

Understanding Crestline's Contract Cycle & Enrollment Timing

Crestline's transportation readiness agreements follow a **calendar-year structure** designed around one core priority:

ensuring evacuation coverage remains stable and reliable during hurricane season.

Evacuation transportation is not a typical subscription service. It is a preparedness system that must function when regional demand is highest and transportation capacity is most constrained. For that reason, Crestline uses a consistent annual contract cycle that emphasizes **early planning, continuity, and fairness across all facilities.**

Why Timing Matters in Florida

In Florida, the greatest operational pressure consistently occurs between **August, September, and October**. During this period:

- Transportation availability tightens rapidly
- Verbal or last-minute availability becomes unreliable
- Facilities compete for limited capacity at the same time

The reliability required during these months **cannot be created in real time**. It is established through advance coordination, vendor commitments, and system-wide readiness that begins months earlier. Crestline's contract cycle is designed to ensure those foundations are already in place before peak risk arrives.

How the Contract Cycle Works (At a High Level)

- All Crestline contracts run on a **calendar-year basis** and expire on **December 31**
- This avoids renewals occurring during hurricane season
- Planning and readiness updates occur **before** peak-risk months, not during them
- Facilities remain covered year-round under a predictable structure

This approach reduces administrative pressure, improves availability outcomes, and supports consistent preparedness across all communities.

Best-Practice Enrollment Timing

The strongest preparedness posture is achieved by enrolling **between October and December for the upcoming calendar year**. This allows facilities to:

- Enter the year already covered
- Complete readiness updates early
- Avoid mid-season contract pressure
- Maintain priority continuity during regional surge events

This timing reflects how preparedness systems function most reliably—not simply when enrollment is most convenient.

How Late-Season Enrollment Is Handled

Facilities sometimes enroll later in the year, including during hurricane season. When that occurs, Crestline's priority is to **preserve continuity** while aligning the facility into the standard planning cycle going forward.

Beginning **October 15**, enrollment opens for the upcoming calendar year. From that point forward, the current year is no longer offered as a standalone contract term.

Facilities enrolling during this period may choose one of two paths:

Option 1: Immediate Coverage Through Year-End

Facilities may enroll in the upcoming calendar-year contract and activate coverage immediately through December 31.

- Late-season coverage is added at a flat rate equal to **one-third ($\frac{1}{3}$) of the upcoming annual contract rate**
- Coverage bridges the end of hurricane season
- The contract then continues uninterrupted through the end of the following year

This option avoids having a contract expire during hurricane season.

Option 2: Begin Coverage January 1

Facilities may enroll during open enrollment and elect to begin coverage on **January 1**, at the standard annual contract rate, with no current-year activation.

Short-term or standalone contracts for the final portion of the year are not offered. This prevents fragmented coverage and avoids creating future renewal pressure during hurricane season.

What This Structure Protects Against

This contract cycle is intentionally designed to prevent common failure points, including:

- Coverage expiring during hurricane season
- Last-minute administrative decisions under stress
- Facilities competing for capacity at the same time
- Uneven or inconsistent outcomes across communities

Instead, it promotes stable planning, equitable access, and defensible preparedness.

An Important Clarification on Coverage

Facilities enrolling later in the year still receive **full operational protection**. What changes is not coverage integrity, but **planning leverage**.

Facilities that enroll earlier participate fully in advance planning cycles. Facilities that enroll later integrate into a system that has already been planned, positioned, and maintained in advance of peak risk—rather than starting from scratch during an emergency.

The Guiding Objective

Crestline's contract cycle exists for one reason:

To ensure transportation coverage does not lapse during hurricane season while supporting proactive planning ahead of peak-risk months—under a structure that reflects real operational priorities across the preparedness system.

This approach reduces risk by design, rather than relying on urgency when conditions are least forgiving.