



Office of Pupil Transportation Overview

November 2022

Mission Statement

In accordance with Chancellor's Regulation A-801 (see below for regulation with translations) , the DOE provides transportation to all eligible New York City students in public, charter, and non-public schools. In partnership with the [Metropolitan Transit Authority \(MTA\)](#) and our [school age](#) and [preschool](#) bus companies, our mission is to ensure safe and reliable transportation to and from school.

Scope of Student Transportation in NYC

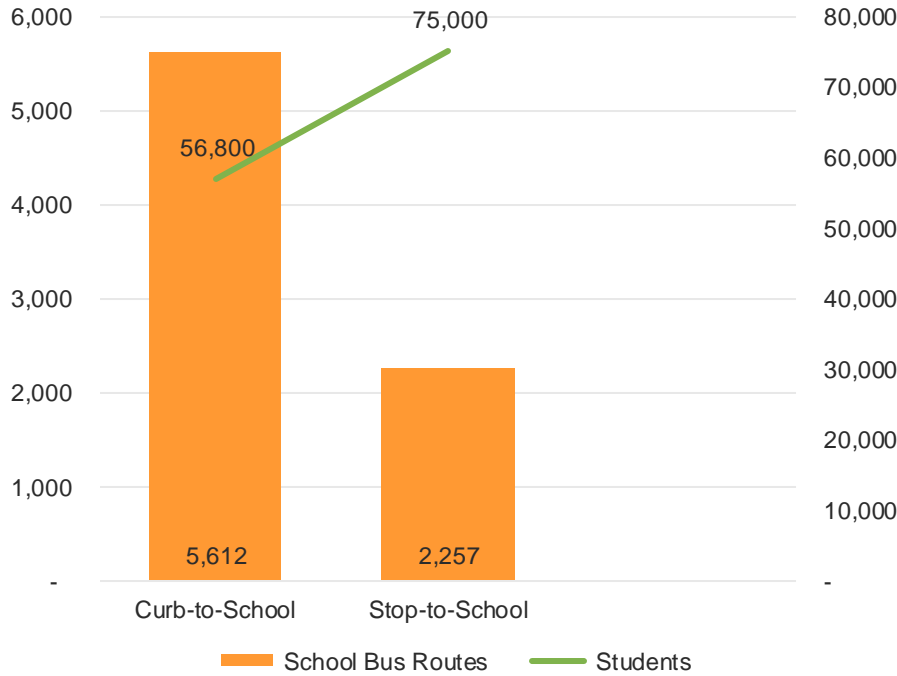
We have the largest ground fleet in North America with about 11,000 vehicles (twice the size of the MTA).

We provide bus service for public, charter, and non-public schools.

Students receive busing to schools in NYC's five boroughs as well as schools in New York State (Westchester County and Long Island), New Jersey, and Connecticut.

Quick Stats

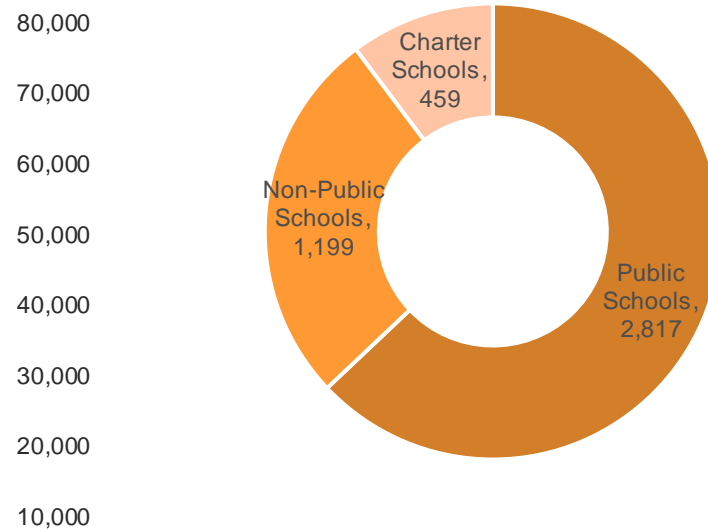
Vehicles: 10,866 Students: 138,000



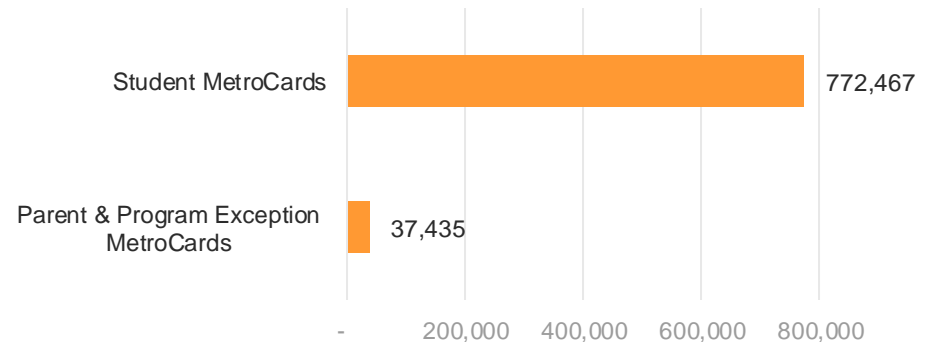
70+ Contracted School Bus Vendors



Nearly 4,500 Schools Serviced



Over 800,000 MetroCards Distributed



Queens Statistics

- 13,427 students in Queens travel on curb to school routes
 - 1,659 from D30
- 21,193 students in Queens travel on stop to school routes
 - 3,793 from D30

Via for Schools (GPS)

- The Via project will modernize NYC's student transportation system.
- It will provide families with essential information and peace of mind when their children are utilizing DOE transportation, as well as creates new lines of communication between schools, bus companies, and families.
- This effort is in partnership with Via, a leader in transportation technology.
- This project focuses on five areas, designed to provide greater transparency into student transportation and more efficient busing operations.

Via for Schools (GPS)

- V4S is undergoing full rollout to all schools in Community School District 26 this month.
- After successful deployment and operations in that district, the program will be expanded to include other districts and schools as quickly as possible.
- We will work with the Superintendent to determine the details and timeline

FREQUENTLY ASKED QUESTIONS

Frequently Asked Questions

We hear of ongoing busing issues in some parts of the city, what are you doing to alleviate this for families?

Although we're seeing overall very positive busing operations happening across our city, even one family without reliable transportation is unacceptable.

Data showed a significant drop in calls to the OPT call center during schools year 2021-22 compared to 2019-20 (last comparable year).

We have a full team dedicated to working directly with families, schools, and bus vendors for rapid response assistance.

Frequently Asked Questions

What can a family do if a student is having bus delays or bus no-shows?

We are offering transportation alternatives to families experiencing difficulty with busing during the first weeks of school, including:

- Reimbursement for out-of-pocket expenses related to transportation
- Rideshare options
- MetroCards

Frequently Asked Questions

What is different about OPT's customer service line?

We have restructured OPT's call center over the past year. OPT customer service is now primarily a place for families to report escalations and incidents.

We have worked with our schools so that they can serve as the primary place for families to get information about all questions related to their child's education, including busing.

THANK YOU!

OPT Contacts

Transportation Liaison

For Public Schools

Bianca Libasci-Flores

BFlores9@schools.nyc.gov

Transportation Support Liaison

For Non-Public & Charter Schools

Gerald Conquest

GConquest@schools.nyc.gov

Deputy Executive Director

John Benson

JBenson3@schools.nyc.gov

For More Information:

- **Transportation Overview**
 - ❖ schools.nyc.gov/transportation
- **What's New with Student Transportation**
 - ❖ schools.nyc.gov/school-life/transportation/transportation-overview/whats-new
- **Support Hub**
 - ❖ nycenet.edu/technicalsupportforfamily
- **Customer Service Line:**
 - ❖ (718) 392-8855