

Transportation Readiness Planning

Based on Verified Resident Mobility Classification

Crestline Coach Tours ALF, Inc. supports Assisted Living Facilities across Florida with transportation readiness planning designed to reflect real-world operating conditions. Our approach is grounded in verified resident mobility classification, which determines appropriate transportation vehicles, boarding requirements, and overall evacuation planning needs.

Transportation readiness planning is structured to ensure decisions are based on accurate information rather than assumptions.

Why Resident Mobility Classification Comes First

Resident mobility classification directly determines:

- The appropriate type of transportation vehicle
- How residents are boarded and assisted onto transportation vehicles based on mobility needs
- Staffing coordination requirements

Without accurate mobility classifications, transportation planning relies on assumptions. Crestline's process is designed to eliminate those assumptions before any plan or proposal is developed.

Facilities are supported through a clear, straightforward process to confirm resident mobility classifications used specifically for transportation planning. These classifications describe how residents are transported and assisted during boarding, rather than clinical condition or level of care.

Crestline works with facility leadership to ensure classifications accurately reflect transportation-related needs and any limitations that affect vehicle selection, boarding assistance, or staffing support, and that they align with the facility's stated expectations, which form the basis of the transportation plan and contract. This process supports Assisted Living Facility CEMP transportation planners at all experience levels through experienced guidance, producing consistent, reliable, and accurate outcomes for each facility and its residents.

What Resident Mobility Classifications Mean (Transportation-Focused)

For transportation planning purposes, resident mobility classifications describe how residents are boarded and transported during an evacuation. These classifications are used to determine appropriate vehicle types, capacity requirements, boarding support, and staffing considerations. They are transportation-specific and distinct from clinical assessments or levels of care.

Resident mobility classifications generally fall into the following categories:

- **Ambulatory / Transfer with Staff Assistance**

Residents who are able to board independently or with staff assistance as needed and are assigned to standard ALF response coaches, which accommodate the majority, if not all, residents for most facilities.

- **Wheelchair – Transferable (Use Lift, Then Sit)**

Residents who use a wheelchair and require lift-assisted boarding but are able to transfer, with staff assistance, to a standard motorcoach seat once onboard. (Lift-equipped coaches are reserved for residents who genuinely require lift assistance, helping ensure transportation plans remain operationally sound under real-world conditions.)

- **Wheelchair-Bound – Non-Transferable (Remain in Chair)**

Residents who remain in their wheelchair during transport and require ADA-accessible lift coaches with securement (tie-down) positions throughout the trip.

- **Bed-Bound / Stretcher Required**

Residents who cannot be transported on motorcoaches and require stretcher or ambulance transport arranged through external providers. Crestline provides motorcoach transportation and precisely identifies any supplemental transportation needs beyond that scope.

These classifications form the foundation for transportation planning, with vehicle allocation, boarding support, and staffing coordination derived from the reported resident count.

Transportation Readiness Planning Process

Step 1: Resident Mobility Classification Collection

CEMP transportation planning begins with the collection and confirmation of resident mobility classifications.

Resident mobility classifications are collected and confirmed through direct coordination with facility leadership. This may occur through outbound phone calls, email communication with secure update links, or inbound contact initiated by the facility by phone or email. Crestline accommodates the communication method that works best for each facility.

Facilities are guided through a structured process to:

- Confirm current resident mobility classifications used to determine appropriate transportation modes
- Ensure classifications accurately reflect transportation limitations so any gaps can be identified and transportation needs properly aligned.
- Establish the correct foundation for determining appropriate transportation vehicles, including standard motorcoaches, ADA-accessible lift coaches, and supplemental NEMT vans when applicable

Crestline works with facility leadership to ensure classifications accurately reflect transportation-related needs and any limitations that affect vehicle selection, boarding assistance, or staffing support, and that they align with the facility's stated expectations, which form the basis of the transportation plan and contract.

This step is intended solely to establish accurate information so an appropriate transportation framework can be developed. For facilities whose needs are fully met by standard motorcoach coverage, the process serves to confirm that configuration without introducing additional complexity.

Step 2: Transportation Readiness Assessment and Proposal

Once resident mobility classifications are verified, Crestline completes a Transportation Readiness Assessment that converts verified facility data into a documented, facility-specific evacuation transportation plan.

This step moves beyond classification and produces a **working readiness configuration** that aligns resident needs, staffing expectations, licensed capacity, and transportation resources into one coordinated plan. The results are delivered through a comprehensive Detailed Transportation Readiness Assessment and Proposal prepared specifically for the facility.

What the Transportation Readiness Assessment Produces

The assessment and proposal document clearly defines:

- **Transportation capacity required today and at full licensed occupancy**
Including current census, staff-to-travel counts, and licensed bed capacity to ensure coverage scales appropriately as occupancy changes.
- **Recommended vehicle mix and coach quantities**
A clear allocation of standard ALF response coaches and ADA wheelchair-lift coaches based on verified mobility needs, seating capacity, and boarding practicality.
- **Vehicle configuration logic tied directly to resident mobility classifications**
Ensuring ADA lift resources are reserved for residents who genuinely require them, while standard coaches support the majority of residents through staff-assisted boarding.
- **Staffing support considerations during evacuation transport**
Reflecting how many staff are expected to travel, how they support boarding and resident movement, and how staffing integrates with the selected vehicle configuration.
- **Evacuation coverage for partial or full-capacity scenarios**
Documenting how the transportation plan functions if the facility evacuates below census, at current occupancy, or at full licensed capacity.
- **Facility-specific operational factors that affect execution**
Including campus structure, growth capacity, mutual aid considerations, and supplemental transportation needs that fall outside motorcoach service.

What Makes This Step Different from Data Collection

This assessment does not simply restate submitted information. It:

- Converts verified census and mobility data into **tested capacity calculations**
- Applies Crestline's **coach allocation thresholds and ADA inclusion standards**
- Documents a transportation plan that is **activation-ready**, not theoretical
- Produces written records suitable for **CEMP documentation and audits**

Proposal Review Without Commitment

The resulting proposal allows facility leadership to review:

- The recommended transportation configuration
- Capacity assumptions and growth coverage
- ADA and standard coach allocations
- Staffing and execution considerations
- Annual contract fee structure and activation-related pricing

This review is intended to confirm accuracy and alignment with facility operations. Facilities may determine whether the proposed plan meets their needs **before making any contractual decision**. Vehicle recommendations may be adjusted in coordination with the facility, if requested.

No transportation coverage is committed until a formal contract is issued and executed.

Step 3: Contractual Coverage and Ongoing Readiness Support (Optional)

Following proposal review, facilities may choose to proceed with annual transportation contract coverage.

When contracted, Crestline provides:

- Guaranteed transportation coverage backed by formal contract
- Quarterly Transportation Readiness Assessments to account for:
 - Changes in resident mobility classifications
 - Updates to vehicle requirements
 - Changes in facility leadership or key contacts
- Ongoing coordination to maintain accuracy as conditions change

Coverage remains in effect whether a facility is operating below capacity or at full occupancy, up to licensed capacity.

Vehicle Selection and ADA-Accessible Transportation

ADA-accessible motorcoaches are included when required to support resident mobility needs. Crestline supports facilities in determining the appropriate vehicle type based on verified mobility classifications, making the process clear and straightforward.

Facilities are not expected to know the correct vehicle configuration at the outset. Crestline works alongside facility leadership to ensure transportation selections align with actual resident mobility needs and operational realities.

Support for Individual Facilities, Campuses, and Multi-Location Operations

Crestline supports:

- Individual Assisted Living Facilities
- Campus-based operations where facilities are located in close proximity
- Parent and corporate ownership groups overseeing multiple locations

Coordination is handled directly by Crestline, allowing facility leadership and ownership to retain clear visibility without additional administrative burden. Internal systems maintain organized, current transportation plans through ongoing engagement over time.

Why Transportation Readiness Matters

A well-structured transportation plan supports:

- Clear decision-making during time-sensitive events
- Appropriate vehicle deployment based on resident mobility
- Reduced operational strain on facility staff
- Safer, more orderly evacuations when conditions require action

Crestline's role is to ensure transportation planning reflects actual facility conditions rather than assumptions.
