



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



e-news

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In the Works: Detroit-Ann Arbor Commuter Bus Service

The Regional Transit Authority of Southeast Michigan (RTA), in partnership with the Ann Arbor Area Transportation Authority (TheRide), is working to implement a new commuter bus service between Detroit and Ann Arbor, thanks to funding received from both state and federal grants. This pilot service—operated by Michigan Flyer—will provide frequent daily nonstop trips between Detroit and Ann Arbor. Open to anyone, the service is expected to begin later this year, pending RTA Board approval. [Learn more on the RTA website.](#)

Meet Beth Jueckstock, Brighton Customer Service Rep

She knows a thing or two about working outside in all kinds of weather. As a customer service representative at our new stop in Brighton, it's Beth's job to assist and check-in passengers when our motorcoaches arrive at the south side of the Meijer parking lot near Cross St. Until a pre-fab ticket office/passenger waiting facility can be brought to the site in the future, her temporary "office" is a Michigan Flyer van.



Customer Service Rep Beth Jueckstock in Brighton

When Beth isn't working for us, the Grand Ledge, Mich., resident works part-time outdoors as a ramp agent for Delta Airlines at Capital Region International Airport in Lansing. Her responsibilities there include managing heating or cooling carts (when necessary to maintain a comfortable temperature inside a plane), as well as passenger luggage, and overseeing cleaning crews.

She's also the one with the orange sticks who guides planes that have landed up to the terminal so they correctly align with the passenger bridge. When they do, she crosses the sticks.

"That was kind of scary the first time I did it," Beth recalls. "You have the power to control the plane as it comes toward you, and have to judge how fast it should be moving."

Beth started with Michigan Flyer last October when we launched our Brighton service. She'd initially responded to our ad for a customer service representative to be stationed at Detroit Metro Airport, but signed on for the Brighton location because it's closer to her home.

Helping Is In Her DNA

Before she made the leap to the transportation industry, Beth had worked in health care for 27 years, chiefly in adult foster care. "I was looking for a different direction, but one where I was still involved in helping people," she says.

She was already familiar with our company. "I love to travel and had used the Flyer in the past. It's a great system."

At the Brighton stop, Beth greets our motorcoaches on her Wednesday, Thursday and Friday shifts. "I assist our passengers, check them in, answer any questions they may have, and help load and unload luggage."

While we've only been operating in Brighton for a few months, Beth says the reception has been very positive. "People here are so happy to have this service. They tell me it's great that they can rely on it not just to get to Detroit Metro, but also to Ann Arbor and East Lansing. They love the fact, too, that it's inexpensive."

Recently, she adds, a man used the Flyer to go back to the airport with a spare key in order to retrieve his car from its parking lot. "He had returned from a flight and had misplaced his car keys. A friend brought him home from the airport, but he didn't want to burden someone else to take him back to get his car. He used Michigan Flyer instead."

In her short time with us, and despite all kinds of weather, Beth finds working with the Flyer staff and passengers rewarding and enjoyable. "I like helping people get to where they need to go. And the staff—including the drivers—is always so accommodating and appreciative that it makes you want to go the extra mile."

Travel Alerts

Book Seats Now for Spring Break in March

Fair warning: Michigan Flyer-AirRide seats will almost certainly sell out for the Feb. 29-March 10 spring break period. The first week in March is when about 90,000 students at Michigan State University and the University



of Michigan combined will be traveling, along with many of the 42,000 faculty and staff members from the East Lansing and Ann Arbor campuses. So, reserve your seats early if you're planning on riding with us to DTW and back at that time.

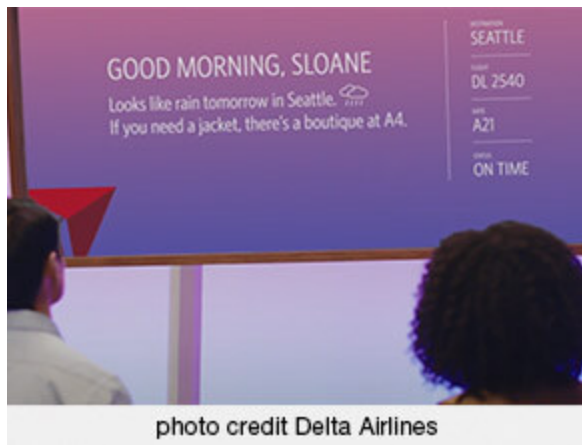


Detroit Metro Airport Continues Program to Let Non-Ticketed Passengers Past Security

As we reported last month, DTW had begun a pilot program in which people who are not airline passengers were being allowed past security checkpoints at the airport. That enabled folks without plane tickets to accompany friends or family members to the gates, greet them when they return, or visit shops and restaurants that are usually restricted to passengers only. After the pilot phase of the program ended on January 5, the airport decided to keep it going.

Basically, to use the "[DTW Destination Pass](#)" program, anyone interested must apply for a pass on the airport's website the day before their visit. If approved, they get an email with instructions for picking up a pass at the airport, where they must present a driver's license or passport.

Up to 75 such people a day are permitted to visit the secure side of the airport between 8 a.m. and 8 p.m. Tuesday through Sunday. They're subject to the same security screening and regulations as airline passengers.



Delta Airlines to Display Customized Messages for Passengers at DTW

Next summer, don't be too surprised if you look up at one of those big screens at Detroit Metro Airport and see gate and flight data personalized just for you, instead of just long lists of arrivals and departures. Delta is rolling out [new Parallel Reality™ technology](#) from a company called Misapplied Sciences. It lets hundreds of people look at the same digital screen, but see entirely different things. In other words, the messages displayed to you by the opt-in technology won't be seen by anyone else.

Misapplied Sciences says each pixel on its display "can simultaneously project up to millions of light rays of different colors and brightness. Each ray can then be software-directed to a specific person." Based on a scan of your boarding pass and cameras that record your position in the airline terminal, the messages tailored for you reportedly may include wayfinding and flight information, boarding time, the nearest Delta Sky Club, and upgrade/standby status.

The technology will first be used in DTW's McNamara Terminal, near the Delta Sky Club in Concourse A.



CLEAR©: Another Way to Speed through Airport Security

In our [November edition](#) of this newsletter, we explained how enrolling in TSA PreCheck can help you speed through the physical screening process at airport security. You may also be interested to know about CLEAR©, a private service that lets you skip having to present ID documents (a driver's license, passport, etc.) and instead confirms your identity with a scan of your eyes and fingerprints.

Certified by the Department of Homeland Security, CLEAR© can be used with or without TSA PreCheck to zoom through security at most major airports, including Detroit Metro, and at many stadiums, such as Comerica Park. The two services complement one another to provide the quickest path through the airport security and screening experience.

So, if you hate standing in lines, if you fly more than a few times a year, and if you don't mind having your personal biometrics stored in a security database, CLEAR© may be worth the \$149 it costs to enroll for 12 months. Even better, as with PreCheck, the cost may be at least partly covered by a credit card you already carry. For example, the basic American Express Green Card will pay up to \$100 a year in statement credits toward a CLEAR© membership if you pay for it with the card.

Note that Delta Airlines has a partial ownership interest in CLEAR, and offers [discount deals on enrollment](#). Its SkyMiles members pay \$109-\$119 for the service, while Diamond Medallion members get it for free.

How does it work? CLEAR transforms your biometrics into an encrypted code, i.e., a unique pattern of ones and zeros. Then, every time you check in at an airport, it matches your fingerprints and eyes to the code. No need for an ID check by a TSA employee—you simply proceed to the usual physical security screening. During that process—if you have PreCheck, too—you can also keep your shoes, belt and jacket on, and your laptop in its case.

Enrolling takes only a few minutes. You can get started online here: <https://www.clearme.com/enroll>. After that, finish up at any CLEAR location in about five minutes, no appointment needed. To find a CLEAR location near you, just input your zip code here: <https://www.clearme.com/where-we-are/>.



Looking for a Spring Break Travel Bargain?

A great starting point would be to check the articles on "[Cheap Flights to Warm Weather](#)" in the November edition of this newsletter, and "[More Bargain Fares to Warm Places](#)" in the December issue. Though it's likely prices have changed a bit, the articles are sure to give you ideas.



What Our Free Bus Tracking App Can Do for You

Knowing where your bus is in real time can take some stress out of travel, plus give you the confidence to wait sheltered from winter weather until it's nearly at your stop. Our free "Indian Trails Bus Tracker" app for smartphones puts that power of knowing in the palm of your hand. You can download it at the [iTunes App Store](#) (iPhone) or [Google Play](#) (Android). Find [simple instructions here](#) on how to use it.

The Indian Trails Bus Tracker app actually gives you two ways to see how near your Michigan Flyer-AirRide motorcoach is to your boarding location. If you select "Trip Status" near the bottom of the screen, the app will show the estimated time of arrival (usually accurate to plus or minus five minutes). And if you select "Tap to show map" at the bottom of the screen, you'll see the exact position of your bus traveling on the road in real time.

Please note that if you select a time when your bus is not yet in service or has completed its run, the app's Trip Status will report that "At the present time, we are unable to forecast information for this trip." Likewise, the bus will not show on the map unless the bus is in service.

Valentines from Our Fans



"This is just the best service! Makes it so convenient to get to E.L from the airport."

—M.L., East Lansing, Mich., Dec. 22, 2019



"Every time I fly to or from DTW, I thank God for the comfort and ease of the Michigan Flyer. From the little things (e.g., the way that you don't need a ticket, you just tell them your last name) to the big things (the way that this bus is always clean, comfortable and on time), Michigan Flyer is always by far and away the best part of my journey."

—E.A.B., Ann Arbor, Mich., Dec. 4, 2019



"Super convenient! Efficient, timely and comfortable ... hope this continues for many years to come. Took route from Brighton to DTW and will do so again and again!"

—T.P.J., Howell, Mich., Oct. 21, 2019



"Hey, local Livingston Co. folks, we took a ride on the Michigan Flyer from Brighton to Detroit Metro Airport and return. What a great option to driving, paying to park, etc.! Clean, on time, excellent service. Our return flight came in early ... we were able to call them and get on an earlier bus. Would not hesitate to do it again."

—S.A., Brighton, Mich., Oct. 14, 2019

Top Coming Events

East Lansing



Kahlil Ashanti, photo credit Julian Rad

 **Basic Training.** This outstanding one-man show by Kahlil Ashanti—a New York Times Critics’ Pick—is a mix of storytelling, breakdancing, redemption and comedy. It tells the true story of his hilarious experience as a member of a military entertainment troupe, Tops in Blue. As Ashanti begins a new life in the U.S. Air Force, a shocking revelation forces his attention back to the violently abusive childhood he was trying to leave behind. It’s on Thursday, Jan. 30, at 7:30 p.m. and Friday, Jan. 31, at 8 p.m. at the Pasant Theater of the Wharton Center for Performing Arts, 750 E. Shaw Lane, East Lansing, on the Michigan State University campus. Tickets from \$24.



 **Mid-Michigan Women’s Expo.** Over 300 exhibits, seminars, and shopping provide entertainment, education and enjoyment tailored to women and their families. Explore current trends and advancements in women's products and services: health and wellness, fashion & style, food sampling, fitness, travel, home & décor, lifestyle, finance, pampering, main stage presentations, and more. It runs from 10 a.m. to 6 p.m. on Friday and Saturday, Feb. 7 and 8, and from 11 a.m. to 4 p.m. on Sunday, Feb. 9. At the Lansing Center, 333 E. Michigan Ave., downtown Lansing. Tickets \$10 for ages 15+, \$8 for children ages 6-14.

 **Michigan State Hockey vs. Michigan.** MSU is ranked 20th in NCAA Division I and U-M is unranked, so neither team is expected to reach the Frozen Four. But this traditional rivalry promises plenty of thrills in a fiercely competitive game. It’s 6 p.m. on Friday, Feb. 14, at Munn Ice Arena, 509 Birch Rd., Michigan State University, East Lansing. Tickets \$20-\$25.

Find more local coming events with the Greater Lansing Convention & Visitors Bureau calendar:

<http://www.lansing.org/events>.

Ann Arbor

Susan Rice on Tough Love: My Story of the Things Worth Fighting For

Ambassador Rice and Michael Barr, dean of U-M’s Gerald R. Ford School of Public Policy, engage in an armchair discussion about her career as National Security Advisor to President Barack Obama and U.S. Ambassador to the United Nations, as well as her memoir of a life in service to family and country. It’s at 12 p.m.-1:30 p.m. on Monday, Jan. 20, at Weill Hall, 735 S. State St., Ann Arbor. Free, with lunch served at 11:30 a.m. and a dessert reception to follow.



🌈 [Wine, Women & Song XVIII](#). The Women are at it again, and ready to give you a healthy dose of laughter. Eighteen years of cabaret collaborations have given these mold-breaking women a robust sense of humor. Unique, quirky, and inspiring, they'll take you on a journey of song that's witty, sardonic, hilarious, naughty, and laugh-out-loud funny. It's at 8 p.m. on Friday and Saturday, Jan. 24 and 25, 4 p.m. on Sunday, Jan. 26, and 8 p.m. on Friday, Jan. 31, and Saturday, Feb. 1. Kerrytown Concert House, 415 N. Fourth Ave., Ann Arbor. Tickets \$15-\$75.

🌈 [Ann Arbor Folk Fest 2020](#). This 43rd annual a fundraiser for The Ark offers a fine selection of traditional and contemporary performers for two dynamic nights of folk and roots music. Topping the lineup for the Festival this year are [Calexico + Iron & Wine](#) on Friday night and [Nathaniel Rateliff](#) on Saturday night. It's at 6:30 p.m. on Jan. 31 and Feb. 1 at U-M's Hill Auditorium, 825 N. University Ave., Ann Arbor. General public tickets are \$45-\$65 for one night, \$80-\$120 for both.



🌈 [Mavis Staples](#)—the Blues and Rock-and-Roll Hall of Famer, civil rights icon, GRAMMY® Award-winner and chart-topping soul, gospel and R&B pioneer—performs live at 8 p.m. on Feb. 15 at the Michigan Theater, 603 E. Liberty St., Ann Arbor. Tickets \$45-\$150, though prices may fluctuate based on demand.

Check the Ann Arbor Area Convention & Visitors Bureau calendar for more local events:
<https://www.visitann Arbor.org/splash/events>.

Brighton



🌈 [Hayride/Sleigh Rides](#). From noon to 4 p.m. on Saturday and Sunday, Jan. 25 and 26, enjoy fun for all ages with a horse-drawn hayride or sleigh ride (weather permitting) through the wooded trails around the Farm Center. It's at Kensington Metropark, 4570 Huron River Parkway, Milford. (From our Michigan Flyer stop at the Brighton Meijer store, it's about 10 miles east on I-96 or Grand River Ave., so you'll need to arrange a ride there.) Cost: \$3 per child (3-12), \$5 per adult (13-61), \$3 per senior (62+), children under two free.

🌈 [Howell Winter Marketplace](#). Get out of the cold and browse a family friendly marketplace offering seasonal gifts, baked goods, honey, jewelry, produce, specialty spices, and more. Everything is handmade and produced by local, independent vendors. It's free



and open from 10 a.m. to 2 p.m. on Sunday, Feb. 2 and Feb. 16, at the Howell Opera House, 123 W. Grand River Ave., Howell. (From our Michigan Flyer stop at the Brighton Meijer, it's about 10 miles northwest on I-96.)

Brighton, along with the other communities of 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/>



Stress-Reducing Travel Tips

 [Know How to Find us at DTW's McNamara Terminal.](#)

 [Change Your Own Reservations Online, Sometimes.](#)

 [Buy an Affordable Travel Insurance Policy.](#)

Help Others by Reviewing Us Online

Please use the review sites below to let others know about your Michigan Flyer-AirRide experience and help them to understand how our service might improve their travels.



Happy Upcoming Valentine's Day!

Roses are red, violets are blue, for comfortable airport connections, we're here just for you! Happy Valentine's Day from all of us at Michigan Flyer-AirRide! We love serving you all year long. Wishing you and your sweeties all the best and safe travels always!

Why Drive?

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



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