



Advice on School Bus Route issues

from **PIST NYC** parent volunteers

Lea todo eso en español en <https://tinyurl.com/PISTConsejo>

#1 HOW TO GET ROUTE INFORMATION #WheresMyBus

OPT (the NYCPS Office of Pupil Transportation)
will not share route info by phone or mail.

→ Ask **your child's school**

→ Log in to **NYCSA** if possible [Non-public schools can get account creation codes from the nearest School District office!]

→ Look for a call from **Bus company or bus crew**

Before allowing student onto a new bus:

** confirm that student's name, pickup & drop off addresses, school schedule, and any medical codes are correct

** Have Emergency Contact info ready to share

<https://tinyurl.com/BusContact>

#2 - OPT maximum times* (including 15 min. grace period)

Age/ grade level	School is IN same BORO as home	School is OUT OF the home BORO
Pre-K, 3-K, Early Intervention*	75 minutes	105 minutes
Kindergarten-12	90 minutes	115 minutes

Join our **School Bus Bill of Rights Campaign** to create policies to **shorten these times, to split up the grades, & to reverse the shortage of skilled school bus workers!**

We support **Employee Protection Provisions** & good union contracts to recruit & retain well-trained, experienced bus staff.

#3 - If route doesn't show up, takes much longer, or vehicle is unsafe:

* Call OPT Customer Service at 718-392-8855 *every time*; ask for a Specialist, get an Incident Number for your complaint; write it down. **For online methods, see #5.**

* School can ask Transportation Liaison how to proceed at <https://infohub.nyced.org/in-our-schools/operations/transportation-resources-for-schools> [NOTE: Non-public, charter, faith-based: Use liaison from their nearest District 1-32.]

* **If in temporary housing**, find Regional manager from <https://www.schools.nyc.gov/school-life/special-situations/students-in-temporary-housing/#RegionalManager> & there should be a STH liaison at shelter or school

* Ask other families on the route to make their own complaints

* Bus driver/attendant can also file an Inspection Form

* *For live advice from experienced school bus parents & workers, remove personal info and summarize problem on* <https://www.facebook.com/groups/PISTNYC/>

#4 - General school bus or OMNY eligibility + exceptions for temporary & foster housing + NYCSA tips are on video & slides: <https://advocatesforchildren.org/events/busing-issues-101/>

- Steps to **putting specialized transportation or accommodations on the IEP** or 504 are at: <https://www.pistnyc.org/resources/howtogetiepbusing>
- For **medical accommodations**, a doctor must complete the correct document & you need a HIPAA release form.

Email: pistnyc@gmail.com

Call or text: **631.743.6296** (*hablamos español*)

Website: <https://www.pistnyc.org/>



#5 - Specific situations

When bus or bus para is not assigned/ not present, student may be eligible for **prepaid rideshare** taxis with adult companion. For how to set this up see <https://www.pistnyc.org/resources/no-show-bus>

- To discuss **NYCSBUS** company routes, call 718-389-4241 or use contact form <https://www.nycsbus.com/contact>

Online <https://supporthub.schools.nyc/family-topics/Transportation/>

Most topics refer you back to the school or the OPT phone/website but for some issues including wheelchair access, chronic lateness, and vendor (company) misconduct there is a button to "Create a Ticket."

-To apply for **Change of PM drop off** in same borough as school or home: Click [I need to add or change an Alternate Afternoon Drop Off Request](#), Create ticket, this takes you to the form.

Include the school district of the afterschool site even if it's a home address. Find out on the schools website map.

- For special ed routes when bus is not assigned, not coming, or is so late you bring child to school yourself:

Click I need to request **Transportation Reimbursement**, Create ticket. Fill out the form and attach receipts for the AM and PM.

- To seek **Bus Service Exceptions** for non-IEP medical, temporary housing, foster, custody, other Variance reasons:

Click [I need to request an exception to transportation eligibility](#), Create ticket. Fill out the form.

- You can 'log in as guest' but **you need a 9 digit student ID**
Ask school, PIST, or other advocates for further instructions.
- Get copy/screenshot of ticket for your records:
- Be ready to follow up (also see **#7** ↗)

For K-6 general education busing: **JBenson3@schools.nyc.gov**
IEP violation or no para/RN: **specialeducation@schools.nyc.gov**
Pre-K, 3-K, EI: EarlyChildhoodBusing@schools.nyc.gov, cc:

preschool@afcnyc.org

#6 - Details to include in complaints (by phone/written):

- Route number, company name, school borough
- Child's name & OSIS number if any
- Child's Busing Accommodations if any
- Dates, times, issues, Ticket numbers
- **School access is a civil right** for students with an IEP/504, Foster or Temporary housing!
- When it's hot out, the **bus should be 20°F cooler**

#7 - Where to forward the most urgent emails for support:

- If child has an IEP, Citywide Council for Special Education at **ccse@schools.nyc.gov**, and **specialeducation@schools.nyc.gov**
- If District 75, also **D75council@schools.nyc.gov** and **CCD75busingissues@gmail.com**
- School's district 1-32 Community Education Council
cec1@schools.nyc.gov to cec32@schools.nyc.gov
- School Principal, Transportation Coordinator
- Remove student name to inform Public Advocate's office **gethelp@advocate.nyc.gov**
Phone: (212) 669-7200 Text: (833)933-1692
- City Council Education Committee (Current chair: **rjoseph@council.nyc.gov**) + your City Council Member
- Us! **pistnyc@gmail.com**

Parents to Improve School Transportation /

Padres para Mejorar el Transporte Escolar

FB: **PIST NYC** Twitter: **@pistnyc** Insta: **@SchoolBusParentsNY**

Donate: CashApp \$pistnyc or <https://www.gofund.me/CEEEAD76>

Labor donated by parent volunteers - Updated 01/2025

