



CONNECTION

Celebrating our people

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Take time to relax, unwind this holiday season

I hope everyone is looking forward to a well-deserved lull in business as we have moved into December, with schools mainly on vacation and paratransit running at lower volumes in the later stages of the month.

Looking back over the past year, it makes me proud to be part of Beacon Mobility family.

I thank you all for everything that you do, each and every day.

This season is a great time to spend time to relax and unwind and, enjoy time with those you love in your lives.

I will be traveling back to Scotland to see my Dad and the rest of the family during this holiday season.

While I love going back to see so many people in Scotland, from friends and family, I hate the weather, dark and raining!

May this holiday season bring you peace, joy, and much-needed rest.

I look forward to continued success and teamwork in the year ahead.

Happy Holidays!! ☐

Judith



During this holiday and Christmas season, it's a great time to spend with family and friends, as I will be traveling to Scotland to spend time with my father, along with so many others. PHOTO SUBMITTED BY JUDITH CRAWFORD

HAPPY HOLIDAYS

... from all of us
at Beacon!

WELCOME TO THE FAMILY



TransAction
Associates & Corporate Shuttles



Safety Minute Winter Weather

CLICK TO SEE
THE VIDEO →

For December's message, Rush Kamdar, district safety manager for Easton Coach, discusses how to drive safely with the winter weather here.

With drivers having to contend with the mix of snow or ice, it requires that those behind the wheel be vigilant to stay safe. With roads being slippery, it can make it a challenge to maintain control of your vehicle. To ensure the safety of both you and your passengers, it's best to exercise extreme caution when dealing with adverse weather conditions. That begins by maintaining a safe following distance from other vehicles. Also, avoid tailgating snow plows, and keep clear of driving too closely to large trucks. Stay safe this holiday season!





Alltown's Hajduk tabbed as top BeaconU E-Learner in November

As Beacon Mobility continues to grow, as the company now totals over 18,000 employees serving the transportation needs across 25 states, it continues to offer learning opportunities to employees, via Beacon University, or BeaconU.

For employees interested in expanding their knowledge across various subject areas, BeaconU has a wide range of course offerings.

Finishing with the highest number of hours completed for November

was Alltown Bus Service regional operations support manager Kelly Hajduk.

Overall, Hajduk completed 41 hours of BeaconU courses over the month, learning about a data visualization tool, Microsoft Power BI, and expanding her technical skills.

With all that she has learned with BeaconU thus far, she plans to get introduced to newer technologies and go beyond Microsoft Excel.

So far, she finds among the cooler things she has learned is about a "great breathing technique for presentation preparation."



Hajduk



Easton Coach driver touted for service on trip

In a letter sent by member of group trip to Lancaster, Pennsylvania, John Fella sought to commend the "excellent service provided by" 25-year-plus CDL driver Henrietta Trone.

In describing the level of service, Fella detailed, "Our driver was exceptional in so many ways. She was immensely helpful to our members if they needed help in managing

their luggage. She was personable, easy to talk to and offered helpful suggestions."

Regarding her driving prowess, Fella noted, "She was always on time and at the precise location. She drove the bus in a smooth manner, even in heavy or local traffic. On our way home, she was able to avoid a major construction delay by finding an alternate route."



Health Ride Plus paratransit driver Thomas Wieczorek was chosen as the winner of the third quarter driver excellence award. He is pictured with Health Ride Plus operations manager Lisa Clutter. PHOTO SUBMITTED BY MARK PRASKO

DS Bus driver receives card from school principal, student



At DS Bus Lines' location in Olathe, Kansas, driver Rita Richardson received a combination of an amazing card from the principal of the elementary school she drives a student for, along with a card from her student. PHOTO SUBMITTED BY RAED KANDAH





At Easton Coach, McKinney finds value in patience, being calm

Too often, we wonder about a job and what it involves. A lot of the time, assumptions are made on what a person does on each day in their job. In this segment of Connection, we ask an employee to tell us about their role, to learn from someone in those shoes.

This month's feature is on Abe McKinney for Easton Coach, who works at the company's Easton, Pennsylvania location. Abe has been working for the company for over 12 years.

#1: If you had to describe how a typical day at the office is for a motorcoach bus driver, how would you describe it?

Abe McKinney: It begins by starting early, getting the bus ready, preparing for the challenges, meeting your passengers' and clients' needs, making sure the bus is ready and safe, doing your safety checks – pretrip, a mid-day check at your destination and a final check when you get back to base. I enjoy the shows and dinners with our groups and make them feel comfortable, welcome, and most importantly safe. When the groups are having a good time, that makes me have a good time.



Easton Coach motorcoach driver Abe McKinney checks the oil on one of the company buses recently. PHOTO SUBMITTED BY HEATHER PETTY

#2: What unscheduled task or tasks arise regularly for a motorcoach bus driver, that can completely overturn a day and explain why.

McKinney: Traffic is number one, and number two, getting to a venue that is not expecting you. If they are not expecting you, it can create issues and frustration for the whole group. For example: a restaurant, not having room for the group or issues with traffic can cause them to miss their show. Drivers are involved with coordinating scheduling changes with the group leaders, and who they look to for solutions.

#3: What is the most valuable skill to have to become successful as a motorcoach bus driver and explain why.

McKinney: Safe driving and patience is key! Any changes that can happen, may happen, so patience is the only thing to get you through. Our group leaders admire when our drivers remain patient. Drivers are like the captain of a ship, how you react and take control affects the experience. If they see we are patient and calm, they usually follow our lead.

#4: What personality trait is ideal for a motorcoach bus driver to have, to help them in learning the position?

McKinney: Again, patience and another is being receptive to learning. No matter how many years you are doing this, there are always new things to learn. Also, be curious and ask questions. Asking questions means you care and want to do better every day.

#5: Spell out three things that a motorcoach



From the driver's seat of one of the motorcoaches in the lot at Easton Coach's main location in Easton, Pennsylvania, McKinney offers a wave and a smile. PHOTO SUBMITTED BY HEATHER PETTY

bus driver does on a daily basis, and why those tasks are crucial to their role.

McKinney: Pre/trip – It starts our day off right and eliminates changes that will cause daily failures.

Presentation – Dress professional, greet your passengers with a smile, and be attentive to the group's needs.

Preparedness – Know where you are going! We do our research before each trip, so we know where to park, how to get in and out and what route we need to go. ☐



At the company's office in Easton, Pennsylvania, Easton Coach motorcoach driver Abe McKinney reviews his upcoming route schedule with director of motorcoach and school bus Michelle Gerstenberg. PHOTO SUBMITTED BY HEATHER PETTY





Beacon Market rolled out to introduce company to TransAction

As Beacon Mobility continues to grow, a new way introducing Beacon to its newest family members was recently rolled out. Enter "Beacon Market."

For the December 7 event, Beacon employees set up tables inside TransAction Associates & Corporate Shuttles' garage in Woburn, Massachusetts.

The event offered an opportunity for TransAction employees to meet face-to-face with Beacon team members and executives. From there, questions could be answered on a variety of topics.

For many of the Woburn staff, they looked forward to learning about Beacon at the event. In the weeks leading up to the event, TransAction's management offered some basics about Beacon, following news of the acquisition.

As noted by Melissa Zampitella, executive director of the Alewife Transportation Management Association (TMA) for TransAction Associates, "I was looking forward to seeing the various departments. Along with what the benefits are.



New England regional director of maintenance Daniel Meagher, far right, listens along with fleet mechanic Louis Mejia, center, as vice president of maintenance Michael Rorison speaks during the Beacon Market event at TransAction Associates & Corporate Shuttles in Woburn, Massachusetts. PHOTO BY ANDRES CAAMANO



John Sullivan, Beacon's director of program management, left, speaks to transit manager Jim Assetta of TransAction Associates & Corporate Shuttles in Woburn, Massachusetts during the Beacon Market event. PHOTO BY ANDRES CAAMANO



During the Beacon Market event at the TransAction Associates & Corporate Shuttles facility in Woburn, Massachusetts, director of customer service Ryan Brophy talks to TransAction employees, including, left to right, director Sophia Galimore, graphic designer Lexy Santiago and marketing specialist Hanna Morris. PHOTO BY ANDRES CAAMANO

I also wanted to talk to folks who work there, one-on-one, to learn more about the company."

Having that opportunity to talk with Beacon team members in-person, proved as a benefit for many TransAction employees.

"I learned that Beacon is full of resources, some that we had prior, but many that we didn't," explained TransAction Corporate Shuttles dispatcher Timothy Meeker. "I found the staff well connected and knowledgeable, and everybody was on the same page that I was talking to. They were eager to answer any questions that we had."

The willingness to answer questions, paired with the number of employees attending at once, though, sometimes ended with less-than-ideal results.

For client services program manager Courtney Goldberg, she said, "I was hoping it would be an opportunity to meet some of the people and get a better understanding about the benefits. Things like paid time off or insurance, that kind of thing. At the finance table, I learned about transfers, which was helpful."

The value of face-to-face

For a company the size of TransAction Associates & Corporate Shuttles, having such an event to familiarize oneself with Beacon proved useful, noted assistant director of operations Deland Senatus.

"Having (CEO) Judith (Crawford) and senior staff there, it was nice to

be able to talk to them. It certainly eased people's concerns," said Senatus. For TransAction, a company he described as a "mom and pop shop," where higher ups regularly communicate with staff, connecting with Beacon's senior staff at the event went a long way.

Goldberg agreed, noting that "it's invaluable (to meet face-to-face to create a strong relationship moving forward). Just knowing who you are emailing and who you need to reach out to, that's hugely important. It was smart to have the senior people there. We have heard great things about Beacon from our senior management in the transition. It's great to see what they're saying (matches up), but you need to see it for yourself." □



Among the various booths for the Beacon Market event at TransAction Associates & Corporate Shuttles in Woburn, Massachusetts, was a "photo booth," with this trio of employees, driver John Nickerson; Karen Dumaine, transportation management association (TMA) director for Neponset Valley and driver Andy Foley, participating. PHOTO BY ANDRES CAAMANO





A day of learning about safety, workplace behavior for Salter employees

To best train drivers for Salter Transportation or NRT Bus' location in Haverhill, Massachusetts, on various topics, two annual sessions are scheduled.

Its most recent was held on December 7, in Salisbury, Massachusetts.

As noted by vice president of operations Maryann Kocur, "It's the first Saturday of every December, the (four-hour) in-service meeting. We are required to have eight hours of training every year."

The number of employees who participate is significant across the two locations, with operations managers, trainers and safety supervisors sharing the load as facilitators. Those attending the trainings sessions are predominantly drivers, but Kocur added, "if monitors want to attend, they can."

Featured in the training day's agenda were four different programs that participants rotated through: classes on sexual harassment, bullying, defensive/winter driving and danger zones. Each class ran for 35 minutes, with a team building exercise at the start, with a Lytx overview and a YouTube video session concluding the training, a TED talk featuring William Lamb, a university staff member in Cleveland, Tennessee.

Regarding the topic selection, Kocur noted, "The choosing of the topics are required by law, such as loading and unloading (Danger Zones) in August and December. Or bullying once a year. The other topics are according to our needs. Since we're in December, we went over winter driving."

Participants offered feedback regarding the training by answering questions in a survey on whether they found the topics relevant, enjoyed the breakout sessions and whether they could list Beacon's four core values.

At the training, Kocur noted that "drivers walked up to me, and said 'this has been the best meeting yet.' They really enjoyed the interactive session on sexual harassment, where they said they learned a lot."

Finding what works best

To best prepare for each of these train-



Salter Transportation drivers and employees learn about the "danger zone" around a bus in terms of what a driver can and cannot see around the proximity of their bus. PHOTO SUBMITTED BY MARYANN KOCUR

ing sessions, each session has either two to three speakers, where a trainer is "paired with a safety supervisor or operations manager," explained Kocur. "It's so that they become familiar with the topics, to facilitate the classrooms."

Among the more beneficial aspects of the day, Kocur noted, was with the team building exercise at the beginning of the training.

"During that exercise, we did it base on the core values. We broke them up into groups, had them come up with a team name, and assigned them a core value. For example, one group, calling themselves 'Yellow Thunder' worked on the value 'Do the Right Thing,'" noted Kocur. "We asked what you do as a team to live and breathe this value." The group wrote, 'As a team, we work together, we contribute, we drive safe, cover for other drivers, and treat others with respect.'

As part of the conclusion of the training day was a discussion about Lytx, where safety supervisor Linda Heitz outlined what a "risk score" entailed for an individual driver, and what it means for a region. From there,

she detailed that only a couple of drivers across the New England region had a risk score above 100. "They cheered themselves on for the region, being proud of themselves as a region." □



Left to right, NRT operations manager Sue Bellorose, and Salter transportation coordinator Kimberly Thibodeau and NRT transportation coordinator Holly Samataro prepare to sign in each of the participants in the Dec. 7 training event. PHOTO SUBMITTED BY MARYANN KOCUR



Among the driving courses that Salter drivers and employees participated in on December 7 in Salisbury, Massachusetts, dealt with defensive/winter driving. PHOTO SUBMITTED BY MARYANN KOCUR





Holidays and Parades A Perfect Combo



At a recent holiday parade in Northport, New York, Huntington Coach participated with the help of a refurbished high water rescue truck for the Northport Fire Department, which once again led the parade. On the truck, there were a colorful cast of cartoon characters, top center, along with director of client relations Paul Quinn Mori, top right, with his daughter, Quinn, who recently joined the fire department. PHOTOS SUBMITTED BY PAUL QUINN MORI Employees for the Alltown Bus Service's location in Decatur, Illinois participated in that community's Christmas parade. Among those on hand were above left, left to right, bus aide Rachelle Hines with Lamar and Richina. Above center, left to right, Hines, CDL driver Justin Russell, mechanic Zach Patterson (on hood) and safety and training manager Amanda Patterson. From inside the bus are, above right, left to right, Patterson, assistant manager Sunara Bradford and CDL driver Krystal Bennett. PHOTOS SUBMITTED BY SUSIE DEISCH

Christmas Celebrations



During a recent holiday party for Leesell Transportation employees, families took part in the festivities. Among the elements were Christmas inflatables, top left, left to right, drivers Maritza Santana, Malta Rivera, Julio Cesar Toledo and attendant Delise Reyes posing in front of a Santa inflatable, top left. Dressed as Santa Claus for another year's party was WE Transport safety manager Darrell Sullivan, above center, for one of many photos with happy children, including driver Jose Santiago's daughter. In addition to Santa, the Grinch (operations manager Alberto Centeno), above right, stand with attendant Lucy Lu Who and driver Juan De Los Santos. PHOTOS SUBMITTED BY ELIZABETH SHEPARD





Stepping Up on Boss Day



Above left, Left to right, CDL drivers Heather Slaughter, Jasmine Davis and school bus driver Kimberly Arceneaux, celebrate National Boss Day on October 16 with contract manager Wynisha Davis, along with school bus monitor Linda Despanie and school bus driver Ann Christopher, who surprised Wynisha Davis in celebrating the special day at the Lafayette, Louisiana location for DS Bus South. PHOTOS SUBMITTED BY WYNISHA DAVIS The Salter team took the time to celebrate National Boss Day for Maryann Kocur, including left to right, safety supervisor Linda Heitz, transportation coordinator Kim Thibodeau, operations manager Maureen Carter, charters & activities coordinator Brittany Potter, and transportation coordinator Amy West. PHOTO SUBMITTED BY MARYANN KOCUR

Ready to Drive Paratransit



At SCR Medical Transportation's location, three employees earned their CDL to begin driving paratransit. They included, left to right, paratransit drivers Farid Khamisi and Clarissa Barrozo, as well as trainer Nastassia Luke-Sanders (pictured with mechanics Jesus Guervara-Gomez and Draper Harris). PHOTOS SUBMITTED BY SUSIE DEISCH

Earning LEAP Recognition



LEAP graduates from SCR Medical Transportation, above left, stand with their leaders, from left to right, Regional Mobility Management Call Center (RMMCC) project manager Alex Persu with graduate RMMCC assistant project manager Victoria McCaster; project manager Shewana McDavis with graduate human resources business partner Lisa Maurer, and graduate safety manager Thomas Nickels with vice president of operations Kristin Persu. PHOTO SUBMITTED BY KRISTIN PERSU At Midwest Bus Sales, LEAP graduates general/sales manager Kenny Haydon, general manager Chris Wolff and general/sales manager Derek Vahey hold their certificates. PHOTO SUBMITTED BY JAY UCHTMANN Tri County Transportation and Health Ride Plus employees gather around Health Ride Plus director Mark Prasko, above right, center, holding his LEAP certificate. PHOTO SUBMITTED BY TISH REED





Secret Santa Excitement

ADROIT



A large group of ADROIT employees participated in Secret Santa this year. PHOTO SUBMITTED BY RYAN KING

Hanging Together



SALTER Transportation



At the Newbury, Massachusetts lot for Salter Transportation, a Local Motion charter bus sits alongside a few of the Salter school buses on a November afternoon. PHOTO SUBMITTED BY MARYANN KOCUR

'Tis the Season for Food Donations



VAN POOL

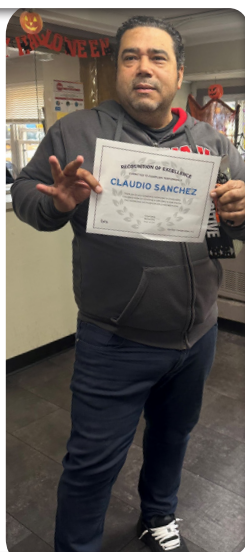


The Chelmsford, Massachusetts location for Van Pool and NRT recently dropped off a food drive collection to the Merrimack Valley Food Bank. Among those helping with the drop-off were SPED driver Aggie Rivera and monitor Johanny Morla. PHOTO SUBMITTED BY KERRY CALDEIRA As part of a food drive to benefit the Three Villages Teachers Association (TVTA), Rolling V CDL driver Karen Smith, holding baskets of candy, helps to hand out candy to the event attendees. PHOTO SUBMITTED BY LENA GENTILE As part of a food drive coordinated by Saint Anthony's of Padua Church in Rocky Point, New York, Beacon Mobility and WE Transport donated to the church's Thanksgiving food drive. Among those on hand for the donation, top right, included client relations project manager Sophia Iaccino far left, Susan Paulson (the church's outreach director), center, along with customer account manager Erin Sharkey and director of client relations Paul Quinn-Mori second right and far right. PHOTO SUBMITTED BY ERIN SHARKEY

Nothing Spooky About Safety



Royal Coach Lines driver Aracelis Ledesma Pou, left, far left holds up a "recognition of excellence" certificate, while monitor Lourdes Ortiz, also out of the Yonkers yard, holds a certificate of recognition. Claudio Sanchez, pictured right, holds up a "recognition of excellence" certificate also from the Yonkers yard. PHOTO SUBMITTED BY ANTHONY DELLICURTI



Proudly Certified



Five certified CPS techs on the Medical Transport Systems team hold their Child Passenger Safety Certifications earned in 2024, including, left to right, standing, Kyree Brown, Torrey Wallace, and Nathan Jamison. Sitting with their certificates are, left to right, Catherine Ferrell and Marcia Lavayen. The techs ensure the safety of students by properly installing all car seats and safety equipment in school van vehicles. PHOTO SUBMITTED BY NATHAN JAMISON





Decorating and Dressing Up



Buses were decorated during Fall Fest in Port Allen, Louisiana with Halloween-themed decorations, including this bus by trainer Brandon Jones with Chucky included, above left. PHOTO SUBMITTED BY RUSSELL LANCLOS At the Leavenworth, Kansas location for Easton Bus Service, drivers Sharon Scanlon and Dave Wallsmith dressed up for the holiday. PHOTO SUBMITTED BY SUZANNE FILES

Winning Smiles



The seniors of the City of Miami Department of Purchasing are all smiles, along with Franmar driver Cecilia Corthorn, center, who drove the group after they won a bowling tournament. PHOTO SUBMITTED BY LEIYEN DOMINGUEZ CHOY

Dressed Up to Ride



Cedar Bus monitor Zach Mulder, driver Krystle Sweeting, monitor Phillip Borgia, and drivers Kristyn Frost, Mark Cohen and Angelique Lown show off their Halloween costumes. PHOTO SUBMITTED BY DAN SPANGLER

Holiday Decorations



JYL Transportation NEMT driver Samuel Knous Sr. got in the holiday spirit with the Christmas decorations he took the time to spruce up his van for the coming weeks. PHOTO SUBMITTED BY KATIE RICHARDS

Birthday Celebration



Allegheny Transportation employee Debra Miller recently had a birthday, with a celebration that included some cake and a card. PHOTO SUBMITTED BY MACKENZIE KLINE

Bacon Fest Fun



Over two days in Easton, Pennsylvania, Palmer Transportation provided transportation during the Pennsylvania Bacon Fest, as drivers went all out in decorating their buses as well as dressing up for the event. Among the drivers to decorate their bus and dress up was Tandra McDanolds, shown in both pictures to the right.



PHOTOS SUBMITTED BY JILL HAHN

Team Time



For Sports Team Thursday, left to right, Transit Team safety administrator Majic Martin stands with Luis Ayala, customer service rep Becca Vandewettering and dispatcher Patty Argetsinger, dressed in their favorite team colors. PHOTO SUBMITTED BY ALISYN STUDEMAN





Happy Potluck

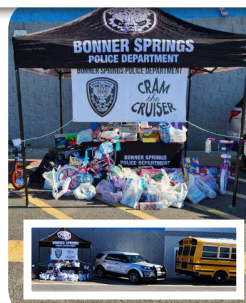
TRAVEL KUZ



Left to right, Travel Kuz CDL driver Margaret Pyfrom, school bus driver Robyn Crowningshield and 7D driver Jason Boutwell, take some time to enjoy some of the offerings during a November potluck at the Shelburne Falls, Massachusetts location for Travel Kuz. PHOTO SUBMITTED BY DAWN BROWN

Bringing Joy To The Children

MIDWEST BUS SALES



Midwest Bus Sales once again partnered with the local police department in Bonner Springs, Kansas, for the annual "Cram the Cruiser (and Bus)" toy drive. Among those to help was lead sales manager Phil Mathews, and his wife, Glora, above left, with the toys collected, above center, with the cruiser and bus (inset) shown to be filled with toys. PHOTOS SUBMITTED BY DEREK VAHEY The Chelmsford, Massachusetts NRT/Van Pool location held a toy drive, and dropped the donations off to All About the Kids in Lowell, Massachusetts. Pictured with the toys are, left to right, senior operations manager Kerry Caldeira, Haverhill operations manager Robert White, transportation coordinator Lisa Jackson, dispatcher Michael Thomas, SPED drivers Suely DeFreidas and Mercedes Santos. PHOTO SUBMITTED BY KERRY CALDEIRA

Driver Appreciation Day

MPCS

Midwest Paratransit Services paratransit driver Tommy Larson has an extra jump in his step on Driver Appreciation Day at the Shakopee, Minnesota location, while walking through the halls recently. PHOTO SUBMITTED BY JODI GLAZEK



Buses Packed With a Bow

STS OF NEW MEXICO



On December 4, STS New Mexico received five electric buses as additions to its fleet, as the location held a ribbon cutting event to inaugurate their arrival. PHOTO SUBMITTED BY FRANCES CUMPLIDO

Helping by Transporting And Serving

EASTON COACH



The Hazleton, Pennsylvania location for Easton Coach, along with Hazleton Public Transit, provided transport for a food giveaway sponsored by the Commission on Economic Opportunity in November. Drivers Tina Kimmel and Edili Ramirez (middle right) drove recipients, while vehicle washer Tony Columbo (middle left) volunteered as part of a group distributing food to the 53 people served. PHOTOS SUBMITTED BY GARY POTTER

