

## Student Transportation Update – Thursday, August 31, 2017



Dear Parent/Guardian,

As we quickly approach the start of the new school year, we wanted to provide you with a final update on student transportation prior to the first day of school.

We are pleased to report that, based on the latest information that we have received from our bus operators, all school bus routes will have a driver assigned on the first day of school and no significant delays are expected.

Earlier this week, we explained that a very small number (1%) of bus routes are being filled with experienced, temporary drivers, but that this will not impact the timeliness of the bus service that your child receives. These drivers are familiarizing themselves with their assigned routes to be ready for Tuesday's start-up. As always, there is a short adjustment period at the beginning of every school year as new drivers and new students familiarize themselves with bus stops and routes, but we don't anticipate anything above and beyond that.

Once again, we encourage all parents of students who use student transportation to sign up for the [transportation portal](#) to ensure that they have access to the latest transportation information and to receive email notifications when bus companies report late buses. Any possible delays will also be posted to <https://www.torontoschoolbus.org/>.

In addition, you can get information about transportation services for your child by calling our transportation office at 416-394-4BUS (416-394-4287), emailing [transportation@torontoschoolbus.org](mailto:transportation@torontoschoolbus.org) or by contacting your local school. Should you have any concerns about the service you are receiving, please email [complaint@torontoschoolbus.org](mailto:complaint@torontoschoolbus.org) so that we can follow up with the bus operator to address your concerns.

Overall, we have taken a number of important steps in recent months to ensure that student transportation runs more smoothly this year and we are confident that we will have a successful start next week.

Toronto Student Transportation Group