



Here Comes The Bus®

Important Transportation Update

Dear Families,

Carrollton City Schools is excited to announce the use of Here Comes the Bus (HCTB). HCTB is a mobile app and website that delivers real-time school bus arrival and departure notifications to parents via mobile push and email notifications. Notifications are sent when the bus is nearby practically eliminating the wait times at the bus stop. No need to stand outside for extended periods of time in the pouring rain, freezing cold or wet snow. In addition, with the new scanning feature, it will also tell you (and us), when your child scans on and off the bus. Parents have peace of mind **knowing their child is safe** and will get on the **right bus**, at the **right stop**, at the **right time**.

HCTB is trusted by more than 2 million registered users today in major metropolitan districts from New York, Virginia and Georgia to Indiana, Minnesota, and California, as well as scores of smaller districts across the U.S.

Students will be issued **boarding cards** or they may download the “Here Comes the Bus” app for bus riders. Our expectation is that students carry this card with them, **attach it to their backpacks or scan from their phones**. Our goal is to have all students using their cards for administrative purposes.

One thing to note is that the program will only track ONE ADDRESS. Many of you have more than one address that your student is picked up from or delivered to. **The main address that we have for you is on this letter. If you want to change that, please let us know.**

Customer Support for HCTB

If you need support for the HCTB Application, please submit a support ticket at the link below:

<https://help.herecomesthebus.com/en/support/solutions/articles/22000203906-contact-support>

Please have the following prepared to enter:

1. Email associated with your account
2. Unique School Code
3. Issue **Note:** For your student’s safety and privacy HCTB cannot access unique school codes. Please contact your school district for your unique code if you are unable to access that information.