

Dear Parent,

I am pleased to inform you that our school transportation partner, First Student, is providing Wichita Public Schools a new communication tool called First Feedback. First Feedback is a simple online tool parents can use to comment on matters concerning driver, bus and overall service experience.

Anyone - parent, community member, school personnel - can submit compliments, complaints, suggestions or questions on the First Feedback website: firstfeedback.com. A First Student representative can also enter your feedback into the system if you choose to call or email the location instead.

All who wish to receive a follow-up can opt in to be contacted and a team member will get in touch with you. Checks are in place within First Feedback to make sure anyone who requests to be called or emailed back is contacted in a timely manner.

We are excited about the opportunity to continuously improve the service we receive from First Student. Your feedback is key, and it is highly valued.

Please let me know if you have any questions.

Sincerely,

Lisa Riveros
Director of Transportation
Wichita Public Schools
Ph: 316-973-2190

FIRST FEEDBACK: FIRST STUDENT'S FEEDBACK MANAGEMENT SYSTEM



First Feedback – First Student's proprietary online feedback management system – provides parents, community members, and school personnel the opportunity to submit feedback about a driver, bus, or experience via a simple, easy-to-use online tool. First Feedback accelerates our ability to gather information, research, respond, and track service compliments and concerns, ensuring we continuously improve on the service we provide to our community partners.

VALUABLE FEEDBACK IN ONE PLACE

- First Feedback is a straightforward, user-friendly system for compliments, complaints, suggestions, and questions.
- Users submitting feedback can opt in to be contacted for follow-up. All users who request follow-up will be contacted.
- All submitted feedback and applicable follow-ups are retained in the system for long-term reporting.
- Feedback reporting will help identify potential systematic local issues and trends.

For more information, contact your local First Student representative.