

DAILY TRANSPORTATION UPDATE - NOVEMBER 11, 2020

Dear Coatesville Area School District,

I'd like to provide an update to our transportation issues. We are incredibly sorry to have to report that despite our best efforts, we will not be able to begin hybrid instruction on Monday, November 16 as hoped. We are working to return to in-person instruction as soon as possible, pending any COVID-19 related closures that may be recommended by the Chester County Department of Health.

We know this news will be met with anger, frustration, and disappointment. Our administrative team and School Board are both extremely disappointed that our District has failed in this matter. Our community's outrage is justified. I want to outline what we're doing to correct the problems.

As of November 11, we can provide the following updates:

- We are working to restore appropriate transportation to our CASD special education students who are already learning in person, and whose transportation was incorrectly changed last week. We expect to have an update soon.
- We are quickly creating a CASD Transportation In-Transit Hotline for both our own CASD parents and our non-public school parents to call if there are problems *that day* with their child's bus transportation. This is both a safety and a customer service measure put in place for any issues that may occur with busses running late or changes in drivers/buses due to the pandemic.
- We are verifying complete contact lists for students so that we can quickly notify their parents/guardians if there are problems or changes with their transportation.
- Today we temporarily reassigned staff to our transportation office to address the many unreturned phone calls and emails, and begin to provide improved customer services. Moving forward, we will ensure that our transportation office is much more responsive and communicative.
- Today an experienced transportation consultant began work in our transportation office to help us unravel the problems that occurred to create these issues.
- We continue to work closely and daily with Krapf Bus on solutions.
- We will conduct a thorough review of our transportation office and take steps to ensure these problems do not happen again.

Separate from our transportation issues but no less important is the trajectory of the virus. We are in communication with the Chester County Health Department, which is closely watching COVID-19 rates in our region. This week the Health Department issued [updated guidance](#) to schools. At the same time, you may have seen or heard about recommendations today from Children's Hospital of Philadelphia PolicyLab recommending that schools in our region move to virtual instruction because of rapidly rising COVID-19 cases, including pediatrics. Certainly this

issue remains at the forefront of our minds as we work to safely return our students to in-person instruction.

Regardless of recommendations for in person or virtual learning models, resolving our transportation issue is an immediate priority and we want to be sure our bus schedules are accurate and ready to go as soon as possible.

We very much understand the emotional and mental health toll that virtual learning takes on our students. In an effort to give our students a break from continuous screen time, next Wednesday (and every Wednesday that we are in virtual learning mode) will become another asynchronous day in which students can work at their own pace. Our principals will remind students and parents of this next week.

As promised, we will continue to update our families each day this week on our transportation solutions. Again, we apologize to our students, parents, and staff. We look forward to seeing our students back in our schools.

Sincerely,

Tomas Hanna, Superintendent