



COEUR D'ALENE PUBLIC SCHOOLS

1400 N. Northwood Center Ct.

Coeur d'Alene, ID 83814

(208) 664-8241

CDASCHOOLS.ORG

Dear Parent and Guardians,

Last Friday we sent an email to parents and guardians about how to find bus route information for the 2023-24 school year. As parents went through that process, many learned that bus routes had been significantly impacted or eliminated. Shortly after receiving that communication, parents began contacting the district with questions and concerns about the changes. To those of you who reached out with feedback, thank you. We truly appreciate your input.

We are sorry.

We cannot expect parents and families to pivot so close to the first day of school. We apologize for catching many of you off guard with the scope of the route changes (eliminating stops), the impacts to your families, and the timing of our first direct communication about these significant adjustments. We know it has caused disruption at a very busy time. We should have managed the process more inclusively, and communicated much earlier, much more thoroughly, and much more often. We should have done better, and we will.

What are we doing to fix it?

- We heard the questions and concerns and are not moving forward with the changes we made that caused families to lose bus transportation.
- Transportation staff are now working to restore bus service to ALL our eligible student riders.
- We expect to have the revised route information uploaded into Info Finder by the end of the day on Friday, September 1.

We fully recognize how challenging this has been for many of you. Please accept our apology. Going forward, we will use a process that includes clear and timely communication, parent and stakeholder involvement, collaboration, and partnership. Our goal is to ensure both the safety of your student(s) and the highest efficiency we can achieve within our resource constraints.

We will send another email on Friday as soon as the bus route revisions are uploaded into Info Finder. In the meantime, if you have questions or concerns, please contact our transportation department at cdaschools.transportation@cdaschools.org.

Sincerely,

Dr. Shon Hocker
Superintendent