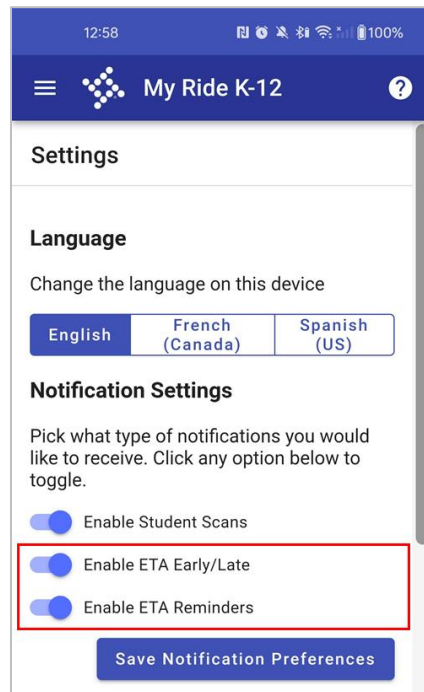# Enabling Notifications in My Ride K-12

If any of the notifications have been enabled, a Notifications Settings area will display on the Settings page of the web application.

- Enabling ETA Reminders enables both Planned and Arriving notifications if both have been enabled by the district.

- Notifications are sent for each student, so if a user is linked with three students, the user will receive three notifications, even if all the students ride the same bus. For example,

  "Arriving soon! John's bus is about to arrive to 11 Cornell Rd."

  "Arriving soon! Megan's bus is about to arrive to 11 Cornell Rd."

  "Arriving soon! Kyle's bus is about to arrive to 11 Cornell Rd."

- The labels on the switches may differ from what is shown above depending on which options have been enabled. For example, if Late Notifications are enabled but Early Notifications are not, that switch will be labeled "ETA Late." If neither Early nor Late notifications have been enabled, the switch will not be shown at all.

Remember that users must "opt-in" to receive notices. Enabling notifications at the district level only makes them available for users to select. Users will only receive the notifications they have enabled on the Settings page.

When Are the Notifications Sent?

Tyler Drive calculates ETAs every minute. Calculations are done for every stop, but notifications are only considered for the next stop and any stop with an ETA within 15 minutes.

If Early Arrival notifications are enabled:

A notification is sent if the bus will arrive three or more minutes early at the stop and the current ETA differs from the last ETA by at least two minutes.

NOTE: Although calculations are done every minute, Early notifications are only sent every three minutes, so the recipient is not overloaded with messages as the ETA fluctuates.

If Late Arrival notifications are enabled:

A notification is sent if the bus will arrive three or more minutes late at the stop and the current ETA differs from the last ETA by at least two minutes.

NOTE: Although calculations are done every minute, Late notifications are only sent every three minutes, so the recipient is not overloaded with messages as the ETA fluctuates.

If Arriving Soon notifications are enabled:

A notification is sent if the bus is within 15 seconds and 3 minutes of arriving.

If Planned Reminder notifications are enabled:

Notifications will be sent for all students on the run when the bus begins the run.

If a student rides the bus both to and from school, a notification will be sent in the morning, when the bus that will pick up the student starts the run. A separate notification will be sent in the afternoon when the bus that will drop off the student starts its run.

Examples

1. The bus gets delayed at a stop and is running five minutes late. Notifications are sent for the next stop and any upcoming stops scheduled to be serviced within 15 minutes.

   Three minutes later, the bus is running six minutes late. Another notification will NOT be sent to those who received the previous notice because the ETA has not changed enough. A second notification will not be sent to them until the new ETA is at least two minutes different, so, in this example, when the delay has decreased to three minutes or less or increased to seven minutes or more.

   Any stops that will now be serviced within the next 15 minutes that did not receive the first notification, will be notified of the delay.

2. The bus gets stuck waiting for a train. Each minute, as Tyler Drive does new ETA calculations, comparisons are made to see if a notification needs to be sent. As soon as the delay is going to cause a bus to be three or more minutes late, notifications will be sent for students at the next

stop and any of the stops planned in the next 15 minutes. Every three minutes after that, as the bus sits at the tracks, another notification will be sent indicating the delay is growing.

Eventually, when the train passes and the bus is on the move again, notifications will be sent if the driver can make up time and decrease the delay for any stop by two minutes or more.

A user associated with a student at one of the upcoming stops (scheduled to be picked up at 7:40 AM) might receive the following notices:

- o **7:30 AM** – "John's bus is running a bit behind. They are now expected to arrive by 7:45 AM to 4276 Roswell Lane."

- o **7:33 AM** – "John's bus is running a bit behind. They are now expected to arrive by 7:48 AM to 4276 Roswell Lane."

- o **7:36 AM** – "John's bus is running a bit behind. They are now expected to arrive by 7:51 AM to 4276 Roswell Lane."

- o **7:39 AM** – "John's bus is running a bit behind. They are now expected to arrive by 7:54 AM to 4276 Roswell Lane."

- o **7:45 AM** – "John's bus is running a bit behind. They are now expected to arrive by 7:50 AM to 4276 Roswell Lane."

- o **7:48 AM** – "Arriving soon! John's bus is about to arrive to 4276 Roswell Lane."

3. Everything goes smoothly, and the bus stays on time for the entire run. A user might only receive this notification:

- o **7:40 AM** – "Arriving soon! John's bus is about to arrive to 4276 Roswell Lane."

4. If Planned notifications are enabled, when the driver starts the run, the user might receive: "John's bus is planned to arrive today at 7:40 AM to 4276 Roswell Lane."