

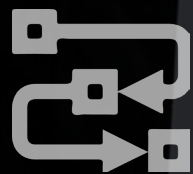
Championship Travel Ground Transportation



NCAA GROUND TRANSPORTATION DEPARTMENT
Driven NCAA Championships

Phone: **844-814-3939**

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STM Driven Process

Policy

- ✓ **Teams that FLY** to championships are required to use STM Driven for transportation at site of competition. *STM Driven bus use not required for Bowling Teams.*
- ✓ **Teams that DRIVE** to championships site or need transportation from their campus to their departing airport (including returns) should arrange their own ground transportation in accordance with the [NCAA Ground Transportation Safety Standards](#).
 - **Due to the challenges in the bus industry**, it is recommended that teams anticipating post-season NCAA Championships play should contact their regular season provider (or other companies in the area) to secure buses in the event they may travel via bus to the championship.



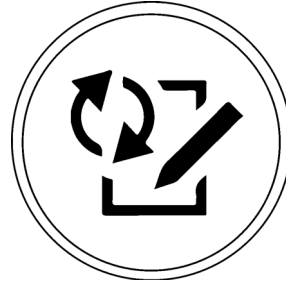
- ✓ **Driver Hotel Rooms and Gratuity**
All bus drivers' hotel rooms are to be arranged by teams.
- ✓ **If a Fly team does not use STM Driven's held bus equipment**, the team will be billed back for any cancellation fees imposed.

STM Driven Process



STEP 1

Vendors are vetted, All vendors used must meet NCAA Safety Verification and COI standards



STEP 2

Equipment is sourced and pre-contracted for full day service rates

- Pre-Determined Sites
- Non-Pre-Determined Sites



STEP 3

Once Selections are released, we assign the vendor and our Operations Coordinator to work with the schools to collect Itinerary and finalize booking.



STEP 4

All schools are provided with their confirmation with recap of the itinerary, in addition they are provided with their driver's name and cell phone number.

Bus Rates are not provided upfront, if requested we will provide a threshold rate 'not to exceed amount'. Exact cost cannot be determined until final invoice is received.

STM Driven Process



STEP 5

Vendor invoices are collected post travel. Each invoice is audited, reviewing dates, rates and confirming any upfront deposits were applied. Additionally, we are reviewing for any miscellaneous unauthorized charges.

- Driver Gratuities
(teams pay desired driver gratuity)
- Driver Room verification
(teams provide driver rooms for duration)



STEP 6

Once audit process is complete, we create and generate an invoice to the school.



STEP 7

Outstanding invoices are monitored, if they remain unpaid, we work with NCAA to collect, typically after 90 days.



STEP 8

All vendor invoices are paid within 30 days



What to Expect Best Practices



Industry Trends & What To Expect



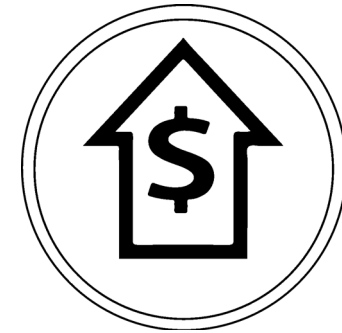
Demand is Driving Up Cost

Many Operators are inflating market rates during peak season and weekends.



Insurance Prices are Increasing

Up approximately 10-25% annually, regardless of vendor performance.



High Interest Rates

Challenging for operators to purchase new equipment. Price of coaches have gone up 100k post covid and with higher interest rates.

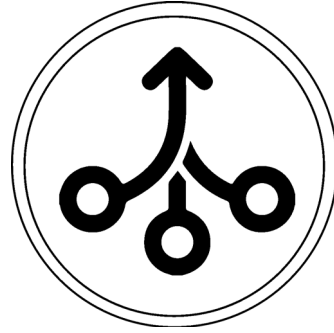
Average day rate has increased by approximately \$120 per day, higher in some regions.

Industry Trends & What To Expect



Fuel Fluctuations and The Response to Fuel Surcharges

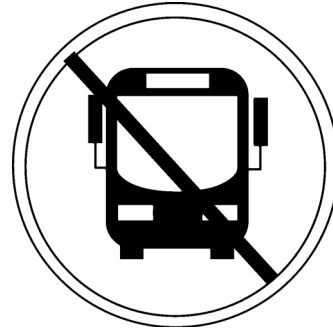
Vendors have either chosen to raise their prices across the board or add a surcharge that provides flexibility should prices go up.



Consolidation

Larger companies purchasing medium size companies.

In regions that geographically make sense. Some smaller companies will remain because there isn't enough value for Private Equities to buy.



Manufacturers Racing to Get Capacity Back.

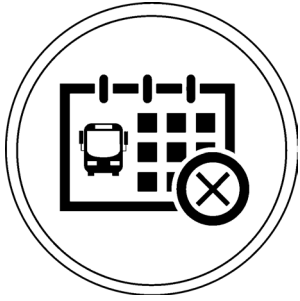
There are still supply chain issues creating challenges for manufacturers to maintain pace.



Competition for Motorcoach Availability is No Longer Local

DMC/Event Management companies are deadheading equipment in from LONG distances for large events.

Industry Trends & What To Expect



The DMC/Event Management Companies are Being Dropped By Local Carriers 2-3 Weeks In Advance of Events Which is Further Inflating Rates.

DMC/Event Management companies are booking buses for larger events further in advance which is tying up local availability.



Understand The Importance of Securing Ground Transportation Early,

Business is booking further in advance.



Tour and Travel Industry Occupying The Market

Tour business promises a guarantee with set dates. Expect continuation of Deposits and enforced penalties for cancellations.

Best Practices

✓ **Hold buses**

Schools should be working with their local provider if they anticipate campus to campus post season travel.

- ✓ Bus companies are consistently in sold out situations – book well in advance! Academic and Tour travel is back!
- ✓ Airport transfer service is not recommended last minute. We contract buses for duration to ensure transportation is available when it is needed.

✓ **Expect Increased Cost**

Due to the increased Operational costs (driver wages, equipment maintenance, administration, fuel costs, etc.,) expect daily bus rates will continue to increase.

✓ **Must book vendors in compliance**

with [NCAA Ground Transportation Safety Standards](#)

✓ **Be Mindful of Online Brokers**

Online brokers requiring nonrefundable deposits upfront without actual bus availability.



Best Practices

Online brokers require nonrefundable Pre-Payments and terms of their contracts often allow brokers to cancel service while keeping your deposit!

The Better Business Bureau lists the below complaints among the most common with online bus brokers:

- **Unsafe Driving and Navigation Issues:** Many brokers partner with low-cost vendors, leading to complaints about drivers who can't safely navigate or are unfamiliar with routes.
- **Unprofessional Drivers:** Incidents of rudeness, inappropriate behavior, and language barriers are common.
- **Late or No-Show Buses:** Brokers often cancel at the last minute if they can't secure a bus at their desired rate, leaving teams without transportation.
- **Equipment Issues:** From broken A/C to dirty buses or damaged parts, the condition of vehicles often doesn't match what was booked.
- **Unresponsive Customer Service:** When things go wrong, brokers are notorious for slow or non-existent customer support, especially when it comes to refunds or recovering deposits.

In contrast, securing your transportation through a Travel Management Company offers **DEDICATED SUPPORT**, **RELIABILITY**, and **SAFETY**.

