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*An Equal Opportunity Employer / Service Provider*

## 2017 NET RFP Questions & Answers

1. In regards to calculation of mileage for reimbursement purposes: does the mileage begin at the client point of pick up or at the departure point of the various independent drivers. Are the drivers "self-dispatched from their personal residences or do the drivers report to a hub/facility? How many days per week do they transport? What are the hours of operation? Is the mileage rate per head in the vehicle if there are multiple transports in the same vehicle at the same time?

**Answer:** Under the current Contracts, in situations where drivers are volunteers and drive their own vehicles, Mileage begins from the driver's location (home, etc.). Drivers are given a schedule from provider on the days that the driver wish to drive. Drivers document the mileage on a log and turn it into provider twice a month. They do not report to any type of hub or facility before transporting.

In other situations, where drivers are employees and/or drive company vehicles, mileage begins from the hub/facility that the driver departs.

Currently operation of the program 5 days a week (Monday through Friday) and transports between 8:00 am to 4:30 pm with the exception for legal holidays for all in county transports. In out of county transports, depending on the situation, transports can be beyond the normal 8:00 am to 4:30 pm timeframe.

Currently most providers transports each client one at a time. If the provider transports multiple clients in one trip, the provider only bills for the client with the highest mileage for that transport. This would be considered a per trip billing.