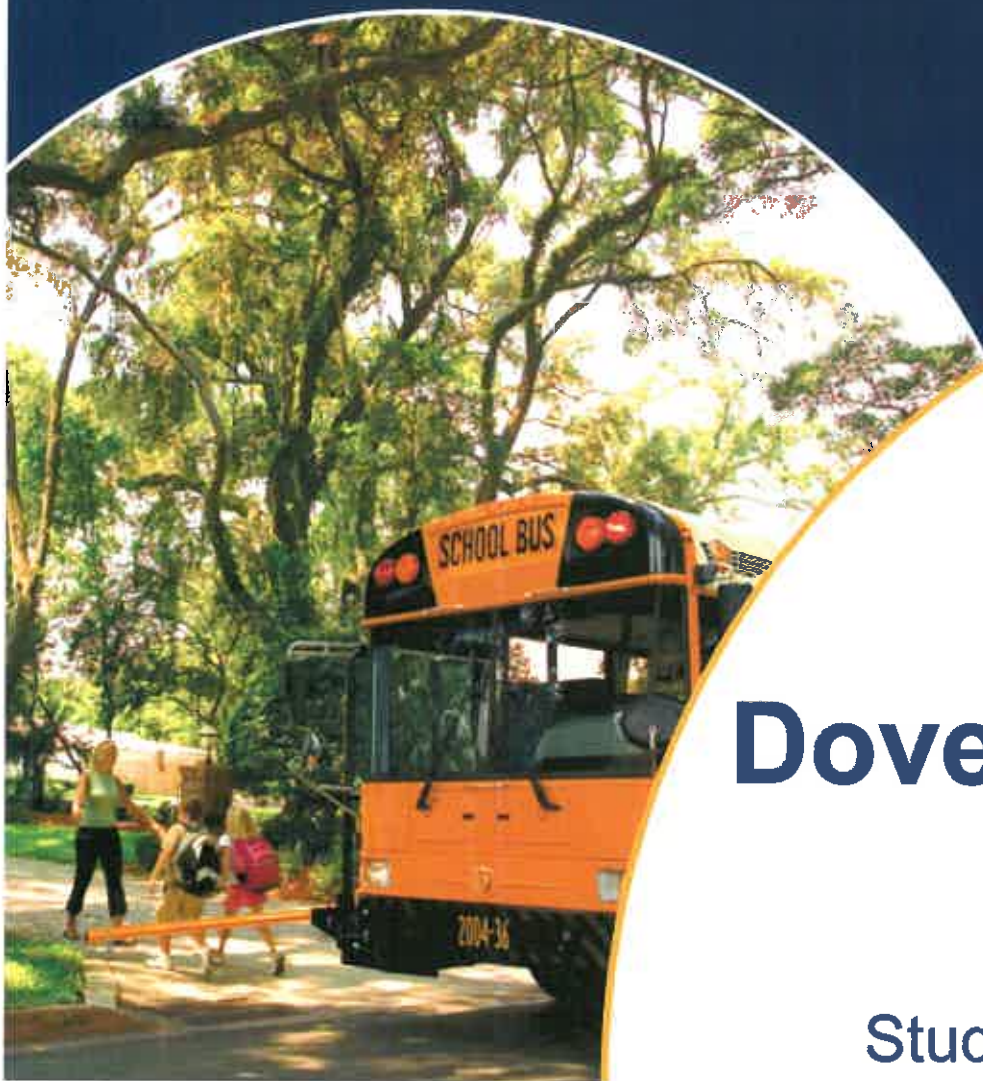


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First  **Student**



Dover School District

Student Transportation Services

First Student Presenter

**Howard Anderson
Area General Manager
New Hampshire
Maine
Vermont**

Who is First Student?

- The Largest Provider Of Student Transportation Services In the World
- More Than 50,000 School Buses
- Transports More Than 4 Million Children Daily
- 700 Branch Operations, 13 Locations in New Hampshire
- Serving More Than 1500 School Districts
- More than 30 years in New Hampshire
- First Student Headquarters - Cincinnati, OH

First America

FirstGroup America is the leading transportation provider in North America

First Student

- Transports 4 million students to and from school every day
- Operates in 42 U.S. states and Canada
- Operates 50,000 buses
- Employs 68,000 people

First Transit

- Carries over 150 million passengers each year
- Operates in 41 U.S. States, Canada and Puerto Rico
- Operates 6,700 buses and in 235 locations
- Employs 13,000 people

First Services

- Maintains over 51,000 vehicles/equipment
- Operates in over 145 locations throughout North America
- Includes First Mobile Technologies, First Vehicle Services, and First Support Services



- Carries 24.8 million passengers annually
- Serves 2,300 destinations with 16,000 daily departures across North America
- Employs 10,000 people

Combining Market Leader Strength...

...With Excellent Local Service.

Our Success is Dependent on
the Partnership Between
First Student's Local Team and
The Dover School District

First Student Northeast Region

- Frank Luciano – SVP
- Howard Anderson – AGM
- Mary Gail Lally – Location Manager
- Melissa Marston – Senior Dispatcher
- Sharon Knowles – Dispatcher Mike Berounsky – TIC
- Paula Tiberio – Dispatcher Five Technicians

The Right View About Safety

More Safety Focus Than Anyone

- A Culture Of Safety Across First Student – Injury Prevention
- Unmatched Safety Education Program - Standardized Safety Practices
- 70% Reduction In Accident Frequency Over The Past 12 Years
- First Student has been rated “Twice as Safe as the National Average” by the National School Transportation Association.

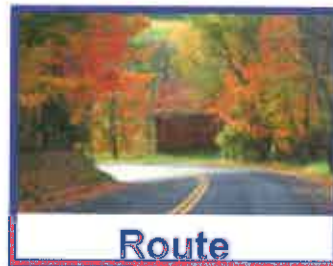


What Can First Student do for The Dover School District

- State Of The Art Technology
 - Zonar High Definition AVL/GPS With Electronic Vehicle Inspection Reporting
 - FOCUS Customer Interface
 - Child Checkmate / Theftmate, Crossing Control Arms
 - Assistance with Edulog Computer Routing system
 - Zonar Time of Arrival (ZTA)
 - Digital Video Cameras
- Unparalleled Resources and Support from the Largest Student Transportation Company

FOCUS – What makes it unique

- The FOCUS application is the only GPS software that ties together driver, vehicle, and route, in real time – imperative to efficiently operate a school bus yard
- FOCUS functional capabilities is a competitive advantage and allows us to drive results from FOCUS way beyond other GPS solutions
- With this link and GPS technology, FOCUS enables dispatch to monitor all activities of the bus throughout the day to enhance customer service



Dashboard – Real time response



User: EKLOSS [Log Out](#) 6.4.1
 Location: Brockton-Van - 11917



Locate Vehicle | Operations | Scheduling | Employees | Analysis | Reports | Administration | Help

Dashboard

Last Refresh : 09:21 May 14, 2010 EDT
Date: 05/14/10
Refresh
Auto Refresh Off

Unassigned Employees/Vehicles

AM	Missing 0 employee(s), 0 vehicle(s)	Assign
MID	Missing 0 employee(s), 0 vehicle(s)	Assign
PM	Missing 1 employee(s), 1 vehicle(s)	Assign

Employee Late Swipe-In

0 employee(s) due in 5 minutes	View / Adjust
0 employee(s) late by or less than 5 minutes	
0 employee(s) late by more than 5 minutes	

Late Depot Departures

0 vehicle(s) late by 5 minutes or less	Respond
2 vehicle(s) late by more than 5 minutes	

Late Runs

0 stop(s) served late by 10 minutes or less	Respond
1 stop(s) served late by more than 10 minutes	

Late Depot Returns

7 vehicle(s) late by 10 minutes or less	Respond
2 vehicle(s) late by more than 10 minutes	

Employee Late Swipe-Out

12 employee(s) due for swipe-out	View / Adjust
----------------------------------	-------------------------------

Last generation made on 05/14/10 at 08:17 Eastern by BNEE. 1 tasks were generated.

Availability

Employees Swiped In and Available

Name	Function
No records found.	

Vehicles Available

Name	Fleet#	Capacity	Lit
011607	937	24	N
051375	051375	24	Y

Compliance

Idling Vehicles

Vehicle	Employee	Route / Task	Min:
022036	Miguel, Fontes	Bus 26 AM	8
011609	Helen, Murray	Van 43 AM	7
022039	Colleen, Cleaves	Bus 30 AM	6
012888	Virginia, Margeson	Van 27 AM	6
020985	Brenda, Chadwick	Van 42 Fri AM	5
020987	Mary, Andrade	Van 33 AM	5
020981	Kelly Marks	Van 21 Fri	4

Non-Reporting Devices

Vehicle	Route / Task	Device	Last AVL Time
022050	Bus 29 AM	022050	05/13 03:06 PM
022050	Bus 29 PM	022050	05/13 03:06 PM

This keeps our dispatch up to date from the time the driver reports to work through the route until completion of their task

Replay - Tracking buses

Focus User: BKLOSS Log Out 6.4.1 Location: Brockton-Van - 11917 First Student

Locate Vehicle | Operations | Scheduling | Employees | Analysis | Reports | Administration | Help

Replay

Replay

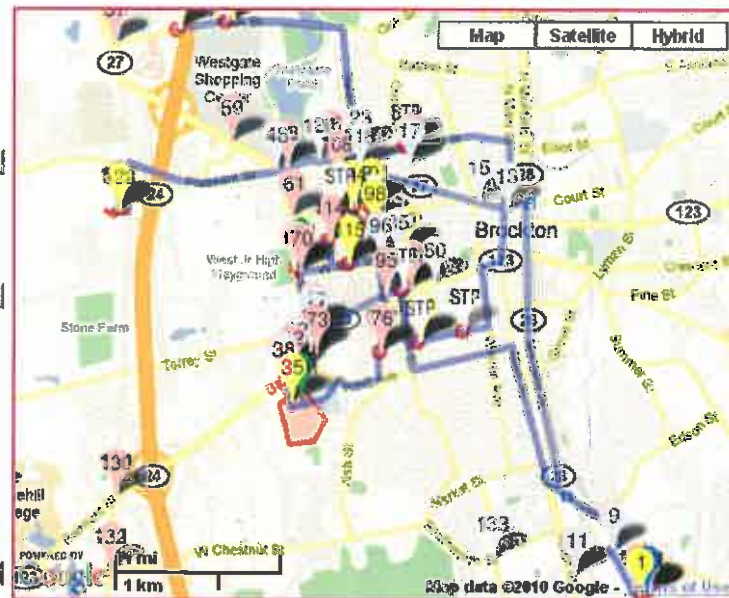
Date: 05/13/10 Start Time: 00:00 End Time: 23:59 [Replay] [Reset]

Task: Bus 01 AM Vehicle: -Select- Driver: -Select-

Show: ☐ Standard AVL "Bubble" (STD) ☒ Power On (PON) ☒ Movement Start (MST) ☒ Device Start (DS)
☒ Standard AVL "Dot" (STD) ☒ Power Off (POFF) ☒ Movement Stop (MSP) ☒ Idling (IDL)
☒ Perform Stop (PER) ☒ Sched Stops ☒ Sched Path ☒ Speeding (SPD) Speeding Threshold: 60

☒ Show Geofences

Event Records				
#	Type(s)	Time	Location	Details
49	MST	07:31	Show Address	
50	PER	07:34	Show Address	Oak St & Chatham West Drive Sched Arrival: 07:32 Actual Arrival: 07:34 Actual Departure: 07:34
51	MSP	07:34	Show Address	
52	MST	07:34	Show Address	
53	PER	07:35	Show Address	Oak St & Pine Grove Drive Sched Arrival: 07:35 Actual Arrival: 07:35 Actual Departure: 07:36
54	MSP	07:35	Show Address	
55	MST	07:36	Show Address	
56	MSP	07:37	Show Address	



Create Start Depot

Create End Depot

Create Start & End Depot

School Arrival report

- Documents the bus arrival time verses the scheduled time of each route

 User: EKLOSS Log Out 5.4.1 Location: Savannah - 11804 First Student									
Locate Vehicle Operations Scheduling Employees Analysis Reports Administration Help									
School Arrival Report									
School Arrival Report Export CSV Export PDF									
From 02/01/10 To 02/05/10 Dispatch ☐ All ☒ AM ☐ MID ☐ PM Filter									
Customer Account All School All Reset Page 3 of 7									
School	Task	Date	Scheduled Arrival Time	Actual Arrival Time	School Arrival Variance	Arrival Times	Start Time	Bus #	Message count
302 - GROVES HIGH	718 AM	02/01/10	07:45	07:45	0	07:45	07:00	0238	1,095
302 - GROVES HIGH	716 AM	02/01/10	07:45	07:45	0	07:45	06:47	0525	847
302 - GROVES HIGH	218 AM	02/01/10	07:45	07:45	0	07:45	06:37	566	693
302 - GROVES HIGH	220 AM	02/01/10	07:45	07:45	0	07:45, 07:51	06:46	0414	574
110 - GOULD ELEMENTARY	221 AM	02/01/10	08:40	08:40	0	08:40	06:39	0422	826
305 - SAVANNAH HIGH	131 AM	02/01/10	07:45	07:45	0	07:45	06:21	0020	588
202 - COASTAL MIDDLE	131 AM	02/01/10	07:00	07:00	0	07:00, 08:34, 08:44	06:21	0020	588
118 - JIG SMITH ELEMENTARY	078 AM	02/01/10	08:50	08:50	0	08:50	08:45	0629	781

Child Checkmate

- The EP-2 is Child Check-Mate's next generation GPS enabled Black Box Technology, with Theft-Mate. Theft-Mate is a commercial grade internally mounted passive infrared motion sensor that simply plugs into the EP2 nerve center. The EP2 with Theft-Mate revolutionizes the way conventional Child Check Systems are viewed by multiplexing two sets of product functionality in one box. Not only does Theft-Mate prevent break-ins and vandalism, but also acts as a cross-check for left behind passengers.

Edulog Logistics

- **GEOCODING SOFTWARE**
- **STOP ASSIGNMENT**
- **ROUTE DRIVING DIRECTIONS**
- **TRANSPORTATION OPTIMIZATION SOFTWARE**

Route Creation

- Obtain 911 maps
- Map generation by our logistics group in Missoula MT
- Geocode Students
- Stop Creation
- Assign Students to Stops
- Create route directions
- Optimize Routes
- Verify routes

ZTA

- Zonar Time of Arrival (ZTA) is a subscription-based, parent-facing application that lets parents see exactly where the bus is and when it should arrive at their child's stop. We take ten days worth of GPS data, analyze it, and determine an estimated arrival time, which we provide to you on a password-protected website. This solution gives you peace of mind, supplying you with the most updated information - real-time arrival times, not static route times.

Fleet Maintenance

- PREVENTIVE MAINTENANCE PROGRAM
- First Student will implement a comprehensive Preventive Maintenance (PM) program to ensure all equipment will be operating at the highest level. As the cornerstone of an effective maintenance program, our PM processes will align with your district's bus fleet usage while incorporating all manufacturer recommended service levels, Department of Transportation requirements, and local, state, provincial and federal regulations.

Fleet Maintenance

- The optimum PM program minimizes breakdown maintenance, capital costs, downtime and inconvenience, while ensuring safe and reliable operation of the fleet. With these objectives in mind, we will use our rigorous four-tiered approach for the district's vehicles:
- Regularly scheduled preventive maintenance inspections
- Drivers' daily pre- and post-trip inspections
- Twice-weekly lot inspections
- Monthly management audits

Fleet Maintenance

- PM – A Inspections: 6,000-mile/three-month intervals, unless state or provincial regulations or district requirements state otherwise.
- PM – B Inspections: 12,000-mile/12-month intervals, unless state or provincial regulations or district requirements state otherwise.
- PM – C Inspections: 24,000-mile/24-month intervals, unless state or provincial regulations or district requirements state otherwise.

Customer Surveys

- The best way to identify opportunities for improvement is by collecting feedback from our customers. First Student contracts with an independent, professional research company to conduct annual customer satisfaction surveys. Using the valuable input we receive from our customers, along with that of our team members, we establish priorities for investments and initiatives to further improve performance.

Our Employees

First Student makes retention and training of employees a priority.

- Competitive compensation focused on a Part-Time, Seasonal work force
- Additional earnings for drivers through Private Charters, Unemployment Benefit
- Continuing education and training
- Responsive to employees' needs
- Opportunities for transfer and promotion

Corporate Social Responsibility

- Maintain the safety of our services
- Improve the quality, punctuality and reliability of our services
- Improve the customer experience through investment in vehicles, buildings, new technology, and employee training
- Work closely with and engage with the communities in which we operate
- Communicate effectively with our stakeholders
- Train and develop our people to meet their aspirations and our business goals
- Develop loyalty and commitment in our employees
- Reduce the environmental footprint of our operations
- Create supply-chain partnerships to support the achievement of our business objectives