



To Whom, It May Concern:

Coach America is a leading provider of passenger ground transportation services nationwide. During the past year, we have benefited from Avatar Management Services and its creative team of transportation professionals.

We have found Avatar to be uniquely qualified to create custom-branded performance improvement strategies and large scale interventions for transportation firms. They seem to have no rival to challenge the breadth of their experience, in-house capabilities or rich history of success.

We are proud to be associated with Avatar Management Services, Inc. and grateful for the tremendous tools they have designed for us.

Through CandidateCare, Avatar has helped us attract a large pool of qualified applicants and systematically hire only the best of the best. We were delighted when we learned that it eliminates all of the paperwork and ensures complete and accurate DOT driver files. Over time, we anticipate that this new system will have a positive impact on our turnover rates.

Avatar also developed a comprehensive operator education and training curriculum, covering dozens of subjects and taught through an efficient blended approach. And they helped us implement a cost-effective solution for maintaining OSHA compliance in our maintenance facilities.

I highly recommend Avatar to any major transportation firm pursuing *World Class Safety*, improved operational efficiency and better organizational results.

Sincerely,

Dennis Russell
Director Safety Operations
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