

# Helping you make a smooth getaway

*Penfield is home to one of the three AAA Western and Central New York offices in Rochester.*

**By AMY CAVALIER**

Messenger Post Staff

Whether you travel by air, by road or by sea, Brenda Cahill and other staff at the Penfield Road AAA Western and Central New York office assist thousands of the automobile association's members each year with planning dream vacations, honeymoons, family trips and quick getaways.

Cahill said many people associate AAA with roadside emergency service, which it does a lot of, but travel is the focus at the club's office in Penfield, which has been open for about 15 years. The organization serves over 800,000 members from Buffalo to Watertown with 15 offices. Penfield is one of the three AAA offices in Rochester.

"On busy days, we can have several hundred people come through the building," said Cahill.

From the 5,000-plus-square-foot office, a staff of 22 helps with everything from picking a destination, plotting driving routes, booking a flight, rental car and hotel room to renting out Global Positioning Systems and even offering driver-safety courses to save people money on their car insurance. Those courses also help reduce points on driver's licenses.



Cahill said they also sell travelers checks at the Penfield AAA office as well as a travel money card, which can be used in Europe and other countries to make purchases in local currency.

Busy seasons are "any time people have vacations, winter breaks, school breaks and long weekends," said Cahill.

For those traveling by car, she said, there is a Fuel Finder available at [www.nyaaa.com](http://www.nyaaa.com).

"It will tell you the recent gasoline prices at different locations within your ZIP code," she said. "It's updated every 24 hours, of course, now days gas prices can change throughout the day, so it's difficult to keep up."

Cahill said AAA was still expecting a lot of people to travel by automobile on Memorial Day weekend despite the price of gasoline. "They may be cutting back on expenses elsewhere, because they know gasoline is more expensive," she said.

Cahill said employees at AAA are encouraged to take trips, especially to the destinations they are selling. "It helps to see the destination first-hand," she said.

Her best vacation is a toss-up between St. Petersburg, Russia and Hawaii. "I love Hawaii," she said. "Anything with palm trees."



STAFF PHOTO/CARRIE ANN GRIPPO

**Brenda Cahill is manager of the AAA Western and Central New York Travel Center located at 2156 Penfield Road.**

## **Here are the basics:**

- The Penfield AAA Western and Central New York is at 2156 Penfield Road.

- The office opened in 1992.

- Hours are Monday, Wednesday and Friday from 9 a.m. to 5:30 p.m., Tuesday and Thursday from 9 a.m. to 7 p.m. and Saturday 9 a.m. to 2 p.m.

- For more information call (585) 377-8500 or visit [www.nyaaa.com](http://www.nyaaa.com).

## **And some fun facts:**

*The movie, TV program or song that best portrays what your business is like:*

"'Love Boat' and 'Fantasy Island' – always new destinations, and interesting guest characters," said Cahill.

*Stroke of luck or moment of inspiration that made your business possible:*

"AAA Rochester originated in 1900, with George Eastman and

friends as founding members," said Cahill. "At that time, automobiles were limited to the elite, and became an important part of their social activities."

*This item is always hiding in your fridge at home:*

"Bottled water," Cahill said. "I don't leave home without it."

*To submit information about your business, fill out a Web questionnaire at [www.mpn-now.com](http://www.mpn-now.com). Scroll to "News by Category" on the right side of the page and click on "Business and Money." Then, under "Down to Business" click on "See your business here."*

*The form asks for some basic information about your business and poses some offbeat questions to share your personality. Forms are also available by calling (585) 394-0770, ext. 221, or stopping in our office at 73 Buffalo St., Canandaigua.*