INTRODUCTIONS OF COMMITTEE MEMBERS
Liliana Aguilar, Amy Edmonds, Kim Grzywacz, Camilla Morris, Sophia Parchment, Mary Young

EMERGENCY BREAK DOWN BEST PRACTICES

- Getting to know others in industry, WIB will help
- Taking care of customers is top priority
- Need to identify yourself as WIB or ABA
- Need better ways to connect with assistance
  - Insurance Broker
  - BusRates
  - Bus Manufacturer Rep
  - State Bus Assn
  - GroupConnect
  - My ABA
  - Motorcoach Marketer
- Need to create a “directory” of WIB members to reach out to in times of need
  - Review list of service stop questions on the next page to determine which of these should be included in “directory”. What is missing?
  - Create form for WIB members to complete their profile in “directory”.
  - Determine how/where/when this information will be shared.

NEXT MEETING
WIB COUNCIL ONSITE MEETING
Sat., Jan. 9: 11 AM – 1 PM
Marketplace 2016, Louisville, KY
Motorcoach/Bus Service Stop Section

The Service Stops section of The 2016 ABA Motorcoach Marketer and the ABA Web site — www.buses.org — displays providers of garage and repair facilities, listed by state/province and city where the facilities are located.

<table>
<thead>
<tr>
<th>Company</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>Toll-Free</td>
</tr>
<tr>
<td>City</td>
<td>Fax</td>
</tr>
<tr>
<td>State/Prov, ZIP/Postal</td>
<td>Night Phone</td>
</tr>
<tr>
<td>Maintenance Contact</td>
<td>E-mail</td>
</tr>
<tr>
<td>Title</td>
<td>Web site</td>
</tr>
</tbody>
</table>

Types of buses serviced at your facility:

- Alexander Dennis
- Astrocar
- Autocar
- BCI
- Blue Bird
- Champion
- Chance
- Crown
- Diamond Coach
- Dina
- Dodge
- Dupon Trolley
- Eagle
- El Dorado
- Eurotrans
- Flexi
- Ford
- Freightliner
- Gillig
- Girardin
- Glaval
- GMC
- Goshen
- Grumman
- International
- Invader
- Irizar
- Krystal Koaches
- LAG
- Magnum
- MAN
- MCI
- Metrotrans
- Navistar
- Neoplan
- New Flyer
- NOVA
- Orion
- Prevost
- Rennessance
- R.T.S.
- Scania
- Setra
- Sprinter
- Star Craft
- Supreme
- TAM
- Terra Transit
- Thomas
- TMC
- Trolley Enterprises
- Turtle Top
- Van Hool
- World Trans
- Other:

Please indicate services you provide at your facility:

- 24H 24-Hour Service
- AIR/CON Air Conditioning
- CR/C Major Credit Cards Accepted
- CSWO Cash Only
- DDEC/ATEC/ZF Detroit Diesel/Allison Trans/ZF
- DRV Driver Replacement
- FUEL Fuel
- MAJ/R Major Repair
- MIN/R Minor Repair
- REP Replacement Bus
- ROAD Road Service
- RR Rest Room Dumping Service
- TOW Towing
- WA Wash

Directions to your facility from nearest major highway. Limit 35 words. ________________________________

Submitted by: Print Name _____________________________ Date ____________