

REVISED AGENDA

Tillamook County Transportation District
Board of Directors ~ Special Board Meeting

Thursday, July 2, 2018 - 6:30 pm

Robert J. Kenny Board Meeting Room - 3600 Third Street, Tillamook OR 97141

1. Call to Order
2. Pledge of Allegiance
3. Roll Call
4. Announcements & Changes to Agenda
5. Public & Guest Comments

ACTION ITEMS

6. Resolution 18-14 In the Matter of Establishing a New NW Rides Enterprise Fund (Pg. 1)
7. Resolution 18-54 In the Matter of an Umpqua Bank Checking Account for NW Rides Brokerage (Pg. 2)
8. Motion to Approve NW Rides Job Descriptions & Pay Scales (Pgs. 3-9)
9. Motion to Authorize GM to Execute Pacific Office Automated Equipment Contracts (Pgs. 10-12)
10. Motion to Authorize GM to Purchase Call Center Computer Hardware and Installation from GenXsys (Pg. 13)
11. Motion to Authorize GM to Purchase Call Center Office Furniture from NBF (Pg. 14)
12. Motion to Authorize GM to Purchase Call Center Telephone System from Coastcom (Pg. 15)
13. Motion to Authorized GM to Purchase Ecolane Brokerage Modules and Licenses (Pgs. 16-17)

DISCUSSION ITEMS

14. Comments or Concerns
15. Adjournment

Next regularly scheduled meeting of the
Tillamook County Transportation District Board of Directors
Thursday, July 19, 2018

**BEFORE THE BOARD OF DIRECTORS
OF THE
TILLAMOOK COUNTY TRANSPORTATION DISTRICT**

**In the Matter of Establishing)
a Non-Emergency Medical)
Transportation Brokerage)
Fund called NW Rides Fund)**

RESOLUTION NO. 18-14

WHEREAS, the Tillamook County Transportation District (“District”) Board of Directors has authorized the General Manager to execute a Letter of Intent between CareOregon and the District to establish a non-emergency medical transportation (NEMT) brokerage called NW Rides; and

WHEREAS, the District’s Board of Directors recognizes the need to establish an enterprise fund to manage the NW Rides NEMT income and expenses; and

WHEREAS, the District’s Board of Directors must review and reauthorize the enterprise fund every ten (10) years; and

NOW, THEREFORE, BE IT RESOLVED by the Tillamook County Transportation District Board of Directors;

Section 1: that by adoption of Resolution 18-15 the Board authorizes the General Manager to establish the NW Rides Enterprise Fund for the intended purpose managing the brokerages income and expenses.

Section 2: that by adoption of Resolution 18-15 the established new review year for the NW Rides Enterprise Fund will be 2029.

INTRODUCED AND ADOPTED this 2nd day of July 2018.

EFFECTIVE date of July 3, 2018.

ATTEST:

By: _____
Judy Riggs, Board Chair

By: _____
Doug Pilant, General Manager

**BEFORE THE BOARD OF DIRECTORS
OF THE
TILLAMOOK COUNTY TRANSPORTATION DISTRICT**

**In the Matter of Establishing an)
Umpqua Bank Checking Account)
for the NW Rides Brokerage)**

RESOLUTION NO. 18-15

WHEREAS, the Tillamook County Transportation District (“District”) Board of Directors has authorized the General Manager to execute a Letter of Intent between the District and CareOregon to establish non-emergency medical transportation NEMT brokerage called NW Rides; and

WHEREAS, the District’s Board of Directors recognizes the need to establish an enterprise fund to manage the NW Rides Fund to manage the NEMT brokerage income and expenses; and,

WHEREAS, the District’s Board of Directors recognizes the need to establish a separate Umpqua Bank checking account to record and manage the NW Rides Fund account; and

NOW, THEREFORE, BE IT RESOLVED by the Tillamook County Transportation District Board of Directors;

That by adoption of Resolution 18-15 the Board authorizes the General Manager to establish a separate Umpqua Bank checking account to record and manage the NW Rides Fund.

INTRODUCED AND ADOPTED this 2nd day of July 2018.

EFFECTIVE date of July 3, 2018.

ATTEST:

By: _____
Judy Riggs, Board Chair

By: _____
Doug Pilant, General Manager

NW Rides Brokerage
JOB DESCRIPTION
Adopted 7/2/2018

Job Title: Customer Service Representative (CSR)
Supervised by: Brokerage Supervisor
Status: Full Time Non-Exempt Employee
Starting Pay: \$15.50 Hourly

POSITION SUMMARY

Under general direction of the Brokerage Supervisor, the Customer Service Representative (CSR) will schedule ride requests in a call center environment for transportation services programs managed under the NW Rides (NWR) Brokerage. This service will provide medical and non-medical transportation primarily for older adults, Veterans, people with disabilities and low-income families. The CSR's primary goal is to ensure the highest level of customer service is provided to each call they handle. CSR's will also ensure transportation services and resources are explained, information is understood, and all available resources are explored with the caller.

DUTIES & RESPONSIBILITIES

- Speak with customers and record ride requests. Assure that all passenger information is accurate to ensure timely, safe and productive passenger service. Assure that accurate system information is given to passenger regarding pick-up times, destination and fare requirements. This may require callbacks to customers to confirm scheduled rides.
- Operate a high volume multi-line phone system.
- Assist drivers in the event of mechanical breakdown and/or route delays.
- Maintain and provide communication with Provider and other agencies as necessary.
- Perform accurate statistical record keeping for reports on program operation.
- Track capacity of system versus demand (increases/decreases in rides, turndowns etc.) and report information to supervisor.
- Interpret map and street data.
- Give accurate verbal and written directions to customers and drivers.
- Perform data entry using scheduling software.
- Identify, troubleshoot, and resolve customer concerns.
- Provide timely feedback to supervisor regarding service issues and customer concerns.
- Take on new tasks and processes as assigned.
- Must contribute to a positive working environment by consistently engaging in courteous behaviors and communications.

REQUIREMENTS

- Strong customer service skills are required to perform this job successfully. An individual must be able to perform each essential duty satisfactorily.
- To perform this job successfully, an individual must be able to multi-task under highly stressful conditions.
- High school diploma or general education degree (GED); or six months related experience and/or training; or equivalent combination of education and experience.
- Knowledge of NWR services areas of Tillamook, Benton, Clatsop, Columbia, Lane, Lincoln, Linn, Polk, Marion, Multnomah, Washington and Yamhill Counties boundaries.

- Experience with the most recent version of Windows operating systems and other software programs including, but not limited to, Microsoft Office, Ecolane, Google and Google Earth.
- Ability to read and interpret documents such as maps, safety rules, operating and maintenance instructions, and procedures manuals.
- Ability to write routine reports and correspondence.
- Exceptional communication and interpersonal skills as applied to interactions with co-workers, supervisor, other providers and agencies, to ensure professional, courteous, and empathetic exchanges of information.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to solve practical problems and deal with a variety of situations where limited standardization may exist. Requires ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- May require a valid Oregon driver's license.
- Ability to operate office machinery (i.e. copier, fax and scanner)

PHYSICAL REQUIREMENTS

- Work is performed in a call center environment.
- Frequent sitting, keyboarding and hearing voice conversations is required.
- While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; talk; and hear. The employee is frequently required to stand, walk, and reach with hands and arms.
- Occasional bending, squatting, lifting up to 10 pounds, pushing, reaching and walking is required.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

NW Rides Brokerage
JOB DESCRIPTION
Adopted 7/2/2018

Job Title: Scheduling Clerk
Supervised by: Brokerage Supervisor
Status: Full Time Non-Exempt Employee
Starting Pay: \$15.50 Hourly

POSITION SUMMARY

Under general direction of the Brokerage Supervisor, the Schedule Clerk (SC) will schedule ride requests in a call center environment with transportation providers for transportation services programs managed under the NW Rides (NWR) Brokerage. This service will provide medical and non-medical transportation primarily for older adults, Veterans, people with disabilities and low-income families. The SC will coordinate and arrange requests received by Customer Service Representatives (CSRs) into daily schedules (manifests) and work with contracted transportation providers.

DUTIES & RESPONSIBILITIES

- Prepare, assemble and print daily manifest.
- Work with CSRs who record ride requests to assure that all passenger information is accurate.
- Operate a high volume multi-line phone system.
- Assist providers in the event of mechanical breakdown and/or route delays.
- Maintain and provide communication with Providers and other agencies as necessary.
- Perform accurate statistical record keeping for reports on program operation and billing.
- Track capacity of system versus demand (increases/decreases in rides, turndowns etc.) and report information to supervisor.
- Interpret map data.
- Give accurate verbal and written directions to transportation providers.
- Perform data entry using scheduling software.
- Identify, troubleshoot, and resolve provider concerns.
- Provide timely feedback to supervisor regarding service issues and provider concerns.
- Maintain and/or assign (within scheduling department) provider rate sheets, provider cutoff times, and other documents and forms essential to the scheduling department.
- Must contribute to a positive work environment by consistently engaging in courteous behaviors and communications.

REQUIREMENTS

- Strong customer service skills are required to perform this job successfully. An individual must be able to perform each essential duty satisfactorily.
- To perform this job successfully, an individual must be able to multi-task under highly stressful conditions.
- High school diploma or general education degree (GED); or six months related experience and/or training; or equivalent combination of education and experience.
- Knowledge of NWR service areas of Tillamook, Benton, Clatsop, Columbia, Lane, Lincoln, Linn, Polk, Marion, Multnomah, Washington and Yamhill Counties boundaries.
- Experience with the most recent version of Windows operating systems and other software programs including, but not limited to, Microsoft Office, Ecolane, Google and Google Earth.

- Ability to read and interpret documents such as maps, safety rules, operating and maintenance instructions, and procedures manuals.
- Ability to write routine reports and correspondence.
- Exceptional communication and interpersonal skills as applied to interactions with co-workers, supervisor, other providers and agencies, to ensure professional, courteous, and empathetic exchanges of information.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to solve practical problems and deal with a variety of situations where limited standardization may exist. Requires ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- May require a valid Oregon driver's license.
- Ability to operate office machinery (i.e. copier, fax and scanner)

PHYSICAL REQUIREMENTS

- Work is performed in a call center environment.
- Frequent sitting, keyboarding and hearing voice conversations is required.
- While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; talk; and hear. The employee is frequently required to stand, walk, and reach with hands and arms.
- Occasional bending, squatting, lifting up to 10 pounds, pushing, reaching and walking is required.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

NW Rides Brokerage
JOB DESCRIPTION
Adopted 7/2/2018

Job Title:	Brokerage Supervisor
Supervised by:	Superintendent
Status:	Full Time Exempt Employee
Starting Pay:	\$48,880 to \$64,480 Annually \$23.50 to \$31.00 Hourly

POSITION SUMMARY

Under general directions of the Operations Superintendent, the Brokerage Supervisor (BS) will oversee transportation services programs managed under the NW Rides (NWR) Brokerage. This service will provide medical and non-medical transportation primarily for older adults, Veterans, people with disabilities and low-income families. The Supervisor will directly supervise Customer Service Representatives (CSRs) and Scheduling Clerks (SCs) in a call center environment. The Supervisor is also responsible for resolving customer, agency, and provider complaints. The Supervisor will coordinate with customers, brokerage staff, hospitals, CCOs and transportation providers to verify accurate information.

The Supervisor is also responsible for assuring brokerage management, Coordinated Care Organizations (CCO) and the Oregon Department of Human Services that quality customer service is being provided to all NW Rides Customers by performing the following duties:

DUTIES & RESPONSIBILITIES

- Supervise all CSRs and SCs. This includes, hiring, training, assigning and directing work, coaching, conducting performance evaluations, rewarding and disciplining, and terminating employees as necessary.
- Provide appropriate coaching, counseling, direction, and resolution to CSRs and SCs who experience challenges at work.
- Create and maintain a high-quality work environment so CSRs and SCs are motivated to perform at their highest level.
- Establish and continually evaluate brokerage processes and procedures that support Brokerage standards and strategic directives. Suggest methods to improve operations, efficiency, and service to Superintendent.
- Assist the Superintendent with daily operation of the call center, including the development, analyses, and implementation of staffing, training, scheduling and reward/recognition programs.
- Accept, investigate, document, and resolve complaints from customers, providers, and agency representatives who request to speak with a supervisor. This includes communicating with the parties involved in the complaint of the Supervisor's findings, adjustments, and recommendations verbally and in writing. Provide written summaries of these complaints to the Superintendent.
- Work with brokerage staff, providers, agency representatives, and customers to assure that information is accurate.
- Follow up on recommendations from Management to ensure customer satisfaction.
- Maintain and provide communication with agencies as necessary.
- Perform accurate statistical record keeping for reports on program operation.
- Operate a high volume multi-line phone system.

- Perform data entry using scheduling software. (Back-up to SC and CSR as needed).
- Regard client records as confidential information to the extent that confidential treatment is provided under State and Federal law.
- Verify client attendance for continuing service requests.
- Test (Audit) a minimum of five percent (5%) of all rides booked for client attendance and/or customer satisfaction.
- Conduct annual provider audits to ensure compliance with insurance requirements, driver training and vehicle condition standards.
- Contribute to a positive working environment by consistently engaging in courteous behaviors and communications.
- Use appropriate judgment in upward communication regarding brokerage or employee concerns.
- Work as a member/leader of special or ongoing projects that are important to area/process improvement.
- Other duties as assigned as it pertains to the department.

REQUIREMENTS

- Strong customer service skills are required to perform this job successfully. An individual must be able to perform each essential duty satisfactorily.
- At least two (2) years of experience directly supervising or leading adults in a professional, civic, or charitable context.
- To perform this job successfully, an individual must be able to multi-task under highly stressful conditions.
- Associates degree (A.A.) in business, management, or human resources or equivalent from a two-year college or technical school, or one-year related experience and/or training; or equivalent combination of education and experience.
- Knowledge of NWR service areas of Tillamook, Benton, Clatsop, Columbia, Lane, Lincoln, Linn, Polk, Marion, Multnomah, Washington and Yamhill Counties boundaries.
- Experience with the most recent version of Windows operating systems and other software programs including, but not limited to, Microsoft Office, Ecolane, Google and Google Earth.
- Ability to read and interpret documents such as maps, safety rules, operating and maintenance instructions, and procedures manuals.
- Ability to write routine reports and correspondence.
- Exceptional communication and interpersonal skills as applied to interaction with co-workers, supervisor, other providers and agencies, sufficient to ensure professional, courteous, and empathetic exchanges of information.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to solve practical problems and deal with a variety of situations where limited standardization may exist. Requires ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- May require a valid Oregon driver's license.
- Ability to operate office machinery (i.e. copier, fax and scanner)

PHYSICAL REQUIREMENTS

- Work is performed in a call center environment.
- Frequent sitting, keyboarding and hearing voice conversations is required.
- While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; talk; and hear. The employee is frequently required to stand, walk, and

reach with hands and arms.

- Occasional bending, squatting, lifting up to 10 pounds, pushing, reaching and walking is required.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- This job requires a significant amount travel in rural areas and periods of time away from the office

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



PACIFIC OFFICE AUTOMATION

— PROBLEM SOLVED —

Equipment Contract

No. _____

SOLD TO:

Tillamook County Transportation District Office
 CUSTOMER NAME
 3600 Third Street Ste A
 BILLING ADDRESS
 Tillamook OR 97301
 CITY STATE ZIP
 (503) 842-0500
 TELEPHONE
 Cathy Bond
 ATTENTION

SHIP TO:

NW Rides
 CUSTOMER NAME
 3600 Third Street Ste B
 SHIPPING ADDRESS
 Tillamook OR 97301
 CITY STATE ZIP
 (503) 842-0500
 TELEPHONE
 Cathy Bond
 KEY OPERATOR

ORDER DATE		PO#	ORDERED BY			SOLD BY		
06/27/18		3314	Cathy bond			Joytika Prasad		
QTY	ITEM	TYPE	DESCRIPTION			UNIT PRICE	TOTAL	
1	MX-5070	New	Sharp MX-M5070 digital color copier systems with print/scan/fax/staple finisher/holepunch				Leased	
			Includes delivery, installation, initial networking and lifetime training.					
			Service contract includes: All parts, labor & supplies. Excludes paper only.					
			Pricing based on NASPO State of Oregon pricing contract # 5583					
			Customer may add MFP network support for \$15.00/mo that includes driver installations, adding new users, problems with overall network connectivity to copier unit only.					
Minimum Monthly Payment (plus applicable taxes) \$ 225.22 Term 60 Months							Device Management	
Service/Supply Agreement	Monthly Base Images	Monthly Base Charges	Overages	Overages Billing Cycle	Term of Contract		Automated Meter Reading	
BW MX-5070N	0	0	.0095	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual <input type="checkbox"/> Annual	<input checked="" type="checkbox"/> 60 months <input type="checkbox"/> 48 months <input type="checkbox"/> 39 months <input type="checkbox"/> 36 months <input type="checkbox"/> Other _____		Auto Toner Replenishment	
Color MX-5070N	0	0	.056				Advanced Scanning	
								Security
								MFP Network Support
							Power Filter	
CONDITIONS OF SALE, CONTINGENCIES OR COMMENTS							Delivery	
We will deliver on July 19th.								
							Subtotal	
							Sales Tax	
							Total	
							Leased	

By signing this Contract, Customer acknowledges and agrees: (a) this Contract is NON-CANCELABLE; (b) all terms and conditions on the reverse side are an integral part of this Contract; (c) to fully understand all terms and conditions stated herein; and (d) this Contract is the entire Agreement between Customer and Pacific Office Automation relating to the equipment and services described herein, and can be changed only by written agreement signed by both parties.

Customer Authorization

Approved by Pacific Office Automation

SIGNATURE

BY

TITLE

DATE

TITLE

DATE



PACIFIC OFFICE AUTOMATION

— PROBLEM SOLVED —

Equipment Contract

No. _____

Tillamook County Transportation District

SOLD TO:

CUSTOMER NAME
3600 Third Street
BILLING ADDRESS
Tillamook OR 97301
CITY STATE ZIP
(503) 842-0500
TELEPHONE

ATTENTION

Same

SHIP TO:

CUSTOMER NAME
SHIPPING ADDRESS
CITY STATE ZIP
()
TELEPHONE
KEY OPERATOR

ORDER DATE		PO#		ORDERED BY		SOLD BY	
06/27/18		3313		Cathy Bond		Joytika Prasad	
QTY	ITEM	TYPE	DESCRIPTION			UNIT PRICE	TOTAL
1	MX-5070	New	Sharp MX-M5070 digital color copier systems with print/scan/fax/staple finisher/holepunch				Leased
			Includes delivery, installation, initial networking and lifetime training.				
			Service contract includes: All parts, labor & supplies. Excludes paper only.				
			Pricing based on NASPO State of Oregon pricing contract # 5583				
			Customer may add MFP network support for \$15.00/mo that includes driver installations, adding new users, problems with overall network connectivity to copier unit only.				
Minimum Monthly Payment (plus applicable taxes) \$ 225.22 Term 60 Months						Device Management	
Service/Supply Agreement	Monthly Base Images	Monthly Base Charges	Overages	Overages Billing Cycle	Term of Contract	Automated Meter Reading	
BW MX-5070N	0	0	.0095	<input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual <input type="checkbox"/> Annual	<input checked="" type="checkbox"/> 60 months	Auto Toner Replenishment	
Color MX-5070N	0	0	.056		<input type="checkbox"/> 48 months	Advanced Scanning	
					<input type="checkbox"/> 39 months	Security	
					<input type="checkbox"/> 36 months	MFP Network Support	
					<input type="checkbox"/> Other _____	Power Filter	
CONDITIONS OF SALE, CONTINGENCIES OR COMMENTS						Delivery	
Includes: Termination of current lease and return of current Sharp copier system							
						Subtotal	
						Sales Tax	
						Total	Leased

By signing this Contract, Customer acknowledges and agrees: (a) this Contract is NON-CANCELABLE; (b) all terms and conditions on the reverse side are an integral part of this Contract; (c) to fully understand all terms and conditions stated herein; and (d) this Contract is the entire Agreement between Customer and Pacific Office Automation relating to the equipment and services described herein, and can be changed only by written agreement signed by both parties.

Customer Authorization
 SIGNATURE _____
 TITLE _____ DATE _____

Approved by Pacific Office Automation
 BY _____
 TITLE _____ DATE _____

11

SERVICE/SUPPLY AGREEMENT TERMS AND CONDITIONS

As consideration for Customer's payment as set forth on the front of the Contract, Pacific Office Automation ("POA") agrees to provide the listed supplies, parts and labor service for the covered equipment pursuant to the terms and conditions contained herein.

- Replacement of all parts found defective or worn as a result of normal equipment use.
- Labor to repair and properly maintain the equipment.
- All preventative maintenance done at intervals specified by the manufacturer.
- Loaner equipment in the event the equipment requires shop work to repair.
- Replacement of photoconductors and heater rollers found defective or worn as a result of normal use.
- Replacement of black and color toner, black developer, brushes, and filters.
- Factory recommended retrofits and improvements in the equipment.

If color toner is included in the Service/Supply Agreement, the color toner will be supplied within the cost per copy charge based upon the standard manufacturer's yield. Excess toner will be billed at standard manufacturer's retail price. Not included in the Service/Supply Agreement are paper, staples, and network support. Service calls by POA covered under the Service/Supply Agreement will only be made during the hours of 8 a.m. to 5 p.m., Monday through Friday, excluding holidays. Service billed at any other time will be billed at standard overtime rates. For products or services acquired hereunder, the terms of payment are net ten (10) days.

Customer agrees to pay POA the base and overage charges agreed to on the front of the Contract and agrees that excess images over the allotted base amount during the billing cycle will be billed to Customer at the agreed to rate for overages. If not noted, overages will be charged at POA's book rates. If the Service/Supply Agreement combines two or more pieces of equipment of different operating costs, POA reserves the right to adjust image allocation and pricing to fairly reflect actual usage should the actual usage rate of the equipment vary by more than 10% from the expected usage rates. Customer agrees that POA may increase the per image charge each year during any term of the Service/Supply Agreement by an amount not to exceed 10% of such charge. Service may include reasonable use of Customer's image allotments and materials. Customer's failure to abide by all payment obligations may result in termination of service.

This Service/Supply Agreement shall continue for the term stated on the front of the Contract. The Service/Supply Agreement shall automatically renew for successive one (1) year terms, unless either party provides written notice to the other party of their intent to terminate prior to thirty (30) days before the expiration of the original term or any subsequent renewal term.

GUARANTEES

POA extends to Customer the following express limited guarantees under the Service/Supply Agreement.

1. **STANDARD LIMITED WARRANTY:** POA warrants New equipment to be free of defect in materials and workmanship for a period of 90 days from installation. This warranty does not extend to replacement of supply items or consumables, including, but not limited to photo conductors, heater rollers, fuser, cleaning kits, toner, developer, or paper. For purposes of this paragraph, New equipment shall be defined as equipment with usage up to 5,000 copies. Used equipment will receive a 30-day warranty.
2. **LIFETIME POWER PROTECTION GUARANTEE:** If a POA Power Filter is included in the Service/Supply Agreement, repairs of damage to covered equipment caused by power surges and/or lightning will be covered.
3. **RESPONSE TIME WARRANTY:** POA guarantees four hour average response time for emergency services for equipment that is within fifty miles of POA branch offices. If POA does not perform guaranteed response time for a period of one year, upon written request, Customer will receive a 5% credit towards Customer's next service or supply purchase from POA.
4. **UPGRADE, TRADE-IN LIMITED GUARANTEE:** For all New equipment purchased hereunder continuously covered under a POA Service/Supply Agreement, POA will guarantee a trade-in value on New equipment sold by POA up to 90% during the first 36 months after acquisition and a minimum guaranteed trade-in value of 10% thereafter.

GENERAL TERMS & CONDITIONS

- (1) Unless provided, the terms of sale are ten (10) days net. POA agrees to provide reasonable assistance to Customer in its efforts to finance the purchase or lease of the equipment and/or Service/Supply Agreement; however, Customer understands and acknowledges such financing cannot be guaranteed by POA. Customer shall be ultimately responsible for payment of the purchase price of equipment sold or leased. If not provided, the purchase price is the Manufacturer's Suggested Retail Price of the equipment and/or solutions plus the cost of any lease buyouts, delivery charges, installation charges, and the total Service/Supply Agreement.
- (2) If equipment is delivered to Customer before final payment, Customer shall grant to POA a security interest in the equipment and agrees to execute and deliver all documentation necessary to perfect such interest.
- (3) If customer defaults in the payment of the purchase price or any other obligation as provided herein, Customer agrees to pay to POA a service charge of 1.5% per month and all of POA's related attorney's fees and collection costs, even if no suit or action is filed.
- (4) The sales price herein includes the initial installation of the manufacturer's software onto Customer's computers. Prior to such installation, Customer shall perform and complete a system backup. POA shall not be liable for loss or damage of any kind to data or equipment as a result of the installation of the manufacturer's software. Customer shall be solely responsible for the cost of any cables or additional hardware required to connect equipment to a network. POA shall not be responsible for any updates or problems arising after the initial installation due to a change in the Customer's computers and/or Network.
- (5) POA MFP Network Service solely provides coverage for services related to the connectivity between the covered equipment and the Customer's Network. MFP Network Service does not provide coverage for services for the Customer's Network itself.
- (6) **DISCLAIMER:** EXCEPT AS SPECIFICALLY PROVIDED HEREIN, POA DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. EQUIPMENT IS SUBJECT TO A MANUFACTURER'S WARRANTY. UNDER NO CIRCUMSTANCES WILL POA BE RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES.
- (7) Customer shall make arrangements to protect or remove sensitive and private data that may become stored on Customer's equipment. While POA may provide options for data removal and protection, Customer is solely responsible for selecting an appropriate data removal standard that meets Customer's business needs. POA is not recommending any particular option, and POA is not liable for damages arising from Customer's failure to fully remove and protect its data. Please note that regardless of which standard Customer chooses, Customer must return leased equipment in full working order at the end of any lease term.



QUOTE

"Who Manages Your Technology?"

411 Avery St NE Ste B | Newport, OR 97365
O 541.264.2999 | TF 888.344.3312
billing@genxsys.com

INVOICE # 1200
DATE 6/27/18
Quote Expires: 7/27/18

Tillamook County Transportation District
3600 3rd St Ste A
Tillamook,OR 97141
503-815-8283

QUOTE BY:	JOB	PAYMENT TERMS	DUE DATE
David Alvarez	Call Center	*See Below	TBD

QTY	DESCRIPTION	UNIT PRICE	LINE TOTAL
7	Optiplex 3060 i5-8 Series/Windows 10 x64,8GB RAM	\$ 1,332.61	\$ 9,328.29
	500GB HDD, Office 2016 H&B, 8X DVD-RW+/-		\$ 0.00
	3Yr Warranty		\$ 0.00
14	24" Dell Widescreen Monitor	\$ 175.61	\$ 2,458.58
			\$ 0.00
14	6ft DP to DP M/M Display Cables	\$ 19.34	\$ 270.73
7	Exchange Online Kiosk	\$ 3.25	\$ 22.75
			\$ 0.00
16	Labor: Setup PCs, Setup Office and Outlook. Setup	\$ 125.00	\$ 2,000.00
	email accounts, test.		\$ 0.00
			\$ 0.00

DUE UPFRONT	\$ 12,080.34
LABOR	\$ 2,000.00
TOTAL	\$ 14,080.34

David X Alvarez Digitally signed by David X Alvarez
Date: 2018.06.27 15:30:35 -07'00'

Genxsys Solutions : _____

* This is a quotation on the goods named, subject to the conditions noted below: Hardware total is due on approval of this quotation. Labor is due upon completion, Net 10 Days. Once product(s) are installed they are covered by the manufacturer's expressed warranty, no other warranty is expressed or implied. Service hours are approximations only and are purposely set high.

To accept this quotation, sign here and return: _____

THANK YOU FOR YOUR BUSINESS!

Please remit signed quote to billing@genxsys.com.

13



NATIONAL BUSINESS FURNITURE

Quote # QL209352 (v5)

National Business Furniture, LLC

770 South 70th Street Milwaukee, WI 53214
Phone (888) 634-9764 x Fax (800) 329-9349

Ship-To Address cbond@tillamookbus.com

CATHY BOND
HUMAN RESOURCES
TILLAMOOK COUNTY TRANSPORTATION
3600 3RD ST STE A
TILLAMOOK, OR 97141-2730
(503) 842-6093
(503) 815-2834

Source: OS0003
Cat: 86-C
Cust#: AK9219

Bill-To Address cbond@tillamookbus.com

SAME

Item #	Qty	Description	Options	Lead Time	Catalog Price	Discount Price	Total Merch
14522	7	Compact L Desk 60x60	Gray Laminate/Brushed Nickel Painted Steel Frame	Ships Today	\$459.00	\$379.90	\$2,659.30
21426	7	61"W Short Divider	Gray Laminate/Plexiglass Inserts/Brushed Nickel Finish/Aluminum and Steel Frame	Ships Today	\$339.00	\$298.90	\$2,092.30
34561	7	Box/Box/File Pedestal	Gray Laminate/Brushed Nickel Handles	Ships Today	\$249.00	\$189.90	\$1,329.30
	1	LIFETIME GUARANTEE			FREE		

Important Information:

DELIVERY LEVEL - INSIDE DELIVERY, INSTALLATION AND DEBRIS REMOVAL

Customer: Your local sales associate is CLAY CARPENTER

Price reflects quoted discount, valid for 90 days from 6/28/2018.

Own this furniture for as little as \$340.91 per month for 36 months. Call or email me for details.

Sales Tax will be included only for shipments into locations where we are registered to collect sales tax. Customer may be liable for self-assessment if shipment is into a location where we are not registered to collect tax. If you feel any taxes are charged in error, please make sure we have received the proper exemption documentation. All documentation will be reviewed to ensure it meets state & local requirements prior to removing any taxes.

Merchandise	\$7,329.00
Total Discount	1,248.10
Merchandise Subtotal	6,080.90
Shipping & Handling	1,071.00
Additional Services	1,880.45
Subtotal	9,032.35
Total Tax	0.00
Order Total	\$9,032.35

Customer PO#:

Quoted By: CLAY CARPENTER Ext: On: 06/28/18

Page 1

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Price Quote
 DBS Quote Number Date
S Ransmeier 20180628 June 28, 2018

Quote is good for 30 days

Customer Name
 Tillamook County Transportation Department
 3600 3rd St.,
 Tillamook, OR 97141
Service Address
 Same

Equipment	Quantity	One Time Fee	Total	Monthly Fee	TOTAL
VVX 400	7	\$155.00	\$1,085.00		

Services	Description	Quantity	One Time Fee	One Time Fee		Monthly Fee	Monthly Fee Total
				Total			
Hosted	Business Voice Lines (Concurrent Call S	7				\$26.95	\$188.65
	Multi Line Hunt Group (MLHG)	1				\$16.00	\$16.00
	VM boxes with commportal, no phone	1				\$12.00	\$12.00
Analog							
UnHosted	ACD Basic	4				\$25.00	\$ 100.00
	ACD Supervisor	3				\$40.00	\$ 120.00
Misc.	800 Number	1				\$3.00	\$ 3.00
							\$439.65
				One Time Fee	\$1,528.00	Monthly Fee	\$439.65
						Term (in months)	36

The above prices, specifications and conditions are satisfactory and are agreeable between both parties. With signature we are authorized to do the work as specified. Payment will be made as outlined above. Any alteration or deviation from above specifications involving extra costs will be executed with a change order and will become an extra charge over and above the proposal amount will be included as part of this agreement. Activation date to be determined within 15 business days of proposal acceptance. Any other modifications to this agreement or additional obligations required by CoastCom Inc. that need to make the services satisfactory for the clients request in connection herewith shall be binding.

This proposal is valid for a period of thirty days from this contract date.

In witness whereof, the Parties have executed this proposal which there by constitutes an agreement, on the date as noted

CoastCom by Wave

 Authorized Signature and Date
 David Lampkin - SVP Commercial Sales, Business Solutions
 Printed Name and Title

 Authorized Signature and Date
 Brent Olson
 Operations Supervisor
 Phone: 503-842-3118
 Email: bolson@tillamookbus.com
 Phone Vendor:

All Circuits quoted subject to available qualified facilities.
 Pricing subject to taxes and PUC fees if applicable
 Equipment/service configuration subject to change based on Customer preference; final configuration will be detailed in monthly invoices
 MRC: Monthly Recurring Cost
 NRC: Non-Recurring Cost
 LD Inter/intrata minutes will be billed at standard rate of \$.040/min; toll free Inter/intrata LD usage will be billed at standard rate of \$.05/minute or Prepaid LD block provides account with 2500 Inter/intrata minutes at discounted rate of \$.030/min; usage in excess of 2500 minutes will be billed at standard rate of \$.040/min; toll free Inter/intrata LD usage will be billed at standard rate of \$.05/minute
 Voice technician labor resulting from Changes to services, features, equipment, configurations, etc., will be provided at no additional charge for 30-days post service activation; said labor provided after 30-day grace period will be provided at standard rate of \$85/hr.

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Price Quote

Ecolane | 940 W Valley Rd, Suite 1400 | Wayne, PA 19087
 844-ECOLANE | 610-312-0033 | SALES@ECOLANE.COM

Initial Licenses

TRANSIT AGENCY NAME
 Tillamook County
 Transportation District

DATE
 7/2/2018

PROJECT
 Tillamook Price Quote
 CareOregon Brokerage

ADDRESS
 3600 3rd Street, Ste A

CITY, STATE ZIP
 Tillamook, OR 97141

PHONE
 503-342-3115

E-MAIL
dpilant@tillamookbus.com

BUSINESS DEVELOPMENT DIRECTOR
 Priscilla Vargas

QUANTITY	DESCRIPTION	UNIT PRICE	AMOUNT
29	Ecolane DRT Software License (per vehicle) (unlimited users)	\$2,000.00	\$58,000.00
1	Map data for Service Area - Oregon State	\$0.00	Included
29	Ecolane MDT Software License (per vehicle)	\$2,000.00	\$58,000.00
1	835 Medicaid Billing EDI (flat rate)	\$6,666.00	\$6,666.00
1	834 Enrollment	\$6,666.00	\$6,666.00
1	837 Claims processing	\$6,666.00	\$6,666.00
1	Broker Software - Primary (flat rate)	\$19,995.00	\$19,995.00
1	Provider Dispatch Portal (flat rate)	\$19,995.00	\$19,995.00
1	Subcontractor Reporting module (for all Subcontractors) (flat rate)	\$19,995.00	\$19,995.00
1	Broker Software - Subcontractor module (flat rate)	\$19,995.00	\$19,995.00
1	Low Cost/Preference Provider Algorithm (flat rate)	\$6,995.00	\$6,995.00
1	Self Service Trip Bookings Website (flat rate)	\$19,995.00	\$19,995.00
Initial licenses subtotal			\$242,968.00
Initial license discount %			28%
Initial license cost with discount applied			\$174,936.96

Additional items

E-MAIL
priscilla.vargas@ecolane.com

PHONE
 Office/Cell- 206-739-9574

ATTENTION
 Doug Pilant

QUANTITY	DESCRIPTION	UNIT PRICE	AMOUNT
29	7-8" Android tablet (similar to a Samsung Galaxy Tab E, 8" tablet) (per unit) (+\$100 for 10" tablets)	\$328.00	\$9,512.00
29	mounting hardware (2" cable mounts, 1" anti-vibration, 1" outer box case, car charger and cord) (per unit) (Locking hardware is +\$100 per unit)	\$199.00	\$5,771.00
29	Vehicle Hardware Installation (Includes Travel) (per vehicle)	\$500.00	\$14,500.00
Additional items subtotal			\$29,783.00

Services

DAYS PRICING IS VALID FOR
 120

DATE PRICE EXPIRES
 10/30/2018

PRICING TERMS
 75% due at contract signing
 20% due at system set up
 5% due upon system acceptance

QUANTITY	DESCRIPTION	UNIT PRICE	AMOUNT
5	Remote set up of Ecolane DRT and MDT software (8 hr. work days), includes simulated go live	\$990.00	\$4,950.00
10	Onsite Training/Go-live days (8 hr. work days)	\$990.00	\$9,900.00
2	Travel for # of Onsite Trips indicated (Risk Assessment, Training and Go-live)	\$2,700.00	\$5,400.00
Services subtotal			\$20,250.00

Annual Licensing Year 1

QUANTITY	DESCRIPTION	UNIT PRICE	AMOUNT
29	All Inclusive Annual Licensing plan includes all items below (per vehicle):	Included	Included
	Server Maintenance		Included
	Hosting Costs		Included
	24/7/365 Support via web, email and phone		Included
	Map Updates		Included
	Upgrades** and Updates		Included
	Free monthly webinar training and access to Aha! Idea portal to help drive functionality for new development for Ecolane		Included
Annual licensing year 1 subtotal			Included

SUBTOTAL	\$224,969.96
TOTAL SYSTEM PURCHASE COSTS FOR YEAR 1	\$224,969.96

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TRANSIT AGENCY NAME
Tillamook County
Transportation District

DATE
7/2/2018

PROJECT
Tillamook Price Quote
CareOregon Brokerage

Price Quote Cont'd

Annual Licensing for years 2-5 (per year) | Ask your Biz Dev Director about pre-paid maintenance discounts!

QUANTITY	DESCRIPTION	UNIT PRICE	AMOUNT
29	All Inclusive Annual Licensing plan includes all items below (per vehicle):	\$837.82	\$24,296.80
	Server Maintenance		Included
	Hosting Costs		Included
	24/7/365 Support via web, email and phone		Included
	Map Updates		Included
	Upgrades** and Updates		Included
	Free monthly webinar training and access to Aha! Idea portal to help drive functionality for new development for Ecolane		Included
Annual licensing years 2-5 subtotal (per year) before discount			\$24,296.80
Annual licensing years 2-5 subtotal (per year) after annual licensing discount			\$10,000.00

Ryan Larsen, Senior Vice President

7/2/2018

Date

Optional Items | Ask your Biz Dev Director for more info about these great options to help your agency grow!

QUANTITY	DESCRIPTION	INITIAL COST	ANNUAL LICENSE COST
1	Electronic Signature Capture functionality on MDT *** (Initial License cost, per vehicle)	\$200.00	\$20.00
1	SMS Text Messaging Arrival Notification License *** (Includes 10k of SMS Text msg credit to start that never expires) (Initial License cost, flat rate)	\$12,995.00	\$1,299.50
1	SMS Text message credit bundle (10,000/bundle) (Never expires until used up completely)	\$1,500.00	
1	Pre/Post Trip functionality on MDT *** (Initial License cost, flat rate)	\$19,995.00	\$1,999.50
1	Self Service Trip Bookings Website *** (Initial License cost, flat rate)	\$19,995.00	\$1,999.50
1	Self Service Trip Bookings App with credit card payment capabilities for trips (3rd party charges will apply) *** (Initial License cost, flat rate)	\$29,995.00	\$2,999.50
1	Alexa Booking Integration *** (Initial License cost, flat rate)	\$29,995.00	\$2,999.50
1	Customer Service and Feedback module*** (Initial License cost, flat rate)	\$6,995.00	\$699.50
1	Each additional Week onsite over standard 2 weeks Training/Go-live Support (includes travel)	\$8,700.00	
1	Annual Review 3 Days (Includes travel)	\$6,300.00	

THIS PROPOSAL INCLUDES THE CONDITIONS NOTED:

Implementation/Training assumes 8 hrs. per day on-site excluding weekends and holidays.
All prices are in US dollars. All applicable sales/use taxes are additional and payment of such is the sole responsibility of the purchaser.
Customer may purchase Android tablets and airtime for Tablets through cellular provider. Prices for Tablets range from \$0 to \$499 depending on carrier.
Please coordinate your cellular provider/tablets with Ecolane prior to ordering hardware.
*Data plan does not include web browsing, etc. 2GB data plan is more than sufficient for the Ecolane Touchscreen MDT Software and Navigation. Agency is responsible for any overages.
**Upgrade and webinar training is included for upgrades, additional on site or new employee training is charged at Refresher Training rate plus travel as applicable.

*** All Optional item license costs include annual hosting, support & fees due 1 year from contract signing set at

10%

M