



*Antelope Valley Transit Authority*

## **Press Release**

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### **Dial-A-Ride Service Changes**

**LANCASTER – There's good news for valley residents who rely on the Dial-A-Ride service to travel throughout the community. The Antelope Valley Transit Authority has selected a new service provider that employs a unique transportation model proven to be more efficient for curb to curb transportation service. AVTA's Board of Directors unanimously approved the contract today with American Logistics Company (ALC) to begin servicing Dial-A-Ride customers on January 1, 2012.**

**AVTA's Dial-A-Ride service, which is currently available to the valley's seniors, disabled and rural residents, uses a fleet of smaller buses to provide curb to curb transportation. This will change on the first of the new year. ALC plans to contract with local service providers, businesses such as taxi companies and shuttle services to respond to transportation requests more efficiently.**

**"We anticipate this new transportation model will benefit our citizens as well as our local businesses," states Board Chair Norm Hickling. "ALC's methods encourage excellent customer service because drivers must meet specific standards in order to remain on the call list and ensure a steady income."**

**ALC intends to hire and train drivers immediately so that the transition in January will appear seamless to customers. American Logistics Company currently serves transit agencies throughout the nation including one in North San Diego County and another in Stockton, California.**

**"ALC is providing transportation service for the 21<sup>st</sup> century," explains AVTA's Executive Director Julie Austin. "They have a wonderful reputation in the transit industry for providing excellent customer service for being on time and capable of same day service." All drivers will wear AVTA identification badges and their vehicles will display AVTA placards to assure customers of their legitimacy.**

**The Board of Directors also unanimously voted to renew AVTA's contract with Veolia Transportation which has been providing local transit and commuter services for the past five years. The new contract extends Veolia's service agreement another four years and adds bus maintenance to their scope of work.**

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