



THE SCHOOL DISTRICT OF
PHILADELPHIA



Department of Transportation Services

WheresTheBus

Meeting Agenda

- **General overview of WheresTheBus**
- **Usage**
 - How to set up your student account
 - How and where to download the application
- **Responsibilities**
 - The Transportation Department
 - For the Schools
 - Parents
- **An example of how the program runs**
- **Who to Contact**

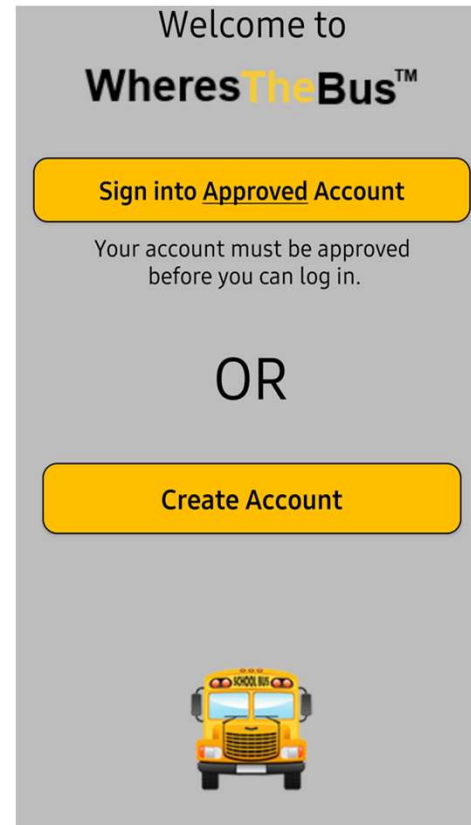
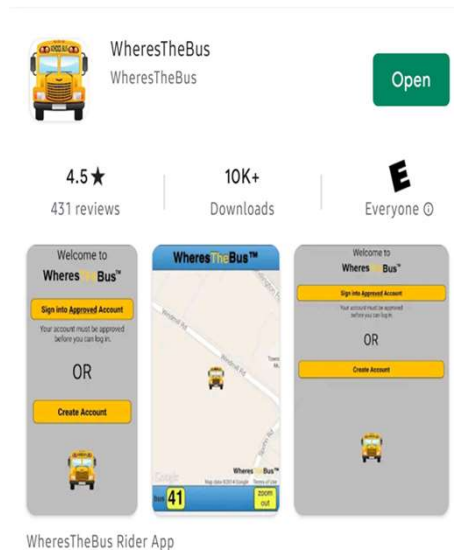
Overview

- The FREE WheresTheBus application will let parents know precisely when their bus will be arriving at their bus stop, providing up-to-the-minute arrival time and bus location information
- Parents will be able to sign up Online or through a smartphone/tablet
- Transportation will provide a parent letter to each school announcing the program and instructions on how parents can enroll
- Transportation will create & assign test students to various runs
- Garage supervisors, 440 dispatchers and other support staff will be asked to register one of the test students, use the app/website & provide feedback
- Parents will be asked to fill out a short online survey each week providing feedback
 - Survey link will be sent to parents & placed on our website each Friday
 - Survey will take about 3-5 minutes to complete
 - Survey will consist of 5 questions concerning registration, usage and information accuracy

How to sign up and download - App

WheresTheBus™

The WheresTheBus app is available for download from the iOS App Store or the Android Google Play Store. It is also accessible from any device with browser access connected to the internet.



How to sign up and download - App

WheresTheBus™

What school district does your student attend?

Philadelphia School District (PA)

Continue

» If anyone in your household set up an account previously, please enter their account e-mail.

» Please create only one account per household, even if your children take different buses.

Prev. Next Done

Odyssey Charter School (DE)

Philadelphia School District (PA)

Red Clay School District (DE)

Sarasota County (FL)

WheresTheBus™ Sign In

About Contact

» You are signing up for the Philadelphia School District (PA).

» If this is not correct, please click [here](#) and reselect your school district.

» If this is correct, please enter at least one student to proceed.

Student Info:

Please click below button to add the student.

Add Student

Trouble Signing Up? Many schools don't update students' info - grade, school, transportation - until just prior to the start of school. Please check back 1 week prior to the first day of school.

Still having trouble? [Email Support](#)

Add student

Birth Date (mm/dd/yyyy)

Student ID

Please Enter Student ID

Save Cancel

How to sign up and download - App

WheresTheBus™ [About](#) [Contact](#) [Sign In](#)

Welcome to WheresTheBus! Thanks for signing up.
Please email us with any questions.
» If you want to edit the Student info, please click [here](#) and re-enter the student info.

User Info:

First Name*
Last Name*
Email*
Student ID#*
Password*
Confirm Password*

By checking this box, I agree to the Terms of Use

[Sign Up](#)

Trouble Signing Up? Many schools don't update students' info - grade, school, transportation - until just prior to the start of school. Please check back 1 week prior to the first day of school.

Still having trouble? [Email Support](#)

WheresTheBus™ [About](#) [Contact](#) [Sign In](#)

» You are signing up for the **Philadelphia School District (PA)**.
» If this is not correct, please click [here](#) and reselect your school district.
» If this is correct, please enter at least one student to proceed.

Student Info:

School: RUSSELL BYERS CHARTER SCHOOL	
WTB Student17	
AM Bus: 29B348F	Pickup Time: 7:09 AM
PM Bus:	Drop-off Time: PM

(delete student)

Please click below button to add the student.

[Add Student](#)

[Continue](#)

Trouble Signing Up? Many schools don't update

Thanks for creating your WheresTheBus account.

One final step: download the mobile app from by clicking the download button below.

And then enjoy using WheresTheBus!

[Download](#)

How to see stop info - App



* All WheresTheBus Support is provided through e-mail. This allows us to share account details with your school, who approves and makes all transportation assignment changes. Once your changes are made, your app settings will automatically update overnight.

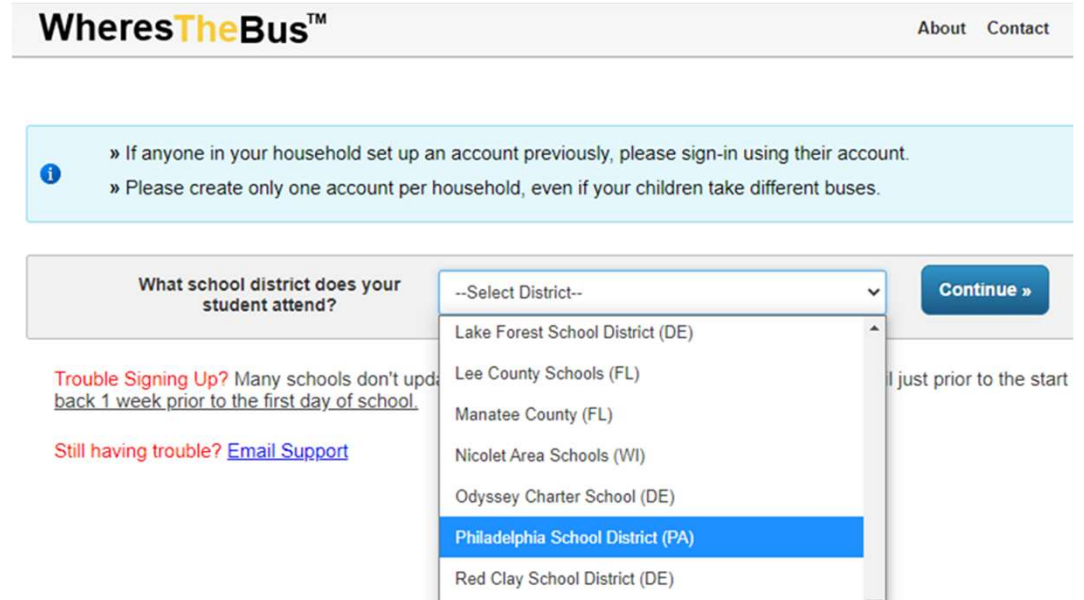
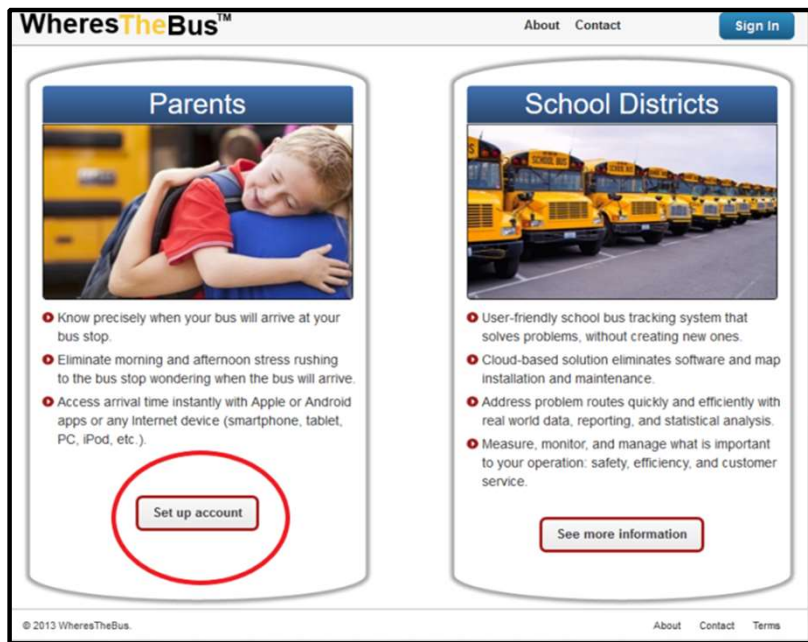
Click the bus # or stop below if it is wrong. We will confirm with Transportation, who assigns all buses and stops, and make changes if appropriate

Rider 1: Add Rider

WTB Student17	Russell Byers K-8
AM Bus: 29B34...	Stop Time: 7:09 A.M.
AM Stop: 1928 N 21ST ST PHILADELPHIA PA 191...	
PM Bus: 29B34...	Stop Time: 3:00 P.M.
PM Stop:	

How to sign up - Website

- Parents will need to visit Wherethebus.com and select “**Set up account**”
- Next, they will select “**Philadelphia School District (PA)**” from the drop-down menu



How to sign up – Website (Con't)

- Parents will then select “Add Student” to register
- Next, they will need to sign up using their child’s Date of Birth and Student ID

WheresTheBus™

- » You are signing up for the **Philadelphia School District (PA)**.
- » If this is not correct, please click [here](#) and reselect your school district .
- » If this is correct, please enter at least one student to proceed.

Student Info

Please click below button to add the student.

Add Student

Trouble Signing Up? Many schools don't update students' info - grade, school, tra
[back 1 week prior to the first day of school.](#)

Still having trouble? [Email Support](#)

Add student

Birth Date (mm/dd/yyyy)

Student ID

Save

Cancel

What are our responsibilities?

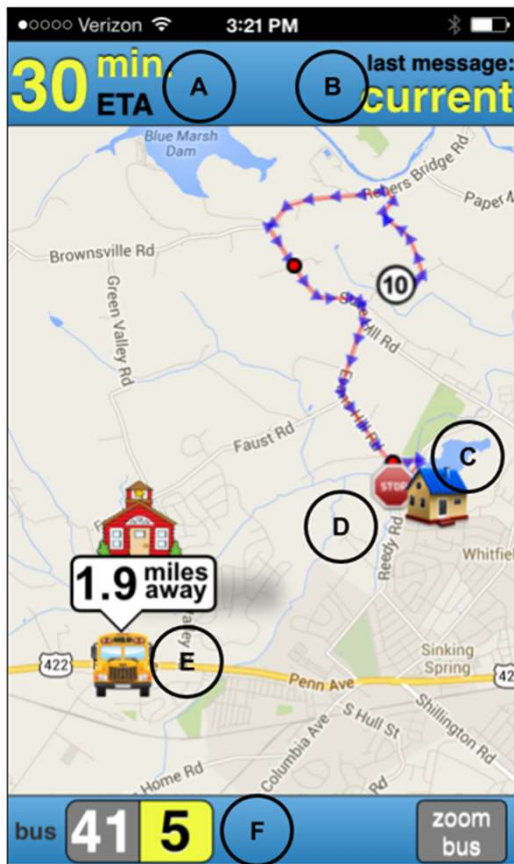
For Schools

- You will continue to put in TARS for students who need transportation.
- If parents come with questions regarding registration, download, and use questions, you should direct them to our *WheresTheBus* information page on our website, or to the usage stepper given to them (also available on our website).
- At the end of each week, parents will be asked to complete a survey regarding their experience and usage with the program. Please make sure they complete this survey in a timely manner.
- Supplying parents and students with Transportation letters and instructional guides regarding the program

For Transportation

- We will keep routing and scheduling the same, as well as providing upkeep and maintenance of the pilot program.
- The Transportation department will maintain a homepage on our website where parents can find informational documents, links to the *WheresTheBus* website, and instructions on use and registration.
- We will create and send a survey electronically to the parents who are part of the program. We will be collecting and analyzing the resulting data to make any adjustments to the program for our full launch in 2021.
- Maintain accurate up-to-date vehicle assignments.
- Test students will be assigned to each run for Transportation staff to monitor

Example



A. **Arrival Status:** Estimated time of arrival (ETA) is displayed when bus arrival time can be predicted. When a prediction is unavailable, use the bus location and distance from your stop.

B. **Last Message:** “current” is displayed when bus data has been received in the last minute. If updates are not received, the bus is likely stopped at a school or layover or inactive (no messages in the last 15 minutes).

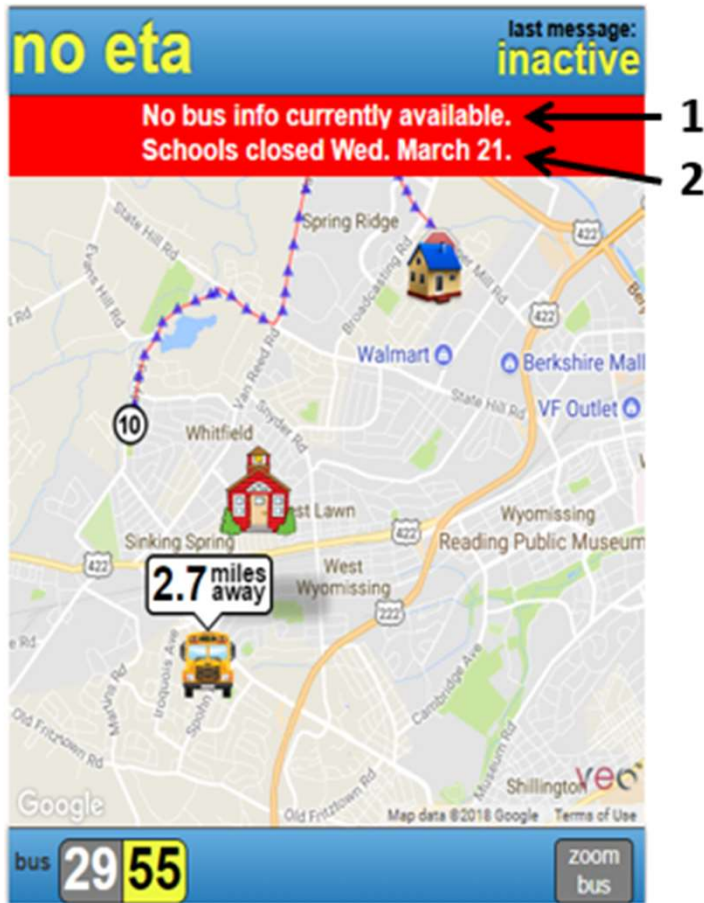
C. **Your House:** represented by home icon.

D. **Your Bus Stop:** represented by stop sign icon.

E. **Bus Location & Distance:** represented by bus icon and distance.

F. **Bus #:** Click on the bus # to switch between buses (if multiple). If bus 36 were subbing for bus 41, it would be displayed as 36(41).

Example (Con't)



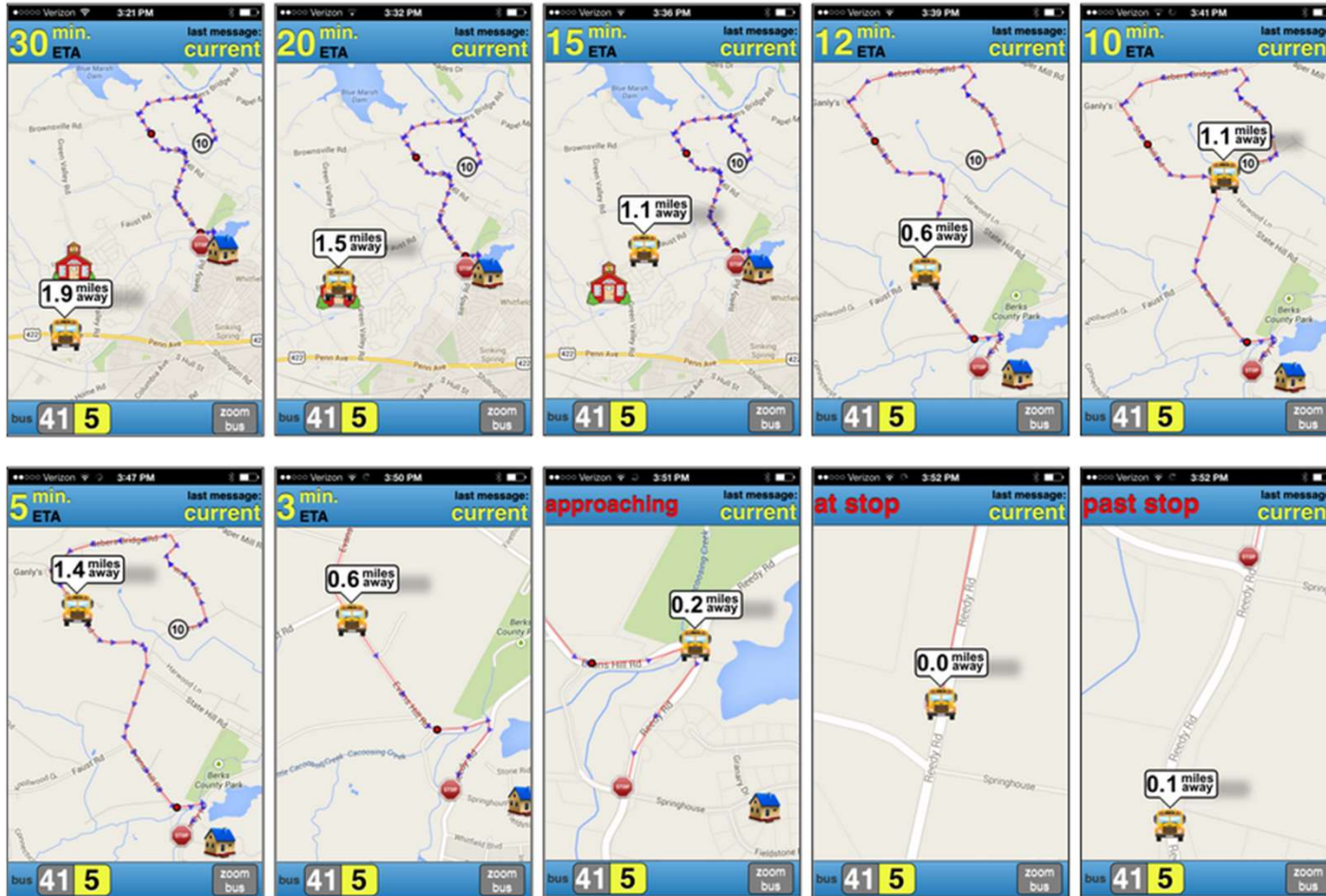
1: Automatic Banner

If bus does not pull out 10 minutes average pull out time (30 day avg.), “no info” message displayed.

2: Manual Banner

Transportation can set custom banners at any time for individual or all routes.

Example (Con't)



School View

- School view allows schools to view all of their assigned buses
- Also, allows approved school users to send Banner notifications to a specific or all buses

Search table... **Bus Mgr (30)** **Idle (1)** **Sub Bus** **Student** **Geozone** **Display** **Reports** **Austin ISD (TX)** 10:23:10 PM **MDT Mgr** **vec**

Bus #	Bus History	Location	mph	hdg	Status
0813	Macro Summary	Nelson Bus Terminal	0	S	inactive
0815	Macro Summary	Nelson Bus Terminal	0	SE	inactive
0816	Time On Bus	Nelson Bus Terminal	10	NE	inactive
0817	Rider List	us Terminal	0	W	inactive
0853	Rider List	us Terminal	0	E	inactive
0857	Route Paths	us Terminal	0	E	inactive
0859	Print Location	us Terminal	0	NE	inactive
0860	Parent Banner	us Terminal	0	N	inactive
0864	Parent Banner	Saegert Bus Terminal	0	S	inactive
0900		Saegert Bus Terminal	0	NW	inactive
0901		Saegert Bus Terminal	0	NW	inactive
0903		Saegert Bus Terminal	0	SE	inactive
0905		Saegert Bus Terminal	0	SE	inactive
0906		Saegert Bus Terminal	0	E	inactive
0907		Saegert Bus Terminal	0	W	inactive
0908		Saegert Bus Terminal	0	E	inactive
0909		Saegert Bus Terminal	0	W	inactive
0910		Saegert Bus Terminal	0	E	inactive
0911		Saegert Bus Terminal	0	W	inactive
0912		Saegert Bus Terminal	0	W	inactive
0913		Nelson Bus Terminal	0	S	inactive
0914		Nelson Bus Terminal	0	NW	inactive
0915		Nelson Bus Terminal	0	S	inactive
0916		Nelson Bus Terminal	0	S	inactive
0917		Nelson Bus Terminal	0	W	inactive
0918		Nelson Bus Terminal	0	S	inactive
0919		Nelson Bus Terminal	0	SW	inactive
0920		Nelson Bus Terminal	0	S	inactive

Who To Contact

- Trouble downloading the app
 - Please email support@wheresthebus.com
- Not accepting my student ID and/or birthdate
 - Please contact your school to confirm student ID is correct and that the school has the correct birthdate
- Please contact Transportation Services at (215) 400-4350 if:
 - Bus information displayed is incorrect
 - ETA is incorrect
 - Other app information and/or reporting issues

WheresTheP

Parent App and School New

Want to Improve Service & Reduce
Phone Calls? Send Real-Time GPS
Data to Your Parents and Schools.

