

Dear Parents / Guardians,

We've partnered with BusRight (a transportation technology software) 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, in real-time, to 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.

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 GPS Tracking system on the vehicle is not online due to technical issues.

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 Lowell Transportation Department at (616) 987-2540.