



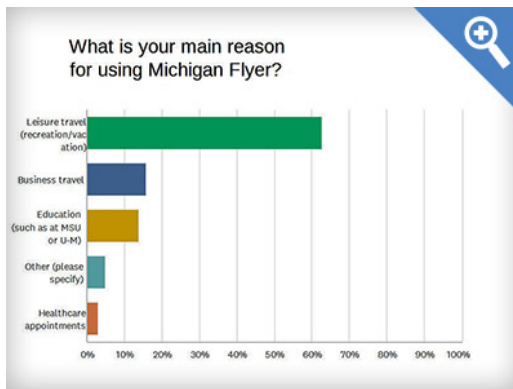
Survey Reveals: Who's Riding with You—and Why



Last October, we launched a survey of Michigan Flyer passengers to find out why they use us, where they're going, and who they are in general. The results of the survey—which drew almost 2,000 responses and closed on Dec. 22—were both gratifying and eye-opening.

We're especially pleased to find that about 75% of passengers rate their Michigan Flyer experience as Excellent, and 22% as Good! The fact that 97% of our customers are happy with us is our cue to buckle down and try to exceed everyone's expectations.

Passengers tell us they most value Michigan Flyer for its on-time reliability, convenience, low cost, frequency of service, and relaxing mode of travel. But riding in eco-friendly motorcoaches and the ability to keep working along the way are important, too.



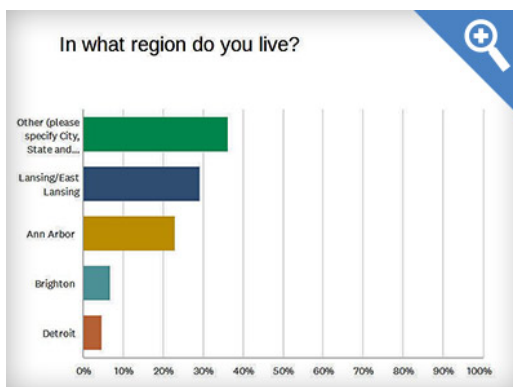
Why Folks Ride Michigan Flyer

About two-thirds (63%) travel with us mainly for leisure purposes (as part of trips to visit family or friends, or take vacations). Business travel is the second reason (16%), followed by education (14%) at Michigan State University or the University of Michigan.

Just as it was originally conceived, Michigan Flyer remains mostly an airport shuttle for the communities it serves. Nearly 90% use us for transportation between East Lansing, Brighton or Ann Arbor and Detroit Metro Airport. Another 7% commute between East Lansing and Ann Arbor.

If Michigan Flyer weren't available, a clear majority (55%) say they would either drive themselves or ride with a friend, to or from the airport. Only 18%-20% would hire a rideshare like Uber or Lyft; 11%-12% would take a taxi or limo; and fewer than 5% would rent a car.

Clearly, Michigan Flyer's biggest competitor is the passenger car in its various forms. As we say, "Why Drive?" In the absence of the Flyer, only 8% of passengers would "Fly Lansing."



Who's Riding with You

Most Michigan Flyer passengers are residents of the East Lansing (36%), Ann Arbor (29%), Brighton (7%), or Detroit (5%) areas, but fully 36% make their homes elsewhere. Besides other Michigan cities, roughly 20%-25% percent live in states across the U.S., as well as in countries around the world like Canada, France, Italy, United Kingdom, Germany, Saudi Arabia, Switzerland, Australia, Bermuda, and New Zealand.

In terms of demographics, 60% of our passengers are female, 37% male, and 3% either non-binary or chose not to say. As for ethnicity, 64% say they are white/Caucasian, while the rest are a relatively even mix of Blacks/African Americans, Hispanics, American Indian or Alaskan Natives, Asian/Pacific Islanders, and people of mixed race.

Age-wise, fewer than 15% of riders are 18-24 years old. Two-thirds (67%) are age 35 or older, suggesting that folks come to appreciate our service more in middle-age and

as seniors.

Announcing the \$100 Winners of the Random Drawing

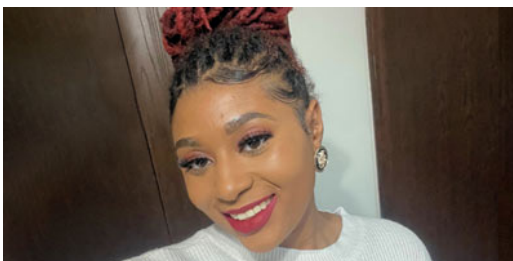


As you may recall, we promised to reward a \$100 gift card to five people chosen at random from among those who completed the 2024 Michigan Flyer Passenger Survey. To ensure fairness and compliance with the terms and conditions (especially "Open to current and former passengers of Michigan Flyer" and "Limit one entry per person or e-mail account"), we examined the responses closely.

Not too surprisingly, we had to weed out a large number of non-passenger and duplicate entries. Then, to pick the five winners from among the remaining entrants, we used a [random number generator](#).

The lucky five are: Kevin Kueppers of East Lansing, Mich.; Carrie Fallon of Summit, N.J.; Debbie White of New Albany, Miss.; Emily Huisman of Bellaire, Texas; and Mike Daniel of Ann Arbor. Congratulations to you all!

Meet Aysia James, Our Customer Service Rep



When Aysia James was looking for a new job, a listing for an office assistant caught her eye. "I wanted a position where I could expand my skills and possibly grow with the company," she says. "I thought, 'I'll apply and see if I can get it.'"

Today, she's still pinching herself for landing in her perfect spot as Michigan Flyer's newest customer service representative. Hired in June, Aysia's been busy learning—and performing—all the requisite duties. She answers customer calls, sells tickets,

helps folks choose the best reservation times to fit their needs, scans passenger tickets at curbside during busy times, and assists Office Manager Janine Wallace.

She's also been familiarizing herself with our stops in East Lansing, Brighton, Ann Arbor and at Detroit Metro Airport (DTW). A native of Lansing, Mich., Aysia had been unaware of our service until her job interview. "I've never really traveled so I didn't know it existed," she says. "But when I told my family and friends about my new job, they all knew about the Flyer. They were so pleased for me."

Impressed by Our History and Service Record

Aysia was also excited to learn about the Flyer's history from its inception in 2006 to the present day, and the backstory of Indian Trails, our parent company—how it began in 1910 in Owosso, Mich., and how it's grown over 115 years. (Of note, Indian Trails was named one of America's "10Best" bus companies by USA Today in 2024).

As part of her orientation, Aysia remembers first riding the Flyer to DTW so she could see what our passengers experience when they arrive and depart. "I always thought buses were just buses," she says. "I had no idea that the Flyer motorcoaches are so modern and comfortable. I was also surprised that there's a bathroom on every bus."

Aysia credits her past work at day care centers and restaurants for her people skills. "I really love working with people of all ages," she says. "I have a lot patience and realize that when things seem chaotic, you have to deal with what's in front of you and not become stressed. It will all work out."

When Aysia's not working, she devotes her time mainly to her two-year-old daughter, Ryleigh. "She's my life and has all my attention when I'm home."

Sometime in the near future, Aysia plans to board the Flyer as the first step to exploring new sights just for fun. Meanwhile, she says, "I feel so fortunate to be here. This company is family-oriented and really cares about its employees. The people I work with are wonderful."



Travel Alerts

Book NOW for Travel in Late February & Early March!

If you're planning a spring break trip, please remember that it's another peak demand period for Michigan Flyer because students at Michigan State University and the University of Michigan are traveling, too. Spring break for both MSU and U-M students runs from Sunday, March 2, through Sunday, March 9, this year. So, we're expecting sold-out buses between Friday, Feb. 28, and Monday, March 10. To guarantee that we have a seat for you, make reservations without delay at [MichiganFlyer.com](https://michiganflyer.com).

Delta Adds Four Leisure Routes from DTW for Summer 2025



[Delta Air Lines](#) is increasing its summer schedule for Detroit Metro Airport by adding four leisure routes. These destinations—which will operate just on Saturdays between June 8 and September 7—include Bozeman Yellowstone International Airport (BZN), Destin-Fort Walton Beach Airport (VPS), Pensacola International Airport (PNS), and Punta Cana International Airport (PUJ).

It would cost \$747, \$466, \$379, and \$1,056 respectively for these roundtrip direct flights between June 14 and June 21 in basic economy class, according to our recent spot check.

Frontier Airlines Cuts Service Between DTW and Philadelphia

Denver-based Frontier, which began offering daily nonstop service between Detroit and Philadelphia last May, recently decided to end that route altogether, according to several air travel sources. That plus nearly 40 other route cuts around the country are due to the airline's aim to reduce excess domestic flying capacity, said Frontier executives.

However, that shouldn't be a big deal if you want to travel between DTW and PHL. When we checked via [Skyscanner.com](https://www.skyscanner.com) recently, Spirit Airlines was offering direct, economy-class roundtrips for just \$79 (our sample trip would depart on Saturday, Feb. 1, and return on Saturday, Feb. 8).

New ID Requirements to Fly in the U.S., U.K, and Europe in 2025

If you're planning to take a domestic flight in the U.S. on or after May 7, be aware that the Dept. of Homeland Security will then require everyone to have a state-issued Real ID driver's license, U.S. passport or passport card, or other [credentials acceptable at TSA Checkpoints](#).

Planning a trip to the U.K.? Then you already need to arrange for a United Kingdom Electronic Travel Authorization (UK ETA) linked to a traditional passport or visa. It costs \$12.50 to [apply for a UK ETA](#), which is valid for two years.

Finally, if you'd like to visit any of 30 European Union countries on or after May 2025, you'll need approval from the EU's new European Travel Information and Authorization System (ETIAS). It allows for short stays of up to 90 days in a 180-day period, and is valid for about three years. It costs about \$7 to [apply for ETIAS](#), which you'll be able to do once the system is operational.

Top Coming Events–We Can Get You There!

East Lansing



Mid-Michigan Women's Expo

Explore a variety of [main stage presentations](#), exhibits, and activities during this entertainment, education and shopping event for women and their families.

The Expo includes fashion boutiques, hair styling, vacation and travel, authors and books, jewelry and accessories, food sampling, spa services, health and wellness, travel and vacations, home décor, skincare and cosmetics, weight loss, cookware, finance, door prizes and more.

It's all at the Lansing Center, 333 E. Michigan Ave. in downtown Lansing 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. [Tickets: \\$12 per adult, \\$6 per child, online or at the door; age two and under free.](#)

NOTE: A Capital Area Transportation Authority bus can get you from our location at the East Lansing Marriott to the Women's Expo in about 30 minutes for \$1.25. Find [CATA's Trip Planner here](#). Folks from the Brighton and Ann Arbor areas who are going to the Women's Expo should know that our last eastbound run of the day leaves East Lansing at 5:30 p.m.

The Rock Orchestra by Candlelight

After mesmerizing audiences across Europe, The Rock Orchestra by Candlelight is set to electrify the U.S. once again. This spellbinding show infuses Rock and Metal anthems with a hauntingly beautiful energy.



In candlelit settings, a band of 14 classical musicians performs the hits of iconic bands like Metallica, AC/DC, Rolling Stones, Rage Against The Machine, Linkin' Park, Guns N Roses, and The Cranberries. Catch it on Friday, Feb. 21, from 8 p.m. to 10 p.m., at the Wharton Center for Performing Arts, 750 E. Shaw Ln., on the MSU campus in East Lansing. [Tickets \\$42.50-\\$118.50 plus fee.](#)

Check out more local coming events with the Choose Lansing calendar: lansing.org/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: visitlivingstoncounty.com/events/.

Ann Arbor



Thornetta Davis at the Ark

International singer, songwriter and recording artist Thornetta Davis was awarded the 'Living Lifetime Achievement Award' and crowned "Detroit's Queen of the Blues" by the Detroit Blues Society. She has performed with Bob Seger, blues legends such as B.B.

King, Ray Charles, Etta James, KoKo Taylor, Johnny Johnson, Bonnie Raitt and more. Don't miss her live performance at 8 p.m. on Wednesday, Jan. 29, at The Ark, 316 S. Main St., in Ann Arbor. [Tickets \\$30, general admission.](#)

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

Detroit

Dancing with the Stars Live 2025

This year's all-new show features eight professional dancers from the #1 hit TV show performing spectacular numbers dreamed up by Emmy award-winning choreographer Mandy Moore (Taylor Swift's Eras Tour), plus some of season 33's showstoppers that prompted a million TikTok posts. Stephen Nedorosick, the 2024 U.S. Olympics "pommel horse guy" who earned a bronze medal in gymnastics, serves as co-host.



See the show on Thursday, Feb. 6, at 7:30 p.m. at the Fox Theatre, 2211 Woodward Ave., in Detroit. [Tickets \\$178-\\$360 including fees.](#)

NOTE: [The D2A2 Express Bus](#) from Ann Arbor's Blake Transit Center (BTC) to Detroit's Grand Circus Park can get Ann Arbor-area riders to and from this event. The Fox Theatre is a short walk from D2A2's stop at 1508 Park Ave., Detroit.



Clue: Live on Stage

A mansion. A murder. A mystery. They're all on the menu—plus blackmail—when six strange guests assemble at Boddy Manor for a night they'll never forget. Was it Mrs. Peacock in the study with the knife? Or Colonel Mustard in the library with the wrench? Based on the popular 1985 Paramount Pictures movie and inspired by the classic Hasbro board game, Clue is a whodunit that will leave you dying of laughter and keep you guessing until the final twist. Catch one of eight matinee or evening performances between Tuesday, Feb. 4, and Sunday, Feb. 9, at the Fisher Theatre, 3011 W. Grand Blvd., in Detroit. [Tickets \\$50-\\$169](#).

NOTE: You can use Michigan Flyer to connect with D2A2 at Blake Transit Center (BTC) and ride in style to Detroit's Grand Circus Park (1508 Park Ave). That's within about 3½ miles of the Fisher Theatre. A 13-minute, \$2 ride on a local transit bus can put you within easy walking distance of the theater.

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

Sample Airfares for Spring Break

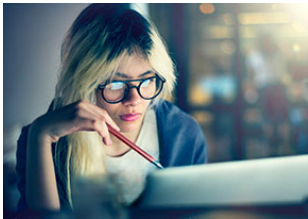


Ready for a change after the latest Arctic freeze? We went scouting for flights to warmer places using [Skyscanner.com](https://www.skyscanner.com) and spot-checked roundtrip flights originating at DTW for the sample dates of Friday, Feb. 28, to Sunday, March 9. Among the search criteria we used: Flights had to be direct to the destination both ways, and the return flight had to arrive at DTW in time for you to catch our last run at 9:45 or 10 p.m. to Ann Arbor, Brighton and East Lansing.

You can find lower prices if you're willing to change planes enroute, or if you're flexible about the dates of travel. For the best prices, be sure to buy tickets at least three weeks before your trip. Note that these economy roundtrip fares include taxes but not necessarily baggage or other "extras":

Atlanta, GA (ATL) Frontier \$197
Tampa, FL (TPA) Frontier \$216
Houston, TX (IAH) Spirit \$228
Orlando, FL (MCO) Spirit + Frontier \$229
Las Vegas, NV (LAS) Spirit \$231
Charlotte, NC (CLT) Delta \$243
Fort Myers, FL (RSW) Spirit \$262
Los Angeles, CA (LAX) Spirit \$264
Dallas, TX (DFW) Spirit \$268
Seattle, WA (SEA) Alaska \$306
Phoenix, AZ (PHX) Frontier \$329
New Orleans, LA (MSY) Spirit \$358
Fort Lauderdale, FL (FLL) Spirit \$374
Durham, NC (RDU) Delta \$389
Austin, TX (AUS) Delta \$399

Myrtle Beach, SC (MYR) Delta \$497
San Diego, CA (SAN) Delta \$499
San Antonio, TX (SAT) Delta \$548
San Francisco, CA (SFO) Delta \$579
Cancun, MX (CUN) Spirit \$592
Montego Bay, JM (MBJ) Delta \$596
Salt Lake City, UT (SLC) Delta \$659
Miami, FL (MIA) Delta \$907
West Palm Beach, FL (PBI) Delta \$907
Frankfurt, DE (FRA) KLM/Delta \$939
San Juan, PR (SJU) Delta \$1,068
Amsterdam, NL (AMS) KLM/Delta \$1,168
London, GB (LHR) KLM/Delta \$1,196
Paris, FR (CDG) AirFrance/Delta \$1,283
Honolulu, HI (HNL) Delta \$1,342



Tips for Smarter Travel

Know How to Find Us at DTW ([click the link for each terminal](#))

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

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

Please, Help Others by Reviewing Us Online

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

facebook

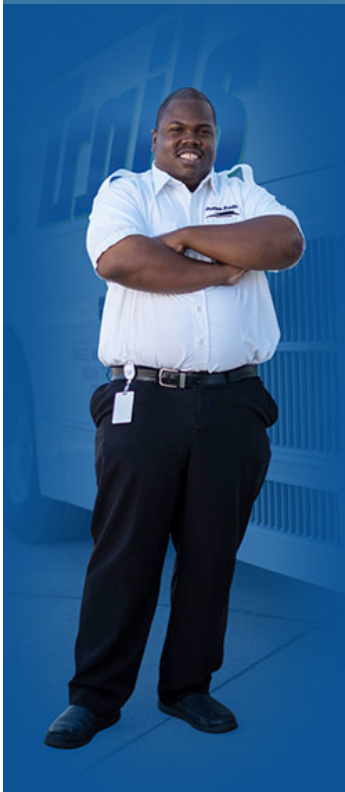
 **tripadvisor®**

yelp 

Customer Comment

"My ticket was for later in the day, but an earlier bus was at the terminal. The driver happily let me on, which got me home 1.5 hours earlier than expected. I've been a customer for years and have always had nothing but great service! 10 outta 10 highly recommend!!!"

— Carrie S., Albany, N.Y.



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 \$23.00, provide a 5-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

Worth noting, too, drivers with the highest seniority currently earn \$33.82 an hour. Indian Trails truly appreciates the hard work of its staff members—it's a 115-year-old, family-run company that values fairness, honesty, teamwork, and service excellence. [Click here](#) to learn more and ask to get in touch with our recruiter, Jennifer Freeman.

Happy Valentine's Day and Presidents Day!



Roses are red, violets are blue, for great airport connections, we're here just for you! Happy Valentine's Day, Feb. 14, from all of us at Michigan Flyer! We love serving you all year long. Wishing you and your sweeties all the best and safe travels always!

President's Day falls on the third Monday of each February, and that's the 17th in 2025.

This federal holiday not only honors George Washington (the first president of the United States, born February 22) and Abraham Lincoln (the 16th president, born February 12), but all the presidents who've served our nation. Hail to the chiefs!

Why Drive?

Booking is easy, click here to view schedules.



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www.michiganflyer.com

