

Transportation 101

2026-27

PRESENTED BY:

KIM MADDEN & LILLIANA DIAZ PEDROSA



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

Agenda

About AFC

Kinds of Transportation

Exceptions

NYCSA Portal

Bussing Issues

Rideshare

Review



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)
- Workshops and trainings
- Free legal services to low-income families
- Guides and resources: www.advocatesforchildren.org
- Policy & Impact Litigation



Check For Updates On Our Website

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 Advocates for Children of New York

[Get Help](#) [Find Resources](#) [Who We Serve](#) [About AFC](#) [Policy Advocacy](#) [Litigation](#) [Select Language](#) [Get Involved](#) [Search](#)

Protecting every child's right to learn

Advocates for Children of New York has a singular vision: an equitable and inclusive school system where all students receive the education they need to maximize their potential as adults.

I have a question about... [▼](#)

[GET HELP NOW →](#)

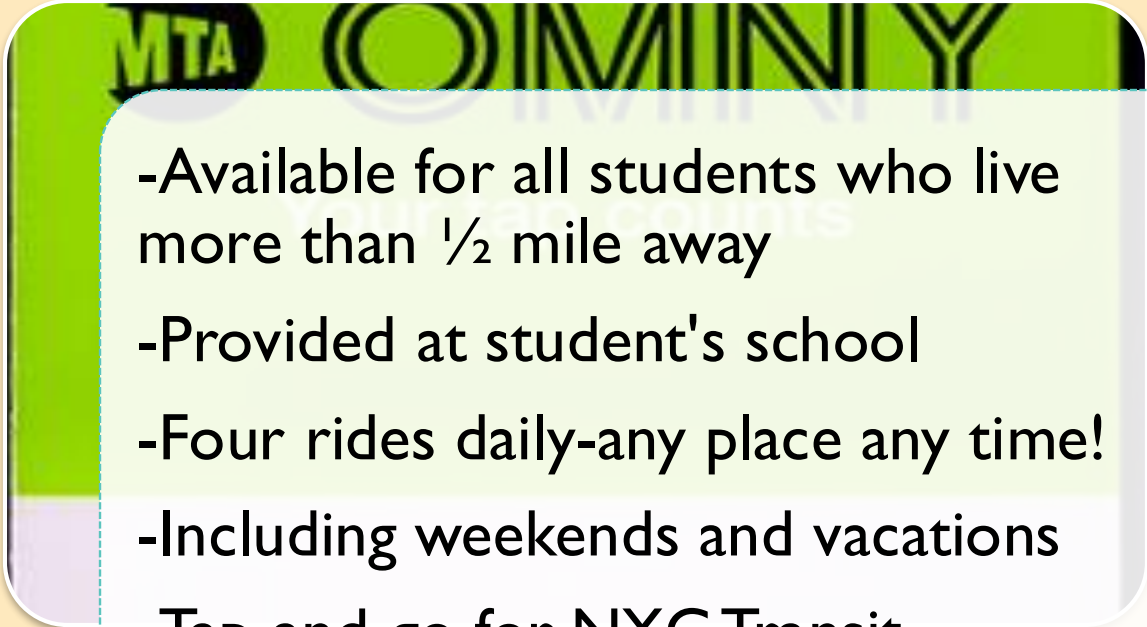
<https://advocatesforchildren.org/back-to-school>



OMNY Cards for Students



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- 
- Available for all students who live more than 1/2 mile away
 - Provided at student's school
 - Four rides daily-any place any time!
 - Including weekends and vacations
 - Tap-and-go for NYC Transit

Stop-to-Stop Busing

Yellow Bus
available from
designated
stop if:



Distance Eligible: based on Grade (K-6) and travel distance



Public school in same district or
Non-public, charter, citywide-
gifted in same borough



Bus available



sometimes can add onto an
existing route

Curb-to-School Busing

For Students with:

- Transportation on IEP or 504 plan

or

- An OPT approved medical exception



Bus picks student up at a curb by their home and drops them off at their school.



Sometimes known as 'specialized transportation'



Alternate pm-drop off may be available



Exceptions to Transportation Eligibility

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Joint Custody

Hazard

Victim of
Crime/Order of
Protection

Medical
Accommodations

Temporary
Housing/FosterCare

IEP Mandate



Need an Exception? Request it!

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Exceptions Request Form



Follow up:

BusingExceptions@schools.nyc.gov



NO need to request exception if IEP recommends busing



Students in Temporary Housing

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Free transportation until the end of the school year when permanently housed + another year if in the last grade at their school.



Entitled to OMNY card if no bus service to school



Parents/guardians of students in temporary housing (3K–Grade 12) who are newly routed or don't get busing can receive an OMNY card for school travel.



Students in Foster Care



Eligible for transportation to and from school.



Like all students: Entitled to an OMNY card if bus service to school is not available.



IEP Mandated “Curb-to-School” Busing

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Not every student with an IEP is eligible for busing.



If busing is listed in a student's IEP, NYCPS must provide it, along with any transportation accommodations in the IEP.



The DOE may require forms from the doctor (usually a Medical Accommodations Request Form or MARF) before the IEP meeting.

IEP Mandated



Accommodations must be on IEP



1:1 transportation paraprofessionals



specialized vehicles



medical/nursing services



limited travel time



safety vests



car seats

Medical Accommodations?

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- May need to add accommodation to IEP!
- Use Medical Accommodations Request Form (or MARF)
 - Be specific about what your child needs and WHY.
- Office of School Health (OSH) reviews some Specialized Transportation Accommodations, and **MUST** participate in IEP meeting if the request is denied.
 - Transportation Nursing Services
 - Transportation Paraprofessional for reasons ***other than social-emotional***
 - ✦ Medical documentation is **NOT** required when the reason for the bus paraprofessional is social-emotional/behavioral related to the student's disability

SPECIAL TRANSPORTATION

TRANSPORTATION RECOMMENDATION TO ADDRESS NEEDS OF THE STUDENT RELATING TO THEIR DISABILITY

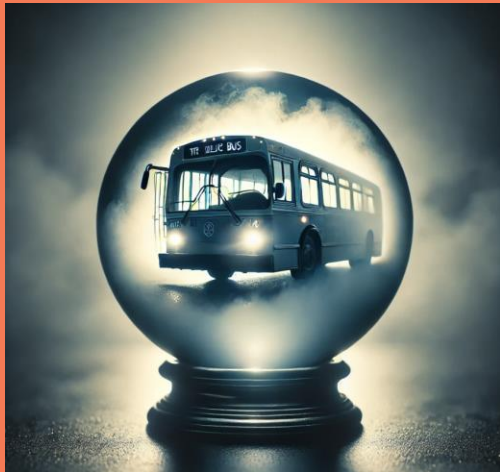
☐ None.

☒ Student needs special transportation accommodations/services as follows:

Transportation from the closest safe curb location to school.

Travel Time

"Reasonable and subjective"



In Borough (up to 90 min)



Out of Borough but in NYC (up to 115 min)



Out of NYC up to 50 miles from home (up to 115 min)



Limited Time on IEP <60 mins



Pre-K Special Education Busing

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Automatic Specialized Transportation: Pre-K with IEPs for special class or a special class in an integrated setting.



The IEP should list any needed bus accommodations.



Child Safety Restraint System with help and supervision



Entitled even if transportation isn't on the IEP!



Questions?

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NYC Schools Account (NYSCA)

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NYC Public Schools www.schoolsaccount.nyc

Introducing the NYCSA Mobile App! Download NOW and stay connected.

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](#)



To Create an Account

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Follow the directions on the NYCPS' website



Don't have a letter with a creation code? Contact your child's school.



NYC Student Account (NYCSA)

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New York City Students Account (NYCSA) Portal



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Accessible on Mobile App or Computer

Grade [redacted]

Drag the image or use the arrow keys to move image in crop region

Your high school student may be eligible for discounted NYC Ferry tickets! To get your Discount Code, click on **Transportation** under **MyStudent**

Grades	Assignments	Assessments	Reading and Math Progress	Promotion Tracker
Graduation Tracker	Student Documents	IEP	Student Academic Supports	Attendance
Schedule	Student Wellness	Transportation	Guardians	Enrollment

Bus Route
available on
NYCSA

TIP! OPT will
not give bus
route via email
so use NYCSA!



Monday

To School

Pick-up Location:
[redacted] ST & [redacted] AVE

Pick-up Time: 7:19 AM

Route Number: Q3074

Drop-off Location:
[redacted]

Drop-off Time: 08:05 AM

Bus Company Name:
[redacted] BUS CO., INC.

Bus Company Phone: [redacted]

From School

Pick-up Location:
[redacted]

Pick-up Time: 02:25 PM

Route Number: [redacted]

Drop-off Location:
[redacted] ST & [redacted] AVE

Drop-off Time: 3:45 PM

Bus Company Name:
[redacted] BUS CO., INC.

Bus Company Phone: [redacted]



NYCSA Portal

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Monday

To School

Pick-up Location:

ST & AVE

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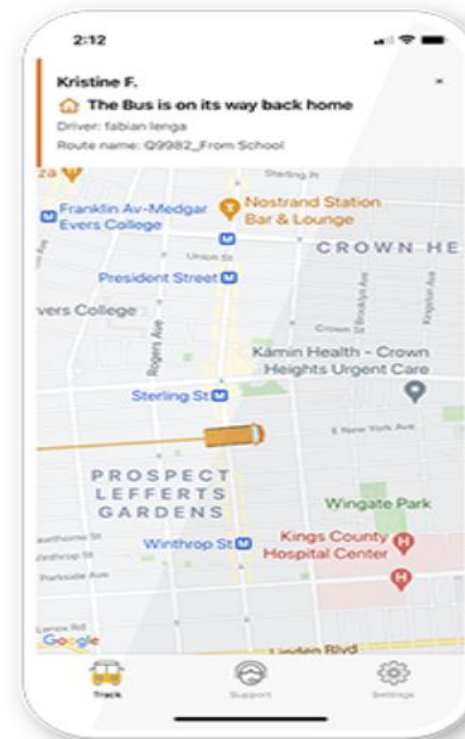
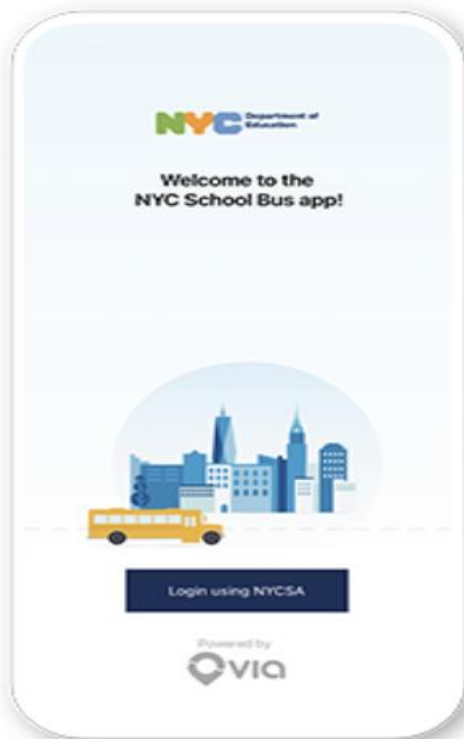
Bus Company Phone:

AA ystudent.schoolsaccount.nyc



Tracking Your Child's Bus with VIA!

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<https://doe.app.ridewithvia.com/schoolbus/login>

Common Issues





Routing

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Get Route number/ bus company

- NYCSA
- Call your child's school
- Bus company calls with pick up time

Check any accommodation

- Does NYCSA match IEP?
- Does IEP show child's needs?
- Will bus company provide?

**Problems? Call
Transportation
Coordinator, then
OPT
718-392-8855**

- Start with calling the school
- OPT won't give out route info
- But can still file a complaint with OPT
- Complain daily if problems every day
- Get incident # or #s



Busing issues

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? Don't Know Route, Time, Company...

Bus route

- call your child's school or check New York City Schools Account (NYCSA)

Times

- The bus company should call you with pick-up and drop-off information

Issues?

- Call OPT at 718-392-8555 or online Get the complaint number.
- Contact school Transportation Liaison

EI/PreK

- contact the DOE at EarlyChildhoodBusing@schools.nyc.gov and their CPSE office



Common Busing Issues

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1

Wrong Pick-Up Address

Confirm or correct the address with your School Transportation Coordinator.

Address is confidential?

Make sure your PO Box is listed.

Address is correct in the system but the bus company has the wrong one?

Contact your District Transportation Liaison.

Attends a charter, private, or non-public school?

Contact the CSE AND your District Transportation Liaison.



Common Busing Issues

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2 Bus Is Late / No Show / Too Early / Route Too Long

Call BOTH the bus company and OPT to make a complaint.

OPT: 718-392-8555 or submit a complaint online

Make a complaint every time you have an issue! Get a complaint number each time!

Ask the school's Transportation Coordinator to make an OPT complaint too!

If the issue is not resolved within a week:

Contact your district's Transportation Liaison

Include the complaint number(s), and request a new route.

School Transportation Coordinator or District Transportation Liaison.



Common Busing Issues

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3 No Route

Contact your School Transportation Coordinator and District Transportation Liaison.

For IEP busing to a charter or non-public school:

Contact the Committee on Special Education (CSE).

For students in a DHS shelter in K–6 and/or 7th and 8th grade with IEPs:

Contact the shelter's STH Family Assistant, shelter-based Community Coordinator, and STH Regional Manager.

For students in other temporary housing:

Make sure an Exceptions Request has been completed.

If a busing request was filled out but has not been approved after 7–10 business days:

Email BusingExceptions@schools.nyc.gov, the STH Regional Manager, and your Transportation Liaison.

School Transportation Coordinator or District Transportation Liaison.



Common Busing Issues

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4

No IEP Accommodations

If your child isn't receiving accommodations on the bus, such as a bus paraprofessional or nurse:

Contact specialeducation@schools.nyc.gov.

Include:

Child's name and DOB and/or student ID number

Parent/guardian's name

School name

What accommodation is not being implemented

If your child attends a charter or non-public school:

Include the CSE.

If the bus doesn't have the right equipment, a seat for a nurse/para, or the route does not meet limited time travel:

Contact OPT (718-392-8555 or online), your district Transportation Liaison, and specialeducation@schools.nyc.gov.

School Transportation Coordinator or District Transportation Liaison.



Common Busing Issues

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5 Waiting for Bus, Need to Take Child to School

All students living more than 0.5 miles from their school are entitled to OMNY cards.

Parents of students in temporary housing or foster care are eligible for OMNY Cards regardless of their child's age.

School's transportation coordinator can provide cards to families.

If eligible for IEP busing, temporary housing, or foster care:

You may also be eligible for prepaid rideshare.

Need to pay for transportation yourself?

You may be eligible for reimbursement.

Save your receipts and submit a Request for Reimbursement via SupportHub.

School Transportation Coordinator or District Transportation Liaison.



Common Busing Issues

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Child Is Being Mistreated on Bus

Students have the right to a safe and respectful environment on the bus.

Issue is with bus staff?

Contact School Transportation Coordinator + OPT (718-392-8555 or online).
Get a complaint number EACH TIME.
OPT should investigate and address the issue with the bus company.

Issue is with other students?

Contact your School Transportation Coordinator.
Report each time verbally or in writing.
School staff member should make a formal report and the Principal should investigate within 5 days.

You can also:

Fill out the complaint form online,
call 718-935-2288, or
email respectforall@schools.nyc.gov.

School Transportation Coordinator or District Transportation Liaison.

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- Make a complaint every time you have an issue!
- Get a complaint number each time!



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If the issue is not resolved within a week, contact your district's Transportation Liaison, include the complaint number(s), and request a new route.

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No Route



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If your child isn't receiving accommodations on the bus (e.g., bus para or nurse), contact specialeducation@schools.nyc.gov.



Include:

- Child's name and DOB and/or student ID
- Parent/guardian's name
- School name
- What accommodation isn't being implemented

If your child attends a charter or non-public school, include the CSE.



If the bus doesn't have the right equipment, seat for a nurse/para, or the route doesn't meet limited time travel, contact:

- OPT (718-392-8555 or [online](#))
- Your district Transportation Liaison
- specialeducation@schools.nyc.gov

5

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Child Mistreated on Bus



Your child has a right to a safe and respectful environment when they travel to school.



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Rideshare

Who is eligible?

Does the student have an IEP that mandates busing, or are they a student in temporary housing or foster care who requires busing?



Are there staff coverage issues around busing (no driver, or para/nurse, another mandated staff member)?



Or is there a delay in assigning a route?



If yes, the student is eligible



For those who don't have a para or nurse yet, there should be a prepopulated code on their NYCSA account



Rideshare Eligibility



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IEP Busing

- 7 days after address has been updated
- Immediately if no route is available

Students in temporary housing/foster care

- 10 days after busing has been approved

IEP Accommodations

- Immediately if no bus para/nurse

An adult must ride with the student

- **NEW!** IEP accommodations (ex.: para or nurse).



Booking Rideshare

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IEPs mandating transportation paras or nurses who aren't available, should see a code in NYCSA

Others should work with their school's Transportation Coordinator

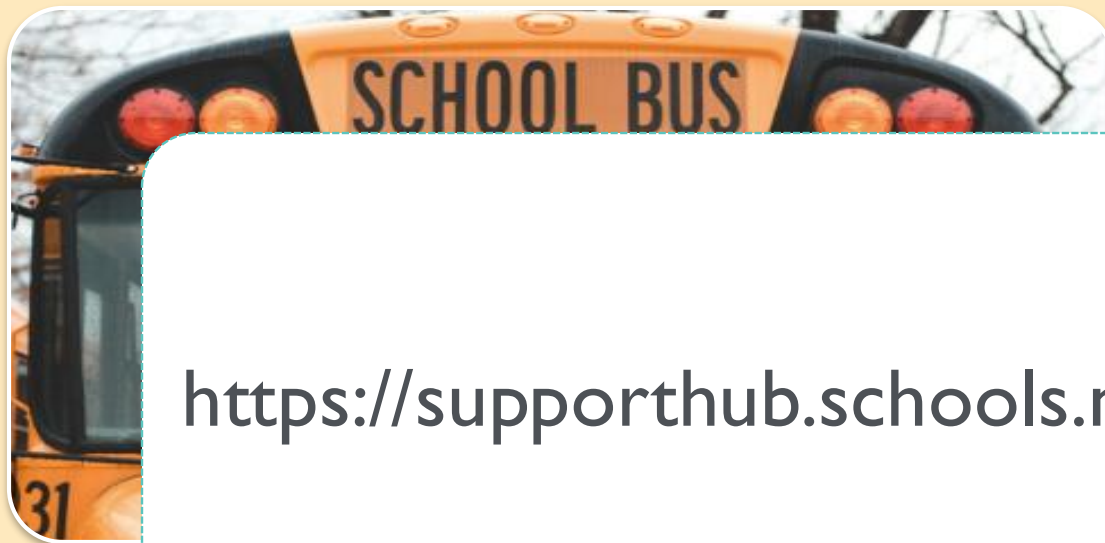
With code in hand, book directly through the [Tripslink](#) website or call (212)426-8000.

Book 2 trips (4 rides) / day with the voucher code with the school as the am drop-off and pm pick-up spot.



Online Complaints

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<https://supporthub.schools.nyc>



Online Complaints

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NYC Public Schools



Spanish ▾

Iniciar sesión

Bienvenido a SupportHub

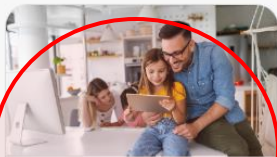
Inicia sesión para comenzar



¿Cómo puedo ayudarte hoy?



Yo soy un...



Estudiante/Familia

Estudiantes, padres y tutores de NYCPS.



Personal

Maestros, directores y administradores de escuela...



Proveedor

Conductores de autobús, vendedores ambulantes de...





Online Complaints

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Assistance

Main Topic
Transportation

>

Category
OPT

>

Issue
I'm having problems with my child's current school bus.

I'm having problems with my child's current school bus.

Sometimes buses are delayed because of traffic congestion or mechanical failure. Check our [bus delays](#) page to see if your child's route has been affected.

A recurring issue with your current busing arrangement should be reported to [your school](#) by calling the school's main number and asking for the Transportation Coordinator, or a ticket can be submitted.

If you believe you are eligible and the above applies to you, click "Create Ticket" below to submit your application/request.

Create Ticket

I want to report a safety concern about a school bus.

I need help with an emergency involving a school bus.

I want to know my child's bus route information.

My child's school bus did not arrive today.

I want to report an accident involving a school bus.





Let's Review! Busing Available:

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If on IEP

If Exceptions Apply (FC/STH)

If distance eligible AND the school provides yellow bus services

Eligible for busing = student OMNY cards while waiting for busing



Transportation Resources

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AFC's factsheet on arranging transportation



Office of Pupil Transportation's parent-facing information



Check www.advocatesforchildren.org and www.schools.nyc.gov for updates



Office of Special Education



Other Resources

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- Resolving Transportation Issues
- Arranging Transportation
- DOE Transportation Website

- Start of School Q&A for Families of Students with Disabilities

- Tip Sheet: Students in Temporary Housing
- How to Support Students in Domestic Violence Shelters

- **Complaints:**
 - OPT Customer Service Line: 718-392-8855
 - Support Hub

DOE Contact Information



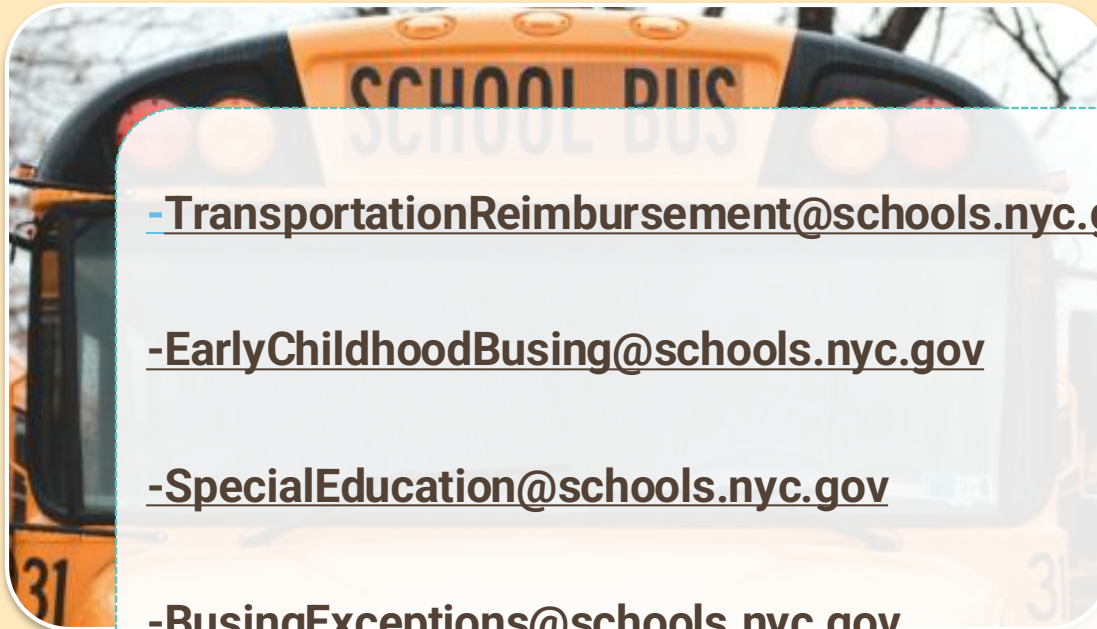
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- **STH Regional Managers (by district of residence)**
 - ✦ <https://www.schools.nyc.gov/school-life/special-situations/students-in-temporary-housing/#RegionalManager>
- **Committee on Special Education (by district of school)**
 - ✦ <https://www.schools.nyc.gov/learning/special-education/help/committees-on-special-education>
- **Superintendent Offices (by school)**
 - ✦ <https://sites.google.com/a/strongschools.nyc/contacts/>
- **Transportation Liaisons (by district)**
 - <https://infohub.nyced.org/in-our-schools/operations/transportation-resources-for-schools/transportation-liaisons>
- **School Contacts**
 - <https://schoolsearch.schools.nyc/>



DOE Contact Information

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- TransportationReimbursement@schools.nyc.gov
- EarlyChildhoodBusing@schools.nyc.gov
- SpecialEducation@schools.nyc.gov
- BusingExceptions@schools.nyc.gov



Language Access Rights: Translation & Interpretation

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Arabic, Bengali, Chinese, French, Haitian-Creole, Korean,
Russian, Spanish, Urdu

NEW! Albanian, Uzbek and Ukrainian

Translation:

- letters
- forms
- meeting notices
- report cards
- special education documents

Interpretation:

- parent-teacher conferences
- parent association meetings
- suspension hearings
- meetings with school staff
- special education meetings

DOE language access complaints: (718) 935-2013 or [Hello@schools.nyc.gov](mailto>Hello@schools.nyc.gov)



Questions?

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Advocates for Children of New York

Protecting every child's right to learn

Call us with questions!



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

info@advocatesforchildren.org

Survey



Bilingual AFC Workshop Survey 26-27

