

## Notification from: **Public Schools of Northborough & Southborough**

Good Evening:

As the Superintendent of Schools, I was hoping for a smooth transportation start to the school year, as a lot of time and effort went into trying to improve how the District delivers transportation services to its students. Although for many families, transportation went smoothly, for others, it did not. Regardless, it is my responsibility to ensure that there is safe transportation for students to and from school. It's also my responsibility to make sure issues are rectified, which is my number one priority. I apologize to those families, and students, who were impacted today by the District's transportation services. The focus of the first day of school should be about making it a great start for our students, not about transportation concerns.

I assembled the Transportation Department team this afternoon to identify what happened, why, and what needs to take place between now and tomorrow morning. The issue with the late buses this afternoon was due to a computer glitch, which our Technology Department is working to resolve. We are working in partnership with NRT to ensure that students are picked up and dropped off in a safe and timely manner tomorrow, Thursday, August 29, 2019.

Tomorrow morning, your child(ren) should wait at the bus stop that he/she was picked up this morning, August 28, 2019. The afternoon routes are currently being corrected for Southborough S3, S9, S12, and S14 and will be provided to the NRT drivers.

Please be assured that we are actively addressing outstanding concerns that have been received. We will be posting updated routes on Sunday evening, September 1, 2019, at 6:00 PM.

Link to [NBORO Transportation](#) Webpage

Respectfully,

Gregory L. Martineau  
Superintendent of Schools