



THE EWING PUBLIC SCHOOLS

OFFICE OF THE SUPERINTENDENT

Dr. David Gentile, Superintendent Ext. 1102

dgentile@ewingboe.org

DISTRICT ADMINISTRATIVE OFFICES

2099 Pennington Road, Ewing NJ 08618

Phone 609-538-9800 Fax 609-538-0041

www.ewing.k12.nj.us

January 20, 2026

Dear Ewing Families,

I am writing to acknowledge recent concerns regarding school transportation, specifically the reliability of real-time bus tracking and communication when buses are running late or when substitute buses are used.

First and foremost, I want to say clearly: we understand your frustration. Transportation impacts student safety, family schedules, and peace of mind. When information is incomplete or delayed, that is understandably upsetting.

Our district utilizes a bus tracking application that allows families to see the location of their child's bus in real time. When buses are running their regularly assigned routes, this system works well. However, there are times—often due to driver shortages or last-minute changes—when a substitute bus is used. In those situations, the tracking system can only be updated if the transportation provider communicates the change to the district in real time. Without that information, the app cannot display the bus.

Recognizing this limitation, we have also established a backup notification system. Each school maintains bus-run contact lists in our messaging system so that when we are notified of a delay or substitution, we can alert families directly. This allows us to share information even when real-time tracking is unavailable.

That said, both systems rely on timely communication from the transportation provider. When that communication does not occur, our ability to notify families is limited.

Please know that we consistently raise these concerns with the transportation company, document service issues, and advocate for improved communication and reliability. While transportation options in Mercer County are currently limited, our commitment to pushing for better service and greater accountability is not.

We appreciate your patience and partnership as we continue working within these constraints while prioritizing student safety and communication. When we have information, we will share it. When we do not, we will be honest about the limits of what we can see and control.

Thank you for your understanding and continued support of our schools.

Sincerely,

Dr. David Gentile
Superintendent of Schools
Ewing Public Schools

The Ewing Public Schools

Providing a Foundation for Life



THE EWING PUBLIC SCHOOLS

FAQ - Transportation Bus App

Why doesn't my child's bus always appear on the tracking app?

The app works when a bus is running its assigned route. If a substitute bus is used, the app can only update if the transportation company provides the district with the new bus information.

Why are substitute buses used?

Substitute buses are typically used due to last-minute driver absences, route adjustments, or operational needs. These changes sometimes occur with very short notice. The District contracts with a bus company that is independent of the District.

Can the district see the bus even if parents can't?

No. The district receives the same GPS and bus assignment data that feeds the app. If that information is not communicated to us, we cannot see or share it.

How does the backup notification system work?

Each school maintains bus-run contact lists. When we are notified by the bus company that a bus is delayed or substituted, we send a message directly to affected families.

Why don't families always receive a message when buses are late?

Messages can only be sent when the district is notified of a delay. If the transportation provider does not communicate the issue, we are unable to notify families.

What is the district doing to improve this?

We:

- Consistently raise concerns with the transportation provider
 - Document communication failures
 - Maintain backup notification systems
 - Communicate honestly with families about limitations
-

Is the district satisfied with the current situation?

No. We recognize the frustration and continue advocating for improved communication and reliability within the constraints of available transportation options.