

Waterloo Schools Community,

As we work to improve the transportation we provide families, we think it is important to provide regular updates on our performance. Our goal is to improve service each day until it reaches the level the district expects of us, and we expect of ourselves.

Last week, we began to implement key components of our comprehensive plan to address issues, including concerns about communication and driver staffing. We leveraged our network of qualified drivers and brought in 8 additional First Student drivers to assist with route coverage. As a result, fewer bus routes had to be modified last week, resulting in better on-time performance.

We are also making progress in our efforts to hire more drivers. Three driver candidates successfully tested last week and are now fully credentialed for route assignment. Two potential drivers are trained and ready to test. We hope to add them to bus routes next week. We currently have 52 drivers, with 9 drivers in training and 20 drivers working to get their permits. Once they obtain their permits, they will begin First Student training.

To help improve communication around service delays, we have designated office staff updating Blackboard about buses that are running more than 15 minutes late. We continue to reinforce with our drivers the importance of reporting this information in real time, so families can better plan for transportation to school and home. We have also hired another staff member to help answer phones in the morning and afternoon, which should make it easier to reach us during route times.

Our commitment to provide trusted and safe transportation to Waterloo Schools is strong, and we remain fully focused on improving bus service for families. We will continue to work in partnership with the district to implement solutions that help ensure students get to and from school on time.

Sincerely,

John Billigmeier  
Senior Vice President  
First Student