

Why use a DMC vs. a Transportation Company?

Have you ever invested a significant amount of money for a vehicle that has garbage in it?! Have you ever seen a coach driver get lost, and try to maneuver directions from a small font on a dirty faxed paper while transporting VIPs to a destination? Have you ever watched a driver smoke his/her cigarette outside the coach, while the guests are waiting in the coach to leave, or while they are exiting the coach? What about when a guest asks the driver about a venue, and he responds, "I dono"? True there may be some drivers who are charming and talk with your guests in a professional manner. But, what if you / your client doesn't want guests to be talked to? How about when your guests are standing outside of a venue at one entrance, and your coaches are at another because the drop-off point is different from the pick-up point? Or, if your coaches parked across the street, so the guests have to all run across the street, avoiding cars, when there was plenty of space in front of the venue exit? This stuff happens, and we have seen it all!!

These reasons and more are why DMC provides Escorts on each and every coach, because otherwise, who knows ~ anything goes!! We are there to ensure our clients that these situations just will not happen. DMC utilizes ONLY the best transportation companies in the New York City / New Jersey area. Although they are the best, so much can go wrong. Therefore, our Escorts are provided with the directions, transfer itineraries and agendas with full details of the entire program (even if it does not involve them). They are prepared with background of you / your client, your client's client, the program, the guests, and who the VIPs are. They are on-site in case of time changes. They call the coach dispatcher asking where the driver is, and why s/he took a lunch break when s/he is supposed to be at the hotel. They place program-specific signage on the coach window / dashboard, as well as hold program signage so the guests do not get on the wrong coach. They also tip the driver, so the client does not need to worry about it on-site (gratuity is always included in DMC services fees).

A coach company may not accept responsibility for its drivers' actions, nor is there someone on-site to say exactly what happened. Our Escorts are there because the coach company is a Partner of DMC, and DMC accepts the responsibility of the driver, the Escort, and the condition of the coach. Our Escort's responsibility is to service the guests and monitor the driver. A coach driver's job is to drive the coach, and that is why s/he is a driver. DMC Escorts are well-versed in speaking "driver-speak", as well as taking care of your guests.

We know you are aware of cost being the difference. In DMC' eyes, it's the SERVICE that makes the difference. We feel our service is well-worth the investment. DMC is not in the transportation business, but in the business of SERVICING transportation, while a coach company provides transportation. We hope you give us the opportunity to prove it to you as well.
