

# VIA ROAD TRIP

The Quarterly Newsletter from 

## *In This Issue* **SAFETY IS OUR #1 PRIORITY**

### Meet The VIA 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 55 years of experience in transportation, over 45 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 25 years of transportation and management experience with VIA.



Fall is the perfect season for school field trips. With cooler weather and vibrant colors, it's the ideal time for students to explore beyond the classroom. But let's be honest—organizing a field trip comes with challenges, especially when coordinating schedules, pick-up, and drop-off points. With a reputable, reliable and safe company like VIA Trailways, you can transform a potential headache into a seamless adventure. Here's how to plan a smooth, stress-free field trip this fall.

### **Coordinating Pick-Up and Drop-Off Points**

The first step to a smooth field trip is ensuring the pick-up and drop-off process is organized. Designating specific areas at the school for loading helps teachers and chaperones ensure that no one is left behind. And when you arrive at the destination, having a plan for drop-off at busy locations like museums or parks is just as important. Many field trip spots have designated bus zones, and our experienced drivers already know how to navigate these areas with ease.

### **Mastering Schedules for a Seamless Trip**

Field trips can be a whirlwind of activity, and keeping to a schedule is crucial. Clear communication with your driver helps ensure everyone is on the same page, from departure times to the exact spot for pick-ups. Our drivers are punctual and work closely with teachers and staff to keep things running smoothly. You won't have to worry about rushing through activities or arriving late—the timing is in good hands.

### **Ensuring On-Time Arrivals**

Nothing disrupts a field trip more than late arrivals. Our drivers know the best routes to avoid traffic delays, so you can focus on enjoying the trip. Plus, their familiarity with common field trip destinations ensures that everything stays on schedule.

Planning a fall field trip doesn't have to be stressful. From organized pick-ups and drop-offs to on-time arrivals, our experienced team handles the logistics so you can focus on the fun and educational moments.

***Let's hit the road and make this fall field trip one to remember!***



# YOUR SAFETY IS OUR #1 PRIORITY

According to the National Safety Council and the U.S. Department of Transportation, traveling by charter bus is statistically safer than traveling by car or air when measured per mile. That's not something that comes down to luck. It takes prioritizing industry standards, training, technology, and preventative care.

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.

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.

Here are a few tips that will keep you safe during your travels:

## **Before Boarding**

***Arrive early:*** Get to the bus stop with plenty of time to spare.

***Stay a safe distance:*** Wait for the bus to stop completely before approaching it, and stay at least 10 giant steps away while it's pulling up.

***Be aware of drawstrings:*** Cords, toggles, or keychains on clothing can get caught in doors or handrails.

## **On the Bus**

***Buckle up:*** Seatbelts are mandatory for your safety, so keep them fastened.

***Stay seated:*** Remain in your seat with your feet and hands inside the bus.

***Know your exits:*** Familiarize yourself with the location of emergency exits, fire extinguishers, and safety hammers.

***Keep the aisle clear:*** Store personal belongings under your seat or in overhead bins, not in the aisle.

***Avoid distractions:*** Do not distract the driver or extend your arms or head out the window.

***Be mindful of stairs:*** Always use handrails when going up or down steps.

## **During the Trip**

***Follow the driver's instructions:*** Pay attention to and follow all directions from the bus driver.

***Report issues:*** Alert the driver or company staff if you have any safety concerns or notice suspicious activity.

***Stay with your group:*** At rest stops, stay with your group and avoid wandering in unfamiliar areas, especially at night.

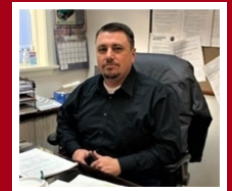
**When you charter a VIA bus, you have our assurance that your safety and satisfaction are our top priorities.**



**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 20 years in transportation.



**Brannigan Higgins**

## ***Fleet Maintenance Manager***

Brannigan is responsible for oversight of all fleet maintenance for VIA. He has more than 20 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**

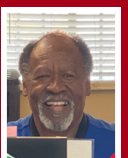
## ***Director of Sales and Marketing***

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 15 years combined experience in the transit and charter industries.

## **Our Office Staff**



**Ron Booher**  
*Dispatcher*



**William Gary**  
*Dispatcher*



**Kim Sely**  
*Accountant*



**Stephanie Cardenas**  
*Travel Coordinator*



**Lena Smith**  
*Travel Coordinator*

## **MARK YOUR CALENDARS**

Our offices will be closed for the following holidays:

**November 27-28, 2025- Thanksgiving Holiday**

**December 25, 2025- Christmas**

**January 1, 2026- New Year's Day**

## **Let VIA Trailways help with your trip planning!**

We offer charter bus service to all popular California and Arizona destinations.

**Contact us today at:**  
**[sales@viatrailways.com](mailto:sales@viatrailways.com)**

***From Skyline to Shoreline, Explore With Us***