

Summer 2013

TRAILWAYS

Best of the Best: Trailways Fleet Safety Awards



The Trailways' Fleet Service "Mirror Award" recognizes stellar safety records at Trailways companies. Winning the award is a great accomplishment and a source of pride for all employees. Presentation of the awards occurred during the Trailways annual meeting dinner gala in San Diego this past March and was sponsored by MCI. Winners for 2012 include:

- **Arrow Trailways of Texas, Killeen, TX**—Fleet Service Award for Safety—Less Than Two Million Miles Traveled, Scheduled Route Division;
- **Capital Trailways, Montgomery, AL**—Fleet Service Award for Safety—Less Than Two Million Miles Traveled, Charter & Tour Division;
- **Southern Trailways of Alabama, Jackson's Gap, AL**—Most Improved Fleet Service Award for Safety, Charter & Tour Division.

Left to right: awards presenter, Scott Henry, President, Martz Group Trailways of Pennsylvania; gala sponsor, Patricia "Pat" Ziska, Vice President of Private Sector New Coach Sales at MCI; Shannon Rhodes, President of Capital Colonial Trailways and Southern Trailways in Alabama; Timothy Hancock, President, and Kris Gauze, Vice President of Arrow Trailways of Texas; and Tony Fiorini, Trailways Chairman and President of Silver State Trailways (CA/NV).

(Additional recipients not pictured include: Adirondack Trailways Hurley, NY—Fleet Service Award for Safety—Over Two Million Miles Traveled in the Scheduled Route Division and Pine Hill Trailways, Hurley, NY for "Most Improved" Fleet Service Award for Safety in the Scheduled Route Division).

New Trailways Operators in Philadelphia and Georgia

Trailways announces two new operators located in Philadelphia, PA, and Brunswick, GA, that are affiliating with the brand.

New in Philadelphia

In Philadelphia, we welcome **David Thomas Trailways**. Company President David Benedict launched his tour and motorcoach businesses in the early '90s, running motorcoach charters to Atlantic City casinos. Today, David Thomas Trailways operates a fleet of 24 full-sized coaches and 14 passenger shuttle buses, and it has garnered contracts with an array of clients, including: Colleges, schools, the Department of Homeland Security and the City of Philadelphia.

"Trailways has always been a respected brand in the industry, and we look forward to building it up even more in our region," Benedict said. "We have grown organically every year, and we look forward to getting an even greater reach to the west coast and globally with the brand. We also look forward to working with all Trailways member companies, especially other Pennsylvania-based Trailways carriers, Fullington, Martz, Myers and Susquehanna."

New in Georgia

Coastal Georgia Trailways, based in Brunswick/Golden Isles, is Team Trailways' newest stockholder company in the peach state. With a fleet of ten full-sized motorcoaches and 35 employees, Coastal Georgia Trailways' core services are to schools, colleges, senior travel and church groups based in the Southeast.

"We look forward to growing our business under the highly respected Trailways brand," said Woody Shelnett, President of Coastal Georgia Trailways. "People in this region know and regard Trailways as a transportation leader, and our new affiliation will enable us on a higher level, especially with colleges, athletic teams and the military."

We're also eager to expand business through Trailways' larger projects in which 30 to 40 coaches are needed. Event organizers like to have just one source with which they can contract and this includes military entities."

Greetings Team Trailways

WELCOME to the 2013 issue of the *Driving Times*, the Trailways worldwide newsletter for Stockholders, bus drivers and all employees. Its primary purpose is to boost employee recognition, which is one of my top priorities. We've collected lots of news and photos from around the network. You can help us define our brand better. Good ideas come from all employees so send your thoughts to us. We appreciate your news, so please continue to keep us aware of what's happening out on the road.



This year we'd like your input on what the Trailways brand can do to increase its brand recognition. The Trailways organization has declared 2013-14 as the "Year of the Brand." What does that mean to you? Do you have ideas on how we can expand our name recognition? We'd love to hear from you. We're planning ahead for a new business plan and all ideas are helpful.

In this issue, you'll hear about outstanding safety award winners and our top marketing award winners from around the nation. These companies represent the best of the best. Keep up the good work!

One very important addition to our headquarters team is Philip (Phil) J. Hanley, Jr., the new Trailways Corporate Safety Compliance Director. He will support the organization's safety program. Safety is always of the utmost importance to Trailways, and we thank you for being safety conscious at all times!

Thank you,

Tony Fiorini

Tony Fiorini
Trailways Chairman, 2012-2014
(Silver State Trailways, CA & NV)

✂ CUT THIS POCKET CARD OUT AND KEEP

 **Trailways**

Operator/Driver Help Line

Trailways provides on-the-road travel assistance 365 days a year to help operators/drivers on the road, if needed. This is one of the primary benefits of being in the Trailways network. The Trailways emergency help line is available for help after hours (6 p.m. – 9 a.m. EST). We will also assist with locating help for motorcoach repairs, relief drivers or auxiliary motorcoaches.

Coaches Shine

Buses were the center of attention at the March Trailways Annual Stockholders Meeting & Conference in San Diego, CA, during the outdoor luncheon. Approximately 250 people attended the meeting, including 180 Stockholders (owners, managers, staff and family members) and 70 Affiliated Partners, including all of the major bus manufacturers, as well as key industry leaders and speakers. Of course, drivers brought the vehicles to town, as well as drove buses on the tours and outings.



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Send your news to:

Trailways Transportation System • 3554 Chain Bridge Road, Suite 202 • Fairfax, VA 22030-2709
Toll Free: 1-877-GoRedGo • service@trailways.com
Phone: 703-691-3052 • Fax: 703-691-9047

Produced by Gale Ellsworth and Tracey Simmons, Trailways Corporation. Mindy Long, Editor. Designed by Bobbi Kittner/Kittner Design, MD.

Operator Help Line:

Help Line 1: 877-786-8735

Help Line 2: 703-362-8438

Help Line 3: 703-580-5322

Help Line Email:

diane.walden@whassociates.org

Trailways Appoints National Bus Safety Expert

Trailways has appointed veteran federal motorcoach safety expert, Philip (Phil) J. Hanley, Jr., as its new Corporate Safety Compliance Director in support of the organization's network of companies. Hanley will assist Trailways affiliated bus companies with navigating complex local, state and federal safety issues. Hanley has more than 35 years of federal service, specializing in commercial passenger safety with the U.S. Department of Transportation, Federal Motor Carrier Safety Administration (FMCSA)/Federal Highway Administration (FHWA). Most recently, Hanley worked for Consolidated Safety Services (CSS) as Project Manager for the U.S. Department of Defense audit and inspection program and as assistant manager for the FMCSA New Entrant Program.



Phil Hanley, Corporate Safety Compliance Director at Trailways

"I look forward to assisting Trailways carriers with navigating the various government regulations that affect this industry, particularly on the federal level. My goal is to help our team better understand all facets that surround safety compliance and eliminate any issues before they can become a problem. And, if the need should arise, we'll assist carriers in adjusting operations to hone safety practices."

—Phil Hanley

U.S. DOT OPERATION QUICK STRIKE

By Phil J. Hanley, Trailways Safety Compliance Director



A standard bus inspection took place with **Lancaster Trailways of the Carolinas** while on a trip to Washington, D.C., in March 2013. Driver Rick Rickard said his bus has been inspected nearly every time he comes to D.C. "The officers are always very thorough. It's a necessary inconvenience. It keeps everyone safe," he said. This random safety check took place near the Museum of the American Indian on Capitol Hill. The Motor Carrier Department of the District of Columbia Metropolitan Police Department is usually on hand for inspections in the city.

The U.S. Department of Transportation has put together a strike force comprising 60 highly trained investigators to reduce the fatalities and property damage experienced by the motorcoach industry.

If you are asked how something is done—annual reviews, driver vehicle condition reports, background checks—be sure that you can enumerate the steps your company goes through to qualify the drivers and how your vehicles are maintained. They may ask you about Appendix G, the Minimum Periodic Inspection Standards.

They are investigating the carrier's

history. Make sure all of your trips are being done within the hours-of-service regulations and nothing is being scheduled that will make the driver go over on his or her hours of service. Make sure any outside work done by the driver is properly reported. They take this seriously and are applying the regulations very strictly.

In 2012, there were 33,684 motorcoach inspections, resulting in 880 motor coach drivers and 1,831 motor coach vehicles being placed out of service. Motorcoach inspections have increased 15 percent, from 29,401 in 2009 to 33,684 in 2012.

NORTH AMERICAN STANDARD INSPECTION LEVELS:

To ensure the safe operation of commercial motor vehicles, trained inspectors from the Federal Motor Carrier Safety Administration, states and local jurisdictions inspect vehicles and drivers in accordance with the standards set forth by the Commercial Vehicle Safety Alliance (CVSA). Thousands of vehicle inspections are conducted each year using the North American Standard (NAS) inspection program as a guide. The NAS employs multiple levels of inspections that are used based on the situation. Some evaluate both the driver and vehicle, while others focus on specific areas, such as special types of cargo. Drivers, by familiarizing yourself with the different levels of the NAS, you will have a better idea of what to expect prior to your next inspection.

- **LEVEL I** North American Standard Inspection—Normally, two to three inspectors will do a bus inspection and it takes one hour.
- **LEVEL II** Walk-Around Driver/Vehicle Inspection—Inspection without getting under the vehicle. Approximately 30 minutes.
- **LEVEL III** Driver and Credential Inspection—Approximately 20 minutes.
- **LEVEL IV** Special Inspections—Typically a one-time examination of a particular item to verify or refute a suspected trend.
- **LEVEL V** Vehicle-Only Inspection—All Level I items, without a driver present, conducted at any location. Approximately 45 minutes.
- **LEVEL VI** An inspection for select radiological shipments.
- **LEVEL VII** Jurisdictional Mandated Commercial Vehicle Inspection—Inspections of school buses, limousines, taxis, shared ride, hotel courtesy shuttles and other intrastate or interprovincial operations.

For more details, visit www.trailways.com/safety or email Phil Hanley at phil@trailways.com or phone: 703-691-3052.

Spring Brings Drivers to Nation's Capital

Photos by Amy Crim, Amy Crim Photography/Trailways Intern

Washington, D.C., is a must-see destination, especially during the National Cherry Blossom Festival in the spring. Amy Crim, the Trailways intern/photographer in 2013, met several Trailways drivers in the city during the weeklong events. Buses came from near and far, including Pennsylvania, Indiana and Alabama.



Continental Trailways Remembered



Lorin Chester of Missouri, a driver with Viking Trailways in Joplin, MO, and a former Continental Trailways employee for 40 years submitted these two photos to the Trailways headquarters recently. Send your historical photo scans to Tracey@trailways.com or call for mailing address: 703-691-3052.

ADVERTISEMENT
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**"Invite us to your
next Blowout!!"**

Lock Media Buys Trailways' Voyager System

Trailways' Voyager GPS Tracking System was acquired by its original software developer, Lock Media, in April 2013. The software specialist has become a motorcoach industry leader with its comprehensive Ticket Manager Pro 3.0 suite of tools that allows companies to manage all aspects of their operations. Lock Media developed the Voyager GPS Tracking, Communication and Dispatching System with the Trailways Transportation System in 2004 under a federal contract. The satellite tracking system for intercity buses allows for real-time information on departures, buses en route and arrivals. It can be accessed and managed from any Internet connection. Before the sale, the system was proprietary to Trailways buses.

Alert to Trailways Stockholders: Trailways Voyager GPS Users: All Trailways Stockholders are required to utilize (equip) their fleet of buses/motorcoaches with a reliable, web-based GPS Tracking System. If, in the future, you wish to discontinue utilizing the Voyager System, you will need to communicate directly with Lock Media. However, you must still advise Trailways headquarters of which GPS System you are reinstalling to replace Voyager GPS on your fleet of buses/coaches. Contact Lock Media at support@lock-media.com. Julie Lock is the program manager for online issues at Lock Media. You can reach her at julie@lockmedia.com. Travis Miller is the phone support/questions or troubleshooting contact and can be reached at 703-330-1216.

Veteran Drivers and Friends in Virginia



Bob Martin (left) and Steve Lester are two very special drivers with **Abbott Trailways of Roanoke, VA.** They're special for their commitment and their longevity in the business. The two are seen here on a school group trip this past spring at Thomas Jefferson's Monticello outside Charlottesville, VA. They have both driven for Abbott Trailways for 26 years, starting about the same time in 1987. They were formerly also Virginia state troopers together. That's a remarkable journey. Martin said he and his wife, a tour guide on his trips, used to drive the groups all over the east coast. His favorite place to drive is a place most people fear to drive however: New York City!

Fullington Trailways Honors Two of its Best

Employee and Driver of Distinction



Mike Dull (above right) has won the Employee of Distinction 2012 award from **Fullington Trailways.** He is a dispatcher in the State College office and a part-time driver. "He has great communication skills and is always pleasant," said Lory Fullington, Vice President Tours & Marketing.

Dull had the distinct honor of transporting First Lady Michelle Obama and the Obama's children and extended family from the White House to the U.S. Capitol for the 2013 inaugural ceremony.

Interestingly, Dull's father, Reverend Gary Dull, is an occasional Fullington driver. "Mike always has a smile and a kind word for everyone and we look forward to a long relationship with him," Fullington said.

Fullington Trailways also presented its Driver of Distinction 2012 award to Roger "Keno" Wert (left), a Fullington driver for seven years. Wert is one of the drivers often requested by customers and has logged more than 250,000 accident-free miles with Fullington.

"He is one of our top tour and charter drivers. Our dispatch office always knows they can rely on Keno," Fullington said. Wert enjoys sports and is a competitive athlete. He has been on his senior softball team for 14 years. He has driven groups to Myrtle Beach, Savannah, Nashville, Branson and many places in Florida. "He is a safe, reliable and conscientious driver. We are proud to have Keno as an outstanding member of our family of employees," Fullington said. Wert has six grandchildren.

Top Priority for First Priority Trailways



First Priority Trailways (DC/MD) transported the first family to church on the morning of Mr. Obama's swearing in and was a big part of the logistics of the day's events.

Trailways Special Recognition and Marketing Awards

The Trailways Special Recognition Awards and the Trailways Marketing Awards were unveiled at the annual meeting in San Diego in early March. Recipients were honored at a special awards lunch sponsored by Bridgestone Mileage Sales. The Trailways Board Chairman, Tony Fiorini (far left) and Warren Dickinson of Bridgestone Mileage Sales (far right) presented the awards. *Receiving awards, from left to right:*

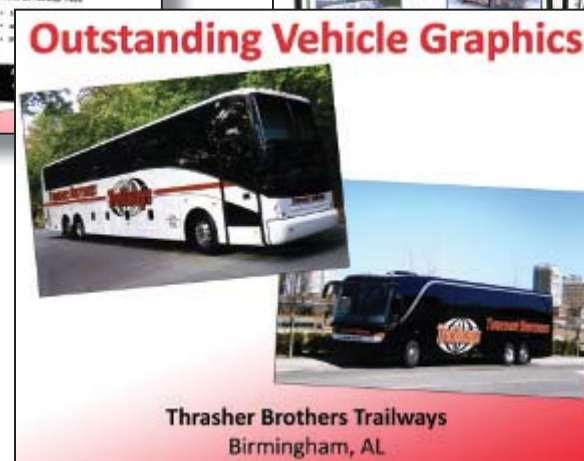
- **George Farrell**, with Trailways Affiliated Partner, Amaya Astron Seating (SC), received the **Outstanding Volunteer** award for 2012 for his dedicated service and support to Trailways for many years;
- **Joe Kobussen**, President of Kobussen Trailways (WI) for **Outstanding Employee Achievements**. The company has won School Bus Operator of the Year, Mechanic of the Year and Trailways Driver of the Year;
- **Tim Birnie**, President of Birnie Trailways (NY) for the **Anew Generation of Outstanding Motorcoach Service**. The company has welcomed the next generation of leadership in the business with daughters Lauren and Kait Birnie;
- **Lory Fullington**, Vice President of Tours and Marketing at Fullington Trailways (PA) received two awards; **Outstanding Print Promotion and Outstanding Trailways Tour Promotion**;
- **Scott Riccio**, President, NorthEast Trailways (ME)



- **Alamo Trailways (TX)** for **Outstanding Online Marketing** (see below);
- **Thrasher Brothers Trailways, Birmingham (AL)** for **Outstanding Vehicle Graphics** (see below).
- **Outstanding Operational Achievements For Environmental Excellence** (best internal or external environmental program, practice or promotion—see related story in this issue);
- **Shannon Rhodes**, Capital Trailways (AL) for **Most Team Spirit in the Scheduled Route Division**. The company added a new scheduled route in Selma to their Capital Trailways service in Alabama;
- **Thom Fox**, Gotta Go Trailways (TX) received two awards; **Outstanding Social Media Campaign** (below) and the **Most Team Spirit in the Charter & Tour Division**. The company added new travel options in their charter and tour program;

Marketing examples are below. Marketing awards illustrate the excellence of company marketing efforts and help to gain added recognition for team efforts.

Trailways headquarters is updating its Style Guide. Send your marketing examples using the Trailways logo/branding to us please! Contact us at 703-691-3052 or send your scanned items to Tracey@trailways.com.



Capital Trailways Adds Selma, AL to Route

Capital Trailways of Alabama added Selma, AL, to its scheduled route service. Trailways will now have departures from Selma at its location on Broad Street. Trailways is making its return after leaving from Selma many years ago. Officials made the news at a ribbon-cutting ceremony officially welcoming the business back in July 2012.

NorthEast Trailways: a "Green" Leader



as well as pass his philosophy along to staff. "Little things we do every day can go a long way," he said.

NorthEast Trailways was also the first bus company in Maine to complete the Green Motorcoach Certification from the University of Vermont. Staff completed the EcoDriver and Good Stewards online programs as part of the overall certification process. Riccio led the way by completing the courses first himself. "I wanted to empower my staff," he said. Each course takes approximately 30-40 minutes to complete online. All staff completed the classes within Riccio's 30-day goal. Staff was paid for the hours they spent completing the courses. The eco-driving courses show that a driver can reduce their fuel use and consumption by 15 to 25 percent. For pricing or to enroll, visit the Green Coach Certification (www.erating.org).

Founding Operator Visits Headquarters

The Trailways corporate headquarters located in Fairfax, VA, has meeting rooms named for its five founding companies, including one called the Burlington Board room. Recently, Ron Moore, President (left) and Marty Bradley, Vice President of **Burlington Trailways in Burlington, IA**, visited headquarters. They were greeted by Gale Ellsworth, the President and CEO of Trailways. In 1936, five independent bus companies with mutual interline passenger support banded together to better compete with the big, national bus operations. On Feb. 5, 1936, they met in the Chicago office of H.W. Stewart, general manager of Burlington Transportation Company. Burlington operated routes from Chicago to Los Angeles and San Francisco via Denver along the Chicago, Burlington & Quincy Railroad. The new association they formed was named the National Trailways Bus System and headquartered in Chicago. This was said to be the first formal alliance of independent bus owners and operators. Today the headquarters is located in Fairfax, VA. Visitors are always welcome and there is plenty of bus parking! Can you name the other four founding companies? (Email Tracey@trailways.com with the answer to receive a free gift.)



Elbo Trailways in Netherlands Updates Fleet

Martyn Besselsen, President of **ElboBus Trailways in Heino, Holland**, the Netherlands, had a new Mercedes-Benz coach delivered in May of this year. "It looks great. They made the red Trailways livery on it so it looks good in our fleet," he said.

Help with Hotel Planning

Looking for great hotel rates for your charter groups, tours, drivers or company events? Trailways Affiliated Partners in the hotel industry are recommended!

Hotelplanner.com

<http://trailways.hotelplanner.com/search/>

Pillar Hotels • www.pillarhotels.com

Resorts Casino Hotel, Atlantic City, NJ • www.resortscas.com

Shaner Hotel Group • www.bookyourfourgroups.com



HEALTH: Your Reward from 20 Minutes of Simple Exercise? Feel Great Today!

By Matt Nilsen, Freelance Health Writer

When you dedicate 20 minutes to exercise, you reward yourself with higher alertness, a better mood and improved health. Just a simple workout yields satisfying and immediate benefits. The most effortless solution for your on-the-road workout is visiting the hotel exercise room. Spend 20 minutes there walking on a treadmill, riding a stationary bike or striding on an elliptical machine. Rotate between machines if you need a little variety. In those exercise rooms equipped with strength training machines, dumbbells and barbells, consider mixing them into your workout, too. If you prefer to stay in your room and exercise, pack resistance bands or exercise DVDs and do hotel-room-friendly exercises, such as push-ups, crunches, squat thrusts, planks and bridges.

Refuse to Engage in a Miserable Workout

You want to enjoy exercise. If you force yourself to participate in 20 minutes of misery a few times each week, you are likely to abandon physical activity. More importantly, easing into exercise is healthier for your heart, lungs, kidneys, blood and liver.

Your daily goal should be 20 consecutive minutes of activity that makes you breathe at a slight pant. However, if you catch yourself working and breathing so

Too many people overdo exercise. They take workouts to unreasonable extremes. For most people, lifting weights for two hours every day or training for a marathon is neither practical nor fun. It may also be unhealthy.

hard that you could not carry on a conversation, you need to slow down.

What's Going On Inside You When You're Moving on the Outside?

At this "slight pant" tempo, great things are happening in your body. First, this increased activity prompts your brain to produce endorphins, which are a brain chemical that make you feel good. They are the source of your increased alertness, too. Second, as you exercise, your muscles—including your heart—perform some "housekeeping" by eliminating toxins and other unwanted chemicals. Your other vital organs experience a similar cleansing effect. All of this internal maintenance greatly reduces your odds of experiencing a heart attack or stroke. Exercise also helps prevent cancer and dozens of other diseases. But none of these benefits trump the fact that 20 minutes of activity can help you feel great *today*. Contact Matt Nilsen (matt@hitcopysource.com) with questions.

Why do fluorescent lights always hum?
Because they don't know the words.

MCI Marks 80th Year; Combines Sales with Setra

Congratulations to **Motor Coach Industries (MCI) of Schaumburg, IL**, on its 80th Anniversary. MCI traces its roots to Winnipeg, Manitoba, Canada where in 1933, repair shop owner Harry Zoltok introduced his first vehicle design. This was an 11-passenger body on a Packard chassis, sketched for his workers on the factory floor. It was that moment that the company—then known as Fort Garry Motor Body and Paint Works Limited—began a journey of growth and innovation. The company took the name Motor Coach Industries in 1941 and remained a small regional builder until 1948. MCI moved its headquarters to Des Plaines, IL, in 1996 and to nearby Schaumburg in 2000. Today, the company said it is rededicating itself to building the most reliable coaches in North America. "We are working every day to make this company better," Rich Heller, MCI President and CEO, said. MCI also announced in April its plans to unify its private, public and Setra new coach sales teams under one group.



Patricia "Pat" Ziska, Vice President of Private Sector New Coach Sales at the company's 80th anniversary events during the 2013 UMA Expo.

Trailways Helps in Times of Tragedy

In West, TX, after the fertilizer plant explosion in April of this year, **Gotta Go Trailways**

of Fort Worth provided a coach driven by Bert Trabert (far right) to transport volunteers to help clean up. The group was organized by local hotel general manager Charlie Olisa. In a letter to Gotta Go afterwards Olisa said, "The great people of West appreciate your help. The driver was the best ever! We are totally indebted to you and we are singing your praises about your generous donation to everyone that will hear us."



Superstorm Sandy

The storm of the century, Hurricane Sandy (October 29, 2012), swept across the eastern United States, devastating communities and leaving thousands in the dark. At least 60 million people in ten states were affected by the "freakish" storm. Several Trailways companies joined together to evacuate Sunrise Senior Living care centers throughout New York and New Jersey and moved residents to safer locations. More than 13 buses, most of them wheelchair accessible, worked for days moving residents. Both **Martz Trailways in Wilkes-Barre, PA**, and **West Point Trailways in Vails Gate, NY**, helped with the evacuations.

In addition to moving people out of harm's way, Trailways team members worked to bring key workers into the hardest hit areas, including the utilities workers from across the country. One of the biggest challenges for the utility workers was finding hotel rooms, which meant **West Point Trailways** also had to move employees between hotels as rooms became available.

Flagship Trailways was very involved in the relief efforts and sent in buses and drivers to shuttle linemen between their hotels and the base camp they worked from each day.



A Flagship Trailways driver pitched in to help at the food tent at base camp for the Connecticut power company crew working to restore power after Hurricane Sandy.



Flagship Trailways shuttle bus drivers (from left), Bernie McCaughey, Dave LaVallee, Frank Moise and Tom Labossier at the base camp at Hammonasset Beach State Park in Madison, CT.

Trailways Launches Charter Program



Sabina Dhami,
Director of Group
Charter Movements

One-stop-shopping is the new normal at Trailways' Group Charter Department. In March, the Trailways headquarters office in Fairfax, VA, officially launched a Trailways Group Charter Sales Program, marking a new era in the history of the organization.

The new Trailways Charter Program offers one-stop shopping for customers who wish to charter passenger transportation. The customer has one point of contact in order to make trip planning easy and convenient. A pre-launch test period from 2011 through 2012 was highly successful and this year, the Charter Program was officially launched during Trailways' 77th annual gathering.

Approximately \$1.1 million in gross revenue was generated in group charter business for Trailways-affiliated transportation companies during the pre-launch period. Headquarters staff personally assists the customer in all aspects of planning their group charter or transport move, which includes: Quoting a price; scheduling the trip with a Trailways company near them; confirming the trip's travel dates; coordinating vehicle and drive details with the Trailways local operation; and, offering centralized billing.

The goal of the program is to deliver more business opportunities to Trailways companies. The company created a charter quote page on its website, www.trailways.com, and promotes a service-oriented, toll-free contact number, 1-877-GoRedGo (467-3346). Approximately 20 or more charter requests are received daily via website, telephone and email.

Outstanding Driver of the Year Nominations: East of Mississippi River (2013)

Honor outstanding drivers within your company who have helped to make it successful!

On behalf of Trailways Board of Directors and members of the Safety-Security Committee, we encourage you to honor your company's outstanding drivers! If your company is located east of the Mississippi River, please consider the worthiness of your Driver Team and submit their names for this calendar year's (2013) annual awards celebration. Recognition will be held during Trailways' 78th Annual Safety Awards Gala at the 2014 annual conference, March 9-11, 2014.

Trailways Corporate will provide two free hotel room nights for any outstanding driver(s) selected. Drivers can be either group charter or scheduled route drivers.

Process:

- ▶ If your company is located east of Mississippi River, you are eligible to submit nominations. Check Trailways' website (www.trailways.com) later this fall (2013) for online driver nomination forms.
- ▶ This particular Trailways awards program alternates submission eligibility every other year (East-West).
- ▶ NOTE: Winners must be present at the 2014 conference (March 9-11 in Destin, FL) to accept their award.
- ▶ Check the website for the entry forms in September. Submit to: Trailways Corporate Office: 3554 Chain Bridge Road, Suite 202, Fairfax, VA 22030. Phone: 703-691-3052 or Fax: 703-691-9047. For questions, please email bustrails@trailways.com.

Save the Dates!



- What is the most popular option for transporting groups?
 - Luxury Motorcoach
 - Mini-Coach
 - Executive Coach
- In what year was Trailways National Bus System established?
 - 1936
 - 1946
 - 1956
- Where is Trailways corporate office located?
 - Washington, D.C.
 - Fairfax, VA
 - Richmond, VA
- In July 2012, Trailways started to offer scheduled service in
 - Selma, AL
 - Honolulu, HI
 - Denver, CO
- In 1946, Grand Central Station (NY) handled __ million passengers, still its busiest year ever.
 - 35
 - 50
 - 65
- What is the top student travel destination in the U.S?
 - Washington, D.C.
 - New York City, NY
 - Miami, FL
- Which U.S. President is on the \$2 bill?
 - Adams
 - Jackson
 - Jefferson
- What was the first U.S National Monument?
 - Statue of Liberty
 - Grand Canyon
 - Devils Tower
- What is the widest bridge in the world?
 - Golden Gate, San Francisco, CA
 - Sydney Harbour, Australia
 - Franklin Howard, Tampa, FL
- When and where was the first ever traffic-light system used?
 - Manhattan, 1885
 - London, 1868
 - New Delhi, 1865
- What car has had the greatest fuel mileage in the world?
 - 1966 Volvo P-1800S
 - 1977 Porsche 911
 - 2010 Volkswagon Passat 1.6 TDI
- A model bus collector in UK has how many in his vast collection?
 - 8,845
 - 12,000
 - 10,955

Answers: 1.a 2.a 3.b 4.a 5.c 6.b 7.c 8.c 9.a 10.b 11.a 12.c



The Birmingham Civil Rights Institute in Alabama

Destination Focus: Birmingham Civil Rights Institute

50th Anniversary for Civil Rights Act

This year marks the 50th anniversary of the 1963 Civil Rights marches in the U.S. and next year marks the 50th anniversary of the U.S. Civil Rights Act. Today, the Birmingham Civil Rights Institute in Alabama offers bus groups an opportunity to learn about events of that time. Reservations for groups of 25 or more are requested in advance (\$9 per person). Complimentary bus and coach parking is located in the rear lot or along 15th Street.



Tickets can be reserved online at www.bcri.org. Senior and student rates are available.

The exhibits include photographs, films, oral histories, news accounts and much more. Additionally, information on the 1961 Freedom Rides from Washington, D.C., to cities throughout the south, using Greyhound and Trailways scheduled-route service is also available. The use of large intercity bus lines was a strategic decision by the organizers. The Institute's goal is to find current solutions to the ongoing struggle for civil and human rights.

It is open Monday through Saturday 10a.m.–5p.m. and on Sundays from 1p.m. – 5 p.m., with free admission. There are rental facilities for 20 to 300 people in the Rotunda. 520 Sixteenth Street North, Birmingham, AL 35203. Phone 205-328-9696. For other events, visit www.50yearsforward.com

A visitor poses in front of one the new Freedom Riders historic markers in Anniston, AL (above left), and Freedom Riders bus staging area (left) at the Washington Monument in Washington D.C., in 1963.

**If your motto is "if at first you don't succeed" —
don't take up skydiving!**

DEAN DRIVER: My Most Interesting Bus Trip

By Steve Green of *Dean Trailways*, Lansing, MI

Steve Green has been with **Dean Trailways** for 16 years. He shared a story of one of his most interesting bus trips. He picked up his group for a trip to see a show at the Fox Theater in Detroit. The pickup was at a senior center and there were many other events occurring daily. His group loaded the bus and departed. "As we were en route to Detroit, the tour host was passing out the tickets for the event and came up two short. So she went row by row checking off riders by her name list. We had two extra ladies on the bus who were not on the list. Those two ladies had been dropped off at the center and accidentally got on our bus. Turns out those ladies never had signed up, but were on the trip anyway! Then we located the original two customers who had signed up who were still at the center. So I drove 75 miles back, picked them up and returned to Detroit for the show. Drivers need to be flexible in these situations, and always be prepared to assist your tour host." Thanks Green of Dean!

(Send your interesting stories to us! Tracey@trailways.com)