



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



e-news

JULY 2019



Reserve Seats Early—Here Come the College Students!

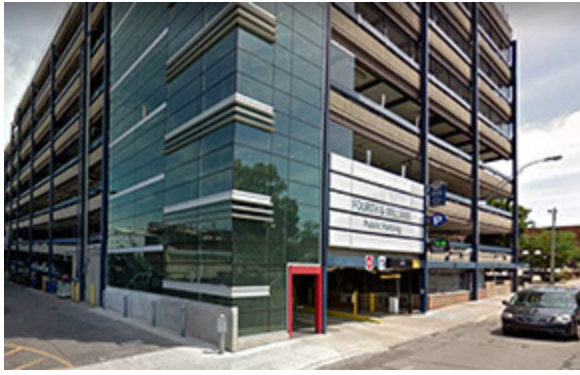
Nothing quite signals the approach of autumn in East Lansing and Ann Arbor like the flood of incoming students at Michigan State University and the University of Michigan. If you're planning to ride with us—as many of them are—between mid-August and Labor Day, it would be wise to reserve your seat soon.

At MSU—starting with thousands of new international students on Aug. 17—the dormitory move-in runs through Aug. 26. Classes for fall semester begin Aug. 28. At U-M, the move-in at residence halls is set for Aug. 28-30; classes commence Sept. 3. Members of our Michigan Flyer-AirRide staff will help greet international students at Detroit Metro Airport and guide them to our boarding locations for the trip to either East Lansing or Ann Arbor.



While some local residents may miss the relative quiet of summer breaks, the return of throngs of college

students brings many positives—not least of which is an estimated \$2 billion boost to the mid-Michigan economy!



Travel Alerts

Different Parking Rates During Ann Arbor Art Fair

The parking structure at Fourth and William in downtown Ann Arbor will charge a prepaid flat fee of \$15 a day upon entry during the Art Fair, which takes place from Thursday, July 18, through Sunday, July 21. While there is no refund if your vehicle stays less than a day (even if only for a couple hours), there is also no

additional charge for a Michigan Flyer-AirRide customer whose car is parked for a full week. If your car stays for a second week—or if you enter the ramp after the Art Fair—the normal discounted rate of \$2 a day for vehicles of our customers will apply.



New Delta Airlines Perks for Economy Passengers

Starting in November on Delta's international routes, Main Cabin customers can expect welcome Bellini cocktails, hot towel service and bistro-style dining with premium appetizers and larger entrees. In addition, more international onboard enhancements are coming soon, like better ear buds and headsets. It's all part of the airline's multi-billion dollar investment in the customer experience. In the past several years, Delta's

enhancements for Main Cabin customers have included free meals on select coast-to-coast routes, free mobile messaging, free in-flight entertainment, upgraded snacks, and Wi-Fi on nearly all flights.



Airfare Bargains

Itching for one more summer getaway before the school year begins? Using the sample trip dates of Friday, Aug. 9, to Friday, Aug. 16, we searched Kayak.com for the cheapest published roundtrip fares from Detroit Metro Airport (DTW) to a variety of U.S. destinations. As part of our criteria, both the departing and return flights had to be nonstop. Also, the return flight had to arrive in time for you to catch our last daily Michigan Flyer-AirRide run from the airport to Ann

Arbor and East Lansing.

We found the following basic economy fares, which include taxes but not necessarily baggage or other “extras.”

-  **Austin, Texas** (AUS) \$107 on Frontier or \$197 on Delta Airlines
-  **Jacksonville, Fla.** (JAX) \$109 on Spirit or \$157 on Delta
-  **Raleigh-Durham, N.C.** (RDU) \$111 on Spirit or \$117 on Frontier Airlines
-  **Philadelphia, Pa.** (PHL) \$135 on Spirit or \$194 on either Delta or American Airlines
-  **Ft Lauderdale, Fla.** (FLL) \$159 on Spirit or \$227 on Delta
-  **Denver, Colo.** (DEN) \$188 on Frontier
-  **San Diego, Calif.** (SAN) \$221 on Spirit

- ✈ **Seattle, Wash.** (SEA) \$231 on Spirit
- ✈ **Boston, Mass.** (BOS) \$258 leaving on Spirit but returning on Delta
- ✈ **Las Vegas, Nev.** (LAS) \$287 on Spirit Airlines

Please note that even lower fares may be available to these destinations, especially if you're flexible about travel dates.



Customer Comments

"I have been a faithful Michigan Flyer customer for nearly five years. I much appreciate this service--one I use almost weekly between Ann Arbor and Detroit Metro Airport. There is so much value in your promise of on-time, clean, and safe transportation that I have urged countless colleagues and friends to give the Flyer a try over the years.

As if the reliable service and professional employees weren't enough, last week I received yet another level of performance from the Flyer team! My plane arrived late at DTW and my luggage was even later. I was starting to lose hope that I would not make the last (10:30 p.m.) bus to Ann Arbor. As I stood at the carousel, a call came to my mobile phone ... it was your customer care person asking if I was going to be able to make the bus. I explained I was waiting for my luggage. She said she would let the driver know and he would wait. This was two minutes prior to the scheduled bus departure time!

I ran up the two escalators and made it to the bus only two minutes late. That call and the caring for your customers certainly exceeded expectations. Please extend my appreciation to the customer service agent that took care of me."

—D.M., Ann Arbor



**John Burgan, Indian Trails
Southeast Michigan Area Manager**

Meet John Burgan, S.E. Michigan Area Manager

One of the most satisfying aspects of John Burgan's job as Indian Trails' Southeast Michigan area manager, based in our Romulus facility, is choreographing motorcoach operations to meet the often complex needs of the company's group charter clients.

Recently, for example, he was in charge of providing a Detroit company with transportation services for 2,000 of its franchise owners, who were coming in from across the world for a multi-day convention.

In advance, John worked on logistics with the firm's event planners as well as with Indian Trails charter consultants to schedule drivers and coaches; scope out the most efficient routes to and from each location; and anticipate how road construction or other events might cause traffic problems.

"It's challenging putting together these big projects, where our coaches will touch many curbs as we transport thousands of people to various events throughout Metro Detroit," he says. The boost that major events give the region is important to John, a native of Grosse Ile, Mich.

"It's a great thing for so many businesses, including in our industry, to have these big conventions here," he says. "I tell the drivers before they head out, 'You're going to be the first and last impression of Detroit for these folks, so always do your best.'"



A Musical Road to Indian Trails

Before joining Indian Trails as a driver in 2005, John was no stranger to transportation logistics. Previously, he'd served as a truck and bus road-show manager for touring Broadway productions, as well as drum and bugle corps, traveling across the country. For the latter, he headed up an advance team that handled all the details, including transportation, call times, meals, housing, and directional signage at each destination. Essentially, it was his job to maintain the quality and direction of the show while on tour.

Having once been both a member and instructor for a drum and bugle corps, working with entertainment groups was natural for John. Nowadays, he's happy to serve as a judge of high school marching bands when they perform at the state finals.

A desire to be closer to family in Michigan led John to reach out to us. He'd done his homework, too. "The fact that this family-owned company goes back more than a century was impressive." As a driver, he often found that others were also impressed.



Serving Customers & Community

"Sometimes, when a bunch of us from Indian Trails would take a big charter group to a place like Cedar Point, we'd run into drivers from other bus companies who'd gently rib us about our crisp uniforms. There was a sense of jealousy about how smart we looked, and about our deluxe motorcoaches."

Being a "people person," John enjoyed his time as a driver, particularly when charter groups like the Wayne State University hockey team repeatedly requested him as a driver. A former hockey player and now avid fan, John got to know the coach. "If it was an overnight, he and I would always sit down after the game and banter

about the calls made by the referees and linesmen."

Due partly to his expertise in handling transportation logistics, John was promoted to Indian Trails' Southeast Michigan area manager in 2010. There, he wears many hats involving sales calls, personnel, maintenance, and the bus cleaning crew. He oversees 25 full-time drivers who operate our Michigan Flyer airport shuttle service, as well as scheduled routes throughout the state and beyond, and the Detroit Connector shuttle of the University of Michigan (which connects its campuses in Ann Arbor, Dearborn, and downtown Detroit.)

In his down time, John is no slouch, either. He's deeply involved in the Grosse Ile community, where he was just chosen to serve his second term as president of his Rotary Club, and again helped organize the town's

"Islandfest," now in its 30th year.

Top Coming Events

East Lansing



 **[Car Capital Auto Show](#)**. This free event celebrates Lansing's automotive history and features over 200 classic cars, muscle cars and collectible vehicles, plus food vendors, exhibitors, and DJ on site. Check out the [event flyer here](#). The State Capitol serves as a backdrop for this spectacular day. It's at the R. E. Olds Transportation Museum, 240 Museum Dr., in downtown Lansing from 9 a.m. to 3 p.m. on Saturday, July 27.

A Capital Area Transportation Authority bus can get you from our location at the East Lansing Marriott to the Auto Show in about 30 minutes for \$1.25. Find [CATA's Trip Planner here](#).

Ann Arbor-area folks going to the Auto Show should know that our last eastbound run of the day leaves the East Lansing Marriott at 3:30 p.m. on Saturday.

 **[Moneyball Pro-Am Tournament](#)**. This is your chance to see current and future basketball stars in action—and for free. Games are set for every Tuesday and Thursday evening from now until Aug. 1 at the Aim High Sports Facility, 7977 Centerline Dr., Dimondale, Mich. However there's no public transit to the Tournament from our location at the East Lansing Marriott, so you'd need to arrange a ride with a friend, a taxi, Uber, or Lyft. It's about 20 minutes by car on highway I-96.

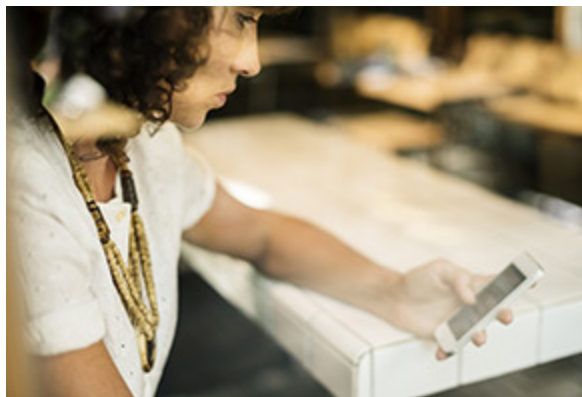
Find more local coming events with the Greater Lansing Convention & Visitors Bureau calendar: <http://www.lansing.org/events>

Ann Arbor

[The Ann Arbor Art Fair](#) is one of the largest outdoor art fairs in the nation. From Thursday, July 18 to Sunday, July 21, the streets of Ann Arbor will transform into an art lover's paradise where you can experience and enjoy original works of art, street performances, culinary treats and a variety of sidewalk sales. See the [official guide here](#).

[Ann Arbor Blues Festival](#) features three days of live music from blues favorites including Laith al-Saadi, Alex Johnson, Lindsay Beaver, Thornetta Davis and more. [See the full lineup here](#). It's happening on Aug. 16-18, times vary, at the Washtenaw Farm Council Fairgrounds, 5055 Ann Arbor-Saline Rd., Ann Arbor. [Tickets \\$40-\\$135](#).

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



Stress-Reducing Travel Tips

-  [Know How to Find us at DTW's McNamara Terminal.](#)
-  [Download Our Free Smartphone App to Track Your Bus in Real Time.](#)
-  [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.



Why Drive?

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



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