

PRESS RELEASE

Arriva Southern Counties

4th March 2016

GILLINGHAM BUS DRIVER ON THE ROAD TO NATIONAL GLORY

Arriva customers in the Southern Counties have voted Gillingham bus driver, John Featherstone, as the very best there is.

As part of its company-wide recognition scheme, Arriva invited it's passenger to nominate who they thought were the real champions of their commute - the drivers who consistently go above and beyond to deliver great service. Now John, who drives on routes across Gillingham, has been named as the person whose dedication to their duties has most stood out amongst bus users in the region.

John, will now have their achievement celebrated alongside five other drivers from across the UK, as part of Arriva's annual 'Made A Difference' (M.A.D) Awards on 21st April, where the overall national Champion will be revealed.

Simon Baxter, marketing director from Arriva Southern Counties, said: "Our drivers play such an important role within the communities they are part of, and the commitment with which they go about their daily business can sometimes be overlooked. We wanted to give those customers who have experienced truly exemplary customer service from one of our drivers the opportunity to say 'thank you', and we have been absolutely delighted by just how many chose to do so.

"John is a fabulous example of someone who strives for excellence in everything they do, and they more than deserve to have this very public pat-on-the-back. We wish them all the best as they go head-to-head against the other five drivers at the final, but whoever wins the national title, John will always be a true champion in the eyes of both our regional team and those of our valued customers."



During the voting, John received some fantastic feedback from his passengers, who branded him “very polite and helpful” who “always goes the extra mile to help people.”

Arriva’s M.A.D Awards are a national recognition programme which looks at all elements of the bus company, including; engineering, depot management and back office functions.

For more details please visit the website at arrivabus.co.uk.

Ends.

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For media enquiries outside of office hours, Arriva can be contacted via its 24-hour media pager service on 0762 392 0615.

Notes to Editors

Arriva UK Bus is part of Arriva plc, one of the largest passenger transport providers in Europe, employing some 54,500 people and delivering more than 2.2 billion passenger journeys across 14 European countries every year. It currently operates a fleet of some 5,900 vehicles in the UK alone, providing services in the North East, North West and South East of England, Yorkshire, the Midlands and Wales.

In addition to the Arriva-branded networks, it also operates locally branded bus services including Hinckleybus, Yorkshire Tiger, Network Colchester and Green Line, which provides regular coach services between central London and the Home Counties.

In 2010, Arriva was acquired by Deutsche Bahn, and is now responsible for the growth and development of all Deutsche Bahn’s regional passenger transport outside of Germany.

