DCF SOOT Punch Policy for Transportation Providers
3/27/2023

- Status Trips within 24hrs. of trip completion.
  - Upon the completion of a student transport the driver should status the trip as complete/no show in the RoutingBox Mobile App. If the driver fails to status the trip using the Mobile App. the trip must be put in the correct status using the RoutingBox Desktop App. An email must be sent to ABH if the driver was unable to status the trip.
- Send missing punch data via email within 24 hrs. of trip completion.
  - At the end of each transportation day, the RoutingBox Desktop App. must be used to ensure all punches were entered by the driver (s) for that day. If any punches are missing the data must be emailed to ABH for trip validation and billing purposes.
- Send discrepancies/adjustments via email within 24 hrs. of trip completion.
  - At the end of each transportation day, the RoutingBox Desktop App. must be used to ensure any discrepancies/adjustments are reviewed, documented, and emailed to ABH for trip validation and billing purposes.
- Consequences for missing punches and non-status trips after 24 hrs.
  - Payment (s) withheld until the missing data is provided
  - "3 Strike" driver rule applies when missing punch data is not provided within 24 hrs. of trip completion. Strikes accrue on a driver each month data is missing.
    - Repeat offenses will lead to a driver being reviewed for de-credentiali
- Complete trip at student's drop off and/or final destination.
  - Once the driver arrives at the final destination of a particular trip, the driver must mark the trip as complete on site.
- "Completed" status needs five (5) punches. (Enroute, PUA, PUD, DOA, DOD)
  - "Enroute"- to pickup student
  - "Pickup Arrival"- arrived at the student (s) pickup location
  - "Pickup Departure"- departing the student (s) pickup location (Enroute to drop off location)
  - "Drop off Arrival"- arrived at the student (s) drop off location
  - "Drop off Departure"- departing the student (s) drop off location, which "completes" the trip
- "No Show" status needs three (3) punches. (Enroute, PUA, PUD)
  - "Enroute"- to pickup student
  - "Pickup Arrival"- arrived at the student (s) pickup location
  - "Pickup Departure"- departing the student (s) pickup location without the student in the vehicle after waiting 3 minutes from the scheduled pickup time
    - If the trip is cancelled while your driver is enroute and before arriving at the pickup location the PUA and PUD will be the same as the time you were notified of the cancellation.
- "Cancelled" trips need to be reported to ABH to status properly.
  - If you receive information from Foster Parent/Group Home, or Social Worker explaining a trip should be cancelled before your driver was enroute to pickup. ABH needs to be notified to cancel the trip off your schedule.