

Bus & Motorcoach NEWS

December 15, 2005

WHAT'S GOING ON IN THE BUS INDUSTRY

Desperate operators plead for evacuation payments

The disastrous Gulf Coast hurricanes that claimed hundreds of lives during August and September are now threatening the lives of scores of small, independent motorcoach companies.

Coach operators by the dozen who responded to pleas for help in moving thousands of people in Louisiana, Mississippi, Texas and

Alabama out of the path or aftermath of two killer storms haven't been paid for their work, and many say they are at financial wits end. Hurricanes Katrina and Rita torment them daily, devastating their businesses.

Irate and worried operators are burning up telephone lines and cranking out e-mails and faxes,

and the message is always the same: The emergency transportation operation organized by the Federal Emergency Management Agency and run by several private subcontractors is the biggest fiasco they have been involved with in their lives.

Many of these operators are frantic, their financial situations

desperate. They are clawing to stay afloat and save their businesses. And the outlook remains dire because those responsible for paying can't — or won't — say when the payments will be made.

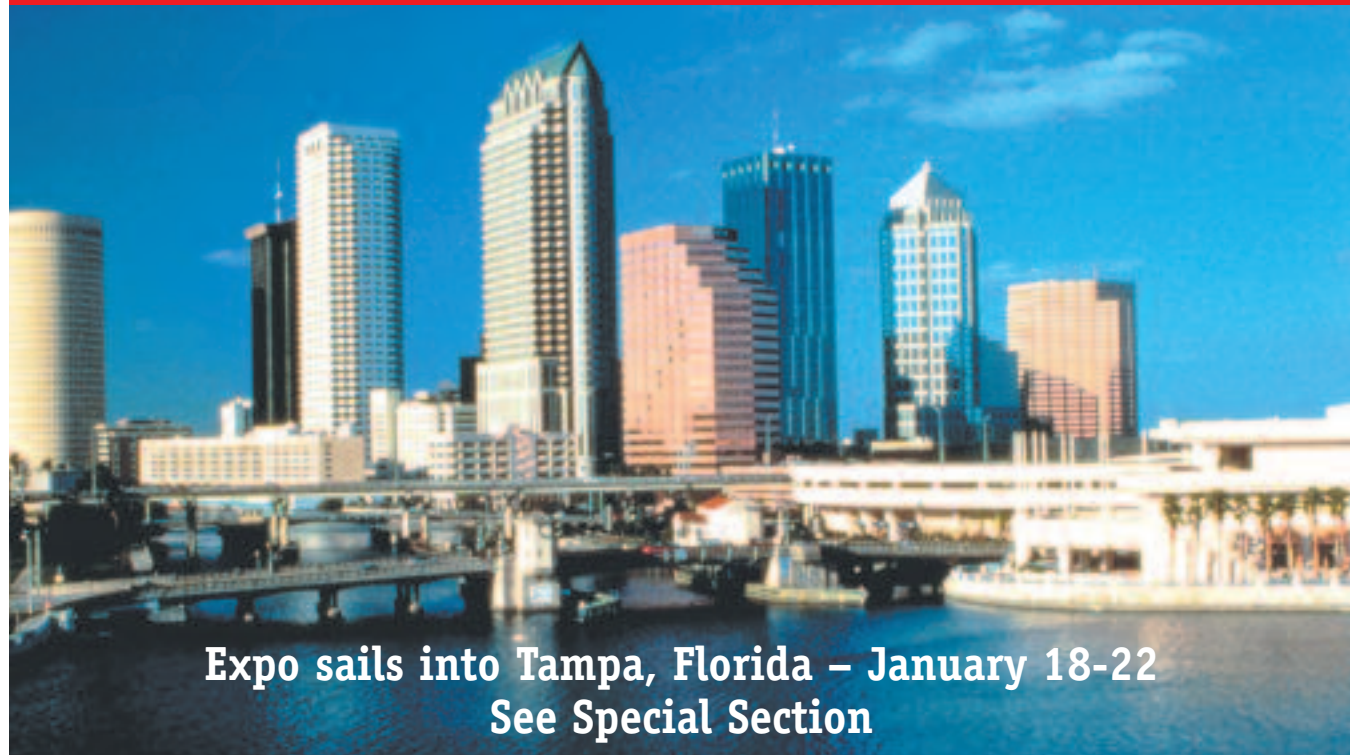
"We've gotten all types of complaints from operators from all over the country," said Norm Littler, senior vice president of

government and industry relations at the United Motorcoach Association. "The situation is not good and it is really hurting the little guys."

Coach company owners say they are owed hundreds of thousands of dollars and the long wait for payment is strangling their cash-strapped businesses.

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MOTORCOACH EXPO 2006



Expo sails into Tampa, Florida – January 18-22
See Special Section

Bus industry gains exemption from axle-weight limits

WASHINGTON — After more than a decade of effort, including a few missteps, the motorcoach industry has finally become exempt from axle-weight limits on the Interstate system of highways.

The exemption is contained in the fiscal 2006 appropriations bill for the U.S. Department of Transportation that President Bush signed late last month.

The way the new law is written it essentially prohibits states from enforcing axle-weight limits unless a coach is grossly overloaded. Here, in a nutshell, is what the law says:

All motorcoaches, having a single-axle weight of 24,000 pounds or below, may not be cited by a state or political subdivision of a state. That includes state and local enforcement officials.

While states may still pull coaches into weigh stations and weigh them, no fine may be imposed if the axle weights are below the exemption limits.

Coaches still must pull into weigh stations when

CONTINUED ON PAGE 14 ►

No shortage of challenges face operators in new year

With 2006 only days away, myriad challenges are facing the motorcoach industry, ranging from high diesel fuel prices, to unfair competition from public transit agencies, to the pressing need for an industry image makeover.

But, wait, there's more.

Like insurance rates that don't stop climbing, rogue operators who don't play by the rules, and

new technology that hikes the price of new coaches and makes them more difficult to maintain.

Despite the challenges, the dozen operators and industry suppliers interviewed for this article are not singing a song of gloom and doom.

Tom Ready, president of Ready Bus Lines Co. in LaCrescent, Minn., is among those who lament

the competition from government-subsidized transits.

"The industry has to look into that," he says. "We can (provide services) better and cheaper. We need to have a closer connection with regional project managers, state officials and the FTA to make them understand what we want. And we need support from our congressmen."

Ralph Young, president of Young Transportation in Asheville, N.C., shares Ready's concern about transits taking charter work. "The private sector doesn't even have an opportunity to bid on a lot of contracts," he asserts.

Young also bemoans the lack of effective policing of the industry by enforcement agencies at all levels. "Some operators are running

longer hours (illegally), which results in driver fatigue," he says. "If you have a 700-mile trip, one driver cannot make it legally."

Like many operators, Young is competing with low-ballers who are pricing their coach services at irresponsible levels. He says they don't or can't offer the preventative maintenance, safety training

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PARTY UNDER THE PALMS

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Charter Bus America launches system for online reservations

AUSTIN, Texas – A new company has been launched in Texas that aims to provide potential customers with online charter bus quotes within seconds.

Charter Bus America Inc. initiated its online reservation system last month in Austin and San Antonio, Texas. It anticipated having all of Texas covered by the end of November and Florida by the end of this month.

The Charter Bus America system allows travelers to access multiple quotes and information for custom charter bus travel within moments of keying in their request, said company CEO and co-founder Dylan Peterson.

“Typically if you try to shop for charter bus rental pricing you can expect to wait at least 24 hours and sometimes up to a week to get the information you need,” said Peterson.

“With *CharterBusAmerica.com*, you can type in your charter bus rental itinerary and get pricing from multiple charter bus companies in seconds. It’s incredibly convenient in comparison to what else is out there today.”

CharterBusAmerica.com’s automated quote system is not only designed to reduce the time it typically takes a customer to get

charter pricing but also to allow them to view pictures of the equipment used by each bus company and read important facts about the operators, including years in business, size of fleet, and age of equipment.

“*CharterBusAmerica.com* is the only web site that allows you to do everything online from getting quotes instantly, to paying for your charter bus rental trip, to making changes,” said Peterson. “No more waiting for faxes from multiple charter bus companies when you want to book a bus charter. Now you can get quotes and book your charter bus rental service online without the wait.”

“I think the site is great. It helps us win business without bogging down our sales staff with requests for quotes. I just can’t see a downside,” said Dan Dipert, president of Dan Dipert Coaches in Arlington, Texas.

Peterson previously owned a travel agency, Coppertop Travel, that chartered motorcoaches. He shut that business down to launch Charter Bus America.

For more information, go to www.CharterBusAmerica.com or contact Peterson at (888) 345-2037 or e-mail Dylan@CharterBusAmerica.com.

Feds put clamps on Chinatown buses

Federal officials have stepped up surprise inspections of low-fare bus companies in the Washington-to-Boston corridor, according to a report in *The Washington Post*.

A sweep of 400 buses this fall by a task force of federal, state and local authorities turned up more than 500 safety-related violations, the Federal Motor Carrier Safety Administration told the newspaper.

The violations included speeding, a broken horn and inadequate brakes and windshield wipers.

Following the inspections, the FMCSA ordered 56 buses and 13 drivers out of service, said FMCSA Administrator Annette M. Sandberg.

If the figures reported by the newspaper are accurate, the out-of-service rate for the coaches was 14 percent and 3.25 percent for drivers.

By comparison, the out-of-service rate for the 860 motorcoaches stopped during Roadcheck 2005 in June was 11.7 percent and 2.7 percent for drivers. That means the out-of-service rate for the cut-

rate operators was 2.3 percentage points higher than the operators stopped during the Commercial Vehicle Safety Alliance roadside safety blitz in June, which is well publicized.

The budget operators are commonly known as Chinatown buses because they once primarily served Asian communities in the Northeast.

With the holiday travel rush underway, the FMCSA has targeted specific companies for detailed reviews early this month, Sandberg said.

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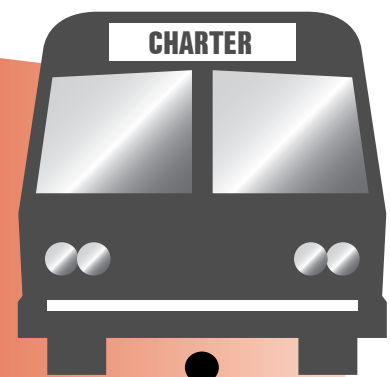
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THE DOCKET

Canada adopts new driving hours rules; big changes coming

OTTAWA, Ontario — Transport Canada has issued new hours-of-service rules for all buses operating in Canada that carry 10 passengers or more.

The rules modify the current regulations in nearly a dozen different ways and significantly diverge from U.S. driving rules in a handful of areas.

They go into effect a year from now — on Jan. 1, 2007.

The rules cut driving time to 13 hours during a 14-hour on-duty period, followed by 10 hours of rest within a 24-hour period. The current rules allow 16 hours of driving with 8 hours of off-duty within 24 hours.

Canada's new rules also require 8 hours of the 10 hours of off-duty time to be taken consecutively. The additional 2 hours off can be taken in periods of no less than half an hour.

In the U.S., commercial bus drivers are limited to 10 hours behind the wheel, followed by 8 consecutive hours of rest. But a U.S. coach driver can then operate a vehicle again for 6 hours. In Canada, drivers can't drive again until after the 24-hour day has ended.

And, the new Canadian rules have added a provision the U.S. motorcoach industry has advocated for years but has never successfully gotten inserted into the hours-of-service rules: Shipper

provisions. Canada's rules have extended the onus of compliance to shippers (customers). Essentially, the new rules say that third parties (users of the bus service, tour directors, group leaders and the like) must not request, require or allow a driver to drive in contravention of the HOS regulations.

According to Motor Coach Canada and the Ontario Motor Coach Association, both of which were heavily involved in the years of work leading to the new rules, Canadian government officials wanted that country's rules revamped because they were too permissive and did not reflect current sleep and fatigue research that advocates the need to respect the body's circadian rhythm (the 24-hour clock).

Apparently, none of the groups involved in negotiating the rules are happy with them. Motor Coach Canada says safety advocates say they allow too many hours of driving and not enough rest; trucking companies say they are too restrictive and will result in less efficiency and the need for more drivers; shippers say they will drive up the cost of transportation, and enforcement agencies say the rules are too complex and will be difficult to enforce.

For its part, Motor Coach Canada says the rules will exacerbate the driver shortage and make

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Registration rates to jump in North Carolina by 43%

RALEIGH, N.C. — Motorcoach operators in North Carolina will see coach registration rates rise nearly 43 percent effective Jan. 1, and face tough new rules if they violate state tax laws.

All original, renewal and supplemental IRP registration applications for buses go from \$1.40 to \$2 per hundred pounds licensed weight on Jan. 1.

That means it will cost \$600 to register a coach that has an empty weight of 30,000 pounds, plus a \$3 fee. The current registration charge for a 30,000-pound coach

is \$420.

Also starting Jan. 1, the state will begin prorating registrations monthly instead of quarterly.

Under other legislation taking effect Jan. 1, the North Carolina Department of Revenue can deny a motor carrier a license under the International Fuel Tax Agreement if the carrier had its license cancelled for cause, if it has been convicted of fraud or another offense that indicates it may not comply with the fuel tax laws, or it has failed to pay any state tax or file a state tax return.

Main Provisions	Canada		USA
	Current Regulations	New Regulations (2007)	Current Bus Driver Regulations
Daily cycle	23 hours (15 on-duty + 8 off-duty = 23)	24 hours (14 on-duty + 10 off-duty = 24)	23 hours (15 on-duty + 8 off-duty = 23)
Maximum driving time per shift	13 hours	13 hours	10 hours
Maximum driving time per (24 hour) day	16 hours <i>theoretically</i> [13 hours driving, 8 hours off-duty, + 3 hours driving = 16 hours]	13 hours	16 hours <i>theoretically</i> [10 hours driving, 8 hours off-duty, + 6 hours driving = 16 hours]
Maximum on-duty time per "shift"	15 hours	14 hours	15 hours
Extension to daily driving time and on-duty time – adverse road/weather conditions	2-hour maximum	2-hour maximum	2-hour maximum
Minimum off-duty time per (24 hour) day	8 hours	10 hours	8 hours
Maximum shift length between "core rest" Periods (on duty time plus off-duty time)	No limit	16 hours (no more than 16 consecutive hours can separate two 8-hour core rest periods)	No limit
Minimum shift break (before driving again)	8 hours consecutive (can be reduced to 4 hours once in 7 days, known as "short turn")	8 hours consecutive ("short turns" not permitted)	8 hours consecutive ("short turns" not permitted)
Additional off-duty time (over and above the 8 hour "core rest" period)	None	2 hours (can be tacked to core rest period or taken during the shift in periods of not less than 30 minutes)	None
Weekly cycles (on-duty time)	60 hours in 7 days or 70 hours in 8 days or 120 hours in 14 days (cycle switching is permissible) ¹	70 hours in 7 days or 120 hours in 14 days (cycle switching only after taking 36 or 72 hours off-duty, respectively). Driver must declare cycle in logbook ²	60 hours in 7 days or 70 hours in 8 days (cycle switching is permissible)
Voluntary cycle reset	None	36 or 72 hours (for cycle 1 and cycle 2 respectively) starts fresh cycle	None
Mandatory day off (if cycle limits don't prevail)	None	Minimum 24 consecutive hours off in 15 days	None
Compliance onus	Driver and carrier	Driver, carrier and customer (tour operator, tour director, etc.)	Driver and carrier

Source: Motor Coach Canada

¹Drivers following the 120 in 14 cycle must have 24 hours consecutive off-duty prior to the 75th hour of the cycle.

²Drivers following the 120 in 14 cycle must have 24 hours consecutive off-duty prior to the 70th hour of the cycle.

Disclaimer: This reference table is intended to assist in complying with the hours of service laws. It does not address all the legal requirements. It is every carrier and driver's responsibility to know and abide by the regulations for Canada and the United States.

Lift-grant program gets facelift

WASHINGTON — The Federal Transit Administration has announced details of the over-the-road bus wheelchair-lift grant program for the next four years and made a change to the program that isn't going to be welcomed by the tour-and-charter industry.

The FTA says it will award grants of more than \$32 million during the next four years, with the bulk of the money to be used to retrofit buses with wheelchair lifts or help offset the cost of buying new coaches equipped with lifts.

A total of \$7.5 million will be

awarded in fiscal 2006; \$7.6 million in '07, \$8.3 million in '08, and \$8.8 million in '09.

The new highway and public transit reauthorization law requires that 75 percent of the wheelchair-lift grant money go to operators that are "substantially or exclusively" engaged in fixed-route service.

The remaining 25 percent is to be allocated to other "providers of over-the-road bus services." The FTA has interpreted that to mean local fixed-route, commuter, and charter-and-tour service.

The FTA's decision to lump

local fixed-route service and commuter service with charter and tour could dramatically dilute the amount of money likely to end up in the hands of tour-and-charter operators. Since the FTA is likely to assign a higher funding priority to any type of fix-route service, its possible tour and charter requests will come in dead last. The competition for the 25 percent will be keen.

A notice is expected to be published in *Federal Register* in the next few weeks announcing the selection process for the fiscal 2006 grants.

Federal appeals court rejects entry-level driver rule

WASHINGTON — A three-judge federal appeals court has sent the 16-month entry-level driver training rule back to the Federal Motor Carrier Safety Administration for overhaul.

The decision early this month by the United States Court of Appeals for the District of Columbia means the FMCSA likely will have to gin up a new rulemaking that covers training of new commercial vehicle drivers.

Meanwhile, the current rule remains in place. The court said that while the rule is inadequate, it doesn't do any harm.

From the day the rule was announced in June 2004, it was opposed by the United Motor-

coach Association; Advocates for Highway and Auto Safety, a consumer safety organization, and the Owner-Operated Independent Drivers Association, which represents truckers who own their own rigs.

Generally, UMA and the others contended the rule was arbitrary and capricious and should be

revised. Advocates for Highway and Auto Safety specifically complained the rule didn't go nearly far enough in requiring training for new truck and bus drivers.

UMA's principal complaint was the training required by the rule must be provided by individual bus and truck operators. UMA

maintained the training should be part of the CDL process at the state level.

Advocates for Highway and Auto Safety and the independent truckers filed suit in July 2004. UMA joined them with its own suit late in the year.

The court consolidated the case

under the Advocates for Highway and Auto Safety petition.

In its ruling, the court largely accepted Advocates for Highway and Auto Safety assertions that the rule was inadequate and the FMCSA had disregarded mountains of evidence indicating real-

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Rules for drivers using insulin are updated by feds

WASHINGTON — The Federal Motor Carrier Safety Administration has eased the restrictions for its diabetes exemption program.

Under the change, bus and truck drivers who use insulin to control their diabetes will no longer be required to have three years of experience operating a commercial motor vehicle — while being treated with insulin — to be eligible for the exemption program.

In a "notice of revised final disposition" was published in the Federal Register last month, revising the criteria for the diabetes exemption for commercial drivers operating in interstate commerce.

The revision establishes a "specified minimum period of insulin use to demonstrate stable control of diabetes before being allowed to operate a CMV."

The change is effective immediately.

Drivers can request exemption applications by calling the FMCSA at (703) 448-3094; faxing (703) 448-3077, or mailing a letter to: Federal Diabetes Exemption Program, Office of Bus & Truck Standards & Operations, FMCSA, 400 Seventh St. SW, Washington DC 20590-0001.

The revisions were mandated in the highway and public transit bill passed this past summer. The rule will remain in effect until the FMCSA completes a rulemaking to change the section of the Federal Motor Carrier Safety Regulations that applies to drivers with insulin-dependent diabetes.

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Canadian rules

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bus travel less affordable, enticing customers to look to alternate means of travel. Tour operators say they will complicate itinerary design, drive up tour costs and make group travel by coach less appealing.

Motor Coach Canada tried unsuccessfully to convince both federal and provincial officials that coach operator rules should be different from those of truckers, as is now the case in the U.S. "Motor Coach Canada made all the arguments about rest opportunities that occur during a typical charter/tour bus driver's day and the fact that the coach stops more frequently than a truck for rest breaks.

"However, Transport Canada and the provinces were steadfastly opposed to having a double standard for commercial drivers in Canada and rejected our recommendation for a two-tiered hours-of-service regulation," the association said.

"Top Ten" changes

According to Motor Coach Canada, here are the 10 most-important changes incorporated in

the revised rules.

1. The minimum daily off-duty time in a 24-hour period is increased by 25 percent.

2. The daily on-duty time in a 24-hour period is reduced by 13 percent.

3. The daily driving time in a 24-hour period is reduced by 18.8 percent.

4. The once-a-week "short turn" is eliminated.

5. The driver's work shift is restricted to 16 hours.

6. "Cycle switching" — to gain more on-duty time — is prohibited.

7. Rules for sleeper berths (split times, design, construction) are tightened.

8. One day off in a 15-day period is mandated (regardless of on-duty accumulation).

9. Responsibility for compliance is shared (carrier, driver, tour operator, tour director, etc.).

10. Enforcement officers are granted new powers.

Motor Coach Canada has put together a list of rules-related items that warrant special consideration by coach operators:

No "short turns" means drivers must get 8-full hours off-duty prior to starting a new work shift

For example, where a driver's work shift ends at 11 p.m., the driver can't start his/her pre-trip inspection of the bus the next morning until 7 a.m. This might mean having to hire a local bus company to do late-night shuttles from a venue back to the hotel to allow the tour driver to get his/her full 8 hours off-duty.

Long, one-day outings that could be done legally with one driver under the old rules may require two drivers under the new rules

The rules' "continuously ticking shift clock" means a driver who starts his or her work shift at 6 a.m. will run out of hours at 10 p.m. For example, on a one-day outing to a venue 250 miles away, with a seven-hour stay at the venue, the driver could run out of hours on the way home.

Tour operators and bus companies may need to consider a "tour start" where another driver does the pre-trip inspection and multiple pickups to conserve hours for the long-haul driver.

"Out-of-service" orders. A driver who is found to have a falsified a log book or fails to produce a log book will be placed out-of-service for 72 hours.

Entry-level driver

CONTINUED FROM PAGE 5

world driver training improves commercial vehicle safety.

On the other hand, the court used a technicality — flagged by government attorneys — to reject the arguments included in the UMA suit.

Still, Robert Hirsch, UMA's attorney, said he was pleased with the decision even though the judges did not agree with UMA's challenge. Hirsch said UMA had been actively involved in framing the arguments and drafting the briefs that persuaded the court to reject the rule.

"By actively participating, UMA has been able to ensure the arguments against the final rule did not go farther than they needed and could possibly undermine or foreclose the motorcoach industry's ability to help shape a practical, future training rule," said Hirsch. "That would have been most unfortunate, especially after the industry's two national associations (ABA and UMA) and Greyhound Bus Lines had previously been such strong, vocal proponents for an entry-level training

requirement that focused on the fundamentals of operating a vehicle when these organizations participated in" a federal study of the issue in 1995.

UMA Vice President of Government and Industry Relations Norman Littler said that when the FMCSA reconsiders the issue, "we will have an opportunity to restate our comments which the court would not hear due to granting DOT's legal motion. Our comments are likely to also request that the FMCSA dust off and update the "Model Motorcoach Driver Training Curriculum" that the industry worked so hard on from 1995-1997. If a new rule is promulgated that mandates "behind the wheel training" as the court opinion directs. The model curriculum will likely become the national baseline guide for coach driver training.

"As our brief argued, options for training should be considered such as by a coach company, a driver school, or by a state DMV. We now have another kick at the can. Until then, the current rule will remain, albeit without many teeth and with a reduced liability exposure to operators."

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Hurricane

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"I've paid my drivers, my fuel and my insurance. Now, I want to be paid," pleaded the manager of a small company that had three buses involved in the rescue operation for more than three weeks.

In addition to the wait for money, operators say they have been overwhelmed by complicated paperwork required by the subcontractors, including repeated and last-minute requests for additional documentation to support invoices.

"It has been just unbelievable," emphasized another operator.

One owner said two of his drivers shared a hotel room during the operation to save money, but even that effort has come back to haunt him. He said the single lodging bill the drivers received from the hotel was filed as an expense under one of the driver's names. However, it was rejected with instructions that each driver had to list his own hotel costs. "We did that, but then we did not have any documentation for the second driver," he said. "It's been like that since the beginning."

Another operator complains that the contractors changed the daily rate the carriers were to be paid without notice, and when he sought an explanation, he was told that one had been faxed to him earlier. The operator, a meticulous manager and former accountant, said he never received such a fax.

Many operators are leery — even fearful — about going public with their complaints or criticism of the debacle because they worry it will result in their payments being delayed even longer.

"The talk, too, is that if we threaten to sue, they'll put our money in trust and let the lawyers

work it out, and we could get our money in five years or so," said one operator.

Another long-time East Coast operator is convinced the contractors are purposely dragging their feet because they know hard-pressed small operators will get to the point they'll be willing to settle for 50 cents on the dollar or some worse financial arrangement. This operator also thinks that scores of small operators were purposely picked for the evacuation operation for that exact reason. They wouldn't be able to withstand the financial pressure of not being paid on a timely basis, making it easier for the contractors to sharp-shoot them, this operator says.

One owner who is not afraid to speak out — Pat Wessinger of Get A Way Charters in Woodland, Wash. — has spent hours on the telephone calling everyone she can think of from the owners of the companies who ran the rescue operation, to federal agencies, to members of Congress. "They ticked off the wrong woman," says the feisty 71-year-old.

Wessinger, who had eight buses involved in the operation — five of them are still working in the storm-struck areas — said she is owed about \$500,000 and has received only about \$20,000. "And every payment I've received came only after I contacted them," she asserted.

She said she was forced to use \$50,000 of her savings and sell equipment to pay bills, and she's unsure how much longer she can last. "My creditors are going to force me into bankruptcy if I don't get paid soon," she maintains. "We're not there yet, but it is getting close."

Wessinger said her work in the operation is expected to end in the

next week or two but now she doesn't know if she'll be able to afford to bring back her remaining five buses and drivers.

In addition to FEMA, other central figures involve in the operation include Landstar Systems, a trucking logistic company contracted by the federal government to handle all phases of the transportation operation, and Carey Limousine, which Landstar hired to direct the motorcoach portion of the work.

'My creditors are going to force me into bankruptcy if I don't get paid soon.'

Carey directly employed some motorcoach companies itself, but also contracted with Transportation Management Systems and Bus Bank, both experienced in the motorcoach industry, to round up the majority of the coach companies.

It is not known how much money Landstar has already received or how much of it has trickled down through Carey, TMS and Bus Bank to motorcoach companies.

Landstar, which has been handling federal government transportation needs for years, had a \$100 million contract for transportation services this year, but negotiated that up to \$400 million

shortly after the hurricanes struck. Although the actual contract was with the Federal Aviation Administration, the money was to be used to for all types of transportation services, including motorcoach operations.

Wire services reported last month that the \$400 million Landstar contract was being investigated, possibly by the Inspector General Office of the U.S. Department of Transportation and others.

Donna Mellion, vice president of corporate communications at Landstar, indicated her company is not to blame for the hold up of payments to motorcoach companies. "I just checked and we have paid every invoice we have received up until last night," she said in a phone interview earlier this month.

Carey, which is handling invoices from the bus companies it hired, as well as those received from operators by TMS and Bus Bank, claims it is working diligently to process payments as quickly as possible.

"Our goal is to pay everybody as quickly as possible in accordance with their contract," said Gary Kessler, vice president of operations.

Kessler cited the magnitude of the operation — organizing more than 1,000 buses from throughout the country in less than a week — as possibly leading to some of the problems facing operators. "There has never been an effort of this magnitude, requiring massive and expeditious logistics planning, mobilization and contract and billing management," he stressed. "So where we are today is greatly dictated by the size of this undertaking in which so many people are working tirelessly to get done."

He said Carey is aiming to get

all of the required documentation from the bus operators as quickly as possible so it can process the invoices it receives correctly and accurately for Landstar and the federal government. However, he was unable to say how long it will be before all of the bus operators are paid.

Officials of TMS and Bus Bank have maintained they have been working hard to help the carriers get their money. The two companies have been receiving invoices from individual bus companies and then passing them on to Carey for payment.

Earlier, they cited the government's decision to hire companies — like Landstar and Carey — that did not have extensive experience in the motorcoach industry, and the rush to get buses to the scene, as contributing to the problems of getting carriers paid.

Kessler disagreed with that assertion, noting that the effort required significant and expeditious logistics planning, plus contract and billing expertise that both Carey and Landstar have.

Meantime, the federal government has put together a special task force to track the billions of dollars that have been and are being spent on hurricane relief and recovery efforts, and to look for possible cases of storm relief fraud, waste and abuse.

Federal authorities also have set up hot lines to report suspected incidents. Anyone, including motorcoach operators, can pass on information to investigators by calling (866) 720-5721, faxing (703) 604-8567, e-mailing katrianafraud@dodig.mil or writing to Hurricane Relief Hotline, Washington D.C. 20301-1900. The Federal Bureau of Investigation also has created a hotline: (800) CALL-FBI or (800) 225-5324.

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New service from DriveCam aims to reduce fleet risks

SAN DIEGO — DriveCam Inc. has launched a service that provides fleets with timely, ongoing and third-party assessments of risky driving behavior.

Called Managed Services, the new unit offers turnkey implementation and event analysis using the DriveCam in-vehicle video system.

The service includes not only the video camera and recording system but also playback software and expert analysis to identify and eliminate behaviors that are known to increase the likelihood of a collision.

The service is provided for a per-vehicle monthly fee and there is no up-front investment, says the company.

According to DriveCam, the system makes it easy for fleets to try, buy and reap the benefits of reduced damage claims from improved driving behavior.

“Consistent driver feedback is the answer to lowering fleet operating costs and improving safety,” said Bruce Moeller, DriveCam president and CEO. “With the introduction of Managed Services, our goal is to make it easy for fleets to immediately secure the bottom-line benefits of improved driving behavior. Our trained experts know what to look for and what works to prevent future incidents. We are so confident that it will lower both frequency and severity of claims and accident investigation costs by at least 30 percent, we guarantee the results.”

Driving events captured by a DriveCam video recorder installed in a vehicle are downloaded and sent via the Internet to DriveCam Managed Services where they are reviewed and analyzed. Professionals trained in driver behavior analysis review driving events triggered by risky driving or collisions.

The reviewers provide reports to fleet supervisors on areas for driver improvement and coaching. This consistent and objective approach ensures that risky behaviors are quickly identified and improved, resulting in far fewer incidents and dramatically lower damage and claims, says DriveCam.

“The reviewers at DriveCam have the expertise in driving behavior to recognize problems, identify root cause and provide guidelines for driver counseling,” said the director of risk management for a San Diego-based company that pilot tested the system. “Our drivers respond better with objective feedback. The reports provided by DriveCam give me the

ability to quickly evaluate the program at different locations and gauge the effectiveness. We have been using DriveCam Managed Services for several months and have significantly reduced both

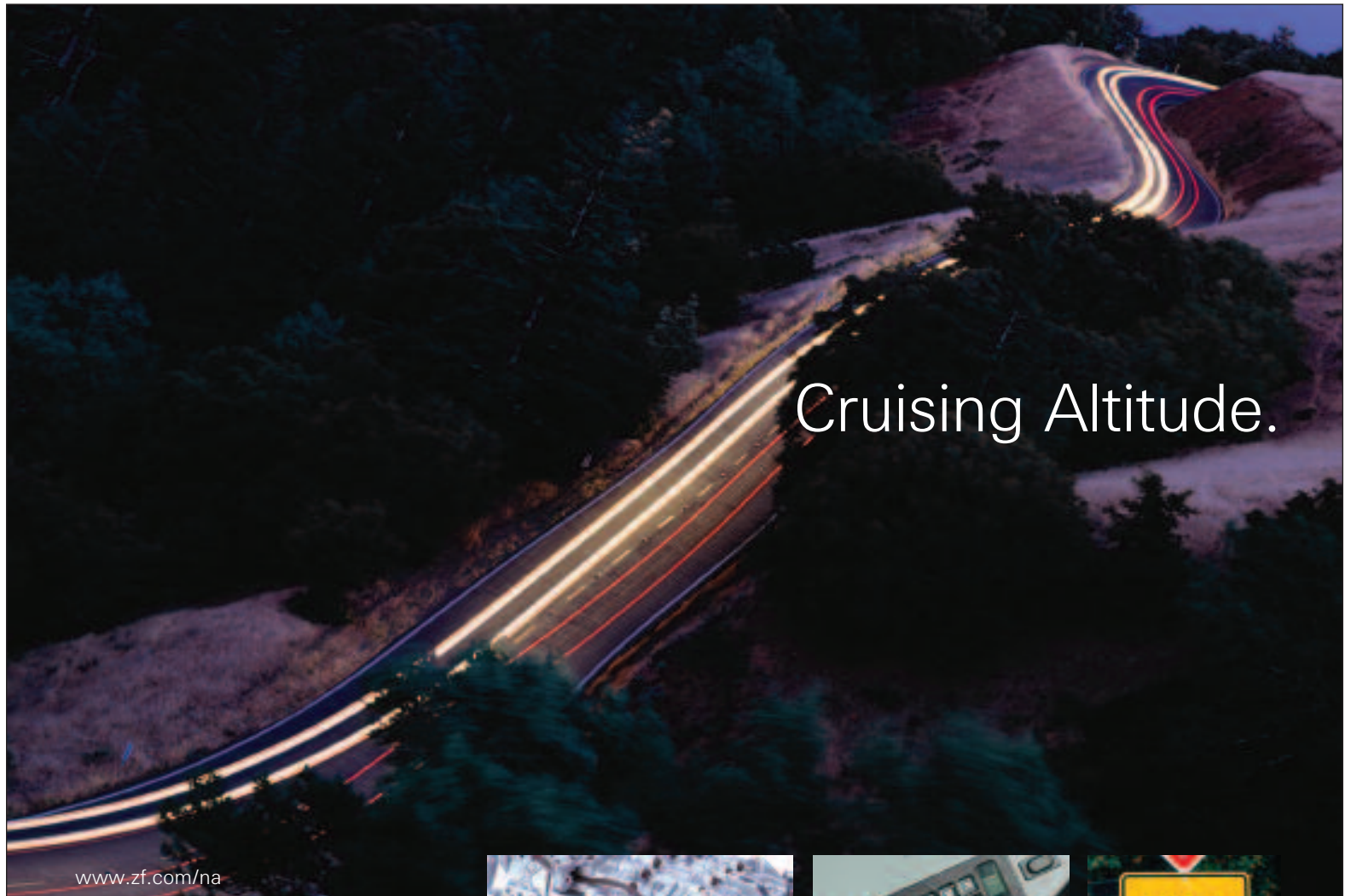
the frequency and severity of incidents.”

DriveCam Managed Services is being marketed to fleets with more than 30 vehicles. The monthly per-vehicle fee includes on-

going event reviews, all hardware and software upgrades, wireless or wired DriveCam event recorder, and five-year contract.

For clients that have an in-house professional fleet safety

staff to download, review and analyze events, DriveCam offers what it calls an Enterprise Edition. Customers can switch between service levels at any time, depending on their needs.



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Trailways adds legislative committee

FAIRFAX, Va. — It may be a sign of the times, but for the first time in nearly 70 years of existence Trailways has created a committee to monitor legislative and regulatory issues for its operator members.

The Trailways Transportation System has representatives from its membership regions to form a legislative affairs committee.

Its role will be to identify and develop policies concerning legislative and regulatory developments at the state and federal level. It also will present Trailways' position to elected representatives and policy makers.

Scott Henry, president of Martz Trailways in Wilkes-Barre, Pa., has been selected to chair the com-

mittee. Henry is a member of the Trailways board, and has experience in local and national legislative activities affecting the coach industry.

Other committee members selected to represent their regions are Godfrey LeBron, vice president of Paradise Trailways in Hempstead, N.Y.; Ron Moore, president of Burlington Trailways in West Burlington, Iowa; Frank Montgomery, president of Capital Trailways in Montgomery, Ala.; Jerry Williams, president of Lone Star Trailways in Tyler Texas; Tom Giddens, president of Pacific Coachways Trailways in Garden Grove, Calif.; Smedley Lynn, president of Atlantic Coast Trailways in Hagerstown,

Md., and Larry Hundt, president of Great Canadian Trailways in Ontario, Canada.

"The legislative affairs committee will be the eyes, ears and voice for Trailways," said Bill Steele, chairman of Trailways. Working "in concert with the American Bus Association and the United Motorcoach Association, as well as other organizations with similar interests, the committee will monitor and provide Trailways members with information on proposed legislative activities.

"Another function of the committee," said Steele, "will be to recommend legislative or administrative actions to the Trailways board and its general membership."

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UMA has new member benefit: Insurance for travelers

ALEXANDRIA, Va. — The United Motorcoach Association has announced the addition of a valuable member benefit: travel insurance.

UMA has partnered with Travel Guard International, the largest travel insurance provider in North America, which covers more than 6 million travelers annually.

The program offers UMA members discounted travel insurance products like trip cancellation, medical expense and emergency medical transportation insurance.

“Operators offering their customers UMA Travel Insurance, in conjunction with their tours or charters, provide peace of mind and a level of professionalism that ensures customers will remain loyal for years,” said UMA President and CEO Victor Parra.

Travel Group’s program is noted for its high service standards; fast, fair claims settlement, and “fairness principle” that uses a mediator to review denied claims.

Travel Group’s coverage also can include baggage that is stolen, lost, damaged or delayed, travel delays, and travel assistance.

For more information go to www.travelguard.com.

UMA members wanting information about prices and travel products should call the association at (800) 424-8262.

UMA elections

Robert Hume of Travel Mates of Virginia Inc. in Harrisonburg and Ralph Young of Young Transportation in Ashville, N.C., have been re-elected to the UMA Board of Directors for three-year terms. The two faced competition in their bids to be re-elected.

Four other UMA directors are retaining their seats because they did not have anyone run against them. Returning to the board for three-year terms from Region 1 are Daryl Johnson of J&J Charters in Crosby, Texas, and Tom Ready of Ready Bus Lines in LaCrescent, Minn. Joan Libby of Cavalier Coach in Boston and Godfrey Lebron of Paradise Trailways in West Hempstead, N.Y., return to the board from Region 3. Region 1 encompasses the western two-thirds of the U.S. and the western Canadian provinces, while Region 3 covers the northeastern U.S., plus eastern Canadian provinces.

Young and Hume, plus four other directors, represent operators in UMA’s Region 2, which includes 13 eastern and southern states, plus Ontario.

The new term for the six directors that stood for re-election begins in January.

Web additions

UMA has added handy new fea-

tures to its Web site, www.uma.org.

Members can now pay their annual dues online, as well as view the information UMA has in its database about the company.

The Web site modifications allow members to update informa-

tion UMA has in its files, and submit the changes so the UMA database can be brought up to speed. By and large, UMA maintains simple business profile information on its members, including fleet size, products and services.

A new hot button at the top right of the members-only section of the Web site, labeled “Pay Dues Now,” takes members to a page that allows them to pay their dues online using MasterCard, VISA or American Express.

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Challenges

CONTINUED FROM PAGE 1

and problem-solving on the road that the law requires or good service demands.

"But the customer thinks a motorcoach is a motorcoach," he says. "That's not true. Even a year-old coach can have a lot of safety problems because of a lack of preventative maintenance."

Godfrey Lebron, vice president of Paradise Trailways in West Hempstead, N.Y., has trouble singling out the industry's No. 1 challenge. "Let's start with getting rogue operators off the road," he says. "Next, we don't have all of the branches of government talking to each other. There's labor law, worker comp, emissions, safety.

"It's a very easy business to get in and out of, and yet carry so much responsibility. Those of us who invest our lives in this industry are extremely frustrated. We continue to battle to show profitability and even sustain being in business. We do everything to keep insurance rates down and then big jury awards drive them up."

Insurance, admits Michelle Silvestro of National Interstate Insurance Co. in Richfield, Ohio, is one of three main challenges she sees as facing motorcoach operators. The others, in her view, are finding qualified drivers and fuel costs.

"People don't want to drive for a living anymore; it's not a glamorous living," Silvestro says. "It's huge to have safe driv-

ers. Fuel costs are a lot higher than they were a year ago, so it's important to have conscientious drivers who conserve as much fuel as possible and are as efficient as possible. Cutting down on idling is one way, and there is software to help with routing."

Because of its importance and costly nature, Silversto recommends operators shop insurance rates every couple of years. "I tell everybody to look at every option. ... What makes the most sense for your company," she says. "If your agent is not looking for you, find another agent."

Finding qualified mechanics is a looming challenge, says Rick Hillard, operating vice president of Tri-State Tours in Galena, Ill. "People would rather work on trucks," he says. "They're more accessible. Buses are more complex, with air-conditioning, audio/visual equipment and lavatories."

Hillard is among those who think that sprucing up the industry image is a must. In his opinion, fixing that problem would mean that most other issues would take care of themselves.

Hillard also thinks the bus charter-and-tour industry suffers because of the poor image of line-haul carriers. "When people look at a bus, it's something in their way on the road," he says. "They have nightmarish memories of doing some kind of trip in college, stuck on a bus for hours.

"Even with all the improvements, there's still a stigma about motorcoach travel. We definitely need some good PR."

Dave Bolen, president of New World Tours in Bristow, Va., agrees. "We've got to create products that appeal to the American consumer," he says. "If we want to have greater acceptance, make the pie larger, we need to offer products that are more appealing."

Along with that, says Bolen, it's important to attract quality employees whose performance exceeds consumers' expectations. "If we have an overwhelming demand for our products, we can handle any other problems, including high fuel prices."

Better marketing is another key challenge, says Dale Krapf of Krapf Coaches in West Chester, Pa. "We've got to get people into our beautiful equipment," he says. "A lot of people think of the (General Motors') Fishbowls of 35 years ago. The new buses we buy are just as nice as air buses."

But the airlines, says Krapf, are unfair competitors. "They give discount fares, go bankrupt, and never miss a step," he says. "The feds jump in and give them \$15 billion."

Krapf also worries that it's primarily the young and the very old who travel by coach. School athletes and band members aren't enough to carry the industry forward, he says.

"I don't see the next generation using our buses. Seniors are but unfortunately they're dying off. We've got to get creative. We should park our buses at shopping malls, especially during the shopping season, with a sales person there so people can see how nice these coaches are."

He would like to see a national co-operative advertising program, similar to those run by the beef and milk industries. "We need to do that."

Jeff Polzien, president of Red Carpet Charters in Oklahoma City, also believes the industry has to get smarter about marketing, pricing and sales. "That's the biggest thing that plagues our industry," he says.

A 'Top Eight' List

Challenges facing the motorcoach industry for 2006 and beyond:

1. Unfair competition from transits
2. Shortage of drivers, mechanics
3. Better operator marketing
4. An image makeover
5. Insurance rates
6. New technology
7. Interest rates
8. Fuel prices

"The industry has a two-part marketing plan — rely on the Yellow Pages or wait for the phone to ring."

Additionally, the industry needs to have a better understanding of costs and variable pricing, he says. "When demand is high, we should price accordingly, like the hotels do."

Despite the retreat of diesel prices in the past six weeks, fuel costs remain a challenge.

Says CEO Larry Benjamin of Northfield Lines in Northfield, Minn.: "It's difficult to try to pass the cost (of \$3+ a gallon diesel fuel) along to the consumer. Even if you add a surcharge, you don't want to lose long-time customers."

Steve Haddad, president and CEO of Carl R. Bieber Tourways in Kutztown, Pa., says the No. 1 challenge is containing fuel and insurance costs to make a profit.

"Those who don't operate at a profitable margin put a black mark on the industry," he says. "Are they keeping their equipment up to date? How is their safety record? Are they doing drug testing, giving proper training?"

Bringing newer, younger drivers on board is another challenge, says Bob Brisman, president of West Point Tours in Vails Gate, N.Y. "Wellness of a driver is an issue," he says. "Drivers should be healthier, eat better, exercise more, and smoke less."

CONTINUED ON PAGE 15 ►

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CUSA realigns, adds executives

DALLAS — CUSA, the motorcoach industry's largest tour-and-charter operator, has announced three key management changes, reflecting a realignment of responsibilities.

John Busskohl has been named vice president, sales, a new position; John Montgomery succeeds Busskohl as vice president, western region, and Ron Waller becomes senior director, fleet, also a new post. The changes were announced by CUSA CEO Craig Lentzsch.

Busskohl has been at CUSA since it was formed through the acquisition of former Coach USA operations more than two years

ago. He spent six years as a vice president at Coach USA before heading CUSA's West region.

In his new role, Busskohl will be responsible for improving relations with national and international major accounts, create and implement sales training, and develop programs and distribution channels designed to improve profitability. He will report directly to Lentzsch.

Montgomery joined CUSA earlier this year as vice president, marketing, distribution and product development. In his new job, he will be responsible for CUSA operations in Phoenix, San Diego,

metro Los Angeles and Anaheim, Calif. He also reports to Lentzsch.

Waller previously was the general manager of CUSA's Phoenix operation. He will lead CUSA's corporate fleet refurbishment, new fleet acquisition and fleet deployment and disposition program. He reports to Jack Morgan, chief financial officer at CUSA. His successor at CUSA Phoenix has not yet been named.

"We believe the talent of these individuals, along with the creation of the new sales and fleet management positions, will lay the groundwork for our company's continued growth," said Lentzsch.

Calendar

DECEMBER 2005

13-14 United Motorcoach Association Safety Management Seminar, National Transportation Safety Board Academy, Asburn, Va. Info: (800) 424-8262, or go to www.uma.org.

JANUARY 2006

4-7 2006 Convention & Marketplace, Tennessee Motor Coach Association, Galt House, Louisville, Ky. Info: (423) 348-1385 or go to www.tnmca.net.

15-17 International Motor Coach Group Maintenance & Safety Forum, Tampa, Fla. Info: (877) 564-9911, or go to www.imgcoach.com.

16-17 ABA-UMA Security and Emergency Preparedness Planning Workshop, International Motor Coach Group Maintenance & Safety Forum, Tampa, Fla. Co-sponsor: IMG. Info: Contact Daecher Consulting Group, (717) 975-9190, or e-mail security@safetyteam.com

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Daimler to move Sprinter plant

NORTH CHARLESTON, S.C. — DaimlerChrysler plans to open a new plant in South Carolina where it will assemble Sprinter vans.

Initially, the plant will employ 200 to 300 workers. DaimlerChrysler hopes that number will grow to as many as 1,800 employees by 2010, a number of North

Carolina newspapers reported.

The Sprinter is a diesel-powered passenger and cargo van that is built in Germany and then shipped in parts and reassembled in Gaffney, S.C. It is sold by the company's Dodge division.

DaimlerChrysler is expected to spend up to \$40 million.

Axel-weight limits

CONTINUED FROM PAGE 1

there is a notice posted saying all commercial vehicles must stop. "Running" by a scale without stopping can bring a hefty fine. Still, no fine may be imposed for any single axle weighing below the 24,000-pound threshold.

"I can't see any scenario where a single-axle weight on a coach will exceed 24,000 pounds," said Norman Littler, senior vice president of government and industry relations at the United Motorcoach Association. "If it ever did, the tire safety specifications would certainly be exceeded, and both a fine and a safety inspection out-of-

service order would be entirely appropriate."

The motorcoach industry thought it had won exemption from axle-weight limits on federal highways more than two years when Congress adopted the fiscal 2003 USDOT budget. However, lawyers for the Federal Highway Administration threw cold water on that exemption, saying it only granted states the right to exempt buses if they chose to do so. Otherwise, they could continue enforcing axle-weight limits, which a number of them did.

This year's effort by the coach industry to get the provision in the Transportation Department appropriation bill was led by Clyde J. Hart Jr., vice president of government affairs at the American Bus Association. The provision expires in 2009 and will require renewal then.

There is a separate provision in the six-year highway and public transit reauthorization law that President Bush signed in August related to axle-weight and safety inspections. The law says motorcoaches are not to be subjected to roadside or scale-house inspections unless there is an obvious and imminent safety hazard present. That means coaches can be made to pull in and be weighed, but they aren't to be fined or inspected unless an enforcement official perceives an imminent danger or hazard.

Under the law and in normal circumstances, motorcoach safety inspections are to be performed at bus yards, terminals and destinations, and with no passengers on board.

The provision is designed to discourage enforcement officers from conducting risky roadside inspections and to do safer, destination inspections instead.

However, if an enforcement official sees an obvious problem (i.e., broken windshield, part hanging off, lights out and the like), all bets are off.

If a coach operator believes an enforcement officer is not abiding by the rules and conducting an inspection at an inappropriate place and time, then the operator should file a complaint with the Commercial Vehicle Safety Alliance.

The fiscal 2006 USDOT appropriations law calls for total spending by the department of \$65.9 billion, which is roughly \$6 billion more than Bush proposed in his budget.

The measure funds the federal highway and bridge program at \$35.9 billion for the period Oct. 1, 2005, to Sept. 30, 2006, up 4.89 percent from last year.

One of the big winners in the appropriations law is the Federal Transit Administration, which will see its funding jump 12.3 percent to \$8.59 billion.

The Federal Motor Carrier Safety Administration is receiving \$495 million.

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NJ Transit to buy 53 MCI cruisers, lease 20 more

NEWARK, N.J. — NJ Transit is purchasing 53 new cruiser buses from Motor Coach Industries and leasing up to 20 used cruisers from MCI. The value of contract for the new coaches is nearly \$25 million.

The coaches will provide additional capacity to meet increasing ridership, which NJ Transit says is at an all-time high.

The additional buses will be phased in during the next nine months and used on 31 different routes in Hudson, Essex, Bergen, Passaic and Union counties, the Route 9 corridor, and routes in Atlantic City and South Jersey.

The buses also will give NJ Transit added operational flexibility as it takes buses out of service

to upgrade onboard fare collection equipment next year. During the upgrade, nearly 2,100 fare registers will be replaced and more than 1,000 fare boxes will be rehabilitated. Fare registers take tickets but not coins or bills; fare boxes accept all forms of payment.

The coaches will be produced by MCI under specifications simi-

lar to those used for NJ Transit's massive bus purchase in 2000-

2002, ensuring compatibility across the agency's 1,000-cruiser bus fleet.

ABA downsizing publication unit

WASHINGTON — The American Bus Association is overhauling its publications operation, including outsourcing production of *Destinations* coach travel magazine. Additionally, the entire publications staff is being terminated.

"ABA is in the process of changing its business structure to enhance its publication, *Destinations*, and at this time, ABA is in discussions with outside firms," explained Lori Harrison, ABA director of communications.

"Nothing to date has been determined or finalized. The discussions focus on *Destinations* only — and not any of ABA's other publications, including *The Report*, *Motorcoach Marketer*, *Marketplace Today* or *Top 100*."

"To comment on any discussions or pending decisions, and projects not yet finalized, would be preliminary and inappropriate."

Harrison added.

Destinations, a glossy publication has been the membership magazine of ABA for nearly 30 years. It has won a number of editorial and design awards, and has long been considered the most attractive publication in the bus industry.

In recent years, however, the magazine has lost money for the association. In fiscal 2005, it lost more than \$155,000 on revenue of just under \$800,000. It's projected to lose \$100,000 in fiscal 2006.

To help staunch the red ink, *Destinations* switched publication in March from monthly to every other month.

Membership magazines typically serve as an essential link to members, featuring suppliers and members editorially, extending the message of the association, and providing a tangible membership

benefit. Their record on profitability is mixed.

ABA's 2,000 travel and tour operator members are believed to rely on the magazine for destination itinerary ideas and group travel news.

Destinations is headed by veteran trade publishing executive Michael Hayes, the publisher, and editor Judi Bredemeier. They and four other staffers reportedly have been informed they are being terminated at year end. The layoffs represent 25 percent of the staff of ABA. Harrison declined to confirm the firings.

The ABA publications department also produces the association convention newsletter, *Marketplace Today*; the *Motorcoach Marketer* directory, and operates the ABA *Top 100 Events* program. The future of those publications is unknown.

Challenges

CONTINUED FROM PAGE 12

A local frustration, says Brisman, involves taking groups to New York City — roughly 50 miles away. "We bring a large number of people in one vehicle, saving fuel and reducing pollution. But the drivers circle and circle looking for a place to park, and that increases the risk of an accident," he says. "Finally they park and are issued a ticket. "Big cities should become more bus friendly."

Robert Foley of ABC Bus Companies in Faribault, Minn., is concerned that as interest rates inch higher, so will coach payments. He also worries about other cost challenges facing operators from new technology, including fire-suppressant systems and materials for the interior of coaches, so-called smart tires and tougher emission standards.

Another change is on the horizon, says Lebron. Sulfur, the power content in diesel fuel, will be reduced by 5 percent next year. "To comply with emissions standards they're killing fuel mileage."

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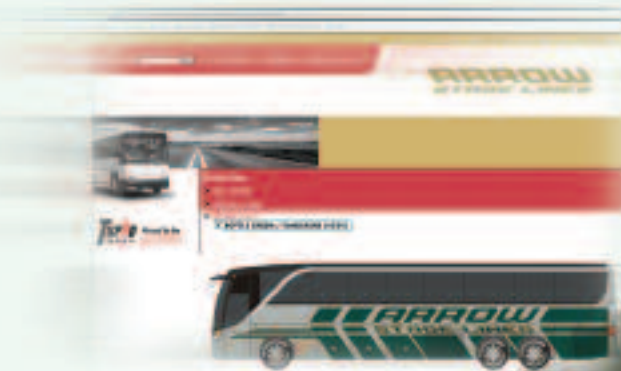
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An Invitation to Expo

By Victor Parra
President & CEO
United Motorcoach Assn.



Victor Parra

Wow!
It's hard to believe that a year has gone by and another Motorcoach Expo is upon us. It seems like just yesterday we were honoring some very exceptional folks in our industry at the annual Visions Awards Banquet in Las Vegas — people like *Frank Henry, Steve Haddad, Dave Bolen* and other notable motorcoach professionals.

Well, here we are again, ready to begin another chapter in the life of the motorcoach industry... and things are looking rosier every day. We seem to have made our way through some challenging times and started building a solid foundation for our industry.

Now it's time to turn our attention — our time, our energy and our talents — to the future. It's time to chart a path for long-term success, a path that will lead to sustained *growth* and *profitability*.

But, building a *Road to Success* won't be easy. In this past year, new roadblocks have emerged, impeding our quest to capitalize on the increase in group travel — not least of which has been the exorbitant rise in the cost of fuel.

Additionally, we've seen competition stiffen, a rise in *lowballing* and an increase in pricing wars. On top of all that, the transit industry seems to have stepped up its encroachment into the private-sector charter bus arena (*most of it illegal, I might add!*).

This means that as you begin making your expansion plans, understanding and managing these hurdles will be paramount to ensuring that your *Road to Success* actually gets you there... and doesn't lead you down a dead end street.

The good news is that the Motorcoach Expo educational program — laid out by the UMA Meetings and Marketing Committees — will provide *you* with plenty of knowledge, insights and information needed to chart a profitable path. A path tailored to the *unique features of your company*. That includes the services

CONTINUED ON PAGE 24 ▶

Expo glitter and a whole lot more

TAMPA, Fla. — For many who attend Motorcoach Expo, there inevitably comes a moment when some of the wonder and contentment of childhood over takes them.

Walking through the exhibits of shiny new motorcoaches, brightly lit engines, neon-painted portable lifts and bus seats clad in psychedelic fabrics frequently feels akin to exploring a giant toy store.

While feeling that way at the show may be perfectly normal, the reality is that Expo is serious business. It is vital for industry personnel of every stripe to attend educational conferences and equipment expositions, both for the purpose of seeing the newest goods and services and — more importantly

— for comparing notes with peers from across the U.S. and Canada.

There is great value in kicking the tires before deciding what to buy and getting feedback from other operators who may have firsthand experience with prospective equipment acquisitions, as well as tough business issues.

In fact, the key to making the most of Motorcoach Expo 2006 is the ability to network with industry colleagues, vendors and potential customers, in a relaxed yet meaningful way.

Here's a rundown of the various activities and events at Expo that assure outstanding networking opportunities ... and having a great time.

Welcome Reception at the Tampa Aquarium. As the opening event of Expo, attendees will be welcomed to Tampa with a taste of the city's Cuban history, as well as a nod to its greatest celebration, Gasparilla. The aquarium setting, with its 10,000 aquatic animals and plants, will make the event an evening to remember.

Operator Luncheon/Lessons in Leadership. Steve Farber, former vice president of The Tom Peters Company, will speak on the concept of "extreme leadership." Geared to leaders at any organizational level, this session will inspire, entertain and offer ideas for leading your organization to

CONTINUED ON PAGE 23 ▶

Schedule of Events All events in Tampa Convention Center unless otherwise noted

Wednesday, Jan. 18, 2006

9 a.m.-5:00 p.m. Registration
1-5 p.m. State Association Summit, Tampa Marriott Waterside Hotel
6-9 p.m. Welcome Reception, Tampa Aquarium. Operators, plus Platinum, Gold and Silver Sponsors
7-9 p.m. Welcome Reception, Tampa Aquarium. Industry suppliers

Thursday, Jan. 19, 2006

7:30 a.m.-4:30 p.m. Registration
8-8:30 a.m. Continental Breakfast and Networking
8:30-9 a.m. Opening Session: UMA Active Member Mtng
9 a.m.-4:15 p.m. Maintenance Interchange
9-10 a.m. Legislative and Regulatory Update
11 a.m.-Noon Associate Member Meeting
11 a.m.-Noon Education Sessions (Details P-18)
Noon-1:45 p.m. Operator Lunch/Leadership Lessons
2-4:15 p.m. Education Sessions
4:30-7:15 p.m. Exhibit Hall — Sneak Preview

Friday, Jan. 20, 2006

7:30 a.m.-5:30 p.m. Registration
8-8:30 a.m. Continental Breakfast/Networking
8:30-10:30 a.m. Education Sessions
10:30 a.m.-5:30 p.m. Exhibit Hall Open
11 a.m.-2 p.m. Lunch on the Exhibit Floor
6:30-11 p.m. 3rd Annual Vision Awards Banquet

Saturday, Jan. 21, 2006

9 a.m.-Noon Registration
9 a.m.-Noon Exhibit Hall Open
10 a.m.-Noon Brunch on Exhibit Floor
10 a.m.-4 p.m. 2007 Expo Booth Selection
Noon Drawing for Super Bowl Package

Sunday, Jan. 22, 2006

8 a.m.-3 p.m. 2nd Annual Ray Dupuis Memorial Golf Tournament—Cypress Creek Golf Club

Win 2 free tickets to Superbowl XL!

The package includes 2 tickets to the game, airfare for 2, hotel accommodations for 4 nights, spending money, and ground transportation to and from the airport and the game. Simply complete the Passport in your Motorcoach EXPO On-Site Guide by visiting the participating exhibits. Then, bring your completed Passport to the UMA booth to be entered into our drawing.

Win our game and go to the big game!



Variety marks educational sessions at Expo 2006

TAMPA, Fla. — Motorcoach Expo 2006 will feature a series of hard-hitting educational seminars designed to help coach company owners and managers develop specific strategies to make their operations more successful.

The two days of workshops and panel discussions will operate on the premise that no two companies are alike and that what makes one company perform better may not work for another.

So, the "Solution Sessions" at Expo 2006 will focus on helping companies find their own particular "Road to Success." Sessions will direct owners and operators to look closely inside their companies and to focus on the individual characteristics — culture, values, markets, financials, equipment and customers — that make them unique.

By determining their company's strengths, weaknesses and needs, operators can use the Expo seminars and discussions to begin charting their own path to success. Here's the Solution Sessions scheduled for Expo '06:

Thursday, Jan. 19 9–10 a.m. *New Business Opportunities Analysis*

Should you pursue a new business opportunity or continue with the tried and true? Learn how to identify, develop and capitalize on new business opportunities. A panel of motorcoach industry executives will present a model financial analysis and risk assessment, demonstrating how to take into account changes to current business cost structures, revenue sources, markets and the like. Learn how to

make better and smarter decisions for the future of your business.

10–10:45 a.m. *Legislative and Regulatory Update*

An expert in government and industry relations will address the current legislative and regulatory environment and how these issues impact the coach industry, at both the federal and state levels. Topics may include:

- Update on ADA rules that go into effect for 2006-07.
- Explanation of the new federal highway reauthorization legislation and a discussion of the rulemaking called for in the new law.
- Presentations from U.S. Small Business Administration and the Federal Motor Carrier Safety Administration.

11 a.m.–Noon *Concurrent Sessions*

Marketing and Sales: Easy-to-Use Market Research Techniques

Get focused on your company's unique market and successfully meet the demands of your customers. In this exceptional session, learn how to better understand your particular market, your customers' changing needs and changes in the market that may lead to new opportunities. Discover straightforward market research techniques that are easy to use for everyone.

Finance: Developing/Implementing a Business Plan for Small Operators

Specially designed for small motorcoach companies. A panel of

owners of small companies will discuss how they developed their own all-inclusive business plans. Find out what components were successful and what elements did not work. From the experiences of others, learn how to develop your own business plan to chart a successful course for your company.

Operations: Managing Fuel Costs

Diesel fuel prices skyrocketed during 2005 and are expected to remain above historic levels for the foreseeable future. How are successful operators managing their fuel costs and what steps should all operators be taking to get the most out of their fuel dollars? A must-attend session for any operator interested in protecting the bottom line.

Noon–1:45 p.m. Operator Luncheon: Leadership Lessons

Steve Farber, former vice president of The Tom Peters Company, will speak on the concept of LEAP, a lesson in "extreme leadership." Geared to business leaders at any organizational level, this session will help you lead your company down the road to success. Find out what it means to take the Radical LEAP into leadership by cultivating love, generating energy, inspiring audacity, and providing proof.

Concurrent Afternoon Sessions

2–3 p.m. Marketing and Sales: Follow-up on Lessons in Leadership — Practical Applications

If you enjoyed Steve Farber's after-lunch presentation and want to learn more, this session takes a look at real-world applications of LEAP. Leadership is the foundation of a strong company and essential to the success of any business. Learn new ways to lead your company to a bright future.

2–4:15 p.m. Finance: What Worked in the Past May Not Work in the Future

Changing your business practices does not mean you have to change corporate principles and values. Popular returning speaker Duane Spader discusses how to make changes to build a consensus within your management team and move your company forward — profitably.

2–4:15 p.m. Operations: Driver Regs/Employment Law

In this presentation, an industry expert discusses driver regulations. Then, get all the basics on hiring, firing and everything in-between for small-and-midsize operators from a leading labor and employment attorney.

3:15–4:15 p.m. Marketing and Sales: Developing an Easy-to-Implement Marketing Plan

Specially designed for small motorcoach companies. Want to develop a marketing plan that fits your company? Learn how to take your company's unique characteristics and situation into account to develop and implement a best-fit marketing plan for success.

Friday, Jan. 20

Concurrent Morning Sessions 8:30–9:30 a.m. Marketing: Developing Packaged Travel

Is packaged travel right for your company? Hear from other operators about the ins and outs of packaged travel. Learn how to work with tour operators to create win-win business relationships and develop the right product for your company. And, decide how much of your product mix should include packaged travel.

8:30–9:30 a.m. Finance: Building a Strong School Bus Business

Is your school bus business as strong as you want it to be? This informative session will focus on effective strategies for marketing your school bus business, working with school-district clients, and the programs you should have in place to make your school bus business more successful.

8:30–9:30 a.m. Operations: 2007 Engine Requirements

The 2007 U.S. Environmental Protection Agency requirements for diesel engine emissions are a growing concern for the entire industry. The changes will affect important decisions your company will have to make. A panel composed of representatives of the engine manufacturers and OEMs will discuss the new requirements. Engine and OEM representatives will answer questions.

9:30–10:30 a.m. Marketing and Sales: Selling Group Travel

Want to learn the best way to find group leaders? Need help with pricing strategies? Learn from a panel of industry leaders who successfully sell group travel. Discover how they do it, plus suggestions for marketing, pricing and customer development.

9:30–10:30 a.m. Finance: Buying Coaches — Understanding Replacement Costs

This valuable session provides a financial assessment of purchasing a pre-owned versus a new coach. A must-attend session for coach operators to learn about many of the variables that factor into the buying decision. For example, how to gauge customer requirements? Build a plan that is right for your company by taking your market into account and assessing the costs and benefits of buying a new or a pre-owned coach.

9:30–10:30 a.m. Operations: How to Obtain School District Contracts

Faced with the challenge of winning school district customers? This seminar will provide you with helpful tips and guidelines on "getting in the door," negotiating contracts with school officials, and building "win-win" relationships with school district customers.

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Tough issues is focus Of top Expo speakers

TAMPA, Fla. — Four distinguished speakers, along with more than two dozen industry experts, will be featured at the Solution Sessions at Expo 2006. Duane Spader, Carol Ervin, Steve Farber and Arnold Sanow will lead sessions geared to improving leadership skills, customer research, understanding employment law and managing the financial aspects of a business.



Steve Farber

Duane Spader

She graduated from Duke University School of Law.

Employment Law Carol Ervin

Carol Ervin heads the employment law practice group at Young Clement Rivers, a law firm with offices in Charleston and Columbia, S.C. She holds the highest professional rating in the Martindale-Hubbell Law Directory and recently became a fellow of the American College of Trial Lawyers. She was admitted to the South Carolina Bar in 1982 and is certified by the state Supreme Court as a specialist in employment and labor law. She is president of the Charleston County Bar Association and the immediate past chair of the employment and labor law practice group of the American Law Firm Association. Carol serves as a member of the executive committee of ALFA's board of directors and as an associate member of the American Board of Trial Advo-

Lessons in Leadership Steve Farber

Steve Farber joined the Tom Peters Company in 1994 as its first full-time staff consultant. He quickly became the Peters' organization most-requested consultant and speaker and was given the title of "Vice President and Official Mouthpiece" (that's what it said on his business card). Tom Peters says he is "an unabashed Farber fan." He made Farber the first Tom Peters Company Fellow. Farber left the Peters organization five years ago and is now president of Extreme Leadership Inc. — an organization devoted to the cultivation and development of "extreme Leaders" in the business community. He is the author of the book *The Radical Leap: A Personal Lesson in Extreme Leadership*, and a subject-matter expert on business leadership.

CONTINUED ON PAGE 24 ►

Election for coachbuilder rep on UMA board

TAMPA, Fla. — The triennial election of a coachbuilder representative to the board of directors of the United Motorcoach Association will take place at the Motorcoach Expo here next month.

The election will be conducted during the annual meeting of

UMA associate members at 11 a.m., Thursday, Jan. 19.

The coachbuilder representative on the UMA board is elected by the association's coachbuilder members. The person elected serves a three-year term.

For the past three years, Robert

Foley, chief operating officer of ABC Companies in Faribault, Minn., has been the coachbuilder representative on the UMA board.

Nominations are being sought and should be submitted in writing to David Brown, UMA chairman, no later than Dec. 29.

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Krystal Enterprises	101
La France Industries (Former STI/Kings Plush Product)	825
Lancer Insurance Company	431
Lantal Textiles	507
LeeceNeville Heavy Duty Systems	926
Lucas Oil Products	909
Mafos-Bode USA	401
Mansfield Oil	814
McCourt Industries / CORGHI	407
Meister Electronics	1111
Metro Magazine	910
Michelin North America	1309
Military Surface Deployment & Distribution Command	1013
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Motor Coach Industries	639
Motorcoach Manager	906
Motorcoach Movies	713
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National Bus Trader Inc. / Bus Tour Magazine	1112
National Interstate Insurance Co.	924
National School Transportation Association	911
National Seating	907
New Orleans Convention & Visitors Bureau	1113
Niagara Transit	621
NidaCore Corporation	427
P.A. Post Agency L.L.C.	826
Penntex Industries	1116
Prevost Car Inc.	1419
PrimaEuramtec	1216

Q'Straint	720
Rawle & Henderson LLP	1007
RECARO North America Inc.	616
REI Radio Engineering	1325
Relational Bus Systems (RBS)	912
Remy Inc.	717
Research Underwriters	725
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Ron Turley Associates	1008
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Service Insurance Agency	514
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South Jersey Transportation Authority	612
Spader Company	611
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TCF Equipment Finance	812
Trailways Transportation Systems	714
Trans/Air Manufacturing	508
Transched Systems LLC	1015
Transit Sales International	813
Transpec Worldwide	811
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Tropicana Casino & Resort	610
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TwinVision Inc.	411
United Motorcoach Association	817
USSC Group (See 4One / USSC)	
Vansco Electronics Ltd.	1211
Webasto Product North America	1217
Wells Fargo Equipment Finance Inc.	820
The William H. Company	816
Willingham Inc.	1320
ZF Sales and Service North America	631

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E-mail: bborwege@abc-companies.com
Products/Services: Collision Repair Services, Financial Services, Manufacturers- Bus/Coach, Parts; Sales; Service Facilities

ABC Companies / ABC Pre-Owned 1039

1506 30th St. NW, Faribault, MN 55021
Phone: 800-222-2875 Web: www.abc-companies.com
E-mail: bborwege@abc-companies.com
Services: Sales- Motorcoach, Sales - Used Buses

ABC Companies/ABC Parts Source 1301

1506 30th St. NW, Faribault, MN 55021
Phone: 800-222-2875 Web: www.abc-companies.com
E-mail: bborwege@abc-companies.com
Products/Services: Parts- General, Intercity, Interior, Midsize

A.C.C. International, Inc. 807

4640 Falletta Ct., Beamsville, ON L0R 1B4 Canada
Phone: 800-265-7405 Web: acccecpowerbrush.com
E-mail: info@acccecpowerbrush.com
Products: Brushes, Washing; Bus Washing; Chemicals; Washers- Systems/Parts/Supplies, Washing- Buses

Alcoa Wheel Products 1312

1600 Harvard Ave., Cleveland, OH 44105
Phone: 800-242-9898 Web: www.alcoawheels.com
E-mail: scott.c.cameron@comcast.net
Products/Services: Wheels, Wheels- Accessories & Services

ALFA International 724

980 N. Michigan Ave., Ste. 1180, Chicago, IL 60611
Phone: 312-642-2532 Web: www.alfainternational.com
Services: Global legal network

Allison Transmission 701

4700 West 10th St. Indianapolis, IN 46222
Phone: 317-242-0225
E-mail: marcia-monnin@allisontransmission.com
Products: Transmissions- Parts & Systems

Amaya Astron Seating 1227

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Cuantitlan-Itzcalli 54730 Mexico
Phone: 011 525 553106778 www.amaya-astron.com.mx
E-mail: fix@asientosamaya.com.mx
Products: Seats- Manufacturers, Parts & Accessories

American Bus Association 613

700 13th St. NW Ste. 575, Washington, DC 20005
Phone: 202-842-1645 Web: www.buses.org
E-mail: abainfo@buses.org
Services: Industry Association

American Bus Exchange 614

1866 SW Lofgren Ave., Port Saint Lucie, FL 34953
Phone: 772-621-4805 Web: www.busexchange.com
E-mail: media@busexchange.com
Products: Magazines & Publications

American Seating 1315

401 American Seating Cntr., Grand Rapids, MI 49504
Phone: 800-748-0353 Web: www.americanseating.com
E-mail: nswanson@amseco.com
Products: Seats- Manufacturers, Seats- Parts & Access.

Ametek Technical & Industrial Products . . 1220

627 Lake Street, Kent, OH 44240
Phone: 330-677-3335 Web: www.ametektip.com
E-mail: henry.roesler@ametek.com
Products: A/C Parts & Systems, Fans/Blowers, Heating Parts & Systems, Heat - Auxiliary

Amigo Mobility International 1121

6693 Dixie Highway, Bridgeport, MI 48722-0402
Phone: 800-821-2710 Web: www.myamigo.com
E-mail: mforbes@myamigo.com
Products: Power-operated wheelchairs and lifts

ARI-Hetra (Automotive Resources) 109

7251 Coppermine Dr. Manassas, VA 20109
Phone: 800-562-3250 Web: www.ari-hetra.com
Products: Lift Equipment & Parts, Maintenance Equip.

ArvinMeritor 527

2135 W. Maple Rd., Troy, MI 48084
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ASA 415

53200 Marina Dr., Elkhart, IN 46514
Phone: 574-264-3135 Web: www.asaelectronics.com
E-mail: info@asaelectronics.com
Products: Audio Systems & Access., Entertainment Coach- Interior, Paging Sys., Radios, Vehicle Monitoring Sys.

AutoMotionShade 517

181 Amber St., Markham, ON L3R 3B4 Canada
Phone: 403-773-3668 Web: www.automotionshade.com
Products: Window Supplies & Accessories

Bay Nets Safety Systems 523

7 Matthews Dr., East Haddam, CT 06423
Phone: 860-873-5000 Web: www.baynets.com
E-mail: netman@incord.com
Products/Services: Maintenance Equipment, Repair & Service- Bus, Safety Equipment, Service Facilities

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375 North St., Ste. U, Teterboro, NJ 07608
Phone: 800-732-8750 Web: www.bergenseat.com
E-mail: bergenauto@aol.com
Products/Services: Seat Cover Replacements; Seats- Parts & Accessories; Upholstery; Upholstery Cleaning

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P.O. Box 968, Moncks Corner, SC 29461
Phone: 843-761-8238 Web: berkleySC.org
Products/Services: Attractions/Destinations/Hotels, Convention & Visitors Bureau

Big Rig Collision 1016

6865 84 St. SE, Calgary, AB T2C 4T6 Canada
Phone: 888-848-8686 Web: www.bigrigcollision.com
Products/Services: Appraisal Services, Collision Repair Services, Paint, Panels & Parts- Body, Refurbishing, Repair & Service- Bus

Bisys Commercial Insurance Services 617

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Phone: 321-757-6190 E-mail: alkire@tis-ins.com
Services: Insurance- Bus & Limo, Insurance- General/Physical Damage/Property Damage/Workers Compensation, Safety Consulting Services

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Products: Audio Systems, A/V Equipment, Entertainment Coach- Interior, Navigation Tools, Radios, Video Equipment & Systems- Back-Up

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Products: Washing- Buses

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Products: Manufacturers- Bus/Coach/Paratransit/Transit

BP Lubricants USA Inc./Castrol 1001

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E-mail: mbolas@bristolchamber.org
Products/Services: Destination, Conv. & Visitors Bureau

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E-mail: seats@broendum.com
Products: Seats- Manufacturers

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Products: Publications

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Products: Publications

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E-mail: wayne.johnston@cattcousa.com
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Products: Audio Systems, A/V Equipment, Radios

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E-mail: inquiries@espar.com
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Phone: 574-848-5100 Web: www.s-tex.com
E-mail: dellis@fabserv.com
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Federal Motor Carrier Safety Admin. 1114

400 7th Street, SW, Washington, DC 20590
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E-mail: wesley.barber@fmcsa.dot.gov
Services: Regulatory Compliance Audits, gov. agency

Florida Motorcoach Association 1212

1133 W. Morse Blvd., Ste. 201, Winter Park, FL 32789
Phone: 407-647-2491 Web: floridamotorcoach.org
E-mail: fma@floridamotorcoach.org
Services: Trade association

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Phone: 801-624-1000 Web: www.flyingj.com
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Products/Services: Attractions/Destinations/Hotels, Fleet Services, Fuel Stops- Cardlock, Insurance- General, Travel Center

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E-mail: john.gallup@ge.com
Services: Financial Services, Leasing- New & Used Coaches

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Phone: 330-796-6466 Web: www.goodyear.com
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Products: Tires- New/Retread/Used, Wheels

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Products: Decals, Graphics/Decals & Designs, Signs

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Products: Fan Drives, Fans

Industrial Rubber Supply Co. Ltd. 721

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Products: Bumpers, Conversion- Parts, Lights- Exterior, Panels & Parts- Body, Parts- Remanufactured, Windshield Wipers & Systems

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Phone: 800-843-3174 Web: www.jjkeller.com
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Products/Services: Publications, Safety Consulting Services, Training Books & Videos

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Products: Fabric Suppliers, Upholstery

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Products: Fire Detection & Suppression, Safety Equipment

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E-mail: mail@krystal.cc
Products: Manufacturers- Midsize Buses/Minibuses/ Paratransit, Sales- Midsize/Minibus/Paratransit

La France Industries
(Former *STI/Kings Plush Product*) 825
390 Old Anderson Rd., LaFrance, SC 29656
Phone: 864-646-4249 E-mail: dannyg@mvmls.com
Products: Fabric Suppliers

Lancer Insurance Company 431
370 West Park Ave., Long Beach, NY 11561
Phone: 516-431-4441 Web: www.lancerinsurance.com
E-mail: roneill@lancer-ins.com
Services: Insurance- Bus & Limo/General/Physical Damage, Risk Mgmt., Safety Consulting Services, Safety Equip., Training Books & Videos, Training Services

Lantal Textiles 507
1624 Howat Crescent, Mississauga, ON L5J 4G5 Canada
Phone: 905-823-9427 Web: www.lantal.com
Products/Services: Fabric Suppliers, Upholstery

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Products: Alternators/Generators, Starters

Lucas Oil Products 909
302 N. Sheridan St., Corona, CA 92880
Phone: 800-342-2512 Web: www.lucasoil.com
Products: Lubricants, Oil Companies
Mafos-Bode USA 401
Via S. Rocco Z.Ind., 87085 M.S. Severino, Salerno, Italy
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E-mail: mafos@mafos.com
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E-mail: kkimzey@mansfieldoil.com
Products/Services: Environmental Systems, Fleet Services, Fuel- Additives & Alternatives, Fuel Management Systems, Tanks

McCourt Industries/CORGI 407
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Phone: 800-232-2190 Web: www.mccourtindustries.com
E-mail: vince@mccourtindustries.com
Products: Wheel servicing equipment

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Phone: 813-886-7977 Web: www.meister-usa.com
E-mail: cbadgley@meister-usa.com
Products: Audio, Destination/Passenger Info, Global Positioning, and Passenger Info Display Systems, Video Surveillance Equipment, Entertainment Coach-Leasing/Rental/Sale

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E-mail: marykay.duff@bobit.com
Products: Publications

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One Parkway South, Greenville, SC 29602-9001
Phone: 864-458-6968 Web: www.michelin.com
Products: Tires- New/Retread/Used, Wheels

Military Surface Deployment & Distribution Command 1013
200 Stovall St., Room 10S67, Alexandria, VA 22332-5000
Phone: 703-428-2284 Web: www.sddc.army.mil
Services: Transportation coordination, government agency

Motor Coach Industries 639
1700 East Golf Rd., Ste. 300, Schaumburg, IL 60173
Phone: 800-428-7626 Web: www.mcicoach.net
Products: Manufacturers- Bus/Coach, Repair & Service- Bus, Sales- Motorcoach, Service Facilities

Motorcoach Associations 824
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Phone: 434-376-1150 Web: www.ncmotorcoach.org
E-mail: info@ncmotorcoach.org
Services: Motorcoach Association, Association Mgmt.

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3133 Pennland Dr., Sacramento, CA 95825
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Web: www.motorcoachmanager.com
E-mail: info@motorcoachmanager.com
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Phone: 888-416-2572 Web: www.swank.com
Products/Services: Movies Licensed for Motorcoach Use, Videos- Licensed

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Phone: 819-478-8145
Products: Bus Seats

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Products/Services: Consulting, Magazines & Publications, Sales- Conversions

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Phone: 703-684-3200 Web: www.yellowbuses.org
E-mail: ahenley@yellowbuses.org
Services: Trade Association

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Services: CVB

Niagara Transit 621
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E-mail: niatrans@iaw.com
Services: A/C Service, Bus Washing, Engines- Diesel Repair & Service, Repair & Service- Bus

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E-mail: sales@nida-core.com
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Penntex Industries 1116
202 Plaza Dr., Manchester, PA 17345
Phone: 877-590-7366 Web: www.penntexusa.com
E-mail: penntx@gte.net
Products: Alternators/Generators, Electrical Systems & Components, Inverters, Vehicle Monitoring Systems, Warning Devices

Prevost Car Inc. 1419
2955 A Watt St., Ste.- Foy, QC G1K 3W1 Canada
Phone: 877-773-8678 Web: www.prevostcar.com
E-mail: prevost.parts@volvo.com
Products/Services: Manufacturers- Bus/Coach/Conversion Shell/Intercity/Transit, Parts- General, Service Facilities

Prima-Euramtec 1216
29650 Grand River Ave., Farmington Hills, MI 48336
Phone: 248-473-8660 Web: www.prima-america.com
E-mail: primacorp@aol.com
Products: Door Parts & System, Electrical Systems & Components, Lights- Interior, Parts- Chassis, Parts- Intercity, Switches

Q'Straint 720
5553 Ravenswood Rd., Bldg. 110, Ft. Lauderdale, FL 33312
Phone: 800-987-9987 Web: www.qstraint.com
E-mail: sales@qstraint.com
Products: Wheelchair Lifts/Restraints/Parts

Rawle & Henderson LLP 1007
One S. Penn Square, Philadelphia, PA 19107
Phone: 215-575-4200 Web: www.rawle.com
E-mail: info@rawle.com
Services: Legal

RECARO North America Inc. 616
3275 Lapeer Rd. West, Auburn Hills, MI 48326
Phone: 248-364-3818 Web: www.recaro-nao.com
E-mail: info@recaro-nao.com
Products: Driver Seats, Seat Cover Replacements, Seats- Manufacturers, Seats- Parts & Accessories

REI - Radio Engineering 1325
6534 L St., Omaha, NE 68117
Phone: 800-228-9275 Web: www.radioeng.com
E-mail: sales1@radioeng.com
Products/Services: Audio Systems, A/V Equipment, Communication Services, Video Equipment, Video Surveillance Equipment, Video Systems- Back-Up

Relational Bus Systems (RBS) 912
10 Lancaster St., Cherry Valley, NY 13320
Phone: 800-448-7001 Web: www.rbs2000.com
E-mail: bill@rbs2000.com
Products/Services: Computers- Software/Systems

Remy Inc. 717
2902 Enterprise Dr., Anderson, IN 46013
Phone: 765-778-6499 Web: www.delcoremy.com
E-mail: knight.james@remyinc.com
Products/Services: Alternators/Generators, Parts- General, Remanufacturing, Starters, Testing Equipment

Research Underwriters 725
4240 Greensburg Pike, Pittsburgh, PA 15221-4235
Phone: 800-727-3732
Web: www.researchunderwriters.com
E-mail: info@researchunderwriters.com
Services: Insurance- Bus & Limo/General/Physical Damage/Property Damage/Workers Compensation

Ricon Corporation 707
7900 Nelson Rd., Panorama City, CA 91402
Phone: 818-267-3012 Web: www.riconcorp.com
E-mail: sales@riconcorp.com
Products: Wheelchair Lifts/Restraints/Parts

Rieskamp Equipment Co. Inc. 1011
8068 Woodland Dr., Indianapolis, IN 46278-1349
Phone: 800-228-6316 Web: www.rieskamp.com
E-mail: sales@rieskamp.com
Products: Bus Washing, Washers- Systems/Parts/Supplies, Washing- Buses

Rodes-Roper-Love Insurance Agency 712
158 North Harbor City Blvd., Melbourne, FL 32901
Phone: 800-333-7754 Web: www.rodessroperlove.com
E-mail: lovpep@rodessroperlove.com
Services: Insurance- Bus & Limo/General/Physical Damage/Property Damage/Workers Compensation

Ron Turley Associates 1008
20823 N. 19th Ave., Ste. 4, Phoenix, AZ 85027
Phone: 800-279-0549 Web: www.rtafleet.com
E-mail: rgoodrich@rtafleet.com
Products: Software/Systems

Rotary Lift 1207
PO Box 889, Johns Island, SC 29455
Phone: 800-476-3148 Web: www.rotarylift.com
E-mail: johnburt@bellsouth.net
Products: Lift Equipment & Parts, Maintenance Equipment

Sardo Bus & Coach Upholstery 1026
512 West Rosecrans Ave., Gardena, CA 90248
Phone: 800-654-3824 Web: www.sardo.com
E-mail: sardosandy@aol.com
Products/Services: Interior Design Services, Refurbishing, Seat Cover Replacements, Upholstery

Sefac Inc 939
23 Fontana Lane, Ste. 110, Baltimore, MD 21237
Phone: 800-826-3486 Web: www.sefac.com
E-mail: sefac@sefac.com
Products: Lift Equipment & Parts, Maintenance- Preventative, Maintenance Equipment

Service Insurance Agency 514
6850 Catawba Lane, Richmond, VA 23226-2983
Phone: 804-288-6993 Web: www.serviceins.com
Services: Insurance- Bus & Limo/General/Physical Damage/Property Damage/Workers Compensation,

Setra of North America Inc. 115
6012-B High Point Rd., Greensboro, NC 27407
Phone: 800-882-5400 Web: www.setra-coaches.com
E-mail: sales@dcbusna.com
Products/Services: Sales- Intercity/Midsize/Minibus/ Motorcoach/Transit/Used Buses

South Jersey Transportation Authority . . . 612
25 South New York Ave., Atlantic City, NJ 08401
Phone: 609-345-5572 Ext. 423
E-mail: rrodriguez@sjta.com
Government Agency

Spader Company 611
2101 W. 41st St., Ste. 49/P.O. Box 111, Sioux Falls, SD 57101
Phone: 605-339-3616 Web: www.spader.com
E-mail: dtreinen@spader.com
Services: Consulting

Stertil Koni/OMER 1131
200 Log Canoe Circle, Stevensville, MD 21666
Phone: 800-336-6637 Web: www.stertil-koni.com
E-mail: lifts@stertil-koni.com
Products: Lift Equipment & Parts, Maintenance Equip.

Tampa Bay Convention & Visitors Bureau . . 512
400 N. Tampa St., Ste. 2800, Tampa, FL 33602
Phone: 800-826-8358 Web: www.visittampabay.com
Services: Destination, CVB

TCF Equipment Finance 812
11100 Wayzata Blvd., #801, Minnetonka, MN 55305
Phone: 800-844-9467 Web: www.tcfef.com
Services: Financial Services

Trailways Transportation Systems 714
3554 Chain Bridge Rd., Ste. #301, Fairfax, VA 22030
Phone: 877-467-3346 Web: www.trailways.com
E-mail: bustrails@trailways.com
Services: Franchise Organization

Trans/Air Manufacturing 508
480 E. Locust St., Dallastown, PA 17313
Phone: 800-673-2446 Web: www.transairmfg.com
E-mail: trans-air-lehner@att.net
Products/Services: A/C Parts, Systems & Service, Refrigerant, Compressor Parts & Services, Hoses & Fittings

TranSched Systems LLC 1015
One Davol Square, Ste. 204, Providence, RI 02903
Phone: 416-915-9593 Web: www.transched.com
Products/Services: Computers- Software/Systems, Software/Systems

Transit Sales International 813
1863 Service Court, Riverside, CA 92507
Phone: 800-BUS-SALE Web: www.transitsales.com
E-mail: tsi@transitsales.com
Products/Services: Leasing- New & Used Coaches, Rentals- Bus, Sales- Motorcoach/Transit/Trolley/Used Buses

Transpec Worldwide 811
7205 Sterling Ponds Ct., Sterling Heights, MI 48312
Phone: 586-274-9400 Web: www.transpecworldwide.com
E-mail: info@transpecworldwide.com
Products: Bumpers, Vents

Transportation Insurance Brokers (TIB) . . . 913
425 West Broadway, Ste. 400, Glendale, CA 91204
Phone: 800-248-2877 Web: www.tibinsurance.com
E-mail: jmcanany@tibinsurance.com
Services: Insurance- Bus & Limo/General/Property Damage/Residual Value/Workers Compensation

Tropicana Casino & Resort 610
Brighton and The Boardwalk, Atlantic City, NJ 08401
Phone: 888-275-1212 Web: www.tropicana.net
Services: Hotel, Casino, Destination, Entertainment

Turbo Images 831
1225 107th St., Saint-Georges, QC G5Y 8C3 Canada
Phone: 888-219-8872 Web: www.turbo-images.com
E-mail: customer@turbo-images.com
Products/Services: Graphics/Decals & Designs

TwinVision 411
4018 Patriot Dr., Durham, NC 27703
Phone: 800-222-9583 Web: www.twinvisionsigns.com
Products: Destination/Passenger Info Systems, Signs

United Motorcoach Association 817
113 South West St., 4th Floor, Alexandria, VA 22314
Phone: 800-424-8262 Web: www.uma.org
E-mail: info@uma.org
Services: Trade Association, Insurance, Fuel, Communications, Publishing

Vansco Electronics Ltd. 1211
1305 Clarence Ave., Winnipeg, MB R3T 1T4 Canada
Phone: 204-452-6776 Web: www.vansco.ca
E-mail: info@vansco.ca
Products: Destination/Passenger Info Systems, Electrical Systems & Components, Multiplexing

Vomela/Harbor Graphics Corp. (See Harbor Graphics.)

Webasto Product North America 1217
15083 North Rd., Fenton, MI 48430
Phone: 810-593-6000 Web: www.webasto.us
Products: Heating Parts & Systems

Wells Fargo Equipment Finance Inc. 820
733 Marquette Ave. Ste. 700, Minneapolis, MN 55402
Phone: 800-322-6220 Web: www.wellsfargo.com
Services: Financial Services

The William H. Company 816
Eight Faneuil Hall, 3rd. Floor, Boston, MA 02109
Phone: 617-973-5000 E-mail: info@williamh.com
Services: Insurance- Workers Compensation

Willingham Inc. 1320
20008 - 244 Ave SE, Maple Valley, WA 98038
Phone: 425-471-0544
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777 Hickory Hill Dr., Vernon Hills, IL 60061
Phone: 847-478-6868 Web: www.zf.com
E-mail: onhwyinfo@zf.com
Products: Axles, Steering- Parts & Systems, Suspension Parts & Systems, Transmissions- Parts & Systems

Glitter

CONTINUED FROM PAGE 17

greater success.

Sneak Preview: It's the first opportunity to see all the 2006 show floor has to offer, from motorcoaches to computer systems, from seating to destinations. A great opportunity to network and glimpse the exhibits.

3rd Annual Vision Awards Banquet. Each year, the United Motorcoach Association presents the UMA Vision Award to a company that exemplifies the best in the industry. For the first time in 2006, the Vision Award will recognize two companies, one large operator of 15 or more coaches and one small operator of less than 15 coaches. Along with the awards presentation, exhibitors and attendees will enjoy wonderful food and exciting entertainment.

2nd Annual Ray Dupuis Golf Tournament. Cap off the Expo experience with a day of golf. The 2nd Annual Ray Dupuis Memorial will be Sunday, Jan. 22. The Golf Club at Cypress Creek offers 18 of the most scenic and challenging holes of golf in all of Florida.

Top-rated speakers. The lineup includes: Carol Ervin, who heads the employment law practice group at Young Clement Rivers, a leading South Carolina law firm. Arnold Sanow is a nationally known business/communications/people skills expert and author. Duane Spader developed the popular Total Management Workshop and other workshops and seminars related to business management. He was featured in a front-page article in the Dec. 1 issue of *Bus & Motorcoach News*.

Success Sessions. Hot-topic educational sessions at Expo include: Getting plugged into your market; comprehensive business plans for small operators; implementing a marketing plan; 2007 engine requirements; developing packaged travel; selling group travel, understanding replacement costs in the coach-buying decision, and managing fuel costs.

New Products and Services. Motorcoach Expo is the No. 1 forum for the unveiling of new products and services for the industry. Next year will be no exception.

Sound exciting? It will be. And the kicker? See the registration form on Page 27 for details on how to save on registration costs.

January 18-22 • Tampa, Florida

Finding Your Road to Success

The Biggest Show for the Motorcoach and Travel Industry!

- New Solution Sessions, including:
 - ☀ Update on 2007 Engine Emission Requirements
 - ☀ Implementing a Fuel Surcharge
 - ☀ Easy-to-Use Market Research Techniques
 - ☀ **Developing Packaged Travel**
 - ☀ Buying Pre-Owned vs. New: Understanding Replacement Costs
 - ☀ **Special Sessions for the Small Operator**
 - ☀ **Special Sessions for the School Bus Operator**
- Exciting hospitality events, including the Welcome Reception at the Florida Aquarium and the not-to-be missed UMA Vision Awards Banquet!
- Industry networking opportunities you *Only Get at Expo!*
- **Over 13 exclusive exhibit hours!**

...Plus Save More in 2006!

NEW

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

See www.motorcoachexpo.com for info on Package Deals and more detailed schedule information!



Register today at www.motorcoachexpo.com

Comments? Questions? Call 800-424-8262 or e-mail us at info@uma.org



Register by
12/30/05 to be
guaranteed the
best rate!



Invitation

CONTINUED FROM PAGE 17

you provide (and will provide in the future), the markets you currently serve (and will serve in the future) and the market conditions you currently operate within

(regardless of how they may change in the future). And, of course, the Expo floor will feature the newest and best equipment and services to help you succeed with your business.

Here are a just a few of the newest elements we've added to

EXPO 2006 to help you build your **Road to Success:**

- New Business Opportunities and Analysis
- Developing packaged travel
- Managing fuel costs
- 2007 Engine Emission Requirements

- Easy-to-use market research techniques
- Special sessions for small operators
- Buying pre-owned vs. new: Understanding replacement costs
- Special sessions for school bus operators

And, we'll continue with our *Maintenance Interchange* (now 8 years running), plus another session from *UMA 20 Group* moderator *Duane Spader*.

Of course, we'll hold our annual *Vision Awards Banquet*, complete with sumptuous dining, great entertainment and fun dancing. We'll wrap up the evening with what has now become a *UMA* tradition — *cordials, dessert and cigars!*

Your future is waiting for you. Make sure you take the right path. Come to Expo 2006 and discover your **Road to Success!**

Hotel Reservations Form

Make copies for additional reservations.

January 18 - 22, 2006, Tampa Convention Center, Tampa, Florida

General Information

Reservations can be made by one of the following methods:

Fax: You can fax your reservation to the individual hotel.
(Wyndham: 813-229-5322 • Hyatt: 813-273-0234)

Phone: You can call the hotel of your choice and make your reservation.
(Wyndham: 813-229-5000 • Hyatt: 813-225-1234)

Be sure to mention that you are a Motorcoach Expo 2006 Attendee to receive the Expo rates.

Online: You can make your reservations at the Hyatt Regency Tampa online! Visit http://tamparegency.hyatt.com/hyatt/hotels/group-booking.jsp?_requestid61156.

ACKNOWLEDGEMENTS: Acknowledgements will be sent from the hotel you have made your reservation with.

MODIFICATIONS/CANCELLATIONS: When you make your reservation with the hotel of your choice, please be sure to review the modification and cancellation policy with a reservations agent or by visiting their web site. *Modification/cancellation information should be provided to you when you receive your confirmation. If it is not, please contact the hotel immediately.*

Registrant Information

First Name _____ Initial _____ Last Name _____

E-mail Address _____

Company Name _____

Mailing Address _____

City _____ State _____ Zip _____ Country _____

Home Phone _____ Daytime Phone _____ Fax _____

International prefix and area code, if necessary _____

Contact Name for Groups _____

Additional Guests in Room (1) _____

Additional Guests in Room (2) _____

Additional Guests in Room (3) _____

Hotel Information

Requested Room Type: King/Non-Smoking King/Smoking Double/Non-Smoking Double/Smoking

Number of Rooms: _____ **Arrival:** _____ **Departure:** _____ **# of Nights:** _____

Hotel Requested: Wyndham Harbour Island \$164 per night (single/double)
Hyatt Regency Tampa \$149 per night (single/double)

Additional Requests: _____

Payment Information

Credit Cards: Visa MasterCard American Express Discover Other: _____

Card Number: _____

Expiration Date: _____

Cardholder's Name: _____

Signature: _____

By signing, I authorize my credit card to be charged in compliance with the cancellation policy of whichever hotel I choose.



Wyndham Harbour Island

725 South Harbour Island Blvd.
Tampa, FL 33602
813.229.5000 Fax: 813.229.5322
Motorcoach Expo Rate:
\$164 per night (single/double)

The Wyndham Harbour Island is located directly on Tampa Bay and is within walking distance from the Tampa Convention Center. Offering breathtaking views of the harbor, the Wyndham offers a relaxing setting for the business or pleasure traveler. Featuring complimentary shuttle service to local attractions, a poolside bar, two restaurants, and a doctor on call, the Wyndham Harbour Island is sure to please you.



Hyatt Regency Tampa

725 South Harbour Island Blvd.
Tampa, FL 33602
813.229.5000 Fax: 813.229.5322
Motorcoach Expo Rate:
\$164 per night (single/double)

Located in the heart of Tampa's financial district, The Hyatt Regency features a complimentary fitness center, 24-hour business center, and wireless broadband Internet service. The Hyatt Regency is within walking distance to the Tampa Convention Center, but shuttle service will be provided, should Motorcoach Expo 2006 attendees choose to ride instead of walk. With its gorgeous landscaping and many amenities, any vacationer is sure to be pleased.

Speakers

CONTINUED FROM PAGE 19

Market Research Arnold Sanow

Arnold Sanow is a nationally known business/communications/people skills expert and author. He works with his clients to provide them with the tools, techniques and solutions to improve and maximize individual and organizational performance. His presentations are information-packed, interactive, fast-paced, energetic, motivational, fun and "non-boring." However, most of all, Arnold's sessions contain solid how-to information that can be used immediately. He is consistently selected as "Outstanding Speaker of the Year" and "Best Program for the Year" by the Washington, D.C., chapters of Meeting Planners International and the National Speakers Association. He is the author/co-author of five books, including *Marketing Boot Camp*.

Duane Spader Total Management

Duane Spader developed the popular Total Management Workshop and other workshops and seminars related to business management. He is known for his down-to-earth approach to managing business, and the author of more than 150 articles that have appeared in national and international journals, as well as the book, *One Dollar EmPOWERment*. He was instrumental in establishing "20 Groups" in varied industries, including the motorcoach, marine, RV, farm equipment, office furniture, lighting showroom and others. (See Dec. 1 issue of *Bus & Motorcoach News*.) He continues to serve as a facilitator for several groups. He also has consulted and worked with associations and manufacturers, always with the focus on privately-owned business whose owners' savings are on the line. Spader has served as president and chairman of the National Recreational Vehicle Dealers Association, and director of education for the Marine Retailers Association of America.

Association Summit will shine light on critical state issues

TAMPA, Fla. — A highlight of Motorcoach Expo 2005, the first State Association Summit, is being repeated at Motorcoach Expo 2006 next month.

The summit is a forum for discussing legislative, regulatory and operational issues that are in play across the U.S., and for sharing ideas and strategies for dealing

with them.

“The first summit was very successful in terms of generating lively discussion and fruitful exchanges,” said UMA President & CEO Victor Parra. “Additionally, it brought UMA policymaking and state issues closer together.”

A key element of the first sum-

mit was the election of a representative from among the attendees to represent all state and regional motorcoach associations on UMA’s Legislative and Regulatory Committee. That happened with the selection of Linda Morris of Morris Meeting Management of Brookneal, Va. Mrs. Morris’ company

manages several state motorcoach associations.

During the past year, Mrs. Morris has provided input about state issues that has helped UMA in its efforts to present a more complete picture to Washington policymakers about issues affecting the coach industry across the

nation.

The 2006 summit will be Wednesday, Jan. 18, at the host hotel of Motorcoach Expo, the Marriott Tampa Waterside. Those invited to attend are being asked to be prepared to discuss the key public policy issues in their state, province, region or country.

Expo questions answered here

How do I register for Expo?

Fill out and fax back a copy of the registration form on Page 27, or go to the Motorcoach Expo Web site, www.motorcoachexpo.com, and register online. Registrations forms can be downloaded from the Web site.

Are there discounts for bringing multiple operators?

Yes. When registering three or more operators from the same company, there is \$25 off each registration after paying the full fee for the first two operator registrations.

What does a “full” Expo registration include?

Full registration includes entrance to all Expo events except the Ray Dupuis Memorial Golf Tournament. Registration for the golf tournament is by separate form, which is also included in this issue. Here are the activities included in full registration: the Welcome Reception on Wednesday, Jan. 18; all education sessions, Thursday and Friday, Jan. 19-20; lunch each day; the Sneak Preview on Thursday, Jan. 19; entrance to the exhibit hall Friday and Saturday, Jan. 20-21, and the Vision Awards Banquet on Friday, Jan. 20.

What about a hotel while I’m in Tampa?

There are two Expo hotels with rooms available, the Wyndham Harbour Island and the Hyatt Regency Tampa, both of which are within walking distance of the Tampa Convention Center, where most Expo activities are held. A hotel registration form is printed on Page 24 or you can call the hotels at (813) 229-500 (Wyndham) or (813) 225-1234 (Hyatt).

Are refunds available if I need to cancel my registration?

There is a \$50 processing fee on all cancellations. This fee is assessed on a per person basis. There are no refunds after 12/30/05. All refund requests are at the discretion of Expo Management.

Can a registration be transferred if I can’t attend?

Yes. Someone else can take

CONTINUED ON PAGE 27 ►

The 2nd Annual Ray Dupuis Memorial Golf Tournament

Sunday, January 22, 2006 • 8:00 AM
www.cypresscreekgolfclub.com

Cap off your Motorcoach Expo experience with a day of golf on Sunday, January 22nd, 2006! The 2nd Annual Ray Dupuis Memorial Golf Tournament will be held at the Golf Club at Cypress Creek, just minutes from Tampa. The Golf Club at Cypress Creek offers 18 of the most scenic and challenging holes of golf in all of Florida. The course features lush undulating greens, tight fairways and over 85 bunkers. The beautiful layout meanders through 640 acres of protected oak and cypress forests.

Player Fees

\$95 per player includes transportation to and from The Golf Club at Cypress Creek from the Tampa Marriott Waterside Hotel, continental breakfast, lunch, reduced rate club rentals, a sleeve of golf balls, and special prizes!

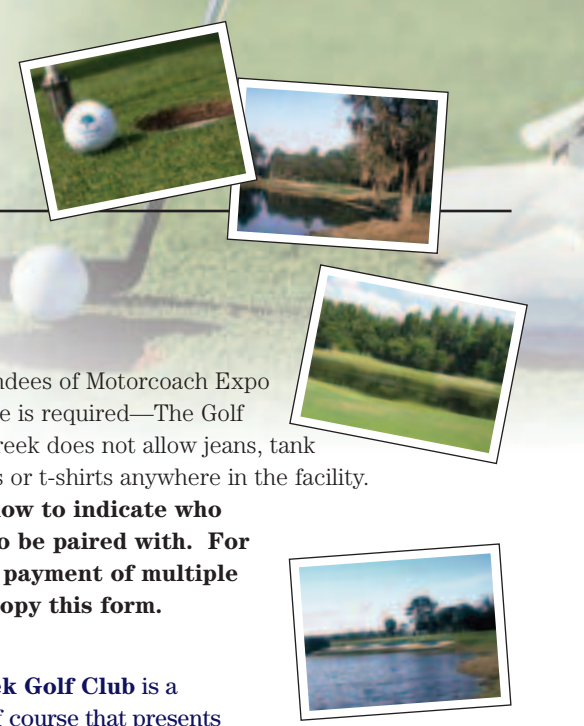
Rules and Information

The 2nd Annual Ray Dupuis Memorial Golf Tournament has limited space—please reserve early. All tournament players must

be registered attendees of Motorcoach Expo 2006. Proper attire is required—The Golf Club at Cypress Creek does not allow jeans, tank tops, cut off shorts or t-shirts anywhere in the facility.

Use the form below to indicate who you would like to be paired with. For registration and payment of multiple players, please copy this form.

Cypress Creek Golf Club is a championship golf course that presents challenging water hazards on fourteen of the eighteen holes. The course offers spectacular golf for all skill levels and playing abilities with our 5 sets of tees. With a newly renovated 10,000 square foot clubhouse, full service bar and restaurant, PGA professional staff and excellent pro-shop, the Golf Club at Cypress Creek is sure to provide the backdrop for a great day of golf!



Golf Registration Form

One form per player. Please make copies for additional players.

Name _____

Company Name _____

City, State, Zip, Phone _____

Handicap: _____

Pair With: _____

Player #1 _____
 Player #2 _____
 Player #3 _____
 Player #4 _____

Payment Information

Amount Enclosed: _____ Method of Payment: Check Visa MasterCard American Express

Card Number: _____ Expiration Date: _____

Cardholder’s Name: _____ Signature: _____

Make checks payable to UMA Expo Golf Tournament
 Fax credit card payments to 703.838.2950

Mail payments to: UMA Expo Golf Tournament, 113 South West Street, 4th Floor, Alexandria, VA 22314
 Comments? Questions? Call us at 1.800.424.8262 or go to www.motorcoachexpo.com

Maintenance Interchange continues to be popular forum

TAMPA, Fla. — The popular Maintenance Interchange is back for Motorcoach Expo 2006.

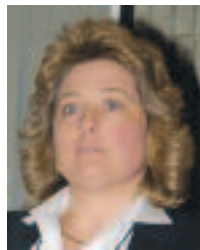
This unique-to-Expo session allows motorcoach owners, operators and maintenance personnel to openly discuss thorny maintenance issues.

In advance of the program, participants suggest the maintenance issues that will be discussed at the Interchange. Other participants provide suggestions for solving the maintenance problems highlighted during the day-long session.

In the past, operators and maintenance personnel have found the Maintenance Interchange to be extremely helpful because of its positive tone and focus on problem-solving.

To facilitate the discussion, the session is designed as an operator-to-operator, mechanic-to-mechanic exchange, with no vendors, manufacturers, suppliers or sales personnel invited.

The 8th annual Maintenance Interchange will be from 9 a.m. to 4:15 p.m. Thursday, Jan. 19, during the Solution



Gladys Gillis

Maintenance Interchange Registration Form

Wednesday, January 19, 2006, Motorcoach Expo 2006

Name: _____ Company: _____

Job Title: _____ E-mail Address: _____

Mailing Address: _____

City/State/Zip: _____

Additional Persons: _____

Cost **FREE** to Expo Registrants \$125 non-registrants (UMA member rate)
 \$150 for non-registrants (non-UMA member rate)

Payment: Visa Mastercard American Express Check (by mail)

Name on Card: _____ Card Number: _____ Exp. Date: ___/___/___

What Motorcoach Maintenance issues would you like to have discussed? _____

Sessions phase of Expo.

The Interchange is free for Motorcoach Expo registrants; a fee is charged for those not registered for the show. The accompanying form can be used to register for the Maintenance Interchange, or the United Motorcoach Association can fax a form. Call (800) 424-8262.

Those registering are strongly encouraged to include their toughest maintenance issues. Each maintenance issue is presented and discussed during the event by the operators and maintenance personnel in attendance. Others may have dealt with similar issues and can offer suggestions for solving the problem.

“The Maintenance Interchange is a great opportunity for shop personnel to speak frankly about service problems that plague us all,” said Gladys Gillis, CEO of Starline Transportation in Seattle. “I saw mechanics open up in this environment, no vendors allowed. They were sharing their own creative solutions to common problems.”

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Vision Awards Banquet has food, fun, awards, preview

TAMPA, Fla. — The motorcoach industry's most prestigious event — the 2006 United Motorcoach Association Vision Awards Banquet — will not only honor outstanding motorcoach operators here next month but give attendees a preview of what to expect at Motorcoach Expo 2007 — in New Orleans.

In fact, the theme of the '06 Vision Awards Banquet will be the new New Orleans, with the traditional sights, sounds and tastes of the Big Easy featured throughout the evening.

Answers

CONTINUED FROM PAGE 25

your place and there is no cancellation fee. The cancellation fee only applies when an entire registration is cancelled and there is no substitute person.

Where do I pick up my Expo badge or register on-site?

The Registration Desk at the Tampa Convention Center will be open for badge pickup and onsite registration beginning 9 a.m. Wednesday, Jan. 19. It opens at 7:30 a.m. on Thursday and Friday, Jan. 20-21.

I haven't registered but plan to attend. Can I register at the show?

Yes, but onsite is more expensive.

If I decide to register in Tampa, what forms of payment do you accept?

Cash
Credit Cards — American Express, MasterCard, Visa
Personal Checks — with valid identification

Can I purchase a one-day pass?

Yes. For Thursday, Jan. 19, the day pass is \$150 for operator members of the United Motorcoach Association and \$200 for operator nonmembers. Non-exhibiting supplier registrants can buy day passes for \$300 for UMA members and \$450 for non-member vendors. On Friday, Jan. 20, the passes cost \$25 more for each category. Half-day Saturday passes are available at a discounted price. The day passes do not include entrance to the hospitality events. Only one-day pass per person is permitted. Day passes are only sold onsite.

How do I register for the golf tournament?

Use the registration form on Page 25 or you can go to the tournament section of www.motorcoachexpo.com.

If you have other questions, go to the Expo Web site; call (800) 424-8262, or e-mail your question to info@uma.org.

The UMA Vision Awards Banquet, which annually brings together operators, suppliers, exhibitors and other Expo attendees for a gala evening, will be Jan. 20 at the Tampa Marriott Waterside Hotel. Expo itself opens Jan. 18.

Along with the food and entertainment, numerous industry

awards will be presented near the conclusion of the banquet to leading coach operators, with the highlight being the presentation of the UMA Vision Awards.

For the first time, Vision Awards will be presented in two categories — large operators and small operators. Large operators are those with 15 or more coaches,

and a small operator is one having fewer than 15 coaches.

Other than the size distinction, the criteria for both awards will be the same. UMA expects the new category will encourage more operators to compete for the award.

"Small coach companies and large operators differ greatly, and UMA is eager to recognize out-

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

Following presentation of the awards and in keeping with the heritage of Tampa, there will be cordials, cigars, cigar rollers, Cuban music and dancing.

January 18-22, 2006
Tampa Convention Center
Tampa, Florida



Attendee Registration Form

First Name _____		Last Name _____		Badge Name (First or Nickname Only) _____	
Company Name _____					
Mailing Address _____		City _____	State _____	Zip _____	Country _____
Phone _____		Fax _____		E-mail _____	
Confirmation number for rooms booked at the Marriott, Wyndham Harbour Island, and the Hyatt Regency. See below for further details.**					
_____Marriott		_____Wyndham Harbour Island		_____Hyatt Regency	

Industry Role

Please check only one:

Operator: Motorcoach owner, operator, or staff person who is an active part of a motorcoach company recognized by the US DOT

Travel Partner: Companies that are involved in the travel and tourism market: hotels, destinations, rest stops, etc.

Non-Exhibiting Supplier: Companies that sell/supply to the motorcoach industry but are NOT exhibiting at Motorcoach Expo 2006

If you are an **Operator** attendee, please select the **NUMBER** and type of vehicles operated:

Full Size Coach Minibus School Bus Van Limousine Wheelchair Accessible Coach

Wheelchair Accessible Minibus Wheelchair Accessible Van Wheelchair Accessible School Bus Other

Registration Fees

UMA Member Price (M) / Non UMA Member Price (NM)

	Regular until 12/30/05 M / NM	On-Site after 12/30/05 M / NM
Operator	\$350 / \$425	\$395 / \$500
Travel Partner	\$375 / \$450	\$420 / \$525
Non-Exhibiting Supplier	\$700 / \$850	\$790 / \$1000
Spouse	\$275 / \$350	\$320 / \$425
Child	\$150 / \$200	\$175 / \$225
Package Deal:	\$875	\$965

Package Deal: Includes UMA membership for one year PLUS two full registrations for Motorcoach Expo 2006*

IMPORTANT — PLEASE READ: Children under 10 are free. Child rates are for ages 10-17. Anyone who wishes to gain entry to all Motorcoach Expo exhibits and functions must be fully registered and in possession of a name tag administered by show management. Loss or destruction of a badge will result in a \$200 replacement fee. *Package Deal and Expo discounts cannot be used retroactively and cannot be combined with any other offer.*

CANCELLATION POLICY: There is a \$50 processing fee for all cancellations. This fee is assessed on a per person basis. There is no refund for cancellations made after 12/30/05. All refund requests are up to the discretion of Expo Management.

Payment Information

Check Credit Cards: Visa MasterCard American Express

Card Number: _____ Expiration Date: _____

Cardholder's Name: _____ Signature: _____



Save More in 2006!

*Operator Package Deal for UMA Membership and 2006 Expo!

Want to join UMA and go to the 2006 Motorcoach Expo, the premier tradeshow in the industry? By buying the package deal, you'll receive UMA membership for one year PLUS 2 full registrations for Motorcoach Expo 2006. Call us at 1.800.424.8262 for more details. (Only available to those who have not had an active UMA membership within the last 12 months.)

**Save \$25 on Each Expo 2006 Registration!

You can save even more on registration to Expo 2006 by staying in one of the Motorcoach Expo hotels, The Marriott, Wyndham Harbour Island, or the Hyatt Regency. By booking a room at one of these hotels and providing us with your confirmation number, you will receive \$25 off each Expo registration.

***Save When Registering Multiple Operators!

By sending more than two operators to Expo, you will save even more! When registering three or more operators from the same company for Motorcoach Expo 2006, you'll receive \$25 off each registration after you pay in full for the first two operator registrations.

Make Checks Payable to: UMA Motorcoach Expo

Fax Credit Card Payments to: 703-838-2950

Mail all others to: Motorcoach Expo, 113 South West Street, 4th Floor, Alexandria, VA 22314-2824

Comments? Questions? Call 800-424-8262 or e-mail us at info@uma.org

Or register online at www.motorcoachexpo.com



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