

August 18, 2021

Dear District 27 Parents,

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

Last evening, we received updated route information from North Shore Transit and pushed out bus route and bus stop location/time information to all registered families. **The majority of our registered families have received the bus assignments and are ready to go for the first day of school tomorrow.** We have identified a small number of families who did not receive bus assignment information and have reached out to each of those individual families today to provide an update.

Technology Glitch

North Shore Transit investigated the routing issues today and provided an update a short time ago. They have identified a technology glitch that occurred within their routing software that caused many registrations to be deleted from the system. This was completely unexpected.

To rectify this situation we have identified the registrants that were deleted and have asked North Shore Transit to work as swiftly as possible to add the students back to the routing system. Many of you have received email correspondence from the District today notifying you that we are working in cooperation with North Shore Transit to correct these issues. Once that work has been completed, we will be able to provide you with your routing details.

Extended Route Times

The other issue we are faced with is extended route times, or more specifically the length of time students are on the bus. Please know that we have expressed our concerns and expectations to North Shore Transit about average route times for our students. The current nationwide staffing shortage that is affecting nearly every business, from restaurants, retail stores, and even ambulances and nurses, is also impacting the transportation industry. There are over 10 million job openings right now, and every day is a competition with other companies to re-staff.

North Shore Transit is not immune to this shortage and the impact has been great due to the pandemic. North Shore Transit is working diligently 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.

The bus routes that we have currently assigned are fully staffed; however, we do need to add additional buses and bus drivers in order to shorten driver route times – specifically the length of

time students are on the bus. North Shore Transit has assured us they are working diligently to staff at pre-pandemic levels to resolve this issue.

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

Sincerely,

District 27 Administration