

# Bus & Motorcoach NEWS

WHAT'S GOING ON IN THE BUS INDUSTRY

## New federal safety measurement system causes heartburn

WASHINGTON — Motorcoach operators are nearly six months into the Federal Motor Carrier Safety Administration's new Motor Carrier Safety Measurement System for commercial buses and trucks, and many of them aren't happy with what they've seen so far.

Instead of using the system as

a marketing tool, as originally hoped, some are steering potential customers away from the safety measurement system website that publicly details their safety scores.

"Some of the reports under the new system don't show a complete picture of a company's safety record," contends Bill Allen of Amador Stage Lines in Sacramento, Calif.

In fact, customers in some cases are being left with an inaccurate perception of the safety performance of carriers, adds Christopher Crean, safety director of Peter Pan Bus Lines in Springfield, Mass. "And that's just not right."

Both Amador and Peter Pan are among dozens of operators across the U.S. with safety scores

that could raise red flags for potential customers researching companies they might want to hire for a charter or other type of motorcoach trip.

Similar concerns about the FMCSA Motor Carrier Safety Measurement System were voiced by a lineup of operators at a Commercial Vehicle Safety Alliance

meeting in Chicago in April, and the issue has even spilled over into the internet blogging scene.

Causing all of the commotion is the program's broadened scoring system that counts all driver and vehicle infractions, including "form-and-manner" logbook violations, such as the misspelling of

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## Driver fatigue: Overemphasized?

WASHINGTON — Both government and industry should shift their driver-safety focus away from regulation and toward more supportive measures, speakers at a National Transportation Safety Board forum said here last month.

The presentations were part of the NTSB Truck & Bus Safety Forum session on driver safety, which invited experts to share their knowledge on the last decade of

truck and bus safety, current issues and coming years.

Most speakers said there's too much emphasis on hours-of-service regulation and fatigue, and too little on driver training and behavior.

"The strongest driver and carrier safety motivators are internal and beyond compliance," said Ron Knipling, a traffic safety consultant.

Knipling said he wanted to correct popular misconceptions about driver safety, including the overemphasis on driver fatigue as a cause of crashes, and the over reliance on hours-of-service rules to prevent crashes.

"Driver fatigue has been exaggerated as a cause of truck and bus crashes," he said. The "critical reason" for about 7 percent of truck

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## UMA to regulators: Stay the course

WASHINGTON — The United Motorcoach Association has recommended that federal regulators press ahead with their efforts to raise the safety bar for both new and existing motorcoach operators, as well as drivers.

In a presentation made during a National Transportation Safety Board forum here last month, UMA Vice President and Chief Operating

Officer Ken Presley outlined key issues regulators should address, and he challenged drivers to become more professional.

He said the Federal Motor Carrier Safety Administration should continue to foster and encourage behavioral changes and increased expectations by existing carriers. That is, "stay(ing) the course" on safety programs aimed at accom-

plishing that goal.

Similarly, expectations of passenger carrier drivers should be raised through improved knowledge and skills aimed at making them more professional, said Presley.

And, there should be a requirement for new operators to complete a knowledge test of Federal

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**Looking Good.** The Museum of Bus Transportation in Hershey, Pa., will host its annual Spring Fling on June 4. Among the buses on display will be a 1954 Flexible Visicoach, at top, and a 1940 White model 786-1. The day-long Fling features a flea market, museum tours, food and vintage buses galore. For info, call (717) 566-7100, ext. 119.

## Charter buses may be booted from Union Station in D.C.

WASHINGTON — A plan to make Union Station the focal point for the curbside buses operating in and out of Washington likely will force the tour-and-charter bus industry to relocate from the popular transportation hub.

Union Station Redevelopment Corp., which operates the landmark train station and its parking

garages for the federal government, said it is working on a plan that would bring BoltBus, megabus.com, DC2NY and other intercity curbside carriers under one roof at the station.

To do that, though, the tour-and-charter buses that regularly bring thousands of visitors and millions of tourism dollars to the

nation's capital and use the facility for convenient parking would have to be moved to other locations.

"We are very sensitive to the benefits that the tour-and-charter buses bring us, and we are working with the district to find a new location for them," said Nzinga Baker, vice president of the redevelopment corporation.

She said the plan is expected to be completed by mid-July.

Eulois E. Cleckley, manager of freight and motor carrier planning for the D.C. Department of Transportation, said there is some urgency to development of the plan because of a growing shortage of bus parking throughout the district.

"We have to make sure the

tour-and-charter buses have a place to park," he stressed.

He said several possible parking locations have been identified and a study his agency is conducting probably will turn up more. Street parking, ground-level parking lots and parking garages all are being studied, he noted.

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## Charter rule violations alleged during Super Bowl

ARLINGTON, Texas — The operation of a shuttle service for the 2011 Super Bowl here in February has led to the filing of a federal charter service rule complaint against the Fort Worth Transportation Authority, which operates the public transit system in Fort Worth.

The complaint lodged by the United Motorcoach and South

Central Motorcoach associations contends the transit authority set up its shuttle service for the football game well before notifying private carriers of the availability of the charter work.

The complaint, filed with the Federal Transit Administration, maintains that notifications were sent Jan. 31, roughly a week after word of the shuttle service was

publicized in daily newspapers in Fort Worth and Dallas.

Under the federal charter service rule, public transit agencies interested in doing charter work are required to notify private operators in their area no later than the day after they receive a request for the service.

The complaint asserts the authority received the request

months before alerting private operators about it, and the agency had already established the service by the time it sent the notice.

The transit agency disputes the claim, saying it's confident an investigation will show it followed the charter service rule.

"We are aware of the complaint that was filed and we are perfectly happy to let the FTA in-

vestigate because we believe we were in complete compliance with the charter regulations," said Dick Ruddell, president and executive director of the agency.

The service involved 40 buses transporting about 8,000 people from a transit station in Fort Worth to the game that was played in Arlington, just outside of Fort Worth and Dallas.

## Use of Trailways name, logos is costly to former member

ARLINGTON, Va. — A federal magistrate has hammered the parent company of Lion Tours of Rio Grande, N.J., for "malicious, fraudulent, willful and deliberate" misuse of the Trailways name and logos after being dismissed as a Trailways member.

U.S. Magistrate Ivan D. Davis of the U.S. District Court in Alexandria, Va., awarded Trailways damages of \$1,000 per day, starting from Oct. 28, 2009, until Lion Corp. "ceases use of Trailways logos." Oct. 28, 2009 was roughly 580 days ago.

Additionally, Davis awarded attorney's fees of more than \$54,000, and granted an injunction last month prohibiting Lion Corp./

Lion Tours from using the Trailways name in conducting its business, including having it painted on the sides of its buses.

Finally, Davis ordered Lion to pay \$4,340 in unpaid Trailways membership dues for the third and fourth quarters of 2009, plus annual interest of 18 percent starting from 10 days after payment of the dues was required.

The damage awards grew out of a suit Trailways filed against Lion Corp. last summer, claiming Lion had violated a number of trademark, cybersquatting and unfair competition laws, plus breached contracts.

The suit asked the court to enjoin Lion from continuing to use

the Trailways name and logos, require it to remove the Trailways name from its equipment, and pay damages, court costs, attorney fees and other expenses arising from the legal action by Trailways.

According to Trailways, repeated warnings to Lion that it stop using the Trailways name had been ignored.

Following a court hearing in December, which came after numerous delays had been granted to Lion, Davis entered a default judgment against Lion, which failed to have an attorney at the hearing.

The monetary awards and injunction against Lion resulted from the default judgment and December hearing.

Trailways' dispute with Lion dates back to late 2007, when the bus operator's long-time president and CEO, Dominick Paglione, admitted falsifying federal tax records for six years to avoid paying at least \$440,000 in payroll taxes. (See Nov. 15, 2007, *Bus & Motorcoach News*.)

Paglione could have been sent to prison but escaped a jail sentence because — at the time — he was on a donor list for a kidney transplant. (See Feb. 15, 2008, *Bus & Motorcoach News*.)

Lion had joined Trailways in February 1998, but Paglione's legal problems resulted in Trailways suspending the company's affiliation. However, it reinstated the company

in 2008, based on a claim from Lion attorneys the company was under new leadership.

Trailways said it reinstated the membership "under certain conditions," including a requirement that it pay its member fees on time. By late 2009, however, dues were going unpaid.

Lion's membership was revoked for breach of contract and failure to pay its dues when required. Ten months later, Trailways filed the lawsuit to stop Lion from continuing to use the Trailways name.

Trailways legal action against Lion was handled by Matthew J. Smith of the Washington, D.C. firm of Remenick PLLC, which specializes in intellectual property law.

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# THE DOCKET

## Proposed medical registry checks are seen as foolish

WASHINGTON — A proposed Federal Motor Carrier Safety Administration rule that would require motor carriers to check up on medical examiners and verify their presence on a list called the National Registry of Commercial Medical Examiners is being blasted by a leading trucking group.

Such a rule, says the Owner-Operator Independent Drivers Association, would force operators to verify the doctor's existence on the list after those drivers receive their certification.

In comments filed with the FMCSA, the association said the proposed rule essentially would require small-business motor carriers to perform the redundant and unnecessary registry checks "on themselves."

"The proposed motor carrier/employer verification requirement would have hundreds of thousands of (one-vehicle) motor carriers 'verifying' their own certificates," the association wrote.

"If they are a new-entrant motor carrier, adoption of this provision could unduly subject

them to the automatic failure provisions of (Federal Motor Carrier Safety Regulations)." That is, knowingly using a physically unqualified driver, the comments state.

The association also maintains that having employees verify medical examiner information listed on a driver's certificate wouldn't deter fraud, and that the FMCSA should keep in mind the fact that half of motor carriers subject to the medical certification rules own a single vehicle.

"Certainly any driver intent on fraud is not going to self-identify the defective nature of his own medical certification."

State driver's licensing agencies that issue CDLs should verify medical certification as the objective third-party they are, the association said.

The medical registry rule, originally proposed in 2008, requires medical examiners who certify commercial motor vehicle drivers to be trained and registered on the National Registry of Commercial Medical Examiners.

## FMCSA improves access to decisions in penalty cases

WASHINGTON — The Federal Motor Carrier Safety Administration has launched a new web page that provides free public access to orders and decisions on FMCSA civil penalty and safety rating cases.

The web page also offers frequently asked questions intended to help parties understand FMCSA processes for making legal determinations.

"More access to information and resources will help regulated industry members and drivers understand FMCSA's compliance and enforcement process," said FMCSA Administrator Anne Ferro.

Until now, FMCSA's civil penalty and safety rating cases were available only by searching at [www.regulations.gov](http://www.regulations.gov) or through paid private-sector legal research websites.

Now, anyone can search the full text of hundreds of orders and decisions in cases where motor carriers have contested violations and penalties issued by FMCSA.

The new FMCSA web page includes decisions dating from 2009 that can be sorted by carrier name, case type, docket number and order title. FMCSA will add new decisions once they become final.

In addition, the web page includes links for online Freedom of Information Act requests, as well as links to applicable statutes and regulations and other helpful resources on the functions of the FMCSA Office of Chief Counsel.

The resource is available at [www.fmcsa.dot.gov](http://www.fmcsa.dot.gov).

In a study last year, the Insurance Institute for Highway Safety assessed a number of the technologies included in the bill and found they have "the potential to prevent or mitigate more than one of every four large truck crashes, one of every three injury crashes, and about one of five fatal crashes."

## Bill proposes incentives for new safety technology

WASHINGTON — A bill has been introduced in the U.S. House that would provide a tax credit to commercial vehicle owners, including motorcoach and school bus operators, to purchase and install specific advanced safety technology, including vehicle stability systems, lane departure warning systems and collision warning or mitigation systems.

The bill was introduced last month by Reps. Geoff Davis, R-Ky., and Mike Thompson, D-Calif. H.R. 1706, the Commercial Vehicle Safety Act of 2011, would:

- Provide a tax credit equal to 50 percent of the cost of a qualified system, up to \$1,500
- Allow a total credit of up to

\$3,500 per vehicle

- Limit the qualifying taxpayer to a maximum credit of \$350,000 per taxable year

Vehicles weighing more than 26,000 pounds would be eligible for the credits.

As would be expected, the Motor & Equipment Manufacturers Association and its affiliate, the Heavy Duty Manufacturers Association, announced strong support for the measure.

"Increasing the deployment of the technologies in this bill will help reduce accidents and fatalities on our nation's highways and improve commercial vehicle safety," said Bob McKenna, MEMA president and CEO.

## Survey: Canadian operators favor onboard recorders

TORONTO, Ontario — In an online survey, a strong majority of bus operator members of Motor Coach Canada indicated they favor mandatory electronic on-

board recorders.

Of those responding to the survey, 56 percent said they favor the recorders designed to automatically track driver hours of service

and other coach information.

Only 16 percent opposed the recorders, with 12 percent indicating they were indifferent, and 16 percent undecided.

## Draft Obama highway bill targets driver enforcement

WASHINGTON — A draft of the proposed multi-year highway and public transportation funding bill being contemplated by the Obama administration contains a section aimed at expanding the regulatory reach of the Federal Motor Carrier Safety Administration.

While most of the 500-page document that was leaked last month to several media organizations deals with spending on federal highway and public transportation programs, a 66-page section targets over-the-road truck and bus regulation.

For example, it details a proposed plan for dealing with "reincarnated carriers," or chameleon carriers. These are operators that have been shut down by regulators but resurface under a new name.

The section also tackles the issue of chronic noncompliance by motor carriers and their officers.

A section on "Driver Safety Provisions" zooms in on driver enforcement.

Detailed under a subsection called "Driver Safety Fitness Ratings" is a plan for individual drivers to have a safety score assigned to their compliance history.

While not expressly stated, it's apparent such a system would occur under the new Compliance, Safety, Accountability enforcement program. (See related story on Page 1.)

## FEMA offers alert system

WASHINGTON — The Federal Emergency Management Agency has created a text message-based emergency alert system for enabled mobile devices.

The Personal Localized Alerting Network, or PLAN, will allow owners of an enabled mobile device to receive geographically-targeted, text-like messages alerting them of imminent threats to safety in their area, such as a tornado.

Announcement of PLAN comes not long after dozens of tornadoes wreaked havoc throughout the South. Some drivers of commercial vehicles in the affected areas were unaware of the storms and were caught off-guard. The new system will potentially help warn drivers in future events.

The new system enables government officials to target emer-

The CSA program already is set up to track driver performance. However, the draft bill adds a rating mechanism and proposes giving the FMCSA the authority to disqualify drivers from driving because of poor ratings.

In addition to taking a direct approach to driver enforcement, the Obama administration also seeks to set up a "National Clearinghouse for Positive Alcohol and Controlled Substance Test Results."

While there already is a proposed regulation making its way through the approval process, the draft bill indicates the agency may be seeking more authority on who the regulation governs. The proposed provision seeks to give the FMCSA greater jurisdiction over drug testing facilities and their employees.

The Obama draft bill is one of at least three that will surface in Congress aimed at operating the federal highway program for the next several years.

Rep. John Mica, Rep.-Fla., also is drafting a highway bill for consideration as chairman of the House Transportation and Infrastructure Committee. Another version will come out of the Senate.

However, each draft has the chance to find provisions from the other bills woven into the final highway law, when it finally passes. (See related article on Page 8.)

agency alerts to specific geographic areas through cell towers, which pushes the information to dedicated receivers in PLAN-enabled mobile devices.

Cellphone service congestion should not be a problem. Only three types of alerts will be issued through the system: alerts from the president, alerts involving threats to life and safety, and Amber Alerts.

Not all mobile devices are equipped to receive the alerts. Currently, some versions of the iPhone and Android have the required circuitry, but will require a software update.

AT&T, Sprint, T-Mobile and Verizon will offer PLAN alerts. The service is free and customers of participating networks are automatically signed up.

## Wisconsin plans to make U.S. 41 an interstate road

MADISON, Wis. — State officials here are moving ahead with plans to convert U.S. 41 between Milwaukee and Green Bay into an interstate.

The state is starting environmental studies for the project, the first step in a process that will require approval from the Federal Highway Administration and road improvements to get the stretch up to minimum interstate standards.

If federal officials approve the change, the highway could become an interstate within four years.

According to the Milwaukee Journal Sentinel, getting the road up to standards would cost \$15 million to \$20 million and would involve widening shoulders and installing cable barriers along some medians.

The interstate route would primarily follow highway 41's current path, but in Milwaukee would take an alternate route to avoid disrupting neighborhoods, reported the newspaper.

The move is intended to attract more economic activity to the 142-mile corridor.

## Contract withholding requirement is delayed

WASHINGTON — The Internal Revenue Service has further delayed implementation of a controversial requirement that all levels of government — federal, state and local — withhold 3 percent of contract prices of all but the smallest of their contracts to cover potential federal income taxes.

The requirement could impact the private bus industry on several fronts, including those operators that contract with the U.S. Department of Defense to move military personnel, and school bus contractors that serve large districts in urban areas.

The goal of the legislation, of course, is to increase tax collections, but its actual implementation is widely viewed as a potential paperwork nightmare.

Some Washington observers were surprised earlier this spring that Congress did not deep six the 3 percent withholding requirement when it repealed expanded requirements for taxpayer reporting on Form 1099 of payments to suppliers. (See May 1 *Bus & Motor-*

*coach News*.)

The 3 percent withholding requirement was contained in legislation adopted in 2005, with an initial effective date of the first of this year. Congress later extended implementation of the requirement until the first of 2012.

Now, the IRA has issued guidance and proposed regulations that delay the withholding a further year, so it will first be applied to payments made on and after Jan. 1, 2013.

Generally, the law mandating the withholding requirement ap-

plies to government entities making payments for property and services of more than \$100 million annually, and pertains to contracts with a value of \$10,000 or more.

That means that private contractors providing service to large school districts or public transit properties, having an annual budget of more than \$100 million for services (excluding payroll), could be impacted.

The Department of Defense obviously meets the \$100 million threshold.

## Advanced traffic system for Pa.

HARRISBURG, Pa. — Interstates in northwestern Pennsylvania are about to be fitted with a wireless network of traffic cameras, electronic message signs and highway advisory radio systems.

“(Intelligent transportation systems) provide the tools PennDOT needs to keep motorists better informed of crashes, weather conditions or other potential travel delays,” said PennDOT District 1 executive Bill Petit. “The enhancements . . . will give motorists the information they need to modify travel plans if necessary.”

The cameras, message signs and radio advisory system will be installed on Interstates 90, 86, 80, 79 and 376 in Butler, Crawford, Erie, Lawrence, Mercer and Venango counties.

The system is expected to be completed by mid-2012, with testing continuing into early 2013. Traffic will be maintained along all highways during construction of the network, although there may be delays while the work progresses.

The \$7.3 million project will be funded with 80 percent federal money and 20 percent state money.

## R.I. wants tolling on I-95

PROVIDENCE, R.I. — State officials here are pushing ahead with a plan to put tolls on Interstate 95.

“We’re looking at this as being a necessary option to pursue if we’re going to even begin to approach the level of investment that the existing deficient infrastructure needs,” said Michael Lewis, director of the Rhode Island Department of Transportation.

States are generally not allowed to put new tolls on existing interstates, but Lewis wants Rhode Island to be identified as a pilot state under a federal program

that permits interstate tolling.

“That’s the path we’re preparing an application for,” he said.

U.S. Transportation Secretary Ray LaHood blasted the idea last month in a television interview.

“We don’t support the kind of approach, though, for roads that have already been built with taxpayer dollars then to be tolled,” LaHood said.

“If a state or a governor or DOT wants to add capacity, add a lane or two lanes on each side, we think that’s a good use of tolls and we have supported that kind of approach,” he added.



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## Bus security grants to be awarded for '11

WASHINGTON — The U.S. Department of Homeland Security has announced that \$4.99 million in Inter-City Bus Security grants will be awarded for fiscal 2011.

Some in the industry believe the grants for this year may be the last available given the budget cuts currently being debated for Homeland Security Department

programs in the fiscal 2012 appropriations process.

Industry associations are lobbying to keep the grant program but they appear to be fighting an uphill battle. (See May 1 *Bus & Motorcoach News*.)

The \$4.99 million in grants for fiscal 2011 compare to \$11.5 million awarded in fiscal 2010.

The grants for this year require a 25 percent match from companies awarded the federal money.

Grant applications are due June 20.

Here's a web link to the grant guidance and application: [www.fema.gov/pdf/government/grant/2011/fy11\\_ibsgp\\_kit.pdf](http://www.fema.gov/pdf/government/grant/2011/fy11_ibsgp_kit.pdf).

## D.C. parking

CONTINUED FROM PAGE 1

Cleckley said development of the plan includes input from the intercity and tour-and-charter carriers, as well as from the United Motorcoach and American Bus associations, both of which represent hundreds of private bus operators. About 80 people turned out for a meeting in March where the intercity bus consolidation idea and parking for the tour-and-charter buses were discussed.

Many of the tour-and-charter coaches that visit the district now park in the 90-space bus and recreation vehicle garage at Union Station. While many of the buses are left there overnight, others park for much shorter periods while drivers wait for passengers to visit tourism sites or ride sightseeing buses.

At the same time, most of the dozen or so curbside operators pick up and drop off passengers at several curbside locations throughout the district.

BoltBus and DC2NY also use Union Station, while megabus operates from a curbside site some distance away and provides a shuttle to transport passengers to and from the train station.

### Clearing streets, curbs

The district has been trying to clear its crowded streets of some vehicle traffic for years and has initiated numerous parking regulations for motorcoaches along the way.

It forced buses out of several residential neighborhoods where residents complained of noise and pollution, banned parking on several major streets and prohibited

buses from picking up and dropping off passengers near a number of popular tourist locations on the National Mall.

Also, strict bus parking regulations were put in place in high-traffic areas in Georgetown and near Ford's Theater, Madame Tussauds wax museum and the Old Town Visitor's Center.

"We have a real shortage of parking for buses, especially with all of the development around here," Cleckley emphasized.

The effort to bring intercity buses to Union Station is being fueled, in part, by a pending plan by the district's Department of Transportation to begin charging fees for the use of curbside locations for dropping off and picking up passengers.

Cleckley said the annual fees, which are expected to become ef-

## Operators operate Indy shuttle

INDIANAPOLIS — Two private motorcoach companies provided shuttle service late last month for Indianapolis 500 race fans arriving at Indianapolis International Airport or parking in the airport garage.

Free Enterprise System and Star of America coach companies ran the shuttle in partnership with

the Indianapolis Motor Speedway.

Rides to the track ran from 8 a.m. to noon on race day, May 29; return trips operated for three hours after the race.

Round-trip tickets were \$24 per person, and could be purchased at the Star of America booth or online at two different websites.

fective any day, will range from about \$7,000 to \$80,000 depending on the location of the parking spots, the frequency of their use and the amount of money the district is projected to lose from parking meter revenues.

### The Greyhound factor

The move to create the single location for curbside buses comes after a breakdown in negotiations with Greyhound Lines, which wanted to move its major D.C. terminal operation to Union Station, currently the busiest transportation hub in the district with Amtrak, Metrorail, public transit buses, taxi cabs and other transportation providers all having operations there.

"We were not successful with those negotiations," Baker said.

Greyhound has an offer to purchase its existing terminal four

blocks from Union Station but has been exploring relocating to the train station for some time. It was seeking at least a dozen slips for its buses and as much as 15,000 square feet of total space.

The nation's largest line-run operator would not discuss what it intends to do now. "We have no new information at this time, and we still are operating as usual in the area," said spokesman Tim Stokes.

Baker said Greyhound remains a participant in the planning process for the intercity bus terminal operation at Union Station and still could be included in the final plan. However, she said the space being planned for all of the carriers would not be as extensive as what Greyhound initially sought.



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# Federal program trains drivers to watch for terrorism

WASHINGTON — In February, a college student from Saudi Arabia was arrested in Texas for plotting to bomb U.S. targets. Executives at a trucking company alerted authorities about a suspicious chemical the student had hired them to carry.

A few weeks earlier, a Greyhound driver in Virginia persuaded a hijacker to let his passengers offload. They notified the police, who arrested the individual.

These separate incidents had one common thread — the Greyhound driver and the trucking company employees had been trained through a federal terrorism

and security awareness program known as “First Observer.”

The nationwide program, led by William Arrington of the Transportation Security Administration, recruits and trains volunteers from the ground transportation industry, as well as sports stadium personnel and parking lot attendants, to observe and report suspicious activities that might pose a serious public threat.

## Program growing

Since its launch in late 2008, the program has trained and certified about 60,000 people on how to spot suspicious activities and re-

port information to a 24-hour call center.

It also has provided a 15-minute video and other information to some 170,000 people in transportation, and received endorsements and support for training initiatives from 150 industry organizations.

Arrington said the program engages ordinary citizens to help protect the nation’s security in this post-9/11 world.

“It’s probably not someone like me sitting in Washington that is going to stop the next event,” said Arrington, a former lieutenant colonel in the Maryland State Police. “It will be a concerned citizen who

is trained in how to spot suspicious behavior. They will be the vital piece that helps us connect the dots to help prevent the next terrorist act.”

Arrington’s colleagues credit him with marketing the program’s business and national security benefits to the transportation sector and building alliances with industry.

The “best security practices” training component has had a business benefit for trucking and bus companies, and has even helped a number of transportation firms taking additional precautions to reduce their insurance rates.

Arrington also initiated training for more than 1,200 event staff at the most recent Super Bowl and for staff at the Daytona 500, who need to be alert for possible terrorist threats in parking lots and deliveries.

## Respecting suspicion

Arrington said the thousands of extra eyes help piece together seemingly unrelated activities to understand a potentially bigger event.

Program proponents point out that before the 1995 bombing of the Oklahoma City federal building, Timothy McVeigh engaged in 12 distinct suspicious public activities, including loading explosives onto a parked truck the day before the attack. The people who saw McVeigh didn’t think to alert authorities.

If individuals had reported even some of the suspicious behaviors to a program like First Observer, McVeigh may have been caught before claiming 168 lives.

To learn more about the program and check out its training module for general trucking and motorcoaches, go to [www.firstobserver.com/training/home.php](http://www.firstobserver.com/training/home.php).

# GAO investigators find gaps in port security

WASHINGTON — An investigation by the General Accountability Office has raised serious concerns about the ability of the Transportation Worker Identification Credential program to safeguard the nation’s ports.

The GAO found problems with the internal controls governing enrollment, background checks, and use of the TWIC to limit access to ports to only qualified workers.

In covert tests, GAO investiga-

tors were able to access ports using counterfeit TWICs, authentic TWICs obtained fraudulently, and false reasons for requesting access.

According to published reports, in one case investigators entered the property in a truck loaded with fake explosives.

The TWIC system was established after the 9/11 terrorist attacks. Some motorcoach operators carry TWIC cards to gain unes-

corted access to transport passengers to seaports and airports.

“Nearly half a billion dollars has been spent since TSA was directed to issue biometric security cards to transportation workers. Yet today, 10 years later and with no approved biometric reader, TWICs are at best no more useful than library cards,” Rep. John Mica, R-Fla., told CNN. Mica is chairman of the House Transportation and Infrastructure Committee.

GAO found that internal controls in the enrollment and background checking processes are not designed to provide reasonable assurance that (1) only qualified individuals can acquire TWICs; (2) adjudicators follow a process with clear criteria for applying discretionary authority when applicants are found to have extensive criminal convictions; or (3) once issued a TWIC, TWIC-holders have maintained their eligibility.



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# Outlook dim for highway reauthorization legislation

WASHINGTON — Despite the continued optimism expressed by U.S. Transportation Secretary Ray LaHood, there appears to be only a small chance Congress will pass any highway legislation this year — other than an extension of the current program that might have to include funding cuts on the order of 30 percent.

Congressional committees are working on draft legislation for a six-year renewal of the federal surface transportation program, staff members report, but the political gridlock over money means that any long-term bill would have to make do with even less investment than is now available.

The key committee in the House, Transportation & Infrastructure, is trying to get a bill together to give people an incentive to figure out how to fund the program, said committee member Rep. Tom Petri. But it would take an additional \$75 billion to fund the traditional program, and even that is not adequate, he says.

The Wisconsin Republican, speaking to a gathering of federal and state transportation officials hosted by the Coalition for America's Gateways and Trade Corridors, noted that while the U.S. spends 2.5 percent of its gross national product on transportation infrastructure, Europe spends twice that and China is spending 9 percent. CAGTC represents more than 60 public and private organizations that want improvements in freight transportation.

## No spending increase

The consensus among staff who spoke at the event is that Congress will not support that kind of spending.

“The reality is that I don't know that we can bring a bill to the House floor that raises any more revenue,” said Jennifer Hall, a staffer on the majority Republican side of the transportation and infrastructure committee.

“So, we're going to have to look at the revenues that are coming in and align our spending with that.”

Committee demographics are a factor. The transportation and infrastructure committee has 59 members, 26 Democrats who are all returning members, and 33 Republicans, 19 of whom are freshman from a very conservative freshman class, Hall said.

“That changes the dynamic for Republicans on the committee,” she said. “A lot of the returning members are very supportive of robust financing and funding for infrastructure, but they are all facing the new reality, which is living within our means.”

## Semantic distinction

Not everyone in the transportation community agrees with the political assertion that the country is living beyond its means. Leslie Blakey, a principle in the Washington, D.C., communications firm Blakey & Agnew, which manages CAGTC, said the country is in fact living below its means in terms of investment.

The proper phrase would be, “living within our revenues,” Blakey said. “We are limiting our investment to our revenues, not to our means.” Americans are paying the same or less in taxes now than they did in the 1950s, she said.

Hall said the committee hopes to get something out — perhaps a bill for markup or maybe a public

draft — by the end of this month. The aim would then be to get it through the House before August

‘There is strong opposition on the committee to paying for transportation by transferring money from the general fund.’

so it could be reconciled with a Senate bill and cleared for passage before the end of September, when the current extension of the highway program expires.

Hall's assessment was echoed by Ray Beeman, special adviser for tax reform on the House Ways & Means Committee. The transportation and infrastructure committee drafts the transportation policy in the bill, but Ways & Means is in charge of funding levels.

“It will be extremely difficult to get net tax increases through the committee,” Beeman said. The committee still has no ground rules on what constitutes a tax increase, and any tax action faces even greater odds unless it somehow improves the long-term health of the Highway Trust Fund, he said.

Beeman also said there is strong opposition on the committee to paying for transportation by transferring money from the general fund to the Highway Trust Fund. That's a mechanism that has

been used in the past to keep the fund solvent, most recently a year ago with the transfer of \$19.5 billion.

## Learning the issues

The committee right now is in an information-gathering mode on the highway bill, he said. It has 10 new members on the Republican side who need to learn the transportation issues before they can address the bill, and it is looking at a September deadline for action.

Staff members from the Senate spelled out similar difficulties with respect to funding.

Melissa Porter, senior counsel to the Senate Commerce Committee, said that until the committee has a better sense of how Congress will get the money, it's hard to look at a six-year reauthorization bill.

There has been discussion of shifting to a short-term bill, rather than an extension of the current program, to address policy concerns, she said.

Alex Herrgott, a Republican staffer on the Senate Environment and Public Works Committee, put it this way: “When it comes down to it, we have very little money and we have real problems, and we're going to have to have a serious discussion about the federal role.”

He was referencing a key theme in the congressional discussion about the surface transportation program — that is, instead of raising more money, pare back the federal role to only projects of national significance.

He gave an example of the kind of question that needs to be asked and answered: Maybe funding for programs such as the Federal Motor Carrier Safety Administration should come from general

revenues rather than the Highway Trust Fund.

“We've had one conversation for the past 30 years,” he said. “It is going to have to change if we're going to be responsible about how we fix roads and bridges.”

## Time for new thinking?

But that won't be easy. Even though committees in both chambers are working on legislation that will consolidate and refocus transportation programs, no member of Congress will want to pass a bill that contains the 30 percent cut that will be necessary if no new funding is found, he said. “It doesn't matter if they are a conservative Republican or a moderate Democrat,” he said.

Most states use half of their federal highway apportionment to retire debt on projects that are already built, he said. “How do you tell them they will get no new benefit and, moreover, will take more of their apportionment and move it to a program for the national benefit?”

For JayEtta Hecker, an economist with the Bipartisan Policy Center, the answer is that the country will have to make do with the funds that are available. “The money isn't there. The political will isn't there. There's no more smoke and mirrors left,” she said.

The center's analysis is that national transportation policy has lost a clear sense of purpose. Transportation needs goals and performance measures and accountability before the public can be expected to support it.

“We need a wholesale reexamination of what is and what is not part of the federal surface transportation system,” Hecker said.

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# Leveraging your smarts and resources in new ways

By Dave Millhouser

"I'd love to do a test drive in your demo but time is tight. Could we kill two birds with one stone and run an errand in it?" asked my customer.

"Why not?" I thought.

Thirty minutes later the coach's luggage bays were loaded with flowers and a big "Rest in Peace" wreath occupied a place of honor in the passenger cabin, as we headed to church to help set up for a funeral.

The customer was a master of multitasking, operating a flower shop, limousine service and coach company out of the same building. The demonstration was a bit unusual, but the bus smelled great for days.

You're smarter than you think.

The skills you've acquired, or hired, to run a coach operation are many and varied.

If you're managing a bus company you've learned how to deal with complex personnel issues, maintain sophisticated equipment, maximize the use of precious capital (like running the wheels off your buses in season).

You deal (or cope) with gov-

ernment regulations, and have picked up myriad of other abilities along the way.

You are waaaaaaaay smart. Heck, you didn't think I loved you for your looks did you?

The point is that, in the current economy, you may be able to profit by using all that stuff in new ways. If you can leverage the resources needed to operate a complex bus company, you may be able to pick up new sources of revenue without adding equipment (and risk).

Many public transit authorities are administered by management companies. Is there an opportunity for you to do that sort of thing for other entities that run vehicles to enhance their operation?

New and expanding regulations make it much more difficult for businesses, nursing homes, churches, schools and others to operate passenger vehicles legally.

You already have drug testing, safety training and record keeping in place. Can they use your infrastructure to operate legally and safely? Perhaps "rent" them drivers or sell them training.

Their core business is not transportation, so why not help out

so they can concentrate on their real goals.

If an entity needs to own vehicles, you are likely more skilled at evaluating and buying equipment than they are. Help them with purchasing the right bus (particularly if you're going to operate it for them).

In some cases the opposite is possible. (If you're looking for consistency, why are you reading me?)

One of the smartest operators I know runs a few coaches and a number of school buses. He has a large parking lot, and an extremely good shop. In addition to seeking service business from operators passing through his area, he solicits competitors to park their coaches on his lot, and let him do their maintenance.

He makes money every time a coach rolls off his lot, whether it's his or a competitor's. His investment (and risk) is small, and he is the center of the Bus Universe in his region.

Betcha you have a lavatory dump at your garage, have you thought of advertising it to passing RV's?

Most charter operators have

slow periods (you KNEW that). Are there new ways you could be using your coaches? Years ago, every Tuesday, we chartered a bus to a Realtor who took his agents to see that week's new listings. Are there banks that could use a similar service to look at foreclosures? Construction companies that move workers between sites?

Regular-route carriers noticed years ago their luggage bays were traveling half empty, and invented package express. Are your coaches going anywhere consistently where there might be opportunities to carry freight? In some third world countries they mix passengers and livestock, but that MIGHT be illegal here.

Some businesses have several locations within a region, with employees traveling between them. Is there opportunity for a shuttle?

You get it, and will hopefully think of more opportunities to use your equipment and your resources in creative ways.

It's always fun to buy something, then find all sorts of things it can do, in addition to what it was designed for (like running a clothesline up the aisle of an old Eagle to replace a broken throttle

cable).

"Mel's Barber Shop and Bus Line" and "Ocean Breeze Transit and Day Care" were examples from

ye olden days (honest). You can probably think of better synergies.

Just to repeat: You have an enormous and varied set of resources, and there may be lots of folks out there who need help. You are the "Swiss Army Knife" of business people, and there might be profit in using all those tools as much as possible.

I've always wondered what would have happened if we'd pulled that demonstrator coach into the loading dock at the bus station...with that big "Rest in Peace" wreath on the passenger seat behind the windshield, like a destination sign.

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



Dave Millhouser

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## People

SAINTE-CLAIRE, Quebec — **Prevost** has announced the appointment of two sales executives.

**Ron Rogers** is moving from new coach regional sales manager in the Midwest to vice president of conversion coach sales. Prevost said Rogers will lead development of new initiatives in the conversion coach market, which has been stagnant for months.

Rogers joined Prevost last year with more than 25 years of sales and marketing management experience. Previously, he spent 12 years in the automotive industry, his last position was as commercial director, sales and engineering

for Corning Inc. environmental technologies division.

He will report to *Andy Kankula*, Prevost senior vice president of marketing/sales, and will be based at the Prevost office in Greensboro, N.C.

*Paul Flavin* will replace Rogers as new coach regional sales manager for the Midwest — Michigan, Illinois, Indiana and Ohio.

Flavin has broad experience in the commercial vehicle industry. His most recent position was as North America commercial manager at **Umicore Corp.**, where he was responsible for heavy-duty diesel engine emission catalysts sales.

Flavin will report to *Robert Goodnight*, vice president of new coach sales, and be based in Novi,

Mich.

Like Flavin, Goodnight and Kankula also were with Umicore before joining Prevost.

LANGLEY, British Columbia — *Louise Yako* has been appointed president and CEO of the **British Columbia Trucking Association**.

Yako, who has been with the association for 15 years, holds a seat on the board of **Motor Coach Canada**, and has been active in supporting the motorcoach industry, including at the Vancouver Winter Olympics.

WASHINGTON — *Jim Evans*, former president and CEO of **Best Western International**, has been named the first CEO of the newly created **Corporation for Travel Promotion**.

Evans will be responsible for leading corporation efforts to promote the United States as a travel destination and strengthen the U.S. tourism industry.

"After considering dozens of candidates, Jim stood out to us as one of the most accomplished executives in the industry today, and he is the board's unanimous choice to build America's first national program to attract international travel," said *Stephen J. Cloobek*, chairman of the Corporation for Travel Promotion.

In addition to his experience at Best Western, Evans also formerly was CEO of **Jenny Craig**, and senior vice president of marketing at **Hyatt Hotels**.

The Corporation for Travel



Ron Rogers

Jim Evans

Promotion is a nonprofit corporation created by Congress to promote foreign travel to the U.S. Once implemented, the entity will have a marketing and advertising budget of up to \$200 million, with half the funding coming from the private sector.

For more information, go to [www.CorporationForTravelPromotion.com](http://www.CorporationForTravelPromotion.com).

## Heartburn

CONTINUED FROM PAGE 1

a city name or the failure to list a carrier's address.

Those once incidental violations now are listed under a category labeled "Driver Fatigue," which has long been a catch phrase when referring to accidents in which the driver may have violated hours-of-service rules and been at the wheel too long.

Steven Keppler, executive director of the CVSA, says the issue was raised at the group's latest meeting in Chicago in April and is being looked into by the organization.

However, he cautions that sometimes minor infractions of federal regulations are indicators of a possible pattern of possible management problems that could lead to more serious situations.

"Being diligent is a responsibility of the carrier," he notes.

### Blogger blast

At the same time, internet blogger and former FMCSA inspection manager Eric Arnold doesn't seem to think much of form-and-manner violations costing carriers safety points.

"And if anyone can tell me how filling out the shipper and commodity on the log makes the highways safer, you get a free EOBR (electronic onboard recorder)," he writes on his Arnold Safety blog where he urges drivers to be sure they accurately complete their log books.

The FMCSA, which rolled out the new program in December after 30 months of testing in nine states, says it has heard the wide-spread concerns and is tracking them and other possible issues for review.

"The data we are collecting is not falling into a dark hole," promises Gary Shoemaker, FMCSA deputy program director.

He says the agency wants to

## Keller develops CSA info for non-driving personnel

NEENAH, Wis. — An educational program being offered by J.J. Keller & Associates seeks to clarify what the FMCSA's new Compliance, Safety, Accountability initiative is all about and why non-drivers need to understand it.

*CSA: What You Need to Know for Non-Driving Personnel* takes personnel beyond driving and identifies how CSA affects every-

one's jobs, according to Keller.

Topics include hours of service and what it means for dispatchers; regulations that impact the vehicle maintenance BASIC; hiring and retaining good drivers; administrative support and early detection of problems, and how to inform customers why unsafe demands cannot be met.

"Educating non-driving staff

says.

In addition, he says the safety measurement system might add some additional punch to a carrier's record and possibly is a better marketing tool than the old method.

"In the old days, we could advertise that we had a satisfactory rating from the FMCSA, but now we have scores that are meaningful and I suppose that would be a good marketing tool," he says.

Still, he, too, is not very happy with minor logbook violations being counted as a driver fatigue issue.

"Most of the driver fatigue issues are actually logbook violations and some of them are just silly," he says. "Some drivers are just not very good at paperwork."

### More sophisticated

Under the new scoring system, all violations count toward a carrier's safety score in each of seven different categories, including Driver Fatigue.

While some infractions result in higher negative points than others, they are added together in each of the categories to produce a percentage score. If a carrier's score in any of the categories is more than 50 percent of the scores of its peers, then it receives a warning letter and special attention from federal regulators.

Violations remain on the carrier's profile for two years, but have

about how they can contribute to a positive CSA score is vital to a carrier's success," said Robert Rose, J. J. Keller's transport management editor.

"That's because it's not just drivers who can trigger an FMCSA intervention. All employees can have an impact on a carrier's CSA scores and the likelihood of an intervention."

reduced negative scoring value as time passes and they approach their dropoff dates.

The scores of individual companies are updated monthly and are listed on the Motor Carrier Safety Measurement System website, which is available to the public at <http://ai.fmcsa.dot.gov/sms/>.

For companies with few or no violations and low negative scores, the website can be a strong marketing tool. But, operators with multiple violations and high negative scores aren't about to suggest their customers check them out on the SMS website.

Allen who notes that his company's safety record of no out-of-service violations and good general scores is marred by a handful of incidental logbook issues that pushed his score over 50 percent in the Driver Fatigue category.

"I probably would not encourage customers to look up our record right now because we would have to try to explain the Driver Fatigue score," he says. "After they come off I would be inclined to do so."

### Changes needed?

As a possible solution, he says the FMCSA should consider developing a subcategory for the listing of form-and-manner infractions that would not impact the Driver Fatigue score.

Crean, whose company has a 35 percent Driver Fatigue score,

The program is supplied on a 32-minute DVD that includes a "message for management." Additional tools include a discussion guide and 11 employee handbooks.

For more information, contact J.J. Keller & Associates at (800) 327-6868 and reference promo code 33712, or go to [www.jjkeller.com/33712](http://www.jjkeller.com/33712).

agrees that changes are needed and also offers that form-and-manner violations not be part of the Driver Fatigue category. "The FMCSA is calling it something that it isn't," he maintains.

In addition to addressing the logbook violation issue, he says FMCSA needs to develop a faster way for a carrier to correct errors on the safety measurement system website. He says it took him three months to remove a 15-hour driver violation in which the inspector failed to credit the driver with his off-duty time.

"And all of the time I carried that on my record," he notes.

Shoemaker acknowledges that corrections can take as long as three months, but it is more of a timing issue. When federal regulators receive a request for a correction, the violation is sent to the state where it was issued and some states take longer than others to respond.

To ease the problem, he recommends that operators review their safety records on the SMS website often and report any errors as soon as possible.

Crean suggests that's pretty much what operators have been doing since the new system took effect.

"I can guarantee you that there isn't a safety conscience carrier in the country who isn't on the website everyday checking their record," he says.

# megabus, feds settle disability case, hefty fine is paid

WASHINGTON — megabus.com is paying nearly \$70,000 to settle a complaint brought by the U.S. Justice Department under the Americans with Disabilities Act.

The Justice Department had been conducting an ADA investigation of Megabus USA of Chicago and Megabus Northeast of Elizabeth, N.J., looking at how accessible their transportation is for individuals with disabilities.

The probe was part of the department's "ongoing review of the

private transportation industry."

Under the agreement, megabus has to make sure all of its vehicles are fully accessible to individuals with disabilities who may use wheelchairs or other mobility aids.

It also will offer online reservation services for passengers with disabilities "in the same manner — and using the same reservation system — as other passengers."

megabus will pay a \$55,000 civil penalty to the United States and \$12,500 in damages to a com-

plainant who was not permitted to use the ramp on a megabus and was forced to transfer out of his wheelchair rather than be secured in it as he was trying to travel from New York to Baltimore.

## megabus cooperates

The Justice Department said megabus was cooperative throughout the investigation, and willing to address the deficiencies.

"We are pleased to take further steps to provide enhanced accessi-

bility in transportation to our passengers with disabilities, as expected from an industry leader," said Dale Moser, president and CEO of megabus.com.

"I am hopeful that this cooperative agreement will serve as a positive example to others in the industry as the (Department of Justice) continues its efforts to examine and review accessibility compliance throughout the industry.

"megabus.com will also improve and modify, where neces-

sary, its written procedures to ensure that persons with disabilities receive accessible transportation within the meaning of the ADA, as well as enhance our website to ensure ease of booking for those needing special assistance," Moser added.

Thomas E. Perez, assistant attorney general for the Justice Department civil rights division, said his department "is committed to vigorously enforcing the transportation requirements of the ADA."

## Greyhound goes inside in Indy

INDIANAPOLIS — Customers of Greyhound's new premium express service here have voted — they aren't interested in curbside pickup.

So, Greyhound moved the Indianapolis stop for Greyhound Express to its intermodal facility at 350 S. Illinois St., from a curbside location on Delaware Street.

"Our Greyhound Express customers told us they prefer to wait for their bus in a comfortable, private waiting area, where they don't have to worry about standing outside hoping it doesn't rain," said Dave Leach, Greyhound president and CEO.

Indianapolis had 18 days with measurable precipitation in April.

"We are pleased to enhance our premium service by relocating our stop to our intermodal facility," said Leach.

Greyhound Express provides non-stop or direct service with a guaranteed seat for every customer and fares starting as low as \$1. Customers ride on new coaches equipped with onboard amenities such as free Wi-Fi, leather seats, extra legroom and power outlets.

Customers can purchase Greyhound Express tickets online, print their tickets at home and obtain a guaranteed seat.

## Danger: Cheap refrigerant blends

Air conditioning experts are warning that maintenance technicians, plus drivers and owners need to be mindful of the dangers associated with hydrocarbon refrigerants being sold as cheap substitutes for R-134a and R-12.

Marketed under names like HC-12a, OZ-12, DURACOOOL 12a, and EC-12a, these hydrocarbon blends may contain high quantities of propane, isobutene and other highly flammable gases.

The substitute products are being marketed online and elsewhere as direct replacements for SNAP-approved refrigerants.

SNAP, or Significant New Al-

ternatives Policy, is a U.S. Environmental Protection Agency program that evaluates a refrigerant's ozone-depleting potential, global warming potential, flammability and toxicity. The EPA has banned hydrocarbons as a replacement for R-12 in motor vehicles. Several states have made them illegal.

Experts say many users of refrigerants aren't aware of the hazards the cheap hydrocarbon blends pose to themselves and technicians who service vehicles.

Hydrocarbon blends are highly flammable, and in a confined space may burn or explode in the presence of an open flame, spark

or cigarette.

No vehicle manufacturer has endorsed or authorized the use of hydrocarbon refrigerants in its current-production A/C systems. They can degrade gaskets and hoses designed for R-134a or R-12, making leaks more likely.

Use them and warranties will be voided.

Technicians should check for A/C system leaks before making an inspection or repair that requires an ignition source (or may generate one). Always use well-maintained, properly calibrated tools to identify refrigerants and sniff for leaks, say the experts.



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## Canada's biodiesel mandate opposed

TORONTO, Ontario — Motor Coach Canada has joined with Canadian trucking groups to ask that a government-imposed biodiesel mandate scheduled to go into effect July 1 be amended because it will send diesel fuel prices even higher.

"The federal government's own regulatory impact analysis statement said the biodiesel mandate will cost taxpayers \$2½ billion over the next 25 years, and increase pump prices for diesel fuel and reduce the fuel efficiency of commercial vehicles while generating little in the way of (greenhouse gas) reductions," Motor Coach Canada and the trucking organizations said in a statement.

The Canadian bus association, along with the Canadian Trucking Alliance and the Owner-Operator's Business Association of Can-

ada, which represents small independent truck operators, have formed a coalition to push for changes in the national biofuel mandate.

After July 1, diesel fuel in Canada will be required to contain at least 2 percent biofuel (see April 1 *Bus & Motorcoach News*).

The bus and trucking coalition says the mandate needs to be amended to provide protection for diesel fuel consumers from prices that exceed those of regular diesel, supply shortages and potential operational issues.

They point to individual U.S. states, such as Massachusetts and New Mexico, whose biofuel mandates allow for the suspension of the regulations should the price of diesel fuel climb above that of regular diesel fuel.

Brian Crow, president of Motor

Coach Canada, said bus companies are worried about the impact the biodiesel mandate will have on the cost of operating a motorcoach, as well as on engine durability and operability.

Currently, there are no Canadian standards for biodiesel production, and limited blending facilities to make it. Government plans to allow the sale of biodiesel above recommended manufacturer warranty levels for both light and heavy-duty vehicles will put buyers at risk for expensive repair bills.

"If governments want to go down this road they should mandate that all government vehicles — buses, trucks and cars — should be the guinea pigs, not the people and companies trying to stay afloat during these very difficult times," said Crow.

"The biodiesel mandate is

## Gregg Bus Service owner David Gregg dies at age 75

YORKLYN, Del. — David C. Gregg, former owner of Gregg Bus Service in Wilmington, Del., has died after a lengthy battle with lung cancer.

He was 75 and a lifelong resident of Yorklyn, which is about 10 miles west of Wilmington.

Mr. Gregg was 10 years old when his father, Cooper, and mother started Gregg Bus Service in 1946. Mr. Gregg worked for the company for 57 years, from the day the company was started.

In 1998, Mr. Gregg sold the company to Krapf Coaches of West Chester, Pa., but it has continued to operate under the Gregg name. Mr. Gregg continued work-

ing at the company after the sale, retiring in 2002.

At the time of the sale, Gregg Bus Service operated a fleet of 15 large buses and a half-dozen school buses.

The family said that driving a coach and "the people that he hauled" were the loves of Mr. Gregg's life.

Mr. Gregg is survived by his wife of 53 years, Betty; two sons, David and Richard, and a brother, Donald.

A memorial in Mr. Gregg's name has been established with St. Mary of the Assumption Church, 7200 Lancaster Pike, Hockessin, DE 19707.

going to exacerbate the problem of higher fuel costs through increased prices at the pump and through re-

duced fuel content of biodiesel," said David Bradley, CEO of the Canadian Trucking Alliance.

## City/county transit service in Augusta, Ga., is privatized

AUGUSTA, Ga. — The Augusta-Richmond County Commission voted last month to privatize management of the city-county bus system. A management contract was awarded to Mobility Transit LLC of Knoxville, Tenn.

About 70 bus drivers, mechanics and other staffers are to be retained at existing wages when Mobility Transit takes over management of the bus service.

The commission took the action to help reduce a projected

budget deficit this year of \$8 million to \$10 million.

Mobility Transit told the commission it will trim \$400,000 from the system's \$5 million annual cost to the city.

The system brought in only

13.4 percent of its budget from fares during the first quarter of this year, according to the city finance department.

Mobility Transit CEO Kevin Adams told the commission his company will cut costs by improv-

ing scheduling for the system that has nine fixed routes and other efficiencies, not by cutting staffers or service. Riders will benefit from clean, timely buses furnished with onboard cameras and GPS, he added.

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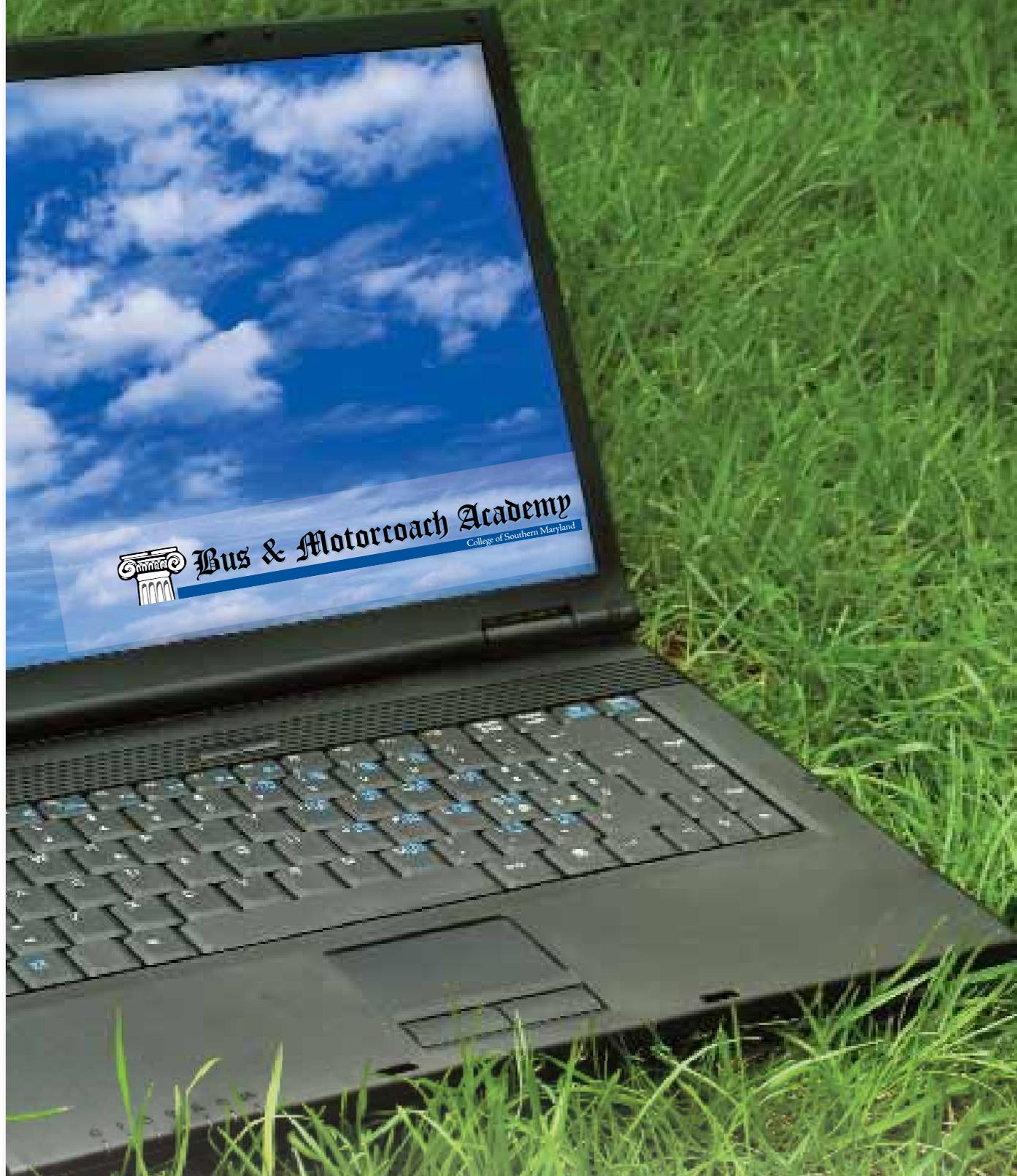
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## NTA plans tour business builder

LEXINGTON, Ky. — NTA, formerly the National Tour Association, is encouraging motorcoach operators and their staff members to consider attending Contact, NTA's newest networking and educational event for tour operators.

The business-building seminar will be Aug. 1-3, in Newport, R.I.

Developed by a committee of NTA members, Contact will offer separate educational tracks designed specifically for the three key areas: CEO/owner; sales and marketing, and operations.

Because the professional development sessions are targeted, NTA believes companies will want to consider having personnel from each of the areas attend the

seminar.

"Bring additional members of your team to Contact to take advantage of all three tracks and take home three times the professional development for your company," said NTA President Lisa Simon, CTP.

Additionally, Contact will offer an opportunity to explore Rhode Island. A pre-familiarization tour with a culinary theme is available the week before. The opening icebreaker will be at Rosecliff Mansion, which served as the backdrop for scenes from such movies as "The Great Gatsby," "True Lies" and "Amistad."

To learn more, go to [www.NTAonline.com](http://www.NTAonline.com).

## N.E. Bus meeting June 23-26

PROVIDENCE, R.I. — Members of the New England Bus Association will gather here later this month for the group's annual meeting.

The event opens Thursday, June 23, with golf at Triggs Memorial Golf Course, and includes a welcome reception and marketplace later in the day at the host hotel, the Providence Biltmore.

Activities on Friday, June 24, include the NEBA annual meeting; industry education sessions and

presentations; visits to the Federal Hill area, an arts museum and botanical center, and a city tour.

On Saturday, June 25, there will be a meeting of the Massachusetts Bus Association, followed by tours of the Rhode Island Public Transit Authority, Peter Pan Bus Lines, and Flagship Trailways. Optional shopping activities will be available. The meeting ends Sunday with a breakfast.

For more information, go to [www.newenglandbus.org](http://www.newenglandbus.org).

## Calendar

### JUNE 2011

**4 Museum of Bus Transportation Spring Fling**, Hershey, Pa. Info: Call (717) 566-7100 ext. 119, or go to [www.buseum.org](http://www.buseum.org).

**14-17 Pennsylvania Bus Association Annual Meeting**, Seneca Niagara Casino, Niagara Falls, N.Y. Info: [www.pabus.org](http://www.pabus.org).

**23-26 New England Bus Association Annual Meeting**, Providence (R.I.) Biltmore. Info: Go to [www.newenglandbus.org](http://www.newenglandbus.org).

### JULY 2011

**11-14 Florida Motorcoach Association Appointment Show**, Seminole Hard Rock Hotel and Casino, Hollywood, Fla. Info: Go to [www.floridamotorcoach.org](http://www.floridamotorcoach.org).

## Driver fatigue

CONTINUED FROM PAGE 1

and bus crashes is driver fatigue, much lower than the 30 to 40 percent Knippling said has been widely estimated.

Other speakers said the percentage of crashes that could be blamed on driver fatigue was even lower.

Knippling supports a focus on driver behavior, as opposed to performance, to predict crash risk. Driver personality and risk perception are among the behavioral characteristics that indicate risk, he said.

Todd Spencer, executive vice president of the Owner-Operator Independent Drivers Association, emphasized the importance of driver training.

"When it comes to commercial vehicle accidents and commercial vehicle crashes, the training experience of the drivers is certainly key to minimizing those kind of events," he said.

To improve safety, "comprehensive training that really follows through would obviously be a start," Spencer added.

But he also urged policies that reward more experienced drivers through enforcement and less monitoring.

"How many times do you need to check good, safe operators?" he asked. "At some point it gets down to a smarter allocation of resources."

Spencer blamed problems surrounding driver safety on the scheduling restraints drivers have.

"Drivers basically have minimal control over their schedules," he said. "They work around everyone else's."

Stephen Evans, vice president of safety at Pacific Western Transportation Group, a large bus operator based in Calgary, Alberta, agreed that time is an important factor.

"I think that our operators throughout transportation — in all modes — are imbued with the

feeling of needing to be on schedule all the time," Evans said.

"They feel they have this need to stay on schedule and will often push," he said. "I think that's where we get the following too close, the speeding, the cutting corners and what have you."

Knippling argued that enforcing hours-of-service rules does not change driver behavior.

"It doesn't change the person," he said.

"The real question is whether compliance with hours of service reduces fatigue," he said. "I'd say that in and of itself it doesn't."

"That, in itself, I don't think would change alertness."

Knippling noted that he has found a correlation between drivers who do not follow regulations and those who are involved in crashes, but that it only spoke to a driver's personality.

"Personality, aggressive risk-taking, unconscious sensation seeking," are the top indicators of crash risk, he said.

## UMA recommendations

CONTINUED FROM PAGE 1

Motor Carrier Safety Regulations, and they should undergo a safety audit within 30-45 days of gaining operating authority.

Under Presley's proposal, learning federal safety regulations would require classroom instruction for new carriers and the awarding of a certificate for successfully completing the training.

During his presentation, Presley reinforced comments made by other speakers who emphasized the importance of driver training to on-the-road safety.

He noted that fatigue was a concern of nearly 63 percent of all UMA members. A like percentage

of UMA operators say they have a fatigue management program.

At the same time, Presley questioned whether the new FMCSA Safety Measurement System, known as Compliance, Safety, Accountability, contained the right components for identifying motorcoach operators "with an increased propensity for a crash."

He wondered aloud whether the program elements would lead to an adequate number of vehicle and driver inspections of passenger carriers.

He also questioned whether the values assigned directly to operators by the CSA program correlate with the propensity for a crash.

And, is the system adequate to aid consumers in selecting a safe

passenger carrier? he asked.

By asking such questions, Presley appeared skeptical that the FMCSA Safety Measurement System was the ideal tool for rooting out potentially unsafe motorcoach operators.

Additionally, Presley said there needs to be more uniform training for bus inspectors; that steps need to be taken to assure the Data Q system for correcting errors in the federal reporting system is fair and efficient, and the issue of random in-route inspections needs to be carefully weighed.

Presley noted that in-route safety inspections of motorcoaches are fraught with potential problems, including increased hazard to passengers, conflicts with passenger schedules, inspection locations that may not be appropriate for passengers, and that inspections may be particularly difficult for individuals with disabilities.

On a different topic, Presley said that 54 percent of UMA members say they are aware of illegal operators in their area.

He said the illegal operations include noncompliant companies having no operating authority, poor maintenance practices, improper insurance, and no respect for hours-of-service rules.

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