



Driver's Meeting 2024

Rich Thomson

Founder & CEO



Dreamliner Transportation Services

This is our trucking division



Curtis Jackson

VP
Dreamliner
Transportation Services
East



Kat Stiller

President
Dreamliner
Transportation Services
East



Mike Scherkenbach

President
Dreamliner
Transportation Services
West

@dreamlinercoaches

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dreamlinercoaches Follow Message ...

48 posts 10.1K followers 332 following

Dreamliner Luxury Coaches
Entrepreneur
Nashville, TN Fontana, CA
📖 featured in Business Insider, Billboard Mag, Pollstar, The SUN, & Modern Luxury.
533 Hickory Hills, BLVD, Whites Creek, Tennessee 37189
🌐 www.dreamlinercoaches.com

 Covid-19

POSTS REELS TAGGED



Katie Wilson

Social Media Coordinator

photo@dreamlinercoaches.com

FLEETIO Procedures

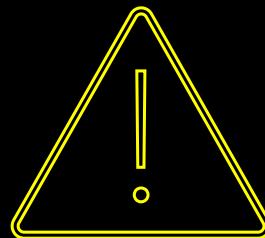
YOUR FLEETIO NEEDS TO BE COMPLETED BEFORE YOU LEAVE THE YARD!! It is imperative that when doing your fleetio that you fill it out for the correct shop. We have 3 different locations: **Dreamliner East, Dreamliner HQ and Dreamliner West.** Wherever you pick your bus up, it needs to go back to that same shop and fleetio filled out for that place; obviously with the possible exception of Dreamliner West.

Once you have selected which destination you're at on fleetio, then go through each option and select every task that pertains to what you need completed by the shop. This task is very self-explainable, but we still have many of you rushing through these steps and not accurately writing up your bus. So, take your time and check everything you select and write up. Understandably, there are times when explaining what's wrong with your coach in the interior and mechanic section is difficult; but do so to the best of your ability and then follow up with a tech and explain further what the issue you're having is. Yes, that may require coming by the shop, or calling in. Also, on the cleaning request section of your post trip; the “check” and “X” are different from the other sections. The “check” means NO and the “X” means YES. This gets messed up regularly.



Pre-Trip Procedures:

Your Pre-trip should include all mechanical and exterior, as well as interior inspection. When conducting your interior inspection, make sure you have enough sheets, pillowcases and comforters. Also, document any issues inside of the bus. (laminated chips, shade damage, etc.) If the situation arises when you must fly out and replace a driver, make sure you do your own pre-trip. This covers you from any damage that may have been there previously before you took over the bus. When you start a new tour, we will continue to have a “Starter Pack” on the bus to get you started. This pack includes coffee, paper towels, toilet paper. After that, it is the tour's responsibility to stock the bus with everything that is needed.



Post-Trip Procedures

Same as pre-trip, you should check all exterior and mechanical functions.

If you find something that is not operating properly, then write it up. Same with the interior. Also, you need to bring your coach back to the lot full of FUEL and DEF. You never know when a coach may need to go out for a last-minute thing. Make sure your grey and black tanks are emptied. Make sure ALL trash is thrown away, including bathroom trash can and rear lounge trash can. Pick up your bus, just like you do after you pull the brake at a venue. You never know who or when someone will walk up on your bus. How you leave your bus is a direct reflection of how you keep your bus on the road.



End of Tour

MAKE SURE YOU PULL ALL SHEETS AND PILLOWCASES, THEN PLACE IN DREAMLINER BAG; THEN PLACE BAG IN FRONT ON YOUR JUMP SEAT OR WINDSHIELD. WHEN OUR CLEANING STAFF RETURN WITH YOUR SHEETS AND COMFORTERS, THEY WILL PLACE YOUR LAUNDRY BAG ON THE JUMP SEAT, DRIVER SEAT OR FRONT LOUNGE TABLE.

IF YOU CANNOT FIND YOUR BAG, PLEASE WRITE THAT UP AND ONE WILL BE PLACED ON YOUR COACH FOR YOUR NEXT DEPARTURE. BEFORE WRITING UP FOR A NEW LAUNDRY BAG PLEASE CHECK THE COACH THOROUGHLY TO MAKE SURE THERE IS IN FACT NOT A BAG ON THERE.

WE HAVE GIVEN WAY TOO MANY AWAY THIS PAST YEAR. THESE BAGS SHOULD STAY WITH THE BUS AND NOT BE USED FOR PERSONAL THINGS. ALSO, FOLD ALL COMFORTERS AND PLACE THEM ON THE FRONT COUCH.

YOU SHOULD NOT BE BRINGING TWO SETS OF SHEETS BACK DIRTY. ALWAYS KEEP ONE CLEAN SET ON THE COACH, WHEN YOU BRING TWO SETS OF SHEETS BACK DIRTY, IT SETS OUR HOUSEKEEPING BACK AT LEAST TWO HOURS ON THAT BUS. WHICH THEN CAUSES A DOMINO EFFECT ON THE REST OF THE WORKLOAD.

MAKE SURE ALL FRIDGES, COOLERS, AND FREEZERS ARE CLEANED OUT. ALSO MAKE SURE ALL CABINETS AND DRAWERS ARE CLEANED OUT, AND NO FOOD OR ANYTHING ELSE IS LEFT BEHIND. NOW, IF YOU ARE GOING TO BE THE SAME DRIVER COMING BACK ONTO THE SAME BUS AND WISH TO KEEP SOME ITEMS IN CABINETS, PLEASE LEAVE A NOTE SO THE CLEANING STAFF WILL NOT THROW YOUR ITEMS AWAY. ANYTHING LEFT OVER FROM THE TOUR NEEDS TO BE THROWN AWAY, TAKEN OR TAKEN INTO THE BREAKROOM IN BUILDING B AND PLACED ON THE TABLE. WITH THE NUMBER OF COACHES BEING TURNED EACH WEEK, THIS IS A VITAL ISSUE THAT NEEDS TO BE TAKEN CARE OF BY YOU, THE DRIVER.

HQ Trailer Dump Procedures

HQ Trailer Dump Procedures:

- When you are finishing a tour, and you're also pulling a trailer, you are to dump the trailer and then park the bus in its spot.
- Pull past the dump station behind building B and proceed to pull trailer as far forward as possible and dump next to the concrete curb on your P side. Somone from the shop will then move the trailer to trailer world.

East Trailer Dump Procedures:

- Take the bus to the upper lot and dump trailer up there and then park the bus in its spot.

End of Run (Same Tour) Procedures

- Exterior post trip will be the same, but interior is a little different. Still pull sheets and place in Dreamliner bag and place up front, and if it is time for comforters' fold and place comforters on the front couch. When you select that it is not an end of tour, the cleaning staff will see the fleetio and know not to remove any personal items.
- If you are pulling a trailer, HQ has about 15 trailer spots to park bus and trailer. Please use one of these designated spots. If you are not sure where they are, feel free to ask any shop personnel and they will be able to show you those spots. East trailer spots are also available in the upper lot where you can nose the bus in. If you are on a tour that picks up and leaves from the shop, and they want to sleep in, you are still responsible for the post trip duties.

Fines

- In the upcoming year (2025) we will be implementing **fines** for drivers who are not completely finishing their post trip duties. It will be a flat **\$200.00**, To avoid this fine please be thorough in **ALL** your post trip duties. As long as you do everything that you check off on your fleetio you will be fine.

No Living on the buses

- Once you have completed your post trip duties, you do not need to live on the bus. I understand we have many drivers who do not live in town, and if that is the case, then you will either need to drive home or get a room while you're in town.



Mechanic Shop

Make sure you are raising your tags when maneuvering in tight places or trying to get the bus parked. We have lost a lot of tires this past year due to this issue, and it's definitely one that can be avoided.

- Do not overfill your surge tank, Coolant needs to be halfway up in the sight glass not all the way up. Also, New buses have coolant level sensors in both the surge tank (one with metal cap) and the plastic reservoir tank. Make sure coolant is above both sensors.
- When performing your gen services, please make sure you update that service in your bus book every time. If you have a Tier 4 Gen take 5-6 quarts of oil. If you drain the oil out of the front drain valve, its closer to 5 QT, but if you pull the gen out and drain from the drain plug at the bottom center of the pan, then it takes closer to 6 qt. When filling your oil back up in the gen, put about 5 qt in and then check your level. Fire it up for a couple minutes and then shut it back off letting the oil settle settle and then check level again. This ensures that the proper level has been achieved and you're not over filling these generators with oil causing major problems. Just to remind you, we have 3 different styles of generators. Regular Kabota; Tier 4 Kabota and Isuzu, again this is why it is so important to show up early and perform a proper pre-Trip.
- There are times it is difficult to type out on your fleetio what the problem is you are having, please make sure you leave a note for the mechanic to call you so you can accurately describe the issue at hand.
- If you are having mechanical problems on the road, try and diagnose the issue as best you can so when you call in for help you can give the on-call mechanic as much information as possible. Please don't call in and just say my bus doesn't work. No one expects you to be a mechanic, but it is very helpful to give an educated guess. Just by doing that, it can save a lot of downtime and money when trying to get the issue fixed.

Interior Shop

- **Your pre-trip is very important!** We have 5 different interior builds, and while there are a lot of similarities, they are also very different from each other. This is why when moving into a new bus you should be here early, giving yourself time to go over every aspect of your bus and know the systems so there are no issues on the road that could be avoided by simply getting to know your coach.
- If you are having an issue on the road, please contact the Tech support line first. If that phone doesn't get answered immediately, please leave a detailed message with your name and bus number and issue you are having and give the tech a little bit to give you a call back. Also, feel free to text that information as well.
- You never know if he is on another call or up on a bus fixing an issue. Please be practical about what is a major problem and what is not, and as always:
- **STAY CALM AND IF THE CLIENT ASKS WHATS GOING ON BE PROFESSIONAL AND LET THEM KNOW THIS ISSUE IS BEING HANDLED.**
- Make sure you properly shut down your coach when leaving. We are having too many buses that have dead interior batteries and inverters simply because they are not being shut down properly.
- Cold weather season is here, make sure you properly drain all water systems. As well as make sure you are properly dumping black and grey tanks at the end of each run.

Heather
Overton- Amos

Co- Drivers



Steve Hoker

Travel





TRAVEL

- Primary Drivers: All flights/ground transportation to and from the yard for a tour are the driver's sole responsibility for all runs, unless approved by the office
- Co-Drivers: Ground transportation/airport parking is billable to the tour
- If you cannot enter Canada, it will be the primary driver's sole responsibility to pay for the replacement driver's travel and accommodations to cover your run, and you will forfeit day rate and per diem until reunited with the tour

Ryan
Eldredge
Controller



Emburse Spend



Policy Refresh:

- Credit Card Expense: Upload receipts only when they show in the Emburse Spend Dashboard under “Suggested Expenses”
- Credit Card Expense: Your receipts should be submitted no later than 5 days
- Reimbursements: Expenses paid by you on behalf of Dreamliner

What's improved:

Help us improve:

- Coach supply purchases; Only purchase what's needed and approved or requested by tour. Supplies should not be purchased ahead of time.
- Choose the correct project/tour and class/coach #
- For questions contact Ashlie Shay

Phone: 615-814-4860 Email: ashay@dreamlinercoaches.com

Ashlie Shay

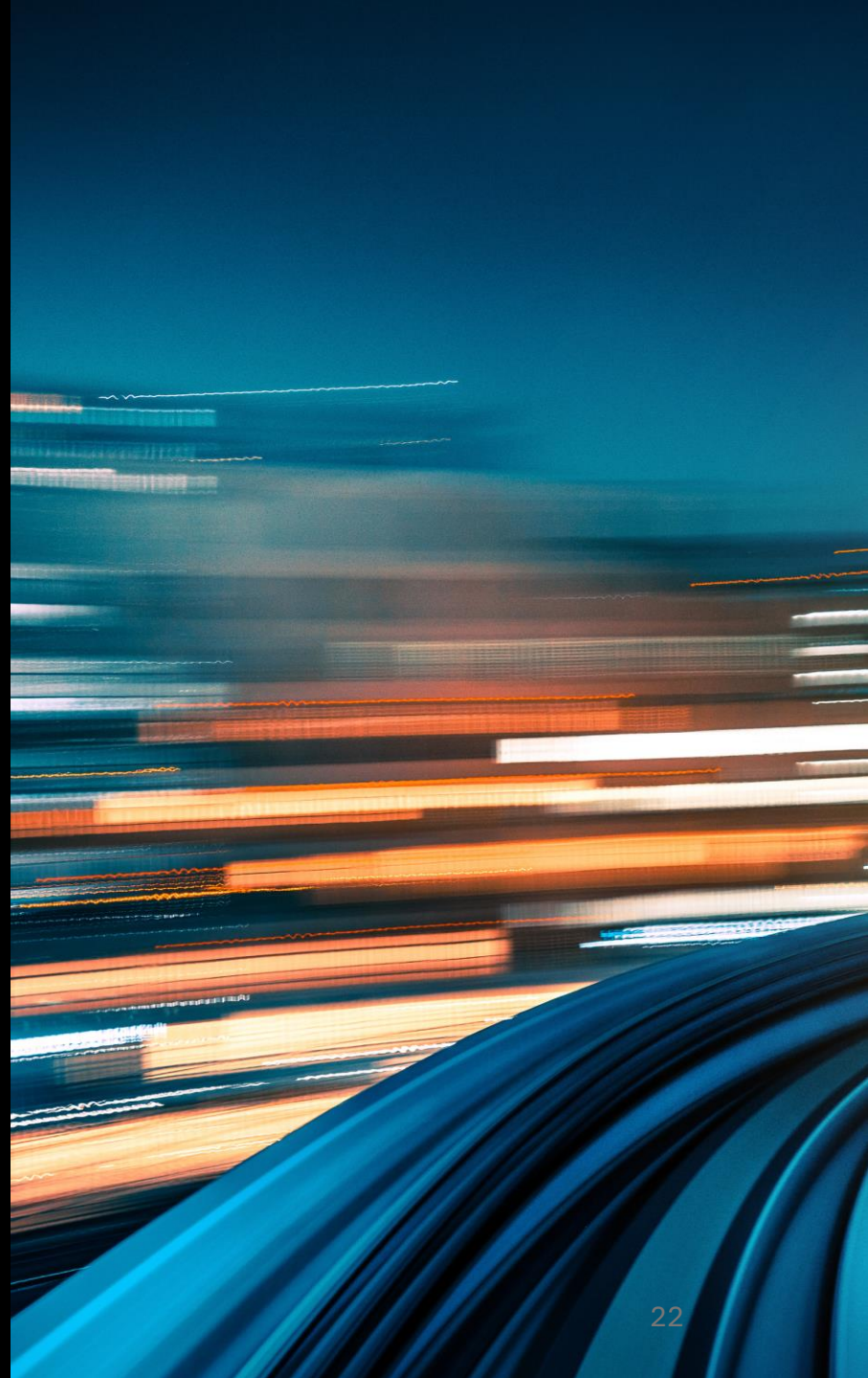
Emburse



Uber for Business

- **Sign up link will be sent Monday December 16th, 2024**
- **Why Uber for Business?**
- **No receipts!**
- **A project and a memo is required**
- **Primary vs Co Driver**
- **If the tour has their own account, use that.**
- **For questions contact Ashlie Shay**

**Phone: 615-814-4860 Email:
ashay@dreamlinercoaches.com**



Jonathan
Ethridge

Safety &
Compliance
Director



Safety Issues

Cell phone usage while operating a CMV. It is against Dreamliner Company Policy as well as against DOT Regulations to use a handheld device while operating a CMV. Dreamliner Coaches is implementing a 3 strike and you're out policy going forward that if you are caught on camera driving a Dreamliner Bus you will begin to be put on a Corrective action plan.

- 1. Verbal warning
- 2. Written and verbal warning
- 3. Termination

This is a serious offense and if you involved in an accident and the cameras are used in the accident investigation it could severely affect you the driver as well as Dreamliner Luxury Coaches depending on the severity of the accident!!!

Safety Issues

Cameras in the coaches. Please do not cover the cameras in the coaches going forward. If for some reason the tour comes to you about covering the camera then let me know so that I can address any concerns that the tour may have about the cameras. The cameras are there for your protection in case of an accident that in which you are not at fault. It also helps us in litigation with insurance companies in the case of an accident as well as law enforcement in order to assign blame for the accident. The covering of the cameras include tape, hats, bus binders, etc. that are put over or in front of the camera in order to shield the driver area from the view of the camera.

Backing Policy

Multiple Bus Tours:

On a multiple bus tour the lead driver is responsible for either backing all other buses into the assigned areas of the venue or mandate another driver to be the designated spotter for the length of the tour. If the tour is large enough to have an A and B party then the lead driver will be responsible for assigning a designated spotter for one of the parties and the lead will be the designated spotter for their party.

Single Bus Tours:

On a single bus tour, the driver will need to get with the tour manager in order for the driver and TM to mandate a designated spotter for the length of the tour. No venue security personnel should be relied upon to spot the drivers into the designated parking spot at the venues.

Backing Policy

For any accident that involves backing, the driver and the designated spotter will be required to give a written statement as to what happened and what may have caused the accident to happen so that management can review the accident.

Punishment: If a driver is found to be at fault for a backing accident, that driver will be put on a corrective action plan. The corrective action plan will be a 3-step process for all accidents where the driver is considered at fault, and multiple accidents take place in the same calendar year.

Corrective Action Plan

1. Written Verbal Warning of the accident and what actions could have been taken to prevent the accident. This will be added to the driver personnel file with HR and day of training with the on-site driver trainer.
2. Written Final Warning that will be placed in the drivers personnel file with HR, and another day of training will be done with the on-site driver trainer on what is deemed to be needed based on the nature of the accident.
3. Termination as approved by management.

Motive Login

1. Downloading the Driver App.
2. Logging into the Driver App.
3. Tap on the Login button on the screen.
4. Enter your username. This is the username that I have assigned to you not your email address.
5. Enter the password: Dreamliner1

Connecting to the Vehicle

1. On the logs page, tap NO VEHICLE in the top right corner.
2. A search bar and list of the coaches within the company will appear.
3. Select the proper vehicle, most of our coaches are numbered, but there are still a few named coaches, if uncertain call me and I will check to make sure it is not named.
4. Ensure that your Bluetooth is enabled on your mobile device before you connect to the gateway.
5. Your mobile device will automatically attempt to connect to the gateway that you select.
6. Once connected you will see a green ELD icon in the top right corner on the main logs page to indicate that you are successfully connected to the gateway.

Recording Drive Time and Duty Status

1. When you are connected properly to ELD Drive Time is recorded automatically once the Coach goes over 5mph. It will automatically update your duty status to Drive.
2. You also can change your current duty status when connected by tapping the duty status bar in the top left corner of the screen to on duty, off duty, sleeper. You may only do this when the vehicle is not in motion.
3. If the Coach remains stationary for 5 minutes a message will appear and ask if you like to change your current duty status or remain in drive. If a selection is not made in a minute and no movement has occurred then the ELD will automatically put you into ON DUTY.

Fuel Cards

- Please let me know if you have any issues with the WEX card when trying to get fuel. I do not care what time of night it is if you need fuel and there is a reason you can not get it then I need to know so that we can get you going as quickly as possible.
- Be sure when using the fuel card for fuel purchases that you are entering the correct information, your 4-digit pin and your unit # is correct. Be aware that sometimes it may be the pump that you are at also and that you may need to go inside in order to get the pump started.
- The WEX card can also be downloaded into your driver apps that you may have with Pilot/FJ, Love's, TA, etc. Most of these apps will give you the option of having pump start in order to cut down on your time at the pump as well.
- With having the card loaded into your apps you are also getting 3-4x the points on all transactions, so I recommend putting the card in the apps so that you get the most points available to you!

Fuel Card

- Your WEX fuel card will work anywhere that you need to get fuel. It will also work inside of Pilot/FJ, Love's, TA, etc. and will not need a pin in order to buy items needed for the bus. These items are all your proprietary items such as oil, anti-freeze, washer fluid, etc.
- Any other purchase that you make at a 3rd party vendor such as Walmart, Lowes, Home Depot, etc. be sure that the WEX card is being run as a credit card. If the person is not running it as a credit card and as debit the transaction will not go through. Also if using self checkout and are prompted for a PIN hit the red X to run as credit.
- And lastly with the fuel cards please continue to enter the fuel receipt that you have into the Motive App for IFTA purposes. This needs to be done everytime that you fuel the coach. If you need help doing so please don't hesitate to come see me after the meeting and I will show you how to enter those into the App.

Paperwork and Driver Files

- If you need to update any personal information that I have on file, please come see me after the meeting for me to get that information updated for you.
- Always send me any new CDL's, DOT Medical Cards, Passports, etc. I need to have these sent to me in order to make sure that all of the information that I have is current on file in the case of a DOT audit.
- Make sure that you are Self-Certifying in the States that require you to do so with your Medical Card. If you have a question or need help doing so never hesitate to come by my office for us to get that done. Failure to self-certify in certain states will cause your license to be downgraded to a Class D and you will not be able to drive until the issue is resolved.

Cheryl Tucker

Accidents &
Workers Comp



Reporting Accidents

- All accidents, bus damage, and injuries (whether related to an accident or not) *should be reported to me immediately, even if no other vehicle, person, or property was involved.*
 - **Contact information: 615-306-3165**
 - I am the one who is responsible for reporting to our insurance company and handling the claim. So, it is very important that you call me to report.
-



This Includes...

- Colliding with another vehicle or hitting a parked vehicle
- All comprehensive claims such as when hitting a stationary object such as a pole, gate, or tree branches
- Hitting road debris
- Hitting an animal
- Your tour has damaged the bus
- You discover vandalism
- One of your passengers falls or claims injuries either inside the bus or stepping out of the bus
- You have been injured on the job, whether you need urgent care or not

Reporting Is Mandatory

You should always report

Putting it on your post trip is not sufficient

Telling someone else who doesn't handle accidents is not sufficient



Timelines of reporting is CRUCIAL!

- Details are fresh on your mind
- Very important, especially when there is a disputed claim
- You may need to get a DOT drug and alcohol test (arranged by Jonathan)
- Reportable claims should be reported to our insurance carriers within 48 hours, ***unless catastrophic, then they must be filed immediately***
- Worker's comp injury claims must be reported within 24 hours
- The body shop can order parts and schedule the repair, which means a quicker recovery for the bus
- Will & Paige can make adjustments on the schedule if needed
- **Statistics show quick reporting results in greater financial recovery! Reporting after 48 hours can increase our yearly insurance cost**

Accidents Versus Incidents

- For discussion purposes, accidents are those involving a collision with another vehicle or person
 - Incidents are those that are comprehensive, when you hit a **stationary object** such as a pole
 - **ACCIDENTS**
 - Much information is needed for a successful claim!
 - A successful claim is when we are able to recoup the loss and prove non-liability if not our fault, or we are able to reduce the cost if we are at fault
 - ALWAYS BEST TO: **CALL THE POLICE**, unless on private property. This is for all accidents involving other vehicles. **IF PRIVATE PROPERTY**, such as private parking lot or hotel, report to security or management. **IF A VENUE** report to security, or venue management, and the tour manager or production manager
-



Take LOTS of Pictures

- Pictures should be either sent to my email or put into documents in Motive. If you send them to my phone, I must email them to myself
- Include bus damage
- Location of accident or incident
- Pictures of other vehicle or property involved – clear pictures are necessary
- License plate of other vehicle (if a tractor trailer- license plate of both the semi and the tractor trailer and the DOT number)
- Driver's License of the other driver
- Pictures of the scene of the accident
- Property damage pictures if there is property damage
- Picture of the registration
- Picture of the insurance card of the other vehicle (sometimes police miss this entirely on reports)
- Picture of the crash report given by the police



More to Report ...



- Bus number
- Number of passengers
- If anyone was hurt in the bus
- If anyone was hurt in the other vehicle. Was the vehicle towed away?
- Did anyone receive a citation?
- Incident report information if at a venue or private property. Contact information for all involved

INCIDENTS/BUS DAMAGE

- Still report damage to me
- Take lots of pictures
- Still report to others if property was damaged such as you hit a hotel awning, and the hotel awning was damaged.

YOUR FULL COOPERATION IS NEEDED FOR US TO RECOUP ANY MONEY BACK.
YOU CANNOT DO YOUR OWN REPAIR! WE HAVE A FULL TIME BODY SHOP FOR THAT.

Personal on the Job Injuries or Passenger Injuries

- Report BEFORE you go to a facility, if possible, as worker's comp has certain locations that will speed up the process
- Urgent Care facilities are the best if not life threatening
- If life threatening or there is no Urgent Care close by, then the nearest ER is okay
- ALWAYS tell them it is a Worker's compensation injury
- Save all documents and forward them over to me
- Documentation of what happened is needed
- Contact name and numbers if any passenger is hurt
- Worker's compensation claims must be filed within 24 hours, so it is imperative that you REPORT IMMEDIATELY

Jayme
McFadden
HR/Payroll



Damian Holton

VP of Tour
Operations



PRE-TOUR

- Drivers will pre-trip their coach in Fleetio 24 hours before departure when moving into a “new to you” coach for a period of more than 7 days. You should arrive during shop hours (8-4) to complete a pre-trip and have issues corrected on your coach.
- You will be compensated \$200 day rate, a hotel, no per diem
- Dreamliner Travel Dept will book the hotel room
- If you are going back into your coach, you need to arrive during business hours to pre-trip your coach
- You can follow your coach on Fleetio for repair updates

BILLABLE ITEMS

- Tour requested items
- Laundry detergent, fabric softener, etc.
- Re-stock items for cleaning/paper supplies/tank treatment
- Coach detailing items (tire dressing, wash wax, waterless wash, quick detailer spray, etc.)
- Air Fresheners (plug-ins, candles, etc.)
- Towels (hand towels, bath towels, washcloths)
- Coffee re-stock
- Coffee makers (there is one provided)
- DO NOT GO CRAZY IN WALMART

ATTIRE

- When operating a coach in the presence of a client, you **MUST** be in Dreamliner branded clothing.
- Please mail items to:

Dreamliner Luxury Coaches

ATTN Adele Ragan

7471 Old Hickory Blvd

Whites Creek, TN 37189

Email Adele@dreamlinercoaches.com



WHATSAPP

- You are required to download the app
- Messages will come to you from the office, shops, etc.



REMINDERS

- Bus washes for snow removal, please leave a note on Emburse, 1 wash a week unless approved through the office or tour
- When calling office staff, leave a voice or text message and allow 15-30min for a response. If it is an emergency send a 911 text...emergency is loss of life, border issues etc. Stay calm in all situations, we will get back to you.
- Keep the noise down! All eyes and ears are on Dreamliner. Stop the rumors and negative talk.
- Do NOT take your coach home without permission from the office.

HIGHLIGHTS

Trailer rate is now \$100

Bed kits in coaches are now STAR COACH PAY!

You will be compensated for working on a coach at the rate of \$80 per hour, with approval from the shop

AFTER HOURS #615-562-2945

OFFICE MAIN LINE #615-876-9000

NO MORE FUEL RECIEPTS IN EMBURSE,
ONLY IN MOTIVE



Charter Agents

Katie Smith

Paige Pentecost



Will Hemphill

Amy Woolf

Driver Awards 2024

Bruce Doughty
Maintenance Award
Thomas “Colonel”
Robinson

Helping Hand Dewayne Friar

Safety Award

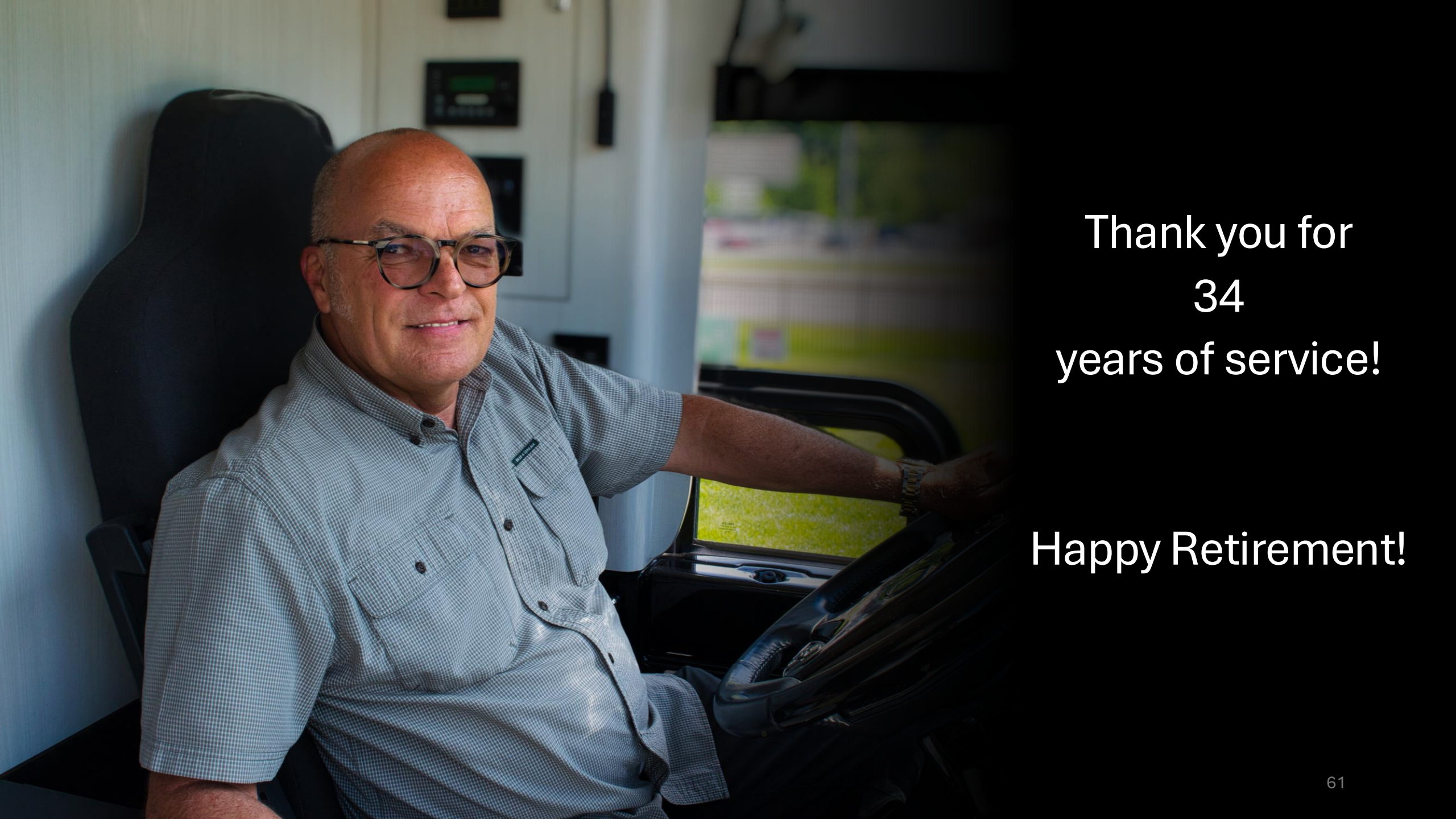
Paul Vanderwey

Road Dog (highest mileage) Chris Cole

Rookie of the Year Blade Herrera

Co-Driver of the Year Travis Lewis

Ron "Bear" Jones
Driver
of the
Year
Josh Easter



Thank you for
34
years of service!

Happy Retirement!