

September 8, 2022

Dear Parents/Guardians,

I am writing to you today to apologize. Each person receiving this letter has a child(ren) riding on our buses. Yesterday, on the first day of school, there were a considerable number of delays—some up to an hour long. I am sincerely sorry.

There were several compounding factors which contributed to the delays; some were beyond the division's control. However, what is within our control is how we communicate with you. And yesterday, we failed.

I want you to know how seriously we are taking this situation.

We heard from some parents that they could not access information about the delays. This has been fixed, as we will ensure that timely updates are communicated through the Transportation Department's Twitter account @RETSdtransport and on our website at [retsd.mb.ca](http://retsd.mb.ca).

We have worked to identify and implement further solutions that address the factors within our control. Yet, during the first few weeks of school, we know that further delays are possible, as we continue to strengthen our processes; we appreciate your understanding.

As the senior leadership team and I assisted at one of the transfer points this morning, we connected with and supported hundreds of students in their safe journey to school. Along with the entire Transportation Department, we understand the incredible trust that you place in us each day. Collectively, we are committed to our students and their success.

With sincere apologies and a commitment to do better,



Sandra Herbst  
Superintendent/CEO