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NATIONAL
TRANSPORT
AWARDS

Frontline Employee of the Year Finalists

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Go-Ahead

Lynne Cornelius, Crew Member, Caledonian MacBrayne

"To the Captain and crew of the MV Clansman, I would like to thank you very much for your swift response and professionalism last Thursday when you saved the life of my brother-in-law who jumped overboard. Without a doubt you saved his life. God bless you."

On Friday 3 May, as CalMac's MV Isle of Mull made its way from Caignure, Mull to Oban – one of our passengers jumped overboard. As soon as the crew were aware, they implemented the correct procedures – the horn sounded, the vessel slowed and contact was made with our sister vessel, the MV Clansman who was in the area, heading in the opposite direction. MV Clansman was brought to a stop. Both ships launched their fast rescue crafts (FRC), and shortly afterwards the casualty was located, rescued from the cold waters of the Firth of Lorne and transferred to the care of the Oban Lifeguard. Thanks to the team, and to the support of two passengers who were close to the incident, he spent 18 minutes in the waters - enough to make him hypothermic, but thankfully short enough to save his life.

One of CalMac crew – **Lynne Cornelius** showed an overwhelming level of bravery and kindness during the incident – working to comfort and help the passenger who had just witnessed her husband jumping overboard. As the Master of the MV Isle of Mull said: "This is one of the most extreme cases of crisis management we can experience in the maritime industry. Lynne stayed with the casualty's wife whilst the vessel scrambled our FRC and entered into a rescue operation with the MV Clansman. Within 21 minutes he had been rescued. Throughout this time, Lynne was a rock for this passenger in the most extreme of all stress. We are all extremely proud of her."

In the casualty's own words from Twitter, one week later: "A week last Friday, I jumped from the Isle of Mull ferry in the hope I would end my life. After a while of utter peace in the sea, I was rescued by the #CalMac crew then #ObanLifeboat. Paramedics and doctors brought me back to health. I'm again on a psychiatric ward where I'm safe.' To CalMac this experience underlines the importance of kindness in the face of pain, and dialogue to make the unseen challenges many face day-to-day, more visible. It wishes their passengers - the gentleman who was rescued, and his wife - well as they continue their recovery from their experiences, and they thank all the crews and services involved, particularly Lynne Cornelius for her own kindness and bravery.



Paul Cunningham, Driver, First Scotland East

"Paul John, or PJ as he is commonly known, is very unique and there is only one like him, however, when the chips are down you want Paul there for you" – Staff Manager, Alasdair McNiven

Driver David Anthony was approaching Upper Newmarket Street in ASDA on Service 1 on the morning of February 15th 2019, when he was alerted to a commotion on the bus. Fellow driver and colleague, **Paul Cunningham**, was a traveling passenger on the service and instructed David to pull in and call an ambulance as a lady looked to be having a heart attack and had fallen. Paul then started giving the female passenger CPR and mouth to mouth, however he was struggling to find a pulse. David meanwhile, had eventually been able to contact the emergency services and was instructed to get the Defibrillator from the nearby ASDA store. As David exited the vehicle to retrieve the defibrillator, it was not looking positive for the customer as Paul worked frantically to save her life with her eyes now rolling back. However, on David's return to the bus, he was delighted to see that the woman had regained consciousness, by which time further medical assistance had arrived and then the Ambulance appeared. The lady was transferred to hospital following the heroic actions of First Scotland East's staff.

This was not the first time Paul had gone above and beyond his duty and already saved someone's life with his natural instincts several times prior to the aforementioned incident. This has included giving his own son CPR after an injury involving a fence, coming to the rescue of a lady involved in an accident with her dog, and administering CPR to a young lady who choked on food.



Tracey Evans, Driver, National Express West Midlands

"It is without doubt that Tracey's decisive thinking, calm instructions - without raising suspicion - and heroic actions in identifying the offenders helped secure the arrests." -
PC Burrows

Every day, National Express West Midlands carries a million people to work, school, college, to the shops and to see friends and family. **Tracey Evans** is a driver at National Express West Midlands' Pensnett (Dudley) garage.

Pensnett driver Tracey Evans's astonishingly calm and clear thinking during a nasty robbery on her bus protected her passengers and led to the arrest of three men. While driving a full 126 between Birmingham and Dudley, Tracey realised a serious incident was unfolding on the top deck. Through the cameras, Tracey could see a customer being robbed and assaulted. Immediately, Tracey pressed her panic button to alert Central Control, providing clear details of the event and her exact location. When Control told Tracey the police were on their way, she quickly locked the doors to keep the three offenders on board. She cleverly didn't let on that she'd reported the incident so the offenders wouldn't try to get off the bus. Throughout all these extraordinary events, Tracey was not distracted and continued to drive her bus to the highest standards - keeping an eye on the cameras and her passengers safe. The police officers on the way needed up-to-date information on where exactly Tracey's bus was, to intercept it. Tracey gave a calm and clear commentary of her journey so they could execute a precise and planned capture of the bus. When armed police stopped the bus, Tracey immediately got out of the cab, stood in the entrance of the bus and bravely identified one of the offenders who had tried to conceal his identity. Without hesitation, Tracey also pointed out the other perpetrators to the officers.

When the men were arrested, the police found the men were carrying a hammer and a knife. This incident could have been so much worse. As a result of her brave actions, Tracey was put forward for a National Express West Midlands Values award for Excellence. She won her category in the Bus division and went forward to the international finals against colleagues from all over the world



Ian Graham, Driver, First Scotland East

"There is not a doubt in mind that something tragic would have occurred that day if it hadn't been for Ian's sixth sense and instincts to danger that day." – A colleague

Ian Graham works from Larbert Depot based at Falkirk Bus Station covering the role of PCV Driver working with the company since January 1980. Within his 39 years with the company Ian has continually made an outstanding contribution to the operation.

On a dark evening of the 21 November, Ian was driving the staff bus back to Larbert depot when the traffic came to a halt on the Kincardine Bridge. Ian observed a young lad who appeared to be in a state of distress whilst standing on the opposite side of the road next to barriers. Sensing something wasn't quite right with the situation, Ian secured his vehicle and went over to the young lad to engage with him. It was apparent the young lad was upset and agitated. Calling the police and waiting with him it turned out he recently lost his mother and was contemplating jumping off the bridge.

It was at this point that colleagues of Ian (whom he was driving back to the depot) realised the severity of this situation, with it hitting home that if Ian hadn't stopped and engaged with the young man it could have ended up very badly.



Anthony Kelly, Customer Engagement Officer, TfGM

"If you could 'bottle' a fantastic customer experience, this would be it.... we couldn't be prouder!" - Sean Dyball, Head of Customer Engagement, TfGM

Over the years Anthony Kelly, a Customer Engagement Officer at Transport for Greater Manchester has displayed exemplary customer service skills and has grown in confidence. He regularly goes above and beyond to ensure that customers receive the best possible solution for their needs. On one occasion in particular Anthony provided exceptional customer service by assembling colleagues from across the organisation and external stakeholders in an attempt to make a real difference to a little boy's life. Three-year-old tram fanatic, Jaydyn Dunning, who suffers from the terminal illness, Spinal Muscular Atrophy type one, really wanted a toy tram for Christmas, but his parents Stephanie and Jason had been unable to find one anywhere and so they reached out to TfGM to see if we could gift Jaydyn with something a little special.

Anthony rallied together internal and external colleagues to lead on planning an outing for three-year-old tram fanatic Jaydyn. Unfortunately, due to Jaydyn's ill health the outing was cancelled at short notice. Anthony remained focused and determined to make Jaydyn's Christmas a special one. He was able to build a goody bag which consisted of a number of special tram related goodies including a copy of Jaydyn's favourite book – 25 years of Metrolink – a book that Jaydyn borrowed from the library regularly. And he didn't stop there and continued on his path to fulfil this little boy's wishes – he started an internal collection for Jaydyn and raised over £100 which he used to buy other items such as a Manchester City shirt with Jaydyn's name on the back. He then spoke directly with Manchester City Football Club who sent additional items to include in the goody bag for Jaydyn. Anthony, was determined for Jaydyn to receive the gifts before Christmas so he hand delivered them on Christmas Eve.

Anthony has shown absolute dedication and passion whilst leading on providing an excellent customer experience for Jaydyn and his family and this is evident from the comments received from Jaydyn's parents. Jaydyn's mum, Stephanie said this:

"Hello again Anthony, Firstly can I just say how overwhelmed me and my husband are with the response we received to our email. We were very happy with you and your colleague for coming to our home to meet Jaydyn. Thanks for everything you're all doing for him, you're really going to make his Christmas extra special."

"Thanks once again for everything you and all your colleagues are doing for our son, we all wish you and all your colleagues a happy Christmas and all the best for 2019. Once again me and my husband would like to thank you all for everything."

TfGM have recently informed Transport Times that Jaydyn is doing really well and they are now in the process of arranging the Metrolink day out for him in the coming weeks!



Charles Keynton, Transport Accessibility Officer , Brighton & Hove City Council

"Charlie has been vital to my understanding of my role as one of my first jobs ever, through being the first apprentice on this team himself he is very knowledgeable in both the aspects of undertaking an apprenticeship and of the job itself" – A Colleague

Charlie Keynton started working within the Blue Badge and Concessionary travel team at Brighton & Hove City Council (BHCC) as an apprentice in 2017. During his time as an apprentice Charlie completed several courses and learnt to follow guidelines set by the Department for Transport relating to eligibility criteria for all applicants, whether it is for a Blue Badge or Bus Pass.

BHCC runs an extensive apprenticeship programme and has a public sector target of 2.3% of council employees by 2020. Charlie is a champion for BHCC's apprenticeship scheme. He has featured on 'The Wave' (the council's internal communication web page) and has written an article for the council's Apprenticeship Ambassador's blog to promote and encourage more take up of apprenticeships.

Charlie is an enthusiastic ambassador for BHCC's apprenticeship scheme and has fed into increasing take up rates at the council, both for existing staff and for new starters. Between March 2017 and 2018 the percentage of apprentices amongst staff grew from 0.7% to 1.4%.

Charlie's enthusiasm for his job has resulted in him attending extra training in mental health awareness with Mind and attending HIV awareness with Terence Higgins Trust. He has also volunteered his services outside of the normal working environment. Last summer he attended Disability Pride to gain insight into how our people live with their disabilities, both unseen and seen, and how important their bus pass is to them to enable their independence. Charlie had a queue of people wanting to speak to him about a Concessionary Bus Pass. When he was not speaking to the people waiting, he sought to engage with people that were enjoying the day.

He is respected by colleagues as demonstrated in the attached letters of support ranging from team members to the Head of Parking Services and his attitude to his work in general and to the council's apprenticeship scheme has led to him being short-listed for the British Parking Award's 'Young Professional of the Year' category. The most encouraging result from Charlie's approach to work and his apprenticeship is that he has now become a permanent member of staff. He writes: "I became a permanent Transport Accessibility Officer just shy of one year ago. I'm very happy in my permanent role, doing a meaningful job and helping our customers to access the community."



Helen Mann, Caledonian MacBrayne

“Her actions underline her commitment, and the critical role that she plays, as part of the CalMac team, in island life” – CalMac

The island of Colonsay is just 10 miles long and 2 miles wide – and just over a 2 hour ferry voyage from Oban. In the early hours of a Wednesday morning, the island’s electricity supply went down – leaving its 135 inhabitants with no power. The outage continued for 43 hours. After 7 hours, the back-up generator at the telephone exchange went down too, leaving the island with little, and at times absolutely no telephone communication with the outside world. Here, the CalMac ferry operation plays a large part of daily life – bringing people and essential supplies to the island. When there’s no power and no communication with the outside world, operating the port becomes even more important, but simultaneously more difficult.

On the day of the power cut, CalMac employee Helen Mann was off duty, but in the local café – helping to distribute hot food and drinks to the locals during the outage (the café being one of the few residents with a back up generator). A team of power company employees had been airlifted onto the island to find the fault and during a conversation with Helen whilst she was at the café, they mentioned that an emergency vessel was being sent to the island with a relief generator. Helen had no way of knowing if this was true. She was concerned that the ship wouldn’t know the port team weren’t able to pick up communications, and wouldn’t know they were coming. Helen, at the time covering for her line manager who was on holiday, was also aware that given the late hour, she had no way of even finding out what time the vessel might arrive. If it arrived at port unscheduled, there may be no one there to tie it up. So, she took it upon herself to take the short drive from her home to the port every half hour from 4am that morning, to check whether or not a vessel was coming across to the island. She made this journey several times throughout the early hours - until she got access to a satellite phone. She was then able to find out what time the boat was due and make all the normal arrangements to receive it. The ship was carrying an emergency generator, and two hours after it docked, the power was back on, after what the islanders think is the longest power cut in their history.



Darren McLaren, TRISS Operative, Scotland TranServ

Scotland TranServ manages some of the UK's busiest roads, with more than 100,000 vehicles using the M8 daily. It is also responsible for the Erskine Bridge (40,000 vehicles) and the Kingston Bridge, which is Europe's busiest urban river crossing. The combined efforts of the Incident Response team, working on the frontline of this busy network of motorways and trunk roads, requires the continuous dedication of a highly trained, experienced and conscientious team.

Using 90 motorway and trunk road located cameras, the 9 Incident Liaison Officers maintain a 24/7 vigil on the network, ensuring their TRISS and ISU colleagues can be directed quickly to address issues on the network, as they arise. They manage multiple scenarios, often providing assistance to police where vulnerable persons are discovered, attempting to use our structures intent on self-harm. Such was the scene which **Darren McLaren** found himself facing early one morning.

Having received a call of a vulnerable person on the carriageway from Scotland TranServ's 24/7 Network Control Centre at 6.25am, Darren immediately made for the Kingston Bridge, 6 miles from his location. Darren was to manage the traffic and make the area safe for attending Police officers.

Darren was first on the scene. He spotted someone lingering next to the barrier over the River Clyde. Maintaining a watching brief on the vulnerable person, Darren implemented an exclusion zone. Time was of the essence, this is after all Scotland's busiest road, at its busiest juncture, approaching the busiest time of day, morning rush hour.

A call stated police were now enroute. As Darren turned, he noticed the person was now sitting on top of the barrier over the Broomielaw. Working with Traffic Scotland counterparts, he acted quickly to shut off one of the busiest roads in Scotland, at its busiest juncture, approaching its busiest time of day. It was winter and still dark, the person (dressed in black) was now walking along lane two, with his arms outstretched. At this point police slowed to talk to Darren, but quickly sped past as they noticed the vulnerable individual. As the person spotted the officers, he made a bolt for the barrier. The officers grabbed the individual as he tried to climb over the parapet, but were struggling to restrain him as he threatened to tumble towards the river, 60 feet below. On instinct, Darren forcefully grabbed the person's arms, but still his legs were entwined around the barrier. Darren wrestled free his feet to free them, and together with the help of a member of the public, they managed to grapple the person to the ground and bundle him into the police car, before speeding away. Darren and the van driver who had assisted in these heroic efforts, moved their vehicles, reopening the M8 ahead of morning rush hour. Had Darren not acted so selflessly, Police Scotland were certain this vulnerable individual would have plummeted to his death.

