

# **BUS COMMUNICATION SYSTEM**

## **Frequently Asked Questions**

### **1. Do I sign up every year?**

Yes, this is due to bus route numbers changing, or your student changing to a new campus. All records will be cleared each year.

### **2. How do I edit my information?**

Log in to your Family Login as shown above any make any necessary changes

### **3. How do I unsubscribe to this service?**

Log in to your Family Login as shown above and click on Delete under the Action column.

### **4. Can a Text to Landline be sent to my home phone because I don't have a cell phone?**

No, only cell phones or your home email address can receive this service. We encourage you to introduce yourself to another student at your bus stop, who has signed up for this service, so you are kept informed.

### **5. Can I call Southland or Willco dispatch?**

If you can not sign up for this communication or do not know of anyone that has on your bus route, you may call your dispatcher, but at times you will be put on hold or find that the line is busy. The dispatchers are extremely busy in the mornings. Please understand that in the event of an issue, the dispatcher will be attempting to keep their attention to correcting the current situation to get the students wherethey need to be. In this event the fewer interruption by extra calls the better.

If you have complaints please do not speak to the dispatcher about your service or bus driver during this time of the day, but rather leave your name, your phone number and bus route number for them to return your call. It is important to respect the fact that they do care and want to respond but their time is limited. You may always call your Transportation Director 520-3206 ext 158.

### **6. What if my server does not appear on the list?**

If your provider is not listed on the list then the provider is likely not capable of transporting these types of messages (you can ask your provider if they support "Email to SMS technology" and if they do then let us know and it will be added to the list).

Speakout 7-11 users please see the information provided on yourschoolbus website for information on how to sign up.

### **7. Can I reply back to the administrator via email or text the administrator?**

This communication is one way only, you should not reply back to the administrator of this website. This communication is only to advise you of a delay, not to answer any questions you may have.

### **8. When the time delay is entered as 10 minute delay at stop 1, how do I know how late the bus will be at my stop?**

Although the bus drivers attempt to keep the delay times as accurate as possible, just entering a delay will let you know that the bus is not on its regular schedule. The drivers will try to update the times if they increase or decrease throughout the run. It will be the parent's decision to remain at the bus stop or return home or drive to their designated campus.

**Please have a back up plan in place with your student. How long do you want your student to wait at the bus stop is your decision as a parent. Do you want them to return home? If so, they will need a number to reach you at. If you are waiting in a car for the bus to arrive, you must decide how long you will wait before leaving and perhaps driving to the campus. Delays may occur throughout the school year, either due to road conditions, accidents causing traffic delays, weather or mechanical. The bus drivers are trying their best to drive the route safely for the road conditions. When you see the bus coming, ensure your students are outside waiting (do not send your student across a busy street at the last minute on snowy icy days) and on good weather days, have your student outside waiting at the stop 5 minutes prior. Please note that just because one school bus from a different school board gets a bus to your area in a timely manner doesn't mean all school buses will make it on time during weather delays. Each route is created differently and the bus drivers will take every precaution to transport the FFCA students safely.**