MyBusStop

Frequently Asked Questions

Getting Started:

- **What is MyBusStop?** MyBusStop is a dynamic mobile and desktop application that delivers real-time information of a subscriber's bus location, route information, schedule, route progress, and possible delays.
- **Who can use MyBusStop?** MyBusStop is available for parents, caregivers, and/or students who have met an eligibility criteria. Eligibility is extended to subscribers at a school's discretion.
- **How do I get a school code?** To get a school code contact your school or board to determine if the service is available for your bus and route and if you are eligible for a code.
- **Does my school code expire?** School codes expire at the end of the school year. If you register for transportation in the new school year with a participating school, you may be eligible for a new school bus code.
- **Can I track more than one route with MyBusStop?** You can track more than one route with MyBusStop by entering an additional school code and add the route. You will need to use the desktop app to add an additional route.
- **What do I need to start?** To start using MyBusStop you will need to register online with your school code at www.MyBusStop.ca.

Using MyBusStop:

- **Are there any differences between the desktop and the mobile app?** Our mobile and desktop applications were created based on the same concept and share most of the same features. However, the desktop application is a more convenient way to register and add extra routes to your account. It also offers other features, such as street view.
- **Do I need Wi-Fi or mobile data to run the mobile app?** Yes, you will need an internet connection to receive the information provided by the MyBusStop App. You will only be able to receive the updates if your device is connected to Wi-Fi or a mobile data plan. We have estimated mobile usage at approximately 1MB for every 5 minutes of continued usage.
- **How do I add my bus route?** This is done during the registration process. Once you've registered your route(s) will appear automatically on the map. However, you can add more routes by using the desktop app. Go to "My Account" enter the new code (if needed) and add the new route you would like to track.
- **What is real-time tracking?** Our App will send location updates every 60 seconds. However, depending on external factors such as network conditions, your internet provider, or your mobile network carrier, there may be a 2-3 minute delay.
- **How often the bus location is updated?** The bus location is updated every 60 seconds. The App provides a countdown timer that indicates the time remaining for the next location update.

- **Why isn't the bus moving?** Depending on network traffic, GPS connectivity, or road traffic, the bus may not update the actual position at every update cycle.
- **How do I know when was the last time the bus updated its position?** A quick tap on your mobile screen or mouse hover on the desktop app will let you know the last time the bus reported its position.
- **How do I set up my bus stop?** Your preferred stop can be set up on the **Route/Stop**s tab. Just tap on the mobile app or select from the list on the desktop for the location of your bus stop, it will be automatically added to your account and highlighted on the map for quick reference.
- **Why are there 2 sets of time on the Route/Stop tab?** The first one is the **Scheduled or Estimated** time and the second is the **Actual Time** reported by the GPS when it reaches a stop.
  - *Scheduled Time:* is the time the bus leaves from your stop location in the AM.
  - *Estimated Time:* is the time the bus arrives at your stop location in the PM.
  - *Actual Time:* is the time recorded by the GPS when the bus arrives or leaves a stop location.
- **How do I know if the bus has been to a stop?** Once a bus has been to a stop location, its color on the map will change from orange to a gray.
- **What is the "Route Status" bar?** It is the fastest way to know how many stops the bus has been to and how many are pending.
- **What does "Estimated Delay by GPS" mean?** This is the estimated bus delay calculated by our GPS system. The estimated time is calculated and based on normal navigation and traffic conditions.
- **What are "Dispatch Comments"?** In this field you will find notifications sent to you from the Operations Dispatch Centre.
- **What are "Carrier Notifications"?** In this field you will see notifications sent by the bus provider that affect the service to your route.
- **Can I zoom in into the map to see with more detail?** Yes, you can! On the desktop application you will also be able to:
  - Choose between map and satellite image.
  - In satellite mode you will be able to render a bird's-eye view of the stop location.
  - Explore the street view of your stop location.