RCJTC

Renfrew County Joint Transportation Consortium

INSTRUCTIONS

BP Delays App

INTRO

The BP Delays App offers up-to-date transportation alerts of service interruptions via BusPlanner Alerts.

- Cancellations
- Delays
- General Notification

IMPORTANT: The App is not linked to your student/parent account. Therefore, your student's personal information will not auto-populate and needs to be manually entered.

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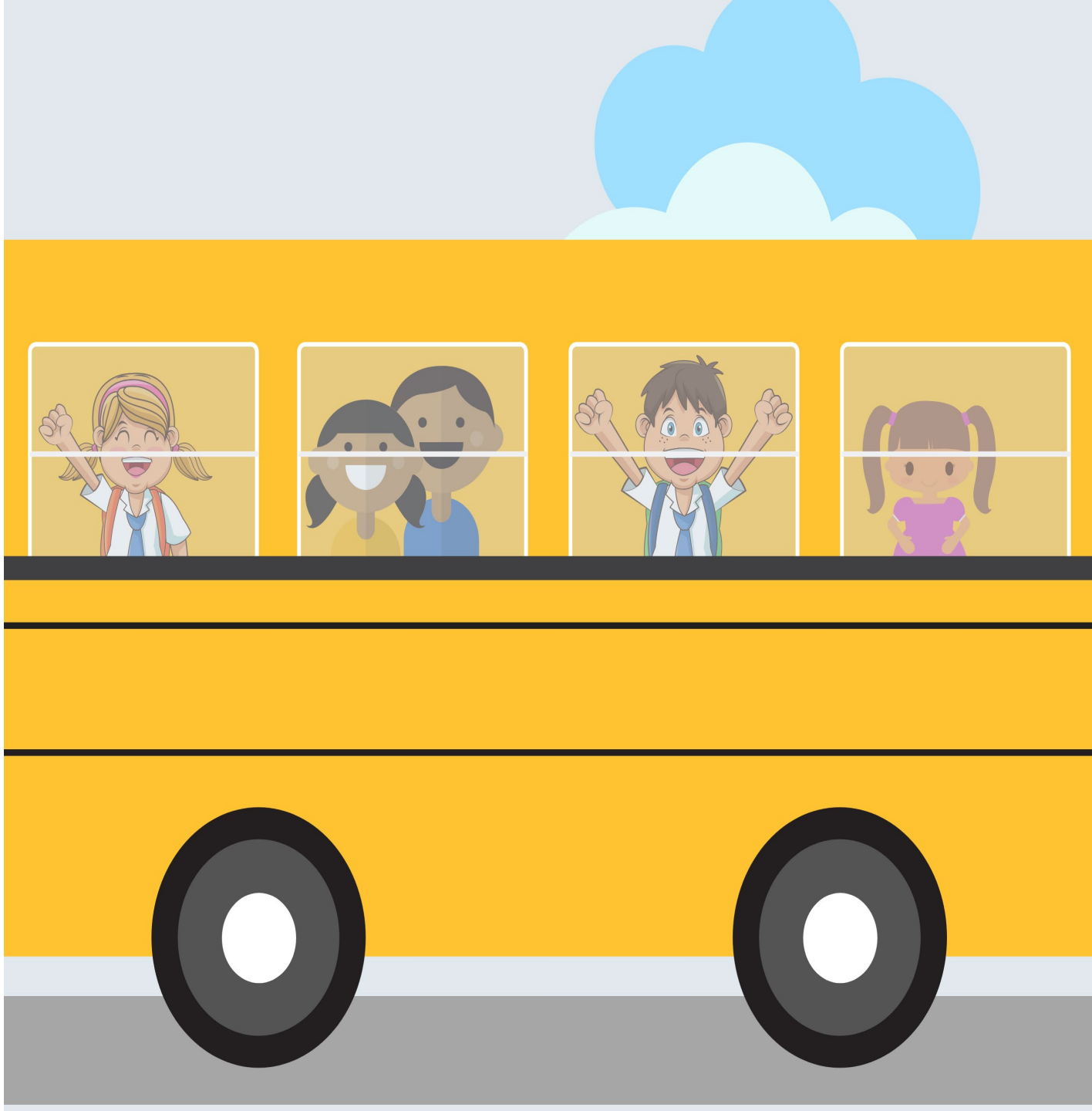
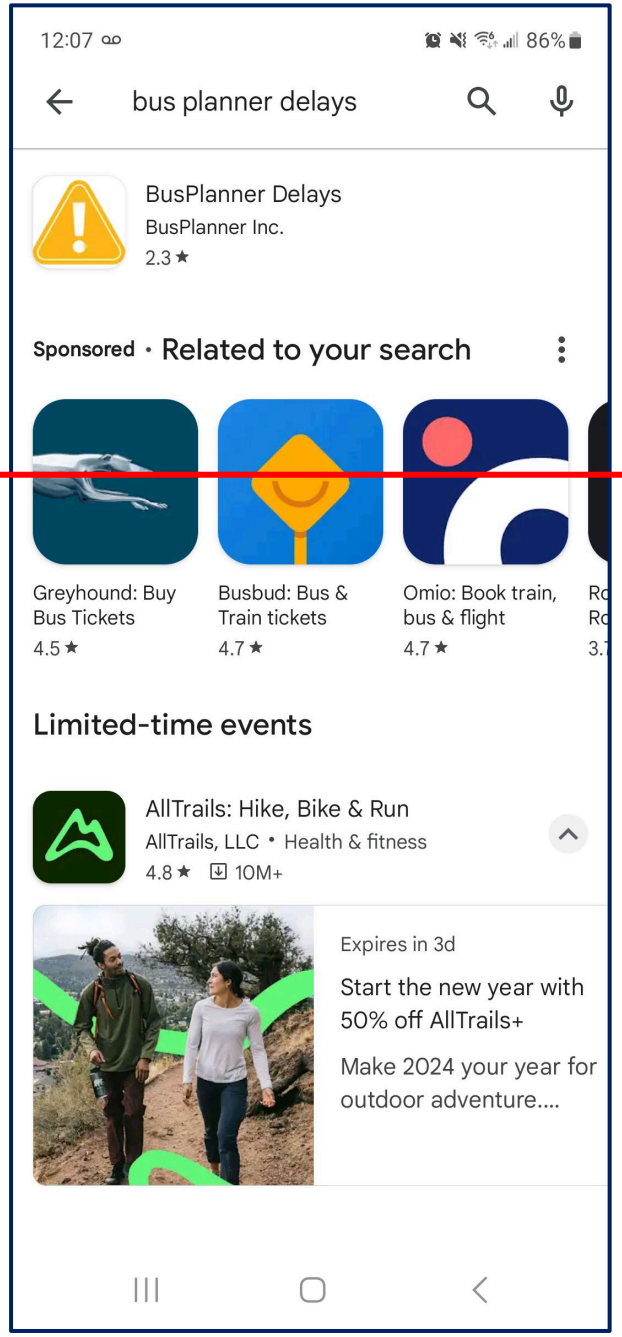


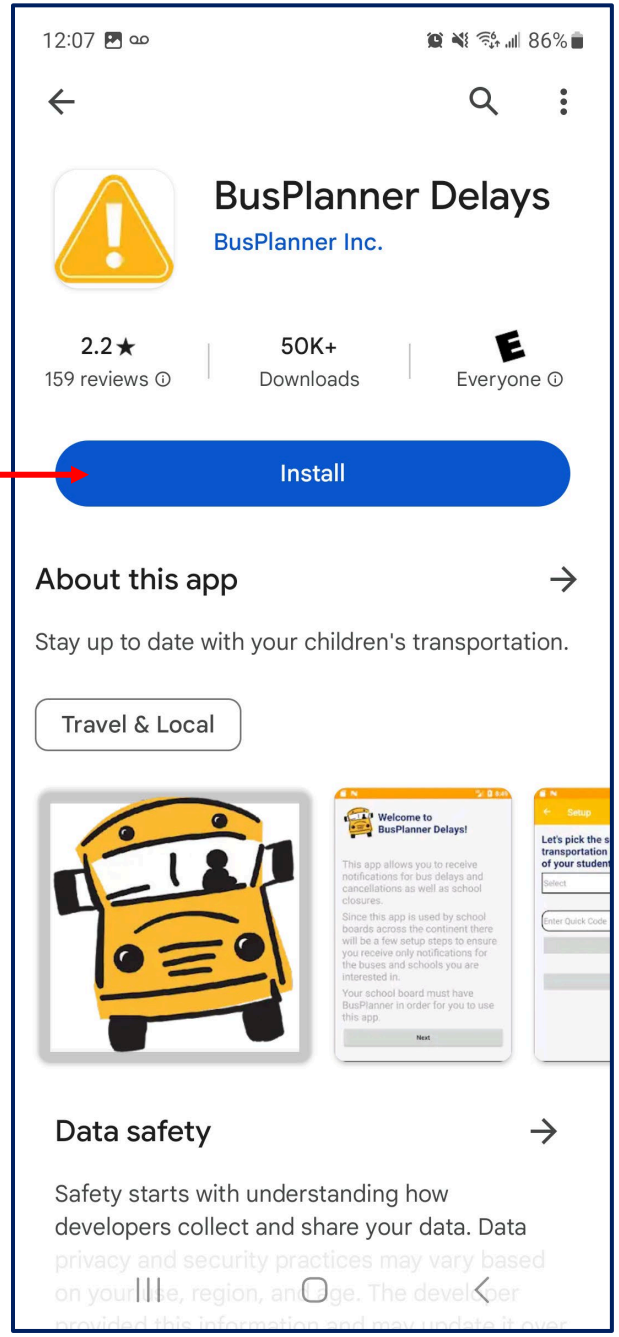
STEP 1 Downloading the App

Bus Planner Delays App is supported in both Android and Apple products.

You can search by writing: “ Bus planner delays”.

Click **Install**



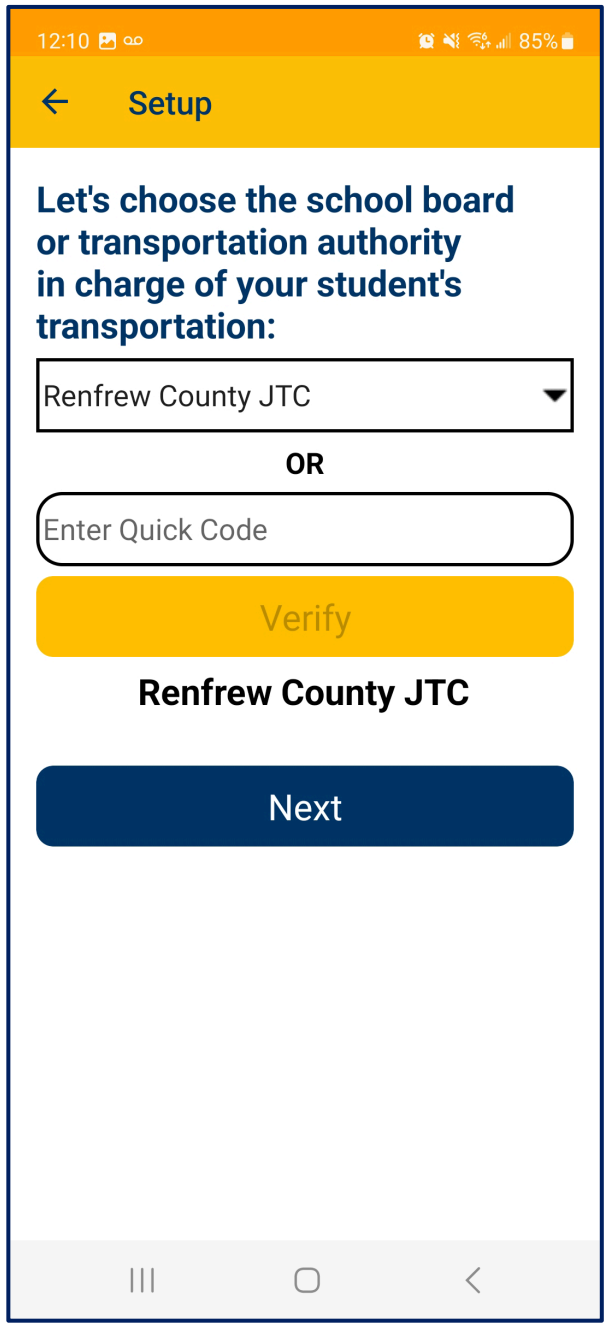


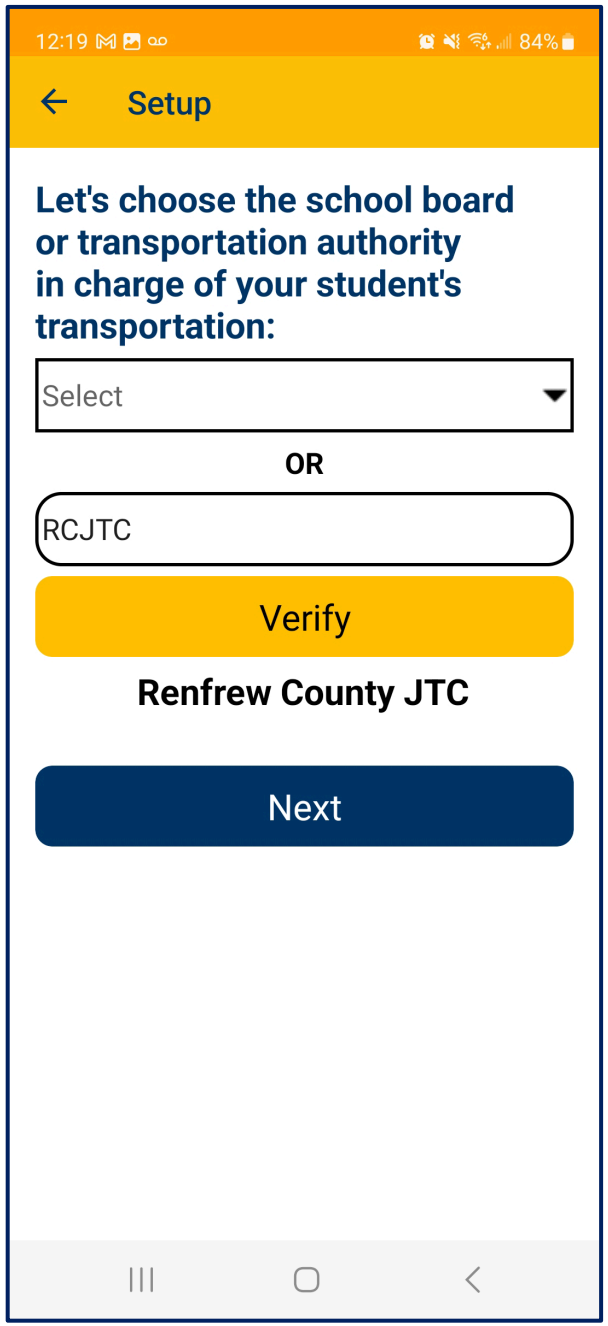
STEP 2 SETUP

Click on the “Wrench Icon” = Setup

You can search for Renfrew County Joint Transportation Consortium by two ways:

1. **Use the drop-down and choose Renfrew County JTC**
2. **Enter in the Quick Code: RCJTC**
3. **Click Verify**
4. **Click Next**





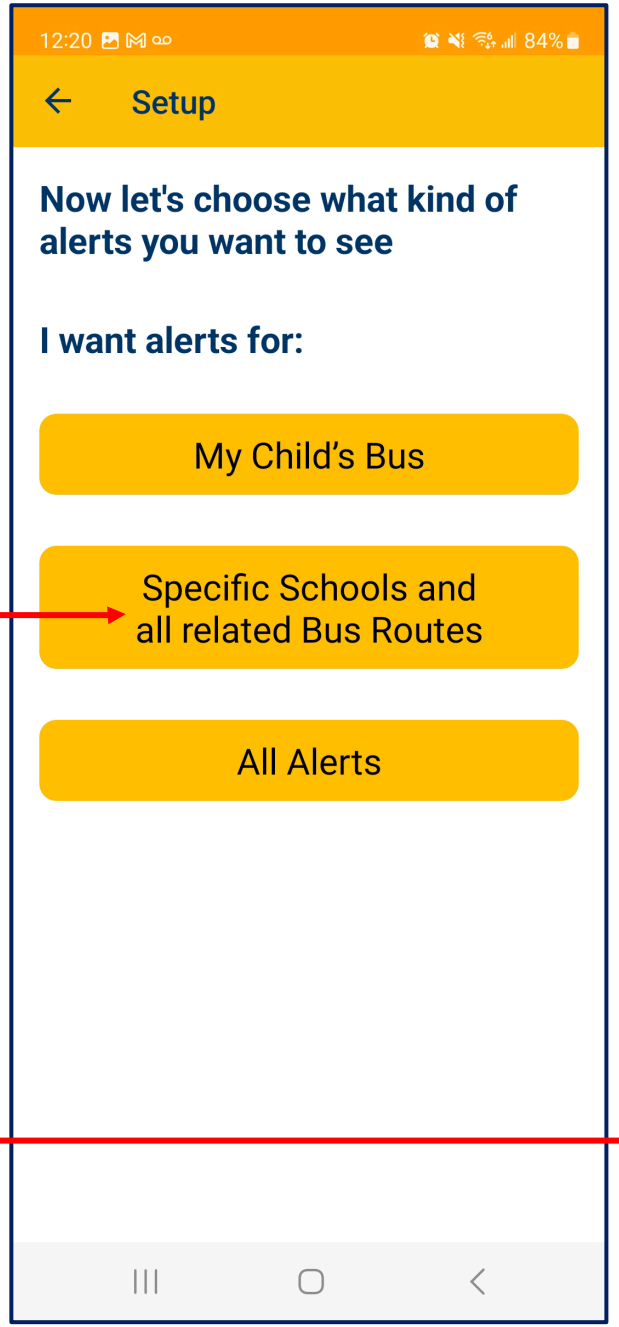
STEP 3 SELECTING A SCHOOL

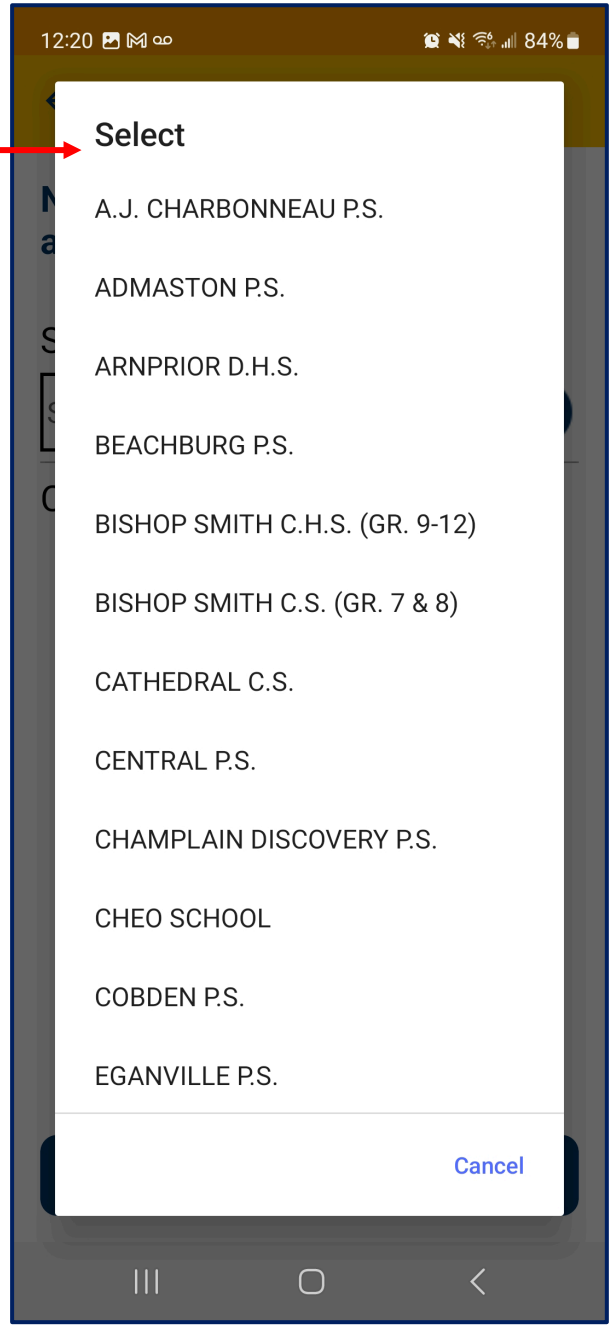
If you have one child and multiple children on the same bus, you may choose “My Child’s Bus” and follow the instructions in this slide.

For the purposes of this walk-through, I will show you how to choose two schools and two separate bus details.

Click “Specific Schools and all related Bus Routes”

Scroll down and **Select your School**



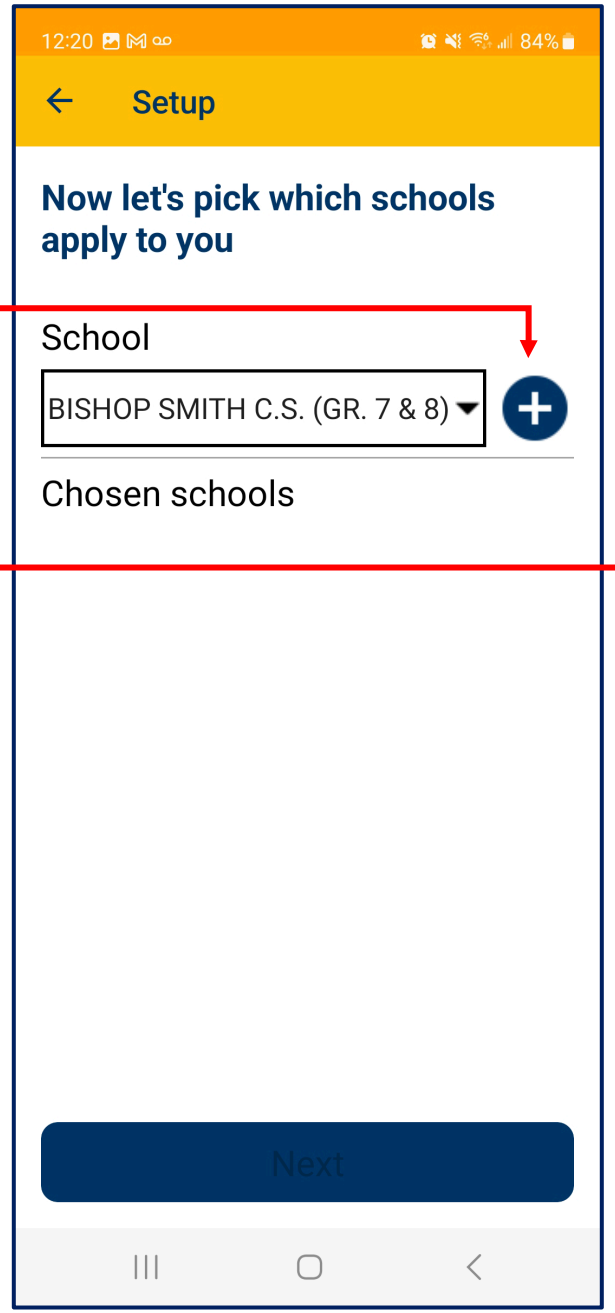


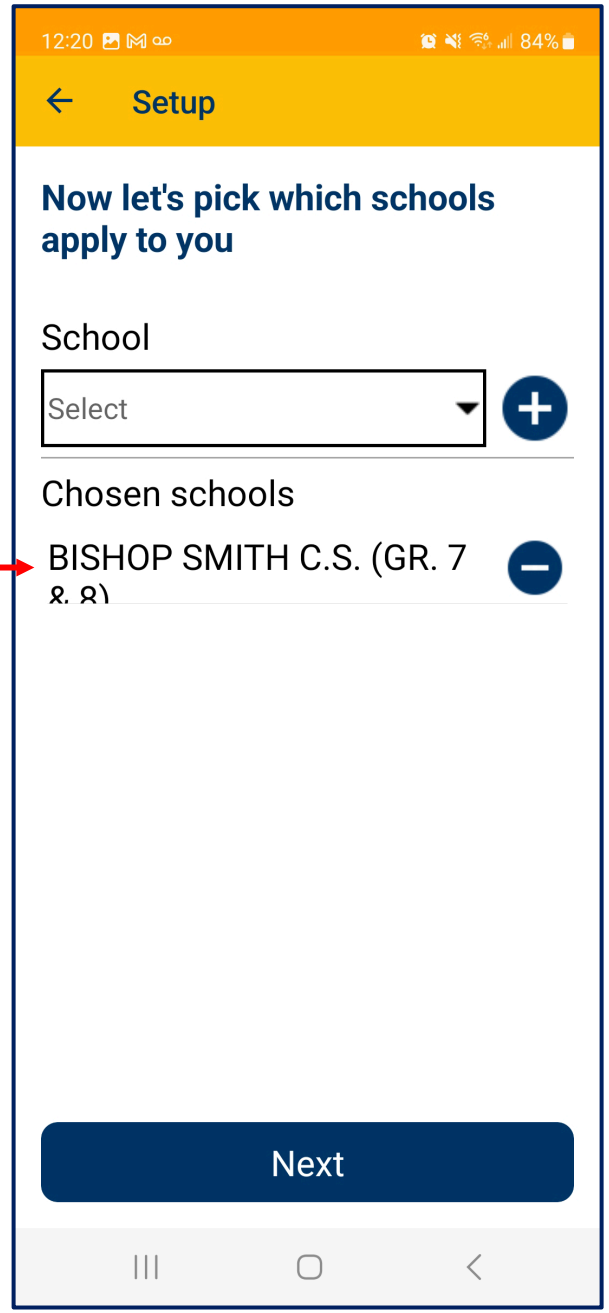
STEP 4

SCHOOL SELECTION

Click the “**Plus Icon**”

The school will now appear under “**Chosen schools**”





STEP 5 SCHOOL SELECTION Cont.

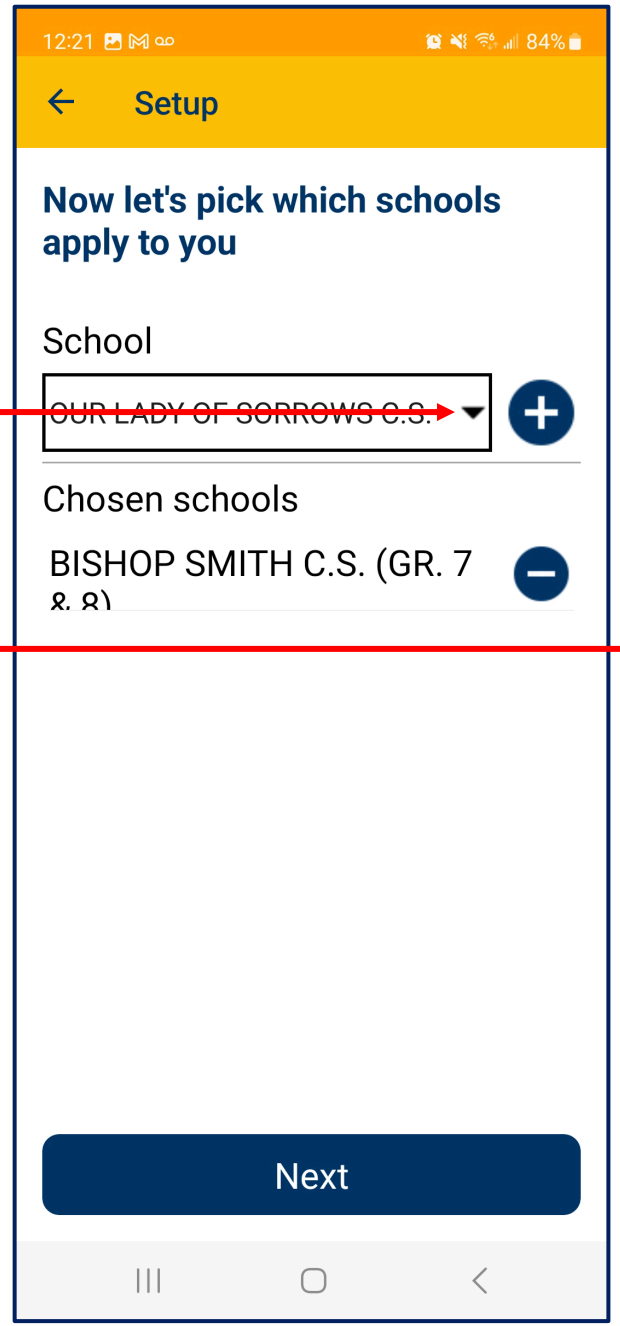
To **add** a **second school**, click the drop-down list:

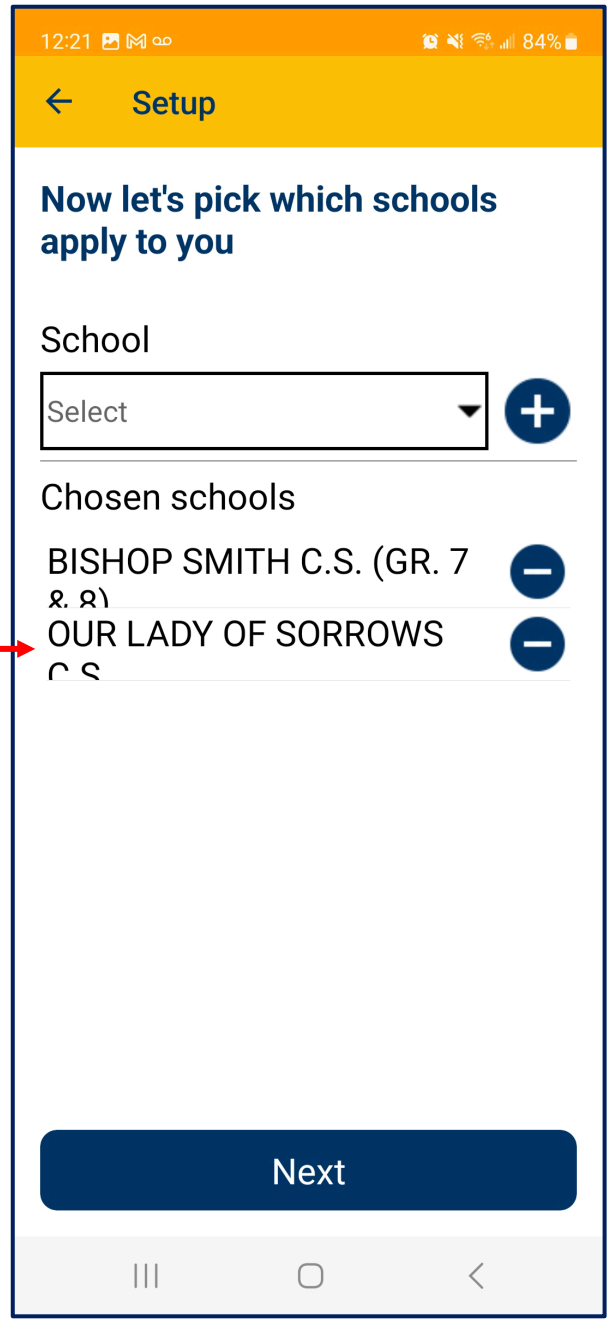
1. **Select the School**
2. **Click "Plus Icon"**

The school will now appear under "**Chosen schools**"

Continue the steps if you require a third school.

Click Next





STEP 6 ADDING A RUN

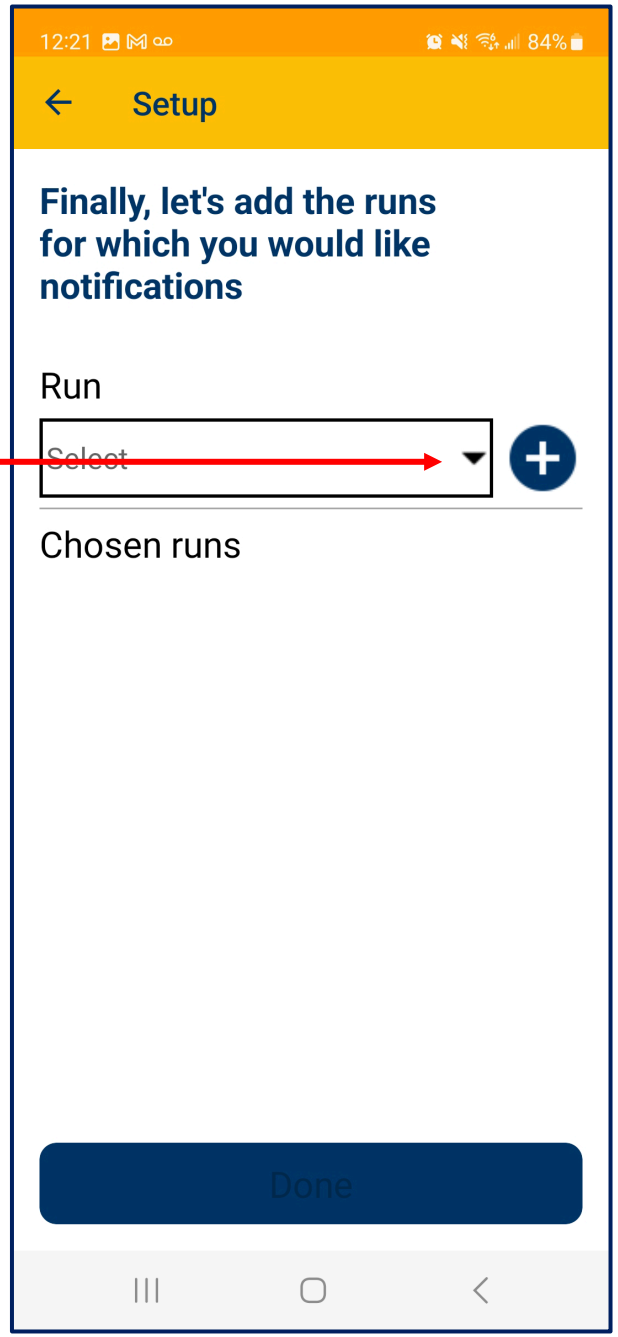
IMPORTANT: A run is your child's **Bus Number**.

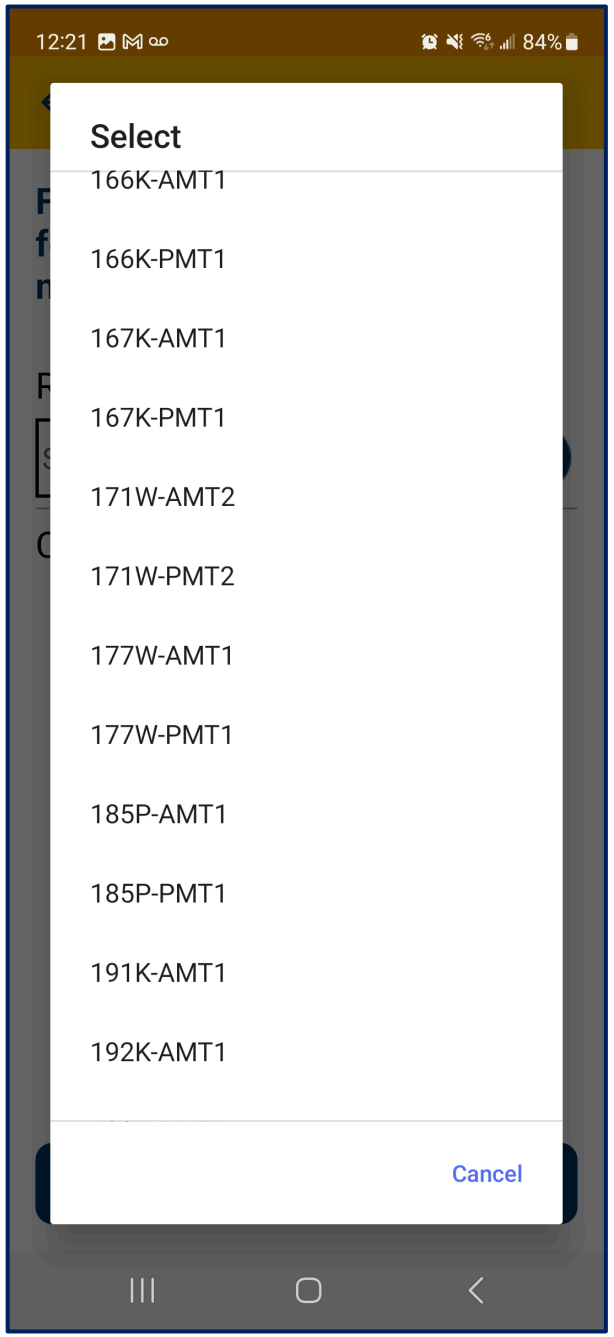
- The AMT1 and AMT2 are morning runs.
- The PMT1 and PMT2 are evening runs.

This information can be found on your **initial email from RCJTC** or in your **Student/Parent Account** and by contacting your **School**.

1. **Select a run from the drop-down list**
2. **Click the "Plus Icon"**

Follow the same steps to add all runs.





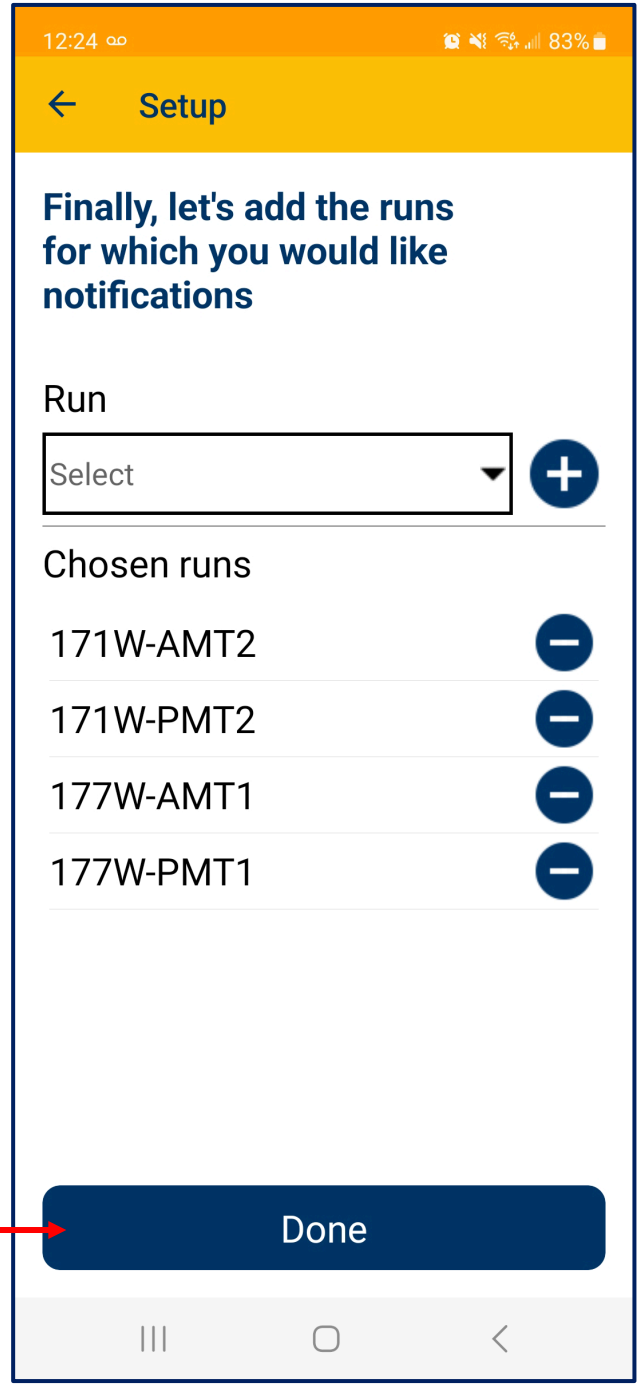
STEP 7 ADDING A RUN Cont.

Example: I have added 4 runs in total.

- 171W-AMT2 and 171W-PM1 is an elementary run.
- 177W-AMT1 and 171W-PM2 is a high school run.

Click Done

IMPORTANT: If you don't add both runs you will **NOT** receive alerts regarding those runs.



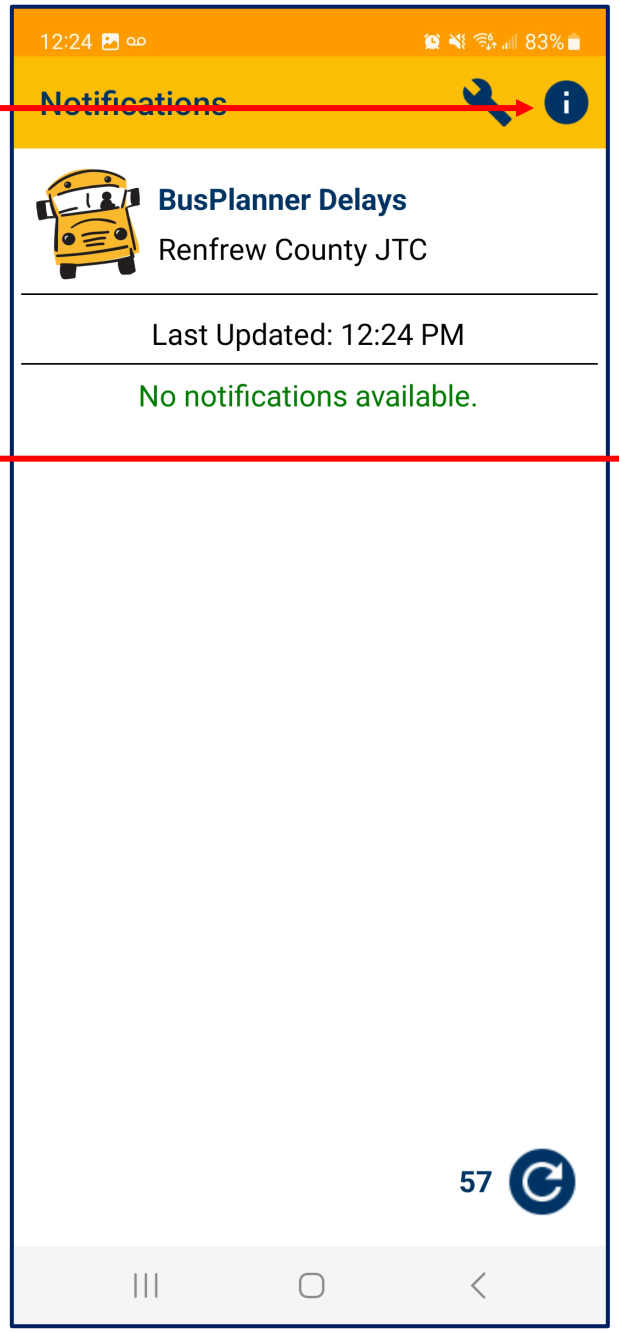
STEP 8 ABOUT

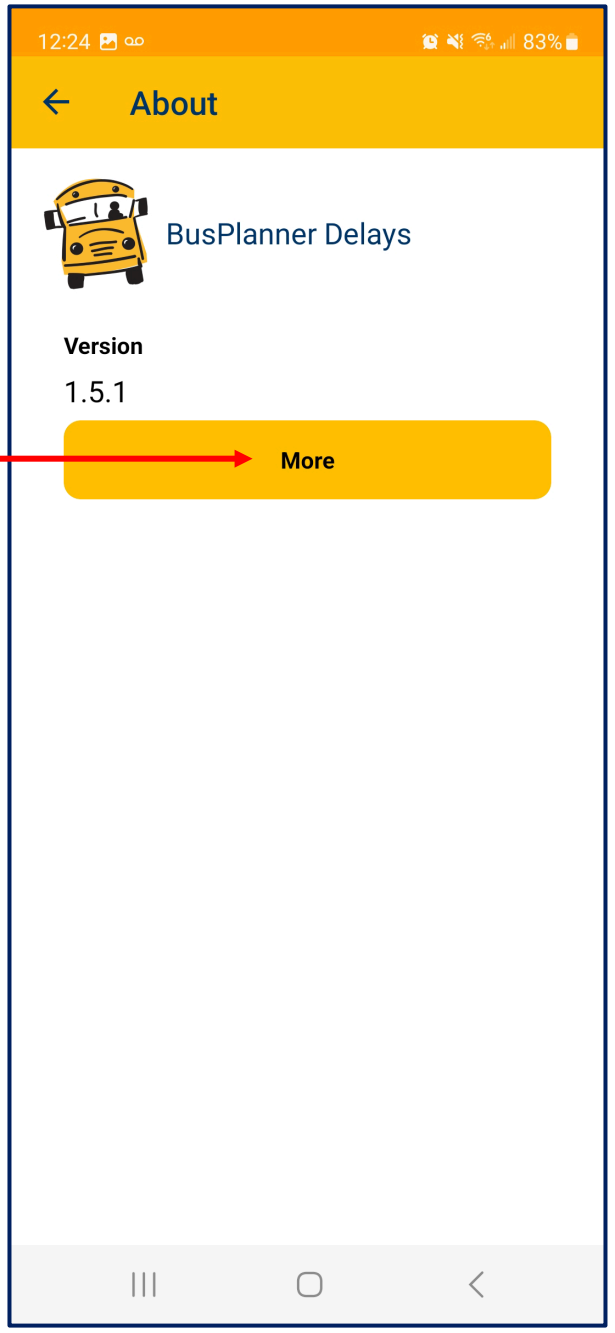
Click on the “i Icon” = About

Click More

The “**About**” page will allow you to verify your:

- **Subscribed Routes/Runs**
- **Subscribed Schools**





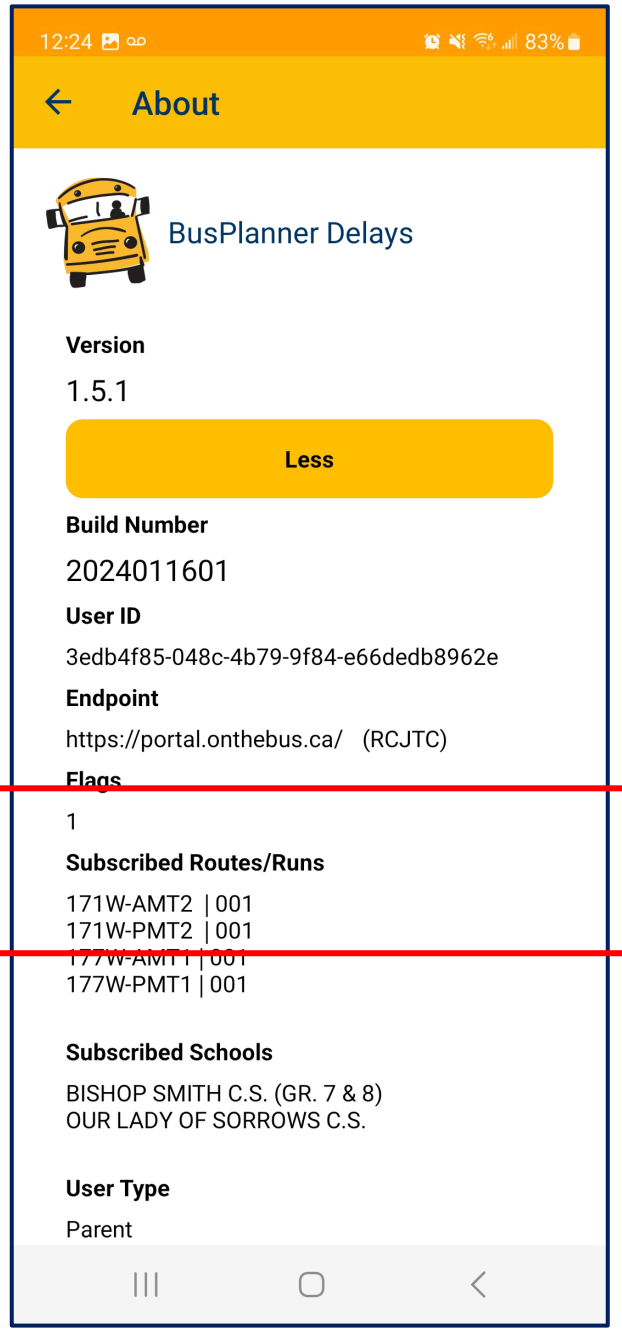
STEP 9 CONFIRMATION

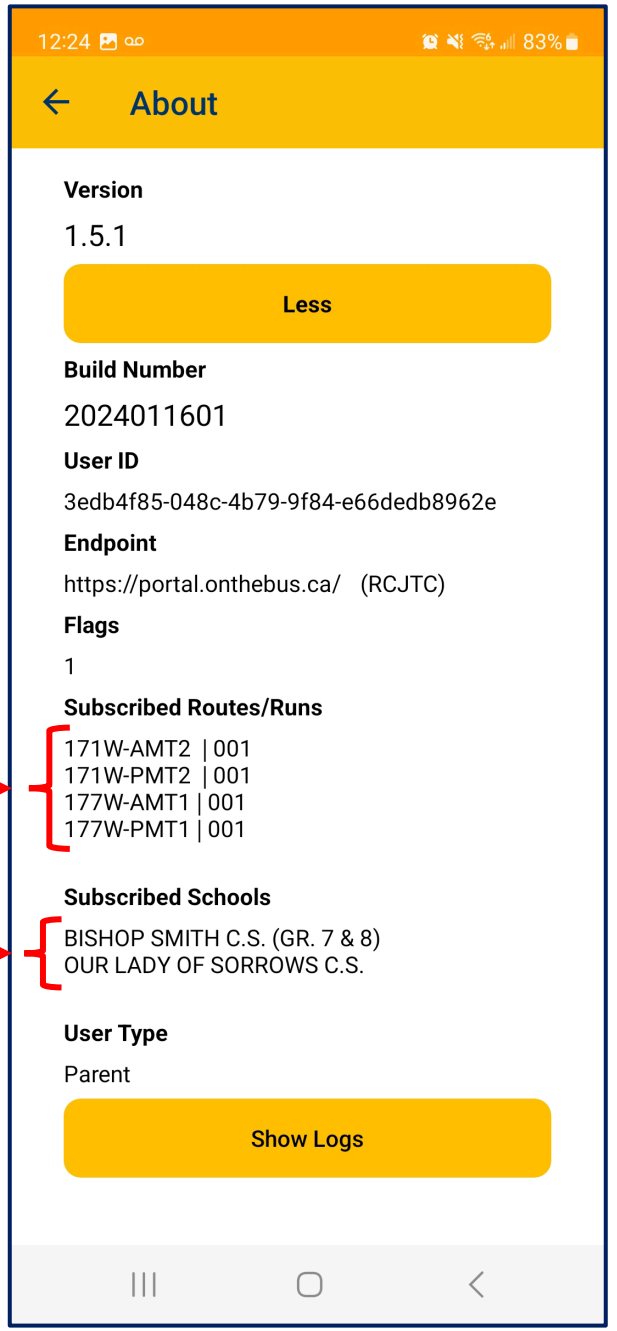
There are only **two sections** requiring confirmation:

- **Subscribed Routes/Runs**
- **Subscribed Schools**

If you are **missing a Run**, please refer to **Slide 6 & 7:Adding a Run Slide**.

If you are **missing a School**, please refer to **Slide 3 & 4: School Selection**.



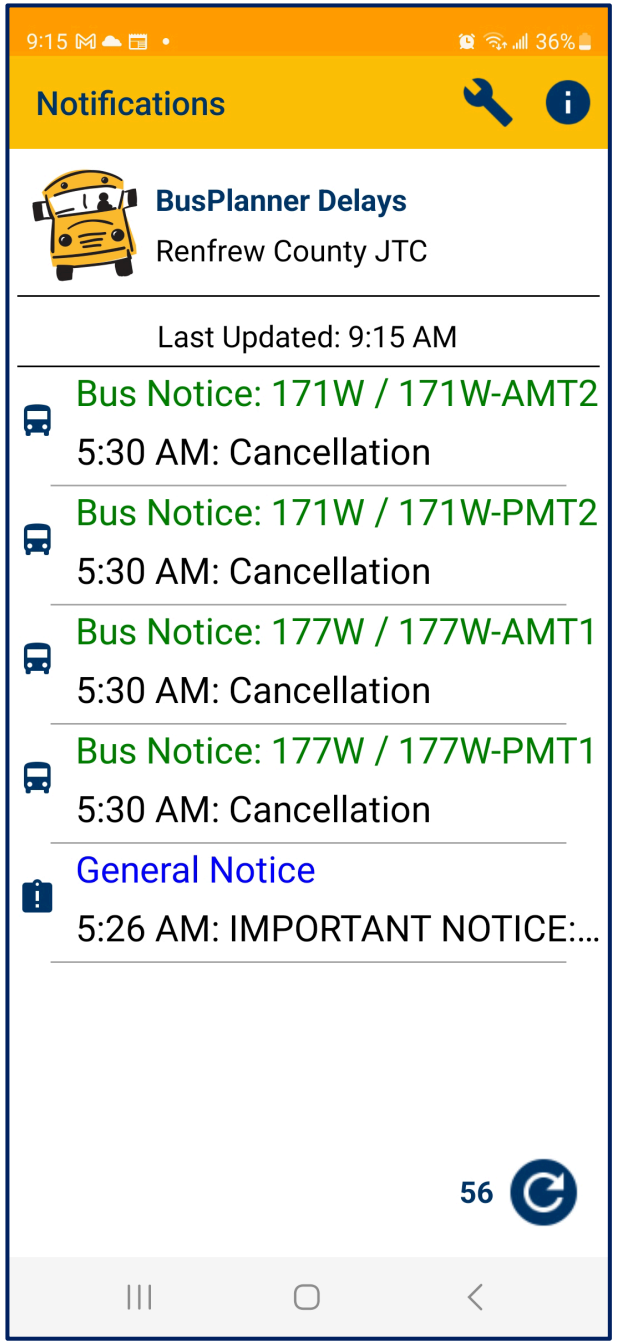


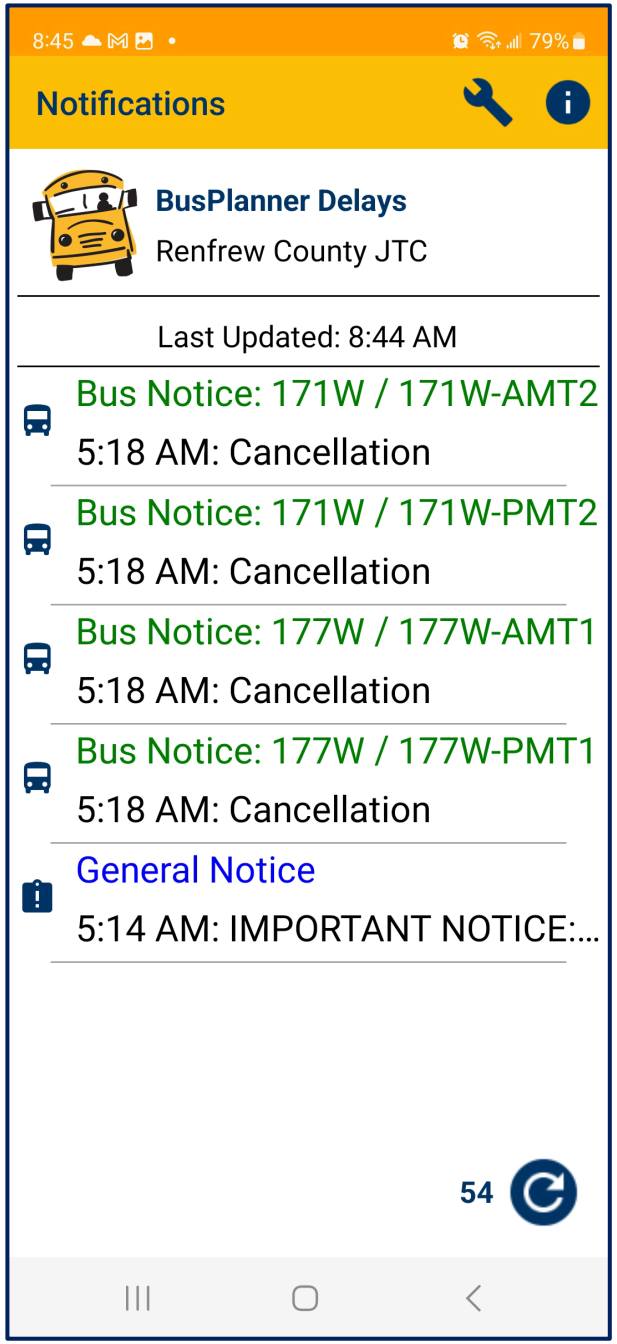
STEP 10 EXAMPLE

Example of Bus Cancellation Alerts for two separate days.

All four Runs for 171W and 177W are cancelled.

In addition, the app automatically sends out a **General Notice** to all recipients within the app.



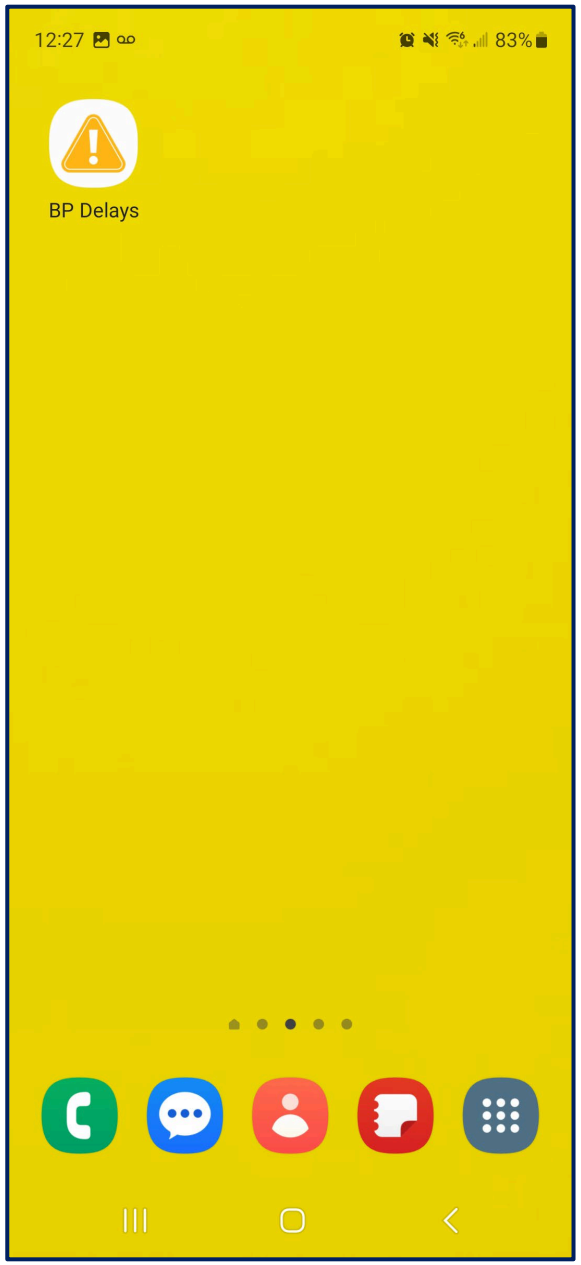


FAQ

1. **Is the App linked to my Student/Parent Account?**
   NO, when you have received notifications via email or account; you will need to update your school/run selection.

2. **Email notifications?**
   You will **NOT** receive email notifications: the BP Delays App is not linked to any personal email address.

3. **Can't find your Run?**
   If you cannot find a Run and have verified your student's transportation details in the Student/Parent Account, please **email** trans@onthebus.ca

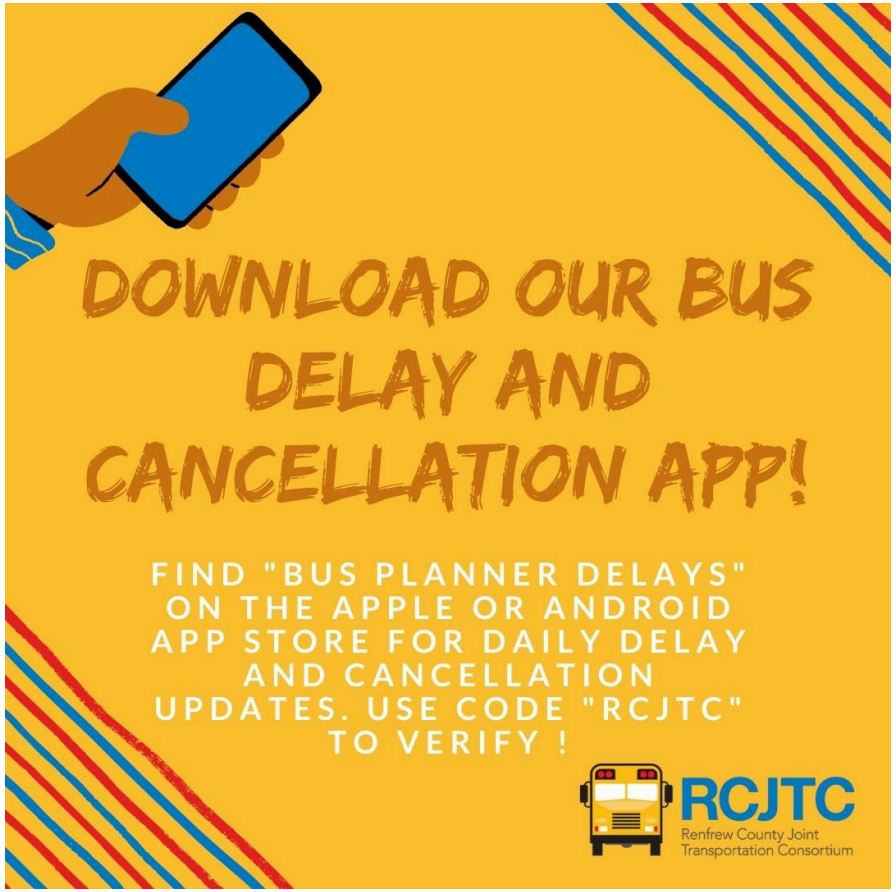


FAQ Cont.

4. **Is updating required?**
   The BP Delays App like many apps **WILL require regular updating**. It's important to verify your transportation details in the About page to confirm they have not been erased.

5. **Additional notifications:**
   You can give **permission** to the BP Delays App so up-to-date alerts display in your phone's Notification Settings.

6. **Technical Errors?**
   If you are **not** receiving notifications on the BP Delays App, please email trans@onthebus.ca



CONCLUSION

Any updates to your child(ren) transportation details will **NOT** be displayed within the BP Delays App.

It is highly recommended to log in and **monitor** your child(ren)'s transportation details on the Student/Parent Account in case **you** need to update the app.

In addition to the app, RCJTC offers 5 additional platforms to receive notifications:

Bus Status - RCJTC (onthebus.ca) (Cancellations Page and Route Cancellation Information Page)
RCJTC | Facebook (General Info. and all-day cancellations only)
RCJTC (@RCJTC_Trans) / X (twitter.com) (General Info. and all-day cancellations only)
Renfrew County JTC (@rcjtc) Instagram (General Info. and all-day cancellations only)
Student/Parent Account (Email notification regarding child's transportation info: stop , stop location, and stop timing if any changes.)

For additional inquiries please email us at Trans@onthebus.ca or call (613) 732-8419.