



November 5, 2024

Warden Elenor Roulston  
Municipality of East Hants  
Box 230, unit 170, 15 Commerce Court  
Elmsdale, NS  
B2S 3K5

RE: Level of Service for School Transportation

Thank you for your letter expressing concern over the school transportation service interruptions.

We understand the significant impact these disruptions have on families and educational opportunities for students in East Hants.

Thank you for the opportunity to discuss this matter with Adam Clarkson. I appreciated our conversation, and the suggestions provided.

I would like to assure you that we are actively addressing the bus driver shortage and are implementing several strategies to improve our recruitment efforts. These initiatives include:

**Bus Driver Recruitment Campaigns**

- Actively reaching out to encourage recruits via traditional media, social media and web-based ads.
- Connecting with recent retirees and past spare drivers.
- Active recruiting at local job fairs.
- Signage on maintenance vehicles, worksites and a bus parked at a higher-traffic area.
- Paying for training costs, and a stipend during training.
- Offering casual and permanent positions.
- Offering additional work roles to drivers to help provide additional hours.
- Flyers provided to town centres and posted in communities (attached)
- Community Outreach: We are working closely with local community organizations and employment centers to identify potential candidates and raise awareness about the opportunities available (thank you for the connection to FutureWorx).

When a driver is not available for a bus run, the transportation team reviews the affected areas and works hard to impact the least number of students possible. For example, we use the following strategies to reduce impact:

- We ask drivers to double-up a run and cover off a route where a driver is sick.
- We consolidate two bus runs into one if space is available and the routes are close to one another.
- We use a rotating schedule to try to ensure bus routes are not impacted multiple days.
- Transferring licensed drivers from other roles/departments within CCRCE to drive when required.
- Sharing drivers from our other families of schools as available.
- Connecting with other industry in sharing drivers (off-season work for different sectors).
- Reaching out to outside busing contractors.

We are actively trying to resolve the current transportation challenges and ensure that students receive reliable and consistent bus services. We appreciate your patience and support as we continue to seek more employees. We are open to any recruitment suggestions and please feel free to use the attached recruitment flyer to assist with recruitment.

Thank you for your understanding and cooperation.

Sincerely,

A handwritten signature in black ink, appearing to read 'Karyn Cooling', with a stylized, cursive script.

Karyn Cooling  
CCRCE Regional Executive Director