



James River Carey-er

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"I have learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

Maya Angelou (writer)

We Want YOU. . .to stay healthy!

Flu season has arrived once again. Please take good care of yourself with the following tips:

- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your mouth and nose when coughing or sneezing.
- Wash your hands thoroughly and often and always use soap.*
- Avoid touching eyes, nose, and mouth.
- Be sure to get the flu shot.

**How long should you wash your hands? Long enough to sing "Happy Birthday"! (THIS TIP COMES FROM A NURSE)*

FLU SHOTS

Employees in Williamsburg and Norfolk can get their flu shots at the Norfolk location on October 16, 10:00-12:00. Transportation to Norfolk is being provided for the Williamsburg employees.

This is free for employees, and at a cost of \$22 per shot, family members can also receive the shot.

IMPROVED EMPLOYEE BENEFITS

During this period of economic turndown for our country, most everyone is feeling the pinch in some way. Your employer is pleased to be able to provide improved benefits, even though the economy overall has been in a recession. An explanation of these changes was included as part of your August paycheck.

The highlights of your improved benefit package are:

- Increase in paid bereavement days
- Increase in the company's contribution to the 401(k) program
- Increase in the limited salary reduction for the 401(k)
- Change in seniority terms for wage increases
- Increase in the Safety Bonus
- Increase in the amount of short-term disability payment
- Addition of Martin Luther King, Jr., Day as a paid company holiday

Please review the details about these changes included in the flyer, and if you have questions, you may contact Diane Hall.

"WOW" Winners for July and August

Congratulations to JRBL employees who received recognition for "WOW-ing" the customers. In July, Sabrina Wortham was recognized for showing her initiative by sweeping her bus prior to departure. Such an extra effort as this demonstrates both personal pride and attention to detail that benefits the company as well. In August, a team of drivers in Norfolk were recognized for overcoming Mother Nature, traffic, and unexpected delays to provide excellent customer service to a group of military personnel who, despite unforeseen problems, were able to make their overseas flight on time!

Each of these "WOW" winners will receive a \$25 gift certificate from Target.

We need votes!!!!

We have entered a competition **for most environmentally** conscious transportation companies. Please go to the link below and vote. Please take the time to read our submission. It is a nice reminder of how much we do to conserve energy, reduce pollution and dispose of trash properly.

You can vote as many times as possible!
Tell your friends.

<http://www.busride.com/howgreen.asp?Category=Organization>



The President's Corner

So when did this bad economy start? It seems like a long time ago. I think we are all ready for it to get better soon.

Depending on what news you hear, we are slowly progressing out of this recession. Parts of our business are seeing some improvement already, such as Airport Connection, ODU and some Carey mini-coach work. We have also seen some NEW potential work with motor coaches and other contracts. We should receive official notification later this month that we will continue the Norfolk Airport Employee shuttle.

Our strategy has been to focus our advertising and marketing efforts on those clients who are still purchasing transportation service so that we can maintain a very high level of customer service for these clients. This seems to be working for us.

But I understand we have all made sacrifices because wage increases have been frozen. I really appreciate your understanding. Just like after 9/11, we have chosen to keep our workforce stable and not layoff our most important asset. We do not want to lose our great team members.

In the meantime, we have been able to increase some of our benefits, as outlined in the flyer included in your August paycheck. We are very fortunate and blessed that our business is stable. Though everything is not great, we know that other companies are a lot worse off than we are.

Steve Story, President