



Premier Charter Bus Company

Mr. Peter Pineo
American Landscape Tours
630 South Main Street
Sharon, MA 02067

May 30, 2020

Dear Peter,

I would like to take this opportunity to express my sincere appreciation to you and your company for placing your trust in Flagship Trailways to be your motorcoach provider. American Landscape's attention to detail and well deserved reputation for excellence in customer service is truly exceptional and choosing our company for your transportation needs is an honor that we are truly grateful for and most proud of.

Needless to say, with the Covid 19 pandemic, these are trying times for us all. Here at Flagship, our business has completely stopped and we have had to furlough our entire workforce as our fleet remains idle. While our business has stopped, our work has not. Our company has been in operation since 1981 and we have certainly had our share of difficult patches before, but this is by any measure unprecedented. Over the last 40 years, we have been active members in all the major trade organizations within the bus and travel industry. We are members in, The American Bus Association, The United Motorcoach Association, The New England and New York Bus Associations as well as The Trailways Transportation Network.

As we navigate through this crisis and prepare to hopefully resume services soon, it is vital that we remain vigilant in developing best practices to insure the health and safety of our passengers. Through the above affiliations, we are involved on a daily bases with bus manufacturers, technology providers, vehicle hygiene companies and a host of others from around the world in an effort to achieve our number one goal of providing passenger health and safety in the post pandemic world.

At this time, federal and state health officials have not yet issued specific guidelines to our industry with respect to personal protective equipment or social distancing requirements aboard our coaches. In the meantime, we are researching upgrades to the HVAC systems on board our vehicles as well as new cleaning technologies such as electro static sprayers and cleaning compounds designed to eliminable any and all contaminants on all surfaces. At Flagship, we have always worked diligently in our cleaning practices to make sure that our passengers and your clients enjoy a fresh and clean coach every time.

As the President and owner of Flagship Trailways, I am committed to bringing our company back better and stronger than ever. We take our responsibility to our customers and employees very seriously and will not take any shortcuts to compromise our commitment for health and safety for all. We value your business greatly and very much look forward to welcoming you and your clients back on board a Flagship very soon. In the meantime, stay safe, healthy, and hopeful. We will get through this and soon tour again.

Sincerely,

Thomas V McCaughey

FLAGSHIP TRAILWAYS

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