



Shuttlebee

GUIDE FOR DISPATCHERS & DRIVERS

Running the day: attendance on the road

Who's riding, who isn't, and who already told you, from the first absence text to the last drop-off.

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The day at a glance

One afternoon run, from the first absence to the last drop-off.

ANY TIME BEFORE

A family reports an absence Family

In the parent portal, or by texting **ABSENT** to 844 405 6418.

INSTANTLY

Dispatch is alerted; for today's or tomorrow's run, so is the driver Dispatch Driver

The alert says whether the route's times changed. If the route re-times around absences, families whose time moved are told their new time.

ABOUT 1 HOUR BEFORE

Driver pre-start message Driver

Text and email with the start time, a route map link, dispatch contacts, and

Absent today:

with each child and their stop.

BEFORE DEPARTURE

Pre-trip inspection & check-in Driver Dispatch

The driver submits the inspection and checks in. Dispatch confirms with a thumbs-up, and the driver sees "Dispatch confirmed — you're live."

ABOUT 30 MINUTES BEFORE

Families' pre-start text Family

The route starts soon, with a link to track the vehicle.

ON THE RUN

Stop by stop Driver Family

"I'm at this stop" tells families the vehicle is here and the next stop they're next. Riders are checked on and off.

Absent children's families get no "bus coming" messages.

AFTER THE LAST STOP

Post-trip summary & inspection Driver

Including the interior photo that confirms nobody was left on board.

2 Drivers: before you drive

Everything you need is in the driver portal on your phone. Sign in at shuttlebeecomms.com/login.

1 Read your pre-start message

About an hour before, by text and email. Check the **Absent today** line so you know which stops may be empty.

2 Do the pre-trip inspection

Open *Pre-trip inspection & check-in*, complete it and tap *Submit & check in*.

3 Wait for dispatch to confirm

You'll see "Dispatch confirmed — you're live." If it doesn't come, tap *Re-notify dispatch*.

4 Open navigation

Apple — *full route* or *Google* — *full route* loads every stop in order.



Absence updates during the day

If a family reports an absence for today or tomorrow, you're texted and emailed right away, for example: "Route 9 PM today: Ben (Birch) won't ride. Times unchanged." Your stop list updates on its own.

Shuttlebee

Shuttlebee - your route "Route 9 PM" begins in about 1 hour (3:00 PM).

Open the driver app:
shuttlebeecomms.com

Route map:
[maps.google.com/...](https://maps.google.com/)

Dispatch: call 888 269 9142 or
text 844 405 6418

Absent today: Ben Rivera
(Birch), Ava Patel (Oak).

Shuttlebee - Route 9 PM
today: Leo Chen (Cedar) won't
ride. Times adjusted: Elm 3:40
to 3:34.

3 Drivers: at every stop

Each stop lists its riders with four buttons. Tags tell you what's different today.

Driver · Route 9 PM

Oak & 5th · 3:20

 I'm at this stop — notify families

Maya Rivera · On vehicle



Ava Patel · Waiting



Family reported absent

Birch Ln · 3:30

Skip today: every rider here is reported absent. Board anyone who's there anyway.

Elm St · 3:34

Time adjusted 6 min earlier today because of absences. Families have been told.

Noah Kim · Waiting



 Today: Activity — 45 Elm St

The four buttons



On vehicle: picked up and aboard



Dropped: dropped off at their stop



Absent: didn't ride this run



Reset: undo a wrong tap

With several riders at a stop, use the *All* buttons above the list.

Tags

Family reported absent

The family said this child won't ride today. Don't wait. If the child is there anyway, board them.

Skip today

Everyone at this stop is reported absent. The route's times were adjusted around it.

Time adjusted

This stop's time moved today because of absences. Families have been told.

 Today: ...

An approved pickup or drop-off at a different address today.



Tap "I'm at this stop" when you arrive

It tells this stop's families the vehicle is here and the next stop's families they're next. Families of children reported absent aren't messaged.

4 Dispatchers: your day

The **Messaging** tab is home base. Check it before each run.

Before each run

- ☐ **Reported absences:** today and the next 7 days. "Times adjusted" marks runs whose schedule moved.
- ☐ **Destination requests:** approve or decline. Each shows whether the address is already a stop.
- ☐ **Driver Check-In Status:** thumbs-up each driver who has checked in, so they know they're live.
- ☐ **Route alerts:** late check-ins, ETA risks and buses that stop reporting.

When a family calls about an absence

Click + **Record an absence** in *Reported absences*: choose the student, the rides and the dates. It follows the same rules as a family's own report and reaches the driver too. Families can also text **ABSENT** to **844 405 6418** or use *Absences* in the parent portal. To undo an absence, click X next to it.



Who gets your alerts

Settings → Caregiver-message alerts sets the email and text number for absence and message alerts.

Choose how each route handles absences

Route Management → the route → **When riders are absent.**

CHOOSE	WHEN FAMILIES SAID...
Fixed times	"Keep every pickup time exactly the same", or they want a predictable time every day.
Update the route timing for that day (default)	"Adjust the route, so everyone after the absent student gets picked up earlier", or they want the shortest ride.
Only if the change is small	"Adjust only if the change is small (under 10 minutes)".

Also set *Stop changing times ... minutes before the first stop* to match the notice families asked for (night before, 30 minutes, or 15 minutes). Whatever you choose, drivers and dispatch hear about every absence.

Fixed times for a day

On routes that update timing, each route-day in *Reported absences* has a **Fixed times** toggle. Switch it on and everyone goes back to their published time and is told; drivers for today's and tomorrow's runs are told too. It works even inside the freeze window. A family replying **KEEP** (or tapping *Keep published times*) switches it on for the whole route that day, and the panel shows who kept it. A KEEP sent too close to the run comes to you as a request to call the family.

Texts that handle themselves

ABSENT conversations are answered automatically and filed as read in *Messages*, so you can see exactly what the family chose. Anything else a family texts arrives unread, as normal.

5 Who sees what

WHEN...	DRIVER	DISPATCH	FAMILY
A family reports an absence	Text + email (today's or tomorrow's run); tag on the stop list; listed in the pre-start message	Email (and text) with what happened to the schedule; listed in Reported absences	Confirmation in the portal or by text; no "bus coming" messages that ride
Every rider at a stop is absent, and the route re-times	"Skip today" on that stop; other stops' new times	"Times adjusted: Elm 3:40 to 3:34" in the alert; panel says "times adjusted"	Families whose time moved get the new time
Same, but the route keeps its times	Child tagged; stop unchanged	"Times unchanged" and why	Nothing changes for other families
A family replies KEEP, or dispatch switches on Fixed times	Text + email: who decided; stop times back to published	Alert; the route-day shows "fixed times"	Everyone moved is told they're back on the usual time
An absence is cancelled	"...will ride after all"; times restored	Alert; times restored	Families whose time moved hear it's back to usual
Driver taps "I'm at this stop"	Stop marked done	Progress on the live map	This stop: "vehicle is here"; next stop: "you're next"
Child checked on/off at school or another non-home stop	Status updates	Visible on the route	Pickup or drop-off confirmation (home stops stay quiet)

? 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 When things don't go to plan

SITUATION	WHAT TO DO
A child reported absent is at the stop	Driver: board them and tap  . They're always kept on your list for exactly this reason.
Nobody comes out at a stop	Driver: wait as your route's policy says, then tap  Absent, and tell dispatch if it's unusual.
Wrong button tapped	Driver: tap  Reset, then the right one.
A family says their ABSENT text got no menu	Dispatch: check they texted 844 405 6418 (not the 888 line) from the number on the care card. Their message is in your inbox either way.
A family's new time doesn't work for them	Family: reply  to the time-change text, or tap <i>Keep published times</i> in the portal; the route keeps its published times that day. Dispatch: use Fixed times for the day, or change the route to "Only if the change is small" or Fixed times.
Driver hasn't been confirmed live	Driver: tap <i>Re-notify dispatch</i> . Dispatch: thumbs-up in Driver Check-In Status.