

FOR IMMEDIATE RELEASE
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LogistiCare Responds to Recent Inaccurate Information About MetroAccess Program

ATLANTA – In recent days there has been media coverage about problems the new vendor, MV Transportation, is having with MetroAccess, the ADA paratransit program that operates in greater Washington, D.C.

Comments made in some of the news stories and at the Jan. 19 Washington Metropolitan Area Transit Authority (WMATA) board meeting cast blame on LogistiCare for many of MV's start-up problems. Specifically, MV accused LogistiCare of providing poor data.

Such accusations are wrong and wholly inappropriate. MV worked with LogistiCare as a subcontracted transportation provider for many weeks prior to the transition, and no complaints about poor data surfaced. Transition problems arising from translation errors between computer systems, customer service representatives still learning new software, new drivers unfamiliar with the Washington area and insufficient vehicle capacity are all likely sources of service delivery problems in any transition. But it is unfair and wrong to point the finger at LogistiCare for any of these troubles.

LogistiCare's staff worked tirelessly over the six years of managing this program. It saw ridership increase from just less than 17,000 trips per month at the beginning to more than 100,000 rides per month by the end. No program of this magnitude is entirely trouble free, but the program growth speaks volumes about the trust and confidence riders have in the MetroAccess service.

LogistiCare is proud of everything it brought to the MetroAccess program. It is confident that there are many satisfied riders, who are grateful to LogistiCare for the quality, caring service it managed for them. LogistiCare always kept the needs of the individual riders

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foremost in mind.

LogistiCare did not bid on the new contract. Rather it is focusing its efforts fully on its core business, Medicaid non-emergency medical transportation.

LogistiCare wishes MV and all MetroAccess riders well.

Here are some facts about the transition:

- At a meeting in early October, LogistiCare suggested to WMATA that it provide rider data for only the last six to twelve months, explaining that it would be the most current reflection of current riders. However, WMATA insisted on receiving data back to 2000 – essentially for every person who had ever applied to be eligible for the program. It is likely that many of those people have moved and some have died during this six-year period.
- Both WMATA and MV praised LogistiCare for its cooperation during the transition. And, never, despite twice-daily meetings since Christmas Day, did anyone tell LogistiCare that there were data problems.
- MV began providing transportation services itself in November as a subcontractor to LogistiCare. MV did not bring any issues of the data quality to LogistiCare's attention during this period.
- MV is using a different computer system from that of LogistiCare. MV had to transfer LogistiCare's data into its system, and in any transmission of data from one system to another it is likely that there were translation errors in the process. These errors could have easily included address information and rider-preferred pick-up locations.
- LogistiCare's procedure was to verify by telephone all standing orders (recurring trips) every three months. LogistiCare gave MV current standing order information on several occasions, and MV would have had to transfer each standing order into its computer system. This would have been a logical time for MV to verify each standing order and associated rider information by telephone.
- LogistiCare did not have trips scheduled to Hong Kong or other distant locations. LogistiCare's contract required it to provide transportation to disabled visitors to the D.C. area. If such a person applied for transportation through LogistiCare, the eligibility database could well have contained that individual's permanent mailing address, which would not be a local address.

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About LogistiCare

Headquartered in Atlanta, LogistiCare is the nation's leading transportation management solution. The company's government clients include state Medicaid agencies, school boards, transit and paratransit authorities. Healthcare sector clients include hospital systems and many 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 leader in improving non-emergency transportation programs. The company manages a national network of more than 800 transportation companies that provide more than 11 million trips to customers annually. For more information, visit www.logisticare.com.

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