

ABH/DCF SCHOOL OF ORIGIN TRANSPORTATION PROVIDER WEBINAR Q&A 8/2/2019

Below are answers to questions from the SOOT Webinar held on August 2, 2019. Only questions related to the SOOT program were addressed.

Q: Some DCF offices are refusing to pay for the time from shop even if it is over the 30 miles.

A: The 30-mile rule goes into effect starting with Fall SOOT trips - this does not include General Livery.

Q: Shouldn't we review the new software to make sure it works like we had to do with MediRoutes - which ended up not meeting the needs?

A: A full review was completed and this is the software that was chosen.

Q: Will cancellations be paid for less than 24 hrs. notice.

A: The cancellation will be paid only if the driver has already left the HUB when notification is made.

Q: We can start purchasing vehicles now to assist with region 1?

A: Yes

Q: What will be the procedure if our Driver forgets to push the buttons?

A: There will be written protocol and procedures documented for how this will be handled.

Q: What fee schedule were we supposed to be using for July and August SOOT?

A: The current fee schedule, that is on the ABH website, was used for July and August. The new fee schedule will be released with the updated provider agreement.

Q: Will ABH still be considered the Dispatcher and assigning both cars and drivers to routes or will the provider need a dispatcher to assign the given routes?

A: The provider will be responsible for assigning the driver and verifying the vehicle in Routing Box.

Q: Can we have definitive dates for training for each company as staff are usually off during that time and have requested off for vacation

A: August 19th at 10am for Dispatchers and 11am for Drivers

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Q: Can we have a training aid (such as a video) to see as we add new Drivers throughout the school year?

A: The training will be recorded so that it can be used to train new employees in the future.

Q: What date will we receive payment for services after ABH submits payment?

A: Payment will be received by the end of the following month.