

LATEST NEWS FROM THE COBUS WORLD:

Deliveries: 10 new 2700-S models to U S AIRWAYS EXPRESS at Ronald Reagan Washington National Airport – DCA Two COBUS Model 3000 buses to Calgary International Airport - YYC An additional three new COBUS model 3000 buses to Dallas/Fort Worth International Airport – DFW

The development of alternative fuel buses continues – the eCOBUS is now being extensively tested in Europe. An all electric bus developed in cooperation with Siemens. We hope to be able to offer it in North America before the end of 2014. Our CNG COBUS is already available and has been proven at several international airports.

COBUS Industries LP will be participating in the following airport shows in North America: AAAE in San Antonio, TX May 17-20; ACI in Atlanta, GA, Sept. 7-10; SWIFT in Vancouver BC, Sept. 15-18. Hope to see you there!

DALLAS/FORT WORTH INTERNATIONAL AIRPORT MEETS AIR SERVICE CHALLENGE WITH COBUS

(DFW Airport, TX – May 1, 2014) – Dallas/Fort Worth International Airport (DFW) used its COBUS fleet to create a solution to the challenge that comes with growing air service. During high volume arrivals at DFW, when gate space is at a premium, the airport coordinates with its airline partners to deploy the COBUS to the apron, or hardstand, to transport passengers to and from the terminal. Projections for further airline growth prompted the purchase of three more COBUS3000 units, which arrived at DFW in April.

“For our traveling customers, it starts and ends with customer service, including the ability for DFW to use its COBUS fleet, if necessary, to ensure prompt loading



Jim Crites, Executive Vice President Operations, DFW International Airport



and unloading of aircraft,” said Jim Crites, executive vice president for operations at DFW. “The COBUS fleet has given the airport the flexibility it needs in serving our airline customers during peak flight schedules. With this program, we have been able to implement an interim solution that reduces wait times for travelers while maintaining operational efficiencies for our airline partners.”

In 2012, DFW was faced with a big challenge. During the times of day with the highest number of arrivals, limited gate space was available. A solution was needed to continue efficient operations throughout long-term construction, such as DFW’s Terminal Renewal and

Improvement Program, and to meet the needs of airline partners based on the projected growth expected over the next few years. A proposal was made for additional COBUS units to facilitate more hardstand operations to solve this problem. The DFW Airport Board of Directors



agreed that such an investment would work well to serve travelers and airline partners alike.

“Originally, we purchased the COBUS mover units to deplane aircraft with mechanical issues, emergency response situations and during inclement weather,” said Crites. “We have expanded our COBUS fleet to include those periods when some aircraft are required to park on the apron away from gates and jet bridges. The buses allow us to quickly and safely deplane passengers and transport them to the terminal while providing a realistic remedy to our airline partners.”

DFW deployed its first COBUS Airport People Mover bus in 2009 in response to the need for contingency plans for delay situations. The vehicle’s high capacity reduces the frequency of trips needed to off-load a flight, and reduces the amount of time that passengers will spend on an aircraft that cannot be gated. Since receiving its first COBUS, DFW has added five more units to its fleet. The airport also uses a covered air stair vehicle, Aviramps, and a disabled passenger vertical lift vehicle in conjunction with its COBUS operation. Looking forward, DFW and its airline partners will continue to work in cooperation to determine needs for additional COBUS units based on projections of future air service.

by Leslie Ensign, Communications Manager  
Business Initiatives, Dallas/Fort Worth International Airport

## CUSTOMER SERVICE – THE COBUS WAY!

There are about as many articles in print about proper CUSTOMER SERVICE and CARE as there are windows in a Boeing 747-8 or Airbus A380! Each one would have the vendor / service provider concentrate on a different aspect of achieving the very best in Customer Service and Care to the ultimate satisfaction of the client/customer.

To a large degree, the best Customer Service offered depends on the product or service provided; each situation is somewhat different from others and is generally tied to the offerings of the supplier. It can also be geared to the particular client and is unique to each and every one.

There are some things that providers do in general: every time I have the tires on my car checked, I get a nice note from the owner of the tire shop thanking me for my business and offering to do more: buy new summer and/or winter tires, rotate the tires, balance them, add studs for winter use (here in the Northeast where I live they are almost mandatory!), and also check the shock absorbers, brakes, front end alignment – and the list goes on. It is a nice gesture that keeps me returning to the same shop!

With COBUS, we try to “go the extra mile” as the saying goes, even though our buses travel very few miles in airport service!

One of the things that we do for our clients is to offer free maintenance inspections and checks. Every time that we deliver new buses, a COBUS Senior Field Technician arrives at the client’s facility to commission the bus and provide training for both maintenance and operator personnel. If this is a repeat order, the Technician will go over the client’s existing fleet and consult with the Maintenance Manager, pointing out possible areas requiring attention. He will also advise of new techniques and updated products available.

While the Technician is on the continent (and it is a BIG one!) he will be asked to travel to other COBUS locations to perform similar reviews and provide advice. In cases where unusual problems and/or accident damage has occurred, he can advise the solution to the problem and also prepare a necessary parts list for the repair of the damaged area. This shortens the time that the bus will be out of service and facilitates the expeditious repair of the bus.

We also provide telephone numbers for immediate contact when ordinary trouble shooting isn’t enough! Your maintenance folks will be able to talk to one of our Technicians at the company’s headquarters in Germany – including emergency contacts over major holidays (Christmas, New Year, Easter, etc.) We recognize that our clients – airports and airlines – operate 24 hours per day, seven days each week, and every day of the year. And so we understand that when you need assistance, even if it is on New Year’s Day or similar, that such assistance must be made available to you.

**COBUS Customer Care** begins with the delivery of your new buses – and continues as long as you have them. We are indeed proud of the service that we provide – and our clients / customers seem to appreciate it as well!

**Cobus Chatter** is published infrequently for the operators, owners and friends of the COBUS fleet in North America. Please send your comments and questions to Don Frassetto, President at 203 380 9575, or Erwin Zimmermann, Vice President at 207 483 2595, or by e-mail: don@cobus.us; erwin@cobus.us; or just direct an inquiry to info@cobus.us.

## COMMISSIONING A COBUS – *Just what does that mean?*

When a client orders one or more **COBUS Airport People Moving Buses**, they are ultimately delivered to the airport of final destination as part of the purchase contract. Upon arrival several things happen: the bus is “commissioned”; training takes place for maintenance personnel and also for operators – drivers.

What does this involve?

A Field Service Engineer from **COBUS Industries GmbH**, the manufacturer, will be on hand to supervise the initial unloading from the specialized road carrier that collected the bus at the seaport and brought it to the destination airport. Once the Engineer has inspected the unit for possible damage which may have occurred in transit, he then begins the process of preparing, or “commissioning” it for service.

First, the passenger doors are released from their in transit status: they were bolted shut to prevent inadvertent opening during the sea voyage (the factory is in Portugal) and the subsequent overland trip. Now having gained access to the passenger cabin, the spare wheels and other parts which were stored inside can be removed. A check is made to ensure that the complete set of maintenance manuals is available for the client’s maintenance department.

At this point, members of the new owner’s maintenance group are invited to team up with the **COBUS** Technician as he inspects every aspect of the vehicle. After showing each member how to access all of the major parts of the drive train including engine (just lift the hatch in the driver’s cabin), transmission and drive axle., they then proceed on to the fuel delivery system and air system which is used for brakes, suspension and door operations.

The separate air conditioning system at the rear of the bus is also inspected – noting that it is totally separate from the primary engine and drive units except for access to the 53 gallon fuel tank. Distribution of heated and cooled air is checked in the passenger and driver’s cabins.

The electrical and electronic compartment located in the passenger cabin (but kept locked to prevent unauthorized access) is inspected. The wiring diagrams which are prominently displayed inside the compartment are reviewed together with their cross references to the maintenance manuals as well as a pictorial display of the overall layout of relays, switches and other similar controls.

Finally a complete review of the instrument panel is conducted so that all have a full understanding of the various controls governing the operation of the bus. By having the client’s maintenance team participate in the inspection of all of the various systems on the bus, they become familiar with these components and learn how to maintain and trouble shoot them if necessary. “Learning by doing” is the method that has proven to be most effective.

Next the operators are taught how to operate the bus. At such locations where there will be a significant quantity of drivers, the **COBUS** Technician will train the Trainer – that is the one or two individuals on the owner’s staff who are responsible for conducting initial as well as recurrent training of drivers. They are instructed in the complete use of all of the controls facing the driver including an explanation of all of the safety interlocks.

As an example the bus cannot be moved unless all passenger doors are closed. Other similar safety measures are also incorporated into every **COBUS** – should a passenger door start to close and come into contact with someone’s elbow or foot, the door will automatically reopen. The driver will then have to reactivate the “Close” switch again at which time the door will close correctly and completely. Only then will the bus be able to move.

It is important to note that while we train the operators in the safe operation of a **COBUS**, actual movement around the client’s airport and obedience to the local rules and regulations at the airport must be taught by the client.

All of this training takes time – usually about a week after actual delivery of the bus. Once both the **COBUS** Technician and the client are convinced that they have gained complete familiarity with the operation and maintenance of the bus, the formal transfer of ownership can finally take place. The new **COBUS Airport People Moving Bus** can then begin its job of safely and economically transporting passengers between airport terminals and aircraft parked off-gate on hardstands or to other terminals.

And what does all of this training cost? Absolutely nothing – it is part of the commitment that we make when accepting your order for a New or Refit **COBUS – the best airfield bus in the world!**