Riordan who has been a driver at Go-Ahead London for over 5 years explains:

"I was just getting ready for work when my wife Aimee told me she was feeling very sick; she was in the bathroom. She then proclaimed: 'I think the baby is coming now.' I immediately phoned for an ambulance and then Aimee's mother, who happened to arrive on the scene first. Within minutes, the baby was coming. I was shaking like a leaf but managed to compose myself. I got some towels and bedding and helped deliver my own baby while being given advice on the phone by the paramedics. It was undoubtedly the most momentous occasion of my life."



HAPPY FEET!

Derek Barker, General Manager stated, "I called Shane a couple of hours later when I heard the news and he still sounded a bit shaky. He was of course very happy that his new-born baby and Aimee were safe and healthy. He told me that once the paramedics arrived with a midwife, they took over and Shane just sat there reflecting on what had just happened."

Thankfully, Ayla who weighed 6lb 7oz and wife Aimee were checked over and were both fine. Congratulations to you all and well done to Shane for stepping up under immense pressure.



SHANE O'RIORDAN
CAMBERWELL

MB



Dave Terry

AL



Jill Sliney

NX



Brian Goodger

It all started for me back in 2001 when I was happily self-employed with a somewhat varied monthly income! My wife told me that I needed to get a 'proper job' and pointed out an advert in the local newspaper for bus drivers!

My application was successful, and I passed my probation period, so I knew I'd be secure for at least the next six months! Fast forward 18 years and like many of us who joined the bus industry as a temporary measure, I'm still here!

The ride along the way has been varied and I have undertaken many different roles. My first two years were solely bus driving and mentoring new colleagues. Whilst learning the business, I applied for the road inspector vacancy. After two applications, I was successful and offered a position. However, I soon realised that the role was not as easy as my colleagues made it look.

After a year of standing in the cold, I turned my attention to AVL (Automatic Vehicle Location) controller which is a similar role to today's iBus, overseeing the whole roadside operation at Orpington garage and I believe it was at that point, I started to lose my hair!

2006 saw me spend another year on the road purely ensuring QIC's (Quality Incentive Contracts) were met and chasing around looking for those dreaded data inputters!

Then in 2007, I took my first step into senior management as an Assistant Operating Manager (AOM), carrying out varying roles. In 2011, my job title was re-branded to Staff Manager; however, the role was in essence the same as an AOM.

In 2018, I was given the opportunity to become Cover Operating Manager at **ORPINGTON**. With the experience and knowledge which I built up over the years, I took a further step and applied for the Operating Manager role. My application was successful, and I have been thoroughly enjoying the position ever since.

What began as a six month stop gap has turned into a long and enjoyable career.

Over 26 years ago, I joined London General Transport as a driver based at Sutton garage and during this time, I have held various roles within the business.

After working as a driver on routes 393/413/154 for over a year, I was given the opportunity to work behind the garage counter where my responsibilities included dealing with public enquiries, lost property and administrative work.

In 1993, I moved on to Head Office as a Traffic Audit Assistant and was responsible for reconciling cash taken on buses and mileage auditing, later becoming the Traffic Audit Manager. When buses went cashless in the summer of 2014, I took on the role of Pay Clerk based at **MERTON**. I was fortunate enough to progress to Assistant Operating Manager in 2017 and was delighted to take on the new role of Operating Manager at the start of this year.

No two days are the same so this brings new challenges. However, we have a great team spirit at Merton and a good positive outlook which I am keen to build on.

In my spare time I enjoy most sports and going to the gym. My passion is netball, and when I was unable to continue playing due to an injury, I qualified as a netball umpire.

I have had many happy years with Go-Ahead London and I look forward to having many more.

I joined the bus industry in 1987 when it was London Transport and worked at Fulwell garage as a driver. In 1990, I left to work for the local authority but continued working as a Driver / Controller until 1999 on a part-time basis at Blue Triangle before it was purchased by Go-Ahead London.

In 2000, I transferred to Sutton bus garage as a driver and was swiftly promoted to Senior Garage Administrator (SGA) in 2001. I then moved on to Merton garage as an SGA in 2006 and was promoted to Assistant Operating Manager (AOM) in 2007.

When I became AOM, I covered the role for various colleagues on several occasions at different locations throughout the business. I also covered as Accident Prevention Manager at New Cross in 2015.

With my recent promotion to Operating Manager (OM), I find the role busy and demanding with a variety of different challenges on a daily basis. At **NEW CROSS**, I have been dealing with a multitude of challenges including the introduction of the route 178, the engagement survey, data form completion and preparations for the garage going module-less on 29 January. I have also implemented procedures to ensure we continue to be one of the best performing garages in the company.

WELCOME TO Go Ahead-London



Richmond Osei-Akoto joined Go-Ahead London in November 2018 and was appointed to the role of **Accident Prevention Manager** at Merton. Below he provides an outline of his previous work experience and loss of interest in a well-known football club!

"Prior to joining the bus industry, I worked eight years in Banking as a Financial Adviser, so becoming a bus driver in 2013 at Abellio was a complete departure from what I was accustomed to. I'm sure many colleagues can relate to this, but I was only planning to be in the bus industry for a year or so; six years in and I'm still here. I love the fact that no two days are alike.

After 2 years driving, I moved into the role of Driving Standards Manager (with Abellio) and was responsible for managing garage performance for all things driving standards related. My passion for the job was centred on working with people to achieve their best.

Talking of passion, I used to be an avid Arsenal supporter; however, results over the last decade, coupled with becoming a dad of three amazing girls' means that my passions have now been diverted. Time away from work means time with my girls, so I'm always busy.

I've had a lot of support from the team at both Merton and Stockwell and have been made to feel very welcome by all. I'm looking forward to working with drivers and focusing on maintaining a safe service."



Tom Parkin joined the Commercial team as a **Commercial Compliance and Development Manager** at the beginning of January. He has 5 years' previous experience working in the Go-Ahead Group, recently moving on from his role of Senior Supervisor with Brighton & Hove.

Tom is an avid rugby fan, supporting Exeter Chiefs. Also, a keen traveller, his favourite holiday destination is Rome.

He is thoroughly enjoying the new direction his career has taken and states: "My whole team have been very welcoming and supportive, and I am looking forward to getting more involved."

CAN'T DENY A PORK PIE! YOUR STORY

LEE HARRIS
CROYDONGo Ahead-London
OPEN AND
APPROACHABLE

"It was a dull busy day in Croydon on route 455. I was stranded in standstill traffic, we were going nowhere - all buses and surrounding vehicles were immobile. There were only 4 passengers on the bus but thankfully they were all very understanding of the situation. Then, the worst thing happened! I reached my driving hours on my first half meaning we couldn't go any further! So, what do you do in a situation like this?

Well, 2 of my lovely elderly passengers named Mary and June decided it was the perfect time to lighten up everyone's (dull) day. I pulled the bus over and switched off the engine. Meanwhile, Mary and June were preparing a picnic, yes, a picnic on the bus for me and the two other passengers on board! We all enjoyed a can of coke, pork pies and cocktail sausages, while I waited to reach the time to legally proceed with the journey.

It was lovely to see people caring about others the way Mary and June did. This was a unique journey; if I was to ever reach my driving hours in the future, I would wish for the same scenario all over again."

MOVING ON UP

MANAGEMENT
PROMOTIONS



TENDER NEWS

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

ROUTE 8/N8 | Tottenham Court Road to Bow Church.
STAGECOACH EAST LONDON. Contract retained.
Contract begins on June 29, 2019.
Using 2014 Euro V New Routemaster (28 PVR).

ROUTE 81 | Hounslow Bus Station to Slough.
METROLINE. Won from London United.
Contract begins on July 27, 2019.
Using 2011/12 Euro V diesel double deck (16 PVR).

ROUTE 100 | Shadwell to London Wall.
LONDON CENTRAL. Transferred from Dockland Buses.
Contract begins on September 21, 2019.
New electric single deck TBC (9 PVR).

ROUTE 197 | Croydon Town Centre to Peckham.
METROBUS. Won from Arriva.
Contract begins on August 31, 2019.
Using double deck TBC (15 PVR).

ROUTE 205/N205 | Bow Church to Paddington.
STAGECOACH EAST LONDON. Contract retained.
Contract begins on August 31, 2019.
Using 2014 Euro VI hybrid double deck (23 PVR).

ROUTE 209/609 | Hammersmith to Mortlake.
LONDON GENERAL. Won from Metroline.
Contract begins on August 17, 2019.
Using new Euro VI diesel single deck (10 PVR).

ROUTE 232 | Turnpike Lane Station to St Raphael's.
LONDON GENERAL. Won from Metroline.
Contract begins on August 3, 2019.
Using new Euro VI diesel single deck (16 PVR).

ROUTE 395 | Greenford, Westway Cross to Harrow.
LONDON SOVEREIGN. Won from Metroline.
Contract begins on September 26, 2019.
Using new Euro VI diesel single deck (6 PVR).

ROUTE 490 | Heathrow Terminal 5 to Richmond.
ABELLIO WEST LONDON. Contract retained.
Contract begins on August 24, 2019.
Using 2012/16 Euro VVI diesel single deck (16 PVR).

ROUTE 497 | Harold Wood Station to Harold Hill.
STAGECOACH EAST LONDON. New route.
Contract begins on August 24, 2019.
Using new Euro VI diesel single deck (2 PVR).

ROUTE H13 | Ruislip Lido to Northwood Hills.
METROLINE WEST. Won from London United.
Contract begins on September 26, 2018.
Using 2011/12 Euro V diesel single deck (6 PVR).

ROUTE 663 | Purley, Harris Academy to Thornton Heath Stn.
METROBUS. Won from Arriva.
Contract begins on August 31, 2019.
Using double deck TBC (1 PVR).

OUR SPRING PRE-PROMOTION COURSE STARTS 12 MARCH

ARE YOU KEEN TO DEVELOP YOUR SKILLS? THEN THIS COURSE IS FOR YOU! IF YOU ARE INTERESTED, PLEASE COMPLETE THE FORM SENT TO YOUR EMAIL AND SUBMIT IT TO YOUR OPERATING MANAGER BY 22 FEBRUARY. **THERE ARE ONLY 24 PLACES AVAILABLE SO BE QUICK!**



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