



New chairman joins Hoppa

We are delighted to welcome a new chairman into the driving seat of Hoppa. Rob Stansbury lives near Farnham and has a background in the financial



Rob Stansbury with Suzy Naughalty

services industry. A chartered director, Rob has had both executive and non-executive roles across a number of companies of varying sizes.

Commenting about his new role, Rob said: "I am delighted to have come on board as Hoppa's new chairman and plan to follow the excellent

example set by my predecessors. It is my intention to ensure we serve those who most need us by continuing to concentrate on the quality of

service and the sustainability of the business in the longer term."

We are also pleased to welcome Suzy Naughalty to our board. Suzy lives in Churt and, with two teenage daughters, she is well aware of the transport challenges that face people living in rural communities.

Record number of passenger trips

More passengers than ever before are using Hoppa. During the last financial year, over 70,000 passenger trips were recorded making this the busiest year ever for Hoppa. The increase can be attributed to greater demand for **dial-a-ride services** and the addition of seven contracted school transport routes, five of which cater to children with special education needs.

Appeal to buy a new bus

We would like to thank everybody who has pledged money towards the purchase of a new Hoppa bus for Farnham. To date **£15,400** has been raised so we are more than half way towards achieving our target. So far, we have received donations and pledges from:

- Farnham Town Council - £5,000
- Councillor Pat Frost - £3,000
- Farnham Institute Charity £2,500
- Michael Winkler - £100
- The Hedgehogs - £2,000
- Lions Club of Farnham - £2,800

If you, or an organisation you represent, would like to make a donation, please contact Steve Forward on **01428 681701** or email steve.forward@hoppa.org.uk.

Successful grant application

In the spring, we were pleased to hear we had been successful in applying for a grant from the **Community Foundation for Surrey**.

The £4,000 grant will go towards helping us to continue to provide an affordable and accessible transport service for people living in rural areas of Haslemere and Godalming.

Happy birthday

This year, we have enjoyed helping some of our customers to celebrate their milestone birthdays.

Firstly, we wished happy 100th birthday to Ann Blunden who is a regular passenger on our Cranleigh service.

On 21 April, her Majesty the Queen reached the grand age of 90. We marked the occasion by holding a birthday party for ten of our customers who were also born in 1926.

Hoppa buses chauffeured the party guests from their homes to Godalming where they joined the Mayor of Waverley for lunch.

We presented each lady with a posy of flowers, which included sprays of carnations as these are said to be the Queen's favourite flower.

To round off the celebration, Elsie Reed whose birthday is closest to the Queen's, was invited to cut a specially made birthday cake.

Steve Forward said: *"The party was such a happy occasion. It was an honour to be in the company of these remarkable ladies who, between them, have 900 years of stories, memories and experiences to share. I really enjoyed talking with our guests and I am delighted they were able to attend our joint birthday party."*



Pictured from left to right are: Peter Lee, driver; Ann Blunden; Mark Godfrey, Transport Supervisor and (back) Gary Lee, Centre Coordinator at Rowleys.



(Left) 2015/16 Mayor of Waverley, Cllr Mike Band, Elsie Reed and Steve Forward.

A busman's holiday

It was a busman's holiday for Councillor David Hunter, Mayor of Godalming, when he recently visited the offices of Waverley Hoppa Community Transport.

For many years, Councillor Hunter has worked in the transport industry, managing fleets of large earth-moving machinery and so he was fascinated to see behind the scenes at Hoppa's offices and to meet some of the drivers and office staff.

Godalming Town Council has been supporting Hoppa for over 10



The Mayor of Godalming, Cllr David Hunter; driver, Andy Hayden and Steve Forward, General Manager.

years and has provided an annual grant of £5,000. The funding supports Hoppa's Hospital Hoppa service, which benefits Godalming residents who find it difficult or sometimes impossible to attend medical appointments or to visit

relatives in hospital due to there being no suitable or affordable alternatives.

Steve Forward, General Manager of Waverley Hoppa Community Transport said: *"It was a pleasure to welcome the Mayor to our offices and to introduce him to some of the team. Our customers in Godalming keep us very busy indeed which is just how we like it. In terms of passenger numbers, Godalming is second only to Farnham. The funding we receive from Godalming Town Council is much appreciated and is vital for enabling us to maintain and deliver the quality of service we like to offer and that our passengers expect."*

Hoppa on the school run

Every day during term time, we transport around 100 children to nine different special needs and mainstream schools. As well as a driver, we also provide an escort to make sure our young passengers arrive at school safe and happy.

Chris has been a very satisfied Hoppa customer for many years. Our team take him to and from his school in Alton and it has to be said that he has the drivers and escorts wrapped around his little finger! We've discovered that Chris has a wicked sense of humour and loves the corny jokes the drivers tell him.

Chris also loves having stories read to him, but only if they are read backwards! Chris's favourite characters are Postman Pat, Paddington Bear, Dick Whittington and Mary Poppins. He will often



In honour of Chris we have named one of our vehicles after him. Chris is pictured with a number plate we had specially made for him.

want to be called Postman Chris, or Chris Whittington when he sets off in the morning, which can confuse the drivers!

Chris's Mum told us that when he's not at school, one of his favourite pastimes is watching videos on his iPad - you've guessed it, backwards! Chris enjoys his journeys to and from school and

likes it even more when the buses reverse.

Chris has a twin sister and younger brother who he adores. He enjoys sitting in the garden playing basketball and counting the scores.

Chris's Mum revealed how a trip to London on the train is always fun. She said that Chris loves it when the guard asks for the 'tickets please' and that going through the barriers at Waterloo always makes him laugh.

The Hoppa team is a huge part of Chris's life and he really looks forward to the beeping of the bus when it arrives to take him to school.

Chris's Mum and Dad are very grateful to the Hoppa team for helping keep Chris so happy and in turn, we are grateful for his company and the joy he brings us.

Thank you for your service to Hoppa

We have recently paid tribute to some of our board members who have stepped down after many years' service.

Andrew Carrington was the Hoppa chairman for 12 years before standing down in autumn 2015. Jim Cummings, a retired Hoppa Trustee, agreed to return and stand in as the 'interim chairman' until a new one could be appointed.

During his tenure as the chairman of Hoppa, Andrew Carrington set out a vision and business plan for Hoppa, which helped the business to become less reliant on grants. Andrew has remained at Hoppa as the company secretary.

At the age of 87, Jeff Morris has retired from the board too.



Steve Forward, general manager at Hoppa presents a gift to Andrew Carrington, Hoppa chairman for 12 years.

Jeff was the longest-serving board member having been part of Hoppa since it was formed.

Meet Steve

Our drivers get to know our regular passengers quite well but how much do our passengers know about our drivers? In this series of profiles, we find out more about the drivers who take our passengers on shopping trips, medical appointments and much more.

Name: Steve Dudley

Nickname: Duds

How long working at hoppa:

Started 23 August 2006

Steve was raised in the Beacon Hill area. He has been a community bus driver with Hoppa for nearly 10 years and has seen many changes. When Steve first joined Hoppa, our minibus fleet stood at nine, we now have a fleet of 27 vehicles. Ten years ago we completed around 50,000 passenger trips and this year we are on target to complete approximately 75,000.

Steve is well liked by everyone, especially his passengers in Farnham. Jeanie Hills, who is a long time passenger from Farnham, spoke on behalf of all the passengers who travel with her on Steve's bus when she said: *"All the drivers are very good but Steve is 'special'. All of us on the service appreciate how helpful he is and his polite cheerful manner makes our journeys something to which we look forward. Nothing is ever too much trouble for Steve and he is a firm favourite with me and the other passengers. To show our appreciation and how much we think of Steve, we have quite often clubbed together to buy him a small gift for his birthday and Christmas. It was*



just something we all felt that we wanted to do for a such a kind and considerate man."

Away from work, Steve's passion has been motorcycles for well over 50 years. In his younger days he rode trials motorbikes competitively and was in the top three in the country in his age group. Today he has a selection of prestigious street bikes, which he rides regularly. Weather permitting, the one pictured above is destined to do many euro breaks this year!

Tell a friend about Hoppa

Do you have a friend or neighbour who struggles to get out and about because of a lack of transport? If so, please could you tell them about Hoppa and encourage them to give us a go!

How to use Hoppa

Registering to use the Hoppa service for the first time is free, quick and easy. We simply need your:

- name and address
- date of birth
- emergency contacts

- reason for using Hoppa, and
- mobility information.

The information can be completed online at www.hoppa.org.uk/register or by calling 01428 681701.

How to book

Once you are registered, call 01428 681701 to book your journey. Please book as far in advance as you are able. The booking line is open Monday to Friday 8.30am to 12.30pm and 1pm to 4pm.

Reasons why people choose to use Hoppa

We asked some of our passengers why they use Hoppa and this is what they said:

“The people who answer the phone are very helpful.”

“I no longer have to rely on my car.”

“I spend a lot of time on my own but Hoppa means I can get out.”

“We know most of the drivers and they are really good. They will help to carry my shopping to my front door – this is a big help.”