



# Transportation Exception Process Frequently Asked Questions

**SY2019-20**

## Frequently Asked Questions

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

A: If your student was riding last school year as an approved exception from a boundary stop (indicated by a street intersection or a school address) and 1) the student will remain at the same school and 2) the student will continue to use the same pick up and drop off stop on the originally approved exception request, then you do not need to resubmit a new Transportation Exception Request for the new school year.

If your student was riding last school year as an approved exception from a Special Education stop (indicated by a street number and a street name) on yellow bus or third-party vendor vehicle, the availability of your stop is not guaranteed year over year. If you wish to be considered for service for the new school year, you need to submit a new Transportation Exception Request.

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

A: The exception approval is for space available on the vehicle servicing the route. If new eligible students use the route, then eligible students are assigned to the vehicle servicing that route and there may no longer be any room for the exception students.

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

A: Yes. As long as your student is riding as an approved exception from a boundary stop (indicated by a street intersection or a school address) and (s)he remains at the same school and uses the same pick up and drop off bus stop on the originally approved exception request, then the stop remains in place for the new school year. However, the route number and pick-up / drop-off time may have changed, so we recommend always confirming the information in the Parent Portal.

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

A: We use the "first come, first serve" rule. The submission date of the Transportation Exception Request determines whose exception was first.

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

A: Transportation Exception Requests are only accepted online through the Parent Portal. Once you submit the request, all communication will be via the email address associated with the Parent Portal account.

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

A: For students on a yellow bus, the stop will remain until the end of the school year. For students on a third-party vendor vehicle, the stop will be removed should the transportation eligible sibling stop riding. In both cases, exception riders must reapply for a transportation exception each school year as Special Education stops are not guaranteed year-over-year.

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



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

**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 stop, do I have to fill out an exception request for each one?**

A: Yes. One form per student is required.

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

A: No. There are many full routes that we need to research to ensure there is room for your student. We aim to process Transportation Exception Requests within 10 business days. If approved, your student can start riding the bus immediately by obtaining a temporary +Pass from your school's front office while the permanent +Pass is delivered to your schools (typically, within 7 business days). Find out more about the +Pass program [here](#).

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

A: Denial for an exception may have occurred due to eligibility criteria not being met, the vehicle being full, or there no longer being an existing route. You will be notified that your exception was not approved via the email address associated with the Parent Portal account from which the Transportation Exception Request was submitted.