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TOWN HALL

Bus & Motorcoach NEWS

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Today's Agenda

1—Welcome & Intro

- Scott Michael



2. Legislative & Regulatory Report

- Ken Presley
- Becky Weber

3. Driver Recruitment – Kelly Anderson Group

- **Jeremy Morrissey**
- **Loi Le**

Client Solutions Managers, Kelly Anderson Group

4. Overdrive

Time to visit with friends

Legislative & Regulatory Report



CERTS Tax Exemption

CERTS Refill (\$6 billion)





1. Sullivan (AK)
2. Shelby (AL)
3. Ernst (IA)
4. Moran (KS)
5. Burr (NC)
6. Tillis (NC)
7. Portman (OH)
8. Graham (SC)
9. Cornyn (TX)
10. Romney (UT)

An illustration of an airport terminal. In the foreground, four travelers wearing face masks are standing in a queue. From left to right: a woman in a pink jacket and blue pants with a white mask and a green suitcase; a man in a yellow jacket and brown pants with a red mask and a blue suitcase; a man in a blue jacket and grey pants with a green mask and a yellow suitcase; and a woman in a pink jacket and grey pants with a blue mask and a purple suitcase. In the background, a woman in a blue uniform and mask is working at a check-in desk. Large windows show an airplane on the tarmac. A flight information board is visible on the wall.

**Biden administration
extends travel mask
mandate through April
18.**



UPDATE

- Acknowledgment of the grantee's completion.
- Instruction to maintain spending records for future inquires.
- Grantees will receive a Form 1099-G in the mail.
- Meanwhile, use actual grant amount or visit CERTS portal.
- *Q1 due April 15th!*

Out-of-Service Criteria for Emergency Exits

- A required emergency exit, as determined by the emergency exit calculation/formula, has one of the following conditions:
 - Missing
 - Inoperative (does not open, close and/or secure as designed).
 - Not properly marked.
 - Obstructed (includes obstructions of the markings, release mechanism and/or the opening of the emergency exit.)
- Also applicable to a marked emergency exit, provided in addition to the required exits.
 - If marked with the emergency designation, it must comply with requirements.

Avoid the cost and embarrassment of an OOS!

- Ensure each emergency exit is properly marked.
 - Marking meets the visibility requirement.
 - Marking conveys the proper message.
- Add emergency exits to pre-trip inspection.
 - Ensure that drivers know how to operate each emergency exit type (ESPECIALLY ROOF HATCHES!)
 - Train drivers how to inspect exit condition (open and close) and markings.
 - Require a walk-through inspection of exits by the driver after dropping off groups.
 - Ensure each coach has a supply of markings onboard to replace any missing or damaged markings that may occur during trips.





United Motorcoach Association

Kelly Anderson Group and UMA Partnership

Kelly Anderson Group and UMA Recruiting Service

Key Points

- **Our recruiting team works completely under the guidelines setup by each individual client.**
 - We are an extension of your company
- **We create and produce an advertising plan that is approved by the client.**
 - All ads will be specific to each client and will be placed on Craigslist, Indeed, Zip Recruiter, Facebook, Tenstreet, and Recruit Military
 - Each lead will be directed to our recruiting department and answered by our recruiting team
 - Our goal is to address all leads within 5 minutes of reaching our team.
- **When a lead arrives:**
 - Our recruiting team will pre-qualify it based on your individual requirements.
 - If the lead meets your requirements, we will obtain all necessary information to get a full application completed.
 - Once a full application is completed, we will hand the lead off to your recruiting department, or the person of your choosing.
 - If needed, we will follow-up with that lead, within a time-frame of your choosing, to make sure they have been contacted and the process is continuing.
- **Our recruiting department has an Applicant Tracking System that keeps track of all applicants.**
 - Each individual client will have their own tracking environment where their leads will reside.
 - We do not share leads.



Kelly Anderson Group and UMA Recruiting Service

Key Points (continued)

- **Our Base Program Cost is \$2,835.00 per month.**
 - \$1,560.00 is for our recruiting service (per location).
 - \$1,275.00 is for our advertising service (per location).
 - This is our BASE PRICE. Each clients' needs might change based on how many applicants needed, or if wanting to advertise more on a certain site.
- **We do not have annual contracts.**
 - Our partnership is based on a monthly agreement.
 - You may cancel agreement with 30 days written notice at any time.
 - We believe if we are not earning your business each month, we don't deserve to keep your business.
- **The Base Program is designed exclusively for UMA and should cover the majority of UMA members.**
- **Our program is very comprehensive, some members complexities and situations may require us to amend the program on a case-by-case basis.**



Kelly Anderson Group and UMA Retention Service

Key Points

- **Our New Driver Engagement Interview proactively measures the morale of recent hires throughout their first 90 days and alerts you if there are any issues.**
 - By using this proactive approach, our clients have typically seen turnover reduced by 27-35%.
- **Our team personally contacts each new hire at the intervals of 15, 30, 60, and 90 days.**
 - We have “live” people contacting “live” people.
 - No texting or automated calls.
- **Each client can choose the interview questions from our list of recommended questions. Or, feel free to add your own.**
- **We conduct the interviews, compile the results, and immediately escalate any concerns to whomever you’ve chosen to handle them.**
- **We present the analyzed data each month to the client.**
- **We encourage all of their recruiting clients to participate in the program.**
- **We believe it is much more cost effective to retain a New Hire than to have to recruit a replacement.**
- **Our cost of the program is \$14.50 per call, or \$58.00 for the four calls, per new hire, which also covers escalation calls and monthly reports.**



Kelly Anderson Group Recruiting

Current Clients and Testimonial

- **Compass Coach**
- **Quick Bus**
- **Huskey Trailways**
- **Holiday Tours**

- **Chad Bianco, Bianco Tours**
 - “Kelly Anderson Group and their recruiters at Impact Solutions were an invaluable asset to us during our search for motorcoach drivers. Within two months they were able to find us all the new drivers that we needed for our upcoming busy season. Dottie and Emileigh were a pleasure to work with and kept me very informed about scheduling interviews and applicants progress through the hiring process. It was especially helpful because I was able to focus my time on running my business and leave the leg work of recruiting to them. I will definitely be using them again in the future when the need arises for more drivers.”



Kelly Anderson Group – ELDT update

Entry-Level Driver Training

- It went “live” on February 7th, 2022
- Current courses that are available:
 - Class A
 - \$399
 - 30 individual modules
 - 15-16 hours of content
 - Class B to A
 - \$299
 - 20 individual modules
 - 12-14 hours of content
 - Hazmat
 - \$99
 - 2 courses
 - 2-3 hours of content
- Courses coming soon:
 - Passenger – available April 4th
 - \$199
 - School Bus – available mid-to-late April
 - \$199
 - Class B – available mid-to-late April
 - \$299



Thank you for this opportunity
and we are excited about our
partnership!

Loi Le

Client Solutions Manager

Kelly Anderson Group

loi@kellyandersongroup.com

417-456-6397



