

Crestline Coach Tours ALF, Inc.

Transportation & Mutual Aid Readiness Overview

Purpose and Outreach

Even if your facility already has transportation arrangements, Crestline Coach Tours ALF, Inc. continues to reach out to provide meaningful assistance and insight. We specialize exclusively in serving Florida's Assisted Living Facility (ALF) community, helping strengthen every facility's readiness for real-world emergencies.

About the Preliminary Assessment and Proposal

Our Preliminary Assessment and Proposal was created following prior outreach to your facility. It provides a clear snapshot of your current transportation readiness and outlines tailored recommendations based on your facility's resident classifications, mobility needs, and evacuation logistics.

This complimentary service delivers:

- A **data-backed readiness overview** for your facility.
- **Insight into vehicle needs and boarding logistics.**
- **Guidance on improving coordination and compliance** within your CEMP transportation section.

Unbiased, Complimentary Service

We provide this assessment **free of charge** to help strengthen the broader assisted living community. Our focus is on readiness and safety—not on sales. You are welcome to use the insights whether or not you contract with Crestline. The goal is to close planning gaps and ensure every facility, regardless of transportation provider, is positioned for success.

Why It Matters

A well-structured transportation plan doesn't just meet compliance—it protects lives, minimizes liability, and ensures your facility can respond confidently when an evacuation order is issued. We've seen firsthand how lack of preparedness leads to chaos, loss, and preventable harm to residents, staff, and operations. Our approach safeguards all three.

Experience and Expertise

With over **20 years of field experience**, Crestline has helped ALFs across Florida evacuate safely through hurricanes and other emergencies. Our experience allows us to anticipate logistical issues before they occur, ensuring plans are realistic, dependable, and fully actionable under pressure.

Fleet and Equipment

We provide:

- **55-Passenger Standard ALF Response Coaches** — the statewide standard for mass ALF evacuation.
- **ADA Wheelchair Lift Coaches** — each equipped with two wheelchair tie-downs and 49 additional seats.

While ADA lift coaches are essential for certain residents, many facilities successfully pair these with **existing vans or smaller local assets** for efficiency. Our recommendations balance safety, cost, and practicality—ensuring your plan accounts for every resident without unnecessary expense.

Mutual Aid Readiness and Backup Coordination

During major emergencies, transportation is only half the challenge. The other half is **destination readiness**—where residents can safely relocate when their home facility becomes uninhabitable or temporarily unavailable.

Crestline maintains a **Mutual Aid Support Database** as a **free public service** for Florida's ALF community

Crestline_MAA_Backup_Program_Guide

Our role is not to manage or replace your facility's primary Mutual Aid Agreements (MAAs). Each facility remains responsible for arranging its own MAAs with sister properties or friendly local communities.

Instead, our network exists to:

- Identify **real-time opportunities** to support or receive residents during an active emergency.
- Provide **backup coordination** if a facility's designated MAA partner becomes unavailable.
- Maintain a statewide snapshot of open bed capacity to reduce shelter overflow and prevent residents from being relocated to public shelters. Shelters are rarely suitable for assisted living residents—they're crowded, noisy, and lack the familiar care environment these individuals depend on. By keeping residents within licensed facilities whenever possible, we help preserve their comfort, dignity, and continuity of care during what is already a stressful time.

Participation is **optional and free of charge**, yet it can make a decisive difference when plans change unexpectedly. By keeping your census data up to date, we can assist faster and smarter during real-world activations—helping to ensure no resident is ever left behind.

How It Works

Crestline's system pairs two essential components:

1. **Transportation Coverage** — Ensures every resident can leave safely.
2. **Mutual Aid Backup** — Ensures every resident has a safe, appropriate place to arrive.

Together, these efforts close the most common gaps that appear during state-wide evacuations: unavailable buses, overcrowded shelters, and broken MAA chains. The result is a stronger, more resilient network of care facilities ready to protect their residents when it matters most.

Our Mission

Crestline's mission is to help every Assisted Living Facility achieve:

- **Reliable, data-backed evacuation solutions.**
- **Proven compliance** with CEMP standards.
- **Year-round readiness and confidence** under pressure.
- **Community partnership and real-world coordination** that prevent displacement crises.

By aligning with Crestline's framework, ALFs across Florida are better protected—residents, staff, and ownership alike—through a plan that is practical, compassionate, and proven in real-world conditions.