Introduction to the Transport Me system and mobile app

What is TransportMe?

TransportMe is an electronic passenger management system, similar to Translink's Go Card system.
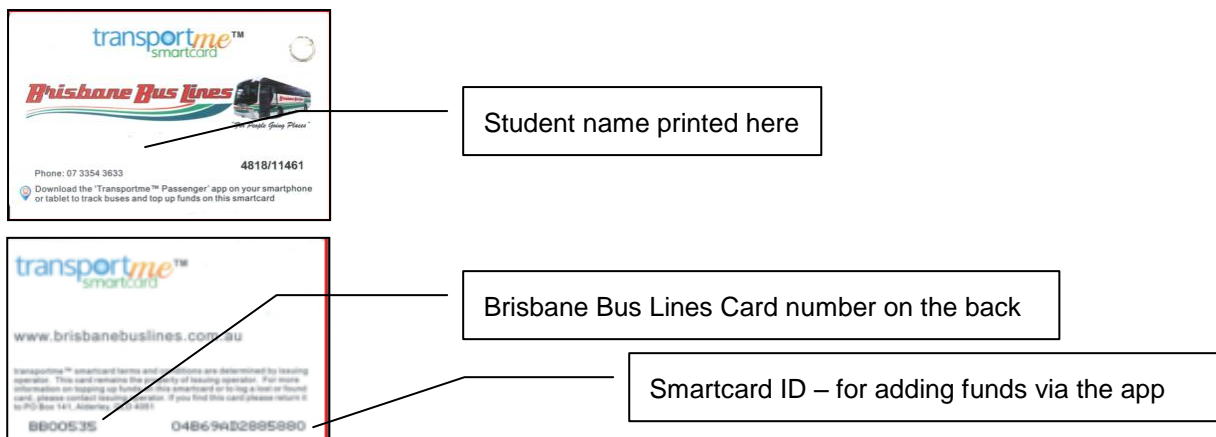
When will this be happening?

From the start of Term 3 2019, with further phased rollouts planned through to the end of the year.

Will all students get to use this new system?

Eventually yes.

For now though, only children currently issued with a white bus pass that has the TransportMe logo (see below), are included in this first rollout.

Student name printed here

Brisbane Bus Lines Card number on the back

Smartcard ID – for adding funds via the app

This initial roll out is only for full pass holders: i.e. students with 100% travel Mon-Fri without restrictions or add-on fares to pay.

Later rollouts will include all remaining students who

- need to pay add-on fares
- who use our services less than 100%, including AM Only or PM Only
- Term and Annual Pass holders
- Cash only students (no travel assistance)

More detailed information will be made to affected parents at that time.

So how does it work?

Every one of our vehicles is now fitted with card readers and a tablet running the TransportMe application.

Students who have been issued a white bus pass (see below) will be required to **'touch on'** when boarding a bus and also **'touch off'** when disembarking using the card reader.

Students who use more than one of our buses to travel to/from school will have to ensure they touch off the first bus before touching on the next bus.

Ensuring the bus pass is correctly read

The card reader uses NFC (Near Field Chip) technology to read the card (similar to GoCards, Paywave, PayPass, or some school student ID cards). If any of these types of 'smart' cards are placed on the reader along with the bus pass, the reader will not be able to detect the bus pass and will generate an error. It will also mean the student isn't recorded as being on the bus. Students should either place the bus pass on the reader separately, or obtain a wallet / card holder that can keep their smart cards apart and ensure the card is correctly read.

Why introduce Smartcards as bus passes

The TransportMe system and the use of smartcards provides many benefits for both parents and ourselves, such as:

- A more secure travelling environment
- Better accuracy of student numbers using our services will help us optimise our bus routes
- Ability for parents to track their child's bus movements via GPS in real-time by downloading the TransportMe mobile app – it will also help answer "have I missed the bus?"
- One bus pass issued from Prep to Year 12. Only the student name is printed on the card. All other details are held in the backend system, so any change of circumstances will no longer require a new card to be issued.
- Better control of passes in circulation – lost or stolen cards can be deactivated to prevent misuse
- Facilitates Brisbane Bus Lines move to a cashless fare system
- No more cash worries for parents

Damaged or defaced passes

The smartcards not only contain a microchip, but also have an antenna through the card. Any damage to them, such as holes or bending, can render the card useless. <u>The replacement cost ofa damaged smartcard is $22.00</u>

I forgot my pass!

Students who forget their smartcard bus pass, will still be able to travel. The driver will record their name and may request to sight proof of identity such as their school student ID card. Repeated instances of forgotten passes will be collated and parents/guardians contacted for information and remedial action. Under the <u>Code of Conduct guidelines</u>, repeat offenders may be suspended from our services.
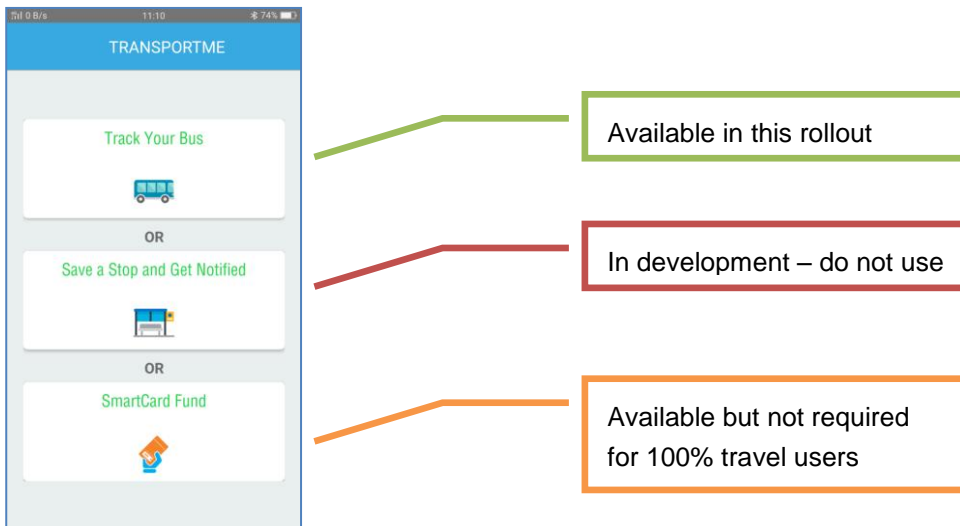
Where can I get the Transport Me mobile app?

You can download the app from the Apple Store or Google Play


How to use the Transport Me mobile app

When you open the app, the home page appears (below) with 3 options

Available in this rollout

In development – do not use

Available but not required for 100% travel users

1) Track You Bus

Select Brisbane Bus Lines under Operator to view our list of active bus routes.

Note: You can only track our buses when they are on a school run. If they don't show up in the Routes list then they either haven't started, or have finished their school run.
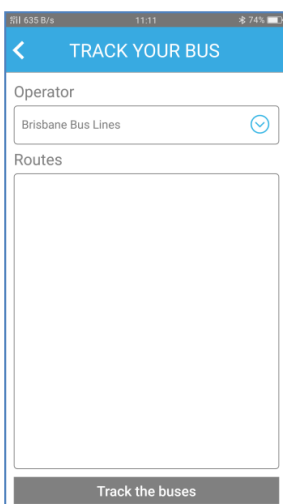
Select the route you wish to track then tap on "Track the buses" at the bottom of the screen.

You can track more than one bus at a time if your children use different services.

This will show you in real time the location of each selected bus on its route.

2) Save a stop and get notified when bus approaches (IN DEVELOPMENT)

We are working with TransportMe on this feature, and whilst you can access it via the app, we don't recommend using it or relying on it for accurate information.

Once we are confident in its use, we will notify you.

3) Smartcard Funds (NOT REQUIRED FOR PASS HOLDERS IN THIS RELEASE)

As Brisbane Bus Lines moves to a cashless fare system, any student that currently pays cash to the driver, purchases 10-trip tickets, or who purchases term / annual passes, will need to load the card up with funds that will be deducted as required by the system.

This feature requires parental log in information that will be supplied to the parent / guardian at the time their child's card is activated.