Advice on **SCHOOL BUS ROUTE complaints**

from Parents to Improve School Transportation (PIST NYC)

Para consejos en español, llama Comité Timón 646.610.9222

OPT maximum times* (including 10-15 min. grace period)

Age Level	School IN same BORO as home	School OUT OF the home BORO
Early Intervention	**60 minutes**	**90 minutes**
Pre-K (CPSE)	**75 minutes**	**105 minutes**
Kindergarten to 12th grade (CSE)	**90 minutes ***	**115 minutes ***

When the bus route takes longer:

Call OPT Customer Service at 718-392-8855 every time; get a Complaint Number & name; **write it down.**
Ask the school & other families on the route to do the same.
Bus driver/attendant can also file a report.

*** *Join our fight to make these shorter & split up the grades!* ***
Also: **Contact Gov. Cuomo to sign the EPP bill for** recruitment and retention of well trained, **experienced drivers** & attendants.

Email complaints work best if they include:

- Route number, company name
- Child´s name, OSIS number
- Child's Busing Accommodations if any
- Dates, times, issues, Complaint numbers
- If your child has an IEP, stress the fact that busing is a related service and education is their civil right!
- City code says: in hot weather the bus should be at least 20 degrees F below the outside temperature.

Ideas for who to copy on your most urgent Emails:

- Us! pistnyc@gmail.com
- If child has an IEP, also copy ccse@schools.nyc.gov
- If District 75, also copy D75council@schools.nyc.gov
- School Principal, Parent Coordinator, Busing Coordinator
- NY Lawyers for Public Interest betterbuses@NYLPI.org
- Your City Council member & the Education Committee Chair (Currently mtreyger@council.nyc.gov)
- For live feedback from friendly parents and union school bus workers, remove personal info and summarize issue on https://www.facebook.com/pistnyc/

OPT Borough Directors (all emails are @schools.nyc.gov)

Bronx →	Seth Brown	SBrown14
Brooklyn →	Diane Beediahram	DBeediahram
Manhattan →	Uri Fraenkel	UFraenkel
Queens →	Glenn Risbrook	Grisbrook
Staten Island →	Byron Kiste	Bkiste2
Pre-K →	Sheila Lucious Lowe	SLuciouslowe2
Shelter Busing & Exceptions →	Kevin Jenkins	KJenkins5
Chief →	Kevin Moran	Kmoran2

In case of further changes also use: PupilTransportationTeam@schools.nyc.gov
OPT Twitter is @nycschoolbuses

For advice on requesting IEP transportation accommodations, see ***https://tinyurl.com/y47h28he***

Labor Donated by **pistnyc.org** *parent volunteers 10/19*