



September 10, 2021

Dear families of The Lethbridge and Holy Spirit Catholic School Divisions,

I am writing a follow-up to the communication early this week regarding bus service disruptions.

Over the past week, we have been working closely with the Lethbridge and Holy Spirit Catholic School Divisions, putting together an action plan to improve service.

As an interim solution, we have made several stop-time adjustments that will be in effect next week, and specific details will be shared with the families affected by these adjustments. Unfortunately, some delays cannot be managed simply with timing adjustments. For these, incremental buses and routes will be added. Communication will be forthcoming on which routes are affected by these delays until we have added the necessary buses and routes.

We are actively recruiting and training drivers to fill these additional routes with enhanced support from other SOUTHLAND divisions to expedite this process. However, due to the industry-wide shortage of school bus drivers affecting the province and the time it takes to complete the driver training process, we are anticipating a targeted completion date of October 12, 2021, at the latest.

New routes will be added as soon as possible, with advance communication to affected students and parents.

Once again, thank you for your continued patience and understanding as we work through these issues. Our ultimate goal is to ensure we are fulfilling our commitment to provide safe and reliable transportation to the students of Lethbridge.

A handwritten signature in black ink, appearing to read 'Craig Loose', is written over a thin horizontal line.

Sincerely,

Craig Loose
Regional Director
SOUTHLAND Transportation