NAVIGATING TRANSPORTATION SERVICES
Resources for schools
Our Mission

- Transportation Services’ mission is to provide safe, efficient and effective service that is valued and useful to our customers. We will exceed the expectations in order to provide education access to our students, fostering an environment where Every Child Succeeds. Safety is our number one priority.

Our Goal

- Transportation ensures school leaders, and staff are provided logistical tools and resources available to support schools in achieving our collective mission that Every Child Succeeds. Our service offerings reflect the district’s priorities, and are designed to meet the needs of DPS’s unique school models and programs, in an equitable manner.
Families and Students

- Information on services offered, important news and announcements, as well as additional resources including +Pass, Bus Bulletin, Weather Delay and more.

- A website redesign will launch in mid-August that will walk families through how to navigate transportation.
Schools & Departments

- Information on Eligibility, Routing and Exception Requests, Additional Services, Athletics & Excursions, Training & Safety Bell Times and more.
+PASS PROGRAM

- The +Pass is an RFID-card that the student scans with the card reader when entering or exiting the school bus.
- Every transportation-eligible student in DPS who rides a yellow school bus is expected to use their +Pass every day, no exceptions.
- Students without a +Pass will be asked by the driver to go to the front office to request a new or replacement +Pass.
- New and replacement +Pass are requested through Infinite Campus.
  - If you are a school outside of the Success Express Shuttle System, you must check to make sure bus information is present in the student’s record prior to requesting.
  - If you are a school on the Success Express Shuttle System, bus information will not be present and you can request without checking.
PASS PROGRAM

Step One: Log into Infinite Campus
Step Two: Using the left side menu, locate the field “Student Information” and then click “General” under the drop-down fields.
PASS PROGRAM

Step Three:
Under the student’s name on the screen, click on “Bus Information.”
Step Four:
If there is bus information listed, check the “School Request +Pass” box located to the bottom left and select the date.

Note: Please do not type in date. Use the calendar feature.
Step Five:
Click the “Save” button located at the top left, below the “Bus Information” tab.
Next Steps

- Processing, printing and delivering back to schools can take 5-7 business days, depending on when the request was submitted.
- A lanyard
- +Passes will be delivered to the school’s front office.
- A request must be submitted individually for each eligible bus rider that does not have a +Pass
- Once a request is submitted, a temporary +Pass should be filled out and given to the student to ride the bus.
+PASS PROGRAM

- Tracking Utilization
  - To check +Pass utilization, you must have a Zonar Log-In.
    - If you do not have a log-in, please submit a HEAT ticket through DoTS.
    - Checking utilization of +Passes should be done often:
      - Encourages the usage of the +Pass
      - Helps to be prepared in cases of emergencies if a student is missing.
Once logged in to Zonar To access +Pass records, click on “Reports.” From the dropdown menu, click on “Z Pass Events.”
Enter student’s name and select the school under “Group Type.”
Select a “Start Date” and an “End Date”. You can also select a time to narrow down your search. The click Apply.

*Tip: If you want to see the ridership of all students at your school, select your school from the “Group Type.” You can also search the route number by typing the route under “Asset No.”
Click on the entry to view the details of the event.

Click on “Export” and then select “CVS with Address” to download an Excel Spreadsheet of the data.
The map details where the student got off and the time information.
**BUS BULLETIN**

- Bus Bulletin is our notification system that is sent via text, phone call and/or email, to families of transportation-eligible students.
- A student must have bus route information in Infinite Campus for the family to receive Bus Bulletin notifications.
- Notifications are sent if a bus is running late due to traffic, mechanical issues, weather or accidents.
- Notifications are not sent to families whose students are on the Success Express Shuttle system.
- Schools should verify their contact list with transportation of who should receive notifications.
  - Email transportation@dpsk12.org with the name, phone number and email address.
How are routes developed?

How many buses do we need to get X number of students to school on time?

1. Student eligibility process determines the pool of students who need to be routed.
2. New students enroll, some students leave, programs change.
3. Segments are then combined with other segments to build a route that best optimizes drivers and buses.
4. The number of students who need a bus to get to school A.
5. Bell times determine the first and last pick up of the day.
6. For example, if school starts at 7:15 am, the first pick up may need to be at 6:30 am.

Balance Routing Parameters:
- External:
  - Speed Limits
  - Traffic/Construction
  - Travel Paths
  - Hazards
- Internal:
  - Student needs
  - Ride Times
  - Time to load/unload
  - Distance to bus stop

Segments are developed based on the number of students, bell times, and routing parameters.
HOW ROUTING WORKS

Further breakout of routing parameters

The Transportation departments accounts for numerous factors when building routes:

- **Regulatory**
- **Environmental**
- **Programmatic**

- Access to bus stops
- Bell times
- Travel Paths
- Eligibility
- Time to load and unload
- Speed limits
- Distance
- Sidewalks
- Traffic
- Ride Times
- Highways

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Together. Forward.
HOW ROUTING WORKS

- Routing Exercise
  - Split into evenly numbered groups.
  - Familiarize yourself with the map provided.
  - Your task it to begin planning out the stops for each school using the parameters given.
EXCEPTION REQUESTS

- The Exception Request Process allows families with students that are not eligible for transportation, to submit a request to see if resources are available for them to ride the bus.
  - In almost all cases, students are added to stops that are servicing students with special needs that are attending the same school.
  - Exception Requests are only available for schools that have a transportation service.
  - Schools that do not receive transportation are not eligible for Transportation Exceptions.
Exception Request Criteria

- Families wanting to apply for an Exception Requests should only do so if their student(s) meets the following criteria:
  
  • Students who are not eligible for transportation because they live inside of the “Walk Zone” of their boundary school that they are attending.
  
  • Students who would like to request a different stop from the one that was assigned to them by Transportation Services.
  
  • Students in grades 9-12, who would like to opt-out of using their DPS RTD pass and ride a yellow school bus instead.
  
  • Students in an ECE program where transportation is not a related service.
  
  • Students who “Choice” into a school outside of their designated attendance area.
EXCEPTION REQUESTS

- **How to Submit**
  - Beginning for the 2018-19 school year, Exception Requests will only be accepted via the online form located in the Parent Portal. (NO PAPER FORMS WILL BE ACCEPTED)
  - All requests will be processed on a first-come, first-serve basis, and families will be notified of the approval or denial of the request via the email address provided.
Exception Request Timeline
- In order to provide responses back to families in a timely manner, we are instituting the following timeline:
  
  • **Early Registration**: Requests submitted online between July 23 and August 17, 2018 will receive an approval/denial response by September 7, 2018.
  
  • **Submission Window Closed**: No Exception Requests will be accepted or processed between August 20 and September 7, 2018 in order to allow the routing team to stabilize routes for the new school year.
  
  • **Regular Submission Period**: The Exception Request Process will open again on September 10, 2018 and remain open until April 15, 2019. Decisions on any requests submitted during this timeframe will be communicated within 10 business days. The last request decisions will be communicated no later than April 30, 2019.
EXCEPTION REQUESTS

- **Reminders**
  - We would like to remind all families that completing the Exception Request Process does not guarantee service for your student. Also, if a student is assigned to a stop that is in place to service a student with special needs, an Exception Request must be submitted each school year.

- **Who to Contact**
  - Any questions regarding the Exception Request Process can be submitted via email to transportation@dpsk12.org. Our routing team is also available via phone at 720-423-4699 from 7:30 a.m. to 4:30 p.m., Monday through Friday.
HOW ROUTING WORKS

1. TRANSPORTATION PAGE
   - Click on the Transportation link under Quick Links of the Class Schedule section.

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**HOW ROUTING WORKS**

![Parent Portal](image)

**BUS INFORMATION**

Bus route information, including stop location and time for eligible students, will appear. If no bus information is listed, the term “walker” will be displayed. If “walker” is displayed, families can complete an online Exception Request form to see if transportation resources are available.
HOW ROUTING WORKS

3

+PASS INFORMATION
Scan data from +Pass usage will appear. Select a date from the drop-down menu to see scans from a specific date.
HOW ROUTING WORKS

Transportation Service's mission is to provide safe, efficient and effective service that is valued and useful to our customers. Visit 'Transportation Services' website for more information about eligibility, routing, types of services and more. The tabs below provide information regarding eligibility (bus route and stop information is listed), +Pass utilization, and RTD eligibility.

Quick Links

Bus Bulletin
If you have a student who rides the school bus, DPS Transportation offers Bus Bulletin that allows the district to notify you of real-time information and updates about your student’s bus service. Family members are notified when buses are running more than 15 minutes late due to an emergency, mechanical or weather delay by text message, email and/or voice notifications.

Transportation Exception Form
If your student does not meet the DPS eligibility criteria for transportation as approved by the Board of Education, and you would like him or her to ride the bus, you can fill out an Exception form. Exception requests will be processed as quickly as possible; however, the process can take a minimum of one month. To view the Exception Guidelines, click here.

Infinite Campus (IC) Transportation Page
Student transportation information is also available via Infinite Campus. Transportation Services uses the contact information in Infinite Campus to communicate with families and students.

Bus Safety Resources
A safe, pleasant ride helps students start and end the school day on a positive note. This can have an enormous impact on a student's attitude toward school. Click here to find out more information on Bus Safety tips and resources.

bus bulletin
Families of students with bus route information will automatically be enrolled in Bus Bulletin using their primary contact information.
Every year a large number of schools consider adjusting or shifting start and end times to improve academic outcomes for our students. To effectively assess, review and provide feedback on your submissions, Transportation Services has established a timeline and prioritization methodology to guide approval decisions. The review and assessment process is designed to consider all requests based upon priority needs and available resources. In order to run an efficient and economical transportation system, school start and end times must give buses enough time to complete each route and proceed to the next school.
START AND END BELL TIME CHANGE REQUESTS

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START AND END BELL TIME CHANGE REQUESTS

- In order to run an efficient and economical transportation system, school start and end times must give buses enough time to complete each route and proceed to the next school.
- School leaders submit a request to change their Start and End Bell Time via a Google Form, that is then sent to the Transportation Start and End Bell Time team for review.
- After the review period, Transportation Services enters in a feedback period with schools if the requested Start and End Bell Time cannot be accommodated as requested.
START AND END BELL TIME CHANGE REQUESTS

- Timeline – Example from last school year
  - Jan. 8 - Change Request Submission Window Opens
  - Jan. 31 - Change Request Submission Window Closes
  - Feb. 1-23 - Reviewing and Prioritizing Requests
  - Feb. 26-Mar. 2 - Feedback Provided to Schools
  - Mar. 5-9 - Notifications to Schools; Approved Start and End Bell Times submitted to DoTS for Infinite Campus update
Why is this process important?
- Having finalized Start and End Bell Times in April, allows for Transportation, Facilities, Food Services, Operations, etc. to begin planning for the new school year.
- Bell Times are a crucial parameter that our routing team needs to start with when building routes.
ADDITIONAL AREAS

- Campus Transportation Plans
- CommuteDPS
  - Safe Commuting, Bike and Walking Resources
- New School Year Orientations/Registration Events
- School Choice Open Houses
- Multi-Functional School Activity Bus Training
- Athletics and Excursions
WHO TO CONTACT

The Contact Us page on the transportation.dpsk12.org website has direct phone numbers, as well as helpful forms to report items left on the bus, and reporting concerns of bus routes.

Also listed is helpful email addresses, include transportation@dpsk12.org.
 QUESTIONS?

- My contact information:
  - Nicole Bostel, Communications Specialist
    - Nicole_bostel@dpsk12.org
    - 720-423-4604