

Parents and Families of the Wausau School District,

1-26-2023

There is nothing more important than providing safe and reliable school bus transportation to the students of the Wausau School District, and that will always remain our priority at First Student. We are very much aware of the recent transportation challenges that have been punctuated this year with the ongoing nationwide school bus driver shortage.

We understand the stress this situation puts on students, parents, and the community, and we are working hard to rectify the situation. We wanted to update you on some immediate initiatives that we have put in place:

- As a way to attract and retain drivers to meet our community demand, we have raised the starting hourly wages for drivers to \$20/hour on January 1st, higher than any school bus operator in the region.
- Starting Monday, January 30th, we're bringing in additional CDL drivers from other First Student locations to help minimize route disruptions for students and families as we continue to move local applicants through the CDL training process.
- We have installed a new management team at both the local and regional levels, who have a proven track record of success in finding solutions during these challenging times, and whose primary focus and priority is on making continued improvements to transportation challenges.
- Our expert team of route planners has been engaged to identify route efficiencies, which will result in immediate transportation solutions for more student passengers utilizing our current driver pool.

Finally, we know this issue is deeply important to the entire community, so we also ask that if you know someone interested in serving the community as a qualified driver, please send them our way. Driving a school bus is a unique and rewarding opportunity. We consistently hear from our drivers that they truly enjoy interacting with the students on their buses each day. We encourage those who are interested to apply (workatfirst.com and search for Wausau, WI).

Our never-ending goal is to provide safe, reliable, and on-time transportation to all the students of the Wausau School District. We take great pride in our work and want to improve for families and students being impacted. We appreciate your partnership, and we plan to continue to keep you informed on the progress against the immediate strategies we are putting in place.

Thank you for your patience and understanding.

Sincerely,

Scott Anderson

Scott Anderson
Location Manager
First Student

