



Charles Nix
Superintendent
Catoosa County Public Schools
307 Cleveland Street
Ringgold, GA, 30736
cnix@catoosa.k12.ga.us
(706) 965-2297

2/16/2024

Dear Parents,

We understand the frustration caused by the recent issues with the MyStop bus tracking app, particularly its impact on tracking student transportation routes. We want to assure you that addressing these challenges is a top priority for us.

The MyStop app is an integral component of Versatrans, which is our transportation management system. However, it is operating on outdated mapping infrastructure, which has led to the system's inability to reliably track GPS devices. Also, MyStop encounters challenges in efficiently processing substitute bus routes, resulting in instances where these routes may not display on the map during periods when the primary bus is temporarily unavailable.

In response to these issues, our Transportation and Technology teams have collaborated with Versatrans to implement a solution. We are pleased to announce that plans are underway to transition to an upgraded bus tracking system this summer. Our goal is to have the new system fully implemented before the start of the 2024 - 2025 school year. In the meantime, we are working with Versatrans Support to mitigate issues with their current system as we must continue its use for the remainder of the school year. We apologize for the inconvenience.

Please reach out to the transportation department if you have any questions regarding your child's bus route or need additional information at 706-965-2913. Thank you.

Sincerely,

Charles Nix

Superintendent

Catoosa County Public Schools

Connect today!



307 Cleveland Street P.O. Box 130 Ringgold, GA 30736
706.965.2297 • www.catoosa.k12.ga.us