



Avatar Management Services, Inc.
8157 Bavaria Drive East
Macedonia, Ohio 44056

To Whom it May Concern;

Please feel free to share this reference and endorsement with you future prospects. As always, you may also have them contact me directly.

I have worked with Avatar for more than 20 years and do not hesitate in recommending their services to any forward-thinking transportation company. It was Avatar's professional guidance and custom-designed programs that helped me achieve incredible results at Laidlaw Transit, First Group, USA and now here at MTM. Avatar, in my professional opinion, is the leading expert in North American transportation safety.

You may recall that when we were integrating Laidlaw Transit Services and First Transit (20,000 employees at 255 locations), we relied upon Avatar to help us identify best practices and create a universal culture of safety. Indeed, their approach worked. First Transit had a DOT accident rate of 0.41 accidents per million miles. Avatar knows how to change driver behaviors and they can help anyone develop safe and professional drivers.

I am presently Vice President of Safety, Training, and Security for Medical Transportation Management, based in St Louis. We have engaged Avatar to create several new strategies for us, including our new driver training programs.

Please feel free to call me if you need any other information.

Frank J. Ciccarella

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