

HERE COMES THE BUS Help Guide

Transportation Division
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www.LCPS.org/HereComesTheBus

- **What is *Here Comes the Bus*?**
 - *Here Comes the Bus* is an app for your phone, or web-based application, that will let you know when your bus is approaching your meal stop location and let you see in real-time the location of the bus.

- **How do I sign up for *Here Comes the Bus*?**
 - Signing up is easy! Download and install the *Here Comes the Bus* app from the Apple App Store or Google Play and simply follow the instructions. If you would prefer not downloading the app, you can sign up using the website at **HereComesTheBus.com** and select log in in the upper right-hand corner.
Note: To sign up for *Here Comes the Bus*, you will need to know your student's ID number and school code which is **79902**.

- **Where do I find my student's ID number?**
 - Your student ID number is in ParentVUE. Your student likely knows their student ID number as well. If you need additional help finding your student's ID number, you can contact LCPS Transportation via the [Concern Registry](#).

- **How will *Here Comes the Bus* help me?**
 - When using the HCTB app, depending what you request, you will receive a text or email when the bus is nearing your designated stop, this will allow you time to time to get to the stop and practice social distancing while waiting for the bus to arrive. Please practice stop safety rules.

- **Can parents customize the app?**
 - Once activated, you may customize or edit certain features, including how the app will communicate with you and the size of the notification radius. When the app is functioning correctly, the family should receive a push message when your bus enters the notification radius. Your stop location icon should turn from red to green once the stop has been made. The same is true for the school icon when the bus arrives to your school.

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- **Finding my meal stop.**
 - Each student will be assigned to the nearest meal stop, that will show as the student's stop in the HCTB App. You do have the ability to alter the notification time, or the stop radius to a larger or shorter distance depending on your time to get to the stop. To do this, see "How do I Change My Notification Radius".

- **What is a Notification Radius?**
 - Your *notification radius* is a circular region around your student's closest meal stop; when the bus enters this area, you will be sent an email and/or push notification (as you have specified), notifying you that it is on its way.

- **How do I change my Notification Radius?**
 1. Click the Notification tab. The Edit Radius tab will appear and display the AM stop radius.
 2. To make the radius bigger or smaller, click and drag the slider at the top of the map.
 3. To move the radius, click and drag the map.
 4. When you are finished modifying the radius, click Save and then OK.

Note: Be careful not to make the radius too big, making the notification come too soon. Also, try to avoid large streets if possible, just in case the bus traverses that path earlier in its route as well. This could give you a false notification the first time the vehicle enters the radius. It's best to keep the radius in your neighborhood.

- **What if the parent cannot see the child's information on the map?**
 - LCPS has limited the amount of time a parent can view the bus. Once the bus has delivered meals at this stop, the parent will no longer see the bus. The parent can look in the Notifications view to the application to see when the bus arrived at the bus.

- **I want to use a meal stop outside of my home radius?**
 - To fully assist the Loudoun County community, we have assigned routes based on the Student information systems as of March 12, 2020. We can only assign based on your home residence if you need to use another stop, please refer to the maps published on our [website](#).

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- **Will I need to set up *Here Comes the Bus* again in the new school year?**
 - If you create a HCTB account for meal deliveries, you will be set for the next school year to view your children's stops. Your account will be active and the most you may need to do is remove and add your child once again to reset the system.
- **Should I still be at my bus stop 5 minutes before its scheduled time or rely on *Here Comes the Bus*?**
 - Yes, *Here Comes the Bus* should be considered as an aid. There are times when a certain event may happen resulting in a bus not reporting. Parents should be reminded to keep social distance at the stop.
- **If the parent doesn't receive a notification, should they wait for the bus.**
 - Yes, do not assume the bus is not on its way if the parent does not receive notification.
- **Is *Here comes the Bus* private and secure?**
 - Yes, *Here Comes the Bus* uses the same protocol as banks and online stores to make certain all communications between your web browser and the site are encrypted and secure.

Other Information:

Even though the mobile app provides real-time information about the bus, it is still important for families and students to be mindful of the LCPS practices for stop safety.

Please visit the website at <http://www.LCPS.org/HereComesTheBus> for more educational materials.