

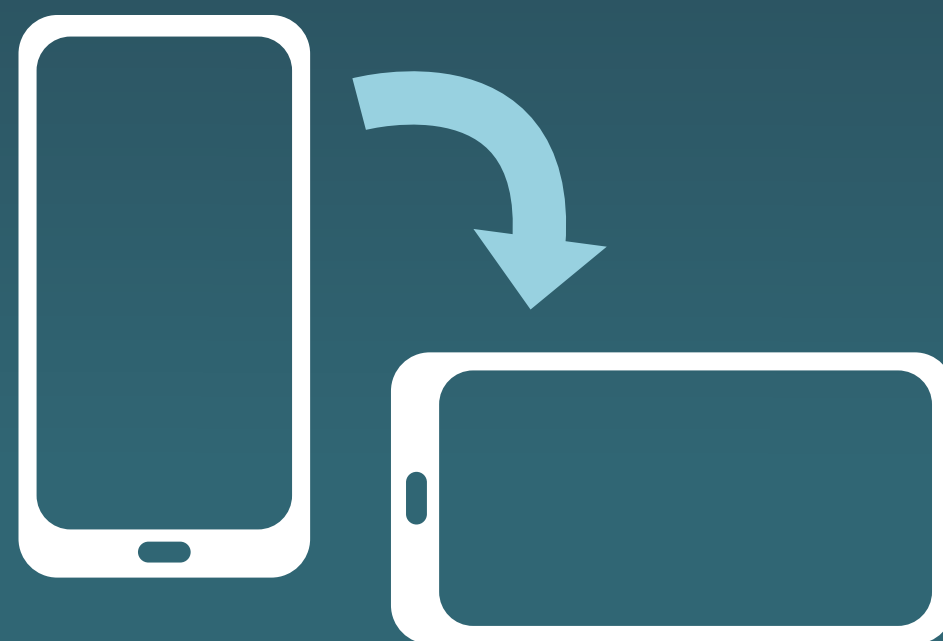
welcome to



talk

JUNE 2025

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



the show's over in Harrogate for veteran busman Steve

It's the end of the road with us for ever-popular Harrogate driver Steve Gill, one day short of his 75th

Steve joined our Harrogate team 17 years ago on 29 August 2008, and soon became a familiar and friendly face welcoming customers on The 36.

Over the last few years Steve reduced his driving duties to weekends only, serving on The 36 and other routes as and when needed.

Steve also loved being involved with our special shuttle services to the Harrogate Spring Flower Show, the Great Yorkshire Show and the Autumn Flower Show at Newby Hall near Ripon, taking the wheel on every day throughout the three shows.

His detailed knowledge, built up over years of driving show specials, includes detailed timings and routes – and he's always

Jason Asquith-Thorpe,
General Manager,
The Harrogate Bus
Company, talks:



been a great ambassador for our company, happy to answer customers' questions and help with directions and connections.

Steve also has what it takes when it comes to navigating our biggest buses through the tightest gaps – such as at Newby Hall – without incident.

And even though we've given Steve our fond farewells, he isn't saying goodbye to driving just yet – he and his wife Angela are hitching up their caravan and hitting the road for new adventures!



it's a brighter, better Blackburn for us!

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



An important part of being at our best for our customers is the place where we work – not only on our buses, but also behind the scenes.

We know it's been a long while since our Blackburn depot's staff facilities have had a fresh new look – with that in mind we've invested £60,000 in an improvement programme at our Blackburn depot, to make it a warm, colourful and welcoming place for us all.

The refurbishment features brand-new kitchen equipment, flooring, tables and chairs in the driver canteen, including a comfy corner sofa and new vending machines available 24-7, and smart new paintwork to make it a relaxing and attractive space.



The Duty Managers' office also features new flooring and furniture plus a full repaint – while the CCTV and ticket machines room also has new blinds and floors along with a new colour scheme on the walls.

Our hallways are also fully repainted, while the gents' toilets have new sinks, cubicles and flooring – while in the ladies', there's also new toilets and two of the cubicles

have been taken out to create a brand new lockable changing room.

By the time you read this, the paint should be dry – and we are now working on the finishing touches, to add our Transdev Blazefield stamp to the place.

Please let us know what you think of our all-new look!





GREENROAD FLEET ELITE



THANK YOU TO OUR GREENROAD FLEET ELITE

Giving our customers a really safe and smooth journey is always our main priority. That's why we are so pleased to have nearly 150 of our colleagues across the patch awarded with Greenroad Fleet Elite status for 2024!

Thank you and well done to all our colleagues who have achieved this status - we know it's not easy, and we hope you enjoy your gift cards.

Hold the bus!

Dick Turpin grabs our dungeon discount deal...

Nellie Kay,
Supervisor, City
Sightseeing York,
talks:



He was the dandy highwayman who met his untimely end in York – but Dick Turpin still knows a steal of a deal when he sees one!

The renowned rogue was on hand to grab the information at York Dungeon from our slightly shocked Tom Henshaw, as we announced our latest money-saving discount available exclusively to our customers on Coastliner and City Sightseeing York.

Customers can use a mobile phone camera to scan a QR code on a promotional poster displayed on Coastliner and City Sightseeing buses to instantly generate a voucher for the discount deal.

Visitors and locals alike can enjoy a 30 percent discount off admission by showing the voucher at the York Dungeon on Clifford Street – just a highwayman's gallop away from our tour bus stand at Clifford's Tower or our Coastliner stop at The Stonebow.

Those without a mobile phone can also get the discount by showing their valid Coastliner or City Sightseeing York tour bus ticket, or a 'Transdev Treats' voucher, at the popular attraction.

It's one more way we're working with our partners to make it easier and cheaper for families to enjoy York's attractions – as unlike Dick Turpin, we want them to come back!

stepping out to save lives

in Yorkshire!

Our very own determined dozen teamed up to follow our Route 1 all the way from Harrogate to Knaresborough... not by bus, but on foot.

Every step helped raise vital funds for Yorkshire Cancer Research's We Walk for Yorkshire campaign – its mission is to raise £100,000.

Every 17 minutes, someone in Yorkshire is told they have cancer. All funds raised through the charity challenge will support research to find a cure for more people.

Our Managing Director Henri Rohard and Operations Director Vitto Pizzuti joined our team to complete the four-mile walk in one hour and 20 minutes.

**We all know the way –
but not this way!**

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



Yorkshire Cancer Research became our charity partner just over a year ago, and since then we've helped in various ways to raise awareness of the world-leading research and services funded by them to help prevent, diagnose and treat cancer in our region.

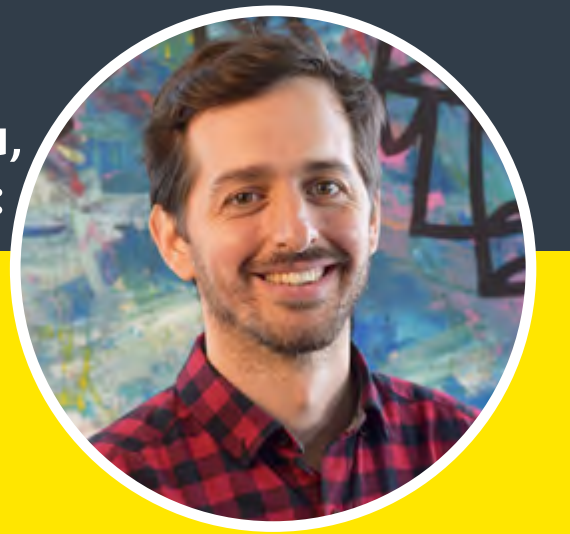
Our Route 1 electric buses travel between Harrogate and Knaresborough every 8 to 10 minutes, and complete the journey in as little as 13 minutes. We didn't quite manage that pace on foot, but we're hoping to raise £300 from donations collected along the route of the walk and afterwards.

You can still support our intrepid walkers by making a donation to Yorkshire Cancer Research's We Walk For Yorkshire fundraising mission, here: <https://tinyurl.com/3j9nejn6>.



BUS FRANCHISING IN THE UK: OPPORTUNITIES AHEAD FOR TRANSDEV

Clément Bureau,
Bid & Performance Director, talks:



Bus franchising is gaining momentum across the UK, with Greater Manchester leading the way. This model is proving to be a key tool for combined authorities to create more integrated and customer-friendly networks. As a company with extensive international experience in franchised networks, Transdev UK has been actively engaging with multiple authorities over the past few years to share insights on best practices.

Now, we are taking the next step in Liverpool, where we have successfully pre-qualified and are preparing for the upcoming bid process. Meanwhile, West Yorkshire is set to launch its first franchising round by the end of 2025. Looking further ahead, 2026 is shaping up to be a pivotal year, with South Yorkshire, the West Midlands, and Cambridge & Peterborough all signalling their intent to tender.

With an estimated 40% of the regional bus market expected to be put to tender over the next 5–8 years, this is an exciting period for Transdev. We are well-positioned to bring our unique expertise, innovative approach, and strong customer focus to even more passengers. Stay tuned for more updates as we continue to shape the future of UK bus networks!



you're amazing

excellent response,
Andrew

Yesterday evening I was waiting to get the 18:25 662 bus to Bradford. I was faced with a horrific situation and was scared, the person that caused this was getting on the same bus I was so I notified the bus driver as I was getting on and he didn't hesitate one bit to get security and remove him. **He made sure I was okay and reacted so quickly towards the situation I couldn't be more thankful.** This feedback is just to praise the driver, Andy. **He was quick, reassured me and dealt with this professionally.** I want to Thank him and the security who acted without hesitation.

saving the day!



You have all treated our
Mum so respectfully and
we are a big
family* we want
you to know how
much appreciated you all
are.

When she travels on her
own soon, she will be in
good care we
know!!! ☺

THANK YOU SO
VERY MUCH.
☺

★ You all deserve a great
big THANK YOU, especially this
last few months for how
you have ALL treated our
Mum.

She had a fall at home
and needs to use a stick

You deserve it!

Congratulations

just now, and she has always
used the buses to and from
Whitworth, so getting her
feeling confident enough to do
that now has been a big
thing.

All your drivers have waited
patiently until she sat down,
parked up to kerbs, even
lowered a ramp for her.

Well
Done!



you're amazing

above & beyond,
Simon

I want to say a big “thank you!” to the driver of the 1B service yesterday, his name is Simon.

I was slightly late for the bus (the tracker app was a little out). He saw that I was running to the bus stop, but wasn't going to make it; he stopped, waited for me (I'm 65 years old and have a disabled arm) and was **friendly and reassuring** when I made it, out of breath.

Had I missed this bus, the next wouldn't have been for 2 hours, so I would have had to abandon my plans for the evening. **Simon is a credit to your organisation & deserves recognition for his attitude.**

so much care!



you're amazing

excellent work,
Paul

This morning we caught the 09:14 bus from York Christ Church to Malton. The bus was clean, on time but most importantly **the driver was kind, considerate and drove carefully**. We thanked him and now we are thanking you too.

that's great!



you're amazing

outstanding,
Diane

Got the A1 flyer leaving Leeds bus station today at 06:45. We got on the bus at Burley wood mount. Just wanted to say how **pleasant and friendly the driver was. She was welcoming, patient and courteous.** It was such a a difference from our previous bus journey on arriva that I just thought I should send some positive feedback and you could thank her again.

absolutely brilliant!



you're
amazing fantastic job,
Thomas

We wanted to provide some really positive feedback on our bus driver yesterday. He was driving the 72 from Skipton to Grassington. We got picked up from Skipton at 15:51. **He was incredibly friendly to all the passengers who got on and off,** including us, when we were looking to park our children's buggy somewhere on the bus. **His customer service was amazing!**

super attitude!

you're
amazing you're a star,
Raheela

Yesterday I rang with a query regarding a return ticket I had bought and was very fortunate to have Raheela take the call. **Her customer service is excellent!** **She gave me all the information I required and then took the initiative to look further into my enquiry.** Her response was prompt and she resolved the situation in a very timely manner. She showed commendable professionalism and went over and beyond - exceptional these days!

brilliant service!



you're amazing

well done,
Shaun

I boarded the 536 service at 2130 from Huddersfield this evening and the driver recognised me from a previous journey I took when he was driving. **He asked me about my journeys and suggested various ticket options.** Not many drivers take such interest in customer service. This driver is a credit to your business and should be recognised as such.

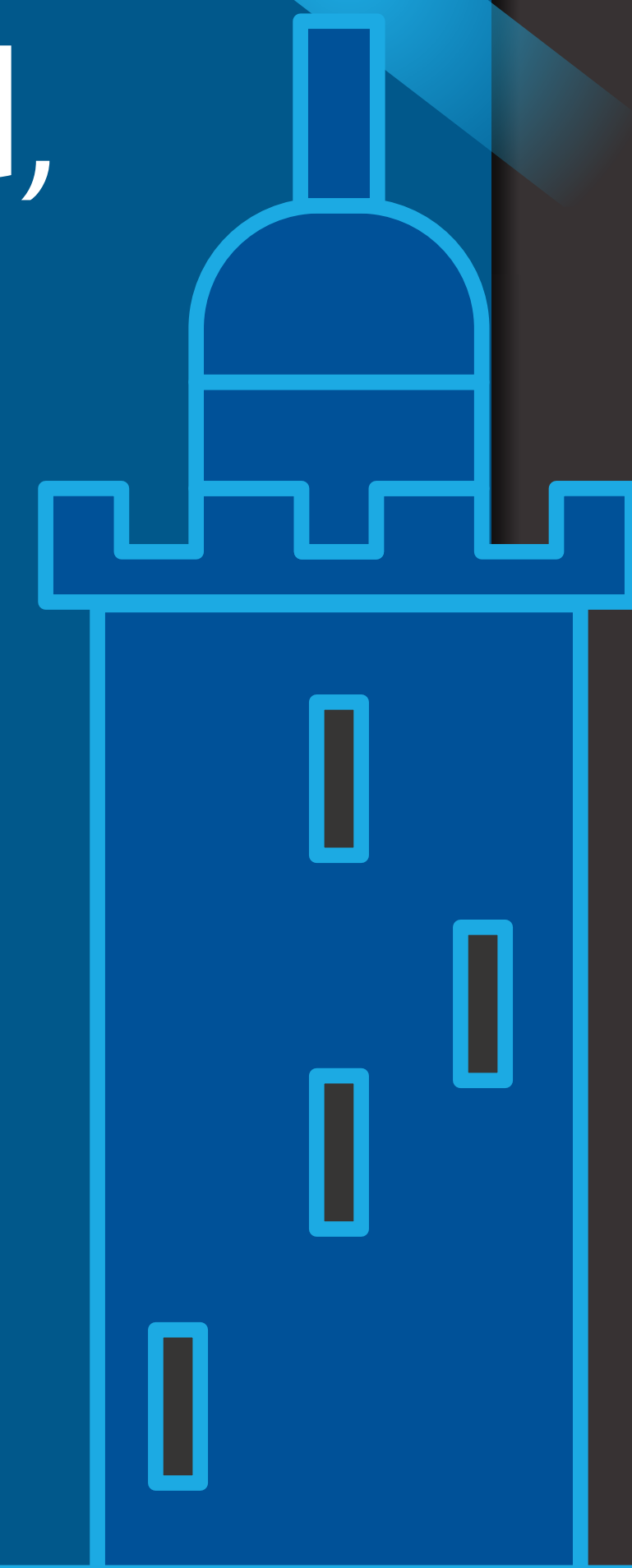
thank you!

you're amazing

extremely kind,
Mansoor

I did not use your bus service but would like to say that the driver who was driving the 152 towards Preston at Feniscowles bus stop at 18.08 is a **credit to your company there was a disabled old lady on the bus and not only did he help her off the bus but also helped her cross the busy road to the opposite side of the road**, I have never seen any bus driver help someone as much as he did and just needed to contact you to share my thoughts.

incredible!





you're **amazing**

absolutely brilliant,
Gav

I'd like to say thankyou to your driver on a number 60 to Leeds this morning. I was on the FirstBus 34 to Leeds which broke down on Kirkstall Road and all passengers disembarked. **Your driver pulled in his bus behind ours and took as many passengers as he could on to Leeds - for no charge.** I don't expect he was under any obligation to assist another bus company; that he did is a **massive customer service triumph for both himself and Transdev.** Had he not done what he did, I would almost certainly have missed my train. I didn't get his name but I did thank him personally when I got off his bus. Good man!

a credit to us!

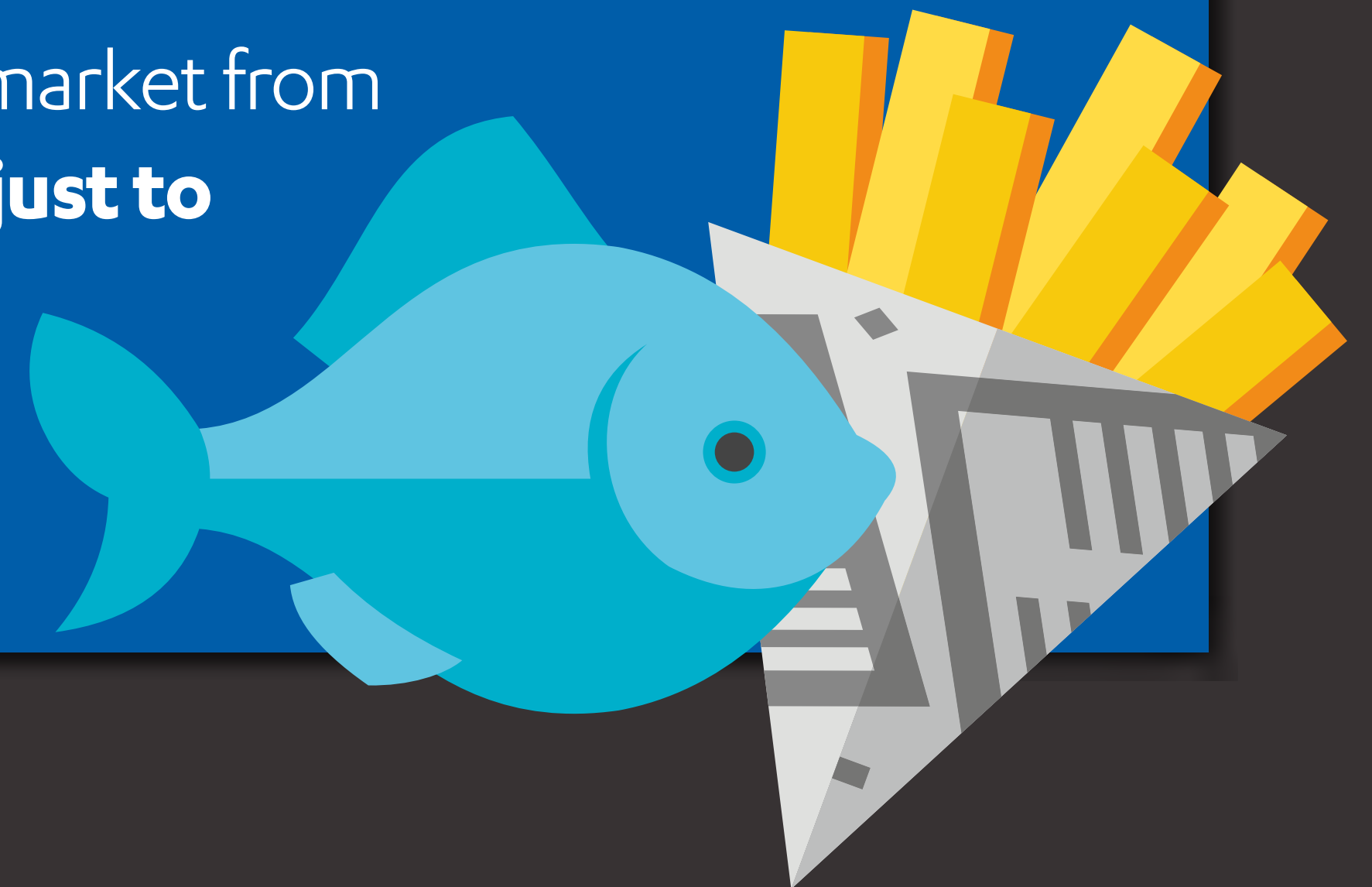
you're amazing

making life easier,
Team Coastliner

I just wanted to pass on some positive feedback that are received from several visitors to our Monthly Food Market.

Last weekend, it transpired that several people had visited the market from York using the bus and they **commented on how easy it was just to get the bus and not have to think about car parking.**

nice n' easy!





you're amazing

fabulous job,
Darryl

I traveled into Manchester from Helmshore and returned from Shudehill to Helmshore. The bus driver on both routes was driver the same and I would like to **praise this young man, for his kindness and very pleasant nature to everyone who got on and off the bus. He was jovial and respectful to all. A real pleasant journey both ways for myself.**

kindness goes a long way!