



## I. Purpose

The purpose of this document is to provide FAQs and to set forth guidelines to ensure that the Athletic Department and DPS Transportation leaderships have a shared understanding of the role and responsibilities of each in maintaining collaboration and communication, and improving customer service and support for all DPS students.

This document sets forth an understanding on the part of the parties involved that through the use of industry best practices, the Transportation Department will provide exceptional transportation support and services. Furthermore, these same best practices will enhance the wellbeing and safety of DPS students.

## II. FAQ

- a. What hours of the day can DPS transportation provide service for Athletic trips?
  - We are still 50 drivers short and that prevents us from providing athletic trip coverage during route times. All athletics events must be scheduled between 9:15 a.m. and 1:30 p.m. or after 5:00 p.m.
- b. Can DPS transportation cover weekend trips?
  - Yes, we do provide coverage for weekend trips, however, Weekend athletic events cannot depart before 6 a.m.
- c. What options do I have for athletic transportation?
  - We have yellow bus service which is set up through trip tracker.
  - Many of our schools have MFSAB buses.
  - We use charter buses. **However, these buses are also used at peak times.**
  - Additionally if a trip can not be covered a coordinated effort can be made for parents to transport their own students.
- d. How often do I need to have my MFSAB drivers credentials renewed?
  - The Safety and Training team offers [online MFSAB](#) training classes to obtain a New Certification or a Recertification. New Certifications are



for individuals who have not previously been trained or held a certification to drive an MFSAB. Recertification is required for the following two years, after the initial certification. After three years of certification, an individual must complete the New Certification training again. Certifications are only good for one calendar year.

e. What charter companies are approved for use at DPS

- Ace Bus lines, Arrow Bus lines, and Grayline

f. Are we adding more charter vendors?

- We are currently working on one additional vendor.

g. How long does it take to add a vendor?

- It can take months to add a vendor. The legal team has to approve their agreement with DPS. The risk team both has to approve the insurance needed to perform services for DPS. Transportation has to pull records to review their safety record. All of this has to happen before a PO is even written. You can not use your P-card for an unapproved vendor.

### III. **Assumptions**

Each party mentioned above agrees to properly plan and communicate so that DPS students have a safe and enjoyable educational experience. Additionally, each party agrees that the current best practice and process is used to provide transportation support to the entire Denver Public Schools system.

### IV. **Service Provider Responsibilities**

DPS Transportation:

- 1) Follow the established process when coordinating transportation support through Trip Tracker.
- 2) Know, understand, and use the coordination parameters listed on the [DPS Transportation website](#).
- 3) The 10 student contact days parameters for requesting services through Trip Tracker as covered at the DPS Transportation website, except when playoff games are being coordinated.



- 4) When requirements are entered in Trip Tracker, a point of contact with a phone number will be expected. Absent a point of contact with a phone number in a trip request the trip request will be rejected. The point of contact with a phone number is essential to prevent customer no shows at the time of transportation pickup.
- 5) For all trip support on Saturday and Sunday, DPS Transportation using the point of contact information will on the Friday in the morning before that weekend activity call and/or email the point of contact to confirm the entered trip is still active. If DPS Transportation does not receive confirmation before 1 PM of that Friday, the trip will be canceled. This is to prevent customer no shows at the time of transportation pickup.
- 6) Provide the best service possible to the customer.

V. **Customer Responsibilities**

Athletic Department:

- 1) Follow the established process when coordinating transportation support through Trip Tracker.
- 2) Know, understand, and use the coordination parameters listed on the DPS Transportation website.
- 3) The 10 student contact days parameters for requesting services through Trip Tracker as covered at the DPS Transportation website, **except** when playoff games are being coordinated.
- 4) When requirements are entered in Trip Tracker, a point of contact with phone number is entered. Absent a point of contact with a phone number in a trip request will be rejected. The point of contact with a phone number is essential to prevent customer no shows at the time of transportation pickup.
- 5) DPS Transportation Drivers are not authorized to make changes to coordinated transportation support. Consequently, when a customer at the time of pickup notifies the DPS Driver of a destination change, the Athletic Department is the approving authority for the last minute change and will be communicated to the DPS Transportation Department On-Call Supervisor. The customer is responsible for coordinating that approval at the time of pickup. DPS Transportation reserves the right to cancel transportation support at the time of



DENVER  
PUBLIC  
SCHOOLS

**Transportation Services**  
Safely transporting students to their future

pickup when presented with a destination change because of CDL hours of service issues and/or driver availability limitations.

## VI. **Joint Responsibilities for Communications and Planning**

Each member joint responsibilities:

- 1) Customer will provide accurate pickup and drop off timing to the service provider at the time specified in Trip Tracker. Any changes to the request after submission will be in writing via email and subject to the service provider's approval.
- 2) Customer and service provider will collaborate on a plan that prevents bus transportation service after 11 PM. Service provider reserves the right to decline customer support for a situation where DPS students will be on a bus after 11 PM.
- 3) Customer agrees that in the event of a misrepresentation of timing or path for their support, the service provider reserves the right to cancel the coordinated support as long as no students are on the bus. If students are on buses, service provider will provide coordinated support as originally planned.
- 4) Customer agrees that delays in boarding a bus in excess of 15 minutes past the scheduled time will result in a higher cost for the service.
- 5) Customer agrees that school buses are not intended for storage of equipment, unless authorization to store equipment is mutually agreed upon during the planning stage of a trip. Furthermore, customer acknowledges that Federal and State mandates will be followed regarding the placement of equipment on a bus while traveling between venues and boarding locations.