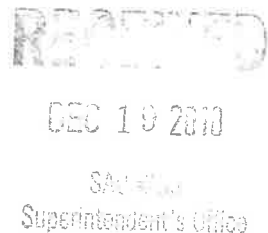




December 19, 2018

Tina H. McCoy, Ed.D.
Superintendent of Schools
Raymond School District, SAU 33
43 Harriman Hill Road
Raymond, NH 03077







Dear Dr. McCoy,

Durham School Services is pleased to submit the enclosed response to the Raymond School District, SAU 33's invitation to bid to provide school bus transportation.

Many school districts throughout the United States have found that contracting with Durham has enabled them to not only solve for student transportation challenges, but also control costs while maintaining the highest safety standards, service and accountability. We have 100 years of experience, and we currently partner with more than 400 school districts across the United States.

Our customer retention rate is one of the highest in the school bus transportation industry and it didn't happen by chance. We believe our personal attention to our district partners' needs, our commitment to safety and our customer service philosophy and practices are the reasons our clients are satisfied. Our proactive approach to superior customer service sets us apart from the rest.

Highlights of our proposal for Raymond School District, SAU 33 include:

-  A customer service staff, including over 20 full-time personnel supporting operations, safety, administration and maintenance.
-  Seon Trooper camera system with infrared digital cameras for each bus.
-  Zonar GPS on all buses and practices that result in near real-time benefits, enhancing communication and maximizing efficiencies.
-  Versatrans routing tool, a part of our operational efficiency plan.

national express. | *school*

2601 Navistar Drive | Lisle, IL 60532 | P: 800.950.0485 | durhamschoolservices.com

FULL-SERVICE TRANSPORTATION • ROUTE OPTIMIZATION AND SCHEDULING • SPECIAL NEEDS EXPERTISE • CHARTER BUS SERVICE

Raymond School District, SAU 33

December 19, 2018 – Durham School Services' School Bus Transportation Bid

Page Two

We look forward to having the opportunity to create a mutually beneficial partnership with the Raymond School District, SAU 33. Please review the **Executive Summary** section of the proposal that provides highlights of our plan.

Respectfully,

A handwritten signature in black ink, appearing to read 'M DeVeber', written in a cursive style.

Mark DeVeber, Area General Manager

Cell #: (603) 303-2277

Fax #: (603) 895-9702

mdeveber@durhamschoolservices.com

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>\$560,620</u>	<u>\$577,441</u>	<u>\$594,759</u>	<u>\$612,605</u>	<u>\$630,980</u>
Cost for extra-curricular and/or athletic trips **					
a. Cost per mile	<u>\$2.65</u>	<u>\$2.73</u>	<u>\$2.81</u>	<u>\$2.90</u>	<u>\$2.98</u>
b. Cost per hour ** 2 hour minimum	<u>\$30.00</u>	<u>\$30.90</u>	<u>\$31.83</u>	<u>\$32.78</u>	<u>\$33.77</u>
After-School Programs					
a. Cost per trip	<u>\$174.98</u>	<u>\$180.22</u>	<u>\$185.63</u>	<u>\$191.20</u>	<u>\$196.94</u>

*** Monitor rates to be negotiated at the time the district wishes to include them on routes.

CONTRACTOR: Durham School Services, L.P.
2601 Navistar Drive
Lisle, Illinois 60532

AUTHORIZED SIGNATURE: 
By: Durham Holding II, L.L.C., its General Partner








* Durham will be purchasing 11 new 84-Passenger Thomas buses for the Raymond School District if awarded the contract.

** Unless changes are agreed upon by all parties, buses will not exceed the age of 5 years-old in a contract year.

Durham School Services is pleased to submit the enclosed response to the Raymond School District, SAU 33's invitation to bid to provide our premier school bus transportation.

Proposed School District Benefits

As a student transportation provider for more than 100 years, our experience has led us to become an industry leader capable of offering our customers an unmatched level of service. Our transportation services include a wide range of tools including the latest, and we feel most effective, safety monitoring tools and equipment today, because student safety is our priority. Our proposal includes the following benefits for your school district:

-  Our employees will participate in the highly successful training program offered by the district.
-  Driver Wages – All drivers will receive competitive wages and benefits. This will reduce turnover and ensure you of continued quality service because our drivers will be more experienced and more familiar with your students and their routes. Please refer to the wage and benefit section of this proposal for specific details.
-  Community Involvement – We will support your district's community programs.
-  Drivers will have the opportunity to participate in our health insurance plan. By providing health insurance for our drivers and monitors we enable them to get medical attention when sick. This helps ensure the well-being of our employees and students we care for.
-  Our employees are eligible to participate in a 401(k) retirement plan with a company match up to 4%. By providing a company match this encourages our employees to be a part of the team for many years to come. Tenured drivers are safer.
-  Our total compensation plan will help reduce turnover. This ensures you of continued quality service because Durham School Services' drivers will be more experienced and more familiar with your students and their routes.
-  Receive access to our proprietary suite of safety technologies that is unmatched in the student transportation industry today, including Zonar®, Lytx DriveCam® (to be installed before end of 2019, Fogmaker North America (installation by end of 2019), and BusReport® -- all included in your student transportation program with Durham.
 - We use a 13-touchpoint Zonar® inspection tool for each pre- and post-trip inspection to monitor both vehicle maintenance and to perform diligent child checks

School Bus Transportation

- Lytx DriveCam® is now offered to our customers as a complimentary safety data collection tool. We are the only provider in the industry to equip each of our buses with DriveCam® technology. DriveCam® is a windshield-mounted camera that records both the driver and the road in the event of a hard brake, sudden swerve or rapid change in speed. This greater visibility into driving behavior is reviewed by our safety team and additional training is provided to our drivers as needed. This is scheduled for installation in New Hampshire before the end of 2019.
- Through an exclusive contract, Fogmaker North America fire detection and suppression technology will be available on all Durham buses by the end of 2019. Fogmaker uses a high-pressure water mist system which rapidly reduces heat and suppresses a vehicle fire in seconds.
- BusReport™ is our proprietary cloud-based reporting tool where we receive both compliments and complaints from the customers, parents and communities in which we operate. Feedback is recorded in real-time and a timely response is provided. The feedback we receive is directly related to our performance-improvement plan for driver training and vehicle maintenance.

Who We Are

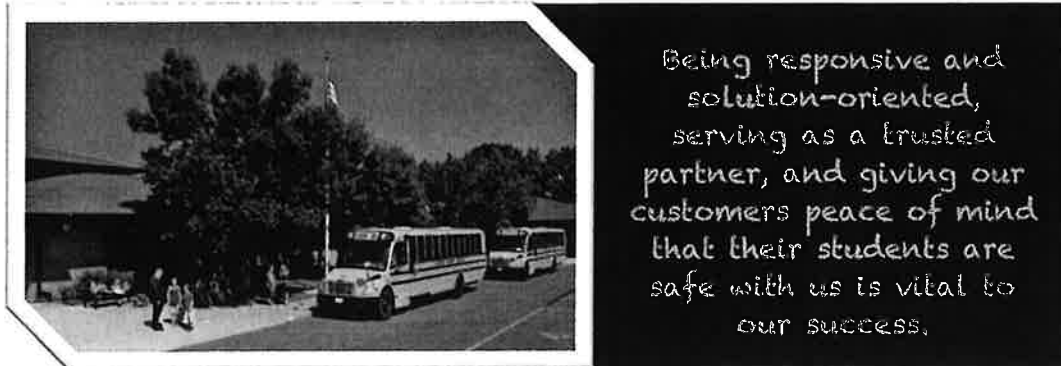
Durham School Services has a strong record of success and decades of experience in student transportation. We are confident we can provide exceptional service to your district and help you realize the result and outcomes you're looking for. We will remain continually focused on delivering our service promise: **Getting students to school safely, on time and ready to learn®**. Our mission is to deliver service excellence to earn the partnership, loyalty and trust of our customers and employees.

We can trace our history back to 1917 to a three-bus company started in the San Gabriel Valley of California. A century later, we are a leading provider of transportation across North America.

Our journey by the numbers: Ten decades of growth. Combined resources of more than 19,500 team members. More than one million students transported daily. Five core values. One



vision. But the common thread to our story, and central to the journey, has been **our people, our customers** and **our values**. It defines who we are and sets us apart from our competitors as a leader in transportation.



Rely on Our Experience

Durham School Services is an industry leader when it comes to student transportation services. We work tirelessly to ensure that program transitions are as smooth as possible and communication among all parties is proactive, coordinated with the district, consistently open and effective.

We realize that communicating the change and developing a positive relationship with parents and the general public is a critical part of a smooth transition. Ongoing communications with the district and its constituents will be an important part of a smooth transition to Durham School Services. To ensure consistency in communications, Durham managers will ask to meet with district administrators on a regular basis through the start of the contract. You will also have access to the expertise we hold in our regional and corporate offices. We strongly recommend you also visit one of our New Hampshire customer service centers and see first-hand our unique safety culture, our customer service practices, and our industry-recognized programs—***The Durham Difference***[®].

The Durham Difference[®] is: EXCEPTIONAL CUSTOMER SERVICE

Our managers are constantly providing exceptional customer service. Honesty, accountability and transparency are how we approach all matters. We will uncover problems and issues for resolution and constantly communicate with you during each step of the way. Private contractors are held to higher levels of expectations, and we will seek to constantly exceed your expectations.

We will provide leadership and experience far beyond what just the local district transportation director can provide. All drivers, monitors, and local office staff receive customer service training and are taught to listen carefully to customer concerns and respond in a professional manner. You will receive personal attention at the local level, while benefitting from the expertise and best practices of our regional and national teams.

Consistent and timely communication is our goal. All levels of the team will seek feedback to ensure we are meeting expectations and delivering excellent customer service. Customers and employees will be regularly surveyed; feedback will be used to make positive changes throughout the company. Our proactive approach to superior customer service sets us apart from our competitors.



We believe our
customers are the
heart of our
business.

Customer Retention Rate

Our customer retention rate is one of the highest in the school bus transportation industry. We believe our personal attention to the school district's needs, our safety programs and customer service practices are the reasons our retention rate remains above the industry average.

SAFETY IS ALWAYS OUR FIRST PRIORITY

The safety of each student and employee is our first commitment and Durham School Services knows there is no substitute. We constantly strive to find the safest way to operate, not the most expedient or least expensive.

The best trained drivers in the business work for Durham. Buses are built with safety in mind, but it is the drivers who make the buses safe. Durham is committed to continually developing innovative training strategies and programs designed to keep the safest drivers operating our buses. We understand the importance of what we do, and we work tirelessly to ensure safety is our first priority.

HIGH CALIBER LOCAL LEADERSHIP

The Durham Difference®—Our vision is to deliver service excellence to earn the trust and loyalty of our clients, customers and employees. Durham empowers local management to make decisions that positively impacts the customer service and satisfaction with both the school district and the community. We plan to offer a competitive pay package for the general manager and others on the local leadership team.

- ☐ It is our goal to retain as many of the existing management staff as we can. This will allow a more seamless and transparent transition.
- ☐ This will positively impact customer satisfaction and minimize political impact for the decision to contract with an external provider.

Dedicated Customer Service Team

Providing a sufficient level of qualified personnel in key positions is critical to the success of the transportation operation. This will allow the general manager and their team to spend more time focusing on and addressing the customers and drivers, being proactive rather than reactive, which will result in a higher quality transportation system.










Durham School Services is comprised of the following support staff to serve and support the needs of our customers, in addition to the bus drivers and bus monitors/aides:

- ☐ General manager
- ☐ Administrative, Safety and Operations staff
- ☐ Dispatch operation (manned from 0500 until 1700)
- ☐ Full-time maintenance support

Retention of Employees

We recognize the importance of employees that live in and are a part of the local community. We will offer jobs to current district transportation staff at the time of transition that are in good standing with the district and meet all of our hiring criteria. Durham's wage and benefit package has been designed especially to retain the current driver workforce and attract prospective high quality replacement employees. We value our employees and want to build a long-term partnership with them as we do with your school district.

- ☐ Company-paid basic life and accidental death and dismemberment
- ☐ Company-paid long-term disability insurance
- ☐ Company-paid employee assistance program

-  Tuition reimbursement program
-  Voluntary short-term disability insurance
-  Voluntary life insurance for employee, spouse and dependents
-  Voluntary group legal plan
-  Flexible spending accounts available for participation
-  Paid vacation
-  Paid sick time
-  Paid holidays
-  Retirement plan – matching 401(k) retirement savings plan (with company match of up to 4%) vested immediately

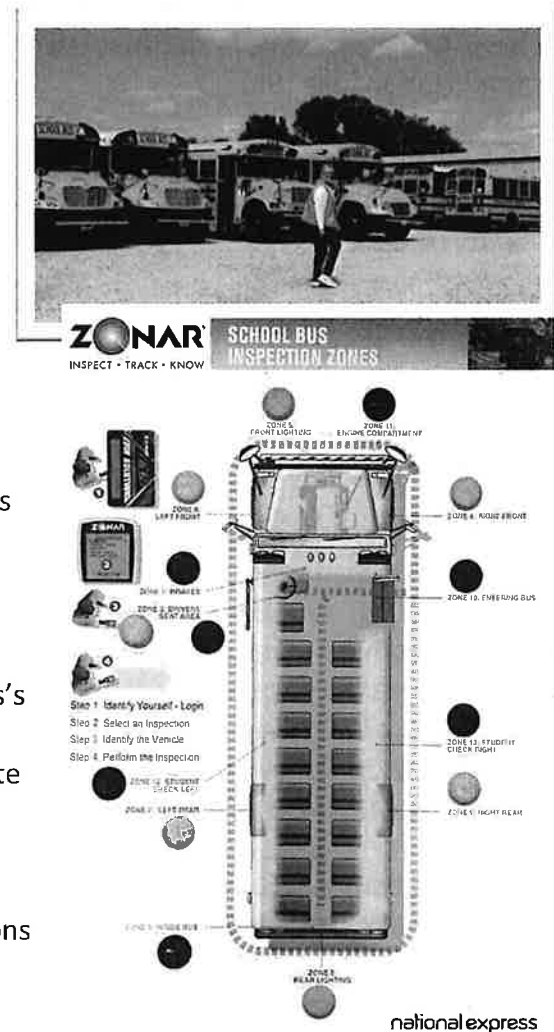
Buses

We will purchase an entire new fleet based on the requirements of the RFP. We would provide additional buses as necessary should additional routes or services be added in the future. We would be pleased to provide specific details about the bus purchase values should we be considered for further discussion with the district.

Proprietary Suite of Safety Technologies ZONAR® GPS AND EVIR SYSTEM

We have partnered with Zonar systems for GPS technology equipped with an electronic vehicle inspection system, and will work together with your district to incorporate the near real-time benefits of this technology into your daily procedures.

Drivers use Zonar's electronic vehicle inspection system to complete the bus's pre- and post-inspection. Each zone must be checked before and after route service. During the inspection, the zone's information is automatically uploaded to Zonar's ground traffic control application and alerts operations if an inspection is incomplete.



We are one of a few school bus transportation providers that equip buses with a total of 13 Zonar zones, three of which are child check zones. **COMPLIMENTARY.**

DRIVECAM®

Durham is the only provider in the industry to equip each of our buses with DriveCam® technology. This value-added benefit allows us to better manage driver behaviors and enhance our ability to resolve concerns. **COMPLIMENTARY; brochure is included at the end of this section.**



FOGMAKER

In the event of a fire, Fogmaker North America's unique environmentally friendly (no HAZMAT) water mist cooling reduces temperature by 1321°F in less than 10 seconds. In addition to increased student safety, a key benefit to your district is less vehicle downtime. Fogmaker's water mist spray makes engine clean-up easier. Chemically based systems can be very corrosive and abrasive to engine parts and those chemicals can damage electronic systems causing costly repairs. **COMPLIMENTARY; brochure is included at the end of this section.**

BUSREPORT™

Bus Report captures, distributes, researches, and responds to feedback received in real-time from our customers, parents and communities in which we serve. When an email address is entered, we will provide updates throughout the review process. **COMPLIMENTARY; brochure is included at the end of this section.**

RADIO EQUIPMENT

Durham has included the cost of radios in this bid.

DIGITAL VIDEO CAMERAS

Durham has included digital video cameras to be installed on each bus.

- ☐ This value-added benefit allows us to better manage student behavior and enhance our ability to resolve concerns.

GPS TECHNOLOGY = ENHANCED COMMUNICATION

We will provide the Zonar® GPS tracking and EVIR system on each bus. The GPS technology will enhance our ability to address concerns by providing near real-time access to the facts.

Proposed Facility

Our proposed facility will be located at 127 Pine Road, Brentwood, NH 03833.

Engaged Employees are the Best Employees

Our most valuable asset is our team of employees. We provide a positive, fair work environment where input is sought and valued. Our employees receive additional training, certifications and advancement opportunities to grow within the company. As a result, many of our supervisors began their career with Durham as a driver and worked their way up through the organization. Acknowledging a job well done helps keep our drivers and monitors engaged; we formally recognize them for safety, service, participation in local community efforts, and attendance. A significant difference between Durham School Services and your other contractors is that we devote a significant amount of time, money, and energy into recognizing, training and developing our employees. Our approach leads to high levels of employee satisfaction, which in turn, directly correlates to safer and more committed employees.

Core Values

Our five core values are focused on safety, customers, people, communities and excellence. We live these values throughout the organization. Nobody else will try harder for our customers than we do. As you will read in our proposal, our company's number one priority is **getting children to school safely, on time and ready to learn®**.

Our values are the compass
by which we have navigated
the past 100 years and how
we will continue on our
journey to excellence in the
years to come.



A Team You Can Count On

Durham School Services has a wealth of experience, serving more than 400 educational partners across the United States. We understand the challenges of running a student transportation program and are committed to working in partnership with the districts we serve. Our local team will work diligently to

build solid relationships with administrators, teachers and drivers while providing the best possible service to the students. We plan to become active members of your community, and we will make every effort to support local initiatives. We are delighted to be considered to provide professional services to your district and are confident we can provide outstanding services to your students, your district and your community.

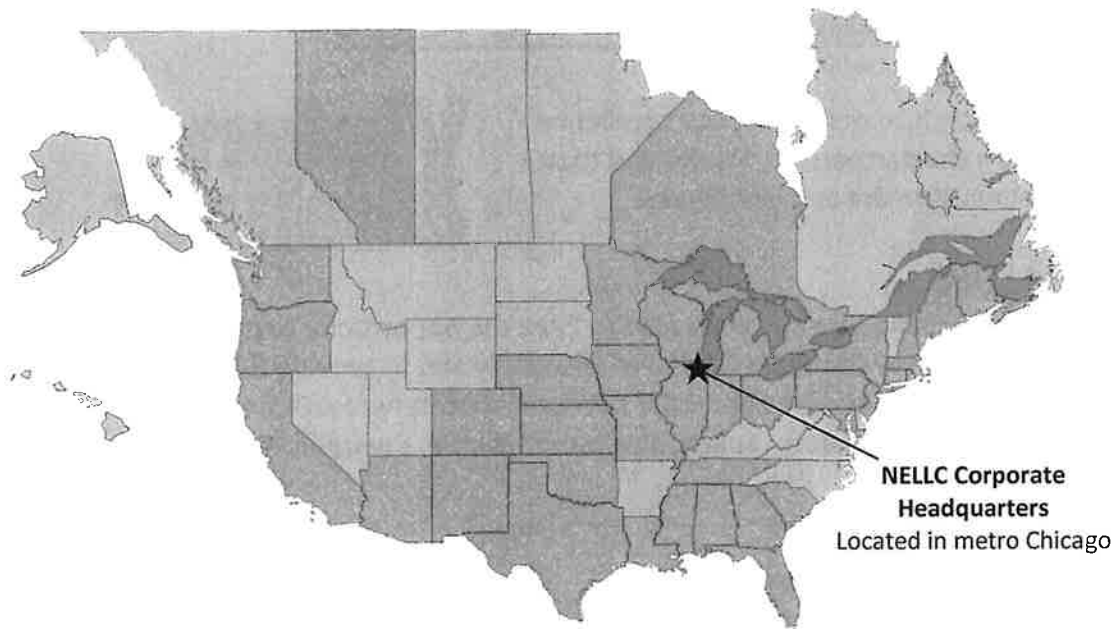
Should you have any further questions regarding this proposal, please contact Mark DeVeber, Area General Manager, at (603) 895-9664.



Our company's policies, programs and procedures included in this proposal are those currently in effect. We reserve the right to revise our policies, programs and procedures over time.

Durham School Services can trace its history back to a three-bus company started in 1917 in the San Gabriel Valley of California, providing student transportation service to the Rosemead School District, a community we still serve today. In its early years, Durham concentrated in special education transportation. This specialization has helped us to nurture a unique commitment to quality service that remains throughout our company today.

Headquartered in Lisle, Illinois, Durham School Services is part of the school bus transportation division of National Express LLC (NELLC). National Express Group (NEG) is our parent company and is located in the United Kingdom.



With combined resources, our organization operates more than 15,500 school buses, employs more than 19,500 people, and serves more than 400 school districts in 29 states and three provinces.

Pending Litigation

Durham has more than 20,500 employees and operates over 15,500 buses nationwide. Durham School Services' first line of defense in effectively managing claim exposure is to promote the culture of compliance and safety. Given the size of our operation, it is inevitable that the Company will incur losses while in

the course of providing student transportation services. For this reason, Durham School Services has in place an insurance program which adequately provides coverage for Workers' Compensation, Automobile and General Liability commensurate with its size and scope of operations.

Durham School Services has no pending legal actions in which it is a debtor in bankruptcy, a defendant to a claim for breach of contract for the provision of student transportation services, a respondent in an administrative action for deficient performance, or a defendant in a criminal action.

Our Company's Vision and Values

VISION

Our vision is to deliver service excellence to earn the partnership, loyalty and trust of our customers and employees.



VALUES

Durham School Services is pleased to have the opportunity to partner with your district; we are committed to serve you safely and to provide the personal attention you need for successful transportation services. Our operations focus on our five core values: **Safety, Customer, People, Community and Excellence.**

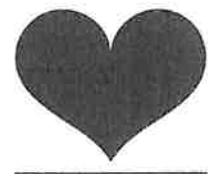
Safety

Safety Performance

No one takes safety more seriously than we do; our goal is zero accidents. With collaborative support from our employees, we have created a safer atmosphere by encouraging open discussions on safety concerns and by hiring strong managers who make sure employees have the appropriate training and equipment to safely perform their jobs.

Safety

We only do what is safe and stop any unsafe behaviour.



Customers

Retention

Our customer retention rate is one of the highest in the school bus transportation industry; we're proud to have maintained a high level for the past several years. We believe our personal attention to our district partners' needs, our commitment to safety, and our customer service philosophy and practices are just some of the reasons our customers are so satisfied with us.

Customers

We place them at the heart of our business and relentlessly meet their expectations.



Exceptional Customer Service

Our vision is to earn the lifetime loyalty of each district by delivering safe, high quality, passenger transport services.

We will work closely with you and are always open to suggestions to ensure your program is the best it can be. Our goal is to deliver a smooth and seamless partnership between your district and Durham School Services.

People

We Are a People Business

From the students and passengers we transport safely every day to our outstanding team members making a difference in the communities where we live and work, it's all about people.

People

We develop the talents, reward the exceptional performance and respect the rights of all our employees.



Enjoy the Ride Program

We know how important our people are to the success of our organization. Our employee relations program, *Enjoy the Ride*, was designed to acknowledge the effort and contribution employees make to our company every day.

Employee Diversity

Our company has a long history of employing a diverse workforce. Our focus is treating people with trust and respect and never tolerating discriminatory behavior. Through our equal employment opportunity policy and management training program, managers and supervisors are well versed in our zero tolerance nondiscrimination policies.

Community

Communications and Social Media

POSITIVE DISTRICT RELATIONS

Our communications department works closely with districts to publicize important news affecting local school bus services. We are responsive to newspaper, radio and television media, and have a history of success at improving the public image of school bus transportation.

Community

We are active in the communities we serve to generate economic, social and environmental value.



SUPPORTING YOUR DISTRICT'S EVENTS

We look forward to supporting your district's community events and district projects. Our community involvement includes donating buses, collecting goods for families in need and active participation in local charity events in your community.

COMMUNITY SPOTLIGHT: OUR NEW HAMPSHIRE CUSTOMER SERVICE CENTERS GIVE BACK TO THE COMMUNITY

Special Olympics

Durham School Services specializes in the transportation of special needs students. It's no surprise that Special Olympics is our corporate charity of choice. Many Durham locations across the United States donate buses, drivers and time to support this worthy cause.

Please refer to our *Special Needs Transportation Services* section for further information.

Adopt-a-School Program

This program encourages employees to volunteer and make a difference in the communities and schools they serve. The program supports one of the company's primary values of advancing the social, environmental and economic conditions in the communities in which it operates.

We will participate with our Adopt-a-School program in which we volunteer to help out a school with their own charity or event participation.

Focus on Safety

Our Fremont customer service center partnered with Home Depot and Concord Fire Department for the 2nd Annual Focus on Safety event. During the event, families received free tips and training on school bus, home, work, child seat and shopping cart safety. Pride the Safety Dog made a guest appearance alongside Sparky, the fire department's mascot.



Love the Bus

Every February schools across America take time to celebrate Love the Bus month. Students can participate by sharing stories about their favorite bus drivers and making cards to email or print.

Mary's Dogs

Our Fremont CSC donated a bus for a Stuff the Bus event to benefit Mary's Dogs – a local rescue and adaption shelter. The event was coordinated by Driver Cyndy's son, Cody, for his senior project at Coe-Brown Northwood Academy.



Stuff the Bus

Durham donates buses to shuttle food for local food banks or to collect school supplies for needy students through "Stuff the Bus". Our drivers donate their time off to participate with these events.

SOCIAL MEDIA

We understand the importance of social media and the expectation for company information to be available online and in real-time. We encourage district administrators, parents, employees and the community to join us to learn about job fairs, community events, awards and employee recognition programs.



Facebook: www.facebook.com/DurhamSchoolServices



LinkedIn: <http://www.linkedin.com/company/durham-school-services>



Twitter: @DurhamSchoolSvc



YouTube: <http://www.youtube.com/user/DurhamSchoolServices>



Instagram: https://instagram.com/durham_school_services/



Website: www.durhamschoolservices.com

Community Diversity

MINORITY BUSINESS ENTERPRISE PARTICIPATION

Our company is proud to support local minority-owned businesses and vendors. We will, in good faith, continue to support minority businesses within your community.

Excellence

As part of our commitment to excellence and continuously increase our value offering to our customers and employees, we have a dedicated organization focused on driving efficiencies throughout our organization, embed best practices and sustain a culture of innovation. Our management operating system incorporates lean and six sigma methodologies to constantly identify and eliminate barriers to performance excellence and empower our employees to provide the best in class service to our customers.

Excellence

We constantly strive to be excellent in all that we do.



Taking Maintenance Excellence to the Next Level

Maintenance technicians are a critical part of our mission to **getting children to school safely, on time and ready to learn®**. Providing safe student transportation starts with putting safe vehicles on the road. To foster excellence in its maintenance operations, we support our maintenance professionals who

work to achieve master technician certification by the National Institute for Automotive Service Excellence (ASE), an independent, non-profit organization that works to improve the quality of vehicle repair and service by testing and certifying repair and service professionals.

As we continue on the path to excellence, our maintenance teams are taking the extra steps towards becoming “the best of the best” by earning their ASE. Individual maintenance technicians across our organization have put in the hard work and dedication to complete a series of rigorous tests, ranging from body systems and diesel engines to suspension and steering, to earn ASE master certification. In addition to earning master certification, their respective maintenance shops went even further to achieve ASE Blue Seal of Excellence – the ultimate recognition from ASE.

At least 75 percent of technicians performing diagnosis and repairs at our customer service centers must be ASE certified in order to qualify for the ASE Blue Seal of Excellence Recognition Program. Each area of service offered in the maintenance shop must be covered by at least one ASE-certified technician.



Illinois Performance Excellence Center
(ILPEX) for Commitment to Excellence
2016 AND 2015 BRONZE AWARDS



National Express LLC was selected for this award based on our demonstrated commitment to excellence and our pursuit of continuous improvement. This recognition is especially meaningful as organizations can take many years to achieve this honor. In the beginning of November 2015, a team of assessors spent an entire week in our corporate headquarters and also visited our Aurora, Lake Villa and Carpentersville customer service centers, speaking to over 100 team members. During the visit, the assessing team dug into the details of our business and assessed the extent to which we demonstrate excellence; our business was assessed using the Malcolm Baldrige Criteria for excellence.

The ILPEX assessment was a review of our organization's continuous improvement efforts. This recognition not only confirms our improvement from 2011 to 2016 but validates the journey to excellence that we continue to travel.

"We are committed to the success of our partnerships and continue to strive towards excellence in everything that we do."

– Judith Crawford, EVP, Commercial Development

Current Transportation Services Contracts

SAU	Name	Address	Town	State	Zipcode	Phone	Contact	Towns Serviced	Transportation Type
2	Inter-Lakes Cooperative SAU Office	103 Main St.	Meredith	NH	03253-5857	279-7947	Business Administrator	Ashland	Home-to-School
4	Newfound Area SAU Office	20 North Main St.	Bristol	NH	03222-1404	744-5555	Business Administrator	Newfound	Home-to-School
11	Dover SAU Office	McConnell Center, 61 Locust St.	Dover	NH	03820-4132	516-6800	Business Administrator	Dover	Home-to-School
12	Londonderry SAU Office	268C Mammoth Rd.	Londonderry	NH	03053-3096	432-6920	Business Administrator	Londonderry	Home-to-School
15	Hooksett SAU Office	90 Farmer Rd.	Hooksett	NH	03106-2125	622-3731	Business Administrator	Auburn, Candia, Hooksett	Home-to-School
17	Sanborn Regional SAU Office	17 Danville Road	Kingston	NH	03848-3249	642-3688	Business Administrator	Kingston, Newton, Fremont	Home-to-School
18	Franklin SAU Office	119 Central St.	Franklin	NH	03235-1136	934-3108	Business Administrator	Franklin	Home-to-School
19	Goffstown SAU Office	11 School St.	Goffstown	NH	03045-1908	497-4818	Business Administrator	Goffstown, New Boston	Home-to-School
21	Winnacunnet SAU Office	2 Alumni Dr.	Hampton	NH	03842-2281	926-8992	Business Administrator	Seabrook	Home-to-School
28	Pelham SAU Office	594 Marsh Road	Pelham	NH	03076	635-1145	Business Administrator	Pelham	Home-to-School
33	Raymond SAU Office	43 Harriman Hill Rd.	Raymond	NH	03077-1509	895-4299	Business Administrator	Raymond	Home-to-School
34	Hillsboro-Deering SAU Office	78 School Street	Hillsboro	NH	03244-2190	464-4466	Business Administrator	Hillsboro, Deering	Home-to-School
40	Milford SAU Office	100 West St.	Milford	NH	03055-4871	673-2202	Business Administrator	Milford	Home-to-School
44	Northwood SAU Office	Greenbriar Building	Northwood	NH	03261-4342	942-1290	Business Administrator	Northwood	Home-to-School
48	Plymouth SAU Office	47 Old Ward Bridge Rd.	Plymouth	NH	03264-1296	536-1254	Business Administrator	Thornton, Campton, Wentworth, Rumney, Plymouth, Holderness	Home-to-School
52	Portsmouth SAU Office	1 Junkins Avenue	Portsmouth	NH	03801-9999	431-5080	Business Administrator	Portsmouth	Home-to-School
53	Pembroke SAU Office	Pembroke Academy	Pembroke	NH	03275-1343	485-5187	Business Administrator	Multiple towns	Home-to-School
54	Rochester SAU Office	150 Wakefield St.	Rochester	NH	03867-1348	332-3678	Business Administrator	Rochester	Home-to-School

Employee Hiring

OUR STAFFING PHILOSOPHY AND WORK CULTURE

Durham School Services is not just another bus company. We differentiate ourselves by providing the best service to our customers while providing the best opportunities to our employees. Our approach is to treat both customers and employees as partners where we work to deliver on long-term commitments around goals, priorities and standards.



We know our employees are the key to our success, so we give them every opportunity to develop and leverage their strengths. We provide employees with the following:

- ☐ Climate of trust and respect
- ☐ Commitment to safety through employee screening, training, technology and corporate support
- ☐ Open door policy
- ☐ Professional job-related training
- ☐ Competitive wages and benefits
- ☐ Career growth path



You can tell the difference if you visit a Durham School Services customer service center. You will see how employees interact with one another, depend on each other as a team and respect the experience each has to offer. This dedication can be seen in the way our drivers dedicate time to children, to the community and to the special needs children they serve. Thousands of former school district employees, who now work for us, enjoy our special focus on serving our children and the community. You will see thorough attention to detail in every aspect of the job, from drivers who check the buses over just once more before beginning their routes to dispatchers who must make route adjustments at a moment's notice.

PREFERENTIAL HIRING

We practice preferential hiring with existing school district employees. After the partnership with a district begins, we will hold a “Meet and Greet” for all current transportation employees. We know that a change in employers can be difficult and that the earlier we communicate with the affected staff, the better the transition is for everyone. Our objective for this meeting is to provide information about our company practices and to encourage open communication. We will explain the hiring process, what can be expected by employees, wages, benefits and operating policies. Time is allocated for questions and answers.

The next immediate step is to hold a hiring event for all drivers and monitors. At the hiring event, stations are set up for each part of the interview process.

Key stations are:

-  **Welcome desk** – Applicants sign-in and receive company literature.
-  **Applications** – Employee applications are completed along with other necessary forms. We verify accuracy of the required documentation and gather any other needed information.
-  **Interview** – All applicants will participate in a job-related interview with the general manager, safety director or other key personnel.
-  **ESI Assessment** – All applicants complete our employee safety inventory which assesses the applicant’s tendencies and attitudes towards safety.
-  **Pre-employment screening** – After a conditional offer of employment is provided, all applicants will be scheduled for necessary employment screenings which will include drug testing and physical examinations (required by company policy and DOT standards). Additional screenings may be required by the state including fingerprinting.
-  **Check out** – We verify all information is accurate, discuss next steps and answer any remaining questions.

From here, one of our project managers will assume responsibility for completion of the transition, ensuring that every task or item listed in the transition plan is completed on schedule.