

Attachment D Annette Bus Lines

Planning Athletic Travel – Using Charter Buses

Complete customer satisfaction is our goal at Annett Bus Lines.

At Annett Bus Lines, we understand the varying needs of groups and organizations needing athletic travel. We understand the need to be flexible - the best of plans established at the outset sometimes need either refinement or wholesale change, or both. We also understand a good deal of thought goes into planning all athletic and athletic-related travel and we want to provide you with a few items that we think can help make your trip a success.

Travel Times – How Long Does It Take to Get There?

When traveling long distance, we recommend plotting your trip to account for an overall average 50-55 mph speed. This will account for reasonable stops for meals, breaks and travel time.

Driving Hours – What Are the Driving and On Duty Restrictions for the Driver?

DOT regulations allow a driver to drive a maximum of 10 consecutive hours, at which point he needs 8 consecutive hours off before he can start driving again. In addition, a driver can be on duty a total of 15 hours (which would include those same 10 hours of driving plus any time required where the driver is responsible for the being with the bus) before he would need 8 consecutive hours. **We recommend that when planning your itinerary**, please allow for 9 consecutive hours of off-duty time at the end of the day between the last activity at night and the anticipated start the next day. The 9 consecutive hours allows the driver to complete post-trip and pre-trip inspections of 30 minutes each in addition to the 8 consecutive hours off he must have.

On the itinerary, please clearly indicate if the bus or driver will be needed once you arrive at your destination, as it is assumed that the driver could go off duty once at the destination. If not, please clearly indicate on the itinerary.

Starting Your Trip – Upfront Discussion of Itinerary

Our drivers occasionally experience a situation where the itinerary sent ahead of time to our office is not the same itinerary presented to the driver at the time of pickup. We understand that changes happen and we are prepared to be flexible. It would be helpful to have the person in charge on the bus to have a brief meeting with the driver to go over the itinerary to make sure the driver is prepared to make adjustments. If material changes have been made to the itinerary, this allows us to react to make sure service is seamless.

Stopping On the Way – What are the Expectations?

As a courtesy to the driver, we would recommend stops every 2 ½ to 3 hours to allow the driver to stop and use the restroom, stretch, or just to take a break for a few minutes. This allows your driver to remain focused on safe driving.

Overnight Trips - Single Accommodation for Drivers

Our company policy is that drivers have single accommodation for overnight trips. This helps ensure that drivers get good rest on multi-day trips.

Pickup and Destination Specifics – We Like As Much Information As You Can Give Us

We are at our best when all specifics for pickups and destinations are communicated to us (example: bus loop by Building A on Champions Way or bus may park behind fieldhouse in Lot C). Any special instructions about any destinations are appreciated.

Last Minute Changes Before Departure

We assign trips to the drivers a few days ahead of time. If your schedule involves changes to your schedule inside of 72 hours from departure, please notify us by phone rather than email. An email sent on Friday night for a trip which departs on early Sunday may not be received timely, whereas our operations folks are on call 24 hours a day, 7 days a week.

Purchase Orders

We ask that our charter ID number on our paperwork is attached to the FSU purchase order (PO) record. Often, the person booking the bus is not the same person listed on the PO.