

# Driver Profile: OCTA Exceptional Service Award



## ALC Contracted Driver Recognized by OCTA



Yassir Mohamed receives "Exceptional Service Award" for providing outstanding service to special needs passengers

American Logistics Company (ALC), a national passenger transportation management company serving transit agencies, school districts and the healthcare industry, is committed to contracting with local resources to meet the needs of its clients in each of the communities it serves across the United States.

In April 2010, one of those local resources, driver Yassir Mohamed, was honored by the Special Needs Transit Advisory Committee (SNAC) of the Orange County Transportation Authority (OCTA) with an "Exceptional Service Award."

"We are proud that Mr. Mohamed has been recognized by OCTA for the exceptional service he provides to the transit agency's special needs passengers," said Craig Puckett, president, American Logistics Company. "All drivers must undergo rigorous driver training and qualification, including instruction in sensitivity training, disability awareness, passenger assistance techniques, and ADA compliance. In winning this award, Mr. Mohamed is demonstrating how that training has positively impacted the lives of the special needs passengers whom he serves."

Mr. Mohamed has served as a contracted driver with ALC since 2005. He was selected to receive the "Exceptional Service Award" based on a letter of commendation submitted in February 2010 to the SNAC by one of his special needs passengers. The SNAC advises OCTA about issues that relate to OCTA fixed-route and paratransit services for customers with special transportation needs. Citizens representing a broad base of disabilities and senior citizens in the county, selected by the OCTA Board of Directors, comprise the 34-member committee.

## About OCTA

The Orange County Transportation Authority, (OCTA) is the primary provider of public transportation for residents of Orange County, Calif. OCTA operates in a 798 square-mile area serving more than 3 million residents in 34 cities and unincorporated areas. OCTA provides a variety of public transportation options such as local bus paratransit services, making approximately 4,500 paratransit trips per day for residents participating its OCTA ACCESS service.

## About American Logistics Company

American Logistics Company (ALC) is a national passenger transportation management company serving transit agencies, school districts and the healthcare industry. ALC leverages proprietary transportation management and route optimization technology to manage dedicated and non-dedicated vehicles across the United States, providing high quality, innovative transportation services that raise the bar for efficiency, cost-effectiveness, driver safety and accountability. ALC's innovative transportation solutions also contribute to an overall reduction in the carbon footprint of any transportation program, due to a reduction in the size and number of vehicles required.

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## The ALC Difference

The ALC Coordinated Transportation Model provides paratransit solutions that yield significant cost savings with unyielding customer service. Leveraging a unified fleet, coordinated under one standard management and technology layer, ALC delivers optimum productivity and efficiency for any paratransit program.

Experience the difference for yourself.

## There is a Better (Proven) Way

ALC's unique technology and transportation management experience has resulted in a game-saving business model, which allows ALC to make and verify an extremely unique claim: **reduced costs and improved transportation services**. All made possible by innovating away from clearly outdated competitive transportation models.

## ALC Can Significantly Reduce Cost

Shrinking budgets, coupled with an increase in demand and operating expenses, requires that transit agencies look toward more efficient transportation models that will allow them to create a sustainable future. ALC's Coordinated Transportation Model is the answer.

## Zero Denials, Fewer Complaints

ALC has fewer complaints than anyone in our industry. Period. With a documented 96% on-time performance record and an average of 0.92 complaints per 1,000 trips, an ALC partnership assures complaints will decrease over time.

## We Deliver a Worry-Free Transition

ALC guarantees a worry-free transition. ALC is able to provide quick and easy implementation, robust reporting with measurable results and all within the first 30-days.

## Developing Community Resources

ALC is committed to using local for-hire resources to meet the needs of its clients in each of the communities it serves. The majority of ALC's local drivers are considered small business or disadvantaged business entities (DBE). ALC not only helps you save jobs, but keep profits in your community.

## Right Sizing the Fleet

ALC establishes the most efficient blend of dedicated and non-dedicated vehicles to provide a sustainable paratransit solution. Using the "right sized fleet" means matching the right vehicle with the right trip, and more importantly it means reducing fleet size and no longer paying for unused capacity.

## Green is Good

ALC has joined forces with Clean Energy, to provide a smart, green, sustainable and budget-friendly transportation model. The combination of cleaner, cost-effective CNG fuel and ALC's Coordinated Transportation Model, which not only utilizes cleaner alternative fuels, but also reduces the size and number of vehicles on the road, lowers your costs and contributes to an overall reduction in your carbon footprint.

**Don't just take our word for it...ask our customers!**

**[www.AmericanLogistics.com](http://www.AmericanLogistics.com)**