



December 14, 2017

[REDACTED]

RE: **Smart Trip and DC One Cards**

Dear [REDACTED]

This letter is in reference to concerns that were brought to DCPS attention on 11/30/2017, regarding your concerns pertaining to a Smart Trip Card and DC One Cards, noting that you attempted several times to obtain a "Smart Trip Card" from the school. No one has followed up with the parent regarding the card. In addition, you would like to address issue "face to face" with either the social worker or front office staff regarding the smart trip card. Lastly, you have indicated that students have not received "DC One Card", nor taken a picture for their new cards. [REDACTED] would like assistance in receiving a pre-loaded "smart trip card" and "DC One Cards" for her family so that they can travel back and forth to school.

In response, DCPS conducted an investigation which included speaking with the School Social Worker and School Behavior Technician [REDACTED]

It was noted that:

1. On [REDACTED] [REDACTED] has spoken with [REDACTED] [REDACTED]. She confirmed that the monies will be on the SmartTrip between COB today. [REDACTED] also offered to provide the family with resources for uniforms, shoes, and groceries.
2. [REDACTED] will provide the new SmartTrip Card to [REDACTED] this afternoon [REDACTED], and submit her referral for the additional services by COB today.
3. [REDACTED] will follow-up with the parents today [REDACTED]
4. [REDACTED] has ensured that all students [REDACTED] have taken their pictures on [REDACTED], for the DC One cards and thus we awaiting the arrival of the new cards taken.

Based on these DCPS findings, the reported concerns pertaining to your concerns did not constitute a violation of the District of Columbia Municipal Regulations *and* were unsubstantiated.

If you are not satisfied with the outcome of this investigation, you have the right to file an appeal within 10 calendar days of receipt of this letter. The appeal must be submitted in writing. Appeal requests may be submitted via U.S. Postal Mail to 1200 First St., 9th Floor; Attn: Resolution Grievance Division or via email at dcps.grievance@dc.gov. You may also contact the U.S. Department of Education, Office on Civil Rights (1-800-421-3481) to report any educational discrimination on the basis of race, sex, disability, etc.

If you have further questions or concerns about this letter or other issues, please do not hesitate to contact us at dcps.grievance@dc.gov or 202.442.5405. Thank you for taking steps to making DCPS a safe and welcoming environment.

Regards,

[REDACTED]