

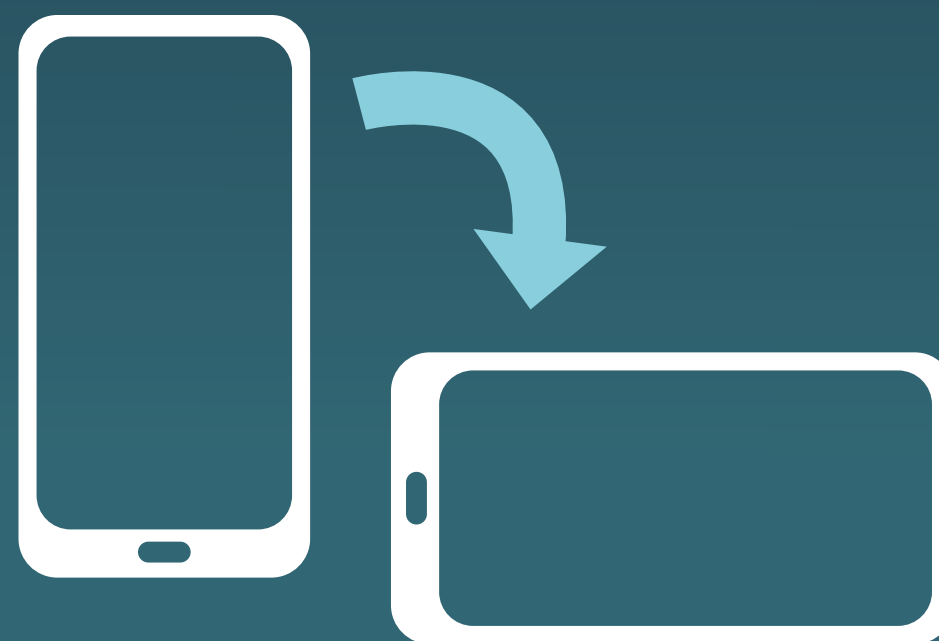
welcome to



talk

FEBRUARY 2025

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sideways for the best
viewing experience.



LET'S MEET OLIVER

**SERVICE DELIVERY
MANAGER,
TEAM PENNINE**



Oliver Wilson is Service Delivery Manager across Team Pennine's two depots at Waterloo in Huddersfield and Elland, near Halifax. He's been in the role for 18 months, having joined Team Pennine's predecessor Yorkshire Tiger as a Duty Manager in 2017. Oliver lives locally in Dewsbury with his partner and as he tells us, he likes nothing more than helping our colleagues to deliver great customer service every day ...

No two days are the same for me – it's just as well that the variety of what I do is one of the things I like best here at Team Pennine!

We started 2025 with wintry weather making its presence felt, especially on our higher level routes where we saw a lot of snow and ice. As well as the disruption that brought to our network, it also makes the task of ensuring our buses and drivers are where they need to be more of a challenge.

Even so, our people at Team Pennine are always ready to help – one of the things I enjoy most is working with our people. That can mean bringing in a new starter and making sure they feel supported as they settle in and grow in all they set out to do, or it can involve encouraging people who face their own set of challenges to turn things around.

continued...

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Either way, I find a lot of satisfaction in seeing them making progress and enjoying what they do with us – having made that journey myself, I know there's nothing better than seeing someone else enjoying being part of our team.

As Service Delivery Manager, the most important part of what I do is making sure there are sufficient drivers and buses on the road to provide what our customers value most – a reliable service. That involves a lot of planning, juggling rotas, dealing with incidents as they crop up, and helping to respond professionally to our customers when they contact us with issues, or with praise for our people.

I was here when Transdev bought the business from Arriva in July 2021, and from day one we've been all about making a positive difference for our customers. We quickly set about replacing the older buses that came from the previous operator, and with our bright pink livery we soon became a familiar and friendly sight on the roads in Kirklees and Calderdale.

Plus it's an amazing area to work in! Many of our routes pass through beautiful scenery, and if I was to pick one route as our most scenic, it'd be our 587 across the heart of the Pennines, from Halifax, Sowerby Bridge and Ripponden to Littleborough and Rochdale.

I came to this role having passed my Transport CPC qualifications first time in 2022, and I've never looked back since. I work across both Team Pennine depots, and I feel fortunate to be here alongside our amazing, dedicated people who make good things happen for our customers.



your & health wellbeing is here!

guide and plan



We all know how important it is to look after our health, especially when we're in roles which involve a lot of sitting down.

Our new Health and Wellbeing Guide is now here in the new Transdev Exchange!



Harrogate's faces of the future bus with us!

Matt Burley,
Project and Marketing
Manager, Transdev
BlazeField, talks:



We're all proud of our brand new electric eCitaro single deck buses – so who better to help us spread the word than the people of Harrogate and the surrounding area!

On the back of each new bus, we're displaying some of the area's best-known faces, including three players from Harrogate Town football club, and Harrogate's free walking tour guide Harry Satloka – who's also the voice of our stunning new 36 electric double deckers.

But we're not stopping there – most of the faces featured on our eCitaro buses belong to our regular customers. They were selected to appear after a photo shoot at the unveiling of our first new 36 bus outside The Yorkshire hotel in Harrogate in June.

EBONIE

a student at Henshaw's Specialist College, Ebonie has autism but never lets that get in her way! She's an amazing swimmer, a natural at yoga and a winner at keeping everything sparkling clean at home ... and studying at Henshaw's has boosted her confidence to a whole new level.





AIDEN

Aiden is one of our local customers with a real passion for going by bus on a family day out – and as a dedicated bus spotter and train fan, he loves nothing better than watching our local buses and trains.



EMILY

a friendly youngster from Jennyfield and a familiar face on our route 3 as she travels to and from school in Harrogate, Emily is a keen swimmer and is learning to play the piano and guitar – and when she's not at school, she's enjoying being part of her local Brownies group!





coming soon!
new buses for **FLYER**

The first of our new buses for FLYER have arrived in the country and are undergoing finishing touches.

We're welcoming 13 new Mercedes-Benz Citaros to the fleet, offering the latest in driver and customer comfort... with large luggage racks for suitcases, comfy seats and free WiFi and USB charging, we know you and our customers will love them... More news soon!

Reliance drivers join our Transdev family

We're delighted to welcome drivers from one of one of Yorkshire's longest-established bus and coach operators, Reliance Motor Services, to our Transdev family.

An agreement to buy routes and buses from Reliance was signed before Christmas – with 11 of Reliance's buses joining our York and Country fleet from Sunday 19 January.

Henri Rohard,
Managing Director, talks:



From the same date, many of Reliance's bus drivers joined our York and Country team, based at our award-winning new depot at Rawcliffe which opened in March of this year.

Reliance Motor Services, based at Sutton on the Forest north of York for 94 years, will continue to operate some dedicated school and college bus services under contract to North Yorkshire Council.

No jobs will be lost as a result of the agreement, and we have worked closely with Reliance to ensure a smooth and effective transition for colleagues and customers.

This agreement demonstrates Transdev's long-term commitment to develop our business here in the north of England. Reliance is a long-established operator with a proud record of customer service, and we will seek to build on this – with all the resources of our green bus depot at Rawcliffe in York, opened in March 2024.

Former Reliance routes which became part of Transdev's York and Country network from Sunday, 19 January 2025 are:

- **Routes 30, 30X, 30XS and 30SE** – linking Thirsk, Sowerby, Raskelf, Easingwold, Shipton and Skelton with York
- **Route 31X** – York and Country now operates Reliance's share of this joint route with East Yorkshire Buses, serving Kirkbymoorside, Helmsley, Ampleforth, Coxwold, Easingwold, Shipton, Skelton and York. Return

tickets issued by either operator will continue to be valid on both companies' buses, as now

- **Route 40** – between Easingwold, Stillington, Huby, Sutton on the Forest, York Hospital and York city centre
- **Dalesbus route 74** – on Saturdays between York, Harrogate, Otley, Ilkley, Bolton Abbey, Burnsall and Grassington

School routes 155R and 162R – for students with travel permits, linking Huby and Alne with Outwood Academy Easingwold.

Buses acquired from Reliance as part of the agreement will be repainted into our familiar York and Country blue colours in due course.

Together with our new driving colleagues, we're looking forward to serving our new customers and further strengthening our positive relationship with our local authority partners in York and North Yorkshire.

We are people serving people, and this agreement presents an exciting opportunity for us to work together to attract more customers to our newly expanded network.



full time for our own 'Mr Maradona!'



Jim Craven, General Manager,
The Keighley Bus Company, talks:

He's become a familiar figure to thousands of our customers in 47 years on our buses – and even a lookalike version of World Cup winning footballer Maradona!

The full-time whistle has blown for our Shabir Ahmed, as he retires from The Keighley Bus Company after almost five decades on the road and behind the scenes with us and our predecessors.

67 year old Shabir, who lives less than a mile from our Keighley depot, tried working in a bank – “I lasted six months and was bored!” – and two night shifts in

a weaving mill, before a bus conductor pal suggested a job on the buses ... and the rest is history.

Shabir remembers: “I went for a test to become a conductor and thought nothing more about it, then on 3 September 1977 there was a knock at my front door which changed everything. Next morning, I was at the bus station being shown what to do by conductor instructor Fred Whitehead, and I enjoyed every day at work from then until now.”



Shabir passed his bus driving test in 1979, even though he'd never driven a car. As a local league footballer in Keighley and Bradford, the company arranged his shifts so he could play on Saturdays – but it was during a coach trip to London that he was first mistaken for a soccer superstar.

“I'd parked my coach in Battersea and walked through Victoria to Chelsea” Shabir says. “Suddenly, someone across the street pointed at me and shouted, ‘There's Maradona!’”

Word soon spread of our bus driving Maradona lookalike, especially after the real striker's ‘Hand of God’ foul which led to Argentina's first goal in their 2-1 victory over England in the 1986 World Cup quarter final. “There were a few jokes, especially from kids on school buses, but we all shared a laugh and that was it” Shabir recalls.

As the year 2000 arrived, Shabir became a detailer, responsible for matching buses with drivers to keep the wheels turning – and a year later, he took on his current



role as Duty Manager at Keighley Bus Station.

Shabir says: “The company has always been brilliant with me, allowing me time to enjoy football as a player, and watching Manchester United ever since the days of George Best and Sir Bobby Charlton. In 2016 I became Mayor of Keighley, and they arranged work around my civic duties so I could do both.

“This isn't just a job for me, it's a way of life - more like being a celebrity! If I could, I'd carry on as I love doing this, but my wife's unwell and family has to come first – a hard decision to leave work, but I'll still be around at the bus station.”

Shabir has been a wonderful friend and colleague, and a fantastic servant to the people of Keighley and West Yorkshire.

We're all sad to see Shabir go – everyone knows and loves him. He's also really good at his job ... he could run Keighley Bus Station with his eyes shut!

investment for our school services at Keighley &

BUS COMPANY

Team Pennine

We're investing in newer, more reliable school buses for Keighley and Team Pennine. The first 10 will soon be arriving and are destined for Team Pennine. The Enviro 400 vehicles are coming from London and will offer a much improved customer and driver experience, and will result in the oldest and least reliable school buses being withdrawn.



STAY IN YOUR CAB

STAY SAFE

**SAFETY!
FIRST!**

**In the event of customer confrontation,
never leave your cab and put yourself in danger.**
Call your duty manager or the police for assistance.

see an issue, report it



you're
amazing

keep it up,
Keighley Team

- I want to give a **round of applause and a big thank you to all your drivers** who have been coming to work and running the bus services in the hard weather, getting me to work every day. I work in charity retail, and catch the 62 from silsden to ilkley, and me and my volunteers have really appreciated what you do. So I'd really appreciate if you can pass this on as **without this service a lot wouldn't be able to get to work** and we understand and **appreciate how hard it is to do their jobs** in such poor weather, so thank you.

excellent work!

you're
amazing brilliant job,
lan

At 10 o'clock my wife and I were struggling over the icy pavements as we made our way to the Bayton Lane bus stop for the A1 to Leeds bus station. We are both in our ninth decade and were really holding each other up as we slowly progressed along Harrogate Road. To our dismay the A1 passed us. When we got to Bayton Lane **we were surprised to see the A1 still at the bus stop.** We did our best to hurry across the Lane to the stop. The bus door was open and before we could say anything the driver, smiling broadly, said, "I could tell by the look on your faces that you wanted this bus". **We were overwhelmed by his thoughtfulness and kindness** and we thanked him profusely. **The gentleman is a credit to your company.**

awesome!

you're amazing

outstanding,
Naveen

I was on the A2 from bradford at 1940, I have had this young driver several times and I just want the company to know what a **nice young gentleman** he is. Always **smiling and welcoming his passengers** and that particular day it was icy and always **offering the passengers if they need help** due to the icy conditions.

well done!

you're
amazing so kind,
David

Just would like to praise the **fabulous driver** this morning on the k5 bus that got to the bottom of park lane, saw me trying to run for the bus and nicely waited for me. **Absolutely nice driver.**

what a star!



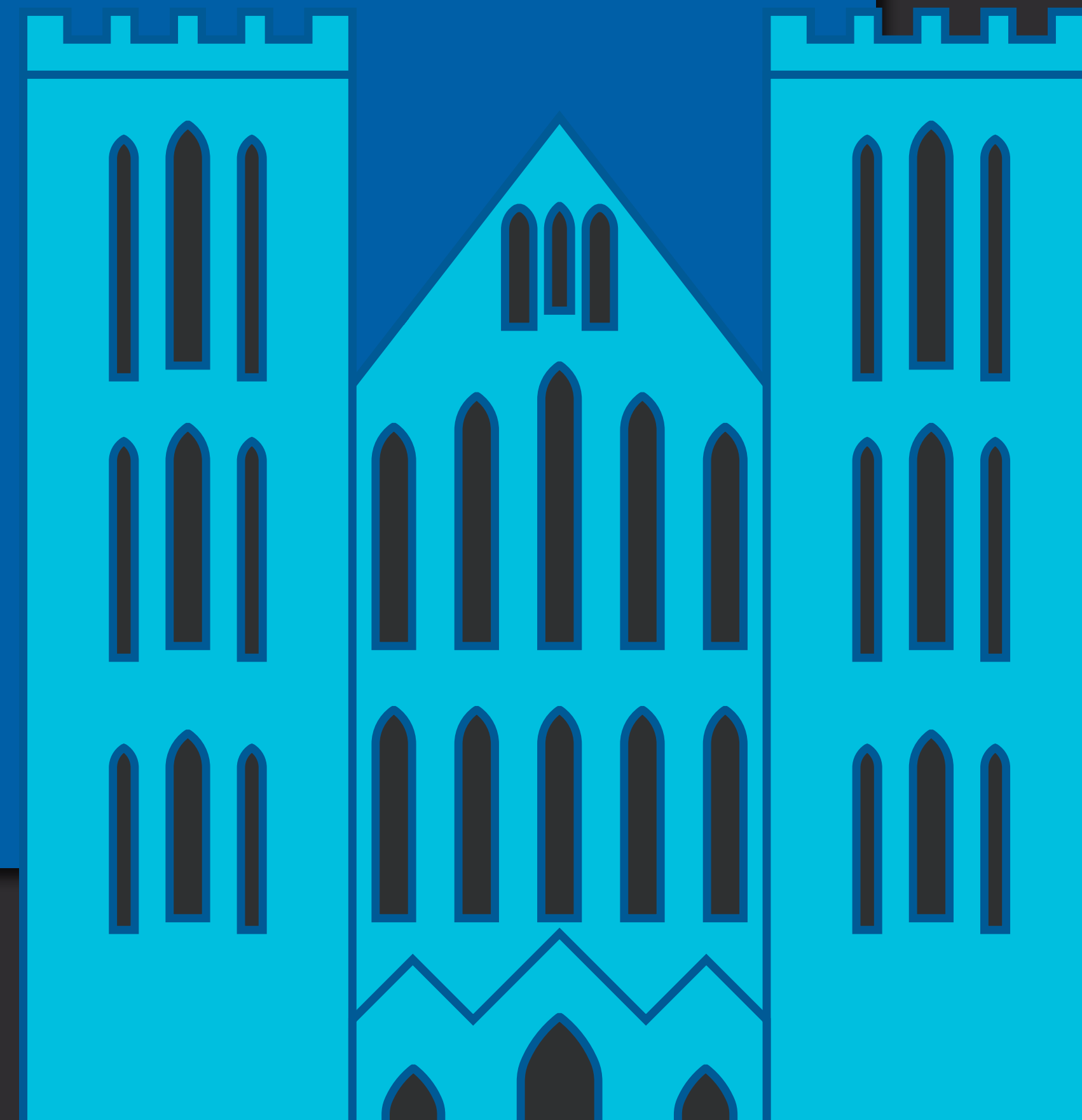
you're amazing

wonderful attitude,
Michael

On Friday we took the 24 bus from Acomb to York. It was driven by one of your regular drivers on this route. I wish to compliment and thank him for being not only a **very careful and considerate driver** but also **so nice and helpful to all the passengers especially the elderly**. He is a truly a “**Star**” and I cannot praise him highly enough.

Please thank him for his **wonderful attitude and reliable work** and if ever I start a bus company, I want him to come and work for me !!!!!

well done!



you're amazing

The Editor
The Keighley News

17th January 2025

Sir,

Now that the recent heavy snowfall has finally melted, may I pay tribute to, and give thanks to, the men and women drivers of The Keighley Bus Company, The Burnley Bus Company, and Team Pennine, who, in exceptionally challenging conditions, managed to keep most of our local bus services operating throughout the week of snow and ice?

Not only were the bus drivers coping with icy surfaces, they were having to execute tricky 3-point turns at unusual places like Hill Clough, Holme Wood, Long Lee, Sunhurst Drive and Bridgehouse Bottom. Keighley's local bus routes have some of the steepest inclines in West Yorkshire, yet for most of the week, most of the services kept running, even if they were of necessity turning short of their normal terminii. So thank you to all those drivers who kept going and provided the people of Keighley with a service of which we should be proud.

Graham Mitchell
Oakworth
(Former Town Mayor)

going the extra mile!

you're
amazing fantastic job,
Oskar

I would like to say how pleasant and helpful the 2 drivers on the K4. One driver on the 14.21 **waited for us as we had to run to it** and he waited for our friend too and **he was so helpful**. The other driver on 18.31 again so **cheerful and chatty** . Well done for a **great service**.

super attitude!

you're
amazing making a difference,
Daniel

I was running with my grandson to try to catch the 36 bus waiting at the bus stop and most drivers (I have found) drive off when they see someone running but this driver **waited for us to cross a road and let us get on and get to an after school tutoring class on time.** I cannot thank or praise this driver enough. **He is a shining example of what a bus driver should be and a great representative for your bus service.**



superb service!

you're
amazing

brilliant composure,
Sajid

fantastic!



you're amazing

above & beyond,
Jacky

I would like to draw your attention to Jacky the bus station cleaner in Harrogate. She does a **marvellous job of keeping the buses and bus station very clean and tidy**. She is **very helpful to customers** when the buses have broken down advising people as to what is happening, if their buses have to park in a different bay she will shout and tell them about the change in their service, and where to board their bus. Often I've seen her helping customers find the bus route that they need. She is also **happy to help the bus drivers** and **keeps a smile on her face** even though she has had a very difficult personal year.

so much care!



you're amazing

brilliant work,
Robert

I wanted to take a moment to share a heartwarming instance of kindness and compassion that occurred during my shift as a Security Officer at Huddersfield Bus Station. Around 21:26, Team Pennine driver Robert Cross came to the security office and informed me that a disabled woman, Rachel, was with him. She was lost, visibly distressed, and crying. While she knew her house address, she was unable to walk alone in the dark.

Rachel is someone I've seen at the bus station before, often accompanied by others, but this time she was alone and in a vulnerable state. Despite her being known for occasional antisocial behavior, she was simply scared and in need of help at that moment.

Mr. Robert Cross went above and beyond to assist her. He not only took the time to comfort Rachel but also arranged a taxi to take her home safely. **Demonstrating extraordinary kindness, he personally gave her £20 for the fare before heading back to his route,** as the taxi was about 30 minutes away. I stayed with Rachel for about 15 minutes until the taxi arrived and took her home.

This act of kindness from Mr. Cross truly stood out. It's rare to see such genuine care and thoughtfulness, and his actions made a significant difference to someone in need. It reflects positively on both him and the values of Team Pennine as a whole. I wanted to ensure that his exceptional effort was acknowledged.

super star!

