

When hoppa began,
we knew we wanted to be
more than just a transport
provider...

SUMMER 2022

hoppa

NEWS



Happy birthday hoppa!



hoppa is 20 and to mark this milestone birthday, the Mayor of Waverley, Councillor John Ward helped us celebrate by unveiling our first electric bus.

"Launching this new electric bus is a very fitting way to celebrate hoppa's achievements over the last 20 years and to look forward to future decades of providing safe, affordable and sustainable local transport," said the Mayor of Waverley.

Richard Davies, hoppa's General Manager, added: *"I'd like to thank the Mayor for helping us to celebrate our 20th birthday and*

for wishing us well on our journey to net zero. When hoppa began, we knew we wanted to be more than just a transport provider. We wanted to look after our customers with a service that centres around caring staff and carefully designed buses to keep customers safe and comfortable, from door to door."

"We care about our impact on the environment too, so our new bus which runs on electricity is really exciting! It's better for our customers, our drivers, for local air quality and the planet. We hope to add more electric vehicles to our fleet in future."

The Mayor met hoppa's trustees and members of staff to find out more about the impact the charity has had over the past 20 years and its plans for the future.

hoppa



**Thank you
to all our
staff and
customers**

20 YEARS OF SERVING THE LOCAL COMMUNITY



Our bid to raise funds for two electric buses

hoppa is in the running for a share of Surrey's £100-million community fund called Your Fund Surrey.

We have applied for £160,000 to fund two new electric buses and a charging point at our depot in Wormley.

The latest stage of the application process saw Surrey asking people to have their say on our proposal.

One hundred and five people gave feedback. Comments of support included:

- "An excellent and important community service, which is now going to be even better by being sustainable too!"
- "The ability to access anything from medical appts. and essential services such as banks and post offices through to hairdresser / salon visits, libraries, cafes and meeting friends are all essential to alleviate or prevent social isolation and despair; I heartily endorse this very worthwhile upgrade."
- "I think it's so important to have

more transport for people and for it to be electric is a wonderful idea, everyone needs to do their bit for the planet and this is such a good step in the right direction."

- "I am in my eighties and have poor mobility. I live a mile away from the nearest bus stop. I have used the hoppa bus for many health-related appointments as well as for essential shopping. Once the booking for the bus is made it can be relied upon to arrive on time with a helpful, cheerful driver. I am also mindful that the use of electric vehicles will reduce air pollution. This is particularly necessary in central Farnham."
- "hoppa buses carry out a very much needed service in the community. They are able to transport wheelchairs which may not fit easily into a car. They can be hired for individual and community purposes and are indispensable in carrying passengers to and from hospital."

One hundred and five people gave feedback

RECOMMEND HOPPA ON NEXTDOOR

If you are a member of nextdoor.co.uk please help us get the word out about what we do by writing a recommendation for our service.

It's easy to do, simply:

1. Visit www.nextdoor.co.uk
2. Search for 'Waverley hoppa Community Transport'
3. Scroll down the page to 'Recommendations' and add your review.

You can also leave a Google review by Googling **hoppa Community Transport** and clicking on the 'Write a Review' button.

Thank you for helping to share what we do with other people who need transport.



hoppa receives cheque for £1,000

Earlier this year, we were delighted to receive £1,000 from the Arnold Clark Community Fund.

The fund was launched by Arnold Clark Car and Van Rental in 2020 to provide financial help to community groups and charities that had been significantly affected by the coronavirus pandemic. We have put the money towards a new bus.

Arnold Clark
COMMUNITY FUND



Our proud spot on the podium

We were thrilled to hear we had been shortlisted for an award in the *Smarter Transport* category of the *Crest22 Sustainable Business Awards*.

The competition was stiff, so it was a real achievement to come a close second to technology giant McLaren Applied.

Far from being disappointed at not winning the top prize, General Manager Richard Davies says: "We are as proud as punch to have been shortlisted alongside the mighty McLaren Applied. It's incredibly important to us at hoppa that we address our direct and indirect carbon emissions. We have made

hoppa can help residents make affordable, greener journeys.

a great start this year by embarking on plans to switch our fleet of 25 minibuses to electric vehicles. We're also making our journeys smarter by using technology to improve our route planning. For Crest22 to recognise our achievements so far and our ongoing commitment is a fabulous endorsement."

Mr Davies looks forward to further sustainability innovations taking place in the transport sector and says: "As an organisation on the front line of public transport, it was great to hear from our fellow finalists at McLaren Applied and learn more about what is around the corner in terms of transport developments."

As a community transport provider



hoppa's general manager and trustees at the Crest22 Sustainable Business Awards

embracing low carbon transport, hoppa hopes to help more local residents reduce their own carbon footprint too. "hoppa can help residents make affordable, greener journeys by combining journeys, reducing the number of vehicles on the road, reducing congestion and improving air quality and road safety," says Richard Davies.

Crest Sustainable Business Awards are Surrey's only awards uniquely aimed at celebrating business sustainability by enterprises and organisations based or operating in Surrey.



Joe to the rescue!

You know what it is like when you plan to cook a meal and discover at the last minute that you have forgotten to buy a key ingredient?

This is what happened to one of our customers recently. She phoned late one morning

to see if she could book a ride to the supermarket because she needed an organic cauliflower. Unfortunately, the bus was fully booked so kind-hearted Joe from our office came to the rescue and bought and delivered the cauliflower to our grateful customer.



That's what we call going the extra mile!

Co-op comes up trumps!



Lots of people comment that hoppa is like a big happy family so to celebrate our 20th birthday, we held a party for all our past and present staff, trustees and partners at the Chichester Hall in Witley.

We are very grateful to **Co-op Cranleigh** for donating some party goodies and to Kim and Holly Davies, our General

Manager's wife and daughter for doing such a brilliant job of running the bar. Richard Davies says: "On behalf of hoppa, I would like to say a huge thank you to Co-op Cranleigh for providing us with a wonderful selection of soft drinks for our 20th anniversary party and to everybody who helped us celebrate."

Meet star baker Daphne



Chris in our office loves fruit cake and ever since regular passenger Daphne got to hear about this, she has been baking us delicious homemade cakes.

At least once a month, our drivers come back to the office with a cake made by **star baker Daphne**. Mincemeat cake, banana loaf, chocolate cake, ginger cake and fruit cake are just some of the treats we have had the pleasure of sampling.

Baking is not Daphne's only talent, fondly known as '**SatNav Daphne**' she has also been known to show our drivers a few short cuts!

Daphne uses hoppa twice a week. On a Wednesday she does her food shopping in Farnham and on a Friday, we take her to the hairdresser.

Describing her experience of hoppa, Daphne says: "I like hoppa because it is door to door and all of the drivers are so friendly. Us passengers are a sociable lot too and we like to meet up on a Friday for a coffee."

"I don't drive so if it wasn't for hoppa I would have to rely on family or walk two miles to the nearest bus stop and catch the daily bus to Guildford."



To mark the Queen's Platinum Jubilee, driver Les donned his Union flag bow tie. We're sure you will agree that he looks very dapper!

"I don't drive so if it wasn't for hoppa I would have to rely on family..."