

Transportation Alternatives

Staff and Stakeholder Training

Fall 2025

Staff training document
For family-facing materials, visit schools.nyc.gov/transportation

Agenda

Objectives

- Participants understand the three transportation alternatives, including which students are eligible for rideshare and reimbursement
- Participants are prepared to support families with contingency OMNY Cards, rideshare, and reimbursement

Introductions: 2 min

What we know about the possibility of a bus disruption: 3 min

Transportation alternatives + eligibility: 5 min

Student and Adult OMNY Cards: 5 min

Prepaid rideshare: 15 min

Reimbursement: 10 min

Questions: 5 min

What we know about the possibility of a bus disruption

- While the contracts with our school bus companies expired over the summer, we ensured continuity of service through two month-long emergency contract extensions while longer-term agreements are negotiated and finalized.
- Though New York City Public Schools has not directly received any official notice of layoffs by bus companies, we understand this may be a possibility as early as November 3, 2025.
- If a disruption were to occur, it would impact a significant fraction of our bus routes. Some service will remain running.
- While we remain hopeful for a resolution, we are preparing contingency plans to minimize the impact on schools and families in the case a disruption does occur.

How will a family know if they are affected by a bus strike?

- We will post a list of the impacted bus companies on our website, schools.nyc.gov/transportation.
- Families can see what company runs their bus route on their NYC Schools Account (NYCSA) at schoolsaccount.nyc — for help with NYCSA, visit schools.nyc.gov/NYCSA.
- If a disruption occurs, affected families will receive an automated call, email, and text message from us once we know, as well as a second set of notifications on the first morning of interrupted bus service. We will use the contact information we have on file in NYCSA.
- If a family is still unsure whether they are affected — or if they're eligible for rideshare or reimbursement and have any questions — they should contact their school.
- Schools should continue to check their Ridership for routing updates and may also view rideshare voucher codes in Student Profile.
- Schools can contact their Transportation Liaisons for extra help.

What options are there for alternative transportation?

All affected students can receive a Student OMNY card and one (1) Adult OMNY Card

Student and Adult OMNY Cards

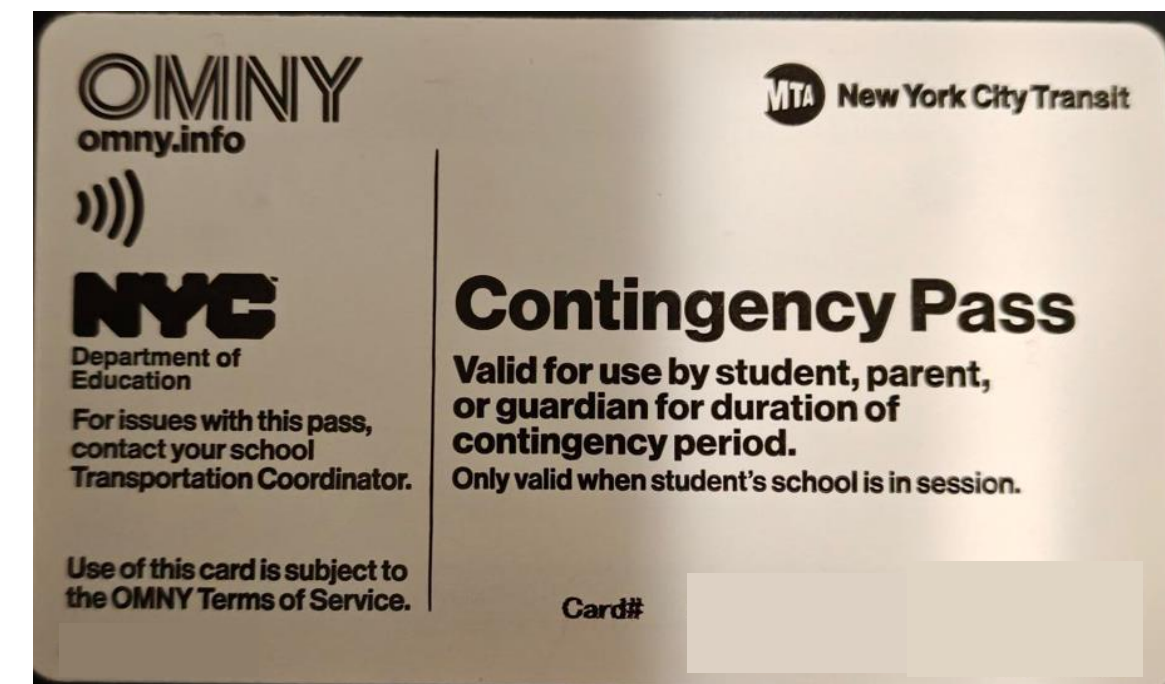
Prepaid rideshare

Reimbursement

Some students are also eligible for rideshare and reimbursement

Contingency OMNY Cards

- All impacted students will have access to a regular student OMNY card and one for an adult.
- Cards provide four trips per day between the hours of 5:30 a.m. and 8 p.m.
- Cards will work for the duration of the disruption and get shut off when yellow bus service resumes.
- Cards are in the process of being shipped to District Hubs in D1-32. Principals or designee will pick those cards up to distribute to families
- OMNY Cards should not be distributed unless a service disruption has been officially declared.



Who is eligible for prepaid rideshare and reimbursement?

- **Students with Disabilities who have transportation recommended** on an Individualized Education Program (IEP), 504 Accommodation Plan (504), or have an approved medical exception from the Office of Pupil Transportation.
- **Students in Temporary Housing or Foster Care who receive yellow bus service**, including students in shelters, domestic violence shelters, families living with others due to economic or financial hardship (doubled-up), and students transitioning to permanent housing.
- **Students with an approved transportation exception for busing**, as defined on our exceptions to transportation eligibility webpage (for instance, when it is physically hazardous for students to access public transportation because there is no sidewalk along their path).

Rideshare — Overview

- **Rideshare is prepaid, meaning the rides booked through LimoSys, our rideshare provider, are free to families.** Families will need a voucher that they can access in the NYC Schools Account (NYCSA) parent portal or by contacting their school. If families have multiple children eligible for rideshare, they will receive one voucher code if students are attending the same school and one voucher code for each child if students are attending different schools. Vouchers will remain the same for families for the duration of a service disruption.
- **Families can book trips up to two weeks in advance.** We encourage families to pre-book, but they can also book trips at the time of travel. LimoSys will send text message notifications confirming your trip and sharing updates on your trip status beginning 30 minutes before your scheduled pick-up time.
- **An adult must accompany the child in the car to/from school.** This can be the child's parent/guardian or another adult (over the age of 18) selected by the parent/guardian. If the adult selected is not already known to the child's school as someone authorized to pick up the child, families must call their school to add this person to the child's authorized pick-up list.
- **All travel must be within the five boroughs,** except for travel to/from approved schools outside of the city.

Rideshare — Overview

- Families who participate receive four rides daily — per eligible student — divided into two trips.
- In the morning, after the child is dropped off at school, the rideshare driver can take the adult to any destination of their choice, whether it's their home or workplace. In the afternoon, the process is reversed: the driver will pick up the adult from their chosen location, drive to the school to pick up the child, and then take both of them home.

School Drop-Off Trip



School Pick-Up Trip



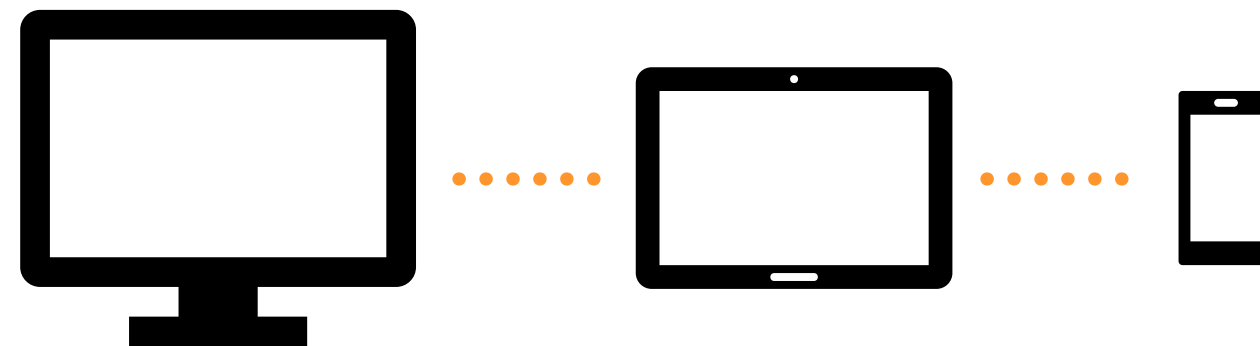
Rideshare — Overview

Before using rideshare, families must activate their LimoSys account and book their trips.

- Families will need a voucher that they can access in the NYC Schools Account (NYCSA) parent portal or by contacting their school. If families have multiple children eligible for rideshare, they will receive one voucher code, if students are attending the same school and one voucher code for each child if students are attending different schools.

Families will need:

- ☒ Their rideshare voucher
 - ☒ A phone, tablet, or computer to access the LimoSys website
 - ☒ A phone number or email to use for their login — they'll also receive a verification code by email or text
- The rideshare website is translatable into multiple languages for families who prefer a language other than English.



Rideshare — Overview

- **If a family needs help creating a LimoSys account or needs other technical support**, they should contact their child's school. If additional support is required, please contact our transportation team at 718-392-8855.
- **If a family wants to check on the status of a ride**, they should contact LimoSys by phone at 212-426-8000.
- **Families who can't access the internet and want to book a trip over the phone** can also call LimoSys at 212-426-8000. LimoSys can provide support in English and Spanish. We encourage families to use the LimoSys rideshare website if they can — families who call may experience longer wait times.

How to Access Rideshare — 3 Steps



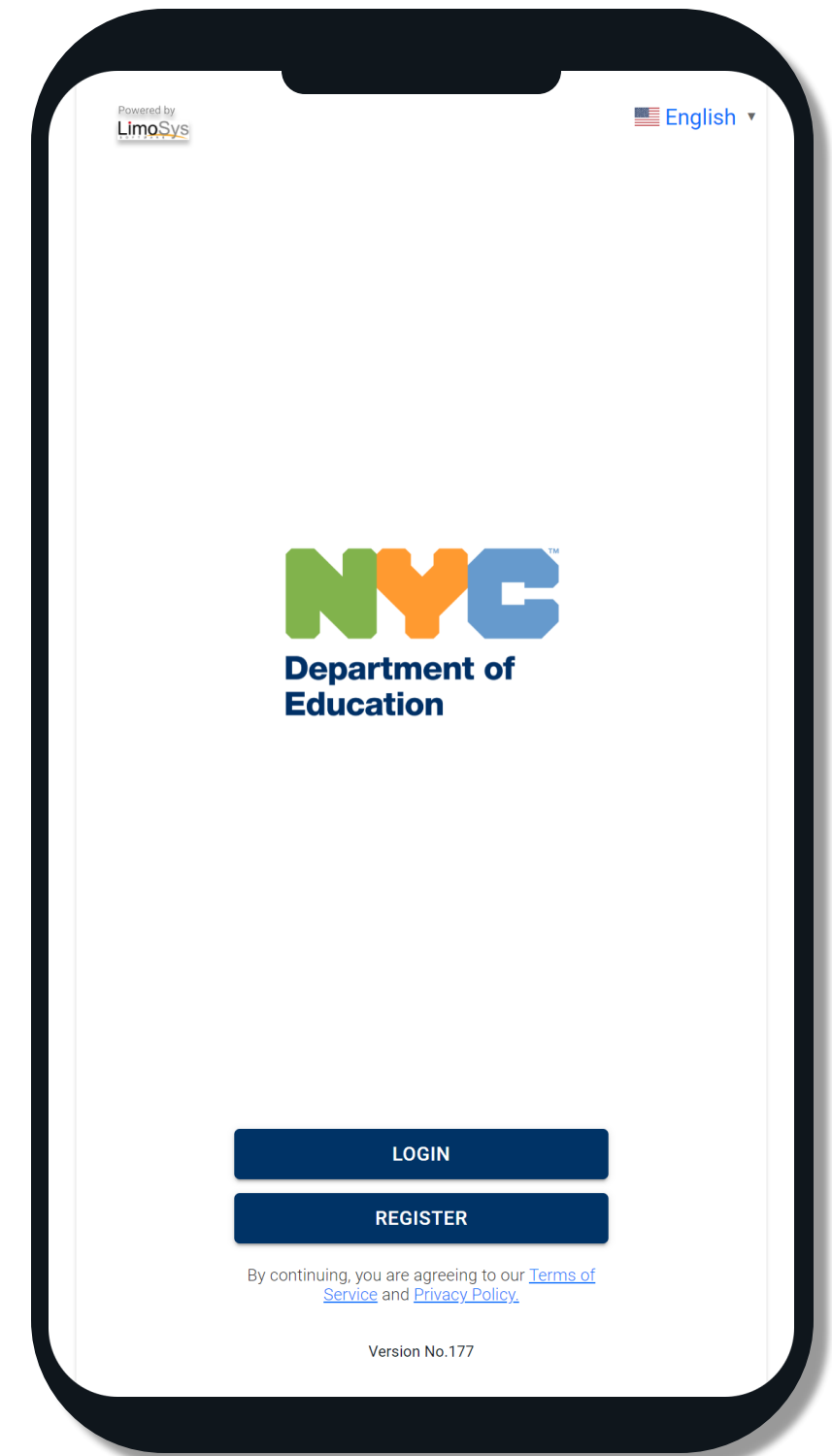
Access your rideshare voucher and activate your LimoSys account
You'll only need to do this step once



Book your trips



Take your pre-paid rides!

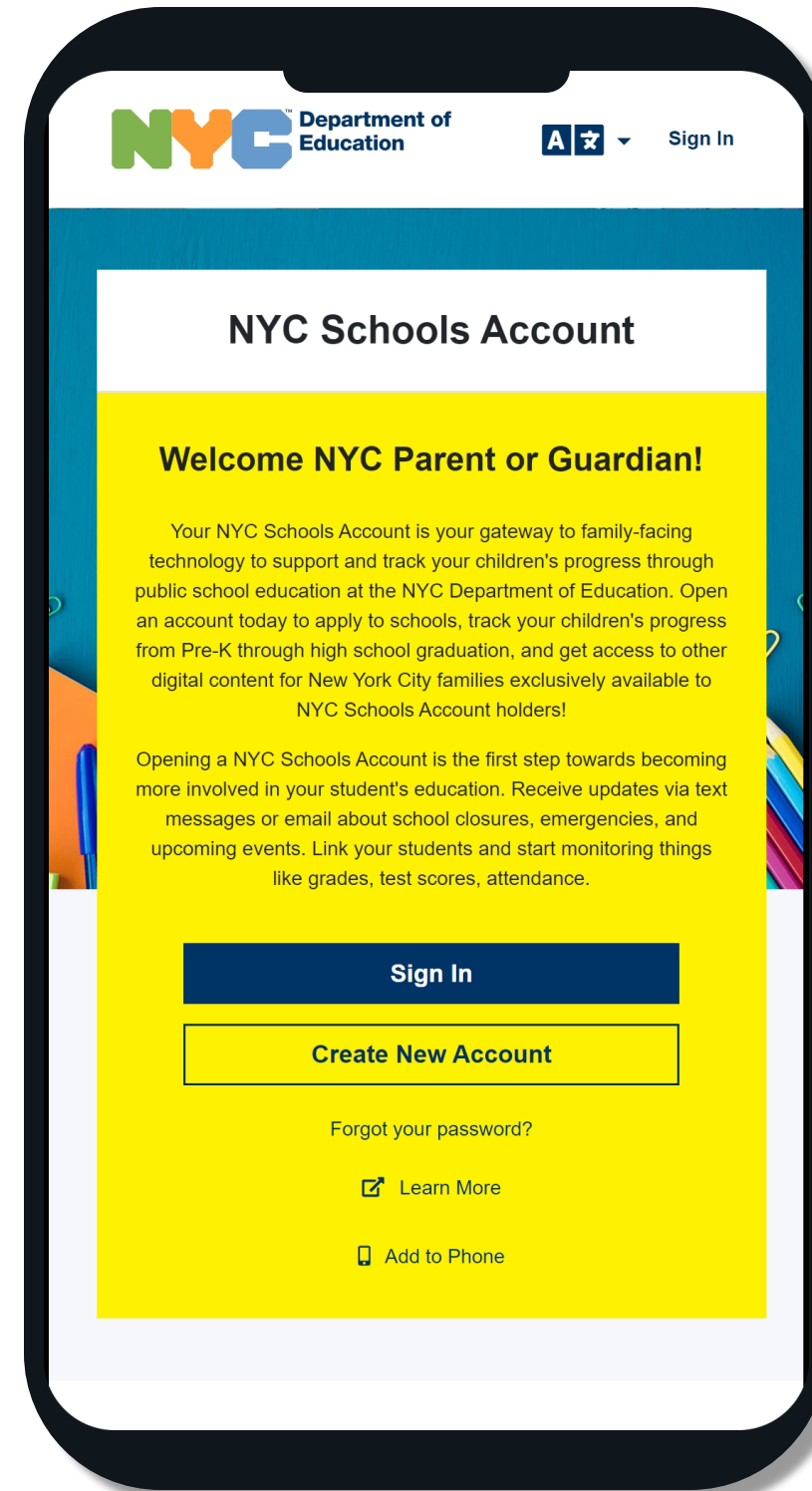


Rideshare — Access Voucher + Activate LimoSys Account

Instructions for Families

- The first step is to find your rideshare **voucher**. You can find your voucher in your NYCSA account at schoolsaccount.nyc.gov. If you do not have a NYCSA account, please contact your child's school to set one up.
- Sign in, select a student, then select "Transportation."
- Find your voucher in the Vehicle Modifications field.

Schools can also see a student's voucher in Student Profile. School staff who need assistance should contact their transportation liaison or email us at transportation@schools.nyc.gov

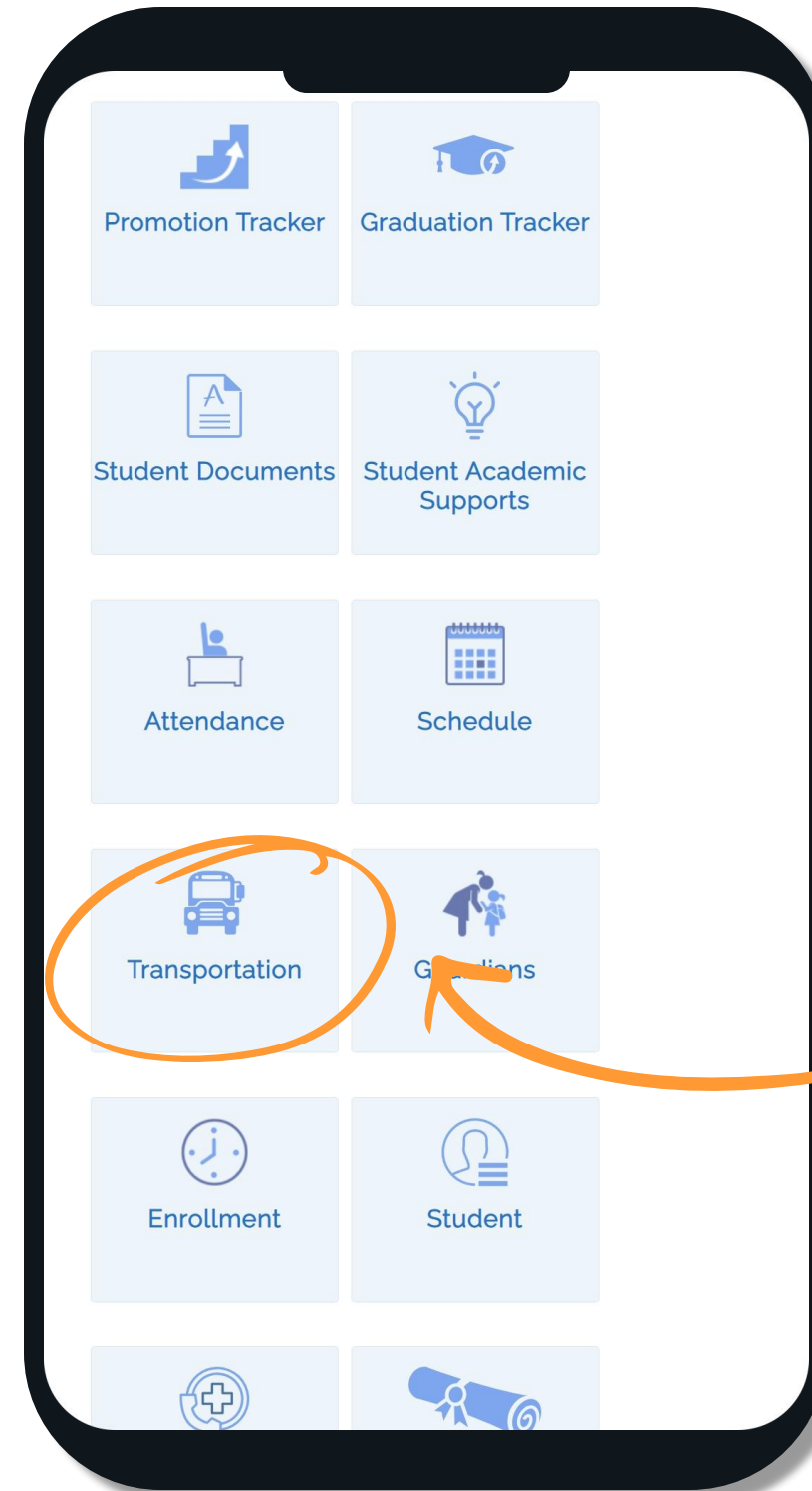


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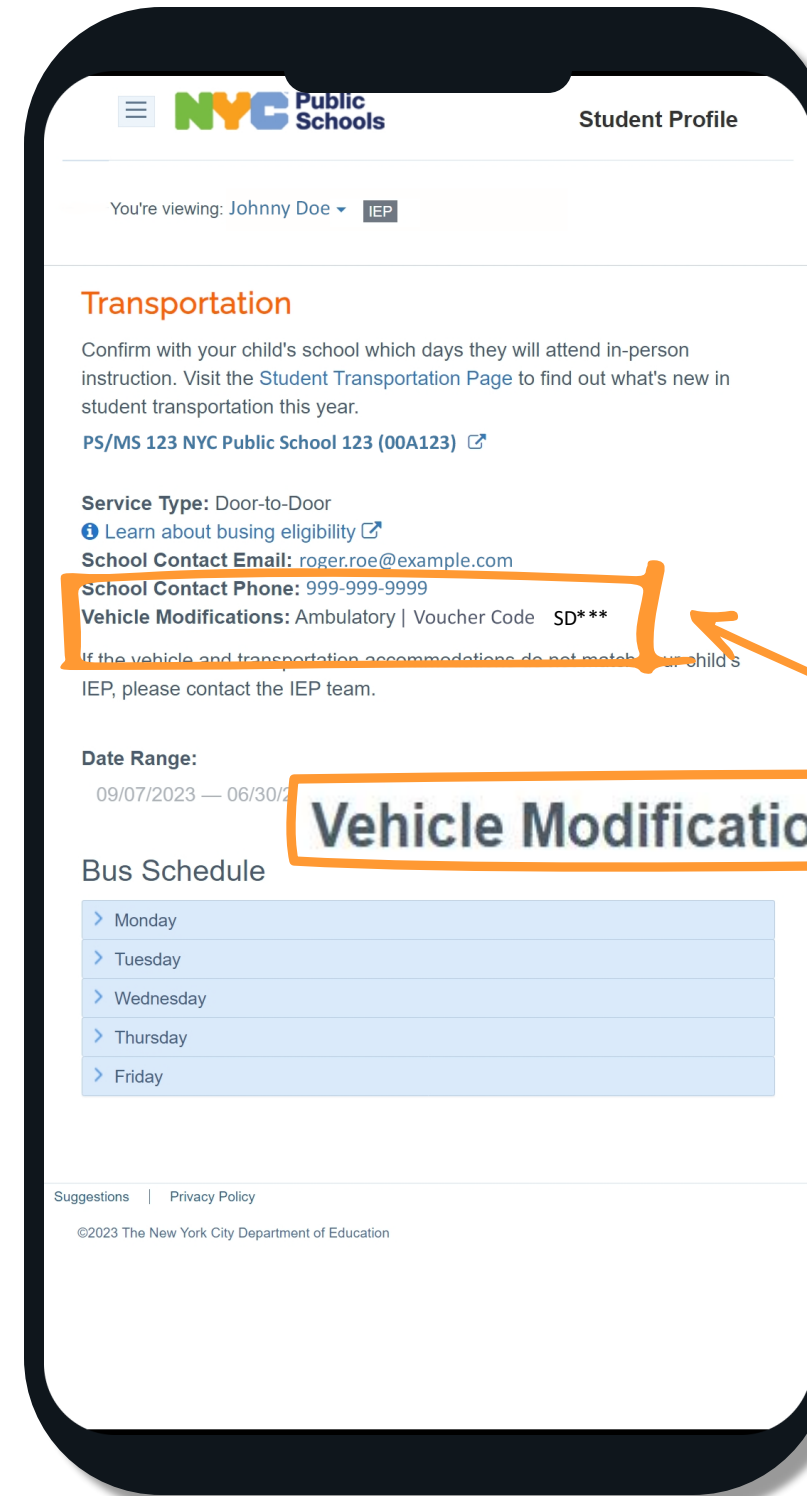
Select "Transportation"

Rideshare — Access Voucher + Activate LimoSys Account

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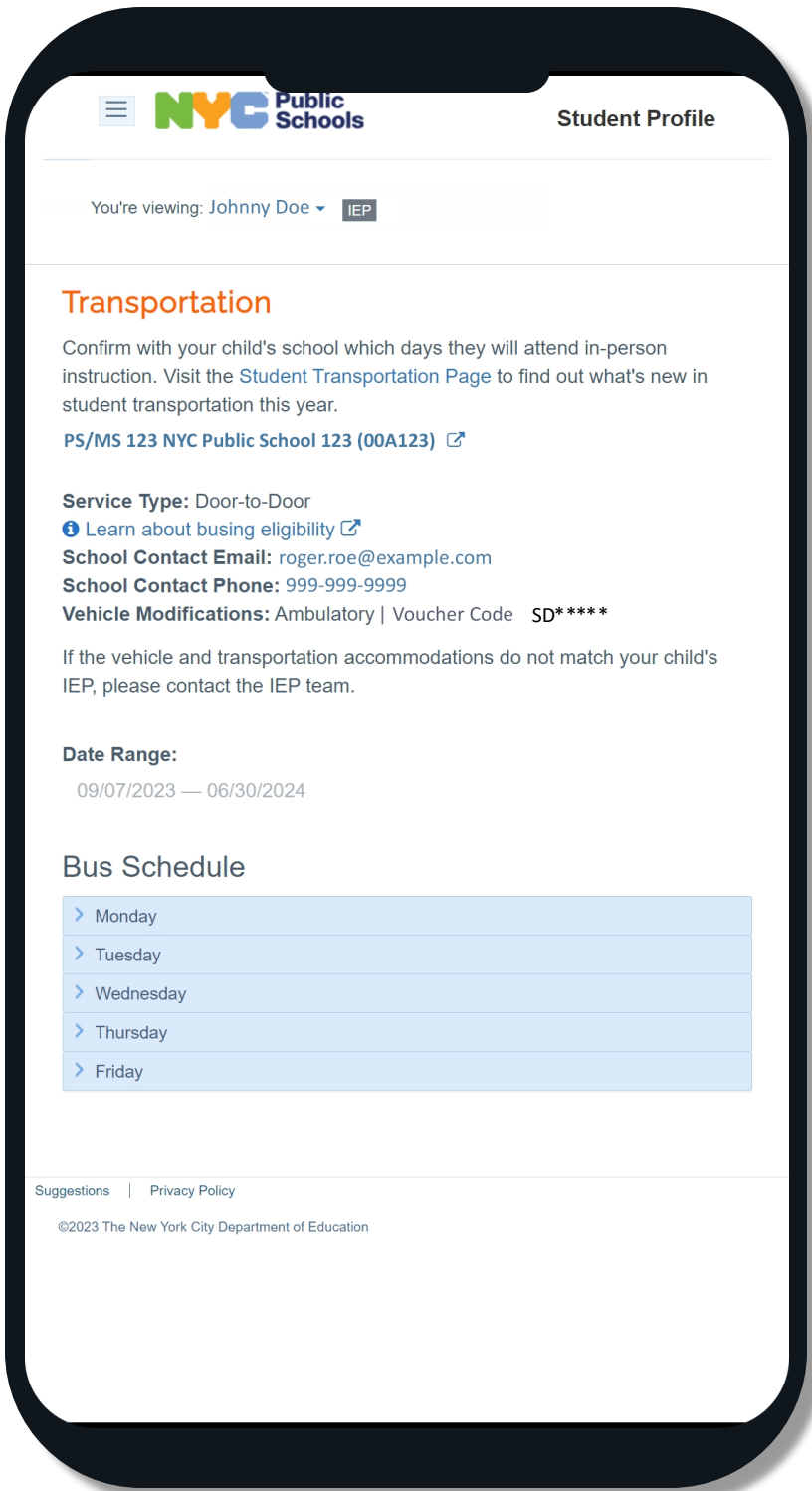


Rideshare — Access Voucher + Activate LimoSys Account

Instructions for Families

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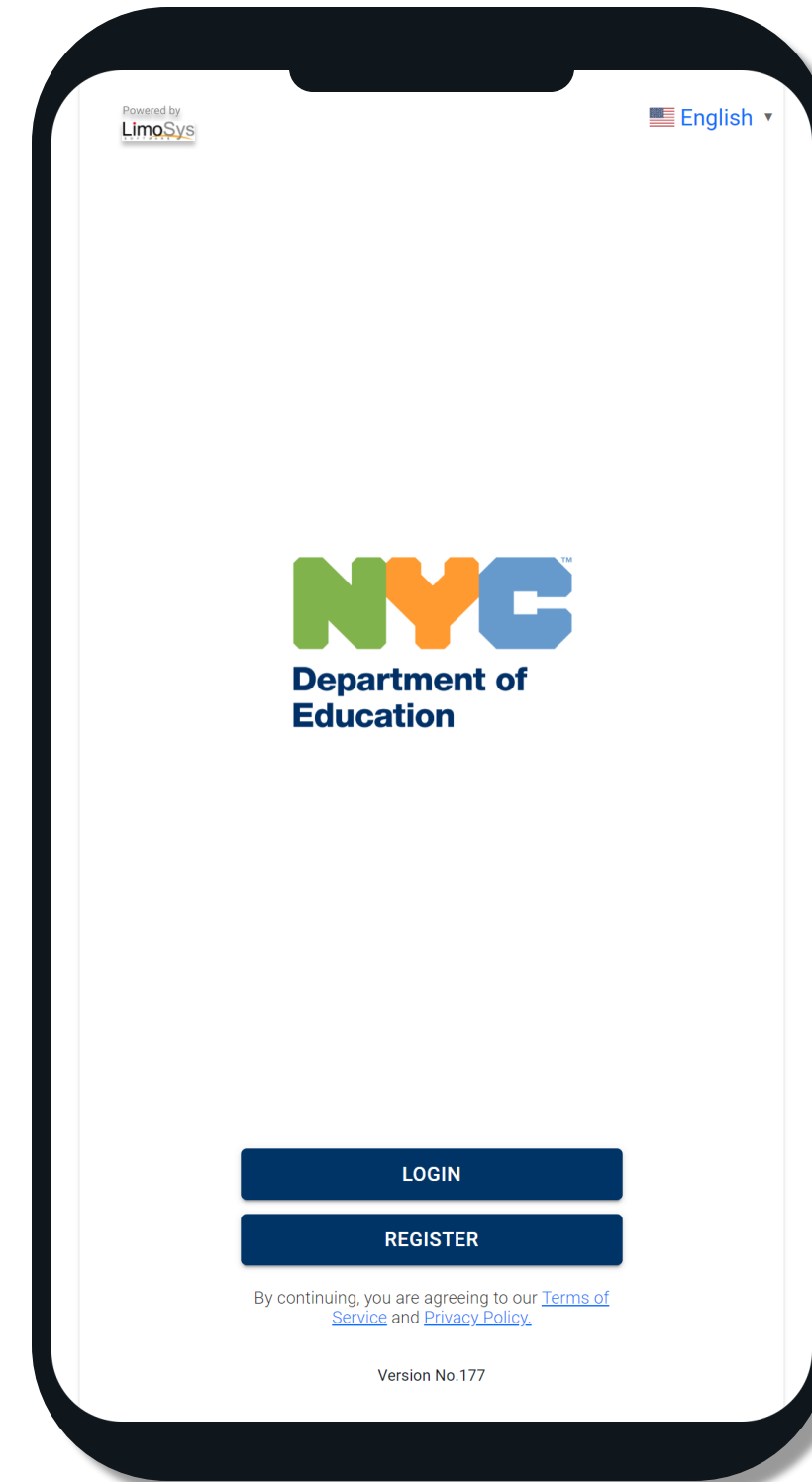


Rideshare — Access Voucher + Activate LimoSys Account

Instructions for Families

- Visit the rideshare website — doe.tripslink.com.
- Before you begin, you can select your preferred language.
- You can select from the following languages:

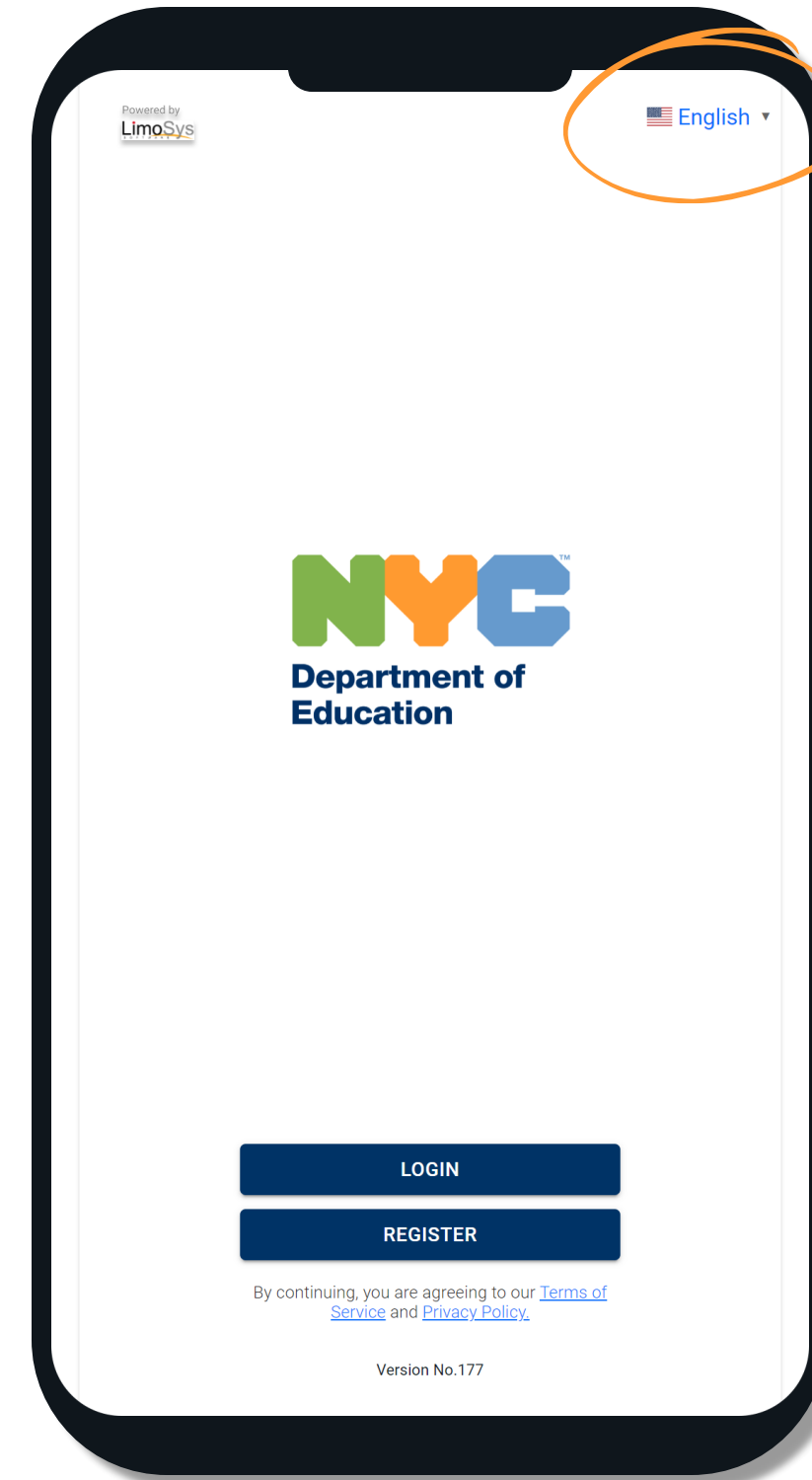
English • Spanish • Chinese (Traditional) • Bengali
Russian • Haitian Creole • Korean • Arabic • Urdu
French • Polish • Hebrew



Rideshare — Access Voucher + Activate LimoSys Account

Instructions for Families

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Russian • Haitian Creole • Korean • Arabic • Urdu
French • Polish • Hebrew

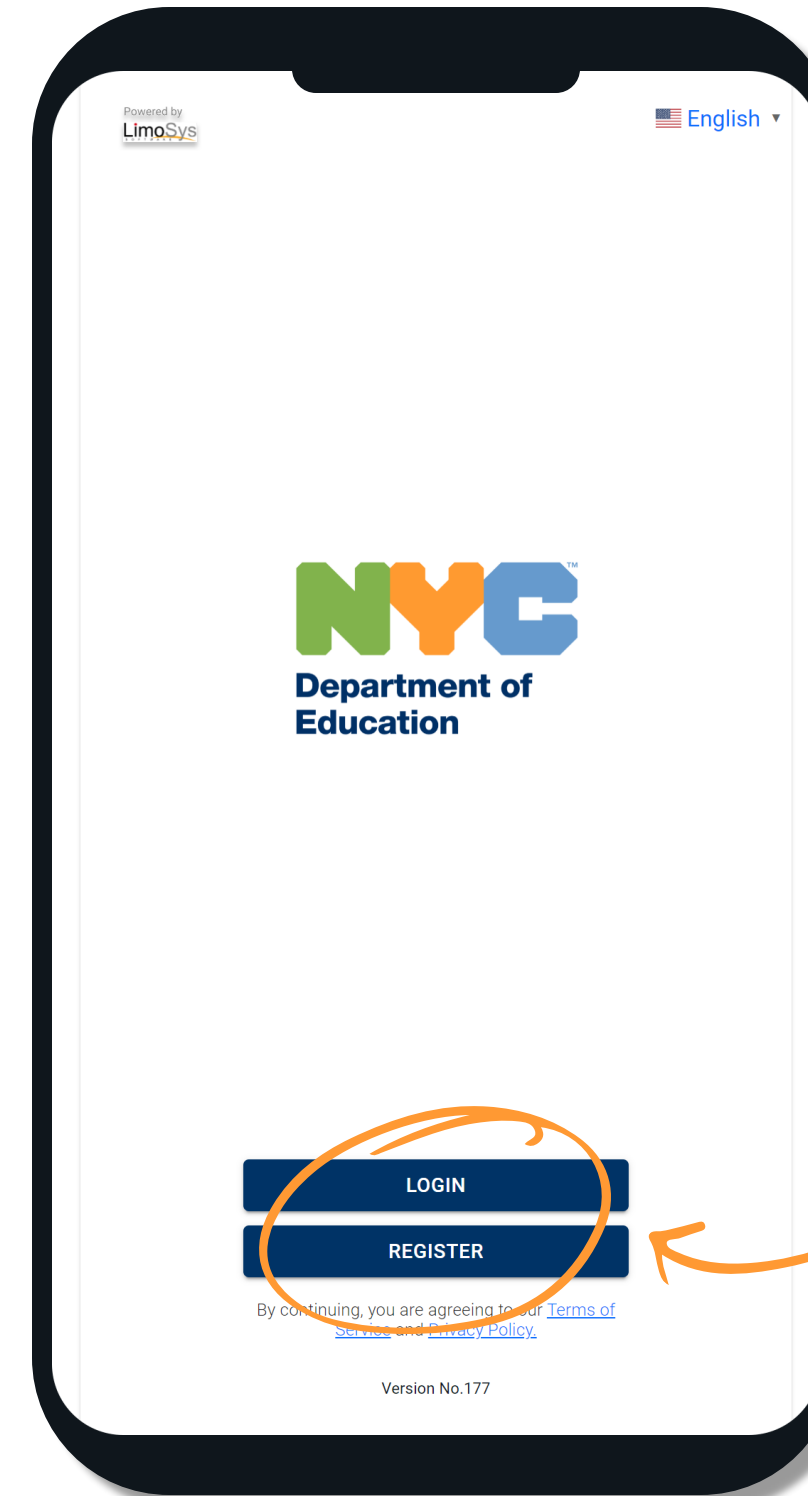


Select your language

Rideshare — Access Voucher + Activate LimoSys Account

Instructions for Families

- From the login page, click “Register.”
- Enter the **voucher** you accessed in NYCSA. If you have multiple children eligible for rideshare, each child will have a separate voucher. You can put all these vouchers on the same account.
- Enter your contact information. Do not use dashes or spaces when entering your phone number.



Click “Register”

Rideshare — Access Voucher + Activate LimoSys Account

Instructions for Families

- From the login page, click “Register.”
- Enter the **voucher** you accessed in NYCSA. If you have multiple children eligible for rideshare, each child will have a separate voucher. You can put all these vouchers on the same account.
- Enter your contact information. Do not use dashes or spaces when entering your phone number.

English

←

Provide Voucher Information

Voucher Number

SD*****

VERIFY

+ ADD ANOTHER VOUCHER

A Voucher number is required to complete this registration and book trips

By submitting your Cell number, you authorize LimoSys to send you text messages with information related to our services, including account and trip status, updates, and other information. Message/data rates may apply. <https://limosys.com/smsTOS>

If you do not have a voucher number, please contact your school representative

Continue →

For technical support contact Limosys at [\(212\)426-8000](tel:(212)426-8000)

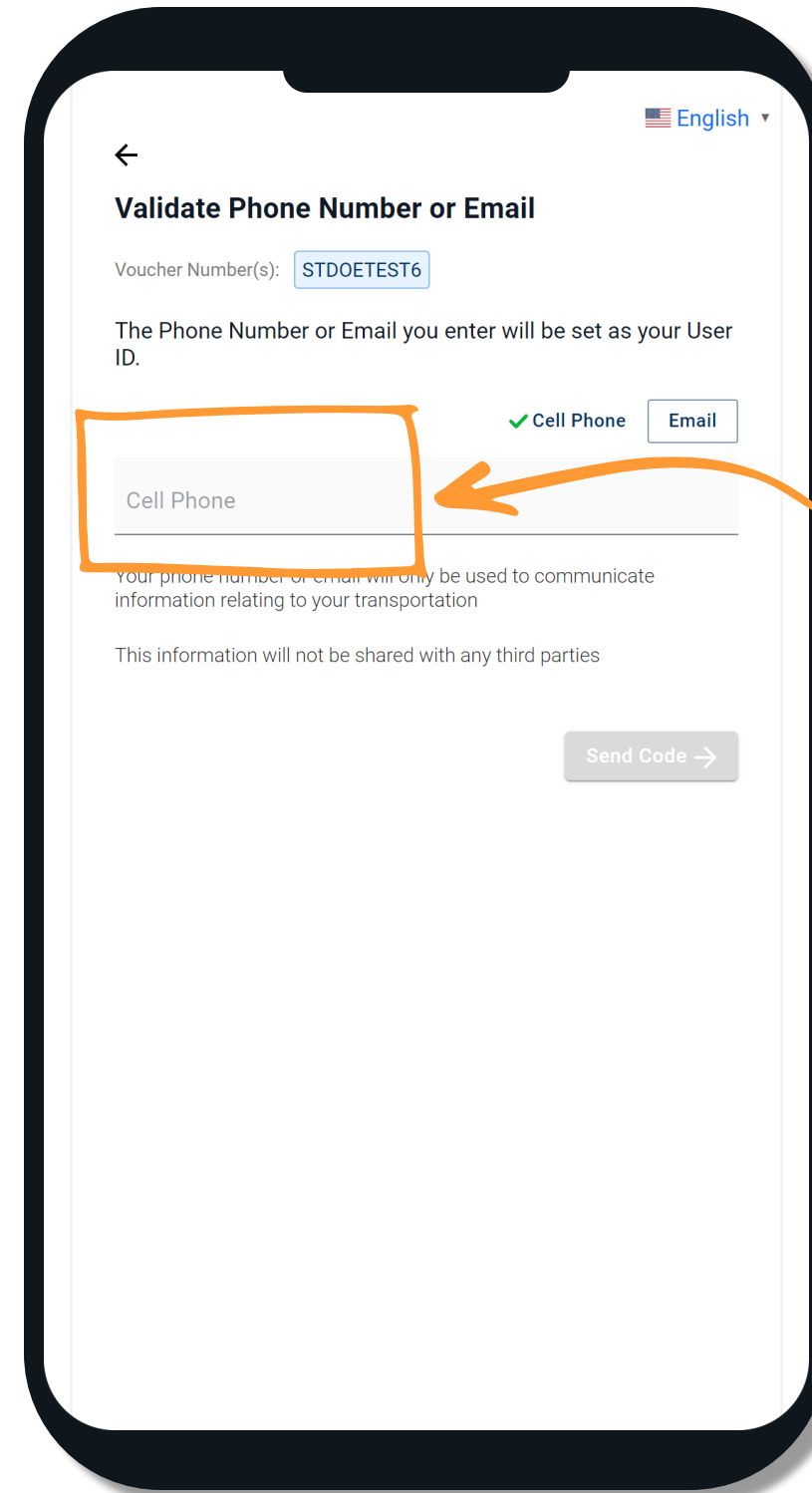
Enter your voucher

Then click “Verify”

Rideshare — Access Voucher + Activate LimoSys Account

Instructions for Families

- From the login page, click “Register.”
- Enter the **voucher** you accessed in NYCSA. If you have multiple children eligible for rideshare, each child will have a separate voucher. You can put all these vouchers on the same account.
- Enter your contact information. Do not use dashes or spaces when entering your phone number.



English

←

Validate Phone Number or Email

Voucher Number(s):

The Phone Number or Email you enter will be set as your User ID.

☒ Cell Phone ☐ Email

Your phone number or email will only be used to communicate information relating to your transportation

This information will not be shared with any third parties

Enter your cell phone number or email

Rideshare — Access Voucher + Activate LimoSys Account

Instructions for Families

- LimoSys will send a verification code as a text message or email. Enter the code you receive to verify your account.
- Create a four-digit PIN that you can use to login in the future.

Verifying Email Address

jane.doe@example.com

[Resend Code](#)

Verify →

Enter the verification code you receive

Rideshare — Access Voucher + Activate LimoSys Account

Instructions for Families

- LimoSys will send a verification code as a text message or email. Enter the code you receive to verify your account.
- Create a four-digit PIN that you can use to login in the future.

Complete Your Registration

User Id: jane.doe@example.com

First Name: Jane

Last Name: Doe

Phone: 9999999999

Email: jane.doe@example.com

Please create a 4 digit pin

Re-enter 4 digit pin

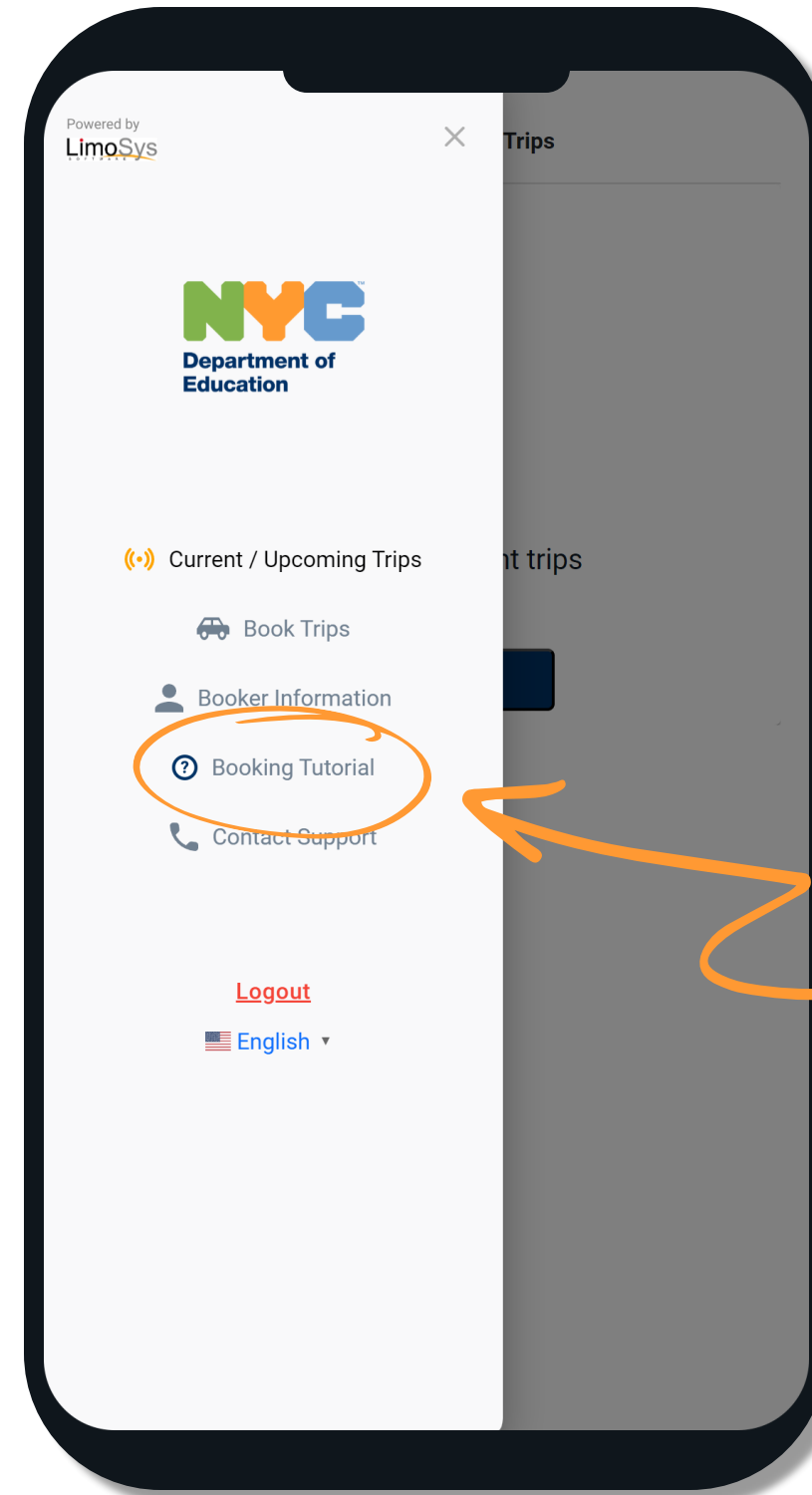
Create User →

Create a four-digit PIN

Rideshare — Book Trips

Instructions for Families

- Before booking your first trip, we encourage you to watch a quick overview tutorial, which you can access by clicking the navigation menu on the top-left of the screen and choosing “Booking Tutorial.”
- After watching the tutorial, use the same top-left navigation menu to access the “Book Trips” page.

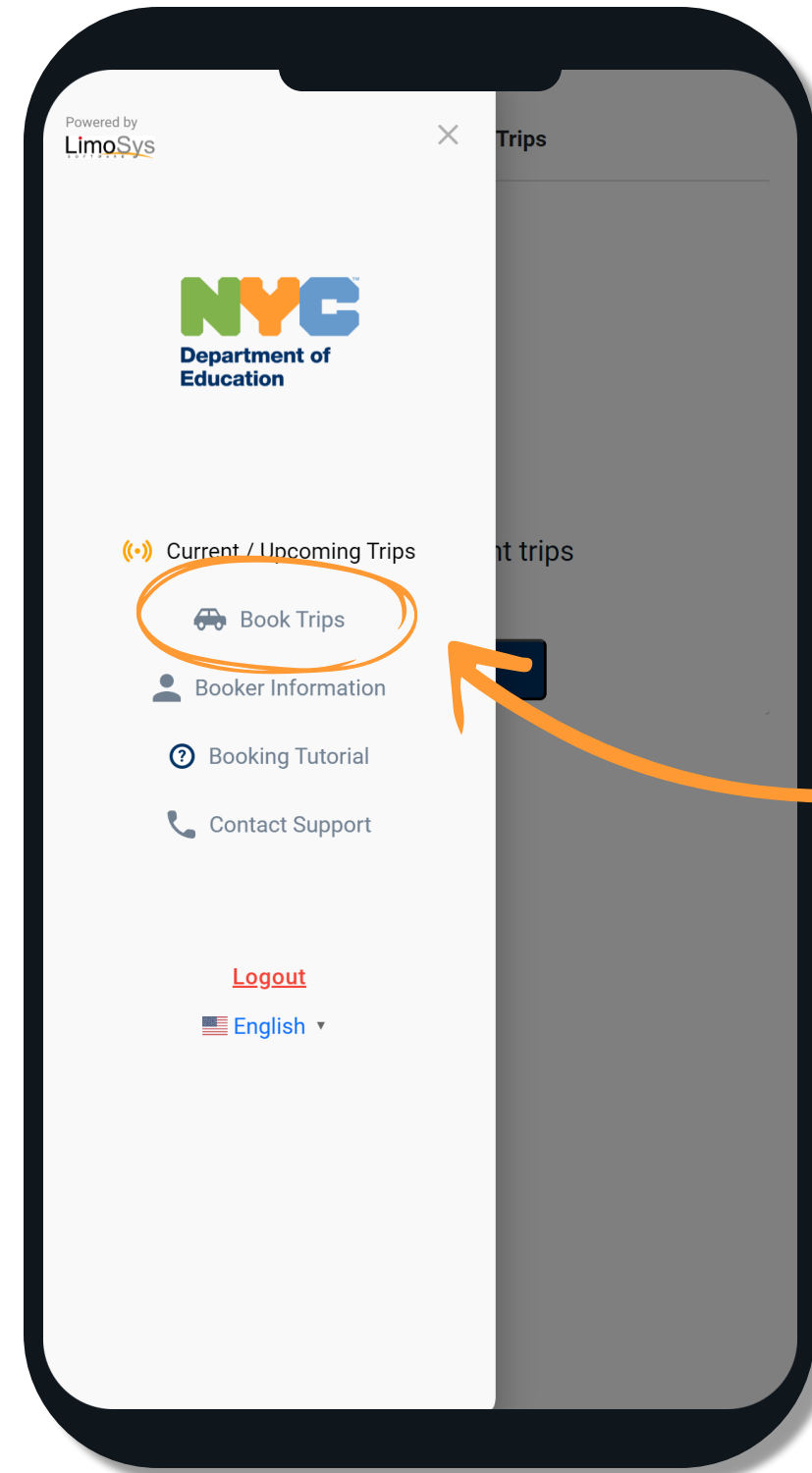


Watch the tutorial

Rideshare — Book Trips

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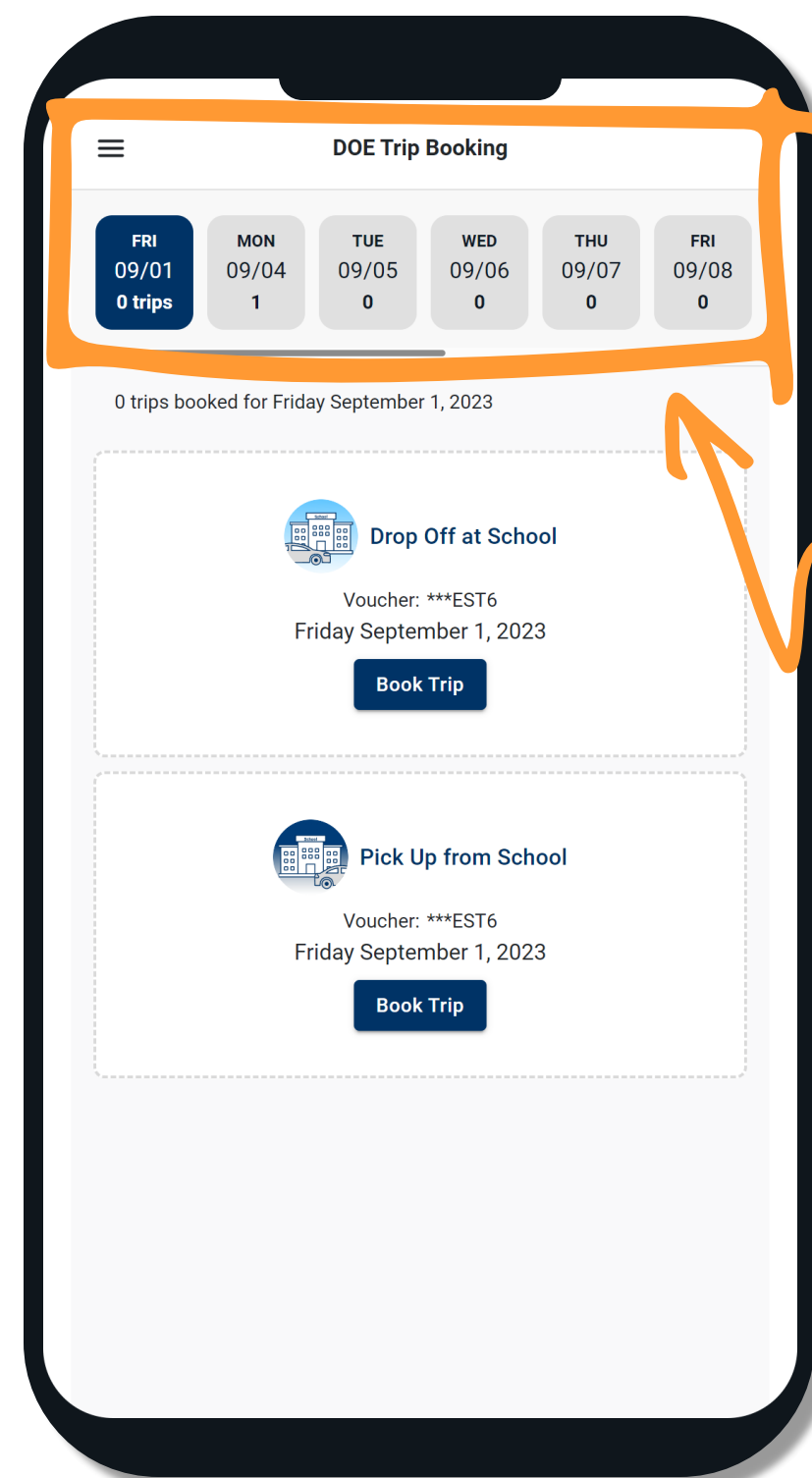


Book your trips

Rideshare — Book Trips

Instructions for Families

- To begin, select a date for a trip. You can pre-book trips up to two weeks in advance.
- Once you have booked a trip, you can copy it again for other days.
- If you don't have a trip to copy, select "Create New."

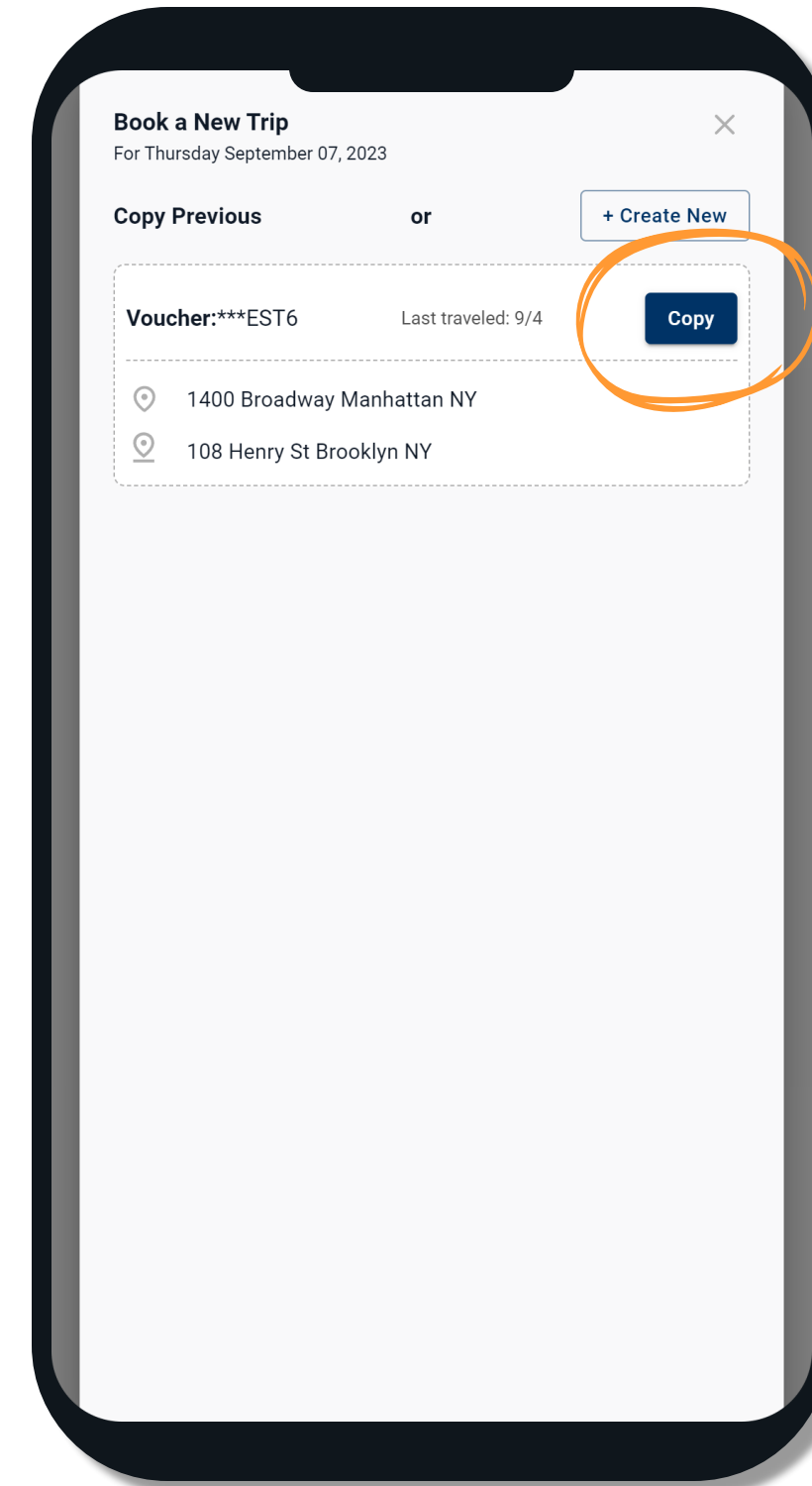


Select a date

Rideshare — Book Trips

Instructions for Families

- To begin, select a date for a trip. You can pre-book trips up to two weeks in advance.
- Once you have booked a trip, you can copy it again for other days.
- If you don't have a trip to copy, select "Create New."

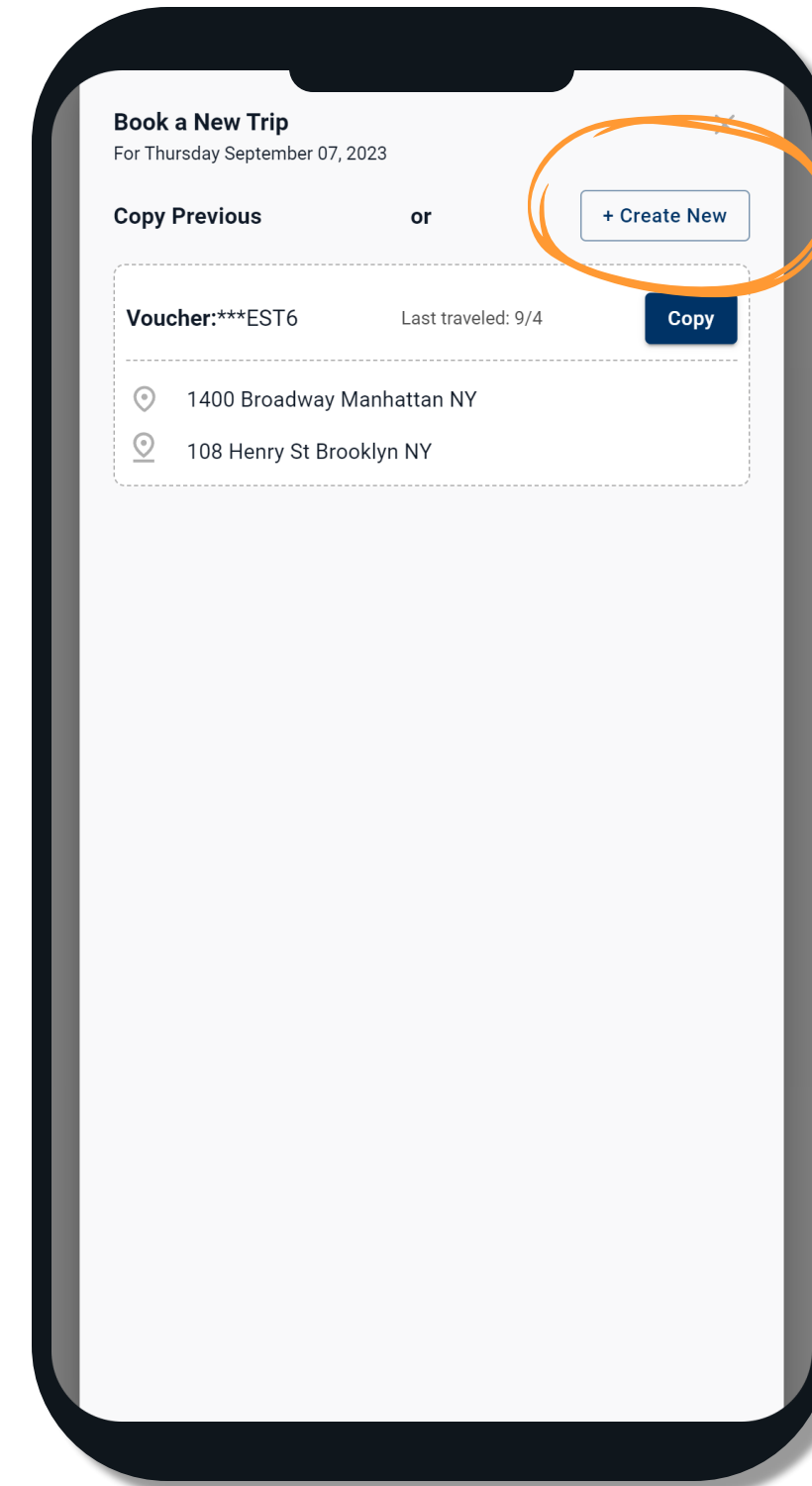


Copy a previous trip

Rideshare — Book Trips

Instructions for Families

- To begin, select a date for a trip. You can pre-book trips up to two weeks in advance.
- Once you have booked a trip, you can copy it again for other days.
- If you don't have a trip to copy, select "Create New."



Create a new trip

Rideshare — Book Trips

Instructions for Families

- Enter a target pick-up time. The pick-up time is the time when you would like the car to arrive at your chosen starting location for passenger pick-up (not the time you wish to arrive at your child's school). Trips can be scheduled for pick-up anytime between 6AM and 8PM.
- Enter the name and cell phone number of an adult companion. This will be the person who is riding in the car with your child, and this phone number will receive text message notifications about the status of the ride. The adult companion will default to the name and phone number on the rideshare account, but you can update the adult companion information if someone else will be riding in the car with the student.

The screenshot shows the 'Booking a Trip' screen in a mobile app. At the top, there's a back arrow and a 'Book Trip' button. The 'Date and Time' section has a date picker set to 9/07/2023 and a time picker set to hh:mm aa, which is highlighted with an orange box. Below this is the 'Adult Companion' section with fields for First Name (Jane), Last Name (Doe), and Phone (9999999999). There's a 'Change Companion' link. The 'Select Voucher' section has a checked box for 'Voucher ***EST6'. The 'Trip Details' section has a 'Stop at School' link and three location entries: 'Pick-Up' at 171 Livingston St, Brooklyn NY; 'Stop 1: Sch Of Design And Charter Ptr' at 52 Chambers St, Manhattan NY; and 'Drop-Off' at 49-44 Vernon Blvd, Queens NY. The 'Accommodation' section has a checkbox for 'Request wheelchair Accessible Car' and a link for other requests.

Enter a pickup time

Rideshare — Book Trips

Instructions for Families

- Enter a target pick-up time. The pick-up time is the time when you would like the car to arrive at your chosen starting location for passenger pick-up (not the time you wish to arrive at your child's school). Trips can be scheduled for pick-up anytime between 6AM and 8PM.
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Select an adult companion

Rideshare — Book Trips

Instructions for Families

- Select type of trip: Drop-Off at School or Pick-Up at School.
- Enter a starting and ending location. Between the two, next to the graduation cap icon, enter your child's school, since that will be where the first ride ends, and the second one begins.
- If you require an accessible vehicle, check the box in the Accommodation section to request an accessible car.

Booking a Trip Book Trip

Date and Time

9/07/2023 hh:mm aa

Adult Companion Change Companion ▼

First Name: Jane Last Name: Doe

Phone: 9999999999

Companion cell phone # is required and will be used to communicate important trip details and updates

Select Voucher

☒ Voucher ***EST6

Trip Details Stop at School ▼

Pick-Up: 171 Livingston St, Brooklyn NY X

Stop 1: Sch Of Design And Charter Ptr
52 Chambers St, Manhattan NY X

Drop-Off: 49-44 Vernon Blvd, Queens NY X

Accommodation

☐ Request wheelchair Accessible Car

For any other requests, please call [212-426-8000](tel:212-426-8000)

Select the type of trip

Rideshare — Book Trips

Instructions for Families

- Select type of trip: Drop-Off at School or Pick-Up at School.
- Enter a starting and ending location. Between the two, next to the graduation cap icon, enter your child's school, since that will be where the first ride ends, and the second one begins.
- If you require an accessible vehicle, check the box in the Accommodation section to request an accessible car.

The screenshot shows the 'Booking a Trip' screen in a mobile app. The 'Trip Details' section is highlighted with an orange box. It includes fields for 'Pick-Up' (171 Livingston St, Brooklyn NY), 'Stop 1' (Sch Of Design And Charter Ptr, 52 Chambers St, Manhattan NY), and 'Drop-Off' (49-44 Vernon Blvd, Queens NY). An orange arrow points from the text 'Select the addresses for your trip' to the highlighted area.

Booking a Trip

Date and Time

9/07/2023

hh:mm aa

Adult Companion

Change Companion

First Name: Jane

Last Name: Doe

Phone: 9999999999

Companion cell phone # is required and will be used to communicate important trip details and updates

Select Voucher

☒ Voucher ***EST6

Trip Details

Stop at School

Pick-Up: 171 Livingston St, Brooklyn NY

Stop 1: Sch Of Design And Charter Ptr, 52 Chambers St, Manhattan NY

Drop-Off: 49-44 Vernon Blvd, Queens NY

Accommodation

☐ Request wheelchair Accessible Car

For any other requests, please call 212-426-8000

Select the addresses for your trip

Rideshare — Book Trips

Instructions for Families

- Select type of trip: Drop-Off at School or Pick-Up at School.
- Enter a starting and ending location. Between the two, next to the graduation cap icon, enter your child's school, since that will be where the first ride ends, and the second one begins.
- If you require an accessible vehicle, check the box in the Accommodation section to request an accessible car.

Booking a Trip Book Trip

Date and Time

9/07/2023 hh:mm aa

Adult Companion Change Companion ▼

First Name: Jane Last Name: Doe

Phone: 9999999999

Companion cell phone # is required and will be used to communicate important trip details and updates

Select Voucher

☒ Voucher ***EST6

Trip Details Stop at School ▼

Pick-Up: 171 Livingston St, Brooklyn NY X

Stop 1: Sch Of Design And Charter Ptr
52 Chambers St, Manhattan NY X

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Accommodation

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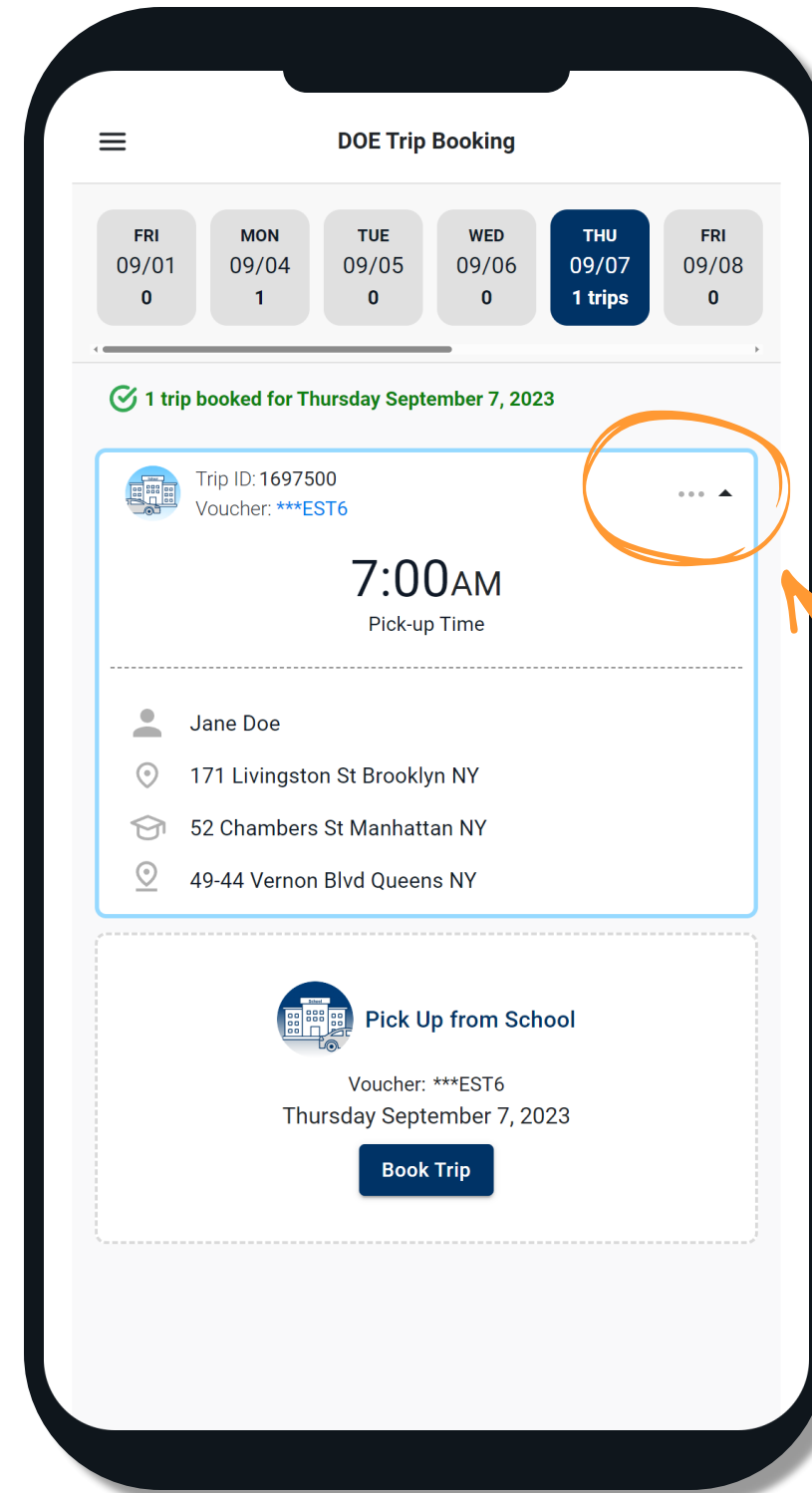


Check the box for an accessible car

Rideshare — Book Trips

Instructions for Families

- You can see the trips that you've booked each day on the Trip Booking page. You can also make changes to your trips or cancel them by using the menu at the top right.



Make changes or cancel your trip

Rideshare – Take a Prepaid Ride

Instructions for Families

You will receive a series of text message confirmations and updates beginning 30 minutes before your scheduled trip. You can also view these updates on the rideshare website, on the “Current Trips” page. These text messages will be sent to the cell phone number of the adult companion for that trip.

You will typically receive three notifications via text message:

1. **30 minutes before your scheduled pick-up time:** You will receive a notification that LimoSys is searching for a driver.
2. **As soon as a driver is confirmed:** You will receive a notification confirming the driver's details and their distance from the pick-up location. This text message will also include a link to follow your driver's location in real time.
3. **When the driver arrives:** You will receive a notification when the driver arrives at your pick-up location. Drivers will wait five minutes in the event they don't see you right away.

Rideshare – Take a Prepaid Ride

Instructions for Families

You will also receive text messages if:

- **LimoSys needs to split the two rides within the trip between two different drivers:** You will receive a text message when the second driver is on their way to pick you up.
- **A driver cancels and LimoSys finds a new driver:** You will be notified when the trip is reassigned to a new driver and the car is on the way.
- **LimoSys is unable to find a driver:** If LimoSys still has not confirmed a driver 10 minutes past your scheduled/target pick-up time, they will send a text message to ask whether you would like to continue waiting for a ride. If so, the system will continue to look for a driver for up to an hour past your scheduled pick-up time (with an additional text at the 30-minute mark to confirm whether you are still seeking a ride). If a driver has not been confirmed after an hour, LimoSys will send you a reservation cancellation text.

Reimbursement — Overview

- Families who are eligible for rideshare are also eligible for transportation reimbursement.
- We recommend that eligible families consider using rideshare instead of seeking reimbursement. Reimbursements for self-arranged transportation can take weeks to process, while the rideshare service is immediate and cost-free.
- NYC Public Schools will reimburse up to \$200 per day for self-arranged transportation to and from school.
- Reimbursement rates for families that drive their own vehicle are calculated based on the IRS rate at the given reimbursement date, [irs.gov/tax-professionals/standard-mileage-rates](https://www.irs.gov/tax-professionals/standard-mileage-rates), currently 70 cents per mile.

Reimbursement — Overview

- There are several important requirements for submitting reimbursement. If families do not meet these requirements, their request for reimbursement may be delayed or denied, so please emphasize these requirements when working with families who want to request reimbursement.
- The person who submits requests for reimbursement must be the **parent or legal guardian** of the child that was transported to school.
- The student must be marked present at school on each day reimbursement is requested. Families attending charter or nonpublic schools can ask their school to sign a proof of attendance letter and submit it along with their request.
- Parents must submit receipts for taxis or car services.
- We **cannot reimburse** gas or parking for families who use their own vehicle, nor can we reimburse tax or tips families give to drivers if they take a taxi or car service.

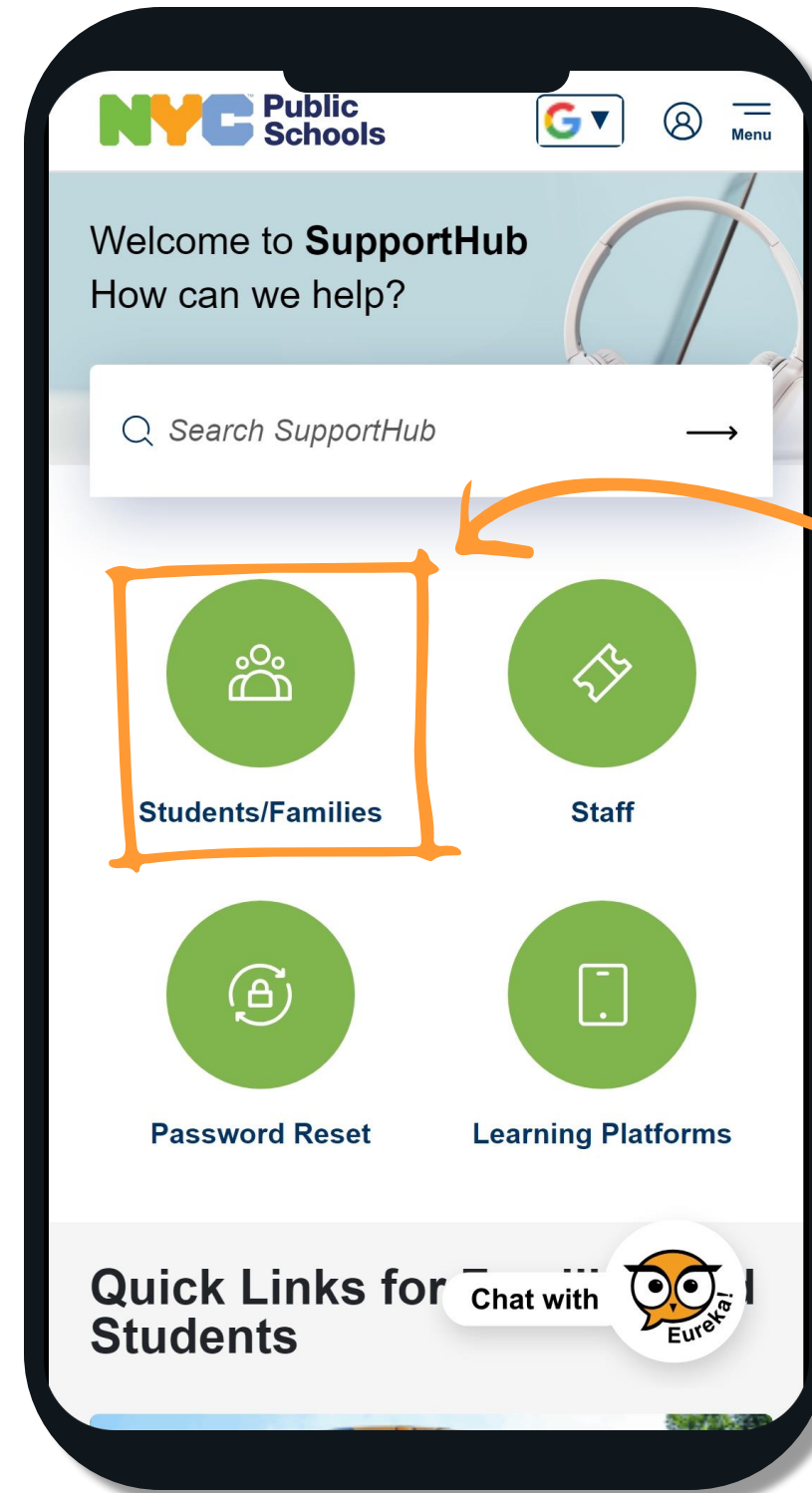
Reimbursement — Overview

- Families can submit requests for reimbursement online through our Support Hub at supporthub.schools.nyc.
- Families who need help with reimbursement request submission should work with their school's transportation coordinator.

Reimbursement — Support Hub

Instructions for Families

- Visit supporthub.schools.nyc and select “Students/Families.”
- Select “Transportation.”
- Select, “I need to request transportation reimbursement.”
- Select “Create Ticket.”
- Then, sign in or continue as a guest.

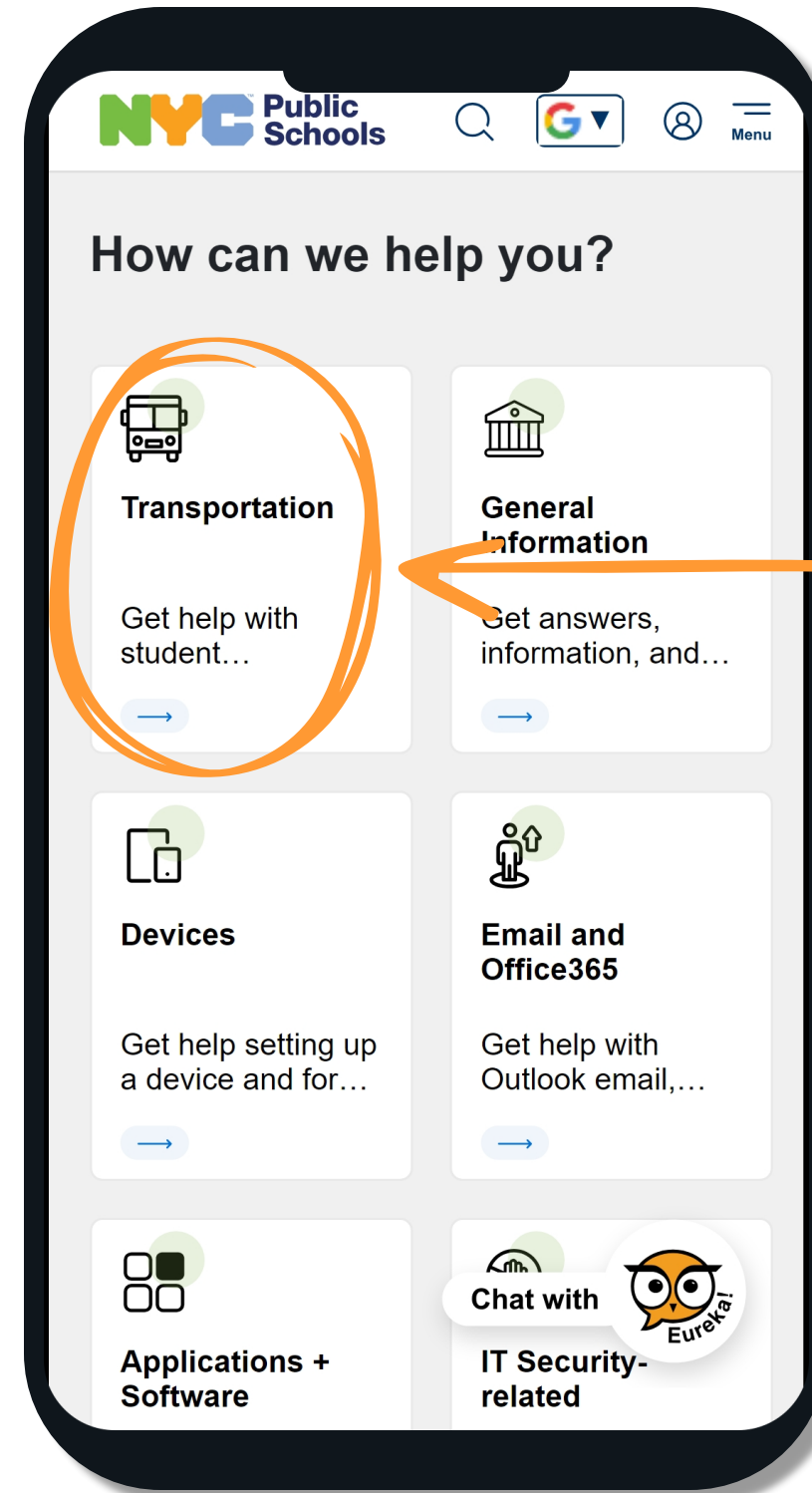


Select “Students/Families”

Reimbursement — Support Hub

Instructions for Families

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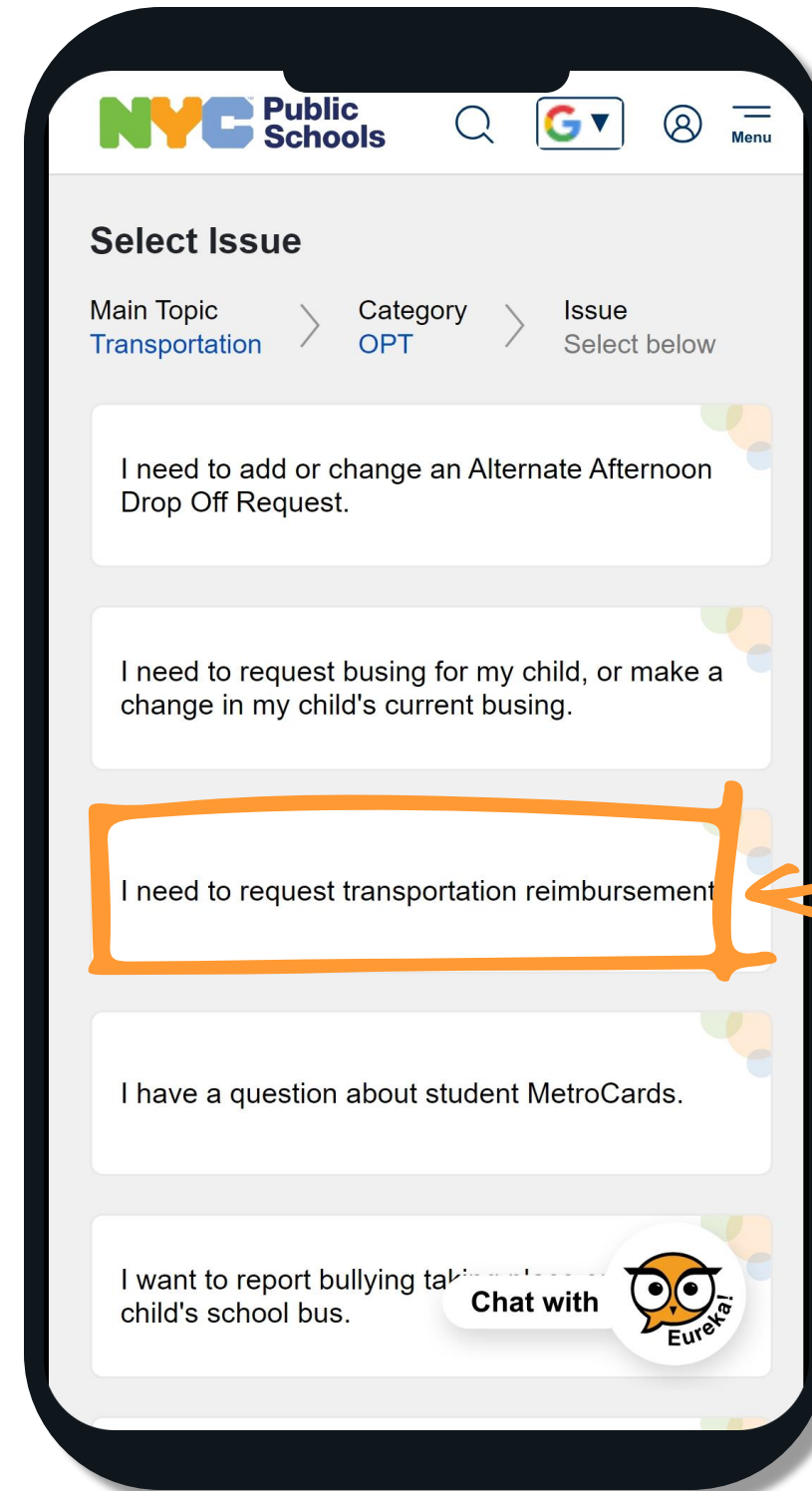


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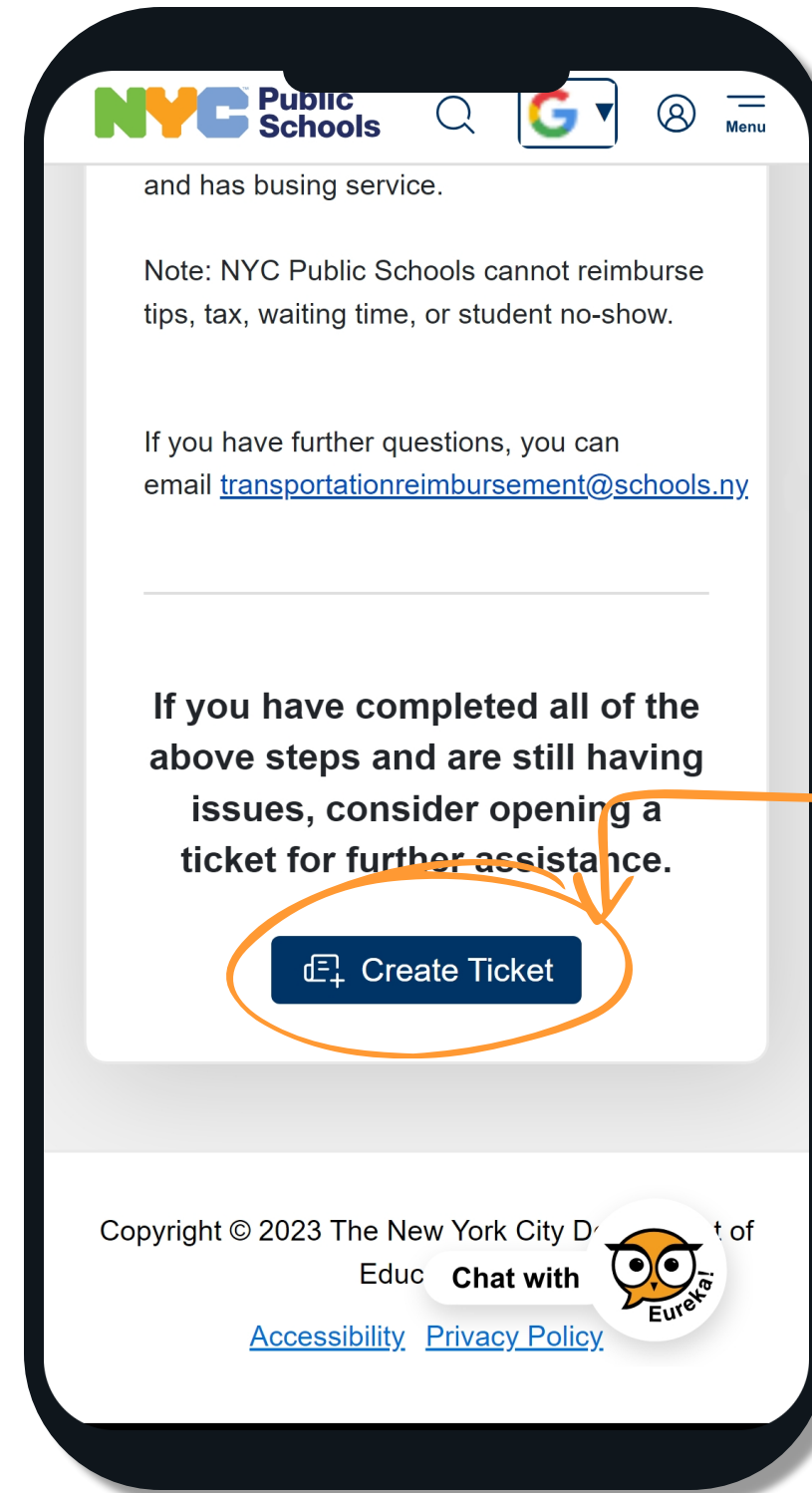


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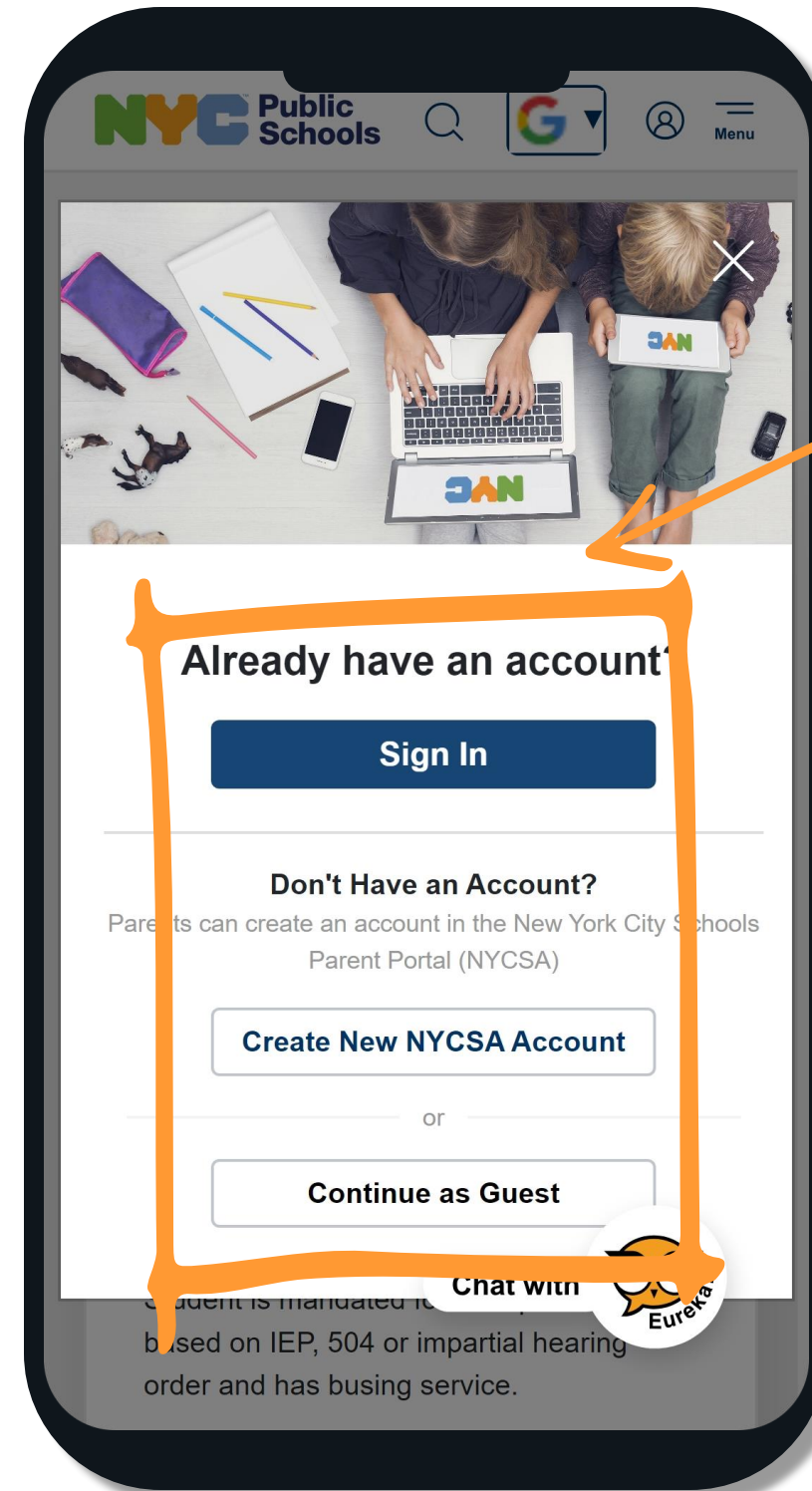


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*Sign in or continue
as a guest*

Reimbursement — Support Hub

Instructions for Families

- Fill out the form. For “Incident,” select “Vendor or DOE reported service was unavailable after busing start date.”
- Make sure to upload an attachment with your receipts.

NYC Public Schools

☐ Student transferred from temporary housing to permanent housing

☐ Student is mandated for transportation based on IEP, 504 or impartial hearing order

Incident *

☐ Bus did not show up

☐ Vendor or DOE reported service was unavailable after busing start date

Please enter the date for reimbursement *

MM/DD/YYYY

Transportation Type *

☐ Driving

☐ Public transportation

☐ Taxi / rideshare

Receipts are required for taxi / rideshare, public transportation and driving tolls.

[Add attachment](#)

☐ I'm not a robot

Chat with Eureka!

reCAPTCHA Privacy - Terms

Select “Vendor or DOE reported service was unavailable after busing start date”

Reimbursement — Support Hub

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Chat with 

reCAPTCHA
Privacy - Terms

Upload your receipts

Questions?

For additional information and resources,

- Visit schools.nyc.gov/transportation
- Visit out [school-facing InfoHub page](#)

For help with rideshare,

- Account creation or technical support: Contact your child's school. If additional support is required, please contact our transportation team at 718-392-8855.
- To check on ride status or book a ride: Contact LimoSys (the rideshare provider) at 212-426-8000

For help with reimbursement,

- Email transportationreimbursement@schools.nyc.gov

For follow-up questions or additional information,

- Contact your [transportation liaison](#)
- Call the OPT call center at 718-392-8855