



Resolving Transportation Issues

For more information on transportation eligibility, read AFC's guide [Key Contact Info: OPT](#)

[School Age Bus Companies](#) • [Pre-K and Early Intervention Bus Companies](#) • [NYC School Bus App](#)
[Submit OPT Complaint](#) • [District Transportation Liaisons](#)

I don't know where my student's bus is.

Check OPT's [daily list of bus delays](#) and the [NYC School Bus App](#) which is available to download on the Apple app store and the Google Play app store. In order to use the app, you will need a [New York City Schools Account \(NYCSA\)](#). If you don't have a NYCSA account, ask your child's school's Parent Coordinator for an Account Creation Code and see AFC's [NYCSA tipsheet](#)

I don't know my student's bus route or pick up time .

For your child's bus route, ask your child's school or check under "transportation" on your [New York City Schools Account \(NYCSA\)](#). If your child is in a NYC public school and you don't have a NYCSA account, ask your child's school's Parent Coordinator for an Account Creation Code and see AFC's [NYCSA tipsheet](#). If your child is in a charter, private, or nonpublic school and your school cannot help you obtain a NYCSA Account Creation Code, contact AFC.

Companies. Make sure you have your child's route number when you contact the bus company. If the phone is not fielded, continue to ring without being picked up to stay on the line. Dispatch may be on the phone with other callers and you may be on a waitlist.

and preschool special education should contact the DOE EarlyChildhoodBusing@schools.nyc.gov and their [CPSE office](#) for additional support

The bus company has the wrong location to pick up my student or does not have a pick up location for my student .

Contact your school's Transportation Coordinator and confirm that the Ridership Report shows the correct address. If it does not have the correct address, ask the school to update their system (ATS) with the correct address and if necessary, the special education system, SESIS. If you reside at a confidential address, ask the Transportation Coordinator to make sure your PO Box is correctly listed in ATS and if necessary, SESIS. If everything is accurate in ATS/SEIS, contact your district's [Transportation Liaison](#) and ask them to give the bus company the correct address. Note: if the address was incorrect when your child was routed, they may need to be rerouted which can take additional time.

If your student attends a charter, private, or non-public school, contact both the CSE and your district [Transportation Liaison](#) to correct the address.

My student is being picked up late or not at all .

Call both the bus company and OPT to make a complaint. Ask the school's Transportation Coordinator to make a complaint with OPT and ask them for the complaint number. Call in a complaint with OPT, call 718-392-8555 and take note of the complaint number. You can also submit a complaint [online](#). Make a complaint every time the bus arrives late or does not arrive. If the OPT recording line tells you to contact your school, if you stay on the line with OPT you will eventually reach someone to speak with directly. If the issues are not resolved after 1 week, contact both your school's Transportation Coordinator and your district's [Transportation Liaison](#), include the complaint number(s), and request a new route.

My student is arriving at school late or being picked up before the school day ends.

Your child should not have to miss class because their bus is late. Leave class early to get on the bus. If this is happening, ask your child's school's Transportation Coordinator and your district's [Transportation Liaison](#) and OPT to work with the bus company to come up with a later afternoon pickup time. Call in a complaint to OPT (718-392-8555) or submit a complaint [online](#) to alert them to the issue.

My student is spending too much time on the bus.

If the student is not appropriately routed to meet a limited travel time IEP recommendation, contact OPT (call 718-392-8555 or submit a complaint [online](#)), your school's Transportation Coordinator, and your district [Transportation Liaison](#)

For students without a limited travel time IEP recommendation, make an OPT complaint (call 718-392-8555 or submit [online](#)) and take note of the complaint number. Make a complaint every time there is an issue. Ask your school's Transportation Coordinator to do the same. If the OPT recording line tells you to contact your school, you can stay on the line with OPT and you will eventually reach someone to speak with directly. If the issues are not resolved after a week, contact your

Coordinator and your district's [Transportation Liaison](#) include the complaint number(s), and request a new route.

My student qualifies for busing but has not been routed.

For students eligible for busing based on grade and distance from school, contact your school's Transportation Coordinator and your district's [Transportation Liaison](#)

For students with IEP mandated busing, contact your school's Transportation Coordinator and district's [Transportation Liaison](#). If your student has IEP mandated busing and attends a charter school or non-public school, contact the [Committee on Special Education \(CSE\)](#).

For students attending a non-public school through parental placement, contact the NPS's Transportation Coordinator, the school district's [Transportation Liaison](#) and the [CSE](#)

For students in K-6 and students in 7th and 8th grade with IEPs that don't already include busing live in a DHS shelter, contact the shelter's STH Family Assistant, Shelter-based Community Coordinator, and [STH Regional Manager](#)

For students in K-6 and students in 7th and 8th grade with IEPs that don't already include busing live in another form of temporary housing, are moving to permanent housing, or students in temporary housing in 3K or Pre-K, make sure your child's school has filled out a [online busing request](#) (also known as an [Exceptions Request](#)). If a busing request was filled out but has not been approved after 7-10 business days, email BusingExceptions@schools.nyc.gov

I am waiting for busing but I need another way to bring my student to school.

All students living more than a half mile from their schools are eligible for OMNY cards. All students eligible for busing are also eligible for student OMNY cards while they wait for busing. Additionally, the parents of students in temporary housing or foster care are eligible for an adult MetroCard to bring their child to school, regardless of their child's age and to pick them up at the end of the day. Ask your school's Transportation Coordinator for the cards.

If a student is eligible for busing based on their IEP, STH, or foster care status, they may be eligible for [prepaid rideshare](#). If you are interested in prepaid rideshare, contact your school's Transportation Coordinator and your school district's [Transportation Liaison](#). This applies to students with IEP-mandated busing who have not been routed after 10 school days, whose bus route is out of service, or whose busing accommodations are not being implemented. Students who require rideshare because of missing IEP-mandated staff on the bus, should be able to find a rideshare code on their NYCSA account.

Rideshare eligibility applies to students who are eligible for busing based on STH or foster care status who have not been routed after 10 business days as well. Visit the DOE's [website](#) for more information.

If a student is eligible for busing based on their IEP, STH, or foster care status, prepaid rideshare has not been arranged, they may be eligible for transportation reimbursement if their bus does not show up or if services become unavailable after the route start date. If you have to spend money on transportation, save your receipts and submit a [Request for Reimbursement](#).

My student's school cannot/will not provide OMNY or MetroCards.

Contact the district [Transportation Liaison](#). If you are a family in temporary housing, contact the [STH Regional Manager](#).

My student is not receiving IEP-mandated transportation accommodations.

If the student is not receiving accommodations on the bus, like a bus paraprofessional, contact specialeducation@schools.nyc.gov. Make sure to include the student's name and DOB and student ID number, parent/guardian's name, school name and what accommodation is not being implemented.

If your student is not receiving their IEP-mandated accommodation of a nurse on the bus, contact OPT (718-3928855 or [online](#)) tm

My student is being treated inappropriately by the bus driver or bus matron.

Your child has a right to a safe and respectful environment when they travel to school. If your child is being treated inappropriately by bus staff, contact the school's Transportation Coordinator and OPT (718-392-8855 or [online](#))