



July 31, 2023

Madison families,

We wanted to reach out and thank you for your patience and support as our transportation team has started the school year. From our end, it has been a very smooth start overall and we hope you feel the same way!

Here are just a few things from our team as reminders:

- Our route information originates in Skyward and is only as accurate and efficient as the information you have on file. It is VERY IMPORTANT that your address, phone number, and alternate contact information are up-to-date working numbers that are answered so that we can get in touch with you in the event there is a route change, delay, or emergency.
- Our transportation department or Director, Jill Deputy will reach out to you at the numbers on file should something arise. Her number is 812-274-8110, so please store this number in your phone and answer if you see a call come through. She can also be reached at jdeputy@madison.k12.in.us
- We try to work closely with the city, county, and state highway departments to stay on top of delays or closings around road construction. As you are likely aware, there is lots of activity around our area and while we ask to be notified in advance, it often doesn't happen, so we find our routes disrupted at the last minute. We will do our BEST to proactively provide information as we receive it but also know that we may need to contact you as things arise and will do our best to pick up and deliver with minimal disruptions to everyone's routine.
- We realize that last-minute things arise around daycare, etc. but the more time you can give us to prepare and make changes, the better.

Many factors make transportation a moving target each morning and afternoon and our goal is a positive customer experience placing safety first. Our drivers work very hard to get to know each family and child along their route so that we can efficiently and safely transport them to and from their homes to school each day. We appreciate the trust you place in us and your patience each day as we work together to meet your transportation needs.

Sincerely,

Jill Deputy, Transportation Director &
Madison Transportation Team