

# Bus & Motorcoach NEWS

WHAT'S GOING ON IN THE BUS INDUSTRY

## Public policy pow-wow focuses on fuel taxes, tolls

WASHINGTON — Motorcoach industry leaders and lobbyists are becoming increasingly concerned over the possibility operators could face a double whammy of higher fuel taxes and more toll roads.

The two issues drew considerable attention at a joint policy meeting late last month attended by representatives from the United

Motorcoach Association, International Motorcoach Group, Trailways Transportation System, Motor Coach Canada, and host American Bus Association.

The Joint Policy Committee grew out of the failed effort to consolidate the UMA and the ABA nearly two years ago.

Most of the attention at last month's Joint Policy Committee

meeting was focused on the industry position concerning tolling, federal fuel tax policy and bus fires.

"The issue of tolling and (fuel) taxes places the motorcoach industry in a somewhat precarious position given the need for a well-designed, functional highway system, and the government's responsibility and ability to provide for a

nation that is fundamentally mobile," said Ken Presley, vice president of industry relations for UMA.

"Government officials are concerned that future highway and infrastructure needs will exceed the ability of the Highway Trust Fund, which derives its money solely from fuel taxes," said Presley.

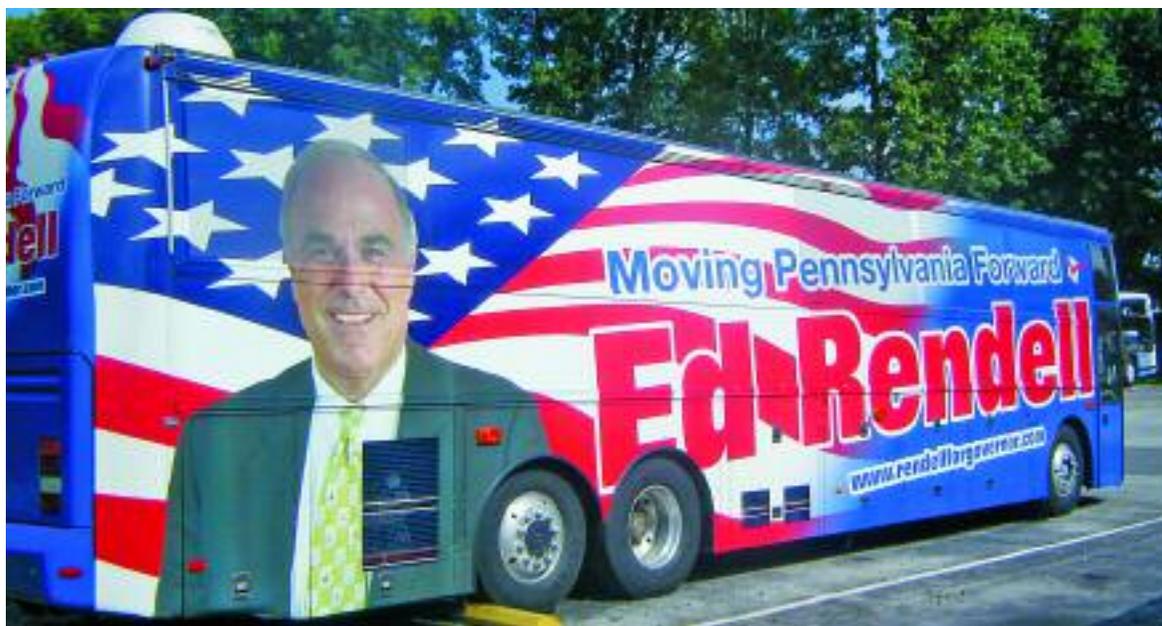
"Congress may ask states to

share in meeting (highway) funding objectives, further encouraging increased use of toll roads and (higher) fuel taxes."

Although tolls and taxes add to the cost of doing business, Presley says a much bigger issue is toll-road safety.

The National Transportation Safety Board has basically said

CONTINUED ON PAGE 10 ►



**IT'S THAT SEASON.** Disagreement is the stock and trade of politicians but in Pennsylvania both candidates for governor agree on one thing – buses from Krapf's Coaches. See story on Page 3.

## Verdict in bus-fire case allows owner to escape most-serious allegation

McALLEN, Texas — The owner of a south Texas motorcoach company whose bus burst into flames last year, killing 23 care-home residents during the Hurricane Rita evacuation, was acquitted early this month of the most serious criminal charges brought against him.

The jury's failure to convict Jim Maples of conspiracy in his criminal trial means the former NFL player turned coach owner can serve no more than two years in prison.

Maples was found guilty on two charges, failing to maintain his coaches and not filling out required inspection reports. In addition to the possible prison time, Maples faces up to \$200,000 in fines during sentencing, scheduled for Dec. 14.

The judge in the highly publicized case allowed Maples to remain free on \$75,000 bond.

The most serious charge against Maples was that he conspired to falsify driver logbooks. The jury acquitted him of that charge, apparently because of conflicting testimony that Maples told drivers to write false informa-

tion in their logs. That charge could have raised Maples maximum sentence to seven years in prison.

"We thought that was a victory — a victory to the good Lord," Maples, 67, said with a big smile as he left the court.

### Company guilty

Maples' company, Global Limo, was found guilty on all three counts, however, and could face \$900,000 in fines.

In finding the company guilty of conspiracy, but not the owner, the jury implied that drivers falsified their log books to mislead federal inspectors but that there wasn't enough evidence Maples encouraged the practice.

Prosecutors had argued that Global Limo drivers were instructed by Maples to say they were off duty resting when they were actually sitting in a passenger seat on the bus as another driver continued the trip. Under federal regulations they were considered to be "on duty" even though they weren't driving.

The federal prosecutor said

CONTINUED ON PAGE 6 ►

## Operators awarded security grants

WASHINGTON — The U.S. Department of Homeland Security has awarded \$9.5 million to 35 motorcoach companies under the fiscal 2006 Intercity Bus Security Grant Program.

Most of the money will be used to improve driver, vehicle and facility security; install systems to monitor, track and communicate with coaches, and provide training. The grant winners were selected through a competitive application process.

The number of grants awarded this year is a significant increase from fiscal 2005 when the depart-

### Grants fund Trailways GPS

See story page 14

ment imposed tougher restrictions on who could apply for the money.

As a result, 25 grants were awarded last year, the lowest number since the federal government began the program four years ago. And, while more companies got grants this year, the total represents less than 1 percent of all private over-the-road bus operators in the U.S.

In fact, only 111 operators nationwide even bothered to apply for the grants. Those applications

represented 181 projects, with 163 of the projects judged eligible for consideration. A total of 42 projects are being funded for '06.

Each year, the pot of money available under the bus security program has decreased, and the criterion for applying has changed.

In fiscal 2003, grants totaling \$19.8 million were given to 60 companies. Since then, the annual amount awarded has been cut roughly in half. In fiscal '04, 53 companies shared \$9.9 million. Last year, the total slipped to \$9.66 million, and for fiscal '06 it dipped

CONTINUED ON PAGE 14 ►



MOTOR COACH  
INDUSTRIES

Going further!

**14500 coaches  
in stock now!**

Get the #1 selling tour coach,  
plus increase your chances  
to win AAdvantage® miles.



Call 1-866-MCICOACH or go to [mcicoach.com](http://mcicoach.com).

INTRODUCING THE ALL NEW...



**PARTS SOURCE**

# TOP QUALITY PARTS. BOTTOM LINE SAVINGS.

*Get access to expertise and major brands including Van Hool, Meritor, Bendix, Haldex, Carrier and many more!*



At ABC Parts Source, we help you save big – with volume discounts that we pass directly on to our customers. Our parts lineup features virtually every major coach and transit parts manufacturer from Van Hool, Meritor, Bendix, Haldex, Carrier and all major engine and transmission manufacturers. Our parts specialists and ASE certified technicians can help you pinpoint and install the right quality-engineered part, at a price that's just right – so you drive away with confidence and drive value to your bottom line. Plus, our exclusive CoachCare Parts line gives operators even more budget-friendly options for quality parts and components.



Check out the expansive new lineup at ABC Parts Source and start saving right away! Call or visit a nearby ABC Parts Source counter or order online at [www.abc-companies.com/parts](http://www.abc-companies.com/parts) and **save an additional 2% on all your online parts orders.**



Exclusive U.S.  Distributor

[www.abc-companies.com](http://www.abc-companies.com)

**MIDWEST**  
800-222-2875

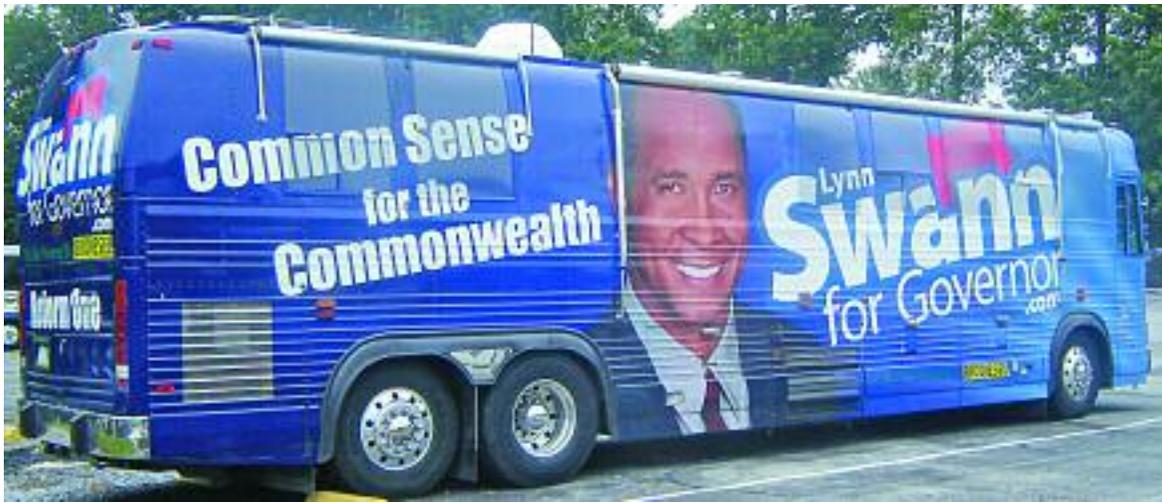
**NORTHEAST**  
800-222-2873

**SOUTHEAST**  
800-222-2871

**SOUTHWEST**  
800-222-2877

**WESTERN**  
800-322-2877

# Krapf's is 'winner' in race for Pennsylvania governor



Republican candidate Lynn Swann uses this Krapf's coach for his cross-state campaigning.

HARRISBURG, Pa. — Regardless of the outcome of this year's race for governor in Pennsylvania, one clear winner will be Krapf's Coaches of Exton, Pa.

That's because both incumbent Gov. Ed Rendell and his Republican challenger, former NFL star Lynn Swann, are using Krapf's buses as they take their campaigns across the state.

Karen Ferry, charter sales manager at Krapf's, said the company first provided a bus for a political campaign four years ago when Rendell's staff chartered the company VIP coach for his first gubernatorial campaign.

Rendell liked the bus so much he booked it again for his re-election bid this year.

Swann, the former Pittsburgh Steelers football great, broadcaster and Pennsylvania businessman, used the same VIP coach when he announced his candidacy in a statewide tour earlier this year.

But, Swann couldn't book the bus for the fall campaign because it had already been chartered by Rendell. However, Krapf's had a second executive coach and Swann

reserved it for his run.

Both coaches are conversions that Ferry describes as being "like small apartments on wheels." They have dining, sleeping, entertainment and communication facilities, plus a living room that is equipped for meetings and conferences — a necessity in the business of politics.

Both candidates like using the buses because — in addition to the efficiency and convenience — they are effective campaign tools in their own right. They have custom livery that is highly visible, making them 45-foot billboards whether parked or rolling down the road. The buses also provide the candidates with an impressive backdrop during campaign stops.

Each coach is equipped with an awning that can be deployed to create a meet-and-greet area for the candidate. Plus, the buses make colorful settings for photo opportunities or media interviews.

The candidates provided their own designs for the coach liveries, according to Ferry, and the graphics department at Krapf's was

CONTINUED ON PAGE 10 ►

## Popular safety seminar next month

ALEXANDRIA, Va. — The third-annual United Motorcoach Association Safety Management Seminar, featuring a host of new topics and subjects, will be conducted late next month in Ashburn, Va., outside Washington, D.C.

Also updated and overhauled for this year's seminar are the program elements tailored specifically for experienced motorcoach fleet safety professionals.

The seminar will be Nov. 29

and 30, and is designed for motorcoach company owners and managers, as well as those individuals who manage and direct coach safety and security operations.

The seminar has two tracks, one for experienced safety and operational executives and the other for those who would benefit from having information about setting up or improving a coach company safety and security program.

The seminar will take place at the training facility of the National Transportation Safety Board in Ashburn, which is near Dulles International Airport, off the Leesburg Pike west of Arlington, Va.

"This year's program features principles and philosophies of risk management, how-to ideas on the application of risk management principles, and samples of model

CONTINUED ON PAGE 10 ►

**Now Available —**

## PRE-OWNED PARTS

FROM THE NATION'S #1 LEADER IN PRE-OWNED EQUIPMENT SALES!

ABC Companies proudly introduces **our newest line of pre-owned parts and components** for **full- and mid-size coach equipment**. We're expanding our parts and service network to support your fleet with unique values that make sense for your bottom line.



- Hundreds of good used/serviceable and core parts for Van Hool, MCI, Prevost and more
- Savings up to 50% and deep discounts available

Now you can expect **speedy turnaround, great discounts** and **our signature ABC customer service** for all your pre-owned parts needs.

### BAGGAGE COMPARTMENT DOORS



PREVOST



VAN HOOL



MCI



Exclusive U.S.  Distributor

[www.abc-companies.com](http://www.abc-companies.com)

**Call Dean Gregor, toll free at 1-800-222-2875, ext. 129** for information and parts orders today.

# THE DOCKET

## Mary Peters takes over as secretary of USDOT

WASHINGTON — Mary E. Peters has become the 15th U.S. Secretary of Transportation after unusually swift action on her nomination by the U.S. Senate.

The Senate gave unanimous consent to Peters' nomination just three weeks and four days after President Bush submitted her name for the job.

In her new position, Peters brings a broad transportation perspective that was formed during more than 20 years working in both the private and public sectors and as the head of both federal and state transportation agencies.

In a statement, the Department of Transportation said Peters enjoyed a solid reputation as an innovative problem solver, a force for safety and a strong advocate for effective use of taxpayer dollars.

"As Secretary of Transportation, she intends to use these same skills to tackle today's most pressing challenges, including fighting congestion across all modes of transportation, improving safety

and addressing strains on traditional sources of transportation funding," the statement said.

Prior to joining the Bush Cabinet, Peters worked in Phoenix, as the national director for transportation policy and consulting at HDR Inc., a major engineering firm.

In 2001, President Bush appointed Peters administrator of the Federal Highway Administration, where she served until last year. During her years at the FHWA, Peters was an advocate of using public-private partnerships to help build roads faster and at less expense, and employing new technology to reduce construction time, saving taxpayer money and resulting in safer, longer-lasting roads and highways.

From 1985 to 2001, she served in the Arizona Department of Transportation, working her way from contract administrator, to deputy director for administration, to deputy director. In 1998, she was appointed director of the agency.



Mary E. Peters

At USDOT, she will lead an agency with nearly 60,000 employees and a \$61.6 billion annual budget that oversees air, maritime and surface transportation.

Among the challenges facing Peters are an aging highway and rail system, growing transportation congestion, and freight movement that is increasing at a time when revenue to meet all of these needs is shrinking.

Peters takes over from Maria Cino, who served as acting transportation secretary after former secretary Norman Mineta resigned in July. Cino has returned to her position as deputy secretary.

## Nevada regulators want to impose fee on buses, hike fees for taxis, limos

LAS VEGAS — Nevada's zealous bus regulators are at it again.

The state agency that regulates bus, taxi and tow-truck companies and that has been under fire from motorcoach operators for "overstepping its authority," appears to be looking for a new way to strengthen its hold on the Nevada coach industry.

The Transportation Services Authority plans to ask the Nevada Legislature when it returns to work in January to allow it to begin collecting annual fees for operating authority from intrastate charter bus operators and increase fees for taxi, limousine and tow-truck companies.

Under the proposed legislation, charter coach operators, who pay nothing now, would be charged an annual fee of \$100 for each coach they operate within the state. In addition, the certification fees would be increased to \$250 from \$100 for limousines, \$75 from \$36 for tow trucks, and \$125 from \$75 for cabs.

The TSA Web site lists more than 60 Nevada companies as charter bus operators.

The announcement by the TSA is the latest action in two-year-long feud it is having with state coach operators who maintain that regulation of the bus industry is the responsibility of the federal government, not the state.

A coalition of coach and taxi operators has been trying to get state lawmakers to either abolish the TSA or rein it, but so far has been unsuccessful. In addition, the operators filed a federal law suit against the TSA, but it was dismissed earlier this year after a judge ruled that the state agency was immune from such legal action.

Since then, the operators have lined up several lawmakers who have agreed to re-introduce several pieces of legislation, when their new session opens in January, including two that would do away with the TSA and turn its duties over to other state agencies.

The fundamental problem faced by the coalition is that most operators in the state are content to sit on their hands and let the TSA regulate away.

Coalition leader Bob Fairman, owner of No-Stress Express in northern Nevada, maintains that the proposed fee-hike legislation by the TSA is aimed at pumping as much as \$200,000 a year into the agency so it can hire more people and widen its regulation of the coach industry.

"They can't get any more

CONTINUED ON PAGE 6 ▶

## Workshop is set on Nevada plan

RENO, Nev. — The Nevada Transportation Service Authority has scheduled an "informational workshop" for Oct. 19, on its plan to impose fees on bus operators and hike fees for taxi and limousine operators. (See article above.)

The workshop will be at 1:30 p.m. in the authority office at 1755 E. Plumb Lane, Ste. 216, Reno. Or, individuals can participate via teleconference at the TSA office at 2290 S. Jones Blvd., Ste. 110, Las Vegas.

**NATIONAL INTERSTATE**  
Transportation Insurance Specialists

FOR ALL YOUR INSURANCE NEEDS

- ▶ Any Fleet Size
- ▶ Traditional
- ▶ Deductible
- ▶ Captive Programs

**National Interstate Insurance Company**

Phone: 800-595-2553 Fax: 330-659-8907

Michelle.Silvestro@nationalinterstate.com

# Passport delay is done deal, Congress adopts extension

WASHINGTON — President Bush has signed legislation delaying — by 18 months — implementation of the requirement that travelers entering the U.S. by land or sea from Canada, Mexico and other Western Hemisphere countries have a passport or other secure travel document.

The measure was included in the \$34.8 billion appropriations bill for the U.S. Department of Homeland Security. Approval of the massive bill was one of the last acts of Congress before it adjourned earlier this month for its election recess.

Supporters of the legislation that pushes back implementation of the Western Hemisphere Travel Initiative, as the passport-requirement is called, moved mountains to keep the measure in the homeland security appropriations bill.

Under the passport amendment adopted by the House and Senate, the new deadline is June 1, 2009, not Jan. 1, 2008. The delay had been opposed by the Bush Administration, but the White House remained neutral on the

issue at the end as Congress rushed to get the bill passed before heading off to campaign for re-election.

Among the groups leading the fight to delay the requirement were the U.S. Chamber of Commerce and the National Tour Association.

"A major crisis has been averted at our nation's land borders," said NTA legislative counsel Jim Santini. "This common sense adoption of a June 1, 2009, deadline ensures that proper security procedures and technologies are in place

so legitimate travel remains unimpeded. This is a great victory for North American tourism."

Included in the legislation are important requirements that say:

The technology used by the United States for a passport-like travel card, called PASS, and any subsequent change to that technology, must be shared with the governments of Canada and Mexico.

The necessary technological infrastructure to process the PASS cards must be installed and all

employees at ports of entry be trained in the use of the technology prior to its implementation.

The PASS card has to be made available for the purpose of international travel by U.S. citizens through land and sea ports of entry between the United States and Canada, Mexico, the Caribbean and Bermuda. This means the PASS card would be suitable for Caribbean cruise travelers.

An alternative procedure must be developed for groups of chil-

dren traveling under adult supervision with parental consent.

Plans for the highly controversial Western Hemisphere Travel Initiative were developed in response to legislation adopted by Congress in 2004, mandating tighter border security for travelers.

Groups like the NTA and the Chamber had challenged the passport mandate, saying it would cause disruptions to cross-border travel for negligible security gains.

Of particular concern to travel and other groups was the possibility of major disruptions in student and youth travel since children are unlikely to have passports and the cost of obtaining one would be prohibitive for many young travelers.

The legislation doesn't impact Americans traveling across either U.S. border now or sailing to foreign destinations. U.S. citizens will continue to need only a government-issued identification, such as a driver license or birth certificate.

Meanwhile, Americans traveling internationally by air must begin carrying passports to all overseas destinations, starting Jan 8.

## Report: U.S. failing to attract visitors

WASHINGTON — A new report by the World Travel & Tourism Council says the U.S. government isn't doing enough to promote the United States as a top international tourism destination.

In fact, the U.S. is losing ground in the competition for foreign tourists, says the report.

Among other things, potential foreign visitors are turned off by "what is widely perceived as a complicated and confused visa" process, triggered by post-9/11

security rules, the report notes.

In January, Secretary of State Condoleezza Rice and Homeland Security Secretary Michael Chertoff announced a joint initiative that, among other things, seeks to reduce visa hassles. But the initiative hasn't produced adequate results, says the travel council report.

In the past five years, global travel has increased 17 percent. However, the U.S. saw a 4 percent decline in visits by international

travelers. Had the U.S. kept pace with world growth, an additional 9 million visitors would have come, the report says.

The U.S. is facing increased competition, with many governments around the world helping fund travel promotions.

"Right now, we live in an environment where members of Congress are not convinced they want more travelers in this country," says Geoff Freeman of the Discover America Partnership.



**C.E. Niehoff & Co.**  
BRUSHLESS ALTERNATORS

**DESIGNING FOR TOMORROW'S DEMANDS**

## Reliable High-Output Power Designed for Coach & Transit

C.E. Niehoff & Co. is a custom alternator manufacturer dedicated to meeting the specific needs of our OEM & Aftermarket customers.

### Features

- Air Cooled, no more oil leaks
- High Efficiency
- Long Life Bearings
- Overvoltage Protection
- Stationary Field and Stator Winding

### Warranty

OEM - 2 yr, **3 yr(C703)** / Unlimited Mileage  
Aftermarket - 1 yr, **2 yr(C703)** / Unlimited Mileage

### For More Information

Phone: (847) 866 - 1500

Fax: (847) 492 - 1242

E-Mail: sales@CENiehoff.com

2021 Lee Street, Evanston IL, 60202 USA

www.CENiehoff.com



C703  
28V / 330A



C803  
28V / 500A

Both models equipped for existing saddle mount brackets.

## Bus fire

CONTINUED FROM PAGE 1

during closing arguments that Maples was effectively telling his drivers to break the law by providing schedules that were impossible to meet and still get the required eight hours of rest.

But the only driver who implicated Maples was Juan Robles Gutierrez, the driver of the bus that caught fire. Defense attorney Charles Banker branded him "a liar" who was trying to protect his status in the U.S.

The prosecutor, Assistant U.S. Attorney John Kinchen, who came in for a good deal of criticism by the judge in the case, called the verdict a victory.

"If the family of the victims take any solace or in any way feel a little better about things because of this, then personally that makes

me feel good," he said. "[These buses] were ticking time bombs, and during the time period at issue, James Maples lit the fuse each time he sent those buses out."

### Judge guts case

Maples and his company were not charged with any crimes related to the bus fire on Sept. 23, 2005. Prosecutors were not allowed to mention the blaze after the judge ruled that they failed to allege in their indictment that poor maintenance led to the tragedy.

Prosecutors said they were forced to limit the case to problems leading up to Aug. 24, 2005 — a month before the bus fire — because federal and state officials suspended some bus regulations to expedite evacuations of Hurricane Katrina and Hurricane Rita victims.

But those officials emphasized

at the time that they weren't giving bus companies free rein to ignore maintenance and compromise safety.

"You could have put it in the indictment," U.S. District Judge Ricardo Hinojosa said. "It would have been a continuation of the conspiracy."

"Obviously, there was a terrible accident," the judge continued. "But what the court is trying to do is live within the laws of how we proceed."

Judge Hinojosa's position meant that jurors had to grasp an undramatic regulatory case without knowing what the consequences were of the alleged neglect of bus maintenance. They also weren't able to hear the emotional testimony of surviving victims they'd be likely to sympathize with.

Heated procedural exchanges in the case, that limited the evidence, came outside the jury's pres-

ence, including a request by prosecutors to allow Robert Capstick, an engineer for the bus manufacturer, Motor Coach Industries, to testify.

"I'm able to conclude that in all probability — not with 100 percent certainty — but with all probability, that the cause of the fire was because of a lack of lubrication of a (wheel) bearing," Capstick said.

But he also said he could not testify whether lubrication was a problem near the time of the accident because all evidence of lubrication was destroyed by the fire. Similar bearings on the other side of the bus hadn't been properly greased for more than a month, he said.

### Federal investigation

Federal accident investigators have said the bus fire started when poorly lubricated wheel bearings overheated, igniting a tire and

spreading to oxygen canisters in the cabin of the coach, where 37 care facility patients, many unable to walk, were on their way to Dallas.

The fire was the deadliest incident tied to Hurricane Rita, one of the worst U.S. bus accidents in 50 years, and the deadliest U.S. transportation accident in the previous five years.

In addition to the criminal trial, it spawned myriad lawsuits, a federal investigation into potential causes, a revamp of nursing home evacuation procedures and a congressional inquiry into how well the U.S. Transportation Department monitors bus companies.

The mostly middle-age and Hispanic jury of eight women and four men deliberated for about five hours before delivering their verdict. They left the courthouse without commenting.

## Nevada

CONTINUED FROM PAGE 4

money from the state for their budget, so they're trying to increase their revenues by charging us an annual fee and raising the fees of others," he said.

State officials, in their filing of the proposal, maintain the additional

revenue is needed to keep pace with rising costs associated with processing applications, regulatory oversight and enforcement activities.

Fairman says the new fees not only would be a financial burden on the transportation industry, but would create serious enforcement problems because there would be no way for the TSA to know which

motorcoaches are working intrastate or interstate.

"This would just give them another reason to pull over a bus any time they felt like it," he contends.

And, that, he said, could open the door to even more problems for carriers.

Under a companion legislative

proposal drafted by the TSA, state law enforcement officers and regulators could immediately impound a vehicle if they believe it is operating as an intrastate carrier and the owner had not been issued a state Certificate of Public Convenience and Necessity and paid the annual fee.

The owner then would be required to post a \$20,000 appear-

ance bond and could be subject to a \$10,000 administrative fine if the coach actually was being operated without the certificate. The coach would be returned to the owner only after the certification fee, the fine and other costs were paid.

"They want to use us as their whipping boy again," Fairman charges.

**TAKING CARE OF PRIVATE AND PUBLIC FLEETS SINCE 1985**



**COACH CRAFTERS INC.**  
20TH ANNIVERSARY

**COLLISION REPAIR • RETROFIT • REMANUFACTURING**

**Lifts**  
**Seating**  
**Drive Trains**

**AC**  
**Electric**  
**Sales & Lease**

**800-334-2871**

**Minnesota**  
450 Armstrong Road  
Northfield, MN 55057

**Florida**  
27530 Cty Rd 561  
Tavares, FL 32778

**ihagel@coachcrafters.com**

**www.coachcrafters.com**

**Serving the nation from facilities in Florida and Minnesota.**

## NIMCO/Bus Division

973 589-9265 • Toll Free 800-526-8055  
FAX 973-589-2253 • P.O. BOX 5157 • NEWARK, NJ 07105  
www.nimcobus.com

*Supplying the Transportation Industry with  
Used, Serviceable & Rebuildable Bus Parts  
for Over 25 Years!*

**VOLUME DISCOUNTS • PRIDE IN PERFORMANCE**

**DEEP DISCOUNTS!**  
**on all Detroit Diesel & Allison  
Transmissions**

**SAVE MONEY ~ SAVE TIME**

We sell good running qualified bus components.

**NO RISK PURCHASE PLAN**

We unconditionally guarantee our customers satisfaction.

**WE ALSO STOCK**

- Front and Rear Axle Parts • Engine Accessories
- Alternators and other Electrical Components
- Air Conditioning Components • Body Parts

***We Buy & Sell Buses... Call for a Quote***

# Leadership has its rewards.



- ▶ The #1-selling MCI® J4500 coach comes with a 30-month warranty
- ▶ Introducing the **LUXE** series, redefining luxury interiors in both tour and conversion
- ▶ The D4505, a new look for a familiar classic
- ▶ Nine service centers and counting—now including the Nashville area and Atlantic City
- ▶ Over 160,000 parts available—many with a “Fast or Free” parts guarantee
- ▶ Technical Training Institute with courses taught by MCI pros
- ▶ Emergency Roadside Assistance and technical support 24 hours a day, 365 days a year

Call **1-866-MCICOACH** or go to **mcicoach.com**

To order parts in the U.S., call **800-323-1290**.  
In Canada, call **800-665-0155**.

MCI offers you more than anyone else. More models. More service parts. More service centers. And more reasons for customer satisfaction at every turn. It's not just because we're the biggest. It's why we're the biggest.



MOTOR COACH  
INDUSTRIES

*Going further!*

# Travel noir: The Fung Wah 'extreme'

By Clayton Collins  
The Christian Science Monitor

NEW YORK to BOSTON — On I-84 east of Hartford, Conn., the late-morning traffic is light on a crisp, blue Tuesday.

A long downhill grade beckons.

This ought to be a Fung Wah moment.

Our Fung Wah bus, stamped with the Chinese lettering of that maverick line — bargain king of intercity transport, legendary speedster and longtime magnet for the urban cool — eases into the center lane and gathers speed.

Then ... nothing.

Spotting a state-police cruiser across the median on the west-bound side, the driver pumps the air brakes. Trash bags sway from armrests all down the aisle, and the speedometer's needle drops down near the speed limit.

A Bud Light truck swipes past us on the right and a couple of passengers reflexively glance at their watches.

Chalk up the slowdown, perhaps, to an inauspicious Fung Wah moment from last month: One of its buses wound up on its side in the torn-up sod near a highway exit in Auburn, Mass. — looking in news broadcasts like a tossed-off toy.

No one was seriously hurt. Nor were there injuries in Fung Wah's previous high-profile mishap: a fire that engulfed a bus (just over a year ago) and touched off a broad federal inquiry into motor-carrier standards.

This time, Massachusetts officials ruled to allow the discount line's continued operation there, provided it agree to random safety inspections and that it hire English-speaking drivers.

But don't expect a radical corporate reinvention. Louder than

any regulatory rumblings has been a generally positive — or at least bemusedly accepting — buzz among frugal travelers that sometimes borders on outright devotion.

Fung Wah — despite some ribbing — owns an odd and persisting mystique that is rooted, to be sure, in its absurdly low fares but that also draws upon a faint aura of adventure travel and a deep, insular, and in-your-face foreignness.

Besides, Peter Pan Bus Lines and Greyhound Lines are probably no one's idea of counterculture cool.

Fung Wah is an "extreme provider" that is a little inaccessible to mainstream travelers, and sweetly appealing as such, says James Twitchell, a University of Florida expert on brand appeal.

"Nothing is more attractive in branding than being able to colonize the edge of something," he says. "[In Fung Wah] we've got a great story on the edge of a fungible 'product,' namely bus travel, then it's cast with this great narrative of Asian overtones, sort of film noir. You're in this dark and creaky world."

Today, interactions with the bus line can also approach situation comedy.

Calls to the New York and Boston offices at the height of its public relations crisis (last month) dissolve into mutual language confusion and hang-ups.

Several Fung Wah employees even declined to translate the carrier's name when asked. A ticket agent in Boston seems to tentatively buy into "Chinese Wind" when it is proffered. She laughs at "Wild Chicken," the best guess of one online wag. Fenghua Jieyun Gongsi is the official name of the company, and can be translated as "Elegant Rapid Transit Company."

The low priority given cus-

tommer-service skills extends to the Website. A link to "news" still takes a user only to a 2004 *New York Times* article — skipping recent developments.

What is clear: Its fares are remarkable. Fung Wah's primary service connects Boston's South Station with New York's Chinatown, at \$15 each way, up recently from \$10. The service was created in 1998 as a van line serving the two cities' Chinese communities. Other Chinese carriers followed, spawning deep, sometimes violent rivalries. A shooting incident in 2003 was linked to the bus wars, though not to Fung Wah.

"I read... about how there were these gang wars among the different bus lines and how... somebody got shot or something," says Jennifer Schmidt, a regular rider from Brooklyn. "People were like, 'Are you still going to take the Fung Wah bus?' And I was like, 'Yeah, it's cheap.'"

Our four-hour trip... was efficient and bus-ride dull, which seemed to suit the 30 or so riders, who slept, chatted on cell phones, or sat plugged into iPods.

There was a Chinese-American restaurateur from New Hampshire headed down to see suppliers, an elderly woman in a sari, a young Russian couple who boarded on a tip from a stranger, and an Irish tourist who had read about Fung Wah in the *Rough Guide*.

Riders seemed relaxed, or at least resigned. "Anything can happen to anyone... anywhere," shrugged the Russian woman, who asks to be identified by her first name, Anastasia.

Tales circulate about hard braking that jolts riders awake, cell phone-gripping drivers, and rugby-scrum queues. But plenty of reported happenings on Fung Wah buses seem to be merely offbeat,



even poignant.

New Yorker Bianca Shagrin met her husband on a Fung Wah bus on Valentine's Day 2004. She "liked the twangy Chinese music" on the buses, she writes from her honeymoon. Now she leans toward Greyhound: "slightly (but not always!) more reliable."

Still, tough statistics add gravity.

Fung Wah's drivers — as a group — rank in the "worst 2 percent" of drivers nationwide on regulatory violations such as speeding, following too close to other (vehicles), and not keeping proper logs, says Ian Grossman of the Federal Motor Carrier Safety Administration.

Over the past two years, he adds, 71 Fung Wah drivers were inspected and nine were suspended from driving — twice the national average for other bus companies.

But Fung Wah has "always been very receptive to fixing things and meeting federal standards," he says.

The real question for some observers involves the economics of delivering passengers some 220 miles — in vehicles that register single-digit m.p.g. ratings — with all of the attendant costs, for \$15, almost hourly and all week long.

"I suspect they're cutting some kinds of corners," says Kip Viscusi, a professor of law, economics and management at Vanderbilt University and an expert on societal responses to risk. "It's a question of which corners they're cutting."

In a 2004 interview with *The New York Times*, Fung Wah founder Pei Lin Liang described the staggering hours and high degree of multitasking by employees as "business by suicide."

On Canal St. in New York, Fung Wah customer-service agent Frank Torres herds passengers on the sidewalk. He downplays the September accident: "When you're dealing with public transportation it'll happen. It's not like we take big buses and put taxi drivers in them," he says, echoing Fung Wah statements about driver training.

He describes a recent program in which passengers were given comment cards and 25-cent tokens. The idea: Write down complaints, or, if you're happy with the ride, hand the token to the man behind the wheel. "We had some notes and calls," says Mr. Torres. "And we also had drivers walking away with a lot of change."

Michael Kanin contributed to this report. Reprinted with permission.

## How to contact us:

To submit or report news, Letters to the Editor, articles, news releases:

E-mail: [bsankey@busandmotorcoachnews.com](mailto:bsankey@busandmotorcoachnews.com)

Fax: (866) 930-8426

Mail: 4930 W. Glendale Ave., Suite 6  
Glendale, AZ 85301

Call: (623) 930-8423

To subscribe or inquire about your subscription:

Call: (623) 930-8421

E-mail: [ebalm@busandmotorcoachnews.com](mailto:ebalm@busandmotorcoachnews.com)

Fax: (866) 930-8426

Mail: 4930 W. Glendale Ave., Suite 6  
Glendale, AZ 85301

To report corrections:

Call: (623) 930-8421

E-mail: [bsankey@busandmotorcoachnews.com](mailto:bsankey@busandmotorcoachnews.com)

To advertise or to mail advertising-related materials:

Call: Johnny Steger

(623) 930-8422 or (602) 980-0840

E-mail: [jsteger@busandmotorcoachnews.com](mailto:jsteger@busandmotorcoachnews.com)

Mail: 4930 W. Glendale Ave., Suite 6  
Glendale, AZ 85301

To contact the  
United Motorcoach Association:

Call: (800) 424-8262

Online: [www.uma.org](http://www.uma.org)

To send advertisements or photographs  
via the Internet:

E-mail: [BMNews@jezac.com](mailto:BMNews@jezac.com)

©2006 by the United Motorcoach Association.  
Reproduction in whole or in part without  
written permission is prohibited.

## Bus & Motorcoach NEWS

ISSUE NO. 87

A PUBLICATION OF THE UNITED MOTORCOACH ASSOCIATION

### Staff

Editor & Publisher  
Victor Parra

Sales Director  
Johnny Steger

Industry Editor  
Ken Presley

Editorial Assistant  
Tara Sheehan

Editorial Assistant  
Eric Morales

Senior Editor  
Bruce Sankey

Associate Editor  
Ellen Balm

Editorial Assistant  
Amy Stalknecht

Art Director  
Mary E. McCarty

Accountant  
John Giddens

### Advisory Board

William Allen  
Sierra Trailways  
Sacramento, Calif.

Larry Benjamin  
Northfield Lines  
Northfield, Minn.

Dave Bolen  
New World Tours  
Bristow, Va.

David Brown  
Holiday Tours  
Randlemann, N.C.

Steve Brown  
Brown Coach  
Amsterdam, N.Y.

Bob Foley  
ABC Companies  
Faribault, Minn.

Steve Haddad  
Carl R. Bieber Tourways  
Kutztown, Pa.

Rick Hillard  
Tri-State Tours  
Galena, Ill.

Todd Holland  
Ramblin' Express  
Colorado Springs

Robert Hume  
Travel Mates Trailways  
Harrisonburg, Va.

Daryl G. Johnson  
J & J Charters  
Crosby, Texas

Dale Krapf  
Krapf Coaches  
West Chester, Pa.

Godfrey LeBron  
Paradise Trailways  
Hicksville, N.Y.

Joan Libby  
Cavalier Coach  
Boston, Mass.

Michael Neustadt  
Coach Tours  
Brookfield, Conn.

Jeff Polzien  
Red Carpet Tours  
Oklahoma City

Tom Ready  
Ready Bus Lines  
LaCrescent, Minn.

Brian Scott  
Escot Bus Lines  
Largo, Fla.

Michelle Silvestro  
National Interstate Insurance Co.  
Richfield, Ohio

T. Ralph Young  
Young Transportation  
Ashville, N.C.

# Prevost reports solid performance

SAINTE-CLAIRE, Quebec — With the year drawing to a close, Prevost Car has reported that 2006 has been a banner year, with strong sales, particularly in its parts and service divisions, and the launch of a successful new coach.

“Orders for all Prevost seated coach models picked up in the second quarter, and Prevost now operates with its full staff,” said company president and CEO Gaétan Bolduc.

“Sales of Prevost seated coaches are up 19.6 percent and the company’s order book for coaches alone is up 47.6 percent over last year,” Bolduc added.

Also contributing to Prevost’s success this year, Bolduc said, were record sales at the company’s parts and service centers. “Service sales are up 11.8 percent and parts sales are up 13.7 percent over the same period last year,” he noted.

Prevost passed a milestone during the year with the sale of its 5,000th conversion shell. The coach was used for a demonstration tour during much of the year before it was delivered to Gray Line of Nashville for use in corporate-VIP service. (See Oct. 1 *Bus*



Gaétan Bolduc

& Motorcoach News.)

Prevost is the industry’s leading supplier of conversion shells, a market it has specialized in for three decades. Now it is seeking to broaden that market by demonstrating to seated-coach operators the customer appeal and business potential of conversion coaches.

“A growing number of (operators) ... are discovering that Prevost vehicles meet their customers’ transportation and marketing needs,” said Bolduc.

“Custom-designed corporate coaches are ideal for product demos and launches, training, onsite meetings and conferencing, targeted promotional campaigns, entertainment, and executive, VIP, and employee transportation.”

Bolduc indicated that Prevost was pleased with market acceptance of the new X3-45 seated coach that was launched at Motorcoach Expo 2006 in January. The X3-45 “has generated real excitement in the industry,” he said.

The X3 has the industry’s longest wheelbase, an expanded luggage bay over the model it replaced, an improved HVAC system, next-generation multiplexing, new sound system, and other passenger amenities.

In the second quarter of this year, the X3 made *National Bus Trader* magazine’s list of top-selling coaches.

Meanwhile, Bolduc says Prevost is continuing to emphasize management practices that focus on quality and customer service.

“Our goals are aimed to enhance our quality and efficiency while consistently striving to be the best in customer satisfaction,” he commented. “In addition to fine-tuning our designs and manufacturing processes for all our vehicles, we continue to ensure that our customers receive unparalleled after-sales service.” (See related article on this page.)



Remodeled customer lounges at Prevost service centers feature amenities aplenty.

## Tony customer lounges added at Prevost centers

SAINT-NICOLAS, Quebec — Prevost Car has completed the renovation of its Quebec City Service Center, including a complete makeover of its customer lounge.

The extensive remodeling of the Quebec facility included expansion of the shop floor to increase capacity and the addition of two oversize service bays for major jobs such as coach structural rebuilding.

The revamped Quebec customer lounge, which is loaded with amenities, is the prototype for customer lounge re-dos at Prevost Parts and Service Centers in Texas and California.

Remodeling of the Fort Worth, Texas, center is expected to be completed by the end of this year,

while the California facility in Mira Loma should be finished within the next two months, say managers at those operations.

“We worked with a designer to achieve a much more user-friendly feel in our customer lounges,” said Elisabeth Chretien, Prevost’s corporate communications manager.

“We wanted them to have a modern look while still offering a relaxing and convenient environment. Everything has been thought of for the customer’s comfort — a reading area, television, Internet connections, refreshments and more. Prevost wants customers to feel welcome and at home, with all the conveniences of home,” added Chretien.

# MCI PREVOST VANHOOL

**WHY PAY FULL PRICE FOR AN O.E. DOOR WHEN IBP'S REMAN PROGRAM CAN SAVE YOU UP TO 40%**

**New or Reman Entrance, Service, and Baggage Doors**

**STOCK AVAILABLE**

- Exterior Body Panels
- Save money and increase Up Time
- IBP panel's fit and finish is guaranteed
- Ready for shipment
- 2 Year warranty on all products.

**INTERNATIONAL BUS & PARTS, INC.**  
 2055 Sprint Blvd. • Apopka, Florida 32703  
 407-880-9700 • 800-468-5287 • Fax: 407-880-2026  
 www.1800intlbus.com  
 IBP Creating Cost Savings Solutions Since 1987!

**MOTORCOACHMANAGER**  
*Transportation Software Systems*

INTRODUCES THE **Second Generation**

## MOTORCOACHMANAGER<sup>2</sup>

**COMPLETE, INTEGRATED SOFTWARE SOLUTION FOR MANAGING CHARTERS, TOURS, SHUTTLES AND MAINTENANCE**  
 COMPLETELY RE-CREATED USING MySQL™ AND Java™

(MySQL is Enterprise Level Open Source Database Software)

- Runs in Windows, Linux, Unix, Macintosh
- Same easy-to-use design, flexibility and functionality as MM1
- Serves charter and/or tour operations of all sizes
- New features support large company operations with multiple sites
- License the entire suite or just the modules that match your operation

Working Together.  
**Toll Free 800 780 6880**  
 3517 Marconi Avenue, Suite 207, Sacramento, CA 95821 • 916 972 1800 • Fax 916 972 1875  
 info@motorcoachmanager.com • motorcoachmanager.com

## Seminar

CONTINUED FROM PAGE 3

policies, procedures and guidelines," said Carmen Daecher of Daecher Consulting Group, which partners with UMA to present the seminar.

"The comprehensive and usable information presented at the seminar will be invaluable to people who manage risk associated with coach fleets," added Victor Parra, president and CEO of UMA.

New features to the program this year include:

- Bus Fires: Reasons, Impacts and Action.

- Vehicle Maintenance Forum. Learn the latest maintenance trends from the coach manufacturers.

Also, see the latest safety devices and measures.

- Insurance Claims. Learn the ins and outs of the industry.

- Regulatory, Legal and Security Issues. Industry officials will cover transit charter service rules, the SafeStat system, pending litigation, and the latest on homeland security.

The seminar involves a day and a half of classroom presentations. The first day begins at 12:15 p.m., and the second at 8 a.m. Each day concludes at roughly 4:15-4:30 p.m.

To register, call UMA at (800) 424-8262. The fee is \$195 for members, \$50 more for nonmembers. When the seminar was presented in 2004 and last year, it sold out.

## Policy

CONTINUED FROM PAGE 1

that toll booths are "inherently unsafe," said Presley. "The easy-pass lanes may be making it even more dangerous," he noted. "The more booths, the more accidents. Traffic slows down, drivers are distracted, some are sleepy."

The number of truck accidents at toll booths is an increasing concern, Presley says, adding that the American Trucking Associations favors higher fuel taxes rather than more toll booths.

Although the motorcoach industry enjoys an exemption from a portion of the federal tax on fuel, industry leaders fear the feds may "overlook the value motorcoaches bring to the equation by actually reducing wear and tear on the nation's highway system and the improvement of air quality by reducing the number of personal automobiles on the road," a statement from the Committee says.

Some industry leaders and lobbyists are worried that the industry's tax exemption might be reduced or eliminated in a bid to raise more money for highway construction.

"We certainly want to make operators aware — at the state and

national level — of the potential that various taxes and tolls or new toll roads might creep into the system," said Presley.

### Bus fires costly

In noting the NTSB's mounting concern about bus fires, the Joint Policy Committee noted that despite the increasing publicity and attention being paid to bus fires, the available data indicates that the number of fires has been essentially flat since 1991.

However, insurance statistics also suggest that the severity of bus fires and accidents has increased, but that's because motorcoaches are more expensive, says Presley.

Referring to the horrific bus fire in Texas a year ago that killed 23 nursing home patients, Presley says motorcoach industry executives are mystified why the NTSB investigation barely touched on the huge amount of oxygen that was onboard the coach.

"The NTSB went over that," he says. "We don't know why, whether it had no role in the deaths, but nobody talked about it."

The policy committee also discussed the results of a motorcoach census that has been underway for nearly two years, and the importance of industry studies to focus

on needs, trends and demographics, including "what-if" studies and the "impact of the motorcoach on society and the economy."

### Abundance of issues

The Joint Policy Committee reviewed several other topics, including:

- Bus accident research
- Driver qualification information
- Hours-of-service changes for intercity coach drivers
- Industry position on idling
- Biodiesel fuel
- Axle-weight regulations
- Transit competition
- Transportation in national parks
- Electronic on-board recorders
- Increased funding for rural transportation
- Motorcoach solutions to airport congestion
- Implementation of NAFTA
- Motorcoach security
- Motorcoach occupant crash protection
- Intermodal funding

After the formal session, a reception was conducted to recognize Sen. John Sununu, R-N.H., and Rep. Thomas Petri, R-Wis., as 2006 Legislators of the Year by the ABA.

## Campaign

CONTINUED FROM PAGE 3

responsible for wrapping the buses.

As far as Ferry knows, the campaign buses rarely — if ever end — up at the same location at the same time. Krapf's keeps the schedules of each candidate confidential, leaving it to the campaign staffs to inform the public and media where the politicians will appear. Security for the campaign is handled by the individ-

ual campaigns, also.

Krapf's Coaches is a 60-plus-year-old, family-run operation that provides charter, corporate, contract and school bus services. The business is headquartered in Exton, which is 30 miles west of Philadelphia on U.S. 202.

For more on Krapf's, go to their Web site at [www.krapfsbus.com](http://www.krapfsbus.com). The Web site for Swann's campaign is [www.swannforgovernor.com](http://www.swannforgovernor.com), while Gov. Rendell's campaign site is [www.rendellforgovernor.com](http://www.rendellforgovernor.com).

# We Purchase Salvage Buses



- All Makes & Models
- Collision & Fire Buses

For More Information Call

**1-800-222-2875**

Burt Edmunds ext. 157

Greg Dotseth ext. 147 or 152

**ABC**  
PRE-OWNED PARTS

[www.abc-companies.com](http://www.abc-companies.com)

## Inca Gold

### PRODUCTS LLC

You can always depend on INCA GOLD for bus restroom maintenance.  
A trusted name in the Transportation Industry since 1971!

CONCENTRATED	CONVENIENT	COST EFFECTIVE
--------------	------------	----------------

### INCA GOLD Powder

- Pre-measured packaging-hermetically sealed pouches
- Allows toilet to be charged in remote locations
- Effective management control over product application (cost control)
- Original formaldehyde and non-formaldehyde formulas
- Fresh pine scent
- Bulk packaging also available - 30 lb. pails & 180 lb. kegs

### INCA LIQUID GOLD II

- Non-formaldehyde
- Biodegradable - completely safe for discharge into sewage treatment facilities
- Concentrated
- Packaged in 1-gallon bottle with pump dispenser, shipped 4 per case
- Pleasant "Airy" scent

Phone : (800) 789-9969 or (310) 808-9359 Fax : (310) 808-9369  
VISIT [www.incagoldonline.com](http://www.incagoldonline.com) TODAY!!

## Redoing bus seats? What about new?

DALLAS — When Greyhound Lines decided last year to refurbish 900 of its coaches, one of the decisions it had to make was whether to have the seats rebuilt and reupholstered, or simply to replace them.

It went for new rather than renew.

As anyone who knows Greyhound knows, the line-haul company spent months studying alternatives for its giant rehab program.

That Greyhound ultimately ended up buying 900 sets of Patriot-model seats from Amaya/Astron Seating suggested to executives at Amaya that perhaps other coach operators would be interested in Greyhound's research and decision.

"Greyhound found that it was beneficial and economical (to buy new). And it also gave a new-coach look to its customers," said Pepe Gea, sales director of Mexico-based Amaya/Astron.

"The Patriot-model seat has been in the small-bus industry for several years, but was never examined as an economical option to the coach operator, for their older coaches," Gea continued. "We are now offering the Patriot seat to all operators, as an alternative to refurbishing their seats."

In fact, "Amaya/Astron has decided to push the idea, which we think will catch on due to coaches being kept longer," adds George Farrell, sales representative for the

company.

"There are several benefits of a new seat in place of refurbishing existing seats in an older coach," says Gea. "Besides having new seat covers, you have new foam for comfort and eye appeal, and you also have all new parts, like recline mechanisms, foot and arm rests, and other items for customer satisfaction. And last, you get a three-year warranty," he adds.

"With the bus industry trying to improve and change its image, and compete with other modes of travel, alternative methods are being considered," says Farrell. "To make used coaches look like new and to obtain the same impression with the seats, the replacement of the seats should be a consideration," he contends.

Coach operators don't always look at the true cost of refurbishing seats, according to Gea. "When you add up the total costs for refurbishing seats correctly, you approach the cost of our less-expensive Patriot-model seat."

A set of Patriot seats, equipped with the same options and upholstery as other new-model seats, can cost \$2,000 or more less, according to Farrell.

## MTR Western of Seattle buying Oregon Coachways

SEATTLE, Wash. — Meridian Transportation Resources, a motorcoach company that operates throughout the Pacific Northwest under the name MTR Western, announced it is acquiring Oregon Coachways of Eugene, Ore., which provides charter, commuter and Amtrak bus service.

Under a definitive agreement, Meridian will buy 100 percent of the stock of Oregon Coachways from owners Donald Moorehead and John Mikulovich.

Oregon Coachways operates a fleet of 21 buses from a new facility in Eugene. The company has been in business since the early 1980s and is the largest coach operator in Oregon's Willamette Valley.

MTR Western President and CEO Darren Berg has ambitious plans for Oregon Coachways, which will be renamed OC&W Coachways, an acronym for Oregon, California and Washington.

"Plans call for OC&W to be operating 80 motorcoaches throughout Oregon, California and Washington by (the end of) 2007," Berg said.

And even though OC&W Coachways will share MTR Western facilities in the three states, it will remain an independently operated and accounted for entity headquartered in Eugene, said Berg.

"This move makes perfect sense for us. The MTR Western brand is all about new equipment and highly polished service, both of which inhibit it from being the cheapest," Berg commented. "That said, we fully understand that price-driven customers represent a large segment of the charter motorcoach market."

"As such, we seek to position ourselves to compete for that business," Berg added.

"Developing OC&W as a no-frills brand will enable us to powerfully articulate differing service levels and to compete for price-driven customers without compromising the existing MTR Western brand."

Seattle-based Meridian/MTR Western operates 89 coaches in five markets — Calgary and Vancouver, British Columbia; Portland, Ore.; San Francisco, and Seattle.

## Toll lanes on I-81 are nixed

RICHMOND, Va. — The Virginia Department of Transportation has withdrawn plans to build hugely expensive tolled truck-only lanes on Interstate 81.

The plan had generated widespread opposition, especially from truckers. (See May 1 issue of *Bus & Motorcoach News*.)

The highway agency now sup-

ports reduced-scale, short-term measures to fight congestion along the interstate, including widening the highway in some places and building occasional truck-climbing lanes.

Last year's five-year federal highway law includes \$100 million for truck-climbing lanes on I-81.

## REPAIR, RENEW AND MORE WITH COLLISION SERVICES FROM ABC.

Whether you've had a serious accident, a fender bender or want to add a wheelchair lift feature to your equipment — **ABC Collision Repair & Retrofit** is the clear choice!

Our crew of collision-repair technicians, service technicians and **wheelchair lift install specialists** offer the widest range of professional repair and refurbishment services that can add years of life to your equipment including:

- Major Collision Repair
- Paint, Custom Graphics and Body Services
- Wheelchair Lift Installation
- Coach and Transit Refurbishment

Drive into any world-class ABC facility, and experience the expertise of ABC collision professionals.



Exclusive U.S.  Distributor

[www.abc-companies.com](http://www.abc-companies.com)

MIDWEST  
800-222-2875

NORTHEAST  
800-222-2873

SOUTHEAST  
800-222-2871

SOUTHWEST  
800-222-2877

WESTERN  
800-322-2877

## So long to top executives at newly purchased firms

NEW YORK — The last week of September was not a great time to be the president and CEO of a bus manufacturing company recently acquired by New York City-based hedge fund Cerberus Capital Management.

That's because Cerberus turned out the top executives at Blue Bird Corp. of Fort Valley, Ga., and Optima Bus Corp. of Park City, Kan., within a couple of days of each other.

First, it was learned that Michael Monteferrante was no longer president and CEO of Optima. Then, the next day, it was made known that Jeffrey Bust had "resigned" as president and CEO of Blue Bird.

Bust left barely one week after an affiliate of Cerberus had completed the purchase of Blue Bird. (See Sept. 15 issue of *Bus & Motorcoach News*.)

Monteferrante held on to his job roughly a month after Optima was acquired in August by Cerberus-owned North American Bus Industries (NABI).

And what about the CEO of NABI?

Cerberus purchased NABI in January and one month later appointed Robert Shaughnessy as its president and CEO. Shaughnessy has a long background in truck and bus manufacturing, including a stint as president of Nova Bus.

Both Monteferrante and Bust had been in their jobs about four years, and both seemingly had made progress in improving operations at the two companies.

However, as Monteferrante told a Kansas news service: "The company that bought Optima has a CEO, and so, you know, you can only have one CEO."

Meanwhile, Bill Pixley has been appointed plant manager at Optima. He formerly was corporate director of quality at NABI.

Contacted by *Bus & Motorcoach News* at his home in Hagerstown, Md., Bust declined to comment on his departure. His replacement was not immediately announced.

It also was learned that Kim Cassell, vice president of sales for the school bus division of Blue Bird, retired shortly before Bust resigned.

If the wholesale personnel makeover that has occurred at NABI since Cerberus bought the company is any indication, Monteferrante and Bust will not be the only executive changes at Optima and Blue Bird.

Since he took over, Shaughnessy has named a new senior vice president of operations, senior vice president of finance, controller, quality manager, and chief financial officer. Numerous other NABI staff members have been reassigned.

## 'New Raiders' target bus industry

It's nice to be noticed but who would have thought U.S. bus manufacturers would become the desire of this generation's most-avarice corporate raiders?

But that's exactly what has happened this year with four domestic bus makers having been purchased by giant hedge funds flush with billions in cash.

Cerberus Capital Management, named for the three-headed dog that guards the gates of hell in classical mythology, touched off the buying early this year when it purchased North American Bus Industries, the Alabama-based maker of transit buses.

Then, late this past summer, Cerberus-owned NABI bought Optima Bus Corp., the transit and trolley bus manufacturer based in Park City, Kan., near Wichita.

Finally, late last month, an affiliate of Cerberus completed the purchase of Blue Bird Corp., the Georgia-based maker of more different kinds of buses, including motorcoaches and school buses, than any U.S. manufacturer. (See Sept. 15 *Bus & Motorcoach News*.)

Now, one of the most aggressive hedge funds, Steel Partners II, has announced it is buying Collins Industries, which makes small and midsize commercial and transit buses and more small school buses than anyone. (See story on page 13.)

Steel Partners is headed by 40-year-old Warren G. Lichtenstein, who *Business Week* characterized last year as an "attack dog" corporate raider.

Lichtenstein, who has perhaps made more board-room enemies in the last three or four years than any man in America, has acquired more than two-dozen companies with down payments of less than 15 percent of their stock. In other words, he gains control of companies as if he were buying houses.

"We're called a hedge fund because of our fee structure, but we're just a partnership that can invest in public and private companies. We hedge by buying cheap," he told *BusinessWeek*.

Lichtenstein's purchase of Collins Industries is different than many of his purchases, which are often hostile takeovers.

Cerberus, Steel Partners and dozens of similar investment companies are today's successors to such 1980s corporate raiders as T. Boone Pickens and Henry R. Kravis.

However, there are major differences between Pickens and Kravis and today's raiders. For example, the contemporary crowd has tons more money, meaning they don't have to line up bank or other financing to carry out their takeovers. Almost all of today's raiders have war chests of more

than \$1 billion and some, like Cerberus, have tens of billions.

No. 2, the current crop of raiders are perceived to be even more blood thirsty than Pickens and Kravis were in their heydays.

At the same time, though, this year's bus industry purchases appear to fit the mode the hedge funds have been affecting during the past 12 to 18 months. That is, they have been sort of reinventing themselves as private investment firms.

Yes, they still charge the high fees of a hedge fund, but they are no longer content with shorting shares or pursuing other hedging strategies. Now, they're seizing control of companies as investments.

Cerberus, for example, says it controls companies worth at least \$45 billion and that employ tens of thousands of people.

*BusinessWeek* says the new raiders can be more aggressive than their predecessors because the times allow it. In the wake of Enron and other scandals, companies have never been as vulnerable to shareholder demands as now.

Not only are they supplying explosive kindling for mergers and acquisitions, but their leaders are emerging as a new managing class.

They also are forcing the executives at their takeover targets to admit that assets, such as real estate, are often worth more than entire businesses.

CEOs of companies that get taken over and who don't immediately buy into the hedgers' strategies are quickly shoved out the door. Some don't even get a chance to see if they can get along with the new owners. (See related story on this page.)

Many of the hedge funds even have their own cadre of experienced CEOs and CFOs ready to parachute into a company that has been taken over.

While more hedge funds appear to be buying and operating companies, there continue to be three styles of such raiders. First, there are the Attack Dogs who don't shy away from hostile bids. Next are the Midas Men who try to make stars out of mediocre performers. And, finally, there are the Crackerjacks, who use cutting-edge maneuvers to outsmart other bidders.

The bus industry purchases clearly appear to be of the Midas variety. Won't it be interesting to watch as they try to do what generations of bus manufacturing executives have failed to do: turn a quick buck building buses?

### For Sale: MSV 10 Passenger Limo Coach

Rear V-8 Engine /GM Powertrain  
Luxurious Interior by Custom Coach



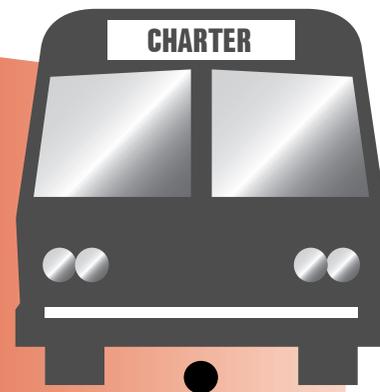
- \* Length 25' / Air Suspension
- \* Lounge Seating for (10)
- \* In-Motion TV System
- \* 110 volt Generator & Acc's
- \* Dual Air / Engine & 110V Roof
- \* Built-in Bar and Refrigerator
- \* Dinette & Lounge Area
- \* Stand-up Interior Height 76"

1999 Model / Price: \$65,000

The *Original* Motor Coach Converter  
Custom Coach / Div of Farber Specialty Vehicles  
Columbus, OH 800-331-3188

"2005 Our 50th Anniversary"

**Dump  
CLEAN...  
Dump  
LEGAL!**



**WASHROOM WASTE DISPOSAL UNIT**  
Installs directly into your  
existing sewer system!

**L**avatory dump hopper is assembled and ready to install in your existing sewer system. Its cover plate is easily rolled back with the remover tool. Each of your service lanes can easily be equipped with this time-saving unit, which has been the industry standard for over thirty years. All major credit cards accepted.

Call 1-866-LAV-DUMP or email  
lavdump@yahoo.com for additional information.

▲ Washroom waste is removed quickly, easily and safely

**HUDSON RIVER CORPORATION**

Call toll free: 1-866-LAV-DUMP | Fax: 1-201-420-3322

# Small, midsize bus maker Collins being bought by investment firms

HUTCHINSON, Kan. — Collins Industries, the Hutchinson-based manufacturer of small and midsize buses, is being purchased by one of the nation's most activist hedge funds in a deal valued at upwards of \$110 million.

Steel Partners II LP, an aggressive New York-based private investment partnership, in affiliation with American Industrial Partners, a private equity firm, has entered into an agreement to pay \$12.50 for each of the 6.63 million outstanding shares of Collins, or a total of \$82.9 million.

The per-share price represents a premium of roughly 30 percent over what the stock was selling for in the over-the-counter market before the purchase announcement at the end of last month.

The total value of the transaction, including assumption of Collins' debt and expenses, is estimated at around \$110 million. The deal is expected to close by the end of this month.

## Why Collins?

Kim Marvin, a partner with American Industrial Partners, was quoted as saying the purchase of Collins represented a chance to own a company with a strong tradition and a respected product line.

"We're acquiring the company with no plans to make significant alterations to its products or to its relationships with suppliers," Marvin said. "I think from a community standpoint, we're buying the company because we think they're a good-performing company."

Marvin said there are no plans to change Collins' management team but he did say company founder and President Don L. Collins will be retiring. The 74-year-old Collins founded the company bearing his name in 1971.

Today, Collins Industries lays claim to being the nation's largest maker of Type A, or small, school buses, and a leading producer of ambulances and emergency services vehicles.

## Buses and more

Two of its bus units, World Trans and Mid Bus Corp., produce a range of small, midsize and school buses. Other company divisions manufacture trucks used to move semi-trailers around truck terminals; street sweepers; loader backhoes, and rental construction and landscaping equipment.

The company employs about

1,000 people at six plants in Hutchinson, Florida, Texas, Ohio and Indiana.

Don Collins' son, Donald Lynn Collins, is president and CEO of the company. The junior Collins is 53. Together, the Collins own more than 20 percent of the company stock.

Collins Industries has had its share of setbacks in recent years, including financial problems and having its stock de-listed by the NASDAQ for failing to file timely financial reports.

*'One of the reasons for buying the company is to apply AIP's manufacturing expertise.'*

## Removing a thorn

In January, company shareholders approved a reverse stock split that had the effect of buying out stockholders who owned fewer than 300 shares. Doing that reduced the number of stockholders to a point the company could deregister its stock and escape Securities and Exchange Commission reporting requirements.

The small shareholders were bought out at a price of \$7.70 per

share. The stock continued to trade, however, in the pink-sheets system.

Then, in late June, Collins announced it was exploring a possible sale of the company, causing company shares to climb to a 52-week high of \$8.30.

Collins financial prospects have generally brightened this year. At the end of August, the company announced record sales for the first nine months of fiscal 2006, reporting revenue of \$229.5 million, versus \$193.4 million for the same period a year ago.

Earnings for the fiscal nine months of 2006 were \$7.6 million, or \$1.20 per share fully diluted, versus \$898,283, or 14 cents a diluted share, in fiscal 2005. The fiscal 2005 nine-month numbers were depressed by \$1.3 million in after-tax expenses associated with the restatement of fiscal 2005 results.

## Doing it better

Apparently, Steel Partners and American Industries Partners think there is much more money to be wrung out of Collins.

"One of the reasons for buying the company," Marvin was quoted as saying, "is to apply AIP's manufacturing expertise to a company that has already done a remarkable job developing itself."



# New MCI driver guides offer fold-out knowledge

SCHAUMBURG, Ill. — When an operator adds a new MCI coach to its fleet, there's a new tool available to help drivers become familiar with every switch, dial and system they'll use when they get behind the steering wheel.

MCI has developed a series of over-sized, graphic-intensive guides that show every toggle switch, gauge and gizmo encountered by those driving a newer model MCI.

Just published are guides for new J4500 and D4505 coaches. An E4500 version is in the works.

"They're perfect for new drivers, drivers who usually drive other models, or anyone who wants an at-a-glance resource," said Michael Anstead, MCI's director of technical services.

"You don't necessarily want to take the manual everywhere, or page through it all the time. These are small enough to be taken on the road. They also make great training tools," he added.

When opened, the guides are big — 24 inches wide, 11 inches tall. However, they easily fold down to a manageable 4-by-11 size.

"These durable, tri-fold guides feature color-coded numbering atop large, detailed photographs of the driver's dash, surrounding consoles and even the wheelchair lift," said Anstead. "Important instrument clusters are further illuminated with photographic insets. The guides are conveniently sized so that drivers can stow them within arm's reach."

The guides are part of an MCI initiative to help operators improve driver training. "An informed, confident driver is a successful driver, and we want that knowledge to be handy for anyone who takes the wheel," said Skip Neff, MCI manager of training.

The guides can be ordered through an MCI fleet support manager or parts representative.

Whatever road you travel...

**RODES • ROPER • LOVE**  
helps get you there!

Great Prices & Great Service — WE SHOP FOR YOU!

**LIABILITY • PHYSICAL DAMAGE • PROPERTY WORKERS COMP. • LOSS CONTROL**

Charter • Limousine • Paratransit • Ambulance  
Taxi • Airport Shuttle • School • Trolley

**RODES • ROPER • LOVE INSURANCE AGENCY**  
158 N. Harbor City Blvd. • Melbourne, FL 32935  
(800) 333-7754 • (321) 757-6181 • Fax (321) 757-6182  
[www.ropesroperlove.com](http://www.ropesroperlove.com)

The Transportation Insurance Specialists • Since 1896

**BCI**

[www.bcibus.com](http://www.bcibus.com)

# Trailways GPS system becomes valued management tool

FAIRFAX, Va. — A sophisticated global positioning system that members of the Trailways system are using to provide security on their coaches is proving to be much more of a workhorse than anticipated.

Members of the nationwide network of 72 mostly charter operators say they've discovered numerous ways in which to use the security system to help them manage their companies and make them more efficient.

"It started out to serve the overarching mission of homeland security and it just kind of evolved — by osmosis — into an expanded tool in many different areas," says Trailways President and Chief Executive Gail Ellsworth.

She said Trailways operators that have adopted the Voyager GPS Tracking System are using it to monitor the work hours of their drivers, the amount of fuel each coach is using, bus idling time, and a host of other tasks.

In addition, some say the system has become a valuable marketing tool and it could even result in a reduction in their insurance premiums.

Voyager was designed originally to provide security and safety for Trailways coaches as part of a U.S. Department of Homeland Security grant program to help protect the motorcoach industry from terrorists. A federal grant issued in 2004 provided the fund-

ing for Trailways to develop the system and install it in most of its affiliates' coaches.

## Sophisticated system

The system, which operates through both satellites and ground cellular towers, can pinpoint the location of a coach anywhere in North America in real time. Using an Internet-connected personal computer, Homeland Security, law enforcement agencies and the Trailways headquarters can track all of the buses, plus each of the Trailways companies can track its individual coaches.

About 70 of Trailways members' estimated 1,200 over-the-road buses have been equipped with Voyager and most of the others are expected to be connected before the end of the year. Thirteen companies that recently joined the group just received federal grants to install systems on their buses next year and five others that are in the process of joining will be seeking funding in 2007.

"Our goal is to have all of the Trailways operators be equipped with Voyager," Ellsworth said.

Trailways now is working on linking the tracking system to onboard cameras that can broadcast real-time images of activities occurring both inside and outside a bus.

Three companies are testing cameras on several of their coach-

es, although the cameras are not connected to Voyager and they simply record the action on tape rather than broadcast it back to the companies.

A fourth carrier will join the test group early next year, but it will use cameras that hook directly into Voyager so they can relay images to the company's operations center where they can be viewed over personal computers.

"We want to see what they really can do before we try to find funding for them so they can be added to our coaches," said Ellsworth.

## More to like

Don Shepherd, safety director at Abbott Trailways in Roanoke, Va., one of the companies involved in the pilot program, said the cameras have become a good management tool.

"They keep the driver honest," he said, adding that the drivers are much more careful behind the wheel because they know their actions are being recorded.

However, the cameras also can benefit the drivers, he said, because the front view camera can show if another motorist might have been to blame for an accident and the inside camera can show if passengers claiming injury actual-

ly had something happen to them.

"We can find out actually what happened in either case," Shepherd noted.

Meantime, word of the expanded usage of the Voyager system is spreading among Trailways companies and Homeland Security officials.

"Our drivers have been talking about it at our meetings," said Ellsworth. "Even Homeland Security knows about it because they have been at many of our meetings."

She said the system's ability to monitor several operating functions has made it a fuel saver by keeping track of driver speeds and idling times, both of which impact the amount of fuel a coach uses on a trip. The system also tracks the crossing of state lines, which assists the companies in filing fuel tax reports, she said.

In addition, she noted the system contains a GPS "fencing" feature that alerts the company if a bus is driven outside of the pre-selected route for a specific charter trip.

## Marketing asset

A number of the companies also are using the system as a marketing tool by not only advertising that their coaches are being

tracked, but by providing up-to-the-minute information to parents and other family members who may be worried about why a charter carrying their children or relatives is running late.

"We can identify where the coach is at any time and why it has been delayed," said Ellsworth.

Fred Abbott, president of Abbott Trailways, suggests that the system, when coupled with the onboard cameras, could lead to lower insurance costs, noting that limousine companies that use cameras have seen their rates go down. "It stands to reason that this trend will migrate to our industry," he said.

Although the system was funded with federal grant dollars, it is available only to Trailways companies because it was developed exclusively for their use with money earmarked for them, according to Ellsworth.

"We looked at off-the-shelf programs in the beginning, but we determined that they were not for us because we would be unable to change anything on them or expand their use if we wanted to do that," she noted.

However, she said Trailways shares ownership of the system with Homeland Security and the federal agency has the right to use it.

## Grants

CONTINUED FROM PAGE 1

further to \$9.5 million.

However, for fiscal 2007 the amount is being increased by 25 percent to \$12 million, and the application announcement may be moved up to earlier in the year. Availability of the fiscal 2006 grants was not announced until mid-year.

The Department of Homeland Security expanded the application process this year, allowing both charter and fixed-route operators to apply. Last year, only line-run companies were eligible for grants.

However, a new wrinkle was added this year that made most charter operators ineligible. Those seeking grants had to have coaches that made a minimum of 50 trips annually to one or more of the urban areas that Homeland Security officials have determined to be the most at risk of a terrorist attack, and service facilities in those high-risk areas.

While 35 companies received grants this year, more than 80 percent of the money went to Greyhound Lines, plus Trailways and Coach USA companies.

Greyhound was awarded \$5.1 million, or 53.7 percent of the total.

Since the program was started, the Department of Homeland Security has awarded grants totaling nearly \$49 million and Greyhound has captured 45.5 percent of that amount, or \$22.25 million.

Trailways companies were awarded \$1.4 million, or 14.8 percent of the total this year. Over the life of the program, Trailways companies have been awarded grants of more than \$7 million, or 14.4 percent of the total.

Coach USA and its units will receive \$1.22 million this year, or 12.9 percent of the total. Since fiscal 2003, Coach USA has been awarded \$6.6 million, or 13.6 percent of the four-year total.

The Intercity Bus Security Grant Program is a relatively small piece of the Department of Homeland Security "Infrastructure Protection Program," which totals \$399 million for '06. Other elements include port, public transit and intercity rail security; grants to protect dams, power plants, nuclear facilities, stadiums, chemical plants, and the Highway Watch program.

Here are the companies getting grants this year:

Academy Express: \$136,476  
 Anderson Coach & Travel: \$15,569  
 Arrow Stage Lines (Neb.): \$34,944  
 Arrow Trailways of Texas: \$15,000  
 Atlantic Express Coachways: \$178,905  
 Burlington Trailways: \$93,500  
 Coach USA: \$592,500  
 Coach USA / Northeast Region: \$630,191  
 CUSA / Black Hawk Central City: \$69,670  
 CUSA / Kerrville Bus: \$109,503  
 David Thomas Tours: \$20,758  
 Escot Bus Lines: \$12,740  
 Gold Line Inc.: \$193,500  
 Gotta Go Trailways: \$152,000  
 Great Lakes Motorcoach Inc.: \$8,547  
 Greyhound Lines: \$5,105,000  
 Lamiolle Valley Transportation: \$24,360  
 Lion Trailways: \$101,000  
 Miller Trailways: \$214,750  
 Monroe Bus Corp./Service: \$178,559  
 National Coach Works Inc.: \$226,000  
 O'Hare Wisc. Limousine Svc.: \$46,500  
 Orange Belt Trailways: \$3,000  
 Pacific Coachways Charter Svc.: \$127,000  
 Peter Pan Bus Lines: \$261,250  
 Premier Coach Company: \$81,855  
 Riteway Bus Service: \$252,637  
 Silver State Trailways: \$32,251  
 Southeastern Trailways: \$45,000  
 Spirit Tours: \$7,109  
 Star Shuttle and Tour: \$50,088

## CLASSIFIED ADVERTISING

### Wanted To Purchase

1999 and Newer MCI DL3's.

Call 714-740-8888 and ask for Roman.



### FOR SALE

4 - 1997 Dina Viaggio 1000s  
 52 PAX + 1 Escort Seat  
 \$50,000 each, includes tires  
 2 - 1999 VanHool T-945s  
 57 PAX + 1 Escort Seat  
 \$150,000 each, including tires

Call Joe @ 508-993-4503 or  
 e-mail [joe@amaralcompanies.com](mailto:joe@amaralcompanies.com)

### REPOS FOR SALE

Variety of makes and models of  
 "Bank Repos" across the United  
 States and Priced to Sell!

Call 1-877-737-2221 Ext. 716  
 for more information!

# Virginia coach association recognizes Bolen for service

ROANOKE, Va. — The Virginia Motorcoach Association has presented its coveted Robert T. Mitchell Public Service Award to Dave Bolen, president and founder of New World Tours in Bristow, Va.

Bolen was honored for service to his community and industry, as well as for his industry leadership.

The award was given at the association's annual meeting and marketplace here earlier this month by the association's legal and leg-

islative adviser, Calvin F. Major.

In presenting the award, Major noted that Bolen is an active member of more than a half-dozen community organizations, ranging from the Better Business Bureau of Washington, D.C., to the Guild of Professional Tour Guides of Washington.

He serves the coach industry by

being a member of key associations and sitting on the boards of the United Motorcoach Association and the Virginia Motorcoach Association, where he also served as president in the late 1990s.

"Many will describe leaders by the number of coaches they operate, the number of tours they perform or even their business savvy,"

said Major. "But, ladies and gentlemen, I have just highlighted the career of a person whose name should be synonymous with leadership."

Bolen founded New World Tours as Tri-State Casino tours in 1985, with a retired Greyhound MC-7. Today, the company has a fleet of 31 Van Hool coaches and

two ABC midsize buses.

The Robert T. Mitchell Public Service Award recognizes a respected former lobbyist for the association.

Bolen was overwhelmed by the honor and essentially rendered speechless. Later, he said he was honored to be associated with and compete with members of the association.

## Marvin Walsh marks No. 100 later this month

LENOIR, N.C. — A true motorcoach industry veteran, Marvin E. Walsh, will celebrate his 100th birthday at home here later this month.

Walsh, who was born about two years before the first Model T rolled off Mr. Ford's assembly line and 11 years before the U.S. entered World War I, will be 100 on Oct. 27.

Industry friends and associates, including members of the Museum of Bus Transportation, are eager to spread the word about Walsh's milestone, asking that cards be sent or he be called.

Walsh began his industry career in 1925, hiring on as a 19-year-old mechanic at Townes Bus Line in Roanoke, Va.

A decade and a few jobs later, he was in Chicago at the forming of the Trailways Bus System in 1936. An early member of the system was Safeway Trailways, and Walsh became that company's superintendent of maintenance and operations.

Five years later, at the age of 36, he was named chief executive of Safeway Trailways, which operated as the Washington D.C.-Philadelphia-New York City division of Trailways. He held that job until 1965, when Safeway merged with Trans-Continental, forming Continental Trailways, which operated in 43 states. Walsh managed Continental Trailways' 16-state northeast territory until he retired in 1976.

Four years after he retired, Walsh was hired as president of the National Trailways Bus Association, serving in that job for 12 years before retiring a second time.

Walsh is in good health with a sharp memory, and annually attends the Trailways reunion picnic in Buena Vista, Va.

He resides with his wife, Helen, in their home at 210 Robinwood Circle, N.E., Lenoir, NC 28645. The phone is (828) 758-4853.

## Is Your Fleet ADA Compliant?

Let the experts at Complete Coach Works help you meet the ADA Accessibility requirements

 <p style="text-align: center; font-weight: bold; font-size: 0.8em;">Swing Door Lift Installation</p>	<p style="font-weight: bold; font-size: 0.8em;">By October 1, 2006 50% percent of your fleet will need to be wheelchair accessible as mandated by the ADA. Meeting this ADA requirement is a breeze with CCW's expertise. Call now to schedule wheelchair lift installations for your coaches!</p>	 <p style="text-align: center; font-weight: bold; font-size: 0.8em;">Sliding Door Lift Installation</p>
 <p style="font-weight: bold; font-size: 0.8em;">COMPLETE COACH WORKS</p>	<p style="font-weight: bold; font-size: 1.2em;">Toll Free: 800-300-3751</p> <p style="font-size: 0.8em;">1863 Service Court • Riverside • CA • 92507</p> <p style="font-size: 0.7em;">www.completecoach.com • e-mail: sales@completecoach.com</p>	 <p style="font-weight: bold; font-size: 0.8em;">COMPLETE COACH WORKS</p>



# SINGLE USE POT SHOT®

- Easy to Use
- Measured Dosage
- Powerful Odor Control
- Low Cost
- Super Concentrated
- Pleasant Fragrance
- Non-Staining Blue Dye
- Non-Formaldehyde
- Biodegradable
- Safe for Dump Valves

The power of POT SHOT in a convenient, portion controlled, single use bottle. Portion Control POT SHOT is more effective than any other portion controlled product on the market. Each bottle is individually labeled with use instructions. No more packets that melt, stick together, and/or damage dump valves.

UNIT CHEMICAL CORPORATION

(800) 879-8648 [www.unitchemical.com](http://www.unitchemical.com)

60 Years Manufacturing Environmentally Safe Products

# The SMART Choice



**PrevoSt X3-45**



**PrevoSt H-Series**

With the longest wheelbase in the touring coach market, the **PrevoSt X3-45** gives passengers the smoothest ride and features the largest underfloor surface area (ft<sup>2</sup>) in the industry. The PrevoSt X3-45 also provides easy access to virtually any pick-up or drop-off site thanks to its low overall height.

The tallest high-deckers in the industry, **PrevoSt H-Series** coaches give passengers and drivers an outstanding panoramic view and provide the greatest luggage capacity (ft<sup>3</sup>) of all seated coaches. The PrevoSt H-Series premium touring coaches stand a cut above with style and technology.

## **Superior Amenities – Outstanding Reliability and Performance**

Featuring removable  
and interchangeable wheelchair lift  
(in less than 30 minutes).



[www.prevoStcar.com](http://www.prevoStcar.com) For sales inquiries : 877-773-8678

**PREVOST**<sup>®</sup>  
THE SMART CHOICE