



Dear Roger Clap Families,

Our school is finally full with all of our students back - from our youngest learners in K0/K1 to our oldest learners in Grade 6! As we work with BPS to address transportation challenges, I wanted to share a few resources.

- App: Families can utilize the "Zum" app to track individual buses. If you need help accessing the app, please reach out to Mrs. DP. All bus information will be communicated through the app.
- Call Center Hotline: Anyone can call our hotline at 617-635-9520. Customer Service Representatives are available from 6am-7pm, Monday through Friday, to assist callers.
- Chat: Anyone can chat with a Customer Service Representative on our [website](https://www.bostonpublicschools.org/transportation) (<https://www.bostonpublicschools.org/transportation>) or through our [Support Portal](#) (by clicking the blue bubble in the bottom right corner). Customer Service Representatives are available from 6am-7pm, Monday through Friday.
- Students and families can also email us at schoolbus@bostonpublicschools.org and they will receive a response within 24-48 hours.
- If your child's bus does not come by 9am or there is an issue with the Zum app, please call the hotline 617-635-9520 and the Clap office (617-635-8672) so a BPS backup bus can be sent.



If there is a change in your child's dismissal plan, please notify the office (not your child's teacher) by 3:00pm. Teachers are doing the important work of teaching. If teachers receive texts and/or calls from families during the school day about urgent information such as pick up/drop off information, it can greatly impact the safety of our dismissal time.

Please do NOT pick up your child before 4pm!

Please make every effort to refrain from early dismissals for students. Early dismissals are disruptive to the entire community and to your child. When students leave early they are missing instruction and missing out on opportunities to build positive peer relationships and grow with their community. If you are worried about specific traffic and/or have a particular appointment, please call the office so we can ensure your learner is ready at 4pm for a prompt pick up on the playground.



- Clap Parent Mentoring Program in partnership with St. Stephen's Youth Program: Clap Parent Mentors will receive a stipend of \$19/hour for the 12.5 hours a week they are in person. Parents as mentors at the Clap work one on one and in small groups with students in a consistent classroom. No other previous experience is required, and all parents will be provided the training necessary (in English, Spanish, Cape Verdean Creole, and/or Vietnamese). Please complete the attached form if you are interested or [sign up here](#).

School Wide Updates:

- Back to School Night - Thursday, September 25 from 5:30-7pm: This is an opportunity to meet your child's teachers, share your hopes and dreams for your child(ren), and learn about the curriculum, expectations, and opportunities for the school year. Your presence really matters.

