

2013 **TRAPEZE**  
USER CONFERENCE  
— 20th Anniversary —

# AGENDA





# Monday April 15, 2013 (Detailed Schedule)

| Time                    | Fixed Route   | PASS   | Operations Mgmt.                           | Demand Response - NOVUS/Non-Emergency Medical/ Mobile Computing | ITS   |
|-------------------------|---|--|--|---|---|
| 8:00 - 9:00             | Welcome & Keynote Session                               |  |  |   |   |
| 9:15 - 10:15 (1 hour)   | Overview of FX/BB: FX/BB Plans, Features, & Initiatives | Introduction To PASS Track                   | Introduction To OPS                        | NOVUS-DR Suite Review   | ITS Introduction, Followed By: What's New In ITS      |
| 10:15 - 10:45           | Break   |  |  |   |   |
| 10:45 - 11:30 (45 mins) | NOVUS-DR Update   | What's New In PASS Version 13                | What's New In OPS Version 12?              | What's New In NOVUS   | What's New ITS Hardware Platform & Mobile Apps        |
| 11:30-12:15 (45 mins)   | Santa Clara VTA, "APC Validation Process using CCTV"    | Trapeze Messenger                            | OPS: 360 Degrees Of Enterprise Integration | What's New In MT  | ITS Innovations: What's On The Horizon For 2013       |
| 12:15 - 1:30            | Lunch   |  |  |   |   |
| 1:30 - 2:15 (45 mins)   | PLAN & APC Gateway                                      | DATS, "Continuing The Voyage"                | Bidding Holiday Configuration & Options    | What's New In Mobile Computing                                  | Google Real Time Transit Feed                         |
| 2:15 - 3:00 (45 mins)   | INFO WEB Latest Features                                | Trapeze Mobility For PASS                    | Employee Skills Processing                 | MT Broker Call Taking   | PRTC, "Flex Routing Open Forum With User Perspective" |
| 3:00 - 3:30             | Break   |  |  |   |   |
| 3:30 - 4:15 (45 mins)   | Business Intelligence For FX Planning                   | RMC (Rotterdam, NL), "Lose It Or Embrace It" | Absence Tracking                           | WCA, "Dispatching In NOVUS-DR With CoverMate"                   | Streets 5.0: Exciting New Addition                    |
| 4:15 - 5:00 (45 mins)   | TBD, "Real-Time Web Solutions"                          | Top 10 Features From Previous Versions       | Incident Tracking                          |   | Peripheral Vision (Streets 5.0)                       |

| Time                    | 360 Learning                             | FX Hands On  | PASS Hands On                | EAM Hands On           | ITS Hands On   |
|-------------------------|--|--------------|------------------------------|------------------------|--|
| 8:00 - 9:00             | Welcome & Keynote Session                |              |                              |                        |  |
| 9:15 - 10:15 (1 hour)   | Track Intro Session                      |              |                              |                        |  |
| 10:15 - 10:45           | Break                                    |              |                              |                        |  |
| 10:45 - 11:30 (45 mins) | Managing Customer Contact                | FX Session A | Query Writing 101            | AdHoc Query Hands On   | Session A: TransMaster Dispatch Features                                       |
| 11:30-12:15 (45 mins)   | Mobile Ticketing                         |              |                              |                        |  |
| 12:15 - 1:30            | Lunch                                    |              |                              |                        |  |
| 1:30 - 2:15 (45 mins)   | Virtualization: The Benefits             | FX Session A | Query Writing 101            | Dashboards Hands On    | Session A: TransMaster Making US Work For You - Example Incident Configuration |
| 2:15 - 3:00 (45 mins)   | TrapezeCommunity: How Can I Get Involved |              |                              |                        |  |
| 3:00 - 3:30             | Break                                    |              |                              |                        |  |
| 3:30 - 4:15 (45 mins)   | TransitNOW                               | FX Session B | The Tricks & Best of Wizards | Shop Activity Hands On | Session A: TransMaster Tools Maximizing Their Benefits                         |
| 4:15 - 5:00 (45 mins)   | TrapezeGeek                              |              |                              |                        |  |

| Time                    | Ridesharing  | School                            | EAM   |
|-------------------------|--|-----------------------------------|---|
| 8:00 – 9:00             | Welcome & Keynote Session                                |                                   |   |
| 9:15 - 10:15 (1 hour)   | What's New In RidePro?                                   | What's New In MapNet & MapNet Web | EAM General Session   |
| 10:15 - 10:45           | Break  |                                   |   |
| 10:45 - 11:30 (45 mins) | General Overview of the New Web Interface                | Best Practices In MapNet          | What's New In EAM V12 & V13   |
| 11:30-12:15 (45 mins)   | Vanpool Routes & Rosters                                 |                                   |   |
| 12:15 - 1:30            | Lunch  |                                   |   |
| 1:30 - 2:15 (45 mins)   | Carpool & Vanpool Management                             | Student Data Connector            | MAP-21 & You: What Your Agency Needs                                  |
| 2:15 - 3:00 (45 mins)   | Mobile Vanpool Ridership Data Collection & NTD Reporting | How To Edit My MapNet Map         | TAM/SGR/Condition Tracking  |
| 3:00 - 3:30             | Break  |                                   |   |
| 3:30 - 4:15 (45 mins)   | Metro, "Vanpool Operations"                              | Performing A Map Version Update   | Capital Forecasting   |
| 4:15 - 5:00 (45 mins)   | RidePro Customer Feedback                                | Geo-Coding Students               | Customer Roundtable: What Is Your Agency Doing To Prepare For MAP-21? |

Customer Sessions  
Hands On







| Time                    | Fixed Route  | PASS  | Operations Mgmt.               | Demand Response-<br>NOVUS/Non-Emergency<br>Medical/Mobile<br>Computing | ITS  |
|-------------------------|--|---|--------------------------------|--|--|
| 8:00 - 9:00 (1 hour)    | CMBC, "Alignment Of Bus Operators To Scheduling Structure (Run Cut)" | PASS/NOVUS Multi-Media (WEB, IVR, SMS)                        | Where Are My Buses? FIELD TRIP | Intro To SupervisorMate For Android                                    | Automatic Fare Collection & Mobile Ticketing |
| 9:00 - 9:45 (45 mins)   | FX: Best Practices   | Effective Ways To Decrease Your Call Time                     | Vehicle Assignment             | NOVUS-DR Report Writing  | Tablet Uses in Transit                       |
| 9:45 - 10:30 (45 mins)  | Implementing Deviations/ Detours                                     | RMC, "Operational Excellence & IT In A Mixed Modus Operation" | LYNX, "The Client Experience"  | MT Chat Module   | Mobile Preventive Maintenance                |
| 10:30 - 11:00 Break     |  |   |                                |  |  |
| 11:00 - 12:30 (90 mins) | Open Session, "UnConferencing"                                       | Open Session, "UnConferencing"                                | Open Session, "UnConferencing" | Open Session, "UnConferencing"   | Open Session, "UnConferencing"               |
| 12:30 - 4:00            | Golf / Free Afternoon  |   |                                |  |  |

| Time                    | 360 Learning                           | FX Hands On          | PASS Hands On               | EAM Hands On                   | ITS Hands On   |
|-------------------------|--|----------------------|-----------------------------|--------------------------------|--|
| 8:00 - 9:00 (1 hour)    | Driver Training & Eco-Driving (INOVAS) |                      |                             |                                |  |
| 9:00 - 9:45 (45 mins)   | Mobile Technology                      |                      |                             |                                |  |
| 9:45 - 10:30 (45 mins)  | Setting Up Trapeze4 & JAWS             | FX Session B         | Trp Trics & Best Of Wizards | Dashboards Hands On            | Session E TransilMaster Route Management & Announcement Creation |
| 10:30 - 11:00 Break     |  |                      |                             |                                |  |
| 11:00 - 12:30 (90 mins) | Open Session, "UnConferencing"         | Review Session A & B | Trp Trics & Best Of Wizards | Open Session, "UnConferencing" | Session F TransilMaster Hands On Q&A Let                         |
| 12:30 - 4:00            | Golf / Free Afternoon                  |                      |                             |                                |  |

| Time                    | Ridesharing  | School   | EAM   |
|-------------------------|--|--|---|
| 8:00 - 9:00 (1 hour)    | Maintaining RidePro Data With New Web Management Tools |  | EAM Roadmap: V14 & Beyond   |
| 9:00 - 9:45 (45 mins)   | Trapeze School Pool                                    |  | Where Are My Buses? FIELD TRIP  |
| 9:45 - 10:30 (45 mins)  | Mid-Ohio RPC, "School Pool Operations"                 | VEO Transportation: Explore The Current Functionality & Road Map | Massachusetts Bay Transportation Authority, "Components & Serialized Parts: Overview & Lessons Learned" (ITD Transit Applications Team) |
| 10:30 - 11:00 Break     |  |  |   |
| 11:00 - 12:30 (90 mins) | Open Session, "UnConferencing"                         | Open Session, "UnConferencing"                                   | Open Session, "UnConferencing"  |
| 12:30 - 4:00            | Golf / Free Afternoon                                  |  |   |

|   |                   |
|---|-------------------|
|  | Customer Sessions |
|  | Hands On          |





| Time                    | Fixed Route                                 | PASS  | Operations Mgmt.   | Demand Response-<br>NOVUS/Non-<br>Emergency Medical/<br>Mobile Computing | ITS  | 360 Learning  | FX Hands On                        |
|-------------------------|---|---|--|--|--|---|------------------------------------|
| 8:00 - 9:00 (1 hour)    | BlockBuster:<br>Introduction                | Trip Broker: Send trips to<br>the most cost effective<br>third party vendor   | Operational Trends<br>& Statistics                                     | NOVUS-DR User Session  | HSR, "A Case Study:<br>Utilizing Streets / FX /<br>OPS Effectively,"<br>- AND -<br>LBT, "FTP Common<br>WiFi Network" | Driver Training &<br>Eco-Driving (INOVAS)                   |                                    |
| 9:00 - 9:45 (45 mins)   | Rostering Session                           | ViewPoint For PASS<br>(Business Intelligence)                                 | Work Assignment: Taking<br>Advantage of Automation                     | Mobile Computing for<br>NOVUS-DR   | Supplier Spotlight: Apollo<br>Camera Interface to ITS  | Farebox & Headsign<br>Integration                           | FX Session 1                       |
| 9:45 - 10:30 (45 mins)  | Bus Stop Manager                            | Trapeze Ranger<br>Administration  | Dispatch Notifications   | TBD, "Brokerage Trends<br>& Updates"                                     | OEM Initiative: Maximize<br>Your System Longevity  | Advanced Automated<br>Vehicle Monitoring<br>(AAVM)          |                                    |
| 10:30 - 11:00           |   |   |  | Break  |  |   |                                    |
| 11:00 - 11:45 (45 mins) | BlockBuster:<br>Advanced                    | Kitsap Transit, "How To<br>Effectively Utilize The<br>Trapeze4 Product Suite" | Spokane Transit,<br>"The Client Experience"                            | Remote Management Of<br>The Trapeze Ranger &<br>Mobility Using XMM       | Hosting An ITS System<br>Hill Country Transit,<br>"An Interim IVR Solution<br>With Streets"                          | Radius Street<br>Supervisor Features                        | Open Session<br>TBD, "What's New?" |
| 11:45 - 12:30 (45 mins) |   | City of Del Rio,<br>"Paperless dispatching<br>with DriverMate"                | Health Checks: Getting<br>The Most Out Of What<br>You Already Have     | MT Provider Web  | Optimizing System<br>Performance   | Managing Your<br>Trapeze Enterprise<br>Data Using ViewPoint |                                    |
| 12:30 - 1:30            |   |   |  | Lunch  |  |   |                                    |
| 1:30 - 2:15 (45 mins)   | Rail Scheduling                             | 10 Most Useful<br>Trapeze Reports   | Data Management:<br>Using Data Trimmer                                 | Event Scheduling &<br>Tracking For The PACE<br>Environment               | Vehicle Location & Yard<br>Management FIELD TRIP   | Trapeze Mobile:<br>Customer Input<br>Session                | FX Session 2                       |
| 2:15 - 3:00 (45 mins)   | Preparing Data<br>For Downstream<br>Systems | ParaCutter:<br>What's New?  | Dispatch Innovations:<br>Help Us Create The Next<br>Great OPS Solution | How To Customize NOVUS   | TransitMaster Light Rail<br>Considerations   | IntelliFleet:<br>An Overview Of<br>Trapeze Taxi             |                                    |
| 3:00 - 3:30             |   |   |  | Break  |  |   |                                    |
| 3:30 - 4:15 (45 mins)   | Feedback &<br>Wrap Up Part I                | Feedback &<br>Wrap Up Part I  | Feedback &<br>Wrap Up Part I   | Feedback &<br>Wrap Up Part I   | Planning A Radio<br>System Upgrade<br>LBT, "Software<br>Upgrade Experience"  | Traveler Information<br>Feedback &<br>Wrap Up Part I        | Feedback Review<br>and Q&A         |
| 4:15 - 5:00 (45 mins)   | Feedback &<br>Wrap Up Part II               | Feedback &<br>Wrap Up Part II   | Feedback &<br>Wrap Up Part II  | Feedback &<br>Wrap Up Part II  | Feedback &<br>Wrap Up  | Traveler Information<br>Feedback &<br>Wrap Up Part II       |                                    |
| 7:30 - 10:00            |   |   |  | Closing Dinner   |  |   |                                    |

| Time                    | PASS Hands On               | EAM Hands On  | ITS Hands On  | Ridesharing   | School   | EAM   |
|-------------------------|-----------------------------|---|---|---|--|---|
| 8:00 - 9:00 (1 hour)    |                             |   |   | RidePro Reporting Topics  | VEO Integrated Transportation System   | EAM Customer Care Update                                  |
| 9:00 - 9:45 (45 mins)   | Version 1.2<br>New Features | Materials Management/<br>Storekeepers Portal<br>Hands On        | Session C<br>NOVUS ITS<br>Dispatch Feature            | Advanced Ad Hoc Reporting   |  | Master Asset/Equipment<br>Record Management               |
| 9:45 - 10:30 (45 mins)  |                             |   |   | Comparing RidePro<br>Web Site Designs                             | Activities Of A Peer<br>Transportation Organization<br>& The Benefits<br>They've Realized    | Data Is In, Now Get It Out!                               |
| 10:30 - 11:00           |                             |   |   | Break   |  |   |
| 11:00 - 11:45 (45 mins) | Version 1.3<br>New Features | AdHoc Query<br>Hands On   | Session C<br>NOVUS ITS System<br>Administration       | Commute Reporting   | Before & After: Understand<br>Common MapNet 'Use Cases'<br>& How To Troubleshoot Them        | MobileEch: Recent Updates<br>& Future Direction           |
| 11:45 - 12:30 (45 mins) |                             |   |   | Commuter Challenges,<br>Drawings, Incentives                      | Shuttle & Transfers: Learn To<br>Configure MapNet To Create<br>'Shuttle' & 'Transfer' Routes | ActionMap: Visualization Of<br>Stationary & Linear Assets |
| 12:30 - 1:30            |                             |   |   | Lunch   |  |   |
| 1:30 - 2:15 (45 mins)   | Version 1.3<br>New Features | Sysadmin Hands On:<br>Portal Settings, Import,<br>Updates, etc. | Session C<br>NOVUS ITS From A<br>Driver's Perspective | Address Matching &<br>Geocoding With RidePro<br>Using Google Maps | Shuttle & Transfers<br>(Continuation)  | Shop Activity Update:<br>New Features, New Solutions      |
| 2:15 - 3:00 (45 mins)   |                             |   |   | Non-Commute Trip Matching<br>& Special Events                     | Distance & Time Reports  | Enterprise Purchasing<br>Update and Q&A                   |
| 3:00 - 3:30             |                             |   |   | Break   |  |   |
| 3:30 - 4:15 (45 mins)   |                             | Open Session:<br>Hands On                                       | Session C<br>NOVUS ITS Hands On<br>Open Lab           | Upcoming Features   | School Customer Care<br>Feedback & Wrap Up Part I  | Feedback &<br>Wrap Up Part I                              |
| 4:15 - 5:00 (45 mins)   |                             |   |   | Conference Wrap Up<br>& Discussion                                | School Customer Care<br>Feedback & Wrap Up Part II   | Feedback &<br>Wrap Up Part II                             |
| 7:00 - 11:00            |                             |   |   | Closing Dinner  |  |   |





Thank you for your purchase!

Houston (Hobby), TX - HOU to San Diego, CA - SAN

## Air

Confirmation #GFXYMR

Houston (Hobby), TX - HOU to San Diego, CA - SAN  
Sunday, April 14, 2013

Air Total: \$152.40

Amount Paid  
\$152.40

Trip Total  
\$152.40

APR 14

SUN

04/14/13 - San Diego

## AIR


Houston (Hobby), TX - HOU to San Diego, CA - SAN  
04/14/2013  
Confirmation #GFXYMR

Adult Passenger(s)

OSCAR ESTRADA

Subscribe to Flight Status Messaging

Rapid Rewards #

|                  |          |  |  |   |                        |
|------------------|----------|--|--|---|------------------------|
| DEPART<br>APR 14 | 08:40 AM | Depart Houston (Hobby), TX (HOU) on Southwest Airlines | Flight #292                                      |  | Sunday, April 14, 2013 |
| SUN              | 10:00 AM | Arrive in San Diego, CA (SAN)                          | Travel Time 3 h 20 m (Nonstop)<br>Wanna Get Away |   |                        |

This itinerary is operated by Southwest Airlines.

### What you need to know to travel:

Don't forget to check in for your flight(s) 24 hours before your trip on southwest.com or your mobile device. Southwest Airlines does not have assigned seats, so you can choose your seat when you board the plane. You will be assigned a boarding position based on your checkin time. The earlier you check in, within 24 hours of your flight, the earlier you get to board.

PRICE: ADULT

| Trip  | Routing | Fare Type   View Fare Rules              | Fare Details   | Quantity        | Total                             |
|---|---------|--|--|-----------------|-----------------------------------|
| Depart  | HOU-SAN | <b>Wanna Get Away</b><br>Excellent Value | <ul style="list-style-type: none"><li>No Change Fees (applicable fare difference applies)</li><li>Reusable Funds (nontransferable - no name changes allowed)</li><li>Nonrefundable</li></ul> | 1               | \$152.40                          |
| Enroll in Rapid Rewards and earn at least 858 Points per person for this trip. Already a Member? Log in to ensure you are getting the points you deserve. |         |  |  | <b>Subtotal</b> | <b>\$152.40</b><br>Fare Breakdown |

Carry-on Items: 1 bag + 1 small personal item are free, see full details.  
Checked Items: First and second bags are free, size and weight limits apply.

Bag Charge \$0.00

Air Total:  
\$152.40

Gov't taxes & fees now included

|                                |                |                 |   |
|--------------------------------|----------------|-----------------|---|
| Purchaser Name                 | Tennille Jones | Billing Address | 12550 Emily Court, Suite 400<br>Sugar Land, TX US 77478 |
| Form of Payment                |                |                 |   |
| MasterCard - XXXXXXXXXXXX-4414 |                |                 |   |
|                                |                | Amount Applied  | \$152.40  |

Amount Paid  
\$152.40

Trip Total  
\$152.40

*Tennille Jones P-Card*



Thank you for your purchase!

Los Angeles, CA - LAX to Houston (Hobby), TX - HOU

## Air

Confirmation #GXC72

Los Angeles, CA - LAX to Houston  
(Hobby), TX - HOU  
Sunday, April 21, 2013

Air Total: \$174.90

Amount Paid

\$174.90

Trip Total

\$174.90

APR 21

SUN

04/21/13 - Houston

## AIR

Los Angeles, CA - LAX to Houston (Hobby), TX - HOU  
04/21/2013  
Confirmation #GXC72

Adult Passenger(s)

Rapid Rewards #

OSCAR ESTRADA

Subscribe to Flight Status Messaging

|                  |          |   |  |  |                        |
|------------------|----------|---|--|--|------------------------|
| DEPART<br>APR 21 | 08:00 AM | Depart Los Angeles, CA<br>(LAX) on Southwest Airlines | Flight<br>#135   |  | Sunday, April 21, 2013 |
| SUN              | 01:10 PM | Arrive in Houston (Hobby),<br>TX (HOU)                | Travel Time 3 hr 10 min<br>(Nonstop)<br>Wanna Get Away |  |                        |

This itinerary is operated by Southwest Airlines.

### What you need to know to travel:

Don't forget to check in for your flight(s) 24 hours before your trip on southwest.com or your mobile device. Southwest Airlines does not have assigned seats, so you can choose your seat when you board the plane. You will be assigned a boarding position based on your checkin time. The earlier you check in, within 24 hours of your flight, the earlier you get to board.

### PRICE: ADULT

| Trip  | Routing | Fare Type   View Fare Rules              | Fare Details   | Quantity        | Total                 |
|---|---------|--|--|-----------------|-----------------------|
| Depart  | LAX-HOU | <b>Wanna Get Away</b><br>Excellent Value | <ul style="list-style-type: none"> <li>No Change Fees (applicable fare difference applies)</li> <li>Reusable Funds (nontransferable - no name changes allowed)</li> <li>Nonrefundable</li> </ul> | 1               | \$174.90              |
| Enroll in Rapid Rewards and earn at least 984 Points per person for this trip. Already a Member? Log in to ensure you are getting the points you deserve. |         |  |  | <b>Subtotal</b> | <b>\$174.90</b>       |
|   |         |  |  |                 | <b>Fare Breakdown</b> |

Carry-on Items: 1 bag + 1 small personal item are free, see full details.  
Checked Items: First and second bags are free, size and weight limits apply.

Bag Charge \$0.00

Air Total:  
\$174.90

Gov't taxes & fees now included

|                                |                |                        |   |
|--------------------------------|----------------|------------------------|---|
| <b>Purchaser Name</b>          | Tennille Jones | <b>Billing Address</b> | 12550 Emily Court, Suite 400<br>Sugar Land, TX US 77478 |
| <b>Form of Payment</b>         |                |                        |   |
| MasterCard - XXXXXXXXXXXX-4414 |                |                        |   |
|                                |                | <b>Amount Applied</b>  | <b>\$174.90</b>   |

Amount Paid  
\$174.90

Trip Total  
\$174.90

*Tennille Jones P-Card*





# LA COSTA

RESORT AND SPA

760.438.9111 • lacosta.com • 2100 Costa Del Mar Road • Carlsbad, California • 92009

ROOM NO: 511  
Estrada, Mr. Oscar  
12550 Emily Ct.  
Sugar Land, TX 77478

FOLIO NO: 5405T6 CLERK: SG  
ARRIVE: 04/14/13  
DEPART: 04/18/13  
RATE: 775.40  
PACKAGE: PSSKEY  
NO. IN PARTY: 2  
DEPOSIT REC'D:

|             |        |   |                      |    |  | CHARGES   | CREDITS |
|-------------|--------|---|----------------------|----|--|-----------|---------|
|             |        |   |                      |    |  | CHARGE    | PAYMENT |
| 02/18/13    | P3MAS  | 1 | XXXX4414             | BB |  |           | 175.00  |
| 04/14/13    | RM0001 | 1 | Daily Rate           | -- |  | 175.00    |         |
| 04/14/13    | RM0024 | 1 | Occupancy Tax        | -- |  | 17.50     |         |
| 04/14/13    | RM0023 | 1 | Carlsbad TBID Charge | -- |  | 1.00      |         |
| 04/14/13    | RM0022 | 1 | CA Tourism Assmt.    | -- |  | 0.35      |         |
| 04/15/13    | RM0001 | 1 | Daily Rate           | -- |  | 175.00    |         |
| 04/15/13    | RM0024 | 1 | Occupancy Tax        | -- |  | 17.50     |         |
| 04/15/13    | RM0023 | 1 | Carlsbad TBID Charge | -- |  | 1.00      |         |
| 04/15/13    | RM0022 | 1 | CA Tourism Assmt.    | -- |  | 0.35      |         |
| 04/16/13    | RM0001 | 1 | Daily Rate           | -- |  | 175.00    |         |
| 04/16/13    | RM0024 | 1 | Occupancy Tax        | -- |  | 17.50     |         |
| 04/16/13    | RM0023 | 1 | Carlsbad TBID Charge | -- |  | 1.00      |         |
| 04/16/13    | RM0022 | 1 | CA Tourism Assmt.    | -- |  | 0.35      |         |
| 04/17/13    | RM0001 | 1 | Daily Rate           | -- |  | 175.00    |         |
| 04/17/13    | RM0024 | 1 | Occupancy Tax        | -- |  | 17.50     |         |
| 04/17/13    | RM0023 | 1 | Carlsbad TBID Charge | -- |  | 1.00      |         |
| 04/17/13    | RM0022 | 1 | CA Tourism Assmt.    | -- |  | 0.35      |         |
| 04/18/13    | P3MAS  | 1 | XXXX4414             | AY |  |           | 600.40  |
| Subtotals   |        |   |                      |    |  | \$ 775.40 | 775.40  |
| BALANCE DUE |        |   |                      |    |  | \$ 0.00   |         |

PAID IN FULL --- THANK YOU!

*Yerville Jones P-Card*

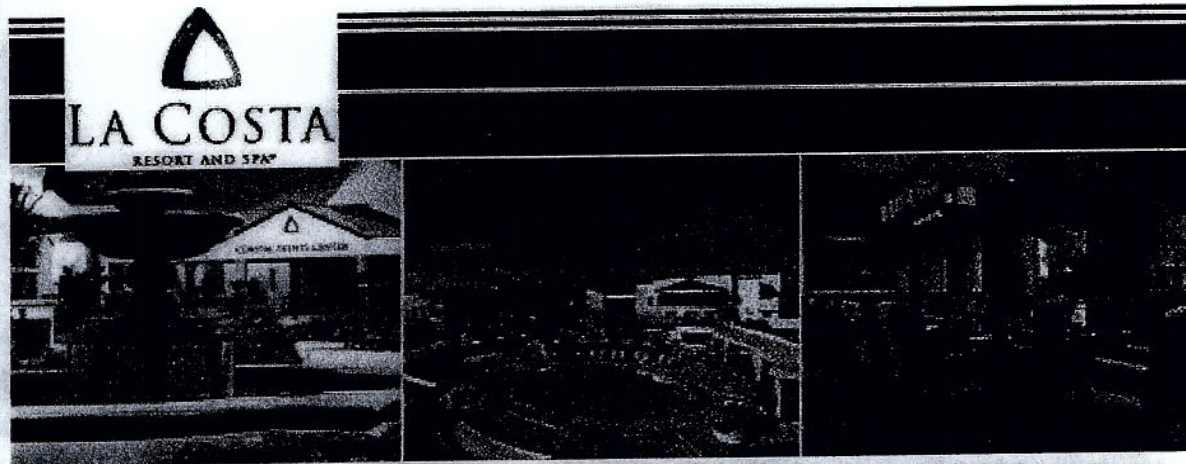
*Out of State : No Rate Match  
Conference Related*

I agree that my liability for this bill is not waived and agree to be held personally liable in the event that the indicated person, company or association fails to pay for any part or the full amount of these charges. I also agree that all charges contained in this account are correct and any disputes or requests for copies of charges must be made within five days after my departure.

GUEST SIGNATURE \_\_\_\_\_

Malota, Denice

From: The La Costa Resort and Spa Team [groupcampaigns@pkghlrss.com]  
Sent: Wednesday, February 27, 2013 2:05 PM  
To: Malota, Denice  
Subject: The La Costa Resort and Spa Reservation Confirmation



2013 Trapeze Software Group ~ 08-Apr-2013 - 19-Apr-2013 ~ La Costa  
Resort and Spa

Dear Oscar Estrada,

We are pleased to confirm your reservations at the La Costa Resort and Spa. The staff of the La Costa Resort and Spa is looking forward to your arrival as part of the 2013 Trapeze Software Group. Should your travel plans change and you need to make changes to your reservations, please [click here](#) or call .

We look forward to welcoming you to the La Costa Resort and Spa.

- The Staff of the La Costa Resort and Spa

### **Reservation Details**

|                      |               |
|----------------------|---------------|
| Online Confirmation: | 326T585V      |
| Date Booked:         | 15-Feb-2013   |
| Reservation Name:    | Oscar Estrada |
| Arrival Date:        | 14-Apr-2013   |
| Departure Date:      | 18-Apr-2013   |



|                      |   |                 |               |             |
|----------------------|---|-----------------|---------------|-------------|
| Room Type:           | Standard Guestroom  |                 |               |             |
| Number of Rooms:     | 1   |                 |               |             |
| Number of Guests:    | 1   |                 |               |             |
| Night by Night Rate: | <b>Date</b>   | <b>Guest(s)</b> | <b>Status</b> | <b>Rate</b> |
|                      | 14-Apr-2013   | 1               | Confirmed     | 175.00      |
|                      | 15-Apr-2013   | 1               | Confirmed     | 175.00      |
|                      | 16-Apr-2013   | 1               | Confirmed     | 175.00      |
|                      | 17-Apr-2013   | 1               | Confirmed     | 175.00      |
|                      | <b>Additional Guest      Rate</b>   |                 |               |             |
|                      | Second Guest  |                 | 0.00          |             |
|                      | Third Guest   |                 | 0.00          |             |
|                      | Fourth Guest  |                 | 0.00          |             |
|                      | Fifth Guest   |                 | 0.00          |             |
| Total Charge:        | 700.00  |                 |               |             |
| Tax Disclosure:      | Room Rates shown do not include \$1.00 Carlsbad Tourism Fee Per Night, \$0.00 Resort Charge Per Night, and 10.00% Room Tax Per Night (subject to change). Total charges presented on the website will include applicable room tax and any resort charges. |                 |               |             |
| Cancel Policy:       | Cancellations made within 72 hours of arrival will forfeit one night's room and tax.  |                 |               |             |



Name: OSCAR ESTRADA

## OSCAR ESTRADA

Month / Year: Apr-13

Apr-13

[illegible]

Doc # 5-14-13  
Date