Department of Education
Dennis M. Walcott, Chancellor

OFFICE OF PUPIL TRANSPORTATION
Alexandra Robinson, M.Ed. CDPT, *Executive Director*
44-36 Vernon Boulevard
Long Island City, NY 11101
Telephone: (718) 392-8855

MEMORANDUM

TO: Principals and Transportation Coordinators at Non-public Schools with School Bus Service Previously Provided by Atlantic Bus Company

FROM: Alexandra Robinson, Executive Director, Office of Pupil Transportation (OPT)

DATE: December 27, 2013

RE: Student Transportation Following Atlantic Bus Company Bankruptcy

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As you know, Atlantic Bus Company and its affiliated companies (including Amboy, Staten Island Bus and Atlantic Queens Bus) will cease operation on December 31. I am writing to confirm that there should be little or no disruption to school bus service when school resumes on January 2; all bus routes previously serviced by Atlantic will now be serviced by other companies.

To ensure a smooth transition for students and families who count on these services, I encourage you to review the information below and share it with your staff so that they can assist families with questions:

- Buses should arrive at the regular stop and the same scheduled time for each student. If a bus is late, please call (718) 392-8855 to report the delay and find out about the status of the route.

- Bus routes and route number assignments have not changed, but students may see new company names displayed on buses. In addition, the driver and attendant on the bus may be familiar to you and your students, or they may be new to that particular route.

- Schools and parents should check the route number displayed in the window of each bus to confirm that students board the correct bus. For information about the bus companies that will provide service for your school, and to confirm route numbers, visit the School and Student Transportation Search Page.

- Parents can check the OPT website for updated information regarding bus service for their children. Parents may also call 311 or the OPT customer service line at (718) 392-8855. OPT will call all families of students receiving Special Education bus service to provide families with updated bus provider information prior to January 2.

Continued on reverse

- If your school has a telephone or email communication tree, please activate it, if possible, to help ensure all families who depend upon yellow bus service are aware of this update.

Before winter recess, you received a package of emergency MetroCards. Note that there is no need to use these cards. **Do not open, distribute, or dispose of these cards** for any reason. You will receive additional guidance about what to do with the cards in January.

You should also note that there should be no need for parents of students who receive busing to provide their own transportation, or to bear any out-of-pocket expenses for taxis or car service. If there is a bus service disruption and parents do provide their own transportation, they should contact the NYCDOE by email at ReimbursementUnit@schools.nyc.gov or by phone at (718) 707-4500 for guidance on whether they can submit a claim for reimbursement.

Thank you for your support as we work together to ensure that student learning is unaffected by these changes.

cc: Kathleen Grimm
Kevin Moran
Eric Goldstein