

## DCF SOOT No-Show Policies for Transportation Providers

updated 1/31/2020

- a. **A.M.:**
  1. The driver should call their dispatch at the two-minute mark.
  2. The transportation provider dispatch should call the foster parent. If the child does not come out by the 5-minute mark, the car is permitted to leave and mark as a No Show.
  3. For daycare or before school programs it may require the driver to enter the building to sign the child out or to determine if the child is there today.
  4. AM No Shows must be submitted to ABH via email no later than 10:00 am.
  
- b. **P.M.:**
  1. The driver should call their dispatch at the two-minute mark for PM pick up from school, office or visit location. This does not include time needed to wait in line for pick-up.
  2. The transportation provider dispatch will contact someone at the pick-up location. If there is no contact made, the driver may have to enter the building to make diligent efforts to locate the child.
  3. PM No Shows should be called into ABH. Only ABH can release the driver. TPs cannot release the driver.
  
- c. In all no show situations, the driver must no-show the child's trip via the RoutingBox mobile app and move on to the next scheduled child.