



February 3, 2015

Dear Parents/Guardians:

Yesterday the winter storm that hit our area created challenges for a number of students in the City of Stratford. This occurred following a breakdown in our communications and for this we offer sincere apologies.

Huron Perth Student Transportation Services works with local bus operators to provide all school bus transportation for the Avon Maitland and Huron Perth Catholic school boards. This service includes a carefully developed communications plan to share information quickly and efficiently when inclement weather impacts the operation of school buses or schools.

Bus operators, the transportation services team, school principals and board superintendents all work together beginning very early in the morning. The bus operators decide whether the buses can run and then notify the school principals. This is followed by consultation to determine whether the schools should remain open. I want to stress that student and staff safety is at the forefront of all decisions.

When these decisions are made, usually by 6:30 a.m., informing students and parents becomes the priority. The announcements are posted to the ourschoolbuses.ca website which also feeds the local radio stations for broadcast. The decisions are also shared on Twitter, Facebook, and in a special School Bus app available for iPhone and Android smart phones.

Yesterday in Stratford a link in the communications chain broke. As a result some critical information regarding the cancellation of in-city school buses was not shared in a timely fashion. Some students headed to the bus stop not knowing that their bus was not coming. Again we sincerely apologize to all affected students and families for the hardship this may have caused.

A meeting of the key players was held yesterday afternoon to review what had taken place, determine why it happened and bring in measures to reduce the risk of it happening again.

We appreciate your support and thank you for your understanding.

Sincerely,

A handwritten signature in black ink, appearing to read 'T. Doherty', with a stylized flourish at the end.

Ted Doherty
Director of Education and
Secretary of the Board