



# Women in Buses Council

[www.buses.org/wib](http://www.buses.org/wib)  
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## EXECUTIVE MANAGEMENT COMMITTEE JULY 23, 2015 KRISTINE GEARY, CHAIRMAN

### INTRODUCTIONS OF COMMITTEE MEMBERS

Sandy Borowsky, Brenda Borwege, Bonnie Brown, Elaine Fickett, Krisine Geary, Kim Grzywacz, Crystal Howard, Micheel Wiltgen, Mary Young

### BEST PRACTICES DISCUSSION

- 3 members on call had charter and tour, 2 members are service/equipment providers
- Policies vs Best Practices
  - Some had specific written policies and some members had undeveloped policies
  - Mary – Reward Card Program that is paying off with repeat business
  - Sandy – Quote Follow Up
    - Most members found it an area that they are lacking a focus but some are dealing with it by:
      - Having a “closer” assigned to clear the books
      - Training every staff member to take an quote/give a quote so the customer can purchase then and it doesn’t require a follow up
  - Cancellation Policy for Charters
    - Most have a deposit of \$200 with a prorated cancellation fee based on date of cancellation

### FUTURE TOPICS

- Hiring and recruitment
- Hours of Service
- Equipment Breakdown Network
- Sexual Harassment
- Safety/Safety Culture
- Business Diversification
- Identification of Women in the Industry and Getting More Women Involved
- Biggest Challenges in Industry and Solutions

- Peaks and Valley of Business
- Trends for Growth

Create a Linked In Group for Communication. Also, encourage use of the WIB FaceBook Page.

## **NEXT MEETING**

### COMMITTEE MEETING (CONFERENCE CALL)

- Tuesday, Sept. 22 at 2 PM ET
- Tuesday, Oct. 27 at 2 PM ET
- Tuesday, Nov. 17 at 2 PM ET
- Tuesday, Dec. 15 at 2 PM ET

### WIB COUNCIL ONSITE MEETING

Sat., Jan. 9: 11 AM – 1 PM

Marketplace 2016, Louisville, KY