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Service Team Announcement

To Our Valued Customers and Team Members,

At New York Bus Sales, our mission is to elevate advanced transportation through the sale of premium quality buses, unparalleled expertise in parts, and customer centric services. Over the past several months, we have been working diligently to strengthen our Service organization; executing on that mission while building a solid foundation to support continued growth and long-term success. As we begin the new year, we are proud to announce our Service leadership structure, which will guide our teams and continue to support our customers with excellence across all locations.

Our **New York Bus Sales Service Team** is led by our Service Director, **Matt Woodman**. Having previously served as the Parts Director for New York Bus Sales, Matt brings a well-rounded understanding of how parts and service collaborate to ensure fleet

reliability and uphold our commitment to exceptional customer service. Matt's continued focus on ensuring that our customers receive the highest level of support across all areas of service and maintenance will further the positive path previously led, and continually supported, by our Vice President of Business Relations, **John Johnston**.

At our **Chittenango** facility, we are pleased to announce the completion of our leadership team with the appointment of two internal candidates who collectively bring 45 years of experience with New York Bus Sales. **Brian Goodfellow** has accepted the Supervisor role for PDI/Main Shop operations, and **Morgan Jenkins** has assumed the role of Service Operations Manager. In this capacity, Morgan will oversee coordination and support across our paint shop, collision repair, technical repair, new bus PDI, warranty operations, and transportation services. Brian and Morgan will work closely with **Bob Reith**, Tech Shop Supervisor (21 years of experience), and **Phil Tucker**, Paint Shop Supervisor (26 years of experience), to ensure we consistently exceed customer expectations. As Brian and Morgan transition into their new leadership roles, we will actively recruit candidates to fill their former positions of Service Writer and Warranty Clerk to support our growing team.

In **Ravena**, **Ross Phipps** has brought renewed stability to the Service Manager role and, in a short time, has re-established consistency and performance within the facility. His dedication to communication and operational excellence has been instrumental in our continued evolution. To further support this progress, we are actively seeking to fill an additional support role at this location.

At our **Batavia** facility, **Matt Dargusch** serves as Service Manager, supported by **Eric Bosley**. Having surpassed his first year with New York Bus Sales this

past November, Matt has developed a strong understanding of our customers' needs and remains committed to advancing the positive momentum established since the facility's grand opening in September of 2023. Eric, with more than 27 years of experience at New York Bus Sales, continues to be a vital leader and mentor, ensuring confidence, consistency, and excellence for both our customers and team members.

As always, we sincerely thank you for your continued partnership and trust in New York Bus Sales. We look forward to supporting your bus service and repair needs now and in the future.

Thank you,

New York Bus Sales

**CONTACT US WITH ANY QUESTIONS YOU
HAVE!**

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