

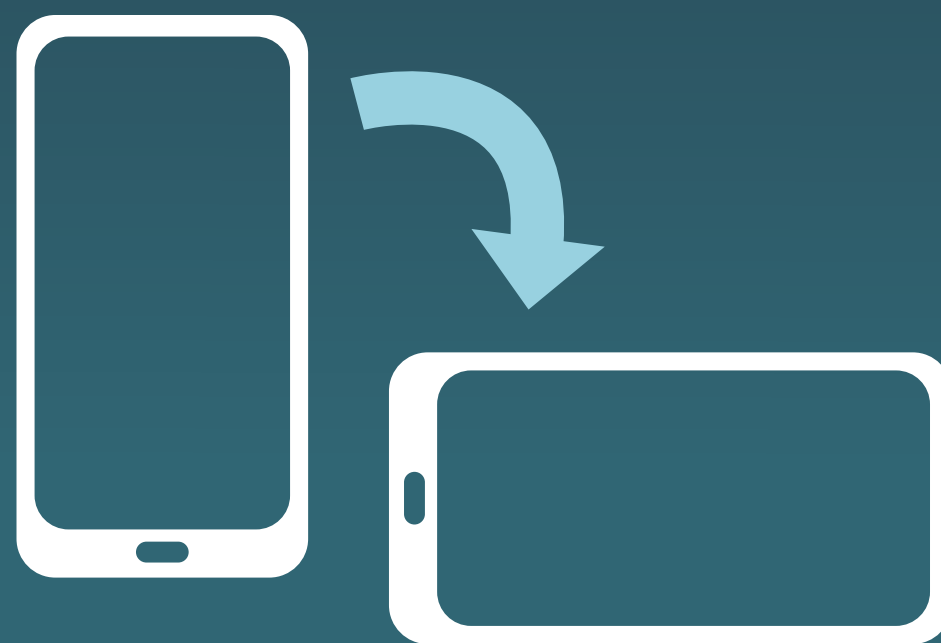
welcome to



talk

JULY 2025

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who's who in the **Burnley** engineering team



Tony Fiocca,
General Manager,
The Burnley Bus Company,
talks:

Together they keep our wheels turning across East Lancashire and beyond ... meet our Engineering team based at Queensgate depot in Burnley, led by Engineering Manager Michael Toner. Read on as we go behind the scenes to meet our workshop wonders!

Michael Toner

Engineering Manager

I joined Rosso's predecessor Rossendale Transport as a driver on schools plus Sunday work, and in between shifts at the wheel, I was offered the role of day vehicle shunter in the garage, which led me to become an engineering workshop planner, and then, Engineering Manager. I moved to Burnley when Rochdale depot became part of Greater Manchester's Bee Network in 2023.

My role involves ensuring our operations function happens in line with the rules and compliance we need to follow, with safety of our vehicles and workshop my number one priority.

The best part of my job is the variety – literally no two days are the same! I'm lucky to work with a busy, dedicated and friendly team of people who work together to keep our standards high in everything that we do.



Lee Fitzsimons

Supervisor

My time with this company and its predecessors goes back 20 years. I joined Burnley and Pendle as a driver when we were owned by Stagecoach, then moved over to Northern Blue at Haslingden. When the company was bought by BlazeField Holdings in 2008, I went off to do other things for a bit before joining what was then the council-owned Rossendale Transport – then Transdev bought the company and when Haslingden depot closed, we were offered a choice of where to move to, and I chose Burnley as I live here!

I moved up to shifts in the workshops for two to three years before taking on my current post as one of our two supervisors. We meet with our engineering manager daily to plan safety inspections, MoT testing, general maintenance of machinery and the everyday safe running of the garage.

For me, good times are when everything is on the road and running as it should ... I do get a buzz from seeing a bus we fixed back in service. I also get plenty of support for what I do and in this job, I learn something new every day!



Anita Whittaker

Storekeeper

I've been here for six years now – before this I was a retail manager for 29 years, ten in a cosmetics firm and the rest in a bakery shop ... we were always too busy to eat, maybe just as well!

I was ready for a change and moved here as a depot cleaner, and then stepped up to become storekeeper after one day when I was finished my cleaning shift, I noticed the stores needed a good tidying up so I sorted it all out.

To be honest, I am a bit OCD like that – I like things to be tidy and organised, so this is definitely the role for me!



Jane Cropper

Cleaner

I used to be cleaning supervisor at Asda in Rawtenstall – my husband Colin was a driver here at Burnley and when he heard there was a job going as a cleaner here, I decided to go for interview and got the job.

I've been here for six years now and I really enjoy it – as someone who's been a regular customer on the buses for a long time, I always try to see things from a customer's point of view and try to make sure our buses are presented the way I'd like to see them myself when I'm travelling from A to B.



Hassan Maqsood

Engineering Apprentice

I always wanted to have a skill that would help me to follow a career path. I was a patient transport driver with the NHS private ambulance service, and then became a bus driver two and a half years ago, before deciding to step up and go for an engineering apprenticeship.

When I first applied I wasn't accepted, but I kept on pushing and was successful, the interview went so well. I met engineering managers and supervisors of our depots, followed by a written test, and somehow I managed to get the job!

In truth it has been challenging sometimes as there is so much to learn and the people around me have so much experience, so I'm trying to take in as much as I possibly can. As apprentices we go to City of Bristol College every five or six weeks to study engines, transmission, clutches and so on - I also take my GCSE in Maths next month as I need that as well.

My apprenticeship will run for three years with an assessment at the end to become a mechanical electrical engineer – it's a great career and I'm so grateful to everyone here for their support, both now and on the road ahead.





our Wayne makes a tight squeeze with ease!

It's famed as one of the North's narrowest gateways – but our ice-cool driver Wayne Moody shows you CAN drive a bus through there!

The historic Bolton Abbey stone arch measures just 9 feet 5 inches wide, with a headroom of only 10 feet 9 inches – and photos of Wayne calmly guiding his bus through the gap are now a viral sensation online, with over 6,000 Facebook likes and counting.

The Bolton Abbey arch is part of our Dalesbus 74 route, which runs on Saturdays all year round from York, Harrogate, Otley and Ilkley to Grassington in the Yorkshire Dales.

As the route nears Bolton Abbey, it passes through the largest of three arches in an 18th century stone aqueduct wall, a grade II listed structure built in 1720.

It's a hair-raising experience for bus and coach drivers, but York-based driver Wayne takes it all in his stride – even nonchalantly leaning an elbow out of his cab window moments before passing through the gap with millimetres to spare.

Wayne says: Wayne says: “We drive through the Bolton Abbey arch six times every Saturday, and it certainly isn't for the faint hearted.

“I know the area and that the arch is tight, but the first time driving a bus through there really was an experience. You have to take the right line, especially heading towards Grassington as the arch comes straight after a sharp bend in the road.

“You have to pull the driver mirror in to make sure you can get through, watching the mirror arm as you head through, then you push it back out and carefully drive through with an ice-cool elbow on show. If you scrape your elbow, you're too close!”

For more about Dalesbus including our Saturday route 74, and Sunday and Bank Holiday routes 825 from York and Harrogate to Brimham Rocks, Fountains Abbey, Leyburn and Richmond, and the 875 from York and Leeds and Ilkley to Hawes, visit: dalesbus.org.



an inspiring journey to a new life

Frank Stanisauskis,
General Manager, The
Blackburn Bus Company,
talks:



Let me introduce someone truly inspiring – our Blackburn-based Rosso driver Zakariyya Mulla. His story is incredible, his achievement tremendous.

Here is Zakariyya's story, in his own words.

"My journey hasn't just been about weight loss – it's about taking back my life. If there's one thing I've learned, it's that change is always possible. There is always a way forward.

In 2023, I weighed 170kgs – nearly 27 stone. Even tying my shoelaces felt impossible, yet I ate constantly, using junk food as comfort and escape. Deep cracks in my heels were painful, a brutal reminder of my weight. Walking even short distances left my heart pounding as if struggling to keep me alive. Truth is .. it was. My doctor said: "If you don't change your lifestyle and lose weight, your chances of a heart attack are imminent." Those words shook me to the core – my diabetes was out of control, and my liver and kidneys were on the brink of failure. If I didn't act, I wouldn't be around much longer.

I'd tried half-hearted diets and short-lived exercising, but nothing stuck. This time though, I wasn't alone. With my daughter's support, I made the hardest decision of my life: I chose to fight for myself. She stood by me, guiding me through nutrition, calories, fibre and vitamins.

At first, the cravings were intense. My body screamed for junk food. But I pushed on. Slowly, I started to feel lighter, stronger, more in control. Then I started walking. Not much at first—just a few minutes, in the countryside, away from the judgment of others. My legs ached, my feet hurt, my breath was short. But I kept going. Day by day, I walked a little further. What felt impossible became easier. My strength grew, and for the first time in years, I felt truly alive.

Today, I've lost 70kgs – that's 11 stone. My pain has gone. I can walk without struggling, and I no longer fear what my body can't do: I focus on what it can do. I've started a vehicle maintenance course at Blackburn College – I'm learning new skills and meeting new people. Perhaps most incredible of all, my doctors are now considering taking me off diabetes medication. A disease that once controlled my life is on the verge of being gone.

I'm not finished yet. There's more I want to achieve – I know I can do it.

all clear for take-off!

FLYER

welcome to our **£3.5m new
hybrid buses** for Yorkshire's
FLYER airport network



FLYER

Vitto Pizzuti,
Operations Director,
talks:



We're delighted to welcome the first of our all-new £3.5 million fleet of hybrid buses onto its popular 'FLYER' branded network serving Leeds Bradford Airport this month.

The first of our **15 new high-tech, ultra-low emission buses** entered service in early July, on three dedicated routes linking Leeds, Bradford, Harrogate and Otley with the Airport, with more new buses to follow on a one by one basis – delivering more capacity, easier accessibility and lower emissions with journeys running up to every 30 minutes and departures from early morning until late at night.

These impressive new Mercedes Benz Citaro buses offer our customers more space at busy times, with **39 seats plus room for up to 31 standing** – bringing the total number of people able to travel on each new bus to **70**, compared with 54 on our current diesel-powered buses, **an increase of 29 percent**.



FLYER

More customer benefits from our new 'FLYER' hybrid buses include:

- **Increased capacity** – the new vehicles have 39 seats, compared with 38 on the current buses, and can also carry up to 27 standees on each new bus
- **More accessible and comfortable** – hearing loops and full colour audio-visual display screens, with a dedicated screen facing the on-board wheelchair space
- **Lower emissions per customer** – 12 more customers can travel on every new bus, with up to 22 percent lower emissions per customer on board
- **Saving fuel** – Engineers are predicting a drop of 8.5 percent in fuel usage from the switch to hybrid power, with a 14 kw electric motor generating energy when coasting and braking, which is re-used to assist the engine when pulling away
- **Safety first** – Each new bus is packed with safety systems, with electronic assistance at the front and when turning, traffic sign monitoring, electronic tyre pressure reporting and Acceleration Skid Control to cut emergency stop distances
- **Lower maintenance cost, higher reliability** – the virtually maintenance-free hybrid storage module is at the back of the roof on each single deck bus. Using innovative 48-volt technology, no change or service in maintenance is required.



FLYER

The introduction of our new FLYER fleet from **Sunday 6 July** comes just days after the newly extended terminal building at Leeds Bradford Airport opened to customers for the first time.

The expansion has added around **40 percent more space in customer areas, with three new boarding gates plus a new immigration area, baggage collection hall, food and drink outlets and 83 percent more seating.**

Work has already begun on a full refurbishment of the existing terminal building and a new security hall. Leeds Bradford Airport says the project has the potential to **create 1,500 new jobs at the Airport, and 4,000 more indirectly, by 2030.**

Our new FLYER buses are being warmly welcomed by our friends at Leeds Bradford Airport (LBA), whose CEO Vincent Hodder says: “These bespoke hybrid vehicles will not only provide our customers with a more comfortable journey to the airport, but they also use less fuel than their traditional counterparts. In turn, this helps to play an important role in reducing our Scope 3 emissions, and supports our journey to Net Zero.”

Our FLYER network operates under a three-way partnership between ourselves, Leeds Bradford Airport and the West Yorkshire Combined Authority.



a peaceful place to relax and remember

A run-down memorial garden at our Blackburn depot has been carefully restored as a peaceful place to remember our predecessors who have passed away.

The garden at our base in Intack had become overgrown and neglected – so our Central Stores Manager Lee Wardle decided to do something about it.

Lee teamed up with our General Manager Frank Stanisauskis to clear the weeds and restore the heart of the garden – a memorial plaque mounted on a retired bus engine.

Lee says: “The garden had just become dirty and scruffy over the years, so I decided to bring it back to its best – and with support from Frank and the company, we now have something we can all be proud of.

“As well as a place of remembrance, it’s a quiet corner on our busy depot site where all of our team can take a break for a quiet few moments. I’m very pleased with how it looks now – it’s something we can all take a pride in and enjoy.”

General Manager Frank Stanisauskis says: “When we looked at the state of the garden, we both knew it needed restoring. Lee has done 90 per cent of the work on it himself, and it looks much better now.

“It’s a fitting tribute to our predecessors who are no longer with us, and in a big depot site with buses and people coming and going, it’s an oasis of calm.”





NEW UNIFORM UPDATE

YOUR NEW UNIFORM IS COMING!

We've got a team of colleagues trained on how to measure up for your uniform, and we're now in the process of measuring each of you. We're working through our depots one at a time, and someone will be in touch to let you know when it's your turn.



We're still on track to deliver the new uniform this September, and we'll have lots more to show you soon!

meet our newest engineering colleagues

**Introducing Darren Bell-Walker,
who joined our team as Head of Engineering in May.**

Darren brings more than 30 years of engineering experience, including 12 years in the bus and rail industry. His career has been built on managing heavy engineering equipment, leading high-performing teams, and driving fleet performance and reliability.

Darren is passionate about delivering safe, efficient services and supporting the people who make that possible. He'll specifically focus on reducing lost mileage and ensuring smooth operations through strong processes and preventative maintenance, building a motivated, trusted team where everyone feels proud of their work and fostering pride in fleet and depot, and strengthening engagement across the business.

Darren lives in Ripon, supports Liverpool FC, and is a qualified skiing instructor. He enjoys travelling and exploring new cultures. Above all, family is at the heart of everything he does.



meet our newest engineering colleagues

**Welcoming Ian Chadwick back to the team as our
Regional Engineering Manager for West Yorkshire.**

Some of you may know Ian Chadwick who has previously been part of our team. He brings over 40 years experience in the bus industry, and will be supporting our engineering teams in the transition to bus franchising in West Yorkshire. Ian will work day to day at Keighley and support Team Pennine also.

Ian brings with him a keen focus on quality, presentation and reliability and we know his return to the business will be welcomed by our colleagues. He enjoys travelling and exploring new cultures. Above all, family is at the heart of everything he does.



our five new
team leaders
feel the
pulse in
Paris



They have the experience to lead here in the North of England ... and now five of our newest team managers have a clear view of what makes our Transdev Group a world-class player in the mobility market.

Claire Swann, Kel Pizzuti, Louise King, David Wallington and Darren Bell-Walker travelled to Transdev Group HQ at Issy-les-Moulineaux in Paris to join top managers from several countries at the 14th edition of 'IN'PULSE'.

During three days packed with workshops, seminars and face-to-face meetings, our five gained a thorough understanding of the Transdev Group and our presence in 19 countries around the globe.

Our Head of Operations Kel Pizzuti says: "It was a pretty intense three days which gave us a deep insight into Transdev as a group, and our strategy for future business growth.

"We especially enjoyed meeting colleagues from Transdev

businesses based outside the UK and swapping our experiences. Most of our colleagues in Europe work in a transport authority franchised environment, and with franchising now a reality in Greater Manchester and on its way to West Yorkshire, that networking time with people with practical experience of it was certainly time well spent."

Transdev Group's HR teams in Learning and Talent put together the action-packed 'IN'PULSE' programme in early June, including presentations covering finance, human resources, digital and data, corporate social responsibility and business development including bid planning and submission.

High-level executives in Transdev Group also enjoyed two-way exchanges with our group, giving them a global view of Transdev's international operations, culture, future challenges and strategic vision.

There was also time for fun – as Kel Pizzuti explains!

Kel says: "We all took on a navigation challenge in central Paris, to reach a famous landmark by the fastest available transport. Claire Swann and I made it to the finish first with a photo in front of the Arc de Triomphe – and with Paris' notoriously congested streets, we got there fastest on foot, which shows it isn't just Harrogate that has heavy traffic to contend with!"

congratulations to our colleagues who've hit a milestone

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

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.

5 years

David Clapham

20 years

Paul Jackson
Neil Marshall

35 years

Edward Walters

10 years

Victoria Pearson
Saheed Anwar
Beata Wesolowska

30 years

Sabir Ali



make the
most of  transdev
exchange



get support
find out more on the app about
the mental health support available



you're **amazing**

excellent work,
Harry

I am writing to let you know how **impressed** I was with the bus driver on the No 36 bus from Gledhow Valley Road at 08.30 to Leeds bus station today. **He greeted every passenger.** Waited until he/she was seated before setting off. This is most unusual. When we arrived at the bus station he said goodbye to passengers as they left the bus. I felt compelled to thank him for being **so kind and considerate.** I thought a compliment was needed. Thanks Transdev and the young driver.

so much care!



you're amazing

fabulous job,
Paul

I would like to commend the driver on his job. **Has to be the best bus driver I have ever had the pleasure of travelling on their bus. Greeted every single passenger without fail, had a smile on his face, took extra care to ensure passengers were safe and getting off at the correct stops if they needed help.** Drove past the Incident with the A3 in Bradford and took the time to ask the A3 driver if he was alright after the incident, spoke to police at the traffic lights to prepare ahead of time for his drive when he was on the A3 route. **As people left the bus he said goodbye to everyone personally and made sure not to miss anyone. Driving was excellent and smooth and the bus was on time for every single stop. This driver deserves the recognition for how great they are at their job. Phenomonal.**

utterly fantastic!

you're
amazing you're a star,
Josh

I would like to praise Josh for his **excellent customer service**, his actions in dealing with my complaint, and for keeping the me updated. **Josh restored my faith in the company** after I swore I wouldn't use Transdev again.

Nothing was too much trouble and other business could learn something from your customer service.

great stuff!



you're
amazing

great attitude,
Julian

I wanted to pass on compliments to your driver on bus route D1 from Huddersfield to Denby Dale via Kirkburton. They were **pleasant, happy and very good driver even turning engine off when catching up on timetable times.**
Great journey!

that's the spirit!

you're amazing

so kind,
Emma

Good afternoon, I have just witnessed a wonderful moment with one of your drivers. **I would love you to know how kind and compassionate she has just been with a number of adults.** Please could you nominate her for an award if you do such a thing. I was assaulted in Keighley bus station last year and it's been very difficult for me. So I think it's extremely important to highlight this amazing lady.

making a difference!



you're
amazing

wonderful work,
Suhail

I would like to compliment your driver of the 36 from Harrogate Bus Station to Leeds City Bus Station for **exemplary driving, specifically smooth acceleration and gentle braking throughout the entire journey.**

awesome job!



you're amazing

making a difference,
Ed

I'd just like to say a **big thank you to your wonderful driver** who was driving the last X99 of the evening from Wetherby to Leeds. Some time around 7:30-8pm my daughter boarded the bus in Leeds but left her phone on the bus. She didn't realise it was missing until around 10:15pm. We managed to track the phone on the bus. A member of the public had handed it to the **driver who kept it on the expectation that we would be able to track it**. We managed to catch up with the bus in East Leswick at 11:20pm to my daughters great relief!



keep it up lads!

you're amazing

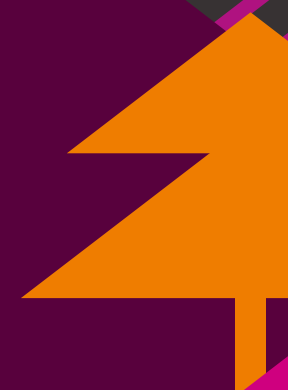
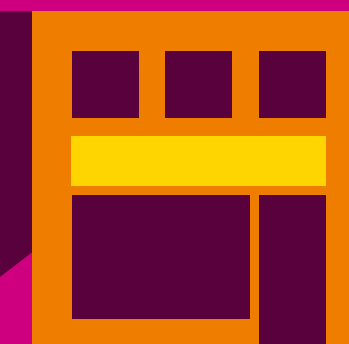
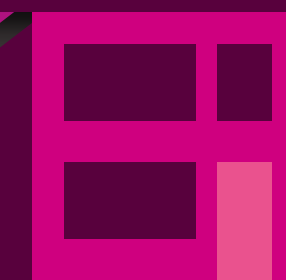
brilliant work,
Michael

I just had to send in some feedback about the driver of the 577 to Halifax.

He was absolutely fantastic! So polite and welcoming to everyone, he made it a very pleasant journey and really brightened up my day. Every passenger will have got off this bus with a smile on their face today. **Perfect customer service.**

Please pass on this feedback and my gratitude, he deserves to know how awesome he is.

super star!



A stylized sun icon with a yellow spiral center and blue and yellow rays, located on the left side of the image.

you're amazing

great to hear,
**City Sightseeing
Team**

Amazing experience!!! We had such an amazing and wonderful experience!

The guy who competed the tour guide (I believe his name is Adam!) was absolutely phenomenal he knew so much and honestly was amazing the knowledge and history that he shared. He was friendly approachable and made the experience very enjoyable.

There was also two nice people and the stand near bus stop again friendly and fun!

The bus driving (a lady) was incredible hats of to her driving around the tight roads.

All in all we had a fab time and would do it again in heartbeat!

awesome!



you're amazing

absolutely brilliant,
Nicholas

I wish to commend a member of your team, for their **excellent service** I received recently. I recently boarded your "Dalesbus 864" service to Malham and returned on this service later in the day.

I would like to commend bus driver for their **superb attitude towards the job and towards customers**. Having never gone to Malham before, was a little unsure as to how it would all pan out. However this driver assured me with **confidence and positivity, which made me feel very relaxed**. This was despite it being a two-hour journey. They also goes to state that I arrived on time without any delays.

His actions had been so good, that I am very likely to use your service again very soon. (This extends to the whole Keighley bus company.)

I would like this individual to be commended for his superb actions towards me and other customers alike. Because to be honest, his general attitude and enthusiasm for the job should be recognized.

outstanding!

you're amazing

outstanding,
Paul

I would like to sing the praises of one of your employees who I think deserves to be singled out for special recognition.

I am 77 years old, partially disabled and had been travelling for over 24 hrs without sleep. I asked the driver for help to get me to National express centre to get a bus to Bournemouth where I live.

What followed can only be described as **“up and above the call of duty”**. He immediately recognised that I was in a distressed state and **his help, kindness, respect and delightful personality kicked in and made me feel like a special person by his actions and knowledge**, even to the point of making sure I found the National Express Centre in Leeds terminal.

I don't think he will ever realise how this made me feel and would like you to acknowledge to him my **personal thanks and how valuable an employee he is**. Please feel free to use any part of my email to enhance your reputation as a company and **his devotion to duty**, and please bring my experience to the attention of his superiors, but **most of all, my deepest thanks to him**.

My only wish is that his actions are rewarded by your company and this experience is shared to all Service Companies as an example of **how one man's kindness can enhance their profile**.

awesome!

you're amazing

you're stars,
Shaun & Barry

I just wanted to send this to say a **huge thankyou** to two of the drivers that were on shift on Saturday in Malton; a driver who was just starting his shift and the boss.

We work for RSF and we were travelling with two young people with physical disabilities and other complex needs, we had hoped to get the bus to Scarborough from Norton but it was full so unable to, this really disappointed the two young people so we headed up to the station to go to Pickering instead. Again the bus was quite full with some 'characters'.

On board, the driver and the boss **made sure we are able to get on safely and enjoy the journey to Pickering**. During the journey a couple of these 'characters' started using bad language and having a very loud conversation that the full bus did not need to hear, the driver **instantly put a stop to this and made them aware of the other passengers in a firm but polite manner**, they did make a few comments afterwards and weren't very apologetic but **the driver managed this very well!**

so kind

I just wanted to pass on thanks to these two because not all drivers are as helpful and as accommodating and **it meant a lot to our young people to still be able to enjoy their bus ride!**

