Keeping Up-To-Date

What do you do if your information changes? Inform the school if your address changes!

The Pupil Accounting Secretary will update your address information and contact the school's Children First Network transportation liaison to update the address for OPT's routing team. At non-public or charter schools, staff will provide this information to the appropriate Committee on Special Education (CSE) to provide OPT with the new address information.

Once OPT receives the new information, a new route will be in place in seven days. (OPT will send a letter home, in advance of the route change, with new route information and a start date. If you do not receive a letter, verify with the school that your apartment number has been entered correctly.

OPT Customer Service will also be able to provide the new route information. Provide the bus team with a new emergency contact card if needed.

Reporting Service Issues

Call OPT Customer Service if the bus does not arrive to pick up your child or is late in the afternoon. OPT Customer Service agents are available Monday-Friday from 6:00 AM to 7:30 PM to provide bus route information, answer questions, and take service complaints. Staff is always available at OPT until bus companies report that all bus routes have been completed and children have arrived safely at home.

OPT Customer Service is also available on weekends during peak periods to assist parents with information concerning school opening in September and summer transportation in late June.

When you call OPT, please have your child's ID (OSIS) number ready; agents also ask you to verify your child's date of birth to ensure we speak with an authorized adult. Agents will provide bus information or ask additional questions to direct your inquiry to the proper department. Each caller receives a reference number for follow up when needed.

Use our Automated Voice Response system or speak with an agent at: (718) 392-8855

If you have a question about your child's IEP or medical accommodations, speak with the schools IEP team for clarification and information.
**Overview**

**Specialized Transportation** is provided based on a student's **Individual Education Plan (IEP)**. The IEP will state that a student requires this type of transportation from home to school. Not all students receiving special education services at their school are mandated to receive this service.

In addition, parents may request additional medical accommodations based on an individual student's needs, which must be supported by information from the student's physician.

Students will be placed on a bus route and **OPT** provide parents with the following route information:

1. Bus vendor and contact information
2. Bus route number
3. Route start date and time
4. Sequence (this is the order in which a student will be picked up)
5. School Information

Parents can contact the bus vendor directly to confirm pick up and drop off times.

Parents should wait outside their residence with the student to meet the bus each morning, and wait for the bus outside when the bus drops the student off. Update the **Emergency Contact Card** to authorize other adults to meet the student in the afternoon.

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**The Role of the Bus Team**

The number one responsibility of the driver and attendant is safety.

1. Assist students on and off the bus according to their special needs; accompany students to the front door of the school.
2. Operate wheelchair lifts/ramps safely: secure wheelchairs (with securement straps) and students (with three-point safety restraints) correctly once students are on bus. Verify all students are using seatbelts.
3. Maintain reasonable order on the bus and prevent discipline problems on the bus.
4. Report discipline or misbehavior issues to the school using appropriate documentation for follow up by the principal.
5. Be sensitive to all students' needs.
6. Respond to bus emergencies and be ready to provide first aid and assist students in an evacuation.
7. Ensure no student is left behind on the bus.
8. Demonstrate courteous and professional behavior with school staff, parents, and students.

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**Emergency Contact Card**

Bus vendors will use this information to contact you if needed. **OPT** will include a new contact card when notifying you of a route change.

**Important information to provide:**

1. **Authorized Adult:** These are adults that the bus team may release a student to in the afternoon. Include contact information in the event there is no one at the address in the afternoon: **OPT** staff and vendors will use this information to try to contact you.

2. **Permission to drop off a student unattended:** Checking the "yes" box allows the bus team to drop off a student without an adult present. Check "yes" or "no" and provide a signature.