

## 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 Department of Defense (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 adhere to and sign the DoD Bus Agreement (DBA), which is kept on file at the Defense Travel Management Office (DTMO). The Transportation Officer (TO) who has the authority to procure bus movements on behalf of their respective DoD entity will adhere to the DTR.
  - b. To obtain a copy of the DBA 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 must refer commercial bus carriers interested in becoming DoD-approved to the DBA and have the carrier direct any inquiries to the DTMO. A TO may request a carrier become DoD-approved. Submit all justification requests to DTMO; if the request is approved, DTMO will add the carrier to the DoD-approved carrier list.
  - c. TOs arranging group travel and paying with DoD funds must abide by this regulation and the provisions of the DBA.
  - 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. DBA Standards of Service. The DBA 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, the United States Transportation Command (USTRANSCOM) Contract Division, or a TO. In emergencies, carriers must continue to comply with all prescribed standards to the extent that circumstances permit.
3. Outside the Continental United States (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 and must utilize the Group Operational Passenger System (GOPAX) to procure ground transportation. GOPAX can be accessed at the following URL: <https://gopax.transport.mil>. GOPAX is a Web-based procurement system that allows DoD-approved carriers to provide an offer of service on military movement requirements. DTMO may

assist customers to establish a bus movement for a customer without a GOPAX account until an account is established.

2. For assistance in procuring bus transportation using the GOPAX system, the TO may contact the USTRANSCOM Help Desk at 618-220-6432. To access GOPAX training, <https://gopax.transport.mil>.
3. For assistance with the DoD Bus Program, such as DBA, carrier and/or billing issues, contact 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. All requests (including local moves) must be requested in GOPAX. Submit requests as early as possible to obtain the best value service. The origin, destination, and movement date on the request must be unclassified.
2. Fund Cite. A line of accounting should be approved by the requesting agency prior to submission of a GOPAX request.
3. Requests must contain the following information:
  - a. Identification of the group (e.g., recruits, National Guard).
  - b. Type of travel (e.g., Training or Temporary Duty).
  - c. Number of persons traveling.
  - d. Origin/destination of travel to include pickup 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 hazardous materials 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.
4. Carrier Selection Procedures:
  - a. Bid Process:
    - (1) Bids must be solicited from the maximum number of carriers available to ensure best value. DoD-approved carriers cannot be denied the opportunity to bid on DoD movement requirements.

- (2) 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:
  - (a) The presence of sufficient equipment to perform the move.
  - (b) The overall condition of the equipment (with an emphasis on safety).
  - (c) The carrier's history of providing timely and responsible service.
  - (d) The conduct and performance of operating personnel.
- b. Carrier Selection:
  - (1) Following a carrier selection, GOPAX will send an automatic 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 Travel Management Companies).
- c. Locally/Manually Arranged Moves:
  - (1) Locally/manually arranged moves are moves made outside of GOPAX when there is a system failure (GOPAX is not operational), and if a locally/manually arranged move is required, bids must be solicited from a minimum of three carriers (if available). The carrier offering the best value service must be selected. The TO must provide written notification of the award to the successful bidder and notify the unsuccessful bidders that transportation has been procured.
  - (2) TOs are required to provide DTMO with information concerning their locally/manually arranged chartered bus movements no later than the 10th calendar day of each month (see [Figure 104-3](#)). 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)).
- d. Emergency Response (e.g., natural disaster, hurricane):
  - (1) If the event of an emergency, GOPAX should be used as the first method to request service. If the emergency response prevents the request from being entered into GOPAX, locally/manually arranged moves may be procured (see Locally/Manually Arranged Moves above).
  - (2) When DoD-approved carriers are unavailable to meet mission requirements, TOs may request DTMO expedite approval for non-approved carriers. DTMO will determine whether non-approved carriers meet standard of service requirements.
  - (3) The comment section of your requests should include specific details, such as projected staging date and time of pickup, projected number of buses required, and emergency point of contact name and number.
5. Changes to Chartered Bus Service:
  - a. Any changes to chartered bus service must be reported to the commercial carrier as soon as possible. Failure to report changes or cancellations may incur penalties in accordance with (IAW) the DBA. 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.
- b. For additional information concerning changes, cancellation fees, or subservice, visit <https://www.defensetravel.dod.mil/site/bus.cfm>.
6. Transportation Documents:
    - a. The TO is responsible for preparing all required transportation documents prior to the commencement of the move, including DTMO-BUS-01 form, DTMO Bus Movement Standards of Service & Inspection Checklist, [Figure 104-1](#) If able, group leader should use QR code on form to submit information electronically .
    - b. The group leader must submit a separate DTMO-BUS-01 form for each move. Regular-schedule routes or long-term moves are excluded unless there is a concern. At the completion of the move, the group leader must submit the DTMO-01 Form electronically using the QR code or fill the form out at the pick-up location and submit it using the url - <https://www.defensetravel.dod.mil/Community/se/251137452D546FFD> once they arrive at their destination. Group leader will receive a copy of submission and should forward to the TO.
  7. Inspections. Random inspections are performed by State Inspectors when available. If physically accessible, TOs and/or group leaders are responsible for inspecting buses upon arrival at origin prior to passenger movement using the DTMO-BUS-01 form. If safety or service issues are encountered, the TO and/or group leaders may contact the DTMO for assistance.
  8. 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 DBA. In such an event, the carrier is required to comply with the terms of the DBA for substitute service to another DoD-approved carrier (see Part IV of the DBA).
  9. 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 a visual inspection of the condition of the carrier equipment prior to departure, en route, and at destination. Any damage must be noted on the DTMO-01 Form and called to the attention of the carrier representative.
    - c. If a member(s) of the group damages carrier property, refer to the DBA for reimbursement procedures. Any damages must be documented in the “Comment” portion of DTMO-BUS-01 form (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.
  10. 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) Centrally Billed Account (CBA) must be used as the form of payment for bus movements unless alternate payment procedures are directed in a Federal Acquisition Regulation (FAR)-based contract award. Carriers are responsible for submitting all associated expenses/invoices via Government Charter Coach Certificate (GCCC) to the Government within 7 business days for transportation services rendered. Carriers must submit GCCC in the provided format (see [Figure 104-4](#)). Proper credit card authorizations must be completed and forwarded to the carrier within 7 business days of receiving the carrier's GCCC/invoice for transportation services rendered. The TO must reconcile the CBA IAW Defense Finance and Accounting Service (DFAS) procedures using the carrier's GCCC/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 Government Transportation Request (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). For additional information on the GTR, see Appendix L.
  - 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. Written documentation must be kept to support any price alterations. The amount charged to the GTCC must match the awarded carrier's offer of service. If changes and/or cancellations have occurred to alter the original price (e.g., route change, additional service requested) the amount reconciled must be agreed upon between the Carrier and TO.
  - 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 7 years.
  - f. TOs should not authorize carriers to retain GTCC numbers for reoccurring payments. Carriers are required to submit a GCCC/invoice for each service rendered before payments are authorized.
3. 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 System for Award Management (SAM) at [www.sam.gov](http://www.sam.gov).
  - b. Follow the registration procedures for WAWF at <https://piee.eb.mil/piece-landing/>.
  - 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>.

4. **Payment Concerns.** TOs must assist carriers with any payment concerns that may arise. Additional DFAS requirements may be found at <http://www.dfas.mil/>.
5. **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.
6. **Late Payment.** In accordance with the Prompt Payment Act, government bills are to be paid within 30 days after proper receipt of a GCCC/invoice. When payments are not made timely, interest may be applied to GCCC/invoice.

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

1. **Baggage.** Continental United States (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 Transportation Security Administration (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 DBA. 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 GCCC/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.



## DTMO-BUS-01 Form – DoD BUS MOVEMENT STANDARDS OF SERVICE & INSPECTION CHECKLIST

September 2022

### Instructions

Group leaders are required to start this form at the pick-up location for each bus movement. Complete and submit the form, photos of vehicle VIN#, and photos of any issues/damage to the Defense Travel Management Office and forward to the Transportation Officer (TO) once the move is complete. There are two ways to complete this form:

1. **Using QR code.** [Preferred] Use your camera on your smart device (mobile phone or tablet) to snap a picture of the QR code below to go directly to the online form.



2. **Online.** If you are unable to use the above QR code, use the form below to answer the questions at the pick-up location, then go to the link below to complete and submit electronically:

<https://www.defensetravel.dod.mil/Community/se/251137452D546FFD>

Section I Movement Information	
Date	
MRN #	
Total Passengers	
Number of Vehicles	
VIN number for each vehicle in the move (upload picture(s))	
Origin (City/State or Base/Installation)	
Destination (City/State or Base/Installation)	
Arrival Time (24H)	
Departure Time (24H)	
Section II Unit/Leader Information	
Group Leader Name	
Group Leader Rank/Grade:	
Group Leader E-mail	
Group Leader Phone	
Unit/Command Name	
Transportation Officer (TO) Information:	
TO Name:	
TO Email:	

**Figure 104-1. DTMO-BUS-01 Form, DTMO Bus Movement Standards of Service & Inspection Checklist**

<b>Section III Carrier/Driver Information</b>	
Name of Bus Carrier	
U.S. DOT Number (Can upload photo)	
Lead Driver's Full Name	
<b>Yes or No</b>	
Name of driver clearly identified	
Driver has cell phone/radio communication	
Company Name/DOT# clearly identified on bus	
<b>Yes or No</b>	
<b>Section IV Carrier Responsibilities</b>	
Did the bus arrive on time? (If no, comment below)	
Carrier provided safety briefing before departure	
Carrier briefed Group Leader concerning stops	
Carrier disinfected interior/exterior per CDC guidelines	
<b>Check all that apply</b>	
<b>Safety Issues</b>	
None	
Fire extinguisher (properly secured)	
Adequate lighting	
Emergency windows and doors operational and marked	
Emergency warning devices	
Equipped with first aid kit	
Other	
<b>Check all that apply</b>	
<b>Interior Issues</b>	
None	
Interior clean	
Seats properly secured to flooring	
Clean headrest covers supplied for each seat	
Lighting adequate	
Lavatory clean and functional	
Overhead rack space provided	
Other	
<b>Check all that apply</b>	
<b>Exterior Issues</b>	
None	
Tire inspections (visual inspection for flat tires)	
Exterior appearance has damage/vandalism	
Other	
<b>Check all that apply</b>	
<b>Mechanical Issues</b>	
None	
Oil leaks	
Temperature controls (A/C, Heat)	
Cracked windshield	
Windshield wipers	
Windows work properly and completely close	
Other	
<b>Comments</b>	
<b>Overall Rating</b>	
Poor, Fair, Good, Very good, or Excellent	

**Figure 104-2. DTMO-BUS-01 Form, DTMO Bus Movement Standards of Service & Inspection Checklist (Cont'd)**





### GOVERNMENT CHARTER COACH CERTIFICATE

DATE PREPARED:

COMPANY:			TO REPRESENTATIVE AT:			
PERSON IN CHARGE OF GROUP:			PHONE:			
FOR (INSERT IDENTITY OF GOVERNMENT GROUP):						
NUMBER OF PASSENGERS	REQUESTED	ACTUAL	BUSES REQUESTED NUMBER / CAPACITY /	BUSES ACTUALLY USED NUMBER / CAPACITY /		
FROM:			TO:		O.W.      R.T.	
GOING LOADING POINT AND EXCEPTIONAL SERVICES REQUESTED			REPORT TIME		LEAVE DATE	
LIVE MILES ROUTE			DEADHEAD MILES ROUTE			
RETURN LOADING POINT AND EXCEPTION SERVICES REQUESTED			REPORT TIME		RETURN DATE	
ITINERARY		DATE	TIME	1. LIVE MILES _____ @ \$ _____ PER MILE = \$ _____ 2. DEADHEAD MILES _____ @ \$ _____ PER MILE = \$ _____ 3. TIME CHARGES _____ DAYS _____ HOURS = \$ _____ 4. SUBTOTAL \$ _____ 5. BRIDGE AND TUNNEL TOLLS \$ _____ 6. HIGHWAY TOLLS \$ _____ 7. OTHER (EXPLAIN) <div style="border: 1px solid black; width: 150px; height: 20px; margin: 5px 0;"></div> \$ _____ 8. SUBTOTAL \$ _____ 9. LESS ALLOWANCE WHEN APPLICABLE _____ % OF LINE 4 = \$ _____ 10. TOTAL = \$ _____		
(1) Reason for furnishing larger equipment than necessary to handle number of people involved if that is done; (2) Any unusual circumstances or charge which may affect billing for service.						
Move Request Number (MRN):			INVOICE NUMBER:			
It is understood and agreed that the performance of the service detailed in this certificate is subject to all tariff provisions and such other arrangements as may be agreed upon not contrary not pertinent tariff rules and regulations.						
<p><b><i>To the best of the knowledge and belief of the undersigned carrier representative, the charter described above was the best arrangement which the Carrier was in a position to offer to the Government.</i></b></p> <p>_____</p> <p style="text-align: center;">CARRIER</p> <p>For the Carrier _____</p> <p style="text-align: center;"><i>Signature</i></p> <p>_____</p> <p>Print or type name</p>			<p><b><i>This certificate properly reflects the service actually performed and equipment used.</i></b></p> <p>_____</p> <p>MILITARY INSTALLATION OR GOVERNMENT ORGANIZATION</p> <p>ADDRESS</p> <p>CITY _____ STATE ____ ZIP _____</p> <p>DATE: _____</p> <p>BY _____</p> <p style="text-align: center;">(TRANSPORTATION OFFICER OR AGENT, RANK OR TITLE)</p>			
ORIGINAL (TO BE ATTACHED TO TRANSPORTATION REQUEST)						

**Figure 104-4. Government Charter Coach Certificate (GCCC)**

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