

TUESDAY

#ABAOmaha | ISSUE 4 OF 4

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ABA TODAY

AMERICAN BUS ASSOCIATION | JAN. 10-14, 2020

OMAHA

MESSAGE FROM THE CHAIR

THANK YOU FOR A MEMORABLE MARKETPLACE

SEE YOU IN BALTIMORE IN 2021!



I can't believe it is the last day of Marketplace. It has been an honor serving as your chair this year, and it has especially been an honor to have you visit my hometown. I hope you have fallen in love with Omaha as much as I have. It is definitely a city you likely didn't even know should be on your bucket list.

As we close out another successful year, I want to remind you that we are not done yet. We are still rolling with appointments, education, and networking opportunities. We are in the second day of our inaugural Busworld Academy, and it is also off-site day for our BusMARC attendees. The ABA Foundation Silent Auction and Purses for a Purpose close this afternoon, so please make those last-minute bids. This week has been a truly amazing experience for me, and I want to thank each and every one of you for making my job as chairman easy and fun. I look forward to ending this rewarding week with you all tonight at our closing event sponsored by Visit Baltimore, our 2021 Marketplace host city. I guarantee that our friends from Charm City will not let us down!

LUKE BUSSKOHL, Arrow Stage Lines
2020 MARKETPLACE CHAIRMAN

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.*



ROCK, RIDES & FOOTBALL

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Stop by booth #1124 to enter to win a trip to Cleveland. | Join in at THISISCLEVELAND.COM | #ThisisCLE



Scatter Joy Acres.

YOUR #ABAOMAHA EXPERIENCE

Want to know what your fellow attendees are saying during ABA's Marketplace? Check out our Twitter wall in the Education Bites area. Don't forget to use #ABA Omaha and @AmericanBusAssn in all of your social media posts this week and you may win a prize.

Sponsored by DC Trails



SCHEDULE

Tuesday, Jan. 14

EVENTS

NETWORKING & BUSINESS



	REGISTRATION	NETWORKING FLOOR EXHIBIT BOOTHS	ABA FOUNDATION	MEAL FUNCTIONS	SPECIAL EVENTS	BUSINESS FLOOR APPOINTMENTS	FIRST-TIME STAR DELEGATES	RESOURCE CENTRAL
TUESDAY, JANUARY 14	Registration Open 7 a.m.-5:30 p.m. Location: Hall B	Booths Open 9 a.m.-5:30 p.m. Location: Networking Floor 12-6 p.m. Shipping Station Location: Resource Central 2-6 p.m. Donation Station Location: Orientation Center <i>Donations benefit Saving Grace</i>	ABA Foundation Purse Raffle Open 7 a.m.-1:30 p.m. Location: Foundation Booth <i>Winners announced at 1:30 p.m.</i> ABA Foundation Silent Auction Bidding Open 7 a.m.-3 p.m. Location: Foundation Booth <i>Winners announced at 3 p.m.</i>	Operator Breakfast 7:45-8:45 a.m. Location: Grand Ballroom <i>Sponsored by Guide Services of Washington</i> All-Delegate Lunch 12:20-1:45 p.m. Location: Hall A	Party Like It's 1814 Closing Night Celebration 7-10 p.m. Location: Hilton Omaha Grand Ballroom <i>Sponsored by Visit Baltimore</i> 6:45 p.m.-10:15 p.m. Continuous shuttle service between all ABA host hotels (except the Marriott) and the Hilton Omaha.	Lodging/Attraction/Associate/Allied Assn. Prescheduled Appointment Session III 9 a.m.-12:16 p.m. Location: Business Floor Lodging/Attraction/Associate/Allied Assn. Prescheduled Appointment Session IV 2-5:02 p.m. Location: Business Floor	Orientation Center Open for Floor Tours, Ambassador Sessions, and Appointment Assistance 7 a.m.-12 p.m. Location: Networking Floor	Resource Central Open for Research, Work Space, Office Supplies, & Buyer Mailboxes 7 a.m.-5:30 p.m. Location: Business Floor <i>Sponsored by Louisiana Office of Tourism</i> Final Buyer Mailbox Distribution 12 p.m. Location: Resource Central



SEMINARS

@shefspeaks

Unbelievable day of speaking to the top travel professionals in North America!
#abaomaha #abamarketplace2020
#keynotespeaker #conventionspeaker

@Vicky Smith McCarrick
Excellent party thrown by Omaha at an exceptional venue! #abaOmaha

PROFESSIONAL & INDUSTRY EDUCATION

		TECHNOLOGY	BUSINESS & PROFESSIONAL DEVELOPMENT	SALES & MARKETING	MOTORCOACH MAINTENANCE & OPERATIONS <i>Presented by ABC Companies</i>	BUSWORLD ACADEMY/ MOTORCOACH EXECUTIVES	EDUCATION BITES <i>Sponsored by Bradenton Area CVB</i>
TUESDAY, JAN. 14	9-10:15 a.m.				Bus Maintenance & Repair Council Off-site Tours and Education Sessions Locations: REI and Arrow Stage Lines Transportation departs from the convention center at 9 a.m. and will return to the convention center at 4 p.m. <i>Transportation sponsored by Arrow Stage Lines</i>	Driver Hiring, Training and Monitoring Best Practices Location: Room 203/204 <i>Sponsored by Motor Coach Industries</i>	Just a Bite of Playing the Game of 2020 9-9:14 a.m. <i>Doug Motel</i> Location: Networking Floor
	9:30-10:30 a.m.	4001 How Technology Can Help Small Business Deliver a Better Customer Experience <i>Barry Moltz</i> Location: Room 211	4002 Zap the Gap: Generational Differences Reexamined <i>Meagan Johnson</i> Location: Room 210	4003 Online Reputation Management <i>Joel Felcher</i> Location: Room 209 <i>Sponsored by New Hampshire Travel & Tourism</i>			Just a Bite of Business Continuity Planning 10-10:14 a.m. <i>William Caldwell</i> Location: Networking Floor
	10:30 a.m.-12 p.m.					Public & Private Cooperation & Coordination Between Cities, Transit, and Private Bus Operators Location: Room 203/204	Just a Bite of Hacking/Cyber Security 11-11:30 a.m. <i>Chris Sullivan</i> Location: Networking Floor
	11 a.m.-12 p.m.	4004 YouTube Tourism Marketing <i>Susan Sweeney</i> Location: Room 211 <i>Sponsored by Northern Virginia: Virginia's Cultural Region</i>	4005 Business Continuity Planning <i>William Caldwell</i> Location: Room 210	4006 Must-Have Tools for Easier Social Media <i>Doug Motel</i> Location: Room 209 <i>Sponsored by Philadelphia Convention & Visitors Bureau</i>			
	2-4 p.m.					Autonomy and "Mobility-as-a-Service" in the Bus and Motorcoach Industry Location: Room 203/204	
	3-4 p.m.	4007 Hacking/Cyber Security <i>Chris Sullivan</i> Location: Room 211	4008 Small Business Hacks: 25 Shortcuts for Your Success <i>Barry Moltz</i> Location: Room 210	4009 The 7 Essential Strategies for Tourism Marketing Success <i>Susan Sweeney</i> Location: Room 209 <i>Sponsored by Northern Virginia: Virginia's Cultural Region</i>			Just a Bite of Fresh ideas for Moving a Lead to a Customer 3-3:30 p.m. <i>Dave Bodle</i> Location: Networking Floor
	4-4:30 p.m.					Busworld Academy Closing Session Location: Room 203/204	Just a Bite of International Tour Management Institute 4:30-4:44 p.m. <i>ITMI</i> Location: Networking Floor

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 today 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.

SHUTTLE SERVICE

NEED TO KNOW

GET ON THE BUS!

Wednesday, Jan. 15

5:00 a.m.-12:30 p.m.

There is a continuous shuttle service from all ABA host hotels to the Omaha Eppley Airfield. Shuttle service leaves every 30 minutes. Please see the schedule in your hotel lobby.

NEED TO KNOW

NETWORKING AND BUILDING BUSINESS CONNECTIONS DON'T END TODAY

Keept the business connections you made this week going throughout the year by ensuring your "My ABA" profile is always up to date. By updating your company's profile and using our "Find a Member" members-only search, you can stay in touch with the friends you have made this week and introduce yourself to new potential business contacts all year long. Make the most of your ABA membership by accessing your member benefits at www.buses.org on a regular basis. ABA members receive a variety of discounts on business tools, crisis communications support when something unexpected happens, publications to keep you up-to-date on ABA and industry news, legislative and regulatory updates and action, scholarships and industry research, and networking and learning opportunities throughout the year with our education program and ABA councils.

Come find your inner coastal.

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VISIT
BEAUFORT
PORT ROYAL SEA ISLANDS

inner coastal

South Carolina
Just right. 

ABA TODAY

President and CEO

Peter J. Pantuso, CTIS
ppantuso@buses.org

Publication Management

The YGS Group
abamedia@theygsgroup.com

Photography:

Compton Event
comptonevent.com

Advertising:

The YGS Group
(800) 501-9571
aba@theygsgroup.com





NEED TO KNOW

DONATE YOUR GIVEAWAYS

Do you have leftover giveaways or food that you don't want to ship back? Take them to the Donation Station, which opens today at 12 p.m. in the Orientation Center. Saving Grace Charity will put them to good use.

NEED TO KNOW

LUNCH TODAY

Lunch will be served in Exhibit Hall A with doors opening at 12 p.m.

VOLUNTEER OF THE DAY

MONDAY WINNER

Congratulations to our Volunteer of the Day winner for Monday: Greg Hendricks, Salt Lake Express (Education).

Sponsored by Shepler's Mackinac Island Ferry



There's JUST SOMETHING ABOUT this place.

FREE ADMISSION

Monday to Saturday, 9:30-5:00
BillyGrahamLibrary.org
 Reservations required for groups of 10 or more;
 email LibraryTours@bgea.org
 or call 704-460-3270.
 4330 Westmont Drive
 Charlotte, North Carolina

There's nowhere else quite like the Billy Graham Library. Take a virtual trip through history and see how God's love changed millions as you experience inspiring videos, photo galleries, and memorabilia. Explore Billy Graham's childhood home, stroll the peaceful **Memorial Prayer Garden**, relax over lunch and specialty coffees, or shop the **Christian bookstore**. An extraordinary journey starts here.

"All were astonished at the majesty of God." —LUKE 9:43, ESV

WHERE CAN YOU EAT LIKE A KING at an Authentic Southern Supper?

Elvis Presley Event Center

Elvis Presley Birthplace

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Elvis at 13 Bronze Statue

In **Tupelo, Mississippi** - an upbeat, happy city where you can enjoy a personalized tour, catered meal, and live entertainment at a one-of-a-kind attraction - customized to suit the tastes of your groups!

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Jan Pannell - Sales Manager - Tupelo Convention and Visitors Bureau
jpannell@tupelo.net

ON THE SCENE



SCHOOL BUS COUNCIL: Members of the School Bus Council discussed industry issues specific to school buses.

CEO SUMMIT: Attendees at the CEO Symposium received valuable legal advice from experts: Mitch Joel, Six Pixels Group; Thomas DeMatteo, ABC Companies; Karen Randall, Connell Foley; Teresa Pahl, Hanson Bridgett.

ROLLIN' INTO OMAHA: We sure looked good decked out in '20s garb! Fedoras, feather headbands, vests, and flapper dresses filled The Durham Museum as attendees enjoyed legendary Omaha food, live music, and museum exhibits. There were plenty of opportunities to network with colleagues over a milkshake, Reuben bite, or steak slider while relaxing in an authentic Pullman lounge car.



OPERATOR BREAKFAST: New York City-based comedian Steven Rogers had the crowd laughing at Monday's Operator Breakfast, sponsored by New York State DMOs and Partners. Rogers is a native of New York and made his first television appearance on "The Late Show With Stephen Colbert" in 2019.

AWARDS: At Monday's Operator Breakfast, Mark Hollenbeck presented the Metro Innovative Motorcoach Operator of the Year Award to GoPegasus. Kasie Smith presented the Groups Today Today! Award to Bob Roger's Travel.

BUSWORLD ACADEMY: The first-ever Busworld Academy North America kicked off with a welcome from Jan Deman, director of Busworld Academy. Monday's focus on low and zero emissions concluded with an evening reception and is followed by today's safety sessions.

BUSWORLD ACADEMY CEO PANEL: Veerender Kaul, global vice president of commercial mobility at Frost & Sullivan, presented the outlook for the global bus market during his keynote address. Moderator Ben Blunt, vice president of Concord Coach Lines, led the panel's discussion on the bus market and trends. The panel: Roman Cornell, ABC Companies (Van Hool); Ian Smart, Motor Coach Industries (New Flyer); François Tremblay, Prevost and Volvo; Deniz Cetin, TEMSA; Ryan Popple, Proterra.



ON THE SCENE



➔ **BISC:** Congressman Sam Graves (R-Mo.) delivered a congressional proclamation recognizing BISC's 20th anniversary. Left to right: Board Chairman Don DeVivo, BISC Chair Pam Martinez, and BISC Vice Chairman Jeff Shanker proudly display the accomplishment.

BEST OF BROADWAY: The Broadway.com Monday lunch featured a variety of Broadway hits such as *Tina*, *Dear Evan Hansen*, *Mrs. Doubtfire*, and *Six*.

NEED TO KNOW

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



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™
1620-2020

PLYMOUTH 400 COMMEMORATION OPENING CEREMONY

An International Event | 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 MARITIME SALUTE

June 27-28, 2020

Location: Plymouth, MA,
Harbor & Waterfront

This event will honor the Pilgrim's Mayflower journey with a parade of sail in and around Plymouth Harbor. A regatta of wooden ships, official vessels, work boats and pleasure craft will culminate in a traditional New England lobster dinner at the waterfront. *Mayflower II* will be a centerpiece of this event.

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.

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.

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.

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."

In addition to the Signature Events & Programs the official Plymouth 400 Calendar features countless partner events throughout the year. And the best way to take in all the history and excitement is with the **Official Plymouth 400th Anniversary Tour, offered by ABA member Tour Trends!**

See website or contact us for details.
www.Plymouth400inc.org

EVENING EVENT

Tuesday | 7-10 p.m.

Hilton Omaha



COME ABOARD AND SAIL TO BALTIMORE

JOIN BALTIMORE, YOUR HOST FOR ABA'S MARKETPLACE 2021

Visit Baltimore and the State of Maryland invite you to an evening party tonight from 7-10 p.m. at the Hilton Omaha. The event will feature a historical nautical theme that focuses on Baltimore's ties to privateering and the Star-Spangled Banner. Attendees can expect incredible entertainment, tasty food, and endless opportunities for networking and fun. Come get a taste of what attendees can expect at the 2021 ABA Marketplace in Baltimore, Jan. 29-Feb. 2.



Sponsored by Visit Baltimore



BUSWORLD

JOIN US FOR DAY 2 OF THE BUSWORLD ACADEMY

Monday's inaugural Busworld Academy sessions were thought-provoking and illuminating. Join us for day 2 as we discuss Driver Hiring, Training, & Monitoring Best Practices; Public & Private Cooperation & Coordination Between Cities, Transit, and Private Bus Operators; Autonomy & Mobility as a Service in the Bus & Motorcoach Industry; and learn about Busworld North America 2021 in Baltimore.

NEED TO KNOW

THANK YOU, ATTENDEES!

The ABA staff gives a heartfelt thank you to all of our attendees for a great week of making memories and networking. We look forward to seeing you all next year in Baltimore, Jan. 29-Feb. 2!



NEED TO KNOW

PURSE RAFFLE TODAY!

The Purse Raffle will take place at 1:30 p.m. at the Foundation Booth.



THANK YOU TO OUR MARKETPLACE 2020 SPONSORS

WITHOUT THE GENEROSITY OF OUR SPONSORS, WE WOULD NOT BE ABLE TO DELIVER OUR EXCELLENT EVENTS AND EDUCATION SESSIONS AT MARKETPLACE. WHEN YOU SEE A SPONSOR, BE SURE TO THANK THEM.



PRINCIPAL LEVEL SPONSORS

ALABAMA TOURISM
SPONSORSHIP: Saturday Operator Reception

THE DURHAM MUSEUM
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GROUP SALES BOX OFFICE AT BROADWAY.COM
SPONSORSHIP: Monday All-Delegate Lunch

GUIDE SERVICE OF WASHINGTON
SPONSORSHIP: Tuesday Operator Breakfast

IOWA GROUP TRAVEL ASSOCIATION
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NEBRASKA TRAVEL ASSOCIATION
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NEW YORK STATE GROUP TOURS
SPONSORSHIP: Monday Operator Breakfast

TENNESSEE TOURISM PARTNERS
SPONSORSHIP: Sunday Operator Breakfast

VISIT BALTIMORE
SPONSORSHIP: Tuesday Evening Event

VISIT OMAHA
SPONSORSHIP: Host City Events

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ARK ENCOUNTER/CREATION MUSEUM
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THE ARKANSAS A-TEAM
SPONSORSHIP: New Operator Floor Stickers

BLUE GATE MUSICALS
SPONSORSHIP: Appointment Clock, Education Speaker

BRANSON CONVENTION & VISITORS BUREAU
SPONSORSHIP: Floor Lounge

BROADWAY IN CHICAGO GROUP SALES
SPONSORSHIP: Hotel Key Cards

CARNEGIE HALL
SPONSORSHIP: Appointment Clock, Operator Phone Charging Stations

CIRCLE MICHIGAN INC.
SPONSORSHIP: Official Program

CIRCLE WISCONSIN
SPONSORSHIP: Floor Lounge

CONNECTICUT OFFICE OF TOURISM
SPONSORSHIP: Networking Floor Reception

CRACKER BARREL OLD COUNTRY STORE INC.
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DC TRAILS INC.
SPONSORSHIP: Appointment Clock, Social Media Wall

DEADWOOD CHAMBER OF COMMERCE & VISITORS CENTER
SPONSORSHIP: Networking Floor Reception

DETROIT METRO CONVENTION & VISITORS BUREAU
SPONSORSHIP: Floor Lounge

EXPERIENCE COLUMBUS
SPONSORSHIP: Networking Floor Reception

EXPLORE GEORGIA
SPONSORSHIP: Delegate Registration Bags

EXPLORE MINNESOTA
SPONSORSHIP: Floor Lounge

EXPLORE ST. LOUIS
SPONSORSHIP: Operator Shipping Boxes

FOXWOODS RESORT CASINO
SPONSORSHIP: Floor Lounge

HARD ROCK CAFE INTERNATIONAL
SPONSORSHIP: Foundation Afterglow

HORNBLOWER CRUISES & EVENTS
SPONSORSHIP: Official Program

"ICE CREAM CAPITAL OF THE WORLD" LE MARS, IOWA
SPONSORSHIP: Floor Lounge

LAS VEGAS CONVENTION & VISITORS AUTHORITY
SPONSORSHIP: Operator Afternoon Coffee Station, Operator Water Stations

LEGENDS ATTRACTIONS
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LINCOLN CENTER TOURS
SPONSORSHIP: Appointment Clock, Operator Phone Charging Stations

LOUISIANA OFFICE OF TOURISM
SPONSORSHIP: My Marketplace/Research Databases, Resource Central

LOUISVILLE TOURISM
SPONSORSHIP: Floor Lounge

MACKINAW CITY CHAMBER OF TOURISM
SPONSORSHIP: Official Program

MARRIOTT INTERNATIONAL
SPONSORSHIP: Networking Floor Reception

MARS & COMPANIES
SPONSORSHIP: Foundation Sponsor

THE METROPOLITAN MUSEUM OF ART
SPONSORSHIP: Appointment Clock, Operator Phone Charging Stations

THE METROPOLITAN OPERA
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MOTOR COACH INDUSTRIES
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THE MUSEUM OF MODERN ART
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MYRTLE BEACH AREA CONVENTION & VISITORS BUREAU
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NASHVILLE CVC
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NATIONAL INTERSTATE INSURANCE COMPANY
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NATIONWIDE TRANSPORT SERVICES DBA HEAVYHAULERS.COM
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NEW JERSEY TRAVEL & TOURISM
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NEW YORK CITY BALLET
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NEW YORK CITY CULTURAL COLLECTION
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NORTHERN VIRGINIA: VIRGINIA'S CULTURAL REGION

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NYC & COMPANY
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OHIO AMISH COUNTRY
SPONSORSHIP: Floor Lounge

OHIO HAS IT!
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OKLAHOMA TOURISM AND RECREATION DEPARTMENT
SPONSORSHIP: Networking Floor Reception

THE OUTER BANKS OF NORTH CAROLINA
SPONSORSHIP: Operator Appointment Booklet

PIGEON FORGE TN TOURISM PARTNERS
SPONSORSHIP: Floor Lounge

PREVOST
SPONSORSHIP: Busworld Education Session, Foundation Afterglow

REI
SPONSORSHIP: Networking Floor Reception

SOUTH DAKOTA
SPONSORSHIP: Host City Sponsor, Networking Floor Reception

TEAM TEXAS
SPONSORSHIP: Floor Lounge

TOUR COLORADO
SPONSORSHIP: Marketplace App, Operator Appointment Booklet

TOUR KANSAS
SPONSORSHIP: Directory of Participants

TRAVEL OREGON/TRAVEL PORTLAND
SPONSORSHIP: Networking Floor Reception

TRAVEL SOUTH USA
SPONSORSHIP: Floor Lounge

TRAVELADVOCATES
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VIRGINIA BEACH CONVENTION & VISITORS BUREAU
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VIRGINIA TOURISM CORPORATION
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VISIT DELAWARE
SPONSORSHIP: Official Program

VISIT INDIANA
SPONSORSHIP: Floor Lounge

WHITNEY MUSEUM OF AMERICAN ART
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CONTRIBUTOR LEVEL SPONSORS

ATLANTIC CITY
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BOYS TOWN
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BROADWAY DIRECT GROUP SALES
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COEUR D'ALENE CASINO RESORT HOTEL
SPONSORSHIP: Education Refreshments

DESTINATION CLEVELAND

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DESTINATION NIAGARA USA

SPONSORSHIP: Operator Profile Binders

DUTY FREE AMERICAS

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JAMESTOWN-YORKTOWN FOUNDATION

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MAINE OFFICE OF TOURISM

SPONSORSHIP: Education Speaker

MARYLAND OFFICE OF TOURISM

SPONSORSHIP: Marketplace App, Operator Mail Folders, Operator Mailboxes

MASSACHUSETTS OFFICE OF TRAVEL & TOURISM

SPONSORSHIP: Education Speaker

THE ARMY HISTORICAL FOUNDATION PRESENTING THE NATIONAL MUSEUM OF THE UNITED STATES ARMY

SPONSORSHIP: Education Speaker

NEW HAMPSHIRE TOURISM

SPONSORSHIP: Education Speaker

PHILADELPHIA CONVENTION & VISITORS BUREAU

SPONSORSHIP: Education Speaker

RAY STEVENS CABARAY SHOWROOM

SPONSORSHIP: 7-Minute Stretch

RHODE ISLAND TOURISM

SPONSORSHIP: Education Speaker

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TRAVEL ALASKA

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TURBO IMAGES

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U.S. SPACE & ROCKET CENTER, HOME OF SPACE CAMP

SPONSORSHIP: Appointment Clock

US TOURS

SPONSORSHIP: Education Speaker

VERMONT TOURISM NETWORK

SPONSORSHIP: Appointment Clock

VISIT ADIRONDACKS

SPONSORSHIP: Appointment Clock, Education Speaker

VISIT CABARRUS, NC

SPONSORSHIP: Recovery Station

VISIT MISSISSIPPI

SPONSORSHIP: Appointment Clock

WHISPER

SPONSORSHIP: Education Bites/Floor Tour Headsets

WICKED THE MUSICAL

SPONSORSHIP: Appointment Clock

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GALENA COUNTRY TOURISM

SPONSORSHIP: Operator Gift

SHEPLER'S MACKINAC ISLAND FERRY

SPONSORSHIP: Volunteer Prize

BUSWORLD ACADEMY**SPONSORS****ABC COMPANIES**

SPONSORSHIP: BISC/BusMARC Title Sponsor, Busworld Education Session

MOTOR COACH INDUSTRIES

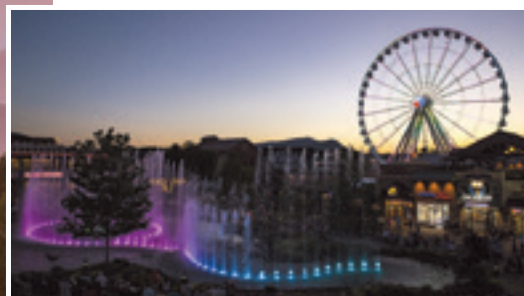
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Congratulations to the 2020 Certified Travel Industry Specialist (CTIS) graduates who were honored during the Opening Celebration on Sunday.

Congratulations to the
CTIS Class of 2020.



Wendy Arany

Tracey Bachta

Erin Birmingham

Jennifer Boucher

Pamela Brossman

Lori Casey

Julie Colson

Tracie Coulson

Jeff Crowe

Seana Davis

Kalynne Defever

Benjamin Eggebeen

Linda Eldred

Fran Filomio

Staci Flores

Andrea Green

Michael Hensley

Melanie Hinton

Sarah Imes

Kelly Martin

Vicky McCarrick

Bre McNair

Kelsey Meyers

Jean Michalak

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