Firm Organization, Credentials, Background

Please provide a brief history of the firm including background information, resumes, organization chart, Company profile, ownership information.

i. Number of years in business.

First Student has more than a century of experience providing safe and reliable student transportation.

Our company history traces back to 1913 when Frank A. Patchett of the Patchett Bus and Transportation Company rallied together his limited resources to develop a transportation solution to address the challenge of rapid population growth in his hometown of Newman, California. Using a Ford Model-T frame, he attached bench seats, wood paneling and a roof to the truck’s flatbed — a preliminary design that would go on to become the yellow school bus we know and love today. Patchett’s bus, now known as First Student’s “Number One” bus, is so significant and symbolic to the community that it is incorporated into the city’s crest. Today, the City of Newman remains a valued member of the First Student family and our celebrated 103-year-old bus exemplifies the strength and longevity of our community relationships. Our solid reputation and record of performance demonstrates our ability to deliver on our promises.

1913
Frank A. Patchett designs what would become the first school bus — First Student’s “Number One” bus

1939
Yellow becomes standard color of school buses & 44 other manufacturing standards implemented

1983
First Student incorporated

1999
First Student acquires Ryder Transportation

2006
First Student leads industry by installing GPS on buses

2007
First Student acquires Laidlaw International

Today
Providing the best start and finish to each school day...
ii. Organization and size of the offeror.

FirstGroup America
First Student, Inc. is a member of a family of companies that make up FirstGroup America, the largest provider of safe, reliable and sustainable ground passenger transportation services in North America. FirstGroup America is the North American operation of FirstGroup plc, a more than $7 billion global transportation company, with a vision to transform travel by providing services that help create strong, vibrant and sustainable local economies.

Our broad transportation footprint gives us breadth and depth of expertise across different regulatory and contractual environments. You can be confident that whatever the specific challenge is, somewhere across our business we have already

First Transit and First Vehicle Services
Leading transit management and contracting provider in North America. Manages public transport systems, provides shuttle service for universities and airports, and operates rail systems throughout the US.

- 47,500 VEHICLES
- 19,500 EMPLOYEES
- 350 CONTRACTS
- 39 STATES,
- 4 PROVINCES/TERRITORIES,
- AND AREAS IN CARIBBEAN,
- CENTRAL AMERICA AND INDIA
- 350 MILLION PASSENGERS A YEAR

Greyhound
Only national provider of scheduled inter-city bus transportation in North America. Greyhound Express, a point-to-point services, covers 1,000 city pair combinations in 135 markets.

- 1,700 VEHICLES
- 7,000 EMPLOYEES
- 3,800 LOCATIONS SERVED
- 18 MILLION PASSENGERS A YEAR
- 48 STATES,
- 10 PROVINCES/TERRITORIES
First Student's 500+ locations provide the best start and finish to the school day for the students and families we serve. We offer large and small school districts tailored, cost-effective solutions spanning full-service transportation and management, special-needs transportation, route optimization and charter services.

**First Student**

The most trusted provider of student transportation, moving more passengers per day than all U.S. airlines combined.

47,000 Vehicles  
6 million student journeys daily  
57,000 Employees  
1,200 school district contracts  
39 states, 7 Canadian provinces/territories

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**Corporate Headquarters:**
First Student, Inc.  
600 Vine Street, Suite 1400  
Cincinnati, Ohio 45202

**Proposal Contact:**
Michael Ensign  
Director of Business Development  
1717 Park Street, Suite 225  
Naperville, IL 60563  
(513) 504-6610  
Michael.Ensign@firstgroup.com

**Classification:**
Corporation  
Incorporated in Delaware, 1983

**Federal ID#:**
59-2364035

**Executive Leadership:**
President: Dennis R. Maple  
Chief Operating Officer: Paul Osland

**Regional Leadership:**
Region Senior Vice President: Roger Moore  
Area General Manager: Bob Rutkcski
Trade and Financial References

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<tr>
<td>JP Morgan Chase Bank</td>
<td>383 Madison Avenue, New York, NY 10179</td>
<td>Eddie Sisson, Executive Director</td>
<td>(212) 622-4292</td>
</tr>
<tr>
<td>Bank of America, Merrill Lynch, Global Commercial Banking</td>
<td>135 South LaSalle Street, Chicago, IL 60603</td>
<td>Joe Lenzie, Senior Vice President/ Treasury Solutions Officer</td>
<td>(312) 992-6355</td>
</tr>
<tr>
<td>PNC Financial Services Group</td>
<td>201 East Fifth Street, Cincinnati, OH 45202</td>
<td>Gregory Buchanan, Client Relationship Manager</td>
<td>(513) 651-8786</td>
</tr>
<tr>
<td>TD Commercial Banking</td>
<td>910, 333 7Th Avenue SW, Calgary, Alberta T2P 2Z1</td>
<td>Scott MacPherson</td>
<td>(403) 292-1199</td>
</tr>
<tr>
<td>Bridgestone Americas Tire Operations</td>
<td>PO Box 140990, Nashville, TN 37214</td>
<td>Brent Book</td>
<td>(615) 937-3625</td>
</tr>
<tr>
<td>Petro-Canada America Lubricants, Inc.</td>
<td>PO Box 586, Newtonville, NY 12128</td>
<td>Bruce Hyatt</td>
<td>(518) 782-0452</td>
</tr>
<tr>
<td>Mansfield Oil</td>
<td>1125 Airport Parkway, Gainesville, GA 30501</td>
<td>Mike Davino</td>
<td>(678) 450-2060</td>
</tr>
</tbody>
</table>

iii. A list of names of all the owners of the company or principals of the corporation.

First Student Corporate Officers:
- Dennis R. Maple, President
- Scott Spivey, Senior Vice President of Finance
- Teresa Lake, Chief Financial Officer
- Michael Petrucci, Vice President, General Counsel and Secretary
- Barbara Telek, Treasurer
iv. Location of office which will perform the work and number of professional staff by staff level employed at that office.

First Student is proposing to lease the District-owned facility. We have included an organizational chart at the end of this section tab.

v. Name of contract/general manager that will be directly responsible for the school district’s transportation services.

The contract/general manager (location manager) directly responsible for the school district’s transportation will be determined upon contract. Supported by our area general manager, the location manager ensures your needs are consistently met, issues are satisfactorily resolved, and additional training and resources are made available as needed to raise the quality of service wherever possible.

Specific location manager responsibilities include, but are not limited to, the following:

- Managing all staff and drivers to meet customer requirements and exceed expectations
- Serving as the primary contact for school administration
- Ensuring all required performance reports are submitted to your school district
- Checking road conditions and discussing any emergency road or poor weather conditions with designated school district officials
- Overseeing effective emergency response action
- Screening, hiring, training and counseling drivers
- Leading our location’s safety plan
- Conducting fleet planning, routing and maintenance oversight
- Ensuring compliance with school district, state and federal requirements, as well as company policies and procedures

vi. If available at time of bid submission, list the names, titles, address, phone number and specific responsibility for contract management team members planned to service the contract. Include detailed resumes, with experience, educational background, and references for each. If final contract management team member information is not available at bid submission, the final information no later than 30 days prior to the start of the contract.

The contract management team members are TBD. The final team member information will be made available no later than 30 days prior to the start of the contract. Following is the First Student region management team, headed by Senior Vice President Roger Moore. We have included professional bios in the “Management Plan” section of our proposal.

- Roger Moore, Senior Vice President, Central Region
- Bob Rutkoski, Area General Manager
- Ladel Cass, District Manager
- Travis Gidner, Region Safety Manager
- Scott Greenstreet, Region Maintenance Manager
- Scott Passini, Region Finance Director
- Sharr Campbell, Region Human Resources Manager
First Student Regional Office: 1717 Naperville, Suite 225 Naperville, IL 60563 Phone: 630-637-8033

Senior Vice President, Operations
Our senior vice president (SVP) is responsible for all operations in his/her region. The SVP oversees the full regional staff, providing senior leadership that directly supports our locations. Her/she is in continuous communication with his/her region team, ensuring the success of our partnership with your district, while guaranteeing our organization-wide standards of safety, fiscal responsibility, credibility and customer service.

Senior Vice President Roger Moore provides operations leadership and oversight for First Student Central Region, which includes 124 locations in 9 Midwest states. It consists of more than 10,000 buses with an annual revenue over $530M. He brings deep operations experience and knowledge of the area’s geography and customers to this position. Roger has a mixture of both operations and sales experience in the transportation industry in his more than 10 years with First Student.

Prior to his current position, Roger was First Student’s Senior Vice President of Commercial Development. In this role, he led First Student’s business development, marketing, charter sales and government relations functions. Prior to that he led other operational regions in First Student.

Before joining First Student, Roger served as a region vice president and director of sales for Lucent Technologies Worldwide Services.

Roger is also a retired U.S. Army Lieutenant Colonel. He served for 20 years in a variety of command and staff positions across the United States and overseas. He participated in the Invasion of Panama, Desert Shield/Storm and Bosnia. His commendations include the Legion of Merit, the Bronze Star, 7 Meritorious Service Medals and other decorations.

Roger is a graduate of the United States Military Academy at West Point, has a M.S. in management from the Naval Postgraduate School and is a graduate of the U. S. Army’s Command and General Staff College.

Area General Manager
Our area general manager (AGM) is an experienced senior manager that provides an additional layer of oversight to multiple locations in a select geographic area. The AGM acts on behalf of the Senior Vice President (SVP), providing more frequent contact with employees and customers. Working collaboratively with the entire region staff, the AGM provides continuous monitoring of all areas of our operations; he/she leads and develops action plans with the location managers addressing any location performance gaps.

Area General Manager Bob Rutkoski is responsible for management of 13 locations in northern Illinois and the safe transportation of children riding 2,000 First Student buses.

Bob joined First Student with the 2007 acquisition of Laidlaw Educational Services, where he began in 1993. Bob has 35 years of experience in transportation, specializing in labor relations, customer service and training. Previously, Bob was general manager for Laidlaw responsible for 10 operating locations in northern Illinois and 7 locations in Michigan. In recent years, he has been instrumental in opening five new First Student locations as well as facilitating the opening of the Chicago-Land Charter Center. Prior to joining Laidlaw, Bob was with Greyhound Lines, Inc. as senior manager of customer service.

Bob is involved with National Student Transportation Association (NSTA) and Illinois School Bus Association. He received a 2014 NSTA Golden Merit award. He served as president of Valley View School District Board of Education for 10 years.
Region Safety Manager
Our region safety manager (RSM) provides leadership, guidance and the necessary tools to implement safety processes at the local level. The RSM leads by example so that all team members adhere to the highest standards in safety.

Region Safety Manager Travis Gidner oversees safety management of 43 Midwest locations in First Student's Central region. His responsibilities include risk management, loss reporting and loss reduction plans, regulatory compliance and frontline location support.

Travis joined First Student in 2015. He has a diverse background in organizational management, safety leadership, quality assurance and program development from his time spent working for NASA and in the United States Air Force. During his time with these organizations, he held positions as an Aerospace Life Support Systems Engineering Technician, Aircraft Escape Systems Quality Assurance Inspector and as a Production Operations Manager.

Travis graduated with a Bachelor of Science in business management with honors from the University of Phoenix, and is a member of the Delta Mu Delta International Honor Society in Business.

Region Maintenance Manager
Our region maintenance manager (RMM) provides leadership, guidance and the necessary tools to implement an effective preventive maintenance and bus repair program at all operating locations in the region. The RMM provides expert support to location managers and shop managers on First Student standard maintenance operations. He/she conducts an annual detailed inspection of covered shops to support the creation of improvement action plans and monitors location progress.

Region Maintenance Manager Scott Greenstreet oversees more than 40 First Student facilities that maintain 4,600 school buses. In this position, Scott provides expert support to location managers and shop managers on First Student standard maintenance operations; arranges for annual detailed inspections of covered shops to support the creation of improvement action plans; and communicates and trains to emerging maintenance best practices.

Scott joined First Student with the 2007 acquisition of Laidlaw Educational Services, where he began in 1991. Prior to joining Laidlaw, he was employed by Tundra Tours as shop manager for a fleet of 260 buses.

Scott has maintained ASE Master Certification for more than two decades.

Region Finance Director
Our region finance director (RFD) provides payroll, billing, A/P, A/R software and systems guidance for our location manager and administrative staff. The RFD audits monthly billing and payables for accuracy and assists our locations with annual budgeting and cost control.

Region Finance Director Scott Passini is responsible for providing financial support for operations, analyzing operating results, preparing and reviewing bid models, forecasts, budgets and monthly results.

Scott joined First Student in 2005. He has 30 years of experience in finance and accounting. Prior to joining First Student, he was with Exhibitgroup/Giltspur as area controller and he has also worked with PNC Mortgage, National Material and ABC Publishing.

Scott earned a Masters of Business Administration from DePaul University in Chicago and holds a Bachelor of Science in finance from Northern Illinois University. He is a Certified Managerial Accountant.
Region Human Resources Manager
Our region human resources manager provides expertise in all areas of employee relations including hiring and retention, employee discipline, training and development.

Region Human Resources Manager Sharr Campbell has more than 13 years of experience in many facets of corporate human resources management. She served the needs of employees in Illinois and Wisconsin.

Prior to joining First Student, she served as staffing manager/recruiter for AT&T/SBC in Hoffman Estates, Illinois; human resources generalist for AT&T, Chicago; and most recently, human resources manager for Ready Set Companies, Elk Grove Village, Illinois.

Sharr is a graduate of Robert Morris University in Orland Park, Illinois and holds an associate degree in applied science/business administration. She also earned a Bachelor of Science degree in business/human resource management from the University of Phoenix.
In this section, each Bidder should furnish, as part of its bid, a complete description of its experiences in the field of transportation services. In addition, the following should be included at a minimum:

I. Bidders must provide evidence that they are appropriately licensed or certified to do business in the State of Illinois.

USDOT: 354406 Docket Number: MC191535

We have included Federal Motor Carrier Safety Administration (FMCSA) certificate at the end of this section tab.

II. Bidders must confirm that they operate in compliance with HIPAA, FERPA and all other legal requirements.

First Student operates in compliance with all federal, state and local laws and regulations pertaining to pupil transportation, including:

- Department of Education (DOE)
- Department of Labor (DOL): Occupational Safety & Health Administration (OSHA)
- Environmental Protection Agency (EPA)
- Department of Transportation (DOT): Federal Highway Administration (FHWA) and National Highway Traffic Safety Administration (NHTSA)

III. Describe your current and past experience providing similar services at similarly sized school districts or other institutions. Transportation services should include experiences in operating a special needs transportation system.

As the most chosen ground transportation provider in the U.S and Canada. We bring proven best practices for work processes and procedures used throughout our broad network of transportation operations.

We have the privilege of working with large and small transportation systems across the state of Illinois. Within 1.5 hours of Rockford, we have 25 locations with over 2,500 drivers servicing both regular education and special needs transportation systems.

As stated in our cover letter, our most recent service transition in McLean County Unit 5, involving 130 vehicles, 200 employees and a union (AFSME) environment, was very similar to the
District's current situation. We believe we can also bring key insights and learnings gained from that experience regarding the Illinois Public Act 095-0241.

IV. A list of all other districts in the State of Illinois that bidder is in the process of supplying transportation for as well as special education transportation at the present time.

A list of school districts we serve in the State of Illinois is provided at the end of this section tab.

V. Financial Information - Bidder professionally prepared (audited or reviewed) financial statements in accordance with Generally Accepted Accounting Practices (GAAP) or International Financial Reporting Standards (IFRS) for the past two years, prepared and signed by an independent certified public accountant.

Two years for financial statements are provided at the end of this section tab.

VI. Insurance Information: The Bidder must provide proof, along with the completed Bid package, that it can provide the expected insurance coverage as outlined in these Bid documents.

A certificate of insurance is provided at the end of this section tab.

VII. Provide the company-wide accident rate per 100,000 miles and list preventable accidents with cumulative damages exceeding $50,000.

On average, First Student operates over 60,000 buses daily and runs over six million passenger miles per year. In 2016, the number/frequency of company-wide occurrences and of occurrences greater than $50k are as follows:

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VIII. The successful contractor will, at the time of the submittal of the bid demonstrate their ability to own or lease all buses and other equipment required under these specifications to meet the obligations for student transportation. The successful contractor will, prior to January 1, 2017 present to the district evidence of a purchase or lease contract for required buses and other equipment, with a reputable vehicle manufacturer, vendor or broker, and a financing commitment, letter of credit or other evidence of available funding for such purchase or lease contract.

First Student finances new vehicle purchases through Daimler Truck Financial for around 120 days.

Credit Reference:
Mercedes-Benz Financial Services USA, LLC.
36455 Corporate Drive Farmington Hills, MI 48331
CORPORATION FILE DETAIL REPORT

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<tr>
<td>President Name &amp; Address</td>
<td>DENNIS MAPLE 600 VINE ST/#1400 CINCINNATI, OH 45202</td>
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<tr>
<td>Secretary Name &amp; Address</td>
<td>MICHAEL PETRUCCI SAME</td>
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Assumed Name

INACTIVE - WILLETT NATIONALLEASE CO.
INACTIVE - WILLETT
INACTIVE - SCHOOL BUS LEASING
INACTIVE - NATIONAL SCHOOL BUS SERVICE
INACTIVE - WILLETT
INACTIVE - LAIDLAW EDUCATION SERVICES
INACTIVE - D-A-R TRANSIT SYSTEMS
INACTIVE - SAFESCHOOL SOLUTIONS

Old Corp Name

06/27/2009 - LAIDLAW TRANSIT INC.

Return to the Search Screen

Purchase Certificate of Good Standing

(One Certificate per Transaction)

OTHER SERVICES

File Annual Report
