UMA program updates & upcoming events for Members

UMA Online TOWN HALL

Housekeeping

- **Please keep your microphone muted.**
- **Please refrain from sales/promotion in the chat room.**
- **Thank you! Enjoy the meeting.**

LMA Online TOWN HALL

rcoachNEWS

POWERED BY LMA

PINION · CONTACT US · TRENDSETTERS INDUSTRY SHOWCASE · CALENDAR

E SHARE YOUR STORY IDEA WITH US SUBSCRIBE FACEBOOK TWITTER RSS

Today's Agenda

1—Motorcoach Minute *featuring the voice of Kevin Creighton*

2—Welcome & Intro

- Larry Killingsworth, UMA President/CEO

3—Legislative Update

- Ken Presley, UMA

4—Business Technology to Power your Company

- Trisha Fridrich, The L&W Team

5—Group Destinations: Atlantic City

- Heather Colache, Meet AC

6—Remembering Past EXPOs

- Larry Killingsworth, UMA President/CEO
- Jack Forbes, Prevost

6—Overdrive *featuring all of you*

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LEGISLATIVE UPDATE

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When will Congress pass a financial relief bill?

CERTS Act

- Post election (lame duck)?
- December 8 – Governors certify election.
- December 14 - Electoral College meets to certify the electoral vote.
- All bills expire at the end of the 116th Congress – January 3rd
- Reintroduce the CERTS Act
- Georgia U.S. Senate Elections January 5th
- Determine control of Senate.
- Presidential inauguration – January 20th
- Stimulus/Relief Bill?

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COVID Stimulus/Relief Bill

We have come this far!!

Full court press.

Watch daily UMA NewsFLASH

Watch for special alerts from UMA

Keep up pressure on legislators.

Watch for cues to reach out.

- React swiftly
- Email
- Call

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FOR ANYONE CONCERNED WITH

COMPLIANCE & SAFETY

UMA SAFETY MANAGEMENT SEMINAR 2020

Bring. YOUR. Team.

UMA Member

$119 (individual)

$199 (Team - same company up to 5) *< Best value!*

Nonmember

$179 (individual)

$349 (Team - same company up to 5)

December 1-3:

Back to basics. Back to business.

www.uma.org/safety

BUSINESS TECHNOLOGY

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NOW IS THE TIME FOR TECHNOLOGY

United Motorcoach Association

THE L&W TEAM

WHO AM I?

OPERATOR
TURNED
TECH NERD

THE L&W TEAM

YOU SHOULD BE INVESTING IN TECH IF YOU ARE...

- FILING
- DATA ENTRY
- CHASING DRIVERS FOR NEXT DAY SIGNATURES
- HAVE DRIVER SCHEDULES POSTED ON A WALL
- HAVE ONE EMPLOYEE WHO HAS ALL THE ANSWERS
- INSURANCE COMPANY WANTS MORE DOCUMENTATION
- LOOKING AT A STACK OF PAPERS ON YOUR DESK RIGHT NOW
- ARE SO BUSY THAT YOU CAN'T GET TO THE BOTTOM OF YOUR TO-DO LIST
- WANT TO MAKE MORE PROFIT

THE L&W TEAM

WHY?

HUMANS DON'T DO THINGS
THE EXACT SAME WAY EVERY TIME
HINT: Robots do!

YOUR TIME BELONGS TO YOU,
not your paperwork

IT IS LESS EXPENSIVE

THE L&W TEAM

HOW MUCH DOES YOUR PAPERWORK COST?

- Payroll
- Efficiency of Managers
- Information Transparency
- Travel
- Paper & Office Supplies
- Storage Facility
- Mitigated Risk

HOW MUCH DOES YOUR PAPERWORK COST?

When 10 hourly employees
spend 15 minutes per shift at $30/hour,
it costs $18,750 per year.

HOW MUCH DOES YOUR PAPERWORK COST?

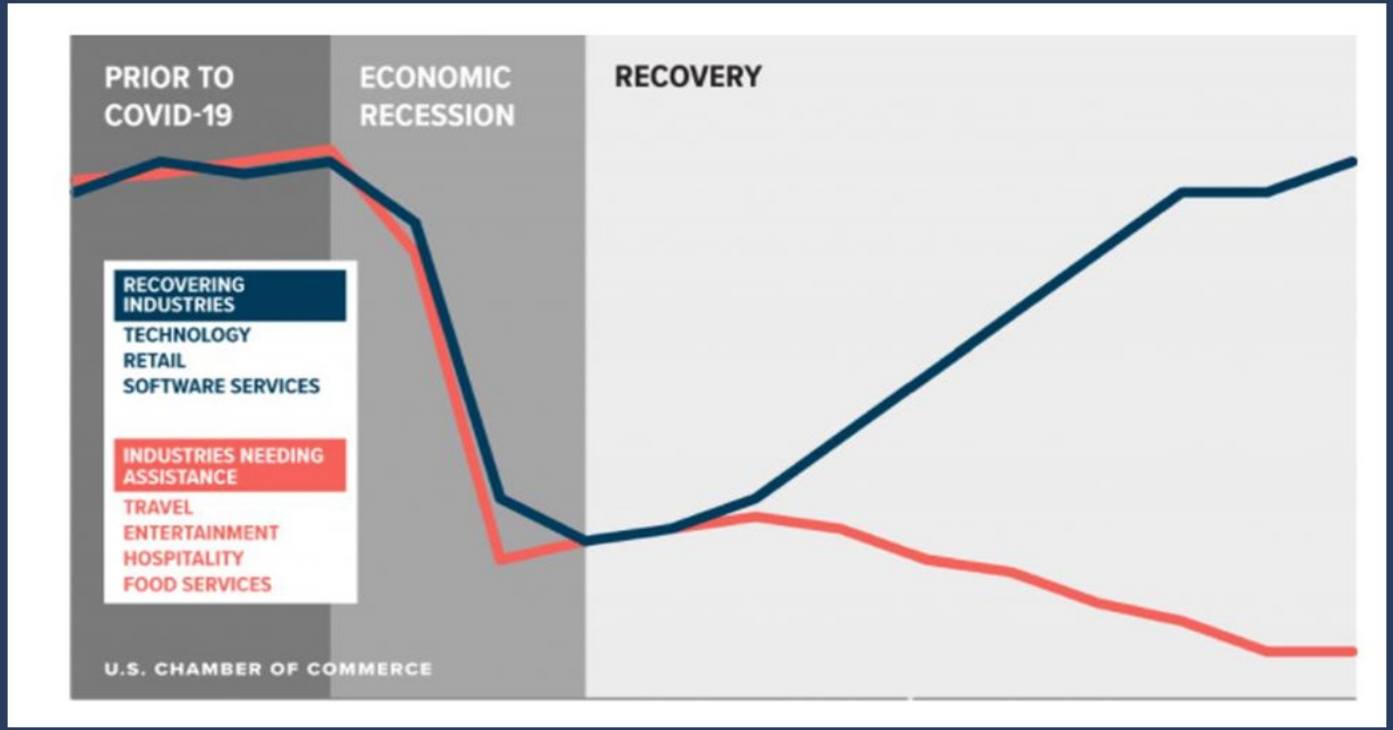
When managers spend
3.5 hours per week on paperwork,
it costs a month of productivity.

WHAT SHOULD YOU BE DOING?

- THINGS ONLY YOU CAN DO
- BUSINESS
- CUSTOMERS & CUSTOMER EXPERIENCE
- EMPLOYEES
- CULTURE

Online TOWN HALL

POST-PANDEMIC RECOVERY



THE L&W TEAM

WHAT CAN YOU AUTOMATE?

ANYTHING
you write on a piece of paper
or put into a spreadsheet

THE L&W TEAM

WHAT CAN YOU AUTOMATE?

- EMPLOYEE HEALTH QUESTIONAIRE
- TRIP EXPENSES / REIMBURSEMENT
- SCHEDULE BIDDING
- DRIVER PAY CALCULATIONS
- LINE RUN PASSENGER COUNT REPORTING
- INVENTORY MANAGEMENT
- BUS CLEANING REPORTS
- INSPECTIONS / DVIR
- INCIDENT / NEAR MISS REPORT

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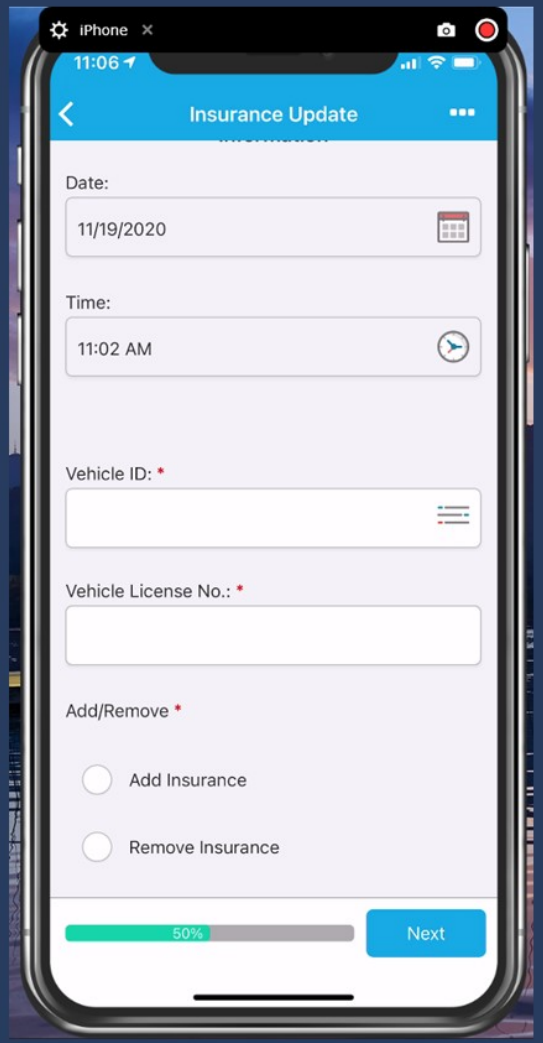
EXAMPLE



Insurance Update

No. 00014

Information

Date: 11/16/2020		Time: 02:49 PM
Vehicle ID: 1	Vehicle License No.: ABC123	Add/Remove Remove Insurance

New Signature

CURRENT INSURANCE ROSTER

VEHICLE	LICENSE PLATE	CURRENT STATUS	DATE OF LAST CHANGE	RECORD OF REQUEST
1	ABC123	Not Insured	11/16/2020 14:49:00	View Request
2	DEF456	Insured	11/16/2020 11:23:00	View Request
3	EFG567	Insured	11/16/2020 23:26:00	View Request
4	FGH678	Insured	11/16/2020 14:35:00	View Request
5	ABC123	Insured	11/16/2020 11:12:00	View Request
6	HIJ890	Not Insured	11/16/2020 11:26:00	View Request
7	IJK901	Not Insured	11/16/2020 11:14:00	View Request
8	HIJ890	Insured	11/16/2020 11:13:00	View Request
BIG BLUE	BCD234	Insured	11/16/2020 10:41:00	View Request
BIG RED	IJK901	Not Insured	11/16/2020 11:14:00	View Request

HOW DO I START?

- EVALUATION OF CURRENT TECHNOLOGY
  - Are you using it?
  - Are you using it to 100%?
- WHAT IS YOUR TEAM DOING?
- WHAT IS NOT GETTING DONE?

fastfield Array. Device Magic

THE L&W TEAM

OTHER TECHNOLOGY

- ONLINE SALES versus PHONE CALLS
- SLACK / TEAMS MESSENGER
- AUTOMATE YOUR MARKETING
  - Hootsuite with scheduled posts
  - Email Drip Marketing

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TIPS & TRICKS FROM TRISH

- BE CREATIVE
- BE OPEN TO CHANGE
- INTEGRATE or EXPORT
- START WITH THE WORST PROCESSES
- BE ANNOYED WITH WASTED EFFORT
- DO NOT SKIP COMPLIANCE

zapier

LIMO ANYWHERE

TBN THE BUS NETWORK

samsara

SAUCON

distinctive systems

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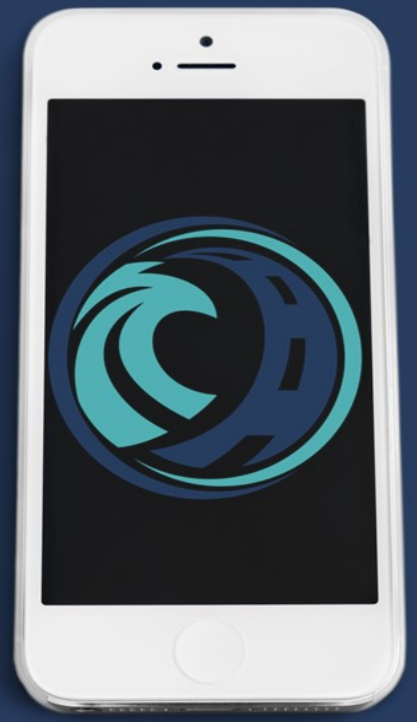

TECHNOLOGY WILL SAVE YOU TIME AND MONEY

THE L&W TEAM

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West Richland, WA
Raleigh, NC

GROUP DESTINATIONS MEET AC

UMA Online TOWN HALL

ATLANTIC CITY
#ExperienceAtlanticCity

MEET AC

ATLANTIC CITY
CONVENTION & GROUP SALES

https://meetac.com/

Heather Colache, CTIS
Tourism Account and Film Commission Director

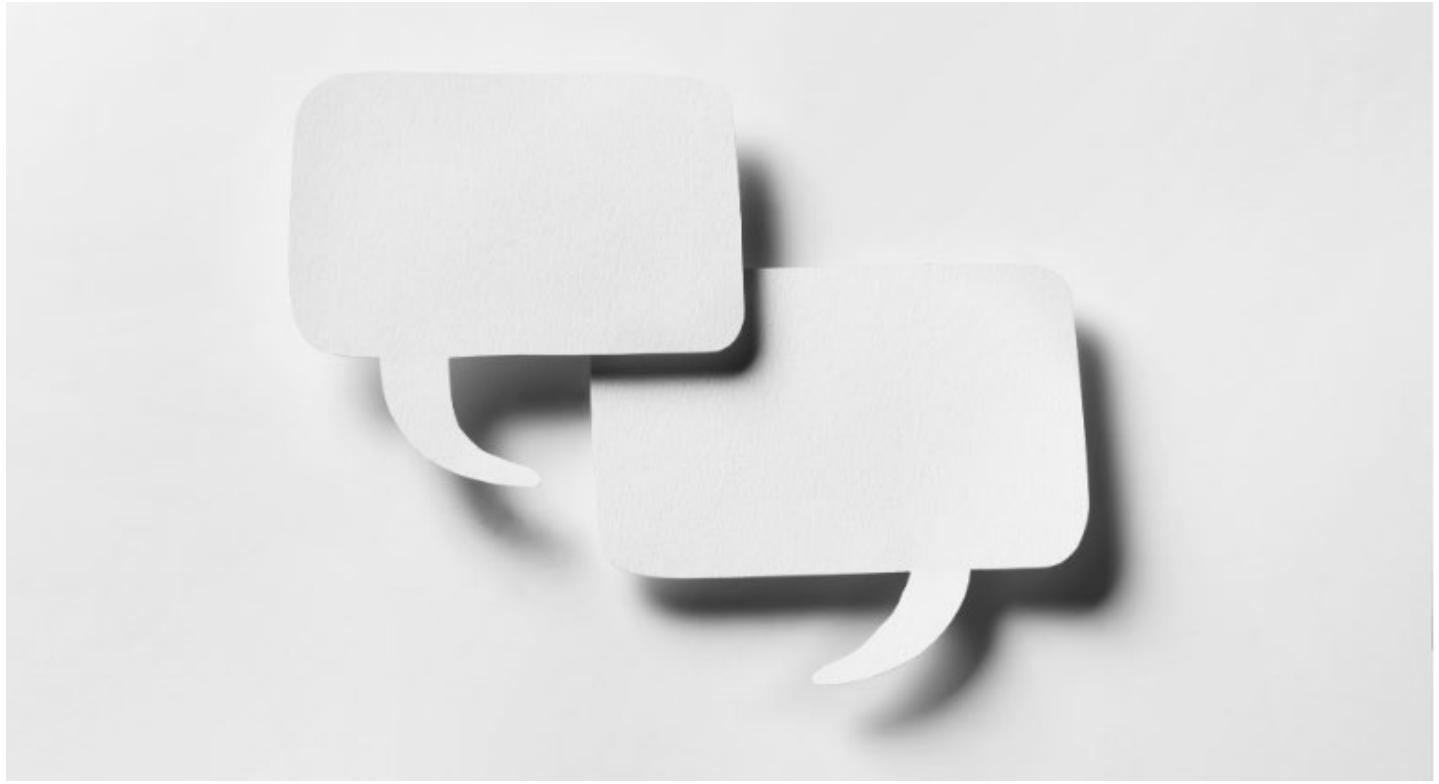
hcolache@meetac.com

Phone: 609.318.6097

UMA MOTORCOACH EXPO

UMA Online TOWN HALL

United Motorcoach Association
UMA MOTORCOACH
EXPO 2021
MARCH 3rd - 7th
50
YEARS
ORLANDO, FL
A GENERATIONAL GATHERING
50
YEARS
.motorcoachexpo.com



OVERDRIVE

50 YEARS

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