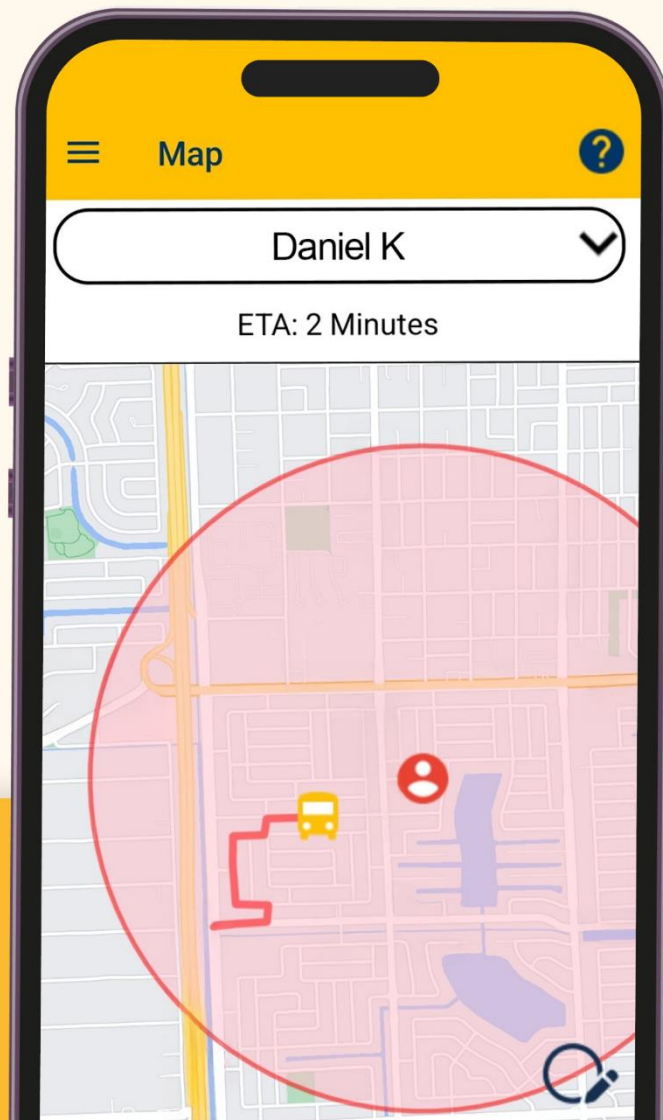




chipmunk
School Bus Tracker

Understanding ETA & Bus Statuses



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Understanding ETA & Bus Statuses

Chipmunk displays different messages in the app to explain why a live ETA may or may not be available. These messages are shown based on the bus's status, schedule, and GPS data at that moment.

This guide explains what each message means in plain language.

1. GPS Messages

Bus not reporting

What it means:

The system is temporarily unable to receive live GPS data from the bus.

Possible reasons include:

- No vehicles mapped to the route
- GPS device is offline
- Temporary system or connectivity issue

What to do:

- Ensure the route has an active mapping with a vehicle
- Ensure the GPS device is brought back online and communicating with BusPlanner Pro

Bus is too far away for ETA

What it means:

The bus is currently too far from the stop to calculate a reliable ETA.

AM runs:

If the stop is not serviced during the morning run, this message will clear once the AM route period ends.

PM runs:

If the stop is not serviced during the afternoon run and the route is marked as finished, this message will remain visible for the rest of the PM route period.

2. Schedule & Assignment Messages

No transportation assigned

What it means:

No active run or route is currently assigned to the student.

What to do:

Update the student's run or route assignment.

Bus not scheduled to run

What it means:

The student is assigned to a run that does not operate today.

Common reasons:

- The run does not have service on this day
- The run was cancelled for today
- The student does not have another run scheduled today

3. Stop Status Messages

Route has finished for the day

What it means:

The bus has completed all of its scheduled stops for today.

Stop already serviced

What it means:

The bus has already passed this stop for today.

Stop may have been serviced (ETA shown)

What it means:

The system believes the bus may have already serviced the stop, but the bus is currently nearby, so an estimated arrival time is still shown.

Stop may have been serviced (time shown)

What it means:

The system believes the stop may have already been serviced, and the bus is no longer nearby. The displayed time reflects when the stop was likely serviced.

4. Live Arrival Messages

ETA: [time]

What it means:

The bus is nearby, and a live estimated arrival time is available.

Bus Due

What it means:

The bus is extremely close — arrival is expected in 30 seconds or less.

Bus is servicing other stops

You may see one of the following messages depending on timing:

- “Planned pick-up was at [time]”
- “Planned pick-up is at [time]”
- “Planned drop-off was at [time]”
- “Planned drop-off is at [time]”

What it means:

The bus is currently servicing other stops on its route. The message shows the originally planned time for this stop.

Bus route starts at [time]

What it means:

The route has not started yet but is scheduled to begin soon (within the next 6 hours).

5. Data & System Messages

Student information unavailable

What it means:

The student's transportation data could not be retrieved at this time.

What to do:

If the issue continues, contact BusPlanner Support.

Server error fetching transportation details

What it means:

A system error occurred while loading transportation details.

What to do:

If the issue continues, contact BusPlanner Support.

ETA unavailable

What it means:

An estimated arrival time cannot be calculated right now.

This can occur due to:

- Missing or outdated schedule data
- Temporary system issues
- Incomplete GPS information

This message is used as a fallback when the system cannot confidently show another status.

What to do:

If the issue continues, contact BusPlanner Support.