



Bus Bulletin

DPS Transportation is improving how we provide information to families and schools

If you have a student who rides the yellow school bus, Denver Public Schools Transportation's Bus Bulletin is a new program that allows the district to notify you of real-time information and updates about your student's bus service. Beginning November 2015, you will be notified when buses are running more than 15 minutes late by text message, email and voice notifications, and on your mobile phone or home phone.

Bus Bulletin Benefits:

- All student information is kept confidential and secure and will not be shared. Privacy is protected!
- There is no cost for this service.
- Parents and schools will receive notification on service delays via text message, phone call or email.

To access Bus Bulletin:

Parents of transportation-eligible students will automatically be enrolled to receive voicemail and email notifications from Bus Bulletin, based on the phone number and email address provided when the student was registered for school.

How to update Bus Bulletin settings or opt out of the service:

- Step 1: Log into the Parent Portal: <https://myportal.dpsk12.org/>. If you don't have a Parent Portal account, please visit: <https://myportal.dpsk12.org/Pages/GettingStarted.aspx?lang=en> to sign up.
 - Once logged on, click the Transportation icon on the left side navigation.
 - On the Transportation page, click the Bus Bulletin tab. This will automatically log you into the Bus Bulletin website.
- Step 2: Once directed to the Bus Bulletin site, you will see a "Welcome Information" page. On this page, you will have the option to revise how Bus Bulletin notifies you or opt out of the service.
 - To revise your settings, click the "Proceed to Your Account" button.
 - To opt out of the service, click on the "Opt Out" button. By opting out of the service, you will no longer be notified of service delays by Bus Bulletin. (You will receive a confirmation message that you have been opted out.)
- Step 3: Once logged into your account, update your notification methods and language preference. You may enter up to seven phone numbers and three email addresses.
 - To add a new number, click "Add Phone Number" and select if you would like to be notified by text message or voicemail.
 - To update your email, click the "Add E-mail Address" button.
 - Language settings can be changed by clicking the language drop down menu. Language preferences include English or Spanish.

**Note: Updating your information in Bus Bulletin will NOT change your information in Infinite Campus or the Parent Portal. If you don't have access to the Parent Portal, update your information by contacting your school front office.*

Bus Bulletin Frequently Asked Questions:

How do I update my contact information in Bus Bulletin?

Information can be updated in Infinite Campus by contacting your school front office. The benefit of updating your information in Infinite Campus is that it will update all student information files. If you want to change your Bus Bulletin settings to receive text messages, update a phone number or opt out of the service, you can do this by logging into the Parent Portal.

What if my student doesn't ride the yellow school bus? Will I still be notified through Bus Bulletin?

No. If a student does not ride the yellow school bus, you will not be notified. Only parents of transportation-eligible students assigned to a bus will be notified of service delays.

Will my school be notified that the bus is delayed?

Yes. All school administrators will be notified of service delays.

How many minutes delay is required for a notification?

A Bus Bulletin will be sent when a bus is delayed by 15 minutes or more.

What information do I look for on the notification?

Bus Bulletin notifications will provide you with your student's school and estimated delay time.

Example:

Bus Bulletin: Asbury Elementary School Bus is delayed up to 15 minutes. Please remain at the stop.

What is my student's bus or route number?

Bus route information can be viewed when you login to Bus Bulletin with your contact information. Route information can also be obtained by contacting your school front office or the Transportation Department.

Will my student's attendance be affected as a result?

No, students will not be marked late due to bus delays.

If the bus is late to school, will my student still be provided breakfast?

Yes. Transportation will notify both school administrators and parents of service delays. Breakfast will be served to students once they arrive to school.

What if my student is riding on Transportation Exception? Will they be notified?

Yes. All students approved to ride the bus through the exception process will receive notification from Bus Bulletin.

Will I be notified if my student is special needs and rides a yellow school bus?

Yes, all students receiving transportation will be notified of service delays.

My student rides with American Logistics Company -- will I be notified of a service delay?

DPS Transportation is working with ALC closely to ensure you are notified of a service delay.

I don't have a computer or smart phone. How will I receive notifications of a service delay?

Parents will have the option to receive notifications on their home phone through voice calls or through text messages and voice calls on their mobile devices.

What if my student takes Success Express? Will I receive Bus Bulletin Notifications?

At this time, parents will not be notified of delayed Success Express Shuttle routes but can contact their school front office for updates.

Students that ride the Success Express Shuttle will receive notifications only if their school is impacted by the Weather Delay Schedule for identified schools. For a full list of impacted schools please visit, <http://transportation.dpsk12.org/safety/weather/>.