

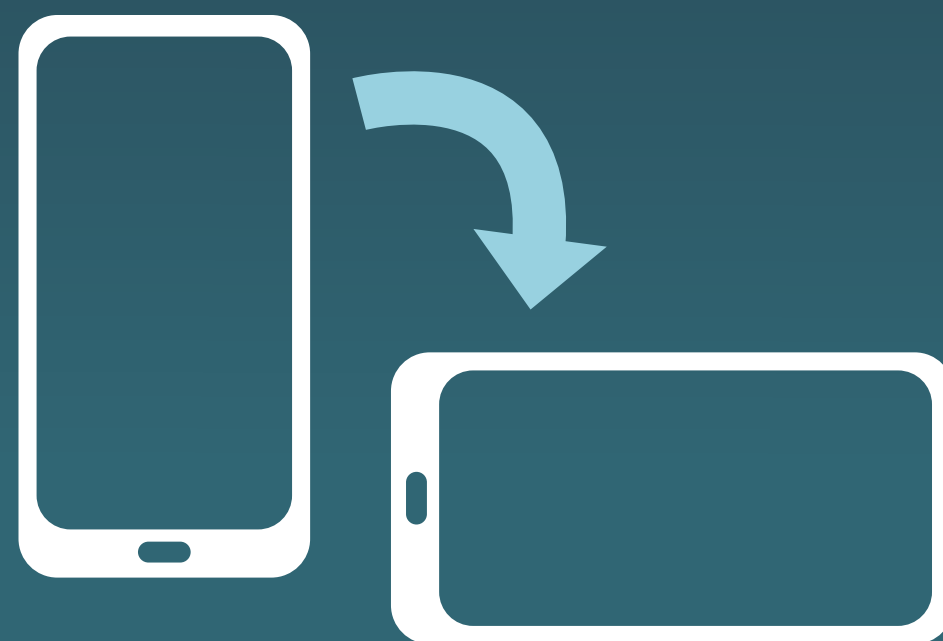
welcome to



talk

MARCH 2025

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on your phone turn it
sideways for the best
viewing experience.



making a difference where we live



by Adam Emmott
General Manager,
CitySightseeing York

When BBC Local Radio needed to create an eye-catching launch for their 2025 Make A Difference Awards, we were ready to get their show on the road!

The annual awards are a chance to recognise and celebrate members of the public who make life better for others where they live – and for the first time, this year's initiative is covering the entire UK, with winners to be announced in September by each BBC Local Radio station across England plus Radios Scotland, Wales and Ulster.

We brought one of our bright red City Sightseeing York open-top tour buses to the BBC Radio York studios at Bootham Row to welcome presenter Georgey Spanswick on board as she hosted her

breakfast show live from the top deck.

Musical accompaniment came from bagpiper Rachael Blueman, who won the Great Neighbour prize in last year's Awards for her work supporting good causes in the city – the sound of the pipes helping Georgey to grab attention as our bus toured the city.

My thanks to our team including tour guide Tom, Nellie – who drove our bus on its special mission – and Dougie for their help and expertise in making this happen for such a good cause.

It's the fourth year the BBC Make A Difference Awards have taken place in York and North Yorkshire, and in all the areas we serve across Yorkshire and Lancashire - nominations are open now online at: bbc.co.uk/makeadifference.

Winners will be selected by a panel of judges, and awards will be presented to local unsung heroes who work hard for their local community. The eight categories are:

The Volunteer Award

for those who give their time to help others

The Young Hero Award

for an under-16 person who makes a difference

The Great Neighbour Award

for someone who makes local life better

The Active Award

for a sporting individual or group

The Animal Award

to an animal, person or group improving animal welfare

The Green Award

for a person or group who care for the local environment

The Fundraiser Award

for a group or individual raising money to help others

The Community Group Award

for those who have helped change lives locally

Shortlisted finalists will be named from this June, with the winners invited to a prestigious awards ceremony in September. Good luck from us at team City Sightseeing York to all the amazing individuals and groups who enter.



Quickfire with Dominic Atlas

Driving Instructor, Keighley

Memory at work My first day at Transdev! I joined from First in Bradford in November 2023, and right from day one, the culture here has been much more positive.

Film Forrest Gump – a deserved Oscars winner released in the year I was born. I've watched it many times and I still love it!

Ways to relax Away from work, I'm a Freemason. It's something I always wanted to get involved with, so during the pandemic three years ago, I emailed the United Grand Lodge of England, the organisation's governing body to find out more. It turned out that there was a Masonic Lodge where I live in Keighley, so I applied to join.

TV show Dr Who! I've watched them all over the years – my favourite two actors playing the Doctor are David Tennant, and going further back, Tom Baker.

Ways to relax Playing action games on my Xbox! My favourite game is Rocket League, which brings together arcade-style football and driving fast cars in one. It's exciting every time, just brilliant!

Season of the year Spring – it's a time of renewal, of nature coming back to life. My favourite flower is the daffodil and seeing them reappear is always a positive moment.

Song 'Monsters' by James Blunt – it's about a son who grows up and looks after his dad. I have two daughters and hopefully one day they'll be able to look after me.

Place to go Got to be Scarborough seafront. The town has kept a lot of its Victorian architecture, buildings like The Spa which add to its beauty – we live roughly in the middle between Scarborough and Blackpool and for me, Scarborough wins every time. It's also the home of Ancient Warrior, a shop like no other on the South Bay which sells everything from a replica Samurai sword to a Harry Potter magic wand!



A TOP-CLASS Invitation

Cast your mind back ... WAY back ... to your school days. Do you remember enjoying a school trip, visiting somewhere new and learning on the way?

That's exactly what we're offering schools and colleges across the communities we're proud to serve in Lancashire and Yorkshire.

We're looking forward to welcoming organised groups ranging from younger children to teenage students, to show them what goes on behind the scenes as well as on the road.

And we're asking you to help make it happen for tomorrow's talent, by nominating your local school or college to take part.

Our positive experience with educational visits has shown that it's never too soon to get younger children interested in what we do and engaged with catching the bus

Kel Pizzuti,
Head of Operations
talks:



and travelling safely,
as that often leads to
them becoming regular
customers with us ... and
for some, choosing a career
in the bus industry when they're
ready.

It's the same in many ways with older
students. As their thoughts turn
towards working life choices, we can
show them how joining us can lead
to a fulfilling career with chances
to progress in our organisation
... and introduce them to the
apprenticeships and work placements
we offer to get them started.

The young people who have already visited us with
their school or college often tell us they're positively
surprised to learn what goes into keeping their bus on
the road, while for many, finding out about the career
opportunities we offer in our depots and offices has
proved to be a real eye-opener.



Just think – the best future
engineers, drivers, financial
planners and more might never
consider us as a career option
unless we show them what we have
to offer. So why not get involved and
help us welcome tomorrow's talent
through our doors?

If you know of a school or college near
you that would be interested in coming
to see what we do, please get in touch
with our Project and Marketing Manager
Matt Burley, by email to:

matt.burley@transdevbus.co.uk with
the name and contact details for the

person we need to speak to about
setting up an organised visit.

**And who knows – you may be
helping a young person with real
potential to discover an exciting
future as part of our team!**

we're on the front page

Check out issue 1668 of **Coach&BusWeek** where we are on the front page!

The headline article in this issue is all about our eCitaros in Harrogate – and how we've invested in both the customer and colleague experience.

There's also a video online – scan the QR code to watch!



welcome to our new starters



welcome to our new starters



Rizwan Farooq

Bus Driver, Keighley



Mckyah Robinson

Bus Driver, Harrogate



James Green

Bus Driver, York



James Walter

Bus Driver, Team Pennine



Andrew Keeman

Bus Driver, Idle



Andy Jackson

CCTV Engineer



Azam Nakhuda

Bus Driver, Blackburn



Chris Opie

Bus Driver, Blackburn



William Appleby

Bus Driver, Harrogate



Lee Floyd

Bus Driver, Keighley



Scott Woodhouse

Bus Driver, Team Pennine



David West

Bus Driver, York



Joseph Tyson

Shift Engineer, Burnley

welcome to our new starters



Mohammed Asham
Bus Driver, Blackburn



William Stevenson
Bus Driver, Harrogate



Daniel Fitzpatrick
Bus Driver, York



Mark Pitchford
Bus Driver, Blackburn



Hamza Irridisu
Bus Driver, Keighley



Jane Woodhouse
Bus Driver, York



Raymond Davies
Bus Driver, Blackburn



Aidenlee Smith
Bus Driver, Team Pennine



Ahsam Usani
Bus Driver, Blackburn



Koushek Vimal
Bus Driver, Harrogate



Peter Hird
Shift Engineer, Harrogate



Joseph Sharples
Shunter, Keighley



Oscar Metclafe
Bus Driver, Team Pennine

welcome to our new starters



Wasseem Hussain

Bus Driver, Idle



Ashley Nicholls

Bus Driver, York (Welcome Back)



Paul Archer

Vehicle Inspector, Team Penmine



Noor Wali

Bus Driver, Keighley



Sajjad Ayub

Bus Driver, Keighley



Kamran Asrfaf

Bus Driver, Keighley



Adam Needham

Bus Driver, Keighley (Welcome Back)



Joshua Brook

Bus Driver, York



Josh Foulkes

Bus Driver, Keighley (Welcome Back)



Daniel Dimkpa

Bus Driver, Harrogate

congratulations to our colleagues who've hit a milestone

Well done to some of our colleagues who have hit a milestone working with us!

5 years

Jack William
Aaron Ngoy

Everyone who hits a 5 year milestone in their career with us will get a *Betty's* Gift Box delivered to their home, so everyone above can look forward to enjoying theirs on their anniversary working with us.

10 years

David Bradley
David Kitching
James Moodie
Lee Pilling
Michael James Foley
Alan Dodd
Neil Wilkinson
Michael Jones

15 years

Paul Templeman
Paul Farrington
Andrew Horsfall
Raham Colman

25 years

David Taylor

20 years

Michael Emsley
James Marsden
Anthony Wilcock
Philip Graham
Stephen Lockyer



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

absolutely fantastic,
John

I had to call into Keighley Ticket office to say the driver of the K2 bus I had just come in on was **absolutely lovely. Really kind and patient and helpful** - I just had to come in to tell someone.

super attitude!



you're amazing

very well handled,
Chris

The driver of the bus from Leeds on Friday was great in advising waiting passengers that he'd just been notified that a passenger had vomited on the lower deck, and while he'd try to sort it out, he couldn't run the bus in that condition. He went in search of help and fortunately the bus station cleaner was nearby and helped out, allowing the bus to operate albeit slightly late. Your driver could easily have just returned to Harrogate out of service so **full marks for thinking of the passengers and taking the action he did.**

brill response!



you're amazing

brilliant work,
Egbemhonghay

I'd like to formally thank the driver of the 304, **really nice driver**, clearly some problems with the new route due to the roadworks but he showed he is **someone who really cares and was trying to help everyone**. He was **particularly kind to me and my toddler, seeing we needed extra help and offering advice on services/ ways round**. Really appreciated especially when he was under pressure. Thank you!

outstanding!



you're amazing

outstanding,
lan

At 10 o'clock this morning 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.**

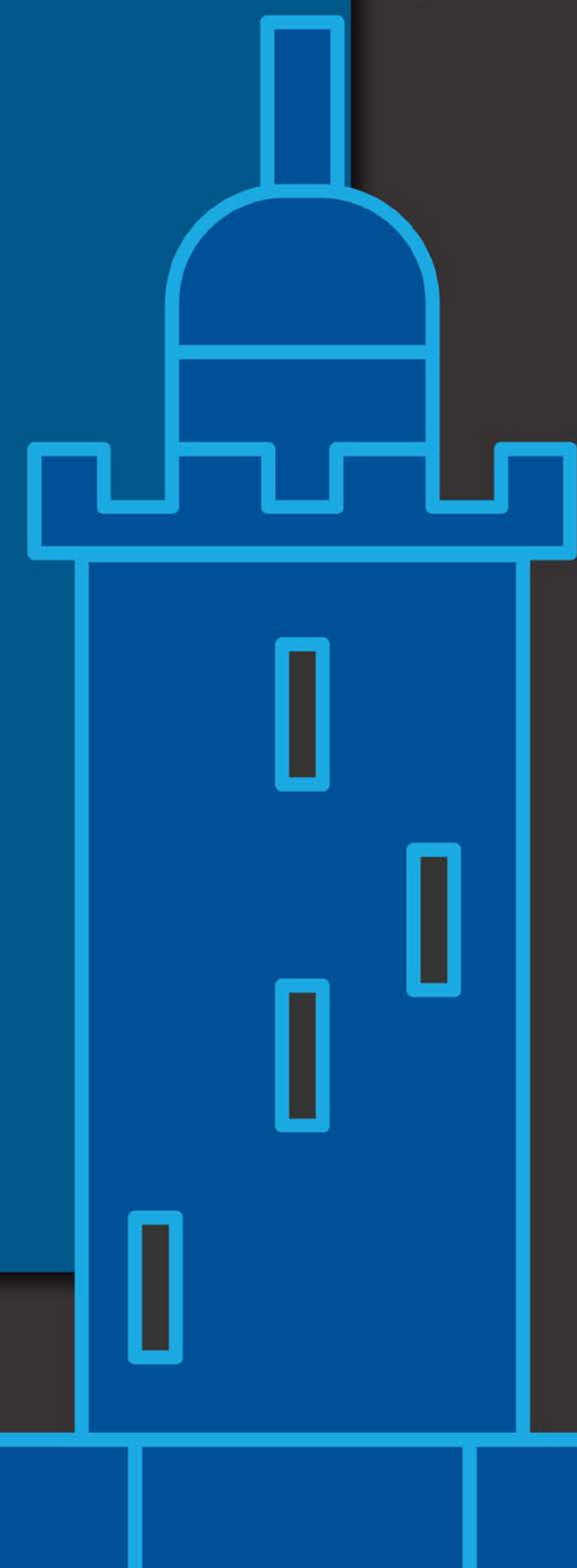
well done!

you're amazing

you're a star,
Daniel

I caught the bus at Bolton interchange, there was a small but orderly queue waiting to board. Shortly after I sat down, as others were still boarding a young woman entered without paying and made her way to a seat further down the bus. The driver attempted to get her attention several times, as did some other passengers on the premise that it was an inadvertent error. Sadly this was not the case and she refused to respond to the driver. He then stopped the queue and went to speak to her. She was uncooperative, claimed he was making an unnecessary fuss, etc. He very politely told her that the bus was not going anywhere unless she either produced a ticket, paid, or got off. She eventually did get off muttering and complaining all the while. I would like to **praise the calm and polite way in which the driver dealt with an incident** which had clear potential to escalate, particularly as the woman was very clearly under the influence of something, probably something illicit.

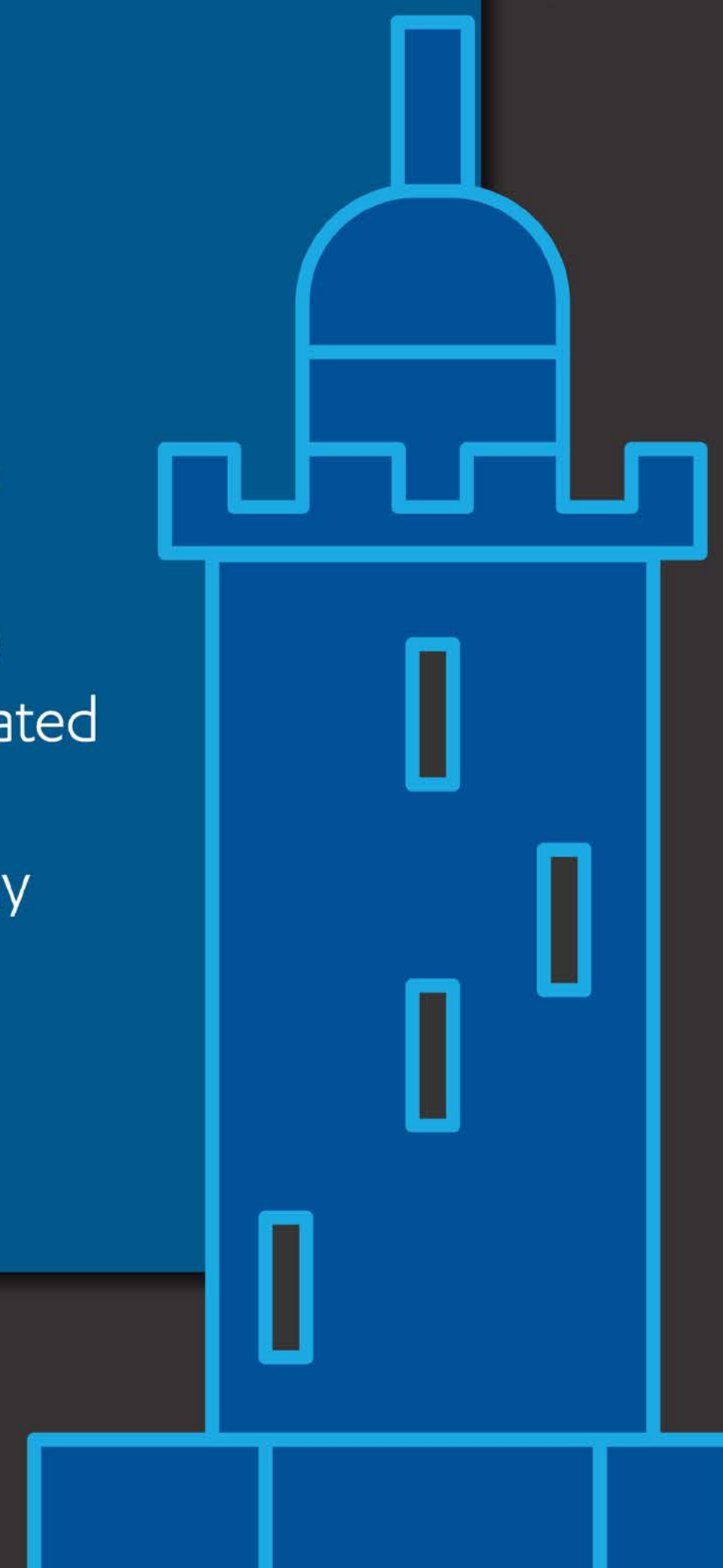
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you're
amazing you're a star,
Daniel

Throughout, he **remained very non threatening, did not become embroiled in arguments and did not let other passengers become involved**. Instead he made it very clear that the woman was not going to be allowed a free ride and maintained a sense of quiet authority throughout. We are all very quick these days to moan and criticise and fire off emails of complaints whilst not acknowledging all the good things, the people who go above and beyond, the service which is exemplary etc. and then wonder why people feel unappreciated and disinclined to give of their best. So please can you ensure that this message is passed on to the relevant manager as well as to the individual concerned. He will know who he is as I did thank him as I left the bus at my stop at Mason Street in Egerton

calmy handled!



you're
amazing

fabulous job,
Burnley Team

I must say it is a pleasure whenever I have been on your buses and I love the fact it tells you when you are coming up to a stop on most journeys and it's lovely having a local voice doing the announcements. Best wishes to you all.

wonderful!

you're amazing

you're a star,
Neil

I was on the X41 from Manchester, I just wanted to give some feedback on the driver. He was **really friendly and welcoming and had a nice welcoming question for every passenger** as they boarded which **really made you feel like he loves meeting people in his job.** The extra effort is really appreciated!

thank you!

you're amazing

making a difference,
Eddie

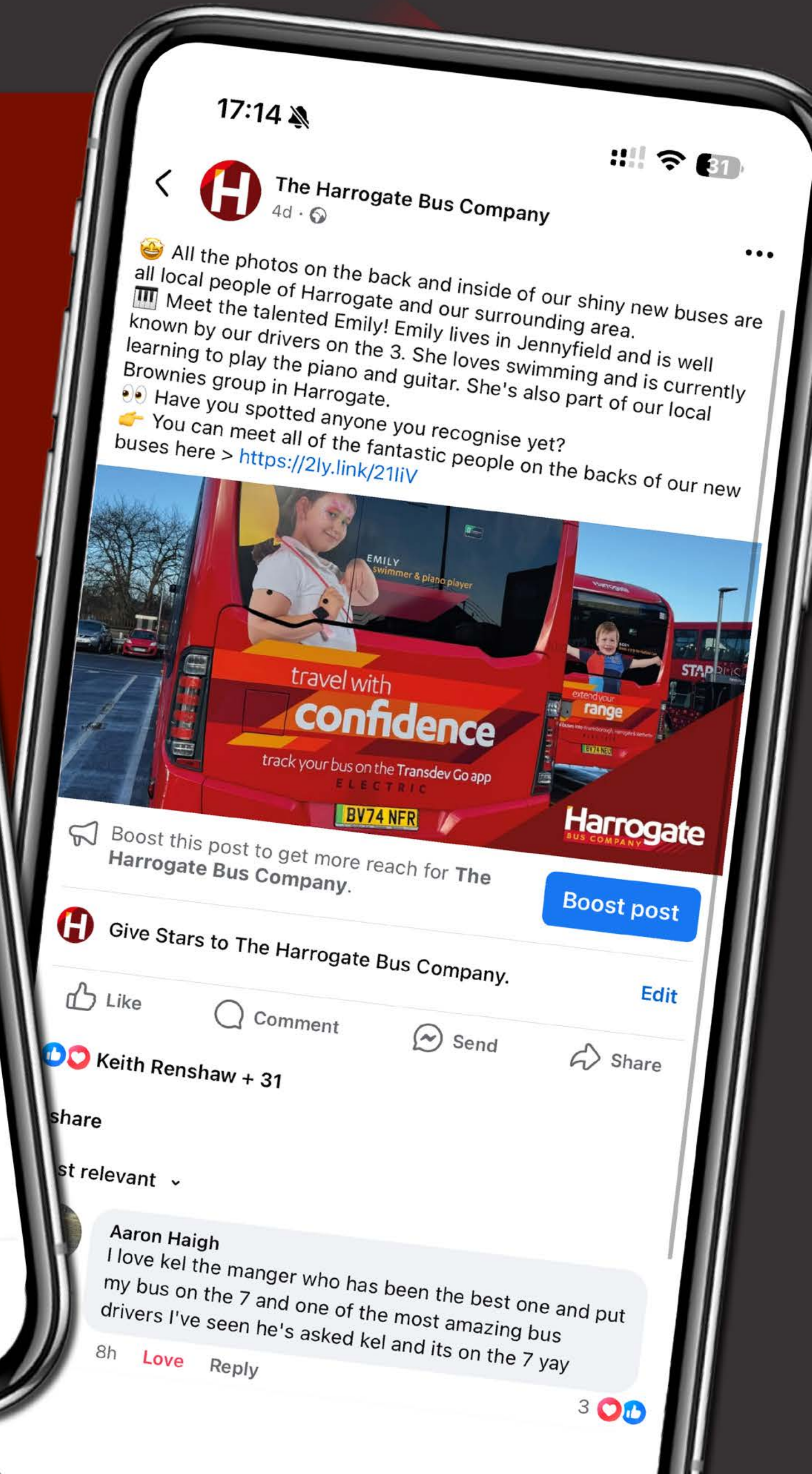
Hello, I am delighted to write to you about one of your drivers on the X98/99 service to Leeds, Eddie. **He is wonderful in the way he deals with passengers, from when we board the bus, to our leaving it.** He always seems to be so **cheeful and genuine**, greeting people in a **friendly and considerate way and even lifting your spirit that day!** I find him very **respectful and considerate** of people who may have difficulty boarding. In fact, it is not exaggerating to say that a few regulars at my bus stop have sometimes remarked very positively when the bus stops and they realise it is their '**favourite**' driver. I feel this is so wonderful in an age when technology can make things so impersonal. **He always gives a personal service and is a real credit to your company.** Please will you make sure that he receives this deserved praise? Thank you.



keep it up lads!

you're
amazing

great work,
Ashlie & Kel

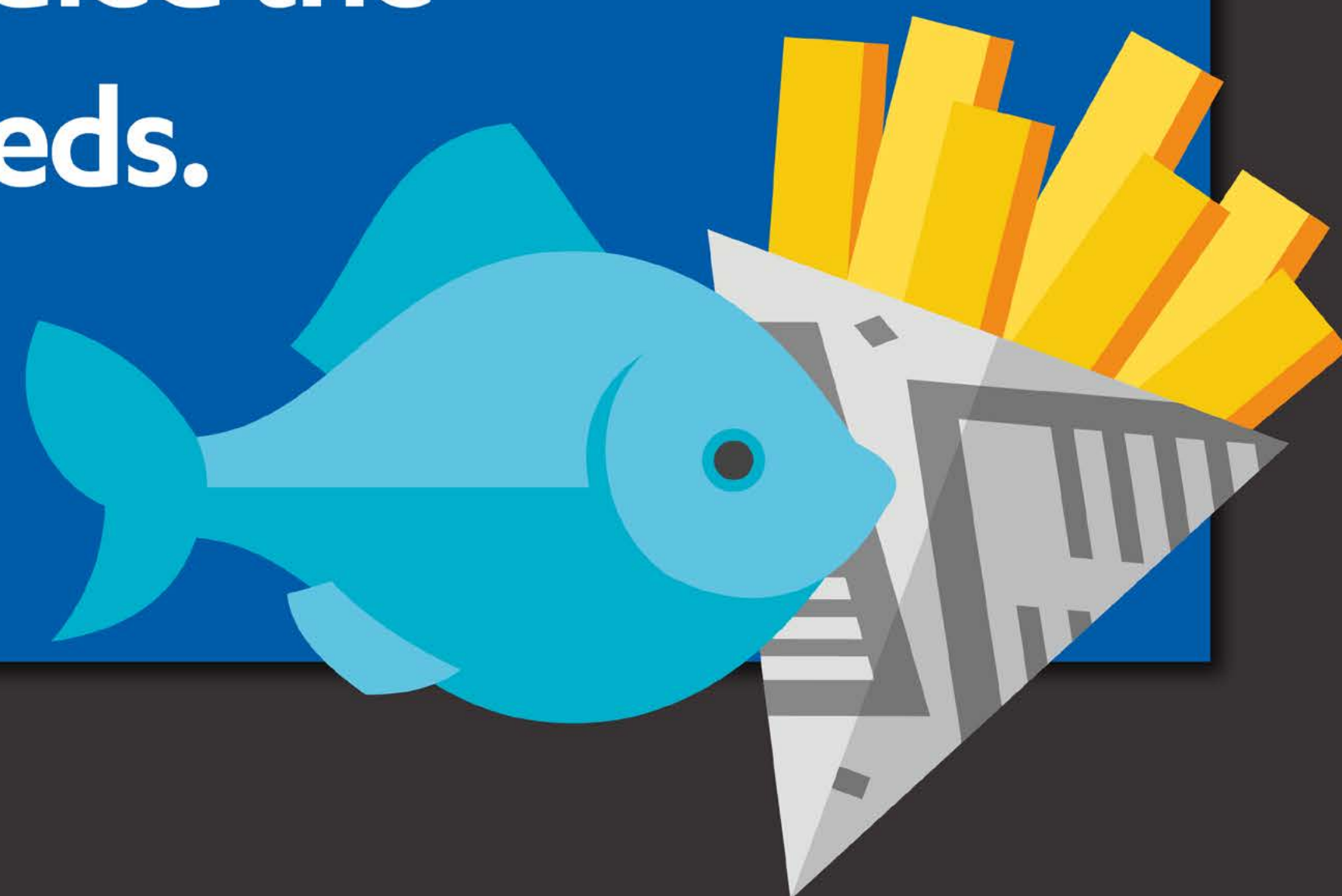


you're
amazing

brilliantly handled,
Michelle

I would like to commend the driver of the 843 service from York to Leeds in the **way she handled the conduct of a passenger en route to Leeds.**

well done!



you're amazing

so compassionate,
Ashfaq

I would like to say how **calm, helpful and compassionate** the bus driver was in the situation we were in - an elderly passenger collapsed and unresponsive. **He called the ambulance and was extremely helpful. He needs recognition.**

brilliant!

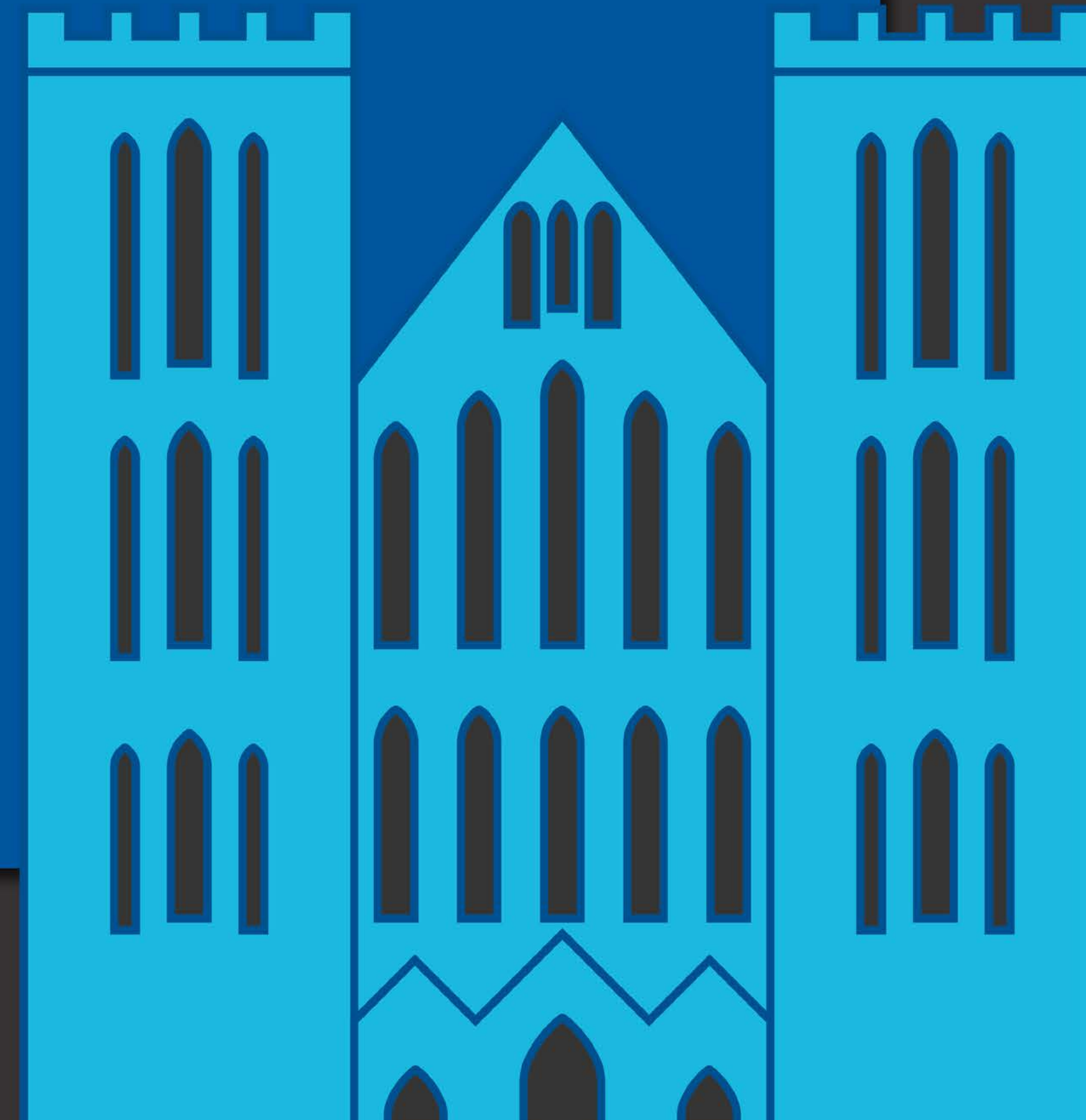


you're amazing

fabulous service,
Helen

I would just like to say to managers at transdev what a **wonderful driver you have in Helen, the most respected driver you could have.** She goes out of her way to help people and the biggest smile on her face. **All of the people on number 20 bus love her, she makes everybody's day.** She can't do enough for the passengers and always gets out the cab if anyone needs help. **We all love her.**

excellent!



you're amazing

awesome job,
Paul

I caught the 481 tonight from Royal Blackburn Hospital to Haslingden .
I'd just like to say, **the bus driver was fabulous, - kind, funny, and friendly.**
Life is tough for us all these days and as an nhs nurse myself, I know how nice it is to receive positive patient feedback, it makes the job feel more worthwhile in tough times . Lots of people are all too quick to criticise these days .

Well, done on employing one of the best !

well done!

you're amazing

brilliant job,
Adam

We had an absolutely fantastic experience on the Hop-On Hop-Off City Sightseeing Bus Tour in York, and much of the credit goes to our incredible tour guide, Adam. From the moment we boarded the bus, Adam was **exceptionally helpful and informative**, making sure everyone felt welcome and comfortable. Adam was kind, fun and very interesting

His knowledge of York's history and landmarks was impressive, and he shared fascinating stories and facts with great enthusiasm. **Adam's engaging and friendly demeanor added so much value to the tour**, making it not just a journey through the city, but a memorable and enjoyable learning experience.

We truly appreciated his dedication and passion for his job. Adam went above and beyond to ensure everyone had a wonderful time, and **we couldn't have asked for a better guide**. Highly recommend this tour to anyone visiting York, especially if you get lucky enough to have Adam as your tour guide!

awesome!



you're amazing

thank you,
lan

The driver we had was absolutely fantastic! At york college where I got on, a man with possible learning differences left the bus and was struggling to cross the road. When the driver noticed, he left to help him, which I thought was **absolutely caring and honestly made my day**. Not only that, he was kind and drove amazingly. He also made sure people were sat/stood properly before driving which made it easier as no one went flying, as sometimes happens. **He deserves so much praise, genuinely an amazing driver - he's great. Honestly 11/10.**

well done!



you're amazing



Gita Renik

Have you tried the single at the front?

I'm not sure why, it was reclined and I had the most comfy ride ever back from shopping in Leeds. So quite, almost fell asleep. In fact, I probably did 😊



Ryan Simpson

Ye the new buses are comfy and I like how they have one seaters so you don't have to feel awkward sitting next to random people



Gita Renik

It's nice to get the extra foot room at the front upstairs 🙌



Netta Fairfoot

Nearly missed it the other day cos didn't hear it coming and it looks different, but it's lovely inside, and a very smooth ride. Quite posh. Lovely lighting. Snazzy pattern on the floor. Daft luggage rack though, nothing to stop bags falling off. Overall, a thumbs up from me. Hope there'll be one tomorrow when I travel.

11:44

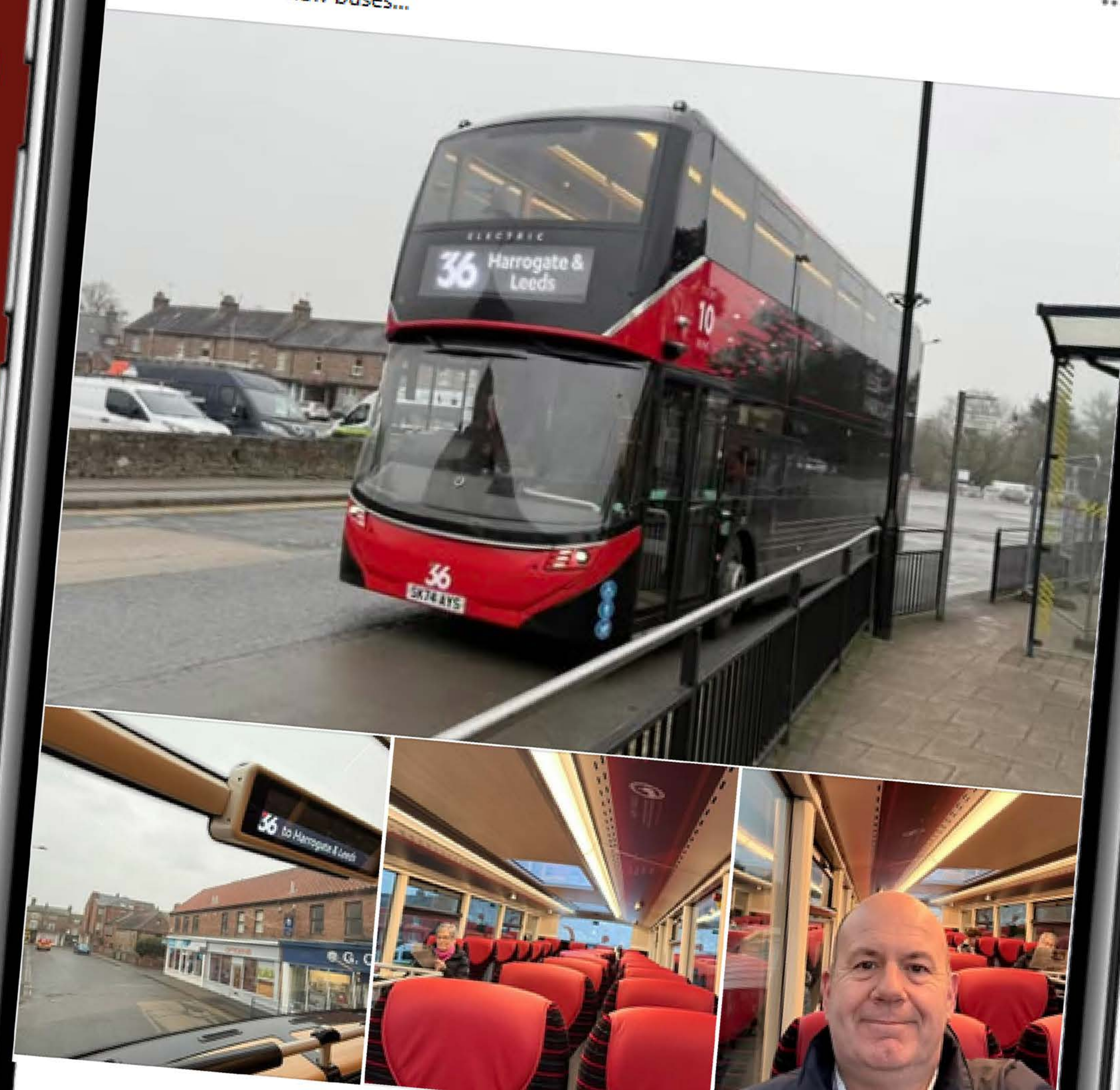
70%



Phill Marley

14h · 🌐

Kind of like the new buses...



you're
amazing so kind,
Bryan

Good morning, I would just like to commend the driver of the 662 to Bradford from Keighley Bus Stn. **No matter what day it is, whenever I board his bus he is always friendly, welcoming, kind and polite.** Please can you get this commendation to him, because he deserves it.

what a star!



you're
amazing

well done,
John

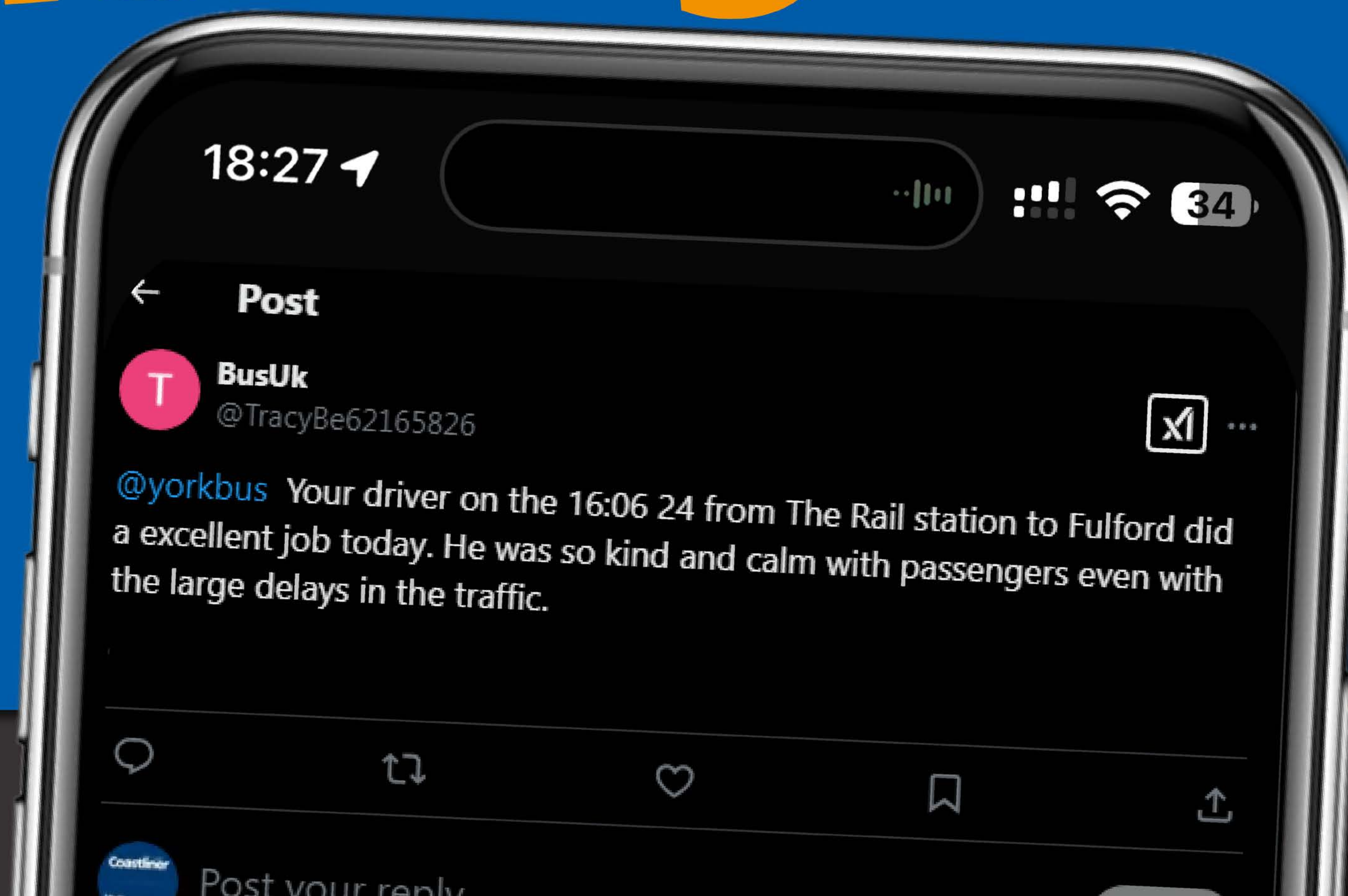
I would just like to thank John, he says his work mates call him big John, **he made my autistic son very happy with his bus journey.**

awesome job!



you're
amazing

wonderful work,
Richard



brilliant!

you're amazing

well done,
Amanda

I caught the 587 service from Littleborough to Halifax today. The bus was a little late due to roadworks and a problem with the engine. The driver contacted Team Pennine and we limped to Ripponden where a replacement bus arrived within minutes. We continued to Halifax and the service soon became busy. **The driver apologised for the lateness but, despite being delayed she spent time answering questions and helping a chap in a wheelchair onto the bus.** I then caught the 13.50 back from Halifax - spot on time. Thank you - great service

great attitude!