



FOR IMMEDIATE RELEASE  
November 14, 2003

Contact: Ray Williams  
Senior V.P. of Public Affairs  
(770) 907-7596, ext. 442

## LogistiCare Recognized by State of Maryland as "Best Paratransit Service"

**ATLANTA** -- LogistiCare Solutions, LLC, the nation's leading provider of specialized transportation network management, today announced that it has received the honor of being recognized as the "Best Paratransit Service" in the State of Maryland by the Transportation Association of Maryland (TAM). LogistiCare is the outsourced contract holder to the Washington Metropolitan Transit Authority (WMATA), which runs the MetroAccess ADA paratransit system. MetroAccess services the disability community in the District of Columbia, northern Virginia, and Montgomery and Prince George's Counties in Maryland.

The Transportation Association of Maryland (TAM) annually highlights the best of class in six categories. Award winners are selected by TAM Award Committee members based on a variety of factors including improvements and innovations made to the system over the past year, and "the general philosophy of the system in its goal of providing transportation and how the system is perceived by its riders and the general community. Other TAM award categories include "Best Fixed Route System," "Paratransit Driver of the Year," "Fixed Route Driver of the Year," "Friend of Transportation," and "Unsung Hero."

"It's an honor to be recognized as a company for providing quality transportation service to the disability community," said John Shermyen, chairman and chief executive officer of LogistiCare. "It's important to note, however, that our success is truly the result of hundreds of people – from our dedicated and hard-working Maryland employees to our WMATA client, to our dedicated network of local transportation company owners and their staff and drivers, the majority of which are small and/or minority-owned business. Moreover, this recognition is personally gratifying to me as it reinforces my vision that the key to increasing transportation access is positive collaboration among all local resources."

This recognition comes to LogistiCare after three years of managing WMATA's MetroAccess. In 2000, LogistiCare assumed management of MetroAccess as a complete outsourcing solution. Since then ridership has increased from an average of 20,000 trips a month to 90,000 trips a month.

According to the TAM award presenter, Ms. Lane Coyle, Charles County Department of Community Services, "LogistiCare's philosophy is simple, it's about people. Whether it's to the doctors, getting their groceries, visiting family or friends, traveling to work or school, it is important to this system that their passengers, which are first and foremost, are satisfied and treated with respect and care. With manager strategy sessions, monthly provider meetings, interdepartmental meetings, and monitoring, monitoring, and more monitoring, this transportation system has had 20 continuous months of exceeding their contract goals and produced a responsive, compliant, and highly successful paratransit program."

### About LogistiCare

Headquartered in Atlanta, Ga., LogistiCare, Inc., is the nation's leading provider of specialized transportation network management. The company's government clients include state Medicaid agencies, school boards and transit authorities. Health care sector clients include hospital systems, self-insurers, and several of the nation's largest managed care organizations. With its market innovation, proprietary software, and proven record of creating budget stability and program integrity, LogistiCare is well known as the thought leader in improving non-emergency transportation programs. On an annual basis, the company manages a national network of more than 700 transportation companies that deliver the actual trip service to customers. In 2002, Logisticare was recognized as one of the nation's fastest-growing enterprises. For more information, visit us at [www.logisticare.com](http://www.logisticare.com).

--MORE--

### About LogistiCare in Maryland/Washington D.C.

In the metro-D.C. area, LogistiCare employs 100 people and operates a regional office and network operations center in Silver Spring, Md., to provide MetroAccess, the ADA Paratransit service for the greater metropolitan D.C. area. In 2000, the company won a contract with the Washington Metropolitan Transit Authority (WMATA) to provide MetroAccess to people with disabilities in the District of Columbia; Northern Virginia; and Montgomery and Prince George's counties in Maryland. On an annual basis, the company handles more than 1.6 million calls to arrange more than 1 million trips for more than 11,800 members of the disabled community. LogistiCare utilizes more than 16 local transportation companies to provide the actual MetroAccess trip service. Of these transportation providers, 60 percent are small and/or minority-owned businesses. In addition to extensive health care facility outreach, the company regularly advises and consults with numerous disability advocacy associations and groups and actively participates in The Elderly and Handicapped Transportation Advisory Committee to WMATA, and the Transportation Association of Maryland (TAM).