

Transportation Readiness Planning

Based on Verified Resident Mobility Classification

Crestline Coach Tours ALF, Inc. supports Assisted Living Facilities across storm-prone regions from Texas to 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 categories, motorcoach configuration, boarding requirements, and overall evacuation planning needs.

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

Why (RMC) Resident Mobility Classification Comes First

Resident mobility classification is the foundation of executable evacuation planning. It determines:

- The type and quantity of transportation resources required
- How residents will be boarded and physically assisted during departure based on mobility needs.
- Staffing coordination requirements and how seating capacity must be structured
- Whether any residents require coordinated alternative transport beyond motorcoach service

Without accurate mobility classifications, transportation planning relies on assumptions. Crestline's process is designed to eliminate those assumptions, aligning the evacuation transportation plan with actual operational reality.

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.

Mobility classifications affect more than vehicle selection. Residents assigned to standard seating may still require hands-on assistance to ascend steps or transfer safely into seats. ADA lift use reduces physical lifting demands but introduces lift-cycle timing that affects total loading duration. Some residents may require multiple staff to board safely even when transported in standard seating, while others may require lift access and still need hands-on assistance or coordinated alternative transport.

By beginning with verified Resident Mobility Classifications, the facility establishes the correct foundation for transportation planning. Once RMC data is confirmed, Crestline produces a Detailed Transportation Assessment that translates those classifications into a clear, operationally aligned evacuation configuration and practical planning framework to support your internal preparedness efforts.

Crestline works with facility leadership to ensure classifications accurately reflect transportation-related needs and illuminates 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. 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.

Through a structured mobility verification process, Crestline ensures transportation plans reflect actual resident boarding conditions before any proposal or contract is developed.

Staffing and Boarding Reality

Resident mobility classifications directly influence staffing requirements during evacuation. In storm operations, facilities commonly allocate approximately 8–10% staff-to-resident support during transport. Those staff members require seating within the motorcoach configuration and must be included in total passenger counts. When submitting Resident Mobility Classification data, staff designated to travel should be reported alongside resident figures within the Facility Update Portal so the transportation configuration reflects actual deployment conditions.

Staffing is not separate from the evacuation plan—it is embedded within it. Mobility classifications determine how many staff are required for boarding assistance, how they are distributed across coaches, and how supervision roles are structured during departure. These factors shape the final evacuation configuration and must be incorporated directly into facility planning before activation decisions are made.

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 determine vehicle selection, capacity structure, boarding support, and staffing coordination. They are transportation-specific and distinct from clinical assessments or levels of care. Facilities report these classifications through the Facility Update Portal so evacuation configurations reflect actual boarding capability.

Resident mobility classifications generally fall into the following categories:

- **Ambulatory / Transfer with Staff Assistance**
Residents who are able to board a standard motorcoach independently or with staff assistance. This category includes residents who may use wheelchairs within the facility but can be assisted by staff to board motorcoach steps and transfer into a standard seat. These residents are assigned to standard ALF response coaches, which accommodate the majority of 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 and 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.

Optimizing Your Fleet: The simplest and most robust evacuation plans rely on Standard ALF Response Coaches (55 passenger) utilizing staff-assisted boarding. Specialized ADA Lift Coaches (49 passenger + 2 tie-downs) are a limited resource.

Therefore, the best contingency planning is achieved by categorizing residents based on their maximum capability with staff assistance. Remember: Staff support increases a resident's boarding options. If a resident can safely board a standard coach with a helping hand, they belong in the ambulatory group.

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

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. Staff-assisted boarding is required either way.
- **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**, along with any required supplemental NEMT van support or alternate boarding configurations necessary to ensure safe and executable deployment.
- Documents a transportation plan that is **activation-ready**, not theoretical
- Produces written records suitable for **CEMP audits**

Proposal Review Without Commitment

The resulting proposal allows facility leadership to review:

- The recommended transportation configuration
- Licensed Capacity Alignment and Growth Scalability
- 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

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

When contracted, Crestline provides:

- Guaranteed bus transportation coverage backed by formal contract
- Quarterly Transportation Readiness Assessments to account for:
 - Changes in resident mobility classifications
 - Updates to supplemental transportation needs beyond the locked coach configuration, ensuring evolving resident conditions—such as newly bed-bound requirements—are identified and planned for without disrupting the contracted motorcoach allocation.
 - Changes in facility leadership or key contacts may also be updated at any time through the Facility Update Portal provided for your convenience and ongoing readiness management.
- Ongoing coordination to maintain accuracy as conditions change

Coverage remains in effect whether a facility is operating below occupancy or at full census, up to its licensed capacity. The configuration is designed to remain dynamic—capable of expanding or contracting with facility needs through quarterly updates.

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, so that accurate decisions can be made by facility leadership.

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

To begin the readiness process, locate the email previously sent to your facility and access the secure **Facility Update Portal** link provided. Review and confirm facility contact information, update resident mobility classifications, and report the number of staff anticipated to travel.

Once submitted, Crestline will complete your Detailed Transportation Assessment and Proposal and return it within one business day for review.