

August 23, 2021

Dear District 27 Parents,

We are sharing this communication with you to update the status of the bus transportation service with North Shore Transit.

Over the first few days of school, the bus service has been unsatisfactory and not to the level of expectation our families deserve. We have been working closely with the Regional Manager and Vice President of North Shore Transit to resolve these issues.

Extended Route Times & Delays

North Shore Transit is currently greatly impacted by the nationwide staffing shortage that is affecting nearly every business, from restaurants, retail stores and the transportation industry. North Shore Transit is working hard every day to recruit and train new drivers, offer new incentives and bonuses like never before. To hire and train a new driver takes about a month, in addition to the driver-in-training receiving their school bus permit from the Secretary of State. This process ensures the highest degree of safety for the professional transportation of our students to and from school.

During pre-pandemic years, the District contracted for bus service that included 20 buses and drivers to support our families who registered for service. Due to the nationwide staffing shortage, our current contract with North Shore Transit can only accommodate 13 buses and drivers to support our registered students. This shortage has directly impacted service and is the main reason we have extended route times. North Shore Transit has assured us they are working diligently to staff at pre-pandemic levels to resolve this issue. In addition, it typically takes one to two weeks to get all routes running smoothly as drivers and students get acclimated to the routes.

As a contingency, we are also in touch with other service providers to see if we can obtain additional buses and drivers. This is a work in progress as other carriers face the same impact of the workforce shortage.

Parent Support

We need to ask for parent support to help with the timeliness of the bus routes. We ask that you please have your child out at their bus stop **five (5) minutes** before the scheduled stop time. This will help the drivers a great deal to avoid further delays. We appreciate your support!

Ride 360

North Shore Transit offers the Traversa Ride 360 web and mobile app. This portal allows parents to access their child's bus stop location, route, and pickup time. Ride 360 is available on both Apple and Android devices through their respective App stores. Please find attached an informational flyer regarding Ride 360 and the mobile application guide. These documents are also available on the [District 27 website](#).

Where to send your questions regarding bus service:

To consolidate incoming parent questions regarding bus service, we have created one email address to submit questions. We hope to be able to respond to parents in a reasonable amount of time. **If you have any questions pertaining to bus service, please send your email to bus@nb27.org, and we will return a response within 24 hours.**

We appreciate your patience and support as we partner with North Shore Transit to resolve these issues!

Sincerely,

District 27 Administration