

General

Definitions

- **Bus Captain:** Student employees, RSO Advisors & Executive Leaders, and SGA Executive Officers & Event Directors, are eligible to be Bus Captains. Bus Captains act as the primary communicators between the participants on the trip, the bus drivers, the bus company, and UConn staff members. Bus Captains work to ensure participants are behaving in a safe and reasonable manner during the full length of the trip.
- **Co-Captain:** A support for the bus captain.
- **Student Coordinator:** The student who is responsible for the organization and planning of the trip. This student will act as the 'lead' on the trip and will play an integral role in ensuring check-in runs smoothly. This may be the same individual as the Bus Captain.
- **Staff:** During some select in-state trips, Full Time Student Services Staff also qualify to act as Bus Captains and have an increased responsibility level. Staffing levels will be determined by the Student Activities Office.
 - There will always be a staff member on-call for bus trips for you to coordinate with in case of emergency

Policies for Bus Captains/Staff

- Have an e-roster of participants going on trip. Staff will be responsible for getting the roster pre-trip from the Student Activities Office. This will be shared electronically via a Google Doc
- Take notes on roster about any situations that arise during the loading of the buses.
- Use tape to hang a 'UConn Travel Trip' sign on each bus, number the buses if there is more than one.
- Informational sheets need to be given to all participants containing pick-up time, location, Student Coordinator's phone number, and which bus to load back onto.
- The number of Bus Captains is assigned at the discretion of the Student Activities Office. There must be a minimum of 1 Bus Captain per bus.

Trip Preparation

Bus Captains

Before setting out to load the bus, Bus Captains are responsible for bringing the following:

- Having an e-copy of the roster and Emergency Contacts for all bus captains and student coordinators. This will have been provided by the Student Activities Office via a Google sheet
- Pens & tape
- Tickets, if needed at the trip destination. This will have been provided by the Student Activities Office
- Informational sheets
- Participant expectations and policies. These will be announced by the bus captain on the bus.

Student Coordinator

A minimum of 2 business days before the trip departs, the Student Coordinator will

- Notify the Student Activities office of the phone number that student can access if they have questions
- Email the event participants (and cc the Student Activities staff) with the following information
 - Time to arrive (at least 15 min prior to departure, recommend 30)
 - Where the check-in process will take place
 - Complete trip information (where are you going, for how long, is the pick-up location different, etc.)
 - Policies that the participants must abide by during the entire trip (see below)
 - Explanation of the Activity Participation Acknowledgement & Release of Liability form (see below)

Staff

A minimum of 3 business days before the trip departs, the Student Activities Office will

- Distribute the roster & Emergency Contacts to the Student Coordinator and Bus Captain(s)
- Ensure tickets or any materials necessary for the trip are ready for the Bus Captain to collect
- Provide Student Coordinator & Bus Captains with information from the Bus Company
 - Name of their bus driver and their phone number
 - Phone number of the company's dispatcher
 - Protocol if the bus they are riding were to break down

Participant Handout

Policies for Participants

- Everyone must have a valid bus ticket aka email confirmation page
- Depending on the nature of the trip, participants must ALSO have a valid ticket for the activity they are participating in on the trip
- Students MUST present a valid UConn student ID
- Participants must follow UConn’s Student Code of Conduct and all local, state, and federal laws at all times
- Participants must have completed the Activity Participation Acknowledgement & Release of Liability form before getting on the bus
- Everyone must ride the provided transportation to and from the event.
 - In the event that a participant does not plan to return with the bus, participant should notify the Bus Captain immediately
- Participants are required to ride the same bus to and from the event. Important when there are multiple busses

Explanation of the Acknowledgement & Release of Liability Forms

- Participants would have provided their cell phone number and a person who should be called in case of emergency
- The emergency contact will be called if the participant does not show up to depart back to UConn
- Emergency contacts should NOT be on the trip
- If any information needs to be updated, participants need to notify the Bus Captains immediately

Information Sheet

Bus Trip Details

Destination:

Bus Departure Location:

Bus Departure Time:

| Bus Captain Name | Contact Information |
|------------------|---------------------|
| | |
| | |
| | |

Additional Pertinent Information:

During The Bus Trip

Checking Tickets/Confirmation

- As participants board a bus, they must provide the Bus Captain with a ticket and MATCHING valid ID.
- Use the roster to match the names of the purchased tickets to the names of the participants at the trip

Departure Announcements

- Once the bus is fully loaded, the Bus Captain should stand at the front of the bus and go over trip details.
 - Approximate arrival time
 - Pick up location
 - Departure time
 - Phone number to contact for emergencies
 - Any other pertinent information regarding specific trip details
- Read the Polices for Participants
- Read the Explanation of the Acknowledgement & Release of Liability

En-Route to Destination

- While traveling, bus captains are to create a roster of individuals on their specific bus. This will be used when reloading the bus after reaching the event site
 - Important when there are multiple buses

Exiting the bus

- Before participants exit the bus for the event site, they should be given an information sheet that states:
 - the Bus Captain's name and contact information
 - the time and location for participants to be at to depart back to campus
 - any other pertinent information as it relates to the trip
- Always make sure participants know to arrive at the pick-up location a minimum of 15 minutes prior to bus departure time

At the Event

- Bus Captains are to always keep emergency releases with them and make sure cell phones are charged (bringing a cord/external charger if necessary).
- Depending on the event, responsibilities will vary – Bus Captains may have to work with a ticket office to distribute tickets, act as a liaison between event site and participants, but once these responsibilities pass, Bus Captains are free to enjoy the event.
- Bus Captains are to remain of sound body and mind for the duration of any event – regardless of age or event venue

Reloading the Bus

- Use the roster created after load-in (specific to your bus). Participants **MUST** ride the same bus back to UConn as they rode to the event.
- At the time buses are set to depart, Bus Captains are to call all participants who have not returned to the bus at this time. If they respond and say that they are not coming, find out their plan, and ask if they have alerted their emergency contact – if they have not, tell them that they must do so at this time.
 - Document this on the roster
- If a participant does not respond within 10 minutes of the departure time, call back again – wait 5 minutes longer and call/text a third time. At this time, Bus Captains should send the person's emergency contact information to the Staff on the trip.

Emergency Action Protocol

General

- Get to safety, if possible
- Call 911 in case of an emergency
- Inform staff member(s) on trip/direct advisor of situation, if they are not already aware
- Primary staff will communicate with the department
- Instruct all students who can telephone their family about the situation to do so and to inform them of their safety
- Work with transportation company to see if they have additional resources to rectify the situation
- Work with emergency personnel in providing all known information and trade contact information with them.
- Write a report as to what occurred and send to StamfordActivities@uconn.edu
- Complete this form if an injury or incident occurs: https://cm.maxient.com/reportingform.php?UnivofConnecticut&layout_id=26

Addressing Unsafe Bus/Driver

- Not comfortable with driver
 - Address the driver directly
 - Call staff member on-call
 - Call dispatch
- Not comfortable with bus condition (safety concerns)
 - Talk with driver
 - Call staff member on-call
 - Call dispatch

Addressing Unsafe Participants

- Rowdy Participants
 - Talk with participant
 - Talk with bus driver
 - Call law enforcement (or UConn PD if return trip)
 - Call staff member on-call
 - Call dispatch

Injury/Incident

Complete this form if an injury or incident occurs

https://cm.maxient.com/reportingform.php?UnivofConnecticut&layout_id=26