



TRI-BOARD STUDENT TRANSPORTATION SERVICES INC.

81 Dairy Avenue,
Napanee, Ontario K7R 1M5

Safe, secure, on-time student transportation

December 16, 2008

Tri-Board Student Transportation Services Inc receives many calls from parents looking for everything from eligibility information to bus stop locations to pick up times. We now have an Interactive Voice Response (IVR) system that will provide transportation information directly from our data base.

This office already uses Trapeze MapNet for routing and planning and with the addition of our IVR system, which uses our existing data base, we are confident our level of service for parents will increase. Tri-Board Student Transportation Services Inc can now offer our parents up-to-date transportation information for their children.

Parents can dial into our office and log in using the student's OEN (Ontario Education Number) which is found on student report cards along with the student's date of birth (6 digits - year-month-day ie. 04 12 25) to access the student's transportation information, including pick up/drop off times and locations.

To access the IVR system please dial **613 354-8202 OR 1-866-934-7209**

Users have the option of speaking directly to a Tri-Board Student Transportation Services Inc staff member at any time.

This Student Transportation Information feature will also be available on our web site (www.triboard.on.ca) at a later date using the same access information (OEN and date of birth).

We are optimistic the system will not only improve the quality of service but parents will be able to access transportation information for their children at any time of the day or night.

For more information or comments please contact us at info@triboard.on.ca