



## Organizational Announcement

### Company Update 20-0803

New York Bus Sales is excited to make several personnel announcements today that will improve our ability to provide “The Best Customer Experience”. We are constantly looking at improving our capabilities and expect to share more great news with everyone soon!

#### SERVICE

1. Brandon Shepard has joined New York Bus Sales as the Service Manager of our Henrietta NY location. Brandon has 20+ years of service department and customer relations experience. Brandon worked in the RV industry for 15 years prior to joining the school bus industry in 2015. We would like to acknowledge and thank Eric Bosley for serving as the interim Service Manager while we searched for a candidate. Job well done Eric!
2. Moncia McDonald has been named the Service Manager of our Middletown NY location. Moncia has 15 years’ experience in the school bus industry, 10 of which she served as the General Manager of Quality Bus Service. She is very familiar with the obstacles operators deal with every day and is excited to assist in any way she can.

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

## **PARTS**

1. Gary Bigness has retired from New York Bus Sales. Gary served as a Customer Service Representative and as an on the road Parts Sales Representative while with New York Bus Sales. Gary was appreciated and admired by both customers and fellow employees. Thank you, Gary, for the many years of great work!
2. Ryan Murphy is replacing Gary Bigness as the on the road Parts Sales Representative in Eastern NY. Ryan has been both an inside and outside parts sales representative in the school bus industry since 2012. A veteran of the United State Marine Corps, Ryan is no stranger to hard work and dedication and has the motivation to succeed.

## **SALES**

1. Paul Daniels has been promoted to Director of Sales. In his new role, Paul will oversee all bus sales operations including commercial vehicles and used buses. This expansion of Paul's duties will enable New York Bus Sales to better serve our customers.

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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:**

**John Johnston  
jjohnston@newyorkbussales.com  
Cell 315-263-0766**

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