

November 29, 2022

Dear Parents and Guardians of Students at Calgary Board of Education,

There is nothing more important to First Student, than providing safe and reliable school bus transportation to the student passengers of CBE. This is our priority every school day. As you are aware, there is a nationwide school bus driver shortage, and we are not immune to its affects here in Calgary.

At First Student, our goal is to ensure seamless transportation service is accurate and communicated properly and here are a few initiatives that are underway:

- Offering some of the highest of wages in the province with applicable sign-on bonus of \$4,000 for class 1 or 2 drivers.
- Introduced full-time positions for drivers with benefits.
- Identifying route efficiencies to pick up as many students as possible and actively recruiting, hiring, and training new drivers.
- Additional administrative office staff to ensure prompt response to parent inquiries.
- Rolled out a new phone system to enhance parent/guardian experience.
- Raising awareness with Alberta Transportation regarding the impact with shortage of driver testers in the province is having on transporting children to school.
- We are partnering with road examiners to get drivers through the licensure process as quickly as possible.

We continue to work on improving communication to ensure parents and CBE have the most up to date and accurate information as we understand how impactful and stressful it can be when information is not provided in a timely manner.

We value your partnership as we navigate our way through these unprecedented times. We apologize for the inconvenience and thank you for your patience and understanding. If you have questions or concerns, please reach out to First Student at 403-531-3900.

Sincerely,

First Student, Calgary

