



Dear Parents,

As the new school year begins, there is nothing more important than providing your child with safe and reliable transportation. While this is our priority every school day, it's punctuated this year as we continue to navigate the ongoing COVID-19 pandemic in partnership with New Haven School District.

One of the challenges we face is driver staffing. The student transportation industry was already managing a bus driver shortage before COVID-19, and the pandemic has only exacerbated the situation. We are no different than so many other job sectors that are struggling to fill openings, including retail, restaurants and hotels.

While our goal is to ensure transportation service resumes as seamlessly as possible following summer break, a need for drivers could affect some bus routes. Unfortunately, a number of our drivers decided not to return to work this school year for various reasons. We are working in partnership with the district to minimize the impact to families. Longer routes and wait times at bus stops are a reality.

At First Student, we understand the importance of what we do, which is why we continue to actively recruit, hire, and train new drivers. We offer significant incentives, including an aggressive compensation package, which includes a high hourly rate and sign-on bonuses up to \$5,000 for each new driver.

If you know someone who is interested in serving the community, please send them our way. Driving a school bus is a unique opportunity. We consistently hear from our drivers that they truly enjoy interacting with the students on their bus each day. We encourage those who are interested to apply ([workatfirst.com](https://www.workatfirst.com)) and search for New Haven, CT).

We want to provide as many families as possible with transportation to and from school. We take great pride in our work and are happy to see our students again.

Thank you for your patience and understanding.

Sincerely,

Paul Demaio
Senior Location Manager
First Student