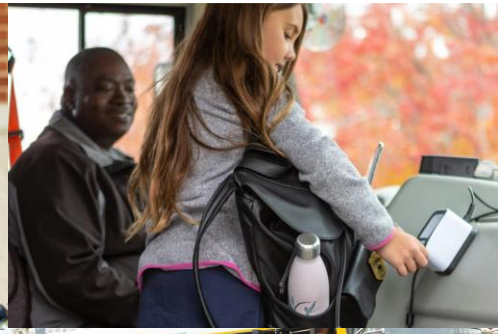
Via for Schools

Driver Training

NYC Public Schools X VIA











Ridership Tracking Introduction

Ridership Tracking will give DOE, schools, and families real-time visibility into student bus attendance

What is the goal?

Give all end users (DOE, SBCs, Caregivers, and School Users) visibility into real-time student location through scanning on and off the vehicle

How will this work?



Student Experience

Students will scan their bus passes at pick-up and drop-off using either a bus-mounted scanner or the driver's app camera.



Driver Experience

Drivers (and students) will receive immediate confirmation in the Driver App after each scan, with the option to manually confirm a student boarded or perform a bulk drop-off as needed.



School Experience

School users and DOE Admin will have access to accurate, real-time ridership data to monitor attendance and support student safety.

Driver Experience:
Starting Your Shift

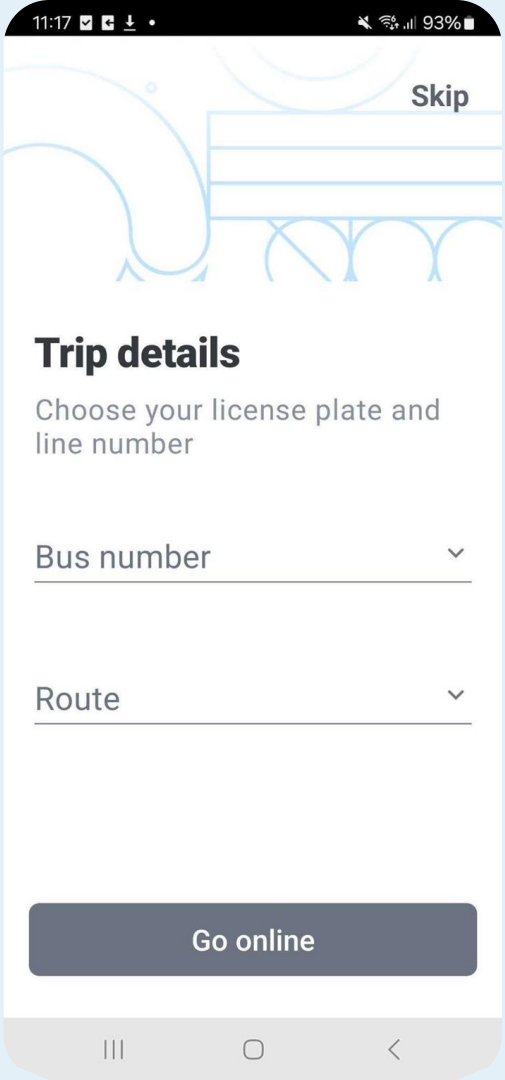
Logging in

The login process is the **same as always**!

Selecting your route

After logging in, select your route:

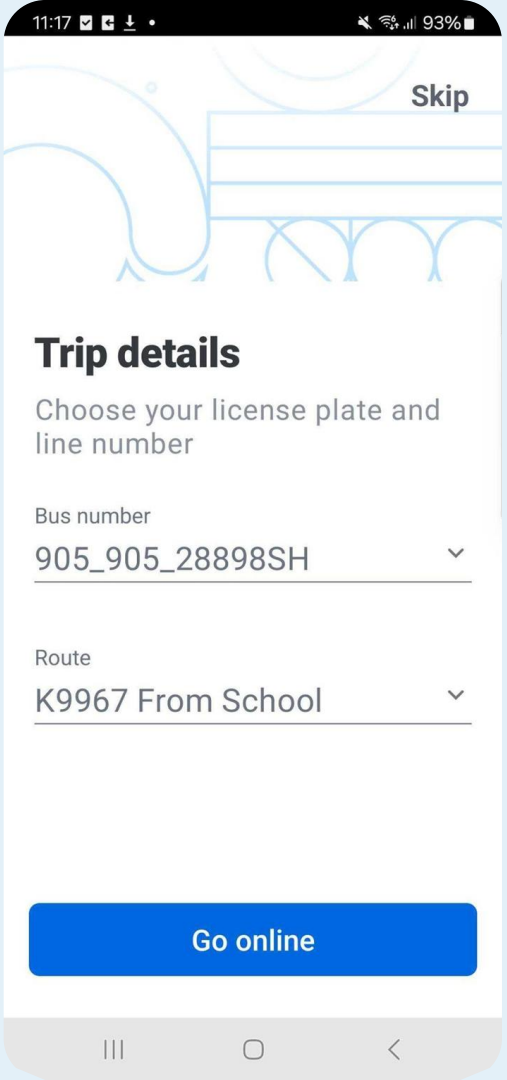
- Choose your bus number number from the dropdown list.
- Choose your route from the dropdown list.



Selecting your route

Now, tap **Go online**.

You’re ready to drive!



Driver Experience:
Tracking Riders During Your Shift

Equipment on the Bus

- All buses are equipped with a phone mount and device that is hardwired to the vehicle for charging.
- Some buses are equipped with an additional external scanning device.
- The external scanner is connected directly to the phone so all scans will be registered in your app.





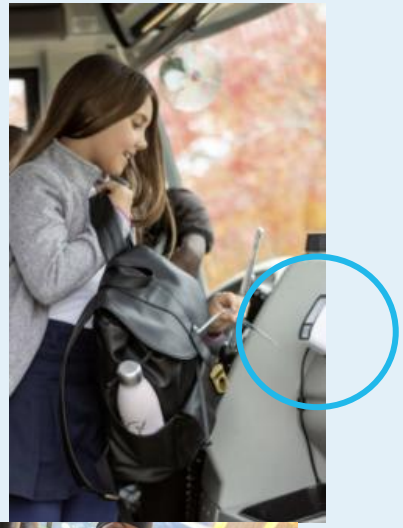


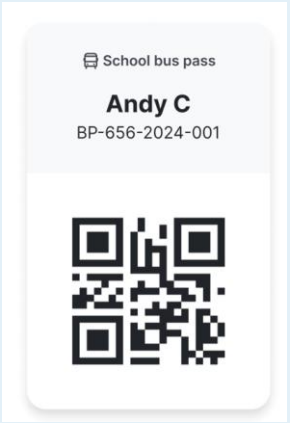
External Scanner

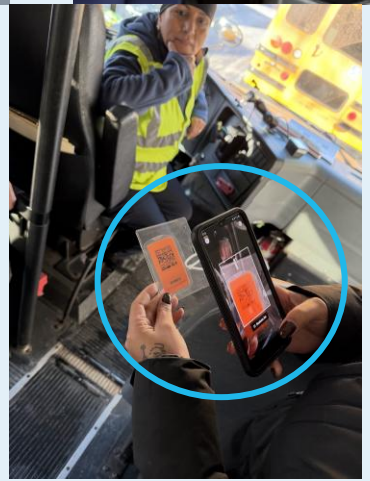
Student Boards the Bus

- Schools will issue Bus Passes to their students participating in this pilot.
- When a student boards the bus, they can scan their QR code on either the external scanner (top) or the driver app scanning camera (bottom).
- You will have the ability to manually board the student from your device should you need.









Driver Experience:
App Experience

Foreword

As part of this pilot, we are introducing new functionality to the Driver App.

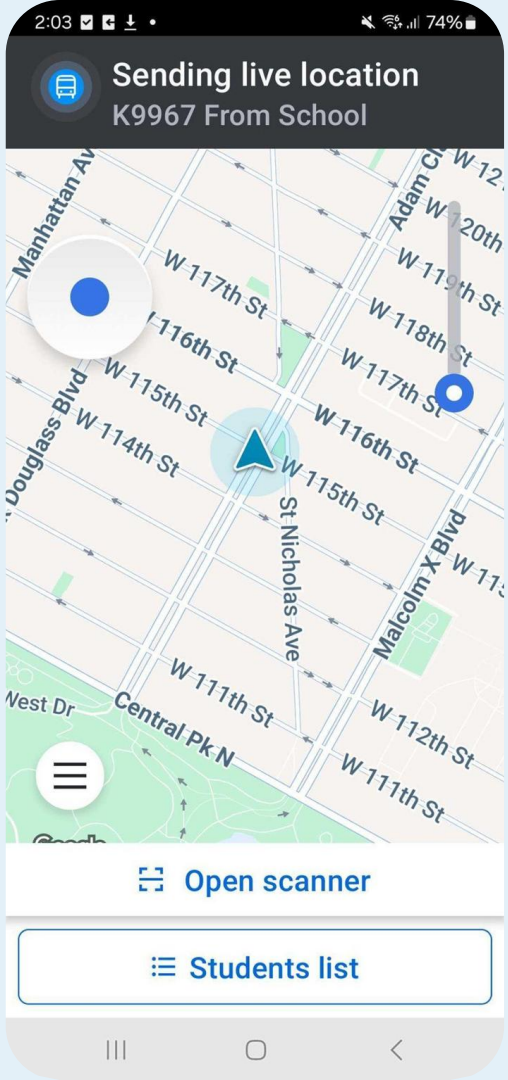
Please remember that safety is always our number one priority.

You should ***only interact with the app*** when you are at a complete stop and students are loading / unloading the bus.

Using the Main Screen

On the app's main screen, you can:

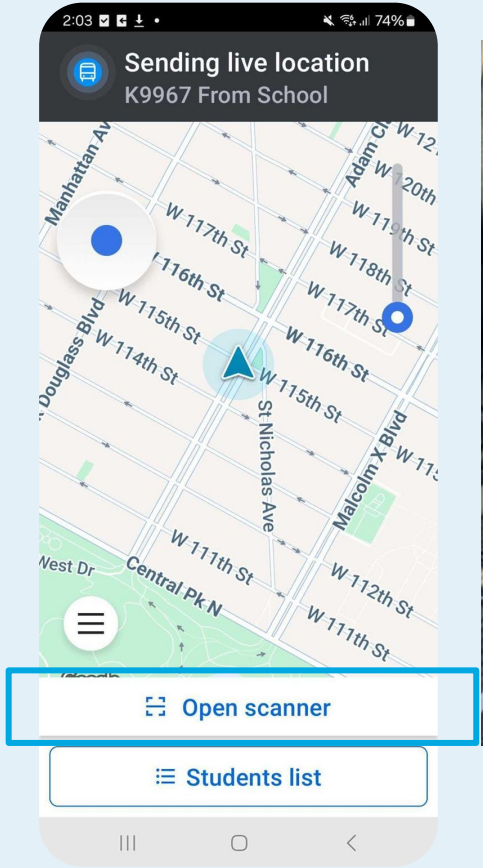
- Tap **Open Scanner** to access the QR code scanner.
- Tap **Students list** to view the students on your route.
- Tap the **Menu** icon ☰ to view more options

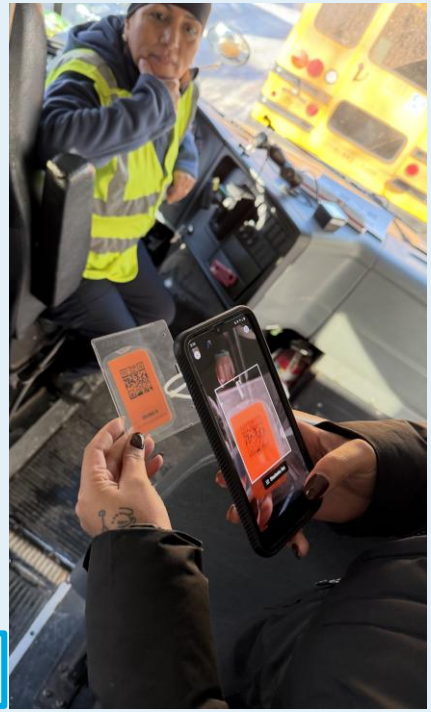


Performing a Pickup *Using the Driver App*

When picking up a student:

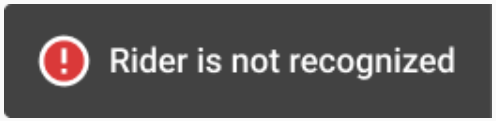
- Tap **Open Scanner** on the main screen to access the QR code scanner (or don't! The device scans regardless).
- Students can then scan their bus pass QR code on the device.

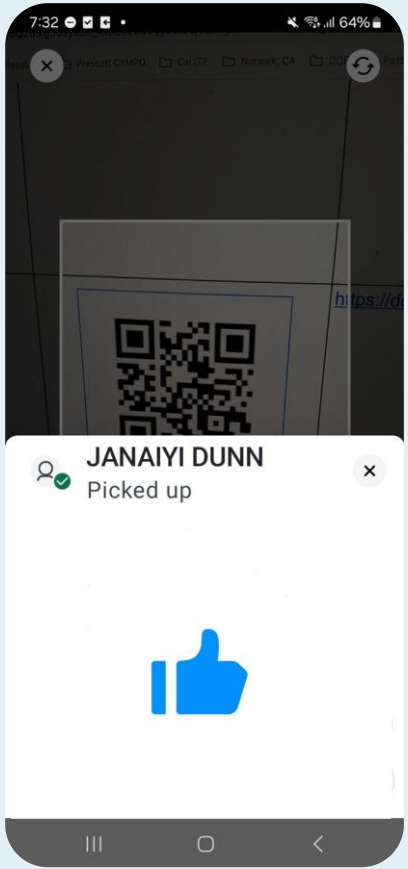




Performing a Pickup *Using the Driver App*

- If the scan was successful, a confirmation image will appear.
- If the scanner reads a QR code of a student who is **not** on this route, an error message will appear.



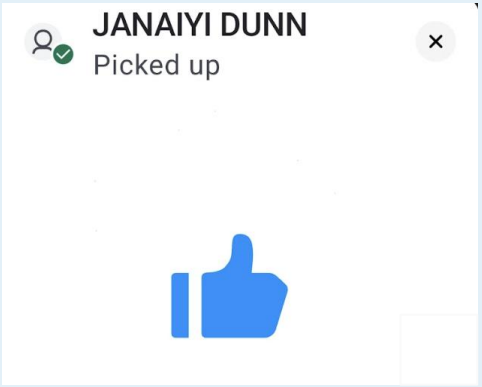


Performing a Pickup
Using the External Scanner

- Students can scan directly on the scanner without you having to take any action in the app.
- You will see the same validation in your app that the student was successfully picked up.







Performing a Pickup *Manually*

You can also **manually** mark a student as picked up or dropped off. This is *required* when...

- a student's QR code is not scanning
- the scanner is broken
- a student does not have their QR code

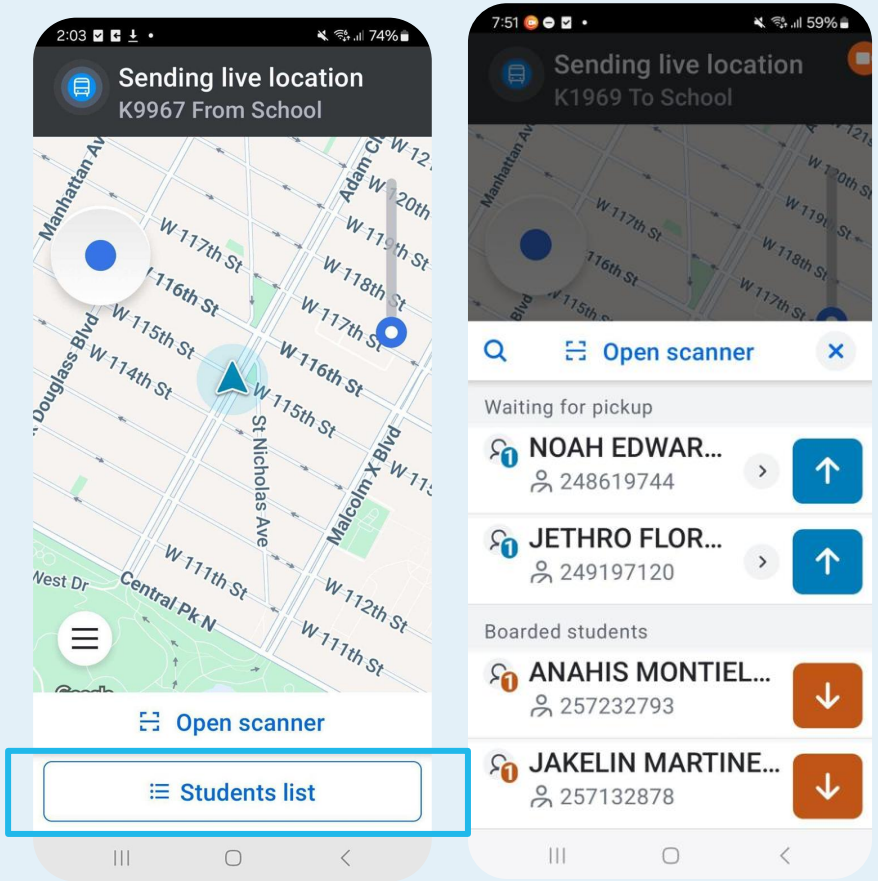
⚠️ ***Please remember:*** *if your phone or scanner are not working, you need to inform dispatch so they can submit a ticket on your behalf.*

Performing a Pickup *Manually*

Tap **Students List** on the main screen to open the list of students on your route.

It shows:

- **Students who are waiting for pickup**, and
- **Students who have boarded**



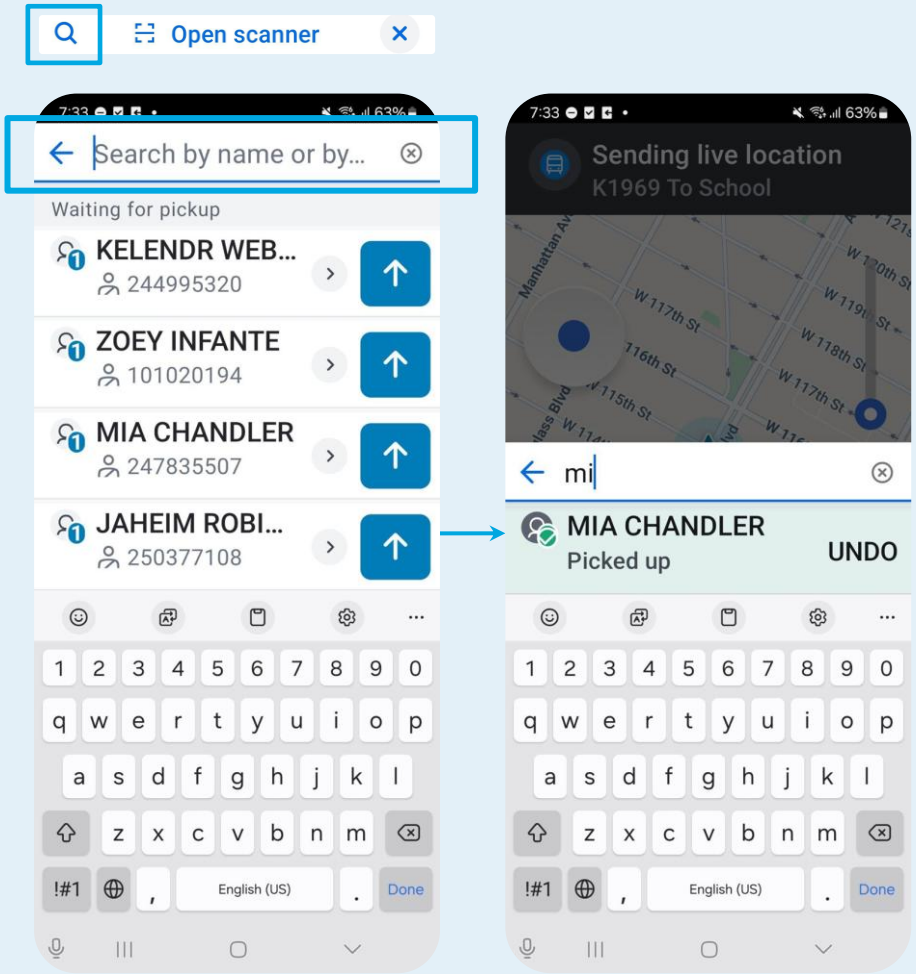
Performing a Pickup *Manually*

To find a student:

- Scroll through the list, or
- Use the **search bar** to find the student by name

Tap the ↑ next to the student's name to mark them as picked up.

💡 **Quick Tip:** Click "UNDO" to reverse an action.

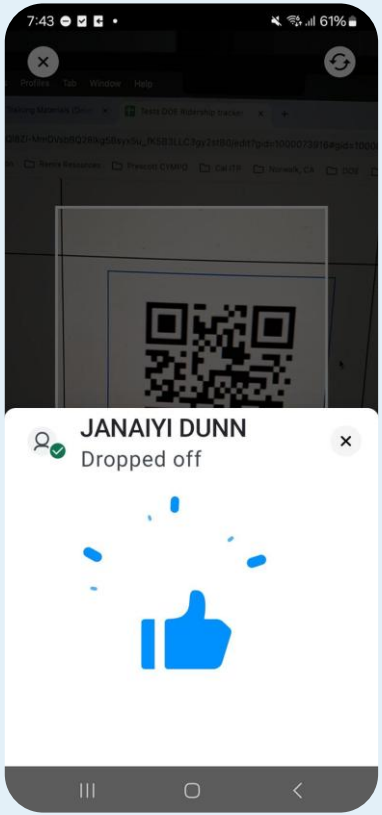


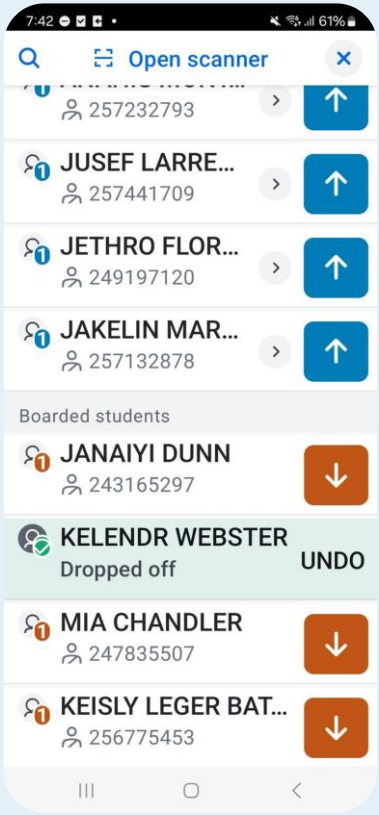
Performing a Dropoff

This is the **same process** as performing a pickup!

You can:

- Use the **Driver App** scanner
- Use the **external scanner** (if your bus has one)
- **Manually** dropoff students using the Students List



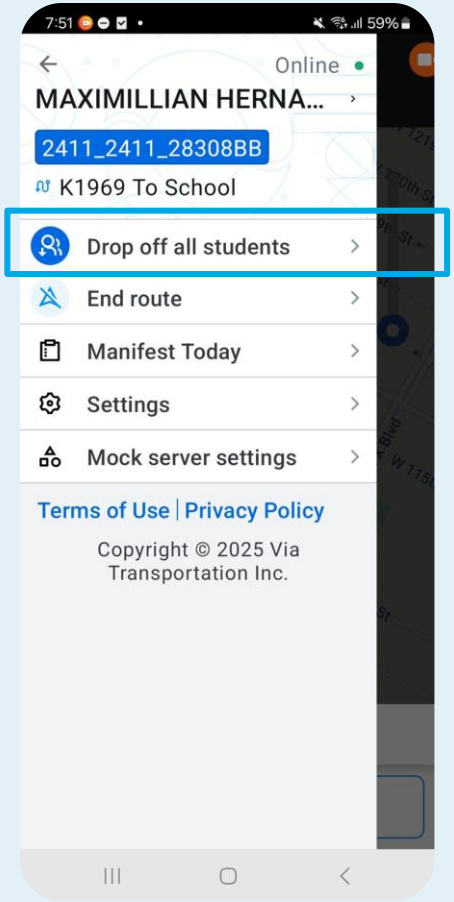


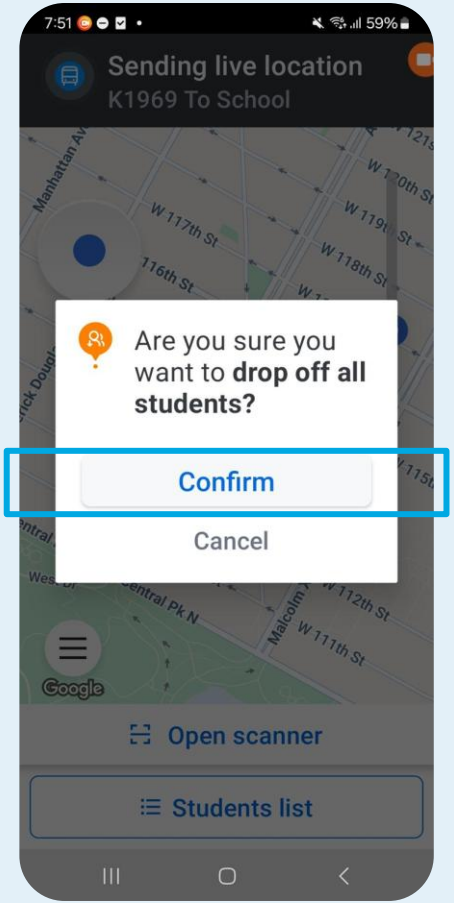
Drop off All Students

You can also bulk **mark all students as dropped off**.

- Tap the **Menu** icon
- Tap **Drop off all students**
- Tap **Confirm** when prompted

⚠️ *This feature should only be used if you service only one school or if you are at your last drop off of the day because the action marks **all** boarded students as dropped off.*





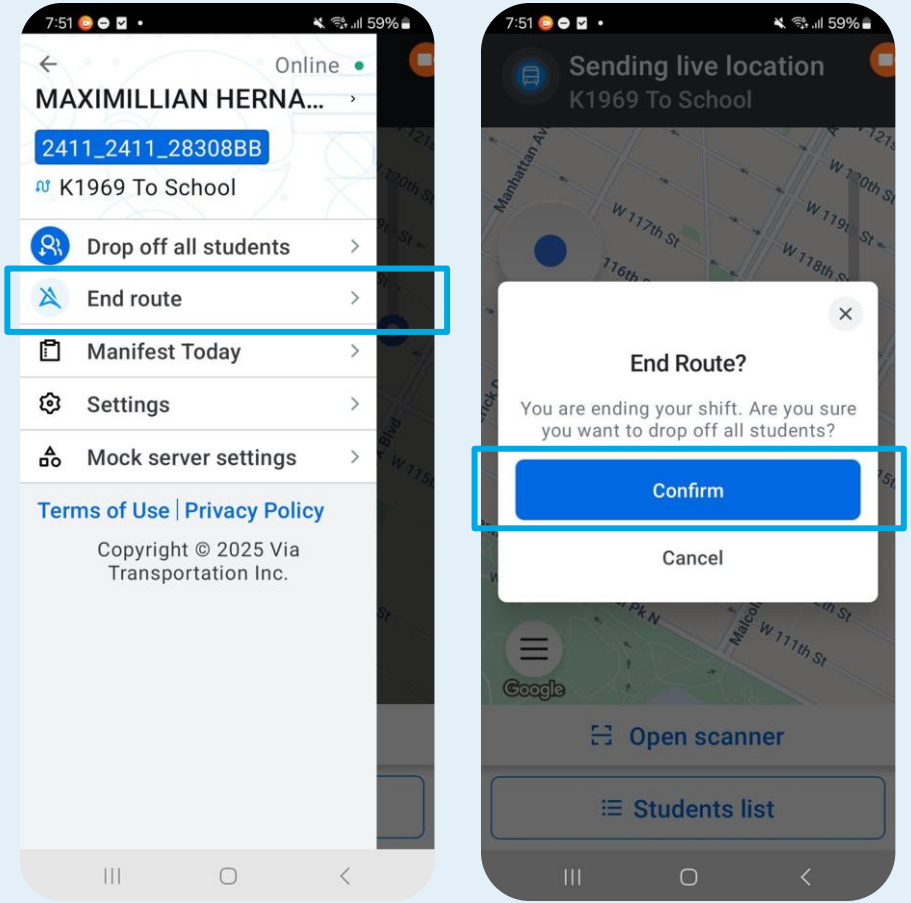
Driver Experience:
Ending Your Shift

Ending your route

To end your route:

- Tap the **Menu** icon
- Tap **End route**
- Tap **Confirm** when prompted

This will automatically mark all your students as dropped off!



Powering off the device

Turn off the device before leaving the bus to help maintain the battery.

This process is the **same as always**!

Driver FAQs

Thank you!