

Bussing Issues 101: Troubleshooting NYC School Transportation Issues



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Advocates for Children of New York
Protecting every child's right to learn since 1971



Today's Training

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- Introduction to AFC
- Who is Eligible for Transportation?
- What are Exceptions to Transportation Eligibility?
- How to Request Specialized Busing?
- Transportation for Students in Temporary Housing
- How to Find My Child's Bus Route Information?
- How do I Resolve Problems with Busing?





What is Advocates for Children (AFC)?

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AFC is an independent agency that protects the rights of all NYC students

Our Services:

- Helpline: **1-866-427-6033** (Mon-Thurs, 10am – 4pm)
- Guides and resources: www.advocatesforchildren.org
- Workshops and trainings
- Free legal services to low-income families



Who is Eligible for Transportation?

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By grade and distance

- Grade K–2 students over 0.5 mile from school
- Grade 3–6 students over 1 mile from school

Students with disabilities

- Students who require specialized transportation for a chronic medical disability
- Students with a severe emotional and/or intellectual disability which requires support while on the bus

Students in temporary housing

- Grade K–6 students living in homeless shelters, domestic violence shelters, doubled-up, etc.

Students with exceptions

- Medical
- Foster Care
- Joint Custody
- Victim of a Crime
- Order of Protection
- Hazard



Who is Eligible for Transportation?

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Eligibility: Grade & Distance

- Grades K–6 can receive **busing** based on distance if:
 - live in the same district as the school AND attend a public school
 - or
 - Live in the same borough as the school AND attend a charter school or G&T program
- Students can **only** receive busing if:
 - Bus stop exists within their distance eligibility and grade, OR
 - Can be created to accommodate the school



Who is Eligible for Transportation?

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- **Eligible students who meet criteria for transportation will receive a MetroCard:**
 - Grades 7-12
 - Grades K-6 if:
 - ✦ yellow bus service is not available or if a new stop cannot be added for the student
 - ✦ Or, if family prefers MetroCards
- MetroCards are provided by schools



How to Get Bus Transportation?

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- Schools should **automatically** set up busing if student is eligible
 - Families are eligible to receive MetroCards from their schools until busing is set up
 - Bus routing typically takes **5-7 days** from the request to begin
- If your families moves in the middle of the school year, inform the school of the new address **immediately**.
 - School will change address
 - Update request for a new bus route, which will take **5-7 days** to begin
- You can find information about bus routes for your child's public school here: <https://www.opt-osfns.org/opt/Resources/SchoolRouteStSearch/SearchResult.aspx>



3K & Pre-K Students

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- Generally, 3K and Pre-K students are not eligible for transportation
- However, 3K and Pre-K students in temporary housing and in foster care are eligible for transportation, typically MetroCards.
- Preschool-Aged Students with IEPs recommending a special class or special class in an integrated setting are entitled to curb-to-school (door-to-door) busing if recommended by their IEP
 - Busing is arranged by the Committee on Preschool Special Education (CPSE)



Eligibility Exceptions for Transportation

- **Joint Custody**
 - If parents/guardians no longer reside in the same home and student is eligible for transportation, they may be eligible for busing to both addresses
 - **But**, if only one address qualifies based on grade/distance, student only eligible for busing to that address
- **Victim of a Crime**
 - If student has been a victim of a crime outside of their school or on their way to or from school
- **Order of Protection**
 - If your child has an Order of Protection against another child or an adult, it should be immediately reported to your school. School must immediately document order to protect child.
- **Hazard**
 - Students grades K–6 and their path to school, a school bus stop, or a public transit stop, includes:
 - narrow bridge or underpass; railroad crossing; no sidewalk; a busy street without a stop sign, traffic light, or pedestrian crossing; or a barrier that requires re-routing to a longer path
- **Foster Care**
 - Students living in foster care are eligible for transportation



How to Request Exception?

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- Fill out this [Google Form](#) or the [exception request form](#) and submit to the Office of Pupil Transportation's (OPT's) BusingExceptions@schools.nyc.gov or to your school.
- Some exceptions require additional paperwork, which can be submitted via the Google Form, directly to the school, or to BusingExceptions@schools.nyc.gov
 - Joint Custody
 - ✦ Submit legal documentation of custody arrangement
 - ✦ Both parents/guardians sign the application and fill out the requested calendar
 - Victim of a Crime
 - ✦ Submit a police report, school incident report number, or a written statement by the child
 - Order of Protection
 - ✦ Submit Order of Protection



What is Specialized Busing?



- The DOE provides specialized transportation to students with:
 - IEPs recommending busing, or
 - Approved medical exceptions
- For students with IEPs, transportation needs should be discussed at the student's IEP meeting.
- If recommended, the IEP team will provide you with any necessary paperwork such as:
 - An Authorization for Release of Medical Information Pursuant to HIPAA (completed and signed by the Parent)
 - [Medical Accommodations Request Form \(MARF\)](#): completed and signed by the student's doctor



Specialized Busing for Medical Needs

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- Students **without** IEPs with medical needs that require transportation:
 - Students who have a chronic or temporary medical condition or short- or long-term mobility need that prevents them from taking public transit are eligible for transportation
 - To apply, you can either:
 - ✦ Fill out this [Google Form](#) and attach the [HIPAA release](#) and the [Medical Accomodations Request Form \(MARF\)](#)
 - ✦ Or, submit the [exception request form](#), [HIPAA release](#), and [Medical Accomodations Request Form](#) to BusingExceptions@school.nyc.gov or your school
 - OPT will send the forms to Office of School Health to review, which takes 2–4 weeks



Stop-to-Stop v. Curb-to-School

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- Stop-to-Stop
 - Student is picked up at a DOE designated bus stop closest to their home
 - Dropped off at a DOE designated bus stop closest to their school
- Curb-to-School (Door-to-Door)
 - For specialized transportation ONLY
 - Student is picked up at the curb in front of their home
 - Dropped off at school



How to Request Accommodations on Bus?

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- Some students may need additional accommodations to receive busing:
 - I:I transportation paraprofessionals
 - Medical/nursing services
 - Travel time limitations
 - Climate control
 - Safety vests
 - Car seats
- Added to your child's IEP/504 Plan
- **Must be renewed for every school year**

- Parents should share the following documentation with the IEP team to obtain accommodations for busing:
 - An Authorization for Release of Medical Information Pursuant to HIPAA (completed and signed by the Parent)
 - Medical Accommodations Request Form (MARF): completed and signed by the student's doctor



How to Request Alternate Drop-Off?

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- Families can request an alternate afternoon bus drop-off arrangement by completing an Alternate PM Drop-Off Request Form and emailing it to BusingExceptions@schools.nyc.gov.
- Families can also complete an online Special Populations Request Form, available: <https://docs.google.com/forms/d/e/1FAIpQLSd8kVtjAspzELkfbm0ULVVFFmHlwFBsoe4KD6Gln-SjaCr8NA/viewform>

Special Populations Request Form

Submit this form to request one of the following:

- exception to transportation eligibility
- alternate afternoon drop-off location

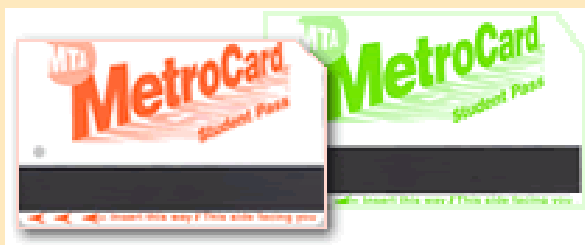


Transportation for Students in Temporary Housing

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Student MetroCards

- May apply to all grades
- Distance doesn't matter



Parent MetroCards

- Pre-K – 6th grade
- Weekly cards for parents to accompany children
- Contact [STH Regional Managers](#)



Busing

- K-6 in shelters
- 7-8 in shelters with an IEP without busing
- Students with an IEP that has busing





How to Request Busing for Students in Temporary Housing?

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- 3 ways of requesting busing for Students in Temporary Housing (STH):
 - Shelter providers can complete a Busing Exception Request Form
 - Families can complete a Special Populations Request Form
 - Families and/or Shelter Providers can complete a Request for Exception to Transportation Rules and Eligibility and email it to the DOE
- Only **one** of the above options needs to be submitted
- Not required for students with bussing on their IEPs!
- For families residing in protected shelter locations, do **NOT** provide the address of the shelter on any form
 - Enter the PO Box assigned to the shelter



How to Request Busing for Students in Temporary Housing?

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1. Shelter Providers can complete a Busing Exception Request Form

○ Available:

<https://forms.office.com/Pages/ResponsePage.aspx?id=tyxJGEXvYUWFcQxC5fesB7DEyg8xg69PvPtFiy1ZNGBUOTVFSUM0V1k0RkNFRjhPT1c0QU1HRTdGS4u>

Busing Exception Request Form for Students in Temporary Housing or Students in Foster Care

The survey will take approximately 5 minutes to complete.

* Required



How to Request Busing for Students in Temporary Housing?

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2. Families can complete a Special Populations Request Form

○ Available:

<https://docs.google.com/forms/d/e/1FAIpQLSd8kVtjAspzELkfBm0ULVVFFmHlwFBsoe4KD6Gln-SjaCr8NA/viewform>

Special Populations Request Form

Submit this form to request one of the following:

- exception to transportation eligibility
- alternate afternoon drop-off location



How to Request Busing for Students in Temporary Housing?

3. Families/Providers can complete a Request for Exception to Transportation Rules and Eligibility and email it to BusingExceptions@schools.nyc.gov

- Available: <https://www.schools.nyc.gov/docs/default-source/default-document-library/exceptions-form>
- Make sure to copy the STH Manager for your shelter location on the email

NYC
Department of Education
Chancellor Richard A. Carranza

Request for Exception to Transportation Rules and Eligibility

Please note: This form must be completed by the child's primary parent/guardian, except for students in foster care, whose foster care agency can complete on behalf of the parent/guardian and foster parent.

Submit this form to BusingExceptions@schools.nyc.gov, or ask your school to scan and email it to that email address.

Note to families in domestic violence situations: Please use the designated PO Box; if you do not have one, please speak to your shelter. If you are not residing in a shelter, please speak to your school.

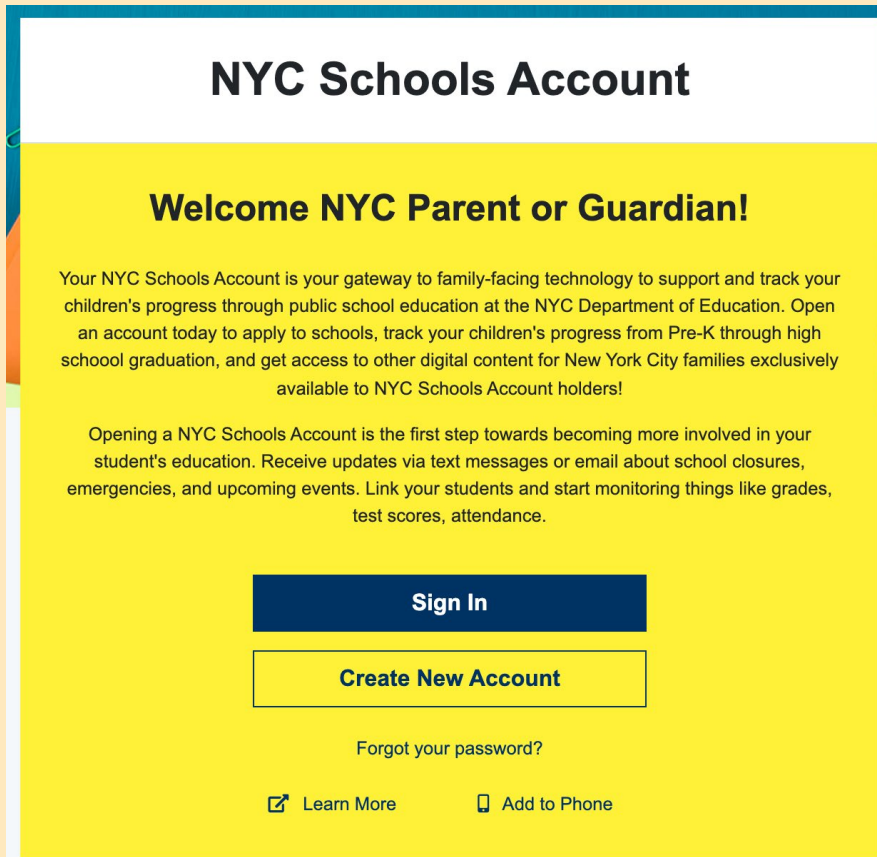
Student ID	Student First Name	Student Last Name	
Student Date of Birth (MM-DD-YYYY)	Parent/Guardian First Name	Parent/Guardian Last Name	
Street Number and Name (families in DV shelters should enter their PO Box)	Apartment or Unit #	Zip Code	Borough
Parent/Guardian Phone #	Parent/Guardian Email	Current School Code (District – Borough – School), if known	
Current School Name	Does the child currently receive busing?		<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not sure



How to Find My Child's Bus Route Information?

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- Busing information can be found **NYC Schools Account (NYCSA) Portal**

A screenshot of the NYC Schools Account portal. The page has a white header with the title 'NYC Schools Account' and a yellow main content area. The yellow area contains a welcome message, a paragraph of text, a 'Sign In' button, a 'Create New Account' button, a 'Forgot your password?' link, and two links at the bottom: 'Learn More' and 'Add to Phone'.

NYC Schools Account

Welcome NYC Parent or Guardian!

Your NYC Schools Account is your gateway to family-facing technology to support and track your children's progress through public school education at the NYC Department of Education. Open an account today to apply to schools, track your children's progress from Pre-K through high school graduation, and get access to other digital content for New York City families exclusively available to NYC Schools Account holders!

Opening a NYC Schools Account is the first step towards becoming more involved in your student's education. Receive updates via text messages or email about school closures, emergencies, and upcoming events. Link your students and start monitoring things like grades, test scores, attendance.

[Sign In](#)

[Create New Account](#)

[Forgot your password?](#)

[Learn More](#) [Add to Phone](#)

- On the NYCSA Portal, parents can also:
 - See your child's grades, test scores and more in My Student
 - Report bullying
 - Sign COVID consent forms
 - Fill out emergency contact information
 - Take classes in Parent University
 - Reset your child's DOE account password



How to Create an NYCSA account

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Follow the directions on the DOE's flyer [here](#).

NYC Schools Account

Welcome NYC Parent or Guardian!

Log-in here: schoolsaccount.nyc



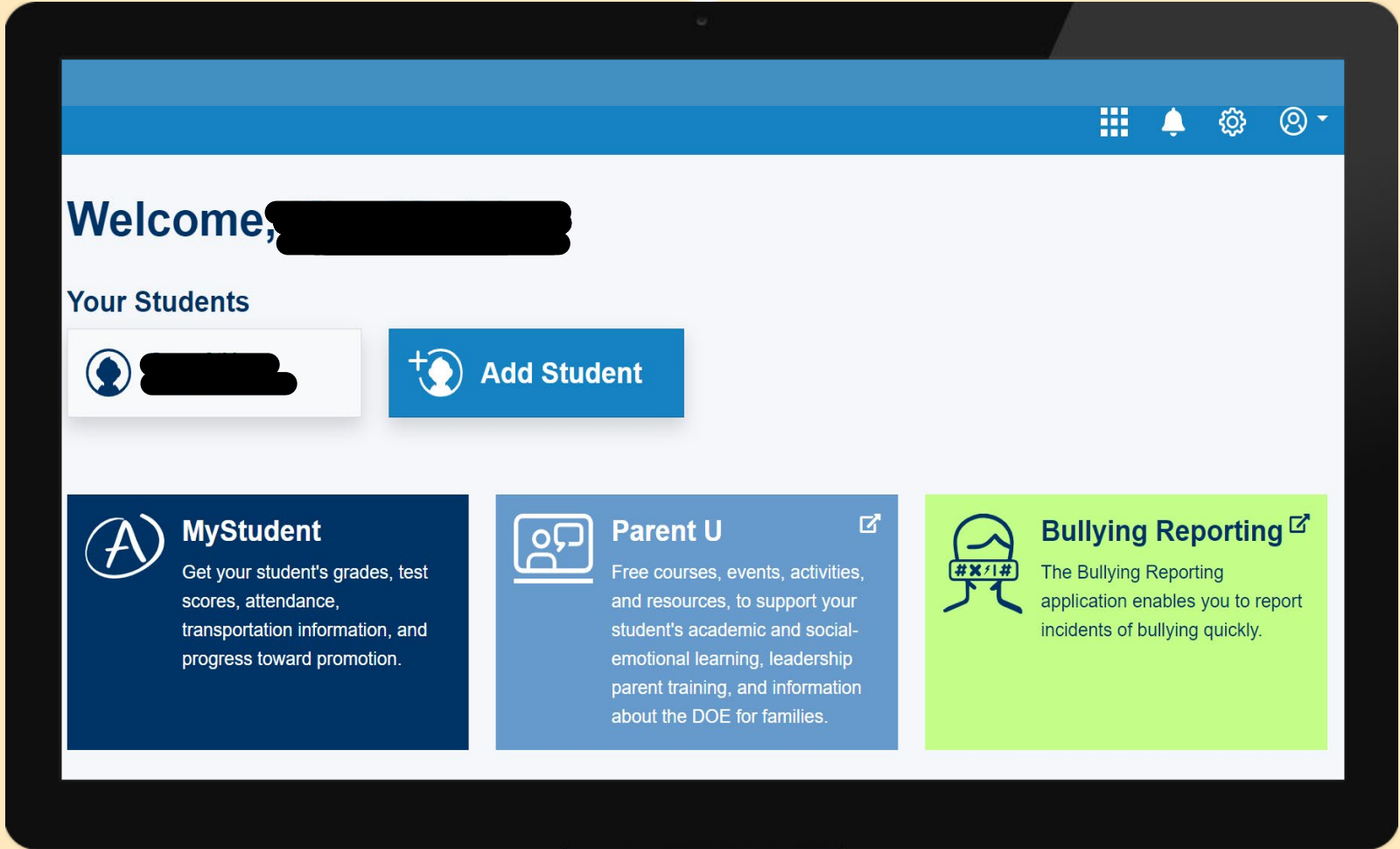
Don't have a letter with a creation code (sent home last year)?

Contact the student's school



My Student Portal “NYCSA”

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Welcome, [redacted]

Your Students

[Profile icon] [redacted]

[+ \[Profile icon\] Add Student](#)

MyStudent
Get your student's grades, test scores, attendance, transportation information, and progress toward promotion.

Parent U
Free courses, events, activities, and resources, to support your student's academic and social-emotional learning, leadership parent training, and information about the DOE for families.

Bullying Reporting
The Bullying Reporting application enables you to report incidents of bullying quickly.



My Student Portal “NYCSA”

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Grades



Assessments



Reading Level



Promotion Tracker



Graduation Tracker



Student Documents



IEP



Attendance



Schedule



Student Wellness



Transportation



Guardians



Enrollment



Student



Emergency Contact



Transportation: Bus Route

Student bus route information is available on each student's NYCSA account

Transportation

Confirm with your child's school which days they will attend in-person instruction. Visit the [Student Transportation Page](#) to find out what's new in student transportation this year.

[N.Y.C. LAB SCHOOL FOR COLLABORATIVE STUDIES \(02M412\)](#)

Service Type: Door-to-Door

[Learn about busing eligibility](#)

Vehicle Modifications: Wheelchair (needs assistance getting on bus. Space for chair needed)

School Contact Email: chancock@nyclabschool.org

School Contact Phone: 212-691-6119

Additional Transportation Accommodations: Limited Travel Time; 2 Seats; A/C

If the vehicle and transportation accommodations do not match your child's IEP, please contact the IEP team.

Date Range: 09/13/2021 — 06/30/2022

Bus Schedule

Monday	
To School	
Pick-up Location:	[REDACTED]
Route Number:	M453
Drop-off Location:	[REDACTED]
Drop-off Time:	-
Bus Company Name:	HOYT TRANSPORTATION CORP.
Bus Company Phone:	718-665-3019



Transportation: Troubleshooting Busing

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Need Route
Info or Name of
Bus Co.

Look on
NYCSA

Contact
School

Need Pick-
Up/Drop-Off
Time

[Contact Bus
Company](#)

Bus Late/No-
Show

Check OPT's
[bus delays log](#)

Contact OPT
at 718-392-
8855

Contact
Transportation
Liaison



Transportation Liaisons

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- For public school students, find borough/district level transportation liaison contact information here:
 - <https://sites.google.com/a/strongschools.nyc/contacts/>
- For D75 students:
 - Sacha Inglis (singlis@schools.nyc.gov) or Jaclyn Ortega (jortega7@schools.nyc.gov) or call 212-802-1502/1503
- For Non-Public/Charter Schools:
 - ✦ Bronx all Non-Public and Charter schools: [Sharon Johnson](#)
 - ✦ Brooklyn Non-Public schools: [Cheryl Czegledi](#)
 - ✦ Brooklyn Charter schools: [Peter Libasci](#)
 - ✦ Manhattan all Non-Public and Charter schools: [Mia Johnson](#)
 - ✦ Queens all Non-Public and Charter schools: [Gerald Conquest](#)
 - ✦ Staten Island all Non-Public and Charter schools: [Peter Libasci](#)
 - ✦ Yeshiva schools: [Cheryl Czegledi](#)
 - ✦ Connecticut, Westchester, and Upstate New York schools: [Sharon Johnson](#)
 - ✦ Nassau County, Suffolk County, and New Jersey schools: [Mia Johnson](#)



Tips for Resolving Issues with Bus Transportation

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- What if it's been 5-7 school days since requested busing and still no route?
 - Look on NYCSA to find route information
 - If not on NYCSA, contact school to ask if the request was submitted
 - Also contact Transportation Liaison
 - If it was submitted, contact OPT to file complaint that your child has not been routed.
- What if your child's bus company never picks up the phone or has not contacted you about pick-up time?
 - Contact OPT and file complaint against the bus company
 - File a new complaint daily if you need
 - Make sure you get the 9-digit complaint number!

What if your child's bus is late?

- Call bus company and ask about the status of the route
- Contact OPT and file a complaint/complaints
- Make sure to save the 9-digit complaint number



Tips for Resolving Issues with Bus Transportation

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- What if my child is spending hours on the bus, missing classes and arriving late to school?
 - Contact OPT and file a complaint **EACH TIME THIS HAPPENS**
 - Also contact Transportation Liaison
 - Request another route each time you call
 - Make sure to save the 9-digit complaint numbers!
- What if I am having trouble with my preschooler's busing:
 - Contact earlychildhoodbusing@schools.nyc.gov and copy preschool@afcnyc.org
- What if my child's IEP recommends a bus paraprofessional and they still do not have one?
 - Contact IEP team to see if bus paraprofessional has been requested
 - If your child attends a non-public, private or charter school, contact the CSE
 - Contact DOE's special education office at specialeducation@schools.nyc.gov or 718-935-2007



How to Get Car Service

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- Limosys, a prepaid app-based service, is available to students who are entitled to busing and are not receiving it
 - **For public school students:** School transportation liaisons at school arrange Limosys
 - ✦ Can also contact Transportation Liaison at Borough/District Office: <https://sites.google.com/a/strongschools.nyc/contacts/>
 - **For charter school and non-public school students:** the Transportation Liaison arranges Limosys
 - ✦ See slide 27
 - **For D75 students:** contact Sacha Inglis (singlis@schools.nyc.gov) or Jaclyn Ortega (jortega7@schools.nyc.gov) from D75 or call 212-802-1502/1503



Reimbursement for Transportation

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- A family may be entitled to reimbursement if their child is supposed to receive busing, but:
 - The child's related services are located outside of their school/home and the child was unable to travel by DOE-issued MetroCard
 - The child recently transitioned to or between temporary housing locations
 - The child recently transitioned to or between foster care placements
 - There was substantial bus delay that resulted in a no-show, or the bus company refused to provide service to the child
- Make sure to fill out this form and email the completed form to TransportationReimbursement@schools.nyc.gov



Reimbursement for Transportation

- Fill out this [Google Form](#), screenshot confirmation at the end

Special Populations Reimbursement Form

Submit this form to request transportation reimbursement for eligible students due to lack of mandated busing.

dani.nauffal@gmail.com [Switch account](#)

The name and photo associated with your Google account will be recorded when you upload files and submit this form. Only the email you enter is part of your response.

* Required

Email *

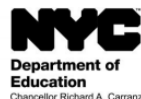
Your email

Student ID *

Please enter a 9 digit student ID. If unavailable, enter 9 0s (000000000).

Your answer

- Fill out this [PDF Form](#), email it to TransportationReimbursement@schools.nyc.gov



Travel Reimbursement Form

Note: Travel Reimbursement is ONLY available for a one-way trip from home to school and a one-way trip from school to home.

Note to families in domestic violence shelters: For address, use the PO Box and seek support from shelter staff.

Student ID	Student First Name	Student Last Name
Student Date of Birth (MM-DD-YYYY)	Parent/Guardian First Name	Parent/Guardian Last Name
Street Number and Name	Apartment or Unit #	Zip Code
		Borough
Parent/Guardian Phone #	Parent/Guardian Email	Current School Code (District – Borough – School)
Current School Name		

Family is seeking reimbursement because:

- The child received related services, but the DOE could not arrange for the services to be provided at home or the program / child care location or school, and the child was unable to travel by DOE-issued MetroCard
- The child recently transitioned to or between temporary housing locations
- The child recently transitioned to or between foster care placements
- The child's bus company experienced a substantial delay that resulted in a no-show, or otherwise refused to provide service to the child

If you do not see the reason why you are seeking reimbursement, please email us at BusingExceptions@schools.nyc.gov.



Language Access Rights

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- Parents have the right to get documents translated, including report cards and IEPs
- Parents also have the right to interpretation services at school meetings and events
- DOE Languages: Spanish, French, Arabic, Chinese, Bengali, Urdu, Russian, Korean, and Haitian-Creole



Problems with translation or interpretation?

Email Hello@schools.nyc.gov or

Call DOE complaint line: (718) 935-2013



Advocates for Children of New York
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- **Know-Your-Rights Materials**



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Call us with questions!



Helpline: 866-427-6033 (toll free)
Monday-Thursday, 10am-4pm

info@advocatesforchildren.org