

BUS **Talk**

Go Ahead-London

ISSUE #65 - AUGUST 2020



**MESSAGE FROM
JOHN TRAYNER**

**MERTON CYCLE
AWARENESS EVENT**

**ALL NEW
ROUTE 230!**

**CHARITY RELAY EVENT
IN SUPPORT OF GOSH**

A message from
Managing Director

John Trayner

As we ease out of lockdown and work towards a new normal one thing has remained, and that is our dedication to the people we serve. Thank you for being on the frontline throughout this pandemic and safely transporting significant numbers of key workers.

We have contributed to London's unity and will play a key part in restoring the capital back to its former strength in due course.

Our thoughts are with those who have sadly lost their lives and please be assured that we will pay tribute to them when it is safe to do so.

Coronavirus impacts people in many ways and we are also doing everything we can to support those colleagues who are, or have been, affected by it.

Alongside Transport for London and Unite, we continue to keep safety at the heart of our operations. This virus is an evolving threat and that means we

must remain vigilant and quick to react. Sealed driving cabs, disinfectant wipes, social distancing and facemasks have become established work norms and the company will keep you updated of developments in real time, so please check the various communication channels available.

Despite the many challenges, good news exists, such as the introduction of electric buses at Northumberland Park and the imminent launch of our new employee app, which has been designed to keep everyone better connected and informed.

I am extremely proud to work alongside a team that have been heroic during a very tough period for society. Our city has a proud record of facing adversity, coming through it and being stronger as a result. We will get through this together, with happier times to follow.

Until the next edition, please continue to stay safe and thank you once again.



I am extremely proud to work alongside a team that have been heroic during a very tough period for society.

Managing Director,
John Trayner



You go - We go

The **new** Go-Ahead London **company app**.

Making your work life easier.
Stay up to date, communicate and go!

COMING SOON!

More details to follow

PASSENGER COMMENDATIONS

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



REMEMBER TO KEEP HYDRATED!

C **ALLISON WILLIAMS**
"I would like to thank the young lady who lowered the bus to enable me to get on with my trolley. It makes every little difference to know that there are drivers that think about us elderly customers."

Q **CALLY MEAGER**
"I am a wheelchair user and got on the 188 today. I would like to say that I felt very safe with the young woman who was driving. She also looked very smart."



CALLY MEAGER
CAMBERWELL

PL **DANIEL WILSON**
"When an elderly passenger fainted, the bus driver stopped the bus and explained what had occurred to all passengers. The bus driver was comforting and reassuring with constant updates and checking to see if the elderly passenger was ok."



DANIEL WILSON
WATERSIDE WAY

SI **ALI HUSSAIN**
"Driver on the D7 was extremely helpful. It was pouring with heavy rain and I nearly missed the bus as I was late, however, the driver saw me running. He stopped and waited for me and my kids. Thank you driver."



ALI HUSSAIN
SILVERTOWN

MB **CHARLIE WEBB**
"The bus driver lowered the bus for an elderly lady. As she was paying, her trolley rolled off the bus. Your driver immediately got out of the bus to pick up the trolley. It was lovely to see!"

MG **WINSTON DOWNER**
"I want to thank the driver for his caring and understanding manner towards every passenger. He made sure all passengers felt safe when entering the bus."

NX **DANIEL JONES**
"I am a wheelchair user and very impressed with one of your drivers. Your Driver Daniel is an example of how disabled passengers should be treated. He was polite and attentive whilst speaking to me directly."

A **ANGELA SPRAGG**
"I would like to thank the bus driver on the 93 who waited for me today as I am 8.5 months pregnant and she saw me trying to speed up to get the bus. Please thank her."



ANGELA SPRAGG
SUTTON

AL **SCOTT HORNEY**
"Would like to thank the driver for his patience. He waited for me to cross the road to get his bus. He helped me get in to work on time. He is a credit to the job in these stressful times."

RA **CHRISTOPHER WILSON**
"So kind, helpful and full of personality. He asked if I was ok and if I needed help with my basket trolley. He cheered me up. Thank you."

BX **MARC ANDREWS**
"Would like to say thank you to the driver who was very helpful and accommodating. Please thank him for me, it was much appreciated."

SW **JOEL DESIR**
"I was incredibly grateful to the 170 bus driver as when I got off at Putney Heath he made sure that I knew which bus I needed to get to arrive at my destination. He went above and beyond his duty!"

NP **SAHRA MOHAMOUD**
"The bus lady was very lovely and helped me get on the bus as I am a wheelchair user. I struggled getting on as no one was there to help me and she was very kind and gentle. She also helped me get off the bus!"



SAHRA MOHAMOUD
NORTHUMBERLAND PARK

Sahra receives 3 commendations in a week! - [Click to read her story!](#)

AF **DEREK PETERS**
"Very friendly, happy and always thoughtful. He went out his way to consider if a passenger wanted to get on the bus. He brightens up my day and I see he has the same effect on other passengers."

RR **MOHAMMED AZIZ**
"It was refreshing to see that despite these trying times the driver assisted a lady in retrieving her lost item. Please commend this driver."



DIONNE TAYLOR
PECKHAM

PM **DIONNE TAYLOR**
"She said thank you for wearing a mask. I know it isn't much, but it made me feel better for having to wear one especially when passengers do not. She had a lovely smile too."

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** NEW CROSS
- SI** SILVERTOWN
- AF** PUTNEY
- AL** MERTON
- NP** NORTHUMBERLAND PARK



DEAN WATSON
BEXLEYHEATH CONTROLLER

LUCKY STRIKE

Dean Watson has worked at Go-Ahead London for 17 years. He started his career in the industry as a driver at **BEXLEYHEATH** in 2003 and since then, he has held various roles, including regulator at Northumberland Park. Presently, he works as an iBus Controller at Bexleyheath Hub.

In early June, it was a 'typical' summer's day; heavy rain much to Dean's disappointment as he was working as the Roadside Controller at New Cross. He was contacted by one of his colleagues based at Bexleyheath and during the conversation, Dean mentioned the torrential rain in New Cross. His colleague was somewhat confused as it was glorious sunshine in Bexleyheath, so Dean took a picture to prove his point.

Unbeknown to him, what he captured was amazing and the chances of it happening again; probably zero! As he clicked his mobile phone to take the shot, a huge bolt of lightning lit up the dark clouds - the electric bolt **appeared as if it had** struck the top of a stationary route 36 bus! Glad to still be alive, Dean jumped out of sheer shock as he was naturally taken aback!

"I know how hard it can be, and the patience involved in trying to capture something like that, so after looking at the image I took, I couldn't believe that I managed it purely by accident with just a mobile phone!" Dean exclaims.

Proud of his amazing photo, Dean posted it on Twitter and it currently has over 350 likes and 57 shares with both figures rising daily.

Perhaps a new part-time hobby to consider Dean?

ATTENTION: NO BUSES WERE HARMED IN THE MAKING OF THIS PHOTO!

YOUR STORY SUE MORRISON GOING THE EXTRA MILE

I was on my meal relief and came across one of our EL1 buses with its hazard lights on in Waverly Gardens. Curious, I stopped to see if the driver was OK as I noticed she was new to the garage. I boarded the bus and the driver explained that a car had just pulled straight in front of her. She explained that she had to take evasive action by braking hard to avoid hitting the car.

My colleague was somewhat shaken up by the incident, so I advised her to call through to Ibus and let them know the situation. I proceeded to check on the welfare of passengers and advised them that help was on its way. I was more than happy to help a new colleague when it became clear that my assistance was required.



SUE MORRISON
RIVER ROAD DRIVER

"Sue is always a lovely pleasant driver to work with. Her kind actions on this day further shows her commitment, kindness and diligence. Please thank her for her efforts on our behalf."

Daniel Blackman
iBus Controller

I have worked with Sue for over 10 years and she is always calm and assured, and among the EL1 drivers, she is seen as a senior figure and a friendly face to all drivers. She is always willing to offer advice and guidance to those that need it.

Carl Trainor
Cover Operations Manager

Go-Ahead London
WORKING AS ONE TEAM

The anonymous thank you to Merton Bus Drivers!



Further appreciation was recently received for Go-Ahead London bus drivers during the coronavirus threat.

The image below was anonymously posted to our **HEAD OFFICE** in Merton with a special 'thank you' for our drivers at Merton garage for their valuable efforts getting key workers to and from work.

You will find a kind wish for health and happiness on the destination blind which is touching and has been graciously received.

Thank you!

RISE AND SHINE!

It's always a time to celebrate when a new route joins the company, but we must never underestimate the hours and hours of countless hard work put in by colleagues at the garage prior to the first day of operation.

Route 230 started operating from **NORTHUMBERLAND PARK** on 20 June 2020. The new route uses Ee Type ADL Enviro 400 Ev City Electric buses. This was the last of four new electric routes joining the garage during 2020. Work has been ongoing for several months with the installation of charging points and Northumberland Park now has 96 electric buses operating from the site.

Route learning started in April, with over 300 drivers trained - quite an achievement as all training was conducted observing social distancing.

Route 230 was the fifth new route to join Northumberland Park this year. With the team becoming accustomed to the launch of new routes, the morning was calm, professional and everything went smoothly.

Abshir Ahmed was the driver of the first bus to depart the garage: "I was very happy and honoured to be driving the first bus of the day. The team did great and I departed perfectly on time," he says with a sense of relief.

Andy Johns Operating Manager continues: "Launching a new route is challenging at any time, but to have to prepare during a pandemic with all the restrictions that go with it was something else! The NP team rose to that challenge and everybody involved deserves credit for the smooth launch of the 230 during such a difficult period."

THE NEW ROUTE
230 BUSES ON THE
MORNING OF ROLLOUT.

Go Ahead London
**FORWARD
LOOKING**



“ I was very happy and honoured to be driving the first bus of the day. The team did great and I departed perfectly on time. ”

ABSHIR AHMED
NORTHUMBERLAND PARK DRIVER

“ ...everybody involved deserves credit for the smooth launch of the 230 during such a difficult period. ”



ANDY JOHNS
NP OPERATING MANAGER



Sahra Mohamoud receives 3 commendations in one week!

3 IS THE MAGIC NUMBER

Commendation: Formal or official praise. We all like to receive praise and it's great when you're informed that you've brightened up someone's day simply by your kind and helpful actions or by simply raising a smile.

Sahra Mohamoud has been a driver at **NORTHUMBERLAND PARK** for just over 3 years. Prior to joining the bus industry, she always had an interest in the transport sector and with her background in customer service, she felt this was the perfect combination.

With the coronavirus outbreak in London still affecting the way people travel on the bus network, a helpful and friendly bus driver can certainly make all the difference and this is what Sahra

has recently experienced, earning her 3 commendations in one week for her 'cheery, professional, helpful, kind and gentle manner.'

Sahra was brought to tears of joy after hearing the kind words from her passengers and she fondly recalls helping an elderly woman in a wheelchair.

"Whilst wearing a mask and gloves, I assisted the wheelchair user on and off the bus. For me, this is part of a normal day's work and I am pleased that my efforts did not go unnoticed," explains Sahra.

Northumberland Park Assistant Operating Manager, Ian Gough continues: "It is a joy to have a colleague like Sahra on the team. Her cheerful smile, kind and friendly nature never goes unmissed and I am pleased that she has been recognised for these qualities whilst out on the road."



SAHRA MOHAMOUD
RIVER ROAD DRIVER

Go Ahead London
OPEN AND APPROACHABLE



LEAD MENTOR, RICARDO ROSARIO
PICTURED WITH ANDREW SMITH.

PUTNEY driver, Andrew Smith recently achieved a DQM score of grade 1 on route 14.

The DQM assessor said:

"The driver's braking was smooth and controlled when pulling up at the bus stop and when slowing down during normal driving."

Congratulations to you both and keep up the good work!

THE DQM WALL OF FAME

WHAT'S HAPPENING AT...

As you will all know by now, Driver Quality Monitoring resumed on 29 June.

All assessors are professionally trained to monitor driving standards on all London Buses.

It is with great delight to reveal the following drivers who received excellent results on their recent DQM report.

Route 14 Drivers, Andrew Smith and Eric Owusu from **PUTNEY** garage both achieved an impressive score of grade 1.



COVER ACCIDENT PREVENTION MANAGER,
NAJ WIJESINGHE PICTURED WITH ERIC OWUSU

PUTNEY driver, Eric Owusu recently achieved a DQM score of grade 1 on route 14.

The DQM assessor said:

"This was a nice, steady and safe drive with regular use of all mirrors before moving away from the bus stop and during normal driving."

Lance McFarlane Face2Face



LANCE MCFARLANE
OPERATING MANAGER

In this edition of Bus Talk, we speak to **WATERLOO** Operating Manager, Lance McFarlane who is currently on secondment to Camberwell Training Academy and has worked at Go-Ahead London for 10 years.



What do you do for fun?

I love going to the gym (when it's open), socialising with friends and family and also spending time with my children.

What was the last film you watched at the cinema?

Trolls World Tour! Haha - for the kids!

What was your favourite subject at school?

Science! I wanted to be a plastic surgeon but that never worked out

Creation or evolution?

Creation

What is your signature dish that everyone loves?

I make a decent spag bol - has to be a bit spicy though like me lol

What's your funniest childhood memory?

Making mud pies and getting my sister and cousins to eat it

What make and model was your first mobile phone?

Nokia 3210 - Snake was the best game back then!

What was your first job after you left school?

I worked part time whilst at school in a key cutting and shoe repairs shop in Thornton Heath - it was OK I suppose and it paid for my phone bill

What line from a film best describes your life?

"It's about how hard you can get hit and keep moving forward. How much you can take and keep moving forward. That's how winning is done!" - Rocky

MERTON CYCLE AWARENESS

Can you remember when you first learnt how to ride a bike? The removal of stabilisers and pedalling with your mother or father anxiously running behind you, arms stretched, as they anticipate an almighty fall as you get over excited and lose control.

Remember the sheer delight when you finally mastered the art of balancing on two wheels and you confidently rode off into the sunset; or realistically halfway down the street before turning around and repeating the same route for hours on end!

The coronavirus threat has forced people back onto their bikes, which in some cases have been locked up in the shed for years. With this in mind, there was never a better time to unlock the shed door, brush off the cobwebs and organise a Cycle Awareness Event.

MERTON'S Accident Prevention department team, Katie Bilinska and James Prothero did just so and invited all Merton colleagues to participate in 'Our Bikes Awareness Session.' The aim of the event was to get a feel of what cyclist's experience when travelling on busy roads and to remind drivers of their vulnerability.

"It took place in June within a marked off area within the garage and lasted for most of the day. It was advertised in the output and on Blink and we were delighted to have over 100 participants," explains Katie.

"The event was about our drivers' experience as a cyclist. A number of colleagues were really surprised at how uncomfortable the ride between bus and the railings was, even though the bus was stationary at all times."

"It proved worthy for our drivers to experience how distracting or frightening a cyclist could feel when they pass a bus when the horn is sounded or the assault alarm is set off."

The Accident Team at Merton were pleased with the event and the positive comments received from drivers. There are talks for another session in the coming months.



Go Ahead London
BEING CAN-DO

MERTON COLLEAGUES TAKING PART IN THE CYCLING EVENT

EVENT ORGANISERS, KATARZYNA BILINSKA AND JAMES PROTHERO

ROUTE B12 IS BACK

The route B12 - once known to many as 'the best route in the garage,' is returning to **BEXLEYHEATH!**

Bexleyheath drivers are already sending in rota requests and mentors are eager to get route learning underway.

"The return of the B12's is the hot topic and garage morale is building as the days come close to their arrival. Plans are in place to start route learning in Late November / Early December with bus types yet to be confirmed," explains Assistant Operating Manager, Natalie James.

Bexleyheath last operated the route 5 years ago and driver, Jason Candasamy remembers it well. "It was a short route, so short it used to feel like you would go around in circles past Erith Hospital. The stand used to be in Erith town centre and the passengers were a delight."

Driver Debbie Cane also recalls the short route from Bexleyheath to Erith. "Driving route B12 was great because you got to meet all the regulars and I got to know them quite well. I can't wait to take colleagues out route learning on the B12."

Since Jason and Debbie last drove the route, it has been extended to Grove park.

The coronavirus threat may still be around but the thrilling news of the return of route B12 has shone a positive light on the garage and has helped to lift spirits during this challenging time.



"I recall it being a short route and the passengers were a delight."

JASON CANDASAMY
BEXLEYHEATH DRIVER

The return of a new route is always an exciting time for the garage."



DANIEL TAYLOR
BEXLEYHEATH DRIVER



DAVE TANNER'S CALL OF DUTY

Go-Ahead London has over 6,000 drivers and some come from a very interesting background. Prior to joining Go-Ahead London, Dave Tanner was a soldier in the British Army in the parachute regiment, and served in many places including Iraq, Cyprus and Northern Ireland.



DAVE TANNER
MERTON DRIVER

Thirteen years ago, he opted for a change in career and became a bus driver at MERTON garage. This suited him well and he soon became the champion for route 200. At present, he remains a driver and has recently been given the role of Branch Representative for Merton Garage. He achieved this through a ballot of Merton trade union members in March earlier this year.

"It has been challenging for sure, especially because as soon as I started, the coronavirus pandemic began in the UK but there was a lot to do," he explains.

"However, it's been very rewarding! I worked very closely in late March with driving colleagues, management and our external cleaning contractor to ensure that our buses were thoroughly cleaned in line with company and new Government requirements. I reassured colleagues and we achieved this objective by all working together."

When Dave isn't driving or fulfilling his new role, he likes nothing better than spending time in the hot sun with his friends and family; however, with the coronavirus threat, he's been unable to enjoy the finer things in life like many of us. With lockdown measures slowly being restricted, he is looking forward to reuniting with family and friends alike.

In the meantime, Dave is concentrating on his new responsibility at Merton garage and is also looking forward to completing his full Branch Representative training later this year.

Go-Ahead London
BUILDING RELATIONSHIPS



JAMES O'BRIEN
SATELLITE MANAGER

19 YEARS AND COUNTING... James O'Brien

YOUR STORY

I've been a loyal Go-Ahead London employee since 2001. My 19-year career started as a bus driver at Peckham and I was fortunate to get involved in various other roles and gain valuable work experience in different areas of the business.

I recall moving to Mandela Way garage along with the bendy buses back in 2010. During this time, I moved on to do some morning run outs, and volunteered to complete SGA duties. I later got involved in the engineering department where I remained for two years.

This was a great time in my career with Go-Ahead London as I learnt so much and worked with some extremely helpful colleagues. I gained a tremendous amount of experience and knowledge, and with plenty of hard work and dedication, I now work at Camberwell garage as Satellite Manager. I have held this role for five years.

No two days are the same for me and my team. The Satellite Manager position requires fast and most importantly, correct decisions to be made on the spot. There are so many things that can go wrong on a daily basis - a fire, an accident on the road, mechanical buses, staff shortages, the list goes on...My team and I work tirelessly, every day to ensure our buses are in service to keep London moving.

I've enjoyed 19 great years with Go-Ahead London and I am truly grateful.

SATURDAY 8 AUGUST 2020 CHARITY RELAY EVENT

In support of **Great Ormond Street Hospital**

Katarzyna Bilinska, Accident Prevention Supervisor based at **MERTON** Garage is organising a charity cycle ride to raise money for Cancer Research and Great Ormond Street Hospital (GOSH).

So far, eight colleagues across the company have currently agreed to take part and, partly through this article, Katarzyna is encouraging all Go-Ahead London garages, plus Head Office, to join her in this admirable endeavour. All funds raised will be distributed to help those families sadly in need of support from Cancer Research and GOSH.

Using the 17 letters/numbers that make up 'Go-Ahead London 2020', every garage, plus Head Office, can get involved. This is a wonderful opportunity to be a part of something very special and, in doing so, to help raise a smile for families and children, some of whom

have been very badly affected, both by illness and the impact of coronavirus. If you choose to participate, it will show people in our communities that they are not alone.

If you can cycle a leg from one garage to the next or even the whole route, it is not too late to join. The routes being taken are as follows:



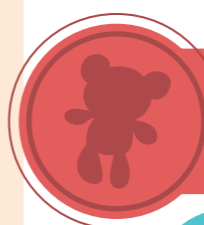
KATARZYNA BILINSKA
ACCIDENT PREVENTION MANAGER

Route 1: Silvertown, Morden Wharf, New Cross, Peckham, Camberwell, Waterloo, Stockwell, Putney, Waterside Way, Head Office

Route 2: Northumberland Park, River Road, Bexleyheath, Orpington, Croydon, Sutton, Merton, Head Office

The date of the event is **Saturday 8 August**. In the meantime please feel free to contact Katarzyna by email (katarzyna.bilinska@goaheadlondon.com) or phone (020 8417 8509) if you have any queries and/or suggestions.

Plan of the day:



Each location will receive a plastic box/bucket for them to fill with donations (e.g. toys and superhero pyjamas) for GOSH children. The box/bucket will be clearly labelled with one of the 17 letters/numbers detailed above.

On the day of the event, participants will cycle (approximately 90 miles) from garage to garage to collect donations.



Cyclists will start as one team from Northumberland Park Garage and then take various routes to other premises, before converging at Merton Garage, which will form the finish line.

The plan is that we end the day with a generous amount of donations for Cancer Research and GOSH.



SPENCER SUCKLING
MERTON DRIVER

COMMENDATION

Awarded to Merton Driver Spencer Suckling:

“ Spencer has been recognised for going above and beyond by reporting an incident he witnessed which possibly saved a woman's life. ”

Thank you, and well done Spencer!



TENDER NEWS

A yellow highlight indicates an involvement with **Go-Ahead London**.

All are retentions unless stated otherwise.

* = 24 Hour Route.

ROUTE 28/N28 | Station Terrace to Mapleton Crescent. LONDON SOVEREIGN. Won from Tower Transit. Contract begins on May 1, 2021. Using Existing Hybrid Double Deck (19 PVR).

ROUTE 633 | Coulsdon South to Beddington Church. METROBUS. Won from Quality Line. Contract begins on April 3, 2021. Using Existing Diesel Double Deck (2 PVR).

***ROUTE 69 | Walthamstow Bus Stn. to Canning Town Stn. DOCKLANDS BUSES.** Won from Tower Transit. Contract begins on May 1, 2021. Using New Electric Double Deck (18 PVR).

ROUTE 639/670 | Danebury Av to St John Bosco College. LONDON UNITED. Won from London General. Contract begins on June 5, 2021. Using Existing Hybrid Double Deck (2 PVR).

ROUTE 315 | St Julian's Farm Road to Balham Station. ABELLIO LONDON. London General. Contract begins on October 17, 2020. Using Existing Diesel Single Deck (4 PVR).

ROUTE 687 | Barking Station to Dagenham Park School. BLUE TRIANGLE. Contract retained. Contract begins on May 1, 2021. Using Existing Diesel Double Deck (1 PVR).

ROUTE 463 | Coulsdon South Station to Pollards Hill. QUALITY LINE. Contract retained. Contract begins on April 3, 2021. Using Existing Diesel Single Deck (9 PVR).

Cheers to 30 years!

Go Ahead London

ADAPTABLE

Go-Ahead London has a number of long-serving employees and with this mind, Operating Manager Brad Campbell would like to recognise and help his Assistant Operating Manager, Brian Norton celebrate 30 years in the business!

Brian originally started in 1982 with London Transport but left in 1986 before returning in 1990.

Reminiscing of his fond memories during his time at Go-Ahead London, Brian also recalls life back then too.

"1990 seems like yesterday, he says with an amiable grin! "Fuel was £0.40 a litre, the film Pretty Woman was released, Margaret Thatcher resigned and the top mobile phone around those days was called the NEC P3 with a £1500 price tag!"

After some friendly banter and surprising Brian with a chocolate cake, Brad announced: "On behalf of everyone here at **SILVERTOWN** garage, I'd like to congratulate Brian on his 30th anniversary. Well done Brian! It has been, and still is a pleasure to work with you."

Brian - Long may your career continue at Go-Ahead London.



BRIAN NORTON
ASSISTANT OPERATING MANAGER