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**

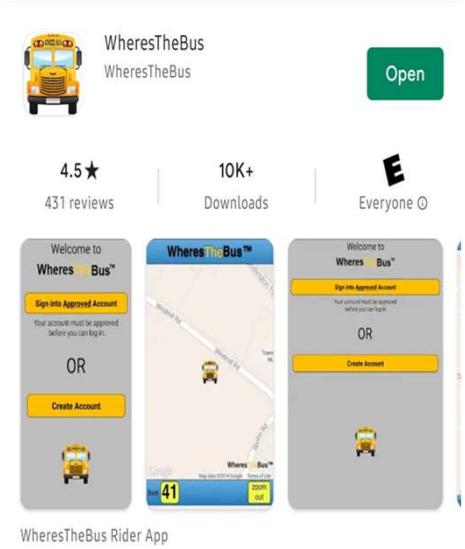
- **Who to Contact**

Overview

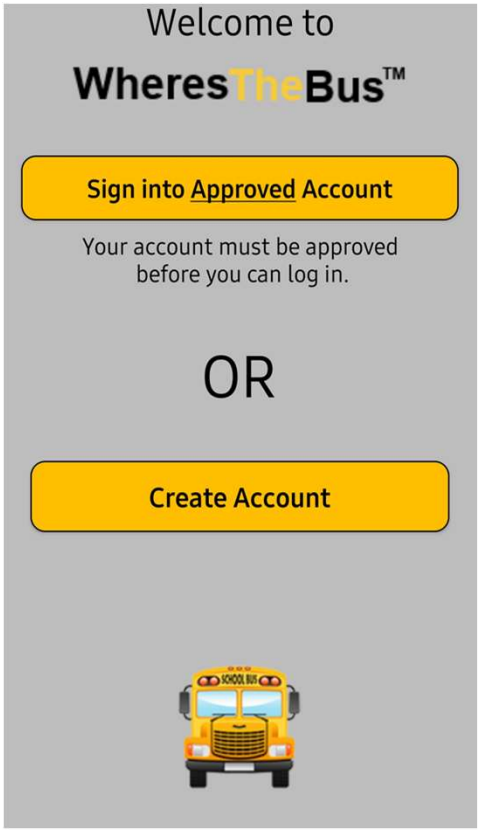
- The FREE WheresTheBus application will let parents know precisely when their bus will be arriving at their bus stop, providing up-to-the-minute arrival time and bus location information
- Parents will be able to sign up Online or through a smartphone/tablet
- Transportation will provide a parent letter 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

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.



WheresTheBus Rider App



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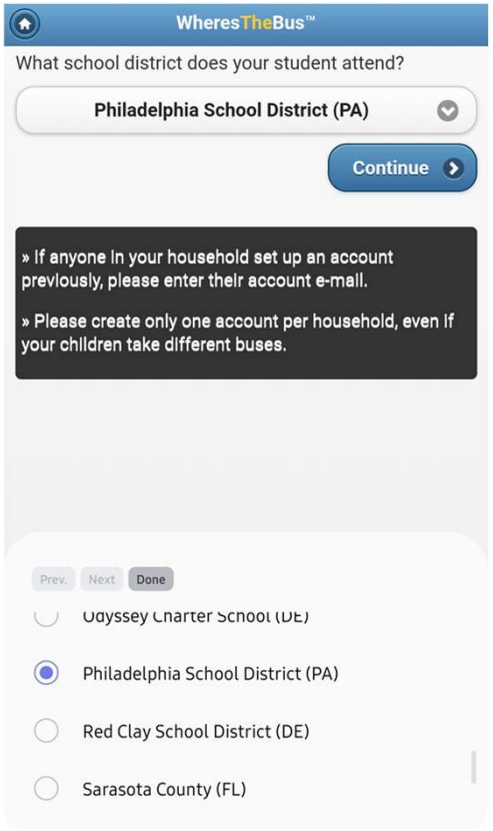

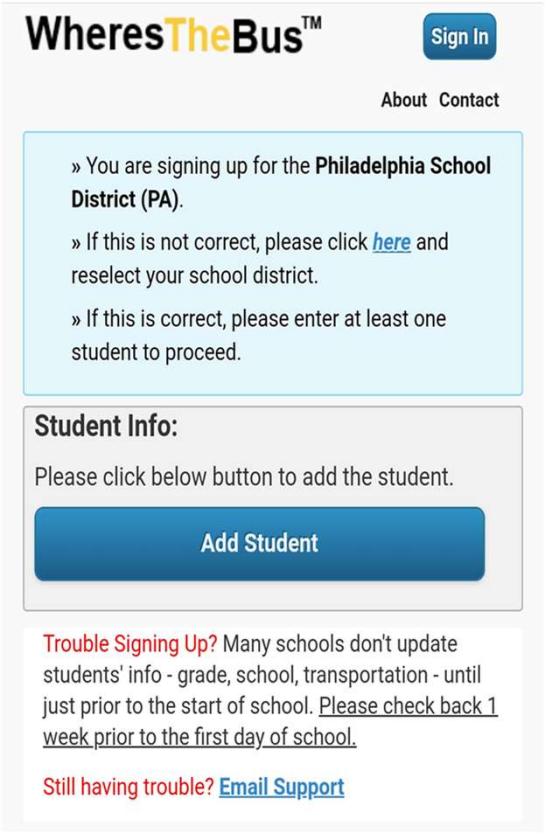

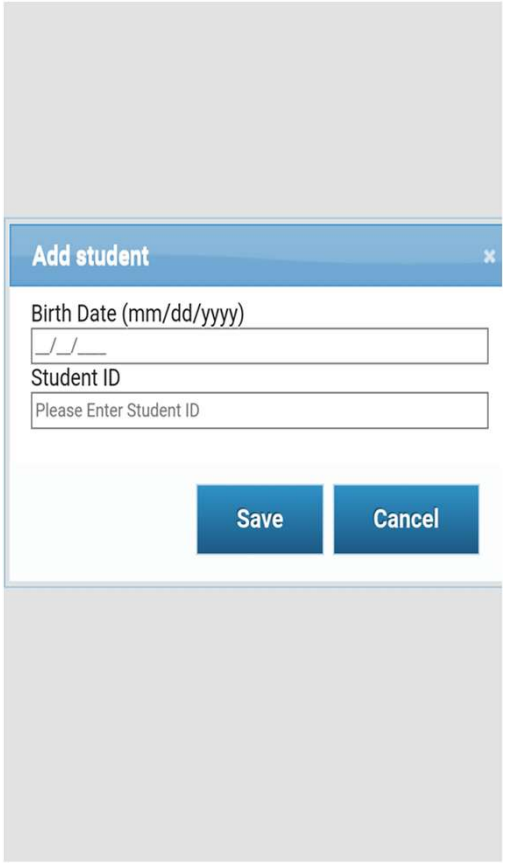

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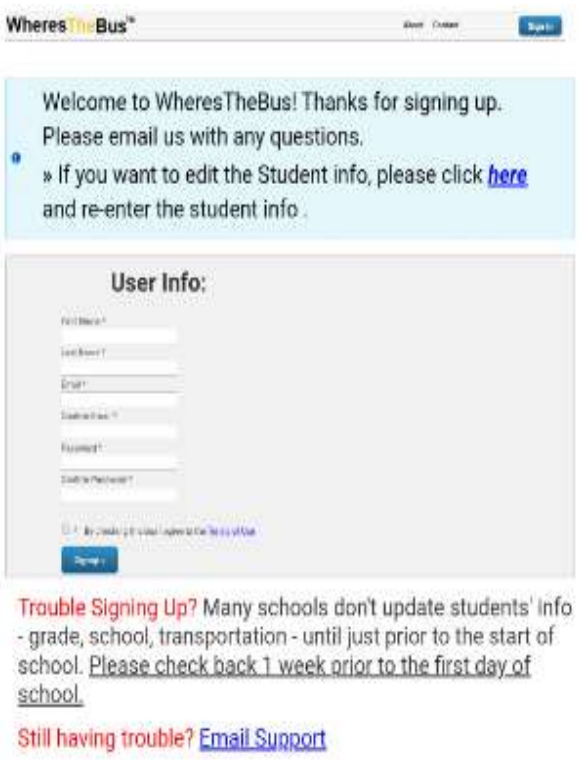
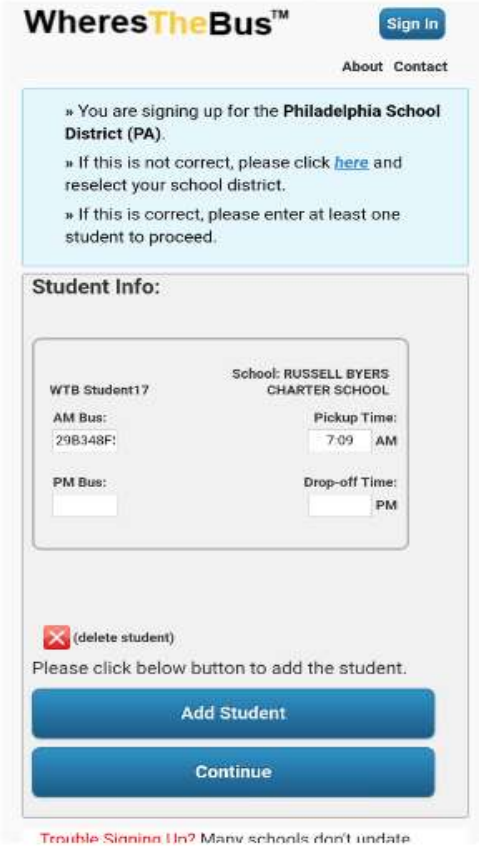
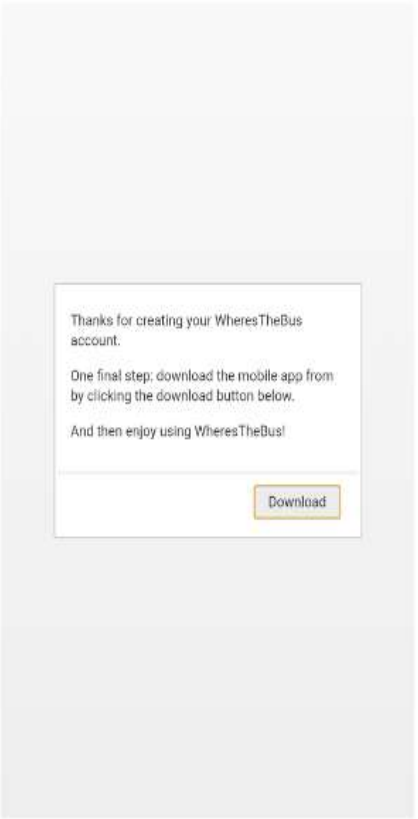
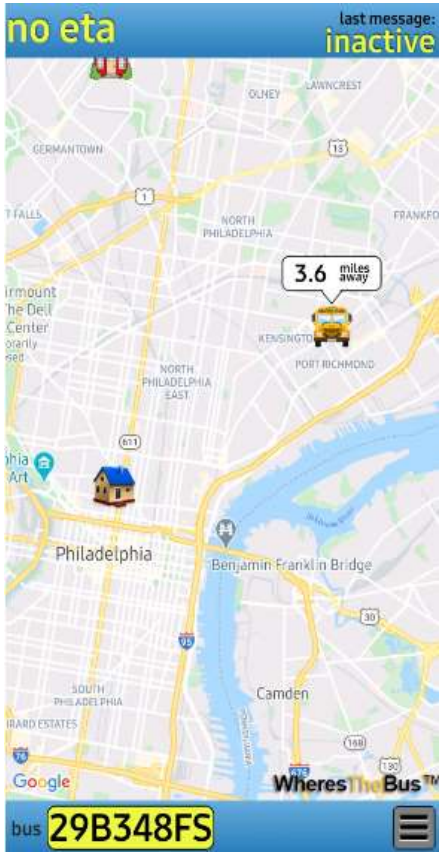
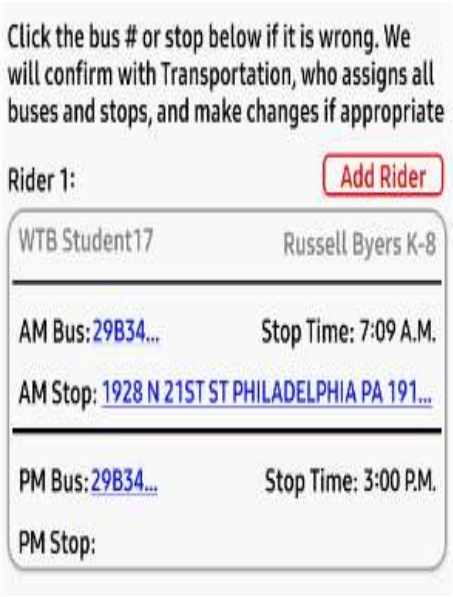






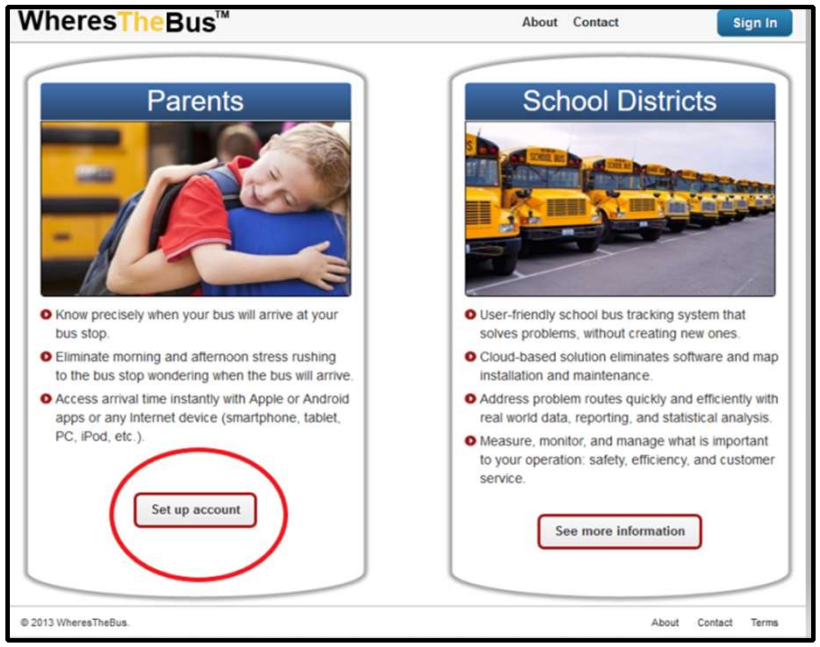
How to see stop info - App

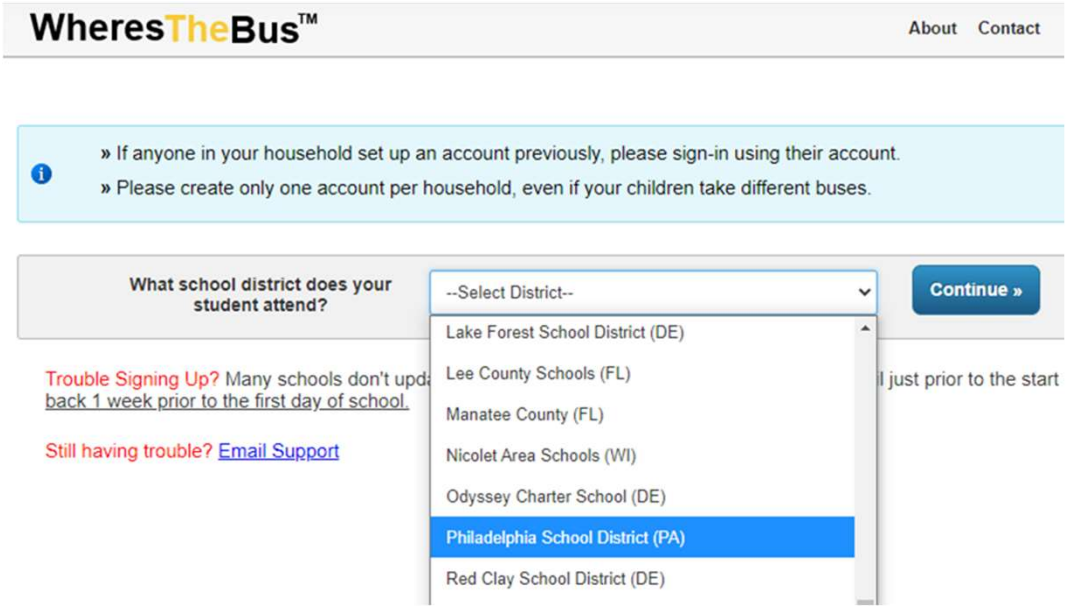




How to sign up - Website

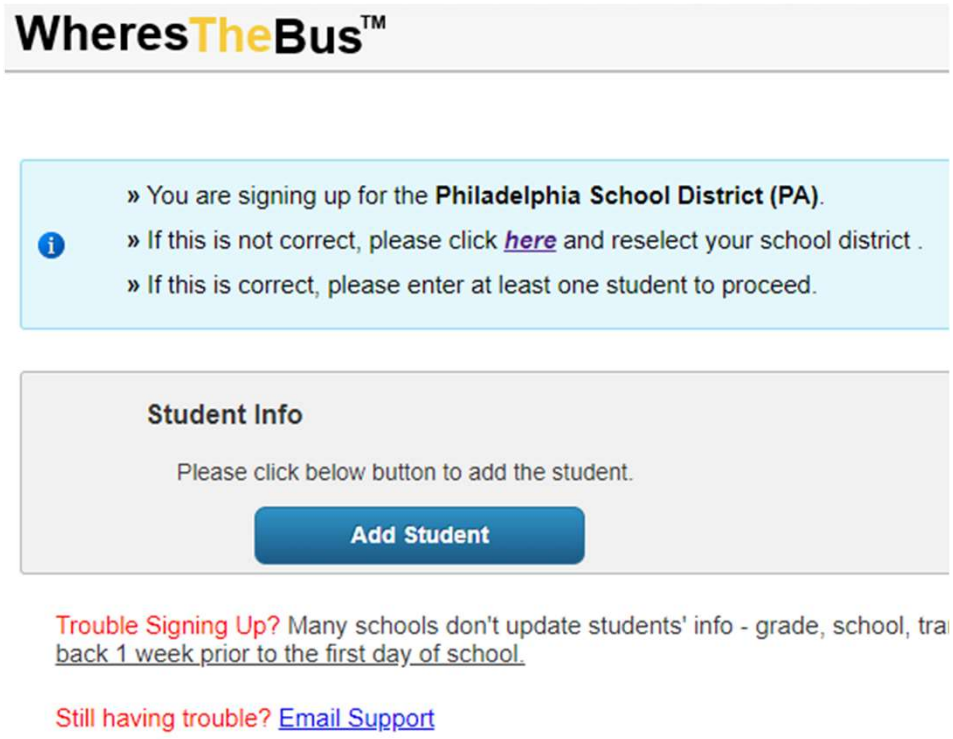
- Parents will need to visit Wheresthebus.com and select **“Set up account”**
- Next, they will select **“Philadelphia School District (PA)”** from the drop-down menu

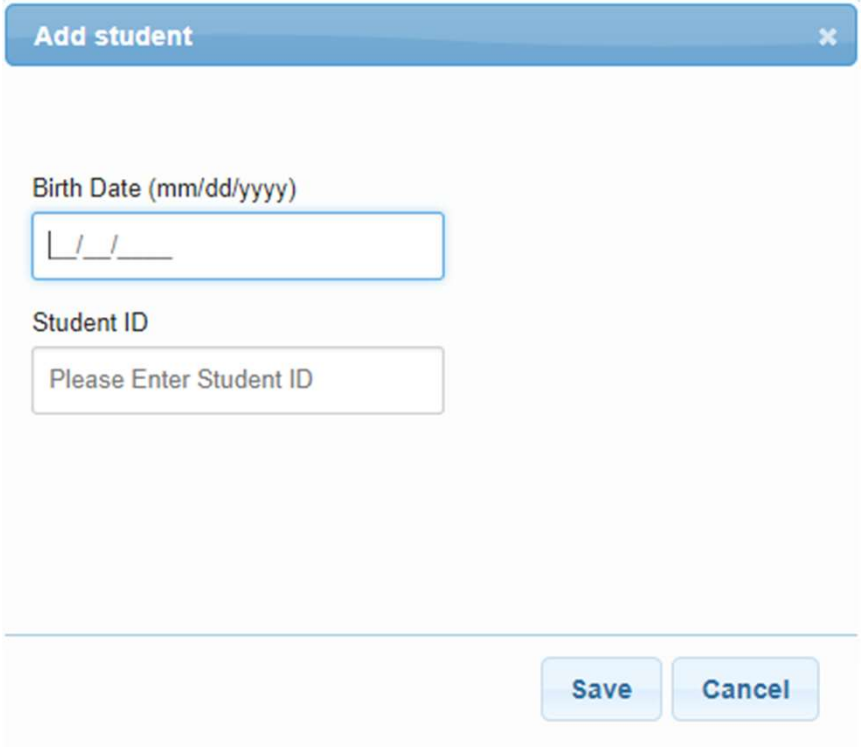




How to sign up – Website (Con't)

- 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





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 compete 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).

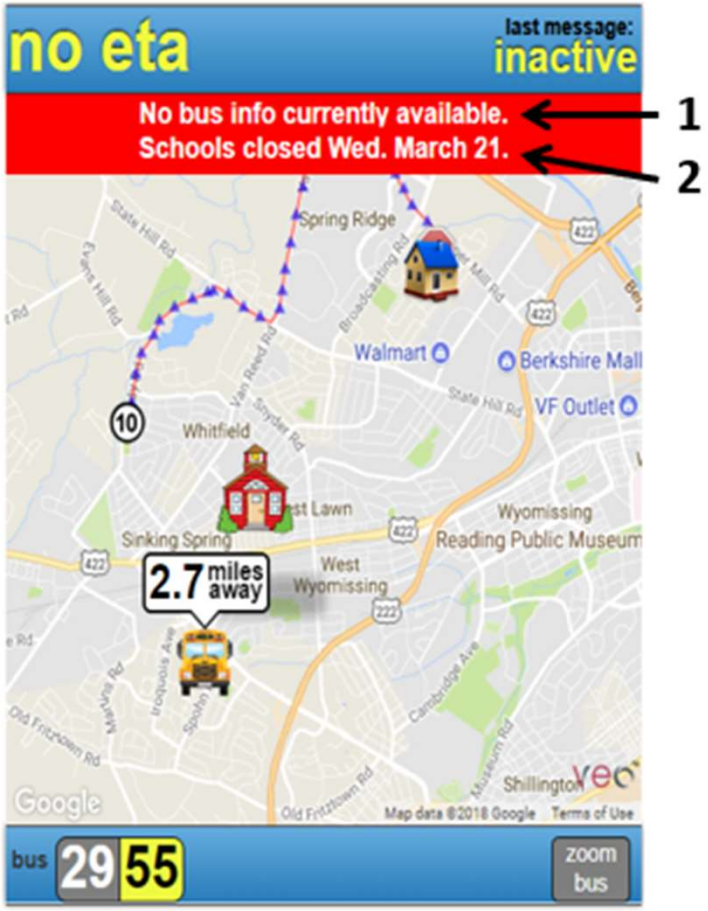
C. **Your House**: represented by home icon.

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)



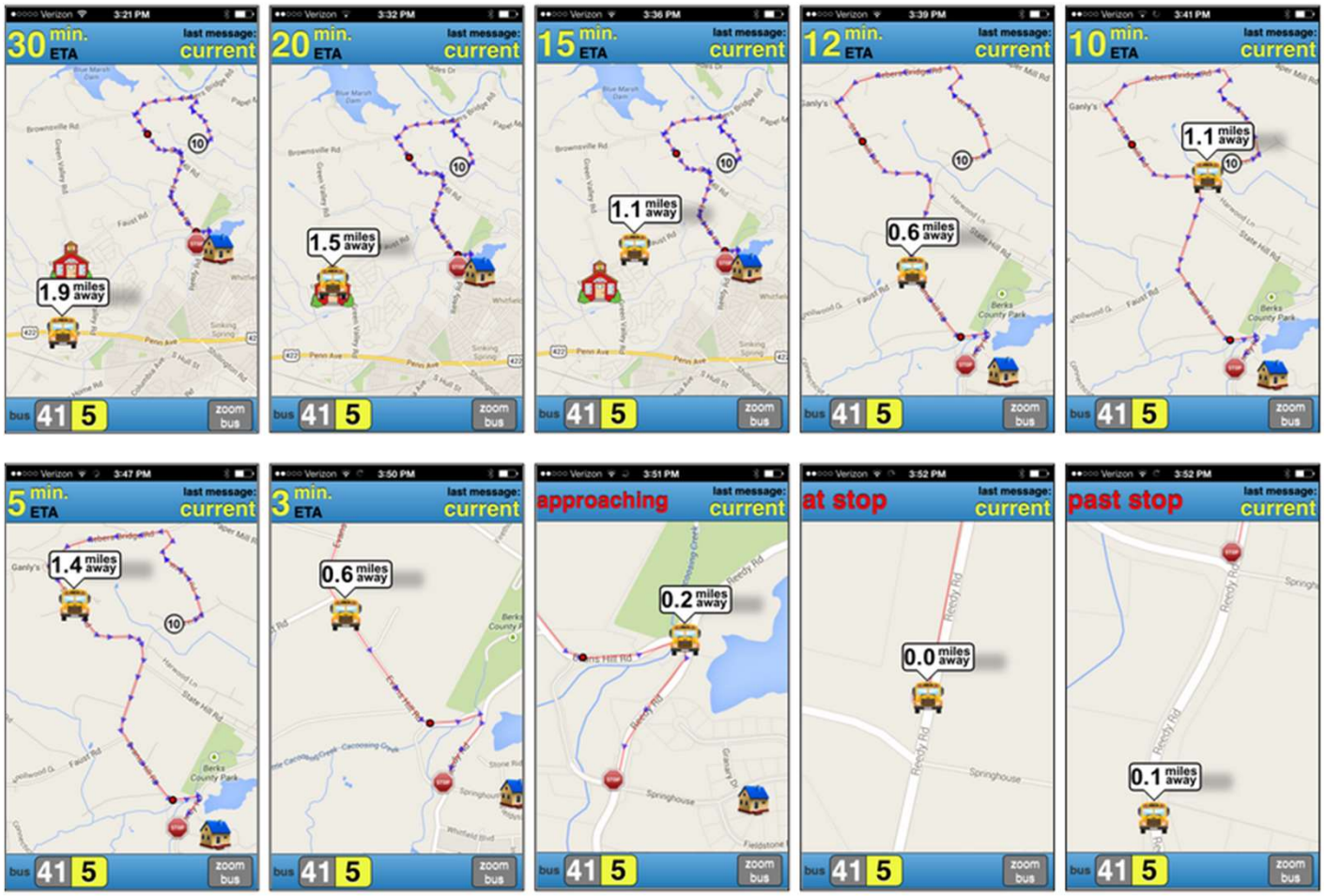
1: Automatic Banner

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

2: Manual Banner

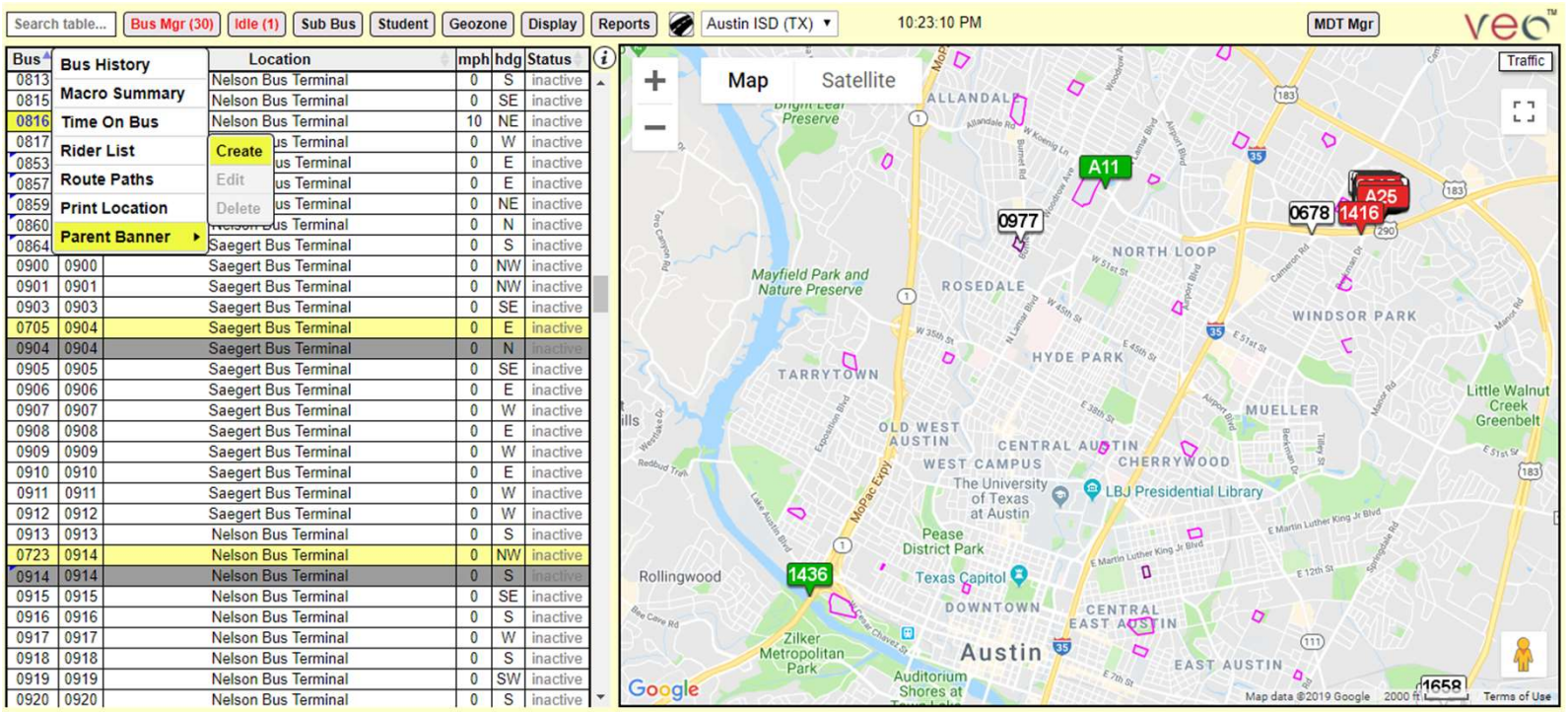
Transportation can set custom banners at any time for individual or all routes.

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



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

Parent App and Sch ew
Want to Improve Service & Reduce
one Calls? Send Real-Time GPS
a to Your Parents and Schools.