

## CHAPTER 104

### BUSES

#### A. GENERAL

1. This chapter outlines routing authority for bus moves, the proper procurement and payment procedures for bus movements, the standard process for requesting a bus movement, and topics related to the transport of baggage, military impedimenta, and weapons. Because of the passenger count and baggage requirements of group movements, bus transportation is often the most economical and efficient method of moving DoD personnel.
  - a. DoD entities arranging charter bus service must ensure only DoD-approved carriers are used for official travel. Each DoD-approved carrier is required to maintain an agreement, party to the Military Bus Agreement (MBA), which is kept on file at the DTMO.
  - b. To obtain a copy of the MBA and to view the listing of DoD-approved bus, van, and limo carriers, visit <https://www.defensetravel.dod.mil/site/bus.cfm> or e-mail [dodhra.mc-alex.dtmo.mbx.military-bus-program@mail.mil](mailto:dodhra.mc-alex.dtmo.mbx.military-bus-program@mail.mil). The TO should refer commercial bus carriers interested in becoming DoD-approved to the MBA and have the carrier direct any inquiries to the DTMO.
  - c. TOs arranging group travel and paying with DoD funds must abide by these regulations and the provisions of the MBA.
  - d. TOs must use prudent judgment to select the method of transportation most advantageous to the Government, when cost and other factors are considered. Travel should be completed using the most expeditious means of transportation practicable and commensurate with the nature and purpose of official duties. For example, if it is more economical and meets mission requirements, public transportation, taxi services, or scheduled bus service available to the general public can be utilized for individual travel.
2. MBA Standards of Service. The MBA outlines the minimum standards of service to ensure safe and secure commercial bus transportation for DoD personnel. These standards apply to all DoD-approved commercial carriers used domestically to transport DoD entities, regardless of whether the transportation was arranged by the DTMO, USTRANSCOM Contract Division, or a TO. In emergencies, carriers must continue to comply with all prescribed standards to the extent that circumstances permit.
3. OCONUS Locations. Theater commands must establish the standards of service for an overseas location. Bus agreements for OCONUS locations are coordinated by the theater commander. Additional information about surface transportation for a specific OCONUS location may be obtained by contacting the theater command office.

#### B. ROUTING AUTHORITY

1. The TO maintains local routing authority or has the option of utilizing GOPAX to procure transportation (<https://eta.sddc.army.mil/ETASSOPortal/Default.aspx>). GOPAX is a Web-based procurement system that allows DoD-approved carriers to provide an offer of service on military movement requirements.
2. If assistance is needed in procuring bus transportation or using the GOPAX system, the TO may contact the DTMO at 571-372-1300 or e-mail [dodhra.mc-alex.dtmo.mbx.military-bus-program@mail.mil](mailto:dodhra.mc-alex.dtmo.mbx.military-bus-program@mail.mil). For after-hours support, TOs should contact the Travel Assistance Center at 1-888-Help1Go (or 888-435-7146).

### C. PROCEDURES FOR ARRANGING BUS TRANSPORTATION

1. Submission of Requests. Requests should be submitted as early as possible to obtain the best value service. The origin, destination, and movement date on the request must be unclassified.
2. Requests must contain the following information:
  - a. Identification of the group (e.g., recruits, National Guard).
  - b. Type of travel (PCS or TDY).
  - c. Number of persons traveling.
  - d. Origin/destination of travel to include pick-up and drop-off locations.
  - e. Specific date(s) and time(s) for one-way or round-trip travel.
  - f. Deadline for arrival at destination.
  - g. Estimated weight of personal baggage.
  - h. Estimated weight and cube dimensions of the largest articles and brief description of military impedimenta. Ammunition and HAZMAT must be indicated separately and identified as small arms, highly explosive, etc.
  - i. Meal requirements (meal tickets/check, cash, or credit card).
  - j. Capacity of motor coach equipment required, if necessary.
  - k. Address of loading location (e.g., street, building, and railhead).
  - l. Special passenger equipment or special accommodations for patients and attendants or prisoners and guards; serial number of government-owned equipment must be included.
  - m. Name, address, phone number(s), fax, duty station, and after-hours contact information (e.g., mobile phone, home phone) for the TO and responsible group leader.
  - n. Verification of form of payment (Centrally Billed Account [CBA] for bus transportation).
3. Carrier Selection Procedures:
  - a. Bids must be solicited from the maximum number of carriers available to ensure best value. Bids must be solicited from a minimum of three carriers (if available) and the carrier offering the best value service must be selected. DoD-approved carriers cannot be denied the opportunity to bid on DoD movement requirements.
  - b. All bids must be evaluated to determine which carrier offers the best value service. In addition to cost, best value factors influencing carrier selection include, but are not limited to, the following:
    - (1) The presence of sufficient equipment to perform the move.
    - (2) The overall condition of the equipment (with an emphasis on safety).
    - (3) The carrier's history of providing timely and responsible service.
    - (4) The conduct and performance of operating personnel.
  - c. Carrier Selection:
    - (1) Following a carrier selection, the TO must provide written notification of the award to the successful bidder and notify the unsuccessful bidders that other means of transportation have been procured.

- (2) After transportation arrangements have been awarded, the TO must coordinate with the carrier to verify the accuracy of all pertinent travel information (e.g., commercial carrier, schedules, dates, costs, movement symbol and number, and meal service). TOs must validate that all charges on offers of service are accurate, particularly charges imposed by a third party (e.g., agents or CTOs).
  - d. TOs are required to provide the DTMO with information concerning their locally arranged chartered bus movements NLT the 5<sup>th</sup> calendar day of each month (see Figure 102-7). This action must be completed by e-mail ([dodhra.mc-alex.dtmo.mbx.military-bus-program@mail.mil](mailto:dodhra.mc-alex.dtmo.mbx.military-bus-program@mail.mil)).
4. Changes to Chartered Service:
  - (1) Any changes to chartered service must be reported to the commercial carrier as soon as possible. Failure to report changes or cancellations may incur penalties IAW the MBA. Furthermore, changes or cancellations must be documented, as this documentation assists in resolving billing problems and provides a detailed record in the event of a carrier protest.
  - (2) For additional information concerning changes and cancellation fees, as well as information on subservice, visit <https://www.defensetravel.dod.mil/site/bus.cfm>.
5. Transportation Documents:
  - a. The TO is responsible for preparing all required transportation documents prior to the commencement of the move, including DD Form 1341, Report of Commercial Carrier Passenger Service, [Figure 104-1](#).
  - b. At the completion of the move, the group leader must provide the completed forms to the TO for forwarding to the DTMO at [dodhra.mc-alex.dtmo.mbx.military-bus-program@mail.mil](mailto:dodhra.mc-alex.dtmo.mbx.military-bus-program@mail.mil).
6. Inspections. Random inspections are performed by the DTMO (or its contracted representatives) and upon TO request. If physically accessible, TOs are responsible for inspecting buses upon arrival at origin prior to passenger movement. If safety or service issues are encountered, the TO may contact the DTMO for assistance.
7. Rejection of Equipment. TOs and/or group leaders have the authority to reject the equipment offered by the carrier at the time of arrival if it is not in compliance with the terms of the MBA. In such an event, the carrier is required to comply with the terms of the MBA for substitute service to another DoD-approved carrier (see Part IV of the MBA).
8. Group Leader Responsibilities. A group leader is usually the senior-ranking individual responsible for the following duties:
  - a. Serve as the intermediary between the group and the carrier representative(s).
  - b. Conduct an inspection of the condition of the carrier equipment prior to departure, en route, and at destination. The group leader may use the “Walk-around Inspection” criteria contained on the back of DD Form 1341. Any damage must be noted and called to the attention of the carrier representative.
  - c. If a member(s) of the group damages carrier property, refer to the MBA for reimbursement procedures. Any damages must be documented in the “Remarks” portion of DD Form 1341 (or other written form of documentation), with a copy retained by the group leader and the carrier representative.
  - d. Ensure all weapons are unloaded prior to movement. (See Appendix I.)

- e. Report to the TO any changes or problems encountered by the group during travel (e.g., mechanical breakdowns, accidents).
  - f. Advise the TO of changes to passenger group movements as soon as possible.
9. Completion of Transportation. Once the bus transportation has been completed, the TO is responsible for contacting the traveling unit to validate any changes that affected the move (e.g., an increase or decrease in passenger count, changes in baggage or impedimenta requirements, changes in dates or time, or cancellation of all or part of arranged transportation).

#### D. PAYMENT PROCEDURES

1. Payment Method. A Government Travel Charge Card (GTCC) CBA must be used as the form of payment for bus movements unless alternate payment procedures are directed in a FAR based contract award. Proper credit card authorizations must be completed and forwarded to the carrier within 7 business days of receiving the carrier's invoice for transportation services rendered. The TO must reconcile the CBA IAW DFAS procedures using the carrier's invoice.
2. Charge Card Payment Procedures:
  - a. The GTCC is the required method of payment for official travel, as mandated by the Travel and Transportation Reform Act of 1998, Public Law 105-264, Section 2. A GTR may only be issued for payment of charter or scheduled movements, in emergency situations (e.g. suspended government charge card accounts or no government charge card on file).
  - b. The charge card authorization form must be provided to the carrier outlining the total amount to be charged to the GTCC. This includes any additional charges or fees that may have been incurred because of Government-required changes to the original move and/or cancellation fees.
  - c. The documented offer of service from the awarded carrier, the carrier invoice, and the amount charged to the GTCC must all reconcile to the same amount (unless changes and/or cancellations have occurred to alter the original price). Written documentation must be kept to support any price alterations.
  - d. DFAS guidelines and procedures must be followed to ensure timely payment of GTCC bills and to prevent any delinquencies or suspensions.
  - e. GTCC documents must be retained IAW specific Service and Agency guidelines, which may supplement the minimum retention period of 6 years and 3 months.
3. GTR Payment Procedures. Public Law 105-264 stipulates that a government-sponsored, contractor-issued travel card must be used by all U.S. Government personnel (civilian and military) to pay for costs incident to official business travel unless specifically exempted by authority of the Administrator of General Services or the head of the agency. In the event of an emergency and a GTR is used as a form of payment, the following procedures must be followed:
  - a. The TO prepares the GTR (refer to Appendix L for additional information) upon receipt of the carrier's Government Charter Coach Certificate (GCCC).
  - b. The TO mails copies of the GTR and GCCC to the carrier.

**NOTE:** Accurate LOA data must be included on the GTR and the responsible TO's signature is required on the GCCC prior to mailing to the carrier.
  - c. The carrier mails the proper documentation for auditing purposes, which includes an SF 1113, to the National Traffic Service (NTS), 151 John James Audubon Parkway, Amherst, NY 14228. For additional information, visit the DFAS website at <http://www.dfas.mil/>.

- NOTE:** All GTRs are required to undergo a pre-payment audit of transportation charges.
- d. Upon audit completion, NTS will forward all carrier payment documentation to the DFAS office.
  - e. The carrier will receive payment from DFAS. If the carrier encounters any issues in receiving payment, it must contact DFAS by phone 800-756-4571.
4. Wide Area Workflow (WAWF) Procedures. If a carrier is awarded a FAR-based contract that requires WAWF, the payment procedures are as follows:
- a. Confirm that the carrier is active in the Central Contractor Registry at [www.ccr.gov](http://www.ccr.gov).
  - b. Follow the registration procedures for WAWF at <https://wawf.eb.mil>.
  - c. Once registered in WAWF, sign-into the system and follow the payment process and procedures.
  - d. Any unforeseen issues may require DFAS attention. Contact DFAS via e-mail ([CCO-esolutions-WAWF@dfas.mil](mailto:CCO-esolutions-WAWF@dfas.mil)) or phone 800-756-4571.
  - e. If the carrier has any questions about any of the WAWF stipulations, direct the carrier to visit the DFAS website at <http://www.dfas.mil/ecommerce/wawf/info.html>.
5. Payment Concerns. TOs must assist carriers with any payment concerns that may arise. Additional DFAS requirements may be found at <http://www.dfas.mil/>.
6. Payment Dispute. In the event that a payment dispute cannot be resolved at the local level, it may be elevated to the DTMO for resolution ([dodhra.mc-alex.dtmo.mbx.military-bus-program@mail.mil](mailto:dodhra.mc-alex.dtmo.mbx.military-bus-program@mail.mil)), with the exception of FAR-based contracts, which must be coordinated with the responsible contracting office.

## **E. BAGGAGE, MILITARY IMPEDIMENTA, AND WEAPONS**

1. **Baggage.** CONUS carriers are responsible for transporting the baggage allowance identified in the offer of service. For further information on an individual carrier's baggage fees and prohibited items, contact the individual carrier or visit its company website.
  - a. Items prohibited by the TSA for highway travel are listed on <http://www.tsa.gov/traveler-information/prohibited-items>.
  - b. Travelers are responsible for off-loading baggage from privately owned and government vehicles and making it available to the carriers at their check-in points.
2. **Military Impedimenta.** Military impedimenta are distinguished from other articles included in the free baggage allowance under the MBA. If such articles are intended for transport on a charter bus, they must be identified and agreed to by the carrier. Any additional charges for these articles must be coordinated with the TO and included in the carrier's invoice for payment.
3. **Weapons.**
  - a. Privately Owned Weapons. Travelers are responsible for complying with all laws and regulations of the United States, local municipalities, U.S. territories, and foreign countries regarding the possession, carrying, and shipping of privately owned weapons and ammunition.
  - b. Government-Owned Weapons. If travelers using bus transportation require the transport of weapons or ammunition, the authority must be included in the travel orders. The TO is responsible for ensuring that travelers, commanders, and/or designated agents are briefed on all laws and regulations of the United States, local municipalities, U.S. territories, and

foreign countries regarding the possession, carrying, and shipping of weapons and ammunition. The TO must coordinate with the carrier, station managers, and/or charter representatives on requirements and security.

- c. Additional information on the transport of weapons and ammunition are contained in Appendix I.

REPORT OF COMMERCIAL CARRIER PASSENGER SERVICE										
(Prescribed by DTR 4500.9-R)										
1. SCHEDULED PAX		2. ACTUAL PAX		3. DATE (YYYYMMDD)		4. CAM/MAIN/MRO NUMBER		5. PSRO NUMBER		
6. NAME OF ORIGIN ACTIVITY					7. NAME OF DESTINATION ACTIVITY					
8. GROUP LEADER					9. DESTINATION TRANSPORTATION OFFICER TELEPHONE NUMBER		10. DUTY OFFICER TELEPHONE NUMBER			
a. NAME (Last, First, Middle Initial)			b. RANK/GRADE							
c. UNIT/COMMAND NAME			d. TELEPHONE NUMBER		11. NAME OF AIR CARRIER/BUS COMPANY					
e. UNIT/COMMAND ADDRESS (Include ZIP Code)					12. ORIGIN		13. DESTINATION			
14. AIR CARRIER PASSENGER SERVICE (X as applicable)					15. COMMERCIAL BUS SERVICE (X as applicable)					
AREAS TO BE RATED		UNSATIS-FACTORY	MARGINAL	SATIS-FACTORY	VERY SATIS-FACTORY	EXCELLENT	AREAS TO BE RATED		YES	NO
a. Check-in convenience							a. Interior and exterior of bus cleaned.			
b. Courtesy of passenger agents							b. Lavatory clean and functional with sufficient tissue, towels, soap, and water, if applicable.			
c. Flight information display							c. Equipped with first aid kit.			
d. Promptness in boarding aircraft							d. Clean headrest covers supplied for each seat.			
e. Baggage handling							e. Overhead rack space provided for coats, hats, and parcels.			
f. Meal service							f. Temperature controlled so as to ensure passenger comfort regardless of outside temperature.			
g. Aircrew courtesy							g. Lighting adequate to service needs of individual passengers.			
h. Aircraft cleanliness							h. Carrier personnel neat, courteous, and helpful.			
i. Aircraft cabin temperature							i. Carrier arranged for clean and sanitary meal stops. Meals consisted of good quantity, quality, and variety.			
j. Announcements (Timing, Clarity, Content)							j. Meal stops made during specified meal hours.			
k. Arrival timeliness							k. During movement, bus operator briefed person in charge concerning irregular events and reasons for delay.			
l. Flight safety							16. REMARKS (Continue on back if necessary)			
m. Overall flight rating										

DD FORM 1341, FEB 2010

PREVIOUS EDITION MAY BE USED.

Adobe Professional 8.0

Figure 104-1. DD Form 1341, Report of Commercial Carrier Passenger Service

<b>VEHICLE INSPECTION CRITERIA</b>	<b>DUTIES OF GROUP LEADER</b>
<p>COMMERCIAL BUS MOVEMENT STANDARDS OF SERVICE AND SURVEILLANCE CHECKLIST</p> <p>Section I - Identification Data</p> <p>Section II - Driver Documents</p> <ol style="list-style-type: none"> <li>1. Driver's license</li> <li>2. Medical certificate</li> <li>3. Driver's record of duty status (log)</li> <li>4. Vehicle Inspection Report</li> </ol> <p>Section III - Vehicle Inspection (Walk Around)</p> <ol style="list-style-type: none"> <li>1. Parking brake</li> <li>2. Front of bus                             <ol style="list-style-type: none"> <li>a. Proper lighting</li> <li>b. Windshield wipers</li> <li>c. Cracked windshield</li> </ol> </li> <li>3. Left side of bus                             <ol style="list-style-type: none"> <li>a. Wheels and rims</li> <li>b. Front tires (4/32" tread depth required)</li> </ol> </li> <li>4. Rear of bus                             <ol style="list-style-type: none"> <li>a. Exhaust system</li> <li>b. Oil leaks</li> <li>c. Tail lights, turn signals, stop lights, and emergency flashers</li> </ol> </li> <li>5. Right side of bus                             <ol style="list-style-type: none"> <li>a. Wheels and rims</li> <li>b. Rear tires (2/32" tread depth required)</li> </ol> </li> <li>6. Air loss rate (air leaks)</li> <li>7. Low air warning device</li> <li>8. Fuel system</li> <li>9. Exterior appearance</li> </ol> <p>Section IV - Interior Inspection</p> <ol style="list-style-type: none"> <li>1. Fire extinguisher (properly secured)</li> <li>2. Emergency warning devices</li> <li>3. Standee line and sign</li> <li>4. Seats properly secured to flooring</li> <li>5. Lavatories clean, door lock operational, towelettes supplied if no fresh water system</li> <li>6. Temperature control</li> <li>7. Emergency push-out windows operational and properly marked</li> </ol> <p>Section V - Carrier Responsibilities</p> <ol style="list-style-type: none"> <li>1. Meal stops and driver exchange points</li> </ol> <p>Section VI - Miscellaneous</p> <ol style="list-style-type: none"> <li>1. Buses spotted on time, sufficient seating, and baggage space</li> </ol>	<ol style="list-style-type: none"> <li>1. Serve as the intermediary between all group members and carrier representatives.</li> <li>2. Responsible for handling of GTRs and any other accountable documents.</li> <li>3. Prohibit the completion or alteration of carrier tickets by personnel other than bona fide employees of the carrier.</li> <li>4. Properly dispose of any unused GTRs or other accountable documents.</li> <li>5. Ensure baggage is positioned for carrier loading. Carrier representative will load baggage.</li> <li>6. Notify originating and destination TO in the event of unusual delays.</li> <li>7. Observe condition of carrier equipment prior to departure utilizing vehicle inspection criteria listed. Contact the TO on any disputed items.</li> <li>8. Annotate meal ticket with actual number of meals provided.</li> <li>9. Notify TO when any personnel are hospitalized, deceased, or missing.</li> <li>10. Complete the DD Form 1341 and turn in to the TO.</li> </ol> <p><b>16. REMARKS</b> <i>(Continued)</i></p>
DD FORM 1341 (BACK), FEB 2010	<div style="border: 1px solid black; display: inline-block; padding: 2px 10px;">Reset</div>

**Figure 104-1. DD Form 1341, Report of Commercial Carrier Passenger Service (Cont'd)**