



# AA Transportation Co., Inc.

605 HARTFORD TURNPIKE  
SHREWSBURY, MA 01545 - 508-791-9100 - 508-845-7215 FAX  
On the Web at: [www.aatransportation.com](http://www.aatransportation.com)

## DECEMBER 2010

## NEWSLETTER

### *A MESSAGE FROM THE TOP*

### ***HAPPY HOLIDAYS ONE AND ALL***

I wish each and every one of you the Happiest of Holidays, and good health in the coming year for you and each member of your family. I also want to thank everyone for their hard work in 2010 and look forward to 2011 with a positive outlook and optimism for a great year for all our businesses. We cannot exist without good people doing good things. Our Customers appreciate your good work, and they keep coming back to us because of your good work.

Continue to drive and work safely, and I look forward to seeing all of you in 2011 on January 3rd to start another great year.

We all should to continue to reminder this is our '**Year of the Customer.**' Kindness rules the way. Treat everyone with kindness, the way you would like to be treated. And also remember to let us be your advocate, to deal with any problems. Each of you is a communicator, so report conditions, issues, problems to your Manager. The sooner we all get involved the better the outcome for everyone.

***Safety is always our 1st Priority, so drive your vehicle safely.***

In addition, remember to send me your comments and ideas about our Company, and what we could do to better serve our customers. Your views are important to me, and I will respond to every comment and idea I receive.

Working Together, will give us another great year.

*Ron Ernenwein, President*

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***Happy Holidays!***

**Adjusted Office Hours**

**December 24**

**All Offices and Garage Closed**

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**December 27- December 30**

**All Offices and Garage 7:00 am - 3:00 pm**

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**December 31**

**All Offices and Garage Closed**

**All Drivers should report any vehicle defects to their Manager to get them repaired. If you have an emergency, you should see only John Hartman our Fleet Manager, in the Garage.  
508-845-7216**

**IT IS ALL ABOUT PERCEPTION**



**First Grade Drawing - PRICELESS!**

A first grade girl handed in the drawing above for her homework assignment. The teacher graded it and the child brought it home. The first grader returned to school the next day with the following note:

Dear Ms. Davis,

I want to be perfectly clear on my child's homework illustration. It is NOT of me on a dance pole on a stage in a strip joint surrounded by male customers with money. I work at [Home Depot](#) and had commented to my daughter how much money we made in the recent snowstorm. This drawing is of me selling a shovel.

Sincerely,  
Mrs. Harrington

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**PERFECT ATTENDANCE for OCTOBER**

**WINNERS OF THE DRAWING FOR A \$250.00**

**WAL-MART GIFT CARD WERE:**

**CINDY RAMSEY - CHERRY STREET  
SHERRY JOVAN - WEBSTER**

**PERFECT ATTENDANCE for NOVEMBER**

**WINNERS OF THE DRAWING FOR A \$250.00**

**WAL-MART GIFT CARD WERE:**

**KEN GORDON- LAKE STREET  
DAWN SNOW - MAIN OFFICE SPED**

**A SPECIAL DRAWING FOR TWO \$250.00 WAL-MART GIFT CARDS IS HELD EACH MONTH DURING THE SCHOOL YEAR FOR PERFECT ATTENDANCE EMPLOYEES**

**ALSO DURING THE SCHOOL YEAR, ALL SCHOOL BUS DRIVERS, ALL 7D DRIVERS AND ALL MONITORS HAVING PERFECT ATTENDANCE FOR THE MONTH RECEIVE A GIFT CARD VALUED AT \$1 per DAY FOR THE NUMBER OF WORK DAYS IN THE MONTH.**

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**WORK IS EITHER FUN OR DRUDGERY.  
IT DEPENDS ON YOUR ATTITUDE.**

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**2010-2011 IN-SERVICE  
TRAINING & SAFETY MEETING SCHEDULE**

**MONTHLY SCHEDULE FOR ALL SCHOOL BUS CDL DRIVERS &  
ALL AA LIMOUSINE DRIVERS**

**8 HOURS OF SAFETY TRAINING EACH YEAR IS REQUIRED FOR ALL  
SCHOOL BUS DRIVERS LICENSE RENEWAL AND FOR ALL AA  
LIMOUSINE DRIVERS**

**TRAINING IS AVAILABLE 6 TIMES EACH MONTH**

- 1st TUESDAY EACH MONTH AT MAIN OFFICE 2nd FLOOR AT:
  - **8:30 AM      9:45 AM      6:00 PM**
- 2nd TUESDAY EACH MONTH AT MAIN OFFICE 2nd FLOOR AT:
  - **9:30 AM**
- 3rd TUESDAY EACH MONTH AT WEBSTER, BARTLETT HIGH SCHOOL AUDITORIUM AT:
  - **9:15 AM**
- 4th TUESDAY EACH MONTH AT SOUTHBRIDGE TOWN HALL 2nd FLOOR AT:
  - **9:30 AM**

**SCHOOL BUS CDL DRIVERS AND AA LIMOUSINE DRIVERS CAN ATTEND  
ANY MEETING, BUT ONLY ONE (1) MEETING EACH MONTH.**

**MONTHLY SCHEDULE FOR 7D - SPED DRIVERS**

**8 HOURS OF SAFETY TRAINING EACH YEAR IS NOW REQUIRED FOR  
YOUR 7D LICENSE RENEWAL**

**TRAINING IS AVAILABLE 3 TIMES A MONTH**

- 2nd WEDNESDAY EACH MONTH AT MAIN OFFICE 2nd FLOOR AT:
  - **6:00PM**
- 2nd THURSDAY EACH MONTH AT MAIN OFFICE 2nd FLOOR AT:
  - **10:00AM**
- 4th TUESDAY EACH MONTH AT SOUTHBRIDGE TOWN HALL 2nd FLOOR AT  
(NO ADMITTANCE BEFORE 10:45AM):
  - **11:00AM**

**7D DRIVERS CAN ATTEND ANY MEETING, BUT ONLY ONE (1) MEETING  
EACH MONTH.**

**TEXTING WHILE DRIVING IS AGAINST THE LAW**

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# **LICENSE RENEWAL REMINDER**

## **THE FOLLOWING CDL DRIVERS ARE DUE FOR THEIR ANNUAL LICENSE RENEWAL.**

Contact TERRY COSTA, in the Main Office 508-791-9100, with your renewal information at least 90 days prior to your renewal date, to avoid losing your driving privileges while waiting for your renewal license.

### **JANUARY 2011 RENEWALS**

#### **Auburn, Southbridge & Webster**

Danielle Cote, William Fikter, Debra Kemp

#### **Lake Street**

Maryann Mancini, Gerard Pelletier, Paul Ritchotte, Patricia Tighe, Darlene Ward

#### **Cherry Street**

Jerry Bellows, Doreen Brown-Hamelin, Ronald Cournoyer, Rita Ernenwein  
Gail Fior, Denise Foley, Aury Garcia, Eddie Gonzalez, Floyd Gudanowski  
John Hartman, Michael Lamoureux, Shari Mitchell, Dawn Pajala, Jennifer Rossi  
Eneida Sanchez, Marie Shorette, Stephen Weagle, Michael Young

### **FEBRUARY 2011 RENEWALS**

#### **Auburn, Southbridge & Webster**

James LaTour, Debra McGrath, Vicki Tankis

#### **Lake Street**

Lori Feola, Walberto Jimenez, Dawn Lane

#### **Cherry Street**

Stacey Clarke, Kori Lee Dennison, Evan Dumas, Alexander Franceschi,  
William Hogan, Pamela Konen, Donat Luvuki, Paula MacConnell,  
Renee Mossman, Ryan Paddock, Dales Piard, Ernesto Ponce  
Cindy Porter, Terry Therrien

### **MARCH 2011 RENEWALS**

#### **Auburn, Southbridge & Webster**

Judy Bricault, Donna Fontaine, Raymond Sullivan, Drew Damien

#### **Lake Street**

Emmanuel Asanti, Patricia Cook, Gail Flynn, Peter McCabe, Suzanne Panarelli

#### **Cherry Street**

David LaFleur, Fredrick Lewis, Ana Lopez, Alice Weagle, Ronald White

### **APRIL 2011 RENEWALS**

#### **Auburn, Southbridge & Webster**

Margaret Chenevert, Laura Corriveau, Sherry Jovan, Marcel Langlois, Roland Pauhlius

#### **Lake Street**

Anmarie DaSilva, Roberto De Jesus

#### **Cherry Street**

Roy Blanchard, Edward Doherty, Cynthia Fish, Martha Langley, Blanca Lugo  
Darleen McDonald, Pancianita Robles

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# **INFINITE PATIENCE PRODUCES IMMEDIATE RESULTS.**

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## **CONGRATULATIONS**

**WE RECEIVED COMPLIMENTARY EMAIL.**

**THANK YOU FOR A GREAT JOB AND FOR YOUR POSITIVE CUSTOMER SERVICE.**

**RENEE MOSSMAN - LIMOS:** I have been meaning to send an email to let you know what a wonderful experience we had with AA and with Renee who was our driver on our wedding day (10/30/2010, Assumption College Chapel and Colonial Hotel). She was absolutely fantastic!! She called me the morning of the wedding to let me know when she will be arriving and she was early!! She was all smiles, she helped me with my dress, kept me calm, I can't say enough about her!! I will be sure to let my friends know about your company and what a wonderful experience we had. Thank you very much!!

Sincerely, Diana and Tim Longden

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## **VERIZON CELLULAR PROMOTIONS**

**VERIZON CELLULAR WILL ATTEND THE JANUARY 11th SAFETY MEETING TO OFFER PROMOTIONS AND DISCOUNTS FOR OUR EMPLOYEES. ANYONE INTERESTED SHOULD ATTEND.**

**WINTER SPECIALS**  
**NOW READY FOR YOU TO DRIVE**  
**AWAY TODAY**



2006 FORD F-250 Pickup w/Fisher V Plow & New Tires -  
Suggested Retail Price \$19,350

**OUR PRICE \$15,900**

2004 **GMC 2500HD Fully Load Plow Ready -**  
Suggested Retail Price \$22,800

**OUR PRICE \$17,900**

2003 **FORD Taurus -** Suggested Retail Price \$6,510  
**OUR PRICE \$4,995**

2002 **FORD Explorer -** Suggested Retail Price \$7,705  
**OUR PRICE \$5,500**

2002 **PONTIAC Grand Prix GT -**  
Suggested Retail Price \$7,725  
**OUR PRICE \$5,900**

2000 **SPORT CAMPER Trailer**  
**PRICE JUST REDUCED \$4,995**

GOOD CREDIT? WE CAN GET 4.5% APR. BLEMISHED CREDIT? NO  
PROBLEM! WE CAN FINANCE MOST PEOPLE WITH OUR CREDIT REBUILDING  
CAR LOANS. CALL FOR MORE INFORMATION.

**IF YOU HAVE A SPECIAL VEHICLE YOU ARE LOOKING FOR, WE CAN HELP FIND  
IT AND AT A GREAT PRICE.**

Contact Ron in the Main Office 508-791-9100 ext 5  
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**IF YOU ARE WISE WITH YOUR DECISIONS,  
GOOD THINGS ARE BOUND TO COME.**  
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***IMPORTANT TELEPHONE NUMBERS TO  
REMEMBER***

**TO REPORT AN ACCIDENT - IMMEDIATELY CALL  
774-696-0207 (Julie)**

CHERRY STREET OFFICE - 508-791-9100 EXT 2.  
ON-CALL SUPERVISOR (AFTER HOURS) - 774-641-9700

CORPORATE OFFICE - 508-791-9100 EXT 5.  
HUMAN RESOURCE, SAFETY & TRAINING OFFICE  
(Julie) - 508-791-9100 EXT 4.

AA LIMOUSINE - 508-791-9100 EXT 1.  
AA TRUCKING - 508-791-9100 EXT 5.  
MAIN OFFICE - SPED - 508-791-9100 EXT 3.  
GARAGE (John Hartman) - 508-845-7216  
MAIN OFFICE FAX - 508-845-7215

LAKE STREET OFFICE - 508-753-6322  
WEBSTER OFFICE - 508-943-0482

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## **LOCATION NEWS**

FROM THE MANAGERS AND STAFF AT CHERRY STREET, LAKE STREET, WEBSTER, AND LIMOUSINE OFFICES; AND FROM OUR MAINTENANCE STAFF AND CORPORATE STAFF:

HAPPY HOLIDAYS, SEE YOU ALL NEXT YEAR.

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THIS NEWSLETTER IS AN OFFICIAL PUBLICATION OF AA TRANSPORTATION COMPANY, AA LIMOUSINE COMPANY, AND AA TRUCKING LLC. THIS NEWSLETTER IS A METHOD OF COMMUNICATING COMPANY POLICY AND PROCEDURE TO ALL EMPLOYEES. ANY QUESTIONS REGARDING CONTENT SHOULD BE DIRECTED TO JULIE D'AMBRA, HUMAN RESOURCES DIRECTOR. COPIES OF PAST NEWSLETTERS ARE AVAILABLE ON OUR WEBSITE.

If you would like to receive future Newsletters via email, give your email address to your Manager, or send it to: [james@aatransportation.com](mailto:james@aatransportation.com)

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