



## **NOTICE OF MEETING**

A Regular Meeting of the WCCTA Board of Directors  
will be held:

**DATE:** July 11, 2024 (Thursday)  
**TIME:** 6:30 PM  
**PLACE:** City of Pinole Council Chambers  
2131 Pear Street, Pinole CA

**Attend in Person in Pinole Council Chambers or via  
Zoom ID: 862 0063 0753  
<https://us02web.zoom.us/j/86200630753>  
Zoom Phone Number: 1-669-900-6833  
Meeting Number - 862 0063 0753**

**Americans With Disabilities Act:** In compliance with the Americans with Disabilities Act of 1990, if you need special assistance to participate in a WCCTA Board Meeting or you need a copy of the agenda or the agenda packet in an appropriate alternative format, please contact the WestCAT Administrative Office at (510) 724-3331. Notifying the Authority staff at least 48 hours before the meeting or when services are needed will assist them in assuring that reasonable arrangements can be made to provide accessibility to the meeting or service.

## **AGENDA**

- A. CALL TO ORDER, ROLL CALL, PLEDGE OF ALLEGIANCE**
- B. APPROVAL OF AGENDA**
- C. PUBLIC COMMUNICATIONS**

This is the time for members of the public to bring up with the Board of Directors matters of general interest that are not on the agenda. In accordance with the provisions of the Brown Act, the Board will automatically refer to staff any matters that are brought before them at this time, and the matter may be placed on a future agenda. The time limit is 3 minutes and is subject to modification by the Chair.

### **1.0 CONSENT CALENDAR**

If a Board member would like to discuss any item listed, it may be pulled from the Consent Calendar. **Recommend Approval of all Items on the Consent Agenda as follows:**

- 1.1 Approval of Minutes of Regular Board Meeting of May 9, 2024. **[Action Requested: Approval of Minutes] \***
- 1.2 Approval Expenditures for April and May 2024 **[Action Requested: Approval of Expenditures] \***
- 1.3 Receive Contractors' Monthly Management Reports for April and May 2024. **[Action Requested: Receive and File] \***

- 1.4 Approval of WCCTA Publicly Available Pay Schedule **[Action Requested: Formally Approve and Adopt WCCTA Publicly Available Pay Schedule FY 24-25] \***
- 1.5 Adoption of Resolution 2024-04 Approving the SB1 State of Good Repair Project List for FY 2024-25; Committing to Comply with all Conditions and Requirements set forth in the Certification and Assurances Document and Authorizing General Manager to Submit a Request for Scheduled Allocation of the SB1 State of Good Repair Funds and to Execute the Related Grant Applications, Forms, and Agreements: Project Name, Local Match for Purchase of Replacement Vehicles, (Requested SGR Amount \$91,366). **[Action Requested: Formal Adoption of Resolution 2024-04] \***

## **2.0 ITEMS FOR BOARD ACTION / DISCUSSION**

- 2.1 Nomination of WCCTA Board Officers for FY24-25 **[Action Requested: Nomination and Election of Board Chair and Vice-Chair for FY 24-25] \***
- 2.2 Authorize General Manager to Procure (3) Replacement Over-The-Road Coaches through the State of Washington Procurement Cooperative Agreement at a cost not to exceed \$3,350,000. **[Action Requested: Authorize General Manager to Utilize the Washington State Joint Procurement Agreement to Execute a Contract for the Purchase of 3 MCI Over-The-Road Coaches at a Cost Not to Exceed \$3,350,000. Purchase to be Fully Funded by Federal 5307, SGR, AB664, and RM3 funds] \***
- 2.3 Authorize General Manager to Finalize and Enter into a Three Year Service Agreement with Tyler Technologies for Purchase and Setup of new Financial Accounting Software in an Amount not to Exceed \$90,000. **[Action Requested: Authorize General Manager to Finalize and Enter into a Three Year Service Agreement with Tyler Technologies for Purchase and Setup of new Financial Accounting Software in an Amount not to Exceed \$90,000.] \***

## **3.0 COMMITTEE REPORTS**

- 3.1 General Manager's Report **[No Action: Information Only]**
- 3.2 WCCTAC Representative Report **[No Action: Information Only]**

## **4.0 CORRESPONDENCE**

## **5.0 BOARD COMMUNICATION / ITEMS FOR FUTURE BOARD MEETINGS**

## **6.0 ADJOURNMENT**

\* Enclosures

Documents provided to a majority of the Board of Directors after distribution of the packet regarding any item on this agenda will be made available for public inspection at the Administration Counter at WCCTA located at 601 Walter Avenue, during regular business hours (Pursuant to SB 343 or California Government Code Section 54957.5 -effective July 1, 2008). This information will also be uploaded and posted to the website before the meeting and made available at this link: [WestCAT Board of Directors](#). The posting of SB 343 information on this website is in addition to the posting of the information at the legally required locations specified above.

**Next Board Meeting Thursday, August 8, 2024**

WCCTA Board meetings are prerecorded and posted for public viewing on the Authority's website at this link: [WestCAT Board of Directors](#).



## Agenda Item 1.1

### WESTERN CONTRA COSTA TRANSIT AUTHORITY

#### BOARD OF DIRECTORS

#### REGULAR MEETING MINUTES

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<b>May 9, 2024</b>	<b>Regular Meeting</b>	<b>6:30 PM</b>	<b>Pinole City Council Chambers</b>
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The Board of Directors Meeting was held in person.

#### **A. CALL TO ORDER, ROLL CALL, AND PLEDGE OF ALLEGIANCE**

Chair Toms called the meeting to order at 6:30 PM and led the Pledge of Allegiance.

##### DIRECTORS PRESENT

Chair Toms, Vice Chair Tom Hansen, Cameron Sasai, Dion Bailey, Chris Kelley, Tiffany Grimsley (joined at 6:58 PM)

##### STAFF PRESENT

Rob Thompson, General Manager; Rob Petty, General Services Manager; Yvonne Morrow, Chief Financial Officer; Donesha McKinley, Administrative Assistant; Debora Harris, Finance Manager

##### GUESTS PRESENT

MV Transportation local and corporate staff.

#### **B. APPROVAL OF AGENDA**

Following an inquiry to the Board, the Board reported no conflicts with any items on the agenda.

**MOTION: A motion was made by Director Bailey and seconded by Vice Chair Hansen to approve the agenda.** The motion was carried by the following vote:

**Ayes: 4** – Toms, Hansen, Sasai, Bailey

#### **C. PUBLIC COMMUNICATIONS**

NONE.

1) **CONSENT CALENDAR**

Following an inquiry to the Board, the Board reported no conflicts with any items on the Consent Calendar.

**MOTION: A motion was made by Director Bailey, seconded by Director Sasai, to Approve the Consent Calendar.** The motion was carried by the following vote:

**Ayes: 4–** (Toms, Hansen, Sasai, Bailey)

2) **ITEMS FOR BOARD ACTION / DISCUSSION**

**2.1 Proclamation Honoring Michael West as the MV Transportation National Katherine McClary Operator of the Year for 2023 [Action Requested – Approval and Adoption of Proclamation]**

GM Thompson introduced the item and spoke briefly about Michael West, inviting Peter Edwards (MV Transportation Regional Vice President) to discuss the award.

Board Members congratulated Michael and the proclamation was read into the record.

**2.2 Consideration and Approval of Amendment 2 to the Agreement for Public Transit Services between WCCTA and MV Transportation to Extend the Agreement Term through June 30, 2025, and Establish a New Variable and Fixed Rate [Action Requested: Formal Approval of Amendment 2 Between WCCTA and MV Transportation]**

GM Thompson introduced the item highlighting Amendment 2, which will extend the contract through June 30, 2025, and that a new rate and wage scale for Road Supervisors and Dispatchers has been established. GM Thompson explained in detail the additional variable and hourly rates established with this amendment.

Director Bailey stated that the Finance and Administration Committee heard the item earlier that evening and recommended its approval.

**MOTION: A motion was made by Vice Chair Hansen, seconded by Director Sasai, to Approve the Amendment.** The motion was carried by the following vote:

**Ayes: 4–** (Toms, Hansen, Sasai, Bailey)

Alternative Director Kelley was seated.

**2.3 Presentation and Discussion of 3<sup>rd</sup> Quarter Financial Data Report [Action Requested: Information Only]**

GM Thompson introduced Chief Financial Officer Yvonne Morrow. CFO Morrow reviewed the 3<sup>rd</sup> Quarter Financial Data Report, highlighting expenses and revenues compared to the Board Adopted Budget. CFO Morrow indicated the Finance and Administration Committee had reviewed this item earlier in the evening. CFO Morrow indicated that WCCTA expected to end the Fiscal Year with a modest surplus.

No action was required on this item.

**2.4 Presentation and Adoption of FY23-24 Adjusted Operations Budget and Proposed FY24-25 Capital and Operations Budget [Action Requested: Formal Adoption of Adjusted FY23-24 and Proposed FY24-25 Operations and Capital Budget]**

Director Grimsley arrived at 6:58 PM, and Director Kelley rejoined the audience.

GM Thompson provided details on the Adjusted Budget, outlining areas of change, including increases in maintenance, insurance costs, and attorney fees. He discussed revenue and expenses for the upcoming fiscal year and the need to balance the budget with reserves. GM Thompson stated that potential schedule cuts may be needed going forward unless changes to potential revenue flows happened, including the potential of SB 1031 passing. GM Thompson also referenced the earlier discussion by the Finance and Administration Committee, including having a Board workshop to discuss service levels, costs, revenues, and current reserves.

Directors commented and asked questions, with GM Thompson responding, including a further commitment to come to the Board in a workshop setting and a discussion on balancing service and costs, including salaries.

**MOTION: A motion was made by Vice Chair Hansen, seconded by Director Bailey, to Approve the Adjusted and Proposed Operations budget.** The motion was carried by the following vote:

**Ayes: 5 –** (Toms, Hansen, Sasai, Bailey, Grimsley)

**2.5 Resolution 2024-02 Authorizing the Filing of an Application with MTC for Allocation of TDA, STA, Bridge Tolls, Feeder Bus Funds, RM2 and RM3 funds for FY24-25 [Action Requested: Formal Adoption of Resolution 2024-02]**

GM Thompson explained that this was a follow-up to the approval of the Operations Budget.

**MOTION: A motion was made by Vice Chair Hansen, seconded by Director Bailey, to Approve Resolution 2024-02.** The motion was carried by the following vote:

**Ayes: 5 –** (Toms, Hansen, Sasai, Bailey, Grimsley)

**2.6 Consideration and Adoption of Resolution 2024-03, WCCTA Workplace Violence Prevention Plan [Action Requested: Formal Approval and Adoption of Resolution 2024-03]**

GM Thompson introduced the item, explaining that it was a result of SB553 requiring all employers to have an approved Workplace Violence Prevention Plan. WCCTA worked with our Employment Practices Liability Insurance provider to craft a template for this plan.

No Board questions

**MOTION: A motion was made by Director Bailey, seconded by Director Hansen, to Approve Resolution 2024-03.** The motion was carried by the following vote:

**Ayes: 5 –** (Toms, Hansen, Sasai, Bailey, Grimsley)

**2.7 State Legislative Advocacy Update [Action Requested: Direction to Staff]**

GM Thompson outlined the current version of SB1031 and the discussions around the Regional Funding Measure. He also outlined the ongoing concerns and the timeline and process that the Bill will undergo in the upcoming months. He also summarized how our lobbyist has set up meetings in Sacramento with our local elected officials as part of the East Bay Small Operators Coalition. Concerns remain on consolidation, return to source, and potential use of funds to supersede BART Feeder Bus funds that WCCTA currently receives.

GM Thompson outlined the official positions other Transit Boards have taken and stated that the Board could decide to take a position tonight if they so desired.

The Directors discussed the outstanding issues and clarified that they could direct the General Manager to take an official position of *Oppose* unless the bill is amended.

Director Sasai asked questions about the specific language of amendments other agencies suggested, and GM Thompson responded.

**MOTION: A motion was made by Director Bailey, seconded by Director Hansen, to take a formal position of *Oppose Unless Amended* on SB1031.** The motion was carried by the following vote:

**Ayes: 4** – (Toms, Hansen, Bailey, Grimsley)

**Abstain: 1** - (Sasai)

### **2.8 Discussion Regarding Start Time for Board Meeting [Action Requested: Direction to Staff]**

It was the consensus of the Board that the 6:30 PM start time would remain in place.

### **3) COMMITTEE REPORTS**

#### **3.1 General Manager's Report.** No Action: Information Only.

GM Thompson had no additional items to share.

#### **3.2 WCCTAC Representative Report.** No Action: Information Only.

Vice Chair Hansen gave an update on the most recent WCCTAC meeting.

### **4) CORRESPONDENCE**

NONE.

### **5) BOARD COMMUNICATION / ITEMS FOR FUTURE BOARD MEETINGS**

Chair Toms thanked the WestCAT and MV staff members who attended the recent Contra Costa County Office of Emergency Services Functional Exercise.

Director Bailey thanked staff for how the Budget was presented to the Board.

### **6) ADJOURNMENT**

Chair Toms adjourned the meeting at 7:44 PM. The next meeting is scheduled for July 11, 2024.

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**Tom Hansen, Vice Chair**

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**Date**

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**Robert Thompson, Secretary**

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**Date**

**AGENDA ITEM 1.2**

WCCTA - WestCAT  
Purchase Journal

Filter Criteria includes: 1) Unposted Transactions only; 2) Includes Drop Shipments. Report order is by Vendor ID. Report is printed in Detail Format.

Date	Account ID Account Description	Invoice/CM #	Line Description	Debit Amount	Credit Amount
5/1/24	50499-41 Other Mat & Supplies,Veh Ma	IXLP-YHXF-GW6V	Vehicle parts	117.16	
	50499-42 Other Mat&Suppl, Non-Veh		Maintenance supplies	657.86	
	50499-60 Other Mat & Supplies, Admin		Office supplies	40.00	
	50901-60 Dues & Subscriptions, Admin		Amazon Business membership renewal	499.00	
	50999-60 Miscellaneous Exp, Admin		Picture Frames	29.97	
	50903-60 Fees, Admin		Shipping & handling & tax	131.04	
	20100 Accounts Payable		Amazon Capital Services, Inc.		1,475.03
4/13/24	50501-10 Telephone, Operations	000021565785	Mar & Apr phone service	114.73	
	50501-60 Telephone, Admin		Mar & Apr phone service	57.37	
	20100 Accounts Payable		AT&T		172.10
4/1/24	50499-42 Other Mat&Suppl, Non-Veh	Stmt 4/1/24	Harbor Freight Tools (Facilities supplies)	109.24	
	50499-41 Other Mat & Supplies,Veh Ma		Walmart.com (vehicle parts)	192.37	
	11102 Maintenance Equipment		Walmart.com (Maintenance tools & equipment ) - TDA	511.62	
	50499-43 OtherMat&Sup-Non-Veh, Co		Walmart.com (IT supplies)	15.43	
	50499-43 OtherMat&Sup-Non-Veh, Co		Walmart.com (IT supplies)	42.33	
	50300-43 O/S Service, Non-Veh, Compu		Grammarly (Digital writing tool for grammar & spell check)	75.00	
	50300-10 Outside Services, Operations		Premier Southern ticket (Transfer tickets)	3,223.40	
	50908-10 Marketing & Advertising, Ope		Twilio (Emergency messaging software for ridership)	150.73	
	11107 Communication/Information S		ID Edge Inc (ID printing machine) - TDA	1,334.15	
	50499-60 Other Mat & Supplies, Admin		Micheal's Store (Picture frame)	120.69	
	50908-10 Marketing & Advertising, Ope		Upwork (Social media marketing)	52.50	
	50908-10 Marketing & Advertising, Ope		Upwork (Social media marketing)	52.50	
	50499-60 Other Mat & Supplies, Admin		GOTPRINT.COM (Prints for picture frame)	100.61	
	50499-60 Other Mat & Supplies, Admin		Michael's Store (picture frame)	82.29	
	50499-60 Other Mat & Supplies, Admin		Michael's Store (Picture frame)	77.90	
	50908-10 Marketing & Advertising, Ope		UPwork (Social media marketing)	52.50	
	50908-10 Marketing & Advertising, Ope		UPwork (Social media marketing)	52.50	
	20100 Accounts Payable		Bank of America Commerical CC		6,245.76
5/2/24	50300-10 Outside Services, Operations	21386907	Security monitoring (6/1 - 8/31/24)	89.36	
	50300-60 Outside Services, Admin		Security monitoring (6/1 -8/31/24)	44.68	
	20100 Accounts Payable		Bay Alarm Company		134.04
5/15/24	50499-41 Other Mat & Supplies,Veh Ma	C64224	Vehicle parts	1,493.20	
	20100 Accounts Payable		Buchanan Auto Electric Inc.		1,493.20

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Purchase Journal

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Date	Account ID Account Description	Invoice/CM #	Line Description	Debit Amount	Credit Amount
3/5/24	50300-41 Outside Service, Vehicle Main	Stmt 3/5 - 4/4/2024	Contra Costa Transfer Station (waste disposal)	42.50	
	50499-43 OtherMat&Sup-Non-Veh, Co		Walmart (IT supplies)	64.40	
	50499-41 Other Mat & Supplies,Veh Ma		Amazon (vehicle parts)	73.12	
	50499-41 Other Mat & Supplies,Veh Ma		Amazon (vehicle parts)	29.59	
	50499-41 Other Mat & Supplies,Veh Ma		Walmart (vehicle parts)	121.73	
	50499-41 Other Mat & Supplies,Veh Ma		Walmart (vehicle parts)	277.51	
	50499-41 Other Mat & Supplies,Veh Ma		Amazon (vehicle parts)	52.10	
	50499-42 Other Mat & Suppl, Non-Veh		Walmart (Building maintenance tools)	43.89	
	50499-43 OtherMat&Sup-Non-Veh, Co		Amazon (IT supplies)	16.45	
	50499-43 OtherMat&Sup-Non-Veh, Co		Amazon (IT supplies)	21.94	
	50499-42 Other Mat&Suppl, Non-Veh		Amazon (Building maintenance -tools)	40.33	
	50499-42 Other Mat&Suppl, Non-Veh		Walmart (office supplies)	76.01	
	11102 Maintenance Equipment		Walmart (maintenance tools & equipment) - TDA	437.89	
	11102 Maintenance Equipment		Walmart (maintenance tools & equipment) - TDA	233.29	
	50300-43 O/S Service, Non-Veh, Compu		Dropbox (recurring mthly billing for 8 licenses)	240.00	
	50499-42 Other Mat&Suppl, Non-Veh		Walmart (building maintenance tools)	51.03	
	50300-41 Outside Service, Vehicle Main		Contra Costa Transfer Station (waste disposal)	63.50	
	50300-43 O/S Service, Non-Veh, Compu		Zoom (recurring monthly billing)	14.68	
	50300-41 Outside Service, Vehicle Main		Contra Costa Transfer Station (waste disposal)	42.50	
	50300-43 O/S Service, Non-Veh, Compu		Sage Software (Accounting software monthly renewal ).	166.51	
	50300-43 O/S Service, Non-Veh, Compu		Microsoft (Office 365 Business Premium monthly fee for additional support)	5.00	
	50410-10 Postage, Operations		Stamps.com (recurring mthly service charge)	19.99	
	50410-60 Postage, Admin		Stamps.com (recurring mthly service charge)	10.00	
	50410-10 Postage, Operations		USPS Stamps (April stamps)	33.33	
	50410-60 Postage, Admin		USPS Stamps (April stamps)	16.67	
	20100 Accounts Payable		Bank of America Business Card		2,193.96
5/10/24	10204 A/R Accrual - MV Liability In	14-2024-April	April ins & admin fee	9,317.92	
	20100 Accounts Payable		CalTIP		9,317.92
4/9/24	50499-42 Other Mat&Suppl, Non-Veh	8779569	Janitorial supplies	1,121.42	
	20100 Accounts Payable		Brady Industries		1,121.42
5/7/24	50499-42 Other Mat&Suppl, Non-Veh	8849686	Janitorial supplies	1,428.79	
	20100 Accounts Payable		Brady Industries		1,428.79
4/30/24	50499-41 Other Mat & Supplies,Veh Ma	140726	Vehicle parts	7,379.82	

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Purchase Journal

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Date	Account ID Account Description	Invoice/CM #	Line Description	Debit Amount	Credit Amount
	20100 Accounts Payable		Chuck's Brake & Wheel		7,379.82
4/1/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	4188133857	April uniform Cintas Corporation	728.51	728.51
4/8/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	4188850174	April uniform Cintas Corporation	728.51	728.51
4/15/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	4189553962	April uniforms Cintas Corporation	728.50	728.50
4/22/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	4190319957	April uniform Cintas Corporation	728.50	728.50
4/29/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	4190964695	April uniform Cintas Corporation	728.50	728.50
4/17/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	03183789P	Vehicle parts (Bus 407) COAST COUNTIES TRUCK & EQUIPMENT CO.	123.71	123.71
4/23/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	0369793S	Vehicle parts (Bus 601) COAST COUNTIES TRUCK & EQUIPMENT CO.	784.21	784.21
4/24/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	03184326P	Vehicle parts COAST COUNTIES TRUCK & EQUIPMENT CO.	772.14	772.14
4/26/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	03184622P	Vehicle parts (Bus 404) COAST COUNTIES TRUCK & EQUIPMENT CO.	927.57	927.57
4/29/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	03184739P	Vehicle parts (Bus 404) COAST COUNTIES TRUCK & EQUIPMENT CO.	548.66	548.66
4/30/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	03184719P	Vehicle parts (Bus 206) COAST COUNTIES TRUCK & EQUIPMENT CO.	5,230.48	5,230.48
5/1/24	50501-10 Telephone, Operations 50501-60 Telephone, Admin 20100 Accounts Payable	001001225052	May fiber network (5/1 - 5/31/24) May fiber network (5/1 - 5/31/24) Comcast Business	1,112.24 556.12	1,668.36
5/22/24	50300-10 Outside Services, Operations 20100 Accounts Payable	2	FY 24/25 Notice of Exemption Contra Costa County Clerk	50.00	50.00
5/2/24	50215-60	14548	May LTD	938.16	

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Purchase Journal

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Date	Account ID Account Description	Invoice/CM #	Line Description	Debit Amount	Credit Amount
	Fringe Benefits, Admin 20200		May Supplemental life ins	209.41	
	Accrued Payroll Liabilities 20100		BCC		1,147.57
	Accounts Payable				
4/29/24	50500-10 Utilities, Operations	529260 4/24	Water service (2/26 -4/24/24)	692.51	
	50500-60 Utilities, Admin		Water service (2/26 - 4/24/24)	346.25	
	20100 Accounts Payable		East Bay Municipal Utility District		1,038.76
4/30/24	50500-10 Utilities, Operations	529339 4/24	Water service (2/26 - 4/24/24)	706.53	
	50500-60 Utilities, Admin		Water service (2/26 - 4/24/24)	353.27	
	20100 Accounts Payable		East Bay Municipal Utility District		1,059.80
4/15/24	50300-42 Outside Service, Non-Veh Mai	241902	Tri-Annual inspection	2,160.00	
	20100 Accounts Payable		ECO-CHEK Compliance, Inc.		2,160.00
4/17/24	50300-42 Outside Service, Non-Veh Mai	241939	Testing svc: secondary tank	1,525.00	
	20100 Accounts Payable		ECO-CHEK Compliance, Inc.		1,525.00
4/30/24	50300-42 Outside Service, Non-Veh Mai	242502	April inspection	130.00	
	20100 Accounts Payable		ECO-CHEK Compliance, Inc.		130.00
5/19/24	50300-10 Outside Services, Operations	8-475-29492	Express shipping - Bus passes	97.86	
	20100 Accounts Payable		Federal Express Corporation		97.86
5/22/24	50902-60 Travel Expense, Admin	5/2024	CTA Spring conference	41.05	
	20100 Accounts Payable		Finn E Wurtz		41.05
4/15/24	50401-10 Fuel & Lubricants	24-071793	Mobil & Def	2,412.78	
	20100 Accounts Payable		Flyers Energy, LLC (RCP)		2,412.78
4/15/24	50401-10 Fuel & Lubricants	24-076665	Anti-freeze	313.28	
	20100 Accounts Payable		Flyers Energy, LLC (RCP)		313.28
4/29/24	50401-10 Fuel & Lubricants	24- 081761	DEF	955.11	
	20100 Accounts Payable		Flyers Energy, LLC (RCP)		955.11
5/6/24	50401-10 Fuel & Lubricants	24-086959	Anti-freeze	257.61	
	20100 Accounts Payable		Flyers Energy, LLC (RCP)		257.61
5/8/24	50401-10 Fuel & Lubricants	24-090732	Mobil Oil & DEF	1,118.65	
	20100 Accounts Payable		Flyers Energy, LLC (RCP)		1,118.65
4/26/24	50300-42	INV0301	April cleaning services	2,658.00	

WCCTA - WestCAT  
Purchase Journal

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	Outside Service, Non-Veh Mai 20100 Accounts Payable		GCI JANITORIAL SERVICES		2,658.00
4/8/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	41173346	Vehicle parts Gillig LLC	4,768.89	4,768.89
4/29/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	41169648	Vehicle parts Gillig LLC	214.88	214.88
5/6/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	41172085	Vehicle parts Gillig LLC	219.75	219.75
5/13/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	41174741	Vehicle parts Gillig LLC	87.18	87.18
5/1/24	10400 Prepaid Expenses 20100 Accounts Payable	24-210	Annual subscription (7/1/24 -6/30/2025) GoGovApps	5,760.00	5,760.00
5/1/24	50215-42 Fringe Benefits, Non-Veh Mai 50215-43 Fringe Benefits, Non-Veh, Co 50215-60 Fringe Benefits, Admin 20100 Accounts Payable	348855	May dental May dental May dental Health Care Dental	214.21 54.52 673.52	942.25
4/18/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	362124FOW	Vehicle parts Hilltop Ford	82.53	82.53
5/1/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	362904FOW	Vehicle parts Hilltop Ford	9.94	9.94
5/2/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	362630FOW	Vehicle parts Hilltop Ford	44.45	44.45
5/2/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	362631FOW	Vehicle parts Hilltop Ford	44.45	44.45
5/8/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	362808FOW	Vehicle parts Hilltop Ford	142.35	142.35
5/8/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	362902FOW	Vehicle parts Hilltop Ford	9.94	9.94
4/12/24	50499-42 Other Mat&Suppl, Non-Veh 50499-42	Stmt 4/12/24	Facilities supplies (see receipt for description) Facilities supplies (see receipt for	219.07 32.74	

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Date	Account ID Account Description	Invoice/CM #	Line Description	Debit Amount	Credit Amount
	Other Mat&Suppl, Non-Veh 50499-42		description) Facilities supplies (see receipt for description)	68.37	
	Other Mat&Suppl, Non-Veh 50499-42		Facilities supplies (see receipt for description)	80.98	
	Other Mat&Suppl, Non-Veh 50499-42		Facilities supplies (see receipt for description)	36.66	
	Other Mat&Suppl, Non-Veh 50499-42		Facilities supplies (see receipt for description)	159.63	
	Other Mat&Suppl, Non-Veh 50499-42		Facilities supplies (see receipt for description)	181.46	
	Other Mat&Suppl, Non-Veh 11105		Facilities Maintenance & Modernization Project FY24 (see receipt for description) - TDA	247.02	
	Oper, Maint & Admin Facility  11105		Facilities Maintenance & Modernizarion Project FY24 (see receipt for description) - TDA	246.96	
	Oper, Maint & Admin Facility  50499-42		Facilities supplies (see receipt for description)	115.17	
	Other Mat&Suppl, Non-Veh 20100		Home Depot Credit Services		1,388.06
	Accounts Payable				
4/24/24	50402-10 Tires & Tubes 20100	165282	April Tires  J & O's Commercial Tire Center	4,730.09	
	Accounts Payable				4,730.09
5/1/24	50402-10 Tires & Tubes 20100	207146	May tire  J & O's Commercial Tire Center	2,959.95	
	Accounts Payable				2,959.95
6/1/24	50215-42 Fringe Benefits, Non-Veh Mai	6/2024	June medical insurance	3,473.89	
	50215-43 Fringe Benefits, Non-Veh, Co		June medical insurance	501.77	
	50215-60 Fringe Benefits, Admin		June medical insurance	10,906.10	
	20100 Accounts Payable		Kaiser Foundation Health Plan, Inc.		14,881.76
4/22/24	50499-41 Other Mat & Supplies,Veh Ma 20100	102145880	Vehicle parts  Kimball Midwest	341.45	
	Accounts Payable				341.45
4/8/24	50300-42 Outside Service, Non-Veh Mai 20100	11924	Quarterly hydro-jet cleaning  Kurt's Plumbing & Heating	575.00	
	Accounts Payable				575.00
5/8/24	11105 Oper, Maint & Admin Facility 20100	5133	Supplies for Bus wash repair - TDA  Legacy Electrical Svc & Construction	2,623.25	
	Accounts Payable				2,623.25
4/27/24	50499-41 Other Mat & Supplies,Veh Ma 20100	45882	Vehicle parts  Lim Automotive Supply Inc.	7,518.49	
	Accounts Payable				7,518.49
4/26/24	50903-10 Clipper/Shopify/mtot fees, Op 20100	AR035195	Jan-Mar 2024 RTC Clipper fee  Metropolitan Trasportation Commission	1,432.51	
	Accounts Payable				1,432.51
4/30/24	50600-10 Insurance, Operations	4/2024	April liability & insurance	19,543.35	
	50800-41 Purchased Transp, Veh Maint		April maintenance	84,223.58	
	50800-10		April service	717,997.97	

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Date	Account ID Account Description	Invoice/CM #	Line Description	Debit Amount	Credit Amount
	Purchased Transportation, Ope 50800-10		Less: Credit for Rd. Supervisors		1,415.81
	Purchased Transportation, Ope 50800-10		Less: April estimate		769,365.86
	Purchased Transportation, Ope 20100 Accounts Payable		MV Transportation		50,983.23
5/3/24	50800-10 Purchased Transportation, Ope 20100 Accounts Payable	129537	Estimated May service	752,103.89	
			MV Transportation		752,103.89
5/1/24	50499-41 Other Mat & Supplies, Veh Ma 20100 Accounts Payable	14613770	Vehicle parts (Bus 404)	584.02	
			Pape Kenworth		584.02
5/1/24	50499-41 Other Mat & Supplies, Veh Ma 20100 Accounts Payable	14619905	Vehicle parts	2,775.68	
			Pape Kenworth		2,775.68
4/3/24	50300-41 Outside Service, Vehicle Main 20100 Accounts Payable	24-20799	Towing svc (Bus 156)	1,671.36	
			Olivers Tow		1,671.36
5/2/24	50300-41 Outside Service, Vehicle Main 20100 Accounts Payable	24-20795	Towing serviceb(MV-1)	401.63	
			Olivers Tow		401.63
4/11/24	51200-60 Rentals & Leases, Admin 20100 Accounts Payable	82528687	May copier	326.80	
			Pacific Office Automation/Lease		326.80
4/24/24	51200-60 Rentals & Leases, Admin 20100 Accounts Payable	191450	Jan black & color meter	57.21	
			Pacific Office Automation/Service		57.21
5/1/24	50300-42 Outside Service, Non-Veh Mai 20100 Accounts Payable	56115604	May landscaping	591.34	
			Pacific Site Management		591.34
4/30/24	50501-10 Telephone, Operations 50501-60 Telephone, Admin 20100 Accounts Payable	INV-20460-42024	Apr phone service	755.13	
			Apr phone service	377.57	
			STREAMS		1,132.70
4/18/24	50500-10 Utilities, Operations 50500-60 Utilities, Admin 20100 Accounts Payable	4/2024	April gas & electric	3,060.23	
			April gas & electric	1,530.12	
			PG & E		4,590.35
4/22/24	50500-10 Utilities, Operations 50500-60 Utilities, Admin 20100 Accounts Payable	4/2024	April gas & electric	12.45	
			April gas & electric	6.23	
			Pacific Gas & Electric		18.68
5/3/24	50300-60 Outside Services, Admin	4/2024	April consulting services	2,500.00	

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Date	Account ID Account Description	Invoice/CM #	Line Description	Debit Amount	Credit Amount
	20100 Accounts Payable		Politico Group Inc.		2,500.00
5/1/24	50499-41 Other Mat & Supplies, Veh Ma 20100 Accounts Payable	902439642	Vehicle parts (Bus 205) Prevost Car (US) Inc.	429.67	429.67
4/30/24	50500-10 Utilities, Operations 50500-60 Utilities, Admin 20100 Accounts Payable	0851-155145252	April garbage April garbage Republic Services #851	605.35 302.68	908.03
5/29/24	50300-41 Outside Service, Vehicle Main 20100 Accounts Payable	SW0118834-1	Vehicle service (Bus 170) SONSRAY FLEET SERVICES	586.29	586.29
5/13/24	50499-60 Other Mat & Supplies, Admin 20100 Accounts Payable	6001588772	Office supplies Staples	166.30	166.30
4/21/24	50300-10 Outside Services, Operations 20100 Accounts Payable	4/2024	April DAR, Phone & Tablets T-MOBILE	2,405.06	2,405.06
11/19/23	50499-41 Other Mat & Supplies, Veh Ma 20100 Accounts Payable	023P23238	Vehicle part (Bus 165) Oakland - The W.W. Williams Company LLC	11,202.13	11,202.13
4/18/24	50300-10 Outside Services, Operations 20100 Accounts Payable	INV0000001626	May maintenance & support TransTrack Systems, Inc.	4,758.13	4,758.13
4/13/24	50300-42 Outside Service, Non-Veh Mai 20100 Accounts Payable	0000V446E9154	Shipping radio for repair UPS	13.90	13.90
4/27/24	50300-60 Outside Services, Admin 20100 Accounts Payable	0000V446E9174	Shiipping Westcat Mascot for cleaning UPS	92.66	92.66
4/2/24	50401-10 Fuel & Lubricants 20100 Accounts Payable	848405	Diesel Western States Oil CO.	33,027.40	33,027.40
4/22/24	50401-10 Fuel & Lubricants 20100 Accounts Payable	848643	Diesel Western States Oil CO.	30,782.72	30,782.72
5/1/24	50401-10 Fuel & Lubricants 20100 Accounts Payable	848914	Diesel Western States Oil CO.	31,131.76	31,131.76
5/8/24	50401-10 Fuel & Lubricants 20100 Accounts Payable	849118	Diesel & Gas Western States Oil CO.	33,777.35	33,777.35
				1,846,202.29	1,846,202.29

**AGENDA ITEM 1.2 cont.**

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<b>Date</b>	<b>Account ID Account Description</b>	<b>Invoice/CM #</b>	<b>Line Description</b>	<b>Debit Amount</b>	<b>Credit Amount</b>
6/3/24	10400 Prepaid Expenses 20100 Accounts Payable	10155748	FY24/25 property insurance  Alliant Insurance Services, Inc.	18,232.97	18,232.97
6/1/24	50499-41 Other Mat & Supplies, Veh Ma 50499-42 Other Mat&Suppl, Non-Veh 50499-60 Other Mat & Supplies, Admin 11105 Oper, Maint & Admin Facility  50903-60 Fees, Admin 20100 Accounts Payable	16YX-QQ13-36MG	Vehicle parts  Building maintenance  Office supplies  Facilities Maintenance & Modernization Project FY24 (shop floor) - TDA  Tax  Amazon Capital Services, Inc.	561.99  187.43  54.99  1,067.20  182.50	2,054.11
5/13/24	50501-10 Telephone, Operations 50501-60 Telephone, Admin 20100 Accounts Payable	00002171312	Apr & May phone service  Apr & May phone service  AT&T	114.73  57.36	172.09
5/14/24	50499-41 Other Mat & Supplies, Veh Ma 20100 Accounts Payable	C64327	Vehicle parts  Buchanan Auto Electric Inc.	628.24	628.24
5/17/24	50499-41 Other Mat & Supplies, Veh Ma 20100 Accounts Payable	C64346	Vehicle parts  Buchanan Auto Electric Inc.	925.57	925.57
5/4/24	50300-41 Outside Service, Vehicle Main 50300-41 Outside Service, Vehicle Main 50300-43 O/S Service, Non-Veh, Compu 50300-41 Outside Service, Vehicle Main 50300-41 Outside Service, Vehicle Main 50300-41 Outside Service, Vehicle Main 50300-43 O/S Service, Non-Veh, Compu 50300-43 O/S Service, Non-Veh, Compu  50300-43 O/S Service, Non-Veh, Compu 50499-43 OtherMat&Sup-Non-Veh, Co 20100 Accounts Payable	Stmt 4/5 - 5/4/24	Contra Costa Transfer Station (waste disposal) Contra Costa Transfer Station (waste disposal) Dropbox (Recurring monthly billing for 8 licenses) Contra Costa Transfer Station (waste disposal) Contra Costa Transfer Station (waste disposal) Contra Costa Transfer Station (waste disposal) Contra Costa Transfer Station (waste disposal) Zoom (recurring monthly billing)  Microsoft (Office 365 Business Premium monthly fee for additional support) Sage (Accounting software renewal monthly payment plan) Walmart (IT Supplies (Toner)  Bank of America Business Card	42.50  42.00  240.00  42.00  41.50  41.50  41.50  14.68  5.00  166.51  102.91	738.60
6/10/24	10204 A/R Accrual - MV Liability In 20100 Accounts Payable	14-2024-May	May insurance & admin fee  CalTIP	6,096.13	6,096.13
5/30/24	50499-41 Other Mat & Supplies, Veh Ma 20100 Accounts Payable	140899	Vehicle parts  Chuck's Brake & Wheel	3,289.43	3,289.43
5/6/24	50499-41	4191725751	May uniforms	728.50	

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Date	Account ID Account Description	Invoice/CM #	Line Description	Debit Amount	Credit Amount
	Other Mat & Supplies,Veh Ma 20100 Accounts Payable		Cintas Corporation		728.50
5/20/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	4193164391	May uniforms	728.50	
			Cintas Corporation		728.50
5/28/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	4193830447	May uniforms	720.25	
			Cintas Corporation		720.25
6/3/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	4194574964	June uniforms	736.68	
			Cintas Corporation		736.68
5/14/24	50300-41 Outside Service, Vehicle Main 20100 Accounts Payable	0369995S	DPF cleaning (Bus 169)	613.61	
			COAST COUNTIES TRUCK & EQUIPMENT CO.		613.61
5/15/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	03185953P	Vehicle parts	1,023.62	
			COAST COUNTIES TRUCK & EQUIPMENT CO.		1,023.62
5/17/24	50300-41 Outside Service, Vehicle Main 20100 Accounts Payable	0370034S	DPF cleaning (Bus 408)	627.07	
			COAST COUNTIES TRUCK & EQUIPMENT CO.		627.07
5/21/24	50300-41 Outside Service, Vehicle Main 20100 Accounts Payable	03700543	DPF cleaning (Bus 404)	627.07	
			COAST COUNTIES TRUCK & EQUIPMENT CO.		627.07
5/29/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	03187100P	Vehicle parts (Bus 174)	1,830.03	
			COAST COUNTIES TRUCK & EQUIPMENT CO.		1,830.03
5/29/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	03187101P	Vehicle parts	139.63	
			COAST COUNTIES TRUCK & EQUIPMENT CO.		139.63
6/5/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	03187283P	Vehicle parts (Bus 412)	5,653.76	
			COAST COUNTIES TRUCK & EQUIPMENT CO.		5,653.76
6/5/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	03187678P	Vehicle parts (Bus 411)	1,747.90	
			COAST COUNTIES TRUCK & EQUIPMENT CO.		1,747.90
6/7/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	03187924P	Vehicle parts (Bus 405)	93.00	
			COAST COUNTIES TRUCK & EQUIPMENT CO.		93.00
6/14/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	03188235P	Vehicle parts (Bus 413)	355.98	
			COAST COUNTIES TRUCK & EQUIPMENT CO.		355.98
6/1/24	50501-10 Telephone, Operations	001001279653	June fiber network (6/1 - 6/30/24)	1,112.24	

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Date	Account ID Account Description	Invoice/CM #	Line Description	Debit Amount	Credit Amount
	50501-60 Telephone, Admin 20100 Accounts Payable		June fiber network (6/1 - 6/30/24) Comcast Business	556.12	1,668.36
6/10/24	50300-41 Outside Service, Vehicle Main 20100 Accounts Payable	IN0298300	FY24/25 Annual Health Permit Contra Costa Health Services	5,456.00	5,456.00
6/1/24	50215-60 Fringe Benefits, Admin 20200 Accrued Payroll Liabilities 20100 Accounts Payable	14706	May LTD May Supplemental insurance BCC	938.16 209.44	1,147.60
10/18/23	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	161805	Vehicle parts Lifestyle Mobility	1,047.31	1,047.31
5/20/24	50401-10 Fuel & Lubricants 20100 Accounts Payable	24-096772	Antifreze Flyers Energy, LLC (RCP)	257.61	257.61
5/20/24	50401-10 Fuel & Lubricants 20100 Accounts Payable	24-096773	DEF Flyers Energy, LLC (RCP)	955.11	955.11
5/20/24	50401-10 Fuel & Lubricants 20100 Accounts Payable	24-096774	Mobil Lube Flyers Energy, LLC (RCP)	1,648.78	1,648.78
5/28/24	50401-10 Fuel & Lubricants 20100 Accounts Payable	24-102507	Mobil Delvac Flyers Energy, LLC (RCP)	2,151.92	2,151.92
6/3/24	50401-10 Fuel & Lubricants 20100 Accounts Payable	24-106732	Antifreeze Flyers Energy, LLC (RCP)	257.61	257.61
6/3/24	50401-10 Fuel & Lubricants 20100 Accounts Payable	24-106733	DEF Flyers Energy, LLC (RCP)	354.95	354.95
5/16/24	50300-60 Outside Services, Admin 20100 Accounts Payable	2024031300	2024 Base compensation study Gallagher Benefit Services Inc.	8,970.00	8,970.00
6/6/24	50300-42 Outside Service, Non-Veh Mai 20100 Accounts Payable	INV0309	May cleaning services GCI JANITORIAL SERVICES	2,658.00	2,658.00
5/14/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	41175249	Vehicle parts Gillig LLC	1,226.19	1,226.19
5/21/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	41178099	Vehicle parts Gillig LLC	817.46	817.46

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5/21/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	41178100	Vehicle parts Gillig LLC	1,634.93	1,634.93
6/14/24	50499-41 Other Mat & Supplies,Veh Ma 20100 Accounts Payable	41186854	Vehicle parts Gillig LLC	886.74	886.74
6/16/24	50300-42 Outside Service, Non-Veh Mai 20100 Accounts Payable	1121	Weed clean up (corner lot) Golden Bay Tree Services, LLC	2,600.00	2,600.00
6/7/24	50300-60 Outside Services, Admin 20100 Accounts Payable	1379430	May legal services Hanson Bridgett LPP	303.75	303.75
6/1/24	50215-42 Fringe Benefits, Non-Veh Mai 50215-43 Fringe Benefits, Non-Veh, Co 50215-60 Fringe Benefits, Admin 20100 Accounts Payable	350132	June dental ins June dental ins June dental ins Health Care Dental	214.21 54.52 673.52	942.25
5/13/24	50499-42 Other Mat&Suppl, Non-Veh 50499-42 Other Mat&Suppl, Non-Veh 11105 Oper, Maint & Admin Facility  50499-41 Other Mat & Supplies,Veh Ma 50499-42 Other Mat&Suppl, Non-Veh 11105 Oper, Maint & Admin Facility  50499-42 Other Mat&Suppl, Non-Veh 11105 Oper, Maint & Admin Facility  50499-42 Other Mat&Suppl, Non-Veh 11105 Oper, Maint & Admin Facility  11105 Oper, Maint & Admin Facility  50499-42 Other Mat&Suppl, Non-Veh 50499-42 Other Mat&Suppl, Non-Veh 11105 Oper, Maint & Admin Facility  50499-42 Other Mat&Suppl, Non-Veh 20100 Accounts Payable	Stmt 5/13/24	Facilities supplies (see receipt for description) Facilities supplies (see receipt for description) Facilities Maintenance & Modernization Project FY24 (see receipt for description) - TDA Facilities supplies (see receipt for description) Facilities supplies (see receipt for description) Facilities Maintenance & Modernization Project FY24 (see receipt for description) - TDA Facilities supplies (see receipt for description) Facilities Maintenance & Modernization Project FY24 (see receipt for description) - TDA Facilities supplies (see receipt for description) Facilities Maintenance & Modernization Project FY24 (see receipt for description) - TDA Facilities Maintenance & Modernization Project FY24 (see receipt for description) - TDA Facilities supplies (see receipt for description) Facilities supplies (see receipt for description) Facilities Maintenance & Modernization Project FY24 (see receipt for description) - TDA Less: Return credits Home Depot Credit Services	165.74 109.22 188.34 65.52 51.27 341.89 253.58 241.38 69.56 20.19 150.00 28.13 31.60 97.26	235.91 1,577.77
5/21/24	50402-10	165831	May tires	6,574.34	

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Date	Account ID Account Description	Invoice/CM #	Line Description	Debit Amount	Credit Amount
	Tires & Tubes 20100 Accounts Payable		J & O's Commercial Tire Center		6,574.34
6/5/24	50402-10 Tires & Tubes 20100 Accounts Payable	208256	June tire	2,163.53	
			J & O's Commercial Tire Center		2,163.53
6/12/24	50402-10 Tires & Tubes 20100 Accounts Payable	166305	June tires	1,434.32	
			J & O's Commercial Tire Center		1,434.32
5/21/24	50499-41 Other Mat & Supplies, Veh Ma 20100 Accounts Payable	102242073	Vehicle parts	467.12	
			Kimball Midwest		467.12
5/31/24	50499-41 Other Mat & Supplies, Veh Ma 20100 Accounts Payable	461018	Vehicle parts	6,453.35	
			Lim Automotive Supply Inc.		6,453.35
5/31/24	50600-10 Insurance, Operations 50800-41 Purchased Transp, Veh Maint 50800-10 Purchased Transportation, Ope 50800-10 Purchased Transportation, Ope 50800-10 Purchased Transportation, Ope 20100 Accounts Payable	5/2024	May liability insurance	18,293.31	
			May maintenance	84,223.58	
			May service	666,037.64	
			Less: Credit for Supervisors		2,385.53
			Less: May estimate		752,103.89
			MV Transportation		14,065.11
6/5/24	50800-10 Purchased Transportation, Ope 20100 Accounts Payable	129940	Estimated June service	715,608.86	
			MV Transportation		715,608.86
5/20/24	50300-41 Outside Service, Vehicle Main 20100 Accounts Payable	24-20738	Towing (unit 159)	1,785.14	
			Olivers Tow		1,785.14
5/16/24	50800-10 Purchased Transportation, Ope 20100 Accounts Payable	OS-WC_2024-03	March Pilot	2,904.50	
			Central Contra Costa Transit Authority		2,904.50
6/1/24	50300-42 Outside Service, Non-Veh Mai 20100 Accounts Payable	4212421	June landscaping	591.34	
			Pacific Office Automation/Lease		591.34
6/7/24	51200-60 Rentals & Leases, Admin 20100 Accounts Payable	587781503	June copier	326.81	
			Pacific Office Automation/Lease		326.81
5/31/24	50501-10 Telephone, Operations 50501-60 Telephone, Admin 20100 Accounts Payable	INV-20460-52024	May phone service	755.13	
			May phone service	377.57	
			STREAMS		1,132.70
5/17/24	50500-10 Utilities, Operations	5/2024	May gas & electric	2,809.44	

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Date	Account ID Account Description	Invoice/CM #	Line Description	Debit Amount	Credit Amount
	50500-60 Utilities, Admin 20100 Accounts Payable		May gas & electric PG & E	1,404.72 4,214.16	
5/21/24	50500-10 Utilities, Operations 50500-60 Utilities, Admin 20100 Accounts Payable	5/2024	May gas & electric May gas & electric Pacific Gas & Electric	12.49 6.25 18.74	
6/4/24	50300-60 Outside Services, Admin 20100 Accounts Payable	5/2024	May consulting services Politico Group Inc.	2,500.00 2,500.00	
5/31/24	50500-10 Utilities, Operations 50500-60 Utilities, Admin 20100 Accounts Payable	0851-155170383	May garbage May garbage Republic Services #851	605.35 302.68 908.03	
5/15/24	50908-10 Marketing & Advertising, Ope 20100 Accounts Payable	5551	Website maintenance & updates Rico Visuals	1,960.00 1,960.00	
5/10/24	10400 Prepaid Expenses 20100 Accounts Payable	67106	Annual Platinum SAAS renewal (7/1/24 - 6/30/2025)- Fleet Management software. Ron Turley Associates	10,692.00 10,692.00	
5/16/24	50499-41 Other Mat & Supplies, Veh Ma 20100 Accounts Payable	6-863143	Vehicle parts S.P. Automotive	153.29 153.29	
6/5/24	10400 Prepaid Expenses 20100 Accounts Payable	76055	FY24/25 Worker's Comp Special District Risk Mgmt Authority	14,375.79 14,375.79	
6/4/24	50499-60 Other Mat & Supplies, Admin 20100 Accounts Payable	6003091447	Office supplies Staples	148.53 148.53	
5/21/24	50300-10 Outside Services, Operations 20100 Accounts Payable	5/2024	May DAR, Phone & Tablets T-MOBILE	2,405.06 2,405.06	
6/13/24	50499-41 Other Mat & Supplies, Veh Ma 20100 Accounts Payable	83410040	Vehicle parts (Bus 204) The Aftermarket Parts Company, LLC	6,415.02 6,415.02	
6/5/24	50499-41 Other Mat & Supplies, Veh Ma 20100 Accounts Payable	023W23647	Vehicle parts (Bus 161) Oakland - The W.W. Williams Company LLC	1,994.63 1,994.63	
6/5/24	50499-41 Other Mat & Supplies, Veh Ma 20100 Accounts Payable	023W23648	Vehicle parts (Bus 601) Oakland - The W.W. Williams Company LLC	2,842.73 2,842.73	
5/18/24	50903-60	0000V44E9204	Fees	7.41	

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Date	Account ID Account Description	Invoice/CM #	Line Description	Debit Amount	Credit Amount
	Fees, Admin 20100 Accounts Payable		UPS		7.41
5/15/24	50401-10 Fuel & Lubricants 20100 Accounts Payable	849292	Diesel Western States Oil CO.	29,592.86	29,592.86
5/25/24	50401-10 Fuel & Lubricants 20100 Accounts Payable	849630	Diesel Western States Oil CO.	29,394.83	29,394.83
6/5/24	50401-10 Fuel & Lubricants 20100 Accounts Payable	849966	Diesel Western States Oil CO.	28,446.31	28,446.31
5/13/24	50300-10 Outside Services, Operations 50300-60 Outside Services, Admin 20100 Accounts Payable	60607504	May pest control May pest control Western Exterminator Co.	136.00 68.00	204.00
6/11/24	50300-10 Outside Services, Operations 50300-60 Outside Services, Admin 20100 Accounts Payable	61715124	June pest control June pest control Western Exterminator Co.	136.00 68.00	204.00
5/15/24	50300-41 Outside Service, Vehicle Main 20100 Accounts Payable	1500-01069034	Waste removal admin fee Asbury Environmental Services	5.00	5.00
5/27/24	50300-41 Outside Service, Vehicle Main 20100 Accounts Payable	1500-01073736	Waste removal Asbury Environmental Services	354.02	354.02
5/27/24	50300-41 Outside Service, Vehicle Main 20100 Accounts Payable	1500-01073737	Waste removal Asbury Environmental Services	110.00	110.00
				1,729,503.94	1,729,503.94
				1,729,503.94	1,729,503.94

**AGENDA ITEM 1.2 cont.**

WCCTA - WestCAT  
Purchase Journal

Filter Criteria includes: 1) Unposted Transactions only; 2) Includes Drop Shipments. Report order is by Vendor ID. Report is printed in Detail Format.

Date	Account ID Account Description	Invoice/CM #	Line Description	Debit Amount	Credit Amount
5/1/24	50908-10 Marketing & Advertising, Ope	Stmt 0402 - 050124	Twilio (Emergency messaging software for ridership).	150.55	
	50499-60 Other Mat & Supplies, Admin		Amazon (Office supplies)	88.62	
	50300-43 O/S Service, Non-Veh, Compu		Grammarly (Digital writing tool for grammar & spell check).	75.00	
	50908-10 Marketing & Advertising, Ope		Twilio (Emergency messaging software for ridership).	151.85	
	50908-10 Marketing & Advertising, Ope		Twilio (Emergency messaging software for ridership).	154.92	
	10400 Prepaid Expenses		Imron Corporation (Software Maintenance & UnityLS Software (2 yr period).	1,600.00	
	50499-41 Other Mat & Supplies,Veh Ma		Amazon (Vehicle parts)	62.53	
	50499-41 Other Mat & Supplies,Veh Ma		Amazon (Vehicle parts)	123.35	
	50499-41 Other Mat & Supplies,Veh Ma		Amazon (Vehicle parts)	69.13	
	50499-41 Other Mat & Supplies,Veh Ma		Amazon (maintenance supplies)	262.75	
	50499-42 Other Mat&Suppl, Non-Veh		Amazon (Facilities supplies)	32.87	
	50499-41 Other Mat & Supplies,Veh Ma		Walmart.com (Vehicle parts)	230.98	
	50499-42 Other Mat&Suppl, Non-Veh		Amazon (Facilities supplies)	238.91	
	50499-41 Other Mat & Supplies,Veh Ma		Amazon (maintenance supplies)	29.62	
	50499-41 Other Mat & Supplies,Veh Ma		Walmart.com (Vehicle parts)	384.11	
	50499-41 Other Mat & Supplies,Veh Ma		Amazon (maintenance supplies)	48.27	
	11107 Communication/Information S		Walmart.com (IT parts & supplies) - TDA	926.42	
	50499-41 Other Mat & Supplies,Veh Ma		Amazon (vehicle parts)	280.12	
	50499-43 OtherMat&Sup-Non-Veh, Co		Walmart.com (IT supplies: printer maintenance.	148.36	
	50401-10 Fuel & Lubricants		Oliver's Hardware (Fuel for forklift)	64.08	
	50499-41 Other Mat & Supplies,Veh Ma		Amazon (vehicle parts)	128.20	
	50499-41 Other Mat & Supplies,Veh Ma		Amazon (vehicle parts)	328.15	
	50499-42 Other Mat&Suppl, Non-Veh		Amazon (Facilities supplies)	338.92	
	50499-41 Other Mat & Supplies,Veh Ma		Amazon (vehicle parts)	398.65	
	11104 Facility Repairs		Amazon (Facilities supplies) - TDA	470.83	
	50499-41 Other Mat & Supplies,Veh Ma		Walmart.com (maintenance supplies)	92.32	
	11104 Facility Repairs		Amazon (Facilities supplies) - TDA	485.47	
	50499-42 Other Mat&Suppl, Non-Veh		Amazon (Facilities supplies) - TDA	21.92	
	50499-42 Other Mat&Suppl, Non-Veh		Amazon (Facilities supplies)	118.50	
	50499-43 OtherMat&Sup-Non-Veh, Co		Amazon (IT supplies)	48.28	
	50300-41 Outside Service, Vehicle Main		Contra Costa Transfer (waste disposal)	41.50	
	50499-41 Other Mat & Supplies,Veh Ma		Amazon (maintenance supplies).	301.79	
	50499-41 Other Mat & Supplies,Veh Ma		Walmart.com (vehicle parts)	206.40	
	50499-41 Other Mat & Supplies,Veh Ma		PARTSGIANT.COM (vehicle parts)	6,907.59	
	50499-41 Other Mat & Supplies,Veh Ma		Amazon (vehicle parts)	398.65	

WCCTA - WestCAT  
Purchase Journal

For the Period From Jul 1, 2023 to Jul 30, 2024

Filter Criteria includes: 1) Unposted Transactions only; 2) Includes Drop Shipments. Report order is by Vendor ID. Report is printed in Detail Format.

Date	Account ID Account Description	Invoice/CM #	Line Description	Debit Amount	Credit Amount
	50908-10 Marketing & Advertising, Ope		Upwork (social media marketing)	52.50	
	50908-10 Marketing & Advertising, Ope		Upwork (social media marketing)	52.50	
	50902-60 Travel Expense, Admin		TST*Sauced BBQ & Spirits	24.08	
	50902-60 Travel Expense, Admin		-CAL TIP Board Mtg: Food		
	50908-10 Marketing & Advertising, Ope		The Kimpton Sawywer Hotel - CAL TIP Board Mtg: Accomodation	356.91	
	50410-10 Postage, Operations		Upwork (social media marketing)	52.50	
	50410-60 Postage, Admin		USPS Stamps (May stamp)	33.33	
	50410-10 Postage, Operations		USPS Stamps (May stamp)	16.67	
	50410-60 Postage, Admin		USPS Stamp (June stamp)	33.33	
	50410-10 Postage, Operations		USPS Stamp (June stamp)	16.67	
	50410-60 Postage, Admin		Stamps.com (recurring monthly service)	19.99	
	50410-60 Postage, Operations		Stamps.com (recurring monthly service charge)	10.00	
	50908-10 Marketing & Advertising, Ope		Docucopies.com (Printing Bus schedules)	2,939.15	
	50908-10 Marketing & Advertising, Ope		Upwork (social media marketing)	52.50	
	50908-10 Marketing & Advertising, Ope		Upwork (social media marketing)	52.50	
	50499-42 Other Mat&Suppl, Non-Veh		EBAY (Keycards for building security system).	130.13	
	20100 Accounts Payable		Bank of America Commerical CC		19,252.37
6/4/24	50300-43 O/S Service, Non-Veh, Compu	Stmt 0505 - 060424	Google storage (Google drive for transferring larger files).	29.99	
	50300-43 O/S Service, Non-Veh, Compu		Dropbox (Recurring monthly billing for 8 licenses)	240.00	
	50300-43 O/S Service, Non-Veh, Compu		Zoom (recurring monthly billing)	14.68	
	50300-43 O/S Service, Non-Veh, Compu		Microsoft (Office 365 Business Premium monthly fee for additional support).	5.00	
	50300-43 O/S Service, Non-Veh, Compu		Microsoft (Annual subscription fee)	2,904.00	
	50300-43 O/S Service, Non-Veh, Compu		Sage software (Accounting software renewal (monthly payment plan)	166.51	
	20100 Accounts Payable		Bank of America Commerical CC		3,360.18
6/3/24	50908-10 Marketing & Advertising, Ope	Stmt 0502 - 060324	Twilio (emergency messaging software for ridership).	154.66	
	50908-10 Marketing & Advertising, Ope		Twilio (Emergency messaging software for ridership).	150.50	
	50300-43 O/S Service, Non-Veh, Compu		Grammarly (Digital writing tool for grammar & spell check).	75.00	
	50908-10 Marketing & Advertising, Ope		Twilio (Emergency messaging software for ridership).	153.73	
	50300-41 Outside Service, Vehicle Main		Contra Costa Transfer (waste disposal)	41.50	
	50499-41 Other Mat & Supplies, Veh Ma		Walmart.com (vehicle parts)	511.64	
	50499-42 Other Mat&Suppl, Non-Veh		Sherwin Williams (facilities supplies)	52.02	
	50499-42 Other Mat&Suppl, Non-Veh		Sherwin Williams (facilities supplies)	126.48	
	50499-41 Other Mat & Supplies, Veh Ma		PARTSGIANT.COM	927.31	
	50499-41 Other Mat & Supplies, Veh Ma		Amazon (maintenance supplies)	83.20	
	50499-41 Other Mat & Supplies, Veh Ma		Amazon (maintenance supplies)	65.80	

WCCTA - WestCAT  
Purchase Journal

For the Period From Jul 1, 2023 to Jul 30, 2024

Filter Criteria includes: 1) Unposted Transactions only; 2) Includes Drop Shipments. Report order is by Vendor ID. Report is printed in Detail Format.

Date	Account ID Account Description	Invoice/CM #	Line Description	Debit Amount	Credit Amount
	Other Mat & Supplies,Veh Ma 50499-43		Walmart.com (IT supplies)	364.74	
	OtherMat&Sup-Non-Veh, Co 50499-41		Amazon (maintenance supplies)	345.66	
	Other Mat & Supplies,Veh Ma 50499-43		Walmart.com (IT supplies)	25.47	
	OtherMat&Sup-Non-Veh, Co 50499-41		Amazon (maintenance supplies)	115.22	
	Other Mat & Supplies,Veh Ma 50499-42		Walmart.com (facilities supplies)	253.60	
	Other Mat&Suppl, Non-Veh 50903-60		Walmart.com (Driver's tip)	12.79	
	Fees, Admin 50499-43		Walmart.com (IT supplies)	336.95	
	OtherMat&Sup-Non-Veh, Co 11107		Walmart.com (IT server rebuild for new vehicle camera) - TDA	1,861.23	
	Communication/Information S 50499-42		Walmart.com (facilities supplies)	150.92	
	Other Mat&Suppl, Non-Veh 50499-41		Amazon (Refund: Vehicle parts)		128.20
	Other Mat & Supplies,Veh Ma 50908-10		Upwork (social media marketing)	52.50	
	Marketing & Advertising, Ope 50908-10		Upwork (social media marketing)	52.50	
	Marketing & Advertising, Ope 50410-10		Stamps.com (recurring monthly service charge)	19.99	
	Postage, Operations 50410-60		Stamp.com (recurring monthly service charge).	10.00	
	Postage, Admin 50908-10		Upwork (social media marketing)	52.50	
	Marketing & Advertising, Ope 50902-60		Golden 1 Parking (CTA conference)	24.00	
	Travel Expense, Admin 50499-60		Michael's Stores (office supplies)	163.81	
	Other Mat & Supplies, Admin 50300-43		DNH*GODADDY (Domain renewal)	23.17	
	O/S Service, Non-Veh, Compu 50908-10		UPwork (social media marketing)	52.50	
	Marketing & Advertising, Ope 50902-60		61028-1209 L Street (CTA conference: parking)	30.00	
	Travel Expense, Admin 50410-10		USPS Stamps (June Stamp)	66.67	
	Postage, Operations 50410-60		USPS Stamps (June stamp)	33.33	
	Postage, Admin 50908-10		IN*AARDVARK MASCOTS (Clean WESTCAT Mascot)	342.00	
	Marketing & Advertising, Ope 20100		Bank of America Business Card		6,603.19
	Accounts Payable				
				29,343.94	29,343.94
				29,343.94	29,343.94



**Monthly Management Report Summary**

April, FY 23/24

**System & Program Summary**

	April FY 23/24	April FY 22/23	% Change	Year-To-Date FY 23/24	Year-To-Date FY 22/23	% Change
<b>System Total</b>						
Total Passengers	60,948	57,711	5.6	567,616	548,934	3.4
Revenue Passengers	57,067	51,207	11.4	510,647	420,958	21.3
Weekday Total Passengers	57,363	53,335	7.6	526,630	511,469	3.0
Saturday Total Passengers	2,179	2,777	-21.5	24,998	24,490	2.1
Sunday Total Passengers	1,406	1,599	-12.1	15,988	12,975	23.2
Weekday Average Passengers	2,607	2,667	-2.2	2,508	2,436	3.0
Saturday Average Passengers	545	555	-1.8	521	500	4.2
Sunday Average Passengers	352	320	10.0	326	270	20.7
Vehicle Revenue Hours	7,532.61	6,300.85	19.5	70,911.04	65,468.01	8.3
Total Vehicle Hours	8,009.78	6,686.55	19.8	75,416.50	69,556.17	8.4
Revenue Vehicle Miles	123,933.8	105,851.7	17.1	1,179,126.3	1,103,301.5	6.9
Total Miles	154,892.0	127,356.0	21.6	1,436,809.0	1,291,444.8	11.3
<b>Dial-A-Ride Program</b>						
Number of Weekdays	22	20	10.0	208	207	0.5
Number of Saturdays	4	5	-20.0	48	49	-2.0
Total Passengers	1,837	1,493	23.0	16,956	15,689	8.1
Revenue Passengers	1,674	1,411	18.6	16,001	13,156	21.6
Weekday Total Passengers	1,673	1,323	26.5	15,012	13,928	7.8
Saturday Total Passengers	164	170	-3.5	1,944	1,761	10.4
Weekday Average Passengers	76	66	15.2	72	67	7.5
Saturday Average Passengers	41	34	20.6	41	36	13.9
Vehicle Revenue Hours	1,115.86	733.27	52.2	9,496.39	7,986.64	18.9
Total Vehicle Hours	1,157.19	768.04	50.7	9,870.65	8,427.73	17.1
Productivity	1.65	2.04	-19.1	1.79	1.96	-8.7
Revenue Vehicle Miles	9,620.5	7,639.2	25.9	83,056.3	85,126.8	-2.4
Total Miles	10,727.6	8,505.0	26.1	92,738.0	95,153.5	-2.5
<b>Express Routes Program</b>						
Number of Weekdays	22	20	10.0	208	207	0.5
Number of Saturdays	4	5	-20.0	48	49	-2.0
Number of Sundays	4	5	-20.0	49	48	2.1
Total Passengers	26,277	24,247	8.4	246,875	229,198	7.7
Revenue Passengers	24,974	21,695	15.1	225,676	178,288	26.6
Weekday Total Passengers	23,246	20,591	12.9	213,026	198,672	7.2
Saturday Total Passengers	1,625	2,057	-21.0	17,861	17,551	1.8
Sunday Total Passengers	1,406	1,599	-12.1	15,988	12,975	23.2
Weekday Average Passengers	1,057	1,030	2.6	1,024	960	6.7
Saturday Average Passengers	406	411	-1.2	372	358	3.9
Sunday Average Passengers	352	320	10.0	326	270	20.7
Vehicle Revenue Hours	2,604.61	2,096.28	24.2	25,149.08	21,454.82	17.2
Total Vehicle Hours	2,799.51	2,228.03	25.6	26,993.74	22,821.33	18.3
Productivity	10.09	11.57	-12.8	9.82	10.68	-8.1
Revenue Vehicle Miles	42,546.8	32,718.4	30.0	412,298.0	335,550.9	22.9
Total Miles	47,257.5	35,084.4	34.7	456,832.7	360,110.2	26.9



# Monthly Management Report Summary

April, FY 23/24

## System & Program Summary

	April FY 23/24	April FY 22/23	% Change	Year-To-Date FY 23/24	Year-To-Date FY 22/23	% Change
<b>Local Fixed Routes Program</b>						
Number of Weekdays	22	20	10.0	208	207	0.5
Number of Saturdays	4	5	-20.0	48	49	-2.0
Total Passengers	19,749	17,798	11.0	180,715	171,227	5.5
Revenue Passengers	17,733	14,354	23.5	150,069	117,129	28.1
Weekday Total Passengers	19,359	17,248	12.2	175,522	166,049	5.7
Saturday Total Passengers	390	550	-29.1	5,193	5,178	0.3
Weekday Average Passengers	880	862	2.1	844	802	5.2
Saturday Average Passengers	98	110	-10.9	108	106	1.9
Vehicle Revenue Hours	2,673.34	2,445.62	9.3	25,450.06	25,339.63	0.4
Total Vehicle Hours	2,811.98	2,571.80	9.3	26,760.10	26,645.01	0.4
Productivity	7.39	7.28	1.5	7.10	6.76	5.0
Revenue Vehicle Miles	38,304.5	35,074.1	9.2	365,057.1	363,727.8	0.4
Total Miles	40,950.8	37,492.4	9.2	390,149.4	388,732.8	0.4
<b>Transbay Lynx Program</b>						
Number of Weekdays	22	20	10.0	210	210	0.0
Total Passengers	13,085	14,173	-7.7	123,070	132,820	-7.3
Revenue Passengers	12,686	13,747	-7.7	118,901	112,385	5.8
Weekday Total Passengers	13,085	14,173	-7.7	123,070	132,820	-7.3
Weekday Average Passengers	595	709	-16.1	586	632	-7.3
Vehicle Revenue Hours	1,138.80	1,025.68	11.0	10,815.51	10,686.92	1.2
Total Vehicle Hours	1,241.10	1,118.68	10.9	11,792.01	11,662.10	1.1
Productivity	11.49	13.82	-16.9	11.38	12.43	-8.4
Revenue Vehicle Miles	33,462.0	30,420.0	10.0	318,714.8	318,896.0	-0.1
Total Miles	35,329.8	32,118.0	10.0	336,543.8	336,699.4	0.0





# Passenger & Productivity Statistical Report

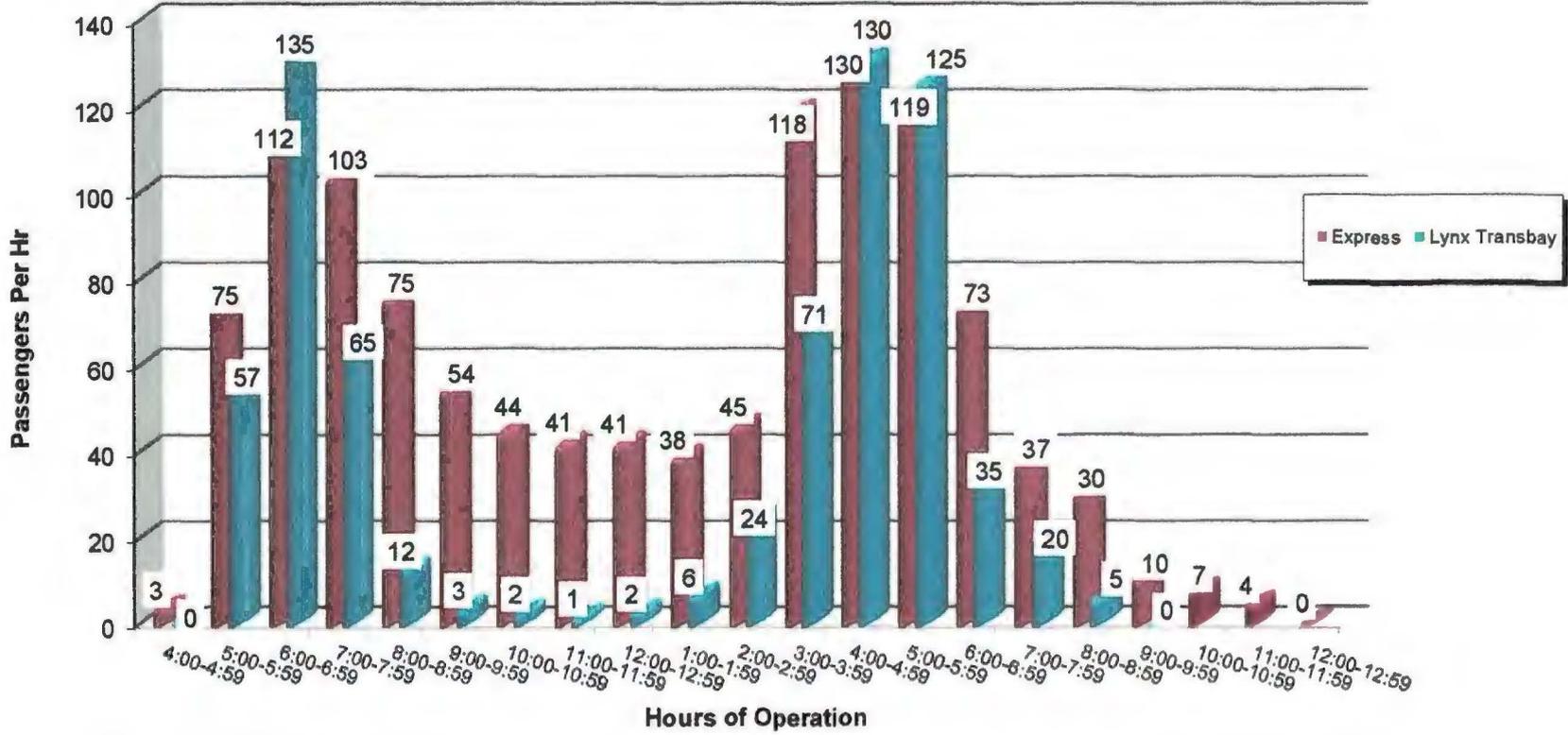
April, FY 23/24

System

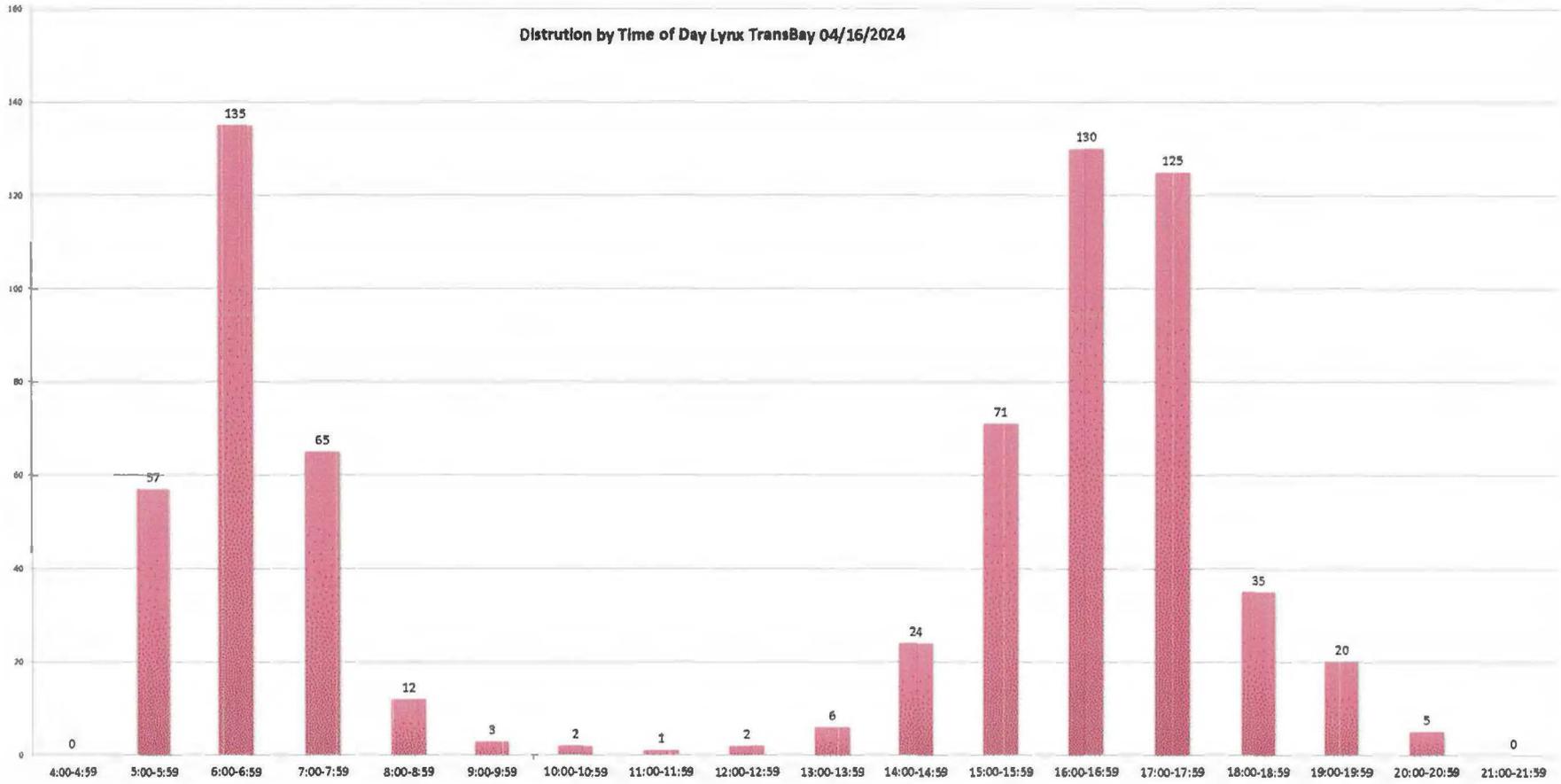
All Routes

Route by Day Type & System	Passengers						Passengers Per Revenue Hour					
	April			Fiscal Year To Date			April			Fiscal Year To Date		
	FY 22/23	FY 23/24	% Change	FY 22/23	FY 23/24	% Change	FY 22/23	FY 23/24	% Change	FY 22/23	FY 23/24	% Change
Route 10 Weekday	1,736	2,247	29.4	18,832	18,957	0.7	6.6	7.7	17.2	6.9	6.9	0.2
Route 11 Weekday	2,927	2,773	-5.3	29,124	28,434	-2.4	8.8	7.6	-14.4	8.5	8.2	-3.7
Route 11 Saturday	274	225	-17.9	2,604	2,659	2.1	4.5	4.7	3.4	4.4	4.6	3.6
Route 11 Total	3,201	2,998	-6.3	31,728	31,093	-2.0	8.2	7.2	-11.6	7.9	7.7	-2.9
Route 12 Weekday	1,766	2,222	25.8	18,386	18,807	2.3	7.0	7.9	13.0	7.0	7.1	2.4
Route 15 Weekday	1,104	1,539	39.4	11,583	13,154	13.6	6.5	8.2	26.4	6.5	7.5	14.0
Route 16 Weekday	4,011	4,248	5.9	36,083	40,589	12.5	7.2	6.8	-4.4	6.2	7.0	12.4
Route 19 Saturday	276	165	-40.2	2,574	2,534	-1.6	4.3	3.2	-25.3	4.1	4.1	0.1
Route 30Z Weekday	1,108	992	-10.5	11,083	11,267	1.7	4.3	3.6	-17.7	4.2	4.2	0.8
Route C3 Weekday	4,596	5,338	16.1	40,958	44,314	8.2	9.4	9.7	3.3	8.0	8.6	7.1
Route DAR Weekday	1,323	1,673	26.5	13,928	15,012	7.8	2.0	1.6	-18.0	1.9	1.8	-8.6
Route DAR Saturday	170	164	-3.5	1,761	1,944	10.4	2.5	1.8	-27.0	2.2	1.9	-13.2
Route DAR Total	1,493	1,837	23.0	15,689	16,956	8.1	2.0	1.6	-19.1	2.0	1.8	-9.1
Route J Weekday	12,573	14,134	12.4	120,674	127,869	6.0	10.9	11.0	1.4	10.1	10.6	5.9
Route J Saturday	2,057	1,625	-21.0	17,551	17,861	1.8	12.2	12.0	-1.2	10.6	11.1	4.1
Route J Sunday	1,599	1,406	-12.1	12,975	15,988	23.2	9.5	10.5	10.3	8.1	9.7	19.6
Route J Total	16,229	17,165	5.8	151,200	161,718	7.0	10.9	11.1	1.8	9.9	10.6	6.8
Route JPX Weekday	8,018	6,774	-15.5	77,998	65,769	-15.7	13.3	10.3	-22.6	12.6	10.6	-15.9
Route JX Weekday		2,338			19,388			5.9			5.3	
Route LYNX Weekday	14,173	13,085	-7.7	132,820	123,070	-7.3	13.8	11.5	-16.8	12.4	11.4	-8.4
<b>Total System-Wide</b>	<b>57,711</b>	<b>60,948</b>	<b>5.6</b>	<b>548,934</b>	<b>567,616</b>	<b>3.4</b>	<b>9.2</b>	<b>8.1</b>	<b>-11.7</b>	<b>8.4</b>	<b>8.0</b>	<b>-4.5</b>

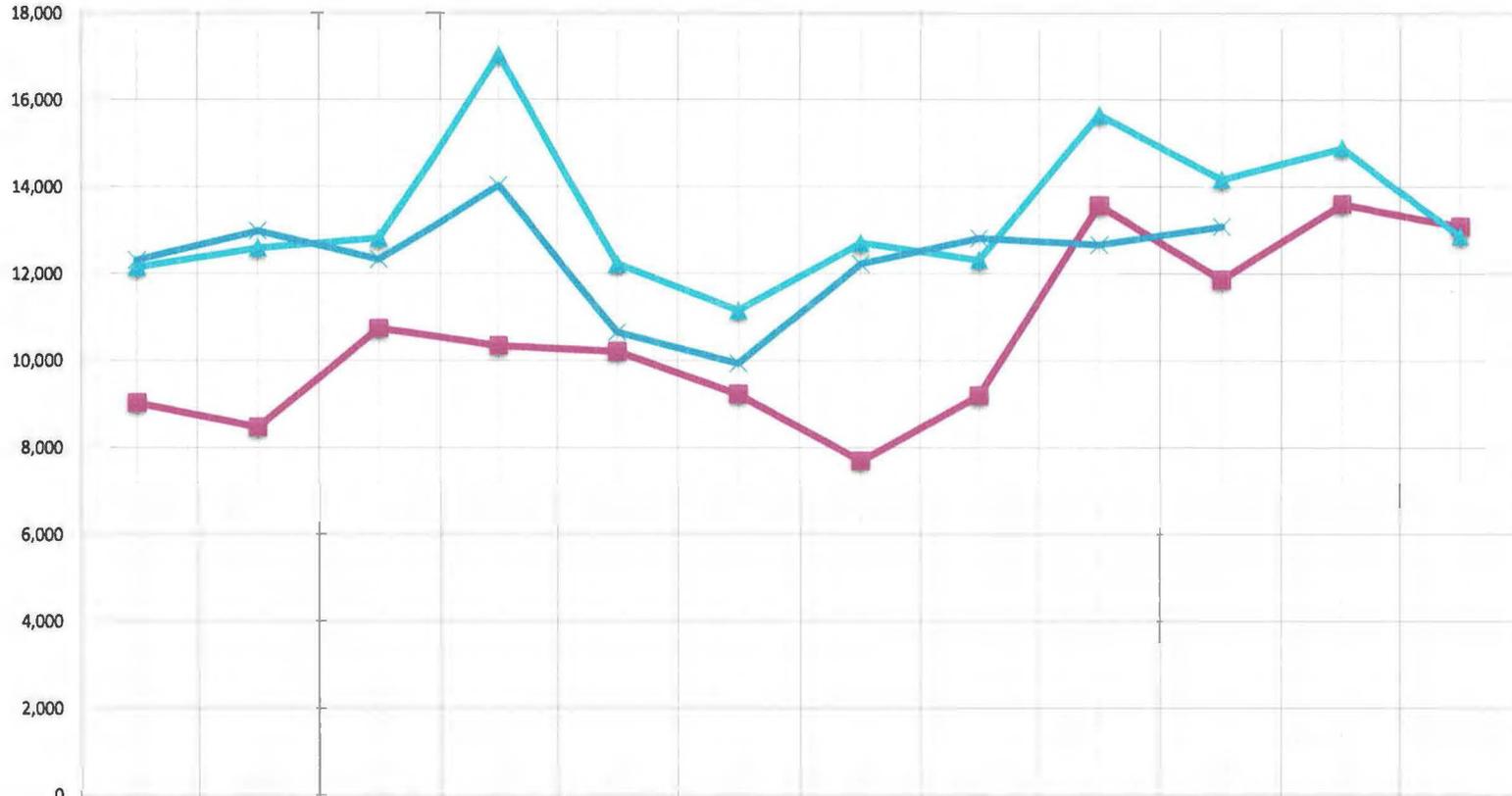
**Express Routes (J, JX, JPX), and Lynx Transbay  
Ridership by Time of Day  
Date:04/16/2024**



Distrution by Time of Day Lynx TransBay 04/16/2024



### WESCAT LYNX TRANSBAY 3YR STATS



	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
ridership 21-22	9,025	8,469	10,738	10,338	10,205	9,225	7,688	9,191	13,566	11,861	13,600	13,090
ridership 22-23	12,149	12,592	12,812	17,034	12,229	11,155	12,702	12,318	15,656	14,173	14,898	12,878
ridership 23-24	12,312	12,981	12,330	14,035	10,650	9,933	12,229	12,816	12,668	13,085		

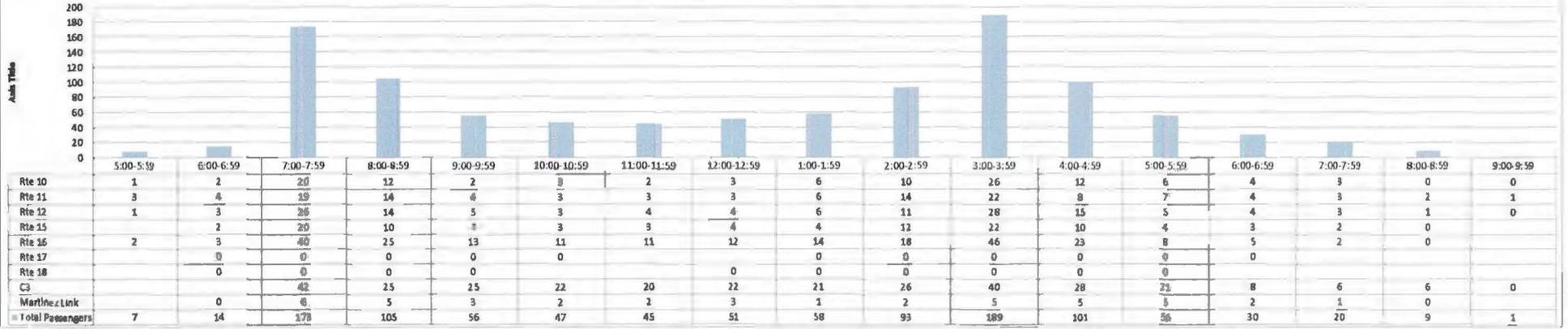
**Distribution by Time of Day - Fixed Route**

Date: 4/18/2024

	5:00-5:59	6:00-6:59	7:00-7:59	8:00-8:59	9:00-9:59	10:00-10:59	11:00-11:59	12:00-12:59	1:00-1:59	2:00-2:59	3:00-3:59	4:00-4:59	5:00-5:59	6:00-6:59	7:00-7:59	8:00-8:59	9:00-9:59
Rte 10	1	2	20	12	2	3	2	3	6	10	26	12	6	4	3	0	0
Rte 11	3	4	19	14	4	3	3	3	6	14	22	8	7	4	3	2	1
Rte 12	1	3	26	14	5	3	4	4	6	11	28	15	5	4	3	1	0
Rte 15		2	20	10	4	3	3	4	4	12	22	10	4	3	2	0	
Rte 16	2	3	40	25	13	11	11	12	14	18	46	23	8	5	2	0	
Rte 17		0	0	0	0	0			0	0	0	0	0	0			
Rte 18		0	0	0	0			0	0	0	0	0	0				
C3			42	25	25	22	20	22	21	26	40	28	21	8	6	6	0
Martinez Link		0	6	5	3	2	2	3	1	2	5	5	5	2	1	0	
<b>Total Passengers</b>	<b>7</b>	<b>14</b>	<b>173</b>	<b>105</b>	<b>56</b>	<b>47</b>	<b>45</b>	<b>51</b>	<b>58</b>	<b>93</b>	<b>189</b>	<b>101</b>	<b>56</b>	<b>30</b>	<b>20</b>	<b>9</b>	<b>1</b>

Total Route 10	112
Total Route 11	120
Total Route 12	133
Total Route 15	103
Total Route 16	233
Total Route 17	0
Total Route 18	0
Total C3	312
Martinez Link	42
<b>Total</b>	<b>1055</b>

Distribution By Time Of Day Fixed Route 04/16/2024



**Distribution by Time of Day - WestCAT Express**

Date: 4/16/2024

	4:00-4:59	5:00-5:59	6:00-6:59	7:00-7:59	8:00-8:59	9:00-9:59	10:00-10:59	11:00-11:59	12:00-12:59	13:00-13:59	14:00-14:59	15:00-15:59	16:00-16:59	17:00-17:59	18:00-18:59	19:00-19:59	20:00-20:59
JX		14	17	14	5							13	22	20	5	4	
JPX		21	40	30	16	14	11	13	14	15	15	37	42	35	20	6	5
J	3	40	55	59	54	40	33	28	27	23	30	68	66	64	48	27	25
<b>Total Passengers</b>	<b>3</b>	<b>75</b>	<b>112</b>	<b>103</b>	<b>75</b>	<b>54</b>	<b>44</b>	<b>41</b>	<b>41</b>	<b>38</b>	<b>45</b>	<b>118</b>	<b>130</b>	<b>119</b>	<b>73</b>	<b>37</b>	<b>30</b>

	21:00-21:59	22:00-22:59	23:00-23:59	24:00-24:59
JX				
JPX				
J	10	7	4	0
<b>Total Passengers</b>	<b>10</b>	<b>7</b>	<b>4</b>	<b>0</b>

JX	114
JPX	334
J	711
<b>Total</b>	<b>1159</b>

**Distribution by Time of Day -Lynx Transbay**

Date: 4/16/2024

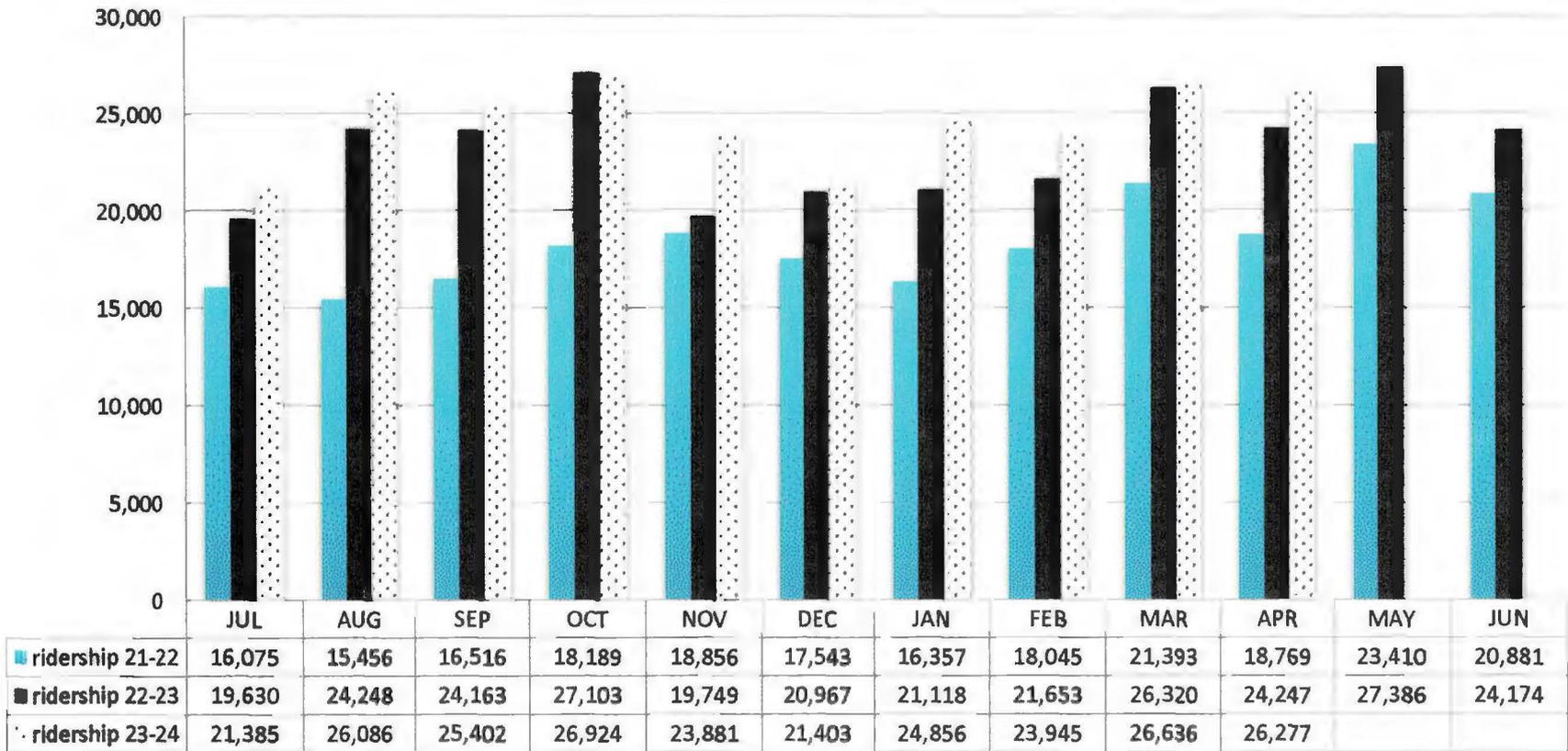
	4:00-4:59	5:00-5:59	6:00-6:59	7:00-7:59	8:00-8:59	9:00-9:59	10:00-10:59	11:00-11:59	12:00-12:59	13:00-13:59	14:00-14:59	15:00-15:59	16:00-16:59	17:00-17:59	18:00-18:59	19:00-19:59	20:00-20:59
TransBay LYNX	0	57	135	65	12	3	2	1	2	6	24	71	130	125	35	20	5
<b>Total Passengers</b>	<b>0</b>	<b>57</b>	<b>135</b>	<b>65</b>	<b>12</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>24</b>	<b>71</b>	<b>130</b>	<b>125</b>	<b>35</b>	<b>20</b>	<b>5</b>

	21:00-21:59
TransBay LYNX	0
<b>Total Passengers</b>	<b>0</b>

<b>Total Lynx</b>	<b>693</b>
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## WESTCAT EXPRESS RIDERSHIP Includes Routes J, JX and JPX





System & Program Summary

	May FY 23/24	May FY 22/23	% Change	Year-To-Date FY 23/24	Year-To-Date FY 22/23	% Change
<b>System Total</b>						
Total Passengers	63,946	64,336	-0.6	631,562	613,270	3.0
Revenue Passengers	60,365	56,484	6.9	571,012	477,442	19.6
Weekday Total Passengers	59,941	60,383	-0.7	586,571	571,852	2.6
Saturday Total Passengers	2,254	2,158	4.4	27,252	26,648	2.3
Sunday Total Passengers	1,751	1,795	-2.5	17,739	14,770	20.1
Weekday Average Passengers	2,725	2,745	-0.7	2,528	2,465	2.6
Saturday Average Passengers	564	540	4.4	524	503	4.2
Sunday Average Passengers	350	359	-2.5	329	279	17.9
Vehicle Revenue Hours	7,157.95	6,977.34	2.6	78,068.99	72,445.35	7.8
Total Vehicle Hours	7,668.93	7,423.95	3.3	83,085.44	76,980.12	7.9
Revenue Vehicle Miles	123,527.3	117,232.3	5.4	1,302,653.6	1,220,533.8	6.7
Total Miles	145,185.0	138,633.0	4.7	1,581,994.0	1,430,077.8	10.6
<b>Dial-A-Ride Program</b>						
Number of Weekdays	22	22	0.0	230	229	0.4
Number of Saturdays	4	4	0.0	52	53	-1.9
Total Passengers	1,726	1,606	7.5	18,682	17,295	8.0
Revenue Passengers	1,556	1,513	2.8	17,557	14,669	19.7
Weekday Total Passengers	1,572	1,462	7.5	16,584	15,390	7.8
Saturday Total Passengers	154	144	6.9	2,098	1,905	10.1
Weekday Average Passengers	71	66	7.6	72	67	7.5
Saturday Average Passengers	39	36	8.3	40	36	11.1
Vehicle Revenue Hours	984.08	794.42	23.9	10,480.47	8,781.06	19.4
Total Vehicle Hours	1,019.13	831.95	22.5	10,889.79	9,259.68	17.6
Productivity	1.75	2.02	-13.4	1.78	1.97	-9.6
Revenue Vehicle Miles	8,927.7	8,070.4	10.6	91,984.0	93,197.1	-1.3
Total Miles	9,842.0	9,036.9	8.9	102,580.0	104,190.4	-1.5
<b>Express Routes Program</b>						
Number of Weekdays	22	22	0.0	230	229	0.4
Number of Saturdays	4	4	0.0	52	53	-1.9
Number of Sundays	5	5	0.0	54	53	1.9
Total Passengers	28,154	27,386	2.8	275,029	256,584	7.2
Revenue Passengers	26,916	24,524	9.8	252,592	202,812	24.5
Weekday Total Passengers	24,738	24,067	2.8	237,764	222,739	6.7
Saturday Total Passengers	1,665	1,524	9.3	19,526	19,075	2.4
Sunday Total Passengers	1,751	1,795	-2.5	17,739	14,770	20.1
Weekday Average Passengers	1,124	1,094	2.7	1,034	973	6.3
Saturday Average Passengers	416	381	9.2	376	360	4.4
Sunday Average Passengers	350	359	-2.5	329	279	17.9
Vehicle Revenue Hours	2,543.75	2,372.04	7.2	27,692.83	23,826.86	16.2
Total Vehicle Hours	2,736.55	2,534.90	8.0	29,730.29	25,356.23	17.3
Productivity	11.07	11.55	-4.2	9.93	10.77	-7.8
Revenue Vehicle Miles	43,289.7	37,546.2	15.3	455,587.7	373,097.1	22.1
Total Miles	48,116.0	40,849.7	17.8	504,948.7	400,959.9	25.9



# Monthly Management Report Summary

May, FY 23/24

## System & Program Summary

	May FY 23/24	May FY 22/23	% Change	Year-To-Date FY 23/24	Year-To-Date FY 22/23	% Change
<b>Local Fixed Routes Program</b>						
Number of Weekdays	22	22	0.0	230	229	0.4
Number of Saturdays	4	4	0.0	52	53	-1.9
Total Passengers	19,484	20,446	-4.7	200,199	191,673	4.4
Revenue Passengers	17,710	16,169	9.5	167,779	133,298	25.9
Weekday Total Passengers	19,049	19,956	-4.5	194,571	186,005	4.6
Saturday Total Passengers	435	490	-11.2	5,628	5,668	-0.7
Weekday Average Passengers	866	907	-4.5	846	812	4.2
Saturday Average Passengers	109	123	-11.4	108	107	0.9
Vehicle Revenue Hours	2,427.70	2,676.68	-9.3	27,877.76	28,016.31	-0.5
Total Vehicle Hours	2,596.56	2,820.60	-7.9	29,356.66	29,465.61	-0.4
Productivity	8.03	7.64	5.1	7.18	6.84	5.0
Revenue Vehicle Miles	37,864.3	38,153.7	-0.8	402,921.4	401,881.5	0.3
Total Miles	40,587.8	40,877.2	-0.7	430,737.2	429,610.0	0.3
<b>Transbay Lynx Program</b>						
Number of Weekdays	22	22	0.0	232	232	0.0
Total Passengers	14,582	14,898	-2.1	137,652	147,718	-6.8
Revenue Passengers	14,183	14,278	-0.7	133,084	126,663	5.1
Weekday Total Passengers	14,582	14,898	-2.1	137,652	147,718	-6.8
Weekday Average Passengers	663	677	-2.1	593	637	-6.9
Vehicle Revenue Hours	1,202.42	1,134.20	6.0	12,017.93	11,821.12	1.7
Total Vehicle Hours	1,316.69	1,236.50	6.5	13,108.70	12,898.60	1.6
Productivity	12.13	13.14	-7.7	11.45	12.50	-8.4
Revenue Vehicle Miles	33,445.7	33,462.0	0.0	352,160.5	352,358.0	-0.1
Total Miles	35,389.5	35,329.8	0.2	371,933.3	372,029.2	0.0

Preventable Accidents per Miles Driven in 12 Month  
Period

May-24

	Miles	Accidents	Frequency 12 Month Period
FR	1,529,489	11	139,044
DAR	143,146	2	71,573

FR=Fixed Route, Martinez Link, Transbay, & Express  
DAR=Dial-A-Ride

	Non-Preventable				Preventable			
	Month		FYTD		Month		FYTD	
	Current	Last Year	Current	Last Year	Current	Last Year	Current	Last Year
FR	1	1	4	8	0	0	9	7
DAR	0	1	0	1	0	0	2	0



# Passenger & Productivity Statistical Report

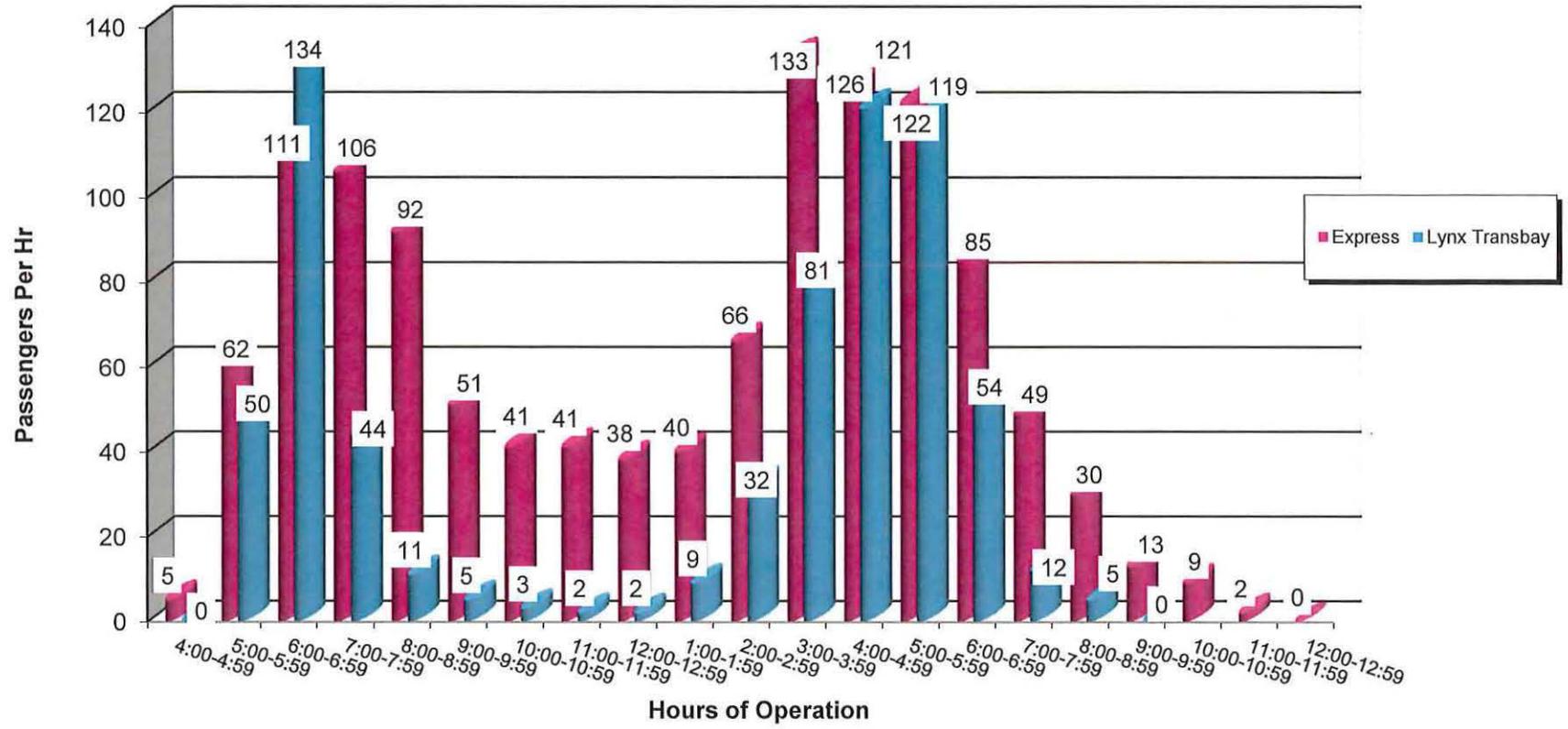
May, FY 23/24

System

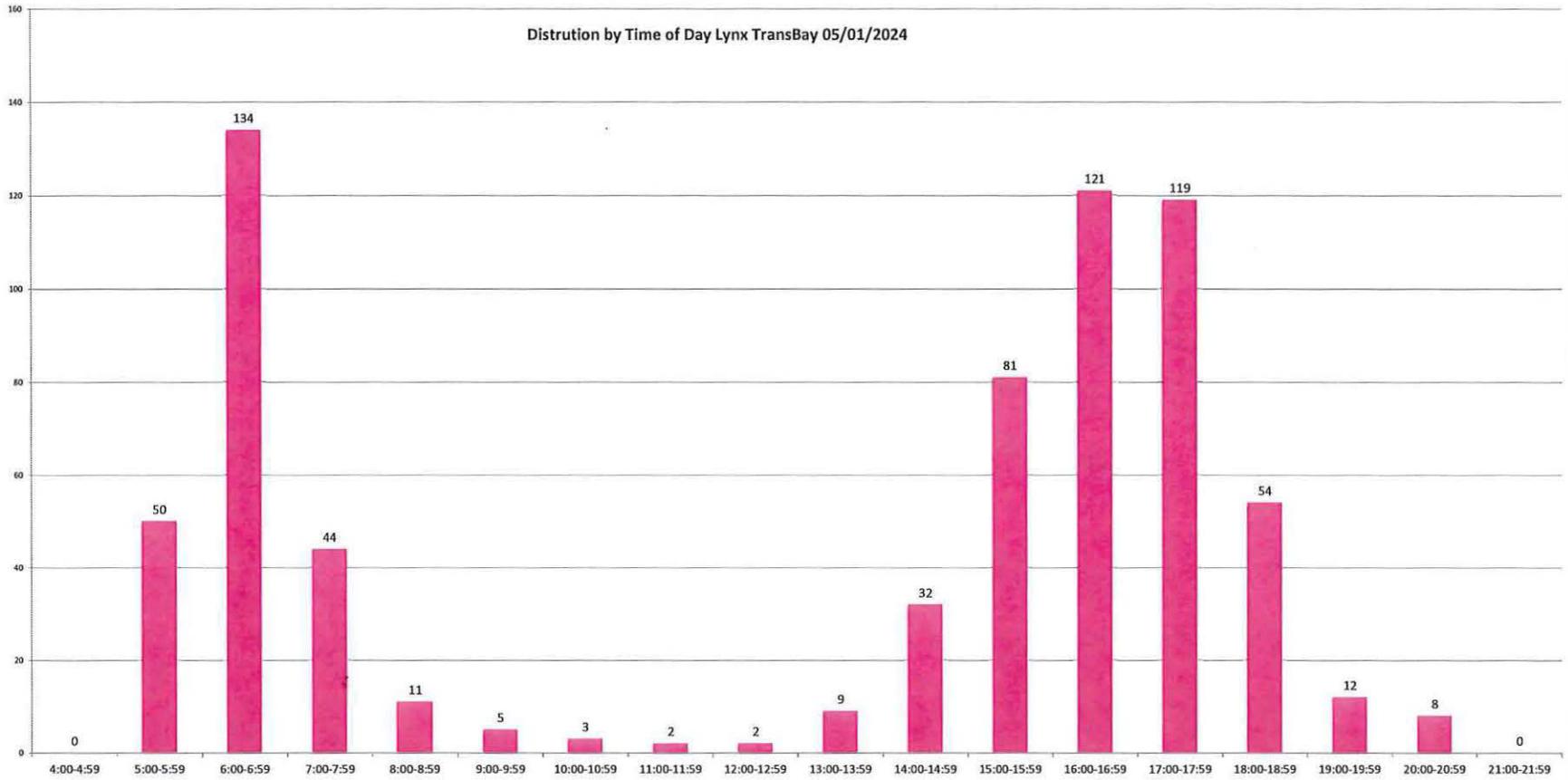
All Routes

Route by Day Type & System	Passengers						Passengers Per Revenue Hour					
	May			Fiscal Year To Date			May			Fiscal Year To Date		
	FY 22/23	FY 23/24	% Change	FY 22/23	FY 23/24	% Change	FY 22/23	FY 23/24	% Change	FY 22/23	FY 23/24	% Change
Route 10 Weekday	2,356	1,792	-23.9	21,188	20,749	-2.1	7.9	8.9	13.3	7.0	7.1	0.8
Route 11 Weekday	3,383	2,871	-15.1	32,507	31,305	-3.7	9.2	10.1	10.0	8.6	8.3	-2.7
Route 11 Saturday	253	215	-15.0	2,857	2,874	0.6	5.3	4.3	-18.1	4.5	4.6	1.6
Route 11 Total	3,636	3,086	-15.1	35,364	34,179	-3.4	8.8	9.3	5.8	8.0	7.8	-2.4
Route 12 Weekday	2,235	1,898	-15.1	20,621	20,705	0.4	7.8	9.1	16.6	7.0	7.3	3.3
Route 15 Weekday	1,115	1,195	7.2	12,698	14,349	13.0	6.0	7.1	19.2	6.5	7.4	14.5
Route 16 Weekday	4,922	4,624	-6.1	41,005	45,213	10.3	8.0	7.4	-7.8	6.4	7.0	9.9
Route 19 Saturday	237	220	-7.2	2,811	2,754	-2.0	4.6	4.5	-1.9	4.1	4.1	-0.1
Route 30Z Weekday	1,153	1,295	12.3	12,236	12,562	2.7	4.1	4.7	15.0	4.2	4.3	2.1
Route C3 Weekday	4,792	5,374	12.1	45,750	49,688	8.6	8.9	9.5	7.0	8.1	8.7	7.2
Route DAR Weekday	1,462	1,572	7.5	15,390	16,584	7.8	2.0	1.7	-13.5	1.9	1.8	-9.1
Route DAR Saturday	144	154	6.9	1,905	2,098	10.1	2.3	2.1	-9.9	2.2	1.9	-13.0
Route DAR Total	1,606	1,726	7.5	17,295	18,682	8.0	2.0	1.8	-13.2	2.0	1.8	-9.5
Route J Weekday	14,564	14,373	-1.3	135,238	142,242	5.2	11.3	12.5	10.4	10.2	10.8	6.2
Route J Saturday	1,524	1,665	9.3	19,075	19,526	2.4	11.3	10.2	-9.4	10.7	11.0	2.9
Route J Sunday	1,795	1,751	-2.5	14,770	17,739	20.1	11.0	8.6	-21.5	8.4	9.6	14.4
Route J Total	17,883	17,789	-0.5	169,083	179,507	6.2	11.3	11.7	4.0	10.0	10.7	6.5
Route JPX Weekday	9,083	8,127	-10.5	87,081	73,896	-15.1	13.7	11.9	-13.3	12.7	10.7	-15.6
Route JX Weekday	420	2,238	432.9	420	21,626	5,049.0	3.4	6.5	93.3	3.4	5.4	60.8
Route LYNX Weekday	14,898	14,582	-2.1	147,718	137,652	-6.8	13.1	12.1	-7.7	12.5	11.5	-8.3
<b>Total System-Wide</b>	<b>64,336</b>	<b>63,946</b>	<b>-0.6</b>	<b>613,270</b>	<b>631,562</b>	<b>3.0</b>	<b>9.2</b>	<b>8.9</b>	<b>-3.1</b>	<b>8.5</b>	<b>8.1</b>	<b>-4.4</b>

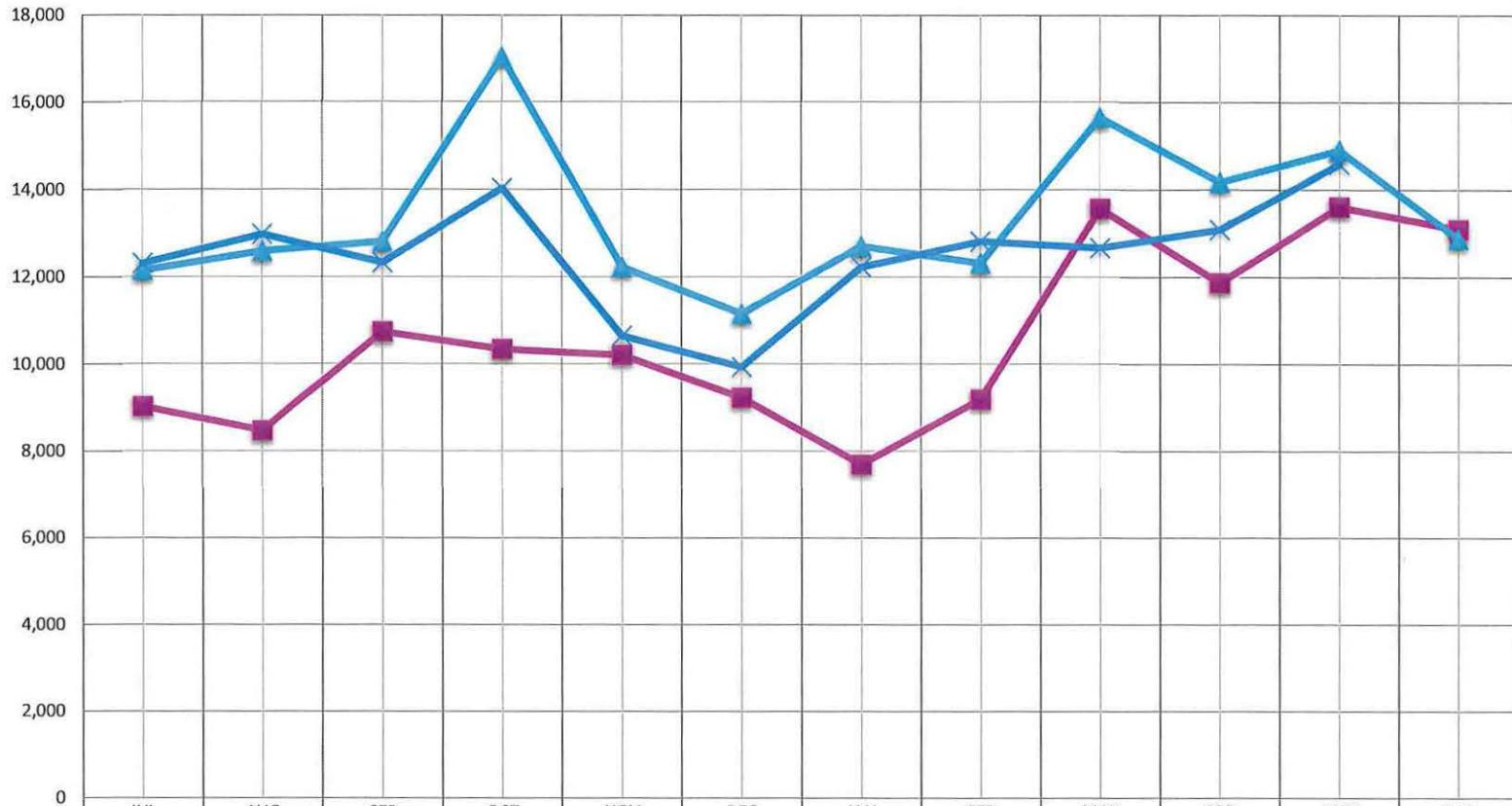
**Express Routes (J, JX, JPX), and Lynx Transbay  
Ridership by Time of Day  
Date:05/01/2024**



Distrution by Time of Day Lynx TransBay 05/01/2024



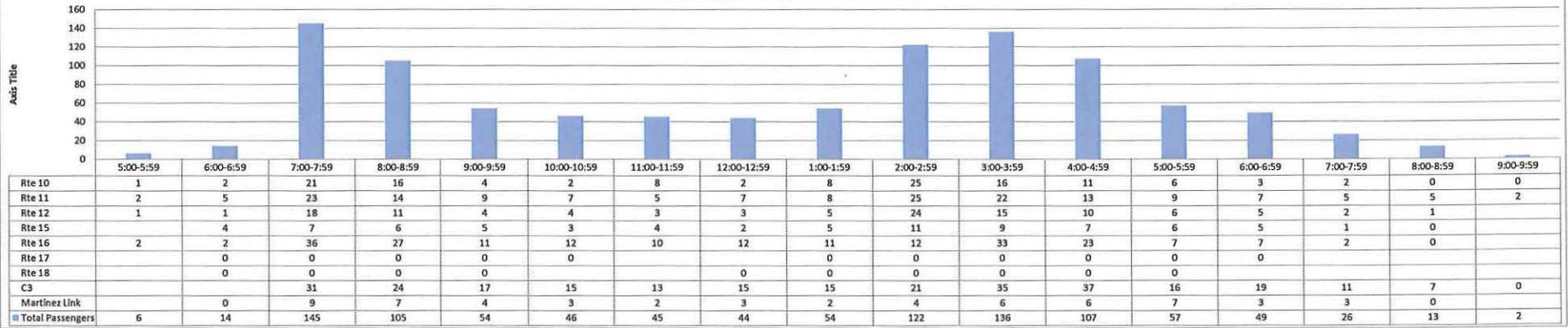
### WESCAT LYNX TRANSBAY 3YR STATS



	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
ridership 21-22	9,025	8,469	10,738	10,338	10,205	9,225	7,688	9,191	13,566	11,861	13,600	13,090
ridership 22-23	12,149	12,592	12,812	17,034	12,229	11,155	12,702	12,318	15,656	14,173	14,898	12,878
ridership 23-24	12,312	12,981	12,330	14,035	10,650	9,933	12,229	12,816	12,668	13,085	14,582	



Distribution By Time Of Day Fixed Route 05/01/2024

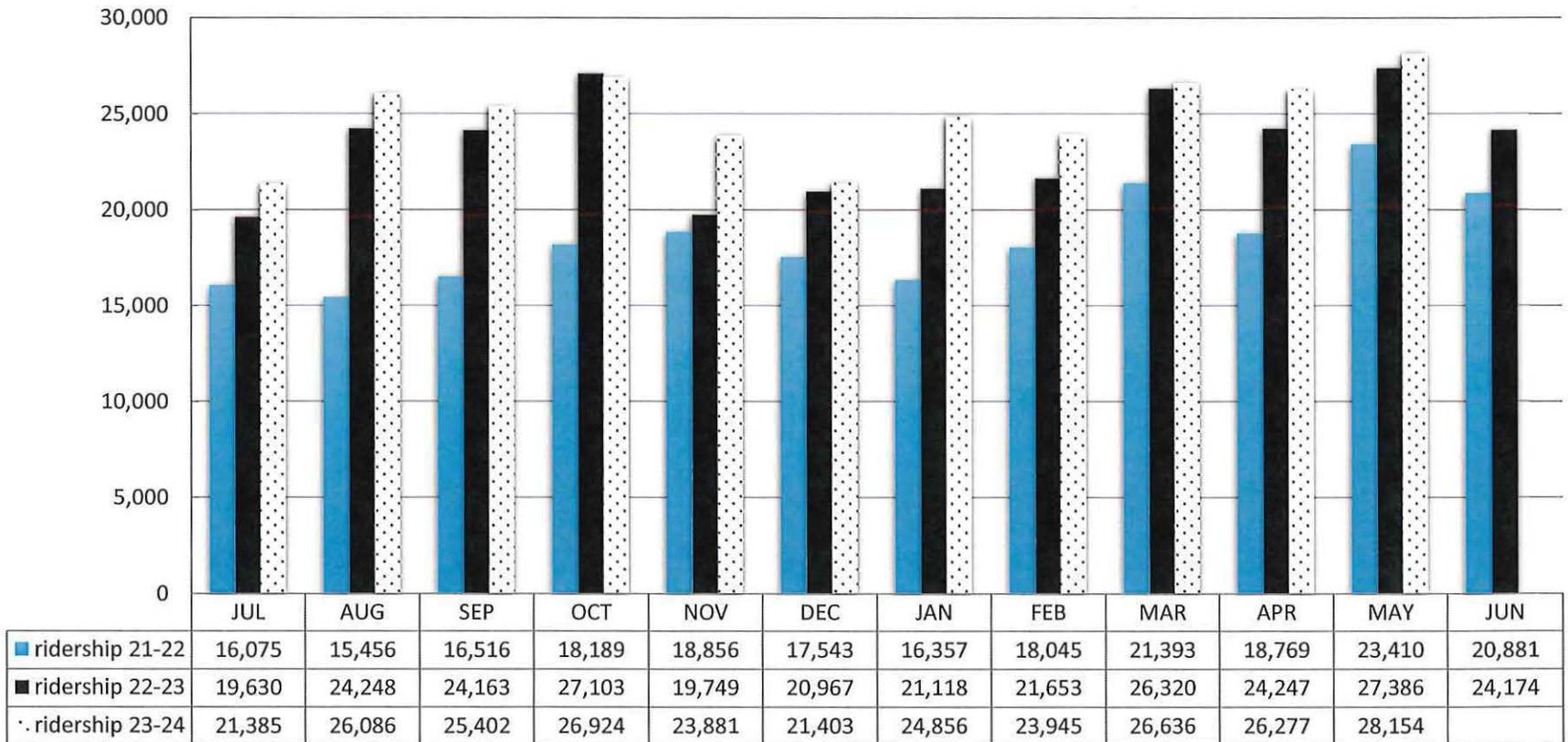


Distribution by Time of Day - WestCAT Express





## WESTCAT EXPRESS RIDERSHIP Includes Routes J, JX and JPX



Agenda Item 1.4  
Staff Report on WCCTA Publicly Available Pay Schedules

Pursuant to sections 20636 and 20636.1 of the Government Code, WCCTA is required to compile a publicly available pay schedule and to have the document duly approved by the Board of Directors. The schedule must identify the job title for every employee position, and it must present the pay range for each identified position. To comply with the regulation, compensation to employees must conform to the amounts listed in this document.

The board last approved a Pay Schedule in July 2023.

Staff has prepared the attached documents covering FY24-25, which comply with the requirements outlined in the relevant Government Code sections referenced above. Staff has ensured that the salaries received by current employees fall within the presented ranges, and ranges are presented for the current open positions at the agency. Board approval is required to protect both the Authority and its employees from any uncertainty or challenge in the determination of earnable compensation under the Public Employees' Retirement Law.

**Recommendation**

Staff recommends formally approving and adopting WCCTA Publicly Available Pay Schedules for FY24-25

WESTERN CONTRA COSTA TRANSIT AUTHORITY PUBLICLY AVAILABLE PAY SCHEDULE

WCCTA Salary Range Effective 7/1/2024 through 6/30/2025

Position Title	Status	Monthly Minimum	Monthly Maximum
General Manager	Exempt	\$17,231	\$22,401
Chief Financial Officer	Exempt	\$11,663	\$15,162
Finance Manager	Exempt	\$8,389	\$10,775
General Services Manager	Exempt	\$9,138	\$11,880
Manager of Grants & Compliance / DBE Liaison	Exempt	\$8,703	\$11,314
<i>Transit Planner</i>	<i>Exempt</i>	<i>\$6,819</i>	<i>\$8,865</i>
Executive Assistant/Clerk of the Board	Exempt	\$7,518	\$9,773
ADA and Administrative Specialist	Exempt	\$5,891	\$7,658
<i>General Services Technician</i>	<i>Non-Exempt</i>	<i>\$4,615</i>	<i>\$6,000</i>
<i>Facility Maintenance Worker</i>	<i>Non-Exempt</i>	<i>\$4,615</i>	<i>\$6,000</i>
<i>Accounting Technician - Open</i>	<i>Non-Exempt</i>	<i>\$5,891</i>	<i>\$7,658</i>

## **Agenda Item 1.5**

### **Staff Report on FY 24-25 State of Good Repair Local Match for Vehicle Replacement Purchase**

Senate Bill 1 (SB1) includes the provision of additional revenues for transit infrastructure repair and service improvements. This program receives funding of approximately \$105 million annually, which is made available for eligible transit maintenance, rehabilitation and capital projects.

- Senate Bill (SB) 1 : The Road Repair and Accountability Act of 2017
- SGR is a Revenue Based allocation (Section 99314)
- Section 99314 allocations are based on the revenue amount for each STA-eligible operator, determined from annual reports submitted to the State Controller's Office (SCO) pursuant to PUC section 99243.

For FY 24-25 WestCAT has been allocated \$9 in SGR funds, which we are proposing to use to fulfill our 20% Local Match requirement for upcoming vehicle purchases. The Board has historically approved use of this fund source for this purpose in the.

While this may seem repetitive, the application process requires Board approval each year, so we are once again seeking approval to submit a request for State of Good Repair Funds in the amount of \$91,366 to be used as local match dollars for upcoming vehicle purchases.

WestCAT will have vehicles reaching their end of useful life and will need replacement vehicles, and WestCAT is required to fund 20% of the vehicle purchase with Local Funding Sources.

**Staff recommends approval of Resolution 2024-04.**

**AGENDA ITEM 1.5**

**RESOLUTION 2024-04**

**APPROVING THE PROJECT LIST FOR FY 2024-2025  
FOR THE CALIFORNIA STATE OF GOOD REPAIR PROGRAM**

*Local Match for purchase of replacement revenue vehicles*

**WHEREAS**, Senate Bill 1 (SB 1), the Road Repair and Accountability Act of 2017, establishing the State of Good Repair (SGR) program to fund eligible transit maintenance, rehabilitation and capital project activities that maintain the public transit system in a state of good repair; and

**WHEREAS**, SGR funds are allocated by the Metropolitan Transportation Commission; and

**WHEREAS**, WCCTA's share of SGR funds for fiscal year 2024-25 is estimated to be \$91,366; and

**WHEREAS**, these funds will be used for Local Match for purchase of replacement revenue vehicles; and

**WHEREAS**, in order to qualify for these funds, the WCCTA is required to submit a proposed project list to the Metropolitan Transportation Commission on an annual basis; and

**NOW, THEREFORE, BE IT RESOLVED** that the WCCTA Board of Directors hereby approves the SB1 State of Good Repair Project List for FY 2024-25; and

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of the WCCTA that the fund recipient agrees to comply with all conditions and requirements set forth in the Certification and Assurances document and applicable statutes, regulations and guidelines for all SGR funded transit capital projects.

**NOW THEREFORE, BE IT FURTHER RESOLVED** that the General Manager is hereby authorized to submit a request for Scheduled Allocation of the SB1 State of Good Repair Funds and to execute the related grant applications, forms and agreements:

**Project Name:** Local match for purchase of replacement revenue vehicles

**Amount of SGR Funds Requested:** \$91,366

Regularly passed and adopted this 11<sup>th</sup> day of July, 2024 by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

---

Tom Hansen, Vice Chair, Board of Directors

ATTEST: \_\_\_\_\_  
Clerk to the Board

# Agenda Item 2.1

## Election of Officers

**TO:** Board of Directors

**DATE:** July 11, 2024

**FROM:** General Manager

**SUBJECT** Election of Chair and Vice Chair for FY23/24

The WCCTA Bylaws call for annual election of the Chairperson and Vice-Chairperson at the beginning of each Fiscal Year. The new Vice-Chair heads the F& A Committee. Below is a history of the past officers and the area they represent.

<u>Fiscal Year</u>	<u>Chair</u>		<u>Vice-Chair</u>	
18-19	C. Kelley	(H)	T. Banuelos (7/1/2018- 12/31/2018)	(P)
			N. Martinez-Rubin (1/1/19 through 6/30/19)	(P)
19-20	C. Kelley	(H)	N. Martinez-Rubin	(P)
20-21	N. Martinez-Rubin	(P)	A. Chavez	(C)
21-22	A. Chavez	(C)	D. Bailey	(H)
22-23	D. Bailey	(H)	M. Toms	(P)
23-24	M.Toms	(P)	T. Hansen	(C)

Agenda Item 2.2  
Staff Report on Replacement of Over The Road Coaches

WCCTA has an immediate need to replace (3) MCI Over The Road Coaches (45 ft Diesel Coaches)

We have recently retired (4) vehicles that have been backup vehicles for the Lynx, (2) of which were purchased a number of years ago from Golden Gate Transit (1996 and 1999 year models) and (2) vehicles that we converted and upgraded a number of years ago (2000 and 2003 year models).

These vehicles have been programmed within the Regional Transit Capital Priorities Program approved by the Metropolitan Transportation Commission (MTC) in previous years and therefore, Federal Funding is available in part for these vehicles. We have previously been awarded \$1,678,400 in Federal 5307 Funds for this replacement purchase. The vehicle replacement project is in WCCTA's Capital Replacement Plan and has been approved by the Metropolitan Transportation Commission (MTC).

Vehicles will be purchased through the Washington State Joint Procurement contract #06719 via a purchasing agreement with MCI. Using this existing cooperative agreement will expedite delivery, and defray the costs of attorney fees, advertising costs, and staff time associated with going out to bid for a specific agency procurement.

The funding breakdown is as follows

(3) MCI D45CRTLE Over the Road Coaches - \$1,105,530.16 per vehicle (Total \$3,316,590.48)

- \$127,920 Federal
- \$28,080 Local AB664, SGR and RM3 Funds)

Staff is planning to use previously approved RM3 funding as the primary source of local match, this purchase will have no impact on our current reserve levels

**Staff recommendation:** Approve the General Manager to enter into a purchase agreement with MCI for the purchase of (3) Over The Road 45 ft Diesel Coaches for an amount not to exceed \$3,350,000. Funding will be provided using FTA 5307 funds, State of Good Repair funds, AB664 Bridge Toll funds and Regional Measure 3 funds. These totals include vehicles, tax, and delivery

# MCI



**Western Contra Costa Transit  
Authority**

**Option Proposal for Three – 45 Foot  
Diesel Coaches**

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## **Tab 1, Letter of Transmittal**

### **Solicitation Requirements:**

N/A

### **MCI Response:**

Please see attached our [Letter of Transmittal](#) to Western Contra Costa Transit Authority.

Please indicate your acceptance by providing a Purchase Order to MCI, attention:

Adrian Graca, Business Segment Director – Municipal Transit Fleets

204.470.5521

[Adrian\\_Graca@newflyer.com](mailto:Adrian_Graca@newflyer.com)



June 18, 2024

Rob Petty  
 IT, Facility, Fleet Manager  
 Western Contra Costa Transit Authority (WESTCAT)  
 601 Walter Avenue  
 Pinole, CA  
 94564

Subject: Purchase of Three (3) D45CRTLE Coaches

Dear Rob,

We are pleased to provide option pricing to the Western Contra Costa Transit Authority (WESTCAT) using the State of Washington contract #06719. The buses will be technically configured the same as The State of Washington D45CRTLE with the changes requested.

**D45CRTLE Price: \$ 1,011,195.72/ Coach USD (Excluding Taxes)**

**D45CRTLE Price: \$ 1,105,530.16/ Coach USD (including California Taxes)**

<b>Delivery Fee (Non-Taxable)</b>		\$5,083.05	\$15,249.15
ADA Equipment (Non-Taxable)		\$38,579.98	\$115,739.94
Total Non-Taxable Items		\$43,663.03	\$130,989.09
<b>Base Price (Non-Taxable Items Removed)</b>		\$967,532.69	\$2,902,598.07
9.75% Tax on Non-Taxable Items		\$94,334.44	\$283,003.31
<b>Revised Total Contract Price</b>		<b>\$1,105,530.16</b>	<b>\$3,316,590.48</b>

We would like to highlight key elements of our proposal:

**Warranty:** Please see our Warranty Proposal for more information. Please note that warranty is included in the coach price.

**Training:** MCI Training is an organization within the MCI Customer Services group, a division of New Flyer Industries. As a part of the leading manufacturer of heavy-duty coaches in the United States and Canada, we have access to top design, engineering, propulsion technology, and electrical systems professionals. This allows us to offer the service and expertise to maximize the lifetime value of your fleet. Please see our Training Proposal for more information. Training is not included in the bus price.

**Publications:** The MCI Publications team combines extensive, hands-on technical experience with exceptional writing, illustrating, and publishing skills to create the industry's benchmark in maintenance manuals. They supply accurate information in a timely manner, assisting the customer in the performance of proper bus maintenance, which adds to the overall reliability and lifetime value of each MCI coach on the road. Please see our Publications Proposal for more information. Please note that publications are included in the coach price.

**Tooling and Diagnostics:** Please see our Tools and Diagnostics Proposal for more information. Please note that tooling and diagnostics are not included in the coach price.

**Delivery Proposal:** MCI is proposing a complete delivery by the beginning of Q3, 2024 based on a receipt of a Notice to Proceed within 60 days of this submission.

**Payment Terms:** Following the terms and conditions of MCI's contract with the State of Washington, contract payment terms:

- Payment terms are Net 30 days
- Acceptance is within 15 days of delivery

MCI is pleased to offer Milestone Payment Options:

Terms	Payment Net 30 for all Milestones	Percentage	Amount	Discount	Net Payment
<b>Option 1</b>					
	Engine Installation	75%	\$829,149	(\$9,371)	\$819,777
	Acceptance	25%	\$276,383	\$0.00	\$276,38
			<b>\$1,105,530</b>	<b>(\$9,371)</b>	<b>\$1,096,160</b>
<b>Option 2</b>					
	Approval for Shipment from Facility	80%	\$884,424	(\$5,452)	\$878,972
	Acceptance	20%	\$221,106	\$0.00	\$221,106
			<b>\$1,105,530</b>	<b>(\$5,542)</b>	<b>\$1,100,078</b>

This project allows MCI to build our relationship with the Western Contra Costa Transit Authority. It also allows us to deliver some of the most advanced vehicles available in North America. We thank you for your continued interest in MCI products and look forward to working with you again in the near future.

This quote is open for acceptance for Sixty (60) days. Please indicate your acceptance by providing a Purchase Order to MCI, attention to Adrian Graca, Business Segment Director Technical Sales at [Adrian\\_Graca@newflyer.com](mailto:Adrian_Graca@newflyer.com).

Sincerely,



Luciana Marques  
*Technical Sales Manager*  
 431.278.8653  
[Luciana\\_Marques@newflyer.com](mailto:Luciana_Marques@newflyer.com)

CC:  
 Cindy Campbell – Contract Administrator  
 Derek White – Regional Sales Manager  
 Adrian Graca – Business Segment Director

## Tab 2, Coach Warranty Proposal

### Solicitation Requirements:

N/A

### MCI Response:

Please see the attached MCI [Warranty Proposal](#).

Please note that Warranty Pricing is included as part of the Coach Price.

CONTRACT DELIVERABLES LIST		Warranty
CUSTOMER NAME	WestCat	
BID NUMBER	2023-162	
SR #		
CUSTOMER CONTRACT #		
CUSTOMER PO #		
LD DATE		
BUS MODEL	D45CRT LE	
QUANTITY	1	

MAJOR COMPONENT DESCRIPTION	BASE AND EXTENDED WARRANTY			COMMENTS
	PROVIDER	YEARS	MILEAGE	
Base Coach Warranty	Motor Coach Industries	2	100,000	Excluding scheduled maintenance items, acts of nature, or normal consumables
Basic Coach Structure	Motor Coach Industries	3	150,000	Body, and body structure shall consist of the components that are mechanically fastened or adhesively bonded or glued as part of the structure
Chassis Structure (Integrity)	Motor Coach Industries	12	500,000	Consists of all components that are welded together to form the main frame (skeleton) and body construction. The structural integrity guarantee covers against a significant loss of structural integrity of the assembly or its functional performance due to non corrosion related failures.
Chassis Structure (Corrosion)	Motor Coach Industries	12	500,000	Consists of all components that are welded together to form the main frame (skeleton) and body construction. The corrosion guarantee covers against a significant loss of structural integrity of the assembly or its functional performance, resulting from a pertinent loss of cross-section due to corrosion caused by normal environmental elements but excludes corrosion caused by aggressive road de-icers such as Magnesium Chloride or equivalents, unless Motor Coach Industries approved preventative measures are taken.
Engine	Cummins	2	100,000	All repairs/warranty claims need to be handled through the local authorized repair facility. When the 3 year extended warranty is purchased (5 years total) the following applies: Two Year Base (Full Coverage), years 3,4 & 5 covers components only as per manufacturer's warranty document.
Emission Control System	Cummins	5	100,000	All repairs/warranty claims need to be handled through the local authorized repair facility. When the 3 year extended warranty is purchased (5 years total) the following applies: Two Year Base (Full Coverage), years 3,4 & 5 covers components only as per manufacturer's warranty document.
Transmission	Allison	2	100,000	All repairs/warranty claims need to be handled through the local authorized repair facility. When the 2 year extended warranty is purchased (5 years total) the following applies: Three Year Base (Full Coverage), years 3,4 & 5 covers components only as per manufacturer's warranty document.
Drive and Non-Drive Axles	ZF	2	100,000	Excluding maintenance items & items that are not covered by the OEM's warranty.
HVAC system	MCC/Red Dot	2	100,000	
Brake System	Bendix	2	100,000	Foundation brake components, including advancing mechanisms, as supplied with the axles, excluding friction surfaces.
Destination Signs	Luminator	2	100,000	Some limitations and exclusions may apply - Please see manufacturer's warranty document. All repairs/warranty claims need to be handled through the local authorized repair facility.
Door Systems	Motor Coach Industries	2	100,000	Excluding maintenance items & items that are not covered by the OEM's warranty
Air Compressor	Bitzer	2	Unlimited	All repairs/warranty claims need to be handled through the local authorized repair facility.
Wheelchair Lift	Braun	2	100,000	
Electrical System	Motor Coach Industries	2	100,000	
Tires	Motor Coach Industries	2	24,000	Motor Coach Industries warrants the tires installed as original equipment on this vehicle only against defects in materials and workmanship which cause the vehicle to fail to comply with applicable U.S. and Canadian greenhouse gas emission limits ("Warrantable Emissions Failures"). This vehicle emissions limited express warranty relating to original equipment tires is valid for two (2) years or 24,000 miles whichever occurs first.
Towing & Road Calls	Motor Coach Industries	2	100,000	
Air Dryer	Bendix	2	100,000	
Emission Control System	Cummins	5	100,000	Some limitations and exclusions may apply - Please see manufacturer's warranty document.
Charge Air Cooler	Modine	2	100,000	
Fire Suppression System	Amerex	2	100,000	Some limitations and exclusions may apply - Please see manufacturer's warranty document.
Starter	Mitsubishi	2	100,000	
Hydraulic Systems	Cummins/Robert Bosch	2	100,000	
Alternator	Borg Warner	2	100,000	Alternator only. Does not include the drive system.
Propulsion Cooling System	Modine	2	100,000	Radiator including core, tanks and related framework, including surge tank. Transmission cooler.
Passenger Seating	Kiel/AMESCO	2	100,000	Some limitations and exclusions may apply - Please see manufacturer's warranty document.
Fuel Storage and Delivery System	Motor Coach Industries	2	100,000	Excluding scheduled maintenance items or normal consumables
Electrial Harness	ECI/MSSL/MCI	2	100,000	
Surveillance System	Apollo	2	100,000	Some limitations and exclusions may apply - Please see manufacturer's warranty document.

## Tab 3, Coach Training Proposal

### Solicitation Requirements:

N/A

### MCI Response:

Please see the attached MCI [Training Proposal](#).

MCI's training team is happy to advise on selecting the correct training for your needs.

Corresponding prices are not included in the Coach Price.

CONTRACT DELIVERABLES LIST		CUSTOMER TRAINING	
CUSTOMER NAME	Western Contra Costa		
BID/OPTION/SR NUMBER	23-162		
TECHNICAL SUMMARY			
BUS MODEL	D45CRTLE		
QUANTITY	1		
MCI Supplied Training			
DESCRIPTION	COMMENTS	QTY HRS.	TOTAL SELLING PRICE AT BID
Operator Orientation		4	\$1,417.50
Maintenance Orientation		4	\$1,417.50
Multiplex System		16	\$5,670.00
Entrance and Exit Doors		4	\$1,417.50
HVAC Systems		16	\$5,670.00
Brake Systems and Wheel Ends		8	\$2,835.00
Air System		8	\$2,835.00
Suspension System		8	\$2,835.00
Steering System		8	\$2,835.00
Electric Fan Drive		4	\$1,417.50
Antilock Brake System		4	\$1,417.50
Towing		4	\$1,417.50
Preventive Maintenance		4	\$1,417.50

**CURRENCY:  
USD**

## **Tab 4, Coach Publications Proposal**

### **Solicitation Requirements:**

N/A

### **MCI Response:**

Please see the attached MCI [Publications Proposal](#).

Please note that Publication Pricing is included in the Coach Price.

PUBLICATIONS DELIVERABLES PROPOSAL		PUBLICATIONS rev b. April 14, 2023	
PRIMARY CUSTOMER NAME		State of Washington	
PUBLICATIONS CUSTOMER NAME		State of Washington	
BID NUMBER		20-046)	
SR #			
CUSTOMER CONTRACT #			
COACH MODEL		D45 CRT LE	
QUANTITY		3	

<b>New Flyer Standard Coach Publications</b>			<b>This is for one D45 CRT LE Option Build of 1 Coach Only</b>
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DESCRIPTION	QTY	CUSTOMER DELIVERY	COMMENTS
Operator's Manual (8.5x11 3-hole regular)	1	With First Coach Delivery	One on board each coach
Engine Reference Card	1	With First Coach Delivery	One on board each coach
Driver's Guide	1	With First Coach Delivery	One on board each coach
Operator's Manual (8.5x11 3-hole regular)	1	With Last Coach Delivery	Basic
Parts Manual	1	With Last Coach Delivery	Basic
Maintenance Manual	1	With Last Coach Delivery	Basic
Electrical Schematic Manual (11x17 3-hole regular paper)	1	With Last Coach Delivery	Basic
Ladder Logic Document (11x17 3-hole regular paper)	1	With Last Coach Delivery	Coach build specific
USB/CD	1	With Last Coach Delivery	USB Includes all MCI Manuals in PDF format plus optional OEM manuals identified with "" below

<b>OEM Supplier Publications (Optional)</b>			<b>This is for one D45 CRT LE Option Build of 1 Coach Only</b>
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DESCRIPTION	QTY	CUSTOMER DELIVERY	COMMENTS
<b>Cummins X12 2022 EPA Engine OEM Vendor Manual Set</b> (includes only the following)		With First Coach Delivery or Soon After Receipt From Supplier	Parts information available on Cummins Parts Website only
Fault Code Troubleshooting Manual	1	"	CD included in paper copy
Service Manual	1	"	CD included in paper copy
Operation & Maintenance Manual	1	"	CD included in paper copy
Owners Manual	1	"	PDF not available
<b>ALLISON TRANSMISSION B500 OEM Manual Set</b> (includes only the following)		With First Coach Delivery or Soon After Receipt From Supplier	
Service Manual - Gen 4/5	1	"	*
Parts Manual - Gen 4/5	1	"	*
Troubleshooting Manual - Gen 5	1	"	*
Quick Tech Troubleshooting Guide - Gen 5	1	"	*
Principle of Operations - Gen 5	1	"	*
Mechanics Tips - Gen 5	1	"	*
Operator's Manuals - Gen 5	1	"	*
<b>Proheat OEM Manual</b> (includes only the following)		With First Coach Delivery or Soon After Receipt From Supplier	
Installation and Service Manual	1	"	*
<b>BraunAbility Wheelchair Ramp OEM Manual Set</b> (includes only the following)		With First Coach Delivery or Soon After Receipt From Supplier	Includes Service, Parts, Troubleshooting and PM information
NRFC30x78 Ramp Service Manual	1	"	*
<b>Modine Cooling System OEM Manual Set</b> (includes only the following)		With First Coach Delivery or Soon After Receipt From Supplier	
eFan Cooling System Diagnostic and Service Manual	1	"	*
<b>Bendix ABS System OEM Manual</b> (includes only the following)		With First Coach Delivery or Soon After Receipt From Supplier	
ABS Service Data Manual	1	"	*
<b>Amerex FSS System OEM Manual Set</b> (includes only the following)		With First Coach Delivery or Soon After Receipt From Supplier	
System Operation and Maintenance Manual	1	"	*
Modular Controller Installation, Operation, and Instruction Manual	1	"	*

## Tab 5, Coach Tools and Diagnostics Proposal

### Solicitation Requirements:

N/A

### MCI Response:

Please see the attached MCI [Tools and Diagnostics Proposal](#).

Tooling and Diagnostics are not included in the Coach Price. MCI is pleased to submit a Tooling and Diagnostics list for your review and to assist in choosing the items to best suit your needs.

CONT+C35+A1:L66+A1:L67+C35+A1:L DIAGNOSTICS & TOOLS							
	Diagnosics	Tool	Part #	QTY	Price		
		MODULE-SIMULATOR,AMEREX	6484731	1	\$335.07	Recommended	Y
	Diagnostic software included in laptop: Cummins, Allison, Bendix, Wabco, and Nexiq adapter with CAN connectors.	KIT-JPRO DIAGNOSTIC TOOLBOX (laptop)	20-08-0053	1	\$7,997.40	Recommended	Y
	Free download at: <a href="https://www.modine.com/markets/commercial-vehicle/bus-coach/troubleshooting-diagnostics/">https://www.modine.com/markets/commercial-vehicle/bus-coach/troubleshooting-diagnostics/</a>	MODINE COOLING SYSTEM SOFTWARE	NPN	1	\$0.00	Recommended	Y
	Free download software V7.3.8.7159 <a href="http://divapps.parker.com/divapps/iqan/VanscoVMMS.html">http://divapps.parker.com/divapps/iqan/VanscoVMMS.html</a> and USB DLA driver 1.10 <a href="http://divapps.parker.com/divapps/iqan/VanscoDLA.html">http://divapps.parker.com/divapps/iqan/VanscoDLA.html</a>	PARKER REAL TIME MONITOR SOFTWARE	NPN	1	\$0.00	Recommended	Y
				<b>Total</b>	<b>\$8,332.47</b>		
		TOOL-HEADLAMP	20-00-0025	1	\$256.91	Recommended	Y
		KIT-TOOL, CALIPER REMOVAL	20-00-0042	1	\$821.23	Recommended	Y
		FIXTURE-MOUNTING	20-00-0047	1	\$806.04	Recommended	Y
		DRIVER-TOOL, NEEDLE BEARING	20-00-0049	1	\$337.84	Recommended	Y
		DRIVER-TOOL, PRESSING OUTER BEARING	20-00-0050	1	\$365.09	Recommended	Y
		PRESSURE-SLEEVE, ADJUSTING OF CONTROL ARM BEARING	20-00-0052	1	\$133.61	Recommended	Y
		PRESSURE-SLEEVE, ADJUSTING OF RELAY LEVER	20-00-0053	1	\$207.60	Recommended	Y
		HANDLE-LONG	20-00-0054	1	\$454.72	Recommended	Y
		PRESSURE PLATE. PRESS OUT THE AXLE BOLT	20-00-0055	1	\$1,174.53	Recommended	Y
		ROD-PULL	20-00-0056	1	\$390.57	Recommended	Y
		PUMP-HYDRAULIC	20-00-0057	1	\$3,754.05	Recommended	Y
		MANDREL-ASSEMBLY	20-00-0058	1	\$750.76	Recommended	Y
		STRIKER	20-00-0059	1	\$511.79	Recommended	Y
		PIN-CENTERING	20-00-0060	1	\$206.93	Recommended	Y
		PULLER-TWO ARM	20-00-0061	1	\$1,500.32	Recommended	Y
		SPINDLE-HYDRAULIC	20-00-0062	1	\$1,739.95	Recommended	Y
		FIXTURE-ASSEMBLY	20-00-0063	1	\$698.02	Recommended	Y
		FIXTURE-ASSEMBLY	AA02-246-686-000	1	\$444.68	Recommended	Y
		DEVICE-FORCING	20-00-0065	1	\$1,303.18	Recommended	Y
		CABLE-KIT E-FAN USB TO RS232	634-8781	1	\$152.29	Recommended	Y
		KIT-TOWING COVER,ZF DRIVE AXLE	20-02-0019/2	1	\$51.11	Recommended	Y
		KIT-TOOLS, WHEEL-END REMOVAL	20-02-0040	1	\$1,794.19	Recommended	Y
		KIT-TOOLS, WHEEL BEARING	20-02-0041	1	\$3,111.51	Recommended	Y
		KIT-TOOLS, DIFF. PINION SEAL SERVICE	20-02-0042	1	\$1,564.80	Recommended	Y
		TOOL-GAUGE, PAD AND ROTOR	20-04-0046	1	\$61.17	Recommended	Y
		ADAPTOR-BLOWOUT,HOSE,DISCHARGE	20-07-0019	1	\$116.03	Recommended	Y
		KIT-TOOL,BENDIX AIR DISC BRAKE	20-04-0020	1	\$1,699.65	Recommended	Y
		KIT-ELECTRICAL CONNECTORS	T07-2750	1	\$1,106.09	Recommended	Y
		HARNESS-ADAPTER,DIAGNOSTIC,CAN2	07-12-5916	1	\$102.53	Recommended	Y
		TOOL ADAPTER-DIANOSTICS USB-HVAC	20-16-0005	1	\$234.82	Recommended	Y
				Total	<b>\$25,852.02</b>		
					<b>Total Tooling</b>	<b>\$34,184.49</b>	

## Tab 6, Coach Delivery Schedule

### Solicitation Requirements:

N/A

### MCI Response:

MCI **Delivery Schedule** for the proposed coaches has not been defined at this time.

MCI is proposing Q4 2024, the exact date will be provided once a purchase order is received.

## **Tab 7, Coach Technical Summary**

### **Solicitation Requirements:**

N/A

### **MCI Response:**

Please see the attached MCI [Technical Summary](#) for the proposed coach.



**Exhibit B**

Date: 8/10/2022

Washington State

Spec #: C-17591

Western Contra Costa Transit Authority

Quantity:

Customer Order #

Customer #

**MCI D45 CRT LE (MY2023)**

<b>Feature/Option #</b>	<b>Feature/Option Title</b>	<b>Qty</b>
<b><u>Standard Features</u></b>		
Standard	Semi-monocoque low-corrosion stainless steel frame	1
Standard	Composite exterior body panels	1
Standard	Bi-part style front entrance door	1
Standard	Front and rear energy absorbing bumpers	1
Standard	Single pane side sash (optional dual pane)	1
Standard	Laminated safety glass on entrance doors	1
Standard	MCI patented low entry vestibule with mid-coach bi-part entrance door and retractable ramp	1
Standard	MCI exclusive spiral entrance	1
Standard	Scissor style powered windshield blinds	1
Standard	Keyed Alike exterior door locks	1
Standard	Additional air vent in LH front parcel rack for driver	1
Standard	Flat composite baggage bay floors	1
Standard	Bendix ADB22X disc brakes	1
Standard	Unitized Wheel End (UEW) bearings on all axles	1
Standard	ZF independent front and tag axle suspension system with premium Sachs shocks and wide stance drive axle 1 suspension system	1
Standard	MCI Dynamic Suspension System (MDSS), includes full high/low rise and kneeling features	1
Standard	Variable assistance power steering	1
Standard	Steerable tag axle (passive)	1
Standard	Tag unload feature (electric)	1
Standard	Tag dump feature (manual)	1
Standard	Maintenance air supply located at the front and rear of coach	1
Standard	Doga electric windshield wipers	1
Standard	182 gallon diesel tank	1
Standard	15 gallon DEF tank	1
Standard	Bitzer A/C compressor	1
Standard	R134a refrigerant	1
Standard	Brushless evaporator and condenser motors	1
Standard	Standard Electronic manuals only (Thumb Drive)	1
Standard	Remote and heated exterior mirrors	1
Standard	Driver's barrier	1
Standard	Transit style PA system	1
Standard	Automatic Traction Control system (ATC)	1
Standard	Electronic Stability Program (ESP)	1
Standard	Amerex Fire Suppression System	1
Standard	6-channel Antilock Braking System (ABS)	1
Standard	Parcel rack tether system	1
Standard	3-point passenger seat belts (FMVSS 210)	1



Standard	Parker-Vansco multiplexing system	1
Standard	Parker-Vansco multi-function instrument panel	1
Standard	12V power supplies in driver's area and parcel rack	1
Standard	LED interior aisle lighting	1
Standard	Swing-out cooling package with E-Fan system	1
Standard	Dual Delco 55SI 250 Amp brushless alternators	1
Standard	Exterior LED lighting includes; turning indicator, marker/clearance, brake, reverse, and daytime running lights (DRL)	1
Standard	LED baggage bay lights	1
Standard	LED headlights	1
Standard	Progressive engine brakes (2/4/6 cylinder)	1
Standard	Back-up alarm	1
Standard	Provisions for destination signs	1

**Coach Dimensions**

Overall length: 45.82 ft / 13.97 m  
Wheelbase: 315 in. / 8.00 m  
Overall width: 102 in. / 2.59 m  
Height to roof hatches: 138 in. / 3.50 m  
Front overhang: 78.25 in / 1.98 m  
Rear overhang : 101.25 in / 2.57 m  
Turning radius: 41 ft / 12.5 m  
54,000 lbs / 24,494 kg GVWR  
17,000 lb / 7,711 kg front GAWR  
23,000 lb / 10,433 kg drive GAWR  
16,500 lb / 7.484 kg tag GAWR

**Certifications / Compliances**

1.0.1	BUY AMERICA ACT COACH (BAA)	1
1.0.3	ENGINE CERTIFICATION – EPA & CARB CERTIFIED W/ EPA ONLY EMISSION WARRANTY	1

**Lavatory & Lavatory Accessories**

1.1.19	DELETE BASIC CHEMICAL TYPE LAVATORY WITHOUT WASH BASIN	1
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**Windows**

STANDARD	SINGLE PANE FRAMELESS SASH	1
STANDARD	NON-HEATED DRIVER'S WINDOW	1

**Interior Trim**

1.3.21	FABRIC ON SIDEWALL	1
1.3.27	FABRIC - FULL WIDTH OF CEILING	1
1.3.30	FABRIC ON EXTERIOR BOTTOM PANELS OF PARCEL RACK	1
1.3.36.2	FRONT ENTRY WAY FABRIC APPLIED TO RH DASH INSERT AND FORWARD (STEPWELL) SIDE OF 1 PASSENGER SIDE MODESTY PANEL	1
1.3.36.3	FABRIC APPLIED TO PASSENGER SIDE OF DRIVER'S AND PASSENGER'S MODESTY PANELS	1



1.3.45	CARPET ON INTERIOR FLOOR OF PARCEL RACKS	1
STANDARD	SS GRAB RAILS	1

**Interior Flooring**

1.3.46	ALUMINUM STEP EDGE	1
1.3.52	ALTRO FLOORING	1
1.3.52.004	FLOORING COLOR - ALTRO CHROMA TFCR 2730 MINERAL	1
1.3.53.3	WHITE STEP NOSING	1
STANDARD	WHITE STANDEE LINE	1

**Miscellaneous Interior**

STANDARD	LOCKING PARCEL RACK COMPARTMENT - #1 LH	1
STANDARD	LOCKING PARCEL RACK COMPARTMENT - #2 LH	1
1.4.82	PARCEL RACK COMPARTMENT WITHOUT DOORS (TO INCLUDE CORDS)	1
1.4.85.3	DRIVER'S BARRIER WITH OPAQUE SHIELD	1
1.4.106	PARCEL RACK STRUT COVERS	1
STANDARD	FLOOR / STEERING MOUNTED COLUMN TURN SIGNAL CONTROLS	1

**Safety Equipment**

1.6.20	AMEREX FIRE SUPPRESSION	1
1.6.29	DELETE SMARTWAVE TIRE MONITORING SYSTEM	1
1.6.30	10 UNIT FIRST AID KIT	1

**Paint & Lettering**

1.7.25	ALL WHITE PAINT SCHEME	1
DETAILS:	---Standard White (DuPont N5793)	1
STANDARD	EXTERIOR PAINT - WITHOUT CLEAR COAT	1

**Miscellaneous Exterior**

1.8.18	BI-PARTING ENTRANCE DOOR	1
1.8.79.1	78 INCH WHEELCHAIR RAMP FOR PASSENGER LOADING FROM GROUND LEVEL OR CURB	1
STANDARD	BAGGAGE DOORS WITH KEYED ALIKE LOCKS	1

**Destination Signs**

1.9.19	GLASS DEFROSTER GRID FOR DESTINATION SIGN BOX W/O SWITCH	1
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**Nameplates, Decals & Fleet Numbers**

1.10.2.2	2" INTERIOR FLEET NUMBER	1
1.10.2.2	FLEET NUMBER(S):TBA	1
1.10.22.1	VIN PLATE - USA	1
1.10.23	ENGLISH/SPANISH DECALS	1
1.10.25	SEAT RESERVATION MARKERS - NAMEPLATES	1
STANDARD	ALL MCI LOGOS (FRONT, LH & RH SIDEWALL & REAR LOGO'S)	1

**Bumpers and Rub Rails**



STANDARD 2" RUBBER RUB RAILS 1

**Vehicle Key Code**

Key Code: TBA

**Delivery Location**

1.16.1.9 DELIVERY TO CUSTOMER FACILITY 1  
ADDRESS DELIVERY LOCATION: TBA 1  
STANDARD MANUFACTURING SITE - MULTI-SITE BUILD - PEMBINA 1

**Heat & Air Conditioning**

2.2.11.1 AUXILIARY PARCEL RACK A/C 1  
2.2.26 ENTRANCE DOOR DEFROSTER FAN 1

**Lights and Reflectors**

3.1.5.2 IN-STATION LIGHTING 1  
3.1.11 ILLUMINATED PASSENGER SIGNAL SIGN AT FRONT OF COACH 1  
3.1.37 PARCEL RACK WINDOW LIGHTS 1  
STANDARD HEADLIGHTS - 90MM LED 1  
3.1.44 DRIP RAIL MOUNTED LED OVERHEAD LIGHTING 1  
3.1.46 LED STEPWELL LIGHTING 1

**Instrumentation**

3.2.37.3 GAUGES FOR SPEEDOMETER - USA 1

**Radio & P.A. System**

3.3.52 SPEAKEASY II HANDS FREE MICROPHONE 1  
3.3.66 SLIDING ELECTRONIC EQUIPMENT TRAY LOCATED ABOVE VESTIBULE 1

**Control and Alarms**

3.4.14 FUEL GAUGE LOCATED ON DASH WITH FUEL SENDER 1

**Immersion Heater**

3.5.8 ENGINE BLOCK HEATER 1

**Electrical & Miscellaneous Electrical Accessories**

3.6.12 PASSENGER SIGNAL CHIME SYSTEM INSTALLED 1  
STANDARD THREADED BATTERY POSTS 1  
3.6.24 SLIDING TRAYS FOR BATTERIES, IN CONJUNCTION W/BASIC BATTERIES 1  
3.6.28 FOUR DELCO GROUP 31 BATTERIES 1  
3.6.39 POWER OUTLETS W/110 VOLT DUPLEX PLUGS AND TWO USB PORTS 1

**Multiplexing**

STANDARD PARKER MULTIPLEX SYSTEM 1



**Brakes and Air System**

4.1.11 BRAKE DUST SHIELDS - ALL AXLES 1

**Engine Cooling System**

STANDARD MP BOOST PUMP 1

**Engine & Engine Accessories**

4.3.109 CUMMINS X12 11.8 L, 410 HP, 1450 FT- LB ENGINE 1

**Fuel System**

4.4.10 ALUMINUM FUEL TANK WITH EMCO WHEATON POSI LOCK II DRY BREAK FUELING SYSTEM TO 1  
INCLUDE TWIST CAP

**Wheels, Wheel Accessories & Tires**

STANDARD ACCURIDE #29300, SIZE 9.00 X 22.5, 9000-LB RATED, HUB-PILOTED STEEL WHEELS (9) 9

4.6.8.310 FIRESTONE FS400 TIRES SIZE: 315/80 R22.5 J-RATED 9

**Transmission & Transmission Accessories**

4.7.1 ALLISON B500 GEN V AUTOMATIC TRANSMISSION WITHOUT RETARDER 1

4.7.33.14 REAR AXLE - RATIO 3.82:1 1

4.7.40 DELETE BELT & BULB KIT 1

4.7.44.1 TES-668 SYNTHETIC TRANSMISSION OIL FOR B500 1

**Seating & Trim**

5.24.10.10 54 PASS - AMAYA A220 MODEL PASSENGER SEATS W/3 POINT BELTS 1

6.1.09.2 CLASSIC UPHOLSTERY STYLE 1

6.1.10.1 BUY AMERICA COMPLIANT - AMAYA SEATS 1

6.5.55.3 FOLD-DOWN AISLE ARMRESTS - AMAYA 25

STANDARD WITH FLOOR MOUNTED WHEELCHAIR RESTRAINTS 1

**Driver Seat & Driver Seat Options**

6.8.19.3 RECARO (M3PT) AM80 AIR RIDE DRIVER'S SEAT WITH INTEGRAL 3-POINT SEAT BELT, WITH 1  
ARMRESTS, W/O SEAT CUSHION ALARM

6.10.TBA RH PLASTIC ARMREST ON RECARO M3PT DRIVER'S SEAT 1

6.10.TBA LH PLASTIC ARMREST ON RECARO M3PT DRIVER'S SEAT 1

**User Defined Specials**

S 1.3.359 FABRIC ON INTERIOR PANELS OF COACH 1

S 3.6.276.11 PARKER MULTIPLEX SYSTEM - COACH PROGRAMMING 1



S 4.3.277.6	GOVERN SPEED - 65 MPH	1
S 5.10.72	PASSENGER SEATS - D45CRTLE, D45CRTELE COACHES	1
S 6.8.57	DRIVER'S SEAT - D45CRTLE, D45CRTELE COACHES	1
Special-1	S4.7.553 : JACK PADS PAINTED SAFETY YELLOW	1
Special-2	S3.6.TBA : PROVISIONS FOR FARE BOX WITH 24V POWER FEED	1
Special-3	S4.7.437.3 : FRONT DOOR INTERLOCKED WITH SERVICE BRAKE. SERVICE BRAKE TO ACTIVATE WHEN FRONT DOOR OPEN. GUARDED MOMENTARY BY-PASS SWITCH TO BE ADDED IN THE DESTINATION SIGN AREA TO BY-PASS INTERLOCK SYSTEM. ENTRANCE DOOR TO BE PREVENTED FROM OPENING OVER 2 MPH TO INCLUDE DISABLE OF THROTTLE WHEN DOOR IS OPEN.	1
Special-4	S1.15.112 : 17"X 8" INTERIOR REAR VIEW MIRROR TO BE PROVIDED ON THE FRONT SIGN HEADER	1
Special-5	S1.15.107.3 : ROSCO 6" DIAMETER ADJUSTABLE CONVEX MIRROR OVER AND FORWARD OF THE FRONT DOOR SHALL BE PROVIDED.	1
Special-6	S3.6.543.4 : PULL CORDS FOR STOP REQUEST TO ACTIVATE CHIME AND TELL-TALE IN DRIVERS AREA, TELL-TALE TO BE ILLUMINATED BLUE. THERE SHALL BE A LIGHTED DISPLAY SIGN WHICH INDICATES "STOP REQUESTED" WHEN SIGNAL ACTIVATED. REQUEST SIGN AT FRONT OF COACH.PULL CORDS TO BE YELLOW.	1



- Special-7 S1.9.172.2 : A MECHANICAL TRANSIGN 4 CHARACTER ROUTE SIGN SHALL BE PROVIDED IN THE LOWER CURB SIDE WINDSHIELD SECURED TO THE DASH PANEL. SIGN SHALL HAVE THREE CHARACTERS NUMERICAL 0-9 AND 1 CHARACTER ALFA A-Z. EACH CHARACTER SHALL USE BLACK LETTERING ON WHITE BACKGROUND. LETTERING TO BE MIN 6" HIGH WITH MIN OF 1-1 1/2" BETWEEN READINGS OR 4" X 3" LETTERS. EACH COLUMN SHALL BE OPERATED INDIVIDUALLY. CURTAIN MATERIAL TO BE MADE OF MYLAR. 1
- Special-8 S3.3.764 : INTERIOR ADVERTISING FRAME, LOCATED ON REAR OF DRIVERS BARRIER. DISPLAY SIGNS 11" HEIGHT (WIDTH N/A), AND 0.09 IN. THICK. 1
- Special-9 S1.9.170.2 : LUMINATOR SIGN SYSTEM TO INCLUDE: 1  
- FRONT DESTINATION SIGN 16 X 160 - 13MM,  
- CURBSIDE DESTINATION SIGN 14 X 108 X 8MM,  
- REAR ROUTE SIGN 16 X 48 - 10MM,  
- OCU FOR LUMINATOR SIGN SYSTEMS AND INTERCONNECTING CABLES
- Special-10 S3.6.301 : SPRAY ALL EXTERIOR CONNECTIONS(EXCLUDING WEATHER PACK CONNECTIONS) WITH NOCO SPRAY TO BE APPLIED TO BOTH SIDES OF CONNECTORS. EXTERIOR AREA TO INCLUDE ENGINE COMPT, BATTERY COMPT AND UNDERNEATH THE COACH 1
- Special-12 S3.6.549.6 : ANDERSON STYLE BOOSTER CONNECTOR SB350 TO BE LOCATED IN THE ENGINE COMPARTMENT. THIS CONNECTOR SHALL BE THE CHEMICAL RESISTENT TYPE AND HAVE THE GRAY COLOUR KEY. ANDERSON PART NUMBER P906. 1
- Special-13 S1.10.188 : ELECTRICAL TERMINAL COMPT DECAL 1
- Special-14 S1.10.205 : BATTERY DISCONNECT SWITCH INSIDE DECAL INSTALLED ON EXTERIOR OF BATTERY DOOR. 1
- Special-15 S1.3.143 : YELLOW STANDEE LINE IN LIEU OF BASIC WHITE 1



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Special-16 S3.1.437 : 2 MCI STOP REQUEST SIGN FOR ADA VESTIBULE.

1



### Selected Upholstery / Fabrics

**Location**

**Description**

**Passenger Seats**

Headrest Face:	Holdsworth Fusion NAA 184
Headrest Side Boxing:	Holdsworth Fusion NBD 184
Cushion and Back Center:	Holdsworth Fusion NAA 184
Cushion and Back Outside:	Holdsworth Fusion NAA 184
Side Boxing:	Holdsworth Fusion NBD 184
Back Panel:	Dark Grey Carpet
Seat Piping:	No Seat Piping
Double Stitching:	No Double Stitching
Diamond Stitching:	No Diamond Stitching

**Driver's Seat**

Headrest Face:	Black Cloth
Cushion and Back Center:	Black Cloth
Cushion and Back Outside:	Black Cloth
Side Boxing:	Black Cloth
Back Panel:	Standard Black Plastic

**Interior Fabric**

Front Dash Insert	Holdsworth Fusion NBD 184
Right Modesty Panel, Front Side	Holdsworth Fusion NAA 184
Driver Modesty Panel, Front Side	Without Fabric
Right Modesty Panel, Rear Side	Holdsworth Fusion NBD 184
Driver Modesty Panel, Rear Side	Holdsworth Fusion NBD 184
Sidewall	Holdsworth Fusion NBD 184
Ceiling	Holdsworth Fusion NAA 184
Bottom of Parcel Rack	Holdsworth Fusion NBD 184
Rear Interior Enclosure Panel	Gray Millsone Melamine

**Entrance and Flooring**

Flooring	Altro - Chroma TFCR 2730 Mineral
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## Agenda Item 2.3

### **Staff Report: Approval of Purchase and Setup of New Financial Accounting Software**

Before early FY21, WCCTA contracted with an outside Certified Public Accountant (CPA) and had a bookkeeper on staff. The agency contracted with this CPA for over 30 years. She was in another state and traveled to California for the agency's annual financial audit. She retired in September 2021, and the bookkeeper left the agency in October 2021. The bookkeeper was a member of the WCCTA staff and was primarily responsible for AP/AR. At the same time, the CPA managed most of the agency's other financial responsibilities and provided support to the bookkeeper. All of these responsibilities are now handled entirely in-house with WCCTA staff. Staff reviewed the CPA's contracts for the ten years before her retirement and found that WCCTA paid an average of \$36,000 per year for her services.

The new finance department, which has been evolving over the last several years since the departure of the CPA and bookkeeper, was left to work with the old accounting software, Sage 50 (previously Peach Tree), which is unreliable and does not meet the agency's needs. The technical support is outsourced to other countries and has been difficult (if not impossible) to work with. Anytime there is an update, the system will often crash, and it can take days to recover, putting staff behind in necessary and time-sensitive tasks. Also, the finance staff cannot work with the software simultaneously without concerns about data loss or being kicked out of the system entirely. In addition, staff could not obtain the software security documentation from Sage 50, as requested during our annual financial audit in FY23, and any of the required administrative approvals cannot be managed through the current financial software. These approvals are made outside the current financial software using various forms created by the Finance Manager. Also, asset lists and depreciation schedules are currently prepared and maintained in Excel by WCCTA staff.

Staff has worked over the last year to identify new financial accounting software suitable to support the agency's growing reporting needs. This software will also provide reliable and accessible technical and administrative support and protect the agency's financial data in a cloud-based platform, allowing it to meet all its security and reporting requirements.

Staff have received demonstrations from three financial software companies: Tyler Technologies, Zobiro, and Cassele Connect Online. Both Tyler Technologies and Zobiro have provided WCCTA with proposals. Staff has determined that Tyler Technologies meets all WCCTA's financial requirements and offers options that can be added later to strengthen and streamline the financial accounting process, ensure accountability, and enhance workflow efficiency. In addition, the Finance Manager is familiar with Tyler Technologies software and has worked with them during software conversion and used the system for two years. Tyler Technologies is a cloud-based accounting software commonly used in the public sector, such as special districts, cities, counties, and states.

Staff will provide additional details at the Board meeting and be able to answer any specific questions the Board may have.

**Recommendation – Authorize General Manager to Finalize and Enter into a Three Year Service Agreement with Tyler Technologies for Purchase and Setup of New Financial Accounting Software.**



## SOFTWARE AS A SERVICE AGREEMENT

This Software as a Service Agreement is made between Tyler Technologies, Inc. and Client.

WHEREAS, Client selected Tyler to provide certain products and services set forth in the Investment Summary, including providing Client with access to Tyler's proprietary software products, and Tyler desires to provide such products and services under the terms of this Agreement;

NOW THEREFORE, in consideration of the foregoing and of the mutual covenants and promises set forth in this Agreement, Tyler and Client agree as follows:

### SECTION A – DEFINITIONS

- **“Agreement”** means this Software as a Service Agreement.
- **“Business Travel Policy”** means our business travel policy. A copy of our current Business Travel Policy is attached as Schedule 1 to Exhibit B.
- **“Client”** means the Western Contra Costa Transit Authority, California.
- **“Data”** means your data necessary to utilize the Tyler Software.
- **“Data Storage Capacity”** means the contracted amount of storage capacity for your Data identified in the Investment Summary.
- **“Defect”** means a failure of the Tyler Software to substantially conform to the functional descriptions set forth in our written proposal to you, or their functional equivalent. Future functionality may be updated, modified, or otherwise enhanced through our maintenance and support services, and the governing functional descriptions for such future functionality will be set forth in our then-current Documentation.
- **“Defined Users”** means the number of users that are authorized to use the SaaS Services. The Defined Users for the Agreement are as identified in the Investment Summary. If Exhibit A contains Enterprise Permitting & Licensing labeled software, defined users mean the maximum number of named users that are authorized to use the Enterprise Permitting & Licensing labeled modules as indicated in the Investment Summary.
- **“Developer”** means a third party who owns the intellectual property rights to Third Party Software.
- **“Documentation”** means any online or written documentation related to the use or functionality of the Tyler Software that we provide or otherwise make available to you, including instructions, user guides, manuals and other training or self-help documentation.
- **“Effective Date”** means the date by which both your and our authorized representatives have signed the Agreement.
- **“Force Majeure”** means an event beyond the reasonable control of you or us, including, without limitation, governmental action, war, riot or civil commotion, fire, natural disaster, or any other cause that could not with reasonable diligence be foreseen or prevented by you or us.
- **“Investment Summary”** means the agreed upon cost proposal for the products and services attached as Exhibit A.



- **“Invoicing and Payment Policy”** means the invoicing and payment policy. A copy of our current Invoicing and Payment Policy is attached as Exhibit B.
- **“Order Form”** means an ordering document that includes a quote or investment summary and specifying the items to be provided by Tyler to Client, including any addenda and supplements thereto.
- **“SaaS Fees”** means the fees for the SaaS Services identified in the Investment Summary.
- **“SaaS Services”** means software as a service consisting of system administration, system management, and system monitoring activities that Tyler performs for the Tyler Software, and includes the right to access and use the Tyler Software, receive maintenance and support on the Tyler Software, including Downtime resolution under the terms of the SLA, and Data storage and archiving. SaaS Services do not include support of an operating system or hardware, support outside of our normal business hours, or training, consulting or other professional services.
- **“SLA”** means the service level agreement. A copy of our current SLA is attached hereto as Exhibit C.
- **“Statement of Work”** means the industry standard implementation plan describing how our professional services will be provided to implement the Tyler Software, and outlining your and our roles and responsibilities in connection with that implementation. The Statement of Work is attached as Exhibit E.
- **“Support Call Process”** means the support call process applicable to all of our customers who have licensed the Tyler Software. A copy of our current Support Call Process is attached as Schedule 1 to Exhibit C.
- **“Third Party Hardware”** means the third party hardware, if any, identified in the Investment Summary.
- **“Third Party Products”** means the Third Party Software and Third Party Hardware.
- **“Third Party SaaS Services”** means software as a service provided by a third party, if any, identified in the Investment Summary.
- **“Third Party Services”** means the third party services, if any, identified in the Investment Summary.
- **“Third Party Software”** means the third party software, if any, identified in the Investment Summary.
- **“Third Party Terms”** means, if any, the end user license agreement(s) or similar terms for the Third Party Products or other parties’ products or services, as applicable.
- **“Tyler”** means Tyler Technologies, Inc., a Delaware corporation.
- **“Tyler Software”** means our proprietary software, including any integrations, custom modifications, and/or other related interfaces identified in the Investment Summary and licensed by us to you through this Agreement.
- **“we”, “us”, “our”** and similar terms mean Tyler.
- **“you”** and similar terms mean Client.

## SECTION B – SAAS SERVICES

1. Rights Granted. We grant to you the non-exclusive, non-assignable limited right to use the SaaS Services solely for your internal business purposes for the number of Defined Users only. The Tyler Software will be made available to you according to the terms of the SLA. You acknowledge that we have no delivery obligations and we will not ship copies of the Tyler Software as part of the SaaS Services. You may use the SaaS Services to access updates and enhancements to the Tyler Software, as further described in Section C(9). The foregoing notwithstanding, to the extent we have sold you

perpetual licenses for Tyler Software, if and listed in the Investment Summary, for which you are receiving SaaS Services, your rights to use such Tyler Software are perpetual, subject to the terms and conditions of this Agreement including, without limitation, Section B(4). We will make any such software available to you for download.

2. SaaS Fees. You agree to pay us the SaaS Fees. Those amounts are payable in accordance with our Invoicing and Payment Policy. The SaaS Fees are based on the number of Defined Users and amount of Data Storage Capacity. You may add additional users or additional data storage capacity on the terms set forth in Section H(1). In the event you regularly and/or meaningfully exceed the Defined Users or Data Storage Capacity, we reserve the right to charge you additional fees commensurate with the overage(s).
3. Ownership.
  - 3.1 We retain all ownership and intellectual property rights to the SaaS Services, the Tyler Software, and anything developed by us under this Agreement. You do not acquire under this Agreement any license to use the Tyler Software in excess of the scope and/or duration of the SaaS Services.
  - 3.2 The Documentation is licensed to you and may be used and copied by your employees for internal, non-commercial reference purposes only.
  - 3.3 You retain all ownership and intellectual property rights to the Data. You expressly recognize that except to the extent necessary to carry out our obligations contained in this Agreement, we do not create or endorse any Data used in connection with the SaaS Services.
4. Restrictions. You may not: (a) make the Tyler Software or Documentation resulting from the SaaS Services available in any manner to any third party for use in the third party's business operations; (b) modify, make derivative works of, disassemble, reverse compile, or reverse engineer any part of the SaaS Services; (c) access or use the SaaS Services in order to build or support, and/or assist a third party in building or supporting, products or services competitive to us; or (d) license, sell, rent, lease, transfer, assign, distribute, display, host, outsource, disclose, permit timesharing or service bureau use, or otherwise commercially exploit or make the SaaS Services, Tyler Software, or Documentation available to any third party other than as expressly permitted by this Agreement.
5. Software Warranty. We warrant that the Tyler Software will perform without Defects during the term of this Agreement. If the Tyler Software does not perform as warranted, we will use all reasonable efforts, consistent with industry standards, to cure the Defect in accordance with the maintenance and support process set forth in Section C(9), below, the SLA and our then current Support Call Process.
6. SaaS Services.
  - 6.1 Our SaaS Services are audited at least yearly in accordance with the AICPA's Statement on Standards for Attestation Engagements ("SSAE") No. 21. We have attained, and will maintain, SOC 1 and SOC 2 compliance, or its equivalent, for so long as you are timely paying for SaaS Services. The scope of audit coverage varies for some Tyler Software solutions. Upon execution of a mutually agreeable Non-Disclosure Agreement ("NDA"), we will provide you with a summary of our compliance report(s) or its equivalent. Every year thereafter, for so long as the

NDA is in effect and in which you make a written request, we will provide that same information. If our SaaS Services are provided using a 3rd party data center, we will provide available compliance reports for that data center.

- 6.2 You will be hosted on shared hardware in a Tyler data center or in a third-party data center. In either event, databases containing your Data will be dedicated to you and inaccessible to our other customers.
- 6.3 Our Tyler data centers have fully-redundant telecommunications access, electrical power, and the required hardware to provide access to the Tyler Software in the event of a disaster or component failure. In the event of a data center failure, we reserve the right to employ our disaster recovery plan for resumption of the SaaS Services. In that event, we commit to a Recovery Point Objective (“RPO”) of 24 hours and a Recovery Time Objective (“RTO”) of 24 hours. RPO represents the maximum duration of time between the most recent recoverable copy of your hosted Data and subsequent data center failure. RTO represents the maximum duration of time following data center failure within which your access to the Tyler Software must be restored.
- 6.4 We conduct annual penetration testing of either the production network and/or web application to be performed. We will maintain industry standard intrusion detection and prevention systems to monitor malicious activity in the network and to log and block any such activity. We will provide you with a written or electronic record of the actions taken by us in the event that any unauthorized access to your database(s) is detected as a result of our security protocols. We will undertake an additional security audit, on terms and timing to be mutually agreed to by the parties, at your written request. You may not attempt to bypass or subvert security restrictions in the SaaS Services or environments related to the Tyler Software. Unauthorized attempts to access files, passwords or other confidential information, and unauthorized vulnerability and penetration test scanning of our network and systems (hosted or otherwise) is prohibited without the prior written approval of our IT Security Officer.
- 6.5 We test our disaster recovery plan on an annual basis. Our standard test is not client-specific. Should you request a client-specific disaster recovery test, we will work with you to schedule and execute such a test on a mutually agreeable schedule. At your written request, we will provide test results to you within a commercially reasonable timeframe after receipt of the request.
- 6.6 We will be responsible for importing back-up and verifying that you can log-in. You will be responsible for running reports and testing critical processes to verify the returned Data.
- 6.7 We provide secure Data transmission paths between each of your workstations and our servers.
- 6.8 Tyler data centers are accessible only by authorized personnel with a unique key entry. All other visitors to Tyler data centers must be signed in and accompanied by authorized personnel. Entry attempts to the data center are regularly audited by internal staff and external auditors to ensure no unauthorized access.
- 6.9 Where applicable with respect to our applications that take or process card payment data, we are responsible for the security of cardholder data that we possess, including functions relating

to storing, processing, and transmitting of the cardholder data and affirm that, as of the Effective Date, we comply with applicable requirements to be considered PCI DSS compliant and have performed the necessary steps to validate compliance with the PCI DSS. We agree to supply the current status of our PCI DSS compliance program in the form of an official Attestation of Compliance, which can be found at <https://www.tylertech.com/about-us/compliance>, and in the event of any change in our status, will comply with applicable notice requirements.

## **SECTION C – PROFESSIONAL SERVICES**

1. Professional Services. We will provide you the various implementation-related services itemized in the Investment Summary and described in the Statement of Work.
2. Professional Services Fees. You agree to pay us the professional services fees in the amounts set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy. You acknowledge that the fees stated in the Investment Summary are good-faith estimates of the amount of time and materials required for your implementation. We will bill you the actual fees incurred based on the in-scope services provided to you. Any discrepancies in the total values set forth in the Investment Summary will be resolved by multiplying the applicable hourly rate by the quoted hours.
3. Additional Services. The Investment Summary contains, and the Statement of Work describes, the scope of services and related costs (including programming and/or interface estimates) required for the project based on our understanding of the specifications you supplied. If additional work is required, or if you use or request additional services, we will provide you with an addendum or change order, as applicable, outlining the costs for the additional work. The price quotes in the addendum or change order will be valid for thirty (30) days from the date of the quote.
4. Cancellation. If you cancel services less than four (4) weeks in advance (other than for Force Majeure or breach by us), you will be liable for all (a) daily fees associated with cancelled professional services if we are unable to reassign our personnel and (b) any non-refundable travel expenses already incurred by us on your behalf. We will make all reasonable efforts to reassign personnel in the event you cancel within four (4) weeks of scheduled commitments.
5. Services Warranty. We will perform the services in a professional, workmanlike manner, consistent with industry standards. In the event we provide services that do not conform to this warranty, we will re-perform such services at no additional cost to you.
6. Site Access and Requirements. At no cost to us, you agree to provide us with full and free access to your personnel, facilities, and equipment as may be reasonably necessary for us to provide implementation services, subject to any reasonable security protocols or other written policies provided to us as of the Effective Date, and thereafter as mutually agreed to by you and us.
7. Background Checks. For at least the past twelve (12) years, all of our employees have undergone criminal background checks prior to hire. All employees sign our confidentiality agreement and security policies.

8. Client Assistance. You acknowledge that the implementation of the Tyler Software is a cooperative process requiring the time and resources of your personnel. You agree to use all reasonable efforts to cooperate with and assist us as may be reasonably required to meet the agreed upon project deadlines and other milestones for implementation. This cooperation includes at least working with us to schedule the implementation-related services outlined in this Agreement. We will not be liable for failure to meet any deadlines and milestones when such failure is due to Force Majeure or to the failure by your personnel to provide such cooperation and assistance (either through action or omission).
  
9. Maintenance and Support. For so long as you timely pay your SaaS Fees according to the Invoicing and Payment Policy, then in addition to the terms set forth in the SLA and the Support Call Process, we will:
  - 9.1 perform our maintenance and support obligations in a professional, good, and workmanlike manner, consistent with industry standards, to resolve Defects in the Tyler Software (subject to any applicable release life cycle policy);
  
  - 9.2 provide support during our established support hours;
  
  - 9.3 maintain personnel that are sufficiently trained to be familiar with the Tyler Software and Third Party Software, if any, in order to provide maintenance and support services;
  
  - 9.4 make available to you all releases to the Tyler Software (including updates and enhancements) that we make generally available without additional charge to customers who have a maintenance and support agreement in effect; and
  
  - 9.5 provide non-Defect resolution support of prior releases of the Tyler Software in accordance with any applicable release life cycle policy.

We will use all reasonable efforts to perform support services remotely. Currently, we use a third-party secure unattended connectivity tool called Bomgar, as well as GotoAssist by Citrix. Therefore, you agree to maintain a high-speed internet connection capable of connecting us to your PCs and server(s). You agree to provide us with a login account and local administrative privileges as we may reasonably require to perform remote services. We will, at our option, use the secure connection to assist with proper diagnosis and resolution, subject to any reasonably applicable security protocols. If we cannot resolve a support issue remotely, we may be required to provide onsite services. In such event, we will be responsible for our travel expenses, unless it is determined that the reason onsite support was required was a reason outside our control. Either way, you agree to provide us with full and free access to the Tyler Software, working space, adequate facilities within a reasonable distance from the equipment, and use of machines, attachments, features, or other equipment reasonably necessary for us to provide the maintenance and support services, all at no charge to us. We strongly recommend that you also maintain your VPN for backup connectivity purposes.

For the avoidance of doubt, SaaS Fees do not include the following services: (a) onsite support (unless Tyler cannot remotely correct a Defect in the Tyler Software, as set forth above); (b) application design; (c) other consulting services; or (d) support outside our normal business hours as listed in our then-current Support Call Process. Requested services such as those outlined in this section will be billed to you on a time and materials basis at our then current rates. You must request those services with at

least one (1) weeks' advance notice.

#### **SECTION D – THIRD PARTY PRODUCTS**

1. Third Party Hardware. We will sell, deliver, and install onsite the Third Party Hardware, if you have purchased any, for the price set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy.
2. Third Party Software. As part of the SaaS Services, you will receive access to the Third Party Software and related documentation for internal business purposes only. Your rights to the Third Party Software will be governed by the Third Party Terms.
3. Third Party Products Warranties.
  - 3.1 We are authorized by each Developer to grant access to the Third Party Software.
  - 3.2 The Third Party Hardware will be new and unused, and upon payment in full, you will receive free and clear title to the Third Party Hardware.
  - 3.3 You acknowledge that we are not the manufacturer of the Third Party Products. We do not warrant or guarantee the performance of the Third Party Products. However, we grant and pass through to you any warranty that we may receive from the Developer or supplier of the Third Party Products.
4. Third Party Services. If you have purchased Third Party Services, those services will be provided independent of Tyler by such third-party at the rates set forth in the Investment Summary and in accordance with our Invoicing and Payment Policy.

#### **SECTION E - INVOICING AND PAYMENT; INVOICE DISPUTES**

1. Invoicing and Payment. We will invoice you the SaaS Fees and fees for other professional services in the Investment Summary per our Invoicing and Payment Policy, subject to Section E(2).
2. Invoice Disputes. If you believe any delivered software or service does not conform to the warranties in this Agreement, you will provide us with written notice within thirty (30) days of your receipt of the applicable invoice. The written notice must contain reasonable detail of the issues you contend are in dispute so that we can confirm the issue and respond to your notice with either a justification of the invoice, an adjustment to the invoice, or a proposal addressing the issues presented in your notice. We will work with you as may be necessary to develop an action plan that outlines reasonable steps to be taken by each of us to resolve any issues presented in your notice. You may withhold payment of the amount(s) actually in dispute, and only those amounts, until we complete the action items outlined in the plan. If we are unable to complete the action items outlined in the action plan because of your failure to complete the items agreed to be done by you, then you will remit full payment of the invoice. We reserve the right to suspend delivery of all SaaS Services, including maintenance and support services, if you fail to pay an invoice not disputed as described above within fifteen (15) days of notice of our intent to do so.

## SECTION F – TERM AND TERMINATION

1. Term. The initial term of this Agreement is equal to the number of years indicated for SaaS Services in Exhibit A, commencing on the first day of the first month following the Effective Date, unless earlier terminated as set forth below. If no duration is indicated in Exhibit A, the initial term is one (1) year. Upon expiration of the initial term, this Agreement will renew automatically for additional one (1) year renewal terms at our then-current SaaS Fees unless terminated in writing by either party at least sixty (60) days prior to the end of the then-current renewal term. Your right to access or use the Tyler Software and the SaaS Services will terminate at the end of this Agreement.
2. Termination. This Agreement may be terminated as set forth below. In the event of termination, you will pay us for all undisputed fees and expenses related to the software, products, and/or services you have received, or we have incurred or delivered, prior to the effective date of termination. Disputed fees and expenses in all terminations other than your termination for cause must have been submitted as invoice disputes in accordance with Section E(2).
  - 2.1 Failure to Pay SaaS Fees. You acknowledge that continued access to the SaaS Services is contingent upon your timely payment of SaaS Fees. If you fail to timely pay the SaaS Fees, we may discontinue the SaaS Services and deny your access to the Tyler Software. We may also terminate this Agreement if you don't cure such failure to pay within forty-five (45) days of receiving written notice of our intent to terminate.
  - 2.2 For Cause. If you believe we have materially breached this Agreement, you will invoke the Dispute Resolution clause set forth in Section H(3). You may terminate this Agreement for cause in the event we do not cure, or create a mutually agreeable action plan to address, a material breach of this Agreement within the thirty (30) day window set forth in Section H(3).
  - 2.3 Force Majeure. Either party has the right to terminate this Agreement if a Force Majeure event suspends performance of the SaaS Services for a period of forty-five (45) days or more.
  - 2.4 Lack of Appropriations. If you should not appropriate or otherwise make available funds sufficient to utilize the SaaS Services, you may unilaterally terminate this Agreement upon thirty (30) days written notice to us. You will not be entitled to a refund or offset of previously paid, but unused SaaS Fees. You agree not to use termination for lack of appropriations as a substitute for termination for convenience.

## SECTION G – INDEMNIFICATION, LIMITATION OF LIABILITY AND INSURANCE

1. Intellectual Property Infringement Indemnification.
  - 1.1 We will defend you against any third party claim(s) that the Tyler Software or Documentation infringes that third party's patent, copyright, or trademark, or misappropriates its trade secrets, and will pay the amount of any resulting adverse final judgment (or settlement to which we consent). You must notify us promptly in writing of the claim and give us sole control over its defense or settlement. You agree to provide us with reasonable assistance, cooperation, and information in defending the claim at our expense.

- 1.2 Our obligations under this Section G(1) will not apply to the extent the claim or adverse final judgment is based on your use of the Tyler Software in contradiction of this Agreement, including with non-licensed third parties, or your willful infringement.
- 1.3 If we receive information concerning an infringement or misappropriation claim related to the Tyler Software, we may, at our expense and without obligation to do so, either: (a) procure for you the right to continue its use; (b) modify it to make it non-infringing; or (c) replace it with a functional equivalent, in which case you will stop running the allegedly infringing Tyler Software immediately. Alternatively, we may decide to litigate the claim to judgment, in which case you may continue to use the Tyler Software consistent with the terms of this Agreement.
- 1.4 If an infringement or misappropriation claim is fully litigated and your use of the Tyler Software is enjoined by a court of competent jurisdiction, in addition to paying any adverse final judgment (or settlement to which we consent), we will, at our option, either: (a) procure the right to continue its use; (b) modify it to make it non-infringing; or (c) replace it with a functional equivalent. This section provides your exclusive remedy for third party copyright, patent, or trademark infringement and trade secret misappropriation claims.

## 2. General Indemnification.

- 2.1 We will indemnify and hold harmless you and your agents, officials, and employees from and against any and all third-party claims, losses, liabilities, damages, costs, and expenses (including reasonable attorney's fees and costs) for (a) personal injury or property damage to the extent caused by our negligence or willful misconduct; or (b) our violation of PCI-DSS requirements or a law applicable to our performance under this Agreement. You must notify us promptly in writing of the claim and give us sole control over its defense or settlement. You agree to provide us with reasonable assistance, cooperation, and information in defending the claim at our expense.
- 2.2 To the extent permitted by applicable law, you will indemnify and hold harmless us and our agents, officials, and employees from and against any and all third-party claims, losses, liabilities, damages, costs, and expenses (including reasonable attorney's fees and costs) for (a) personal injury or property damage to the extent caused by your negligence or willful misconduct; or (b) your violation of a law applicable to your performance under this Agreement. We will notify you promptly in writing of the claim and will give you sole control over its defense or settlement. We agree to provide you with reasonable assistance, cooperation, and information in defending the claim at your expense.

3. **DISCLAIMER. EXCEPT FOR THE EXPRESS WARRANTIES PROVIDED IN THIS AGREEMENT AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, WE HEREBY DISCLAIM ALL OTHER WARRANTIES AND CONDITIONS, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES, DUTIES, OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CLIENT UNDERSTANDS AND AGREES THAT TYLER DISCLAIMS ANY LIABILITY FOR ERRORS THAT RELATE TO USER ERROR.**
4. **LIMITATION OF LIABILITY. EXCEPT AS OTHERWISE EXPRESSLY SET FORTH IN THIS AGREEMENT, OUR LIABILITY FOR DAMAGES ARISING OUT OF THIS AGREEMENT, WHETHER BASED ON A THEORY OF CONTRACT OR TORT, INCLUDING NEGLIGENCE AND STRICT LIABILITY, SHALL BE LIMITED TO**

**YOUR ACTUAL DIRECT DAMAGES, NOT TO EXCEED (A) DURING THE INITIAL TERM, AS SET FORTH IN SECTION F(1), TOTAL FEES PAID AS OF THE TIME OF THE CLAIM; OR (B) DURING ANY RENEWAL TERM, THE THEN-CURRENT ANNUAL SAAS FEES PAYABLE IN THAT RENEWAL TERM. THE PARTIES ACKNOWLEDGE AND AGREE THAT THE PRICES SET FORTH IN THIS AGREEMENT ARE SET IN RELIANCE UPON THIS LIMITATION OF LIABILITY AND TO THE MAXIMUM EXTENT ALLOWED UNDER APPLICABLE LAW, THE EXCLUSION OF CERTAIN DAMAGES, AND EACH SHALL APPLY REGARDLESS OF THE FAILURE OF AN ESSENTIAL PURPOSE OF ANY REMEDY. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO CLAIMS THAT ARE SUBJECT TO SECTIONS G(1) AND G(2).**

5. **EXCLUSION OF CERTAIN DAMAGES.** TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL WE BE LIABLE FOR ANY SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
  
6. Insurance. During the course of performing services under this Agreement, we agree to maintain the following levels of insurance: (a) Commercial General Liability of at least \$1,000,000; (b) Automobile Liability of at least \$1,000,000; (c) Professional Liability of at least \$1,000,000; (d) Workers Compensation complying with applicable statutory requirements; and (e) Excess/Umbrella Liability of at least \$5,000,000. We will add you as an additional insured to our Commercial General Liability and Automobile Liability policies, which will automatically add you as an additional insured to our Excess/Umbrella Liability policy as well. We will provide you with copies of certificates of insurance upon your written request.

## **SECTION H – GENERAL TERMS AND CONDITIONS**

1. Additional Products and Services. You may purchase additional products and services at the rates set forth in the Investment Summary for twelve (12) months from the Effective Date by executing a mutually agreed addendum. If no rate is provided in the Investment Summary, or those twelve (12) months have expired, you may purchase additional products and services at our then-current list price, also by executing a mutually agreed addendum. The terms of this Agreement will control any such additional purchase(s), unless otherwise specifically provided in the addendum.
  
2. Optional Items. Pricing for any listed optional products and services in the Investment Summary will be valid for twelve (12) months from the Effective Date.
  
3. Dispute Resolution. You agree to provide us with written notice within thirty (30) days of becoming aware of a dispute. You agree to cooperate with us in trying to reasonably resolve all disputes, including, if requested by either party, appointing a senior representative to meet and engage in good faith negotiations with our appointed senior representative. Senior representatives will convene within thirty (30) days of the written dispute notice, unless otherwise agreed. All meetings and discussions between senior representatives will be deemed confidential settlement discussions not subject to disclosure under Federal Rule of Evidence 408 or any similar applicable state rule. If we fail to resolve the dispute, then the parties shall participate in non-binding mediation in an effort to resolve the dispute. If the dispute remains unresolved after mediation, then either of us may assert our respective rights and remedies in a court of competent jurisdiction. Nothing in this section shall prevent you or us from seeking necessary injunctive relief during the dispute resolution procedures.

4. Taxes. The fees in the Investment Summary do not include any taxes, including, without limitation, sales, use, or excise tax. If you are a tax-exempt entity, you agree to provide us with a tax-exempt certificate. Otherwise, we will pay all applicable taxes to the proper authorities and you will reimburse us for such taxes. If you have a valid direct-pay permit, you agree to provide us with a copy. For clarity, we are responsible for paying our income taxes, both federal and state, as applicable, arising from our performance of this Agreement.
5. Nondiscrimination. We will not discriminate against any person employed or applying for employment concerning the performance of our responsibilities under this Agreement. This discrimination prohibition will apply to all matters of initial employment, tenure, and terms of employment, or otherwise with respect to any matter directly or indirectly relating to employment concerning race, color, religion, national origin, age, sex, sexual orientation, ancestry, disability that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, marital status, or political affiliation. We will post, where appropriate, all notices related to nondiscrimination as may be required by applicable law.
6. E-Verify. We have complied, and will comply, with the E-Verify procedures administered by the U.S. Citizenship and Immigration Services Verification Division for all of our employees assigned to your project.
7. Subcontractors. We will not subcontract any services under this Agreement without your prior written consent, not to be unreasonably withheld.
8. Binding Effect; No Assignment. This Agreement shall be binding on, and shall be for the benefit of, either your or our successor(s) or permitted assign(s). Neither party may assign this Agreement without the prior written consent of the other party; provided, however, your consent is not required for an assignment by us as a result of a corporate reorganization, merger, acquisition, or purchase of substantially all of our assets.
9. Force Majeure. Except for your payment obligations, neither party will be liable for delays in performing its obligations under this Agreement to the extent that the delay is caused by Force Majeure; provided, however, that within ten (10) business days of the Force Majeure event, the party whose performance is delayed provides the other party with written notice explaining the cause and extent thereof, as well as a request for a reasonable time extension equal to the estimated duration of the Force Majeure event.
10. No Intended Third Party Beneficiaries. This Agreement is entered into solely for the benefit of you and us. No third party will be deemed a beneficiary of this Agreement, and no third party will have the right to make any claim or assert any right under this Agreement. This provision does not affect the rights of third parties under any Third Party Terms.
11. Entire Agreement; Amendment. This Agreement represents the entire agreement between you and us with respect to the subject matter hereof, and supersedes any prior agreements, understandings, and representations, whether written, oral, expressed, implied, or statutory. Purchase orders submitted by you, if any, are for your internal administrative purposes only, and the terms and conditions contained in those purchase orders will have no force or effect. This Agreement may only be modified by a written amendment signed by an authorized representative of each party.

12. Severability. If any term or provision of this Agreement is held invalid or unenforceable, the remainder of this Agreement will be considered valid and enforceable to the fullest extent permitted by law.
13. No Waiver. In the event that the terms and conditions of this Agreement are not strictly enforced by either party, such non-enforcement will not act as or be deemed to act as a waiver or modification of this Agreement, nor will such non-enforcement prevent such party from enforcing each and every term of this Agreement thereafter.
14. Independent Contractor. We are an independent contractor for all purposes under this Agreement.
15. Notices. All notices or communications required or permitted as a part of this Agreement, such as notice of an alleged material breach for a termination for cause or a dispute that must be submitted to dispute resolution, must be in writing and will be deemed delivered upon the earlier of the following: (a) actual receipt by the receiving party; (b) upon receipt by sender of a certified mail, return receipt signed by an employee or agent of the receiving party; (c) upon receipt by sender of proof of email delivery; or (d) if not actually received, five (5) days after deposit with the United States Postal Service authorized mail center with proper postage (certified mail, return receipt requested) affixed and addressed to the other party at the address set forth on the signature page hereto or such other address as the party may have designated by proper notice. The consequences for the failure to receive a notice due to improper notification by the intended receiving party of a change in address will be borne by the intended receiving party.
16. Client Lists. You agree that we may identify you by name in client lists, marketing presentations, and promotional materials.
17. Confidentiality. Both parties recognize that their respective employees and agents, in the course of performance of this Agreement, may be exposed to confidential information and that disclosure of such information could violate rights to private individuals and entities, including the parties. Confidential information is nonpublic information that a reasonable person would believe to be confidential and includes, without limitation, personal identifying information (*e.g.*, social security numbers) and trade secrets, each as defined by applicable state law. Each party agrees that it will not disclose any confidential information of the other party and further agrees to take all reasonable and appropriate action to prevent such disclosure by its employees or agents. The confidentiality covenants contained herein will survive the termination or cancellation of this Agreement. This obligation of confidentiality will not apply to information that:
  - (a) is in the public domain, either at the time of disclosure or afterwards, except by breach of this Agreement by a party or its employees or agents;
  - (b) a party can establish by reasonable proof was in that party's possession at the time of initial disclosure;
  - (c) a party receives from a third party who has a right to disclose it to the receiving party; or
  - (d) is the subject of a legitimate disclosure request under the open records laws or similar applicable public disclosure laws governing this Agreement; provided, however, that in the event you receive an open records or other similar applicable request, you will give us prompt notice and otherwise perform the functions required by applicable law.
18. Quarantining of Client Data. Some services provided by Tyler require us to be in possession of your Data. In the event we detect malware or other conditions associated with your Data that are

reasonably suspected of putting Tyler resources or other Tyler clients' data at risk, we reserve the absolute right to move your Data from its location within a multi-tenancy Tyler hosted environment to an isolated "quarantined" environment without advance notice. Your Data will remain in such quarantine for a period of at least six (6) months during which time we will review the Data, and all traffic associated with the Data, for signs of malware or other similar issues. If no issues are detected through such reviews during the six (6) month period of quarantine, we will coordinate with you the restoration of your Data to a non-quarantined environment. In the event your Data must remain in quarantine beyond this six (6) month period through no fault of Tyler's, we reserve the right to require payment of additional fees for the extended duration of quarantine. We will provide an estimate of what those costs will be upon your request.

19. Business License. In the event a local business license is required for us to perform services hereunder, you will promptly notify us and provide us with the necessary paperwork and/or contact information so that we may timely obtain such license.
20. Governing Law. This Agreement will be governed by and construed in accordance with the laws of your state of domicile, without regard to its rules on conflicts of law.
21. Multiple Originals and Authorized Signatures. This Agreement may be executed in multiple originals, any of which will be independently treated as an original document. Any electronic, faxed, scanned, photocopied, or similarly reproduced signature on this Agreement or any amendment hereto will be deemed an original signature and will be fully enforceable as if an original signature. Each party represents to the other that the signatory set forth below is duly authorized to bind that party to this Agreement.
22. Cooperative Procurement. To the maximum extent permitted by applicable law, we agree that this Agreement may be used as a cooperative procurement vehicle by eligible jurisdictions. We reserve the right to negotiate and customize the terms and conditions set forth herein, including but not limited to pricing, to the scope and circumstances of that cooperative procurement.
23. Data & Insights Solution Terms. Your use of certain Tyler solutions includes Tyler's Data & Insights data platform. Your rights, and the rights of any of your end users, to use Tyler's Data & Insights data platform is subject to the Data & Insights SaaS Services Terms of Service, available at <https://www.tylertech.com/terms/data-insights-saas-services-terms-of-service>. By signing a Tyler Agreement or Order Form, or accessing, installing, or using any of the Tyler solutions listed at the linked terms, you certify that you have reviewed, understand, and agree to said terms.
24. Contract Documents. This Agreement includes the following exhibits:

Exhibit A	Investment Summary
Exhibit B	Invoicing and Payment Policy Schedule 1: Business Travel Policy
Exhibit C	Service Level Agreement Schedule 1: Support Call Process
Exhibit D	Statement of Work

SIGNATURE PAGE FOLLOWS

IN WITNESS WHEREOF, a duly authorized representative of each party has executed this Agreement as of the date(s) set forth below.

Tyler Technologies, Inc.

Western Contra Costa Transit Authority, CA

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Address for Notices:

Tyler Technologies, Inc.  
One Tyler Drive  
Yarmouth, ME 04096  
Attention: Chief Legal Officer

Address for Notices:

Western Contra Costa Transit Authority  
601 Walter Avenue  
Pinole, CA 94564  
**Attention:** \_\_\_\_\_



## Exhibit B Invoicing and Payment Policy

We will provide you with the software and services set forth in the Investment Summary of the Agreement. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Agreement.

**Invoicing:** We will invoice you for the applicable software and services in the Investment Summary as set forth below. Your rights to dispute any invoice are set forth in the Agreement.

1. **SaaS Fees.** SaaS Fees are invoiced on an annual basis, beginning on the commencement of the initial term as set forth in Section F (1) of this Agreement. Your annual SaaS fees for the initial term are set forth in the Investment Summary. Upon expiration of the initial term, your annual SaaS fees will be at our then-current rates.
2. **Other Tyler Software and Services.**
  - 2.1 *Implementation and Other Professional Services (including training):* Implementation and other professional services (including training) are billed and invoiced as delivered, at the rates set forth in the Investment Summary.
  - 2.2 *Consulting Services:* If you have purchased any Business Process Consulting services, if they have been quoted as fixed-fee services, they will be invoiced 50% upon your acceptance of the Best Practice Recommendations, by module, and 50% upon your acceptance of custom desktop procedures, by module. If you have purchased any Business Process Consulting services and they are quoted as an estimate, then we will bill you the actual services delivered on a time and materials basis.
  - 2.3 *Conversions:* Fixed-fee conversions are invoiced 50% upon initial delivery of the converted Data, by conversion option, and 50% upon Client acceptance to load the converted Data into Live/Production environment, by conversion option. Where conversions are quoted as estimated, we will bill you the actual services delivered on a time and materials basis.
  - 2.4 *Requested Modifications to the Tyler Software:* Requested modifications to the Tyler Software are invoiced 50% upon delivery of specifications and 50% upon delivery of the applicable modification. You must report any failure of the modification to conform to the specifications within thirty (30) days of delivery; otherwise, the modification will be deemed to be in compliance with the specifications after the 30-day window has passed. You may still report Defects to us as set forth in this Agreement.
  - 2.5 *Other Fixed Price Services:* Other fixed price services are invoiced as delivered, at the rates set forth in the Investment Summary. For the avoidance of doubt, where "Project Planning Services" are provided, payment will be due upon delivery of the Implementation Planning document. Dedicated Project Management services, if any, will be billed monthly in arrears, beginning on the first day of the month immediately following initiation of project planning.
  - 2.6 *Web Services:* Annual fees for web services are payable in advance, commencing upon the availability of the service. Your annual fees for the initial term are set forth in the

Investment Summary. Upon expiration of the initial term, your annual fees will be at our then-current rates.

2.7 *Annual Services*: Unless otherwise indicated in this Exhibit B, fees for annual services are due annually, in advance, commencing on the availability of the service. Your annual fees for the initial term are set forth in the Investment Summary. Upon expiration of the initial term, your annual fees will be at our then-current rates.

3. Third Party Products and Hardware.

3.1 *Third Party Software License Fees*: License fees for Third Party Software, if any, are invoiced when we make it available to you for downloading.

3.2 *Third Party Software Maintenance*: The first year maintenance fee for the Third Party Software is invoiced when we make it available to you for downloading. Subsequent annual maintenance fees for Third Party Software are invoiced annually, in advance, at then-current rates, upon each anniversary thereof.

3.3 *Hardware*: Third Party Hardware costs, if any, are invoiced upon delivery.

3.4 *Hardware Maintenance*: The first year maintenance fee for Hardware is invoiced upon delivery of the hardware. Subsequent annual maintenance fees for hardware are invoiced annually, in advance, at then-current rates, upon each anniversary thereof.

3.5 *Third Party Services*: Fees for Third Party Services, if any, are invoiced as delivered, along with applicable expenses, at the rates set forth in the Investment Summary. For the avoidance of doubt, Finite Matters will invoice Client directly for any services fees for Pattern Stream.

3.6 *Third Party SaaS*: Third Party SaaS Services fees, if any, are invoiced annually, in advance, commencing with availability of the respective Third Party SaaS Services. Pricing for the first year of Third Party SaaS Services is indicated in the Investment Summary. Pricing for subsequent years will be at the respective third party's then-current rates.

4. Transaction Fees. Unless paid directly by an end user at the time of transaction, per transaction (call, message, etc.) fees are invoiced on a quarterly basis. Fees are indicated in the Investment Summary and may be increased by Tyler upon notice of no less than thirty (30) days.

5. Expenses. The service rates in the Investment Summary do not include travel expenses. Expenses for Tyler delivered services will be billed as incurred and only in accordance with our then-current Business Travel Policy, plus a 10% travel agency processing fee. Our current Business Travel Policy is attached to this Exhibit B as Schedule 1. Copies of receipts will be provided upon request; we reserve the right to charge you an administrative fee depending on the extent of your requests. Receipts for miscellaneous items less than twenty-five dollars and mileage logs are not available.

**Payment.** Payment for undisputed invoices is due within forty-five (45) days of the invoice date. We prefer to receive payments electronically. Our electronic payment information is available by contacting [AR@tylertech.com](mailto:AR@tylertech.com).



**Exhibit B**  
**Schedule 1**  
**Business Travel Policy**

1. Air Travel

A. Reservations & Tickets

The Travel Management Company (TMC) used by Tyler will provide an employee with a direct flight within two hours before or after the requested departure time, assuming that flight does not add more than three hours to the employee's total trip duration and the fare is within \$100 (each way) of the lowest logical fare. If a net savings of \$200 or more (each way) is possible through a connecting flight that is within two hours before or after the requested departure time and that does not add more than three hours to the employee's total trip duration, the connecting flight should be accepted.

Employees are encouraged to make advanced reservations to take full advantage of discount opportunities. Employees should use all reasonable efforts to make travel arrangements at least two (2) weeks in advance of commitments. A seven (7) day advance booking requirement is mandatory. When booking less than seven (7) days in advance, management approval will be required.

Except in the case of international travel where a segment of continuous air travel is six (6) or more consecutive hours in length, only economy or coach class seating is reimbursable. Employees shall not be reimbursed for "Basic Economy Fares" because these fares are non-refundable and have many restrictions that outweigh the cost-savings.

B. Baggage Fees

Reimbursement of personal baggage charges are based on trip duration as follows:

- Up to five (5) days = one (1) checked bag
- Six (6) or more days = two (2) checked bags

Baggage fees for sports equipment are not reimbursable.

## 2. Ground Transportation

### A. Private Automobile

Mileage Allowance – Business use of an employee’s private automobile will be reimbursed at the current IRS allowable rate, plus out of pocket costs for tolls and parking. Mileage will be calculated by using the employee’s office as the starting and ending point, in compliance with IRS regulations. Employees who have been designated a home office should calculate miles from their home.

### B. Rental Car

Employees are authorized to rent cars only in conjunction with air travel when cost, convenience, and the specific situation reasonably require their use. When renting a car for Tyler business, employees should select a “mid-size” or “intermediate” car. “Full” size cars may be rented when three or more employees are traveling together. Tyler carries leased vehicle coverage for business car rentals; except for employees traveling to Alaska and internationally (excluding Canada), additional insurance on the rental agreement should be declined.

### C. Public Transportation

Taxi or airport limousine services may be considered when traveling in and around cities or to and from airports when less expensive means of transportation are unavailable or impractical. The actual fare plus a reasonable tip (15-18%) are reimbursable. In the case of a free hotel shuttle to the airport, tips are included in the per diem rates and will not be reimbursed separately.

### D. Parking & Tolls

When parking at the airport, employees must use longer term parking areas that are measured in days as opposed to hours. Park and fly options located near some airports may also be used. For extended trips that would result in excessive parking charges, public transportation to/from the airport should be considered. Tolls will be reimbursed when receipts are presented.

## 3. Lodging

Tyler’s TMC will select hotel chains that are well established, reasonable in price, and conveniently located in relation to the traveler’s work assignment. Typical hotel chains include Courtyard, Fairfield Inn, Hampton Inn, and Holiday Inn Express. If the employee has a discount rate with a local hotel, the hotel reservation should note that discount and the employee should confirm the lower rate with the hotel upon arrival. Employee memberships in travel clubs such as AAA should be noted in their travel profiles so that the employee can take advantage of any lower club rates.

“No shows” or cancellation fees are not reimbursable if the employee does not comply with the hotel’s cancellation policy.

Tips for maids and other hotel staff are included in the per diem rate and are not reimbursed separately.

Employees are not authorized to reserve non-traditional short-term lodging, such as Airbnb, VRBO, and HomeAway. Employees who elect to make such reservations shall not be reimbursed.

4. Meals and Incidental Expenses

Employee meals and incidental expenses while on travel status within the continental U.S. are in accordance with the federal per diem rates published by the General Services Administration. Incidental expenses include tips to maids, hotel staff, and shuttle drivers and other minor travel expenses. Per diem rates are available at [www.gsa.gov/perdiem](http://www.gsa.gov/perdiem).

Per diem for Alaska, Hawaii, U.S. protectorates and international destinations are provided separately by the Department of State and will be determined as required.

A. Overnight Travel

For each full day of travel, all three meals are reimbursable. Per diems on the first and last day of a trip are governed as set forth below.

Departure Day

Depart before 12:00 noon	Lunch and dinner
Depart after 12:00 noon	Dinner

Return Day

Return before 12:00 noon	Breakfast
Return between 12:00 noon & 7:00 p.m.	Breakfast and lunch
Return after 7:00 p.m.*	Breakfast, lunch and dinner

\*7:00 p.m. is defined as direct travel time and does not include time taken to stop for dinner.

The reimbursement rates for individual meals are calculated as a percentage of the full day per diem as follows:

Breakfast	15%
Lunch	25%
Dinner	60%

B. Same Day Travel

Employees traveling at least 100 miles to a site and returning in the same day are eligible to claim lunch on an expense report. Employees on same day travel status are eligible to claim dinner in the event they return home after 7:00 p.m.\*

\*7:00 p.m. is defined as direct travel time and does not include time taken to stop for dinner.

5. Internet Access – Hotels and Airports

Employees who travel may need to access their e-mail at night. Many hotels provide free high speed internet access and Tyler employees are encouraged to use such hotels whenever possible. If an employee's hotel charges for internet access it is reimbursable up to \$10.00 per day. Charges for internet access at airports are not reimbursable.

6. International Travel

All international flights with the exception of flights between the U.S. and Canada should be reserved through TMC using the "lowest practical coach fare" with the exception of flights that are six (6) or more consecutive hours in length. In such event, the next available seating class above coach shall be reimbursed.

When required to travel internationally for business, employees shall be reimbursed for photo fees, application fees, and execution fees when obtaining a new passport book, but fees related to passport renewals are not reimbursable. Visa application and legal fees, entry taxes and departure taxes are reimbursable.

The cost of vaccinations that are either required for travel to specific countries or suggested by the U.S. Department of Health & Human Services for travel to specific countries, is reimbursable.

Section 4, Meals & Incidental Expenses, and Section 2.b., Rental Car, shall apply to this section.



## Exhibit C

# SERVICE LEVEL AGREEMENT

### I. Agreement Overview

This SLA operates in conjunction with, and does not supersede or replace any part of, the Agreement. It outlines the information technology service levels that we will provide to you to ensure the availability of the application services that you have requested us to provide. All other support services are documented in the Support Call Process. This SLA does not apply to any Third Party SaaS Services. All other support services are documented in the Support Call Process.

**II. Definitions.** Except as defined below, all defined terms have the meaning set forth in the Agreement.

*Actual Attainment:* The percentage of time the Tyler Software is available during a calendar month, calculated as follows:  $(\text{Service Availability} - \text{Downtime}) \div \text{Service Availability}$ .

*Client Error Incident:* Any service unavailability resulting from your applications, content or equipment, or the acts or omissions of any of your service users or third-party providers over whom we exercise no control.

*Downtime:* Those minutes during Service Availability, as defined below, when all users cannot launch, login, search or save primary data in the Tyler Software. Downtime does not include those instances in which only a Defect is present.

*Emergency Maintenance Window:* (1) maintenance that is required to patch a critical security vulnerability; (2) maintenance that is required to prevent an imminent outage of Service Availability; or (3) maintenance that is mutually agreed upon in writing by Tyler and the Client.

*Planned Downtime:* Downtime that occurs during a Standard or Emergency Maintenance window.

*Service Availability:* The total number of minutes in a calendar month that the Tyler Software is capable of receiving, processing, and responding to requests, excluding Planned Downtime, Client Error Incidents, denial of service attacks and Force Majeure. Service Availability only applies to Tyler Software being used in the live production environment.

*Standard Maintenance:* Routine maintenance to the Tyler Software and infrastructure. Standard Maintenance is limited to five (5) hours per week.

### III. Service Availability

#### a. Your Responsibilities

Whenever you experience Downtime, you must make a support call according to the procedures outlined in the Support Call Process. You will receive a support case number.

#### b. Our Responsibilities



When our support team receives a call from you that Downtime has occurred or is occurring, we will work with you to identify the cause of the Downtime (including whether it may be the result of Planned Downtime, a Client Error Incident, denial of service attack or Force Majeure). We will also work with you to resume normal operations.

c. Client Relief

Our targeted Attainment Goal is 100%. You may be entitled to credits as indicated in the Client Relief Schedule found below. Your relief credit is calculated as a percentage of the SaaS Fees paid for the calendar month.

In order to receive relief credits, you must submit a request through one of the channels listed in our Support Call Process within fifteen days (15) of the end of the applicable month. We will respond to your relief request within thirty (30) day(s) of receipt.

The total credits confirmed by us will be applied to the SaaS Fee for the next billing cycle. Issuing of such credit does not relieve us of our obligations under the Agreement to correct the problem which created the service interruption.

Credits are only payable when Actual Attainment results in eligibility for credits in consecutive months and only for such consecutive months.

Client Relief Schedule	
Actual Attainment	Client Relief
99.99% - 99.70%	Remedial action will be taken
99.69% - 98.50%	2% of SaaS Fees paid for applicable month
98.49% - 97.50%	4% of SaaS Fees paid for applicable month
97.49% - 96.50%	6% of SaaS Fees paid for applicable month
96.49% - 95.50%	8% of SaaS Fees paid for applicable month
Below 95.50%	10% of SaaS Fees paid for applicable month

\* Notwithstanding language in the Agreement to the contrary, Recovery Point Objective is one (1) hour.

#### IV. Maintenance Notifications

We perform Standard Maintenance during limited windows that are historically known to be reliably low-traffic times. If and when maintenance is predicted to occur during periods of higher traffic, we will provide advance notice of those windows and will coordinate to the greatest extent possible with you.

Not all maintenance activities will cause application unavailability. However, if Tyler anticipates that activities during a Standard or Emergency Maintenance window may make the Tyler Software unavailable, we will provide advance notice, as reasonably practicable, that the Tyler Software will be unavailable during the maintenance window.



## Exhibit C Schedule 1 Support Call Process

### Support Channels

Tyler Technologies, Inc. provides the following channels of software support for authorized users\*:

- (1) On-line submission (portal) – for less urgent and functionality-based questions, users may create support incidents through the Tyler Customer Portal available at the Tyler Technologies website. A built-in Answer Panel provides users with resolutions to most “how-to” and configuration-based questions through a simplified search interface with machine learning, potentially eliminating the need to submit the support case.
- (2) Email – for less urgent situations, users may submit emails directly to the software support group.
- (3) Telephone – for urgent or complex questions, users receive toll-free, telephone software support.

*\* Channel availability may be limited for certain applications.*

### Support Resources

A number of additional resources are available to provide a comprehensive and complete support experience:

- (1) Tyler Website – [www.tylertech.com](http://www.tylertech.com) – for accessing client tools, documentation, and other information including support contact information.
- (2) Tyler Search -a knowledge based search engine that lets you search multiple sources simultaneously to find the answers you need, 24x7.
- (3) Tyler Community –provides a venue for all Tyler clients with current maintenance agreements to collaborate with one another, share best practices and resources, and access documentation.
- (4) Tyler University – online training courses on Tyler products.

### Support Availability

Tyler Technologies support is available during the local business hours of 8 AM to 5 PM (Monday – Friday) across four US time zones (Pacific, Mountain, Central and Eastern). Tyler’s holiday schedule is outlined below. There will be no support coverage on these days.

New Year’s Day	Labor Day
Martin Luther King, Jr. Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Day

For support teams that provide after-hours service, we will provide you with procedures for contacting



support staff after normal business hours for reporting Priority Level 1 Defects only. Upon receipt of such a Defect notification, we will use commercially reasonable efforts to meet the resolution targets set forth below.

We will also make commercially reasonable efforts to be available for one pre-scheduled Saturday of each month to assist your IT staff with applying patches and release upgrades, as well as consulting with them on server maintenance and configuration of the Tyler Software environment.

## Incident Handling

### *Incident Tracking*

Every support incident is logged into Tyler’s Customer Relationship Management System and given a unique case number. This system tracks the history of each incident. The case number is used to track and reference open issues when clients contact support. Clients may track incidents, using the case number, through Tyler’s Customer Portal or by calling software support directly.

### *Incident Priority*

Each incident is assigned a priority level, which corresponds to the Client’s needs. Tyler and the Client will reasonably set the priority of the incident per the chart below. This chart is not intended to address every type of support incident, and certain “characteristics” may or may not apply depending on whether the Tyler software has been deployed on customer infrastructure or the Tyler cloud. The goal is to help guide the Client towards clearly understanding and communicating the importance of the issue and to describe generally expected response and resolution targets in the production environment only.

References to a “confirmed support incident” mean that Tyler and the Client have successfully validated the reported Defect/support incident.

Priority Level	Characteristics of Support Incident	Resolution Targets*
1 Critical	Support incident that causes (a) complete application failure or application unavailability; (b) application failure or unavailability in one or more of the client’s remote location; or (c) systemic loss of multiple essential system functions.	Tyler shall provide an initial response to Priority Level 1 incidents within one (1) business hour of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within one (1) business day. For non-hosted customers, Tyler’s responsibility for lost or corrupted data is limited to assisting the Client in restoring its last available database.

Priority Level	Characteristics of Support Incident	Resolution Targets*
2 High	Support incident that causes (a) repeated, consistent failure of essential functionality affecting more than one user or (b) loss or corruption of data.	Tyler shall provide an initial response to Priority Level 2 incidents within four (4) business hours of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within ten (10) business days. For non-hosted customers, Tyler's responsibility for loss or corrupted data is limited to assisting the Client in restoring its last available database.
3 Medium	Priority Level 1 incident with an existing circumvention procedure, or a Priority Level 2 incident that affects only one user or for which there is an existing circumvention procedure.	Tyler shall provide an initial response to Priority Level 3 incidents within one (1) business day of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents without the need for a circumvention procedure with the next published maintenance update or service pack, which shall occur at least quarterly. For non-hosted customers, Tyler's responsibility for lost or corrupted data is limited to assisting the Client in restoring its last available database.
4 Non-critical	Support incident that causes failure of non-essential functionality or a cosmetic or other issue that does not qualify as any other Priority Level.	Tyler shall provide an initial response to Priority Level 4 incidents within two (2) business days of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents, as well as cosmetic issues, with a future version release.

*\*Response and Resolution Targets may differ by product or business need*

### *Incident Escalation*

If Tyler is unable to resolve any priority level 1 or 2 defect as listed above or the priority of an issue has elevated since initiation, you may escalate the incident to the appropriate resource, as outlined by each product support team. The corresponding resource will meet with you and any Tyler staff to establish a mutually agreeable plan for addressing the defect.

### *Remote Support Tool*

Some support calls may require further analysis of the Client's database, processes or setup to diagnose a problem or to assist with a question. Tyler will, at its discretion, use an industry-standard remote support tool. Tyler's support team must have the ability to quickly connect to the Client's system and view the site's setup, diagnose problems, or assist with screen navigation. More information about the remote support tool Tyler uses is available upon request.



**Exhibit D**  
**Statement of Work**

# Western Contra Costa Transit Authority

SOW from Tyler Technologies, Inc.

**1/17/2024**

Presented to:  
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601 Walter Ave., Pinole  
Pinole, CA 94564

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# Part 1: Executive Summary

## 1. Project Overview

### 1.1 Introduction

Tyler Technologies (“Tyler”) is the largest and most established provider of integrated software and technology services focused solely on the public sector. Tyler’s end-to-end solutions empower public sector entities including local, state, provincial and federal government, to operate more efficiently and connect more transparently with their constituents and with each other. By connecting data and processes across disparate systems, Tyler’s solutions transform how clients gain actionable insights that solve problems in their communities.

### 1.2 Project Goals

This Statement of Work (“SOW”) documents the methodology, implementation stages, activities, and roles and responsibilities, and project scope listed in the Investment Summary of the Agreement between Tyler and the WestCAT (collectively the “Project”).

The overall goals of the project are to:

- Successfully implement the contracted scope on time and on budget
- Increase operational efficiencies and empower users to be more productive
- Improve accessibility and responsiveness to external and internal customer needs
- Overcome current challenges and meet future goals
- Providing a single, comprehensive, and integrated solution to manage business functions
- Streamline business processes through automation, integration, and workflows
- Provide a user-friendly user interface to promote system use and productivity
- Eliminate redundant data entry

### 1.3 Methodology

This is accomplished by the WestCAT and Tyler working as a partnership and Tyler utilizing its depth of implementation experience. While each Project is unique, all will follow Tyler’s six-stage methodology. Each of the six stages is comprised of multiple work packages, and each work package includes a narrative description, objectives, tasks, inputs, outputs/deliverables, assumptions, and a responsibility matrix.

Tailored specifically for Tyler’s public sector clients, the project methodology contains Stage Acceptance Control Points throughout each Phase to ensure adherence to scope, budget, timeline controls, effective communications, and quality standards. Clearly defined, the project methodology repeats consistently across Phases, and is scaled to meet the WestCAT’s complexity and organizational needs.



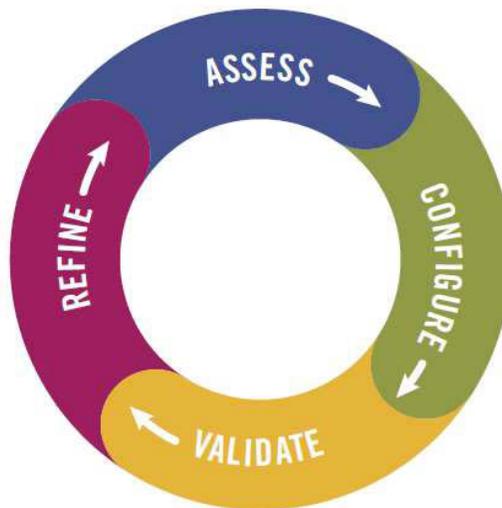
## Tyler's Six Stage Project Methodology



The methodology adapts to both single-phase and multiple-phase projects.

To achieve Project success, it is imperative that both the WestCAT and Tyler commit to including the necessary leadership and governance. During each stage of the Project, it is expected that the WestCAT and Tyler Project teams work collaboratively to complete tasks. An underlying principle of Tyler's Implementation process is to employ an iterative model where the WestCAT's business processes are assessed, configured, validated, and refined cyclically in line with the project budget. This approach is used in multiple stages and work packages as illustrated in the graphic below.

## Iterative Project Model



The delivery approach is systematic, which reduces variability and mitigates risks to ensure Project success. As illustrated, some stages, along with work packages and tasks, are intended to be overlapping by nature to complete the Project efficiently and effectively.



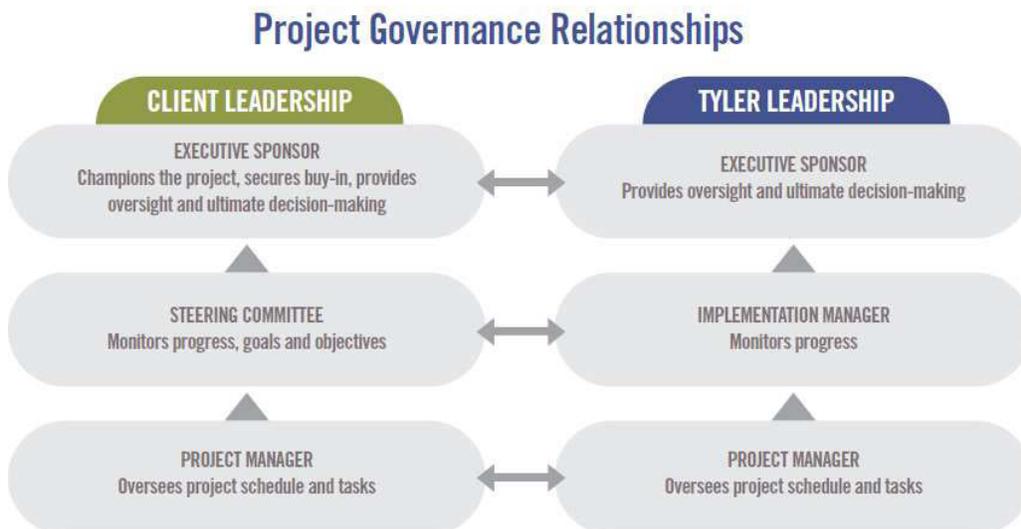
# Part 2: Project Foundation

## 2. Project Governance

Project governance is the management framework within which Project decisions are made. The role of Project governance is to provide a decision-making approach that is logical, robust, and repeatable. This allows organizations to have a structured approach for conducting its daily business in addition to project related activities.

This section outlines the resources required to meet the business needs, objectives, and priorities for the Project, communicate the goals to other Project participants, and provide support and guidance to accomplish these goals. Project governance defines the structure for escalation of issues and risks, Change Control review and authority, and Organizational Change Management activities. Throughout the Statement of Work Tyler has provided RACI Matrices for activities to be completed throughout the implementation which will further outline responsibilities of different roles in each stage. Further refinement of the governance structure, related processes, and specific roles and responsibilities occurs during the Initiate & Plan Stage.

The chart below illustrates an overall team perspective where Tyler and the WestCAT collaborate to resolve Project challenges according to defined escalation paths. If project managers do not possess authority to determine a solution, resolve an issue, or mitigate a risk, Tyler implementation management and the WestCAT Steering Committee become the escalation points to triage responses prior to escalation to the WestCAT and Tyler executive sponsors. As part of the escalation process, each Project governance tier presents recommendations and supporting information to facilitate knowledge transfer and issue resolution. The WestCAT and Tyler executive sponsors serve as the final escalation point.



## 3. Project Scope Control

### 3.1 Managing Scope and Project Change

Project Management governance principles contend that there are three connected constraints on a Project: budget, timeline, and scope. These constraints, known as the “triple constraints” or project management triangle, define budget in terms of financial cost, labor costs, and other resource costs. Scope is defined as the work performed to deliver a product, service or result with the specified features and functions, while time is simply defined as the schedule. The Triple Constraint theory states that if you change one side of the triangle, the other two sides must be correspondingly adjusted. For example, if the scope of the Project is increased, cost and time to complete will also need to increase. The Project and executive teams will need to remain cognizant of these constraints when making impactful decisions to the Project. A simple illustration of this triangle is included here, showing the connection of each item and their relational impact to the overall Scope.



A pillar of any successful project is the ability to properly manage scope while allowing the appropriate level of flexibility to incorporate approved changes. Scope and changes within the project will be managed using the change control process outlined in the following section.

### 3.2 Change Control

It may become necessary to change the scope of this Project due to unforeseeable circumstances (e.g., new constraints or opportunities are discovered). This Project is being undertaken with the understanding that Project scope, schedule, and/or cost may need to change to produce optimal results for stakeholders. Changes to contractual requirements will follow the change control process specified in the final contract, and as described below.

### 3.3 Change Request Management

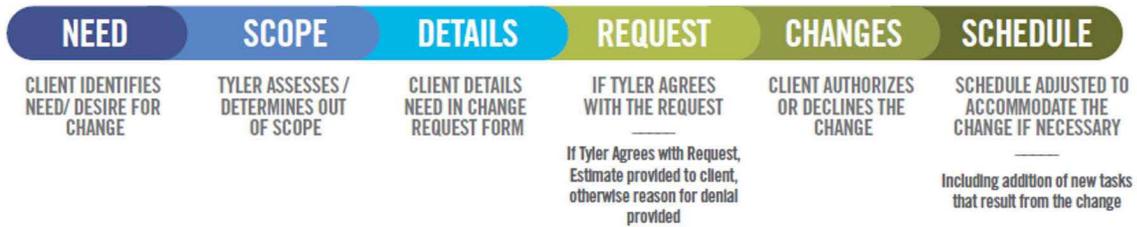
Should the need for a change to Project scope, schedule, and/or cost be identified during the Project, the change will be brought to the attention of the Steering Committee and an assessment of the change will occur. While such changes may result in additional costs and delays relative to the schedule, some changes may result in less cost to the WestCAT; for example, the WestCAT may decide it no longer needs a deliverable originally defined in the Project. The Change Request will include the following information:



- The nature of the change.
- A good faith estimate of the additional cost or associated savings to the WestCAT, if any.
- The timetable for implementing the change.
- The effect on and/or risk to the schedule, resource needs or resource responsibilities.

The WestCAT will use its good faith efforts to either approve or disapprove any Change Request within ten (10) Business Days (or other period as mutually agreeable between Tyler and the WestCAT). Any changes to the Project scope, budget, or timeline must be documented and approved in writing using a Change Request form. These changes constitute a formal amendment to the Statement of Work and will supersede any conflicting term in the Statement of Work.

## Change Request Process



## 4. Acceptance Process

The implementation of a Project involves many decisions to be made throughout its lifecycle. Decisions will vary from higher level strategy decisions to smaller, detailed Project level decisions. It is critical to the success of the Project that each WestCAT office or department designates specific individuals for making decisions on behalf of their offices or departments.

Both Tyler and the WestCAT will identify representative project managers. These individuals will represent the interests of all stakeholders and serve as the primary contacts between the two organizations.

The coordination of gaining WestCAT feedback and approval on Project deliverables will be critical to the success of the Project. The WestCAT project manager will strive to gain deliverable and decision approvals from all authorized WestCAT representatives. Given that the designated decision-maker for each department may not always be available, there must be a designated proxy for each decision point in the Project. Assignment of each proxy will be the responsibility of the leadership from each WestCAT department. The proxies will be named individuals that have the authorization to make decisions on behalf of their department.

The following process will be used for accepting Deliverables and Control Points:

- The WestCAT shall have five (5) business days from the date of delivery, or as otherwise mutually agreed upon by the parties in writing, to accept each Deliverable or Control Point. If the WestCAT does not provide acceptance or acknowledgement within five (5) business days, or the otherwise agreed upon timeframe, not to be unreasonably withheld, Tyler deems the Deliverable or Control Point as accepted.
- If the WestCAT does not agree the Deliverable or Control Point meets requirements, the WestCAT shall notify Tyler project manager(s), in writing, with reasoning within five (5) business days, or the otherwise agreed-upon timeframe, not to be unreasonably withheld, of receipt of the Deliverable.
- Tyler shall address any deficiencies and redeliver the Deliverable or Control Point. The WestCAT shall then have two (2) business days from receipt of the redelivered Deliverable or Control Point to accept or again submit written notification of reasons for rejecting the milestone. If the WestCAT does not provide acceptance within two (2) business days, or the otherwise agreed upon timeframe, not to be unreasonably withheld, Tyler deems the Deliverable or Control Point as accepted.

## 5. Roles and Responsibilities

The following defines the roles and responsibilities of each Project resource for the WestCAT and Tyler. Roles and responsibilities may not follow the organizational chart or position descriptions at the WestCAT, but are roles defined within the Project. It is common for individual resources on both the Tyler and WestCAT project teams to fill multiple roles. Similarly, it is common for some roles to be filled by multiple people.

### 5.1 Tyler Roles & Responsibilities

Tyler assigns a project manager prior to the start of each Phase of the Project (some Projects may only be one Phase in duration). Additional Tyler resources are assigned as the schedule develops and as needs arise.



### 5.1.1 Tyler Executive Manager

Tyler executive management has indirect involvement with the Project and is part of the Tyler escalation process. This team member offers additional support to the Project team and collaborates with other Tyler department managers as needed to escalate and facilitate implementation Project tasks and decisions.

- Provides clear direction for Tyler staff on executing on the Project Deliverables to align with satisfying the WestCAT 's overall organizational strategy.
- Authorizes required Project resources.
- Resolves all decisions and/or issues not resolved at the implementation management level as part of the escalation process.
- Acts as the counterpart to the WestCAT 's executive sponsor.

### 5.1.2 Tyler Implementation Manager

- Tyler implementation management has indirect involvement with the Project and is part of the Tyler escalation process. The Tyler project managers consult implementation management on issues and outstanding decisions critical to the Project. Implementation management works toward a solution with the Tyler Project Manager or with WestCAT management as appropriate. Tyler executive management is the escalation point for any issues not resolved at this level.
- Assigns Tyler Project personnel.
- Provides support for the Project team.
- Provides management support for the Project to ensure it is staffed appropriately and staff have necessary resources.
- Monitors Project progress including progress towards agreed upon goals and objectives.

### 5.1.3 Tyler Project Manager

- The Tyler project manager(s) provides oversight of the Project, coordination of Tyler resources between departments, management of the Project budget and schedule, effective risk, and issue management, and is the primary point of contact for all Project related items. As requested by the WestCAT, the Tyler Project Manager provides regular updates to the WestCAT Steering Committee and other Tyler governance members. Tyler Project Manager's role includes responsibilities in the following areas:

#### 5.1.3.1 Contract Management

- Validates contract compliance throughout the Project.
- Ensures Deliverables meet contract requirements.
- Acts as primary point of contact for all contract and invoicing questions.
- Prepares and presents contract milestone sign-offs for acceptance by the WestCAT project manager(s).
- Coordinates Change Requests, if needed, to ensure proper Scope and budgetary compliance.

#### 5.1.3.2 Planning

- Delivers project planning documents.
- Defines Project tasks and resource requirements.
- Develops initial Project schedule and Project Management Plan.



- Collaborates with the WestCAT project manager(s) to plan and schedule Project timelines to achieve on-time implementation.

#### 5.1.3.3 Implementation Management

- Tightly manages Scope and budget of Project to ensure Scope changes and budget planned versus actual are transparent and handled effectively and efficiently.
- Establishes and manages a schedule and Tyler resources that properly support the Project Schedule and are also in balance with Scope/budget.
- Establishes risk/issue tracking/reporting process between the WestCAT and Tyler and takes all necessary steps to proactively mitigate these items or communicate with transparency to the WestCAT any items that may impact the outcomes of the Project.
- Collaborates with the WestCAT 's project manager(s) to establish key business drivers and success indicators that will help to govern Project activities and key decisions to ensure a quality outcome of the project.
- Collaborates with the WestCAT 's project manager(s) to set a routine communication plan that will aide all Project team members, of both the WestCAT and Tyler, in understanding the goals, objectives, status, and health of the Project.

#### 5.1.3.4 Resource Management

- Acts as liaison between Project team and Tyler manager(s).
- Identifies and coordinates all Tyler resources across all applications, Phases, and activities including development, forms, installation, reports, implementation, and billing.
- Provides direction and support to Project team.
- Manages the appropriate assignment and timely completion of tasks as defined in the Project Schedule, task list, and Go-Live Checklist.
- Assesses team performance and adjusts as necessary.
- Consulted on in Scope 3rd party providers to align activities with ongoing Project tasks.

#### 5.1.4 Tyler Implementation Consultant

- Completes tasks as assigned by the Tyler project manager(s).
- Documents activities for services performed by Tyler.
- Guides the WestCAT through software validation process following configuration.
- Assists during Go-Live process and provides support until the WestCAT transitions to Client Services.
- Facilitates training sessions and discussions with the WestCAT and Tyler staff to ensure adequate discussion of the appropriate agenda topics during the allotted time.
- May provide conversion review and error resolution assistance.

#### 5.1.5 Tyler Sales

- Supports Sales to Implementation knowledge transfer during Initiate & Plan.
- Provides historical information, as needed, throughout implementation.
- Participates in pricing activities if additional licensing and/or services are needed.

#### 5.1.6 Tyler Technical Services

- Maintains Tyler infrastructure requirements and design document(s).
- Involved in system infrastructure planning/review(s).
- Provides first installation of licensed software with initial database on servers.



- Supports and assists the project team with technical/environmental issues/needs.
- Deploys Tyler products.

## 5.2 WestCAT Roles & Responsibilities

WestCAT resources will be assigned prior to the start of each Phase of the Project. One person may be assigned to multiple Project roles.

### 5.2.1 WestCAT Executive Sponsor

The WestCAT executive sponsor provides support to the Project by providing strategic direction and communicating key issues about the Project and its overall importance to the organization. When called upon, the executive sponsor also acts as the final authority on all escalated Project issues. The executive sponsor engages in the Project, as needed, to provide necessary support, oversight, guidance, and escalation, but does not participate in day-to-day Project activities. The executive sponsor empowers the WestCAT steering committee, project manager(s), and functional leads to make critical business decisions for the WestCAT.

- Champions the project at the executive level to secure buy-in.
- Authorizes required project resources.
- Actively participates in organizational change communications.

### 5.2.2 WestCAT Steering Committee

The WestCAT steering committee understands and supports the cultural change necessary for the Project and fosters an appreciation for the Project's value throughout the organization. The steering committee oversees the WestCAT project manager and Project through participation in regular internal meetings. The WestCAT steering committee remains updated on all Project progress, Project decisions, and achievement of Project milestones. The WestCAT steering committee also serves as primary level of issue resolution for the Project.

- Works to resolve all decisions and/or issues not resolved at the project manager level as part of the escalation process.
- Attends all scheduled steering committee meetings.
- Provides support for the project team.
- Assists with communicating key project messages throughout the organization.
- Prioritizes the project within the organization.
- Ensures the project staffed appropriately and that staff have necessary resources.
- Monitors project progress including progress towards agreed upon goals and objectives.
- Has the authority to approve or deny changes impacting the following areas:
  - Cost
  - Scope
  - Schedule
  - Project Goals
  - WestCAT Policies
  - Needs of other client projects

### 5.2.3 WestCAT Project Manager

The WestCAT shall assign project manager(s) prior to the start of this project with overall responsibility and authority to make decisions related to Project Scope, scheduling, and task assignment. The WestCAT Project



Manager should communicate decisions and commitments to the Tyler project manager(s) in a timely and efficient manner. When the WestCAT project manager(s) do not have the knowledge or authority to make decisions, he or she engages the necessary resources to participate in discussions and make decisions in a timely fashion to avoid Project delays. The WestCAT project manager(s) are responsible for reporting to the WestCAT steering committee and determining appropriate escalation points.

#### 5.2.3.1 Contract Management

- Validates contract compliance throughout the project.
- Ensures that invoicing and Deliverables meet contract requirements.
- Acts as primary point of contact for all contract and invoicing questions. Collaborates on and approves Change Requests, if needed, to ensure proper scope and budgetary compliance.

#### 5.2.3.2 Planning

- Reviews and accepts project planning documents.
- Defines project tasks and resource requirements for the WestCAT project team.
- Collaborates in the development and approval of the project schedule.
- Collaborates with Tyler project manager(s) to plan and schedule project timelines to achieve on-time implementation.

#### 5.2.3.3 Implementation Management

- Tightly manages project budget and scope.
- Collaborates with Tyler project manager(s) to establish a process and approval matrix to ensure that scope changes and budget (planned versus actual) are transparent and handled effectively and efficiently.
- Collaborates with Tyler project manager to establish and manage a schedule and resource plan that properly supports the project schedule as a whole and is also in balance with scope and budget.
- Collaborates with Tyler project manager(s) to establish risk and issue tracking and reporting process between the WestCAT and Tyler and takes all necessary steps to proactively mitigate these items or communicate with transparency to Tyler any items that may impact the outcomes of the project.
- Collaborates with Tyler project manager(s) to establish key business drivers and success indicators that will help to govern project activities and key decisions to ensure a quality outcome of the project.
- Routinely communicates with both the WestCAT staff and Tyler, aiding in the understanding of goals, objectives, current status, and health of the project by all team members.
- Manages the requirements gathering process and ensure timely and quality business requirements are being provided to Tyler.

#### 5.2.3.4 Resource Management

- Acts as liaison between project team and stakeholders.
- Identifies and coordinates all WestCAT resources across all modules, phases, and activities including data conversions, forms design, hardware and software installation, reports building, and satisfying invoices.
- Provides direction and support to project team.
- Builds partnerships among the various stakeholders, negotiating authority to move the project forward.
- Manages the appropriate assignment and timely completion of tasks as defined.
- Assesses team performance and takes corrective action, if needed.



- Provides guidance to WestCAT technical teams to ensure appropriate response and collaboration with Tyler Technical Support Teams to ensure timely response and appropriate resolution.
- Owns the relationship with in-Scope 3rd party providers and aligns activities with ongoing project tasks.
- Ensures that users have appropriate access to Tyler project toolsets as required.
- Conducts training on proper use of toolsets.
- Validates completion of required assignments using toolsets.

#### 5.2.4 WestCAT Functional Leads

- Makes business process change decisions under time sensitive conditions.
- Communicates existing business processes and procedures to Tyler consultants.
- Assists in identifying business process changes that may require escalation.
- Contributes business process expertise for Current & Future State Analysis.
- Identifies and includes additional subject matter experts to participate in Current & Future State Analysis.
- Validates that necessary skills have been retained by end users.
- Provides End Users with dedicated time to complete required homework tasks.
- Acts as an ambassador/champion of change for the new process and provide business process change support.
- Identifies and communicates any additional training needs or scheduling conflicts to the WestCAT project manager.
- Actively participates in all aspects of the implementation, including, but not limited to, the following key activities:
  - Task completion
  - Stakeholder Meeting
  - Project Management Plan development
  - Schedule development
  - Maintenance and monitoring of risk register
  - Escalation of issues
  - Communication with Tyler project team
  - Coordination of WestCAT resources
  - Attendance at scheduled sessions
  - Change management activities
  - Modification specification, demonstrations, testing and approval assistance
  - Data analysis assistance
  - Decentralized end user training
  - Process testing
  - Solution Validation

#### 5.2.5 WestCAT Power Users

- Participate in project activities as required by the project team and project manager(s).
- Provide subject matter expertise on the WestCAT business processes and requirements.
- Act as subject matter experts and attend Current & Future State Analysis sessions as needed.
- Attend all scheduled training sessions.
- Participate in all required post-training processes as needed throughout project.
- Test all application configuration to ensure it satisfies business process requirements.
- Become application experts.
- Participate in Solution Validation.



- Adopt and support changed procedures.
- Complete all deliverables by the due dates defined in the project schedule.
- Demonstrate competency with Tyler products processing prior to Go-live.
- Provide knowledge transfer to the WestCAT staff during and after implementation.
- Participate in conversion review and validation.

## 5.2.6 WestCAT End Users

- Attend all scheduled training sessions.
- Become proficient in application functions related to job duties.
- Adopt and utilize changed procedures.
- Complete all deliverables by the due dates defined in the project schedule.
- Utilize software to perform job functions at and beyond Go-live.

## 5.2.7 WestCAT Technical Lead

- Coordinates updates and releases with Tyler as needed.
- Coordinates the copying of source databases to training/testing databases as needed for training days.
- Coordinates and adds new users, printers and other peripherals as needed.
- Validates that all users understand log-on process and have necessary permission for all training sessions.
- Coordinates interface development for WestCAT third party interfaces.
- Develops or assists in creating reports as needed.
- Ensures on-site system meets specifications provided by Tyler.
- Assists with software installation as needed.
- Extracts and transmits conversion data and control reports from the WestCAT's legacy system per the conversion schedule set forth in the project schedule.

### 5.2.7.1 WestCAT Upgrade Coordination

- Becomes familiar with the software upgrade process and required steps.
- Becomes familiar with Tyler's releases and updates.
- Utilizes Tyler resources to stay abreast of the latest Tyler releases and updates, as well as the latest helpful tools to manage the WestCAT's software upgrade process.
- Assists with the software upgrade process during implementation.
- Manages software upgrade activities post-implementation.
- Manages software upgrade plan activities.
- Coordinates software upgrade plan activities with WestCAT and Tyler resources.
- Communicates changes affecting users and department stakeholders.
- Obtains department stakeholder acceptance to upgrade production environment.

## 5.2.8 WestCAT Change Management Lead

- Validates that users receive timely and thorough communication regarding process changes.
- Provides coaching to supervisors to prepare them to support users through the project changes.
- Identifies the impact areas resulting from project activities and develops a plan to address them proactively.
- Identifies areas of resistance and develops a plan to reinforce the change.
- Monitors post-production performance and new process adherence.



# Part 3: Project Plan

## 6. Project Stages

### Work Breakdown Structure

The Work Breakdown Structure (WBS) is a hierarchical representation of a Project or Phase broken down into smaller, more manageable components. The top-level components are called “Stages” and the second level components are called “Work Packages”. The work packages, shown below each stage, contain the high-level work to be done. The detailed Project Schedule, developed during Project/Phase Planning and finalized during subsequent stages, lists the tasks to be completed within each work package. Each stage ends with a “Control Point”, confirming the work performed during that stage of the Project has been accepted by the WestCAT.

### Work Breakdown Structure (WBS)

1. Initiate & Plan	2. Assess & Define	3. Prepare Solution	4. Production Readiness	5. Production	6. Close
1.1 Initial Coordination	2.1 Solution Orientation	3.1 Initial System Deployment	4.1 Solution Validation	5.1 Go Live	6.1 Phase Close Out
1.2 Project/Phase Planning	2.2 Current & Future State Analysis	3.2 Configuration	4.2 Go Live Readiness	5.2 Transition to Client Services	6.2 Project Close Out
1.3 GIS Planning*	2.3 Modification Analysis	3.3 Process Refinement	4.3 End User Training	5.3 Post Go Live Activities	
1.4 Infrastructure Planning	2.4 Conversion Assessment	3.4 Conversion Delivery			
1.5 Stakeholder Meeting	2.5 Data Assessment	3.5 Data Delivery			
		3.6 Modifications*			

*\*Items noted with an asterisk in the graphic above relate to specific products and services. If those products and services are not included in the scope of the contract, these specific work packages will be noted as “Intentionally Left Blank” in Section 6 of the Statement of Work.*



## 6.1 Initiate and Plan

The Initiate and Plan stage involves Project initiation, infrastructure, and planning. This stage creates a foundation for the Project by identifying and establishing sequence and timing for each Phase as well as verifying scope for the Project. This stage will be conducted at the onset of the Project, with a few unique items being repeated for the additional Phases as needed.

### 6.1.1 Initial Coordination

Prior to Project commencement, Tyler management assigns project manager(s). Additional Project resources will be assigned later in the Project as a Project schedule is developed. Tyler provides the WestCAT with initial Project documents used to gather names of key personnel, their functional role as it pertains to the Project, as well as any blackout dates to consider for future planning. the WestCAT gathers the information requested by the provided deadline ensuring preliminary planning and scheduling can be conducted moving the Project forward in a timely fashion. Internally, the Tyler Project Manager(s) coordinate with sales to ensure transfer of vital information from the sales process prior to scheduling a Project Planning Meeting with the WestCAT's team. During this step, Tyler will work with the WestCAT to establish the date(s) for the Project and Phase Planning session.

#### Objectives:

- Formally launch the project.
- Establish project governance.
- Define and communicate governance for Tyler.
- Identify WestCAT project team.

STAGE 1	Initial Coordination																
	Tyler								WestCAT								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Tyler project team is assigned	A	R	C	I	I	I	I		I		I						
WestCAT project team is assigned									A	I	R	I	I	I			
Provide initial project documents to the WestCAT		A	R	C			C		I		I						
Gather preliminary information requested			I						A		R	C		C		C	C
Sales to implementation knowledge transfer		A	R	I	I	I	I				I						
Create Project Portal to store project artifacts and facilitate communication		A	R								I						



Inputs	Contract documents
	Statement of Work
Outputs/Deliverables	Working initial project documents
	Project portal

**Work package assumptions:**

- Project activities begin after the agreement has been fully executed.

### 6.1.2 Project/Phase Planning

Project and Phase planning provides an opportunity to review the contract, software, data conversions and services purchased, identify applications to implement in each Phase (if applicable), and discuss implementation timeframes.

During this work package Tyler will work with the WestCAT to coordinate and plan a formal Project planning meeting(s). This meeting signifies the start of the Project and should be attended by all WestCAT Project team members and the Tyler Project Manager. The meeting provides an opportunity for Tyler to introduce its implementation methodology, terminology, and Project management best practices to the WestCAT’s Project Team. This will also present an opportunity for project managers and Project sponsors to begin to discuss Project communication, metrics, status reporting and tools to be used to measure Project progress and manage change.

Tyler will work with the WestCAT Project Team to prepare and deliver the Project Management Plan as an output of the planning meeting. This plan will continue to evolve and grow as the Project progresses and will describe how the project will be executed, monitored, and controlled.

During project planning, Tyler will introduce the tools that will be used throughout the implementation. Tyler will familiarize the WestCAT with these tools during project planning and make them available for review and maintenance as applicable throughout the project. Some examples are Solution validation plan, issue log, and go-live checklist.

<b>STAGE 1</b>	<b>Project/Phase Planning</b>																
	Tyler							WestCAT									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads



Schedule and conduct planning session(s)		A	R							I		C	C	I				
Develop Project Management Plan		A	R							I		C	C	I				
Develop initial project schedule		A	R	I	I	I	I			I	I	C	C	I	I	C		I

Inputs	Contract documents
	Statement of Work
	Guide to Starting Your Project

Outputs / Deliverables		<b>Acceptance Criteria [only] for Deliverables</b>
	Project Management Plan	Delivery of document
	Project Operational Plan	Delivery of document
	Initial Project Schedule	WestCAT provides acceptance of schedule based on resource availability, project budget, and goals.

**Work package assumptions:**

- WestCAT has reviewed and completed the Guide to Starting Your Project document.

**6.1.3 Infrastructure Planning**

Procuring required hardware and setting it up properly is a critical part of a successful implementation. This task is especially important for Tyler-hosted/SaaS deployment models. Tyler will be responsible for building the environments for a hosted/SaaS deployment, unless otherwise identified in the Agreement. Tyler will install Licensed Software on application server(s) or train the WestCAT to install License Software. The WestCAT is responsible for the installation and setup of all peripheral devices.

**Objectives:**

- Ensure the WestCAT’s infrastructure meets Tyler’s application requirements.
- Ensure the WestCAT’s infrastructure is scheduled to be in place and available for use on time.

<b>STAGE 1</b>	<b>Infrastructure Planning</b>																
	Tyler								WestCAT								
<b>RACI MATRIX KEY:</b> R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts	Department Heads	End Users	Technical Leads



Provide Infrastructure Requirements and Design Document		A	R		C		C				I						I
Initial Infrastructure Meeting		A	R		C		C				C						C
Schedule SaaS Environment Availability		A	R				C				I						
Schedule Installation of All Licensed Software		A	R				C				I						I
Infrastructure Audit		A	R				C				I						C

Inputs	Initial Infrastructure Requirements
--------	-------------------------------------

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Completed Infrastructure Requirements	Delivery of Requirements
	Infrastructure Audit	System Passes Audit Criteria

### 6.1.4 Stakeholder Meeting

Communication of the Project planning outcomes to the WestCAT Project team, executives and other key stakeholders is vital to Project success. The Stakeholder meeting is a strategic activity to inform, engage, gain commitment, and instill confidence in the WestCAT team. During the meeting, the goals and objectives of the Project will be reviewed along with detail on Project scope, implementation methodology, roles and responsibilities, Project timeline and schedule, and keys to Project success.

#### Objectives:

- Formally present and communicate the project activities and timeline.
- Communicate project expectations.

<b>STAGE 1</b>	<b>Stakeholder Meeting</b>																
	Tyler								WestCAT								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Create Stakeholder Meeting Presentation	I	A	R	I	I				I	I	C		I				
Review Stakeholder Meeting Presentation		I	C						A		R		C				



Perform Stakeholder Meeting Presentation	I	A	R	I	I				I	I	C	I	I	I	I	I	I
--	---	---	---	---	---	--	--	--	---	---	---	---	---	---	---	---	---

Inputs	Agreement
	SOW
	Project Management Plan

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Stakeholder Meeting Presentation	

**Work package assumptions:**

- None

**6.1.5 Intentionally left blank.**

**6.1.6 Control Point 1: Initiate & Plan Stage Acceptance**

Acceptance criteria for this stage includes completion of all criteria listed below.

Note: Advancement to the Assess & Define stage is not dependent upon Tyler’s receipt of this stage acceptance.

**Initiate & Plan Stage Deliverables:**

- Project Management Plan
- Initial Project Schedule

**Initiate & Plan stage acceptance criteria:**

- All stage deliverables accepted based on acceptance criteria previously defined
- Project governance defined
- Project portal made available to the WestCAT
- Stakeholder meeting complete

**6.2 Assess & Define**

The Assess & Define stage will provide an opportunity to gather information related to current WestCAT business processes. This information will be used to identify and define business processes utilized with Tyler software. The WestCAT collaborates with Tyler providing complete and accurate information to Tyler staff and assisting in analysis, understanding current workflows and business processes.

**6.2.1 Solution Orientation**

The Solution Orientation provides the Project stakeholders a high-level understanding of the solution functionality prior to beginning the current and future state analysis. The primary goal is to establish a foundation for upcoming conversations regarding the design and configuration of the solution.



Tyler utilizes a variety of tools for the Solution Orientation, focusing on WestCAT team knowledge transfer such as: eLearning, documentation, or walkthroughs. The WestCAT team will gain a better understanding of the major processes and focus on data flow, the connection between configuration options and outcome, integration, and terminology that may be unique to Tyler’s solution.

Objectives:

- Provide a basic understanding of system functionality.
- Prepare the WestCAT for current and future state analysis.

STAGE 2	Solution Orientation																
	Tyler							WestCAT									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Provide pre-requisites			A	R							I	I		I	I		I
Complete pre-requisites											A	R		C			C
Conduct orientation			A	R							I	I		I	I		I

Inputs	Solution orientation materials
	Training Plan

### 6.2.2 Current & Future State Analysis

The Current & Future State Analysis provides the Project stakeholders and Tyler an understanding of process changes that will be achieved with the new system.

The WestCAT and Tyler will evaluate current state processes, options within the new software, pros and cons of each based on current or desired state and make decisions about the future state configuration and processing. This may occur before or within the same timeframe as the configuration work package. The options within the new software will be limited to the scope of this implementation and will make use of standard Tyler functionality.

The WestCAT will adopt the existing Tyler solution wherever possible to avoid project schedule and quality risk from over customization of Tyler products. It is the WestCAT’s responsibility to verify that in-scope requirements are being met throughout the implementation if functional requirements are defined as part of the contract. The following guidelines will be followed when evaluating if a modification to the product is required:

- A reasonable business process change is available.
- Functionality exists which satisfies the requirement.
- Configuration of the application satisfies the requirement.
- An in-scope modification satisfies the requirement.



Requirements that are not met will follow the agreed upon change control process and can have impacts on the project schedule, scope, budget, and resource availability.

STAGE 2	Current & Future State Analysis																
	Tyler							WestCAT									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Current State process review			A	R	I	I	I				C	C	C	C			C
Discuss future-state options			A	R	C	C	C				C	C	C	C			C
Make future-state decisions (non-COTS)			C	C	C	C	C				A	R	I	C			C
Document anticipated configuration options required to support future state			A	R	C	C	C				I	I	I	I			I

Inputs	WestCAT current state documentation
	Solution Orientation completion

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Documentation that describes future-state decisions and configuration options to support future-state decisions.	Delivery of document

**Work package assumptions:**

- WestCAT attendees possess sufficient knowledge and authority to make future state decisions.
- The WestCAT is responsible for any documentation of current state business processes.
- The WestCAT can effectively communicate current state processes.

**6.2.3 Conversion Assessment**

Data Conversions are a major effort in any software implementation. Tyler’s conversion tools facilitate the predictable, repeatable conversion process that is necessary to support a successful transition to the Tyler system. The first step in this process is to perform an assessment of the existing (“legacy”) system(s), to better understand the source data, risks, and options available. Once the data has been analyzed, the plan for data conversion is completed and communicated to the appropriate stakeholders.

**Objectives:**



- Communicate a common understanding of the project goals with respect to data.
- Ensure complete and accurate source data is available for review/transfer.
- Map the data from the source to the Tyler system.
- Document the data conversion/loading approach.

STAGE 2	Data Conversion Assessment																
	Tyler							WestCAT									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Extract Data from Source Systems			I		C						A						R
Review and Scrub Source Data			I	I	I						A	R		C			I
Build/Update Data Conversion Plan			R	C	C						C	I	I	I			I

Inputs	WestCAT Source data
	WestCAT Source data Documentation (if available)

Outputs / Deliverables		<b>Acceptance Criteria [only] for Deliverables</b>
	Data Conversion Plan built/updated	WestCAT Acceptance of Data Conversion Plan, if Applicable

**Work package assumptions:**

- Tyler will be provided with data from the Legacy system(s) in a mutually agreed upon format.
- Tyler will work with the WestCAT representatives to identify business rules before writing the conversion.
- WestCAT subject matter experts and resources most familiar with the current data will be involved in the data conversion planning effort.

**6.2.4 Intentionally left blank.**

**6.2.5 Intentionally left blank.**

**6.2.6 Control Point 2: Assess & Define Stage Acceptance**

Acceptance criteria for this Stage includes completion of all criteria listed below.



Note: Advancement to the Prepare Solution Stage is dependent upon Tyler’s receipt of the Stage Acceptance.

**Assess & Define Stage Deliverables:**

- Documentation of future state decisions and configuration options to support future state decisions.
- Modification specification document.
- Assess & Define Stage Acceptance Criteria:
- All stage deliverables accepted based on criteria previously defined.
- Solution Orientation is delivered.
- Conversion data extracts are received by Tyler.
- Data conversion plan built.

### 6.3 Prepare Solution

During the Prepare Solution stage, information gathered during the Initiate & Plan and Assess & Define stages will be used to install and configure the Tyler software solution. Software configuration will be validated by the WestCAT against future state decisions defined in previous stages and processes refined as needed to ensure business requirements are met.

#### 6.3.1 Initial System Deployment

The timely availability of the Tyler Solution is important to a successful Project implementation. The success and timeliness of subsequent work packages are contingent upon the initial system deployment of Tyler Licensed Software on an approved network and infrastructure. Delays in executing this work package can affect the project schedule.

**Objectives:**

- All licensed software is installed and operational.
- The WestCAT can access the software.

STAGE 3	Initial System Deployment (Hosted/SaaS)*																
	Tyler							WestCAT									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
Prepare hosted environment			A				R				I						C
Install Licensed Software with Initial Database on Server(s) for			A				R				I						C



Included Environments																		
Install Licensed Software on WestCAT Devices (if applicable)			I									A						R
Tyler System Administration Training (if applicable)			A									I						C

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Licensed Software is Installed on the Server(s)	Software is accessible
	Licensed Software is Installed on WestCAT Devices (if applicable)	Software is accessible
	Installation Checklist/System Document	System meets prescribed checklist
	Infrastructure Design Document (C&J – If Applicable)	

**Work package assumptions:**

- The most current available version of the Tyler Licensed Software will be installed.
- The WestCAT will provide network access for Tyler modules, printers, and Internet access to all applicable WestCAT and Tyler Project staff.

### 6.3.2 Configuration

The purpose of Configuration is to prepare the software product for validation.

Tyler staff collaborates with the WestCAT to complete software configuration based on the outputs of the future state analysis performed during the Assess and Define Stage. The WestCAT collaborates with Tyler staff iteratively to validate software configuration.

**Objectives:**

- Software is ready for validation.
- Educate the WestCAT Power User how to configure and maintain software.
- Prepare standard interfaces for process validation (if applicable).

<b>STAGE 3</b>	<b>Configuration</b>	
	Tyler	WestCAT



RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Conduct configuration training			A	R							I	C		C			
Complete Tyler configuration tasks (where applicable)			A	R							I	I		I			
Complete WestCAT configuration tasks (where applicable)			I	C							A	R		C			
Standard interfaces configuration and training (if applicable)			A	R			C				I	C		C			C
Updates to Solution Validation testing plan			C	C							A	R		C			C

Inputs	Documentation that describes future state decisions and configuration options to support future state decisions.
--------	--

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Configured System	

**Work package assumptions:**

- Tyler provides guidance for configuration options available within the Tyler software. The WestCAT is responsible for making decisions when multiple options are available.

**6.3.3 Process Refinement**

Tyler will educate the WestCAT users on how to execute processes in the system to prepare them for the validation of the software. The WestCAT collaborates with Tyler staff iteratively to validate software configuration options to support future state.

**Objectives:**

- Ensure that the WestCAT understands future state processes and how to execute the processes in the software.
- Refine each process to meet the business requirements.
- Validate standard interfaces, where applicable.
- Validate forms and reports, where applicable.



STAGE 3	Process Refinement																
	Tyler							WestCAT									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
Conduct process training			A	R							I	C	I	C			
Confirm process decisions			I	C					A		R	C	I	C			
Test configuration			I	C							A	R		C			
Refine configuration (WestCAT Responsible)			I	C							A	R		C			
Refine configuration (Tyler Responsible)			A	R							I	I		I			
Validate interface process and results			I	C			C				A	R		C			C
Update WestCAT-specific process documentation (if applicable)			I	C							A	R		C			
Updates to Solution Validation testing plan			C	C							A	R		C			C

Inputs	Initial Configuration
	Documentation that describes future state decisions and configuration options to support future state decisions.
	Solution validation test plan

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Updated solution validation test plan	
	Completed WestCAT-specific process documentation (completed by WestCAT)	

**Work package assumptions:**

- None



### 6.3.4 Conversion Delivery

The purpose of this task is to transition the WestCAT’s data from their source (“legacy”) system(s) to the Tyler system(s). The data will need to be mapped from the legacy system into the new Tyler system format. A well-executed data conversion is key to a successful cutover to the new system(s).

With guidance from Tyler, the WestCAT will review specific data elements within the system and identify / report discrepancies. Iteratively, Tyler will collaborate with the WestCAT to address conversion discrepancies. This process will allow for clean, reconciled data to transfer from the source system(s) to the Tyler system(s). Reference Conversion Appendix for additional detail.



#### Objectives:

- Data is ready for production (Conversion).

STAGE 3	Data Delivery & Conversion																
	Tyler							WestCAT									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power Users)	Department Heads	End Users	Technical Leads
Provide data crosswalks/code mapping tool			A	C	R						I	I		I			
Populate data crosswalks/code mapping tool			I	C	C						A	R		C			



Iterations: Conversion Development			A	C	R													I
Iterations: Deliver converted data			A		R													I
Iterations: Proof/Review data and reconcile to source system			C	C	C						A	R			C			C

Inputs	
	Data Conversion Plan
	Configuration

Outputs / Deliverables		<b>Acceptance Criteria [only] for Deliverables</b>
	Code Mapping Complete / Validated	
	Conversion Iterations / Reviews Complete	Conversion complete, verified, and ready for final pass

**Work package assumptions:**

- The WestCAT will provide a single file layout per source system as identified in the investment summary.
- The WestCAT subject matter experts and resources most familiar with the current data will be involved in the data conversion effort.
- The WestCAT project team will be responsible for completing the code mapping activity, with assistance from Tyler.

**6.3.5 Intentionally left blank.**

**6.3.6 Intentionally left blank.**

**6.3.7 Control Point 3: Prepare Solution Stage Acceptance**

Acceptance criteria for this Stage includes all criteria listed below in each Work Package.

Note: Advancement to the Production Readiness Stage is dependent upon Tyler’s receipt of the Stage Acceptance.

**Prepare Solution Stage Deliverables:**

- Licensed software is installed.
- Installation checklist/system document.
- Conversion iterations and reviews complete.

**Prepare Solution Stage Acceptance Criteria:**

- All stage deliverables accepted based on criteria previously defined.



- Software is configured.
- Solution validation test plan has been reviewed and updated if needed.

## 6.4 Production Readiness

Activities in the Production Readiness stage will prepare the WestCAT team for go-live through solution validation, the development of a detailed go-live plan and end user training. A readiness assessment will be conducted with the WestCAT to review the status of the project and the organizations readiness for go-live.

### 6.4.1 Solution Validation

Solution Validation is the end-to-end software testing activity to ensure that the WestCAT verifies all aspects of the Project (hardware, configuration, business processes, etc.) are functioning properly, and validates that all features and functions per the contract have been deployed for system use.

#### Objectives:

- Validate that the solution performs as indicated in the solution validation plan.
- Ensure the WestCAT organization is ready to move forward with go-live and training (if applicable).

STAGE 4	Solution Validation																
	Tyler							WestCAT									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Update Solution Validation plan			A	R	C						C	C		C			
Update test scripts (as applicable)			C	C	C						A	R		C			
Perform testing			C	C	C						A	R		C			
Document issues from testing			C	C	C						A	R		C			
Perform required follow-up on issues			A	R	C						C	C		C			

Inputs	Solution Validation plan
	Completed work product from prior stages (configuration, business process, etc.)

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Solution Validation Report	WestCAT updates report with testing results

#### Work package assumptions:



- Designated testing environment has been established.
- Testing includes current phase activities or deliverables only.

### 6.4.2 Go-Live Readiness

Tyler and the WestCAT will ensure that all requirements defined in Project planning have been completed and the Go-Live event can occur, as planned. A go-live readiness assessment will be completed identifying risks or actions items to be addressed to ensure the WestCAT has considered its ability to successfully Go-Live. Issues and concerns will be discussed, and mitigation options documented. Tyler and the WestCAT will jointly agree to move forward with transition to production. Expectations for final preparation and critical dates for the weeks leading into and during the Go-Live week will be planned in detail and communicated to Project teams.

#### Objectives:

- Action plan for go-live established.
- Assess go-live readiness.
- Stakeholders informed of go-live activities.

STAGE 4	Go-Live Readiness																
	Tyler								WestCAT								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Perform Readiness Assessment	I	A	R	C	C	I	C	I	I	I	I		I				I
Conduct Go-Live planning session		A	R	C							C	C	C	C	C		C
Order peripheral hardware (if applicable)			I							A	R						C
Confirm procedures for Go-Live issue reporting & resolution		A	R	I	I	I	I				C	C	I	I	I	I	I
Develop Go-Live checklist		A	R	C	C						C	C	I	C			C
Final system infrastructure review (where applicable)			A				R				C						C

Inputs	Future state decisions
	Go-live checklist

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Updated go-live checklist	Updated Action plan and Checklist for go-live delivered to the WestCAT



**Work package assumptions:**

- None

### 6.4.3 End User Training

End User Training is a critical part of any successful software implementation. Using a training plan previously reviewed and approved, the Project team will organize and initiate the training activities.

Tyler Led: Tyler provides training for all applicable users. One or multiple occurrences of each scheduled training or implementation topic will be covered.

Tyler will provide standard application documentation for the general use of the software. It is not Tyler’s responsibility to develop WestCAT specific business process documentation. WestCAT-led training labs using WestCAT specific business process documentation if created by the WestCAT can be added to the regular training curriculum, enhancing the training experiences of the end users.

**Objectives:**

- End users are trained on how to use the software prior to go-live.
- The WestCAT is prepared for on-going training and support of the application.

STAGE 4	End User Training																
	Tyler							WestCAT									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Update training plan		A	R	C							C		I		C		
End User training (Tyler-led)		A	R	C							C	C	I	C	C	C	
Train-the-trainer		A	R	C							C	C	I	C			
End User training (WestCAT-led)			C	C							A	R	I	C	C	C	

Inputs	Training Plan
	List of End Users and their Roles / Job Duties
	Configured Tyler System

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	End User Training	WestCAT signoff that training was delivered

**Work package assumptions:**



- The WestCAT project team will work with Tyler to jointly develop a training curriculum that identifies the size, makeup, and subject-area of each of the training classes.
- Tyler will work with the WestCAT as much as possible to provide end-user training in a manner that minimizes the impact to the daily operations of WestCAT departments.
- The WestCAT will be responsible for training new users after go-live (exception—previously planned or regular training offerings by Tyler).

#### 6.4.4 Control Point 4: Production Readiness Stage Acceptance

Acceptance criteria for this stage includes all criteria listed below. Advancement to the Production stage is dependent upon Tyler’s receipt of the stage acceptance.

##### **Production Readiness stage deliverables:**

- Solution Validation Report.
- Update go-live action plan and/or checklist.
- End user training.

##### **Production Readiness stage acceptance criteria:**

- All stage deliverables accepted based on criteria previously defined.
- Go-Live planning session conducted.

### 6.5 Production

Following end user training the production system will be fully enabled and made ready for daily operational use as of the scheduled date. Tyler and the WestCAT will follow the comprehensive action plan laid out during Go-Live Readiness to support go-live activities and minimize risk to the Project during go-live. Following go-live, Tyler will work with the WestCAT to verify that implementation work is concluded, post go-live activities are scheduled, and the transition to Client Services is complete for long-term operations and maintenance of the Tyler software.

#### 6.5.1 Go-Live

Following the action plan for Go-Live, defined in the Production Readiness stage, the WestCAT and Tyler will complete work assigned to prepare for Go-Live.

The WestCAT provides final data extract and Reports from the Legacy System for data conversion and Tyler executes final conversion iteration, if applicable. If defined in the action plan, the WestCAT manually enters any data added to the Legacy System after final data extract into the Tyler system.

Tyler staff collaborates with the WestCAT during Go-Live activities. The WestCAT transitions to Tyler software for day-to day business processing.

Some training topics are better addressed following Go-Live when additional data is available in the system or based on timing of applicable business processes and will be scheduled following Go-Live per the Project Schedule.

##### **Objectives:**

- Execute day to day processing in Tyler software.



- WestCAT data available in Production environment.

STAGE 5	Go-Live																
	Tyler							WestCAT									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Provide final source data extract, if applicable			C		C						A						R
Final source data pushed into production environment, if applicable			A	C	R						I	C		C			C
Proof final converted data, if applicable			C	C	C						A	R		C			
Complete Go-Live activities as defined in the Go-Live action plan			C	C	C					A	R	C	I	C			
Provide Go-Live assistance			A	R	C	C		I			C	C	I	C		I	C

Inputs	Comprehensive Action Plan for Go-Live
	Final source data (if applicable)

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Data is available in production environment	WestCAT confirms data is available in production environment

**Work package assumptions:**

- The WestCAT will complete activities documented in the action plan for Go-Live as scheduled.
- External stakeholders will be available to assist in supporting the interfaces associated with the Go-Live live process.
- The WestCAT business processes required for Go-Live are fully documented and tested.
- The WestCAT Project team and subject matter experts are the primary point of contact for the end users when reporting issues during Go-Live.
- The WestCAT Project Team and Power User’s provide business process context to the end users during Go-Live.



## 6.5.2 Transition to Client Services

This work package signals the conclusion of implementation activities for the Phase or Project with the exception of agreed-upon post Go-Live activities. The Tyler project manager(s) schedules a formal transition of the WestCAT onto the Tyler Client Services team, who provides the WestCAT with assistance following Go-Live, officially transitioning the WestCAT to operations and maintenance.

### Objectives:

- Ensure no critical issues remain for the project teams to resolve.
- Confirm proper knowledge transfer to the WestCAT teams for key processes and subject areas.

STAGE 5	Transition to Client Services																
	Tyler							WestCAT									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Transfer WestCAT to Client Services and review issue reporting and resolution processes	I	I	A	I	I			R	I	I	C	C		C			
Review long term maintenance and continuous improvement			A					R			C	C		C			

Inputs	Open item/issues List
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Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Client Services Support Document	

### Work package assumptions:

- No material project issues remain without assignment and plan.

## 6.5.3 Post Go-Live Activities

Some implementation activities are provided post-production due to the timing of business processes, the requirement of actual production data to complete the activities, or the requirement of the system being used in a live production state.

### Objectives:



- Schedule activities that are planned for after Go-Live.
- Ensure issues have been resolved or are planned for resolution before phase or project close.

STAGE 5	Post Go-Live Activities																
	Tyler								WestCAT								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Schedule contracted activities that are planned for delivery after go-live		A	R	C	C	C	C	I			C	C	I	C			C
Determine resolution plan in preparation for phase or project close out		A	R	C	C	C		I			C	C	I	C			

Inputs	List of post Go-Live activities
--------	---------------------------------

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Updated issues log	

**Work package assumptions:**

- System is being used in a live production state.

### 6.5.4 Control Point 5: Production Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below:

- Advancement to the Close stage is not dependent upon Tyler’s receipt of this Stage Acceptance.
- Converted data is available in production environment.

Production Stage Acceptance Criteria:

- All stage deliverables accepted based on criteria previously defined.
- Go-Live activities defined in the Go-Live action plan completed.
- Client services support document is provided.



## 6.6 Close

The Close stage signifies full implementation of all products purchased and encompassed in the Phase or Project. The WestCAT transitions to the next cycle of their relationship with Tyler (next Phase of implementation or long-term relationship with Tyler Client Services).

### 6.6.1 Phase Closeout

This work package represents Phase completion and signals the conclusion of implementation activities for the Phase. The Tyler Client Services team will assume ongoing support of the WestCAT for systems implemented in the Phase.

#### Objectives:

- Agreement from Tyler and the WestCAT teams that activities within this phase are complete.

STAGE 6	Phase Close Out																
	Tyler							WestCAT									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Reconcile project budget and status of contract Deliverables	I	A	R						I	I	C						
Hold post phase review meeting		A	R	C	C	C	C				C	C	C	C			C
Release phase-dependent Tyler project resources	A	R	I								I						

Participants	Tyler	WestCAT
	Project Leadership	Project Manager
	Project Manager	Project Sponsor(s)
	Implementation Consultants	Functional Leads, Power Users, Technical Leads
	Technical Consultants (Conversion, Deployment, Development)	
	Client Services	

Inputs	
	Contract
	Statement of Work
	Project artifacts



Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Final action plan (for outstanding items)	
	Reconciliation Report	
	Post Phase Review	

**Work package assumptions:**

- Tyler deliverables for the phase have been completed.

### 6.6.2 Project Closeout

Completion of this work package signifies final acceptance and formal closing of the Project.

At this time the WestCAT may choose to begin working with Client Services to look at continuous improvement Projects, building on the completed solution.

**Objectives:**

- Confirm no critical issues remain for the project teams to resolve.
- Determine proper knowledge transfer to the WestCAT teams for key processes and subject areas has occurred.
- Verify all deliverables included in the Agreement are delivered.

STAGE 6	Project Close Out																
	Tyler							WestCAT									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power)	Department Heads	End Users	Technical Leads
Conduct post project review		A	R	C	C	C	C				C	C	C	C			C
Deliver post project report to WestCAT and Tyler leadership	I	A	R						I	I	C						
Release Tyler project resources	A	R	I								I						

Inputs	Contract
	Statement of Work

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
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	Post Project Report	WestCAT acceptance; Completed report indicating all project Deliverables and milestones have been completed
--	---------------------	---

**Work package assumptions:**

- All project implementation activities have been completed and approved.
- No critical project issues remain that have not been documented and assigned.
- Final project budget has been reconciled and invoiced.
- All Tyler deliverables have been completed.

### 6.6.3 Control Point 6: Close Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below.

**Close Stage Deliverables:**

- Post Project Report.

**Close Stage Acceptance Criteria:**

- Completed report indicating all Project deliverables and milestones have been completed.

## 7. General Assumptions

Tyler and the WestCAT will use this SOW as a guide for managing the implementation of the Tyler Project as provided and described in the Agreement. There are a few assumptions which, when acknowledged and adhered to, will support a successful implementation. Assumptions related to specific work packages are documented throughout the SOW. Included here are general assumptions which should be considered throughout the overall implementation process.

### 7.1 Project

- Project activities will begin after the Agreement has been fully executed.
- The WestCAT Project Team will complete their necessary assignments in a mutually agreed upon timeframe to meet the scheduled go-live date, as outlined in the Project Schedule.
- Sessions will be scheduled and conducted at a mutually agreeable time.
- Additional services, software modules and modifications not described in the SOW or Agreement will be considered a change to this Project and will require a Change Request Form as previously referenced in the definition of the Change Control Process.
- Tyler will provide a written agenda and notice of any prerequisites to the WestCAT project manager(s) ten (10) business days or as otherwise mutually agreed upon time frame prior to any scheduled on-site or remote sessions, as applicable.
- Tyler will provide guidance for configuration and processing options available within the Tyler software. If multiple options are presented by Tyler, the WestCAT is responsible for making decisions based on the options available.
- Implementation of new software may require changes to existing processes, both business and technical, requiring the WestCAT to make process changes.



- The WestCAT is responsible for defining, documenting, and implementing their policies that result from any business process changes.

## 7.2 Organizational Change Management

Unless otherwise contracted by Tyler, WestCAT is responsible for managing Organizational Change. Impacted WestCAT resources will need consistent coaching and reassurance from their leadership team to embrace and accept the changes being imposed by the move to new software. An important part of change is ensuring that impacted WestCAT resources understand the value of the change, and why they are being asked to change.

## 7.3 Resources and Scheduling

- WestCAT resources will participate in scheduled activities as assigned in the Project Schedule.
- The WestCAT team will complete prerequisites prior to applicable scheduled activities. Failure to do so may affect the schedule.
- Tyler and the WestCAT will provide resources to support the efforts to complete the Project as scheduled and within the constraints of the Project budget.
- Abbreviated timelines and overlapped Phases require sufficient resources to complete all required work as scheduled.
- Changes to the Project Schedule, availability of resources or changes in Scope will be requested through a Change Request. Impacts to the triple constraints (scope, budget, and schedule) will be assessed and documented as part of the change control process.
- The WestCAT will ensure assigned resources will follow the change control process and possess the required business knowledge to complete their assigned tasks successfully. Should there be a change in resources, the replacement resource should have a comparable level of availability, change control process buy-in, and knowledge.
- The WestCAT makes timely Project related decisions to achieve scheduled due dates on tasks and prepare for subsequent training sessions. Failure to do so may affect the schedule, as each analysis and implementation session is dependent on the decisions made in prior sessions.
- The WestCAT will respond to information requests in a comprehensive and timely manner, in accordance with the Project Schedule.
- The WestCAT will provide adequate meeting space or facilities, including appropriate system connectivity, to the project teams including Tyler team members.
- For on-site visits, Tyler will identify a travel schedule that balances the needs of the project and the employee.

## 7.4 Data

- Data will be converted as provided and Tyler will not create data that does not exist.
- The WestCAT is responsible for the quality of legacy data and for cleaning or scrubbing erroneous legacy data.
- Tyler will work closely with the WestCAT representatives to identify business rules before writing the conversion. The WestCAT must confirm that all known data mapping from source to target have been identified and documented before Tyler writes the conversion.
- All in-scope source data is in data extract(s).
- Each legacy system data file submitted for conversion includes all associated records in a single approved file layout.



- The WestCAT will provide the legacy system data extract in the same format for each iteration unless changes are mutually agreed upon in advance. If not, negative impacts to the schedule, budget and resource availability may occur and/or data in the new system may be incorrect.
- The WestCAT Project Team is responsible for reviewing the converted data and reporting issues during each iteration, with assistance from Tyler.
- The WestCAT is responsible for providing or entering test data (e.g., data for training, testing interfaces, etc.)

## 7.5 Facilities

- The WestCAT will provide dedicated space for Tyler staff to work with WestCAT resources for both on-site and remote sessions. If Phases overlap, WestCAT will provide multiple training facilities to allow for independent sessions scheduling without conflict.
- The WestCAT will provide staff with a location to practice what they have learned without distraction.



## 8. Glossary

Word or Term	Definition
<b>Acceptance</b>	Confirming that the output or deliverable is suitable and conforms to the agreed upon criteria.
<b>Accountable</b>	The one who ultimately ensures a task or deliverable is completed; the one who ensures the prerequisites of the task are met and who delegates the work to those responsible. [Also see RACI]
<b>Application</b>	A computer program designed to perform a group of coordinated functions, tasks, or activities for the benefit of the user.
<b>Application Programming Interface (API)</b>	A defined set of tools/methods to pass data to and received data from Tyler software products
<b>Agreement</b>	This executed legal contract that defines the products and services to be implemented or performed.
<b>Business Process</b>	The practices, policy, procedure, guidelines, or functionality that the client uses to complete a specific job function.
<b>Business Requirements Document</b>	A specification document used to describe Client requirements for contracted software modifications.
<b>Change Request</b>	A form used as part of the Change Control process whereby changes in the scope of work, timeline, resources, and/or budget are documented and agreed upon by participating parties.
<b>Change Management</b>	Guides how we prepare, equip and support individuals to successfully adopt change in order to drive organizational success & outcomes
<b>Code Mapping [where applicable]</b>	An activity that occurs during the data conversion process whereby users equate data (field level) values from the old system to the values available in the new system. These may be one to one or many to one. Example: Old System [Field = eye color] [values = BL, Blu, Blue] maps to New Tyler System [Field = Eye Color] [value = Blue].
<b>Consulted</b>	Those whose opinions are sought, typically subject matter experts, and with whom there is two-way communication. [Also see RACI]
<b>Control Point</b>	This activity occurs at the end of each stage and serves as a formal and intentional opportunity to review stage deliverables and required acceptance criteria for the stage have been met.
<b>Data Mapping [where applicable]</b>	The activity determining and documenting where data from the legacy system will be placed in the new system; this typically involves prior data analysis to understand how the data is currently used in the legacy system and how it will be used in the new system.
<b>Deliverable</b>	A verifiable document or service produced as part of the Project, as defined in the work packages.
<b>Go-Live</b>	The point in time when the Client is using the Tyler software to conduct daily operations in Production.
<b>Informed</b>	Those who are kept up-to-date on progress, often only on completion of the task or deliverable, and with whom there is just one-way communication. [Also see RACI]



<b>Infrastructure</b>	The composite hardware, network resources and services required for the existence, operation, and management of the Tyler software.
<b>Interface</b>	A connection to and potential exchange of data with an external system or application. Interfaces may be one way, with data leaving the Tyler system to another system or data entering Tyler from another system, or they may be bi-directional with data both leaving and entering Tyler and another system.
<b>Integration</b>	A standard exchange or sharing of common data within the Tyler system or between Tyler applications
<b>Legacy System</b>	The software from which a client is converting.
<b>Modification</b>	Custom enhancement of Tyler’s existing software to provide features or functions to meet individual client requirements documented within the scope of the Agreement.
<b>On-site</b>	Indicates the work location is at one or more of the client’s physical office or work environments.
<b>Organizational Change</b>	The process of changing an organization's strategies, processes, procedures, technologies, and culture, as well as the effect of such changes on the organization.
<b>Output</b>	A product, result or service generated by a process.
<b>Peripheral devices</b>	An auxiliary device that connects to and works with the computer in some way. Some examples: scanner, digital camera, printer.
<b>Phase</b>	A portion of the Project in which specific set of related applications are typically implemented. Phases each have an independent start, Go-Live and closure dates but use the same Implementation Plans as other Phases of the Project. Phases may overlap or be sequential and may have different Tyler resources assigned.
<b>Project</b>	The delivery of the software and services per the agreement and the Statement of Work. A Project may be broken down into multiple Phases.
<b>RACI</b>	A matrix describing the level of participation by various roles in completing tasks or Deliverables for a Project or process. Individuals or groups are assigned one and only one of the following roles for a given task: Responsible (R), Accountable (A), Consulted (C), or Informed (I).
<b>Remote</b>	Indicates the work location is at one or more of Tyler’s physical offices or work environments.
<b>Responsible</b>	Those who ensure a task is completed, either by themselves or delegating to another resource. [Also see RACI]
<b>Scope</b>	Products and services that are included in the Agreement.



<b>Solution</b>	The implementation of the contracted software product(s) resulting in the connected system allowing users to meet Project goals and gain anticipated efficiencies.
<b>Stage</b>	The top-level components of the WBS. Each Stage is repeated for individual Phases of the Project.
<b>Standard</b>	Software functionality that is included in the base software (off-the-shelf) package; is not customized or modified.
<b>Statement of Work (SOW)</b>	Document which will provide supporting detail to the Agreement defining Project-specific activities, services, and Deliverables.
<b>System</b>	The collective group of software and hardware that is used by the organization to conduct business.
<b>Test Scripts</b>	The steps or sequence of steps that will be used to validate or confirm a piece of functionality, configuration, enhancement, or Use Case Scenario.
<b>Training Plan</b>	Document(s) that indicate how and when users of the system will be trained relevant to their role in the implementation or use of the system.
<b>Validation (or to validate)</b>	The process of testing and approving that a specific Deliverable, process, program, or product is working as expected.
<b>Work Breakdown Structure (WBS)</b>	A hierarchical representation of a Project or Phase broken down into smaller, more manageable components.
<b>Work Package</b>	A group of related tasks within a project.



# Part 4: Appendices

## 9. Conversion

### 9.1 ERP Pro Financials Conversion Summary

#### 9.1.1 General Ledger

Standard Conversion Includes:

- Full chart of accounts listing, descriptions, and corresponding account types
- Element (segment) values and descriptions
- Unlimited historical transactions as provided by client.

**NOTE:** Summarized budget figures for current fiscal year and historical years can be imported into the system from Excel. The WestCAT is ultimately responsible for producing the budget figures in Excel and verifying the results. Training will be provided on how to import budgets from Excel.

**NOTE:** Summarized beginning balance sheet entries, as well as summarized fiscal year activity entries, can be imported into the system from Excel for the current year. The WestCAT is ultimately responsible for producing the entries in Excel and verifying the results. Training will be provided on how to import JEs from Excel.

#### 9.1.2 Accounts Payable

Standard Conversion Includes:

- Vendor master information, address, primary contact, and **NOTES**
- Unlimited historical transactions as provided by client.

**NOTE:** 1099 balances and non-1099 balances can be imported into the system using a standard import available to the WestCAT from Excel. The WestCAT will ultimately be responsible for creating the Excel spreadsheet and verifying the results. Training will be provided on how to import balances from Excel.

#### 9.1.3 Personnel Management

Standard Conversion Includes:

- Basic employee information – employee master, address, primary contact, dates, phone numbers, dependents, **NOTES**
- Current direct deposit bank information
- Federal and state tax withholding information
- Unlimited historical transactions provided by client.

**NOTE:** Employee positions/deductions will be created according to recommended best business practices.

**NOTE:** Clients going live on payroll mid-calendar year will have the option to import or enter quarterly employee payroll history to meet federal and state reporting requirements giving the ability to create a single set of W-2's at calendar year end. The WestCAT will ultimately be responsible for entering in the



quarterly employee payroll history and verifying the results. Training will be provided on how to enter in this information.



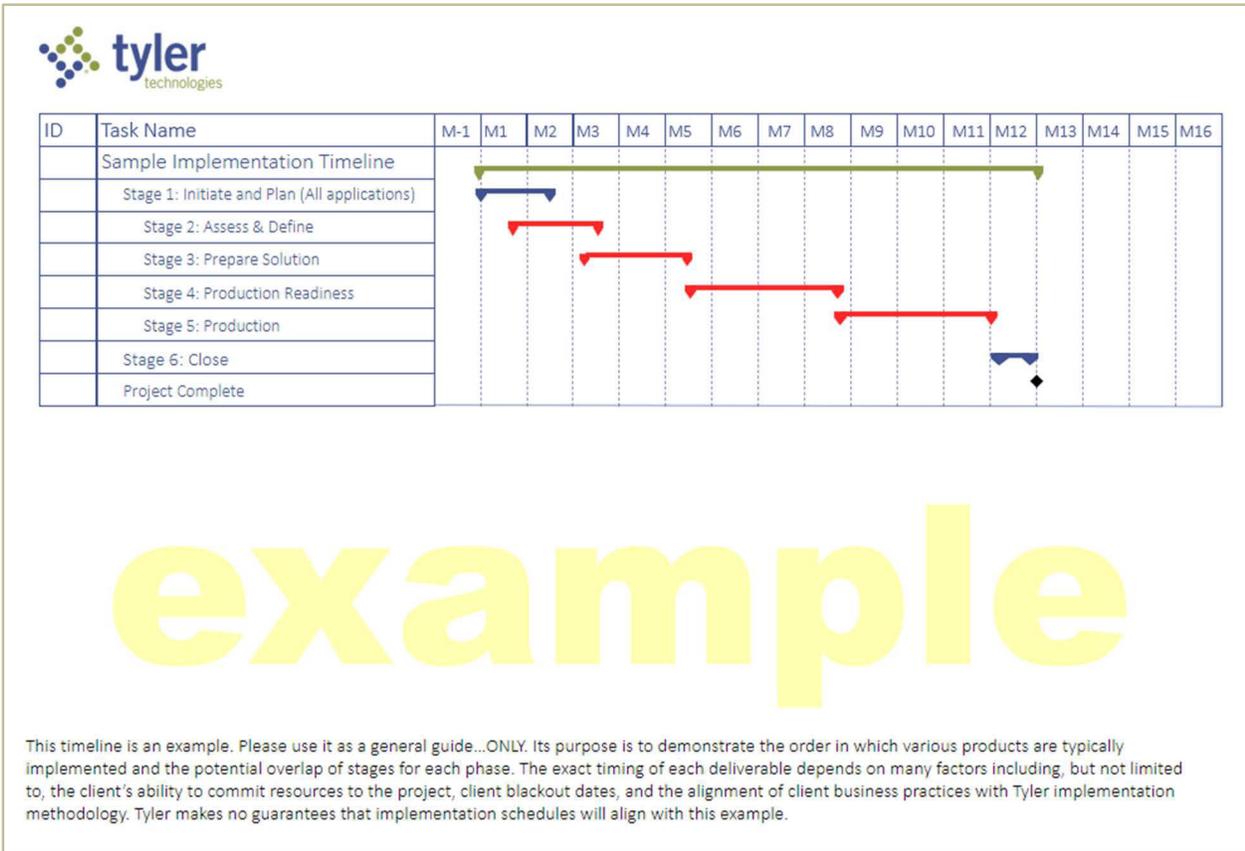
## 10. Additional Appendices

10.1 Intentionally left blank.



# 11. Project Timeline

## 11.1 ERP Pro Financial Management Timeline



## 11.2 Intentionally left blank.

