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## **Study Shows LogistiCare is Tops for Client Satisfaction and Quality Service**

**ATLANTA** -- Survey results show that LogistiCare's Oklahoma operations excels at providing prompt, courteous and helpful service in its management of SoonerRide, Oklahoma's Medicaid non-emergency medical transportation program. The results are from a 2005 Client Satisfaction Study by The Center for Research & Public Policy.

Of more than 400 individuals surveyed, more than 98 percent of respondents felt that LogistiCare's staff handled their reservations and questions promptly. More than 97 percent gave the LogistiCare staff high marks for courtesy, helpfulness and ease in completing the reservation process.

For the last one-and-a-half years Feist worked as a self-employed consultant, providing business planning, operations management and acquisition guidance to numerous clients. Prior to that, he was the director of operations for Alpha Therapeutics Corporation in Denver. Feist also has seven years experience with American Medical Response (AMR) in several management roles, most recently as operations manager. Before that he was with Reed Ambulance for seven years before it was acquired by AMR.

"I'm very proud of the results and our team," said Jeff Kelso, Oklahoma operations director for LogistiCare. "Our business is to help people get where they need to go; and our transportation management model is designed to help make the entire process easy and efficient for everyone. Providing quality service in every aspect is not just a saying in our office; it is something we live by every day, for every customer."

"These results do not surprise me," said Albert Cortina, chief operating officer of LogistiCare. "In all of our operations across the country, we are hearing similar things. We're doing things right. We're treating people with dignity and respect and making their non-emergency transportation experience positive in every way. That's what it's all about; and that's what we firmly believe and are committed to everywhere we do business."

"Going to the doctor obviously is not a fun experience for most people," added Kelso. "And many of the people we help transport go more than once each week. Because they have no other way of getting to their appointments, we do everything we can to make transportation the least of their worries. Our contracted transportation providers really are the best in helping us carry out our objective of quality service."

Of the individuals surveyed, 66 percent used the service to get to routine medical appointments; 12 percent went to dialysis. More than 74 percent of users took trips between one and five times each month. Nearly 10 percent used the service as many as 15 times each month.

Statistics for the study were collected March 3 – 5 from a telephone survey of LogistiCare's clients who currently live in Oklahoma.

### **About LogistiCare**

Headquartered in Atlanta, LogistiCare is the nation's leading provider of specialized transportation network management. The company's government clients include state Medicaid agencies, school boards, transit and paratransit authorities. Health care sector clients include hospital systems and many of the nation's largest managed care organizations.