Office of School Support Services
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Long Island City, NY 11101
OPT Customer Service: (718) 392-8855
OPT Web address: http://schools.nyc.gov/Offices/Transportation

Updated 1/2011
ATS data is used by schools and OPT to manage transportation services for children. Effective management and use of ATS:

1. Provides OPT with information regarding Yellow Bus stop assignments to allow efficient routing of students eligible for stop-to-school transportation.
2. Tracks assignment and inventory of student MetroCards
3. Maintains accurate student address and contact information in order to identify eligibility for transportation and to efficiently route Special Education students receiving door-to-door service.

These materials have been created to assist in managing these critical processes in order to provide all eligible students safe, clean, and timely transportation to and from school. This guide focuses on several key ATS functions performed regularly in schools, highlights time-sensitive tasks, and reviews processes necessary during specific times of the school year.

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**OPT Overview and Key Terms**

Understanding key transportation practices and procedures helps build knowledge and skills for school staff in managing transportation services for students. Review the OPT web site regularly for additional information, updates, and Frequently Asked Questions that are helpful for both schools and parents.

**Eligibility**

Eligibility is the key term that identifies which type of transportation service a student may receive. Eligibility for all General Education students is based on the student’s grade and walking distance from home to school. Eligibility is displayed in ATS for each student once the student’s address has been validated.

**Full Fare** means the student may receive a full fare MetroCard or Yellow Bus transportation

**Half Fare** means the student may elect to receive a half fare MetroCard for use on MTA buses: students pay half ($1.10) of the required fare

_Schools should direct parents to the OPT Web site for information and FAQs regarding eligibility determinations_

**Busing**

OPT provides two distinct types of bus transportation for eligible students: stop-to-school transportation generally for General Ed students (and some SE students) and door-to-door transportation for SE students with IEP mandates that require specialized transportation. Which type of service a student receives relies on key information provided to OPT by school staff using ATS. Specific information regarding Special Ed students requires consultation and communication between schools, CFN Liaisons, and, and OPT Account Managers in order to provide a high level of service for each student.

**Yellow School Bus Service (Stop-to-School)**

Based on eligibility and existing Yellow Bus service at the child’s school, a student may be assigned to a Yellow School Bus Stop. A school bus stop is a specific intersection where students wait to be picked up each day; students are dropped off at the same location at the end of the day. A group of stops constitute a **Yellow Bus route**. Routes may serve one or more schools, and students may have different bus routes for AM and PM. Schools assign individual students to bus stops in ATS. Creating new stops, adjusting existing stops, and deleting stops no longer in use is done by school staff using the OPT 199 application—stops are created specifically for individual schools A link to the OPT 199 application is available on the **OPT Web site**.

**Please Note:**

While the majority of students receiving stop-to-school service are General Ed students, Special Ed students may also be assigned Yellow Bus service (or a full-fare MetroCard) based on their travel requirements as outlined in their IEP.

**Special Ed Transportation (Door-to-Door)**

OPT handles the routing for these students. Special Ed students receive Specialized Transportation (door-to-door service) based on determinations summarized in the student’s IEP. In addition to the requirement for specialized transportation, additional accommodations may be approved based on medical documentation provided by the child’s physician and discussed during annual IEP reviews.

**Student Address changes are a two-step process**

Pupil Accounting Secretaries manage student address and contact information: these changes are reviewed and processed by the CFN liaison to notify OPT to change student routes.

**Changes to student IEP reviewed and approved by CFN liaison**

School Assessment Teams (SAT) work with parents and CFN staff to discuss student IEPs to identify and update medical accommodations for students requiring specialized transportation. CFN Liaisons and DOHMH physicians review medical documentation to finalize approval and changes to a student’s required transportation.
OPT changes routes based on data changes received daily
OPT receives updates and adjusts student routes once updates are completed at the school and CFN. Route changes are generally effective seven days after updating a route. Letters are sent to parents advising them in the event of a route change.

Parents of Special Ed students are able to request an alternate address for the afternoon (Change of Afternoon Drop) if needed: OPT will make every attempt to honor these requests. Parents complete a Change of Afternoon Drop form (available on the OPT Web site) and forward the completed form to OPT for review.

Address Changes for Special Education Students
Staff at public schools should contact their CFN liaison via email to complete an address change for students receiving door-to-door service.
First: the new address must be updated on the student BIO screen in ATS at the school level.
Second: the new address must be entered on the STRE screen in ATS by the CFN liaison.
The next day after the update has been made on the STRE screen, the OPT operations team receives notice of the change and will review and make changes to the student’s route. Most route changes, once made, are effective within seven days in order to notify bus vendors and parents of other students that may be affected by the change.

MetroCards
MetroCards are distributed to eligible students by school staff for travel to and from school. Specific information regarding proper use, reordering, and FAQs regarding student MetroCards are posted on the OPT Web site.

Full Fare MetroCards provide students with three trips each school day and allow for one transfer from one type of transportation to another for each trip (bus-to-bus, train-to-bus, or bus-to-train). Four-trip MetroCards are available upon the request of the principal for students that must take three types of transportation to school each day (two buses and one train, three buses, etc).

Half Fare MetroCards are available for students that live close to school for use in inclement weather or times when the student decides to ride public transportation rather than walk to school. Half Fare cards are only valid on MTA buses: the student is required to pay $1.10 after dipping their MetroCard in the card reader.

School staff is responsible for these key actions:
- Assigning MetroCards only according eligibility as listed on the TLST screen in ATS
- Using a paper log to record distribution of individual cards (and replacement cards) to eligible students. Information required is student name, serial number of MetroCard assigned, date, and student initials to acknowledge receipt of the card.
- Recording serial numbers for each card on each student’s individual record in ATS.
- Deactivating lost or stolen cards and providing replacements.
- Securing MetroCards while stored at the school.

Step-by-step instructions for coding, assigning, and deactivating MetroCards are outlined in section 2.

Schools receive and distribute different types of MetroCards (K-6 three- and four-trip, 7-12 three- and four-trip, K-12 Half Fare, etc.) to eligible students. MetroCard shipments to schools are based solely on ATS data entry. Schools receive shipments of MetroCards from OPT for school opening (late August), start of the new term (mid-January), and for summer programs (late June). OPT announces data entry deadlines in advance to all schools: Managing deadlines to review and adjust student records will improve the accuracy and timeliness of MetroCard deliveries.
MetroCard Inventory and Shipment Best Practices
- All students properly coded. Existing students will have AP TRAN STAT: other students assigned Action Code T or F if they request a MetroCard for the upcoming year
- Review Inventory screen in ATS on a regular basis to have replacement cards on hand at all times
- Keep different types of MetroCards separated to eliminate errors in distribution

Security and Safety Best Practices
- Keep unassigned MetroCards in school safe
- Report thefts immediately to OPT: Police notification and a police report is required if thefts occur
- Schools may not lend cards to other schools: shipments and inventory updates are for specific schools only

Distribution Best Practices
- Distribute cards at the beginning of the school term
- Review student eligibility in ATS: review TLST screen for the most current data
- Distribute cards only to eligible students: Provide correct type of MetroCard for student’s eligibility
- Maintain a distribution log listing the student name and the serial number of the MetroCard provided
- Have students sign for receipt of MetroCard: Maintain logs for six years
- Do not withhold or delay MetroCard distribution in order to receive required forms or documentation from students
- Replace lost cards as soon as possible: No charge to students for replacement cards

Expiration Date and Serial Number

Each Student MetroCard has a ten-digit serial number
- Schools use the ten-digit serial number when assigning individual cards to students in ATS

MetroCards are programmed with a specific date they can begin to be used and a specific date they will expire
- OPT will advise schools which date the MetroCards can be used by students at the beginning of the school year, at the beginning of the spring term, and for summer school
  - MetroCards will not work if used before the active date
- Cards are inactive past the expiration date and will not work in subway turnstiles or bus fare boxes

Schools handle expired MetroCards by cutting them in two and discarding them
<table>
<thead>
<tr>
<th>Code on Invoice</th>
<th>MetroCard Type</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>MetroCards for K-6 students are Orange</strong></td>
</tr>
<tr>
<td>E1</td>
<td>K-6 Full Fare Three-Trip</td>
</tr>
<tr>
<td>E3</td>
<td>K-6 Full Fare Four-Trip</td>
</tr>
<tr>
<td></td>
<td>Four-Trip cards are identified by the line underneath the words “Student Transportation”</td>
</tr>
<tr>
<td>E5</td>
<td>Special Ed K-6 Full Fare</td>
</tr>
<tr>
<td>E6</td>
<td>Special Ed K-6 Full Fare Four-Trip</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Code on Invoice</th>
<th>MetroCard Type</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>MetroCards for 7-12 students are Green</strong></td>
</tr>
<tr>
<td>H1</td>
<td>7-12 Full Fare Three-Trip</td>
</tr>
<tr>
<td>H3</td>
<td>7-12 Full Fare Four-Trip</td>
</tr>
<tr>
<td></td>
<td>Four-Trip cards are identified by the line underneath the words “Student Transportation”</td>
</tr>
<tr>
<td>H5</td>
<td>Special Ed 7-12 Full Fare</td>
</tr>
<tr>
<td>H6</td>
<td>Special Ed 7-12 Full Fare Four-Trip</td>
</tr>
<tr>
<td>H2</td>
<td>K-12 Half Fare</td>
</tr>
<tr>
<td></td>
<td>Student pays $1.10—Valid only on MTA Buses</td>
</tr>
<tr>
<td></td>
<td>Half-Fare MetroCards are Green and have Bus Only on the face of the card</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Code on Invoice</th>
<th>MetroCard Type</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Cards sent to schools but not recorded on Individual Student Records in ATS</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Special Program</strong> Two-Trip Card – Used for after school and other programs. These cards must be distributed and recorded according to program rosters**</td>
</tr>
<tr>
<td></td>
<td><strong>PSAL Athlete</strong> Cards – Sent to High Schools based on roster entries completed by Athletic Directors**</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Code on Invoice</th>
<th>MetroCard Type</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Cards available for purchase by schools</strong></td>
</tr>
<tr>
<td>PO</td>
<td>Gold MetroCards</td>
</tr>
<tr>
<td></td>
<td>Two Trips</td>
</tr>
<tr>
<td></td>
<td>Ordered by schools using FAMIS – requires purchase order</td>
</tr>
<tr>
<td></td>
<td>Cost per card $4.50</td>
</tr>
</tbody>
</table>
Main Transportation Functions in ATS
In general, schools manage student transportation issues using ATS by performing the following basic functions:

General Ed Students:
- Assign eligible students MetroCards for travel to and from school
- OR
- Assign eligible students Yellow Bus Stops for stop-to-school bus service

Variance codes are also used for students approved to receive transportation services outside of OPT’s regular protocols, including Variance requests submitted to OPT by parents and schools, NCLB PSC students, and students in Temporary Housing.

Special Ed Students:
- Update and manage student data for effective routing of students receiving door-to-door service
- OR
- Assign eligible students MetroCards for travel to and from school
- OR
- Assign eligible students Yellow Bus Stops for stop-to-school bus service

Please Note:
School staff should always consult with their School Assessment Team (SAT) and CFN liaison to resolve issues and discuss best practices. CFN liaisons must review and approve all adjustments to mandated transportation requirements recorded on IEP for Special Education students.

Key terms in ATS that identify which type of services General Ed students will receive
When reviewing student records, two terms help clarify the type of transportation eligible students will receive: Eligibility and Distance Code. Transportation Status (Tran Stat) codes on the TLST screen should be reviewed to identify individual student records that require updates, corrections, or changes.

Distance Codes
Distance codes are automatically calculated when a student’s address is validated through ATS. A student’s grade and walking distance from home to school code are used to determine eligibility for transportation:
A – Less than ½ mile
B – ½ mile to 1 mile
C – 1 mile to 1 ½ miles
D – 1 ½ miles or more

Eligibility
An individual student’s eligibility, based on grade and walking distance from school, determines the type of transportation they will receive. ATS automatically displays a student’s eligibility:
H – Half Fare  Student may receive a half fare MetroCard for travel
F – Full Fare  Student receives either full-fare MetroCard or Yellow Bus service
S – Special Ed Full Fare  Special Ed student receives either full-fare MetroCard or Yellow Bus service. Special Ed students receiving door-to-door transportation may not receive MetroCards
Blank—Not Eligible  Student may not be assigned transportation

Eligibility is based on both grade and distance. Eligibility may change when a student changes their home address but may also change as the student advances in grade even though their home address remains the
same. Eligibility is adjusted when students enter third grade and seventh grade but only affect students with specific distance codes. Schools should review pending changes and notify parents in advance whenever possible. The chart below outlines eligibility changes as a student advances in grade.

**Students advancing from 2\textsuperscript{nd} grade to 3\textsuperscript{rd} grade**

<table>
<thead>
<tr>
<th>Distance Code</th>
<th>Eligibility in grade 2</th>
<th>Eligibility in Grade 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Half Fare</td>
<td>CHANGE to Not Eligible</td>
</tr>
<tr>
<td>B</td>
<td>Full Fare</td>
<td>CHANGE to Half Fare</td>
</tr>
<tr>
<td>C</td>
<td>Full Fare</td>
<td>Full Fare</td>
</tr>
<tr>
<td>D</td>
<td>Full Fare</td>
<td>Full Fare</td>
</tr>
</tbody>
</table>

**Students advancing from 6\textsuperscript{th} grade to 7\textsuperscript{th} grade**

<table>
<thead>
<tr>
<th>Distance Code</th>
<th>Eligibility in grade 6</th>
<th>Eligibility in Grade 7</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Not Eligible</td>
<td>Not Eligible</td>
</tr>
<tr>
<td>B</td>
<td>Half Fare</td>
<td>Half Fare</td>
</tr>
<tr>
<td>C</td>
<td>Full Fare</td>
<td>CHANGE to Half Fare</td>
</tr>
<tr>
<td>D</td>
<td>Full Fare</td>
<td>Full Fare</td>
</tr>
</tbody>
</table>
**Key Transportation Screens in ATS**

**Stat Screen**
This screen is shown when logging in to ATS and accessing Transportation and provides a quick snapshot regarding transportation services at the school
- Number of students eligible to receive MetroCards
- Number of students with MetroCards assigned on their records
- Number of MetroCards deactivated
- Number of students with assigned Yellow Bus Stops
- Records that need to be reviewed and updated (Suspended)
- Last Transmission date is the last time data from ATS was retrieved by OPT

Schools can view the Stats screen from the main transportation menu by pressing **F5/Stats**

**Inventory Screen**
The Inventory screen details the number of MetroCards, by type, that have been sent to the school. Each time a MetroCard is assigned to a student, the number of cards in inventory changes. Additional MetroCard shipments will also be reflected on the Inventory screen. Schools can view the Inventory screen from the main transportation menu by pressing **F11/Inventory**

**TLST – Eligibility by School, Grade, or Official Class**
This screen displays the most current eligibility information for a student
- Distance Code
- Eligibility
- Transportation Status

The screen also allows staff to perform specific actions regarding the student’s record
- **T** or **F** – Identify students that will receive MetroCards
- **Update** – Make a change to a student record
- **Display** – Display a record without making changes
- **Delete (X)** – Delete the transportation currently provided for student
- **History** – Show transportation history for the student with assigned transportation

**TUTD – Individual Student Record**
This screen is used to make changes to an individual student’s record
- Assign a Yellow Bus stop number
- Assign a MetroCard serial number
- Deactivate an assigned MetroCard
- Enter Variance numbers

**Best Practice Scenario**: Schools should always review and assign transportation to students based on eligibility information displayed on the TLST screen. Information displayed on the student record represents eligibility based on the last time an update was made on a student’s record.

Example:
- Jon Greenwood is in second grade, B distance code, and is eligible for and assigned a full fare MetroCard
  - The following September, now in third grade, Jon becomes eligible for a half-fare MetroCard
    - The TLST screen will show the updated H eligibility
    - The individual record will show the eligibility John had the previous year when he was assigned a full fare MetroCard

To resolve the discrepancy:
- Find John’s record on the TLST screen
- Delete the transportation record
Press U to update the record
The eligibility on the individual record will now reflect the correct eligibility and John can be assigned a half fare MetroCard

**Transportation Status**
Transportation Status *(Tran Stat)* Codes located on the right side of the TLST screen identify which type of transportation has been assigned to the student. The Tran Stat will change when entering an Action Code for MetroCard on the TLST screen or updating a student’s record with a MetroCard serial number or Yellow School Bus Stop number

These codes will appear after schools enter Action Code T or F on the TLST screen:
AT: Eligible student coded to receive three-trip MetroCard
AF: Eligible student coded to receive four-trip MetroCard

This code will appear after schools enter the **MetroCard serial number** on the student’s individual record:
AP: MetroCard number entered and saved on student record

This code will appear after schools enter a **Yellow Bus Stop number** on the student’s individual record:
AB: Yellow School Bus Stop number entered and saved on student record

Students records with this code should be **reviewed immediately** and action taken to correct an error:
SB: Suspended Yellow School Bus Stop: the stop number entered is invalid or the student has moved or the student is not eligible for Yellow School Bus service.

**Variances**
Variances address exceptions to standard OPT practices and procedures. Parents and schools can request variances through OPT for the following issues:

**Medical**
Student request for transportation based on medical issue: reviewed by DOE Medical for approval

**Hazard**
Student request for transportation due to hazardous condition on walking route to school

**Access**
Student request for transportation due to lack or infrequency of public transportation service

**Emergency**
Student request for transportation due to emergency situation

**Distance Dispute**
Parent requests verification of distance calculation that determines eligibility

**Shelter**
Shelters submits a completed shelter variance for to OPT to identify a student in their facility requests transportation

Parents and schools can download Variance request forms from the OPT Web site. Instructions for completion and submission are included with the documents. If approved, schools will receive a letter with a **variance number** for entry on the student’s individual record.
**Variance Entry in ATS**
Documentation from OPT approving a variance include the variance number and, if applicable a variance stop created for the student. The stop number (variance stops begin with 75) and the variance number must be entered on the student’s individual record at the same time and saved. Please note that variance stops are created for and can only be assigned to a specific student – schools may not assign variance stops to other students.

**Other Variances:**
Additional variance numbers are used for students in temporary housing, shelters, NCLB students, and a range of other issues. Schools will be instructed on which variances may be used for students through their ISC/CFN or OPT staff. Available variance numbers can be viewed by using the F4/Lookup function on a student’s transportation data update screen.

**Managing Yellow Bus Stops**
Schools manage Yellow School Bus stops using the [OPT 199 application](#) on the OPT Web site. Schools can add, adjust, or delete stops for their students. When logging in to add a new bus stop, schools can select from a range of intersections available for their school’s location. If the stop meets all criteria schools will receive instant notification and the stop will be routed in 5-7 business days. Once routed and posted on the list of the school’s approved stops in ATS (this information is also on the list of routed stops in the OPT 199 application), schools can notify parents and children to begin using the new stop. Stop numbers are four digits and are entered in the Yellow Bus Stop Number field on the student’s transportation data update screen.

In order to receive stop-to-school transportation and student must meet the following criteria

1. Full fare eligible (displayed on TLST)
2. Stop exists or new stop granted using OPT 199 application

If a stop does not exist or cannot be added, a student may only receive a MetroCard

**Please Note:**
Students eligible for full-fare transportation receive either a MetroCard or Yellow Bus service: students waiting for a new stop to be approved may either be assigned to an existing stop or provided a MetroCard until the new stop is activated.

Stop requests may be rejected for one of the following reasons:

**Stop exists**
Resolution: Assign the student to the existing stop

**Stop less than ¼ mile from existing stop**
Stops must be a minimum of ¼ mile apart
Resolution options include having the student use the existing stop, requesting another new stop using a different intersection, or adjusting an existing stop

**Adding stop makes existing route exceed 5 miles**
OPT generally keeps bus routes no longer than five miles as measured by bus stops.
Contact your OPT Account Manager to discuss this issue
Schools can also review existing stops and delete unused stops in order to keep the route less than five miles

Managing Stops using the [OPT 199 application](#) is an important tool for schools to use in order to make sure buses are utilized as effectively as possible. School staff should periodically review the list of approved stops and delete unused stops.
No Child Left Behind (NCLB)

Students transfer from a School in Need of Improvement (SINI) or School Under Registration Review (SURR) through the Public School Choice (PSC) program, one of the provisions of Federal NCLB legislation. Transportation eligibility is calculated and handled differently for these students. Parents accepting NCLB PSC transfers receive letters outlining the type of transportation their child will receive.

**Full fare eligible students in grade K-6**

OPT creates a bus stop (NCLB stop) for these students. The stop number (all NCLB stops start with 95) must be entered in ATS on the student’s record screen along with the NCLB variance number (N2003) and saved. OPT communicates with schools when these stops have been created. Please note that NCLB stops can only be assigned to an NCLB student – schools will not be able to assign NCLB stops to students not enrolled through NCLB.

**Full fare eligible students in grades 7-12**

These students receive a full fare MetroCard for travel to and from school.

**Half fare eligible students**

Under NCLB guidelines these students are entitled to receive a full fare MetroCard: assign a full fare MetroCard and the NCLB variance number on the student’s record.

**Assigning NCLB stops in ATS**

NCLB stops are created by OPT operations staff after notification that the student is enrolled under NCLB. OPT will notify schools of routed NCLB stops, including the address or intersection of the new stop. The stop must be entered on the student’s record in ATS.

From TLST screen enter **U** to update student record

Enter the new **NCLB stop number** and the **NCLB variance number** on the record and save

**Handling an address change for a NCLB student**

Use the procedure outlined below to notify OPT that a NCLB child has changed address so a new stop can be created.

Enter new address on BIO screen in ATS

Wait one day

From TLST screen: Delete transportation for student (**ACT CDE X** next to student name)

Enter **U** to update student record

Enter stop number **9999** and **NCLB variance number** and save record

OPT will review this data the next day and work to create a new NCLB stop for the student’s new address

**Please Note:** Eligibility for students transferring to different schools using a transfer from a Persistently Dangerous Schools (PDS), or Progress Report Transfer (PRT) is handled differently. For these two programs eligibility is calculated using standard OPT guidelines. Yellow Bus transportation is not guaranteed.
**Gifted and Talented Programs**
Transportation and eligibility for transportation for students enrolled in Gifted and Talented programs is determined using standard eligibility guidelines. Transportation by yellow bus is not mandated.

- **Students residing outside the district**
  - Yellow Bus service will not be provided: students will receive a full fare MetroCard for travel.

- **Students residing within the district**
  - Yellow Bus service will be provided if the school has Yellow Bus service and a stop can be created using the OPT 199 application.
  - If the school does not have Yellow Bus service or a stop cannot be created by the school, students will receive a full fare MetroCard for travel.

Students above grade 6 will receive MetroCards for travel.

Six citywide Gifted and Talented programs do allow for Yellow Bus service within the borough, crossing district lines, if a stop can be created for the student using the OPT 199 application.
ATS Sign On and Navigation to Transportation Main Menu

At the Sign On screen:
Enter your ATS userid and password
Press **Right Ctrl**

At the Security screen:
Review Security Guidelines
Press **Right Ctrl**
From the Primary menu:

Select **Supplemental Services (SVCS)** by entering **2** or **SVCS** at the **Command Line**

Press **Right Ctrl**

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From the Supplemental Services Menu:

Select **Pupil Transportation (TRNS)** by entering **1** or **TRNS** at the **Command Line**

Press **Right Ctrl**
The **Transportation Statistics** screen will appear when you first log in and select **TRNS (Pupil Transportation)**. This screen summarizes the school’s transportation data and provides a “snapshot” of key data for review and follow-up.

<table>
<thead>
<tr>
<th>PROFILE</th>
<th>New York City Public Schools</th>
<th>12-17-07 08:48:35</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRAN0101</td>
<td>Fall Transportation Statistics</td>
<td>01484-EJAC0BS2</td>
</tr>
</tbody>
</table>

---

**METROCARD AND YELLOW BUS - STOP TO SCHOOL**

- **AVAILABLE (A):** 29
- **ASSIGNED (A):** 48
- **DEACTIVATED (D):** 8
- **ACTIVE (A):** 13
- **SUSPENDED (S):** 2

**LAST TRANSMISSION:** 12/14/07 15:57:58

---

**SPECIAL EDUCATION - DOOR TO DOOR**

- **ACTIVE (A):** 81
- **REQUESTED (R):** 0
- **TRANSMITTED (T):** 0
- **PENDING (P):** 0

**LAST TRANSMISSION:** 12/14/07 16:07:24

SVER: C(CONT)=0, D(DELETE)=0, G(TO BUS)=0, Y(ONF CHG)=0, UNPROC=81

Press RIGHT CTRL/RED ENTER to continue

F1/Help  F2/  F3/Quit-return F4/  F5/  F6/  F7/  F8/  F9/  F10/  F11/  F12/Exit

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**MetroCards**

Use the MetroCard **Inventory Screen** to verify inventory and calculate amount required for additional shipments.

**Yellow Bus: Stop-to-School**

<table>
<thead>
<tr>
<th>ACTIVE (A)</th>
<th>Number of students with assigned Yellow Bus Stops</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUSPENDED (S)</td>
<td>Number of Students with updated information in their biographical file or with an invalid Yellow Bus Stop in their record. Review and correct this information as needed</td>
</tr>
<tr>
<td>LAST TRANSMISSION</td>
<td>Most recent Date and Time ATS data transmitted to OPT</td>
</tr>
</tbody>
</table>

Contact the ISC/CFN for information and assistance in updating **Special Education** students’ records.

Press **Right Ctrl** to continue.

**Note:** You can review the school’s statistics for transportation at any time by pressing **F5/Stats** on the **Transportation Main Menu** screen.
From the Transportation Main Menu:
Press **F11/Inventory** to view MetroCard inventory figures for each type of MetroCard.

---

**Profile 22-K-052**
New York City Public Schools 09-22-08 08:38:37
TRAN0100 Transportation Main Menu 01962-EJACOBS2
---

--- METROCARD AND YELLOW BUS - STOP TO SCHOOL ---
1 TTRE Eligibility - By Individual Student
2 TLST Eligibility - By School, Grade or Official Class
3 TTHH Transaction History
4 TBRL Run Number / Bus Stop Maintenance
5 TDMC Display or Deactivate Metro Card
6 TMPS Metro Card Mass Entry
7 FTRN Future Yellow Bus Request
--- SPECIAL EDUCATION - DOOR TO DOOR ---
8 STRE Eligibility - By Individual Student
9 SLST Eligibility - By School, Grade or Official Class
10 STTH Transaction History
11 SPLA List of Biographical Changes
12 SVER End of Year Verification (OPT Reconciliation)
--- PROJECT READ ---
13 PLST Eligibility - By School, Grade or Official Class

For Transportation reports, enter RTRN on Command Line
Place cursor next to selection desired and press RIGHT CTRL/RED ENTER

F1/Help F2/ F3/Quit-return F4/ F5/Stats F6/
F7/ F8/ F9/Refresh F10/ F11/Inventory F12/Exit

---

**Profile**
New York City Public Schools 12-17-87 08:53:52
TRAN0102 Metrocard Inventory Statistics 01484-EJACOBS2
---

FALL METROCARD CARD INVENTORY

<table>
<thead>
<tr>
<th>Pass Type</th>
<th>Shipped</th>
<th>Assigned</th>
<th>Deactivate</th>
<th>Assigned</th>
<th>Metrocard</th>
<th>Metrocard</th>
<th>Metrocard</th>
<th>Metrocard</th>
</tr>
</thead>
<tbody>
<tr>
<td>ELEM - FULL FARE</td>
<td>30</td>
<td>13</td>
<td>2</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ELEM - FULL FARE FOUR TRIP</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ELEM - FULL FARE SPECIAL ED.</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ELEM - FULL FARE SPECIAL ED. FOUR TR</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HIGH - FULL FARE</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HIGH - FULL FARE FOUR TR</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HIGH - FULL FARE SPECIAL ED.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HIGH - FULL FARE SPECIAL ED. FOUR TR</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HIGH - FULL FARE S1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HIGH - HALF FARE (K - 12)</td>
<td>34</td>
<td>14</td>
<td>6</td>
<td>12</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HIGH - HALF FARE FOUR TR (K - 12)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HIGH - HALF FARE S2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Press RIGHT CTRL/RED ENTER to continue

F1/Help F2/ F3/Quit-return F4/ F5/ F6/
F7/ F8/ F9/ F10/ F11/ F12/Exit

---

Press **Right Ctrl** to continue
<table>
<thead>
<tr>
<th>Shipped MetroCard</th>
<th>Total number of cards of each shipped to the school to date: additional shipment amount will effect this number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assigned MetroCard</td>
<td>Number of student records that have AP status: a MetroCards serial number has been assigned on the student’s record</td>
</tr>
<tr>
<td>Deactivate MetroCard</td>
<td>Number of MetroCards deactivated by the school</td>
</tr>
<tr>
<td>Assigned 55555555</td>
<td>Number of student records with AT status: student should receive a MetroCard but a card has not been assigned to the student</td>
</tr>
</tbody>
</table>

OPT MetroCard team will review this screen to determine if shipment requests will be granted: the number of assigned and deactivated MetroCards must match the total number of cards shipped in order to receive replacement cards; the number of students assigned 555555 must exceed cards on hand in order to receive additional cards.

Always review the Inventory screen prior to making requests for additional MetroCards. Submit requests for additional cards using this email address: publicschoolmetrocards@schools.nyc.gov. Include the ATS and OPT school code in the subject line, contact information, and a list of MetroCards needed by quantity and type.

**Accessing and Updating Transportation Data Update Screens for Individual Students**

Note: We have blocked student information on examples of ATS screen shots to ensure privacy.

From the **Transportation Main Menu** select **TLST** to view and update student records. This function will allow you to view all students, or students by official class or grade.

Press **Right Ctrl**

Note: At this screen press **F5/Stats** or **F11/Inventory** to review MetroCard and Yellow Bus statistics and inventory figures. Also at this screen, enter **RTRN** to view **Transportation Reports**.
A screen to select sorting options will display:

<table>
<thead>
<tr>
<th>ACT</th>
<th>CDE</th>
<th>NAME</th>
<th>STUDENT ID</th>
<th>SEX</th>
<th>DOB</th>
<th>CDE FLG</th>
<th>CDE ELIG</th>
<th>CLS</th>
<th>STAT</th>
</tr>
</thead>
</table>

- Enter GRADE, OFF CL or leave blank for entire school and press RIGHT CTRL/RED
- F1/Help F2/ F3/Quit-return F4/Lookup F5/ F6/
- F7/ F8/ F9/Refresh F10/ F11/ F12/Exit

**For this step we left fields blank to view all students**

To see all students: Press **Right Ctrl**
To view a specific Grade or Class: move cursor to field, enter grade or class then press **Right Ctrl**

---

Use **F8/Forw** to page through the student listing (use **F7/Back** to page back through the list)
There are two actions available from this screen:

1. Identify an eligible student that will receive a MetroCard (use this function if you do not have MetroCards available in inventory)
Enter Action Code **T** or **F** to identify students that need three- or four-trip MetroCards

Enter Action Code, press **Right Ctrl**
The **Tran Stat** will change to **AT** or **AF**: the student is now coded to receive a MetroCard

2. Use one of the Action codes to Update, Display, Delete, or view the history of a student record

Enter **U** to update a record, press **Right Ctrl**
The student’s individual record will display:

```
METROCARD NUMBER: ————
METROCARD TYPE: 

YELLOW BUS STOP NO:
```

Use the **Tab** key to enter data in the field required

**MetroCard Number**: Enter MetroCard serial number (10-digits) that has been assigned to the student: Hit **F2/Save twice** to save

**Yellow Bus Stop Number**: With the cursor in the field, pressing **F4/Lookup** will display the bus stops available for assignment to the student: Select the stop number and enter it in the field: Press **F2/Save twice** to save

**Variance Number**: Place the cursor in the field and press **F4/Lookup** to view available variances

  - **Variances approved through OPT** for Medical, Access, Hazard, and Emergency requests will be assigned a specific variance number and sent to schools by OPT: enter the variance (One letter and a four digit number without spaces or hyphens—ex: **H2507**)
  - **Variances for other issues**—Temporary Housing, House number or Address issues— will appear using the lookup function. Enter the variance number the same as above

When entering Variances: The MetroCard number assigned or the Yellow Bus Stop number must be added at the same time as the variance number before pressing **F2/Save twice** to save the information. (Please see section 1 for more complete information regarding Variances and Yellow Bus Stop Information)

**Trans Stat** will change after data has been entered and saved on an individual student record:

**Assigned MetroCard number**: The TLST screen will display **AP** for the student’s **Tran Stat**

**Assigned Yellow Bus Stop number**: The TLST screen will display **AB** for the students **Tran Stat**
Deactivate a MetroCard
Lost or stolen MetroCards must be deactivated in order to inform the MTA to invalidate the card so it cannot be used for transportation. Students should receive a replacement card as soon as possible. When deactivating MetroCards, schools must provide the reason for deactivation by using the appropriate deactivation code. When a student reports a MetroCard missing, take the following action to properly deactivate the old card and assign a new card. Based on available inventory of MetroCards at the school, use one of the following procedures if a student reports a lost or stolen MetroCard and needs a replacement:

**Replacement Card is available to be distributed immediately:** follow these steps if an available card is in inventory and can be assigned to the student

**Update Individual Record from TLST screen**

```
PROFILE 11-X-088 New York City Public Schools 01-11-08 14:02:14
TRAN0110 Select Students By Grade Or Official Class 01558-EACOBP2
==>
PAGE 2 OF 83
DIST: 11 BORO: X SCHOOL: 088 GRADE: OFFICIAL CLASS: TRAN STAT:

<table>
<thead>
<tr>
<th>ACT</th>
<th>CDE</th>
<th>NAME</th>
<th>STUDENT ID</th>
<th>SEX</th>
<th>DOB</th>
<th>CDE FLG</th>
<th>CDE ELIG</th>
<th>CLS</th>
<th>STAT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Enter **U** in **ACT CDE** to update record

**Press Right Ctrl** to continue
Student’s Transportation Data Update screen is displayed

**Old Number**

<table>
<thead>
<tr>
<th>PROFILE 11-X-068</th>
<th>New York City Public Schools</th>
<th>01-11-08 14:04:23</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRAN0120</td>
<td>Transportation Data Update</td>
<td>01558-EJAC0802</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>STUDENT ID: 206 004 358</td>
<td>LAST NAME: ALLEN</td>
<td>FIRST NAME: HALLIZE</td>
</tr>
<tr>
<td>ATS SCHOOL: 11X088</td>
<td>GRADE CODE: 196</td>
<td>OFF CLASS: 907</td>
</tr>
<tr>
<td>OPT SCHOOL: 11068</td>
<td>OPT GRADE: 03</td>
<td>DOB: 12/28/99 SEX: F</td>
</tr>
<tr>
<td>HOUSE NO: 4527</td>
<td>STREET: HILL AVENUE</td>
<td>AFT NO: 2</td>
</tr>
<tr>
<td>CITY: BRONX</td>
<td>STATE: NY ZIP: 10466</td>
<td></td>
</tr>
<tr>
<td>BORO: X</td>
<td>STREET NAME CODE: 38826 01010</td>
<td></td>
</tr>
<tr>
<td>DISTANCE FROM HOME: REQUEST 4-TRIP: N VARIANCE NUMBER: _____</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SPECIAL ED:</td>
<td>METROCARD NUMBER: 15280392463</td>
<td></td>
</tr>
<tr>
<td>METROCARD TYPE: FULL FARE</td>
<td>YELLOW BUS STOP NO: _____</td>
<td></td>
</tr>
</tbody>
</table>

Make changes to this data as required


**New Number**

<table>
<thead>
<tr>
<th>PROFILE 11-X-068</th>
<th>New York City Public Schools</th>
<th>01-11-08 14:04:23</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRAN0120</td>
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<td>AFT NO: 2</td>
</tr>
<tr>
<td>CITY: BRONX</td>
<td>STATE: NY ZIP: 10466</td>
<td></td>
</tr>
<tr>
<td>BORO: X</td>
<td>STREET NAME CODE: 38826 01010</td>
<td></td>
</tr>
<tr>
<td>DISTANCE FROM HOME: REQUEST 4-TRIP: N VARIANCE NUMBER: _____</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SPECIAL ED:</td>
<td>METROCARD NUMBER: 1624359864</td>
<td></td>
</tr>
<tr>
<td>METROCARD TYPE: FULL FARE</td>
<td>YELLOW BUS STOP NO: _____</td>
<td></td>
</tr>
</tbody>
</table>

Make changes to this data as required


Tab to MetroCard number field

Type the new number over the old number

Press F2
Enter the deactivation code (press F4/Lookup to review and choose code. List on P 23)
Press F5/Deactivate twice
The old MetroCard number will be deactivated
The new MetroCard number is saved on the student’s record
Replacement Card is not available to be distributed immediately: follow these steps if there will be a delay in assigning a new MetroCard to the student.

**Update Individual Record from TLST screen**

Enter **U** in **ACT CDE** to update record

**Press Right Ctrl** to continue

**Student’s Transportation Data Update screen** is displayed

**Tab** to MetroCard number field

**Press F5/Deactivate**
Deactivation Code field will appear
Enter appropriate code or press F4/Lookup to see all available codes

List of Deactivation Codes

<table>
<thead>
<tr>
<th>CODE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>AA</td>
<td>Assigned - Student Moved</td>
</tr>
<tr>
<td>AC</td>
<td>Assigned - Eligibility Changed by School</td>
</tr>
<tr>
<td>AD</td>
<td>Assigned - Damaged by Student</td>
</tr>
<tr>
<td>AL</td>
<td>Assigned - Lost by Student</td>
</tr>
<tr>
<td>AR</td>
<td>Assigned - Will Not Read in Turnstile</td>
</tr>
<tr>
<td>AS</td>
<td>Assigned - Student Reported as Stolen</td>
</tr>
<tr>
<td>AT</td>
<td>Assigned - Student Transferred/Discharged</td>
</tr>
<tr>
<td>AX</td>
<td>Assigned - Prior Semesters Card</td>
</tr>
<tr>
<td>UL</td>
<td>Unassigned - Lost in Transit to School</td>
</tr>
<tr>
<td>UN</td>
<td>Unassigned - Not Included in Shipment</td>
</tr>
<tr>
<td>UP</td>
<td>Unassigned - Misplaced at School</td>
</tr>
<tr>
<td>US</td>
<td>Unassigned - Stolen at School</td>
</tr>
</tbody>
</table>

Place cursor next to selection desired and press F2

Tab down list and press F2 to select proper code
Returned to the previous screen once selection is made:

Selected code will appear in Deactivation Code Field

Press F5/Deactivate twice to confirm

Next Steps

After deactivating the TLST screen will appear:
Enter T or F to maintain student record
Press Right Ctrl: (AT or AF will appear in Trans Stat)

Email publicschoolmetrocards@schools.nyc.gov to request additional cards

When replacement MetroCard is ready to be distributed:
Bring up student record by entering U at TLST screen
Tab to MetroCard number field
Enter new MetroCard number over the old one
Press F2/Save
Enter Deactivation Code
Press F2/Save twice to save changes: (AP will appear in Trans Stat)

Contact OPT to request additional MetroCards in order to maintain adequate inventory
Additional Information

Review Student History
An individual student’s history will display information, adjustments, and activity regarding a student’s transportation record. Viewing history may assist in troubleshooting issues and identifying specific changes that affect the student. There are two options to review a student’s record:

**TLST Screen:** This screen will display history information only from students with active records. Students without information in Tran Stat will not display any history data.

From the TLST Screen

![TLST Screen Image]

Enter H in ACT CDE

Press Right Ctrl to continue

**History Screen will Display**

![History Screen Image]
Display will show dates of changes, who made changes, and date transmitted to OPT.
Press F5/Print if needed.
The TTTH screen will show history for any student. Schools may review this screen to review past actions or troubleshoot issues.

From the Transportation Main Menu:

| 1 | TTRE | Eligibility - By Individual Student |
| 2 | TLST | Eligibility - By School, Grade or Official Class |
| 3 | TTTH | Transaction History |
| 4 | TBMR | Run Number / Bus Stop Maintenance |
| 5 | TDMC | Display or Deactivate Metro Card |
| 6 | TMAP | Metro Card Mass Entry |
| 7 | TRTN | Future Yellow Bus Request |
| 8 | STRE | Eligibility - By Individual Student |
| 9 | SSLST | Eligibility - By School, Grade or Official Class |
| 10 | STTH | Transaction History |
| 11 | SPLA | List of Biographical Changes |
| 12 | SV/ER | End of Year Verification (OPT Reconciliation) |
| 13 | PLST | Eligibility - By School, Grade or Official Class |

For Transportation reports, enter RTRN on Command Line.
Press cursor next to selection desired and press RIGHT CTRL/RED ENTER.

Enter 3 or TTTH at the Command Line
Press Right Ctrl

Enter ID Number of Student:

Press Right Ctrl
Review or Print history by pressing **F5/Print**

(This student’s record was changed from Yellow Bus transportation to MetroCard in *January, 2004*).

**Transportation Reports**

Utilizing the report functions in ATS, along with **F5/Stats** and **F11/Inventory** information, helps schools manage and identify transportation issues that require action or resolution. School staff should review reports on a regular basis to familiarize themselves with each report’s content and use. All reports allow users to select specific criteria: by student, class, grade, etc. Review screen options to create reports in the best format for review and action.

<table>
<thead>
<tr>
<th>Report Name</th>
<th>Information and Use</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RTRR</strong> – Ridership Report</td>
<td>Lists students that have been documented for transportation in ATS. Review for corrections necessary to Transportation Status, MetroCard Assignment, Bus Stop assignment</td>
</tr>
<tr>
<td><strong>RTWK</strong> – Transportation Worksheet</td>
<td>Lists students that have no transportation record but are eligible for half- or full-fare transportation. Review to see if students needing transportation have been overlooked</td>
</tr>
<tr>
<td><strong>RTBS</strong> – Bus Stop Report</td>
<td>Lists all students that have been assigned Yellow Bus Transportation. Report includes stop number and intersection, and name and address of students at each stop location</td>
</tr>
<tr>
<td><strong>RTPL</strong> – Passlog Report</td>
<td>Lists all students assigned MetroCards. Listed by type of MetroCard and card number assigned</td>
</tr>
</tbody>
</table>
Access Reports in ATS: From Transportation Main Menu

Enter RTRN at the Command Line to access the Transportation Reports Screen

Press Right Ctrl

Transportation Reports Menu will display

Enter Report Type code or number in the Command Line to select

Press Right Ctrl

For all Reports
Review screen instructions
Select desired information or select to view entire school data

Press F6/Execute to print Report
Managing Transportation Deadlines
At specific times of the year OPT will notify schools to review and, if necessary, correct or update ATS data in order to manage key processes. Schools should review ATS News and the OPT Web site for instruction and assistance in managing these functions. Generally, OPT will identify and communicate deadlines in advance of a large project: new MetroCard shipments; summer school information; and review of session times and extended day indicators. Because OPT relies so heavily on accurate data it is important for school staff to be aware of these critical deadlines and take appropriate action to ensure transportation services for students are not interrupted.

ATS Functions that Impact Transportation
Understanding these key functions will help school staff better manage transportation services for their students. In each case, schools should rely on CFN staff, OPT Account Managers, and OPT Training for guidance and support.

Address Verification
Home address, along with grade level, is critical in determining eligibility for transportation. When a student’s address is changed in ATS, the new address is verified based on city planning maps. The verification process generally takes 24 hours. If the process takes longer, schools should review and troubleshoot the issue. If an address change is not verified within two days schools should review and double-check that the address has been entered correctly:

- Street must be entered with the required east/west designation
- Verify that the address is listed correctly with avenue, street, road, place, etc
- The address must be within the five boroughs of New York City

If the address entered is the correct address, schools should contact their CFN Liaison for assistance.

Please Note:
Once an address change is verified and results in a change of eligibility for the student, the correct eligibility code is displayed on the TLST screen: Schools must update the individual student record to reflect the new eligibility. This may require deactivation of an assigned MetroCard and issuance of a new MetroCard or deletion of a Yellow Bus stop and issuance of a MetroCard. It is important to review new eligibility status each time an address change is entered and verified in ATS.

Summer School Indicators: Schools and OPT identify students needing transportation based on Summer School Indicators entered on SSPR screen in ATS
Schools begin identifying students with the Promotion in Doubt code in ATS in mid-March. Throughout the spring, these records are edited, with students mandated to attend summer sessions assigned the code M. OPT provides transportation for students mandated to attend summer sessions. Students receive the same type of transportation they received during the regular school year, Yellow Bus or MetroCard. Summer MetroCard shipments are based solely on summer school indicators. Special Education students with 12-month IEPs receive transportation for their summer programs. Additional, detailed information regarding summer school protocols are distributed through the spring.

School Session Times: Schools review and request session time changes in spring for the following September
Session times provide OPT with critical information in order to route buses effectively: what time buses need to arrive at school in order for students to be on time when school begins; what time buses need to arrive at the school to pick up students at the end of the day. OPT also uses this information to hold vendors accountable for service and contract compliance. Principals use a web-based application (link located on Principal's Portal) for schools to review, confirm, and adjust their session times for the upcoming school year. Session time changes are reviewed and approved by both the Office of Labor Relation (OLR) and OPT to ensure proper schedules are developed. Review current session time data on the OPT Web site. Regular session times and extended day
schedules are shown for each school. Requests to change school session times after the data entry deadline will not be honored.

**Extended Day Indicators:** Schools identify students attending extended day sessions: OPT arranges bus routes to accommodate these students

Schools identify students that attend extended day sessions at their schools. Identifying students that arrive earlier than the regular session time (or stay later than the regular session time) is critical to creating effective bus routes that serve children properly. Updates are made using the BIOC screen in ATS: Updates to the FUT EX INSTR PD are completed in June and July. Updates to the EX INSTR PD are completed after the grade bump in mid-July. OPT downloads extended day indicator data from ATS at three key times each year

1. At the end of the school year: schools should update these indicators for all students remaining at the school the following year
2. In mid-July: schools should review indicators to ensure accuracy
   Students with indicators entered by the mid-July deadline will be routed according to these indicators beginning in September
3. In mid-September: schools can enter indicators for new students
   Students with indicators entered prior to this deadline will have their routes updated in mid-October

Adjustments made to these indicators after the mid-September date will not be honored (OPT will make exceptions for students enrolling in schools after the deadline)

**Assistance and Support**

Schools have a range of support structures to assist them in managing transportation:

1. Basic Information: Schools staff should encourage parents to use P311, the OPT web site Student Search, or call the OPT Customer Service team (718 392-8855) for basic route information
2. The OPT web site has information and applications for schools to review bus ridership, enter service complaints, book field trips, discuss eligibility, and other information.
3. Schools and parents should always call OPT Customer Service to report service issues (lateness, no pick-up) or issues with drivers or monitors on the bus
4. School staff should contact their CFN Transportation Liaison to help resolve chronic service issues or clarification on procedures. OPT Account Managers assist CFN staff in problem-solving and resolving service issues

School staff with questions regarding ATS access and specific non-transportation related ATS procedures should call the ATS Help Desk (718) 935-5100.

The OPT Customer Service Unit (718 392-8855) takes calls from school personnel requesting transportation-related ATS assistance. Agents will record contact information and OPT staff will contact customers to provide assistance and walk-through procedures as needed. Issues requiring additional research or higher level help services will be elevated to speed resolution.

Managing ATS and student data can be complicated when discussing guidelines and procedures for specific programs and students. Schools should rely on support and guidance from their CFN liaisons and OPT. OPT Training provides over-the-phone assistance for most ATS transportation-related questions, as well as periodic professional development workshops focusing on providing all schools with resources and information to best manage services for eligible students.