

Shenandoah Community School District Board of Directors
Shenandoah Administration Board Room
March 23, 2026 – 5:00 p.m.
Special Meeting – Public Hearing

Board Agenda

1. Call to Order
2. Roll Call and Determination of Quorum
3. Public Hearing – FY2027 Proposed Budget
4. Adjournment

Shenandoah Community School District Board of Directors
Shenandoah Administration Board Room
March 23, 2026 – immediately following public hearing
Special Meeting

Board Agenda

1. Call to Order
2. Roll Call and Determination of Quorum
3. Action Item:
 - a. Approve Three Year Agreement with Transfinder
4. Adjournment

	NOTICE OF PUBLIC HEARING -PROPOSED PROPERTY TAX LEVY Proposed SHENANDOAH Property Tax Levy Fiscal Year July 1, 2026 - June 30, 2027	
Location of Public Hearing: 304 W Nishna Rd Board Room, Logan Admin Building Shenandoah, IA 51601	Date of Public Hearing: 3/23/2026	Time of Public Hearing: 05:00 PM
Location of Notice on School Website: https://www.shencsd.com/vnews/display.v/ART/698b850b4cb29		

At the public hearing any resident or taxpayer may present oral or written objections to, or arguments in favor of the proposed tax levy.
After the hearing of the proposed tax levy, the Board will publish notice and hold a hearing on the proposed budget.

		Current Year Final Property Tax Dollar Levy FY 2026	Budget Year Effective Property Tax Dollar Levy (No change in Property Tax Dollars Levied) FY 2027	Budget Year Proposed Property Tax Dollar Levy FY 2027
General Fund Levy	1	5,758,901	5,758,901	4,878,873
Instructional Support Levy	2	213,246	213,246	373,850
Management	3	395,418	395,418	705,841
Amana Library	4	0	0	0
Voted Physical Plant and Equipment	5	227,081	227,081	409,975
Regular Physical Plant and Equipment	6	154,293	154,293	160,580
Reorganization Equalization	7	0	0	0
Public Education/Recreation (Playground)	8	0	0	0
Debt Service	9	0	0	0
Grand Total	10	6,748,939	6,748,939	6,529,119
		Current Year Final Property Tax Rate FY 2026	Budget Year Effective Property Tax Rate (No change in Property Tax Dollars Levied) FY 2027	Budget Year Proposed Property Tax Rate FY 2027
Grand Total Levy Rate		14.56319	13.92940	13.47211
Property Tax Comparison		Current Year Property Taxes	Proposed Property Taxes	Percent Change
Residential property with an Actual/Assessed Value of \$100,000/\$110,000		691	660	-4.49
Commercial property with an Actual/Assessed Value of \$300,000/\$330,000		3,002	3,082	2.66

Note: Actual/Assessed Valuation is multiplied by a Rollback Percentage to get to the Taxable Valuation to calculate Property Taxes. Residential and Commercial properties have the same Rollback Percentage at \$150,000 Actual/Assessed Valuation. The Proposed Property taxes assume a 10% increase in property values for the year as a comparison to the current year.

Reasons for tax increase if proposed exceeds the current:

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Contract, Software License & Hosting Agreement

Prepared for
Shenandoah School District
304 West Nishna Road
Shenandoah, IA 51601

Prepared on 2/24/2026
by
CJ Sohl

Transfinder
440 State Street
Schenectady, NY 12305
Phone: 800-373-3609
Fax: 518-377-3716

This document is your Transfinder® Software Contract & Software License Agreement. It is a contractual agreement between Transfinder and Shenandoah School District. It describes your rights and liabilities as they pertain to the use of your Transfinder Software System. To expedite this purchase, sign, fax, and mail this entire agreement, along with a purchase order, to Transfinder.

[This contract expires on 3/31/2026, if not signed and accepted.](#)

This is a non-transferable and non-exclusive Contract between Transfinder and Shenandoah School District (Licensee). This Contract is subject to the specified terms and conditions for use of the program, product, optional features, and related materials. This Contract applies to any enhancements or improvements to which Shenandoah School District may be entitled. This pursuant to the price terms described below. The provisions of the Contract include:

I. TRANSFINDER SOFTWARE SYSTEM TOTAL COST – THREE YEAR AGREEMENT

Software Modules	Qty	Year 1	Year 2	Year 3
Routefinder PLUS includes: <ul style="list-style-type: none"> Single User Software License Routing and Scheduling System GIS Map Conversion for Page County Efficiency tools for route building, analysis, optimization, and analytics Safety based automation for eligibility, stop assignments, directions, etc. Driver certification functionality Field trip resource tracking, cost calculator, billing, invoicing, & reporting Custom reminders for students, drivers, vehicles, policy violations, etc. Report library, unlimited scheduled reports, custom reports Custom dashboards, layouts and views, with unlimited user defined fields Parent communication tools, email merge, letters, etc. 	1	\$5,995	\$3,650	\$3,833
Additional County GIS Map Conversions: Fremont, Mills	2	\$1,995		
Attendance Boundary Planning <ul style="list-style-type: none"> Manage school attendance boundaries Assess school zone changes for impact on students, grades, and school bus routes 		Included	Included	Included
Formfinder <ul style="list-style-type: none"> Unlimited custom forms, from any device, accessible via link or QR code Internal and public facing forms Collect vital information from families, staff, etc. Customized request forms, incident reports, pre/post trips, and more Report on and analyze data in forms as soon as it has been submitted 		Included	Included	Included
Viewfinder <ul style="list-style-type: none"> Unlimited users with lookup access for staff on any device (role based) Staff can view critical data about students, routes, stops, trips, maps, etc. Customized Dashboards for staff to see vital information on one screen, based on their role in the organization. Schedule Automated Reports to be emailed to unlimited staff with vital information, daily, weekly, as needed 		\$2,000	\$1,000	\$1,050
Tripfinder <ul style="list-style-type: none"> Browser-based & mobile friendly field trip system, for unlimited users with role-based security Field trips can be requested and approved on any device, with email notifications and scheduled reports to ensure all staff are informed Includes resource allocation, cost tracking, reporting, etc. 		\$3,000	\$1,000	\$1,050
GPS Connect <ul style="list-style-type: none"> Integration with an approved Transfinder GPS hardware partner/device Monitor vehicles live in motion, showing early/on-time/late status Conduct comparative analysis – actual vs planned routes Analyze on/off path, early/late stops, missed/unplanned stops, and more 	10	\$1,450	\$500	\$525
	Vehicles			
Stopfinder GeoAlerts <ul style="list-style-type: none"> Parent communication app for Apple iOS and Google Android devices Provide reliable and secure bus stop and route assignments to families Easy onboarding process for parents and guardians District staff can send alerts to any group of students, by stop, by route, by school/grad, by geographic area, etc. Two-way communication with registered subscribers Parents & guardians can get GPS-based alerts when the bus is close to their home/stop, when the bus arrives at or leaves the school, etc. The district has the <i>option</i> to show bus path and live tracking <i>*Stopfinder GeoAlerts will require Transfinder approved GPS hardware</i>	10	\$1,500	\$1,500	\$1,575
	Vehicles			

<p>Wayfinder with RFID Attendance In vehicle navigation for the driver</p> <ul style="list-style-type: none"> • Turn by Turn voice guidance, speedometer and smart map display • Tablet can show map display or go dark while in motion • Accurate electronic route sheets for trips created in Routefinder • Driver can skip stops before or during navigation • On demand navigation available <p>Attendance</p> <ul style="list-style-type: none"> • At each stop, drivers see the student(s) assigned to be there • Students can scan their RFID card when they enter/exit the bus • Backup Touch screen attendance if students forget their card • Alerts if a student gets on the wrong bus, or off at the wrong stop <p>Resource Substitution</p> <ul style="list-style-type: none"> • Driver can identify which vehicle will be utilized that day <p><i>*Wayfinder is available on approved Android devices, with approved RFID readers and approved RFID cards. Hardware not included in this line item.</i></p>	<p>10</p>			
<p>Servicefinder Fleet Maintenance management software</p> <ul style="list-style-type: none"> • Centralized management of vehicles, equipment, repairs, staff, repair costs, and maintenance records • Streamlined tracking of work history, costs, and inventory management Scheduler • Easily view and schedule technicians for upcoming services • Customized reminders, views, filters, and thematics to monitor and act on high priority services coming due • Quickly add services to new or existing Work Orders <p>Dashboards</p> <ul style="list-style-type: none"> • Customizable, user-friendly dashboards for real-time insights • Easy monitoring of key performance indicators • Data-driven decision-making to improve operations Reports • Comprehensive existing report library for detailed analysis • Customizable report templates to meet your organization's needs • Exportable data for further analysis and sharing with stakeholders <p>Fuel Import</p> <ul style="list-style-type: none"> • Data templates to support imports from multiple fuel card systems • Vehicle fuel and meter reading integration • Streamlined fuel cost analysis and budgeting 	<p>Up to 25</p>			
	<p>Users</p>	<p>\$4,600</p>	<p>\$3,600</p>	<p>\$3,780</p>
	<p>Vehicles</p>	<p>\$3,500</p>	<p>\$2,500</p>	<p>\$2,625</p>
<p>Transfinder Hosting Services powered by Amazon Web Services (AWS)</p> <ul style="list-style-type: none"> • Hosting includes database server, application servers, storage, and data maintenance • Hosting Service is due with initial purchase and is included in the future Hosting Service 		<p>Included</p>	<p>Included</p>	<p>Included</p>
<p>Transfinder Software Pricing</p>		<p>\$24,040</p>	<p>\$13,750</p>	<p>\$14,438</p>
<p>Viewfinder Promotion (Valid until 3/31/2026)</p>		<p>-\$2,950</p>	<p>\$0</p>	<p>\$0</p>
<p>Competitive Upgrade Promotion (Valid until 3/31/2026)</p>		<p>-\$3,500</p>	<p>\$0</p>	<p>\$0</p>
<p>Transfinder Software Promotional Pricing</p>		<p>\$17,590</p>	<p>\$13,750</p>	<p>\$14,438</p>
<p>Implementation, Training and Professional Services</p>				
<p>Project Management</p> <ul style="list-style-type: none"> • Dedicated Project Manager assigned to your implementation, through project completion • Manages Transfinder resources to meet customer's goals and timelines • Implementation Support will assist through 1st Fall opening 		<p>Included</p>		
<p>Data Management</p> <ul style="list-style-type: none"> • Data Engineer will create a custom import process for automating data 		<p>Included</p>		

<ul style="list-style-type: none"> updates with the Student Information System GIS Engineer will review available County GIS data with licensee and convert GIS data for use in software 					
Online Training – Standard Package <ul style="list-style-type: none"> Online training timeframe begins on first completed training date, and expires after 6 months. Dedicated trainer conducts scheduled online sessions Scheduled to accommodate district’s availability, project objectives, and implementation timeline Sessions recorded and available for later review 	24 Hours	Included			
Online Training - Servicefinder <ul style="list-style-type: none"> Online training timeframe begins on first completed training date, and expires after 6 months. Dedicated trainer conducts scheduled online sessions Trainings conducted with Customer’s Fleet Maintenance Data Sessions recorded and available for later review 	12 Hours	Included			
Online Training – Stopfinder/Wayfinder <ul style="list-style-type: none"> Online training timeframe begins on first completed training date, and expires after 3 months. Dedicated trainer conducts scheduled online sessions Trainings conducted with Customer’s Stopfinder/Wayfinder Data Sessions recorded and available for later review	12 Hours	Included			
Transfinder University Livestream – Servicefinder <ul style="list-style-type: none"> Fleet Maintenance Proficiency Course 1 day of online training in a Servicefinder training dataset Class hours 8:30am - 5:00pm Eastern Daylight Time 	1	Included			
Technical Support & Software Updates <ul style="list-style-type: none"> Unlimited online technical support Software updates and upgrades Transfinder Community <ul style="list-style-type: none"> Customer portal with additional resources for training, support, etc. Searchable resources, how-to guides, videos, and more Ongoing live training webinars on timely topics, recorded Live chat with Transfinder Staff on demand On-demand, self-paced training courses are available 24/7 		Included	Included	Included	
Transfinder Software, Training, Professional Services and Hosting Services Total			\$17,590	\$13,750	\$14,438
Samsung Tab Active 5, 128GB – Ruggedized Tablet <ul style="list-style-type: none"> RAM Uni-Conn Dock RAM Intelliskin Sleeve RAM Mounting Kit, appropriate for vehicle make/model Kitting Device Profile Configuration Return Merchandise Authorization Hardware Support <i>Installation sold separately</i>	10	\$13,750	\$0	\$0	
Card Reader <ul style="list-style-type: none"> Card Reader Kit <i>Installation sold separately</i>	12	\$2,388	\$0	\$0	
Enterprise Mobility Management Platform <ul style="list-style-type: none"> Transfinder handles all device management including provisioning tablets for users, pushing software updates, and tracking lost or stolen devices 	10	\$1,200	\$1,200	\$1,260	
Tablet Cellular Data Plan <ul style="list-style-type: none"> Single SIM cell chip provides reliable service leveraging multiple cell carriers 	10	\$5,400	\$5,400	\$5,670	

CI Solutions - Student Punch Cards *** Sold Separately *** <ul style="list-style-type: none"> Transfinder partners with CI Solutions for Card Management Services. This cost reflects the CI Solutions Card Management Fees for the estimated number of cards in quantity. 	Per Card	\$1.95		
Additional Tablet Mounting Kits <i>Installation sold separately</i>	2	\$900		
Professional Installation		\$4,000		
Shipping Protection		\$170		
Shipping and Handling		\$122		
	GPS Hardware	\$27,930	\$6,600	\$6,930
	Transfinder Hardware Discount (Valid until 3/31/2026)	-\$10,300	\$0	\$0
Transfinder Software and Services with Hardware Systems: Total Cost		\$35,220	\$20,350	\$21,368
<u>INITIAL SYSTEM COST:</u> <div style="text-align: center;"> ■ x _____ Initial here </div>		\$35,220		
<u>ANNUAL SERVICE FEE FOR SUPPORT AND SOFTWARE HOSTING SERVICES:</u> <div style="text-align: center;"> ■ x _____ Initial here </div> <p>This fee is due upon the anniversary date of the initial software activation.</p>		Included	\$20,350	\$21,368

TRANSFINDER® SOFTWARE ANNUAL SUPPORT PROVISIONS	
This is a declaration of your Transfinder Annual Support Provisions. It describes the benefits you enjoy as a Transfinder client “in good standing” by remaining current in your payment of your Annual Support Fees.	
Routefinder PLUS Software System Annual Support	
Unlimited Technical Support on for technology staff and for each site operator	Included
Software Upgrades and program enhancements as they are developed	Included
Access to Transfinder Community - an exclusive part of our website dedicated to your organization offering Training, User Manuals, our Knowledgebase, Download Capabilities and more	Included
Custom Data Integration module modifications and maintenance as needed	Included
Viewfinder, Tripfinder, Stopfinder, Wayfinder and Infofinder I Software System Annual Support	
Unlimited Technical Support on for technology staff and for each site operator	Included
Software Upgrades and program enhancements as they are developed	Included
Servicefinder Annual Support	
Unlimited Technical Support on for technology staff and for each site operator	Included
Software Upgrades and program enhancements as they are developed	Included
System maintenance of the Servicefinder server on the Transfinder Hosted Network	Included

II. RESPONSIBILITIES

Data Conversion - Shenandoah School District (hereinafter “District” or “Licensee”) will assist Transfinder in acquiring all the required student and school information for the Routefinder PLUS system. The data must be provided in required .csv, .xls, .txt, .dat, and .dbf file format and/or the Licensee will enter the data manually. Transfinder will convert the student and school data to the Routefinder PLUS system format.

Confidentiality - Transfinder will maintain the confidentiality of any and all personally identifiable information about staff, parents, students and any other school constituent unless Transfinder has the prior written permission of the Licensee. To the extent that Transfinder will come into possession of student records and information, and to the extent that Transfinder will be involved in the surveys, analysis, or evaluation of students, incidental to this agreement, Transfinder shall use its best efforts to comply with all requirements of the Family Educational Rights and Privacy Act. Transfinder shall be required to keep any and all student information it receives confidential and will not use the information for any purpose other than as necessary to provide the services to Licensee under this contract. Transfinder will delete and destroy the student and any other data provided by the Licensee from Transfinder’s servers

after performing initial conversion and deliver the converted data to the Licensee or Transfinder Hosted Network (THN).

County Map Data - Transfinder will convert a compatible GIS map data provided by the Licensee, or will provide commercially available map data as stated in Section I of this agreement.

Installation - SaaS Deployment - Hosted on Transfinder Hosted Network (THN) through Amazon Web Services (AWS). The Transfinder Software environment and all Licensee data files will reside on servers within the United States.

Activation - Activation, as defined here includes loading Routefinder PLUS files and map files required to support the licensee's area, and student data resulting from the initial download and data conversion to the Transfinder Hosted Network (THN).

Training - Transfinder will provide system training as stated in Section I of this agreement. Additional Training may be purchased.

Hosting Services Uptime - Transfinder will exceed 99% uptime to the Licensee. Maintenance periods are scheduled after business hours but Transfinder reserves the right to schedule maintenance periods during business hours that will not constitute downtime. Downtime refers to the inability to access the hosted environment. Standard support issues, which would occur in a locally installed environment, will not constitute downtime. Downtime will be calculated from the time Licensee reports an outage to the time Transfinder resolves the issue. Licensee must submit an email reporting downtime to support@transfinder.com.

Below is a schedule for compensation for Transfinder's failure to meet the uptime requirements. Credits will be given toward future support fees. The downtime is calculated on a calendar year resetting January 1st. Transfinder agrees to credit Licensee as follows.

Targeted Attainment	Actual Attainment	Credit Amount
100%	98% - 99%	Remedial Action
100%	97.99% - 95%	4% of Annual Support Fee
100%	< 95%	5% of Annual Support Fee

This uptime policy excludes anything that is reasonably outside of Transfinder's control including force majeure. To resolve technical issues Transfinder may require the cooperation of Licensee. If Licensee's Department of Technology (DoT) staff is unable or unwilling to assist Transfinder IT staff with resolving technical issues within 48 hours, Transfinder will not be held responsible for the resulting downtime from the time of Transfinder request for assistance from Licensee's DoT.

Remote Connectivity – Licensee must have a high-speed Internet connection and agrees to permit Transfinder Corporation to connect remotely to Licensee's computers and network for online training, support and software installation. Transfinder will connect to Licensee's computer(s) using secure remote desktop sharing technologies.

System Maintenance - Transfinder will provide on-line remote support, unlimited telephone support, updates, and revisions. In order to manage any changes in pupil transportation, Transfinder will upgrade Routefinder PLUS on a consistent basis to satisfy the growing demands of pupil transportation. There is not an additional charge for the upgrades unless they are unique for Shenandoah School District.

III. FEE & PAYMENT SCHEDULE

The Term of this agreement is for (3) three-years. The system cost for the (3) three-year term is **\$76,938.00**.

Payment terms are as follows:

- The Initial payment of **\$35,220.00** is due upon execution of this agreement.
- The Annual Service Fee payment for year 2 of **\$20,350.00** is due 12 months from the installation date.
- The Annual Service Fee payment for year 3 of **\$21,368.00** is due 24 months from the installation date.

In accordance with the 3-year Term, Transfinder will provide Technical Support, Product Updates and Hosting Services to the Licensee for three years starting on the initial Activation Date. The costs for Technical Support, Product Updates and Hosting Services is included.

Upon the completion of the initial 3-year term, the Licensee will have an option to continue to pay the Annual Service Fee amount of **\$21,368.00**, when due on the anniversary of the original Activation Date, in order to continue to receive Technical Support, Product Updates and Hosting Services from Transfinder. Transfinder will continue to provide software, hosting services and technical support, which includes system updates, to the Licensee as long as the Annual Service Fee is paid and kept current.

Future Annual Service Fee prices are subject to change given prior notice. Transfinder will notify Licensee of any annual support fee increases (60) sixty days in advance of the payment date.

If onsite training or services are purchased, the expenses for travel and living will be billed to Licensee at cost as incurred.

If not tax-exempt, any Federal and/or State Sales or local taxes are the responsibility of the Licensee. The Licensee acknowledges the responsibility by signing this contract.

All invoices will be paid, by or on behalf of the Licensee within (30) thirty-days.

IV. LATE PAYMENT

If any valid invoice rendered by Transfinder is not paid when due, in addition to such other rights, Transfinder shall reserve the right to, without limitation, suspend updates, maintenance, support services and consulting, training and implementation services. However, Transfinder shall give the Licensee written notice of non-payment and give the Licensee fifteen days to cure prior to suspending any updates, maintenance, support services, consulting, training, and implementation of services.

V. LICENSE AGREEMENT

Grant of License: Transfinder grants the Licensee a non-exclusive, non-transferable license to use and access Routefinder PLUS, and the accompanying documentation on the Transfinder Hosted Network (THN). A Routefinder PLUS license is required for each named user accessing the THN. Transfinder retains the title to Routefinder PLUS and related materials. You agree to protect Routefinder PLUS from unauthorized use, duplication, reproduction, distribution, or publication. In addition, you will not allow any person, company, organization, or other entity to have access to Routefinder PLUS and related materials. Transfinder reserves all rights not specifically granted in this license. Routefinder PLUS is a © copyright of Transfinder. All rights reserved.

Non-permitted Uses: You may not make copies of Routefinder PLUS. You may not use Routefinder PLUS on a network unless you pay for and obtain a separate licensed Software package for each terminal or workstation from which Routefinder PLUS will be actually accessed. You may not rent, lease, sub-license, timeshare, or lend Routefinder PLUS under this license. You may transfer it on a permanent basis if the person receiving it agrees to the terms and conditions set by Transfinder. You may not alter, decompile, disassemble, or reverse-engineer Routefinder PLUS, or make any attempt to unlock or bypass the initialization system or encryption techniques utilized by Routefinder PLUS. You may not remove or obscure Transfinder or any other copyright and trademark notices.

Duration: This agreement is effective from the day you sign the Contract. Your license continues until terminated. This license will terminate automatically without notice from Transfinder if you fail to comply with any provisions of this license, subject to the terms and conditions of article VII. Upon termination, you destroy all written materials, the Routefinder PLUS software, data and all software and data copies. Transfinder can also enforce its other legal rights.

Early Termination Fees for Termination without Cause: The Licensee may terminate this Agreement, at any time, for convenience upon 30 calendar days written notice to Transfinder. If the Licensee should terminate this Agreement within three (3) years of the Activation Date for convenience, the Licensee shall immediately remit to Transfinder, in addition to fees for all products and services delivered and expenses incurred prior to the effective date of the termination, unpaid annual service fees as follows:

- Termination before the (1) one year anniversary of the Activation Date: all software and service fees due prior to the effective date of the termination and 75% of the annual service fees for years two and three of the term;
- Termination on or after the (1) one year anniversary of the Activation Date but before the (2) two-year anniversary of the Activation Date: all software and service fees due prior to the effective date of the termination and 50% of the annual service fees for year three of the term; and
- Termination on or after the (2) two-year anniversary after the Activation Date but prior to the expiration of the Term: all software and service fees due prior to the effective date of the termination.

General Terms: Only a written agreement authorized by both the Licensee, and Transfinder's President/CEO, shall constitute a warranty or increase the scope of this warranty. This warranty gives you specific legal rights. You may have other rights, which vary from state to state. This Limited Warranty is governed by the laws of the State of New York and shall benefit Transfinder its successors and assignees.

VI. LIMITED WARRANTY

Covering Routefinder PLUS Sale of Software: Routefinder PLUS is a customized product. Transfinder warrants the training and technical services will be provided in good and workman like manner. Furthermore, Transfinder guarantees that the software sold will be free of gross negligence. You assume the entire risk as to the results and performance of the Software. The software has not been sold on a trial basis, and the Licensee acknowledges that it has seen a demonstration and had ample opportunity to view the product in operation using Transfinder's reference list, which has been provided. Neither Transfinder nor anyone else who has been involved in the creation, production, or delivery of this product shall be liable for any direct, indirect, consequential, or incidental damages (including damages for loss of business profits, business interruption, loss of business information, and the like) arising out of the use, misuse, or inability to use such product even if Transfinder has been advised of the possibility of such damages. In no event shall Transfinder's liability exceed the amount paid for the software.

Bankruptcy: All rights and licenses granted under or pursuant to this Agreement by Licensor to Customer are, and shall otherwise be deemed to be, for the purpose of Section 365(n) of the U.S. Bankruptcy Code, and any similar or

successor federal statute, all as the same shall be in effect at the time (the “Bankruptcy Code”), licenses of rights to “intellectual property” as defined under Section 101 of the Bankruptcy Code. The parties agree that Customer, as a licensee of such rights under this Agreement shall retain and may fully exercise all of its rights and elections under the Bankruptcy Code. The parties further agree that, in the event of an adjudication of a bankruptcy proceeding by or against Licensor under the Bankruptcy Code, Licensee shall be entitled to a complete access to, as appropriate any such intellectual property and all embodiments (including source code) of such intellectual property, and same, if not already in its possession shall be promptly delivered to Licensee upon Licensee’s written request (i) upon any such adjudication of a bankruptcy proceeding, unless Licensor elects to continue to perform all of its obligations under this Agreement; or (ii) if not delivered under (i) above, upon the rejection of this Agreement by or on behalf of Licensor. Licensee shall have the right to modify, adopt and prepare derivative works based on such intellectual property only for maintenance, support and internal development purposes. Nothing herein implies the transfer of property rights, but deals only with access to such software or source code.

VII. BREACH AND TERMINATION

If Licensee shall have committed a material breach of this Agreement, then Transfinder may give written notice of such breach, and Licensee shall have (60) sixty-days within which to cure. If Licensee fails to cure such breach within such (60) sixty-day period, then Transfinder shall have the right to terminate this Agreement.

If Transfinder shall have committed a material breach of this Agreement, then Licensee may give written notice of such breach, and Transfinder shall have (60) sixty-days within which to cure. If Transfinder fails to cure such breach within such (60) sixty-day period, Licensee then shall have the right to terminate this Agreement.

If the default relates to the original Licensing fee (**\$76,938.00**) when due, then Transfinder, at its option may affirm the agreement and recover the full purchase price and agreed expenses, plus costs of collection, including attorney fees; or may terminate this agreement and has the right to remove all access to and or remove all original software product, installation modifications, work product, including any product upgrades and any local copies thereof, if any; and will further be entitled to all its reasonable costs in delivering, installing, modifying the program, and training Licensees employees including legal fees if any reasonably required to recover same.

VIII. NOTICE, SEVERABILITY & JURISDICTION

Notice: Service of all notices under this Contract shall be mailed by Certified Mail, Return Receipt Requested to the party involved at its respective address herein before set forth or at such address as the party may provide in writing from time to time.

Severability: If any provision or portion thereof of this Contract is invalid under any applicable statute or rule of law it is so to that extent to be deemed omitted from this Contract and with the balance of the Contract remaining in full force and effect.

Jurisdiction: This is a New York Contract to be interpreted under the laws of New York. The parties agree that all disputes arising under this Contract that cannot be settled between the parties shall be resolved in the courts located in New York. This Contract represents our entire understanding and agreement between the parties regarding the Routefinder PLUS system and supersedes any prior purchase order, communications, advertising, or presentations. This license may not be changed verbally, but only by agreement in writing, signed by authorized representatives of both parties. If any provisions of this Contract shall be unlawful, void, or for any reason unenforceable, it shall be deemed severable from, and shall in no way affect the validity or enforceability of the remaining provisions of the Contract. This Contract will be governed by the laws of the State of New York and shall benefit Transfinder, its

successors and assignees. Licensee consents to jurisdiction in the state and federal courts located in the State of New York.

LICENSEE –Shenandoah School District

Federal Tax ID#: _____

Purchase Order #: _____

Name and Title X Authorized Signature Date

transfinder



Prepared For: Shenandoah School District
Date: 2/24/2026

Prepared by: Ryker Kelvin
Sales Consultant
1.800.373.3609

Overview of Company & Experience

As the largest privately held firm serving K-12 school districts and the school bus transportation industry, Transfinder has been creating cutting-edge transportation solutions for more than 36 years. Incorporated in New York, our headquarters are in Schenectady, NY. With additional teams working from Texas, China, and India, our staff of over 210 skilled professionals provide around-the-clock service and support to over 2,300 school districts across North America and the Caribbean.

Many of Transfinder’s employees were former Transportation Directors or school bus drivers themselves, which allows them to share our clients’ unique perspective. Our reputation for delivering user-friendly and economical transportation and fleet management solutions has made Transfinder the market leader in Maryland, Maine, Massachusetts, Mississippi, New York, and Texas as well as an approved vendor for Idaho and Illinois. Regarding our clients:

- **#1 most widely used routing software in the U.S.**
- **Over 23 million students** in North America routed using **Routefinder PLUS**
- We work with **over 25% of the top 100 largest districts in the US**
- **77%** of our clients are hosted on **Amazon Web Services (AWS)**

We believe the following sets us apart from our competitors:

- Industry-leading solutions
- Quality products and services
- Proven company performance
- Client commitment
- Ability to customize tools to your needs
- Easily digestible training, resources, and ongoing support community

Proven ROI

According to surveys conducted in September 2025 by The Associated Press-NORC Center for Public Affairs Research, 81% of school administrator respondents say school bus driver shortages are a problem in their school or district. 54% say staff in their school or district have to take time away from their core job duties weekly to help with school transportation, such as managing school car lines or driving school buses or vans. Transfinder’s software has been a critical aid in helping districts create routing efficiencies to offset challenges like driver shortages.

“ At this point in my career, I rely on Transfinder software to be successful. ”

Craig Lipps – Transportation Director,
Guilderland Central School District, NY

Client examples:

- Ravana-Coeymans-Selkirk Central School District saw a savings of \$400,000 per year after implementing Transfinder
- Walton County School District reduced the number of daily trips from 350 to 176 by using Routefinder.
- Our clients recognize savings in: fuel, payroll reduction, maintenance costs, and vehicle investment

Focus on Innovation

Transfinder’s “One Partner, One Solution” suite of software has been voted by the industry as the Best Software four years in a row and Best Hardware three years in a row for the Innovation Choice Awards at the STN Expo. In 2024 and 2025, we were also recognized for Best Safety Technology. In addition, Transfinder’s solutions were named Top Education Apps in 2023 by Education Technology Insights.



Transfinder targets several large releases per year often with several large feature enhancements and numerous small enhancements. As an example, in 2024,

Servicefinder delivered two large releases containing over 150 individual enhancements. Furthermore, 50% of the features requested by clients in 2023 were included in product updates.

Unmatched Implementation, Training, & Support

In addition to our industry-leading technology, Transfinder is known for award-winning customer service. From implementation and training to ongoing technical support and service, we take pride in ensuring our clients receive the highest standard of service throughout the process. Our strong focus on support and training is exhibited by:

- An average (human!) chat response time of 28 seconds
- 8,677 training sessions held in 2024, a nearly 10% increase in the last 3 years
- 580 client districts attended Transfinder University Livestream last year

Ease of Use

Districts struggle with too many tools that aren’t simple and intuitive enough to pick up quickly or powerful enough to deliver real insight into their operations. Information isn’t accessed easily, and departments function independent of each other with no way to share data. Transfinder’s all-in-one software platform solves those issues giving school districts easy to use tools, quick access to information, and communication to all stakeholders. Our solution offers:

- Automatic scheduling
- Unlimited user defined fields
- Ability to customize views/dashboards
- Integration with Google Street View
- Your policies built in
- Split screen feature
- App Switcher - switch between products or support portal

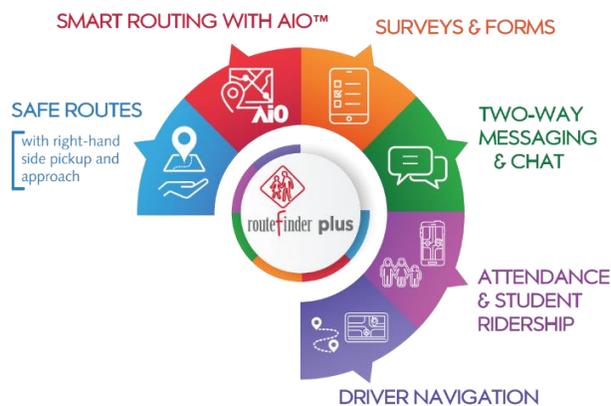
“

Transfinder caught our eye because it was very user-friendly, very visually appealing. Transfinder had that visual appeal with its maps and its colors. ”

**Nicole Havee – Transportation Supervisor,
Okeechobee County SD, FL**

Transfinder Full Suite of Solutions

Transfinder is on a mission to provide superior value for our clients by delivering faster, safer, and smarter solutions. With over 37 years of industry experience and over 3 million students transported daily using our solutions we've listened to what issues impact school districts all over the country. Our proposal includes full product information and pricing for only the solutions recommended for your district. Additional solutions are available as optional add-ons at any time.



Routefinder PLUS

Our flagship product and primary GIS Mapping, Routing, Field Trip Scheduling, and Redistricting System.

Viewfinder

Monitor day-to-day operations of your transportation department from any mobile device or computer. Quickly access updates on students, trips, field trips, and vehicles, and communicate with staff.

GPS Connect

Integrate your school district's GPS solution with Routefinder PLUS for actual versus planned comparative analysis and deviation alerts.

Stopfinder GeoAlerts

Allow parents and guardians access to their children's bus route information, including bus route number, bus stop location and pickup and drop off times, location alert notifications, and send push notifications and other information using our all-in-one parent app.

Wayfinder with Student ID Cards

Build routes, take attendance, and navigate all from your mobile device.

Samsung Tab Active Tablets

Leverage tablets for integration with the Wayfinder driver app to guide drivers with turn-by-turn instructions built from Routefinder maps following your routers' custom driving directions. In addition, with enabled GPS, provide parents with location alert notifications and ETA through the Stopfinder app.

Tripfinder

Manage field trip requests, approvals, allocations, and provide district personnel with secure access to data via your Intranet (to submit requests, identify students for trips, and track approvals).

Infofinder i

Share information on school attendance, transportation eligibility, and route and bus stop information with your district by integrating your existing district website with our web-based subscription service.

Servicefinder

Manage your fleet with this comprehensive management program, including parts inventories, quotes, work orders, personnel, and scheduled bus maintenance to reduce vehicle downtime and control labor costs.

Transfinder’s Hosted Platform

Transfinder’s decision to utilize Amazon Web Services (AWS) for cloud-hosting represents a strategic advantage in Student Transportation software. Being cloud-hosted brings several significant benefits as detailed below.

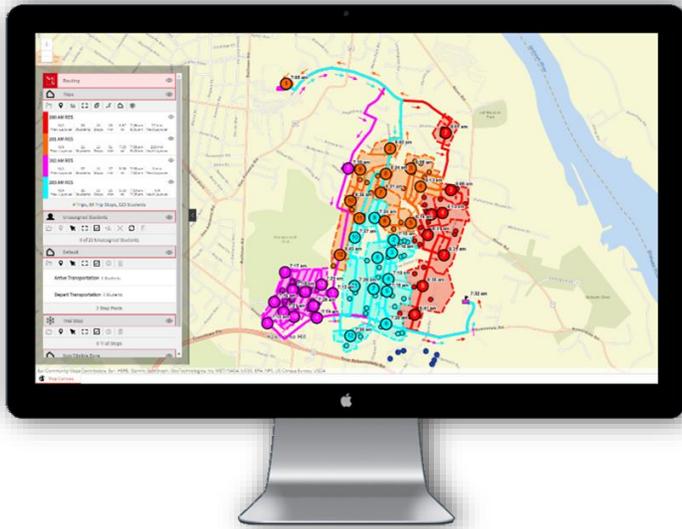


Hosted Platform

- Access from Anywhere
- Reduced Overhead
- Automatic Upgrades
- Seamless Help
- Continuously on Watch
- Secure Data
- Faster Implementation

Routefinder PLUS: Safer Smarter Routing

Routefinder PLUS enhances the safety of student transportation by identifying and avoiding hazardous areas, ensuring routes are designed with the highest safety standards. This minimizes risks and ensures students have a secure journey to and from school.



“
Making changes to routes, adding students and stops were quick and easy. This is my first year in the job of routing and I couldn't believe how well it went.”

**Andrew Strack – Transportation Secretary,
 East Noble SC, IN**



Map Accuracy

With Routefinder PLUS, you get access to up-to-date and precise maps, reducing errors in route planning. This accuracy ensures that buses follow the most efficient and reliable paths, avoiding unnecessary detours and delays.

Automation

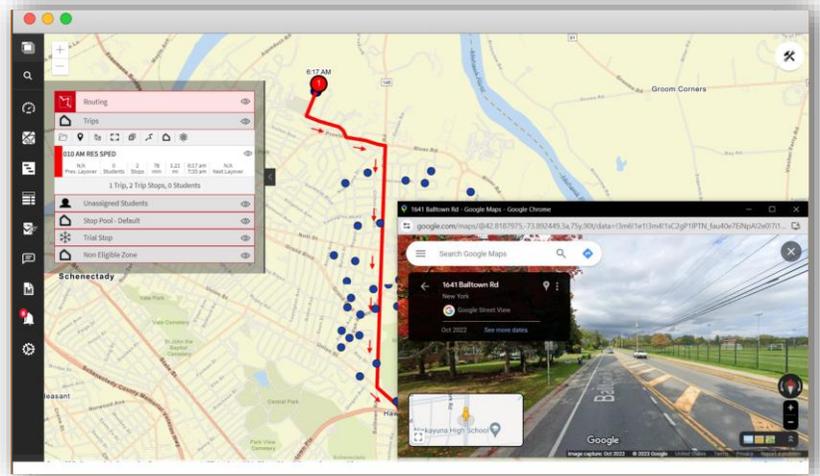
Routefinder PLUS offers automated features that streamline the routing process, reducing the need for manual intervention. This efficiency saves time for transportation planners and ensures that routes are consistently optimized and updated in real-time.

Your Local Knowledge

By incorporating local knowledge, Routefinder PLUS considers specific community needs and preferences. This results in routes that are tailored to the unique aspects of the area, such as local traffic patterns and school district boundaries.

Easy Route Creation

Routefinder PLUS comes with user-friendly interfaces that make it easy for transportation staff to plan and adjust routes. The intuitive tools require minimal training, enabling quick adoption and efficient use by all team members.



Reliable Optimization

Routefinder PLUS provides reliable optimization by continuously analyzing and adjusting routes for the best performance. This ensures that buses operate efficiently, reducing fuel consumption and travel time, while maintaining consistent and punctual service.

Dispatch

- Trips: 548
- Vehicles: 163
- Students: 11766

Trip Schedules		
Name	Start Time	Actual Start Time
134 LH5 AM RUN 04	5:45 AM	5:49 AM
094 JHS AM SP RUN 1	5:55 AM	5:56 AM
0701 JHS AM RUN 09	6:10 AM	6:11 AM
091 JHS AM RUN 07	6:12 AM	6:12 AM
135 LH5 AM SP RUN 4	6:14 AM	6:10 AM
112 WH5 AM RUN 11	6:14 AM	6:11 AM
113 WH5 AM RUN 15	6:18 AM	6:19 AM
133 JHS AM RUN 08	6:20 AM	6:20 AM
048 JHS AM RUN 13	6:22 AM	6:15 AM
066 JHS AM RUN 06	6:23 AM	6:24 AM
009 CFA AM RUN 1 (B/L/YM)	6:50 AM	7:01 AM
062 TH5 AM RUN 11	7:04 AM	7:06 AM
134 BH5 AM RUN 06	7:11 AM	7:20 AM
139 JHS AM SP RUN 3 SC PASS	7:21 AM	7:35 AM
030 BH5 AM SP RUN 1	7:22 AM	7:22 AM
030 BH5 AM RUN 03	7:24 AM	7:19 AM
133 JHS AM RUN 05	7:27 AM	7:25 AM
139 JHS AM RUN 05	7:29 AM	7:28 AM
120 BH5 AM RUN 05	7:30 AM	7:28 AM

Trip Sequence Optimization Impact

Category	Value	Improvement
Community	21	
Distance (mi)	Original: 5.68, Optimized: 5.09	0.59 miles, 10% improvement
Time (min)	Original: 24.23, Optimized: 20.32	3.9 minutes, 16% improvement

Schedule Change (min) bar chart: < 5, 5-10, 11-15, 16-20, 21-30, > 30

Buttons: Apply, Cancel, Save as New Trip

Included Features with Routefinder PLUS

Transfinder offers a complete solution with products intended for every stakeholder involved in student transportation. Review some of our other solutions below.

Optimization Tools

Includes advanced optimization tools designed to maximize efficiency and reduce operational costs. Using your local knowledge and policies optimize individual runs or entire tiers. The result is minimized travel time, reduced fuel consumption, and improved overall fleet efficiency.



Custom Report Writer



The custom report writer feature allows districts to generate detailed, customized reports that cater to their specific needs. Whether you need to track on-time performance, share route sheets, or analyze transportation costs, our report writer provides the flexibility to create reports that provide valuable insights and support data-driven decision-making.

Dashboard Builder

The dashboard builder offers a dynamic, user-friendly interface where users can create personalized dashboards. This feature allows transportation administrators to monitor key metrics and view real-time data at a glance.



Digital Forms



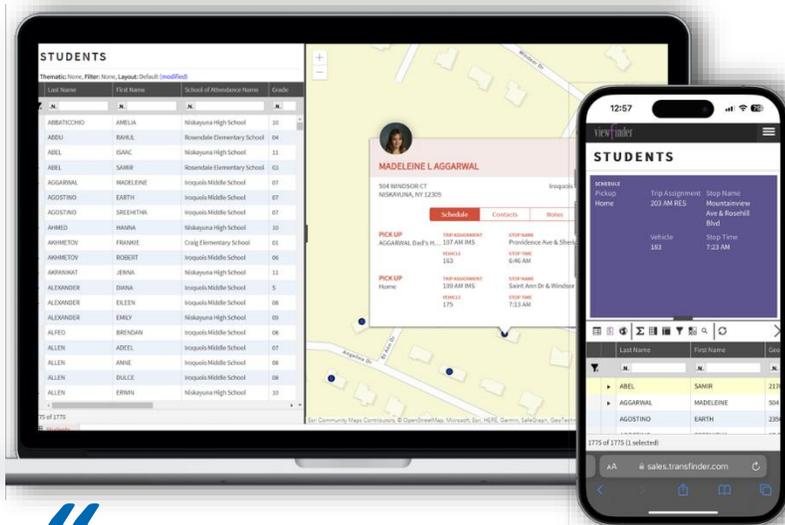
Routefinder PLUS includes a comprehensive digital forms feature, enabling the digitization of routine paperwork. Users can easily create, distribute, and manage forms for vehicle inspections, incident reports, and transportation requests.

Internal Chat

The internal chat feature facilitates seamless communication within the transportation department. It allows real-time messaging between dispatchers, drivers, and administrators, ensuring that everyone stays informed and can quickly respond to any issues or changes.



Viewfinder: District Staff Access



“
In a time of unprecedented staffing shortages, having these tools at our disposal has made our jobs much easier.”

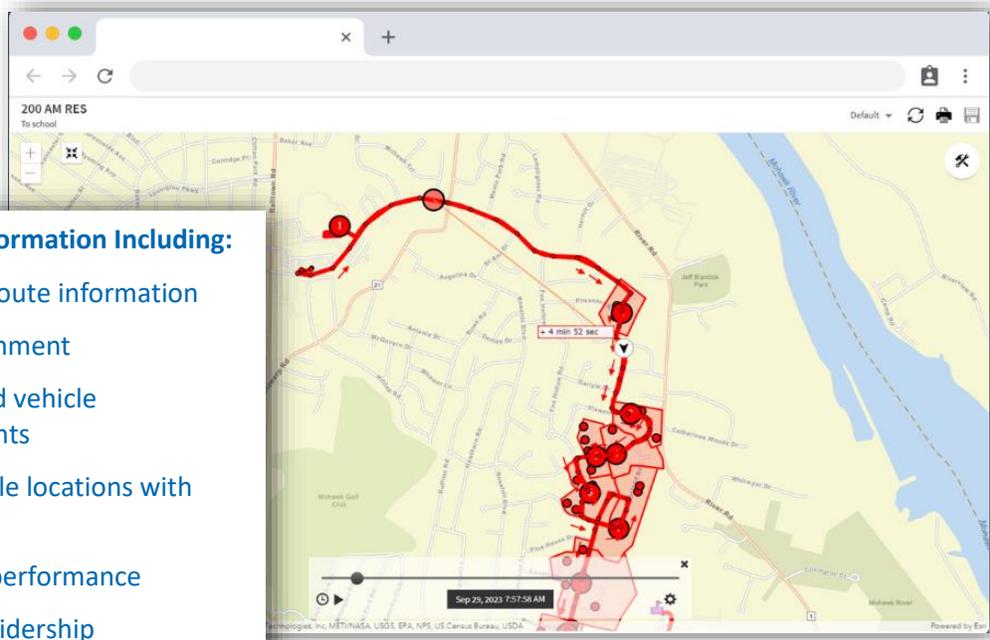
Clara Bisailon – Transportation Supervisor,
 Scotia-Glenville CSD, NY

Key Benefits

- Provide school admin access to key transportation information with **unlimited users**.
- District-wide access with unlimited users, role-based access, and minimal training.
- View information about students, trips, vehicles, and staff, all in one place.
- Accessible from anywhere including your mobile device.
- Customize your dashboard to track field trips, GPS, ridership, or operations.
- Schedule reports to run automatically and email them, saving time and effort.

Share Key Information Including:

- Planned route information
- Bus Assignment
- Driver and vehicle assignments
- Live vehicle locations with GPS
- On-time performance
- Student Ridership



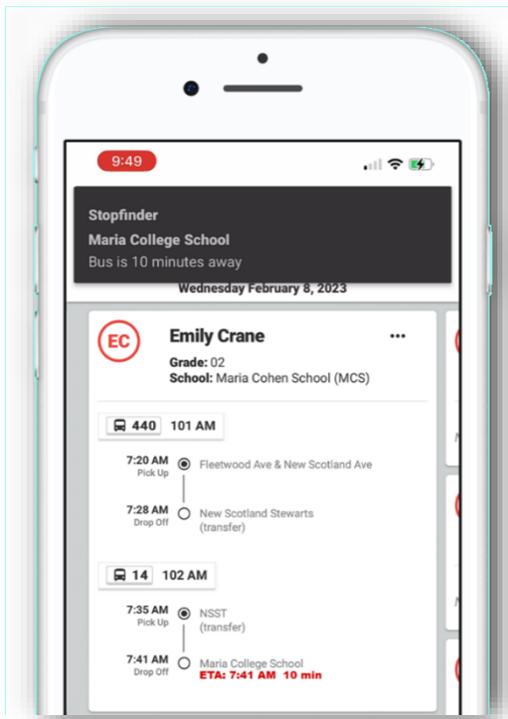
Stopfinder: Parent App to Stop the Phone Calls

Parents and authorized guardians or family members will have live access to their children’s bus assignments. They will be informed and receive critical updates from transportation. All this is available to unlimited families.

- Parents are invited via email and can subscribe to the service.
- Families can see assignments for their children, planned stops, route, time, etc.
- Targeted alerts to parents about transportation changes.
- 2-way messaging with families
- Surveys and Feedback
- Stopfinder has over **1,000,000 parent/guardian subscribers!**

“ Using Stopfinder to communicate student routing information saved a lot of time and questions from parents. ”

**Nate Forbes – Transportation Director,
Weld County RE-3J SD, CO**



Add GPS for GeoAlerts

- Use existing GPS (most major vendors supported) or add GPS with Transfinder
- More than **4.6 million** outgoing announcements sent year to date, 57% increase during same period in 2024
- Live Vehicle Tracking
- GeoAlerts when the bus is on the way. **Nearly 80 million alerts sent this year!**
- ETA Notifications (*when paired with Wayfinder Navigation*)
- Attendance Notifications (*when paired with Wayfinder Ridership*)

Wayfinder: Driver Navigation & Student Ridership

Navigation

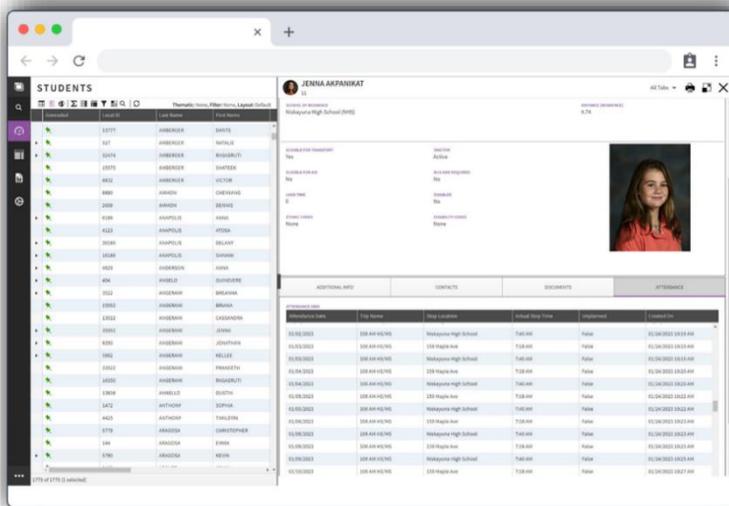
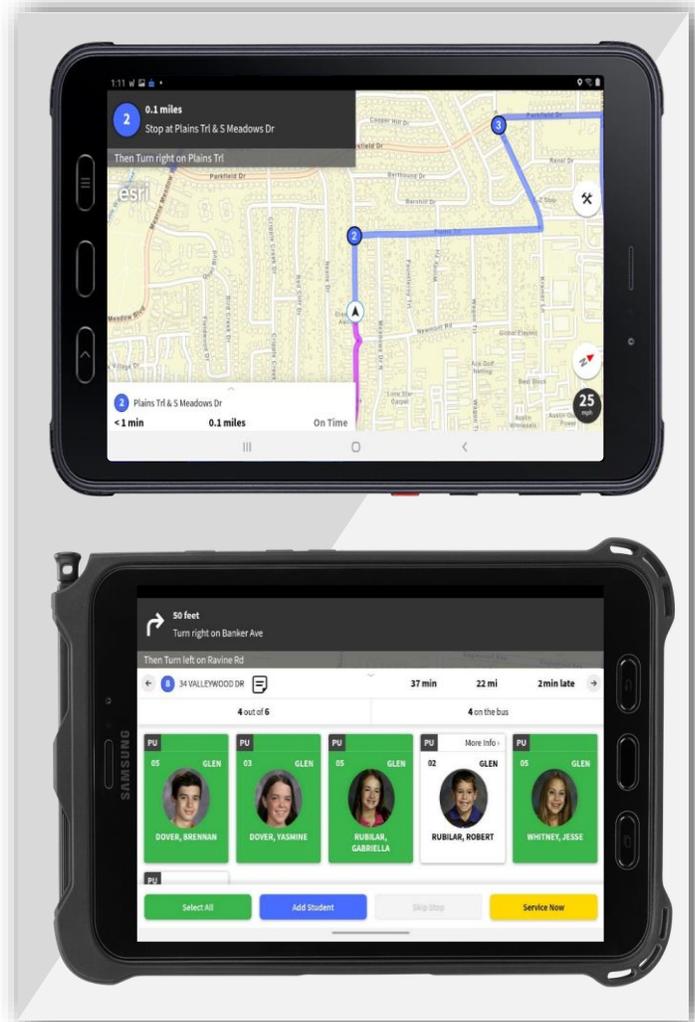
Wayfinder provides bus drivers with visual and spoken directions, utilizing the district's maps to ensure safe and efficient routing. This helps drivers stay on course and avoid potential hazards, enhancing overall student safety. Wayfinder Navigation has seen a nearly **110% increase** in trips navigated in 2025, totaling over **4 million trips**.

Student Ridership Tracking

With Wayfinder, student ridership tracking is seamless. Drivers can scan students by RFID or manually track them, with student photos visible at each stop location. In 2025, student scans for attendance increased by **219%** to over **15 million a year**.

Route Sheet Replacement

Wayfinder replaces traditional route sheets by offering key information about trips, stops, and students directly on the device. This digital solution ensures that drivers have all the necessary details at their fingertips, improving efficiency and reducing errors.



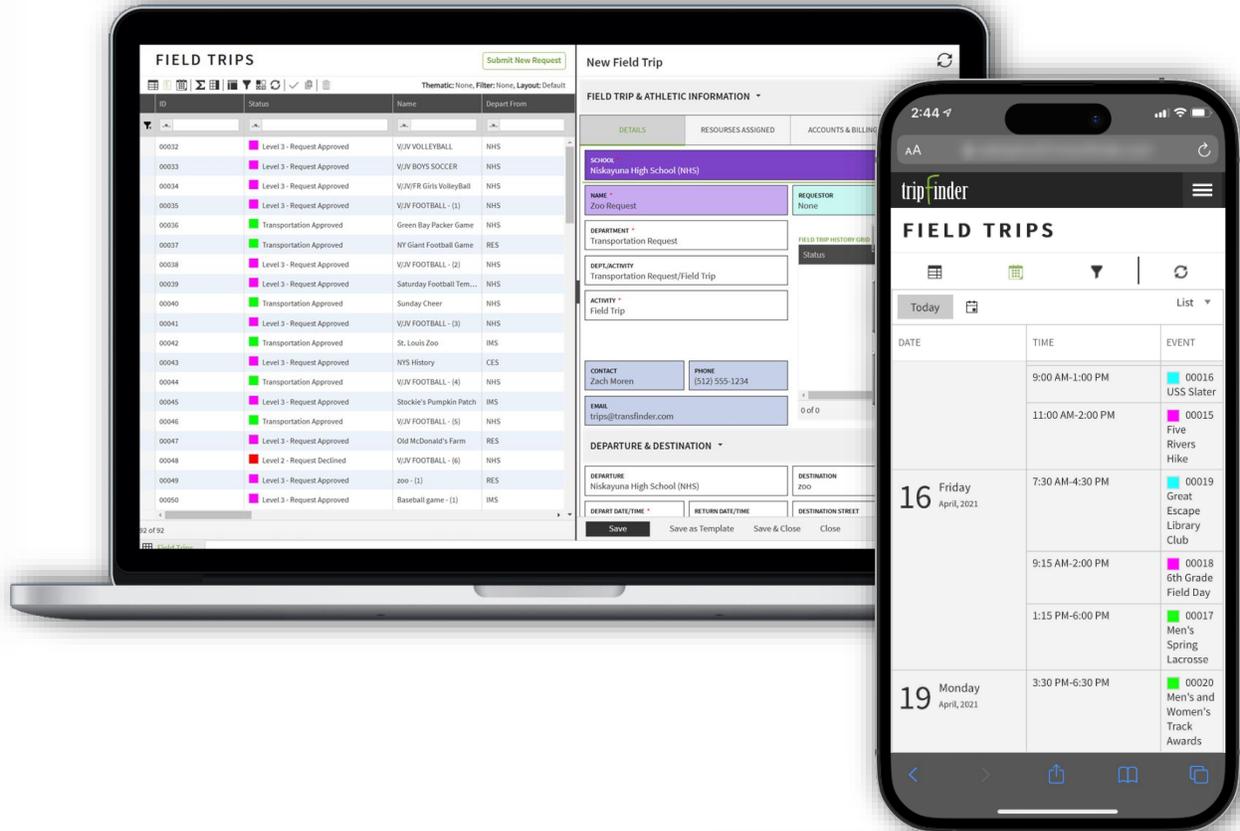
Share Ridership Data in Real-time:

- District staff to answer parent calls
- Parents utilizing the parent app
- Transportation to find efficiencies

Over 12,000 users have navigated a trip this year in Wayfinder!

Tripfinder: Field & Activity Trip Management

Online field trip request & approval process for unlimited users on any device. Teachers can request a field trip, and an email will be automatically sent to their principal who can approve or deny the trip. If approved, an email will go to the next level for approval. Once approved, Transportation will be notified that there is a new field trip to approve and assign a driver/vehicle to the trip as needed.



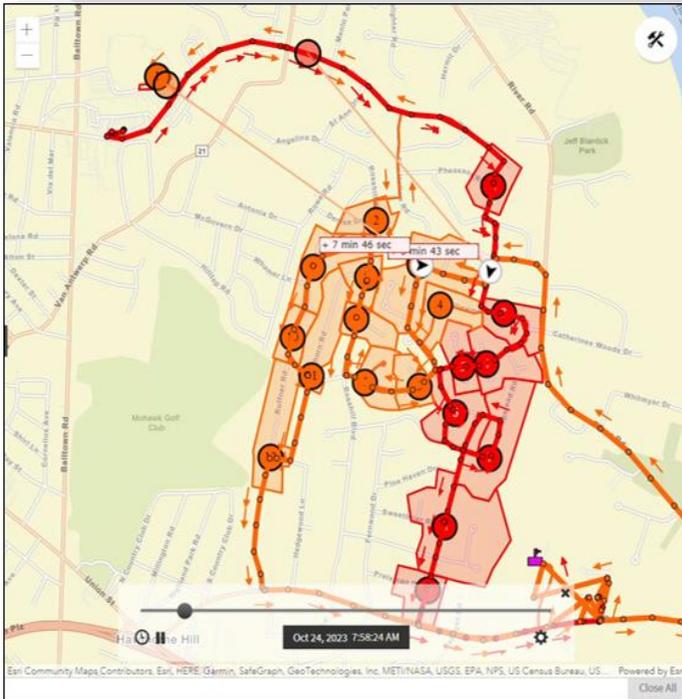
Key Features:

- Online request, Online approval
- Any device, computer, tablet, smartphone
- Requesters can monitor “My Requests”
- Calendar Views
- Admins approve Multiple trips at once
- Templates for common trips
- Cost Tracking by school, type, category, etc.
- Active Directory integration

FIELD TRIP SUMMARY				09/04/2024
Name:	V/JV VOLLEYBALL	# of Vehicles:	0	Trip #: 00032
School:	Niskayuna High School	# of Wheelchairs:	0	
Destination:	GUILDERLAND	Return Date/Time:	12/1/22 11:30 AM	
Departure Date/Time:	12/1/22 8:30 AM			
Name:	V/JV BOYS SOCCER	# of Vehicles:	0	Trip #: 00033
School:	Niskayuna High School	# of Wheelchairs:	0	
Destination:	GUILDERLAND	Return Date/Time:	12/4/22 10:15 AM	
Departure Date/Time:	12/4/22 7:15 AM			
Name:	V/JV/FR Girls VolleyBall	# of Vehicles:	0	Trip #: 00034
School:	Niskayuna High School	# of Wheelchairs:	0	
Destination:	Shenendehova	Return Date/Time:	12/5/22 11:00 AM	
Departure Date/Time:	12/5/22 8:00 AM			
Name:	V/JV FOOTBALL - (1)	# of Vehicles:	0	Trip #: 00035
School:	Niskayuna High School	# of Wheelchairs:	0	
Destination:	Bethlehem	Return Date/Time:	12/7/22 5:45 PM	
Departure Date/Time:	12/7/22 2:45 PM			
Name:	Green Bay Packer Game	# of Vehicles:	1	Trip #: 00036
School:	Niskayuna High School	# of Wheelchairs:	0	
Destination:	Lambeau Stadium	Return Date/Time:	12/13/22 11:30 AM	
Departure Date/Time:	12/13/22 8:30 AM			
Name:	NY Giant Football Game	# of Vehicles:	1	Trip #: 00037
School:	Rosendale Elementary School	# of Wheelchairs:	0	
Destination:	Giant Stadium	Return Date/Time:	12/13/22 11:30 AM	
Departure Date/Time:	12/13/22 8:30 AM			

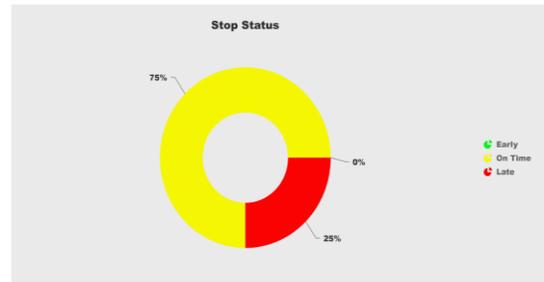
GPS Connect – Integrated Comparative Analysis

Our GPS integration lets you compare the planned routes in our platform... looking at the actual location data from the vehicle's GPS data. Combining planned routes with actual GPS data allows the district to assess stop times, review if a route deviates from the assigned path, and much more.



School: Anthony Rossi

Date	Trip	Driver	Planned Time	Actual Time	Status
04/04/2022	RIS06AM	No Driver Assigned	8:56 AM	8:51 AM	On Time
04/04/2022	RIS10AM	No Driver Assigned	8:57 AM	9:09 AM	Late
04/04/2022	RIS02AM	No Driver Assigned	8:56 AM	8:51 AM	On Time
04/04/2022	RIS09AM	No Driver Assigned	8:55 AM	8:53 AM	On Time



Hardware

- If the district already has GPS Hardware, please speak with us about the possibility of working with your existing telematics units. Transfinder partners with most GPS industry leaders.
- Transfinder can also provide GPS telematics hardware for the district's vehicles if you prefer, we can be your all-in-one provider.

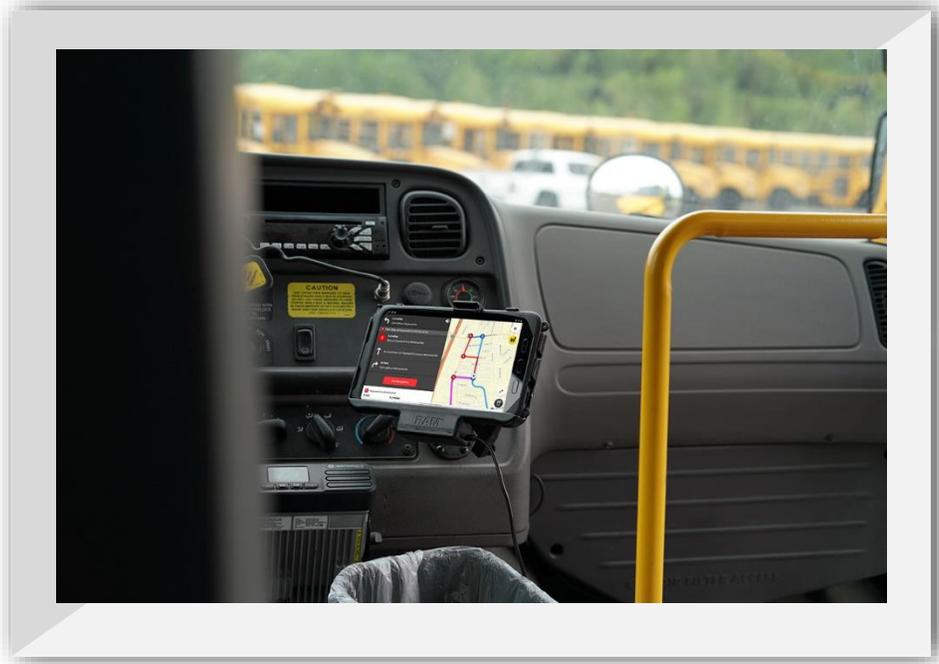
Reports

- On-Time Performance
- Missed Stops
- Unplanned Stops
- Late/Early stops

GPS Connect lets districts have the full picture by integrating the telematics from the vehicle with your planned routes in Routefinder & Viewfinder systems for analysis

Transfinder Telematics Tablet

Transfinder offers a fully integrated solution by providing not only the software solutions to manage transportation operations district-wide but the hardware as well for drivers to manage form submissions, vehicle substitutions, route navigation, and tracking student ridership as well.



Hardware Features

- Ruggedized Samsung Tab Active5 Tablets
- Durable RAM GDS Tough Dock Mounts
- Single SIM provides coverage using all major carriers
- Complete hardware kit provided
- Device Management for security and support

All-in-One Support

Transfinder supports multiple hardware options including Bring Your Own Device, hardware through our 3rd party vendors, or purchasing directly from us. The benefit of bundling your software and hardware together through Transfinder means 100% support with one partner.

Transfinder handles all the IT tasks of managing devices, updates, troubleshooting or replacing damaged or defective units. Our solution has been tested with thousands of units installed across hundreds of districts from Florida to Alaska and everywhere in between to ensure we are providing the most reliable solution available.

Transfinder Hardware Offerings



Samsung Tab Active5

Part # SM-X308UZGAN14

- Rugged & Ready: IP68 certified for dust, water & drops. Long-lasting battery keeps you going.
- Secure & Manageable: Knox Suite protects your data. Centralized tools simplify deployment & updates.
- 8.0-inch display, Samsung Exynos 1380 chipset, 128GB storage, 6GB memory.



IntelliSkin Next Gen

Part # RAM-GDS-SKIN-SAM90-NG

- Protective Fit: The IntelliSkin is a tailored fit for the Samsung Galaxy Tab Active5, providing a secure and snug grip.
- Enhanced Durability: This case shields your device from scratches, bumps and dings.
- Docking Compatibility: Maintains access to charging ports and pogo pins for seamless docking with RAM[®] GDS[®] Docks.



GDS[®] Uni-Conn™ Dock with Release Lever

Part # RAM-GDS-DOCK-U1CDU

- Vehicle Dock for Samsung Tabs: Securely mounts your Galaxy Tab Active5 in an IntelliSkin case with a quick-release clip-in design.
- Power & Connect: Provides charging via USB-C while offering a USB-A port for connecting peripherals like keyboards or scanners.
- RAM Mount Compatible: Includes the standard RAM[®] 2-Hole AMPS pattern for secure attachment to RAM[®] mounts and arms.



Elatec Dual-Band RFID Reader

Part # T4FKFBFRLM7

- Plug-and-play simplicity for RFID card tracking.
- Reliable and fast card reader with seamless interaction.
- Multiple RFID frequencies to support districts existing student cards.



Double Ball Mount with Two Round Plates - C Size Medium

Part # RAM-101U

- Double Ball Mount: The mount features a versatile double ball and socket arm for extensive adjustability.
- Universal AMPS Pattern: Connects to a wide variety of RAM[®] cradles and mounts via the industry-standard AMPS hole pattern on both ends.
- Medium Arm Length: Provides a good range of motion for optimal positioning of your device.



RAM[®] Backing Plate Adapter

Part # RAM-202-225B-2U

- Universal Backing Plate: The RAM-202-225B-2U is a versatile steel backing plate that attaches to a variety of RAM[®] Mounts ball bases.
- Double Hole Pattern: It features two hole patterns for broad compatibility: a 4-hole AMPS pattern with #8-32 threaded holes and a 4-hole 2" x 2.5".
- Secure Attachment: Includes all necessary hardware (screws and lock washers) for secure mounting of your chosen RAM[®] ball base.

Servicefinder: Modernized Fleet Maintenance

We know it can be challenging to efficiently manage an entire fleet of vehicles.

- One recent report found that fleets without proactive maintenance schedules experience **25% more breakdowns** and 10% higher maintenance costs.*



Servicefinder is a cutting-edge fleet and asset management software that offers a suite of tools tailored to streamline the operations of modern fleets.

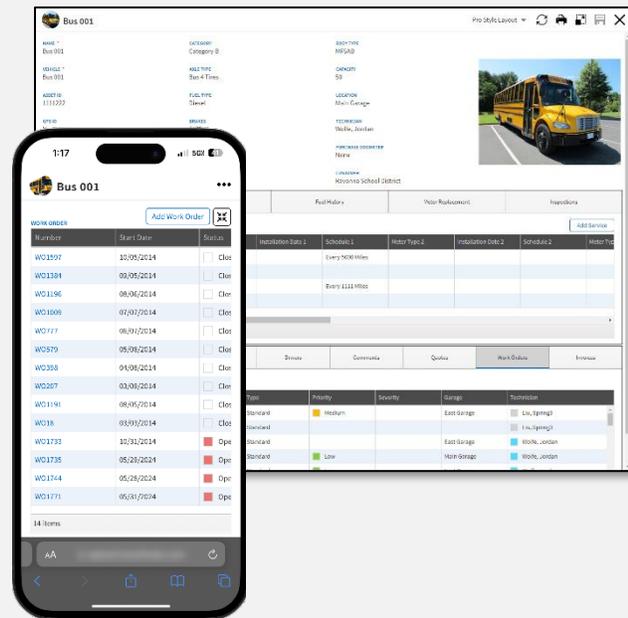
Our solution ensures managers and technicians stay connected with real-time data, whether in the office or in the field. Servicefinder will bring value to your organization through capabilities in data handling, maintenance scheduling, inventory management, and financial operations.

It Pays to Automate

- **30%** of maintenance records contain **errors** due to manual data entry.**
- One study uncovered an average of **20% inefficiency** in parts **inventory** management.▪
- Companies with limited data on fleet performance miss out on **potential cost savings** opportunities as **high as 15%**.▪▪

Key Features

- **Mobile:** Access from any location using web-enabled device
- Responsive user experience on desktop and mobile platforms
- Easy data importing and exporting
- Preventative maintenance scheduling
- Comprehensive work order history
- Parts and inventory management
- Integrated billing and financial reporting
- Reporting and dashboards



* 2023 National Association for Fleet Management Systems (NAFMS) report

** 2022 Aberdeen Group study

▪ 2021 Gartner report

▪▪ 2019 McKinsey & Company report

Project Management Overview

Transfinder will tailor an implementation plan to meet the needs of your district. Outlined below are key implementation activities, milestones, and expert resources that Transfinder will bring to bear in partnership with your district to fully implement, adopt, and publicize the program.



Project Team

Project Manager

As part of your implementation, Transfinder will assign a dedicated project manager to ensure you are able to achieve success with our software. Acting as your primary point of contact for all things implementation related, the project manager's responsibilities include project planning, activity coordination, progress reporting, risk assessment and resource management. What sets Transfinder's Project Management team apart is that they are also highly proficient in our software and will be actively involved in user training, process mapping, system administration and troubleshooting.

Professional Services Consultant

Throughout your implementation you will meet with a dedicated Professional Services Consultant who will collaborate with you on everything from reviewing your business processes to training on the core use of the products you're implementing and supporting you all the way through your eventual go live. Our consultants have years of experience working with all manner of school districts on a myriad of different projects.

Major Implementation Milestones

Kick Off Meeting

To begin the implementation your project manager will schedule a call for all project stakeholders to come together and discuss the goals of the project. This includes a review of timelines, technical requirements, functional goals, and team training availability.

Routefinder PLUS Environment Creation

Using the data gathered from your district and county GIS office, your project manager will work to ensure a timely conversion of that data into a new Routefinder PLUS environment. Prior to the delivery of your environment, our Data Team will perform a quality assurance review of your data and the overall environment. A data specialist will also geocode as many of your students as possible onto the map to provide an ideal point at which to start training.

Training & Consulting

For the duration of your implementation, you will have a minimum of one session scheduled per week with your consultant and/or project manager to review various training topics related to your implementation and to work through any impediments. These sessions will cover:

- Understanding your district's objectives, challenges, and opportunities
- Knowledge transfer of necessary product knowledge
- Tips and tricks, along with best practices
- Data mapping and management best practices
- Project management and problem solving

Project Management Overview *(continued)*

First Day of School Support

As you go through your first school opening with Routefinder PLUS in place, we want to be there with you. Your Project Manager and Consultant will be available to help you make any final preparations before the first day of school.

On-Going Support

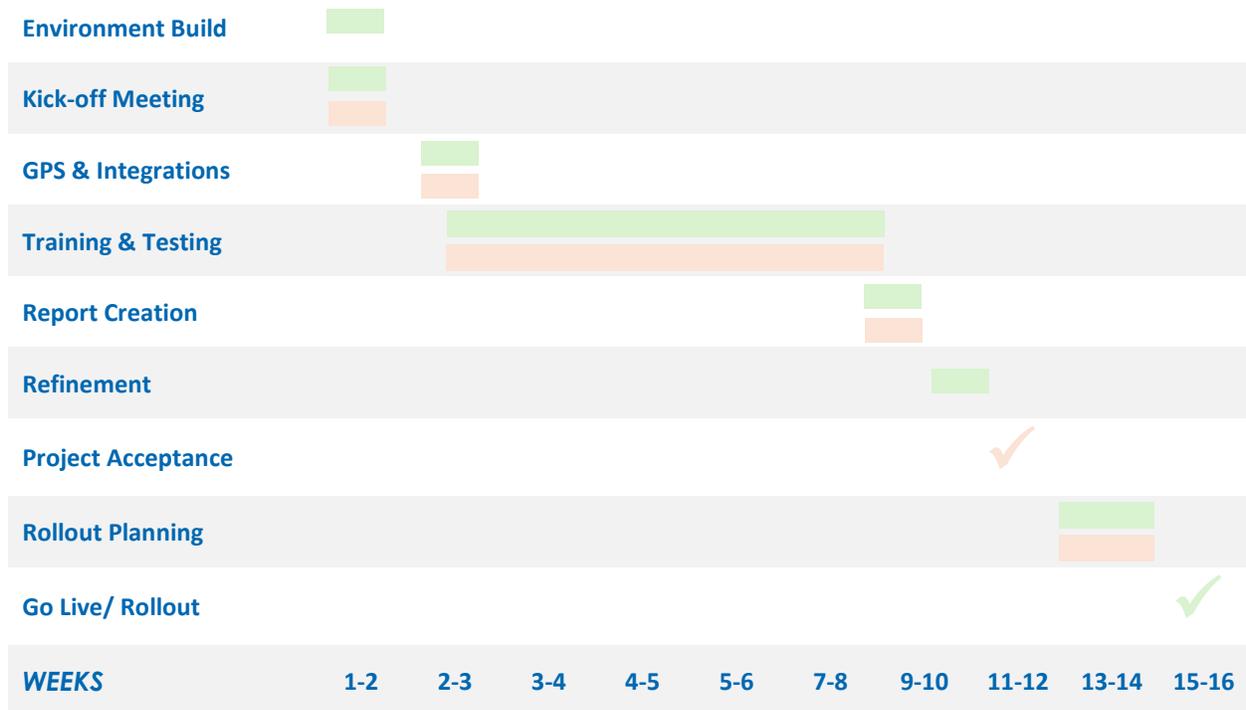
The ‘white glove’ service our clients receive does not end when the implementation does. After your implementation is completed, you will be transitioned to our team of dedicated support professionals. To ensure there is no drop off in service between implementation and support, a call can be scheduled as requested by your organization to meet with our Support Manager, who will answer any questions you might have.

Project Timeline

Please see a high-level proposed project timeline below.

- Timeline varies based on products selected.
- With each product, the below steps repeat and overlap with the later stage of prior product timeline.

Transfinder
 District’s Transportation Team



Transfinder Training Program: Consultative Approach

Consultation & Assessment

At Transfinder, we like to keep things personal and practical when it comes to training. From day one, our consultants and trainers team up with each client to really get to know the project. That means understanding:

- Any **unique** project requirements
- **Who** is being trained
- How comfortable they are with **technology**
- Whether they've used **similar software** before
- How much **time** they can commit to learning

Customization

Once we've got a good handle on those items, we customize the training plan to fit exactly what the client needs. Transfinder understands that not everyone learns in the same way and people's time is very valuable. To accommodate this, we provide training for multiple learning styles.

Next Steps – Training Delivery

During training, we don't just talk at people, we make sure they're actually getting it. We do this by giving them hands-on tasks in their live system, using their real data. It's a great way to make the learning stick.

Afterward, we check in to see how things went and help troubleshoot anything that came up. As we come to understand the ins and outs of your transportation operation, our team will ensure we understand your unique perspective and how the system can help you achieve your goals.

As your trusted partner, we are fully committed to ensuring a seamless training program rollout.

TRAINING PLAN

Tailored solutions to meet your training needs.



Training Delivery Methods

Onsite Training

Having an Implementation Consultant on-site can be especially impactful, often resulting in improved efficiency and stronger knowledge retention. This can include one-on-one training, group training, and “train-the-trainer” sessions.

Online Training

A Transfinder Consultant will provide customized interactive training (via MS Teams) on topics that are relevant to the current phase of your implementation and your project's specific requirements. They will assign homework between training sessions to encourage users to complete tasks using their specific data.

Interactive Webinars

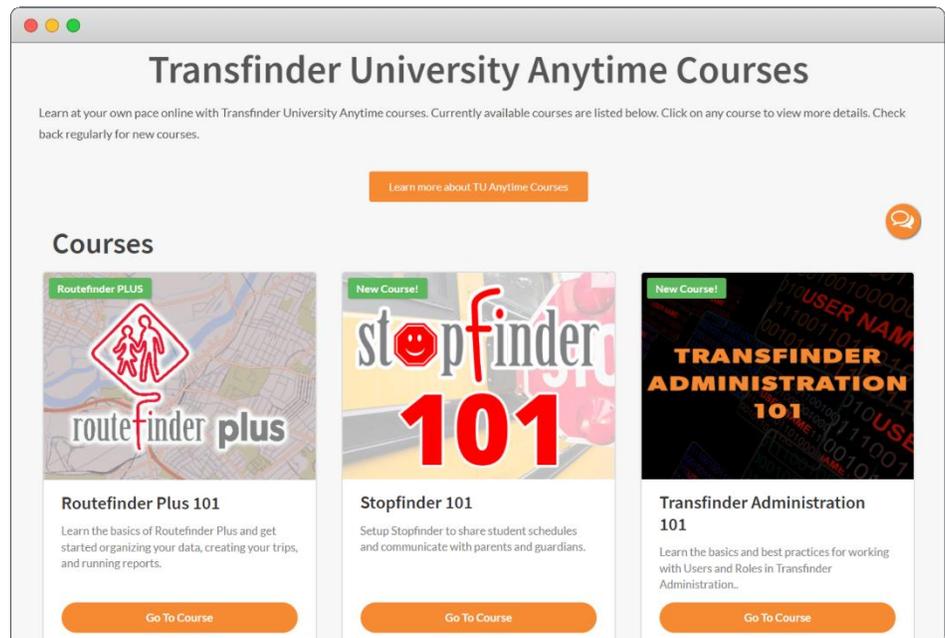
To ensure your department gets the most benefit from our solutions, in addition to the customized training services described above, Transfinder also offers a monthly schedule of free, weekly, interactive online training webinars. These webinars cover all aspects of our routing system, as well as our complete product line. They are designed to develop the skills of all members of your department and provide for their ongoing professional development.

Transfinder University Course

This is a Routing System Proficiency Course covering specific topics to ensure clients become proficient users of Routefinder PLUS including:

- Geocoding
- Map Editing
- Pre-Routing
- Routing
- Reporting

The course includes two days of online training in a Routefinder PLUS training dataset and class hours are 8:30 am-5:00 pm Eastern Daylight Time.



Annual Client Summit

The Annual Client Summit is a premiere training event, which offers an opportunity for Transfinder software users from across the country to get together for three days of hands-on and classroom sessions taught by our in-house training professionals.

Support Model

Transfinder has developed an award-winning support arm of our business that is known in the industry as the best. Our success is dependent on you being as educated in our solutions as possible. We also realize you need questions answered and technical support as quickly and effectively as possible. Our Support Team collectively has 60+ years of experience in transportation, technology, and Transfinder software. Support is available Monday – Friday from 6:00 am to 7:00 pm ET, as well as enhanced summer hours (excludes standard holidays).



Support Services Channels

- Transfinder Community: Visit the Contact Us page to submit a question or issue directly to the support team.
- Live Chat: Live online chat via the Transfinder Community during business hours for How To questions.
- Support Scheduler: Online scheduling tool with a variety of support services options and ability to schedule a call with a technical support specialist at a time that is convenient.
- Phone: Toll-free phone support.
- Email: Dedicated support mailbox for submitting support cases.

Support Request Process

- If clients are experiencing an issue using the Transfinder suite of products in a production environment, they can contact the Transfinder Support Helpdesk.
- All Transfinder staff are available and accessible via email or phone. The support team utilizes a dedicated email address to receive support requests. This mailbox is monitored during regular business hours.
- Clients also can join planned and/or impromptu remote user sessions. Remote access software tools are utilized to expedite problem resolution if access is permitted.

Resolution Procedures

- Transfinder's response time goal is to respond within 48 hours of the request.
- All requests for support are assigned a unique case number and are tracked in our CRM system throughout the lifecycle of the case. The case number is automatically provided to the client via email upon creation of the case.
- Cases are reviewed based on order received and priority assigned (Urgent, High, or Normal).
- A support engineer is assigned to a case to begin investigating the reported issue. The engineer will connect with the client to fully understand the issue observed and gather any additional information required to effectively troubleshoot.
- Once a resolution is reached, Transfinder will contact the client and confirm together that the issue is resolved, and the product is functioning as expected. Once a case is resolved, a case closed email is sent to the client to confirm.
- We also provide a link to a brief survey to allow the client to share how Transfinder can improve.
- If a client feels a case should be escalated, they may contact the appropriate support lead with the case number and explain the concern.
- The support lead then further investigates to determine the necessary course o

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