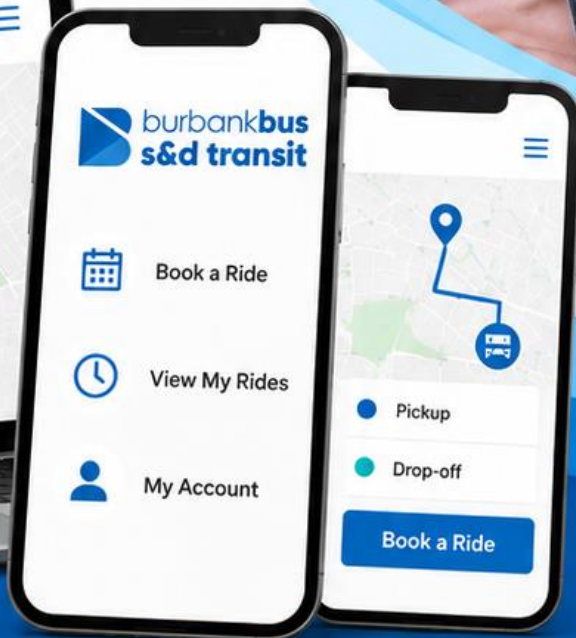
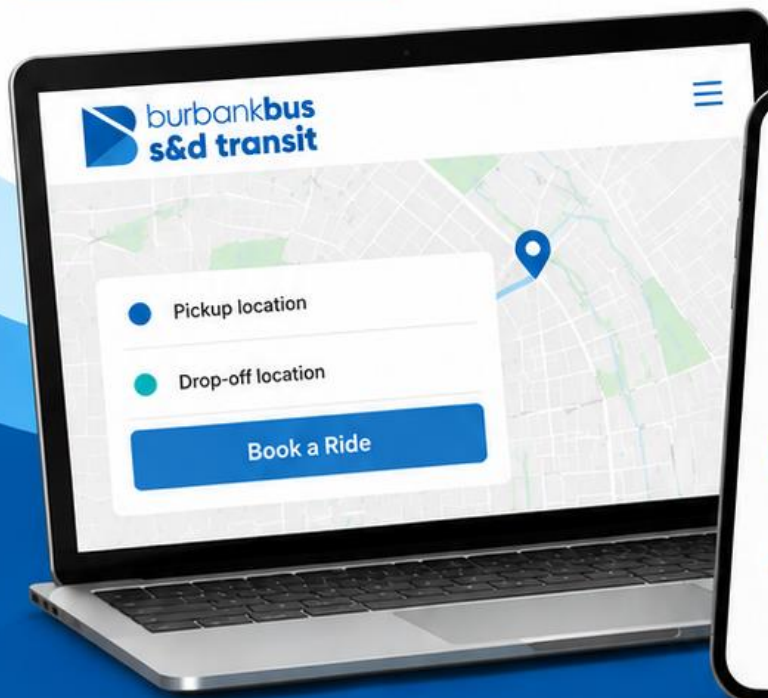




Rider Guide & User Manual

How to use the BurbankBus Senior & Disabled Transit app for web, iPhone, and Android

OCTOBER 2026



Web App



iPhone App



Android App

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Getting Started with the BurbankBus Senior & Disabled Transit App for Web, iPhone, and Android

Welcome to the new way to schedule your rides on BurbankBus Senior & Disabled Transit! We're partnering with Via Transportation to make BBS&D Transit easier to use and more efficient, getting you where you need to go faster and with less hassle.

There are three methods you can use, depending on what technology you have available.

1. Website (<https://burbankbus.app.ridewithvia.com>) – accessed through a web browser such as Edge, Chrome, Firefox, or Safari, typically on a desktop or laptop computer. 
2. Apple iPhone – you'll need to download the BurbankBus S&D Transit app from the App Store (it's free!). Search for "BurbankBus Senior & Disabled Transit" in the search bar, and download the app to your device. (You may need your App Store password if you don't download apps very often.) 
3. Android phone – anything that is not an Apple iPhone is running the Android operating system. You'll need to download the BurbankBus S&D Transit app from the Google Play Store (it's free!). Search for "BurbankBus Senior & Disabled Transit" in the search bar, and download the app to your device. (You may need your Google Play Store password if you don't download apps very often.) 

While setting up and using the BurbankBus Senior & Disabled Transit app is pretty much the same depending on which method you use, each one looks a little different. A separate set of instructions is provided for the website app, iPhone app, and Android app.

What You'll Need to Get Started

Before you can start setting up your web or smartphone app, make sure you have the following information available.

1. You need to already be registered with BurbankBus S&D Transit in order to set up the app. If you're not registered and you try to set up the app, you'll be prompted to contact BBS&D before you can continue.
2. Make sure you have the phone number associated with your BBS&D registration/account.
3. You'll need access to the phone with that phone number so you can receive a verification code by text (even if you are using the web app).
4. You'll need internet access for your computer or internet access/cell data for your smartphone.
5. To use the mobile app, you will need a compatible smartphone and access to the Apple App Store (iPhone) or Google Play Store (Android phone).
6. You may also need the password for your Apple or Google Play account to download the app; if you download apps regularly you may not need to enter the password. (Both apps are free to download, so no money is required.)

If you don't have access to technology that would enable you to use one of the apps, no problem! You can still give us a call at (818) 238-5360 the day before you wish to travel to schedule your ride.

NEED HELP?

If at any point in this process you need help – you have trouble downloading the app, logging in, scheduling a ride, etc. – contact BurbankBus at **(818) 238-5360** or transit@burbankca.gov and we'll be happy to assist you.

Having Trouble?

If you have trouble setting up or using any of the apps, refer back to this section. We'll try to answer some of the most frequent questions here.

1. I want to use the app in Spanish.

The web app and phone apps are available in Spanish. However, there is no setting within the app itself to change the language. In order to access the apps in Spanish, the device's language settings must be set to Spanish. For example, for an iPhone, go to Settings → General → Language & Region and change the Preferred Language to Spanish. For a desktop or laptop computer, you may be able to change the language settings by opening the Settings window and going to Time & Language → Language and choosing Spanish as the preferred language. Specific instructions for Android phones will vary depending on the phone, but the option to change the preferred language can generally be found within the system settings.

2. I didn't receive a verification code.

First, check to make sure the phone number you entered was entered correctly (it's displayed on the screen where you enter the verification code). If it was not entered correctly, go back to the previous screen and enter it again.

If you didn't get a notification of a text message, check your text messaging app. You may not have seen the notification, but it may still be there in your text messaging app.

If you entered the number correctly but still do not get a code, click or tap on "Problems receiving code?" underneath the field where you enter the code and follow the directions there.

3. The app doesn't recognize my phone number.

If you used a phone number that is not associated with your BBS&D registration/account to try to log into the web or smartphone app, then it won't recognize it as you. For example, if your home (landline) phone number is associated with your account but you used your mobile phone to log into the app, it won't recognize it. Contact BBS&D at (818) 238-5360

to make sure the correct phone number is associated with your BBS&D account.

4. I don't have a mobile phone that can receive texts.

If you don't have a mobile phone capable of receiving texts, contact BBS&D at (818) 238-5360 about setting up a password so that you can log into the system that way. You'll need to use the web app if your phone cannot download the smartphone app.

5. My spouse and I share the same phone number.

If two people who both use the BBS&D service share a phone number, the system needs some way to tell you apart. In this case, you would need to log in with a password. Each of you would be provided with a separate password. Contact BBS&D at (818) 238-5360 to set up your passwords so that you can log into the app without needing to enter a phone number.

6. I forgot my password.

If you forgot your password, and you have a mobile phone that can receive text messages, use the link on the login page. Simply click or tap on "Forgot Password?" The app will ask for your phone number and will text you a link with a new password. If you don't have a phone that can receive text messages, call BBS&D at (818) 238-5360 for assistance in resetting your password.

7. The app isn't working.

If the app isn't working, try closing it and restarting it, or logging out and logging back in again. Sometimes that will take care of things. If it doesn't, contact BBS&D at (818) 238-5360 and someone can assist you with whatever you were trying to do in the app (scheduling a trip, verifying a scheduled ride, etc.). Make sure to let us know what the problem is and which app you are using (web, Apple, or Android) so we can troubleshoot it on our end.

8. I'm having trouble reading the information in the app – it's so small!

Use the Display or Accessibility settings on your phone to enable a larger text size. This should be reflected in the text in the app. You can also be logged into both the phone app and the web app. Setting up rides may be

easier to do on a larger computer screen, and you can still access all the information and get notifications on your phone when you need to.

9. I need help scheduling my ride.

No problem! Simply call BBS&D at (818) 238-5360 for assistance. We can walk you through the process of scheduling your ride through the app you are using, or we can schedule your trip by phone one day in advance of when you wish to travel. We want you to be comfortable using the app, so let us know how we can help.

10. I entered the wrong pickup location.

Unfortunately, there is no way to change a pickup location once the ride has already been scheduled. You will need to **cancel** your ride and reschedule it using the new pickup location.

If you entered the wrong pickup location and have not finished scheduling your ride, simply go back to the “Start from” field and enter the new pickup location. As long as you have not completed the reservation, you can make changes.

11. I can’t find my destination.

There are several ways to find your destination. If it is a common destination, like a shopping center or medical facility, scroll through the list of common destinations to see if it is listed. You can also type the street address of the location directly into the Destination field. Finally, you can use the “Set on map” feature to find the location on a map and use that to set your destination. If you still can’t find your destination, call BBS&D at (818) 238-5360 for assistance.

Note: If your desired destination is outside of the BBS&D service area, you will not be able to set it as your destination. Use the “Set on map” feature to see where the boundaries of the service area are. There are a few locations outside of Burbank (such as Adventist Health in Glendale) that are served by BBS&D, and they are shown on the map as being within the service area. You will not be able to select destinations that are outside of the service area.

12. I need to change my destination.

Unfortunately, there is no way to change your destination once the ride has already been scheduled. You will need to **cancel** your ride and reschedule it using the new destination location.

If you entered the wrong destination location and have not finished scheduling your ride, simply go back to the “Where to?” field and enter the new destination location. As long as you have not completed the reservation, you can make changes.

13. I don’t see the ride I scheduled.

Make sure you’re looking in the right place. From the profile menu, select “Scheduled Rides.” Rides you have already scheduled will appear here. You have the option of looking at a calendar view or a list view. Rides are marked as Approved or Pending. Pending rides are those that were scheduled but are not yet Approved (for example, if you scheduled a ride and received a notification that no seats were available, it will appear on the list as Pending). If you got a notification that your ride was booked, it will show as Approved. If you still don’t see your ride, contact BBS&D at (818) 238-5360 for assistance.

When scheduling your rides, **make sure you complete the process**. If the reservation is not properly completed, it won’t be submitted and it won’t show up as a scheduled ride.

14. I need to cancel my ride.

Plans can change, so canceling a ride is simple. Just go to your Profile menu (either a circle with your initials in the web app, or three stacked bars in the upper left corner of the smartphone app) and click or tap on Scheduled Rides. From there you can select the ride you wish to cancel and cancel the ride. You’ll have several opportunities to change your mind, but once you cancel the ride, it can’t be undone. If you cancel but find you need that ride after all, you’ll need to start from the beginning to book it again, and there is no guarantee you’ll get a ride at the same date and time as before.

You must cancel your ride before the vehicle is on its way to avoid being counted as a no-show.

How do I pay for my ride?

At present, the only way to pay for your ride is to pay cash when you board the vehicle, so have exact change ready. One-way fare is \$1.00 per rider.

There may be an opportunity at some point in the future to pay through the app with a credit or debit card, but that feature is not available as of now.

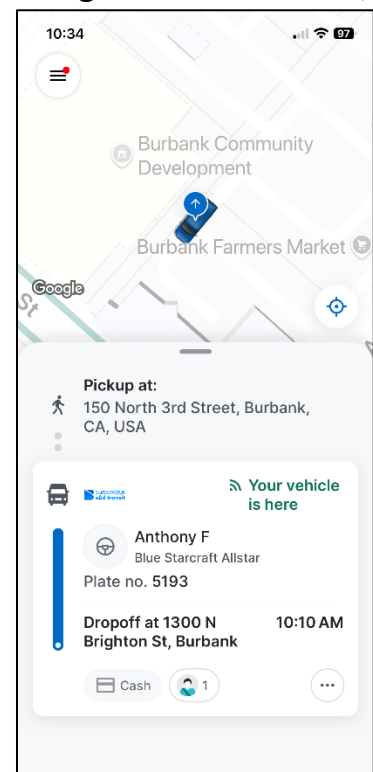
Once my ride is scheduled, now what?

At 3:00 p.m. on the day before your trip, you will receive a text message or phone call reminding you about your scheduled trip. Fifteen minutes before your scheduled pickup time, you will receive a phone call or text message (or both, depending on your preferences) letting you know the vehicle is on its way.

For phone notifications, expect to receive calls from (916) 975-8547. If your preference is to receive notifications by phone, we recommend entering this number as a contact in your phone so you recognize the call as a BBS&D Transit ride notification. We also recommend naming the contact something like "BBS&D Notification" to differentiate it from the main number for calling BurbankBus S&D, which is (818) 238-5360.

You should be at your scheduled pickup location a few minutes before the vehicle is scheduled to arrive. When it arrives, you will receive a notification on the app that the vehicle is here. It will include the driver's name, a description of the vehicle picking you up, and the license plate number so you can be sure you are boarding the right vehicle.

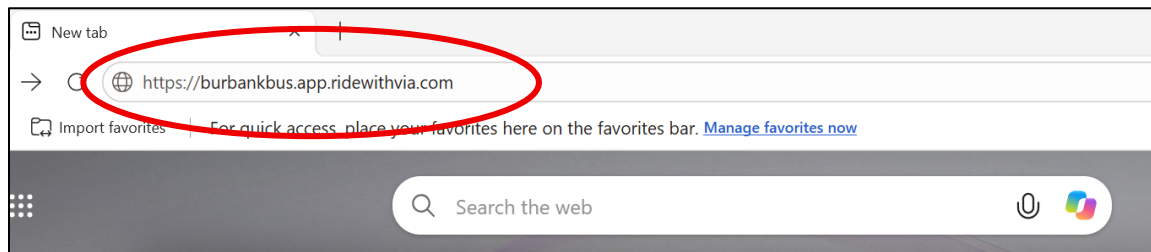
The vehicle will wait up to five minutes at your pickup location. If you are not already waiting there, you will receive a call or text letting you know the vehicle is waiting. If you are not at the pickup location by five minutes after the scheduled pickup time, you will be counted as a no-show and the vehicle will depart without you.



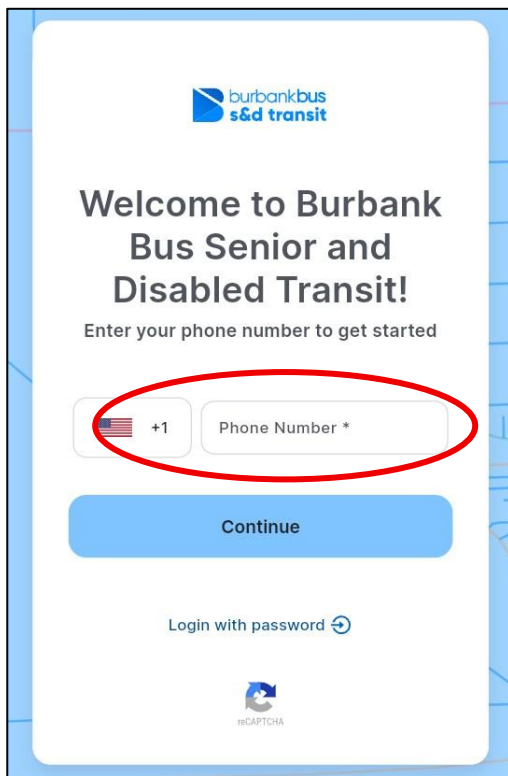
How to Use the BBS&D Web App

On your computer, enter <https://burbankbus.app.ridewithvia.com> into the address bar of your preferred browser (located at the top of your screen). This will take you to the online (web) version of the BBS&D Transit app.

Note: These images were created using the Firefox browser. The appearance of the website app in Chrome, Edge, Safari, or another browser may be slightly different than what is shown here.



The first thing you will see is a login prompt. Enter your phone number and click “Continue.” The app will send a code to your phone via a text message. Enter that code on the next screen. Once you enter your code, you will be taken to the main trip planning screen.



>Welcome to Burbank
Bus Senior and
Disabled Transit!

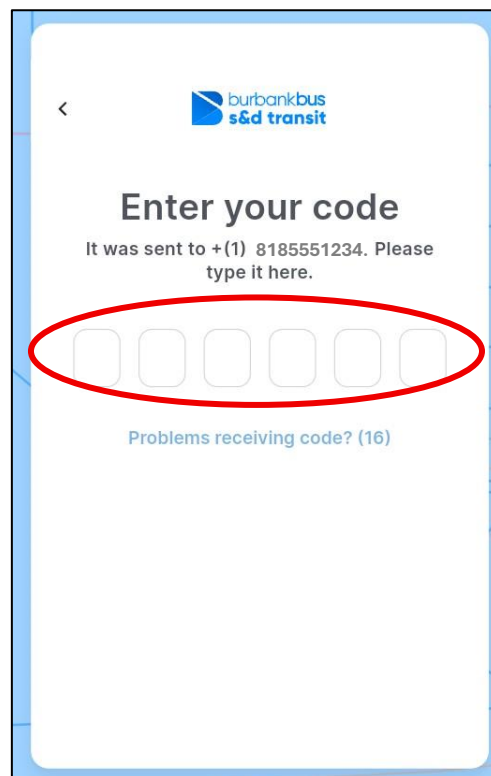
Enter your phone number to get started

 +1

[Continue](#)

[Login with password](#) 





< 

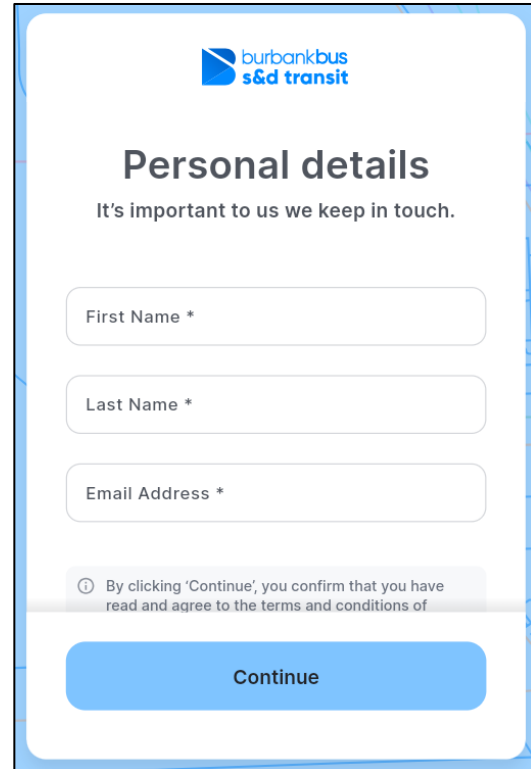
Enter your code

It was sent to + (1) 8185551234. Please
type it here.

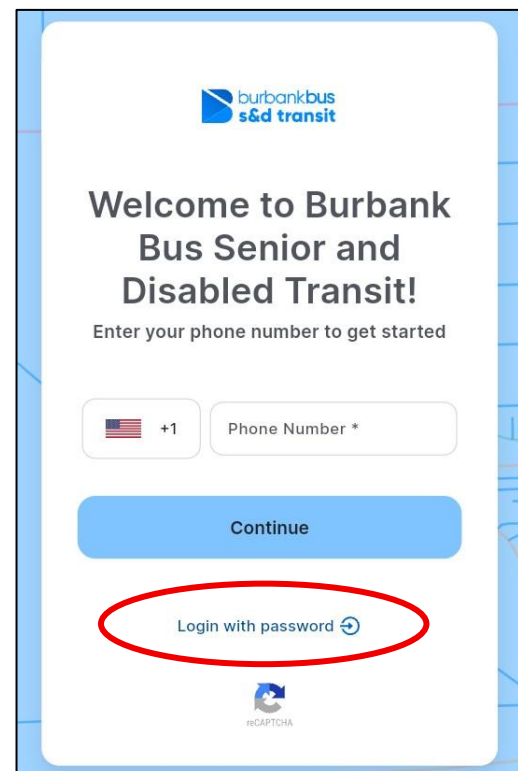
[Problems receiving code? \(16\)](#)

If you are not already a registered customer with BurbankBus S&D Transit, or if you are using a phone number that is not already associated with you in our system, you will be asked to provide additional information. Enter your first name, last name, and email address, then click “Continue.”

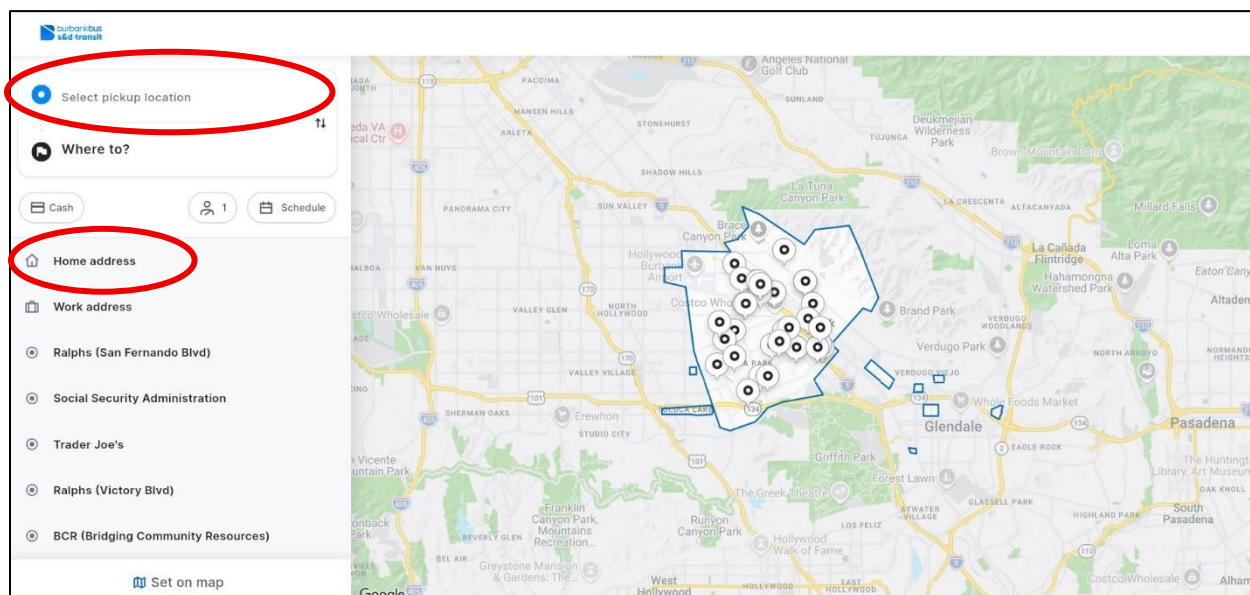
After you click “Continue,” you will receive a prompt directing you to contact BurbankBus S&D at (818) 238-5360 to complete your registration. You will not be able to finish setting up the app or make any ride reservations until your registration is completed.



If you share a phone number with someone else, you have the option to log in with a password. For example, if a husband and wife are both registered for BurbankBus S&D Transit and they share a phone number, the system will not recognize them as individuals when they make a reservation. To be able to log in with a password, you will need to contact BurbankBus S&D at (818) 238-5360 to get a password set up for you.

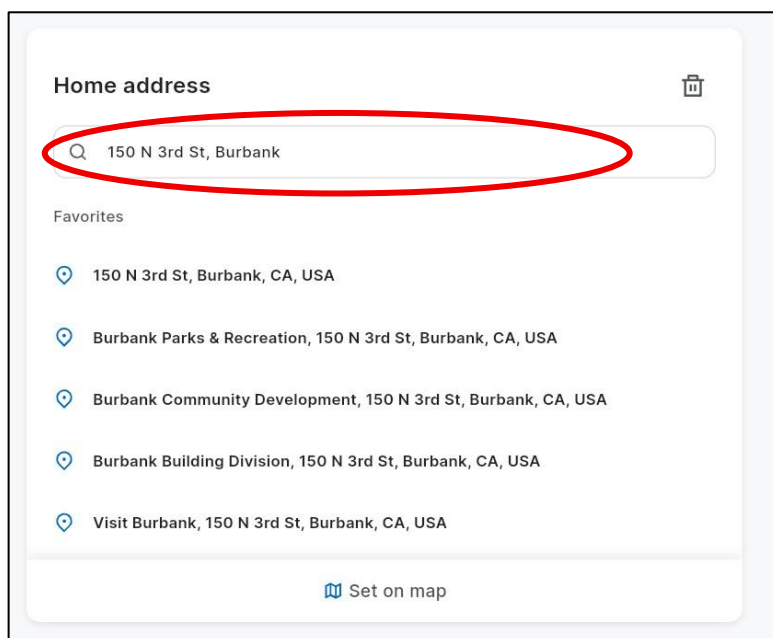


Once you have logged into the website, you are ready to start planning your trip!

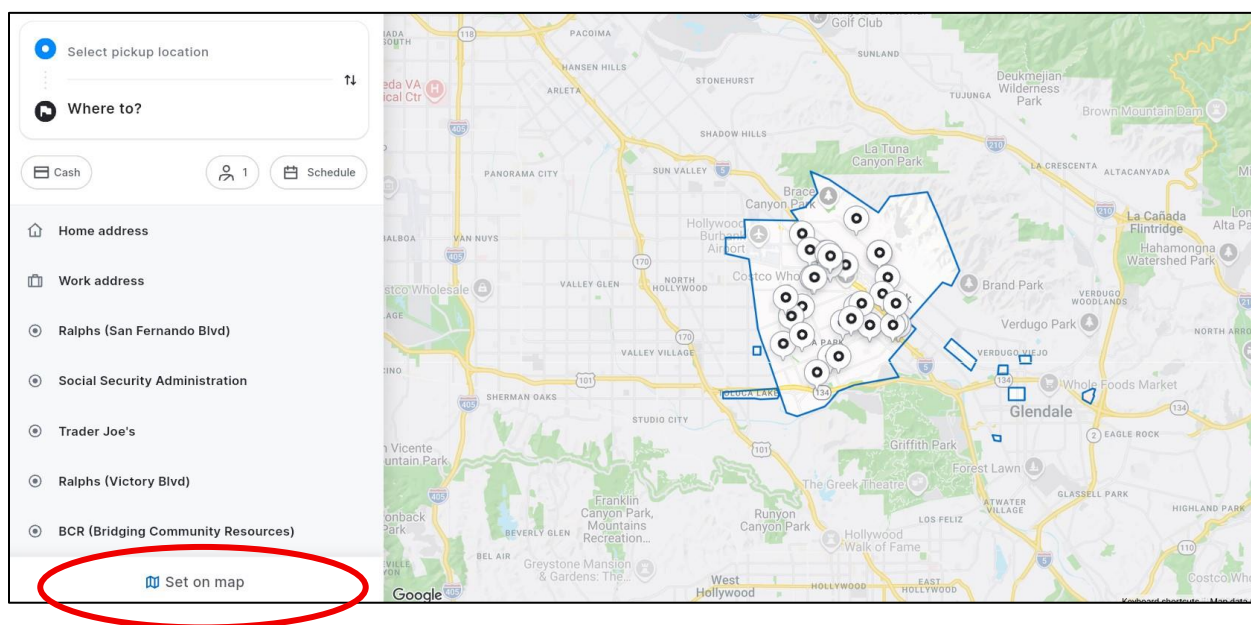


From this screen, enter in your desired pickup location. (Depending on your computer's location settings, it may auto-populate with your current location. To clear this, click in the "Current location" field and then tap on the ⊗ next to the address.) Your pickup location can be your home address or somewhere else.

If you'd like to save your home address so you don't have to type it in each time, click on "Home address" in the left hand menu. It will take you to a screen where you can enter your home address. After that, when you want to be picked up from home, all you have to do is click inside the pickup box, then click on "Home address" and it will automatically load your address.

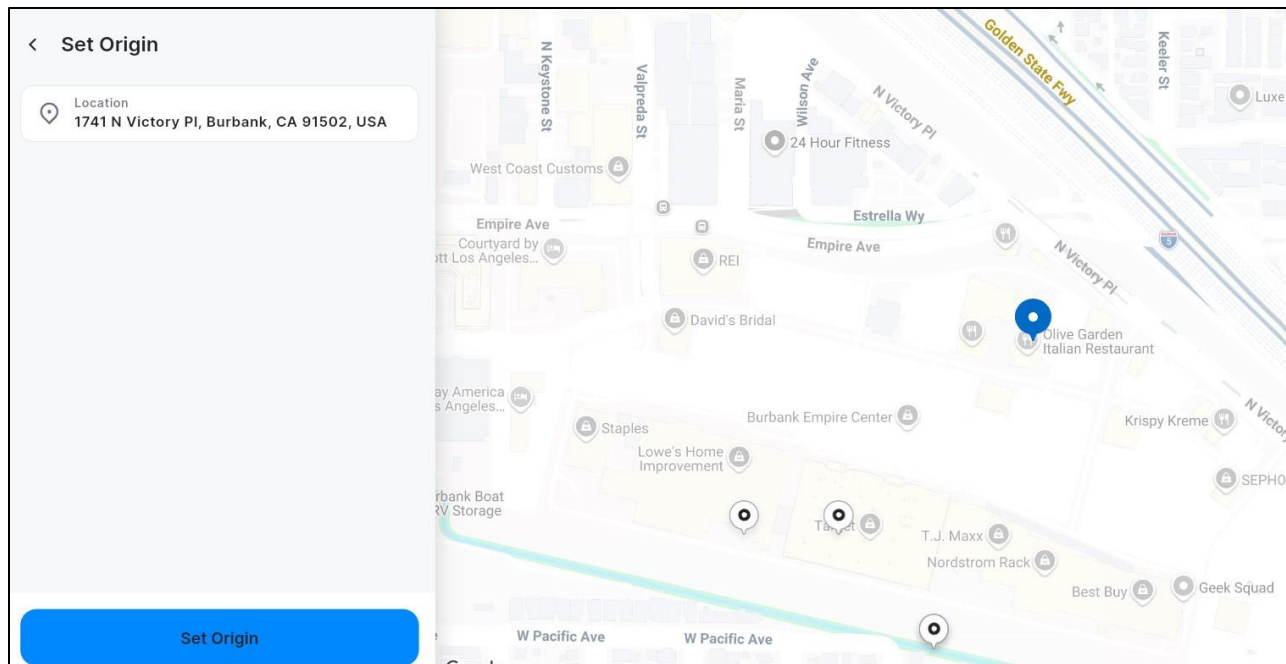


If you want to be picked up somewhere other than home, simply enter the address in the “Start from” field or find the location on the map. To do that, click “Set on map.” It will take you to a map screen where you can move the map around until you find your location.



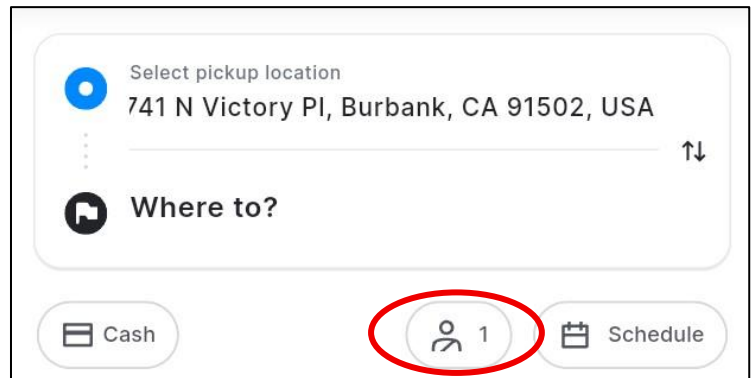
Once you find the location on the map, place the marker there and click “Set Origin.” The address of this location will be set as your origin/pickup location and you’ll be ready to enter where you want to go.

In the example below, we clicked on Olive Garden on the map. It captured the address in the Location bar, so we just need to click “Set Origin.”

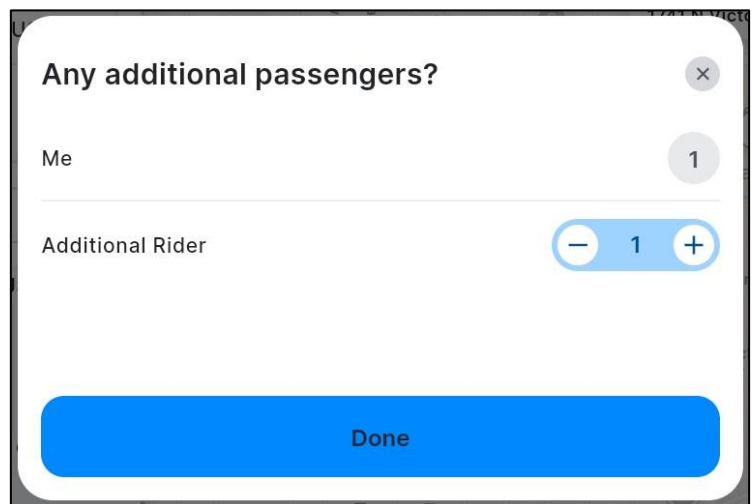


After you enter your pickup location, you'll need to specify how many people are traveling with you. If you are traveling by yourself, you don't need to make any changes – the system defaults to a single rider.

If you are bringing anyone with you (whether a companion or Personal Care Attendant), they are considered to be an Additional Rider, so you'll need to add them. Click on the Passenger button to open up this information. The number of people traveling with you (excluding yourself) should be entered as Additional Riders. Click on the plus sign to add riders. When you are finished, click on "Done" to update your reservation.



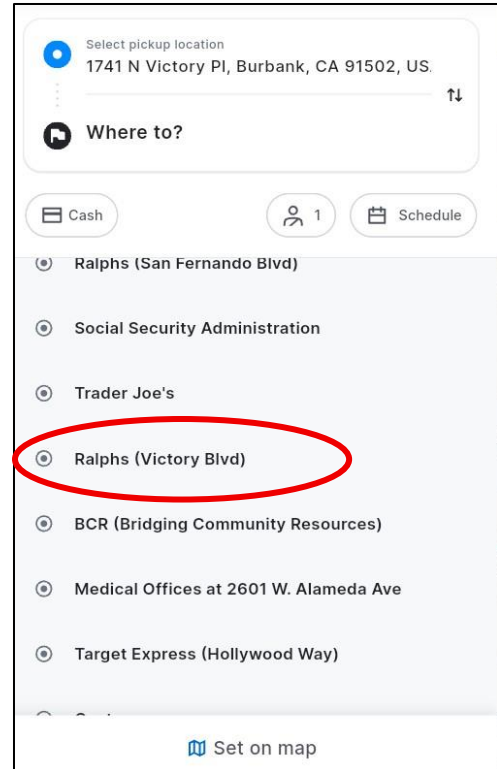
This screenshot shows the main booking interface of the BurbankBus app. At the top, there is a section for "Select pickup location" with the address "741 N Victory Pl, Burbank, CA 91502, USA" and a swap button (up and down arrows). Below this is a "Where to?" field. At the bottom, there are three buttons: "Cash", a "Passenger" button (which is circled in red and shows a person icon and the number "1"), and "Schedule".



This screenshot shows a dialog box titled "Any additional passengers?". It has a close button (X) in the top right corner. Inside the dialog, there are two sections: "Me" with a count of "1" in a grey circle, and "Additional Rider" with a count of "1" in a blue circle, flanked by minus and plus signs. At the bottom of the dialog is a large blue button labeled "Done".

Now that you have entered your pickup location and told us how many people are traveling, tell us where you want to go. You can click on one of the common locations listed in the left hand menu (scroll down using your mouse to see more), or enter the address in the “Where to?” field.

You can also find the location on the map using the same process you used to find the pickup location.



The screenshot shows the BurbankBus app interface. At the top, there is a 'Select pickup location' field with a blue location pin icon and a dropdown arrow. Below this is a 'Where to?' field with a location pin icon. To the right of the 'Where to?' field are three buttons: 'Cash', '1' (with a person icon), and 'Schedule'. Below these buttons is a list of common locations, each with a radio button. The location 'Ralphs (Victory Blvd)' is circled in red. At the bottom of the list is a 'Set on map' button with a map icon.

Select pickup location
1741 N Victory Pl, Burbank, CA 91502, US. ↑↓

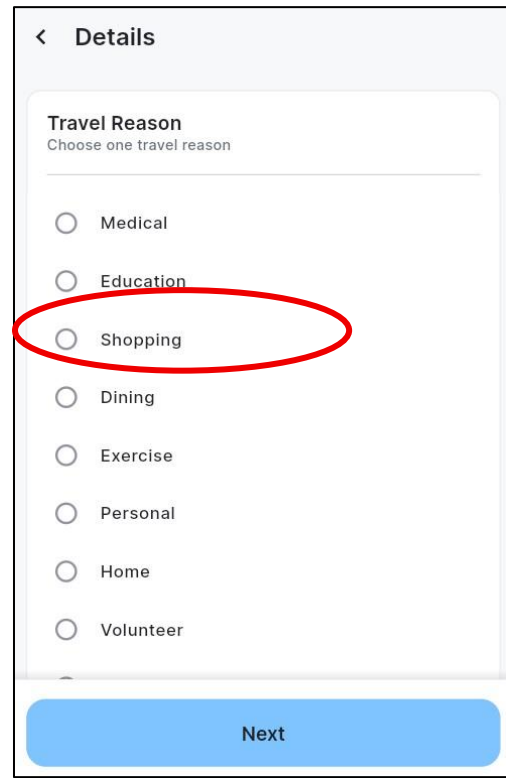
Where to?

Cash 1 Schedule

- Ralphs (San Fernando Blvd)
- Social Security Administration
- Trader Joe's
- Ralphs (Victory Blvd)**
- BCR (Bridging Community Resources)
- Medical Offices at 2601 W. Alameda Ave
- Target Express (Hollywood Way)

Set on map

Once you have identified your destination, the website will ask you the reason for your travel. With your mouse, click the circle next to the reason for your travel. For example, if you are traveling to Olive Garden, you would click on "Dining." If you are traveling to Ralph's, you would choose "Shopping." For a doctor or dentist appointment, you would choose "Medical." If you are traveling home from somewhere, choose "Home." Scroll down for additional options. (There is no "Other" option, so choose the one that best represents why and where you are traveling.) Once you have selected the appropriate reason, click the "Next" button.

A screenshot of a web form titled "Details" with a back arrow icon. The form has a section titled "Travel Reason" with the instruction "Choose one travel reason". Below this is a list of radio button options: Medical, Education, Shopping, Dining, Exercise, Personal, Home, and Volunteer. The "Shopping" option is circled in red. At the bottom of the form is a blue button labeled "Next".

< Details

Travel Reason
Choose one travel reason

☐ Medical

☐ Education

☒ Shopping

☐ Dining

☐ Exercise

☐ Personal

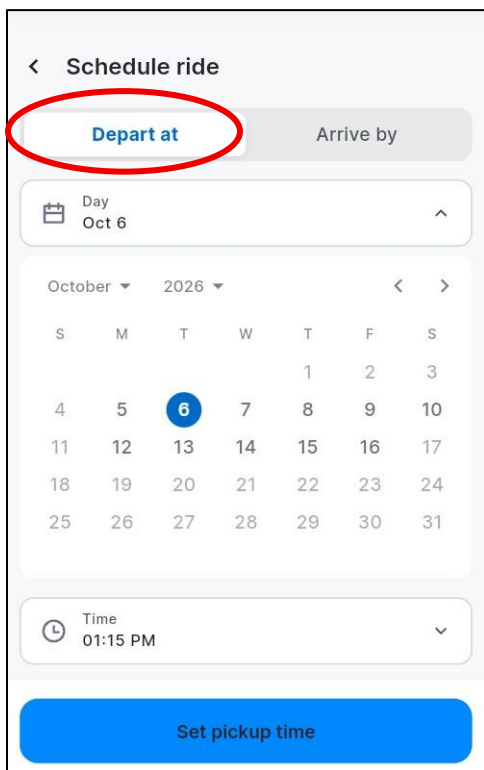
☐ Home

☐ Volunteer

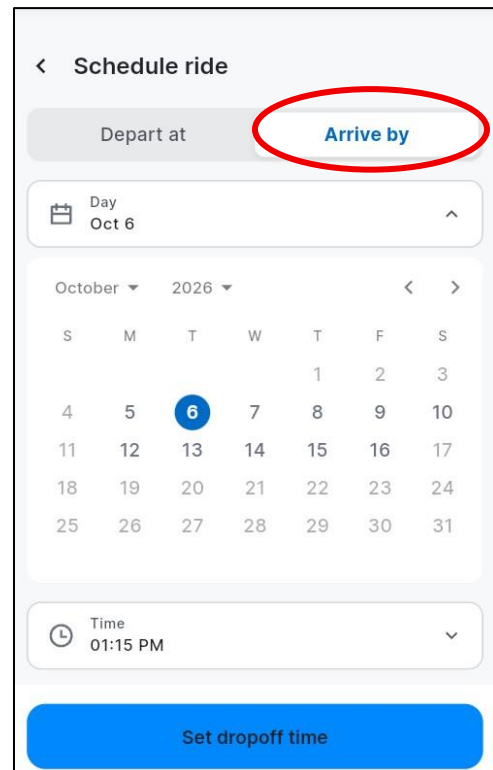
Next

Now it's time to schedule when your trip will take place. Once you have indicated both your pickup and destination locations, you will be prompted to enter the day and time you wish to travel. You can reserve a trip up to three days in advance using the app.

You can schedule your trip based on when you want to be picked up at your pickup location ("Depart at") or based on when you want to arrive at your destination location ("Arrive by"). Click on either the "Depart at" tab or the "Arrive by" tab. Click on the calendar to select the date you wish to travel on, then use the drop-down menu to select the time you want to either depart your pickup location or arrive at your destination location. When you are finished, click on "Set pickup time" or "Set dropoff time."



The screenshot shows the "Schedule ride" screen with the "Depart at" tab selected and circled in red. Below the tabs is a date selector showing "Day Oct 6" and a calendar for October 2026. The date "6" is highlighted in blue. Below the calendar is a time selector showing "Time 01:15 PM". At the bottom is a blue button labeled "Set pickup time".



The screenshot shows the "Schedule ride" screen with the "Arrive by" tab selected and circled in red. Below the tabs is a date selector showing "Day Oct 6" and a calendar for October 2026. The date "6" is highlighted in blue. Below the calendar is a time selector showing "Time 01:15 PM". At the bottom is a blue button labeled "Set dropoff time".

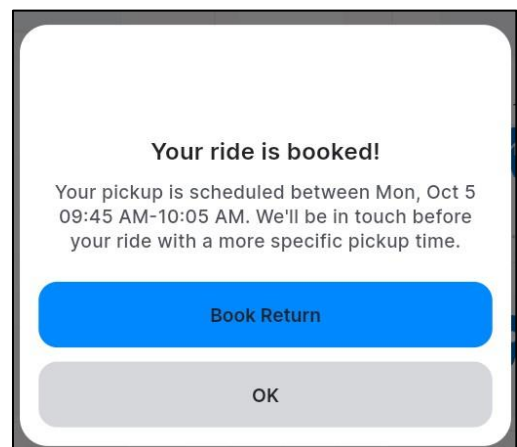
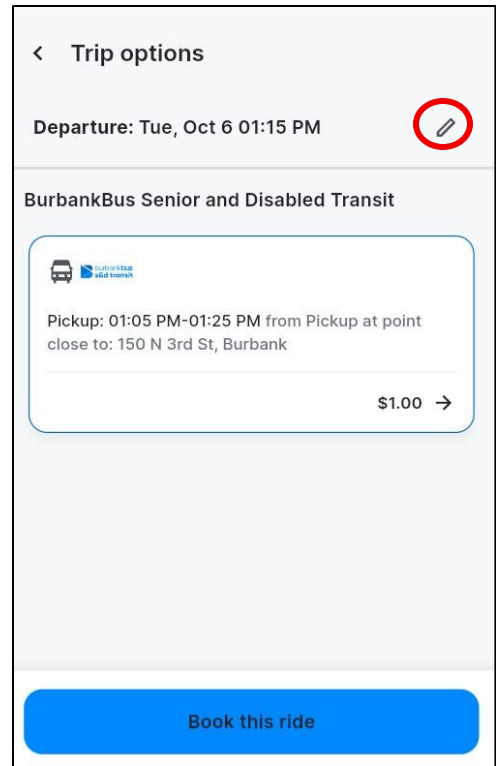
Once you submit the day and time you wish to travel, you will be provided with the proposed trip time. Since the trip shown was based on departure time, the Pickup time shown reflects a 20-minute pickup window around the desired departure time of 1:15 p.m. It will also show the cost of the trip (here, \$1.00). If you are booking a trip during a time when there is a lot of demand, you may also see a notification about limited availability.

 **Low availability- Book now**

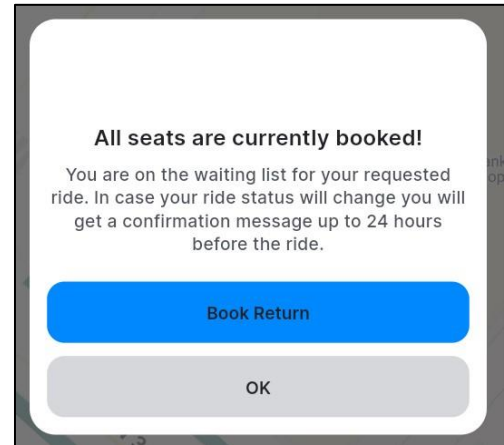
If you need to change anything, click on the pencil icon to the right of your departure. It will take you back to the previous screen where you will be able to modify the date and time of your trip.

When you are satisfied with your trip option, click “Book this ride.”

If the system was successfully able to schedule your trip, you will receive an immediate notification that your ride is booked. You’ll receive follow-up notifications at 3 p.m. the afternoon prior to the trip, 15 minutes prior to the vehicle arriving at your pickup location letting you know your ride is on its way, and when the vehicle has arrived.



If there are no seats available when you book the ride, you will receive a notification that no seats are available and you have been put on a waiting list. If your ride status changes you will get a confirmation message up to 24 hours prior to the scheduled trip.



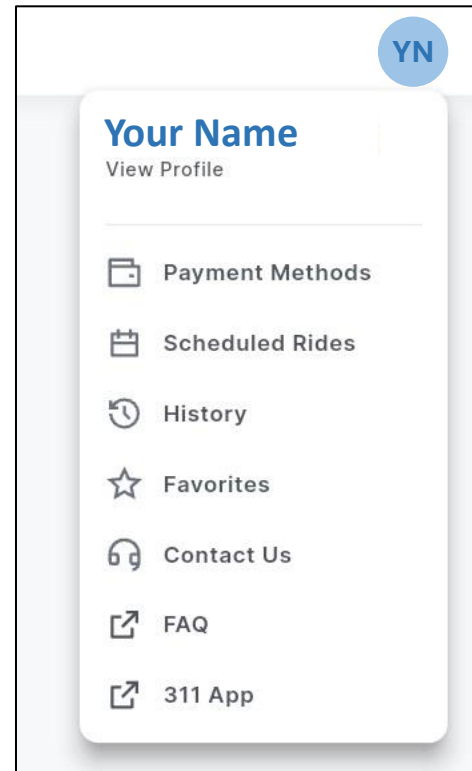
Once your outbound trip is booked, you can book your return trip. Remember, each direction you travel needs to be booked as a separate trip, so don't forget to book your return trip after you book your outbound trip!

You can click on the circle with your initials at the top of the page to access your customer profile. Click on “View Profile” to see the personal information on file.

From the menu, you can see what rides you have already scheduled, see rides you have already taken, and designate favorite locations to make scheduling easier. (In the future, you may also be able to designate a payment other than cash, though that feature is not yet available.)

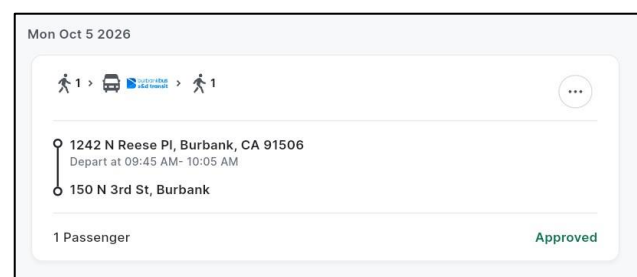
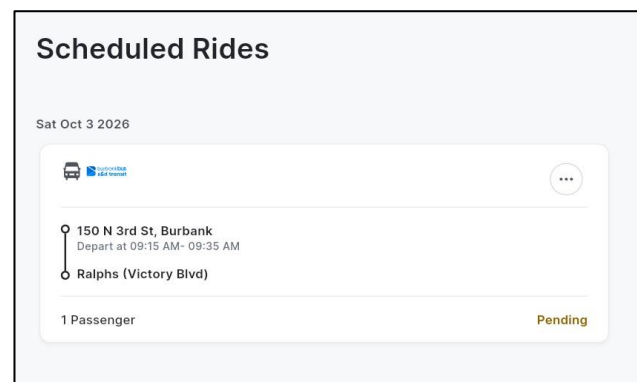
Click on “Contact Us” if you have questions. You can call us at (818) 238-5360 or email us from the link (transit@burbankca.gov).

Any time you are visiting locations within this menu (such as Scheduled Rides), you can click on the circle with your initials to get back to this menu, or you can click on the BurbankBus S&D Transit logo to get back to the main scheduling page.



From this menu, click on “Scheduled Rides” to see rides you have booked. If no rides were available and you are on a waiting list, it will show up in your list of scheduled rides as “Pending.”

If there is availability for the trip, you’ll see “Approved” in the lower right corner. Click on the trip to see the ride trip details.



You have several options from the Ride Details window. While you cannot change your pickup or destination locations, you can edit your pickup time. Click on the pencil icon to modify the time you wish to travel.

You can also cancel your ride from this window. Click on “Cancel ride” at the bottom to cancel your trip. If you have also booked a return trip, don’t forget to cancel it as well.

Ride details



Origin
1242 N Reese Pl, Burbank, CA 91506

Destination
150 N 3rd St, Burbank

Depart at
Oct 5, 2026 ; 09:45 AM- 10:05 AM

Status
Approved

More actions

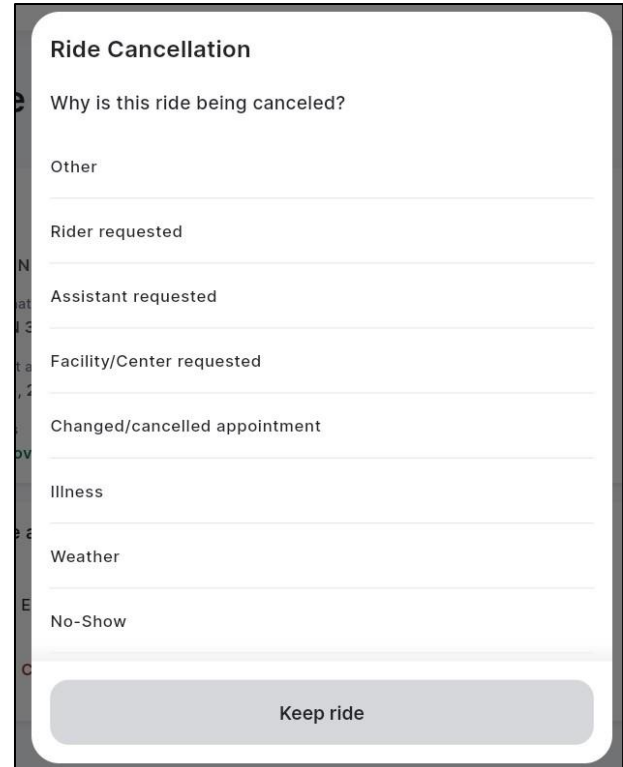
 Edit pickup time

 Cancel ride

When you cancel a ride, the system will ask you to provide a reason for the cancellation. If you clicked on “Cancel ride” in error and you don’t actually want to cancel your ride, click on “Keep ride” down at the bottom of this window. If you do want to cancel, choose the appropriate response or select “Rider requested.”

Once you select your response, the app will automatically take you to another window to confirm that you really want to cancel your trip, because once you cancel, it cannot be undone. If you need to reschedule the same trip, there is no guarantee you will be able to book the trip for the same day and time. You’ll have one more chance to keep your original reservation; if you want to do that, click on “Keep ride.” If you are sure you want to cancel, click on “Yes, cancel ride.”

Once you have canceled a ride, it will no longer show up in your Scheduled Rides.



Ride Cancellation

Why is this ride being canceled?

Other

Rider requested

Assistant requested

Facility/Center requested

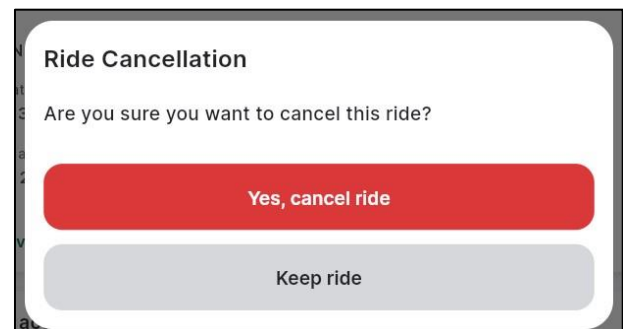
Changed/cancelled appointment

Illness

Weather

No-Show

Keep ride



Ride Cancellation

Are you sure you want to cancel this ride?

Yes, cancel ride

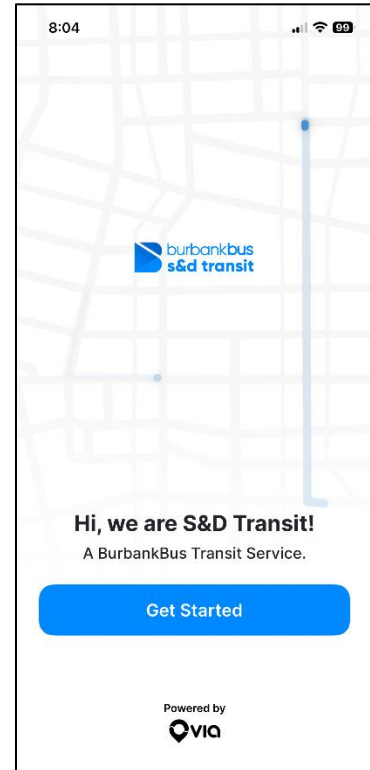
Keep ride

Click on the circle with your initials to get back to this menu to view other Scheduled Rides if you need to cancel a return trip that has already been booked. Click on the BurbankBus S&D Transit logo to go back to the main page.

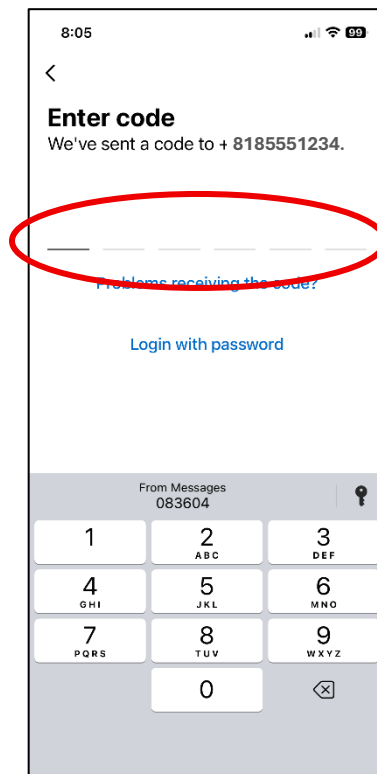
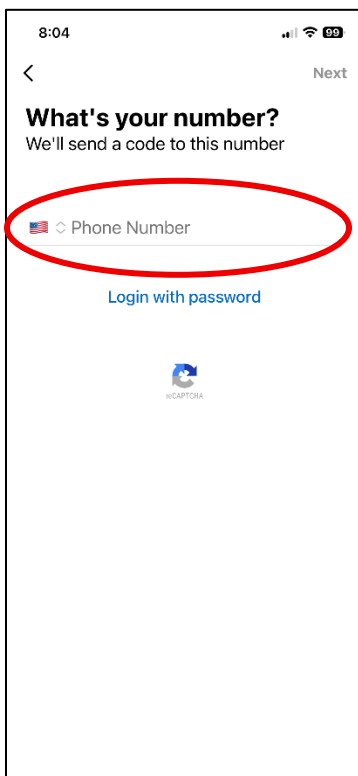
How to Use the iPhone BBS&D App (Apple Operating System)

Once you have downloaded the app from the Apple App Store, tap on the app to launch it.

The first thing you will see is the home screen for the app. You'll only see this when you launch the app when you are not already logged in. Tap "Get Started" to get started.

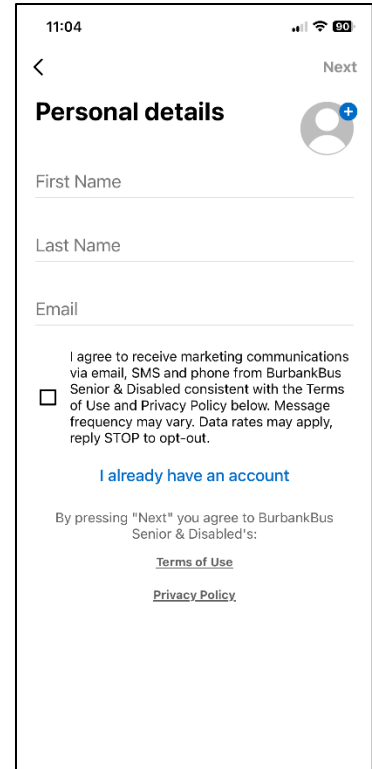


The next thing you will see is a login prompt. Enter your phone number and tap “Next” in the upper right corner. The app will send a code to your phone via a text message. Enter that code on the next screen using the keypad. Once you enter your code, you will be taken to the main trip planning screen.



If you are not already a registered customer with BBS&D Transit, or if you are using a phone number that is not already associated with you in our system, you will be asked to provide additional information. Enter your first name, last name, and email address. You may check the box to receive periodic marketing communications (not communications about your trips), but it is not required. Tap “Next” in the upper right corner when you are ready to continue.

After you tap “Next,” you will receive a prompt directing you to contact BurbankBus S&D at (818) 238-5360 to complete your registration. You will not be able to finish setting up the app or make any ride reservations until your registration is completed.



11:04

< Next

Personal details

First Name

Last Name

Email

☐ I agree to receive marketing communications via email, SMS and phone from BurbankBus Senior & Disabled consistent with the Terms of Use and Privacy Policy below. Message frequency may vary. Data rates may apply, reply STOP to opt-out.

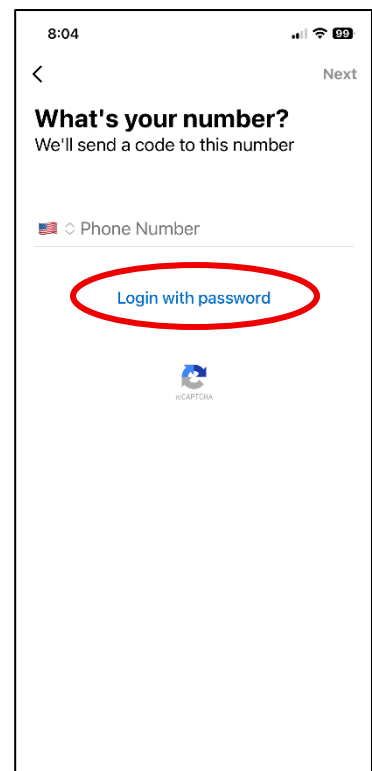
[I already have an account](#)

By pressing "Next" you agree to BurbankBus Senior & Disabled's:

[Terms of Use](#)

[Privacy Policy](#)

If you share a phone number with someone else, you have the option to log in with a password. For example, if a husband and wife are both registered for BurbankBus S&D Transit and they share a phone number, the system will not recognize them as individuals when they make a reservation. To be able to log in with a password, you will need to contact BurbankBus S&D at (818) 238-5360 to get a password set up for you.



8:04

< Next

What's your number?
We'll send a code to this number

🇺🇸 📞 Phone Number

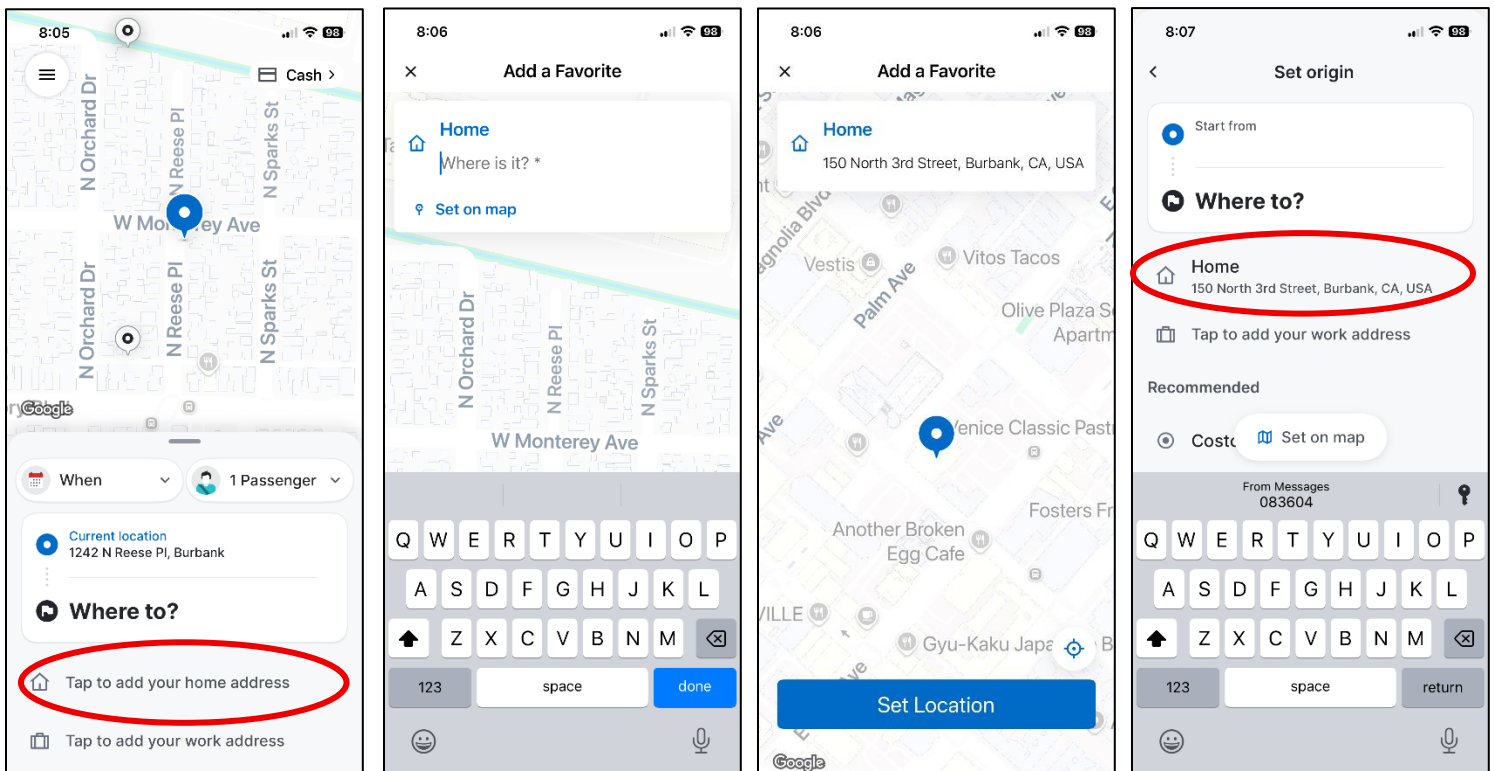
[Login with password](#)

 CAPTCHA

Once you have logged into the app, you are ready to start planning your trip!

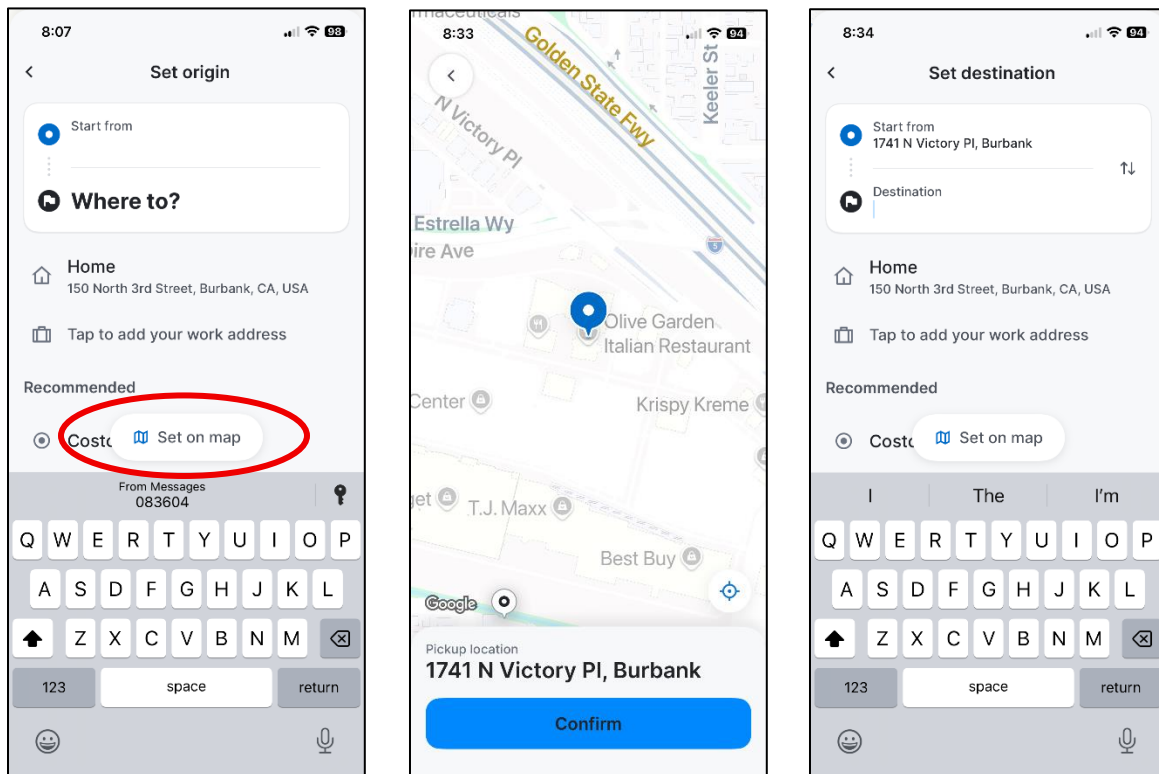
From this screen, enter in your desired pickup location. (Depending on your phone's location settings, it may auto-populate with your current location. To clear this, tap in the "Current location" field and then tap on the ⊗ next to the address to clear it.) Your pickup location can be your home address or somewhere else.

If you'd like to save your home address so you don't have to type it in each time, tap on "Tap to add your home address" near the bottom of the screen. It will take you to a screen where you can enter your home address using the keypad or by locating it on a map. Tap the "Set Location" button and it will set the address you specified as your home address. Now, when you want to be picked up from home, all you have to do is tap inside the pickup box, then tap on "Home" and it will automatically load the home address you entered.

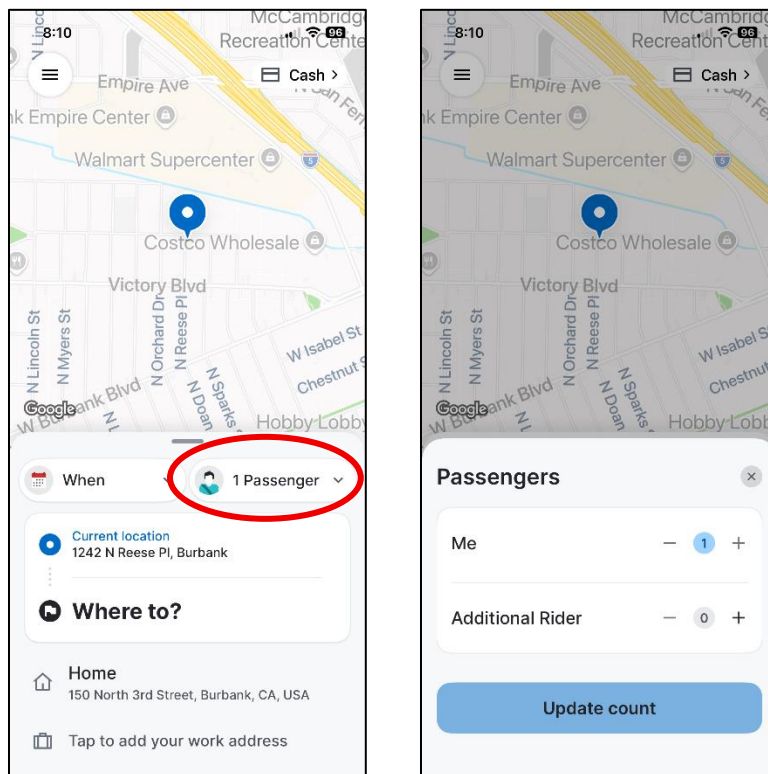


If you want to be picked up somewhere other than home, simply enter the address in the “Start from” field or find the location on the map. To do that, tap “Set on map.” It will take you to a map screen where you can move the map around until you find your location. Once you find the location on the map, move the map so the marker is at the location and tap “Confirm.” The address of this location will be set as your origin/pickup location and you’ll be ready to enter the location of where you want to go.

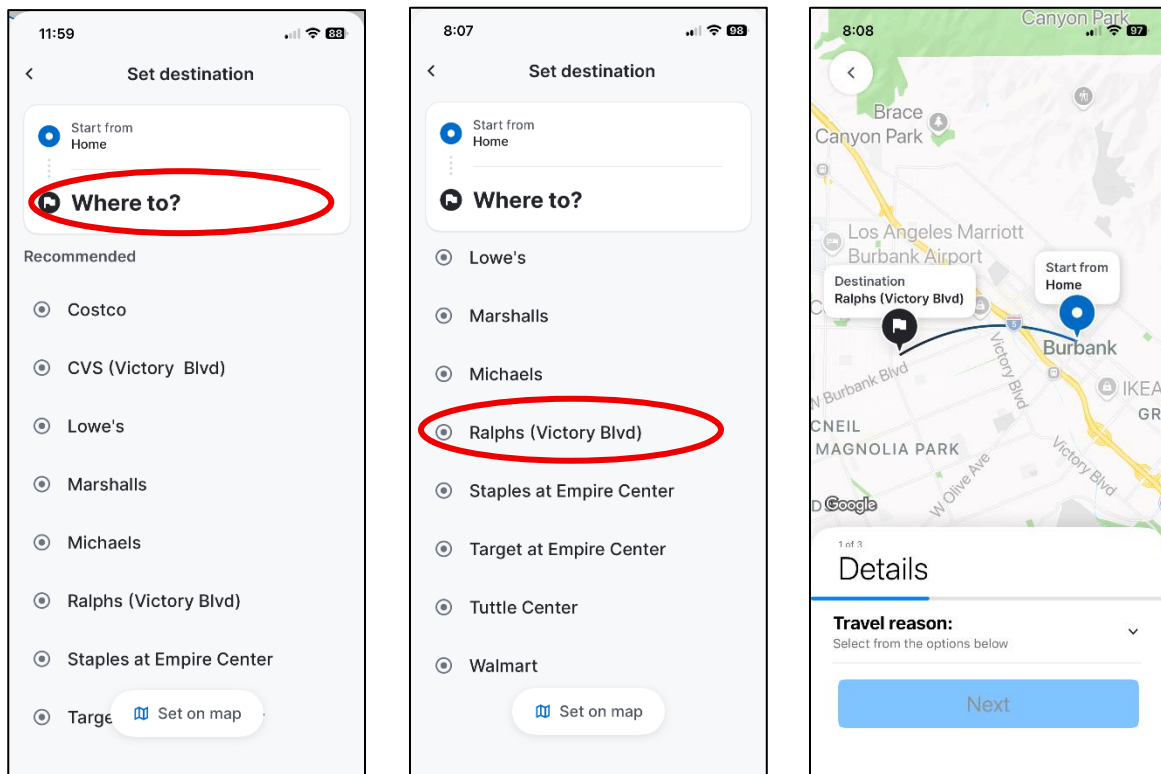
In the example below, we tapped on Olive Garden on the map. It captured the address in the Location bar, so we just need to click “Confirm.” Now it is set as our pickup location.



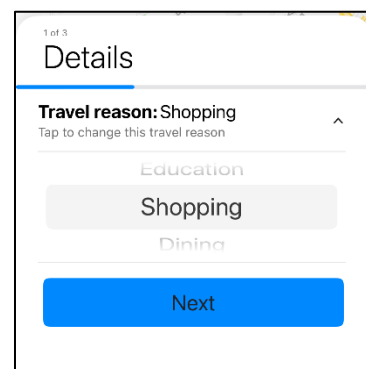
From the main screen showing your starting location, you'll be able to specify how many people are traveling with you. If you are traveling alone, you will not need to make any changes. If you are bringing anyone with you, tap on the drop-down that says "1 Passenger" to open up this screen. For "Me," this should remain one. If you are bringing anyone with you (whether a companion or Personal Care Attendant), they are considered to be an Additional Rider. The number of people traveling with you (excluding yourself) should be entered as Additional Riders. Tap on the plus sign to add riders. When you are finished making changes, tap on "Update Count" to update your reservation. If you don't make any changes, tap on the ⊗ next to Passengers to return to the previous screen.



Now that you have entered your pickup location and told us how many people are traveling, tell us where you want to go. If you are starting from somewhere other than home and want to travel home, just select Home. You can also select one of the common locations (swipe up to see more), or enter the address. You can also use the map to set your location (as described above). After you enter your selection, you'll be taken to the next screen where you can see your starting and ending locations on a map.



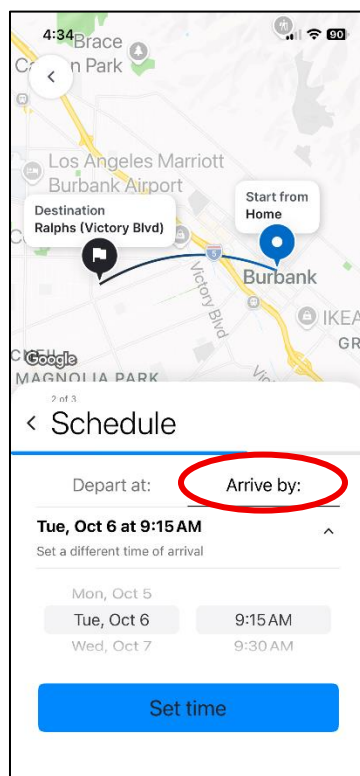
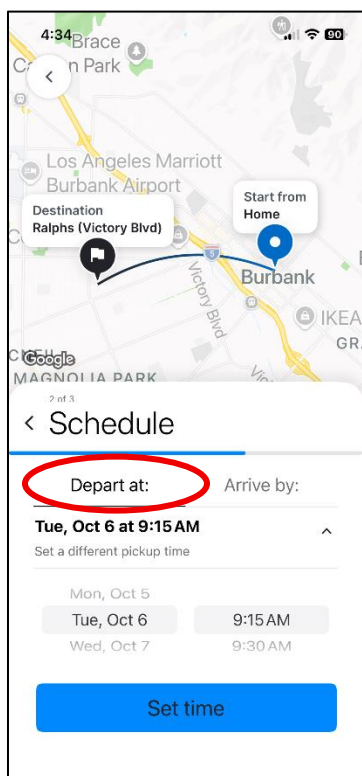
Once you have identified your destination, you'll be asked to specify the reason for your travel. Tap the "Travel reason" field, then swipe up or down to scroll through the list until you find the reason for your travel. If you are traveling to Olive Garden, for example, you would choose "Dining." If you are traveling to Ralph's, you would choose "Shopping." For a doctor or dentist appointment, you would choose "Medical." If you are traveling home from somewhere, choose "Home." Keep swiping for additional options. (There is no "Other" option, so choose the one that



best represents why and where you are traveling.) Once you have selected the appropriate reason, tap the “Next” button.

Now it’s time to schedule when your trip will take place. Once you have indicated both your pickup and destination locations, you will be prompted to enter the day and time you wish to travel. You can reserve a trip up to three days in advance using the app.

You can schedule your trip based on when you want to be picked up at your pickup location (“Depart at”) or based on when you want to arrive at your destination location (“Arrive by”). Select either the “Depart at” tab or the “Arrive by” tab. Scroll to select the date you wish to travel on, then select the time you want to either depart your pickup location or arrive at your destination location. When you are finished, tap “Set time.”

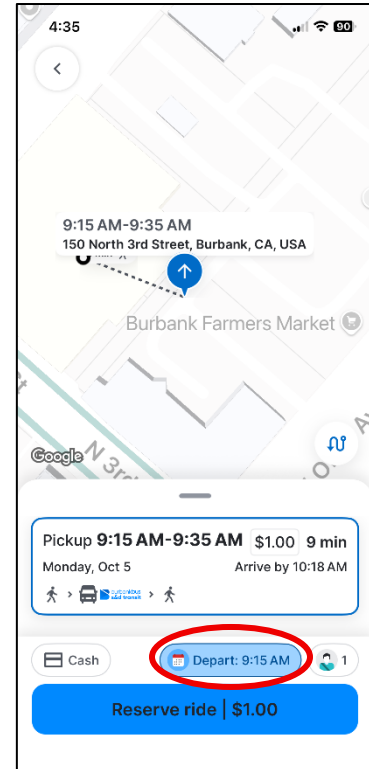


Once you submit the day and time you wish to travel, you will be provided with the proposed trip time. Since the trip shown was based on departure time, the pickup time shown reflects a 20-minute pickup window beginning at the desired departure time of 9:15 a.m. It will also show the cost of the trip (here, \$1.00). If you are booking a trip during a time when there is a lot of demand, you may also see a notification about limited availability.

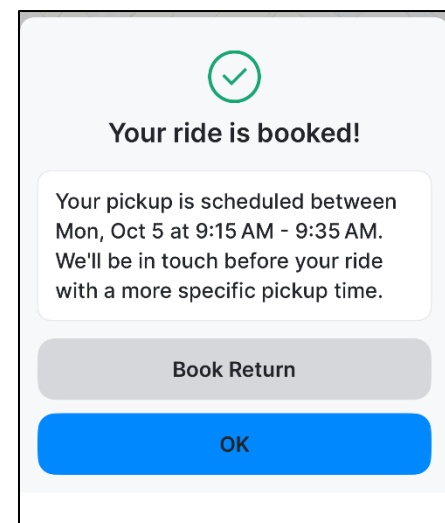
 **Low availability - Book now**

If you need to change anything, tap on the departure time. It will take you back to the previous screen where you will be able to modify the date and time of your trip.

When you are satisfied with your trip option, tap “Reserve ride.”

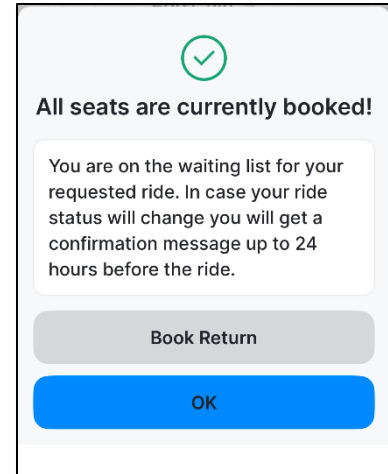


If the system was successfully able to schedule your trip, you will receive an immediate notification that your ride is booked. You’ll receive follow-up notifications at 3 p.m. the afternoon prior to the trip, 15 minutes prior to the vehicle arriving at your pickup location letting you know your ride is on its way, and when the vehicle has arrived.



If there are no seats available when you book the ride, you will receive a notification that no seats are available and you have been put on a waiting list. If your ride status changes you will get a confirmation message up to 24 hours prior to the scheduled trip.

Once your outbound trip is booked, you can book your return trip. Remember, each direction you travel needs to be booked as a separate trip, so don't forget to book your return trip after you book your outbound trip!

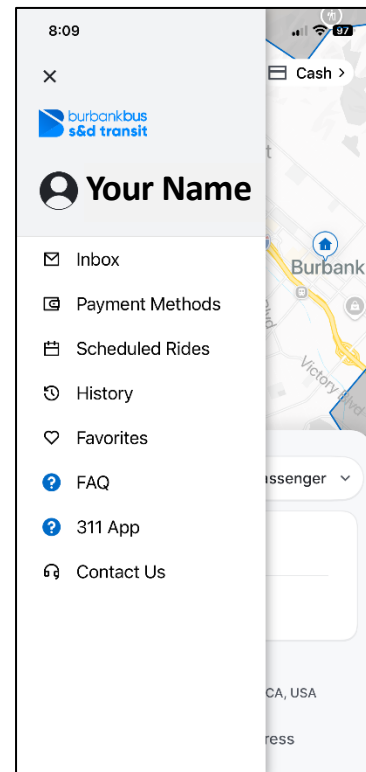


You can tap on the three stacked lines in the upper left corner of the screen to access your customer profile. Tap on your name to see the personal information on file.

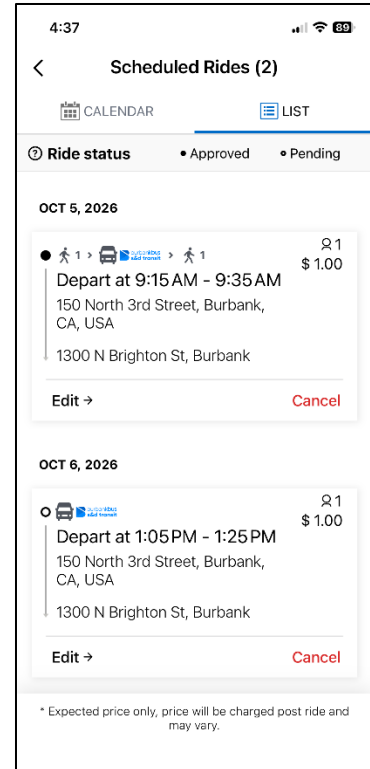
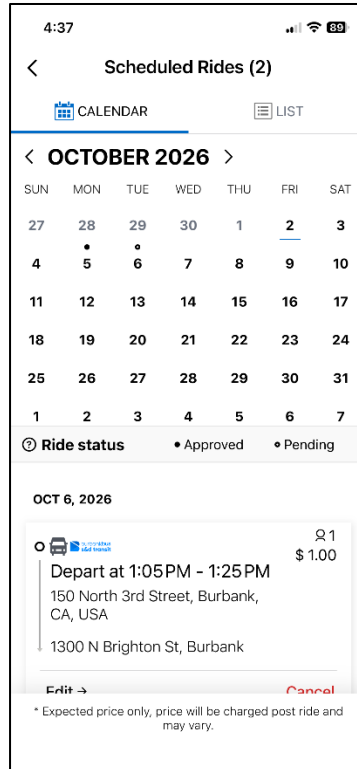
From the menu, you can receive messages, see what rides you have already scheduled, see rides you have already taken, and designate favorite locations to make scheduling easier. (In the future, you may also be able to designate a payment other than cash, though that feature is not yet available.)

Tap "Contact Us" if you have questions. You can call us at (818) 238-5360 or email us from the link (transit@burbankca.gov).

Any time you are visiting locations within this menu (such as Scheduled Rides), you can tap on the three stacked lines in the upper left corner to get back to this menu, or you can tap on the BurbankBus S&D Transit logo to get back to the main scheduling page.



When you open the Scheduled Rides screen, you'll have the option to look at a calendar view or a list view. On the calendar view, dates for which a trip is scheduled will have a circle above them. A closed circle (●) indicates a trip that has been approved. An open circle (○) indicates a pending trip. If you were put on a waiting list for a trip for which there were no seats, it will show up as Pending. If your ride was successfully booked, it will show up as Approved. The trips are listed by date underneath the calendar.



The list view shows all scheduled trips sorted by date. Each trip is designated approved or pending on this view as well.

From either view, you have the option to edit or cancel a trip. While you cannot change your pickup or destination locations, you can edit your pickup time. Tap "Edit" under the trip description to modify the time you wish to travel.

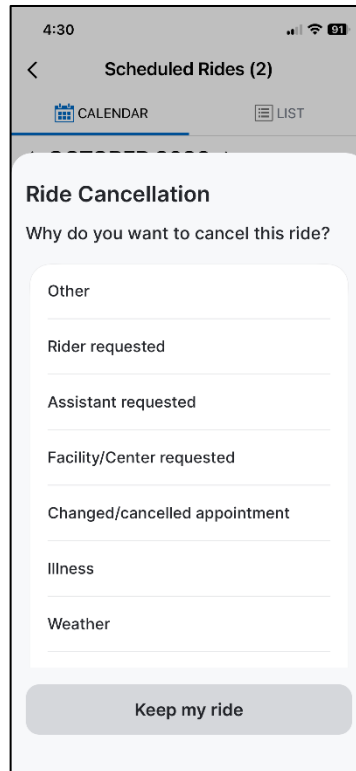
You can also cancel your ride from this window. Tap "Cancel" at the bottom of the trip description to cancel your trip. If you have also booked a return trip, don't forget to cancel it as well.

When you cancel a ride, the system will ask you to provide a reason for the cancellation. If you tapped “Cancel” in error and you don’t actually want to cancel your ride, tap “Keep my ride” down at the bottom of this screen. If you do want to cancel, choose the appropriate response or select “Rider requested.”

Once you select your response, the app will automatically take you to another screen to confirm that you really want to cancel your trip, because once you cancel, it cannot be undone. If you need to reschedule the same trip, there is no guarantee you will be able to book the trip for the same day and time. You’ll have one more chance to keep your original reservation; if you want to do that, tap “Keep my ride.” If you are sure you want to cancel, tap “Yes, cancel ride.”

Once you have canceled a ride, it will no longer show up in your Scheduled Rides.

Tap the back arrow from the Scheduled Rides screen to return to the main scheduling screen. Tap on the three stacked lines in the upper left corner to get back to this menu to view other Scheduled Rides if you need to cancel a return trip that has already been booked. Tap the BurbankBus S&D Transit logo to go back to the main page.



4:30

< Scheduled Rides (2)

CALENDAR LIST

Ride Cancellation

Why do you want to cancel this ride?

Other

Rider requested

Assistant requested

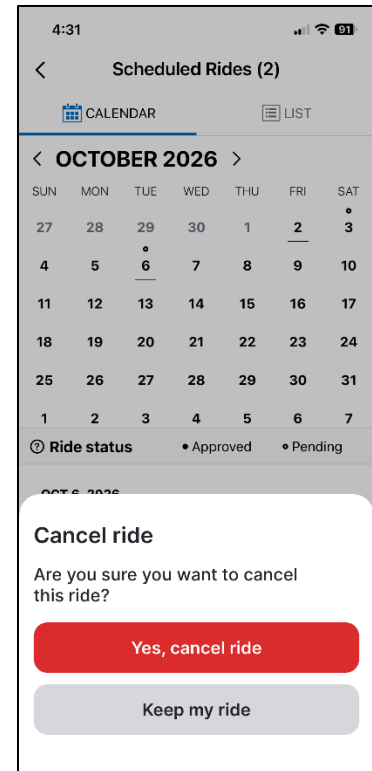
Facility/Center requested

Changed/cancelled appointment

Illness

Weather

Keep my ride



4:31

< Scheduled Rides (2)

CALENDAR LIST

< OCTOBER 2026 >

SUN	MON	TUE	WED	THU	FRI	SAT
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Ride status • Approved • Pending

Cancel ride

Are you sure you want to cancel this ride?

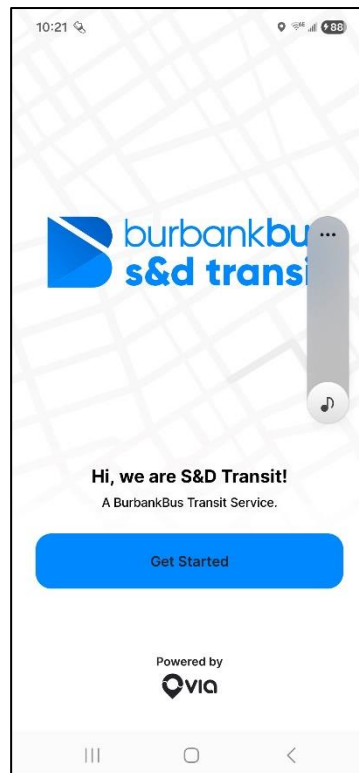
Yes, cancel ride

Keep my ride

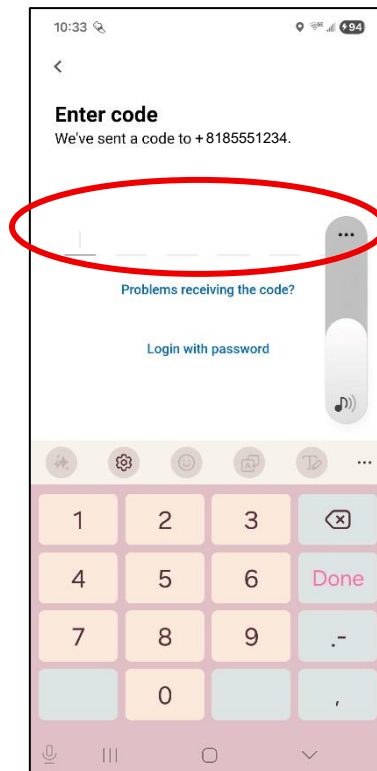
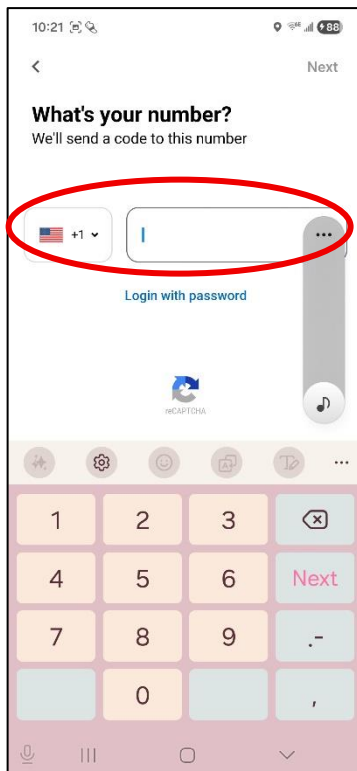
How to Use the Android Operating System BBS&D App

Once you have downloaded the app from the Google Play Store, tap on the app to launch it.

The first thing you will see is the home screen for the app. You'll only see this if you launch the app when you are not already logged in. Tap "Get Started" to get started.

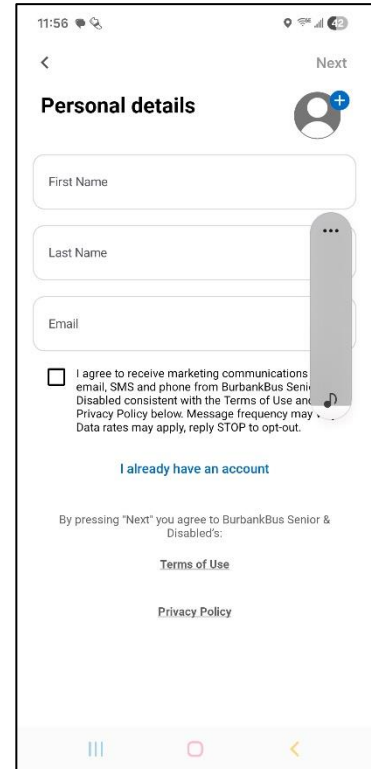


The next thing you will see is a login prompt. Enter your phone number and tap "Next" in the upper right corner. The app will send a code to your phone via a text message. Enter that code on the next screen. Once you enter your code, you will be taken to the main trip planning screen.

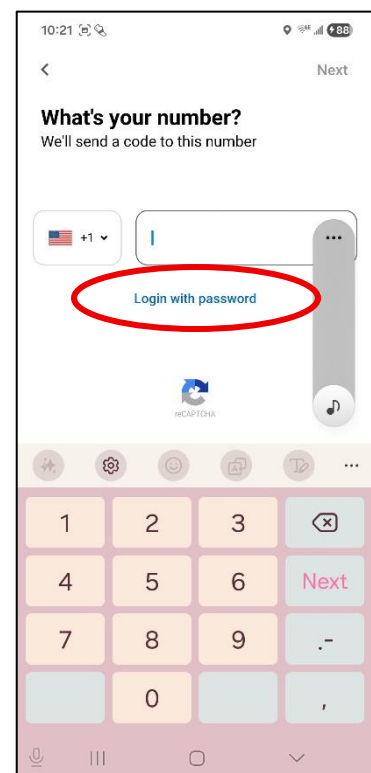


If you are not already a registered customer with BurbankBus S&D Transit, or if you are using a phone number that is not already associated with you in our system, you will be asked to provide additional information. Enter your first name, last name, and email address. You may check the box to receive periodic marketing communications (not communications about your trips), but it is not required. Tap “Next” in the upper right corner when you are ready to continue.

After you tap “Next,” you will receive a prompt directing you to contact BurbankBus S&D at (818) 238-5360 to complete your registration. You will not be able to finish setting up the app or make any ride reservations until your registration is completed.

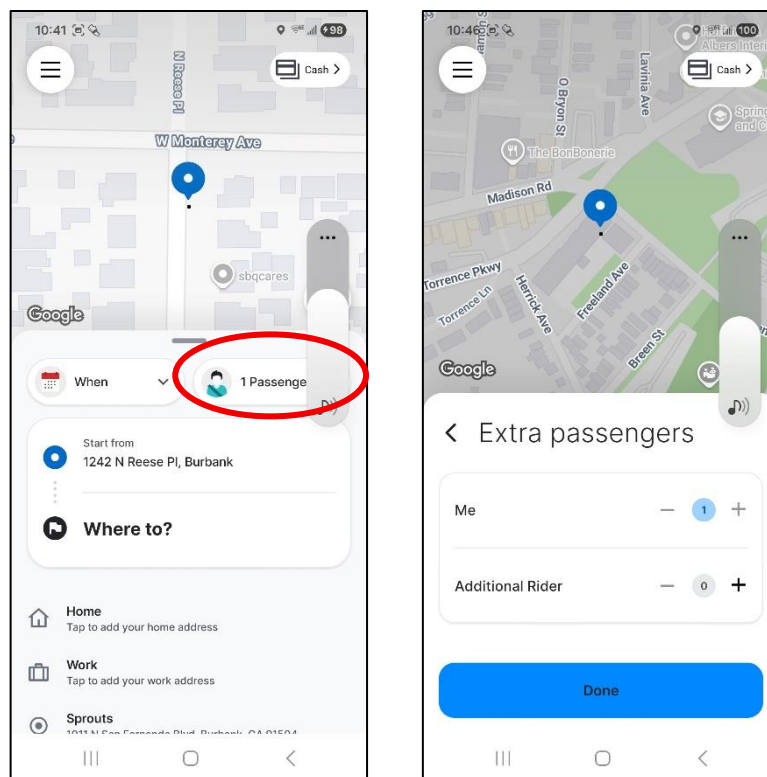


If you share a phone number with someone else, you have the option to log in with a password. For example, if a husband and wife are both registered for BurbankBus S&D Transit and they share a phone number, the system will not recognize them as individuals when they make a reservation. To be able to log in with a password, you will need to contact BurbankBus S&D at (818) 238-5360 to get a password set up for you.



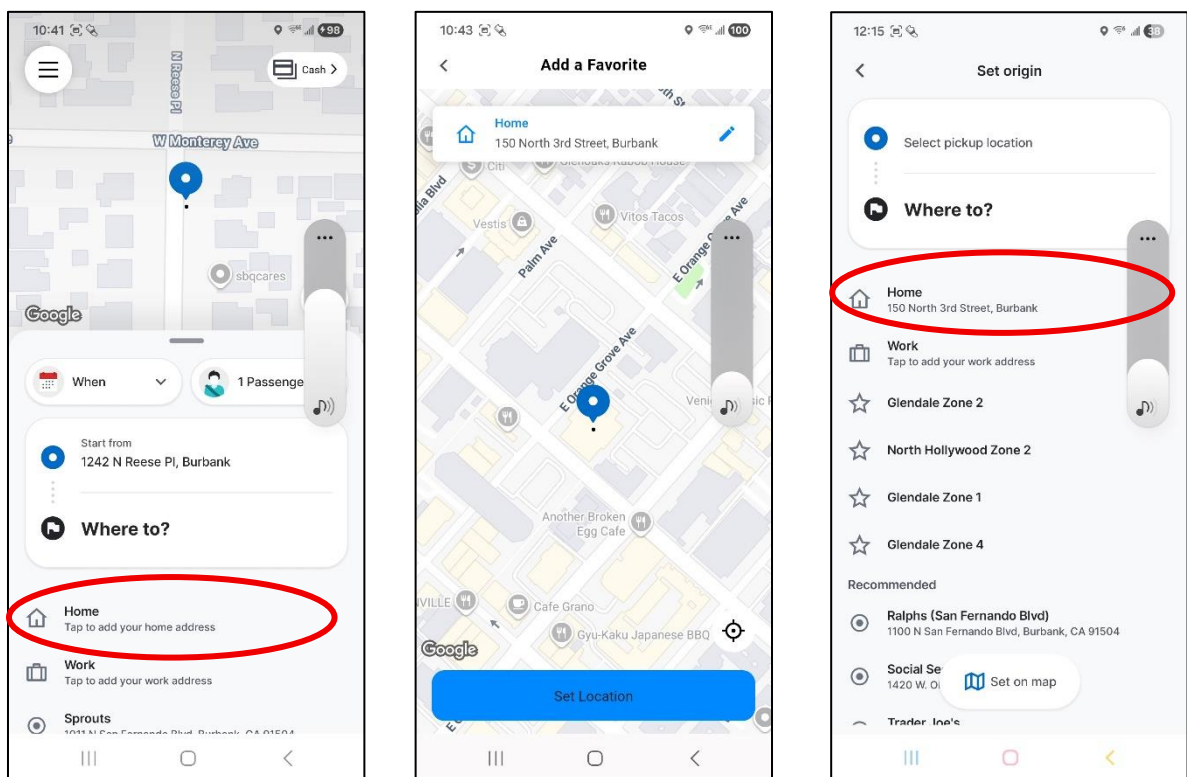
Once you have logged into the app, you are ready to start planning your trip!

From the main screen showing your starting and ending locations, you'll be able to specify how many people are traveling with you. If you are traveling alone, you won't need to make any changes. If anyone is traveling with you, tap on the drop-down that says "1 Passenger" to open up this screen. For "Me," this should remain one. If you are bringing anyone with you (whether a companion or Personal Care Attendant), they are considered to be an Additional Rider. The number of people traveling with you (excluding yourself) should be entered as Additional Riders. Tap on the plus sign to add riders. If you make any changes on this screen, tap "Done" to update your reservation. If you don't, use the left arrow next to Extra Passengers to return to the previous screen.



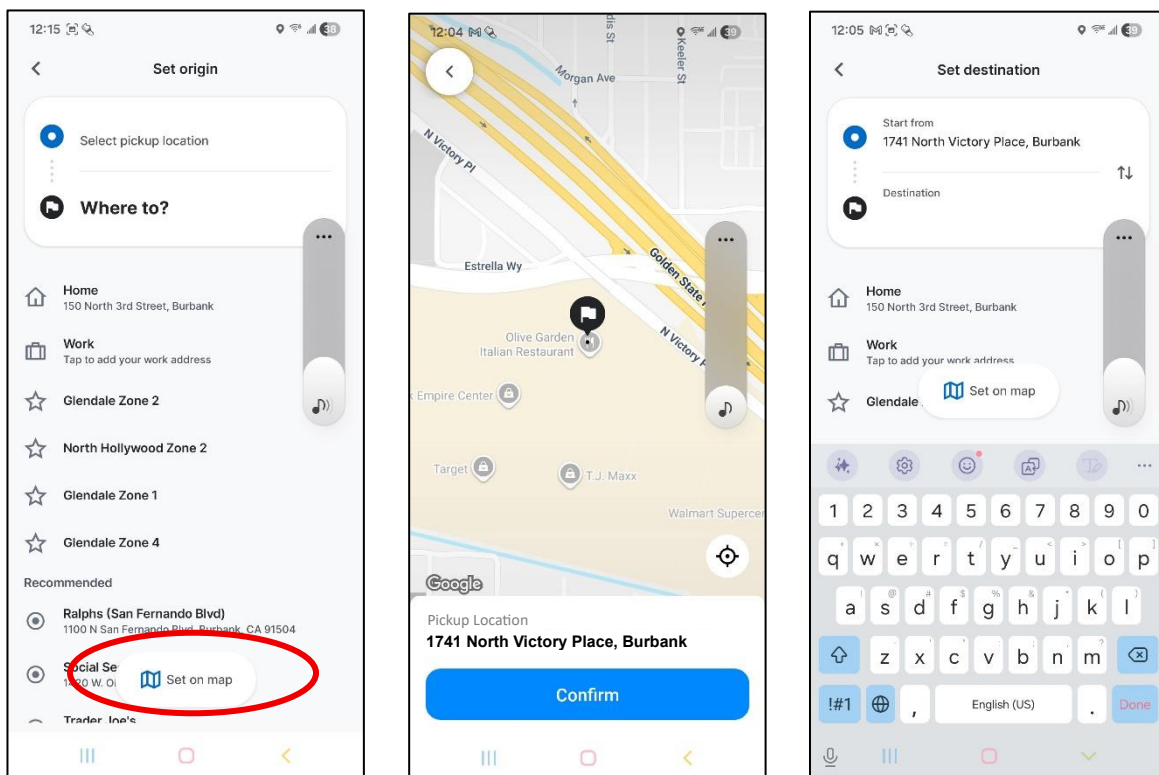
From this screen, enter your desired pickup location. (Depending on your phone's location settings, it may auto-populate with your current location. To clear this, tap on the "Current location" field and then tap the ⊗ next to the address.) Your pickup location can be your home address or somewhere else.

If you'd like to save your home address so you don't have to type it in each time, tap on "Tap to add your home address" near the bottom of the screen. It will take you to a screen where you can enter your home address using the keypad or by locating it on a map. Tap the "Set Location" button and it will set the address you specified as your home address. Now, when you want to be picked up from home, all you have to do is tap inside the pickup field, then tap "Home" and it will automatically load the home address you entered.

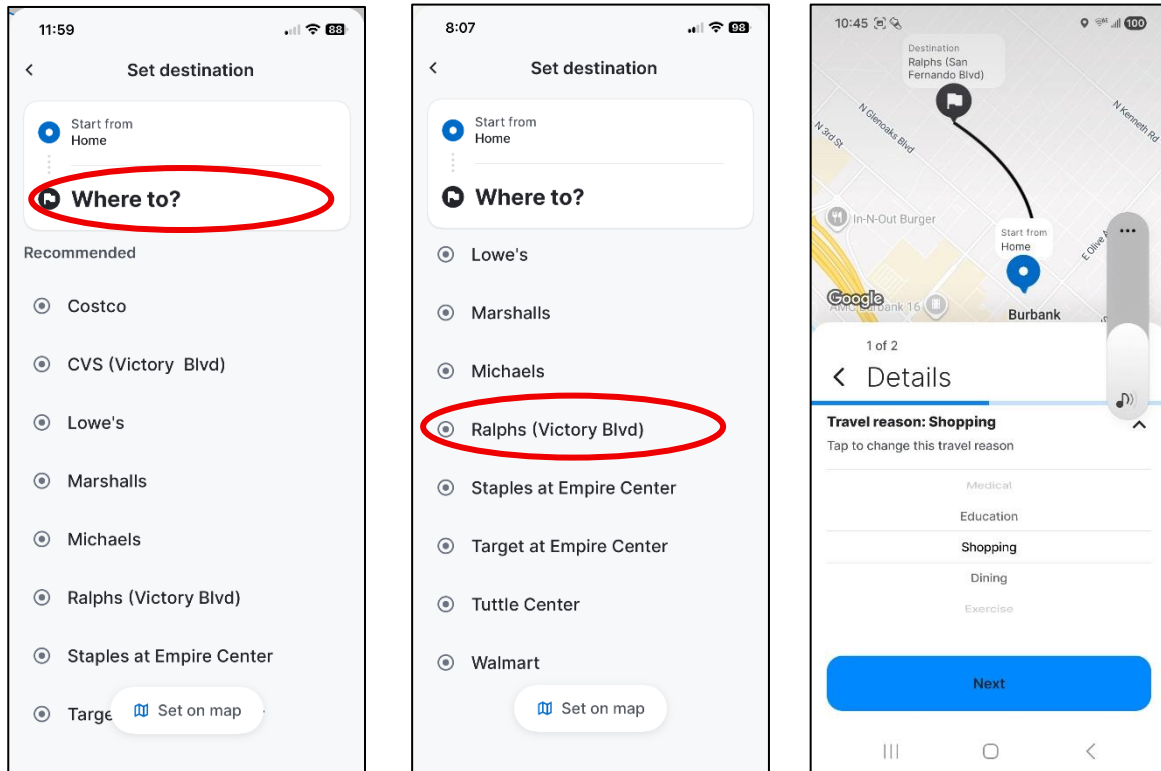


If you want to be picked up somewhere other than home, simply enter the address in the “Start from” field or find the location on the map. To do that, tap “Set on map.” It will take you to a map screen where you can move the map around until you find your location. Once you find the location on the map, place the marker on it and tap “Confirm.” The address of this location will be set as your origin/pickup location and you’ll be ready to enter the location where you want to go.

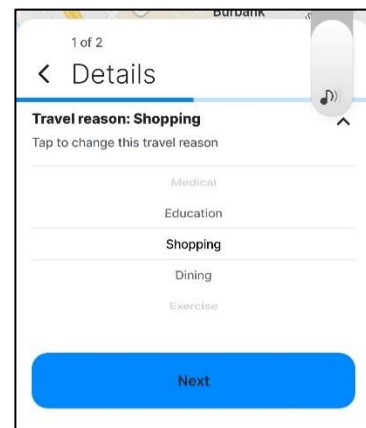
In the example below, we tapped on Olive Garden on the map. It captured the address in the Location bar, so we just need to click “Confirm.” Now it is set as our pickup location.



Now that you have entered your pickup location, tell us where you want to go. If you are starting from somewhere other than home and want to travel home, just select Home. You can also select one of the common locations (swipe up to see more), or enter the address. After you enter your selection, you'll be taken to the next screen where you can see your starting and ending locations on a map.

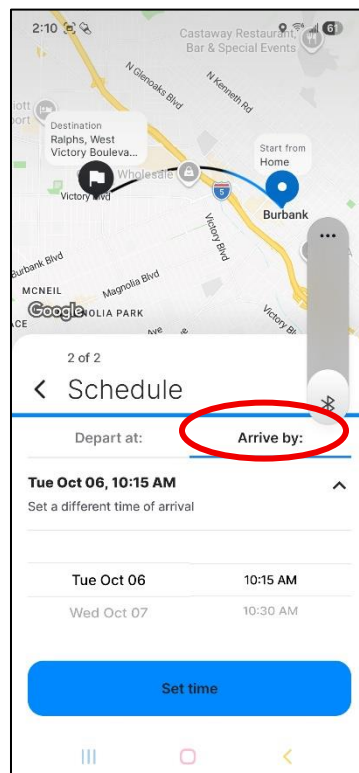
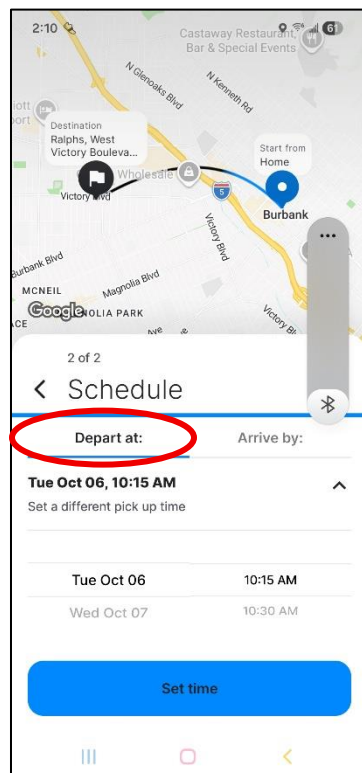


Once you have identified your destination, you'll be asked to specify the reason for your travel. Tap the "Travel reason" field, then swipe up or down to scroll through the list until you find the reason for your travel. For example, if you are traveling to Olive Garden, you would choose "Dining." If you are traveling to Ralph's, you would choose "Shopping." For a doctor or dentist appointment, you would choose "Medical." If you are traveling home from somewhere, choose "Home." Keep swiping for additional options. (There is no "Other" option, so choose the one that best represents why and where you are traveling.) Once you have selected the appropriate reason, tap the "Next" button.



Now it's time to schedule when your trip will take place. Once you have indicated both your pickup and destination locations and how many people are traveling, you will be prompted to enter the day and time you wish to travel. You can reserve a trip up to three days in advance using the app.

You can schedule your trip based on when you want to be picked up at your pickup location ("Depart at") or based on when you want to arrive at your destination location ("Arrive by"). Select either the "Depart at" tab or the "Arrive by" tab. Scroll to select the date you wish to travel on, then select the time you want to either depart your pickup location or arrive at your destination location. When you are finished, tap "Set time."

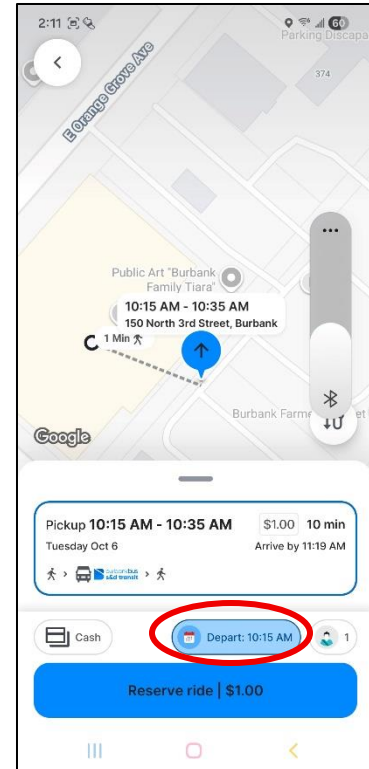


Once you submit the day and time you wish to travel, you will be provided with the proposed trip time. Since the trip shown was based on departure time, the Pickup time shown reflects a 20-minute pickup window beginning at the desired departure time of 10:15 a.m. It will also show the cost of the trip (here, \$1.00). If you are booking a trip during a time when there is a lot of demand, you may also see a notification about limited availability.

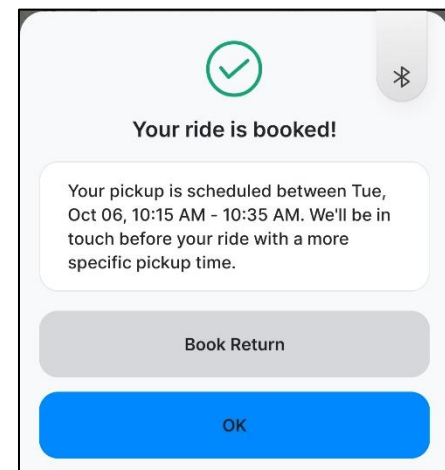
 **Low availability - Book now**

If you need to change anything, tap on the departure time. It will take you back to the previous screen where you will be able to modify the date and time of your trip.

When you are satisfied with your trip option, tap “Reserve ride.”

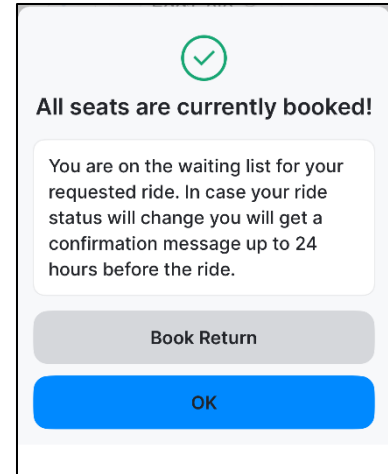


If the system was successfully able to schedule your trip, you will receive an immediate notification that your ride is booked. You’ll receive follow-up notifications at 3 p.m. the afternoon prior to the trip, 15 minutes prior to the vehicle arriving at your pickup location letting you know your ride is on its way, and when the vehicle has arrived.



If there are no seats available when you book the ride, you will receive a notification that no seats are available and you have been put on a waiting list. If your ride status changes you will get a confirmation message up to 24 hours prior to the scheduled trip.

Once your outbound trip is booked, you can book your return trip. Remember, each direction you travel needs to be booked as a separate trip, so don't forget to book your return trip after you book your outbound trip!

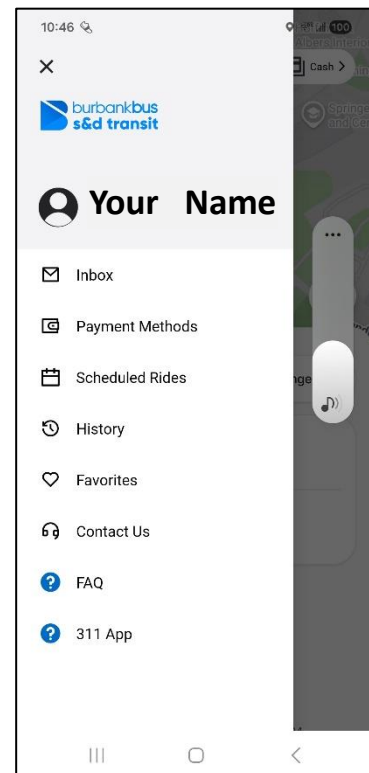


You can tap on the three stacked lines in the upper left corner of the screen to access your customer profile. Tap on your name to see the personal information on file.

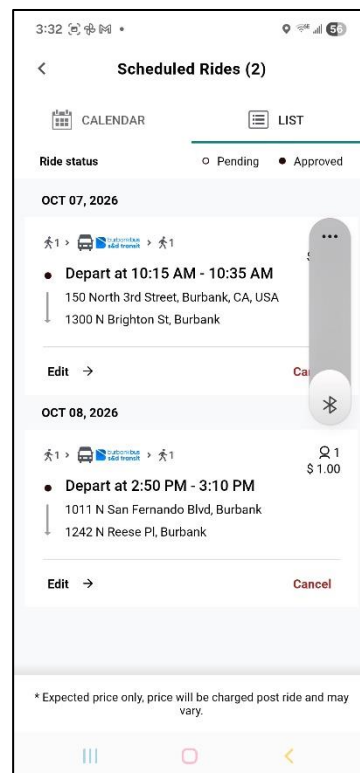
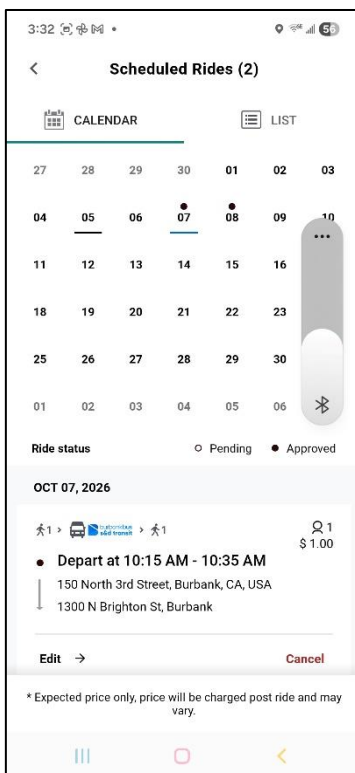
From the menu, you can receive messages, see what rides you have already scheduled, see rides you have already taken, and designate favorite locations to make scheduling easier. (In the future, you may also be able to designate a payment other than cash, though that feature is not yet available.)

Tap "Contact Us" if you have questions. You can call us at (818) 238-5360 or email us from the link (transit@burbankca.gov).

Any time you are visiting locations within this menu (such as Scheduled Rides), you can tap on the three stacked lines in the upper left corner to get back to this menu, or you can tap on the BurbankBus S&D Transit logo to get back to the main scheduling page.



When you open the Scheduled Rides screen, you'll have the option to look at a calendar view or a list view. On the calendar view, dates for which a trip is scheduled will have a circle above them. A closed circle (●) indicates a trip that has been approved. An open circle (○) indicates a pending trip. If you were put on a waiting list for a trip for which there were no seats, it will show up as Pending. If your ride was successfully booked, it will show up as Approved. The trips are listed by date underneath the calendar.



The list view shows all scheduled trips sorted by date. Each trip is designated approved or pending on this view as well.

From either view, you have the option to edit or cancel a trip. While you cannot change your pickup or destination locations, you can edit your pickup time. Tap “Edit” under the trip description to modify the time you wish to travel.

You can also cancel your ride from this window. Tap “Cancel” at the bottom of the trip description to cancel your trip. If you have also booked a return trip, don't forget to cancel it as well.

When you cancel a ride, the system will ask you to provide a reason for the cancellation. If you tapped “Cancel” in error and you don’t actually want to cancel your ride, tap “Keep my ride” down at the bottom of this screen. If you do want to cancel, choose the appropriate response or select “Rider requested.”

Once you select your response, the app will automatically take you to another screen to confirm that you really want to cancel your trip, because once you cancel, it cannot be undone. If you need to reschedule the same trip, there is no guarantee you will be able to book the trip for the same day and time. You’ll have one more chance to keep your original reservation; if you want to do that, tap “Dismiss.” If you are sure you want to cancel, tap “Yes, cancel ride.”

Once you have canceled a ride, it will no longer show up in your Scheduled Rides.

Tap the back arrow from the Scheduled Rides screen to return to the main scheduling screen. Tap on the three stacked lines in the upper left corner to get back to this menu to view other Scheduled Rides if you need to cancel a return trip that has already been booked. Tap the BurbankBus S&D Transit logo to go back to the main page.

