You have heard about this monumental event for the past year, and now it is finally come to fruition here at #ABAOmaha. ABA welcomes the Busworld Academy to our 2020 Marketplace. This two-day event brings operators, transit authorities, bus manufacturers, and national and international industry leaders together in one place to discuss the future of the bus and motorcoach industry. You’ll hear industry CEOs talk about the state and future of the North American bus and motorcoach market; technological challenges and trends in electric, CNG/LNG, and hydrogen powertrains; implementing electric and alternative fuel bus and motorcoach operations; driver hiring, training, and monitoring best practices; public and private cooperation and coordination between city, transit, and private bus operators; and autonomy and “mobility-as-a-service” in the industry. We are plotting the future, and you are in the driver’s seat!

Busworld Academy will be held in rooms 203/204 on Monday and Tuesday.

Thank you to sponsors ABC Companies, Motor Coach Industries, and Prevost.

Download the Marketplace app for real-time access to the schedule of events, your personal appointment schedule, education sessions, exhibitor list and booth map, add/cancel and no-show list, and transportation information. Search for “ABA Marketplace 2020” in the app store.
### EVENTS

#### NETWORKING & BUSINESS

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<th>MONDAY, JANUARY 13</th>
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<td>Booths Open 9 a.m.–6 p.m.</td>
<td>Location: Networking Floor</td>
<td>ABA Foundation</td>
<td>Silent Auction Bidding Open 7 a.m.–6 p.m.</td>
<td>Location: Foundation Booth</td>
<td>New York State Group Tour Operator Breakfast 7:45–8:45 a.m.</td>
<td>Location: Grand Ballroom</td>
<td>Sponsored by New York State Group Tours</td>
<td>Busworld Academy Reception 5:30–6:30 p.m.</td>
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### OPERATOR BREAKFAST

**For Operators Only**

**NEW YORK STATE GROUP TOUR OPERATOR BREAKFAST**

7:45–8:45 a.m.

**Location:** Grand Ballroom

*Sponsored by New York State Group Tours*

We know Monday mornings can typically be a drag, but this Monday morning at ABA will be fun and entertaining! Please join New York State Group Tours as they welcome and host you for breakfast and many laughs. You will be entertained by nationally acclaimed comedian Steven Rogers and you’ll have the opportunity to win some great prizes, too!

Hosted by New York State Group Tours, I Love NY, New York State Division of Tourism, and New York State Destination Marketing Organizations and their partners.

**ABA FOUNDATION**

**THERE IS STILL TIME FOR BIDDING!**

**LOCATION:**
ABA Foundation Booth

Head over to the ABA Foundation booth and place your bid on fabulous silent auction items up for grabs, or pick your favorite purse in the Purses for a Purpose area. All bids go to a great cause: Funding a Future! All bids close Tuesday afternoon. Don’t miss out!
### MONDAY, JAN. 13

#### 9:30–10:15 a.m.

**3001 | Taming the Email Beast for Gmail Users: Key Strategies for Managing Email Overload in Gmail**
*Randall Dean*
*Location:* Room 211
*Sponsored by:* Atlantic City

**3002 | The Five Dysfunctions of a Team**
*John Kennedy*
*Location:* Room 210
*Sponsored by:* US Tours

**3003 | Presentation Skills That Create Results for the Travel Professional**
*Dave Sheffield*
*Location:* Room 209
*Sponsored by:* The Army Historical Foundation Presenting the National Museum of the United States Army

**3004 | NTSB Update**
*Mike Fox*
*Location:* Room 206

**3005 | Driver Fatigue, Impacts on Scheduling and Dispatch**
*Bob Crescenzo*
*Location:* Room 207

**3006 | Review of the Upcoming Motorcoach Driver Training Requirements Panel**
*Location:* Room 208

**Busworld Academy Opening Session**
*Location:* Room 203/204
*Sponsored by:* ABC Companies

**Just a Bite of Busing on The Lookout**
*9 a.m.–9:14 a.m.
*Location:* Networking Floor

#### 9:30–10:30 a.m.

**3007 | Digital Marketing/LinkedIn**
*Terry Sullivan*
*Location:* Room 211

**3008 | Raise Your Standards, Improve Your Performance**
*Jacqueline Hayes*
*Location:* Room 210
*Sponsored by:* US Tours

**3009 | The One-Hour Strategic Plan**
*John Kennedy*
*Location:* Room 209
*Sponsored by:* US Tours

**3010 | Seatbelt Maintenance Working Group Meeting**
*Amaya and OEM Panel*
*Location:* Room 206

**3012 | Introducing the SYTA Motorcoach Vendor Safety Assessment**
*Michael Bowers*
*Location:* Room 202

**3011 | FMCSA Portal 101: Data Q’s and Crash Preventability Challenges**
*Robby Blevins and Stephanie LaPine*
*Location:* Room 207

**3013 | Solving the $20,000 Question: Limiting Engine-Related Pollution Control Breakdowns**
*Louis Hotard*
*Location:* Room 208

**CEO Panel: The State and Future of the North American Bus and Motorcoach Market**
*Location:* Room 203/204
*Sponsored by:* Motor Coach Industries

**Just a Bite of Student & Youth Travel Association**
*10–10:14 a.m.
*Location:* Networking Floor

#### 10:30 a.m.–12:00 p.m.

**3007 | Digital Marketing/LinkedIn**
*Terry Sullivan*
*Location:* Room 211

**3008 | Raise Your Standards, Improve Your Performance**
*Jacqueline Hayes*
*Location:* Room 210
*Sponsored by:* US Tours

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*Location:* Room 203/204
*Sponsored by:* Motor Coach Industries

**Just a Bite of Student & Youth Travel Association**
*10–10:14 a.m.
*Location:* Networking Floor

#### 11 a.m.–12 p.m.

**3007 | Digital Marketing/LinkedIn**
*Terry Sullivan*
*Location:* Room 211

**3008 | Raise Your Standards, Improve Your Performance**
*Jacqueline Hayes*
*Location:* Room 210
*Sponsored by:* US Tours

**3009 | The One-Hour Strategic Plan**
*John Kennedy*
*Location:* Room 209
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**Just a Bite of Student & Youth Travel Association**
*10–10:14 a.m.
*Location:* Networking Floor

#### 2:45–3:45 p.m.

**3014 | Taming the Email Beast for MS Outlook Users: Key Strategies for Managing Email Overload Using Outlook**
*Randall Dean*
*Location:* Room 211
*Sponsored by:* Atlantic City

**3015 | Zap the Gap: Generational Differences Reexamined**
*Meagan Johnson*
*Location:* Room 210

**3016 | Becoming the #1 Choice in a Crowded Market**
*Gerry O’Brian*
*Location:* Room 209

**3017 | New Safety Directors & Refreshers: Driver Monitoring, HOS Review, Exemptions, & Remedial Training**
*Keith Johnson*
*Location:* Room 206

**3018 | FMCSA Update**
*Loretta Bitner*
*Location:* Room 207

**National Park Service in 2020: What Can You Expect?**
*Ryan Hambleton*
*Location:* Room 202

**3019 | Changing Viewpoint: How the Evolution of Electronic Camera-based Mirror Systems Change the Way We See Things**
*Panel*
*Location:* Room 208

**Just a Bite of Profit From These Trends Influencing Group Travel**
*3–3:30 p.m.
*Jeff Gayduk*
*Location:* Networking Floor

#### 3–4 p.m.

**3014 | Taming the Email Beast for MS Outlook Users: Key Strategies for Managing Email Overload Using Outlook**
*Randall Dean*
*Location:* Room 211
*Sponsored by:* Atlantic City

**3015 | Zap the Gap: Generational Differences Reexamined**
*Meagan Johnson*
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*Location:* Room 202

**3019 | Changing Viewpoint: How the Evolution of Electronic Camera-based Mirror Systems Change the Way We See Things**
*Panel*
*Location:* Room 208

**Just a Bite of ABA Media**
*4:30–4:44 p.m.
*The YGS Group*
*Location:* Networking Floor
### PROFESSIONAL & INDUSTRY EDUCATION

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<tr>
<th>TECHNOLOGY</th>
<th>BUSINESS &amp; PROFESSIONAL DEVELOPMENT</th>
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<tr>
<td>4-5:30 p.m.</td>
<td>Implementing Electric and Alternative Fuel Bus and Motorcoach Operations</td>
<td>Location: Room 203/204</td>
<td>Just a Bite of Reputation Management 5:15–5:29 p.m. Melanie Hinton</td>
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**MONDAY, JAN. 13**

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<tr>
<th>4:30–5:30 p.m.</th>
<th>3020</th>
<th>Online Reputation Management Joel Felcher</th>
<th>Location: Room 211</th>
<th>Sponsored by New Hampshire Travel &amp; Tourism</th>
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<td>3021</td>
<td>Culture of Excellence Jacqueline Hayes</td>
<td>Location: Room 210</td>
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<tr>
<td>3022</td>
<td>The Fundamentals of Destination Storytelling Doug Motel</td>
<td>Location: Room 209</td>
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<tr>
<td>3023</td>
<td>Bus Maintenance and Repair Council (BusMARC) Roundtables</td>
<td>Location: Room 208</td>
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**SUNDAEMON, JAN. 13**

| 3020 | Online Reputation Management Joel Felcher | Location: Room 211 | Sponsored by New Hampshire Travel & Tourism |
|----------------|------|---------------------------------------------|-------------------|-----------------------------------------------|
| 3021 | Culture of Excellence Jacqueline Hayes | Location: Room 210 |
| 3022 | The Fundamentals of Destination Storytelling Doug Motel | Location: Room 209 |
| 3023 | Bus Maintenance and Repair Council (BusMARC) Roundtables | Location: Room 208 |

**SEMINARS CONTINUED**

### VOLUNTEER OF THE DAY

**SUNDAY WINNER**

Congratulations to our Volunteer of the Day winner for Sunday: Jenni Koval, Gaylord Opryland (Orientation).

Sponsored by Shepler’s Mackinac Island Ferry

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**ABA TODAY**

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MESSAGE FROM THE CHAIR

MARKETPLACE PROVIDES OPPORTUNITY FOR SUCCESS

EVERYONE ON YOUR TEAM CAN BENEFIT

I can’t believe we are halfway through Marketplace. I don’t know about you, but I am definitely feeling like time is flying when we are having so much fun networking, making business connections, and soaking up all the information shared in the education sessions. I hope you all enjoyed rolling back to the 1920s last night at The Durham Museum. I want to give a special thanks to our hosts, Visit Omaha and The Durham Museum, for their hospitality last night. But we are not done yet. Today is a special day as we debut the Busworld Academy. If you want to know what the industry will look like in the next five to 10 years, you don’t want to miss this two-day event. Also, today’s Best of Broadway All-Delegate Lunch, sponsored by Group Sales Box Office at Broadway.com, is a fan favorite. If you are still looking for recommendations for tonight’s Dine Around, the team at the Omaha booth can help you. And after dinner, if you want to participate in partying with a purpose, join us for the ABA Foundation Afterglow party at the Slowdown, sponsored by the Hard Rock Cafe International and Prevost. Have a great time and continue to help us raise funds for our ABA Foundation scholarship program.

LUKE BUSSKOHL, Arrow Stage Lines
2020 MARKETPLACE CHAIRMAN

NEED TO KNOW

TODAY’S LUNCH AND BROADWAY SHOW

Lunch will be served in Exhibit Hall A with doors opening at 12 p.m. The Broadway show will take place upstairs in the Grand Ballroom after lunch.
LIVE AUCTION: Energy and excitement continued to build throughout the ABA Foundation’s Live Auction, and bids came down to the wire for such items as tickets to the Academy of Country Music Awards in Las Vegas.

OPERATOR RECEPTION: “Sweet Home” Alabama displayed southern hospitality at its finest during Saturday evening’s Operator Reception.
APPOINTMENTS: Face-to-face appointments of just 7 minutes are enough time for buyers and sellers to establish a business relationship.

2020 BEST IN SHOW BOOTHS: First Place: Visit Baltimore (island booth); South Dakota Department of Tourism (large in-line booth); Wicked the Musical (small in-line booth); Louisville Tourism (large in-line booth); Ray Stevens CabaRay Showroom (small in-line booth). Second Place: Myrtle Beach Area CVB (island booth); Louisville Tourism (large in-line booth); Ray Stevens CabaRay Showroom (small in-line booth). Third Place: Branson CVB (island booth); Louisiana Office of Tourism (large in-line booth); Destination Cleveland (small in-line booth).

OPERATOR BREAKFAST: Operators enjoyed some country music with their eggs and coffee at breakfast on Sunday. Sponsor Tennessee Partners was excited to have Hilary Williams, Hank Williams’ granddaughter, providing entertainment.

INDUSTRY AWARDS: Judi Victor presented the BUSRide Good Stewardship Award to John Oakman, Independent Bus Company Inc & J&J Transit Inc./A Coach USA Co.; Pat Ziska presented the MCI Leadership & Environmental Sustainability Award to Coach USA; Ziska also presented the Women in Buses Award to Kim Grzywacz, CIT Signature Transportation; Don DeVivo presented retiring ABA Board member Chris Anzuoni with an appreciation plaque for his service.

ALL IN THE FAMILY: Marketplace Chairman Luke Busskohl welcomed attendees to the Operator Breakfast—including his son Noah.
FUN ON THE FLOOR: The Networking Floor continues to offer delegates an opportunity for fun and laughs.

BISC OPENING GENERAL SESSION: Safety First! ABA President & CEO Pete Pantuso was awarded a plaque from ABC Companies for ABA’s partnership with BISC, who is celebrating its 20th anniversary. ABA Board Chair Don DeVivo presented Carmen Daecher, Daecher Consulting, with the Norm Littler Award for his safety accomplishments in the bus industry. “Carmen Daecher has saved people’s lives,” said DeVivo. “That is his true legacy.”
SUNDAY OPENING CELEBRATION: The Omaha Street Percussion band brought rhythm and energy into the ballroom before Mayor Jean Stothert shared what’s new and upcoming in Omaha. Keynote speaker Mitch Joel wowed the crowd with his insight on how technology can connect your customers and your business like never before, and Joy Bartling, founder of Scatter Joy Acres, ABA Gives Back local charity, brought a few surprise visitors to the stage.

MEMBER-GET-A-MEMBER: Congratulations to Sandy Haines, group tour manager at Visit Myrtle Beach, for winning the 2020 ABA Member-Get-A-Member contest and taking home the grand prize of $1,000!

NEED TO KNOW

View all of the photos taken at Marketplace at abamarketplace.smugmug.com.
ABA NEWS

ABA WELCOMES NEW BOARD MEMBERS, THANKS MEMBERS LEAVING IN 2020

During the ABA Annual Meeting at Sunday’s Opening Celebration Lunch, ABA members elected five new members to join the Board of Directors. Congratulations to Luke Busskohl of Arrow Stage Lines, Omaha, Neb.; Scott Henry of the Martz Group, Martz Trailways in Wilkes-Barre, Pa.; Al Hutchinson of Visit Baltimore; Jodi Merritt of H&L Charter Company Inc. in Rancho Cucamonga, Calif.; and Michelle Wiltgen of National Interstate Insurance Co. in Lake Worth, Fla.

ABA Board member Cindy Brown, CEO of Boston Duck Tours in Boston, was named the 2021 Marketplace Chair, which will be held Jan. 29–Feb. 2 in Baltimore. Charlie Zelle was named 2021 Busworld North America chairman, which will be held Jan. 28–30 in Baltimore.

ABA thanks the following board members for their dedicated service to the board: Chris Anzuoni of Plymouth & Brockton Street Railway Co. in Plymouth, Mass., Steve Haddad of Bieber Transportation Group in Kutztown, Pa., and Linda Spruill of the Beau Rivage in Biloxi, Miss.

MONDAY DINE AROUND

DINE AROUND OMAHA
SATISFY YOUR CRAVINGS FOR STEAK, REUBENS, AND MORE

Sponsored by Visit Omaha

Flame-broiled, whiskey-doused, and wood fire-grilled are all delicious techniques Omaha has used to perfect its take on steak … after all, it’s in their DNA.

Omaha is also home to the Reuben sandwich. That’s right, it was invented here. The original recipe is still served at the Crescent Moon in the Blackstone Entertainment District.

But steaks and Reubens are just the tip of the culinary iceberg. Omaha’s dining experience ranges from innovative chef-created cuisine, sidewalk cafes, and burger joints to delicious drive-throughs, sweet shops, and ethnic eateries.

Visit Omaha has made tonight’s Dine Around easy. Scan the QR code above for a list of restaurants.

NEED TO KNOW

#ABAOMAHA SCHEDULE UPDATE
THE NATIONAL PARK SERVICE IN 2020: WHAT CAN YOU EXPECT?

Join us for a briefing from the Department of Interior’s Deputy Assistant Secretary for Fish, Wildlife and Parks Ryan Hambleton on revisions to 2018 National Park Service policy changes. He will provide an update on commercial use authorizations (CUAs) and entrance fees during two sessions:
• Today at 3 p.m. in Room 202 for all attendees.
• Tuesday at 8 a.m. during the Operator Breakfast sponsored by Guide Services of Washington.

Note: Breakfast will be held in the Grand Ballroom for this event.

ABA NEWS

BUSMARC KEEPS THE WHEELS ON THE BUS MOVING

BA’s Bus Maintenance & Repair Council (BusMARC) will meet Monday, Jan. 12, and Tuesday, Jan. 13, for sessions on the latest trends in maintenance and repair and off-site tours to ABA member facilities Arrow Stage Lines and REI. During the education sessions, attendees will hear the latest on issues and trends affecting bus operations.
OFFICIAL PLYMOUTH 400 SIGNATURE EVENTS AND PROGRAMS

Plymouth 400 consists of Signature Events and Programs designed to honor this historic anniversary on a global scale. Each of Plymouth 400’s commemorative events and programs highlight America’s story of exploration, innovation, self-governance, religious expression, immigration and thanksgiving. These legacies, sparked by these historic events, continue today as cornerstones of our nation.

PLYMOUTH 400 COMMEMORATION OPENING CEREMONY
An International Event  I  April 24, 2020
Location: Memorial Hall and surrounding area, Plymouth, MA

The ceremony will be a cross-cultural spectacle of historical content, visual and performing arts and more. Honoring the past and celebrating the future, each of the commemoration’s themes will be presented in creative ways. VIP invitations include national leaders, heads of state, and other international dignitaries.

OFFICIAL STATE HOUSE SALUTE TO THE 400TH ANNIVERSARY
September 14, 2020
Location: Massachusetts State House, Boston, MA

This Ceremony will honor the Pilgrim forefathers and Native people who are immortalized in the historic founding of Plymouth Colony. The rarely seen journal of Governor William Bradford will be on display and State legislators, the governor and other national and international dignitaries will be invited to speak.

EMBARKATION FESTIVAL
A Multicultural Festival
September 19, 2020
Location: Plymouth, MA, Harbor & Waterfront

This grand cultural and arts festival will honor the traditions, cuisine, and music of not only the original settlers and Wampanoag people but the diverse immigrants who followed and contributed to the fabric of American life. Invited dignitaries will include heads of state, celebrities, and students from around the world.

WAMPANOAG ANCESTORS WALK
August 1st, 2020
Location: Plymouth, MA

The Wampanoag Ancestors Walk will be led by people from the Wampanoag tribes of Massachusetts. Placards will be carried with the names of the original 69 villages of the Wampanoag Nation. Participants will pay homage to Massasoit and King Phillip and stop at designated sites to bless the spots where their ancestors once walked. The event will conclude with a drum ceremony and reception.

2020 THANKSGIVING EVENTS
Concerts: Nov 20
Parade: Nov 21
“One Small Candle” Ceremony: Nov 22
Thanksgiving Festival Events: Nov 23-24
Illuminate Thanksgiving: Nov 25
Location: Plymouth, MA

This series of events leading up to the Thanksgiving holiday, promotes gratitude and giving. Based upon Governor Bradford’s quote, “Just as one small candle may light a thousand, so the light here kindled hath shone unto many...” the One Small Candle Award is given to an individual who has positively affected many.

“OUR”STORY: 400 YEARS OF WAMPANOAG HISTORY
Regional Traveling Exhibit - Ongoing
Told from the Native perspective, “Our”Story is an educational exhibition created to highlight critical elements of Wampanoag history. This exhibition, created by a Wampanoag research and design team, travels regionally. The exhibit expands each year leading up to 2020 with new “chapters” in the history and culture of the “people of the dawn.”

INDIGENOUS HISTORY CONFERENCE & POWWOW
October 30-November 1, 2020
Location: Bridgewater State University, Bridgewater, MA

The conference will celebrate the longevity and continuity of America’s indigenous people. This cultural event will feature the historical and contemporary contributions of the Wampanoag and other Native nations, culminating in a traditional Powwow.

See website or contact us for details.  
www.Plymouth400inc.org
**LUNCH EVENT**
Monday | 12:20–2:25 p.m.
Lunch in Hall A (meal) and the Grand Ballroom (entertainment)

**IT’S SHOW TIME!**
EXPERIENCE THE BEST OF BROADWAY DURING TODAY’S LUNCH

An all-star show awaits you, featuring performances from Broadway’s most popular hits, presented by Group Sales Box Office at Broadway.com, your one-stop shop for group travel to New York City. An incredible lineup of shows will perform at this year’s Best of Broadway, with an unprecedented nine shows making their Marketplace debut!

Arrive early and grab one of the best seats in the house for a production that is sure to be one of the most talked about events of the week. Shows scheduled to appear include Caroline, or Change; Chicago; Company; Dear Evan Hansen; Diana; Frozen; Girl From the North Country; Jagged Little Pill; Mean Girls; Mrs. Doubtfire; Sing Street; Six; The Lion King; Tina: The Tina Turner Musical; and Wicked.

Sponsored by Group Sales Box Office at Broadway.com

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BROADWAY

ABA MARKETPLACE
BOOTH 1466
MAKE PLANS TO JOIN Fellow ATTENDEES AT THE Afterglow Party — the ABA Foundation’s Afterglow Party with Omaha’s 2019 Best Band Lemon Fresh Day at The Slowdown from 9:30 p.m. to 12:30 a.m. Enjoy drinks and live music, all while supporting the motorcoach travel and tourism industry. All proceeds go directly back to the ABA Foundation’s Fund a Future scholarship program.

Tickets are $60 and can be purchased at registration or on-site at The Slowdown.

Continuous shuttle service will start at 9:30 p.m. and run until 12:45 a.m. between all ABA host hotels and The Slowdown.

Sponsored by Hard Rock Cafe International and Prevost
Ocean City joins our state in celebrating the "2020 Year of the Maryland Woman." Our resort has long been a forerunner in women’s entrepreneurship as Ocean City women originated our hospitality industry opening the first hotels, resort boarding homes and inns.

Our Life-Saving Station Museum will feature a special exhibit, “A Feminine Touch: The Women of Ocean City.” This exhibit offers a glimpse into the trials and triumphs of influential women of Ocean City from the 1800s through the 1990s.

Our proximity to the Harriet Tubman Underground Railroad State Park & Visitor Center has made this new, free facility a must-see en route to Ocean City.

We celebrate these original Maryland women and encourage you to make these experiences a part of your O.C. area tour.
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