



New York Bus Sales Contingency Operating Plan

Company Update No. 20-0319

We Are Open For Business

New York Bus Sales, LLC is open to meet your Sales and Service needs. We have some adjustments to our normal operating plan to adhere to government guidelines.

On Road Sales and Service

School Bus Sales staff are available to make customer visits. They will call to make an appointment prior to visiting.

On Road Parts Sales staff are available to make customer visits and will call prior to their normal scheduled visits.

On Road Techs are available to make scheduled visits but will call first to verify that the customer still wants the service call made.

Parts deliveries for the time being, will be made using carriers such as UPS, FedEx and freight unless otherwise specified by customers.

We will continue to pick up and deliver buses for service. Customers should contact us in the same manner they always have.

ALL of our Service Updates can be found on the [New York Bus Sales website](#)
Or at the [New York Head Mechanic website](#)

Operations at our Service Locations

Our business hours are currently set from 7:00am to 3:30pm for all locations and departments.

Many of our Sales and Accounting staff are working remotely but are still available to take calls and answer questions.

Customers will not be affected by this change and should call or email as usual.

All Vendors have been asked to cancel facility visits and contact us via phone or email. Necessary visits will be scheduled according to our modified visitor policy.

All doors and gates to our facilities are closed. Customers who need to come on to our premises must notify us of their scheduled arrival and follow our modified visitor policy.

Parts Sales are continuing as normal. Our parts team is working and available.

Our locations are open and ready to serve you. We will continue to monitor the situation and take necessary precautions to protect our employees, customers and the public. We will update you as changes occur.

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CONTACT NEW YORK BUS SALES WITH ANY QUESTIONS

CENTRAL REGION:

**Syracuse (Headquarters)
7765 Lakeport Road
Chittenango, NY 13037
315-687-3969**

WESTERN REGION:

**Rochester
1177 Brighton Henrietta Townline Road
Rochester, NY 14623
585-424-3320**

EASTERN REGION:

**Ravena
62 Mountain Road Extension
Ravena, NY 12143
518-756-1111**

LOWER HUDSON VALLEY:

**Middletown
307 Bloomingburg Road
Middletown, NY 10940
845-609-7070**

Comments or Concerns:

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