Sudbury Student Services Consortium
de services aux élèves de Sudbury

School Bus Transportation Updates

Changes to delay, change, and incident notifications.

Changes to Our School Bus Notification System

Dear Parents and Guardians,

To improve the efficiency and reliability of our school bus communication, we are transitioning away from the "call out" system for notifying you of delays, changes or minor incidents. This change is effective immediately.

We understand that timely information is crucial, and we are fully transitioning to a system that provides you with faster and more direct updates.

Notification Methods

mTransport Application

All bus delays, changes and minor incidents will now be communicated through the mTransport application and/or by email. This is the *primary* method for receiving real-time updates.

Key Features:

- Instant notifications
- Direct access to information
- Push alerts

Consortium Website & Email

In addition to the mTransport app, all significant delays will also be posted on the Consortium website. This serves as a secondary source of information.

You can find updates under the "Delays & Cancellations" section of the website.

Important: Please ensure you are registered and have the mTransport application downloaded and set up on your device.

Why This Change?

This system offers several advantages:

- **Faster Dissemination:** Automatic notifications reach you instantly, reducing the time between a delay or cancellation and your awareness.
- **Increased Reliability:** Eliminates potential issues with manual call-outs, ensuring consistent delivery of information.
- **Information in Writing:** All updates are either sent by email or mTransport application, making it easier for you to stay informed.

Action Required: Register for mTransport

To ensure you receive all important updates regarding your child's bus journey, it is **essential** that you are registered with the mTransport application. If you have not yet registered, please do so as soon as possible. Telephone calls will no longer be the primary contact method for bus communications.

Need Help? Information on how to download and register for the mTransport app can be found on the Consortium's website www.businfo.ca