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BayRunner shuttle has many dedicated employees that help us carry passengers throughout Western Maryland to BWI, Amtrak and the Greyhound Bus Depot. In this issue we highlight Amischa Moody, the full-time receptionist and office manager.

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Amischa Enjoys Team Effort at BayRunner

The smiling face you’re likely to see most days at BayRunner Shuttle West’s Frederick office is that of Amischa Moody. Amischa is the full-time receptionist and office manager, and has been with BayRunner for nearly three years.

“I enjoy my job here because fellow co-workers have a team spirit, and I’ve formed great relationships with them. I also enjoy the variety; I do everything from the daily schedule to dispatching drivers and keeping up communications with them, to the paperwork and cleaning up the office at the end of the day. That makes the day goes by quickly!” she notes.

Amischa also enjoys her interactions with customers, and the satisfaction of providing safe, reliable transportation.

Some Elderly no Longer Drive

“A lot of people in western Maryland have trouble getting all of the way to Baltimore. And many of our passengers are elderly and have stopped driving, or they don’t like driving on highways and going that distance. With BayRunner, they know someone will be there to pick them up,” she explains.

“I also help frequent customers because I remember their names, phone numbers and where they’re coming from and where they’re going!” she adds.

Asked about one of her most memorable customers, Amischa recalls a man from Senegal who came to Maryland on business. “Unfortunately, his airline ticket got messed up, and the man had limited English skills to get it straightened out.

“I was able to help him get a new airline ticket and get him on the BayRunner Shuttle to BWI. And, since he didn’t have any food, I also gave him part of my lunch!” she adds.

“BayRunner has been a great learning experience,” Amischa concludes.
"The Driver was prompt and courteous. Arrived in plenty of time for my flight."
~ Dianne R.