



**HAPPY
NEW YEAR!**
DECEMBER 31, 2023

**A MESSAGE
FROM OUR VP,
DAVID SCHRANTZ!**



Dear Rohrer Team,

Happy New Year! As we bid farewell to the remarkable year that was 2023, it's with immense pride and gratitude that we reflect on the collective achievements of our incredible team. Together, we've not only met but exceeded expectations, setting new benchmarks that truly define excellence.

In the past year, our commitment to efficiency and quality has shone through in the impressive statistics we've amassed. Collectively, our shops have successfully completed over 14,000 work orders and invoiced for more than 95,000 parts. Additionally, our Sales Team has sold over 1,100 buses to customers all over North America!

Our impact extends beyond the numbers. With over 12,000,000 miles driven and an average of 45,000 students safely transported each day, we've played a crucial role in shaping the educational experiences of many families. However, it's important to acknowledge the challenges as well. We experienced over 380 accidents or incidents and had 29 injuries reported, an important reminder that safety remains our top priority.

On the human side of our operations, we've welcomed over 4,000 applicants, reinforcing our reputation as an employer of choice and our ongoing focus on growth. From those applicants, we have successfully trained over 180 new team members. This investment in our people is reflected in the astounding 1,000,000+ hours worked collectively.

Our success is not just about revenue; it's about supporting livelihoods. In 2023, we distributed over 17,500 paychecks and paid over 13,000 invoices promptly, impacting families and our local communities positively. Furthermore, we've taken steps to secure the well-being of our team members by providing health insurance coverage to over 130 lives.

While we celebrate these accomplishments, let's use them as stepping stones for an even more remarkable 2024. With your dedication and hard work, we're poised to reach even greater heights. Together, we'll overcome challenges, embrace opportunities, and continue to define excellence in our industry.

Here's to a prosperous and fulfilling 2024! Best Regards,
David

IN THIS EDITION...

- COMPANY NEWS
- SAFETY ANNOUNCEMENTS
- AWARD WINNER ANNOUNCEMENTS
- HR REMINDERS
- RECENT HAPPENINGS
- AND MORE!

Socks for Sadie



Every holiday season, the Rohrer Bus team is inspired by Sadie's passion for helping others and the charitable work of Socks for Sadie. We are still collecting donations this year until **January 12th!** We are proud to donate 494 total pairs of socks to charity last year; let's try to beat this number this year!

Sadie Wells was a kind and adventurous soul born and raised Utah, but traveled all around the country for the purpose of serving others. At the age of 19, Sadie left on a LDS mission in Pittsburgh, PA. Eight months into her mission, the car Sadie was riding in was struck by a bus and she was killed. After her tragic passing, Sadie's family founded a charity in her honor, named Socks for Sadie, inspired by Sadie's giving attitude and love for colorful socks!



Cold Starting

During colder weather diesel engines do not startup as easy as in warmer weather. The cold air can cause the diesel to gel. Also, without the higher temperature air in the combustion chamber the fuel will not easily fire and burn. Because of this . . .

1. Our fuel is treated with conditioners to help keep the paraffin in the diesel from solidifying which will cause clogging of tanks, lines and filters.
2. Most of our diesel engines (Cummins and MBE) are equipped with grid heaters or sometimes referred to as intake heaters. These heaters raise the air temperature as it is going to the combustion chamber. This heated air will help fire the fuel. The vehicle will activate this starting aid when needed but still requires drivers to follow the steps below:

- a. Ensure that all accessories are turned off. (Heaters, aux fans, all lights etc.)
- b. Turn the key to on position. Allow the gauges to cycle and the intake/grid heater light will illuminate. You will notice that voltage will drop to 10-11 volts. This cycle will take 5-10 seconds.
- c. Once the intake/grid heater light shuts off you will want to wait 2-3 seconds until the battery recovers. Note the voltage will again go back to 11.5+ volts. As soon as this happens turn the key to the cranking position. It could take a few more revolutions than normal but the engine should start. If engine starts go to step "e"
- d. If engine tried to start but shuts right off turn the key to the off position for 5 seconds and repeat steps b & c.
- e. Allow the engine to idle for 10-15 seconds. During this time the oil pressure will go to normal operating pressure. Once this happens you can activate the fast-idle system so that the engine can reach operating temperatures. NOTE- during this time you may see the intake/grid heater light illuminate again. The engine may do this until its preferred operating temperature is reached.
- f. You can now turn on your accessories.

SAFETY ANNOUNCEMENTS

Safety Personnel Changes

We would like to wish **Dave Williams** well as he enters retirement life on January 1st. Although his knowledge, experience, and sense of humor will be missed, we are happy for Dave as he embarks on this exciting time in his life. We appreciate all of his accomplishments in the Safety Department over the past five years. Please keep Dave's wife in your thoughts/prayers as he will be hanging around the house more than she may want. In all seriousness, we wish Dave well and hope he enjoys retirement to the fullest for many decades!

Currently heading our Safety Department are Steve Hoffmaster and Matt Houghton. Please make note of their contact information:

Steve Hoffmaster, Safety Director

shoffmaster@rohrerbus.com
717-957-3811, ext. 1306
717-798-2758

Matt Houghton, Assistant Safety Director

mhoughton@rohrerbus.com
717-957-3811, ext. 1307
717-713-3326

Winter Driving Safety Tips

1. Be proactive- always have at least half a tank of gas, make sure your wiper fluid is topped up, always check your tire inflation, and make sure they have adequate tread.
2. If you don't have to ride, stay inside!
3. Slow down- accelerating, braking, or turning suddenly on snowy roads will cause your wheels to spin and you to lose traction.
4. Don't use Cruise Control on snowy or icy roads- it can cause you to accelerate on slipper surfaces and cause your vehicle to skid
6. Drive defensively- keep 2-3x the distance between yourself and other cars than you would in dry weather.

Safety Slogans

The slogans for December, January, and February 2023-2024 are:

SHOP

"Avoid a drastic call. Don't slip, trip or fall."

OFFICE

"Think twice before walking on ice."

DRIVERS

"When driving on snow, you better take it slow."

Safety Slogans Winners

Last Quarter's Safety Slogan Winners were:

OFFICE

Megan Zelenky

SHOP

Ryan Michael

DRIVERS

Karen Sprenkle - ST, Maryann Cole - SE
Valorie Probst - ST, Betty Gilbert - SE
Peggy Bechtel - HA, Ann Aleman - ST

NEW ICE CLEAT POLICY

As you likely know, the Safety Department has been working on a revised ice cleat policy that will be completed and revealed sometime in January. For the time being, please remember to always have your ice cleats in your possession in preparation of forecasted winter weather events and also unpredicted snow squalls, freezing rain, etc., that can occur without warning. It is our expectation that you utilize this important personal protective equipment (PPE) that we purchased for you to keep you safer. We want you to return home from work in the same condition that you left your home. Although we don't want an injury to cause you to miss work, we also are concerned for your well-being because an injury will interfere with the activities you enjoy in your personal life.

Is Retirement in your Future?

Why not take advantage of Rohrer Bus's 401K plan with an employer match! Open enrollment is the first of each month - so very convenient to enroll. Just call the payroll office at (717) 957-3811 for more information and begin planning for your future TODAY!


Important 401K Information!

For those of you currently taking advantage of Rohrer Bus's 401K plan, you should keep an eye on our website! We post updates whenever there is something we need to share with you, so you can access this information anywhere and anytime. To access all updates, visit rohrerbus.com/company/careers/employee-information and use the password **Employee**.

Earn your Referral Bonus We want your friends and family to work with us!

It's super easy to earn **\$1000** for referring a School Bus Driver or **\$500** for referring a Van Driver to work with us! Your friends can start the process online by visiting our website at www.rohrerbus.com/drive. Please be sure to remind them to list your name on their application! Once they qualify, the bonus is paid quarterly and will appear on your paystub! How's that for a no-hassle payday?!

Tired of waiting for the mailperson to deliver your paycheck?

Introducing **PAYENTRY CARD**  NOW AVAILABLE for your payroll! It's easy and quick to set up, and doesn't require you to have a bank account! On payday, your money will be direct deposited onto your Payentry Debit Card. Your money will be promptly available, you can rest easy, and save time; no more waiting or running! Benefit from secure payments, easy to use online account, and excellent customer service. A Rohrer Bus Direct Deposit Form AND Payentry Card Enrollment Form would BOTH need to be completed to activate this option. Contact Payroll at (717) 957-3811 to learn more!

New Faces In The Crowd!

We hope you will join us in welcoming the new members of our team! Since our last newsletter, the following individuals began working for Rohrer:

William Gumert – Van driver, LD

Alexxa Holtry – Van driver, SM

Crystal Wilson – Payroll, Duncannon

Meghan Cannon – Van Driver, SE

Maria Urena-Jimenez – School Bus driver, HZ

Michael Dutz – Van driver, HZ

Wilmarie Morales Benitez – Van driver, LD

Valorie Probst – Van driver, ST

Laritzá Santana – Van driver, HZ

Billie Jean Weaver – School bus driver, EP

Gabriella Gouse – School bus driver, EP

Rachel Asmus – School bus driver, NP

William Flickenschild – School bus driver, DV

Douglas Bader – School bus driver, LD

Britney Moldovanyi – Van driver, SM

Leah Loucks – School bus driver, LD

David Ortega – Van driver, HZ

Rocio Jimenez de la Cruz – Van driver, HZ

Gregory Niznek – Van driver, HZ

Erika McDougall Corona – School bus driver, HZ

Margaret Davis – School bus driver, MB

Brianna Zychal – School bus driver, AH

Eugenia Cook – Van driver, EP

Pam Errington – Van driver, NY

Michelle Hoey – Van driver, SE

Phebe Montoy – Van driver, AH

Lori Scandle – School bus driver, CV

EXCITING
NEWS!

WE'RE PLATINUM SUPPORT CERTIFIED!

In case you haven't heard, back in the second week of December, the TBB Platinum Support Team, Nathan Strader, James Allison, Steven Johnson performed our Re-Cert Audit. This was the first Re-Cert Audit Rohrer has received since becoming a Platinum Support Dealership in March of 2018. We're proud to announce that Rohrer has been Re-Certified as a Platinum Support and Premier Assessment Dealership!

Continuous Improvement is a major factor in this program. If anyone has any ideas to improve our Dealership, please send your suggestions to our Continuous Improvement Coordinator – **Sebastian Paul** (spaul@rohrerbus.com). 2 Continuous Improvement Events must be submitted annually to TBB. Our last submission for this year was the creation of our Service/Parts Training Room.

In order to earn Platinum Support recognition in the first place, we had to attain 125 success points regarding various aspects of our company environment and culture, including customer amenities, working environment, signage, website updates, and retail space, among others. We also were in charge of implementing 5S, a method of organizing and standardizing work areas and practices, in our parts, service, and shop areas for a more lean and productive workspace. This brought everybody in all departments together into a proactive, continuous improvement mindset. Congrats to the whole Rohrer Bus Team for making this possible!



Driving the Future Forward



Jesse Shultz performed his first decommissioning of the High Voltage System on a TBB Built Bus Jouley C2 (Electric).

"Decommissioning" is a term that means disconnecting the high voltage battery, which allows technicians to safely perform repairs revolving around the electrical system on the bus. Technicians must be HV3 certified to decommission the Jouley and must wear specialized PPE (Personal Protective Equipment). It's a bit of extra precaution and training, but our experienced techs are up to the challenge!

Employees on the Move

As we mentioned on Page 2, **Dave Williams**, our Safety Director, has just retired. We'll miss you, Dave!

Steve Hoffmaster has been promoted to Safety Director with Dave's retirement and **Matt Houghton** is our new Assistant Safety Director.

Seth Kieffer, our Buildings and Grounds Manager, is no longer with the company. Please contact **Ryan Renninger** with your Buildings and Grounds needs!

Crystal Wilson has joined the Payroll team – welcome Crystal!

Maurina DiSabella has been promoted to Regional Human Resources Supervisor and is still working out of our Drums office.

Megan Rill got married and is now **Megan Zelenky**. She is moving from the Front Desk to Accounts Payable.

Liz Speece has been promoted from Accounts Payable to Accountant.

Lauri Talarowski has been promoted from Accountant to Assistant Controller.

Congratulations to those who earned promotions!

CLAIM YOUR \$200 FINDER'S FEE!



As you probably know by now, Rohrer Bus sells **new and preowned minivans** that are **wheelchair accessible!** These vans are *essential* for helping people with physical disabilities travel with ease. Unfortunately, many people don't know where to start looking to purchase an accessible vehicle, so that's why we need your help!

If you have a neighbor, family member, or know of anyone else who is in need of a new or preowned accessible van, **direct them to us at Rohrer Bus!** If you refer a customer who ends up purchasing a wheelchair accessible van, **you will receive a \$200 finder's fee!** All you need to do is refer your contact to **Kay Hornberger** at (717) 957-2141 ext. 1352 or khornberger@rohrerbus.com. They **MUST** tell Kay that you referred them in order for you to receive your finder's fee. Your \$200 finder's fee will be automatically added onto your paycheck. Thank you for your help!



PART-TIME POSITIONS!

School Bus and Van Drivers

These positions offer vision insurance, 401K, and summers, holidays, and weekends off, with the option to pick up extra work if desired.

If you know anyone who might be interested in joining the Rohrer Bus team of drivers, please encourage them to call us at (717) 957-3811 or apply online at rohrerbus.com/drive! Refer a driver and earn **\$500 (van) or \$1000 (bus)**!



We hope everybody had wonderful holidays, and enjoyed your much deserved time off in the way most meaningful to you! We can't wait to see all the success and growth we will share in 2024!