

National Aeronautics and
Space Administration
Goddard Space Flight Center
Greenbelt, MD 20771



TO: To Whom It May Concern

FROM: 274/Goddard Transportation Specialist

SUBJECT: Baron Tours, Inc.

Goddard Space Flight Center employs about 9,000 people who have various transportation needs. When these requirements exceed our baseline ability to provide them, the default is to use commercial bus services. These service requests are determined by the specific requirements of the requestor, the frequency of the requirement, the size of the party to be transported, and the destination of the trip. Working with the commercial bus companies to provide these services has been a facet of my job for more than 4 years. One of the companies we use is Baron Tours.

Baron Tours has proven to be a reliable, on time company that is very capable of reacting to our rapidly changing transportation requirements.

As you may know, Goddard people can be difficult to deal with at times. As world class scientists and engineer, they have high standards, demand good service, and expect the job to be done correctly the first time. Baron meets our and their expectations. I enjoy working with the President, Mr. Basem Halabi. Our bus transportation requests can change quickly. Several times I have called Basem asking if Baron could do a last minute transportation request and he has always been able to provide bus services in a timely manner. And Baron responses have been the correct response: on time, with the correct sized bus. For Goddard and me, nothing could be worse than having a too small bus arrive for a job. The time it would take to correct the problem (obtaining a bigger bus) could take hours. With Baron, I don't worry about that.

In addition to be very responsive to last minute transportation requests, Baron is also our low cost option. We have BPAs (Blanket Purchase Agreement) with a total of 5 bus companies and we do try to use them all, but I tend to use Baron the most. They meet my criteria of being reliable, responsible and allow our tax dollars to go farther.

I have enjoyed working with Baron. NASA's goal and, I assume, that of you and your company is to provide excellent customer service, and that Baron does. I can recommend them unhesitatingly.

If you have questions, I can be reached at: Frederick.Ankerman-1@nasa.gov


H. Frederick Ankerman
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