

Preparing for Spring and Beyond.



May 1, 2024



Outline

- Ensuring operational efficiency.
- Staying ahead in a dynamic market.
- Harnessing innovation for enhanced performance.
- Free training.

Josephine Arrington

Tom Wagner

David Mailhot

Scott Crawford



MCI

Ensuring operational efficiency.

Driver and operator readiness.

- Top five tips for new drivers and operators:
 - Air conditioning stays on auto,
 - Manual regeneration process,
 - Pre-check: Wetness around hoses and seals,
 - Warning lights mean “warning,”
 - Coach start: Push accessory button and wait (remember, it's not as fast as a cat video download - unless you have spotty Wi-Fi).





Common calls for assistance.

- Top five common calls for help:
 - Hoses that need to be replaced (and no spares on the coach),
 - No start or batteries are dead,
 - Check engine light is on,
 - Flat tire,
 - Driver mirror got hit and must be replaced.

MCI support at your service.

- Service Centers
- New and pre-owned coach sales and customer support team
- In-field technical solutions managers
- Technical call center
- Regional parts managers
- MCI Academy



Who to call if you need help!

- Emergency Roadside Assistance (ERSA): 800-241-2947
 - 24-hours a day. Every day.
- Technical Call Center:
 - Monday – Friday,
8:00 a.m. – 8:00 p.m. EST.



MCI Resource Guide.

MCI Resource Guide



General Contacts

- Website - www.mcicoach.com
- Email - motorcoachindustries@mcicoach.com
- MCI General Inquiries - 866-624-2622
- Sales and Service: www.mcicoach.com/locate-a-rep
- Emergency Roadside Assistance (ERSA) - 800-241-2947, ext. 1
24-hours a day, every day

Warranty

- Website - www.mcicoach.com/customer-warranty-portal
- Email - warranty@mcicoach.com
- Warranty Hotline - 800-241-2947, ext. 4

MCI Academy

- Website - www.mciacademy.com
- Email - training@mcicoach.com
- MCI Academy - 214-208-6608

Service Centers

- Website - www.mcicoach.com/field-support
- MCI Service Center - 888-912-9983



Technical Resources

- Website - webtv.nfigroup.com
- Email - technical_support@mcicoach.com
- Technical Call Center - 800-241-2947, ext. 2, Monday – Friday,
8:00 a.m. – 8:00 p.m. EST

NFI Parts™ Support

- Website - www.nfi.parts
- U.S. Customer Service - partsUSA@nfi.parts, 800-323-1290
- Canada Customer Service - partsCanada@nfi.parts, 800-665-0155
- Featured Products and Promotions - www.nfi.parts/keepmoving
- Online Parts Store - partsstore.nfi.parts





MCI

MCI/NFI Service Centers

Director,
Service Centers



Michael Donner
254-290-4437



Coming Soon
Service Center Manager
Seattle Area



Brian Jablonski
Service Center Manager
Bay Area
800-233-5574



Tony Molina
Service Center Manager
Los Angeles Area
909-239-6370 or
909-240-7211



Ryan Vandivere
Service Center Manager
Dallas
800-248-4942



Cary Kadyschuk
Service Center Manager
Chicagoland
800-428-7626



Daniel Yemen
Service Center Manager
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613-622-7949



TBD
Mobile Technician
Nashville Area
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MCI Private Sector Sales & Marketing

Vice President,
Private Sector Sales
and Marketing



Brent Maitland
630-235-9696

Vice President,
Private Sector
Coach Sales



Tom Wagner
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Pre-Owned
Coach Manager



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Page Large
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Specialist



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Pre-Owned Coach Sales
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Walter Sturdivant
609-876-3713



MCI Technical Solutions Managers Team

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Dennis Walker
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Bryan Witkowski
904-832-0388



Technical Call Center Team: 800-241-2947

https://www.mcicoach.com/parts-support/coach-tech-support/Technical_Support@mcicoach.com
Monday – Friday, 8 a.m. – 8 p.m. EST

Manager,
Technical Support



Steve Kiner



Derek Brown



Jim Gabor



Jim McClain



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West

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Mid-Atlantic

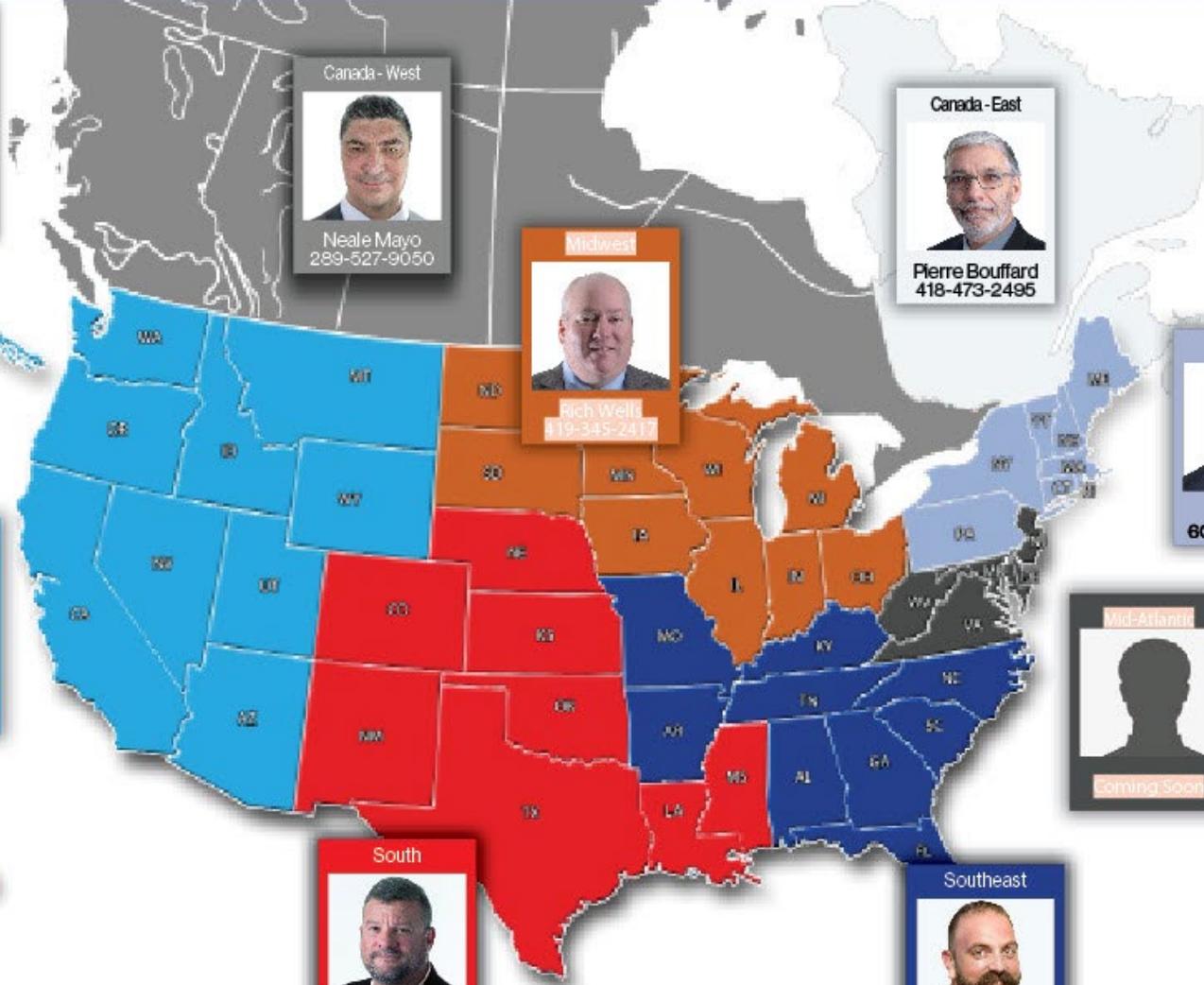
Coming Soon

South

Kevin Keith
502-579-1585

Southeast

Josh Bender
689-312-6139





MCI Academy Team - 502-318-3012

Training@mcicoach.com
www.mciacademy.com



Training Manager



Scott Crawford

Technical Trainer



William Pryne
"Gator"

Technical Trainer



Terry Bowersox

Technical Trainer



Robert Remshifski

MCI

Staying ahead in a dynamic market.

Full year 2023 market share.

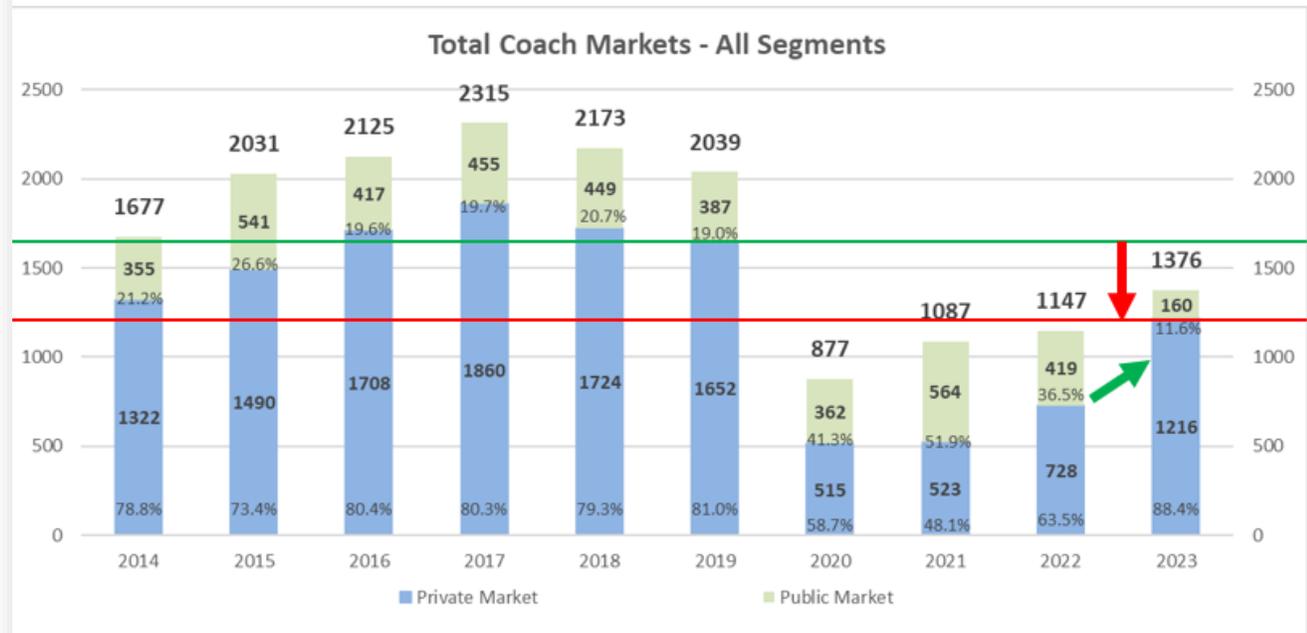
Total Coach Market

- Through 2023 recovery to 74% of pre-COVID.

Why?

- Some segments such as scheduled service and employee transportation are still down.
- Supply chain has limited production.
- Some OE manufacturers don't report into ABA.

Unit Sales – All Market Segments 2023



Private Market (-26%) vs 2019 or conversely **recovered 74%** of Pre-Covid 2019

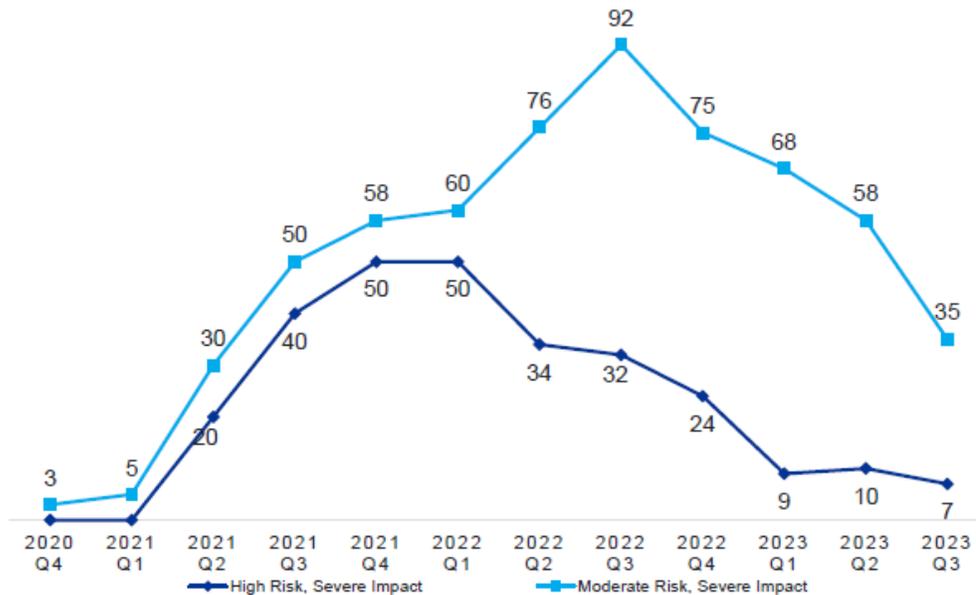
High recover for tour and charter but some key segments remain down.

Supply chain

Significant Supply Chain Improvements in 2023

NFI Group Consolidated High and Moderate Risk Suppliers (2020 Q4 – 2023 Q3)

Note: 7 High Risk Suppliers in NFI top 750



2023 Q3 Update

- ✓ Supplier performance has seen some challenges as production rates increase
- ✓ At-risk suppliers continue to be mitigated through increased inventory buffers, NFI carrying higher raw material balances
- ✓ Suppliers being removed from moderate risk once on-time delivery sustained for 90 days and no other known risk concerns
- ✓ High risk suppliers continue to impact efficiency and throughput and remain a risk to full schedule attainment

Forward Outlook

- ✓ While overall supply chains are in much better position, anticipate some continued pressure in North America as production ramps up in 2024
- ✓ Additional raw material inventories are successfully supporting parts availability in-station, meeting production targets
- ✓ Teams working closely with suppliers to ensure consistent capacity for zero emission supply (batteries, electric motors, cables, fuel-cells) with volume ramps in 2024

Supply chain and parts recovering with much reduced risk, but challenges in factory and aftermarket remain.

What is going on with inflation?

- Nearly 35% inflation since March 2020.
- Inflation measured at PPI 1413 (Bus and Truck Bodies), which closely track to motorcoach actual cost.
- A \$500,000 coach in 2020 is a \$674,000 coach now.
- And interest rates are higher.
- [Link to PPI 1413](#)



Nearly 35% inflation since March 2020.

When should I order a coach?

- Sales view: Now!
- Realistically, limited inventory (Stock) units are available NOW for the first time in years.
- If you order a custom coach to your specification (Spec), it will be available in late November.
- [Link to coach build video: Motorcoach World](#)

Build Process (weeks)	Weeks	Approximate Date
Order (ATP-SR) to Online Start of Production	20	5/2/2024
Factory Production (ends at Offline CFF "Coach Finishing Facility" in MPS)	4	9/19/2024
Additional thruput due to parts issues (as of May 13)	1	10/17/2024
Coach Finishing (Ends at RTS "Ready to Ship" in MPS)	2	10/24/2024
PDI and Add Ons - (estimated at service center)	2	11/7/2024
Delivery	1	11/21/2024
Total from Order to Delivery (Approximately)	30	
Order Today		5/2/2024
Coach Delivers		11/28/2024



Some limited availability now, but planning ahead is the best approach.

Regulatory and other pending topics.

CARB Low NOx Omnibus California Air Resource Board

- [CARB Heavy Duty Omnibus Low Nox regulations](#) limiting sales in California from 2024 to 2027 (26 MCI / Cummins) due to CA being stricter than EPA in NOx emissions.
- MCI for example only gets 5 engines for CA in 2024 (normal 77).
- 2027 CARB and EPA are same NOx standard.
- Seeking exemption or waiver but not looking good.
- Extremely limited CA compliant stock units.
- Cummins next Gen engine in 2026 (1 year early)
- Consult with your OE on specifics

CARB Advanced Clean Fleet (ACF)

- Dictates the pace at which California operators MUST transition to ZEV (Zero Emissions Vehicles)
- **Advanced Clean Fleets** is a medium and heavy-duty zero-emission fleet regulation with the goal of transitioning California vehicles to 100% Zero Emission Vehicles (ZEV's) by 2045 **everywhere feasible**
- High priority fleets >50 must have 10% ZEV by 2027 (or 100% of purchases in 2024)



CARB Opt-in States

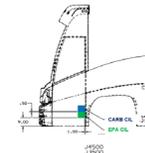
- Certain states choose (or Opt-in) to adopt various CARB regulations.
- You need to watch for impact to your state (Thanks ABA)

Count of HD Vehicle	First Applicable Standard: Heavy Duty, Model Year (Excat)	2024	2025	2026	2027
California	Omnibus	1			
Vermont			1	1	
Oregon				1	
New York			1		
Massachusetts					1
Rhode Island					1
New Jersey					1
Colorado				1	
Washington					1
New Mexico					1
Grand Total		1	2	3	4



Other Regulatory

- Coaches with 2024 engines that are operating within **California** are now subject to idling restrictions.
 - Manually shut down
 - Include 5-minute automatic idle shutdown programming
 - Purchase the California /CARB CIL, which will allow for **unlimited idling**.
- FMVSS 227 Rollover Safety Standards mfg. after 12/31/24
 - Incr. structural rigidity and window retention



The current regulatory environment is challenging.

Selling key features, systems, and benefits.

Safe! [Bus Safety Search | FMCSA \(dot.gov\)](#)

- Amongst the SAFEST modes!
- Professional, trained drivers
- Advanced Safety Features such as collision Mitigation

Efficient

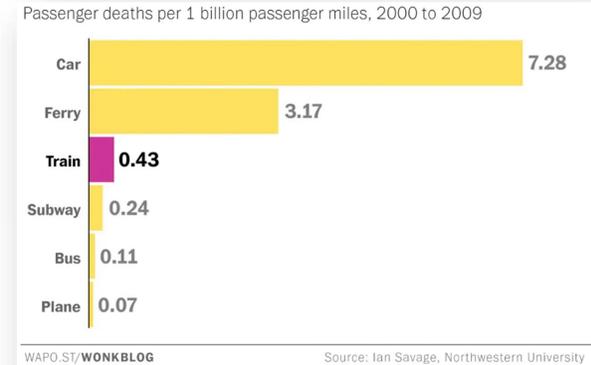
- Clean diesel using latest EPA technology
- Amongst the highest fuel economy mileage per passenger gallon (56 people at 10 MPG = 560 Passenger miles per gallon.)
- Low emissions, event vs. cars
- Space efficient – Take cars off the road and reduce congestions

Comfortable

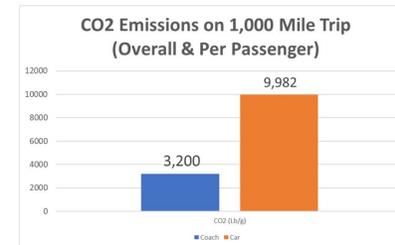
- Forward facing seats
- Smooth ride
- Above traffic



1. Choose a Safe Company
2. Find a Safe Driver
3. Plan a Safe Trip



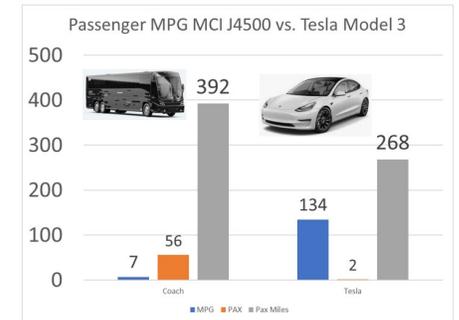
CO2 Emissions on 1,000 Mile Trip



- A 1,000 mile road trip using 14 cars each with 4 passengers at 27 MPG
- 1 Motorcoach with 56 Passengers and 7 MPG
- Over 3x less CO2 from the motorcoach

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Extremely High Passenger MPG



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How do I choose a Pre-Owned Coach?

- What is your budget?
- Buy the best condition bus that you can afford.
- Corrosion.
- Mileage.
- Maintenance.
- Create a rapport with your pre-owned coach rep.
 - They will keep an eye out for your needs!



MCI

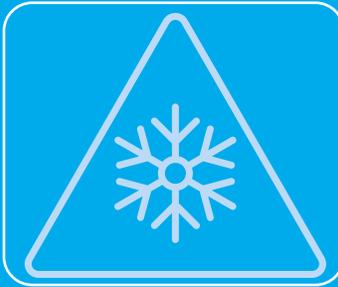
Harnessing innovation for enhanced performance.

Spring motorcoach maintenance and safety.



Check your tires and Pressure

- Proper tire inflation is one of the most important pre-trip items
- Underinflation a main cause of failure and fires
- Correct inflation Improves fuel economy
- Verify manually or via TPMS



Ensure HVAC is working

- Change and clean filters
- Check temperature setting and verify
- Check and use vents to “Pre-Cool”
- Remember: It takes a long time to cool down a hot coach and AC will only create a max -25 temp variation

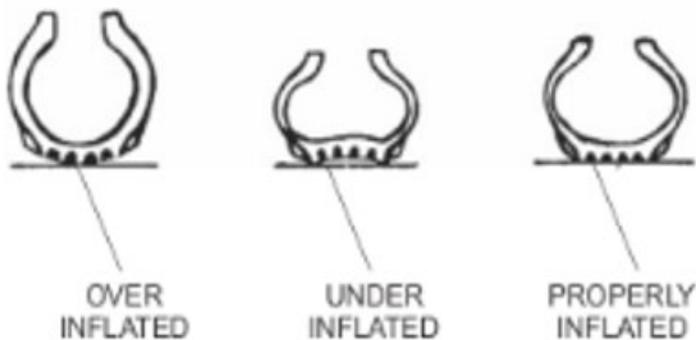


Other maintenance items

- Common system codes

Tires.

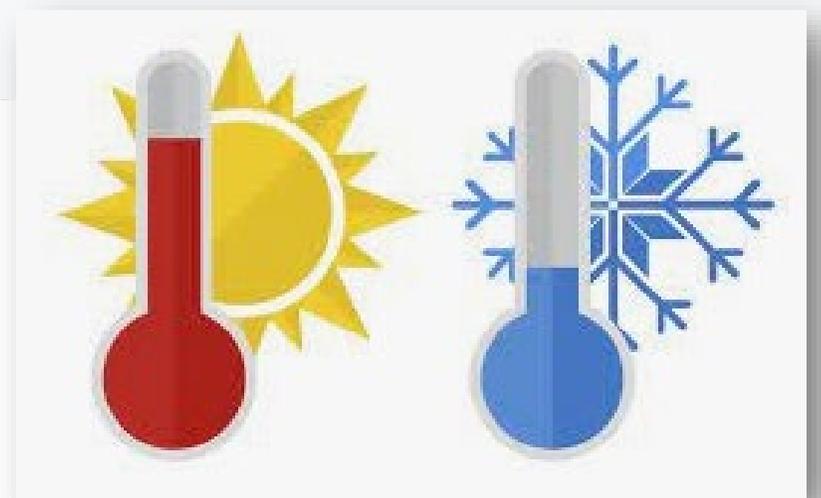
- What you need to know:
 - Tire condition and maintenance are the most critical safety items. They are the only contact point between the coach and the road. Tread depth, proper tire inflation and tire condition are just a few important items to inspect before each trip.
 - Low tire pressure will increase fuel consumption, cause the tire to generate too much heat, increase wear on the outside edges of the tire surface.
 - Over inflated tires will decrease the tires capacity to handle temperature increases, decrease the tire life by increasing the wear to the center of the tire tread.
 - Tire Pressure Monitoring Systems alert the driver when a condition occurs that can affect safe operation



Heating, ventilation, & air conditioning (HVAC).

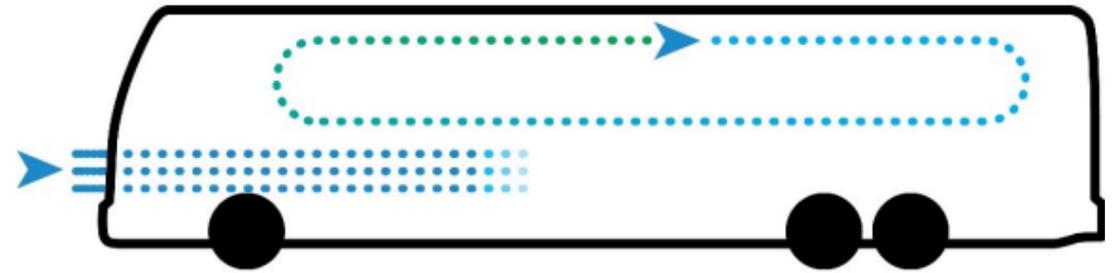
Need to know

- The HVAC system is dependent on airflow. Clogged filters and heat exchangers (evaporator/condenser/radiator) reduce system performance.
- Typically, the HVAC system cannot cool more than 25 degrees below ambient temperature.
- Most HVAC controllers are “set it and forget it”.
- A full hot (heat soaked) coach can take over 30 minutes to cool down to a comfortable temperature.
- Most areas have Anti-idle laws
 - This can be monitored and controlled with available asset tracking and engine control software.



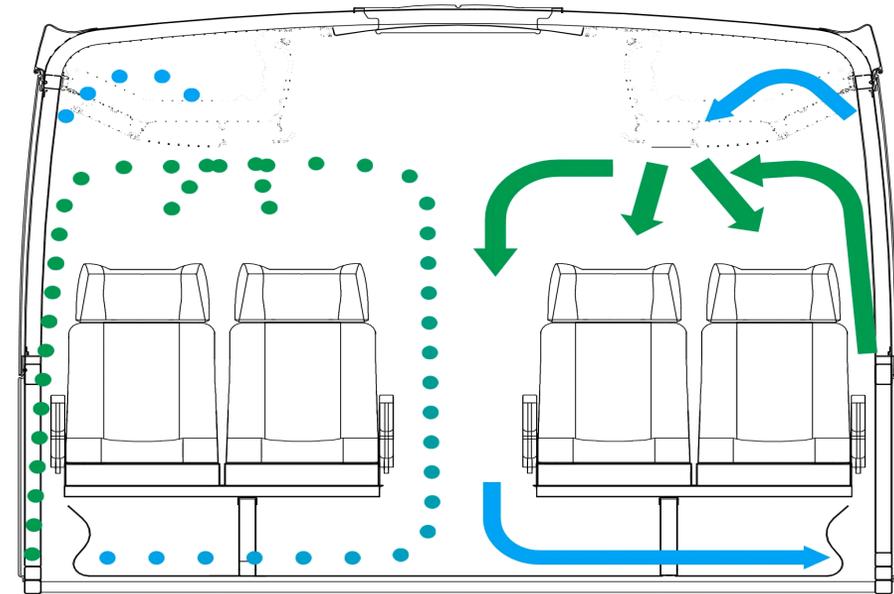
**Fresh and
filtered air.**

Fresh Air + Filtered Air = Clean Air



Fresh air exchange
at 15x per hour

MERV filtered air
at 30x per hour



Fresh Air + Filtered Air = Clean Air



Most common codes.

- Low Air: Air gauge - Continuous loud buzzer until >70 PSI. Allow time to “air up” the system while running.

- TPMS (Tire Pressure Monitoring System) - Pressure and Temp.



- Engine Related:

- MIL “Check Engine” / OBD (On-Board Diagnostics) = related to emissions, which in car would be check the fuel cap.



- Check Engine - Does NOT look like an engine symbol.



- Stop Engine – Major failure occurring.



- Regeneration related

- DPF Regeneration – Required.



- HET (High Exhaust Temp) often present during regeneration.



- HVAC Fault.



- No charging (Alternator).



- Fuel / DEF levels.





Important items you need to look at.

- Battery condition and charge
- Belt condition
- Hose condition
- Windshields – no chips or cracks
- Windshield wipers and washers
- Lights
- Emergency exits:
 - Roof hatches
 - Side windows
 - Placards

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Free learning.



MCI Academy

Training for Advancing Technology

MCI academy and LMS.



Accredited Training Provider

- The only bus and coach ASE accredited training program.
- Award winning – ASE Grand National Excellence in Training five years in a row – 2017, 2018, 2019, 2020 and 2021.
 - Beat out GM, AC Delco, Raytheon, Bosch.
- Provides a way to standardize training level of technicians.



Consequences for not training?

- Poor recruiting and retention.
- Breakdown costs:
 - Towing cost,
 - Replacement coach cost,
 - Outside repair cost,
 - Damaged reputation,
 - Lost business,
 - Refunded revenue.



Learning management system (LMS).

- Each student must have their own account.
- A transcript documents all the training finished.
- Completion of each course requires passing a matching quiz.
- A certificate of completion is issued for each course.
- Training record follows the Student.
- Learner's account never deleted.
- Over 850 courses available.
- Over 24,000 accounts created.
- Over 200k courses completed.
- Reporting feature to track activity.
- 4-part series WIB course.
- Registration.
- <https://mciacademy.smarteru.com>.

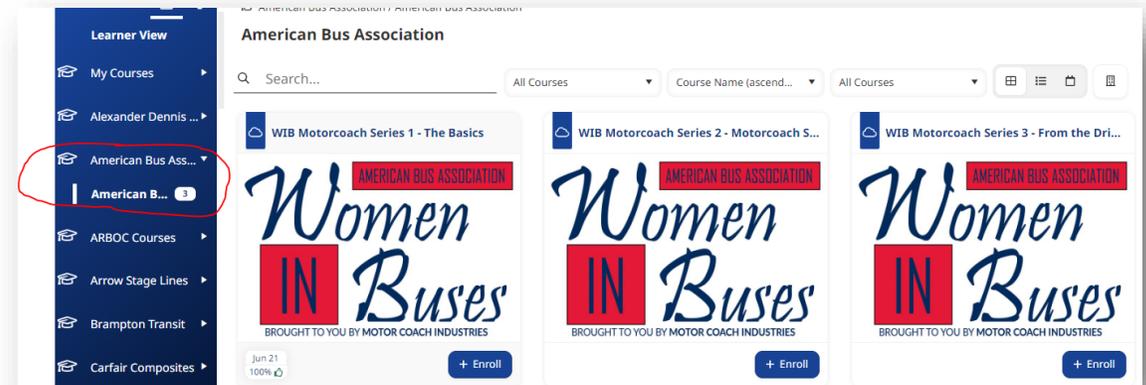


ABA – Women in Buses (WIB) courses.

<p>June 17 Session 1: 101 The Basics</p> <ul style="list-style-type: none">• Walk-around• Features• Safety systems	<p>August 26 Session 2: Systems & Operations</p> <ul style="list-style-type: none">• Vehicle systems<ul style="list-style-type: none">• Air, Electrical, Powertrain• Codes and diagnostics• Buzzwords and Acronyms such as Regen	<p>November 18 Session 3: View from the Driver's Seat</p> <ul style="list-style-type: none">• Driver view• Dashboard and cockpit• Mirrors and visibility• Managing safety and passengers	<p>January 7, 2022 Session 4: Live & Drive Grapevine, TX</p> <ul style="list-style-type: none">• Apply your knowledge• Live coach demo• Awards and certificates
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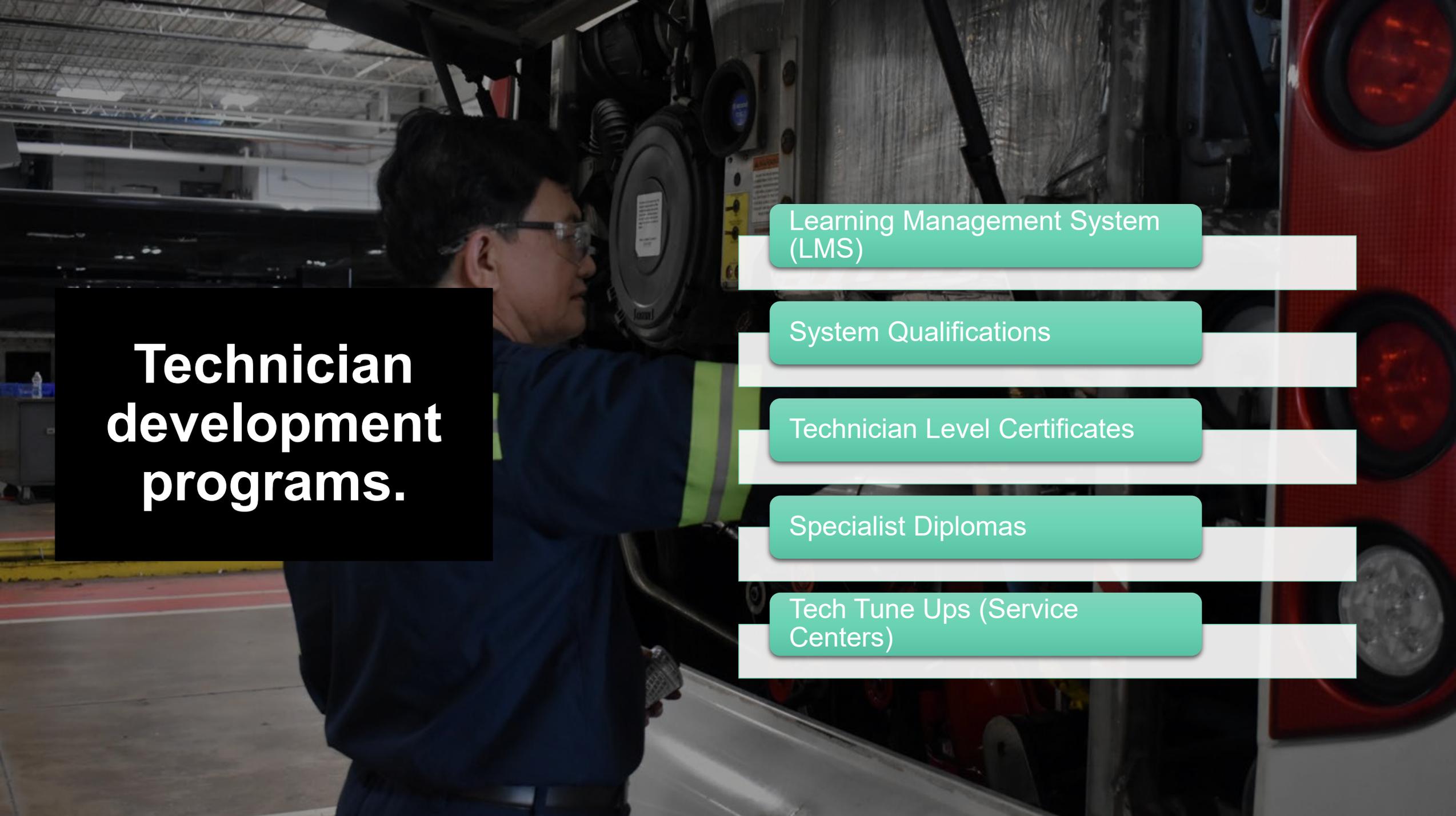
[WIB Resources Link](#)



Motor coach operator training.

- Structured training program.
- 100% Online.
- 115 courses.
- @ 33 hours of training.
- (4) certificates can be earned.
- Mirrors the MCI Academy Technician Level Program.
- Drivers can take training while waiting for their groups.
- Provides for remedial training should an incident occur.
- Provides a method to provide refresher training .





Technician development programs.

Learning Management System
(LMS)

System Qualifications

Technician Level Certificates

Specialist Diplomas

Tech Tune Ups (Service
Centers)

System qualifications.

- LMS courses, classroom sessions, practical and written testing.
- (16) different qualifications available.

QUALIFIED

Qualifications lead to certificates.

Technician Level 3

- Preventive Maintenance Qualification
- Tires and Wheels Qualification
- MCI Air Systems Qualification
- MCI Basic Steering Systems Qualification
- MCI Basic Suspension Systems Qualification
- Tire Pressure Monitoring Systems Qualification



Technician Level 2

- Drum Brakes Qualification
- Disc Brakes Qualification
- Wheel End Systems Qualification
- Antilock Brake Systems Qualification
- MCI Basic Electrical Qualification
- MCI Advanced Steering Systems Qualification
- MCI Advanced Suspension Systems Qualification
- Auxiliary Heating Systems Qualification

Technician Level 1

- MCI HVAC Qualification
- Advanced Electrical Systems Qualification

Diplomas for specialties.

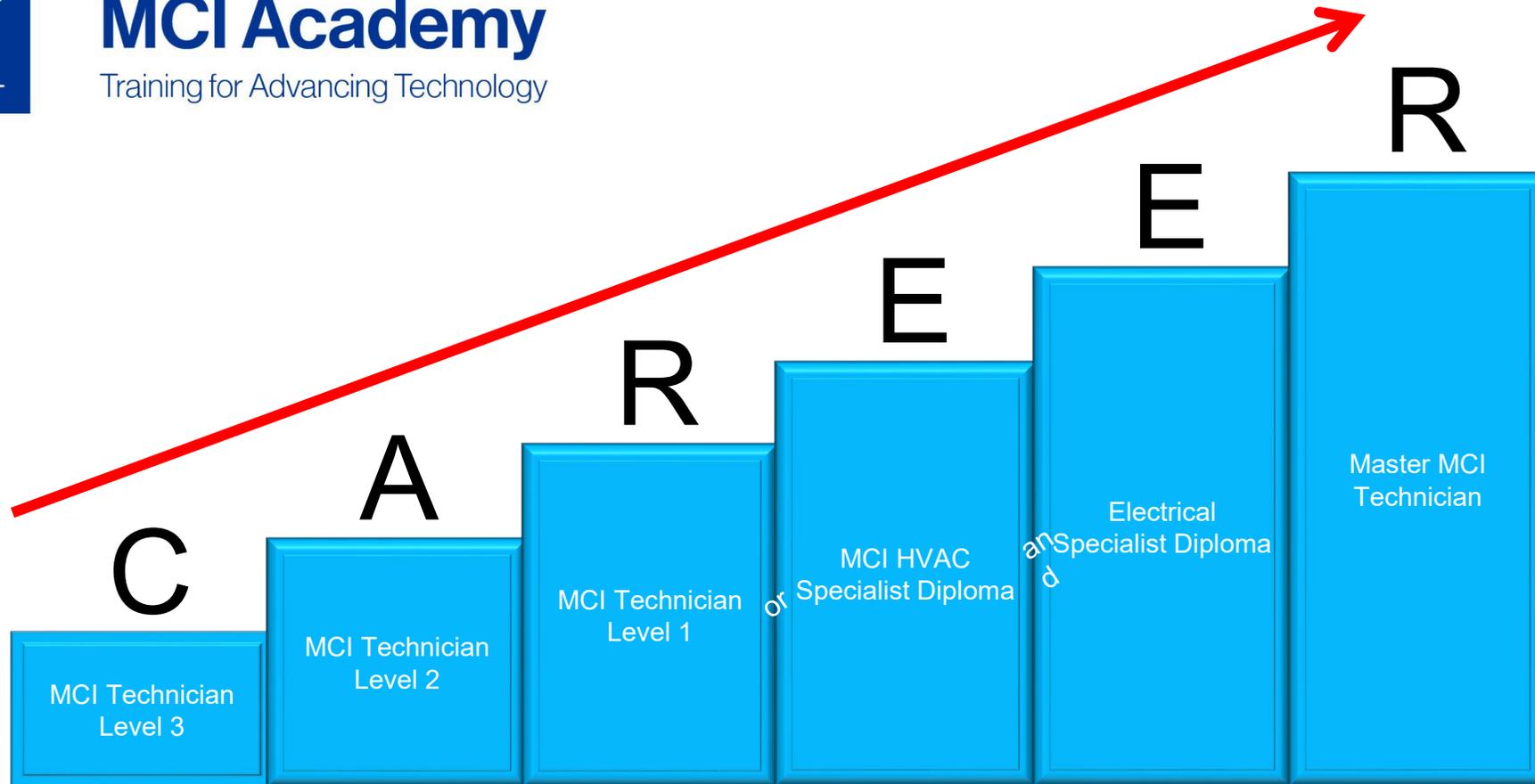


HVAC and Electrical Systems



MCI Academy

Training for Advancing Technology



Graduate Recognition.



MCI

QUESTIONS?

@LateNightSeth



