



# WAUSAU SCHOOL DISTRICT

Longfellow Administration Center

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415 Seymour Street • P.O. Box 359 • Wausau, Wisconsin 54402-0359 • 715-261-0500 • [www.wausauschools.org](http://www.wausauschools.org)  
*Dr. Keith W. Hiltz, Superintendent of Schools*

Dear Wausau School District Community:

On behalf of the First Student team here in Wausau, I would like to personally apologize for our service interruptions. Despite our best efforts, we have been unable to staff to the level of dedicated routes necessary to cover your students' transportation needs this year.

Our corps of drivers have been dedicated in their efforts to bring our students to school. Despite their best efforts, the routes we had set up at the beginning of the year are not conducive to the number of available drivers within the district. Training is long, regulations are many, and compliant drivers willing to complete the course are few. On average, it takes 45-50 hours to train a new driver. Making matters worse, we need to use our trainers to run routes throughout the school day. That cuts valuable time away from each new trainee.

Our proposal is to re-evaluate every route as it is now. On Saturday, 11/19/22, we will bring together a team of drivers and planners to cut out inefficiencies and lost transportation opportunities; strengthening the service level you receive. What will it look like on Monday, 11/21/22? We expect time changes for some stops. In addition, some buses will have additional students in them. Transfer points may change, or simply end. Many of your students and drivers have been identifying these inefficiencies over the years, and we acknowledge the time for effective change is now.

As we work together to provide the best solution, please be reminded that our goal is to get every student a ride to, and from, school. Change can be daunting, but as evidenced by our performance this year, it needs to be done – and quickly. Parents and administrators can expect to be receiving communications via First View, and phone calls (please review your voicemail for important updates) over the weekend if routes have been changed. We know you've given us a lot of grace this year already, but please keep an open mind to the changes. We intend to re-evaluate the route changes, and your feedback, going into the Thanksgiving Holiday – which will allow us to update and make any necessary improvements from there.

Again, we apologize for our service interruptions and we are excited about the improvements and improved service to you in the days and weeks ahead.

Sincerely,  
Scott Anderson  
First Student  
Wausau LM #20745

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**It is the mission of the Wausau School District to advance student learning, achievement, and success.**