

2016

Special 80th Anniversary Commemorative Issue



TRAILWAYS 2016 ANNUAL REPORT

INSIDE:

- CHAIRMAN'S MESSAGE
- EVA HOTARD: NEW TRAILWAYS PRESIDENT & CEO
- NC'S ROSE TRAILWAYS JOINS BRAND
- TRAILWAYS CELEBRATIONS: 80 YEARS STRONG
- FLEET SAFETY, DRIVER & SPIRIT AWARD WINNERS
- NEW SAFETY PARTNERSHIP WITH CSS-DYNAMAC
- PROGRAM NEWS: BUSINESS COUNCIL, STRATEGIC PLAN, INTERNATIONAL
- BOARD LIST & NEWS
- ROSTERS—MEMBERS & AFFILIATED PARTNERS
- 2017 CONFERENCE GOES WEST
- AND MORE...



PREVOST®

BEST VIEW FROM EVERY ANGLE.

Prevost coaches deliver the luxury experience that today's charter travelers are looking for. With their fuel-efficient powertrain and low-maintenance design, they're as comfortable on your balance sheet as they are for your passengers.

www.prevostcar.com



Dear Colleagues, Affiliates and Friends;



Ron Moore
Trailways Chairman

As of May 16th, two well-known names in the passenger transportation industry—Hotard and Trailways—have come together as Eva M. Hotard takes the helm as president and chief executive officer of Trailways. Read about her vision and plans herein and please welcome her to the Trailways family! She will be traveling to many state bus association meetings and trade shows over the summer and fall.

Ms. Hotard succeeds Gale C. Ellsworth, who is retiring after serving nearly two decades as president/CEO. Gale did an excellent job. Looking forward, Eva ran a very successful bus company and has a wonderful reputation as a talented business leader. We selected her because of her experience and her leadership skills. Like Gale, Eva is also passionate about the industry!

As you are no doubt aware, 2016 is the 80th anniversary of Trailways! We kicked off this special milestone at our annual meeting this past February at the Westin Cape Coral in Florida. Inside this issue you'll be able to remember it through all the photographs. It was a wonderful event. Please note that the 80th anniversary logo is available for you to use on your website.

As a look back, Trailways was founded in Chicago in 1936. Trailways—and the bus industry overall—has come a LONG way over the last 80 years! I want to personally thank each and every one of you for being a part of Trailways. We all play a part in keeping our legacy alive. ▶

Sincerely, Ron

Ron Moore

Burlington Trailways (IA)
Trailways Chairman

Happy Trailways 80th anniversary! 2016 is our anniversary year. Please add the special logo to your website and other marketing tools. Thank you!



Also, please help promote the Trailways brand overall. On YOUR website, please add a link to the brand website <http://www.trailways.com>. (The brand web page links to your company now with a direct link as well)

WINNING 80th LOGO DESIGNED BY MCI. THANK YOU!
Thank you to all the companies for participating in the contest.

Table of Contents

Chairman's Greeting:	
Dear Colleagues, Affiliates and Friends.....	1
Message from the President & CEO, Eva Hotard	2
Trailways Promotes to Group Market	2
Rose Transportation Joins Trailways Global Brand	4
2015 "Outstanding Driver of the Year" Award	6
Trailways 80th Meeting Photo Overview and Roll Call	8
Trailways 80th Celebrations	10
Trailways Conference Business Networking	11
2015 Spirit Awards	12
Trailways Announces Safety Partnership with CSS-Dynamac.....	16
Fleet Service Safety Awards	18
Trailways' New Business Council	20
Trailways Strategic Plan Update: 2016 - 2018	21
Trailways Calendar Notes.....	21
International Trailways News.....	22
Conversation with Trailways' New President/CEO Eva Hotard.....	26
Trailways Board New Members	30
Trailways Board of Directors and Advisors.....	31
Trailways Transportation System	32
Trailways Affiliated Partners	34
Trailways 2017 Annual Meeting Agenda.....	36

Trailways

The Trailways Transportation System (Trailways), founded in 1936, is comprised of 65+ independently owned or operated motorcoach companies based throughout North America and Europe. Each company adheres to the highest safety standards as required by the United States Department of Defense (DOD) or its country's equivalent.

Published annually by the Trailways Transportation System for its Member Companies.

Trailways Corporate Office address:

3554 Chain Bridge Road, Suite 202, Fairfax, VA 22030. Phone: 703-691-3052 / Fax: 703-691-9042.

Website: www.trailways.com

Member portal: www.teamtrailways.com

Email: BusTrails@trailways.com

For advertising information, please contact Diane Walden, Vice President of Sales, at 703-897-4414 or at ditrails@trailways.com. Produced by Eva Hotard, president and CEO and Tracey Buswell Simmons, corporate communications. Contact us at 703-691-3052 or tracey@trailways.com. Special thanks to editor, Mindy Long, our contributors, Ruth Hill and Sandy Burgess and graphic designer, Kittner Design, MD.



www.Trailways.com



www.teamtrailways.com
(for Members & Affiliates)

Follow Us

Trailways® Appoints New President/CEO

Transportation Industry Leader Eva Hotard

In May of this year, 2016, two well-known names in the passenger transportation industry—Hotard and Trailways—came together as Eva M. Hotard took the helm as president and chief executive officer of Trailways. Ms. Hotard succeeds Gale C. Ellsworth, who is retiring after serving nearly two decades as the organization's president/CEO.



Eva Hotard
Trailways President
and CEO

I am so thrilled to be your new president & CEO. It is truly an honor and I'm very excited to be on board.

I believe that the 80-year-old Trailways brand is very powerful. It's a tremendous strength. So, building on the brand and leveraging resources are what I want to concentrate on. A strong brand helps everyone on the Trailways Team.

Safety will be a critical area of my focus for Trailways. I have a passion about safety! My goal is to position Trailways as this industry's leader in safety.

I also believe in combining an emphasis on safety with driver management. At Trailways, I anticipate implementing elements of an online, modular, computer-based learning program for drivers. I have been collaborating with the Alliance Safety Council to introduce the program to the motorcoach industry to improve driver performance and to support company owners in risk mitigation.

Corporate cultures that embrace learning and growing always end-up leading the pack. So, raising the standard of performance to become the model of great service to customers will be a top priority; and being able to work with companies in the industry that I grew up with is very exciting to me. ▀

Eva Hotard

Trailways President and CEO

(Read the full interview with Eva Hotard on page 26)

Trailways Promotes to Group Market

For the last several years in June, Trailways has attended the International Pow Wow (IPW) to market the brand to charter groups. This year, IPW was held in New Orleans in mid-June (20-22) and Trailways was prominently featured with a double booth. All Trailways companies are invited to attend IPW and other trade shows on a cost-share basis. Three prominent Trailways companies attended and all secured new clients from the event: Fullington Trailways (PA), VIA Trailways (AZ/CA) and Burlington Trailways (IO). Meeting with a prospective international charter client are Fullington Trailways, Mike Dull (PA), front right; VIA Trailways, Denise Demery (left), (AZ/CA) and Burlington Trailways, Randy Kester, (IO), second right. ▀



DRIVEN BY EXPECTATIONS

THE NEWEST MODEL IN OUR FLEET



TEMSA



TEMSA TS 45

With top quality manufacturing and key standard safety features such as tempered & laminated side windows, lane departure warning system, ABS, ESC, ATC, RSC and engine fire suppression system, the TS 45 is not only safe, but has a luxurious handle and ride that is sure to impress your customers. CH Bus Sales is the only distributor to offer motorcoaches of 30-, 35-, and 45-feet to accommodate a group of any size and help you best utilize your fleet, affordably. CH Bus Sales is dedicated to after-sales support and service to keep your coaches on the road.

Surpass your customers' expectations with Temsa.

For more information, contact CH Bus Sales at:
877-723-4045 or visit WWW.CHBUSSALES.COM



BUS SALES

www.chbussales.com

"TEMSA", "TS35" and Circle Design marks are trademarks owned by TEMSA GLOBAL SANAYI VE TICARET ANONIM SIRKETI.

Rose Transportation Joins Trailways Global Brand

This spring, Trailways welcomed Charlotte-based Rose Chauffeured Transportation (Rose Trailways) as its newest team member and its only operator in the state of North Carolina. The addition of Rose Trailways brings the number of companies in the Trailways brand to 65 as of press time.



Rose Trailways (from left) Vice President Andy Thompson, Human Resources Director Toni Martin, and President HA Thompson

About Rose Trailways

Rose was founded in 1985 by the Thompson family as a limousine company. It started with only three employees, specializing in transportation for weddings. Since then, Rose Trailways has grown to over 100 employees and a fleet of 50 vehicles that includes full-size motorcoaches, mini-buses, vans, SUVs and sedans. The company's major service markets now include corporations, schools and professional sports teams.

"We've gone from being a Rolls limousine company in the 80's that specialized in weddings to a full-service provider with an array of vehicle services for our varied customer base," said Tom Holden general manager. "We still do personal events but they are no longer exclusive in our operations."

Holden said Rose's Team Trailways affiliation joins two important brands in the motorcoach industry.

Rose has been a leading ground transportation provider in the Carolinas and ranks regularly among the South's top 100 small businesses.

"We are most pleased to add this Carolina star to our team..."

— Ron Moore, Trailways Chairman and President of Burlington Trailways

Trailways Makes Great Business Sense for Us

"Trailways is a brand with 80 years of success behind it, and Rose is a leading brand in the Carolinas with recognition as one of the South's top 100 small businesses and 31 years in the business," Holden said. "We are the largest in our region, so it made great business sense to bring these two powerful brands together with this partnership."

"We believe Team Trailways can assist us in expanding business outside our region," Holden continued, "and we think we have expertise we'd like to contribute to the team. A long and productive relationship is what we want; the kind that has brought Trailways its unique reputation. We're ready to be actively involved; we know this will happen because Trailways is a comradeship of operators who have worked well together for eight decades."

"We are most pleased to add this Carolina star to our team," said Ron Moore, Trailways chairman and president of Burlington Trailways of IA. "The company's 30-plus years of award-winning operating experience in the transportation industry and impressive fleet of vehicles will enhance our ability to serve customers from an important region on the east coast." ▀



THE FUN NEVER ENDS

THE FUN IS HERE AT RESORTS CASINO HOTEL



The fun is here at the new Resorts Casino Hotel in Atlantic City! Enjoy the hottest slots and table games, Atlantic City's largest standard rooms, exceptional dining, an all new Quickbites Food Court on the casino floor, new retail shopping and great entertainment!

ENJOY SUMMER ALL YEAR ROUND!



Jimmy Buffet's Margaritaville entertainment complex featuring a year-round LandShark Bar & Grill on the beach, new Margaritaville restaurant just off the casino floor, themed Margaritaville slot area, retail shops & more.

Contact Meg Lewis at **609-340-7715** for Booking and Further Information

YOU CAN ALSO EARN & USE YOUR COMP DOLLARS AT



  | ResortsAC.com | 1.800.772.9000

Bet with your head not over it. Gambling Problem? Call 1.800.GAMBLER.

RESORTS
Casino • Hotel

The Fun is Here

A *Mohegan Sun* PROPERTY

Coach Drivers' Exemplary Skills & Service Recognized: 2015 "Outstanding Driver of the Year" Award

Trailways revealed the names of two motorcoach drivers who were awarded Trailways' 2015 Outstanding Driver of the Year Award. The two were selected in recognition of their exemplary safe-driving skills and dedication to customer service. The two recipients are among approximately 3,000 full-time drivers in the Trailways Network. *The award was sponsored by Lancer Insurance.*

"The award is a great way to recognize two of our best drivers. We're very proud of them. Both have achieved a terrific accomplishment in their careers," said Eugene (Gene) Berardi, Jr., president/CEO of Adirondack, New York & Pine Hill Trailways, based in Hurley, New York.

The two recipients were honored, in-person, at the 80th Annual Trailways Members Meeting and Conference this past February in Cape Coral, Florida. Both recipients received a standing ovation when accepting their award.

continued on page 14



Adirondack, New York & Pine Hill Trailways award-winning bus and coach drivers (center) gather before the 2016 awards ceremony with Eugene (Gene) Berardi, Jr., president/CEO (in red tie) and spouses/guests. The Trailways 2015 Outstanding Driver of the Year for the Scheduled Route Division is Wesley Wohl of Adirondack Trailways of New York (in uniform with cap). The Trailways 2015 Outstanding Driver of the Year in the Charter & Tour Division is Aaron Schwartz of Pine Hill Trailways of New York (right, in uniform).

Protective has been a **huge partner** within the busing industry. Their reporting form procedures have **protected our cash flow** and **allowed our company to grow** by 30-40% since we teamed up in 2008. We are very impressed with their **customer service** and **personal commitment**.

— David Benedict, President, David Thomas Trailways

.....



FOR COVERAGE THAT REVOLVES AROUND YOU, CONTACT STACY RENZ:
(800) 644-5501 x2570 | protectiveinsurance.com



David Benedict
President

**We Proudly Salute Trailways 80 Years of
Excellence in the Motorcoach Industry**

**Before you
take a turn
for the worst...**

**Get Lancer behind
your fleet!**

Since 1985, motor coach companies have known that, when disaster strikes, no insurer has their back like Lancer. Today, more motorcoach companies rely on Lancer than any other insurer for on-site support from our exclusive Catastrophic Response (CAT) Team...and over 100 nationwide bus claims specialists whose only job is to get them back on the road to profits fast!

**For a premium quote, call your agent
or 800-782-8902 x3264.**

Email: bus@lancerinsurance.com

Learn more: lancerinsurance.com



LANCER
INSURANCE
The Difference is Our Attitude.



TRAILWAYS CELEBRATIONS:



80 Years Strong (1936-2016)

Trailways 80th Anniversary Meeting

Thank you for attending and showing your strong commitment
to the Trailways brand!



A.S. Midway Trailways

Abbott Trailways

Adirondack Trailways

Amador Trailways of California

Amador Trailways of Nevada

Arrow Trailways of Texas

Birnie Trailways

Burlington Trailways

Capital Trailways of Alabama

Capital Trailways of Georgia

Capital Trailways of Huntsville

Coastal Georgia Trailways

Colonial Trailways

David Thomas Trailways

Dean Trailways of Michigan

Elbo Trailways of the Netherlands

Excursions Trailways of Indiana

Excursions Trailways of Ohio

First Class Trailways

First Priority Trailways

Flagship Trailways

Fullington Trailways

Gentry Trailways

Gold Line Trailways

Great Canadian Trailways

Heartland Trailways

Huskey Trailways

Kobussen Trailways

Kobussen Trailways of
West Wisconsin

Martz Trailways

Mlaker Trailways

National Coach Trailways

New York Trailways

NorthEast Trailways of Maine

Orange Belt Trailways

Pacific Coachways Trailways

Pine Hill Trailways

Prairie Trailways

Prairie Coach Trailways of
North Dakota

Precious Cargo Trailways

Salter Trailways

Sun Travel Trailways

Susquehanna Trailways

Thrasher Brothers Trailways

Utah Trailways

VIA Trailways of Arizona

VIA Trailways of California

West Point Trailways

(List of attending companies as of February 2016)

Trailways 2016 Annual Meeting: 80 Years of Success

80th Anniversary Meeting held February 22-23, 2016 in Cape Coral/Ft. Myers, Florida

The 2016 Trailways Annual Meeting & Conference, held this past winter, included 80th anniversary celebrations and two action-packed days of learning, discussion and networking. The agenda featured outstanding speakers and guests. Thank you to all Trailways company owners; the many industry and government representatives, and our sponsors and affiliated partners who made it a success. In this issue, enjoy many photographs of the anniversary events and meetings. ▶



For the detailed session recaps and speaker presentations, please view the Team Trailways news portal including:

- American Bus Association—Suzanne Rohde, Rules & Regulations Updates
- Transportation Safety Administration—David Cooper
- What Affects Passenger Travel: Current Trends & Future Perspectives—Dr. Giovanni Circella
- GoMotorcoach News/Motorcoach Marketing Council—Chris Riddell
- Customer Service & Driver Professionalism—Alliance Safety Council
- Best Practices in Employment and Retention—CareerCorp
- Regional Meetings—East, West & Central
- 80th Anniversary Greeting—Ron Moore, Trailways Board Chair
- Annual Business Meeting
- Legislative Updates—Ken Presley, United Motorcoach Association
- Trailways Strategic Marketing Council 2016-2018 Updated Plan
- Trailways “Spirit” Awards & Eight Decades of Trailways Luncheon
- Trailways Fleet Safety Awards for 2015 Dinner Gala
- Outstanding Trailways Driver of the Year Awards—Adirondack & Pine Hill Trailways

Trailways Conference is No. 1 for Business Networking

Throughout the Trailways annual conference, there are countless opportunities for networking between Trailways bus company owners and affiliated partners and sponsors. Trailways has approximately 100 affiliated partners in the organization. With their support, many Trailways programs and business opportunities are made possible. Thank you! 📌



COMMITTED TO KEEP YOU MOVING



Van Hool TX45



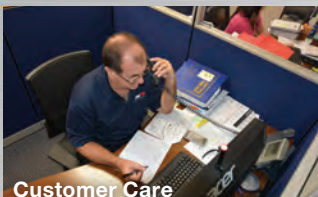
Financing



Van Hool CX35



Parts



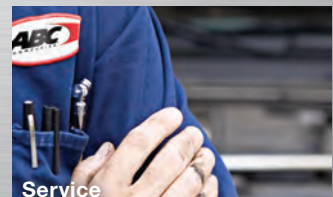
Customer Care



Ameritrans™ F330



Van Hool CX45



Service



Exclusive U.S. **VAN HOO**L Distributor

www.abc-companies.com



Trailways 80th Anniversary Spirit Awards

Sponsored by Bridgestone USA



1. A new Generation—Matt Mlaker, Mlaker Trailways, Pennsylvania
2. Outstanding Affiliated Partner—Bob Crescenzo, Lancer Insurance
3. Outstanding Volunteer Trailways Member—Jonathan Berzas, Fullington Trailways
4. Outstanding Community Achievement—J. Alan Thrasher, Thrasher Trailways, Alabama
5. Special Trailways Appreciation—Larry Plachno, Editor, *National Bus Trader* (Accepted by Gale Ellsworth, Trailways)
6. Most Team Spirit (Charter & Tour Division)—Martyn Besselsen, Elbo Trailways, the Netherlands


continued on page 29

WOULD YOUR TIRES COST LESS IF YOU DIDN'T HAVE TO BUY THEM?

Get great tires without great expense by paying only for the tires you use. Bridgestone Mileage Sales can offer a price per mile for your charter, intercity or city-suburban operations. You'll get top-quality Bridgestone radial tires, backed by an extensive support network. Let us handle your tire program, so you can focus on the rest of your business.

Mileage Sales Division • 1-800-342-MILE (6453)

Precisely The Right Tire.



Bridgestone Corporation
 For more information visit our website
www.bridgestonefirestonemileagesales.com

©2014 Bridgestone Americas Tire Operations, LLC. All Rights Reserved.

BRIDGESTONE
 Your Journey, Our Passion

Irizar i6

European leading technology
Proven reliability



www.irizar.com

**Irizar, among the leading coach and bus
manufacturers in the world**

INA Bus Sales

5410 Cameron Street, Suite 101
Las Vegas, Nevada 89118
office 702.431.0707
www.inabussales.com

Trailways: Outstanding Driver of the Year Recipients

(continued from page 6)

Highest Achievement by Trailways

The award is the highest driver-appreciation recognition bestowed by Trailways. These awards are intended to honor individuals who have exemplified the highest level of professionalism and safety as employees of Team Trailways.

Who is Nominated?

Drivers must be nominated by their company. He or she can have no absentee or late-to-work notices on-file during the calendar year.

Trailways Safety-Security Committee determines all driver candidacies based on the most deserving. Drivers must reflect the ideals and standards adhered to by the Trailways Transportation System.

Trailways Outstanding Driver of the Year in the Charter & Tour Category

Aaron Schwartz has been a driver at Pine Hill Trailways for nearly nine years. During that time, he has driven nearly 500,000 miles.

At the awards event, Bob Crescenzo of Lancer Insurance said, "Customers absolutely love Aaron."

The Ultimate Professional

One of his frequent riders said he is one of the most personable drivers she has ever known. She said, "He always takes the time to plan ahead; he is always thoughtful and he does the extra things to make my trips more pleasant."

In addition to his happy customers, Schwartz's co-workers also greatly appreciate him. "He is a role model and a customer service expert," his boss said. "He

is always punctual and in perfect uniform. He is the ultimate professional." He has not been absent or late for work and had no preventable accidents in all of 2015.

"After almost nine years with Pine Hill Trailways and over 25 years as a bus driver, receiving the charter driver of the Year award and being invited to the 80th Trailways conference in Cape Coral, Florida has certainly been the highlight of my career," Schwarz said.

I am very proud to be working for Pine Hill Trailways and I'm grateful to the owners and management for nominating me for this award.

I also enjoyed the Trailways nostalgia and meeting members from around the country. Even as a young child, I was a fan of Trailways and road across the country in the early 1970s on a Continental Trailways bus!

An added bonus was that my friend Wes Wohl, an Adirondack Trailways driver based in Albany, who received the Line driver of the Year Award was also there. Thanks to everyone who supported me and made this conference possible, and for allowing me to experience and participate in this memorable event." 🍷

Trailways Outstanding Driver of the Year "Scheduled Route" Division

Wesley Wohl is the Outstanding Trailways Driver of the Year in the Schedule Route Division. He is employed by Adirondack Trailways of New York.

Two Million Miles in 40 Years

He has a remarkable 40-year

The award is the highest driver-appreciation recognition bestowed by Trailways.



Aaron Schwartz of Pine Hill Trailways of New York.



Wesley Wohl, Adirondack Trailways of New York.



driving career. In that time, he has driven nearly two million miles. He joined the company in 1978. His current schedule is the Albany to Port Authority daily route.

In 2015, he drove that route 66,400 miles accident-free.

His coworkers say that he is punctual, friendly, courteous and reliable. He has been elected to serve for 15 years on the operator committee at Adirondack Trailways and the general to represent six bargaining units. He is also a volunteer fire fighter in his community.

“It is an honor to have been selected for this award. I have been employed for 38 years by Adirondack Trailways. As a professional driver I’ve appreciated the emphasis that Trailways has had on customer service and safety. Over the years I’ve worked with previous winners of this award and I consider it an honor to be among those who have been recognized,” Wohl said. 📌

Nominate a Worthy Driver at Your Company!

The 2017 award will be for the Western U.S., since the conference will take place in California.

To be eligible, a driver must be nominated by his/her employer. The company must also submit written passenger and/or customer testimonials and a senior manager must also provide a letter confirming eligibility. To qualify for the award, a driver candidate must drive a coach at least 20,000 miles or provide service for at least 600 hours during the calendar year. He/she can have no absentee or late-to-work notices on-file during the calendar year. Procedures: Each driver’s candidacy submitted for consideration for this award will be judged based upon the following submitted data: Total number of miles driven during the calendar year (2015); actual (copies) of written Passenger/Customer testimonials regarding his/her professionalism and service; member (company) written testimonial on Trailways company letterhead from either the owner and/or a senior-level manager regarding the driver candidate’s professionalism and service. Contact bustrails@trailways.com for an application soon for the 2017 conference in California.



Tim Birnie
CEO

Lauren Birnie
Regional Manager

As a family-owned bus company, our success has come from building and maintaining relationships, similar to Protective Insurance Company. **Protective understands the importance of a strong client focus** and building lasting partnerships. Birnie Bus is proud to partner with such an exemplary fleet insurance provider that **consistently goes above and beyond for its customers.**

— Tim Birnie, CEO, and Lauren Birnie, Regional Manager, Birnie Bus Service, Inc.



FOR COVERAGE THAT REVOLVES AROUND YOU, CONTACT STACY RENZ:
(800) 644-5501 x2570 | protectiveinsurance.com

Trailways Announces Safety Partnership with CSS-Dynamac

Aims to be “the best, most effective safety program in the industry”

In March 2016, Trailways forged a partnership with Consolidated Safety Services—Dynamac (CSS-Dynamac). It is one of the most highly regarded new plans offered by Trailways for its Members.

Full-Circle Safety Program

The goal is to provide Trailways’ team of affiliated motor carriers with a “full-circle” program encompassing safety on the road and in the workplace.

The Idea Behind the New Program

Jolanda Janczewski, PhD, MPH, chairwoman of the board and co-founder of CSS-Dynamac, said, “Trailways is really on the cutting edge of looking at the whole safety spectrum for their business, recognizing that safety is bigger than just the transportation arena, that it includes occupational and environmental safety. Safety is at the core of our business at CSS-Dynamac, and we are a technical business. So, we’re thrilled to bring that technical expertise to Trailways.”

Standards of Excellence

“We’re going to make sure that everybody under the Trailways umbrella meets a standard of safety excellence,” Janczewski said.

“Part of our goal is to help companies understand the economic value of safety programs. Though not directly generating revenue, safety programs prevent revenue loss due to injuries and property damage. They also protect a company’s reputation, which once lost can have a devastating impact on the bottom line.”



—Brad Watkins, CSS

Brad Watkins, CSS-Dynamac program manager, elaborated, “Our goal is to assist Trailways in developing and enhancing their network’s overall safety culture, not just in transportation safety but also workplace safety and health.”

Focus & Goals: How CSS Will Assist Trailways’ Companies

- Include assessment, compliance and training expertise in a new safety manual
- Create a baseline of best practices
- Reduce inconsistency across the brand
- Enhance its members’ safety culture
- Help operators understand the economic value of safety programs
- Prevent revenue loss due to injuries and property damage
- Protect a company’s reputation and that of its affiliates

“We’ll work with their safety experts to assist them, guide them and provide whatever expertise they need to bolster their safety programs. We’ll help them to make sure that they have the best, most effective safety program in the industry,” said Watkins.

“Trailways couldn’t ask for a better partner than CSS-Dynamac in making top-notch safety program development, assessment, compliance and training expertise and support services available to the independently operated companies affiliated with our Trailways network,” said Ron Moore, Trailways chairman and president of Burlington Trailways.

“By funding this comprehensive safety program we are underscoring our commitment to our most important core value — safety,” Moore said.

“Trailways couldn’t ask for a better partner than CSS-Dynamac in making top-notch safety program development, assessment, compliance and training expertise and support services available to the independently operated companies affiliated with our Trailways network.”

— Ron Moore, Trailways Chairman and President of Burlington Trailways

Enhanced of Safety Manual

CSS-Dynamac’s initial project in the new partnership will be to update the Trailways network’s safety manual. “The need is for consistency,” said Janczewski.

“Our mission is to apply science and technology to create a healthier, safer and environmentally sustainable future,” explained Janczewski. “We understand how to

integrate environmental, safety and health policies and services across entire organizations and work sites to create more effective and efficient outcomes. We bring proven management tools, lessons learned and best practices from decades of experience to help our clients minimize risks and to comply with regulations and policies.”

NORTH AMERICA'S BUS WRAP Experts

Design Services | Printing | Installation | Removal

3M
Select
GRAPHIC PROVIDER

TURBO
IMAGES

Your Fleet Graphics *Expert*

Email us for more info:
buswrap@turbo-images.com
 1-888-219-8872 x245
turbo-images.com

Trailways® Fleet Service Safety Awards

The Trailways national bus system announced its top awards for bus fleet safety at its 2016 winter conference. The event was sponsored by MCI and took place February 23rd, 2016, at the Trailways 80th Annual Members Meeting & Conference in Cape Coral, Florida. MCI's Pat Ziska, at left in the below photos, was the dinner sponsor and guest presenter. Scott Henry, Martz Trailways (PA), and Trailways board member, was co-presenter (below center and right).

RECIPIENTS:



1. Trailways Fleet Safety Award in the category of **Less Than Two Million Miles Traveled** in the Charter & Tour Division: **Martz Trailways of Wilkes-Barre, Pennsylvania**. It is a founding company of Trailways 80 years ago. The father and son Henrys, Scott and John.



2. Trailways Fleet Safety Award in the category of **More than Two Million Miles Traveled** in the Scheduled Route Division: **Burlington Trailways of West Burlington, Iowa**. It is also a founding company of Trailways 80 years ago. Ron Moore, Burlington Trailways, accepting (center).



3. Trailways Fleet Safety Award in the category of **Less Than Two Million Miles Traveled** in the Scheduled Route Division: **Pine Hill Trailways of Hurley, New York**. Gene Berardi, Adirondack/New York/Pine Hill Trailways, accepting (center).



4. & 5. **"Most Improved"** Fleet Safety Award (two): Charter & Tour Division, and Scheduled Route Division. **Arrow Trailways of Killeen, Texas.** Kris Gauze, Arrow Trailways, accepting (center).



Centrally located between Madison, Milwaukee and Chicago

Painting
Fabrication
Ricon Lifts
Vinyl Graphics
Collision Repair
Certified Welding
Frame Straightening
Any size fleet welcome



Your Collision Center & More!
We welcome all insurance companies

2027 W. Avalon Rd • Janesville, WI 53546

PHONE: (608) 756-0861 • FAX: (608) 756-0136 • TOLL FREE: (800) 524-6113

www.budgettruckandauto.com

Congratulations
To Trailways on their
80th Anniversary!

LIMOS-BUSES4sale.com

Trailways' New Business Council

Mission: Share Best Practices, Improve Members' Performance & Profits

By Jonathan Berzas, Business Council Chairman—2016-17

When five independently owned motorcoach operators founded the Trailways system in 1936, they did it so that all of them could succeed by helping one another. To that end, this past May, the Trailways board of directors has approved formation of a Trailways Business Council. The Business Council will begin with a pilot group of approximately 10 to 12 non-competing Trailways members in good standing, selected because of commonalities in company size, region, markets served and other factors. They will meet four times annually, once in person and three times via video conference. This council replaces the Trailways Performance Group. We will work with the Spader Group for this new program.

What's Our Plan?

- Our plan is to discuss financial comparisons, safety programs, business techniques, strategic marketing, problems and solutions, opportunities unique to Trailways, brand recognition, industry trends and several other topics.

How Will it Work?

- Facilitating the confidential discussions will be Jim McCann, a consultant with Spader Business Management of Sioux Falls, South Dakota, a management consulting firm known for its "Spader 20" peer groups of executives in the motorcoach industry and several others.
- Each month, participating Trailways members will submit their financial data in a standard format to McCann. He will prepare a consolidated financial report with key financial analysis for each member, including



Jonathan Berzas,
Trailways Business
Council Chair, Trailways
board member, and
president/CEO of
Fullington Trailways (PA)



**Jim McCann, Spader
Group**

comparisons with peers and industry norms.

Helping you Determine Root Causes for Improvement

- Using critical numbers from these reports, McCann will point out efficiencies and deficiencies where the group as a whole is underperforming, then help the group drill down to the likely root causes and develop steps to take for improvement.
- He said that group members will share "best ideas" and "benchmark their performance to the most successful operators." You'll also have access to McCann for one-on-one consultations specific to their individual companies.

Pilot Group Participant

- "The Trailways Business Council, working with Spader, will allow us to correct areas where expenses are higher than they should be and to compare ourselves to the industry norms," said pilot group participant Tom Bazow, president of Excursions Trailways of Indiana and Ohio.

Invitation to Join

- Trailways Members must apply to join. At press time, the group has been growing. If you're interested in joining the pilot group, please contact Jim McCann at (800) 772-3377 or jmccann@spader.com.
- Eventually, Trailways hopes to engage all of its member companies in its Business Council groups.
- The Trailways Business Council will put into action one of the strategies in the Trailways strategic plan: "to strengthen and leverage the Team Trailways network through opportunities for collaborations, best practices exchange and the sharing of innovations." ■

Trailways Strategic Plan Update: 2016 – 2018

Updates to the Trailways Strategic Plan for the next two years from the Trailways Strategic Marketing Council:

Three Objectives: Charters & Ticketing Sales and Brand Enhancement:

- GOAL #1:** Increase and Strengthen Marketing, Sales and Promotion Efforts to Generate New Business Growth for Members.
- GOAL #2:** Ensure that the Trailways Brand will be the Consumer's First Choice for Safe, Secure, Reliable and Comfortable Passenger Motorcoach and Related Transportation Services.
- GOAL #3:** Fortify and Leverage the "Team Trailways" Concept to Help Enhance & Strengthen the Value of Members Affiliation.
- GOAL #4:** Ensure Trailways Corporate and Members Possess the Ability to Utilize Cutting-Edge Technologies which can help Increase Revenues and Reduce Costs.

For more details on tactics for each goal and to be involved, please contact Eva Hotard/CEO at Trailways 703-691-3052 (document is confidential).



Trailways CALENDAR NOTES:

Trailways will be attending these upcoming 2016 events:

- SEPTEMBER — "BUSCON" — Indianapolis Indiana Convention Center in Indianapolis, IN (September 19-21)
- OCTOBER
 - California Bus Association (October 16-18)
 - Trailways Board of Directors Meeting – Dallas (October 24)
- MARCH (2017) — Trailways Annual Meeting & Conference in Newport Beach, California (March 26-28, 2017)—Hyatt Regency (see last page for Preliminary Schedule)

Annual Publications Calendar / Annual Opportunities & Deadlines:

- MAY — Equipment reports are due.
- SEPTEMBER
 - Trailways Annual Newsletter
 - Trailways Charter Network Directory text & photo deadline to tracey@trailways.com (703) 691-3052 x 3
- For daily news in the meantime, remember to visit your news portal "TeamTrailways.com" <http://www.teamtrailways.com/> Subject to updates


AMERICAN MUSIC THEATRE *Lancaster, PA*

CONGRATS ON 80 AMAZING YEARS! AND HERE'S TO MANY MORE!





On Stage April 25-October 7, 2017

Experience the excitement and energy of Las Vegas, while celebrating the sweet refrains made famous by yesterday's and today's legendary musicians. In this family friendly show, we'll highlight the best of Vegas variety with first-class music and dance, and mix in some fun and frolic along the way to create a truly entertaining event.

GROUP FRIENDLY. BROADWAY QUALITY. COMFORTABLE & CONVENIENT.

Nicole Sutton Group Sales Manager
nsutton@amtshows.com | 800-648-4102 x6421
 2425 Lincoln Highway East, Lancaster, PA | AMTshows.com/Groups/Tour



Rated the #1 Thing
to Do in Lancaster

BOOK TODAY!



International Trailways News

Canada



Report from Larry Hundt, President of *Great Canadian Trailways*

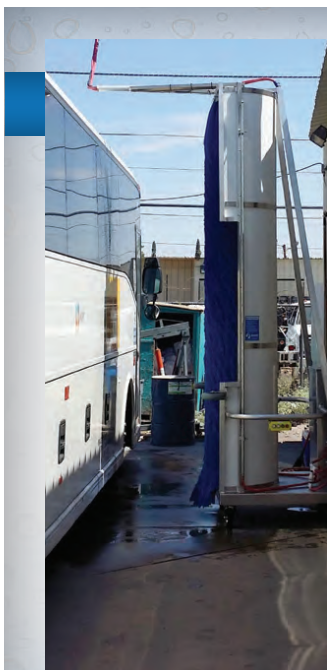
Fluctuations of the Canadian dollar against the American dollar are affecting tour business on both sides of the border. With Canadian currency at about 79 cents against U. S. currency, Canadian citizens are not taking many trips. The downturn that began about three years ago is largely tied to the global decline in oil prices.

“We do a lot of tours into both the U.S. and Canada,” said Larry Hundt, president of Great Canadian Trailways. “U.S. destinations along the eastern seaboard and into

Texas, California, Arizona, and Florida, are important to us year ‘round. But with Canadians not wanting to spend money in the U.S.—especially on longer trips—we are finding our four-to-six day trips are most popular.”

There is a slight uptick in international business, Hundt said, because the favorable currency exchange has more Americans and Europeans coming into Canada.

For those trips that do cross the U.S.–Canadian border, there has been some relief in wait times at bridges and other crossings, Hundt said.



The MotorCoach Tower Wash™

The MotorCoach Tower Wash™ system has been the industry leader in fast and economical bus washing for **25 years**. Reduce your costs on manpower, water and soap. Call us today to learn more!

FEATURES & BENEFITS

• EXCLUSIVE

- NEW** » Cut Out Mirror Frame - Protects Mirrors!
- NEW** » 110 Volt Electric Option
- NEW** » Powder Coated Options
- » Water Activated Tilt Mechanism
- » Automatic Water & Control Valves on Handles
- » Brass Spray Nozzles
- » Steel Spray Pipes
- » Light-Weight Aluminium
- » Automated Metered Direct Injector Soap System
- » Complete Shield, Brush & Water Spray Tilting

- Water Usage Less Than 12 Gallons Per Wash
- Durable Polyethylene, Foam and Hybrid Brushes Options
- Non-Marking Guide Wheels
- Standard Heights 12'6" and Custom Heights Available
- Footprint As Small As 32" x 39"

WHY UPGRADE TO FOAM BRUSHES

Foam brushes are a great option for the MotorCoach industry as their dual use cleans and polishes, is lighter weight and lasts over 2 times longer than our standard Polyethylene brush. The Hybrid brush combines the fine cleaning of the Polyethylene brush and the polishing of the Foam brush for a unique clean.

NEW - SOAP SYSTEM: DIRECT INJECTOR

The Soap System: Direct Injector soap panel with pump is attached directly to the wall with a water line hookup - no electrical is required; the water pressure runs the system! To help keep the set up clean and organized the double rack system of super concentrated soap boxes sits beneath to feed the soap pump. The Direct Injector mixes the soap at 200 parts water to 1 part soap directly into the Tower Wash™.

TOWER
wash™



awash
eco wash systems

THE FASTEST, MOST ECONOMICAL AND CONVENIENT WAY TO WASH ANY VEHICLE

North America's
ONLY OEM

800-265-7405 • awashsystems.com



Once they clear borders, coach operators in both the U.S. and Canada now have the ability to travel from province to province and state to state without permit fees, thanks to the International Registration Plan (IRP) which apportions payments of registration fees among various jurisdictions.

—Larry Hundt

“One of the busiest crossings is along the Niagara-Buffalo route, and a new voluntary operations program—borderplanner@gmail.com—has drivers entering their data so officials know when they are likely to arrive. This is helping borders officials know what they need in the way of staffing at certain times, and drivers know what bridges and routes to avoid.

“We still have a monumental task with border congestion,” Hundt said.

Facilities improvements at Niagara’s Rainbow Bridge are due to open in 2017, and those upgrades are expected

to alleviate the traffic flow into Canada at that popular crossing point.

“The IRP has been in place for years and has been heavily used by the trucking industry,” Hundt said. “But on January 1st, charter carriers were required to apply and register. This makes travel more seamless for carriers in both countries.”

It remains difficult for Canadian carriers to do business out of their home provinces, however. Individual provincial regulations prevent operators from picking up passengers in different parts of the country.

I would never pick up people in the Maritimes or Montreal,” said Ontario-based Hundt. “We continue to have more regulations among our provinces that we do about moving around inside the U.S. We’ve had a test case in which a person took 20 cases of beer he bought in Quebec home to New Brunswick. It was taken to court, and the New Brunswick court decided in his favor. This has become a test case about these trade barriers that have been in place a very long time.” ▶

continued on next page

Keeping You in Motion



**Transportation
Insurance
Brokers**

800-248-2877 ▶ 818-246-2800

www.tibinsurance.com

LOS ANGELES • NEW YORK • BALTIMORE • MINNEAPOLIS/ST. PAUL • ORLANDO

CA LIC. #0705008

Europe



News from Germany: Report from Helmut Seitz, President of *Seitz-Reisen Trailways of Germany*

Europe's swelling refugee influx, along with terrorism incidents, have impacted business for Trailways' German affiliate and other motorcoach carriers since the beginning of 2015. Seitz-Reisen Trailways is located in Germany's Passau region near the Austrian border. Like Team Trailways' Netherlands member, Seitz is feeling the impact of "sharing economy" innovators on its markets.

"At the beginning of May, there was a need to transport 2,000 migrants daily, and by the end of May it was up to 16,000," Seitz said. "I bought a few used buses and we drove all night, but we had a shortage of coaches, so the government made contracts with a lot of companies—for as many as 200 buses a day." That transport business was good while it lasted, but when Austria recently closed its borders to most refugees, the need for transport through

Austria into Germany stopped.

Both the refugee migration and the recent terrorism events in Paris and Brussels have impacted his company, Seitz said. "I have lost approximately 20 percent of my foreign tour business because of the migrations and the bombs," he continued. "Tourism has returned to Paris, but not to Brussels and the local hotels are hurting for guests."

Competition from Europe's sharing economy startups is also impacting Seitz and his industry counterparts. Germany-based FlixBus and MeinFernbus are now cooperating to deliver low rates to passengers for travel throughout Europe, and the partnership has captured about 70 percent of the long distance market.

"More than 100 bus companies are driving for FlixBus with more than 3,000 buses," said Seitz. "The tickets are cheap for passengers but the companies are losing money. Also other companies like Megabus and Postbus have come in with even more competitive prices. Some of my industry friends are driving for FlixBus, but they complain about the bad prices and the need for three to four drivers. We'll see in a year who survives." ▀



- ✓ **Utmost Safety**
- ✓ **Incomparable Quality**
- ✓ **Outstanding Service**



• AMAYA-ASTRON SEATING MEXICO
Phone: +52 (55) 5881 2007
email: donovan@amaya-astron.com.mx
 Grupo Amaya-Astron
 @asientosamaya

• SALES REPRESENTATIVES FOR THE U.S. AND CANADA
George Farrell
Phone: (864) 895 4127
email: gfarr007@aol.com

Bob Greene
Phone: (402) 639 4454
email: bgreene45@cox.net

www.amaya-astron.com.mx





These businesses market civilian transport and lodging services that carry no permits or regulatory compliances, and they are beginning to impact European motorcoach carriers, reports Martyn Besselsen, president of ElboBus Trailways.

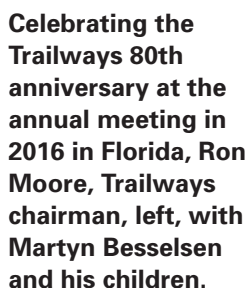
How long will it take for European bus charter operators to see something like UberBus in the charter market? It's already happening, Besselsen said. In Germany a couple of students started to offer scheduled routes with chartered buses, and they aim to build an all-European network.

“As long as there are companies willing to offer their services to web sellers like this and take the losses, we can expect more of these initiatives,” he continued. “As traditional charter bus companies, I think we should no longer think of our business as 49 seats to fill from point A to point B. We must change and offer specialized services.”

Personal attention is first priority, he said, and offering more complete packages in which the bus ride is a small part of the total 'experience' is one approach.

Besselsen said price agreements with tourism attractions and ownership of more sites make this kind of product work.

“We have our own summer camp and activity park, and most recently we purchased a small theme park and turned it into Dinoland.nl. By owning the destinations, we can secure about 40 percent of our charter business,” he said. 📍



Your One Call for A/V and Surveillance Solutions



Specify REI today!

REI

800.228.9275 | radioeng.com

New Trailways CEO *(Continued from page 2)*

A Conversation with Eva Hotard

TW—How will your experience in the bus industry help Trailways?

Eva—The companies in the Trailways system are exuding optimism to grow and to embrace the future. They work very well together,” she added. “With the experience of my own growth as a leader in the school of hard knocks, I can help to shorten the learning curve while the companies are in a growth mode. I’m going to be working with the member companies to help them with revenue management, operations and driver management, including meeting the challenge of attracting and retaining the next generation of drivers. I’ll also work on developing a very strong sales culture.

Search Committee Process

A search committee composed of Trailways board members unanimously selected Hotard. Search Committee Chairman Jonathan T. Berzas, president and CEO of

Fullington Trailways in Clearfield, Pennsylvania, stated: “Ms. Hotard is well respected in the motorcoach industry and brings a wealth of knowledge to the Trailways organization. She led a family motorcoach business based in New Orleans through a tremendous growth period. We chose her because of her extensive knowledge and experience in the industry.”

“Eva ran a very successful bus company. She has been in the business for many years, worked her way up through the ranks and has a wonderful reputation as a talented business leader. She knows all of the trials and tribulations that independent bus companies go through. Eva clearly understands everything about the industry,” said Ron Moore, president of Burlington Trailways and chairman of the Trailways board. “We selected her because of her experience and her leadership skills. Like Gale, Eva is also passionate about the industry.”

TW—Tell us about yourself and Hotard Coaches

Eva—I’m one of one of nine children! We all worked in the family business at one point. I started my career with Hotard Coaches, in 1977. Then, I was elected general manager in 1984 and president/CEO in 1993 and served

WELCOME *to the family*



Transcor would like to extend our congratulations to Eva Hotard.

We are excited to be part of the future with Trailways under Eva's stewardship.

Trailways TDS | TRANS COR
DATA
SERVICES

Learn about TDS Business Applications at www.tdstickets.com

in that position until 2004.

My family has been in the bus business since 1935, when Etienne Hotard launched a line-run service between the Eastbank River Parishes and New Orleans, Louisiana. Then, in 1960, my father started Hotard Coaches as a one-bus operation offering scheduled service between Vacherie and New Orleans. It later became known for its charter transportation services.

TW—What was your role at Hotard Coaches?

Eva—We grew from a three-vehicle operation to a fleet of more than 100 vehicles. It became one of the largest travel services companies in the Gulf South, with four offices (New Orleans and Baton Rouge, Louisiana; Biloxi, Mississippi; and, Washington, D.C.) I had overall responsibility for the operating entities, two leasing entities and a partnership with land holdings.

TW—Tell us about your background

Eva—During that time period, we expanded to include a destination management company for large themed events and meetings. We also purchased a receptive tour

continued on page 28

SARDO

BUS & COACH UPHOLSTERY

1-800-654-3824

Sardo's Professional Mobile Road Crews provide experienced on-site installation service at your facility. Minimizing your down time, and giving you personal attention to every detail.

We Come to You!



Visit our website to view our Current Fabric Specials

www.sardobus.com

TEAM

COACH IMAGING™

*Vehicle Identification
Specialist*

Team Coach Imaging can design, produce and install the fleet and building graphics your company needs to Stand Out!

1328 1st Street Industrial Park
Sainte-Marie, Quebec G6E
1H4, Canada

Phone: 866-986-3039

Fax: 418-386-2420

www.tcimaging.us

operator; plus, 50 percent ownership (in partnership with the New Orleans Steamboat Company) of Gray Line of New Orleans, Inc., a sightseeing company.

TW—What were you most proud of?

Eva—I was the most proud of our initiatives to develop a customer service monitoring system, customized operating and fleet management software, convention sales systems and a system for training hundreds of good drivers.

TW—Tell us about your career after Hotard.

Eva—In 2005, I decided to become a management consultant and executive coach, drawing upon my experience of hiring and training key managers to executive growth strategies.

My work focused on owners and CEOs of small and medium-size businesses to transform their companies into high-performance organizations.

TW—What is your executive management training?

Eva—I was trained in executive coaching by renowned leadership coach Lee Thayer and participated for 10 years as a member of The Executive Committee (TEC), a CEO development organization.

TW—What do you believe is the biggest challenge for most companies?

Eva—It's a challenge to grow from an entrepreneurial-style organization to a well-managed, styled organization.

I enjoy working in that area. You have to be really strong in your systems, strategies and diligent in your management. That's what makes you a strong competitor.

TW—What drives and motivates you?

Eva—My passionate purpose is helping people journey from who they are to who they ought to be to lead high-performance organizations.

TW—What makes a great leader?

Eva—Leadership mastery is a journey like no other; it brings true meaning to life. Great leaders create a better future for their organizations. The Trailways Board is open to new opportunities; I'm looking forward to being of service to them. **D**

Gale Ellsworth described Eva Hotard as a warm, solid, keen and savvy businesswoman. "Trailways is extremely privileged to have Eva join its Team. I am confident she will lead Trailways onward and upward," she said.



Canada: 3-1175 Corporate Drive, Burlington, ON L7L 5V5
U.S.A: 555 Riverwalk Parkway, Tonawanda, NY 14150
Tel: (905) 336-8830 Fax: (905) 336-8873
Toll Free: 1-800-387-4078 Toll Free Fax: 1-888-858-9317
Email: elreg@elreg.com
www.elreg.com



**BOSCH T1, MCL,
PREVOST, VANHOOL,
SETRA**



**OIL TO AIR
CONVERSIONS**



DELCO 50MT



**DELCO 50DN
24V 270AMP
24V 450AMP**



**T1
PULLEYS**



**39MT
GEAR REDUCTION**



**50DN
PULLEYS**

Our products are NEW (coreless) alternators, starters, repair and overhaul kits and circulator pumps.

We offer high output upgrades for coach and shuttle bus applications.

ELREG literally has "an alternator for every bus on the road"!



LEECE-NEVILLE



BOSCH





Spirit Awards *(Continued from page 12)*



7. Outstanding Volunteer Affiliated Partner—Pat Ziska, MCI



8. Industry Appreciation (In Memoriam-Clancy Cornell)—Accepted by Roman Cornell/ABC



9. Most Team Spirit (Scheduled Route)—Ron Moore, Burlington Trailways



Photo taken at CCW's 15 acre facility in Riverside, CA

All Of Your Transportation Needs Under One Roof!

Our Remanufacturing Services Include

- Multiplexing Systems
- Modifications & ADA Upgrades
- Emission Compliance
- Collision & Fire Repair
- Repowers
- and More!

On All Types of Transportation Including

- Rail
- Coaches
- School Buses
- Transit Buses
- Trolleys
- Trucks
- and More!



www.Completecoach.com
800.300.3751





Mobile Tracking and Communications

Made Simple













- GPS Vehicle Tracking
- Electronic Driver Logs
- Onboard Video Surveillance
- Passenger WiFi Connectivity
- Graphical Web-based Interface
- Mapping and Communication
- Customer Interfaces (web, Smartphones, etc.)
- Secure Sign On and Remote Shutdown
- Engine Monitoring and Fuel Tracking
- Operational Reporting and Efficiency
- Vehicle Scheduling/Dispatch
- Distinctive Systems integration

And Much More...

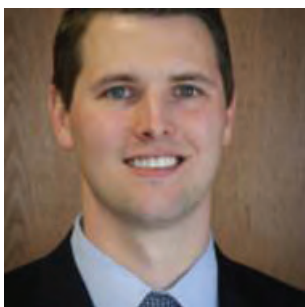
For more information, please contact:
Saucon Technologies, Inc.
 2455 Baglyos Circle • Bethlehem, PA 18020
 Tel: 888.872.8206
 Email: TDSinfo@saucontech.com
 Web: <http://www.saucontds.com>

Trailways Board Seats Two New Members

Trailways®

In April 2016, the Trailways board of directors added two new members. They were introduced at its recent 80th annual members meeting and conference in Cape Coral, Florida. Trailways Chairman Ron Moore, said the diverse experiences both of these individuals bring to the board will enable the brand to open new avenues of business excellence in the 21st century.

“The addition of these two proven and experienced leaders will enhance our ability to build an even greater legacy in the coming decades. We appreciate their willingness to serve,” Moore said.



Patrick Dean, director and chief operating Officer at Dean Trailways in Lansing, Michigan, has been elected to a 2016-2019 term.

Patrick Dean

Patrick Dean, Director and chief operating officer at Dean Trailways in Lansing, Michigan, was elected to a 2016-2019 term. He brings long industry experience to the board position from his family’s business that his father, Kellie Dean, founded in 1994. Patrick Dean also has experience on nonprofit boards including High Fields Inc., St. Vincent Catholic Charities, the Lansing Regional Chamber of Commerce and Information Technology Empowerment Center (ITEC). He also serves as a public member of the Board of Real Estate Brokers and Salespersons for the State of Michigan.

“Trailways is an organization with a remarkable history, and I want to help our brand build even more on the great record of 80 years we are celebrating this year,” Dean said. “I look forward to providing insights and leadership as we navigate current and coming challenges to the industry such as increasing government regulations and customer demands for more technology and new equipment.”



Timothy (Tim) Birnie, President of Birnie Trailways in Rome, New York has been appointed to the board for a one-year term.

Tim Birnie

Timothy (Tim) Birnie, president of Birnie Trailways in Rome, New York was appointed to the board for a one-year term by Ron Moore, Trailways chairman and president of Burlington Trailways in Burlington, Iowa. Birnie also brings a wealth of industry experience to Trailways’ leadership. His father, Martin Birnie, founded the company in 1947; Tim Birnie became part of the family team at an early age.

“I want to help make the Trailways brand even more valuable to our fellow owners by helping them through the challenges we face as an industry,” said Birnie, “I look forward to adding benefits such as more regional collaboration among our companies to bring in business and share operations practices throughout our system.”

Trailways Board of Directors and Advisors 2016

Thomas (Tom) Bazow*

Trailways Secretary

President
Excursions Trailways of IN/OH
4405 W. Washington Center Rd., Ste A
Ft. Wayne, IN 46818-1500
Office Phone: 260-485-6167
Fax: 260-969-0378 • Toll Free: 866-485-6167
Email: tom@excursionstrailways.com
Website: www.excursionstrailways.com

Eugene (Gene) Berardi, Jr.*

Director

President/CEO
Adirondack, New York & Pine Hill Trailways
499 Hurley Avenue
Hurley, NY 12443-5118
Office Phone: 845-339-4230 Ext. 137
Fax: 845-339-5222 • Toll Free: 800-225-6815 Ext. 137
Email: executivesecretary@trailwaysny.com
Website: www.trailwaysny.com

Jonathan T. Berzas*

Director

President/CEO
Fullington Trailways
P. O. Box 211
Clearfield, PA 16830-2319
Office Phone: 814-765-7871
Fax: 814-765-9572 • Toll Free: 800-252-3893
Email: jonathan@fullingtontours.com
Website: www.FullingtonTours.com

Timothy (Tim) Birnie

Director

President
Birnie Trailways of NY
248 Otis Street
Rome, NY 13441
Office Phone: 315-336-3950
Fax: 315-281-0042 • Toll Free: 800-734-3950
Email: timothyb@birniebus.com
Website: www.birniebus.com

Roman Cornell

Advisor

Senior Vice President, East
ABC Companies
17469 West Colonial Drive
Winter Garden, FL 34787
Office Phone: 407-656-7977 Ext. 77111
Fax: 407-905-7010 • Toll Free: 800-222-2871
Email: rmcornell@abc-companies.com
Website: www.abc-companies.com

Brian Crow

Advisor

President
Brian E. Crow Consulting, LTD
22 Wilberforce Avenue, Box 1798
Niagara-on-the-Lake
LOS IJO Canada
Office Phone: 289-868-9223
Email: briancrow@bell.net

Patrick Dean

Director

Director/Chief Operating Officer
Dean Trailways
4726 Aurelius Road
Lansing, MI 48820
Office Phone: 517-319-3326
Fax: 517-319-8384
Email: patrickd@deantrailways.com
Website: www.deantrailways.com

Donald Ferrone

Honorary Director

President
Prairie Trailways
27 East Monroe Street, Suite 515
Chicago, IL 60603-5647
Office Phone: 312-251-3100
Fax: 312-251-3108 • Toll Free: 800-621-4153
Email: prairietrailways@aol.com
Website: www.prairietrailways.com

Jack Forbes

Advisor

Vice President Public Sector/
Corporate Accounts
Prevost Car, Inc.
7900 National Service Road
Mailstop: AP5-63
Greensboro, NC 27409
Phone: 847-910-1831
Fax: 336-393-2955
Email: jack.r.forbes@volvo.com
Website: www.prevostcar.com

Timothy (Tim) Hancock

Director

President
Arrow Trailways of Texas
403 North 2nd Street
Post Office Box 850
Killeen, TX 76541
Office Phone: 254-526-0545
Fax: 254-526-7695 • Toll Free: 800-392-0768
Email: tim.hancock@arrowtrailways.com
Website: www.arrowtrailways.com

Scott Henry*

Director

Chairman
Martz Trailways Group
(Martz, First Class, Gold Line and National
Coach Trailways)
239 Old River Road
Wilkes-Barre, PA 18773
Office Phone: 570-821-3838
Fax: 570-821-3810 • Toll Free: 800-233-8604
Email: shenry@martzgroup.com
Website: www.martztrailways.com

Joseph (Joe) E. Kobussen

Director

President
Kobussen Trailways
W-914 County Road CE
Kaukauna, WI 54130-3712
Office Phone: 920-766-0606
Fax: 920-766-0797 • Toll Free: 800-447-0116
Email: joe@kobussen.com
Website: www.Kobussen.com

Marcia F. Milton

Director

President/CEO
First Priority Trailways
4203 Forestville Road
District Heights, MD 20747
Office Phone: 301-568-3500
Fax: 301-568-3502
Email: FirstPrioMarcia@aol.com
Website: www.firstprioritytours.com

Ronald (Ron) Moore*

Trailways Chairman

President
Burlington Trailways
906 Broadway
P. O. Box 531
West Burlington, IA 52655
Office Phone: 319-753-2864 Ext. 111
Fax: 319-753-2916 • Toll Free: 800-992-4618/Ext. 111
Email: rrmoores@BurlingtonTrailways.com
Website: www.burlingtontrailways.com

Scott A. Riccio*

Director

President
NorthEast Trailways of Maine
235 Goddard Road
Lewiston, ME 04240-1001
Office Phone: 207-784-3159
Fax: 207-786-0579 • Toll Free: 888-593-6328
Email: sriccio@northeastchartertour.com
Website: www.NortheastCharterTour.com

Curtis A. Riggs*

Trailways Treasurer

President & CEO
VIA Trailways of CA/AZ
300 Grogan Avenue
Merced, CA 95341
Office Phone: 209-384-1315
Fax: 209-384-7441 • Toll Free: 800-842-5463
Email: criggs@viabus.travel
Website: www.viabus.travel

J. Alan Thrasher

Director

President
Thrasher Brothers Trailways
6400 First Avenue South
Birmingham, AL 35212
Office Phone: 205-591-8811
Fax: 205-591-8851
Email: alan@thrashertrailways.com or
jathrasher@aol.com
Website: www.thrashertrailways.com

Patricia Ziska

Advisor

Vice President New Coach Sales
Motor Coach Industries, Inc. (MCI)
200 East Oakton Street
Des Plaines, IL 60018
Office Phone: 847-285-2172
Fax: 502-318-8288
Email: pat.ziska@mcicoach.com
Website: www.miccoach.com
Website: www.setra-coaches.com

Eva M. Hotard*

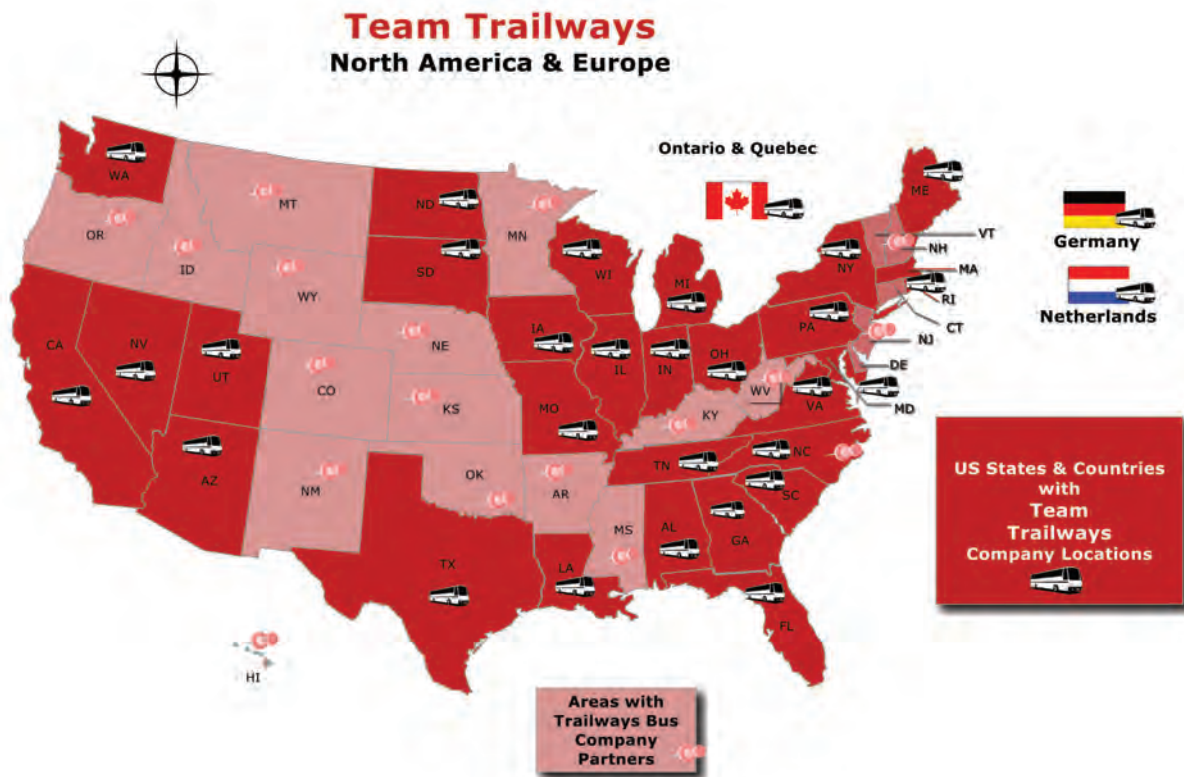
President & CEO

Trailways Transportation System, Inc.
3554 Chain Bridge Road, Suite 202
Fairfax, VA 22030-2709
Office Phone: 703-691-3052
Fax: 703-691-9047
Toll Free: 877-GoRedGo (467-3346)
Email: Eva@trailways.com
Website: www.trailways.com

** Executive Committee Members*

www.TeamTrailways.com

Transportation System Member Companies by State–Country Location



ALABAMA

Capital Trailways of AL
Montgomery, AL
800.553.9000
dc@capitaltrailways.com

Capital Trailways of Huntsville
Huntsville, AL
888.857.5851
dc@capitaltrailways.com

Colonial Trailways
Mobile, AL
800.233.1981
charters@colonialtrailways.com

Thrasher Brothers Trailways
Birmingham, AL
800.436.7206
kristy@thrasherbrotherstrailways.com

ARIZONA

VIA Trailways
Phoenix, AZ
888.842.5463
info@viabus.travel

CALIFORNIA

Amador Trailways
Sacramento, CA
800.446.2928
kabao@amadorstagelines.com

AmericanStar Trailways
Pismo Beach/San Fran, CA
866.559.0999
lacey@americanstarinc.net

Orange Belt Trailways

Visalia, CA
800.226.7433
charters@orangebelt.com

Pacific Coachways Trailways
Los Angeles, CA
800.839.4819
sales@pacificcoachways.com

VIA Trailways
Merced & Fresno, CA
800.842.5463
info@viabus.travel

West Valley Trailways
Campbell, CA
800-371-1230
408-371-1230
charity@westvalleycharter.com

DISTRICT OF COLUMBIA

First Priority Trailways
Washington, D.C.
888.390.3615
firstpriormarcia@aol.com

Gold Line Trailways
Washington, D.C.
800.777.6902
Martzsales@martzgroup.com

FLORIDA

First Class Trailways
St. Petersburg, FL
800.282.8020
Martzsales@martzgroup.com

GEORGIA

Capital Trailways of GA
Columbus, GA
866-815-4304
fat@capitaltrailways.com

Coastal Georgia Trailways
Brunswick, GA
912-264-9808 x 113
teresa@goldenislesfun.com

Samson Trailways
Atlanta, GA
800.958.7890
sales@samsontrailways.com

ILLINOIS

Prairie Trailways
Chicago, IL
800.621.4153
prairietrailways@aol.com

INDIANA

Excursions Trailways
Ft. Wayne, IN
866.485.6167
susan@excursionstrailways.com

IOWA

Burlington Trailways
West Burlington, IA
800.992.4618
charters@burlingtontrailways.com

LOUISIANA

Louisiana Trailways
New Orleans/Lafayette
888.884.5226
rhonda@louisianacoaches.com

Red River Trailways

Shreveport, LA
866.221.5797
redrivercoaches@att.net

Salter Trailways
Jonesboro, LA
800.223.8056
stacy@salter.us

MAINE

NorthEast Trailways
Lewiston, ME
888.593.6328
ksullivan@northeastchartertour.com

MARYLAND

A. S. Midway Trailways
Baltimore, MD
888.573.5466
cathy@asmidwaytrailways.com

MASSACHUSETTS

Cavalier Coach Trailways
Boston, MA
617.330.1234
cavaliercoach@mindspring.com

MICHIGAN

Dean Trailways of MI
Lansing, MI
800.282.3326
carolync@deantrailways.com

MISSOURI

Central States Trailways

St. Louis, MO
888.731.8436
charter@centralstatestrailways.com

Heartland Trailways

Kansas City, MO
800.279.1734
info@heartlandtrailways.com

Huskey Trailways

St. Louis, MO
888.248.7539
chartersales@huskeybus.com

Huskey Trailways of Columbia

Columbia, MO
888.844.3701
chartersales@huskeybus.com

Viking Trailways

Joplin, MO
800.400.2779
gwtandviking@att.net

NEVADA

Amador Trailways of NV

Reno, NV
775.324.4444
marni@amadorstagelines.com

NEW YORK

Adirondack Trailways

Kingston, NY
800.225.6815 (Corporate #)
800.858.8555 (Schedules)
jpero@trailwaysny.com

Birnie Trailways

Rome, NY
800.734.3950
Rose1@birniebus.com

New York Trailways

Buffalo, NY
800.225.6815 (Corporate #)
800.858.8555 (Schedules)
866.357.7311 (Charters)
nytcharters@trailwaysny.com

Pine Hill Trailways

Albany, NY
800.225.6815 (Corporate #)
800.858.8555 (Schedules)
jpero@trailwaysny.com

West Point Trailways

Vails Gate, NY
845.561.2671
margaret@westpointtours.com

NORTH CAROLINA

Rose Trailways

Charlotte, NC
800-377-6912
704-522-8258
tom@riderose.com

NORTH DAKOTA

Prairie Coach Trailways of ND

Fargo, ND
877.428.4798
dispatch@prairiecoach.com

Harlow's Trailways

Bismarck, ND
800.450.1767
neal.prichard@harlowsbussales.com

OHIO

Excursions Trailways of Ohio

Ottawa, OH
419.523.3500
marianne@excursionstrailways.com

Precious Cargo Trailways

Newbury, OH
440.543.9272
john@pctbus.com

PENNSYLVANIA

David Thomas Trailways

Philadelphia, PA
888.382.8737
info@davidthomastours.com

Fullington Trailways

Clearfield, PA
800.385.5464
800.252.3893 (PA Only)
candy@fullingtontours.com

Mlaker Trailways

Pittsburg, PA
800.335.7911
814.479.2515
kellyhay@mlaker.com

Martz Trailways

Wilkes-Barre, PA
570.821.3850
Martzsales@martzgroup.com

Susquehanna Trailways

Avis, PA
800.692.6314
charters@susquehannabus.com

RHODE ISLAND

Flagship Trailways

Providence, RI
800.672.6705
suchada@flagshiptrailways.com

SOUTH CAROLINA

Lancaster Trailways, the Carolinas

Lancaster/Charlotte, NC
800.621.4580
frankie@lancaster-tours.com

Lancaster Trailways of Charleston

Charleston, SC
800.842.1789
kitty@lancaster-tours.com

SOUTH DAKOTA

Dakota Trailways

Spearfish, SD
800.499.2652
daktrail@rushmore.com

Prairie Coach Trailways

Dell Rapids, SD
877.428.4798
dispatch@prairiecoach.com

TENNESSEE

Gentry Trailways

Knoxville, TN
888.816.2796
darlene@gentrytrailways.com

TEXAS

Arrow Trailways of TX

Killeen, TX
800.392.0768
charters@arrowtrailways.com

Sun Travel Trailways

Beaumont, TX
888.898.2638
secretary@suntravel.org

UTAH

Utah Trailways

Salt Lake City, UT
800.876.5825
info@utahtrailways.com

VIRGINIA

National Coach Trailways

Fredericksburg, VA
866.466.2789
Martzsales@martzgroup.com

WASHINGTON

Northwestern Trailways

Spokane, WA
800.366.3830
gary@busnws.com

WISCONSIN

Kobussen Trailways

Green Bay, WI
800.447.0116
info@kobussen.com

Kobussen Trailways of West WI

Bloomer, WI
800.283.4234
info@kobussen.com

CANADA

Great Canadian Trailways

800-461-8687
519-896-8687
charters@greatCanadiancoaches.com

EUROPE

Elbo Trailways of the Netherlands

Heino-Holland
001.31.572.39.1439
karin@elbobus.nl

Seitz Reisen Trailways of Germany

Bayern/Regen, Germany
hseitz@seitz-reisen.de

**For more information
on affiliating with the
Trailways brand,
please contact the
nearest board member
above or President
& CEO Eva Hotard at
(703) 691-3052 x 3**

*As of 8-1-16.
Subject to change.*

About Trailways

Trailways, founded in 1936, has been transporting North American citizens and international visitors for nearly 80 years with point-to-point transportation on modern transport and other high-styled vehicles at practical fares. Trailways transport service providers offer premium passenger transport and tourism services between, to, and from all key tourist destinations and major cities. Other services include sightseeing and travel planning, group moves, shuttle, airport transfers, corporate excursions, transit and supplementary intermodal by means of ground, air and rail as well as sea access. All companies are Department of Defense (DOD) safety-certified (or it's country equivalent). For more information visit: www.trailways.com; or call 703.691.3052

A-C

ABC Companies

Ashley Cornell (507) 334-1871
acornell@abc-companies.com

Advantage Funding Commercial Capital Corp.

Lee Steinberg (847) 253-8831
lsteinberg@advantagefunding.us

Alliance AutoGas

Yvon Boisclair (514) 710-8428
yboisclair1@gmail.com

Alliance Bus Group/CAIO

Mike Pouncey (407) 581-6002
jessicasikora@alliancebusgroup.com

Alliance Safety Council

Joelle McGehee (225) 282-3337
jmgehee@alliancesafetycouncil.org

Allied Powers LLC

Josh Greenman (702) 283-6401
alliedpowersllc@gmail.com

Amaya Astron Seating

George Farrell (864) 895-4127
gfarr007@aol.com

AMBEST Davis Travel Centers Inc.

Sylvia Jackson (434) 246-5308
sjackson@dtc33.com

American Motor Products, Inc.

Dave Ward (760) 525-0064
morganf@amprodusa.com

Ametek Rotron Technical & Industrial Products

Keith K. Hallenbeck (330) 677-3335
keith.hallenbeck@ametek.com

AngelTrax Mobile Video Surveillance

Mark Moore (800) 673-1788
sunny.jones@angeltrax.com

Awash Systems Corp

Samatha Sherwood (800) 265-7405 Ext. 25
administration@awashsystems.com

Bergen Auto Upholstery Company, Inc.

Nancy P. Citti (201) 457-9100
bergenauto@aol.com

Bettarez, Inc

Mike Van Horn (858) 366-3733
mvh@bettarez.com

Boardwalk Hotel Group

Pat Ambler-Perry 4102899103
groupsales@boardwalkhotels.com

Branson Craft Mall

Mark Pearman (417) 334-1223
mark@bransoncraftmall.com

Branson's IMAX Entertainment Complex

Tom Forster (417) 335-3533
tom@bransonimax.com

Bridgestone Americas Tire Operations LLC

Karl Webb (330) 697-4497
webbkarl@bfusa.com

Budget Truck & Auto Body Inc.

Mark Polzin (608) 756-0861
mark@budgettruckandauto.com

Bus & Coach America

Andy Fung (407) 614-7149
andrew.fung@bcabus.com

bushive Software

Brian Mann (518) 877-2502
bmann@bushive.com

Camira Group, Inc.

Dan Wagner (616) 288-0655
dan.wagner@camirafabrics.com

Captive Resources, LLC

Denis C. Wiener (847) 879-2359
dwiener@captiveresources.com

CareerCo

James Fontana (646) 862-6579
jfontana@careercocorp.com

Century McMynn Leasing

Bob McMynn (877) 708-3477
bmcmynn@live.ca

CH Bus Sales/Temsa

Duane Geiger (507) 331-7911
dgeiger@chbussales.com

Circle Wisconsin

Wendy Dobrzynski (414) 545-1100, (800) 223-0652
wendy@circlewisconsin.com

Clarion Inn Pigeon Forge

Jon Bentley (865) 868-5300, (888) 321-7216
jon@clarionpf.com

Community Anti-terrorism Training Institute

DBA CAT Eyes
Michael J. Licata (609) 448-9655
info@cateyes.us

CPACEX Corporation

Cathy Crawford (800) 974-7383, ext114
cac@cpacex.com

D-G

D & W Diesel, Inc.

John Schmitt (315) 253-2324
j.schmitt@dwdiesel.com

De Leo Transportation Fabrics

Issmail Arslan (973) 439-6801
iarlsan@deleoco.com

Detroit Diesel Corporation

Douglas Weatherly (313) 592-0730
douglas.weatherly@daimler.com

DIA Solutions Inc.

Tony Orlando (866) 518-5352
tony@diasolutions.ca

Distinctive Systems, Inc.

Don Greenglass (646) 448-9981
don.greenglass@distinctive-systems.com

Doran Manufacturing

Tim Mullen (513) 354-3418
mullen_tim@doranmfg.com

DSI Medical Services Inc.

Roger Hornby (800) 770-0531 Ext. 1729
roger.hornby@dsimed.com

Elreg Distributors Ltd.

Mark Macdonald (800) 387-4078
mark@elreg.com

EyeRide

Daphnie Low (305) 318-3034
daphnie@eyerideonline.com

Fee Hedrick Family Entertainment

Mark Thomas (866) 492-6972
mark@feehedrick.com

Ferguson Financial Group

Wayne Rector (314) 821-0500
wayne@ffgstl.com

Fleetmatics

Jayland Glenn (704) 716-7660
Jayland.Glenn@fleetmatics.com

Fortress Systems International

Frank Bowden (704) 605-5000
fbowden@fsiinc.com

Great Day! Tours

Allen Kinney 4405265350
ark@greatdaytours.com

H-L

Hotel Planner

Suzy Wills (800) 760-7718 ext. 737
suzy.wills@hotelplanner.com

Irizar/Ina Bus Sales LLC

Mike Haggarty (702) 431-0707
mike@inabussales.com

Jim's Truck & Trailer Coachwerks

Tanya Dias (507) 452-1294
tanyad@hbc.com

Key Equipment Finance

Scott Baer (952) 465-3950
Scott.baer@key.com

La France Industries

Jeff Goldwasser (551) 482-1608
interiors@jeffgoldwasser.com

Lancer Insurance Company

Randy O'Neill (800) 782-8902
roneill@lancerinsurance.com

Lancer Insurance Company

Randy O'Neill (516) 431-4441
roneill@lancerinsurance.com

Lantal Textiles, Inc.

Leonard Allard (905) 823-9427
lena@lantaltextiles.com

M-P

Motor Coach Industries, Inc.

Patricia Ziska (847) 285-2172
pat.ziska@mcicoach.com

Motor Coach Movies

Terri Colyer (888) 416-2572
tcolyer@swank.com

Motor Coach Tire Sales, LLC

Bill Kaiser (678) 463-4110
bill@motorcoachtiresales.com

National Interstate Insurance Company

Michelle A. Wiltgen (800) 595-2553, (440) 821-1961
michelle.wiltgen@natl.com

NTIS Group, LLC dba National Transportation Insurance Solutions

Jason Hradek (888) 973-0545
jhradek@ntisgroup.com

Paradigm Benefits

Gail Manfredo (315) 797-8400 Ext. 223
gmanfredo@paradigmcbenefits.com

Perfect Body & Fender Company

Joseph Patella (201) 868-8994
prfctbody@aol.com

Pillar Hotels & Resorts

Amanda Higgins-Thibeau (972) 757-9742
amanda.thibeau@pillarhotels.com

Prevost Car, Inc.

Robert Goodnight (336) 393-2089
robert.goodnight@volvo.com

Protective Insurance Company

Stacy Renz (317) 429-2586, (800) 644-5501
srenz@protectiveinsurance.com

R-T

Radio Engineering Industries, Inc. (REI)

Adam Hall (402) 339-2200 ext.236
ahall@radioeng.com

Resorts Casino Hotel

Meg Lewis (609) 340-7715
mlewis@resortscas.com

RLI Transportation

Tim Hathy (404) 443-1009
tim.hathy@rlcorp.com

Safety Vision

Phillip King (713) 929-1044
pking@safetyvision.com

Sardo Bus & Coach Upholstery

Sandy Follis (800) 654-3824
sandy@sardobus.com

Satellite Industries DBA Worldwide Monochem

Tammy Moye (512) 267-5190
tammym@satelliteco.com

Saucon Technologies, Inc.

Michael Deeb (484) 241-2500
mdeeb@saucontech.com

Shriver Insurance Agency

Charles M. Shriver (630) 833-0480
charlie@shriversinsurance.com

Sight & Sound Theatre

Mike Pitman (417) 335-7900 Ext 7150
mike.pitman@sight-sound.com

Single Point Communications Inc.

Rob Taylo (866) 959-9434
rob@your1point.com

Stertil-Koni USA

Richard Palmer (410) 643-9001
stephanie@sterdil-koni.com

TCF Equipment Finance, Inc.

Peter King (952) 656-3254
pking@tcfef.com

Team Coach Imaging

Ronald LeBlanc (866) 986-3039
s.marquis@tcimaging.ca

The Cooley Group

Jeana Nicotera (315) 285-4247
jnicotera@cooleybrand.com

The Six Show

Tish Knudsen (417) 559-9722
tish@thesixshow.com

The Tenney Group

Charles Tenney (615) 224-8288
ctenney@thetenneygroup.com

Titanic Museum Attraction

Ruthann Crust (417) 334-9500
ruthann.crust@titanicattraction.com

Trans Lease Inc.

Mark Lindell (612) 916-5375
mlindell@transleaseinc.com

Transcor Data Services, LLC

Terry Cordell (904) 737-1395
tcordell@etranscor.com

Transit Sales International

Richard Sullivan (951) 682-2557
richard@transitsales.com

Translite Enterprises

Lee Weissberg (908) 355-3250
leeweissberg@transliteent.com

Transportation Insurance Brokers

Jeff McAnany (818) 246-2800
jmcanany@tibinsurance.com

TRP Bus Parts

Lee Yarbrough (206) 898-5543
lee.yarbrough@pacar.com

Turbo Images

Esther Morissette (888) 219-8872
esther@turbo-images.com

Turtle Top

Timm Bledsoe (574) 831-4340
timmb@turtletop.com

U-Z

Unit Chemical Corporation

Mike Chaplar (800) 879-8648
mchaplar@unitchemical.com

Vernon & Maz, Inc.

Brian Mazurek (800) 800-8195
maz@vernonandmaz.com

Visit Clarksville

Frances Manzitto (931) 245-4345
frances@visitclarksvilletn.com

Volvo Financial Services

Michael Gay (336) 931-4000
michael.gay@vfsc.com

Wells Fargo Equipment Finance, Inc.

Matt Hotchkiss (612) 667-4129
matt.e.hotchkiss@wellsfargo.com

ZF North America, Inc.

Keith Rubenacker (847) 478-6868 Ext. 6836
keith.rubenacker@zf.com

Trailways' Affiliated Partner Program Information:

Diane Walden
DiTrails@Trailways.com 703-362-8438

Join online

(www.teamtrailways.com/category/network-business-opportunities/)

Member, Trailways Travel & Leisure Group for destinations, attractions & travel industry

2017 Trailways Annual Members Meeting & Conference

DAY 1: FRIDAY, MARCH 24, 2017

5:00PM–8:00PM Registration Desk Open

Welcome Board Arrivals—Hyatt Hotel Concierge Offers Pre & Post Activity Packages

DAY 2: SATURDAY, MARCH 25, 2017

8:00AM–12:00PM Registration Desk Open

8:30AM–12:00PM

- Executive Committee Breakfast Meeting (closed)

12:00PM–9:00PM

- Board of Directors Meetings/Dinner (closed)
- **Welcome Early Arrivals** Hyatt Hotel Concierge Offers Pre & Post Activity Packages

DAY 3: SUNDAY, MARCH 26, 2017

8:00AM–5:00PM Registration Desk Open

8:00AM–3:00PM

- Bus Departs 8:00AM (lobby door) (ALL)
- Golf Outing Shotgun Start/Best Ball (Fee-Oak Creek—Oak Creek Club, Irvine)

10:00AM–3:00PM

- Off-Site Sunday Sightseeing Tour – location to be determined/Fee (ALL)

12:00PM–3:00PM

- Outdoor Exhibit Vehicle Setup #1 – Parking Lot

4:30PM–7:00PM

- Open House/Reception (ALL)

7:00PM–9:00PM

- Dinner on Own (ALL)

9:00PM–11:00PM

- Chairman's Cordials & Dessert Reception (ALL)

DAY 4: MONDAY, MARCH 27, 2017

8:00AM–5:00PM Registration Desk Open

7:30AM–10:00AM

Outdoor Exhibit Vehicle Final Set-Up—Parking Lot

8:00AM–8:45AM

- Opening Breakfast & Welcome (ALL)

8:45AM–9:10AM

- All Exhibitors One-Minute Intros (ALL)

9:10AM–9:45AM

- General Session I—Speaker or Panel (ALL)

9:45AM–10:15AM

- General Session II—Speaker or Panel (ALL)

10:15AM–10:45AM

- General Session III—Speaker or Panel (ALL)

10:45AM–11:00AM

- Coffee Break (ALL)

11:00AM–12:15PM

- Preferred Partners Part I (Services & Products with Trailways Owner-Operator Members)

12:30PM–2:15PM

- Outdoor Luncheon with Equipment: California Farmers Market (ALL)—(Ballroom—Parking Lot)

2:30PM–3:45PM

- Preferred Partners Part II (Manufacturers with Trailways Owner-Operator Members)

4:00PM–5:30PM

- Info-Motion Concurrent One-on-One Exhibitor & Trailways Operator-Members (Mandatory)—Plaza Ballroom (ALL)

7:00PM–9:00PM

- Opening Reception “California Dreamin’”—(ALL)—Beachwear, prizes, dancing—Terrace Room & Promenade (indoor/outdoor)

9:00PM–11:00PM

- Indoor Tabletop Exhibitors Set Up—Plaza Ballroom

DAY 5: TUESDAY, MARCH 28, 2017 (WEAR RED DAY)

8:00AM–12:00PM Registration Desk Open

6:00AM–12:00PM

- Indoor Tabletop Exhibitors Set Up

8:30AM–10:00AM

- Trailways Member Annual Business Breakfast Meeting, Roll Call/Photo (ALL)

10:05AM–10:25AM

- Break—Library (All)

10:30AM–11:25AM

- Stockholder Regional Meetings (Members Only)

11:30AM–12:15PM

- Stockholder Topical Breakouts (Members Only)

11:30AM–12:15PM

- Affiliated Partners Annual Committee Meeting (Affiliated Partners)

1:00PM–2:30PM

- 81st Annual “Special Awards” Luncheon (ALL)

2:30PM–5:00PM

- Indoor Tabletop Exhibitor Center Tradeshow—Plaza Ballroom (ALL)

6:00PM–7:30PM

- Gala Cocktail Reception (ALL)

7:30PM–9:00PM

- 81st Annual Closing Dinner Gala – Safety & Driver of the Year Awards Plaza Ballroom (ALL)

9:00PM–10:00PM

- Afterglow & Desserts—Plaza Ballroom (ALL)

DAY 6: WEDNESDAY, MARCH 29, 2017

8:00AM–12:00PM (CLOSED)

- Trailways Business Council (by advance arrangements)—*for information, please contact Jonathan Berzas, jonathan@fullingtontours.com*

Financing & Leasing Since 1978

Not Just a Resource ... But Resourceful



Coach Financing and Leasing Specialists

- Coach and School Bus Financing
Terms Up to 84 Months
- Low Fixed Rate Equipment
Refinancing
- Balloons and Skip Monthly
Payments Available
- Fleet refinancing
- 100% Financing Available to
Qualified Credits
- Used Equipment Financing
- Trac Leases Available



Shore Funding Ltd.

1161 Broad Street, Suite 214, Shrewsbury, NJ 07702

www.shorefundingltd.com

800.542.7467

info@shorefundingltd.com

732.389.7500

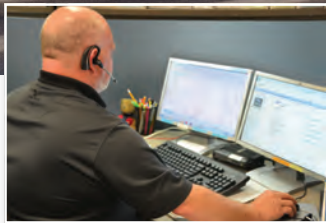


Leading the industry starts with a winning team.



Parts

World-class fill rates and inventory for all makes and models



Support

24/7 via in-house ERSA, Technical Call Center and extensive field support



Training

Online LMS, LEARN webinars and Technical Tune-ups

From head-turning good looks to the market's lowest cost of ownership, and safety technologies like adaptive cruise control and optional collision mitigation, our

coaches lead the industry not just in sales, but in features, amenities and value. See what an MCI J4500, MCI D-Series, or Setra coach can do for you.

Discover what it means to be Reliability Driven.



Scan here to learn more about the MCI J4500's lowest total cost of operation advantage.

©2016 MCI

MCI

SETRA



Reliability Driven®
A New Flyer company