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Our Ref AB/SMcC Your Ref  
Date 23 May 2022  
Email: Adele.Bowman@glasgow.gov.uk

*Dear Parent/Carer*

*You may be aware that there continues to be some delays in home to school transport and we would like to apologise and update you on the reasons for this.*

*The driver shortage we previously eluded to continues to impact our transport providers, and in particular, our taxi operators. Many of the drivers who left the industry have not returned, and other pressures have reduced the number of new drivers willing to enter this line of work. This is causing great frustration for operators, as they cannot yet provide the level of service they would like to.*

*Education Services is continuing to work with our taxi operators to reduce the demand we are placing on them on a daily basis. Our schools are also looking at ways we can reduce the impact of driver shortages on children and young people and will keep in touch with families to update them of any changes.*

*In the meantime, please be assured that the most important aspect remains that your child will be supported with transport to and from school. We will do everything in our power to make sure that pick up and drop off times are adhered to and we will let you know if times need to be flexible to meet the ongoing challenges of the pandemic.*

*As always, please continue to contact your school for general enquiries if you have any specific questions about your child's transport, and our Corporate Integrated Transport Unit (CITU) for information regarding location of transport vehicles.*

*We will continue to communicate any updates as and when we have any information.*

**ADELE BOWMAN**  
Service Manager