



## School of Origin Transportation Inclement Weather Procedures for Transportation Providers



**Policy:** ABH, as the administrative coordination and dispatch provider of School of Origin transportation, will ensure there are processes in place for notifications, trip changes, and dispatch services for inclement weather events.

**Purpose:** These procedures are meant to ensure transportation providers know the following for inclement weather events:

- where to go to get the most up-to-date information on cancellations, delays, or early dismissal
- how trips changes will be handled
- dispatch processes during inclement weather
- rates for inclement weather days

### Notifications School Closings, Delays, and Early Releases:

- To get the most accurate information on school closures/delays/early releases, transportation providers are strongly encouraged to refer to their local news stations or sign up to notifications from schools in their areas.
- Since school statuses can change quickly, the ABH website and ABH Dispatchers will direct people to local stations or school notification systems to get the most up to date information on closures.

### Schedule Changes:

- During bad weather events, trip changes will be based on:
  - the child's origin location,
  - the school location, **AND**
  - the child's drop-off location if it's an early dismissal.
- Here are examples of how trips will be cancelled or delayed:
  - Closings in pick-up location **or** school location = trips will be cancelled.
  - Delayed opening at the school, but no delay in the pick-up town = trip will most likely be delayed the time of the school delay, unless extra travel time is needed.
  - Delayed opening in the pick-up town, but no delay at the school = trip will be delayed according to the delay in the pick-up location town
  - Different delays for school and pick-up town= trip should be based on whichever delay is later.
  - Early releases from school = trips will be completed earlier, in line with the early release times, to the destination identified as the early release drop-off location for the child.
- All afternoon activities, including therapy appointment, will not occur if schools close early.

### **Processes for Trip Changes and Dispatching Drivers:**

- ABH will be available to make trip changes to accommodate closures/delay/early releases up until 9pm the night before an inclement weather day is forecasted and starting at 5am in the morning of the affected day.
- Transportation providers should **not** attempt to complete a trip for a child if the child's school is closed, or if the schools in the area of the pick-up location are closed, even if the trip is not cancelled in Routingbox at the time of the trip.
- If changes for delay/early releases are not in Routingbox at the start of a trip due to the timing of a delay/closing, and the transportation provider dispatches a driver to complete the trip, the provider should notify ABH and submit the changes as soon as possible that same day.

### **Communication with ABH:**

- Expecting call volume will be high on bad weather days, ABH will try several things to lessen call wait times:
  - Update the standard phone message to inform callers to check their local weather stations or their school's inclement weather notification system to get the most updated information on school closings, delays, and early releases.
  - ABH will use a notification system to send an automated voice message saying there is a closure, delay, or early release impacting either the school location and pick-up or drop-off location.
  - If a pick-up or drop-off time will be different than the amount of time of the delay, ABH will reach out to notify foster parents.

### **Trip Rates and Adjustments:**

- ABH will enter overrides, as needed and approved, for changes submitted by transportation providers due to weather related trip changes.
- If a trip start time is before a school is cancelled, and the driver is dispatched, the transportation provider will be paid for the first leg of the trip if it is greater than 30 miles; if it is less than 30 miles, the transportation provider will not be paid.

### **Other Considerations:**

- There will be unexpected events that occur which do not fit under these defined expectations and processes. In those cases, transportation providers should follow their own policies and procedures for how to handle such events.