



Dear Families,

As another school year is underway amid the ongoing COVID-19 pandemic, we continue to navigate unprecedented challenges, including one involving student transportation.

While our goal is to always transport students in a timely manner, a need for school bus drivers is affecting some bus routes. We are working diligently in partnership with Xenia Community Schools to minimize the daily impact and provide as many students as possible with safe and reliable transportation.

We are working hard to get every child picked up and home from school each day. We have not had to cancel any routes, and have continued to push through the challenges each day to make sure our students have a way to and from school. We are working with a recruiting team to establish a recruiting plan for the community to bring in prospective bus drivers to our team.

At First Student, we certainly understand what an inconvenience a delayed route can be for families, which is why we continue to actively recruit, hire and train drivers to serve the district. We have increased wages to \$20 an hour for trained drivers, and are also offering hiring incentives, including \$1000 to \$2000 sign-on bonuses.

Please consider sharing this with family and friends. Our drivers have the unique opportunity to positively impact another person's life. We consistently hear from our drivers that they genuinely enjoy interacting with the students on their bus each day. We encourage those who are interested to apply online at [workatfirst.com](https://www.workatfirst.com).

The student transportation industry was already managing a nationwide bus driver shortage before COVID-19, and the pandemic has only exacerbated the situation. It's no different than so many other job sectors that are struggling to fill openings right now, including retail, restaurants, gas stations, freight and cargo, and hotels.

We do have driver candidates in various stages of training. It does take time to move an applicant through the hiring process to become a qualified school bus driver. There are strict background checks, licensing requirements and training standards that must be met to operate a school bus safely.

Our current drivers are going to great lengths to cover as many bus routes as possible. We want to take this opportunity to acknowledge them for showing their commitment to the community. We truly appreciate their dedication and effort.

Thank you, too, for your patience and understanding during this time. We look forward to returning to a level of service the community expects of us, and we expect of ourselves, as soon as possible.

Sincerely,

Matthew Keen
Location Manager - Xenia
First Student