

"We Prove We Care"

October 25, 2013


Mr. Robert Davis
Statewide Transportation Management Solutions
1195 Airport Road
Lakewood, NJ 08701

Dear Mr. Davis,

I just want to take this opportunity to thank you for the exceptional service that you are providing to our community. Through Statewide, we have drastically reduced the number of hours that were spent on the telephone coordinating appointments and transportation services for our residents. Your web based system has definitely increased our staff's efficiency by allowing them to perform electronic scheduling and confirming of appointments. In addition, we love the fact that we can actually view the status of each transport and know if transportation is en-route or at the destination.

In the past I dealt with numerous calls each week from unhappy family members and residents who were at the mercy of whatever transport company would be assigned through Logisticare services. Residents were often late, missed appointments, or left waiting for hours for transportation. I must say that these calls are almost non-existent now. When I am notified of an issue it is investigated and expertly handled by the Statewide's Customer Service representative.

Thank you again for your service to our community. We look forward to our continued partnership.



Cindy A. Shemansky, MEd, RN-BC, LNHA
Administrator