



OSTA

Ottawa Student
Transportation
Authority

October 20, 2009

Parents/Guardians and Passengers of
South Carleton High School Bus Routes

Dear Parents/Guardians and Students:

As you are no doubt aware, there have been significant school bus route scheduling issues at South Carleton High School this school year. We, here at the Ottawa Student Transportation Authority, and the staff at South Carleton High School, understand your frustrations with these service problems, and believe that we have now developed a comprehensive routing schedule that will address the identified timing and logistical issues that you have experienced so far this school year.

In this regard, please be advised that effective **Monday, October 26, 2009**, several routes will see changes, which may include changes to stop times, bus driver and service provider. Due to the significant number of changes being made, attached for your reference, is a copy of the newly prepared South Carleton High School Revised Transportation Schedule 2009-2010, which reflects the route changes being implemented next week.

While we do not anticipate any negative impact to the service level you have received to date, we do request your continued patience and understanding while your new drivers and operators become familiar with these new routes.

Should you have any questions or concerns in this regard, do not hesitate to contact this office or the transportation service provider indicated for the new route.

Yours truly,

Dave Shaw
Coordinator of Transportation - West Zone
Ottawa Student Transportation Authority

Attach. (1)