

ATTACHMENT K - REFERENCE QUESTIONNAIRE
ST. LUCIE PUBLIC SCHOOLS
ITB 25-11
CHARTER BUS SERVICES

FOR: Florida Trails, Inc., d/b/a Annett Bus Lines
(Name of Vendor Requesting Reference)

This form is being submitted to your Company for completion as a business reference for the company listed above.

This form is to be returned to the School Board of St. Lucie County, Purchasing Department, via email at kimberly.albritton@stlucieschools.org no later than 3:00 p.m., **February 13, 2025**, and **must not** be returned to the company requesting the reference.

For questions or concerns regarding this form, please contact the School Board of St. Lucie County, Purchasing Department, by telephone: (772) 429-3980, or by email at kimberly.albritton@stlucieschools.org. When contacting us, please be sure to include the solicitation number and title listed at the top of this page.

Company Providing Reference STM Driven
Contact Name and Title/Position Sam Folladori / Sr. Operations Manager
Contact Telephone Number (319) 212-5415
Contact Email Address sfolladori@stmdriven.com

Questions:

1. In what capacity have you worked with this company in the past? If the Company was under a similar contract, please acknowledge and explain briefly whether or not the contract was successful.

Comments:

I personally have had the privilege of working with Annett Bus Lines for over 7 years, while my company has worked with them much longer. During this time, we have successfully completed 100's of academic and collegiate trips on a trip by trip contract. Each and every trip with Annett is always a success!

2. How would you rate this Company's knowledge and expertise?

3 (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Comments:

3. How would you rate the Company's flexibility relative to changes in the scope and timelines?

3 (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Comments:

4. What is your level of satisfaction with hard-copy materials, e.g. quotation, written scopes of work, reports, logs, etc. produced by the Company?

3 (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Comments:

5. How would you rate the dynamics/interaction between the Company and your staff?
3 (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Comments:

6. Who were the Company's principle representatives involved in providing your service and how would you rate them individually? Would you comment on the skills, knowledge, behaviors or other factors on which you based the rating? (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Name: Wade Scheel Rating: 3

Name: Melony Taylor Rating: 3

Name: Sean Herring Rating: 3

Name: _____ Rating: _____

Comments:

7. With which aspect(s) of this Company's services are you most satisfied?

Comments:

No matter who we work with at Annett, they always approach each trip with the utmost professionalism. Their customer service is second to none! Our clients always appreciate the friendly drivers and well kept busses!

8. With which aspect(s) of this Company's services are you least satisfied?

Comments:

I can sincerely say I don't have a bad thing to say about Annett. I wish we had the opportunity to work with them more than we already do!

9. Would you recommend this Company's services to your organization again?

Comments:

Absolutely. We work with 100's of bus companies across the United States and if all of our partners operated in the same capacity as Annett, my job would be much easier. From start to finish, each trip is treated as VIP. I know my clients are always in good hands when they step on an Annett bus!