



Transportation Management Services to Assist With Disaster Relief Efforts

Who is LogistiCare?

LogistiCare is the nation's largest, most experienced and most qualified manager of non-emergency medical transportation (NEMT) systems for state Medicaid agencies and Medicaid and Medicare HMOs. We manage more than 60 human service transportation contracts in 14 states that provide more than 11 million medical and human service transports annually.

In addition to our many NEMT contracts, we also have experience providing trips for the welfare-to-work population, school transportation for special-needs children, evacuation services and ADA paratransit services.

- For catastrophe situations, we have more than 600 associated vehicles ready to provide all levels of service. From large bus (coach), van and sedan to air ambulance, ground ambulance and stretcher vans, we are positioned to ferry people for any purpose or need associated with the disaster relief efforts.
- We have extensive call center capacity (currently handling 3.5 million calls per year) to handle overflow calls for any disaster related requirement. Calls can be centralized and rerouted to any state agency. Red Cross overflow calls can be accepted and responded to.
- We have a complete radio and satellite telecommunications infrastructure available to support the relief effort.

With 48-hours notice, LogistiCare can assist in disaster relief efforts

Using our five call centers and network management expertise, we can coordinate aid delivery, evacuation, relocation and other vital transportation-related services to persons throughout areas affected by a disaster.

- **Call Center Services:** LogistiCare's six fully-redundant, 24 x 7 call centers (network operations centers) and 26 regional transportation logistics offices can easily manage overflow requirements of any existing disaster plans. We can manage medical and non-medical transportation, resource coordination, medical and transportation provider outreach and coordination with out-of-state Medicaid and relief organizations.
- **Transportation Logistics for First Phase of Relief and Cleanup:** As disaster areas are secured and feeding and shelter areas are established, LogistiCare can provide fixed-route van service to transport people to and from these support sites. And, we can establish a reliable system for moving clean-up contractors into and out of the affected areas on a daily basis, eliminating a possible strain on the supply of local housing, food and services.
- **Transportation Logistics for the Transition to Normalcy:** LogistiCare can provide diverse transportation company and vehicle types tailored to meet the particular demands of any



situation. Minimum unit hour utilization and demand thresholds will be established to guide the creation and modification of routes to ensure the most efficient use of resources.

LogistiCare's unique capabilities

- Experience creating FEMA project worksheets.
- Our 700 transportation operations professionals include driver trainers, social workers, case managers, trained nursing staff, field monitors, quality assurance specialists and customer service representatives.
- Our transportation management model uses carefully credentialed local DBE businesses coordinated through our proprietary LogistiCAD™ management information system. With it, we provide a flexible, fully-insured, trained and contracted transportation network representing all levels of service (see above). And, we offer employment opportunities for displaced residents.
- We have extensive experience in creating statewide networks to meet unique performance demands in short timeframes (48 hours for Hurricane Andrew; 5 days to cover the entire commonwealth of Virginia).
- Special-needs patient transportation is our strength. We fully understand the specific requirements of these individuals and are committed to our motto of no patient left behind.

In summary, LogistiCare provides its clients a complete, one-stop solution for their human service relief effort needs.

Disaster Relief Experience:

Hurricane Katrina, Gulf Coast, 2005

- LogistiCare provided vehicles to the Mississippi Department of Vocational Rehabilitation for its employees to use during the response stage and for seven months thereafter.

Hurricane Andrew, South Florida, 1992

- LogistiCare used its Miami call center to handle overflow calls to the Red Cross. Our call takers were quickly re-trained to disseminate information about local shelter, food and water sites. We also provided out-bound calling and scheduling services for healthcare evacuation and transportation.
- LogistiCare created a local, dedicated, fixed-route bus system during a recovery phase when residents were afraid to travel on their own. This service was established in rubble zones in the Homestead, Fla., area and connected to the fixed-route public transit systems as they resumed services to provide needed access to jobs and resources available in northern Dade County. An additional demand-response service was created to provide service from the impact areas to the balance of Dade County for specialized medical or supportive services.



Hurricanes Hugo, Opal, Georges, Charley; Florida and Georgia, 1989 to Present

- LogistiCare has managed hurricane evacuation planning and coordination with GEMA for the large concentration of nursing homes on the east coast of Georgia.
- Evacuation of 400,000 nursing home patients to hospitals and secure facilities also has been an essential element of the work we have done in Dade and Broward counties through numerous hurricane evacuation orders since 1989.
- And, we also have experience delivering supplies, setting up communications networks and staging materials.

Mariel Boat Lift, Florida, 1980

- LogistiCare assisted in relocating people from the Mariel boat lift operation in Florida.