

VIA ROAD TRIP

The Quarterly Newsletter from 



At VIA Trailways, we are committed to providing safe and reliable transportation, the first time, and every time. We are working every day to make improvements that will provide the most friendly and professional customer service in the industry.

The only commitment we place above customer service is safety. We comply with all vehicle and traffic laws and regulations with highly qualified and fully trained drivers. We make certain that our vehicles comply with all applicable safety requirements. Training our staff is just one way of making sure that our customers' expectations are exceeded and our drivers are the safest on the road.

Customer service training is important for VIA Trailways because it provides our employees with the proper techniques and best practices for dealing with customers. We train our staff to communicate with customers effectively, handle situations that escalate, and successfully solve the customer's problems.

Safety training aids staff members in identifying safety hazards and addressing them. Training helps employees understand approved practices and safety expectations. Safety training is crucial for our drivers to have a solid knowledge of safety topics associated with their jobs.

In August, our drivers and staff attended the VIA Trailways Customer Service and Safety Academy in Las Vegas, Nevada. This was a company-wide event that brought together teams from California and Arizona for three days of workshops, networking and team building activities. We believe that investing in our greatest asset--our employees--and providing an opportunity for learning, collaboration and empowerment, directly benefits our business and our success.

When you charter a VIA bus, you have our assurance that your satisfaction and safety are our top priorities.

In This Issue

**VIA Trailways
Customer Service
and Safety Academy
August 2023
Las Vegas, NV**

The Management Team



Curtis Riggs
President

Curtis is responsible for compliance, performance, and contract oversight. He oversees the management team and reviews legal and insurance requirements. He has more than 50 years of experience in transportation, over 40 of which are in charter service management.



Lisa Gonzalo
*Director of Human Resources and
Risk Management*

Lisa is responsible for workforce relationships, wage and benefit administration, labor-related legal requirements, and compliance. She has been a personnel specialist for 30 years. She is a Human Resources certified professional and a member of SHRM.



Denise Demery
Operations Manager, CA

Denise is responsible for ensuring that contract and customer service requirements are fulfilled. She oversees operations of all bus services, which includes reporting requirements, managing drivers, dispatch services and office staff. She has over 23 years of transportation and management experience with VIA.



Meet The Faces Behind the Wheel

Being a Motor Coach Operator is more than knowing how to drive. Our operators have a unique perspective and background that they can share with you. You can listen to their stories about their travels; where they've been and where they're going. You can rely on their experience to get you where you need to go safely and in comfort. We know they're the best of the best in our industry.



BRIAN ROBERT TAMIKA MELISSA CELSO UNIQUE



RUBEN JEFF RAFAEL JORGE ALLEN KATHY



KERMIT GEORGE JR. NICOLE W. OSCAR NICKY GUADALUPE



GEORGE M. ALYSSA LYNETTE MARSHALL CINNAMON KEITH



BILLY NICOLE H. SCOTT CHRIS DOUG TOM O.

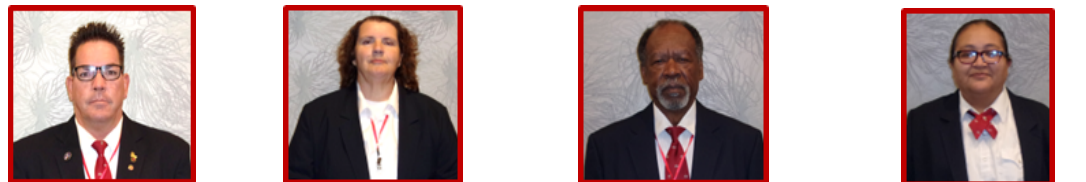


ED DAVID DARVIN BRUCE TOM D. PAUL



JEFF KIRK PETE JOSEPH TOM B. TIM

OUR SAFETY STAFF

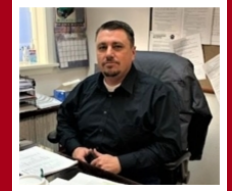


ROB ANNE WILLIAM ALEX
Trainer *Trainer* *Trainer/Dispatcher* *Fleet Maintenance*
Operator, AZ *Operator, CA* *Operator, CA* *Operator, CA*



Lynn Cox
Operations Manager, AZ

Lynn is responsible for operations of charter and tour buses in Tempe, AZ. She ensures excellence in customer service through direct communication with most clients. Lynn has 30 years of management experience, and over 15 years in transportation.



Brannigan Higgins
Fleet Maintenance Manager

Brannigan is responsible for oversight of all fleet maintenance for VIA. He has more than 15 years of experience in commercial bus industry maintenance. His certifications include ASE school bus brake and air systems, air conditioning, heavy duty diesel engine emission control course, diesel particulate filter maintenance, CHP training courses, CARB training, certified brake inspector, vehicle inspector and MCI, VanHool, Volvo, and Prevost training courses.



Cindy Kelly
Director of Sales and Marketing

Cindy is responsible for VIA's marketing and communications strategies, as well as overall branding and image. In addition, she is in charge of achieving annual sales targets and expanding VIA's customer base while she maintains strong, customer relationships. She has over 10 years combined experience in the transit and charter industries.

Our Office Staff



Ron Booher
Dispatcher



Kim Sely
Accountant



Stephanie Cardenas
Travel
Coordinator, CA



Lena Smith
Travel
Coordinator, AZ