



Transportation Tyler Drive with Student Ridership and My Ride K-12 (Traversa Ride 360) Frequently Asked Questions

1. What is Tyler Drive with Student Ridership?
 - a. We are excited to be introducing new technology to our school bus fleet to increase the safety of our students and improve communication about their location with a solution called Tyler Drive with Student Ridership. A tablet is mounted on board each bus that is connected to our routing software and card scanners. Students scan on and off the bus, giving families Student Ridership information via a parent app called My Ride K-12 (also known as Traversa Ride 360)

2. What is My Ride K-12 (Traversa Ride 360)?
 - a. My Ride K-12 (Traversa Ride 360) is a mobile app that allows families access to their student's bus information including bus stop, estimated time of arrival, estimated time of departure, and when their student boards or disembarks from the bus.

3. Why are we requiring students to scan a card to get on and off the bus?
 - a. The district is always looking for ways to keep students safe and the Traversa Telematics program does just that. It allows us to ensure students are boarding the correct bus and getting off at the correct bus stop, as well as help drivers know if their student count is at zero upon the completion of their run. In the rare event a significant bus accident should occur, we would know which students are on the bus at that time.

4. How do I get a card for my student?
 - a. Cards will be distributed at the schools after the school year begins. For the first few weeks of school bus drivers will “load” students on and off the bus using the secured tablet on the bus.



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5. Can my student still ride the bus if they have misplaced their card?
 - a. Yes. On a temporary basis, drivers can manually “load” a student on and off the bus until your student’s card is either located or replaced.

6. How do I get a replacement card if my student’s card is lost or broken?
 - a. Students should report a lost or broken card to their school office, the school will put in a request for a new card. Transportation will fulfill the request and send the card to the school for distribution to the student.

7. How do I find the directions to set up the My Ride K-12 (Traversa Ride 360) app?
 - a. Directions for the My Ride K-12 (Traversa Ride 360) app can be found on the Transportation page of the district website:
<https://www.fhps.net/departments/transportation/>

8. I’m trying to register for the My Ride K-12 (Traversa Ride 360) app and it’s asking for my student’s unique information. What is that and where do I locate it?
 - a. The unique information needed to sign up for the My Ride K-12 (Traversa Ride 360) app is your student’s district ID number and their date of birth. If you need help with locating your student’s district ID number, please contact your student’s school office.

9. If I move within the district and have a new bus stop, do I need a new card?
 - a. No. Your student’s existing card will be updated with the new information. Please retain their current card.



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10. My student has different bus stops on different days. Will their card reflect both stops?
 - a. Yes. Cards are programmed based on the schedule provided by the parent(s) to the Transportation office.

11. I have a family emergency and need my student to ride a different bus. What should I do?
 - a. As a general rule, day-to-day bus route changes are not allowed. However, if an emergency arises that requires a change, parents should contact the Transportation office at 616-493-8785 for approval of the exception.

12. Does the My Ride K-12 (Traversa Ride 360) app tell me whether or not my student is on the bus?
 - a. Yes, the app shows when your student entered and exited the bus.

13. Does the My Ride K-12 (Traversa Ride 360) app have push notifications that can alert me to changes in my student's bus arrival time or whether or not my student is on the bus?
 - a. Yes! You can sign up for push notifications directly in the My Ride K-12 (Traversa Ride 360) app.