



MICHIGAN'S PREMIER MOTORCOACH CONNECTION
BETWEEN EAST LANSING, ANN ARBOR,
BRIGHTON & DETROIT METRO AIRPORT



e-news

APRIL 2022



Pssst! There's Still Time to Tell a Great Story & Win a \$500 Gift Card!

Friday, April 22 at 5 p.m. is your last chance to enter our current "Great Connections" essay contest and win the \$500 gift card Top Prize or one of four \$100 gift card Runner-up Prizes. Plus, all winners will have their stories and photos published in our E-news for the enjoyment of fellow passengers.

Just submit your story in 250 words or less [here at SurveyMonkey](#). Entries will be judged by Michigan Flyer staff and our creative consultants, based on their judgment of which stories best fit the contest theme. We'll notify the winners after that by phone or email. Good luck!

Meet Two of Our Friendly Customer Service Reps

Ian Moore

"I just wanted to recognize Ian for his great customer service in helping me to find the pickup location in Detroit! He was very helpful." So wrote one of our passengers last month on Michigan Flyer's Facebook page. That's not unusual praise by any means.



Ian Moore was hardly a newbie when he officially joined our team as a customer representative last year. In fact, he'd been hearing about Michigan Flyer since he was child.

That's because his mother, Diane Moore, has been the Flyer's sales manager since our airport shuttle was first launched in 2006. And, ever since he was a teen, she has recruited him to help load and unload luggage in East Lansing, and at Detroit Metro Airport (DTW), during peak travel periods.

Working with Flyer customers has proven to be a valuable learning experience for Ian, a junior at Michigan State University who's studying Human Resources. "I'm a people person and outgoing so it's a

lot of fun to come in and help our customers," he says, adding that once he became a customer rep, he was surprised by how many folks count on the Flyer's services.

While on his shift at the Flyer, Ian fields calls from customers, sells tickets, helps passengers find the best times to depart for our scheduled stops in East Lansing, Brighton, Ann Arbor, and at DTW, and then catch the bus back home again. And he still helps out during our busiest times, particularly when hordes of MSU and U-M students are coming or going at the beginning or end of a semester.

On top of a full schedule of classes and his Michigan Flyer job, Ian also has another part-time position. This summer, he'll be fulfilling an internship in Human Resources at the Grand Traverse Resort in Traverse City, Mich.

Service with a Smile

One of the things that's important to Ian is trying to always answer calls with a smile and positive attitude. "Most folks I talk with are very good people, but there are always a few who want to vent. You try not to take it personally."

And because Michigan Flyer is also an inexpensive and valuable service for international travelers who are coming to Michigan, language barriers can be a challenge. "When English is not a first language for our customers, I do my best to listen, repeat and apologize if I'm not understanding them completely. My top goal is to get them to where they want to go as smoothly as possible."

Ian credits his parents for his strong work ethic and says he's also certain that, among his siblings, he's the favorite. As the youngest, before he came to work here, Ian was accustomed to hearing how much his mom missed him. Working together has solved some of that. "We're having lots of fun. We are definitely two peas in a pod. We're spending more time together, so she's happy."

Luke Montgomery

A native of Troy, Mich., who grew up in nearby Sterling Heights, Luke Montgomery was recruited by his roommate and friend, Ian Moore, to become a customer representative for Michigan Flyer.

"Ian was trying to reduce his hours here and thought it would be good if I could take some of those over," says Luke, also a junior at MSU. He's studying both Computer Science and Engineering.

The two were paired their freshman year at MSU and have been roommates since. He heard about the Flyer from Ian. "I knew what it was and what he did, but until I started working here I had no idea how big it was and how many students at both MSU and the University of Michigan rely on this service."



Luke also had never traveled on a luxury 56-passenger motorcoach before he began working at our East Lansing office. “The first time I was on one, I was surprised to see how many people use our service every day,” he says, adding: “The amenities on the buses are so great, like quality passenger seats and Wi-Fi so people can use their phones and laptops while traveling.”

Like Ian, Luke also answers calls from customers, sells tickets, helps folks with their travel plans when they’re trying to find the best times to catch the Flyer, assists with loading and unloading luggage, and helps redirect our drivers if there’s an accident or other impediment

on their regular route to and from East Lansing, Brighton, Ann Arbor and DTW.

Heightened Appreciation

Since he’s been working for us for nearly a year, Luke has noticed that his communication skills have improved. “Every day you’re talking with lots of different types of people to help them as best you can,” he says. “I’ve learned to respond more quickly on my feet. And while I’ve always tried to be patient when I was the recipient, I feel like I’m even more appreciative of good customer service.”

When he’s not busy with work and classes, Luke enjoys getting together with like-minded MSU students for “Spartan Hack-a-Thons.” As he explains it, “We’re a group of coders who work on different computer programming challenges a few times a semester.”



Travel Alerts

Book Early: Student Exodus Ahead

If you’re planning to ride with Michigan Flyer-AirRide in early May, it’s best to buy your tickets without delay. The end of term at the University of Michigan and Michigan State University means full motorcoaches for us as students depart their campuses. Commencement activities for U-M students will be held April 29-May 1; for MSU students, commencements are May 6-8.

The former North Terminal at DTW is now the Evans Terminal

On April 4, 2022, DTW changed the name of its North Terminal to the “Warren Cleage Evans Terminal”—(or Evans Terminal, for short)—in honor of his more than 52 years of public service to the people of Wayne County, Mich. PLEASE NOTE: As the airport updates its signage during the next few weeks, be aware that some signs will reflect the new name, while others won’t.

Travel Mask Mandate Suspended

Based on CDC recommendations, and due to the growing presence of a COVID Omicron subvariant, the Transportation Security Administration (TSA) had extended its directive that travelers must wear face masks on public transportation and in transportation hubs until May 3. But then on April 18, a U.S District Judge in Florida, Kathryn Kimball Mizelle, declared the mandate was unlawful nationwide. So, pending a possible appeal, masks are NOT required for people traveling on public transportation.



Sample Airfares for Summer

Yes, airfares have been rising over the past few months. But not all of them are high, especially if you stick with domestic destinations and buy tickets early. Also, you may want to consider getting away to someplace steeped in history, and celebrate America's 247th birthday there. Possibilities abound in the list below.

Using [Expedia.com](https://www.expedia.com) and [Skyscanner.com](https://www.skyscanner.com), we spot-checked prices for the cheapest roundtrips originating at DTW on Saturday, June 25, and returning on

Tuesday, July 5. Among the search criteria we used: Roundtrips had to be non-stop in both directions, and the return flight had to arrive at DTW in time for you to catch our last run at 8:15/8:30 p.m. to Ann Arbor, Brighton and East Lansing.

Note that some of the prices below are so-called "hacker fares," meaning the departing flight is on a different airline than the return flight (e.g., "United + Delta").

You may well be able to find lower prices than shown here if you're flexible about travel dates and/or willing to change planes on the way to your destination. These **roundtrip** economy fares include taxes but not necessarily baggage or other "extras":

-  **Washington (IAD) United + Delta \$248**
-  **Atlanta (ATL) Frontier \$269**
-  **New York (LGA) Delta + American \$272**
-  **Philadelphia (PHL) American \$323**
-  **Kansas City, MO (MCI) Delta \$333**
-  **Hartford (MDT) Delta \$333**
-  **Boston (BOS) Jet Blue \$348**
-  **Nashville (BNA) Delta \$353**
-  **San Antonio (SAT) Delta \$353**
-  **Minneapolis (MSP) Delta \$363**
-  **Memphis (MEM) Delta \$373**
-  **Ft. Lauderdale (FLL) Spirit + Delta \$378**
-  **Orlando (MCO) Spirit + Delta \$382**
-  **Miami (MIA) Spirit + American \$383**
-  **Charleston, SC (CHS) Delta \$383**
-  **Fort Myers (RSW) Spirit + Delta \$397**
-  **Denver (DEN) Frontier + Delta \$398**
-  **San Diego (SAN) Spirit + Delta \$470**
-  **Los Angeles (LAX) Spirit + Delta \$508**
-  **Phoenix (PHX) Delta + American \$582**
-  **Seattle (SEA) Delta \$613**



Top Coming Events—We Can Get You There!

East Lansing

[2022 Night for Notables](#)

Meet three years of Michigan Notable Books authors at this year's celebration, which includes light appetizers and beverages, plus an afterglow reception and book signings by the authors. Singer/songwriter of MC5, activist, and 2019 Michigan Notable Books author Wayne Kramer is the event's keynote speaker.

Sponsored by the Library of Michigan and Library of Michigan Foundation, it's on Saturday, April 30, 5:45-9:00 p.m. at 702 W. Kalamazoo St., downtown Lansing. Tickets \$50 per person. To register and see which authors will be attending, [click here](#).

NOTE: About one block from our office in the East Lansing Marriott, catch the CATA #1 bus at Grand River Ave. and M.A.C. to its last stop in downtown Lansing. From there, it's a 20-minute walk west to the Library of Michigan.

Check out more local coming events with the Greater Lansing Convention & Visitors Bureau calendar: <http://www.lansing.org/events>.



 [East Lansing Art Festival](#), downtown on Saturday, May 21, 10 a.m. 6 p.m., and Sunday, May 22, 10 a.m. 5 p.m. This major community event, now in its 59th year, is a free, outdoor celebration of arts, [music](#), and culture featuring more than [200 artists](#), live music, an international food court, and activities for the whole family. Michigan Flyer can get out-of-towners right to the heart of it all.

Please note that the **MSU Spring Arts and Crafts Show**, also on May 21 & 22, is a free event held on the

grounds around Michigan State University's Union Building, across the street from the Art Festival. Each year, it brings some 300 artists from across the nation to display and sell handmade items including candles, furniture, jewelry, clothing, toys, paintings, photographs, pottery, sculpture and more.



Ann Arbor

[Joe Jackson Live at Michigan Theater](#)

The English musician, singer/songwriter whose genres range from punk rock/ska to jazz pop, Jackson played in several clubs before his first hit "Is She Really Going Out With Him?" was released in 1979. This was followed up with a new sound in 1982 with "Steppin' Out," which was a Top 10 hit, as was his "Breaking Us In Two." He's recorded 20 studio albums and received five Grammy Award nominations. He performs at Michigan Theater, 603 E. Liberty St., Ann Arbor, at 8 p.m. on Monday, May 16. [Tickets \\$35-\\$125](#).

For more entertainment in and around A2, see the Ann Arbor Area Convention & Visitors Bureau calendar of coming events: <https://www.visitannarbor.org/splash/events>.

Brighton

Brighton, like other communities in Livingston County, offers a multitude of events to delight visitors of all ages. Explore them with the Livingston County Convention & Visitors Bureau events calendar: <https://visitlivingstoncounty.com/events/>.



Madagascar. This brand-new musical from Dreamworks (Shrek the Musical) will leave audiences with no choice but to “Move It, Move It!” [Tickets \\$15-\\$70](#).

PLEASE NOTE: The D2A2 Express Bus from Ann Arbor’s Blake Transit Center (BTC) to Detroit’s Grand Circus Park can get Ann Arbor-area residents to and from the event listed above. It’s within easy walking distance of D2A2’s stop in Detroit. When the [D2A2 schedule](#) coincides with [Michigan Flyer’s schedule](#) at the BTC, it’s also possible for East Lansing and Brighton residents to travel by motorcoach for some of these performances, too.

To learn what’s happening in Detroit, check out the Detroit Convention & Visitors Bureau calendar of coming events: <https://visitdetroit.com/events/>.

Detroit

[Madagascar the Musical](#)

Join Alex, Marty, Melman and Gloria as they bound out of the zoo and onto the stage in Madagascar the Musical at the Fox Theatre, 2211 Woodward Ave., Detroit on Saturday, April 30 at 2 p.m. This smash hit musical features all your favorite crack-a-lackin’ friends as they escape from their home in New York’s Central Park Zoo and find themselves on an unexpected journey to the madcap world of King Julien’s



Stress-Reducing Travel Tips

- [Change Your Reservations in Two Quick Steps](#)
- [Know How to Find us at DTW’s McNamara Terminal](#)
- [Invest in Travel Insurance for Peace of Mind](#)
- [Download Our Free App to Track Your Bus in Real Time](#)

Help Others by Reviewing Us Online

Please take a moment to visit one of the websites below to let others know about your Michigan Flyer-AirRide

experience and help them to understand how our service might improve their travels.



Want More Daily Roundtrips? Help Us Find More Drivers

Michigan Flyer-AirRide offers eight daily roundtrips right now between East Lansing, Brighton, Ann Arbor, and Detroit Metro Airport. Many of you have asked for more, and we're ready to deliver up to 12 roundtrips daily—as soon as we can hire and train enough drivers.

Would someone you know be interested in a rewarding professional driving career—one where travel and adventure come standard? If so, please let them know that Indian Trails (which staffs Michigan Flyer with professional drivers) pays a starting hourly rate of \$20.40, plus a \$3,000 sign-on bonus.

Importantly, no previous commercial driving experience is necessary. All new drivers gain knowledge and expertise (plus help in obtaining a Commercial Driver's License) through our **free** in-house training program, which has served as a model for driver training nationwide. In fact, they earn \$18 an hour while they learn from veteran drivers, and then take the wheel of a motorcoach confident in their skills and supported on the road by our 24/7 Dispatch Center.



Jim Hill

"The beauty of the Indian Trails driver training program is that they encourage you to take another training run with an experienced driver if you're not feeling totally comfortable. Now, I'm almost more comfortable driving a 56-passenger motorcoach than my own car." —Jim Hill, Indian Trails/Michigan Flyer driver since 2010.

Indian Trails is a 112-year-old, family-owned company with a culture of safety and an employee-friendly atmosphere. We truly appreciate our hard-working staff members, and live by old-fashioned values like fairness, honesty, teamwork, and service excellence.



Doug Hamlin

"It's one of the best moves I ever made. The company atmosphere is great and the people are wonderful. It's not just a job. It's a lifestyle..." —Doug Hamlin, Indian Trails/Michigan Flyer driver since 2010.

Our drivers pilot Michigan's newest and largest fleet of deluxe motorcoaches. Their job is to ensure that passengers experience top-notch customer service while getting to their destinations safely and on time. In return for this most important work, Indian Trails also provides such benefits as:

- Medical, dental, vision and life insurance
- 401(k) retirement program with employer match
- Annual safety bonus

- Two weeks of paid time off in the first year

- Annual employee recognition banquet
- Annual company picnic

We currently have openings based at all three of our operations centers—Owosso, Romulus, and Kalamazoo. As a Certified Veteran-Friendly Employer, we also welcome all veterans. Please visit our website to find out more or to apply: <https://www.indiantrails.com/careers>.



Mother's Day is May 8! All of us at Michigan Flyer wish every Mom out there a wonderful day as well as safe travels always!

Why Drive?

Booking is easy, [click here](#) to view schedules on



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