



March 12, 2020

Dear GO Riteway School District,

With the growth in the United States of the Coronavirus (COVID-19) global pandemic I wanted to update our school districts to address the most common questions we have received about student transportation.

What is GO Riteway doing? GO Riteway formed a cross-functional Coronavirus Task Force Committee at the beginning of March to monitor the evolving situation, educate ourselves, and develop contingency plans for the most likely impact points on our company and passengers. Our Task Force meets daily evaluating the evolving crisis landscape and updating our contingency plans. The increasing levels of travel restrictions is already significantly impacting our national motor coach charter, airport transportation, and university campus shuttle businesses. To date, we have communicated the CDC protocols to our entire employee population and we have not had any of our school districts impacted.

What is your procedure for cleaning buses? Our normal procedure is to perform a deep clean (disinfect) on all school buses in our fleet over the summer. Throughout the school year, we clean bus exteriors and interiors with mild soaps as needed. Reasons we might deep clean (disinfect) during a school year might include a lice or flu outbreak at a particular school or a student vomiting on the bus. We do not routinely disinfect buses throughout the school year on a regular schedule and there has not been a need (to date) to disinfect buses in our markets.

What if regular disinfecting is required? We have documented best practices for disinfecting a bus which requires significant labor and cleaning materials. We have reached out to our supplier base to procure as much of the required cleaning supplies as we can and we are monitoring our company wide inventory levels moving forward. Unfortunately, supplies are limited and we have not been able to acquire large quantities of cleaning materials. We have not initiated any additional disinfecting of buses as it has not been needed in our markets. While we are prepared to disinfect buses on a limited scale, our cleaning supplies are finite and we would have limited capacity to deep clean (disinfect) buses repeatedly on a large scale.

What about our driver corps? Of course, we are already operating in the midst of the worst driver shortage crisis in memory. Every day we coordinate our drivers from across the state to cover all the routes and charters of the districts we serve. If we have significant driver absences related to the Coronavirus it would result in our company not being able to cover all of our route and charter obligations. In that event, we would look to combine routes resulting in longer ride times. To date, driver attendance has been relatively normal.

We value our partnership with our GO Riteway school districts and we are prioritizing our human and financial resources to help get students to school safely. We will continue to monitor the evolving situation consulting state and national authorities along with our industry associations including the NSTA, ABA, and the NAPT. If you have additional questions or concerns, I encourage you to reach out to your GO Riteway regional manager or myself.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Bob Zanotti". The signature is stylized and cursive.

Bob Zanotti
President