



PERSONNEL AND  
READINESS

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OFFICE OF THE UNDER SECRETARY OF DEFENSE

4000 DEFENSE PENTAGON  
WASHINGTON, D.C. 20301-4000

FEB 17 2011

Ms. Sharon Nickason  
General Manager  
Gem Transportation, LLC  
D/B/A Central States Trailways  
11774 Missouri Bottom Road  
Hazelwood, Missouri 63042

Dear Ms. Nickason:

Congratulations on your outstanding performance. You received a top rating of "1" on your Facility, Terminal and Equipment Inspection conducted by our safety contractor, Consolidated Safety Services, Inc., on January 19, 2011.

Your rating of "1" indicates GEM Transportation is doing an outstanding job maintaining compliance with both the Military Bus Agreement and the Federal Motor Carrier Safety Regulation. We commend the performance of you and your employees and look forward to continuing our partnership to provide the best service and safest transportation support for Department of Defense travelers.

Sincerely,

A handwritten signature in cursive script that reads "Paul Joyce".

Paul Joyce  
Chief, Commercial Travel Division  
Defense Travel Management Office