

## Sunday, March 1

### 10:00am – 6:00pm

Registration Desk open  
*Hotel Lobby*

### 8:00am – 11:30am

Executive Committee Breakfast & Meeting (Closed)  
*Executive Boardroom*

### 12:30pm – 4:30pm

Board of Directors Lunch & Meeting (Closed)  
*Fantail Room*

### 6:00pm – 9:00pm

Board of Directors Reception & Dinner (7pm) (Closed)  
*St. George Room* **Reception & Dinner sponsored by Lancer and TIB**

## Monday, March 2

### 9:00am – 11:00am / 3:00pm – 6:00pm

Registration  
*Crystal Ballroom Foyer*

### 7:15am Loading / 7:30am – Departure from North Entrance of Hotel (ALL\*) (Fee)

Golf Outing at Shingle Creek (ALL\*) (8:30 tee time)  
*North Entrance of Hotel - Golf Outing Sponsored by Amaya, Beverage Cart Sponsored by Budget Truck & Auto Body*

### 9:30am Loading / 9:45 Departure from North Entrance of Hotel Day at Seaworld (ALL\*) (Fee)

### 3:30pm – 4:00pm

Speaker Rehearsal  
*Crystal Ballroom*

### 4:00pm – 6:00pm

Open House Reception (ALL\*)  
*Pool Terrace - Sponsored by Irizar*

### 6:00pm - Dinner on Own

## Tuesday, March 3

### 7:30am – 3:30pm

Registration  
*Crystal Ballroom Foyer*

### 8:00am

General Breakfast (ALL\*) - Welcome (Patrick Dean, Chair)

- Introduction of Sponsor, **Michelle Wiltgen**.
- Introduction of ALL Exhibitors by **Trailways** (approx 8:20am)
- Exhibitors, all representatives with your company please stand when your company name is announced.
- In Memorial Tribute

*Crystal Ballroom D,E - Sponsored by National Interstate*

### Stretch Break

**9:00am – 9:30am** – Trailways Marketing & News Update/Trends - Alex Berardi & Trailways.com Digital Team

**9:35am-10:30am** – Insurance Trends Panel  
Panelists: Andrea Vidmar, National Interstate; Bob Crescenzo, Lancer Insurance, and brokers, Tom Foley, TIB and Andrew Hersh, Lockton.  
Moderator – Michelle Wiltgen, National Interstate

### 9:30am – 11:45am: Palani Room National Charter Sales Mangers Meeting Part I

- How to Grow Your Business by Promoting Customer Loyalty (**Eric Elliott, Distinctive Systems**) Interactive session on sales processes that work. (75 Min.)

- Suppliers as Business Partners: Roundtable with Charter Managers & Travel Industry Exhibitors/Affiliates. (40 Min.)

### 10:45am – 12:00pm

Preferred Partners-Only Presentations with Trailways Owners - *Labrid Room*

- **10:45am – 11:15am**  
(Products & Services)

- **11:20am – 12:00pm**  
(Manufacturers)

Assignment sheet at Registration desk. Arrive 30 min. early. Please wait outside the room until called. 5-minute verbal updates only; no Power Points allowed. (Tom Giddens & Tom Bazow - room managers)

### 12:00pm – 1:30pm

Spirit Awards Luncheon (ALL\*)  
*Crystal Ballroom D,E*  
**Sponsored by Bridgestone**

Outstanding service awards to Operators and Affiliates. All registrants should attend.

### 2:00pm – 2:45pm

Trailways Owners and Sales Managers Only: Regional Meetings

Operators only, see color dot on your name tag:  
East (red) - Bob Brisman - *Labrid Room*  
West (yellow) - Curtis Riggs - *Fantail Room*  
Central (blue) - Julie Huskey - *Damselfish Room*

### 3:00pm – 5:00pm

InfoMotion (ALL\*)  
*Crystal Ballroom A-C*  
5-minute “speed-dating” sessions. One-on-one time with Trailways Operators, seated. Exhibitors rotate at sound of bell.

### 7:00pm – 9:30pm

Opening Reception (Pirate themed event) (ALL\*)  
*Crystal Ballroom D, E*  
Costume dance party with food & drink, prizes. Wear your costume!  
Sponsored by **Prevost**

### Set Up 9:30pm – 10:30pm

Exhibit Set Up  
*Crystal Ballroom A-C*  
(no access until this time due to other events in room).

## Wednesday, March 4

### 8:00am – 12:00pm

Registration  
*Crystal Ballroom Foyer*

**8:00am** - General Breakfast (ALL\*) and **Wear Red Day** (Red is the Trailways brand color. Everyone is invited to wear red, such as a tie, shirt/top, pantsuit, dress).  
*Crystal Ballroom D, E*

**8:30am – 9:00am** – Morning Speaker - Ron Ivester, CWT Sato - Update on Military Bus Contract & News.(ALL\*) Intro by Patrick Dean

**9:00am – 9:15am** – Association Update - Peter Pantuso, ABA

### 9:15am – Stretch Break

**9:30am – 10:00am** – Trailways Member-only Annual Meeting (Closed)

#### Agenda:

- Call to Order (Patrick Dean, Chair)
- Roll Call (Scott Martz Henry)
- Approval of 2019 Annual Meeting Minutes from Galveston (Patrick Dean)
- Executive report: 2019 Accomplishments (Patrick Dean)
- Finance Committee Report (Curtis Riggs)
- Nominations/Membership Committee Report (Jonathan Berzas)
- Strategic Planning Committee Report (Patrick Dean)
- Adjourn

### 10:15am – 12:15pm: Palani Room National Charter Sales Mangers Meeting Part II

- Selling to Current & Future Customers (**Busie**) (**Louis Bookoff and Josh Bain, Co-Founders with “Busie”**)
- Demo and discussion of Charter Lead System (**Ed Ruff/ ACS Creative**)

### 10:15am – 12:15pm

Workshop (ALL\*)  
*Fantail Room*

·**Topic A - 10:15am** - Human Resources Legal Issues & Trends (**Elaine Baker, Littler, PA**) & Background Checks (**Greg Simmons, OneSource.com, CO**)  
Moderator: Alan Thrasher

·**Topic B - 11:15am** - Trailways Online Driver Training Modules Live! Demo & Sign-Up Process. Sponsored by **MCI**. (**Sheri Bankston, Alliance Safety Council**) and Driver Employee Recruiting - What’s working for bus and truck companies. (**James Savage & Brad Tyburczy with “FindATruckerJob.com”**)  
Moderator: Ron Moore, Burlington Trailways

### 10:30am – 11:30am

All Affiliated Partners/Exhibitors briefing with Trailways leadership - Patrick Dean & Jonathan Berzas. Feedback session to improve the affiliated partners program. This is not a sales event, please.  
*Labrid Room*

### 12:30pm – 2:30pm

Outdoor Lunch with Buses (ALL\*)  
*North Parking Lot - Sponsored by ABC*  
*Enjoy the Florida sunshine outdoors. Tour vehicles, prizes by ABC.*

### 3:00pm – 5:00pm

Indoor Exhibit Tradeshow (ALL\*)  
*Crystal A-C*  
Table top networking event. Operators, be sure to visit all of our Exhibitors! Prizes every 15 minutes. Light snacks and beer & wine.

### 7:00pm – 7:30pm

Gala Reception (ALL\*)  
*Atrium A*  
An evening of Florida elegance. 30-minute reception followed by the dinner gala with awards.

### 7:30pm – 9:00pm

Dinner Gala (ALL\*)  
*Crystal Ballroom D, E (ALL\*)*  
Safety Awards Dinner Gala – Sponsored by **MCI**  
Driver of the Year Awards - Sponsored by **Lancer**

Celebration of outstanding safety performance by Trailways operators and announcement of the national drivers of the year for outstanding service (Charters & Tour and Scheduled Service (2019-East).

*This event schedule, the tradeshow floorplan and exhibitor list are based on information at the time of our print deadline and are subject to change. Please check [www.trailwaysconference.com](http://www.trailwaysconference.com) and signage at the hotel.*

## Thank you for attending!

# Trailways®

84th Annual Meeting

Trailways Transportation System  
(703) 691-3052 ext. 3  
[trailways.com](http://trailways.com)  
[bustrails@trailways.com](mailto:bustrails@trailways.com)

This schedule is available for download on [trailwaysconference.com](http://trailwaysconference.com) to check or download

**\*(ALL) means all registrants invited to attend.**