REGULAR BOARD MEETING
Wednesday, October 21, 2026
12:00 p.m.
Hybrid Participation

CLALLAM TRANSIT SYSTEM
In-Person: 830 W. Lauridsen Blvd., Port Angeles
Virtual: 253-215-8782
Meeting ID: 858 1027 6869

AGENDA

Agenda items requiring action may be taken by unanimous consent, when appropriate to do so.

CALL TO ORDER

ROLL CALL

PUBLIC COMMENT

The public is welcome to participate in the meeting by joining via phone by calling **253-215-8782**, entering meeting ID no. **858 1027 6869** or by attending in-person. However, we encourage anyone interested in providing public comment to the CTS Board to please email your comments to boardclerk@clallamtransit.com or mail to Clallam Transit System, 830 West Lauridsen Boulevard, 98363. Providing comments 24 hours in advance of the meeting will ensure that they are distributed to the board. During the public comment period, persons may speak for up to three minutes by stating their name and residential jurisdiction. Comments will be addressed to the entire CTS Board and not to one individual. Board members will not provide responses or engage in direct conversation during the public comment period.

PRESENTATION

A. **Employee of the 3rd Quarter** – Application and Software Specialist Kyah Fukunaga

CONSENT AGENDA

A. **Factsheet 2026-062:** Consent Agenda – Motion M30:2026
- **Payment Listing** – September 09, 2026, through October 14, 2026
- **Board Meeting Minutes** – September 16, 2026
- **Resolution R10:2026** – Employee of the 3rd Quarter of 2026 – Kyah Fukunaga
- **Resolution R11:2026** – Retirement – Gary Abrams

BOARD STRATEGY PLANNING SESSION

A. **Factsheet 2026-063:** CTS Board Planning Session and Budget Workshop — Cherie Huxtable, Finance Manager

ACTION ITEMS

A. **Factsheet 2026-064:** VIA Paratransit Software Procurement – Motion M31:2026
Taron Lee, Operations Manager

B. **Factsheet 2026-065:** Transit Asset Management Plan (TAMP) Update – Motion M32:2026
Justin Burns, Maintenance Manager

C. **Factsheet 2026-066:** Community Advisory Committee (CAC) Appointments – Motion M33:2026
Jason McNickle, General Manager

D. **Factsheet 2026-067:** Nepotism Policy Update – Motion M34:2026
Barb Cox, Human Resources Manager

E. **Factsheet 2026-068:** Avail Technologies Contract Extension – Motion M35:2026
Justin Burns, Maintenance Manager

CLOSED SESSION

Pursuant to RCW 42.30.140(4)(a), this session for the purpose of planning the strategy or position to be taken by the board during collective bargaining is closed to the public. Board action is not anticipated. Pursuant to RCW 36.57A.050(4), the non-voting board member is excluded from the closed session.

INFORMATIONAL ITEMS

A. **Executive Report** — Jason McNickle, General Manager
B. **Factsheet 2026-069:** Operations Department Report — Taron Lee, Operations Manager
C. **Factsheet 2026-070:** Finance Department Report — Cherie Huxtable, Finance Manager
D. Maintenance Department Report — Justin Burns, Maintenance Manager
E. **Factsheet 2026-071:** Administrative Services Department Report — Barb Cox, Human Resources Manager

BOARD OPEN DISCUSSION

ADJOURNMENT

Next regular meeting: December 16, 2026

830 West Lauridsen Boulevard
Port Angeles, Washington 98363

CLALLAM TRANSIT

www.clallamtransit.com
360-452-4511

October 12, 2026

Selection of the "Employee of the Quarter" – Third Quarter of 2026

To All Employees,

Please join me in congratulating Clallam Transit System's (CTS) Employee of the Quarter for the third quarter of 2026!

Kyah Fukunaga, Application and Software Specialist

> ***"Since her arrival, Kyah has been quick to resolve problems, responsive to requests for help, and patient in explaining why things aren't doing what we want them to. Her work keeps this place going, and we are fortunate to have her on our team!"***

The following employees were also nominated and are recognized for their attitude and performance during the last quarter:

Zach Pritchett, Operations Supervisor
Ted Thompson, Fixed-route Operator

Congratulations Kyah! We are all grateful for your knowledge and patience in your position here at CTS as Application and Software Specialist!

Thank you,

Jason McNickle
General Manager

Title: October 2026 Consent Agenda
Submitted By: Jason McNickle, General Manager
Authorized By: N/A

Factsheet: 2026-062
Date: October 21, 2026

Background

The Clallam Transit System Board (Board) has adopted the special rule order for the consent agenda process, as outlined in the Section 3.4 Parliamentary Procedure of the *Bylaws of the Clallam County Public Transportation Benefit Area*. All items listed within the consent agenda have been distributed to each member of the Board for review prior to the meeting and will be enacted by one motion of the Board with no separate discussion. If separate discussion is desired, then by request, that item may be removed from the consent agenda.

Discussion

- **Payment Listing:** The listing of payments as summarized in the attached memorandum are presented for review and approval by the Board.
- **Board Meeting Minutes:** The minutes from the last meeting have been drafted and presented for review and approval by the Board.
- **Commendation:** Resolution R10:2026 – Employee of 3rd Quarter 2026
- **Retirement:** Resolution R11:2026 - Retirement

Recommended Action

Move to approve the actions outlined above in the consent agenda by CTS Motion No. M30:2026, as presented.

Attachments

- Payment Listing – September 10, 2026, through October 7, 2026
- September 16, 2026 Board Minutes
- Resolution R10:2026 – Employee of the 3rd Quarter 2026 – Kyah Fukunaga
- Resolution R11:2026 – Retirement – Gary Abrams

Passed and adopted by the Board at a regular meeting by CTS Motion M30:2026 thereof this 21st day of October 2026.

_____
Board Chairperson

Approved as to Content:

_____
Jason McNickle, General Manager

Attest:

_____
Barb Cox, Clerk to the Board

Orig: Board Meeting File

830 West Lauridsen Boulevard
Port Angeles, Washington 98363

www.clallamtransit.com
360-452-4511

Title: Payment Listing for Board Approval

Submitted By: Cherie Huxtable, Finance Manager

Authorized By: Jason McNickle, General Manager

PAYMENT LISTING FOR BOARD APPROVAL

The listing of payments as summarized above and listed on the following pages, are hereby presented for approval.

"I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered, or the labor performed as described herein and that the claims are just and due obligations against the Clallam Transit System, and that I am authorized to authenticate and certify to said claims."

Finance Manager — October 21, 2026 (Date)

Columbia Bank	From	To	From	To	Amount
Automated Checks	9/10/2026	10/14/2026	103470	103585	310,740.14
ACHs - External Initiated	9/10/2026	10/14/2026	50882	50889	221,501.51
ACHs - Other Internal Initiated	9/10/2026	10/14/2026	738	761	313,172.01
				TOTAL CHECK REPORT	**$ 845,413.66**
ACHs - Payroll	9/10/2026	10/14/2026	EFT0085	EFT0086	443,817.28
				TOTAL ACH REGISTER	**$ 443,817.28**
				TOTAL ALL PAYMENTS	**$ 1,289,230.94**

BOARD APPROVAL OF PAYMENT LISTING

Payments audited and certified by the finance manager as required by RCW 42.24.080, and those expense reimbursement claims certified as required by RCW 42.24.090, have been recorded on a listing which has been made available to the Board.

The Clallam Transit System Board, by a (unanimous, majority) vote, does approve for payment those checks and electronic payments disbursed and included on the listings provided.

Chair — Date

Clallam Transit System

Check Report

By Check Number

Date Range: 09/10/2026 - 10/14/2026

Vendor Number	Vendor Name	Payment Date	Payment Type	Discount Amount	Payment Amount	Number
Bank Code: 6078 - Checking-Umpqua Checking						
Payment Type: EFT						
LH087	Leo Hansen	09/11/2026	EFT	0.00	300.00	738
TH211	THERRISA HILL	09/11/2026	EFT	0.00	255.44	739
633	PETROCARD, INC	09/11/2026	EFT	0.00	18,388.75	740
325A	HEALTH CARE AUTHORITY	09/18/2026	EFT	0.00	192,539.07	741
633	PETROCARD, INC	09/18/2026	EFT	0.00	954.75	742
214	AMALGAMATED TRANSIT UNION	09/18/2026	EFT	0.00	2,965.38	743
210	EMPLOYEES ASSOCIATION	09/18/2026	EFT	0.00	501.00	744
810	HRA VEBA	09/18/2026	EFT	0.00	11,686.17	745
068	INT'L CITY MGMT ASSOC RETIREMENT CORP	09/18/2026	EFT	0.00	19,289.88	746
843	PF EA CHARITY FUND	09/18/2026	EFT	0.00	47.00	747
240	UNITED WAY OF CLALLAM COUNTY	09/18/2026	EFT	0.00	57.70	748
5105	Julie Shannon	09/25/2026	EFT	0.00	384.10	749
633	PETROCARD, INC	09/25/2026	EFT	0.00	16,390.16	750
214	AMALGAMATED TRANSIT UNION	10/02/2026	EFT	0.00	2,934.98	751
210	EMPLOYEES ASSOCIATION	10/02/2026	EFT	0.00	521.00	752
810	HRA VEBA	10/02/2026	EFT	0.00	7,813.69	753
068	INT'L CITY MGMT ASSOC RETIREMENT CORP	10/02/2026	EFT	0.00	19,110.35	754
843	PF EA CHARITY FUND	10/02/2026	EFT	0.00	44.00	755
240	UNITED WAY OF CLALLAM COUNTY	10/02/2026	EFT	0.00	57.70	756
5072	HAYLEY GRALL	10/02/2026	EFT	0.00	102.00	757
5002	RYAN WOODS	10/02/2026	EFT	0.00	102.00	758
633	PETROCARD, INC	10/02/2026	EFT	0.00	954.75	759
5127	ZACHARY PRITCHETT	10/09/2026	EFT	0.00	255.04	760
633	PETROCARD, INC	10/09/2026	EFT	0.00	17,517.10	761
			Total EFT:	**0.00**	**313,172.01**	

Vendor Number	Vendor Name	Payment Date	Payment Type	Discount Amount	Payment Amount	Number
Payment Type: Bank Draft						
858	EFTPS - 941 DEPOSITS	09/18/2026	Bank Draft	0.00	70,916.47	50882
303	WA DRS - DEPT OF RETIREMENT SRVCS	09/18/2026	Bank Draft	0.00	35,151.03	50883
448	WASHINGTON STATE SUPPORT REGISTRY	09/18/2026	Bank Draft	0.00	389.07	50884
1284	Pollution Liability Insurance Agency	09/30/2026	Bank Draft	0.00	6,800.00	50885
448	WASHINGTON STATE SUPPORT REGISTRY	10/02/2026	Bank Draft	0.00	389.07	50886
858	EFTPS - 941 DEPOSITS	10/02/2026	Bank Draft	0.00	71,819.59	50887
303	WA DRS - DEPT OF RETIREMENT SRVCS	10/02/2026	Bank Draft	0.00	35,196.12	50888
184	WA DOR - B&O TAXES	10/09/2026	Bank Draft	0.00	840.16	50889
			Total Bank Draft:	**0.00**	**221,501.51**	

Vendor Number	Vendor Name	Payment Date	Payment Type	Discount Amount	Payment Amount	Number
Payment Type: Regular						
1150	AMAZON CAPITAL SERVICES	09/15/2026	Regular	0.00	271.40	103470
999	CENTURYLINK	09/15/2026	Regular	0.00	234.11	103471
1066	CINTAS CORPORATION NO 3	09/15/2026	Regular	0.00	195.60	103472
031	CITY OF PORT ANGELES	09/15/2026	Regular	0.00	4,410.95	103473
1089	DR PANZA LLC	09/15/2026	Regular	0.00	840.00	103474
1308	Gallagher Benefit Services, Inc.	09/15/2026	Regular	0.00	18.00	103475
435	GALLS PARENT HOLDINGS LLC	09/15/2026	Regular	0.00	519.76	103476
057	GRAINGER	09/15/2026	Regular	0.00	24.86	103477
089	HOCH CONSTRUCTION, INC.	09/15/2026	Regular	0.00	21,053.63	103478
1121	LEMAY MOBILE SHREDDING	09/15/2026	Regular	0.00	74.81	103479
923	MATTHEW C LASHER III	09/15/2026	Regular	0.00	217.36	103480
237	OLYMPIC DM DISPOSAL	09/15/2026	Regular	0.00	129.88	103481
937	OLYMPIC SPRINGS, INC	09/15/2026	Regular	0.00	333.57	103482
127	PENINSULA DAILY NEWS-SUBS	09/15/2026	Regular	0.00	182.40	103483
1183	PROCOM LLC	09/15/2026	Regular	0.00	75.00	103484
1239	Security Service Northwest, Inc.	09/15/2026	Regular	0.00	1,668.62	103485
108	SOUND PUBLISHING INC.	09/15/2026	Regular	0.00	699.00	103486
181	VERIZON WIRELESS,BELLEVUE	09/15/2026	Regular	0.00	569.39	103487
181	VERIZON WIRELESS,BELLEVUE	09/15/2026	Regular	0.00	574.69	103488
1137	WALTER E NELSON OF WEST WASHINGTON	09/15/2026	Regular	0.00	114.35	103489
845	WAVE DIVISION HOLDINGS, LLC	09/15/2026	Regular	0.00	2,866.92	103490
145	WSTA	09/15/2026	Regular	0.00	5,000.00	103491
510	CUMMINS INC.	09/16/2026	Regular	0.00	3,154.42	103492
307	FERRELLGAS LP	09/16/2026	Regular	0.00	1,449.15	103493
305	GILLIG LLC	09/16/2026	Regular	0.00	2,144.03	103494
751	MUNCIE RECLAMATION & SUPPLY	09/16/2026	Regular	0.00	2,186.77	103495
1128	NFI PARTS	09/16/2026	Regular	0.00	2,199.24	103496
1209	ALABAMA CHILD SUPPORT PAYMENT CENTER	09/18/2026	Regular	0.00	170.77	103497
999	CENTURYLINK	09/22/2026	Regular	0.00	106.24	103498
1081	CINTAS CORP NO 2	09/22/2026	Regular	0.00	244.94	103499
1066	CINTAS CORPORATION NO 3	09/22/2026	Regular	0.00	195.60	103500
031	CITY OF PORT ANGELES	09/22/2026	Regular	0.00	1,575.50	103501
960	EVERGREEN COLLISION CENTER, INC.	09/22/2026	Regular	0.00	7,734.06	103502
014	LES SCHWAB GROUP HOLDINGS LLC	09/22/2026	Regular	0.00	5,466.23	103503
923	MATTHEW C LASHER III	09/22/2026	Regular	0.00	652.09	103504
564	PUD #1 OF CLALLAM COUNTY	09/22/2026	Regular	0.00	89.88	103505
119	QUILLAYUTE VALLEY SCHOOL DISTRICT #402	09/22/2026	Regular	0.00	2,830.33	103506
221	RACE STREET AUTO PARTS-NAPA	09/22/2026	Regular	0.00	13.33	103507
1239	Security Service Northwest, Inc.	09/22/2026	Regular	0.00	1,390.52	103508
223	STATE AUDITOR'S OFFICE	09/22/2026	Regular	0.00	22,434.90	103509
1286	WA Dept of Natural Resources	09/22/2026	Regular	0.00	23.00	103510
1143	DOBBS HEAVY DUTY HOLDINGS LLC	09/23/2026	Regular	0.00	3,011.67	103511
307	FERRELLGAS LP	09/23/2026	Regular	0.00	1,834.71	103512
1224	KBT DISTRIBUTING LLC	09/23/2026	Regular	0.00	60,146.30	103513
751	MUNCIE RECLAMATION & SUPPLY	09/23/2026	Regular	0.00	11,764.12	103514
221	RACE STREET AUTO PARTS-NAPA	09/23/2026	Regular	0.00	372.24	103515
1150	AMAZON CAPITAL SERVICES	09/29/2026	Regular	0.00	339.00	103516
999	CENTURYLINK	09/29/2026	Regular	0.00	159.36	103517
1066	CINTAS CORPORATION NO 3	09/29/2026	Regular	0.00	195.60	103518
435	GALLS PARENT HOLDINGS LLC	09/29/2026	Regular	0.00	440.39	103519
752	HI-TECH SECURITY, INC.	09/29/2026	Regular	0.00	306.80	103520
014	LES SCHWAB GROUP HOLDINGS LLC	09/29/2026	Regular	0.00	2,484.71	103521
923	MATTHEW C LASHER III	09/29/2026	Regular	0.00	242.25	103522
874	NORTHWEST PLASTICS, INC.	09/29/2026	Regular	0.00	1,021.48	103523
1239	Security Service Northwest, Inc.	09/29/2026	Regular	0.00	1,668.62	103524
072	SEQUIM GAZETTE	09/29/2026	Regular	0.00	78.00	103525
1343	T- Mobile USA, Inc	09/29/2026	Regular	0.00	36.48	103526
730	TANKNOLOGY/NDE CORP	09/29/2026	Regular	0.00	1,045.50	103527
179	BANK OF AMERICA	09/30/2026	Regular	0.00	969.89	103528
US2204	US BANK 2204	09/30/2026	Regular	0.00	618.14	103529

Vendor Number	Vendor Name	Payment Date	Payment Type	Discount Amount	Payment Amount	Number
US2256	US BANK 2256	09/30/2026	Regular	0.00	1,960.19	103530
US2500	US BANK 2500	09/30/2026	Regular	0.00	154.45	103531
US2734	US BANK 2734	09/30/2026	Regular	0.00	206.57	103532
US3520	US BANK 3520	09/30/2026	Regular	0.00	254.41	103533
US6068	US BANK 6068	09/30/2026	Regular	0.00	164.03	103534
US6383	US BANK 6383	09/30/2026	Regular	0.00	91.34	103535
US6466	US BANK 6466	09/30/2026	Regular	0.00	338.40	103536
US7926	US BANK 7926	09/30/2026	Regular	0.00	30.14	103537
US8067	US BANK 8067	09/30/2026	Regular	0.00	299.00	103538
US0050	USBANK 0050	09/30/2026	Regular	0.00	1,859.24	103539
US2296	USBANK 2296	09/30/2026	Regular	0.00	329.95	103540
US3151	USBANK 3151	09/30/2026	Regular	0.00	1,574.38	103541
US4451	USBANK 4451	09/30/2026	Regular	0.00	19.45	103542
US9672	USBANK 9672	09/30/2026	Regular	0.00	4,180.23	103543
1143	DOBBS HEAVY DUTY HOLDINGS LLC	09/30/2026	Regular	0.00	4,558.58	103544
307	FERRELLGAS LP	09/30/2026	Regular	0.00	1,236.30	103545
322	MOHAWK MFG. & SUPPLY CO.	09/30/2026	Regular	0.00	2,479.04	103546
1128	NFI PARTS	09/30/2026	Regular	0.00	195.20	103547
221	RACE STREET AUTO PARTS-NAPA	09/30/2026	Regular	0.00	105.46	103548
1209	ALABAMA CHILD SUPPORT PAYMENT CENTER	10/02/2026	Regular	0.00	170.77	103549
504	ANGELES COMMUNICATION INC	10/06/2026	Regular	0.00	614.74	103550
1304	Certified Travel Media, LLC	10/06/2026	Regular	0.00	4,416.00	103551
1066	CINTAS CORPORATION NO 3	10/06/2026	Regular	0.00	195.60	103552
982	FASTENAL COMPANY	10/06/2026	Regular	0.00	6.89	103553
1223	HORTON WEIBEL BROUGHTON & PALMER PLLC	10/06/2026	Regular	0.00	1,534.00	103554
014	LES SCHWAB GROUP HOLDINGS LLC	10/06/2026	Regular	0.00	3,146.67	103555
036	ROBERT PURCELL	10/06/2026	Regular	0.00	1,185.16	103556
1239	Security Service Northwest, Inc.	10/06/2026	Regular	0.00	3,337.24	103557
1046	UNITE GPS LLC	10/06/2026	Regular	0.00	3,841.45	103558
181	VERIZON WIRELESS,BELLEVUE	10/06/2026	Regular	0.00	2,013.07	103559
181	VERIZON WIRELESS,BELLEVUE	10/06/2026	Regular	0.00	4,448.75	103560
1137	WALTER E NELSON OF WEST WASHINGTON	10/06/2026	Regular	0.00	602.51	103561
344	XEROX CORPORATION	10/06/2026	Regular	0.00	243.45	103562
307	FERRELLGAS LP	10/07/2026	Regular	0.00	1,266.85	103563
305	GILLIG LLC	10/07/2026	Regular	0.00	1,564.56	103564
1224	KBT DISTRIBUTING LLC	10/07/2026	Regular	0.00	52,791.26	103565
541	LUMINATOR TECHNOLOGY GROUP, INC	10/07/2026	Regular	0.00	294.03	103566
322	MOHAWK MFG. & SUPPLY CO.	10/07/2026	Regular	0.00	456.64	103567
751	MUNCIE RECLAMATION & SUPPLY	10/07/2026	Regular	0.00	866.14	103568
1150	AMAZON CAPITAL SERVICES	10/13/2026	Regular	0.00	47.79	103569
031	CITY OF PORT ANGELES	10/13/2026	Regular	0.00	5,062.63	103570
1089	DR PANZA LLC	10/13/2026	Regular	0.00	420.00	103571
435	GALLS PARENT HOLDINGS LLC	10/13/2026	Regular	0.00	582.25	103572
1082	INTERMOUNTAIN LOCK & SECURITY SUPPLY	10/13/2026	Regular	0.00	2,803.01	103573
874	NORTHWEST PLASTICS, INC.	10/13/2026	Regular	0.00	4,310.26	103574
237	OLYMPIC DM DISPOSAL	10/13/2026	Regular	0.00	128.59	103575
937	OLYMPIC SPRINGS, INC	10/13/2026	Regular	0.00	322.73	103576
136	THYSSENKRUPP ELEVATOR CORPORATION	10/13/2026	Regular	0.00	7,606.60	103577
509	VESTIS GROUP	10/13/2026	Regular	0.00	129.76	103578
509	VESTIS GROUP	10/13/2026	Regular	0.00	-129.76	103578
845	WAVE DIVISION HOLDINGS, LLC	10/13/2026	Regular	0.00	2,733.04	103579
307	FERRELLGAS LP	10/14/2026	Regular	0.00	523.39	103581
305	GILLIG LLC	10/14/2026	Regular	0.00	75.49	103582
178	HARLOW'S BUS SALES INC.	10/14/2026	Regular	0.00	193.14	103583
471	PRICE FORD	10/14/2026	Regular	0.00	1,276.12	103584

Vendor Number	Vendor Name	Payment Date	Payment Type	Discount Amount	Payment Amount	Number
509	VESTIS GROUP	10/14/2026	Regular	0.00	752.40	103585
			Total Regular:	**0.00**	**310,740.14**	

Bank Code 6078 - Checking Summary

Payment Type	Payable Count	Payment Count	Discount	Payment
Regular Checks	236	115	0.00	310,869.90
Manual Checks	0	0	0.00	0.00
Voided Checks	0	1	0.00	-129.76
Bank Drafts	30	8	0.00	221,501.51
EFT's	56	24	0.00	313,172.01
	322	**148**	**0.00**	**845,413.66**

All Bank Codes Check Summary

Payment Type	Payable Count	Payment Count	Discount	Payment
Regular Checks	236	115	0.00	310,869.90
Manual Checks	0	0	0.00	0.00
Voided Checks	0	1	0.00	-129.76
Bank Drafts	30	8	0.00	221,501.51
EFT's	56	24	0.00	313,172.01
	322	**148**	**0.00**	**845,413.66**

Fund Summary

Fund	Name	Period	Amount
100	General Fund	9/2026	577,922.89
100	General Fund	10/2026	267,490.77
			845,413.66

BOARD MEETING MINUTES

September 16, 2026
Regular Meeting

In-person Meeting:
830 West Lauridsen Blvd., Port Angeles
Virtual: 858 1027 6869

BOARD MEMBERS PRESENT: Mark Ozias, Clallam County; Jeff Gingell, City of Forks; Kelly Burger, City of Sequim; Rachel Anderson, City of Sequim; Amy Miller, City of Port Angeles; and Rick Burton, ATU Local 587 Representative (non-voting)

STAFF PRESENT: Jason McNickle, General Manager; Barb Cox, Human Resources Manager/Clerk to the Board; Cherie Huxtable, Finance Manager; Taron Lee, Operations Manager; and Hayley Grall, Deputy Clerk to the Board

1. **CALL TO ORDER**
   Gingell called the in-person and virtual meeting to order at 12:01 p.m., with five voting members present. ***Quorum met.***

2. **ROLL CALL**
   Navarra Carr, City of Port Angeles; Mike French, Clallam County; Kaylan Kimball, City of Forks; and Gary Abrams, Maintenance Manager and were absent.

3. **PUBLIC COMMENT**
   None.

4. **CONSENT AGENDA**
   A. **Factsheet 2026-056: Consent Agenda – Motion M27:2026**
      - **Payment Listing** – August 13, 2026 through September 09, 2026
      - **Board Meeting Minutes** – August 26, 2026

      FINAL ACTION: Ozias moved *to approve the consent agenda as presented.* ***Motion passed unanimously.***

5. **ACTION ITEMS**
   A. **Factsheet 2026-057: Evergreen Collision Center Agreement – Motion M28:2026**
      Board approval required for one-year renewal due to price increase exceeding ten percent.

      FINAL ACTION: Ozias moved *to approve by CTS Motion M28:2026, to authorize the CTS general manager to execute the Evergreen Collision Center Agreement Amendment 4, as presented.* ***Motion passed unanimously.***

   B. **Factsheet 2026-058: Legal Services Agreement – Kitsap Law Group – Motion M29:2026**
      Board approval required for agreement renewal due to price increase exceeding ten percent. Discussed usage, rates, and request for proposal process when agreement expires.

      FINAL ACTION: Miller moved *to authorize by Motion M29:2026, the CTS general manager to execute the Agreement for Legal Services Amendment 2 with Kitsap Law Group, effective November 1, 2026, through October 31, 2027, as presented.* ***Motion passed unanimously.***

6. **INFORMATIONAL ITEMS**
   A. **Executive Report**
      - **Maintenance Manager:** Gary Abrams retiring after 31 years. Board members invited to retirement party September 23, 2026, at 12:00 p.m. Internal recruitment to fill position in progress.
      - **Union:** Negotiations began August 31, 2026.
      - **Finance Audit:** Fourth consecutive audit with no findings.
      - **Hurricane Ridge:** Another successful year.
      - **Software:** Maintenance department Ron Turley Associate (RTA) asset management program implementation in progress with January 1, 2027, start date. Operations researching paratransit software.
      - **Construction:** Two new offices nearing completion. Recruitment for Grants and Contract Specialist position to begin soon.

- **Jamestown S'Klallam Tribe:** Contract amendment in process. Contract will expire in 2027.
- **Security Services:** Working well and contract extension expected. Will determine continuation of downtown resource officer contract prior to expiration.
- **46th Anniversary:** On October 13, 2026, with planned media and flyers to promote CTS.

B. Factsheet 2026-059: Operations Department Report: Overview provided. Oversize item reinforcement going well and noteworthy on-time performance. Board suggested data options to show impact of Hurricane Ridge and Strait Shot services to the community.

C. Factsheet 2026-060: Finance Department Report: Overview provided. Discussed audits, exit conference dates, and published report availability.

D. Maintenance Department Report

- **Inspection**: Annual underground fuel tank inspection went well.
- **Software:** Implementing RTA management asset program to replace Avail.
- **Bus Wash:** Ordered replacement. Installation date pending.
- **Transit Asset Management Plan:** Due every four years and will bring draft to next meeting.

E. Factsheet 2026-061: Administrative Services Department Report: Overview provided. Discussed office construction projects, Grant and Contracts Specialist recruitment, and the Community Advisory Committee recruitment.

7. BOARD OPEN DISCUSSION

- Burton suggested moving light poles at Gateway Transit Center to reduce risks.

8. MEETING ADJOURNMENT

Next regular board meeting, October 21, 2026, at 12:00 p.m. with in-person and remote options.

There being no further business, the board chairperson adjourned the meeting at 12:35 p.m.

Board Chairperson

Hayley Grall, Deputy Clerk to the Board

KYAH FUKUNAGA EMPLOYEE OF THE QUARTER
RESOLUTION NO. R10:2026

A resolution of the Board of Clallam Transit System for the purpose of recognizing and commending Application and Software Specialist Kyah Fukunaga for leadership upon being selected as the "*Employee of the Quarter*," for the third quarter of 2026.

Whereas, Kyah Fukunaga, joined the CTS team when she was hired as Application and Software Specialist on January 2, 2026; and

Whereas, Kyah, hit the floor running and it has been said, "since her arrival, has been responsive to requests for help, and patient in explaining why things aren't doing what we want them to" in her position with Clallam Transit System: and.

Whereas, Kyah "makes decisions that are sound, logical, based on fact, and within the authority of the position. She is the IT knowledge we rely on in Operations."

Whereas, Kyah, "has been quick to resolve problems" and come up with solutions; and

Whereas, Kyah's "work keeps this place going, and we are fortunate to have her on our team!"; and

Whereas, the Board of the Clallam Transit System wishes to express its appreciation and commend Kyah for her service. "There is no question that Kyah is a valuable asset to CTS, and it is an honor to work alongside her." and now, therefore,

Be it Resolved by the Board that: The Board hereby recognizes Application and Software Specialist Kyah Fukunaga as the CTS Employee of the Quarter for her dedication and service to Clallam Transit System, during the third quarter of 2026. The Board hereby extends its gratitude to Kyah for her dedicated service.

Passed and adopted by the Board at a regular meeting thereof this 21st day of October 2026.

_____
Board Chairperson

Approved as to Content:

_____
Jason McNickle, General Manager

Attest:

_____
Barb Cox, Clerk to the Board

GARY ABRAMS RETIREMENT
RESOLUTION NUMBER R11:2026

A resolution of the Board of Clallam Transit System (CTS) for the purpose of honoring Maintenance Manager Gary Abrams for his years of service upon retirement.

Whereas, Gary Abrams has served as a maintenance worker, lead maintenance worker, maintenance supervisor, temporary assistant maintenance manager, and maintenance manager in his 31 years with Clallam Transit System; and

Whereas, Gary began his career with Clallam Transit System on June 27, 1995; and

Whereas, Gary's last working day was September 23, 2026, and his retirement is effective November 27, 2026; and

Whereas, Gary has been instrumental in the maintenance department as a leader and mentor; and

Whereas, Gary was selected and honored as the employee of the quarter in 2000, employee of the year in 2019, and received numerous nominations throughout his career at CTS; and

Whereas, Gary was selected and successfully completed the Washington State Transit Association Transits Next Leader Institute in 2021; and

Whereas, Gary made many contributions to CTS outside of his position by serving as a member of the accident review board and employees association. He was also selected and served as the COVID-19 Safety Plan Coordinator; and

Therefore, the Board of Clallam Transit System takes great pleasure in recognizing the contributions of Gary Abrams and herewith expresses its sincerest gratitude for the invaluable service he has provided to the people of Clallam County and Clallam Transit System.

Be it further resolved that the Board extends its congratulations on Gary's well-earned retirement, and best wishes for continued success, happiness, and health in the years to come.

Passed and adopted by the Board at a regular meeting thereof this 21st day of October 2026.

_____
Board Chairperson

Approved as to content:

_____
Jason McNickle, General Manager

Attest:

_____
Barb Cox, Clerk to the Board

Title: Board Budget Planning Session Introduction
Submitted By: Cherie Huxtable, Finance Manager
Authorized By: Jason McNickle, General Manager

Factsheet: 2026-063
Date: October 21, 2026

Background
In accordance with the Clallam Transit System (CTS) Board Planning Cycle, the October board meeting is designated as a planning session and budget workshop. The purpose is to review and discuss the most current budget draft and any additional strategies that may or may not have been addressed during the development of the CTS Transit Development Plan as we progress towards the adoption of the CTS 2027 Operating Budget.

Discussion
The purpose of the planning session and budget workshop is to provide an informal forum for the CTS Board to engage in open discussion. The following topics are planned to be presented for discussion by the CTS Board and leadership team:

- 2026 Budget – Status/Review
- Preliminary 2027 Operating Budget
- Preliminary Capital and Project Budget
- Open CTS Board Discussion and Additional Items

No action is sought or expected during the strategy planning session on any of the items presented. The final 2027 CTS Budget will be presented for adoption at the CTS Board Meeting on December 16, 2026. A required public hearing will also be conducted.

Attachments
2027 Draft Operating Budget Forecast
Capital and Project Budget Draft
Equipment Replacement Schedules

Recommended Action
None.

Operating Budget Forecast

As of September 30, 2026

	2023 Actual	2024 Actual	2025 Actual	2026 Forecast	2026 Budget	2027 Budget	2028 Forecast	2029 Forecast	2030 Forecast	2031 Forecast
Fares	772,752	341,053	371,857	363,264	361,000	372,346	381,655	391,196	400,976	408,996
Sales Tax	11,947,238	12,208,884	13,052,954	13,382,817	12,716,406	13,717,387	13,991,735	14,271,569	14,557,001	14,848,141
Grants	5,419,908	2,033,301	1,816,269	2,632,068	1,900,000	2,934,625	2,835,000	2,935,000	2,935,000	3,002,000
Interest & Other	1,609,210	1,841,918	1,640,420	1,445,004	1,241,950	1,449,573	1,485,787	1,522,907	1,560,954	1,592,153
Total Revenues	**19,749,107**	**16,425,156**	**16,881,500**	**17,823,153**	**16,219,356**	**18,473,931**	**18,694,176**	**19,120,672**	**19,453,931**	**19,851,290**
Wages	6,184,029	6,883,427	7,230,317	7,864,390	8,515,750	8,100,322	8,302,830	8,510,400	8,723,160	8,897,624
Benefits	3,188,987	3,466,314	3,853,464	3,986,468	4,664,800	4,168,935	4,273,158	4,379,987	4,489,487	4,579,277
Supplies	1,541,182	1,501,817	1,635,246	2,124,968	2,045,306	2,188,717	2,243,434	2,299,520	2,357,008	2,404,148
Services	1,552,721	1,685,831	1,669,906	1,736,323	2,053,862	1,788,413	1,833,123	1,878,951	1,925,925	1,964,443
Add to Capital Reserve	2,579,853	1,261,932	(8,744)	802,759	761,932	802,759	634,886	634,886	634,886	634,886
Total Expenditures	**15,046,772**	**14,799,321**	**14,380,190**	**16,514,908**	**18,041,650**	**17,049,145**	**17,287,431**	**17,703,745**	**18,130,467**	**18,480,378**
Revenues less	**4,702,335**	**1,625,835**	**2,501,310**	**1,308,245**	**(1,822,294)**	**1,424,786**	**1,406,745**	**1,416,927**	**1,323,464**	**1,370,911**
Operating Reserve										
Beginning Reserve	17,235,583	21,937,918	23,563,753	26,065,063	26,065,063	27,373,308	28,798,094	30,204,839	31,621,766	32,945,230
Revenues	19,749,107	16,425,156	16,881,500	17,823,153	16,219,356	18,473,931	18,694,176	19,120,672	19,453,931	19,851,290
Expenditures	(15,046,772)	(14,799,321)	(14,380,190)	(16,514,908)	(18,041,650)	(17,049,145)	(17,287,431)	(17,703,745)	(18,130,467)	(18,480,378)
Ending Reserve	**21,937,918**	**23,563,753**	**26,065,063**	**27,373,308**	**24,242,769**	**28,798,094**	**30,204,839**	**31,621,766**	**32,945,230**	**34,316,142**

Operating Expenses by Division

	2023 Actual	2024 Actual	2025 Actual	2026 Forecast	2026 Budget	2027 Budget	2028 Forecast	2029 Forecast	2030 Forecast	2031 Forecast
Operations Administration	891,419	936,808	1,058,307	964,850	1,172,150	996,665	1,021,582	1,047,121	1,073,299	1,094,765
Fixed Route Operations	4,971,862	5,178,653	5,452,877	6,410,022	7,194,550	6,619,960	6,785,459	6,955,095	7,128,972	7,271,552
Rideshare	170,696	179,968	169,317	187,599	186,781	193,293	198,125	203,078	208,155	212,318
Paratransit Operations	2,010,552	2,396,075	2,650,943	2,773,771	2,831,000	2,865,951	2,937,600	3,011,040	3,086,316	3,148,042
Facility Maintenance	886,763	1,001,338	1,057,151	1,024,670	1,200,900	1,057,862	1,084,309	1,111,416	1,139,202	1,161,986
Maintenance Administration	440,317	599,165	514,644	644,725	572,707	665,779	682,424	699,484	716,971	731,311
Fixed Route Maintenance	1,027,374	1,175,705	1,418,061	1,442,027	1,597,100	1,487,870	1,525,067	1,563,193	1,602,273	1,634,319
CTS Administration	2,067,936	2,069,678	2,067,634	2,264,485	2,524,530	2,359,007	2,417,982	2,478,431	2,540,392	2,591,200
	12,466,919	**13,537,389**	**14,388,934**	**15,712,149**	**17,279,718**	**16,246,386**	**16,652,545**	**17,068,859**	**17,495,581**	**17,845,492**

Capital Project List
2027 Draft

PROJECT	EXPECTED FUNDING SOURCE		BUDGET
	GRANT	***LOCAL***	
Annual shelter replacement - 2 per year		40,000	40,000
Annual engine replacements - 2 as needed		60,000	60,000
Annual transmission replacements - 2 as needed		60,000	60,000
Hanover destination sign upgrade**		70,000	70,000
Bus wash**	400,000	0	400,000
Site feasibility study		250,000	250,000
Admin HVAC upgrades**		200,000	200,000
Fixed Route diesel buses (5)**	3,000,000	750,000	3,750,000
Paratransit vehicles (5)(7)**	1,536,000	400,000	1,936,000
Support vehicles (2)**		125,000	125,000
Emergency Generator Replacement		100,000	100,000
Propane Pressure Washer		25,000	25,000
Vehicle Exhaust Fans		20,000	20,000
Vacuum System		25,000	25,000
Underground Storage Tank replacements		600,000	600,000
Paratransit Scheduling Software		50,000	50,000
Admin Building Carpet		31,000	31,000
FR Telematics Upgrade**	195,000	125,000	320,000
RTA Fleet Implementation**		60,000	60,000
Support Vehicles (1)		45,000	45,000
Total	**5,131,000**	**3,036,000**	**8,167,000**

*Not yet awarded

**Approval received, Currently in process

Facilities & Technology

Acq Year	Facility	Reserved Capital (>$20K)	Est Life	Replace Year	Cost	Match %	2026	2027	2028	2029	2030	2031
Various	Various	Various Individual Less than $20,000	Various			0%	25,000	25,000	25,000	25,000	25,000	25,000
Various	Shelters	Annual Bus Shelter Replacement Prog	30		70,000	100%	40,000	40,000	60,000	60,000	65,000	65,000
2012	Equipment	Bus Wash & Reclaim	20	2026	350,000	15%	350,000	-	-	-	-	-
2018	Technology	Seon Camera Software (27 Vehicles)	15	2026	350,000	15%	350,000	-	-	-	-	-
1995	Equipment	Vacuum system - M3641 (2 units)	26	2026	25,000	100%	25,000	-	-	-	-	-
1995	Maint Bldg	Emerg generator Replacement	25	2026	100,000	100%	100,000	-	-	-	-	-
1995	CTS Grounds	Underground Fuel Storage	30	2027	600,000	100%	-	600,000	-	-	-	-
1995	Equipment	Vehicle exhaust fans	25	2027	20,000	100%	-	20,000	-	-	-	-
1995	CTS Grounds	Lower Parking Lot Concrete Repairs	20	2029	20,000	100%	-	-	-	20,000	-	-
2008	Admin/Ops	Carpet	15	2027	31,000	100%	-	31,000	-	-	-	-
2024	CTS Grounds	Seal & stripe, Asphalt	4	2028	50,000	100%	-	-	50,000	-	-	-
2024	CTS Grounds	Upper Lot Overlay/Striping	4	2028	10,000	100%	-	-	10,000	-	-	-
2008	Sequim Transit	Bike Lockers - *STCBIKE*	20	2028	20,000	100%	-	-	20,000	-	-	-
2015	Maint Bldg	Waste oil heater	15	2030	15,000	100%	-	-	-	-	15,000	-
1995	Admin/Ops	Glazing (Windows)	30	2030	36,000	100%	-	-	-	-	36,000	-
1995	Maint Bldg	Glazing (Windows)	30	2030	26,000	100%	-	-	-	-	26,000	-
2012	Equipment	Lift - Bay # 2 - *LIFT2012*	18	2030	140,000	100%	-	-	-	-	140,000	-

	2026	2027	2028	2029	2030	2031
Total Purchase Cost	890,000	716,000	165,000	105,000	307,000	90,000
Est Grant	(595,000)	-	-	-	-	-
Est CTS Cost	295,000	716,000	165,000	105,000	307,000	90,000
Beginning Reserve	2,728,224	2,613,337	2,077,450	2,092,563	2,167,676	2,040,789
Add to Reserves	180,113	180,113	180,113	180,113	180,113	180,113
Less CTS Match	(295,000)	(716,000)	(165,000)	(105,000)	(307,000)	(90,000)
Ending Reserves	2,613,337	2,077,450	2,092,563	2,167,676	2,040,789	2,130,902

Fixed Route Vehicles

Year	Make	Fuel Type	Recom. ULB	CTS Match %	Purch / Into Service 2026	Purch / Into Service 2027	Purch / Into Service 2028	Purch / Into Service 2029	Purch / Into Service 2030	Purch / Into Service 2031
2011	Gillig/35' LF	diesel	500K/12yr	20%	750,000	-	-	-	-	-
2011	Gillig/35' LF	diesel	500K/12yr	20%	750,000	-	-	-	-	-
2011	Gillig/35' LF	diesel	500K/12yr	20%	750,000	-	-	-	-	-
2013	Gillig/40' LF	diesel	500K/12yr	20%	750,000	-	-	-	-	-
2013	Gillig/40' LF	diesel	500K/12yr	20%	750,000	-	-	-	-	-
2021	ADA Miniva	Unleaded	100K/4yr	20%	-	-	62,500	-	-	-
2021	ADA Miniva	Unleaded	100K/4yr	20%	-	-	62,500	-	-	-
2021	ADA Miniva	Unleaded	100K/4yr	20%	-	-	62,500	-	-	-
2024	Ford Transit	Unleaded	100K/4yr	20%	-	-	175,000	-	-	-
2024	Ford Transit	Unleaded	100K/4yr	20%	-	-	175,000	-	-	-
2024	Ford Transit	Unleaded	100K/4yr	20%	-	-	175,000	-	-	-
2024	Ford Transit	Unleaded	100K/4yr	20%	-	-	175,000	-	-	-
2024	Ford Transit	Unleaded	100K/4yr	20%	-	-	175,000	-	-	-

Total Purchase Cost	3,750,000	-	1,062,500	-	-	-
Est Grant	(3,000,000)	-	(850,000)	-	-	-
Est CTS Cost	750,000	-	212,500	-	-	-
Beginning Reserves	2,484,286	2,908,393	3,362,500	3,604,107	4,058,214	4,512,321
Add to Reserves	1,174,107	454,107	454,107	454,107	454,107	454,107
Less CTS Match	(750,000)	-	(212,500)	-	-	-
Ending Reserves	2,908,393	3,362,500	3,604,107	4,058,214	4,512,321	4,966,429

Paratransit Vehicles

Year	Make	Fuel Type	Recom. ULB	CTS Match %	Purch / Into Service 2026	Purch / Into Service 2027	Purch / Into Service 2028	Purch / Into Service 2029	Purch / Into Service 2030	Purch / Into Service 2031
2017	Star Trans E-450	Propane	225K/8yr	0%	165,000	-	-	-	-	-
2017	Star Trans E-450	Propane	225K/8yr	0%	165,000	-	-	-	-	-
2017	Star Trans E-450	Propane	225K/8yr	0%	165,000	-	-	-	-	-
2018	Star Trans E-450	Propane	225K/8yr	20%	165,000	-	-	-	-	-
2018	Star Trans E-450	Propane	225K/8yr	20%	165,000	-	-	-	-	-
2018	Star Trans E-450	Propane	225K/8yr	20%	165,000	-	-	-	-	-
2018	Star Trans E-450	Propane	225K/8yr	20%	165,000	-	-	-	-	-
2020	Star Trans E-450	Propane	225K/8yr	20%	165,000	-	-	-	-	-
2020	Star Trans E-450	Propane	225K/8yr	20%	165,000	-	-	-	-	-
2020	Star Trans E-450	Propane	225K/8yr	20%	165,000	-	-	-	-	-
2020	Star Trans E-450	Propane	225K/8yr	20%	165,000	-	-	-	-	-
2020	Star Trans E-450	Propane	225K/8yr	20%	165,000	-	-	-	-	-
2024	Ford Transit	Unleaded	225K/8yr	20%	-	-	-	-	175,000	-
2024	Ford Transit	Unleaded	225K/8yr	20%	-	-	-	-	175,000	-
2024	Ford Transit	Unleaded	225K/8yr	20%	-	-	-	-	175,000	-
2024	Ford Transit	Unleaded	225K/8yr	20%	-	-	-	-	175,000	-
2024	Ford Transit	Unleaded	225K/8yr	20%	-	-	-	-	175,000	-
2024	Ford Transit	Unleaded	225K/8yr	20%	-	-	-	-	175,000	-
2024	Ford Transit	Unleaded	225K/8yr	20%	-	-	-	-	175,000	-
2024	Ford Transit	Unleaded	225K/8yr	20%	-	-	-	-	175,000	-
2024	Ford Transit	Unleaded	225K/8yr	20%	-	-	-	-	175,000	-
Total Purchase Cost					1,980,000	-	-	-	1,750,000	-
Est Grant					(1,584,000)	-	-	-	(1,400,000)	-
Est CTS Cost					396,000	-	-	-	350,000	-
Beginning Reserve					413,810	76,000	134,333	192,667	251,000	(40,667)
Add to Reserves					58,190	58,333	58,333	58,333	58,333	58,333
Less CTS Match					(396,000)	-	-	-	(350,000)	-
Ending Reserves					76,000	134,333	192,667	251,000	(40,667)	17,667

Rideshare Vehicles

Year	Make	Fuel Type	Recom. ULB	CTS Match	Purch / Into Service 2026	Purch / Into Service 2027	Purch / Into Service 2028	Purch / Into Service 2029	Purch / Into Service 2030	Purch / Into Service 2031
2017	Chevy	Propane	150K/6yr	100%	58,000	-	-	-	-	-
2018	Chevy Exp 3500	unleaded	150K/6yr	100%	58,000	-	-	-	-	-
2018	Chevy Exp 3500	unleaded	150K/6yr	100%	58,000	-	-	-	-	-
2018	Chevy Exp 3500	unleaded	150K/6yr	100%	58,000	-	-	-	-	-
2018	Chevy Exp 3500	unleaded	150K/6yr	100%	58,000	-	-	-	-	-
2013	Dodge Caravan	unleaded	150K/6yr	100%	58,000	-	-	-	-	-
2014	Dodge Caravan	unleaded	150K/6yr	100%	58,000	-	-	-	-	-
2014	Dodge Caravan	unleaded	150K/6yr	100%	58,000	-	-	-	-	-
2014	Dodge Caravan	unleaded	150K/6yr	100%	58,000	-	-	-	-	-
2014	Dodge Caravan	unleaded	150K/6yr	100%	58,000	-	-	-	-	-
2014	Dodge Caravan	unleaded	150K/6yr	100%	58,000	-	-	-	-	-
2014	Dodge Caravan	unleaded	150K/6yr	100%	58,000	-	-	-	-	-
2014	Dodge Caravan	unleaded	150K/6yr	100%	58,000	-	-	-	-	-
2024	Chevy Express 3500	unleaded	150K/6yr	20%	-	-	-	-	70,000	-
2024	Chevy Express 3500	unleaded	150K/6yr	20%	-	-	-	-	70,000	-
2024	Chevy Express 3500	unleaded	150K/6yr	20%	-	-	-	-	70,000	-
2024	Ford Transit	unleaded	150K/6yr	20%	-	-	-	-	70,000	-
2024	Ford Transit	unleaded	150K/6yr	20%	-	-	-	-	70,000	-
2024	Ford Transit	unleaded	150K/6yr	20%	-	-	-	-	70,000	-
2024	Ford Transit	unleaded	150K/6yr	20%	-	-	-	-	70,000	-
2024	Ford Transit	unleaded	150K/6yr	20%	-	-	-	-	70,000	-
2024	Ford Transit	unleaded	150K/6yr	20%	-	-	-	-	70,000	-
2024	Ford Transit	unleaded	150K/6yr	20%	-	-	-	-	70,000	-
2024	Ford Transit	unleaded	150K/6yr	20%	-	-	-	-	70,000	-

Total Purchase Cost	754,000	-	-	-	840,000	-
Est Grant	-	-	-	-	(672,000)	-
Est CTS Cost	754,000	-	-	-	168,000	-
Beginning Reserve	802,000	84,000	112,000	112,000	140,000	140,000
Add to Reserves	36,000	28,000	28,000	28,000	28,000	28,000
Less CTS Match	(754,000)	-	-	-	(168,000)	-
Ending Reserves	84,000	112,000	140,000	140,000	-	168,000

Support Vehicles

Year	Make	Fuel Type	Recom. ULB	CTS Match %	Purch / Into Service 2026	Purch / Into Service 2027	Purch / Into Service 2028	Purch / Into Service 2029	Purch / Into Service 2030	Purch / Into Service 2031
2015	GM 1500 4wd	unleaded	150K/8yr	100%	-	-	-	-	-	-
2015	GM 1500 4wd	unleaded	150K/8yr	100%	-	-	-	-	-	-
2015	GM 1500 4wd	unleaded	150K/8yr	100%	-	-	-	-	-	-
2016	Ford F-350	diesel	150K/18yr	100%	-	-	-	-	-	-
2016	Ford Escape	unleaded	150K/8yr	100%	-	-	-	-	-	-
2007	Dodge/3500 D	diesel	150K/18yr	100%	-	-	-	-	-	-
2018	Chevy Equinox	unleaded	150K/8yr	100%	55,000	-	-	-	-	-
2018	Ford Fusion	unl/hyb	150K/8yr	100%	55,000	-	-	-	-	-
2019	Toyota Prius Prime	unleaded	150K/8yr	100%	-	45,000	-	-	-	-
2022	Tesla	Electric	200K/8yr	100%	-	-	-	-	85,000	-
2022	Tesla	Electric	200K/8yr	100%	-	-	-	-	85,000	-

Total Purchase Cost	110,000	45,000	-	-	170,000	-
Est Request	-	-	-	-	(170,000)	-
Est CTS Cost	110,000	45,000	-	-	-	-
Beginning Reserve	416,807	436,681	483,697	575,714	667,731	759,748
Add to Reserves	129,874	92,017	92,017	92,017	92,017	92,017
Add Sales Proceeds	-	-	-	-	-	-
Less CTS Match	(110,000)	(45,000)	-	-	-	-
Ending Reserves	436,681	483,697	575,714	667,731	759,748	851,765

Title: Via Mobility, LLC Paratransit Software Procurement
Submitted By: Taron Lee, Operations Manager
Authorized By: Jason McNickle, General Manager

Factsheet: 2026-064
Date: October 21, 2026

Background
Clallam Transit System (CTS) is pursuing modernized software for paratransit scheduling and dispatching. As part of the procurement process, we issued a request for quotes (RFQ) to gather qualified proposals. We have received four strong submissions from Via Mobility, LLC, Spare, Ecolane, and Tripspark. After careful consideration we have concluded that Via will best meet the department's needs.

Discussion
The following Via Mobility, LLC key factors influenced our decision:

1. **Integration:** Includes experience in Trapeze migration and integration with onsite training for implementation.
2. **Cost:** The pricing proposal was more affordable than Spare. This proposal is $44,880 for the first year and an initial implementation cost of $25,000.
3. **Knowledge:** This software is specifically made for transit, was all inclusive of available modules, and we currently use related planning and scheduling software.

In comparison, Spare's proposal for the first year was $76,000 plus an initial one-time implementation expense of $15,000 for a total of $91,000. Ecolane's proposal for the first year was $75,336.

All four proposals offer a robust demand responsive transportation software. However, after thorough deliberation, we have concluded that Via Mobility, LLC, will provide the better overall solution for CTS.

To account for any additional applicable taxes, fees, and optional packages, we are seeking a procurement authority not to exceed $185,000 for the three-year contract. The first year includes a one-time fee of $25,000 and the one-year cost of $44,880. The annual cost will rise by four percent through the life of the contract.

Recommended Action
Move to authorize by CTS Motion M31:2026, the CTS general manager to award the procurement to Via Mobility, LLC to include a spending authority not to exceed $185,000 for the three-year term of the contract, and to execute all necessary agreements and procurement documents related to the project, as presented.

Passed and adopted by the Board at a regular meeting by CTS Motion M31:2026 thereof this 21st day of October 2026.

_____
Board Chairperson

Approved as to Content:

_____
Jason McNickle, General Manager

Attest:

_____
Barb Cox, Clerk to the Board

Orig: Procurement File
Cc:Board File

Via Mobility, LLC
(a wholly owned subsidiary of Via Transportation, Inc.)
114 5th Avenue, 17th Floor, New York, NY 10011

To: Taron Lee, Operations Manager, Clallam Transit

Subject: Via Demand Responsive Transportation Software

Dear Mr. Lee,

We are grateful for the opportunity to propose our solution in response to Clallam Transit's request for demonstrations for demand responsive transportation software.

Via has developed the world's most advanced and adaptable software for demand response services, with **750 partnerships worldwide, including over 100 paratransit partnerships**. We tailor each implementation to the unique needs of our partners, including partners with large, rural service areas. As the industry's most experienced provider of data migrations and change management, we have completed **hundreds of successful transitions from legacy systems, including Trapeze**.

We understand that Clallam Transit is seeking a **more reliable and efficient** software solution for its ADA paratransit service, Dial-A-Ride, to **improve the day-to-day experience of staff, operators, and clients alike**. Additionally, Clallam Transit is interested in launching a microtransit pilot to expand transit access and **connect riders to existing fixed route services**. Via's offering is purpose-built to meet these goals: we combine an intelligent staff portal and user-friendly client and operator interfaces, supported by a **small, dedicated team** to ensure a seamless launch and continued success of Clallam Transit's services. Our offering delivers:

- **Staff Portal**: We provide all the tools Clallam Transit staff need in one platform: service design and configuration; trip booking and client account management; eligibility management; smart scheduling, dispatch, and service supervision; and data collection and reporting.
- **Operator Interface**: Our app for operators provides turn-by-turn navigation based on our advanced mapping tools and manifests updated in real time.
- **Self-Serve Portal**: Easy to use and designed for maximum accessibility, our Rider App and web app allow clients to manage their accounts and book trips independently.

Why choose Via?



We use **accurate, reliable maps**. While unreliable mapping causes headaches and delays for operators and clients, our system is built with a high-precision GIS foundation, combining commercial data from Google Maps, OpenStreetMap, and TomTom with custom, hand-validated street mapping. We deliver the most accurate routing, ETAs, and pickup/drop-off locations possible, resulting in **higher OTP and a better experience for all**.



Our solution results in **efficient scheduling**. Instead of missed opportunities for client pooling and too-long trips, our **proprietary routing and matching algorithms** automate the scheduling and dispatch process to ensure maximum efficiency, while **allowing for manual intervention** when needed. Our solution optimizes on-time performance and allows agencies to serve more clients for the same budget. This results in the **lowest cost per ride in the industry while maintaining a high quality of service** for clients.



We equip transit agencies with **flexible communication tools** that keep operations running smoothly. This enables agencies to avoid the frustration caused by cumbersome communication workflows between dispatchers, operators, and administrative staff. Notifications — such as dropoff instructions and passenger mobility needs — are **sent automatically**, and dispatchers can send **real-time communications** to operators. Pre-configured templates and scheduling tools make it **easy to tailor client-facing messages**, ensuring timely, consistent communication across dispatchers, operators, administrators, and clients.



Our solution is built to **function in areas with low or no telecommunications connectivity**. While frequent connectivity disruptions require fallback to paper manifests and data entry for other systems, our solution is designed with partners like Clallam Transit in mind. Even when cell connectivity is lost, operators retain **full access to the manifest and routing instructions offline** — with all trip data **automatically re-synced** once service is restored — enabling Clallam Transit to continue serving its community under any condition.



We built our system to ensure everyone has **immediate access to up-to-date information**. This allows our partners to avoid frequent data inconsistencies caused by time-consuming trip verifications. With Via, a dispatcher's newly booked trip **shows up automatically in an operator's manifest**, an operator marks a client as picked up or "no-show" with **just one click**, and all **information flows seamlessly** to an administrator's dashboard to monitor service performance.



We provide **speedy customer support**. While other providers leave staff waiting for help with slow customer support response teams. Throughout the implementation period and for the life of Clallam Transit's partnership with Via, we will provide **local, hands-on support**, plus access to our **24/7 support portal** with on-call engineers **and our partner help site**.

In the pages that follow, we describe our proposal for Via's solution. We welcome further opportunities to discuss our proposal and will look forward to successfully negotiating a contract should our proposal be of interest.

A Brief History of Via

At Via, we build innovative software and power highly efficient operations that enable transit agencies to transform their legacy transportation systems into smart, data-driven, technology-enabled networks. Since Via's founding in New York City in 2012, we have built a suite of software designed to allow cities and transit agencies to manage every aspect of public mobility, offering solutions for ADA paratransit, microtransit, non-emergency medical transportation, senior transportation, integrated trip planning and payment systems, electric vehicle (EV) charge management, autonomous vehicle (AV) fleet management, and school bus routing. We have partnered with over **750 cities and transit agencies in 40 countries**, including over 100 paratransit partnerships. In Washington alone, Via has powered **over 1 million rides across the state**. Via is the undisputed leader in **successfully transitioning transit agencies off of legacy platforms,** with 15 Routematch transitions completed over the past year alone.

Our expertise lies in tailoring our solution to each partner's unique needs — and community-focused agencies that span large, rural geographies, like Clallam Transit, are at the core of this work. We support over **200 rural partners**, giving us firsthand insight into the challenges of serving vulnerable populations across expansive, low-density geographies.

Via's Experience

Paratransit Software

Paratransit is a vital lifeline for the people who rely on it, and we understand the stakes are high for Clallam Transit in selecting a vendor to power its service. The chosen partner must be capable of delivering the right combination of dependability with innovation, driving operational efficiency while continuously enhancing the client experience.



Since launching our first paratransit partnership in 2018, Via has invested heavily in developing the world's most advanced and adaptable paratransit technology. Today, we are proud to power paratransit services for transit agencies across the U.S. Via successfully transitioned Pierce Transit's paratransit service from a legacy platform to our modern system, resulting in **96% on-time performance and glowing reviews from staff and clients**. We handled the transition of Intercity Transit's Dial-a-Lift paratransit services from **Routematch to Via, enabling the agency to deliver ~500 rides per day with 15% fewer shifts while improving on-time performance to 99%**. Our commingled mobility services have resulted in **31% increase in utilization** for Mountain Line, in Missoula, Montana. Worldwide, Via's paratransit software has delivered **11 million rides.**



A sample of Via's 100 paratransit partners

Via also directly operates and/or provides software for 100 paratransit services. As a result, Via's team has a deep understanding of the regulatory frameworks concerning ADA paratransit in the United States, including allowed negotiation and trip acceptance rules, and data capture related to trip outcomes for paratransit clients. Our software development is directly informed by this hands-on operational experience. Key features — including seamless eligibility management, intuitive integrations across scheduling and dispatch platforms, caregiver functionality, automated notifications, and robust, customizable reporting — have been developed in **close collaboration with users on the ground to address real-world needs**.

Trapeze Transitions

As the industry's most experienced provider of data migrations and change management, we have completed hundreds of successful transitions from legacy systems, including Trapeze. Via's successful Trapeze transitions include paratransit services in Hampton Roads, Virginia; Green Bay, Wisconsin; Sarasota, Florida; London, UK; Paris, FR; and Fort Worth, Texas. In Hampton Roads, VA (pictured at right), **we migrated 8,000 comprehensive passenger profiles, approximately 10,000 pre-booked trips, and 10,000 stops from Trapeze to our system in two**



This satellite view shows incorrect address data stored in a legacy system that Via was able to correct to the true address during the Data Migration and Validation process

weeks. By transitioning to Via's software from Trapeze, HRT was able to increase OTP from 88% to 95%.

With each partner we transition to the Via platform, we further perfect our transition playbook, which includes thorough data migration, custom platform configuration, quality assurance testing, and live and independent training sessions for administrators, dispatchers, and drivers, as well as marketing and community engagement outreach to riders. As a result, BFT will quickly begin to realize the operational efficiencies and cost savings afforded by Via's platform: agencies that transition onto our system experience higher vehicle productivity, lower operational costs, reduced time spent on manual scheduling tasks, and better on-time performance than they did with their previous provider.

In Fort Worth, Texas, we successfully transitioned Trinity Metro's paratransit service from Trapeze to the Via platform and introduced comingling with the agency's microtransit service. As part of the transition, we transferred approximately **30,000 rider accounts**, migrated **1,200 future recurring and individual trips**, and trained approximately **50 Trinity Metro staff members** and **more than 100 drivers** over the span of two weeks. The transition was a resounding success:

TRINITY METRO

"Via was in our office around the clock. They were in the lot with our team from 4 a.m. until midnight for more than a week. We couldn't have done this without them."

—Ralph Zaragoza, Emerging Mobility Manager

"[The launch team] walked me through all of the reports that I pull and how to do them in the Via system. It is so easy and has created so much more time in my schedule. It's wonderful."

—Paratransit Admin Supervisor

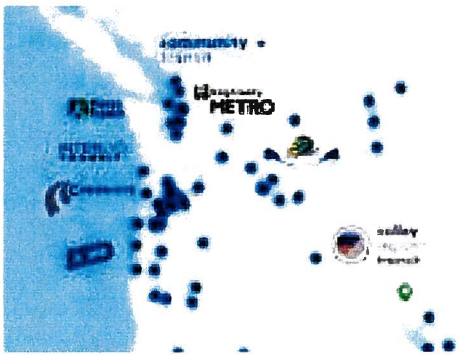
Microtransit Software

Via is the world's leading provider of on-demand, flexible transportation systems: no other vendor has more experience powering and operating demand-response services in the United States. Via's software powers microtransit services for **hundreds of partners worldwide, including King County Metro, Intercity Transit, and Lane Transit District**

(LTD). Over the past decade we have launched nearly **100 microtransit pilots** that have grown into staples of public mobility in the communities that we serve.

Our breadth of experience has positioned us as the market leader in microtransit services. Via-powered microtransit services advance public mobility through a range of use cases, from first- and last-mile connections to fixed-route replacement, workforce enablement, congestion relief efforts, and environmental sustainability. We understand that each microtransit service is unique. With each transit authority we partner with, we work to determine Key Performance Indicators and configure our software solution accordingly.

Pacific Northwest



As the global leader in demand response public transit, no other vendor matches our depth of expertise — especially in Washington and the greater Pacific Northwest, where we partner with **30 cities and transit agencies** to deliver over **4 million rides** across the region.

In particular, we have built a strong track record of success across Washington State, where we serve a diverse range of communities through high-quality, ADA-compliant services and close collaboration with local transit agencies.

Below are snapshots of several of our partnerships in Washington:

Pierce Transit
(Pierce County)

Via transitioned Pierce Transit's 100-vehicle paratransit service from Routematch to Via's platform, **increasing utilization from 1.6 to 1.9 passengers per hour within a few months.** Via also provides turnkey software and operations for Runner, Pierce Transit's microtransit service. Runner provides daily demand response service in multiple zones, with reduced-fare options for eligible clients.

Community Transit
(Snohomish County)

Via operates and powers Zip, Community Transit's turnkey demand response service, which currently operates in Lynnwood, WA as well as the more rural communities of Arlington, Darrington, and Lake Stevens. In just the first few months of service, Zip achieved a **97.5% demand fulfillment rate, ETAs under 10 minutes, and a 4.9/5 passenger rating.**

King County Metro
(King County)

Launched in 2019 as a pilot to better connect underserved communities to transit, Via's Metro Flex service now spans nearly 100 square miles, providing rides to schools, jobs, appointments, and transit hubs — including **accessible rides for wheelchair users**. Ridership has quadrupled, and in 2024, KCM expanded Via's role by launching **same-day paratransit service** with us.



Our long-standing presence in Washington means we have developed a deep understanding of the local regulatory environment, compliance requirements, and regional service design best practices. **We know what it takes to launch a service that fully aligns with WSDOT requirements.** Via's Partner Success Manager for the City, Chrissie Grover-Roybal, is also based in Seattle and brings direct experience supporting nearby transit agencies.

Rural Communities

Via is the most experienced technology provider for rural demand-response transit in the United States, with **300+ partnerships operating 20 vehicles or fewer** and dozens of deployments across expansive, low-density regions. We understand the challenges of rural mobility: delivering cost effective and high quality service across long travel distances with limited resources, and often limited cellular service. We also understand the stakes: improving quality of life for clients and expanding access for seniors, individuals with disabilities, and rural residents with limited transportation options.

Our platform is purpose-built for rural environments, combining **artificial intelligence-driven algorithms that maximize shared rides**, **custom mapping that accounts for local geography**, and **intuitive client tools that promote client independence and reduce burden on transit agency staff**. Via powers dozens of on-demand and pre-booked services in rural areas such as the **Blackfeet Indian Reservation in Montana** to **Flathead County, MT** and **Baldwin County, AL**, where we've repeatedly demonstrated how technology can transform rural mobility — improving operational efficiency, reducing manual work, and connecting communities that traditional transit has historically struggled to serve.

BRATS, which operates demand response services across 2,000 square miles in rural Alabama, **increased ridership by 48%** with Via.

Spanning 8 rural counties in the Des Moines region, the Heart of Iowa Regional Transit Agency **improved the efficiency and productivity of HIRTA's demand-response, NEMT, and paratransit services**.

In rural Redding County, CA, launching multiple on-demand services in a single app **doubled ridership and expanded access for seniors and clients with disabilities**.

Project Staffing

Roles and Responsibilities

During the implementation and transition phases and throughout the life of the contract, Clallam Transit will benefit from Via's best-in-class, **high-touch model of partnership**. We emphasize consistent relationships and ongoing touchpoints to ensure that Clallam Transit receives extensive support from Via.

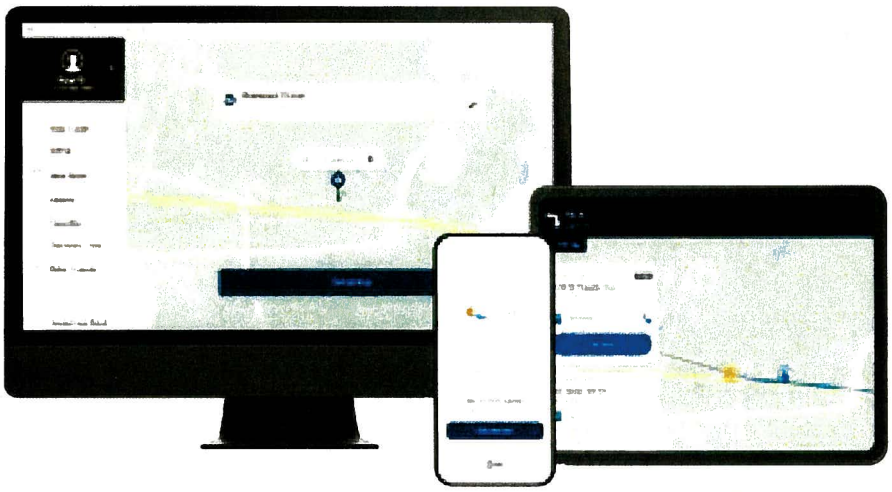
Transit agencies find Via's software exceptionally easy to implement and use. We work to ensure that every agency feels fully supported by us. Our **small, dedicated Project Team** for Clallam Transit will serve as a day-to-day partner to Clallam Transit — orchestrating the data migration and implementation process, training for all Clallam Transit staff, continuous service performance monitoring, and strategic, iterative improvements for long-term success. This team will also have the ability to re-engage the launch teams as needed to support new product rollouts, enhancements, or modifications to the service. As Via will fulfill this contract without subcontractors, personnel from a subcontracting firm is not applicable.

We will identify a dedicated Project Manager to be your main contact throughout the project implementation process. After the initial implementation period, our dedicated Partner Success Manager for Clallam Transit, Chrissie Grover-Roybal, will be Clallam Transit's main point of contact for ongoing support.

Description of the Solution

Via's Solution

Via's scheduling and dispatch software solution will support both Clallam Transit's ADA-paratransit service, and a conventional shared-ride demand-responsive microtransit service. Our solution includes all of the tools Clallam Transit is seeking:



- **Staff Portal**: With our **service design and configuration tools**, Clallam Transit will be able to easily set up and adjust service parameters, including service zones, hours, and eligibility requirements. Our solution will provide Clallam Transit with the **scheduling, dispatch, and service supervision tools** needed to seamlessly operate efficient demand response services. Plus, our **staff booking and account management tools** allow for staff to easily book trips on behalf of clients and manage all client information, including eligibility. Our **data collection and reporting tools**, including comprehensive reporting dashboards and real-time analytics, simplify regulatory compliance and enable data-driven decision-making.

- **Self-Serve Portal**: Our **self-service trip booking and account management tools for clients** — including a white-labeled Rider App and web booking portal — make booking, tracking, and managing trips simple and intuitive for clients.

- **Operator Interface**: We provide **operator tools** through our Operator App, which equips operators with real-time manifests, turn-by-turn navigation, and instant communication tools to deliver a high quality client experience.

Service Design and Administration

Service Design

We recognize that as ADA-paratransit and general microtransit services serve different purposes, each service type may require a separate design and rules. **With Via's solution, Clallam Transit can operate both the paratransit and microtransit service on the same platform and have the ability to configure unique parameters for each service**. For example, if desired by Clallam Transit, the paratransit service can be eligibility-gated, allow both pre-booked and same-day trip requests (based on eligibility), and provide door-to-door service. Meanwhile, the microtransit service may be set up to serve the general public, allow only same-day trip requests, and provide home-to-hub or stop-to-hub service (or any other configuration).



Our fully flexible solution allows an agency to have **full control over the design of its demand response services**. With Via's solution, for both paratransit and microtransit, Clallam Transit will be able to determine the:

- Number of service zones
- Size/geography of each service zone
- Type of service permitted in each zone (multiple service types may operate in a single zone)
- Valid pickup and drop-off locations for each service type and zone (for example, the paratransit service may be set to operate within ¾ mile of Clallam Transit's fixed route service)
- Service hours (for example, services may operate for different hours on a particular day of the week, or on weekdays versus weekends)

- Service days/dates (for example, a service may not operate on a particular day of the week, during particular seasons, or on certain holidays)

These service parameters may be adjusted at any time to meet Clallam County's evolving needs. Clallam Transit will be able to perform service design changes independently if desired, or Via's team for Clallam Transit will be happy to provide help.

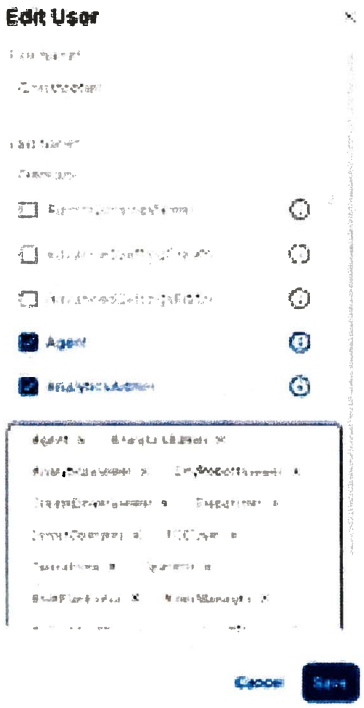
Fleet Management
Our platform makes it **easy to keep track of all fleet information**, such as the number of vehicles, and the characteristics of each vehicle, including a vehicle's type, service zone(s), maximum passenger capacity, accessibility features such as a ramp or lift, passenger capacity given storage of mobility devices, etc. Vehicles can be designated as dedicated to a specific service type or shared between services as desired by Clallam Transit.



Role-Based Permissions
Via's system administrator tools limit user access by utilizing a personal permissions list for each user or group of users. For every user, Clallam Transit and the Via project team will establish user permission levels that will **grant access to the appropriate set of information and system components**. Permission levels are highly configurable and roles can be custom created to align with the unique needs of the Clallam Transit's organization. Clallam Transit will be able to modify permissions and add and remove users as necessary. Sample permission levels include:

- **Administrator.** Access to all systems.

- **Reservationist/Agent:** Booking rides and canceling reservations, view real-time updates of live service
- **Scheduler:** Can create operator shifts, assign them to vendors, operators, assign any restrictive logic (i.e. break logic, geo-restrictions, client subgroups able to receive trips with, etc)
- **Dispatcher:** Can edit shifts, assign rides to shifts, and manually override trip assignments in the system
- **Eligibility Manager:** Can access all functionality associated with the eligibility assessment and management phase of the customer lifecycle
- **External Party:** Limited set of views only relevant to their role. For example external roles can be created for external parties involved in the eligibility assessment process who are only able to view the eligibility management pages. External views can also be created for third party operating vendors allowing them to view their operators and their shifts and corresponding data, but no other information in the system



- **Reporting:** Access to view and generate all reports but can not perform trip related actions in the system

Our platform's Activity Monitoring page logs the activity of all users.

Trip Booking



Staff Portal

Our solution includes a platform for staff to facilitate customer service and trip requests submitted to Clallam Transit staff. As operators of paratransit and microtransit services ourselves, **we understand just how busy the jobs are of transit agency staff**, including reservationists. We have designed our Staff Portal to be as **intuitive and efficient** as possible, with minimal keystrokes and clicks. As mentioned earlier, Clallam Transit will be able to manage user permissions and access to the Staff Portal.

Self-Serve Portal
Via's client-facing interfaces are designed to give paratransit and microtransit clients **reliable, equitable, and easy-to-use ways to make trip requests and inquire about their personal accounts**.

We offer multiple interfaces to give microtransit and paratransit clients self-service capabilities, including **a mobile application, a web-based application, interactive voice response (IVR) systems, and a phone-based booking module.** The Via Rider App is compatible with both iOS and Android devices, while our web-based application is accessible from any internet-enabled desktop or laptop, including those available at public libraries. The Via Rider App can be fully white-labeled to match Clallam Transit branding , providing a seamless experience for clients.

> **"This app makes my life so much better! I don't have to keep calling in. I can see where my driver is, thank you to whoever made this app for us."**
>
> *— Hampton Roads Paratransit Rider App User*



Accessibility
Our Self-Serve Portal is designed to be **intuitive and accessible to a wide range of users**, including users with disabilities, users without smartphones, and users who speak languages besides English. Via's client tools are fully ADA- and WCAG-compliant, with features like screen reader compatibility, keyboard navigation, and high-contrast modes, as illustrated below. Clients without smartphones can book, manage, and track trips through our web portal or AI-enabled IVR system using natural-language prompts and keypad inputs, while caregivers can manage rides and monitor trips in real time through a dedicated Caregiver App.

Additionally, Via's solution is designed to provide an inclusive and accessible experience for passengers from diverse linguistic communities. Our solution automatically defaults to the device's primary language setting for a seamless onboarding experience. Our Rider App supports multiple languages at a time in a given deployment, with the flexibility for Clallam Transit to choose from a set of supported languages, including Spanish, Chinese, Korean, Tagalog, and Vietnamese, to meet the unique needs of its community. All app

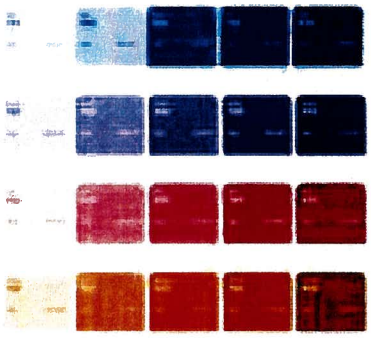
content, including maps and interface text, will be displayed in the selected language, ensuring a fully localized user experience.



Screen Readers: Clear VoiceOver (iOS) or TalkBack (Android) announcements allow all riders, including blind or visually impaired riders, to navigate the app.



Keyboard Navigation: In-app flows are optimized for intuitive navigation so riders using assistive devices can book, manage, and pay for trips with ease.



Color Contrast: Via's design system ensures all Via-powered apps use high-contrast (easily readable) colors, even when the app is white-labelled.

Booking a Trip

Staff may book trips on behalf of clients in the Staff Portal, and clients may book trips independently in the Self-Serve Portal. In alignment with the Technical Requirements Table the following description of Via's trip booking functionalities uses the term "users" to refer to both staff and clients.

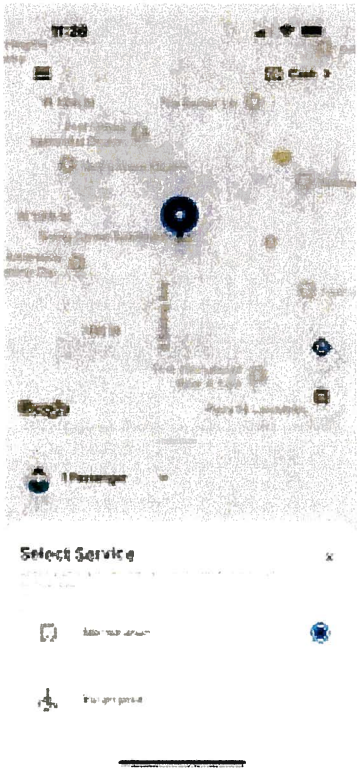
When booking a trip for the first time, our solution prompts the user to create a new account on the platform in a few simple steps. Users will only be able to book trips on a service that a client is eligible to ride on. If a client has previously submitted an eligibility application for service, information from their application will automatically flow through into their created account. For further details, please see 5.A.8 Client Account and Eligibility Management.

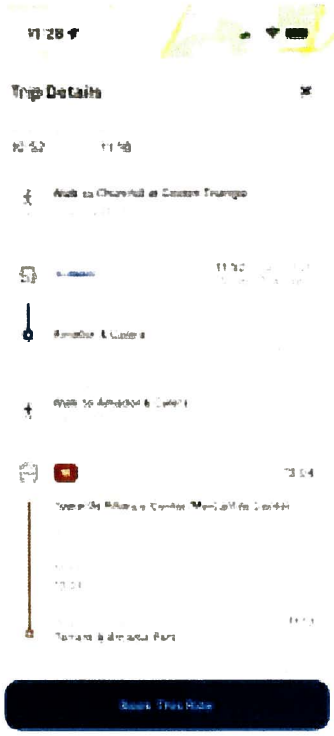
Clallam Transit will be able to configure the allowable trip booking options for each service: users will have the option to request a trip as soon as possible, and/or to request a trip in advance. For example, Clallam Transit may allow pre-booked and same-day trips for the paratransit service, and only same-day trips for the microtransit service. For pre-booked trips, Clallam Transit may configure how far in advance a trip may be booked.

Users may select the pickup and drop-off locations by searching in a variety of ways, including for an address, Point of Interest, place name, or intersection, or manually selecting a location on the map.

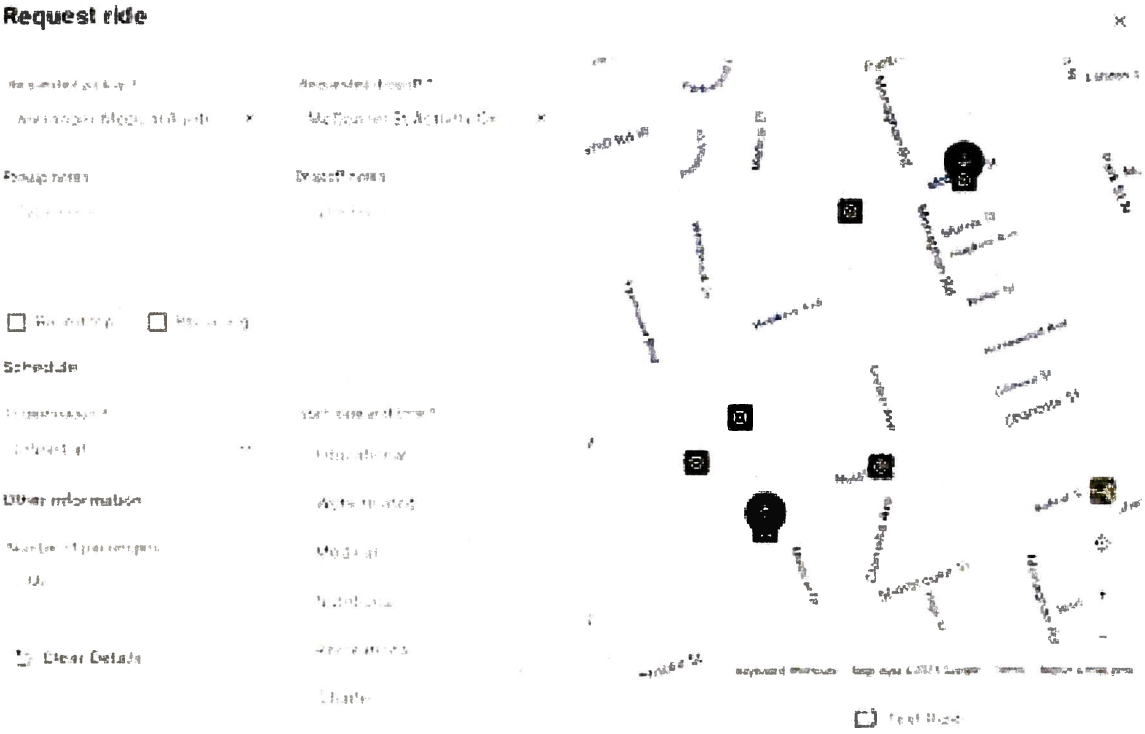
Users are prompted to add required and relevant trip request information, including the:

- Client's pickup and drop-off locations
- Requested pickup or drop-off time (such as drop-off before 1:00 PM to arrive at an appointment on time)
- Number of passengers (including any guests or personal care attendant (PCA)
- Any mobility devices
- Any additional notes





Our solution automatically presents users with the maximum number of best trip options for a client on the service. Factors taken into account include the pickup and drop-off locations, a vehicle's capacity, and the negotiation window.



Via provides the tools and warnings needed for staff to identify and resolve any scheduling conflicts. The platform automatically alerts staff when a trip request violates system parameters. Staff will see clear warnings with specific details about the issue (such as arrival or departure time violates requested time or the maximum travel time is exceeded) and will be suggested remediation options. Clallam Transit staff can override these warnings when necessary.

Follow-Up and Recurring Trips

Once a user has successfully booked a trip, the user can request a follow-up trip, such as a trip that departs from the original trip's drop-off location, or returns to the original trip's pickup location.



We also support recurring trips. As is the case for individual trips, users may book recurring trips based on a client's eligibility for the trip type and in alignment with ADA restrictions. If Clallam Transit desires to limit the number of recurring or subscription trips, our solution can be configured to mark shifts as unavailable to block a portion of shifts from receiving

assignments, and we can adjust the logic of our algorithm to ensure that some shifts only receive non-recurring trips.

When needed, users will have the option to cancel singular, several, or all subsequent trips. Clallam Transit staff may set the first and last dates of a recurring trip. Our advanced reporting features enable staff to see upcoming eligibility expiration dates and send manual communications to a client to ensure the client is able to renew their eligibility and continue using the service. Staff may request a recurring trip for clients based on a client's eligibility.

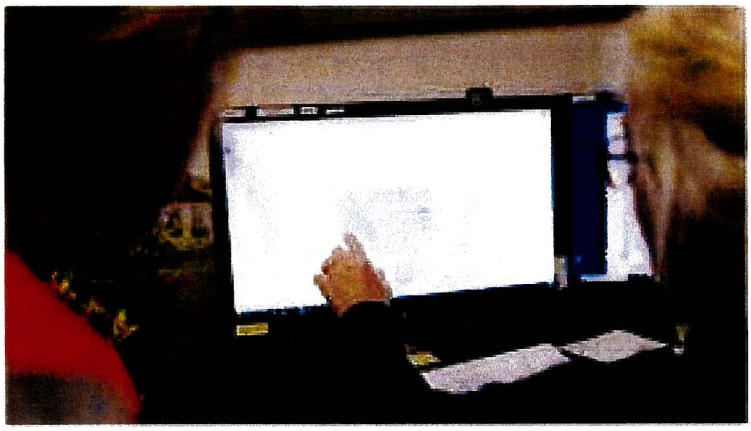
SBC
SUFFOLK BUS CORP.

Suffolk Bus Corp saw a **50% reduction in ADA-rider complaints** after introducing Via's ADA-accessible rider booking tools.

In addition to booking trips, users will also be able to view and modify trips. In the Via platform, users may see the status of all trips, including requested, confirmed, scheduled, and completed trips. Our platform can be configured to meet Clallam Transit's needs with regard to cancellation policies. For example, Clallam Transit can set late cancellation fees, and staff may use custom reports to monitor clients with high cancellation rates in order to enforce a suspension policy.

Scheduling

Automatic Schedule Generation
Via's proprietary routing and matching algorithms automate the scheduling and dispatch process to ensure maximum efficiency. We **optimize on-time performance** through better shift plans and allow agencies to serve more riders for the same budget, resulting in the **lowest cost per ride in the industry while maintaining a high quality of service for clients**.

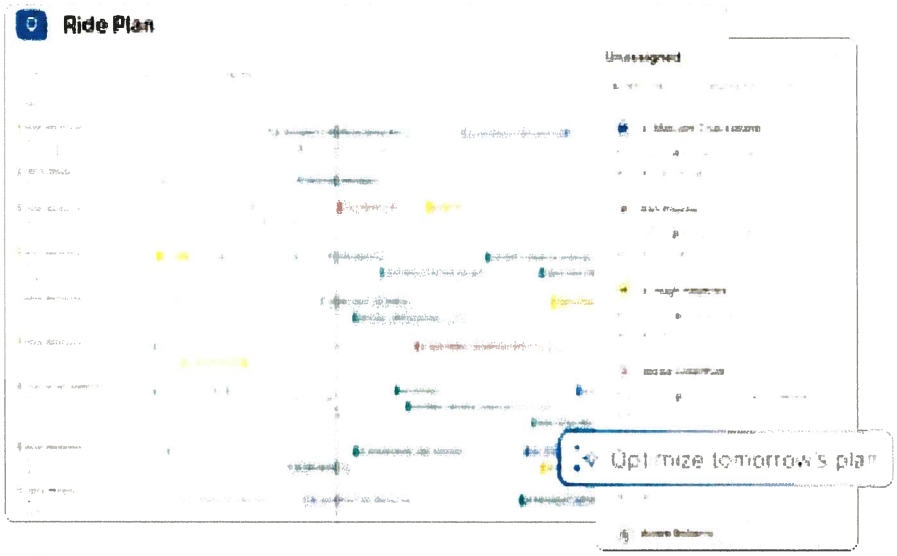


The Via solution automatically generates schedules that accommodate all requested trips, including same-day, pre-booked, and subscription trips. Our algorithm **minimizes non-revenue driving times and client travel and wait times**. The schedule will be constrained by service-level criteria as defined by Clallam Transit. This may include the availability of vehicles and operator shifts, operator break rules, client restrictions, vehicle restrictions, service restrictions, the time a passenger spends on a vehicle, and trip request parameters. While manual intervention is not required, **Clallam Transit staff will be able to make manual adjustments whenever desired**.

TRINITY METRO

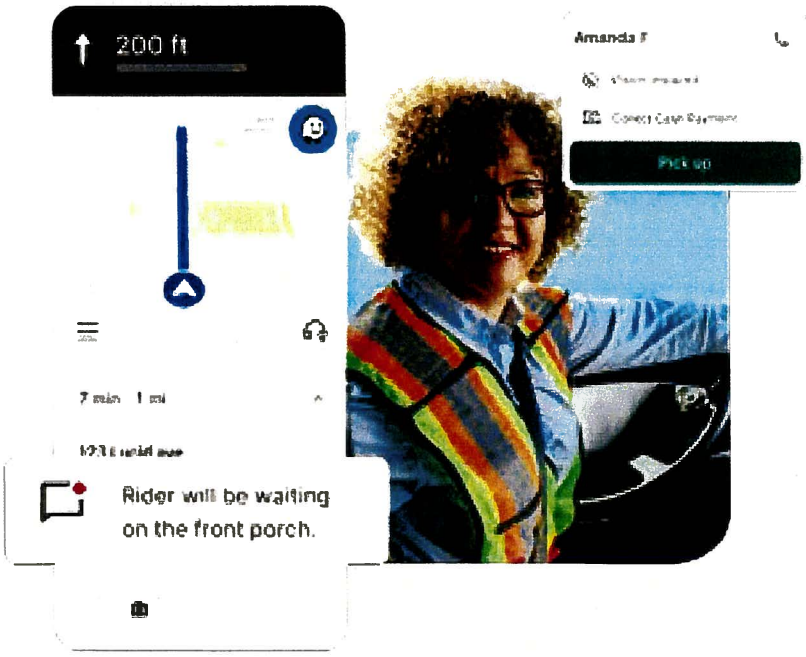
Using Via's software, Trinity Metro experienced a 13% **increase in passenger productivity** for its ADA-paratransit service.

Should a trip need to be reassigned, Via's system will automatically generate multiple options of an updated schedule, taking into account the reassignment and any impacts to the overall service, and allowing Clallam Transit staff to select the preferred updated schedule. Additionally, the system has automatic reassignment capabilities that work in the background to continuously optimize the ride plan. Using our AI-enabled "Optimize All" functionality, Via **automatically re-optimizes to pool trips for efficiency**, all while abiding by service parameters, ADA compliance restraints, and labor rules.



Manual Modifications

Clallam Transit will maintain a full set of controls that allow staff to make precise and manual interventions. This allows for **maximum flexibility with Clallam Transit maintaining authority over how its services are delivered**. For example Clallam Transit can lock specific services, vehicles, operators, and trips to prevent Via's automatic scheduling algorithm from making modifications to these locked items. Additionally, staff may manually add, remove and shift trips between vehicles and operators. In the case that a manual modification violates a client restriction or service-level constraint, the system will alert the user. If desired, the user may dismiss the alert and continue with the desired modification. Staff activity in the platform, including eligibility modifications, is tracked by time and account.



An Interconnected System

Each aspect of the Via solution is interconnected: when users book trips, the solution automatically incorporates the trip requests into the schedule. Operators then automatically receive updated manifests with turn-by-turn instructions leveraging up-to-date mapping information for accurate directions and expected travel times. Our platform automatically

generates a predicted estimated arrival time. The arrival time is updated to ensure that it is accurate to real-world conditions.



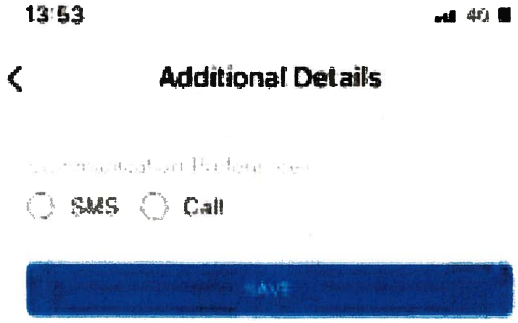
Key information from the client information database is automatically included in the schedule and sent to the operator. For example, Clallam Transit staff viewing the schedule in the Staff Portal, or an operator viewing the manifest in the Operator App will see relevant information on a passenger's accessibility needs, unloading instructions, or location details.

Our solution provides comprehensive information on all vehicles and operators. Clallam Transit staff can indicate all vehicle information, including the number, type, capacity, and range of vehicles. Staff may view the assigned schedules, including historical data, for vehicles and operators. Staff may also modify vehicle and operator schedules for active and future services.

Client Information

Real-Time Trip Information
We provide comprehensive **trip status and real-time tracking** through our Rider App. We provide full visibility into trips including forecasted routes and ETAs that **update continuously as new traffic, ride, and vehicle data is processed** by our algorithms. Clients can track their vehicle movements in real-time on the in-app map with automatically updated ETAs and access real-time tracking leading up to the pickup, during the trip, and until destination arrival. Additionally, clients may view pickup and drop-off locations, operator information, and vehicle details. Once onboard, clients may see the estimated drop-off time.

Client Communications
We provide **fully configurable notifications** for passengers with automated alerts. Clients may receive these real-time notifications through their preferred communication channels, such as SMS, push notifications, or phone calls. Examples of alerts may include night-before reminders, 30-minute updates, vehicle-approaching messaging, and vehicle arrival confirmations. The



content of the alert may include reminders of the pickup and drop-off locations and the pickup window time.

While we recommend using messaging templates to automate passenger notifications, all notification preferences, including content, frequency, channel, and event triggers, can be fully customized to align with Clallam Transit and client preferences.

Pickup Windows
Via will calculate accurate pickup windows based on a client's scheduled pickup time. For example, for a pickup window set as 30-minutes, a trip requested at 11:05 AM would result in a pickup window of 10:50 - 11:20 AM. Our system will allow Clallam Transit to configure **unique pickup window definitions for different service types and trip types**. For example, Clallam Transit may determine separate pickup windows for paratransit trips, microtransit trips, and connections between microtransit and fixed route services. The established pickup window is viewable for all parties, including dispatchers during the trip booking process and service supervision, operators, and clients.

Service Supervision



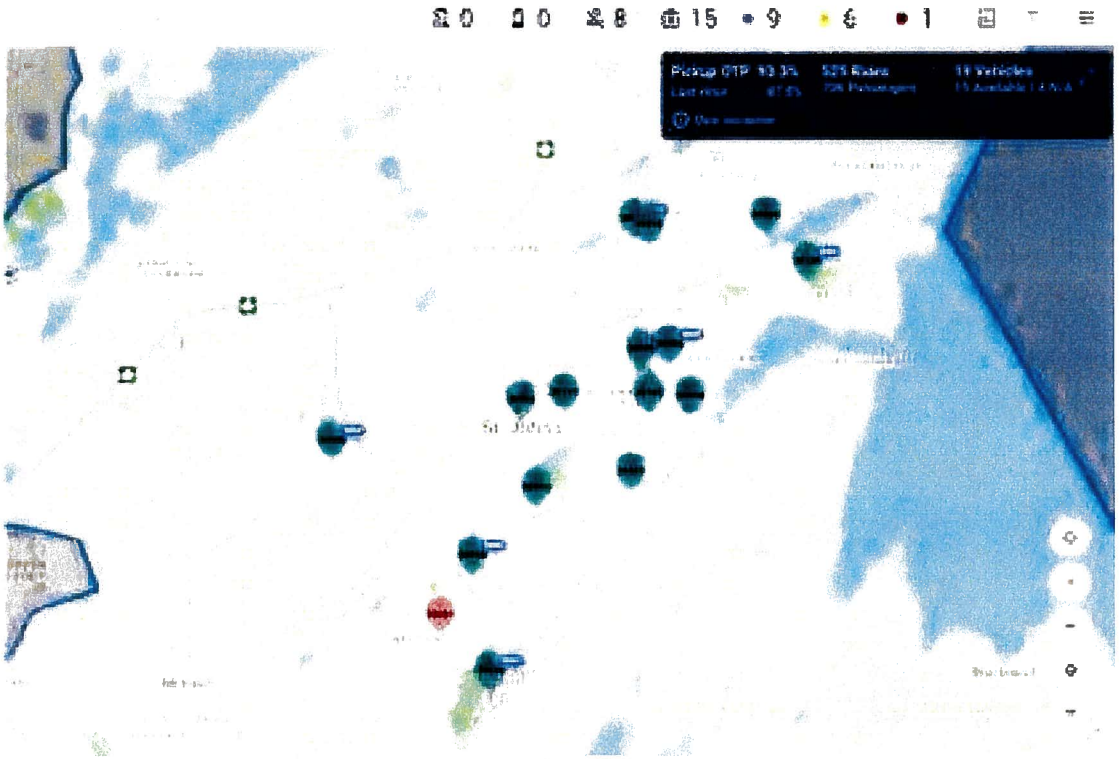
Live Vehicle Tracking
The Staff Portal includes a comprehensive **real-time overview of service in a map-based interface** that allows operators to view the location of vehicles and trip ETAs. The GPS signal from Via's Operator App feeds directly into the Staff Portal at least every three seconds, displaying real-time vehicle location, map with service boundaries, vehicle load, on-time performance, and operator and vehicle status.

Clallam Transit staff can visualize the status of vehicles — such as whether a vehicle is in service or a vehicle's on-time performance — on the map with color-coded icons. When clicking on a specific vehicle, staff can see the vehicle's current trip and estimated arrival time at the next destination. Users may search on the map for a specific vehicle, operator, client, or service area.

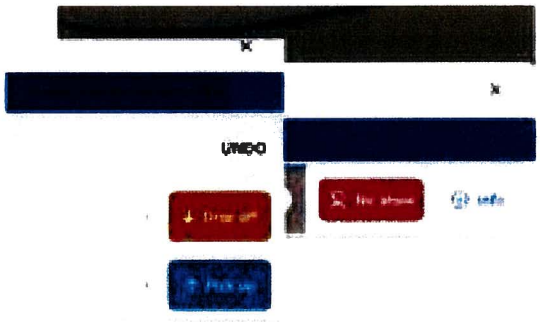
Breeze

After switching to Via, **on-time performance** of Sarasota County Area Transit's ADA-paratransit service **increased by 10%**.

As described previously, features and functionalities within Staff Portal may be limited based on user account access privileges. Clallam Transit will be able to, for example, limit customer service representatives to using monitoring tools to update clients on their trips.



Operator-Dispatcher Communications
Clallam Transit operators will be able to leverage automatic notifications and "one click" task acknowledgements designed to **minimize operator distraction, simplifying exchanges** between operators and staff in the office while **ensuring all key data is recorded** for FTA and NTD reporting.



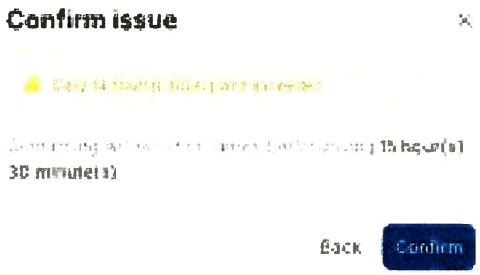
Same-Day Scheduling and Operational Adjustments
Clallam Transit staff will be able to use the Staff Portal to search by operator or vehicle and see current service information for the present day. Staff can monitor the Staff Portal for delays according to Clallam Transit's configurable definitions of timeliness, in addition to no-shows and client-initiated cancellations. Staff will also be able to view upcoming service information. For example, our platform includes a feature that allows users to view and access rides of recurring



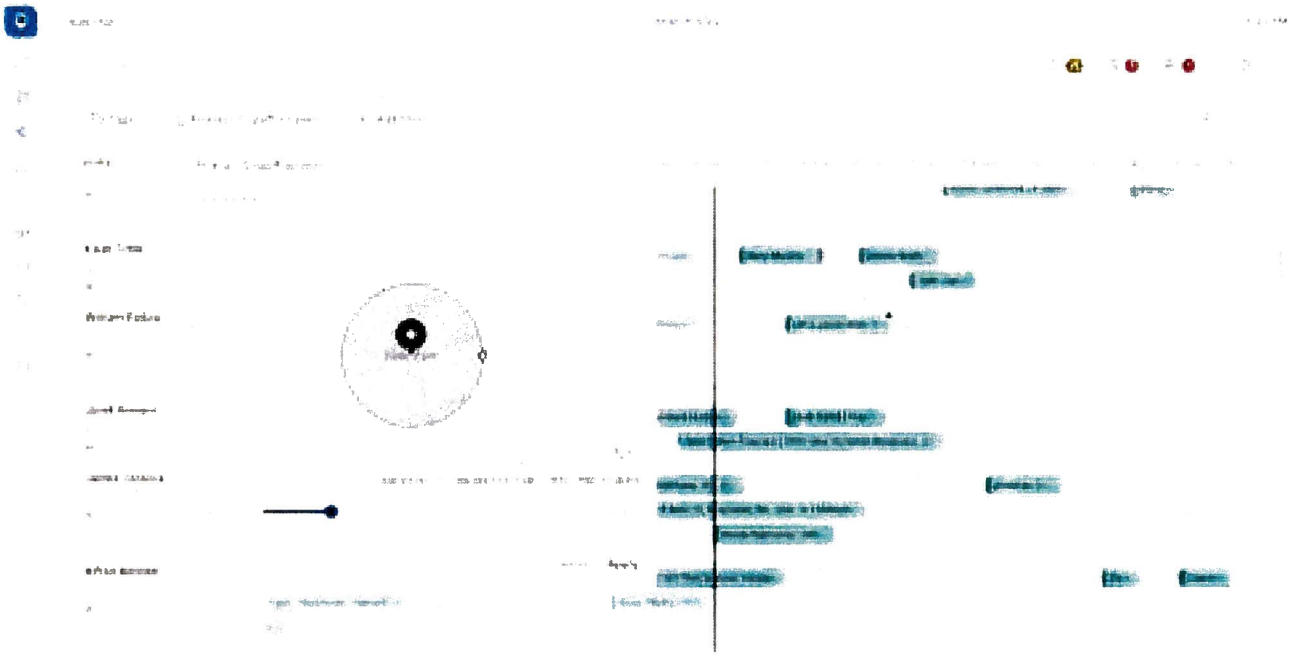
bookings up to one year ahead. Users may also see the past booking and schedule information for all prior schedules and trip requests for the previous year.

> **Just the other day, I listened to one of our dispatchers say 'Amazingly enough—the system does actually know what it's doing.'**
>
> *— Ben Sawyer, Contracted Services Manager, Cherriots*

Clallam Transit staff will be able to make same-day operational adjustments. Users can add and remove vehicles from service, and remove, assign, and re-assign operators to vehicles. Additionally, Clallam Transit will be able to add, edit, and suspend vehicle and operator schedules. As mentioned previously, the system will provide warnings when an action is not recommended, such as going against a vehicle's restriction, but staff may override the warning. All staff activity is logged in the system.

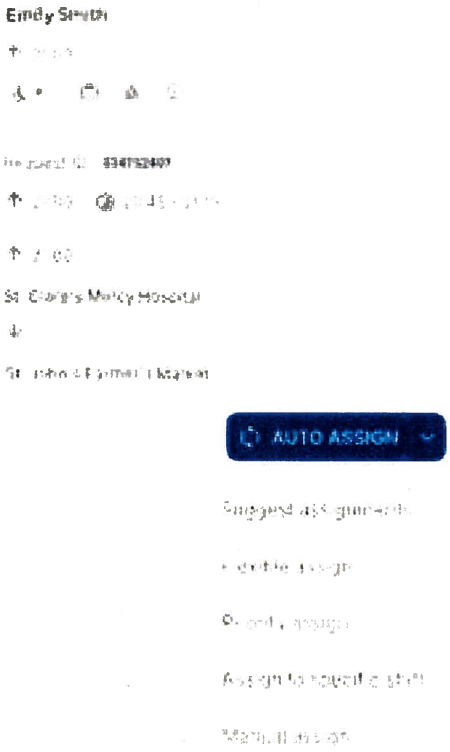






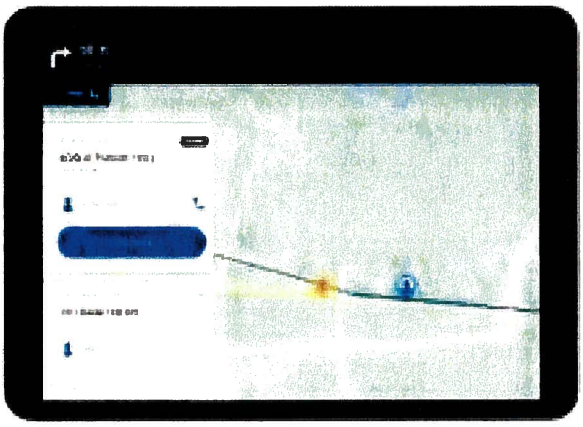
If for any reason dispatchers need to move a client from one vehicle to another, our platform provides several options. Our interface allows upcoming rides to be "reassigned" either proactively by the continuous optimization of the system, or manually by dispatchers with our advanced tools. Examples of these options include:

- "Flexible" reassign, which takes the efficiency of the entire system into account
- "Priority" reassign, which seeks to disrupt the reassigned client's schedule as little as possible
- "Specific" reassign, wherein the dispatcher manually chooses the vehicle to which the client is reassigned.



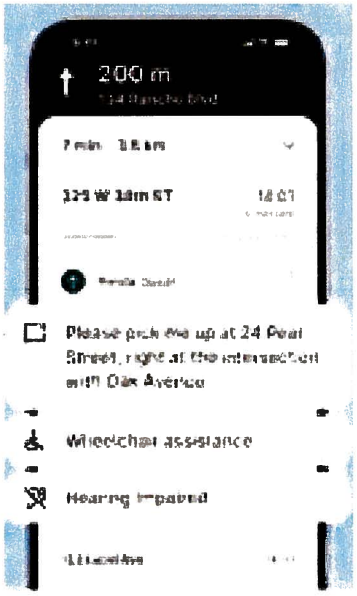
Operator Interface

Commercial off the Shelf (COTS) Hardware
The Operator App is available on commercially-available tablets, including both iOS and Android devices, eliminating the need for costly hardware.



Single Interface for Operators
Via's Operator App is designed to make operators' jobs **safer, simpler, and more reliable**. We offer a single interface where operators can access all information they need before, during, and after a shift, removing the need to toggle between platforms. The Operator App prompts the operator to sign in with his or her unique credentials and automatically displays the appropriate information for that operator. The operator can view his or her work assignment for the day, including any scheduled trips, breaks, or out-of-service periods.

Key features that enhance simplicity include:



- Automatic display of daily shifts upon opening the app
- Turn-by-turn visual and audio navigation
- Automatic ride assignment and cancellation updates
- Clear client notes for accessibility needs and preferences
- Break management functionality
- In-app pre- and post-trip vehicle inspections

No active interaction with the Operator App is needed while the vehicle is in motion. While not at all necessary, if further restrictions are desired, we can provide recommendations for Mobile Device Management solutions.

Turn-by-turn Navigation
Our Operator App provides turn-by-turn audio and visual navigation and is designed to ensure operator safety and maximize efficiency. The **routing reflects up-to-date and real street network data**.

By combining real-time traffic data from Google, TomTom, and Via's proprietary algorithms with Clallam County's historic traffic patterns, the system dynamically selects

the fastest and shortest routes, delivers highly accurate travel time estimates, and ensures strong OTP — all while complying with local regulations.

Real-Time Updates and Client Notes

The manifest is updating in real-time as new rides are booked, ensuring that operators always have the most current information. This **ensures that operators are informed of any changes**, including cancellations, new trips, and revised pickup times. The mobile/tablet based manifest is also available in other formats, such as a printable PDF or spreadsheet, if desired.



The app alerts the operator of all relevant client information, such as precise pickup and drop-off location details, on-board assistance requirements, accessibility needs and mobility devices, attendant requirements, service animals, and other safety notes, to help operators consistently deliver a high-quality passenger experience.



Operator-Dispatcher Communications

Our solution is designed to enable operators to **focus on safe driving and delivery of passengers with minimal distractions and a streamlined communications process**. Operators receive automatic notifications with relevant information, such as turn-by-turn directions in a constantly updated manifest and client accessibility assistance needs. Additionally, operators use "one click" task acknowledgements to easily handle tasks, such as noting arrival at the pickup location or reporting a client as a "no-show." With our sophisticated automation of operator-dispatcher communications, messaging between operators and dispatchers is minimal.

Functionality with Limited or Lost Cellular Service

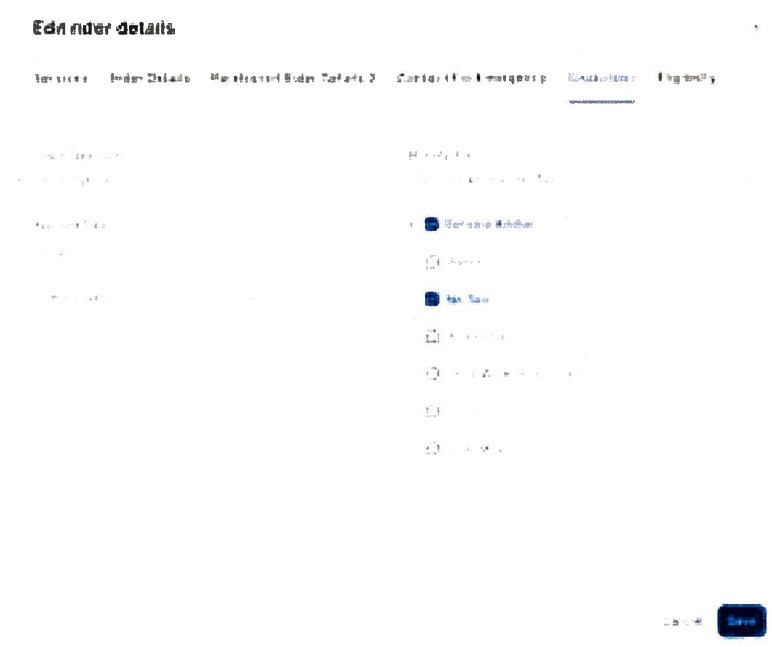
Via's Operator App is designed to contend with limited or lost cellular service, a situation that may be more likely to occur in rural areas. **Via ensures continuous service even during network issues through our robust offline mode capabilities**. Our Operator App is specifically designed to operate using cached data during connectivity issues, allowing operators to continue viewing their assigned routes and completing pickup/drop-off tasks. The operator will easily see in the Operator App that the interface is in "Offline Mode." The Operator App maintains all data in the case that the device and/or vehicle is shut off for any prolonged period.

When connectivity is restored, our system automatically syncs and updates any relevant ride or route changes and pickup/drop-off events, ensuring no data is lost during the period of communication loss.

Client Account and Eligibility Management

Client Account Database
Our solution includes a client account account database to manage client information, history, and service eligibility. This database, in the Staff Portal, records, manages, and stores all client account information provided by all users, including Clallam Transit staff and clients themselves.

Via has **extensive experience with data migration**, having accurately and completely transferred account information for hundreds of thousands of clients from legacy systems to the Via platform. We will support Clallam Transit in successfully transferring Clallam Transit's existing client account databases into their proposed solution. Our solution is designed to handle information for a vast number of clients, well beyond the minimum 15,000 registered users requested by Clallam Transit. For example, Suffolk County's paratransit service is powered by Via's software solution and has over 30,000 clients.



With our easy-to-use Staff Portal, **setting up a client's account in the database is intuitive**. Our system allows staff to enter all relevant information, including accessibility and mobility fields relevant to Clallam Transit's services. Our team will provide assistance

to Clallam Transit to make changes to the client account information template, including adding, removing, and editing the fields within the database. Example of data fields may include:



- First and last Name
- Preferred name
- ID number
- Home address
- Mailing address
- Date of birth
- Phone number
- Email
- Emergency contact
- Mobility device(s)
- Vehicle-type exclusions, such as requiring adequate space for a mobility device
- Service-type exclusions, such as ADA paratransit, conditional eligibility, or general microtransit only
- Attendant accommodation requirements
- Eligibility process dates, such as registration and expiration dates

Additional information, such as a client's GPS coordinates, preferred contact information formats, or Power of Attorney may also be included in the client's profile in the database. The account information requested may vary based on the type of service, if desired. For example, a client account for the microtransit service may require only the client's name and phone number, while a client account for the paratransit service may require additional details.

In addition to creating accounts, Clallam Transit staff will also have the ability to **manage and monitor accounts to ensure all information is up to date**. Staff can view all relevant account, eligibility, and trip history information, including a client's requested, scheduled, completed, and cancelled trips. Staff may search for a specific client by entering a name, ID number, email or phone number. Plus, our reporting suite allows for easy lookup of a client's ID by entering a rider's date of birth or address.

SBC
SUFFOLK BUS CORP.

By transitioning to Via's solution, Suffolk Bus service **reduced its no-show rate by 35%** for its ADA-paratransit service.

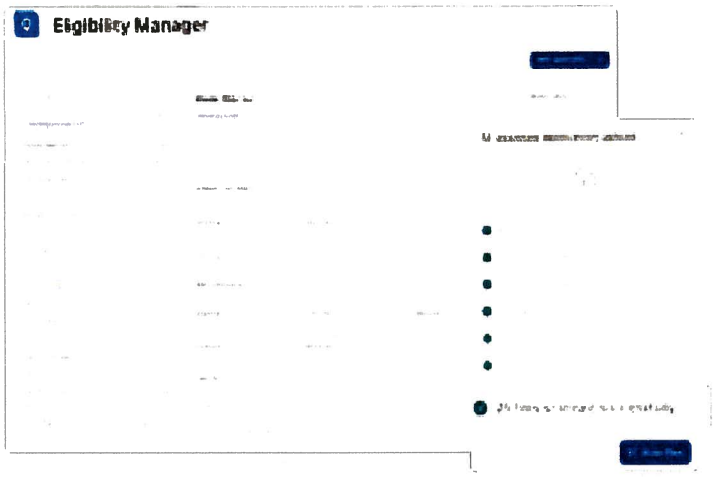
Using the Self-Serve Portal — the Rider App or web app — **clients may create their own account and update the information in the account in accordance with Clallam Transit's**

policies. For example, Clallam Transit may allow a client to update his or her email address, but not to change an eligibility status.

As described previously, the ability to modify and edit the client account database may be limited based on Clallam Transit staff account access. Additionally, all actions performed in Via's solution are logged.

Eligibility Management

Our smart eligibility features will allow Clallam Transit to review and update rider information, process, renew or remove eligibility, temporarily or permanently suspend riders, book and manage trips on behalf of riders calling in for support, and more.



In the Staff Portal, Clallam Transit staff will be able to designate a client's eligibility type. Our solution is capable of differentiating a client's eligibility status as one or more types of eligibility, such as: unconditional ADA eligibility, conditional ADA eligibility, temporary ADA eligibility, visitor ADA eligibility, and microtransit eligibility. Clallam Transit will be able to edit the types of eligibility statuses whenever desired.



We automate the application process and streamline key eligibility workflows for eligibility-gated services, such as ADA-paratransit services. With our tools, Clallam Transit will have the ability to:



- Build custom digital application forms for riders to apply online
- Digitize paper applications to centralize records
- Generate and schedule email and/or paper-based notifications for riders as they progress through the eligibility lifecycle

Automatic eligibility expiration alerts are on Via's long-term product roadmap: in the meantime, staff may use our reporting features to view upcoming eligibility dates and send communications to riders.

Microtransit

Expert Support for Microtransit

Via brings a unique combination of people, tools, and data to support the successful design and launch of a microtransit service. Our expertise is grounded in **over a decade of experience planning, launching, operating, evaluating, and optimizing on-demand transit services** for communities of all sizes and mobility needs. From cutting-edge software to our dedicated team of data scientists and in-house transit planning consultants, Via Strategies, we bring the full weight of our tools and expertise to support Clallam Transit in designing a microtransit service that is efficient, equitable, and built to scale.

Connecting Clients to Fixed Route Services

Our software supports a range of microtransit service models, including home-to-hub, stop-to-stop, stop-to-hub, fixed route replacements, and introducing microtransit to new areas. For all models, our solution will support all trip requests, scheduling, supervision, and client information related to microtransit trips that connect clients to Clallam Transit's fixed route services.

Our **multimodal and intermodal tools increase on-time performance, decrease service costs, and drive increased ridership on fixed routes**. To guide riders to fixed route service where available, Via's mode preference algorithm settings can also be configured so that the microtransit service is only offered when a fixed-route option is unavailable or doesn't meet the rider's reasonable needs. With Via, **public transit throughout Clallam Transit's service zones will enjoy stronger ridership, network-wide**.

sam sioux area metro

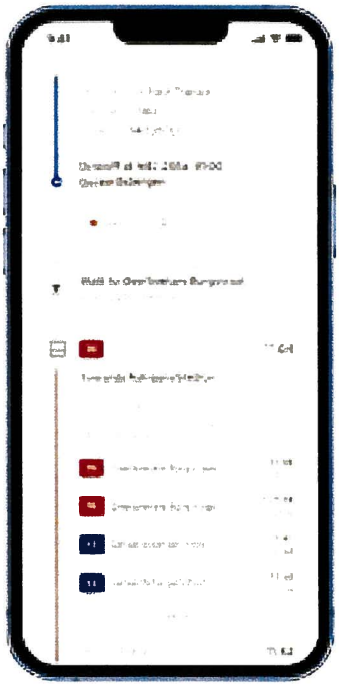
Sioux Area Metro has been able to **increase fixed-route ridership by 6%** thanks to Via's multi- and intermodal capabilities.

The Via system can ingest data on Clallam Transit's fixed-route service to enable multi-modal trip planning, booking, and guaranteed transfers. The ingested data includes routes, stops, schedules, real-time arrivals, and transit detour information.

Our solution supports multimodal trip planning — between fixed route and microtransit services, and between microtransit and fixed route services — with transfers at designated hubs. Clallam Transit will be able to designate an unlimited number of stops as hubs where microtransit and fixed route transit can connect to facilitate transfers. Each of these hubs will be assigned to at least one microtransit service zone. Our system considers many variables, including the:

- Fixed route connection that will complete the journey between the hub and the stop
- Availability and arrival time of the connecting fixed route service
- Transfer time between modes
- Pickup window
- Dwell time before the client is marked as no-show

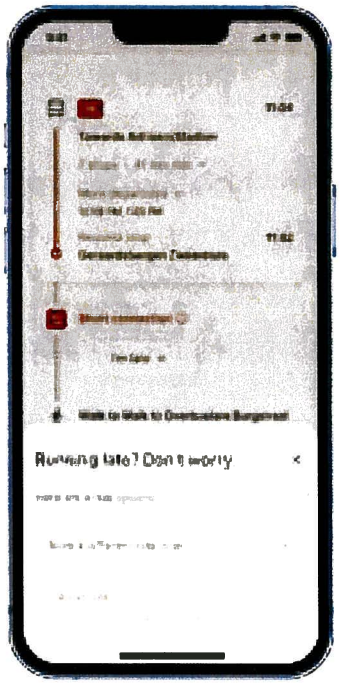
In particular, our sophisticated algorithm takes multimodal transfers into account when scheduling, dispatching, and routing microtransit trips. For example, if a client will be transferring between a microtransit service and a fixed route service, our solution will take into account the scheduled arrival time of the fixed route service and the time needed to transfer between modes.



Clients can see when the next fixed lines are expected so they can plan their connection (walking speed, wait time, etc) accordingly.



Clients see proposals, which include clear walking times, by mode & provider. Low availability tags help riders quickly book rides that are in high demand.



If riders will be late for their on-demand connection, they can indicate accordingly on the Rider App and seamlessly book a new on demand ride based on their arrival time.

Co-mingling

Our solution supports **flexible and scalable co-mingling models**, enabling Clallam Transit to expand coverage and maximize utilization of resources while complying with all ADA-paratransit requirements. Should Clallam Transit choose to co-mingle paratransit and microtransit services, Via will serve as a dedicated partner, providing expert guidance to identify the co-mingling approach that best aligns with Clallam Transit's operational goals and

Green Bay METRO

In Green Bay, Wisconsin, Green Bay Metro has been able to **reduce costs by 20%** by co-mingling paratransit and microtransit fleets on Via's centralized platform.

client needs. Examples of the co-mingling options that our solution can support include:



Commingled rider trips. In commingled rider trips, paratransit and microtransit riders can be assigned to the same vehicle at the same time.



Commingled fleets. In commingled fleets, paratransit and microtransit services share the same fleet of vehicles. An individual vehicle will only operate as paratransit or microtransit during a given operator shift, and the proportion of vehicles assigned to paratransit or demand response can change depending on demand.



Commingled operator shifts. In commingled operator shifts, paratransit and microtransit riders are served by the same vehicles during the same operator shifts. Rides are optimized for sharing among paratransit riders and microtransit riders, but not between riders of different groups.



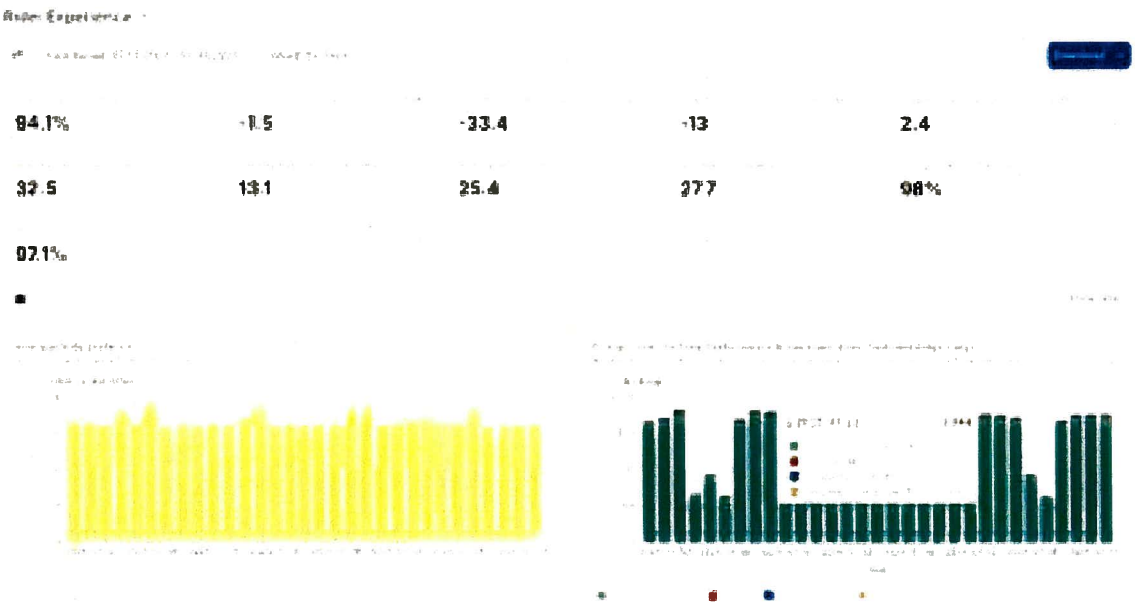
Commingled zones. Via's platform makes it possible to overlap ADA-paratransit eligibility zones with general microtransit zones, and ensure that trips are served only in the respective zones.

Data Collection and Reporting

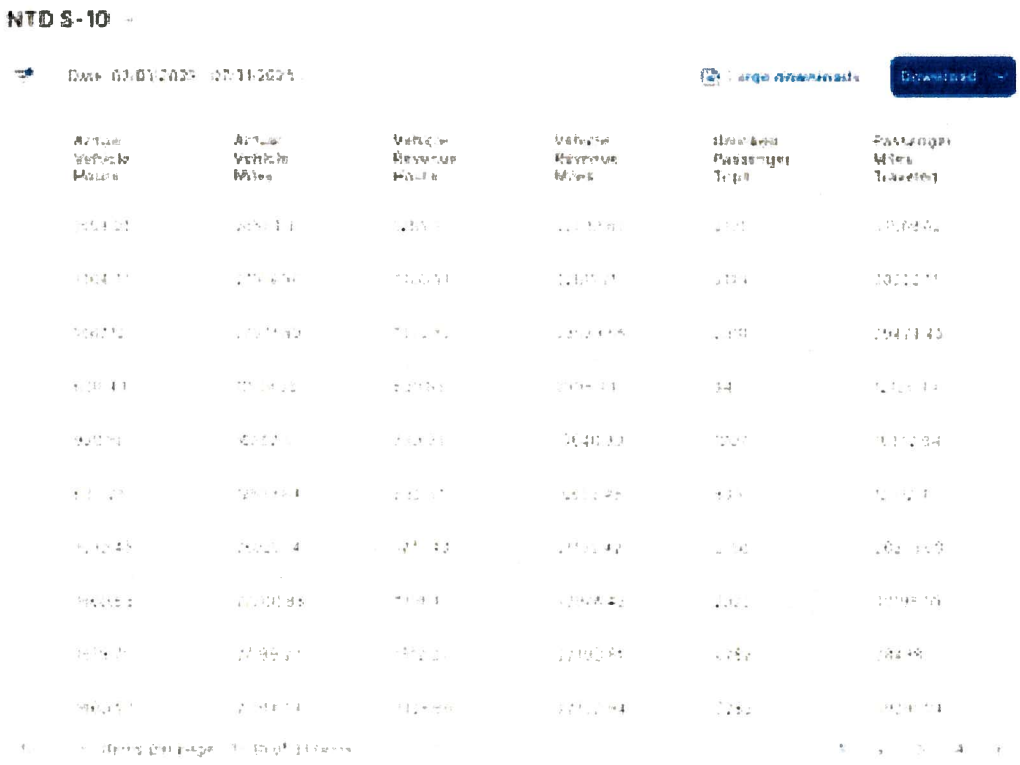
Ready-Made and Custom Reports

Via understands the value of data and analytics to our partners. Our world-class in-house data science team has developed **sophisticated tools to optimize the performance of our deployments** and to help inform our partners' future transportation decisions.

Our solution tracks and stores all data in an accessible fashion that supports **templated and customizable reporting** within the Staff Portal. Clallam Transit will have 24/7 access to near real-time and historical data access optimized for reporting purposes as well as daily, weekly, and monthly views of key performance indicators. The reporting suite in our Staff Portal provides transit agencies with direct access to raw service data, canned service KPIs and a self service platform for the creation of ad-hoc reports. All reports can be reviewed, shared, and exported in widely used formats.



Clallam Transit staff will be able to review data and dashboards and use ready-made and customizable reports to support all administrative and operational functions. For example, we provide **ready-made reports for federal compliance**, enabling seamless NTD, FTA, or ADA federal reporting. For example, NTD reports can be automatically generated and sent to the FTA.



Additional examples of our reporting capabilities include:

- Performance analysis (scheduled versus delivered services)
- Billing and finances
- Service planning
- Incident management and reporting
- Maintenance
- Client reports (no-shows/cancellations)
- Reports by service area/zone
- Load time (performance analysis)
- Client eligibility expiry dates

Via's system also supports comprehensive trip change tracking and audit capabilities. This will allow Clallam Transit to support customer service, auditing, and incident management.

> "[The launch team] walked me through all of the reports that I pull and how to do them in the Via system. It is so easy and has created so much more time in my schedule. It's wonderful."
>
> *— Paratransit Admin Supervisor, Trinity Metro*
>
> TRINITY METRO

Data Exports
We offer multiple data export options through our platform. Our Data Generator tool allows users to export both raw data and reports in Excel, CSV, and PDF formats. Additionally, we can provide direct data access to our data repository, enabling connections to third-party BI tools and allowing for custom queries of the underlying data.



Clallam Transit will retain ownership of its client and service data, while Via retains a license to use anonymized service data to improve our products and owns its own pre-existing and individually developed IP.

System Requirements

Via's demand responsive transportation software solution is cloud-hosted. Our system is operable on modern workstations: Clallam Transit will be able to access our solution from a web browser on any modern, internet-enabled laptop or desktop computer. Our software solution for operators is compatible with a wide range of commercially-available tablets and mobile devices, and will not draw constant electrical power when the vehicle ignition is turned off.

With thousands of transit professionals worldwide using our platform, our system is built for multi-user capability. Clallam Transit will be able to have an **unlimited number of users** simultaneously accessing and effectively using Via's system from different workstations.

Our system leverages up-to-date maps that continue to reflect the real road network in the future. These maps are updated automatically without affecting system functionality or availability. Our solution leverages multiple maps, including OpenStreetMap, Google Maps, and TomTom.

Installation and Support
As our platform is a commercially available and off-the-shelf Software-as-a-Service (SaaS) solution, the installation process is simple, low-risk, and requires no new development. Via will provide Clallam Transit staff with detailed implementation information and will be **on-site for comprehensive support** throughout the launch process. We will work with Clallam Transit to develop and continuously maintain a detailed project schedule. This schedule will clearly indicate all necessary phases of and milestones for design, configuration, and testing.

Updates and Availability

Via will provide updates, upgrades and new features to Clallam Transit at **no additional cost**. Our solution is highly available: the Via system has a demonstrable availability of 99.9%. We make system updates and perform maintenance on a continual basis with **no interruption or downtime** for our partners. Via applies a Continuous Integration / Continuous Development approach to software updates, ensuring that our solution remains available during updates. Should there ever be a significant update that would require the software to be unavailable, we would coordinate well in advance and provide alternatives for service continuity and continued operations.

At Via, we prioritize the security and integrity of our data. We have **robust data backup** and recovery mechanisms in place using Amazon Web Services Relational Database Service (AWS RDS) automated backup systems with S3 for high durability and availability. Our backup system includes daily automated backups with point-in-time recovery capabilities, snapshot-based restoration of RDS clusters, no downtime required for backup operations, and configurable data retention periods. We maintain Business Continuity and Disaster Recovery (BCDR) plans and support both full system restoration and selective record recovery. All data is stored in the United States in compliance with applicable laws and privacy legislation through our AWS infrastructure.

Via maintains automated monitoring, backup systems, escalation processes, and provides robust documentation including work-arounds for technology failures. Our platform includes 24/7 monitoring, automated failover capabilities, and comprehensive support with defined SLAs for different severity levels including high-severity issues with 15-minute response times. The system is designed with redundancy and automated recovery processes to minimize downtime and maintain critical reliability.

Compliance

Via's system is built with the most stable and secure infrastructure available, and our architecture exceeds international standards for risk management. Our hosting centers are **SOC2 compliant**, and our software is additionally **ISO27001 compliant**. Our system is also compliant with the Health Insurance Portability and Accountability Act (**HIPAA**) of 1996.







First Level Support

Training for Clallam Transit Staff and Operators



Our project team will include a dedicated project manager, who will lead the implementation of Via's software solution for Clallam Transit's paratransit and microtransit services. They will serve as a dedicated point of contact for Clallam Transit throughout the implementation process and beyond. Their work will be supported by a Training and Change Management Lead, who will run **comprehensive in-person training** and ensure a smooth transition to the Via system, and Partner Success Manager Chrissie Grover-Roybal, who will be available to provide technical support and strategic planning for Clallam Transit throughout the life of Clallam Transit's partnership with Via.

Via will provide **on-site and in-person training** throughout the implementation process. We will develop a comprehensive training plan in collaboration with Clallam Transit to address the need for training for current staff, refresher training for current staff, and training for future staff. Our goal in our training process is to ensure that all system users are knowledgeable of all processes, features, and functionalities necessary to perform their daily activities.

Additionally, our team will provide Clallam Transit with access to **customized help information**, including manuals, knowledge base information, tutorials and training information. Via provides design documentation at every stage of implementation, including the completion of the design review, functional acceptance testing, and final system acceptance.

> **"The Via team has been nothing short of amazing. Their approach is always thoughtful, kind, and solution-oriented.**

They have a unique talent for addressing and training staff members who may be resistant to change, ensuring that everyone feels supported and understood throughout the process. I could not be happier with the Via team."

— Cherry Thomas, Specialized Transportation Manager, Pierce Transit

Pierce Transit

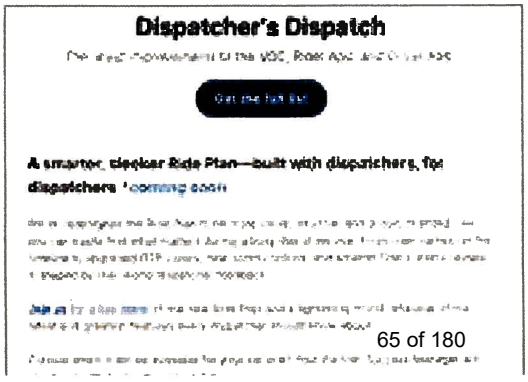
Training for Clallam Transit Clients
Via will work with Clallam Transit to develop materials to support client training in alignment with other agency-branded documents. For example, this could include materials to include with a paratransit client's welcome package, and general FAQs and guides for using Via's self-serve portal for clients.



Ongoing Support
Via provides **technical support services in a timely manner**. All ongoing support, including any on-site training, are **included for no additional fees**. Our Partner Success Manager for Clallam Transit, Chrissie Grover-Roybal, will be available to provide help during regular business hours via phone or email. Additionally, we provide support 24/7 through our tech support platform with a rotating team of support engineers on call at all times.

We will be happy to provide additional on-site and in-person training upon request from Clallam Transit throughout the duration of our partnership. After any updates and upgrades, we will ensure that Clallam Transit has the necessary knowledge, as well as any supporting documentation, to operate and maintain the Via system.

If there are any significant system updates that may affect system functionality or processes, we will provide Clallam Transit with updated training materials. We will be **happy to answer any questions, and provide any additional training** as new functions and features become available.



Our goal is to ensure the quick resolution of any issues. Throughout our partnership with Clallam Transit we will provide status updates in the case of any ongoing issues. We retain detailed activity logs and system monitoring capabilities to track events and any issues, and can provide incident reports and guidance to Clallam Transit if desired.

Loss of Connectivity

Via's Operator App is designed to contend with connectivity issues, including both limited and lost cellular service. **In the event of lost connectivity, the Operator App will continue to operate using cached data.** Operators will continue to be presented with turn-by-turn navigation and directions to their current pickup and drop-off tasks. When connectivity is regained, the Operator App will immediately sync with the system and receive any relevant ride or route changes. In the meantime, our "Offline Mode" eliminates any negative impact of limited connectivity on clients, operators, and dispatchers.

- **Notifications:** Operator and dispatcher are notified when operator connectivity is lost and can take actions accordingly.
- **Client experience**: The client does not notice any service disruptions. In-app alerts and communication flows work as usual.
- **Operator experience:** Digital manifest and routing are saved locally and will be available (full day of routing is saved locally).

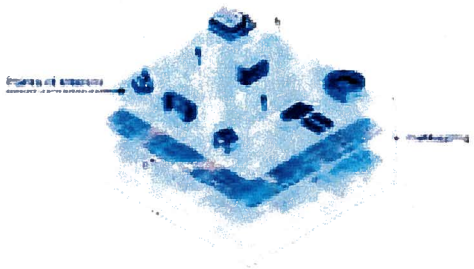
Mapping

Accurate, customizable mapping is critical in a rural service area like Clallam County, where road networks, trip patterns, and pickup locations can vary widely over a dispersed service landscape. Our superior mapping capabilities are delivered at no additional cost and ensure high-quality service delivery across even the most rural parts of the network.

Our Mapping Team includes 10+ engineers who specialize in service design, mapping and GIS, and mapping support, which means that our partners benefit from more accurate base maps, pickup and dropoff points, and road speeds. The head of the team, Michael Flaster, has more than half a decade of on-the-ground experience at Via launching demand response services and conducting live field testing.



Via's platform is built on a high-precision GIS foundation that combines commercial data from TomTom, Google Maps, and OpenStreetMap with custom, hand-validated street mapping to deliver the most accurate routing, ETAs, and pickup/drop-off locations possible. Our proprietary layer allows us to customize each service in a manner appropriate for public transit vehicles:



- **Prohibit paratransit vehicle turns** onto certain roads, even if these turns are allowed in Google Maps or OSM.

- **Close roads or prohibit two-way traffic on certain streets**, even if they are marked as a two-way street in Google Maps or other mapping layers
- **Enable turns** onto certain streets, even if these turns are not allowed in Google Maps or other mapping layers
- **Add custom Points of Interest** (POIs) unique to Clallam Transit's services

Mapping in the Via system is enhanced by our integration with Remix, which provides additional tools for building custom data layers and spatial overlays, collaboratively editing service maps, and presenting map proposals to public audiences. **Since Clallam Transit is already a Remix partner**, mapping in the Via system is enhanced by this integration, where Clallam Transit staff will have the ability to build custom spatial layers, adjust service zones, and visualize network changes collaboratively — ensuring that mapping always reflects real-world conditions and directly supports service reliability and efficiency.

Implementation Approach

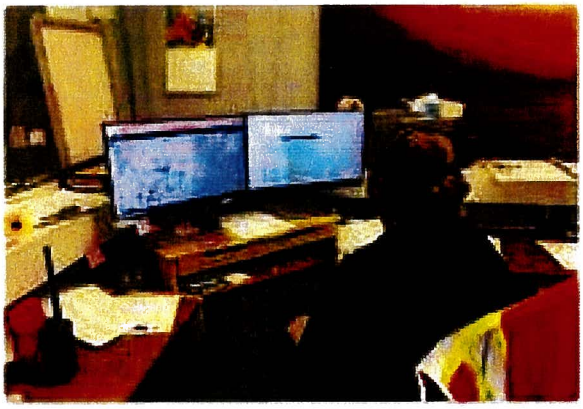
Via's Implementation Approach

Approach for a Successful Implementation

Via is dedicated to configuring and launching successful paratransit and microtransit services that align with Clallam Transit's unique priorities. Our efficient, thorough, and proven process has enabled us to launch **over 125 services in 2024** alone, **100% of which were delivered on time and on budget.**

Via recognizes that Clallam Transit requires a highly experienced partner to successfully manage the modernization of its demand response software system — a critical service for ADA paratransit clients across Clallam County. We provide a **small, dedicated team** that provides **hands-on support** throughout the implementation process and is **easily reachable** for the duration of our partnership. We ensure a smooth data migration using our **proprietary tools for transitioning agencies off of Trapeze** — tools refined through 20+ successful transitions.

Our approach is designed to be **intuitive and seamless**, and is built around **transparency, collaboration, and accountability**. We follow a gated review process to move through implementation in structured, milestone-based workstreams. By pairing hands-on, on-site change management with off-site technical expertise, we ensure staff feel confident to use the system from day one.



We have developed **a proprietary hybrid approach to project management that specifically addresses the needs of paratransit transitions.** Our approach combines the rigor and discipline of clearly defined stage gates (a "Waterfall" approach) with iterative principles tailored to the unique needs of Clallam Transit. We have found that our program's **balance of flexibility and structure is crucial for the successful transition of paratransit operations across a rural and expansive geography**. By clearly defining stage gates and delivering on requirements iteratively and incrementally — while maintaining a willingness to flexibly adjust our approach as needed — we can incorporate Clallam Transit's feedback and adapt to new inputs without introducing inefficiencies. Prioritizing collaboration ensures that the Clallam Transit's configured solution reflects the Clallam County community's needs.

At every stage of the project, we will provide regular progress updates through multiple channels to ensure that all Clallam Transit stakeholders are kept fully informed of the project's status, key performance indicators (KPIs) and service performance metrics (as they become available), and upcoming milestones. Our channels for providing updates include:

- **Weekly Project Meetings:** Via's Project Manager for Clallam Transit, Rachel Birnbaum, will lead weekly meetings to review implementation progress, address open questions, and align on next steps across all workstreams. We will also facilitate regular sessions with frontline teams — including dispatchers, schedulers, and reservationists — to surface any early implementation learnings.
- **Weekly Recap Emails:** To foster visibility among Clallam Transit leadership without requiring attendance at every meeting, we will distribute concise weekly summaries highlighting progress, risks, and accomplishments.
- **Regular Evaluations and Analysis:** Clallam Transit's Partner Success Manager, Chrissie Grover-Roybal, will deliver formal progress reports as well as oversee regular usage analyses to ensure that the software continuously performs as expected over the life of our partnership.

Ongoing Support Approach

Beyond the initial implementation period, Clallam Transit requires a **reliable, responsible partner** dedicated to ongoing platform improvement and maintenance. Our **maintenance and warranty plan** includes proactive monitoring, rapid issue resolution, and automatic feature upgrades. We are proud to take a **Continuous Integration / Continuous Delivery (CI / CD) approach** to development, deploying new code several times a day to ensure that our partners are always on the latest, stablest build of our platform — **at no additional cost**. As new tools and integrations emerge, we thoughtfully integrate upgrades that strengthen reliability and improve day-to-day operations for our partners — allowing Clallam Transit to **consistently deliver high-quality service without disruption or risk of system obsolescence**.

Paratransit Implementation Plan

We will design, launch, test, and calibrate our system to ensure a successful launch of Clallam Transit's paratransit service.

Our work plan consists of **five gated, milestone-based stages:**

1. **Discovery**
2. **Implementation**
3. **Testing and Training**
4. **Dry Runs**
5. **Launch and Ongoing Optimization**

Prior to proceeding from one stage to the next, Clallam Transit will have the opportunity to sign off on key deliverables and objectives. This ensures that our expectations remain aligned over the course of the project and gives Clallam Transit clear avenues to request adjustments to our approach as desired.

Via's implementation process is designed to be seamless and require minimal effort from Clallam Transit staff while ensuring we configure the platform to Clallam Transit's unique operations. The Clallam Transit can of course choose to be involved beyond this baseline if desired. While Via's team will lead every stage of implementation — including data migration, system configuration, testing, and training — we have included the key areas where the Clallam Transit will be involved at each project stage, as requested by the RFP.



Stage 1: Discovery

Key tasks accomplished during this stage include:

- ✔ Contract Award and Technical Requirements Review
- ✔ Development and Design Review

Objective: The objective of this stage is for Via to gain a deep understanding of Clallam Transit's current service operations, challenges, and goals to design the best setup and system launch in Via's platform. Through direct engagement with project team members and additional stakeholders, as well as shadowing, observation, and workshop discussions, Via's team develops the context required to solve for true needs, design our setup for end-to-end processes, and understand potential tradeoffs.

During this stage, we perform a comprehensive service review, conduct launch goal setting, and finalize our customized launch plan, which includes a master schedule, system implementation plan (SIP), risk management plan, draft hardware installation plan, and draft data conversion plan.

At this stage, Clallam Transit will also share crucial inputs with Via. Examples may include: mapping files for service zones, routing rules and restrictions, vehicle depot and dynamic staging locations, legacy client data, standing trip data, rider experience policies, mobile application materials, and branding inputs.

Key deliverables at this stage include the delivery of all project management plans listed above. Clallam Transit will have the opportunity to sign off on these documents prior to proceeding to the next stage of the project.

Anticipated Clallam Transit Staff Resources and Effort:

- Attendance at the Kickoff Meeting with the Project Team to align on project and service performance goals, KPIs, reporting requirements, and an overall project plan.
- Access to current system data, including client information, trip histories, service application records, and scheduling configurations.
- Access to Clallam Transit facilities for Via's on-site observations and allowing our launch team to shadow day-to-day operations.
- Optional Involvement: Allow Via to interview Clallam Transit staff and operators to better understand current operations.



Stage 2: Implementation

Key tasks accomplished during this stage include:

- ✔ Proof-of-Concept Testing
- ✔ System Installation and Integration

Objective: The objective of this stage is to configure Via's software according to the scope defined in Stage 1. We will also work with Clallam Transit to prepare data migration, training, and change management workshops. During this stage, Via's dedicated Project Manager for Clallam Transit, Rachel Birnbaum, will begin to configure our system according to the inputs provided in Stage 1. As this is happening, Training and Change Management Lead Axelle Talma will begin to conduct change management workshops with stakeholders at every level of Clallam Transit's organization, using these inputs to define a custom training curriculum and schedule. Our team will also begin testing data migration flows and model different service parameters in preparation for the conversion of data off of Clallam Transit's legacy platform, Routematch, and onto Via's platform.

Key deliverables at this stage include Clallam Transit's testing environment setup, a finalized training curriculum and schedule, change management materials, and Clallam Transit's instance of Via's software. Clallam Transit will approve of the customized

instance of our software and our training plan prior to proceeding to the next stage of the project.

Anticipated Clallam Transit Staff Resources and Effort:

- Sign-off on system configuration and planning documentation that outlines all decisions made in this phase.

Stage 3: Testing & Training

Key tasks accomplished during this stage include:

✔ System Administrator, Dispatcher/Supervisor, and Driver Training

Objective: The objective of this stage is to ensure that our software is correctly configured and works as expected in local conditions, as well as to carry out a mutually defined training plan that prepares every end user to be comfortable using Via's system. During this stage, we conduct quality assurance (QA) testing and review, begin to conduct on-the-ground supervisor, management, operator, and call center scheduler training, and finalize and test our client account, locational, and trip data migration plan and activities. We perform a series of cascading tests, including both automated and manual testing.

Key deliverables at this stage include a thorough execution of our agreed-upon training plan, the completion of on-site training, and extensive leave-behind training materials and certificates. Clallam Transit will have the opportunity to confirm its satisfaction with all testing, training, and materials prior to advancing onto the next stage.



Anticipated Clallam Transit Staff Resources and Effort:

- Provide office space for Via to conduct training workshops.
- Attend role-specific training workshops for administrative staff, schedulers, dispatchers, and operators.
- Optional Involvement: Depending on Clallam Transit needs throughout the training process, our team can conduct additional training tailored to specific product features or staff user roles

Stage 4: Dry Runs & System Validation

Key tasks accomplished during this stage include:

✔ Mini-fleet Testing

✔ System Acceptance Testing

Objective: The objective of this stage is to provide end users with hands-on experience using Via's software prior to go-live, and to confirm that the technology and hardware behave as expected when used locally in end-to-end, real-world workflows. During this stage, test shifts and workflows are structured to allow Clallam Transit staff to apply their training with oversight and guidance from Via's on-the-ground project team. This will enable Clallam Transit staff to reinforce their learnings and confirm that the new technology behaves as expected. At this stage, we will also perform the bulk of our rider engagement initiatives.

Key deliverables at this stage include the final migration of Clallam Transit data out of the Routematch system. At this stage, we also perform an end-to-end operational flow review, perform dry run practice sessions, and conduct extensive community outreach and rider engagement. Prior to proceeding to the final stage of our project plan, Clallam Transit will have the opportunity to perform a readiness check and sign off on project progress.

Anticipated Clallam Transit Staff Resources and Effort:

- Participate in dry runs and field testing of all software to validate the platform is working as anticipated prior to launch.
- Optional Involvement: We can conduct as many dry runs of our system with Clallam Transit staff as needed to ensure all users feel fully confident to use the platform on the day of launch.



Stage 5: Launch & Ongoing Optimization

Key tasks accomplished during this stage include:

✔ 90-Day Burn-in Period Monitoring and Support
✔ System Sign-off and Start of Regular Support

Objective: The objective of this stage is to complete any final tasks prior to launch and smoothly perform the cutover of service onto Via's system. During this stage, the Rider App is pushed to the Google and Apple app stores, bookings open, and ongoing service optimization begins. We will conduct additional check-ins with Clallam Transit during this stage — including a Day 1 check-in, a Day 2 check-in, a Day 3 check-in, and a Week 1 check-in. We will provide a 90-day burn-in period of monitoring and support.

Key deliverables at this stage include a live Rider App, open bookings, and full service launch. We will provide full and ongoing launch monitoring and support throughout the 90-day burn-in period.

Anticipated Clallam Transit Staff Resources and Effort:

- Join periodic check-ins post-launch with Partner Success Manager, Chrissie Grover-Roybal, at any cadence desired by Clallam Transit.
- Attend quarterly business reviews (or at any cadence desired by Clallam Transit) to monitor service KPIs, analyze operational data, and identify opportunities for optimization.
- Optional Involvement: Collaborate on rider outreach and community engagement efforts as needed to ensure rider awareness and adoption of the service.

Training

Via has trained **tens of thousands of system users and operators across our global deployments**, and we bring that expertise to Clallam Transit with a customized, hands-on training program. All relevant personnel — including dispatchers, schedulers, administrative staff, and operators — will be fully equipped to use the Via platform and operate the service successfully. Depending on Clallam Transit's preference, we can offer on-site, in-office workshops and/or virtual, instructor-led sessions. Our flexible approach ensures every team member gets the role-specific, practical training they need to confidently manage and deliver high-quality service from day one.

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>
> *— Cherry Thomas, Specialized Transportation Manager, Pierce Transit*

Our **train-the-trainer approach** ensures long-term knowledge transfer and internal capacity building by equipping Clallam Transit staff with deep system expertise, instructional best practices, and sustainable training resources. Training is designed to ensure users are proficient in all aspects of the system. There is **no limit to the number of training sessions** we conduct, and Clallam Transit **will not be charged** for training at any

point over the course of our partnership. We will **train an unlimited number** of end users and are happy to conduct **new or updated training sessions even after launch.**

We will provide all software necessary as well as hard and electronic copies of product software manuals for training sessions, and we supplement lessons with help tools including online content, video instruction, interactive classes, materials such as workbooks, "cheat sheets," training aids and online functional or technical system manuals, and a survey of trainees to evaluate the success of our presentation and course materials.



Clallam Transit will receive custom-made, tailored training materials like the ones shown here

Training will be differentiated based on user types. We typically host the following sessions when transitioning partners onto Via's demand response management system:

Training Introduction Workshop: High-level overviews of the paratransit operations tools, Rider App, Web Booking Portal, Operator System, and Admin Portal.

Overall Systems Training: Workshops for using the Admin Portal, Operator System, Rider App, Web Booking Portal.

Accessible Service Scheduling and Dispatch Training: Detailed workshops for supervisors and managers covering every aspect of scheduling, reservations, and dispatch. Training includes instruction on how to log into the system; electronically access all operators' manifests; and monitor vehicle locations with associated time stamps for route starts, pickups, drop-offs, operator status, and end-of-day mileage. Training will cover how to enter new clients; modify client data; create, modify, or cancel both individual and subscription trip requests; and view operator and dispatcher

alerts when schedule changes or cancellations occur during service. Additionally, dispatchers will be trained on how to correct system and/or tablet errors in real time with operators during revenue service.



Advanced Administrative Tools: Training for advanced administrative functions, such as inputting road closures and adjusting operational settings / configurations including maintaining user access to the application at appropriate role levels; accessing system logs and reporting; user and group management; permissions and security management; and configuration settings.



Data and Reporting Training: Workshops for understanding and leveraging the data in our various reporting dashboards, as well as best practices for marketing and growing the service. Training will include data backups; Reporting and Analytics Training; standard management reports; custom report creation; dashboard creation and maintenance; data table structures, and the ability to perform ad-hoc queries against the data.



Operator Training: Workshops for operators, which can be broken up into multiple sessions to accommodate operator schedules if necessary. These will cover how to: electronically log into the system; access the manifest and interpret the itinerary; complete itinerary steps; launch navigation and follow the route guidance; understand fare payment processes; electronically specify passenger type booking and number of passengers boarding; view alerts, schedule, and route changes; contact dispatchers; and troubleshoot/access system support.



Client-Centric Tools Training: Workshops focused on usage of client-centric tools so that staff can help drive adoption and support client community questions and needs.



Call Center Scheduler Training: Workshops covering how to create and manage accounts; book rides and navigate ride negotiation; edit, cancel, and track rides; add and manage a client's "favorites"; communicate with clients; manage payments and payment histories; initiate ride investigations and manage complaints; and support clients using communications tools.

Below, we have included an example schedule with potential training sessions, broken down with the amount of time needed for staff in each relevant department. We will work with Clallam Transit to design a schedule that best fits Clallam Transit's unique needs.

Schedule	Sessions Offered	Audience

Week 1		
Day 1	Introduction to the Via Platform (15 min.) Overall Systems Training (60 min.) Advanced Administrative Tools, including sessions on **IVR** and the **Customer Support Ticketing System** (30 min.) Data and Reporting Training, including sessions on the **Data Hub** and **NTD reporting** (60 min.)	Managers and System Administrators
Day 2 (AM)	Introduction to the Via Platform for Eligibility Management (30 min.) Eligibility Management Workshops, including a session on the **Eligibility Manager** (2 sessions, 45 min.)	Customer Support Staff
Day 2 (PM)	Introduction to the Via Platform for Reservationists (45 min.) Reservationist Workshop, including a session on the **Ride Plan** (2 sessions, 45 min.)	Customer Support Staff
Day 3 (AM)	Introduction to the Via Platform for Schedulers (60 min.) Scheduler Workshop (2 sessions, 60 min.)	Customer Support Staff
Day 3 (PM)	Introduction to the Via Platform for Dispatchers (60 min.) Dispatcher Workshop (2 sessions, 60 min.)	Customer Support Staff
Week 2		
Day 1	Operator Training (4 sessions, 45 min.)	Operators
Day 2	OperatorTraining (4 sessions, 45 min.)	Operators
Day 3	Operator Training (4 sessions, 45 min.)	Operators
Week 3		

Day 1	Dry Runs (4 sessions, 90 min.)	Customer Support Staff, Operators
Day 2	Dry Runs (4 sessions, 90 min.)	Customer Support Staff, Operators
Day 3	Dry Runs (3 sessions, 90 min.)	Customer Support Staff, Operators
Day 4	Dry Runs (3 sessions, 90 min.)	Customer Support Staff, Operators

Support Plan

Support for the Full Lifecycle

Via provides support for the full lifecycle of the system, after implementation is completed for the duration of the contract. Via is dedicated to offering Clallam Transit a reliable, hands-on experience. Our Partner Support Model is designed to provide partners with all the support they will need, not just to ensure successful day-to-day operations, but also to grow ridership, improve the overall efficiency of the service, and secure additional funding to support service expansions.

Via provides comprehensive technical support and continuous system monitoring to ensure optimal functionality. Unlimited technical support is included with our solution with **no additional fees**.



Dedicated Partner Success Manager: The cornerstone of our Partner Support Program is Via's dedicated Partner Success Manager for Clallam Transit, Chrissie Grover-Roybal. Chrissie, who is based in Seattle, will be Clallam Transit's key point of contact for the life of the service. Clallam Transit will be able to contact Chrissie by phone or email with any questions that may arise, and she will travel to Clallam County whenever necessary. Chrissie will provide core support and coordinate the activities of additional Via teams who will contribute to the growth and success of the service.

Technical Support: Via will provide 24/7 technical assistance to Clallam Transit via our tech support platform. A rotating team of support engineers is on call at all times to resolve any problems that may arise. Further, all servers and cloud services dedicated to this deployment will be monitored continuously. The Via System is highly available, delivering 99.9% uptime.

Support Escalations: Any incidents are escalated immediately to the technical team through a predefined alert protocol, ensuring rapid response and issue resolution based on severity. In the event of any incident, we will keep Clallam Transit informed with regular status updates throughout the resolution process. Should any issues arise, we adhere to following service levels:

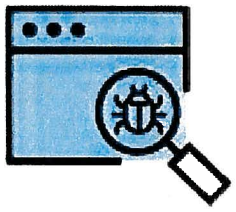
- **Severity level 1** (the Via Solution is completely inoperative): response within 30 minutes of notification of Defect; diagnosis of Defect complete within 2 hours of notification of Defect; and resolution or workaround no later than 6 hours after notification of Defect.

- **Severity level 2** (loss of documented material functionality or features such that all or a substantial portion of the Via Solution cannot be used in production without difficulty or adverse impact on Customer's operations) response within 1 hour of notification of Defect; problem diagnosis complete within 6 hours of problem report; and resolution no later than 3 days following notification of Defect.
- **Severity level 3** (loss of documented material functionality or features but the Via Solution can still be used in production without adverse impact on Customer's operations): response within 24 hours of notification of Defect; problem diagnosis completed within 2 business days of notification of Defect; and resolution within 5 business days of notification of Defect.
- **Severity level 4** (a Defect that does not impact the ability or level of effort to use the Via Solution, including any incompatibility discovered with another product that must be used in the same environment as the Via solution): response within 1 business day of notification of Defect; problem diagnosis complete within 10 business days of problem report; and resolution provided within the next periodic maintenance release.

Technical Updates, Maintenance, and Ongoing Testing and Calibrating Procedures

Across the life of the service, and at **no additional charge**, Via will provide technical updates and software maintenance for Clallam Transit:

- **Upgrades**: As a Software-as-a-Service (SaaS) solution, Via will provide updates for Clallam Transit, including map and system updates. System updates and maintenance to Via's cloud-based software are made continually with **no interruption or downtime** for Clallam Transit. There is no requirement for Clallam Transit to manually upgrade or install a new version of Via's software. We apply a Continuous Integration / Continuous Development (CI/CD) approach to software updates, ensuring that the software remains available during these updates. We provide these updates automatically, so Clallam Transit can trust they are always using the most up-to-date software.
- **New Features**: At Via, we **update our software at no cost** as new features, upgrades, and versions become available. Post-launch, we will work to continuously improve the service in response to performance and feedback. When updates are launched that will impact Clallam Transit's workflows, we will provide proactive communication ahead of time, and additional training to ensure that Clallam Transit staff and operators are prepared to take advantage of new features. Via's dedicated Partner Success Manager for Clallam Transit, Chrissie Grover-Roybal, will be readily available to answer any questions about product updates.
- **Bug Fixes**: Our cloud-based model and continuous agile software development allow us to deliver updates seamlessly. We regularly push bug fixes and patches without requiring any downtime or maintenance, ensuring uninterrupted service delivery.



- **Ongoing Testing and Calibrating Procedures**: Via's rigorous ongoing testing protocol includes automated testing, code reviews, and manual testing by our QA team for all changes before production deployment. Our comprehensive testing procedures encompass functional tests, non-functional tests, black box and white box testing, regular penetration tests, vulnerability scanning, and infrastructure assessments, with all parameter adjustments tested over several protection layers and certified before becoming operational. We conduct monthly release cycles with detailed release notes, maintain separate development and testing environments from production, and perform all testing outside of service hours to ensure continuous system reliability without disrupting live operations.

Timeline

Paratransit Timeline
Below, we have included a timeline expected for launching the paratransit service

Based on our experience with data migrations and launches for partners of a similar size and scope to Clallam Transit, our suggested timeline allows ample time for input gathering, data migration, staff training, and system validation. Our experienced launch team remains **fully flexible**, and can **expedite the process for a faster rollout or take more time if desired** — tailoring the timeline to Clallam Transit's specific needs and preferences.

Stages	Key Tasks	Schedule and Key Dates
Stage 1: Discovery	✔ Contract Award and Technical Requirements Review ✔ Development and Design Review	Weeks 1 - 4
Stage 2: Implementation	✔ Proof-of-Concept Testing ✔ System Installation and Integration	Weeks 5 - 7
Stage 3: Testing & Training	✔ System Administrator, Dispatcher/Supervisor, and Driver Training	Weeks 8 - 9
Stage 4: Dry Runs & System Validation	✔ Mini-fleet Testing ✔ System Acceptance Testing	Weeks 10 - 12
Stage 5: Launch & Ongoing Optimization	✔ 90-Day Burn-in Period Monitoring and Support ✔ System Sign-off and Start of Regular Support	Week 12 - Ongoing

Proprietary and Confidential Information

Via Mobility, LLC's response and all supporting documentation, including associated exhibits and appendices, contain confidential, trade secret, and personal information exempt from disclosure under the Washington State Public Records Act, RCW 42.56 (the "Act"). The confidential materials include, but are not limited to, information relating to back-end application processes, information about its proprietary algorithms, the pricing methodologies and cost structures of our services, our unique business methods, team structure and team member personal information, market positioning, confidential financial information, and sensitive information on key performance indicators. This information is exempt from disclosure under several provisions of the Act, including but not limited to, RCW 42.56.270 (as financial, commercial, and proprietary information, including as information relating to our unique methods of doing business and our unique products under RCW 42.56.270(11)(a)-(b)); RCW 42.56.270(1) (as information that is exempt from disclosure under another statute, namely the Uniform Trade Secrets Act); and both RCW 42.56.070(1) and RCW 42.56.230 (as personal information not subject to public disclosure). Moreover, RCW 42.56.540 permits courts to conduct a balancing of interests to determine whether disclosure is appropriate; here, disclosure would not lead to public gain but would irreparably damage Via by disclosing its trade secret and other confidential information. We respectfully request that your office maintain the confidentiality of Via Mobility, LLC"s response by closing such records from public inspection and, pursuant to RCW 42.56.540, provide us with notice of any request for information prior to production by contacting compliance@ridewithvia.com.

Intellectual Property

The Via Transportation, Inc. products are protected by one or more of the following U.S., European, or International Patents:

- US: 9,562,785, 9,816,824, 10,197,411, 10,677,604, 10,168,167, 10,168,168, 10,458,803, 10,677,602, 11,107,352, 11,859,988 11,574,263, 11,620,592, 11,674,811, 11,830,363.
- Europe: EP3355028, NL3355028, FR3355028, GB3355028, DE3355028, EP3659078, FR3659078, GB3659078, DE3659078.
- Japan: 7258777, 7432649.

Title: Transit Asset Management Plan – Update
Submitted By: Justin Burns, Maintenance Manager
Authorized By: Jason McNickle, General Manager

Factsheet: 2026-065
Date: October 21, 2026

Background
As recipients of Federal and State funds, Clallam Transit System (CTS) must certify a federal Transit Asset Management Plan (TAMP) to be in compliance with all state and federal regulatory requirements, executive orders, and administrative directions to be eligible for discretionary grant funding opportunities through Washington State Department of Transportation (WSDOT) Public Transportation and as a subrecipient through the Federal Transit Administration (FTA).

Discussion:
The updated 2026 CTS TAMP document is a business model that uses the condition of assets to guide the optimal prioritization of funding at transit agencies to keep transit systems in a state of good repair (SGR). CTS has developed this TAMP to aide in: (1) Maintain Safe, Reliable Assets: Guide maintenance, rehabilitation, and replacement to maintain a state of good repair and reduce safety risks; (2) Prioritize Investments: Use asset condition, risk, and lifecycle data to direct funding toward critical needs and support long-term planning and budgeting; (3) Ensure Accountability and Compliance: Promote transparent, data-driven decision, monitor performance, and meet federal reporting requirements; (4) Deciding how to best balance and prioritize reasonably anticipated funds (revenues from all sources) towards improving asset condition and achieving a sufficient level of performance within those means.

Recommended Action
Move to authorize by CTS Motion M32:2026 to adopt the 2026 CTS Transit Asset Management Plan, as presented.

Attachments
CTS Transit Asset Management Plan 2026

Passed and adopted by the Board at a regular meeting by CTS Motion Number M32:2026 thereof this 21st day of October 2026.

_____
Board Chairperson

Approved as to content:

_____
Jason McNickle, General Manager

Attest:

_____
Barb Cox, Clerk to the Board

Orig: TAMP File
cc: Board File

Clallam Transit System

TRANSIT ASSET MANAGEMENT PLAN

November 1, 2026

Prepared by:
Justin Burns, Maintenance Manager

Mission Statement

To enhance the quality of life, bolster mobility, and create opportunities through public transit.

Vision Statement

Provide customer-friendly, reliable, economical, and efficient transportation services that encourage residents and visitors to select Clallam Transit System as an integral part of their routine transportation choices.

About Clallam Transit System

The Clallam County Public Transportation Benefit Area (PTBA), DBA Clallam Transit System (CTS), was formed on July 24, 1979. CTS began operations in October of 1980. The agency started service with a fleet of twelve 22 passenger vehicles operating on ten routes. In 1981, paratransit operations began through contracted arrangements with local private transportation companies. Since then, CTS has experienced incremental changes in fleet size, operational characteristics, and service area. In 1984, the west end of the county was annexed into the PTBA. In April 2011, CTS assumed the day-to-day operations of providing the county's public specialized paratransit service to persons who have difficulty using the regular fixed route public transit service due to impairment or age.

CTS is organized into four departmental areas: operations, maintenance, finance and administrative services. Oversight of all agency operations is the responsibility of the general manager. Legal counsel is at the disposal of the general manager and CTS board as needed. Agency policy oversight is the responsibility of an appointed panel of elected officials. The three municipalities within the service area (Forks, Port Angeles, and Sequim) and Clallam County each appoint two elected representatives to the CTS Board and one non-voting labor representative.

Voters in Clallam County approved the collection of a sales tax not to exceed 0.3 percent of one cent to fund service in the PTBA. This local sales tax revenue was matched by revenues generated by the state motor vehicle excise tax (MVET). On April 25, 2000, Clallam County voters approved the collection of an additional 0.3 percent of one cent to replace revenue lost by the elimination of the MVET, thus providing a stable revenue stream to pay for public transportation services. As of 2026, CTS continues to collect 0.6 percent of one cent sales tax to fund its services.

Clallam Transit System's Title VI Notice to the Public

Non-discrimination Policy: It is the policy of Clallam Transit System to assure that no person shall, on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or otherwise be discriminated against under any of its federally funded programs and activities. Any person who believes their Title VI protection has been violated may file a complaint with CTS's operations. For Title VI complaints and additional Information, call 360-417-1370 or visit www.clallamtransit.com, select legal notices and click the prompt to download the Title VI Complaint form.

Acknowledgements

Clallam Transit System Administrative Staff
Jason McNickle, General Manager and Accountable Executive
Taron Lee, Operations Manager
Justin Burns, Maintenance Manager
Barb Cox, Human Resources Manager
Cherie Huxtable, Finance Manager

Clallam Transit System Board
Mark Ozias, Clallam County Commissioner
Mike French, Clallam County Commissioner
Jeff Gingell, Chair, Forks City Councilmember
Kaylan Kimball, Forks City Councilmember
Amy Miller, Port Angeles City Councilmember
Navarra Carr, Port Angeles City Councilmember
Rachel Anderson, Vice Chair, Mayor City of Sequim
Kelly Burger, Sequim City Councilmember
Rick Burton, Non-Voting Board Member, Amalgamated Transit Union Local 587
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Executive Summary

A Transit Asset Management Plan (TAMP) is a business model that uses the condition of assets to guide the optimal prioritization of funding at transit agencies to keep transit systems in a state of good repair (SGR). By implementing a TAMP, the benefits include:

- Improved transparency and accountability for safety, maintenance, asset use, and funding investments.
- Optimized capital investment and maintenance decisions.
- Data-driven maintenance decisions; and
- System safety and performance outcomes.

The consequences of an asset not being in an SGR include:

- Safety risks (accidents per 100,000 revenue miles).
- Decreased system reliability (on-time performance).
- Higher maintenance costs; and/or.
- Lower system performance (missed runs due to breakdown).

TAMP Policy

CTS has developed this TAMP to aide in: (1) Maintain Safe Reliable Assets: Guide maintenance, rehabilitation, and replacement to maintain a state of good repair and reduce safety risks; (2) Prioritize Investments: Use asset condition, risk, and lifecycle data to direct funding toward critical needs and support long-term planning and budgeting; (3) Ensure Accountability and Compliance: Promote transparent, data-driven decision, monitor performance, and meet federal reporting requirements; (4) Deciding how to best balance and prioritize reasonably anticipated funds (revenues from all sources) towards improving asset condition and achieving a sufficient level of performance within those means.

Agency Overview

Clallam Transit System (CTS) provides 14 fixed-routes, 2 Interlink (microtransit) service, paratransit (ADA) service, and rideshare programs to over 915,000 passengers annually within the benefit area. Peak bus usage during Summer requires 23 buses. CTS manages an extensive core inventory of vehicles and capital assets, including the following:

- A transit center centrally located in the downtown core of Port Angeles, Washington.
- A transit center centrally located in the downtown core of Sequim, Washington.
- A transit center centrally located in Forks, Washington.

The following fleet summary tables provide a current snapshot of CTS's rolling stock, asset age, replacement values, and the percentage of assets that have reached or exceeded their Useful Life Benchmark (ULB). These metrics are used to support SGR planning, capital replacement prioritization, and long-term asset management decision-making.

Asset Type	Current Stock	Past ULB	Percentage Past ULB
Fixed-route buses	**38**	**12**	**31.58%**
Microtransit vehicles	**6**	**0**	**0.00%**
Paratransit vehicles	**18**	**8**	**44.44% (down 4)**
Rideshare vans	**31**	**6**	**19.35%**

Asset Type	Total Number	Average Age	Average Mileage	Average Replacement Cost/Value	Total Replacement Cost/Value	% At or Exceeds ULB
Microtransit Vans	**6**	**2.5**	**32,459**	**$135,448**	**$812,688**	**0.00%**
29' Buses	**6**	**4.0**	**85,215**	**$725,000**	**$4,350,000**	**0.00%**
35' Buses	**14**	**9.4**	**322,683**	**$725,000**	**$10,150,000**	**42.86%**
40' Buses	**15**	**7.7**	**399,810**	**$750,000**	**$11,250,000**	**40.00%**
45' Buses	**3**	**4.0**	**193,788**	**$975,196**	**$2,925,588**	**0.00%**
Paratransit Cutaways	**8**	**7.3**	**153,654**	**$162,043**	**$1,296,344**	**100.00%**
Paratransit Vanc	**10**	**2.0**	**26,921**	**$178,247**	**$1,782,470**	**0.00%**
Rideshare Vans	**31**	**2.3**	**35,521**	**$68,257**	**$2,115,967**	**19.35%**
Support Vehicles	**19**	**6.9**	**54,211**	**$63,525**	**$1,206,966**	**52.63%**

Operating Environment

Local conditions have a direct impact on the level or frequency of preventative/preservative maintenance required for vehicles. Local conditions such as service design, topography, weather, and standard procedures must be considered when developing programs to maintain vehicles.

Service Design

- Rural service is provided using Fixed-route, ADA paratransit service and demand response in some areas.
- Due to our topography and service area of 1,738 square miles, our average speed is medium to high with some vehicles traveling up to 75,000 miles per year. Topography
- Clallam County occupies a long and narrow area in the most northwestern corner of Washington State. Encompassing part of the Olympic Peninsula, the county includes 1,738 square miles of mostly forested and mountainous land. We are bordered by the Straits of Juan de Fuca, a body of salt water directly to the north, and the Pacific Ocean immediately to the west. The Olympic Mountain range borders most of the south boundary. Our operations take us from in-town stop-and-go service to longer-distance routes that travel up to 73 miles one way with infrequent stops.

- The terrain is relatively flat east and mid county. As we travel toward the west end of our service area, the roads have more curves, with some grades and narrowed right-of-way. The west end roads often have more potholes or deterioration from moisture and are more difficult for highway departments to maintain and can occasionally be challenging for transit operations. Weather
- Most of the year we experience rainy conditions. During the winter months, ice or snow on roadways and sand and/or deicer can be expected along with precipitation. Adjustments must be made during routine maintenance to prevent premature corrosion to our assets.

Section 1: Introduction & Applicability

CTS is committed to operating a public transportation system that offers reliable, accessible, and convenient service with safe vehicles and facilities. Transit Asset Management (TAM) is an administrative management process that combines the components of investment (available funding), rehabilitation and replacement actions, and performance measures with the outcome of maintaining publicly owned assets in a SGR.

CTS is currently operating as a defined Tier II transit provider in compliance with (49 CFR § 625.45 (b)(1). Tier II transit providers are those transit agencies that do not operate rail fixed-guideway public transportation systems and have either 100 or fewer vehicles in fixed-route revenue service during peak regular service or have 100 or fewer vehicles in general demand response service during peak regular service hours.

This TAMP provides an outlay of how CTS will assess, monitor, and report the physical condition of assets utilized in the operation of the public transportation system. CTS's approach to accomplish SGR includes the strategic and systematic process of operating, maintaining, and improving physical assets, with a focus on both engineering and economic analysis based upon quality of information, to identify a structured sequence of maintenance, preservation, repair, rehabilitation, and replacement actions that will achieve and sustain a desired state of good repair over the lifecycle of the assets at a minimum practicable cost. This document will cover a "horizon period" of time beginning with the adoption of the plan by a CTS Board action in October of 2026 and ending four years later in federal fiscal year (FFY) 2029. This TAMP will be amended during the four-year horizon period when a significant change to staff, assets, and/or operations has occurred.

The Accountable Executive

Each transit provider receiving Federal Transit Administration (FTA) and/or Washington State Department of Transportation (WSDOT) funding will designate an Accountable Executive to implement the TAMP. The Accountable Executive will be the CTS general manager. The Accountable Executive must balance transit asset management, safety, day-to-day operations, and expansion needs in approving and carrying out the TAMP.

The Accountable Executive shall be responsible to ensure the development and implementation of the TAMP, in accordance with § 625.25 - Transit Asset Management Plan requirements. Additionally, the Accountable Executive shall be responsible to ensure the reporting requirements, in accordance with both § 625.53 - Recordkeeping for Transit Asset Management and § 625.55 - Annual Reporting for Transit Asset Management are completed.

Furthermore, the Accountable Executive shall approve the annual asset performance targets; TAMP document, and SGR Policy and goals. These required approvals shall be certified annually by the Accountable Executive, approved by the Board, and provided to WSDOT with all Federal and state certifications and assurances.

TAMP Elements

As a Tier II public transportation provider, CTS has developed and implemented a TAMP containing the following elements:

1. Asset Inventory Portfolio: An inventory of the number and type of capital assets to include Rolling Stock, Facilities, and Equipment. (Attachments 1-4)
2. Asset Condition Assessment: A condition assessment of those inventoried assets for which CTS has direct ownership and capital responsibility. (Attachment 5)
3. Decision Support Tools and Management Approach: A description of the analytical processes and decision support tools that CTS uses to estimate capital investment needs over time and develop its investment prioritization. (Attachment 8)
4. Investment Prioritization: CTS's project-based prioritization of investments, developed in accordance with § 625.33.

Definitions

Accountable Executive: A single, identifiable person who has ultimate responsibility for carrying out the safety management system of a public transportation agency; responsibility for carrying out transit asset management practices; and control or direction over the human and capital resources needed to develop and maintain both the agency's public transportation agency safety plan, in accordance with 49 U.S.C. 5329(d), and the agency's transit asset management plan in accordance with 49 U.S.C. 5326.

Asset Category: A grouping of asset classes, including a grouping of equipment, a grouping of rolling stock, a grouping of infrastructure, and a grouping of facilities.

Asset Class: A subgroup of capital assets within an asset category. For example: buses, trolleys, cutaway vans, and vans are all asset classes within the rolling stock asset category.

Asset Inventory: A register of capital assets, and information about those assets.

Capital Asset: A unit of rolling stock, a facility, a unit of equipment, or an element of infrastructure used for providing public transportation.

Decision Support Tool: An analytic process or methodology: (1) To help prioritize projects to improve and maintain the state of good repair of capital assets within a public transportation system, based on available condition data and objective criteria; or (2) To assess financial needs for asset investments over time.

Equipment: An article of nonexpendable, tangible property having a useful life of at least one year.

Exclusive-Use Maintenance Facility: A maintenance facility that is not commercial and is either operated by a transit provider or used for servicing their vehicles.

Facility: A building or structure that is used in providing public transportation.

FFY: Federal Fiscal Year (last day of September – first day of October)

Full Level of Performance: The objective standard established by FTA/WSDOT for determining whether a capital asset is in a state of good repair.

Horizon Period: The fixed period of time within which a transit provider will evaluate the performance of its TAM plan. FTA standard horizon period is four years.

Implementation Strategy: A transit provider's approach to carrying out TAM practices, including establishing a schedule, accountabilities, tasks, dependencies, and roles and responsibilities.

Infrastructure: The underlying framework or structures that support a public transportation system.

Investment Prioritization: A transit provider's ranking of capital projects or programs to achieve or maintain a state of good repair. An investment prioritization is based on financial resources from all sources that a transit provider reasonably anticipates will be available over the TAM plan horizon period.

Key Asset Management Activities: A list of activities that a transit provider determines are critical to achieving its TAMP goals.

Life-Cycle Cost: The cost of managing an asset over its entire life.

Participant: A Tier II provider that participates in a group TAMP.

Performance Measure: An expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets (e.g., a measure for on-time performance is the percent of trains that arrive on time, and a corresponding quantifiable indicator of performance or condition is an arithmetic difference between scheduled and actual arrival time for each train).

Performance Target: A quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the FTA.

Public Transportation System: The entirety of a transit provider's operations, including the services provided through contractors.

Public Transportation Agency Safety Plan: A transit provider's documented comprehensive agency safety plan that is required by 49 U.S.C. 5329.

Recipient: Means an entity that receives Federal financial assistance under 49 U.S.C. Chapter 53, either directly from FTA or as a subrecipient.

Rolling Stock: A revenue vehicle used in providing public transportation, including vehicles used for carrying passengers on fare-free services.

Service Vehicle: A unit of equipment that is used primarily either to support maintenance and repair work for a public transportation system or for delivery of materials, equipment, or tools.

State of Good Repair (SGR): Condition in which a capital asset can operate at a full level of performance.

Subrecipient: An entity that receives Federal transit grant funds indirectly through a State or a direct recipient.

TERM Scale: The five (5) category rating system used in the FTA's Transit Economic Requirements Model (TERM) to describe the condition of an asset: 5.0 — Excellent, 4.0 — Good; 3.0 — Adequate, 2.0 — Marginal, and 1.0 — Poor.

Tier I Provider: A recipient that owns, operates, or manages either: (A) one hundred and one (101) or more vehicles in revenue service during peak regular service across all fixed-route modes or in any one non-fixed route mode, or (B) rail transit.

Tier II Provider: A recipient that owns, operates, or manages: (A) one hundred (100) or fewer vehicles in revenue service during peak regular service across all non-rail fixed route modes or in any one non-fixed route mode, (B) a subrecipient under the 5311 Rural Area Formula Program, or (C) any American Indian tribe.

Transit Asset Management (TAM): The strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost-effective, and reliable public transportation.

Transit Asset Management Plan (TAMP): A plan that includes an inventory of capital assets, a condition assessment of inventoried assets, a decision support tool, and prioritization of investments.

Transit Asset Management (TAM) Policy: A transit provider's documented commitment to achieving and maintaining a state of good repair for all its capital assets. The TAM policy defines the transit provider's TAM objectives and defines and assigns roles and responsibilities for meeting those objectives.

Transit Asset Management (TAM) Strategy: The approach a transit provider takes to carry out its policy for TAM, including its objectives and performance targets.

Transit Asset Management (TAM) System: A strategic and systematic process of operating, maintaining, and improving public transportation capital assets effectively throughout the life cycle of those assets.

Transit Provider (Provider): A recipient or subrecipient of Federal financial assistance under 49 U.S.C. Chapter 53 that owns, operates, or manages capital assets used in providing public transportation.

Useful life: Either the expected life cycle of a capital asset or the acceptable period of use in service determined by FTA.

Useful Life Benchmark (ULB): The expected life cycle or the acceptable period of use in service for a capital asset, as determined by a transit provider, or the default benchmark provided by FTA.

State of Good Repair (SGR) Standards Policy

The CTS SGR policy is as follows: A capital asset is in a state of good repair (SGR) when each of the following objective standards is met:

1. **If the asset is in a condition sufficient for the asset to operate at a full level of performance.** An individual capital asset may operate at a full level of performance regardless of whether other capital assets within a public transportation system are in an SGR.
2. **The asset can perform its manufactured design function.**
3. **The use of the asset in its current condition does not pose an identified unacceptable safety risk and/or deny accessibility;** and
4. **The assets life-cycle investment needs have been met or recovered,** including all scheduled maintenance, rehabilitation and replacements (ULB).

The TAMP allows CTS to predict the impact of its polices and investment justification decisions on the condition of its assets throughout the asset's life cycle and enhances the ability to maintain an SGR by proactively investing in an asset before the asset's condition deteriorates to an unacceptable level.

CTS will establish annual TAMP goals, which are separate from annual SGR performance goals, based on tangible criteria related to asset performance. TAM goals include monitoring the following criteria:

- Safety risks: Measure of accidents per 100,000 revenue miles by mode, no more than 1,
- System reliability: On-time performance by mode, 95% goal,
- Maintenance resources: Number of vehicles out of service for 30 or more days, by mode; and
- System performance: Missed runs due to major breakdown as a percentage of total runs by mode, no more than ten in a 30-day period.

CTS believes that TAMP implementation and monitoring provides a framework for maintaining SGR by considering the condition of its assets in relation to the local operating environment. CTS has developed its SGR policies to account for the prevention, preservation, maintenance, inspection, rehabilitation, disposal, and replacement of capital assets. The goal of these policies is to allow CTS to determine and predict the cost to improve asset condition(s) at various stages of the asset life cycle, while balancing prioritization of capital, operating and expansion needs. The two foundational criteria of SGR performance measures are Useful Life Benchmark (ULB) and Condition.

Useful Life Benchmark

The ULB is defined as the expected lifecycle of a capital asset for a particular transit provider's operating environment, or the acceptable period of use in service for a particular transit provider's operating environment. ULB criteria are defined, taking into account a provider's unique operating environment (service frequency, weather, and geography). CTS management has established SGR goal at 90 percent and a ULB for the fleet as described in the following table:

Vehicle Category	FTA Minimal Useful Life
Support Vehicles – Standard	No Criteria
Support Vehicles – Specialty	No Criteria
Van – Vanpool	4 years / 100,000 miles
Van – Special Service	4 years / 100,000 miles
Cutaway Under < 30 feet	5 years / 150,000 miles
Body on Chassis Over > 30 feet	9 years / 250,000 miles
Heavy-duty Under < 30 feet	10 years / 350,000 miles
Heavy-duty 30, 35 & 40 feet	12 years / 500,000 miles
Heavy-duty 45-feet OTR	12 years / 500,000 miles

Condition Assessment

The physical condition of an asset is rated as an SGR performance measure because it is a direct reflection of the asset's ability to perform its intended function. As part of the TAMP SGR Standards, CTS requires that each asset and facility meeting FTA/WSDOT TAMP criteria to have a physical condition assessment conducted on an annual basis (at minimum), where applicable. The condition assessment uses a rating scale to rate the current physical appearance, maintenance requirements, safety, and accessibility of an asset as it currently sits. See Section 3 for more information on condition assessments.

SGR Performance Measures & Targets

SGR performance measures combine the measures of ULB and physical condition to create performance measures from which asset performance targets can be derived on an annual basis. These performance measures are directly related to asset lifecycle (ULB & condition) and maintenance needs. By the time an asset meets or exceeds its assigned ULB, it should have reached its prescribed mileage, maintenance, and condition requirements. Further information related to annual SGR targets can be found in Section 6. FTA/WSDOT defined SGR performance measures include:

- Rolling Stock: (Age and Condition) the SGR performance measure for rolling stock is the percentage of revenue vehicles (fixed route, paratransit and vanpool) within a particular asset class that have either met or exceeded their ULB. The condition performance measure is the percentage of vehicles that score below 3.0 using the WSDOT Asset Condition Rating.
- Equipment (non-revenue service vehicles): (Age) The SGR performance measure applies to non-revenue service vehicles. The SGR performance measure for non-revenue, support-service and maintenance vehicle equipment is the percentage of those vehicles that have either met or exceeded their ULB.
- Facilities: (Condition) the SGR performance measure for facilities is the percentage of facilities within an asset class that score below 3.0 using the WSDOT Asset Condition Rating.

SECTION 2: ASSET INVENTORY PORTFOLIO

The following capital asset items that CTS owns, operates, and has a direct capital responsibility included in the TAMP asset inventory are comprised of: rolling stock, equipment, and facilities. CTS is not a grantee that operates passenger rail service. Therefore, CTS does not have any associated rail infrastructure in its asset portfolio.

CTS utilizes internal spreadsheet reports, Avail Technologies, Inc. Enterprise Transit Management Software (ETMS), and physical accounting practices to maintain inventory, schedule maintenance, and track the condition of assets. CTS is currently transitioning to RTA Fleet Management's Enterprise Asset Management (EAM) software to enhance fleet maintenance tracking, inventory control, work order management, and asset lifecycle reporting.

Assets are inventoried and tracked by entering data into the ETMS system daily. Additionally, asset inventories for various oversights, reporting, and accountability are updated periodically or when a change to fleet data is needed. The CTS Maintenance Department utilizes the ETMS system to track and schedule fleet and facility maintenance.

Rolling Stock

Rolling stock is all CTS owned and operated revenue service vehicles used in providing public transportation. CTS does not utilize or operate any third-party rolling stock assets. The following required data fields are maintained for each rolling stock asset (public transit vehicle):

- Asset Description
- Vehicle Type
- Vehicle Title Ownership
- Mileage
- VIN Number
- Manufacturer
- Year Built/In Service Date/Age
- Reported Condition Assessment
- Purchase Cost
- Purchase Date
- Purchase Status (New/Used)
- Purchase Source (Dealer/Vendor)
- Fuel Type
- Disposition Date, Cost & Buyer
- Grant Number
- Classification
- Last Maintenance Performed
- Expected Useful Life
- Expected Useful Miles
- Useful Life Benchmark (ULB)
- Anticipated Replacement or Rehab Year
- License Plate
- Gross Vehicle Weight
- Vehicle Features
- Capacity: Seating/Standing/Wheelchair
- Length of Vehicle
- Current Status of Vehicle
- Make/Model
- Grant Source Used for Purchase
- SGR Status

CTS operates fixed-route buses; paratransit services, and rideshare programs. The fixed-route bus service fleet inventory is in Attachment 1.

CTS paratransit service fleet inventory is in Attachment 2.

CTS Rideshare program fleet inventory is in Attachment 3.

Equipment

Equipment evaluated by FTA/WSDOT requirements in this TAMP includes service vehicles, regardless of value, and any CTS owned equipment with a cost of over $50,000 in acquisition value. Equipment includes non-revenue service vehicles that are primarily used to support maintenance and repair work for a public transportation system, supervisory work, or for the delivery of materials, equipment, or tools. All non-revenue service vehicle equipment assets are owned and operated by CTS under explicit CTS policy guidance.

Equipment: Non-Revenue Service Vehicles

CTS operates 18 non-revenue service vehicles in its daily operations (Attachment 4). These vehicles are a mixture of operations, administration, and maintenance service vehicles.

All non-revenue vehicles owned by CTS are maintained and tracked in the same manner as revenue vehicles using the ETMS system program. The following required data fields are maintained for each non-revenue service vehicle equipment asset:

- External Vehicle ID
- Asset Description
- Vehicle Type
- Vehicle Title Ownership
- Mileage
- VIN Number
- Manufacturer
- Year Built/In Service Date/Age
- Reported Condition Assessment
- Purchase Cost
- Purchase Date
- Purchase Status (New/Used)
- Purchase Source (Dealer/Vendor)
- Fuel Type
- Make/Model
- Grant Source Used for Purchase (State/Federal %)
- Book Value
- SGR Status
- Classification
- Last Maintenance Performed
- Expected Useful Life
- Expected Useful Miles
- Useful Life Benchmark (UBL)
- Anticipated Replacement or Rehab Year
- License Plate
- Gross Vehicle Weight
- Vehicle Features
- Capacity: Seating
- Length of Vehicle
- Current Status of Vehicle
- Storage Location
- Disposition Date, Cost & Buyer
- Grant Number

Equipment: At or Over $50,000 in Acquisition Value

Equipment is any CTS owned asset item (single line item or group) with a cost of or over $50,000 in acquisition value. Equipment includes items that are utilized in providing public transportation service. CTS does not utilize or operate any third-party equipment assets. All equipment assets are owned and operated by CTS.

In the provision of operating a public transportation system, CTS utilizes key equipment elements that have an acquisition value of $50,000 or more (Attachment 5). These equipment elements are all part of the Facility asset class, which includes the Operations/Administration and Maintenance buildings, the Gateway Transit Center, the Sequim

Transit Center, and the Forks Transit Center, and may include sub-components added to various facilities (e.g. vehicle lifts, systems, etc.).

In addition to the TAMP, the following required data fields are maintained for each non-vehicle equipment asset with an acquisition value of $50,000 or more:

- Type
- Asset Tag (if applicable)
- Description
- Status
- Age
- Condition
- Rehabilitation Year
- Replacement Year
- Vendor
- Quantity
- Units
- Book Value (if applicable)
- Location
- Acquisition Date
- Purchase Source
- Cost
- Item Serial Number (if applicable)
- Model
- Grant Source Used for Purchase (State/Federal %)
- Grant Number
- Disposition Date, Cost & Buyer
- SGR Status

Facilities

CTS owns and has direct capital responsibility for the following facilities: A base facility consisting of an operations and administration building; vehicle maintenance shop building; vehicle parking areas, storage, two fueling stations, and vehicle washing and cleaning areas.

- The Gateway Transit Center in Port Angeles, Washington.
- The Sequim Transit Center in Sequim, Washington.
- The Forks Transit Center in Forks, Washington.

In addition to the TAMP, data for facility assets is maintained and updated within the WSDOT Asset Reporting System as well as within an internal spreadsheet by the CTS Management Team, both on an annual basis. The following required data fields are maintained for each facility asset:

- Asset Ownership
- Asset Description/Name
- Physical Location/Address
- Asset Tag #
- External ID
- Classification
- Asset Type
- Status
- Age/Year Built
- Reported Condition
- Last Maintenance
- Book Value
- Rehabilitation Year
- Replacement Year
- Vendor/Builder
- FTA Facility Classification
- Interior (Square feet)
- Lot Size
- Grant Source Used for Purchase (State/Federal %)
- SGR Status
- Build Cost
- Purchase Date
- In-Service Date
- Purchase Status (New/Used)
- Expected Useful Life
- Landowner
- Building Owner
- Facility Size
- Section of Larger Facility
- Percent Operational
- Number of Structures
- Number of Floors
- Number of Elevators or Escalator
- Number of Parking Spaces (Public, Private, ADA)
- Line Number
- LEED Certification Status
- Features & Amenities (ADA)
- Disposition Date, Cost & Buyer
- Grant Number

SECTION 3: ASSET CONDITION ASSESSMENT

CTS evaluates the condition of its assets on an annual basis by utilizing the WSDOT Condition Assessment Tools (Attachment 9). This rating scale assigned a numerical value or rank based on the physical condition(s) presented by each individual asset throughout its life cycle. The rating scale is based on numbers one (1) to five (5), with 5 being new and 1 being poor. Assets with a rating of 2.5 or higher are considered to be in a state of good repair (SGR) per FTA/WSDOT guidance. Regardless of the SGR score and/or ULB assigned to any asset, the asset may be kept in service provided the actual condition is rated at an acceptable level, the asset is in a safe and acceptable operating condition, and all service/maintenance records clearly indicate acceptable risk, if any. All completed asset inspection forms are documented and retained for the life of the asset. Records retention is a priority for CTS.

Rolling Stock

The TAMP Rolling Stock condition assessment consists of assigning a condition rating to all rolling stock assets for which CTS owns and has direct capital responsibility. A condition assessment ranking is not conducted in the TAMP for rolling stock assets not owned by CTS; if the rolling stock asset is owned by a third party and/or where CTS does not have a direct capital responsibility. However, for the purposes of NTD reporting (Inventory & Condition Submittal), all CTS owned and third-party owned rolling stock assets (regardless of direct capital responsibility) are assigned an asset condition rating. At the time of this writing, CTS owns and operates all fixed-route, paratransit, and rideshare rolling stock (revenue vehicles).

Equipment: Non-Revenue Service Vehicles

The TAMP Equipment condition assessment consists of assigning a transit economic requirements model (TERM) physical condition rating to all equipment that is either a non-revenue service vehicle or a non-vehicle equipment asset with an acquisition value of $50,000 or more (individual line item or group). Furthermore, the equipment condition assessment contains only assets for which CTS owns and has direct capital responsibility.

A condition assessment ranking is not conducted in the TAMP for equipment assets for which CTS does not own, is owned by a third party, the equipment has an acquisition cost below $50,000 (individual line item or group), or where CTS does not have a direct capital responsibility.

However, for the purposes of the National Transit Database (NTD) reporting (Inventory & Condition Submittal), all CTS owned equipment (with direct capital responsibility) that is a non-revenue service vehicle is only reported. At the time of this writing, CTS owns and operates all equipment that is either a non-revenue service vehicle or a non-vehicle equipment asset with an acquisition cost at or above $50.000.

Equipment: Over $50,000 in Acquisition Value (Non-Vehicle) Facilities

The TAMP Facilities condition assessment consists of assigning a physical condition rating, based on the WSDOT Assessment Tool, to all facility assets for which CTS owns and has a direct capital responsibility. A condition assessment ranking is not conducted in the TAMP for facility assets for which CTS does not own the asset, the facility asset is owned by a third party, and/or where CTS does not have direct capital responsibility for the facility asset.

However, for the purposes of NTD reporting (Inventory & Condition Submittal), CTS owned and third party owned facility assets (regardless of direct capital responsibility) are included in the Facility Asset Inventory (Attachment 5).

Only CTS owned facility assets with direct capital responsibility are assigned a facility asset condition rating. At the time of this writing, CTS owns, operates, and has a direct capital responsibility for its administration/operations and maintenance buildings (co-located in a single compound), the Port Angeles Gateway Transit Center, the Sequim Transit Center, and the Forks Transit Center.

Condition assessment inspections will take place in July/August of each calendar year using detailed CTS Maintenance Inspection Checklists. The inspection of major facility components and subcomponents will be conducted by the maintenance manager, with results and data reported to the Accountable Executive. Facility equipment assets that have an acquisition value of $50,000 or greater will also be included in the facility condition assessment inspection.

The process developed to assess the condition of the facilities where CTS has direct capital responsibility and ownership is as follows:

- Define the facility components and sub-components.
- Establish the condition assessment based on the WSDOT Asset Condition Criteria.
- Conduct the assessment on an annual basis.
- Calculate the overall condition by using the WSDOT Asset Rating Scale; and
- Document and report the assessed condition.

In addition, CTS facility inspector(s) will gather and review the following elements before conducting a condition assessment inspection:

- Established CTS maintenance and inspection checklists.
- Inspection schedule/alignment with reporting schedule.
- Data needs.
- Warranty status and age of components; and
- Previous inspection records and historical data (review).

Section 4: Decision Support Tools and Management Approach

Sections 4 and 5 of the TAMP are interrelated and detail the process and tools used to manage the lifecycle planning of capital public transportation assets. CTS staff within the maintenance, finance/grants, compliance, operations and safety, and executive departments utilize a variety of management practices, policies, and technology to manage, maintain, and plan throughout the life cycle of an asset. It is important to note that attachments 1-4 are designed for vehicle assessment and attachment 5 deals with Facility, real property and equipment. The latter document (Attachment 5) contains all planned capital facility investment needs for the horizon period and beyond including those under the $50,000 reporting requirements.

Decision Support Tools

The following analytical process is in place to support investment decision-making, including project selection and prioritization. The decision support tools that CTS utilizes for asset lifecycle management and investment planning include electronic software, written policy, and well-established inspection and periodic maintenance. Written policy and software programs complement each other as they contribute to asset management throughout the lifecycle, from planning and procurement to disposal (Attachment 8).

Management Approach to Asset Management

The primary management approach utilized to maintain state of good repair (SGR) is risk mitigation. This management philosophy applies risk mitigation strategies (policies and procedures) throughout the asset's life cycle, both from a maintenance perspective (breakdowns) and a safety and accessibility perspective (accidents/ADA requirements).

Throughout each asset's life cycle, CTS shall monitor all assets for unsafe and inaccessible conditions. However, identifying an opportunity to improve the safety of an asset does not necessarily indicate an unsafe condition. When CTS encounters and identifies as unacceptable safety risk associated with an asset because of the agency SGR and TAMP execution and monitoring methods, the asset shall be ranked with higher investment prioritization. Safety must be the agency's highest priority.

Performing an analysis of the asset life cycle at the individual asset level is just one management approach CTS uses to maintain SGR. This analysis follows the asset from the time it is purchased, placed in operation, maintained, and ultimately disposed of. The analysis is a snapshot of each asset's current status. The asset lifecycle stages consist of the following strategies:

- Acquisition Strategy (Design/Procurement)
- Maintenance Strategy (Operate/Maintain/Monitor)
- Overhaul and Rehabilitation Strategy (Rebuild)
- Replacement Strategy (Disposal)
- Risk Management Strategy (Mitigation)

Section 5: Prioritized List of Investments

The Investment Prioritization Process states that CTS will perform an investment prioritization analysis on an annual basis to (Attachment 5):

1. Determine what capital investments are needed, how much (and when), in order to maintain SGR; and
2. Rate and rank SGR programs and projects in order of implementation priority.

The investment prioritization analysis aids CTS in making more informed investment decisions to improve SGR of capital assets, and to define when an asset should be overhauled or replaced. The investment prioritization list is a list containing the work plan(s) and schedule(s) of proposed projects and programs that will aid in SGR goal achievement efforts and a ranking of projects and programs based on implementation priority over the TAMP horizon period of four years. While CTS is committed to achieving the SGR goals, reaching these goals would depend on securing 100% of the funding needed through a combination of local, state, and federal assistance to perform refurbishment or replacement of any capital asset.

CTS will rank selected projects and programs to improve or manage the SGR of capital assets for which CTS has a direct capital responsibility. The ranking criteria of projects and programs shall be consistent throughout the TAMP. Priority consideration will be given to local projects and programs that: (1) both improve SGR and correct an identified unacceptable safety risk; and (2) take into consideration ADA requirements (49 CFR Part 37) for maintenance of accessible features and alteration of transit facilities. Furthermore, when developing an investment prioritization list, CTS shall take into consideration its estimation of funding levels from all sources that it reasonably expects will be available in each fiscal year during the TAMP horizon period. Funding, be it assistance from outside sources, CTS reserves, other local funds, or a combination of sources, will be a critical part of the decision-making process.

The ranking of investment prioritization programs and projects will be included in myriad documents, including the State Transportation Improvement Program (STIP), the Transit Development Plan (TDP), and the long-range planning efforts by Peninsula Regional Transportation Planning Organization (PRTPO). The CTS Management team will prioritize investment programs and projects as a direct result of the annual TAMP and SGR performance indicator results. Each investment prioritization program or project ranked shall contain a year and/or date on which CTS intends to carry out the program or project. This output process provides a list of ranked projects and programs at the asset class level that identify assets from the asset inventory.

CTS has been successful in maintaining an up-to-date replacement schedule that is expected to allow the agency to maintain the SGR even with the expected delay of procurement of new vehicles. Some equipment may require unanticipated major component overhauls to reach gaps in replacement, but due to the current and relatively newer average age of fleet vehicles, SGR will be maintained by additional operating repair costs to maintain a percentage of vehicle assets that exceed the established ULB. The Rideshare (Vanpool) program growth may be delayed due to the unavailability of replacement vehicles for this mode of service.

Section 6: Annual Performance Targets and Measures

This section lists the process, data sources, and methodology used in the development of the FTA/WSDOT requirement of CTS to set annual SGR performance goals. As defined in Section 1, a state of good repair (SGR) is a threshold that identifies the desired performance condition. On October 1, 2020, the Accountable Executive updated the established agency Rolling Stock Useful Life Benchmark and SGR Goal of 90 percent (Attachment 7). The annual TAM Goals for FFY 2026-2030 addressing safety risk, system reliability, resources and performance are shown in Attachment 6. The Annual Equipment SGR Goal of 4 (Facilities and related equipment) will be set and adopted upon acceptance of the TAMP document by the Board on October 21, 2026.

Specifically, an asset is in an SGR when: The condition of a capital asset can operate at a full level of performance. This means the asset:

1. Can perform its designed function.
2. Does not pose a known and/or unacceptable safety risk (Condition).

WSDOT has enlisted the use of the following asset performance measure criteria for use in the development of the CTS SGR performance targets for both Rolling Stock and Facilities.

CTS shall establish one or more performance target(s) for each applicable asset class performance measure on an annual basis for the next fiscal year. The timeline for establishing SGR performance targets and measures are as follows:

- CTS will set performance targets for the next fiscal year for each asset class included in this TAMP. This performance goal shall be established on or by no later than the date of the September meeting of the CTS Board.

SGR performance targets are based on realistic expectations derived from both the most recent available data (ULB/condition), FTA performance measure criteria, and the financial resources from all sources CTS reasonably expects will be available during the TAMP horizon period for capital planning purposes. SGR performance goals for the current fiscal year shall be monitored on a quarterly basis. The Accountable Executive is required to approve each annual performance target submission to WSDOT.

Section 7: Recordkeeping and NTD Reporting

CTS shall maintain all supporting TAMP records and documents. CTS shall make TAMP records available to Federal (FTA), State (WSDOT) and MPO entities that provide(s) funding to CTS to aid in the planning process.

CTS will report, on an annual basis, to the FTA's National Transit Database (NTD):

- Inventory of assets.
- SGR performance targets for the next fiscal year.
- Condition inspection assessments and performance measures of capital assets; and
- An annual narrative that provides a description of any change in the condition of the CTS transit system or operations from the previous year, and describe the progress made during the reporting year to meet the performance goals set in the previous reporting year.

Per NTD requirements and because the CTS fiscal year ends on December 31 annually, TAMP data reporting to NTD shall be completed by the finance department by the last business day of October of each calendar year. If an NTD filing extension is required for any reason, an extension letter must be filed with NTD by October 31.

Section 8: Updates and Continuous Improvement

The TAMP can be considered a living document that will be reviewed on at least a quarterly basis, updated, and incorporated into the CTS capital/budget planning, and reporting processes. Beginning in 2026, TAMP data shall serve as a baseline measure of asset performance management. As more data is collected, additional monitoring categories and goals may be included to support decisions based upon condition and reliability.

This document shall cover a horizon period beginning with the completion of the initial TAMP with full implementation in FFY 2026 and ending four years later in FFY 2030. This TAMP shall be amended during the four-year horizon period when there is a significant change to staff, assets, maintenance plans, and/or operations occurring at CTS. The maintenance manager will report to the CTS Board any significant change to the TAMP and the Accountable Executive shall determine any action required of the Board of Directors regarding amendment and/or change to the document. Action by the CTS Board is scheduled for October 21, 2026, to specifically accept the TAMP as up to date.

Section 9: Zero-Emissions Transition Plan

The CTS Zero-Emission Transition Plan was developed in accordance with the Federal Transit Administration (FTA) as a requirement. CTS will make efforts to further reduce greenhouse gas emissions by evolving to zero-emission vehicles when available and financially feasible.

Section 10: Conclusion

The CTS Board, management team, and staff of the Clallam County Public Transportation Benefit Area firmly believe that by implementing this Transit Asset Management Plan, it will allow the transportation system to properly assess all assets with comprehensive methodology, proper planning for replacement and procurement, extensive safety evaluations, and preventative maintenance performance. It will allow CTS to exhaust every asset's useful life and potentially preserve the asset available past SGR and/or ULB. Safe, efficient, reliable, and accessible public transportation options to our users continue to be the cornerstone of successful public transportation provided by CTS. In addition, CTS believes that by implementing this plan, the following positive state of good repair indicators will be a direct result:

- Limit safety risks.
- Justify investments.
- Increase system reliability and accessibility.
- Lower maintenance costs.
- Increase system performance.

In addition to and as an integral part of the CTS TAMP, CTS's Asset Management Plan (AMP) demonstrates the processes and actions adopted to maintain CTS's assets throughout its operating life to maximize the useful life and achieve the lowest life cycle cost of each asset by exercising a planned and in-depth preventative/preservative maintenance program.

The CTS maintenance department is responsible for and committed to providing safe, clean and mechanically reliable vehicles (fixed-route coaches, demand response vans, paratransit, rideshare, microtransit and staff/support vehicles) for public transit operations throughout Clallam County and one regional route serving the Bainbridge Island Ferry. It is CTS's goal to maximize the useful life and achieve the lowest life cycle cost of each asset by exercising a planned and extensive preventative/preservative maintenance program.

Each asset is managed with the intent to achieve the following:

- Minimize degradation of wearing parts and premature failures
- Maximize the asset's life through early detection of defects
- Allow proactive intervention to minimize catastrophic failures

- Minimize operator and customer exposure to accident and injury
- Minimize agency liability when incidents occur
- Maximize service reliability

Elements necessary to provide a quality standard of service are a fleet of mechanically reliable vehicles, adequate facilities, equipment to maintain the fleet, and skilled, motivated employees. To provide reliable service, the fleet size must reflect the peak requirement including spares to cover scheduled major repair work and preventative maintenance inspections.
The maintenance department is also responsible for the maintenance of all CTS owned facilities and maintenance equipment within the Clallam County service area. Facilities and equipment maintenance is approached and managed with the same principles as vehicle maintenance to maximize the useful life of and achieve the lowest life cycle cost by utilizing a planned preventative/preservative maintenance program. CTS proactively maintains its main combined facility located at 830 W. Lauridsen Blvd., Port Angeles utilizing a combination of hired staff and outside contractors. CTS also cooperatively manages and maintains jointly owned facilities under contract or agreements with the City of Port Angeles, City of Forks and the City of Sequim.

Attachments

1: FIXED-ROUTE ROLLING STOCK INVENTORY (REVENUE VEHICLES) WITH ULB/SGR STATUS/CONDITION

2: PARATRANSIT ROLLING STOCK INVENTORY (REVENUE VEHICLES) WITH ULB/SGR STATUS/CONDITION

3: VANPOOL ROLLING STOCK INVENTORY (REVENUE VEHICLES) WITH ULB/SGR STATUS/CONDITION

4: EQUIPMENT INVENTORY (NON-REVENUE VEHICLES) WITH SGR STATUS/CONDITION

5: FACILITY/EQUIPMENT (FIXED) INVENTORY AND EXPENDITURE PLANNING DOCUMENT WITH SGR STATUS/CONDITION

6: CTS ANNUAL TAM GOALS 2026-2030

7: CTS AGENCY SGR GOAL SETTING DOCUMENT (ALL ROLLING STOCK)

8: CTS DECISION MAKING TOOLS

9: WSDOT CONDITION ASSESSMENT TOOLS (ROLLING STOCK AND EQUIPMENT)

Revision History

Agency Name: Clallam County Public Transportation Benefit Area, DBA Clallam Transit System (CTS)

Accountable Executive: Jason McNickle, General Manager

Initial CTS Board Adoption Date: October 21, 2026

Effective Date: May 21, 2018, November 16, 2022, Rev. November 1, 2026

Last Modified By (Name):	Last Modified (Date):
Justin Burns, Maintenance Manager	September 3, 2026

Title: Community Advisory Committee Appointments
Submitted By: Jason McNickle, General Manager
Authorized By: N/A

Factsheet: 2026-066
Date: October 21, 2026

Background

On October 29, 2025, the Clallam Transit System (CTS) Board expressed interest in pursuing a community advisory committee (CAC) for a trial period of 18 months. The Board chairperson appointed a special committee (Committee) for the purpose of providing implementation strategy recommendations to the Board for the establishment of an Ad Hoc CAC. The committee proposed revised guidelines that were approved by the Board on August 26, 2026, to include consideration of youths 16 and older.

Discussion

The recruitment for CAC members was launched by the CTS human resources team on September 1, 2026, and closed on September 30, 2026 with 15 applications submitted and reviewed. Of those applicants, one was not a county resident, therefore not eligible for membership consideration. The Committee met on October 12, 2026, to formally review and discuss the applicants.

The Committee has considered the applicants eligible for membership in accordance with the CAC Guidelines and is recommending to the Board the 14 Clallam County residents for CAC appointments.

Recommended Action

Move by motion M33:2026, to appoint the14 candidates for Community Advisory Committee membership and authorize the Board Chairperson to sign the appointment letters, as presented.

Attachments

CAC Membership Appointment Letters

Passed and adopted by the Board at a regular meeting by CTS Motion M33:2026 thereof this 21st day of October 2026.

_____
Board Chairperson

Approved as to Content:

_____
Jason McNickle, General Manager

Attest:

_____
Barb Cox, Clerk to the Board

Board Meeting File
CAC Committee File

830 West Lauridsen Boulevard
Port Angeles, Washington 98363

CLALLAM TRANSIT

www.clallamtransit.com
360-452-4511

October 21, 2026

Cody Blevins
1111 W 16th
Port Angeles, WA 98363
Sent via email: Cody65247@gmail.com

Community Advisory Committee Appointment Letter

Dear Cody:

Congratulations! You have been selected to join Clallam Transit System's (CTS) Community Advisory Committee (CAC)! This committee will provide valuable feedback and recommendations through thoughtful discussions to help support CTS's strategic goals while strengthening connections with the communities we serve. Thank you for volunteering to help gather community input, increase awareness of CTS services, suggest service improvements, and represent the diverse voices of Clallam County.

Your initial committee appointment is effective October 21, 2026, for a term of 18 months during the committee's trial period with possible continuation thereafter.

Our Clerk to the Board Barb Cox will contact you with details about the first meeting. CAC meetings will be conducted in a hybrid format to include in-person and virtual attendance options and will be scheduled to occur at least quarterly and as elected by the CAC members. CAC members serve without compensation; however, CTS will provide mileage reimbursements for outlying members to attend CAC meetings and assignments.

If you need assistance, please contact the CTS General Manager Jason McNickle by email jasonm@clallamtransit.com phone 360-417-1350 or Barb Cox by email barbc@clallamtransit.com phone 360-417-1357. Welcome to the committee and thank you for your service our community!

Sincerely,

Board Chairperson
Clallam Transit System

830 West Lauridsen Boulevard
Port Angeles, Washington 98363

CLALLAM TRANSIT

www.clallamtransit.com
360-452-4511

October 21, 2026

Paul Collins
2452 Samara Dr
Port Angeles, WA 98363
Sent via email: paul@envirocleannw.net

Community Advisory Committee Appointment Letter

Dear Paul:

Congratulations! You have been selected to join Clallam Transit System's (CTS) Community Advisory Committee (CAC)! This committee will provide valuable feedback and recommendations through thoughtful discussions to help support CTS's strategic goals while strengthening connections with the communities we serve. Thank you for volunteering to help gather community input, increase awareness of CTS services, suggest service improvements, and represent the diverse voices of Clallam County.

Your initial committee appointment is effective October 21, 2026, for a term of 18 months during the committee's trial period with possible continuation thereafter.

Our Clerk to the Board Barb Cox will contact you with details about the first meeting. CAC meetings will be conducted in a hybrid format to include in-person and virtual attendance options and will be scheduled to occur at least quarterly and as elected by the CAC members. CAC members serve without compensation; however, CTS will provide mileage reimbursements for outlying members to attend CAC meetings and assignments.

If you need assistance, please contact the CTS General Manager Jason McNickle by email jasonm@clallamtransit.com phone 360-417-1350 or Barb Cox by email barbc@clallamtransit.com phone 360-417-1357. Welcome to the committee and thank you for your service our community!

Sincerely,

Board Chairperson
Clallam Transit System

830 West Lauridsen Boulevard
Port Angeles, Washington 98363

CLALLAM TRANSIT

www.clallamtransit.com
360-452-4511

October 21, 2026

Judith Taylor
519 S Washington St
Port Angeles, WA 98362
Sent via email: judithtaylor.email@gmail.com

Community Advisory Committee Appointment Letter

Dear Judith:

Congratulations! You have been selected to join Clallam Transit System's (CTS) Community Advisory Committee (CAC)! This committee will provide valuable feedback and recommendations through thoughtful discussions to help support CTS's strategic goals while strengthening connections with the communities we serve. Thank you for volunteering to help gather community input, increase awareness of CTS services, suggest service improvements, and represent the diverse voices of Clallam County.

Your initial committee appointment is effective October 21, 2026, for a term of 18 months during the committee's trial period with possible continuation thereafter.

Our Clerk to the Board Barb Cox will contact you with details about the first meeting. CAC meetings will be conducted in a hybrid format to include in-person and virtual attendance options and will be scheduled to occur at least quarterly and as elected by the CAC members. CAC members serve without compensation; however, CTS will provide mileage reimbursements for outlying members to attend CAC meetings and assignments.

If you need assistance, please contact the CTS General Manager Jason McNickle by email jasonm@clallamtransit.com phone 360-417-1350 or Barb Cox by email barbc@clallamtransit.com phone 360-417-1357. Welcome to the committee and thank you for your service our community!

Sincerely,

Board Chairperson
Clallam Transit System

830 West Lauridsen Boulevard
Port Angeles, Washington 98363

CLALLAM TRANSIT

www.clallamtransit.com
360-452-4511

October 21, 2026

Loren Glica
PO Box 3072
Port Angeles, WA 98362
Sent via email: lglica@olypen.com

Community Advisory Committee Appointment Letter

Dear Loren:

Congratulations! You have been selected to join Clallam Transit System's (CTS) Community Advisory Committee (CAC)! This committee will provide valuable feedback and recommendations through thoughtful discussions to help support CTS's strategic goals while strengthening connections with the communities we serve. Thank you for volunteering to help gather community input, increase awareness of CTS services, suggest service improvements, and represent the diverse voices of Clallam County.

Your initial committee appointment is effective October 21, 2026, for a term of 18 months during the committee's trial period with possible continuation thereafter.

Our Clerk to the Board Barb Cox will contact you with details about the first meeting. CAC meetings will be conducted in a hybrid format to include in-person and virtual attendance options and will be scheduled to occur at least quarterly and as elected by the CAC members. CAC members serve without compensation; however, CTS will provide mileage reimbursements for outlying members to attend CAC meetings and assignments.

If you need assistance, please contact the CTS General Manager Jason McNickle by email jasonm@clallamtransit.com phone 360-417-1350 or Barb Cox by email barbc@clallamtransit.com phone 360-417-1357. Welcome to the committee and thank you for your service our community!

Sincerely,

Board Chairperson
Clallam Transit System

830 West Lauridsen Boulevard
Port Angeles, Washington 98363

CLALLAM TRANSIT

www.clallamtransit.com
360-452-4511

October 21, 2026

Embi Torres
Po Box 1211
Forks, WA 98331
Sent via email: lloveembi@gmail.com

Community Advisory Committee Appointment Letter

Dear Embi:

Congratulations! You have been selected to join Clallam Transit System's (CTS) Community Advisory Committee (CAC)! This committee will provide valuable feedback and recommendations through thoughtful discussions to help support CTS's strategic goals while strengthening connections with the communities we serve. Thank you for volunteering to help gather community input, increase awareness of CTS services, suggest service improvements, and represent the diverse voices of Clallam County.

Your initial committee appointment is effective October 21, 2026, for a term of 18 months during the committee's trial period with possible continuation thereafter.

Our Clerk to the Board Barb Cox will contact you with details about the first meeting. CAC meetings will be conducted in a hybrid format to include in-person and virtual attendance options and will be scheduled to occur at least quarterly and as elected by the CAC members. CAC members serve without compensation; however, CTS will provide mileage reimbursements for outlying members to attend CAC meetings and assignments.

If you need assistance, please contact the CTS General Manager Jason McNickle by email jasonm@clallamtransit.com phone 360-417-1350 or Barb Cox by email barbc@clallamtransit.com phone 360-417-1357. Welcome to the committee and thank you for your service our community!

Sincerely,

Board Chairperson
Clallam Transit System

830 West Lauridsen Boulevard
Port Angeles, Washington 98363

CLALLAM TRANSIT

www.clallamtransit.com
360-452-4511

October 21, 2026

Bradley Nemo Callaway
1729 1/2 E 3rd street Port Angeles WA 98362
Port Angeles, WA 98362
Sent via email: nemo.callaway@gmail.com

Community Advisory Committee Appointment Letter

Dear Bradley:

Congratulations! You have been selected to join Clallam Transit System's (CTS) Community Advisory Committee (CAC)! This committee will provide valuable feedback and recommendations through thoughtful discussions to help support CTS's strategic goals while strengthening connections with the communities we serve. Thank you for volunteering to help gather community input, increase awareness of CTS services, suggest service improvements, and represent the diverse voices of Clallam County.

Your initial committee appointment is effective October 21, 2026, for a term of 18 months during the committee's trial period with possible continuation thereafter.

Our Clerk to the Board Barb Cox will contact you with details about the first meeting. CAC meetings will be conducted in a hybrid format to include in-person and virtual attendance options and will be scheduled to occur at least quarterly and as elected by the CAC members. CAC members serve without compensation; however, CTS will provide mileage reimbursements for outlying members to attend CAC meetings and assignments.

If you need assistance, please contact the CTS General Manager Jason McNickle by email jasonm@clallamtransit.com phone 360-417-1350 or Barb Cox by email barbc@clallamtransit.com phone 360-417-1357. Welcome to the committee and thank you for your service our community!

Sincerely,

Board Chairperson
Clallam Transit System

830 West Lauridsen Boulevard
Port Angeles, Washington 98363

CLALLAM TRANSIT

www.clallamtransit.com
360-452-4511

October 21, 2026

Timothy Dalton
242 Holley Circle
Port Angeles, WA 98362
Sent via email: tedalton55@gmail.com

Community Advisory Committee Appointment Letter

Dear Timothy:

Congratulations! You have been selected to join Clallam Transit System's (CTS) Community Advisory Committee (CAC)! This committee will provide valuable feedback and recommendations through thoughtful discussions to help support CTS's strategic goals while strengthening connections with the communities we serve. Thank you for volunteering to help gather community input, increase awareness of CTS services, suggest service improvements, and represent the diverse voices of Clallam County.

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If you need assistance, please contact the CTS General Manager Jason McNickle by email jasonm@clallamtransit.com phone 360-417-1350 or Barb Cox by email barbc@clallamtransit.com phone 360-417-1357. Welcome to the committee and thank you for your service our community!

Sincerely,

Board Chairperson
Clallam Transit System

830 West Lauridsen Boulevard
Port Angeles, Washington 98363

www.clallamtransit.com
360-452-4511

October 21, 2026

Carmen A Segundo
38 Whidby Avenue
Port Angeles, WA 98362

Via email: Carmen2do@hotmail.com

Community Advisory Committee Appointment Letter

Dear Carmen:

Congratulations! You have been selected to join Clallam Transit System's (CTS) Community Advisory Committee (CAC)! This committee will provide valuable feedback and recommendations through thoughtful discussions to help support CTS's strategic goals while strengthening connections with the communities we serve. Thank you for volunteering to help gather community input, increase awareness of CTS services, suggest service improvements, and represent the diverse voices of Clallam County.

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Sincerely,

Board Chairperson
Clallam Transit System

830 West Lauridsen Boulevard
Port Angeles, Washington 98363

CLALLAM TRANSIT

www.clallamtransit.com
360-452-4511

October 21, 2026

Viola Ware
643 Olympic Hot Springs Rd
Port Angeles, WA 98363
Sent via email: viola.ware@gmail.com

Community Advisory Committee Appointment Letter

Dear Viola:

Congratulations! You have been selected to join Clallam Transit System's (CTS) Community Advisory Committee (CAC)! This committee will provide valuable feedback and recommendations through thoughtful discussions to help support CTS's strategic goals while strengthening connections with the communities we serve. Thank you for volunteering to help gather community input, increase awareness of CTS services, suggest service improvements, and represent the diverse voices of Clallam County.

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Sincerely,

Board Chairperson
Clallam Transit System

830 West Lauridsen Boulevard
Port Angeles, Washington 98363

CLALLAM TRANSIT

www.clallamtransit.com
360-452-4511

October 21, 2026

Stephany Brown
819 Georgiana st
Port Angeles, WA 98362
Sent via email: s02921855@gmail.com

Community Advisory Committee Appointment Letter

Dear Stephany:

Congratulations! You have been selected to join Clallam Transit System's (CTS) Community Advisory Committee (CAC)! This committee will provide valuable feedback and recommendations through thoughtful discussions to help support CTS's strategic goals while strengthening connections with the communities we serve. Thank you for volunteering to help gather community input, increase awareness of CTS services, suggest service improvements, and represent the diverse voices of Clallam County.

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Sincerely,

Board Chairperson
Clallam Transit System

830 West Lauridsen Boulevard
Port Angeles, Washington 98363

CLALLAM TRANSIT

www.clallamtransit.com
360-452-4511

October 21, 2026

Melissa Eyle
301 E Vashon, Apt. 11
Port Angeles WA 98362
Sent via email: eyle@comcast.net

Community Advisory Committee Appointment Letter

Dear Melissa:

Congratulations! You have been selected to join Clallam Transit System's (CTS) Community Advisory Committee (CAC)! This committee will provide valuable feedback and recommendations through thoughtful discussions to help support CTS's strategic goals while strengthening connections with the communities we serve. Thank you for volunteering to help gather community input, increase awareness of CTS services, suggest service improvements, and represent the diverse voices of Clallam County.

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Sincerely,

Board Chairperson
Clallam Transit System

830 West Lauridsen Boulevard
Port Angeles, Washington 98363

CLALLAM TRANSIT

www.clallamtransit.com
360-452-4511

October 21, 2026

Peter LaJambe
1419 S C St, Apt 3
Port Angeles WA 98363
Sent via email: peterwinston24@gmail.com

Community Advisory Committee Appointment Letter

Dear Peter:

Congratulations! You have been selected to join Clallam Transit System's (CTS) Community Advisory Committee (CAC)! This committee will provide valuable feedback and recommendations through thoughtful discussions to help support CTS's strategic goals while strengthening connections with the communities we serve. Thank you for volunteering to help gather community input, increase awareness of CTS services, suggest service improvements, and represent the diverse voices of Clallam County.

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Sincerely,

Board Chairperson
Clallam Transit System

830 West Lauridsen Boulevard
Port Angeles, Washington 98363

CLALLAM TRANSIT

www.clallamtransit.com
360-452-4511

October 21, 2026

Daniel James O'Keefe
70 Everett Rd
Port Angeles, WA 98362
Sent via email: kodocoto@gmail.com

Community Advisory Committee Appointment Letter

Dear Daniel:

Congratulations! You have been selected to join Clallam Transit System's (CTS) Community Advisory Committee (CAC)! This committee will provide valuable feedback and recommendations through thoughtful discussions to help support CTS's strategic goals while strengthening connections with the communities we serve. Thank you for volunteering to help gather community input, increase awareness of CTS services, suggest service improvements, and represent the diverse voices of Clallam County.

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Sincerely,

Board Chairperson
Clallam Transit System

830 West Lauridsen Boulevard
Port Angeles, Washington 98363

CLALLAM TRANSIT

www.clallamtransit.com
360-452-4511

October 21, 2026

Jewel M Starz
112 W 1st St #207 Port Angeles Wa 98362
Port Angeles WA 98362
Sent via email: jmstarz.2020@gmail.com

Community Advisory Committee Appointment Letter

Dear Jewel:

Congratulations! You have been selected to join Clallam Transit System's (CTS) Community Advisory Committee (CAC)! This committee will provide valuable feedback and recommendations through thoughtful discussions to help support CTS's strategic goals while strengthening connections with the communities we serve. Thank you for volunteering to help gather community input, increase awareness of CTS services, suggest service improvements, and represent the diverse voices of Clallam County.

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If you need assistance, please contact the CTS General Manager Jason McNickle by email jasonm@clallamtransit.com phone 360-417-1350 or Barb Cox by email barbc@clallamtransit.com phone 360-417-1357. Welcome to the committee and thank you for your service our community!

Sincerely,

Board Chairperson
Clallam Transit System

Title: Nepotism Policy Update
Submitted By: Barb Cox, Human Resources Manager
Authorized By: Jason McNickle, General Manager

Factsheet: 2026-067
Date: October 21, 2026

Background
Clallam Transit System (CTS) *Nepotism Policy* was updated and presented to the CTS Board (Board) on August 28, 2019, and approved by resolution R22:2019 superseding all prior resolutions. The document has been updated to clarify language and allow accommodation by the general manager as applicable.

Discussion
The current *CTS Nepotism Policy* has been reviewed to assess current practices and the redefinition of close personal relationships and household members, by Washington State. As we do business in a small, rural area CTS employees may be unnecessarily limited in advancement opportunities. Our determination is that there may be suitable accommodation available to enable the consideration of employee or applicant for a supervisory role that alleviates conflict with this policy.

The draft policy update has been reviewed by Summit Law, and their suggestions have been incorporated into the update draft policy.

Recommended Action
Move to approve by CTS Motion M34:2026 the updated CTS *Nepotism* Policy, effective November 6, 2026, as established by CTS Resolution R22:2019, as presented.

Attachments
Updated *Nepotism* Policy and Redline *Nepotism* Policy

Passed and adopted by the Board at a regular meeting by CTS Motion M34:2026 thereof this 21st day of October 2026.

_____
Board Chairperson

Approved as to Content:

_____
Jason McNickle, General Manager

Attest:

_____
Barb Cox, Clerk to the Board

Policy Title and Number: Nepotism 10-250
Review Responsibility: Barb Cox, Human Resources Manager
Approved By: Jason McNickle, General Manager
Authorized By:-Clallam Transit System Resolution 22:2019 and supersedes all prior resolutions addressing this topic
Effective Date: November 6, 2026

1. PURPOSE

A. Clallam Transit System (CTS) is committed to a work environment that promotes fairness and integrity. It is the intent of CTS to avoid the possibility or appearance of preferential treatment based on family or personal relationships regarding employment, contracts, and other rights and benefits of employment.

B. CTS recognizes its employees are often the best advocates for recruiting and advertising its own employment opportunities. CTS further recognizes that recruiting and retaining qualified candidates can be difficult, especially in a rural region.

C. CTS is committed to providing the greatest opportunity for employment and advancement for its employees while maintaining proper controls and divisions of authority within the organization.

2. POLICY

To avoid the reality or appearance of improper influence or actual conflict of interest, no applicant or employee will be permitted to hold a position of supervisory authority over a relative, household member, or a person they have a close personal relationship with, unless an accommodation is available and authorized by the general manager.

A. This policy applies to all CTS employees. CTS reserves the right to determine if a conflict exists in accordance with this policy.

B. CTS will consult this policy when assigning, transferring, reclassifying, or promoting employees.

C. Acting or temporary appointments or assignments of less than 30 days are exempt from this policy. If a personnel matter arises during the acting or temporary appointment or assignment, the employee in the supervisor capacity will report it immediately to their department manager to address.

3. DEFINITIONS

A. Household Members: Employee household members include any individual residing in the employee's home where a close, personal relationship exists.

B. Relatives: An immediate family member is an employee's or applicant's parent, stepparent, grandparent, child, grandchild, spouse or domestic partner, sibling, aunt, uncle, niece, nephew, or individual closely related by blood, marriage, domestic partnership, or legal adoption. These terms apply equally to in-laws and natural, step, or adoptive family relationships.

C. Close Personal Relationship: A close personal relationship between two CTS employees is one that is intimate in nature. This includes relationships where people are dating, engaged, cohabitating, or consider themselves domestic partners.

E. Supervisory Role: Position with authority to appoint, remove, or discipline the other. The role includes hiring, promoting, corrective actions, or other employment actions that could impact an employee's status.

4. ADMINISTRATION

A. Employees are responsible for adhering to the provisions of this policy. Employees will immediately report any relationship, household member, or relative changes that may create a real or potential conflict as described in this policy, to their manager.

B. If any two employees become relatives, household members, or develop a close personal relationship and one has or will have supervisory authority over the other this will be considered a conflict under this policy.

C. Should a conflict under this policy occur, CTS will determine if an accommodation is available that alleviates an employee's or applicant's supervisory authority over another employee.

D. If there is no accommodation available, CTS will attempt to find a suitable position that one of the affected employees may transfer to. If no position exists or is vacant, only one of the employees will be eligible to continue their employment with CTS. The other will be asked to resign from service.

E. The employees involved in the unresolved conflict have 30 calendar days from the determination date that the conflict cannot be accommodated to resolve the issue or voluntarily resign.

F. After the 30 days' notice, if the parties do not resolve the conflict or submit a written resignation, the general manager will make a determination.

5. ADMINISTRATIVE AND REGULATORY CHANGES

A. To facilitate the regular business routine of CTS, the CTS Board authorizes and designates the CTS General Manager to approve and implement subsequent changes to the policy that may be required to be in compliance with federal and state regulatory changes or clarifications. The board will be notified of all policy changes.

B. In addition, the board authorizes and designates the general manager to approve and implement subsequent administrative changes to the policy which are deemed appropriate in order to facilitate the regular business routine of CTS, unless these changes are of major significance. The board will be notified of all policy changes.

6. REFERENCES

A. *CTS Employee Resource Handbook*
B. CTS Code of Ethics Policy

830 West Lauridsen Boulevard
Port Angeles, Washington 98363

CLALLAM TRANSIT

www.clallamtransit.com
360-452-4511

Policy Title: **NEPOTISM**		Policy No.: 10-250
Review Responsibility: Barb Cox, Human Resources Manager	**Approved By:** Jason McNickle, General Manager	
Adopted By: Clallam Transit System Resolution No. 22:2019 and supersedes all prior resolutions addressing this topic.		**Effective Date:** ~~09/16/2019~~ November 6, 2026

1. PURPOSE

A. Clallam Transit System (~~hereinafter "~~CTS~~"~~) is committed to a work environment that promotes fairness and integrity. It is the intent of CTS to avoid the possibility or appearance of preferential treatment for based on family or personal relationships ~~relatives or household members~~ regarding employment, contracts, and other rights and benefits of employment.

B. CTS recognizes its employees are often the best advocates for recruiting and advertising its own employment opportunities. CTS further recognizes that recruiting and retaining qualified candidates ~~is~~ can be difficult, especially in a rural region.

C. CTS is committed to ~~allowing~~ providing the greatest opportunity for employment and advancement for its employees while maintaining proper controls and divisions of authority within the organization.

2. POLICY

To avoid the reality or appearance of improper influence or actual conflict of interest ~~or actual conflict~~, no applicant ~~of CTS~~ or employee will be permitted to hold a ~~assigned to audit the work of the other, hired/transferred, or appointed to a lead or to a lead or supervisory position or role over the other, or~~ position of supervisory authority ~~of~~ over a relative, household member, or a person they have a close personal relationship with, unless an accommodation is available and authorized by the general manager.

A. This policy applies to all CTS employees. CTS reserves ~~it's~~ the right to determine if a conflict exists in accordance with this policy.

B. CTS will consult this policy when assigning, transferring, reclassifying, or promoting employees.

C. Acting or temporary appointments~~/~~ or assignments of less than 30 days are exempt from this policy. If a personnel ~~issue~~ matter arises during the acting or temporary appointment or assignment, the employee in the supervisor capacity will report it immediately to their ~~his/her~~ department manager to address.

3. DEFINITIONS

A. Household members: ~~Persons residing in a CTS employee's home in a close, personal relationship~~. Employee household members include any individual residing in the employee's home where a close, personal relationship exists.

~~**B. Personnel issue:** Actions and decisions regarding hiring, promoting, corrective or disciplinary action, or other employment actions that could impact an employee's status.~~

C. Relatives: An immediate family member is an employee's or applicant's parent, ~~parent-in-law~~, stepparent, grandparent, child, ~~child-in-law~~, ~~step-child~~, grandchild, spouse or ~~state-registered~~ domestic partner, sibling, ~~sibling-in-law~~, aunt, uncle, niece, nephew, or individual closely related ~~to the employee~~ by blood, marriage, ~~state-registered~~ domestic partnership, or legal adoption~~, or other legal obligation~~. These terms apply equally to in-laws and natural, step, or adoptive family relationships.

D. Close Personal Relationship: A close~~,~~ personal, ~~consensual affiliation~~ relationship between two CTS employees is one that is ~~romantic or sexual~~ intimate in nature. This includes relationships where people are dating, engaged, cohabitating, or consider themselves domestic partners,

E. Supervisory Role: Position with authority to appoint, remove, or discipline the other. ~~audit the work of the other, hired, assigned/transferred, or appointed to a lead or supervisory position or role over the other.~~ The role includes hiring, promoting, corrective actions, or other employment actions that could impact an employee's status

4. ADMINISTRATION

A. Employees are responsible for adhering to the provisions of this policy. Employees will immediately report any relationship, household member, or relative changes that may create ~~are~~ a real or potential conflict ~~of this~~ as described in this policy, to ~~his/her~~ their ~~department~~ manager ~~immediately~~. ~~to avoid any harm to CTS or its employees~~.

B. If any two employees become relatives, household members, or develop a close personal relationship and has or will have supervisory authority over the other this will be considered a conflict under this policy.

C. Should a conflict under this policy occur, CTS will determine if an accommodation is available that alleviates an employee's or applicant's supervisory authority over another employee.

D. ~~Should a conflict of this policy occur,~~If there is no accommodation available CTS will attempt to find a suitable position ~~within CTS to which~~ that one of the affected employees may transfer to. If no position exists or is vacant, only one of the employees will be eligible to continue ~~his/her~~ their employment with CTS. The other will be asked to resign from service.

E. The employees involved in an unresolved ~~the~~ conflict ~~will be given~~ have 30-calendar days ~~notice~~ from the determination date ~~the determination is made~~ that the conflict cannot be accommodated to ~~decide if he/she is going to terminate~~ resolve the issue ~~giving rise to the conflict~~ or voluntarily resign ~~from service. to resolve the conflict.~~

F. After the 30-days' notice, if the parties do not ~~end~~ resolve the conflict or submit ~~the necessary~~ a written ~~notice~~ resignation, the general manager will make a determination. ~~on the basis of operational necessity and the employees will be advised of the decision accordingly.~~

5. ADMINISTRATIVE AND REGULATORY CHANGES

A. To facilitate the regular business routine of CTS, the CTS Board authorizes and designates the CTS General Manager to approve and implement subsequent changes to the policy that may be required to be in

compliance with federal and state regulatory changes or clarifications. The board will be notified of all policy changes.

B. In addition, the board authorizes and designates the general manager to approve and implement subsequent administrative changes to the policy which are deemed appropriate in order to facilitate the regular business routine of CTS, unless these changes are of major significance. The board will be notified of all policy changes.

6. REFERENCES

A. *CTS Employee Resource Handbook*
B. CTS Code of Ethics Policy

Title: Avail Technologies, Inc. Agreement Extension
Submitted By: Justin Burns, Maintenance Manager
Authorized By: Jason McNickle, General Manager

Factsheet: 2026-068
Date: October 21, 2026

Background
Clallam Transit System (CTS) Clallam Transit System (CTS) has been utilizing Avail Technologies, Inc., software to support the maintenance department's asset management activities. On December 17, 2025, the CTS Board provided authorization for an agreement extension.

Discussion
We are requesting the Avail Technologies, Inc. contract be extended, effective January 1, 2027, through December 31, 2027. This is to allow sufficient time to complete the request for proposal process and implement a software program capable of meeting the needs of the maintenance department.

Upon receipt of the Avail Technologies Inc. invoice in cost for the one-year contract extension was $66,272.71. It was noted that sales tax in the amount of $5,898.28 was not factored into the renewal cost listed on the agreement. The addition of the applicable taxes brings the total to $72,170.99. To allow for any additional taxes or fees that may not have been accounted for we are seeking a total procurement authority not to exceed $80,000.

Attachment
Avail Technologies Inc. contract proposal

Recommended Action
Move to authorize by CTS Motion M35:2026, the CTS general manager procurement authority for the Avail Technologies, Inc one-year agreement, not to exceed $80,000, and the authority to execute all necessary agreements and procurement documents, as presented.

Passed and adopted by the Board at a regular meeting by CTS Motion Number M35:2026 thereof this 21st day of October 2026.

_____
Board Chairperson

Approved as to content:

_____
Jason McNickle, General Manager

Attest:

_____
Barb Cox, Clerk to the Board

Orig: Avail Technologies, Inc.– Contract File
CC: Board File

1 SUPPORT, WARRANTY, & LICENSE AGREEMENT

THIS SUPPORT WARRANTY & LICENSE AGREEMENT ("Agreement") is made and entered into effective as of January 1, 2027 (the "Effective Date"), by and between Avail Technologies, Inc., a Pennsylvania corporation located at 1960 Old Gatesburg Road, Suite 200, State College, PA 16803, hereinafter called "AVAIL", and Clallam Transit, located at 830 West Lauridsen Boulevard Port Angeles, WA 98363, hereinafter "PROPERTY", collectively referred to as the "PARTIES."

WHEREAS, AVAIL is the owner of the Software (as defined below) which is licensed to PROPERTY under and pursuant to the terms of this Agreement and all referenced Exhibits; and

WHEREAS, PROPERTY, desires to obtain a license to use the Software solely in its business operations on the terms and conditions set forth in this Agreement; and

WHEREAS, AVAIL has licensed to the PROPERTY certain systems as specified in **Section 2** of this document and PROPERTY wishes to have AVAIL perform maintenance services on the software and associated hardware of the licensed systems pursuant to the terms and conditions of the Agreement.

NOW, THEREFORE, the PROPERTY and AVAIL, in consideration of the mutual covenants, promises, and representations contained herein, the sufficiency of which is hereby acknowledged, the PARTIES hereto agree as follows:

1.1 DESCRIPTION AND TERM

1.1.1 SYSTEMS COVERED

The materials covered in this Agreement are the Hardware and Software required for deployment of AVAIL's Enterprise Transit Management Software (ETMS), as set forth in **Section 1.11**.

1.1.2 SITES

830 West Lauridsen Boulevard
Port Angeles, WA 98363

1.1.3 TERM

This Agreement shall commence on the Effective Date and will remain in force until the completion of the Term, unless earlier terminated as set forth in **Section 3.2.** The Term will automatically renew for successive periods of twelve (12) months (each, a "Renewal Term", and the Term and Renewal Term are collectively, the "Term"). Any renewal of term shall be agreed to in writing by the PARTIES at least sixty (60) days prior to the expiration of the current term.

1.2 DEFINITIONS

1.2.1 DOCUMENTATION

"Documentation" shall mean the documentation to which the Software must conform as set forth in the original Project Contract;

1.2.2 ERROR

"Error" shall mean a material and reproducible failure of the Software to function in conformity with the Documentation.

1.2.3 ADDITIONAL SERVICES

"Additional Services" shall mean any service that is not covered by this Agreement.

1.2.4 HOSTED SUPPORT

"Hosted Support" (as elected under services in **Section 1.13.1**) shall mean AVAIL will house, implement, maintain and backup the customer fixed-end system on AVAIL owned (or leased) equipment for the duration of the term.

1.2.5 ANNIVERSARY

"Anniversary" shall mean the beginning date of the term and the annual occurrence of that date for the duration of the term.

1.2.6 PROJECT CONTRACT

"Contract" shall mean the original Intelligent Transportation System Project Contract entered into between AVAIL and PROPERTY

1.2.7 BUG FIXES

"Bug Fixes" shall mean any corrections or upgrades to the Software as development occurs over time.

1.2.8 PURCHASED FEATURE ENHANCEMENTS

"Purchased Feature Enhancements" shall mean any software features developed beyond the documentation for the original Project Contract when and where this system was purchased by PROPERTY.

1.2.9 NEW FEATURE PURCHASES

"New Feature Purchases" are features above and beyond the scope of the original Project Contract that existed and were not purchased at that time OR new features developed after the completion of the original Project Contract.

1.3 PROPERTY SUPPORT PLANS

PROPERTY has elected the level of support set forth in **Section 1.13.1**

1.4 AVAIL RESPONSIBILITIES

During the term of this Agreement, AVAIL shall provide the following support measures ("Support Services")

1.4.1 STANDARD LEVEL OF SUPPORT

The Standard Level of Support of which there are two problem resolution standards (See **Section 1.13.1**):

1.4.1.1 GENERAL PROVISION:

A. Telephone hot line access for problem and error reporting and response of diagnostic services;

B. Ability to initiate support requests via e-mail to support@Availtec.com; and

C. Ability to initiate support requests via AVAIL Customer Support Portal by visiting https://www.availtecportal.com.

D. AVAIL shall staff their Call Center during regular business hours see **Section 1.13.1**. In case of a support call, AVAIL will want to collect the pertinent information as soon as practical. In the event that AVAIL cannot answer the initial call, a voicemail service shall be operative as a backup system;

1.4.1.2 ROUTINE CARE

A. AVAIL shall respond to the call as stated in **Section 1.13.1**;

B. The problem will be entered into the AVAIL tracking system, entering the Caller's Name, PROPERTY Location and Contact Phone Number;

C. AVAIL shall keep PROPERTY advised of a plan for resolution of the error as soon as practical; and

D. If the error occurs after AVAIL business hours, the Caller shall still leave a voice message with the same information as listed above.

1.4.1.3 URGENT CARE

A. AVAIL will respond to a call as stated in **Section 1.13.2**;

B. Upon receipt of the call, the Support Team will immediately begin to assess the error and begin the process of resolving the problem. Resolution shall be conveyed to PROPERTY as soon as practical;

C. The error will be entered into the AVAIL tracking system; and

D. On-site response for requests for remedial support and diagnostic repair services in response to a problem submitted to AVAIL shall be pursuant to **Section 1.13.2** of this Agreement.

1.4.1.4 SYSTEM SELF-DIAGNOSTICS AND SELF-HEALING CAPABILITIES

A. Through the use of the sophisticated Software monitoring system, the system will notify the operations staff of potential system degradation and alerts the on-call staff via message 24 hours / 7 days a week.

B. Through these same techniques, the system has the capability to self-heal processes that have stalled or failed.

1.5 PROPERTY RESPONSIBILITIES

PROPERTY shall give AVAIL, their full cooperation to facilitate proper and prompt performance of the Support Services and any Additional Services that the PARTIES agree. PROPERTY shall provide:

A. A key technical contact that shall be familiar with the System and/or Software to provide adequate information and feedback in order to facilitate problem reporting and resolution;

B. The key technical contact will be aware of the terms and conditions under which AVAIL Systems provides after hours support:

I. Promptly notify AVAIL of any error in the System;

II. Provide sufficient information for AVAIL to effectively diagnose errors including a detailed description of the issue in text format, an explanation of what the user was doing when the issue occurred, any error messages that the system returned, screen shot images of the error, the current status of the system, a determination if the system is functional, and a state retrieval, if requested;

III. Permit AVAIL to take such reasonable steps as AVAIL shall consider necessary to remedy any errors;

IV. Allow AVAIL prompt and reasonable access to:

a. The Software and Intelligent Transit System (ITS) Server through a Virtual Private Network (VPN) in case of primary server hardware failure and access to other 3rd party systems such as the communications network provider.

b. PROPERTY's physical sites, at the locations specified in **Section 1.1.2.**

V. Provide a reasonably safe and secure work environment at the site(s) for AVAIL's authorized personnel performing Support Services and Additional Services on-site.

VI. PROPERTY shall not permit any person other than authorized AVAIL personnel to make corrections or in any way modify the Software. Any work, repair, replacement, remedial support, emergency support, or correction necessary will be in violation of this provision shall be considered Additional Services.

1.6 SOFTWARE MAINTENANCE

AVAIL shall notify and make available to the PROPERTY all Purchased Feature Enhancement and Bug Fixes to the software for the current software license. The nature and extent of the elements to be included or covered in any Enhancement, or Bug Fix shall be determined solely by AVAIL.

Purchased Feature Enhancements and Bug Fixes will be made available to the PROPERTY at no additional charge other than the costs for additional hardware, configuration, integration, testing, travel and lodging and per diem, provided they are current in their payment of the fees set forth in **Section 4**.

In the event the PROPERTY has elected not to pay the Maintenance and Support Fees, they may obtain updates of a Purchased Feature Enhancements and Bug Fixes by paying the aggregate annual Maintenance and Support Fees which would otherwise have been due from the date of discontinued Maintenance and Support Services to the date such Purchased Feature Enhancement or Bug Fixes becomes generally available.

As soon as practical, AVAIL will provide the PROPERTY with information relating to any Software New Features during the term of this Agreement. New Feature Purchase shall be negotiated and agreed to in writing, between the PARTIES, prior to any work beginning on the requested task. All reasonable efforts shall be made by the PROPERTY to provide AVAIL access to the individual Software server through the VPN process. Any New Feature Purchases, Purchased Feature Enhancement and Bug Fixes provided shall be governed by all of the terms and provisions of this Agreement.

Upon notification, the PROPERTY shall have six (6) months from receipt of such notice to authorize AVAIL to deliver the product, provided they are current in their payment for Support, Warranty and License Fees. All New Feature Purchases, Purchased Feature Enhancements, or Bug Fixes provided, shall be considered Software for purposes of this Agreement.

AVAIL agrees to provide to the PROPERTY the elected level of support as defined in **Section 1.13.1** for the Software and any subsequent upgrades during the full term of this Agreement (including all renewals) through the Term or any subsequent extension of Maintenance and Support Services; provided that the PROPERTY has paid the applicable Support, Warranty, and License Fees hereunder as and when they become due. AVAIL agrees that its failure to continue to provide such support shall constitute a material breach of this Agreement.

AVAIL agrees to provide to the PROPERTY the Level of Support as stated in **Section 1.13.1** for the Software and any subsequent upgrades during the full term of this Agreement (including all renewals) through the end of this Agreement or any subsequent extension; provided that the PROPERTY has paid the applicable Support Fees hereunder as and when they become due. AVAIL agrees that its failure to continue to provide such support shall constitute a material breach of this Agreement.

1.7 MAINTENANCE AND SUPPORT SERVICES

A. The PROPERTY shall pay the Support, Warranty, and License Fees set forth, and the PROPERTY will receive technical support for the Term;

B. Provided the PROPERTY has paid the applicable Support, Warranty, and License Fees, AVAIL shall support the Hardware and Software as set forth in this Agreement;

C. Corrections - For a period of Twelve (12) months following the release of a Purchased Feature Enhancement upgrade, AVAIL will use reasonable efforts to support any previous Release of that Software program. AVAIL shall advise the PROPERTY as soon as practical, of the intention to discontinue support services of any version of AVAIL software currently in use by the PROPERTY. AVAIL shall also maintain this requirement for the subcontractors they use for this Project;

D. AVAIL shall have no obligation to correct problems which are traced to any PROPERTY errors, modifications, enhancements, software or hardware.

E. In the event that AVAIL provides any Additional Services requested by PROPERTY, AVAIL shall invoice for such Additional Services based upon its then-current time and material rates. PROPERTY shall pay all charges for such Additional Services within thirty (30) days from the date of invoice. Charges for Additional Services may include fees for labor, materials, hardware components, shipping, software, documentation, and/or other products or services and associated expenses, including reasonable travel expenses incurred by AVAIL when providing Additional Services at PROPERTY's request.

F. Additional Support, Warranty, and License, which shall follow the completion of this Agreement pursuant to **Section 1.1.3**, may be extended for an agreed upon timeframe by the PARTIES. The cost will be at AVAIL's then-current standard Support, Warranty, and License Fees for as long as AVAIL offers such support. The intent is to make payment of the applicable fees in advance of each anniversary. If PROPERTY purchases Support, Warranty, and License for any copy of the Software, it must purchase Support, Warranty and License for all licenses of such Software unless PROPERTY has discontinued the use of certain licenses within the Avail Suite of purchased and installed modules.

1.8 TRAVEL EXPENSES

PROPERTY will reimburse AVAIL for any reasonable out-of-pocket expenses deemed appropriate and as approved in writing by PROPERTY's staff assigned to this project, including airfare, travel to and from PROPERTY's site, lodging, meals and shipping, as may be necessary in connection with the duties performed under this Agreement by AVAIL. AVAIL will quote travel expenses and PROPERTY will provide written approval prior to travel commencing. Appropriate expenses shall be limited to those incurred on site visits associated with the performance of this Agreement. AVAIL shall submit requests for reimbursement to PROPERTY. Such requests shall be accompanied by documentation substantiating the expense. Invoices for these expenses shall be presented to PROPERTY by AVAIL within fifteen (15) days of the end of the month. PROPERTY will pay these charges within thirty (30) days of the date of the invoice.

1.9 MAINTENANCE AND SUPPORT

A. AVAIL represents to PROPERTY that all services provided hereunder will be performed in a workmanlike manner.

B. This Agreement includes the Software and Hardware listed below for the entire Term. If during the duration of this Agreement, any software or hardware were to become obsolete, AVAIL agrees to work with PROPERTY to provide a replacement device and to ensure its downward compatibility with the rest of the deployed system.

1.10 SYSTEM SUPPORT

AVAIL will provide remote and, if necessary, on-site system support as per **Section 1.10.2(B)**, for the Term specified in this Agreement, for all software initially provided by AVAIL for sustaining the accepted system configuration.

1.10.1 PHONE AND REMOTE DIAGNOSTIC SYSTEM SUPPORT

AVAIL will provide consultation to PROPERTY's Key Technical Contact to:

A. Facilitate remote troubleshooting and solution implementation;

B. Acquire and review data logs for problem identification via remote access line;

C. Provide problem analysis and possible resolution;

D. PROPERTY must maintain remote access capability for AVAIL to diagnose reported software and systems problems. Remote access will be via a VPN connection;

E. AVAIL can, at PROPERTY's request, assist in arranging for service and support of non-warranted components (i.e. LAN interface to the Communications system and Installation / Removal services). AVAIL will not be responsible for the service call or system repair costs. Such costs will be billed to PROPERTY.

1.10.2 EXCEPTIONS

A. If it is determined by AVAIL that a hardware or software problem was not due to an AVAIL installed component, PROPERTY will be responsible for all engineering and technical support, time and material costs. All labor will be charged at AVAIL's prevailing rates;

B. On-site support is not included in the Agreement but is available on a time and material basis. However, AVAIL will provide remote support to PROPERTY without additional charge

1.11 MAINTENANCE AND SUPPORT COMPONENTS

1.11.1 SOFTWARE LICENSES

Item – Description	Qty
Transit Assets • Asset Condition • Asset Inventory • Facilities • Fleet • Maintenance • Parts • Work Orders • Business Intelligence	Site
Finance Suite • Accounts Payable (Vendor Master) • General Ledger (lite) • Procurement (Requisitions, Purchase Orders)	10

1.11.2 HOSTING SERVICES & LICENSING

Item – Description	Qty
Hosting Services – Azure cloud-hosting for central system software	Site

All data stored by AVAIL on the cloud-system is solely owned by the PROPERTY and no data shall be used, stored, or shared without explicit permission from PROPERTY.

Changes in the fleet composition (quantity of connected devices across fleet, supervisors and other users) of PROPERTY will be assessed as devices/users are added/removed. Connected devices will be evaluated semi-annually as the fleet is expanded by PROPERTY and additional fees may be assessed by AVAIL.

1.11.3 THIRD-PARTY

1.11.3.1 NON - COVERED THIRD-PARTY SOFTWARE

Item – Description	Qty
Csched Scheduling	Site

1.11.4 SYSTEM MAINTENANCE

A. PROPERTY is responsible for equipment replacement as required for all installed equipment including:

I. In-vehicle equipment;

II. Wireless modem;

III. Wireless LAN;

IV. Wayside Sign Component modules

B. System Maintenance includes removal of equipment, replacement with a spare, initial triage diagnostics and shipping to a designated repair point. Any item returned to AVAIL must follow AVAIL's RMA procedures;

I. PROPERTY is responsible for shipping cost to AVAIL or designated repair point. AVAIL will return ship at AVAIL's expense.

1.11.4.1 EXCEPTIONS:

A. Non-technical hardware items such as batteries, racks, cables, connectors, mounts, handsets, speakers, antennas, sign audio buttons, KVM switches, network switches, memory storage media, panels and punch blocks are wear items and are not covered beyond the Vehicle Installation Support;

B. AVAIL is not responsible for:

I. Hardware and Software that are not used and serviced according to the training and instructions provided by AVAIL;

II. Products that have been altered, repaired or modified without prior consent from AVAIL;
   a. Products damaged by any third-party equipment or intervention, force of nature or other conditions not In AVAIL's control;
   b. Products damaged due to negligence or abuse.
   c. Cost, loss or damages resulting from the use of AVAIL supplied products, including but not limited to, loss of time, inconvenience and loss of production;
   d. Shipping and shipping related costs of products mailed to AVAIL;
   e. Costs associated with parts, materials and labor provided by PROPERTY's Maintenance personnel.

C. AVAIL may evaluate items not covered under Maintenance and Support and an assessment will be provided to PROPERTY. If PROPERTY agrees with the assessment, they will be charged for the labor to complete the evaluation, shipping and shipping related costs, parts and materials used and repair labor. If PROPERTY elects not to repair the item, only the labor required for the assessment will be charged. All labor is charged at AVAIL's prevailing rates for the required skill level.

1.11.4.2 TIME AND MATERIAL CHARGES FOR NON-SUPPORTED HARDWARE REPAIRS OR SUPPORT

A. To maintain system support coverage, all systems hardware must be returned to AVAIL for repair or approved for repair by AVAIL at a specified repair facility;

B. Any returned unit may be repaired or replaced at the sole discretion of AVAIL;

C. AVAIL will charge a minimum of one (1) hour for each issue or return with subsequent increments billed at one-quarter (1/4) hour intervals at AVAIL's prevailing rate charges (Please refer to **Section 1.13.1**);

D. Charges for non-supported repair / replacement or support will include the prevailing Preferred Customer rates (subjected to periodic updates).

E. Travel and associated travel labor costs for on-site work (if required) are not included and will be invoiced to PROPERTY at travel costs shall be pursuant to **Section 1.8** of this Agreement. An estimate of on-site costs will be provided prior to any travel expenses being incurred.

1.11.4.3 SYSTEM MAINTENANCE LOGGING

All system maintenance or repair information, whether Hardware or Software, is collected and recorded via CRM Case Logs entry, RMA Tracking for Hardware and configuration management tools for Software.

1.12 LIMITS OF MAINTENANCE & SUPPORT PLAN

The maintenance and support set forth in this Agreement is a limited maintenance and support plan. The hardware and software included under the initial installation, new feature purchases, purchased feature enhancements or bug fixes, are subject to the representations, warranties, indemnifications, limitations and disclaimers set forth in the Agreement.

1.13 AVAILABLE CUSTOMER SUPPORT PLANS

1.13.1 MAINTENANCE AND SUPPORT PLAN

Plan	Description
Standard Business and Extended Hours ☒	• Routine Care and Urgent Care are provided during standard business hours. • If needed for a non-covered item, Time and Material charge mechanism must be in place before work will commence • Urgent Care response 24/7 access to the AVAIL Support Team which includes Standard Business Hours Support and all NON-business hours of coverage to support Urgent Care needs. • A customer support line to contact the on-duty support engineer at AVAIL. • The continuation of Urgent Care resolution after Standard Business Hours.
Hosted System ☒	• Includes all features of Standard Business Hour Support and Extended Hours Support • AVAIL operates and maintains the fixed end computer system in our dedicated data center operation • AVAIL connects to your high-speed communications interface provider • AVAIL maintains system backup services and operational system redundancy • Includes system hardware maintenance and software release maintenance and upgrades • AVAIL provides the staff for operation and maintenance of the computer system at the hosted location

1.13.2 PROBLEM RESOLUTION STANDARDS

PRIORITY	DEFINITION
Low (Portal)	A nuisance issue which is not causing a significant impact on system performance or interfering with the work of the customer. New myAvail account request, myAvail password reset. Update on RMA's, general questions.
Medium (Portal)	A support ticket that does not have a significant impact on system performance or interfering with the work of the customer. Cannot access non-critical reports, Driver cannot login to one vehicle, Timepoints or trigger boxes are incorrect. Finance suite
High (Call)	A support ticket that has a significant impact on the system performance and/or whichhas a significant impact on the customer and/or is public facing. Multiple buses in fleet are down, User not able to login to scheduling package, scheduled publish did not work. Payroll processing and PR setup issue affecting PR processing
Critical (Call)	System outage. Entire fleet is down, all buses can't communicate to dispatch and passenger info on myStop is down. Payroll check processing, PR ACH file issues, unable to login to system.

Priority Level	Normal Business Hours		Outside Business Hours	
	Response Time	Resolution Time	Response Time	Resolution Time
Critical	15 minutes	2 hours	1 hour	4 hours
High	2 hours	1 business day	4 hours	1 business day
Medium	1 business day	5 business days	1 business day	5 business days
Low	1 business day	10 business days	1 business day	10 business days

****These resolution standards do not include RMA's, product enhancement requests, and system bug diagnosis and fixes.**

1.14 REPORTING PROCESS

C. **Critical or Urgent issues such as an outage should be reported via phone to 814-234-3394 option 1**

I. Avail has 24/7 support hours outside of normal business hours (7 am to 8 pm Eastern Time)

a. 814-234-3394, then press option 1

D. **Customer Portal Usage**

I. Avail encourages the use of our customer portal for medium and low priority cases. The intent of the portal is to provide support with all the necessary information so that the appropriate support representative with the skills required can contact you for the most effective troubleshooting. Utilizing the portal provides a better interactive experience for our customers.

E. RMA Requests can be submitted via customer portal.

I. Portal - https://www.availtecportal.com

F. If there is no answer when you call the support phone line please leave a detailed voicemail: be sure to leave caller first and last name, property name contact phone number, and detailed description of problem. A case will be created referencing your voicemail and support will follow up accordingly. Please refrain from calling until you get a live person.

1.15 STANDARD BUSINESS HOURS

A. Monday through Friday; 7:00 AM to 8:00 PM EST

B. Follow the priority level SLA chart and definitions in section 1.13.2 for standard case practices.

C. The following national holidays are excluded during standard business hours. During holiday's where Avail is closed use the 24/7 support phone for critical issues. Use the customer portal for low and medium priority cases and Avail will follow up when standard business hours resume.

January 1st	Presidents Day
Memorial Day	July 4th
Labor Day	Thanksgiving Day
Friday Immediately after Thanksgiving	Christmas Eve -Dec. 24th
Christmas Day – Dec. 25th	

NOTE: If the Holiday falls on a **Saturday**, AVAIL is closed on the **preceding Friday**.
NOTE: If a Holiday falls on a **Sunday**, AVAIL is closed on the **following Monday**

1.16 WORKFLOW

Upon receipt of an issue, AVAIL support staff will begin documentation of the issue. The documentation shall record all pertinent information that has been received either by telephone or email. Following completion of the gathering of information regarding the problem, AVAIL support staff will categorize the issue and communicate the target action back to PROPERTY contact.

Once a problem has been identified, AVAIL support staff will work with AVAIL or third-party engineering staff to determine an appropriate solution timeframe. Once the solution has been tested and proven viable, AVAIL support staff will contact PROPERTY to make arrangements for implementation. In the event the solution cannot be tested and implemented within the timeframe that was initially communicated to PROPERTY, AVAIL support staff will attempt to implement a workaround for PROPERTY while pursuing resolution. In all cases, AVAIL will attempt to minimize the amount of time necessary to resolve the issue.

If AVAIL personnel cannot recreate the problem in the lab configuration, additional information may be required from PROPERTY. This may include but is not limited to screen shots in .bmp or .jpg format and/or retrieval of files from the affected software.

AVAIL will endeavor to resolve any system problems remotely through use of a Virtual Private Network (VPN). If both parties deem it necessary to travel to PROPERTY premises to resolve the problem, the on-site engineering /technical support services are included in this Agreement. The cost for the travel and living expenses shall be agreed upon in advance between the PARTIES. The engineering / technical support services rendered will be billed to PROPERTY if it is determined while on site that the problem resolution was not due to AVAIL's inability to re-create and resolve the problem remotely.

2 SOFTWARE

2.1 LICENSE TO USE SOFTWARE

2.1.1 DESCRIPTION

In consideration of the licenses set forth in the Agreement, and subject to termination as provided **Section 1.13.2**, AVAIL grants to Property a nonexclusive, nontransferable site license for authorized Property employees (users) and vehicles (as provided in **Section 2.1.2** below) to use the Avail Enterprise Transit Management Software (ETMS).

THE SOFTWARE IS COPYRIGHTED AND LICENSED (NOT SOLD). AVAIL DOES NOT SELL OR TRANSFER TITLE TO, OR ANY OWNERSHIP INTEREST IN, THE SOFTWARE OR DOCUMENTATION TO PROPERTY. PROPERTY'S LICENSE OF THE SOFTWARE WILL NOT COMMENCE UNTIL PROPERTY HAS EXECUTED THIS AGREEMENT AND AN AUTHORIZED REPRESENTATIVE OF AVAIL HAS RECEIVED, APPROVED AND EXECUTED A COPY OF IT AS EXECUTED BY PROPERTY.

2.1.2 SCOPE OF PERMITTED USE

Pursuant to **Section 1.11** – PROPERTY agrees that it may allow its designated employees or computers (Users) access to the software and may manage all authorized vehicles in the Software.

2.1.3 SCOPE OF LICENSE RIGHTS; RESTRICTIONS

A. The license granted to PROPERTY under this Agreement entitles PROPERTY to use, and PROPERTY agrees to use, the Software and Documentation solely as set forth in this **Section 2.1.3 (A)(I)** through **Section 2.1.3 (A) (IV)**:

I Store, install and access the Software, in machine readable form, through an internal network using those computers and software specified in the Agreement, or access the Software via the Internet, but in either case only for use by the PROPERTY site's authorized and designated users and only for the purpose of serving the internal needs of the business of PROPERTY;

II In support of PROPERTY's authorized use of the Software, store the Software's machine-readable instructions or data in, transmit it through, and display it on machines associated with the computer(s) specified in this Agreement;

III Make two (2) copies of the Software in machine-readable, object code form, for nonproductive backup purposes only;

IV Use the Documentation solely to assist PROPERTY in its authorized use of the Software.

B. The license granted to PROPERTY under this Agreement does not grant to PROPERTY the right to;

I Copy (except as expressly permitted in **Section 2.1.3 (A)(III)** above), change, disassemble, decompile, reverse engineer, sublicense, assign, timeshare, sell, give away, loan, rent, lease, transfer (electronically or otherwise), display, disclose, or provide any third party with access to or use of, the Software; directly or indirectly create or attempt to create software that emulates the Software; prepare derivative works of the Software: or separate the components of the Software;

II Copy or provide any third party with access to or use of any of the Documentation without the prior written consent of AVAIL;

III Transfer any of PROPERTY's rights or obligations under this Agreement without the express, advance, written consent of an officer of AVAIL, and then only if:

i. PROPERTY keeps no copies of the Software or Documentation;

ii. PROPERTY transfers PROPERTY's entire rights and obligations under this Agreement in or to the Software and Documentation; and,

iii. The transferee agrees in writing to the terms and conditions of this Agreement, after which time PROPERTY will no longer have the right to use the Software. Any attempted transfer or assignment of any of PROPERTY's rights or obligations under this Agreement shall be null and void unless it is in full compliance with this **Section 2.1.3 (B)(III)**;

IV Remove any proprietary or copyright legend from any material contained in or on the Software or the Documentation.

V Publish or disclose to any third party any reports or the results of any benchmark tests run on the Software or its components; or,

VI Use any trademarks or service marks of AVAIL.

2.1.4 LIMITED WARRANTY AND LIMITATION OF WARRANTIES

A. Subject to the conditions and limitations set forth herein, AVAIL warrants for a period set forth in **Section 1.1.3** immediately following the System Acceptance of the Software (the "Term") that the Software will substantially conform in all material respects to the documentation set forth in the Project Contract. Subject to the provisions and limitations set forth herein, AVAIL will correct any such nonconforming Software if PROPERTY has notified AVAIL of such nonconformity in writing within the Term. AVAIL shall not be obligated to correct, cure or otherwise remedy any such nonconformity in the Software if PROPERTY has not reported to AVAIL the existence and nature of such nonconformity within the Term, and such nonconformity cannot be verified.

B. The limited warranty set forth in **Section 2.1.3 (A)** above does not apply to any Software that has been repaired or modified by persons other than AVAIL or its authorized agents, or that has been installed by PROPERTY or any of its independent contractors other than AVAIL. The foregoing warranty is conditioned upon the proper use of the Software in accordance with the terms and conditions of this Agreement and with AVAIL's User Manual and any other written instructions provided by AVAIL to PROPERTY, and in an operating environment in compliance with the documentation and requirements as set forth in this Agreement. AVAIL makes no warranty that the operation of the Software will be uninterrupted or error free, or that all Software defects will be corrected.

C. AVAIL makes no warranty that the Software will operate with all applications, utilities, or other memory resident programs.

D. PROPERTY acknowledges responsibility to maintain their computing infrastructure and environment such that they are able to receive AVAIL provided software upgrades as part of this Agreement and prevent software from becoming obsolete (i.e. software 2 major versions behind current software release). AVAIL shall not be responsible for any obsolescence of the Software for any reason. Furthermore, AVAIL assumes no responsibility for the use of superseded, outdated or uncorrected versions of the Software.

2.1.5 PROPRIETARY PROTECTION AND RESTRICTIONS

A. PROPERTY acknowledges and agrees that the Software and Documentation is the sole property of AVAIL and contains copyrighted, confidential and trade secret information, and that as between AVAIL and PROPERTY, AVAIL shall have the sole and exclusive ownership of all right, title and interest in and to the Software and Documentation, (including ownership of all trade secrets, confidential information and copyrights pertaining thereto), subject only to the rights and privileges expressly granted to PROPERTY herein by AVAIL. To the extent of allowed by law, PROPERTY must and will keep the Software and Documentation free and clear of all claims, liens and encumbrances of any nature whatsoever. PROPERTY will keep the Software and Documentation in confidence and will take all reasonable measures necessary to protect and

maintain the confidential and proprietary character of the Software and Documentation. Furthermore, PROPERTY will indemnify and hold AVAIL harmless from and against all losses and damages resulting from any unauthorized or improper disclosure, dissemination or use of the Software as a result, in whole or in part, of PROPERTY's action or inaction.

B. PROPERTY hereby authorizes AVAIL to enter PROPERTY's premises with prior approval by PROPERTY in order to inspect the Software in any reasonable manner during regular business hours to verify PROPERTY's compliance with the terms of this Agreement. PROPERTY will cooperate with AVAIL and promptly provide AVAIL and its agents with full access to its facilities, and will engage in no acts or omissions to hinder or delay AVAIL's access to Property's premises and computers or the inspection thereof.

C. PROPERTY acknowledges that, in the event of PROPERTY's breach of any of the provisions of this Agreement, AVAIL will not have an adequate remedy in money or damages. AVAIL shall therefore be entitled to obtain an injunction against such breach from any court of competent jurisdiction immediately upon request. AVAIL's right to obtain injunctive relief shall not limit its right to seek further remedies.

2.1.6 AGREEMENT SERVICES

2.1.6.1 TRADITIONAL & WARRANTY & SUPPORT PLAN

To Ensure System Reliability

A. *Includes standard phone, email, and remote debugging support*

B. *Access to training documents and video library*

2.1.6.2 SOFTWARE UPGRADES

To keep your software current with the latest features

A. *Includes software updates to latest release*

B. *Includes training on new features and reports*

3 GENERAL TERMS

3.1 LIMITATION OF LIABILITY

A. Except with respect to the obligations of AVAIL, in no event shall AVAIL's liability for any reason and upon any cause of action under the software license Agreement exceed the maintenance and support fees paid by PROPERTY to AVAIL;

B. The PARTIES shall not rely upon and shall not grant any means of remedy arising from any statement, representation, maintenance and support or understanding of any person other than as expressly set out in this Agreement.

C. EXCEPT FOR ANY LIABILITY ARISING UNDER **SECTION 2.1.5,** THE CUMULATIVE LIABILITY OF AVAIL TO PROPERTY FOR ALL CLAIMS RELATING TO THE SOFTWARE AND THIS AGREEMENT, INCLUDING ANY CAUSE OF ACTION SOUNDING IN CONTRACT, TORT OR STRICT LIABILITY, SHALL NOT EXCEED THE TOTAL AMOUNT OF ALL FEES PAID TO AVAIL HEREUNDER. THIS LIMITATION OF LIABILITY IS INTENDED TO APPLY WITHOUT REGARD TO WHETHER OTHER PROVISIONS OF THIS AGREEMENT HAVE BEEN BREACHED OR HAVE PROVEN INEFFECTIVE. AVAIL SHALL HAVE NO LIABILITY FOR LOSS OF DATA OR DOCUMENTATION, IT BEING UNDERSTOOD THAT PROPERTY IS RESPONSIBLE FOR REASONABLE BACKUP PRECAUTIONS.

D. IN NO EVENT SHALL AVAIL BE LIABLE FOR ANY LOSS OF PROFITS; ANY INCIDENTAL, SPECIAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES; OR ANY CLAIMS OR DEMANDS BROUGHT AGAINST PROPERTY OR ANY THIRD PARTY, EVEN IF AVAIL HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH CLAIMS OR DEMANDS. THIS LIMITATION UPON DAMAGES AND CLAIMS IS INTENDED TO APPLY WITHOUT REGARD TO WHETHER OTHER PROVISIONS OF THIS AGREEMENT HAVE BEEN BREACHED OR HAVE PROVEN INEFFECTIVE.

E. AVAIL and PROPERTY do not rely on and shall have no remedy arising from any statement, representation, warranty or understanding (whether negligently or innocently made) of any person (whether party to this Agreement or not) other than as expressly set out in this Agreement.

3.2 TERMINATION

A. Notwithstanding the foregoing, all provisions here of relating to confidentiality, proprietary rights, nondisclosure, indemnity and limitations of liability shall survive the termination of this Agreement. In the event of termination under this paragraph, PROPERTY will not be entitled to any refund of any portion of the fees paid to AVAIL under this Agreement, unless AVAIL:

I. Materially breaches this Agreement and fails to cure such breach within thirty (30) days after notice from PROPERTY;

II. Delivers a notice that the software has been declared obsolete or withdrawn from sale;

III. Otherwise discontinues providing standard level of support for the myAvail software suite:

a. AVAIL shall refund to PROPERTY an amount equal to the aggregate support charges paid by PROPERTY for the time during which the standard level of support services was not provided to PROPERTY.

3.3 INDEMNITY

If a third-party claims that the Software or Documentation infringes any patent, copyright, trade secret, or any similar intellectual property right, AVAIL will defend PROPERTY against such claim at AVAIL's expense and will pay all damages that a court finally awards, provided that PROPERTY promptly notifies AVAIL in writing of the claim, cooperates fully with AVAIL in the defense of any such claims, and allows AVAIL to control the defense thereof and/or any related settlement negotiations. If such a claim is made or appears possible, AVAIL will, at it option and expense, either: (i) procure for PROPERTY the right to continue using the Software and/or Documentation; (ii) replace or modify the Software or Documentation

so that it becomes non-infringing; or, (iii) if it is not possible or in AVAIL's sole discretion is not economically feasible for AVAIL to so procure such right or so replace or modify the Software, require the return of the Software and upon such return repay to PROPERTY the unused portion of the applicable license fee amortized over a 3 year period from the Effective Date and any annual technical support fees paid by PROPERTY for the remainder of the then current Term for such technical support services. However, AVAIL shall have no obligation for any claim based on PROPERTY's modification of the Software or Documentation or its combination, operation or use with any product, data or apparatus not specified or provided by AVAIL. THIS PARAGRAPH STATES AVAIL'S ENTIRE OBLIGATION TO PROPERTY WITH RESPECT TO ANY CLAIM OF INFRINGEMENT.

3.4 EXPORT AND GOVERNMENT USE RESTRICTIONS

PROPERTY agrees that it will not export or re-export the Software, any part thereof, (the foregoing is referred to as the "Restricted Components"), to any country, person or entity subject to United States export restrictions. Furthermore, PROPERTY agrees to comply with all of the export and re-export restrictions and regulations imposed by the governments of the United States and/or any country to which the Software is shipped. Use, duplication or disclosure by the government is subject to restrictions as set forth in DFARS 252.227-7013 or the Commercial Computer Software - Restricted Rights at 48 CFR 52.227-19. The terms of this Section shall survive the termination or expiration of this Agreement.

3.5 INCORPORATION OF OTHER SOFTWARE

The Software may incorporate material or components which are owned by third parties and which are used by Agreement between AVAIL and such third parties. PROPERTY acknowledges and agrees that any third-party owner of such materials or components is a direct and intended third party beneficiary of this Agreement who may enforce this Agreement directly against PROPERTY.

3.6 ASSIGNMENT

This Agreement shall be binding upon and shall inure to the benefit of and be enforceable by the PARTIES and their respective successors and permitted assigns. Except as otherwise provided herein, this Agreement may not be assigned by PROPERTY without the prior written consent of AVAIL and upon payment of an assignment fee.

3.7 SEVERABILITY

Should any one or more of the provisions of this Agreement be determined to be invalid, illegal or unenforceable in any respect, the validity, legality and enforceability of the remaining provisions hereof shall not in any way be adversely affected or impaired thereby. The Party shall endeavor to replace the invalid, illegal or unenforceable provisions with valid provisions the economic effect of which comes as close as practicable to that of the unenforceable provisions.

3.8 NO THIRD-PARTY RIGHTS

Except as otherwise expressly provided herein, the representations, warranties, covenants and agreements contained in this Agreement are for the sole benefit of the PARTIES and their respective

successors and permitted assigns, and they shall not be construed as conferring any rights on any other persons.

3.9 CONFIDENTIALITY

A. "Confidential Information" is hereby designated as "trade secrets" and is defined as the following:

   I. Any information or data in the form of specifications, technical information or otherwise furnished to PROPERTY under this Agreement;

   II. The business or technical information of AVAIL, including but not limited to any information relating to AVAIL's product plans, designs, costs, finances, marketing plans, business opportunities, personnel, research, development or know-how; and

   III. Any other information reasonably and appropriately designated in writing by AVAIL as "trade secret" which, under the circumstances taken as a whole, would reasonably be deemed to be confidential under applicable law.

B. Confidential information shall not include information that

   I. Is in or enters the public domain without PROPERTY's breach of the Agreement;

   II. PROPERTY receives from a third party without restriction on disclosure and without breach of a nondisclosure obligation; or

   III. PROPERTY develops independently, which it can prove with clear and convincing written evidence.

C. To the extent allowed by law PROPERTY agrees, to take all measures reasonably required to maintain the confidentiality of all confidential information in its possession or control, which will in no event be less than the measures the PROPERTY uses to maintain the confidentiality of its own information of equal importance. PROPERTY further agrees to only use Confidential Information disclosed in connection with this Agreement solely to exercise its rights and perform its obligations under the Agreement.

D. PROPERTY agrees to inform its employees of their confidentiality obligations regarding the Licensed Program and any other Confidential Information of AVAIL. PROPERTY further agrees to ensure that contract employees (including temporary employees) of PROPERTY agree to confidentiality obligations similar to those of this Agreement.

E. In the event of a third-party challenge to the Confidential Information, AVAIL shall provide the PROPERTY with any evidence deemed necessary to successfully defend the legal challenge and establish that the Confidential Information meets the criteria.

3.10 DATA OWNERSHIP

PROPERTY shall use reasonable efforts with respect to the accuracy and quality of the PROPERTY data provided to AVAIL in the creation of PROPERTY's account. With respect to PROPERTY's obligation to the changing and updating of data, PROPERTY is required to use reasonable efforts.

PROPERTY shall retain full ownership of PROPERTY Data and the resulting output of any processing of such data in AVAIL's system. AVAIL is required to provide PROPERTY with access to its data at any time notwithstanding the existence of any dispute that may arise under this Agreement.

AVAIL is obligated to protect the security and confidentiality of the PROPERTY's data and is prohibited from accessing this data except for the express purpose of reasonably performing the requirements of this Agreement. AVAIL shall implement and maintain appropriate administrative, technical, and organizational security measures to safeguard against unauthorized access, disclosure, or theft of PROPERTY Data.

PROPERTY retains the right to access and retrieve this data stored in a usable format on AVAIL's system at its sole discretion.

Regardless of the reason(s) for the termination of this Agreement, AVAIL will securely deliver all the PROPERTY Data to the PROPERTY in a mutually agreed upon format. AVAIL will (at its sole cost) return, delete, or destroy all of the PROPERTY Data then in its possession or under its control no later than thirty (30) days after the termination of this Agreement. AVAIL will notify PROPERTY when all PROPERTY Data has been returned, deleted or destroyed. This provision shall not apply to PROPERTY Data which is a part of the public domain or AVAIL is required to maintain by law, but only for the time period required.

3.10.1 DATA BREACH NOTIFICATIONS

AVAIL agrees to comply with all applicable laws governing the notification of individuals in the event of an unauthorized release of PROPERTY Data. In the event of a data breach, AVAIL agrees to notify PROPERTY in writing within 24 hours after AVAIL's discovery of any unauthorized access of PROPERTY Data or AVAIL becomes reasonably certain that such unauthorized access has occurred, and to coordinate with PROPERTY to inform all effected individuals in accordance with applicable laws.

4 PRICING & PAYMENT TERMS (CONFIDENTIAL & PROPRIETARY)

PROPERTY will be invoiced 60 days prior to the start of the next anniversary date. Payment is due thirty (30) days from invoice date. *If payment is not received within payment terms, Avail reserves the right to charge a 1.5% late fee payment based on the invoice price.*

The pricing below is based on 10 licenses. If PROPERTY exceeds 10 licenses, Avail reserves the right to bill PROPERTY for any licenses over 10.

4.1 ANNUAL OPTION

Period of Support	1-Year Contract	3-Year Contract	5-Year Contract
January 1, 2027 - December 31, 2027	$ 66,272.71	$ 63,116.87	$ 60,247.92
January 1, 2028 - December 31, 2028		$ 65,010.37	$ 62,055.36
January 1, 2029 - December 31, 2029		$ 66,960.69	$ 63,917.02
January 1, 2030 - December 31, 2030			$ 65,834.53
January 1, 2031 - December 31, 2031			$ 67,809.56
Total Price	**$ 66,272.71**	**$ 195,087.93**	**$ 319,864.39**
Savings Compared to Annual Contract	$ -	$ 9,754.40	$ 31,986.44
Discount	0%	5%	9%
Election (check one)			

****Tax is not included in pricing shown. Agency is responsible for all tax separately.**

4.2 6-MONTH OPTION

Should Clallam Transit elect to cease Avail services, written notice that support will no longer be needed past June 30, 2027, must be given no later than May 1, 2027, so we can start the process for decommissioning the environment. All database backups will be provided within 1 month of contract completion.

Period of Support	1-Year Contract
January 1, 2027 - June 30, 2027	$ 33,136.36
Election (check one)	

****Tax is not included in pricing shown. Agency is responsible for all tax separately.**

5 ENTIRE AGREEMENT

This Agreement constitutes the entire Agreement among the PARTIES relating to the subject matter hereof, and supersedes all prior and contemporaneous negotiations, writings, Agreements, warranties, guarantees, whether written or oral, express or implied, relating to the subject matter of this Agreement. The PARTIES may, by mutual written Agreement and in no other manner, modify or amend the terms of this Agreement. The failure or delay of any Party at any time or times to require the performance of any provision of this Agreement shall in no manner affect its right to enforce that provision. No single or partial waiver by any Party of any condition of this Agreement, or the breach of any term, agreement or covenant of, or the inaccuracy of any representation or warranty in, this Agreement, whether by conduct or otherwise, in any one or more instances, shall be construed or deemed to be a further or continuing waiver of any such condition, breach or inaccuracy or a waiver of any other condition, breach or inaccuracy.

IN WITNESS **WHEREOF**, the PARTIES have executed this Agreement effective as of the date first above written.

AVAIL: **AVAIL Technologies, Inc.**	**PROPERTY:** **Clallam Transit**
Signature: Rick Spangler	Signature: _____
Name: Rick Spangler	Name: _____
Title: Chief Technology Officer	Title: _____
Date: October 8, 2026	Date: _____

Title: September 2026 Operations Report
Submitted By: Taron Lee, Operations Manager
Authorized By: Jason McNickle, General Manager

Factsheet: 2026-070
Date: October 21, 2026

Background

Clallam Transit System (CTS) provides operational data to inform the board of ridership trends, service performance, vehicle accidents, passenger exclusions, and mobile ticketing usage for the prior month(s).

Discussion

Fixed-Route: In September 2026, fixed-route ridership increased by 6.59% compared to September 2025. CTS recorded 71,601 passenger trips, which is an increase of 4,427 rides from the previous year. Detailed ridership and performance data are presented in the *CTS Fixed-Route Ridership Statistics* and *Route Efficiency Reports*.

Interlink Micro-transit Service: Customer feedback for Interlink services remains highly positive. In September 2026, the average trip quality ratings were 5.0 in Forks and 4.95 in Sequim. Monthly ridership increased by 12.75% in Forks and 7.68% in Sequim compared to September 2025. On time performance in Forks was 92% and 87% in Sequim.

Paratransit: Paratransit ridership rose by 4.77% in September 2026 compared to the same month in 2025. Key performance metrics are summarized in the tables below:

Measure	September 2026	September 2025	YTD 2026	YTD 2025	
Boardings	4,462	4,259	41,060	36,866	
On-Time Performance	97.29%	96.37%	96.01%	96.11%	*Higher is better*
No-Shows	7.17%	5.89%	6.35%	6.37%	*Lower is better*
Same-Day Cancellations	4.46%	5.02%	4.68%	5.47%	*Lower is better*
Newly Approved Applicants	45	97	602	764	

Vehicle Accidents and Incidents: For September 2026 there were no reportable accidents.

Exclusions: There were two 30-day exclusions in September 2026. One for throwing a phone at a bus near First Street and Francis Street, damaging a window and one for vaping and using profane and harassing language towards the driver.

There was one 90-day exclusion for using obscene and harassing language and multiple attempts to board after the exclusion was served.

Mobile Ticketing Program (Token Transit): Monthly Sales Overview – Strait Shot and Hurricane Ridge

September 2026 Sales by Fare Type

Type of Fare	Fare	Passengers	Revenue
Regular Strait Shot Fare	$10.00	585	$5,850.0
Reduced Strait Shot Fare	$5.00	69	$345.00
Regular Hurricane Ridge	$1.00	86	$86.00
Reduced Hurricane Ridge	$0.50	1	$0.50
Totals		1,385	$6,281.50

Operations Updates
For September, an estimated 157,476.34 vehicle miles traveled (VMT), and 2,107 vehicle trips (VT) were reduced through use of the Strait Shot Route 123. These estimates were calculated by subtracting the number of youth riders, using the assumption that youth riders are unlicensed and therefore less likely to represent a vehicle trip, from the total monthly ridership. The resulting number of riders was then multiplied by the mileage of a one-way Strait Shot trip to determine miles saved.

This estimate assumes that each eligible passenger represents a potential individual vehicle trip that would otherwise have occurred on the roadway. Therefore, the calculation provides an estimate of the vehicle miles potentially avoided through use of the Strait Shot service.

An estimated 252,731.50 VMT and 6,408 VT were reduced during the 2026 Hurricane Ridge Shuttle season. This estimate was calculated by comparing the number of Olympic National Park visitors based on park pass type, excluding individuals under 16 years of age, with the shuttle's 2026 total ridership. The resulting number was then multiplied by the mileage of one round trip to determine miles saved.

Software: Following our evaluation, Via Mobility, LLC (VIA) was selected as the preferred paratransit software, pending Board approval. The proposed three-year cost is $165,280, including a one-time $25,000 installation fee. Via's first-year software fee of $44,880 is approximately 4 percent higher than our current annual Trapeze cost, excluding installation. Trapeze has not stayed current in its software abilities and provides no real-time optimization. The final contract details and pricing has been provided to the Board for approval.

Recommended Action
None.

Attachments
CTS Fixed-Route Ridership Statistics
Route Efficiency Report

Orig: Board Meeting File

Ridership Executive Summary

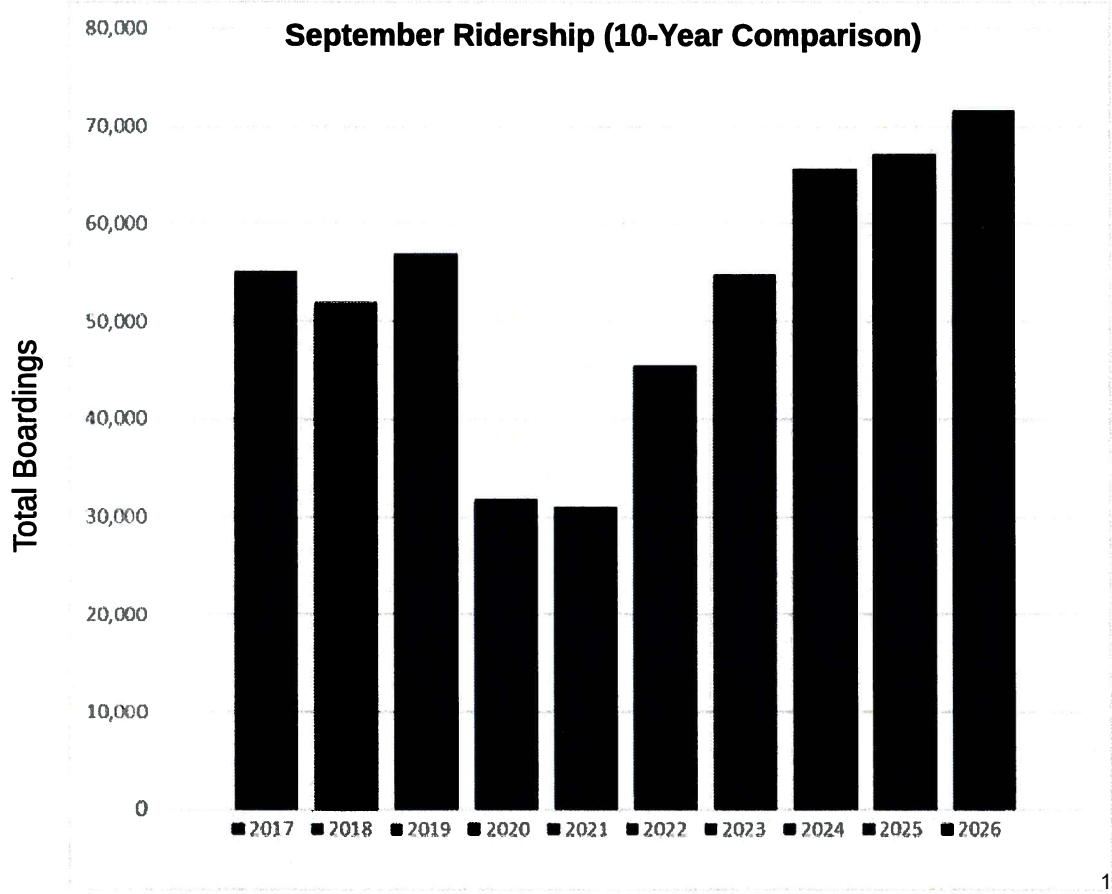
Report for September 2026

Key Metrics (September 2026)

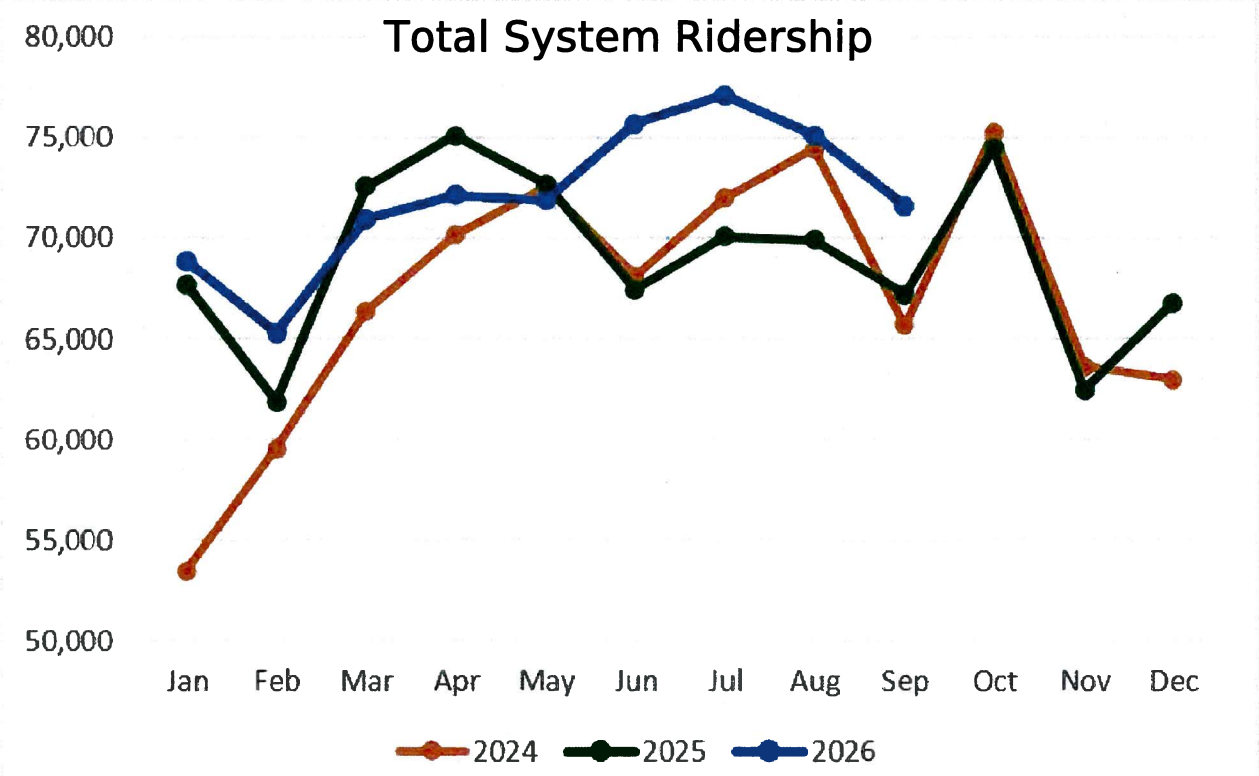
Total Monthly Ridership	Month-over-Month Change	Year-over-Year Change
71,601	**-4.63%**	**6.59%**

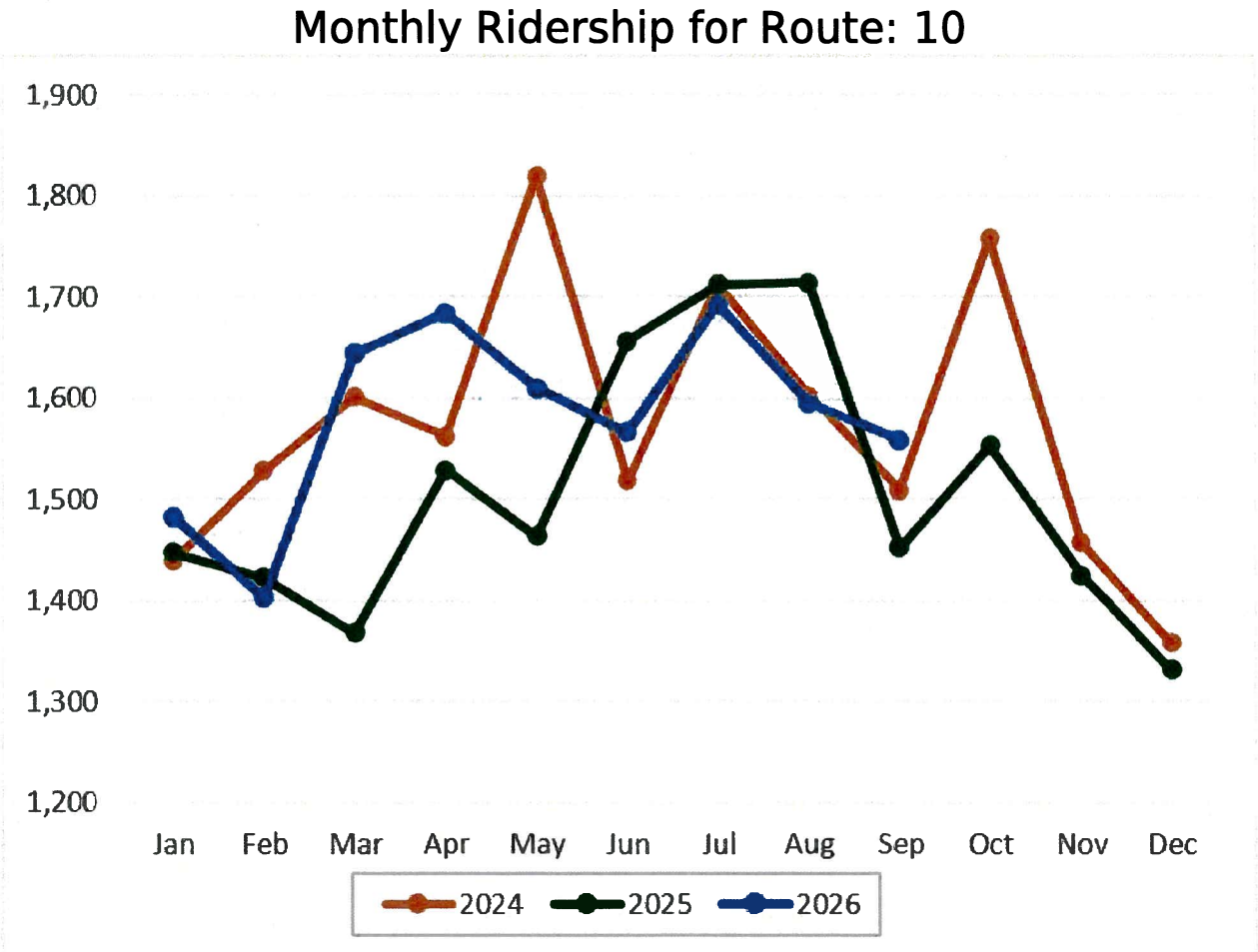
Overall system ridership for September 2026 was **71,601.** This represents a **-4.63%** change from the previous month and a **6.59%** change from the same month last year.

Long-Term System Context

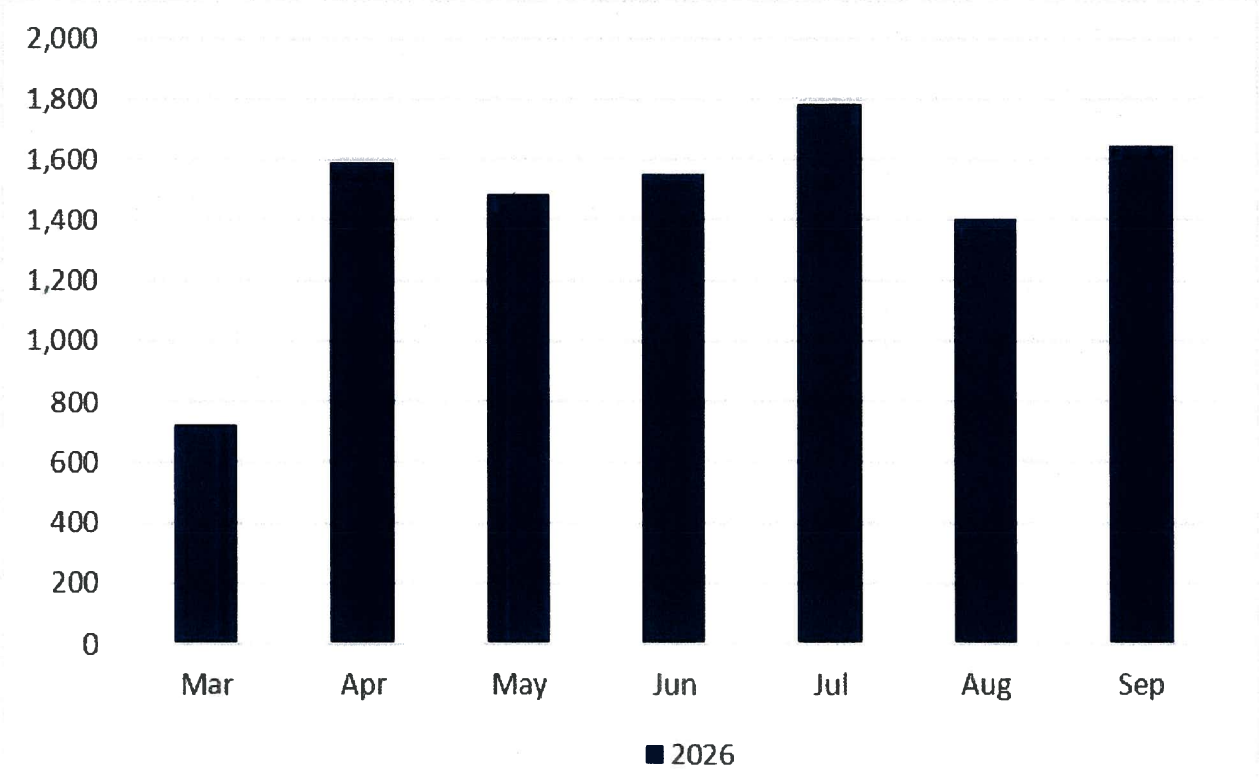


Detailed Route Performance (3-Year Comparison of Old Routes, Monthly Ridership & Route Comparison of New Routes)

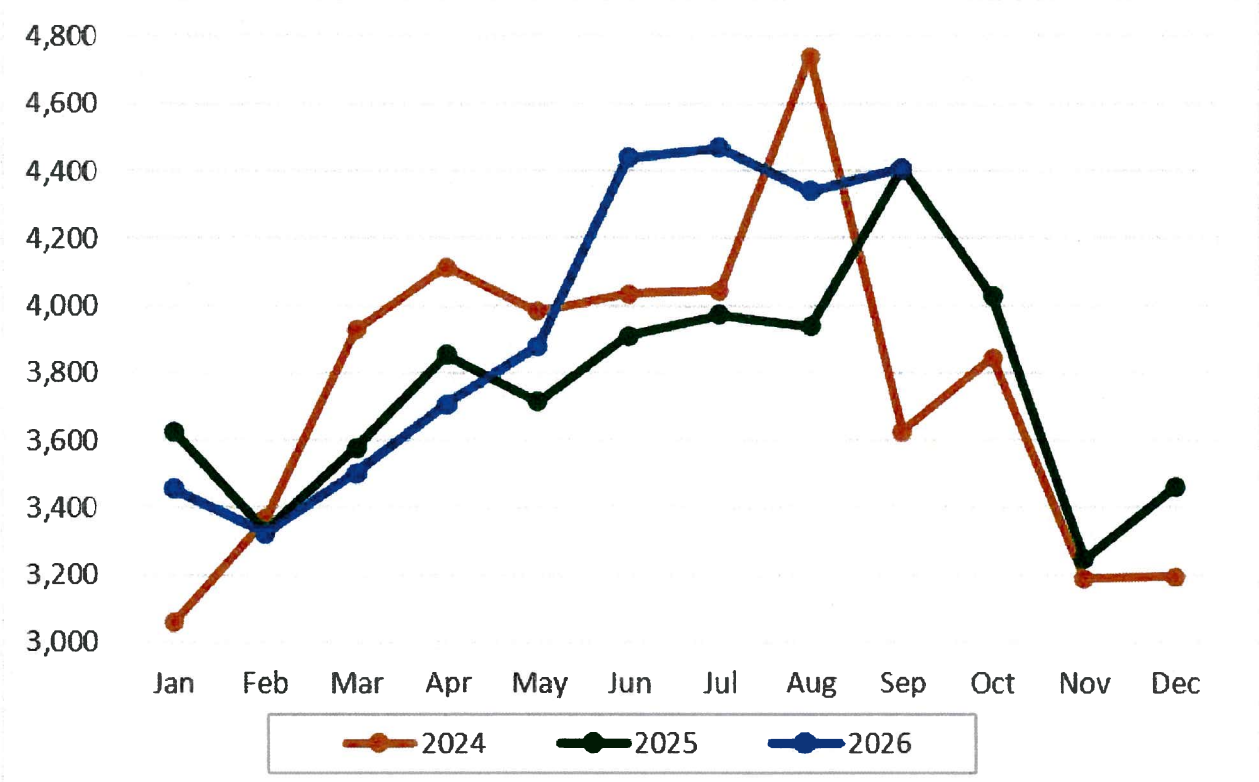




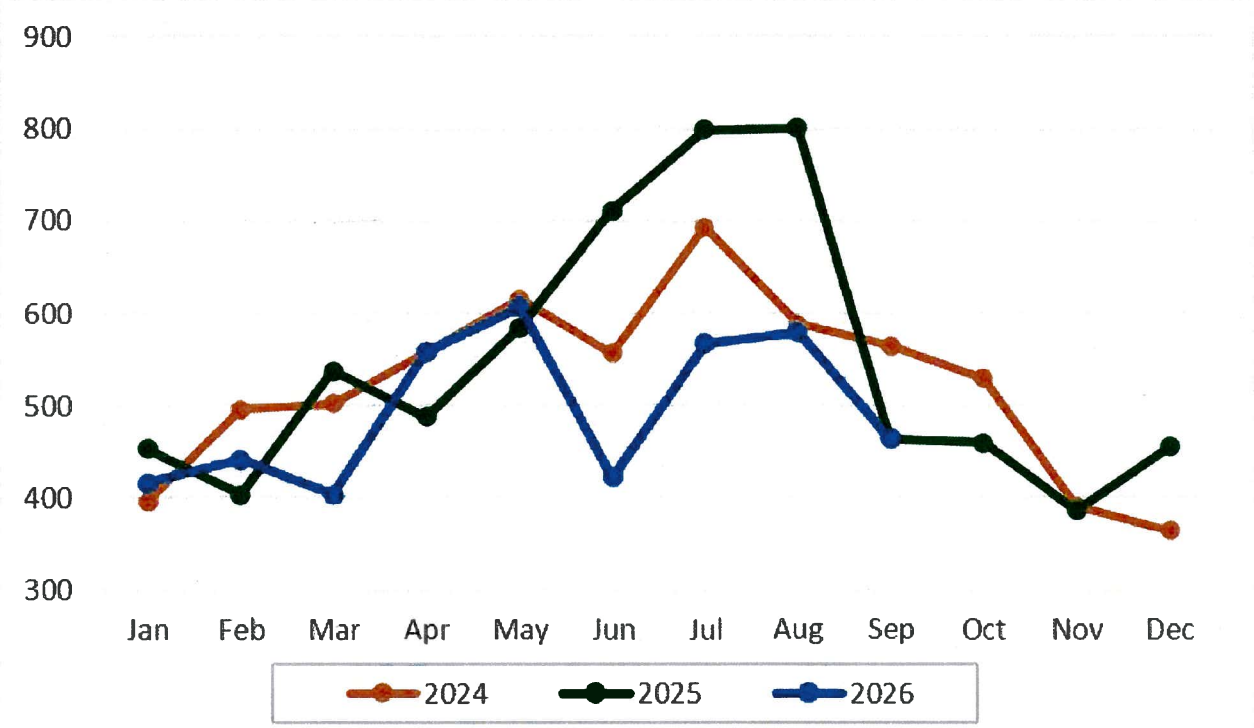
Monthly Ridership for Route: 12



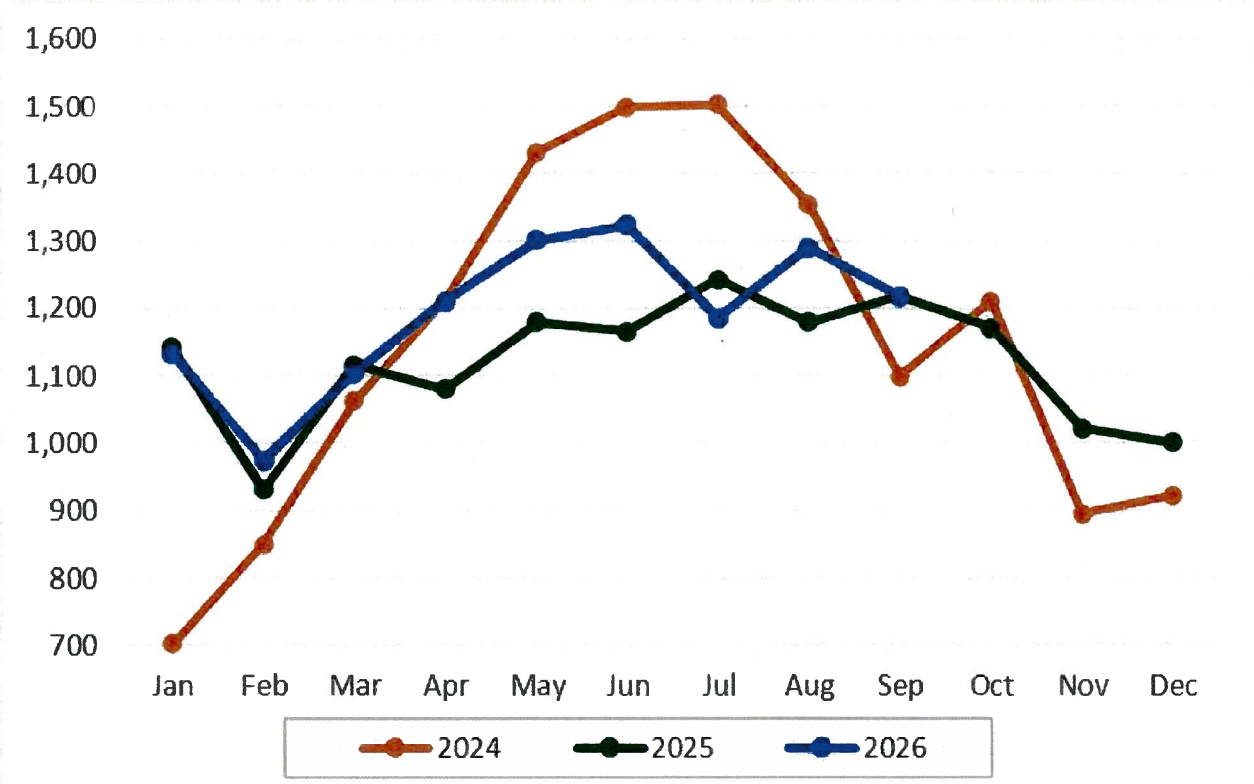
Monthly Ridership for Route: 14



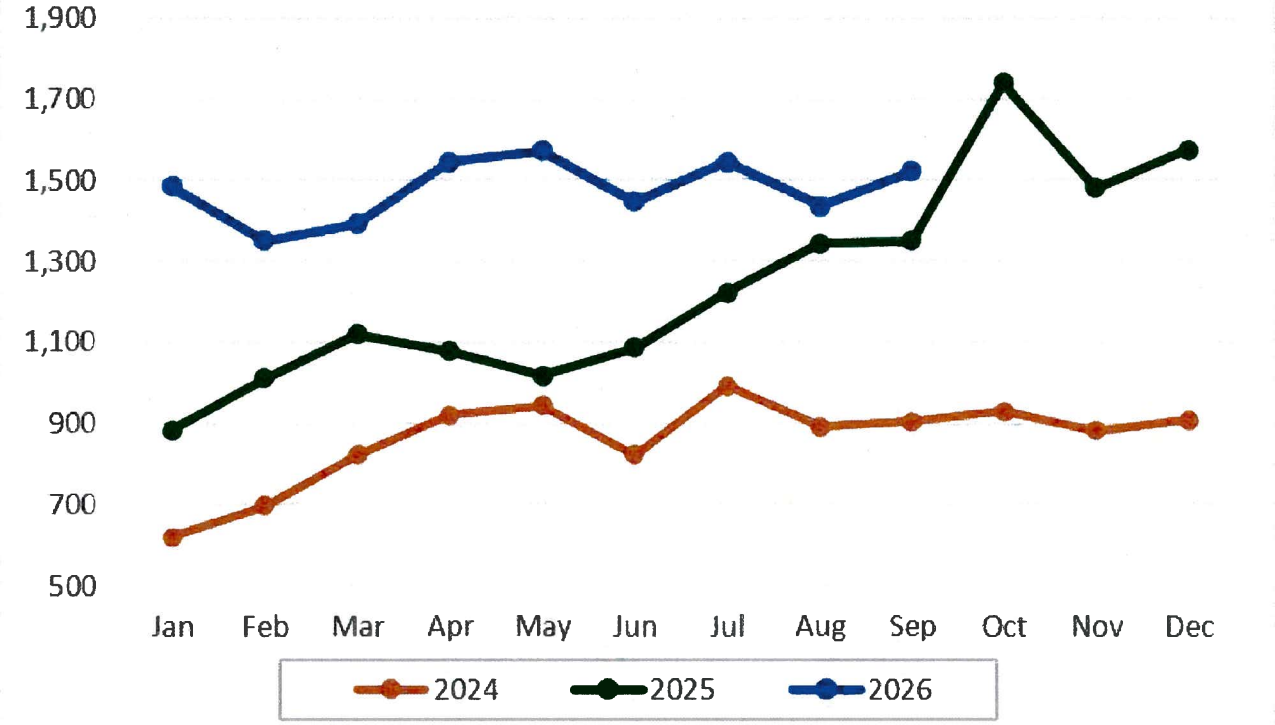
Monthly Ridership for Route: 15



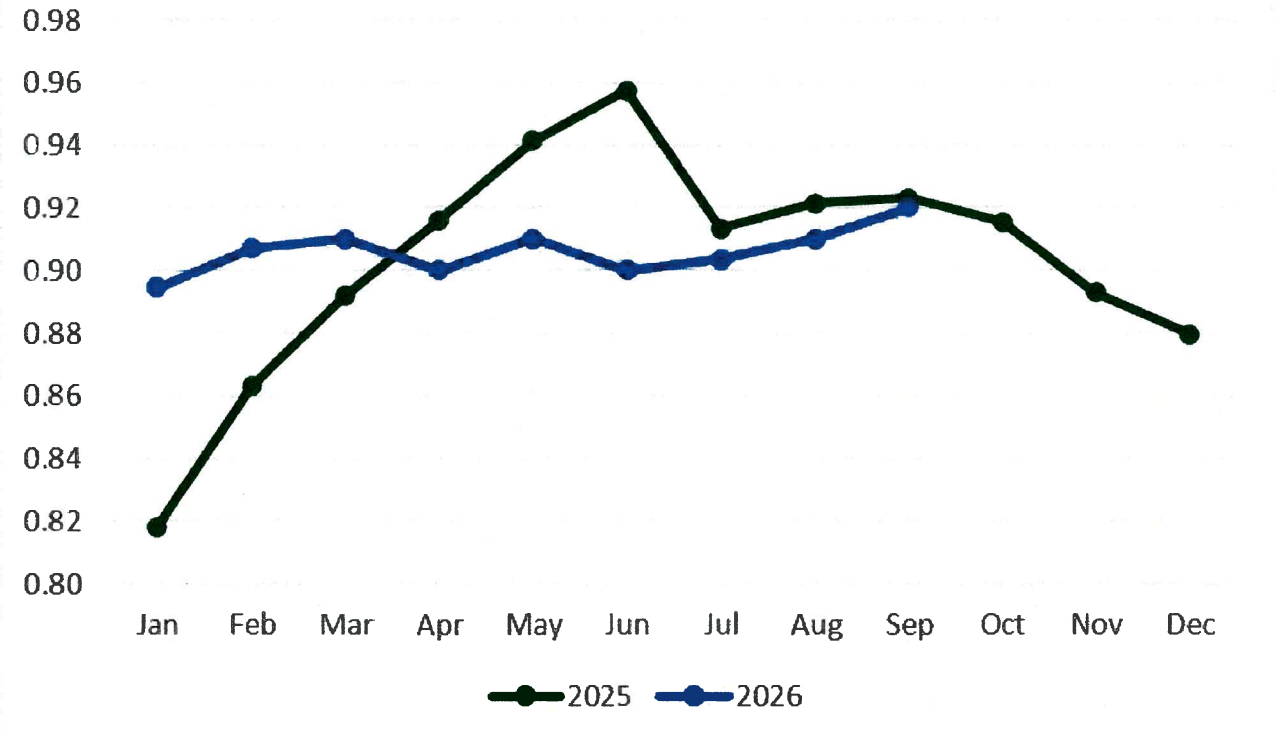
Monthly Ridership for Route: 16



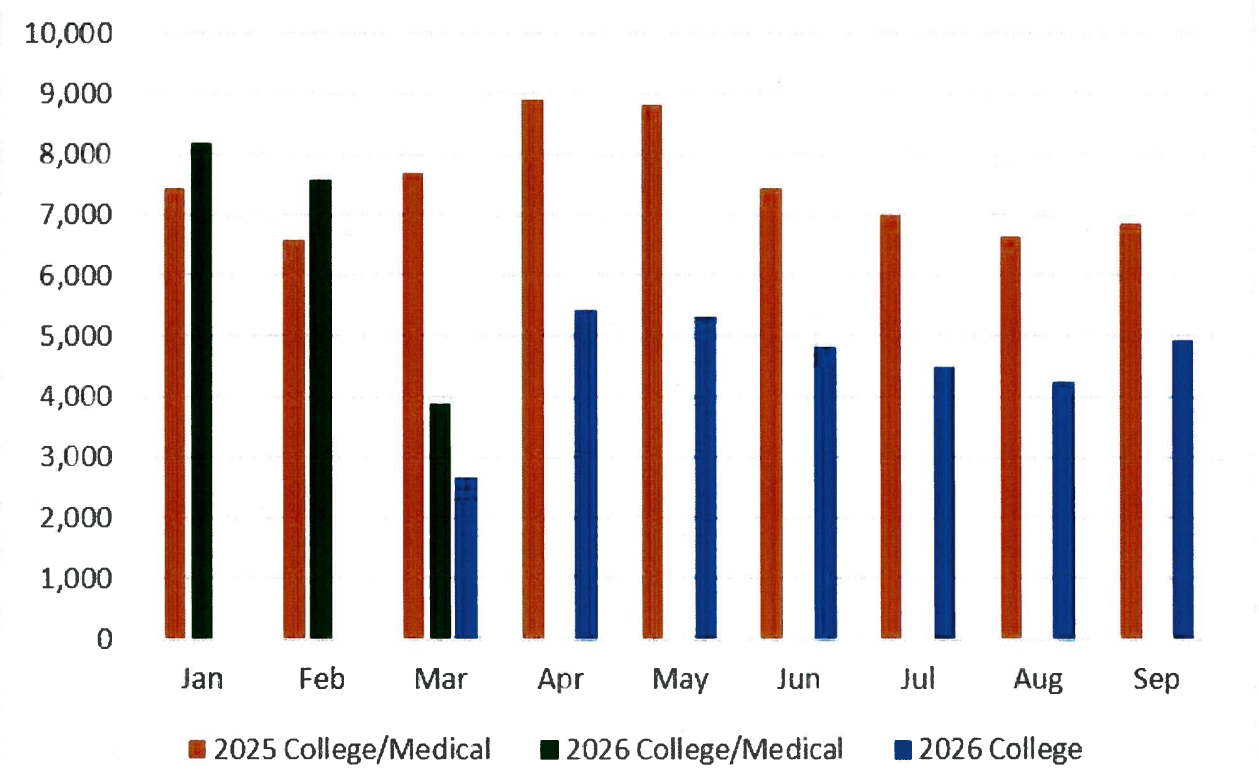
Monthly Ridership for Route: Forks Interlink



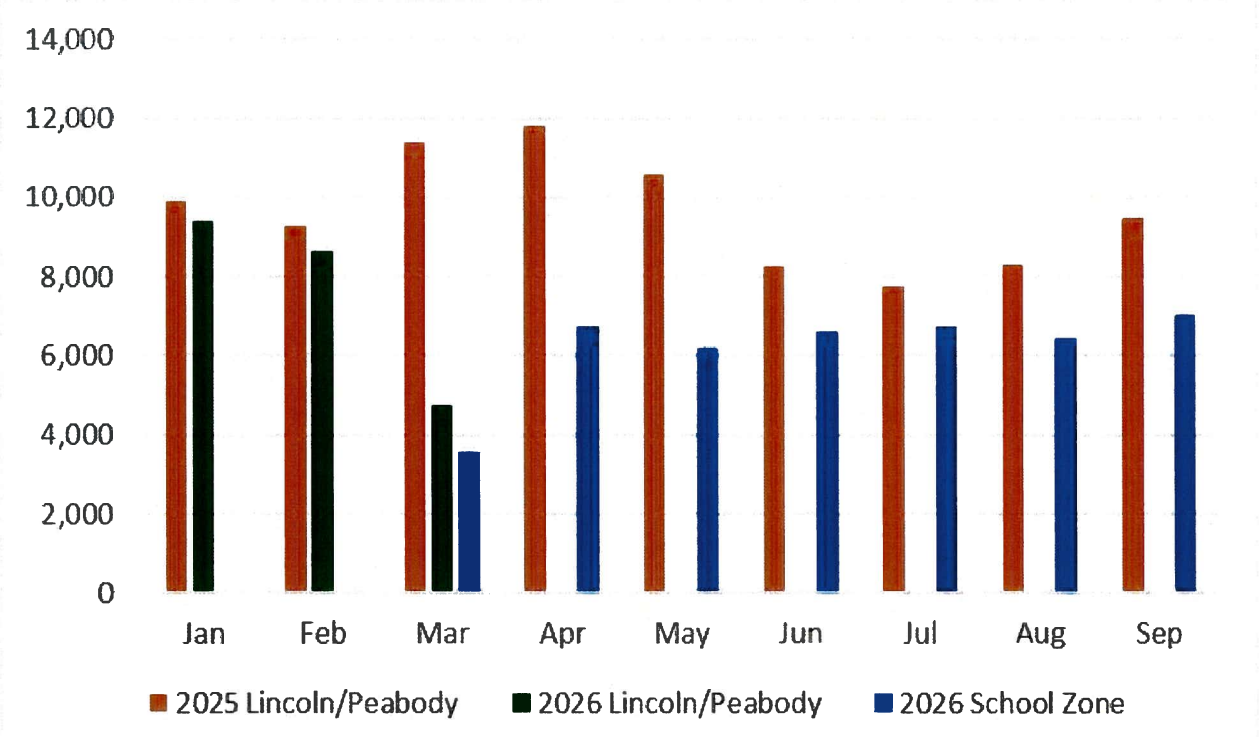
OTP Percentage Comparison to Last Year for: Forks Interlink



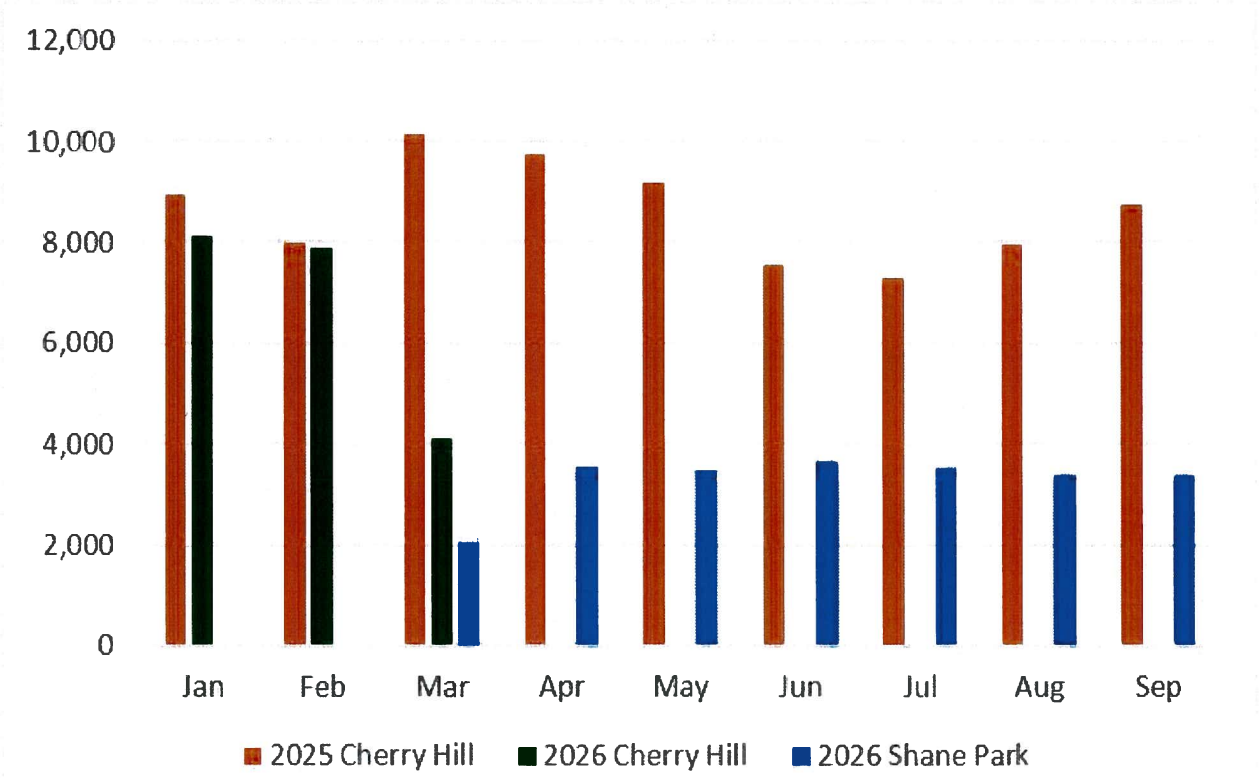
Monthly Ridership Comparison for Route: 20 College/Medical & 20 College (New)



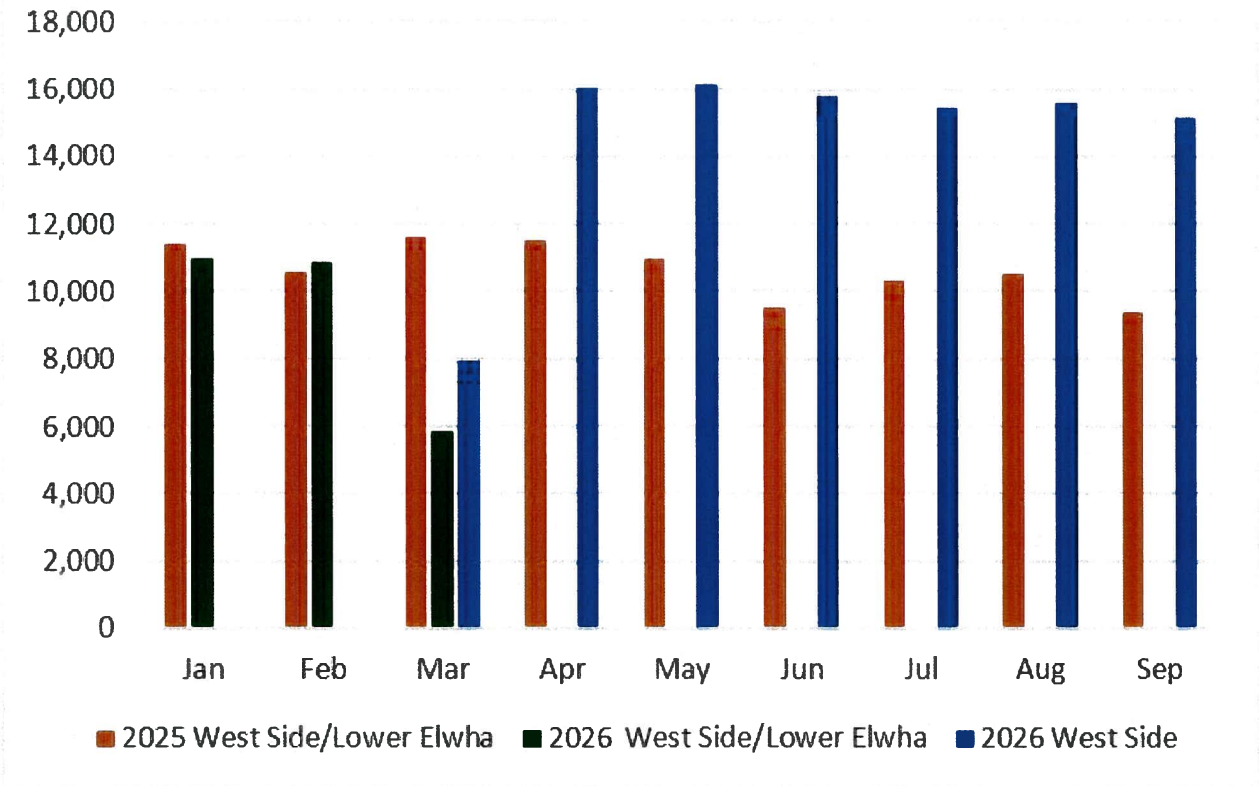
Monthly Ridership Comparison for Route: 22 Lincoln/Peabody & 22 School Zone (New)



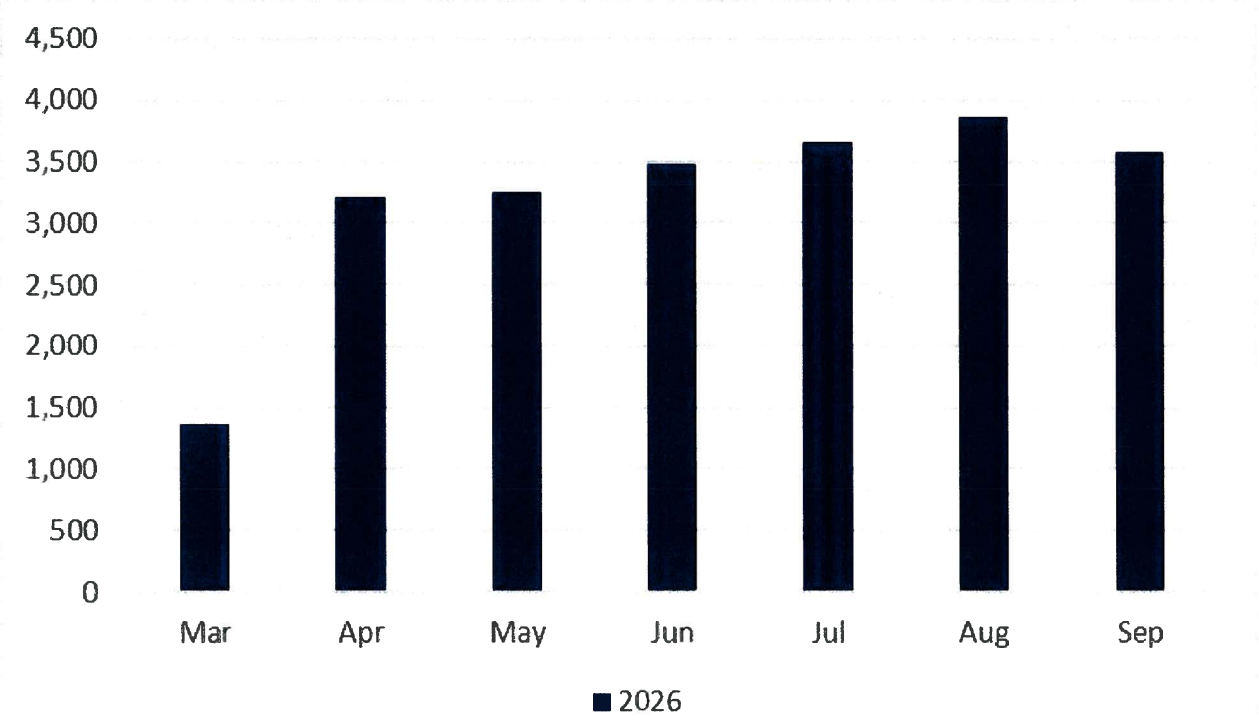
Monthly Ridership Comparison for Route: 24 Cherry Hill & 24 Shane Park (New)



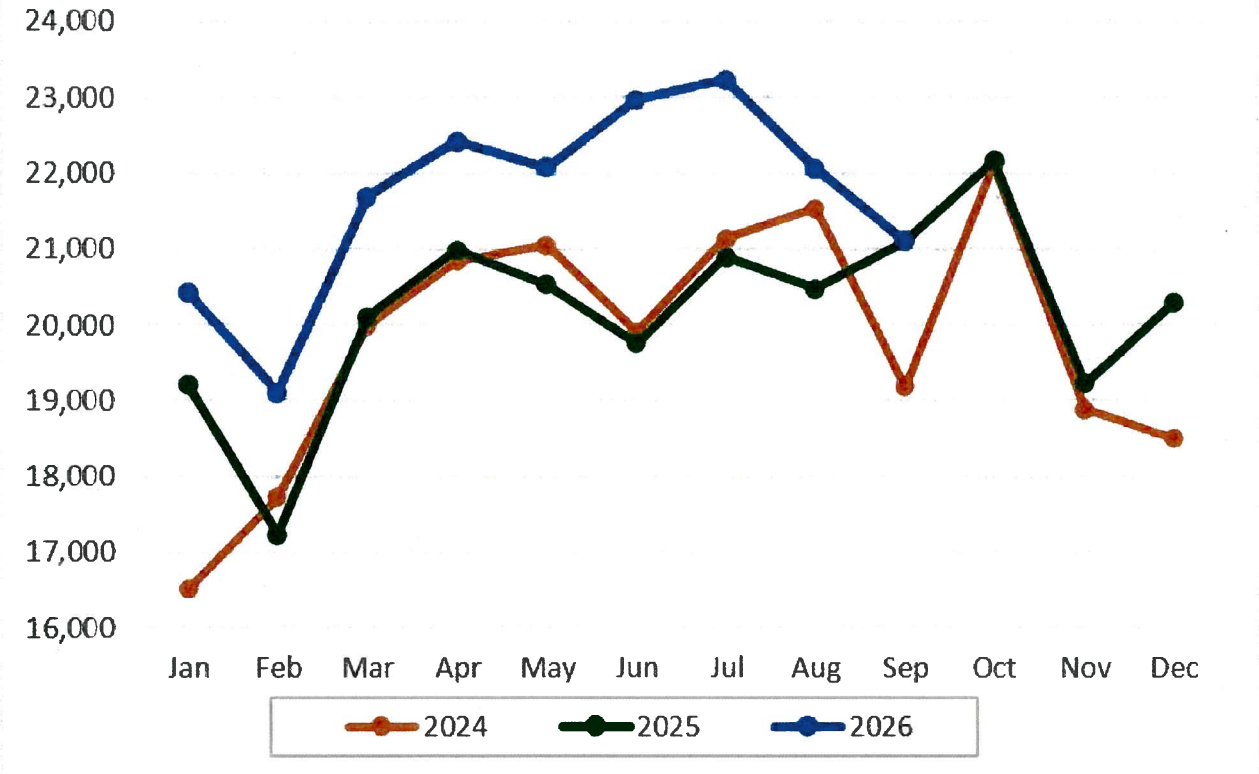
Monthly Ridership Comparison for Route: 26 West Side/Lower Elwha & 26 West Side (New)



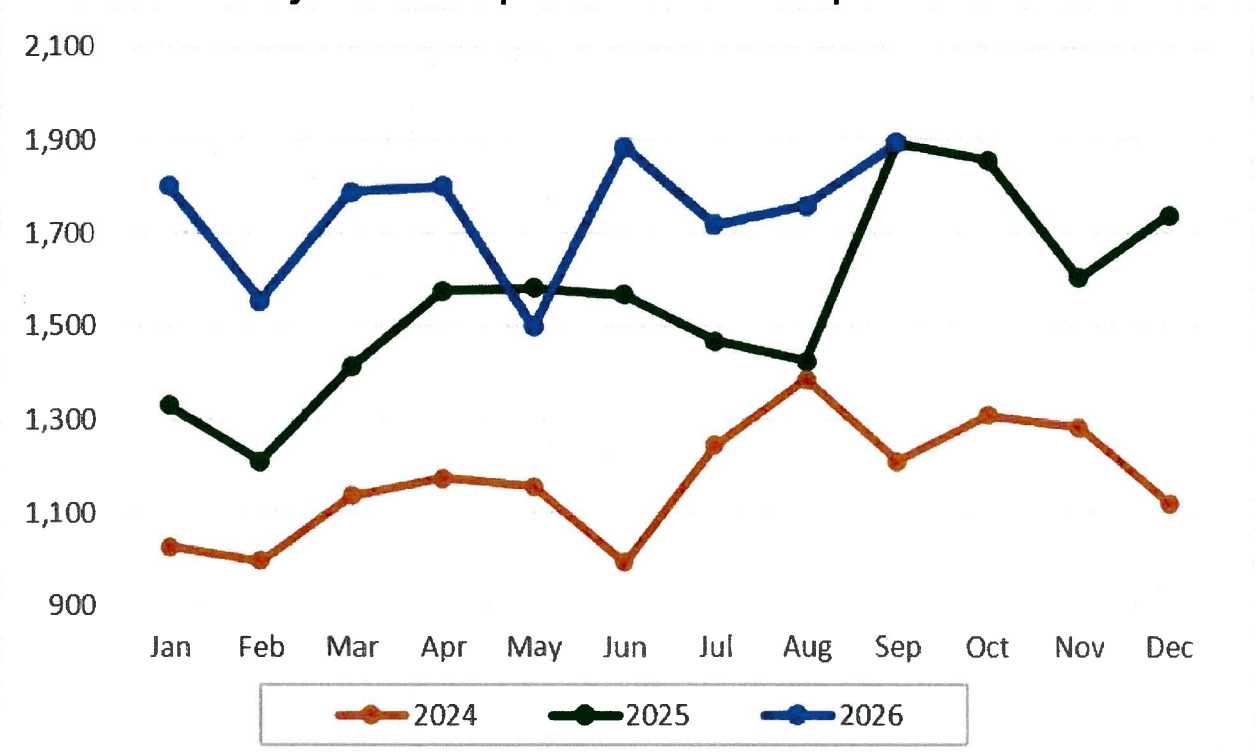
Monthly Ridership for Route: 28



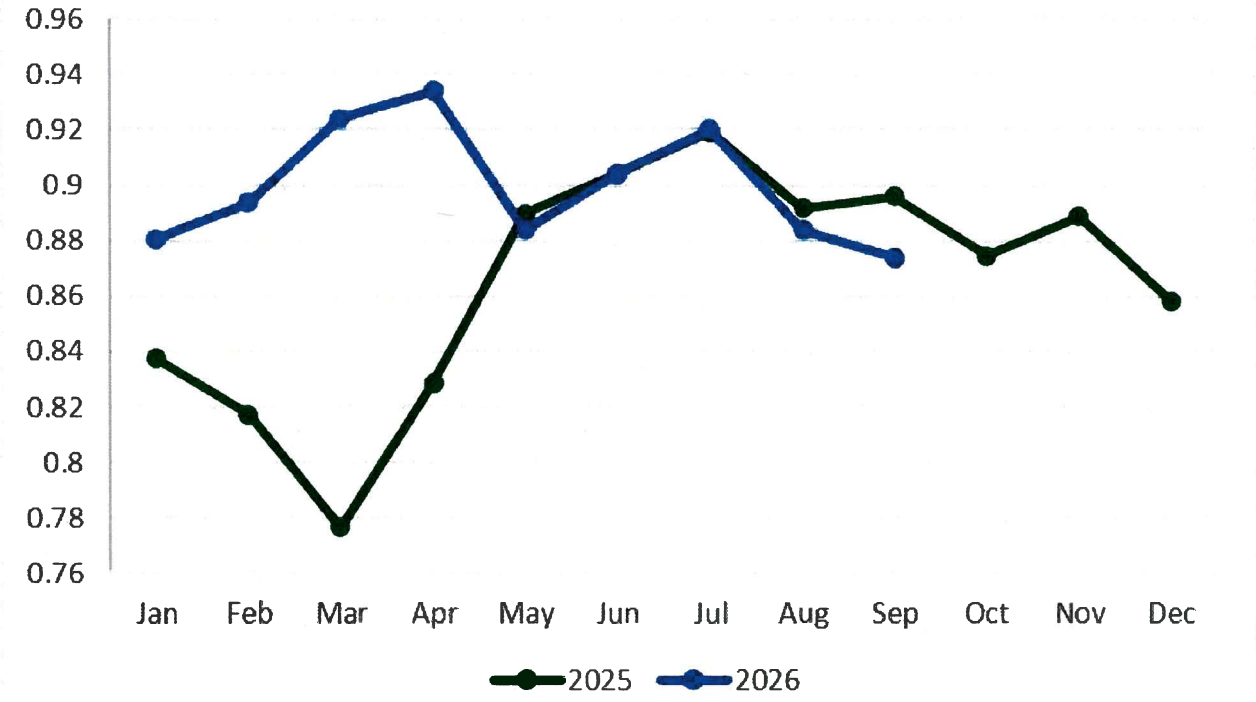
Monthly Ridership for Route: 30



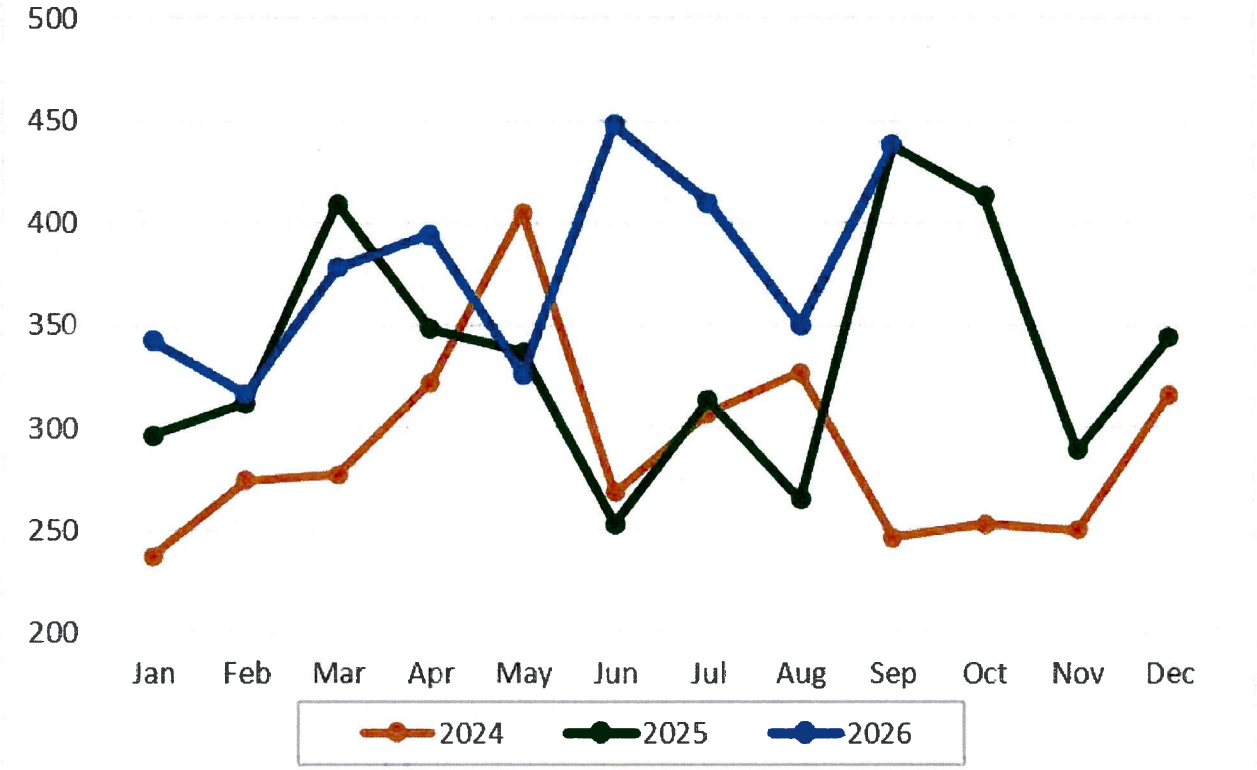
Monthly Ridership for Route: Sequim Interlink



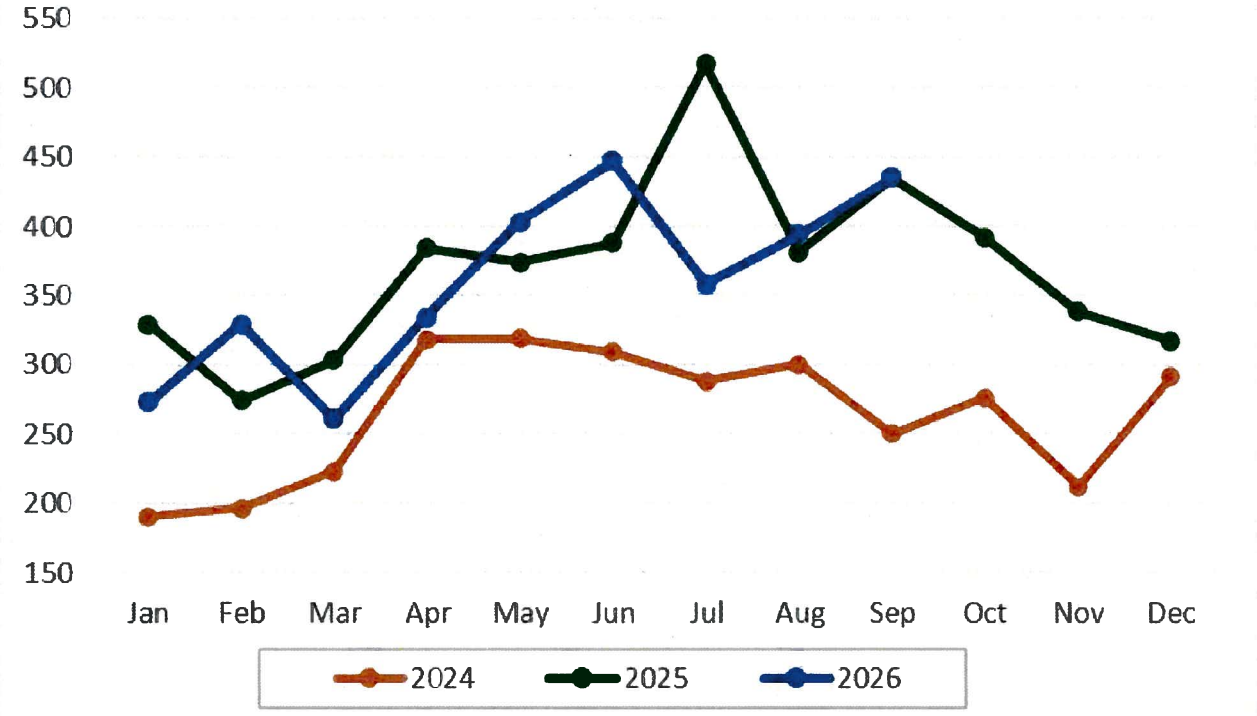
OTP Percentage Comparison to Last Year for: Sequim Interlink



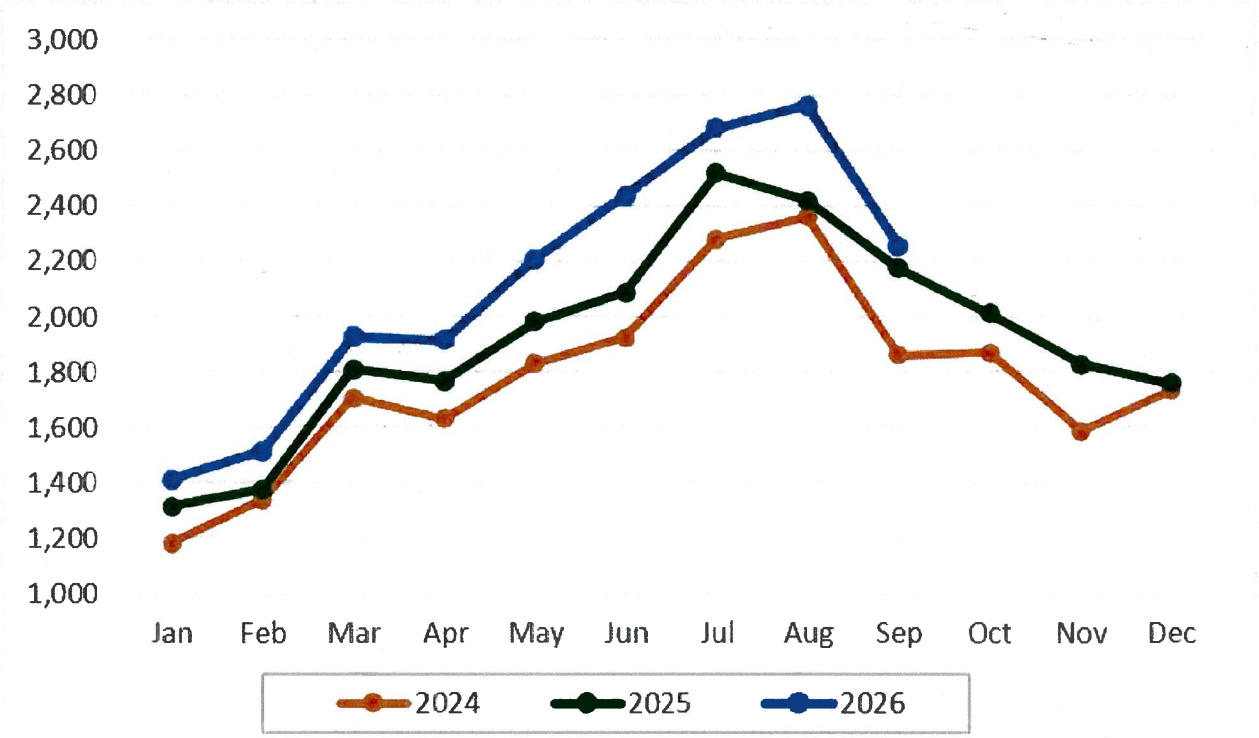
Monthly Ridership for Route: 50



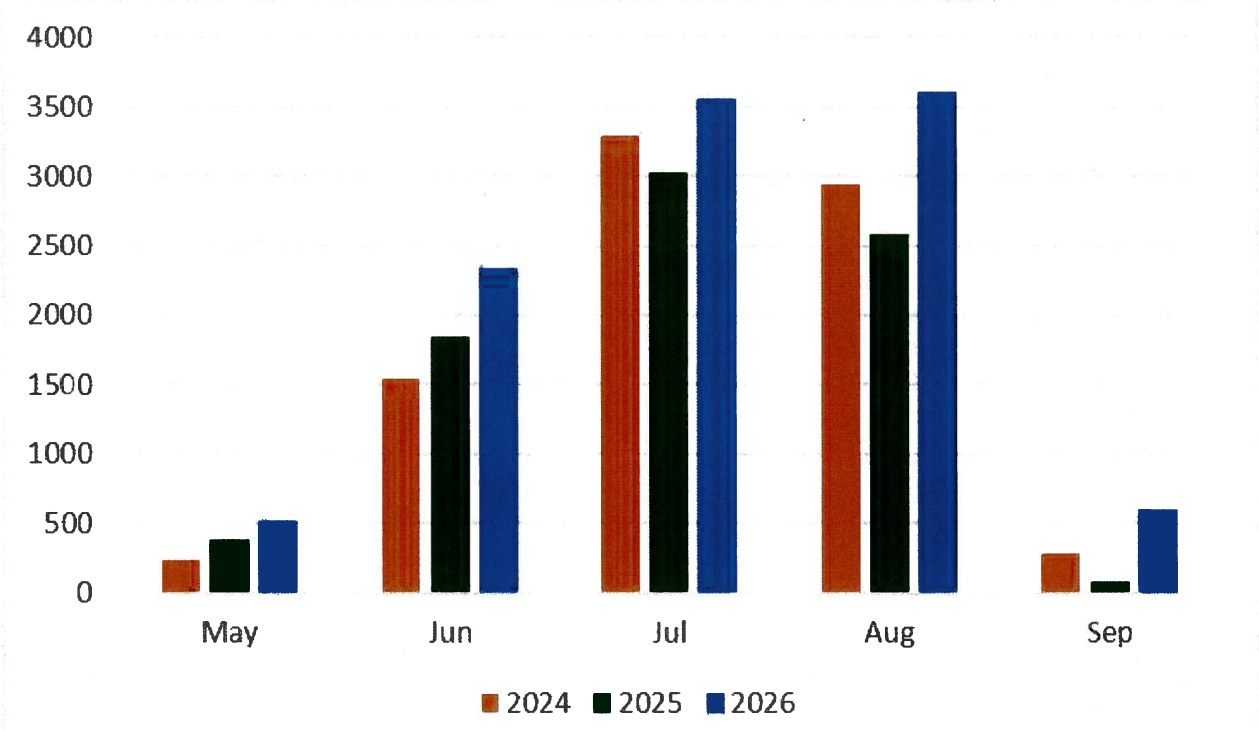
Monthly Ridership for Route: 52



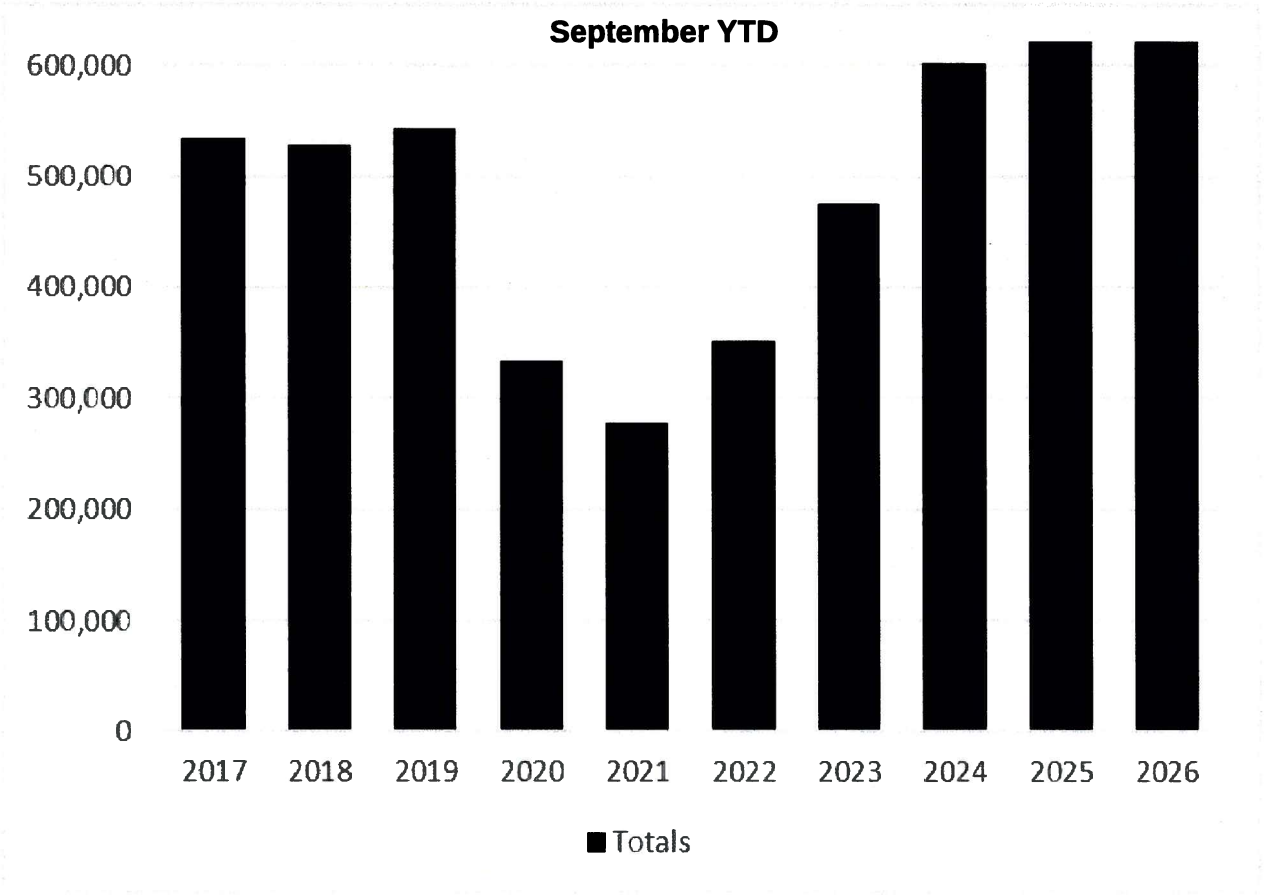
Monthly Ridership for Route: 123



Monthly Ridership for Route: HR Shuttle



Detailed Ridership Performance Year-to-Date (10-Year Comparison)



September 2026 CTS Route Efficiency Report			
Route	Boardings	Rev Hours	Avg. Passengers per hour per route
26 - New West Side	15,121	416.72	36.29
30 – Commuter	21,099	941.64	22.41
22 -School Zone	7,051	333.5	21.14
12 - Lower Elwha	1,644	108	15.22
20 - College	4,936	388.3	12.71
28 - Deer Park	3,574	283.57	12.6
24 - Shane Park	3,387	300.6	11.27
14 – Forks	4,407	511.6	8.61
50 – Jamestown	438	51.33	8.53
10 – Joyce	1,559	223.3	6.98
123 – The Strait Shot	2,255	332	6.79
52 – Diamond Point	435	66	6.59
15 – La Push	464	71.87	6.46
ONP	599	95.15	6.3
Forks Interlink	1,521	247.87	6.14
Sequim Interlink	1,893	327.46	5.78
16 – Neah Bay	1,218	243.9	4.99
Totals	71,601	4,942.80	11.05

Title: September 2026 Financial Report
Submitted By: Cherie Huxtable, Finance Manager
Authorized By: Jason McNickle, General Manager

Factsheet: 2026-070
Date: October 21, 2026

BACKGROUND

Clallam Transit System (CTS) provides financial data information to keep the board informed of the financial status for the previous month, as well as short-term projections. The discussion items below represent items of note for the reporting month's activity.

DISCUSSION

Cash Balances: The total cash balance as of September 30, 2026, was $34,378,427. Of those funds, $27.4 million is unrestricted. Approximately $10.7 million of those unrestricted funds are currently held in the Separately Managed Account (SMA) for long-term investments.

Sales Tax Revenue: The sales tax deposit for September was $1,388,751. This was 7.91% over budget for the month. Sales tax receipts are two months behind actual state collections.

Other Operating Revenue: Other operating revenue for September includes $104.3 thousand in interest revenue. Interest rates from the Local Government Investment Pool (LGIP) increased from 3.74% to 3.82%.

Audit: The Accountability audit is under final review. The exit conference has been scheduled for October 28, 2027. The Board will receive a formal invitation once the auditors have finalized their reports.

As reported last month, the Financial Statement and Federal Single audit were completed in September. An unmodified opinion was issued, meaning there were no significant deficiencies or material weaknesses identified. The report was published on September 21, 2026, and is available online at https://sao.wa.gov/reports-data/audit-reports or by reaching out to the finance manager.

RECOMMENDED ACTION

None.

ATTACHMENTS

Monthly Board Report
Sales Tax Chart
Salary, Wages, and Benefits Chart
Revenue and Expenses Chart
SMA Net Position

Clallam Transit System

Monthly Budget Report

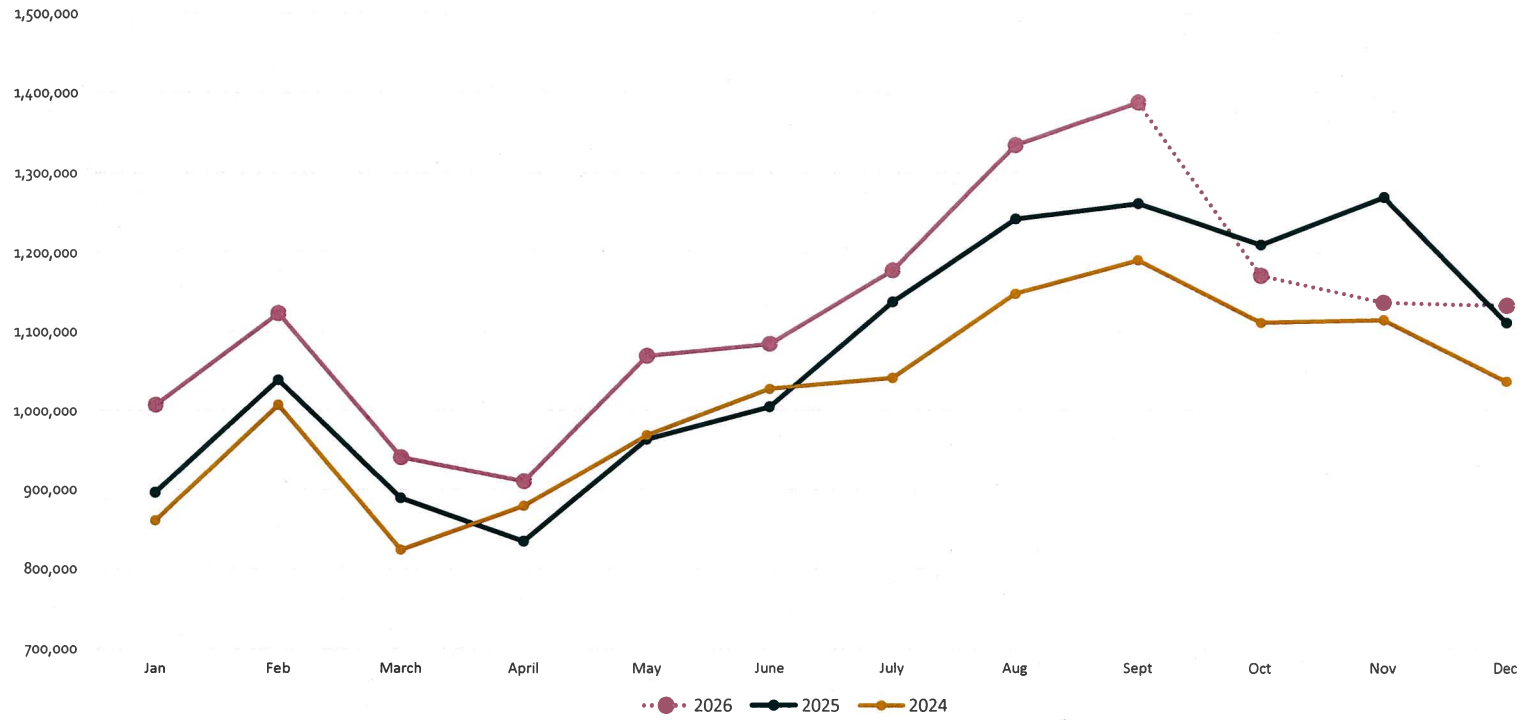
Group Summary

For Fiscal: Current Period Ending: 09/30/2026

ExpCa...	September Budget	September Activity	Variance Favorable (Unfavorable)	Percent Used	YTD Budget	YTD Activity	Variance Favorable (Unfavorable)	Percent Used	Total Budget
Revenue									
RevType: 10 - Passenger Fare Revenue									
	14,660.80	18,892.25	4,231.45	-128.86%	131,947.20	153,638.97	21,691.77	-116.44%	176,000.00
Total RevType: 10 - Passenger Fare Revenue:	**14,660.80**	**18,892.25**	**4,231.45**	**-128.86%**	**131,947.20**	**153,638.97**	**21,691.77**	**-116.44%**	**176,000.00**
RevType: 20 - Rideshare Revenue									
	14,244.30	12,725.00	-1,519.30	-89.33%	128,198.70	109,850.00	-18,348.70	-85.69%	171,000.00
Total RevType: 20 - Rideshare Revenue:	**14,244.30**	**12,725.00**	**-1,519.30**	**-89.33%**	**128,198.70**	**109,850.00**	**-18,348.70**	**-85.69%**	**171,000.00**
RevType: 30 - Paratransit Revenue									
	1,166.20	718.00	-448.20	-61.57%	10,495.80	8,959.39	-1,536.41	-85.36%	14,000.00
Total RevType: 30 - Paratransit Revenue:	**1,166.20**	**718.00**	**-448.20**	**-61.57%**	**10,495.80**	**8,959.39**	**-1,536.41**	**-85.36%**	**14,000.00**
RevType: 40 - Sales Tax Revenue									
	1,286,965.00	1,388,751.06	101,786.06	-107.91%	9,451,332.00	10,037,112.41	585,780.41	-106.20%	12,716,406.00
Total RevType: 40 - Sales Tax Revenue:	**1,286,965.00**	**1,388,751.06**	**101,786.06**	**-107.91%**	**9,451,332.00**	**10,037,112.41**	**585,780.41**	**-106.20%**	**12,716,406.00**
RevType: 50 - WSDOT Grant Revenue									
	158,353.30	0.00	-158,353.30	0.00%	1,425,179.70	1,974,051.00	548,871.30	-138.51%	1,901,000.00
Total RevType: 50 - WSDOT Grant Revenue:	**158,353.30**	**0.00**	**-158,353.30**	**0.00%**	**1,425,179.70**	**1,974,051.00**	**548,871.30**	**-138.51%**	**1,901,000.00**
RevType: 60 - Other Operating Revenue									
	103,371.13	123,540.40	20,169.27	-119.51%	930,340.17	1,121,200.12	190,859.95	-120.52%	1,240,950.00
Total RevType: 60 - Other Operating Revenue:	**103,371.13**	**123,540.40**	**20,169.27**	**-119.51%**	**930,340.17**	**1,121,200.12**	**190,859.95**	**-120.52%**	**1,240,950.00**
Total Revenue:	**1,578,760.73**	**1,544,626.71**	**-34,134.02**	**-97.84%**	**12,077,493.57**	**13,404,811.89**	**1,327,318.32**	**-110.99%**	**16,219,356.00**
Expense									
00 - Salaries & Wages	654,861.17	628,916.94	25,944.23	96.04%	6,222,458.48	5,898,292.41	324,166.07	94.79%	8,515,750.00
10 - Personnel Benefits	374,209.95	331,605.05	42,604.90	88.61%	3,454,545.59	2,989,851.25	464,694.34	86.55%	4,664,800.00
20 - Fuel, Fluids, & Parts	131,551.52	175,953.54	-44,402.02	133.75%	1,183,963.68	1,312,303.18	-128,339.50	110.84%	1,579,250.00
30 - Other Supplies	36,739.96	42,987.80	-6,247.84	117.01%	330,659.64	292,046.35	38,613.29	88.32%	441,056.11
40 - Professional & Misc Services	69,251.45	58,948.23	10,303.22	85.12%	623,263.05	527,135.73	96,127.32	84.58%	831,350.00
50 - Maintenance & Repair	27,918.58	17,571.18	10,347.40	62.94%	251,267.22	152,033.11	99,234.11	60.51%	335,157.06
60 - Communications	10,496.20	10,881.82	-385.62	103.67%	94,465.80	87,582.66	6,883.14	92.71%	126,005.00
70 - Insurance	45,398.50	51,191.83	-5,793.33	112.76%	408,586.50	406,326.51	2,259.99	99.45%	545,000.00
80 - Other Operating Expenses	20,104.45	15,443.88	4,660.57	76.82%	180,940.05	129,164.20	51,775.85	71.39%	241,350.00
Total Expense:	**1,370,531.78**	**1,333,500.27**	**37,031.51**	**97.30%**	**12,750,150.01**	**11,794,735.40**	**955,414.61**	**92.51%**	**17,279,718.17**
Report Total:	**208,228.95**	**211,126.44**	**2,897.49**		**-672,656.44**	**1,610,076.49**	**2,282,732.93**		**-1,060,362.17**

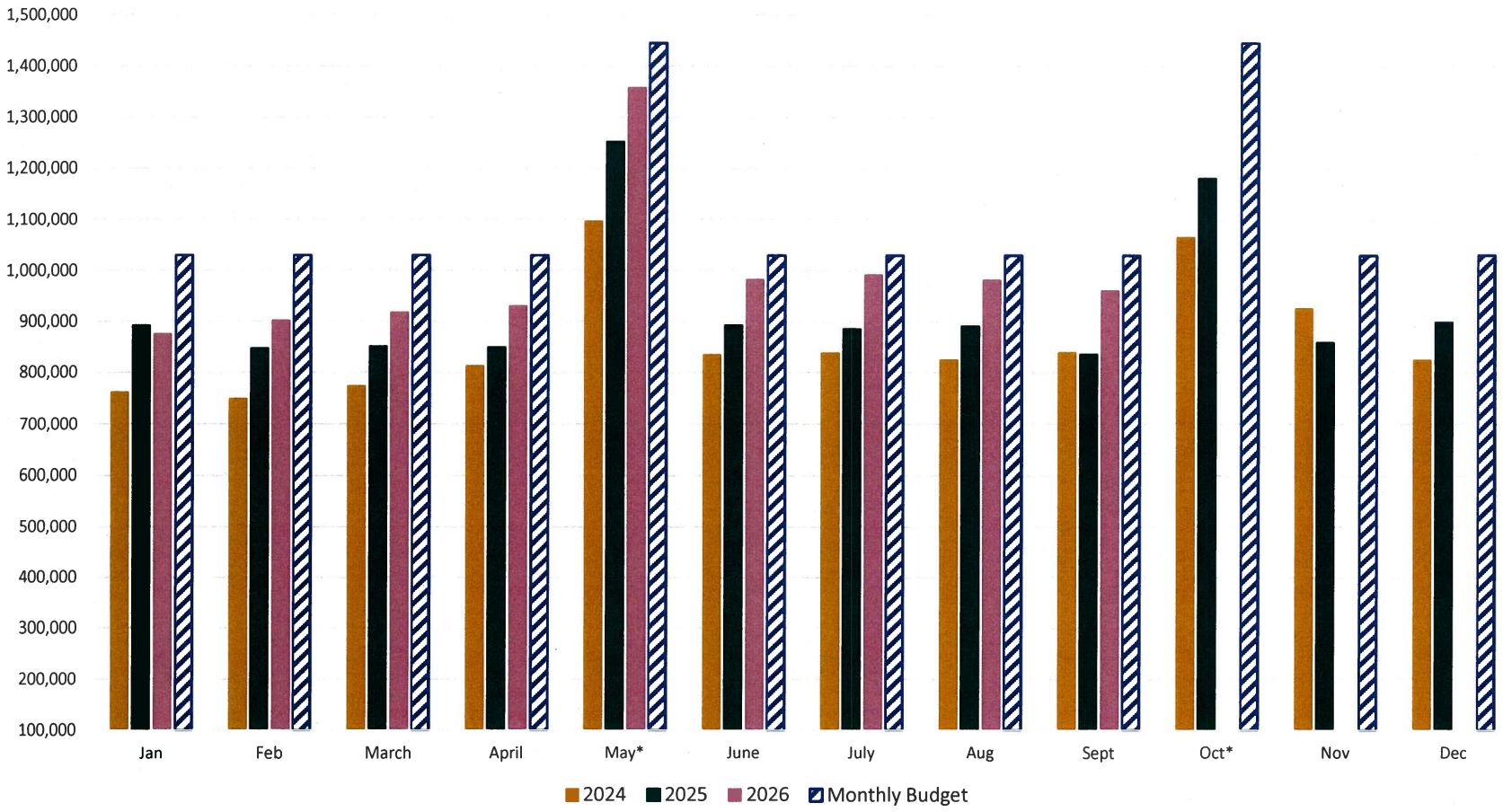
Sales Tax Revenue

(Oct through Dec budgeted amount)



	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD	Annual Budget
2026	1,007,147	1,123,432	940,558	910,105	1,069,330	1,084,736	1,177,954	1,335,099	1,388,751	*1,171,153*	*1,137,400*	*1,133,689*	10,037,112	12,716,406
2025	895,731	1,038,604	888,518	834,168	962,820	1,004,324	1,138,020	1,242,096	1,261,730	1,210,017	1,269,220	1,111,460	11,745,250	12,166,345
2024	860,635	1,006,762	823,904	878,809	968,302	1,027,322	1,041,358	1,148,186	1,190,563	1,111,519	1,114,918	1,036,605	12,208,884	12,118,505

Salary, Wages, and Benefits



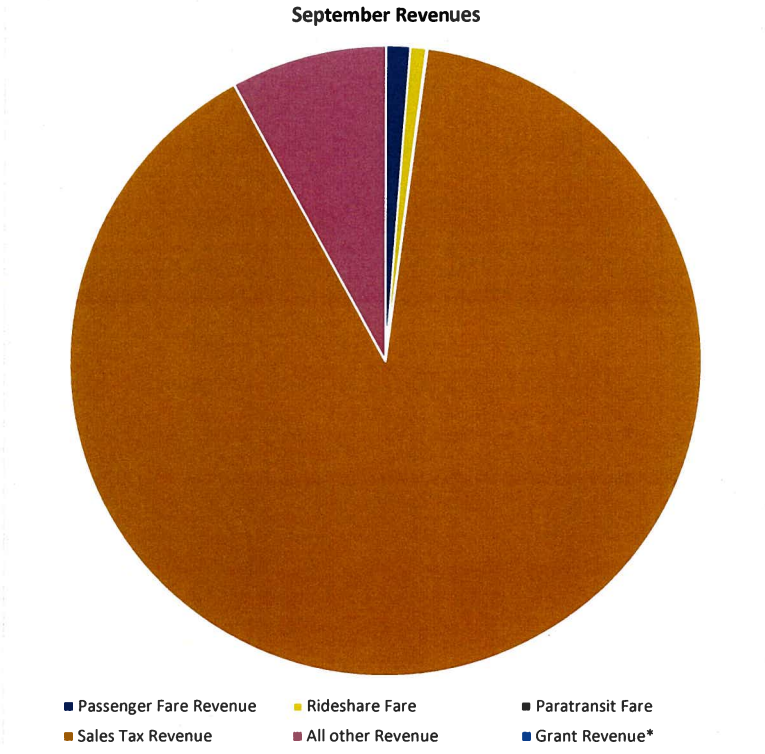
	Jan	Feb	March	April	May*	June	July	Aug	Sept	Oct*	Nov	Dec	YTD	Annual Budget
Monthly Budget	*1,029,071*	*1,029,071*	*1,029,071*	*1,029,071*	*1,444,435*	*1,029,071*	*1,029,071*	*1,029,071*	*1,029,071*	*1,444,435*	*1,029,071*	*1,030,040*		13,180,550
2026	*875,831*	*902,254*	*917,513*	*929,690*	*1,357,039*	*981,979*	*991,461*	*980,995*	*960,522*				*8,897,284*	13,180,550
2025	*891,035*	*846,596*	*850,518*	*849,018*	*1,251,128*	*892,175*	*884,830*	*890,683*	*835,636*	*1,180,225*	*858,716*	*898,559*	*11,129,118*	11,635,491
2024	*761,986*	*749,110*	*773,474*	*813,419*	*1,096,265*	*835,082*	*838,348*	*824,801*	*839,214*	*1,064,962*	*925,298*	*824,426*	*10,346,384*	11,841,575

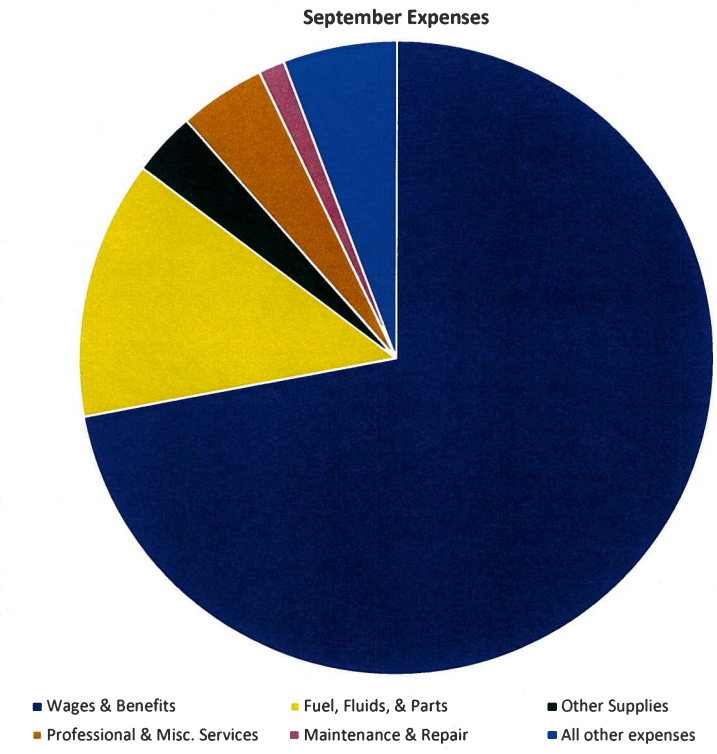
*Months with three payrolls

REVENUES	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD Actual	Annual Budget	% of Budget Used
Passenger Fare Revenue	13,216	10,371	12,750	15,113	14,925	20,339	25,586	22,446	18,892				153,639	176,000	87.29%
Rideshare Fare	875	12,600	13,850	14,025	13,575	12,550	14,450	15,200	12,725				109,850	171,000	64.24%
Paratransit Fare	1,027	842	932	1,224	1,250	997	1,000	971	718				8,959	14,000	64.00%
Sales Tax Revenue	1,007,147	1,123,432	940,558	910,105	1,069,330	1,084,736	1,177,954	1,335,099	1,388,751				10,037,112	12,716,406	78.93%
All other Revenue	124,557	113,674	120,457	149,560	120,884	119,230	125,174	124,125	123,540				1,121,200	1,240,950	90.35%
Grant Revenue*	-	-	-	502,577	-	-	1,471,474	-	-				1,974,051	1,901,000	103.84%

*Grant revenue appears in the Financial Statement during the month that the reimbursement requests are made, not when the funds are received.

EXPENSES	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD Actual	Annual Budget	% of Budget Used
Wages & Benefits	875,831	902,254	918,798	925,225	1,357,039	981,979	991,461	980,995	960,522				8,894,105	13,180,550	67.48%
Fuel, Fluids, & Parts	84,915	101,286	151,764	162,845	147,599	180,723	159,859	147,358	175,954				1,312,303	1,579,250	83.10%
Other Supplies	15,574	23,889	47,290	36,205	24,120	50,516	32,140	12,004	42,988				284,725	441,056	64.56%
Professional & Misc. Services	59,288	128,902	59,089	37,125	29,958	44,169	58,304	51,353	58,948				527,136	831,350	63.41%
Maintenance & Repair	15,838	17,320	14,590	13,263	9,422	20,915	20,965	22,148	17,571				152,033	335,157	45.36%
All other expenses	51,128	66,403	87,700	67,625	66,861	71,420	65,981	68,438	77,518				623,073	912,355	68.29%





SMA Net Position

January 2026 - September 2026

SMA-Clallam Transit	January 2026	February 2026	March 2026	April 2026	May 2026	June 2026
Operations						
ADDITIONS						
Investment Earnings	34,393.91*	31,352.57*	34,576.81*	33,627.25*	34,570.05*	33,706.60*
DEDUCTIONS						
Administrative Expenses	394.48	357.37	396.69	385.05	399.33	387.59
Change in Net Position - Operations	**33,999.43**	**30,995.20**	**34,180.12**	**33,242.20**	**34,170.72**	**33,319.01**
SMA Participant Transactions						
CONTRIBUTIONS	0.00	0.00	0.00	0.00	0.00	0.00
DISTRIBUTIONS	0.00	0.00	0.00	0.00	0.00	0.00
Change in Net Position - Part. Txns.	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**
Change in Net Position	**33,999.43**	**30,995.20**	**34,180.12**	**33,242.20**	**34,170.72**	**33,319.01**
Beginning Net Position	10,377,953.90	10,411,953.33	10,442,948.53	10,477,128.65	10,510,370.85	10,544,541.57
Ending Net Position	**10,411,953.33**	**10,442,948.53**	**10,477,128.65**	**10,510,370.85**	**10,544,541.57**	**10,577,860.58**
AVERAGE BOOK BALANCE	10,321,534.43	10,352,431.56	10,379,295.84	10,410,737.98	10,448,381.62	10,479,290.15
GROSS YIELD (Earnings before fee)	3.923%	3.948%	3.922%	3.930%	3.896%	3.913%
NET YIELD (Net of fee)	3.878%	3.903%	3.877%	3.885%	3.851%	3.868%
Fee Rate	0.045%	0.045%	0.045%	0.045%	0.045%	0.045%
Statement of Net Position						
Investment Book Value	10,329,613.85*	10,364,250.50*	10,405,033.25*	10,437,426.94*	10,461,764.66*	10,504,079.02*
Accrued Interest/Income	81,345.10	77,635.47	72,340.83	71,703.25	81,550.53	72,107.62
Oustanding PAI	1,388.86	1,419.93	151.26	1,625.71	1,625.71	2,061.53
Admin. Fee Liability	(394.48)	(357.37)	(396.69)	(385.05)	(399.33)	(387.59)
Net Position (Amortized Cost)	**10,411,953.33**	**10,442,948.53**	**10,477,128.65**	**10,510,370.85**	**10,544,541.57**	**10,577,860.58**
Market Value	10,383,021.08	10,462,166.60	10,407,631.58	10,423,424.56	10,421,763.11	10,442,039.80

* = Includes Income from Securities Lending for prior month

SMA Net Position

January 2026 - September 2026

SMA-Clallam Transit	July 2026	August 2026	September 2026	Period Totals
Operations				
ADDITIONS				
Investment Earnings	34,824.43*	34,874.63*	34,315.44*	306,241.69
DEDUCTIONS				
Administrative Expenses	401.71	403.01	391.18	3,516.41
Change in Net Position - Operations	**34,422.72**	**34,471.62**	**33,924.26**	**302,725.28**
SMA Participant Transactions				
CONTRIBUTIONS	0.00	0.00	0.00	0.00
DISTRIBUTIONS	0.00	0.00	0.00	0.00
Change in Net Position - Part. Txns.	**0.00**	**0.00**	**0.00**	**0.00**
Change in Net Position	**34,422.72**	**34,471.62**	**33,924.26**	**302,725.28**
Beginning Net Position	10,577,860.58	10,612,283.30	10,646,754.92	10,377,953.90
Ending Net Position	**10,612,283.30**	**10,646,754.92**	**10,680,679.18**	**10,680,679.18**
AVERAGE BOOK BALANCE	10,510,596.21	10,544,615.52	10,576,372.51	
GROSS YIELD (Earnings before fee)	3.901%	3.894%	3.948%	
NET YIELD (Net of fee)	3.856%	3.849%	3.903%	
Fee Rate	0.045%	0.045%	0.045%	
Statement of Net Position				
Investment Book Value	10,534,107.84*	10,562,775.71*	10,602,254.90*	
Accrued Interest/Income	76,212.48	83,523.05	77,956.29	
Oustanding PAI	2,364.69	859.17	859.17	
Admin. Fee Liability	(401.71)	(403.01)	(391.18)	
Net Position (Amortized Cost)	**10,612,283.30**	**10,646,754.92**	**10,680,679.18**	
Market Value	10,440,280.82	10,456,982.50	10,386,030.70	

* = Includes Income from Securities Lending for prior month

Title: Administrative Services Department Report
Submitted By: Barb Cox, Human Resources Manager
Authorized By: Jason McNickle, General Manager

Factsheet: 2026-071
Date: October 21, 2026

Background

The Clallam Transit System (CTS) human resources manager provides the CTS Board with information on the activities and operations of the administrative services department.

Discussion

Internal recruitments included:

- Maintenance manager due to retirement. Closed and filled.
- Maintenance supervisor due to promotion to maintenance manager. Closed and filled.
- Operations supervisor due to an upcoming retirement. In process.
- Lead fleet maintenance technician with reimplementation of the maintenance supervisor position. In process.
- Lead maintenance worker due to a promotional appointment to maintenance supervisor. In Process
- Relief paratransit CSR/dispatcher continues with 2 employees appointed.
- Paratransit instructors position assignment continues.

We partnered with QFC pharmacy to host a vaccination clinic for our employees and their dependents covered by our medical plan. This event was a great success and appreciated by our employees. It was held on September 23, 2026, with 27 employees attending, which is approximately 23% of our employees. We look forward to providing this event again next year. Thank you to Julie Shannon for all her hard work on making this event such a great success!

We continue to assess and strategize, agency-wide, the impacts of the recent growth we have experienced to adequately address our needs.

We have 1 active workers compensation claim and there are currently 3 employees off work on FMLA, with a few approved for intermittent leave.

The *CTS Recruitments and Appointments Policy* has been updated and reviewed by Summitt Law with an effective date of November 9, 2026. The policy updates include current state and federal equal employment opportunity requirements and current recruitment and appointment processes.

Recommended Action

None.

Attachments

CTS Recruitment and Appointment Policy update and redline version.

Policy Title and Number: Recruitments and Appointments 10-650
Review Responsibility: Barb Cox, Human Resources Manager
Approved By: Jason McNickle, General Manager
Authorized By: Clallam Transit System Resolution R5:2020, original resolution
Effective Date: November 9. 2026

1. PURPOSE

Clallam Transit System (CTS) is committed to hiring and compensating a qualified, diverse, and productive workforce to carry out its mission, vision, and values. This policy supports other CTS policies that promote a diverse workforce, equitable pay, and working conditions. Each employee is hired to make significant contributions to CTS and the communities served.

2. POLICY

A. This policy applies to recruitments and appointments for non-represented positions only. All appointed non-represented employees are at-will. Both the employee and CTS can end the employment at any time, for any reason, without prior notice.

B. The recruitment and selection process will consider all qualified candidates for hire, promotion, or internal opportunities based on the position description requirements. This policy ensures fair and objective hiring, based on job-related competencies while supporting workforce diversity and complying with federal and state equal employment opportunity requirements.

C. CTS is committed to supporting the career development of its existing employees by considering internal candidates for advancement opportunities, when appropriate. CTS will conduct all employee selection processes to ensure compliance with state and federal laws governing equal employment opportunity and non-discrimination.

D. This policy does not apply to newly established non-represented positions resulting from a position reallocation. The incumbent will remain in the reallocated position provided they meet the minimum qualifications. If the incumbent does not meet the qualifications, the provisions of the CTS *Layoffs Policy* apply.

E. Employees covered by the labor agreement who are subsequently appointed to a non-represented position retain any return rights to their represented position, in accordance with the labor agreement.

3. ADMINISTRATION

A. Coordination

Human resources (HR) will coordinate all internal and external recruitments with the department manager or supervisor (manager). The human resources manager (HRM) or designee and the manager will partner throughout the recruitment process to develop recruitment strategies that maximize the pool of qualified candidates who meet the positions qualifications.

B. Position Review

Vacancies will be evaluated for ongoing need for the position and ensure the efficient use of resources. The position description's competency requirements will be reviewed to confirm the required qualifications, skills, and competencies. Any recommended changes to the position's allocation will be submitted to the manager and general manager for approval.

C. Job Postings

External recruitments will be distributed to CTS staff by email, posted on the CTS website, and employee bulletin boards. Recruitments may also be advertised through paid and social media. Internal recruitments will be distributed by email and posted on employee bulletin boards.

D. Minimum Qualifications

All applicants will be reviewed to verify that they meet the established minimum qualifications before advancing in the recruitment process. Only applicants who meet the minimum qualifications will be considered for any position.

E. Screening Tools

CTS may use screening and assessment methods to identify candidates' qualifications, skills, and competencies that best meet the requirements of the position. Screening methods may include, but are not limited to, application and resume reviews, supplemental questionnaires, written or practical examinations, and interviews.

F. Interviews

Team interviews may be conducted, as appropriate. Whenever practicable, interview panel members will complete interview training before participating in an interview. If a team interview is conducted, a structured interview process is recommended. Interview questions will be reviewed by the manager and finalized by the human resources manager or designee prior to the interview.

G. Background Checks

Background checks will be conducted, as appropriate for the position and may include criminal history, credit history, driving record, drug and alcohol testing, or other relevant inquiries. All background checks will be conducted by HR and in accordance with RCW 49.94, 49 CFR Part 40, and other applicable laws.

H. Job Offers

After a hiring decision has been reached, the HR designee will complete and submit the CTS *Appointment Authorization Form* to the human resources manager and the general manager or designee for approval. An offer of employment may be extended upon approval and will be contingent on the satisfactory completion of pre-employment requirements identified in the offer letter.

I. Candidates Not Selected

CTS will notify all external applicants who are not selected and internal represented applicants will be notified in accordance with the labor agreement. External applicants who applied for the same position within the previous 12 months may be considered without repeating the application and screening process unless the process has substantially changed.

4. DIRECT APPOINTMENTS

A. Nothing in the policy prohibits the general manager from making a direct appointment of an internal CTS candidate to a non-represented position, provided they meet the minimum qualifications as determined by the human resources manager, general manager, or designee. Direct appointments are intended to be an exceptional action and are excluded from the standard recruitment process.

B. Prior to making a direct appointment the general manager will consult with the human resources manager and position manager and is encouraged to seek input from the CTS leadership team. Direct appointments may be made in succession planning efforts.

5. REASONABLE ACCOMMODATION

CTS will provide reasonable accommodations for qualified applicants unless it creates undue hardship. This would be considered to enable participation in all phases of the recruitment and assessment processes in accordance with the CTS *Reasonable Accommodations Policy*.

6. REGULATORY AND ADMINISTRATIVE CHANGES

A. To facilitate the regular business routine of CTS, the CTS Board authorizes and designates the CTS general manager to approve and implement subsequent changes to the policy that may be required to comply with federal and state regulatory changes or clarifications. The board will be notified of all policy changes.

B. All changes to Section 4 of this policy require approval by the board. Except as specifically noted, the board authorizes and designates the general manager to approve and implement subsequent administrative changes to the policy which are deemed appropriate to facilitate the regular business routine of CTS. The board will be notified of all policy changes.

7. REFERENCES

A. CTS Affirmative Action Plan
B. CTS Layoffs Policy
C. CTS Appointment Authorization Form

Clallam Transit System
830 W. Lauridsen Blvd.
Port Angeles, WA 98363
www.clallamtransit.com

(360) 452-1315
1-800-858-3747 WA
FAX (360) 452-1316
Passenger Assistance:
(360) 452-4511

Policy Title: RECRUITMENTS AND APPOINTMENTS		Policy No.: 10-650
Review Responsibility: Barb Cox, Human Resources Manager ~~Gina Monger, Administrative Services Manager~~	**Approved By:** Jason McNickle ~~Kevin E. Gallacci~~, General Manager	
Authorized By: Clallam Transit System Resolution No. R5:2020, original resolution		~~**Effective Date:** 03/01/2020~~

1 PURPOSE

Clallam Transit System (~~"~~CTS~~"~~) is committed to hiring and compensating a qualified, diverse, and productive workforce to carry out its mission, vision, and values. This policy supports other CTS policies that promote a diverse workforce, equitable pay, and working conditions. Each employee is hired to make significant contributions to CTS and the communities served.

2. POLICY

A. **This policy applies to recruitments and appointments for non-represented positions only.** All appointed non-represented employees are ~~considered~~ at-will~~;. the right to terminate their own employment with CTS and the right of CTS to terminate an employee for any (or no) reason. Termination of an employee can be done without any prior notice.~~ Both the employee and CTS can end the employment at any time, for any reason, without prior notice.

B. The recruitment and selection process will consider ~~any and~~ all qualified candidates for hire, promotion, or internal ~~movement~~ opportunities based on the position description requirements. This policy will ensure~~s that hiring decisions are~~ fair and objective hiring ~~and~~ based on ~~the evaluation of~~ job-related competencies ~~and characteristics required for successful job performance and performance management,~~ while supporting workforce diversity and complying with federal and state equal employment opportunity requirements. ~~CTS's *Affirmative Action Plan.*~~

C. CTS ~~also desires to consider~~ is committed to supporting the career development of its existing employees by considering internal candidates for advancement opportunities, ~~CTS employees~~ when appropriate. CTS will conduct all employee selection processes to ensure compliance with state and federal laws governing equal employment opportunity ~~regarding employee selection~~ and non-discrimination.

D. This policy does not apply to newly established non-represented positions ~~as a result of~~ resulting from a position reallocation. The incumbent will remain in ~~of~~ the reallocated position ~~will be retained in the position,~~ provided they ~~incumbent meets~~ meet the minimum qualifications. ~~of the position as reallocated.~~ If the incumbent does not meet the qualifications, ~~then~~ the provisions of the CTS *Layoffs Policy* ~~will~~ apply.

E. Employees covered by the labor agreement ~~and~~ who are subsequently appointed to a non-represented position ~~will~~ retain any return rights to their represented position, ~~as stipulated by~~ in accordance with the labor agreement.

3. ADMINISTRATION

A. Coordination: ~~The administrative services department (ASD)~~ human resources (HR) will coordinate all internal and external recruitments with the ~~hiring~~ department ~~supervisor/~~manager or supervisor (manager~~"supervisor"~~). The human resources manager (HRM) or ~~ASD~~ designee and the ~~supervisor~~ manager will partner ~~together for each position opening. The ASD designee will plan recruitment efforts that will provide the supervisor with the maximum number of candidates~~ throughout the recruitment process to develop recruitment strategies that maximize the pool of qualified candidates who meet the positions qualifications. ~~that meet those requirements and competencies.~~

B. Position Review: Vacancies will be evaluated for ongoing need for the position and ensure the efficient use of resources. ~~to ensure maximum efficiency of available resources, including a review of~~ The position description's ~~to objectively identify the skill and~~ competency requirements will be reviewed to confirm the required qualifications, skills, and competencies. Any recommended changes to the position's allocation will be submitted to the ~~supervisor~~ manager and general manager for approval.

C. Job Postings: ~~All~~ External recruitments ~~are~~ will be distributed to CTS staff by email, posted on the CTS website, and employee bulletin boards. Recruitments may also be advertised through ~~sent to recipients on the current mailing list. CTS may also advertise recruitments~~ paid and social media, ~~social media, and other CTS property as appropriate~~. Internal recruitments will be distributed by email and posted on ~~the designated~~ employee bulletin boards.

D. Minimum Qualifications: All applicants will be reviewed ~~for meeting~~ to verify that they meet the established minimum qualifications before ~~any further~~ advancing in the recruitment process ~~screening occurs. All applicants must meet the minimum qualifications to be considered for any position~~. Only applicants who meet the minimum qualifications will be considered for any position.

~~E.~~ **Screening Tools:** CTS may use screening and assessment methods ~~necessary to narrow down the number of~~ to identify candidates' qualifications, skills, and competencies that best meet the requirements of the position. ~~to those who best fulfill the skill and competency requirements for~~ Screening methods may include, but are not limited to, application and resume reviews, supplemental questionnaires, written or practical examinations, and interviews. ~~the position and work environment will be conducted. Screening methods may include, but are not limited to, reviewing resumes and employment applications, interviews, written and demonstrated examinations, and supplemental questionnaires.~~

F. Interviews: Team interviews may be conducted, as appropriate. ~~needed for some positions~~. Whenever ~~possible, all team interview participants~~ practicable, interview panel members will ~~receive~~ complete interview training ~~prior to their~~ before participating in ~~first~~ an interview. If a team interview is conducted, a structured interview process is recommended. ~~All~~ Interview questions will be reviewed by the manager and finalized by the ~~Administrative Services Manager~~ human resources manager or designee prior to the interview.

G. Background Checks: Background checks will be conducted as appropriate ~~vary depending on~~ for the position ~~being filled~~ and may include criminal history, credit history, driving record, drug and alcohol testing, or ~~any~~ other relevant inquiries. ~~relevant information for the job~~. All background checks will be conducted by HR ~~the ASD~~ and in accordance with RCW 49.94, 49 CFR Part 40 and applicable laws.

H. Job offers: After a hiring decision has been reached ~~to hire a candidate~~, the ~~ASD~~ HR designee will complete and submit the CTS *Appointment Authorization Form* ~~and forward~~ to the human resources manager and the general manager or designee for approval. An offer of employment may be ~~made~~ extended upon approval ~~of the appointment. The job offer will be made~~ and will be contingent ~~up~~on the

satisfactory completion of ~~required contingencies~~ pre-employment requirements identified ~~as outlined~~ in the offer letter.

I. **Candidates Not Selected:** ~~All applicants not selected will be notified by CTS.~~ CTS will notify all external applicants who are not selected and internal represented applicants will be notified in accordance with the labor agreement. ~~provisions.~~ External applicants who ~~apply and have previously~~ applied for the same position within the ~~last~~ previous 12 months ~~for the same position will~~ may be considered ~~and~~ without repeating the application and screening process ~~may not be subject to the identified screening process~~, unless the process has substantially changed.

4. DIRECT APPOINTMENTS

A. Nothing in the policy ~~will prevent~~ prohibits the general manager from making a direct appointment of an internal CTS candidate to a non-represented position, provided they ~~candidate~~ meet~~s~~ the minimum qualifications ~~of the position~~, as determined by the ~~administrative services~~ human resources manager, general manager, or designee. Direct appointments are intended to be ~~This is~~ an exceptional action and ~~is not typical of~~ are excluded from the standard recruitment process.

B. Prior to making making a direct appointment the general manager will consult with the ~~administrative services~~ human resources manager and position manager, ~~supervisor of the position prior to taking such an action~~. ~~The general manager~~ is ~~also strongly~~ encouraged to seek input from the CTS leadership team. ~~for feedback when considering a direct appointment. This action may be taken~~ Direct appointments may be made in ~~as part of a CTS~~ succession planning ~~process~~ efforts.

5. REASONABLE ACCOMMODATION

~~Unless an accom~~modation results in doing so would create an undue hardship, CTS will provide reasonable accommodations for qualified ~~candidates~~ applicants unless it creates undue hardship. ~~to participate in all aspects~~ This would be considered to enable participation in all phases of the recruitment and assessment processes in accordance with the CTS *Reasonable Accommodations Policy*.

6. REGULATORY AND ADMINISTRATIVE CHANGES

A. To facilitate the regular business routine of CTS, the CTS Board authorizes and designates the CTS General Manager to approve and implement subsequent changes to the policy that may be required to comply with federal and state regulatory changes or clarifications. The board will be notified of all policy changes.

B. All changes to Section 4 of this policy require approval by the board. Except as specifically noted, the board authorizes and designates the general manager to approve and implement subsequent administrative changes to the policy which are deemed appropriate ~~in order~~ to facilitate the regular business routine of CTS. The board will be notified of all policy changes.

7. REFERENCES

A. CTS Affirmative Action Plan
B. CTS Layoffs Policy
C. CTS Appointment Authorization Form