Johnsons Coach & Bus Travel

Driver Information Pack

Introduction

About Us

Johnsons Coach & Bus Travel is a long established award winning operator. We offer top quality coach hire, our own holiday and day excursions programmes, and bus services throughout the area.

Established in 1909, we're still very much a family firm. Our success comes, quite simply from pleasing our customers, and much of that is through our well trained, professional, driving team!

We are proud of our long standing reputation for great service to our customers; and care and fairness to our staff – the statistics speak for themselves, over 90 of our 250 staff have over 10 years' service with the company, and many of these have 15 or more.

Our guiding principle

'Travel with Johnsons - Travel with Friends'

Third generation family members Peter and John Johnson currently run the business and both have 38 years of experience in the company to draw on. Their mother Joan is still involved and fourth generation family members, Sarah & Richard have joined the company in the last six years.

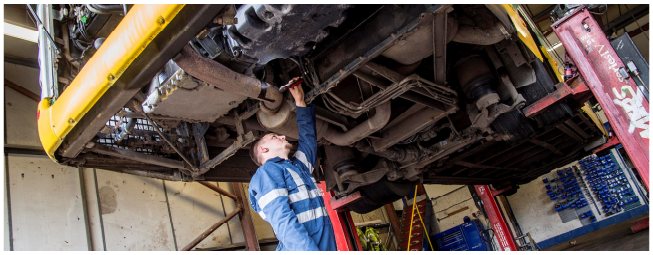
Joan Johnson came up with our motto many years ago and ever since it is at the heart of everything we do. Whether you are travelling by bus or coach, booking a holiday, or renewing your bus pass, you'll find the Johnsons teams friendly, helpful and courteous. In our eyes, looking after our customers is like looking after our nearest and dearest!

Our Fleet

We firmly believe in investing in our buses and coaches and are proud to have a large and modern fleet of coaches, buses, feeder vehicles, transfer vehicles and cars. The average age of our fleet is currently 6.5 years and we are reducing this every year.

Seven new coaches arrived in 2017; two 49 seat 'Club Class' extra legroom touring coaches, two 53 seaters with wheelchair access, one triple axle, extra-long 63 seater and 2 midi 35 seat coaches, all of which are popular and in high demand with our coach hire customers.

We offer a 24 hour service for peace of mind



All our coaches are carefully maintained in our on-site purpose built coach workshops. Our dedicated support team, both in our offices and workshop work around the clock and provide a full back-up service 24 hours a day, 7 days a week, for both our customers – and our staff!

Our staff - the key to our success

Our key to success over more than 100 years of business is our staff. In our driving team, around 50% are trained from car licence level by our dedicated, friendly training team. We foster a relaxed and happy working atmosphere because we know that happy staff create happy customers!

We also have a long established management team, many of which have previously driven buses or coaches and indeed still retain their PCV licences so that they can directly support front line services when needed. The opportunities for career development within the company have presented themselves to most of our management team in the past and we look to recognise and develop talented people to drive the business forward in the future.

An award winning company

Our long standing commitment to great service over the years has made us a multiple industry award winner and we are proud of what we have achieved.
Our trophy cabinet in our reception office displays just some of our achievements!

BRITISH coach tourism AWARDS 2017
FINALISTS
Coach Operator (Large Fleet)
& Holiday Programme

Driving for us

Driving a coach or bus is a skilful job and one that demands the highest respect of the travelling public, whose safety is after all, the driver's total responsibility. Here at Johnsons, we don't take that respect lightly and go to great lengths to ensure our drivers are at the very top of their profession. Smartly turned out in uniform and driving in demanding conditions in a safe and smooth manner will come as second nature. Whether you have years' of experience or are a beginner, our training and support will give you confidence to deliver the best service in the business.

Uniforms

We firmly believe that smartness is vital to portray the right image. For this reason, a full uniform is provided and a strict dress code enforced.

Pension Schemes

We operate a pension scheme in line with the current Government work place pension scheme, providing a pension for your future retirement, with contribution from the company. You will be automatically enrolled in this scheme unless you opt out. In addition to this, after 5 years' service the company will enrol you into our private pension scheme. Full details and a pension pack will be given to you as part of your induction into the Company.

Holidays

We all need them - and with Johnsons you will receive holiday pay which is consistent with your average annual hours worked - so relax and enjoy yourself. You will be entitled to 28 days which includes bank holidays.

Mobile Phone

All full time coach drivers will receive a work mobile phone. Communication is key to our business performing well so it's essential that our drivers are contactable whilst on the road. The mobile phone is also used to do 'walk round checks' on the vehicles.

Telematics

We use a telematics system called 'GreenRoad' which allows us to track vehicles, assess driving behaviour, monitor idling vehicle and is a tool to support great customer service and to reward careful drivers. It also allows drivers to self assess their own driving standards.

TRAINING

Johnsons operate their own driving school, which has trained from car licence level around 50% of the present driving force of almost 120 full time PCV drivers. The training department's success rate is high. Our driving instructors, working under our Driver Training & Recruitment Manager teach new drivers not only to pass the stringent PCV test but also to be a smooth and considerate driver too.

Our Training programme from car licence holder to PCV vocational driver:

Stage 1 - Interview and Assessment

You will be required to complete an application form. Once the company has received this and feel you meet our high standards you will be invited for a formal interview, geographic & highway code test and driving assessment in a car or 8 seater minibus. The driving assessment is carried out in a smaller vehicle to evaluate whether you have the necessary skills before proceeding to apply for your provisional PCV licence.

Stage 2 - Try Out Day

You will be invited to join one of our more experienced drivers for a 'try out' day. This is your chance to experience what a working day is like for a coach or bus driver. Step by step, you will go through the planning that goes into every job; the safety checks which need to be made to your vehicle before you leave the yard and anything else which the driver can show you to ensure you fully understand what the job involves. This will also give us the chance to find out a little more about you – how you communicate and how you interact. Once you have passed these two stages to our satisfaction we will formally offer you a place on our driver training scheme.

Stage 3 - Medical

Before you can drive large vehicles you need to satisfy the DVSA that you are medically fit to take on the responsibility. The cost of this is payable by yourself. You are free to visit your own GP to arrange this or we have a regular doctor that we recommend who provides this service at a highly discounted rate.

Stage 4 - Apply for your provisional PCV licence

Only once the medical has been completed and passed can you apply for your provisional PCV licence. We will help you complete the application and provide any assistance should you need it. Assuming the DVSA accept your application, the provisional licence will normally arrive at your home address within 3 weeks. On receipt of your licence you should contact our recruitment department to arrange a start date.

Stage 5 - You're now a Johnsons Employee

Welcome aboard, you're now a part of the Johnsons Family! Your basic PCV driver training will take on average one month to complete. We have designed a course that will optimise your time and this will cover many aspects of the job.

Day 1 –3: You will go through our induction process with our Recruitment & Training Team. In brief, the following is what the induction covers;

- **DAY 1**: History of the company, management structure, employee handbook (dress code, absence, holiday entitlement, etc), customer service & communication skills and disability awareness.
- **DAY 2**: Understanding company legal obligations, driver legal responsibilities, Drivers CPC (Certificate of Professional Competence), health & safety, drivers hours regulations, depot procedures, tachograph training, defects, breakdown procedures, accident management, GreenRoad telematics.
- **DAY 3**: Practical training around the depot and on the vehicles. Be introduced to all departments of Johnsons and meet key personnel such as the Directors PA and the Traffic Staff. In the afternoon you will complete the mobile phone policy and collect your mobile phone.

You will also be required to;

- Join the payroll via the accounts team
- Order your uniform via the Directors PA (most of this will be in stock however some items do need ordering)
- Complete your theory and CPC tests (training material will be given so you have the best chance of passing these tests first time)
- Learn school routes
- Complete a DBS (Disclosure & Barring Service) disclosure.

Stage 6 - The PCV Driving Test

Only when you are ready will you be put forward for the PCV driving practical test. This consists of a 75 minute exam involving manoeuvring in a closed off area and assessment on the road by a Department of Transport Examiner.
Extra tuition and a re-test may be offered.
You will also need to complete Certificate of Professional Competence (CPC) exams which will qualify you to work with the public. These will be taken alongside your normal practical tests and you will of course be given full training.

Stage 7 - After the PCV test

Mentoring - 2 weeks

Congratulations. You've passed, well done! However, yes you can drive. Yes, you can carry passengers. But we know that the many responsibilities of the profession you are about to take on require much more than just being able to legally drive a coach. You will be allocated one of our experienced mentors who you will be your support and guidance for the next two weeks.
They'll introduce you to working with paying customers so it will be important to develop your customer service and operational experience quickly. Vehicle familiarisation, route and rest planning and ticket machine training are just a few of the things you need to perfect.
At the end of each day you and your mentor will complete an assessment book detailing your achievements and highlight any further training needs. You will work with them as a team, to deliver the great customer service that we expect.

Training Costs

Driver training costs are provided by the company. However, in common with many other operators we do ask you to sign a contract that in the event of your leaving our employ within two years, the cost of training will be repayable. At present, the maximum cost of this is £2,000 which will reduce by 25% for each 6 months that you complete. (Please note; your medical and provisional licence entitlement is payable by you, the trainee)
Naturally, we hope that you will wish to stay with us far longer than two years and reap the benefits that only experience can bring.

Thank you for your interest in Johnsons.

Travel with Johnsons – Travel with Friends