

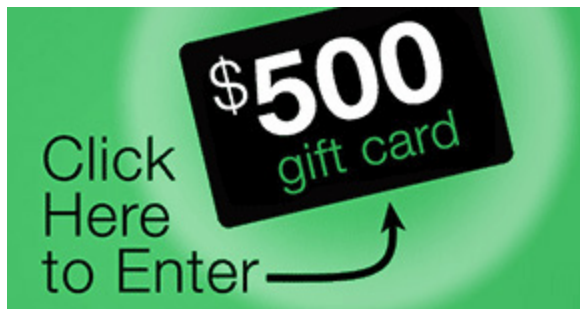


MICHIGAN'S PREMIER MOTORCOACH CONNECTION
BETWEEN EAST LANSING, ANN ARBOR,
BRIGHTON & DETROIT METRO AIRPORT



e-news

APRIL 2024



Last Chance to Win a \$500 Prize: May 22 Essay Contest Deadline!

Our latest “Great Connections” essay contest is your chance to win a \$500 gift card Top Prize, or one of five \$100 gift card Runner-up Prizes! To enter, just tell a great—but true—story about how Michigan Flyer helped to connect you with a special person, place or adventure dear to your heart. In addition to the gift card, all winners will have their stories and photos

published in our E-news for the enjoyment of fellow passengers.

Simply submit your story of up to 300 words [here at SurveyMonkey](#) between now and May 22, 2024. We'll notify the winners sometime after that by phone or email. Entries will be judged by Michigan Flyer staff and creative consultants, based on their judgment of which stories best fit the contest theme. Good luck!

A Salute to the Women Leaders of Michigan Flyer

To tens of thousands of passengers over the past 18 years—since our very beginning—Diane Moore and Rachel Norkin have served together as the voice and smile of Michigan Flyer.

They've answered an enormous number of phone calls, and cheerfully greeted customers at the front desk—helping travelers to purchase the right tickets for their destinations, cope with severe weather delays, change



getting up at 2 a.m.," says Diane. "Then he came up with the idea of a shuttle service to Detroit Metro Airport, which was genius because our agency customers often asked if there was a better way to get to Detroit."

Research led Ody to Owosso-based Indian Trails, Michigan's first and largest bus transportation company. A meeting with its then president, Gordon Mackay, soon blossomed into a partnership.

A shuttle service also fit perfectly with the trio's expertise. "With all our years as travel agents, we knew how to make reservations and transportation systems work," said Diane.



get our passengers safely to their destinations. They're also goodwill ambassadors for our service."



to get a big group, using multiple buses, out on the road and to their destination on time."

itineraries, load luggage, and much more.

Both will retire next month, after working together for 36 years. They started when Diane heard about a job opening at Skybird Okemos Travel, an agency owned by Rachel and her husband Ody Norkin. That was 18 years before Michigan Flyer was even a sparkle in Ody's eye. (He's the Flyer's vice president). Over the years, changes and new trends in the travel industry helped propel the trio into exploring new opportunities.

"At first, Ody suggested a bagel shop because one nearby had just closed, but I wasn't fond of the idea of

Fulfilling a Need

From the get-go, both Diane and Rachel were confident about the Flyer's eventual success. "I knew it was something the community needed. There was a void in transportation to the airport and we knew this was something we could do," says Rachel.

The partnership with Indian Trails was ideal for a number of reasons, including their sleek fleet of motorcoaches, thoroughly trained bus drivers, and continuous technological improvements.

"Providing great customer service is always a top aim with Indian Trails and the Flyer," said Rachel, with Diane adding, "We're proud of our buses and the drivers are top-notch. They do more than just drive and

With any new venture, there are always challenges along the way. Getting big groups, like Odyssey of the Mind—a global, creative problem-solving competition among middle school and high school students—from Detroit Metro to Michigan State University, around campus, and back again, stands out in Rachel's mind.

"A big move—like students going home from Michigan State University and the University of Michigan for the summer—requires a lot of advance planning," Rachel says. "Starting out, we learned from everything we did. We'd tweak things and get better. It's always satisfying



Diane getting ready to color-code the luggage of incoming MSU students for delivery to MSU dormitories in 2014

Best Part of Their Workday

Helping customers is the favorite part of their jobs. “I really enjoy answering their questions, and trying to solve any problems that arise,” says Rachel. Adds Diane: “I love customer service, talking with people, and finding out where they’re going and what they’re looking forward to. It’s often surprising and enlightening.”

But the very best part has been working together. “I don’t like thinking about our last day here. Being able to work with Diane over the years has been so special and amazing. We complement each other.” Diane agrees: “We’ve been together a very long time. Working with Rachel has been the best.”

In retirement, Diane plans to travel extensively with her husband, Doug, who’s also retiring this year. Rachel has a new love in her life: Two-month-old grandson, Ira, who she plans to spend time with.

Both know the Flyer office is in good hands with the recent appointments of General Manager Keith Cork and Office Manager Janine Wallace. “We’re leaving with quite the sense of accomplishment for what the three of us, with Ody at the helm, started in 2006, and challenges we overcame,” said Rachel. “Whenever I see one of our buses on the road, I think about what we set out to do, what we did, and it’s so humbling and gratifying.”



Great Start for the New Detroit-DTW Shuttle

The brand new express bus service that launched last month—[Detroit Air Xpress](#) (DAX)—is off to a very impressive start!

DAX carries passengers between downtown Detroit (1119 Washington Blvd. near Michigan and Grand River) and Detroit Metro Airport (DTW), where it stops at both the McNamara and Evans Terminals.

This pilot program—administered by the Regional Transit Authority of Southeast Michigan (RTA) and operated by Michigan Flyer—offers 16 daily roundtrips between 3:30 a.m. and 11 p.m. DAX fares are as low as \$6 in advance and \$8 at the door, and [can be purchased online here](#).

In each of its first three weeks, DAX has carried an average of more than 660 passengers to or from DTW. That’s about double the initial ridership of a similar service—[D2A2](#)—which connects downtown Detroit and downtown Ann Arbor. D2A2, which launched in March of 2020 and subsequently was suspended due to the pandemic and relaunched in October of 2021, is also administered by the RTA and operated by Michigan Flyer. At the airport, DAX bus stops are located at the departure level of the McNamara Terminal and the Ground Transportation Center of the Evans Terminal.

The service is funded by a \$2.5 million grant through the Federal Highway Administration's Carbon Reduction Program and administered by the Southeast Michigan Council of Governments.



Travel Bargains

✈ College Students Can Save Big on Lufthansa Flights

Students who are enrolled in college and who are 16 years of age or older can now take advantage of new [Lufthansa Student Fares](#) for discounted economy flights between the United States and Europe, India, Africa, or the Middle East. In addition, students get to check one piece of baggage for free, and have an option to get a refund without fees.

✈ [Frontier Airlines' GoWild Pass](#)

The budget airline's popular [GoWild! ALL-YOU-CAN-FLY PASS](#) recently went on sale at a [discount](#). Frontier is now offering a one-year unlimited flight pass for \$599 while supplies last. Or, you could opt for an unlimited summer pass (May 1 – Sept. 30, 2024) for \$399. Or, you could try out unlimited flights with a [monthly pass](#) priced at \$149. Be advised that Frontier's unlimited passes do have some limitations, though not on the number of flights you can take. Specifically, there are blackout periods when you can't book certain flights, and there's a requirement that you book a domestic flight on the day before your trip.

Top Coming Events—We Can Get You There!



Credit: Joan Marcus

East Lansing

✈ [SIX the Musical](#)

From Tudor Queens to Pop Icons, the SIX wives of Henry VIII take the microphone to remix five hundred years of historical heartbreak into a euphoric celebration of 21st century girl power. This new original musical is the global sensation that everyone is losing their head over!

SIX won 23 awards in the 2021-2022 Broadway season, including the Tony Award® for Best Original Score and the Outer Critics Circle Award for Best Musical. The New York Times says SIX "TOTALLY RULES!" and the Washington Post says SIX is "Exactly the kind of energizing, inspirational illumination this town aches for!"

Catch one of eight shows May 14-19 (times vary) at the Wharton Center for Performing Arts, 750 E. Shaw Ln., Michigan State University, East Lansing. [Tickets \\$45-\\$150, plus fee.](#)

[East Lansing Art Festival](#)

Celebrate the 61st year of the East Lansing Art Festival in Downtown East Lansing (right next to Michigan Flyer headquarters at the East Lansing Marriott). Over 180 jury-selected artists from across the country will be on



display. In addition, there will be a [full line-up of performers](#), plus an artist demonstration area that will be full of interactive and learning experiences. It's happening on Saturday, May 18, from 10 a.m. to 6 p.m., and Sunday, May 19 from 10 a.m. to 5 p.m.—and it's FREE!



The terrific [MSU Spring Arts and Crafts Show](#) is also on May 18 & 19, and it too is a free event. Just cross the street from the Art Festival to visit the show on the grounds around MSU's Union Building. The Arts and Crafts Show 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.

Check out more local coming events with the Choose Lansing calendar: <http://www.lansing.org/events>.



Ann Arbor

[National Theatre Live: Fleabag](#)

Fleabag is the hilarious, award-winning, original one-woman play that inspired the BBC's hit TV series, written and performed by Phoebe Waller-Bridge. Audiences can expect a rip-roaring look at some sort of woman living her sort of life. Fleabag may seem oversexed, emotionally unfiltered and self-obsessed, but that's just the tip of the iceberg. With family and friendships under strain and a guinea pig café struggling to keep afloat, she suddenly finds herself

with nothing to lose. Originally captured live on stage from London's West End in 2019, this hour-long film will be shown at 7 p.m. on Monday, May 13, at the Michigan Theater, 603 E. Liberty St., Ann Arbor. [Tickets \\$13-\\$16](#).

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

Brighton

[Dave Bennett Quartet](#)

The Dave Bennett Quartet presents an intense and emotional musical experience. Bennett and his band perform hard driving swing, rockabilly, jazz, pop, gospel, and original songs. Listeners will recognize the influences of Benny Goodman, Pete Fountain, Jerry Lee Lewis, The Beatles, Chris Isaak, Peter Dinklage and Phil Collins.

Bennett himself is a clarinet virtuoso who also plays electric guitar, piano, and drums—and sings. He's accompanied by Jeff Kressler on piano, Ed Fedewa on bass, and Pete Siers on drums. The quartet performs



live from 7:30 p.m. to 9 p.m. on Saturday, May 18, at the Brighton Center for the Performing Arts, 7878 Brighton Rd., Brighton. [Tickets \\$18-\\$26.](#)

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/>.



Detroit

2024 NFL Draft – Detroit’s Biggest Party Ever

For more than a year, the City of Detroit has been gearing up to host the NFL Draft in Downtown Detroit from April 25 through April 27. The [2024 NFL Draft](#) is comprised of the NFL Draft Experience—which is FREE for the public to enjoy—and the Draft Theater, which will serve as the central hub where all 32 football teams will announce their picks live and in-person.

The NFL Draft Experience takes place during all three days of the Draft. Detroit residents and visitors are invited to participate in immersive exhibits; take photos with the Vince Lombardi Trophy; enjoy the youth-focused Play 60 Zone; shop merchandise at the NFL Shop; and score autographs from current and legendary NFL players at the Autograph Stage.

The Draft Experience will also feature food and beverage vendors with a Motor City flair, including Taste of Detroit concessions offering soul food, Greek, Mexican, Middle Eastern and East African cuisines. As an integral part of the city's culture, dance will play a big role on Day 3, when the Detroit Hustle will be celebrated across Campus Martius Park.

In fact, fun activities are planned for fans of all ages throughout downtown and across the city: [much more info here](#) and [here](#). To access the Draft Experience, fans are required to register for free entry at NFL.com/DraftAccess, by downloading the NFL OnePass app, or by registering with Fan Services staff on site.

While some of Detroit’s Central Business District will be closed to vehicle traffic, fans have numerous transportation options for getting into and around the city. [Check them out here](#). Among them are the [D2A2 express bus service](#) and the new [Detroit Air Xpress](#), operated by Michigan Flyer. Both are great options for people traveling between Downtown Detroit and either Ann Arbor or Detroit Metro Airport.

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



Sample Fares for Fall Getaways

Spring is a terrific time to start planning for a fall vacation. That's because the sooner you plan your getaway, the less expensive your airline tickets are apt to be. Using [Skyscanner.com](https://www.skyscanner.com), we spot-checked prices for domestic roundtrips leaving Detroit Metro Airport (DTW) on Friday, Oct. 4, and returning on Saturday, Oct. 12. Among our search criteria: Flights had to be nonstop in both directions, and the return flight had to arrive at DTW in time for passengers to catch our last

run at 9:45 or 10 p.m. to Ann Arbor, Brighton and East Lansing.

NOTE: Lower prices than these are usually available for anyone who's flexible about the dates of travel, or willing to change planes enroute to their destinations, especially Hawaii. Our sample economy roundtrip fares include taxes but not necessarily baggage or other "extras."

Washington, DC (BWI) Frontier \$127

New York, NY (LGA) Spirit \$143

Denver, CO (DEN) Frontier \$157

Chicago, IL (ORD) United \$160

Atlanta, GA (ATL) Frontier \$193

Philadelphia, PA (PHL) Spirit \$193

Dallas, TX (DFW) Spirit \$195

Boston, MA (BOS) Spirit + JetBlue \$200

Minneapolis, MN (MSP) Spirit \$200

Myrtle Beach, SC (MYR) Spirit \$212

Tampa, FL (TPA) Spirit \$214

Fort Myers, FL (RSW) Spirit \$233

Lexington, KY (LEX) Delta \$269

Nashville, TN (BNA) Delta \$269

Houston, TX (IAH) United \$271

Orlando, FL (MCO) Frontier \$277

St. Louis, MO (STL) Delta \$279

Fort Lauderdale, FL (FLL) Spirit \$296

Charlotte, NC (CLT) Delta \$307

Austin, TX (AUS) Delta \$309

Miami, FL (MIA) Delta \$309

Los Angeles, CA (LAX) Spirit \$317

Phoenix, AZ (PHX) Frontier \$339

Seattle, WA (SEA) Delta \$347

Las Vegas, NV (LAS) Delta \$349

Durham, NC (RDU) Delta \$349

Kansas City, MO (MCI) Delta \$389

San Antonio, TX (SAT) Delta \$409

San Diego, CA (SAN) Delta \$449

New Orleans, LA (MSY) Delta \$484

San Francisco, CA (SFO) Delta \$509

Salt Lake City, UT (SLT) Delta \$589

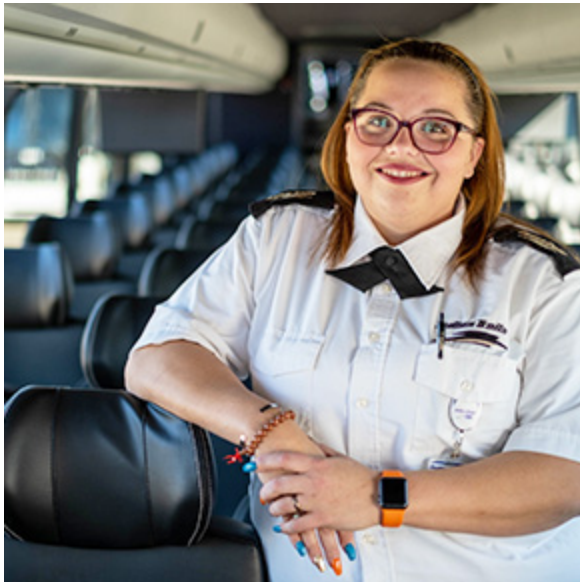
Portland, OR (PDX) Delta \$629

Honolulu, HI (HNL) Delta \$1,490

Tips for Smarter Travel

[Easily Change Your Own MI Flyer Reservations at this Link](#)

[Where's Your Bus? Find Out with Our Real-Time Tracker](#)



Bus Drivers Wanted

No experience necessary! Indian Trails, Inc.—which staffs Michigan Flyer with professional drivers—is accepting applications for full-time motorcoach drivers. These positions pay a **starting** hourly rate of \$22.28, provide a 6-week PAID training program leading to a Commercial Driver's License, and operate Michigan's newest and largest fleet of motorcoaches. Among other benefits, full-time drivers receive:

- Two weeks of paid time off in the first year
- Medical, dental, vision and life insurance
- 401(k) retirement program with employer match
- Annual safety bonus

Also important, Indian Trails truly appreciates the hard work of its staff members—it's a 114-year-old, family-

run company with old-fashioned values like fairness, honesty, teamwork, and service excellence.

If you're a safe driver, we encourage you to apply. It takes a special person to become a professional bus driver. To us and to our passengers, they're truly heroes of the road. [Learn more and apply here.](#)



Customer Comment

"I have taken the Michigan Flyer many times over the years - mostly to the airport (DTW) but also from Ann Arbor to Lansing. It is always a comfortable, smooth and seamless experience. So much cheaper than taking a car service of any kind to DTW and honestly a more pleasant experience."

—**Mary J., Ann Arbor, Mich.**

Please, Help Others by Reviewing Us Online

Kindly take a moment to help others understand how our motorcoach service might improve their travels. Just visit one of the websites below to write a brief review about your experience with Michigan Flyer. Thank you!

facebook



tripadvisor®



Happy Earth Day!

Amazingly, just 54 years ago, it was okay for factories to belch toxic smoke into the air and dump poisonous waste into rivers. That changed after the first [Earth Day](#) on April 22, 1970, when millions of Americans gathered to protest pollution. In response, Congress created the Environmental Protection Agency and passed the Clean Air, Clean Water, and Endangered Species Acts.

This year, more than a billion people worldwide will celebrate Earth Day in hopes of preventing climate disasters. While government and corporations can certainly help, it's also important for individuals to take

action. For example, you could plant trees, reduce plastic pollution, redouble recycling efforts, and travel smarter.



On this Earth Day, Michigan Flyer will be handing out free seed packets (while supplies last) that passengers can use to plant a special mix of wildflowers. These provide nectar and pollen to honey bees, wild bees, hummingbirds, butterflies, and other pollinators. [Without pollinators, the human race and all of Earth's terrestrial ecosystems would not survive](#). In other words, they're more than just bugs. We literally can't live without them.

Greenhouse gases are another major threat to our planet, and transportation is the biggest source of carbon dioxide emissions in the U.S., particularly car travel. We chose "Why Drive" as our Michigan Flyer slogan for a reason: Just by riding with us, you can

make a difference. Each of our motorcoaches:

- ✍ Emits 85% less CO2 per passenger mile than a person who drives alone
- ✍ Achieves 184 passenger miles per gallon of fuel
- ✍ Can remove up to 50 cars from the highway, reducing pollution and traffic congestion

The Union of Concerned Scientists [confirms that motorcoaches like ours are the greenest travel option of all](#).

Happy Mother's Day!

In 2024, Mother's Day will be celebrated on Sunday, May 12.



Did you know? Celebrations of motherhood trace back as far as the ancient Greeks and Romans, and take place in some 40 countries. But the American version of Mother's Day only came about because a woman named Anna Jarvis relentlessly championed the cause from 1908 until it became an official U.S. holiday in 1914.

Raised in Grafton, W.V., Jarvis moved to Philadelphia with her mother in 1902 after the death of her father, a local minister. Her mother—Ann Reeves Jarvis—had been a Sunday school teacher who helped start “Mother's Day Work Clubs” to teach women how to care for their children.

During one lecture back in 1876, she had prayed that someone would establish a day to honor mothers for their service to humanity. When her mother died in 1905, Anna Jarvis vowed to answer her prayer.

She organized the first Mother's Day service at St. Andrew's Methodist Church in Grafton in 1908. That afternoon, with support from her friend John Wanamaker, she helped stage a second celebration that drew thousands of people to his Philadelphia department store.

Jarvis then began a years-long letter writing campaign urging newspapers and politicians to create an annual Mother's Day. And she wanted the celebration to be held on the second Sunday of May, because it's the closest Sunday to her mother's death date.

By 1912, many states had totally agreed, and in 1914 so did Congress and President Woodrow Wilson. Ironically, Jarvis—the Mother of Mother's Day—never married or had children. In her later years, she became upset by the commercialization of the holiday and actively campaigned against it. Even so, virtually everyone loves their mother, which is why more phone calls are made on Mother's Day than any other day of the year.

Why Drive?

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



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