

Student Transportation Overview for Families

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Transportation services that are available to families vary by school, and by each child's eligibility for those services. Speak with your school if you have questions about the available options.

Options

- **MetroCards** are distributed by your school for use on MTA subways & non-express buses
- **School Bus Transportation** picks up and drops off students at designated bus stops
- **Specialized Transportation** is arranged to meet a student's particular needs

Eligibility

- **MetroCards** → Live greater than one-half (1/2) mile from school
- **School Bus Transportation** → Depends on grade-based distance requirements
- **Specialized Transportation** → Possess an IEP listing transportation accommodations
- **Students who are Temporarily Housed (including Homeless and Foster Care)** → Free transportation, through the school year in which they become permanently housed

Support

- Contact your school (find your school's information at schools.nyc.gov/find-a-school)
- Follow us on Twitter [@NYCSchoolBuses](https://twitter.com/NYCSchoolBuses)
- Subscribe to receive emergency alerts through the Notify NYC mobile app
- Call your bus company or the Office of Pupil Transportation at (718) 392-8855

Prepare

- Ensure all emergency contact information is kept up to date
- Update your school with any changes to residency or living arrangements
- Know your bus stop, and arrive 5-10 minutes before the scheduled pickup time

Weather Emergency

- Our weather emergency procedures, created with the NYPD, Fire Department, and NYC Emergency Management, are available at schools.nyc.gov/transportation

Rights

- Transportation Rights for students and their families are available at schools.nyc.gov/transportation-rights

REGISTER

Your school can help you sign up for a **NYC Schools Account**, which displays real-time bus information and service changes

KEEP US UPDATED

Immediately notify your school and bus driver of any changes in your address or contact information

MEET YOUR BUS TEAM

Get to know your bus driver and attendant, and make sure you have your bus company's phone number

PRACTICE SAFETY

Review the Safe Travel Tips with your child, available at schools.nyc.gov/safe-travel-tips

Have Questions? Contact your school, or visit schools.nyc.gov/transportation

Need to Report an Issue? Contact your school or call **718-392-8855**