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## Top Shops 2011

This year for our annual series, we shine the spotlight on five maintenance programs with dedicated staff members who have established efforts to save their operations money, work well with their colleagues and earn excellent fleet safety inspection ratings.

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### One-on-one program forms school, technician relationship Speed Wrench Inc. Hudsonville, Mich.

Speed Wrench Inc. services the fleets of more than 50 public and private school districts using custom maintenance programs to suit the needs of each fleet. As part of the company's one-on-one program, one technician is assigned to each fleet, so that "he can build a comfortable relationship with each driver," says Bus Division Supervisor Tom Mastbergen.

"With the quality of our technicians and our one-on-one program with the customer, we can find and repair issues before they become bigger or more expensive problems," Mastbergen adds. Each technician receives annual training, including instruction on

Speed Wrench technicians perform most bus repair onsite. However, if damage is extensive, the bus will be taken to the company's 50,000-square foot facility. wheelchair lift repair and maintenance.

Speed Wrench Inc. is housed in a 50,000-square foot, state-of-the-art facility that was constructed six years ago. The facility is equipped with six drive-through bays that can accommodate two buses each; two alignment rack bays and two more bays designed for use by the body shop.

"Each technician must carry a scanner or TouchPad computer loaded with all the software needed to work on the various makes and models of buses," Mastbergen says.

The TouchPads allow technicians to easily diagnose check engine light, transmission light, body system and antilock brake system light problems on most bus brands. "With onsite maintenance and the various kinds of buses, the techs must be proficient and tooled in multiple areas of repair," Mastbergen says.

Speed Wrench performs the majority of maintenance and repairs onsite — at a district's transportation facility or at the site of a bus breakdown — unless the repairs are extensive. This saves bus operators time and money, Mastbergen explains. Regular maintenance takes place at the operator's bus facility, eliminating scheduling and shuttling problems for schools.

"With the quality maintenance program and the addition of our body shop, we can extend the life of a bus three to five

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years," Mastbergen says.

— BRITTANY-MARIE SWANSON

**Shop Stats**

Fleet: Over 200 school buses, over 100 other vehicles

Total shop staff: 34

Number of bus bays: 8, plus 2 alignment rack bays

Districts served: Over 50 public and private school systems

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