

## **Hawthorne Country Day School Transportation**

HCDS has limited control regarding your child's transportation. Please remember that we serve students from 35 different school districts, each with its own policies and procedures. If you have a concern with your child's school bus it is recommended that you contact the bus company and your child's CSE directly.

### **NYC Families**

Office of Pupil Transportation  
718-392-8855  
<http://www.optnyc.org/public1>

OPT Customer Service Agents are available **Monday-Friday** from **5:30 A.M. to 7:30 P.M.** by phone and via [e-mail](#) to answer questions, take service complaints, and provide information for parents and schools. Staff is always available at OPT until bus companies report that all bus routes have been completed and children have arrived safely at home. OPT Customer Service Agents are also available on weekends during peak periods of the year to assist parents and schools with information concerning school opening in September and summer transportation in late June.

When you call OPT, customer service agents will ask you questions in order to direct your inquiry to the proper department. Each caller receives a reference number for follow up in case he or she needs additional information or assistance. If you would like to request an accommodation for your child on the bus such as a bus para, harness, limited time travel, etc., you must contact your child's home district/CSE to discuss it.

### **Westchester Families**

*If your child requires a route change, to file a complaint, or if you have questions regarding your child's school bus, please contact the bus company and your child's home district directly. If you would like to request an accommodation for your child on the bus such as a bus para, harness, limited time travel, etc., you must contact your child's home district/CSE to discuss it and schedule a meeting. If you need assistance with obtaining the contact information for your child's school bus or CSE, please contact Junia Octobre – 914-592-8526 ext. 3175.*