



October 7, 2022

Dear Parents, Guardians and Caregivers,

We are writing to provide you with an update on the status of driver availability. As the Toronto Student Transportation Group (TSTG) shared last month, there continues to be a number of bus routes impacted by the lack of available drivers. Currently, approximately 59 routes for TDSB and TCDSB schools do not have an assigned driver, representing approximately 3% of our total routes. However, to ensure that all students receive transportation services, bus operators continue to double up routes which have caused delays.

Should your child's route be impacted, information will be provided to families in the following ways:

- The TSTG will provide weekly phone updates to all students on routes without a driver.
- Delays will be posted on the [Toronto Student Transportation Group](#) website so please continue to check this page daily. We know that it is extremely important that delay notifications are posted in an accurate and timely manner. We continue to reinforce this message with all bus operators.
- Information will also be distributed through the [Transportation Portal](#). We encourage all parents/guardians/caregivers to sign up for the portal to ensure that information is communicated directly to you.

As we mentioned in our previous communication, new drivers continue to be hired and trained each week. As new bus drivers get assigned to routes, the number of doubled-up routes is reduced which results in fewer delays. While we cannot provide an estimate of when all routes will be filled, we are confident that progress is being made by bus operators to recruit and train additional drivers.

We understand the challenges these delays can cause to your children, families and communities. The safe transportation and well-being of your children is deeply important to the TSTG.

As always, if you have any questions or concerns, please reach out to your bus operator or the TSTG at any time:

- Your child's bus operator: <https://www.torontoschoolbus.org/bus/providers/>
- TSTG Call Centre: 647-790-3829
- TSTG General Inquiries: transportation@torontoschoolbus.org
- Safety Concerns: safety@torontoschoolbus.org
- Technology Issue with the Portal: support@torontoschoolbus.org



For those families that are not signed up on the transportation portal we strongly encourage you to do so as it is the primary means by which we will communicate with you. If you do not have an account, please go to <https://busplannerweb.torontoschoolbus.org/> and add your children to your transportation account.

Once again, we apologize for any inconvenience this situation may cause and we appreciate your patience and understanding.

Sincerely,

Kevin Hodgkinson
General Manager
Toronto Student Transportation Group