Steven Bookman

234 River Drive 24E

New York, NY 10045

October 28, 2016

Steven Selby

935 Garrison Avenue

Bronx, NY 10474

Dear Mr. Selby:

The intent of this letter is to report the unprofessional service by Selby Bus Company.

Selby Bush Company engages in a lack of communication between the office, the bus drivers, and matrons. Furthermore, we are told at the last minute when it is too late to make arrangements for the new change in time. For example, the first time the time changed, the bus matron texted me as she arrived. There was no apology; we just received a text message saying “We are here!” We were not expecting this time change. We almost missed the bus, which would have caused one of us to miss work.

Also, it is perfectly fine for Selby to be without notifying the guardian ahead of time. Many times, the bus arrives late. However, if the family is late, which I was told by the bus matron to be three minutes, then, the driver drives away. It seems that it is acceptable for the family to wait for the bus but not for the bus to wait for the families.

I understand that children can be added to the bus route at any time, but parents should be informed in enough time to make arrangements due to busy, inflexible schedules. Families should not have to change their pick up and drop off times outside a short difference of time, especially since they are current customers; current customers should be given preference.

The bottom line is that Selby needs to work with their clients in a more professional way to provide better, more reliable service.

Sincerely,

Steven Bookman