



# J. Howard Fisk Limousines

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## Selecting A Transportation Company

### Selection Criterion

- Ask to visit the company's facility and look at vehicles before making a decision
- Confirm that the company has U.S. Department of Transportation authority
- Confirm that the company can provide proof of insurance coverage
- Confirm that the company has worker's compensation insurance
- Confirm that company has a drug and alcohol testing program for drivers
- Confirm that the company has experienced drivers
- Ask if drivers are required to comply with a dress code
- Confirm all arrangements in writing
- Confirm that quoted price include gratuity, airport fees, fuel surcharges, etc.
- Confirm the minimum hourly usage charge for the vehicle you have booked
- Find out when overtime charges apply
- Ask about discount or package rates for extended hours of service
- Ask about discount or package rates for use of several vehicles
- Confirm the number of years the company has been in business
- Ask if company belongs to any professional associations
- Ask if drivers are equipped with mobile communication devices
- Frequency of vehicles mechanical and safety inspection
- Number and variety of vehicles in fleet
- Average age of fleet
- Frequency of vehicle cleaning
- Determine where vehicles are cleaned & stored
- Confirm that storage areas are secure from intruders
- Confirm that the company offers services for disabled passengers
- Confirm the main contact person for your event
- Ask about the company after-hours emergency phone procedures
- Ask about the company policy if a vehicle breaks down
- Obtain and check the motor coach company's references

### Communicating Your Needs

- Provide dates, times and places of required services in a formal request
- Provide basic information about the organization and a profile of the attendees
- Specify requirements regarding subcontracting to other carriers
- Stipulate that any subcontracted work will be addressed in the written contract
- Include the number of vehicles required and their passenger capacity
- Confirm that vehicles meet height limits for hotel and restaurant entrances
- Confirm that vehicles will clear driveways, curbs and gates
- Indicate peak times for maximum shuttle service
- Indicate when intermittent shuttles will be sufficient
- Note any special services, such as wheelchair-accessible vehicles
- Note whether the group will require on-site dispatchers and/or coordinators
- Indicate whether the group will require DVD / VHS player or P/A system
- Note if the group will require signage on coaches
- Request information about driver break times

### Best VS. Lowest Price

If you are looking for the "best price" instead of the "lowest price", remember that transportation is like many other business considerations; the "best price" may not be the "lowest price".

When researching transportation companies, it is important to evaluate the standard of service, quality of employees, available fleet and years in business to determine the value of service provided.

Be sure that your best value is the criterion by which your transportation services are chosen. Trust your special event to an established operator who has a reputation of quality service.

Best wishes for a successful event,

*J. Howard Fisk*