



Winter 2012

Dear Valued Customer,

The motorcoach industry exists to provide the traveling public a safe, comfortable and cost-effective group travel solution. Passenger safety is Gray Line's primary concern and our safety record is unmatched. This letter provides important information that will aid you in evaluating potential motorcoach operators.

The Federal Motor Carrier Safety Administration ("FMCSA") was established as a separate administration within the U.S. Department of Transportation (DOT) on January 1, 2000, pursuant to the Motor Carrier Safety Improvement Act of 1999. The primary mission of the FMCSA is to reduce crashes, injuries and fatalities involving large trucks and buses. The Federal Motor Carrier Safety Administration ([www.ai.fmcsa.dot.gov/sms/](http://www.ai.fmcsa.dot.gov/sms/)) is the only organization with the authority to monitor the safety of bus and motorcoach operators and motorcoach equipment.

The Federal Motor Carrier Safety Administration rigorously tracks key safety metrics of motorcoach companies across the country. This is, without question, the best way to identify the safest and most reliable motorcoach company for your trip. We are proud to announce that Gray Line of Tennessee maintains the best safety record of any operator in middle Tennessee based on FMCSA analysis.

You can go to [safer.fmcsa.dot.gov/companysnapshot.aspx](http://safer.fmcsa.dot.gov/companysnapshot.aspx) and type in "Gray Line Nashville" to take a look at how we are doing. You can also go to <http://bit.ly/TNBusSafety> to see a view of how our company stacks up against other carriers in the area. The measures featured on these sites (unsafe driving, driver fatigue, vehicle maintenance) provide statistical indicators of reliability and safety, and should be the basis for selecting your bus company and ensuring the safest and most comfortable trip for your group.

Gray Line of Tennessee will continue to invest in the most modern equipment, and we will always seek to accommodate the reasonable desires of our customers to assure the most comfortable trip. But we encourage you to focus on the most important data - our safety record. You can be certain that our first investment priority will be in training, maintenance and technology to assure your safety.

We thank you for your business and look forward to serving you soon.

Sincerely,