

We are due to take delivery of our first electric bus in April. It will be named Ruth after Hindhead Golf Club's first Lady President.

SPRING 2022

hoppa

NEWS

Vote for hoppa

We're in the customer vote for a Tesco Community Grant which is a scheme that gives community projects grants of up to £1,500.

Throughout April, May and June, every time you shop at the Tesco superstore in Guildford or the Express stores at Guildford railway station, Guildford Bridge or Milford, you will be given a blue token and invited to vote for one of three good causes.

At the end of the voting period, the votes will be counted and we will receive one of three grants of up to either **£1,500**, **£1,000** or **£500**. The money will be put towards two new electric buses.

Please help us to walk away with the top grant by supporting us next time you shop at Tesco.

TESCO
Community Grants

From putting greens to green travel



Last year, trustee Richard Knight set himself an ambitious target to raise £5,000 for hoppa during his year as Club Captain at Hindhead Golf Club.

With considerable help from the Farnham Lions, who supported him through their charity golf day, it took less than a year for Richard to smash his fundraising target and in February, he handed over a cheque for an impressive £15,500.

Commenting on the achievement, Richard says: "I was delighted to have the opportunity to fundraise for

hoppa's first electric vehicle but could not have done it without the support and generosity of Hindhead members.

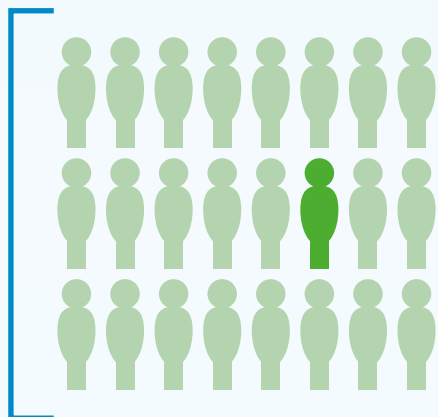
"Throughout the year, we held a number of fundraising events including the annual Captain's day, competitions, social events, raffles, the sale of cards and calendars featuring pictures of the wonderful Hindhead course and, an online auction of items and experiences donated by members. I would like to thank everybody who has contributed towards helping hoppa become a greener, more sustainable operation."

The electric bus has been ordered and is expected to make an appearance on Waverley's roads later this spring.

Pictured (left to right): Richard Davies, hoppa's general manager; Richard Knight, hoppa trustee and Andy Taylor, transport manager.

£15,500 The amount of money raised by hoppa trustee Richard Knight





In January,
we transported
our **millionth**
passenger.
Could it have
been **you**?

Hoppa comes to the rescue during storm Eunice

As a community service we can be called upon at any time to help in an emergency.

In February, storm Eunice arrived and left many people without power. In response, Waverley Borough Council planned to set up rest centres and we were asked to provide transport for a number of older, vulnerable people.

Despite it being the weekend and late in the day, Andy our transport manager made some calls and rounded up three drivers to cover the affected areas.

In the end, our services were not required but we were more than happy to respond and help fix a problem in the community.



Nectar donate

We are taking part in a new initiative called Nectar donate which is run by the online fundraising platform Crowdfunder.

As well as being able to make a cash donation to hoppa, you can also choose to donate some or all of your Nectar points. This can be a one-off donation, or you can set up a regular contribution.

Any donations we receive will go towards funding new buses so we can continue to enable older people and those who do not have access to transport to be independent.

You can donate today or find out more at www.crowdfunder.co.uk/p/waverley-hoppa-community-transport-1104954.

In May,
hoppa will
celebrate its
20th birthday.

Keep an eye out
for details on
how we will mark
this milestone
birthday.

LEGACY GIFTS

Making a legacy gift to hoppa can truly make a difference to people in the community who are lonely, isolated and have lost their independence because they do not have access to transport.

There are two ways to make a legacy gift. You can:

Remember a loved one

Donate in memory of a friend or relative who loved to travel and valued their independence. Your help means their memory will live on and help somebody else to enjoy their freedom.

Leave a gift in your will

If you feel passionately about helping people to enjoy their independence for longer and to lead a less lonely life, then leaving a gift in your will could really help give more people the freedom, happiness, and peace of mind that hoppa provides.

To find out more about how to leave a legacy gift, we recommend speaking to a solicitor or visit www.hoppa.org.uk/about-us/legacy-giving.



Introducing Richard...

Richard Davies joined hoppa in January as our new general manager. He took over from Steve Forward who has left after 17 years of service.



Richard Davies (left) and Joe O'Shea, driver and vehicle maintenance

Richard is no stranger to the transport sector having worked his way up from a customer service representative on the front desk at Heathrow Hertz UK to UK country manager.

As hoppa's general manager, Richard is responsible for leading us towards a more sustainable future while continuing to ensure we provide a first class and accessible transport service.

To get to know Richard, we caught up with him during his first month in the job to ask him a few questions.

What are your first impressions of hoppa?

"I love it! I love the passion that the whole team has for hoppa."

What has surprised you most about hoppa?

"How much the staff care about delivering a high level of customer service and how proud they are to work for hoppa."

What have you noticed as the

biggest difference between the private and charity sector?

"It is much friendlier! Everyone I've met has been so much more open and supportive. I put this down to the reputation that staff have built for hoppa in terms of delivering such a high level of service in the community."

What is your favourite thing about working in transport?

"Enabling people's independence. This was brought home to me when I snapped a tendon and was in a cast and not able to drive. When you can't get around, you realise how important it is to have access to transport especially as without it, you can easily become isolated."

What did you want to be when you were little?

"I wanted to work in the oil industry. I did a degree in geology but ended up following a different path."

Who is your hero?

"Gareth Edwards. In my opinion,

he is the best rugby player in the world, ever!"

If you could choose to do anything for a day, what would it be?

"A long walk by the sea with my family and the dog followed by a pub lunch."

What is your favourite sport to watch/play?

"I play golf and 5-a-side football. I enjoy watching rugby live and on the TV, and basketball which my daughter plays."

What do you see as the key challenges in your new role?

"Maintaining and growing the services with decreasing levels of funding and increasing costs."

Why did you choose hoppa?

"It was an opportunity to do something more local and that gave back to the community. I like the structure and working alongside a supportive board of trustees, management team and wider staff team."

Going the extra mile

You often tell us how helpful our drivers are but earlier this year, driver Phil Jones really did go the extra mile.

Phil was working a shift on our **Hospital to Home** service which is where we take people home who are well enough to be discharged from the Royal Surrey but do not have transport.

One afternoon, Phil was asked to transport an elderly lady to Cranleigh.

On arrival at her home, Phil accompanied her inside. It was while he was settling her down and checking she had everything she needed that she mentioned her toilet seat had broken. She already had a new seat but hadn't been able to fit it so **Phil offered to do it for her.**

This is just one lovely example that shows how much **our team care** and that made all the difference to one of our passengers.

Hoppa can be used by anybody who has a transport need. You do not have to be a certain age.



Farewell to Steve...

As hoppa's general manager, Steve Forward has been a familiar face to many of our customers.

After 17 years in the driving seat, he decided it was time to move on and start a new chapter in his life.

Steve joined hoppa in 2005 when the fleet consisted of just eight buses and when passenger journeys totalled around 46,000 per year.

25 | The number of buses hoppa now runs

Under Steve's management, hoppa reduced its dependency on grants from the public purse by introducing new income generating services such as school transport for children with special needs and non-urgent hospital transport.

Rob Stansbury, chairman of trustees says: "hoppa has been extremely fortunate to have had Steve Forward to lead it through the challenges of its development for such an extended and successful tenure. Without him, hoppa would not have been what it is today."



Steve Forward (left) hands over the keys to our new general manager Richard Davies.

"Under Steve's leadership hoppa has created its reputation for reliable, friendly, safe and secure transport for every customer whom it serves, throughout the borough of Waverley. We are so grateful to Steve for all his hard years of service to us and the community."

We wish Steve well for the future and give a warm welcome to his successor Richard Davies who you can meet on page 3.

...and Pete!

We have also said goodbye to our friend and colleague Pete Godfrey who was the first driver we ever recruited.

At his retirement presentation, Pete said: "Working with Hoppa was always fun and I will miss the banter with my fellow employees and the dial-a-ride passengers, many of whom were a lot younger than me!"

Pete has no immediate plans for his retirement apart from taking it easy after nearly 60 years of work.

Steve Forward, the outgoing general manager said: "It's been an absolute joy and delight working with Pete all these years. On behalf of all the staff and trustees, we wish him a long and healthy retirement."



Pete Godfrey (left) and Steve Forward. Pete's retirement gifts included a day in a recording studio, an Audi branded watch and a Sainsbury's gift voucher.



WE ARE RECRUITING

In our last customer satisfaction survey, over 80% of respondents described the friendliness and helpfulness of our drivers as 'excellent'.

We now want to recruit even more excellent drivers and passenger assistants to transport and take care of our passengers. If you know somebody who is currently looking for a job and has the qualities you expect from our team, please do encourage them to call Andy or Chris on **01428 681701** or email us at **enquiries@hoppa.org.uk**.