



James River Carey-er

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Company and Driver are UMA Award Winners

James River Bus Lines was awarded the Vision Award/Large Operators (15 or more coaches) at the United Motorcoach Association meeting held in January in Orlando, Florida. The company received this award because of its records on safety, security, passenger satisfaction, as well as its experience, financial strength, and overall integrity. President Stephen Story, who accepted the award on behalf of the company, was recognized as someone who employs "servant leadership" which emphasizes the leader's role as a steward of all the company resources.



Dwight Lacey, who works with the Amtrak contract in Norfolk, received the Safety Leader of the Year Award. This award honors an individual who has made a measurable impact on the safety culture at the company or within the industry. Lacey, who spent twenty-six years in the Navy, is a jack of all trades in his job of managing a small terminal where he oversees drivers, does light maintenance, drives a coach, and fosters good customer service with the client.



Just so you know...the women are dressed as they are because next year's meeting will be held in Las Vegas, Nevada. Near the end of each annual meeting, something is done to highlight where the next gathering will occur.

One aspect of being a professional is to display personal honesty and integrity.



Customer service involves knowing how to...

1. *...anticipate the customer's needs*
2. *...be respectful, yet friendly.*
3. *...deliver what we promise. .*



New James River Motorcoach Drivers in Training



On February 2, 2009, James River started training with a new group of Motorcoach operators. After a week of classroom training, the drivers have been on the road.

Carey also started a new group of drivers earlier this month, but a picture isn't available. Please welcome all these new employees to the company when you see them.

WOW Factor Winners for December and January

George Greene, Motorcoach driver for James River, was selected to receive the December award for the work he does in working with VCU's Elderhostel group. The client said she can always count on George to show the group the best of Richmond.

Tom Reitzel, Carey driver and driver trainer, was selected to receive the January award because of his dedication to the company and his job even though he has been dealing with serious health issues. His courage and spirit is inspirational to all.

"Souper" Bowl III

What has two tables of crockpots full of delicious soups and stews and is now an annual event in the Richmond office? It's the annual Souper Bowl held just prior to the football game of a similar name. It's one of our favorite traditions.



Yumm-o!

The President's Corner

I was very honored to accept the 2009 Vision Award on behalf of our company. With the emphasis on our values of customer service, safety, integrity, reliability, and teaming, we together achieved this wonderful company recognition. No one person is ever responsible for this type of award. In the near future, all employees will be receiving a special Vision 2009 lapel pin which I hope you will wear with pride knowing you were part of the company's success.

Watching Dwight Lacey receive his personal award was gratifying because his steady and top notch work was so deservedly rewarded. Please know that I take great pride and am grateful on a daily basis for the committed work of each of you.



*Stephen Story,
President*

