

Introducing the NYC School Bus App

Dear New Yorkers,

Approximately 150,000 students in grades K-12 ride our yellow school buses each day. Getting students to and from school safely is a major undertaking—we operate the largest bus fleet in the Western Hemisphere! So I'm especially proud to announce the [NYC School Bus App](#), an innovation that makes school transportation smoother, safer, and easier for our families.

This app, designed in partnership with Via, allows families to track their child's school bus as it travels to and from school. What does this look like? Let's say you're waiting at your child's bus stop, and it's 10 minutes past the time they usually arrive. Instead of wondering where they are, you can simply check the app for their real-time location.

Families with students in grades K-12 who take our yellow bus service can sign up with a few easy steps:

First, make sure you have [activated](#) your [NYC Schools Account \(NYCSA\)](#). You'll also need your student's nine-digit ID number on hand. Then, download the NYC School Bus App from your device's mobile application store. Use your NYCSA information to log in and select the child whose route you'd like to track.

Please note: if your child's route does not display on the app, it means their bus driver has not yet signed up. So far, about 75% of our bus drivers have enrolled in this program, and we are working to reach full participation in the coming weeks.

We'll also be updating and enhancing the NYC School Bus App in response to family feedback, so we encourage you to download the app and test it out soon! We're excited to embark on this journey with you.

Soaring high,

David C. Banks
Chancellor