



May 25, 2016

Dear Customer,

After meeting with the City of Fairway staff I am writing to you today to address the service delivery challenges that WCA has been experiencing over the last few months and to assure you through communication and action that we are working diligently to resolve these concerns. Let me begin by explaining what has occurred and what we are doing to address the situation and to provide an effective option for communicating any future concerns that you may have.

Like many others in the transportation industry, WCA has been struggling to attract qualified individuals to a career as a professional driver. This has resulted in us having open routes and has led to the service challenges that our customers have been experiencing. We are committed to making this a short term issue and we have added additional resources, including a dedicated driver recruiter to proactively seek out qualified candidates. This effort is already bearing fruit as we have several new drivers ready to go and as soon as they receive DOT clearance we will have them out servicing your communities.

In the interim, in order to support our customers' immediate needs, we have brought in several drivers from our other US locations to help us service our open routes. This team is scheduled to stay with us through June 1<sup>st</sup> and is working hard to get us caught up while we are waiting for our new local drivers to receive the necessary DOT clearances.

In addition to these efforts we have also increased wages, offered full medical and dental benefits as well as a matching 401k plan. This is done with the intention of becoming the employer of choice in the Kansas City area. WCA believes that our drivers are the life's blood of the company and we are certain that these actions will lead to a long term solution for the challenges that we have been facing and I am confident that we are going to return to the service levels you should expect from your service provider.

We also want to communicate more effectively with our customers. In order to address this we have created a specific email account - [kccustomer@wcamerica.com](mailto:kccustomer@wcamerica.com) - that you can use to communicate any issues or concerns you might have with WCA. You may also reach WCA at (816) 380-5595. We have assigned dedicated resources to provide timely responses.

I sincerely appreciate your patience with us as we work through this transition period.

Regards,

A handwritten signature in blue ink, appearing to read "KOB", is written over the typed name "Kevin O'Brien". The signature is fluid and cursive.

Kevin O'Brien  
Regional Vice President