

September/October 2022

# Busline

# FINE

COVER FEATURE

## AIRPORT PARKING



Advice On

## CYBERSECURITY PROTECTION



David Brown

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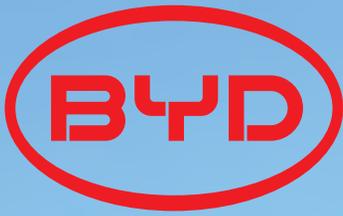
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**ON THE COVER:** Fine Airport Parking operates from four locations and will celebrate its 40th anniversary in 2023. Shown, left to right, with one of the company's Micro Bird shuttle buses, are John Davey, vice president - development; and Russ Lyles, vice president - operations. **Story begins on page 8.**

## CALENDAR OF EVENTS

### OCTOBER 2022

October 23-26

**Canadian Urban Transit Association (CUTA) Annual Conference & Transit Show**  
Montreal, QC  
Info: 416-365 9800

### NOVEMBER 2022

November 8-10

**National School Transportation Association (NSTA) Fall Conference**  
Key Largo, FL  
Info: 703-684-3200

### JANUARY 2023

January 11-14

**United Motorcoach Association (UMA) Motorcoach Expo**  
Orlando, FL  
Info: 800-424-8262

### FEBRUARY 2023

February 2-8

**American Bus Association (ABA) Marketplace 2023**  
Detroit, MI  
Info: 800-283-2877

February 4-6

**Busworld North America**  
Detroit, MI  
Info:  
[busworldnorthamerica.org](http://busworldnorthamerica.org)

### APRIL 2023

April 23-26

**APTA Mobility Conference**  
Minneapolis, MN  
Info: 202-496-4800

### MAY 2023

May 1-4

**Advanced Clean Transportation (ACT) Expo**  
Anaheim, CA  
Info: 310-573-8564

May 21-25

**Community Transportation Association of America (CTAA) Expo 2023**  
Oklahoma City, OK  
Info: 800-891-0590

### April 2024

April 24-25

**BUS2BUS**  
Berlin, Germany  
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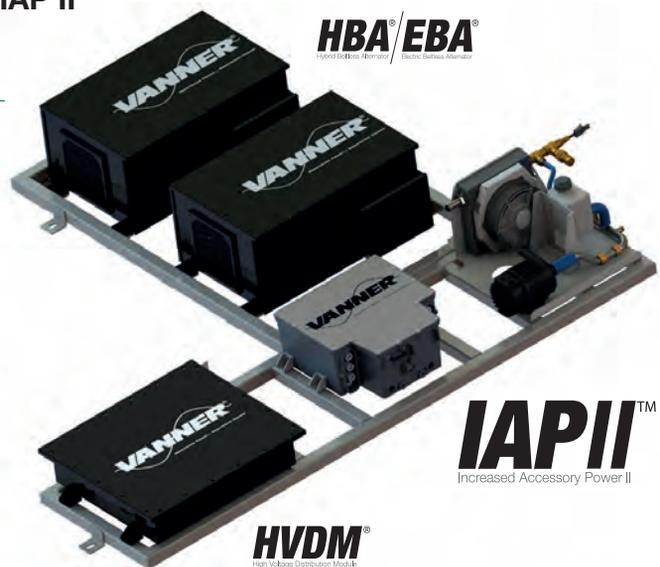
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# Fine Airport Parking Fills A *'Niche Within A Niche'*



*Fine Airport Parking conducts business from four airports, located in three cities: Tulsa, OK; Denver, CO; and Houston, TX.*

By Rick Mullen  
Busline Magazine  
Associate Editor

**F**ine Airport Parking, with locations in Tulsa, OK, Denver, CO, and two facilities in Houston, TX, is poised to celebrate its 40th anniversary in 2023. The company is filling a “niche within a niche,” as CEO Chris Amburgy describes Fine’s space in the public transportation world.





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Fine Airport Parking's niche within the parking segment is that of offering passengers a high-end, luxury experience on its shuttle buses and at its parking and lobby facilities, Amburgy explained.

"We want to be the premier airport company in the markets we serve," Amburgy said, during a recent interview with *Busline Magazine*. "We are a family-owned company, which is a big part of our identity."

"Fine Airport Parking is a high-end brand that is very focused on the customer experience — taking good care of travelers, while making sure they are safe and secure."

Fine Airport Parking has about 50 vehicles in its overall fleet, the majority of which are Micro Bird Commercial 14-passenger cutaway shuttle buses, according to **Russ Lyles, vice president/operations**. There are 16 shuttles at parking facilities at both the George Bush Intercontinental Airport in Houston and the Denver International Airport. The Tulsa International Airport location has 10 buses and the eight remaining shuttles are located at the William P. Hobby Airport in Houston.

"In keeping with our brand as a high-end airport parking company, our shuttles are outfitted at a higher level," Lyles said.



*Company representatives take pride in maintaining clean and modern facilities.*

**"The buses have more of a limo-style ambience with plush interiors and seats. We consider them to be one of our biggest marketing tools because they are rolling billboards."**

Indeed, the colorful exteriors of the shuttles are distinctive with the company's name and logo.

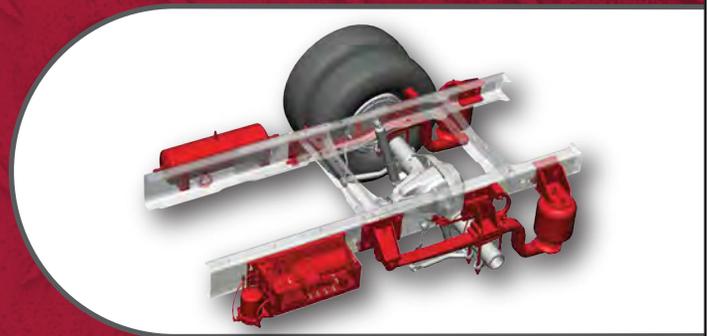
"The Micro Bird shuttle buses are a great product. They are very well built and fit our brand standard," Lyles said. "The company has been fantastic. Micro Bird reps are very open to working with us on the changes we have recommended."

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“Our drivers, who are in the shuttles every day, often ask us for different features. Micro Bird reps have been great at listening to feedback from our drivers. The reps have been great partners who listen and want to continue to improve their product. We have nothing but great things to say about Micro Bird.”

It goes without saying that any reputable public transportation company or agency keeps their vehicles as clean and attractive as possible. Fine Airport Parking is no different. Because of the company’s brand of being an elite provider of airport parking, maintaining a clean parking area is just as important as its shuttles.

“Keeping our shuttle fleet clean, nice looking and in good condition is very important,” said **John Davey, vice president/development**. “In addition to clean and attractive buses inside and out, the company’s uniformed drivers and valets, and the cleanliness of parking facilities, also meet our high brand standards.

“One of the most frequent comments we receive from customers is, ‘I have never seen a parking facility so nice and clean — you really do parking differently.’ Within a niche market, we have carved out a high-end brand.

“We are in the transportation industry. We are not going to be

perfect all the time. There are too many variables that affect our business and travel in general, but the one thing we pride ourselves on is — we are going to take care of customers.



*Fine Airport Parking has approximately 50 vehicles, the majority of which are Micro Bird Commercial shuttle buses.*

“When we make a mistake, we make sure to make it right and fix it. That kind of service goes back to being a family-owned company. We are a smaller, high-touch, boutique-style company, rather than a big corporation.”



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## ‘EVERYTHING’S COMING UP ROSES’

**F**ine Airport Parking offers many perks and convenient services for customers at all four locations. For example, at the Denver facility, perks and services include:

- 24/7 staff and shuttles;
- Wider, angled parking;
- Complimentary electric vehicle (EV) charge;
- Complimentary roses;
- Clean facility;
- More than 100 security cameras;
- More than 500 LED lights, well lit at night;
- Changing room;

- In-house certified detail shop;
- Free parking app; and,
- Rewards program perks.

Parking options offered include valet; self park indoor; and self park outdoors.

Fine Airport Parking has 40 EV charging stations, 28 Tesla stations and 12 universal level 2 charging stations. Chargers are first come, first serve. There are no extra fees for charging.

“We go the extra mile. We have people answering phones at every facility, so customers do not get automated messages,” Lyles said. “We have wider angle parking spots, making it easier to park. Furthermore, the wider lanes make it easier to exit vehicles without getting ‘door dings.’”

“All facilities are extremely well lighted. They are staffed 24/7 and are highly secure, with many cameras. The lobby spaces are also very nice.”

In addition, customers are welcome to stop in a company lobby to get complimentary popcorn or beverages before taking a quick shuttle ride to the airport.

In 1983, Fine Airport Parking was founded in Tulsa by the late **Mike Fine**. The original Tulsa location is the company’s headquarters.

“Mr. Fine passed away in 2017, just a week before we opened the company’s second location at the Denver International Airport,” Amburgy said. “The business was built on focusing on the customer experience and customer amenities.”

One popular amenity that was introduced by Mike Fine was giving complimentary roses to customers when they returned from trips.

**“Mr. Fine’s idea was while a person was traveling, he/she was missed by somebody — a spouse, mother, father, children or a friend — and here is a rose to take home to put a smile on someone’s face,”** Amburgy said. **“It kind of grew from the beginning, so, we have been giving roses to returning travelers for years and years. It is fun thing we do and people love getting roses.”**

## DETAILING SERVICE EVOLVES

**I**n addition to parking, Fine offers a full service detail shop to take care of customers’ vehicles while they are traveling. Several detailing packages for autos, trucks and SUVs are available, including platinum, gold, silver exterior and silver interior details.



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When the COVID pandemic hit in the spring of 2020, Fine Airport Parking had not yet purchased the two Houston facilities. Like most public transportation companies, Fine's business crashed in the beginning. As time went on, the Tulsa and Denver locations clawed their way back, while taking two different routes.

"It was crazy. The travel industry came to a halt and our business did, as well," Amburgy said. "We made a decision early on to try to manage our staffing. We didn't take the path of just cutting a bunch of people. We felt business was going to come back and we wanted to take care of employees.

"At that time, we were operating in Denver and Tulsa only, and each location had a couple of unique factors that allowed them to bounce back."

In Denver, Fine has significant business with pilots and flight attendants, who rely on the company to get to and from work, Amburgy explained.

"That kept us in somewhat normal operations in Denver, because we still had a flow of pilots and flight attendants coming through every day," Amburgy said. "In Tulsa, we pivoted in a different way, and that was with our auto detail side of the business."

Since people were staying blvd., because of COVID, Fine's leadership decided to enhance its detailing service. Company personnel would go to people's residences, pick up their vehicles and bring them back to the Tulsa facility to be washed and detailed.

"The response was tremendous. Based on that, we launched a mobile detailing business, which continues to grow," Davey said. "We now have vans outfitted with detail equipment. So, in addition to the model where we pick up the customer's vehicle, bring it back to the facility and detail it, we will come to the client's blvd., or place of business and detail his/her car right there.

"We want to work perfecting the process for the mobile service in the Tulsa market before we launch it in Denver and Houston."

Fine's overall business came back in a big way in 2021 as people began to travel again.

# SMOOTH AS GLASS

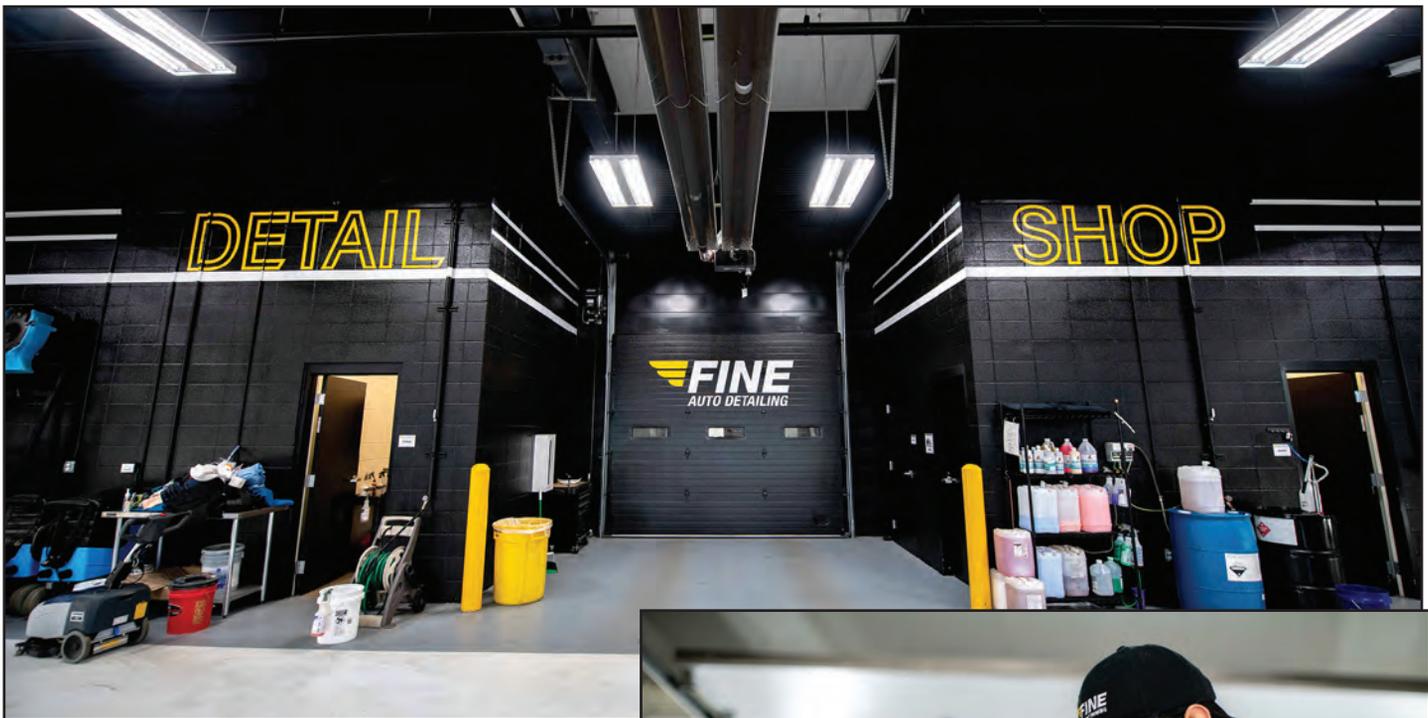


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*Fine Airport Parking's detailing business continues to grow in popularity. The company will clean both the exterior and interior of vehicles at the airport, with services being expanded to include mobile detailing capabilities.*



“Our business went from zero to 100 in no time. We had an outstanding year in 2021, and that has continued this year,” Amburgy said. “However, business has changed. Pre-pandemic, we had a great balance between business and leisure travel. Now, leisure travel is a much greater part of the business.

“Business travel is slowly coming back, but we’re not yet back to the level that it was pre-pandemic. The result is we are extremely busy Thursday through Sunday.”

Before the pandemic, business travel early in the week kept the company busy. That business has not yet fully bounced back, which means slower days during the week, Amburgy said.

## HOW FINE AIRPORT PARKING WORKS

**A**t the Denver facility, in particular, the Fine Denver app is a customer’s “ticket to Fine Airport Parking,” according to the company. The app can be downloaded from the Apple App Store or Google Play Store.

After downloading the app, the customer creates a profile. With the profile, the app is the ticket to Fine Airport Parking.

“As a high-end company, customers usually make reservations with Fine Airport Parking. However, drive-up business is accepted,” Lyles said. “It is very easy to book reservations. We push loyalty and rewards programs. Many of our customers take advantage of the programs. We have technologies that allow customers to easily enter and exit the facility, using QR codes or toll tags.”

Fine Airport Parking’s rewards program, called ParkPass, offers frequent customers a faster and easier way to enter and exit

facilities. Included with the rewards program is a built-in loyalty points system. By signing up for an account for the ParkPass automated reward point system, customers earn points as they travel, according to the company.

In Denver, for example, when a customer pulls into one of the entrance lanes, he/she can either scan the app, or the tag reader will identify the vehicle and open a ticket in the facility’s management software (if the customer has an E470 toll tag registered).

When the traveler returns from a trip, he/she retrieves his/her vehicle and pulls up to one of four exit gates. Scanning the app or the tag reader will identify the vehicle as the customer exits the parking lot and closes the ticket. Upon exit, parking fees will be charged automatically to a credit card and loyalty points will be added to the customer’s account. A receipt is sent by email.

**“Customers just book a reservation, show up, park, and we pick them up right at their vehicles,” Lyles said. “Then, we shuttle travelers to the airport and drop them off curbside. We handle their luggage on and off the shuttle.**

“When they return from their trip (we operate 24/7), there will be shuttle there to pick them up and bring them back to their vehicles where we unload their luggage.

“We make it as seamless as possible for them to exit the facility. It is a very convenient, customer friendly way to park at the airport.”

Lyles said one of the important differentiators for Fine Airport Parking is fast shuttle times. He added running the right number of shuttles at the right time of day, takes knowing the business well and management skills.

“Drivers are well trained on where to go and when they need to be at certain spots, whether it be at the facility or at the airport,” Lyles said. “Customers want fast shuttle times. We focus on giving them a quick experience. Offering a nice comfortable ride to and from the airport, in a timely manner, is probably the No. 1 focus of our business.”

Drivers make up the largest number of the about 250 people Fine employs company-wide. Other positions include customer service reps, valet attendants, detail employees, dispatchers, and administration and management teams.

“All of our facilities are staffed 24/7. There is a manager on duty each shift, plus a number of employees who maintain the facilities.”



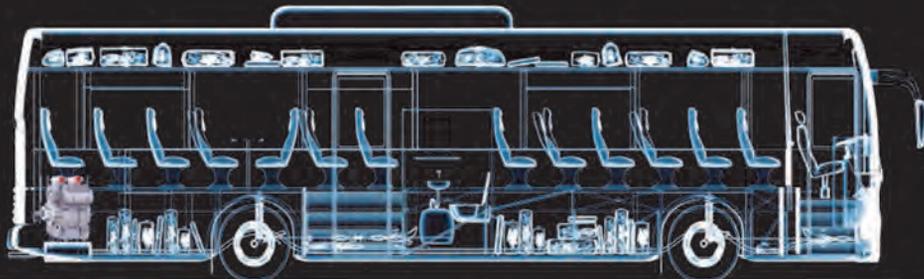
*Helping customers to board and disembark shuttle buses is a big part of customer service at Fine Airport Parking.*

When it comes to hiring drivers, prior experience operating larger vehicles is preferred.

“We do prefer driving experience, but that is not always the case,” Lyles said. “Some drivers have risen through the ranks. They may start as a valet attendant or a detail shop employee. Through time, they might be trained to be a shuttle driver, but a large percentage of our shuttle drivers come with previous experience.”

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A potential Fine driver must display a service-oriented attitude, i.e., be a “people person” — someone who interacts well with people, Davey said.

“We are customer oriented, so we want people who fit that requirement,” Davey said. “A potential driver must be well groomed, and willing to represent our core values — passion, excellence, family and integrity.”

While many companies across the board in the United States are having trouble finding quality people who are willing to work hard, Fine Airport Parking has had a much easier time hiring drivers.

“Being a 24/7 business, sometimes it is a little more difficult to find drivers to fill positions on non-traditional shifts, such as overnight,” Davey said. “When we find drivers, retaining them has not been a problem. I feel we have a great culture, a great management team and a great environment.

“We are very proud to say we have employees throughout our company who have been with us 10, 15 years and longer. We have a couple of people at our Tulsa location who have been there more than 20 years. I think that speaks volumes about our culture and our workplace environment.”

### CONTINUED GROWTH PLAN FOR THE FUTURE

Looking ahead, Amburgy said a high priority is to continue to grow the business in a strategic fashion and in markets that make sense for the company.

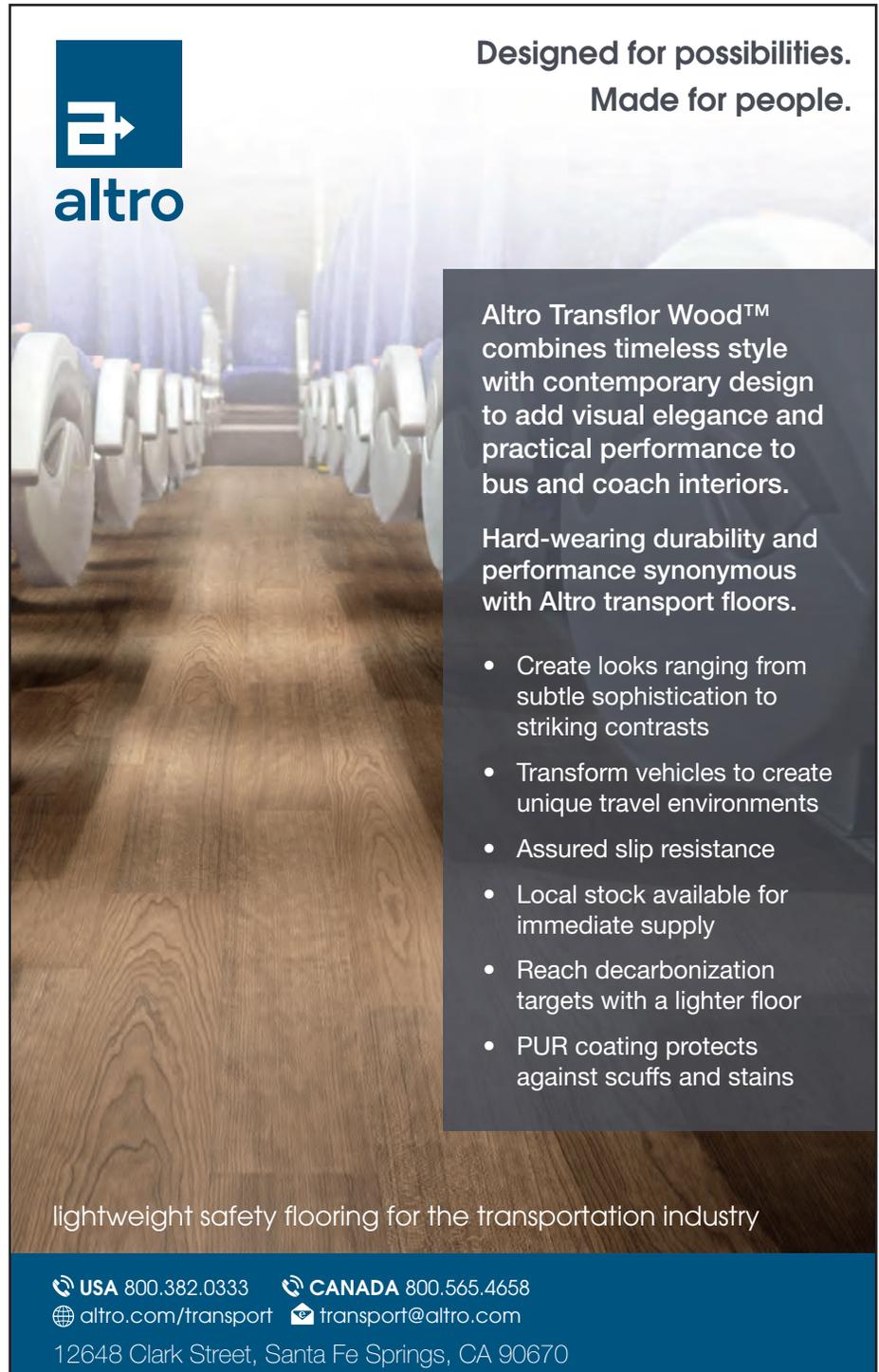
“The Houston facilities are relatively new, so we will be adding our auto detailing services in the Houston market next year,” Amburgy said. “We are super excited about adding the detail side of the business because it is such a differentiator. It is so unique to the parking business to be able to have full-service auto detail shops at each facility. Expanding the mobile side of our detailing business is also a priority.

“We will also strive to continue to keep up with technology and what is going on in the automotive world. We are becoming more and more focused on the EV side of the business. That is such a growing aspect of our world.

“We have 50 EV charging locations at our Denver location, and we just went through an extensive infrastructure project at the Tulsa location for EV charging. Houston will undergo the same changes.

“We are very excited about the future. The last few years have been a roller coaster, but in the long run, airport parking is a great business and we try to make it effortless for our customers. We feel we are well-positioned and have a unique brand in the parking industry. We are always looking for new and better ways to serve our customers.”

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# PREMIERE TRANSPORTATION

*Our Name Says It All*



*Premiere Transportation offers a variety of services in the Albany, NY, area and beyond. Shown, from left, are David Brown, president/owner; and David Ericson, vice president.*

By Harrell Kerkhoff, *Busline Magazine* Editor

Business is back to pre-pandemic levels at **Premiere Transportation, Albany, NY** — and nobody is happier than the company’s employees and customers.

“We are seeing our best numbers since 2019. People have had it with staying home and not going out,” **Premiere Transportation President David Brown** said. “Transportation for college sports teams is up, and so is social travel. It also helps the number of weddings is on the rise, and require transportation. Corporate conferences and conventions are also making a strong comeback.”

“Business started to improve for us in the summer of 2021, as pandemic-related restrictions eased. In 2022, our weekend work sold out from June through October. It’s to the point that we are dependent on our friendly competitors to help us out. We return the favor when they get in a bind.”

Obviously, seeing business activity improve from the throes of the pandemic has been a huge relief for everybody associated with Premiere Transportation.

“We experienced our best numbers in 2018 and 2019. Demand was ‘through the roof,’ and then COVID hit. Everything shut down, and we went into hibernation mode,” Brown said. “I feel the bus/motorcoach industry is recession proof. Although a recession will impact business, the military still goes on training drills, colleges still play sports, and there is still a steady stream of people needing to go places. What we learned with COVID, however, was our industry was not bullet-proof. We found that out during the second week of March 2020, when calls kept coming in from schools announcing their sports teams had been shut down.

“Not only did those people cancel, but so were weddings, church trips, etc. It snowballed, and we had to give those customers their money back. Our business went from full steam to 95 percent shut down. Unfortunately, we had to lay off most of our workforce. That impacted office staff, cleaners, dispatchers and drivers. Today, we have offered everyone their jobs back. I am very happy to say we are on the rebound.”

**“I feel the bus/motorcoach industry is recession proof. Although a recession will impact business, the military still goes on training drills, colleges still play sports, and there is still a steady stream of people needing to go places. What we learned with COVID, however, was our industry was not bullet-proof.”**

— Premiere Transportation President David Brown

Brown describes Premiere Transportation as a “full-size diversified company.” Offerings include:

- Local and long-distance charter bus/motorcoach service;
- Sedan, SUV and van service for small to large corporations, including shuttles to and from corporate campuses;

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- Caters to schools, colleges and universities by supplying medium to large motorcoaches for sports teams;
  - Runs daily shuttle service to airports in New York City and New Jersey;
  - Supplies the federal government with motorcoach transportation for military troops to airports all over the north-eastern United States. Military recruits are shuttled daily in the Albany area via bus and van;
  - Caters to funeral homes by supplying hearses, limousines, limo-vans and limo-buses;
  - Supplies the wedding industry with motorcoaches, vans, limo-vans and limo-buses that transport bridal parties and guests;
  - Transports members of the entertainment industry/celebrity clients to and from large arenas with SUV, van, mini-bus and large motorcoach transportation; and,
  - Supplies wine and brewery tours in upstate New York.
- “We work to be as diversified as possible. We offer ‘one-stop shopping’ for the benefit of our customers,” Brown said.



*Company representatives include, left to right, David Ericson, vice president; Janis Michalski, office administrator; Deanna Gregory, reservationist; Natayah Morris, reservationist; and David Brown, president/owner.*

“No two days are the same. We might have five motorcoaches taking passengers to a large corporate event one day, and the next day picking up kids from a week-long camp.

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**“We work to be as diversified as possible. We offer ‘one-stop shopping’ for the benefit of our customers.”**

“We have also transported a lot of celebrities to and from arenas, which is always exciting. That has included Billy Joel, Bruce Springsteen, and The Rolling Stones.”

**START SMALL, DREAM BIG**

The origin of the current Premiere Transportation dates to 1990, as a limousine service under a different name that featured eight vehicles. Brown had started full time at the limousine service the year before, in a management position, after graduating college and serving in the U.S. Army. Prior to that, he had worked for the company while in college, serving as a car washer and performing office duties. The work sparked his interest in the transportation industry.

“After a short period, I was able to purchase the company, and I took on a business partner (Denise Crisafulli). We learned a lot about the transportation business, such as how to deal with all its demands. In the beginning, I performed a lot of tasks — from car washer to reservationist, tire changer and chauffeur,” Brown said. “We mainly catered to social events such as weddings, proms and ‘nights out.’ We also provided corporate transportation and funeral work. Our fleet consisted of a few stretch limousines, a van, and some Lincoln Town Cars. As the years progressed, we focused more on corporate work, since it involves Monday through Sunday service, rather than social transportation, which is mainly Friday through Sunday.

“The company has transformed from a predominantly retail operation to a diversified transportation provider. Our vehicles operate daily.

That includes funerals, corporate trips, military transport, airport shuttles, medical transport and servicing schools and universities in various capacities.”

The company’s name was changed in the 1990s to Premiere Limousine, and later Premiere Transportation, to more accurately describe its range of services. As of 2022, Premiere has close to 50 vehicles, ranging from sedans to full-size motorcoaches.

Brown explained the transition from limousine provider to a full-service operation took place over time in an effort to meet changing needs — both within the company and with its customer base.

Continued On Page 26





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“As a limousine service, we were ‘subbing’ a lot of work to other transportation companies that had buses and motorcoaches,” Brown explained. “After awhile, we asked ourselves, ‘Why don’t we provide that kind of transportation?’ Soon, our fleet began to grow with different types of vehicles.”

That now includes seven Van Hool motorcoaches — four CX45s and three CX35s — purchased through ABC Companies. Brown said the relationship between Premiere Transportation, ABC Companies and Van Hool began with the purchase of a single 60-passenger coach, and has grown over the years.

“Aside from the pandemic, we have seen greater demand for travel that requires a motorcoach,” Brown said. “We did a lot of research before purchasing a Van Hool. We wanted a motorcoach that was dependable, durable and featured aesthetically-pleasing qualities. Our Van Hools have all those qualities, and they are workhorses.”

“The people at ABC Companies have provided great support and a dependable supply chain. It does not take very long to get a part. They are also quick to solve any problems or concerns.”

“I view ABC Companies as a partner and ally, rather than simply a supplier of buses and motorcoaches.”

Premiere Transportation’s Van Hools are used for a variety of trips, including transporting military personnel, school and college sports teams, Fortune 500 companies, wedding participants and large groups to, and from, sporting events.

**“A company or school can come to us with a certain requirement for transportation, and keep using us — even if that requirement changes over time. They don’t have to switch transportation companies when their needs change.”**

Brown also commented on the various amenities his vehicles now feature, many of which are requested by passengers.

“Two of the biggest features for passengers are the availability of Wi-Fi and nice restrooms — particularly on long trips. Those two amenities are becoming a necessity when transporting college students, especially athletes. Those in charge of such trips are also asking for video/TV setups. If you want to be awarded an RFP (request for proposal), you need to provide such amenities,” Brown said. “It also helps



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to arrive at a client's facility in a late model motorcoach, one featuring leather seating, wood-type flooring and modern electronic conveniences."

One of the advantages of Premiere Transportation's fleet, according to Brown, is its diversity — from limousines and sedans to shuttle buses, mid-size and full-size motorcoaches.

"We can meet different customer needs and demands with an assortment of vehicles. A company or school can come to us with a certain requirement for transportation, and keep using us — even if that requirement changes over time. They don't have to switch transportation companies when their needs change," Brown said. "It's not unusual for a customer to ask for a 10-passenger van one day and a 40-passenger bus the next day. Colleges and corporations alike appreciate our fleet diversity. It can save money, based on the number of people who need to be transported on any given day."

Among the key technological advancements at Premiere Transportation is a cloud-based software system, which includes GPS capabilities and more.

"Not only does the software keep track of our billing and dispatching, it provides real-time vehicle tracking. We can see when a driver is 'on location,' and then send a message, via text or email, to a passenger that the vehicle has arrived," Brown said. "The software also calculates trip charges, cutting billing time in half."

Officials at Premiere Transportation are also taking advantage of on-board camera technology, which, among other security measures, makes sure drivers are paying attention during the operation of their vehicles. It can also check that drivers are wearing seat belts, along with monitor the speed of vehicles. The technology serves as well as an electronic log.

"A lot of insurance companies are demanding such technology," Brown said. "I can now track if one of my drivers is speeding, braking too hard and/or not wearing a seat belt."

## BRANDING THAT 'POPS'

One advantage bus/motorcoach providers have, compared to many other businesses, is that their products are litterly moving billboards — for all the world to see. That can be both good and bad. For example, if a bus/motorcoach traveling down the road is not as sharp as it could be, it may signify that the company is not as great as it could be. The reverse may be true with a nice looking bus/motorcoach.

Brown takes pride in how his company's vehicles look, while servicing the Albany region and beyond.

"We rebranded the company four years ago, doing so in a variety of ways. The goal was to make Premiere's name more recognizable as an overall transportation company, as

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*Modern technology helps representatives of Premiere Transportation keep track of vehicles that are in service.*

opposed to being simply a provider of limousines,” Brown said. “That included updating our website, developing stronger partnerships and offering videos on social media. Premiere’s slogan is, ‘Our Name Says It All,’ and is part of our company logo.”

from 6:30 a.m. until 11 p.m., and they do more than just clean. We make sure all vehicles are sanitized. Our supervisors then make sure everything is in order, before a vehicle is ready for service. There is a process in place that is followed each day.”

The exterior color scheme of Premiere Transportation’s vehicles is black and grey, colors that make the company’s red and gold logo “really pop,” according to Brown.

“We get many comments from people who see our clean and shiny vehicles on the road,” he said. “The grey and black colors look great, but require continual cleaning.”

The need to clean has only intensified at Premiere Transportation.

“It’s always been important to transport passengers in a clean limousine, sedan, bus or coach, but that necessity has grown since the pandemic,” Brown said. “Customers want vehicles clean and sanitary—period. To make that happen, we have detailers working seven days a week,

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## THE FINE ART OF FINDING DRIVERS

If there is one common problem among most transportation providers, it's the need to find more drivers. That is true no matter the type of transportation being provided. Drivers are simply in short supply, and it's a problem that began well before the pandemic.

**"It's always been important to transport passengers in a clean limousine, sedan, bus or coach, but that necessity has grown since the pandemic. Customers want vehicles clean and sanitary—period."**

"It's brutal," Brown said, describing the constant search for drivers. "We are starting a new campaign in an effort to attract more drivers. It involves different mediums, such as a billboard advertisement in the middle of Albany, stating our need for drivers.

"Driver salaries keep going up. You have to lure them with certain promises, and then follow through on those promises. That involves higher pay, better benefits and flexible schedules."

Part of the problem hiring people to drive large vehicles — full of passengers — is, not everybody is willing, or capable, of that responsibility, especially in the midst of heavy traffic and/or harsh weather.

Officials at Premiere Transportation look for the following qualifications and traits when hiring drivers: experience, people skills, class of license they possess, a clean

DMV abstract, a clean criminal background check, knowledge of Albany and surrounding areas, knowledge of nearby metropolitan areas such as New York City, and the ability to pass a drug test.

"The first thing we ask a candidate is how much driving experience he/she has, when it comes to passenger transportation. We will also ask, 'Have you ever driven in New York City?'"

Brown explained. "It's also important to have good people skills and plenty of patience. If you are a 'hurry up and go' person, driving a vehicle full of passengers may not be for you. There is a lot of waiting involved when it comes to working with passengers. Patience, and understanding the needs of passengers, are both very important."

Once hired, new drivers at Premium Transportation take part in the company's training program, the length of which depends on their experience. New hires are taught company procedures, which includes how to dress. They also watch

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videos on proper conduct and sexual harassment. After initial classroom work, new hires are ready for behind-the-wheel training.

“They are assessed based on driving skills. We have to see how well they drive, then we work to correct any issues,” Brown said. “You just can’t send new hires on a route without a lot of training. There is too much to learn.”

Meanwhile, each current driver receives two days of classroom training, one day of sight location training and two mandatory driver meetings per year. All Premiere Transportation CDL drivers are required to train with the company’s in-house New York State CDL examiner.

“We also provide additional training for drivers who want to improve their licensing,” Brown said.

Located in upstate New York, drivers at Premium Transportation must be well versed on driving a large vehicle in wintry conditions.

“Albany is located in a snow belt. Although we are only three hours north of New York City, there is a big difference in climates between the two regions. A snow event in Albany can be measured ‘in feet,’” Brown said. “It’s therefore imperative our drivers know how to operate vehicles during slippery road conditions. They have to understand how the weight of the vehicle being driven reacts to certain road conditions — especially when moving up and down grades.”

**“We learned early on that customers want perfection, and if you don’t deliver to their expectations, it will cost you.”**

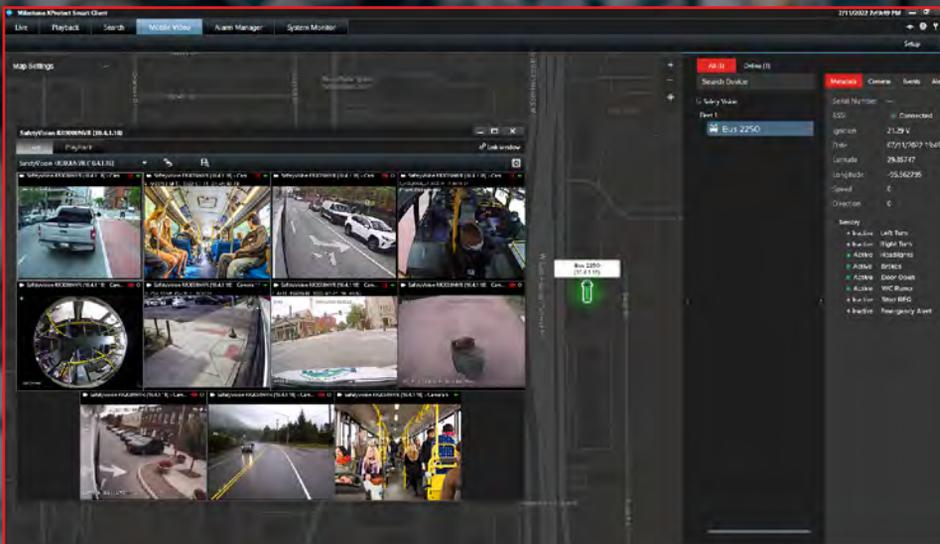
**ALBANY IS A GREAT PLACE TO BE**

**A**side from difficult winter travel, Brown, and his team at Premiere Transportation, are very happy to call Albany their home. Brown considers the city the gateway to the northeastern part of the United States.

Located on the west bank of the Hudson River, Albany is approximately 135 miles north of New York City and 139 miles west of Boston, MA. The estimated population of Albany is just under 100,000. It’s part of the Capital District of New York, which includes nearby cities Troy, Schenectady, and Saratoga Springs. The estimated population of the district is 1.1 million.

“It’s a good place to run a transportation company. We are very happy here. It takes just three hours to reach New York City, and we are two to three hours from Boston, an hour from Vermont, four and a half hours from Montreal and five hours from Buffalo, NY. Those are among the popular desti-

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nations requested by our customers,” Brown said. “We are also close to the Saratoga Race Course and the Adirondack Mountains. It helps that Albany is the state capital, providing additional service opportunities.”

Although the northeastern section of the United States and nearby Canada are the main areas of travel for Premiere Transportation, it’s not unusual to see the company’s vehicles in other parts of the country, such as Florida.

One challenge that Brown, and his staff, are currently facing is the need for a larger facility. Currently, Premiere Transportation operates from two buildings that are connected, located on 3.5 acres of land. Included is over 50,000 square feet of office and vehicle storage space. Attached to the buildings is a 10,000-square-foot carport, housing the company’s vans.



*Premiere Transportation's Van Hool motorcoaches are used to take passengers to, and from, many destinations. According to the company, transportation for college sports teams is up, and so is social travel.*

**“We never lost sight of the importance of customer service, as we developed the bus/coach side of the company.”**

“Our location is ideal. We are in downtown Albany, approximately one-half mile from the state capitol building, 10 minutes from a train station and 12 minutes from the Albany International Airport,” Brown said. “The problem is, we have simply run out of room at our current location, and are now looking for a new home in the Albany area.”

#### CUSTOMER SERVICE COMES NATURALLY

Starting as a limousine provider has been advantageous for representatives of Premiere Transportation, in the company’s continual effort to expand services for a growing customer base.

“Our company’s background is with limousines, a very demanding service. When we started, customers would want their money back if we showed up a bit late, or if a vehicle was not as clean as they expected. We learned early on that customers want perfection, and if you don’t deliver to their expectations, it will cost you,” Brown said. “We never lost sight of the importance of customer service, as we developed the bus/coach side of the company. We have the same sense of urgency to make sure customers are happy when they are riding in our buses and coaches. We work hard to improve our customer service focus.”

Despite today’s various transportation-related challenges, Brown remains very optimistic about his company.

“I feel our future is super bright, with unlimited potential. There are vast opportunities, not only in our area, but the overall market,” he said. “People want to travel, and we will be here to provide the service they need. Our company’s goal is to get ‘bigger and better.’

“I also feel the future for the entire bus/motorcoach industry is extremely optimistic and unlimited. There will always be demand to move groups of people. As the world further opens, people will want to go more places and do more things. For us, that includes trips to Washington, D.C., Montreal, Boston, New York City and New Jersey. I believe there will be a need to transport customers to such destinations well into the future.”

**Contact: Premiere Transportation,  
456 N. Pearl St., Albany, NY, 12204.**

**Phone: 518-459-6123.**

**Website: [ridepremiere.com](http://ridepremiere.com).**

The advertisement features the RUD logo at the top, which consists of a blue square with a white 'R' and 'D' inside, followed by the letters 'RUD' in a bold, blue, sans-serif font. Below the logo is the word 'ROTOGRIP' in a large, bold, black font, with the 'O' stylized as a circular arrow. At the bottom of the ad, there is a photograph of the rear of a white pickup truck. The truck has a license plate that reads 'RUDCHN1'. Below the truck, the text 'AUTOMATIC SAFETY AT THE FLIP OF A SWITCH' is written in a bold, black font. Above the truck, the text 'SALES@RUDCHAIN.COM 800-553-7993 WWW.RUDCHAINUSA.COM' is displayed in a smaller, black font.

*From Luminator Technology Group*

## Artificial Intelligence To Help Transit Agencies Make Better Decisions

“Everyone seems to be talking about the paradigm-shifting potential of artificial intelligence (AI). What does this mean for the mass transit industry? From real-time passenger counting to license plate recognition, AI has vast potential to augment transit operations with real-time data that helps transit agency staff make informed decisions.

To harness that potential, Luminator Technology Group has developed a new AI system that leverages video from on-board surveillance cameras using a lightweight, on-board module. By processing the video stream, this system can rapidly analyze the input and supply transit employees with a wealth of information about the transit environment.

For example, the AI system could be trained to note how many passengers are on a vehicle, where they get on or off, and whether or not they have left behind any belongings. Transit agencies can then leverage this data to make decisions regarding route fre-

quency and capacity of buses or rail cars along those routes — or to quickly retrieve an abandoned backpack and attempt to return it to its owner.

All these examples stem from real conversations Luminator has had with transit agencies about what they would like AI to help them do. Rather than replace humans, our AI system empowers them with real-time data. Moving forward, we plan to work alongside transit agencies to develop additional use cases for this new AI system.

Do transit agencies, for instance, want to be able to automatically alert maintenance crews when light bulbs flicker and burn out? Would it be helpful to signal operators when passengers remove their masks or appear to be in medical distress? If so, Luminator can tailor the functionality of the system to meet customer needs.

For more information, visit [www.luminator.com](http://www.luminator.com), or e-mail [info.na@luminator.com](mailto:info.na@luminator.com).



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## New BYD K9s For Link Transit



***Pictured left to right are Link Transit Board Chair Rob Tidd; Link General Manager Richard DeRock; Momentum Dynamics CEO Andy Daga; WSDOT Secretary Roger Millar; Washington State Senator Patty Murray's aid, Raquel Crowley; and FTA Region 10 Administrator Linda Gehrke cut the ribbon commemorating the completion of Link's electric bus project.***

Link Transit (Wenatchee, WA) has officially placed into service 10, 35-foot BYD K9S battery electric buses supported by four 300kW Momentum Dynamics inductive charging stations. This milestone was celebrated with a ribbon cutting, and marked the completion of wireless charger installation at the station, and capped 12 years of work to create a fully functional fleet of full-sized extended-range electric transit vehicles capable of traveling the distances demanded by the rural region Link serves.

Link's project reduces vehicle emissions, creates a cleaner and quieter environment, and saves taxpayer money with reliable, low maintenance vehicles running on inexpensive, renewable locally generated hydropower.

"We have pushed the technology at Link Transit," said General Manager Richard DeRock. "We really are a national model for how rural public transportation companies can lead the nation as we build a clean energy economy for America. We have shown that this technology can work in real-world operation on a daily basis, in a variety of conditions."

These are the third generation of battery electric buses that Link Transit has been working with since its first five 22-foot eBus electric trolleys were delivered in 2014, following numerous delays in production. This original purchase was funded by TIGGER, part of the American Recovery and Reinvestment Act of 2009. The first purchase of BYD buses in 2016 showed a variety of production and technology issues that affected the reliability and performance of the buses in the daily operation. These problems were worked out in the buses that Link is presently operating.

"These electric buses are the most reliable in our fleet and are operating about 30 percent of the total fleet miles. Operating costs for these buses are about one-half a diesel or gasoline powered vehicle," said DeRock. "Not only are they practical from an environmental perspective, but they make sense financially as well."

Link plans to replace aging diesel and gasoline powered buses with battery electric buses and expects to see about 50 percent of its full-size buses to be electric by 2023.

## Ribbon Cutting For SORTA Paratransit Assessment Center

Southwest Ohio Regional Transit Authority (SORTA) and community partner leadership cut the ribbon last month on a newly renovated, state-of-the-art assessment center supporting customers and staff of Access, the agency's paratransit service.

"We have so many exciting things in store to reinvent what paratransit and transit access for all means in our community," said SORTA CEO/General Manager Darryl Haley. "This new assessment center serves as a symbol of that progress for our customers living with disabilities."

Haley, along with other SORTA officials, community agency leaders and Access customers, held a ribbon-cutting ceremony during which he dedicated the center to all the people living with a disability in greater Cincinnati.

Over the last year, the assessment center has undergone a complete renovation, including the in-house fabrication and installation of a half-sized bus equipped with a windshield-sized video screen, used to simulate fixed-route rides and assess whether a customer's disability would prevent that person from using SORTA's Metro bus system. The facility also simulates various terrains and other features at or near bus stops as part of these assessments.



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# Transit Buses/Articulated Buses

## ABC Companies



### TDX & TDX25E

The world's first all-electric double deck is now available in the United States. This double deck coach makes a bold statement in any marketplace. The diesel version offers passenger capacity seating up to 81. This coach is an industry frontrunner in reduced carbon emissions and fuel consumption providing an additional 43 percent more passenger capacity, and up to 486 passenger miles per gallon.

Passengers will enjoy the quiet and smooth ride of this exciting addition to the trusted Van Hool line of coaches. Lowering carbon footprint, while transporting up to 75 passengers in the fully electric TDX25E, is now possible. The TDX25E is designed with range in mind, as operators will enjoy an average 270 miles on a full charge. The CX45E and the TDX25E both use a Siemens power train and reliable energy-dense Proterra battery systems.

Operators will enjoy reduced fuel and maintenance costs while passengers will enjoy premium ergonomic features. Over the past few decades, Van Hool has built more than 1,200 vehicles with an electrical drive system, bringing together experience and style. The TDX25E has made its debut in America and is well known for its expansive cross-country trip.

#### ABC Companies

17469 W Colonial Drive, Winter Garden, FL 34787

Phone: 800-222-2871

Email: [Marketing@abc-companies.com](mailto:Marketing@abc-companies.com)

Website: [www.abc-companies.com](http://www.abc-companies.com)

Model.....	TDX & TDX25E
Seating Capacity.....	75 - 81
Length.....	44' 4-9/32"
Width.....	102"
Height.....	13' 1-1/16"
Engine.....	Cummins ISX 12.0 (425HP)/Siemens Electric
Type of Fuel.....	Electric & Diesel
Chassis.....	Stainless Steel
Air Conditioning.....	Integrated HVAC
Transmission.....	Allison B500/Direct Drive
Steering.....	ZF Variable Ratio Steering with SmartWheel
Suspension.....	Independent Front & Tag Suspension

## ABC Companies



### CX35

ABC Companies offers a wide variety of vehicles that are excellent in a transit application. The Van Hool CX35 is equipped with many exclusive features unique to the 35' motorcoach segment, offering a truly user-friendly design. New to 2022, SmartWheel brings controls from the dashboard to the fingertips of a driver, adding a level of functionality and ease. The curved passenger entry is both aesthetically pleasing and offers a uniform step height for passenger boarding. Featuring a front-to-rear flat passenger floor design, offering a roomy and spacious cabin design, with no step-up throughout. The integrated A/C system creates more luggage space below. The CX35 features an optional mid-ship wheelchair lift.

Below the 35' motorcoach; ABC's offering of vehicles now includes a wide variety of shuttles, vans, and transit vehicles. Several configurations are available. Built on popular chasses including Ford and Ram platforms, flexible seating floorplans and options are available to customize these vehicles. New offerings include, but are not limited to, Turtle Top shuttles, Sunset vans, Frontrunner low floor minibus, Coach & Equipment shuttles, Vicinity Motor Corp., Driverge, Hometown Coach and more.

#### ABC Companies

17469 W Colonial Drive, Winter Garden, FL 34787

Phone: 800-222-2871 • Website: [www.abc-companies.com](http://www.abc-companies.com)

Email: [Marketing@abc-companies.com](mailto:Marketing@abc-companies.com)

Model.....	CX35
Seating Capacity.....	38-40
Length.....	35'
Width.....	102"
Height.....	11' 6"
Engine.....	Cummins L9 (350HP)
Type of Fuel.....	Diesel
Chassis.....	Stainless Steel
Air Conditioning.....	Integrated HVAC
Transmission.....	Allison B500
Steering.....	ZF Variable Ratio Steering with SmartWheel
Suspension.....	Independent Front Suspension

# Transit Buses/Articulated Buses

## ABC Companies



### CX45 & CX45E

North American operators can take advantage of a zero-emission vehicle built on the proven Van Hool CX series platform. Featuring the industry's leading Proterra battery system, an optimized chassis that has been engineered for balanced weight distribution, premium passenger and driver amenities.

The CX45E is purpose-built to support a carbon-free future while delivering superior rideability, passenger comfort and performance. Combining the modular Siemens drive-train system with Proterra's battery system, in conjunction with the innovative converter technology and energy efficient electric auxiliary system components for HVAC, Dynamic Braking, Passenger Entertainment, Power Steering and more, the CX45E is designed to achieve daily range targets for operators.

The vehicle's zero emissions, quiet battery drive offers a smooth and comfortable ride, with very low noise levels to enhance the passenger experience like never before. Operators will enjoy saving on fuel and maintenance expenses.

The CX45 is also available in a clean diesel engine configuration, bringing proven efficiency to fleets throughout North America with parts interchangeability for many components between the CX35 and CX45E. The CX45 is a true fleet workhorse.

### ABC Companies

17469 W Colonial Drive, Winter Garden, FL 34787

Phone: 800-222-2871 • Website: [www.abc-companies.com](http://www.abc-companies.com)

Email: [Marketing@abc-companies.com](mailto:Marketing@abc-companies.com)

Model .....	CX45 & CX45E
Seating Capacity .....	56 - 60
Length .....	45'
Width .....	102"
Height .....	11' 6"
Engine .....	Cummins X12 (455HP)/Siemens Electric
Type of Fuel .....	Electric & Diesel
Chassis .....	Stainless Steel
Air Conditioning .....	Integrated HVAC
Transmission .....	Allison B500/Direct Drive
Steering .....	ZF Variable Ratio Steering with SmartWheel
Suspension .....	Independent Wheel Suspension

## ABC Companies



### Vicinity Lightning EV

The Vicinity Lightning is a fully electric low floor transit bus designed to utilize commercially available components and charging systems to offer an affordable and reliable electric bus.

Lower entry and running costs enable transit operators to adopt EV technologies sooner. Short turning radius and compact size allows great maneuverability in any community. Scaled down for a diverse range of uses including community shuttles, paratransit, university shuttles and other applications.

Fully ADA compliant with kneeling and up to four wheelchair positions and an optional middle access door. Powered by sustainable energy sources with a creative design and use of materials to reduce overall carbon footprint. Electric propulsion system designed with maximum efficiency in mind to reduce energy consumption and increase range.

Air-ride suspension provides best-in-class ride comfort and handling. Features larger transit-style windows with a modern interior design, along with high-capacity heating and air conditioning system, with independent driver and passenger control. Best-in-class driver ergonomics with big-bus workstation design.

Powered by sustainable energy sources. Creative design and use of materials reduce overall carbon footprint. Electric propulsion system designed with maximum efficiency in mind to reduce energy consumption and increase range.

### ABC Companies

17469 W Colonial Drive, Winter Garden, FL 34787

Phone: 800-222-2871 • Website: [www.abc-companies.com](http://www.abc-companies.com)

Email: [Marketing@abc-companies.com](mailto:Marketing@abc-companies.com)

Model .....	Vicinity Lightning EV
Seating Capacity .....	25-35
Length .....	28'
Width .....	96.5"
Height .....	9'6"
Engine .....	Electric (295 HP 220 KW)
Type of Fuel .....	Electric
Chassis .....	Galvanized Steel
Air Conditioning .....	Rooftop HVAC
Transmission .....	Direct Drive
Suspension .....	Independent Wheel Suspension

# Transit Buses/Articulated Buses

## BYD



### K7M ER

The 30' K7M ER is BYD's top-selling model for universities and corporate campuses, shuttling students and workers in quiet comfort. It performs well in smaller cities, at airports, performing art venues and parking structures.

BYD's unique iron-phosphate batteries are the safest in the industry, and with a 12-year battery warranty and a nationwide network of service providers, reliability is guaranteed.

Our leasing program offers flexible financing options that are tailored to your organization. With a lower total cost of ownership than diesel or CNG, it has never made more sense to electrify your fleet.

#### BYD Coach & Bus

46147 BYD Blvd., Lancaster, CA 93534

Phone: 213-748-3989

Email: [info.na@byd.com](mailto:info.na@byd.com)

Website: [en.byd.com](http://en.byd.com)

Model.....	K7M ER
Seating Capacity .....	Up to 20 +1 seats
Length.....	29' 9"
Width.....	102"
Overall Height.....	134"
Engine .....	100% Battery Electric
Type of Fuel .....	BYD LFP Battery
Chassis.....	ZF front axle BYD in-wheel drive axle
AC Type.....	J1772 DC 150kW
Steering.....	30'9"
Suspension .....	Air

## BYD



### K11M

With the capacity to carry up to 55 seated passengers, the 60' K11M is ideal for high-volume urban transit systems and BRT lines. It is also perfectly designed to shuttle passengers at large airports, university campuses, entertainment venues and parking facilities.

BYD's unique iron-phosphate batteries are the safest in the industry, and with a 12-year battery warranty and a nationwide network of service providers, reliability is guaranteed.

Our leasing program offers flexible financing options that are tailored to your organization. With a lower total cost of ownership than diesel or CNG, it has never made more sense to electrify your fleet.

#### BYD Coach & Bus

46147 BYD Blvd., Lancaster, CA 93534

Phone: 213-748-3989

Email: [info.na@byd.com](mailto:info.na@byd.com)

Website: [en.byd.com](http://en.byd.com)

Model.....	K11M
Seating Capacity .....	Up to 47 + 1 seats with 5 doors
.....	Up to 55 + 1 seats with 3 doors
Length.....	60'7"
Width.....	102"
Overall Height.....	134"
Engine .....	100% Battery Electric
Type of Fuel .....	BYD LFP Battery
Chassis.....	ZF front axle BYD in-wheel drive axle
AC Type.....	J1772 DC 150kW
Steering.....	39'4"
Suspension .....	Air

# Transit Buses/Articulated Buses

## BYD



**C8M**

BYD's mid-size coaches offer the most comfortable and cost-effective way to take people on the journeys of their lives. Up to 41 seats make this vehicle ideal for transporting employees, students, airline passengers, travelers and tourists.

BYD's unique iron-phosphate batteries are the safest in the industry, and with a 12-year battery warranty and a nationwide network of service providers, reliability is guaranteed.

Taking care of the environment is important. And so is taking care of your bottom line. With a lower total cost of ownership versus diesel or CNG buses, you can now do both.

Leasing options are now available through BYD's partnership with Green Technology Leasing (GTL).

**BYD Coach & Bus**

46147 BYD Blvd., Lancaster, CA 93534

Phone: 213-748-3989

Email: [info.na@byd.com](mailto:info.na@byd.com)

Website: [en.byd.com](http://en.byd.com)

Model.....	C8M
Seating Capacity .....	Up to 41 + 1 seats
Length.....	35'2"
Width.....	102"
Overall Height .....	140"
Engine.....	100% Battery Electric
Type of Fuel.....	BYD LFP Battery
Chassis.....	ZF front axle BYD in-wheel drive axle
AC Type.....	J1772 DC 150kW
Steering.....	39'
Suspension.....	Air

## BYD



**C10MS**

The largest electric coach on the road also configures beautifully for public transit. Seating up to 77 passengers, this coach offers spectacular views from the upper deck and gives passengers the quiet, clean, guilt-free ride that only electric technology can offer.

BYD's unique iron-phosphate batteries are the safest in the industry, and with a 12-year battery warranty and a nationwide network of service providers, reliability is guaranteed.

Taking care of the environment is important. And so is taking care of your bottom line. With a lower total cost of ownership versus diesel or CNG buses, you can now do both.

Leasing options are now available through BYD's partnership with Green Technology Leasing (GTL).

**BYD Coach & Bus**

46147 BYD Blvd., Lancaster, CA 93534

Phone: 213-748-3989

Email: [info.na@byd.com](mailto:info.na@byd.com)

Website: [en.byd.com](http://en.byd.com)

Model.....	C10MS
Seating Capacity .....	Up to 59+18+1 seats with .....2 wheelchair areas
Length.....	45'
Width.....	102"
Overall Height.....	160"
Engine.....	100% Battery Electric
Type of Fuel.....	BYD LFP Battery
Chassis.....	ZF front axle BYD in-wheel drive axle
AC Type.....	J1772 DC 150kW
Steering.....	49'
Suspension.....	Air

# Transit Buses/Articulated Buses

## Hometown Manufacturing, Inc.



### Hometown Coach Low-Floor Urban

One hundred percent American-Made, mechanically friendly and operator favorable, the Urban is a low-floor, heavy-duty bus made for transit. Available in diesel, CNG and full electric, the Urban boasts hand-crafted quality and the latest transit technology, all manufactured in Wisconsin, USA.



The Urban has exceptional, modern fit and finish on Hometown's proven low-floor chassis. The interior is robustly constructed with durable products, making the Urban perfect for heavy transit applications. With several drive train options, you get exactly what you need, guaranteed American-Made and built to last.

#### Hometown Manufacturing, Inc.

750 Industrial Parkway, PO Box 185, Crandon, WI 54520

Phone: 715-301-0149

Email: [hi@hometown-mfg.com](mailto:hi@hometown-mfg.com)

Website: [www.hometown-mfg.com](http://www.hometown-mfg.com)

Model.....	Hometown Coach Low-Floor Urban
Seating.....	28-40 passengers
Length.....	29', 35', 40'
Width.....	102"
Height.....	123.5"
Engine.....	Cummins L9/L9N, Electric, Hybrid, CNG
Fuel.....	Diesel, Electric, Hybrid, CNG
Chassis.....	Hometown Low-Floor
Air Conditioning.....	Ducted HVAC, Driver Dash Mount
Transmission.....	B-400/B-400R

## Hometown Manufacturing, Inc.

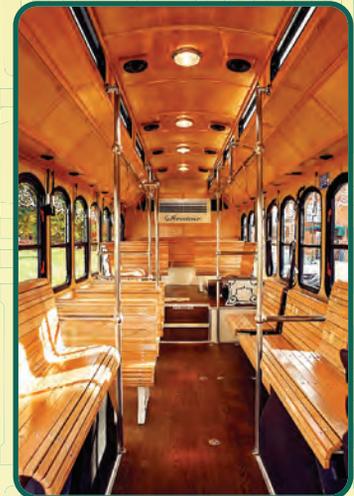


### Hometown Trolley Low-Floor Streetcar

The Streetcar trolley model combines the nostalgic features of the turn-of-the-century passenger cable car with the modern technology of today's transit advancements.

It's a powerhouse heavy-duty, low-floor trolley capable of running in any mass transit, high passenger capacity application.

The Streetcar trolley is available with a newly developed series hybrid electric system, with a range exceeding 180 miles and a short recharge time of 4-6 hours.



#### Hometown Manufacturing, Inc.

750 Industrial Parkway, PO Box 185, Crandon, WI 54520

Phone: 715-301-0149

Email: [hi@hometown-mfg.com](mailto:hi@hometown-mfg.com)

Website: [www.hometown-mfg.com](http://www.hometown-mfg.com)

Model.....	Hometown Trolley Low-Floor Streetcar
Seating.....	28-40 passengers
Length.....	29', 35', 40'
Width.....	99"
Height.....	128"
Engine.....	Cummins ISB, ISL9, Diesel, Electric or Hybrid
Fuel.....	Diesel, Electric, Hybrid
Chassis.....	Hometown Low-Floor
Air Conditioning.....	Ducted HVAC
Transmission.....	B-300/400

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# Bus Shelters & Street Furniture

**American Solar Electric**

3415 West Lake Mead Blvd., Suite 105  
North Las Vegas, NV 89032 USA

**Office:** 702-648-5333

**Website:** [www.americansolarelectric.com](http://www.americansolarelectric.com)

**Products:** American Solar Electric (ASE) has invented and manufactures, in Las Vegas, NV, USA a Solar Bus Stop Light that safely lights the waiting passengers and the bus schedule sign. This street light needs no electric hook up. It provides its own power to light an area of at least 20 feet round and is bright enough for the waiting passengers to read a book as well as clearly see the bus route schedule attached on the pole under the light. This light will stay lit all night long for 14 hour nights and is completely adjustable and field maintainable. The component parts are replaceable—LED E26 light bulb, battery, and controller are easily replaced. The light top is a pyramid design with the battery and components inside this pyramid. It has 27 watts of solar —three solar panels 9 watts each pointing in three directions of the pyramid (East, South & West) each sloped at 36 degrees to gain the maximum sun harvest per day. The fourth side of the pyramid is the door to the battery compartment. The solar panel pyramid top rotates to facilitate easy installation, so that the light may be installed facing any direction on any street, and yet still have the door on the fourth side facing north where there is little or no sun.

ASE uses a 11.2 Ah Lithium battery, which will last five years. This LED light will run for three to four nights from ONE day of full solar battery charge from the sun. The pole can be mounted into the ground or can be top mounted on any sidewalk or street. ASE will build custom orders with pre-orientated lights for specific city streets when given the installation locations. ASE has sold these all over the USA and Canada since 2009. 21

**Austin Mohawk and Company, LLC**

2175 Beechgrove Place  
Utica, NY 13501 USA  
315-793-3000

**Email:** [info@austinmohawk.com](mailto:info@austinmohawk.com)

**Website:** [www.austinmohawk.com](http://www.austinmohawk.com)

**Company Officers:** Richard Davies, Vice President/General Manager

**Products:** Bus shelters, smoking shelters, stairway enclosures, pay station shelters, bicycle shelters, electric charging station shelters, vestibules, walkway canopies, loading dock canopies, press boxes, guard booths, ticket booths, fire suppression buildings, attendant booths, gas station canopies, access control canopies, school bus unloading canopies and car wash canopies. 22

**BikeLid LLC**

P.O. Box 408  
Medina, WA 98039 USA  
509-423-9195

**Website:** [www.BikeLid.com](http://www.BikeLid.com)

**Products:** The BikeLid is a patented form of secure bike parking that provides two bicycles superior protection from the elements, vandals and theft. Made in the USA, durable with a graffiti resistant shell. Approved by security and police, BikeLids meet Homeland Security requirements for monitoring without opening. The design deters storing non-bike property and discourages habitation. Units come fully assembled and can be installed on any surface in about 20 minutes. 21

**Brasco International, Inc.**

32400 Industrial Dr.  
Madison Heights, MI 48071 USA  
313-393-0393

**Email:** [sales@brasco.com](mailto:sales@brasco.com)

**Website:** [www.brasco.com](http://www.brasco.com)

**Products:** Since 1993, Brasco International, Inc. has manufactured thousands of passenger waiting shelters and site furnishings for transit agencies and municipalities. It offers several standard models as well as fully customized designs suited to clients' needs. Products include bus shelters, bike shelters, advertising displays, wayfinding, site furnishings, and solar lighting packages.

Brasco also designs and fabricates custom shelters for BRT, transit centers, and railways. All Brasco products are made in the USA and meet all FTA and Buy America requirements. 21

**Columbia Equipment Co., Inc.**

72 Albany Ave.  
Freeport, NY 11520 USA  
516-442-3340

**Website:** [www.columbiaequipment.com](http://www.columbiaequipment.com)

**Products:** A North American manufacturer of pre-fabricated aluminum bus shelters. Specializing in this field since 1961. Available in standard and custom designs, in a variety of sizes and configurations, and in all price ranges. Product line includes bus stop shelters, train station shelters, windscreens, smoking shelters, walkway canopies, information kiosks, ticket vending shelters and custom street furniture. 19

**Daytech Limited**

70 Disco Rd.  
Toronto, ON M9W 1L9 CANADA  
877-329-1907

**Email:** info@daytechlimited.com

**Website:** www.daytechlimited.com

**Products:** A North American manufacturer of pre-fabricated transit shelters, bike shelters, canopies, street furniture and transit signage. 20

**Duo-Gard Industries, Inc.**

40442 Koppernick Rd.  
Canton, MI 48187 USA  
734-207-9700

**Email:** info@duo-gard.com

**Website:** www.duo-gard.com

**Products:** Duo-Gard transit shelters provide versatility in size, style and service that meet goals for aesthetics, performance and economy. This versatility is also found with Duo-Gard's canopies, walkways, windbreaks, stairway enclosures, furniture, bike racks and other structures needed to complete a project. 19

**Enseicom, Inc.**

225 Norman  
Montreal, QC H8R 1A3 CANADA  
800-663-0673

**Email:** info@enseicom.com

**Website:** www.enseicom.com

**Products:** Supplying North America with award-winning transit shelters and street furniture for bus and rail. 22

**Handi-Hut, Inc.**

3 Grunwald St., Clifton, NJ 07013 USA  
800-603-6635

**Email:** staff@handi-hut.com

**Website:** www.handi-hut.com

**Products:** Handi-Hut designs, engineers and manufactures aluminum and glass passenger waiting shelters for bus stops and train stations. Its modular system enables the company to offer numerous sizes, models, roof styles, materials, colors, accessories and other options to customize a shelter. Other Handi-Hut products include: smoking shelters, bike shelters, bike racks, custom and specialty shelters, walkway covers, entry canopies and enclosures. 22

**Madrax / Thomas Steele**

1080 Uniek Dr., Waunakee, WI 53597 USA  
608-849-1080

**Email:** sales@madrax.com

**Website:** www.madrax.com

**Products:** Maker of heavy-duty, high quality bike racks. 20

**Poligon by PorterCorp**

4240 136th Ave., Holland, MI 49424 USA  
616-888-3500

**Website:** www.poligon.com

**Products:** Standard and custom shade coverings for applications in steel, fabric and wood. Structures include transit shelters, walkway covers, pavilions, trellises, signs and fabric shade. A wide selection of standard shelters can be fully customized. Frame finishes are available in smooth and textured colors. The company also offers a variety of roof types and colors. 19

**QMF Steel Inc.**

3846 Interstate 30 East  
Campbell, TX 75422 USA  
903-455-3618, 800-881-4071

**Email:** busline@qmfsteel.com

**Website:** www.qmfsteel.com

**Products:** QMF Steel, Inc., is a DBE/WBE certified business, in operation since 1994, and a Buy America material supplier, manufacturer and fabricator for transportation clients across the U.S. ISO and AISC quality certified, QMF's equipment can machine parts; cut materials with bundle cutting saws, angle cutting saw, plasma, sheet and tube laser; bend with a press brake, precision brake and profile bender; roll sheet; drill using a beam line; blast off mill scale; and weld using certified welders and robot welders. Parts can be used in the assembly of the vehicle systems or in the safety rails, stairs and ramps needed on ADA-compliant vehicles. 22

**Tolar Manufacturing Co. Inc.**

258 Mariah Cir., Carona, CA 92879 USA  
951-808-0081

**Email:** info@TolarMfg.com, pmerrick@tolarmfg.com

**Website:** www.tolarmfg.com

**Company Officers:** Business development contacts: Patrick Merrick, Executive Vice President; Scott Williams, Business Development Manager  
**Products:** Tolar Manufacturing is a North American leader in the design and fabrication of transit shelters, transit solar illumination and related amenities. Recognizing that a rider's journey starts at the stop, the experienced Tolar Team has the ability to create amenities that connect riders to their community from clean, well-lit, design appropriate and functional street furniture that will create a sense of place in a community for decades to come. 22

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**Ed Richards**  
404-384-9423

**Tim O'Bryan**  
Ext. 303

# BUSLINE BUYERS GUIDE TO FARE COLLECTIONS

## Avail Technologies, Inc.

1960 Old Gatesburg Rd., Suite 200  
State College, PA 16803 USA

814-234-3394

**Website:** [www.availtec.com](http://www.availtec.com)

**Products:** A fully integrated suite of products, designed to meet the specific needs of transit properties. Avail's offerings include automatic passenger counters and fare collection products. 20

## Brush Industries

301 Reagan St., Sunbury, PA 17801 USA

570-286-5611

**Website:** [www.brushindustries.com](http://www.brushindustries.com)

**Products:** Long life magnetic recording heads and card readers for the smart card and magnetic stripe card industries. 20

## Crane Payment Innovations (CPI)

3222 Phoenixville Pike, Suite 200, Malvern, PA 19355 USA

610-430-2700

**Website:** [www.cranepi.com](http://www.cranepi.com)

**Products:** Fare collection products and services. 20

## Cubic Transportation Systems

9333 Balboa Ave., San Diego, CA 92123 USA

858-277-6780

**Website:** [www.cubic.com](http://www.cubic.com)

**Products:** An integrator of payment and information technology and services for intelligent travel solutions. Turnkey solutions support all public transport modes including bus and bus rapid transit. 20

## Diamond Manufacturing Inc.

### SEE AD AT RIGHT

2330 Burlington St.

N. Kansas City, MO 64116 USA

816-421-8363

**Email:** [todcull@aol.com](mailto:todcull@aol.com)

**Website:** [www.diamondmfg.com](http://www.diamondmfg.com)

**Products:** Diamond Manufacturing offers a complete line of fare collection equipment to the transit industry. It supplies traditional, manual fare boxes, donation boxes and fare boxes with a remote fare dump option.

Diamond's rectangular units are the Models RV, SV, XV, NV. These units are designed to accept dollar bills, coins, tokens, tickets, passes and similar fare media. New to the Diamond family is the F2020 series fare boxes.

Donation style boxes come in four sizes to fit most applications. These units can be mounted in a variety of ways: on the modesty panel or stanchion pole in either a vertical or horizontal position.

Models F-1 and F-24 remote dump fare boxes can be mounted away from the driver with a push button dump feature. These models can be paired with smart card systems. 22

## Electronic Data Magnetics (EDM), Inc.

210 Old Thomasville Rd., High Point, NC 27260 USA

800-336-8115

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**Website:** [www.electronicdata.com](http://www.electronicdata.com)

**Products:** EDM offers short, medium and long-term solutions for revenue collection requirements. 20

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**LECIP Group**

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**Email:** [info@mjminnovations.com](mailto:info@mjminnovations.com)

**Website:** [www.mjminnovations.com](http://www.mjminnovations.com)

**Products:** MJM Innovations improves transportation programs using web-based software, mobile apps, card solutions, trip management and management services. 19

**Scheidt & Bachmann USA, Inc.**

1001 Pawtucket Blvd., Lowell, MA 01854 USA  
781-272-1664

**Website:** [www.scheidt-bachmann.de](http://www.scheidt-bachmann.de)

**Products:** The company's fare collection systems division is a global supplier in fare collection technology. 20

**TransitFare & Systems**

760 Birchmount Rd., Unit 42, Toronto, ON M1K 5H8 CANADA  
416-993-2503

**Email:** [info@transitfare.com](mailto:info@transitfare.com)

**Website:** [www.transitfare.com](http://www.transitfare.com)

**Products:** Integrated fare management solutions for transit operators located throughout the world. The company's solutions integrate fare management, ticket issuing and validation, revenue management, and financial and ridership reporting. 20

**TripSpark Technologies**

5265 Rockwell Dr. NE, Cedar Rapids, IA 52402 USA  
877-448-7273

**Website:** [www.tripspark.com](http://www.tripspark.com)

**Products:** A people transportation technology company focused on helping mid-sized public transit agencies and private operators achieve their operational goals. The company provides integrated software and hardware solutions for fixed-route, paratransit, non-emergency medical transportation, ride sharing and K-12 school customers. TripSpark is an operating division of Trapeze Group, a transit software provider in operation since 1990. 21



# Safety Vision 9000 NVR Voted Most Innovative Hardware

Safety Vision was recently voted 2022 STN EXPO Innovation Choice Award Winner in the *Best Hardware* category.

The School Transportation News (STN) EXPO in Reno, NV, is an event attended by transportation directors representing hundreds of the nation's largest school districts.

"STN EXPO attendees voted, and the best hardware won. I want to congratulate Safety Vision on the launch of its newest technology platform. This new hardware has captured the attention of school transportation professionals at the largest school transportation conference in North America, with over 1,200 participants in attendance," said Tony Corpin, publisher/president, *School Transportation News*.

Safety Vision's 9000 NVR was the featured technology, and is the flagship of the latest onboard video recorders offered by the company. The 9000 NVR network video recorder provides superior high-definition surveillance with recording resolutions up to 4K. The company received a Second Place for "Best Software" for the



latest release of its SafetyNet Video Management Suite.

Director of Mass Transit for Safety Vision Lucius McCelvey said, "We look for unique opportunities like the STN EXPO to gain feedback on our innovative technology solutions from transportation professionals in a range of industries to ensure we're aligned with their unique mobile surveillance and onboard technology needs."

He added, "This award is as relevant for

our mass transit customers as it provides yet another objective confirmation of our hardware's capabilities."

"Safety Vision is committed to developing mobile surveillance systems that help school districts protect the lives of students and provide parents peace of mind knowing that, like the district, their child's safety is our highest priority," said the company.

## About Safety Vision, LLC

"Safety Vision is among the most recognized vendors of mobile video surveillance products in North America, and continually enhances vehicular safety in both the private and public sectors. Safety Vision's product offering includes network video recorders, analog and IP cameras, rear vision cameras, as well as a suite of AI server and cloud software. Safety Vision is proud to have deployed over a million systems worldwide and generated over \$1 billion in revenue since inception.

For more information, please go to [www.safetyvision.com](http://www.safetyvision.com) or call 800-880-8855.

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# Key Cybersecurity Steps Can Protect Companies From **HACKING NIGHTMARES**



By Harrell Kerkhoff  
*Busline Magazine Editor*

**C**ybersecurity is the act of protecting networks, devices and data from unauthorized access or criminal use. It's also the practice of ensuring confidentiality, integrity and availability of information, according to the Cybersecurity & Infrastructure Security Agency (CISA), part of the U.S. Department of Homeland Security.

There are many risks today to people and companies alike. Among the dangers are malware erasing information, an attacker altering files and/or the dreaded ransomware threat. The latter is when an online thief threatens to hold critical data, or permanently blocks access to that data, unless a ransom is paid.

National headlines of major companies victimized by cyber attacks are all too common. The threat is also real for smaller companies as well as individuals — and

that threat grows with each passing day, according to **Tom Kirkham**, founder and CEO of IronTech Security ([www.iron-techsecurity.com](http://www.iron-techsecurity.com)).

In a recent presentation titled, “Five Steps To Protect Your Firm From Catastrophic Cyber Attacks,” Kirkham reported the following unsettling statistics:

- 60 percent of small businesses that are victims of a cyber attack go out of business within six months, according to Cybersecurity Ventures;
- Small businesses spend an average of \$955,429 to restore

normal activities in the wake of successful attacks, according to SecurityIntelligence.

“Hoping is not a strategy. A cyber breach can cost a company four to five times the cost of prevention,” Kirkham said.

He shared the following common myths surrounding cybersecurity:

• **Myth — Your business is too small. Why would anybody want to attack you?**

“There is no such thing as ‘too small.’ You might assume that no hacker would be interested in your company. The simple truth is, the majority of cyber attacks — especially ransomware — is part of an automated process, sent out in volume. A company’s size does not matter,” Kirkham said. “(Hacking) is a serious industry. Tens of thousands

of people, from all over the world, work as professional criminal hackers. They are vertically specialized, and other criminals help them.

“The point is, there is no such thing as ‘too small.’ There is also no

such thing as ‘being located in the middle of nowhere.’ It doesn’t matter what business you are in. If your company is on a specific list, it could receive a phishing email and potentially become a victim. Everybody hears about the big companies getting hacked, but the majority of attacks are directed at small and medium-size businesses as well as individuals using home computers. Hackers don’t care who you are, all they are interested in is making a conversion.”

• **Myth — You can’t afford enterprise-grade security.** According to Kirkham, enterprise-grade security is the

**“There is no such thing as ‘too small.’ You might assume that no hacker would be interested in your company. The majority of cyber attacks — especially ransomware — is part of an automated process, sent out in volume.”**



*Tom Kirkham*

same type of cyber protection used by U.S. federal agencies and Fortune 10 companies. The security involves best-of-breed policies, procedures and technical controls.

**“If companies manage their cybersecurity unprofessionally, they will get hacked professionally. The majority of today’s hackers are criminals.”**

“It’s security that should be looked at today as being part of the cost of doing business,” Kirkham said. “It’s no different than having insurance — and it’s affordable.”

• **Myth — Antivirus software is good enough.**

Kirkham cautioned companies that rely on purchasing antivirus software in a store to protect their businesses from cyber attacks. In his words, “Antivirus (programs) are not good enough. What is good enough is a different class of products.”

• **Myth — Cybersecurity insurance takes care of all problems.**

“It’s great to have cybersecurity insurance, but don’t stop there,” Kirkham said. “Like all insurance, it’s the last thing you want to rely on to make your company whole again. For instance, a lot of (cybersecurity) policies don’t pay for loss of productivity.”

• **Myth — A company surviving one ransomware attack is safe from another attack happening again.**

“If you get hit once, chances are you will get hit again. Your company has been marked by criminals,” Kirkham said. “It’s important to change your defensive strategies in order to avoid the same vulnerabilities.”

Most importantly, other malicious items, such as “back door” and “keylogger” devices, could be left behind after an attack. Such devices further compromise a company’s cybersecurity. That is why it’s important companies thoroughly have their computer networks examined by Information Security (InfoSec) professionals, making sure future problems don’t come up.

“Every new client of (IronTech Security) that previously experienced a successful ransomware attack has discovered (other malicious items) leftover from that attack,” Kirkham said. “Sometimes (those items) will be dormant for months, if not years. Regardless, it’s critical to get the network immediately checked out after the initial attack.”

• **Myth — Cybersecurity is an IT issue.**

There is a big difference between Information Security (InfoSec) and Information Technology (IT), according to Kirkham.

“It’s been my experience that roughly 90 percent of people who work in IT don’t have the skill set and experience to properly put into place enterprise best-of-breed cybersecurity defenses,” Kirkham said. “A company’s investment in IT involves an operational managerial decision. IT positively affects the bottom line each day. That is why company’s invest in IT, to increase productivity and efficiency, while lowering production costs.

“InfoSec, on the other hand, is all about security. That is its only job. It doesn’t positively impact the PNL (profit and

loss) every day. It’s in the same category as a company’s electricity bill and insurance expenses.”

Kirkham added a strategic leadership decision must take place to properly protect a company from loss of funds and/or productivity, brought about by a cyber attack.

“If companies manage their cybersecurity unprofessionally, they will get hacked professionally,” he said. “The majority of today’s hackers are criminals.”

## 5 BEST PRACTICES

**I**n June 2021, a letter from The White House written by Anne Neuberger, deputy assistant to the President and deputy national security advisor for cyber and emerging technology, was sent to many U.S. corporate executives and business leaders. The subject was: “What we urge you to do to protect against the treat of ransomware.”

Among Neuberger’s recommendations, highlighted by Kirkham, are the following “Five Best Practices.”

### 1.) **Deploy EDR (Endpoint Detection and Response).**

“Remember to replace your antivirus software with an EDR,” Kirkham said.

EDR refers to cybersecurity technology that monitors an “endpoint” — such as a mobile phone, laptop and desktop — to mitigate malicious cyber threats.

**“It’s been my experience that roughly 90 percent of people who work in IT don’t have the skill set and experience to properly put into place enterprise best-of-breed cybersecurity defenses.”**

“If you buy (an antivirus) program ‘off the shelf,’ it is not ‘best-of-breed.’ It probably uses virus signature files to see if anything running on a computer is a virus. That is 40-year-old technology. The game has changed. There are offensive military-grade cyber weapons being used against us from all over the world, each and every single day. It’s important to have something stronger for defense. That is an EDR,” Kirkham said. “EDR uses AI (artificial intelligence). It learns and knows, in real time, what is happening with your computer. It learns new story lines. It uses neural nets (computing systems), which involve computer and user behavior, allowing (an EDR) to predict, attack and stop a threat. That is different technology than virus signature detection systems, which I feel are inadequate.”

He added a good EDR function involves an intrusion detection system. It also functions as an intrusion protection system.

“An EDR requires skilled experts to install, configure, monitor and respond. It’s more complicated than an antivirus system,” Kirkham said. “It goes back to the importance of working with a skilled cyber security team.

“According to Neuberger, it’s important companies have an EDR to hunt for malicious activity on a network and then

block that activity. That is what EDRs do. They receive, kill and mitigate a threat within milliseconds, while alerting an InfoSec team to investigate and examine the network for other malicious things. You have to have an EDR. In fact, (IronTech Security) will not accept a new client that does not have an EDR on its network.”

## 2.) Use MFA (Multi-Factor Authentication).

MFA is an authentication method that requires a user to provide two or more verification factors to gain access to a resource, such as a website, application and/or account. MFA is a core component of a strong Identity and Access Management (IAM) policy. MFAs provide a second verification method, and can often be turned on through a security setting.

“Neuberger stressed in her letter that companies should turn on MFAs wherever possible, especially for remote access,” Kirkham said.

He also warned against the use of personal/home computers to conduct company business, such as via remote access.

“Once you connect your personal computer to gain access to company work, it becomes part of your company’s network. Does your personal computer have the right protection? Probably not,” Kirkham said. “Only use company-owned equipment when working.”

## 3.) Use disk storage encryption.

Disk encryption is a technology that protects information by converting it into unreadable code, making it hard for hackers to decipher.

According to Kirkham, it’s important servers, desktops and portable devices — including phones, laptops and tablets — are encrypted.

“One reason to use disk encryption is to protect your company after a server or computer is replaced. The same is true if a phone or laptop gets stolen,” he said. “Often, all a criminal has to do is pull a disc drive out of a server, desktop or laptop, and connect it to a USB port. That is one way data is harvested and sold for profit.

“The best part of disk encryption is you don’t need an InfoSec specialist to turn it on. It’s built into many operating systems, and has been for decades. Basically, if data is stolen, with encryption, that data is unuseable.”

Kirkham added there is a large market comprised of people seeking used electronics so they can mine for data.

“If you responsibly recycle your servers, computers and other devices, make sure a firm is used that documents those items have properly been destroyed. They must also have the right equipment to accomplish such a task,” he said. “The firm will send you a certified copy showing the serial number, make and model of the equipment that was destroyed. Not all recycling firms will take such steps.”

## 4.) Use continuous defense improvements.

The cybersecurity threat landscape changes every day, in some form or another.

“You have to respond and adjust defenses as needed. Sometimes it’s as simple as installing software updates as soon as they become available,” Kirkham said. “Don’t wait to make those updates.”

He added there are a variety of resources that provide a plethora of information on how to keep safe from cybersecurity threats. They include Dark Reading ([darkreading.com](http://darkreading.com)), Krebs on Security ([krebsonsecurity.com](http://krebsonsecurity.com)), and Kirkham’s own company, IronTech Security ([www.irontechsecurity.com](http://www.irontechsecurity.com)).

Federal agencies, such as the CISA and FBI, also have many resources that are available to the public.

## 5.) Use a skilled security team.

According to Kirkham, Neuberger’s letter from The White House stressed the importance of companies to implement 24/7 monitoring, investigating and responding capabilities to fight cybersecurity. He said such work should be properly orchestrated.

Kirkham recommended companies work with a Managed Security Service Provider (MSSP) to alleviate such problems as malware and customer data breaches.

“MSSPs have their own teams, own command centers and are constantly monitoring. What most people don’t realize is MSSPs are also backed by other security operation centers, staffed with InfoSec professionals,” Kirkham said. “MSSPs are literally backed by hundreds of experts, from around the world, to analyze threats and investigate anomalies.”

**“Once you connect your personal computer to gain access to company work, it becomes part of your company’s network. Does your personal computer have the right protection? Probably not.”**

## FOLLOW-UP RECOMMENDATIONS

Other cybersecurity steps businesses can take include the use of password managers and to properly secure and manage their websites.

“The learning curve (using a password manager program) can be a little difficult. It may take a week or so to get used to one, but it’s well worth it in the long run,” Kirkham said. “In about a month, you will say, ‘I don’t know how I ever lived without one.’”

“Also, don’t forget about your website. There has been a tendency, over the years, for companies to go on the cheap when it comes to website hosting services.

“Unfortunately, many websites today are not properly updated and professionally managed to protect against downtime or denial-of-service attack.

“I highly recommend using a professionally-managed secure website hosting service.”



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