

Transact Travel Tracker FAQ

What is Transact Travel Tracker?

- Transact Travel Tracker is the new software the district is using for creating bus routes and it is integrated with tablets on each bus for tracking student ridership.

Will students be automatically set up for transportation?

- **No, all students K-12 (regardless of transportation plans) will need to register and submit their transportation needs through Travel Tracker.**

Are preschool students eligible for transportation?

- No, transportation is provided for students K-12.

How do I register for transportation?

- Go to <https://routing.app-garden.com/ccsdia#/> and either log in or select “create an account”. If you use an email or phone number that we have associated with your student, your student will automatically be linked to your account. If you use a new email or phone number, you will need to manually link your student to your account. You will then be able to submit transportation requests for each student within your account.
- Use this link to help troubleshoot any issues with registering and submitting your request:
<https://ezr-support.transact.com/hc/en-us/sections/30901999733147-For-Parents>

What email address will transportation communication come from?

- transportation@crprairie.org

How will ridership be tracked?

- Every student will receive an ID badge and will be required to scan every time they get on AND off the bus. Additionally, all elementary students will receive a building color coded lanyard to carry their badge on.

Why is it important to track ridership?

- In addition to ensuring only students assigned to a bus are allowed to board the bus, this allows the transportation department to quickly determine which students are on the bus. In the event of an emergency, it will also allow transportation to quickly and efficiently contact all parents of students on the bus.

What happens if a student loses or forgets their badge?

- Lost badges will cost \$3/badge.
- If a student forgets their badge they must go to the end of the line when boarding the bus so the driver can manually enter them.
- Each student will receive three chances to board without their badge. Any additional incidents could result in parent phone calls or loss of riding privileges.

Where can I find my student's bus information?

- All busing information will be available through your account with Travel Tracker (<https://routing.app-garden.com/ccsdia#/>). It will no longer be available in your Parent Portal account.

What if my student has a split household?

- Families are allowed one bus per household. Both primary and secondary households must be listed in our Student Data System and within the district to have separate buses. This request can be submitted through Travel Tracker.

What if my student needs transportation from a daycare?

- Please submit the request through Travel Tracker. There is an option when submitting the request for "Rides from/to Other Site". Use that option and include the daycare providers name, phone number, and address.

What if my student needs Open Enrollment busing?

- Please continue to use the Google form linked on the Transportation page on the district website. You will still want to register on Travel Tracker to view your student's bus information when routing is complete <https://routing.app-garden.com/ccsdia#/>.

What is BusQuest?

- If you saw information about BusQuest on the troubleshooting website, please disregard. BusQuest is Travel Tracker's old app and is being discontinued, the new app will be released soon- stay tuned!