



Shuttlebee

GUIDE FOR FAMILIES

Not riding today? Tell us in seconds.

Report an absence in your parent portal or with one text, so the driver doesn't wait and you don't need to call.

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Time changes, and replying KEEP

1 Report in the portal

Best for planned days off, such as appointments, trips or a week away.

1 Sign in and find Absences

It's just below *My children*.

2 Tap Report an absence

3 Choose who won't be riding

Pick one child or several.

4 Choose which rides

All rides, or only the morning or afternoon route.

5 Choose the day

One date, or a range with *Through* (up to 31 days).

6 Tap Mark absent

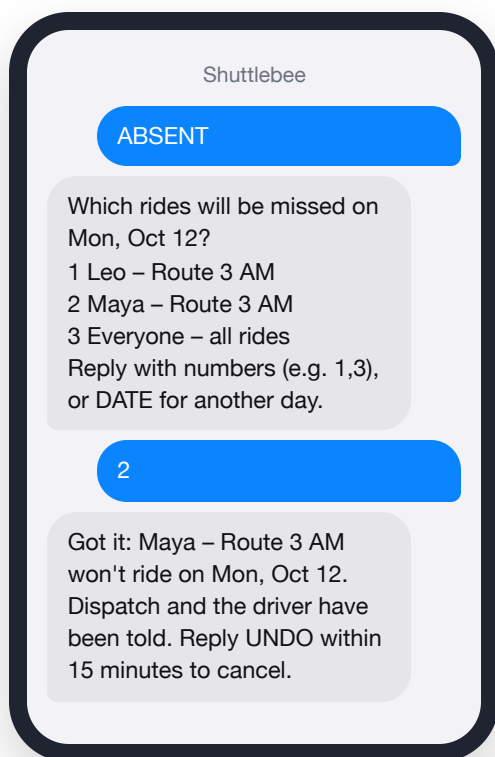
Your upcoming absences are listed underneath.

The screenshot shows a mobile app interface titled "Absences". It contains the following elements:

- Who won't be riding?**: Two toggle buttons, **Maya** (checked) and **Leo** (unchecked).
- Which rides?**: Three toggle buttons, **All rides** (unchecked), **Route 3 AM** (checked), and **Route 3 PM** (unchecked).
- From Tue, Oct 13** and **Through Thu, Oct 15**: Date range selection fields.
- Mark absent**: A red button to confirm the absence.
- Tue, Oct 13 · Maya · Route 3 AM**: A summary of the selected absence.
- × Cancel**: A button to cancel the action.

2 Report by text

Best for the morning-of. Text from the phone number on your child's care card.



- 1 Text ABSENT to 844 405 6418**
It's the number your ride alerts come from. Texts to the dispatch phone line don't reach this service.
- 2 Reply with the number of the ride**
Several at once is fine: **1,2**. "Everyone" covers all your children's rides that day.
- 3 Read the confirmation**
It names the child, the ride and the day.

Name the day

YOU TEXT	MEANS
ABSENT	Today
ABSENT tomorrow	Tomorrow
sick Fri	This coming Friday
out 10/14	October 14
DATE (after the menu)	Pick another day

You can start with **ABSENT**, **sick**, **out**, **not riding** or **no ride**, on its own or followed by a day. Anything else you text goes to dispatch as a normal message.

3 Change your mind



Just texted?

Reply **UNDO** within 15 minutes. Your child will be expected as usual.



Any other time

In the portal, under *Absences*, tap *Cancel* next to the day. Or message or call dispatch.



Plans changed on the day?

If your child turns up at the stop anyway, they can still ride. The driver still sees them on the list.

4 What happens next

1

Dispatch is told

Straight away, by email or text.

2

The driver sees it

"Family reported absent" next to your child's name.

3

No "bus is coming" texts

For that ride, so your phone stays quiet.

4

Back to normal

The next day your child is expected as usual.



When other riders are absent

Some routes adjust the day's timing when every rider at a stop is absent. Your transportation team decides this for each route.

1

You'll get a heads-up first

Before your route's times first change, every family is told what to expect.

2

If your time changes, we text you

"Cal's drop-off at Cedar is now 3:27 (was 3:35) because other riders are absent that day. Need the published times kept? Reply KEEP."

3

Need the usual time? Reply KEEP

Or tap *Keep published times* under Absences in the portal. The whole route goes back to its published times that day, and dispatch and the driver are told.

4

Too close to the run?

Times stop changing shortly before the first stop. If you reply KEEP after that, we'll ask you to call dispatch, and they'll already know.

Shuttlebee

Shuttlebee - Route 9 PM, Tue, Oct 13: Cal's drop-off at Cedar is now 3:27 (was 3:35) because other riders are absent that day. Need the published times kept? Reply KEEP and the route keeps its published times that day.

KEEP

OK: Route 9 PM keeps its published times on Tue, Oct 13. Dispatch, the driver and the other families have been told.

The school time itself never moves.

5 Ride updates you'll get

On days your child rides, you'll hear from us by email or text (your choice) and in the portal.

UPDATE	WHEN
 The bus is a few minutes away	As it approaches your stop
 The vehicle is at your stop / your stop is next	When the driver arrives at your stop or the one before
 Arrived at or left school with your child aboard	At the school end of the ride
 Checked on or off at school or another non-home stop	Pickups and drop-offs at home stay quiet
 Your time changed for the day	On routes that adjust timing when other riders are absent. Reply KEEP to keep the published times.



Change how updates reach you

In the portal, *Communication preferences* lets you choose email, text, or both.

6 Questions families ask

QUESTION	ANSWER
I texted ABSENT but got no menu.	Make sure you texted from the phone number on your child's care card. Your message still reached dispatch, who will follow up. To add or change your number, update <i>My contact info</i> or ask dispatch.
My child is off for two weeks.	Use the portal: pick a start date and a <i>Through</i> date. Days the bus doesn't run are skipped automatically.
Can my co-parent report absences?	Yes. Any caregiver on the care card can, by portal or from their own phone number.
Our program doesn't use a bus.	Let the organizer know with <i>Message dispatch</i> in the portal, or by text. The <i>Absences</i> section only lists bus rides.
Is anyone told if I cancel?	Yes. Dispatch is told when an absence is cancelled.
My time changed but I need the usual one.	Reply KEEP to that text, or tap <i>Keep published times</i> in the portal. The route keeps its published times that day.
I replied KEEP right before the run.	Times stop changing shortly before the first stop. We'll ask you to call dispatch, and they'll already know.