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Dear Parent,

Greetings! I would like to take this opportunity to introduce myself. I am Fran Panzke, and I'm the manager in Glen Ellyn for First Student, the company which provides school bus transportation to your child.

Recently, you may have seen some news coverage surrounding our parent company, FirstGroup's acquisition of Laidlaw International. I want to reassure you that in terms of your child's school transportation service, it will be business as usual, and you will continue to get the same, safe and reliable service that you and your children deserve and have come to expect.

But, the slight change you may notice will be the new name that will soon replace the existing brand name on your child's school bus. At some point prior to April 2008, our company will begin the process of re-branding hundreds of school buses as part of our recent acquisition of Laidlaw. The only change you'll notice is that the "First Student" decal will replace the Laidlaw decal on your child's bus.

For you, it is all pretty simple, but since we are just getting acquainted, I would like to take this opportunity to share some information about First Student.

First, we take our role, our job, very seriously. We know that safe, reliable, and innovative transportation is the very first step – every day – for our children to gain an education and to ultimately pursue their dreams for the future. And we are good at what we do—not just because we are the largest provider of student transportation, operating 62,000 buses for more than 1,500 school systems across North America—but because we have the right 'tools' in place to do the job: highly trained, professional drivers and school buses equipped with the latest technological advances aimed at keeping your child safe and our buses secure.

At First Student, safety is our highest priority—there is nothing higher. Our employees share that commitment and continually make decisions based on our business philosophy of "if you cannot do it safely, don't do it." First Student is committed to transforming student travel, ensuring a safer, more reliable journey for our children through continuous training of all employees and the development of innovative technology.

Thank you for entrusting our capable professionals at First Student with your and our most precious of passengers. On behalf of the most experienced student transportation management team in the industry and our employees, First Student is proud to serve you and your school children.

Sincerely,

Fran Panzke

Frances Panzke  
Contract Manager, Glen Ellyn, First Student