

Silver Linings

A NEWSLETTER FOR AND ABOUT THE ACADEMY FAMILY OF EMPLOYEES

VIII MMXXV



I hope everyone's summer is off to a wonderful start. I am thrilled to once again highlight drivers who received Frank A. Tedesco Driver Recognition Awards for the 2024 calendar year. The list of all the recipients is included in this newsletter along with many photos. Safe driving and exceptional customer service are the cornerstones of the reputation we've built over the past 50 years, and we're grateful to the many drivers who uphold those standards every day with professionalism and pride. As a company we are fortunate to have a breadth of service offerings and clients. Please check the latest news for some highlights of recent company happenings. Also, please make sure to check out the Benefits Corner for important information that can impact you and your loved ones. Finally, we appreciate everyone's continued efforts on behalf of the company and we remain focused on a strong finish to Q3.

2024 Frank A. Tedesco Driver Recognition Award Recipients Announced

We're proud to share that hundreds of our exceptional drivers have been honored with the 2024 Frank A. Tedesco Driver Recognition Awards. Named after our company's founder, these awards highlight the individuals who have consistently demonstrated the highest standards of safety, professionalism, and customer service throughout 2024.

At the heart of everything we do are two core values: safety and service. These principles define our culture and reputation, and this annual recognition shines a spotlight on the drivers who bring them to life every day. Our award recipients are more than skilled professionals—they are the face of our company, trusted by passengers and colleagues alike to deliver safe, reliable, and positive travel experiences.

From navigating busy city streets to supporting major events up and down the East Coast, our drivers work in demanding environments with dedication and precision. Their ability to adapt, solve problems, and stay focused on customer needs sets them apart—and sets the bar for excellence.

To all of this year's honorees: thank you for your unwavering commitment and outstanding work. You continue to move our company forward and make us proud.



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DRIVERS RECOGNITION AWARDS



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DRIVERS RECOGNITION AWARDS



FRANK A. TEDESCO DRIVER RECOGNITION AWARDS

2024 RECIPIENTS

BOSTON

10 years

Frantz Jean Baptiste
Jimmy Joseph

5 years

Pierre P. Souffrant

4 years

Kenol Hilaire

3 years

Wei J. Chen
Egidio Da Veiga
Chi Wah Ho
Tin N. Wu

2 years

Nicole Irving
Jean M. Mentor

1 year

David J. Dutra Jr.
John E. Luc
Julia B. Pierre
Xiaoli Wang

RHODE ISLAND

8 years

April A. Wheeler

7 years

Ibrahim K. Cissoko

6 years

Jill M. Correy

3 years

Robert J. Jackson

2 years

Jennifer J. Hartley
Michael H. Pelletier

1 year

Salvatore A. Boffoli Jr.

BRIDGEPORT

9 years

Wayne Daniels

5 years

Byron E.D. Bogle

4 years

Nelson Orama

3 years

Lavier L. Holman

Alice Mulero

2 years

Yvon P. Pressoir

1 year

Jorvany Lesperance

HOBOKEN

19 years

Lanville Greenwood

18 years

Arcangela Montero

15 years

Franklin Dominguez

13 years

Ely Cueto

11 years

Gary G. Burrofato

Edgar Domenack

10 years

Manuel A. Arias

Angel Cardenas

Elizabeth Concep-

cion

9 years

Funso Jinadu

Johnny E. Ramos

Bayas

Dimas Sanchez

8 years

William Daniels Jr
Clifford E. Jenkins

7 years

Nigel Nestor

6 years

Valentine E. Forbes
Rolando Gomez

5 years

Matthew J. Broad
Francisco A. Roque

4 years

Peter Belkin
Victor M. Dutan
Khaled M. Elridi

Brian L. Kim

German Lopez

Eddie Rodriguez

Leroy Wood

3 years

Guiulfo G. Collan

Conrad U. Marsh

2 years

Ronald Banks

Rafael Galarza

Sol I. Ocasio

1 year

Damon H. Chong

Ibrahim Gad

Jerry L. Jackson

Edwing E. Robles

Raul Rojas

TRI-STATE

22 years

Efrain Perez

20 years

Olmis D. Munoz

19 years

Dulemne Porquin

18 years

Jaime R. Noguera

17 years

Ronald Olivier

Randolph Williams

16 years

Griselda Frias

15 years

Rolando Canales

14 years

Omar Martinez

11 years

Antonio Casado

Eduardo P. Torres

DRIVERS RECOGNITION AWARDS

10 years

Denia J. Izquierdo
Teresa Rodriguez
7 years
Maheswaran Markandu
Lamont Williams

4 years

Minaldis Rosales
Ronald O. Wolfe

3 years

Abdallah Maarak

2 years

Dacir Cardona
Lita Chavez Vargas
Ramesh J. Parmar
Byron J. Pena-Rivera
Augustin Rios

1 year

Shadaaqua E. Bey
Sonia A. Chukwuma
Andrew C. Hall Jr.
Tommie L. Jenkins
Leonardo M. Linares
Jasmine D. Roberts
Ronald J. Sobers
Ricardo Valentin
Janice J. Williamson

UNITED

22 years

Julio Diaz

18 years

Antonio Peralta

16 years

Doris M. Luna

15 years

Oscar Arana
Santiago Cueto

13 years

Angel R. Medina

6 years

Jaime Villalba

5 years

Willy B. Guerra

3 years

Jose L. Cabrera Vallejo
Iliomac Exantus
Jose J. Manchego
Horel Merat
Jenny M. Pinto
Maria Fanny. Restrepo
Juan A. Tutiven

2 years

Blair Arboleda
David A. Balladares
Luis E. Bermudez

Cesar A. Cardenas
Angel A. Carmouza
Keith A. Henry
Bilal Kose
Nino H. Mayen
Jose B. Munoz
Frantzis Piercin
Luna Ricardo
Donald Ricks
Alberto A. Santelises
Estevez
Tuan G. Thai
Ernest L. Whitaker

1 year

Nana A. Ababio
Illerest Andre
Myrian J. Apupalo-Chisag
Jahmoll N. Castell
Junior Cosmay
Darcy E. Cuevas
Michelle Cutler
Jimmy I. Davis
Zuleidy M. Gomez
Marlon K. Harris
Jackeline Jimenez
Olusesan A. Odunowo
Nicolas Oquendo
Gregory M. Ovando
Moinville Ovil
Guytrell A. Parker
Sarah Y. Rice
James A. Ssebunya
Sharlet J. Williams
Kyle J. Young

LEONARDO

24 years

Juan Vazquez

23 years

Douglas Godette

18 years

Jose R. Martinez

16 years

Yamen Aly

Ruben Jimenez

12 years

Angel L. Rodriguez

11 years

Paul May

Alan Wong

10 years

Kin On Lam

7 years

Esteban Colon
Michael Rusinak
Pedro A. Sanchez

Charles Walz

6 years

Rustam Kamalov

5 years

Shankar Duarah

4 years

Rogelio Mansing Jr.
Guillermo A. Mayeregger
Lawrence Mckeown
Hyung K. Park

2 years

Marquise N. Dykes
Joseph Ruiz

TOMS RIVER

18 years

Glenn Martin

16 years

Oladapo Somoye

11 years

Richard Gess

8 years

Gener Robert

7 years

Lisamarie Giambatista

Gregory Grimes

6 years

Williere Jean-Louis

5 years

Ciro Polese
William Rodriguez Jr.

3 years

Golam M. Zulfiquir

2 years

Abu Z. Khan

1 year

Junior S. Jeune

WESTAMPTON

14 years

Frantz Camille

11 years

Anthony Adams

Vance Devlin

10 years

Nathaniel Mitchell

9 years

Horace Murphy Jr.

8 years

Michael Mcrae

Bobby Northern

7 years

Cherron A. Simmons

6 years

Gary Williams

5 years

Michael W. Cherry

4 years

Shaquel Howard
Kenneth C. Samuels

3 years

Calvin Brock Jr.

1 year

Trevor D. Edwards
Rashon A. Hemingway
Darius K. Jordan

BALTIMORE

9 years

Carlos E. Jordan Jr.

8 years

Linda M. Goodman

6 years

John S. Williams

5 years

Randall U. Pritt

4 years

Mamadou Biteye
Robert R. Booker
Karl U. Hairston Jr.
Anthony M. Johnson Jr.
Jennifer L. Sheets
3 years
Yvette D. Brewington
Cantrice L. Hainesworth
Ruben Alexander Mann
Anthony W. Plummer

2 years

George Harris
Stephon Marcell Jones
Tony Y. Rizkallah
Marcell T. Wade

1 year

Gregory D. Anderson II
Marbin L. Anderson Jr.
Nayirah Parker
Travis S. Watkins
Terry Wise

CAPITOL HEIGHTS

6 years

Daryl K. Alston
Nefetiria N. Scott

5 years

Darnell E. Hollinshed

4 years

Johnesha S. Tyler

3 years

Michael W. Artis
Armod J. Battle
Lawrence Robertson

1 year

Emmanuel S. Arthur
Frederick E. Baur
Kirkland M. Brown
Khalil E.A. Evelyn
Steven O. Glanville
Garfield Johnson
Brandon A. Jones
Ana D. Ventura
Stephone B. White

VIRGINIA

6 years

Jose R. Lozano

3 years

James E. Jones
Botie Zhao

2 years

Mauricio H. Amaya

1 year

Utain Hirunyakes
Ricardo D. Thompson Jr.

NORFOLK

1 year

Kenneth J. Bernard
Paulette H. Bracy
Augusta R. Fleming
Deric A. Hill
John T. Scott
Valerie J. West

RICHMOND

1 year

Yousou Boye
Johnnie R. Dean
Hallie M. Law
Bobby L. Lewis Jr.
Robert H. Stoneman Jr.

DURHAM

9 years

Wendell K. Mims

8 years

Johnnie L. Moore

7 years

Karla L. Crockett

6 years

Kevin D. Micheal
Sherard L. Richardson

5 years

Mendoza E. Alston

Wade H. Sams

4 years

George L. Blackstock Sr.
Esther M. Pettiford

DRIVERS RECOGNITION AWARDS



FRANK A. TEDESCO DRIVER RECOGNITION AWARDS

2024 RECIPIENTS *cnt.*

2 years

Herman Jones
Jerry L. Roberts
Macon R. Smith
1 year
Linda G. Rowe
Anthony Wright

CHARLOTTE

8 years

John F. Williams

6 years

Johnny Vellon
3 years
Tanya R. Campbell
Brian K. Hayden
Jaime E. Hermida
Joy Kunnappillil

2 years

Michael J. Reese

1 year

Phil S. Bohannon
Khadijah L. Clark
Kimberly G. Dean
Larry Graham
Leatha B. Mccrorey
Ahja J. Mccullough
Nuria S. Orellana Fiallos
Judah Reddaway
Reanata Spears
Beverly A. Sutherland
Pamela A. Whitley
Christie C. Williams

ATLANTA

3 years

Kenneth L. Marshall

2 years

Kathleen N. Goodspeed
Christopher Scott

1 year

Joe P. Lester Jr.
Shawana R. Pempleton
Xavier F. Ray
Frederick C. Solomon

JACKSONVILLE

7 years

Edward D. Carter Jr.

4 years

Nelson Rivera

3 years

Dale Finley
Bobby J. Kennedy Jr.

2 years

Benito Gonzalez
Michelle E. Johnson

1 year

Kenneth N. Atwell

TAMPA

7 years

Michael J. Jubinville Sr.

6 years

Sandra A. Dias
Clyde D. Pittard
Kendrick H. Thomas
Dennis Vorob

5 years

David M. Martin

3 years

Carl F. Moenius
John Ujka
2 years
Ozell Hicks
Luis D. Medina Ortiz
Michael A. Smith

1 year

Harold K. Reynolds
Gregorio Rosario

ORLANDO

13 years

Alesander Domenech

8 years

Nelson R. Borges Garcia

5 years

Marco A. Caru Aedo

4 years

Andres F. Moreno-Correa

3 years

Edwin L. Matthews

Roniel Oriscar

2 years

Garfield D. Brown

Tennille A. Brown

Philip B. Capps

Smith Cautin

Elie Charles

Marquis T. Doy

Jose J. Espailat Fondeur

Linton McDonald Jr.

Alphonse Pierre

Lourdes J. Roman

Ewan A. Sommerville

Alberto Ventura

Massillon Vertus

1 year

Jimmy E. Aragon
William E.H. Bunting
Juan P. Carmona Yopez
Edouard Cetoute
Judes Damus
Timothy J. Giandomenico
Jean L. Gornail
Steven C. Jennings
Lloyd L. Law
Francky Louis
Mickael Louis
Jose E. Lozada
Guillermo Nieves
Juan U. Ortiz
Milton F. Pacheco Romero
Sergot Pierre
Nabil A. Ramadan
Gabriel M. Rengifo
Edgar E. Rodriguez

Jerald D. Russell

Schiller Salomon

Frangely Sanchez Muratti

Jose L. Torres

Romel Verone

Glenn A. Wallace

WEST PALM BEACH

9 years

Marlon A. Bogle

7 years

Anthony G. Cherry

6 years

German Santos

4 years

Raul Castro

Ariel Delgado

3 years

Pierre Alain Deneus

Thomas Higgins

Kala C. Wilson Williams

2 years

Reginal Antoine

Jodes Elveus

Kimani T. Ennis

Thomas L. Tilotta

1 year

Thomas J. Alford Sr.

Wilbert Auguste

Prosper Bocaille

Robert S. Brown

Keith D. Collins Sr.

John A. Contacessa

Rony Exavier

Latoya S. Harvey

Louis M. Monfort

Raul Vega

Shaniqua R Williams

FORT LAUDERDALE

9 years

Dellis E. Forbes

William A. Roberts Jr.

8 years

Dwayne D. Harper

6 years

Flor D. Bonilla

Celio Confianza

5 years

Reginald Bruno

Alfonzo E. Dorsainvil

Kenisha T. Duehart

Sandra Gonzalez

Gregory Mickens

Oscar G. Sevilla

Ronald M. Smith

Jorge Socarras

4 years

Irvin C. Atwell

Yamil A. Barriga

Derita Brooks

Leonel Gonzalez

Alvin T. Maultsby

3 years

Blas D. Delgado

Jeffrey L. Hanna

Benjamin A. Herring

2 years

Deliva Alexis

Anderson Brutus

Jesus Chacon Hernandez

Nicholas J. Graves

Lawanda C. Penn

Marvin J. Reyes

Andrew C. Richardson

Jose C. Rodriguez

1 year

Kenneth G. Chambers

Reggie C. Clark

Albert M. Guerra Nunez

Alexander Padron

Serrano

Onel Thelor

Renier Torres Rivero

**We appreciate your
outstanding dedication
and service.**

LETTER OF APPRECIATION

Subject: Letter of Appreciation

Dear Mr. Tedesco,

I am writing this letter to spotlight one of your employees, Mr. Mike Debalko, Dispatcher at the Westhampton Park and Ride depot/office, Exit 5 off the NJ Turnpike.

On 4 June 2025, my husband and I departed Port Authority and intended to board the Academy bus back to Exit 109 Lincroft stop. We spent an enjoyable day in NY City seeing a Broadway show. We approached Gate 3, had our virtual tickets scanned after confirming this was the correct bus going to Lincroft, and boarded the bus just outside Gate 3 doorway.

However, there were two buses there, and we got on the wrong bus. Once we passed the exit on the NJ Turnpike for the Parkway, we realized that we were on the wrong bus. A brief conversation with another passenger confirmed our suspicion.

At the first stop, Westhampton Park and Ride, we told the driver of our dilemma, and he advised us to cross the street to the Academy Depot and speak to the dispatcher. The dispatcher that greeted us at the door was Mike Debalko.

Mr. Debalko went out of his way to make us comfortable in the waiting area, providing bottles of water, charging our phones, and showing us the restrooms. His office was



closed at this time, but he provided us with a cool space out of the heat, in a safe environment that was off the sidewalk. He researched various train and bus routes that would get us back to Lincroft. He also made a few phone calls and did some research on how we so easily and unknowingly made our error. He showed us the camera footage from Port Authority and that is how we all realized there were two buses at Gate 3. After our tickets were scanned, we weren't told to proceed to the bus on the right (the correct bus), and obviously we went to the bus on the left.

Since it was late in the day (after 6pm timeframe) the options for return transportation to Lincroft were rare, and the only solution was to take a train to Trenton, switch trains and proceed to Penn Station Newark, and then take the coastline train to Red Bank. At which point we would take local transportation to Lincroft. That would put us home @ midnight. At that point Mike went out of his way to speak to his supervisor.

Mike commutes to his dispatcher job in Westhampton from his home just north of Lincroft. He got permission from his supervisor to take the company car and drive us to Lincroft and drop us off on his way home. We were thrilled to accept that offer! We arrived safe and sound at Exit 109 Lincroft hours before any public transportation would have delivered us there.

We are so incredibly grateful to Mike Debalko for his kindness, willingness to help a stranded and distressed couple in need, and for going above and beyond to help us. Mike truly is an exceptional person, and your company is privileged to have him as an employee. He is your face to the public, and as your good-will ambassador he hit this one out of the park!

Mike Debalko deserves recognition and an award for his outstanding customer service. Academy Bus could not have a more appreciative customer in my husband and I, and we are proud to tell all our friends who travel to the city for shows, sporting events, or a job commute, our story, and what a great company you have.

Please extend our heartfelt thanks to Mike once again.

Sincerely,

Mary & George Buchwald
Mary & George Buchwald

LATEST NEWS

MARK TEDESCO APPOINTED TO NEW USDOT TRANSPORTATION ADVISORY BOARD

We're proud to announce that Mark Tedesco has been appointed to the U.S. Department of Transportation's new Transportation Advisory Board. The Board, which held its first meeting in early July at the Eisenhower Executive Office Building, will advise on national transportation policy, infrastructure investment, and industry innovation.

Mark will represent the motorcoach and commercial passenger carrier sector, offering key insights on challenges like idling regulations and urban congestion.

"It's an honor to represent our industry," said Tedesco. "We must ensure motorcoach operators have a voice in shaping sustainable and connected transportation solutions."

The Board will focus on infrastructure modernization, tech investment, regulatory reform, and public-private partnerships.

Congratulations Mark! To read the full press release visit academybus.com/newsroom



QUICK RESPONSE, OUTSTANDING TEAMWORK

Kudos to our staff and drivers for stepping up to handle a last-minute service request at MetLife Stadium during the NJ Transit rail strike. With trains out of service, Academy quickly mobilized buses and drivers to provide post-concert shuttles from the stadium to Secaucus Train Station.

From rapid planning and logistics to flawless on-the-ground execution, the professionalism and commitment of our team ensured a smooth experience for thousands of concertgoers. Large-scale events like this are never easy, but your teamwork, reliability, and positive attitude made all the difference.



FORMULA 1 MIAMI GRAND PRIX

The F1 Miami Grand Prix delivered all the thrills—fast cars, unforgettable moments, and even weather (yes it rained). We were proud to be right in the middle of the action again this year, supporting the logistics behind one of the most electrifying events in motorsports.

Providing transportation for a world-class event like this requires meticulous planning, close coordination, and a commitment to excellence—and our team rose to the challenge. A big thank you to our partners at Hard Rock Stadium for their collaboration and support throughout the event.

To everyone who weathered the storm, brought the energy, and helped make it all happen: thank you.



FIFA CLUB WORLD CUP

The FIFA Club World Cup came to an exciting close at MetLife Stadium in New Jersey, wrapping up a month of competition showcasing some of the world's most iconic clubs.

Our staff executed service for teams, referees, and FIFA staff across New Jersey, Philadelphia, Washington, D.C., Charlotte, Atlanta, Orlando, and Miami.

From tight schedules to complex logistics, our staff and drivers delivered with teamwork, expertise, and professionalism.

Next stop: the FIFA World Cup—who's ready?



RHODE ISLAND BASEBALL WINS ATLANTIC 10 CROWN

Rhode Island-based driver April pictured with the University of Rhode Island Baseball Team who captured the Atlantic 10 Conference Championship at the end of May.

Rhode Island won its third Atlantic 10 Championship, knocking off No. 2 seed George Mason to win the league title for the first time since 2016. The top-seeded Rams won all three of its games in the championship, earning the A-10's automatic bid to the NCAA Baseball Championship.

Shoutout to April for safely moving the team to and around Tysons, Virginia during the multi-day tournament.



ACADEMY SUPPORTS ABA AND USDOT INITIATIVE

The American Bus Association joined U.S. Department of Transportation's Great American Road Trip Expo to celebrate the start of the summer travel season. Academy donated a custom-wrapped motorcoach featuring the slogan #BusesMoveAmerica.

ABA's Senior Vice President of Public Affairs and Government Relations, Callie Hoyt, noted the industry's growing momentum: "Motorcoaches are the original shared mobility solution, and today's event underscored how essential they are to the American travel story. The new direction and energy at ABA, coupled with a renewed sense of purpose across the industry, is what led Secretary Duffy and the Department of Transportation to ensure motorcoaches were a key part of this celebration. The numbers tell the story: in 2024, both total passenger miles and total miles driven by motorcoaches increased 6%. The growth reflects what we're seeing every day - not just on the roads, but here in Washington, too. The motorcoach industry is moving forward, and we're proud to help lead the way."

Academy was thrilled to assist ABA in promoting and advocating for the motorcoach industry at the event.



DRIVER MAXIMO MARTINEZ RECOGNIZED

Orlando-based driver Maximo Martinez made a strong impression during the FIFA Club World Cup - so much so that he was invited to help kick off a recent match at Camping World Stadium.

Well known among colleagues and clients for his passion for music, Maximo had the unique opportunity to share his talents with a much larger audience during this high-profile event. His enthusiasm and positive energy continue to reflect the spirit and professionalism our team brings to every assignment. Congratulations, Maximo, on this well-deserved recognition!



ACADEMY SUPPORTS U.S. OPEN GOLF CHAMPIONSHIP IN PITTSBURGH

What a week it was in Pittsburgh!

Academy was proud to assist with the transportation for the U.S. Open Golf Championship at the legendary Oakmont Country Club—one of the most iconic venues in the sport.

Delivering seamless transportation for a major event like this requires extensive planning, coordination, and precision. In the months leading up to the tournament, our team worked hand-in-hand with event organizers to map out detailed routing and logistics to ensure smooth operations from start to finish.

Thanks to the dedication of our experienced staff and the strength of our partnerships, the event was a great success. We're proud to have played a key role in supporting such a prestigious championship and helping to deliver a world-class experience for all involved.



EZRIDE EXPANDS SERVICE IN BOSTON

In June our client, EZRide, held a Ribbon Cutting Event in Cambridge, Massachusetts.

The service, operated by the Charles River Transportation Management Association, recently expanded new mid-day and weekend service.

EZRide has been operating since 2002, but until recently, its buses only provided service during peak commuting hours, Monday through Friday.

The new schedule, which took place on Monday, April 14th, "is a key opportunity for Kendall Square to better serve its workforce with flexible hours and improve transit access for Cambridge residents and visitors outside of (typical) commuting hours," said Tom Evans, Executive Director of the Cambridge Redevelopment Authority.

Academy is thrilled to expand our relationship with the Charles River Transportation Management Association and the EZRide service.



COMPLIMENTS

“ By the way – while I have you, I wanted to say a huge shout out to **Dana Sutter** (Westampton Sales). She’s the best to work with and makes our jobs so easy and Academy is really lucky to have her as an employee.”

MARIA P., *Drexel University Athletics*

“ I want to take a moment to sincerely thank all of you for the incredible support you provided this week. Between several unplanned AirTrain outages, an extended planned shutdown, and the additional coordination for Bring Your Sons and Daughters to Work Day, I know it wasn’t an easy week. Despite the challenges, you all rose to the occasion and showed great teamwork. Your efforts truly made a difference! Please extend my thanks to the drivers who exhibit outstanding professionalism!”

DIANA E., *Port Authority of NY/NJ*

“ Good afternoon and I hope you are doing well. I wanted to reach out and express a token of gratitude towards Academy Bus Company and most of all to our bus driver **Anthony Plummer** (Baltimore Operations). This was the second time having Anthony as our driver to Boston for the Marathon and his professionalism, knowledge, experience, and most of all his smile were a step above all others. Just wanted to say thank you and give credit where credit is due.”

NATHAN N., *US Naval Academy*

“ Thanks so much for sending **Hyung Park** (Leonardo Operations). His driving skills, professionalism and courtesy made our travel to PNC effortless. The drive there and back was very comfortable.”

RUTH V., *Saint Peter’s University*

“ Wanted to drop a note and tell you how great our driver was on our trip this weekend. **Mike Steward** (Charlotte Operations) was awesome. I still don’t know how he got us to Myrtle Beach on the back roads, but I might use that same path myself when I figure it out.”

DAVID V., *Winthrop University*

“ Just wanted to send a quick email and give you a huge THANK YOU! We had a great trip, and our driver, **James Spicer** (Raleigh-Durham Operations), was wonderful! ”

TERESA K., *St. Thomas Moore Catholic School*

“ We wanted to take a moment to recognize **Louie Berkheiser** (Orlando Operations). Through the past couple of weeks of Disney Created Spring Training he has been an amazing partner and open communicator which has helped us be able to better support our Guests. His partnership, communication, and ability to go above and beyond in finding lost/left behind belongings and returning them to Guests have created great Guest service. Just wanted you to be aware of how appreciative we are of having the support and partnership throughout our program and the impact Louie has had.”

JUSTIN A., *ESPN Wide World of Sports*

“ I wanted to reach out to you and let you know that the 6th graders trip to Washington, D.C was amazing. They had a wonderful time and the driver **Chris Washington** (Leonardo Operations) got a lot of praise from both the students and teachers. We’d like you to keep him in mind going forward on some of our trips in the future.”

MARY B., *Saint Davids School*

“ Once again, your drivers were awesome. Very personable and helpful in every way. **Christine Kyer** (Baltimore Operations) and **Derrick Clowney** (Baltimore Operations) were always on time and very kind. Thank you for all you do to make our yearly Washington, D.C. trip successful.”

B.J. T., *Zane Trace Middle School*

“ Just wanted to let you know that the Men’s Lacrosse team LOVED their bus drivers this past weekend at Cornell. They would like to request them moving forward for any trips. They were also very appreciative of the new updated buses. **Charles Walz** (Leonardo Operations) and **Marquise Dykes** (Leonardo Operations) went above and beyond for the group and were incredibly professional.”

JESSICA M., *Princeton University Athletics*

“ I wanted to take a moment to share our appreciation for our driver, **Orlando Upshur** (West Palm Beach Operations), who recently transported the Sacred Heart Youth Group to Atlanta, Georgia. Orlando was outstanding, professional, patient, and highly experienced. His calm demeanor and attentiveness made the entire group feel safe and well cared for throughout the trip. It was truly a pleasure having him as our driver. Please extend our thanks to him, and we hope to have him again for any future trips.”

SALOME M., *Sacred Heart Youth Group*

“ Can we send a shout out to driver **Scott Tredway** (Virginia Operations) out of the Virginia terminal? He did our run on Sunday and again this morning and he was amazing, truly a pleasure to work with, patient and kind!”

JESSIE D., *CMI Management, LLC*

“ I’m writing to express our sincere appreciation for the outstanding service provided by our bus driver, **Arnold Hudroge** (Baltimore Operations), during our recent trip for Bethel Experience Plus. From the moment we boarded, Arnold was courteous, professional, and incredibly skilled behind the wheel. The ride was smooth and timely, and he handled everything—from navigating traffic to assisting passengers—with great care and patience. What truly stood out was Arnold’s friendly demeanor and attentiveness. It was clear that our comfort and safety were a top priority throughout the journey, and that made a big difference in the overall experience. Please extend our thanks and recognition to Arnold for a job well done. We would be delighted to travel with him again in the future.”

PEDRO O., JWTrips

“ I just wanted to give a shout out to our driver for yesterday’s trip, **Darrell Wallace** (Orlando Operations). He was a GREAT driver! Very professional, was early, we had a safe ride both to and from the park and arrived ON TIME! He communicated with me upon arrival and made sure I was aware of his location. I really appreciate the kindness and professionalism he showed to not only me but to everyone on the trip! Thank you so much for assigning him to us!!”

JACKIE F., University High School

“ I hope this message finds you well. I wanted to express my sincere gratitude for your outstanding performance and support during the recent FAA outage event. Your dedication and professionalism were instrumental in navigating the challenges we faced, and your efforts did not go unnoticed. Thank you once again for your partnership and commitment. We truly appreciate your hard work and look forward to continuing our successful collaboration.”

ALEX H., United Airlines at Newark Liberty International Airport

DON'T PUT OFF NAMING A BENEFICIARY

Some things just shouldn’t wait—like getting your oil changed, seeing the dentist, filing your taxes... or updating your beneficiary.

If it’s been a while, or you’re not sure who’s currently listed on your retirement plan account, now’s the time to make it a priority.

It’s So Easy

If you need to add a beneficiary or make an update, all you need is the name and date of birth of each beneficiary. Note that Social Security numbers are optional.

Why is this so Important?

Life moves quickly, and circumstances can change. By keeping your beneficiary information up to date, you can ensure that your assets will be distributed the way you want. Staying on top of your beneficiary designation can also help your loved ones avoid unnecessary costs and delays.

For example: If you do not designate a beneficiary, your assets may have to be distributed through your estate, which could cause delays and potential probate costs. Your money will go to whoever is listed on your account, regardless of what your will says

Important!

If you are married, your primary beneficiary is typically your spouse. If you wish to name someone other than your spouse as your primary beneficiary, you must complete a Designation of Beneficiary Form, which requires a spousal consent signature. You can download the form at rps.troweprice.com or call 1-800-922-9945.

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