

Six Questions to ask to ensure your trip is successful



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There is a lot to think about when choosing a motorcoach provider. We get it. We believe that you deserve to have a trusted partner that takes away the worry. Here are six questions to ask a bus company to ensure your next charter is successful!

QUESTION #1:

Does the company have an on-time promise?

We understand how important your schedule is, and that is why we take our on-time performance very seriously. We monitor and track our on-time performance and last year, we had a 97% on-time performance rating.

QUESTION #2:

Does the company take safety seriously?

Ensuring your trip goes without a hitch, is a top priority for our entire team. Here are a few specific questions to ask, to confirm the bus company is taking safety seriously.

-Question 2.1: What steps do the company and drivers complete for trip planning?

Our dispatch and sales staff review every trip itinerary in advance to certify the trip can be completed within the hours of service regulations. These regulations are important, as they help guarantee the drivers are able to get adequate rest and operate, when they are most alert. We take into account the amount of miles, the type of roads being traveled on, the amount of stops requested, the time of year and possible weather considerations that may be encountered. All of these can impact the amount of time needed to get to your destination. In addition, we check to ensure that all the stops on your route can be accessed by a motorcoach and are safe for us to be there. The drivers are also provided with the trip details and itinerary in advance, and research the best route to take. Drivers also monitor changing weather and road conditions along the way and make adjustments as needed.



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-Question 2.2: Is there a limit on the amount of miles we can drive in one day? What if we need to go farther?

While many factors impact this, a general rule of thumb is 500 miles. The type of roads traveled on, the amount of stops, time of year, and time of day are just some of the contributing factors. Don't worry though, our team will help review your itinerary to confirm we are able to do it without an issues. If you need to travel farther than that in a day, our team can set up additional relay drivers along the route, to guarantee your group's safety and all drivers remain within the regulations.

-Question 2.3: How do you handle bad weather or other unforeseen circumstances?

All of our drivers are trained on driving in inclement weather and road conditions of all kinds. If at any time they feel it is unsafe to travel, they will work with your team, as well as our team in the office, to ensure you and your group are taken care of. We have a dispatcher available to all of our drivers 24/7.

-Question 2.4: What do you do to ensure your vehicles are safe?

Our drivers conduct a pre-trip inspection at the start of the day, as well as a post-trip inspection at the end. These inspections check key components of the motorcoach, such as tire pressure, fluid levels, the engine compartment, belts, overall condition of the coach, as well as many of the creature comforts. If they discover any issues that would impact the safe operation of the vehicle, the drivers contact our maintenance staff immediately, to either repair the issue or replace the vehicle, before it ever leaves our facility.

-Question 2.5: How do you screen your drivers before hiring?

Our drivers meet all FMCSA standards as a qualified driver. This includes a review of their Motor Vehicle Record to ensure there are no excessive violations and no positive drug and alcohol testing history. Our drivers also complete and pass a road test with one of our safety coordinators before ever transporting a passenger. This allows drivers to demonstrate their skills behind the wheel before hire. Most of our operators also come to us with at least 2 years of prior CDL driving experience.



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-Question 2.6: What speed can your vehicles travel at?

Our drivers will follow all posted speed limits, however, this speed will not exceed 75MPH. We have a GPS monitoring system that also tracks vehicle speed. Our operation's team is alerted any time a driver exceeds a posted speed limit, and the driver will receive coaching.

QUESTION #3:

If the bus breaks down, how do you know you will be taken care of?

Arrow Stage Lines has a vast nationwide network. In the event of a very rare breakdown, our operational teams are able to use our 12 nationwide locations, robust industry affiliations, and ANGL, to keep you moving toward your destination. On average, during those rare occasions, trips are only delayed 74 minutes, nationwide.

QUESTION #4:

How do you know your bus company is cleaning the buses to the standard you deserve?

The safety of our passengers has always been our top priority and that starts with the cleanliness and disinfecting of our vehicles. Here are a few specific questions to ask, to make certain the bus company is taking safety seriously.

-Question 4.1: Does the bus company disinfect their vehicles?

While we are focused on more frequent cleaning and disinfecting in our own homes, the same is true for preparing our motorcoaches. We complete an intensive cleaning and disinfecting process before and after each trip. Our process includes specific cleaning methods for different areas of the motorcoach, while also paying close attention to highly used areas that include: handrails used for entering and exiting the vehicle, arm rests, driver steering wheel, dash area, head rests, window sills, restroom door handles and hand rails, and baggage door handles.



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-Question 4.2: What type of decontamination systems do they use?

In addition to intensive cleaning and disinfecting before your trip, Arrow Stage Lines has also invested in Curis Portable Decontamination Systems. The EPA Registered CURIS Decontamination System provides a No-Touch, Whole-Room, Whole-Vehicle delivery system of 7% Hydrogen Peroxide Fog which kills 99.9999% of germs. We have Curis Decontamination systems in each of our primary Arrow Stage Lines' locations. The units are also mobile and can be set up and used in any vehicle, anywhere, and any at time.

We have accelerated the schedule for use of the Curis Decontamination system in our motorcoaches. The Curis Decontamination system will be used every 120 days at a minimum, in each of our motorcoaches. If a passenger or driver is seen to have flu like symptoms while on a charter, the vehicle will be decontaminated immediately upon return to an Arrow Stage Lines' facility.

-Question 4.3: Will there be hand sanitizer on your motorcoach?

Arrow Stage Lines has also installed hand sanitizer dispensers at the entrance and lavatory areas of the motorcoach. We strongly encourage passengers to remember to sanitize and wash their hands often.

-Question 4.4: What is the onboard air quality like on the motorcoach?

Our motorcoaches are equipped with standard main HVAC MERV 5 or higher filter media. These filters capture respiratory droplets, including those associated with the Covid-19 virus. Current CDC guidance also recommends maximum fresh air exchanges, which our motorcoaches meet this recommendation by providing a minimum of six (6) fresh air exchanges per hour (once every 10 minutes) and roof vents that can be manually opened to increase fresh air flow into the vehicle. These measures, combined with wearing a mask, social distancing on the vehicles, and the air circulation, make motorcoaches a safe and efficient form of travel.



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QUESTION #5:

How do you know your driver has received proper training so you know your driver will be safe?

Arrow Stage Lines' drivers are among the top industry professionals. Our drivers are highly trained in safety, operational procedures, and customer service. Arrow Stage Lines' drivers must complete over 90 hours of training and education prior to being certified to drive for Arrow Stage Lines. Additionally, all drivers must complete a number of continuing education courses throughout the year to stay current with training.

All Arrow Stage Lines' team members must pass a drug screen prior to employment, and Arrow Stage Lines' drivers are subject to random drug and alcohol testing, that exceed the DOT standard.

QUESTION #6:

Is the company locally owned and can we come visit your fleet?

We are locally owned and operated. Arrow Stage Lines started over 90+ years ago in Norfolk, Nebraska and has expanded to multiple locations nationwide. At each location, we have full service maintenance, operations, and an office facility to handle all of your charter bus needs. Do you want to stop by? Come on in! We are open to show you our facility and all of our motorcoaches on the lot!

Life is too short to worry about your motorcoach transportation. Leave the worry behind and book your next charter now with Arrow Stage Lines!

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