



September 9, 2021

Dear Parents/Guardians:

We would like to share some additional information about our transportation program and the issues that occurred with the start of school this year.

As you may know, the state released guidance for the opening of school at a very late date this summer. This delayed our planning efforts for all district operations, including transportation. Additionally, our Transportation Department has been implementing a new routing program during the past year. This created delays in finalizing bus routes and getting information out in a timely manner. This is why our transportation team had to make individual calls to parents/guardians late last week. After we completed these calls, we learned of a problem with the transfer of information from the routing software company to our database. As a result, several families were missed.

The team is now making sure they have information on all students who are bused, and they are working through adjustments and changes to make sure the process goes much more smoothly going forward. They are making sure schools and families have the correct bus information, and they are also responding to everyone who has left a message or sent an email. It may take a day or two, but they will get back to everyone.

Here is a bit more information on specific details regarding transportation:

- In the afternoon, all intermediate students will be assigned to a transfer bus in the afternoon. That bus will take them to their home bus at one of the elementary schools. The Intermediate School has a list of students and home bus numbers, and the Transportation Department is updating this list as necessary. The school is providing the students with their transfer bus number.
- Most middle and high school students will be riding the same bus in the afternoon as they ride in the morning. The two schools are being updated with information for students who take a transfer bus.

If you have further questions, we ask that you email the Transportation Department. We can route your question and get you a response more quickly through email than by phone. The email address to use is [pwilcox@horseheadsdistrict.com](mailto:pwilcox@horseheadsdistrict.com).

Thank you for your continued patience as we work through these issues.

Sincerely,

Dr. Thomas J. Douglas  
Superintendent of Schools