

Thursday 21st October 2010
Technical Visit to Epsom Coaches

Much can happen in a year. Since our earlier visit in 2009, the whole site has been redeveloped and the opportunity taken to employ and install the latest technology. Sixteen members and guests were today treated to a first class presentation by Steve Whiteway, Commercial Director of Epsom Coaches Group, who talked us through setting a new standard in bus and coach operations.



Not one of the current vehicles we hasten to add

Established in the 1920s, Epsom Coaches has always been considered one of the best coach operators in the UK. Now operating a luxury fleet of mostly Setra coaches, providing tours, excursions and private hire, the company also entered the bus market in the mid 1980s. Buses are now the major part of the business with sixty vehicles operating under the brand name of Quality Line, operating contracts with London Buses or Surrey County Council.



Explaining the paint booth

After an entertaining introductory film, Steve led the group on a tour, demonstrating not only the vehicles, but the background operations such as the mechanical and body workshops. With vehicles covering one million miles in their lifetime in a hostile environment, work is ongoing to keep the equipment clean, reliable, safe and in pristine condition. Body panels are made in-house and the equipment is on hand to entirely respray a complete vehicle, to be road ready within 24 hours.

Staff turnover is low, very low, and there is no Union presence – basically because the staff have voted against one, being more than happy with their working conditions.

All went away very heartened by such a success story and with considerably more knowledge about this industry than before. We extend our thanks to all those who looked after us so well – Steve Whiteway, his PA Clare Dunn and Jon Ball as Bus Manager of Quality Line. For more information, please follow the link to their website <https://online.epsomcoaches.com>