



School of Origin Transportation



Policy Update

October 2, 2020

RE: Policy updates for School of Origin Transportation providers

Dear Providers,

We've completed the first month of the fall semester of School of Origin Transportation and we'd like to provide a small update and some expectations moving forward. Navigating the program through these uncertain times presented obstacles the likes of which no one anticipated. Given the current situation with the COVID pandemic the state continues to face challenges and likely more changes in terms of the structure of trips and school closures. To that end we want to thank **YOU** for 'staying the course' and handling the changes deftly and with resiliency and grace.

Below are policy updates to the School of Origin Transportation program in effect.

Trip Changes – Changes in Rates

When the Transportation Provider receives a trip change of locations the rate for that trip will remain the same as the previously agreed upon trip unless the re-pricing calculation for the trip changes the rate by more or less than 20% of the previously agreed upon rate.

Any trip that changes locations, whether it be respite for the child temporarily or moving the child from its current foster home address to another foster home, the rate will only be changed based on the above criteria.

The new potential rate will be calculated within 24-48 hours of the address change and notice to the Transportation Provider will be made.

Finalized Status of All Routing Box trips on a daily basis will be mandatory.

It is imperative that all trips are marked with a final status (Complete or No Show) in Routing Box in a timely matter.

Effective October 5, 2020 it will be mandatory for all trips to have a final status in Routing Box by the end of the transport day or the Transportation Provider will not be paid for that trip. Anything left in Routed or Scheduled status the next business day will not be paid, unless the issue is a demonstrated technical glitch within the application. Any status change conflicts in Routing Box need to be reported to ABH within 24-48 hours.

A.M. pick up wait times

Pick-ups for A.M. rides will only be expected to wait the three-(3) minutes of wait times from the scheduled pick up time unless there is an indication that the child will be out momentarily which would

increase the time beyond the three (3) minutes. There is no payment in the morning for wait times. The driver should mark the trip as a no show after satisfying the pickup procedure if the child fails to show.

P.M. pick up wait times

Additional Overrides for wait times and other unique circumstances will be evaluated and agreed upon for cost on a case by case basis between the Transportation Provider and ABH. A 15-minute wait time is being added effective September 1, 2020 to all P.M. trips where the pick-up is for school only.

Minimum Rates for all Trips

Any single child trip will have a minimum rate of \$30.00 in the A.M. and \$43.75 in the P.M. (minimum \$30.00 plus \$13.75 – which is 15 minutes of wait time added to every pick-up at school) which is effective September 1, 2020. The additional (\$13.75 – 15 minutes) is for school pick up only. Additional legs and pick up locations do not require line maintenance that effect pick up time cost.

The rates that are available and displayed in Routing Box are no longer valid since each ride is an agreed upon rate by the provider and ABH and not based on estimates or any other values included in the Routing Box software program.

NO SHOWS

All No-Shows will be paid at a flat rate of \$55.00 per trip.

For PM “No Shows” Transportation Provides must ensure that contact is made with ABH prior to release of the driver during the hours of operations of the call center.

Routing of Trips

Scheduled trips should not be routed longer than One (1) week, Seven (7) Days in advance. This allows for the Routing Box software to provide for ease of potential changes to student schedules.

Timeliness of Pickups

Each provider should contact ABH prior to trips that are potentially delayed by 10 minutes or more and report issues encountered during the transport process of students.

Call Center hours of operations:

Monday – Friday 7:00 am – 4:00 pm These hours of operations will continue to be evaluated.

Transportation Provider Meeting

DCF will be scheduling a Transportation Provider meeting in mid-October 2020. If there is anything specific you would like to add to the agenda, please email: dcfsoot@abhct.com