



## Office of Pupil Transportation

# Transportation Basics for Charter School Staff

# Agenda

## **General Education Transportation**

Eligibility for GE Transportation

Student MetroCards

Stop-to-School Transportation

Using the TLST screen to review Eligibility and Transportation Status

Variances

## **Transportation for Students Receiving SE Services**

Door-to-Door Transportation

Working with CSE Staff

## **Reporting Service Issues**

## **Support for School Staff**

# Eligibility for General Education Transportation

K-2	A	B	C	D
	Half fare	Full Fare (MetroCard or Yellow Bus stop)		

Students in grades K-2 are full fare eligible if they live more than ½ mile from school

3-6	A	B	C	D
	Not Eligible	Half fare	Full Fare (MetroCard or Yellow Bus stop)	

Students with a B distance in grade 2 **change eligibility** in grade 3

7-12	A	B	C	D
	Not Eligible	Half fare	Full fare (MetroCard)	

Students with a C distance in grade 6 **change eligibility** in grade 7

Students in grades 7-12 receive only MetroCards

**What the letters mean**

A Less than .5 mile  
 B .5 mile to less than 1 mile  
 C 1 mile to less than 1.5 miles  
 D 1.5 miles and greater

General Education Transportation is:  
 Stop to School busing for K-6 GE students and SE students not mandated for door-to-door transportation  
 Student MetroCards for K-12 GE students and SE students not mandated for door-to-door transportation

# Based on Eligibility . . .

Eligibility is determined by grade and walking distance from home to school

The TLST screen in ATS displays current eligibility for students as a letter: F, H, or S

## Students with F (full fare) eligibility may receive

A. Student MetroCard (Students in K-12)

OR

B. GE Bus Stop (Students in K-6)  
Student may be assigned a GE

stop when:

1. Student is K-6\*
2. Student lives in borough\*
3. School has regular GE busing\*
4. A routed stop exists or can be granted

If not, student may receive MetroCard

## Students with H (half fare) eligibility may receive

Half Fare Student MetroCard (Students in K-12)

A student with blank eligibility is not eligible for any transportation services

## Students with S (Special Ed) eligibility may receive

A. SE Student MetroCard (SE Students in K-12)

OR

B. GE Bus Stop (SE Students K-8)

Students receiving door-to-door transportation will be displayed on the TLST screen. Review SE Ridership to ensure students do not receive both SE and GE transportation\*

# MetroCard Overview

## MetroCards valid for the school term

Will not work before activation date: Invalid after expiration date

Valid for travel 5:30am - 8:30pm each day school is in session

## May only be used by student assigned

Review and discuss MetroCard guidelines on OPT web site

## Full fare MetroCard

Three trips each day; one transfer each trip

Valid on MTA Subway and buses (not valid on Express buses)

## Half fare MetroCard

Valid only on MTA bus

Student pays half fare in coins after dipping card in fare box

# Student MetroCards

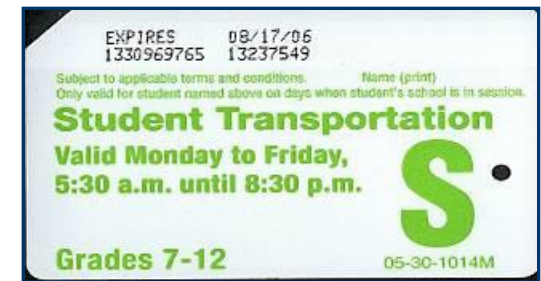
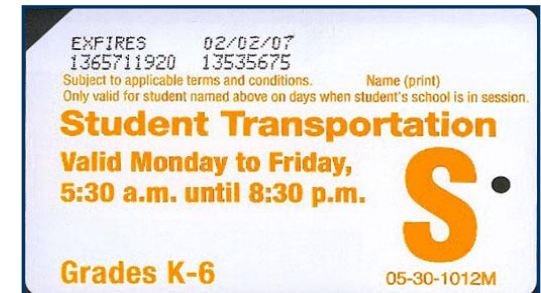
Sort MetroCards when shipments arrive

K-6 MetroCards are Orange

7-12 MetroCards are Green

SE MetroCards identified by serial number on receipt—keep in separate envelope

K-12 Half fare MetroCards are Green



# Managing Student MetroCards

Schools need to manage three key tasks:

1. Distribute MetroCards based on current eligibility displayed on TLST
2. Assign serial number on individual student record in ATS
3. Deactivate and replace lost, stolen, or non-working MetroCards quickly

## MetroCard Inventory

Updated when cards are shipped, requested, assigned or deactivated

Maintain cushion to replace cards when needed

OPT reviews inventory data before shipping replacement cards

Request replacement cards via email

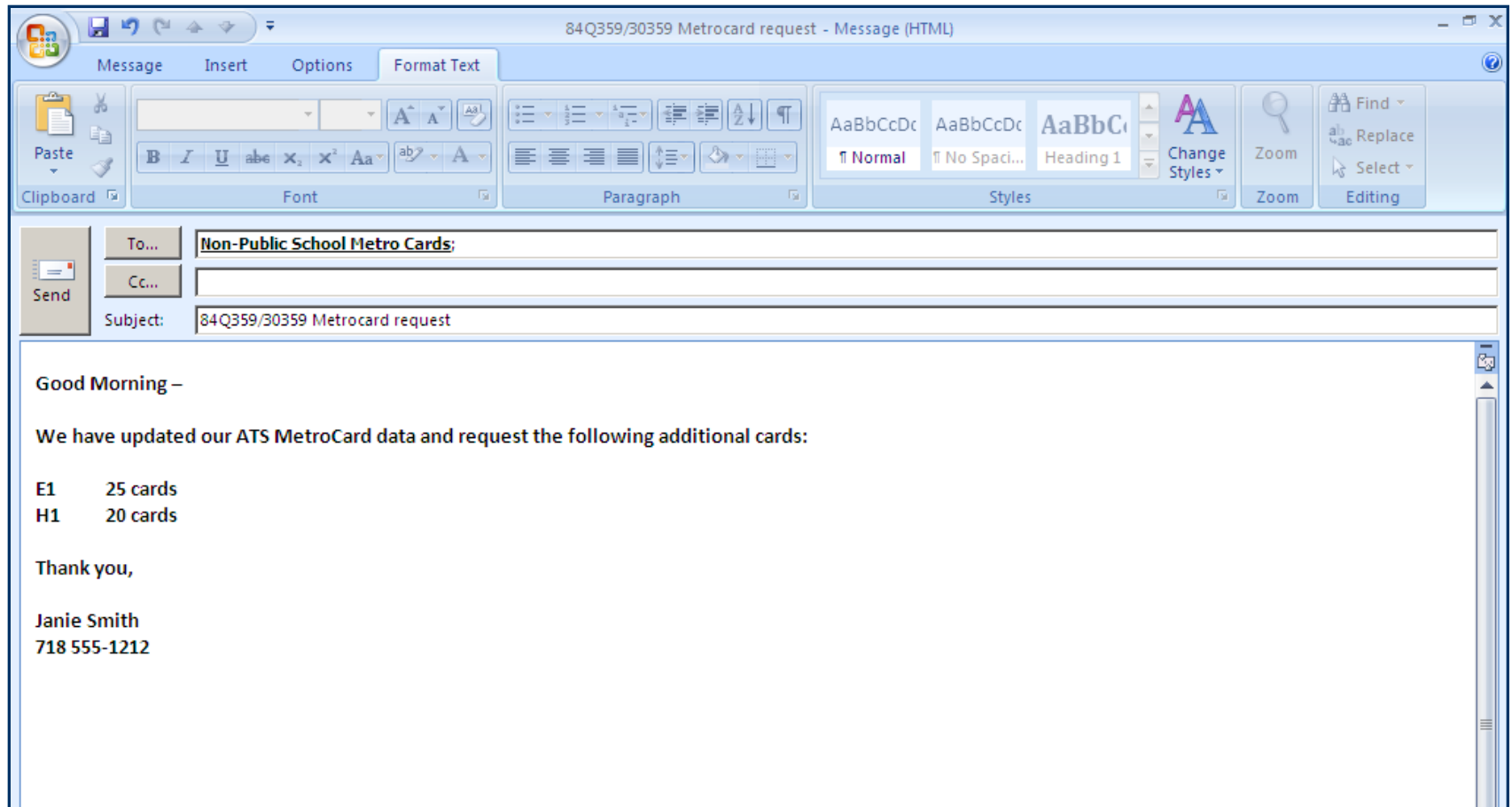
[Non-publicschoolmetrocards@schools.nyc.gov](mailto:Non-publicschoolmetrocards@schools.nyc.gov)

Include ATS and OPT code in subject line

Request cards by type

Include contact information

# MetroCard Request



# MetroCard Inventory Screen



Press F/11 Inventory key at Transportation Main Menu to view

Inventory data will change when:

1. MetroCard is requested ⇒ (AT)
2. MetroCard is assigned ⇒ (AP)
3. MetroCard is deactivated

```

PROFILE 22-K-052          New York City Public Schools          09-22-08 09:36:48
TRAN0102                 Metrocard Inventory Statistics          01962-EJAC0BS2
==> -

                                FALL METROCARD CARD INVENTORY

PASS TYPE                                SHIPPED ASSIGNED DEACTIVATE ASSIGNED
METROCARD METROCARD METROCARD 55555555

ELEM - FULL FARE E1                                64      19      3      2
ELEM - FULL FARE FOUR TRIP E3                      0      0      0      0
ELEM - FULL FARE SPECIAL ED. E5                    30     12      1      1
ELEM - FULL FARE SPEC ED. FOUR TRIP E6             0      0      0      0
HIGH - FULL FARE H1                                0      0      0      0
HIGH - FULL FARE FOUR TRIP H3                      0      0      0      0
HIGH - FULL FARE SPECIAL ED. H5                    0      0      0      0
HIGH - FULL FARE SPEC ED. FOUR TRIP H6             0      0      0      0
HIGH - HALF FARE (K - 12) H2                       71     37      0      4
HIGH - FULL FARE S1                                 0      0      0      0
HIGH - HALF FARE S2                                 0      0      0      0

Press RIGHT CTRL/RED ENTER to continue
F1/Help  F2/      F3/Quit-return F4/      F5/      F6/
F7/      F8/      F9/           F10/     F11/     F12/Exit
    
```

## What the column headings mean

### Shipped MetroCard

Running total of cards, by type, shipped to the school for the term

### Assigned MetroCard

Number of student records with a MetroCard serial number assigned: students with AP status

### Deactivate MetroCard

Number of MetroCards deactivated

### Assigned 55555555

Number of student records with a MetroCard requested: students with AT status

# Access MetroCard Inventory

```
PROFILE 22-K-052      New York City Public Schools      08-30-11 10:28:36
TRAN0100             Transportation Main Menu          02181-EJACOBS2
==>
    --- METROCARD AND YELLOW BUS - STOP TO SCHOOL ---
    1  TTRE  Eligibility - By Individual Student
    2  TLST  Eligibility - By School, Grade or Official Class
    3  TTTH  Transaction History
    4  TBRM  Run Number / Bus Stop Maintenance
    5  TDMC  Display or Deactivate Metro Card
    6  TMPS  Metro Card Mass Entry
    7  TAAS  Automatic Assignment of Metro Passes
    --- 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
```

# MetroCard Problems

## I get an error message when trying to assign a MetroCard

ATS will not allow assignment of incorrect type of MetroCard—error message will display:

Assigning full fare card to half fare eligible student

Assigning K-6 cards for 7-12 student or 7-12 cards for K-6 students

Assigning GE card to SE student or SE card to GE student

### Resolving Error Codes:

Confirm student eligibility on TLST

Verify type of card: use TDMC function

Check correct OPT code tied to class on CMOD screen

Review inventory: ensure update completed

## OPT will not send me additional cards

Check inventory data

Deactivate cards

Verify cards were distributed properly

# MetroCard Timeline

## August

MetroCard shipments arrive at school—Review invoice: keep cards separated by type

Review TLST and T any incoming student that need MetroCards—Returning students that used MetroCards previous year will have AT status

Print RTPL report to use as distribution log—Review RTPL data with TLST to verify eligibility and correct if student eligibility has changed (3<sup>rd</sup> grade with B distance, 7<sup>th</sup> grade with C distance)

## School Opening

Distribute MetroCards—track student name and serial number of card provided

Assign serial numbers in ATS as quickly as possible—students with MetroCards should have AP status

## December

OPT pulls ATS data to develop Spring MetroCard shipment

## Mid-January

Spring MetroCard shipments arrive at school—Students reverted to AT status: schools may pre-assign Spring cards

## Late June

OPT pulls ATS data for August shipments

# Stop-to-School Transportation

Students may be assigned bus stops when:

1. Full fare eligible, grades K-6 (non-mandated SE students K-8)
2. School has regular\* GE busing
3. A routed stop exists OR a new stop request (OPT 199) is approved

**Student may receive a MetroCard if yellow busing is unavailable**

What to do when a parent requests a bus stop

1. Verify eligibility on TLST
2. Review list of routed stops (OPT 199 or Ridership) with parent
  - a) If routed stop is suitable, assign stop in ATS
  - b) If no stop is suitable ask parent to identify an intersection—request new stop in OPT 199

# Bus Stop—Two Types

## Regular Bus Stops

Managed by school staff

Four digit number tied to specific intersection

School staff assigns stop number on student record in ATS

Most current list of active stops displayed on OPT 199 application—List of Routed Stops

OPT assigns stops to an AM and PM route

Schools review Ridership report on OPT web site to view all students assigned transportation

Students use same stop as long as they remain eligible

Schools use OPT 199 application to request new stops or delete unused stops

## Variance Bus Stops

Managed by OPT

OPT created variance stop when variance is approved

OPT sends documentation to parent and school when variance is approved and stop created

Students with variances identified on Ridership report by assigned stops starting with “75” (7501, 7502, etc)

Variance stops may only be assigned to specific students

School staff assigns stop number and Variance number on student record in ATS

Variance reviewed and renewed annually

# Using the OPT 199 Application

OPT 199 has two components

## Request, Adjust, or Delete stops

Choose Add—select intersection—press Submit

Stop Granted or Rejected

Granted stops routed in 7-10 days—review list of routed stops and stop will appear in ATS lookup

Rejected stops—OPT Routers will review—Call OPT CSU and ask agent to use “GE Stop Denied” call type

## Stop or Route Details

Routed Stops—displays route number, pick up and drop off times

List of Stops to be Routed—Approved stops waiting to be routes and inactive stops

List of All Stop Requests—History of school requests

# Rejected Stops—What to Do

Add	BROADWAY && 34 ST	A Stop Exists within 0.25 miles of this intersection . The nearest stop is BROADWAY && 34TH ST
-----	-------------------	--

Assign existing stop on student record  
**OR**  
 Request new intersection farther away from existing stop

Add	43 AV && 48 ST	Stop exists for this intersection.
-----	----------------	------------------------------------

Assign existing stop on student record  
**OR**  
 If stop is inactive contact OPT CSU: Call type **GE Stop Not Routed**

Add	43RD AV && 40TH ST	This Intersection is less than 0.5 miles from the school
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Stops must be minimum of .5 miles from school

Add	268 ST && 78 AV	There are no existing routed bus stops within 2.5 miles of this intersection
-----	-----------------	--

Contact OPT CSU: Call type **GE Stop Denied**

Add	34 AV && 99 ST	A Stop added at this intersection would bring the bus route to more than 5 miles - Please contact Office of Pupil Transportation to request yellow bus service for this intersection
-----	----------------	--

Review inactive stops and delete  
**OR**  
 Contact OPT CSU: Call type **GE Stop Denied**

# Variations

Request for Stop-to-School transportation for students not currently eligible: variance grant exception to regular transportation guidelines or procedures

Forms available on OPT web site—Parent and school complete all fields and mail according to instructions on form—Variations renewed annually

## Medical

Request for transportation based on medical issue—DOE medical reviews/approves

## Hazard

Request for transportation due to hazardous condition on walking route to school

## Emergency

Request for transportation due to emergency situation

## Shelter

Request for transportation for student in temporary housing—Shelter staff completes variance form

## Distance Dispute

Parent believes distance calculation is incorrect

# Tools to Manage GE Transportation

## Student MetroCards

### TLST Screen in ATS

What is a student eligible for and if a MetroCard assigned (AP) or requested (AT)

### Student record in ATS (TUTD)

Identify serial number assigned, deactivate MetroCards from this screen

### MetroCard Inventory Screen

How many cards do I have on hand, review before requesting cards

### RTPL Report from ATS

Use as paper log for initial distribution

## Stop-to-School Transportation

### TLST screen in ATS

Students with AB status have bus assigned

### Student record in ATS (TUTD)

Identify stop assigned, verify NCLB and students with variance stops have complete data

### Ridership Information on OPT web site

Lists each students' assigned bus stop, route, pick up and drop off time

### OPT 199 Application

Review routed stops; request adjust and delete stops

# Stop-to-School Timeline

## August

Review GE Ridership Information—Students still eligible for busing will retain same stop number

Verify regular stops are assigned on student record in ATS

Students with variance stops—Assign stop number and variance on student record in ATS

If student has only one route contact OPT CSU and ask agent to use call type GE Stop Not Routed

## School Opening

Assign eligible incoming student to stops

## October

Review list of inactive stops and delete unused stops

# Manage using the TLST Screen in ATS

## Request a MetroCard

Enter T next to student name and press Right CTRL  
TRAN STAT will change from blank to AT

## Check Eligibility

View current eligibility in this column and assign transportation

## Check Status

Blank: No Transportation assigned  
AT: MetroCard requested but not assigned  
AP: MetroCard assigned on student record  
AB: Yellow bus stop assigned on student record  
SB: Issue with data: review and correct

```

PROFILE 30-Q-150      New York City Public Schools      05-28-09 11:46:56
TRAN0110      Select Students By Grade Or Official Class      00911-EJACOBS2
==>
DIST: 30 BORO: Q SCHOOL: 150 GRADE: OFFICIAL CLASS: TRAN STAT:
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```

ACT CDE	NAME	STUDENT ID	SEX	DOB	DST CDE	ADR FLG	GRD CDE	ELIG	CLS	TRAN STAT
			M	08/17/97	B	V	160	H	603	AT
			M	05/01/98	A	V	150		503	
			M	07/30/00	A	V	130		308	
			M	10/01/01	D	V	129	S	208	AP
			M	04/23/97	B	V	150	H	507	
			M	06/11/00	C	V	130	F	304	AB
			F	04/13/98	D	V	150	F	502	AB
			F	12/20/02	C	V	110	F	107	
			F	01/14/03	B	V	310	F	014	
			M	10/09/00	A	V	129	S	204	

ACT CDE: METROCARD REQUEST: T = 3 TRIP F = 4 TRIP  
CURRENT BUS / METROCARD: U = UPDATE D = DISPLAY X = DELETE H = HISTORY

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

Student Names and ID numbers hidden to maintain privacy

# Individual Student Record (TUTD)

```
PROFILE 30-Q-150          New York City Public Schools          09-10-11 11:41:37
TRAN0120                  Transportation Data Update (TUTD)          02186-EJACOBS2
==>
STUDENT ID: [REDACTED]    LAST NAME: [REDACTED]    FIRST NAME: [REDACTED]    MI: S
ATS SCHOOL  30Q150        GRADE CODE: 130          OFF CLASS: 304
OPT SCHOOL: 30150        OPT GRADE: 03            DOB: 08/28/03    SEX: M

HOUSE NO: [REDACTED]    STREET: [REDACTED]          APT NO: D2
CITY: LIC                STATE: NY                ZIP: 11106
BORO: Q                  STREET NAME CODE: 08390 01010

DISTANCE FROM          CALCULATED: C    (1 MILE OR MORE, BUT LESS THAN 1 1/2 MILES)
HOME TO SCHOOL

SPECIAL ED:            REQUEST 4-TRIP: N          VARIANCE NUMBER: _____

METROCARD NUMBER:      YELLOW BUS STOP NO: _____
METROCARD TYPE: FULL FARE    RQST FUTURE YELLOW BUS: _____

PRESS F2 TO STORE NEW PASS #
F1/Help    F2/Save    F3/Quit-return    F4/Lookup    F5/          F6/
F7/        F8/        F9/Refresh        F10/         F11/         F12/Exit
```

Schools complete one of the following actions on a student record in ATS

- Enter MetroCard serial number and press F2 twice to save
- Enter YB stop and press F2 twice to save
- Enter Variance stop and Variance number and press F2 twice to save

# Door-to-Door Transportation

Student IEP (or SESIS) has requirement for specialized transportation

Parent may request additional accommodations

1. Request form from Committee on Special Education (CSE) staff
2. Parent and student's physician complete—must tie request to student need
3. Forms returned to CSE: reviewed with DOH physician
4. If approved CSE updates STRE screen in ATS
5. OPT adjusts route

Not all SE students will be mandated for door-to-door transportation

Discuss with CSE staff

Student may receive GE stop or SE MetroCard

# Data Management for SE Students

All updates for SE students made on STRE screen in ATS by CSE Staff

1. Address updates—contact CSE after BIO update
2. School Changes—CSE will update OPT code assigned
3. Medical Accommodation changes—CSE will update, some changes based on physician review/approval

OPT receives STRE updates 24 hours after entry by CSE

Routers review and update routes, new route effective 7 days after change

Review Ridership Report on OPT web to view pending route changes

Student remains on current route until new route takes effect

## Don't know your CSE?

For Charter Schools, CSE based on school's district

Review list of CSE contacts on DOE web site

# SE Transportation Guidelines

## Travel time

Within borough up to 90 minutes

Across borough may be longer

## Limited Travel Time (this is a medical accommodation)

Within borough up to 60 minutes\*

Across borough up to 75 minutes

Outside NYC may be longer

## Students are not routed by age, gender, or disability

Principals may discuss issues with Borough Directors at OPT

## Schools may schedule bus team training through OPT Contracts

Focus on individual students' needs and behavior

## Behavior or discipline issues on the bus

Driver and Attendant complete misbehavior reports for follow up by school staff

Schools should work with bus teams: seating charts, strategies to manage behavior

OPT will not re-route students due to behavior issues without action by the school

# Alternate PM Address

Special Education student returned to different location than home address in the afternoon

Form available on OPT website—OPT will mail/fax copy to parent

Parent completes—Notarize and return to OPT

OPT will adjust PM route if possible

Not available for AM pick up

Parent may select specific days for alternate drop-off

Parent can request adjustments for summer and fall

Student with approved PM drop will appear twice on OPT Ridership Reports

Please Note: Alternate after school drop locations are a service of the Department of Education beyond the legal mandate to provide a student with door-to-door transportation. Approval of these requests is subject to the availability of seats, location of alternate drop requested, and specific medical alert code requirements.

# Door-to-Door Timeline

## June

Complete Non-Public Schools Reconciliation for Summer and Fall to identify status of door-to-door students for next school year

## August

Review SE Ridership Information—Contact CSE to update information

- Address changes that occurred during the summer

- Changes in school assigned

Parents receive letter from OPT with route information

## School Opening

Call OPT Customer Service with service issues

Discuss data updates with CSE staff

# Transportation Equation

These issues affect your transportation:

## **School Session Time**

Buses are routed based on session times requested by your school

School session times displayed on [School Information](#) page on OPT web

## **School Schedule**

Busing based on update to Non-Public School Calendar application on OPT web site

# Service Issues

School staff should report lateness or other service issues to OPT Customer Service each day they occur

## Arrival time

Between 30 minutes and five minutes before scheduled session time

## Departure

Between 5 minutes and 30 minutes after scheduled session time

## Two methods to identify service issues

Contact OPT Customer Service to report issues

Use [Violations Application](#) on OPT web site to enter a complaint

Driver/Escort Misconduct issues must be reported through OPT Customer Service for follow up by OPT Investigations Unit

# Parent Not at Home or Stop

Review and distribute document for parents from OPT web site

General Education student must inform driver they wish to remain on the bus

Both SE and GE

Bus continues route

Driver contacts dispatcher

Conference call with vendor, school, OPT to try to locate parent

Bus returns to stop or home address

Instruction from OPT/Vendor or driver calls 911

Schools may provide vendor with documentation to bring all unaccompanied students back to school after run completed

Must apply each day of the week

Parent may complete form for vendor to drop SE students without parent present

# OPT Customer Service

718 392-8855

Why call?

Parents and Schools

Service Issues

Bus is late, no pick up

Accident Reporting and Driver/Attendant Misconduct

Agents view student data for Door-to-Door and YB service

Issues requiring action by other teams: Caller receives reference number for follow up

Specific call types generate violations to vendors for not meeting contract requirements

Use P311 for Student and General Information

Student ID and date of birth required

“What bus is my child assigned to?” “When is pickup time?”

# OPT Web Site

## Navigate from DOE Home Page

> Office and Programs > Pupil Transportation (Office of) > School Resources

## Key Documents

Variance forms

Other documents outline and clarify procedures for staff

## School Applications Login (save this page as a favorite)

School shares OPT username and password

[School and Route Information](#) shows route and vendor information

[Ridership Report](#) shows all students routed on buses

[OPT 199](#) used by schools to request/manage GE stops

[Field Trips](#) used by schools to request trips

[Violations](#) used by schools to report lateness or no pick-up (or call OPT Customer Service)

[Non-Public Calendar](#) used by schools to identify days of service

# Support

## Contact OPT Borough Directors

First resource to resolve chronic issues or resolution

## OPT Training Team

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