



Initial Guide for Drivers

Spike Logistics LLC



Spike Logistics' main goals:



- Transport members on time to their appointments, going and returnning.
- Offer good customer service to each member.
- Guarantee responsibility, punctuality and commitment to the members and other employers working at Spike Logistics LLC.

How do we
work?



1

Download the Mediroutes app (Watch the Mediroutes tutorial to learn how to download and use the app)

2

The route will be received via Mediroutes app and by mail the day before.

3

Confirm with the dispatcher that you received the route.

4

Review the route, study it, and prevent delays.

5

Use the Mediroutes app and fill out the trip log to track your trips on a daily basis.

Payments:

NOTE: In order to receive payments, every driver must send the driver log on a daily basis. If the driver log is not sent, the driver will have a fine of \$10 for the day that will be deducted from their paycheck.

The screenshot shows a web browser window displaying a form titled "FLORIDA DAILY TRIP LOG" from ModivCare. The form includes fields for "PROVIDER'S NAME", "WEEK ENDING", "DRIVER'S NAME (AS IT APPEARS ON THE DRIVER'S LICENSE)", and "VEHICLE NUMBER (LAST SIX OF THE VIN)". Below these fields is a large table with the following columns: "Date of Service", "Modivcare Job # A or B", "Recipient's Name", "A W S", "PickUp Time", "Late Reason", "DropOff Time", "Late Reason", "Will Call Time", "Mileage", "Per Trip Bill Amount", and "Recipient's Signature". The table has multiple empty rows for data entry.

This screenshot shows a different view of the driver log form, featuring the ModivCare logo prominently. The logo consists of the word "nodivcare" in a blue, lowercase font, with "FORMERLY LOGISTICARE" in a smaller, uppercase font underneath. Below the logo are fields for "PROVIDER'S NAME" and "DRIVER'S NAME (AS IT APPEARS ON THE DRIVER'S LICENSE)". At the bottom, a table header is visible with columns for "Date of Service", "Modivcare Job # A or B", and "Recipient's Name".

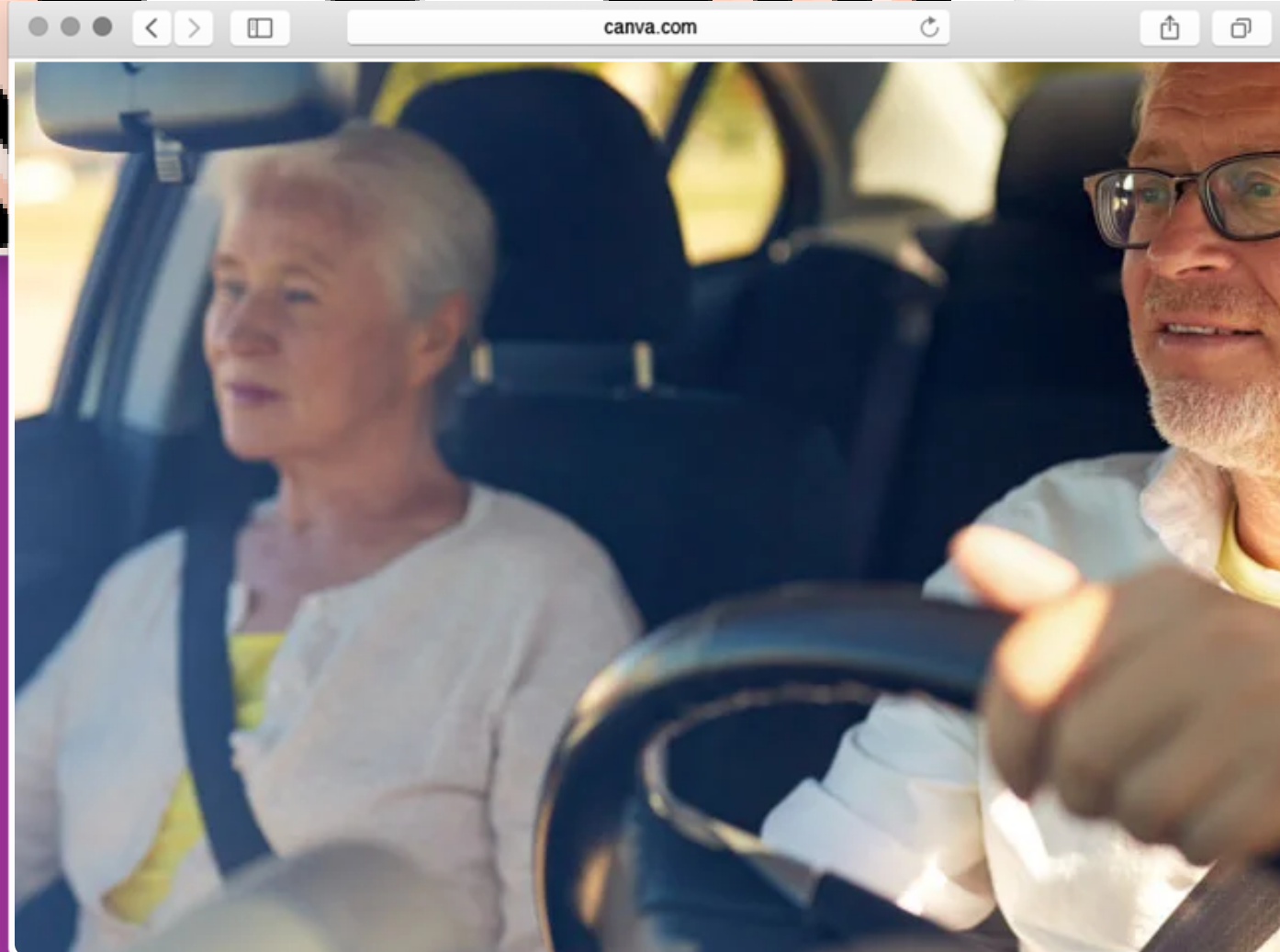
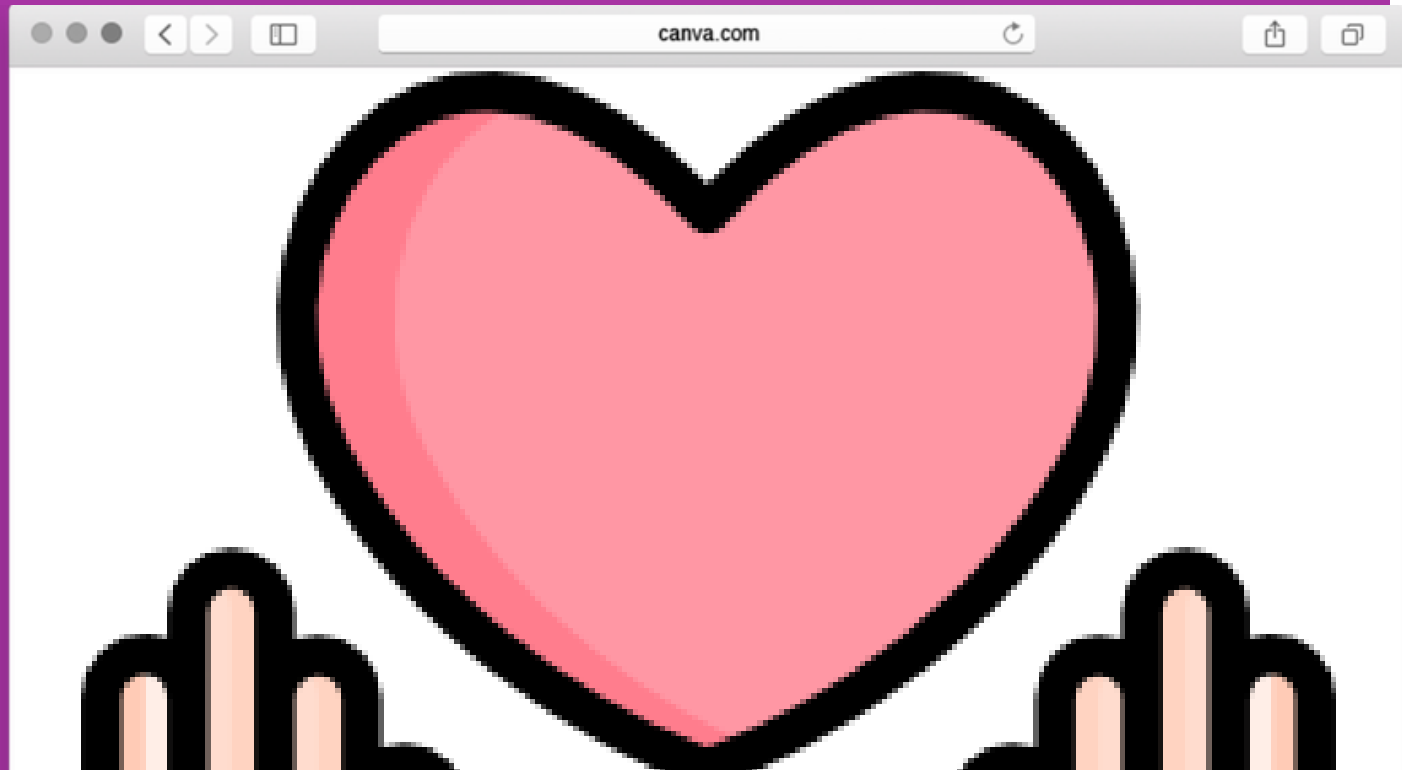
Payments:

- **Payments per mile:** each mile has a cost of \$1,10 for trip longer than 11 miles.
- **Short Trips:**
 - 1-3 miles= \$8
 - 4-7 miles= \$10
 - 8-10 miles= \$12
- **Background week:** we work with one background week. This means that if you start working, you'll see the first payment next week, on Friday.
- **Payment day:** Fridays of every week.

Remember....

- The GPS we use is Google Maps.
- The route must be followed in the order shown in the Mediroutes app schedule. Please, do not make any stops that are not in your schedule.
- Abandoning trips, without a valid justification, will have a fine of \$50.
- Any issues with the route, members, or mile discrepancy must be told to the dispatch, this way the dispatchers can help to fix it.



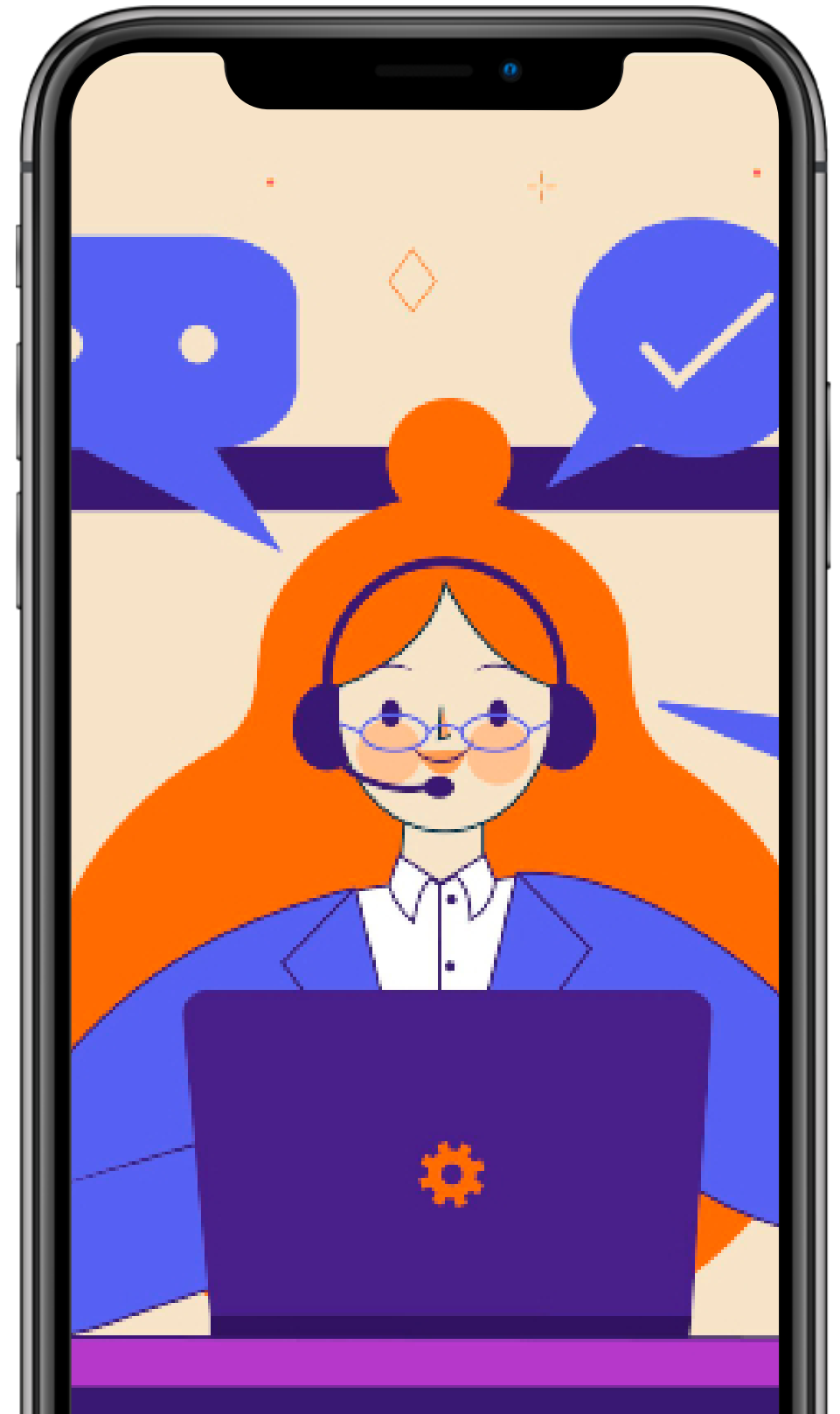


When you're with a member, please...

- Keep your hands clean and always have a face mask available just in case.
- **Inside the vehicle is forbidden:**
 - Smoking.
 - Eating or drinking.
 - Consuming drugs or alcohol.
- Keep your distance from the members and their companions. Remember the importance of personal space.
- Always use your seat belt and ensure the members are using it.

**Remember to contact our
dispatch in case you have
any issue, inconvenience or
situation. We're always here
to help you.**

(407)807-0336



What should I do when accidents and/or crashes occur?



- Ask the member how he/she/they is doing.
- Call the office and provide a description of the accident and details of the damage to the car.
- Call 911 to make the police report, and while the police arrive, take pictures of the accident and the car. When the police finish the police report, I should take a picture of it and send it to Vonage and the post office.
- Collect contact information from the driver of the other car in the accident.

Communication is vital...

operations@spikelogisticsllc.com
For any situation regarding performance.

hr@spikelogisticsllc.com
For anything regarding documents and hiring process.

(407)807-0336
For any other questions and inquiries.

