



VIA EMAIL AND EXPRESS MAIL

January 29, 2020

Christopher Brown, Assistant City Solicitor
City of Framingham Massachusetts
Office of the City Solicitor
Petrini & Associates, P.C.
372 Union Avenue
Framingham, MA 01702

Re: Notice of Breach of Contract- City of Framingham Agreement for Transportation Services

Dear Mr. Brown,

Durham School Services, LP (“Durham”) confirms receipt of the Notice of Breach dated December 18, 2019 (the “Notice”) and the subsequent letter dated January 14, 2020 issued by the City of Framingham (the “City”).

Durham takes the City’s concerns seriously, and has mobilized senior leaders to find solutions to the challenges related to driver staffing. Since November 2019, Carey Paster (Chief Operating Officer), Stephen Schmuck (Senior Vice President), and RJ Castagno (Regional Manager) have worked diligently in consultation with the City to recruit and train drivers. Durham is pleased to report these efforts have resulted in current staffing levels that meet the daily requirements of the contract. Furthermore, although Durham currently has staffing levels over 100%, the company continues to actively recruit and train new applicants to maintain a consistent pipeline of qualified drivers.

Throughout the cure period, Durham has met with the City’s operations staff daily and Mr. Castagno and Mr. Paster provide weekly updates to the City’s business manager to ensure efficient and timely communication between the parties about Durham’s efforts. In light of the actions Durham has taken to provide adequate staffing levels, we respectfully request that the City lift the default set forth in the December 18, 2019 letter.



Durham values its relationship with the City and appreciates the opportunity to provide transportation services to its students and their families. We look forward to working in partnership with the City to further the relationship between our organizations.

Sincerely,

A handwritten signature in blue ink that reads "Djenne B. Clayton".

Djenne B. Clayton
Deputy General Counsel

Cc: Carey Paster, Senior Vice President
Stephen Schmuck, Senior Vice President
RJ Castagno, Regional Manager