

PARENT LETTER TEMPLATE

PLACE ON SCHOOL LETTERHEAD

Dear Parents:

In continued partnership with our transportation provider, First Student, **DISTRICT/SCHOOL NAME** is **launching/piloting** FirstView®, a bus tracking and parent communications app for your smartphone or desktop.

- **Live Tracking**

The FirstView® map screen shows you the location and direction of your student's bus, your student's stop schedule for the current day and timestamps for school arrivals and departures. You'll know when the bus arrives to or departs from school.

- **Predictive Stop Arrival Times**

Analyzing route and GPS data, it determines an estimated time of arrival to your stop provided on the FirstView® map. The app is designed to provide parents with a better guideline for bus location and ETA. Students should still be at their assigned bus stop 10 minutes prior to the estimated or scheduled arrival time.

- **Custom Alerts and Messages**

Set up push or email notifications alerting you when your student's bus is a chosen distance or number of minutes away from your stop. Connect up to three additional email accounts (including your own) to receive email alerts. This is a great feature for grandparents or caregivers!

- **Multi-Stop View**

Buses for all your students can be tracked with FirstView®. Using individual colors for each student, every selected stop appears on the map simultaneously for easy viewing.

- **Secure and Easy Access**

FirstView® requires a password-protected account for app set-up. This way, only you can view your student's stop! These codes are provided by your district/school.

- **Dedicated Customer Support**

We are here to help you. Whether you are having trouble getting started with FirstView®, not seeing correct data or have an idea to make FirstView® better, we want to hear from you!

Contact FirstView® Monday – Friday (Support provided in English only):

- Call the toll-free phone number 888-889-8920 from 7:00 a.m. EST to 5:00 p.m. EST
- Email Customer Support at support@firstviewapp.com
- Use the in-app “✉” button to provide feedback

For more information and to download the app, please go to www.firstviewapp.com.

Sincerely,

NAME