



Shuttlebee

GUIDE FOR SCHOOLS & ADMINISTRATORS

Attendance & absences

Who's riding, who isn't, and who already told you. Check-ins on every route, and absences families report themselves in the portal or by text.

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1 Two ways to use attendance

Every Shuttlebee organization uses the same portal. What you see depends on whether you run vehicles.



Wagglepost users: lists, no vehicles

Schools, clubs and programs that use Shuttlebee to message families. Lists can be marked *Take attendance*. See section 5 for what's available today.



Regular users: routes

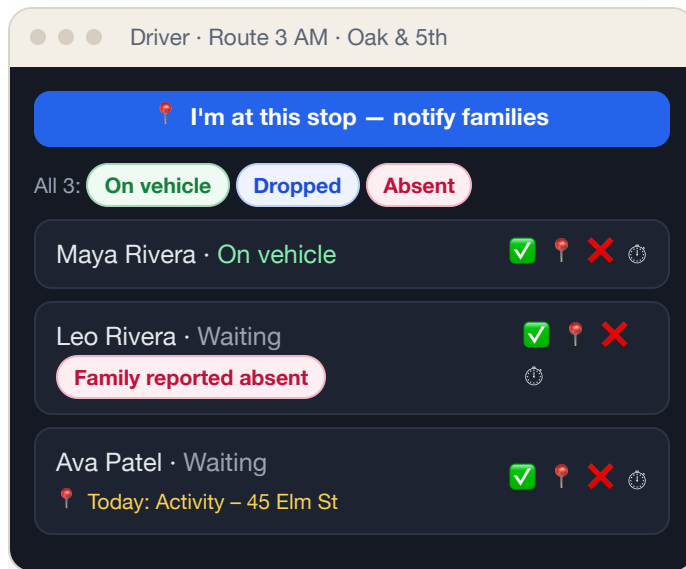
Operators and schools running vehicles. Every route takes attendance: drivers check riders on and off, and families report absences ahead of time.

What each status means

STATUS	SET BY	MEANING
Waiting	Default	Not checked in yet on this run
On vehicle	Driver	Picked up and aboard
Dropped	Driver	Dropped off at their stop
Absent	Driver	Didn't ride this run
Family reported absent	Family or dispatch, ahead of time	The family has said the child won't ride today. The child stays on the driver's list in case they turn up anyway.

2 Check-in on a route

Drivers check riders in from their phone. Each stop lists its students with four buttons.



1 Arrive and tap "I'm at this stop"

Families at this stop hear the vehicle is here; families at the next stop hear they're next.

2 Check each rider

✓ On vehicle, 📍 Dropped off, ✗ Absent, ⌚ Reset. With several riders, use the *All* buttons.

3 Mind the tags

Family reported absent means don't wait. *Today: ...* means an approved pickup or drop-off somewhere else.

What families hear automatically

WHEN	WHO	MESSAGE
The bus is a few minutes away	Families at that stop	"The vehicle is about 6 min away from Oak & 5th. Please have Maya ready."
Driver taps "I'm at this stop"	This stop, and the next stop	"The vehicle is at Oak & 5th now." · "Your stop is next."
Checked on or off at school or another non-home stop	That child's caregivers	Pickup or drop-off confirmation. Home stops stay quiet.
The bus reaches or leaves school	Caregivers of children checked aboard today	"The vehicle arrived at Main campus with Maya aboard."



Absent children are left out

A child whose family reported them absent today gets none of the "bus is coming" messages.

3 Absences families report

Families tell you ahead of time, so drivers don't wait and you don't take the phone call.

In the parent portal

- 1 **Absences → Report an absence**
- 2 **Pick the children and rides**
All rides, or just the morning or afternoon route.
- 3 **Pick a date or a range**
Up to 31 days at once, up to six months ahead.

By text

From the phone number on the child's care card, the family texts **ABSENT** to **844 405 6418**, the Shuttlebee text number. They get a numbered menu of only their own children's rides, reply with numbers, and can reply **UNDO** within 15 minutes.

They can name the day too: **ABSENT tomorrow**, **sick Fri**, **out 10/14**.

Shuttlebee

absent tomorrow

Which rides will be missed on Tue, Oct 13?

1 Leo – Route 3 AM
2 Maya – Route 3 AM
3 Everyone – all rides
Reply with numbers (e.g. 1,3), or DATE for another day.

1

Got it: Leo – Route 3 AM won't ride on Tue, Oct 13. Dispatch and the driver have been told. Reply UNDO within 15 minutes to cancel.

What happens next

INSTANTLY

You're alerted

Email (and text, if set) to your caregiver-message alert contacts, flagged when it's for today.

RIGHT AWAY

The driver is told

By text and email for today's and tomorrow's runs, in the pre-start message on the day, and on the stop list.

IF THE ROUTE ALLOWS

Times adjust

An empty stop is skipped and affected families get their new time.

ANY TIME

Easy to undo

The family or dispatch can cancel it. You're told when they do.

Should times change when riders are absent?

Each route has a setting in **Route Management** → **the route** → **When riders are absent**:

SETTING	WHAT HAPPENS WHEN EVERY RIDER AT A STOP IS ABSENT
Fixed times	The driver passes the empty stop. Nobody else's time moves.
Update the route timing for that day (default)	The empty stop is skipped and the time saved goes to other families. Morning : families before it are picked up later, and still arrive on time. Afternoon : families after it are dropped off earlier. The school time never moves. Each family whose time changes is emailed or texted the new time.
Update timing only if the change is small	As above, but only when no family's time moves by more than the limit you set (10 minutes by default).

Families can ask to keep the published times. Before a route's times first change, every family on it gets a heads-up. Each family whose time moves is told the new time and can reply **KEEP** (or tap *Keep published times* in the portal). That puts the whole route back on its published times for the day; you and the driver are told who asked. For any day, you can also switch the route to **Fixed times** in Messaging → Reported absences.

Times stop changing a set number of minutes before the first stop (30 by default), so nobody's time moves at the last minute. If an absence is cancelled, times go back and families are told. Either way, the driver and dispatch are told about every absence; the driver sees the stop marked "Skip today", with the child still listed.



Only real texts count

A text can only mark a child absent if it comes from a phone number on that child's care card and is verified as genuinely sent through your Shuttlebee number. Ordinary messages that happen to start with "out" or "sick" ("Out front now") still go to your inbox as normal.

4 Your view in dispatch

The **Messaging** tab brings the day together.



Reported absences

Today and the next 7 days, grouped by day, showing who reported each and how. Cancel one with X if plans change.



Driver Check-In Status

Which drivers have checked in for their run, on time or late, with a thumbs-up to confirm them.



Route alerts

Late check-ins, ETA risks and buses that stop reporting, with who was notified.



Set who gets absence alerts

Absence alerts go to the contacts in **Settings** → **Caregiver-message alerts**, or to every admin and dispatcher if no email is set.

5 Lists without a route (Wagglepost users)

For schools and programs that message families but don't run vehicles.

1 Turn attendance on

Settings → *Attendance & absences* must be on (it's optional). Then Admin Controls → Lists → open the list → *Turn attendance on*, or tick it when you create the list.

2 Take roll

Open the list. The *Attendance* box shows today: tap **Present** or **Absent** for each person, or **Mark the rest present**. Each tap saves.

3 Look back

Pick an earlier date to see or correct that day's roll. Counts show present, absent and not marked.

4 Families tell you about absences by message

They use *Message dispatch* in the portal or text 844 405 6418; you mark the roll from it.

Soccer team · Attendance

12 present · 1 absent · 2 not marked · today

Ava Patel	Present	Absent
Ben Rivera	Present	Absent
Cy Lee	Present	Absent

Mark the rest present

? Questions answered

How absences flow through Shuttlebee, and what you control.

QUESTION	ANSWER
When a family reports an absence, are drivers alerted and is the driver portal updated?	Yes. For today's or tomorrow's run, the route's drivers (lead, backup, or the DriverCloud email) get a text and an email straight away. Absences further ahead are listed in the driver's pre-start message about an hour before the run. The driver portal shows "Family reported absent" next to the child within 30 seconds, and the child stays on the list in case they turn up. A driver with no phone on their user record gets the email only.
If a route updates its timing, are the times changed and republished? How?	Yes, for that one day only, and only when every rider at a stop is absent, it isn't inside the freeze window, and (on "only if the change is small") the change is within the limit. The day's adjusted times are applied everywhere times are read: the driver's stop list, ETAs, "bus coming" alerts and the parent portal. The route's usual schedule is never edited.
Are other families told, and can they keep the published time?	Yes. Before a route's times first change, every family on it gets a heads-up. Each family whose time moves is texted or emailed the new time with "Reply KEEP". A family's KEEP (or <i>Keep published times</i> in the portal) puts the whole route back on its published times that day; everyone moved is told, and dispatch and the driver hear who asked. Inside the freeze window, KEEP asks the family to call dispatch instead.
Who decides whether times can change?	Dispatch, per route. Route Management → the route → When riders are absent : <i>Update the route timing for that day</i> (default), <i>Fixed times</i> , or <i>Update timing only if the change is small</i> . For any single day, the Fixed times toggle in Messaging → Reported absences overrides it, even inside the freeze window.
Do families set their own preference?	No. The decision is per route, not per family, so every family on a route is treated the same on a given day. A family that needs the published time replies KEEP, and that day the route keeps its published times.

6 Rules & quick reference

RULE	DETAIL
One absence per ride per day	Reporting the same ride twice changes nothing; the second report is noted as already reported.
How far ahead	Today up to six months ahead, up to 31 days in one report.
Days without service	Skipped automatically (for example, a route that doesn't run on Fridays).
Who can report	Caregivers on the child's care card, by portal or from their care-card phone number, plus dispatch.
Cancelling	Any time, by the family (portal or UNDO within 15 minutes) or by dispatch (X in Reported absences).

I WANT TO...	GO TO
See who won't ride today or this week	Messaging → Reported absences
Cancel an absence	Messaging → Reported absences → X
Choose who's alerted	Settings → Caregiver-message alerts
Let absences adjust a route's times	Route Management → the route → When riders are absent
Keep published times for one day	Messaging → Reported absences → Fixed times
Turn attendance on for a list	Admin Controls → Lists → open list → Turn attendance on
Check a driver checked in	Messaging → Driver Check-In Status