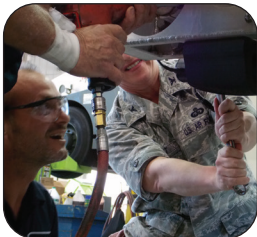


OUR COMPANY



FLEET MANAGEMENT

PCSI's Fleet Management services keep customer vehicles, passengers, and freight moving. We staff comprehensive maintenance and repair shops as well as dispatch and driver services. Our highly-skilled technicians work on all types of ground vehicles, ranging from fork lifts to fire trucks. We make taxi service, including special event transportation, available all day, every day.

We deliver superior service. Our team at Tinker Air Force Base has been honored three times as one of the 100 Best Fleets in North America by *Governing Magazine*.

Efficiencies

Efficiency is the hallmark of PCSI Fleet Management, which saves customers time and money. We have achieved impressive results in work control, responsiveness, and reliability, including:

- 7-minute average service call response time
- 87% work orders closed within 24 hours
- 96% vehicle-in-commission rate
- 100% completion of scheduled preventive maintenance

PCSI partners with national suppliers for speedy delivery of discounted parts and materials. Cost-cutting measures initiated by PCSI, including our oil analysis program, have produced tens of thousands of dollars in customer savings.

Dispatch and Drive

PCSI's reliable dispatch services promptly deliver the right vehicle for the transportation need. Our process assures that all vehicle and driver dispatches are duly authorized. PCSI responds efficiently to both advance and emergency requests. In the wake of the deadly Oklahoma City Tornado in May 2013, PCSI employees immediately emerged from their places of shelter to support a week-long rescue and recovery effort with ground transportation.

Environment and Safety

PCSI meets all EPA and OSHA requirements. Our environmental initiatives reduce hazardous waste while our safety initiatives reduce accident rates. For the environment, PCSI replaces toxic cleaning agents with green alternatives, reuses batteries, and recycles oil. Our low accident rates keep technicians on the job and customer vehicles in commission. PCSI's environmental and safety programs are important cost controllers.

OUR PEOPLE



Skill and Training

PCSI hires skilled repair technicians and mechanics, including U.S. veterans who learned technical trades in the armed forces. Each capable mechanic successfully services over 100 vehicle equivalency units (VEUs).

Extensive training—offered online and on the job—keeps PCSI employees current in their skills, licenses, and certifications. PCSI encourages and supports employees to obtain Automotive Service Excellence (ASE) certification. Career development and cross-training are top priorities that benefit customers with increased staff continuity and capability.

Customer Focus

As a nonprofit contractor, PCSI regards its customers as contractual partners working toward the same goal: continuous process improvement. Together we realize ways to achieve greater efficiencies, quality workmanship, environmental protection, and cost savings. If processes can be refined or services reduced, we discuss the options with the customer to reach smart solutions. Transparency guides all communications between PCSI and our customers.

PCSI Advantage

- Award-winning service
- Skilled technicians and mechanics
- Efficient and economical repairs and maintenance
- Reliable vehicle dispatch and driver service
- Exceptional service call response times
- Environmental protection
- Cost savings

MISSION:
To create employment opportunities for people with every type of disability.

VALUES:

Integrity: Always be honest at work, with customers, and with fellow employees

People: Focus on people—customers and employees—first

Agility: Be flexible and innovative in getting the job done

Compassion: Understand and support the needs of fellow employees

Empowerment: Empower people with opportunity, training, and knowledge

CONTACT PCSI TODAY TO LEARN HOW WE CAN HELP YOU!