

January 24, 2024

Dear Board of Education for Saanich School District,

Since the start of this school year, we have made an effort to work with multiple levels of School District staff to resolve some issues and concerns; however, as a result we have been provided incorrect information, blatantly lied to, certain managerial staff have refused to meet with us, our children have been treated unfairly, and ultimately no resolution has been reached. Therefore, we are writing to ensure you are all informed of our situation and to hopefully reach a resolution in the next few weeks. In order to be fully transparent, we have included our written correspondence with School District Staff so that you can see firsthand some of our interactions. We have also connected with other parents who have unfortunately had had similar interactions and share our concerns.

For the past few years, both of our children have been taking the bus to school in the morning with no issues. We have been registering them each year so they can take the school bus from Tanner Rd to Cordova Bay Elementary School. This year, our son moved to Royal Oak Middle School so we registered him for the morning and afternoon buses to/from Tanner Rd and Royal Oak Middle School. In addition, we registered our daughter for the morning bus from Tanner Rd to Cordova Bay Elementary School, which is consistent with past years. At the start of the year, both our children started taking the morning bus with no issues. Our son was also able to take the afternoon bus from Royal Oak Middle School to Tanner Rd because there was at least one seat available every day.

On September 9th, we emailed Transportation to enquire when our children would receive a bus pass. We were advised the address we provided is outside of Royal Oak Middle School's catchment and bus #15 is very full. Transportation confirmed that our son is priority 3 on the waitlist, and they would contact us once there was space on the bus. They also stated our children should not be trying to take the bus in the morning and afternoon at this time.

On September 10th, we followed up and requested for them to be allowed to take the bus at least in the morning given there is always room on the bus. We did not receive a response, so we followed up again on September 17th and requested bus passes for both of our children because there are seats available on the buses – particularly the morning bus. Unfortunately, we were told the buses were full and we would be contacted once space was available. We requested an explanation as to why our daughter was not allowed to take the bus to Cordova Bay Elementary School since it is the third stop on the route, so she is not taking a seat away from another rider, and the bus is virtually empty in the morning at this time. We received another generic response from Gord Bridges, Manager of Transportation, which did not address our enquiry, and then on September 19th Mr. Bridge's advised "We will know soon for (our daughter). (He) just (has) to check on a few things first." To date, we have not received a response to this inquiry nor bus passes for either of our children.

On September 19th, Mr. Bridges advised that *"Students are not to ride the bus without a bus pass. This is against our policy and Transport Canada rules and regulations. We must know who is riding our buses every day."* It should be noted that at this time the School District was not tracking attendance on buses nor were they ensuring that students caught the bus that they were registered to take. In fact, many

students were either “ghost riders” and/or taking a different bus to go to their friend’s place after school, etc. Therefore, the School District did not have an idea of who was riding what bus at any given time, which we understand would have been a violation of the policy and Transport Canada’s rules and regulations. Furthermore, if the School District had been tracking attendance, they would have known that the buses were not full every day in the morning and afternoon.

On September 24th, we received an email from Mr. Bridges stating *“I am removing the morning and afternoon stop on Tanner ridge for bus #22 and #15. The buses are full of catchment students. Today Blake got on the bus, and we had to leave a registered rider behind and send another bus to pick up the students that were left at the stop. This made the student late for school.”* We have verified with multiple Saanich School District staff that a student was not left behind because our son took their seat. In actuality, the bus was not full that morning (as usual), and this was a completely fabricated lie.

In response, we emailed Rob Lumb, Director of Facilities, and requested to have a meeting. Mr. Lumb’s response was *“Unless there is information that has not been shared through the emails back and forth, I do not see a need for a further meeting.”* As a publicly funded organization, it is hard to believe that Director level staff would refuse to meet with a parent if they are requesting it, as well as not address an employee lying to parents, particularly in writing.

In a follow up email on the same day, Mr. Lumb stated *“We have explained to you, that just because there is an empty seat on the bus does not mean it is not spoken for. Our spreadsheet for the bus has a name associated with each seat. If there are empty seats, it is because a registered rider/student is not attending school that day.”* This response verifies the School District is not tracking ridership attendance daily in the morning and afternoon; instead, they are following a spreadsheet that is just based on registered riders. In addition, they are not accounting for students that are only riding the bus for a short duration, such as our daughter who is only on the bus for the first portion of the route and then gets off. This is one demonstration of how operationally ineffective and mis-managed Transportation is at the School District, and it seems this approach also goes against Transport Canada rules and regulations.

On September 24th, Paul McKenzie, Assistant Superintendent – Instructional Services, started to get involved in our situation. On September 25th, we wrote an email to Mr. McKenzie and received a generic response. After forwarding him the attached correspondence with Mr. Lumb and Mr. Bridges, and explaining our situation during a phone call, Mr. McKenzie committed to raising this with Dave Eberwein, Superintendent of Schools/CEO and Jason Reid, Secretary Treasurer so they were both informed. Mr. McKenzie advised he was going on vacation but committed to having one of the senior School District staff follow up with us; however, no one did.

On October 1st, there were a few children waiting for the morning bus to pick them up on Tanner Rd, and it did not come; however, it still picked up students on Sayward Rd and for the rest of the route. We emailed Mr. McKenzie, and he advised *“that the bus was rerouted to more efficiently pick up the confirmed riders for this bus.”* In our correspondence, we pointed out that going northbound on Central Saanich Rd, which is in the opposite direction, to get onto Highway 17 and then go southbound through a major highway construction zone at Keating X Rd could not possibly be more efficient than going southbound on Central Saanich Rd to Tanner Rd, and then southbound onto Highway 17, allowing the bus to have a more direct route and completely avoid the major construction at Keating X Rd.

On October 4th, we followed up because we had not received a response and requested more information. Mr. McKenzie advised that he was still gathering information and would email us back. Once again, we did not receive a response or any answers.

On October 9th, our son got onto the afterschool bus, which he had been doing since the start of school in September along with other students who also did not have bus passes. The bus driver stopped him and asked, *"Is your name Blake Ballman?"* which our son confirmed. The bus driver then told him to *"Get off the bus and go talk to your mom because she knows why you can't ride the bus anymore."* The bus driver then went and spoke to the school's staff. Our son called us from school, very upset, and explained what happened. Lesley picked him up from school and went to the Principal's office to discuss what happened. Karen Macewan, Principal of Royal Oak Middle School, confirmed that she saw what happened and heard what the bus driver said to our son. She also witnessed the bus driver speaking with one of the staff who was assisting with getting the students on the buses. Unfortunately, Mrs. Macewan did not step in and provide our son with any support or talk to the bus driver at the time of the incident.

Immediately after the discussion with the Principal and Vice Principal, Lesley called Mr. Mckenzie and told him about what happened. Mr. Mckenzie was very apologetic and said he didn't realize that our children were taking the bus, even though we had stated this verbally and in writing multiple times, and forwarded all our previous correspondence, which clearly indicated that both of our children had been taking the bus. Mr. Mckenzie said he would look into it and get back to us.

On October 24th, we followed up with Mr. Mckenzie because we had not heard from him since our son was singled out and kicked off the bus by the driver. In addition, we mentioned that we saw the morning bus driving down Tanner Rd at the same time our children used to take it, which means it was no longer being re-routed. We requested an update on when our children would be able to start taking the bus again. We did not receive a response. Please note, we continue to see school buses driving down Tanner Rd. every morning and have for months.

On October 31st, we followed up again, and no response.

In late November, we learned that Mr. McKenzie was leaving the School District, and his files were passed on to appropriate senior staff. We understand the Secretary Treasurer and Superintendent have known about our situation for months; however, to date no one has followed up with us or provided our children with bus passes.

Overall, we are incredibly disappointed in the way various School District staff have conducted themselves and treated our son. In addition, it seems various levels of the School District are not effectively managed, and as a result are very operationally inefficient. Furthermore, there is a general lack of customer service, poor communication, accountability, and unprofessionalism, which should not be tolerated, particularly as a publicly funded organization.

We respectfully request the following:

1. An apology from the School District to our son, Blake, for the way he was treated by the bus driver on the day that he was singled out and kicked off the bus. We would also like the School District to acknowledge that this situation was handled very poorly by the bus driver, principal, and Senior Management staff. In addition, we would like to know what actions the School

District will be taking to ensure no other student is singled out and treated unfairly by staff in the future.

2. An apology and acknowledgement that the School District's Transportation and Senior Management staff have not dealt with our situation well, and an understanding of what actions will be taken to improve Transportation operations, communication, and professionalism.
3. Bus passes for both of our children for the remainder of this year, as well as for future years until they both graduate from Grade 12 as an assurance that we will never have to go through this type of situation again.

We never thought that requesting bus passes for our children would ever reach the point where we would have to write to the Board of Education for the Saanich School District. Our experience has raised a lot of concerns, and we are incredibly disappointed; however, after speaking with other parents, we are definitely not alone. We are hopeful the Board of Education for the Saanich School District takes action to ensure our situation never happens again and grants our requests so we can put this situation behind us and move forward.

We look forward to hearing from you soon. Please feel free to reach out if there's any questions or clarifications that we should provide.

Sincerely,

Derek & Lesley Ballman

Cc: Dave Eberwein, Superintendent of Schools/CEO
Jason Reid, Secretary Treasurer

Attachments:

Appendix A: Email Correspondence Titled - *Request bus pass for Julia Ballman*

Appendix B: Email Correspondence Titled - *Bus Registration Status - OUT OF CATCHMENT - ROYAL OAK*

Appendix C: Email Correspondence Titled - *Update*

Appendix D: Email Correspondence Titled - *Please Advise: status of morning bus*

Appendix E: Email Correspondence Titled - *Follow up to call a few weeks ago*

Appendix A: Email Correspondence Titled - *Request bus pass for Julia Ballman*

From: Derek & Lesley Ballman <meballman@gmail.com>
Sent: September 17, 2024 5:18 PM
To: Transportation <transportation@saanichschools.ca>
Subject: Request bus pass for Julia Ballman

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Good evening,

I'm following up to see when a bus pass will be issued for Julia Ballman? She takes the bus from Tanner Rd to Cordova Bay Elementary School each morning at approx 8:20am, and has for a few years.

Thanks,
Lesley

On Wed, Sep 18, 2024 at 7:55 AM Transportation <transportation@saanichschools.ca> wrote:

Good morning and thank you for your email. Both Blake and Julia are on the waitlist for busing. They are priority 3 traveling to a school outside of their catchment school. If space becomes available we will contact you and issue bus passes for them.

Thank you for your patience and understanding,

Gord

From: Derek & Lesley Ballman <meballman@gmail.com>
Sent: September 18, 2024 8:51 AM
To: Transportation <transportation@saanichschools.ca>
Subject: Re: Request bus pass for Julia Ballman

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Hi Gord,

Why is Julia on the waitlist? She gets off at Cordova Bay Elementary, which has a stop before many kids get on; therefore there's a lot of empty seats on the bus.

Lesley

On Thu, Sep 19, 2024 at 8:31 AM Transportation <transportation@saanichschools.ca> wrote:

Good morning and thank you for your email. Students are not to ride the bus without a bus pass. This is against our policy and Transport Canada rules and regulations. We must know who is riding our buses every day. Your address is outside the catchments for Cordova Bay Elementary and ROM. This makes students' priority 3 courtesy riders on the buses. We have to go through registrations for priority 1, then for priority 3 students in the order they were received for space on the bus. Your students are currently on the waitlist as we approve space for those on the waitlist when and if space becomes available.

I appreciate that not having confirmation of a spot on the bus creates uncertainty for you and your family. Spots become available when one of two things happen – a parent/guardian decides to remove their child from the list (e.g., moving out of district, other transportation options) or a spot becomes available because it is not being used sufficiently (e.g., ghost riders, does not meet riding threshold). [AP560](#) outlines that this process continues through the month of September as families settle into the new school year. Our goal is to determine if any of these spots become available as quickly as possible while also acknowledging that each situation will be unique and will be determined on an individual basis as communication is completed. Families on the waitlist will be communicated with when a spot becomes available.

All seats have registered riders. There may be a small handful of empty seats on a bus on any particular day because of student absence. We have approximately 500 outstanding requests for ridership with approximately 3600 riders registered on am and pm routes. It is unlikely that all of those waitlisted will obtain seats. I wish that budget and resources allowed for every request to be fulfilled, but that is unlikely to happen.

Thank you,

Gord

From: Derek & Lesley Ballman <meballman@gmail.com>
Sent: September 19, 2024 11:15 AM
To: Transportation <transportation@saanichschools.ca>
Subject: Re: Request bus pass for Julia Ballman

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Thanks for email and explanation as to the process that is being followed.

Based on the information that has been provided, it seems our children are being held back from taking the bus because they are out of catchment, not because there isn't space - particularly in Julia's case.

Please let me know would be the best person for me to get in contact with to resolve this issue.

Thanks,

Lesley

On Thu, Sep 19, 2024 at 12:22 PM Transportation <transportation@saanichschools.ca> wrote:

Good morning, you may email the director of Facilities Rob Lumb at rlumb@saanichschools.ca

You are not being held back, but there is a process that we must follow. Priority 3 students are waitlisted till we can confirm space on the bus. We have 21 routes to work through and this takes time.

Student Bus Transportation Services (Procedures) This is what transportation must follow:

<https://saanichschools.ca/saanich-schools/policies-procedures/500-business-administration/administrative-procedure-560>

Policy 21

<https://saanichschools.ca/saanich-schools/policies-procedures/board-policy-handbook/policy-21>

Thank you,

Gord

From: **Derek & Lesley Ballman** <meballman@gmail.com>
Date: Thu, Sep 19, 2024 at 12:31 PM
Subject: Re: Request bus pass for Julia Ballman
To: Transportation <transportation@saanichschools.ca>

Thanks, Gord.

There is room on the bus given Julia gets off at Cordova Bay Elementary and other kids get on, with multiple stops to follow.

I will contact Rob Lumb.

Thanks again,

Lesley

From: **Transportation** <transportation@saanichschools.ca>
Date: Thu, Sep 19, 2024 at 1:04 PM
Subject: Re: Request bus pass for Julia Ballman
To: Derek & Lesley Ballman <meballman@gmail.com>

We will know soon for Julia. I just have to check on a few things first. Thank you,

Gord

From: Derek & Lesley Ballman <meballman@gmail.com>
Sent: Thursday, September 19, 2024 1:29 PM
To: Rob Lumb <rlumb@saanichschools.ca>
Subject: Fwd: Request bus pass for Julia Ballman

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Hi Rob,

As per the email correspondence below, we have two children, Blake and Julia, who have both attended Cordova Bay Elementary since Kindergarten, and our older son Blake just started Grade 6 at Royal Oak Middle School (ROMS). Both of our children have taken the school bus to Cordova Bay Elementary for years. They are both picked up on Tanner Rd at approximately 8:20am, and this year, Julia is dropped off at Cordova Bay Elementary and Blake is dropped off at ROMS.

When Julia gets off the bus at Cordova Bay Elem., students get on the bus and there are a lot of empty seats available; however, it seems she has not been issued a bus pass because we are considered "out of catchment". We would really appreciate the school district issuing her a bus pass given there is space on the bus and no risk of her taking someone else's seat who has already been issued a bus pass.

In regards to Blake, I have been able to confirm there have been multiple seats available on the bus every single morning and afternoon since school started. In addition, there are different buses that he is able to take in the afternoon from school to home, which all have seats available on them. It also seems that a lot of seats become available after the first stop. We would appreciate it if the school district would allow Blake to take the bus in the morning and afternoon if space continues to permit. If for some reason there isn't space on the bus in the afternoon, we have already arranged a process to be notified and ensure he is picked up from the school asap.

I appreciate you considering these requests. If there's any questions or items to discuss further, please feel free to contact me via this email or by phone (250-704-8687).

Thank you,

Lesley

On Mon, Sep 23, 2024 at 10:35 AM Rob Lumb <rlumb@saanichschools.ca> wrote:

Hi Lesley,

I have reviewed this situation and unfortunately there is nothing I can do in this case.

Gord has explained the situation to you accurately.

It is important to know that any empty seats that you have seen on this bus have been claimed by a registered rider. On days that there is an empty seat usually means that the student who occupies that seat is not attending school that day.

We will be monitoring rider usage and if we see an individual, registered student who is not using the bus system they will be removed from the bus and spot will open up for the next student on the waiting list.

Thanks, Rob

From: Derek & Lesley Ballman <meballman@gmail.com>
Sent: Tuesday, September 24, 2024 12:16 PM
To: Rob Lumb <rlumb@saanichschools.ca>
Cc: Gord Bridges <gbridges@saanichschools.ca>
Subject: Re: Request bus pass for Julia Ballman

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Hi Rob,

The email below does not reflect Julia's situation.

Given the email today from Gord regarding removing the bus service on Tanner, as well as the email below, I would appreciate having a meeting with you this week to discuss further. Please let me know when you are available.

Thanks,

Lesley

On Tue, Sep 24, 2024 at 12:54 PM Rob Lumb <rlumb@saanichschools.ca> wrote:

Hi Lesley,

Unless there is information that has not been shared through the emails back and forth, I do not see a need for a further meeting.

Gord has been totally transparent with you regarding the fact that the bus is full and that your children are on a wait list for the bussing.

Thanks, Rob

From: Derek & Lesley Ballman <meballman@gmail.com>

Sent: Tuesday, September 24, 2024 3:28 PM

To: Rob Lumb <rlumb@saanichschools.ca>

Subject: Re: Request bus pass for Julia Ballman

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Hi Rob,

I know for a fact there is room on the bus for Julia each morning, and she is not taking a seat away from another child because she is getting off at the third stop. In addition, there has been space on the bus home every day for Blake since the start of school, yet he is also being denied bus service. My children are not being treated fairly because they are out of catchment, and I would like to discuss it further.

Please let me know when you are available and/or if I should be raising this issue to someone else at the School District.

Thanks,

Lesley

On Tue, Sep 24, 2024 at 3:36 PM Rob Lumb <rlumb@saanichschools.ca> wrote:

Hi Lesley,

We have explained to you, that just because there is an empty seat on the bus does not mean it is not spoken for. Our spreadsheet for the bus has a name associated with each seat. If there are empty seats, it is because a registered rider/student is not attending school that day.

I have CC'd Paul Mckenzie with this email. Paul is the Assistant Superintendent with the School District. You can follow up with him if you like.

Thanks, Rob

From: **Derek & Lesley Ballman** <meballman@gmail.com>

Date: Tue, Sep 24, 2024 at 3:57 PM

Subject: Re: Request bus pass for Julia Ballman

To: Rob Lumb <rlumb@saanichschools.ca>, Paul Mckenzie <pmckenzie@saanichschools.ca>

Cc: Gord Bridges <gbridges@saanichschools.ca>

Hi Rob,

From an operational point of view, what has been “explained” doesn’t make sense. I would presume the school district would be doing their absolute best to maximize their bus service, not limit it. Unfortunately, it seems students who are considered out of catchment are automatically being denied any service, even though it is operationally feasible.

Again, I would appreciate your availability and anyone else who you feel should be part of a meeting to discuss further.

Thanks,

Lesley

Appendix B: Email Correspondence Titled - *Bus Registration Status - OUT OF CATCHMENT - ROYAL OAK*

From: Derek & Lesley Ballman <meballman@gmail.com>

Sent: September 9, 2024 8:33 PM

To: Transportation <transportation@saanichschools.ca>

Subject: Re: Bus Registration Status - OUT OF CATCHMENT - ROYAL OAK

[Caution: External Sender] This email is from a sender outside the organization. Do not open attachments, reply, or click links unless you have verified the content and sender are legitimate.

Good evening,

I'm just following up to see if Blake Ballman will be issued a bus pass this year.

He has been taking the bus every morning since grade 3 and would take it home every day after school, if possible.

Please feel free to email or call me at 250-704-8687.

Thank you,

Lesley

On Tue, Sep 10, 2024 at 6:33 AM Transportation <transportation@saanichschools.ca> wrote:

Good morning and thank you for your email. The address you have provided is outside of ROM catchment and bus #15 is very full. Blake is priority 3 and, on the waitlist and should not be trying to take the bus in the morning and afternoon at this time. We will contact you if we have space for Blake to take the bus.

Thank you for your patience and understanding,

Gord

Transportation

Saanich Schools

On Tue, Sep 10, 2024 at 7:26 AM Derek & Lesley Ballman <meballman@gmail.com> wrote:

Good morning,

There is always room on the bus in the morning and he takes it with his younger sister who goes to Cordova Bay Elementary School. At a minimum we would like him to continue to take the bus in the morning and we would appreciate the school district continuing to accommodate it.

We can arrange to pick him up after school but if there is room on the bus for him is he allowed to take it?

Thanks,

Lesley

From: Derek & Lesley Ballman <meballman@gmail.com>

Sent: September 17, 2024 11:04 AM

To: Transportation <transportation@Saanichschools.ca>

Subject: Re: Bus Registration Status - OUT OF CATCHMENT - ROYAL OAK

[Caution: External Sender] This email is from a sender outside the organization. Do not open attachments, reply, or click links unless you have verified the content and sender are legitimate.

Good morning,

I'm just following up on my previous email.

When will the school district start moving through the school bus waitlist? Last week there were multiple seats open on both the morning and after school buses each day. As previously discussed, we would appreciate getting bus passes issued for both Blake and Julia so they are able to take the bus.

Please reach out to discuss further (250-704-8687).

Thanks,

Lesley

On Tue, Sep 17, 2024 at 11:14 AM Transportation <transportation@saanichschools.ca> wrote:

Good morning Lesley, I wish I had better answers for parents on the waitlist. Spots become available when one of two things happen – a parent/guardian decides to remove their child from the list (e.g., moving out of district, other transportation options) or a spot becomes available because it is not being used sufficiently (e.g., ghost riders, does not meet riding threshold). [AP560](#) outlines that this process continues through the month of September as families settle into the new school year. Our goal is to determine if any of these spots become available as quickly as possible while also acknowledging that each situation will be unique and will be determined on an individual basis as communication is completed. Families on the waitlist will be communicated with when a spot becomes available.

All seats have registered riders. There may be a small handful of empty seats on a bus on any particular day because of student absence. We have approximately 500 outstanding requests for ridership with approximately 3600 riders registered on am and pm routes. It is unlikely that all of those waitlisted will obtain seats. I wish that budget and resources allowed for every request to be fulfilled, but that is unlikely to happen.

Again, we have many routes with a waitlist to go through and will contact you if we have space. At this time, we may not find space for priority 3 students out of the school's catchment.

Sincerely,

Gord

From: Derek & Lesley Ballman <meballman@gmail.com>

Sent: September 17, 2024 12:28 PM

To: Transportation <transportation@saanichschools.ca>

Subject: Re: Bus Registration Status - OUT OF CATCHMENT - ROYAL OAK

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Thanks for the quick response, Gord; much appreciated.

We'll keep doing what we're doing and working with the school re: Blake's pick up after school and hope to hear from you soon.

All the best,

Lesley

On Tue, Sep 24, 2024 at 9:38 AM Transportation <transportation@saanichschools.ca> wrote:

Good morning, I am removing the morning and afternoon stop on Tanner ridge for bus #22 and #15. The buses are full of catchment students. Today Blake got on the bus, and we had to leave a registered rider behind and send another bus to pick up the students that were left at the stop. This made the student late for school.

The buses will not stop tomorrow moving forward. Only registered riders with bus passes can ride the bus. If space becomes available and your student is next on the waitlist, we will contact you and add the stop.

Thank you for your cooperation and understanding,

Gord

Transportation

Saanich Schools

From: Derek & Lesley Ballman <meballman@gmail.com>

Sent: Tuesday, September 24, 2024 6:33 PM

To: Transportation <transportation@saanichschools.ca>

Cc: Rob Lumb <rlumb@saanichschools.ca>; Paul Mckenzie <pmckenzie@saanichschools.ca>

Subject: Re: Bus Registration Status - OUT OF CATCHMENT - ROYAL OAK

[Caution: External Sender] This email is from a sender outside the organization. Do not open attachments, reply, or click links unless you have verified the content and sender are legitimate.

Hi Gord,

I'm not sure where you got the information below from but there was empty seats again on Blake's bus this morning according to multiple people. There was multiple seats with 1-2 students in them and the seats each accommodate 2-3 students. Based on this information, I'm not sure why a student would not be permitted on the bus.

I would appreciate an explanation as to where you got your information below when we meet.

Thanks,

Lesley

From: Derek & Lesley Ballman <meballman@gmail.com>
Sent: Wednesday, September 25, 2024 7:18:40 AM
To: Paul Mckenzie <pmckenzie@saanichschools.ca>
Subject: Re: Bus Registration Status - OUT OF CATCHMENT - ROYAL OAK

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Hi Paul,

I think your message below was meant for Gord and Rob, not us.

I look forward to speaking with you soon.

Lesley

On Tue, Sep 24, 2024 at 9:32 PM Paul Mckenzie <pmckenzie@saanichschools.ca> wrote:

Hey Gord,

You have responded, and we'll take it from here. Both you and Rob have been clear.

What am I missing that they don't seem to understand?

BTW ...close battle in Fantasy league...Burrows with the ball at the end had me nervous

On Wed, Sep 25, 2024 at 7:48 AM Paul Mckenzie <pmckenzie@saanichschools.ca> wrote:

Good morning Lesley!

Apologies for the delay in getting back to you ! I'm out of town and will call you today.

I will connect this morning also with Gord to clarify the situation! Is there a number that I can reach you at?

Regards,

Paul

From: **Derek & Lesley Ballman** <meballman@gmail.com>

Date: Wed, Sep 25, 2024 at 8:31 AM

Subject: Re: Bus Registration Status - OUT OF CATCHMENT - ROYAL OAK

To: Paul Mckenzie <pmckenzie@saanichschools.ca>

Hi Paul,

I can be reached at 250-704-8687 and my husband, Derek, can be reached at 250-415-6987.

Please note, that based on registered numbers we understand the buses are "full"; however, this year there has always been space on the morning and afternoon buses for both of my children. My daughter gets off at Cordova Bay Elementary, which is the third stop, and the bus is hardly close to being full. In addition, my son has been able to get on the bus after school at ROMS each day because there has been space. We have also spoken to the school and confirmed that if Blake is not able to get on the bus after school he will call us and we will arrange for him to be picked up right away.

In addition to speaking to Gord, I suggest connecting with the Principal at ROMS to confirm whether or not there has been space for Blake on the afternoon buses, and I also suggest connecting with my children's morning bus driver to confirm whether or not the bus is full in the mornings and that he actually did have to go back for a child yesterday.

I look forward to hearing from you.

Lesley

On Thu, Sep 26, 2024 at 8:34 AM Paul Mckenzie <pmckenzie@saanichschools.ca> wrote:

Good morning Derek and Lesley,

Lesley, thank you for taking my call yesterday afternoon, and for providing context for your concerns. As indicated in our call, I am away from the district over the next few days. Upon my return on Tuesday, I will have opportunity to follow up on your concerns. Again, I want to thank you for our conversation.

Regards,

Paul

Appendix C: Email Correspondence Titled - *Update*

From: Derek & Lesley Ballman <meballman@gmail.com>

Date: Fri, Sep 27, 2024 at 3:42 PM

Subject: Re: Update

To: Paul Mckenzie <pmckenzie@saanichschools.ca>

Hi Paul,

Thanks for the email and for taking the time to call me and hear our point of view; we really appreciate it.

As promised, I have been working with a few other families to determine how full the buses actually are in the morning and afternoon, and on average there are at least 10-20+ seats available each day.

I hope you have a great weekend and we look forward to hearing from you soon.

All the best,

Lesley

Appendix D: Email Correspondence Titled - *Please Advise: status of morning bus*

From: Derek & Lesley Ballman <meballman@gmail.com>

Sent: Tuesday, October 1, 2024 10:34 AM

To: Paul Mckenzie <pmckenzie@saanichschools.ca>

Subject: Please advise: status of morning bus

[Caution: External Sender] This email is from a sender outside the organization. Do not open attachments, reply, or click links unless you have verified the content and sender are legitimate.

Good morning, Paul,

I hope you had a good long weekend.

I understand a few students were not able to catch the bus this morning along Tanner Rd because it did not come; however it still picked up students at Sayward and for the rest of the route.

Did the bus come earlier today or has it been re-routed so the out of catchment students will not be picked up in the morning or is there another reason it did not come this morning? Will you please advise.

Thanks,

Lesley

On Tue, Oct 1, 2024 at 3:32 PM Paul Mckenzie <pmckenzie@saanichschools.ca> wrote:

Good afternoon Lesley,

I wanted to follow up with you on this immediate question. My understanding is that the bus was rerouted to more efficiently pick up the confirmed riders for this bus. I do not have more detail at this moment but will continue to gather information that I can consolidate and respond to you.

I very much appreciate your patience,

Regards,

Paul

On Tue, Oct 1, 2024 at 5:07 PM Derek & Lesley Ballman <meballman@gmail.com> wrote:

Thanks for the email, Paul.

Will you please advise how the bus has been re-routed to be more efficient? (For example, what is the more efficient route the bus is now taking).

I would also really appreciate a better understanding as to why this change was made this week, when the school bus has been stopping along Tanner Rd for years.

Thanks,

Lesley

From: Derek & Lesley Ballman <meballman@gmail.com>

Sent: Friday, October 4, 2024 1:25 PM

To: Paul Mckenzie <pmckenzie@saanichschools.ca>

Subject: Re: Please advise: status of morning bus

[Caution: External Sender] This email is from a sender outside the organization. Do not open attachments, reply, or click links unless you have verified the content and sender are legitimate.

Hi Paul,

I hope you've had a good week.

I'm just following up on my email from Tuesday, as well as our call last week.

Will you please advise/confirm:

- How the bus in the morning has been re-routed to be more efficient?
- What the new bus route is in the morning?

- Why the decision was made to re-route the morning bus this week when it has been stopping along Tanner Rd for years (pre-COVID)?
- Whether or not you have connected with the bus drivers, ROMS principal/staff, etc to confirm there has consistently been space on the bus in the morning and afternoon since the start of the school year?
- Why children going to Cordova Bay Elementary are not issued a bus pass when they are not impacting capacity on the bus in the morning?
- What options the school district is looking at to accommodate more students on the bus in the morning and afternoon?
- When the school district will start going through the waitlist?

I look forward to hearing from you.

Sincerely,

Lesley

From: **Paul Mckenzie** <pmckenzie@saanichschools.ca>
Date: Fri, Oct 4, 2024 at 1:38 PM
Subject: RE: Please advise: status of morning bus
To: Derek & Lesley Ballman <meballman@gmail.com>

Hi there Lesley and Derek,

Thank you for this email and for your patience. I am in the midst of following up on the questions that you posed to me last week, and the email threads as well. I have a few more contacts to touch base with, and I will add to my list the question regarding Cordova Bay.

I will bring summary to all of this and reply early next week to these questions. I will compile this and send it to you in an email.

You have been patient, and I very much appreciate this, and your respectful manner, both in the email correspondence and our phone conversation.

Regards,

Paul

Appendix E: Email Correspondence Titled - *Follow up to call a few weeks ago*

From: **Derek & Lesley Ballman** <meballman@gmail.com>

Date: Thu, Oct 31, 2024 at 10:19 AM

Subject: Re: Follow up to call a few weeks ago

To: Paul Mckenzie <pmckenzie@saanichschools.ca>

Good morning, Paul,

I'm following up again because I have not received a response to my email from October 24th.

Will you please provide an update and advise when Blake and Julia will most likely be provided bus passes and be able to start taking the bus again.

Thanks,

Lesley

On Thu, Oct 24, 2024 at 7:12 AM Derek & Lesley Ballman <meballman@gmail.com> wrote:

Good morning, Paul,

I'm just following up re: our call a few weeks ago when Blake was kicked off the bus by the bus driver, who knew his first and last name, and told him that his mother knows why he is not allowed on the bus anymore.

As discussed, this was the first time since the start of school that he was not allowed to take the bus after school - because there is always room. In addition, he was totally singled out, and we confirmed with ROMs staff that this did in fact occur. We also confirmed the scanners on the bus are now working and the school district should now have a few weeks of data to confirm the buses are in fact not full each day.

In addition, it appears the morning bus is back on its original route again and coming down Tanner Rd - we saw it yesterday morning at approx 8:30am

Will you please provide an update and advise when Blake and Julia will most likely be provided bus passes and be able to start taking the bus again.

Thanks,

Lesley