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COMMUNIQUÉ

2021-09-14

Dear Parents, Guardians and Students

Re: Requests to NPSSTS

As we enter the second week of school, NPSSTS staff are working diligently to process requests for transportation and changes to existing transportation arrangements. To date, we have received in excess of 1,300 requests since August 23rd and are making every effort to work through those, with more arriving daily. Under normal circumstances, changes are processed within 72 hours. However this period of time is the exception. As stated on our website:

During School Start-up

All changes requested at this time of year (last two weeks prior to and first 3 weeks following the first day of school) may take longer to be processed, regardless of whether or not there is an associated route change.

We are currently experiencing an overload of incoming e-mails and phone calls regarding requests that have already been submitted which impedes our ability to focus our efforts on what we have already received. We would ask everyone to be patient. Please refrain from calling or e-mailing for an update and instead, refer to our website for route information which is refreshed daily. For instructions on navigating BusPlanner Web to view transportation information, please refer to the slide on our website with a link to "BusPlanner Web Instructions."

The effective date of any change can be found on the student's transportation information. Due to COVID-19 and the need for accurate seating plans for contact tracing, drivers are instructed NOT to pick up a student unless they are included in the transportation roster.

We thank you for your patience and cooperation.

Yours truly,

Chuck Seguin
Executive Director – NPSSTS



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