



TRANSPORTCONNECT LTD

Report to Lincolnshire County Council
Highways & Transportation Scrutiny
Committee 14 December 2020

Mission Statement

“Giving people accessibility to their community”

What do we deliver?

We aim to give people accessibility with
Service... Care... Respect

How do we do it?

With a Can Do Attitude

Why do we do it?

To be the very best at what we do!



Our Values

- ☺ Health and Safety – protecting the health and safety of our staff and customers and going beyond legal requirements to achieve a safe working environment
- ☺ Legal compliance – Ensure we meet all of our commitments with regards to the fleet, workshop and business in general
- ☺ Training - develop and train our people beyond the expectations of our customers
- ☺ Balance – take a proactive stand in providing all staff with an acceptable work/life balance
- ☺ Community – contributing to society and demonstrating corporate social responsibility
- ☺ Professional and polite communication always
- ☺ TransportConnect (TCL) is one team with common goals



TransportConnect Ltd – *The Employer*

- ☞ TCL employs 128 staff
- ☞ Without our staff the business could not exist
- ☞ We ensure all staff are actively included in the cascading of all relevant information
- ☞ We have an open door policy allowing us to support and help staff
- ☞ We strive to be “a great company to work for”



TransportConnect Ltd - *The Supplier*

TCL came into existence as a result of the need for LCC to:

- 🌀 Deliver cost-effective Specialist Transport in Lincolnshire
- 🌀 Regulate a financially challenging transport market
- 🌀 Set a high benchmark in the quality of transport delivered to all service users, from all walks of life
- 🌀 Provide feedback on the real-time challenges faced by a Lincolnshire transport company in the current market



TransportConnect Ltd - *The Company*

- ☞ TCL is a Teckal company, wholly owned by Lincolnshire County Council
- ☞ As a Teckal, TCL can benefit from direct awards for contracts and services from LCC without a competitive process
- ☞ TCL gives LCC responsiveness to help regulate the local transport market
 - TCL tender competitively
 - the company is agile and responsive with clear accountability and control
 - the Council's interests are well represented
 - non-LCC authority business must not exceed 20%.

Governance at TransportConnect Ltd

The Board provide strong governance by:

- ✪ Establishing vision, values and strategy consistent with Council objectives
- ✪ Providing expertise from outside the Council
- ✪ Scrutinising executive decisions

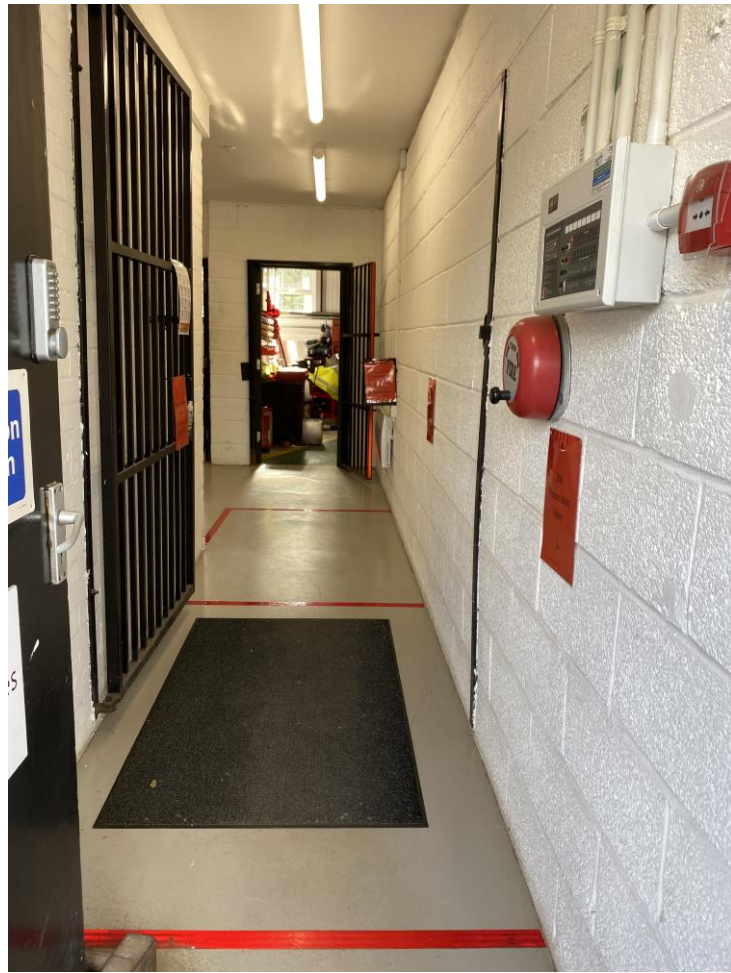
Board Membership

- ✪ Five members
- ✪ Drawn from local authority and business backgrounds
- ✪ Meetings also attended by the Owner's Representative and TCL Commercial Manager

The Impact of Covid19 on the Working Environment

TCL delivered service throughout the Covid19 pandemic. Internal strategies were put in place from the beginning of March 2020:

- 🌀 Internal Track and Trace System
- 🌀 No sharing of facilities
- 🌀 PPE and Sanitiser was used from the outset of the pandemic by Drivers and PAs
- 🌀 Risk Assessments
- 🌀 Separate offices
- 🌀 Ventilation
- 🌀 Social distancing – 2m apart
- 🌀 Temperature taken of external visitors
- 🌀 Working from home where appropriate



The Impact of Covid19 on the Vehicles



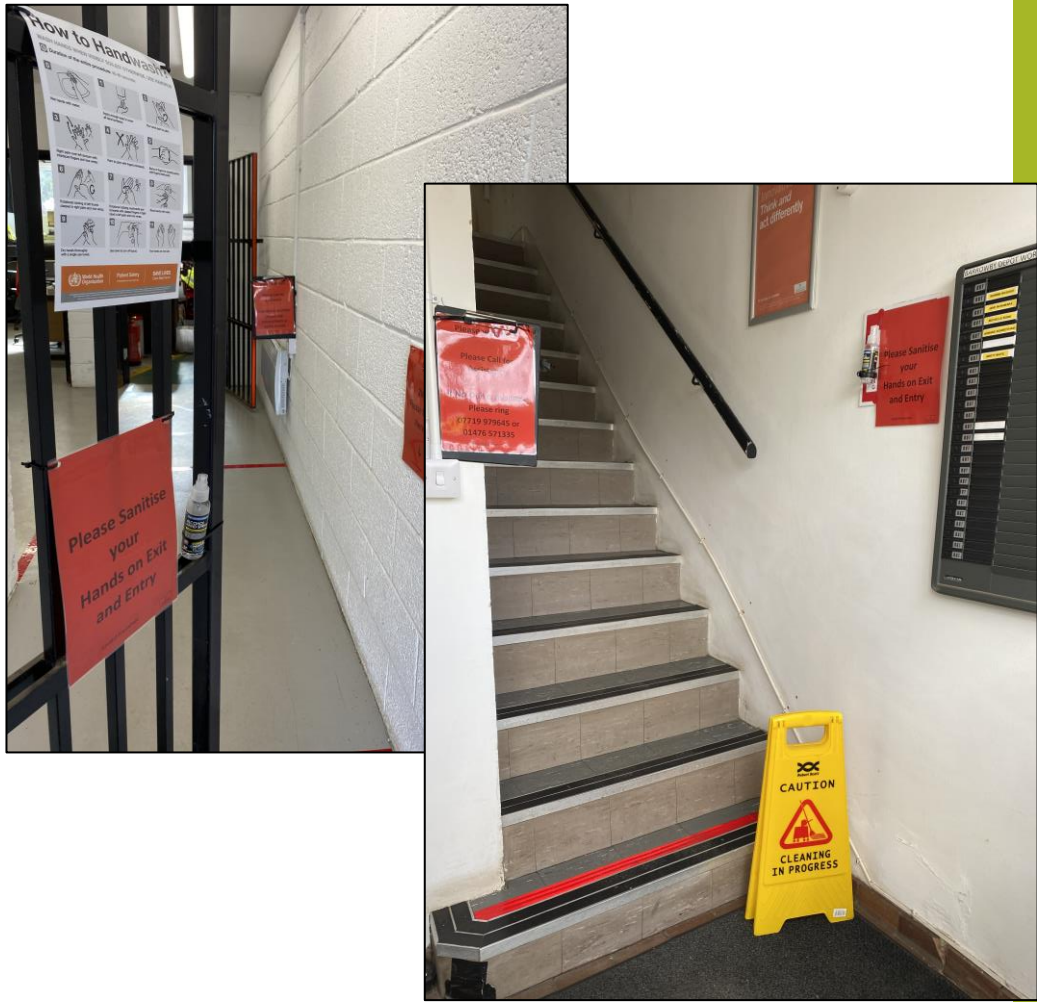
Social Distancing on the buses was a challenge in terms of reducing passenger numbers

- ⌚ An ozone sanitiser unit was purchased to clean the vehicles
- ⌚ The Drivers and PA's wore PPE and sanitised their hands before and after leaving the bus
- ⌚ Risk Assessments were completed for the vehicles
- ⌚ Social distancing was observed as far as reasonably practicable

Living With Covid19 - The Team

- ☺ The team at TCL are learning to live and work effectively and safely in the presence of the virus
- ☺ It is about being a team and everyone taking responsibility for their environment
- ☺ TCL Management Team regularly acknowledge the staff and thank them for the work they perform

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Training At TransportConnect Ltd



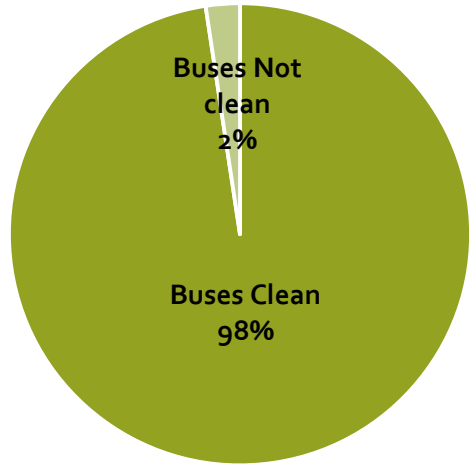
- 8% of TCL drivers have been trained up to hold a higher category PSV licence
- A strong focus on Wheelchair Securing and First Aid training provided by accredited trainers
- An Apprentice joining the Workshop in October 2020
- Newcomers of all ages, experience and professional backgrounds welcomed to be trained in a new career in transport

The priory School- Spalding Home to School Transport July 2019 Parent Carer Feedback Results

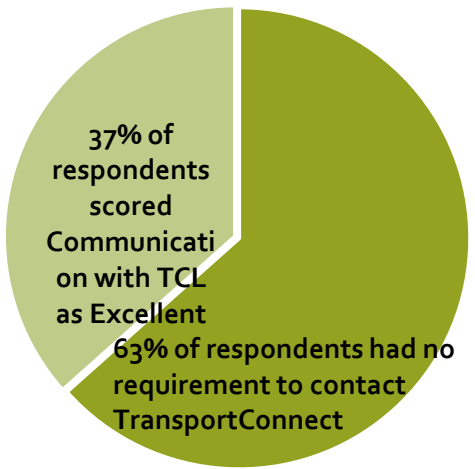
1. Collection/Drop Off Punctuality



2. Safety and Suitability of the Vehicle



3. Communication



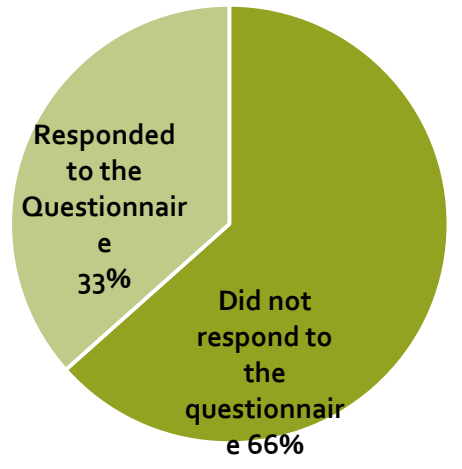
4. Satisfaction with Driver and PA



5. Overall Satisfaction with TransportConnect Transportation



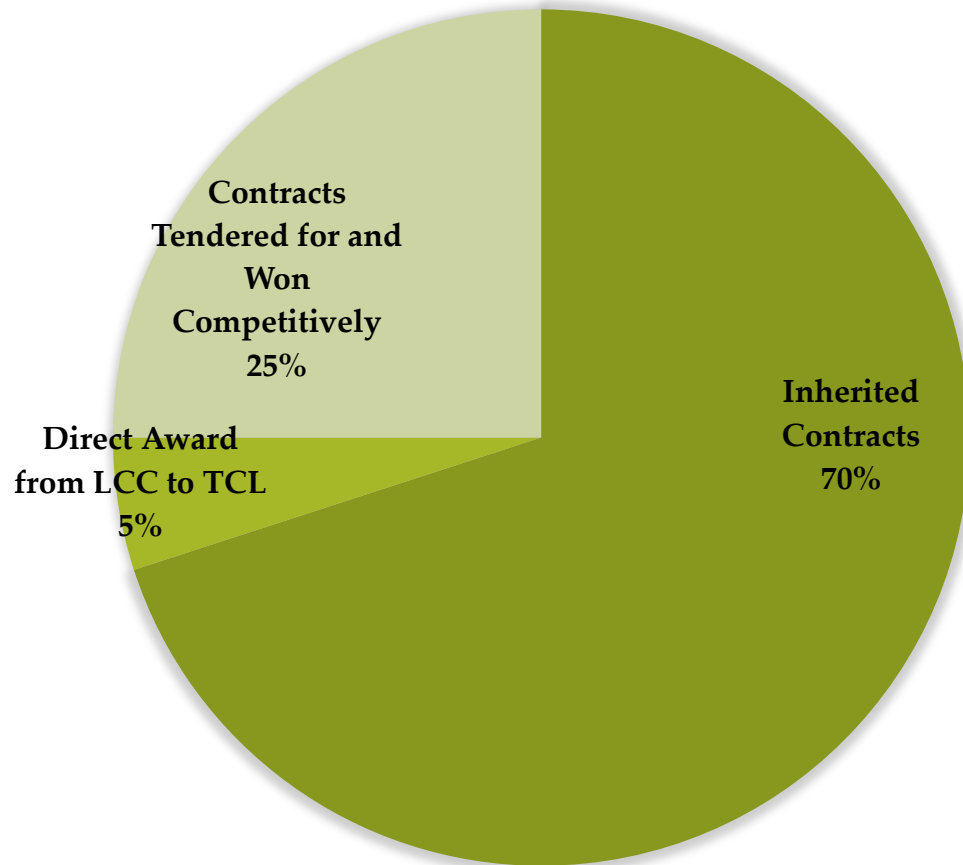
6. Response to the Parent/Carer Satisfaction Feedback Questionnaire



Finance - TransportConnect Ltd

Healthy Competition

CONTRACT SOURCE SEPTEMBER 2016 - APRIL 2020



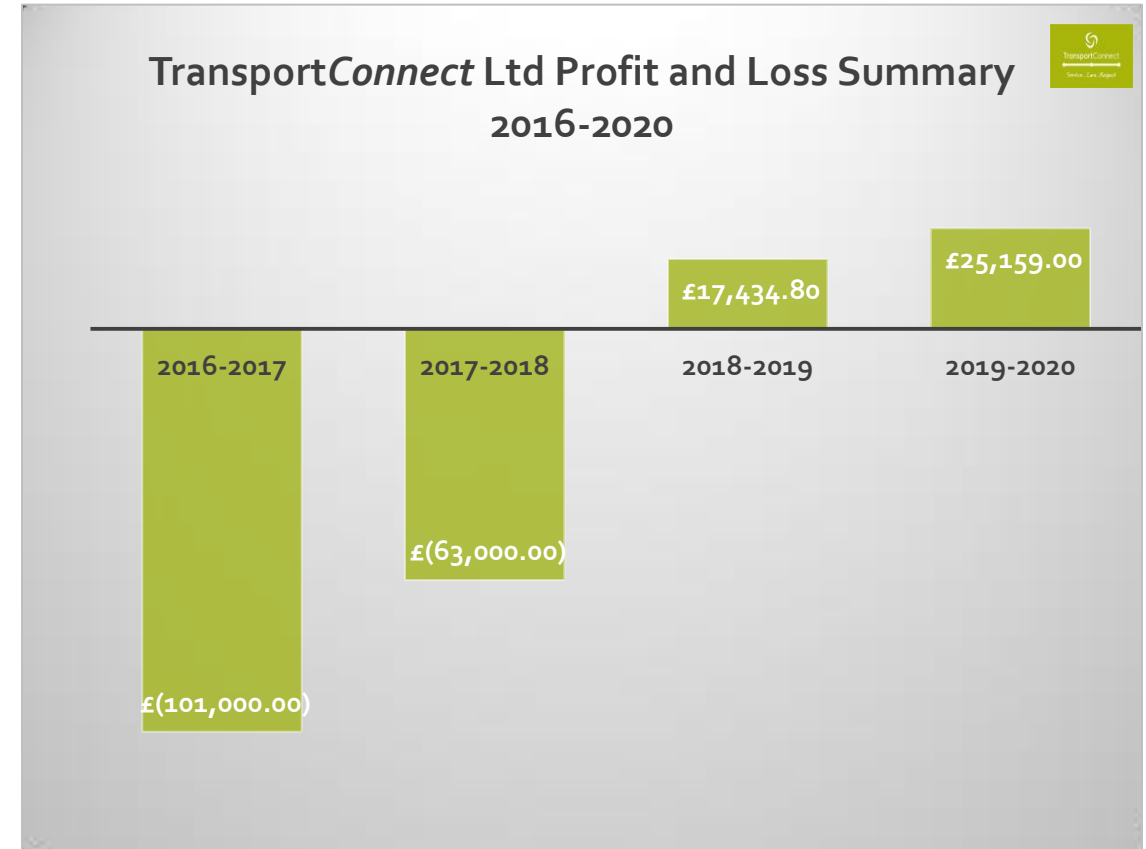
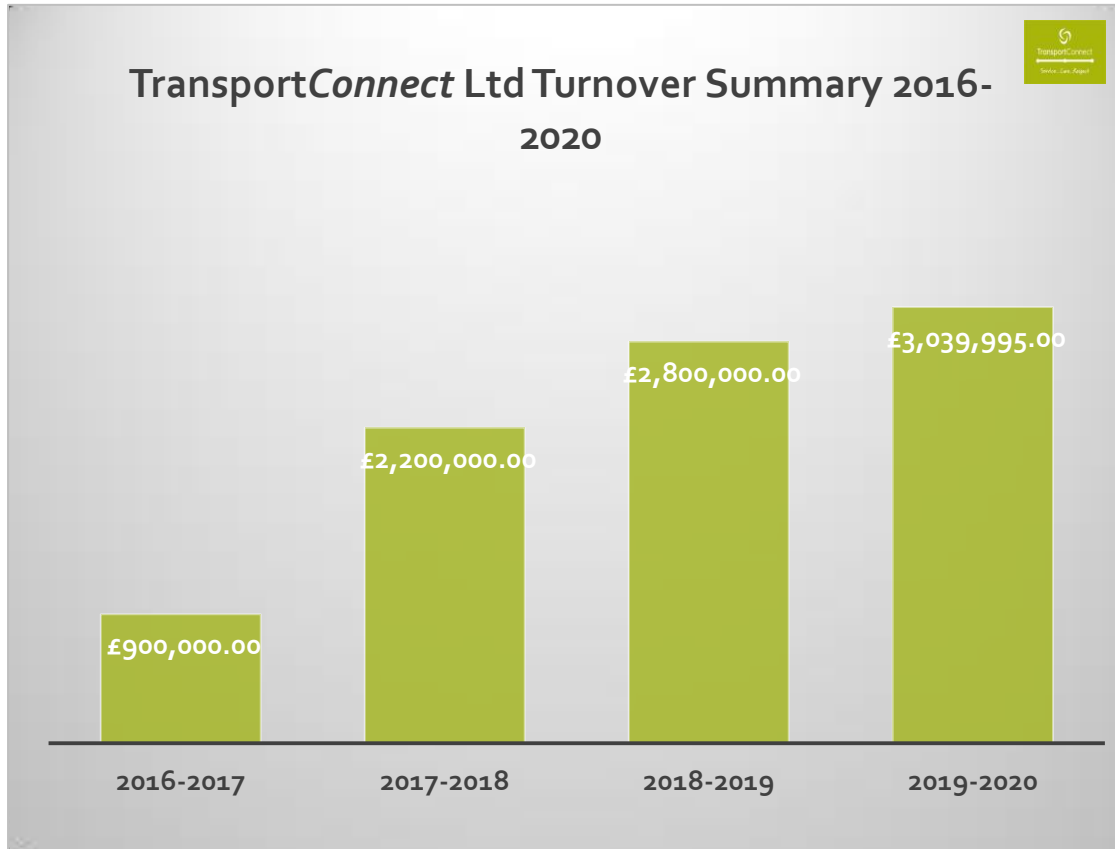
- ☞ TCL provides LCC with a clear and transparent benchmark by which to compare the tender pricing provided by other operators
- ☞ TCL Ltd tender competitively for new contracts as a commercially viable going concern, winning work fairly and on its own merits
- ☞ The presence of TCL creates competition and helps to regulate tender pricing in the Lincolnshire Transportation Market

TransportConnect Ltd - Finance



- ☉ TCL have now had two consecutive years of profitable operation
- ☉ TCL run the business efficiently and brought operating costs down between 2018 and 2019 by £21,000 whilst delivering the same number of contracts
- ☉ The TCL -LCC Initial Set up Loan will be fully repaid in October 2021

Financial Summary 2016-2020





TransportConnect

Service...Care...Respect

Where do we go from here?

As TCL enters its fifth year of trading, we want to continue to:

- 🌀 Focus on Health and Safety
- 🌀 Maintain legal compliance
- 🌀 Strive for financial sustainability
- 🌀 Enhance our customers' lives
- 🌀 Support our staff
- 🌀 Enjoy what we do!

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