

WHAT FAMILIES SHOULD KNOW ABOUT SCHOOL BUSING



Specialized busing is a special education related service that goes on your child's Individualized Education Program (IEP).

Proactive Steps

- In late August, you should receive both a letter in the mail and a call with your child's busing information.
- Go online to www.optnyc.org/public1 with your child's Office of Student Information Systems (OSIS)/identification number (found on the IEP) to find the bus company, route, sequence, size, and type of bus. If you can't find this information online and do not receive a letter, call the Office of Pupil Transportation (OPT) at (718) 392-8855 with your child's OSIS number.
- Every school has one staff member in charge of busing. Get his or her name and contact information from your school's Parent Coordinator, secretary, or attendance coordinator.
- Call the bus company to confirm the time range for pick up and any accommodations listed on your child's IEP.
- If you would like to request that your child be dropped off from school at a different location than your home address, fill out a change of afterschool drop-off form and submit it to OPT in your borough. You can find the form here: goo.gl/cw6rtF

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If you face any of these challenges:

- Bus arrives late or early at home
- Students on the bus have behavior issues
- Documented IEP busing services are not being provided (e.g. no lift or ramp where needed, required para not present, travel time exceeded, etc.)

Here's what you can do:

- Call OPT and file an official complaint that documents your problem(s).
- Have your child's OSIS# and bus route number.
- Call OPT *every time* this issue occurs, even if it means calling more than once per day.
- Keep a record of the dates, times, complaint numbers, and all people you speak with at OPT.
- Contact your school's busing coordinator every time the issue occurs as well.

For more information, please visit www.optnyc.org or call the INCLUDEnyc Help Line Monday through Thursday between 9 a.m. - 3 p.m. at (212) 677-4660.

Please find a form on the next page where you can write your child's bus information and can hang it up on your refrigerator or in a visible spot in your home.

MY CHILD'S BUS



Office of Pupil Transportation (OPT) (718) 392-8855

Call OPT first to report any problems you have with your child's bus.

Bus company: _____

Bus Route: _____ **Bus number:** _____

School: _____
Name **Phone number**

School address: _____

Bus driver: _____
Name **Phone number**

Bus attendant: _____
Name **Phone number**