DATE

DEAR NAME,

First Student’s bus tracking dashboard and app, FirstView, is rolling out for parents/guardians in your SCHOOL/DISTRICT NAME soon.

FirstView is designed to reduce the number of phone calls you and your office staff receive inquiring about the whereabouts of buses. Whether it’s a traffic delay, bad weather or a school-related delay, FirstView will give families increased peace of mind and information to ensure they are at the bus stop when they need to be and not waiting longer than they should. In accordance with district rules, students are still required to be at their bus stop 5-10 minutes before their scheduled time.

For access to your district’s FirstView District Dashboard, please contact: NAME with your email, first name, last name, and school (if applicable). You are also welcome to attend a weekly webinar training session by accessing the schedule at <http://bit.ly/FirstView_DDWebinar>.

If need assistance while using FirstView DistrictView, please reach out to:

* Call us: 888-889-8920 (Monday – Friday 7:00am to 5:00pm ET)
* Email us: [dashboardsupport@firstviewapp.com](mailto:dashboardsupport@firstviewapp.com)
* Message us: Select Contact Us or Help & Info on the left side of the dashboard screen

If a parent/guardian calls with a question about FirstView, please transfer them to our dedicated FirstView Customer Support Team at 888-889-8920. If, for some reason, you are unable to transfer the call, please tell them to:

* Call us: 888-889-8920 (Monday – Friday 7:00am to 5:00pm ET)
* Email us: [support@firstviewapp.com](mailto:support@firstviewapp.com)
* Message us: Select the envelope button at the top-right of the FirstView ParentView screen

If you have any other questions or concerns, please contact your district’s Transportation Department.

Thank you for your support in the roll-out of FirstView!

Sincerely,

NAME

TITLE