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P 403.287.1395 F 403.243.6759 A 823 Highfield Avenue SE, Calgary, AB, Canada T2G 4C7 [SOUTHLAND.CA](http://SOUTHLAND.CA)

Dear families of The Lethbridge School Division and The Holy Spirit Catholic School Division

I am writing to address the issues you have encountered with SOUTHLAND Transportation's bus service at the start of the school year.

We recognize that the start of this school year has come with bus timing challenges that are impacting some routes and causing children to be late to school in the morning and home in the afternoon.

On behalf of SOUTHLAND Transportation, I wish to express my sincere apologies for the frustration and impact this has caused. We are committed to being the service provider of choice for The Lethbridge School Division's and have failed to meet your expectations. We are working through a revised routing and incremental resource plan in order to alleviate the situation, which will be shared in the next few days with timelines.

Thank you for your patience and understanding as we work through these issues to ensure we are meeting our commitment to provide safe and reliable transportation to the students of Lethbridge.

Sincerely,

A handwritten signature in black ink, appearing to be 'Craig Loose', written over a white background.

Craig Loose  
Regional Director  
SOUTHLAND Transportation