



Proposal

For

UConn

2018

PREFACE: This proposal is confidential, and contains proprietary company information. The information contained herein was prepared for, and is intended for use exclusively by The University of Connecticut in evaluating the products and services of Lindsey Limousine, Inc. By accepting this proposal, The University of Connecticut will certify that this information will only be used by those individuals involved in the evaluation and procurement process, and will not be shared and/or exchanged with any other companies and/or vendors.

What is the “true” cost of your Chauffeured Car Service Provider?

Most companies don’t take into consideration the true cost of doing business with a sub-standard vendor. They’re used to doing business with that vendor. It has become a habit. They accept the “little” issues that come up and the time it takes to rectify them.

And to find another vendor... it would take time, time that you just don’t have.

Rest assured... Lindsey Limousine is here. We have been quietly and effectively providing the level of service you deserve for over 30 years.

With Lindsey Limousine, you:

- ◆ **will not** have to re-confirm reservations to be sure the information is accurate and up-to-date
- ◆ **will not** have to chase down invoices or receipts
- ◆ **will not** have to worry about the accuracy of your charges
- ◆ **will not** have concern about the safety & integrity of the vehicles your executives travel in
- ◆ **will not** have to call to confirm the location of your chauffeur
- ◆ **will not** have any concern regarding the qualifications and/or background of your chauffeur

and you **will not** experience any of the anxieties of your past.



“The price is what you pay; the value is what you get”

Executive Summary for The University of Connecticut

Lindsey Limousine is the best possible choice for The University of Connecticut based upon our commitment to **Safety & Security, Reliability, Trust** and use of **Technology**. No other limousine service provides all these benefits.

Our Commitment to **Safety and Security**;

- Pre-Employment Background Checks, Driving Record Checks, and Drug Screening
- Pre-Employment Vehicle Management, Driving, and Skills Training
- Pre-Employment Etiquette Training and Company Policy and Procedures Reviews
- Customized, In-House Chauffeur Mentoring Program
- Mandatory Vehicles Safety Inspections and Ongoing Vehicle Preventive Maintenance
- Vehicle Orientation Classes for All Chauffeurs
- Separate, Partitioned, Secure Luggage Compartments
- Full Insurance Coverage with Mandatory Limits
- Ongoing Drivers' License Validation Monitoring
- Ongoing Random Drug Screening Program
- Proprietary Bi-Monthly Chauffeur Etiquette and Driving Knowledge Testing

Our Commitment to **Reliability and Trust**;

- 24-Hour Availability and Dispatch
- New Fleet of Vehicles rotated every 2.5-3.5 years
- Properly Licensed for Intrastate and Interstate Travel - **CT DOT #2488 / USDOT #518968**
- Federal Employer Identification Number - **FEIN/Tax ID #06-1281474**
- Dedicated Facility Generator and Computer Network Alternative Battery Backups
- Every Vehicle is stored inside our 30,000 sq. foot facilities, just 4 miles from BDL

Our use of **Technology**;

- Easy Online Booking with Instant Access to Your Reservations
- Dual Vehicle GPS Vehicle Tracking with Client Accessibility
- Chauffeur Status Updates and Monitoring (On Location, Client in Car, etc.)
- 24-Hour Advance Trip Reminder Email Confirmation
- Email Alerts 30-Minutes Prior to Pickup with Chauffeur & Vehicle Information
- Automated Flight Tracking every 2 Minutes with FAA Database
- iPad Equipped Chauffeurs for Instant Dispatching of Reservations & Changes
- Redundant Internet Access Suppliers, Phone Systems, and Power Generator
- State-of-the-Art Computer Network, Firewall and PCI Compliance Systems
- Redundant and Constant On-Site and Off-Site Backups of Digital Data



“If you think it’s expensive to hire a professional, wait until you hire an amateur”

Company History

Founded in 1989 by Michael Lindsey, Lindsey Limousine, Inc. is the most established car service provider in the entire northern half of Connecticut. For almost 30 years Lindsey Limousine has built a reputation on reliability, a helpful and knowledgeable office staff, true professional chauffeurs, and the confidence we instill in our clients.

It began in a 10x10 office with a chauffeur's quarters in the unfinished basement of a 1925 house that was converted to an office building. Today, Lindsey Limousine is headquartered in an 18,000 sq. ft. State-of-the-Art facility that includes a mechanics vehicle lift, automatic carwash, and full detailing center. A second 13,000 sq. ft. building is located just 1 mile away. Together, these buildings are able to protect our entire fleet of vehicles indoors – a benefit not many other companies have.

In 2009 Lindsey Limousine acquired AirportLIMO.com and expanded operations to include service in over 500 cities worldwide. All reservations are managed at our headquarters in Windsor, CT and client's using this service receive centralized billing for all reservations.

Our commitment to service is shown throughout our daily operations in the planning and execution of the policies and procedures we have outlined in our company manuals and constantly review in our on-going staff training sessions.

Lindsey Limousine, Inc. employs over 65 employees with a reservation, dispatch and account management team that is well-versed and experienced in handling the demands of even the toughest corporate clientele. Our commitment to service is outlined in our company manuals to ensure consistency and efficiency. The execution of these policies and procedures is constantly reviewed in our on-going staff training sessions.

The chauffeur selection and training process is second to none, beginning with pre-employment drug screening, background and driving history checks and ending with a chauffeur mentor program to ensure each new employee is up to our standards. Our reservation software is the leader in the industry and offers a custom built history on each client, true "real-time" online reservations, GPS vehicle tracking, and updated flight verification every 2 minutes from an FAA database.

Lindsey Limousine offers added value that no other company does by utilizing the most modern technology, documented processes and policies that prepare us for any situation, and continuous training and review of each facet of the organization. Our image and reputation is among the most trusted in the industry, and we were "Voted #1 Limousine Company in the Nation" (twice). We are regularly called upon by other limousine companies around the world to service their clientele. These companies include BostonCoach, Commonwealth Worldwide, Carey, EmpireCLS Worldwide Chauffeured Services, Music Express, Savoya Global Chauffeured Services, Addison Lee and TriStar Worldwide... to name a few.

"You can't make up for lost time. You can only do better in the future"

Summary of Unique Benefits

Lindsey Limousine is unlike any other ground transportation provider you have ever experienced... **guaranteed**. We are well-versed with every aspect of our client's transportation, making the process seamless and stress-free.

There are many that mistakenly believe that most (if not all) limousine and car service providers are all the same, and by simply doing a comparison of pricing, fleet make-up, and insurance one would easily be able to select a "preferred company" with whom to do business. Unfortunately, in this industry nothing could be further from the truth and the competitive advantages that Lindsey Limousine offers to their clients begins with a culture of education, training, respect, and a preponderance of attention to detail.

The University of Connecticut will realize a competitive advantage by doing business with Lindsey Limousine in at least eight ways, **Lower Total Cost, Highest Value, Complete Duty-of-Care, Risk Management, Operational Efficiencies & Time Savings, Quality of Service, Customer Care**, and our use of **Technology**.

Complete Duty-of-Care / Managing Risk

There is an assumed "Duty-of-Care" that must be upheld when selecting a company by whom your clients or executives will use for travel. By contracting with Lindsey Limousine you will fulfill that duty, knowing The University of Connecticut will be managing their risk with a qualified vendor. We understand your responsibility and the duty of care that must be provided to your employees and clients. As such, we consistently perform background checks, drug screening, training, and more to guarantee your safety and security.

As a company, we take safety seriously and are constantly and consistently evaluating our policies and procedures to manage our risk – which in turn ensures the safety and security of your clients and executives.

Operational Efficiency and Timeliness

Lindsey Limousine recognizes that your employee's time is valuable, and that getting to the airport or being picked up on time is one important detail that you should never have to worry about. The company is run with policies and procedures that ensure consistency – from the reservation process to the client being dropped-off at their final destination.

Automation, computerization, and technology serve to enhance, not take the place of, common sense and efficiency. Our office staff is trained to pay attention to every detail, and treat every customer as they would wish to be treated. With the expansion of our worldwide network we are able to offer clients one-stop for all their ground transportation needs. Just one phone number, one call, and the comfort and piece-of-mind of knowing that wherever you need service, that service will be delivered in a predictable and consistent manner.

Quality of Service and Customer Care

The company monitors and tracks its overall performance through customer feedback that is obtained via phone, email, or an individual survey form that is emailed after each reservation's completion. Calls are recorded and evaluated weekly with each representative to ensure consistency and accuracy.

Regular meetings and training (both office and chauffeur staff) are held to discuss and review business situations, issues, concerns, and ideas for improvement.

Technology

Lindsey Limousine is a leader in the adoption of technology to improve our service. It's not a problem, until it's a problem, and while you might not have thought about it – we have. We have implemented technology to plan for every inconvenience and allow us to be available for you.

We use the latest technology to enhance our customer experience, create greater efficiencies with our staff, and to maintain our vehicles. Our facility includes a generator and dual redundant telephone and internet services so we are always available.

Thank you for considering Lindsey Limousine. We have worked hard to build a company that will consistently provide you the best possible service and I am confident that after considering others you will find there is no better choice. We are safe, reliable, and the most detail-oriented company there is.....period. There is simply no other company that has or will take the time to consider your needs the way that Lindsey does. Our priorities are simple... they're yours.

Sincerely,



Michael J. Lindsey
President & CEO



Our Fleet of Vehicles



Lincoln MKS



Lincoln MKT



Mercedes S-550



Suburban SUV



Ford E-350 Extended Passenger Van



Mercedes Sprinter



14 Passenger Mini-Coach



14 Passenger Luxury-Style Coach



27 Passenger Mini-Coach Bus



38 Passenger Mini-Coach Bus



Michael J. Lindsey – President & CEO

