



September 7, 2022

Dear Parents, Guardians and Caregivers,

We are writing to provide you with an important update on the availability of bus drivers to start the 2022-23 school year. As we shared in our update on August 26, there are some routes (approximately 2% of total routes between TDSB and TCDSB) that do not have drivers assigned to them. While new drivers continue to complete their training every day, it is likely that there will not be enough drivers to cover all routes when full transportation services are set to be in place on Monday, September 12, 2022.

In cases where drivers are not available to cover routes on Monday, we will be doubling routes to ensure that all students are able to access transportation services and attend school. Doubling routes means that bus drivers will pick up and drop off one group of students first, and then pick up and drop off a second group of students. As a result, some students may temporarily start the day slightly later in the morning, while drop off in the afternoon may also be impacted.

Should your child's route be impacted by this temporary readjustment, bus carriers will update the [Toronto Student Transportation Group](http://www.torontoschoolbus.org) website with any delays.

We know that this is not an ideal way to start the year; however, we anticipate that the number of routes without a driver will continue to decrease as new drivers complete their training in the days ahead. As we have continued to do throughout the summer, we will be speaking with bus carriers on a regular basis this week to get updates on improvements to driver availability.

Once again, we apologize for any inconvenience this situation may cause. Please know that we are working hard to confirm driver availability and re-adjust routes as necessary to ensure that all students have access to transportation services as of September 12th.

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

- Call Centre – 647-790-3829
- General Inquiries – transportation@torontoschoolbus.org
- Safety Concerns – safety@torontoschoolbus.org
- Technology Issue with the Portal – support@torontoschoolbus.org

Sincerely,

Kevin Hodgkinson

General Manager
Toronto Student Transportation Group