



December 19, 2018

Raymond School District
Office of the Superintendent
43 Harriman Hill Road
Raymond, NH 03077

RE: RFP – “School Bus Transportation Proposal”

On behalf of Dail Transportation / Student Transportation of New Hampshire, I am pleased to submit our proposal in accordance with the RFP – **School Bus Transportation Proposal** for the Raymond School District.

We very much look forward to the opportunity of extending our 25+ year partnership with the Community of Raymond. We pride ourselves in not just being a transportation provider but a community partner with our seasonal charity drives and volunteer work of our staff all across New Hampshire.

We are extremely confident in our ability to continue to meet and exceed your transportation requirements by our seasoned school transportation team on staff, dedicated to your transportation needs.

In addition to the historical experience we possess, our proposal provides key areas from which we can be easily separated from the competition.

- *Fleet of 2015 Model 83 passenger (Type D) transit style buses – none of which will exceed 10 years of service during the contract period.*
 - *All vehicles will be equipped with:*
 - *Crossing arms as well as devices to assist in identifying sleeping children*
 - *Digital camera recording system (outlined in our submission).*
 - *Two-way radios*
- *Competitive Driver Wage Compensation and Retention Programs*
 - *Increased Driver Wages 25% from 2016 school year to current pay rates.*
 - *Projected pay range of \$17-\$19.25 per hour for the 2019-20 school year.*
 - *Bonus Programs including: Recruiting & Referral Bonus, Paid Snow Day / Holidays ,Safety & Attendance incentives as well as various employee appreciation events throughout the year.*
- *A thorough understanding, proximity and familiarization of the Raymond Area.*
- *Safety & Training programs that exceed federal and state guidelines and rank us as an Industry Leader*
- *Supplemental training and support programs (outlined in our submission) as well as familiarization with Raymond School Board Policies.*
- *Current member of the Board of Directors for NHSTA (New Hampshire School Transportation Association)*

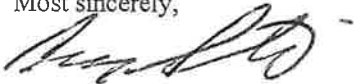
Student Transportation of America, Inc.
63 South Street, Suite 240 • Hopkinton, MA 01748
Phone: (401) 374-7934 • gstinson@ridesta.com

Dail Transportation will continue to support Raymond from our full-service terminal in Epsom. Kelly Dobe with over 30 years experience in the school transportation industry will manage our Raymond services assisted by a full-time dispatcher, a safety supervisor as well as with maintenance technicians to perform preventative maintenance and defect repairs on the fleet.

Our proposal pricing is for five (5) years. Included in our proposal are all costs associated with operating our fleet inclusive of all fuel costs requirements.

We very much look forward to opportunity of extending out transportation partnership with the Raymond School District and Community.

Most sincerely,



Gregg Stinson,
Vice President of Operations-NNE
Student Transportation of America
63 South Street, Suite 240
Hopkinton, MA 01748
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RAYMOND SCHOOL DISTRICT

SCHOOL TRANSPORTATION BID FORM

(This form becomes "Schedule A" upon signature of a contract)

The undersigned agrees to furnish student transportation as described in the specifications of the Raymond School District Request for Proposals, due December 19, 2018, at the following costs:

	Year One 2019-20	Year Two 2020-21	Year Three 2021-22	Year Four 2022-23	Year Five 2023-24
Total cost for providing daily transportation services for nine (9) District buses	<u>512,131</u>	<u>535,176</u>	<u>559,259</u>	<u>576,037</u>	<u>593,318</u>
Cost for extra-curricular and/or athletic trips					
a. Cost per mile	<u>2.45</u>	<u>2.50</u>	<u>2.50</u>	<u>2.55</u>	<u>2.55</u>
b. Cost per hour	<u>28.25</u>	<u>29.00</u>	<u>29.75</u>	<u>30.50</u>	<u>31.25</u>
Cost for Kindergarten and After-School Programs					
a. Cost per trip	<u>79.00</u>	<u>81.50</u>	<u>84.00</u>	<u>86.50</u>	<u>89.00</u>

CONTRACTOR: Dail Transportation, Inc - Student Transportation of New Hampshire

103 Route 107

Epsom, NH 03234

AUTHORIZED SIGNATURE:



Gregg Stinson



Previous Experience

Founded in 1997, Student Transportation of America ("STA") is one of the fastest growing and most progressive providers of school bus transportation services in North America. With a longstanding culture of compassion and caring, and a focus on safety and customer service, we have steadily grown through the acquisitions of private companies, successfully obtaining contracts through school district bids and the Request for Proposal process, and the conversion of publicly-operated fleets into STA-operated transportation systems.

STA joined the NASDAQ Global Select Market in September of 2011, and we recently provided our **120^h** consecutive monthly cash dividend to our shareholders. We have seen a 20% growth over the last two years and strongly maintain a 97% contract renewal rate, company-wide. We currently partner with more than 300 school districts and operate over 10,000 vehicles, providing safe, on-time transportation to our customers, while ensuring the workplace satisfaction and happiness of our team members.

At STA, we view the school bus as an extension of the classroom, and believe that a student's first and last class of the day is their ride on the bus. With this in mind, we pride ourselves on outstanding customer service while providing the safest, most efficient school transportation available. Our experienced team takes away the headaches of managing a transportation system, thereby allowing your district to focus on its number one priority – the education of your school children.

Our local managers have full autonomy to make decisions and are encouraged to develop professional, localized relationships with their customer base, rooted in open and honest two-way communication. They are not burdened by many corporate rules and internal reporting, thereby allowing them to focus solely on customer service and operational efficiencies. Our managers are provided an avenue from which they have the opportunity to become an active part in the community, to interact with and be approachable by our employees, and to represent STA and the school district. We are a family of local companies, with services delivered by drivers, dispatchers, mechanics and others who are caring members of their local communities.



"I highly recommend Student Transportation of America. Their attention to the customer is excellent and they focus on providing safe, quality service to the students of your district."

- John Thomas,
*Transportation
Dept
Carver County
Schools,
Minnesota*



Previous Experience

Community Involvement

Over the past two years, we have raised nearly \$300,000 for area charities through our STA Education Foundation, the philanthropic arm of STA created to advance the educational opportunities available to students in the school districts we serve. Through our Education Foundation, we have awarded nearly 125 scholarships to deserving high school seniors across North America.

In 2011, we donated one of our school buses to Carolina Studios, a South Carolina-based media arts organization. We had it converted into a mobile recording studio, equipped with Apple iMac computers, digital recording consoles and a cutting-edge recording booth. This \$40,000 gift was designed to help underprivileged children learn how to write, produce and record their own music.

Volunteer Work

Our employees are caring members of their community, and many participate in local volunteer and charity work that gives back to and enriches their communities. STA employees have raised money for charities including the Susan G. Komen Race for the Cure and Relay for Life, and have coordinated blood drives and bone marrow registrations with local Red Cross organizations. We also organize "Stuff the Bus" campaigns to collect school supplies, volunteer at local soup kitchens and Boys and Girls Clubs, and donate toys and clothing to families in need.



Green Initiatives

As a company, we have made a strong commitment to the environment. Across North America, we are utilizing new, renewable, environmentally-friendly fuels. This alternative fuel expansion represents our strategy to reduce our carbon footprint throughout the areas we serve, and is part of the larger company-wide "Think Green" initiative. We respect and strive to improve the environments in which we work and live, and have resources that recycle our waste oil, filters, printer cartridges and other waste materials.

We remain at the forefront of industry initiatives related to Bio-Fuel technology, and have seen our clean fleet grow by seven-fold in recent years. Our eco-friendly initiatives include 80 propane-fueled buses in Los Angeles, a Bio-Fuel program in Florida, Compressed Natural Gas vehicles across California and a \$3 Million investment in liquefied petroleum gas in Minnesota. GPS technology helps to monitor idling, reducing emissions and providing a healthier environment for our passengers, employees and the communities in which we serve.



Previous Experience

Our management support network includes extensive annual training and updating of personal skills such as providing relevant program enhancements in Safety & Training, Vehicle Maintenance and Customer Service.

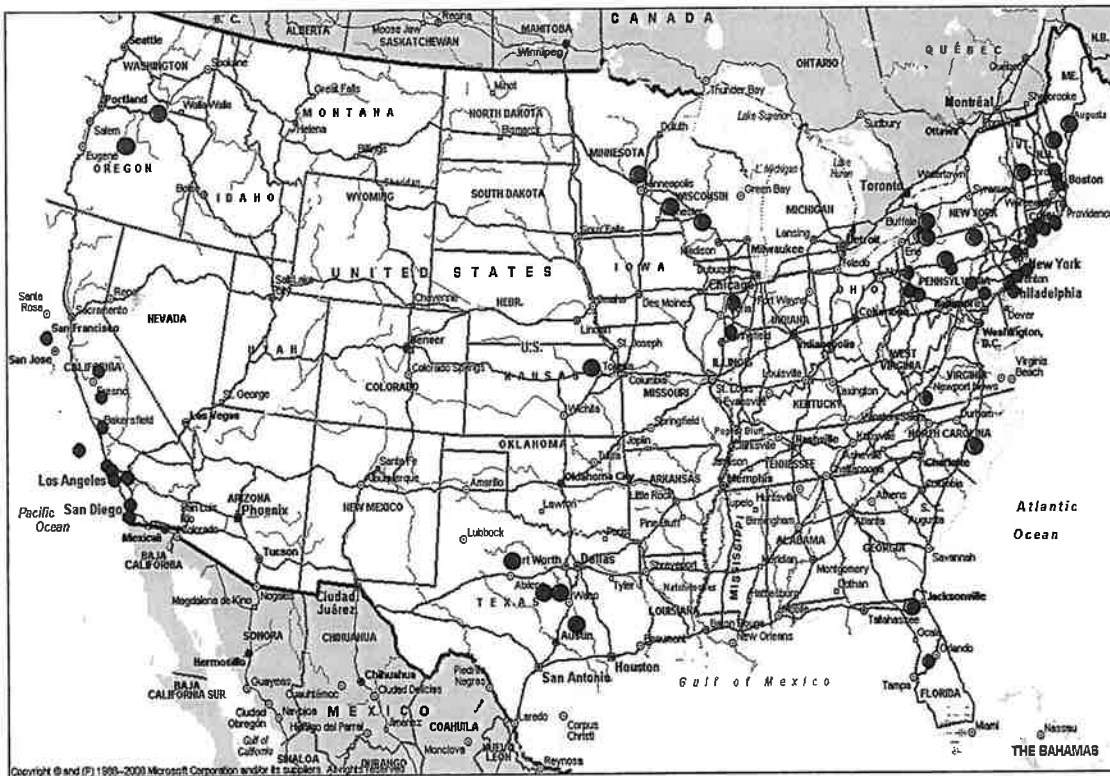
We presently operate over 9,000 vehicles in North America, servicing over 200 school districts from operating locations ranging from under 30 vehicles to over 200.

Our Vision

Compassion is Key – STA is built upon a longstanding culture of compassion, caring and customer service. We believe that a positive experience on the school bus carries into the classroom, and nurtures a positive experience at school. Our drivers understand they can make a difference in the life of a child. Starting each day with a smile and familiar face is an important step in the education process.



STA currently operates 10,000+ vehicles in New York, California, Illinois, Florida, Minnesota, Pennsylvania, New Jersey, Connecticut, South Carolina, Oregon, Rhode Island, Vermont, Maine, Massachusetts, New Hampshire, Texas, Nebraska, Washington, Wisconsin and in Ontario, Canada



● STA Locations



State of New Hampshire References/ Customer Listing

Londonderry School District ***16 years*** ***40 – 77 passenger buses***
Mr. Peter J. Curro, Business Administrator
668 Mammoth Road
Londonderry, NH 03053
(603) 432-6920 x115

Hooksett School District ***15 years*** ***14 - 83 passenger buses***
Ms. Karen F. Lessard, Business Administrator
90 Farmer Road
Hooksett, NH 03106
(603) 622-3731

Auburn School District ***15 years*** ***8 – 83 passenger buses***
Ms. Karen F. Lessard, Business Administrator
90 Farmer Road
Hooksett, NH 03106
(603) 622-3731

Candia School District ***15 years*** ***5 – 83 passenger buses***
Ms. Karen F. Lessard, Business Administrator
90 Farmer Road
Hooksett, NH 03106
(603) 622-3731

Contoocook Valley School District ***12 years*** ***33 – 77 passenger buses***
Ms. Kimberly Saunders
106 Hancock Road
Peterborough, NH 03458
(603) 924-3336
6 – 83 passenger buses

New Boston School District ***15 years*** ***10 – 71 passenger buses***
Mr. Brian Balke, Superintendent of Schools
11 School Street
Goffstown, NH 03045
(603) 497-4818
2 – special needs vans



State of New Hampshire References/ Customer Listing

Goffstown School District

38 years

24 – 71 passenger buses

Mr. Brian Balke, Superintendent of Schools
11 School Street
Goffstown, NH 03045
(603) 497-4818

9 – special needs vans

Dunbarton School District

25 years

6- 71 passenger buses

Mr. Duane Ford
55 Falcon Way
Bow, NH (603) 224-4728

1 – special needs vans

Weare School District

15 years

15 - 71 passenger buses

Kathleen Sargent
Business Administrator
1 Western Avenue
Henniker, NH 03242
(603) 428-3269

7 – special needs vans

Henniker School District

15 years

5 - 77 passenger buses

Kathleen Sargent, Business Administrator
1 Western Avenue
Henniker, NH 03242
(603) 428-3269

2 – special needs vans

Kearsarge School District

9 years

30 – 71 passenger buses

Mr. Larry LeBoeuf, Business Manager
114 Cougar Court
New London, NH 03257
(603) 526-2051

11 – special needs vans



Raymond School District **Fleet Summary**

As outlined in our cover letter, below is a description of the 2015 Clean Diesel Fleet of buses as priced in our submittal. STA will provide Trip / Extracurricular vehicles as needed as well as sufficient spares to support the fleet.

Fleet Detail

Bus#	Vehicle Description	Year	Size	Fuel Type	Use
1	Type D / Transit Style - NH Spec	2015	83	Diesel	Route
2	Type D / Transit Style - NH Spec	2015	83	Diesel	Route
3	Type D / Transit Style - NH Spec	2015	83	Diesel	Route
4	Type D / Transit Style - NH Spec	2015	83	Diesel	Route
5	Type D / Transit Style - NH Spec	2015	83	Diesel	Route
6	Type D / Transit Style - NH Spec	2015	83	Diesel	Route
7	Type D / Transit Style - NH Spec	2015	83	Diesel	Route
8	Type D / Transit Style - NH Spec	2015	83	Diesel	Route
9	Type D / Transit Style - NH Spec	2015	83	Diesel	Route



Video Surveillance

Digital Video

All Vehicles are equipped with three (3) multi head Angel Trax digital recording devices (cameras).

Any training necessary for district personnel to utilize viewing capabilities will be provided by STA



Hiring and Retention

Student Transportation of America understands that school transportation is a unique service industry. We realize that we are providing a service to our most precious asset; our children. We, therefore strive to develop programs that will enhance our ability to transport these children safely.

Student Transportation of America also realizes that the basis for our service is people. It is our goal to hire and train people that are committed to the task. We ask our employees to maintain the type of professional attitude that will reflect positively on themselves, as well as, the company. The management of STA will continually motivate the employees to maintain this high level of service.

Throughout the year, performance evaluations will take place. We will evaluate the employees on a series of tasks and accomplishments. These evaluations are the basis for employee awards, both monetary and non-monetary. At the same time, any negative performance evaluations, any disregard for company or safety policies will be grounds for reprimand and/or dismissal.

The management team will also strive to have an "open door" policy. It is our commitment to receive input on any function at any level of the company. We will conduct one on one meeting as well as, group meetings. We will distribute employee surveys and install an anonymous suggestion box to keep on top of all employees needs and concerns.

STA offers our staff and drivers an excellent benefit package. We offer excellent health and dental insurance at an affordable rate. Following the probationary period, new hires are eligible for our insurance and benefit package immediately. Retention of drivers is important to STA and our track record proves it. Employees are our company.



At STA, our commitment is to customer and employee satisfaction and operational excellence.



Hiring and Retention

A positive, rewarding work environment stimulates positive, safe work habits. Rewarding safe behavior and practices promotes growth and encourages continued success. STA is proud of the service provided by our employees across the country, and each spring we sponsor a company-wide "Employee Appreciation Week" where drivers and other transportation personnel are celebrated for their dedication to safety and customer service. Local managers are encouraged to coordinate events such as cook-outs, ice cream parties and award ceremonies throughout the week. Photos and stories from these events are then gathered at the end of the week and shared with all of our locations across North America in a special edition of our company-wide newsletter, *ST News and Views*.



The most common type of driver incentive program provides for the recognition of accident-free performance. Other recognition ideas may be developed from the following:

- **Placing the same driver on the same daily route is beneficial to operations.**
Starting each day with a smile and a familiar face is an important step in the education process for our passengers. Managers can encourage daily attendance with an incentive program that rewards drivers for perfect attendance.
- **Rewarding daily vehicle checks reduces breakdowns and maintenance costs.**
Managers can place a unique tag on each driver's bus before their daily inspections. As the tags are discovered during the successful completion of their pre-trip and post-trip inspections, driver names are placed into a prize drawing.
- **Workplace injuries can be a huge company expense.**
Rewarding employees for safe work habits and avoiding injury while on the job provides a safe working environment, while boosting team morale.