** **

**EOCR CLASS 22 HOTEL 69**

**50 YEAR REUNION**

**AFTER ACTION REVIEW**

**Event Reviewed:** Transportation

**Reviewed By:** Chuck Engelberger

**Date:** 19 October 2019

**Give A Summary Of Your Area Of Consideration**

The area of transportation was not a primary issue in our early reunion planning. In SITREP #2 (Appendix #1) dated 12 January 2019 we emailed our first transportation related message to our classmates. The following two statements summarize that document. “Transportation options include shuttles, Metro transit, vans, buses, Uber, Lyft, and POVs. Planning for transportation cannot be completed until a complete event itinerary is finalized.”

One mode of transportation explored was the Washington Metropolitan Area Transit Authority WMATA). One of their links had available a Trip Planner. (Appendix #2). This planner allowed the user to plan a trip from Point A to Point B along with estimated costs. Additionally, there was a map showing drop off locations, alternate routes, and arrival and departure times. Our later consensus was not to use the Metro with so many required station changes and unfamiliarity with the DC area. (Appendix #3). Another useful web site, Taxi Fare Finder, gave proposed routes and costs to include mileage and times. Costs were based on Uber, Lyft, or Taxis and dependent on the time of the day. (Appendix #4). A decision was made to explore the possibilities of using Uber for smaller groups (not enough for a van or small motor coach rental).

Another month elapsed and an email (Appendix #5) was sent to the planning team to begin doing individual research into transportation needs and resources.

June was the most important month in the critical area of transportation as Chuck Engelberger became the Officer in Charge. He began exploring transportation options and contacting transportation companies.

In our July conference call we had a thorough discussion on the transportation issue. (Appendix #6). Central and now a priority item was the planning and execution of all transportation requirements. “It was decided not to charge any additional transportation fees for the VIP tours. The total fee charged to each attendee will include any and all transportation costs. Jeff Ellis, Chuck Engelberger, and Jim Wilson will work on a transportation matrix to track transportation requirements and potential costs. The matrix will display estimated departure and arrival times and locations for the VIP tour sites. These trips or routes will include the number of passengers requiring to and from transportation.”

The minutes of our 5 August conference call dealt almost exclusively with transportation. The two major categories of detailed discussion were: bus rentals and the possible use of Uber rides. (Appendix #7).

**Event Reviewed:** Transportation **Page 2 of 5**

**Reviewed By:** Chuck Engelberger

**Date:** 19 October 2019

A survey of attendee’s choices of activities (Appendix #8) resulted in a final determination of the times and number of classmates requiring transportation to different locations. Chuck prepared a transportation matrix by location (Appendices #9 and #10) based on this survey and itineraries. After our three-day itinerary was finalized, our transportation planning began. (Appendices #11, and #12). Friday’s itinerary (Appendix #13) appeared to be somewhat of a logistical nightmare. Jeff Ellis (OIC of Tours) coordinated with OIC Engelberger and a transportation nightmare was averted.

The Arlington Visitors’ Bureau recommended five bus companies all of which were reputable. The itineraries were provided and each company submitted an estimated cost. The major difference among the companies was the transportation costs ranging from $2,000 to $3,600. After reviewing the costs and availability of the bus size capacity required, the team selected:

Adventure Tours (Appendix #14 – Website)

17517 B Indian Head Hwy

Accokeek, MD 20607

Phone: (301) 868-1141 ext 1001

Direct: (240) 681-1326

Adventure Tours has one 55-passenger bus (Appendix #15) five 28-32 passengers buses, and several 6-8-passenger vehicles. Based on our passenger requirements (to include handicap accessibility), the 55-passenger bus was requested for the October 4th and 5th tours to the White House, Pentagon, and the Vietnam War Memorial (Area 5). Adventure Tours was the only company that recommended using Uber or Lyft rather than their transportation assets for the morning and afternoon tours to the U.S. Capitol.

The total cost of the 55-passenger bus from 6:45 a.m. to 4:30 p.m. on October 4th was $1,375. The total cost of the 55-passenger bus from 9:00 a.m. to 12:00 p.m. on October 5th was $625. Adventure Tours does not charge a one-time $100 fee for a Washington, DC bus permit as the other companies did. (Appendices #16 and #17). Each attendee was emailed the terms and conditions set forth by Adventure Tours to avoid any misunderstandings (Appendices #18 and #19).

The drivers staged 15 minutes prior to departure time. This gave the trip coordinator time to discuss any concerns with the driver and allowed for timely loading of the attendees. In their eagerness to depart, the bus to the White House left without the trip coordinator. Using his POV, a team member drove the trip coordinator to the White House where he met the attendees as they departed the bus.

Rather than have each attendee tip the bus driver, a $200 dollar gratuity check for the two drivers was sent to the company. Even though one driver worked more hours than the other, they both received $100.00 each in their weekly paycheck. A driver informed the OIC that the gratuity

**Event Reviewed:** Transportation **Page 3 of 5**

**Reviewed By:** Chuck Engelberger

**Date:** 19 October 2019

check was included in his paycheck and therefore taxable. The decision was made to give each driver an additional $20.00 in cash.

Even after recommending that Uber was the most economic way to transport attendees to the Capitol, Adventure Tours did provide cost estimates for the use of their transportation assets. After reviewing the cost, the team decided to use Uber to transport the attendees to the morning and afternoon Capitol Tours on October 4th. Once the decision was made to use Uber, one team member volunteered the use of his Uber account for the AM group (Uber XL for 5 total passengers). One PM attendee volunteered to use his Uber account but there was a need for two Uber Xs. (8 total passengers.) A team member volunteered to use his Uber account for the other afternoon group. At our Welcome and Overview Session on Thursday night all Capitol attendees were asked to stay after the session. Both the AM and PM groups decided to provide their own means of transportation. Our team offered to reimburse them for their travel costs but they all declined.

One final note regarding transportation is that each attendee was emailed a link to the Sheraton Pentagon City’s Transportation Options. (Appendix #20). The hotel provided complementary shuttle service to and from the Pentagon City Metro Station and Ronald Reagan (DCA) airport.

**What Went Well – What Were The Successes?**

The bus transportation arrived, departed, and returned as scheduled.

Bus or motor coach total costs were well under the budget estimate.

Surveying the attendees, developing spreadsheets, and a transportation matrix resulted in no real glitches.

**What Could Be Improved And How? Lessons Learned and Recommendations**

**Lessons Learned:**

Appointing a trip coordinator for each trip resulted in the timely loading of and departure to all tours.

Informing all attendees of the bus pick up locations and the time of departures resulted in on time transportation.

Do not expect all attendees to inform the team members or trip coordinator of their change in plans to attend/not attend a tour or not to return to the hotel with the tour attendees. Roll calls do not work in that scenario.

**Event Reviewed:** Transportation **Page 4 of 5**

**Reviewed By:** Chuck Engelberger

**Date:** 19 October 2019

**Recommendations:**

If Adventure Tours is selected and since it has only one 55-passenger bus, reserve the bus as soon as possible.

If any announcements are to be made on the bus, make the announcements on the way to the event as many attendees may not take the bus on the return trip.

Make eye-to-eye contact with the bus drivers and inform them not to depart unless the trip coordinator informs them to do so. The trip coordinator should sit directly in back of the driver.

Any special groups (Honor Guard) should board and depart the bus prior to anyone else. They should take the front seats so there are no delays in their assigned tasks.

Include in the budget a ten percent gratuity or more of the total bus transportation costs for the bus drivers and pay them in cash.

Provide the bus driver’s names and telephone numbers to all the trip coordinators.

Instill in all attendees that if they change their plans and decide not to take the tour or decide to not to return on the bus that they must inform the trip coordinator or the Emergency Point of Contact.

**A P P E N D I C E S**

1. [SITREP #2 - Transportation](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/sitrep_2_-_transportation.docx)
2. [Washington Metropolitan Area Transit Authority - Trip Planner](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/your_guide_to_metro_-_link.docx)
3. [Metro Trip Planner Page](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/washington_metropolitan_transit_authority.png)
4. [Uber - Route From Hotel To Capitol](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/hotel_to_capitol__trip_2_.png)
5. [Email To Planning Team - Transportation Arena](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/email_-_to_team_-_transportation_arena.docx)
6. [Conference Calls - Minutes - 9 Jul 19](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/minutes_-_9_jul_19.docx)
7. [Conference Calls - Minutes - 6 Aug 19](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/minutes_-_6_aug_19.docx)
8. [Activities Survey Responses For Transportation - Excel](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/activities_survey_responses_for_transportation_-_with_cancellations.xlsx)
9. [Transportation By Location - Page 1](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/transportation_by_location_-_page_1.jpg)
10. [Transportation By Location - Page 2](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/transportation_by_location_-_page_2.jpg)
11. [Thursday (3 Oct 19) Itinerary](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/thursday_itinerary_-_3_october_2019.docx)
12. [Saturday (5 Oct 19) Itinerary](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/saturday_itinerary_-_5_october_2019.docx)
13. [Friday (4 Oct 19) Itinerary](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/friday_itinerary_-_4_october_2019.docx)
14. [Adventure Tours Website - Charter Bus/Motor Coach](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/adventure_tours_website.docx)
15. [Adventure Tours - Photo Of 55 Passenger Motor Coach](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/adventure_tours_-_55_passenger_motor_coach.png)
16. [Adventure Tours - Signed Contract - Page 1](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/adventure_tours_-_motor_coach_-_signed_contract_p1.jpeg)

**Event Reviewed:** Transportation **Page 5 of 5**

**Reviewed By:** Chuck Engelberger

**Date:** 19 October 2019

1. [Adventure Tours - Signed Contract - Page 2](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/adventure_tours_-_motor_coach_-_signed_contract_p2.jpeg)
2. [Adventure Tours - Terms And Conditions - Page 1](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/adventure_tours_-_terms_and_conditions_p1.jpeg)
3. [Adventure Tours - Terms And Conditions - Page 2](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/adventure_tours_-_terms_and_conditions_p2.jpeg)
4. [Sheraton Pentagon City Hotel Shuttle Service](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/shuttle_service.docx)