



Rick Whipple, a driver for Red Carpet Tours in Oklahoma City, took this photo of evacuees boarding his coach.

Gulf Coast hurricane deals devastating jolt to tour bus industry

NEW ORLEANS — For the third time in five years, the North American motorcoach industry has been dealt a devastating blow.

The travel slowdown that began this decade, followed by the terrorist attacks of 9/11 and the prolonged contraction that catastrophe created have now been joined by the far-reaching and disastrous impact of Hurricane Katrina.

According to the National Motorcoach Network, New Orleans was the 5th most popular motorcoach destination in the U.S., and the nearby Mississippi Gulf Coast with its string of popular casinos, was the 24th.

"Two of the top 25 destinations are just gone," said Stephen M. Kirchner, president of the network.

The long-term implications of losing two major tour and charter motorcoach destinations in a single day will be felt for months, if not years, to come.

Many in the industry are worried whether New Orleans and the surrounding area will ever recapture its iconic status as one of North America's most unique motorcoach destinations.

Hurricane Inside

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While many of New Orleans' most famous landmarks were not destroyed by the devastating hurricane (see related story on Page 7), it still remains unclear whether New Orleans can ever fully restore its matchless blend of sumptuous Creole restaurants, fabled all-night jazz clubs, historic French Quarter, lovely neighborhoods and the other distinctive sights, sounds and smells that combined to create an atmosphere that is truly irreplaceable.

"New Orleans is like a centuries-old frying pan that has never been soaped and retains layer upon

CONTINUED ON PAGE 16 ►

Coach industry rescues thousands

Drivers, operators scramble to assist

The hurricane that ripped up much of America's Gulf Coast about three weeks ago had hundreds of motorcoach companies scrambling to get buses into the area to help move tens of thousands of desperate storm victims out of the devastated area.

Now, some of those same operators are hustling to fill gapping holes in their tour businesses that were left in the wake of the same powerful storm.

Two of the cities hardest hit by Hurricane Katrina — New Orleans and Biloxi, Miss. — were among the hottest motorcoach destinations in the United States,

drawing thousands every week, many of them brought there by tour buses.

"We lost 50 percent of our business in one day," said Jerri Smith, general manager of Good Times Tours in Pensacola, Fla., which not only made regular year-round weekend tours to New Orleans, but took bus loads of sports fans to New Orleans Saints football games and partygoers to the famous Mardi Gras. "Now all of that is nonexistent."

Sun Travel in Beaumont, Texas, had several trips to New Orleans and Biloxi booked for this month and lost all of them, according to spokeswoman Renee Rountree. "There was nothing we could do about it," she said.

CONTINUED ON PAGE 6 ►

UMA, NSTA begin offering national fuel program

ALEXANDRIA, Va. — The United Motorcoach Association and the National School Transportation Association are teaming up with a leading petroleum marketing company to create a national fuel program for members of the associations.

The program is designed to

lower fuel costs for members who sign up. Other benefits include:

- Verifiable fuel pricing and reliable source of supply.
- Fuel management services that help control and reduce all fuel-related expenses. Access to these services is gained without having to invest in the infrastruc-

ture required to implement such a program internally.

- Professional, yet economical assistance with environmental compliance, fuel tax reporting, and fuel supply specification/pricing issues.
- Electronic operational reporting, financial reporting, and invoic-

ing payment options.

"Our new Fuel Solutions Program provides services that normally are available only to large regional or national fuel users," said Victor Parra, president and CEO of UMA. "Participation in the program has the potential to produce significant bottom-line sav-

ings for UMA and NSTA members," Parra added.

Under the plan, and in most circumstances, fuel is delivered to the operator's location (or locations). That means the operator must have a fuel storage tank, which can be obtained through the program.

CONTINUED ON PAGE 16 ►



Congratulations to Rosa Alvarez, Latin Express, and Ron Charlebois, Premier Coach, two more MCI Experiences Event winners.

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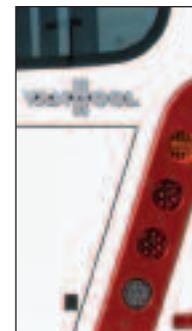
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AC TRANSIT TAKING THE HyROAD

Florida operators grapple with child-protection law

TALLAHASSEE, Fla. — The newest effort in Florida to get tough on child molesters is making it tough for motorcoach carriers to do business with public elementary and middle schools.

The cause of the upset is the Jessica Lunsford Act, which state legislators rushed into law this spring in response to the kidnapping and murder of a nine-year-old in Homosassa, Fla., in March.

The legislation — named after the victim — requires a 25-year minimum prison term for people convicted of certain sex crimes

involving children under the age of 13, and lifetime tracking by global positioning satellite once they're out of prison.

However, the measure also contains a requirement that people who have professional contact with school children be fingerprinted and pass FBI background checks in each county where the business is conducted.

"The spirit and the intent of the law are good, but the fingerprinting and background should not have to be done separately by each county," said Brian Scott of

Escot Bus Lines in Largo and a member of the Florida Motorcoach Association. "It should be done by the state or the counties should be able to share the information so we do not have to go to each county."

He said the counties charge from \$61 to \$120 for each bus driver to go through the procedure and obtain a permit to be allowed to work with school children.

Many motorcoach operators in Florida have school transportation contracts in several counties and are facing the prospect of having

to have their drivers processed in each of them.

"For me that means taking 50 to 60 drivers to each county, paying their salaries while they are at it and then paying the fee for the fingerprinting and background checks," explained Scott. "In addition to the cost, that would be logistically impossible and it just can't happen."

The Florida Motorcoach Association this month formed its first-ever legislative and regulatory committee to push for a change in the legislation that would allow



Brian Scott

CONTINUED ON PAGE 12 ▶

Lancer BusBounty program rewards NYC transit driver

LONG BEACH, N.Y. — Lancer Insurance Co. has presented a New York City Transit Authority bus driver with a \$500 check and a commemorative plaque for helping recover a motorcoach that was insured by Lancer.

William Zimmerman, who drives a transit route on the west side of Manhattan, noticed a bus owned by Virginia Coach Co. parked on a side street. The bus was gathering parking tickets and appeared to be abandoned.

After an Internet search, Zimmerman contacted Virginia Coach,

asking if it was missing a bus. Sure enough, the coach had been stolen in late March in New Jersey. (See April 15 and June 15 issues of *Bus & Motorcoach News*.)

For his vigilance and action, Zimmerman was rewarded by Lancer through its BusBounty program.

"With the ever-present threat of terrorists using buses to carry out their despicable crimes against innocent civilians, we take the issue of stolen buses very seriously at Lancer," said Executive Vice President Tim Delaney.

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THE DOCKET

Washington fuel measure won't reduce diesel taxes

OLYMPIA, Wash. — A ballot initiative designed to roll back a series of fuel-tax increases that began going into effect this summer won't reduce the taxes on diesel fuel.

State officials have confirmed that the petition initiative, if it wins a spot on the ballot in November and is approved by voters, only will reduce the state tax on gasoline, not diesel fuel.

Washington gasoline and diesel fuel taxes are scheduled to rise 9.5 cents during the next three years thanks to a state law that was adopted and signed by the governor earlier this year.

The first three cents of the

diesel fuel and gasoline tax increase went into effect July 1, raising the state's fuel tax to 31 cents a gallon. The rest is scheduled to be phased in over the next few years: 3 cents in 2006, 2 cents in 2007 and 1.5 cents in 2008.

Opponents of the fuel-tax hike have submitted more than 420,000 signatures on petitions, nearly double the number needed to force the issue onto the November ballot. (See Aug. 1 *Bus & Motorcoach News*.)

If voters approve the November initiative, the tax increase on gasoline would be repealed, but buyers of diesel fuel would get no relief.

Senator calls for greater over-the-road bus safety

NEW YORK — A frequently outspoken U.S. senator, Charles E. Schumer, D-N.Y., says cheap "Chinatown" bus services and a number of other tour bus providers are lacking in passenger safety protections.

This comes after two Chinatown-to-Chinatown buses recently caught fire after leaving Boston on their way to New York City. (See Sept. 1 *Bus & Motorcoach News*.)

According to Schumer's office, there are dozens of companies operating cheap bus service out of New York City which are rated dangerously low by the Inspection Selection System, which the Federal Motor Carrier Safety Administration relies on for safety

ratings and enforcement.

Recent incidents on a few of these Chinatown buses have raised serious questions about the safety of passengers riding to and from New York City to a variety of other cities on the East Coast, said Schumer's office.

An examination of publicly available ratings and statistics shows that low-cost Chinatown buses score dramatically lower than other bus services, the senator's office added.

Schumer suggested the federal government conduct more surprise inspections, devote more staff to low-fare carriers, and disclose safety ratings for "shadow" bus companies.

Illinois Tollway take climbs

DOWNERS GROVE, Ill. — Receipts for the Illinois State Tollway are up by more than half during the first six months of 2005.

The interest is no surprise given the steep increase in tolls that took effect the first of the year, especially truck tolls.

The typical toll rates for 40- and 45-foot, three-axle coaches increased to \$2.25 on Jan. 1, up from the 75 cents to \$1 previously charged at most toll plazas.

The typical tolls for two-axle coaches increased to \$1.50, from the previous 50 cents required at most toll plazas.

Truckers, however, were hit

with the biggest increase. Toll rates for over-the-road tractor-trailers with five or more axles jumped to \$4 at the typical toll plaza on Jan. 1, up from 2004 rates of \$1.25-\$1.50.

Rates for auto drivers who pay cash doubled to 80 cents from 40 cents.

Car traffic is down in 2005 by just over 2 percent, but truck traffic is down by almost 10 percent.

There have been complaints about more trucks on roads paralleling the tollway in certain places, and officials are making noises about trying to do something about that legislatively.

Transits seek charter firms

The following public transit providers have informed the United Motorcoach Association of their intent to provide charter bus service unless willing and able private operators step forward to offer service or to bid on contract opportunities. UMA urges appropriate operators to take the time to respond to these notices:

Charleston, S.C. Deadline: Sept. 16, 2005. Write to: Christine Nelson, Transit Administrator, Charleston Area Regional Transportation Authority, 36 John St., Charleston, SC 29403. Phone: (843) 724-7420.

Hall County, Ga. Deadline: Sept. 21, 2005. Write to: Janice Crow, General Manager, Hall Area Transit, 430 Prior St., S.E., Gainesville, GA 30501. Phone: (770) 503-3330.

Lancaster, Ohio. Deadline: Sept. 26, 2005. Write to: Peg Clifford, Public Transit Administrator, Public Transit System of Lancaster, 698 Lawrence St., Lancaster, OH 43130. Phone: (740) 681-5097.

Floyd County, Ga. Deadline: Sept. 29, 2005. Write to: Phyllis Gordon, Assistant Transit Director, City of Rome Transit Department, 168 North Ave., Rome, GA 30162. Phone: (706) 236-4523.

Paducah, Ky. Deadline: Oct. 3, 2005. Write to: Gary Kitchin, General Manager, Paducah Area Transit System, P.O. Box 2267, Paducah, KY 42002. Phone: (270) 444-8700.

Abilene, Texas. Deadline: Oct. 22, 2005. Write to: Amy H. Foerster, General Manager, City-Link, 1189 S. 2nd St., Abilene, TX 79602. Phone: (325) 676-6403.

Del. may sell I-95

DOVER, Del. — Delaware may sell a 24-mile stretch of Interstate 95 and two other highway sections.

The section of I-95 that's being discussed is operated as a toll road. It cuts across the state south of Wilmington.

The move would help reduce a \$270 million shortfall in the Delaware DOT trust fund. The buyer would have the right to collect tolls on the highways for 99 years.

A committee appointed by the governor is to present recommendations by November.

NTSB blames highway design, tire-tread depth in fatal Texas bus crash

HEWITT, Texas — Too high of a speed limit for road conditions and varied tread depths on the front and rear tires share the blame for a motorcoach accident in Texas two years ago that killed seven people and injured more than two dozen others, a federal investigation has determined.

The National Transportation Safety Board said Texas highway officials failed to consider a hill and possible rainy weather conditions when they set the speed limit on Interstate 35 near Hewitt at 70 miles per hour.

The accident in 2003 involved a motorcoach operated by Central Texas Trails that skidded on wet pavement when the driver topped a hill and braked for traffic that had stopped ahead. The slick conditions caused him to lose control, cross the median and collide with an oncoming sports utility vehicle before rolling over.

It was foggy and raining heavily at the time.

NTSB investigators said the probable cause of the accident was a decision by Texas to set a speed limit on the highway that did not take into account the roadway's limited sight distance or its poor drainage in wet weather.

"As a result, the bus driver was unable to detect the stopped vehicles as he approached the traffic queue and lost control of the motorcoach due to low pavement friction," the agency's investigators said their report on the crash.

The 70-mile-an-hour speed limit on the highway is 10 miles an hour above the highway design speed and 20 miles an hour above the speed the bus driver would have had to have been traveling to avoid the accident or reduce its severity, the investigators suggested.

Contributing to the accident, the investigators added, were the minimum tread depths on the motorcoach's drive-axle tires and differing tread depths on its front and rear tires. They noted that while the tread depths on the bus tires are allowed under federal

regulations, they reduced the friction that was available to the motorcoach.

Part of the reason, they said is that the rut-depth threshold on the highway of 0.50 inch is insufficient because it exceeds the tread depths of most tires, and standing water in the ruts can lead to reduced tire and roadway friction situations in wet weather.

They said the lack of a median barrier and an occupant protection system also added to the severity of the accident, which killed five passengers on the bus and two people in the sports utility vehicle.

The NTSB recommended that the Federal Highway Administration issue guidelines recommending the use of variable speed limit signs in wet weather at locations where the operating speed exceeds the design speed of the highway and the stopping distance exceeds the available sight distance.

Additionally, it said the FHA should conduct research on commercial tires and wet-pavement surface interaction to determine minimum frictional quality standards. Following the research, it then should revise the tire requirements for commercial vehicles operating on wet pavement at highway speeds and develop minimum pavement coefficients of friction and maximum pavement rut depths as part of roadway maintenance requirements.

The NTSB also called on the National Highway Traffic Safety Administration to conduct tests on the effects of differing tread depths for the steer- and drive-axle tires and the Federal Motor Carrier Safety Administration to modify the tread depth requirements for each axle to reflect the results of the research.

Texas transportation officials also were advised to repave or repair roadways where speed and friction problems may exist and install variable speed signs where wet weather could be a problem.

Battleship Alabama memorial is heavily damaged by storm

ABOARD USS ALABAMA — The USS Alabama battleship and Battleship Memorial Park in Mobile suffered immense damage from Hurricane Katrina and has been closed indefinitely.

A storm surge of at least 10 feet, coupled with 108 mph winds, shifted the battlewagon's position and created a list of some 5± degrees to port, or landside. The storm surge that rocked the Alabama was unofficially reported to be the largest ever recorded in Mobile Bay.

In addition to the damage to the ship, the



The Battleship Alabama, above, lists at its mooring in Mobile Bay. An aircraft pavilion, above, was largely destroyed, as was the ship's gangway.

aft concrete gangway leading up to the moored vessel was heavily damaged.

And the Aircraft Pavilion, a hangarlike building housing retired military aircraft, has significant damage to all sides and may be a complete loss. Many planes and displays inside the pavilion also were severely



damaged by the wind and water.

Submarine USS DRUM apparently suffered little, if any, damage.

Although the pavilion and gift shop were boarded-up for protection, Katrina's winds ripped the boards from both buildings. Breaches of the pavilion exterior were



numerous. The gift shop glass walls were broken, with two feet plus of water in the building, which houses the ticket office, gift shop, inventory stockroom, and snack bar.

The entire park was covered with at least five feet of water. Downtown Mobile was severely flooded.

Rescue

CONTINUED FROM PAGE 1

Both companies and scores of others that relied on the area for a good portion of their business now are hunting for replacement trips.

"One of our groups still wants to go some place and we will accommodate them," said Rountree, adding that they could begin making charter runs to San Antonio and Houston.

Smith said Good Times has already landed one new run — trips three or four times a week to a nearby Indian bingo and casino operation. "It's not like the casinos in Biloxi, but they do have one," she added.

The storm also took dozens of New Orleans- and Biloxi-based carriers out of service, many of which relied almost entirely on daily tours of the area and a lucrative convention transportation business. It was not known how many of those might not be able to come back, especially if the rebuilding of the city takes months.

Some companies that took tours and charters to the area and a few of those based in the Gulf Coast region that still could operate found some relief from the utility companies that hired them to transport work crews that are restoring power and communications to the storm-struck area, a project that could last two months or longer and help offset some of the lost business.

"Actually, the utility work is more profitable because you have every coach on the road every day, while the other trips you don't," said Smith, whose coaches are transporting utility crews in Mississippi.

The hurricane, meanwhile, brought out the best in the motorcoach industry.

Within hours of the call for help, hundreds of carriers were lining up to join in the massive effort to move upwards of 25,000 people who were sheltered in the Superdome and Civic Center in New Orleans to the Astrodome in Houston, the Alamodome in San Antonio, the Civic Center in Dallas and smaller shelters set up in other cities in Texas, Louisiana, Mississippi, Georgia, Michigan, North Carolina, West Virginia and elsewhere.

"It was a wonderful outpouring of support from the motorcoach industry," said Tom Larson, vice president of business development for Landstar Systems, a Jack-

Scenes from New Orleans evacuation



sonville, Fla., transportation provider that has a long-term emergency transportation contract with the U.S. Department of Transportation.

He said the transportation effort was the largest one handled by his company since it began working with the federal government more than a dozen years ago and might have been the largest movement of people by bus in such a short time.

The actual logistics of bringing together the motorcoach companies for the rescue operation was handled by Carey International, a Washington D.C. transportation company that worked under a contract from Landstar, and Transportation Management Services of Vienna, Va.

Carey rounded up 700 coaches and nearly twice as many drivers for the initial move-



ment of storm victims and almost a week later had grown those numbers to 1,100 buses and 2,000 drivers, according to Sally Sneed, vice president of Carey's meeting and events division.

She said the effort began with phone calls to companies that she has worked with in the past and the number immediately swelled as carriers began calling her company, Landstar, and the federal government asking if they could join the effort.

"Everybody wanted to help," she added.

The carriers ranged from major operators like Greyhound Lines, which committed more than 100 buses to the rescue effort, to Excursions Unlimited, a Birmingham, Ala., company with nine buses, three of which took part.

"I knew these people needed to get out of

there and it was just something we wanted to do," said Gene Davis, owner of Excursions Unlimited.

One operator called from Oregon but was cautioned by Sneed that by the time he arrived the operation could be over. "He came anyway," she said.

Once the storm victims were transported to safety, the mission of the buses changed to moving military troops and emergency workers in and out of the stricken areas. Many of the drivers were sleeping in their buses and in hotels outside of the areas that were hit the hardest.

Other buses concentrated on transporting utility workers, who swarmed into the area to begin repairing power and telephone lines.

Buses came into play all across the country.

Pacific Coachways of Garden Grove, Calif., took two busloads of rescue workers to New Orleans, while West Valley Charter of Campbell, Calif., transported National Guard troops to San Diego for flights to Louisiana.

Numerous other coach companies and transit agencies transported victims from airports to shelters in Illinois, Michigan, Indiana, Arizona, Rhode Island, West Virginia, Washington D.C., and several other states that volunteered to house them.

To help during the crisis, the federal government relaxed the hours of service rules for motorcoach and truck drivers who were involved in the hurricane relief efforts, making it possible for many of them to complete their rescue operations much faster.

Sneed, while acknowledging that processing the victims for transportation was difficult for law enforcement and other officials, hinted that it appeared to take too much time to ready the passengers for the trip. "It was a huge challenge for them, but I don't believe they were quite as ready as we were," she said. "But we were patient."

Larson of Landstar said there probably will be even more work ahead for the motorcoach operators, with the industry likely to be called on to help refugees either return to New Orleans and other damaged areas or move to other cities and states for long-term or permanent settlement.

"Certainly no one wants to spend the rest of their lives in the Astrodome," he said.

How New Orleans famed landmarks weathered Hurricane Katrina's fury

Antonine's restaurant. Structural damage.

Bourbon Street. The picturesque and world-famous avenue, which is the heart of Mardi Gras revelry, escaped major damage. Some residents are vowing that next year's Mardi Gras festival will go on.

Brennan's. The famed restaurant fared well.

Café du Monde. Since 1862, the aroma from the café's famous dark-roasted coffee and chicory has wafted along Decatur Street. The eatery, known for its café au lait and square crispy doughnuts called beignets, is still standing.

Emeril's restaurant. Founded by famous chef Emeril Lagasse, the restaurant was trashed and looted.

Ernest N. Morial Convention Center. Less damage than many big buildings in the city. Minor window breakage, wind damage and some water damage to two halls. It is not known how the storm would affect an expansion program for the hall that was expected to be completed by late 2007, adding about 500,000 square feet of space. It is being used as the nerve-center of the recovery program.

French Market. The local marketplace, where street merchants normally sell fruit and vegetables every day of the year, is now bare and filled with debris.

French Quarter. New Orleans' historic district, located on high



New Orleans' convention center is being used as headquarters for the recovery. Preservation Hall is closed indefinitely.



ground, was spared from severe flood damage. However, looters went from building to building, loading up on anything that wasn't nailed down.

Harrah's casino. Boarded up indefinitely.

Historic Neighborhoods. The historic Garden District and uptown have trees and wires down, looking much like they had suffered through a severe thunderstorm or medium hurricane. In the median of one section of Napoleon Street, for example, giant oak trees are on their sides, but the historic houses lining the boulevard generally

appear untouched. Dozens of other neighborhoods, however, weren't so lucky. Viewed from above, vast stretches of the city resembled a community of houseboats. Twenty-block neighborhoods were under water as high as the roofs of three-story houses.

National D-Day Museum. The museum, built in a renovated warehouse where amphibious boats used during the D-Day invasion of World War II were designed, was unharmed. At the time of the disaster, it had been planning a major celebration to mark the 60th anniversary of Japan's surrender.

New Orleans Fairgrounds. Best known as the home of the city's renowned Jazz Festival, the complex saw the roof of the grandstand torn off and the adjacent racetrack, which dates back to 1852, flooded.

Preservation Hall. The Big Easy's most-famous jazz showplace withstood the storm, but suffered damage from looters. Built as a private home in 1750, just three blocks from the Mississippi River, it is now a shrine to musical pioneers. Closed indefinitely.

St. Louis Cathedral. The Jackson Square landmark, the oldest, continuously active cathedral in the



New Orleans famed St. Louis Cathedral looms behind a coach from hometown New Orleans Tours in pre-Katrina days.

United States, is still standing. The church, built under Spanish rule, was consecrated in 1794.

Streetcars. Were safely stored before the storm hit.

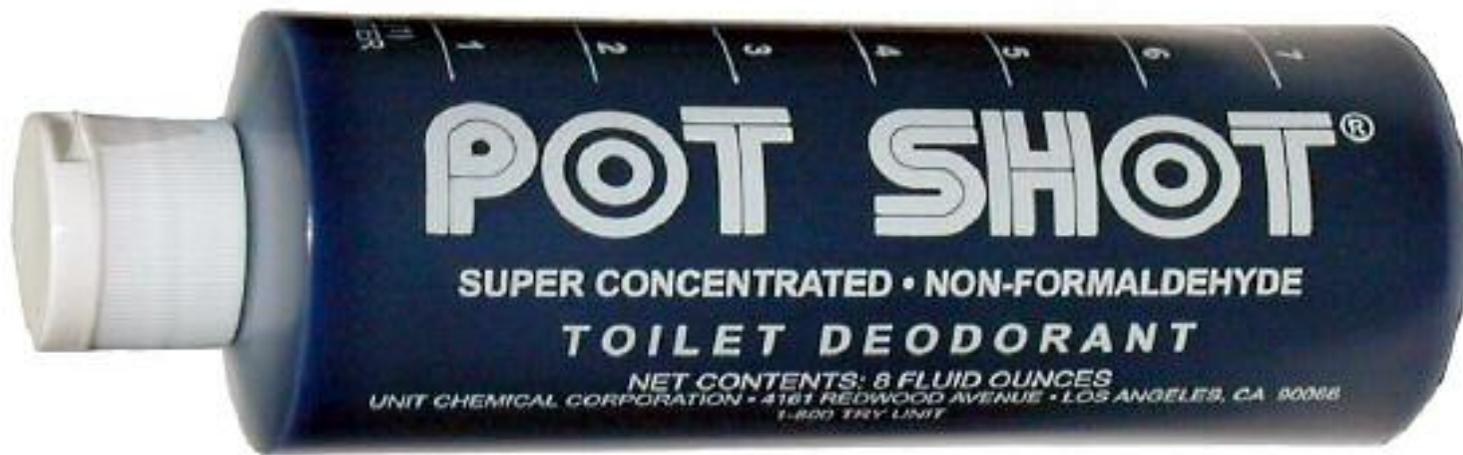
Superdome. The massive building's roof suffered significant damage during the storm. Swaths of roofing material were peeled away by the powerful winds, and two large holes created. The power and air-conditioning failed. Toilets overflowed. It was the scene of unspeakable horror for many residents who took refuge there. It's a mess and there has been talk of razing it.

Vampire Chronicles. Novelist Anne Rice set many of her thrillers in New Orleans, and her former Garden District home is a must-see for fans. The house survived. Rice now lives in San Diego but she helped create "haunted tours" of the city.

Mississippi Gulf Coast. A 30-foot storm surge, the worst produced by Hurricane Katrina, wiped away upwards of 90 percent of the buildings along the coast at Biloxi and Gulfport, leaving a bomb blast-like scene of destruction. One Biloxi casino, which had been built on a barge, was swept half a mile inland. The landmark Beau Rivage resort and casino sustained significant damage. High winds and water broke apart the bridge — U.S. 90 — connecting Biloxi's casino row to the rest of the city.

National Shrimp Festival, Gulf Shores, Ala. The 34th annual festival will go on as usual Oct. 13-16. The Gulf Shores area sustained minimal damage from Katrina. Each year, the festival celebrates all of the good things of life along the mostly balmy shores of the Gulf of Mexico. For information go to www.nationalshrimpfestival.com.

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Government fails

After the hurricane and killer floods, New Orleans was victimized by another disaster — the disaster response itself.

Every level of government that was supposed to prepare for the storm and its aftermath failed miserably. All were unwilling to make the expensive commitments to shore up vulnerable levees or replenish vanishing wetlands that left New Orleans so open to flooding. There was no logical plan to evacuate the city, particularly those too sick, poor or stubborn to leave.

When it became clear that tens of thousands were marooned, the federal government was unprepared to rush life-saving supplies to the city's Superdome and convention center, to rescue the stranded and sick, or keep order in the streets.

Images that brought to mind catastrophes in Third World nations shot around the world — making the inept response of the Federal Emergency Management Agency not only a human tragedy but also an international embarrassment for the USA.

That bungled response should serve as an alert to the rest of the nation. After spending four years and tens of billions of dollars since 9/11..., FEMA's parent, the Homeland Security Department, failed its first major test.

The performance raises many questions, among them:

- If national authorities could not adequately respond to an anticipated threat from a hurricane, how can they possibly be ready to deal with a surprise nuclear or biological attack by terrorists?
- Has FEMA's leadership been politicized, and is it up to the task?... In the first days of the crisis, FEMA's decision-making appeared tentative and confused, with fatal consequences.
- Has putting FEMA in the new Homeland Security Department undermined its ability to respond to natural disasters?

Disaster experts will tell you that responding to any catastrophe requires the same elements — evacuation, rescue, emergency supplies and security.

After 9/11, the nation should not have needed a second wake-up call. Having gotten one, it's time to dissect this failure, establish accountability and ensure that it won't happen again.

Reprint from USA Today

Extraordinary heroism, overwhelming grief



**By Victor Parra
President & CEO
United Motorcoach Assn.**

In thinking about the devastation that occurred in Louisiana and Mississippi, I am filled both with profound sadness and pride — sadness for the enormity of the tragedy and pride at how our industry responded to it.

The evacuation of New Orleans and surrounding areas, as well as our industry's rescue of stranded individuals in parts of Gulfport, Miss. and nearby communities, was nothing short of heroic.... *despite the many obstacles encountered along the way.*

At best, this was a poorly organized relief effort.

UMA called the Federal Emergency Management Agency the day the hurricane hit to get information as to how our members could help. Unfortunately, all we were able to get was a telephone number with an answering machine.

Our members were told to call the number and leave a message with information about how much and what kind of equipment they had available.... *should their assistance be needed.*

It wasn't until Transportation Management Systems and Carey International stepped in that our members got definitive information about how they could help with the evacuation.

Still, once operators arrived on the scene, many waited in long lines to pick up those stranded in the Superdome.

There was no staging area where drivers could rest after having driven — in some cases — more than 1,000 mile. Instead, they were forced to inch forward for up to nine hours before arriving at the front of the line.

There were reports from members of their drivers arriving at destinations and being turned away ... *even after driving more than 12 hours.* Drivers frequently had either been given wrong information about where to take evacuees, or the facility was at capacity and could no longer handle more people.

There are numerous stories such as these that highlight the poor coordination.

'Our members jumped in and fully committed their equipment in much the same way they supported the relief work following the 9/11 terrorists attacks.'

Despite these challenges, our members persisted until they could find a temporary home for their passengers — poor souls who had no way to leave New Orleans prior to Hurricane Katrina's arrival.

In addition, the risks involved were tremendous. In speaking with FEMA, we were told that while our members would be paid for their work, the agency considered their efforts "voluntary," and anything that occurred during the relief work was the responsibility of the individual operator, not Uncle Sam.

You have no doubt heard about the incident involving one of our members in

which an evacuee attacked the driver, causing the bus to flip, resulting in a fatality.

And, more recently, we were advised by the federal Center for Disease Control that anyone involved with the relief effort should, at a minimum, be up to date with their tetanus shots.

Despite all this, our members jumped in and fully committed their equipment in much the same way they supported the relief work following the 9/11 terrorists attacks on New York and Washington.

Yet, our feeling of accomplishment is overshadowed by the grief we all feel for the tremendous loss of life. Many of our members witnessed this first hand — not just on television like most Americans. The stories our members tell can only be described as shocking and sad.

The hardship those affected by Katrina have had to endure is beyond words and, for many, beyond comprehension. It's hard to believe that with all the wealth and resources our country possesses, that something of this magnitude could happen in the good ole' U.S. of A. And, yet, it did.

While we are tempted to lash out as we try to find out those responsible for this badly botched relief, there will be plenty of time for that... later. Instead, I urge all of you to focus your energy and resources on helping the victims of Katrina. This is a time that we as Americans must pull together to do what we can to assist those affected by this tragedy.

For those who participated in the relief effort, I want you to know how proud I am of everything you did and thank you for your work during this crisis. And while the media gave you very little credit, know that your efforts didn't go unnoticed by the tens of thousands of men, women and children whose lives you may have saved.

Please keep all the victims of Katrina and their families in your prayers.

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Trailways adds members from California, north Texas

Fairfax, Va. — Trailways Transportation System has added a West Coast and a Texas operator to its network.

Helping expand its Far West division is Silver State Trailways of Placentia, Calif., and the new Texas-based member is Texoma Tours Trailways of Sherman.

A family-owned business since 1986, Silver State serves the Nevada gaming industry, plus offers charter and shuttle services from San Diego County. The company is near three of the Los Angeles region's airports — LAX, John Wayne and Ontario.

"Though our major client is the gaming industry, we have a diversified client base," says Anthony J. "Tony" Fiorini, president of Silver State. "We work with a lot of senior groups, and we

Tour operators offer special interest travel

LEXINGTON, Ky. — Demand for more special interest travel is challenging tour operators to come up with new packages, new research from the National Tour Association indicates.

Among special-interest packages increasingly being offered by tour operators are hard and soft adventure, gay and lesbian travel, sports tours, wine tasting, gardening, and agriculture.

Future seniors and seniors (age 60 and older) represent the largest customer base for NTA tour operators, yet NTA research shows that its tour operators are serving more leading-edge boomers (ages 51-59) and trailing-edge boomers (ages 39-50).

Among the most popular tour packages being offered by NTA tour operators, according to the Web-based survey, are historic and heritage (74 percent), events (73 percent), and cultural (71 percent).

Fall foliage tours continue to be popular, with 71 percent of NTA members offering packages.

Wine tasting tours have increased by 23 percent since 2003. Family tours are up 31 percent from 2003 and learning tours have increased by 35 percent.

"This research indicates a common trend among today's travelers seeking out the experiential and unique," said NTA President Hank Phillips. "Consumers want authentic hands-on experiences and a tour that will give them a VIP experience."

For more information go to www.NTAonline.com.

sell prepackaged tours out of Los Angeles County. Our new Trailways partnership will help us extend our business reach."

Fiorini and his wife, Jill, have expanded their operation to include 34 full-size coaches.

Texoma Tours Trailways' owners, Becky and Mike Sellers, have

42 combined years in the coach industry, and say the Trailways brand will help them grow through affiliation and networking.

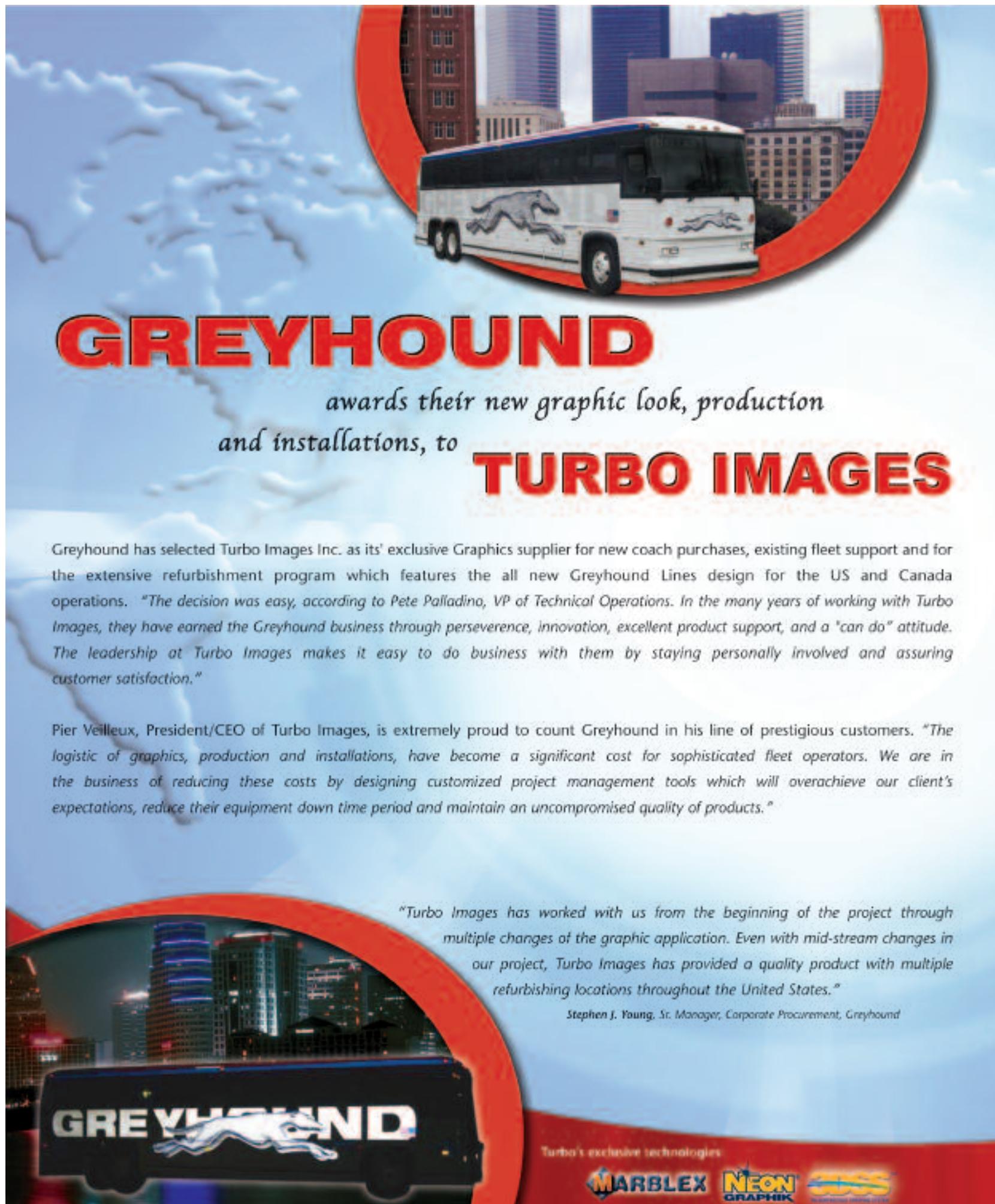
"We have been around long enough to know the value of partnerships with others in the industry," said Becky Sellers. "Not only will our Trailways affiliation give

us new marketing clout beyond our north Texas territory, but it will also enable us to assure clients even more about road safety.

"People always want to know what strategies are used in case of breakdowns and repair issues, and we know that being able to rely on fellow Trailways partners for help

wherever we are will be a big bonus to the capabilities we already have," she added.

The Sellers founded Texoma Tours 12 years ago, and picked Sherman because they wanted an untapped territory out of a major urban area. They've built their business to seven coaches.



GREYHOUND

awards their new graphic look, production and installations, to

TURBO IMAGES

Greyhound has selected Turbo Images Inc. as its' exclusive Graphics supplier for new coach purchases, existing fleet support and for the extensive refurbishment program which features the all new Greyhound Lines design for the US and Canada operations. *"The decision was easy, according to Pete Palladino, VP of Technical Operations. In the many years of working with Turbo Images, they have earned the Greyhound business through perseverance, innovation, excellent product support, and a "can do" attitude. The leadership at Turbo Images makes it easy to do business with them by staying personally involved and assuring customer satisfaction."*

Pier Veilleux, President/CEO of Turbo Images, is extremely proud to count Greyhound in his line of prestigious customers. *"The logistic of graphics, production and installations, have become a significant cost for sophisticated fleet operators. We are in the business of reducing these costs by designing customized project management tools which will overachieve our client's expectations, reduce their equipment down time period and maintain an uncompromised quality of products."*

"Turbo Images has worked with us from the beginning of the project through multiple changes of the graphic application. Even with mid-stream changes in our project, Turbo Images has provided a quality product with multiple refurbishing locations throughout the United States."

Stephen J. Young, Sr. Manager, Corporate Procurement, Greyhound

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IMG names DATTCO its 2005 operator of the year

LAKE GENEVA, Wis. — DATTCO Inc., the large, diversified bus operation based in New Britain, Conn., has been named 2005 Operator of the Year by the International Motor Coach Group.

The award is given annually to an IMG member that participates in industry leadership roles; pro-

motes IMG standards regarding safety, customer service, driver training, and practices sound business techniques.

DATTCO also has shown progressive and innovative thinking regarding the future of the motorcoach industry, said IMG President Steven C. Klika.

“DATTCO exemplifies true professionalism in providing transportation solutions to its customer base, whether it is school bus sales and service, motorcoach transportation, or tour planning,” said Klika. “The DeVivo family has played an instrumental role in the development of the transporta-

tion industry not only in the Northeast, but nationally.”

The award was presented late last month at the IMG Strategic Alliance Meeting here. Northwest Iowa Transportation of Fort Dodge won the award last year.

DATTCO was established 80 years ago with the merging of a

local bus company and a school transportation operation. It has grown into a 1,200-employee operation with three main divisions: Bus sales and service, school bus contracting, and motorcoach and tour and travel group. It has 19 facilities throughout the northeastern U.S.

DATTCO participates in its local communities by donating coaches for charity auctions and producing an annual expo for travel-related companies to come together to promote their products and services to potential customers. It also played a major role in the development of the IMG shareholder insurance program.

The company's school bus unit operates more than 800 buses, providing service to 11 school systems. The coach division operates more than 50 buses.

IMG is composed of more than 50 North American motorcoach charter and tour companies, operating more than 7,000 coaches.

Carey opens call center

WASHINGTON — Carey International has opened a 100-seat, state-of-the-art call center in Frederick, Md., to service its growing customer base.

“Carey has established a benchmark for premium-level service with our new worldwide call center,” said Devin J. Murphy, president and CEO of Carey International.

The center will specialize in handling complex reservations, including those involving multi-city, multi-vehicle transportation, such as executive and VIP travel, meetings, events, road shows, tours and international destinations.

“The Frederick Call Center will continue to expand and be a catalyst for continued growth for Carey worldwide,” said Gary L. Kessler, executive vice president, operations.

“The new Frederick center boasts a number of technological advancements, such as enhanced call projection and scheduling capabilities,” added Marc Mills, vice president, call center operations.

Carey International operators provide a variety of transportation services, ranging from sedans to motorcoaches, in more than 500 cities around the world.

For more information, go to www.ecarey.com.

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By: Esther Morissette
Director of Sales
TURBO IMAGES



Turbo to produce Greyhound graphics

DALLAS — Turbo Images of Saint-Georges, Quebec, creator and supplier of graphics for commercial fleets, has been selected as the supplier for the image changeover Greyhound Lines is making to its fleet.

Hundreds of Greyhound coaches will get the new look.

“The logistics of graphics production and installation have become a significant cost for sophisticated fleet operators,” said Turbo Images President/CEO Pier Veilleux.

“We are in the business of reducing hidden costs by designing customized project management tools that will over-achieve our clients’ expectations, reduce their operational costs, and maintain an uncompromised quality of products.”

Turbo Images serves clients across North America, including Canada Post, Kraft Canada, Tim Hortons, Pepsi, Laidlaw, AC Transit, Golden Gate Bridge, Arrow Stage Lines, Dillon’s Bus Services



Inc., Premier Coach, Pacific Western Transportation, New Worlds Tours and others.

USDOT bus-coach specialist Phil Hanley retires at FMCSA

WASHINGTON — Phillip Hanley, the respected U.S. Department of Transportation official who specialized in bus and motorcoach safety, retired earlier this month after nearly 30 years.

Hanley spent the last seven years of his career in bus and coach safety, most recently as acting chief of the Federal Motor Carrier Safety Administration Commercial Passenger Carrier Safety Division in Washington.

Hanley joined the Department of Transportation from the Knoxville Transit Corp.

His assignments at DOT included safety investigator duties in Kansas and Michigan; officer-in-charge for motor carrier safety in Lincoln, Neb.; motor carrier safety training coordinator in



Phillip Hanley

Washington, and deputy regional director in Fort Worth, Texas.

He was a key member of the Passenger Technical Advisory Group (formerly known as Bus TAG), an important resource within the FMCSA that fosters relationships with state agencies, the industry and FMCSA offices.

He is expected to consult.

Florida

CONTINUED FROM PAGE 3

bus drivers to go through the process only once and for the counties to share the information with each other.

Scott said there appears to be support from Gov. Jeb Bush and some legislators to make the

changes, possibly as early as next month when state lawmakers are expected to be called into special session. If it is not corrected then, the motorcoach carriers would have to wait until next March when the legislature opens its 2006 regular session.

“You can see that we may have to live with this for a while,” Scott

observes.

Lawmakers passed the legislation at the urging of Jessica’s father, Mark Lunsford, who was on hand in April when Bush signed it into law. John E. Couey, a convicted sex offender who was living near the Lunsfords, is charged with kidnapping her from her bedroom and murdering her.

People

Bill Harlan has joined Creative Mobile Interiors of Grove City, Ohio, as chief engineer. Harlan has a long career in the bus

conversion industry, having spent 13 years as chief engineer at Custom Coach Corp. Most recently, he spent two years at Farber Specialty Vehicles in a similar role.

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Keeping your alternators energy efficient

By Bryan Couch
Motor Coach Industries



On today's motorcoaches, the electrical system powers an incredible variety of equipment, including the new-generation engines and transmissions; overhead reading lights; cooling system blowers, fans and switches; DVD player and other A/V equipment, and much, much more for passenger enjoyment and coach safety.

Yet, it's the coach's hard-charging alternator that's responsible for generating the energy for these amenities and critical components.

While alternators require little maintenance, here are a few tips that can help extend alternator life and reduce chances of coach-down situations.

Check your list

To extend alternator life, trim excessive and unneeded energy expenditures to reduce the load on the alternator. Use the proper light bulbs. Consider the use of LED lighting and contact your MCI Fleet Support Manager to

determine the applicable LED lights for your fleet. Keep all electrical connections tight and free of corrosion. That includes the alternator cables and any clamps that secure these cables.

Check bearings and brushes on all electric motors. Torque fasteners. Service the voltage regulator bearings and other serviceable components at recommended intervals (always refer to your service manual). On air-cooled alternators with air intake tubes, check the integrity of the mounting hoses between the tubes and the alternator — never operate the coach with these tubes missing or detached. Check alternator belt tension, even if equipped with a spring tensioner. Too much belt tension not only reduces belt life but it puts unnecessary strain on alternator bearings.

Finally, always remove malfunctioning alternators for testing and repair.

Give drivers the power

Caution your drivers to be aware of electrical requirements while driving. For example, frequent starts and stops don't allow the batteries to recharge. Therefore, the alternator is constantly operating at full capacity, which generates heat. Heat hurts. If this heat is not dissipated, the alternator can be damaged. This is especially a problem with oil-cooled alternators.

In addition, shut off unnecessary loads placed on the alternator. Remind drivers to turn off exterior lights, HVAC and video systems when the coach is being moved around the yard or driven without passengers on board.

Take charge early

Remember to replace alternators *before* they fail. It's much more cost effective to replace an alternator as part of a routine maintenance program than to service a coach down on the side of the road with passengers.

Don't be complacent

Dual alternators have provided some redundancy in the electrical system. If one alternator fails, the second will allow the coach to continue to a service facility. The down side is that some operators let preventative maintenance slide. With a single-alternator system, more attention is paid to the condition of the alternator, drive belt, tensioner, etc. It's a good idea to continue such vigilance even with two alternators on board.

By practicing preventative maintenance and operating with care, you can help assure that you and your passengers are always "in charge" when it comes to alternator performance.

Bryan Couch is vice president of product development and technical support at MCI.

Calendar

SEPTEMBER 2005

24-29 Fall Workshop Commercial Vehicle Safety Alliance, Indiana Convention Center and Hyatt Regency Indianapolis. Info: Go to www.cvsaa.org.

25-27 Louisiana Motorcoach Association Meeting & Marketplace, Isle of Capri Casino, Biloxi, Miss. Info: Go to www.lamotorcoachassociation.org

25-28 Annual Meeting, American Public Transportation Association, Dallas Convention Center, Dallas. Info: www.apta.com/expo.

26-28 International Public Transportation Expo 2005, Dallas Convention Center, Dallas. Info: American Public Transportation Assoc., www.apta.com or call (800) 687-7469 Ext. 208.

OCTOBER 2005

23-26 Ontario Motor Coach Association Conference & Marketplace, Sheraton Centre Toronto Hotel, Toronto. Info: (416) 229-6622 or go to www.omca.com.



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Word trickles out about fate of New Orleans bus operators

NEW ORLEANS — No one in the motorcoach industry suffered more from the ravages of Hurricane Katrina than the coach operators who are based in and around New Orleans and along the Gulf Coast.

Virtually every coach operator in the region has been knocked for a loop.

With phone and Internet service spotty, it has been difficult to get a fix on many of the operators who were in the path of the hurricane. However, some companies have gotten word out that they survived and are attempting to pick up the pieces.

Louisiana Coaches Trailways of Marrero, La., has opened a temporary office at its parking facility in Lafayette, La., reports company director of operators Louis Sanders.

“Louisiana Coaches Trailways is fully operational, including maintenance,” said Sanders. “Our service department and staff are available, including road service.

“We are facing many challenges ... but with the support of our families, friends and clients, we will persevere. We do have some drivers who are not with us currently due to the devastation of their homes in New Orleans. All we can do is hope and pray for their healing and recovery from this terrible event. It will truly change us all.

“We are ... letting all our clients and

friends know that the “Spirit of Louisiana” will survive. It will not only survive, but it will flourish.”

In an interview via his cell phone, Sanders said his company is finding work, thanks to the Bus Bank and fellow Trailways members, including Salter Trailways of Jonesboro, La. “Our Trailways affiliation is really coming through for us,” he said.

New Orleans two largest operators, New Orleans Tours and Hotard Coaches, were both shut down by the storm and, according to flood maps of New Orleans, Hotard may have had five feet of flood water in its yard. New Orleans Tours appears to have escaped flood damage.

New Orleans Tours has a message board attached to its Web site (www.bigeasy.com), and in the days following the storm the company was operating out of a Hampton Inn in Baton Rouge, La.

According to its Web site, Hotard also moved to Baton Rouge.

Le’Ob’s Tours of New Orleans indicated on its Web site it was safe in Houston, but eager to return to New Orleans.

And the Schulers, owners of Carey New Orleans, sent word they were safe in Woodville, Texas. “All OK. Office, home, vehicles and chauffers,” reported Jean Schuler.

Passport office in New Orleans is closed; documents recovered

WASHINGTON — All-important documents and passport applications that were being processed by the former U.S. passport office in New Orleans have been recovered, according to the U.S. State Department.

The regional office, located in a flooded downtown New Orleans building, was among the largest passport issuing centers in the United States, handling 17 percent of all passport applications.

The State Department said recent passport applicants are being sent postcards from the Bureau of Consular Affairs notifying them of disruptions and possible delays caused by Hurricane Katrina.

The postcard advises those who plan to

travel within the next six weeks to contact the National Passport Information Center at (877) 487-2778.

“Obviously, we will make every effort to reach out to those individuals at the best possible addresses for them, but people can call and talk to the National Passport Information Center about getting their passport in the next six weeks,” said a State Department spokesman.

The New Orleans passport center will remain closed until further notice. All new applications are being rerouted to other offices.

For more information, go to the U.S. State Department Bureau of Consular Affairs’ Web site: www.travel.state.gov.

National Interstate sees impact as being minor from hurricane

RICHFIELD, Ohio — National Interstate Corp., parent company of National Interstate Insurance Co., reports that the first claims from Hurricane Katrina are coming in but it expects the losses will have little impact on its financial results.

The nation’s No. 2 insurer of motorcoaches (after Lancer Insurance) said that a preliminary analysis of its property and physical damage exposures indicated National Interstate Insurance has limited exposure to losses related to Katrina.

The insurer noted it does not offer prop-

erty insurance coverage on buildings outside of Alaska and Hawaii, and National Interstate’s primary exposure to losses from the hurricane would relate to physical damage coverage to motorcoach operators and other owners of commercial and recreational vehicles, and watercraft.

“Since August 25, when Hurricane Katrina first hit the Florida coast, there have been 49 physical damage claims filed with us from all affected areas,” said National Interstate Chairman and President Alan R. Spachman.

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WWW.COACHUSA.US

Key Katrina-related information posted on Web sites

The United Motorcoach Association, the American Trucking Associations and the American Bus Association are posting critical post-Hurricane Katrina-related information and regulatory changes on their Web sites.

UMA's Web site, www.uma.org, for example, contains updated information about state and federal regulations, and a link to the official U.S. Department of Transportation hurricane recovery situation report.

It also carries a warning issued by the federal Centers for Disease

Control (CDC) that recommends that any personnel who went to the New Orleans area to assist with disaster relief be up to date on their tetanus shots, whether they came in contact with the contaminated water or not. The CDC recommends adults receive a tetanus shot once every 10 years.

Additionally, there is information about the easing of the federal hours-of-service rules for carriers helping with the relief.

UMA urges operators to thoroughly familiarize themselves with the notices that eased the

hours-of-service rules. It points out that drivers are not automatically exempt if they were doing work for the Federal Emergency Management Agency or state emergency management offices. Understanding the provisions and Federal Motor Carrier Safety Regulations' guidance will be "critically important during future compliance reviews or military audits, UMA notes.

Plus, there is information about the IRS waiving diesel fuel penalties and changes in state regulations.

The American Trucking Asso-

ciations launched a Web page to inform motor carriers of road closures, changes to regulations, and other critical information. The site has links to information on:

- Business Tax Relief & Operating Requirements
- Emergency Size and Weight Limits
- Fuel Waivers
- Relief from Hours of Service
- Road Closure Information
- State DOT Hurricane Information
- State Emergency Management Agencies

To access the information, go to www.truckline.com, and click on "Katrina Relief Effort" in the upper left.

ABA's Web site, in addition to providing information about rules changes and plans to use an ABA Foundation-sponsored golf tournament to raise money for the relief effort, also has a forum for exchanging messages about individuals and institutions affected by the disaster.

ABA's Web address is www.buses.org and the message exchange is at www.buses.org/forums.

Years, billions of dollars needed to repair highways

Included in the widespread havoc caused by Hurricane Katrina is billions of dollars worth of damage to highways, roads and bridges all along the Gulf Coast.

Much of Interstate 10, a major east-west route across the U.S. from Jacksonville, Fla., to Los Angeles, is closed on either side of New Orleans. In the hurricane area, the impassible stretch extends from Louisiana to Alabama.

U.S. 90, which parallels much of I-10, also is heavily damaged from Louisiana to Alabama and is closed in many areas.

Months will be required to repair all of the damage to the heavily traveled I-10, the principal artery through New Orleans, as well as Highway 90. Sections of I-10 have pieces missing or misaligned, as if the highway were an unfinished jigsaw puzzle.

Additionally, sections of Interstates 310, 510, 610 and 55 are closed around New Orleans because of damage.

Many sections of the 5.4-mile, I-10 "twin span" bridge across the eastern edge of Lake Pontchartrain, which links Slidell and New Orleans, are missing.

East-bound I-10 also is closed in Mississippi from State Highway 57 to State Highway 613.

The east-bound lanes of I-10

near Pascagoula, Miss., are closed because a bridge shifted in the storm and must be realigned. Two big barges careened into the bridge's supports.

With I-10 out of commission, travelers on I-12 from Slidell, near the Mississippi border, west to Baton Rouge are likely to face major delays for months.

Parts of the 24-mile-long Lake Pontchartrain Causeway, the world's longest over-water highway bridge, are missing.

A section of I-55 south from Hammond, La., along the west side of the lake, into New Orleans also is closed.

Several U.S. 90 bridges were damaged:

- The bridge between Bay St. Louis and Pass Christian, Miss., was destroyed.
- The Point Cadet Bridge, a five-mile span on Highway 90 from Biloxi to suburban Ocean Springs, Miss., was damaged, forcing travelers into a lengthy detour on I-10 and I-110.

I-59 is shut down from Meridian to Picayune, Miss.

I-55 and I-20 are open, but officials are urging extreme caution and asking travelers to be patient.

While the damage list is extensive, most roads and bridges that survived require only to be



cleared of sand and debris.

For those that were harmed, highway engineers are evaluating repair and replacement costs. Early estimates are that it will take years and billions of dollars to restore the road system.

One of the highest priority projects is repairing the damage to the I-10 twin bridges over Lake Pontchartrain.

Louisiana's Transport Department opened contract bids Sept. 9, for replacing the numerous sections that were displaced by the hurricane.

The preliminary plan for the project calls for repairing the bridge in two phases. The first phase could be completed within 30 to 45 days with repair crews working around the clock, seven days a week. The second phase could be completed by January.

Ordinarily, dyed diesel fuel is not taxed because it is sold for uses exempt from excise tax, such as to farmers for farming purposes and to local governments for their buses.

The IRS also announced it will not impose penalties for failure to make semi-monthly deposits of the tax. IRS Publication 510, *Excise Taxes for 2005*, has information on the proper method for reporting and paying the tax.

Diesel fuel prices soar, Katrina disrupts supply; some forecast shortages

WASHINGTON — The average retail price of diesel fuel in the U.S. rose a record 30.8 cents, to an all-time high of \$2.90 a gallon, in the aftermath of Hurricane Katrina, while gasoline soared 45.9 cents a gallon to about \$3.07, the first time the national average had topped \$3.

The price run-up, which was reported by the U.S. Department of Energy, reflected the hurricane-caused damage to the refining infrastructure along the U.S. Gulf Coast.

The storm destroyed offshore drilling rigs and pipelines in the region, which produces one-third of the oil and a fifth of the natural gas in the U.S., and damaged or shutdown a number of refineries in the region.

Even before Katrina, diesel fuel had been climbing weekly for a month, breaking records for the motorcoach industry's main fuel. Diesel is roughly \$1.03 a gallon higher than it was a year ago.

That increase adds \$206 to the cost of an operator filling a 200-gallon tank on a motorcoach.

Gasoline was \$1.22 cents above the price following Labor Day last year.

At one point during the price surge, oil surpassed a record \$70 a barrel but eased back by \$5 a barrel a week after the hurricane.

Average diesel prices rose sharply in all five regions of the U.S. tracked by the Energy Department. The East Coast led with a 33.6-cent per gallon gain to \$2.90, with the Gulf Coast not far behind, rising 32.5 cents to \$2.83 a gallon.

In the Midwest, the price

jumped 31.1 cents a gallon to \$2.84 and the price in the Rocky Mountain region rose 25 cents to \$2.98.

The West Coast remained the highest national average, spiking 22.9 cents to \$3.15 a gallon, while the California sub-region rose 20.5 cents to \$3.25 a gallon.

Each week DOE surveys 350 service stations to compile a national retail price picture.

To help ease shortages in the wake of Katrina, the federal government began tapping its emergency supplies. U.S. Energy Secretary Samuel Bodman said the Strategic Petroleum Reserve could deliver 5 million barrels of oil a day, more than three times the amount lost in the Gulf.

The American Bus Association quoted Lancer Insurance Co. and fuel industry sources as saying there will be acute diesel fuel shortages in the weeks ahead, with some sources predicting the shortage will last for months.

"While the price is an issue, it's predicted the availability of fuel will be the more pressing issue," said the ABA.

"Despite the administration's decision to release oil from federal reserves, it may only put a small dent in the shortfall caused by the damage to the Gulf Coast's oil industry infrastructure," the ABA added.

Then the association made a questionable recommendation "that operators top off the tanks in all your units as soon as possible."

Most oil industry experts strongly discourage the practice of "topping off" because they say it creates or exacerbates shortages.

Penalties waived for red-dyed fuel use

WASHINGTON — The Internal Revenue Service, in response to shortages of clear diesel fuel caused by Hurricane Katrina, temporarily waived the tax penalty for using red-dyed diesel fuel on the highway.

The relief began Aug. 25 in Florida, Aug. 30 in Alabama, Louisiana, and Mississippi, and Aug. 31 for the rest of the U.S. It ended Sept. 15.

The penalty relief was avail-

able to anyone who sold or used dyed fuel for on-highway use.

The relief from the penalty was only available if a motorcoach operator using the fuel, or the person selling the fuel, paid the tax of 7.3 cents per gallon.

The United Motorcoach Association reported that some operators purchasing the fuel thought they might get the fuel free of federal and state excise taxes. That is not the case, however.

Jolt

CONTINUED FROM PAGE 1

layer of taste and character that no formula could ever re-create," wrote author Roy Blount Jr.

Virtually every tour and charter operator called by *Bus & Motorcoach News* in the days following the storm mentioned the tours that had to be cancelled in the wake of the hurricane.

Visitors spent anywhere from \$4.4 billion to \$5 billion, depending on whose numbers you use, in New Orleans last year. The city's tourism and convention business were its economic jewels. And many of New Orleans' visitors came by motorcoach.

All conventions booked in the city through March 31, have been told to relocate or reschedule at a later date. Most observers think it may be well into next year before New Orleans will be able to get back in the convention business in a meaningful way. Perhaps longer.

More than 10 million visitors came to New Orleans last year, including 524,000 who attended events at the Ernest N. Morial Convention Center. The Morial Center is the fifth-largest convention space in the U.S., with 1.1 million square feet of exhibit space. That's about half the size of Orlando's Orange County Convention Center.

Currently, the convention center is serving as headquarters for recovery operations.

Upwards of \$1 billion in visitor spending is being lost with the cancellation of 300 to 500 meetings and conventions.

Crippled Infrastructure

It takes a huge industry infrastructure to support a visitor and convention industry as large as that of New Orleans, and that infrastructure has been severely crippled. While many hotels and restaurants were spared major damage, scores of eateries, hotels and meeting facilities sustained damaged. Transportation in, out, and around the city is going to be uncertain for months, if not years.

The Hyatt Regency New Orleans has canceled all business through Nov. 15. The hotel suffered structural damage but has continued to shelter guests, including the mayor. It has power, as do some other major hotels.

Even more fundamental than the industry infrastructure is the damage to the city's utilities infrastructure.

"The infrastructure is damaged so bad that it'll have to be completely rebuilt," said Lt. Kevin Cowan, a spokesman for the Louisiana Office of Homeland

Security and Emergency Preparedness. "The whole water supply in the city is contaminated," noted Sgt. Nicholas Stahl of the Louisiana emergency preparedness office. "There's everything from gas station fuel to the contents of people's toilets mixing in with the water."

Perhaps more important than any of that, however, is the human backbone of the city's visitor and convention industry. The industry employed more than 80,000 workers and many of them may not return to New Orleans because they have found new work or new lives in places where they have been relocated.

There have been scores of anecdotal stories in the media in recent days recounting how hundreds of evacuees are starting to put down roots in Dallas, San Antonio, Detroit, Baton Rouge and elsewhere. Whether it is a jazz trumpeter in Houston or a waitress in Phoenix, many of these individuals are skilled and experienced, in demand, and can readily find jobs.

Back Home Again?

It's going to be weeks, if not longer, before residents are allowed back into many areas of the city. And luring hundreds and thousands of them back to New Orleans to live in a recreational vehicle or mobile home for months or years may prove difficult.

The president of the New Orleans Convention & Visitors Bureau reported on the bureau's Web site that 90 percent of the CVB staff sustained major home damage or lost their homes outright in the hurricane.

Meanwhile, the meeting and convention cancellations in New Orleans are producing unanticipated windfalls for other destination cities. From Chicago to Orlando, and from Cleveland to Las Vegas, cities report companies and trade associations are calling to book conventions and meetings that had been slated for New Orleans or the Mississippi Gulf Coast.

Two motorcoach industry-related events are among those that were moved or cancelled.

The Commercial Vehicle Safety Alliance Fall Workshop had been scheduled for Sept. 24-29 at the Beau Rivage resort and casino in



Finding fuel during the evacuation of New Orleans was often dicey. Howard Snowbarger of Red Carpet Tours in Oklahoma City found a Texaco station where a National Guard truck was fueling buses because the station didn't have electricity to operate its pumps. Photo by Rick Whipple of Red Carpet Tours.

Biloxi, Miss. The CVSA scrambled and got its event rescheduled in Indianapolis, without having to change dates.

Still up in the air, however, is the Louisiana Motorcoach Association Meeting & Marketplace scheduled for Sept. 25-27 at the Isle of Capri Casino in Biloxi. The meeting has been postponed and a new date and place has not been picked.

The United Motorcoach Association is worried about its 2007 Motorcoach Expo, which is scheduled for New Orleans.

One Louisiana metro CVB made an immediate bid to grab some of the meeting and convention business that is being pulled out of New Orleans. The Shreveport-Bossier Convention & Tourist Bureau issued a news release saying that the rest of Louisiana "desperately" needs to retain as much of the New Orleans' meeting business as possible.

"More than 204,000 convention and meeting delegates were scheduled to meet in New Orleans over the next two months. That's an economic impact of roughly \$44 million that the state desperately needs in this time of crisis," the bureau's statement said.

"Now, more than ever, Louisiana needs to be, and is, open for business," said the bureau. It urged groups that have meetings or events scheduled for New Orleans to contact it and other convention and visitor offices in the state.

CVBs in Louisiana include the Alexandria/Pineville Area CVB, Alexandria; Baton Rouge Area

Convention and Visitors Bureau; Lafayette Convention & Visitors Bureau, Lafayette; Monroe/West Monroe Convention and Visitors Bureau, West Monroe; Natchitoches Convention & Visitor Bureau, Natchitoches; Ruston-Lincoln Convention and Visitors Bureau, Ruston; Southwest Louisiana/Lake Charles Convention & Visitors Bureau, Lake Charles, and West Baton Rouge Tourist Information & Conference Center, Port Allen.

Ships Ship Out

Beyond the thousands of tourists that come to New Orleans annually via motorcoach are hundreds of others brought to the city or other gulf ports to board cruise ships.

Upwards of 700,000 cruise-line passengers sail via the Port of New Orleans each year. Carnival and Royal Caribbean had weekly cruises out of New Orleans to the Caribbean and Mexico. Other cruise companies, Norwegian, Delta Queen Steamboat and RiverBarge Excursions, also were popular.

Now, cruise ships are being diverted from the region. Carnival Cruises, for example, pulled two ships, diverting one to Galveston, Texas, and the other to Tampa, Fla.

A number of operators reported losing cruise ship-related business because the Federal Emergency Management Agency took over three Galveston-based cruise ships as part of its plan to house evacuees from the Astrodome and Houston's other shelters.

"Mansfield's strength ranges from its expertise in managing the fuel logistics chain, to minimizing fuel costs through supply depth and procurement/trading skills, to providing proprietary value-added services," explained Parra.

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One of Mansfield's retail fleet fueling card partners is Wright Express, which long has had a relationship with UMA.

Additional information about the program is available from UMA and NSTA by contacting their offices.

That plan largely came a cropper when hundreds of shelter residents made it clear they didn't want to stay on cruise ships. Many said they'd already seen — or been surrounded by — enough water.

Hundreds of motorcoaches also made trips annually to the dozen casinos that operated in the Biloxi-Gulfport area. In fact, casino runs were the bread and butter for a number of southern operators.

It is going to be weeks or months before many of the casinos are back in action. Some incurred enormous damage, with at least one smashed to pieces. The casinos employed about 14,000 workers, many of who scattered or abandoned the area because of the extensive residential devastation to the Gulf Coast of Mississippi.

The area's premier casino, the upscale Beau Rivage owned by MGM Grand, intends to rebuild the heavily damaged 1,866-room gaming palace as quickly as possible. Meanwhile, MGM is continuing to pay the 3,400 employees in an effort to retain as many as possible. It says it will rehire them back when it reopens.

While the hurricane evacuation effort produced temporary work for scores of motorcoach operators — mainly from throughout the eastern half of the U.S., many also found work shuttling relief and reconstruction workers of every description, plus security, military and medical personnel.

Recover: How Long?

Meanwhile, the \$64 question remains how long it will take before New Orleans is restored to its status as one of the nation's most popular hosts.

Many of the hotels may be intact but until the city services are up and running, it doesn't much matter that the hotels are functional.

J.W. "Bill" Marriott Jr., of the hotel chain, said at a news conference about two weeks after the storm that "it's going to be a while" before the city can promote itself again as a tourist destination.

Still, communities and areas do bounce back from natural disasters, as Florida, pummeled by four hurricanes last year, has shown. Florida drew 2.5 million more visitors in the first quarter of this year than it did last year.

But most professionals think the Gulf Coast and New Orleans are going to be out of the megatourism business for the foreseeable future. It's going to be months before any sort of normalcy returns, and the effects evident for years.

And that means more suffering for the motorcoach industry.

UMA/NSTA

CONTINUED FROM PAGE 1

UMA and NSTA's partner in the program is Mansfield Oil Co. of Gainesville, Ga.

Mansfield was founded nearly 50 years ago and operates in 49 states. It delivers more than one billion gallons of fuel annually.



Van Hool, ABC set to unveil advanced hybrid fuel-cell bus

DALLAS — Van Hool, ABC Companies and a group of partners will unveil the world's newest hydrogen fuel-cell bus at the public transportation industry EXPO 2005 here later this month.

What distinguishes the new Van Hool A330 low-floor model from other fuel cell-powered buses is that it is a hybrid-electric fuel cell bus.

Fuel-cell buses are clean, quiet, electrically propelled vehicles that only emit water vapor from the tailpipe. The Van Hool design features a PureMotion™ 120-kW fuel cell power system built by UTC Fuel Cells in Connecticut and a hybrid-electric drive system designed and installed by ISE Corporation of California.

The 120-kW UTC fuel cell system provides high fuel efficiency because it combines oxygen from the air with hydrogen, at low, near-ambient pressure.

"Because we do not require compressors, we greatly increase the fuel efficiency

and the reliability of the system as a whole," said Jan Van Dokkum, president of UTC. "This design also makes the bus unbelievably quiet."

On-board batteries can store as much as 53 kWhr of electrical energy and release up to 95 kW of power. Regenerative braking augments the 120 kW of power available from the fuel cell.

Van Hool, UTC Fuel Cells, ISE and AC Transit, the public transit agency in Oakland, Calif., teamed up to develop an integrated fuel-cell, hybrid-drive system that would not compromise the low-floor Van Hool design that features three wide doors, large windows and air conditioning.

It will be announced during the APTA Expo that ABC Companies has been named the exclusive distributor of Van Hool transit buses in the U.S.

The bus will be on display at booth No. 5739 and unveiled at 11:30 a.m. Sept. 26.

Orion hybrids to San Francisco

DALLAS — The San Francisco Municipal Railway has become the first transit agency in California to order production-model hybrid diesel-electric buses.

It is buying 56 Orion VII hybrids from Orion Bus Industries, the DaimlerChrysler transit bus brand. The Orion hybrid will be on display here later this month at American Public Transportation Association triennial International Public Transportation Expo.

The San Francisco order has an option for 56 more units, making it the fourth-largest order ever for hybrid buses. They are being certified to standards for diesel-electric hybrid buses recently adopted by the California Air Resources Board.

The Orion VII is a 40-foot bus and similar to the hybrids Orion has delivered to New York City. It provides significant emissions reductions and fuel savings, compared to standard diesel transit buses, and outperforms conventionally powered vehicles.

Mississauga, Ont.-based Orion, along with partner BAE Systems, producer of the HybriDrive® series hybrid propulsion sys-

tem used in Orion hybrids, will begin delivering the Orion VII models to San Francisco Muni next year.

Earlier this year, the Toronto Transit Commission placed an order for 150 Orion hybrids of the same configuration.

"Hybrid electric drive provides an outstanding combination of improved efficiency, reduced emissions and improved performance," said Stuart Sunshine, San Francisco Muni general manager.

Compared to standard diesel propulsion, the hybrid units will provide 25-35 percent better fuel economy while reducing emissions: 90 percent less particulate matter, 40 percent less NOx, and 30 percent fewer greenhouse gases.

At the heart of the Orion VII hybrid bus is the HybriDrive® propulsion system that propels the bus with a single electric motor that's powered by a diesel-driven generator. A Cummins ISB 5.9-liter engine drives the generator. The generator also charges an energy storage unit that provides additional power for high-demand situations.

Orion's booth at the APTA Expo is No. 1203.

Public transit expo features new-generation technology

DALLAS — Later this month, the largest public transportation exposition in the world kicks off here with a heavy focus on new technologies that are improving bus and rail transit systems.

The American Public Transportation Association triennial International Public Transportation Expo takes place Sept. 26-28 at the sprawling Dallas Convention Center. More than 800 exhibitors and 16,000 transit officials from the U.S., Canada, Mexico and elsewhere around the world will attend.

The event is held in conjunction with APTA's Annual Meeting, Sept. 25-28. "Passengers on public transportation systems all over America are benefiting from a wide array of technologies that have emerged in recent years to enhance the riding experience and make it easier than ever to use transit for commuting, shopping, recreation and going to school," says APTA President William W. Millar.

Here are a few examples of what Millar is talking about and which will be featured at APTA's Expo 2005:

— The LYNX transit system in central Florida has equipped six buses with on-board wireless Internet, allowing passengers with wireless-equipped laptops to read

on-line news, shop by computer, check e-mail and send message. A similar pilot program is underway at AC Transit in Oakland, Calif., offering a first glimpse at a future where buses become rolling Internet cafes.

— A new generation of sophisticated technologies is raising transit system security to new levels. Software-enhanced surveillance systems continuously detect suspicious activities such as unattended items, rapid movements, sudden changes in light and sound, and different types of intrusions. This information is automatically relayed to personnel in control centers.

— On-board Wi-Fi surveillance allows real-time images to be transmitted to police in the event of an emergency, and automatic vehicle-location systems make it easy to track transit vehicles in distress.

— Advances in smart-card technology are giving passengers more flexibility and rewards for riding public transportation. Advanced collection systems allow passengers to pass through turnstiles without waiting in line, and the chip-based cards store fare information and discounts they can receive.

If cards are lost, they can be disabled so the passenger is reimbursed and receives a

CONTINUED ON PAGE 18 ►

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Expo

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new card. In the pipeline are interoperable fare cards that will allow passengers to travel on different transit systems within regions of the country using one card, a feature that will begin to deploy next year.

— Another innovation in fare collection and smart cards is frequent rider reward programs.

— Riders have added control over planning their trips thanks to new passenger information technology that can alert them when the next bus or train is coming by e-mail or cell phone, and provide real-time updates at the station on

its location and how long they will have to wait.

— Another trip planning resource that is becoming available in more parts of the country is 5-1-1, the telephone gateway for transportation information to help transit travelers plan and schedule the most efficient combination of bus and/or rail routes in their area.

— Transit systems are leading the way in the development of cleaner, more fuel-efficient transit vehicles. More than 8,000 clean-burning natural gas-powered buses are on the road, along with more than 700 hybrids.

More than 80 percent of the nation's transit bus fleet is now powered by ultra low sulfur diesel

fuel. Retrofit technologies such as catalytic converters and diesel particulate traps also are helping to reduce emissions and improve efficiency.

“The many benefits of America's 21st century public transportation system have resulted in a ridership increase of 23 percent since 1995, and this growth has led to increased funding for transit systems all over the country,” says Millar.

“More than 80 percent of all local ballot initiatives to fund transit system construction and improvements have passed in the past year,” Millar adds.

For APO information go to www.ntpshow.com/shows/apta2005.



MCI woos commuters with new-look coaches

DALLAS — Using a space-theme display, Motor Coach Industries is showcasing the company's newest commuter coaches later this month at the American Public Transportation Association triennial International Public Transportation Expo.

MCI will display two versions of its popular D4500 Commuter. The newest, the D4500 CT (Contemporary), features updated styling, while the D4500 CL (Classic) is the model with which many transit agencies are already familiar.

For the APTA event, MCI is bringing one of the 300 units destined for New York City MTA.

Michael Melaniphy, vice president of MCI's public sector division, said the MCI stand at the APTA expo underscores the company commitment to the transit market and will echo MCI's “Extreme Commute” advertising campaign.

All MCI Commuter Coaches feature 57 forward-facing seats, overhead airflow controls, individ-

ual reading lights and other passenger comforts.

They also offer toggle switches similar to those on traditional transit buses for easy driver orientation, IO multiplexing, and feature dashboards configured to accommodate electronic fare boxes.

For easy maintenance, the coaches now feature the SmarTire™ onboard tire-pressure monitoring system as an option.

“MCI Commuter Coaches have proven very popular with riders and profitable on routes they serve,” said Melaniphy. “The D4500 should do even more for agencies looking to attract those passengers who want to travel to work in comfort and no small amount of style.”

MCI estimates that roughly 4,000 of its coaches serve transit and other government agencies.

MCI will be at Expo booth No. 3653 from Sept. 26 through Sept. 28 at the Dallas Convention Center. It also is co-sponsoring a hospitality suite with Caterpillar.

Motorcoach/Tour/School Bus Company for Sale

Will sell in part or in whole

Due to the recent death of my wife, we have decided to place our 22-year-old business up for sale. We are negotiable and somewhat flexible with various aspects of the sale. We are seeing the best years of the company to date for the following reasons: 1) As a result of our company having offered 22 years of excellent service and we are the preferred carrier of many of our long-standing clients. 2) As a result of multiple failures of our competitors who have made poor decisions which resulted in their closings and bankruptcies. 3) As a result of continuing to be an extremely low debt-free company.

Our business is Charter, Tours & School Buses. We can split these divisions into separate entities if purchaser so desires. We maintain a fleet of 12 coaches but could easily operate and support 20.

We have seven 45-foot coaches and five 40-foot coaches. We are the only company in our five-state area to operate personal entertainment coaches. You may view our Web site at www.overlandtour.com

As president, I am willing to stay on with the business for a limited time until reins of control are transferred to the satisfaction of the buyers. Our market is a 90-mile radius which covers Indiana's two largest cities, Indianapolis and Fort Wayne, and reaching into western Ohio.

The company has been evaluated by outside professional appraisers and a fair market value for the company has been established by independent specialists.



Econoway/Overland Motor Coach Company Inc.

Ron Halbert, President

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Expo Vision Awards Banquet, an event not to be missed

TAMPA, Fla. — The premier award given at the grand finale of Motorcoach Expo is being restructured for next year's show.

The third annual United Motorcoach Association Vision Awards Banquet, which brings together operators, exhibitors and other Expo attendees for a gala evening, will be Jan. 20. The show opens Jan. 18.

Amidst the event's food and entertainment, numerous industry awards are to be presented to outstanding motorcoach operators, with the highlight being the presentation of the prestigious UMA Vision Awards.

This year, for the first time, Vision Awards will be presented in two categories, with one going to a small operator company and the other to a large operator company.

"Recognizing that small companies and large companies differ greatly, UMA wants to recognize

outstanding small motorcoach businesses that exhibit exceptional standards and performance," said UMA President and CEO Victor Parra.

The criterion for the small-operator category, which is being developed by the Vision Awards Committee, is expected to be in

the range of 20 or fewer coaches.

Candidates for the UMA Vision Awards are nominated each year by the association's associate members, based on specific criteria. Each nominee must:

- Engage in sound business practices

- Have an excellent safety record

- Regularly employ innovative marketing, operations and customer service approaches

- Be a good corporate citizen

- Raise the standards for all motorcoach companies

- Raise the profile of the motorcoach industry

Last year, two companies tied for the Vision Award, Carl. R. Bieber Tourways and its president, Steven Haddad, and The Martz Group and its chairman, Frank Henry.



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- ☀ Save when registering multiple operators! **NEW**
- ☀ Save another \$25 per registrant by staying at one of the Expo 2006 hotels.
- ☀ Save with the Package Deal for UMA Membership and 2006 Expo!

See www.motorcoachexpo.com for details.

Preliminary Program Schedule

Wednesday, January 18, 2006

- ◆ State Association Summit (1:00PM - 5:00PM)
- ◆ Welcome Reception (6:00PM - 9:00PM) The Tampa Aquarium

Thursday, January 19, 2006

- ◆ UMA Active Member Meeting and Continental Breakfast (8:00AM)
- ◆ Maintenance Interchange (8:00AM - 4:00PM)
- ◆ Education Sessions (9:00AM - 4:15PM)
- ◆ Operator Luncheon
- ◆ Exhibit Hall Open - "Sneak Preview" (4:30PM - 7:15PM)

Friday, January 20, 2006

- ◆ Education Sessions (8:00AM - 10:30AM)
- ◆ Exhibit Hall Open (10:30AM - 5:30PM)
- ◆ Lunch on Exhibit Floor
- ◆ Vision Awards Banquet (6:30PM - 11:00PM)

Saturday, January 21, 2006

- ◆ Exhibit Hall Open (9:00AM - 12:00PM)
- ◆ Brunch on Exhibit Floor

Sunday, January 22, 2006

- ◆ 2nd Annual Ray Dupuis Memorial Golf Tournament (8:00AM)

For more detailed schedule information, please visit www.motorcoachexpo.com



Bus museum plans meeting on October 29

HERSHEY, Pa. — The Museum of Bus Transportation will conduct its annual meeting — and related festivities — on the last Saturday of next month, Oct. 29.

All activities are open to members and nonmembers alike. In addition to the meeting, other events include museum tours, tours of bus facilities in Lancaster County, Pa., and a dinner.

The museum opens at 9 a.m., with the annual meeting at noon. A motorcoach tour of bus facilities in Lancaster County leaves immediately after the meeting. Its return around 6 p.m. signals the start of a reception that will precede the 7 p.m. dinner on the museum floor.

The guest speaker for the evening will be George Sage, president of the New England Bus Association and former owner of Bonanza Bus Lines.

Registration is handled by mail. The fee for the day-time activities, including open access to the museum throughout the day, is \$25 per person, which is 100 percent tax deductible. There is an additional fee of \$25 for the evening activities, including the dinner. Reservations by Oct. 17 are encouraged.

Write or contact Tom Collins, Museum of Bus Transportation, 161 Museum Dr., Hershey PA 17033, or visit the museum Web site at www.buseum.org.

Register today at www.motorcoachexpo.com
Comments? Questions? Call 800-424-8262 or e-mail us at info@uma.org

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