



January 17th, 2022

Dear Parents/Guardians,

The Toronto Student Transportation Group (TSTG) would like to take this opportunity to update you on the status of student transportation as we look ahead to the return to in-person learning on Monday, January 17, 2022.

As we start back this week, we expect all bus routes to be operating as scheduled. However, we do not know how the new COVID-19 variant and the public health isolation requirements may impact our drivers.

In many cases, spare drivers will be used to continue service and cover routes for absent drivers. In some instances, bus routes will be temporarily modified to ensure that we continue to get all students to and from school in a timely manner.

In extreme situations where we have a critical number of drivers who are off work and not enough spare drivers, we may be required to temporarily suspend bus routes.

If service is suspended for a particular route, the bus operators will work to resume the service as soon as possible, however it may be suspended for 5 days, including weekends and holidays.. Parents/guardians will be required to make alternate arrangements to get their children to and from school during this time. Please note that driver absences may be for any number of reasons, including symptoms or household isolation requirements, and does not mean that a positive case has been identified in the driver.

We will make every effort to notify parents and guardians the night before any suspension of service so that there is adequate time to make alternate arrangements. However, in situations where we are not notified of driver absence until the morning, last-minute suspensions may be required.

Please ensure you have an account on the [Transportation Portal \(https://busplannerweb.torontoschoolbus.org/\)](https://busplannerweb.torontoschoolbus.org/) so that you receive updates on any transportation delays or suspensions that impact your route. The TSTG website will also be updated with daily delays and cancellations.
<https://busplannerweb.torontoschoolbus.org/Cancellations.aspx>

Thank you for your ongoing support and understanding as we continue to work through the challenges of COVID-19 and the new variant.

Sincerely,

Toronto Student Transportation Group