

## Transportation for Students in Temporary Housing

### OVERVIEW

- **MetroCards**
  - **Student MetroCards:** full-fare cards available from school regardless of distance traveled.
  - **Parent MetroCards:** weekly cards available from DOE STH staff at shelters and in borough offices to accompany children pre-k-6<sup>th</sup> grade.
- **Busing**
  - **In shelter:** busing will be provided for students K-6 (all students) and 7<sup>th</sup> & 8<sup>th</sup> grade (if student receives spec ed services and doesn't already receive busing per IEP)
  - **Other temporary housing situations** (e.g. temp. doubled-up): busing if appropriate route is available
  - **Remainder of the school year:** busing if appropriate route is available

### 1. *Busing for students living in shelters*

- **Busing for students in Department of Homeless Services (DHS) shelters.** Students in grades K-6 (all students) and students in 7<sup>th</sup> and 8<sup>th</sup> grade (if rec'ing spec ed services and don't already receive busing) who are in shelters overseen by DHS will be routed for busing automatically *if family has been found eligible for shelter*. No request for busing needs to be submitted. Call OPT (718-392-8855) customer service line number so that they can find out the bus route # and details about pick-up and drop-off. NYS-TEACHS staff (800-388-2014) and STH Content Experts (<https://www.schools.nyc.gov/school-life/special-situations/students-in-temporary-housing>) can also look up busing info.
- **Busing for students in Domestic Violence (DV) shelters.** Students in grades K-6 (all students) and students in 7<sup>th</sup> and 8<sup>th</sup> grade (if rec'ing spec ed services and don't already receive busing) who are in DV shelters are eligible for busing.
  - Request that school **update address in ATS**. Make sure correct P.O. Box.
  - Parent completes **Housing Questionnaire:** [https://cdn-blob-prd.azureedge.net/prd-pws/docs/default-source/default-document-library/housing-questionnaire-english.pdf?sfvrsn=e995c3ef\\_44](https://cdn-blob-prd.azureedge.net/prd-pws/docs/default-source/default-document-library/housing-questionnaire-english.pdf?sfvrsn=e995c3ef_44) (for other languages, see: <https://www.schools.nyc.gov/enrollment/enrollment-help/new-students#jump-to-heading-37>)
  - Complete **Temporary Housing Transportation Request:** <http://www.optnyc.org/resources/TemporaryHousingRequest.pdf>



- Email completed Housing Questionnaire and Temporary Housing Transportation Request:
  - To: [OPTTemporaryHousingTransportationRequests@schools.nyc.gov](mailto:OPTTemporaryHousingTransportationRequests@schools.nyc.gov)
  - CC: STH Content Expert for the borough where temp housing is located: <https://www.schools.nyc.gov/school-life/special-situations/students-in-temporary-housing>
  - RE: OPT School Code/ATS School Code; Student Last Name; Student First Name; OSIS Number; and a brief indication of subject or issue in subject line (e.g., 19657/84K769 - Pringle, Jennifer – OSIS 123-456-789 – Busing for student in DV shelter)

## 2. ***Busing for students who have IEPs that include door-to-door busing***

Busing will not automatically be routed for students who have busing on their IEP who are living in a shelter (unlike their peers without IEPs). To re-route special education busing:

- Parent requests that school **update address in ATS (BIO screen)**.
- School requests that Transportation Supervisor in the Borough Field Support Center (BFSC) **update the address in ATS (STRE screen)**.
- Updated information from ATS goes directly to OPT after STRE screen is updated
- OPT re-routes the student
- OPT contacts parent with updated busing info
- To troubleshoot, parents can contact OPT customer service 718-392-8855

**NOTE about District 75:** The Transportation Supervisors at the BFSC are not involved in busing for kids in D75 schools, because D75 schools have access to the STRE screen (unlike community school district schools) and should be updating both the BIO and STRE screens with the new address information.

### ***Reimbursement for students with busing on their IEPs while busing is being re-routed.***

- While busing is being re-routed, families can get reimbursed for transportation expenses by filling out a Parent/Guardian Transportation Reimbursement Voucher for Special Education Services: [https://cdn-blob-prd.azureedge.net/prd-pws/docs/default-source/default-document-library/parent-guardian-transportation-reimbursement-voucher-form-trv1-09-20---fillable.pdf?sfvrsn=32e1cdc6\\_6](https://cdn-blob-prd.azureedge.net/prd-pws/docs/default-source/default-document-library/parent-guardian-transportation-reimbursement-voucher-form-trv1-09-20---fillable.pdf?sfvrsn=32e1cdc6_6)
- For more information about reimbursement, see <https://www.schools.nyc.gov/special-education/supports-and-services/related-services>
- For questions email: [Relatedservices@schools.nyc.gov](mailto:Relatedservices@schools.nyc.gov)
- Please note that families can't be reimbursed for MetroCards, because they should be able to get those already from STH staff.



To escalate a special education busing case after contacting OPT's Customer Service, email:

- Ariana Jaffe ([ajaffe5@schools.nyc.gov](mailto:ajaffe5@schools.nyc.gov))
- Kevin Jenkins ([kjenkins@schools.nyc.gov](mailto:kjenkins@schools.nyc.gov))
- The OPT Borough Representative for where the school is located:
  - Seth Brown (718) 482-3850 [SBrown14@schools.nyc.gov](mailto:SBrown14@schools.nyc.gov) – Bronx
  - Diane Beediahram (718) 482-3769 [DBeediahram@schools.nyc.gov](mailto:DBeediahram@schools.nyc.gov) – Brooklyn
  - Frank Jackson (718) 482-3763 [FJackson@schools.nyc.gov](mailto:FJackson@schools.nyc.gov) – Queens
  - James Campbell (718) 482-6299 [JCampbell8@schools.nyc.gov](mailto:JCampbell8@schools.nyc.gov) – Manhattan and Staten Island
- Copy Robert Carney ([rcarney@schools.nyc.gov](mailto:rcarney@schools.nyc.gov))

### **3. Busing for transportation for students who are temporarily doubled-up and for the remainder of the school year**

Students who are temporarily doubled-up OR who were homeless and have moved into permanent housing may be able to receive busing if there is an appropriate bus route.

- Request that school **update address in ATS**.
- Parent completes **Housing Questionnaire**: [https://cdn-blob-prd.azureedge.net/prd-pws/docs/default-source/default-document-library/housing-questionnaire-english.pdf?sfvrsn=e995c3ef\\_44](https://cdn-blob-prd.azureedge.net/prd-pws/docs/default-source/default-document-library/housing-questionnaire-english.pdf?sfvrsn=e995c3ef_44) (for other languages, see: <https://www.schools.nyc.gov/enrollment/enrollment-help/new-students#jump-to-heading-37>)
- Complete **Emergency Evaluation Request**: <http://www.optnyc.org/resources/EmergencyEvaluationRequest.pdf>
- Email completed Housing Questionnaire and Emergency Evaluation Request:
  - To: [OPTEmergencyTransportationRequests@schools.nyc.gov](mailto:OPTEmergencyTransportationRequests@schools.nyc.gov)
  - CC: STH Content Expert for the borough where temp housing is located: <https://www.schools.nyc.gov/school-life/special-situations/students-in-temporary-housing>
  - RE: OPT School Code/ATS School Code; Student Last Name; Student First Name; OSIS Number; and a brief indication of subject or issue in subject line (e.g., 19657/84K769 - Pringle, Jennifer – OSIS 123-456-789 – Busing for student who moved into perm housing)
- If busing is not available, parent should request that school provide the student with full-fare MetroCard and if the student is in grade K-6, parent should contact STH staff and request a MetroCard for the parent.



#### 4. **MetroCards**

**Students:** The school will provide a free, full-fare MetroCard to students not eligible for busing. Until the school gives the student a MetroCard, MetroCards are available from the STH Family Assistant or Content Expert.

**Parents:** Parents are also eligible for free weekly MetroCards to accompany their children to and from school if kids are in grades **Pre-K through 6<sup>th</sup> grade**. Parents can get the MetroCard from the STH Family Assistant or STH Content Expert (for the borough where the shelter is located).

STH Content Experts: <https://www.schools.nyc.gov/school-life/special-situations/students-in-temporary-housing>

*Please note:* STH staff at the shelter or borough office can give the student and the parent MetroCards if the family is waiting for a response about bus route availability or for busing to be routed.

#### 5. **Busing for Children in Pre-K**

Busing may be available for a child in temporary housing who attends Pre-K (for example, cases where the parent has a hardship taking their child to pre-k using public transportation or where the child has a sibling who attends school in the same building). OPT evaluates these on a case-by-case basis. Busing will not be automatically routed for a child in Pre-K who is living in a shelter as it is for students in grades K-6. To request busing for a child in temporary housing who attends Pre-K, contact:

- TO: Alex Robinson ([arobinson22@schools.nyc.gov](mailto:arobinson22@schools.nyc.gov))
- CC: Robert Carney ([RCarney@schools.nyc.gov](mailto:RCarney@schools.nyc.gov)); Kevin Jenkins ([KJenkins5@schools.nyc.gov](mailto:KJenkins5@schools.nyc.gov))
- In the email, include:
  - Parent's name and contact #
  - Child's name
  - DOB and OSIS
  - Name and address of Pre-K
  - Name of the shelter (if applicable)
  - Address of temporary housing
  - Reason why child needs busing/reason why MetroCard for the parent poses a barrier to the child's participation in Pre-K (e.g., interferes with parent's work schedule and/or housing search, parent is disabled and can't take child on public transportation, etc.).



NEW YORK STATE TECHNICAL AND EDUCATION  
ASSISTANCE CENTER FOR HOMELESS STUDENTS  
at Advocates for Children of New York  
151 West 30<sup>th</sup> Street, 5<sup>th</sup> Floor  
New York, NY 10001  
Tel: (800) 388-2014  
Fax: (212) 807-6872  
Email: [info@nysteachs.org](mailto:info@nysteachs.org)

## **Troubleshooting**

- NYS-TEACHS
  - Infoline: 800-388-2014
  - Email: [info@nysteachs.org](mailto:info@nysteachs.org)
  - Website: [www.nysteachs.org](http://www.nysteachs.org)
- If issue with **MetroCard**, contact:
  - STH Content Expert (<https://www.schools.nyc.gov/school-life/special-situations/students-in-temporary-housing>)
  - If difficulty connecting with STH Content Expert, contact STH Program Director Kathy Marshall Polite ([kpolite@schools.nyc.gov](mailto:kpolite@schools.nyc.gov)) and STH Senior Program Manager Bak Harris ([bharris6@schools.nyc.gov](mailto:bharris6@schools.nyc.gov)).
- If issue with **busing**:
  - Call OPT's Customer Service Number (718-392-8855) and get incident number
  - If Customer Service is unable to resolve issue, email OPT:
    - To: Kevin Jenkins ([KJenkins5@schools.nyc.gov](mailto:KJenkins5@schools.nyc.gov))
    - Cc: Robert Carney ([RCarney@schools.nyc.gov](mailto:RCarney@schools.nyc.gov))
    - Re: OPT School Code/ATS School Code; Student Last Name; Student First Name; OSIS Number; and a brief indication of subject or issue in subject line
    - Body of email: include the incident number of the call with OPT Customer Service in the body of the email along with details about the case.
- Bus routes can be checked on OPT's website: <https://www.schools.nyc.gov/school-life/transportation/transportation-overview>

***NYS-TEACHS is funded by the New York State Education Department to provide information and resources to school districts, social services providers, parents, and youth about the educational rights of students experiencing homelessness. NYS-TEACHS is housed at Advocates for Children of New York.***