

TRANSPORTATION UPDATES

PREPARING YOUR STUDENTS FOR THE 2022-23 SCHOOL YEAR



For the 2022-23 school year, we are back to transporting at our pre-COVID levels. Please review the information we have provided in this handout, which outlines tips to prepare for the upcoming school year. **If you have any questions about your student's transportation, please call our Customer Service Center at 720-423-4600.**

Bus Messages

REMINDERS FOR 2022-23 SCHOOL YEAR

Parents of students who ride the school bus will receive real-time information and updates about their student's bus service through SchoolMessenger.

Text, email and voice notifications will be sent to parents when buses are running more than 10 minutes late due to traffic, emergency or weather delay. Parents of transportation-eligible students are automatically enrolled to receive SchoolMessenger notifications based on the phone number and email address provided when they registered their student for school. (Note: You can verify and update your contact information by logging into the Parent Portal.)

New School Year Action Items

Preparing for the first day of school

Make sure your contact information is updated

It is important that you maintain an accurate address for every student attending school. Transportation services will be provided for eligible students to and from their residential address. Address changes are only processed at your assigned school's front office.

Check the Parent Portal/Transportation website for bus information

For students not riding the Success Express Shuttles, bus route information for eligible students will be available on the transportation page in the Parent Portal beginning in late July/early August. For students riding the Success Express Shuttles, schedules are currently available at <http://transportation.dpsk12.org/eligibility-and-routing/success-express-shuttle/>. We recommend checking bus information several times prior to the first day of school, as information can change.

Riders will not need a +Pass for the 2022-23 school year

Transportation Services will take the year to assess the +Pass system for improvement. Even though students won't have a +Pass, only eligible students will be allowed to board the bus. Drivers will check their manifest to make sure the correct students are getting on the bus. All students who attend schools using our Success Express Shuttle are eligible to ride the shuttle using whichever stop/time works best for the family.

Communicate with us

[Transportation.dpsk12.org](http://transportation.dpsk12.org) has detailed information on everything mentioned in this flyer. If you still have questions, reach out to us via email at transportation@dpsk12.org or call our Customer Service Center at 720-423-4600.



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Exception Request

Ineligible students can submit a request to see if resources are available for them to ride a bus

How to tell if your student is ineligible

If no bus information is present in Parent Portal, and your student doesn't attend a school that uses the Success Express Shuttle, they're likely not eligible for transportation. You can complete the online Transportation Exception Request form via Parent Portal.

When to submit a request

We will once again be offering an Early Registration Window for the Exception Request from 7/18/22 to 8/19/22. Our routing team will work diligently to provide a response within a few weeks of submission. Please note that depending on the number of requests submitted, the date to provide a response might be extended. If you miss the opportunity to submit a request for an Exception during this time, you can submit it when the form reopens in October.

Guidelines

To be considered for transportation, your student must be enrolled in Denver Public Schools. There also has to be an available seat on a current route with an existing stop.

How to submit

Exception requests must be made through Parent Portal. Once logged in, you can find the form under the Quick Links section of the Transportation Services Page. For instructions: transportation.dpsk12.org/eligibility-and-routing/exception-request-process/.

TRANSPORTATION WEBSITE

Don't forget to bookmark the transportation website (transportation.dpsk12.org). You should be able to find the answers to your questions on one of the site's many sections. Families can even submit feedback on our services, as well as submit a Lost Items Check Request. Visiting the Transportation website is one of the best ways to stay informed of all the services we offer, as well as keep up-to-date with any changes.

Special Education Transportation

Helpful information to get you prepared for the first day of school

About the Process

Families of students with special needs, whose IEP has transportation as a related service, should start the process by reaching out to their student's special needs teacher, who will then fill out and submit an online 1066 form.

Timeline for Processing Transportation Requests

Once submitted to Transportation Services, it can take up to 10 business days to process the request. This time frame can take longer if address and contact information is not up-to-date.

Who to Contact with Questions

All questions about the process of setting up and maintaining special education transportation must go through your special education teacher. Families should only reach out to Transportation Services directly to submit feedback on a driver (transportation@dpsk12.org) or report student absences.

Reporting Student Absences:

- Students riding Yellow Bus: 720-423-4600
- Students using EverDriven (formerly ALC): 855-292-4364, option 1
- Students using HopSkipDrive: (844) 467-7547

Additional information about this process can be found at transportation.dpsk12.org/eligibility-and-routing/special-education-services/.