

Guidelines for Requesting An “Exception” For School Bus Transportation DPS TRANSPORTATION SERVICES 2013-2014



Overview of the Exception Process

The Denver Public Schools Transportation Exception process allows for students who do not meet the eligibility criteria to ride the yellow bus or RTD under the Denver Public Schools Board of Education transportation policy EEAA (“Walkers and Riders”). As established by the DPS Board of Education, students in kindergarten through grade five must reside more than one (1) mile from their boundary school, students in grade six, seven, and eight must reside more than two and one half (2.5) miles from their boundary school, and students in grades nine through twelve must reside more than three and one half (3.5) miles from their boundary school.

How do I qualify for a Transportation Exception?

The parent/guardian of students who currently do not meet the eligibility criteria to qualify for transportation can submit an application for a bus exception. Approval of your bus exception is granted if the following criteria are met:

1. **Student must be enrolled in a Denver Public School**
2. **There is available seating on the bus**
3. **A current bus route and existing stop is available**
 - a. **Bus stops or modifications are not made to routes to accommodate an exception request.**

- ❖ Exceptions will be granted for one destination, five days per week, consistently.
- ❖ Students will be placed at the closest existing stop according to the student address. New bus stops will not be created.
- ❖ A parent should identify the requested stop location.
- ❖ The parent accepts responsibility to supervise and transport the student to or from the bus stop. This includes the responsibility to make alternate arrangements for meeting and supervising the student when the bus is delayed or when the parent cannot be present at the time the student is returned to the bus stop.

How do I make a request for a Transportation Exception?

Requests for an Exception for the 2013-2014 school year may be submitted beginning **Monday, July 1, 2013.**

2. **You may obtain an exception form by:**

- a. Visiting <http://transportation.dpsk12.org/eligibility> and clicking on Exception Form.
- b. Picking one up from your student’s school.
- c. Picking one up from DPS Transportation Services, located at 2909 W. 7th Avenue (Hilltop Terminal) or 4937 Dallas, Denver CO 80238 (Northeast Terminal)

3. **Where do I return the completed forms?**

- a. DPS Transportation Services, located at 2909 W. 7th Avenue (Hilltop Terminal) or 4937 Dallas, Denver CO 80238 (Northeast Terminal)
- b. To your school
- c. Fax to 720.423.4615

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How will I be notified of my application status for my student?

Exception forms will be processed on a first come first served basis. Due to the overwhelming number of exceptions received at the beginning of the school year, requests submitted prior to August 1 will be processed by the August 27 school start date.

If your request for exception is approved, notification will be provided through the following methods:

- Phone Call
- Email notification

Email notification - to the email address you provided on your application.

- This notification will direct you to your student’s infinite campus account to obtain the bus route information.

Your school – the school has access to look in **IC under Bus Information** to provide you with:

- Bus pick up/drop off location and time.

Parent Portal – Login at <https://campus.dpsk12.org/campus/portal/icprod.jsp> and click bus information

- Bus pick up/drop off location and time if application has been processed

Can a Bus Exception be rescinded?

Yes. A bus exception can be rescinded for the following reasons:

1. Seating on the bus is required for eligible students.
2. Existing bus stop is eliminated.
3. Student conduct on the bus becomes unsafe and jeopardizes safety of himself/herself and others.

If rescinding a student’s ride becomes necessary, the application date will be used to determine the order of rescission beginning with the most recently approved date. In other words, the last student exception approved will be the first to be rescinded and placed on the waiting list. The parent or guardian of the affected student will be notified by transportation of the effective date of the change.

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Exception Process FAQs

Q: I heard that I do not have to resubmit an exception form before the start of the new school year anymore. Is that true?

A: If your student was riding last year through an approved exception and 1) the student is remaining at the same school, 2) the student will continue to use the same pick up and drop off point on the original approved exception form; and, 3) an eligible student is using that requested bus stop then you do not need to resubmit a new form for the new school year. As long as your student meets “1)” and “2)” and the eligible student continues to ride from that requested stop, the exception form is valid and will remain on file at Transportation.

Q: Last year my student had an exception to ride the bus; however, this year I am being told there is no room on the bus. I thought I was guaranteed a place on the bus?

A: The exception approval is for space available on the bus. If new eligible students enter the bus route, then eligible students ride the bus and there is no longer any room for the exception students.

Q: Should I check to see if my child is still able to ride the same bus for next school year?

A: Yes. As long as your exception student remains at the same school and uses the same pick up and drop off point on the original exception form, and an eligible student is still using the requested bus stop, then the stop remains in place for the new school year.

Q: I turned in my exception request and I heard the bus is pretty full. How do you determine who gets to ride?

A: We use the “first come, first serve” rule. The date stamped on the exception form when it is received at Transportation determines whose exception was first.

Q: When my exception is approved, how will I be notified?

A: We will send an email notification or call the student’s home phone number listed on the application and attempt to speak with someone or leave a voice mail with the notification. Therefore, it is important to maintain a useable phone number.

Q: What happens if all eligible students at the stop no longer ride?

A: We will notify all exception students using that stop via the home phone number listed in the Student Information System that the stop will be removed in five school days. When we call the home phone number, we will attempt to speak with someone or leave a voice mail with the notification. Therefore, it is important to maintain a useable phone number.

Q: If I move to a new address, do I need to submit a new exception form?

A: You only need to submit a new exception form if you plan to use a different stop than the current one. However, if there is a waiting list to get on that bus, your new exception form will place you behind those waiting to get on the new bus.

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Q: I really want an exception for my student so they can have one pick up or drop off on Mondays and Wednesdays, and a different pick up and drop off location for the rest of the week. Is that possible?

A: We cannot accommodate that request. We can set up an AM stop location Monday thru Friday and a PM stop location Monday thru Friday.

Q: If I want siblings to ride as an exception from the same bus stop, do I have to fill out an exception form for each one?

A: Yes.

Q: If I know there is a bus stop with service to my school, can my student start riding the bus while my exception form is being processed?

A: No, In most cases we will approve your student to start riding immediately while we process the exception form and add their name to the bus manifest. However, there are full routes that we need to research to ensure there is room for your student. In that case, we will contact you within a few days of receiving the exception form to confirm an opening or the bus is full. If the bus is full, we will tell you where you are on the waiting list.

Q: Why was my exception denied? Will I be notified?

A: Denial for an exception may have occurred due to the bus being full, or there no longer being an existing bus route. You will be notified that your exception was not approved via phone or email.