



August 25, 2022

Dear Families and Members of the Mat-Su Community,

On behalf of our company, I am writing to offer my sincerest apologies for not providing a successful school start-up last week. The service experienced last week on the first and second days of the school year was unacceptable. We at Durham School Services pride ourselves on providing excellent service and are highly regretful we did not deliver on that promise to you and the MSBSD community. Simply put, the level of service that was provided is not representative of the reliable service for which we are known, and we are deeply remorseful for the disappointment, worry, and frustration we caused you and the overall community.

We have served communities across the country for over 100 years and pride ourselves on our reputation for high quality service. We are working to bring that excellent service to you but struggled last week to start on the right footing. Be assured that adjustments have been made and service improvements are already visible.

Constant and accurate communication is paramount to ensure you know where your students are at all times. The communication mistakes experienced last week will not happen again, as we made the following immediate changes:

- Added an alternative emergency phone number to our phone greeting to mitigate call overload
- Confirmed all bus radios are now set to the right channel so dispatch can reach all buses
- Changed our driver check-in procedure to ensure on-time bus departure from our lot

Our team, including our dedicated drivers (many of whom are members of the Matsu community), have been working tirelessly to put new measures into place to rectify and help with the current delays and disruptions to service. However, we continue to be impacted by the national school bus driver shortage and our success depends on hiring additional school bus drivers. If you or anyone you may know has an interest in joining our team, please apply [HERE](#) or send anyone that may be interested this [LINK](#). We offer an opportunity to serve your community while providing competitive wages and benefits. We are offering a sign-on bonus of \$2,500 for credentialed school bus drivers and \$1,500 to non-credentialed driver candidates. We also offer a \$200 bonus for trainees once they obtain their CDL permit.

Finally, I want to reiterate that despite our recent unacceptable performance last week, providing the school district and its students with reliable and safe transportation has always been our number one priority. We are determined to restore your trust in Durham School Services through our actions and solutions. This week we made great strides, and this will continue as our drivers deliver our most precious cargo each day; your students.

Sincerely,



Gary Waits  
CEO, National Express