



April 13, 2020

Ying Smith
Transportation and Mobility Manager
Town of Los Gatos
41 Miles Avenue
Los Gatos, CA 95030

Re: Student Transportation of America

Dear Ms. Smith,

Thank you for taking my call and for your commitment to support our operations throughout this unprecedented and unpredictable event. Enclosed is our invoice for March 2020 based on the days we were contracted to run.

As the full magnitude of the Coronavirus pandemic is just beginning to be felt, and difficult decisions are having to be made without much time for reflection or planning, we thank you for the support to help maintain your transportation infrastructure. While at this writing there is no definitive time when life may return to normal, we know that at some point it will, and when that day comes, your community will want to be able to rely on the same level and quality of service it enjoyed before our routines were so suddenly disrupted.

We are working hard, against many odds, to have the same dedicated work force, who are members of your community ready to roll when schools reopen. Therefore, it is critical the revenue stream we have contracted for and rely on to pay our employees and maintain our fleet continues without interruption through the remainder of the previously scheduled school year.

Based on our conversation we are expecting payments for all past invoices, the invoice attached, and for all future previously scheduled school days. As stated above, our employees are members of your community who not only transport your children to and from school but participate in your community in many ways. A lengthy interruption in their income will have short and long-term devastating effects to them, to your community and to the service we provide.

Since we will use less fuel during this period, we will work closely with your office to develop a credit for unused fuel for your ongoing invoices.

We are asking you to review all invoices and pay promptly, so we can be ready to begin safe, reliable, and efficient service to your children without delay as soon as school is called back into session.



Pursuant to your conversation with Thomas San Miguel, our San Jose Operations Manager, please accept this letter as confirmation of the following:

1. Following payment confirmation of the March 2020 invoice, drivers currently assigned to the Los Gatos school bus contract will be returned to our payroll rosters. These drivers will no longer need to collect unemployment.
2. These drivers will remain on actively employed for the subsequent months of April, May and June, provided invoicing and payments remain uninterrupted.

Should require any additional information or clarification, please contact myself, Thomas, or Ken Pittman, VP of California Operations.

Sincerely,

Igor S. Avanto
Area General Manager
Student Transportation of America
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