

THE CREATIVE COMMITMENT



INTEGRITY | LOYALTY | SERVICE



Creative Bus Sales

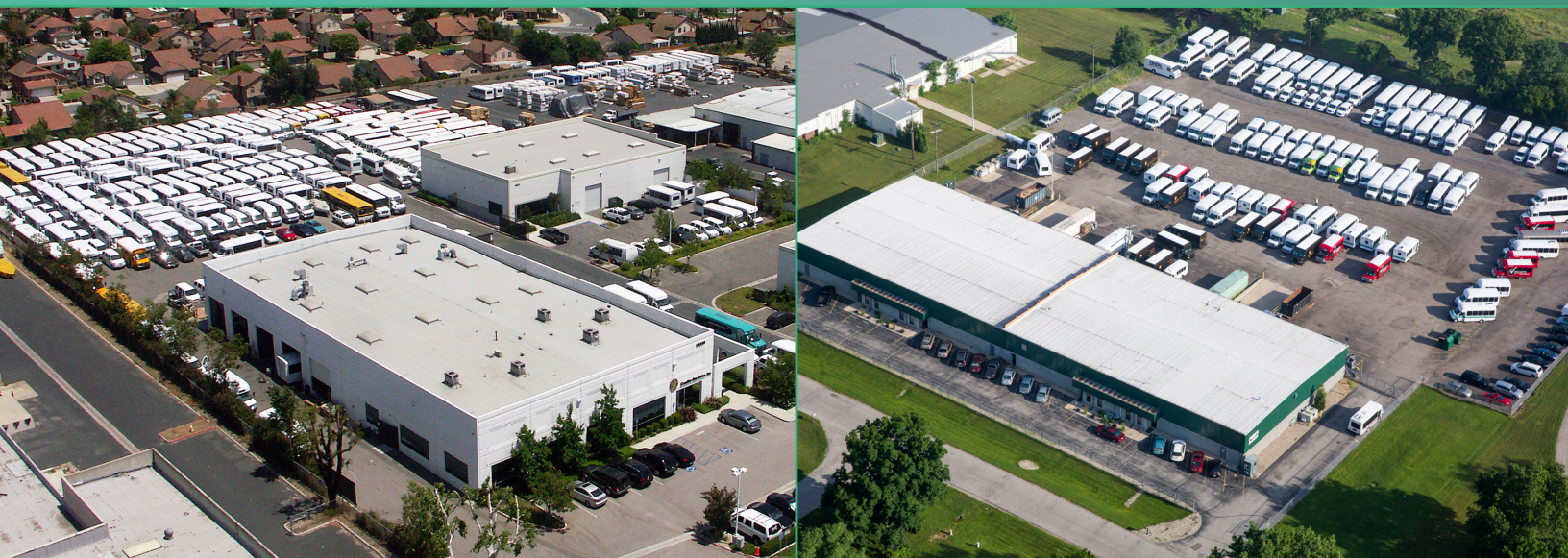
The Creative Commitment is our customer pledge that we integrate into our everyday business practices. By applying our strengths and resources we have been able to promote development not only within our dealership, but throughout the bus industry. The principles outlined here guide us as we continue to operate as the nation's largest and most successful bus dealership.

No two family owned businesses are alike and Creative Bus Sales is no exception. We hold over thirty years of experience in the bus industry and twenty five years with current ownership. We are grateful to maintain the distinction as the nation's largest bus dealership for many years.

Expanding from our California base, we now have locations in Arizona, Colorado, Florida, Indiana, Nevada, New Mexico, Oklahoma, Oregon, South Carolina, Texas, and Washington state.

Anticipating the demand for alternative fuels conversion and services, we launched Green Alternative Systems (GAS) in 2007. With locations in Indiana, California, and New York, GAS has become the largest converter of buses and medium duty trucks in the industry.

After all this we are still family owned and operated. Each of our locations remains fully operational with sizable staff and properties. We're excited to learn what the future holds for Creative Bus Sales.



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1 • INTEGRITY

At Creative Bus Sales (CBS) we pride ourselves on maintaining sound and honest business practices. From the communication with the manufacturer, to the transactions with suppliers, down to conversations with our varied customer base we strive to provide top-level service. With each interaction we look forward to providing the most up-to-date information in the bus industry and offering guidance to current and future customers.

Since we provide a range of services, from 300 bus deliveries for government contracts to bus parts for hometown service centers, it would be easy to favor one client above another. At Creative, it is our mission to treat every customer with honest communication and the best possible service. No matter if we are securing a loan for a customer or performing routine maintenance on a vehicle, we look to provide the most value for each customer's unique situation.

Throughout our long history in the bus industry, we have aimed to develop standards that lead the market and support all of our customer needs.

We offer bus repair and bus maintenance including on-site service, parts, warranty, fleet contract services, and routine maintenance. In addition to warranty repairs, we handle preventative maintenance and services, including CHP inspections. If you have a CNG fuel system, we look forward to seeing you every three years or 36,000 miles for your required cylinder inspection.

We're extremely proud of the supportive relationship we're able to have with our customers. If you purchase a bus from us, we look forward to adding you to the Creative Family.

2 • NATION'S LARGEST

At CBS our success is not by chance, but rather from a dedicated commitment to serving our customer's needs. We believe a local relationship with our customers is necessary to fully understand and fulfill their needs. That's why each CBS location is locally managed and operated. Each location is empowered to make the critical decisions necessary to support our customers and provide a timely response to an issue that may arise. How does being the nation's largest dealer benefit our customers over our competition?

Local Service & Nationwide Feedback We are able to provide local operations with the resources and benefits that are out of reach of the competition. Our locations draw on the technical expertise and experience of the entire organization. We have technical services personnel that have more daily interactions with customers and their vehicles than any other organization in the industry, including any manufacturer.

Variety We offer customers the largest selection of new and used bus brands and models in the industry. We can provide the best product to suit their needs, as we are not limited by the products we sell.

Priority Production Thanks to priority production rates and lead times from our manufacturers when other dealers cannot deliver, CBS can.



3 • LIFETIME COMMITMENT

We aren't here for the short-term sale. We hold a lifetime commitment to every customer with after sales service and support designed to be as convenient as possible.

We built our company on doing the right thing and supporting our customers even in the most challenging of times. With over thirty years of industry and customer service experience you can have confidence that CBS will be there for you. Our commitment is best demonstrated by our long term customer base of the nation's largest fleet operators. We maintain some of the largest car rental, parking, hotel, retirement facility, transit agencies and transit operators on our list of long-term customers.

We are extremely proud of the supportive relationship we have with all of our customers. Every customer from the 500 bus fleet manager to the single bus owner operator enjoys the same commitment from CBS.



4 • RELATIONSHIP MANAGEMENT

How does the nation's largest bus dealership stay connected to its customers? Effective relationship management. We focus on developing a partnership before the sale through a transparent process that continues well after the sale. Here are a few ways in which Creative uses relationship management to keep our clients happy.

Unwavering Commitment To Excellence

Wearing the badge of #1 is certainly one we're proud of but we don't stop there. From the moment you begin to search we're here! You can peruse photos, filter by seating capacity, make, model, and more! Once you decide to contact our stellar sales force, you can rest assured you'll get the attention you deserve.

Dependable Service To Help You Succeed

The communication doesn't end when your vehicle is delivered. You don't just purchase a bus from us - you gain access to our entire parts and service team, our finance company, and warranty department. We're always just a call or e-mail away.

Nationwide Assistance

You can be certain that we'll be where you need us when you need us. With multiple locations throughout the United States in Arizona, California, Colorado, Florida, Indiana, Nevada, New Mexico, New York, Oklahoma, Oregon, Texas, and Washington state, our family of companies is never far from reach.

5 • LEADING PERFORMANCE



To reach the position of the nation's largest, we've aligned ourselves with a number of strategic partners. Part of what enables us to foster these relationships is our high level of performance that continues daily. How have we

managed to create so many varied manufacturers and strategic partners? Our continuous performance means manufacturers are delighted to and often seek out partnerships with us. Companies continue to contract with us because of our success.

This gives us an expansive inventory that includes new and pre-owned buses and vans ready for commercial, transit, school, or personal use. We carry an assortment of floor plans and configurations, including wheelchair accessible vehicles, to meet every need. With a wide range of pre-owned stock and new buses available, we are confident that you will find the bus you need.

We are extremely proud that we've been able to maintain high quality and sales, not just for our own benefit, but also for the benefit of our partners. We hope to preserve outstanding relationships with these companies for years to come.

6 • PARTNER RELATIONSHIPS

At CBS we maintain long-term industry relationships with vendors and manufacturers. Other dealers push the "flavor of the day" or the manufacturer of the moment to enhance their profitability on a single sale. We do not believe in such an approach. While we have added many brands to our offerings, we remain loyal to all our partners that meet our standards and our customer's expectations.

We have represented many manufacturers for more than twenty years. These partnerships enable CBS to receive the highest level of priority with all our manufacturers. Our priority with our partners ensures our customers receive priority with those partners. We are your voice to the industry and you benefit from our collective years of partnership with the industry's leading suppliers.



7 • MANUFACTURER FEEDBACK

Equipped with over two hundred service bays nationwide and a mobile service network, we have a unique opportunity to observe product performance and converse directly with manufacturers. For several reasons we can identify performance and service issues before the manufacturer.



Quantity

As the largest bus dealership, we're moving a lot of product each year. Therefore, we're often the first to hear if a problem crops up because we may have been involved in the sale.

Varied Locations

With locations at varied altitudes, humidity levels, snowfall, and climate we're able to see performance, wear and tear on a variety of vehicles. Often we can locate a problem caused by differing climate before the manufacturer.

Experienced Service

Our certified technicians are well trained in both traditional and alternative fuel vehicle maintenance. Since customers prefer to have their buses serviced by the same team, we can identify reoccurring issues before the manufacturer.

8 • PRODUCT DEVELOPMENT

Because of our high transaction volume we communicate regularly with many varied customers. In turn, our manufacturers know we have our finger on the pulse of customers needs. They trust us to convey relevant information to them with customer requests and suggestions. These symbiotic relationships are beneficial to product development.



Idea Generation Since we know what end users are looking for and the potential problems they face, we help manufacturing partners identify possibilities for new products.



Concept Screening We help screen ideas for new products to gauge if a customer will be interested in the product and to measure against competitive products.



Concept Development

Given our large customer base we know what features are non-negotiable. We provide suggestions for modifications that will make the end vehicle more appealing to customers.



Business Analysis

With customers ranging from small non-profits to citywide transit associations, we have diverse information on potential selling prices and product positioning within the marketplace.



Beta and Market Testing

We are involved in beta testing of products before they reach the customer. We regularly examine units before they are available to our customers to ensure the highest quality is delivered.



Technical Implementation

Being in direct communication with the manufacturer allows us to successfully collaborate logistics within the product chain between the point of origin and delivery.



Commercialization To keep customers aware, we regularly advertise new products and make customers aware of their availability.



Pricing Because of our size we're mindful of competing products, potential sales, and information that will help manufacturers decide on appropriate pricing.

9 • CUSTOMER NEEDS

We pride ourselves on the fact that our organization allows us to focus on customer needs. We have a large inventory available for any type of transportation need. What do we bring that's different from other companies in the industry?

Choices



We have a huge selection from school and coach buses to parts and alternative fuel vehicles. With so many possibilities, we know you'll be happy with your selection.

Convenience



With locations nationwide we're here to serve our customers wherever they may be located. Our skillful sales force is familiar with handling transactions in different states and countries.

Service



Our customers prefer to have their buses serviced where they bought them, because we know the vehicles better than anyone else. With top-notch service and experienced technicians you can be sure we'll provide the best.

Relationships



We have a long history in the bus business that has helped us foster strong, lasting relationships. Continued presence at trade shows and conferences facilitate relationships with up and coming vendors.

Partner Companies



We enjoy the remarkable ability to offer what other dealers cannot. Our in-house finance organization and alternative fuels conversion company supply customers with the complete package.

GREEN ALTERNATIVE SYSTEMS

As the largest Ford Recognized Qualified Vehicle Modifier (QVM) Alternative Fuel Program Installer in North America, and our strategic partners for alternative fuel developers and installers - ROUSH CleanTech, Westport and Landi Renzo - we provide the safest and most dependable alternative fuel systems in the industry. Our experienced technicians are able to convert to Compressed Natural Gas (CNG), Propane, or Bi-Fuel.

Learn more at GreenAlternativeSystems.com



ROUSH
CLEAN TECH



Westport
Here and Now.



CREATIVE FLEET LEASING

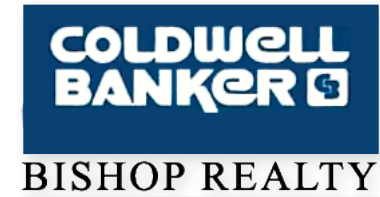
Our in-house finance company offers a multitude of financing packages for vehicle and equipment purchases. We can structure any transaction from owning your vehicle or equipment outright to returning it at lease end. As a dealer affiliated program, we have more choices than any other lender in the market including in-house captive financing programs and customer-tailored hybrid funding models.

Learn more at CreativeFleetLeasing.com

CreativeBusSales.com 800.326.2877

10 • CUSTOMER TESTIMONIALS

You run a great business! I want to share with you my experience in buying a shuttle bus at your company. The sales and customer service attitude of your staff is exceptional starting with the mechanics in the garage to the sales staff. Unbelievably helpful, ready to answer all my questions and so willing to please.



Ray Pugel, Owner at Coldwell Banker Bishop Realty in Payson, Arizona

I just wanted to take the time to thank you and your company for everything. It's not very often you find a company that still gives authentic customer service. We really were treated well! I look forward to future dealing with you and your company.



P.S. We also got one nice bus that Alfred State College will be proud to ride in!

Stu Blitz of Alfred State College in Alfred, New York

We had a great experience working with the sales department at Creative Bus Sales. They were very helpful in providing information and always available to discuss details. Also, the service department has always been accommodating and timely. Creative made the purchase experience pleasant and the after purchase follow through has been great!



Charles Knowlton of PEAK Adventure in Santa Rosa, California



The sales team at Creative had quick response time for quotes, were flexible, knowledgeable, and easy to work with. When we had an issue with an older vehicle we purchased service was sent out very quickly to diagnose and repair. I'd recommend purchasing from Creative! They have awesome customer service, a great selection of vehicles, and are able to work nationally.

Chris Jones of WE Drive U in Burlingame, California

CONTACT Us



Creative Bus Sales

Visit Us At CreativeBusSales.com

Contact A Salesperson

800.326.2877 • Sales@CreativeBusSales.com

Schedule A Service Call

888.993.5045 • Service@CreativeBusSales.com

Order Bus Parts

888.993.5040 • Parts@CreativeBusSales.com



For CNG, Propane, and Bi-Fuel Conversions

877.686.9448 • GreenAlternativeSystems.com

Sales@GreenAlternativeSystems.com



Creative Fleet Leasing

Learn More About Leasing & Financing Options

888.590.8665 • CreativeFleetLeasing.com

Sales@CreativeFleetLeasing.com

NATIONWIDE LOCATIONS

CALIFORNIA

14740 Ramona Ave.
Chino, CA 91710

29220 Pacific St.
Hayward, CA 94544

7471 Reese Rd.
Sacramento, CA 95828

3004 Commercial St.
San Diego, CA 92113

FLORIDA

8600 Atlantic Blvd.
Jacksonville, FL 32211

3314 SW 49th Way
Davie, FL 33314

1610 A 12th St East,
Palmetto, FL 34221

ARIZONA

3615 South 28th St.
Phoenix, AZ 85040

GEORGIA

800 Pickens Drive Ext NE
Marietta, GA 30062

NEVADA

4620 Industry Center Dr.
Las Vegas, NV 89115

NEW MEXICO

5760 Pino Ave.
Albuquerque, NM 87109

INDIANA

57475 County Road 3
Elkhart, IN 46517

OKLAHOMA

1641 East Pine St.
Tulsa, OK 74106

TEXAS

4955 W. Northgate Dr.
Irving, TX 75062

SOUTH CAROLINA

3241 Benchmark Dr.
Ladson, SC 29456

COLORADO

1045 Garden of the Gods Rd.
Colorado Springs, CO 80907

OREGON

7197 S. Tull Rd.
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11601 Cyrus Way #101
Mukilteo, WA 98275

MARYLAND

201 Ritchie Rd. Bldg C
Capitol Heights, MD 20743

NORTH CAROLINA

6600 Reames Rd.
Charlotte, NC 28216

ARKANSAS

419 East Robinson Ave.
Springdale, AR 72764