

HRR NEWS



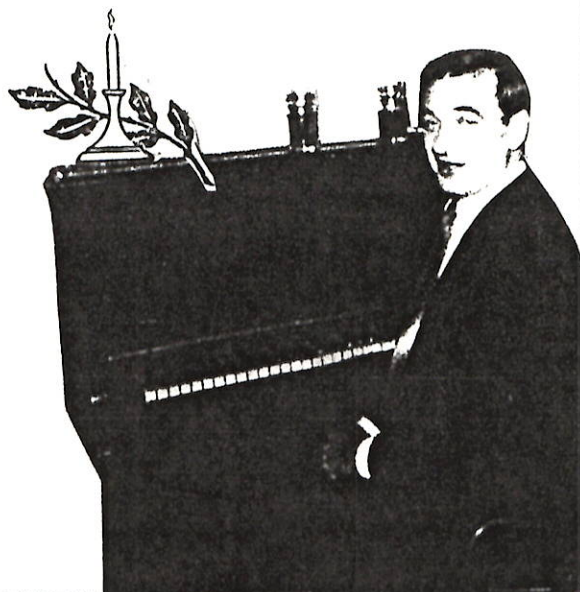
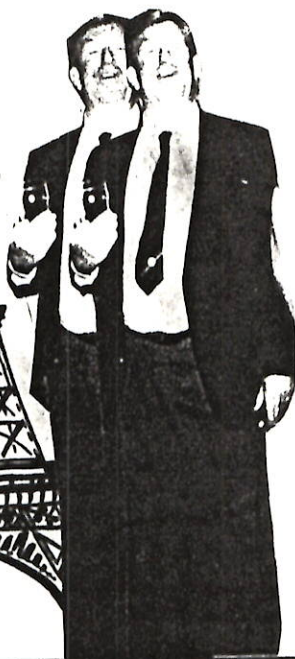
CHRISTMAS '85



WE ALL TAKE THIS OPPORTUNITY OF WISHING

ALL OUR READERS A VERY MERRY

CHRISTMAS



THE MD'S MESSAGE



Following the successful evening when the Mayor presented the awards for 31 drivers who had passed the Institute of Advanced Motorists Commercial Class I feel we are entitled to a certain amount of self congratulation.

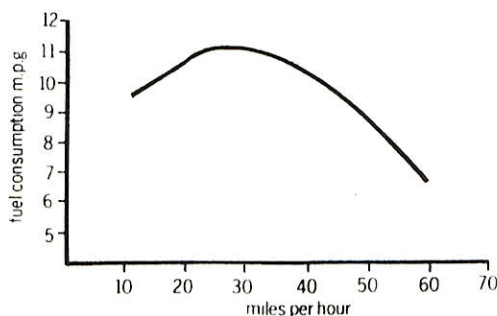
There have been a considerable number of re-assessments, mostly part-time drivers in recent weeks. Having read the reports there are a few common faults which are not necessarily connected with safe driving but consideration to other road users and the correct use of mechanical parts of the coach.

I list below those faults:-

- 1) Correct use of the driving mirrors before signalling.
- 2) Correct use of the gearbox by understanding the right speed of engagement and knowing the sequence or position of individual gears.
- 3) Positioning of the coach before a road junction or occupying a certain lane on the motorway requires forethought which can be interpreted as courtesy to other road users - our public image!
- 4) Application of the hand brake before stopping.
- 5) Correct use of electric retarder (Telma/Jake) which often avoids heavy braking.
- 6) General observation which leads to defensive driving.

During a survey carried out by the Department of Transport it was noted that 30% of coaches exceeded the 70 mph limit. This has brought about the recent announcement by the Minister of Transport that Speed Limiters will become a compulsory fitment on coaches. The Department of Transport had considered restricting coaches from using the third lane on motorways but had decided against this in favour of the speed limiter. The announcement by Lynda Chalker follows a series of accidents involving coaches travelling at excessive speed. Apart from the reduction of accidents there are considerable fuel savings to be made by the use of speed limiters. The diagram below shows the increase in fuel consumption the faster you travel.

FUEL CONSUMPTION TEST — 32 TON ARTICULATED VEHICLE MOTORWAY OPERATION



- a) at 40 m.p.h. - 10.5 m.p.g.
- b) at 50 m.p.h. - 7.9 m.p.g.
- c) at 60 m.p.h. - 6.75 m.p.g.

SAVING

- a) to c) = 3.75 m.p.g. (35.0%)
- a) to b) = 2.60 m.p.g. (24.7%)
- b) to c) = 1.15 m.p.g. (14.5%)

Above: The heart of the matter.
Fuel consumption worsens
sharply above about 40 m.p.h.

THE MD'S MESSAGE - Continued



Coach drivers should also be aware that smoking is not permitted whilst driving a PSV and that sustained commentary is not permitted with the use of hand held microphones.

Most of the above points are observed but there are occasional faults which could damage our reputation. I believe our standard is good but we have to do better than our competitors. Our advertising includes the wording "Caring for your Coaching Comfort."

Enough of coaches, we must not forget the travel side of the business which has improved its position over the past year. Low fares have predominated in the national press which has been a great pity as I believe 1986 will be our busiest for many a year. Privately run Companies seem to be benefitting at the expense of multiple outlets who believe it is necessary to be big. As in the coach side of the business which has found trading up market is the key to success, retail travel succeeds by knowledge and listening to the clients requirements which shows every encouragement to our future success.

A happy Christmas to everyone!

Roy Richmond

NEWS IN BRIEF

Cathy leaves to work for Digital Computers - Alan Trotter sets up a new concept in Private Hire Transport, Micro Liner - Adam Miller receives compliment from party of girls about his sensitivity and kindness - Jason becomes home owner - Joan Donaldson's daughter gets married - RBR and Chris Foale have secret meeting in Austria - Rosemary becomes Chairman of Thameside Travel Club - Eric Lack has baby ? - Steve Whiteway recovering from ear operation and numerous parties - Dinner/Dance to be held at Bourne Hall, Ewell on 31st January - Robbie caught flashing in his role as official photographer - Dave Shearring still recovering from Paris trip.

VEHICLE MILEAGES

With the year drawing to a close the coaches with the highest mileage are NGT 2 Y at 41,179 miles (Chris Andrews) and A501 WGF at 40,800 miles (Peter Cooper). The full figures will be given in the next newsletter.

IAM DRIVING AWARDS CEREMONY

Following the Advanced Driving Award ceremony at Bourne Hall the Mayor of Epsom, Councillor Mrs. Madeline Catmur wrote:-

Thank you for inviting me to present the Certificates awarded to Members of your staff be the Institute of Advanced Motorists. It is a splendid achievement that so many drivers have gained this award.

I enjoyed the evening and was pleased to meet you and your staff and to learn more about the firm whose fleet of coaches is such a familiar sight in the Borough.

HRR NEWS

Norman Invasion

Rumour has it that Mervyn and the lads from the Red and Cream Social Club are planning an invasion of the Normandy beaches on 15th December. They are setting sail on the morning tide from Newhaven in an attempt to avenge the French who recently made a brutal attack on one of our coaches whilst parked in Boulogne. They are also endeavouring to catch some fish along the way. Hope they mullet over before they attack the plaice!

Real Coaching - extract from 'Motor' magazine w/e 7/12/85

In recent weeks there has been a considerable amount of publicity surrounding coaches on motorways being directly, or indirectly, involved in accidents.

Whenever a coach is involved in an accident it doesn't seem to matter who's actually right or wrong - the coach driver is nearly always blamed. We must realise that motorway accidents are not common, but when they do happen, they certainly make headlines.

One well-known coach company - Epsom Coaches - are making absolutely sure of their drivers' standards by putting them through the Institute of Advanced Motorist's Test. Other coach firms are also considering this.

At least the much-maligned coach drivers and operators are doing something towards advancing their driving standards. Are you?

Ted Clements, Chief Examiner, The Institute of Advanced Motorists

The customer is always right!

The following is an extract from a report given by an American tour guide:-

Mrs. Shoemaker / Mrs. Baker : Two sisters. Mrs. Shoemaker complained more than anybody else. In Hotel Hirschen there was no TV in her room; in Zurich Hilton she was too far from the reception; in Frantel she was also a victim of no air conditioning in the room. She apparently did not enjoy the tour, the other members (who did not want to sit with her) and only had a problem with herself. Mrs. Baker however, was a darling and enjoyed every minute and will travel never again with her sister, as she told me.

Mrs. Smith : 71 years old and suffered from forgetfulness. Apparently left her purse on the plane, lost credit card (or maybe I left it at home), got lost at Zaanse Schans, locked her purse with her suitcase keys in the luggage, got lost the moment you let her outside your eyes. In Calais she almost missed the ferry because she went to the rest-room and couldn't find her way out. In Paris she was supposed to meet a friend and she did not sign up for the Nouvelle Eve. Already in Zurich I told her to get in touch with this friend, I repeated it in Dijon and

of course, the friend could not see her. She now made such a fuss that at 6.30pm she could not sign up for the Nouvelle Eve any more, that I decided to take her along on the chance that they would accept her and fortunately another group came with two persons less. But the fuss she made was terrible as if it was my fault. Moreover, also she complained about the food all the time: it was too rare, too well-done and although in the beginning everybody kept an eye on her, soon enough everybody turned away from her. This was becoming problematic, since hotels always lay out enough tables for a group of 28 group members and poor Mrs. Ploe had to sit with her all the time.

The tour guide continues to comment about the American host for the tour:-

Not to be recommended. Mrs. Y is nice and tries hard, but her husband is a different matter.

Mr. Y has apparently got a drinking problem: on various occasions he was far from sober: Rudesheim, Paris dinner, Nouvelle Eve. The horrible thing is of course, that the group start noticing it. Also at some of our included dinners he was not entirely sober when he came down. You didn't smell it since he smoked a pipe with terrible tobacco and you smelled the pipe more than the alcohol.

Moreover, I start wondering when we get hosts whose occupation it is to teach American history at college; who apparently is not at all interested in visiting gardens, does not know one tree from another; doesn't go to Monet's garden (Mrs. Y did), because in front of the group he says: I am not interested in seeing any more gardens; does not keep the group together; is always first to get out of the bus so that he can smoke his pipe and since there were 12 heavy smokers on the bus, only sits with the smokers and makes no attempt to sit with the non-smokers (these clients felt left out). In general: Mr. Y was on a free vacation and didn't do a thing for the tour.



Knocking the poster, but not the product, from left: Michael Platte, Hamburg Tourist Board; Lisa Isbell, Epsom Travel; and Keith Morgan, Epsom Travel.



**Thames Television Limited
Teddington Lock
Teddington Middlesex
01-977-3252**

Mr Christopher Richmond
Epsom Coaches Ltd
Blenheim Road
Longmead Estate
Epsom
Surrey. KT19 9AF

5th December 1985

Dear Christopher,

A belated few lines of sincere thanks to you, your company and staff for all your help with our filming for the pre-school children's programme RAINBOW and our "Journey by Coach".

I am at last catching up with my long overdue correspondence now we have finished recording the series.

As you requested we have made a donation to charity in lieu of your fee and I enclose a copy of my producer's letter to the National Children's Home. I hope this will meet with your approval.

The programme is now complete and looks very good. I will let you know as soon as a transmission date has been decided.

Do pass on my very grateful thanks to Dave Shearring for his very hard work on our behalf. He was tremendously helpful, and excellent with the children and film crew alike. The film could not have been as good without him.

My thanks to you personally once again.

Best wishes,

Martin

Martin Head

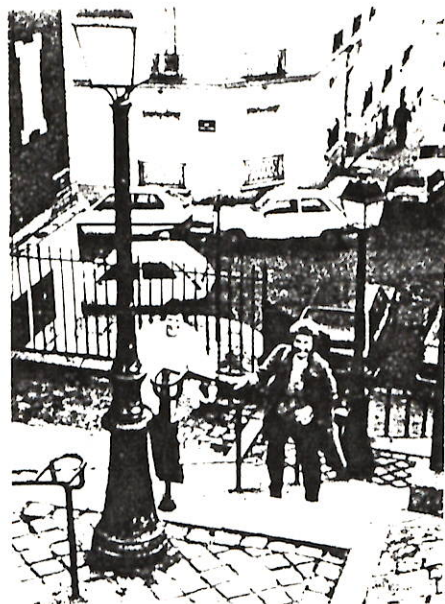
PARIS

Although the itinerary more or less followed that of the 3-day HRR tour to Paris, I think it probably could be said that Martin had never come across a party like this one before!

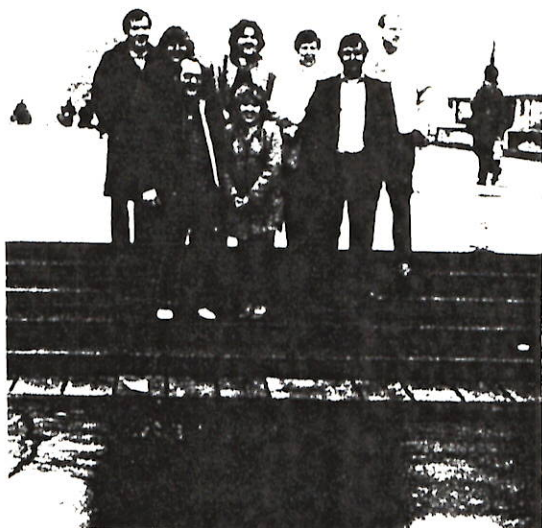
Spirits were high, and there was dancing in the aisles. Dave Shearring led the community singing on the ferry home, and Ivan would like to tell you about Paris but can't remember it all! However, most of us do remember just how steep the climb was up to the Sacre Coeur on the Sunday morning. One thing for sure - we all had a really good time and saw an awful lot!

Thank you Martin for putting up with us all and doing such a great job.

Here's to the next trip?!



How many steps?
(answers please to
Dave Shearring)



 * THE HRR NEWS CHRISTMAS & NEW YEAR QUIZ *
 *

TELEGRAM + + + TELEGRAM + + + TELEGRAM + + + TELEGRAM + + + TELEGRAM + + +

Game No. 1 is to make up a telegram message, each word having to begin with the letters of EPSOM COACHES in that order, for example:

Enjoyed Paris Sightseeing. Only Martin Came Out Afterwards. Came Home Early Sunday.

Exorbitant Prices Stretched Our Medical Conference Overheads And Consequently Have Eliminated Savings.

Extra Personnel Should Operate Motor Coaches On All Christmas Holidays' "Extra Specials".

These three telegrams took less than five minutes to compose (sounds like it!) so you can see there are lots of possibilities. We will be giving prizes for the most original, witty, etc. and publish these in the next edition.



Game No. 2 is to complete this limerick.....

A lady coach driver called Dot

Again prizes will be awarded for originality, etc. WARNING:- Your limerick may be reproduced in this magazine!

- o -

And now to the winners of our last competition:-

1st Prizes: Nicola Sparrowhawk (Epsom Travel, Epsom), and two drivers Roy Turrell and Phil Baxter who got the quiz completely correct!

Consolation Prizes were awarded to:- Tony Newman, Irene Hall, Caroline Skilton, Les Gibson, Mick Clout, Angel Suarez, Ivan Stanley and Jean Hendrick.

For those of you who didn't find the quiz so easy, here are the answers:-

1. 26 = Letters of the Alphabet, 2. 7 = Days of the Week, 3. 1001 = Arabian Nights, 4. 12 = Signs of the Zodiac, 5. 54 = Cards in a Deck (with Jokers), 6. 9 = Planets in the Solar System, 7. 88 = Piano Keys, 8. 13 = Stripes on the American Flag, 9. 32 = Degrees Fahrenheit at which Water Freezes, 10. 18 = Holes on a Golf Course, 11. 90 = Degrees in a Right Angle, 12. 200 = Pounds for Passing Go in Monopoly, 13. 7 = Sides on a Fifty Pence Piece, 14. 3 = Blind Mice (See How They Run), 15. 4 = Quarts in a Gill, 16. 24 = Hours in a Day, 17. 1 = Wheel on a Unicycle, 18. 5 = Digits in a Zipcode, 19. 57 = Heinz Varieties, 20. 11 = Players in a Football Team, 21. 1000 = Words that a Picture is Worth, 22. 29 = Days in February in a Leap Year, 23. 64 = Squares on a Chess Board, 24. 40 = Days and Nights of the Great Fast/Flood, 25. 76 = Trombones in the Big Parade. HIJKLMNO = H₂O (Water), the longest river in the world is the Nile, therefore no S's.

Epsom Coaches



HOLIDAY FAIR

at Bourne Hall, Ewell
from 2 to 10 pm on Thursday 16th January 1986

30 exhibits including:-

British Isles English Tourist Board, Scottish Tourist Board, Wales, Isle of Man and Guernsey.

The Continent France, Germany, Holland, Switzerland, Austria, Belgium and Denmark.

Epsom Coaches General Display, Coach Photographs from 1920 to 1986, Holidays, Excursions, Private Hire, Driver Training, Coach Maintenance, New Epsom Coach, Miniature Epsom Coach.

Photograph Competition Entries by 9th January. Please telephone Epsom 27821 for entry form. Winning entries on display at Fair.

Other attractions National Trust (including shop), Institute of Advanced Motorists, Epsom Young Singers (7.30 pm), St Mary's Morris Dancers (check time), Floral Display, Free Draw (see below), Competition.

Free Courtesy Coach Service*



Dear Rosemary,

Firstly many thanks for the diary which I find most useful for my activities down here. I'm pleased to say that we are both fine and that I am much better than this time last year.

I called on Emil when I was that way in August and he seems to be doing quite well despite his disability. By the way I still have a pack of the E.C. playing cards produced in the "Riviera" days, must be a collectors item.

Please give our good wishes to any of the old Contemptibles that are still around and a merry Christmas to Chris and Andrew.

Kind regards,

Tom Pratt

Epsom & District Road Safety Statistics

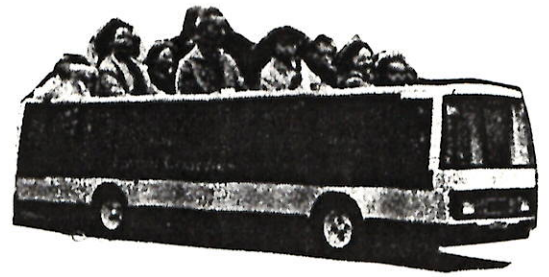
68,000 people live in the Epsom area

On average 486 are casualties each year

6 adults are killed and 417 injured

1 Child was killed and 62 were injured

DEAR FATHER CHRISTMAS.....



Just in case you are still looking for ideas of what to buy your loved ones, here are a few ideas put forward ty children on our recent 'Santa Specials':-

To
Father
Christmas



Anna Cushing
AGE 6

Please Can
I HAVE
A CAROLINES HOUSE
AND DAD WILL HAVE
A COUPLE OF HOURS
WITH SAMANTHA
FOX.

Amy Gibson
Loving you Barbie
Day to night Ken
Barbie Cottage
Barbie Kitchen
Tape Cassette:

Thank you
father Christmas
X X X X X X X X
X X X X X X X X
I promise to be a
good girl and do
as my mummy
and daddy
tell me.

Dear Father
Christmas

MICHAEL

THOMAS TANK
RATTLES
SPINNING TOP
ANYTHING NOISY

PATRICIA MARSH

my little pony
Bowl for nanny



I live Daniel age 5
at 84 Follers
Ave. Surrey.

1. Machine gun.
2. Jack in the box.

and let me be

For Christmas I
would like some
things like this:-

Snuggle Bunnies,
books, Care Bear,
Sweets, Tiny Tears,
Sewing things, earrings,
necklaces, teddy and
Shoes and Clothes.



And for those of you living in the London Borough of Merton.....



CHRISTMAS/NEW YEAR REFUSE COLLECTION

“BEWARE THE DUSTMAN COMETH ON A SATURDAY AROUND CHRISTMAS”

On the SATURDAY before Christmas (December 21st) they will collect MONDAY 23rd December refuse.

**So that on MONDAY 23rd they will collect TUESDAYS refuse ONE DAY EARLY
on TUESDAY 24th they will collect WEDNESDAYS refuse ONE DAY EARLY**

**NO COLLECTIONS WILL BE MADE ON CHRISTMAS AND BOXING DAYS
AND FRIDAY 27th December**

On the SATURDAY after Christmas (28th December) they will collect THURSDAY 26th December refuse.

**So that on MONDAY 30th December they will collect FRIDAYS 27th December refuse
on TUESDAY 31st December they will collect MONDAYS 30th December refuse**

NO COLLECTION WILL BE MADE ON NEW YEARS DAY (WEDNESDAY)

**On THURSDAY 2nd January they will collect TUESDAY 31st December refuse (2 days late)
FRIDAY 3rd January they will collect WEDNESDAY 1st January refuse (2 days late)**

On SATURDAY 4th January they will collect THURSDAY 2nd January refuse (2 days late)

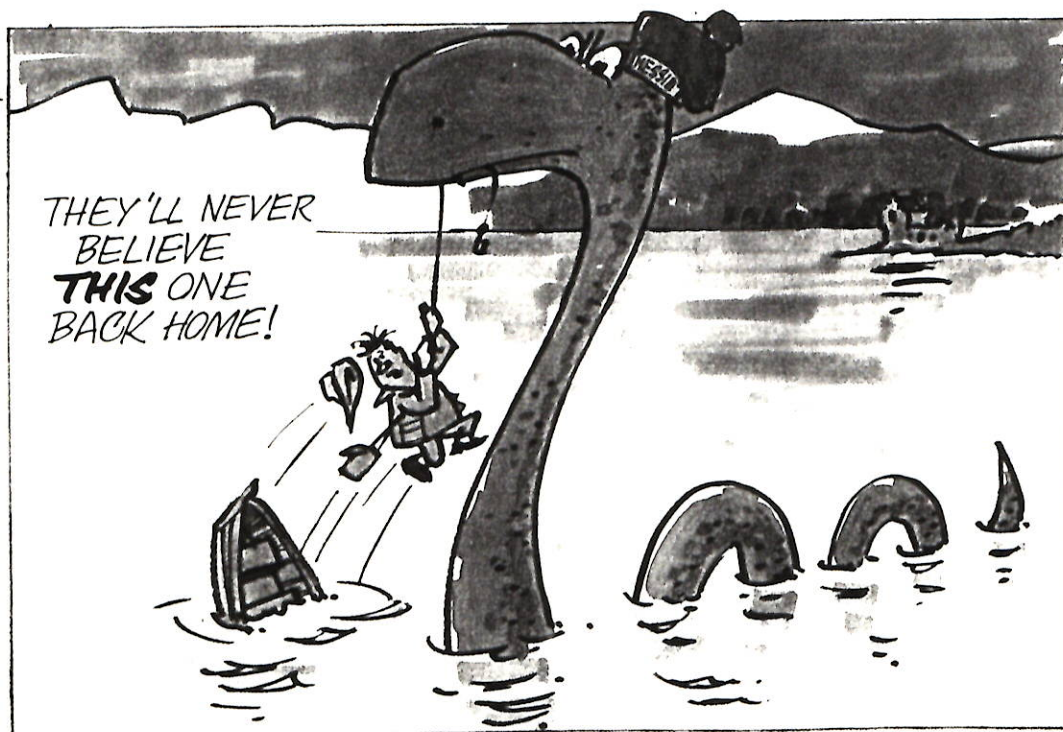
so that on

MONDAY 6th January they will collect	FRIDAY 3rd January refuse
TUESDAY 7th January they will collect	MONDAY 6th January refuse (1 day late)
WEDNESDAY 8th January they will collect	TUESDAY 7th January refuse (1 day late)
THURSDAY 9th January they will collect	WEDNESDAY 8th January refuse (1 day late)
FRIDAY 10th January they will collect	THURSDAY 9th January refuse (1 day late)

On SATURDAY 11th January they will collect FRIDAYS 10th January refuse (1 day late)

**AFTER THIS YOUR FRIENDLY DUSTMEN
WILL WAKE YOU ON THE NORMAL DAY UNTIL EASTER.**

HAPPY HOGMANAY!



Gunmen snatch

***'Hand over the money
- or we'll shoot you!'***

£6,000



KAREN OSBORNE (left) and Sarah Yeomans pictured outside the Seeboard shop. They saw the robbers leap into a get-away car.

9255/D.

Karen and Sarah work at Epsom Travel, Leatherhead and saw the get-away.....

ARMED robbers held up security guards in full view of shoppers in Church Street, Leatherhead on Monday morning.

Two men, both with sawn-off shot-guns, were waiting on the pavement outside the Seeboard showroom as security guards came out with bags of cash and cheques.

They threatened to shoot if the guards did not hand over the bags which contained about £6,000.

The guards threw the bags to them and the robbers ran across Church Street and leapt into a green Cavalier car parked outside Epsom Travel with a third man at the wheel.

The car set off at high speed. Police were alerted and road blocks were set up around Leatherhead.

The green Cavalier was shortly afterwards found abandoned in Highlands Road. Residents have told police the robbers switched cars in the road.

The hold-up was at 10.30 am and the stolen money was takings from the weekend.

Det Supt Keith Portlock, who has been drafted into Leatherhead to head the investigation, said: "They had done their homework. It was a well-planned robbery."

The guards work for Security Express and as the robbers made their get-away both ran back into Seeboard and telephoned police.

The get-away from Church Street was seen by two assistants in Epsom Travel, Karen Osborne and Sarah Yeomans.

Karen said: "Two men with guns ran across the road and leapt into a car parked outside our shop. It roared off at high speed."

There have been similar hold-ups in the south-east recently including one at North Holmwood, near Dorking. Police are looking into the possibility they were carried out by the same gang.

One of the robbers is described by witnesses as a "Benny look alike." He was about 6ft tall, 30 to 35 years and wearing a dark bobble hat. The second was 30 to 35 years, 5ft 8ins and wearing a flat cap.

An incident room to concentrate on the robbery has been set up at Leatherhead police station.