



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



e-news

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Michigan Flyer's New Schedules & Brighton Service Start Today

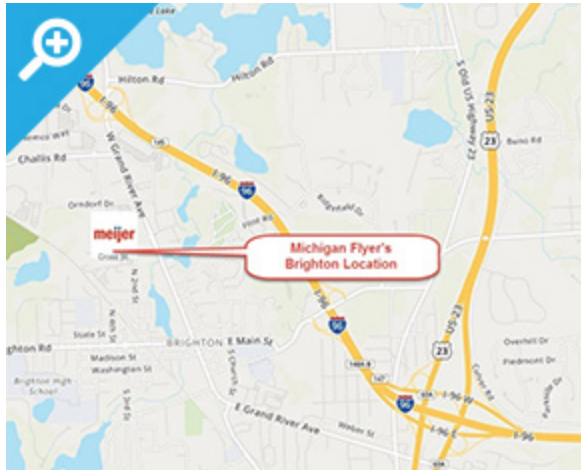
Our new schedules of frequent daily roundtrips to and from Detroit Metro Airport (DTW) for passengers from Greater Lansing and Ann Arbor start today. So does our brand new shuttle service between Brighton in Livingston County and DTW. Tickets are now available for purchase online at www.MichiganFlyer.com.

You can now enjoy more frequent roundtrips between the East Lansing Marriott and DTW, as well as between Ann Arbor's Blake Transit Center and DTW—and the

trips start earlier in the morning and end later at night than before. This enables you to reduce wait times at the airport, and optimize your connections with [all 13 airlines at DTW](#).

Specifically, Sunday through Friday, East Lansing passengers can now choose from 14 runs per day (up from 12, except on Saturday), as can Ann Arbor passengers. Importantly, our first daily run to DTW departs earlier than before—at 2:15 a.m.—and our last run from DTW leaves later (at 11:30 p.m. or 11:45 p.m., depending on the terminal), except for Saturday, when the last DTW departures are at 9:30 p.m. or 9:45 p.m. [View the new schedules online here](#).

The earlier eastbound departures (and later westbound returns from DTW) should be a big boon for budget-minded folks who wish to book flights on airlines such as Spirit, Frontier, Jet Blue, or Southwest, which often take off between 5:30 a.m. and 6:30 a.m.



New Brighton Service

The new Brighton stop—also served by 14 Michigan Flyer roundtrips per day—is located at the Meijer store at 8650 W. Grand River Ave., just off highway I-96 near U.S. 23. Passenger pickup and drop-off is at the [south side of the Meijer parking lot, near Cross St.](#)

Long-term parking is available there for \$2.50 a day for people flying to destinations outside of Michigan, and be prepaid through www.MichiganFlyer.com. Plans are also in the works to establish a small ticket office/passenger waiting area in a temporary building at the Meijer site soon.

The Brighton service was developed through a public-private partnership between Livingston County, the Livingston Essential Transportation Service, Michigan Flyer, LLC, and its parent company, Indian Trails, Inc. It's similar to the partnership through which Michigan Flyer and Indian Trails have operated the [AirRide](#) service for the Ann Arbor Area Transportation Authority since 2012, giving Washtenaw County residents a convenient, comfortable, and affordable option for getting to and from the Detroit airport.

Funding for the Brighton service comes mostly from passenger fares and a large investment by Indian Trails in operations and equipment, and partly from Michigan's Local Bus Operating Assistance Program, whose funds are administered by the Michigan Dept. of Transportation.

The adult fare to ride with us between Brighton and DTW is \$22 one way or \$40 roundtrip. Per-person fares are even lower for couples or family members traveling together.



Inter-City Commuting

Though Michigan Flyer is designed primarily as an airport shuttle service, about 30,000 people a year use it to commute between East Lansing and Ann Arbor. The new schedules connect both East Lansing and Ann Arbor with Brighton, making it possible for more people to commute between the three cities.

Monday through Friday, for example, commuters have the choice of 11 daily roundtrips between East Lansing and Brighton, eight between East Lansing and Ann Arbor, and six between Ann Arbor and Brighton.

In order to provide the most direct airport service at peak travel times for East Lansing passengers, some

of Michigan Flyer's daily runs now [go directly to DTW after stopping in Brighton](#), bypassing Ann Arbor altogether. This shaves about 20 minutes off the travel time to DTW. While this represents a decrease of four daily roundtrips between East Lansing and Ann Arbor, which may disappoint some commuters, it's part of a balancing effort to serve the greatest number of customers possible. To view just the East Lansing portion of the new schedules, [click here](#).

The commuting possibilities may be especially attractive to the thousands of Livingston County residents who regularly travel to Ann Arbor or Lansing to work at the University of Michigan, Michigan State University, or the state government in Lansing.

The standard fares for travel between Brighton and either East Lansing or Ann Arbor are \$15 one way or \$30 roundtrip. It's worth noting that discounts are available for commuters who make multiple roundtrips each week.

Meanwhile, Michigan Flyer's convenient pick-up/drop-off locations for all Detroit Metro Airport travelers remain the same—at the McNamara Terminal, it's just outside Door #1 on the Departures/Ticketing Level. At the North Terminal, it's at Stall #1 of the Ground Transportation Center.



Tom Kirkconnell with head softball coach Kathryn Gleason of Northern Kentucky University

Meet Driver Tom Kirkconnell—Man of Many Hats

Tom Kirkconnell has a clear memory of the first time he was assigned as a driver for us. "It was back in 2006 when Michigan Flyer got its start and had only a few runs to Detroit Metro Airport," he recalls. "I remember how very professional everything was about it right from the get-go."

A man of many hats, Tom had been an investment broker, owner of a minor league hockey team, and a human resources consultant before becoming a

professional motorcoach driver in 1996 with our parent company Indian Trails. There, he drives coaches for group charters and also fills in when needed on daily scheduled routes, which run throughout Michigan and into Chicago, Milwaukee, and Duluth.

A native of Essex, Ontario, Tom came to the United States to study at Michigan State University and play on its hockey team. After his freshman year, he joined the Detroit Red Wings junior hockey team for a year before returning to campus.

"Under the rules, I couldn't re-join the MSU team, but I did assist the coaches and got to be good friends with the late head coach, Ron Mason," he says.



Tom as a freshman on the MSU hockey team

In fact, Tom, who's been a licensed pilot for 40 years, often flew Mason to Ontario to scout potential prospects at hockey games there. It was Mason who introduced Tom to Gordon Mackay, then president and now chairman of Indian Trails.

Leaving Corporate Life Behind

Mackay invited Tom to come talk with management about ways to increase our crew of bus drivers. One thing led to another, and Tom wound up being recruited as a driver.

"Gordie said to me, 'Come on, you love people—why don't you sign up for our latest driver training class,' and so I did," Tom recalls.

What he found with us was a welcome change from the headaches of corporate life, as well as new connections and friendships with passengers he's met along the way.

"Driving a motorcoach is similar to piloting a plane," he says. "You're in charge and responsible for your passengers. The people you transport, and the sights you see along the way, are the best part."

When the opportunity arises, Tom fills in for Michigan Flyer regular drivers when they're on vacation or off for another reason. He also helps out when passenger demand surges, such as at the start or end of a semester at MSU and U-M.



Like his charter customers, those aboard the Flyer also tend to be cheerful travelers. "I don't think I've ever had a cranky passenger doing these trips," he says. "They're either happy to be heading out somewhere or happy to be coming home."

Tom also has high regard for the Flyer office staff, and our customer service representatives who are ready to help unload baggage and answer passenger questions at Detroit Metro Airport.

"Everyone here is so professional," he says. "From the beginning, I thought this would be a successful service, but I hadn't envisioned how much it would expand. They're always looking at ways to improve. They're proactive, not reactive."

It's satisfying, too, to work for one of the oldest bus transportation companies in the United States that always has the newest and best coaches in the business, he says. "Our passengers can have a lot of confidence because of that, and because we have great mechanics and maintenance folks who keep them in tip-top shape."



Senator Tammy Duckworth
Credit EPA/Shawn Thew

What to Do If an Airline Damages Your Wheelchair

It's maddening when you travel by air, arrive at your destination, and find that your luggage has been damaged in transit.

But it's a whole different story when that damage happens to the wheelchair or scooter that you depend on for your mobility.

Take the case of U.S. Senator Tammy Duckworth (D-Ill.). She's an Army veteran of the Iraq War who lost both her legs due to injuries she sustained there. In recent years, she's experienced damage to her wheelchair several times while traveling by air.

In 2018, [Duckworth authored a law](#) that forces the U.S. Department of Transportation (USDOT) to track, then release data concerning the number of wheelchairs damaged by airlines.

USDOT's [Air Travel Consumer Reports](#) already offered the public a wealth of statistical details on such factors as flight delays, mishandled baggage, over-booking,

consumer complaints, and injury or death of animals during transport. (You can check these monthly reports anytime to see how your airline stacks up with others.)

Duckworth argued that similar data would be important to travelers who rely on wheelchairs, so they could tell which airlines have higher rates of damaging wheelchairs and other equipment that persons with disabilities rely on.



“I know from personal experience that when an airline damages a wheelchair, it is more than a simple inconvenience—it’s a complete loss of mobility and independence,” Duckworth said. “It was the equivalent of taking my legs away from me again.”

As reported in [an April article in Mother Jones](#), USDOT data released earlier this year, reflecting the months of December 2018 and January 2019, Delta Airlines and its subsidiaries had the best record, mishandling 199 wheelchairs out of more than 22,000 transported. At the bottom of the list was American Airlines and its subsidiary Envoy Air. From the data collected so far,

that number averages out to about 25 wheelchairs and/or scooters per day. (Statistics on more [airlines can be found here](#)).

What You Can Do

So what steps can you take to help ensure your wheelchair or scooter arrives intact, and what remedies can you pursue if either doesn’t? The USDOT advises:

Before Your Trip

- ✍ Confirm with the airline that your wheelchair will fit in the cargo hold if you are traveling on a small plane, like a commuter aircraft or a regional jet.
- ✍ Attach clear assembly and disassembly instructions to your wheelchair before you head to the airport. Having written instructions will assist airline personnel and contractors in case your wheelchair needs to be disassembled for transport.



At the Airport

- ✍ If you travel with a battery-powered wheelchair, you must arrive at the airport one hour prior to the normal check-in time.
- ✍ If your wheelchair or walker cannot be carried in the cabin, you can check it.
- ✍ If you have a wheelchair or walker, you do not need to check it until you are at the gate.
- ✍ You can request that your wheelchair or walker be returned to you on the jet way at your destination airport and not in the baggage claim area. Airlines are

required to return wheelchairs to users as closely as possible to the door of the aircraft if requested.

- ✍ Upon receiving your wheelchair, do a quick inspection before you use it. If there is any damage, go immediately to the airline’s customer service desk and file a claim.

When Damage Occurs

- ✍ On domestic flights, U.S. carriers must fully compensate passengers for loss or damage to wheelchairs or other assistive devices, without regard to rules limiting liability for lost or damaged baggage.

✍ On international flights, provisions of the [Montreal convention](#) control payments for items, including assistive devices.

✍ If you believe your rights have been violated and the airline employee you find at first is unable to help you, ask to speak with a Complaints Resolution Official. A CRO is the airline's expert on disability accommodation issues. Airlines are required to make one available to you, at no cost, in person at the airport or by telephone during the times they are operating.

And if your wheelchair or scooter is damaged, find even more details [here](#) about steps you should take immediately afterward to document the damage and resolve the situation.



Travel Alerts

✍ Blake Transit Center Bypassed on U-M Football Saturdays

On each Saturday when the Wolverines football team plays a home game at the Big House, several of our scheduled runs will NOT stop at the Blake Transit Center in downtown Ann Arbor. Instead, due to road closures and detours, these motorcoaches will bypass

the BTC and go to the Kensington Court Hotel. This will affect some runs before, during, and after the following U-M home games:

- Oct. 5: Iowa, noon (homecoming)
- Oct. 26: Notre Dame, TBA
- Nov. 16: Michigan State, TBA
- Nov. 30: Ohio State, noon

Please note that some Michigan Flyer-AirRide runs will continue to stop at the BTC on these days. It's easy to find out which ones. Just use the "Book a Trip" feature on our website.



✍ United Airlines Makes Frequent Flyer Miles Last a Lifetime

United announced last month that members of its frequent flier rewards program, MileagePlus, will no longer have to worry about their miles expiring 18 months from their last flight. Now, United miles never expire. The only other U.S. airlines with no expiration date on their rewards programs are Delta and Jet Blue.

✍ New Delta Flights to Tokyo Now on Sale

Starting March 28, 2020, Delta will connect travelers in Detroit to Tokyo's Haneda Airport (HND) with seven daily flights. Tickets are on sale now. All passengers will be able to enjoy complimentary snacks, beverages, and chef-designed meals, as well as free personal entertainment systems, free mobile messaging, Wi-Fi, and upgraded amenity kits.

Top Coming Events—We Can Get You There

East Lansing



[!\[\]\(d84e7ea36f695d92cb39ec32c307ac93_img.jpg\) Michael Feinstein and Storm Large: Shaken and Stirred](#). Five-time Grammy-nominated pianist and vocalist Michael Feinstein joins forces with Pink Martini's Storm Large to reimagine standards and modern classics that are chilled, shaken and stirred into an unforgettable evening of music. Saturday, Oct. 12, 8 p.m., Wharton Center for Performing Arts, on the MSU campus at 750 E. Shaw Lane, East Lansing. Tickets \$38-\$100.

[!\[\]\(feabb98897b440bc8695a03336a6e2df_img.jpg\) Michigan Great Lakes International Draft Horse Show and Pull](#). This three-day event includes something for everyone who enjoys the “gentle giants”—line and hitch classes for four draft breeds as well as mules, farm team classes, obstacle course

classes, plowing, and multiple vendors of draft-related items. It takes place Oct. 17-19 at the MSU Pavilion for Agriculture and Livestock Education, 4301 Farm Lane, Michigan State University, East Lansing, Mich. [Tickets \\$7-\\$12](#), children 7 and under, free.

[!\[\]\(83f22ed94ec5517769dd76d702c6bfd8_img.jpg\) Boo at the Zoo](#). Little ghouls and boys will enjoy three weekends of “spooktacular” fun for the whole family including a straw maze, hayrides, a “Boo Tunnel” and more. From noon to 5 p.m. on Oct. 12, 13, 19, 20, 26, and 27 at the Potter Park Zoo, 1301 S. Pennsylvania Ave, Lansing. Tickets \$5-\$12, children under 3 free.

A Capital Area Transportation Authority bus can get you from East Lansing to the zoo in about 45 minutes for \$1.25. Near the corner of westbound Grand River Ave. and M.A.C., catch CATA's #1 bus to downtown Lansing. At Grand Ave., transfer to the #8 bus heading south toward Holt. Get off at S. Pennsylvania Ave. and Fletcher St., then walk about 10 minutes to the zoo. See [CATA's Trip Planner here](#).

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

Ann Arbor



[!\[\]\(d0262bbe9d2356661a2e89321dfcc781_img.jpg\) Chick Corea Trilogy w/ Christian McBride and Brian Blade](#). Their first outing as a trio in 2014 resulted in a three-CD set, Trilogy, which earned two Grammy Awards. Corea, who began playing with the genre-shattering bands of Miles Davis in the late 1960s and early '70s has moved from straight-ahead to avant-garde, bebop to jazz-rock fusion, and children's songs to symphonic works, all while racking up 63 Grammy nominations and 22 wins. It's at 8 p.m. on October 19 at Hill Auditorium, 825 N. University Ave., Ann Arbor. Tickets \$17-\$81.

[!\[\]\(51514032c8ca341817228f39f1307b05_img.jpg\) The Zombie Run](#). Participants run through the Nichols Arboretum for a 5k race unlike any other. Each runner receives a belt with two flags that act as “lives.” On the course, as many as 50 zombies attempt to take

your lives in order to infect you. The goal is to make it out with at least one life flag and be a “survivor.” Survivors are entered into raffles to win gift cards and cool items. It’s at 5:30 p.m. on October 25 in Nichols Arboretum, 1600 Washington Heights, 415 N. 4th Ave., Ann Arbor. Registration \$30-\$40.

Check the Ann Arbor Area Convention & Visitors Bureau calendar for more local events:

<https://www.visitann Arbor.org/splash/events>



Customer Comments

“I just read your email blast about adding a new stop in Brighton soon. Congrats! Your service is so wonderful. I have used it quite a few times from East Lansing to the Detroit airport. I am very happy that this continues to be a profitable venture for the company. It is such a reliable, convenient, and fairly priced service. I hope you are able to sustain this service indefinitely!”

— R.J., East Lansing, Mich.

“Took the worry away from driving to Detroit Metro! Just

sit back and relax. Charge your phone, enjoy the scenery and no worries. Highly recommend!”

— A.B.D., Eagle, Mich.



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.





Douglas J Salon Returning to East Lansing

We're pleased to announce that [Douglas J Salon](#), our former neighbor at the Marriott University Place, is preparing to return in the near future. So, Michigan Flyer passengers will soon be able to obtain professional hair, nail, and skin care services at a convenient location before or after their trips.



Happy Autumn!

The fall season officially began on Monday, September 23. In Michigan, the leaves are already starting to turn color. The autumnal equinox is the astronomical start of fall in the Northern Hemisphere and spring in the Southern Hemisphere. On the equinox, day and night are roughly equal in length. From now until the Winter Solstice on December 21, the nights grow longer than the days. After that, the days start getting longer again.

Why Drive?

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



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