

## CASE STUDY

# Get Off the Struggle Bus

**“WE’VE GOT A BETTER PRODUCT IN FLEETLOCATE” — CUSTOMIZED DVIRS, WORLD-CLASS CUSTOMER SUPPORT, AND ELECTRONIC LOGGING THAT JUST WORKS**

## ABOUT

With five terminals and nearly 60 full-size charter buses, Annett Bus Lines runs routes mainly along the East Coast and Gulf Coast. Headquartered in Sebring, Florida, the motorcoach company has been committed to providing excellent customer service for more than 40 years.



## CHALLENGE

Tracking infrastructure for a business of this size presents challenges. Annett Bus Lines experimented with electronic logging once before, but it didn't go so well.

“There were a lot of hardware and software issues,” says Joe Schirck, safety director at Annett Bus Lines. “We would lose buses. They’d get to Polk County Line and just disappear, then reappear somewhere else on the map a long time later. Other times, my drivers would park a bus and go off-duty; meanwhile, it would show them on-duty and driving for three days straight. We finally had to turn logging off.”

## SOLUTION

After things went sideways with the prior solution, Annett Bus Lines lost faith in electronic logging. However, one of its more “techie” employees recommended FleetLocate by Spireon.

FleetLocate is a powerful, user-friendly fleet management solution designed to help businesses get the most out of drivers, vehicles, assets, and trailers. From simple GPS vehicle tracking to affordable ELD compliance, FleetLocate’s rich data is the backbone that drives fleet intelligence, productivity, and profitability.

## RESULTS

FleetLocate has restored Annett Bus Lines's faith in telematics technology. Since switching to FleetLocate three years ago, staff can locate buses not only for dispatch, but they can determine if a driver is parked and available for a call, or on the road and unavailable.

"It's also easy to run reports. Before, I used to have to run log audits, which would take hours. Now it's just a matter of plugging in and there's a report there for me. I don't have to do it by hand anymore," says Schirck.

Spireon also provides quick, personalized support.

**"SPIREON HAS BEEN VERY RESPONSIVE. ANY LITTLE PROBLEM, YOU CALL AND TALK TO A REAL PERSON, NOT A RECORDING. IF THEY CAN'T RESOLVE THE ISSUE IMMEDIATELY, THEY'LL RUN IT UP TO THE TECHNICIAN WHO CAN SOLVE IT," SAYS SCHIRCK. "ALSO, BEING A BUSING COMPANY INSTEAD OF A TRUCK COMPANY, WE HAVE DIFFERENT NEEDS FOR OUR DRIVER VEHICLE INSPECTIONS, SO THEY CUSTOMIZED OUR DVIR [DRIVER VEHICLE INSPECTION REPORT] TO FIT OUR COMPANY."**

Schirck talks to a number of other safety directors at seminars and through connections with the American Bus Association (ABA) and United Motorcoach Association (UMA). He hears a lot of familiar problems with other logging systems.

"We aren't experiencing a lot of their issues. That makes me think that we've got a better product in FleetLocate."

Looking for electronic logging that actually works as advertised, with [award-winning](#) support? Visit [spireon.com/fleet-management](https://spireon.com/fleet-management) or talk to one of our friendly experts at 800.557.1449.

