



May 15th, 2018

Dear Parents/Guardians

We wanted to update you regarding an incident that took place on a St. Charles school bus the afternoon of May 2, 2018. Several students were not dropped-off at their home bus stops and were subsequently returned back to the school, due to unruly behavior of some students on the bus. We understand the bus company, Stock North, did not post a notice of the delay on our website. We apologize for this lack of communication and have reiterated with all our bus companies the importance of keeping our delay portal up-to-date.

Please be assured that the typical practice for bus drivers is to complete the routes as scheduled and report any incidents of inappropriate or unsafe behaviours to the school the following day so as not to impact families waiting at the bus stops.

The safety and well-being of all students who travel to and from school by bus is always our first priority. As you are aware, the driver was removed from this route and a different driver was assigned.

We cannot control all delays, but we do have the capacity to ensure those affected are notified. If you have not already signed-up for this notification service, we invite you to do so by visiting our website at <https://www.torontoschoolbus.org>.

As always, should you have any questions or wish to receive information about transportation services for your child, please call our office at 416-394-4BUS (416-394-4287) or by e-mailing transportation@torontoschoolbus.org.

Sincerely,

Toronto Student Transportation Group

APPENDIX 'B'