



## Welcome to the TRAFFIX "Buzz Stop" Newsletter

All The Bus Biz That's Fit to Buzz About!

[TRAFFIX Website](#)

### Welcome to "Buzz Stop"!

Welcome to the TRAFFIX Newsletter also known as the "Buzz Stop". Here you'll find important information about the TRAFFIX program, policies and procedures. If you have an idea for what you'd like to see in a future issue of "Buzz Stop", please email your suggestions to [admin@ridetraffic.com](mailto:admin@ridetraffic.com).



**ADDED SECURITY AND PEACE OF MIND**

If you are subscribed to First Student RFID ridership, it is now integrated with FirstView so parents can be notified when their student enters and exits their bus.



The FirstView Parent App gives parents direct access to the status of their child's bus. Push notifications are sent to parents when their child boards or offboards the bus.

- Bus Tracking and Location Notifications
- Improved Security
- Peace of Mind

First Student

### New RFID System

### Updated First View App

On January 11, 2022 TRAFFIX rolled out the new RFID System and updated First View app. This new system enables parents to track their students when they enter and exit the bus as well as receive push notices on their phones when the bus is closeby. As this is a new system, there have been a few glitches along the way. We are working through this and appreciate your patience and support. Please contact us if you are experiencing any problems with your students bus pass.

## TRAFFIX COMMUNICATIONS

**SERVICE ALERTS:** We work very closely with our bus service provider, First Student. If a bus service issue arises (such a delayed bus) we immediately post the Service Alert to our website which then automatically triggers a text to TRAFFIX families with students on the affected route(s).

All cell numbers listed on your TRAFFIX account will receive these texts. Please remove any cell phone numbers from your TRAFFIX account that should not receive TRAFFIX texts/notifications.



## TRAFFIX Bus Lost & Found

If your student leaves something on a TRAFFIX bus, please contact First Student directly at 925-363-7327. They manage Lost & Found and do bus checks after each route. There's a good chance they've found what your student lost and can bring it with them on their next bus run.

## Be a TRAFFIX AmBUSador!

TRAFFIX is fortunate to have a group of parents and community members who, as volunteer representatives of the TRAFFIX Citizen's Advisory Committee (CAC), attend quarterly meetings to provide valuable input about our program. CAC Representatives serve as liaisons between TRAFFIX and their respective schools and communities. **We call them our AmBUSadors!**

We are currently seeking new CAC Representatives for Country Club Elementary, Coyote Creek Elementary, Walt Disney Elementary & SRV High School. If you are interested in exploring this opportunity, please contact TRAFFIX Administrative Coordinator, Kellie Fahey at [admin@ridetraffix.com](mailto:admin@ridetraffix.com) or 925-533-6253



## TRAFFIX Play Date Process



To request a play date, please send an email to [Rosalva.Navarro@firstgroup.com](mailto:Rosalva.Navarro@firstgroup.com). Please include your child's name, the bus route he/she normally rides, the name of the child with whom he/she has a play date and their bus route on which your child would be a guest rider. If you have questions, First Student Dispatch can be reached at 925-363-7327.

**Students who are not registered TRAFFIX riders cannot ride the bus.** TRAFFIX pass holders may ride on a different route or get off at a different stop if they have requested permission in writing from First Student at least two days in advance.