



OFFICE OF
TRANSPORTATION

Departmental Processes and Procedures





OFFICE OF TRANSPORTATION



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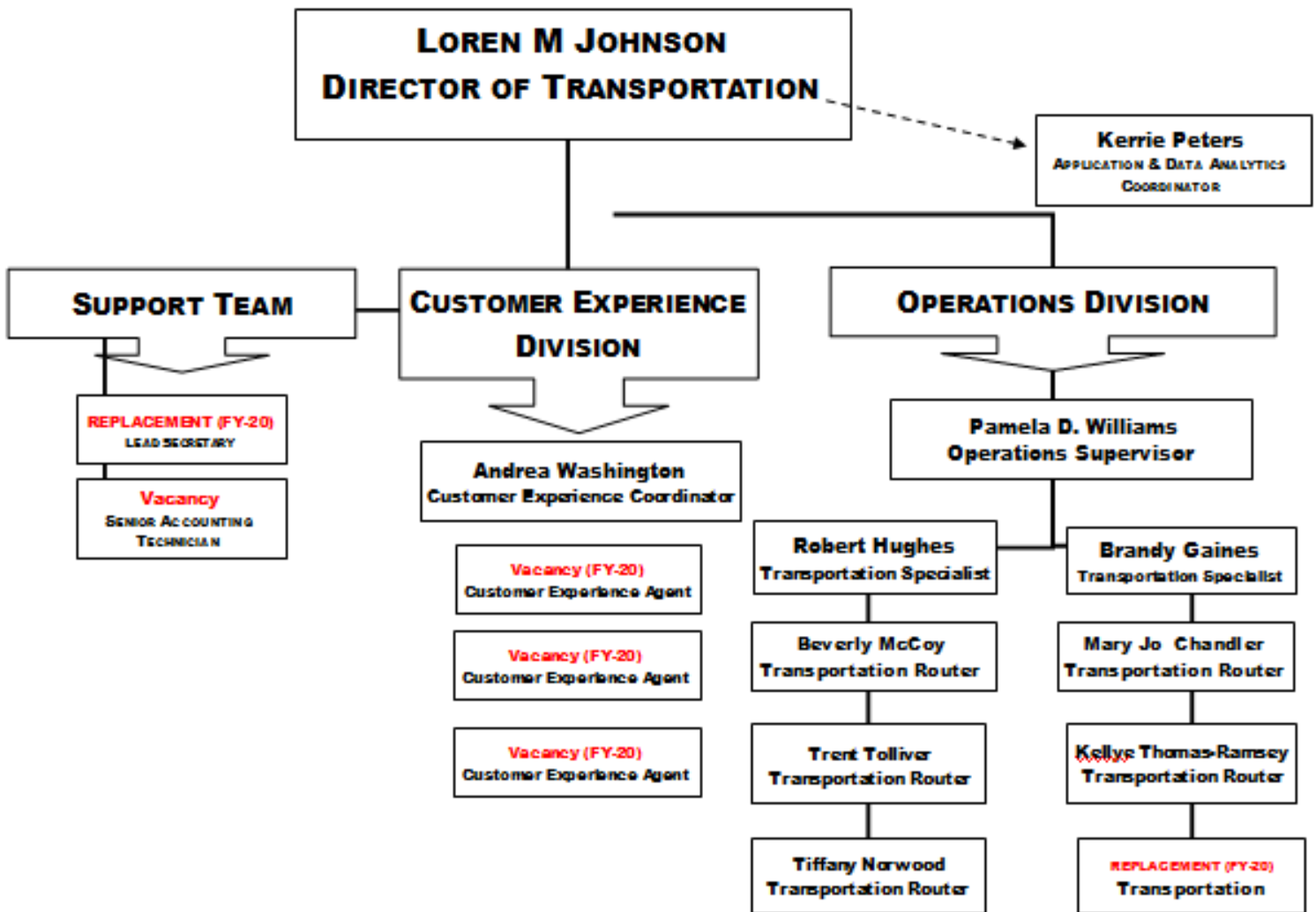


PREPARING STUDENTS
FOR LIFE



OFFICE OF TRANSPORTATION

Department Organizational Chart



PREPARING STUDENTS
FOR LIFE



OFFICE OF TRANSPORTATION



Department Core Services

Core Service: High School Transportation

- Ensure Metro Bus (public transportation) service for eligible students living 1.25 miles or more from school
- Work collaboratively with high school administrative staff and Metro to assure the service meets the needs of all stakeholders
- Address the various transportation needs of all schools
- Clearly communicate the service design and expectation to stakeholders so students receive the best transportation experience

Core Service: Special Needs Transportation

- Work collaboratively with Student Services to assure safe, on time and efficient service
- Assure that all accommodations needed for each child are provided
- Improve training on secure systems
- Ensure that eligible students receive curb-to-curb service

Core Service: Elementary Transportation

- Provide yellow bus service to all eligible students living one mile or more from school
- Improve professionalism of bus drivers, through coaching in relationship building

Core Service: Routing

- Reduce service costs through better service design
- Improve efficiency and streamline the transportation service delivery process
- Enhance communication to reduce the number of phone calls
- Audit bus stops to assure student safety
- Plan weekly bus re-routes



PREPARING STUDENTS
FOR LIFE



OFFICE OF TRANSPORTATION



Procedures and Forms



PREPARING STUDENTS
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Procedure Name Specialized Transportation Service	
Procedure No.	Eff. Date: 2/14/20
Implements Board Policy(ies) 5111.01 "Students Experiencing Homeless 8600.02 "Transportation of Students" 8600.01 "Supervision of Transported Students"	Last Reviewed: 05/01/20

1. Background

Describe relevant background to the implementation of the policy.

In order to ensure the safety of our students and efficiency of district transportation resources, the Transportation Department will implement the following procedures for determining specialized transportation services for students experiencing homelessness, students in foster care, or students with disabilities per an Individual Education Plan.

The District shall establish transportation for a student to the school assignment. If the student requires transportation to or from another school district, the District shall agree upon a method to apportion responsibility for the costs of transportation to the student's school assignment.

A student who is no longer experiencing homelessness may maintain his or her school assignment through the end of the school year.

2. Responsibilities

Title: Director of Pupil Transportation Services	
Address: 2651 Burnet Ave	
Phone: 513-363-0343	Cell phone: 513-680-4869
<i>Describe responsibilities:</i>	
<ol style="list-style-type: none"> 1. Ensures the safest, least restrictive mode of transportation is consistently provided for students as determined by the District. 2. Advises District leadership on service implication that can potentially impact the educational experience of students. 3. Ensures implementation of this procedure with fidelity. 4. Ensures annual review for necessary revisions. 	

Title: Transportation Operations Supervisor	
Address: 2651 Burnet Ave	
Phone: 513-363-0327	Cell phone: 513-485-5180
<i>Describe responsibilities:</i> <ol style="list-style-type: none"> 1. Ensure implementation of this procedure with fidelity. 2. Organizes annual review for necessary revisions. 	

Title: Transportation Specialist	
Address: 2651 Burnet Ave	
Phone: 513-363-7433	Cell phone: N/A
<i>Describe responsibilities:</i> <ol style="list-style-type: none"> 1. Reviews service changes for quality assurance. 2. Expedites communication regarding service impact with various stakeholders including authorized vendors. 3. Ensures implementation of this procedure with fidelity. 	

Title: Transportation Router	
Address: 2651 Burnet Ave	
Phone: 513-363-7433	Cell phone: N/A
<i>Describe responsibilities:</i> <ol style="list-style-type: none"> 1. Analysis information for potential impact to current and/or future transportation services. 2. Makes formal recommendations of changes to ensure the continuity of a high quality service(s) for families/students. 3. Ensures implementation of this procedure with fidelity. 	

3. Action Steps

Describe the action steps relevant to the implementation of the policy.

I. Process

1. Project Connect or Hamilton County Job and Family Services KISR staff sends notice to CPS Access Pupil Transportation Services for request of service using their program's standard form for cross-district services and KISR/ESSA students (see example) and an email for preschool students experiencing homelessness or KISR/ESSA students to transesr@cpsboe.k12.oh.us
2. Routers pull the Hamilton County Job and Family Services KISR or ESSA request forms from transesr@cpsboe.k12.oh.us
3. Routers receives Project Connect cross district forms via email from Director of Transportation or

designee

4. Router completes the UTS Transportation Request Form
<https://www.luminpdf.com/viewer/5e38a450c4fbd300111fb14e>
5. or ALC Transportation Request Form <https://www.luminpdf.com/viewer/5e38a4a7c4fbd300111fb157>
6. and sends to vendor requesting acknowledgement of the request, service to start within 24 to 48 hours of the receipt of request and a follow up email with start date
7. Vendor acknowledges receipt of request and sets up the service within 24 to 48 hours of receipt of the request
8. Vendor communicates the start date of service to the router
9. Router communicates to Project Connect or Hamilton County Job and Family Services KISR
10. Project Connect or Hamilton County Job and Family Services KISR communicates start date to parent/guardian
11. UTS Vendor will provide master list of specialized transportation services to transportation dept daily

4. Equity Considerations

Describe any equity considerations relevant to the implementation of this policy.

5. Related Documents / Forms

Document Title	Description	Last Reviewed
1.	UTS Transportation Request Form	
2.	ALC Transportation Request Form	
3.	Example of Cross District Transportation Form	
4.	Example of JFS/ESSA Form	

6. Additional Information

Describe any additional information relevant to the implementation of the policy.

Procedure Name Customer Experience - Call Management & Phone Communication	
Procedure No.	Eff. Date: 12/20/19
Implements Board Policy(ies)	Last Reviewed: 04/23/2020

1. Background

<p><i>Describe relevant background to the implementation of the policy.</i></p> <p>In order to provide excellent communication and customer service to families, schools and departments, the Transportation Department will implement the following procedures to ensure customers receive accurate and timely assistance. Customers will access district and vendor personnel through a universal point of contact in the Customer Care Center located in the CPS Education Center via a one touch phone linked directly to 363-RIDE. This network includes CPS, First Student, Queen City, Petermann, and UTS. All calls are tracked for data using The Avaya Call Management System (CMS). All calls are recorded for quality assurance through Sound Communications and are available for review for authorized district personnel. Each call is entered into the Remedy Force ticketing system for data tracking.</p>

2. Responsibilities

Title: Transportation Customer Experience Coordinator	
Address: 2651 Burnet Ave	
Phone: 513-363-0332	Cell phone:
<p><i>Describe responsibilities:</i></p> <ol style="list-style-type: none"> 1. Ensures implementation of this procedure with fidelity. 2. Organizes the annual review procedure for necessary revisions. 	

Title: Transportation Operations Supervisor	
Address: 2651 Burnet Ave	
Phone: 513-363-0327	Cell phone:
<p><i>Describe responsibilities:</i></p> <ol style="list-style-type: none"> 1. To ensure implementation of this procedure and reviewed annually for necessary revisions. 	

Title: Transportation Specialist	
Address: 2651 Burnet Ave	
Phone: 513-363-7433	Cell phone:
<i>Describe responsibilities:</i>	
1. To ensure implementation of this procedure and reviewed annually for necessary revisions.	

Title: Transportation Router	
Address: 2651 Burnet Ave	
Phone: 513-363-7433	Cell phone:
<i>Describe responsibilities:</i>	
1. To ensure implementation of this procedure and reviewed annually for necessary revisions.	

Title: Transportation Customer Experience Agent	
Address: 2651 Burnet Ave	
Phone: 513-363-7433	Cell phone:
<i>Describe responsibilities:</i>	
1. To ensure implementation of this procedure and reviewed annually for necessary revisions.	

Title: CPS Authorized Transportation Provider (Multiple)	
Address:	
Phone: 513-363-7433	Cell phone:
<i>Describe responsibilities:</i>	
1. To ensure implementation of this procedure and reviewed annually for necessary revisions.	

3. Action Steps

<p><i>Describe the action steps relevant to the implementation of the policy.</i></p> <p>I. Call Management System</p> <p>A. System Configuration</p> <p>1. <u>Hardware</u> The district supplies all hardware, software and auxiliary connection needed for the system including at each identified vendor location. CPS Voice and Telecommunications Administrator organizes the installations and/or removal of hardware at any location. At each of the identified agents workstations there will be one of the following handsets:</p> <p style="margin-left: 40px;">a) AVAYA 9600 Series IP Deskphone b) AVAYA 1600 Series IP Deskphone</p> <p>2. <u>Software</u> The system is operated through a comprehensive software application CMS</p>
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[Supervisor R17](#). The Director of Transportation or designee will determine all licensed users of the software and assign user rights according to the following criteria:

- a) "Administrator Rights"
 - (1) Will be reserved for authorized district personnel only with approval by the department director.
 - (2) Software administrators will have access to:
 - (a) Report Wizard-generates new, custom reports using charts/tables.
 - (b) Report Designer-ability to create new calculations and link fields together with math functions for reports created in Report Wizard.
 - (c) Report Manager-allows you to view report properties, copy reports, and access Report Designer to edit reports or create new reports.
 - (d)
- b) "Supervisor Rights"
 - (1) Will be assigned to essential management who directly supervises any identified assigned agents.
 - (2) Only one supervisory license will be issued to an authorized vendor unless prior approval is granted by the department director for additional license.
 - (3) Supervisors will be have access to:
 - (a) Jbjbj voice and telecommunication administrator

3. Incoming Call Flow Setup

In order to expeditiously manage calls CPS works directly with Cincinnati Bell Engineers in the initial design and any revisions to the current incoming call flow configurations outlined in the [CPS ACCESS Transportation Call Flow](#). The Customer Experience Coordinator will communicate any system errors and request any changes to the Voice and TeleCommunications Administrator including but not limited the following settings:

- a) System Greetings
 - (1) Standard Greeting
 - (2) Closure/Delays Greeting
 - (3) Peak Season/High Call Volume Greeting
- b) Call Path
- c) Voicemail Options
- d) Call Transfer
- e) Add/Delete
 - (1) Authorized Vendors
 - (2) System Agents
 - (3) Personal Lines

4. Troubleshoot

Any agent/user experiencing issues with specific handsets and/or supporting software should be reported directly to the Customer Experience Coordinator :

- a) to the Voice and Telecommunications Administrator at (513) 207-9400.

B. System Personnel

The Director of Transportation or designee will determine the team members (internal and external) that will be assigned to the Transportation Network Call Center (TNCC).

1. District Personnel (Internal)

During normal operating conditions the district will ensure the TNCC is staffed with “CMS Agents” and a “CMS Supervisor.” The following department classifications/positions will be identified as CMS Agents:

- a) Senior Support Specialists (3);
- b) Transportation Routers (6),
- c) Transportation Specialist (2).

There will be a total of eleven (11) internal agents available during a staggered daily schedule [CPS ACCESS CMS Agent Schedule](#).

- d) The Customer Experience Coordinator will serve as the primary supervisor managing the TCNN for the district.

During peak seasons department leadership may elect to attain supplementary staff support (internally and/or externally) in order to effectively handle the influx of calls to the department.

- Sub Support Specialists can be requested from Human Resources.
- Temporary staff can be contracted through an authorized vendor.

2. Vendor Personnel

The district requires all authorized transportation providers to staff the TCNN at minimum 30 minutes prior to the first route conveyance in the AM shift and at minimum 30 minutes post last student drop off in the PM. The number of agents is determined by the number of vehicles the provider is assigned. At least two persons for the first fifty (50) vehicles, and one (1) additional agent for every fifty (50) vehicles thereafter shall be assigned to the TCNN. If the vendor has over two hundred (200) vehicles no less than two (2) cms agents can be assigned during the non-peak hours of 10:00 am to 1:00 pm. TCNN personnel cannot be used as sub-drivers or sub- aides and can never go un-staffed during the 6:00 am to 6:00 pm period, each service day.

- i. [First Student CMS Agent Schedule](#)

- ii. [Peterman Inc CMS Agent Schedule](#)
- iii. [Queen City Transportation CMS Agent Schedule](#)
- iv. [Universal Transportation System CMS Agent Schedule](#)

3. Exempt Personnel

SORTA (METRO) and ALC Schools have a direct connection to their internal call centers that are remotely staffed to meet the potential needs of CPS stakeholders.

II. Hours of Availability

The Transportation Network Call Center (TNCC) will be appropriately staffed on regularly scheduled service days from 6:00 AM to 6:00 PM and/or until the District receives the “all clear” from the last vendor. The TNCC will be staffed with both department personnel and contracted staff from our CPS authorized vendors. District CMS Agents are required to be available and logged into the Avaya Call Management System (CMS) for a minimum of 6 hrs of their standard staggered 7.5 hrs daily shifts with the exception of scheduled lunch (.75 hrs) and two (2) breaks (.25 hrs/each).

Changes to the established schedules must be approved by the immediate supervisor of the requesting position.

All authorized providers must adhere to the following TNCC Schedule set forth and established by the Customer Experience Coordinator.

- 1. [Standard TNCC Schedule](#)
- 2. [TNCC SY-Start Up Schedule](#)

II. Phone Communication

- 1. Agents will answer each call using a standard phone script. (Ex. “Thank you for calling CPS Access, this is _____ how may I support you?”) [Phone Script](#)
- 2. Calls will be answered within fifteen (15) seconds or the first two (2) ring cycles.
- 3. Each issue reported to CPS Transportation staff will be tracked using the RemedyForce ticketing system.
 - a. The initial staff member receiving the issue will enter a new ticket into RemedyForce, see attached instructions. [Enter a Ticket](#)
 - b. A ticket will be entered for each call whether the issue is reporting for the first time or a follow-up.
 - c. If the initial person resolves the issue, the ticket is marked as Resolved, see attached instructions. [Resolve a Ticket](#)
 - d. If the initial person does not resolve the issue, the ticket will be assigned to the Router that is assigned to the school in question, see attached router [EAST](#) and [WEST](#) school assignments.
 - e. Router will then mark the ticket resolved or assign it to a specialist if needed. [Assign a Ticket](#)
 - f. Specialists will then mark ticket resolved or assign to other staff.

4. The following are most common issues reported to the Transportation Call Center and the standard procedure for each.
 - a. Late Bus
 1. Collect the route number, student name, and school.
 2. Log into OnScreen, at the following link <https://elink.cps-k12.org/onscreen/Login.aspx?ReturnUrl=%2fonscreen> go to Information Lookup Page (NEED INSTRUCTIONS HERE), select the correct route number.
 3. Compare the Planned Time to the Actual Proximity Time to determine if route is off schedule. Use the map in lower right to determine real time vehicle location.
 4. If no information is available in OnScreen, contact the vendor and once an agent answers, connect the parent to the vendor agent.
 - b. Needs Route Info
 1. Log into Versatrans
 2. Click on Students in Options list, click on Students in popup box
 3. In General Information, enter the student's last name, click Refresh
 4. Double click on the correct student name from the list
 5. Check the Transportation Data at bottom and provide route/dropoff/pickup information to caller
 6. If no route information is shown, verify student is eligible for services by looking in the Home to School Distance box and Program box
 7. If student is eligible but has not been routed, assign the ticket to the Router assigned to this school
 - c. Driver complaint
 1. Create a ticket and include the school, route number, driver name (if available), student name, parent contact info.
 2. Assign the ticket to the appropriate specialist.
 - d. Bullying complaint
 1. Create a ticket and include the school, route number, driver name (if available), student name, parent contact info.
 2. Assign the ticket to the appropriate specialist or Operations Supervisor. (NEED TO CLARIFY THIS GOES TO A SPECIALIST AND NOT A ROUTER FIRST)
 - e. Left item on bus
 1. Collect the route number, student name, and school.
 2. Contact the vendor to determine if the item can be located.
 - f. Change stop
 1. Log into Versatrans
 2. Check if the requested stop is a Board approved stop (NEED INSTRUCTIONS HERE)
 3. If yes, THEN WHAT?
 4. If no, is the request due to a safety concern? If yes, assign to Operation Supervisor for a safety review. If not a safety concern, the request cannot be approved.

g. Deviated stop

1. Log into Versatrans
2. Click on Students in Options list, click on Students in popup box
3. In General Information, enter the student's lastname, click Refresh
4. Double click on the correct student name from the list
5. Click on InfoFields tab, click onField Name, check the rows that start with "Dev" to determine if the Deviated Stop form has been processed
6. If no Deviated Stop has been processed, ????? HOW TO CHECK THE STACK OF SUBMITTED FORMS. Can we tell parents a time frame to expect?

h. Service disruptions

1. Log into Versatrans
2. Click on Students in Options list, click on Students in popup box
3. In General Information, enter the student's lastname, click Refresh
4. Double click on the correct student name from the list
5. Check the Transportation Data at bottom and if info is found, provide to caller
6. If student is eligible but has not been routed, assign the ticket to the Router assigned to this school

i. Student bus consequences

1. Create a ticket and include the school, route number, student name, parent contact info.
2. Assign the ticket to the appropriate specialist or Operations Supervisor.

j. Students experiencing homelessness (Project Connect, McKinney Vento)

1. Create a ticket and include the school, student name, caller contact info.
2. Assign the ticket to the appropriate router.

k. Special Needs

1. Create a ticket and include the school, student name, caller contact info.
2. Assign the ticket to the appropriate router.

l. Students in Foster Care (JFS)

1. Create a ticket and include the school, student name, caller contact info.
2. Assign the ticket to the appropriate router.

5. Bus vendor call centers can never go un-staffed during the 6 am to 6 pm period each service day. Call center personnel cannot be used as sub drivers or sub aides. Bus vendor call center staff are required to log-in to Avaya 6.5 hours of their work day unless directed by the CPS Director, CPS Operations Supervisor, and/or on lunch and breaks.
6. Bus vendors must have staff available on the emergency split skill every day service is provided between the hours of 4:30pm and 7:00 pm. This split skill shall be staffed after 7:00 PM until all students are transported to their designated stop location. Each afternoon, bus vendors must notify CPS Specialists when all students are transported. CPS Specialists must be available on the emergency split skill until all vendor notifications are received.

7. Transportation staff will make every effort to acknowledge or provide an initial response to all inquiries within 48 hours, however in more complicated issues, resolution may take longer.
8. Resolution of customer issues will be monitored by the Operations Supervisor and Customer Experience Coordinator.
 - a. Customer Experience Coordinator will run System Daily reports from the call management system to ensure that all split skills are within the target for Percent Calls Answered (95%) and Average Speed Answered (15 seconds).
 - b. If targets are not reached, Customer Experience Coordinator will notify the vendor (if vendor split skill), the Operations Supervisor (if CPS split skill), or Call Center staff. The plan of correction must then be provided to the Customer Experience Coordinator within 24 hours.
 - c. Customer Experience Coordinator will monitor that issues reported through the call center are logged into the RemedyForce ticket system and resolved by the appropriate staff in a timely manner. Transportation staff will make every effort to acknowledge or provide an initial response to all inquiries within 48 hours, however in more complicated issues, resolution may take longer.
 - d. Operations Supervisor will monitor the issues reported via email (transeast@cps-k12.org and transwest@cps-k12.org) to ensure they are logged into the RemedyForce ticket system and resolved by the assigned router/specialist in a timely manner.
9. Instructions for vendors and staff logging into call management system:
 - a. Log into the Avaya Phone System.
 - b. Press the log-in button on the right side panel of your phone.
 - c. Enter your login ID number (this number is assigned to you by Jerry Roberts, Voice and Telecommunications Admin)
 - d. If log-in is successful, the agent (you) automatically enters Auxiliary work mode.
 - e. The Auxiliary Work button lamp lights steadily, and the agent hears the confirmation tone. Hang up.
 - f. Press the Auto-in button. The Auto-in button lamp will light steadily.
 - g. The Auto-Work button lamp goes off. The Agent is now available to take ACD calls.

4. Equity Considerations

Describe any equity considerations relevant to the implementation of this policy.

5. Related Documents / Forms

Document Title	Description	Last Reviewed
1. Avaya Log In Procedures	<u>Avaya Log In Procedures</u>	2/21/20
2. Transportation Customer Help Process Map	<u>Transportation Customer Experience Process Map</u>	2/21/20
3. Remedy Force ticket system - Enter a Ticket	<u>Transportation Remedy Force instructions to ENTER a ticket</u>	2/21/20
4. Remedy Force ticket system - Assign a Ticket	<u>Transportation Remedy Force instructions to ASSIGN a ticket</u>	2/21/20
5. Remedy Force ticket system - Resolve a Ticket	<u>Transportation Remedy Force instructions to RESOLVE a ticket</u>	2/21/20
6. Router school assignment list - EAST	<u>EAST Router School Assignment List</u>	4/02/20
7. Router school assignment list - WEST	<u>WEST Router School Assignment List</u>	4/02/20
8. CPS ACCESS Transportation Call Flow	<u>CPS ACCESS Transportation Call Flow</u>	4/23/20

6. Additional Information

Describe any additional information relevant to the implementation of the policy.

Procedure Name Customer Experience - Remedy Force	
Procedure No.	Eff. Date: 04/17
Implements Board Policy(ies)	Last Reviewed: 5/1/2020

1. Background

<p><i>Describe relevant background to the implementation of the policy.</i></p> <p>In order to provide excellent communication and customer service to families, schools and departments, the Transportation Department will implement the following procedures to ensure customers receive accurate and timely assistance. Remedyforce is a management tool designed to provide digital services through a ticketing system used to track data which speeds up performance and improves customer satisfaction. All calls are tracked for data using The Avaya Call Management System (CMS). All calls are recorded for quality assurance through Sound Communications and are available for review for authorized district personnel. Each call is entered into the RemedyForce ticketing system for data tracking.</p>
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2. Responsibilities

Title: Transportation Customer Experience Coordinator	
Address: 2651 Burnet Ave	
Phone: 513-363-0332	Cell phone:
<p><i>Describe responsibilities:</i></p> <ol style="list-style-type: none"> 1. Ensures implementation of this procedure with fidelity. 2. Organizes the annual review procedure for necessary revisions. 	

Title: Transportation Operations Supervisor	
Address: 2651 Burnet Ave	
Phone: 513-363-0327	Cell phone:
<p><i>Describe responsibilities:</i></p> <ol style="list-style-type: none"> 1. To ensure implementation of this procedure and reviewed annually for necessary revisions. 	

Title: Transportation Specialist	
Address: 2651 Burnet Ave	
Phone: 513-363-7433	Cell phone:
<i>Describe responsibilities:</i>	
1. To ensure implementation of this procedure and reviewed annually for necessary revisions.	

Title: Transportation Router	
Address: 2651 Burnet Ave	
Phone: 513-363-7433	Cell phone:
<i>Describe responsibilities:</i>	
1. To ensure implementation of this procedure and reviewed annually for necessary revisions.	

Title: Transportation Customer Experience Agent	
Address: 2651 Burnet Ave	
Phone: 513-363-7433	Cell phone:
<i>Describe responsibilities:</i>	
1. To ensure implementation of this procedure and reviewed annually for necessary revisions.	

3. Action Steps

<p><i>Describe the action steps relevant to the implementation of the policy.</i></p> <p>I. Remedy Force</p> <p>A. Enter a Ticket</p> <ol style="list-style-type: none"> 1. Log into https://cps-k12.my.salesforce.com/ 2. Click on RemedyForce Self Service Tab 3. Click on submit a ticket. 4. Click on transportation related. 5. Click on transportation related call 6. Fill in all required fields and submit. <p>B. Assign a Ticket</p> <ol style="list-style-type: none"> 1. Log into https://cps-k12.my.salesforce.com/ 2. Click on RemedyForce Console Tab. 3. View the Incidents console.

4. Filter to the Transportation-Use This One View.
5. Click on ticket Number.
6. Search for the Staff to assign.
7. Change the Status to Assigned.
8. Save

C. Resolve a Ticket

1. Log into <https://cps-k12.my.salesforce.com/>
2. Click on RemedyForce Console Tab.
3. View the Incidents console.
4. Filter to the Transportation-Use This One View.
5. Click on ticket Number.
6. Enter the Resolution.
7. Change the Status to Resolved.
8. Save.

4. Equity Considerations

Describe any equity considerations relevant to the implementation of this policy.

5. Related Documents / Forms

Document Title	Description	Last Reviewed
1. Enter a Ticket	<u>Transportation Remedy Force instructions to ENTER a ticket</u>	5/4/2020
2. Assign a Ticket	<u>Transportation Remedy Force instructions to ASSIGN a ticket</u>	5/4/2020
3. Resolve a Ticket	<u>Transportation Remedy Force instructions to RESOLVE a ticket</u>	5/4/2020

6. Additional Information

Describe any additional information relevant to the implementation of the policy.

Procedure Name Service Options for Non-Public and Charter Students	
Procedure No.	Eff. Date: 2/14/20
Implements Board Policy(ies) 8600.02 "Transportation of Students" 8600.01 "Supervision of Transported Students"	Last Reviewed: 4/13/20

1. Background

Describe relevant background to the implementation of the policy.

CPS is the district of residence responsible for providing transportation services for eligible students in pursuit O.R.C. 3327.01 and 3327.02. In order to ensure the safety of our students and efficiency of district transportation resources, the Transportation Department will implement the following procedures for determining service eligibility and method of transportation service for eligible students attending chartered nonpublic and community schools .

Students enrolled in nonpublic or community schools may be entitled to pupil transportation services from their public school district of residence. Parents/guardians should submit a request for transportation services during the enrollment process to their school office, which will then submit the request to CPS Pupil Transportation Department through the online enrollment system.

2. Responsibilities

Title: Director of Pupil Transportation Services

Address: 2651 Burnet Ave

Phone: 513-363-0343

Cell phone: 513-680-4869

Describe responsibilities:

1. Ensures the safest, least restrictive mode of transportation is consistently provided for students as determined by the District.
2. Advises District leadership on service implication that can potentially impact the educational experience of students.
3. Ensures implementation of this procedure with fidelity.
4. Ensures annual review for necessary revisions.

Title: Transportation Operations Supervisor

Address: 2651 Burnet Ave

Phone: 513-363-0327

Cell phone: 513-485-5180

Describe responsibilities:

1. Ensures implementation of this procedure with fidelity.
2. Organizes annual review for necessary revisions.

Title: Customer Experience Coordinator	
Address: 2651 Burnet Ave	
Phone: 513-363-0332	Cell phone:
<i>Describe responsibilities:</i>	
<ol style="list-style-type: none"> 1. Develops and standardizes communication across multiple media formats to ensure effective communication to stakeholders regarding any service disruption. 2. Ensures communication procedures are executed in delivering the information pertaining to the closures. 3. Ensures implementation of this procedure with fidelity. 	

Title: Transportation Specialist	
Address: 2651 Burnet Ave	
Phone: 513-363-7433	Cell phone: N/A
<i>Describe responsibilities:</i>	
<ol style="list-style-type: none"> 1. Reviews service changes for quality assurance. 2. Expedites communication regarding service impact with various stakeholders including authorized vendors. 3. Ensures implementation of this procedure with fidelity. 	

Title: Transportation Router	
Address: 2651 Burnet Ave	
Phone: 513-363-7433	Cell phone: N/A
<i>Describe responsibilities:</i>	
<ol style="list-style-type: none"> 1. Analyzes information for potential impact to current and/or future transportation services. 2. Makes formal recommendations of changes to ensure the continuity of a high quality service(s) for families/students. 3. Ensures implementation of this procedure with fidelity. 	

3. Action Steps

<i>Describe the action steps relevant to the implementation of the policy.</i>
<p>I. <u>Authorized Methods of Transportation Service</u> Cincinnati Public Schools will follow the Ohio Department of Education guidelines in determining the most appropriate service option for students attending chartered nonpublic or community schools. CPS Transportation does not own or operate any vehicles used for pupil transportation. Therefore the district will utilize the three (3) remaining authorized modes of service in pursuit of ORC, including contracted transportation services, public transit, and shared services. The determination of the mode of service is the sole discretion of CPS as the district of residence. Parents do not have the choice of type of service offered. If transportation is offered but not used, the school district has no further obligation. CPS Director of Pupil Transportation and/or designee will ensure the safest, least restrictive mode of service available for the eligible student requesting service is provided within a reasonable time frame.</p>

A. ORC 3301-83-19 Authorized Vehicles for Transportation of Pupils To and From School and School Related Events

1. CPS Director of Transportation or designee will establish the requirements for all vehicles used to transport pupils on the behalf of the district.
 - a) All requirements will be clearly defined within the terms and conditions of any current and/or future authorized transportation provider contract.
2. CPS Transportation Operations Supervisor or designee will ensure all authorized vendors remain in full compliance of federal, state, local, and board policies pertaining to the type of vehicles used to transport pupils.
3. CPS Transportation Specialists will conduct scheduled and random audits of authorized contracted providers to ensure vehicle compliance.
4. CPS Transportation Routers will only assign routes to vehicles and/or service providers that meet the following requirements.

B. ORC 3327.01 Transportation of Pupils

1. CPS Director of Transportation or designee will ensure all department personnel are trained to proficiency on the following regulations and implement within the district with fidelity.
2. CPS Transportation Operations Supervisor or designee will establish operational guidelines for determining the mode of service for eligible students.
3. CPS Transportation Customer Experience Coordinator will establish intake and processing guidelines for transportation service requests.

II. Impracticality of Transportation Services

Because of the logistics involved, it is frequently more difficult and expensive for a public school district to arrange for transportation for a nonpublic or community school student. In some cases, the CPS may find that it is not practical to provide that transportation.

A. ORC 3327.02 Resolution of Declaring Impracticality of Transportation

1. CPS Customer Experience Agent or designee will process the transportation request for eligibility based on the following criteria:
 - a) The student must reside within the CPS District Boundaries unless:
 - (1) the student is identified as experiencing homelessness;
 - (2) or the student is placed in Foster/JFS KISR/ESSA.
 - b) Elementary students (K-8th Grades) whose place of residence is one(1) mile or more from the CPS school of residence;
 - c) High School Students (9th-12th Grade) whose place of residence is one and one quarter (1¼) miles or more from the CPS school of residence;
2. CPS Transportation Router or designee will access each eligible student request for impracticality based on one or more of the following factors:
 - a) The time and distance required to provide the transportation;
 - b) The number of pupils to be transported;
 - c) The cost of providing transportation in terms of equipment, maintenance, personnel, and administration;
 - d) Whether similar or equivalent service is provided to other pupils eligible for transportation;
 - e) Whether and to what extent the additional service unavoidably disrupts current transportation schedules;
 - f) Whether other reimbursable types of transportation are available.
3. CPS Transportation Specialist will review Transportation Router's assessment for accuracy

and authorize for the student record within VersaTrans to be updated accordingly following the [Transportation Reimbursement Procedure](#).

4. CPS Operations Supervisor will create and submit a formal report monthly to the Director of Transportation containing the following information:
 - a) Students Name
 - b) Students Address
 - c) School of Residence/address
 - d) School of Attendance/address
 - e) Justification for Impracticality including supporting evidence
5. CPS Director of Transportation will review the Operations Supervisor's report for approval authorizing the recommendation for determining impracticality for the identified students.
 - a) The Director of Transportation will enable the following steps in requesting to provide payment- in-lieu of transportation to the parent/guardian of the student:
 - (1) The Operations Supervisor will draft a resolution of impracticality for CPS Board approval.
 - (2) Upon CPS Board approval The Customer Experience Coordinator will ensure the identified parent/guardian is provided a formal notification in the form of a contract that will include the following information:
 - (a) Board resolution of impracticality;
 - (b) Offer of payment in lieu of transportation service;
 - (c) Information regarding the rights of the parent/guardian should they reject the determination.
 - (3) The parent/guardian must acknowledge and return the contract to CPS indicating acceptance or rejection.
 - (4) For the parent who accepts, the Operations Supervisor will ensure the verification of attendance for the school identified prior to the issuance of payment at the end of the school year.

B. Dispute of Impracticality of Transportation Service

Parents who decide to reject the determination of impractical transportation may request mediation. That request must be submitted in writing to the Superintendent of CPS and/or his/her designee and to the area coordinator's office of the Ohio Department of Education. Upon receipt of that request, the ODE Area Coordinator will schedule a fact-finding hearing, wherein the school district and the parent(s) will be allowed to present their reasons.

1. The Director of Transportation or appointed designee will represent the district at such a hearing.

4. Equity Considerations

Describe any equity considerations relevant to the implementation of this policy.

5. Related Documents / Forms

Document Title	Description	Last Reviewed
1.	<u>Ohio Department of Education Transportation Services for Nonpublic and Community School Students</u>	
2.	<u>Transportation Request Form</u>	
3.	<u>ORC 3327.01</u> Transportation of pupils	
4.	<u>ORC 3327.02</u> Resolution declaring impracticality of transportation - offer of payment in lieu of transportation	
5.	<u>ORC 3301.83.19</u> Authorized vehicles for transportation of pupils to and from school and school-related events	
6.	<u>Transportation Reimbursement</u>	

6. Additional Information

Describe any additional information relevant to the implementation of the policy.

Procedure Name
Student Conduct on Yellow Bus

Procedure No.

Eff. Date: 4/28/20

Implements Board Policy(ies)

5500 "Student Conduct"
 5610.04 "Suspension of Bus Ridings/Transportation Privileges"
 8600.01 "Supervision of Transported Students"

Last Reviewed: 4/28/20

1. Background

Describe relevant background to the implementation of the policy.

The Department of Pupil Transportation Services primary responsibility is to ensure the health and safety of all students, employees, and community partners while utilizing transportation services for school/home, and extracurricular events. Currently CPS has four (4) authorized vendors (First Student Transportation, Petermann Transportation, Queen City Transportation, and Universal Transportation Services) that execute services on the behalf of the District on yellow bus.

CPS Access Pupil Transportation Service utilizes the Geico Microsolutions T.O.M Student Conduct Software as the department's primary bus discipline software. The access and use of the software is limited to our yellow bus vendors and administration or designee at the CPS, NonPublic and Charter schools CPS offers transportation service to.

In order to ensure the safety of our students, the CPS Access Pupil Transportation Service will implement the following procedures for student discipline on yellow buses.

2. Responsibilities

Title: Director of Pupil Transportation Services

Address: 2651 Burnet Ave

Phone: 513-363-0343

Cell phone: 513-680-4869

Describe responsibilities:

1. Determines Group/User eligibility requirements for each position within the CPS Transportation Network (internal/external).
2. Ensures implementation of this procedure with fidelity.
3. Ensures annual review for necessary revisions.

Title: Transportation Operations Supervisor

Address: 2651 Burnet Ave

Phone: 513-363-0327	Cell phone: 513-485-5180
<i>Describe responsibilities:</i> <ol style="list-style-type: none"> 1. Organizes required training to receive user/group permissions. 2. Ensures the appropriate use of the application by assigned groups/users. 3. Ensure implementation of this procedure with fidelity. 4. Organizes annual review for necessary revisions. 	

Title: Applications Support Administrator	
Address: 2651 Burnet Ave	
Phone: 513-363-0322	Cell phone:N/A
<i>Describe responsibilities:</i> <ol style="list-style-type: none"> 1. Provides support with Transportation applications. 2. Research questions and issues with the applications. 3. Decides if IT or the application vendor will be needed for more information. 	

Title: Authorize Contracted Vendor	
Address: 2651 Burnet Ave	
Phone: 513-363-7433	Cell phone:
<i>Describe responsibilities:</i> <ol style="list-style-type: none"> 1. Ensures the safest, least restrictive mode of transportation is consistently provided for students as determined by the District. 2. Advise the administrators or designee at the schools of the student(s) discipline using the T.O.M Student Conduct System. 3. Ensures implementation of this procedure with fidelity. 4. Ensures annual review for necessary revisions. 	

Title: Administration or Designee at Schools	
Address: 2651 Burnet Ave	
Phone: 513-363-0000	Cell phone:
<i>Describe responsibilities:</i> <ol style="list-style-type: none"> 1. Follow the district's Student Conduct Policy. 2. Advise bus vendor's leadership on the assigned discipline issued to student(s) using the T.O.M Student Conduct System 3. Advise parents on assigned discipline issued to student(s). 4. Ensures implementation of this procedure with fidelity. 	

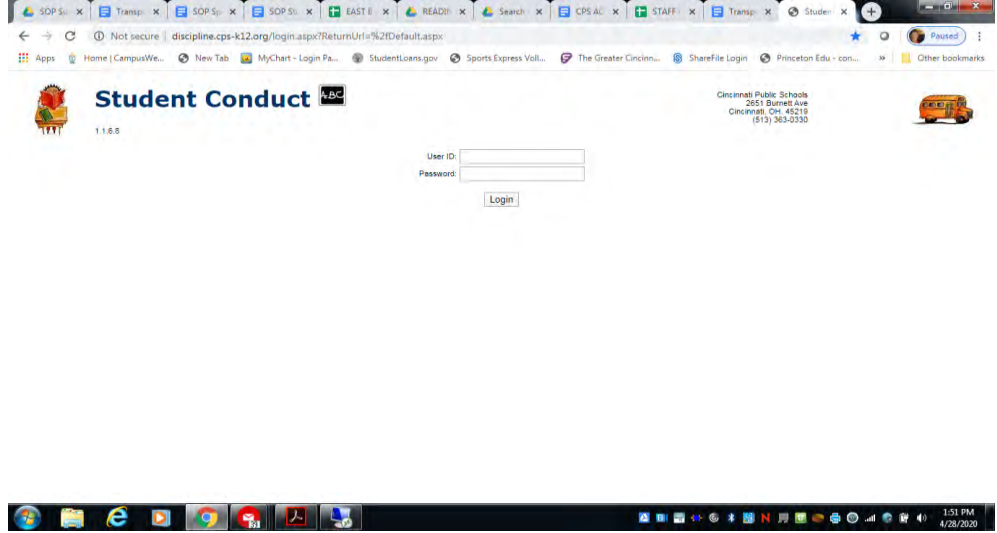
3. Action Steps

Describe the action steps relevant to the implementation of the policy.

I. Log In

All users must complete a Transportation Software User Account Request form to be issued an user id and password by the Application Support Administrator.

Search engine: <http://discipline.cps-k12.org>



See the Student Conduct on the Yellow Bus process map for the process steps.

4. Equity Considerations

Describe any equity considerations relevant to the implementation of this policy.

5. Related Documents / Forms

Document Title	Description	Last Reviewed
1.	Transportation Software User Account Request	
2.	Student Conduct on Yellow Bus Process Map	
3.	Manual for Transportation Student Conduct Tracking Software	

6. Additional Information

Describe any additional information relevant to the implementation of the policy

Procedure Name Students Not Received at Departure	
Procedure No.	Eff. Date: 05/01/20
Implements Board Policy(ies) 8600.01 "Supervision of Transported Students"	Last Reviewed: 05/01/20

1. Background

Describe relevant background to the implementation of the policy.

The Department of Pupil Transportation Services primary responsibility is to ensure the health and safety of all students, employees, and community partners while utilizing transportation services for school/home, and extracurricular events. Currently CPS has four (4) authorized vendors (First Student Transportation, Petermann Transportation, Queen City Transportation, and Universal Transportation Services) that execute services on the behalf of the District on yellow bus.

CPS Access Pupil Transportation Service requires the authorized contracted vendors to have current rosters and seating charts for every bus route to be able to identify the students on the bus. The Ohio Pupil Transportation Operation and Safety Rules code 3301.83.11 School bus inspections, the bus driver is required to perform a post trip check. At the conclusion of each route or trip, the driver shall ensure all passengers have left the bus visually inspecting each seat position.

CPS Access Pupil Transportation Service will implement the following procedures for students who are kept in vehicles due to parents or designee not being at dropoff locations to receive kindergartner(s) and students with disabilities.

2. Responsibilities

Title: Director of Pupil Transportation Services

Address: 2651 Burnet Ave

Phone: 513-363-0343

Cell phone: 513-680-4869

Describe responsibilities:

1. Ensures the safest, least restrictive mode of transportation is consistently provided for students as determined by the District.
2. Advises District leadership on service implication that can potentially impact the educational experience of students.
3. Authorize the contracted vendor(s) to deliver student(s) to 241-KIDS.
4. Ensures implementation of this procedure with fidelity.
5. Ensures annual review for necessary revisions.

Title: Transportation Operations Supervisor	
Address: 2651 Burnet Ave	
Phone: 513-363-0327	Cell phone: 513-485-5180
<i>Describe responsibilities:</i> <ol style="list-style-type: none"> 1. Authorize the contracted vendor(s) to deliver student(s) to 241-KIDS. 2. Ensure implementation of this procedure with fidelity. 3. Organizes annual review for necessary revisions. 	

Title: Transportation Specialist	
Address: 2651 Burnet Ave	
Phone: 513-363-7433	Cell phone: N/A
<i>Describe responsibilities:</i> <ol style="list-style-type: none"> 1. Authorize the contracted vendor(s) to deliver student(s) to 241-KIDS. 2. Ensures implementation of this procedure with fidelity. 	

Title: Transportation Router	
Address: 2651 Burnet Ave	
Phone: 513-363-7433	Cell phone: N/A
<i>Describe responsibilities:</i> <ol style="list-style-type: none"> 1. Authorize the contracted vendor(s) to deliver student(s) to 241-KIDS. 2. Ensures implementation of this procedure with fidelity. 	

Title: Authorize Contracted Vendor	
Address: 2651 Burnet Ave	
Phone: 513-363-7433	Cell phone:
<i>Describe responsibilities:</i> <ol style="list-style-type: none"> 1. Ensures the safest, least restrictive mode of transportation is consistently provided for students as determined by the District. 2. Advice CPS Access Pupil Transportation staff of the identified student(s) left on a bus route. 3. Ensures implementation of this procedure with fidelity. 4. Ensures annual review for necessary revisions. 	

3. Action Steps

Describe the action steps relevant to the implementation of the policy.

Process Steps:

I. Driver

- A. Identifies student(s) not received
- B. Contacts dispatch

II. Dispatch

- A. Calls the emergency contacts from Versatrans Database
 1. If emergency contact is reached, make arrangements to drop off student
 2. If emergency contact is not reached, contact CPS Access Pupil Transportation staff

III. CPS Access Pupil Transportation Staff

- A. Checks Powerschool for additional emergency contact information
 1. If there is additional emergency contact and the contact is reached, make arrangements to drop off student
 2. Contact dispatch to report the arrangement
 3. If there is no additional emergency contact information advice dispatch to contact 241-KIDS to deliver the student to their facility.

See the Student Not Received process map for the process steps.

4. Equity Considerations

Describe any equity considerations relevant to the implementation of this policy.

5. Related Documents / Forms

Document Title	Description	Last Reviewed
1.	Student Not Received Process	
2.	3301-83-11 School Bus Inspection	

6. Additional Information

Describe any additional information relevant to the implementation of the policy.

Procedure Name Transportation Reimbursement	
Procedure No.	Eff. Date: 4/17/20
Implements Board Policy(ies) 8600.02 "Transportation of Students"	Last Reviewed:

1. Background

Describe relevant background to the implementation of the policy.

CPS is the district of residence responsible for providing transportation services for eligible students in pursuit O.R.C. 3327.01 and 3327.02. Ohio Law allows for public schools to determine impracticality of transportation after consideration of a number of factors.

- The time and distance required to provide the transportation
- The number of pupils to be transported
- The cost of providing transportation in terms of equipment, maintenance, personnel, and administration
- Whether similar or equivalent service is provided to other pupils eligible for transportation
- Whether and to what extent the additional service unavoidably disrupts current transportation schedules
- Whether other reimbursable types of transportation are available

Upon that determination, the local public school is then permitted to provide payment- in-lieu of transportation. To enable that action, school boards and parents must complete several steps as follows:

- The public school board will pass a resolution of impracticality
- The public school board will then provide the parent with notification of that resolution, and ask for the parent to accept or reject the determination. At the same time, the board is to provide the parent with information regarding their rights should they reject the determination.
- The parent must acknowledge and return a waiver/contract to the public school indicating their acceptance or rejection.
- For the parent who accepts, the school board will verify attendance for the school identified, and make payment to the parent at the end of the school year.

Parents who decide to reject the determination of impractical transportation may request mediation. That request must be submitted in writing to the superintendent of their public school and to the area coordinator's office of the Ohio Department of Education. Upon receipt of that request, the ODE area coordinator will schedule a fact-finding hearing, wherein the school district and the parent(s) will be allowed to present their reasons. "

2. Responsibilities

Title: Director of Pupil Transportation Services	
Address: 2651 Burnet Ave	
Phone: 513-363-0343	Cell phone: 513-680-4869
<p><i>Describe responsibilities:</i></p> <ol style="list-style-type: none"> 1. Ensures the safest, least restrictive mode of transportation is consistently provided for students as determined by the District. 2. Advises District leadership on service implication that can potentially impact the educational experience of students. 3. Ensures implementation of this procedure with fidelity. 4. Ensures annual review for necessary revisions. 	

Title: Transportation Operations Supervisor	
Address: 2651 Burnet Ave	
Phone: 513-363-0327	Cell phone: 513-485-5180
<p><i>Describe responsibilities:</i></p> <ol style="list-style-type: none"> 1. Ensure implementation of this procedure with fidelity. 2. Organizes annual review for necessary revisions. 	

Title: Transportation Specialist	
Address: 2651 Burnet Ave	
Phone: 513-363-7433	Cell phone: N/A
<p><i>Describe responsibilities:</i></p> <ol style="list-style-type: none"> 1. Reviews service changes for quality assurance. 2. Expedites communication regarding service impact with various stakeholders including authorized vendors. 3. Ensures implementation of this procedure with fidelity. 	

Title: Transportation Router	
Address: 2651 Burnet Ave	
Phone: 513-363-7433	Cell phone: N/A
<p><i>Describe responsibilities:</i></p> <ol style="list-style-type: none"> 1. Analysis information for potential impact to current and/or future transportation services. 2. Makes formal recommendations of changes to ensure the continuity of a high quality service(s) for families/students. 3. Ensures implementation of this procedure with fidelity. 	

3. Action Steps

Describe the action steps relevant to the implementation of the policy.

Based on its consideration of the factors, the board or governing authority may pass a resolution declaring the impracticality of transportation. The resolution shall include each pupil's name and the reason for impracticality. **See examples: #5 Related Documents / Forms**

I. **Impracticality of Transportation Services**

Because of the logistics involved, it is frequently more difficult and expensive for a public school district to arrange for transportation for a nonpublic or community school student. In some cases, CPS may find that it is not practical to provide that transportation.

A. **ORC 3327.02 Resolution of Declaring Impracticality of Transportation**

1. CPS Customer Experience Agent or designee will process the transportation request for eligibility based on the following criteria:
 - a) The student must reside within the CPS District Boundaries unless:
 - (1) the student is identified as experiencing homelessness;
 - (2) or the student is placed in Foster/JFS KISR/ESSA.
 - b) Elementary students (K-8th Grades) whose place of residence is one(1) mile or more from the CPS school of residence;
 - c) High School Students (9th-12th Grade) whose place of residence is one and one quarter (1¼) miles or more from the CPS school of residence;
2. CPS Transportation Router or designee will access each eligible student request for impracticality based on one or more of the following factors:
 - a) The time and distance required to provide the transportation;
 - b) The number of pupils to be transported;
 - c) The cost of providing transportation in terms of equipment, maintenance, personnel, and administration;
 - d) Whether similar or equivalent service is provided to other pupils eligible for transportation;
 - e) Whether and to what extent the additional service unavoidably disrupts current transportation schedules;
 - f) Whether other reimbursable types of transportation are available.
3. CPS Transportation Specialist will review Transportation Router's assessment for accuracy and authorize for the student record within VersaTrans to be updated accordingly following the Transportation Reimbursement Procedure.
4. CPS Operations Supervisor will create and submit a formal report monthly to the Director of Transportation containing the following information:
 - a) Students Name
 - b) Students Address
 - c) School of Residence/address
 - d) School of Attendance/address
 - e) Justification for Impracticality including supporting evidence

5. CPS Director of Transportation will review the Operations Supervisor’s report for approval authorizing the recommendation for determining impracticality for the identified students.
 - a) The Director of Transportation will enable the following steps in requesting to provide payment- in-lieu of transportation to the parent/guardian of the student:
 - (1) The Operations Supervisor will draft a resolution of impracticality for CPS Board approval.
 - (2) Upon CPS Board approval The Customer Experience Coordinator will ensure the identified parent/guardian is provided a formal notification in the form of a contract that will include the following information:
 - (a) Board resolution of impracticality;
 - (b) Offer of payment in lieu of transportation service;
 - (c) Information regarding the rights of the parent/guardian should they reject the determination.
 - (3) The parent/guardian must acknowledge and return the contract to CPS indicating acceptance or rejection.
 - (4) For the parent who accepts, the Operations Supervisor will ensure the verification of attendance for the school identified prior to the issuance of payment at the end of the school year.
 - (5) For the parent who accepts and have not received their payment by July 1st should contact CPS Access Pupil Transportation Services (513) 363-7433

4. Equity Considerations

Describe any equity considerations relevant to the implementation of this policy.

5. Related Documents / Forms

Document Title	Description	Last Reviewed
1.	<u>Process for Flagging Students</u>	
2.	<u>Process for Board Resolution</u>	
3.	<u>Board Impracticality Resolution Example</u>	
4.	<u>Amended Board Impracticality Resolution Example</u>	
5.	<u>Example of List of Students for Board Impracticality Resolution</u>	

6.	<u>Example of Parent Reimbursement Form</u>	
7.	<u>Example of Parent Reimbursement Notification Card</u>	
8.	<u>3327.02 Resolution declaring impracticality of transportation</u>	

6. Additional Information

Describe any additional information relevant to the implementation of the policy.

Procedure Name Versatrans R&P Students & Student Files	
Procedure No.	Eff. Date: 04/17/2020
Implements Board Policy(ies) 7540.00 "Computer Technology and Networks" 7540.01 "Employee Technology Privacy" 7540.06 "Virtual Private Network (VPN) Account Request Form/Policy"	Last Reviewed:

1. Background

Describe relevant background to the implementation of the policy.

Cincinnati Public Schools Pupil Transportation Services utilizes VersaTrans Routing & Planning as the department's primary software application. The application is the District's centralized database for routine transportation services provided for eligible students within the District. The access and use of the following application is limited to authorized trained personnel as determined by the District.

The Student file consists of student records that contain student information (i.e. addresses, photos, user defined field values, transportation requests etc.). A user may create multiple Student files, but it is strongly suggested that only one Student file is created for routing purposes. Maintaining a single file makes most operations easier because Routing & Planning bases routing data on the Student file.

The following steps show authorized software administrators how to add student files to the database for routing purposes.

2. Responsibilities

Title: Director of Pupil Transportation Services	
Address: 2651 Burnet Ave	
Phone: 513-363-0343	Cell phone: 513-680-4869
<i>Describe responsibilities:</i>	
<ol style="list-style-type: none"> 1. Determines Group/User eligibility requirements for each position within the CPS Transportation Network (internal/external). 2. Advises District leadership on service implication that can potentially impact the educational 	

experience of students.

3. Ensures implementation of this procedure with fidelity.
4. Ensures annual review for necessary revisions.

Title: Transportation Operations Supervisor

Address: 2651 Burnet Ave

Phone: 513-363-0327

Cell phone: 513-485-5180

Describe responsibilities:

1. Organizes required training to receive user/group permissions.
2. Ensures the appropriate use of the application by assigned groups/users.
3. Ensure implementation of this procedure with fidelity.
4. Organizes annual review for necessary revisions.

Title: Applications Support Administrator

Address: 2651 Burnet Ave

Phone: 513-363-7433

Cell phone:

Describe responsibilities:

1. Assigns and monitors users rights for users within CPS Transportation Network.
2. Ensure implementation of this procedure with fidelity.

3. Action Steps

Describe the action steps relevant to the implementation of the policy.

I. Training Requirements

The VersaTrans Routing & Planning application has a variety of features and functions. Training is a requirement for any user prior to being issued an user account and being assigned to a "Group."

A. Training Plan

Operations Supervisor or designee will work with the Tyler Technologies Support Services in developing and implementing a comprehensive training plan on the various features specifically for following essential positions:

1. Customer Experience Agent (Senior Support Specialist);
2. Transportation Router;
3. Transportation Specialist;
4. Authorized Essential Contracted Provider Personnel
 - a. Dispatch
 - b. Call Center Agents
 - c. On Board Instructors
 - d. Lot/Area Management

5. Customer Experience Coordinator
6. Operations Supervisor
7. Director of Transportation

C. Training User Accounts

Upon direction from the Operations Supervisor or designee the Applications Support Administrator assigned to Transportation will create temporary user accounts to be used for training purposes for any new user to access the training database only.

1. No user will be assigned permissions to the active databases until the user has successfully completed all training requirements.

- a. Each user will have to complete a VersaTrans User Assessment.

- D. The Applications Support Administrator will develop inservices for users on any software updates that result in a change of features or functional use of the application.

III. Eligibility and Approval

C. Eligibility

Authorized VersaTrans Users will be assigned to “Groups” with associated permissions based on the following criteria:

- Position Classification
- Successful Completion of Training

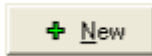
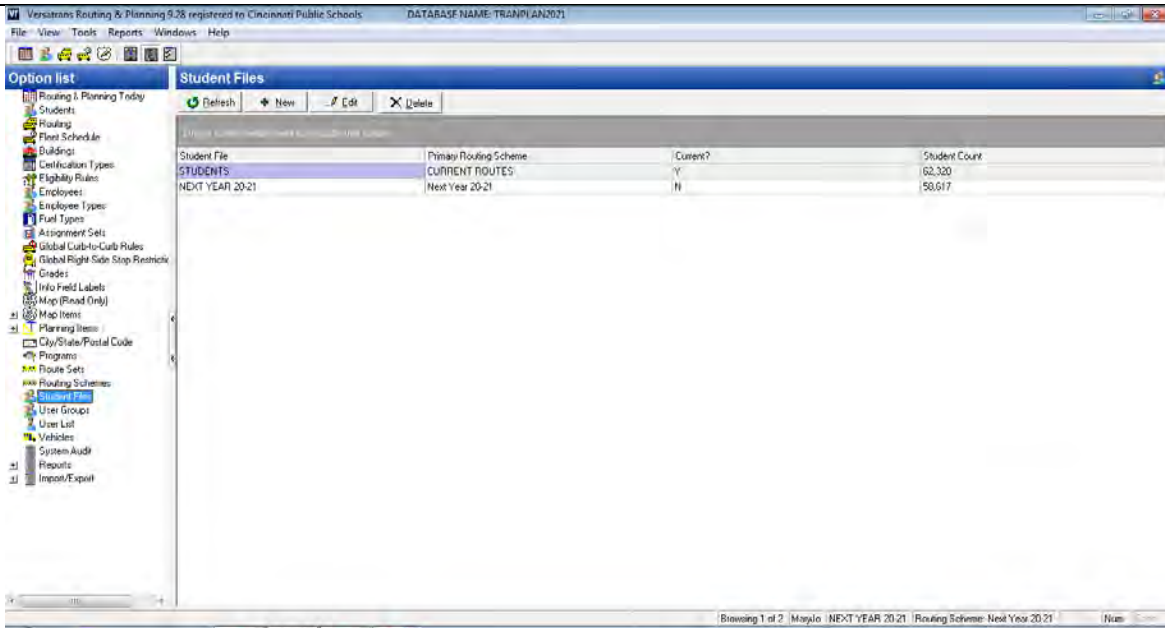
B. Approval

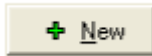
The Director of Transportation or designee approves all users.

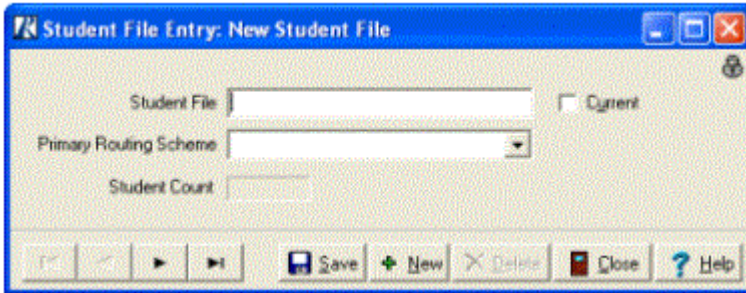
1. The Transportation Director will determine users with Administrative rights to the application.
 - a. Administrative rights will be reserved for internal district personnel only and should never be granted to external parties.
2. The Applications Support Administrator will create an active VersaTrans account upon direction from the Transportation Director or the Operations Supervisor.

I. **To add a Student File:**

Path: Option List > Student Files



1. Click the  button to add a Student file. The Student File Entry dialog displays.



2. Type a name for the new or existing Student file in the Student File field.
3. If the new Student file is to be the current file, check the Current box.

Current

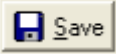
Checking this box gives the Student file a status of “current”. All “current” Student files must use the same *primary routing scheme*

Note: If you have checked “Current” and there are multiple Student files, they must all use the same primary scheme; otherwise, when an attempt to save the Student file is made, a conflict dialog will display. This dialog allows the user to correct the situation and then proceed with saving the file.

4. Select the routing scheme that is to be linked to the Student file from the *Primary Routing Scheme* drop-down list.

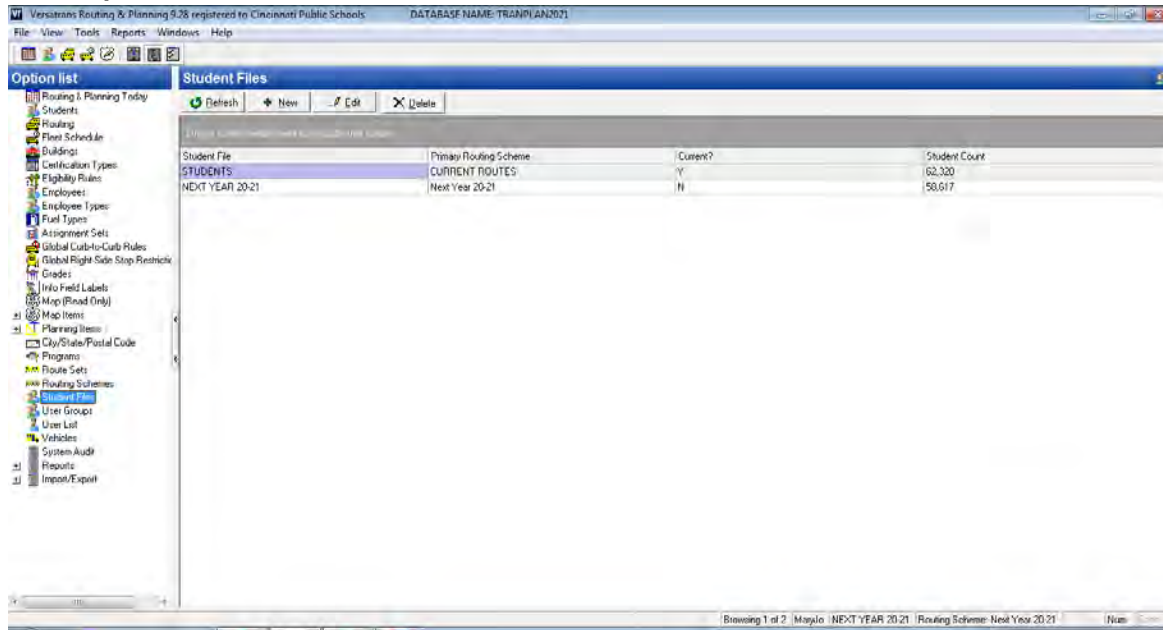
Student Count


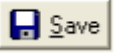
The number of students in the Student file.

5. Click the  button. The new or edited Student file appears in the Student Files window.

II. To edit a Student file:

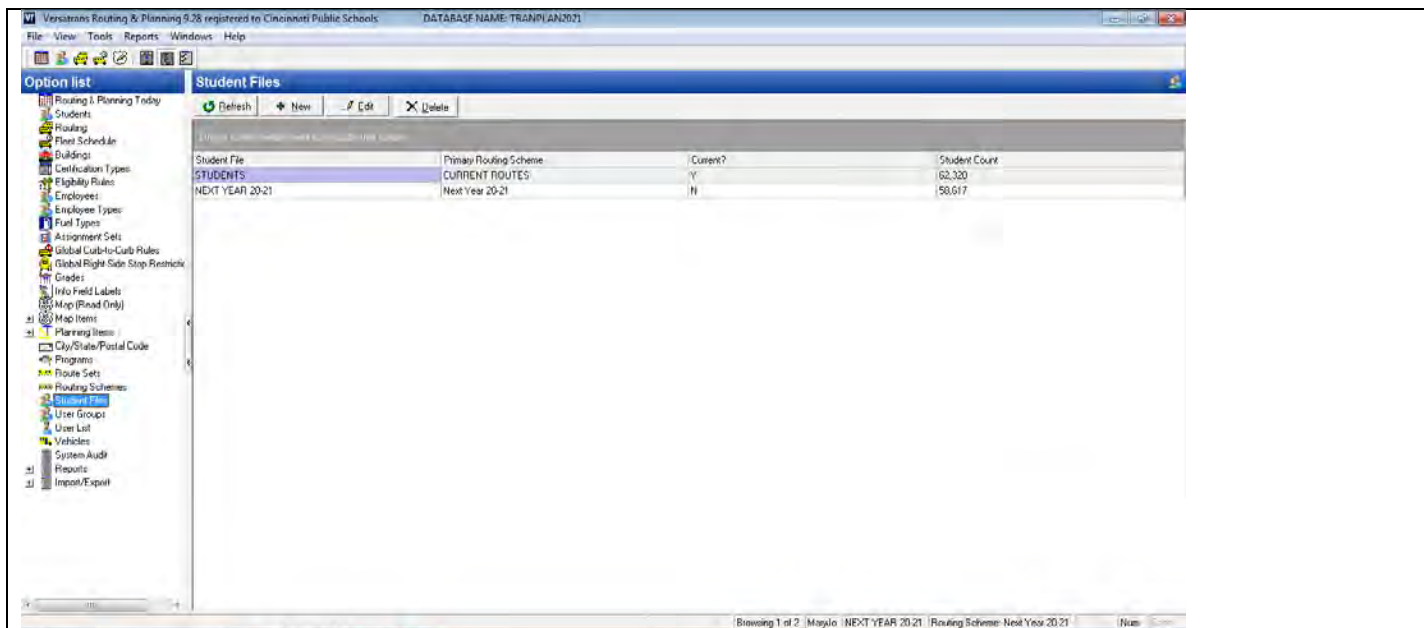
Path: Option List > Student Files

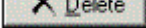
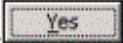


1. Click the  button to edit the Student file. The Student File Entry dialog displays.
2. Type a name for the new or existing Student file in the *Student File* field.
3. If the new or existing Student file is to be the current file for storing student records, check the *Current* box.
4. Select a *primary routing scheme* from the Primary Routing Scheme drop-down list.
5. Click the  button. The new or edited Student file appears in the Student files window.

III. To delete a Student file:

Path: Option List > Student Files



1. Click on the Student file that is to be deleted and click the  button.
2. If the Student file contains any records and/or if the Student file appears in any routes, a warning is displayed.
3. If it is decided to proceed, all associated records (i.e. addresses, photos, user defined field values, Transportation Requests, transportation satisfaction records, etc.) will be removed from the database.
4. Click the  button and the Student file is removed from the database.

Any routes for which transportation satisfaction records are deleted will be timed again to account for the loss of those riders.

Only users with Administrative rights can delete student files

IV. Annual review

An annual review will be performed at a designated time determined by the Director for preparations of the upcoming year.

4. Equity Considerations

Describe any equity considerations relevant to the implementation of this policy.

Unwanted sets of student's records can be permanently deleted. However, be absolutely sure that the records selected are the ones that are to be deleted. Once deleted, the records can not be recovered; as the system does not have an Undo function.

Only users with Administrative rights can delete student files.

5. Related Documents / Forms

Document Title	Description	Last Reviewed
1. Non-CPS Network and/or GroupWise Account Request Form	To request internet access to the CPS Network https://docs.google.com/document/d/1eyrnxzqiTJlzG9qJUBmrjDo0O2BMU67f	
2. Non-CPS Employee/Contractor/Partner Acceptable Use Policy for Electronic Communications Access	Policy on the use of CPS internet access. https://drive.google.com/drive/folders/0ALQuCtu8v4ltUk9PVA	
3. Cincinnati Public Schools Consultant Confidentiality Agreement	Agreement on the confidentiality of any information obtained in the use of the CPS network. https://docs.google.com/document/d/1jhVLC5w7ltQSLxRxHXKGGF1ThCn6eh1p	

6. Additional Information

Describe any additional information relevant to the implementation of the policy.

Procedure Name Versatrans RP User rights and groups	
Procedure No.	Eff. Date: 04/16/2020
Implements Board Policy(ies) 7540.00 "Computer Technology and Networks" 7540.01 "Employee Technology Privacy" 7540.06 "Virtual Private Network (VPN) Account Request Form/Policy"	Last Reviewed: 05/20/20

1. Background

Describe relevant background to the implementation of the policy.

Cincinnati Public Schools Pupil Transportation Services utilizes VersaTrans Routing & Planning as the department's primary software application. The application is the District's centralized database for routine transportation services provided for eligible students within the District. The access and use of the following application is limited to authorized trained personnel as determined by the District. For efficient use of the application there are various permission levels categorized by "Groups" that can be assigned to users given their role and responsibility.

The following steps show authorized software administrators how to add a new user group, set access rights, set report folder rights and set routing scheme security rights.

2. Responsibilities

Title: Director of Pupil Transportation Services	
Address: 2651 Burnet Ave	
Phone: 513-363-0343	Cell phone: 513-680-4869
<i>Describe responsibilities:</i>	
<ol style="list-style-type: none"> 1. Determines Group/User eligibility requirements for each position within the CPS Transportation Network (internal/external). 2. Ensures implementation of this procedure with fidelity. 3. Ensures annual review for necessary revisions. 	

Title: Transportation Operations Supervisor	
Address: 2651 Burnet Ave	
Phone: 513-363-0327	Cell phone: 513-485-5180
<i>Describe responsibilities:</i> <ol style="list-style-type: none"> 1. Organizes required training to receive user/group permissions. 2. Ensures the appropriate use of the application by assigned groups/users. 3. Ensure implementation of this procedure with fidelity. 4. Organizes annual review for necessary revisions. 	

Title: Applications Support Administrator	
Address: 2651 Burnet Ave	
Phone: 513-363-0322	Cell phone:
<i>Describe responsibilities:</i> <ol style="list-style-type: none"> 1. Assigns and monitors users rights for users within CPS Transportation Network. 2. Ensure implementation of this procedure with fidelity. 	

3. Action Steps

<p>I. Training Requirements</p> <p>The VersaTrans Routing & Planning application has a variety of features and functions. Training is a requirement for any user prior to being issued an user account and being assigned to a “Group.”</p> <p>A. <u>Training Plan</u></p> <p>Operations Supervisor or designee will work with the <u>Tyler Technologies Support Services</u> in developing and implementing a comprehensive <u>training plan</u> on the various features specifically for following essential positions:</p> <ol style="list-style-type: none"> 1. Customer Experience Agent (Senior Support Specialist); 2. Transportation Router; 3. Transportation Specialist; 4. Authorized Essential Contracted Provider Personnel <ol style="list-style-type: none"> a) Dispatch b) Call Center Agents c) On Board Instructors d) Lot/Area Management 5. Customer Experience Coordinator 6. Operations Supervisor 7. Director of Transportation <p>B. <u>Training User Accounts</u></p> <p>Upon direction from the Operations Supervisor or designee the Applications Support</p>

Administrator assigned to Transportation will create temporary user accounts to be used for training purposes for any new user to access the training database only.

1. No user will be assigned permissions to the active databases until the user has successfully completed all training requirements.
 - a) Each user will have to complete a VersaTrans User Assessment.
- C. The Applications Support Administrator will develop inservices for users on any software updates that result in a change of features or functional use of the application.

II. Eligibility and Approval

A. Eligibility

Authorized VersaTrans Users will be assigned to “Groups” with associated permissions based on the following criteria:

- Position Classification
- Successful Completion of Training

B. Approval

The Director of Transportation or designee approves all users.

1. The Transportation Director will determine users with Administrative rights to the application.
 - a) Administrative rights will be reserved for internal district personnel only and should never be granted to external parties.
2. The Applications Support Administrator will create an active VersaTrans account upon direction from the Transportation Director or the Operations Supervisor.

Only Users with VersaTrans Administrative rights can implement the following steps:






























III. VersaTrans User Groups

A. VersaTrans User Account

1. Create New User Account





- a) Path:) Option List > User Groups:

Option list

-  Routing & Planning Today
-  Students
-  Routing
-  Fleet Schedule
-  Buildings
-  Certification Types
-  Eligibility Rules
-  Employees
-  Employee Types
-  Fuel Types
-  Assignment Sets
-  Global Curb-to-Curb Rules
-  Global Right-Side Stop Restrictic
-  Grades
-  Info Field Labels
-  Map (Read Only)
-  Map Items
-  Planning Items
-  City/State/Postal Code
-  Programs
-  Route Sets
-  Routing Schemes
-  Student Files
-  User Groups
-  **User List**
-  Vehicles
-  System Audit
-  Reports
-  Import/Export

Select New

User List

 Refresh  New  Edit  Delete

Drag a column header here to group by that column

Fill in the Highlight fields.

B. User Account Maintenance

1. Edit User Account

- a. To edit an account, the above steps would be followed, only the selection would be **Edit** instead of **New**.

2. Delete User Account

- a. To delete an account, select the account to be removed and then select delete.

**Note; Only a user with Administrative rights can delete an account.*

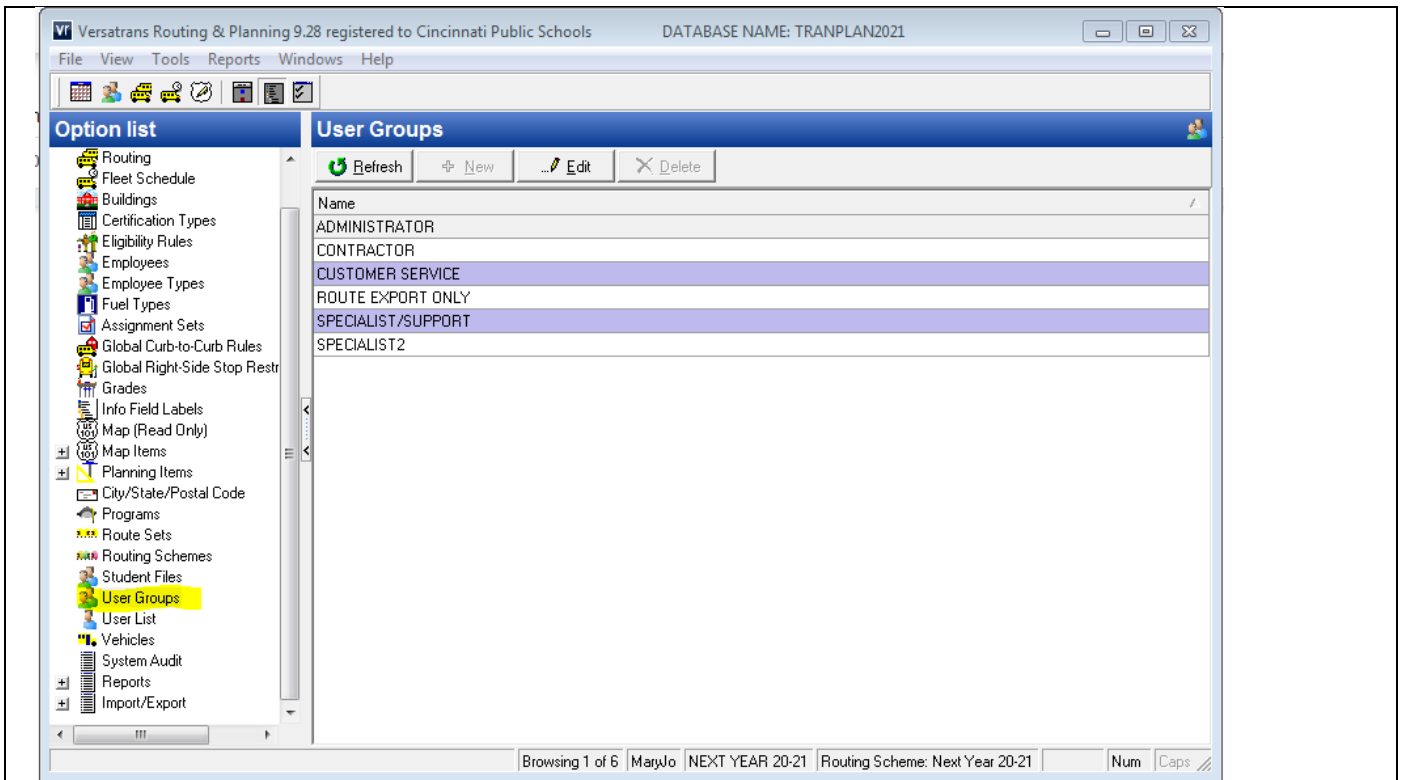
IV. VersaTrans User Groups

A. Create New User Group

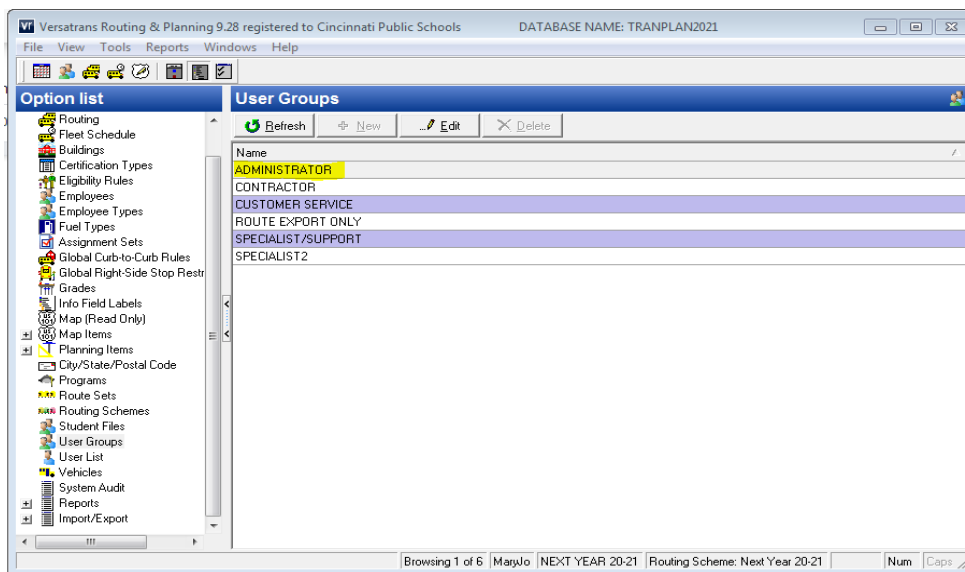
To add a new user group, set group rights:

The Applications Support Administrator will use the following steps in creating user groups:

Path:) Option List > User Groups:



A. Application Support Administrator will select the name of the user group that is to be worked with.



B. Click the Edit list button to display the Group Edit dialog.



C. Application Support Administrator will review the rights in the “Access Rights” tab and click the checkbox beside each right a user in this group is to have. Leave the box unchecked to deny these permissions.

a. *Note: To set all properties for a selected item, right click on the item and select “set all properties for selected item.”*

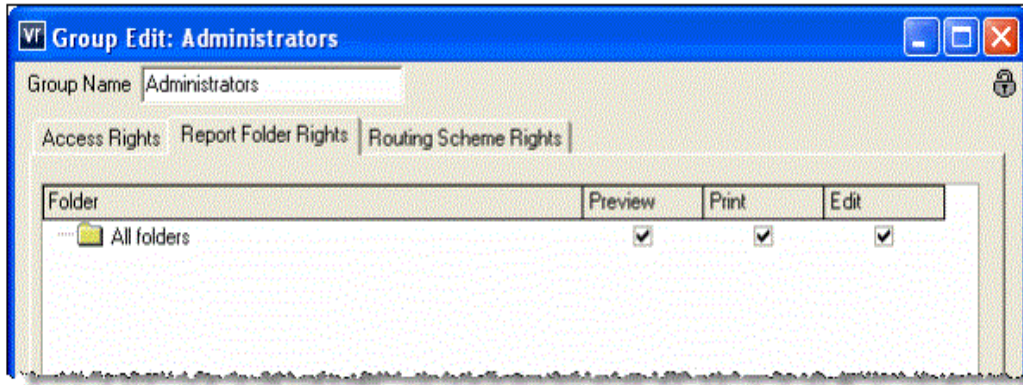
D. 4. Click the Edit List button to display a dialog and select the user to be assigned to the new user group.



5. The Available Users are listed in the left section of the dialog. Move these users to the right

section of the dialog to make them part of the new User Group.

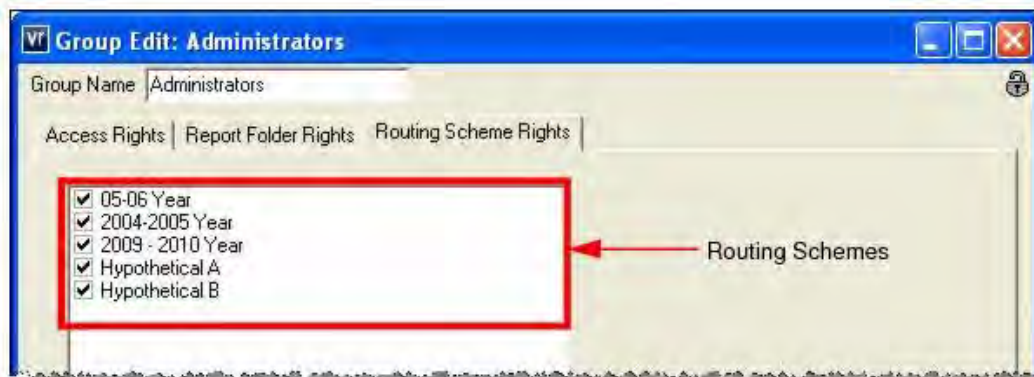
6. Click OK when finished selecting and moving users to return to the Group Insert window.
7. Click Save to save the selections.
8. Click the Report Folder Rights tab.



9. Review the current settings and click the Preview, Print, or Edit check boxes to select or deselect them. Checking a box gives the user permission to perform a function while unchecking a box denies permission.
10. When the selections are complete, click **Save** to save them.

Routing Scheme Rights

11. Click the **Routing Scheme Rights** tab.



The "Routing Scheme Rights" tab allows the setting of routing scheme security rights that determine which routing schemes will be available to each user group. Routing scheme security prevents certain users from seeing the data in individual routing schemes. This feature limits the available routing schemes on a per-group basis.

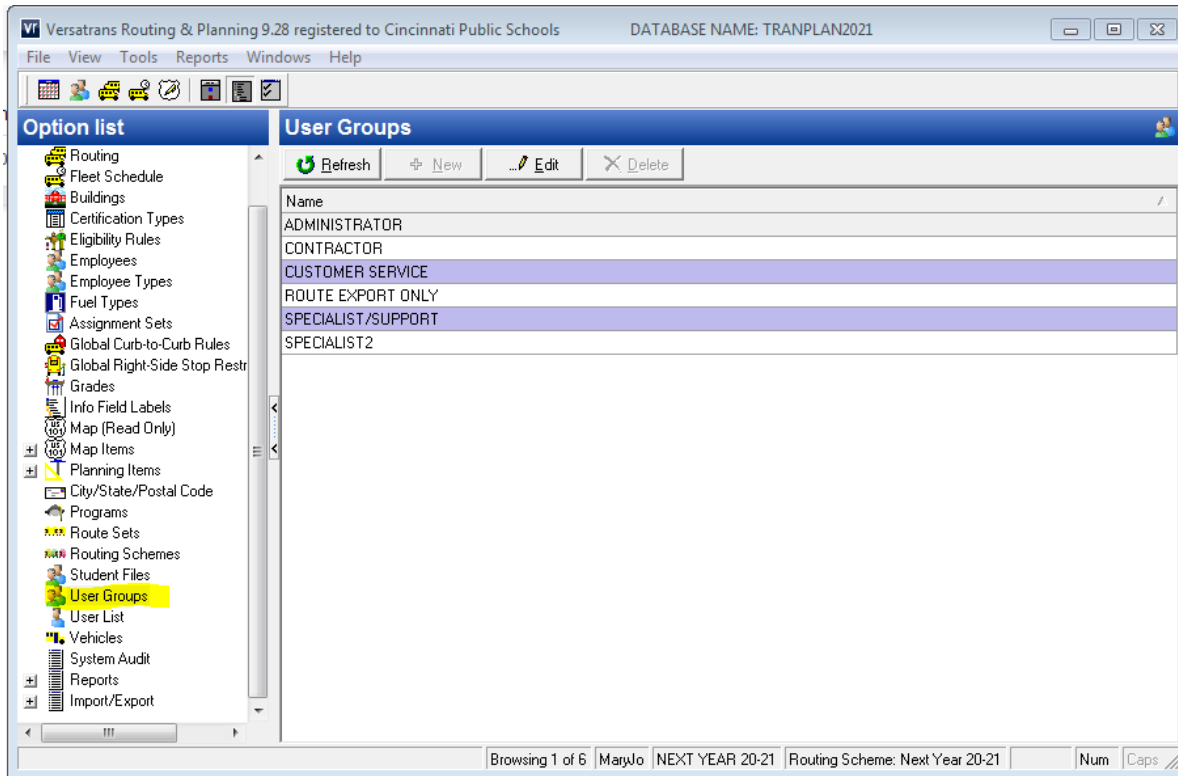
- New user groups that are added will have all routing schemes available to them by default.
 - New routing schemes that are added will be available to all user groups by default.
12. In this example, the group name is "Administrators". Checking a routing scheme gives the user group (i.e. Administrator) rights to view the data in that routing scheme. Unchecking a routing scheme prevents the user group from viewing data in that routing scheme.

- In addition to setting routing scheme rights, users should set similar rights for both the Student File and Routing Scheme lists (i.e. prevent certain users from being able to view, add, edit, or delete any of these items unless absolutely necessary).
- 13. Click **Save** and routing scheme security will be applied to the selections.

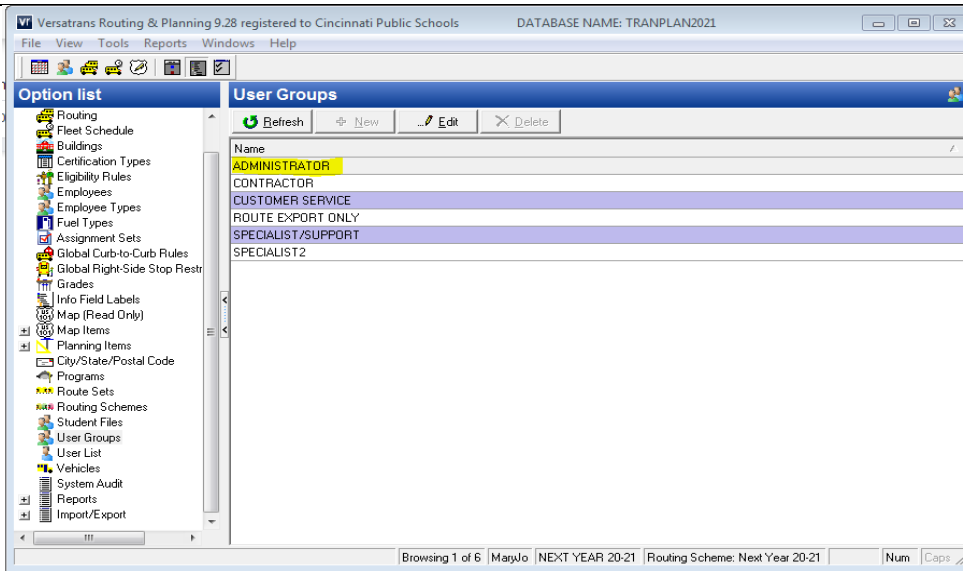
IV: Assigning the Users to User Groups

To assign a user to a user group:

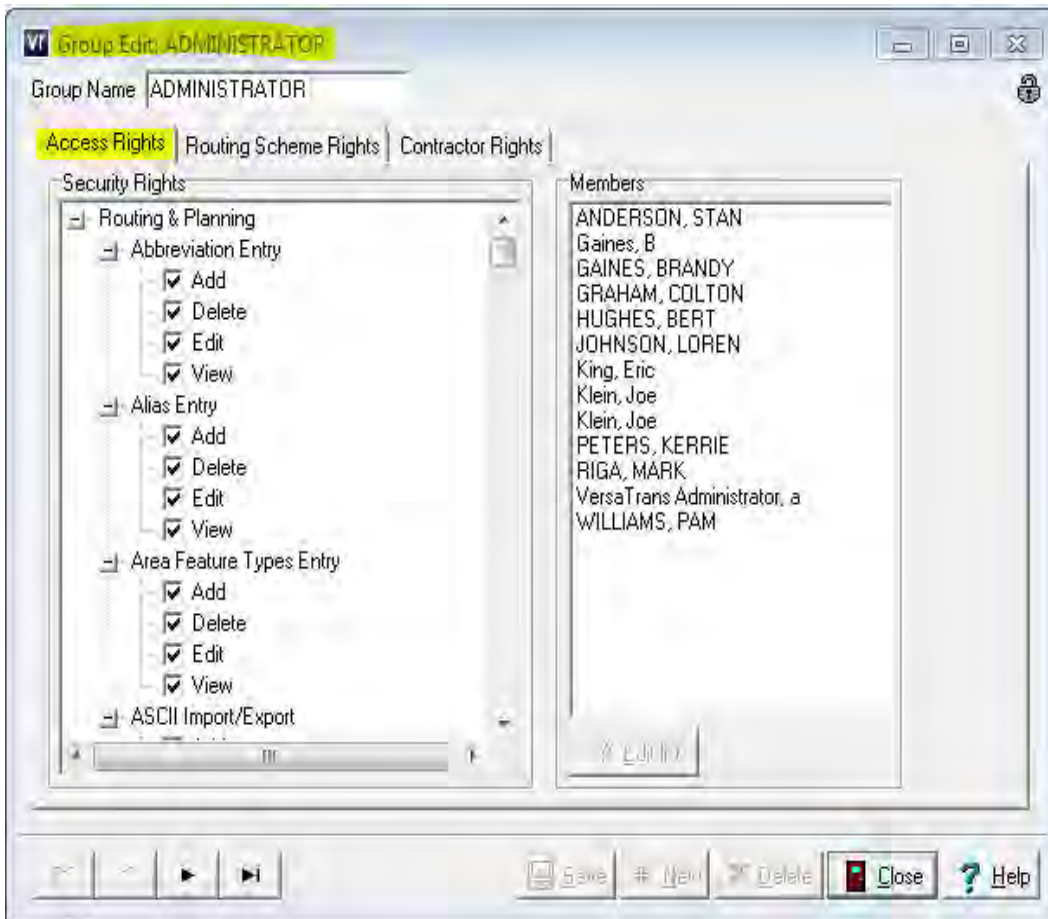
Path: Option List > User Groups



- 1. In the User Groups window, double-click the user group you want to edit and/or add the user to. The system displays the Group Edit dialog.

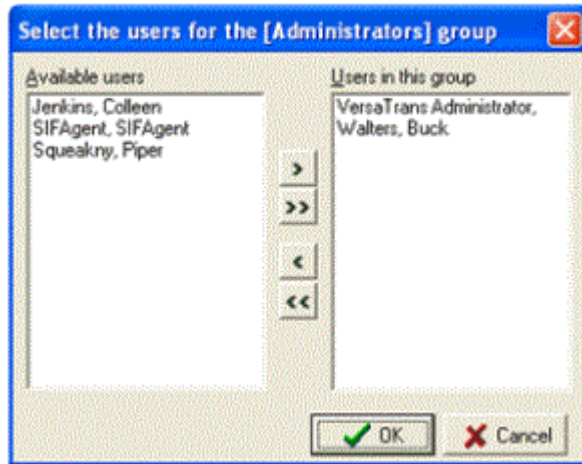


- 2. Click the Access Rights tab.



- 3. Below the Members box, click the **Edit list** button to display the Select the Users dialog.

- 4. Double-click the name of the user you want to assign to this group and click OK to confirm it.



- 5. Click **Save** to save the change.

B. User Group Maintenance

1. Edit User Group

Select the group to be worked with
Select **Edit**

2. Delete User Group

Select the group to be deleted
Select **Delete**

- **Note: Only users with administrative rights can delete a user group**

V: Annual Review

4. Equity Considerations

Describe any equity considerations relevant to the implementation of this policy.

Only users with administrative rights in a user group can add/delete/edit any users or user groups.

5. Related Documents / Forms

Document Title	Description	Last Reviewed
1. Non CPS Acceptable Use Policy	<i>Policy on the use of CPS network for Non CPS employees</i> https://drive.google.com/drive/folders/0ALQuCtu8v4ItUk9PVA	
2. Non CPS Confidentiality Agreement	<i>Agreement of Non CPS Network to abide by FERPA.</i> https://drive.google.com/drive/folders/0ALQuCtu8v4ItUk9PVA	
3. Non CPS Network Request Form	<i>Request for non-CPS persons to have access to CPS network.</i> https://drive.google.com/drive/folders/0ALQuCtu8v4ItUk9PVA	

6. Additional Information

Describe any additional information relevant to the implementation of the policy.

Procedure Name City Report of Road Closure	
Procedure No.	Eff. Date: 2/14/20
Implements Board Policy(ies) 8600.02 "Transportation of Students" 8600.01 "Supervision of Transported Students"	Last Reviewed: 4/13/20

1. Background

Describe relevant background to the implementation of the policy.

In order to ensure the safety of our students and efficiency of district transportation resources, the Transportation Department will implement the following procedures for notifying vendors and change of routing to ensure the safety of our students.

2. Responsibilities

Title: Director of Pupil Transportation Services	
Address: 2651 Burnet Ave	
Phone: 513-363-0343	Cell phone: 513-680-4869
<i>Describe responsibilities:</i>	
<ol style="list-style-type: none"> 1. Ensures the safest, least restrictive mode of transportation is consistently provided for students as determined by the District. 2. Advises District leadership on service implication that can potentially impact the educational experience of students. 3. Ensures implementation of this procedure with fidelity. 4. Ensures annual review for necessary revisions. 	

Title: Transportation Operations Supervisor	
Address: 2651 Burnet Ave	
Phone: 513-363-0327	Cell phone: 513-485-5180
<i>Describe responsibilities:</i>	
<ol style="list-style-type: none"> 5. Ensure implementation of this procedure with fidelity. 6. Organizes annual review for necessary revisions. 	

Title: Customer Experience Coordinator	
Address: 2651 Burnet Ave	
Phone: 513-363-0332	Cell phone:
<i>Describe responsibilities:</i> <ol style="list-style-type: none"> 1. Develops and standardizes communication across multiple media formats to ensure effective communication to stakeholders regarding any service disruption. 2. Ensures communication procedures are executed in delivering the information pertaining to the closures. 3. Ensures implementation of this procedure with fidelity. 	

Title: Transportation Specialist	
Address: 2651 Burnet Ave	
Phone: 513-363-7433	Cell phone: N/A
<i>Describe responsibilities:</i> <ol style="list-style-type: none"> 1. Reviews service changes for quality assurance. 2. Expedites communication regarding service impact with various stakeholders including authorized vendors. 3. Ensures implementation of this procedure with fidelity. 	

Title: Transportation Router	
Address: 2651 Burnet Ave	
Phone: 513-363-7433	Cell phone: N/A
<i>Describe responsibilities:</i> <ol style="list-style-type: none"> 1. Analysis information for potential impact to current and/or future transportation services. 2. Makes formal recommendations of changes to ensure the continuity of a high quality service(s) for families/students. 3. Ensures implementation of this procedure with fidelity. 	

Title: Customer Experience Agents	
Address: 2651 Burnet Ave	
Phone: 513-363-7433	Cell phone: N/A
<i>Describe responsibilities:</i> <ol style="list-style-type: none"> 1. Primary communicators of service impact to families. 2. Facilitates effective communication in response to questions, comments, concern by stakeholders regarding the potential impact and/or disruption of service. 3. Ensures implementation of this procedure with fidelity. 	

3. Action Steps

Describe the action steps relevant to the implementation of the policy.

1. Communications Manager from the City of Cincinnati sends an email to transform@cps-k12.org regarding Traffic Alert Update [Example Traffic Alert Update](#)
2. Customer Experience Agents will go into the transform@cps-k12.org email address and assign the traffic alert update documents to the Transportation Specialists by creating a ticket using the Remedy Force Ticketing System.
3. Transportation Router will review the document(s) and determine the routes that will be impacted and advise the vendor management team.
4. All changes will be effective the reroute before the effective date of the traffic alert change date.
5. Customer Experience Agents will send out a standard letter of notification to the parents and schools.

4. Equity Considerations

Describe any equity considerations relevant to the implementation of this policy.

5. Related Documents / Forms

Document Title	Description	Last Reviewed
1.	Example of Traffic Alert Update	
2.	Communication Process Map	
3.	Remedy Ticket - Enter Ticket	

6. Additional Information

Describe any additional information relevant to the implementation of the policy.



OFFICE OF TRANSPORTATION



Department-related Board Policies and Procedures



PREPARING STUDENTS
FOR LIFE



Book	Cincinnati City School District Policies
Section	8000 Operations
Title	Supervision Of Transported Students
Code	8600.01
Status	Active
Adopted	August 13, 2007

Cincinnati City School District Policies

A primary concern in the transporting of students is their safety. The Board of Education advises all parents of children being transported that the parents are responsible for their children's safety and well-being until they board the bus or taxi for departure and again when they return to their district school or drop-off point. Parental responsibility extends to bus stops and pickup points including those established on school grounds for convenience of students. While being transported, the transportation contractor is responsible until the children reach their destinations.

8-13-07

Revised date



Book	Cincinnati City School District Policies
Section	8000 Operations
Title	Transportation Of Students
Code	8600.02
Status	Active
Adopted	July 10, 1944
Last Revised	November 21, 2019
Last Reviewed	November 21, 2019

Cincinnati City School District Policies

- A. This policy sets forth transportation services to be provided for students residing within the Cincinnati City School District attending schools for which the State Board of Education prescribes minimum services.
1. In accordance with ORC 3327.015, upon authorizing transportation services for an ineligible student, transportation services must remain in effect for the full duration of the current school year.
 2. Transportation services will be provided to ineligible student based on the criteria and procedures set forth by the Transportation Director or designee.
- B. Students in grades K-8, attending elementary schools whose residence is one (1) mile or farther from the school of attendance will be offered transportation services as follows:
1. Transportation will be offered for students in grades K-8 by yellow school bus, if practical.
 2. Students attending the District's elementary schools meeting the minimum distance criteria must also live within the approved attendance area of the school or specified attendance area of the magnet school to receive transportation service, if practical.
 3. Students residing within the District boundaries attending non-public or community elementary schools meeting the minimum distance criteria must also comply with the thirty (30) minute eligibility test as set by state law to receive transportation service, if practical. Eligible students in grades K-8 attending non-District schools will be provided a viable mode of service in accordance with Ohio Administrative Code 3301-83-19.
 4. District students residing within the attendance area of a District elementary school that must be relocated to "swing space" during construction of a new or remodeled school building or during a public calamity causing a school closure will be temporarily offered transportation without regard to distance until completion or clearance to return.

- C. Students in grades 7-12 attending a high school whose residence is one and one quarter (1-1/4) miles from the school of attendance will be offered transportation as follows:
1. Transportation services will be offered to eligible students and provided by an authorized transportation provider in compliance with Ohio Administrative Code 3301-83-19. Any request for alternative transportation service shall be reviewed and approved by the Director of Transportation or designee prior to the commencement of services.
 2. Students who are issued Metro Smartcards are subject to replacement fees after issuance of a Smartcard.
- D. Students attending a K-12 District school whose residence is one (1) mile or farther from the school, will be offered transportation services as follows:
1. Transportation will be offered by yellow school bus, if practical
 2. Metro Smartcards may be used for students in grades 7-12 when yellow bus is impractical.
 3. Students who are issued Metro Smartcards are subject to replacement fees after issuance of a Smartcard.
 4. Students involved in extra-curricular activities in grades 7-12 who are actively transported on a public transit will be issued an extra-curricular Smartcard to be used in conjunction with their Metro Smartcard for extended hours use.
- E. Eligible students in grades K-12 residing within the District and requesting transportation services to and from their school of attendance will be reviewed by the Director of Transportation or designee to determine the mode of service, which may result in the request being deemed impractical, based on one or more of the following factors in the ORC 3327.02:
1. The time and distance required to provide transportation.
 2. The number of students being transported.
 3. The cost of providing transportation in terms of equipment, maintenance, personnel and administration.
 4. Whether similar or equivalent services are provided to other students eligible for transportation.
 5. Whether and to what extent the additional service unavoidably disrupts current transportation schedules.
 6. Whether other reimbursable types of transportation are available.
- F. Transportation will be offered to students attending a District school that have "transportation as a related service" required by their individualized education plan in accordance with such plan.
- G. The District will determine the safest, least restrictive, viable method of service available in providing transportation to eligible students prior to deeming it impractical to provide service. Parents do not have the choice of type of service offered. If transportation is offered but not used, the District has no further obligation to provide transportation.
- H. Where practical, transportation service shall meet the following objectives:

1. Yellow bus student ride time shall be less than seventy-five (75) minutes one way.
2. School day starting times and dismissal times shall be such as to accommodate two routes per bus.
3. Transportation vehicles shall arrive and depart school within fifteen (15) minutes of start and completion of the school program.
4. Yellow bus stops shall be within one-half (1/2) mile of residence.
5. Students transported via public transit vehicles will access the nearest public transit stops established by the public transit authority.



Book	Cincinnati City School District Policies
Section	5000 Students
Title	Students Experiencing Homelessness
Code	5111.01
Status	Active
Legal	42 U.S.C. 11431 et seq.
Last Revised	February 21, 2018
Last Reviewed	February 15, 2018

Cincinnati City School District Policies

Children who are experiencing homelessness according to the Federal definition will be provided a free and appropriate public education in the same manner as all other students of the District and will not be stigmatized or segregated because they are experiencing homelessness.

A student experiencing homelessness is one who lacks a fixed, regular, and adequate nighttime residence. The definition includes those individuals who are:

- A. Sharing the housing of other persons because of loss of housing, economic hardship, or a similar reason
- B. Living in a motel, hotel, trailer park or campground due to the lack of alternative, adequate accommodations
- C. Living in emergency or transitional shelters
- D. Abandoned in hospitals
- E. Living in a primary night time residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings
- F. Living in a car, park, public space, abandoned building, substandard housing, bus, train station, or similar settings
- G. Migratory children living in similar circumstances

The Superintendent has appointed a liaison for students experiencing homelessness who shall ensure compliance with the federal McKinney-Vento Homeless Education Act and Ohio Coordinator for the Education of Homeless Children and Youth. The liaison shall coordinate and collaborate with community and school personnel responsible for the provision of education and related services to children and youth experiencing homelessness.

No Board policy, administrative guideline, or practice will be interpreted or applied in such a way as to inhibit the enrollment, attendance, or school success of children who are experiencing homelessness. No child who is experiencing homelessness will be denied enrollment based on a lack of proof of residency, immunization and health records, birth certificate or proof of guardianship, school records or transcripts, or other documentation. The liaison will assist, to the extent feasible, students who are experiencing homelessness and their parent and/or guardian in

their efforts to provide documentation to meet state and local requirements for admission and retention in school. Student records shall be maintained so that they are available in a timely fashion and can be transferred as promptly as necessary to another school or district if the student relocates.

The Board encourages the educational stability of students who are experiencing homelessness. To the extent feasible, students experiencing homelessness should be allowed to maintain enrollment in their "school of origin" (i.e., the school a student was attending at the time the student began experiencing homelessness). Alternatively, if it is in the student's best interest, as determined by the District, and the student's parent or guardian agrees, the student could transfer to the school or district where the student is currently living. The determination of the student's best interest, as determined by the District, should be based upon the impact of mobility on achievement, education, health, and safety of the student. The student should only be transferred to a new school if staying in the school of origin creates barriers for the student or the transfer is requested by the student's parent or guardian and the District agrees with the transfer request.

If there is a dispute between the parent/guardian and District about the school assignment that is in the student's best interest, the District shall provide a written explanation regarding the assignment and advise the parent of his or her right to appeal the District's decision. The District shall maintain a dispute resolution process that timely resolves a dispute between the parent and District regarding the educational placement of a student who is experiencing homelessness.

The District shall establish transportation for a student to the school assignment. If the student requires transportation to or from another school district, the District shall agree upon a method to apportion responsibility for the costs of transportation to the student's school assignment.

A student who is no longer experiencing homelessness may maintain his or her school assignment through the end of the school year.

Students who are experiencing homelessness shall be eligible to participate in the same programs and services offered by the District including transportation services, services available to students with disabilities or with limited English proficiency, programs for vocational and technical education, programs for gifted students, and preschool programs.

42 U.S.C. 11431 et seq.

Adopted:

Revised date: 2-15-18
8-2008

Reviewed date: 2-15-18
11-17-15 No changes



Book	Cincinnati City School District Policies
Section	5000 Students
Title	Student Conduct
Code	5500
Status	Active
Legal	R.C. 3313.20 R.C. 3313.534 R.C. 3313.66 R.C. 3313.661
Last Revised	January 17, 2019

Cincinnati City School District Policies

Respect for law and for those persons in authority shall be expected of all students.

Students may be subject to discipline for violation of the Student Support Guide Code of Conduct K-12 even if that conduct occurs on property not owned or controlled by the Board, but that is connected to activities or incidents that have occurred on property owned or controlled by the Board, or conduct that, regardless of where it occurs, causes a substantial disruption to the school environment or is directed at a Board official or employee, or the property of such official or employee.

Student conduct shall be governed by the rules and provisions of the Student Support Guide Code of Conduct K-12. This Student Support Guide Code of Conduct K-12 shall be reviewed annually.



Book	Cincinnati City School District Policies
Section	5000 Students
Title	Suspension of Bus Riding/Transportation Privileges
Code	5610.04
Status	Active
Legal	R.C. 3319.41 R.C. 3327.01 R.C. 3327.014 A.C. 3301-83-08

Cincinnati City School District Policies

Students on a bus or other authorized Board of Education transportation vehicles are under the authority of and directly responsible to the bus/vehicle driver. The driver has the authority to enforce the established regulations for bus/vehicle conduct. Disorderly conduct or refusal to submit to the authority of the driver will be sufficient reason for refusing transportation service to any student.

A student may be suspended from school bus/vehicle riding privileges for all or part of a school year for any violation of established regulations for bus conduct and/or for conduct occurring on the bus/vehicle in violation of the Student Code of Conduct/Student Discipline Code.

Before a suspension from bus/vehicle riding privileges is imposed, the Superintendent or other designated District personnel will provide a student with notice of an intended suspension and an opportunity to appear before the Superintendent or other designated District personnel. Disciplinary suspension periods will be commensurate with the infraction(s) committed as determined by the Superintendent or designated District personnel.

If transportation privileges for a student with a disability are revoked for any period of time, the IEP Team is convened to consider whether this will result in decreased access to Free Appropriate Public Education (FAPE). If so, the IEP Team will ensure that an alternative means of transport is arranged, and, if necessary, revise the IEP to include transportation as a related service, and develop strategies for improvement of the problem behavior.



Book	Cincinnati City School District Policies
Section	7000 Property
Title	Computer Technology And Networks
Code	7540
Status	Active
Adopted	August 24, 2009

Cincinnati City School District Policies

The Board of Education is committed to the effective use of technology to both enhance the quality of student learning and the efficiency of Board operations. It also recognizes that safeguards have to be established to ensure that the Board's investment in both hardware and software is achieving the benefits of technology and inhibiting negative side effects.

The Superintendent is directed to establish administrative guidelines not only for proper acquisition of technology but also to provide guidance to staff and students concerning making appropriate and ethical use of the computers and other equipment as well as any networks that may be established.

The Superintendent shall establish appropriate procedures to inform both staff and students about disciplinary actions that will be taken if Board technology and/or networks are abused in any way or used in an illegal or unethical manner.

8-24-09

Revised date



Book	Cincinnati City School District Policies
Section	7000 Property
Title	Employee Technology Privacy
Code	7540.01
Status	Active
Last Revised	April 11, 2011

Cincinnati City School District Policies

All computers, telephone systems networks, electronic mail (e-mail) systems, voicemail systems, and electronic communication devices (ECDs)¹ are the Board's property and are to be used for business and educational purposes. The Board retains the right to access and review all e-mails, voicemails, computer files, data bases, and any other electronic transmissions contained in or used in conjunction with the Board's computer system, telephone system, e-mail system, and voicemail system. Employees should have no expectation that any information contained on such systems is confidential or private.

Review of information may be undertaken by the Superintendent or his/her designee with or without the employee's knowledge. The use of passwords does not guarantee confidentiality; the Board retains the right to access information regardless of whether or not the information is password-protected. An employee's refusal to permit access may be grounds for discipline up to and including termination.

Computers, e-mail, ECDs, and voicemail are to be used for business and educational purposes. Personal messages via Board-owned technology should be limited in accordance with the Superintendent's guidelines. Employees' personal affairs should be addressed outside of the District. Employees are encouraged to keep their personal records and personal business at home.

Employees are prohibited from sending offensive, discriminatory, or harassing computer, electronic, or voicemail messages. The sending of inappropriate messages may be grounds for discipline up to and including termination.

¹ECDs are devices that send data, including, but not limited to, cellular and electronic telephones, pagers/beepers, personal digital assistants (PDAs), BlackBerries/Smartphones, WiFi-enabled or broadband access devices, personal computers (laptops, notebooks, notepads, desktops, etc.), two-way radios or video broadcasting devices, and other devices that allow a person to record and/or transmit audio, video, still pictures, or other data.

Revised 4-11-11
Revised 8-24-09



Book	Cincinnati City School District Policies
Section	7000 Property
Title	Virtual Private Network (VPN) Account Request Form/Policy
Code	7540.06
Status	Active

7540.06 - VIRTUAL PRIVATE NETWORK (VPN) ACCOUNT REQUEST FORM/POLICY 1.0 Purpose

The purpose of this policy is to define standards for connecting to Cincinnati Public Schools' network from any host. These standards are designed to minimize the potential exposure to Cincinnati Public Schools from damages which may result from unauthorized use of Cincinnati Public Schools resources. Damages include the loss of sensitive or company confidential data, intellectual property, damage to public image and damage to critical Cincinnati Public Schools internal systems.

2.0 Scope

This policy applies to all Cincinnati Public Schools employees, contractors, vendors and agents with a Cincinnati Public Schools-owned or personally-owned computer or workstation used to connect to the Cincinnati Public Schools network. This policy applies to remote access connections used to do work on behalf of Cincinnati Public Schools, including reading or sending email and viewing intranet web resources.

3.0 Policy

3.1 General

1. It is the responsibility of Cincinnati Public Schools employees, contractors, vendors and agents with remote access privileges to Cincinnati Public Schools' corporate network to ensure that their remote access connection is given the same consideration as the user's on-site connection to CPS.
2. In the case that an associate or family member inadvertently uses the CPS **VPN** connection the Cincinnati Public Schools employee, contractor or vendor is responsible to ensure the associate or family member does not violate any Cincinnati Public Schools policies, does not perform illegal activities, and does not use the access for outside business interests. The Cincinnati Public Schools employee, contractor or vendor bears responsibility for the consequences should this access be

3.2 Requirements

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| 1. | Secure remote access must be strictly controlled. |
| 2. | At no time should any Cincinnati Public Schools employee, contractor or vendor provide their login or password to anyone, not even family members. |
| 3. | Cincinnati Public Schools employees and contractors with remote access privileges must ensure that their Cincinnati Public Schools-owned or personal computer or workstation, which is remotely connected to Cincinnati Public School's corporate |

	network, is not connected to any other network at the same time, with the exception of personal networks that are under the complete control of the user.
4.	Cincinnati Public Schools employees, vendors and contractors with remote access privileges to Cincinnati Public School's corporate network must not use non-Cincinnati Public Schools email accounts (i.e., Hotmail, Yahoo, AOL), or other external resources to conduct Cincinnati Public Schools business, thereby ensuring that official business is never confused with personal business.
5.	Reconfiguration of a home user's equipment for the purpose of split-tunneling or dual homing is not permitted at any time.
6.	All hosts that are connected to Cincinnati Public Schools internal networks via remote access technologies must use the most up-to-date anti-virus software. This includes personal computers.
10.	Personal equipment that is used to connect to Cincinnati Public School's networks must meet the requirements of Cincinnati Public Schools-owned equipment for remote access available here: http://support.cps-k12.org/hardware-software/index.html
11.	Organizations or individuals who wish to implement non-standard Remote Access solutions to the Cincinnati Public Schools production network must obtain prior written approval from Information Technology Management, Infrastructure Group.

4.0 Enforcement

Any employee found to have violated this policy may be subject to disciplinary action, up to and including a termination of employment and removal of remote access privileges.

Any vendor or contractor found to have violated this policy will have remote access privileges revoked.

I understand and agree to these terms.

Name of VPN User Signature of VPN User

Date

Directions: Fill out **both** pages of this form, submit for signatures, and return completed form to Information and Technology Management (ITM), **Chief Information Officer**. All fields are required.

Please note that this form must be signed by the director of the department requesting VPN access.

◆ VPN User Information

Name

School or Company Name School or Company Address VPN User Phone Number

VPN User Email Address
Date VPN access is required
Date VPN access will no longer be required
Purpose for using CPS VPN access

CPS Staff Member requesting access for the user listed above

Name
Department/School
Phone Number
Email Address

Department Director Approval

Name
Signature
Date

Office Use Only.

Chief Information Officer

In: 