



Transportation for Students in DV Shelters

OVERVIEW

- **MetroCards**
 - **Student MetroCards:** full-fare cards available from school regardless of distance traveled.
 - **Parent MetroCards:** weekly cards available from Department of Education (DOE) Students in Temporary Housing (STH) staff at shelters and in borough offices to accompany children pre-k-6th grade.

- **Busing**
 - **In shelter:** busing will be provided for students K-6 (all students) and 7th & 8th grade (if student receives special education services and doesn't already receive busing on their Individualized Education Program or IEP)
 - **Other temporary housing situations** (e.g. temp. doubled-up): busing if appropriate route is available

- **Remainder of the school year for students who become permanently housed:** busing if appropriate route is available; otherwise MetroCards are available.

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I. Busing for students living in domestic violence (DV) shelters

Students in grades K-6 (all students) and students in 7th and 8th grade (if they receive special education services and don't have door-to-door busing on their IEP) who are in DV shelters are eligible for busing. To request busing:

1. Ask the school to **update the student's address in its student management system (ATS) with the P.O. Box associated with the DV shelter site where the student is temporarily living. The DV shelter site must have a unique P.O. Box for busing to be routed.** The DOE's Office of Pupil Transportation associates each P.O. Box with an intersection where the student will be picked up. It cannot link multiple bus stops with the same P.O. Box. For questions about the bus stop



for a particular P.O. Box, contact Kevin Jenkins, Exceptions Manager at the DOE's Office of Pupil Transportation (KJenkins5@schools.nyc.gov).

2. Complete a **Housing Questionnaire** ([English](#) and [other languages](#)) and check off "Shelter." Make sure that the school gets a copy of the Housing Questionnaire and that you keep a copy to submit with the Transportation Request.
3. Complete the **Temporary Housing Transportation Request**:
<http://www.optnyc.org/resources/TemporaryHousingRequest.pdf>. Below is an explanation of some of the fields that you may have questions about.

- **Pupil Information (Section 1):**

- **1.4 Student Identification Number** (or OSIS number): if the parent doesn't have this, contact the child's school or the [Students in Temporary Housing \(STH\) Content Expert](#) for your borough.

- **1.8 GE Bus** stands for general education bus; **SE Bus** stands for special education bus, which is for students who have Individualized Education Programs (IEPs) that include door-to-door busing. If the student has an IEP that includes door-to-door busing, see the section below titled, "Busing for students who have IEPs that include door-to-door busing;" you don't need to submit a Temporary Housing Transportation Request for such students.

- **Parent/Guardian Information (Section 2):** Include as much information as possible here. If the parent's phone service is inconsistent, provide an alternate telephone number if possible.

- **Shelter Information (Section 3):**

- **Address:** include the P.O. Box for the location of the shelter where the student lives. Do not include the actual location of the shelter. The P.O. Box you enter on the Transportation Request must be the same as what the school has entered for the student in its student management system called ATS.
 - **Stop location:** check "Intersection of:" and write the intersection associated with the shelter's P.O. Box. If you are unsure what the intersection/stop location is for your shelter, contact Kevin Jenkins, Exceptions Manager at the DOE's Office of Pupil Transportation (KJenkins5@schools.nyc.gov).
 - **Telephone, shelter administrator, and email:** it is very important that the Office of Pupil Transportation have contact information for the shelter director or shelter caseworker who can be contacted should there be a question or issue with the busing.

- **School-Related Information (Section 4):** Complete as much as this section as possible and at a minimum include the following,

- **School Name**
 - **ATS Code:** The ATS code is the district number, the borough letter, and the school number. For example, the ATS code for P.S. 1 in District 7 in the Bronx is 07X001. To find

the ATS code, use the School Locator <http://schools.nyc.gov/schoolsearch/> and enter in the name or address of the school and then click on the school's website.

- **Address:** Look up the address of the school using the school locator: <http://schools.nyc.gov/schoolsearch/>
- **Telephone number for the school:** Look up the telephone number of the school using the school locator: <http://schools.nyc.gov/schoolsearch/>
- **Pupil's session time:** write in when the student begins and ends school
- Ideally, you should get the **signature of the school's principal or designee** on the Transportation Request. If getting the signature will delay the submission of the Transportation Request, you can email the completed Transportation Request to the Office of Pupil Transportation without the signature of the principal/designee. Make sure to give a copy of the completed Transportation Request to whoever is responsible for coordinating transportation at the school so that they are aware of the request.

4. Email the completed Housing Questionnaire and Temporary Housing Transportation Request:

- **To:** OPTShelterTransportationRequests@schools.nyc.gov
- **CC:** [STH Content Expert](#) for the borough where temp housing is located:
- **RE:** ATS School Code; Student Last Name; Student First Name; OSIS Number; and a brief indication of subject or issue in subject line.
 - For example: 07X001 - Smith, Jane – OSIS 123-456-789 – Busing for student in DV shelter
- Busing should be routed 5-7 days after OPT receives the Transportation Request.

II. Busing for students who have IEPs that include door-to-door busing

- To get busing re-routed for students who have door-to-door busing on their IEP,
 1. **Ask the school to update the student's address in its system (ATS) to reflect the P.O. Box for the shelter so that busing can be re-routed. The DV shelter site must have a unique P.O. Box for busing to be re-routed.** The DOE's Office of Pupil Transportation associates each P.O. Box with an intersection where the student will be picked up. It cannot link multiple bus stops with the same P.O. Box. For questions about the bus stop for a particular P.O. Box, contact Kevin Jenkins, Exceptions Manager at the DOE's Office of Pupil Transportation (KJenkins5@schools.nyc.gov).
 2. Make sure that the school has the parent's updated telephone number.
 3. After the address information is updated by the school, the school should contact the DOE's Borough Field Support Center to update the address information in a different part of its system (STRE screen in ATS). The updated address information is then sent to the Office of Pupil Transportation, which should re-route the busing within 5-7 days.
- You do **not** need to submit a Temporary Housing Transportation Request for students who have busing on their IEPs who are living in a shelter.
- Students and parents (in cases where the parent has to accompany the student to school) can get MetroCards from [STH Content Expert](#) while busing is being re-routed.



- **Reimbursement for students with busing on their IEPs while busing is being re-routed.**
 - If a family can't use the MetroCards available from STH staff while busing is being re-routed, a family can get reimbursed for transportation expenses such as car fare. For more information about reimbursement, see <http://schools.nyc.gov/Academics/SpecialEducation/SupportsServices/RelatedServices/default.htm>.
 - The reimbursement form can be found here: <http://schools.nyc.gov/NR/rdonlyres/DB9AA5F4-7F33-423F-937B-8B5AA177D43A/0/ParentGuardianTransportationReimbursementVoucherFormTRV1072214.pdf>.

III. Transportation for the remainder of the school year for students who become permanently housed

- Students who were homeless and have moved into permanent housing may be able to receive busing if there is an appropriate bus route. **To request busing:**
 1. Ask the school to **update the student's address in its system (ATS)**.
 2. Parent completes **Housing Questionnaire**: <http://schools.nyc.gov/NR/rdonlyres/9831364D-E542-4763-BC2F-7D424EBD5C83/209218/HousingQuestionnaireRevised1.pdf>
 3. Complete **Emergency Evaluation Request**:
<http://www.optnyc.org/resources/EmergencyEvaluationRequest.pdf>
 4. Email completed Housing Questionnaire and Emergency Evaluation Request:
 - To: OPTEmergencyTransportationRequests@schools.nyc.gov
 - CC: STH Content Expert for the borough where permanent housing is located:
http://schools.nyc.gov/NR/rdonlyres/6C02DF12-F56D-4024-BE84-EA5B6A51A7B9/0/STHContactInformationFORDISTRIBUTION_RCredits.pdf
 - 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., 07X001 - Smith, Jane – OSIS 123-456-789 – Busing for student who moved into perm housing)
- If busing is not available, parent should ask school to provide the student with full-fare MetroCard, and if the student is in grade K-6, the parent should ask STH staff to provide a MetroCard for the parent if the parent plans to accompany the student on public transportation.

IV. MetroCards

- **Students:** Upon request, the school will provide a free, full-fare MetroCard to students not eligible for busing. Until the school gives the student a MetroCard, students can request two-trip MetroCards from the STH Family Assistant or [STH Content Expert](#).
- **Parents:** Parents are also eligible for free MetroCards to accompany their children to and from school if kids are in grades Pre-K through 6th grade. To get a MetroCard, parents should contact the STH Family Assistant or [STH Content Expert](#) (for the borough where the shelter is located).



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

- Parents/students must request MetroCards from schools/STH staff; they are not distributed automatically. If parent has difficulty arranging to pick up MetroCards from the STH office, DV shelter staff can arrange to pick up cards from STH staff and distribute them at the shelter.
- STH staff can give the student and the parent MetroCards if the family is waiting for busing to be routed.

V. Troubleshooting

- Contact the New York State Technical and Education Assistance Center for Homeless Students (NYSTEACHS) at 800-388-2014 or info@nysteachs.org.
- Questions or problems getting **MetroCards**, contact the [STH Content Expert](#) for your borough (see list below). If you need to escalate a case after contacting the STH Content Expert, contact STH Program Director Kathy Marshall Polite (kpolute@schools.nyc.gov) and STH Senior Program Manager Bak Harris (bharris6@schools.nyc.gov).
- Questions or problems getting busing, **call OPT’s Customer Service Number (718-392-8855) and get an incident number.** Make sure to indicate that you are calling about a student in a domestic violence shelter. If you need to escalate a busing case after contacting OPT’s Customer Service, email Kevin Jenkins (kjenkins@schools.nyc.gov) and copy Robert Carney (rcarney@schools.nyc.gov). In your email, describe the problem and include the incident number.

Borough	Borough Office	Districts	STH Content Experts	Office Number	E-mail
Bronx	1 Fordham Plz, Rm 816 Bronx, NY 10458	7, 8, 9, 10, 11, 12	Stephanie Dyer Rebekha Askew	718-741-7783 718-828-2139	sdyer@schools.nyc.gov raskew2@schools.nyc.gov
Brooklyn North	131 Livingston St, 4 th Fl Brooklyn, NY 11201	13, 14, 15, 16, 19, 23, 32	Tony Davis Wayne Harris	718-935-3296 718-935-3562	tdavis47@schools.nyc.gov wharris22@schools.nyc.gov
Brooklyn South & Staten Island	1780 Ocean Ave., Rm 1B Brooklyn, NY 11230	17, 18, 20, 21, 22, 31	Charlene Mitchell	718-758-7722	cmitchell4@schools.nyc.gov
Manhattan	333 7th Avenue, 7th Fl New York, NY 10001	1, 2, 3, 4, 5, 6	Cecilio (Bo) Diaz Iris Gersten	917-339-1698 917-339-1718	cdiaz@schools.nyc.gov igersten@schools.nyc.gov
Queens	28-11 Queens Plaza N. LIC, NY 11101	24, 25, 26, 27, 28, 29, 30	Linda Wilson-Animashaun Shaquieta Boyd	718-391-6849 718-391-6843	lwilson33@schools.nyc.gov sboyd5@schools.nyc.gov
Citywide Special Education	400 First Ave, Rm 113 New York, NY 10010	75	Michele Marcel Joan Boreland	212-802-1579 917-256-4262	mmarcel@schools.nyc.gov jboreland@schools.nyc.gov