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:

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Explanation</th>
<th>Next Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allowable pickup site not selected</td>
<td>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.</td>
<td>▪ Contact the parent to determine their preference. &lt;br&gt;▪ Open the transportation request. &lt;br&gt;▪ Select the new Pick-Up Location. &lt;br&gt;▪ Click the OK button.</td>
</tr>
<tr>
<td>CTA OR Bus Pickup must be specified</td>
<td>User failed to select either CTA or a Pick-Up Type in the SIM transportation request.</td>
<td>▪ Open the transportation request. &lt;br&gt;▪ Select CTA or a Pick-Up Type (and Pick-Up Location, if required). &lt;br&gt;▪ Click the OK button to refresh.</td>
</tr>
<tr>
<td>Lacks Active SPED Placement Type</td>
<td>The system checks in SSM to validate that a student receiving Specialized Services has an active Placement Type in their IEP.</td>
<td>▪ The Case Manager should check the IEP and update it, if needed. &lt;br&gt;▪ Open the transportation request. &lt;br&gt;▪ Click the OK button to refresh.</td>
</tr>
<tr>
<td>Lacks Homeless Indicator</td>
<td>Trans Type XH was selected, but student does not have Homeless Program selected in SIM.</td>
<td>▪ Check the student Homeless Program indicator in SIM, and correct if wrong. &lt;br&gt;▪ Open the transportation request. &lt;br&gt;▪ Click the OK button to refresh.</td>
</tr>
<tr>
<td>Lacks Primary Disability</td>
<td>The system checks in SSM to validate that a student receiving Specialized Services has a Primary Disability in their IEP.</td>
<td>▪ The Case Manager should check the IEP, and update it as needed. &lt;br&gt;▪ Open the transportation request. &lt;br&gt;▪ Click the OK button to refresh.</td>
</tr>
<tr>
<td>Lacks Required Program Participation</td>
<td>The system checks in SIM that an Options student’s Homeroom Number is associated with an eligible program.</td>
<td>▪ Check the student Homeroom in SIM, and correct if wrong. &lt;br&gt;▪ Open the transportation request. &lt;br&gt;▪ Click the OK button to refresh.</td>
</tr>
<tr>
<td>Lacks Transportation as a Related Service</td>
<td>The system checks in SSM to validate that a student receiving Specialized Services has Transportation indicated as a Related Service in their IEP.</td>
<td>▪ The Case Manager should check the IEP, and update it as needed. &lt;br&gt;▪ Open the transportation request. &lt;br&gt;▪ Click the OK button to refresh.</td>
</tr>
<tr>
<td>Pickup Type Ineligible</td>
<td>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.</td>
<td>▪ Open the transportation request &lt;br&gt;▪ Change the Pick-Up Type (and Pick-Up Location, if required) &lt;br&gt;▪ Click the OK button.</td>
</tr>
<tr>
<td>Error Message</td>
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</tr>
<tr>
<td>---------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
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</tr>
</tbody>
</table>
| 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. |