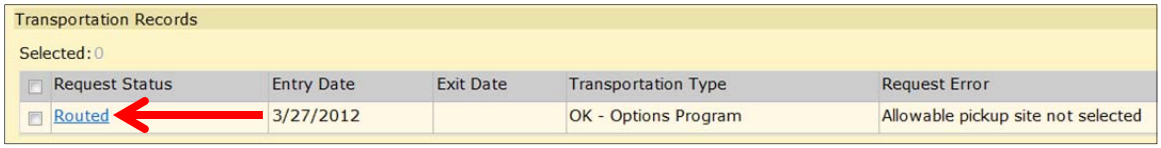
Transportation Reject Requests Report on CPS Dashboard

A *Transportation Reject Requests* report is now available on the CPS Dashboard. This report details students who have an ineligible or rejected transportation requests in SIM, as follows:

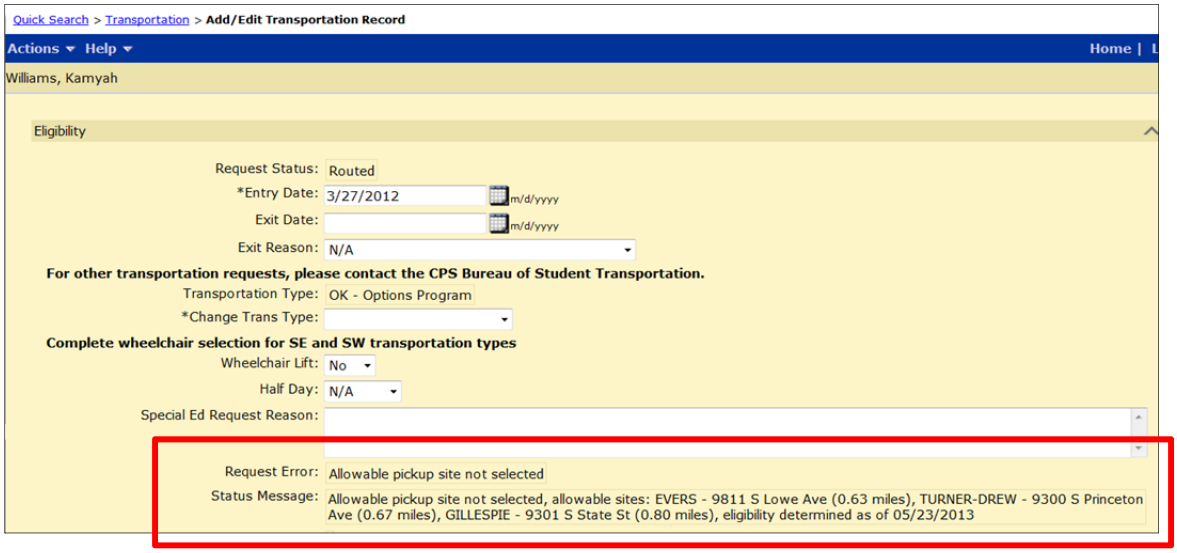
1. SIM has a group of rules built-in for transportation eligibility based on Board policy. These rules determine whether a newly entered transportation request meets the rules and is *Eligible* or *Rejected*. *Rejected* requests appear on the Dashboard report.
2. SIM re-calculates transportation eligibility every night. If, during the course of a day, a school has changed any of the variables that determine eligibility, the system checks whether that current, active transportation request, whose status is *Routed*, still meets the rules. If not, SIM marks the transportation request *Ineligible*. *Ineligible* requests appear on the Dashboard report.

   Note that *Ineligible* transportation requests stay in SIM for a grace period of 14 calendar days. At the end of the grace period, SIM automatically marks the transportation request *Ended* and puts in an *End* date. A drop is then sent to the bus company.

To view details of a *Rejected* or *Ineligible* request in SIM, open the request by clicking on the *Rejected* or *Routed* link.



You can then view the *Request Error* and accompanying *Status Message*, as illustrated below.



The following table details the error messages and the next steps schools should take to resolve:

Error Message	Explanation	Next Steps
Allowable pickup site not selected	Students who are not receiving Specialized Services may be picked up at one of the two nearest school sites. The *Status Message* provides the names of those two sites.	▪ Contact the parent to determine their preference. ▪ Open the transportation request. ▪ Select the new *Pick-Up* Location. ▪ Click the *OK* button.
CTA OR Bus Pickup must be specified	User failed to select either *CTA* or a *Pick-Up Type* in the SIM transportation request.	▪ Open the transportation request. ▪ Select *CTA* or a *Pick-Up Type* (and *Pick-Up Location*, if required). ▪ Click the *OK* button to refresh.
Lacks Active SPED Placement Type	The system checks in SSM to validate that a student receiving Specialized Services has an active Placement Type in their IEP.	▪ The Case Manager should check the IEP and update it, if needed. ▪ Open the transportation request. ▪ Click the *OK* button to refresh.
Lacks Homeless Indicator	Trans Type XH was selected, but student does not have Homeless Program selected in SIM.	▪ Check the student Homeless Program indicator in SIM, and correct if wrong. ▪ Open the transportation request. ▪ Click the *OK* button to refresh.
Lacks Primary Disability	The system checks in SSM to validate that a student receiving Specialized Services has a Primary Disability in their IEP.	▪ The Case Manager should check the IEP, and update it as needed. ▪ Open the transportation request. ▪ Click the *OK* button to refresh.
Lacks Required Program Participation	The system checks in SIM that an Options student's Homeroom Number is associated with an eligible program.	▪ Check the student Homeroom in SIM, and correct if wrong. ▪ Open the transportation request. ▪ Click the *OK* button to refresh.
Lacks Transportation as a Related Service	The system checks in SSM to validate that a student receiving Specialized Services has *Transportation* indicated as a *Related Service* in their IEP.	▪ The Case Manager should check the IEP, and update it as needed. ▪ Open the transportation request. ▪ Click the *OK* button to refresh.
Pickup Type Ineligible	*SE/SW* Trans Type requires a HOME Pick-Up Type (no Pick-Up Location necessary). Homeless, NCLB, or Options students are required to have a SITE *Pick-Up Type* and select a School Name in *Pick-Up Location.*	▪ Open the transportation request ▪ Change the *Pick-Up Type* (and *Pick-Up Location*, if required) ▪ Click the *OK* button.

Error Message	Explanation	Next Steps
School year for Entry Date is not supported	Entry Date selected in the transportation request is outside of the current school year.	▪ Open the transportation request. ▪ Select a new Entry Date/Year. ▪ Click the *OK* button to refresh.
Student address coordinates not found	Student's home address is not recognized by SIM.	▪ Call the ITS Service Desk at 553-3925.
Student address is incomplete or invalid	The student's home address in SIM is incorrect.	▪ Check the student address in SIM, and correct if wrong. ▪ Open the transportation request. ▪ Click the *OK* button to refresh.
Student attends Zoned School	Student lives less than 1.5 miles from the school.	▪ Homeless students may ask the school for CTA or reimbursement. ▪ Parent may apply for a Safety Hazard exception.
Student eligible under alternate trans type	The system has checked SSM and the student should be entered with a Trans Type of SE or SW.	▪ Open the transportation request. ▪ Change the Trans Type to SE or SW. ▪ Click the *OK* button to refresh.
Student grade level not eligible	Student grade level does not fall within the rules set by the Board for the particular program.	▪ Check the student's grade level in SIM, and correct if wrong. ▪ Open the transportation request. ▪ Click the *OK* button to refresh.
Student lives beyond maximum distance	Student's home address does not fall within the boundaries set by the Board for the particular program	▪ Check the student address in SIM, and correct if wrong. ▪ Open the transportation request. ▪ Click the *OK* button to refresh.
Student lives within minimum distance	Student's home address does not fall within the boundaries set by the Board for the particular program (less than 1.5 miles)	▪ Check the student address in SIM, and correct if wrong. ▪ Open the transportation request. ▪ Click the *OK* button to refresh.
Student Zoned School cannot be determined	Student's home address does not map to a Zoned School.	▪ Check the student address in SIM, and correct if wrong. ▪ Open the transportation request. ▪ Click the *OK* button to refresh.
Trans type not valid for enrolled school	No eligible program at that school for the Trans Type selected.	▪ Call Student Transportation Services at 3-2860 for help
Unsupported transportation type	Failed to select a Trans Type in the SIM transportation request.	▪ Open the transportation request. ▪ Select a *Trans Type*. ▪ Click the *OK* button to refresh.