

The background is a blue-tinted collage of transit-related images. On the left, a person is boarding a bus. In the center, there's a large white 'TMS' logo with a blue geometric shape to its right. Below the logo is the tagline 'THE DRIVING FORCE IN EVENT OPERATIONS'. The bottom right shows a sign for 'OFFICIAL SHUTTLE' and some text about an event in San Francisco.

# TMS

THE DRIVING FORCE IN EVENT OPERATIONS

**Presentation for:**

**Trailways, 2019 Annual Meeting**



**March 13th, 2019**

**TMS Representative**

**Louise Reece**

**Vice President, Business Initiatives & Partnerships**



# TMS OVERVIEW

**TMS is a leading transportation and parking management firm, providing transportation logistics for complex events in both commercial and government sectors.**



## EXPERIENCE

Over 20 years of experience serving over 1,200 major events and safely moving over 50 million passengers



## OPERATIONS IN EVERY CITY

Operation in 90 different cities/venues in 2018 alone



## LARGE SHOWS AND EVENTS

Manage over 100 conventions and special events annually, including NAB, AHR, NBA Finals, PGA golf tournaments and music events such as Coachella and EDC.



## CORPORATE MEETINGS

Significant corporate meetings experience, including work for major event organizers and corporations such as Nike, Ford Microsoft and Yahoo



## MOTORCOACH ASSOCIATIONS

Affiliated with Southeastern Regional Motorcoach Operators Coalition, American Bus Association, United Motorcoach Association



## EMERGENCY EVACUATION

Sole contractor on FEMA's MCEP&OS Contract providing emergency evacuation support to FEMA, state and local governments

# EMERGENCY MANAGEMENT CONTRACTS

TMS provides planning and operational support for motor coach evacuation operations during declared federal disasters. TMS has supported missions for Hurricane Katrina ( 2005), Rita (2005), Gustav (2008), Ike (2008), Irene (2011), Isaac (2012), Sandy (2012), Matthew (2016), Harvey (2017), Irma (2017) and Florence (2018)

Sole contractor FEMA Motor Coach Evacuation Planning & Operational Support (MCEP&OS) for emergency evacuations

- Working in 10 States

State evacuation contracts

- Currently - Louisiana, South Carolina, Texas and Virginia
- On-call - Alabama and New Jersey





## EVACUATION RESPONSES IN 2017 & 2018

### HURRICANE HARVEY

Hurricane Harvey, was the first major hurricane to make landfall in the United States since Wilma in 2005. In a four-day period, many areas received more than 40 inches of rain as the system slowly meandered over eastern Texas. The resulting floods displaced more than 30,000 people.

TMS provided 600 Motor Coaches in 72 hours thanks to the support from operators across multiple states. Ultimately, we ended up providing 650 buses.

### HURRICANE IRMA

Irma was the second most costly storm in history to hit the Caribbean causing devastating damage. There was considerable concern down the south eastern Seaboard regarding where she would make landfall and multiple states mobilized resource. TMS activated 500 coaches to report in South Carolina within 48 hrs. Operation was stood down.



## EVACUATION RESPONSES IN 2017 & 2018 CONT.

### HURRICANE FLORENCE

- Florence was the first major hurricane of the 2018 Atlantic hurricane season intensifying to a Category 4 major hurricane by September 5. Governors of North Carolina, South Carolina, Virginia, Georgia, and Maryland , and the mayor of Washington, D.C declared a state of emergency.
- Florence weakened, then strengthen again, ultimately making landfall as a Category 1 storm.
- During this period of strengthening and weakening the requests for motor coach availability by the states of South Carolina and Virginia mirrored the change in the storms expected strength, going from 500 down to the number activated of 150 and 100 in each state respectively. An additional 20 buses were activated in Texas due to threat of related flooding.



## WHAT WE LEARNED/WERE REMINDED OF

**OUR PREFERRED EVAC PARTNERS** who had remained in a “state of readiness” since the start of the season were the key to our ability to respond quickly and will always be the operators we reach out to first because of that.

Preferred Partners have signed the EVAC “On Demand Agreement”, which details rates paid by states under contract and provided us with required COIs. **Preferred Partners are first suppliers that TMS would go to for vehicles in an EVAC situation.**

### Rate Example

Louisiana daily rate is \$2,000 per motor coach with one driver per operating day from check-in until check-out, Dead head mileage rate of \$3.00 per mile for all vehicles over 400 miles from VSA. TMS Logistics covers all fuel, accommodations, and meals during operations, as circumstances allow.

**WE ARE SEEING AN INCREASINGLY HIGH DEMAND FOR ADA MOTOR COACHES** with States requiring that a high percentage of coaches initially activated to be ADA compliant and some states asking for high number of ADA Mini Buses.





## PREPARING FOR 2019 HURRICANE SEASON

### 1. Sign 2098 PREFERRED PARTNER "On Demand Agreement"

This year all operators will need to sign a new agreement, we anticipate that we will be sending this out to all current Preferred Partners in April. **If you are not currently a Preferred Partner please email [evac@tms.com](mailto:evac@tms.com) and in April we will send you the agreement and all associated requirements.**

### 2. Provide us with the required COIs

### 3. Update / Upload Vehicle and Driver Information in the Partner Portal

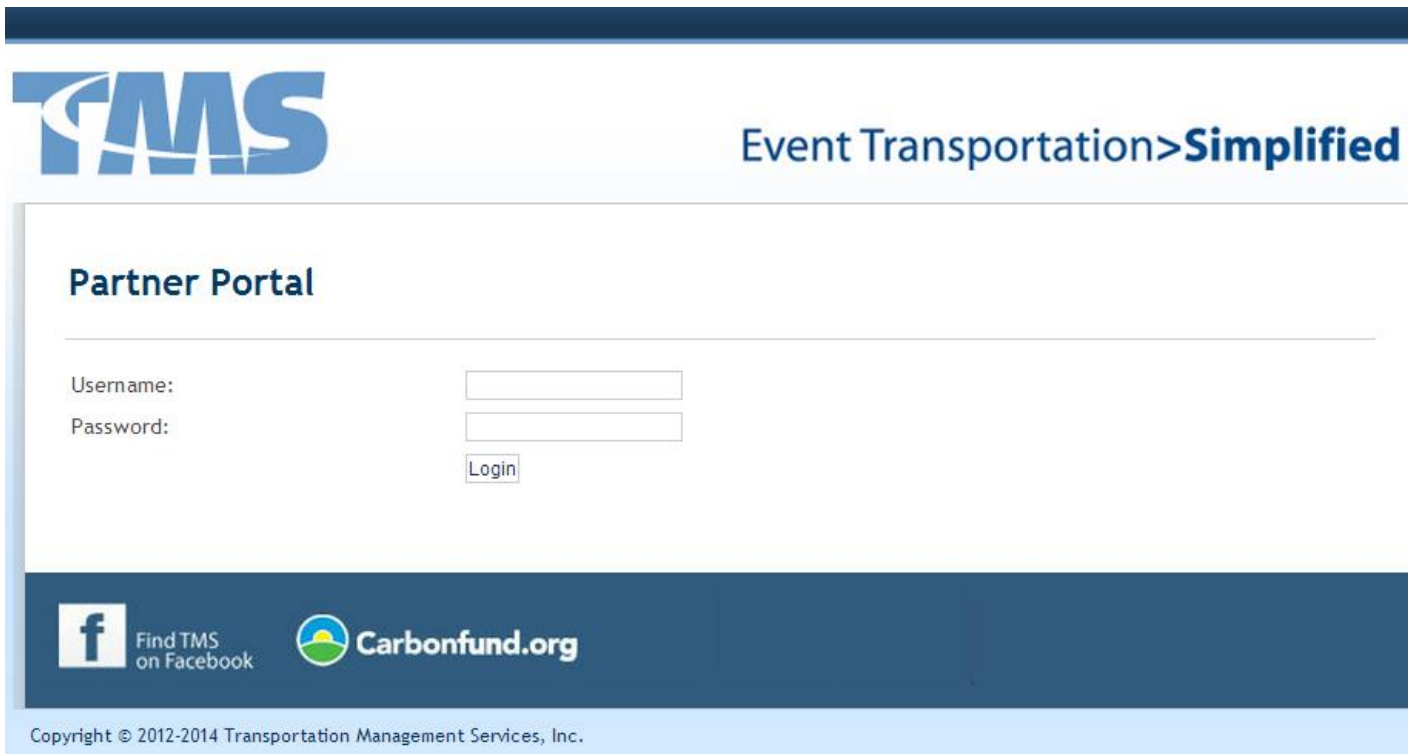
Preferred Partners upload their vehicle information (make, model, company bus number, tag number etc.) and drivers information (names, license number, expiration date, etc.) to our **Partner Portal**, a dedicated data base. This is the same information that we are required to provide the State when vehicles are Activated providing these suppliers the ability to respond quickly and efficiently to requests for vehicles that we make.

### 4. Participate in Desk Top Training Exercise



## PARTNER PORTAL - LOG ON

Login to your portal: <http://partners.tms.com>



The screenshot shows the TMS Partner Portal login interface. At the top left is the TMS logo, and at the top right is the text "Event Transportation>Simplified". Below this is a section titled "Partner Portal" with a horizontal line underneath. The login form contains two input fields: "Username:" and "Password:", each followed by a text box. Below the password field is a "Login" button. At the bottom of the form area, there are two logos: a Facebook logo with the text "Find TMS on Facebook" and the Carbonfund.org logo. The footer of the page contains the copyright notice "Copyright © 2012-2014 Transportation Management Services, Inc."

**TMS**


Event Transportation>**Simplified**


**Partner Portal**

Username:

Password:

Login

 Find TMS on Facebook

 Carbonfund.org

Copyright © 2012-2014 Transportation Management Services, Inc.

## TRACKING VEHICLE AVAILABILITY IN THE CASE OF AN IMPENDING STORM

**When a storm is looming / we are in the Pre Alert Phase, we will send out a Market Survey. It is sent to Preferred Partners first, and Preferred Partners receive a “heads up” email advising one is going out.**

The initial survey is generally sent out requesting supplier's vehicle availability in 7-10 day's time for a specific geographic area based on a probable storm track at that time,. Initially this geographic area could be quite a wide, which will then narrow as time goes on as there is greater confidence in the track of the storm and as a result subsequent survey's could be sent out as more information becomes known.

Market Survey Notifications are sent via [evac@tms.com](mailto:evac@tms.com) and partners have to click on a link that leads them to the survey to complete the required information.

**If you would like to supply vehicles to TMS in an EVAC Situation you will need to respond to the Market Survey.**

*Please do not respond via email to the survey request or fax in the information - this is because it needs to be collected in a centralized location.*



## Hurricane Matthew 48 Hour Vehicle Availability Survey

### \*Required Question(s)

#### \* 1. Please enter you company's contact information below:

By entering my personal information, I consent to receive email communications from the survey author's organization based on the information collected.

Please ensure that both the Work and Home Phone numbers provided below are numbers that will be answered 24 hrs a day, including weekends.

Company Name:

Work Phone:

Home Phone:

Email Address:

emailaddress@xyz.com

#### \* 2. How many Motor Coaches do you have available for evacuation services in the next 24 to 48 hours?

50 characters left.

#### \* 3. Within what time period could you have your vehicles arrive at the following locations? Please mark the circle that accurately fits your ability for each location.

	5 Hours	10 Hours	15 Hours	24 Hours	36 Hours	48 Hours	72 Hours
Charleston, SC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Richmond, VA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
East Rutherford, NJ	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Finish

When estimating number of hours you could have vehicles at each location is is importation to remember that this is the total time taken from when TMS contracts vehicles to arrival, so includes time it will take you to dispatch them / get drivers in and vehicles on the road.

# ACTIVATION ADDENDUM

- On Activation the Preferred Partner is contacted by TMS and asked to complete the Activation indicating number of buses to be supplied and the time frame. We intend use DocuSign for this process.
- Upon successful review and in line with needs stated on the Activation Order, TMS will countersign Activation Addendum and return it to the Preferred Partner with Driver Packet / Check Lists. **Partners should not dispatch any vehicles before receiving countersigned addendum from TMS**
- Partner will then login to the Portal and assign vehicles and drivers and print corresponding QR codes to be placed in the vehicles. Their assigned TMS Procurement Rep. will be available to guide them through this phase.

**Exhibit E**  
**[Activation Addendum]**  
**DO NOT COMPLETE UNTIL ACTIVATION**

TO: \_\_\_\_\_ ("Vendor")

FROM: TMS Logistics, LLC ("Contractor")

PLEASE BE ADVISED that pursuant to our On-Demand Services Agreement entered into by and between the Vendor and Contractor (the "Agreement"), the terms of which are fully incorporated herein by reference, Contractor is requesting and Vendor hereby agrees and commits to provide Contractor with the following:

# of Vehicles	Type of Vehicle
	Single Driver <b>Motorcoach with wheelchair lift</b>
	Single Driver <b>Motorcoach without wheelchair lift</b>
	Double Driver <b>Motorcoach with wheelchair lift</b>
	Double Driver <b>Motorcoach without wheelchair lift</b>
	Single Driver <b>Minibus (15-32 Pax)</b>
	Single Driver <b>Transit Van (12-15 Pax)</b>
	Double Driver <b>Transit Van (12-15 Pax)</b>
	Single Driver <b>Para-Transit Vehicle (2-6 pax including one (1) wheelchair)</b>
	Double Driver <b>Para-Transit Vehicle (2-6 pax including one (1) wheelchair)</b>
	Single Driver <b>Para-Transit Vehicle (7-20 pax including one (1) wheelchair)</b>
	Double Driver <b>Para-Transit Vehicle (7-20 pax including one (1) wheelchair)</b>

Vendor agrees and commits to discharge the above numbered vehicles and drivers, in accordance with the terms and conditions of the Agreement, to arrive at xxxxx location (Vehicle Staging Area) for the Contractor's use within \_\_\_\_\_ hours of receipt of TMS's countersigned Acceptance and Authorization of this document, Exhibit E (Activation Addendum). The Vendor further acknowledges and understands that should any vehicle/s arrive at the Vehicle Staging Area in excess of \_\_\_\_\_ Hours of the Date and Time the Contractor signed this document, as stated on this document, then the Contractor is released of any obligation to use the vehicle/s or provide the Contractor with any compensation for the same.

Upon receipt of this Addendum from Contractor, the Vendor shall log into TMS Partner Portal to assign vehicles and drivers and print QR Code Placard to be placed in vehicle windshield before departure. Vendor shall then authorize and direct the Vehicles to immediately report to the Vehicle Staging Area designated above.

**ACKNOWLEDGED AND AGREED TO AS OF** \_\_\_\_\_ [Insert Date/Time]

Vendor (Company Name): \_\_\_\_\_

By: \_\_\_\_\_ (Signature) Print Name / Title: \_\_\_\_\_

**ACCEPTANCE AND AUTHORIZATION**

VENDOR IS HEREBY AUTHORIZED AND INSTRUCTED TO DIRECT THE VEHICLES TO REPORT TO THE VEHICLE STAGING AREA DESIGNATED IN THIS ADDENDUM.  
 TMS LOGISTICS, LLC

By: \_\_\_\_\_

Name/Title: \_\_\_\_\_ Date / Time: \_\_\_\_\_

# ACTIVATION PROCESS

## Prior to Dispatch

Activation Addendum returned to TMS by Partners



TMS countersigns Activation Addendums returns them to Partners with Driver Packets / Check-List - Activated



Partners Assign Vehicles and Drivers in Portal with assistance from TMS representative.



Placards ( QR Codes) Printed and Placed in Vehicles



Drivers / Partner Management do final review of Check-Lists incl. ensuring Cigarette Lighter working



## Vehicles Dispatched

## En Route

Partner Updates TMS with Departure Time and Estimated ETA at VSA ( Vehicle Staging Area) & assigns drivers not previously assigned.



Vehicle refuel within 50 miles of VSA

## On Arrival at VSA

Vehicle QR Code is Scanned



Vehicle's complete 3 Stage Check In process



Vehicles sent to staging area to await assignment



## Print QR Codes and Display in Window – before departing

Portal Questions or Comments?  
Click Here to email TMS at [evac@tms.com](mailto:evac@tms.com)



Transportation Management  
17810 Meeting House I  
Sandy Spring, MD 208

**Print Out QR  
Codes before  
departing**

- [Placards](#)

### Contracted Buses (20)

TMS Bus ID to Assign a Bus and Driver for each assignment

Bus ID	Bus Number	Driver	VSA
	01	Jane Phillips	TDEM San Antonio V
	02	Jill Jackson	TDEM San Antonio V
<a href="#">100003</a>	03	Jill Nugent	TDEM San Antonio V
<a href="#">100004</a>	05	Patrick Personne	TDEM San Antonio V
<a href="#">100005</a>	04	John Smith	TDEM San Antonio V
<a href="#">100006</a>	06	Michael Curtis	TDEM San Antonio V
<a href="#">100007</a>	07	Bob Elder	TDEM San Antonio V
<a href="#">100008</a>	08	Boris Tedrick	TDEM San Antonio V
<a href="#">100009</a>	09	Casey Wilson	TDEM San Antonio V
<a href="#">100010</a>	10	Chrysta Ghent	TDEM San Antonio V
<a href="#">100011</a>	11	Drew Shaffer	TDEM San Antonio V
<a href="#">100012</a>	12	George Godfrey	TDEM San Antonio V
<a href="#">100013</a>	13	Isabelle Briggs	TDEM San Antonio V
<a href="#">100014</a>	14	Jessica Rowe	TDEM San Antonio V
<a href="#">100015</a>	15	Josh Davis	TDEM San Antonio V
<a href="#">100016</a>	16	Kelly Gable	TDEM San Antonio V
<a href="#">100017</a>	17	Michael Morris	TDEM San Antonio V
<a href="#">100018</a>	18	Nathan Odell	TDEM San Antonio V
<a href="#">100019</a>	19	Paige Hancock	TDEM San Antonio V
<a href="#">100020</a>	20	Patrick Personne	TDEM San Antonio V

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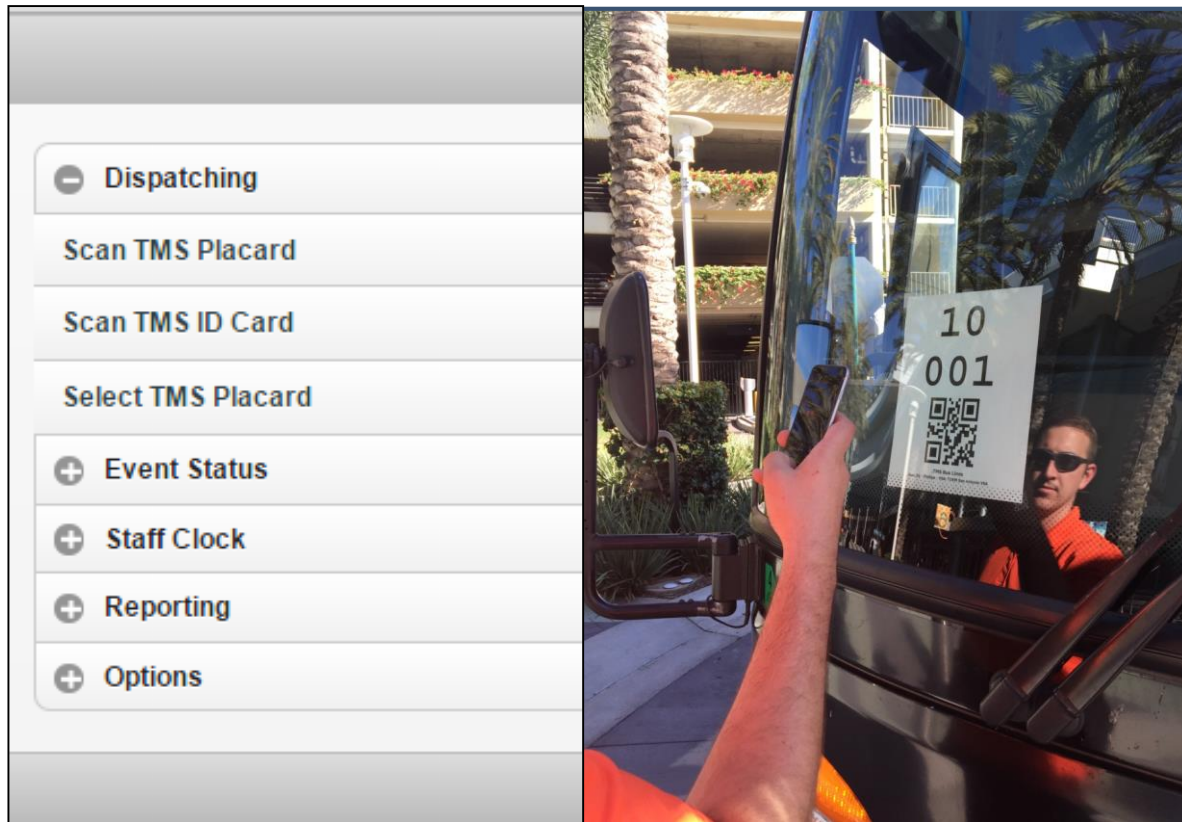
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**.TMS Bus Lines**

Bus: 01 - Phillips - VSA: TDEM San Antonio VSA

# Expedited Vehicle Check-In at VSA





**Thank You**

**Louise Reece**

Vice President, Business Initiatives and Partnerships

[lreece@tms.com](mailto:lreece@tms.com)

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