



COVID-19 Micro-Cluster and Our Rochester Shop Company Update #21-01



As COVID-19 makes its way across the globe, we want to ensure we do everything we can to protect our Employees, Customers and Communities!

New York Bus Sales has been monitoring the “ForwardNY” website for the reported “Micro-Clusters” and locations they are affecting.

While doing this we are listening to the concerns of our employees and trying to be as vigilant as possible to the concerns of our employees in assuring we are doing all we can to maintain the safety of them and their families.

Our Rochester shop is currently in a “Yellow” zone and close to an “Orange” zone. To be proactive in trying to safeguard our employees, customers and the community we have decided to take the following action:

- We will be suspending parts delivery via our truck
- All Parts delivery will be via UPS

To minimize outside contact:

Parts pick up will be via a “Drop Box”

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Or at the [New York Head Mechanic website](#)

- Unit Drop Off - We will ask that you let us know when you are dropping and that you leave keys in the unit and not enter the building.
- Unit Pick Up – We ask that you call ahead and we will put keys in the vehicle and in front of our facility.

Today, all our locations are open and ready to serve you and we are working to ensure business operations are impacted as little as possible while keeping our employees, customers and the community healthy and safe. We will continue to actively monitor the situation and take necessary precautions as well as to continue to update you on operational status as new information is made available.

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