

# Bus & Motorcoach NEWS

WHAT'S GOING ON IN THE BUS INDUSTRY

## Rogue operators in California are target of one-strike law

SACRAMENTO, Calif. — California has adopted the toughest charter bus regulatory legislation ever put into law in the United States.

Two bills passed by the California legislature and signed into law last month by Gov. Arnold Schwarzenegger adopt a “one-strike policy” for charter bus and taxicab op-

erators that violate operating and driving regulations.

Passage of the bills was advocated and sponsored by the California Bus Association, which took a hard-line stand against rouge operators and pushed for the laws to help weed out scummy charter companies.

Here's what the new laws, As-

sembly Bills 636 and 951, do:

- Permanently (as in forever) revoke the authority of a charter bus company to operate if it is found to be running without the required state Public Utilities Commission permit, or if it knowingly employs a driver who does not have the required CDL with proper endorsement and medical certificate.

- Permanently prohibit a person who drives for a charter bus company without the required CDL, endorsement and medical certificate from driving a bus of any kind.

- Prohibit the state Public Utilities Commission from issuing a new permit or certificate to operate if an officer, director or owner of the charter bus company seeking

the permit was an officer, director or owner of a company that had authority to operate permanently revoked.

- Require an officer of the California Highway Patrol to impound a bus upon inspection if the charter bus company or its driver are found to be operating without the required

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### Voigt's Bus Service gets Motorcoachified

St. Cloud, Minn.-based Voigt's Bus Service has become an early adopter of the 'Get Motorcoachified' industry promotion campaign, wrapping one of its coaches in the campaign's bold graphics. Voigt's chose different catch phrases for the sides and back of its coach. See story Page 3.

## Study: Detection, suppression are needed to reduce coach fires, better shop practices advocated

WASHINGTON D.C. — Although fires in motorcoaches usually draw heavy media attention, very few of them result in injury or death to passengers, a new federal report has found.

The study also revealed that coaches receiving out-of-service orders during roadside inspections are almost twice as likely to be involved in a fire later than buses that pass inspections.

“The magnitude of probabilities may be small, but the odds ratio is substantial and appears to be growing, as the out-of-service rates of fire-involved motorcoaches diverge from those of the general motorcoach population,” the study warns.

Matthew Daecher, president of Daecher Consulting Group, called the out-of-service finding the most significant in the study.

“Though the sample is rela-

tively small, this somewhat confirms that proper and thorough maintenance has a significant effect on preventing fires, regardless of the presence of warning or suppression systems,” said Daecher.

Still, the study suggests that the severity of bus fires could be reduced by almost three-quarters with the use of electronic devices to detect and suppress fires; expanded inspection programs, and improved pre-trip and post-trip checks by drivers.

Those and other findings and conclusions are included in the extensive study, titled Motorcoach Fire Safety Analysis, which was developed for the Federal Motor Carrier Safety Administration by the Volpe National Transportation Systems Center.

Results of the study and its

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## Operators to gain access to driver database for first time

WASHINGTON — The Federal Motor Carrier Safety Administration announced it is launching a Driver Pre-Employment Screening Program, allowing commercial motor carriers to electronically access driver inspection and crash records as a part of the hiring process.

The program is expected to

begin in December and marks the first time motorcoach operators have been allowed such access.

“Safety is our No. 1 priority at the Department of Transportation. This new initiative will help companies ensure the safest drivers are behind the wheel of commercial trucks and buses,” said U.S. Trans-

portation Secretary Ray LaHood. “Making this information more transparent will make our roads and highways safer for everyone.”

The FMCSA says that by using driver safety information during pre-employment screening, motor carriers will be able to better assess potential safety risks of a prospec-

tive driver-employee, and drivers will have additional opportunities to verify the data in their driving history and correct any discrepancies.

Commercial driver safety records are currently available to law enforcement personnel, and accessible to drivers through the Freedom of Information Act.

The new pre-employment screening program will make driver safety records “readily available to motor carriers regardless of state or jurisdiction.”

In accordance with federal privacy laws, drivers must first give written consent for their records to

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## 'Motorcoachified' website promotes campaign, operators

DENVER — The two-month-old "Get Motorcoachified" campaign has launched a consumer website designed to not only build awareness of the advantages of motorcoach travel but lead potential customers to companies participating in the industry-wide promotional effort.

*GetMotorcoachified.com* is an integral aspect of the campaign because it provides a direct link between consumers who see coaches wrapped in *Get Motorcoachified* graphics and operators whose

buses display the wraps.

The campaign and its website were developed by the nonprofit Motorcoach Council of North America, and got off the ground with the help of several volunteer motorcoach operators, manufacturers, suppliers, industry associations and others who support the campaign's mission of building public awareness about the benefits of motorcoach travel.

Fabulous Coach Lines of Bradford, Fla., worked with the council's public relations and marketing

coordinator, Heather Horton, to complete the web content and site's 'virtual tour' image map.

Green Room International Productions of Athens, Ga. ([www.griproductions.com](http://www.griproductions.com)) donated web development, photography, design and video production services required to complete the website, along with the Flash animation and informational videos.

"The council will utilize these robust interactive tools to virally disseminate campaign information to the traveling public to educate

them about the comfort, convenience, practicality, value and environmental benefits of luxury motorcoach transportation, using the internet, YouTube and other social media websites," said Horton.

Initially, the primary thrust of the council is to convince as many operators as possible to wrap one or more of their coaches in *Get Motorcoachified* graphics that convey pro-motorcoach-travel messages in bold lettering. (See Aug. 1 and Oct. 1 *Bus & Motorcoach News*.)

Earlier this summer, Canadian

founding partner, Turbo Images, collaborated with Zeto Creative to enhance the campaign's bus wrap designs to work seamlessly on a variety of bus' makes and models, to upgrade the aesthetics, and to facilitate installation of the vinyl graphics.

Motor Coach Industries co-sponsored a webinar last month that attracted more than 50 operators to create awareness about the campaign, and host an interactive session to respond to operator

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## Motorcoach safety seminar will focus on critical issues

ALEXANDRIA, Va. — The 2009 version of the popular United Motorcoach Association Safety Management Seminar, featuring topics ranging from retrofitting seatbelts to what to expect during a USDOT/DOD compliance audit, will be early next month in Ashburn, Va., outside of Washington, D.C.

Among the featured elements at this year's seminar are briefings by top-level safety officials from the Federal Motor Carrier Safety Administration and the Commercial

Vehicle Safety Alliance.

There also will be a National Transportation Safety Board crash investigations report, as well as an update on the federal government's program of crash testing motorcoaches.

The seminar will be Dec. 2 and 3, and is designed for those individuals who manage and direct bus safety and security operations, as well as motorcoach company owners and managers.

The seminar has two tracks, one for experienced safety and opera-

tional executives, and the other for those who would benefit from having information about setting up or improving a coach company safety and risk management program.

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

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

application of risk management principles, and samples of model policies, procedures and guidelines," said Matt Daecher of Daecher Consulting Group, which partners with UMA to present the seminar.

"The seminar will present useful information for both new operators and safety professionals, as well as those who have been in business for years," added Victor Parra, president and CEO of UMA.

Other highlights of this year's program include:

- Driver highway and management: who's high risk?
- Retrofitting seatbelts – risks, rewards and answers
- Auditing your training programs — common missteps
- Contingency plan development for charters
- Physical and mental ability testing — essential job functions
- Facility safety for transportation operations
- Elements of risk and development of a program

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# THE DOCKET

## UMA joins chorus protesting big registration fee hike

WASHINGTON — Count the United Motorcoach Association among those groups who say that doubling Unified Carrier Registration Agreement fees is a rotten idea.

UMA has filed a statement with the U.S. Department of Transportation, protesting the Federal Motor Carrier Safety Administration plan to increase the fees by 122 percent next year.

“UMA respectfully suggests that the margins of the proposed increase far exceed what our members consider ‘reasonable,’”

the association said in its filing.

Under the rules governing the Unified Carrier Registration Agreement, the system’s annual fees may be adjusted within a “reasonable” range if the revenue derived from the fees are either insufficient to provide the participating states with the revenues they are entitled to or exceed those revenues.

UMA contends an 122 percent increase in one year, especially a year when the economy and businesses are suffering, is not at all reasonable.

The motorcoach association also asserts that neither the FMCSA nor individual states are doing enough to expand collections under the UCRA or to find scofflaws that are not paying.

“A plan to increase compliance seems to escape participating states and (the) FMCSA only suggests that increased compliance might mitigate the need for such a tremendous increase in fees,” wrote UMA.

“Meanwhile, UMA can only conclude that FMCSA is reward-

ing states for poor performance, punishing compliant carriers and encouraging noncompliant carriers to remain so.”

UMA concludes that now is the time to develop “a more fair and effective method” to supplement the revenue needed by states to carry out their safety enforcement efforts.

“UMA respectfully recommends the following:

“1. Abandon any plans to increase UCRA fees in 2010.

“2. Require states to increase

collection enforcement and submit plans demonstrating increased enforcement.

“3. Immediately solicit alternative proposals for methods that may prove more effective in supplementing states and replace UCRA altogether.

“4. Based on increased compliance and public proposals, more ‘reasonable’ fees should be established for Jan. 1, 2011, implementation and published no later than July 1, 2010 should UCRA prove viable.”

## REAL ID deadline is extended

WASHINGTON — The Department of Homeland Security has given states an additional six weeks to request an extension to implement toughened drivers’ licenses and identification card security standards mandated by the REAL ID Act of 2005.

Homeland Security Secretary Janet Napolitano extended the deadline to give Congress time to consider alternative legislation, known as PASS ID, that would be less costly, burdensome and controversial to implement.

“REAL ID has put DHS, the states and the traveling public on a collision course, and Congress must act fast to fix it,” said department spokesman Matthew Chandler.

While Chandler acknowledged that Napolitano opposes implementation of REAL ID, and is working to support the “Providing for Additional Security in States’ Identification Act of 2009,” or PASS ID, she is at the same time bound to enforce the existing REAL ID law.

## Feds release flu guidance

ATLANTA — The Centers for Disease Control and Prevention has issued guidelines for cleaning vehicles where an occupant or occupants are suspected of having pandemic influenza.

Influenza viruses can persist on surfaces for 24 hours or more.

Hand hygiene, cough etiquette and respiratory hygiene mainly keep the virus from spreading.

Routine surface cleaning with soap or detergent and water to remove soil and organic matter, followed by the proper use of disinfectants, are the basic components of effective environmental management of influenza.

The CDC guidelines recommend against using compressed air or water under pressure for cleaning, or any other methods that can cause the spread of infectious material.

Vacuum cleaners should only be used after proper disinfection. Vacuums should be maintained to minimize dust dispersal in general and equipped with high-efficiency particulate air filters.

## Tolls proposed for Maryland highway

BALTIMORE — Three-axle motorcoaches would pay roughly \$17 during rush hour to travel Maryland’s newest highway under a proposed toll schedule being considered by the Maryland Transportation Authority.

The authority is studying toll rates for all sizes of vehicles in preparation for fall 2010 when it will open the first segment of the highway, known as the Intercounty Connector, that will link Montgomery and Prince George’s counties.

The 18-mile, east-west roadway begins at Interstate 270/Interstate 370 in Montgomery County, and ends at U.S. 1 in Prince George’s County.

In addition to taking only E-ZPass, the toll road will feature peak and off-peak pricing.

The MDTA board is taking public comment on the proposed toll schedule until Nov. 23 and is expected to vote on toll rates at its Dec. 17 meeting. For more information, go to [www.iccproject.com](http://www.iccproject.com).

## Fleets escape ‘greenhouse’ rule

WASHINGTON — The new federal rule covering greenhouse gas emissions reporting will not require commercial vehicle fleets to record and report carbon emissions data.

Under the U.S. Environmental Protection Agency rule that goes into effect in January, an estimated 10,000 large emitters of greenhouse gases — primarily stationary sources — will be required to collect greenhouse gas data. (See Oct. 15 *Bus & Motorcoach News*.)

But bus and truck fleets are not included in the facilities covered by the rule.

The rule puts to rest, for the time being, concerns that commercial vehicle fleets would have to begin reporting greenhouse gas emissions.

However, the climate change legislation being developed by Democrats in the Senate could change the rules. There are predictions that so-called mobile sources could be included in the climate change bill.

## British bus operators propose plan, policies to cut emissions

LONDON — The United Kingdom’s largest bus and coach operators have warned the British government that it risks missing key carbon reduction targets by failing to maximize the potential of buses and coaches to help tackle climate change.

England’s largest ground passenger transportation companies joined forces to unveil a plan for eliminating one billion car journeys during the next three years.

A poll published to coincide

with the launch of the bus companies’ Greener Journeys campaign found that using public transport more often is seen by consumers as second only to recycling as the most realistic measure to help the environment.

The bus operators’ Greener Journeys campaign recommended a busload of policy initiatives designed to encourage modal shifting that would deliver 50 percent more savings in transport CO2 emissions than currently planned under exist-

ing government policies.

In their joint call for action, the bus and coach operators stressed that technological advances alone are not enough to achieve the carbon reductions required to tackle climate change, and modal shifting must be a key priority.

The One Billion Challenge was launched by senior bus and rail industry executives, including Sir Moir Lockhead, CEO of First-Group; Brian Souter, CEO of Stagecoach Group, and David

Begg, the principal of Imperial College Business School and professor of economics.

The challenge issued by the executives says that if people switch from car to bus or coach for just one journey in 25 it would mean one billion fewer car trips on UK roads over the next three years.

The Greener Journeys campaign is calling for the government to:

- Set targets for local authorities to encourage modal shift

- Introduce a fairer tax regime for bus and coach passengers

- Adopt a bus scrappage scheme to drive investment in low-carbon buses

- Promote bus priority, park and ride and other measures to cut car commuting

- Encourage bus travel to reduce “school run” traffic

Supporters of Greener Journeys plan to lobby government and other stakeholders to support the plan.

# Drivers' appearance: Important to your, their future

By Dave Millhouser

Our boss was at his wit's end. He'd accumulated a fine group of drivers for the summer season but we just didn't LOOK the part.

No amount of driving skill could overcome the perception created by ratty blue jeans and T-shirts.

So, Joe mandated we all wear blue shirts, clip-on ties and name tags. Folks, this was the 1970s and blind obedience was not in the cards.

One rascal discovered you could get a discount on name tags — if they were all the same. The next time we were together, we sported ties clipped to our back pockets and all of us wore name tags emblazoned "ETHEL."

Times have changed but one thing has remained constant: Drivers are the face of your company. Their appearance and demeanor may be the only thing your customers remember about a trip.

When life gives you lemons, make lemonade. Hard times have ended the driver shortage and created an opportunity to mold your

folks into a team positioned to take advantage of fading competition, and the good times that will eventually return.

For the first time in a while, it's possible to unload the weak links (and put the mediocre ones on notice). Not a bad idea, but there's also a ton that can be done on the more positive side.

One naïve, but well intentioned, lady wrote a letter to the editor of her local paper to the effect that we should not call them Bus Drivers, but rather Bus Captains. She pointed out that their job was as responsible as that of an airline pilot, and they should be attired, regulated and paid similarly. She may be on the right track (if slightly around the bend).

Driving a motorcoach IS a responsible job, and doing it well should be a source of pride. Good drivers should look the part (for bad drivers, see paragraph seven). What they wear doesn't have to be expensive or fancy, but it ought to be consistent and convey the fact they are professionals.

Would you be happy flying in a 747 whose pilot was wearing cut-

offs and flip flops? We're not THAT different, lives and sophisticated equipment are at stake.

Part of the deal is personal grooming. Haircuts, bathing, shaving, jewelry and the like all have to be within boundaries that have been set — and understood.

By the way, that roaring in your ears isn't tinnitus, that's the laughter of people who know me. What the last few paragraphs prove is that, in real life, I'm still able to serve as a bad example.

It's important that professional appearance be an accurate reflection of behavior. The trigger for this column was a Washington Post article about a Washington, D.C.-to-New York City bus trip. It was a horror story involving, but not limited to, a driver engaged in cell phone chatter, car nudging, tailgating, obscene gestures, littering and driving under the influence of a hamburger in his lap.

In my misspent youth I did many of those things, but not all at once, and NOT at the wheel of a loaded coach.

The Post article named the operator, and heads have rolled, but

real damage was done to both the bus company and our industry.

Airlines correctly make the distinction between skills and demeanor. When pilots have accumulated enough seniority to become captain, they're sent to the airline version of "finishing school," where they learn how to look and act the role of Airline Captain.

Good coach drivers take pride in their driving, navigational and mechanical skills. The best know how to convey that pride to their passengers.

When you plan drivers' meetings, consider having a component similar to the "Captains School" where you set guidelines, and discuss the appearance, behavior and demeanor that will best serve your company and customers. Role playing can be useful (and fun).

Drivers will enjoy telling war stories, and learn from each other.

Read, then post, comments from customers. Tips (in the form of crisp greenbacks) are a powerful incentive for charter drivers to get this aspect right. Good line drivers take justifiable pride in

their work, for the ones who don't, refer back to paragraph seven.

Stress how important appearances are to your business, and their future. For a motorcoach driver, people skills are nearly as important to driving well.

In ye olden days we had a driver we called the Granola Kid. At mealtime he'd drop his passengers off at the restaurant entrance. Once they were inside, he set up his little Bunsen Burner and pot in the parking lot, then cooked some concoction of nuts and twigs. He wasn't so much a vegetarian as a nut case.

Before we got to point out to him that his behavior made his passengers squirrely (pun intended), he parked his bus near a forest, and disappeared. Hope he's not working for you.

Dave Millhouser is a bus industry marketing consultant and freelance writer. Contact him at: [dave\\_millhouser@hotmail.com](mailto:dave_millhouser@hotmail.com).



Dave Millhouser

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# Aging workforce = higher workers' compensation costs

By Julie A. Croushore

The growing concern over a slow economic recovery is causing many older Americans to either delay retirement or return to the workforce after they retire to supplement their income.

Interestingly, AARP (formerly the American Association of Retired Persons) reports that passenger transportation is one of the leading industries employing these older workers. At the same time, the National Research Council points out that 54 percent of all U.S. bus drivers are aged 45 or older.

This trend creates both benefits and challenges for employers, with one of the challenges being the impact older employees can have on an operator's workers' compensation costs.

Senior employees are one of the transportation industry's greatest assets. They bring vast experience and knowledge to the workforce, as well as maturity and professionalism needed in an industry revolving around customer service.

At the same time, older employees also present an added risk of injury as many older Americans suffer from obesity, arthritis and other chronic pre-existing medical conditions. At a recent conference of the National Council on Compensation Insurance it was revealed that the fatality rate among injured workers aged 65 or older is triple that of workers ages 35-44, and there is a 50 percent increase in days missed from work by those injured workers.

Employers cannot ignore these alarming statistics or the fact these risk factors can lead to increased workers' compensation claims costs, and ultimately higher insurance premiums. Our aging work-

force demands we to take a proactive approach to risk management.

## A typical claim

As a workers' compensation claims management professional, I'm frequently asked by employers: "Why do I have to pay for this?"

Take this typical claims scenario: John Smith, a 65-year-old veteran and retired heavy labor truck mechanic, re-enters the workforce as a part-time motorcoach driver. John has always loved to drive and sees this as a great opportunity to supplement his Social Security income.

He readily admits he has a bad back from an old military injury that has progressed as he has aged, but he's a safe driver willing to take any available run.

Then, one day, he's assisting a passenger with luggage when he strains his back. Now he faces back fusion surgery which will keep him off his feet for more than three months. He files a workers' compensation claim with his employer.

Of course, the employer wants to know why he is responsible for the workers' compensation claim.

The answer is that the workers' compensation system treats an aggravation of a pre-existing condition as a new injury if the last exposure, or the incident that results in work loss, occurred while Smith was employed with this company.

In this case, the employer must pay the workers' compensation claim even though Smith's pre-existing condition was a contributing factor.

The employer faces substantial expenses. The claim cost for the back injury and surgery will likely run \$100,000-\$300,000, depending on the state.

Additionally there are residual expenses an employer can face, including replacement costs to cover the lost work of the injured employee, reduced employee morale, and possibility for similar claims from other employees.

There is also the potential exposure from discrimination claims under the Americans with Disabilities Act or state fair employment acts, which require employers to make accommodations for employees with known disabilities.

## Reducing risk exposure

Although accidents will always happen, the majority of workers' compensation claims are not accidental — they are preventable. Many claims actually occur because the employee does not have the physical capacity to safely perform the job. This is especially true when employing older workers with pre-existing and chronic conditions.

The ADA and state fair employment acts prevent employers from questioning job candidates about prior injuries or disabilities. So, how do you determine if an individual can safely perform the job duties?

Here are some ways to assess potential employees, and help control your workers' compensation claim losses:

- Engage a service or medical clinic to provide pre-employment physical examinations and/or pre-employment physical abilities testing.

- Invite the service's medical director to tour your facility to gain a better understanding of the nature and duties of your various

positions.

- Provide clear job descriptions to the physician who performs your fit-for-duty exams.

## Know options up front

Going back to our example, let's assume the employer requires its motorcoach operators to assist with luggage as stated in the job description. This being the case, they could have sent Smith for a pre-employment physical examination or abilities test to determine if he could safely lift luggage weighing between 20-50 pounds.

The employer would have learned the extent of Smith's back injury, and would have also discovered he could not safely lift heavy suitcases. Having this knowledge would have empowered this employer to make a more informed employment decision.

Obviously, they could have decided not to hire Smith since he was medically unable to safely perform an essential function of the job, or offered him a driving position that did not require lifting.

While a certain number of workers' compensation claims are unavoidable, implementing pre-employment physical exams and/or physical abilities testing with a reliable medical facility can significantly reduce your exposure.

Given today's older workforce and the associated risks, it's more important than ever to carefully evaluate your hiring practices. Developing and following a pre-employment program will go a long way to ensure you don't 'hire' your future workers' compensation claims.

*Julie A. Croushore is an attorney and workers' compensation claims supervisor at National Interstate Insurance Co. of Richfield, Ohio.*

## Outlook dims for highway, climate bills

WASHINGTON — A growing number of political observers say prospects for major action this year on the massive highway reauthorization bill and climate change legislation is dimming because Congress and the Obama administration are focused elsewhere.

There appears to be a growing consensus that it's better to do one big issue, and try to get it right, as opposed to trying to do 10 issues and not get any of them right, say the political analysts.

Currently, of course, the focus

is on health care all of the time, and then Congress must tackle the funding of the government.

Climate change legislation seems to be the biggest challenge facing Democratic activists.

Not only are there too many other competing initiatives, but they are facing considerable push back as individuals and businesses try to figure out what the legislation means and what it would do.

At the same time, some analysts are warning that the U.S. Environmental Protection Agency

"has a lot of pent up demand to do a lot of regulatory things" on the subject of climate change and the environment.

Meanwhile, it looks like there will be multiple reauthorization extensions of the highway bill.

And, unless the administration determines that the highway bill can work as some kind of a job stimulus package, there won't be any movement on that bill until after the next election because they've got to come up with a revenue stream.

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# 2010

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**Mike Pouncey, Exhibitor**  
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As a first time exhibitor and sponsor at the 2009 Motorcoach Expo, we were thrilled with the sheer volume of motorcoach operators who attended the show. We had constant traffic to our booth with people who were interested in our products and services. Above all else, Motorcoach Expo is the premier motorcoach industry event for attracting the decision makers and buyers in the motorcoach industry. We will be exhibitors as well as sponsors of this event for years to come.



**Mike Waters, Attendee**  
**COACH AMERICA/FRANCISCAN LINES**

Expo has always provided operators, large and small, the opportunity to see up close new vehicle equipment, supplies, and literally every item a bus operator will need to survive. It also gives us old timers the chance to see each other again and to meet new friends and colleagues through networking facilitated by UMA.

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**Don Dinger, Attendee**  
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UMA is the only show where my staff and I can learn what new things are happening in the industry and see our vendor partners at the same time.



**Esther Morissette, Exhibitor**  
TURBO IMAGES

As an industry supplier, the most significant benefit of exhibiting at UMA is the unique opportunity to meet face-to-face with our active customers and potential ones. The cost of traveling across the country to meet each of them would actually be far greater than the cost of exhibiting at UMA itself! The second one but none the less is the industry exposure that this gathering offers compared to other industry related events.



**Ronald Bast, Attendee**  
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The UMA Motorcoach Expo is the ideal venue to expand our network contacts as well as nurture existing relationships. The importance of maintaining these associations is essential.



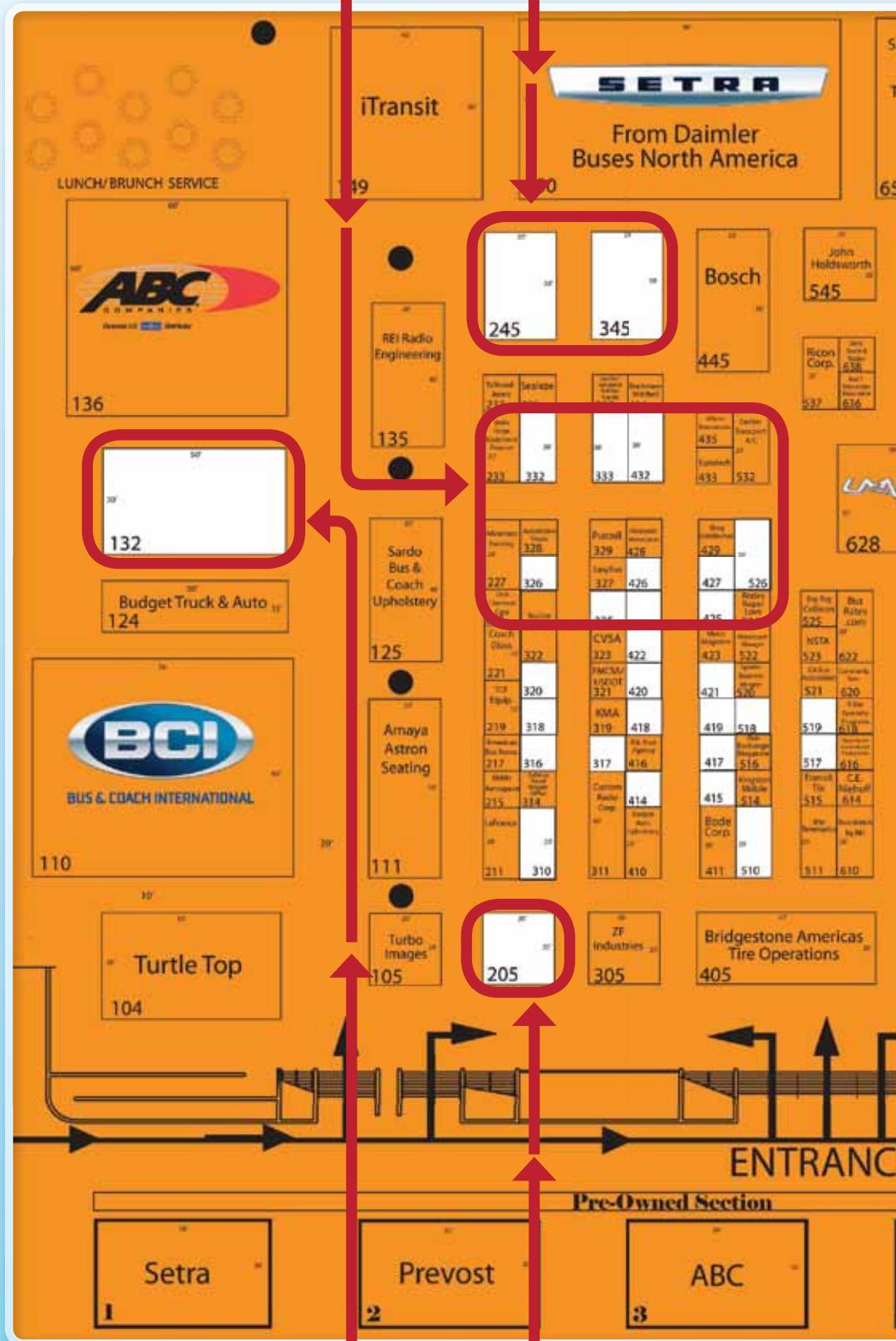
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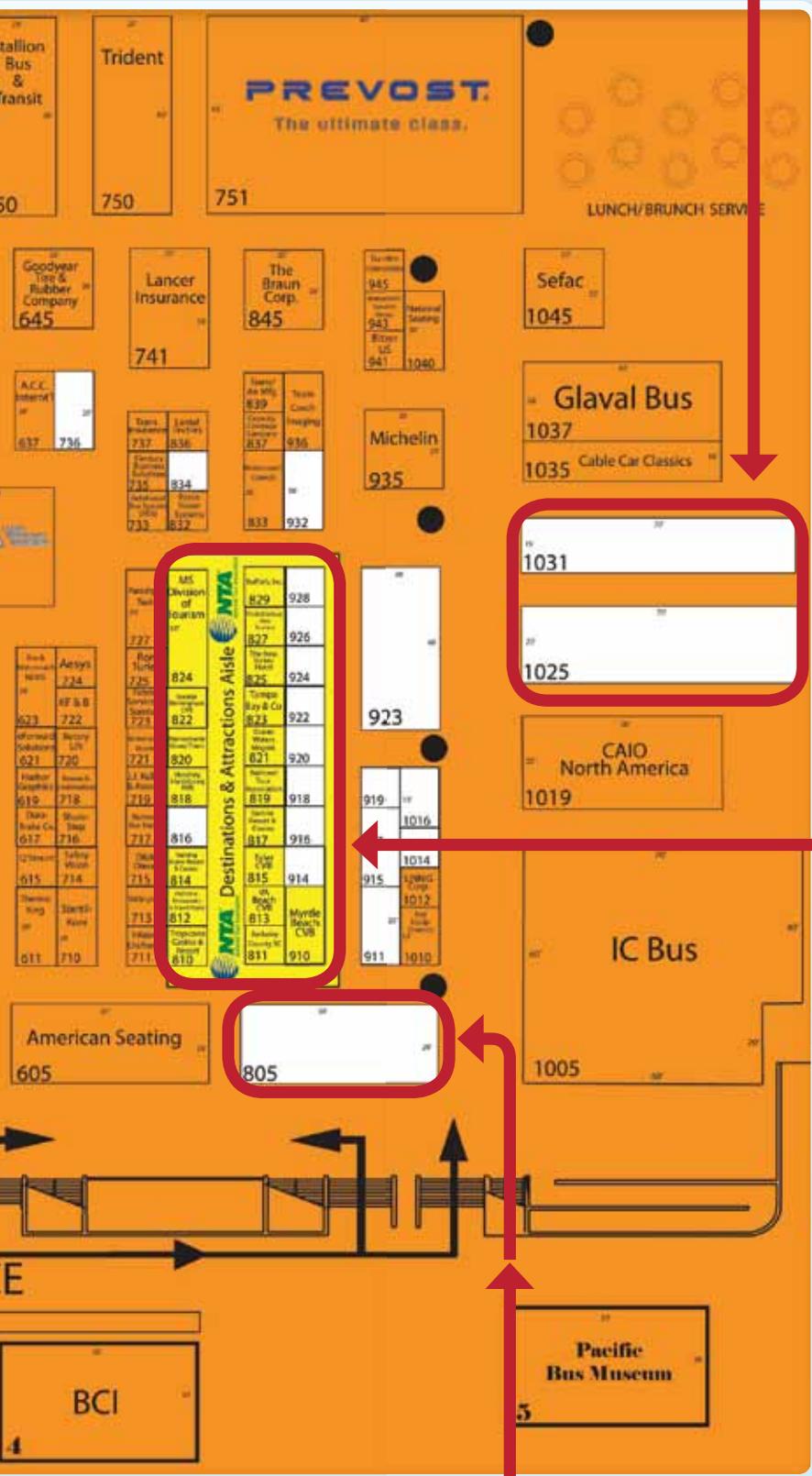
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**Sharon Robinson, Exhibitor**  
**MISSISSIPPI DIVISION OF TOURISM**

My first experience with UMA Expo was in 2008 in San Francisco and I exhibited with my partners from Mississippi. We had a good show and my partners booked business at the Expo. They were excited and eager to participate in the 2009 Expo and we actually increased our booth space.



**Audrey Bialas, Exhibitor**  
**PENNSYLVANIA DUTCH CONVENTION AND VISITORS BUREAU**

The UMA Motorcoach Expo provides us with the forum to extend our reach to some of the industry we don't see anywhere else. It allows us to develop a pulse on current trends for the year. The networking opportunities really help build and cement the relationships which are so key to business growth.



**Brenda Kissko, Exhibitor**  
**MIDLAND, TEXAS CVB**

My favorite part of UMA is the fact that they limit the number of DMO's that attend so that we can get more one-on-one time with the operators.



# 2010 EXHIBITOR LIST

| Company .....  | Booth # | Company .....   | Booth # | Company .....   | Booth # |
|--|---------|---|---------|---|---------|
| 5Star Specialty Programs .....                         | 618     | Eurotech Inc. ....  | 433     | Pennsylvania Group Tours .....                              | 820     |
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**Ron LeBlanc, Exhibitor**  
**TEAM COACH IMAGING**

I have attended the UMA Motorcoach Expo for the past 8 years. This is definitely the most exciting and rewarding trade show in the industry. Over the years, I have met great people and have made trusted friendship relationships. UMA has always been a very joyful and colorful show, and the key people that organize it are very professional in making our business easier to achieve our goals and succeed. Don't miss the Las Vegas Expo, I was there the last time and it was great !!!!!

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## Bus fires

CONTINUED FROM PAGE 1

recommendations are expected to help federal regulators and the motorcoach industry come up with policies and practices aimed at reducing or eliminating coach fires, which now cause an average of about \$65,000 damage to each bus involved in a fire.

Bus safety experts like Daecher say the study confirms what many of them knew from their own studies of fire origins, and known and suspected causes.

"It did statistically confirm some suspected underlying causes for fires, such as engine evolution and design," said Daecher.

Federal regulators and the industry have been hampered in earlier efforts to study motorcoach fires because no one has collected or maintained detailed records of fires. Instead, most of the reports on fires listed them only as accidents, grouped them together with buses of all types, and usually lacked critical information about their causes.

"Reporting criteria for motorcoach fires are less clear and less enforceable, compared with the criteria for other types of roadway incident reporting," the researchers noted in a 95-page report on the study.

### 899 bus fires studied

Still, using a variety of information collected between 1995 and 2008 by a number of federal and state agencies and private safety organizations, as well as news media accounts, they were able to find and examine records of enough fires — 899 of them — to conduct the study.

Zeroing in on passenger injuries, the researchers found they were rare except for one exception — the so-called Hurricane Rita coach fire in Texas four years ago that killed 23 and injured 15 elderly and disabled people who were being transferred from a nursing home to escape the approaching hurricane.

Eliminating the Texas fire, which was considered anomalous, the researchers concluded that only about 5 percent of coach fires result in any type of injury or death

## Safety seminar

CONTINUED FROM PAGE 3

- Defending yourself during an OSHA audit
  - Driver and management training — Bus & Motorcoach Academy
- Those attending earn continuing education unit certificates from the Bus & Motorcoach Academy.
- The seminar involves a day and a half of classroom presentations with some sessions running con-

to passengers, a finding that flies in the face of public perception that fires on buses usually injure a large number of people.

The researchers also discovered there may be far fewer fires than the industry has long thought, and that the number of fires appears to be stable from year-to-year rather than increasing.

Using data from the years in which the most information was available — 2004 to 2006 — they determined there are about 160 fires on motorcoaches each year. That's in sharp contrast to claims by some in the industry who have suggested that motorcoach fires occur on a daily basis.

"Although it has been estimated that motorcoach fires occur nationwide with at least daily frequency, study data indicates a lower rate," the study contends.

However, it cautioned that because of the poor record keeping in the past, there are reasons to suspect that actual fire occurrence is likely greater than the number of records collected each year would suggest.

"The database contains a sample of verifiable incident records but is not a precise sampling of all reportable incidents," the study notes. "Accordingly, we can surmise only that complete and accurate reporting by all sources would yield an average occurrence rate of at least 160 fires per year."

### Where fires start

The two places where most of the fires — 70 percent — started were the engine compartments and the wheel wells, areas where multiple sources of combustible materials and ignition are present.

Another 9 percent were traced to the battery compartment, the transmission, the baggage storage area, the interior of the bus or the fuel system. The researchers were unable to determine the starting point in the remaining 21 percent of the fires.

The study findings also noted that the age of a coach plays a role in fires. There was a pattern of few fires in older models, a significant increase beginning with 1997 models that continued with the 2003 models and a sharp drop with more recent models.

currently. The first day begins at noon, and the second at 8 a.m. Each day concludes at roughly 4:15-4:30 p.m. There is a host hotel for attendees and shuttle transportation is provided.

To register, call UMA at (800) 424-8262 or go to [www.uma.org](http://www.uma.org) and sign up online. The fee is \$235 for UMA members, \$375 for non-members. The seminar has sold out every year since it was started in 2004.

The pattern corresponds with the increased complexity of engines built to provide greater power and fuel efficiency for larger and heavier buses that were introduced in the 1998-to-2002 time period, according to the researchers. They said some of the engine design changes also were due to efforts to meet new mandatory government emission standards.

The study also identified makes and models of coaches and engines that were involved in fires during the 13-year study period.

Motor Coach Industries Inc., which has the most coaches on the road, topped the list with 490, followed by Van Hool with 109 and Prevost with 83. The MCI model 102DL3 had 186 fires to lead individual models. Coaches with Detroit Diesel engines recorded the most fires with 411, while Cummins had 50 and Caterpillar 8.

### Reducing fires

To reduce the number of fires, the study delivered a host of recommendations topped by the need to develop more accurate fire data by improving reporting methods and promoting the importance of everyone in the industry adhering to them.

The study also held that fire warning and suppression systems currently available for tire and turbocharger malfunctions could prevent 42 percent of all motorcoach fires, while engine-compartment detection and suppression systems could help reduce the risk of an additional 36 percent of them.

"If used together on every motorcoach, they might be able to prevent or reduce the consequences of wheel-well and engine fires, which account for 70 percent of all fires in the database," the report emphasizes.

The researchers pointed out that although such systems would only marginally reduce injuries and fatalities, they could provide major life-saving benefits for the rare catastrophes, such as the Texas fire. That fire started in a wheel well and was discovered too late for the driver and others to evacuate all of the elderly and disabled passengers.

The study also called for increasing and improving roadside motorcoach inspections and repair and maintenance procedures.

"Motorcoach fire prevention efforts could become more effective through revised inspection criteria, with an emphasis on inspector training," it stresses.

Researchers suggested that the out-of-service criteria be expanded to include heightened attention to areas where fires might start such as brakes, electrical systems, wheels and hub bearings, fluid lines, air conditioner compressors, engine

## N.J. drivers 'appreciated'

ATLANTIC CITY, N.J. — The Greater New Jersey Motorcoach Association conducted its 3rd annual Safety Training/Driver Appreciation Day last month, with a strong focus on driver health.

The event was conducted in cooperation with the Atlantic City Transportation Center, the Atlantic City Health Department, and Lancer Insurance.

It was co-sponsored by Capacity Coverage, P.A. Post Agency, Research Underwriters, TIB Insurance, and the Tropicana Casino and Resort.

Drivers attended a safety seminar where they received information on accident avoidance and the dangers of fatigue and driving. Seminar presenters encouraged

bus operators to use defensive driving skills, to slow down and get plenty of rest.

In addition, health screenings were provided, giving drivers an opportunity to have their blood pressure and blood sugar checked.

The Atlantic City Health Department provided operators information promoting healthier eating habits/lifestyle and emphasizing the importance of regular doctor visits.

"The Greater New Jersey Motorcoach Association has an ongoing commitment to providing these types of safety seminars and activities to help ensure the safety of motorcoach passengers," said association President Tom Dugan of Safety Bus Service in Pennsauken, N.J.

components and exhaust systems.

### More driver responsibility

They said, too, driver pre-trip and post-trip inspections conducted by drivers should be expanded to include a set of specific fire prevention checks on parts and accessories critical to fire-safe operation. And, those checks that cannot be done by the driver should be added to the periodic inspection program managed by the company's service department.

Daecher noted that modifying inspection criteria to include identifying known fire-causing conditions on a motorcoach recently was added to the Commercial Vehicle Safety Alliance out-of-service criteria, although he cautions that it will take some time to get inspectors trained on visually identifying and inspecting these newly established items.

Manufacturers can help, too, the study emphasized, by making major design changes on their vehicles.

Among them are replacing dual tires with wide-base single tires; improving wire/cable routing, including eliminating troughs that could expose wires to water; relocating the air intake to reduce smoke entering a bus interior due to engine fire; using heat-shield-

ing turbocharger covers; using more effective electrical shielding and insulation; using heat-resistant hub/wheel seals and axle flange gaskets; and replacing oil-lubricated wheel bearings with those that are grease-lubricated.

Daecher agreed with the researchers that the use of fire detection technology to prevent and fire suppression to mitigate fire outcomes would help.

"I believe prevention through detection is the best answer and fleets would be wise to deploy reliable technology designed to identify fire hazards," he added.

However, he emphasized that the recommendation for training drivers and maintenance personnel on the causes and mitigation of fire risk is critical, too, and would benefit carriers regardless of the technology deployed on their coaches.

Daecher also noted that there was too little mention of vehicle design.

"We know that time is of the essence in a fire situation; the more time we have, the more likely the possibility of evacuating all passengers," he said. "Reviewing vehicle design to delay the effects of a fire is a basic line of defense which can be present no matter the state of the components or various systems that are on the bus."

## Motorcoachified

CONTINUED FROM PAGE 3

questions.

This month, the Motorcoach Council and the *Get Motorcoachified* campaign are co-sponsoring, with ABC Companies and REI (Radio Engineering International), an operator luncheon at the annual convention and trade show of the California Bus Association.

Gaylord Hotels of Nashville, Tenn., will promote the *Get Moto-*

*coachified* campaign by displaying graphics on convention shuttle buses at ABA Marketplace in January.

Both the United Motorcoach and American Bus associations have donated booth space to the council at their expositions this winter.

To learn more about the campaign, go to [www.GetMotorcoachified.com](http://www.GetMotorcoachified.com). To get involved, e-mail [pr@motorcoachcouncil.org](mailto:pr@motorcoachcouncil.org), or visit [www.MotorcoachCouncil.org](http://www.MotorcoachCouncil.org) and click the CAMPAIGN tab.

## Tough decision: Replacing an alternator

With winter approaching and the seasonal slowdown beginning in many parts of the country, coach company maintenance shops are cranking up their heavy servicing operations.

Among the checks technicians will be making is comprehensive electrical system testing. And that includes the heart of the system — the alternator.

When maintenance chiefs find that an alternator needs to be replaced, either because of failure or it's nearing the end of its life cycle, they often face a difficult decision: Do they rebuild, replace with a new OEM model, or switch to a non-OEM alternator.

The factors to be considered in such a decision are many and com-

plex. However, increased reliability should be the driving factor when consideration is being given to switching to a non-OEM alternator, notes Charles Paden of PennTex Industries, which makes a comprehensive line of replacement alternators.

The key features of a heavy-duty alternator design are the rating and number of diodes used, as well as the diode heat-sink design, which helps dissipate heat and reduce operating temperatures.

This is critical in prolonging service life, especially in high-heat environments, says Paden.

If reducing life-cycle costs, while maximizing the service life of the charging system is a goal of the bus or coach operator, switch-

ing to an air-cooled, externally-regulated system should be given thoughtful consideration.

Alternators equipped with external regulators are an important design feature of heavy-duty electrical charging systems. An external regulator provides the strong benefit of increased performance and reliability, as well as reduced life-cycle costs.

This is especially true in many motorcoach applications, where the regulator is often located in an area away from the heat generated by the alternator and engine.

Today's leading air-cooled replacement alternators are more efficient and provide additional amps. And some are designed specifically for motorcoach and transit bus applications.

The key benefits of these alternators are:

- Increased fuel economy because of improved alternator efficiency
- No oil leaks and hazardous waste because they are air cooled
- Reduced life-cycle costs
- Easy servicing with commonly available components
- External regulator, providing maximum service life

Motor Coach Canada says those attending will have a quality educational experience, plus ample networking opportunities. "We encourage all Québec members to send their maintenance staff, drivers, procurement staff and other industry professionals to attend the Trans-Expo," said the association.

Trans-Expo is managed by the Canadian Urban Transit Association.

## Trans-Expo is this month in Montreal

MONTREAL — Trans-Expo, the transit/motorcoach tradeshow co-sponsored by Motor Coach Canada, will be Nov. 10 in Place Bonaventure, Montreal.

The one-day event will run from 8:30 a.m. to 3:30 p.m.

The exposition will feature more than 100 exhibitors, including at least 15 new-model buses and motorcoaches.

## UMA opens Facebook page

ALEXANDRIA, Va. — The United Motorcoach Association has established a presence on Facebook, the popular social networking website.

The UMA Facebook page can be found by using the web link below, or by going to the UMA.org website and clicking on the link. Individuals can also become a UMA Facebook "fan" at UMA.org.

Earlier this year, Facebook became the world's most popular social networking site. A Facebook page provides an organization like UMA with a variety of tools and mechanisms for communicating

back and forth with its "fans," people who are interested in the association and interested in other people who have an interest in the organization.

A Facebook page also allows users to share photographs and videos, as well as exchange messages.

Businesses on Facebook often can benefit from referrals from their fans.

The web link to UMA on Facebook is: [www.facebook.com/home.php#/pages/United-Motorcoach-Association/187318354697?ref=ts](http://www.facebook.com/home.php#/pages/United-Motorcoach-Association/187318354697?ref=ts). Or, go to [UMA.org](http://UMA.org) and look for the direct link.

## Driver in crash was moonlighting

SPANISH FORK, Utah — The driver of a charter bus involved in a fatal crash, involving a local high school band, also drives public school buses for the Nebo School District here.

Debra Jarvis, 50, has been employed by the school district for seven years, but district officials were unaware she also was working for Lake Shore Motor Coach, whose bus she crashed in Idaho last month.

Assistant Superintendent Rick

Nielsen said Jarvis has a spotless driving record and no history of medical problems.

Idaho State police are investigating the crash involving Jarvis. Preliminary reports indicate she blacked out or collapsed over the steering wheel while transporting a bus full of American Fork High band members.

The band's woodwind instructor, Heather Christensen, tried to take control of the wheel and was killed after the bus rolled.

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California laws

CONTINUED FROM PAGE 1

documentation, certification or licensure.

- Increase the general fines to a \$1,000 minimum and a \$7,500 maximum for violating the new laws, and provides for a maximum \$10,000 fine following conviction of operating a charter bus or taxi without a valid certificate.

- Provide for appeals, but operators getting revocation notices must act quickly, filing a written request for a hearing within 15 days.

The new laws were prompted by a coach crash in early October of last year that killed 10 people, including the bus owner, and injured 40 others.

The crash investigation found that neither the bus nor the driver should have been on the road. The bus had been declared non-operational five months earlier and the driver didn't have a passenger endorsement.

Many of those killed on the bus were from the Sacramento area and represented by State Assemblyman Dave Jones, who sponsored Assembly Bill 636 and co-sponsored AB 951.

Jones worked closely with the California Bus Association, its board members and its lobbyists, Josh and Donna Pane, to craft the

# Driver convicted of gross vehicular manslaughter

COLUSA, CALIF. — The driver of a motorcoach involved in a deadly crash near here last year that killed 11 passengers was found guilty on 11 counts of gross vehicular manslaughter.

A Colusa County jury also found Quintin J. Watts guilty on 21 of 23 counts of great bodily injury, which were enhancements to the charges, according to Colusa County District Attorney John Poyner.

legislation and get it through both houses of the legislature.

According to the California Bus Association, the operator of the coach that crashed in Colusa County, Calif., was one of many "fly-by-night" charter bus companies in the state that run in disregard of licensing and other legal requirements, posing a threat to public safety.

Last year, the California Public Utilities Commission and partner agencies issued 36 misdemeanor warnings, during the course of only 10 investigations, to charter bus companies for operating without a

## Driving records

CONTINUED FROM PAGE 1

be released.

The information available through the program will come

Watts, 53, was taking 41 mostly elderly Hmong and Mien immigrants to the Colusa Casino Resort on Oct. 5, 2008, when the bus he was driving left a rural road and rolled over. Three survivors testified at his trial that Watts appeared to doze off at the wheel.

The jury took only three hours deliberating before returning the guilty verdict.

Watts faces up to 76 years in valid permit.

"Thus, AB 636 provides a 'one-strike' approach for the charter bus industry in order to protect passengers and other drivers from these dangerous rogue operators," said Jones.

Jones and fellow Democratic Assemblyman Ted Lieu of Torrance, who sponsored AB 951, came up with bills containing tough penalties designed to deter motorcoach companies that give short shrift to passenger safety.

Jones' bill gives bus companies no second chances if they knowingly use improperly licensed

state prison on the manslaughter convictions, with an additional 63 years possible from the enhancements. He is scheduled to be sentenced Nov. 4.

Investigators found Watts had slept no more than three or four hours in the 27 hours prior to the crash, Poyner said. And, rather than sleep while his passengers were in the casino (there was a bed in his coach), he chose to gamble.

drivers or buses.

Here's a list of offenses that now can get a charter bus company's operating authority permanently revoked or bar a company from receiving a permit or certification from the California Public Utilities Commission:

- Operate a bus without having been issued a permit or certificate from the commission
- Operate a bus with a permit that was suspended by the commission
- Commit three or more liability insurance violations within a

reported crashes, and motor carrier census data.

Appearing in Las Vegas last month, FMCSA Acting Administrator Rose McMurray said the program "is something industry

"I believe this is the first case in California of gross vehicular manslaughter based strictly on sleep deprivation," said Poyner. "There was no alcohol, no drugs, no medication in his system, it was simply exhaustion."

The crash was the impetus for far-reaching charter-bus safety legislation adopted by California lawmakers. (See related article on Page 1.)

two-year period for which the company has been cited

- Operate a bus with a permit that was suspended by the commission during a period that the charter company's liability insurance lapsed for which it had been cited

- Knowingly employ a bus driver who does not have a current and valid driver's license of the proper class, a passenger vehicle endorsement, or the required certificate to drive a bus

- Have one or more buses improperly registered with the Department of Motor Vehicles

has been asking us to undertake for a number of years."

Given that drivers need to consent to allowing access to their records, McMurray said, carriers would need to weigh their possible refusal in the hiring process.

"If a driver does not permit companies to access his driving record, it should be a red flag that perhaps you need to question if you really want this person driving for your company," she said.

Currently, operators must obtain drivers' permission to ask previous employers about their history, so asking for consent to look at the federal electronic records will add to the process.

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# High-tech system leads to recovery of stolen Prevost coach

LAVAL, Quebec — Ahhhhhh, the wonders of modern-day motorcoach electronics.

A scoundrel stole a 2009 Prevost H3-45 from Autocar Chartrand of Laval but was foiled by Prevost's web-based telematics system known as Liaison.

The thief apparently got inside the coach, which was parked at

Autocar Chartrand's facilities, through the roof hatch.

Explained Eric Chartrand, president of the charter and school bus operation: "One of my drivers reported for work but couldn't find his vehicle. He notified the dispatcher, who attempted to contact the vehicle using Liaison. ...The

driver and dispatcher were stunned to learn the vehicle was on the road — in Ontario."

They contacted provincial police in Ontario, who apprehended the miscreant as he was attempting to remove Chartrand's name from the coach. The bus was eventually returned to Quebec undamaged.

The Liaison system, used to track the coach, is an advanced fleet management option available on Prevosts. The technology provides a continuous connection to vehicles anywhere in the U.S. and Canada, using a network of low-earth-orbit satellites.

Special antennas on the bus pick

up satellite and GPS signals, and digital communications are sent from the coach to a private network, then to dispatchers who access Liaison information via the internet.

In addition to being able to view a vehicle's location at all times, the system also monitors coach and driver performance.

## NTA convention gets new format

RENO, Nev. — When the annual convention of the National Tour Association opens here in two weeks, it will have a new format.

The NTA says it developed the revamped format for its Nov. 14-18 convention in response to member feedback, to better suit how members do business, and to give them more value with a streamlined schedule.

One key change was to adapt the signature Tour & Travel Exchange model to the convention's Destination Pavilion, where tour operators are able to buy the way they package — by destination.

The result is a retrooled Destination Pavilion where destinations are arranged geographically, so tour operators can more easily develop product. The prescheduled business appointments between the operators and DMOs will be conducted in this regional format.

There also is open shopping time in the Destination Pavilion where the suppliers are encouraged to work with their destinations so operators can leave with complete itineraries.

For the prescheduled business appointments between operators and suppliers, delegates will have the familiarity of NTA's traditional Tour & Travel Exchange where the suppliers visit the tour operators in their booths for the appointments.

The current economic environment also has been considered in creating the convention schedule. NTA says tour operators requested more flexibility in their convention scheduling. The revised format enables them to meet with NTA partners that align best with their product development needs, while still having time to attend seminars and sightseeing tours.

The customizable and more streamlined format also gives members the option to attend fewer days. In addition, co-locating with the World Religious Travel Association gives members access to an additional market at the same convention, including hundreds of buyers and sellers of faith-based product from around the world.

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



### Why you CAN'T afford to miss UMA Motorcoach Expo...

- ★ **New timely education sessions** – UMA's education sessions are recognized as the industry's best and this year's program is no exception. Moreover, with today's challenging economy staring everyone in the face, learning how to navigate through these uncertain times *is a must!* Each EXPO solution session is customized to meet the demands of the *new economy*. You'll learn new ways to market and manage your business that will help you not just succeed, but *thrive* with the knowledge and new insights you'll gain through this information-packed program. EXPO Solution Sessions are run by some of our industry's best operators who know and understand what you are going through. They're not shy about sharing their successes...or their failures. What you can learn from them will be priceless. You'll leave Las Vegas with proven, "shovel-ready" ideas that you can readily implement in your business.
- ★ **New pre-owned coach section of the exhibit hall floor** – To meet the growing demands of customers, operators now are learning they must adapt and make equipment buying a marketing, as well as financial decision. The exhibit floor is not just a buyer's haven, but having sat through intensive education sessions, you will be able to decide what equipment and services you'll need that fit your new business model. Come and see the diversified exhibit hall floor.
- ★ **New motorcoach manufacturers** – Come and see what the industry's leading manufacturers have in store for you. Anything and everything you need to succeed in this new economy will be waiting for you when you step foot onto the industry largest trade show venue.
- ★ **Expanded Destinations & Attractions Isle** – Deciding where you take your customers is as important as the equipment you buy and the services you purchase to operate you business profitably. Thanks to our partnership with the National Tour Association (NTA), we've added new and exciting Destinations & Attractions to the EXPO exhibit floor.
- ★ **Invaluable networking opportunities** – UMA Motorcoach Expo is the only place where you'll be able to forge **powerful business partnerships** with operators around the Nation and Canada. EXPO's networking opportunities are a great way for you to learn first-hand how other operators are dealing with this *new economy*. Since all EXPO functions are open to all attendees you can build and strengthen your relationships with vendors and suppliers as well. Plus catch up with old friends, learn how they are staying the course, and have fun...*all in just 4 days!*



### WHAT OPERATORS ARE SAYING ABOUT UMA MOTORCOACH EXPO



**David Brown, HOLIDAY TOURS**

"During these uncertain times attending UMA Motorcoach Expo is critical. It may prove to be the most important business decision you make all year."



**Ronald Bast, PRESIDENT, RITEWAY BUS SERVICE, INC.**

"The UMA Motorcoach Expo is the ideal venue to expand our network contacts as well as nurture existing relationships. The importance of maintaining association memberships is essential."



**Mike Waters, COACH AMERICA/FRANCISCAN LINES**

"Expo has always provided operators, large and small, the opportunity to see up close new vehicle equipment, supplies, and literally every item a bus operator will need to survive. It also gives us old timers the chance to see each other again and to meet new friends and colleagues through networking facilitated by UMA."



**Tom Giddens, PACIFIC COACHWAYS TRAILWAYS**

UMA Motorcoach Expo is the one place where everyone who attends can benefit. Whether you are a small or large operator there is something to learn and apply to your business. The education sessions, networking opportunities, and showfloor allow me to meet with everyone in the industry in just 3 days. It is the one industry event I would not miss!



**Larry Hundt, GREAT CANADIAN TRAILWAYS**

"UMA Motorcoach Expo is the most important show I attend. EXPO helps me keep up with our ever-changing industry. I find the show and the solution sessions vital to our growth and success."



**Loren Jones, HAWKEYE STAGES**

"We have come to every UMA Motorcoach Expo since 1994. The one-on-one networking times are always great. This is the one central show where we always know we will be able to see various manufacturers and suppliers face-to-face. There have been several products we would not have bought had we not seen them at UMA Motorcoach Expo."

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