RELEVANT EXPERIENCE

CLIENT REFERENCES

Please provide a list of up to five of the most recent clients of similar scope and size including:

i. Client Name (District Name)

ii. A description of recent (within the last three years) experiences with governmental and K-12 urban educational clients.

iii. Provide a minimum of four K-12 educational client references for which other school district have purchased similar services from you within the last three years.

We are providing local market references for existing customers of similar scope and size who can attest to our ability to provide transportation services similar to those outlined in your RFP.

<table>
<thead>
<tr>
<th>SCHOOL DISTRICT</th>
<th>DESCRIPTION</th>
<th>EMPLOYEES</th>
<th>LENGTH OF SERVICE</th>
<th>CONTACT INFO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belvidere Community School District 100 1201 5th Ave. Belvidere, IL 61008</td>
<td>Regular /SPED 115 Vehicles</td>
<td>220</td>
<td>2010-present</td>
<td>Greg Brown Director of Business Services 815-544-0301 x9805</td>
</tr>
<tr>
<td>McLean County Unit 5 1809 W. Hovey Normal, IL 61761</td>
<td>Regular/SPED 150 Vehicles</td>
<td>241</td>
<td>2012-present</td>
<td>Joe Adelman Director of Operations 309-557-4101</td>
</tr>
<tr>
<td>Niles Consortium</td>
<td>Regular 73 Vehicles</td>
<td>86</td>
<td>2015-present</td>
<td>Eric Trimberger Assistant Superintendent for Business/CSBO 847-626-3967</td>
</tr>
</tbody>
</table>

Relevant Experience
i. Identify all contracts that have been terminated in the past five (5) years due to unsatisfactory performance.

To the best of First Student’s knowledge, within the past five years First Student has not failed to complete a contract as a result of any default, debarment, disqualification or similar situation. As a national provider of student transportation services, on rare occasions First Student may have a contract terminated for convenience due to district funding issues, the district taking the work in house or similar circumstances.

ii. Identify all litigation and pending litigation that you are currently involved in, or have been involved in during the past five (5) years including the case number and name, jurisdiction of the court, and summary of the case.

First Student is the largest supplier of private school bus services in the United States and Canada. It operates over 47,000 school buses on a daily basis. Within the scope of those operations and in the ordinary course of its business, First Student is both the plaintiff and the defendant in a number of legal proceedings covering a variety of claim types. Management of First Student does not believe that any currently pending litigation has a material impact on the operations of First Student or on its ability to perform under the proposed contract. To the extent that the School District is interested in particular details of specific litigation or claims, First Student will make arrangements for counsel to the School District to discuss appropriate information with First Student’s counsel, subject to applicable confidentiality requirements.

iii. Identify all judgments assessed against you during the past five (5) years, including judgments involving any governmental agency as well as any outstanding judgments and liens that could result in financial loss to the Bidder, must be included with the Bid.

First Student is the largest supplier of private school bus services in the United States and Canada. It operates over 47,000 school buses on a daily basis. Within the scope of these operations and in the ordinary course of its business, First Student is both the plaintiff and the defendant in a number of legal proceedings covering a variety of claim types. The requested data would be onerous to compile and would provide little or no useful insight into First Student’s ability to fulfill the specific requirements of this or any other contract. To the extent that your district is interested in particular details of specific employment litigation or claims, First Student will make arrangements for your counsel to discuss appropriate information with First Student’s counsel, subject to applicable confidentiality requirements.
- We suspended service to Columbus Public Schools for one day, until the background checks could be processed and verified.

- All other First Student locations throughout Ohio were immediately audited and found to be in compliance.

After self-reporting the issue to Columbus Public Schools and the State, we cooperated in a full investigation of the background check process in place internally, at the School System, and in the system State-wide. Fifty-Six of our 61 Columbus drivers were immediately cleared; others with further investigation. It was determined not only that there were failures of our local staff to properly process background checks, but that proper safeguards did not exist at the school’s system or at the State level. As a result of these investigations the following actions were taken:

- First Student disciplined local staff that was responsible for not following proper procedures and terminated the Terminal Manager.

- Customers throughout the state were notified.

- First Student revised its Monthly and Annual Safety and Compliance Audit process to directly address the issues found in Columbus.

- Columbus Public Schools and the State of Ohio revised their procedures to include additional safeguards.

First Student had lengthy discussions with the State of Ohio regarding this issue, and the desire of all parties to protect children and avoid a recurrence of the events of January 2007. As a result of those conversations, we agreed to a two-year probationary period, which began November 2007 and ended November 2009.

With regard to the March 1, 2010 to September 2010 probation, please note the following:

- The Ohio Department of Public Safety and the Ohio Department of Education visited First Student’s Miami Valley location for purposes of inspecting driver files.

- Representatives from the State raised recordkeeping issues with First Student relating to the proper documentation of driver training records. In particular, it was discovered that while First Student had conducted the required training, the documentation of that training was compiled on internal company forms as opposed to State of Ohio forms.

- Ultimately, the State identified six incomplete files, which First Student corrected almost immediately.

- The Department of Education has notified First Student that it has closed out its audit and that it is satisfied with First Student’s response. The Department of Public Safety conducted a re-audit of the location shortly to confirm that the corrections to the files were made.

- First Student and Department of Public Safety officials have resolved this matter by way of agreement. There are no impediments to First Student operating in the State of Ohio.