



REVVING THE ENGINES OF SUCCESS

Transport Service Solutions Ltd

Wednesday 13th July 2016
National Motorcycle Museum

Leading the way in passenger transport





TSS – Embracing Change and Driving Success

- How did we get where we are today?
- What else do we do and for whom?
- Keeping the Customer Satisfied

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The TSS Journey

1

Commissioning
Council

2

Analysis of
ASDV models

3

Business cases

5

Company build

4

Contract

6

Go-Live

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Cheshire East ASDVs (Alternative Service Delivery Vehicles)



- Wholly owned companies



- Charitable trust



- Outsource



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Give me Something for the Pain

- Delayed go-live
- Funding gap
- Savings plan
- Governance arrangements
- 19th December contract signing



The Wheels on the Bus – Surviving Day 1

- Business as usual – operations
- Computers and phones still working
- Money in the bank
- Getting staff paid
- Paying operators and suppliers
= SEAMLESS SERVICE



Change is inevitable - except from a vending machine

- Restructure
- Staff Workshops
- Away Day
- New Business Developments
- Business Plan
- Zero based budget



Change Resistance

- Organisational
- Group
- Individual



‘Show me the money, show me the money!’

- Getting it in quickly
- Making more of it
- Spending it wisely
- Saving it efficiently
- Counting it accurately
- Showing it commercially



Procurement - Buying things Smarter

- The law
- Terms and conditions
- The CHEST
- Let the ICT do the hard work
- Shop at Wilkos



Process review - why do we do it that way?

- ‘If you do it the same as you did last time, you will get the same outcome, in which case, what’s the point?’

BUT

- ‘If it ain’t broke don’t fix it’

If my dog's ill, I'll take him to the vet – review of service contracts

- Can we do it better ?
- Can we do it cheaper?
- Can we do it faster?



What do we look like now?

New professional image, achieved through consistently applied branding across our vehicles, our people and our activities



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Selling the Dream

- New Business
+
- New Operators
+
- New Customers
=
- New Money



Build your Business with TSS
Operators! Want to build your Business? Looking for new contracts?
Come and meet us at one of
our **FREE** events...

New company
New ways of working
New opportunities

To find out how we can grow together, book your place now
Wed 27 January 2016 in the **south** of Cheshire East Borough
Or Wed 10 February 2016 in the **north** of Cheshire East Borough
10.15am-12.30pm - light breakfast - refreshments - **FREE**

For further details and to book, RSVP by 19 Jan 2016:
call 0300 123 5020 or e-mail info@transportservicesolutions.co.uk

Taking on the operator – calming the nerves

- Seeking new suppliers and working with them to improve services
- NOT
- Stealing their work



'Bussy McBusface' – the New Fleet

- Fleet review
- Contract hire v lease v own
- Liveries and logos
- O-licence
- New drivers
- Bus naming competition



Celebrate it !

- We've brought in fresh blood
- We've won a school contract
- We've been awarded ISO 9001
- Our staff survey was excellent
- Sickness levels are down
- New, better office accommodation
- We have a new fleet of buses
- We have an O-licence
- We made a profit



Prove it! – Performance Reporting

- **The contract**
KPIs, etc
- **The customer**
customer survey, complaints & commendations
- **The company**
inward monitoring and improving



Keeping The Customer Happy !

- Making sure that we are customer focussed
- Putting the customer at the heart of everything we do
- Looking after the commissioner



The difficult second album!

- Build on first year
- New Fleet
- New terms and conditions
- Review of HR policies and procedures
- Robust financial control and reporting
- Concessionary Fares
- Expand contracts with schools, etc
- Reduced management fee – more efficiencies



What are we going to do now?

- Bespoke comprehensive transport service
- Private hire / one off transport provision
- Marketing work
- Publicity
- Procurement advice
- Printing Service



And who for ?

- CEC services, Highways, Planning, ASDVs, CEC Cabinet.
- Local Businesses, Chamber of Commerce
- Schools, Colleges, Leisure Centres
- Community Groups, Parish Councils, Day Centres

Governance

- The Owner
- The Board
- The Customer
- Management Teams
- Performance Strategy
- Business Plan
- Audit
- The Public



'Leave me Alone, I know what I am doing!'

- Manage by outcomes not inputs
- Understand the specification
- What gets measured gets done – KPIs
- Support Services
- Governance
- Remember why you set up the company
- Annual Profits or one off savings



TSS At YOUR service

- Developing supporting publicity materials and our website to advertise our services
- Offering large format print and marketing services



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How can we help you?

- Get in touch...
 - Take a card
 - Take a flyer
 - Visit www.transportservicesolutions.co.uk
 - Call us on 01270 371428



Thank you



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