

## **Subject** School Bus Tracking App - BusRight

Dear Parents / Guardians,

We are writing to provide an exciting announcement about an initiative that Lowell Area Schools has been pursuing for several months and is preparing to roll out on a trial basis beginning with your students' routes.

We've partnered with BusRight - a transportation technology startup - to allow you to keep track of your child's school bus route to and from school directly from your smartphone.

The BusRight app will allow you to, in real-time, follow your child's bus route to and from school, receive notifications when the bus begins and ends its route, view the expected arrival time at your child's designated bus stop, and receive ad-hoc communications from the Transportation Department. The application will show pick up and drop off times but will not show student names for safety reasons.

Invitations to our beta-rollout of the app will be sent to your email on Saturday, August 17 from support@busright.com with the subject "You're Invited to BusRight". Your invite will contain a link to create an account with BusRight and will officially go live with bus routes on the first day of school.

We're working closely with the BusRight team to perfect the system and, in the meantime, ask for your patience and understanding as we continue to make improvements.

Once launched, if you log in to the system and observe the bus appears to be offline it does not mean the bus route is not in operation - it is most likely the result of one of the following reasons:

- The bus route has completed its run and is back at the bus lot and not turned on.
- The driver is using a spare vehicle that is not equipped with BusRight's GPS tracking system.
- The GPS Tracking system on the vehicle is not online due to technical issues.
- If the route does not show as an option on your route list, you may not be assigned to the stop in the BusRight system - you can contact the Transportation Department at (616) 987-2540

Please note that if you have students on routes that are not yet being launched on BusRight, you may also see the live locations of those vehicles, but they may not be accurate until officially launched.

Questions or issues regarding the use of the BusRight app should be directed to support@busright.com.

As always questions about your child's bus stop or route should be directed to the Transportation department at (616) 987-2540

Thanks and have a great weekend!

[BusRight Parent Flier](#)