

Bus & Motorcoach NEWS

WHAT'S GOING ON IN THE BUS INDUSTRY

Falcon 45 is case study in difficulty of supplying buses for U.S. market

By Dave Millhouser

During the past three decades, many offshore motorcoach builders have found the U.S. bus market irresistibly attractive...for a variety of reasons.

Some companies seek the recognition that comes with selling in the U.S.

Others seem swayed by the general perception that U.S. bus buyers have money.

Gross margins on coaches sold in the U.S. seem higher than in other parts of the world, probably more the result of the market being small, with unique demands, than greed.

One motorcoach executive who has been involved with domestic, European and Asian coaches points out that the U.S. represents only about 3 percent of the world market, while demanding a litany of features that are unnecessary most everywhere else in the world.

He notes that "the Asian markets, which are the world's largest,



The BCI Falcon 45 was introduced in 2006 to a skeptical industry.

don't understand why we have all this; they only wish they had the ability to build for these tough conditions. Most of the world sees buses (built for the North American market) as the benchmark for design and manufacturing."

Coaches running in the U.S. require a 25-year service life, while meeting the world's toughest emissions standards and operating in environments from below sea level to 11,000 feet.

They provide adequate HVAC for temperatures ranging from minus 20 to plus 120 degrees (-28

to +49 Celsius), and because resale value is so critical, a "regional" bus is unacceptable.

American coaches must meet exacting safety standards, while traveling roughly 20 percent faster than in most countries, in a very litigious atmosphere.

Those and other factors are a partial explanation for why, in the past 30 years, no fewer than 12 heavy-duty coach manufacturers have failed, or simply given up, in the U.S.

When a builder leaves the market,

CONTINUED ON PAGE 10 ►

Coach, tire weight issue to be tested this summer

WASHINGTON — Federal safety regulators soon will find out if the campaign they've been waging for the past six months aimed at convincing motorcoach operators of the potential dangers of running buses with more weight than their tires can safely handle has been successful.

The Federal Motor Carrier Safety Administration says it will pay special attention to passenger and cargo loads and tire weight limits during this year's annual spring-summer bus safety inspection blitz.

"FMCSA will be focusing on tire safety, selection and maintenance as one part of a comprehensive look at motorcoach operators," reported agency spokesman Duane DeBruyne.

If the blitz turns up few violations, then regulators can look at their effort as a success.

But if large numbers of violations are found, then it would mean that the warnings and pleas they have been pushing since last September have largely been ignored by operators and drivers.

Either way, though, the industry can expect to continue to hear from regulators.

"FMCSA plans to continue to challenge the motorcoach industry to do a better job with regard to tire selection and maintenance practices," DeBruyne said.

Although the agency does not reveal in advance when or where it plans to conduct the surprise inspections, motorcoach operators can expect to see them soon.

In past years they have been in April and May in about a dozen states. Last year, they were conducted May 11–20 in New York,

CONTINUED ON PAGE 10 ►

Good News: Driver fatigue study contains no surprises

SPOKANE, Wash. — A \$430,000 federal study has found that the typical motorcoach driver is male, middle-aged, overweight and somewhat fatigued at the end of a day's work.

Those mundane findings should surprise no one in the motorcoach industry — or the world writ large for that matter. Just look at the caricature on the back of a megabus coach or the bus driver in most movies you've ever seen.

However, it is that fourth observation — that the typical driver was modestly fatigued after a day behind the wheel — that holds the most significance.

Because the study did not find that the typical driver was bone weary or dead tired, many in the motorcoach industry may see that as prima facie evidence the hours-of-service rules do not need to be

altered by regulators as a means of dealing with driver fatigue.

The results of the project, "Motorcoach Driver Fatigue Study, 2011," were posted online — with no notice or accompanying news release — by the Federal Motor Carrier Safety Administration late last year.

There has been speculation in the industry that because the study was completed and published with no fanfare, the findings didn't support the current effort by federal regulators that seem aimed at finding reasons to alter driver hours-of-service rules to address the fatigue issue.

Study particulars

The five-year study was conducted by the Sleep and Performance Research Center at

CONTINUED ON PAGE 6 ►

Operators with Cats join lawsuit

MIAMI — Motorcoach operators in seven states have joined a lawsuit filed here last year by Endeavor Bus Lines against Caterpillar over the issue of repeated engine breakdowns. (See Dec. 15, *Bus & Motorcoach News*.)

Endeavor, along with the seven additional operators, have amended the original suit, seeking class action status that would cover all operators that purchased motorcoaches equipped with 2007/09 Caterpillar C13 engines in the eight states where the operators are based.

The suit says Cat built and sold hundreds of faulty engines that often failed in service, resulting in significant towing, repair and pas-

senger compensation costs.

Frequently, the Cat-powered coaches operated by the eight companies would be parked for weeks at dealerships awaiting repairs, parts, or both, or for warranty disputes to be resolved.

The suit says the cause of the breakdowns was the proprietary engine technology developed by Caterpillar to meet tougher federal emissions rules that went into effect in 2002.

According to the suit, the Cat "ACERT" emissions and/or regeneration system would fail, resulting in significant damages and costs not only from towing and repair but also from having to compensate passengers, provide

alternative transportation, and loss of use of the coaches.

Additionally, the operators experienced repeated instances of check-engine lights illuminating, engine derating, after-treatment regeneration devices plugging and/or clogging, the after-treatment-regeneration-device head failing, plus other issues that prevented the engines from properly regenerating.

Regeneration is the process that takes place when soot build-up in the engine's diesel particulate filter is oxidized.

"Despite (Caterpillar's) numerous attempts to correct the emissions and/or regeneration problem, (Cat) failed to correct

CONTINUED ON PAGE 8 ►

Best in Class

Custom-tailored luxury.
German Engineering.

Now with parts and service by MCI.
Call 866.624.2622

Motor Coach Industries: Distributor of EvoBus GmbH for Setra Buses and Setra Parts in the United States and Canada.

Reliability Driven
mcicoach.com

Pre-Owned MCI Equipment Priced to Sell

See your local Account Manager for special incentives

2004 MCI J4500 VIN #62657
\$130,000



2007 MCI D4505 VIN #57733
\$179,000



NORTHEAST REGION

VIN	Year	Model	Eng/Trans	Lift	Price
65322	2009	J4500	DD/ALL		\$295,000
65401	2009	J4500	DD/ALL		\$295,000
63585	2006	J4500	CAT/ZF		\$145,000
63135	2005	J4500	DD/ALL	✓	\$190,000
63134	2005	J4500	DD/ALL	✓	\$190,000
63000	2005	J4500	CAT/ZF		\$140,000

SOUTHEAST REGION

63819	2007	J4500	CAT/ZF		\$165,000
-------	------	-------	--------	--	-----------

MIDWEST REGION

63528	2006	J4500	CAT/ZF		\$170,000
61758	2002	J4500	DD/ALL		\$129,000
61759	2002	J4500	DD/ALL		\$129,000

SOUTHWEST REGION

57733	2007	D4505	DD/ALL	✓	\$179,000
57731	2007	D4505	DD/ALL	✓	\$179,000
61884	2002	J4500	DD/ALL		\$155,000
61775	2002	J4500	DD/ALL		\$129,000
61763	2002	J4500	DD/ALL		\$129,000
61775	2002	J4500	DD/ALL		\$129,000

WESTERN REGION

63853	2007	J4500	CAT/ALL		\$185,000
-------	------	-------	---------	--	-----------

Used vehicles sold "As-is." Actual coach may vary from photo. Conditions may vary by location. No warranties expressed or implied. Financing and special lease rates available to qualified customers.

- Photos and info for pre-owned units available at www.abc-companies.com/inventory.asp
- View hundreds of other pre-owned units at www.abc-companies.com & www.busbuys.com



ABC's Auction & Open House April 3, 2013 Winter Garden, Florida location

- Live auction
- On-site service specials
- Food / Prizes
- ABC's popular "rummage tables"
- 15% parts discount
- Chance to win an Apple iPad

Go to www.abc-companies.com/auction
for a complete online Auction Guide!

Contact your ABC Account Representative:

NORTHEAST REGION Camden, New Jersey
800-222-2873

SOUTHEAST REGION Winter Garden, Florida
800-222-2871

MIDWEST REGION Faribault, Minnesota
800-222-2875

SOUTHWEST REGION Grand Prairie, Texas
800-222-2877

WESTERN REGION Costa Mesa, California
800-322-2877



Exclusive U.S. **vanHOOB** Distributor

All you need is One!

www.abc-companies.com

FMCSA shuts down two more operators, cites speeding

WASHINGTON — The Federal Motor Carrier Safety Administration has shutdown two more intercity carriers that were transporting passengers in and out of New York City's Chinatown, declaring the companies were imminent hazards to public safety.

Ming An of New York City was operating a fleet of at least eight buses that were running from Tampa, Orlando and Jacksonville, Fla., north along Interstates 4, 81, 85 and 95, terminating in New York City.

It had two-dozen stops in Georgia, North and South Carolina, Virginia and Maryland.

The order shutting down Ming

appears to be particularly noteworthy because the FMCSA focused on the lousy habits of Ming An drivers.

"Specifically, Ming An drivers have engaged in dangerous and reckless behavior while driving and have received numerous citations for speeding in excess of 15 mph over posted speed limits," said the imminent hazard order.

"Ming An has not adopted an adequate safety management plan to stop its drivers from driving at dangerous speeds," the order added.

"If the FMCSA stays focused on these types of behaviors we will definitely see a reduction in crashes," observed one long-time industry safety expert.

The other operator shutdown earlier this month was Springfield, Mass.-based Santana Busline Inc.

Santana was accused of "failing to ensure its drivers and vehicles complied with federal safety regulations." The company had been operating 15-passenger van service between New York City, Hartford, Conn., and Springfield.

Long list of violations

The investigation of Ming An and its vehicles concluded that the carrier operated "in blatant disregard for federal safety regulations," the FMCSA said in a statement.

Investigators found Ming An failed to conduct pre-employment drug and alcohol testing, and allowed unqualified drivers to speed virtually at will.

The company also did not require drivers to maintain log books or conduct vehicle safety inspections as required by federal regulations.

The company had no systematic vehicle inspection, repair or maintenance program.

In addition, inspections of Ming An's buses and vans revealed that many had been modified with after-market seats in violation of federal safety standards.

"This is a company that operates unsafely," said FMCSA Ad-

ministrator Anne Ferro. "It frequently uses part-time, unqualified drivers, and often ignores basic safety maintenance and operating standards."

A copy of the Ming An imminent hazard out-of-service order can be found at: www.fmcsa.dot.gov/documents/about/news/2013/Ming-An-IH.pdf.

Chameleon operator?

Last October, Santana Busline was denied USDOT operating authority to conduct interstate passenger service based on its close affiliation with another company, Santana Xpress Inc., a passenger carrier that had been placed out of service by the FMCSA in April 2012, after receiving an unsatisfactory safety rating and for failure to pay civil penalties.

The investigation found Santana failed to ensure its drivers comply with hours-of-service requirements, allowed unqualified drivers to operate its vehicles in an unsafe manner, failed to conduct periodic vehicle safety inspections, failed to properly maintain and repair vehicles as required by federal regulations, and knowingly dispatched vehicles with safety defects.

UMA alerts operators about music licensing renewals

ALEXANDRIA, Va. — The United Motorcoach Association is reminding its members that it's time to renew their ASCAP and BMI licenses.

The association, which has sent its member companies a notice about 2013 ASCAP and BMI licenses, has negotiated a 70 percent fee discount for members with ASCAP and BMI, the music industry licensing organizations.

UMA collects the fees and li-

cence agreements from members and passes that information and payments along to ASCAP and BMI. Payments are due by April 15 to receive the 2013-discounted licenses through the association.

In its notice, the association reminded members that for them to legally play recorded music on a motorcoach, operators must obtain permission from the license holder.

"By playing pre-recorded music (and movies) to the passen-

gers on your coach, you are essentially providing a public performance of that material," UMA points out.

"It doesn't matter if a passenger brings the music or movie onboard; someone has to pay the licensing. Purchasing a DVD or CD only covers private listening or viewing. Once the movie or music is put on a coach entertainment system it becomes a public performance."

The penalty for playing copy-

righted music or showing movies without permission or a license can be stiff.

A license must be obtained for each coach that plays pre-recorded music or movies for passengers.

UMA members were sent licensing forms on March 13.

If you have not received your form, or to inquire about ASCAP and BMI licensing, UMA members can call the association at (800) 424-8262.

Monitor Retrofit Kits



Upgrade Your REI CRT Monitors With New LCDs!

- Easy installation
- Upgrade to larger HD monitors
- Lower power consumption saves on energy costs
- Lightweight monitors
- Provide the latest technology and convenience for your customers

Your Reliable Safety Messaging Solution



Pre-loaded with UMA safety video!

Increase Efficiency and Save Your Driver Time

- Customized audio and video passenger safety message
- Interfaces with existing entertainment systems
- Auto-play, loop or stop-start playing
- Automatically switches between other video sources
- Playback date/time recorder for verifications
- Driver one-touch playback

Additional Solutions:

- Media Center**
- Camera Observation**
- GPS/AVL Tracking**
- Mobile Video Surveillance**

REI

Specify REI Today!

Sales: 800.228.9275 | Service: 877.726.4617 | radioeng.com

THE DOCKET

Agency warns of border slowdowns

WASHINGTON — Customs and Border Protection, the federal agency that monitors and controls U.S. borders, is making cuts under budget sequestration that could lead to delays at crossings.

Deputy Customs and Border Protection CBP Commissioner David Aguilar warns that staffing cutbacks could decrease service levels, resulting in significant daily backups at border crossings.

The major federal transportation programs, highway funding

and safety, are largely exempt from the sequester that went into effect March 1 because the money that funds those programs mostly comes from the Highway Trust Fund.

But other programs, such as Customs and Border Protection, are vulnerable to the cuts.

According to Aguilar, Customs and Border Protection is required to make significant cuts for the remainder of this fiscal year (which ends Sept. 30). The cuts include furloughs, reductions in

overtime and a hiring freeze.

The agency will continue to make security its highest priority, but Aguilar said the agency expects significant potential impacts on cross-border travel and trade.

“CBP is very concerned about the ramifications of sequestration and we will endeavor to operate in a manner that is least disruptive to our mission and to your business,” said Aguilar in a message directed at companies that have cross-border operations.

FMCSA issues alert on fraudulent tags

WASHINGTON — The Federal Motor Carrier Safety Administration reports that law enforcement officers have recently observed several commercial drivers and vehicles with fraudulent licenses and license plates that purport to be issued by the U.S. Department of Transportation or the FMCSA.

Only states issue driver licenses or vehicle license plates, so the supposed FMCSA and DOT credentials are phony, the FMCSA said in a notice.

Presenting such credentials to law enforcement officers also is fraudulent.

In an example of a fake license plate the FMCSA attached to the

notice, the plate had “US DOT” on the top and “live free or die” written along the bottom.

Presenting a fraudulent or self-generated license or license plate also violates state laws, FMCSA said.

Anybody who is aware of such credentials should report them to the FBI.

N.H. considers fuel tax hike, Connecticut looking at tolls

New Hampshire is the latest state — among many — that’s looking at raising fuel taxes.

Legislation that has received initial approval in the state House would increase the state fuel tax by 15 cents a gallon. It would be phased in over six years for diesel fuel and over four years for gasoline.

The last time New Hampshire increased its fuel tax was 1991.

Currently the fuel tax in the state, including federal taxes, is 44 cents per gallon for diesel, and 38 cents for gasoline.

The legislation, which initially passed, was adopted along party lines, with 192 Democrats and 15 Republicans voting for it, while 10 Democrats and 153 Republicans voted against it.

It faces a stronger challenge if it makes it to the Republican-controlled New Hampshire Senate.

Some Senate opponents say the bill would die in that chamber.

Supporters say the increase is needed to repair roads and bridges, as well as complete a widening project along I-93 in the southern part of the state.

Opponents say the proposed increase places too heavy a burden on residents and businesses.

More than 25 years after Connecticut got rid of tolls along its highways, plans are under consideration to bring them back.

The state General Assembly Transportation Committee has on its agenda various plans, including charging more at peak travel times, all in an effort to raise more money for road and other transportation projects.

State lawmakers have considered plans to bring tolls back in recent years only to have them defeated.

SEFAC
by **SLEC**



**Interest FREE
50/50 Promotion**

Pay 50% at signing
and 50% after one
year. Interest FREE!

heavy duty mobile lifts

800.826.3486 sefac@sefac.com www.sefac.com

COACH GLASS

**IT'S NOT JUST OUR NAME
IT'S WHAT WE DO**



ABC
BCI
DINA
GILLIG
GLAVAL
IRIZAR
MCI
NABI
NEOPLAN
NEW FLYER
NOVA
ORION
PREVOST
SETRA
STALLION
TEMSA
VAN HOOL
VOLVO

Featuring

*The Industry's Deepest Inventory
Quick Delivery & Shipping
Great Pricing, Exceptional Service*

Warehouse Locations

Oregon, Indiana, Florida & Arizona

(800) 714-7171

www.CoachGlass.com

(541) 684-7868

Bus@CoachGlass.com

Electronic recorder mandate seen as likely by September

WASHINGTON — Federal Motor Carrier Safety Administration Administrator Anne Ferro said she expects a rule mandating the use of electronic onboard recorders on over-the-road buses and trucks to be proposed by September.

Ferro and other U.S. Department of Transportation administrators testified last month at a hearing held by the House transportation committee's Highways and Transit Subcommittee, where they were asked to update subcommittee members regarding progress on initiatives and rules required by last year's MAP-21 highway funding law.

MAP-21 requires FMCSA to implement an electronic log mandate by the end of the law's 27-month life.

Thomas Petri, R-Ore. — the subcommittee's chairman — questioned the rigidity of a "one-size-fits-all" EOBR rule that doesn't offer flexibility for individual situations.

Ferro said the agency has taken such issues into account, and that a uniform electronic logging rule "is a very strong one as it pertains to safety and ensuring

everyone's operating on a level playing field."

Most companies that switch to electronic logs switch "very effectively and very profitably," Ferro said. "They're finding it's a very, very efficient mechanism" for tracking on-duty status.

"And over time, sometimes almost immediately, drivers prefer it as well."

Ferro said four factors comprise the rule: Technical specifications used for EOBR devices, ensuring drivers are not harassed, ensuring any support documents and paperwork are reduced and streamlined, and the EOBR requirement itself.

Per MAP-21, the FMCSA also is working on establishing a drug and alcohol clearinghouse that will provide bus and truck operators with pre-employment information on driver applicants about prior drug and alcohol tests and test refusals.

"So they can thereby avoid hiring someone not qualified to operate a commercial vehicle," Ferro said.

A proposed clearinghouse rule is expected this spring.

LaHood: Obama to push infrastructure

WASHINGTON — Outgoing Transportation Secretary Ray LaHood made an impassioned plea here last month for the need to return to a "big and bold" federal transportation policy.

LaHood suggested President Obama will be introducing expansive infrastructure and transportation-related proposals later this year.

Speaking at the American Public Transportation Association annual legislative conference, LaHood said legislation such as the current two-year transportation reauthorization, known as MAP-21, is not the direction Congress should take in the future.

While he applauded the policy reforms contained in the reauthorization law, LaHood said that both the two-year time frame and the reliance on funding transfers to assure the solvency of the Highway Trust Fund are not viable over time.

After the event, LaHood said it's likely the president will turn his focus to infrastructure policy once this year's bigger issues are dealt with.

"I think what you're going to see is 'big and bold' from the president when he gets around to talking about infrastructure," LaHood said.

"Right now, the president is fo-

cused on sequester, guns and immigration. I think when the president comes out later this year, I don't know when that will be... but once he gets around to talking about infrastructure and transportation, the president will be big and bold."

Earlier in the conference, Federal Transit Administrator Peter Rogoff told attendees that furloughs at the FTA are a real possibility due to sequestration-related cuts.

As a result of the across-the-board federal budget cuts enacted March 1, fiscal 2013 budgetary resources for the FTA will be reduced by 5 percent, or about \$656 million, according to a report by the Office of Management and Budget.

A majority of the reduction — \$545 million — will come from the public transportation emergen-

cy relief program, currently designated to provide aid to transit systems that were severely damaged by SuperStorm Sandy last year.

In addition, a grant program for transit bus and rail projects will be reduced by \$96 million, and FTA must cut administrative expenses by \$5 million for the remainder of fiscal 2013, which could lead to furloughs, according to Rogoff.

"My employees will be facing furloughs at the very time they should be putting out MAP-21 policy guidance," Rogoff said, referring to the current transportation law. MAP-21 is short for Moving Ahead for Progress in the 21st Century.

The MAP-21-related policy that's being developed includes an expanded role for private bus operators in public transit.

GPS training coming for new operators

WASHINGTON — The Federal Motor Carrier Safety Administration announced it will incorporate GPS training into the entry-level certification program it is developing for commercial motor vehicle operators.

Last year's highway funding bill, Moving Ahead for Progress

in the 21st Century Act, required that FMCSA finish a new entry-level certification program for bus and truck carriers.

The GPS training component will be included in the program in response to an increase in low-bridge strikes — primarily by truckers.



D-Model Conversion Kit



D-Model Rectangular Kit



E/J Model Side Marker

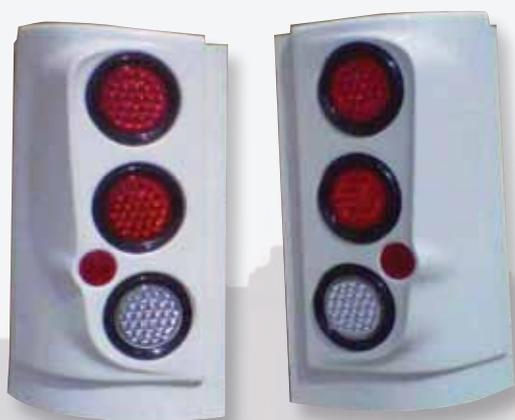


E/J Tail Light Conversion Kit



Van Hool C-Model

Celebrate Your Independence from Incandescent Lights



J-Model Conversion
Replaces the Truck Lite Lights

Advantages of the LED Conversion Kits:

- ➔ LED lights rated at 100,000 hours
- ➔ Rubber grommet mounted lights for easy installation
- ➔ Newer updated look

"A good product, a good price."



Contact Your Local Representative for Pricing and Availability.

NORTHEAST	Mike Hemby	352-430-7977	Mike@CTCCoach.com
WEST COAST	Richard Olsonawski	253-219-0749	Richard@CTCCoach.com
MID WEST	Chuck Gosch	870-481-5442	Chuck@CTCCoach.com
MID CENTRAL	Dwight Barnett	248-421-3631	Dwight@CTCCoach.com
MID ATLANTIC	Howard Nichols	407-808-3322	Howard@CTCCoach.com
SOUTHEAST	Jenna Hemby	352-552-1764	Jenna@CTCCoach.com
OPERATIONS	Charlie McCarron	407-403-2494	Charlie@CTCCoach.com

Coach-Transit Components, Inc.
Your Source for Aftermarket Solutions!

All Orders Placed Over \$100 Will be Shipped
FREE of Charge Regular Ground Freight

Our Knowledgeable Sales Staff has over 150 Years of Experience

CALL TOLL FREE 877-500-6999

Fatigue study

CONTINUED FROM PAGE 1

Washington State University in Spokane.

"The aim of the study was to determine motorcoach driver duty hours, sleep time, fatigue and performance while operating within the limits of the Federal Motor Carrier Safety Administration motorcoach hours-of-service regulations," states the paper's abstract.

"Eighty-four commercial motorcoach drivers participated in a month-long study of duty start time, total duty time, total sleep time per 24 hours, with sleepiness, fatigue, and performance measured as they were going on-and-off duty."

The drivers and their companies, not identified in the report, volunteered to participate. They operated daily charter, tour, regular route, and commuter express service.

"The objective of this study was to determine if commercial motorcoach drivers work to the limits of the FMCSA hours-of-service regulations," said Duane DeBruyne, a spokesman for the administration.

"Drivers in the study sample worked well within the limits of the current HOS regulations.

"However, the frequency of severe motorcoach crashes appears to have increased in recent years. FMCSA

will use all the tools at its disposal to ensure motorcoach safety."

As a group, the drivers had a mean age of 50.1 years and a body mass index of 31.9, which is classified as obese.

The measurements

To measure sleep and waking hours over a month, the drivers wore an actigraph, a wrist-worn device that records arm movements in one-minute increments.

Subjective feelings of sleepiness and fatigue were scored by two brief, standardized written assessments drivers were asked to complete when going on and off duty. Scoring could range from 1 for "fully alert" to 7 for "unable to function effectively."

Performance was measured by a five-minute psychomotor vigilance test using a hand-held electronic device that randomly flashes lights and measures user reactions and attention.

Drivers in the sample mostly began their shifts in the morning and were on duty nine hours each day. They averaged eight hours of total sleep time in each 24-hour period, an amount that is considered normal.

"Few drivers exceeded the regulatory limit of 15 hours on duty," the report said. "There was no indication of drivers out of sync with the 24-hour circadian rhythm."

Driving IS tiring

Drivers did become tired over the course of their shifts. "Subjective ratings of fatigue and sleepiness appeared to increase from the beginning to the end of the on-duty period," researchers found. Mean fatigue scores on the two assessments declined from 2.22 and 2.65 in the morning to 3.86 and 4.58 at the end of duty.

On the psychomotor vigilance/reaction-time tests, researchers found a mean score of 3.502 for drivers at the start of duty. The mean score had declined to 3.413 at the end of duty. Researchers did not discuss the significance of this result to driver performance or safety.

"The study did not attempt to correlate psychomotor vigilance test results and increased reports of fatigue with drivers' on-road behavior," DeBruyne said. "Doing so would require more extensive research using instrumented vehicles to monitor lane-tracking, speed, braking and other measures of driver performance."

Study weaknesses

One of the industry's leading safety consultants and instructors notes the study has other shortcomings.

The positive results may not apply to the entire motorcoach industry, says Matthew Daecher, president of Daecher Consulting

Group of Camp Hill, Pa.

"On the face it seems like an affirmation that current hours of service limitations are appropriate," adds Daecher.

However, he continues, "I'm not sure of the relevancy of the findings. The drivers studied were solicited through channels which are more likely to produce volunteers from companies that are more likely to manage drivers' hours better than many of the carriers where issues have been demonstrated related to recent crashes," he said.

"In the current environment it is practically impossible to study drivers' HOS involuntarily, which would likely lead to more fruitful results."

The measured daily decline in psychomotor vigilance was predictable, Daecher said.

"One would expect that the longer the overall work shift, including breaks, the larger the decrease in these areas. The length of the overall work shift should be the largest concern and likely is the largest concern of regulators.

"On a positive note, I think the study demonstrated that the carriers for whom these drivers worked were responsible in terms of their scheduling, especially of charter drivers, who are more likely to have staggered duty schedules which are known to result in increased risk of fatigue."

Nevada eyes Texas-sized speed limits

CARSON CITY, Nev. — Legislation has been introduced in Nevada that could result in speed limits as high as 85 mph on some Interstates.

The measure in the State Senate would allow the state Department of Transportation to increase speed limits from 75 mph along rural sections if it determines it would be safe.

State Sen. Don Gustavson reportedly has 16 of the 21 senators signed on as co-sponsors of the bill.

Gov. Brian Sandoval has not taken a public position on the matter and the state DOT is said to be neutral.

The bill would also allow the state DOT to continue to have authority to set lower speed limits for commercial vehicles, a power it currently has but has not used.

The measure awaits action in the Senate Committee on Transportation.

Texas is the only state that has a posted 85-mph-speed limit.

Mark Your Calendar!

UMA Capitol Hill Day
June 26, 2013
Washington, DC



UMA United Motorcoach Association

MAKE YOUR VOICE HEARD!

National Antique Bus Show is this month in Arkansas

BLYTHEVILLE, Ark. — Vintage buses and motorhome conversions from across the U.S. will gather here early this month for a three-day National Antique Bus Show.

The “Ghosts of Highway 61/ Dixie Tour 2013” antique bus event is expected to bring a wide assortment of pre-1980 model motorcoaches, buses and conversions to Blytheville from April 4-6.

The show is named for the north-south highway that runs through Blytheville. The old roadway was an important route from New Orleans and the South to St. Louis and on to Minnesota before the Interstate system.

The show, which is being organized by bus and automobile restorer Tom McNally of Tom’s Garage in Peoria, Ill., with support from Main Street Blytheville, officially kicks off Thursday evening, April 4, with a meet-and-greet event.

Friday and Saturday, April 5-6, will feature a variety of activities, including a day trip to Memphis, Tenn., for barbecue and a tour of Elvis Presley’s Graceland. Memphis is an hour’s drive from Blytheville.

Other activities on Friday and Saturday include a flea market, photo opportunities, coach displays, bus memorabilia displays, pancake breakfast, catered meals, music, and bus parade.

Home base for the show is the former Greyhound Terminal in

downtown Blytheville.

The event website is at www.ghostsofthehighway.com.

Questions should be directed to McNally at (309) 253-2169, or via email to tbonecnally@hotmail.com.

Calendar

APRIL 2013

7-10 Ontario Transportation Expo Conference and Trade Show, Sheraton Toronto Airport Hotel & Conference Centre, Toronto. Info: www.ote.ca.

24 ADA Motorcoach Training sponsored by Pennsylvania Bus

Assoc., Holiday Inn Harrisburg (Pa.). Info: efarrell@pabus.org.

JUNE 2013

Southeastern Motorcoach Operators Coalition Meeting. Info: info@ncmotorcoach.org.

North Carolina Motorcoach Association Annual Operators Meeting. Info: info@ncmotorcoach.org.*

1 Museum of Bus Transportation Spring Fling, AACA/MoBT Museum Campus, Hershey, Pa. Info: www.busmuseum.org.

17-20 Pennsylvania Bus Association Annual Meeting, Resort & Conference Center, Hyannis, Mass. Information: www.pabus.org.

*Details pending

SHORE FUNDING LTD. PUTTING YOUR COACH FINANCING OVER THE TOP SINCE 1978



Coach Financing and Leasing Specialists

- Coach and School Bus Financing
- Terms Up to 84 Months
- Balloons and Skip Monthly Payments Available
- 100% Financing Available to Qualified Credits
- Low Fixed Rate Equipment Financing
- Fleet Refinancing
- Used Equipment Financing
- TracLeases Available

www.shorefundingltd.com

info@shorefundingltd.com

(800) 542-7467

TEL: (732) 389-7500

FAX: (732) 389-7505



Bus Academy spring semester begins April 9

ALEXANDRIA, Va. — The spring semester of the Bus & Motorcoach Academy begins April 9.

Featuring education programs and courses for owners, operators and managers, as well as drivers, the academy can help individuals learn basic business techniques that will help their companies remain competitive, plus assure drivers are knowledgeable about key aspects of their jobs.

The academy offerings are made through the Clarence Cornell School of Business and the Motorcoach Operator/Driver Program.

Courses being offered in April are: Business and marketing (level two); human resources; safety and compliance; passenger issues; security, and vehicle maintenance.

For more information or to register, go to www.uma.org/academy.

Cat engines

CONTINUED FROM PAGE 1

the problems,” the suit says.

The operators that have joined the suit are:

- Ready Bus Line of La Crescent, Minn., which purchased one coach with a Cat engine in 2010.
- RBL Bus of Onalaska, Wis., which purchased a single coach with a Cat engine in 2008.
- Gentry Trailways of Knoxville, Tenn., which purchased two Cat-equipped coaches in 2008.
- Vandalia Bus Lines of Caseyville, Ill., which purchased three coaches with Cat engines in 2009.
- Tri-City Charter of Bossier City, La., which purchased 10 coaches with Cat engines in 2009.
- Eclipse Charters and Tours of Gary, Ind., which purchased one coach with a Cat engine in 2008.
- Roadrunner Charters/Eagle Trailways of Irving, Texas, which purchased three coaches with Cat engines in 2010.

Miami-based Endeavor, which originated the suit, purchased six coaches with Cat engines in 2009.

The suit contends Cat's ACERT technology is defective and cannot be repaired or replaced under the CAT engine warranty, resulting in frequent breakdowns, plus downtime during warranty work.

Additionally, the failure of the emissions and/or regeneration system caused significant damages not covered by the engine warranty. The suit aims to recover costs, losses and damages.

Operators that have experienced problems with their C-13 Cat engines with ACERT technology can contact the attorneys who are pursuing the class action. They are: Richard Burke at the Complex Litigation Group (email: info@complexlitgroup.com, or (866) 779-9610, or Kevin Hoerner at Becker, Paulson, Hoerner & Thompson (kth@bphlaw.com, or (800) 359-2502.

Currently, the class action is

CRs and ferreting out the bad apples...

Anyone who has been in a position to observe the inner workings of motorcoach companies is likely to eventually run across a jolting anomaly.

Carriers that have pristine paperwork for their Compliance Reviews often have, in reality, lousy and perhaps unsafe operations.

For Federal Motor Carrier Safety Regulations to be effective and meaningful, they must be systemic to and address the real-world operation of over-the-road bus and truck companies.

Too often, they do not, and Compliance Reviews are example No. 1.

Many in the motorcoach industry can recall early in the last decade when one of the nation's best-known motorcoach operators had a pronounced problem with crashes — crashes with injuries and fatalities.

That company did not have a paperwork problem.

More recently, a large multi-state operator had serious systemic problems that were uncovered after a fatal crash and a National Transportation Safety Board investigation.

Boston Globe Editorial

Fung Wah, the low-cost bus carrier shut down by the federal government after it stopped cooperating with regulators, deserves little sympathy.

The company repeatedly skirted the law, hiring unqualified drivers and putting unsafe vehicles on its popular Boston-to-New York service.

When federal bus regulators initially ordered the company to halt service, one of its buses de-

No doubt that company's paperwork was near perfect. Perhaps even perfect.

A well-known eastern operator was nearly buried by regulatory and financial problems, but had no CR problems. It had consistent "satisfactory" ratings.

Call these companies "Mona Lisas."

A beautiful painting but the fact is she's not feeling "satisfactory."

So, what's our point?

The ethnic curbside and line-run carriers are getting good at giving safety investigators and auditors what they want, thereby earning "satisfactory" ratings — when, in fact, the paperwork is simply not systemic to mitigating risk at these companies.

Sky Express, one of the worst safety offenders of the past decade, consistently was able to finesse the Compliance Review process and remain on the road.

Same with the latest high-profile case, Fung Wah.

For years and years, nothing was more effective in improving safety and reducing crashes than the Compliance Review.

Times have changed. Circumstances have changed. Safety scofflaws have become more sophisticated.

In the past, the industry had a cadre of smart, dedicated safety gurus who could step in and "unwind" a company, revealing its safety problems, and lay out a plan to fix them.

The Federal Motor Carrier Safety Administration hasn't convincingly demonstrated it has the time, talent or inclination to mitigate risk. There are those who question whether that should be within its realm.

The agency's primary role is to do what it can to reduce crashes in the smartest way it can with the resources it's given.

To do that, however, it needs a much more thorough picture to assess a carrier's propensity for an accident than it's getting through traditional Compliance Reviews.

One of the (many) flaws of the ballyhooed Compliance, Safety, Accountability and the Safety Measurement systems is that no one stood back when they were being created and asked the question

whether or not the bulk of the information the systems were capturing was relevant to reducing crashes.

Much of CSA was simply a reformulation of old information. The system is little more than a scorecard, identifying carriers that do not "comply," but often failing to identify carriers with a high propensity for a crash.

Shouldn't each violation tracked by CSA/SMS relate to the direct percentage the violation increases a carrier's likelihood of a crash instead to ambiguous formulas and peer ratings?

Actuarial science is brutally honest and blind to those who may prefer other outcomes.

Fung Wah received a "satisfactory" rating after a Compliance Review less than two weeks before it was shutdown.

We suspect the company owners and managers thought they were "good to go"...for a little longer than two weeks.

The FMCSA easily could, and shows signs it may, push the function of compliance too far, and ignore the far more important art of risk identification and management.

Low-priced buses fill a needed niche

parted South Station anyway, a final act of defiance that seemed to symbolize its years of disregard for safety regulations.

But the low-cost service that Fung Wah pioneered should not disappear with the company. For all its obvious faults, Fung Wah has done a lot of good for Boston travelers by injecting more competition in the bus industry and driving down fares.

When the Chinatown buses first emerged in the late '90s, established carriers insisted it was

Texas, Wisconsin and Illinois who purchased or leased a bus with a 2007-09 Caterpillar C-13 engine.

impossible to carry passengers so cheaply without cutting corners. Fung Wah itself never completely disproved that charge.

But megabus and BoltBus, low-cost bus lines that have become established carriers over the last decade, have demonstrated that safe, low-fare carriers are viable — and probably wouldn't have existed if Fung Wah hadn't disrupted the market.

Consumers have benefited from the competition in other ways, too; bus companies have

The attorneys reportedly are interested in exploring adding other operators and additional states to

added amenities like WiFi and laptop outlets.

With airfare and rail tickets unaffordable to many travelers, buses provide a valuable alternative. With Fung Wah's demise, the MBTAA, which runs the bus terminal at South Station, should make it a priority to cultivate low-cost carriers.

Fung Wah deserved its punishment. But there should be no going back to the uncompetitive market that existed before it arrived.

the suit, which is pending in federal district court in Miami. The case is still in a very early stage.

How to contact us

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

E-mail: bsankey@busandmotorcoachnews.com

Fax: (405) 942-6201
Mail: 3108 NW 54th Street
Oklahoma City, OK 73112
Call: (866) 930-8421

To subscribe or inquire about your subscription:

E-mail: ebalm@busandmotorcoachnews.com
Fax: (405) 942-6201
Mail: 3108 NW 54th Street
Oklahoma City, OK 73112
Call: (866) 930-8421

To advertise: Interested in placing an ad, and new to Bus & Motorcoach News?

Call: Jamie Williams at (352) 333-3393
E-mail: JWilliams@naylor.com

Existing advertisers, or to submit advertising materials:

Call: Johnny Steger at (866) 930-8426
E-mail: jsteger@busandmotorcoachnews.com
Mail: 2200 N. Yarbrough, Suite B
Box No. 336, El Paso, TX 79925

To contact the United Motorcoach Association:
Call: (800) 424-8262
Online: www.uma.org

Bus & Motorcoach NEWS

A PUBLICATION OF THE UNITED MOTORCOACH ASSOCIATION

ISSUE NO. 235

Staff

Editor & Publisher: Victor Parra
Senior Editor: Bruce Sankey
Sales Director: Johnny Steger
Industry Editor: Ken Presley
Associate Editor: Ellen Balm
Art Director: Mary E. McCarty
Editorial Assistant: Michele Nosko
Editorial Assistant: Maggie Masterson
Editorial Assistant: Greg Lange
Accountant: Ted Williford

Advisory Board

William Allen Amador Trailways Sacramento, Calif.	Callen Hotard Calco Travel Geismar, La.	David Moody Holiday Tours Randleman, N.C.
Brian Annett Annett Bus Lines Sebring, Fla.	Larry Hundt Great Canadian Trailways Kitchener, Ontario	Michael Neustadt Coach Tours Brookfield, Conn.
James Brown Sr. Magic Carpet Tours Richmond, Va.	Dale Krapf Krapf Coaches West Chester, Pa.	Jeff Polzien Red Carpet Charters Oklahoma City
Steve Brown Brown Coach Amsterdam, N.Y.	Godfrey Lebron Paradise Trailways Hicksville, N.Y.	Tom Ready Ready Bus Lines LaCrescent, Minn.
Thomas Foley Transportation Insurance Brokers North Oaks, Minn.	Joan Libby Cavalier Coach Trailways Boston, Mass.	Brian Scott Escot Bus Lines Largo, Fla.
Gladys Gillis Starline Luxury Coaches Seattle	Marcia Milton First Priority Trailways District Heights, Md.	Dan Shoup Cardinal Buses Middlebury, Ind.
		Dennis Strief Vandalia Bus Lines Caseyville, Ill.
		Tim Wayland ABC Companies Faribault, Minn.
		T. Ralph Young Young Transportation Asheville, N.C.

Matching driver personalities, preferences, skills to trips

By Dave Millhouser

It didn't take much effort to convince the boss I was the right guy for the trip.

It involved taking the first Model 10 Eagle on a six-week sales tour to Trailways operators in every corner of the U.S. The itinerary started in Brownsville, Texas, and included San Diego, LA, Seattle, Chicago, New York, Miami ...and many smaller cities in between.

My qualifications included being single, with rudimentary driving and mechanical skills. However, I could read a map.

Actually I was Eagle's ONLY salesman at the time...and that's the real reason I won this plum assignment.

One of the joys of doing this column is hearing from folks.

One gentleman, who emails regularly, drives for a major bus line, and specializes in multi-day tours. He loves seeing the country, mothering his passengers, and babying his bus.

He's the ideal choice for these trips, and his company is wise enough to utilize him this way. I'd

give you his name but he's a better writer than me, and I need the work.

Drivers have a variety of preferences and skills, and it's almost always a good idea, when possible, to match those traits to their trips. Some enjoy seeing new sights; others want to be in their own bed every night. Navigating the same route daily drives many people nuts, while others thrive on familiarity.

In other words, while dispatching is an exacting science, it is an art too.

If your work is all similar, like scheduled service, things are simpler, but there are still variables that matter. Some drivers do better in the morning, and some of us old folks don't have great night vision. Accommodating preferences, when feasible, can improve both safety and morale.

The real art comes in charter work...matching drivers to the trip, the coach and the group.

In ye olden days, in our organization, driving a decrepit coach implied skill.

The boss, a crafty rascal, convinced us that anyone could drive a good bus, but only the elite could

get a beater cross country.

Drivers are more sophisticated now (and dependant on tips), but matching them to coaches whose idiosyncrasies they understand can pay dividends. For example, operating the ZF transmission requires a different touch than an Allison, and drivers have preferences.

On longer trips, more skills are required; drivers need to find rest and meal stops, requiring either familiarity with the route or some research.

Refueling coaches on the road isn't a complex task, unless you've never done it before. Replenishing fluids, as well as checking tires and belts becomes a more significant task when the coach is away from home.

Putting the correct fluid in the appropriate reservoir is critical.

Map reading may seem unimportant in this day of GPS, but seeing the big picture, and knowing what to do when those seductive electronics falter or fib, can make a big difference in your customers' safety and comfort.

On tours where tons of bags need to be moved twice a day, dispatching a geezer (like me) might

be a poor choice.

When the group includes a disabled person, a sympathetic driver familiar with the wheelchair lift makes sense.

Some of your drivers have all these skills, some only a few (you can surely think of many I've missed). Matching drivers' strengths to trips' needs makes sense.

When a customer requests a driver, and that person is available...you have my specialty (a "no-brainer"). If it's a new group, then giving thought to a good match makes sense.

Thirty years ago, a friend drove a charter to a Washington Redskins game. The group loved him and provided him not only with a seat in their section, but also plied him with liquid refreshments.

As the game wound down, my pal left the stands to warm up the coach but apparently didn't make it.

His passengers were walking towards the bus, when they were forced to step over an inebriated man lying in the parking lot. It wasn't a big deal until someone said "Hey, isn't that our driver?"

The dispatcher who matched my friend (a very undisciplined so-

cial being) to this group had erred — mightily.

You get it: Some drivers and groups are more compatible than others.

Forty years ago, Leon was our best driver. His driving and mechanical skills were exceeded only by his ability to charm passengers.

The boss thought he might be wrong for this tour but we were short of drivers. The group was white high school students from Birmingham, Ala., and Leon was (actually... still is...) black. Leon waited at a nearby truck stop, while a relief driver did the pickup.

It turned out he was the right driver because in some ways kids are wiser than adults. They liked Leon because he was... Leon. The trip was a huge success on many levels.

Dave Millhouser is a bus industry marketing consultant and freelance writer. Contact him by email at: Davemillhouser@gmail.com.



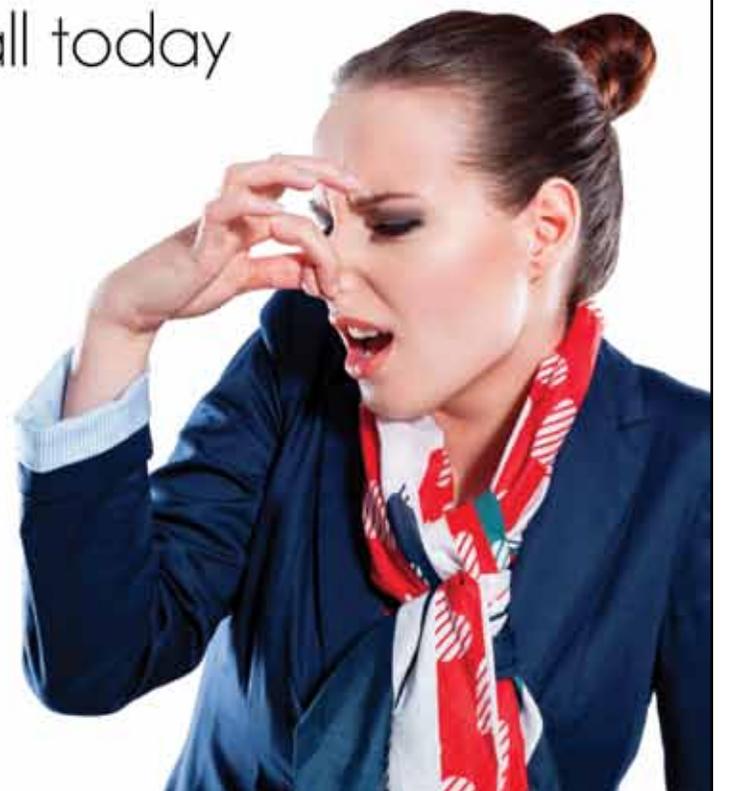
Dave Millhouser

Don't Let Odor Ruin Their Ride.

Nothing controls odor like Inca Gold, call today and start eliminating odor complaints.



Powder or liquid is available in pre-measured or bulk; ready-to-use or concentrated.



Order Today: 800-789-9969 or visit: www.IncaGoldOnline.com

Tire safety

CONTINUED FROM PAGE 1

New Jersey, Pennsylvania, Vermont, Maryland, Virginia, Delaware, Massachusetts, Rhode Island, New Hampshire, Maine, Connecticut, West Virginia and Washington, D.C.

Regulators act

FMCSA began its tire warning campaign last year with an emergency safety advisory bulletin to operators about weight limits on tires. (See Sept. 15 *Bus & Motorcoach News*).

The warning urged operators to be more cognizant of passenger and cargo loads, and to increase rear axle tire air pressure — to the maximum marked on the tires — when buses are carrying heavy loads.

The warning was issued two weeks after a megabus.com accident killed one person and injured 47 others. The crash investigation indicated a front-tire failure may have caused the crash.

Falcon 45

CONTINUED FROM PAGE 1

companies operating their buses are presented with a variety of problems.

No matter how well built the coach, finding service and parts become more difficult. If part of the reason for the builders' failure is poor quality, finding support can become a monumental task.

In addition, in a business where it remains crucial, resale value takes a nosedive.

General Motors quit manufacturing coaches in 1980. The value of every GM bus dropped immediately and substantially in value, despite the fact there were thousands of them still on the road, and everyone knew GM would deal with support honorably.

When a less substantial bus supplier bails out, and there is uncertainty about its ability and willingness to take care of its customers, the effect can be catastrophic.

The financial impact

There is also an adverse impact on the financial markets.

When residual values drop, and operators are upside down in coaches, repossessions may flood the market, hurting all brands.

Reputable funding sources become reluctant to finance coaches. When owners sign for loans personally, which is often the case in the motorcoach business, both companies and families can be devastated.

It's instructive to note that, of the 12 builders that have departed the U.S. market, 8 were relative newcomers, but the other 4 were long-time players that experienced some success before either failing or quitting.

While that accident involved a double-deck bus, some industry executives believe several models of single-deck, conventional, 45-foot coaches also may exceed their gross vehicle weight rating when fully loaded.

FMCSA said the bulletin was meant to raise awareness of the issue within the bus industry and to convince operators to improve their tire maintenance and take other actions to prevent safety risks.

The agency followed the notice with a call to state transportation regulators throughout the country to begin looking at potentially dangerous weight and tire issues during their regular inspections of buses.

"The state enforcement agencies were very responsive to FMCSA requests to increase enforcement of motorcoach tire-related regulations," said DeBruyne.

Some operators have reported seeing an increase in random inspections by state law enforcement authorities and more attention being paid to tire issues than in the past.

All four were actually manufacturing complete coaches in the U.S.

The BCI disaster

The failure three years ago of BCI, the distributor of the Chinese-built "Falcon 45," has had far-reaching repercussions for companies operating them.

Currently there are more than 100 running in the U.S., in the hands of companies varying widely in both sophistication and size.

These operators have suffered a double whammy because not only has the builder/importer left the market, but these coaches were powered by Caterpillar engines. This model of engine has a history of problems and Cat has abandoned the over-the-road market. (See story on Page 1.)

In speaking to these operators, several use the phrase "worst business decision," and one expressed frustration at being "shackled" to the coaches.

He's unable to sell them because their value has dropped by as much as 70 percent, and he's finding it difficult to locate parts or expertise to keep them going.

Finding help

One company attended the auction of BCI assets and came away with a large quantity of parts. That inventory, plus a talented (and open-minded) maintenance staff, has minimized the pain.

Others are maintaining an informal network, helping each other where possible. A few coaches have been cannibalized.

BCI's old website, www.bcibus.com, has been re-opened, offering a forum for sharing information among BCI operators.

Kevin Randall, a former BCI

Message spread

Federal regulators also took their message directly to other key players, including motorcoach and tire manufacturers.

Most of the contacts took place at the annual United Motorcoach Association Safety Seminar in Virginia in December and at UMA Motorcoach Expo in Florida in January, as well as at Bus Industry Safety Council and International Motor Coach Group meetings.

"FMCSA partnered with the motorcoach manufacturers, the motorcoach industry and the tire manufacturers to work together to address motorcoach tire-related issues," noted DeBruyne.

He stressed that while tire safety issues are important throughout the year, they become especially critical in the summer.

"Pavement temperatures increase during the hot summer months and, together with heavy passenger and luggage loads and sustained high-speed operation, this can cause tire-related issues if the

employee, has started a business specializing in supplying parts for the Falcon 45.

At present, Las Vegas-based UX Parts (www.uxparts.com; 877-893-8293) offers parts for virtually the entire coach, including windshields, but excluding the HVAC system.

However, Randall is negotiating with an A/C parts supplier to come up with replacement parts for the Falcon HVAC system and he's confident he'll eventually be able to offer HVAC parts.

In the wake of BCI's departure from the U.S. market, a couple of unique aspects of coach sales in the U.S. popped up.

Several operators expressed dissatisfaction with the finance companies.

The precipitous drop in residual value of the Falcons means that virtually every operator now owes more than the coaches' current value. Many company principals have personally signed on the loans, so a simple repossession isn't feasible, and some lenders haven't been willing to negotiate.

What about the lenders?

The operators feel the finance companies bear some responsibility for lending based on an asset that has proven unpredictable.

Consumer lending institutions are required to disclose financial incentives provided by the seller, but that is not required of commercial lenders.

A manufacturer can, legally, offer money to a finance company to "steer" a commercial buyer to their product, without disclosing the fact.

Historically, one of any new U.S. bus supplier's most formidable

tire maintenance is lacking," he said.

"The weight of a loaded motorcoach should not exceed the tire load-carrying capacity for any axle on the motorcoach."

Bus safety consultant Matthew Daecher, president of Daecher Consulting Group, said it's likely that most operators responded positively to the safety bulletin and increased their vigilance by checking tire-load ratings, taking steps to monitor tire pressure, and keeping drivers informed of the issue.

However, he suggested that the lack of the proper equipment to weigh loaded coaches probably makes it difficult for both operators and regulators to get accurate data.

"The problem is that carriers don't have a method to easily weigh their buses, axle by axle," he said.

"And I think the problem there again, this time on the enforcement side, is that unless enforcement details have portable scales to weigh axles, they will not have capability to weigh overall or axle by axle at most destination inspections sites."

tasks is to convince lenders of the long-term value of their coach because the finance company bears the brunt of risk if residual value plummets. Lenders often get some form of recourse from the seller.

This aspect can make funding a marginal deal feasible, but it only protects the finance company. If the seller goes bankrupt, everyone is left dangling.

In this case, the process doesn't seem to have worked well, and some lenders feel, with justification, that they don't choose which coach is purchased.

Most coach manufacturers take a dim view of finance companies that shift buyers to a particular brand; so, the lenders that do steer buyers are often marginal players.

No enforcement mechanism

Another potential pitfall is the perception that the builder (or importer) of a vehicle has ongoing responsibility for providing parts, warranty, and documenting and implementing recalls.

While, in many respects this is true, it is difficult to enforce if the manufacturer or dealer goes bankrupt, which seems to be the case here. There doesn't appear to be any provision, in private-sector sales, to provide assurance that a seller will be able to support their products in the event of a failure.

State departments of motor vehicles often require licensed dealers to provide at least some bonding, and in the event of an offshore manufacturer's failure, the dealer may be responsible on the federal level for recalls and warranty. Again, though, if the dealer collapses, recourse is minimal. In the event a dealer is unlicensed, all bets are off.

Campaign working

UMA Vice President Ken Presley said he believes the FMCSA campaign is reaching the right people in the industry and is getting a positive response.

He said carriers appear to be investing considerably more time discussing their options with motorcoach and tire manufacturers. In addition, he said operators are believed to be checking tire pressures more often in the shop and drivers are more attentive regarding weight distribution, examining tires and checking pressure while on the road.

"The conversation is continuing and we are seeing very positive changes," he emphasized. "Along with safer operations, we should see fewer tire failures, improved fuel mileage and longer tire wear."

He praised the FMCSA for its efforts and said presentations on the issues that were given the industry by Luke Loy of the FMCSA Office of Bus and Truck Standards and Operations have been exceptional.

Finally, most coach buyers have the impression that the federal government has very stringent guidelines and FMVSS (Federal Motor Vehicle Safety Standards) specifications that every vehicle must meet.

Again, this is true, but with a caveat. In the U.S., more than most developed nations, builders self-certify.

Other than emissions, they perform most tests themselves, and provide documentation to the National Highway Traffic Safety Administration to that effect. On rare occasions there are random inspections.

If, because of an accident, or perhaps a state inspection, discrepancies turn up, the builder or importer can be heavily fined. The problem is that, if they are gone, who do you punish?

If a motorcoach is later found to be out of conformance with the FMVSS, it can't be legally operated until it is altered, and again, in the event of a defunct builder who pays for that?

Doing your homework

What this all boils down to is that it is incumbent on coach buyers to assure their vehicle, and its key components and systems, will be supported in the U.S. — whether this is by the dealer, distributor or component builder.

The BCI Falcon 45 was delivered with Caterpillar engines and either an Eaton UltraShift or Cat CX-31 transmission. While neither is considered a mainstream bus transmission, at least operators know who to call today for support for those components.

Engine, HVAC and electrical components should have a U.S. support mechanism.

Greyhound's new YO! Bus moves into Chinatown market

NEW YORK CITY — The tumultuous Chinatown bus market appears to be as busy as ever: Greyhound's YO! Bus has sped ahead to fill the gap left by the shutdown of Boston-based discount carrier Fung Wah with the launch of new service between New York and Boston.

Budget-priced YO! began offering six daily nonstop roundtrips between New York City's Chinatown and Boston's South Station in mid-March, about three weeks after findings by state safety inspectors in Massachusetts triggered a series of events that resulted in the Federal Motor Carrier Safety Administration shutting down Fung Wah, the pioneering curbside carrier. (See editorials on Page 8.)

YO!, which Greyhound operates jointly with Peter Pan Bus Lines, was well-positioned to move into the Boston market.

It began offering service from New York to Philadelphia in December and uses the same bus stop on Pike Street in Manhattan's Chinatown for its Boston-bound buses.

For online ticket sales, the YO! website even sends visitors to gotobus.com, the ethnic-oriented site that has played an important role in the growth of curbside China-

town carriers.

Like them, YO! uses a yield-management pricing system, with YO! tickets starting at \$12 and increasing as demand rises.

Greyhound has been working for years to gain a stronger foothold in the low-cost market.

Its earlier efforts to attract students, young professionals, adven-

NYC slow to rein in curbside operators

NEW YORK CITY — Despite the shutdown of two curbside carriers operating in the city's Chinatown, city officials and business leaders are voicing impatience with the slow pace of bringing order to the streets and sidewalks in the busy neighborhood.

"All of us who wanted the miserable sidewalk tie-up cleared up are very disappointed it's taking so long," Daniel A. Biederman, a business leader, told *The New York Times* last month. "The neighborhood is united in wanting them out."

Recently, the City Council prodded the city's Department of Transportation to set up a permit system to regulate the buses.

Gov. Andrew Cuomo signed a bill in August allowing the city to issue permits — and to impose

turous tourists and others in the new demographic of bus passengers include BoltBus and NeOn, both launched in 2008, and Greyhound Express, which started in 2010.

The latest effort hit a snag last fall when residents in a New York City neighborhood opposed a proposed bus stop near a popular and historic city park. (See Nov. 1 *Bus*

finer of up to \$2,500 and revoke the permits of repeat violators — but the NYC DOT has not yet written the rules to do so.

Council members chided DOT Commissioner Janette Sadik-Khan in a letter: "Unfortunately, to date, the Department of Transportation (DOT) has not promulgated these important rules relating to the creation of this permit system.

"We therefore call on DOT to immediately promulgate the necessary rules so that the city can more effectively monitor the safety of the intercity bus industry," read the letter signed by City Council Speaker Christine Quinn, and other council members.

Meantime, members of Community Board 3 have used their clout to make recommendations to

& *Motorcoach News*.) The company was forced to settle on the Pike Street location and faced several conditions set by a community board, CB 3.

Among the requirements:

- Provide a staff member on site to guide loading and unloading.
- Use an assigned boarding-order system to maintain crowd

control.

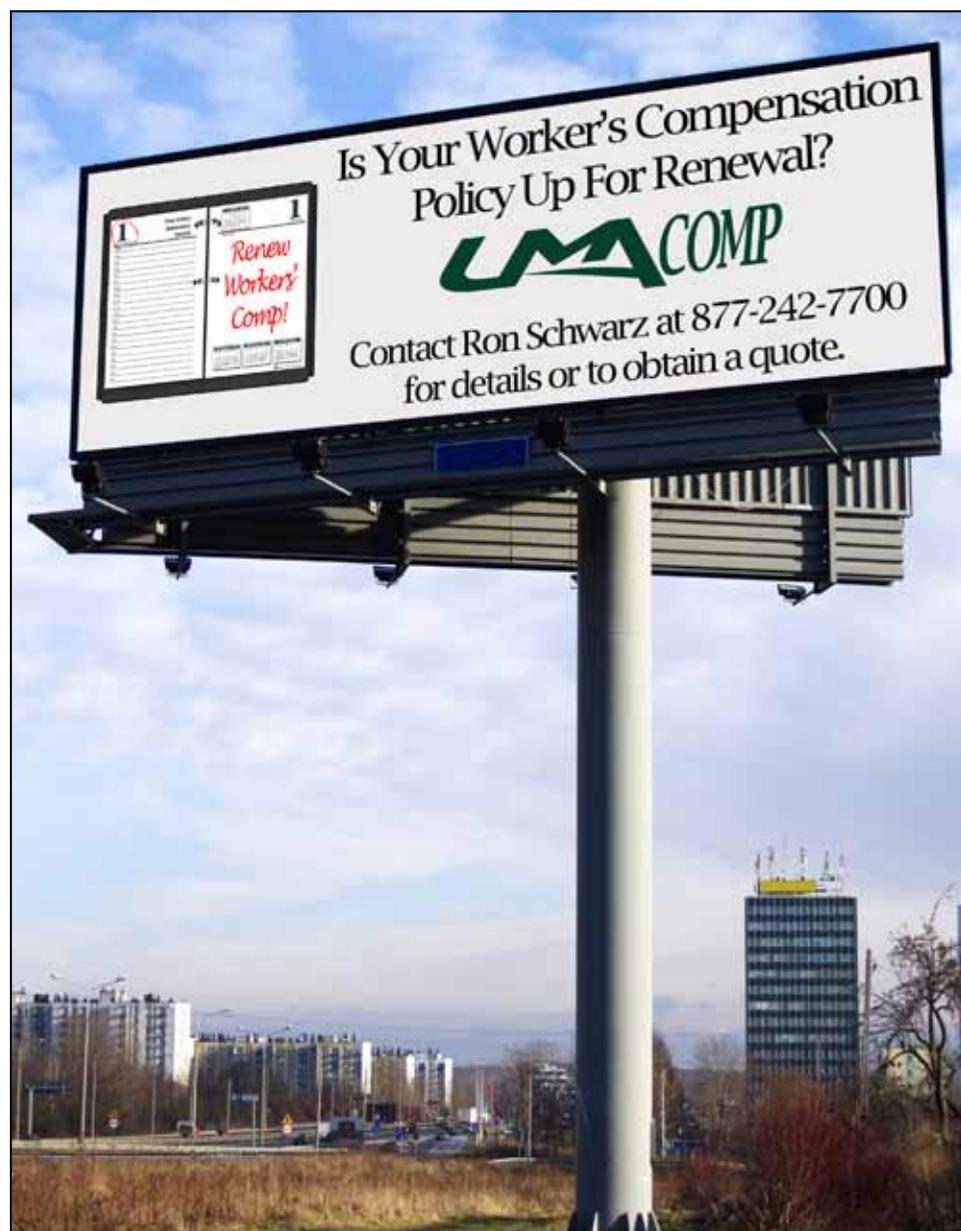
control.

- Ensure that ticket sales are limited to the number of seats on each bus and that tickets are purchased at the YO! Bus sales office or online.
- Provide trash bags to collect litter that will be placed in the baggage area and leave with the bus.
- Make a best-faith effort to hire local staff members.
- Park only one bus at a time at the stop.
- Enforce a no-idling policy and restrict loading and unloading to 10 minutes.

Susan Stetzer CB 3's district manager, said the board had not received any complaints from the public since the board made its recommendation.

In a statement, Greyhound President Dave Leach said: "Since we launched YO! last December, we've seen a tremendous response from the community and customers, so we're excited to bring this exceptional service to Boston."

In addition to touting such amenities as a guaranteed seat, leather seating, free Wi-Fi and power outlets, the statement stressed the parent companies' safety records, calling them "two of the safest motorcoach operators in the country."



Complete Emissions Solutions from A-Z

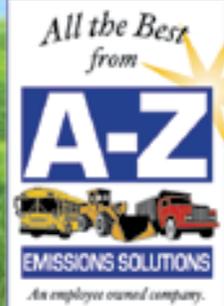
If your tour business takes you to California you will be required to meet CARB Emissions Compliance and enforcement has already started!

- Free Compliance Consultation
- Diesel Emissions Retrofits – Level III CARB Compliant
- Eight brands to choose from – we can fit most buses
- Customer Financing
- Multiple locations and mobile installations
- Mobile warranty service in California
- DPF cleaning services

Call A-Z Emissions Solutions for a FREE fleet evaluation

1-800-853-8330
www.a-zemissions.com
info@a-zemissions.com

A-Z EMISSIONS SOLUTIONS



Advantage Funding offers AA tier-credit program

LAKE SUCCESS, N.Y. — Motorcoach industry lender Advantage Funding has announced an AA Credit Tier commercial vehicle financing and leasing program.

The program is designed to provide bank-rate financing to new and existing well-qualified customers. With the launch of the program, Advantage Funding of-

fers credit programs for bankable credits to structured deals.

“For the past 16 years Advantage Funding has introduced many competitive programs to help transportation companies across America grow and expand,” said Edward P. Kaye, Advantage president. “We’ve had great success in supporting A to C credits, but we were never able to offer highly-

structured, bank-rate financing,” he said.

“Unique markets require special lending and this program is another product offering for our most-qualified customers,” added Donald Coolbaugh, vice president of sales.

For more information, contact Coolbaugh at sales@advantage-funding.us or at (866) 392-1300.

3 Coach USA subsidiaries order 51 D/J-model MCIs

ELIZABETH, N.J. — Three subsidiaries of Coach USA have placed a combined order for 51 coaches from Motor Coach Industries.

Lakefront Lines, a Coach USA subsidiary acquired last year, is taking delivery of 10 J4500 models. Lakefront, which has been in business for almost 50 years, is Ohio’s

largest motorcoach operator.

Coach USA subsidiary Van Galder Bus Co. of Janesville, Wis., also will receive 10 J4500s. Van Galder operates a fleet of 36 J4500 coaches used in daily runs to Chicago O’Hare International Airport, along with service to downtown Chicago.

The remaining 31 coaches will be D4505 models and they’ll go to Short Line of Mahwah, N.J., a Coach USA subsidiary that primarily serves New York City, eastern Pennsylvania and contiguous areas.

All of the new Coach USA buses will be equipped with three-point passenger seatbelts, wheelchair lifts, WiFi, 110-volt electrical outlets, GPS, and Saucan asset tracking systems.

Electronic stability control, Smartire, and fire suppression systems are standard safety features on the coaches.

“We depend on coaches that deliver safety, reliability and operational efficiency,” said Dale Moser, president and CEO of Coach USA.

“Our strategy is to offer passengers newer vehicles that are comfortable, good-looking and greener. MCI has been able to offer us all of those qualities to enhance the Coach USA brand.”

MCI said its J4500 model, the industry’s top seller, has an optimized power train that consistently returns over 9 mpg cruising at 55 mph.

Earlier last month, Coach USA’s parent company, Stagecoach Group, reported that combined revenue at Coach USA, Coach Canada and megabus.com was up 10.4 percent during the nine months ended Jan. 31.

People

TENAFLY, N.J. — **Aesys** has named *Oliver Wels* as sales and marketing director for worldwide operations.

Wels will be responsible for accelerating company growth and will report directly to founder and CEO *Marcello Biava*.

Wels joins Aesys after seven years at **DRI** and later **Luminator Technology Group**, most recently as vice president of global sales and marketing. From 2005 to 2012, he managed the growth of international revenue from less than \$20 million to more than \$150 million.

Prior to DRI, Wels held key positions in sales, marketing, and distribution at **Carrier Sutrak**.

Aesys is a world leader in destination and passenger information systems for buses and other markets.

We'll See You Next Year!

UMA MOTORCOACH
EXPO 2014
at travel  exchange

February 16-20, 2014 • Los Angeles, CA

FMCSA/UMA/NTA tour operator safety summit will be this month

WASHINGTON — The Federal Motor Carrier Safety Administration, the United Motorcoach Association and NTA (formerly the National Tour Association) are conducting a summit this month to discuss the role of tour operators in motorcoach safety.

A major goal of the April 11 summit is to help tour operators

understand their place and responsibility in the motorcoach safety system and assess their awareness of motorcoach safety standards.

This will be accomplished through a roundtable discussion involving tour operators, FMCSA officials and motorcoach operators.

FMCSA officials will facili-

tate the discussion, as well as present an overview of the agency's safety enforcement and oversight activities, tools and resources.

Organizers say the format of the session will allow considerable give and take, as well as questions and answers.

The idea for the summit grew out of a meeting on motorcoach

safety the FMCSA conducted in mid-February.

The lead government officials at that meeting were U.S. Transportation Secretary Ray LaHood and FMCSA Administrator Anne Ferro.

When asked how industry could assist the FMCSA in its safety mission, Ferro requested a

meeting be held with tour operators.

UMA, working with its partner NTA, took the initiative to set up the April 11 summit.

UMA members interested in attending the summit should contact Michele Nosko at UMA for details, email mnosko@uma.org or call (800) 424-8242.

Marketing deal links NASCAR and Prevost Car

SAINTE-CLAIRE, Quebec — Prevost and NASCAR have signed a multi-year partnership that designates Prevost as the "official luxury motorcoach" of NASCAR.

Prevost said the agreement reinforces its nearly 30-year association with the leading motor sports organization, and increases its visibility with an influential cross-section of American business.

"This partnership between Prevost and NASCAR is a natural fit for two thriving brands that share an unrelenting commitment to innovation," said Gaetan Bolduc, Prevost president and CEO.

"Prevost motorcoaches are fixtures at NASCAR events, populating driver, team owner and NASCAR officials' parking lots.

"Prevost hospitality, executive and technical-support coaches serve as mobile work stations for manufacturers and sponsors," Bolduc added.

Prevost is the motorcoach industry's long-time leading supplier of conversion shells that are widely used by the NASCAR community.

But the motorcoach industry connection with NASCAR extends beyond the stock car racing organization.

With 38 race weekends annually, and an average race-day attendance of more than 100,000 fans at NASCAR Sprint Cup events, many thousands of fans travel each year to NASCAR races as members of tour-and-charter bus groups.

Many operators gain valuable business from the transportation needs of racing events, noted Robert Goodnight, Prevost vice president of new coach sales.

As part of the deal, Prevost will join the NASCAR Fuel for Business Council to interact directly with Fortune 500 companies.

Added Steve Zeigler, Prevost director of conversion coach business development: "Prevost and our converter partners are proud to have NASCAR's stamp of approval."

Take YOUR Business to the Next Level



With two tracks of learning—the **Clarence Cornell School of Business** and the **Motorcoach Operator Program**—the *Bus & Motorcoach Academy* will help you, and your employees, increase your business and operational knowledge... *taking your business to the next level.*



Spring semester begins **April 9th**—visit www.uma.org/academy to learn more.

Click. Learn. Succeed.

Indian Trails Chairman Bill Himburg dies

OWOSSO, Mich. — William P. Himburg, who spent more than 50 years as a top executive at Indian Trails, one of the Upper Midwest's largest motorcoach operations, died in Naples, Fla., last month. He was 92.

In addition to his long bus industry career, Mr. Himburg was a community leader in Owosso, serving a four-year term as mayor and five-year stint as city councilman.

"His optimistic attitude throughout life was truly an inspiration to all. He taught us the importance of family, integrity, commitment and obligation to give back," his family said in a statement.

In 1942, Mr. Himburg graduated from Tri-State (now Trine) University in Angola, Ind., with a bachelor's degree in business.

During World War II he served as a first lieutenant in the Navy.

After his discharge in 1945, Mr. Himburg went to work at Indian Trails, a company founded in 1910 by his uncle and aunt, Wayne and Cora Taylor.

Over the next five decades, he served the company as operations manager, general manager, vice president and president, the position from which he retired in 1997.

He was elected company chairman in 1986, retaining that title throughout the rest of his life. In

2010, at the age of 90, he traveled to Michigan from his Florida home to celebrate his family business' 100th anniversary.

During his career, Mr. Himburg served as a director of numerous industry, civic, business, financial and educational institutions. He was a director and past president of the Michigan Motor Bus Association and East Michigan Tourist Association.

In all of those activities, his leadership skills, good humor and business acumen served him well.

Mr. Himburg's first wife, Ginger, died in 1984.

He is survived by his wife, Ruth; his daughters Mary Fergu-

son, Billie Maier, Linda Mackay, Harriet 'Honey' Biondi, and Winalee Zeeb.

Mr. Himburg's son-in-law, Gordon Mackay, is president of Indian Trails, and his daughters work in various capacities for the company.

Memorials in Mr. Himburg's name have been established with the Naples United Church of Christ, 5200 Crayton Rd., Naples, FL 34103, and with the Brad Van-Pelt Memorial Scholarship Fund, P.O. Box 753, Owosso, MI 48867.



William Himburg

Frank Hines dies at age 91, headed Eagle

DALLAS — Francis 'Frank' Norwin Hines, who is credited with both saving and sustaining Eagle International for more than 15 years, died here earlier this month. He was 91.

Industry legend has it that Mr. Hines was hired by Trailways President Fred Curry in 1978/79, to essentially shut down the Eagle bus manufacturing operation, which was owned by Trailways.

However, Mr. Hines took a look at the operation and told Curry he thought he could save it — and he did. Some think Curry knew all along Mr. Hines would do so.

Mr. Hines managed Eagle until 1995, when he retired to Granbury, Texas, about 75 miles southwest of Dallas.

When Mr. Hines left Eagle, the company was in decline. Along with Trailways, Eagle had been purchased by Greyhound, and suffered when Greyhound was spun off from Dial Corp. and later when Greyhound ended up in bankruptcy.

Eagle also was forced into bankruptcy, along with Greyhound.

The downward spiral of Eagle accelerated after Mr. Hines departed, which was probably no coincidence.

Frank Hines was born and grew up in rural Oklahoma communities. He joined the Army Air Corps in 1941, serving in the Pacific Theater.

After his discharge in 1946, he returned to his home state where he attended the University of Oklahoma, graduating with a degree in engineering.

He spent more than 25 years at Westinghouse Electric before joining Gardner Denver, a leading manufacturer of commercial air compressors, in a senior position in 1974.

Five years later, he moved to Brownsville, Texas, and became president and CEO of Eagle.

During his years at Eagle, he developed relationships throughout the industry and became a key player. He had a reputation for being responsive to customers, making good business decisions, and earning the respect and loyalty of employees.

"He was hard working, hands on and eccentric," said one industry veteran who worked for Mr. Hines. "He got the best out of us... Most of the time he got it right... He was honest, sometimes to a fault, which is one reason why we all did love him."

Mr. Hines is survived by his four children, three sons, Craig, Ronald and Barry, and daughter Janet Love. Barry Hines is general manager of midsize bus manufacturer, Ameritrans, a subsidiary of ABC Cos.

A memorial in Mr. Hines name has been established with the First Presbyterian Church Granbury Memorial Fund, 202 W. Pearl St., Granbury, TX 76048.

Ralph Braun, pioneer in mobility, dies at age 72

WINAMAC, Ind. — Ralph Braun, founder and CEO of The Braun Corporation, one of the nation's leading wheelchair-lift manufacturers, died here in February. He was 72.

Mr. Braun, who struggled with spinal muscular atrophy from the

age of six, is widely credited with helping create the mobility industry. He became one of its leading innovators and manufacturers.

Out of a need to improve his own mobility, Mr. Braun built his first motorized, three-wheel scooter in 1962. Realizing others need-

ed such scooters, he started his own company, Save-A-Step Manufacturing, that developed and produced mobility products.

The company grew, and in 1972 the name was changed to The Braun Corporation.

Over the years, Mr. Braun not only pioneered wheelchair lifts but developed many other accessibility products, including the lowered-floor minivan that today is used by thousands of disabled individuals.

Just over two years ago, Mr. Braun released his autobiography, *Rise Above: How One Man's*

Search for Mobility Helped the World Get Moving.

He then started The Ralph Braun Foundation as a way to assist disabled, limited-income individuals purchase mobility equipment.

Last year, he was named a "Champion of Change" by President Obama.

Mr. Braun's survivors include his wife, Melody, and his five children.

A memorial has been established with The Ralph Braun Foundation, P.O. Box 310, Winamac, IN 46996.



1 LEFT - 1997 NEOPLAN!

Over 500K miles. Series 60 Detroit, B500 Allison Transmission. Seating capacity is 57. Currently in service with VERY COLD Thermo King A/C systems! 10 month old paint jobs.

Asking \$29,500

Please call for info at 757-494-1480 or email us at jimmy@venturebustours.com

ODOR CONTROLLER SUPER CONCENTRATED FORMULA

is a non-staining, non-formaldehyde soluble based solution. Its long-lasting odor control comes in sweet smelling cherry scent. It is guaranteed, in its diluted form to eliminate and control odors. It maintains a fresh scent even on long trips. This product will lower your cost while maintaining a clean and fresh scent in your bus lavatories.

One 5 gallon pail makes 2-1/2 55 gallon drums - 3 oz p/toilet.

Crawford Distributing & Detail

760-403-8298

www.crawforddistributing.com

REPOS FOR SALE

• "Bank Repos" across the US • Priced to Sell
• Variety of Makes & Models

1-877-737-2221 x30716

www.Bus-Buys.com — View "Repo Inventory"

For Sale Tour/Motorcoach Company

Have you ever dreamed of living in Montana and making a great living? We are retiring from our 32 year old Tour and Motorcoach company that has shown steady growth even with the poor economy, and has so much more potential. Please contact us via email lairdtravel@aol.com or call (406)761-9700



2003 E4500 ~ Low Mile ~ One Owner ~ 58 Seats Lift Equipped Coach • 8 Tie Down Stations

Bus converts seats in less than 1 minute with Flip Seats

Approx. 240,000 original miles
Detroit Diesel Series 60 Engine
Allison B500R transmission (hydraulic retarder)
Michelin Tires (not retreads)
Enhanced sound system w/ AM/FM/CD/DVD/PA system
Cordless mic & 6 monitors



Asking \$179,000 OBO

Marc: 808.832.6261

or sales@RoyalStarHawaii.com



**DURING CHALLENGING TIMES,
IT'S SMART TO INVEST IN GOLD.**

The true value of a PrevoSt coach goes far beyond the purchase price. PrevoSt coaches enrich your reputation by dependably transporting your passengers in comfort, style and safety. They move your business forward by ensuring the best possible fuel efficiency and lowest operating cost. Our high-deck H-Series Coach offers state-of-the-art amenities that elevate every passenger's experience. And our longer-wheelbase X3-45 Coach combines a luxurious ride with a wider entry and 80"-high interior passenger space. All PrevoSt motorcoaches are built to deliver exceptional performance, durability and value. Which makes PrevoSt the safest investment in a complex industry that's always on the move.



Please contact your PrevoSt Regional Sales Manager for more information.
USA 1-877-773-8678 CANADA 418-883-3391 www.prevoStcar.com

PREVOST
The ultimate class.

Get a Close Look at a Reliable MCI Pre-Owned Coach.

Call our Coach Concierge at **1-877-428-9624**



Introducing, MCI Re-Energized Pre-Owned Coaches

To our valued customers,

Get a coach the way you want it—Re-Energized and with the options you want. We choose sound coaches from the South and the West and put them through our 210-point inspection at MCI's repair facility in Loudonville, Ohio.

We do the body work, paint, perform mechanical repairs and update the powertrain as required, including installing new ECMs and harnesses. We clean or retrofit interiors, clean the A/C returns, scrub the floors and add the finishing touches. You can add desired options including 110-volt outlets, Wi-Fi, Satellite TV, new seats with seatbelts, a wheel chair lift or anything else we can install for you. A Re-Energized coach will offer many, many more years of great service to you and your customers. So please contact one of our Sales Representatives who will be able to assist and help you add one of these coaches to your fleet.

Sincerely,

Mitch Guralnick

Director of Pre Owned Coach Sales



One-year limited warranty*, and 60 days/30,000 miles scheduled maintenance!**

Certified++

60-day limited warranty, plus 60 days/30,000 miles scheduled maintenance!**

Select+

Low prices on all makes and models. These are some of our most amazing deals!

Deal

Deal



2010 Volvo 9700

Volvo D13, Volvo I-Shift. Low mileage, warranty in effect on engine/trans. VIN #40338. **Was \$295,000**
Now only \$275,750!

Deal



2006 Van Hool C2045

Detroit Diesel, ZF Astronic. Premium coach, new paint/or paint included in price. VIN #46649. **Only \$226,000!**

Deal



2004 MCI J4500

DD S60 12.7L, ZF Astronic. New paint/or paint included in price, American seats, steel wheels. VIN #62509. **Only \$185,000!**

Deal



2006 Van Hool C2045

CAT C13-410HP, ZF Astronic. Recently discounted, available as-is, low mileage. VIN #47144. **Was \$170,000**
Now only \$153,000!

Deal



2009 TEMSA TS35 SAFARI

CAT C9, CAT Transmission. Recently discounted, available as-is. VIN #00012. **Was \$150,000** **Now only \$115,000!**

Deal



2003 Van Hool C2045

Cummins, Allison B-500. 5-monitor video system, recently discounted. VIN #45422. **Was \$145,500** **Now only \$98,750!**

Deal



2008 SETRA S 417

DD S60 12.7L, ZF Astronic, Low mileage. VIN #00565. **Only \$258,100!**

Deal



2007 Van Hool C2405

CAT C13-410HP, ZF Astronic, Premium coach, West coach/Southern unit. VIN #47455. **Only \$199,000!**

Deal



2003 Prevost LeMirage XLII

DD S60 12.7L, Allison B-500, Newly available. VIN #28043. **Only \$123,500!**

MCI SALES & SERVICE CENTERS

CALIFORNIA
800.777.4101

NEW JERSEY
800.262.1287

ILLINOIS
800.428.7626

FLORIDA
800.390.0287

TEXAS
800.248.4942

CANADA
800.663.3328

*See www.mcicoach.com/preowned for complete POC limited warranty details.

**Scheduled preventative maintenance inspections and recommended fluid and filter changes at an MCI service center included for 60 Days/30,000 Miles, whichever comes first, as determined by the maintenance manual applicable to the coach. Service intervals assume mileage is zero at date of pre-owned coach delivery.

Price quoted is in U.S. dollars and does not include any applicable sales or excise tax, title, license, documentation or environmental fees or handling charges. All coaches are available for, and subject to, immediate sale to the first qualified buyer.

Log in to
MCI Learn
MCI's **FREE** Webinar Training
www.mcicoach.com/webinar



Reliability Driven™

Find our latest news and offers:

©MCI Sales and Service, Inc. 2013, All Rights Reserved